

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

From: Deb Ursum [dursum@renkim.com]
Sent: Wednesday, August 13, 2008 4:40 PM
To: Centa, John (J.R.)



S5001003

DEB URSUM

DEB URSUM
Special Service Support Center
1-800-325-5621
734-374-1030 fax
'STRIVING FOR QUALITY'

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Net Meeting Summary Sheet

Issue: ABS Module and/or harness damage after FSA 07S51

Vehicle: Escape

Model Year(s): 2001 and 2002

Body Cab Style: n/a

Engine Type: n/a

Transmission Type: n/a

Notes/Comments: search criteria was 2001 thru 2004 Escape, with significant event of Fire. Then check vehicle histories to determine if repeat/related repairs occurred **after** 07S51 FSA completed

Report Summary

Model Year	CQIS	MORS/CUDL	AWS	VOQ	Total
2001	0	1	1	0	2
2002	0	2	0	0	0

Alleged Failure Modes

Failure Mode Desc.	smoke/fire				
# of Alleged Failures	4				

Build Date

Month-Year	# of Reports
Jun-01	1
Jul-01	1
Nov-01	1
Feb-02	1

Repair Date

Month-Year	# of Reports
Jun-07	2
Jul-07	2

Mileage

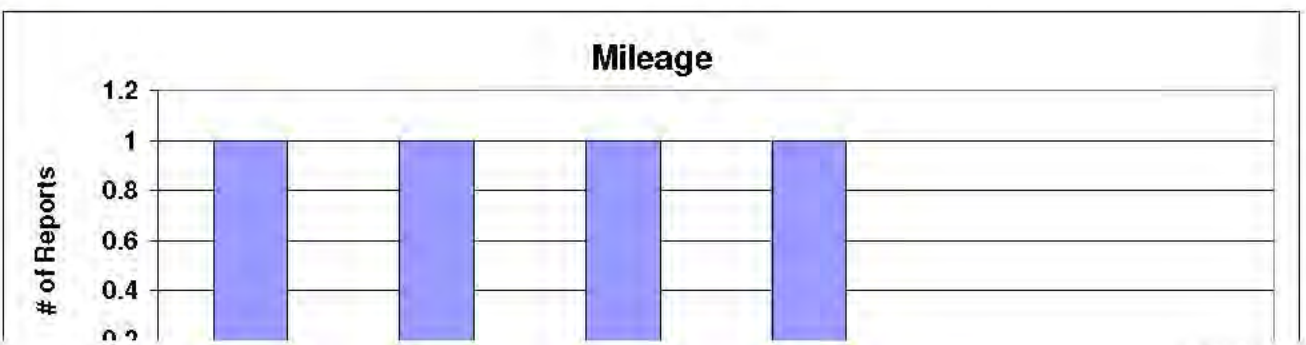
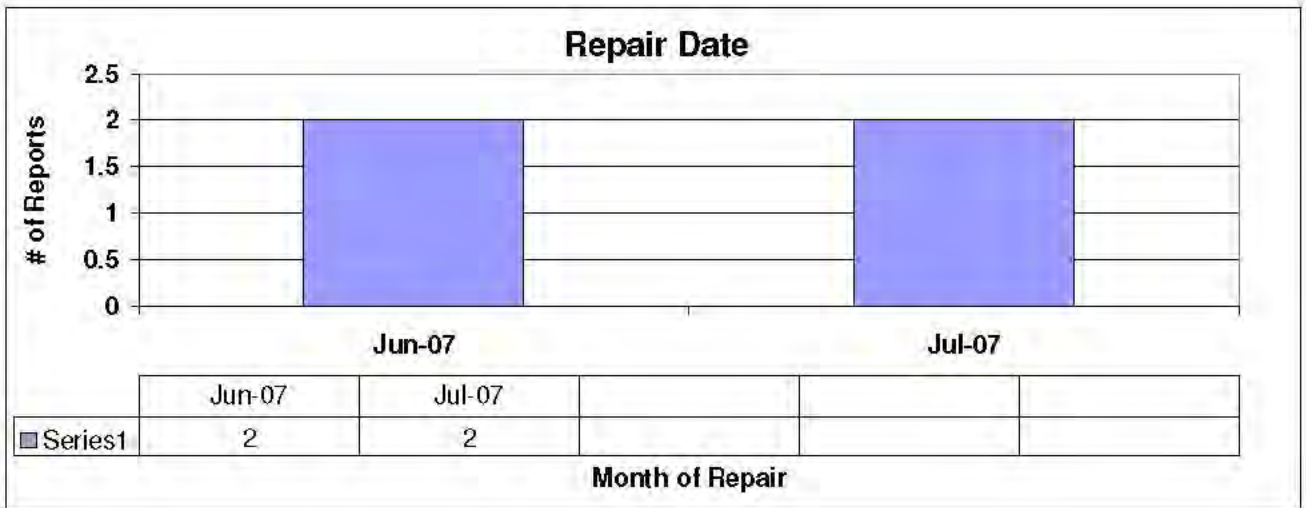
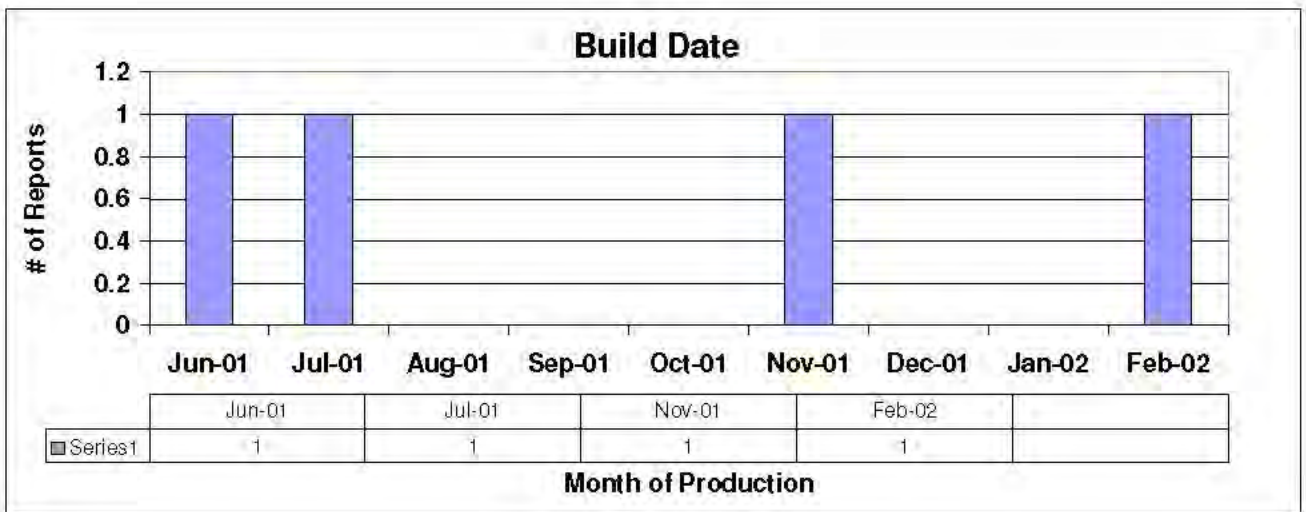
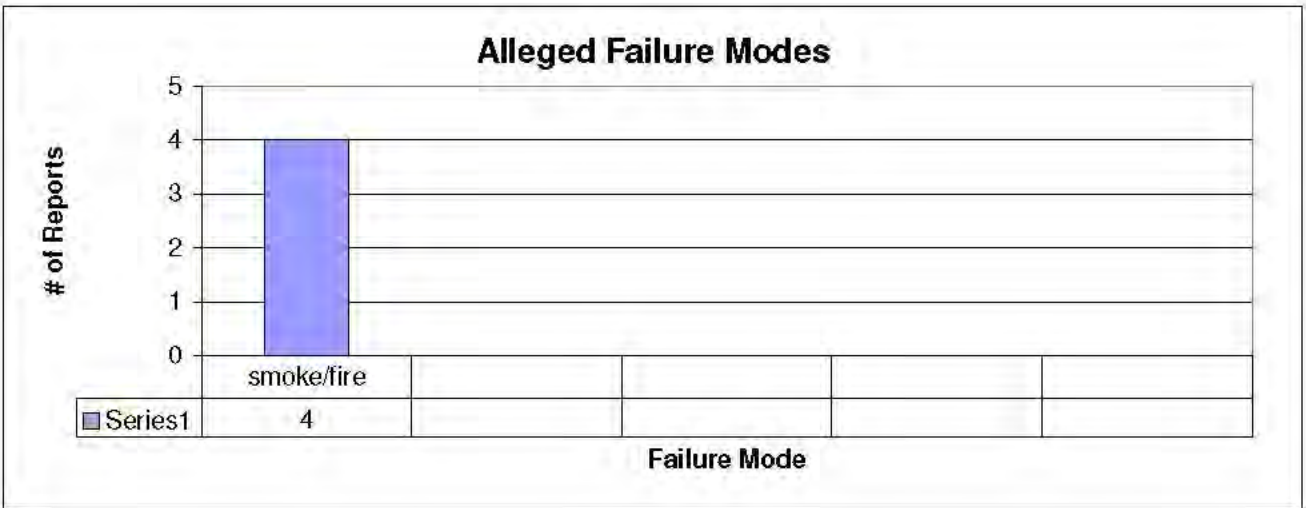
Miles	# of Reports
65000	1
72000	1
83021	1
104584	1

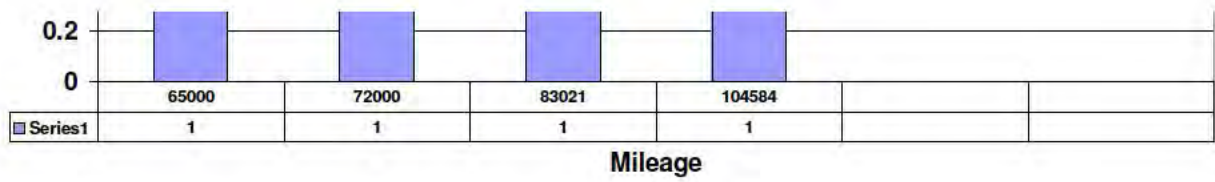
Time-In-Service (Months)

Months-In-Service	# of Reports
62	1
64	1
71	1
73	1

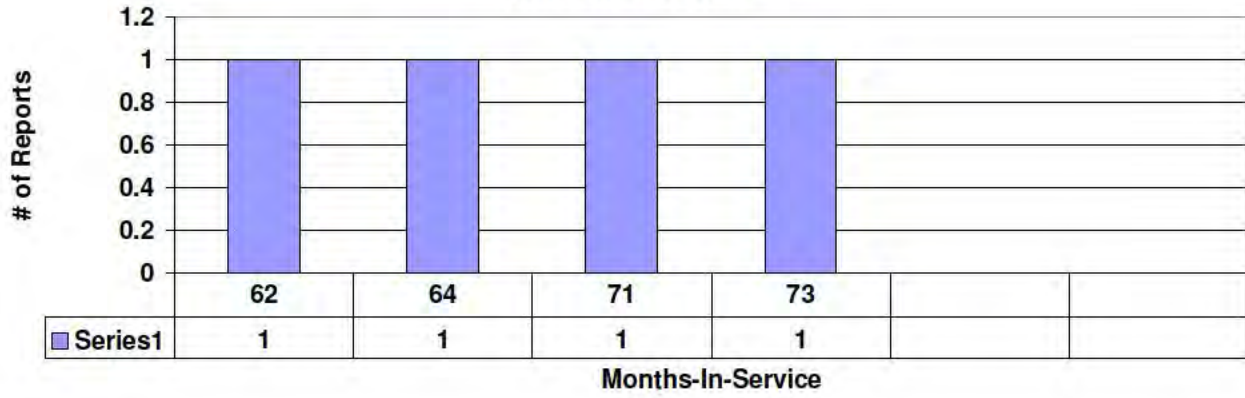
State/Province

St./Prov.	# of Reports
FL	1
MI	2
TX	1

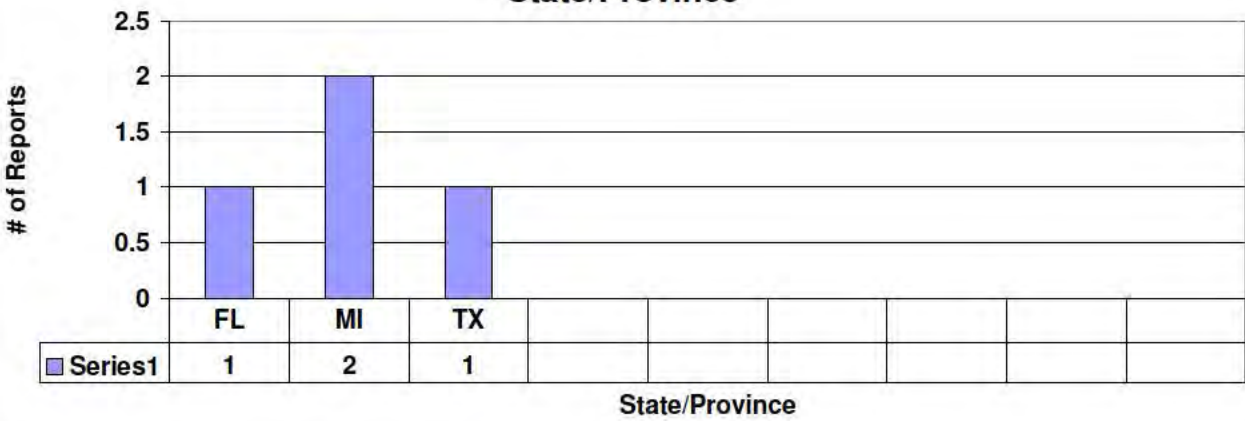




Time-In-Service



State/Province



EQ Record ID	Source Code	Commodity(ies)	Symptoms	Significant Events	Source Claim Key	Warranty Component Classification (WCC)	Corporate Product Systems Classification (CPSC)	Time In Service	Customer Condition Code	V Function Group (VFG)	Version Series Code	Source System Program Type	Repair/Report/Paid Date	Load Date	Causal Part Prefix	Causal Part Base	Causal Part Suffix	Causal Part Name	Non Causal Part Prefix-Base-Suffix	Dealer Code
25854387	MORS/CUDL	chassis;service brakes;master cy inder/booster/hydroboost;abs/traction control;electrical;wiring;connectors;body structure;sheetmetal;hood;unknown;jam ps/bulbs;brakelamps/himount brakelamp;locks/latches;main body wiring;abs module;powertrain;engine	damage;damage-me ted;field service action;fire;function-false activation/cycle/deploy;function-malfunction/inoperative;mod-driving condition-while driving;mod-intermittent/random;mod-vehicle towed in;no keyword found	property damage; fire;	335781557						AAAA		6/4/2007	6/6/2007 6:07				NOT PROVIDED BY SOURCE	- -	"148560"
445969362	AWS	unknown	field service action		21710517	** "	"99"	72	*	V00	AAAA		5/3/2007	5/7/2007 18:11	*		[N/A]		- -	"09609 "
450515817	AWS	chassis;service brakes;master cy inder/booster/hydroboost;abs/traction control;abs module	damage;field service action;fire;function-malfunction/inoperative	fire;	21794155	"5V07"	"07"	73	A85	V17	AAAA		7/4/2007	7/10/2007 18:11	YL8Z	2C065	AA	KIT-BRK ANT/LK CONTR MOD CONTR	- -	"09609 "
25909697	MORS/CUDL	unknown	field service action;fire;no keyword found	property damage; fire;	1394391927						AAAA		7/11/2007	7/14/2007 14:16				NOT PROVIDED BY SOURCE	- -	"152752"
448146700	AWS	unknown	no keyword found		21755944	** "	"99"	71	*	V00	AAAA		5/31/2007	6/4/2007 18:11	*		[N/A]		- -	"04570 "
25893148	MORS/CUDL	unknown;chassis;service brakes;abs/traction control;abs module;electrical;start-charge;battery	ca libration-issue/re-flash;field service action;fire;function-malfunction/inoperative;mod-indicator light/warning chime on;no keyword found;separation	fire;	343661807						AAAA		6/29/2007	7/3/2007 18:11				NOT PROVIDED BY SOURCE	- -	"124500"
445625771	AWS	chassis;service brakes;abs/traction control;abs module	field service action		16103195	** "	"99"	62	*	V00	AAAA		4/27/2007	5/1/2007 18:11	*		[N/A]		- -	"02865 "

25891304	MORS\CUDL	unknown;chassis;service brakes;abs/traction control;powertrain;engine;master cy inder/booster/hydroboost;steering	administrative cost;damage;engine rpm fire; surge/flare;field service action;fire;function-malfunction/inoperative;mod-location-under hood;no keyword found;pulls/drifts;repair-prior repair mentioned;separation	533181797	AAAA	6/28/2007	6/30/2007 14:11	NOT PROVIDED BY SOURCE	- -	"148073"
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449741324	AWS	chassis;service brakes;abs/traction control;abs module	field service action	16224228	"" "	"99"	65	*	V00	AAAA	6/20/2007	6/23/2007 14:11	*	[N/A]	- -	"09696 "
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Dealer Name	Dealer City	Dealer State/Province	Dealer Country	Dealer Phone Number	VIN	Production Date	Model Year	Vehicle Description	Engine Description	Transmission	Body Cab Style	Drive Line	Plant Description	Warranty Start Date	Mileage	Customer Comments	Technician Comments	COIS Recommendations
CLINTON-TECUMSEH FORD LINCOLN-	CLINTON	MI	USA	5174567414	1FMCU03181KC21014	6/4/2001	2001	ESCAPE	MOD 3.0L DOHC EFI NA V6 G*NAAO	4 SPD AUTO TRANS NAAO CD4E	5 DOOR LIGHT TRUCK	2 WHL L/H FRONT DRIVE	KANSAS CITY PLANT BUILD	6/22/2001	104363	REPAIRS COMPLETED ---- P53 CODE PROVIDED J012X. CASE CLOSED. CUSTOMER SAID: -CUST STATES THAT HE TOOK THE VEH TO THE DLR CLINTON-TECUMSEH FORD FOR A RECALL ON 5/3/07-THE NOW HAS CAUGHT ON FIRE FRIDAY 6/1/07-THE FIRE ORIGINATED ON THE ABS MODULE ON THE WIRE HARNESS-THE VEH IS NOW AT THE DLR-YES THERE WAS A FIRE REPORT FILE WITH THE FIRE DEPT-THE FINDINGS WERE NOT KNOWN AT THE TIME-NO REPORT # AVAILABLE AT THIS TIME THE CITY ANNARBOR THE COUNTY WASHTENAW-NO OTHER DAMAGE WAS REPORTED-NO CLAIM HAS BEEN FILE WITH THE INSURANCE COMPANY-THEY DO NOT KNOWN AS OF YET -THE VEH WAS OFF FOR ABOUT 15 MINUTES OR SO-CUST IS REQUESTING FOR VEH TO BE REPAIRDEALER SAID: CLINTON-TECUMSEH FORD LINCOLN-MERCURY829 TECUMSEH CLINTON, MI 49236TEL:(517) 456-7414CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT.NOTE TO COR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE. OBC TO DEALER ---- SPOKE WITH DORINDA, SM ---- RECALL DONE ON MAY 3, 2007 --- VE		
CLINTON-TECUMSEH FORD LINCOLN-	CLINTON	MI	USA	5174567414	1FMCU03181KC21014	6/4/2001	2001	ESCAPE	MOD 3.0L DOHC EFI NA V6 G*NAAO	4 SPD AUTO TRANS NAAO CD4E	5 DOOR LIGHT TRUCK	2 WHL L/H FRONT DRIVE	KANSAS CITY PLANT BUILD	6/22/2001	104363	RECALL 07S51	PERFORMED RECALL 07S51	
CLINTON-TECUMSEH FORD LINCOLN-	CLINTON	MI	USA	5174567414	1FMCU03181KC21014	6/4/2001	2001	ESCAPE	MOD 3.0L DOHC EFI NA V6 G*NAAO	4 SPD AUTO TRANS NAAO CD4E	5 DOOR LIGHT TRUCK	2 WHL L/H FRONT DRIVE	KANSAS CITY PLANT BUILD	6/22/2001	104854	VEHICLE HAD ENGINE FIRE INSPECT FOR ESTIMATE ON REPAIRS RELATED DAMAGED TO 07S51	REPAIR PER ESTIMATE, ABS MODULE, ENGINE HARNESS COWL, WASHERS JETS, HOSES, SEALS, PAINT HOOD, ETC REPLACE BRAKE BOOSTER	
BLUEBONNET MOTORS, INC.	NEW BRAUNFELS	TX	USA	8306068011	1FMYU03191KC57378	7/20/2001	2001	ESCAPE	MOD 3.0L DOHC EFI NA V6 G*NAAO	4 SPD AUTO TRANS NAAO CD4E	5 DOOR LIGHT TRUCK	2 WHL L/H FRONT DRIVE	KANSAS CITY PLANT BUILD	8/9/2001	83021	LPA CONTACTED DLR AND ADVISED FOLLOWING UP IN REFERENCE TO REQUEST FOR CA REVIEW. SM STATED THE CUST HAS ALREADY HAD THE 07S51 RECALL PERFORMED. HE STATED THE FIRE APPEARS TO HAVE BEGAN IN THAT AREA HOWEVER THEY ARE NOT ABLE TO DETERMINE ANY CAUSE. LPA ADVISED THAT CA WILL BE REFERRING CUST TO INSURANCE CARRIER AS THE RECALL HAS BEEN PERFORMED AND THE VEH IS OUTSIDE OF WARRANTY. LPA TO SEND CUST DENIAL LETTER ADVISING THAT CA IS NOT ABLE TO BE OF ASSISTANCE. LPA TO CLOSE CASE. CONCERNS ADDRESSED. *****PRODUCT LIABILITY*****DATE:07-11-07; DEALER CONTACT-RON GONZALES CUSTOMER ALLEGES VEHICLE CAUGHT FIRE.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.		
BLUEBONNET MOTORS, INC.	NEW BRAUNFELS	TX	USA	8306068011	1FMYU03191KC57378	7/20/2001	2001	ESCAPE	MOD 3.0L DOHC EFI NA V6 G*NAAO	4 SPD AUTO TRANS NAAO CD4E	5 DOOR LIGHT TRUCK	2 WHL L/H FRONT DRIVE	KANSAS CITY PLANT BUILD	8/9/2001	82383	[only key info on AWS claim is the labor operation 07S51A suggesting this is when the module connector, seal and harness inspection was performed]		
FORD OF OCALA INC	OCALA	FL	USA	3527324800	1FMYU03122KB24222	11/12/2001	2002	ESCAPE	MOD 3.0L DOHC EFI NA V6 G*NAAO	4 SPD AUTO TRANS NAAO CD4E	5 DOOR LIGHT TRUCK	2 WHL L/H FRONT DRIVE	KANSAS CITY PLANT BUILD	4/16/2002	65000	OBC TO CUSTOMER --- STATED HE HAD THE RECALL DONE IN APRIL ---- SHORTLY AFTER THAT THE ABS LIGHT CAME OUT ---- TOOK VEHICLE TO INDEPENDENT WHO DETERMINED THE ABS RECALL WASN'T DONE CORRECTLY ---- CUSTOMER TOOK VEHICLE BACK TO DEALER WHO WANTED TO CHARGE HIM FOR DIAGNOSIS ---- CUSTOMER DID NOT WANT TO PAY --- TOOK VEHICLE BACK HOME AND SHORTLY HAD A FIRE IN THE ABS CONNECTOR AREA ---- BATTERY WAS UNHOOKED --- CURRENTLY SITTING AT CUSTOMER'S HOUSE ---- LPA ADVISED CUSTOMER TO TAKE VEHICLE BACK TO THE DEALER FOR INSPECTION--LPA WILL PAY FOR DIGNOSIS - OBC TO DEALER AND LEFT VOICEMAIL FOR REGINALD, SM ---- LPA'S PHONE # PROVIDED TO CUSTOMER. LPA SPOKE WITH JOHN (RECALL) -- BASED ON THIS DISCUSSION THE VEHICLE WILL BE FIXED --- OBC TO DEALER AND VOICEMAIL LEFT ASKING FOR A CALL BACK --- SM WILL BE MADE AWARE THAT RECALL WANTS THE ABS MODULE BACK. LPA RETURNED SM'S CALL AND LEFT A VOICEMAIL --- FAX WITH ESTIMATE NOT RECEIVED YET --- PICS WERE RECEIVED BUT VERY BLURRY. IBC FROM DEALER --- SM SAID THE ABS CONNECTOR CAUGHT ON FIRE --- THERE IS NO CORROSION SIGNS ---- LPA REQUESTED PICS, FINDINGS AND ESTIMATE FOR REPAIRS THAT WILL BE SENT		
FORD OF OCALA INC	OCALA	FL	USA	3527324800	1FMYU03122KB24222	11/12/2001	2002	ESCAPE	MOD 3.0L DOHC EFI NA V6 G*NAAO	4 SPD AUTO TRANS NAAO CD4E	5 DOOR LIGHT TRUCK	2 WHL L/H FRONT DRIVE	KANSAS CITY PLANT BUILD	4/16/2002	79344	07S51 PERFORM PRIOR TO VEHICLE DELIVERY: ABS MODULE CONNECTOR INSPECTIO	INSPECT AND INSTALL GEASE AS PER RECALL PART A	

BORGMAN FORD SALES, INC.	GRANDVILLE	MI	USA	6165347651	1FMYU04192KC46400	2/21/2002	2002	ESCAPE	MOD 3.0L DOHC EFI NA V6 G*NAAO	4 SPD AUTO TRANS NAAO CD4E	5 DOOR LIGHT TRUCK	4 WHL L/H FULL TIME DRIVE	KANSAS CITY PLANT BUILD	2/28/2002	72000	IBC FROM CUSTOMER --- STATED INSURANCE FINALIZED THE INSPECTION --- FINDINGS: FIRE DAMAGE RELATED TO 07S51 RECALL --- THE ABS CONNECTOR WAS REMOVED AND IT'S IN INSURANCE'S POSSESION --- VEHICLE AT BORGMAN FORD ---- DOES NOT KNOW WHETHER DEALER HAS INSPECTED THE CAR ---- CUSTOMER PREFERS WORKING WITH FORD, OTHERWISE SHE HAS TO PAY \$500 DEDUCTIBLE --- SHE IS IN A RENTAL (FORD FOCUS) SINCE TUESDAY, LAST WEEK --- SEEKING REIMBURSMENT FOR RENTAL IF FORD ENDS UP PAYING FOR REPAIRS. OBC TO BORGMAN FORD -- LEFT VOICEMAIL FOR DOUGLAS, SM WITH LPA'S PHONE #. DOUG CALLED -- VEHICLE IN THE BODY SHOP --- HE LL BRING TO THE SERVICE DEPT. AND HAVE SOMEONE LOOK AT IT THIS AFTERNOON ---- SEEMS LIKE THE ABS CONNECTOR WAS THE CAUSE --- WILL EMAIL PICS, FINDINGS AND ESTIMATE FOR REPAIRS. IBC FROM DEALER - SPOKE WITH DOUG, SM --- VEHICLE DOES NOT APPEAR IN THE SYSTEM --- WILL CHECK IN THE BODY SHOP AND CALL LPA BACK. CASE TRANSFERED TO BORGMAN FORD P&A 09675 IBC FROM CUSTOMER --- STATED SHE TOOK THE VEHICLE TO BORGMAN FORD ---- THE FIRE INVESTIGATOR IS GOING THERE TODAY FOR INSPECTION ---- CUSTOMER	
KELLER FORD INC	GRAND RAPIDS	MI	USA	6167846600	1FMYU04192KC46400	2/21/2002	2002	ESCAPE	MOD 3.0L DOHC EFI NA V6 G*NAAO	4 SPD AUTO TRANS NAAO CD4E	5 DOOR LIGHT TRUCK	4 WHL L/H FULL TIME DRIVE	KANSAS CITY PLANT BUILD	2/28/2002	71968	07S51 PERFORM PRIOR TO VEHICLE DELIVERY: ABS MODULE CONNECTOR INSPECTIO	RECALL INSPECT & LUBE CONNECTOR

From: Deb Ursum [sssc@renkim.com]
Sent: Friday, June 15, 2007 2:48 PM
To: 'Al'
Cc: 'Deb Ursum'
Subject: re: 1FMCU03121KB99771

Al:

Thank you for your time and patience in getting this vehicle concern to resolution. Per our telephone conversation, please send a tube of the grease used (preferably one with a few applications left) along with the pigtail and module. Please send those items to:

ATTN: Al Leese

Ford Motor Company

Diagnostic Service Center II, Cube 792

1800 Fairlane Drive

Allen Park, MI 48101

Please keep a copy of this communication. Parts will be called back, but this will serve as documentation as to where the parts were sent.

Thank you in advance for your assistance.

Sincerely,

Deb Ursum

Special Service Support Center

Technical Advisor

800-325-5621

fax-734-374-1030

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From: Deb Ursum [dursum@RENKIM.COM]
Sent: Tuesday, February 05, 2008 4:24 PM
To: Centa, John (J.R.)
Subject: 1fmyu03121kc22391
Attachments: escape.jpg; escape2.jpg; escape3.jpg; escape4.jpg; escape5.jpg; escape6.jpg

Here you go.

DEB URSUM

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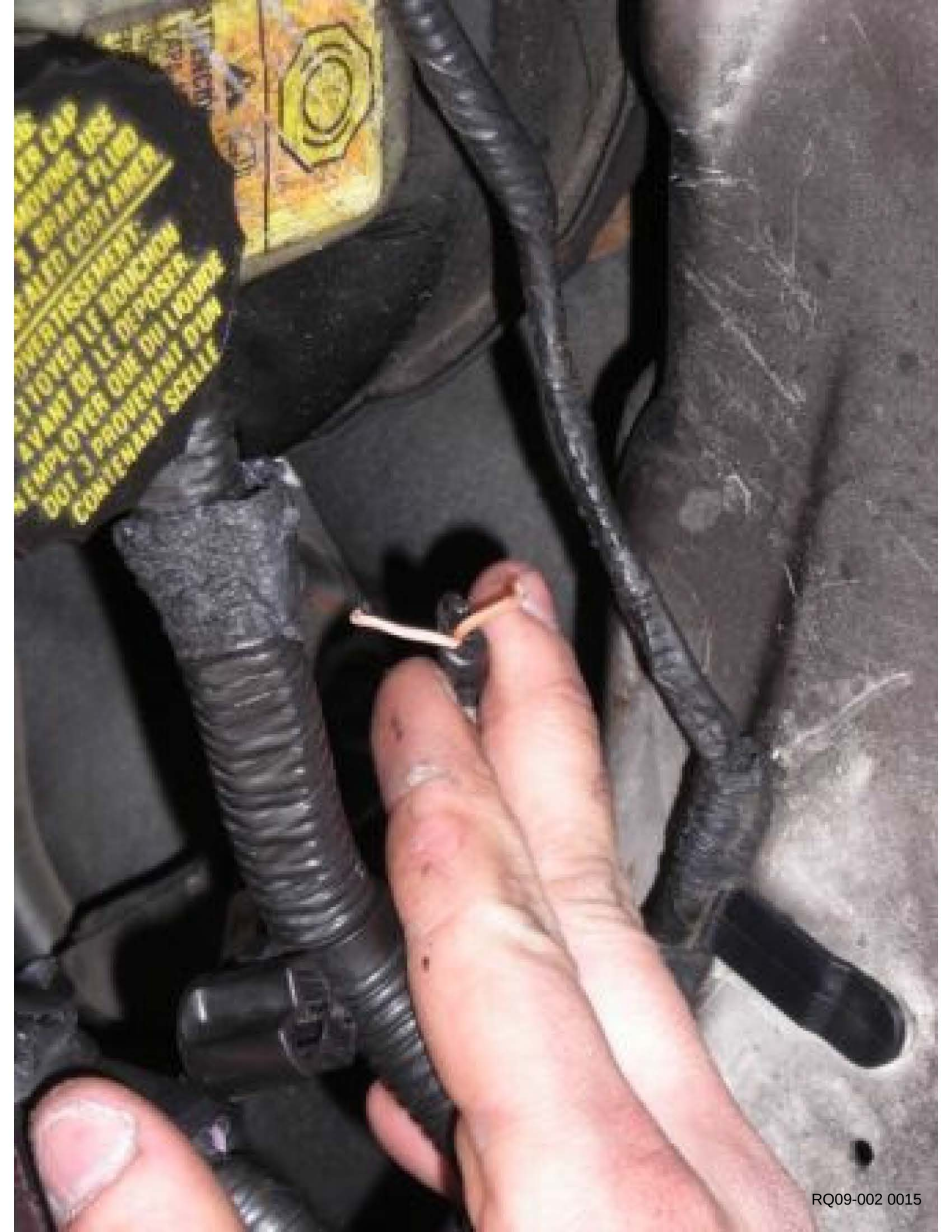
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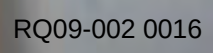












From: Tuneff, Mark (M.S.)
Sent: Tuesday, February 05, 2008 4:12 PM
To: Centa, John (J.R.)
Subject: 1FMYU03121KC22391

John, got your message and thanks for calling back.

Looks like the owner of the vehicle contacted the CRC back in November with an alleged fire related to the ABS module. CRC issued a denial for assistance based on notices of the FSA being sent previously. Looks like info in GCAMP agrees. In the owner contact the event is described as "fire did not really damage anything except the ABS module and some wires."

Then there are two warranty claims in December, both on 12/13 that include ABS sensors, some other sensor, a spring shackle, some wiring, the FSA pigtail, and it looks like both claims have an ABS module on them.

No issue with the scenario you described about the dealer being able to repair if the FSA is open, but the repairs and the owner description don't entirely match, and I'm not sure why two separate claims. Just for what it's worth, it was brought to my attention so thought I would share...

THANKS!

Mark Tuneff
Automotive Safety Office - External Investigations
Phone 313-323-0394
Fax 313-594-2268

From: Tuneff, Mark (M.S.)
Sent: Thursday, February 07, 2008 7:15 AM
To: Ursum, Deb (D.L.); Centa, John (J.R.)
Cc: 'SSSC'
Subject: RE: 1FMYU04102KA68568 / 07S51 / 04231

Thanks Deb!

From: Deb Ursum [mailto:dursum@renkim.com]
Sent: Wednesday, February 06, 2008 6:18 PM
To: Tuneff, Mark (M.S.); Centa, John (J.R.)
Cc: 'SSSC'
Subject: 1FMYU04102KA68568 / 07S51 / 04231

Mark And John:

We have another one that was the grease/release that has incurred damage after the repair. This vehicle had the campaign performed 5-19-07, and will forward pictures to you as soon as received. There has not been any contact with CAC, or OGC on this one.

Just a heads up. Same dealer did the original repair.

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From: Deb Ursum [dursum@RENKIM.COM]
Sent: Wednesday, July 09, 2008 4:25 PM
To: Centa, John (J.R.)
Subject: 1FMYU04171KA97709 / B7201 / 07S51
Attachments: MVC-468S.JPG; MVC-469S.JPG; MVC-470S.JPG; MVC-471S.JPG; MVC-472S.JPG; MVC-473S.JPG; MVC-474S.JPG; MVC-475S.JPG; MVC-476S.JPG

John:

Check these out.

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MTD. BY FORD MOTOR CO. IN U.S.A.

DATE: 03/01

GVWR/PNBY: 4528LB / 2053KG



FRONT GAWR

REAR GAWR

PNBE AV

PNBE AR

2398LB

2319LB

1087KG

1051KG

WITH/AVEC TIRES/PNEUS

P235/70R16AS/P235/70R16AS

16X7.0J

RIMS/JANTES

16X7.0J

AT/A kPa/PSI/lPC

207/30

COLD/A FROID

207/30

/JUMETER

VIN: 1FMYU04171KA97709

TYPE: MPV/MTUM

COMPLIES: IECIS-2

F00000
T00000



EXT PNT:

BZ

IRC-B7

DSO

WB BRK

INT TR

TP/PS

R

AXLE

TR

SPR

OM11A

103 4

M2

8

69

4

GC

305

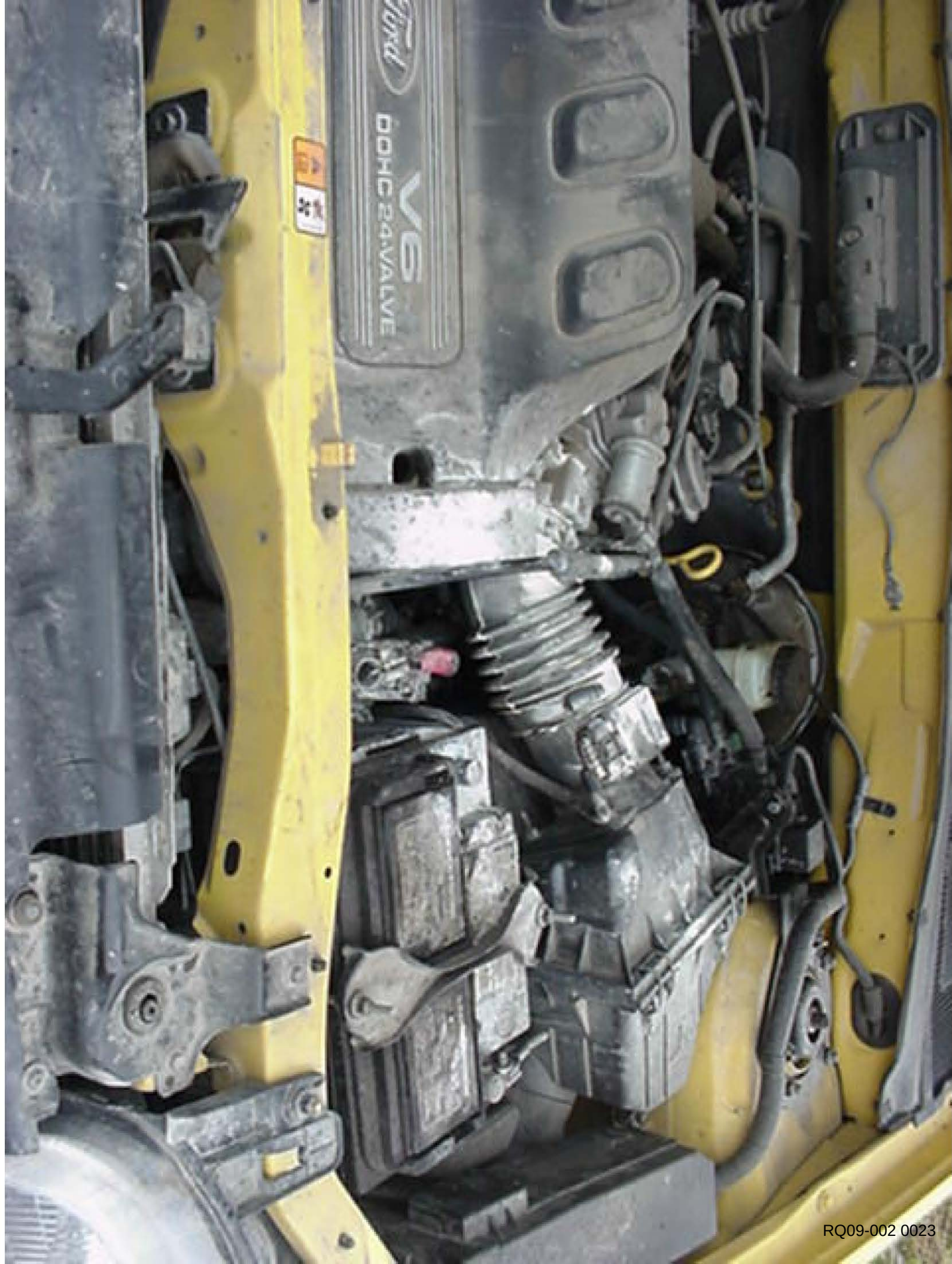
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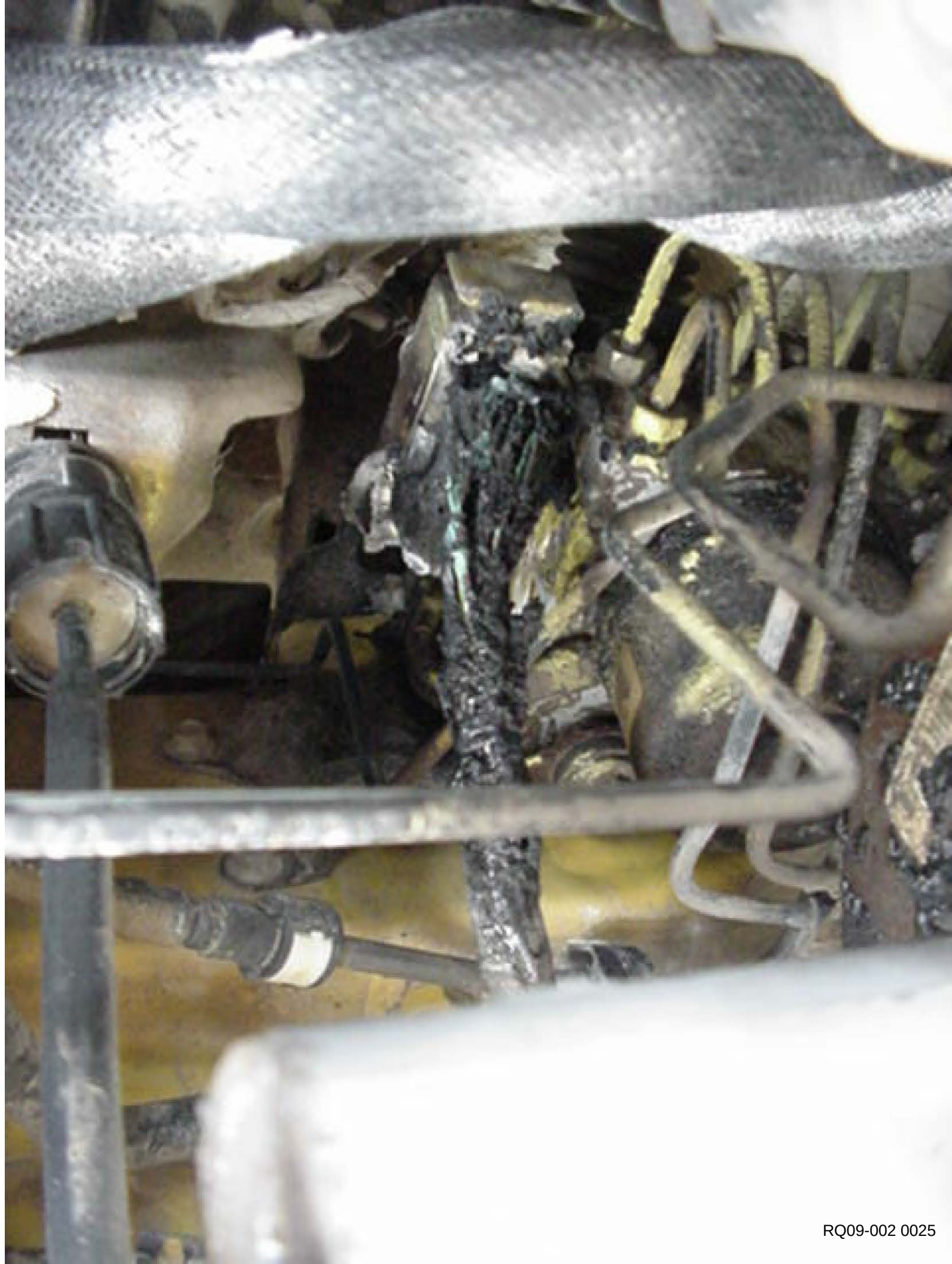
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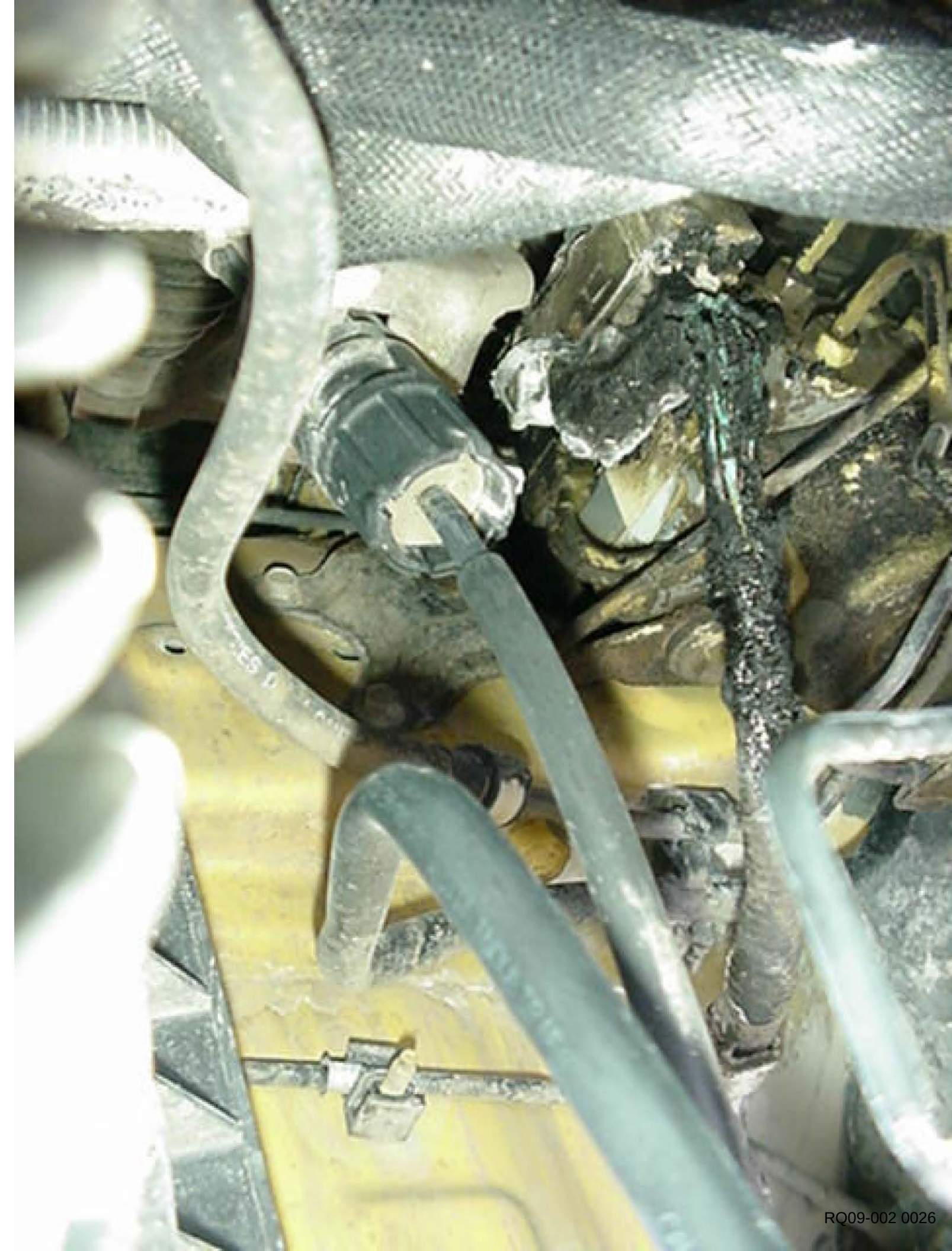
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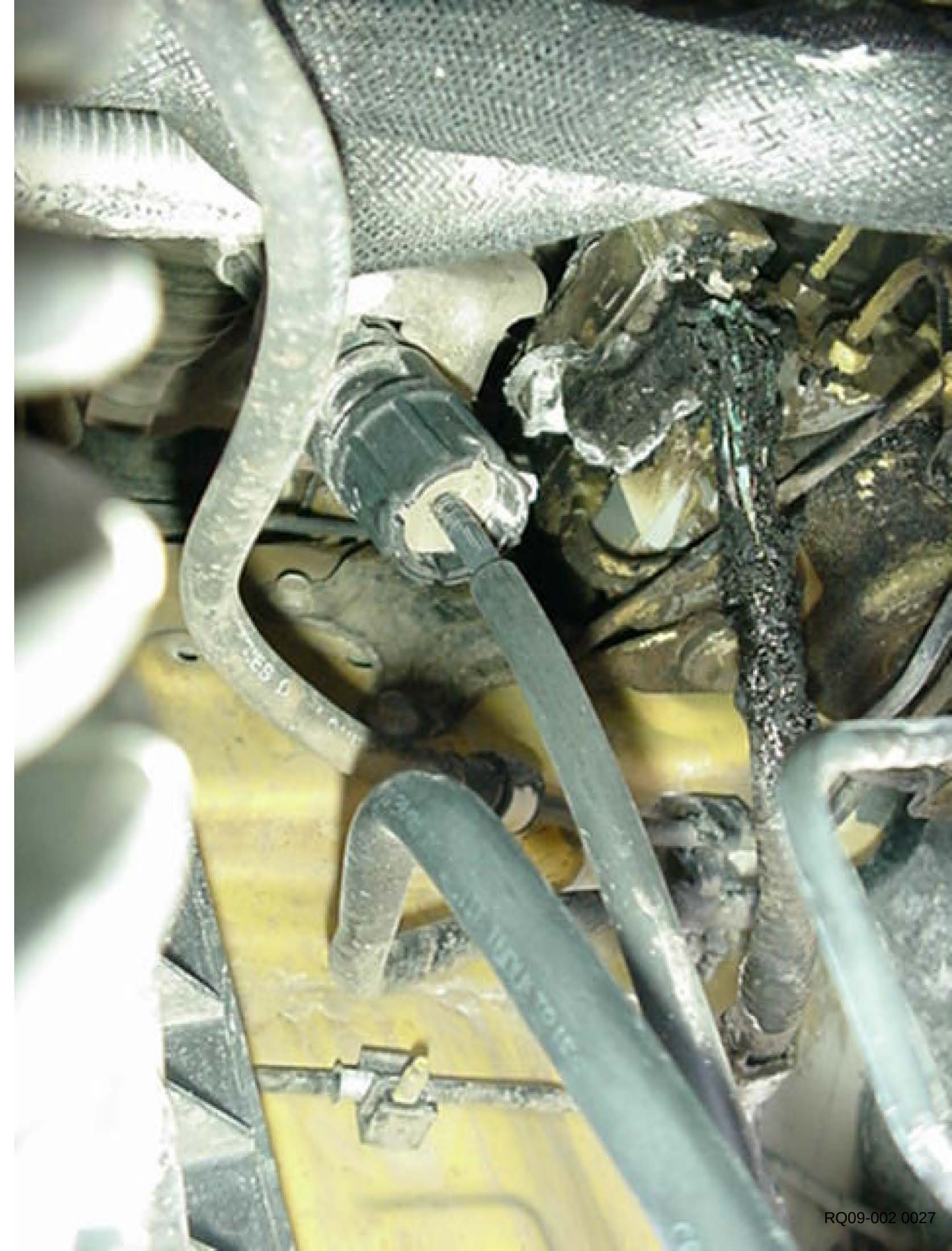


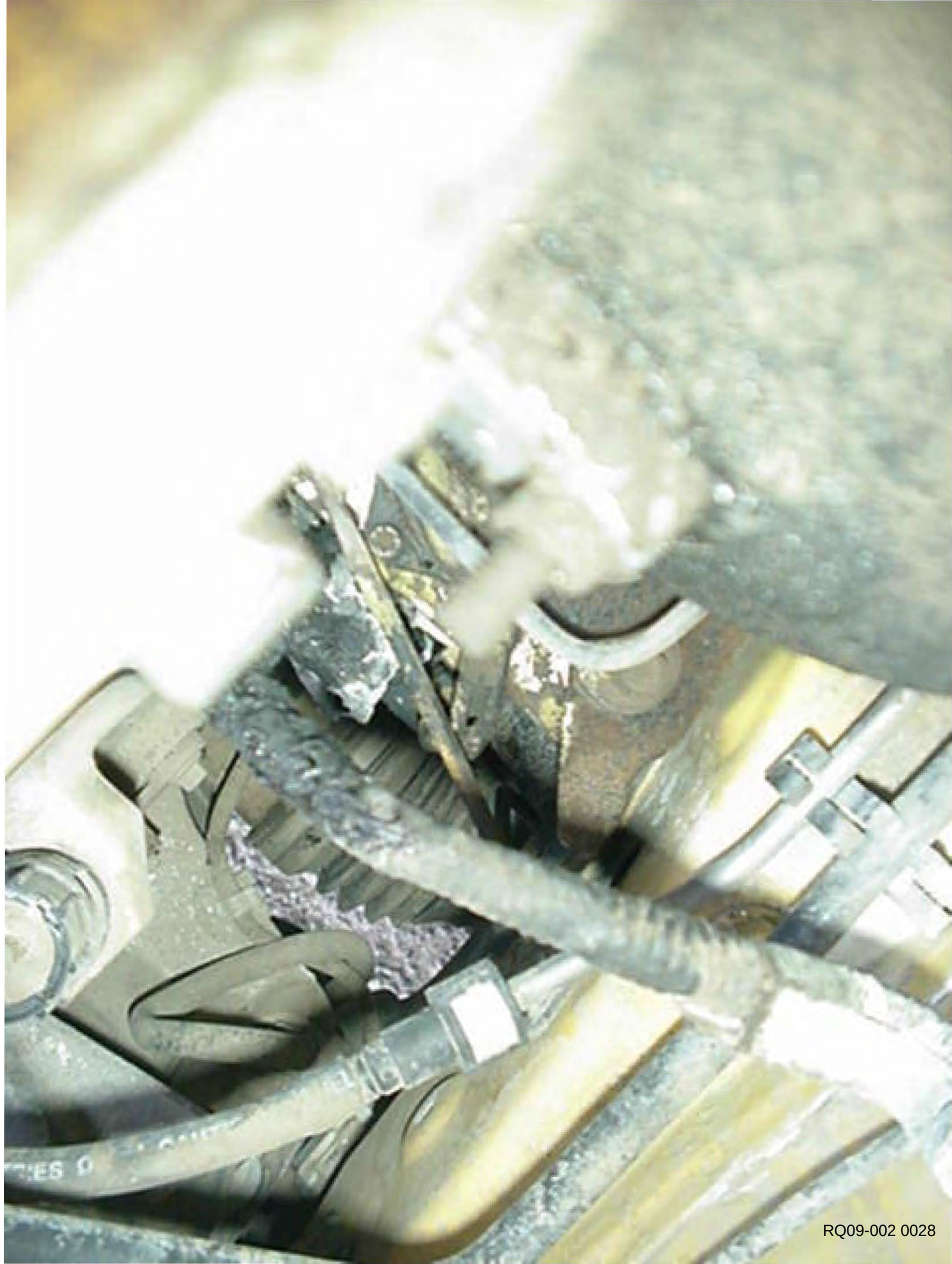












From: SSSC [sssc@RENKIM.COM]
Sent: Wednesday, January 30, 2008 9:02 AM
To: Centa, John (J.R.)
Cc: Tuneff, Mark (M.S.); 'SSSC'
Subject: 07S51 Bill McDonald ford RE: 1FMYU04192KA37660 PA CODE 02743

John:

I made contact with Dave Jones, advising information had been received and someone (not sure which dept will be handling) should be getting back with him later today. I could not leave him hanging.

Deb

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

From: SSSC [mailto:sssc@renkim.com]
Sent: Tuesday, January 29, 2008 1:32 PM
To: 'Centa, John (J.R.)'
Cc: 'Tuneff, Mark (M.S.)'
Subject: FW: 1FMYU04192KA37660 PA CODE 02743

John And Mark:

Please review and decide whom will take the lead on it. John, this is the one that has the list of CUDL documentation. The campaign was closed out by the same dealer 5-07.

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

From: michelle grates [mailto:lilmac@toast.net]
Sent: Tuesday, January 29, 2008 11:19 AM
To: SSSC@RENKIM.COM
Subject: 1FMYU04192KA37660 PA CODE 02743

FROM DAVE JONE
BILLMACDONALD FORD
810 329 6601

The message is ready to be sent with the following file or link attachments:

SERVIIICE 001.jpg
SERVIICE 002.jpg
SERVIICE 003.jpg
SERVIICE 004.jpg

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

From: SSSC [sssc@renkim.com]
Sent: Wednesday, October 03, 2007 12:18 PM
To: Centa, John (J.R.)
Subject: 07S51 FW: Attn: Sandra, pix you requested / 1FMYU04172KB47008
Attachments: MVC-001S.JPG; MVC-002S.JPG; MVC-003S.JPG; MVC-004S.JPG; MVC-005S.JPG; MVC-006S.JPG; MVC-007S.JPG; MVC-008S.JPG; MVC-009S.JPG; MVC-010S.JPG; MVC-011S.JPG; MVC-012S.JPG

John:

Please review these pics and the tech hotline comments. (comments are pretty strange, I believed we discussed verbally). Anyway, these pics just came in, and would like a second opinion. Request includes, pigtail, ecu, hcu, speed sensor, brake fluid.

I have included all the pics to help you out. I am hoping two brains are better than one.

Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost	Source
CLOSE - INSPECT REPAIR	16-May-2007	12-Apr-2007	UNITED STATES	08157	031692	07S51C	154.41	GACES

Deb

From: richard mcclain [mailto:richard.mcclain@mertzford.com]
Sent: Thursday, September 27, 2007 1:16 PM
To: sssc@renkim.com
Subject: Attn: Sandra, pix you requested

Hello Sandra,

I am now sending pictures of the requested items in question and have done some deeper investigating as to what happened with the confusion of what repairs have been done to which vehicle...what a cluster this is!

The vehicle for Mr Thoma, R.O. #32959, VIN #1FMYU03162KD97275 is done and completed as of 8/30/2007 with just the inspection and application of grease to the ABS module and connector, Operation #07S51A for .3

The additional repairs we are requesting are being done on the vehicle belonging to Ms. Joyce Neuner, VIN #1FMYU04172KB47008 whose original (temporary) repair was done on 04/12/2007, R.O. #31692 with the incorrect operation claimed, which closed the recall out. I can, to a point now, see where the whole mess started. Ms Neuner returned on 8/30/2007, (the same date Mr Thoma (above) came in to have his original inspection performed), to have the special ordered recall abs module installed whereupon inspecting it the technician found the connector seal missing and needing replacement. Ms. Neuner returned on 09/12/2007 to have both, the connector pigtail and module replaced. Come to find out from this technician, the original technician (whom is no longer employed here) did not perform the temporary wiring repair, he only packed the connector, inside and out, with the dielectric grease. SHEEEEEEEZ!

RQ09-002 0031

6/3/2009

HELPPPPP PLEASE??????????? This is where I pull what hair I have left, out!

I have sent copies of everything I have gathered on both of the vehicles in question. Please call when you have any ideas of how I may straighten this mess up and repair the vehicle for Ms Neuner.

Sincerely,

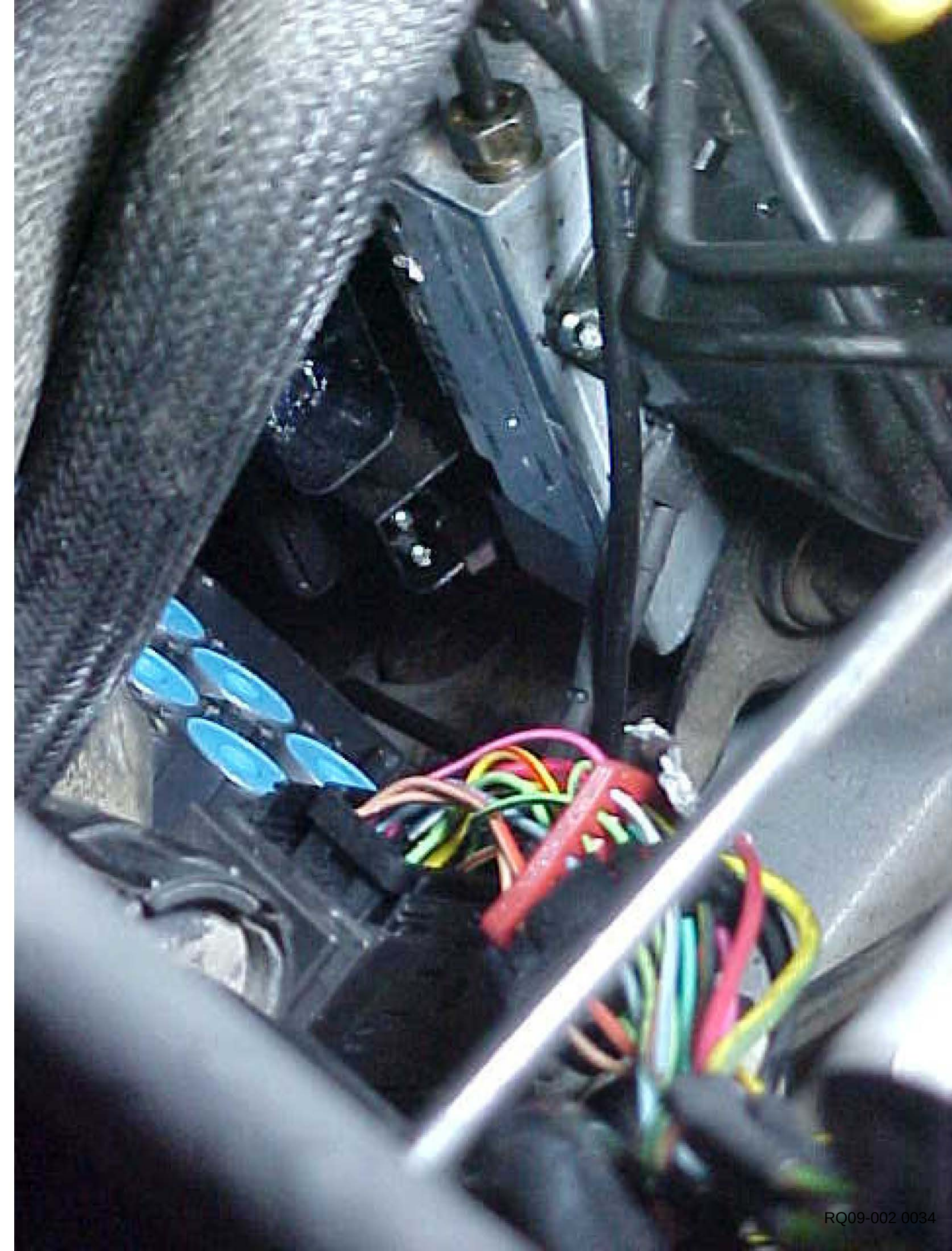
Rick McClain

Service Manager

Mertz Motors, Inc.

618-476-3051







FoMOC

10831

Controller
5L8T-2C219-FA

MS/ERD 387 4X4 MK2OE



00403

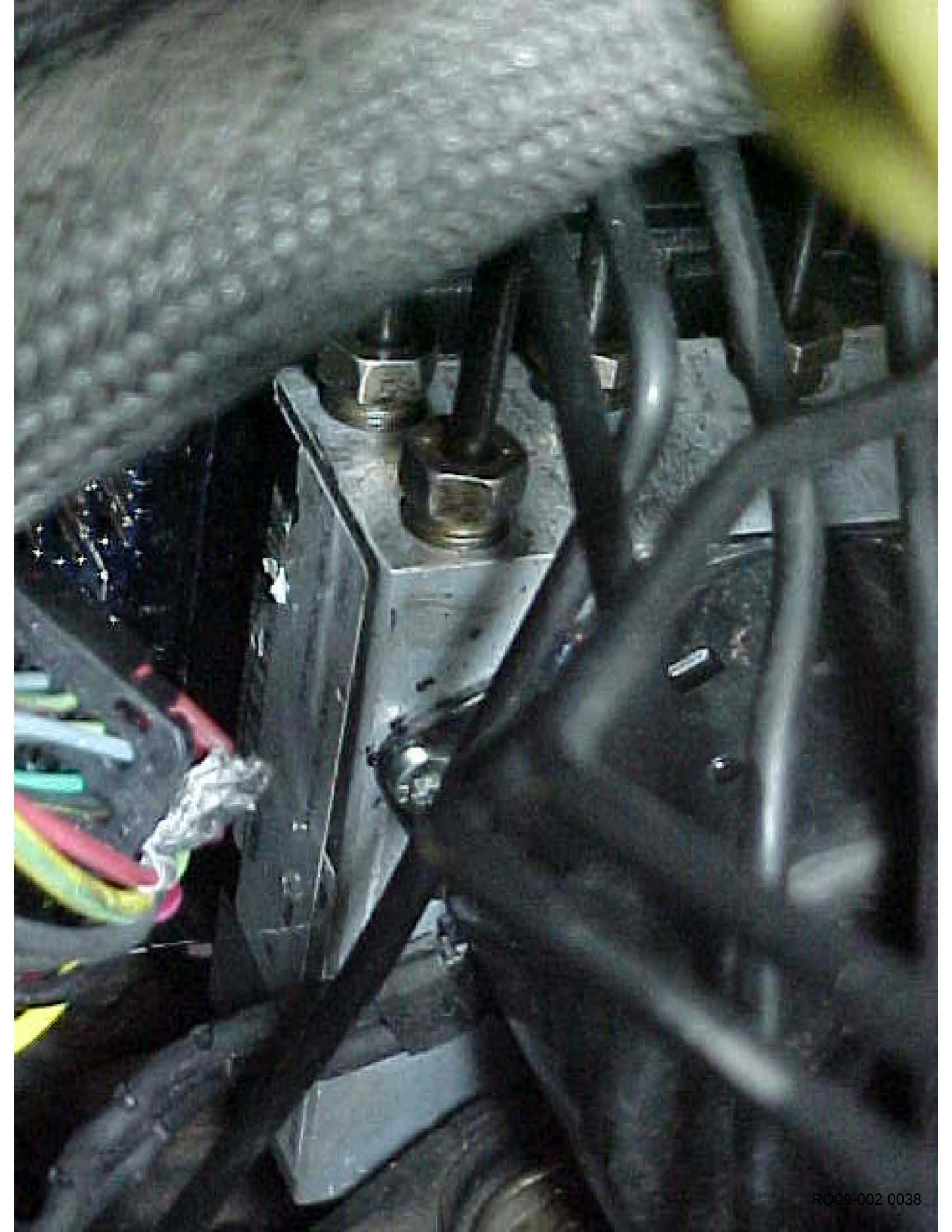
MADE IN PHILIP

Controller
5L8T-2C219-FA
ABS/EBD J87 4X4 MK20E



8A7F13H47
55909

0040
MADE IN PHILIPPINES















From: Centa, John (J.R.)
Sent: Friday, August 10, 2007 4:54 PM
To: lwebster@renkim.com; Ursula Harris (uharris@renkim.com); Deb Ursum; Burroughs Mary (mburroughs@renkim.com); Collins Melissa (mcollins@renkim.com); Clair Dave (dclair@renkim.com)
Cc: Tuneff, Mark (M.S.); Leese, Alvin (A.); Goebel, Ken (K.M.); Centa, John (J.R.); Case, Robert (R.C.)
Subject: 07S51 post repair related damage handling

Team,
The below outlined process is a short term request to help expedite parts/info..

When you take a call from a dealer who indicates that a vehicle has experienced related damage after the initial 07S51 repair was completed, please collect the following information:

Dealer Name/P&A/Location
Dealer contact and best phone number to reach them
Date of recent occurrence/ or if unknown, date of recent call
Type of damage relayed by dealer
Date and labor operation of original repair
Digital pictures as required

Forward the above information to Mark Tuneff (mtuneff@ford.com) and cc jcenta1. Please title the subject line as: VIN / Dealer name / 07S51 related damage request. Mark will call the dealer and access the situation. Once he is finished, Mark will reply to the sender, and cc sssc@renkim.com / jcenta1@ford.com with the direction he provided the dealership. Please re-contact the dealership and issue an approval code for the parts and labor needed to complete the repair Mark requested.

Please advise the dealership to ship all replaced parts to the address below. Also, please advise them to document on the RO that parts were sent back to Mark Tuneff, so if a part request tag is issued, the dealer can answer where the parts went. If a dealer requests compensation for shipping, please have them add a separate line for miscellaneous expense shipping and include it in the approval.

Fairlane Plaza South, Suite 500
Attention: Mark Tuneff
330 Towncenter Drive
Dearborn, MI 48126-2738

As always, calls regarding damage that results in personal injury/property damage/etc should be directed to Consumer Affairs.

Thank you in advance,
John

From: Centa, John (J.R.)
Sent: Wednesday, August 08, 2007 10:55 AM
To: Burroughs, Mary (M.M.); Clair, David (D.A.); Collins Melissa (mcollins@renkim.com); Ursum, Deb (D.L.); Ursula Harris (uharris@renkim.com)
Cc: Leese, Alvin (A.); Centa, John (J.R.); Goebel, Ken (K.M.); Case, Robert (R.C.)
Subject: 07S51 related damage after initial repair

Importance: High

FYI..

Engineering is reviewing cases where related damage occurs after the initial 07S51 repair took place.

Please make sure we are stepping up and addressing all issues that occur within 30 days of the initial repair, when root cause of the subsequent damage cannot be attributed to mis-repair.

Please forward to me all cases where damage occurs after 30 days of the initial repair, and root cause of the subsequent damage cannot be attributed to mis-repair. I will then get Lit Prevent involved to address as needed.

In either situation, please advise the dealerships to retain all replaced parts as they will most likely be called back through the normal WPAC return process.

Thanks in advance!
-John

Goebel, Ken (K.M.)

Subject: Updated: Escape ABS
Location: Fairlaine Plaza South CR500

Start: Fri 8/17/2007 1:00 PM
End: Fri 8/17/2007 2:30 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Required Attendees: Patel, Bharat (B.J.); Goebel, Ken (K.M.); Leese, Alvin (A.); Jones, Rick (W.P.); Rossi, Roberto (R.A.); Matthews, Steve (S.D.); Burke, Pauline (P.F.); Christensen, Kris (K.S.); Janczak, Stephanie (S.L.); Nicastrì, Paul (P.J.); Lazowski, Deborah (D.D.); George, Tim (J.); ESE FPS 500 EAST (12)

Optional Attendees: Centa, John (J.R.)

There has been a request to add an audio link, so please see the details below, just be aware that I do intend to share photographs from the field and you won't be able to see them through the phone!

Call in:
X36737 or 800-367-3840
Pass Code: 26312872

Regroup from the meeting on 8/2/2007 to see what additional information has become available and continue mapping next steps. I scheduled for FPS to utilize some of the technology available in CR500, but if anyone requires an audio connection I'll be glad to set one up. Just be aware that some of the information will be shared visually.

10 RPTS OF PAST Repair events

ALL Insp? Cause & Repair

3 Attorneys with Brake Fluid in ECM - NO ISSUES with Connectors

From: Nicastri, Paul (P.R.)
Sent: Wednesday, October 10, 2007 1:58 PM
To: Rossi, Roberto (R.A.); Belanger, Thomas (T.D.); Brackett, Tom (T.P.); Tuneff, Mark (M.S.)
Subject: ABS Return

Attachments: Cavity #2 Inside Mat Seal.jpg

Team,

I looked at the mat seal from the part that Mark Tuneff brought over, that had leaked at circuit #2 and found that the mat



Cavity #2 Inside
Mat Seal.jpg ...

seal had a tear in it. I've enclosed the picture.

June 27, 2007

To: Jim Buczkowski

From: Tom Belanger, Paul Nicastrì & Rob Rossi

Subject: Status of the Ford – Lear Review of the Escape ABS Recall Evidence/Data

Several meetings were held to share data, theories and interpretations of the data/evidence. Lear's position is that the root cause of the ABS failures is not solely due to their manufacturing issues (missing and misplaced cable seals and wrong matte seal cover). They believe that brake fluid dripping on the connection system may be as much or more of a contributor to the ABS issue as their manufacturing issues. They also point to a connector design issue (matte seal cover sticks out over the cable seal space, creating a possible interference during installation of the cable seal into the connector) that may be a contributor. They also suspect that the wire insulation (PVC) may not be robust when exposed to brake fluid.

It was clear from the discussions that a closer joint review of the parts was necessary to build a team consensus. Teardown reviews were scheduled at RIC and the focus of the reviews were on parts that had seals that were not fully seated. About half of the parts were inspected jointly and a common set of notes taken for each part, with consensus on what was observed. Additional meetings have been scheduled to continue reviewing the remaining parts.

4 additional tests have been agreed to, but the start of testing was delayed due to difficulties getting the parts through US Customs. The parts have now cleared customs and are expected to arrive at Lear in Southfield by noon on June 28th. The additional tests are

1. Connector assembly brake fluid/heat aging cycling test which subjects the part to a heat cycle going from 25C to 85C while being exposed to DOT 3 brake fluid for 168 hours.
2. Cable seal sealing capability at various insertion positions (one rib exposed to 3 ribs exposed) using a pressure test to determine when the parts will leak
3. Terminal to connector insertion test to determine what effect the shadow cavities would have on moving the seal out of position
4. Cable seal angular orientation sealing test to determine if the angle affects sealing capability

Next Steps:

Complete the review of the returned parts

Complete the testing (joint team)

Review the data

Provide a summary report.

DRAFT

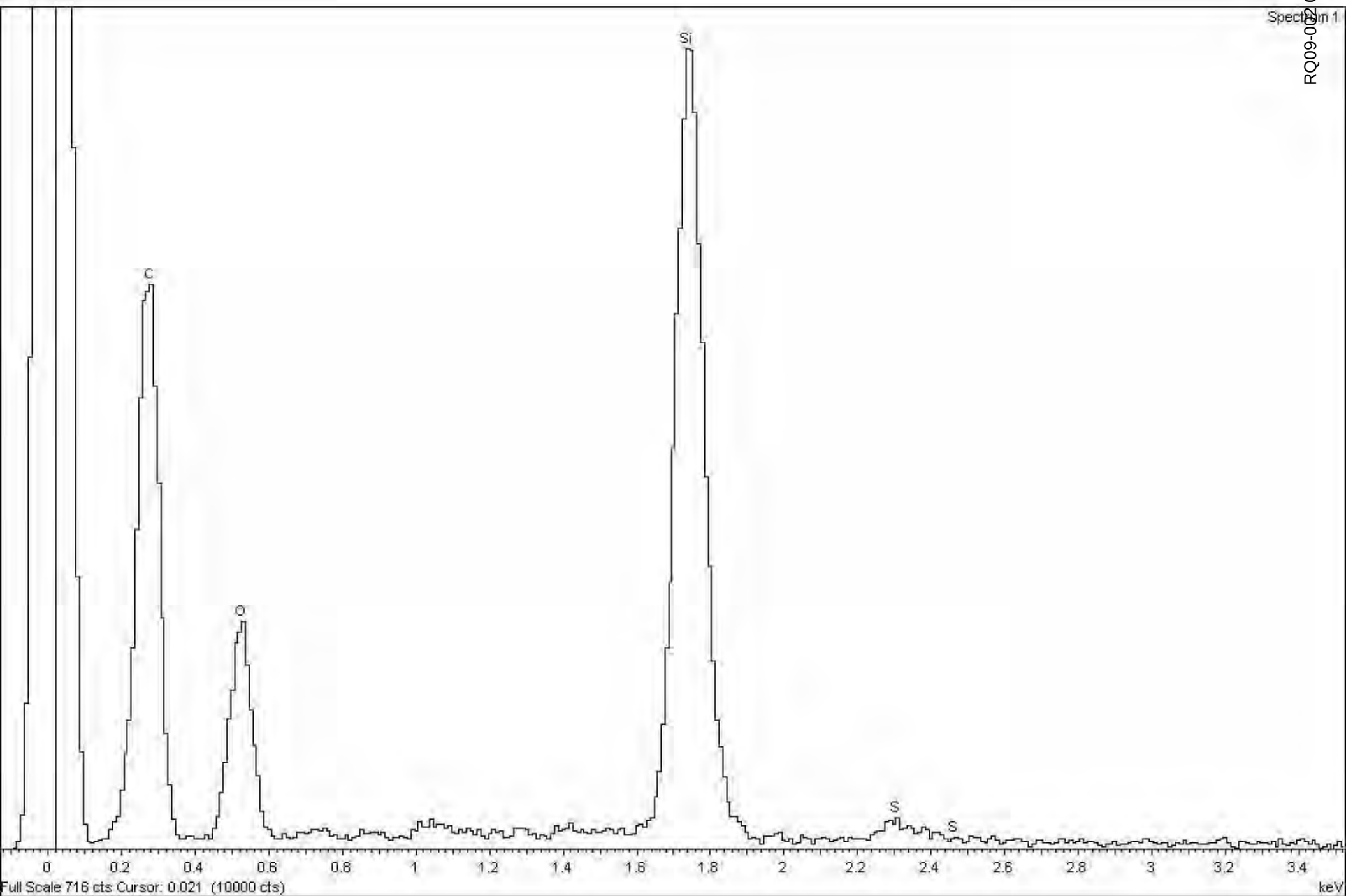
RQ09-002 0049

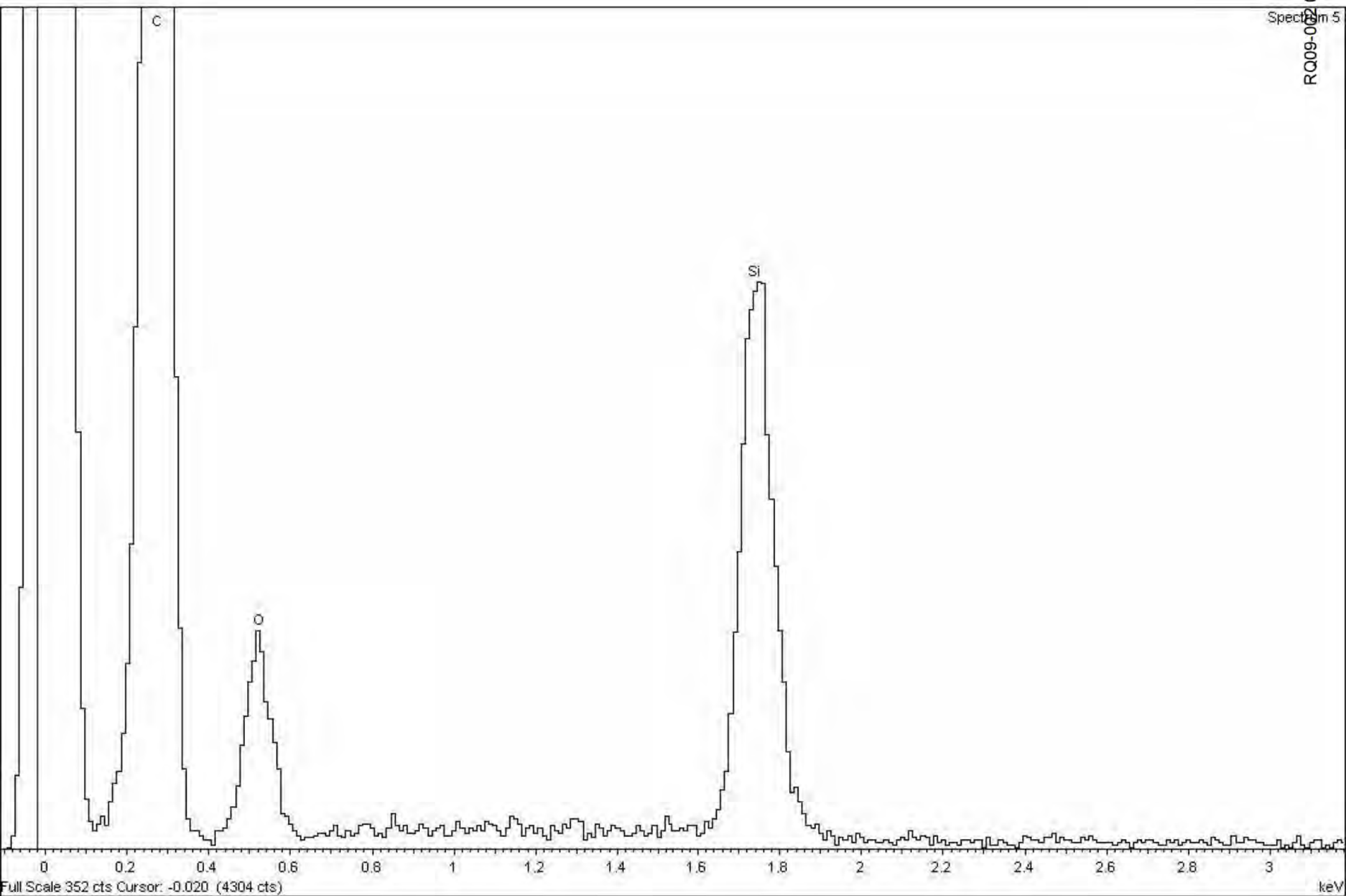
600µm



400µm







Matthews, Steve (S.D.)

Subject: Escape ABS
Location: PDC GC-A48

Start: Thu 8/2/2007 2:00 PM
End: Thu 8/2/2007 3:30 PM

Recurrence: (none)

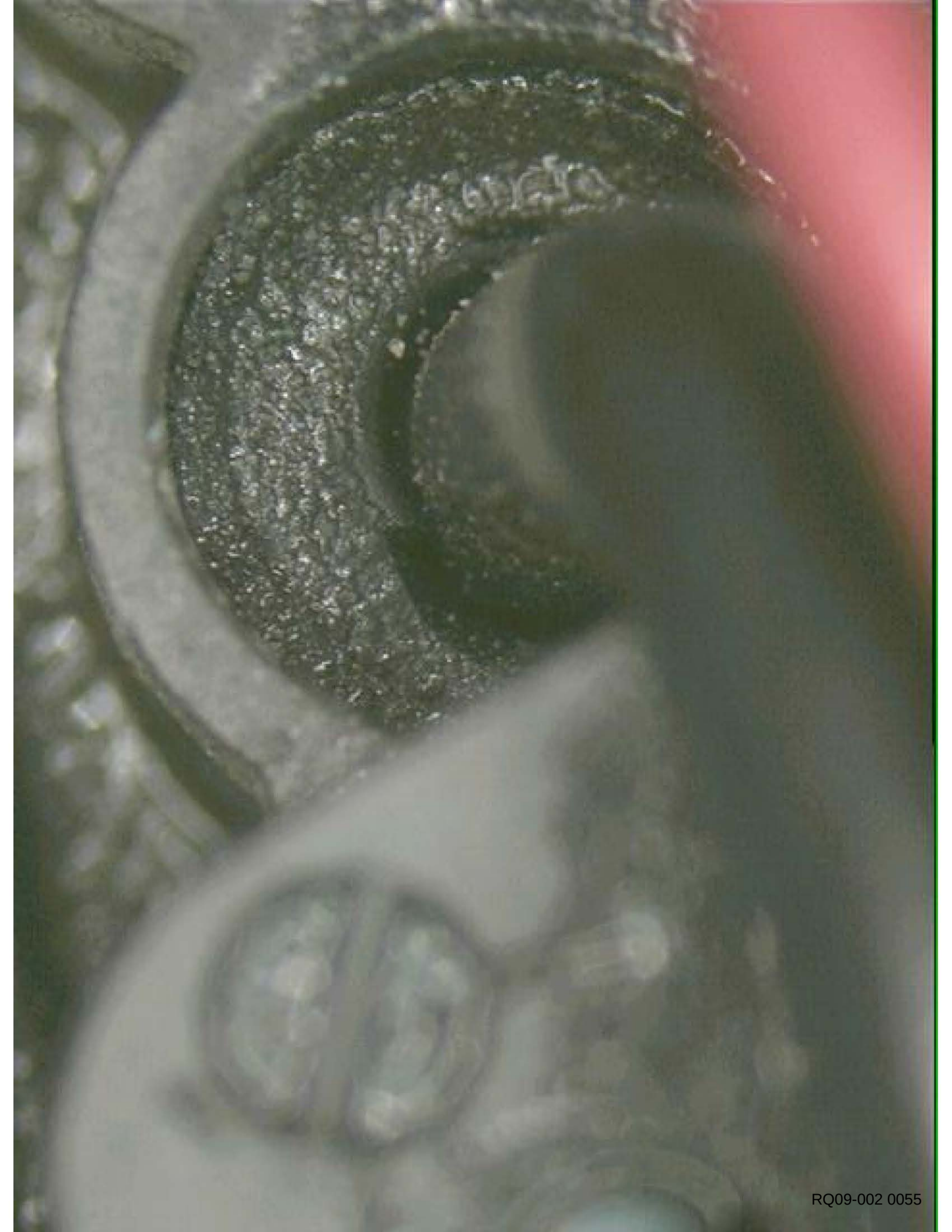
Meeting Status: Accepted

Required Attendees: Tuneff, Mark (M.S.); Patel, Bharat (B.J.); Goebel, Ken (K.M.); Leese, Alvin (A.); Jones, Rick (W.P.); Ott, David (D.J.); Rossi, Roberto (R.A.); Matthews, Steve (S.D.); PDC Conf Rm GC-A48 (14)

Approximately 5 reports of smoking/melting events related to the ABS module and connector have been identified that occurred after the FSA had been completed. Two parts from the field (complete module and connector) have been obtained. The purpose of this meeting is to review the information currently available and determine next steps.

now 7

VIN for part received by John Carter

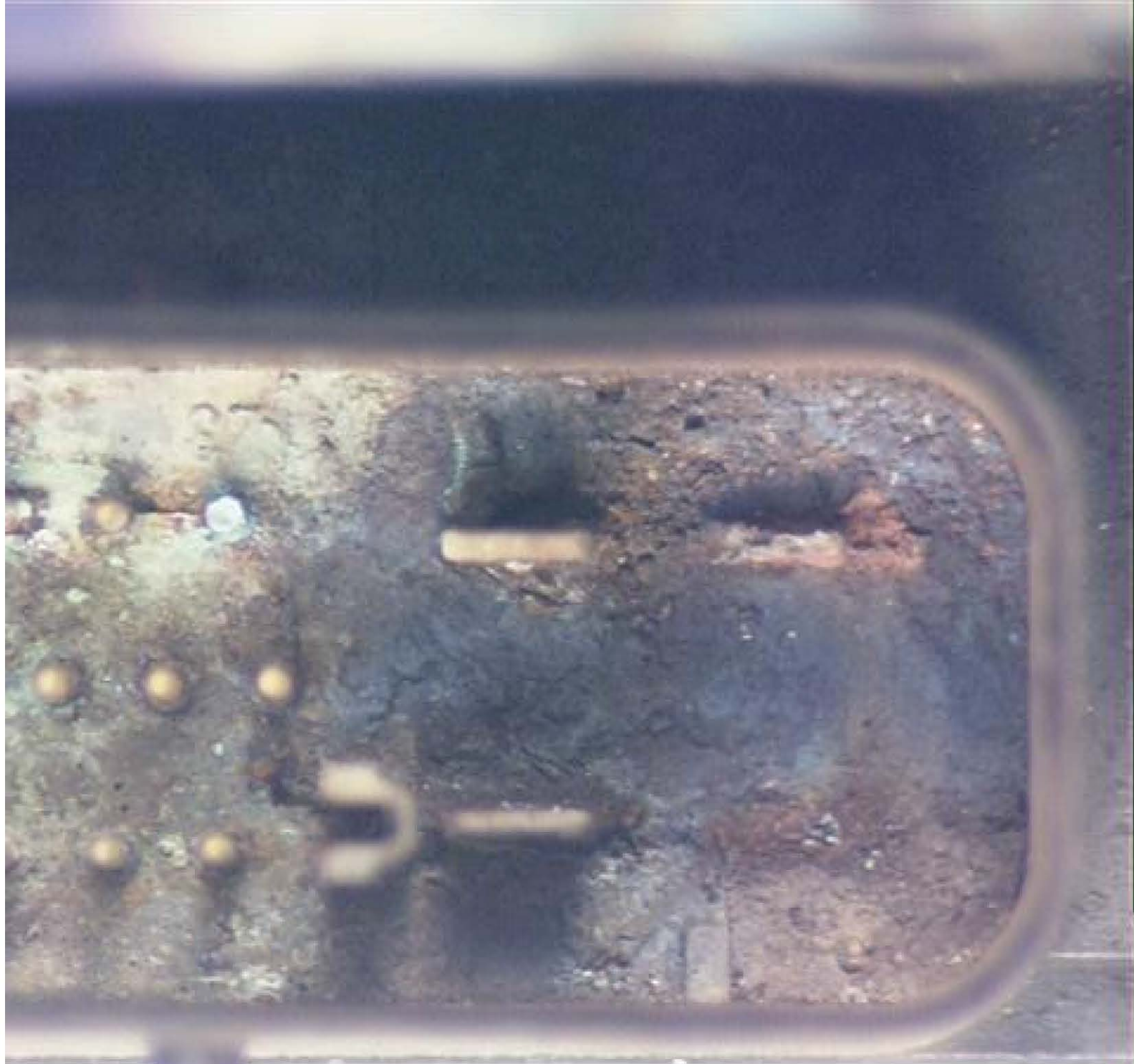


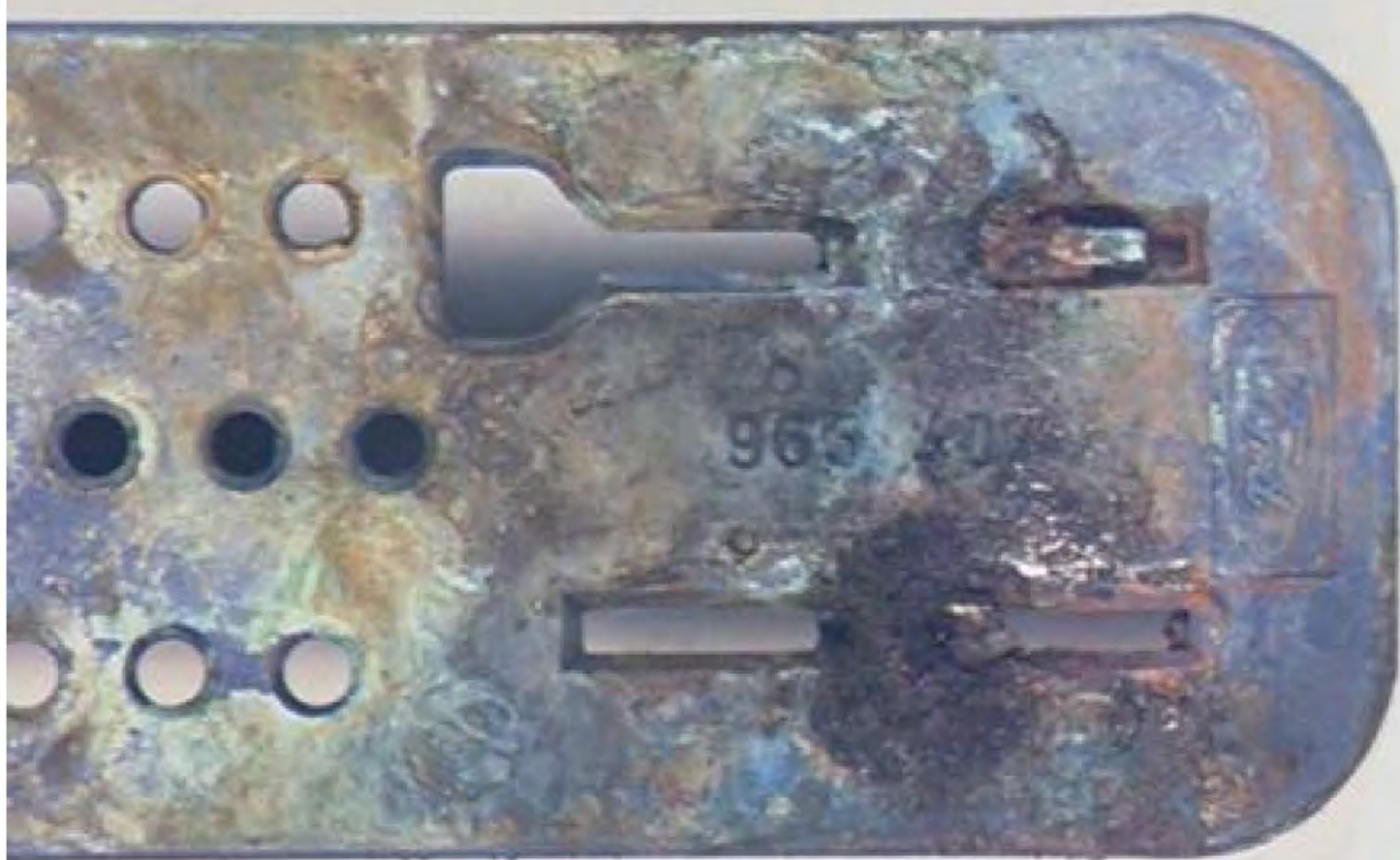


Pin Eroded & Broken Off

Dendrites

Corrosion

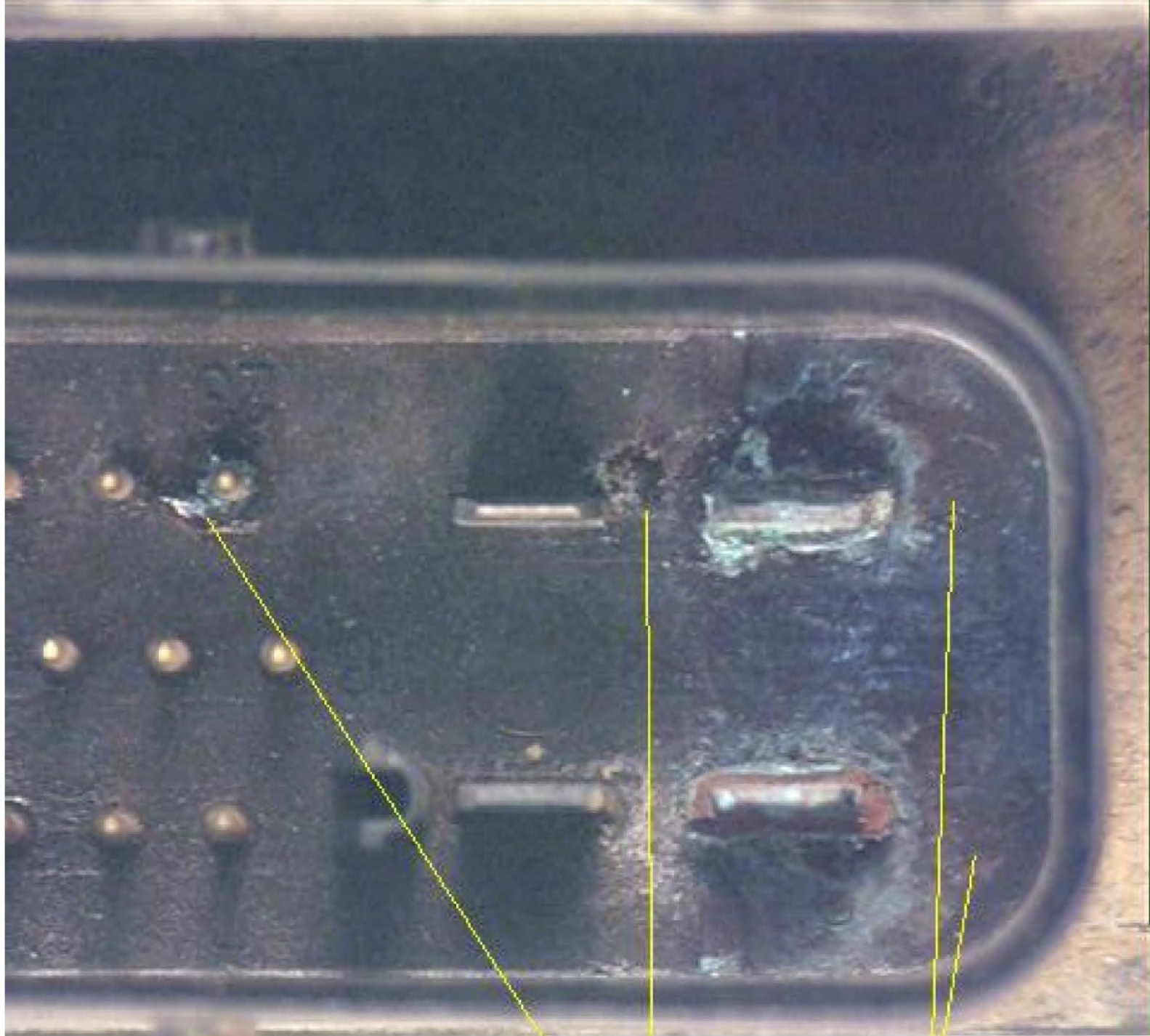




Dendrite Growing between
pins 22 and 23

Black dendrite growing
between pins 24 - 25



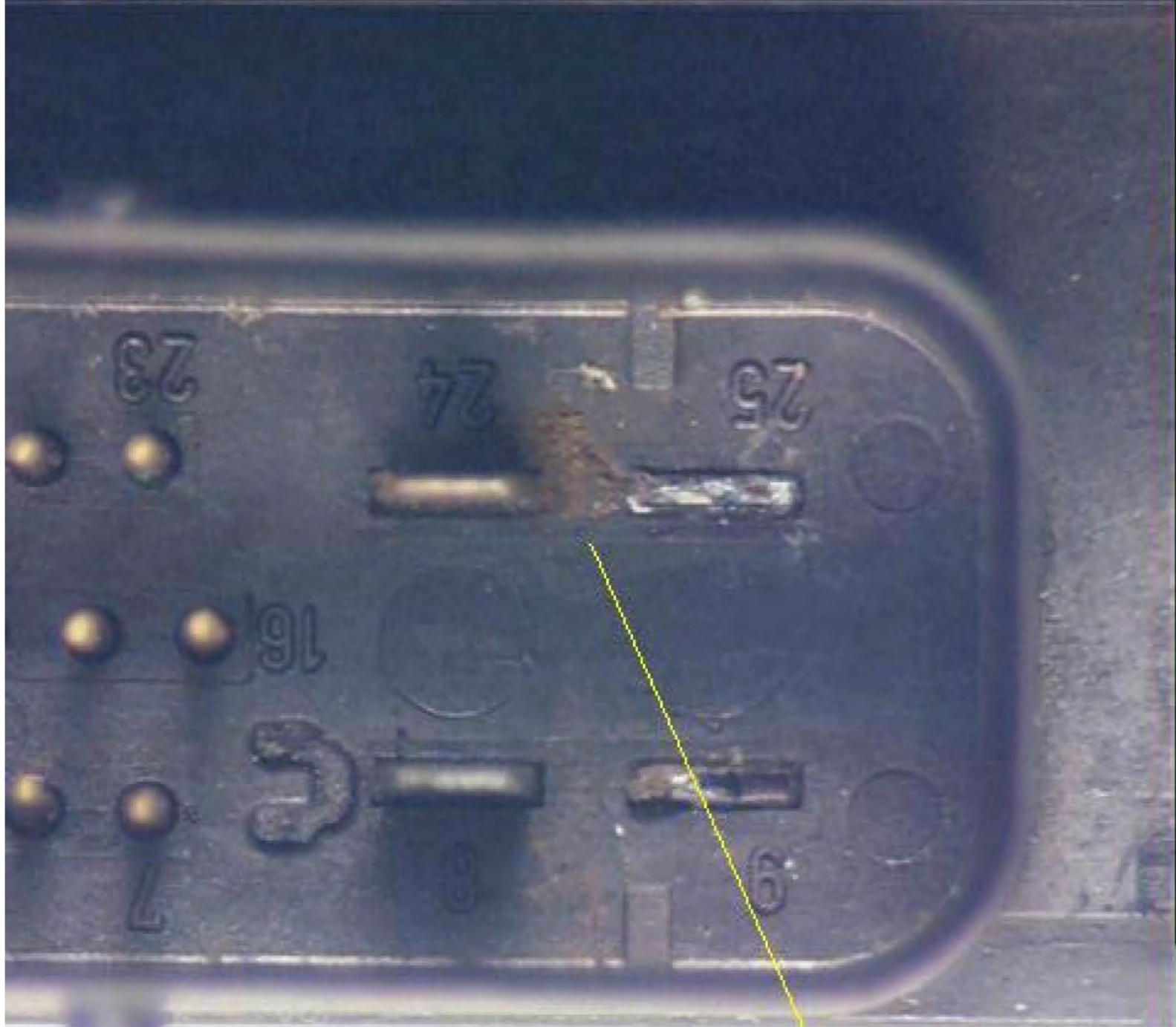


Dendritic Debris

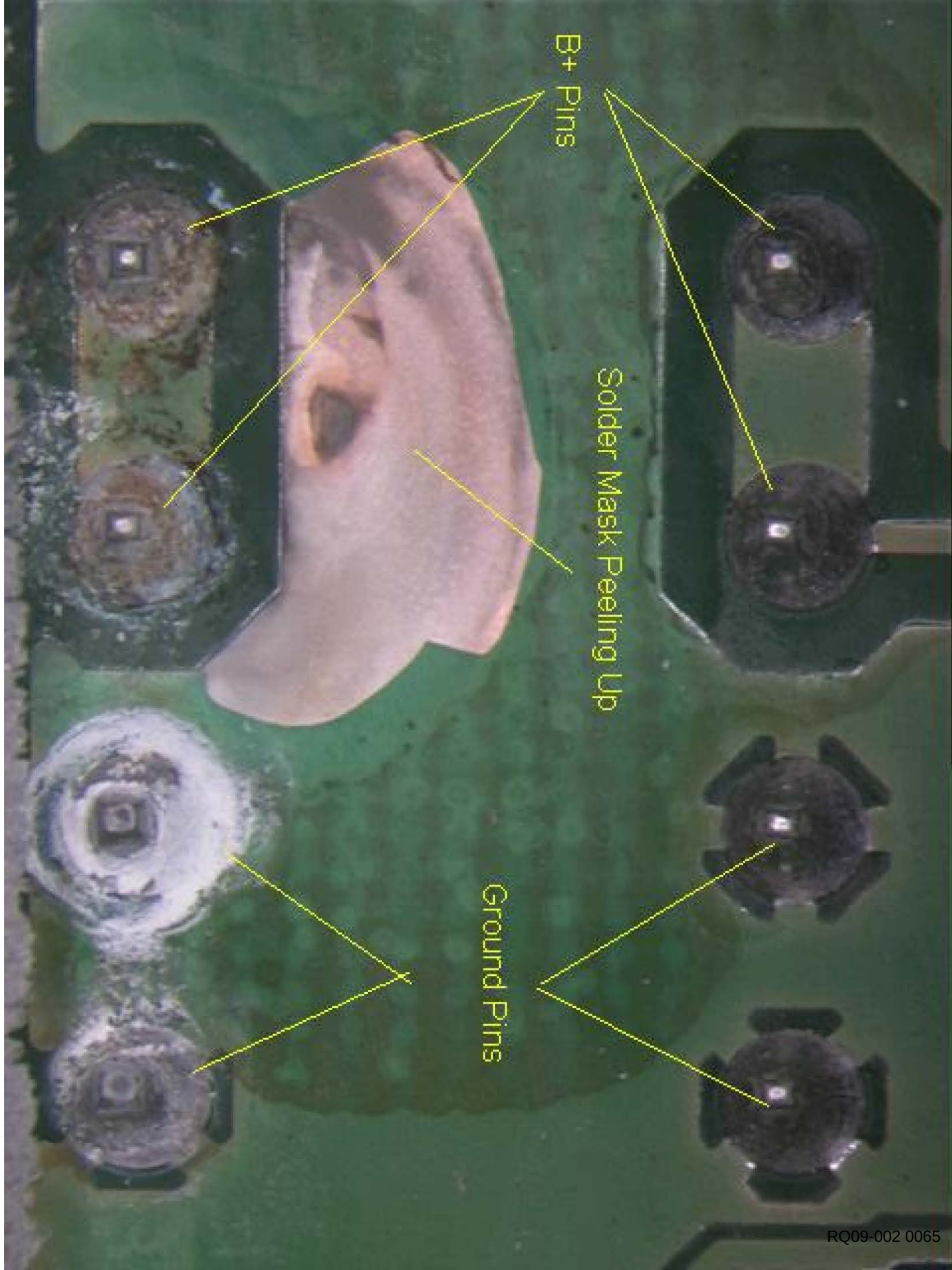
Dendrites

Corrosion

Dendrites



**Dendrite growing
between pins 24 & 25**



B+ Pins

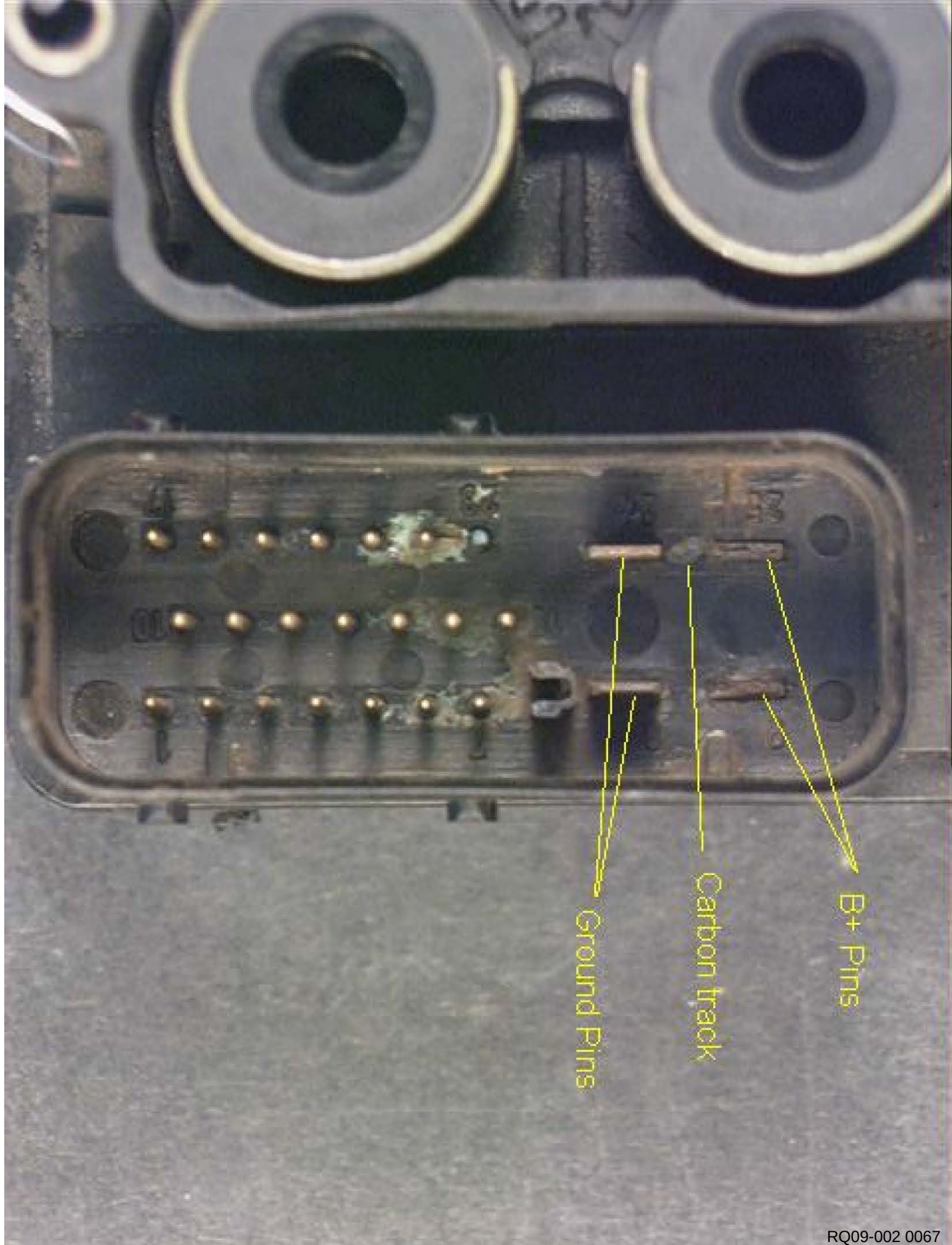
Solder Mask Peeling Up

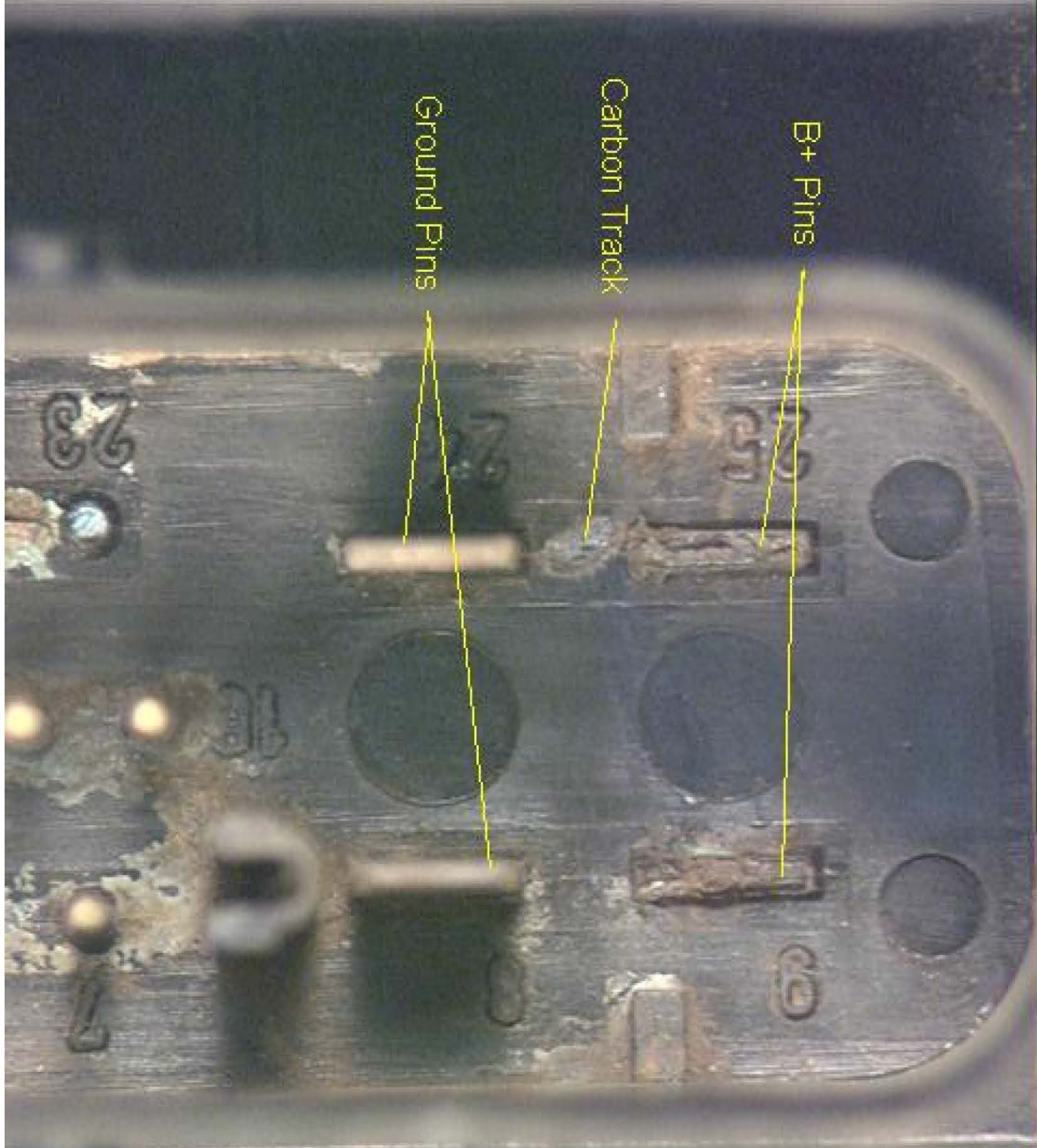
Ground Pins

White Salt Buildup

No Buildup
Between Pins

16





Pin 25 B+

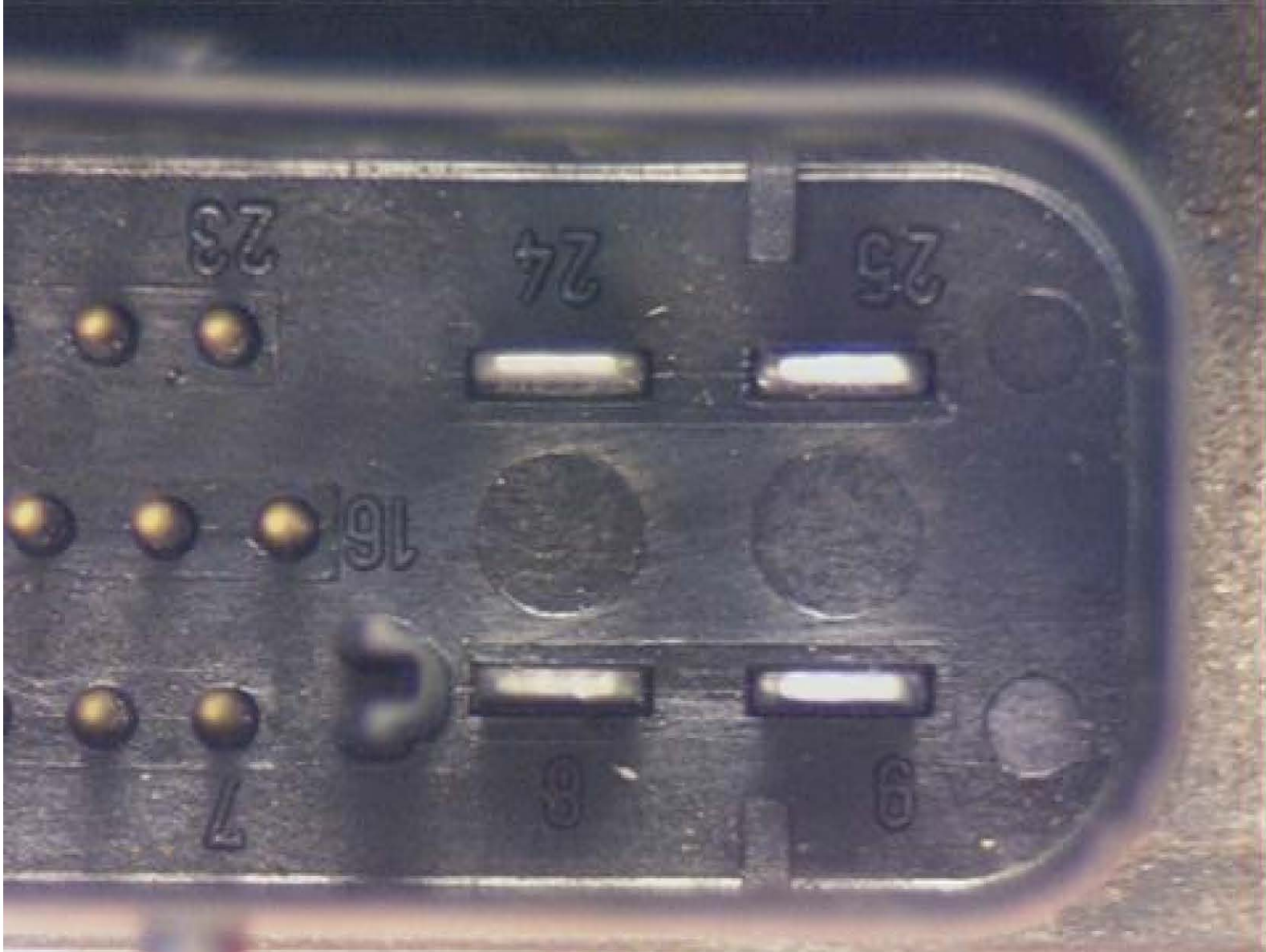
Carbon Track
(Carbonized Plastic)

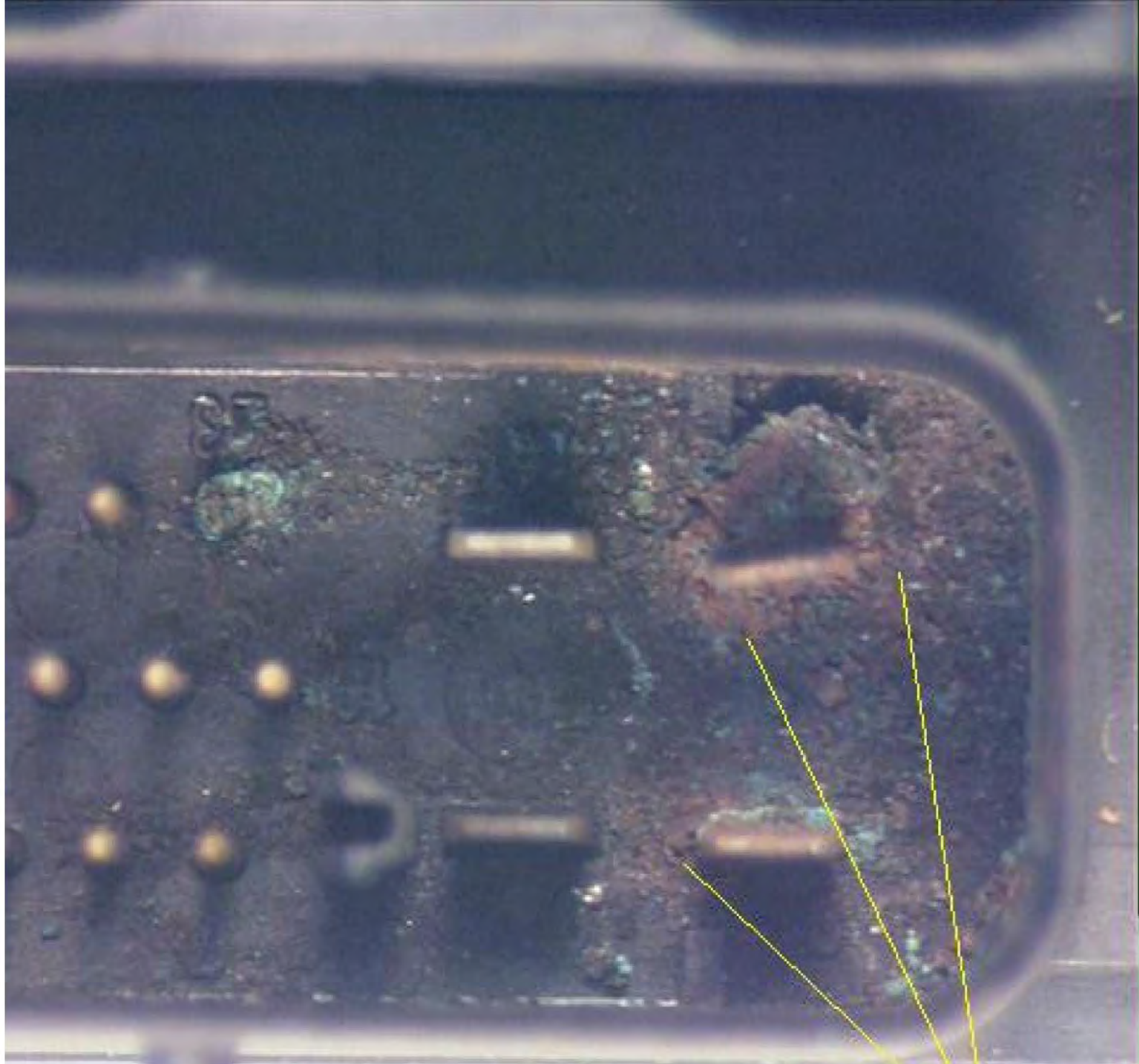
Pin 24 Ground

Gap in
Carbon Track

Dirt/Dust

Shiny Tin Plating





**Redish Brown
and/or Black
Dendrites**

Green Corrosion

From: Deb Ursum [sssc@renkim.com]
Sent: Wednesday, June 13, 2007 5:33 PM
To: Leese, Alvin (A.)
Subject: FW: 2001 Escape 07S51
Attachments: DSC00072.JPG; DSC00073.JPG; DSC00074.JPG; DSC00075.JPG; DSC00076.JPG

[Here is another one. Vehicle was released on the 12th.](#)

From: Al [mailto:alp@senatorford.com]
Sent: Tuesday, June 12, 2007 7:59 PM
To: sssc@renkim.com
Subject: re:2001 Escape 07S51

Attn. Deb.

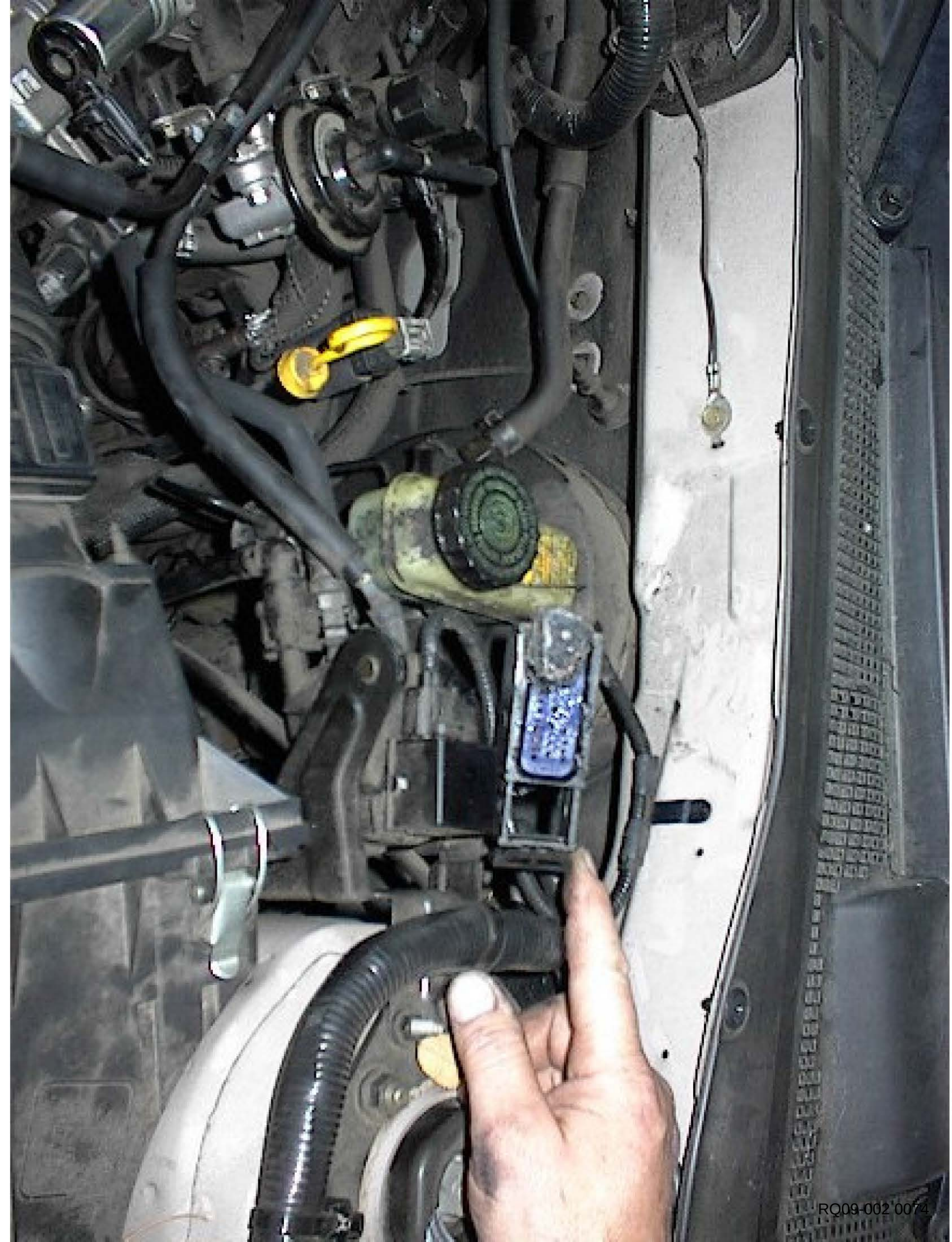
Please find attached the photos of the damage caused by shorting internally in the ABS module. The parts to repair this condition is as follows.

ABS Pig tail kit-\$34.12
ABS module-\$269.11
HCV- \$258.93
Brake Fluid-\$7.06

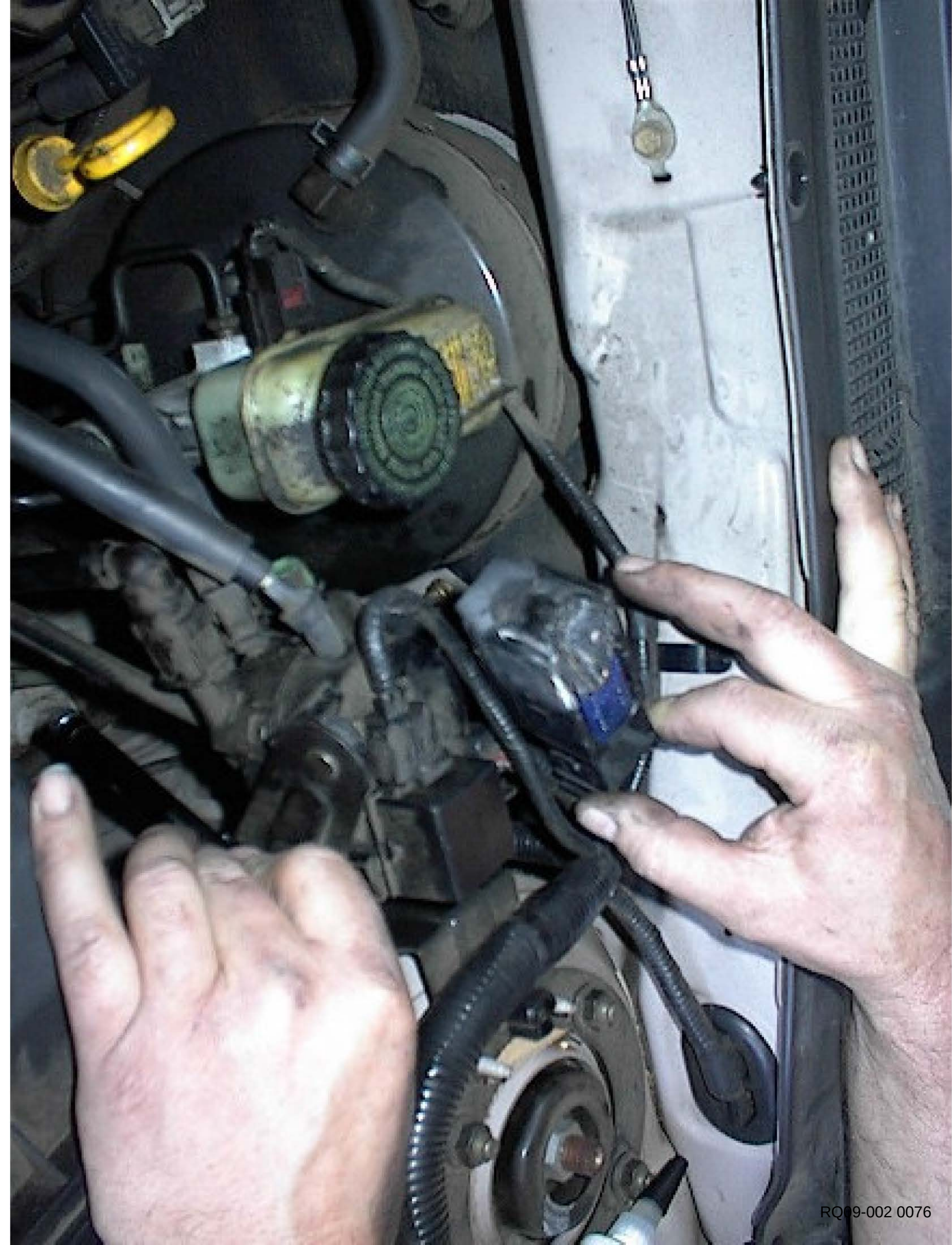
Labor- 3.1hours

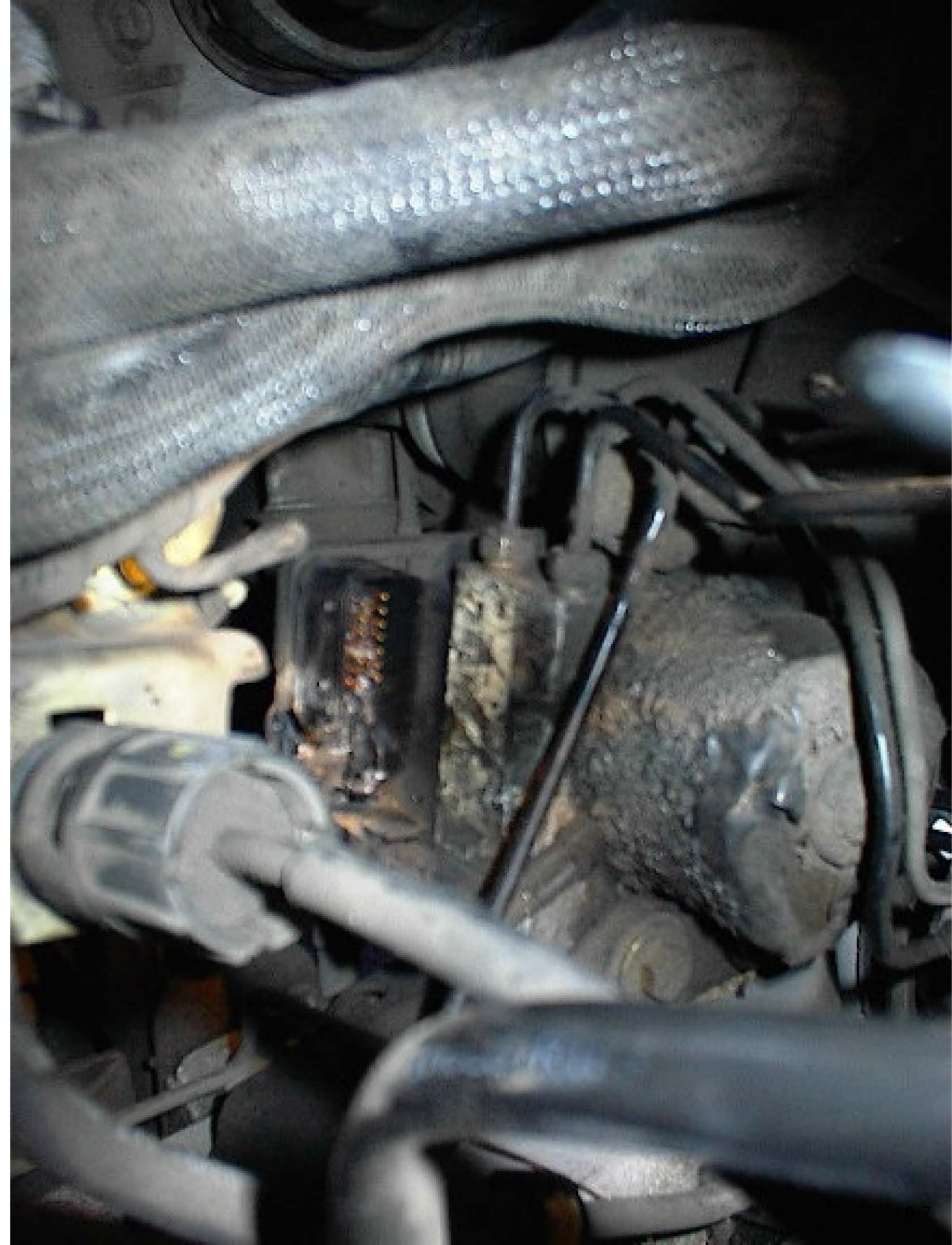
Thank you

Al Prine Sr.
Service Director





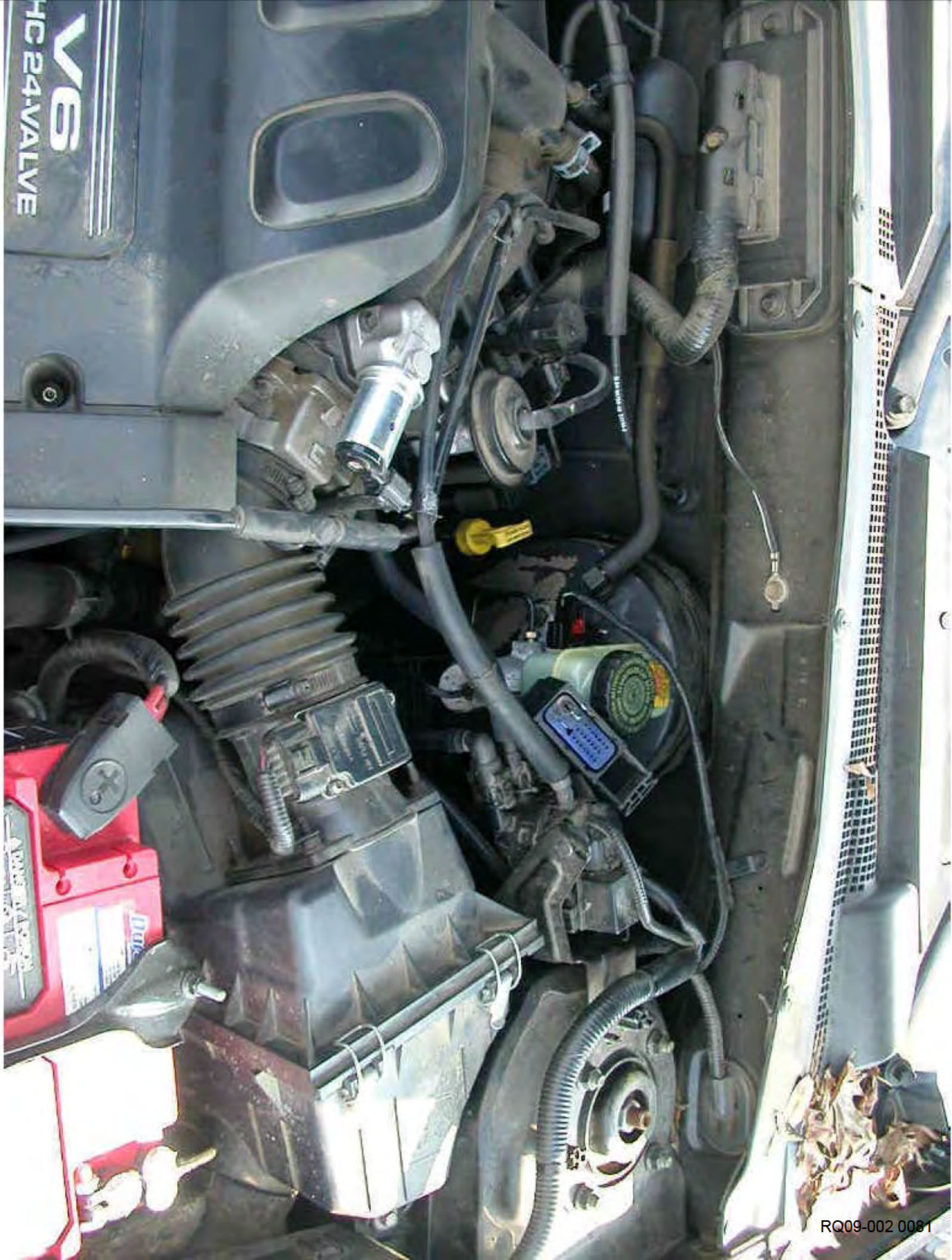












MFD. BY FORD MOTOR CO. IN U.S.A.

DATE: 09/01	CHRG: 4376LB/1904KG	WTR	THES	WINS
FRONT GOMR: 23396LB	REAR GOMR: 22241LB	1005KG	P235/70R16AS	16X7.0J
1005KG				
P235/70R16AS				
16X7.0J				
AT 207	W6/30	PSI (COLD)	AT 207	W6/30
				PSI (COLD)

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR
VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN
EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1FMYU03142KA69272

TYPE: MPV

F0000
T0000



EXI/PNT: UA	1P/PS	1R	1ADE	1TR	1DST	10M11A
W8: EEK	1IN1 TR	8	96	4	FB	305
103	4	NZ			0	7054155047244
					UTC	
						1200109250055

From: SSSC [sssc@renkim.com]
Sent: Friday, September 07, 2007 8:26 AM
To: Centa, John (J.R.)
Cc: Burroughs, Mary (M.M.); Collins, Melissa; Harris, Ursula; Ursum, Deb (D.L.)
Subject: FW: 2001 escape fire at abs control module pig tail / 1FMYU03141KC39371/
Attachments: 000_2968.JPG; 000_2968.JPG; 000_2967.JPG; 000_2966.JPG

John:

This one to me appears that they installed grease in a corroded pigtail. I am basing that on the fact that it got hot, but there are no pins left in the module at all. I can see some green corrosion on the smaller pins that did not get any grease on the extreme left of the picture.

Call to discuss.

Deb

From: Murphy, Gregory [mailto:MurphyG1@autonation.com]
Sent: Thursday, September 06, 2007 8:21 PM
To: sssc@renkim.com
Subject: 2001 escape fire at abs control module pig tail

Mary & Deb,

Hear are the photos of the area of concern. The Vin # is 1FMYU03141KC39371. P&A code 05524

Thanks <<000_2968.JPG>> <<000_2968.JPG>> <<000_2967.JPG>> <<000_2966.JPG>>

Greg Murphy

Fixed Operations Director
Power Ford Torrance
3311 Pacific Coast Hwy
Torrance, CA 90505
Office (310) 784-4720
Fax (310) 784-4756
murphyg1@autonation.com







EC38 43 780
YL84 2C286 FA
4X2
25.0X0
02220204087517112093

0204
7020404087517112093



EC38 43 780
YL84 2C286 FA

4X2

02220204087517112093

25.0X0

0204
7020404087517112093

From: Mary Burroughs [mburroughs@renkim.com]
Sent: Friday, June 01, 2007 10:40 AM
To: Centa, John (J.R.)
Subject: FW: 2002 Escape pictures of damaged parts...
Attachments: Escape burnt module.JPG; Escape exposed wiring.JPG

Please take a look at these pictures for program 07S51.
Let's discuss. Thanks

Mary Burroughs
Have a Happy Day!!



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From: Deb Ursum [mailto:sssc@renkim.com]
Sent: Friday, June 01, 2007 9:43 AM
To: Burroughs, Mary
Subject: FW: 2002 Escape pictures of damaged parts...

From: riverheadford@aol.com [mailto:riverheadford@aol.com]
Sent: Friday, June 01, 2007 9:42 AM
To: SSSC@RENKIM.com
Subject: 2002 Escape pictures of damaged parts...

Photos for proof of damage to 2002 Escape VIN # 1FMCU04182KB66855. P&A - 03676.

AOL now offers free email to everyone. Find out more about what's free from AOL at AOL.com.





RQ09-002 0090

From: Nicastri, Paul (P.R.)
Sent: Tuesday, August 28, 2007 10:24 AM
To: Brackett, Tom (T.P.); Liu, Ron (D.R.); Belanger, Thomas (T.D.); Price, Don (D.D.); Rossi, Roberto (R.A.)
Subject: FW: Debris Photo
Attachments: Image1.JPG

Team,

I went to Lear this morning to look at the part that was leaking after the environmental testing with brake fluid exposure. We removed the dress cover and then immersed it in water at 7 psi. There was a small leak from one of the wires and a leak from the perimeter seal. The wire leak may have been caused by the tie wrap or by nicking the wire when the tie wrap was removed. Close examination of the perimeter seal showed there was a piece of debris on the seal that likely caused the leak (picture attached). The debris was removed and will be examined by Ron Liu. The connector perimeter seal and TPA were reinstalled and will be tested at Lear later today.

A second connector had oil present under the TPA, but did not leak in the water leak test before or after the environmental/exposure testing. That part was also retested at 7 psi and again no leaks were found. After reviewing the first part, we decided to retest this part again, but this time we applied side loading and pulled on each of the wires. This time we found circuit #2 leaked when the wire was pulled. It was a significant leak with a steady stream of bubbles. After removing it from the water, I could hear it hiss when I pulled on the wire just right. Tom Rahrig wanted to wait until the part dried out before disassembling the part.

Thanks
Paul R. Nicastri
Staff Technical Specialist
Electrical Contact Reliability Group
EESE/Body & Security Sub-Systems Dept.
Rm 1339 RIC (SRL), MD #2047
Cell (313) 805-8009 fax (313) 337-2408

From: Rahrig, Thomas [mailto:TRahrig@lear.com]
Sent: Tuesday, August 28, 2007 9:55 AM
To: Nicastri, Paul (P.R.)
Subject: Debris Photo

Paul see attached.

Thomas F. Rahrig
NA Terminal and Connectors
Lear Corporation, ESD
21557 Telegraph Road
Southfield, MI. 48033

Phone: 248-447-1504
Cell Phone: 313-333-7234
trahrig@lear.com

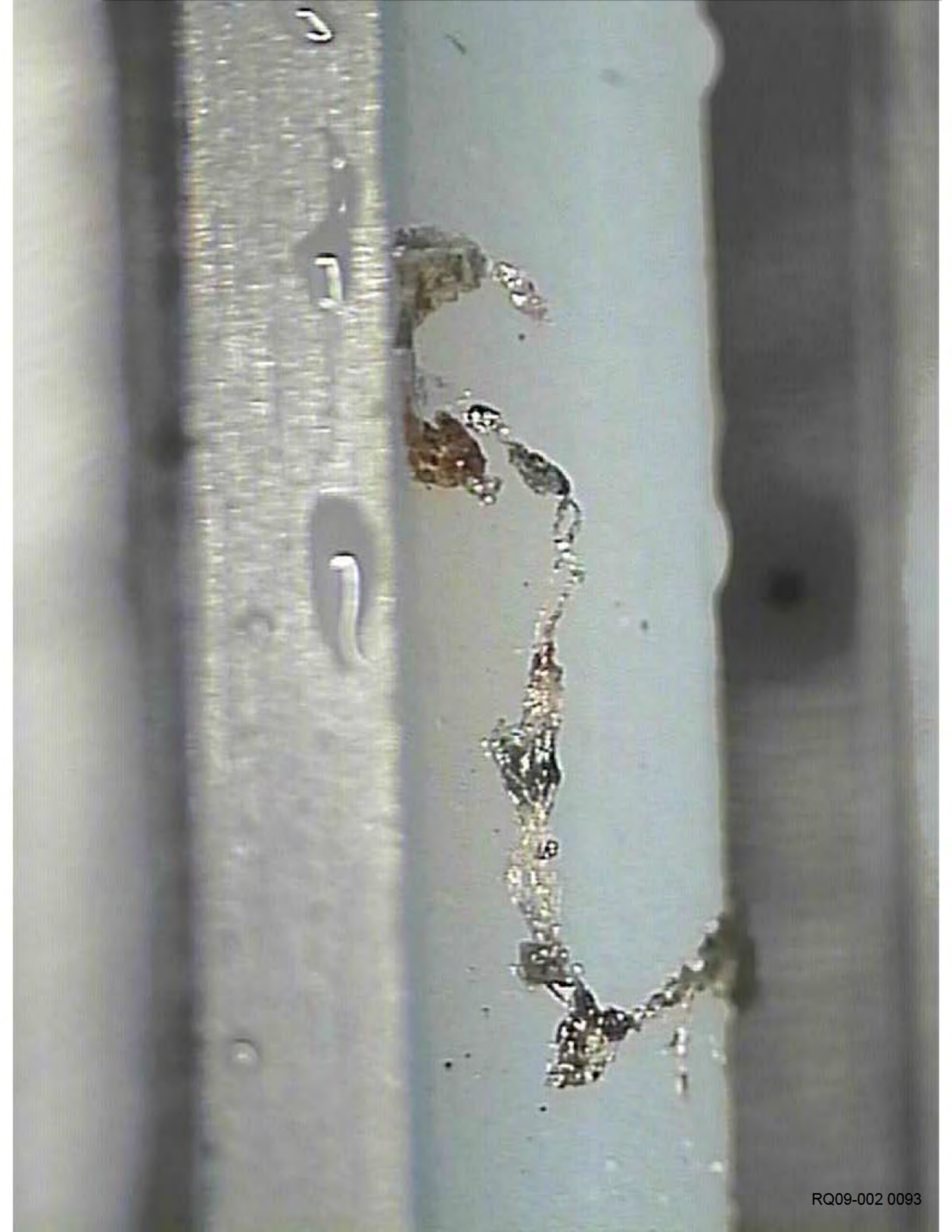
** LEGAL DISCLAIMER **

RQ09-002 0091

6/3/2009

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From: Nicastri, Paul (P.R.)
Sent: Tuesday, August 28, 2007 5:48 PM
To: Rahrig, Thomas
Subject: FW: Debris Photo
Attachments: long fiber.jpg; Spectrum 2.jpg

Tom,

Ron Liu looked at the part using the SEM and found that it is a fiber. Carbon, Oxygen and Silicon were the primary elements found.

Thanks
Paul R. Nicastri
Staff Technical Specialist
Electrical Contact Reliability Group
EESE/Body & Security Sub-Systems Dept.
Rm 1339 RIC (SRL), MD #2047
Cell (313) 805-8009 fax (313) 337-2408

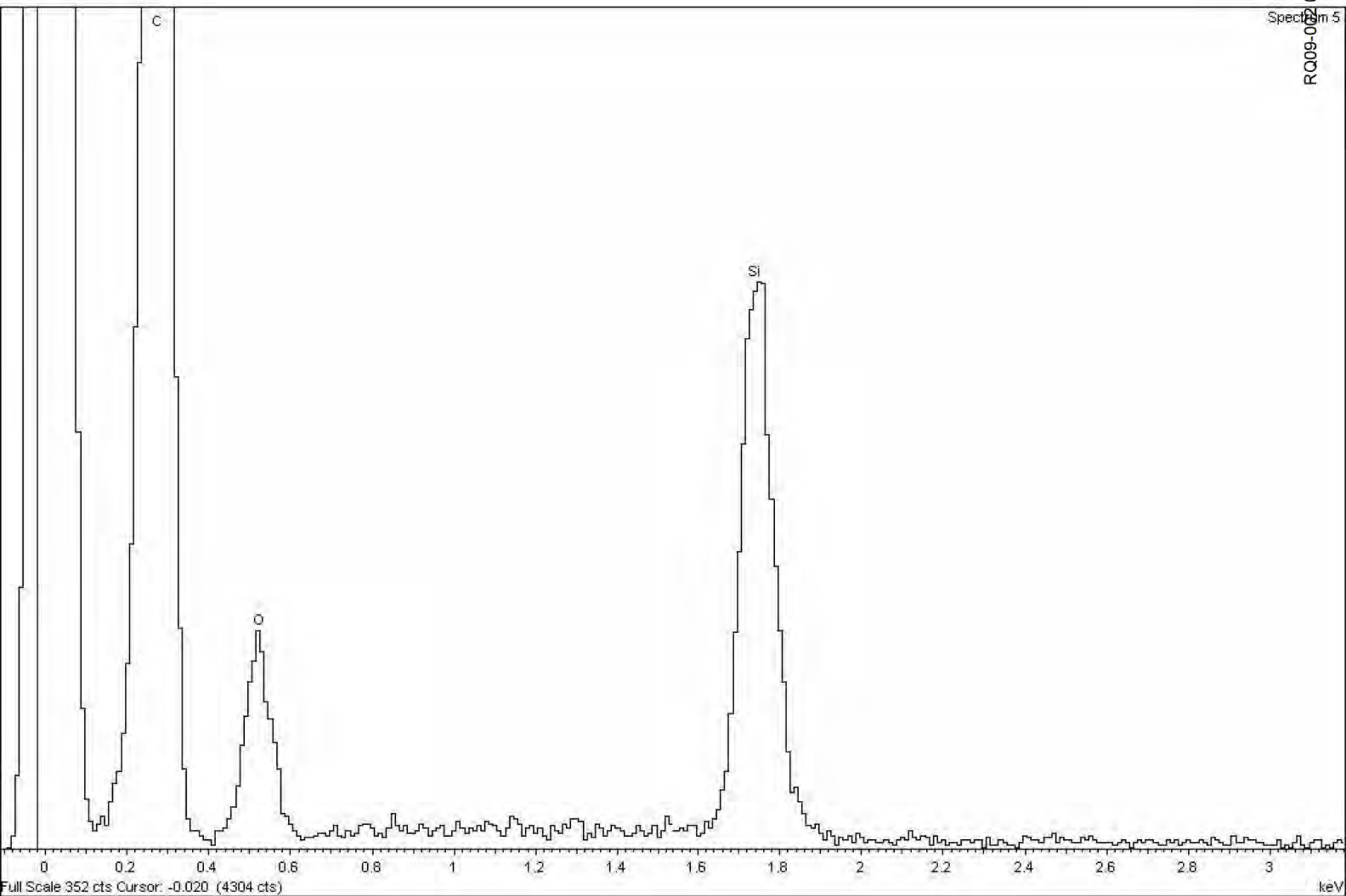
From: Liu, Ron (D.R.)
Sent: Tuesday, August 28, 2007 1:47 PM
To: Nicastri, Paul (P.R.); Brackett, Tom (T.P.); Belanger, Thomas (T.D.); Price, Don (D.D.); Rossi, Roberto (R.A.)
Subject: RE: Debris Photo

All:
Using the SEM with x-ray capability, I found that the debris is a woven fiber with some silicone grease. The included slide #1 (long fiber) is a photo of this debris and the slide #2 (spectrum 2) of a typical x-ray spectrum shows carbon, oxygen and silicon, indicating the fiber is mostly hydrocarbon with some silicone grease (oxygen and silicon).

Regards,
D. Ron Liu, Senior Technical Specialist
Electrical and Material Reliability
EESE
Ford Motor Company
Phone: 313-390-5893
Email: dliu1@ford.com

600µm





From: SSSC [sssc@renkim.com]
Sent: Tuesday, January 29, 2008 1:32 PM
To: Centa, John (J.R.)
Cc: Tuneff, Mark (M.S.)
Subject: FW: 1FMYU04192KA37660 PA CODE 02743

Attachments: SERVIICE 001.jpg; SERVIICE 002.jpg; SERVIICE 003.jpg; SERVIICE 004.jpg



SERVIICE 001.jpg
(83 KB)



SERVIICE 002.jpg
(52 KB)



SERVIICE 003.jpg
(56 KB)



SERVIICE 004.jpg
(65 KB)

John And Mark:

Please review and decide whom will take the lead on it. John, this is the one that has the list of CUDL documentation. The campaign was closed out by the same dealer 5-07.

DEB URSUM
DEB URSUM
Special Service Support Center
1-800-325-5621
734-374-1030 fax
'STRIVING FOR QUALITY'

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

From: michelle grates [mailto:lilmac@toast.net]
Sent: Tuesday, January 29, 2008 11:19 AM
To: SSSC@RENKIM.COM
Subject: 1FMYU04192KA37660 PA CODE 02743

FROM DAVE JONE
BILLMACDONALD FORD
810 329 6601

The message is ready to be sent with the following file or link attachments:

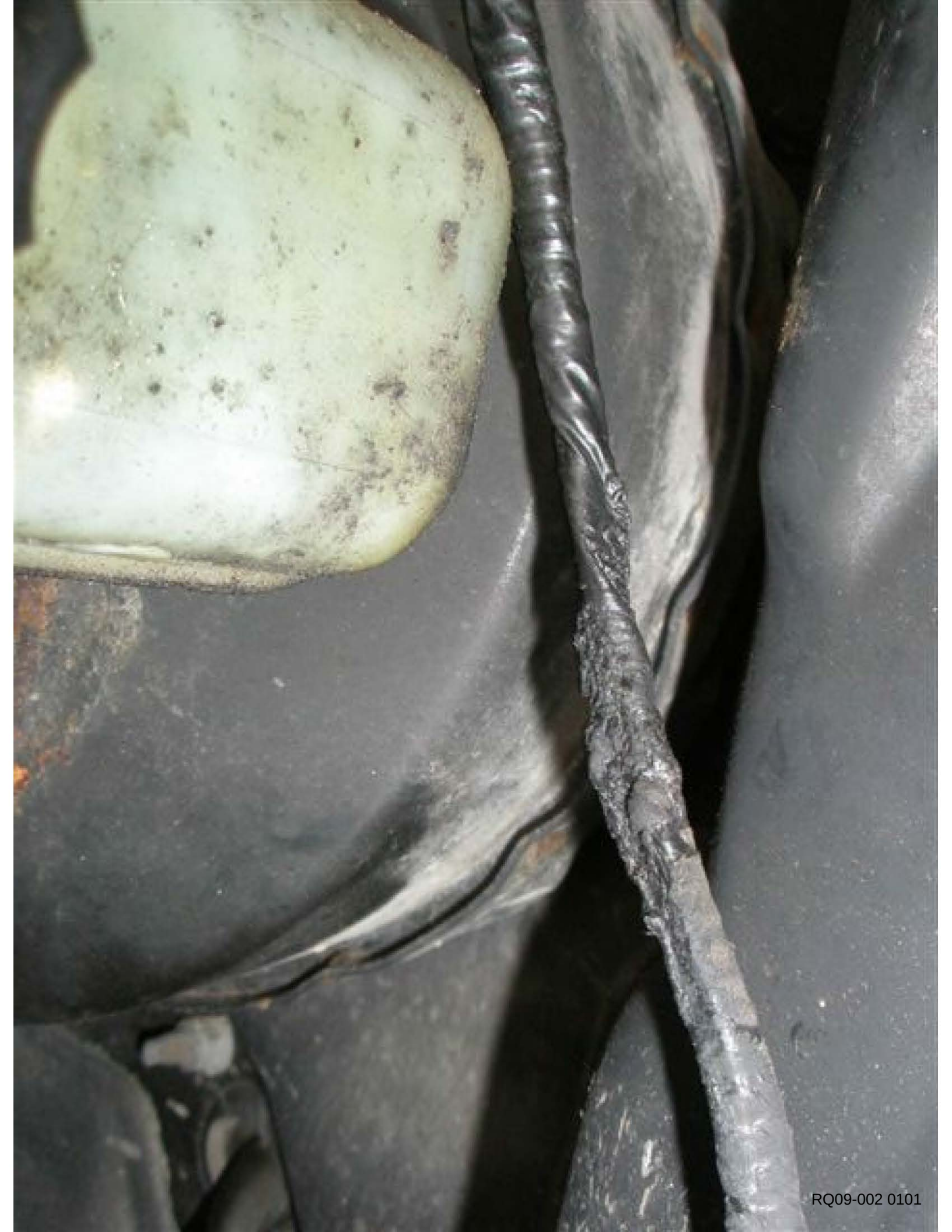
SERVIICE 001.jpg
SERVIICE 002.jpg
SERVIICE 003.jpg

SERVIIICE 004.jpg

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.







MFD. BY FORD MOTOR CO. IN U.S.A.

DATE: 09/01

FRONT GAWR: 2398LB

1087KG

P235/70R16AS

16X7.0J

AT 207 kPa/30

GVWR: 4528LB/2053KG

REAR GAWR: 2319LB

1051KG

P235/70R16AS

16X7.0J

AT 207 kPa/30

WITH

TIRES

RIMS

PSI COLD

WITH

TIRES

RIMS

PSI COLD

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR
VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN
EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1FMYU04192KA37660

TYPE: MPV

F0000
T0000



EXT PNT:	UA	TP/PS	R	AXLE	TR	DSO	OM11A
WB	BRK	INT TR	8	69	4	SPR	305
103	4	N2				GC	
			1200109073711		UTC		2USA1520472AA

From: Mary Burroughs [mburroughs@renkim.com]
Sent: Monday, August 13, 2007 6:11 PM
To: Ursum, Deb (D.L.); Centa, John (J.R.)
Cc: Burroughs, Mary (M.M.)
Subject: FW: 1FMYU03142KA65030 / Town East Ford / 07S51 related damage request

Handled - 1FMYU03142KA65030

From: Centa, John (J.R.) [mailto:jcenta1@ford.com]
Sent: Monday, August 13, 2007 5:14 PM
To: Burroughs, Mary (M.M.)
Cc: Ursum, Deb (D.L.); mcollins@renkim.com; uharris@renkim.com; Centa, John (J.R.)
Subject: FW: 1FMYU03142KA65030 / Town East Ford / 07S51 related damage request

FYI..

Please advise dealer to replace both ecu/hcu (remove together if possible) and send ecu/hcu and pigtail back to the address Mark provided.

-John

From: Tuneff, Mark (M.S.)
Sent: Monday, August 13, 2007 7:01 AM
To: Ursum, Deb (D.L.)
Cc: Centa, John (J.R.)
Subject: RE: 1FMYU03142KA65030 / Town East Ford / 07S51 related damage request

Deb,

Yes, definitely interested in this one! Since this is the first time in for this vehicle the fact that the ECU shows contamination should lead them to a pigtail and ECU replacement. Since there is no thermal damage at this point, this one would be of particular interest to engineering and if possible we would like to get the entire ABS unit back (ECU and HCU) and the electrical connector that is replaced. Hopefully this makes sense, please give me a call if doesn't or there are any questions. THANKS!

From: Deb Ursum [mailto:dursum@renkim.com]
Sent: Friday, August 10, 2007 5:07 PM
To: Tuneff, Mark (M.S.)
Cc: Centa, John (J.R.)
Subject: FW: 1FMYU03142KA65030 / Town East Ford / 07S51 related damage request

Mark,

Thought this one may be of interest to you. Please let us know if/when you intend to contact the dealer and what you would like us to have replaced/returned.

-Deb/John

Dealer: Town East Ford / Mesquite, Texas 75150

Contact: Caros Obregon / 972-270-6441

Original Repair Date: 8/10/07 first time in, dealer went to perform inspection and found that ECU is full of brake fluid. No thermal damage at this time. Advised dealer to hold repair until recontacted, put customer in a loaner.

VIN: 1FMYU03142KA65030

RQ09-002 0103

6/3/2009

From: SSSC [sssc@RENKIM.COM]
Sent: Tuesday, November 27, 2007 10:01 AM
To: Centa, John (J.R.)
Subject: FW: 1FMYU031X2KD13751
Attachments: escaperelectricalrecalllonnymelvin 001.jpg; escaperelectricalrecalllonnymelvin 002.jpg

1st one.

From: SSSC [mailto:sssc@renkim.com]
Sent: Tuesday, November 27, 2007 9:29 AM
To: Centa, John (J.R.)
Cc: 'sssc@renkim.com'
Subject: FW: 1FMYU031X2KD13751

John:

Please review and give me a call on this one. Please look at the connector carefully. This is one that is had the grease and release done 7-30-07.

Thanks,
Deb

From: Dykes, Cecil [mailto:DykesC@AutoNation.com]
Sent: Tuesday, November 27, 2007 8:18 AM
To: sssc@renkim.com
Subject: 1FMYU031X2KD13751

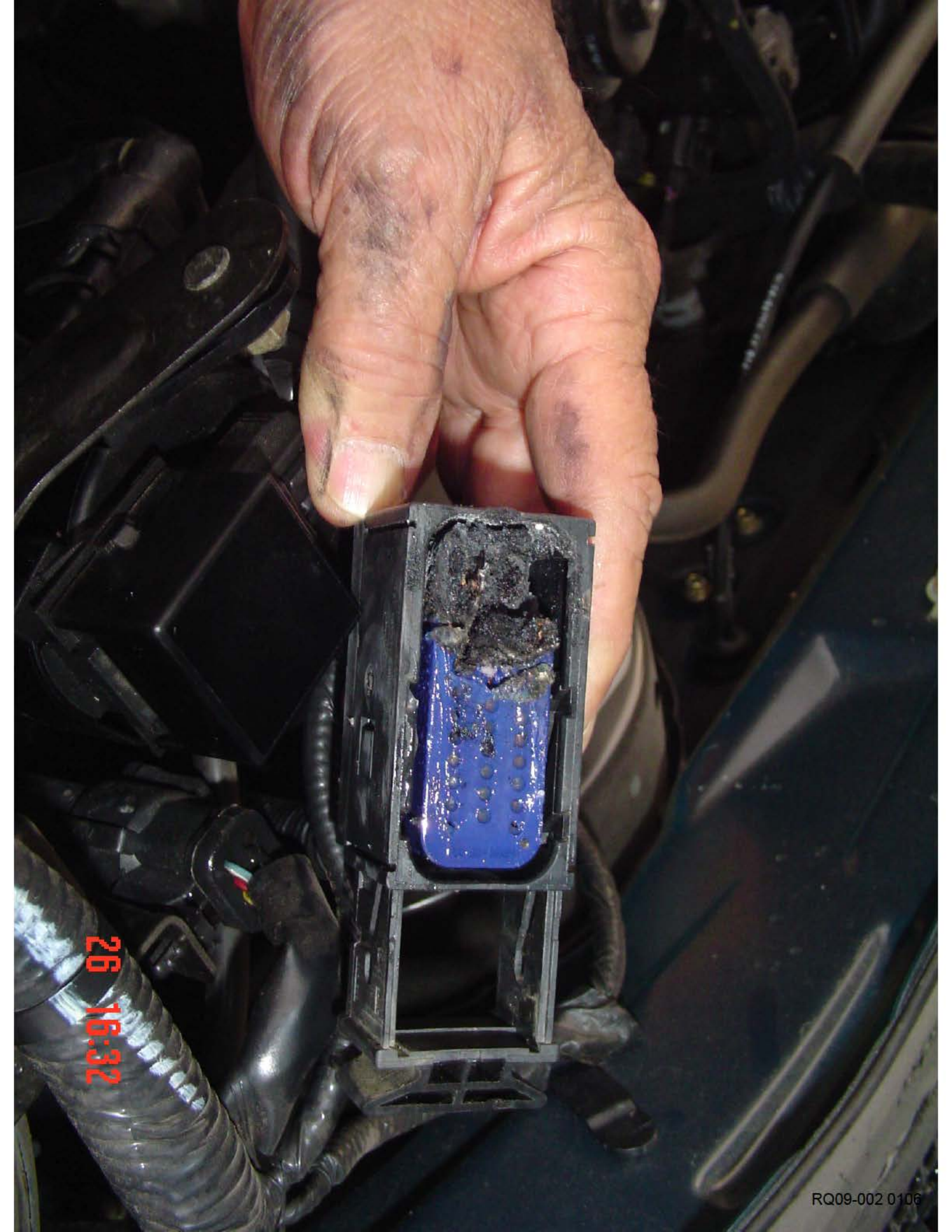
ATTN: M Micokole

Tech Lonnie Melvin asked me to e-mail the attached pictures to you

<<escaperelectricalrecalllonnymelvin 001.jpg>> <<escaperelectricalrecalllonnymelvin 002.jpg>>
<<escaperelectricalrecalllonnymelvin 002.jpg>> <<escaperelectricalrecalllonnymelvin 003.jpg>>
<<escaperelectricalrecalllonnymelvin 004.jpg>> <<escaperelectricalrecalllonnymelvin 006.jpg>>
<<escaperelectricalrecalllonnymelvin 005.jpg>>



26 16:33



26 16:32

From: SSSC [sssc@renkim.com]
Sent: Tuesday, November 27, 2007 10:01 AM
To: Centa, John (J.R.)
Subject: FW: 1FMYU031X2KD13751
Attachments: escaperelectricalrecalllonnymelvin 003.jpg; escaperelectricalrecalllonnymelvin 004.jpg; escaperelectricalrecalllonnymelvin 006.jpg; escaperelectricalrecalllonnymelvin 005.jpg

2nd one, not as important.

Deb

From: SSSC [mailto:sssc@renkim.com]
Sent: Tuesday, November 27, 2007 9:29 AM
To: Centa, John (J.R.)
Cc: 'sssc@renkim.com'
Subject: FW: 1FMYU031X2KD13751

John:

Please review and give me a call on this one. Please look at the connector carefully. This is one that is had the grease and release done 7-30-07.

Thanks,
Deb

From: Dykes, Cecil [mailto:DykesC@AutoNation.com]
Sent: Tuesday, November 27, 2007 8:18 AM
To: sssc@renkim.com
Subject: 1FMYU031X2KD13751

ATTN: M Micokole

Tech Lonnie Melvin asked me to e-mail the attached pictures to you

<<escaperelectricalrecalllonnymelvin 001.jpg>> <<escaperelectricalrecalllonnymelvin 002.jpg>>
<<escaperelectricalrecalllonnymelvin 002.jpg>> <<escaperelectricalrecalllonnymelvin 003.jpg>>
<<escaperelectricalrecalllonnymelvin 004.jpg>> <<escaperelectricalrecalllonnymelvin 006.jpg>>
<<escaperelectricalrecalllonnymelvin 005.jpg>>

26 16:34



26 16:35

26 16:34



From: Deb Ursum [dursum@RENKIM.COM]
Sent: Thursday, October 11, 2007 10:34 AM
To: Centa, John (J.R.)
Subject: FW: 1FMYU04181KF13038 / 07S51 / 07729

Fyi, So you know what is transpiring.

Deb

From: Tuneff, Mark (M.S.) [mailto:mtuneff@ford.com]
Sent: Thursday, October 11, 2007 10:31 AM
To: Ursum, Deb (D.L.)
Subject: RE: 1FMYU04181KF13038 / 07S51 / 07729

We still haven't been able to figure anything out that seems to explain everything... We have leak tested the parts with air pressure, cut them up, x-rayed, and now the parts have been sent to the supplier and their lab in Germany is going over them. Each part has some difference from the others but the common thread seems to be brake fluid inside. Problem then is we have a few parts with no indication of how the fluid got inside... Dry wires, dry seals, but brake fluid inside, some are dry but the wire insulation is discolored like it's been exposed to something, but can't tell what or when... A couple may have had internal circuit board failures, (then the chicken and egg discussion starts) but can't explain why that, or any of the other issues related to fluid show up so soon after the recall is performed...

We are starting to think that the ones that have an issue soon after the recall likely had corrosion present and it just wasn't identified during the recall. Every one that you have helped get back either had the wrong grease or way too little grease... Can't explain why performing the recall causes the issue to do what it does so soon after though. It took about ten months (or longer) to show up when we were doing the investigation prior to the recall. We have a couple theories, but haven't been able to prove any of them. I'm thinking that the increased scrutiny by you guys and the reports of issues right after the recall being performed are helping to reduce the number of post-recall incidents that we were seeing...

From: Deb Ursum [mailto:dursum@renkim.com]
Sent: Thursday, October 11, 2007 9:53 AM
To: Tuneff, Mark (M.S.)
Subject: RE: 1FMYU04181KF13038 / 07S51 / 07729

Things have slowed down a little bit all around. This campaign has really created a lot of headaches, dealers installing grease over corrosion, etc. Just trying to be highly selective about what to approach you on.

How is the research on this going? Are you finding out what you were looking for?

Deb

From: Tuneff, Mark (M.S.) [mailto:mtuneff@ford.com]
Sent: Thursday, October 11, 2007 9:51 AM
To: Ursum, Deb (D.L.)
Subject: RE: 1FMYU04181KF13038 / 07S51 / 07729

Thank you for your help! Haven't heard from you guys for a while... hopefully that's good news from the field?

From: Deb Ursum [mailto:dursum@RENKIM.COM]
Sent: Thursday, October 11, 2007 9:43 AM
To: Tuneff, Mark (M.S.)
Subject: RE: 1FMYU04181KF13038 / 07S51 / 07729

Mark

No problem, I am just checking all claims that I gave approval for to ensure they got paid, and wanted to follow up on the part aspect for you.

Have a good one. Thanks for your help.

Deb

From: Tuneff, Mark (M.S.) [mailto:mtuneff@ford.com]
Sent: Thursday, October 11, 2007 9:41 AM
To: Ursum, Deb (D.L.)
Subject: RE: 1FMYU04181KF13038 / 07S51 / 07729

Deb,
Yes, the parts for this vehicle were received last week. Thanks!

From: Deb Ursum [mailto:dursum@renkim.com]
Sent: Thursday, October 11, 2007 9:34 AM
To: Tuneff, Mark (M.S.)
Cc: Centa, John (J.R.); Ursum, Deb (D.L.)
Subject: 1FMYU04181KF13038 / 07S51 / 07729

Mark:

Could you please tell me if you had received the parts on this vehicle that had been requested back. I see that the claim had been paid a week ago.

Thank you for your time.

DEB URSUM

DEB URSUM
Special Service Support Center
1-800-325-5621
734-374-1030 fax
'STRIVING FOR QUALITY'

This e-mail contains proprietary information and may be confidential. If you are not the intended recipient of this e-mail, you are hereby notified that any dissemination, distribution or copying of this message is strictly prohibited. If you received this message in error, please delete it immediately. Sharing of this information with any non-recipient is prohibited. Sharing of any email addresses or telephone numbers attached to this note is also prohibited. The author of this email is not able to respond directly to any customer issues.

From: SSSC [sssc@renkim.com]
Sent: Wednesday, August 13, 2008 4:36 PM
To: Centa, John (J.R.)
Subject: FW: PNA#05100 VIN#1FMYU04172KC30485
Attachments: S5000999.JPG; S5001000.JPG; S5001001.AVI; S5001002.JPG; S5001003.JPG

From: Michele Waisner [mailto:mwaisner@bluespringsford.com]
Sent: Wednesday, August 13, 2008 2:51 PM
To: sssc@renkim.com
Subject: PNA#05100 VIN#1FMYU04172KC30485









From: Nicastri, Paul (P.R.)
Sent: Friday, December 14, 2007 4:12 PM
To: Belanger, Thomas (T.D.)
Subject: FW: Receipt For Submitted Lab Request - 72195 Plus Lear report comments.

Attachments: 72195-LR.pdf; Picture (Metafile)

Tom,

Here is the request for the USB connector analysis at Central Lab. I gave the jump drive you gave me with music on it to Don as you were not at your desk when I was there.

I looked at the report from Lear on the seals and wonder what point they are trying to make on most of the pages. The resolution on the printed pages don't provide a lot of clues what we are supposed to be seeing and the words don't help. It doesn't say what method was used to prepare the parts and how they prevented introducing any contaminants into the parts they did look at. If what they intend to show is that a seal that appears to be fully seated can have debris on the inside, I agree. The path for the debris to get there isn't obvious from this. Fluid present on the seals seems to be another point that they want to make, but these seals will have fluid present on the seals right out of the box, as they are generally covered with a silicone oil when new. A connector that has a leak path sufficient to have fluids bridge the terminals will have dendritic growth occurring and that can lead to vigorous bubbling of the fluids inside the connection system and that would cause the inside of the seals to get debris on them. How far up the seal it goes may be a function of how hot the connection system got, how much fluid, how conductive the fluid was, how much pressure build up occurred as the fluid heated up and probably a number of other factors.

On the last page I think they were trying to tie it all together, but I guess I see a different picture. The upper edge of the blue-green residue is likely the bottom of the seal and anything above that is potentially anything that worked its way up the seal or what was transferred to the seal as the seal was either removed or just moved while disassembling. This type of road grit/dust tends to easily attach itself as it is knocked off the seal during handling. Maybe a closer look under a stereo microscope would reveal something more convincing, but with what I can see in the pictures, the seals are reasonably clean the further you go from the contamination source.

I hope your meeting on Monday goes well.

Have a great holiday.

Thanks
Paul R. Nicastri
Staff Technical Specialist
Electrical Contact Reliability Group
EESE/Body & Security Sub-Systems Dept.
Rm 1339 RIC (SRL), MD #2047
Cell (313) 805-8009 fax (313) 337-2408

From: Schooley, Sheri (S.L.)
Sent: Friday, December 14, 2007 3:43 PM
To: Nicastri, Paul (P.R.)
Subject: Receipt For Submitted Lab Request - 72195

Paul:

Attached is your initial lab request



72195-LR.pdf (32 KB)

Thank you,

Sheri L. Schooley

Administration, Central Lab
Material Engineering, Testing & Standards, M.E.T. & S.
Phone: 59-40779
mail to: sschoole@ford.com
S100, Central Lab

God Bless America...



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All shaded areas must be filled in to process your request.

Requester is the official record holder and must comply with Corporate Record Retention Policy.



Request for Central Laboratory Services

15000 Century Dr., Dearborn, MI 48120-1267

Administrative Use Only

Laboratory Number	Date
72195	12/13/07 - sls

Primary Contact [Send report to] Paul R. Nicastr		Telephone 805-8009	CDSID or E-mail Address pnicastr					
Record Holder/Requester (if different than above) Tom Belanger		Telephone 805-6776	CDSID or E-mail Address tbelange					
Requester's Dept./Activity T405			Model Year 2008	Program Code Focus/C170	Engine Name (if applicable)	Work Task # C6200	Department # 5100Y560	GSD Code (Non-Engr)
Nature of Investigation [Select the best one.]							Information Box [Requester Use]	
☐ Launch ☐ Material Cost Reduction ☐ Specification/Test Method Development ☒ Production/Plant Concern ☐ Material Selection ☐ CAE Database ☐ Durability ☐ Benchmarking ☐ Specification Compliance ☐ Campaign/Recall ☐ Warranty ☐ Manufacturing Process Devel./Selection ☐ Legal/Critical Concern ☐ Certification/Regulatory ☐ Purchase Order [External Customers]							CPSC Code:	
Engineering Forecasting Tool [EFT]: ☐ Prior to Job #1 plus 90 days (EFT) ☒ Greater than 90 days after Job #1 (Non-EFT)							Stop Testing Upon Failure? ☐ No ☐ Yes	
Number of Samples 2		Sample Handling: Samples will be disposed of if not picked up within 30 days of receipt of final report.					Source	
Sample or Component Name		Sample Identification [Must match number of samples.]		Ford Part Number [If applicable]		Material Specification [If applicable]		Supplier
USB Connector		7/28						
USB Connector		65D						
Specific Testing Requirements/Additional Sample Information: Need an analysis of the contamination on the gold terminals of 2 samples of the Sync module harness mini USB connector. Suspect that there may be flux residue on the parts that interfere with the electrical contact. Need to determine if the contamination is the same on both parts, as they represent parts from different time periods. Please contact me with any questions.								
Mutually Agreed Upon Due Date: 1/8/2008		Lead Coordinator CdsID: DRAKOCZ2		Report [Check all that apply.] ☐ E-mail a formal report. ☐ E-mail data only. ☐ E-mail preliminary results.				
Please e-mail your completed lab request to the Coordinating Test Section								
☒ Chemistry CDSID: vcooper (313) 594-0945			☐ Metallurgy & Mechanical Testing CDSID: aradke (313) 805-4859			☐ Polymers, Coatings & Corrosion CDSID: jladuke1 (313) 805-4867		

For information about services or assistance in completing this form contact a Section Supervisor.

From: Tuneff, Mark (M.S.)
Sent: Tuesday, August 14, 2007 8:59 AM
To: Rossi, Roberto (R.A.)
Cc: Nicastri, Paul (P.R.)
Subject: FW: Report Summary for the CQIS Report#7HNAS001
Attachments: 7HNAS001f.jpg; 7HNAS001e.jpg; 7HNAS001d.jpg; 7HNAS001c.jpg; 7HNAS001b.jpg; 7HNAS001a.jpg

[Info.](#) I'll forward parts when they arrive.

From: Hayduk, Mark (M.S.)
Sent: Tuesday, August 14, 2007 8:54 AM
To: Tuneff, Mark (M.S.); Jones, Rick (W.P.)
Cc: Christianson, Kevin (K.C.); Whitmyer, Al (A.W.); Blakely, Gary (G.N.); Krein, Bradley (B.); Hayduk, Mark (M.S.)
Subject: FW: Report Summary for the CQIS Report#7HNAS001

[info.](#)

Mark Hayduk

Field Quality Engineer - Pittsburgh, PA
Service Engineering Operations - FCSD
Ph: 724-941-6670
Cell: 724-413-9113
Fax: 724-941-6670

Attachments : 6

Report# :	7HNAS001 FQEIR	Received:	08/14/2007
CCRG/EPRC:	S	Reviewed Status:	Date: 08/14/2007
Vehicle:	2002,ESCAPE 4X4,XLT ,WAGON ,1FMYU04142KD22329	Build Date:	04/26/2002
Odometer :	88,191 M	Engine:	3.0L DUR
Transmission:	CD4E	Axle:	3800F2.73L
Dealer:	USA 07430 Sturman & Larkin Ford, Inc.	Calibration:	2M11A30A
City:	Pittsburgh	A/C:	YES
Originator:	MARK HAYDUK	Phone#:	(412) 892-2300
Symptom:	3 01 9 99 CHASS.,SERVICE BRAKE ,N/L SVC BRAKE,NOT LISTED	Country :	USA
Status:			
VFG:	V21 BRAKING		
Additional Symptom:	ABS CONNECTOR/WIRES BURNT		
Fix:Y	Causal Component :		
Condition Code:			
Region Code: G4	Region Name: Pittsburgh		

DTCs:
KOEO:
KOEC:
KOER:

Comments :

CONCER 08/14/2007 08:34AM MARK HAYDUK MSS - FCSD - CQD - FQE
 CUST. INDICATED THAT THERE WAS SMOKE COMING FROM UNDER THE HOOD WHICH THE FIRE DEPARTMENT EXTINGUISHED.

TECH/C **08/14/2007 08:34AM MARK HAYDUK MSS - FCSD - CQD - FQE**
 CUST. STATES THAT THE VEH. WAS DRIVEN TO AN APARTMENT COMPLEX TO DROP OFF SOMEONE. THE CUSTOMER LEFT THE VEHICLE RUNNING WHILE THEY WENT INSIDE. WHILE THEY WERE INSIDE AN APARTMENT, SOMEONE NOTICED SMOKE COMING OUT FROM UNDER THE HOOD AND THEY CALLED THE FIRE DEPARTMENT WHO
 APPLIED FIRE RETARDANT. THE VEHICLE WAS TOWED TO THE DEALER. FQE FOUND THAT THE CONNECTOR TO THE ABS MODULE WAS BURNT AND APPROX. 6" OF THE WIRING GOING TO THE ABS MODULE WAS BURNT. THERE WAS YELLOW FIRE RETARDANT RESIDUE FOUND UNDER THE HOOD. THE VEHICLE WOULD START AND IDLE SMOOTHLY BUT THE SHIFTER WOULD NOT COME OUT OF PARK DUE TO THE BRAKE LIGHTS BEING INOP. FSA 07S51 WAS PERFORMED ON 5-1-07 AT 83,533 MILES. THE CUSTOMER INDICATED THAT FOR SOME TIME, APPROX. A YEAR OR SO, THE BRAKE LIGHT WOULD COME ON AT TIMES AND THEY FOUND THE BRAKE FLUID LOW IN THE MASTER CYLINDER. THE DEALER INSTALLED A NEW BRAKE RESERVOIR CAP - THE CUSTOMER BELIEVES THAT THE NEW BRAKE FLUID CAP WAS INSTALLED WHEN THE DEALER PERFORMED FSA 07S51. THE HCU, ECU AND WIRING PIGTAIL ARE BEING CHANGED AS AN ASSEMBLY AND RETURNED TO MARK TUNEFF (SE&SE). PHOTOS. ATTACHED. MARK HAYDUK - PITTSBURGH FQE - 724-413-9113

Please click on the link below to view the attachments associated with this report

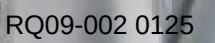
https://www.gcqis.dealerconnection.com/gcqis/asp/DIVViewAttachment_Mainx.asp?ReportNumber=7HNAS001

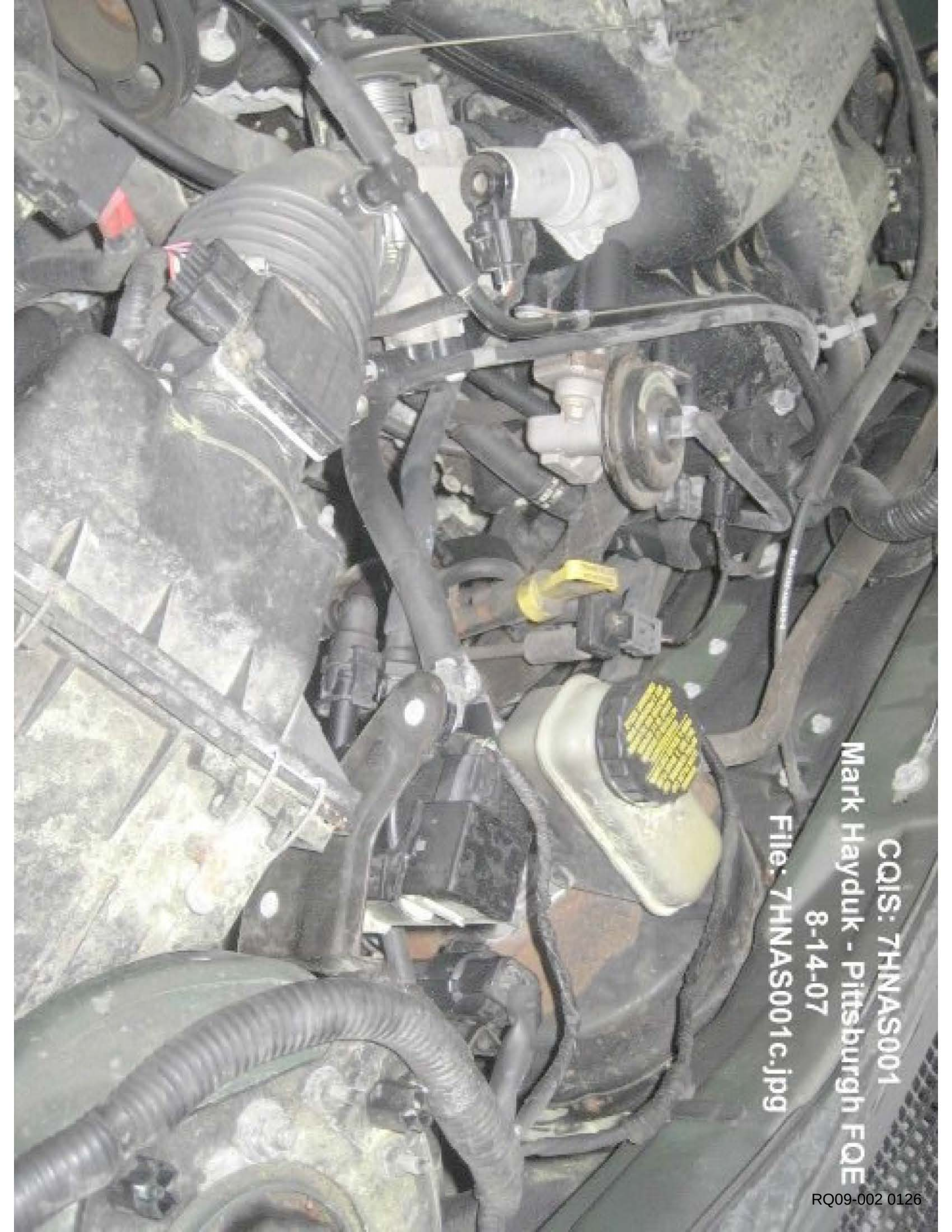


CQIS: 7HNAS001
Mark Hayduk - Pittsburgh FQE
8-14-07
File: 7HNAS001a.jpg

Mark Hayduk - Pittsburgh FQE

File: 7HNAS001b.jpg

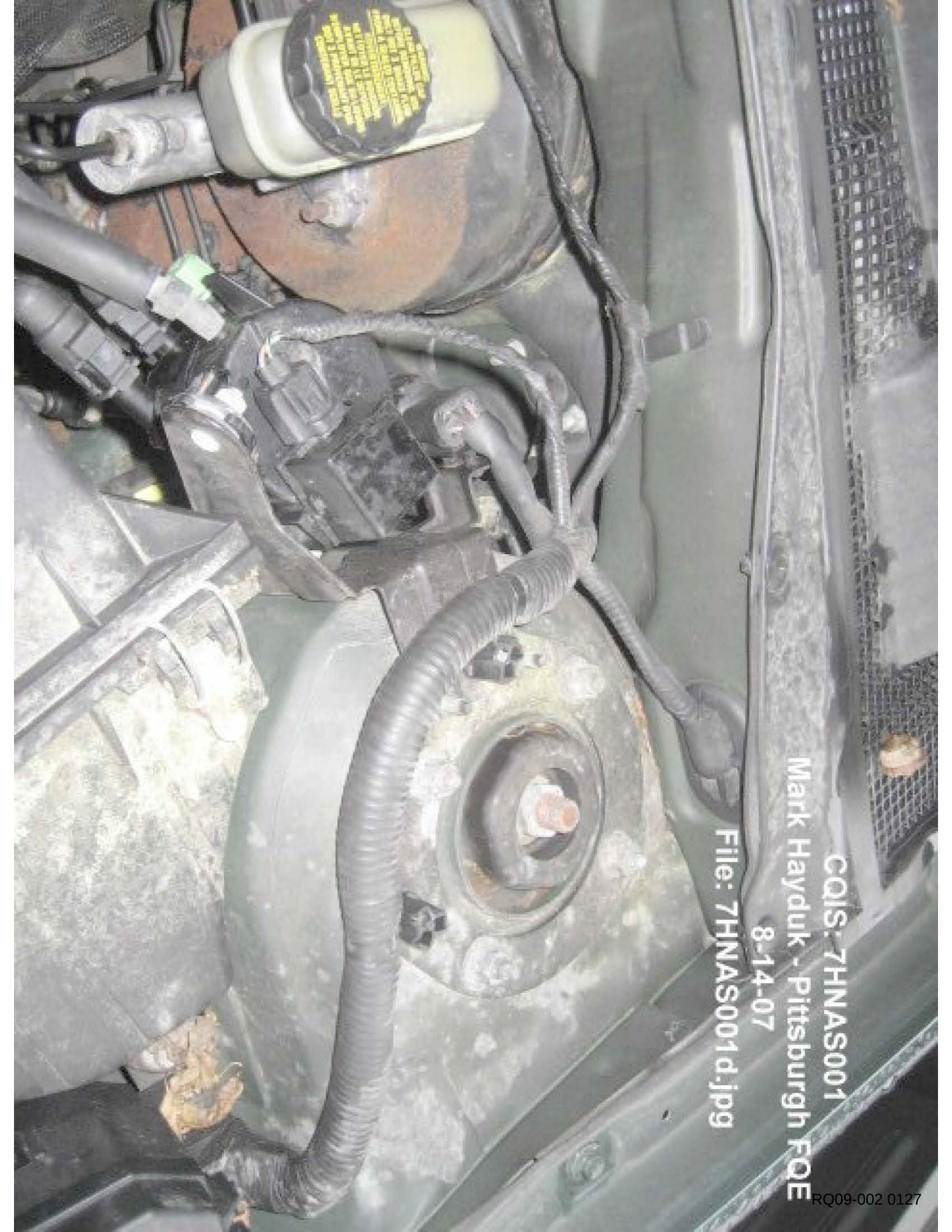




CQIS: 7HNAS001
Mark Hayduk - Pittsburgh FQE

8-14-07

File: 7HNAS001c.jpg



CAIS: 7HNAS001
Mark Hayduk - Pittsburgh FQE
8-14-07
File: 7HNAS001d.jpg

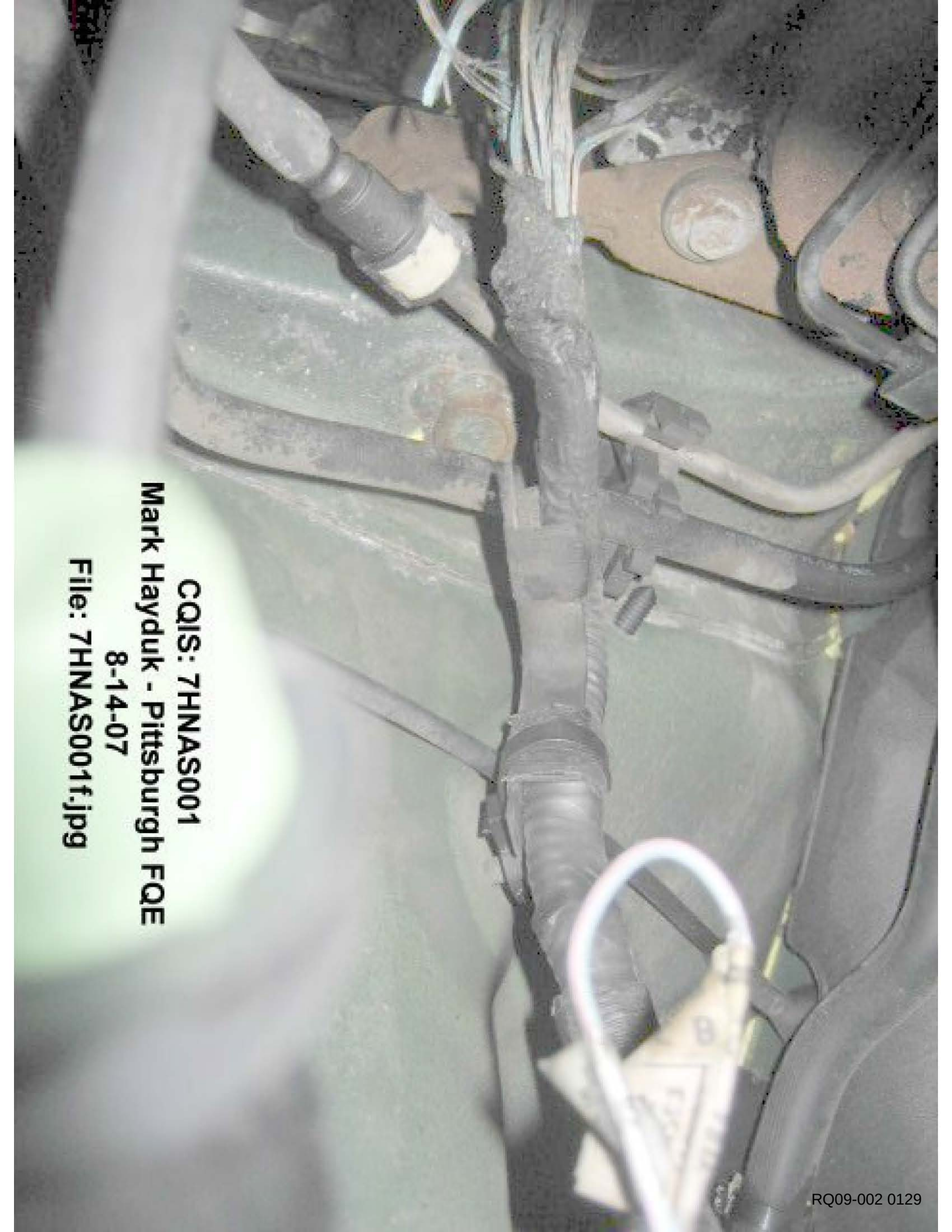
CQIS: 7HNAS001

Mark Hayduk - Pittsburgh FQE

8-14-07

File: 7HNAS001e.jpg





CQIS: 7HNAS001
Mark Hayduk - Pittsburgh FQE
8-14-07

File: 7HNAS001f.jpg

From: Centa, John (J.R.)
Sent: Tuesday, July 03, 2007 3:19 PM
To: Keller, Kristian (P.)
Cc: Leese, Alvin (A.); Centa, John (J.R.)
Subject: 1fmyu03121ka88871/ P&A 06000 / 07S51 / Cuddl # 547341847
Attachments: MVC-001S.JPG; MVC-001S.JPG; MVC-002S.JPG; MVC-003S.JPG; MVC-004S.JPG; MVC-005S.JPG; MVC-006S.JPG; MVC-007S.JPG; MVC-008S.JPG

Kris,

This is the 1 of 2 cases we spoke about earlier. While we denied this latest repair because the recall has already been completed (labor op A claimed 5/19/07), the subsequent damage root cause is indeterminable and we would like to return the parts to engineering for review. We have opened a Cuddl case 547341847 and asked that the dealer submit a CA request to your department.

Please ask the dealer to ship the damaged wiring pigtail and ECU to:

Diagnostic Service Center II, Cube 792
1800 Fairlane Drive
Allen Park, MI 48101

Thank you for your help!

John R. Centa

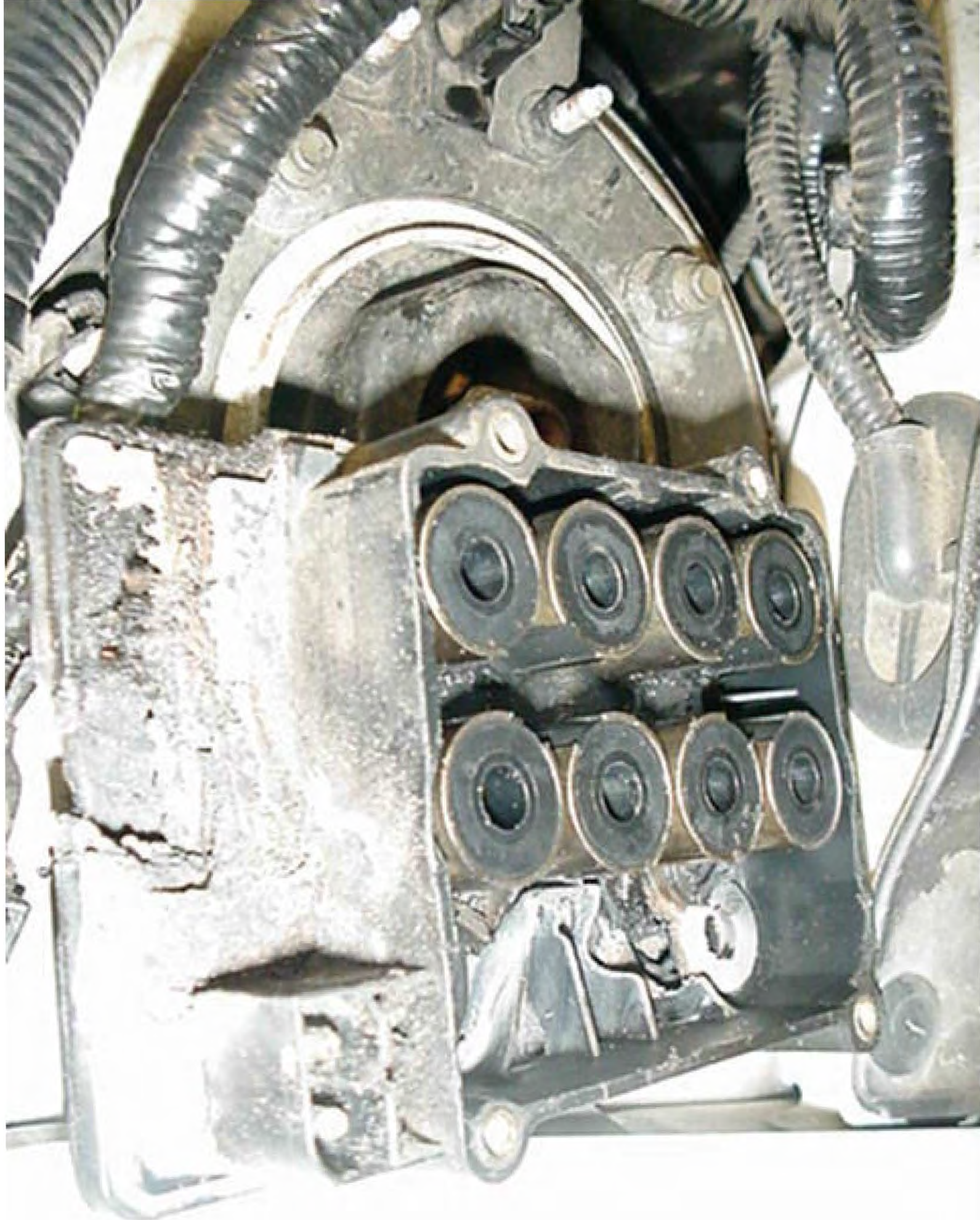
Call Center Supervisor
FCSD - Recall and Service Programs
Phone/Fax 313-33-73193





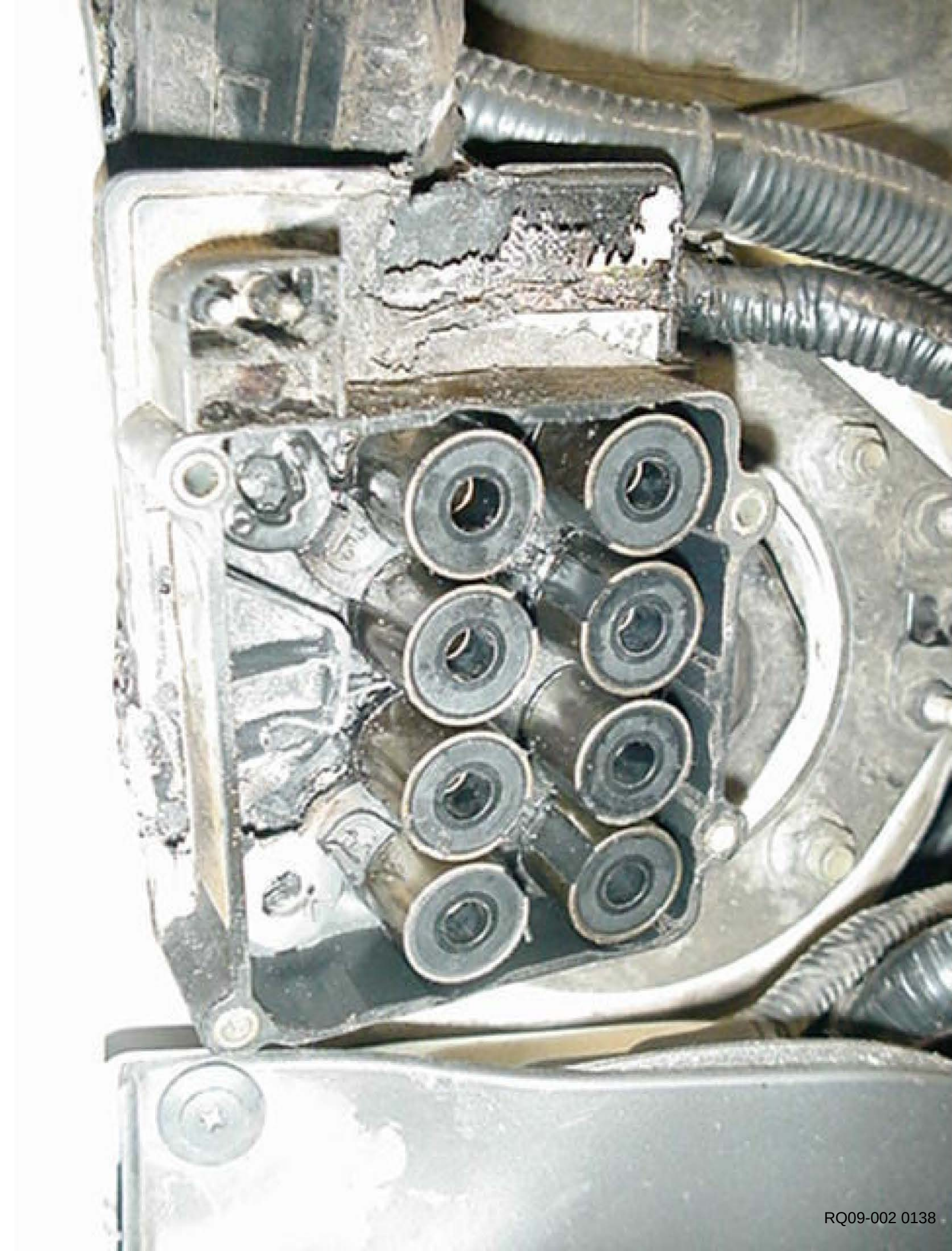












From: Centa, John (J.R.)
Sent: Monday, July 09, 2007 4:14 PM
To: Miclea, Marcel (M.M.)
Cc: Keller, Kristian (P.); Centa, John (J.R.)
Subject: 1FMYU04192KB53585 Jim Keim Ford
Attachments: HPIM3281.JPG; HPIM3282.JPG; HPIM3283.JPG

Marcel,
Looking at Cuddl, I see you have already been involved with this vehicle. I'd like to discuss this case when you get a moment, perhaps first thing Tuesday morning.

Kris,
FYI...This is vehicle 2 of 2 we spoke about last week.

John R. Centa

Call Center Supervisor
FCSD - Recall and Service Programs
Phone/Fax 313-33-73193

From: Deb Ursum [mailto:sssc@renkim.com]
Sent: Monday, July 09, 2007 3:03 PM
To: Burroughs, Mary
Subject: FW: Photos

From: PETE PLAGMAN [mailto:pete.plagman@jimkeimford.com]
Sent: Monday, July 09, 2007 3:01 PM
To: SSSC@RENKIM.COM
Subject: Photos

Pete Plagman
Service Director
Buisness 614-888-3333
Fax 614-841-0314







From: Centa, John (J.R.)
Sent: Tuesday, July 10, 2007 11:10 AM
To: Centa, John (J.R.)
Subject: 1FMYU04192KB53585 Jim Keim 07S51
Attachments: HPIM3281.JPG; HPIM3282.JPG; HPIM3283.JPG

7/9/07 11am Spoke to SD Pete Plagman

vehicle originally in with ele damage at dside headlamp...possible aftermarket wiring? cust decline repiars, and took vehicle also had labor op a performed..

vehicle came back with thermal damage seen above.

not sure on comment about module, dealer states no reason to install module, didnt think would be eligible.

From: Centa, John (J.R.)
Sent: Tuesday, July 10, 2007 10:10 AM
To: Centa, John (J.R.)
Subject: 1FMYU04192KB53585 Jim Keim 07S51

Spoke to marcell...concerned about comment in cuddl stating that dealer was going to put module in when available. if that was the case, interim repair may needed to have been done instead of labor op a??

From: Mary Burroughs [mailto:mburroughs@RENKIM.COM]
Sent: Monday, July 09, 2007 2:45 PM
To: Centa, John (J.R.)
Subject: FW: Photos

John,

Speak of the devil and he always shows up....

These are the pictures for the SAF sent over that your required on this morning. Please reveiw and let me know if we are going to follow up the same way as the last one.

Refer dealer to consumers and put a cudl message in.

Thanks

Mary Burroughs

From: Deb Ursum [mailto:sssc@renkim.com]
Sent: Monday, July 09, 2007 3:03 PM
To: Burroughs, Mary
Subject: FW: Photos

From: PETE PLAGMAN [mailto:pete.plagman@jimkeimford.com]
Sent: Monday, July 09, 2007 3:01 PM
To: SSSC@RENKIM.COM
Subject: Photos

Pete Plagman
Service Director
Buisness 614-888-3333
Fax 614-841-0314

SAF Sent: 7/3/07 11am

6/3/2009

RQ09-002 0144

Program.....: 07S51

=====

P/A Code.....: 01470
Dealership.....: JIM KEIM FORD, INC.

=====

VIN.....: 1FMYU04192KB53585
S.A.F. Date.....: 07/02/2007

=====

Contact's Name....: PETE PLAGMAN
Phone Number.....: 614-888-3333

=====

Dealer's Request...: Related Damage
Dealer's Concerns.: VIN#1FMYU04192KB53585 HAD LABOR OP A REPAIR ON 4-12-07 AND WAS TOWED
IN TO DLR WITH FIRE DAMAGE TO ECU, HCU, POWER DISTRIBUTION BOX AND
WIRING HARNESS THAT LEADS TO PDB. DLR TO ASSEMBLE COMPLETE ESTIMATE TO
FAX AND E-MAIL PICS. DLR HAD NO DETAILS OF FIRE, DATE, EMERGENCY
RESPONSE, INJURY, PROPERTY DAMAGE OR DAMAGE CLAIM SUBMITTED TO INS.

=====

Question.....: What type of Related Damage?
Answer.....: ECU, HCU, P.D.B., WIRING HARNESS THAT GOES TO PDB-
MAYBE ADD'L.

Question.....: What is the estimated amount of the repair?
Answer.....: \$ 1.00

Question.....: What is the Mileage?
Answer.....: 92,995

=====

Add'l Comments...: NO OTHER INFORMATION RECEIVED AS OF YET



RQ09-002 0146





From: Centa, John (J.R.)
Sent: Tuesday, July 10, 2007 10:37 AM
To: Centa, John (J.R.)
Subject: 1FMYU04192KC46400 FW: Kendra Husse
Attachments: JULY07 001.jpg; JULY07 003.jpg

6-18-07 Labor op A done by other dealer..

0533181797

1FMYU04192KC46400

cust took to new dealer..didnt want to take to another dealer..

From: Miclea, Marcel (M.M.)
Sent: Tuesday, July 10, 2007 9:44 AM
To: Centa, John (J.R.)
Subject: FW: Kendra Husse

John,

This is one of the cases I was mentioning to you this morning: Recall done on June 18th, second fire occurred on June 28th. Customer went to another dealer, than the one who did the recall, and these are the findings and pics received.

Kris is asking: would you like and FSE to look at the vehicle and gather more info or just go ahead and fix it? Sending an FSE will take time, so I should put the customer in a loaner until the investigation is complete. What are your thoughts on this?

Thanks,

Marcel Miclea
Litigation Prevention Analyst
FCSD-Consumer Affairs
Phone: (313) 322-1760
Fax: (888) 314-5917

From: Doug Brinks [mailto:dbrinks@borgmanfordmazda.com]
Sent: Monday, July 09, 2007 3:40 PM
To: Miclea, Marcel (M.M.)
Subject: Kendra Husse

Marcel,

We found the ABS harness caught fire at the ABS controller. The repair estimate is \$996.23 (532.43 parts / 463.80 labor). Parts include: Controller, Booster, Master Cylinder & Reservoir, Harness/Pigtail, Sensor. I attached 2 pictures. Let me know if you need anything else.

Doug Brinks
616-249-8840





From: Tuneff, Mark (M.S.)
Sent: Monday, August 13, 2007 11:05 AM
To: 'SSSC'
Cc: Centa, John (J.R.)
Subject: 1FMYU04142KD21696/ DICK EDWARDS AUTO PLAZA / 07S51 related damage request

Deb/John,

I just spoke with Vic about this vehicle. This is one that we would definitely be interested in learning more about. I explained to Vic that I do not/cannot authorize repairs, but you folks would be back in touch with him on how to proceed. I would like to request that we replace both the HCU, ECU, and the pigtail and get those back. Even though Vic's description indicates that the electrical connector is unaffected we are trying to understand the failure mode better and having all of the parts will be very helpful. Please let me know if you need anything from me on this one. THANKS!

Mark,

Thought this one may be of interest to you. Please let us know if/when you intend to contact the dealer and what you would like us to have replaced/returned.

-Deb/John

Dealer: Dick Edwards Auto Plaza

Contact: Vic Redding / 785-238-5114

Original Repair Date: 7/10/07 first time in, dealer repaired using labor operation A. (grease/release). The pictures were sent of the ECU. Pictures had been asked for of the connector.

VIN: 1FMYU04142KD21696

107

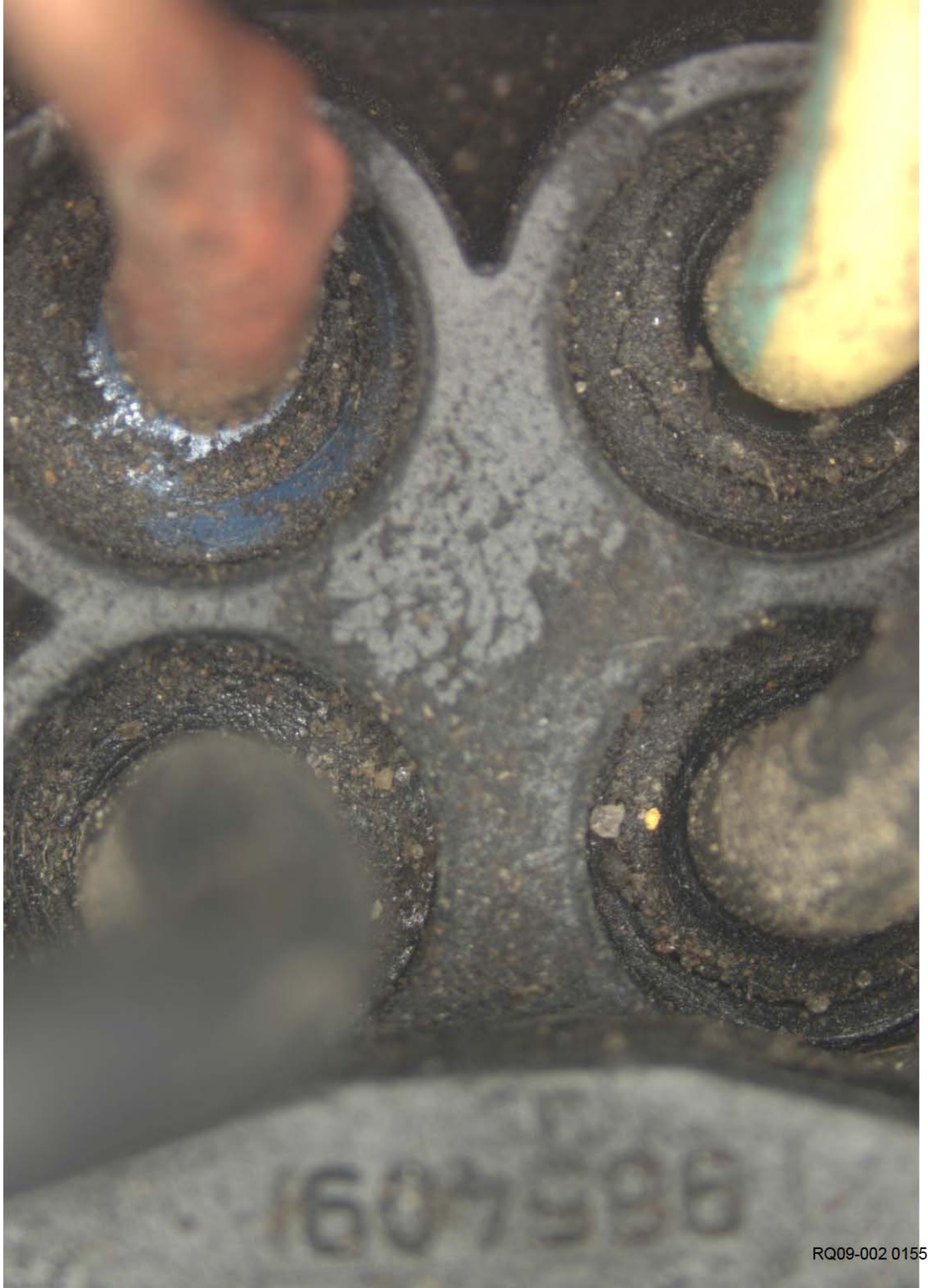
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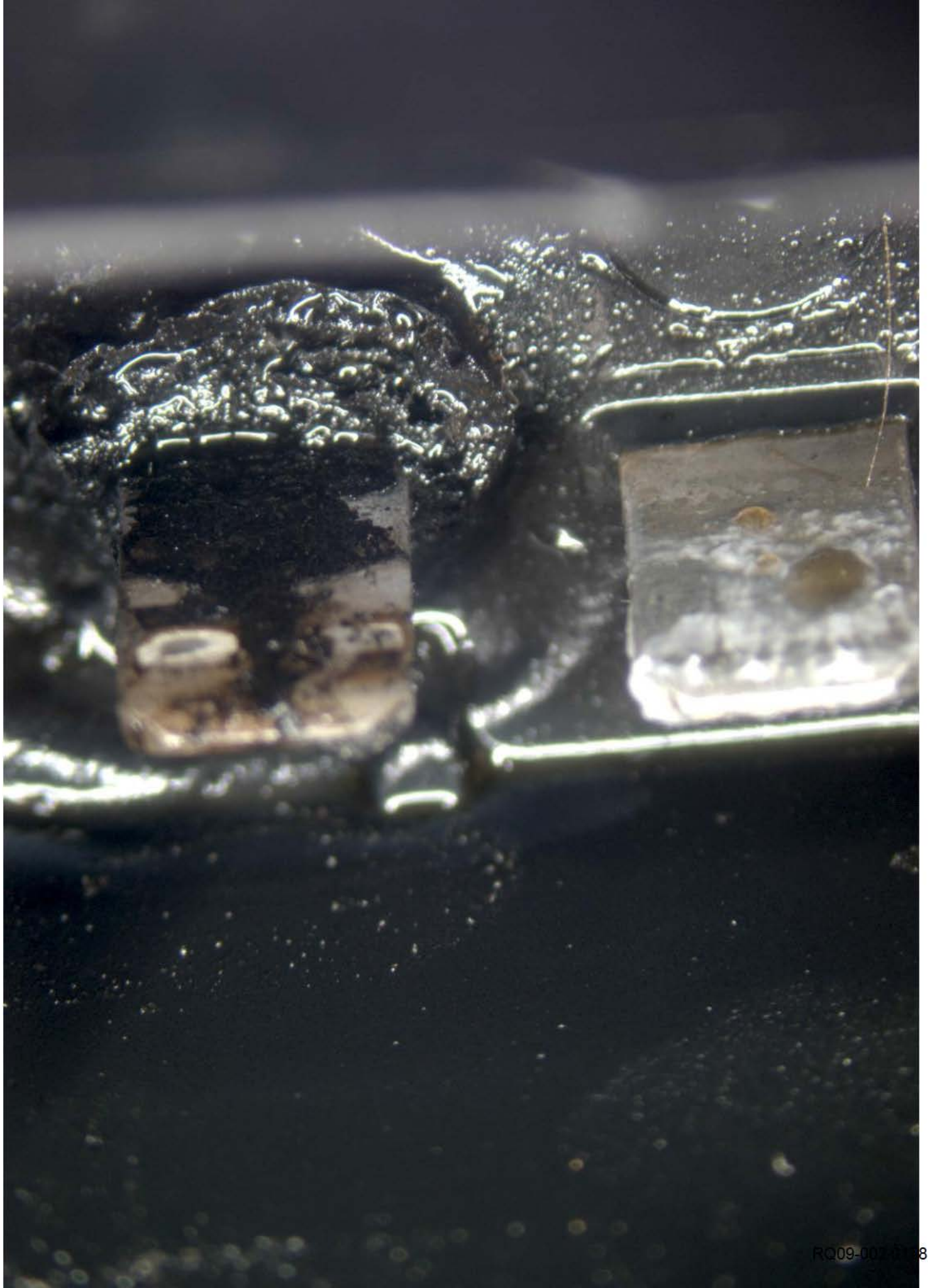
596

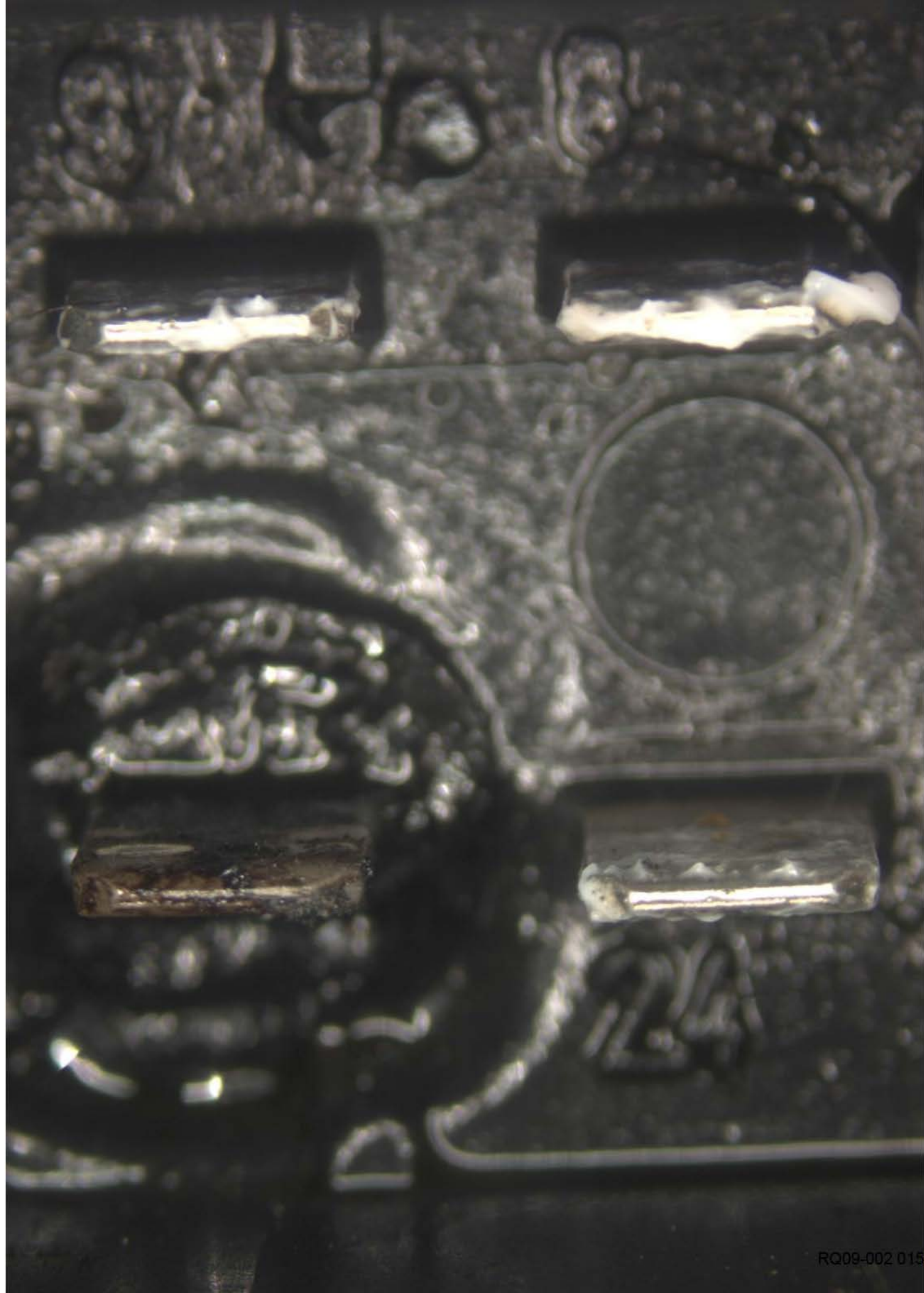
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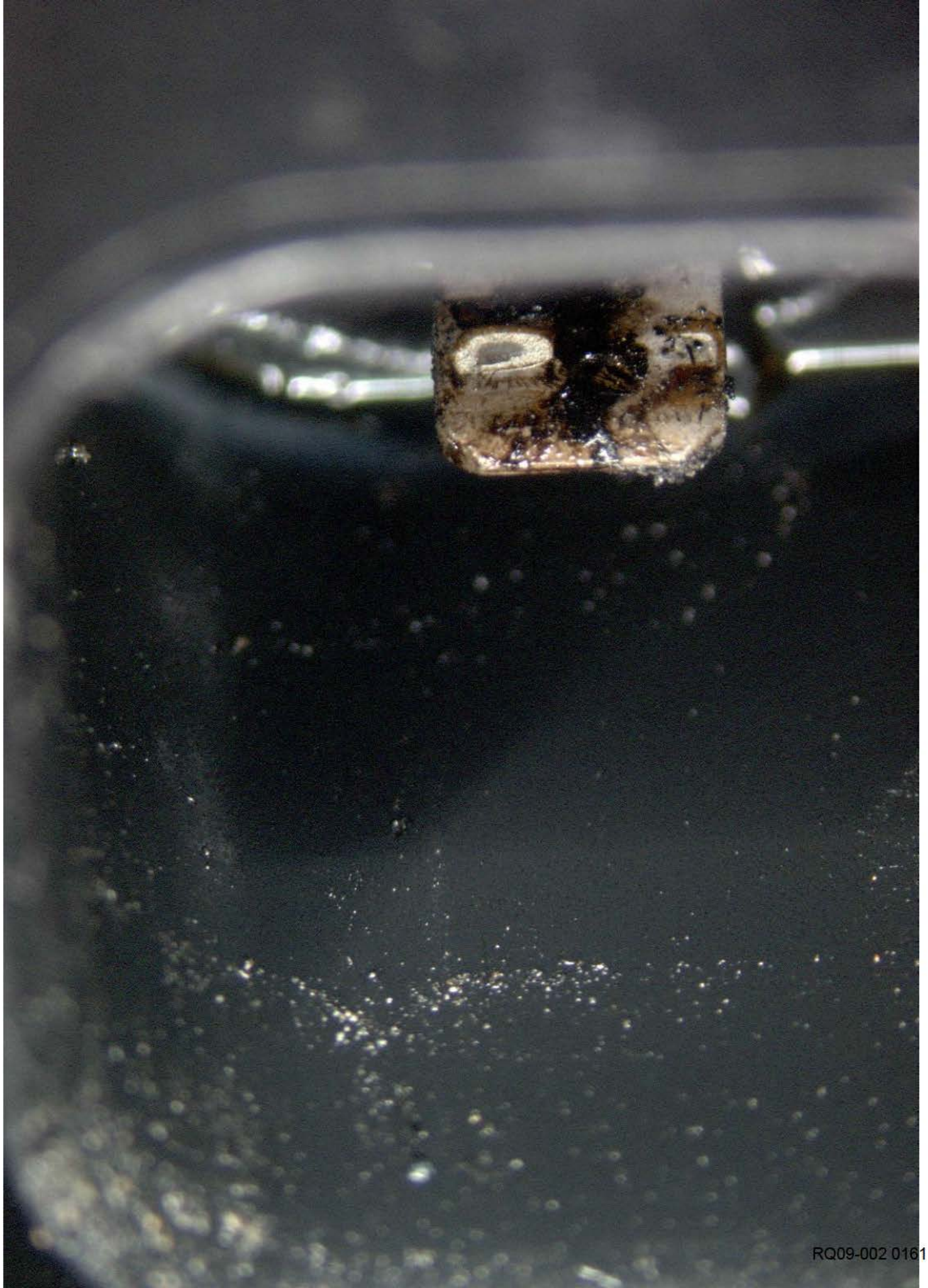




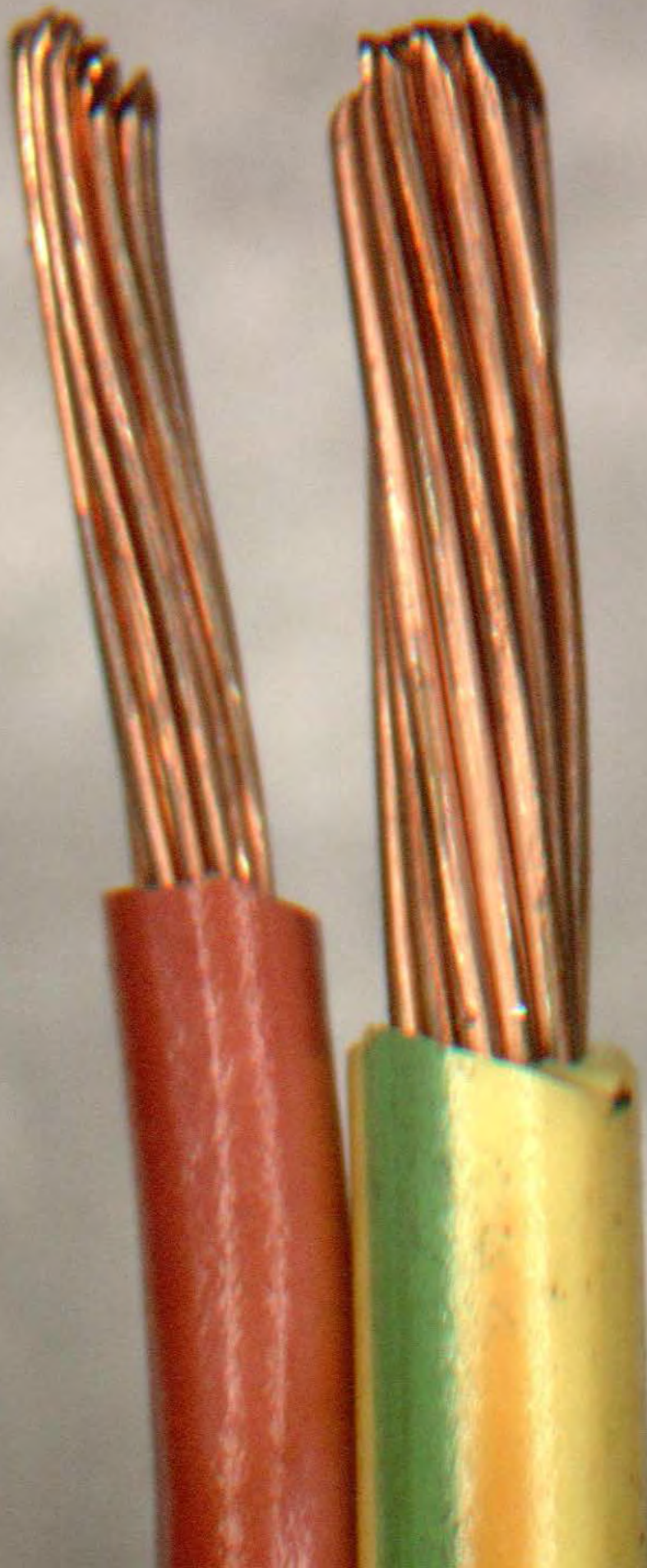












	MY	VIN	FSA Date	Incident Date	Parts?	Location	Notes	Days
1	2001	1FMYU03191KC57378	5/31/2007	7/11/2007		Texas	ECI	41
2	2002	1FMYU03122KB24222	4/26/2007	6/29/2007		Ocala, FL	ECI	64
3	2002	1FMYU04192KC46400	6/18/2007	7/9/2007		Grand Rapids, MI	ECI	21
4	2002	1FMYU03132KB77303✓	5/5/2007	7/17/2007	Y	Florida	ECI with HCU	73
5	2001	1FMYU03121KA88871✓	5/19/2007	6/29/2007	Y	TN	FCSD	41
6	2001	1FUCU03181KC21014	5/2/2007	6/1/2007		Tecumseh, MI	ECI	30
7	2002	1FMYU041X2KB30803	5/22/2007	7/24/2007		Grand Rapids, MI	ECI, total, no PD	63
8	2002	1FMYU03122K		6/29/2007		Anthony, FL	VOQ	
9	2002	1FMYU04132KA83615	6/5/2007	7/12/2007		Ontario	ECI - CQIS ????	37

ALL GREASE ONLY AND NO OTHER REPAIRS
 REQUEST ABS MODULES FROM WPRC
 CHECK PCM POWER CIRCUIT, IS IT SHARED WITH ABS IGNITION INPUT
 CIRCUIT ALA, DOES HE HAVE ANY ABS MODULES

From: Nicastri, Paul (P.R.)
Sent: Friday, October 05, 2007 4:30 PM
To: Rossi, Roberto (R.A.); Tuneff, Mark (M.S.); Brackett, Tom (T.P.)
Subject: Part Received From Mark this week

Team,

I looked at the part that Mark dropped off this week and retested with a hole drilled through the module in the connector area to allow air pressure to build up in the connector. Tom had mentioned that for a short time when you had tested it earlier, there had been a leak in one of the wires in the mat seal area, but it went away. I initially tested it in the same water that had been used before, which was now cold and found that by bending the #2 circuit in the direction that the dress cover would direct it, I could get a leak. I had to play with the wire a little bit, but I could make it leak repeatedly. I found that by having the wire bent in the direction that the dress cover would require, but then pushing the wire inward, toward the cable seal wires, I could cause it to leak. The tie wrap may do that in the vehicle, so it seems like a reasonable expectation.

Tom mentioned that there was some discussion about warm water maybe helping to seal up the leak and that may be why the leak went away before. I then dumped out the water and filled the tank with hot water. Hot enough to still be able to keep my hands under water without getting them burned, but close to what I would call uncomfortable. I retested the parts and it still leaked. I allowed the part to remain under water for several minutes and it still leaked. I did not check the other wires, so can't make any claims as to whether they leak or not. I had originally planned to cut the cover off and look for the presence of brake fluid inside, but decided to hold off in case anyone wanted to look at the parts before they were destroyed. Once we decide to go further, I would propose we disassemble the connector and take a close look at the seal in the area of circuit #2 and the amount of compression (permanent set) in the wire on that circuit.

Tom and I will be tied up all of Monday. We can probably get together on Tuesday.

Thanks
Paul R. Nicastri
Staff Technical Specialist
Electrical Contact Reliability Group
EESE/Body & Security Sub-Systems Dept.
Rm 1339 RIC (SRL), MD #2047
Cell (313) 805-8009 fax (313) 337-2408

PBT-8F30

25.09.66-0212.3
M42D21E01

MADE IN MEXICO
SNK8.480



OK-BRAKE

4204/114

AB



Recall Reminder

July, 2007

BILLY UPHAM

Please contact your Ford dealer today
regarding Recall 07S51.

There is no charge to vehicle owners for recall repairs performed by an authorized dealer. If your dealer has recently completed this recall repair, please disregard this reminder.

Thank you for your attention to this very important matter.
Sincerely,

Frank M. Ligon

Frank M. Ligon
Director
Service Engineering Operations

Year/Model: 2002 Escape

VIN#: 1FMYU04142KD21696

Subject: ABS Module Connector
Inspection





223-2088

RQ09-002 0168

Recall Reminder

BILLY UPHAM

July, 2007

**Please contact your Ford dealer today
regarding Recall 07S51.**

There is no charge to vehicle owners for recall repairs performed by an authorized dealer. If your dealer has recently completed this recall repair, please disregard this reminder.

Thank you for your attention to this very important matter.

Sincerely,

Frank M. Ligon

Frank M. Ligon
Director
Service Engineering Operations

Year/Model: 2002 Escape

VIN#: 1FMYU04142KD21696

Subject: ABS Module Connector
Inspection



19-48

2004/114

LOCK-BRAKE

5018.480

MADE IN MEXICO

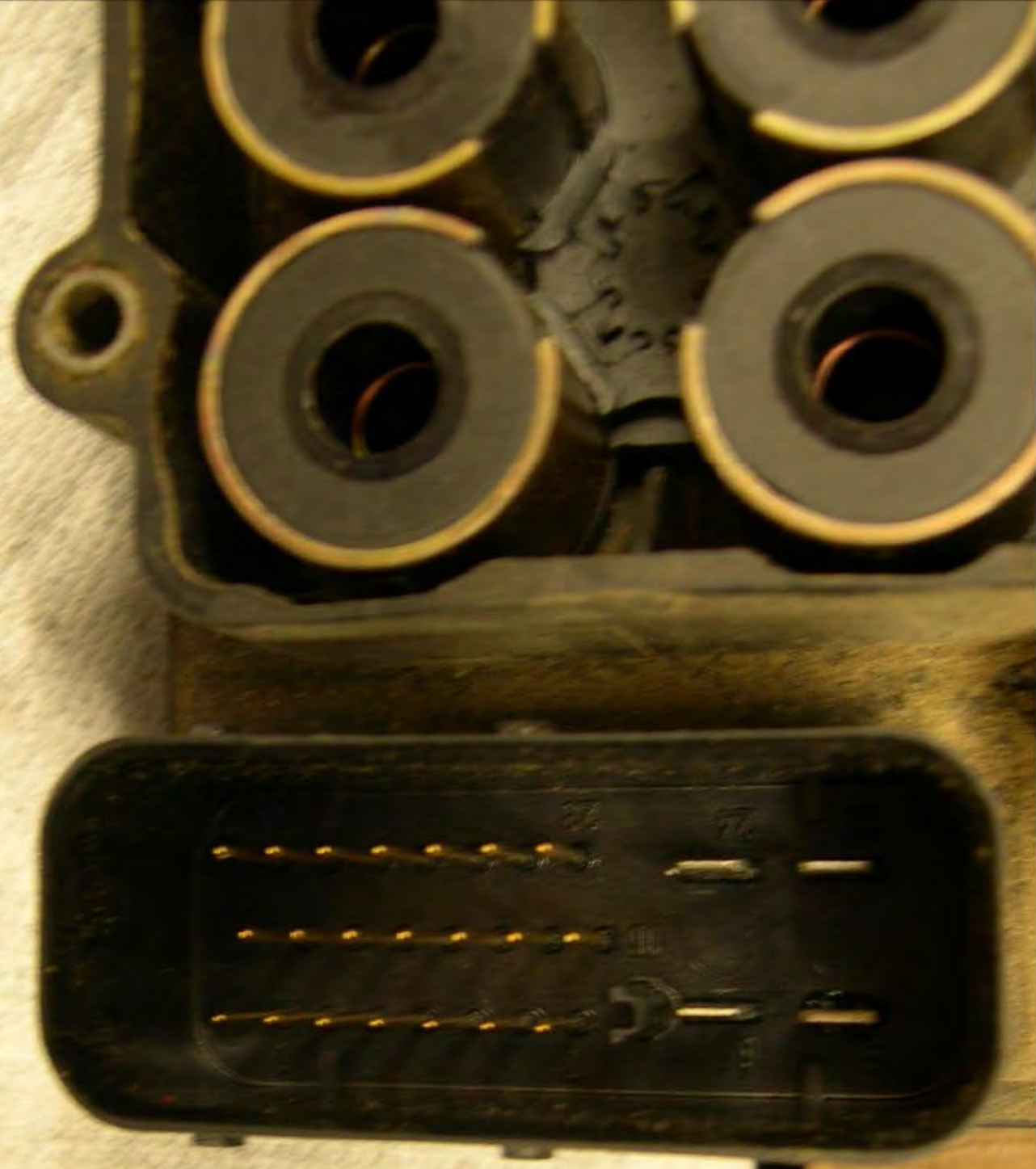
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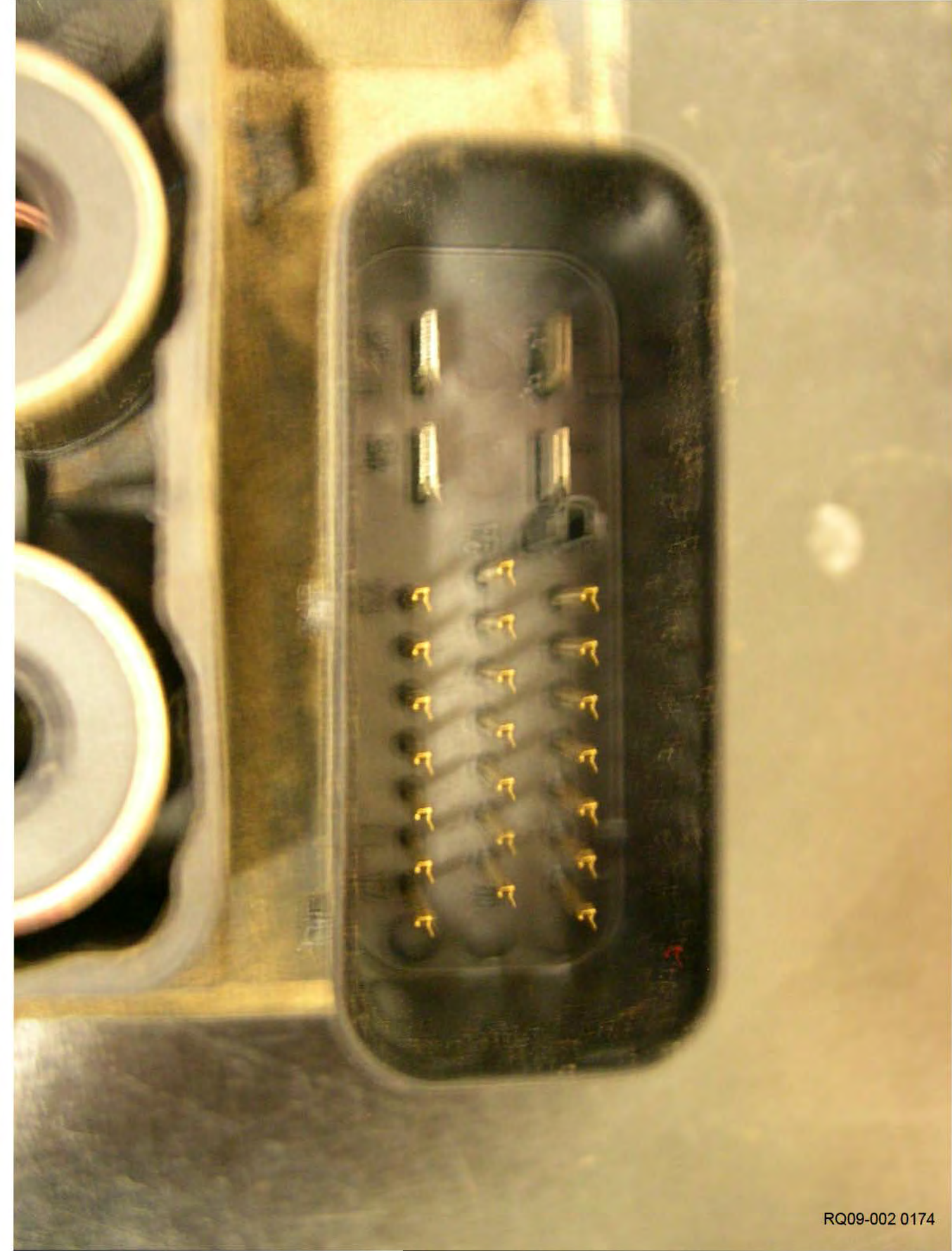
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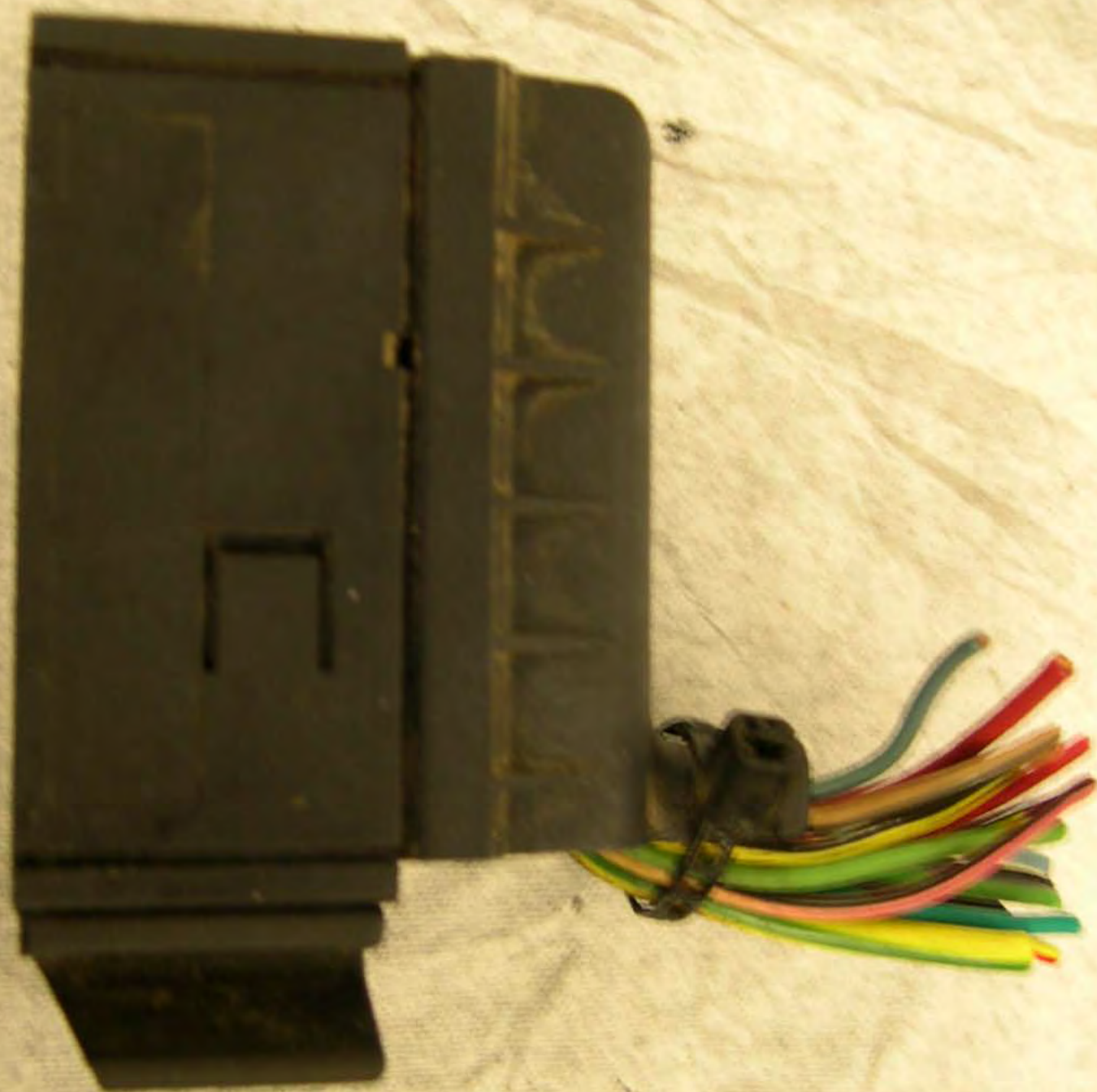


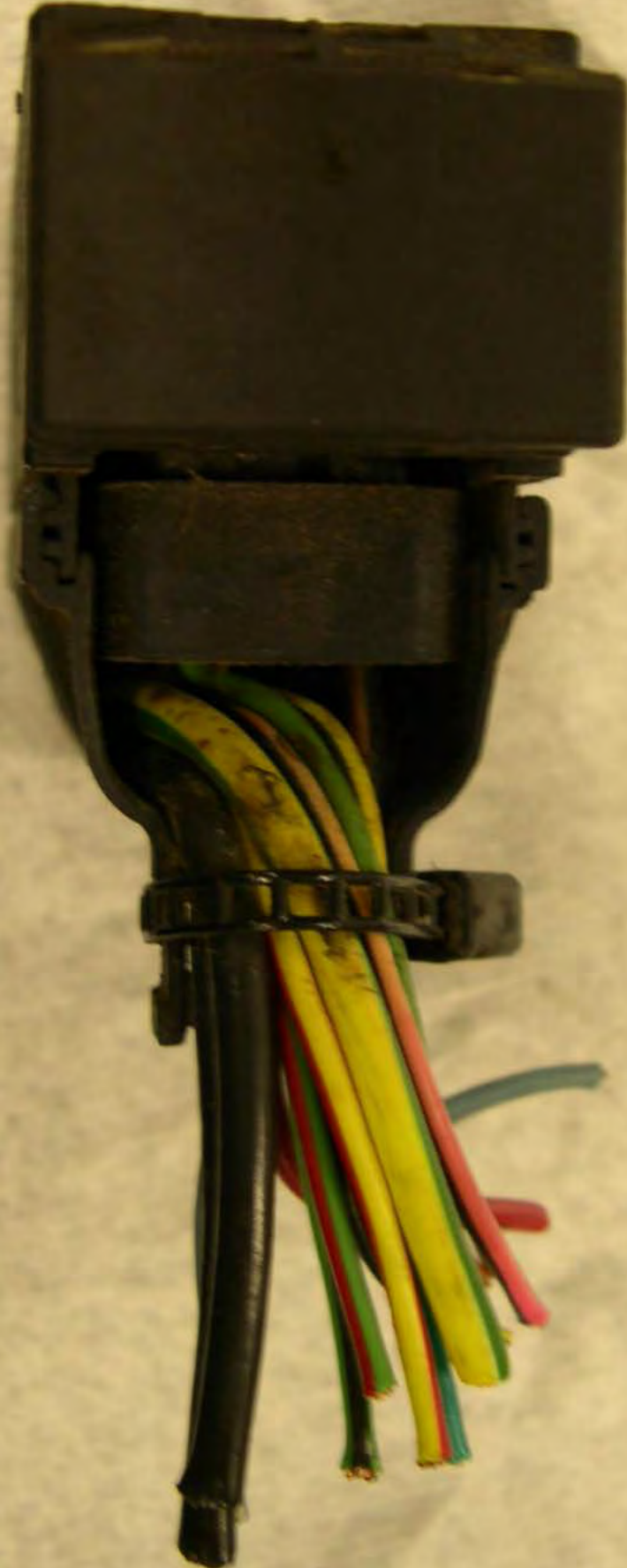






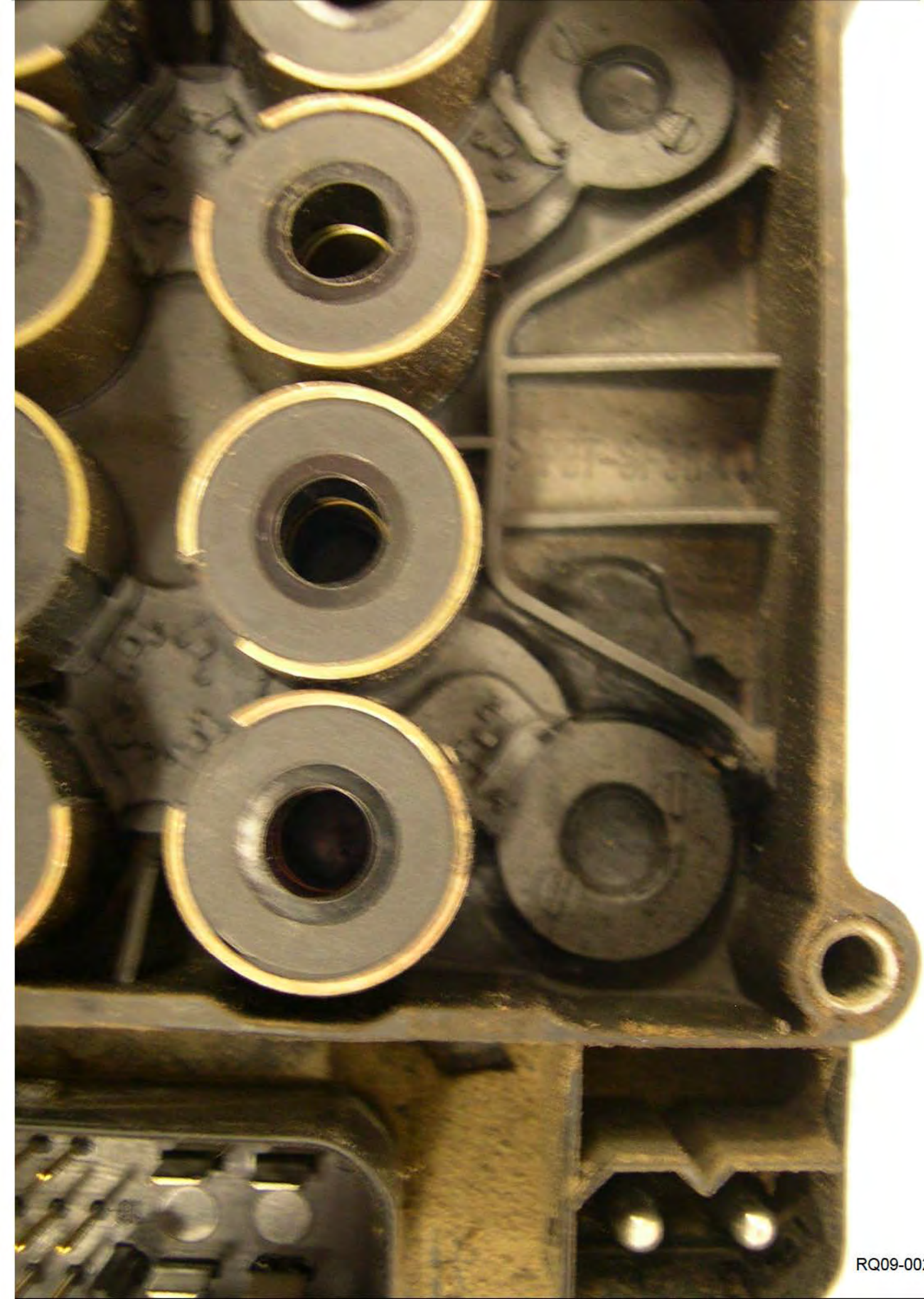


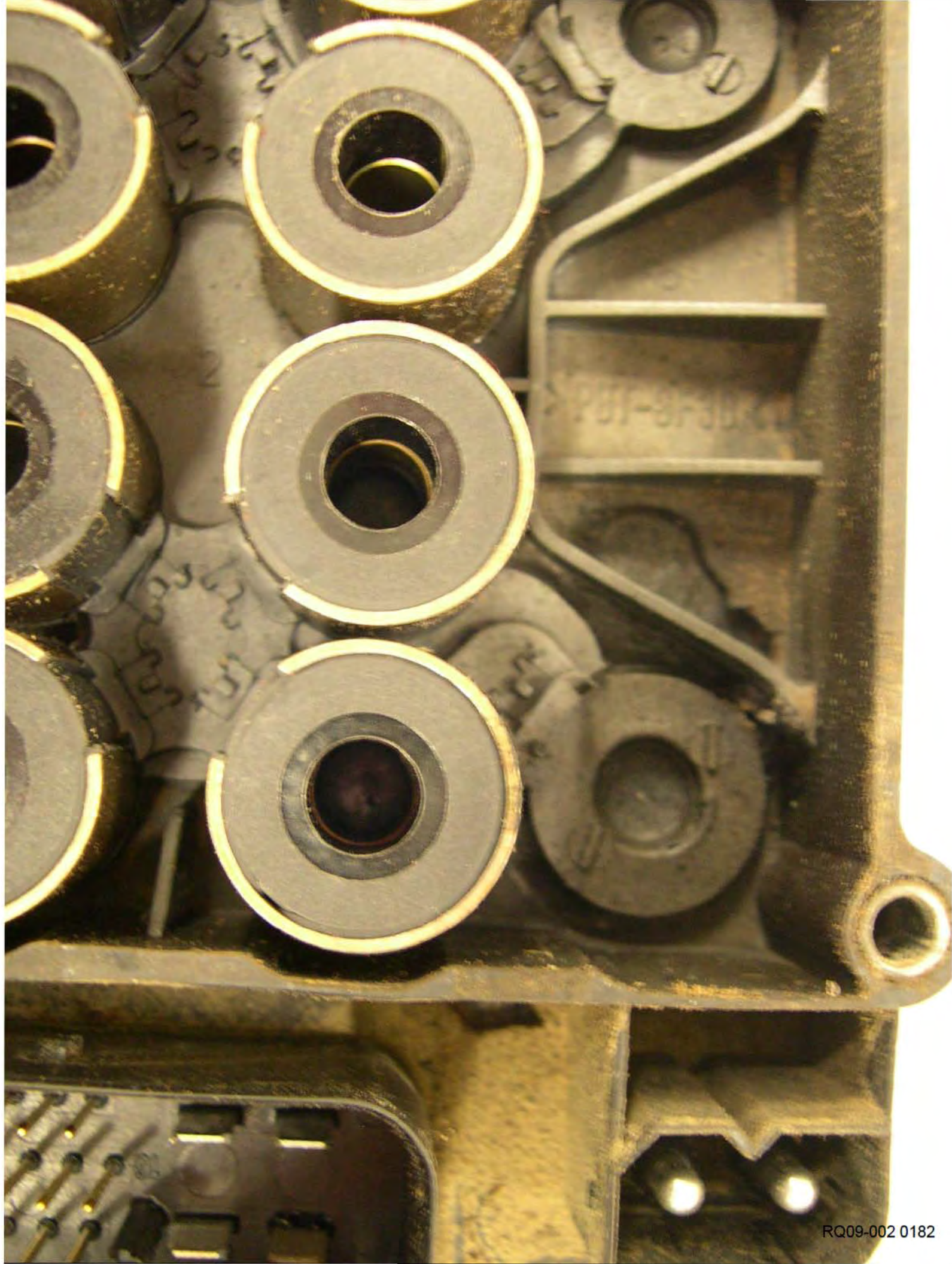












From: Brackett, Tom (T.P.)
Sent: Tuesday, June 26, 2007 5:04 PM
To: Leese, Alvin (A.)
Cc: Nicastri, Paul (P.R.); Rossi, Roberto (R.A.)
Subject: prior serviced then returned escape abs connector

Follow Up Flag: Follow up
Flag Status: Red

Attachments: wire strands-org & yellow.jpg; wire strands-black insul.jpg; module melted term spot-2.jpg; module melted term spot-1.jpg; connector 4 large wire bottom-2.jpg; connector 4 large wire top-1.jpg; module 2 large terms-1.jpg

Al,

Here's a quick first look summary. What I saw: possible arc spot on the terminal that was melted. White grease still intact on three of the four large terminals, (the 4th one is the melted terminal).

What I did NOT see: Blue or green corrosion that would indicate a conductive path between the terminals. Strong evidence of fluid on the wire strands.



wire strands-org &
yellow.jpg ...



wire strands-black
insul.jpg (...)



module melted term
spot-2.jpg ...



module melted term
spot-1.jpg ...



connector 4 large
wire bottom-...



connector 4 large
wire top-1.j...

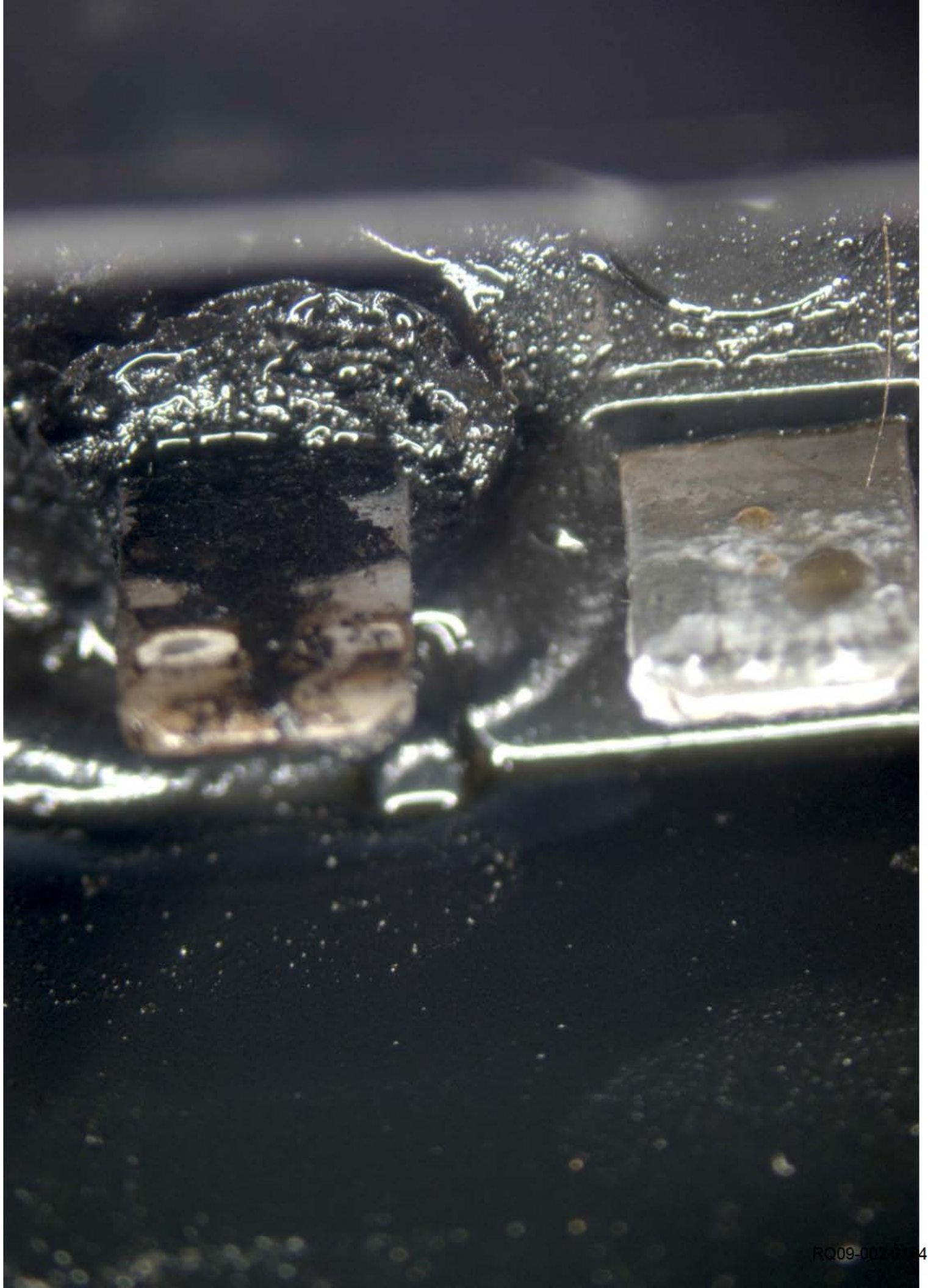


module 2 large
terms-1.jpg (14...

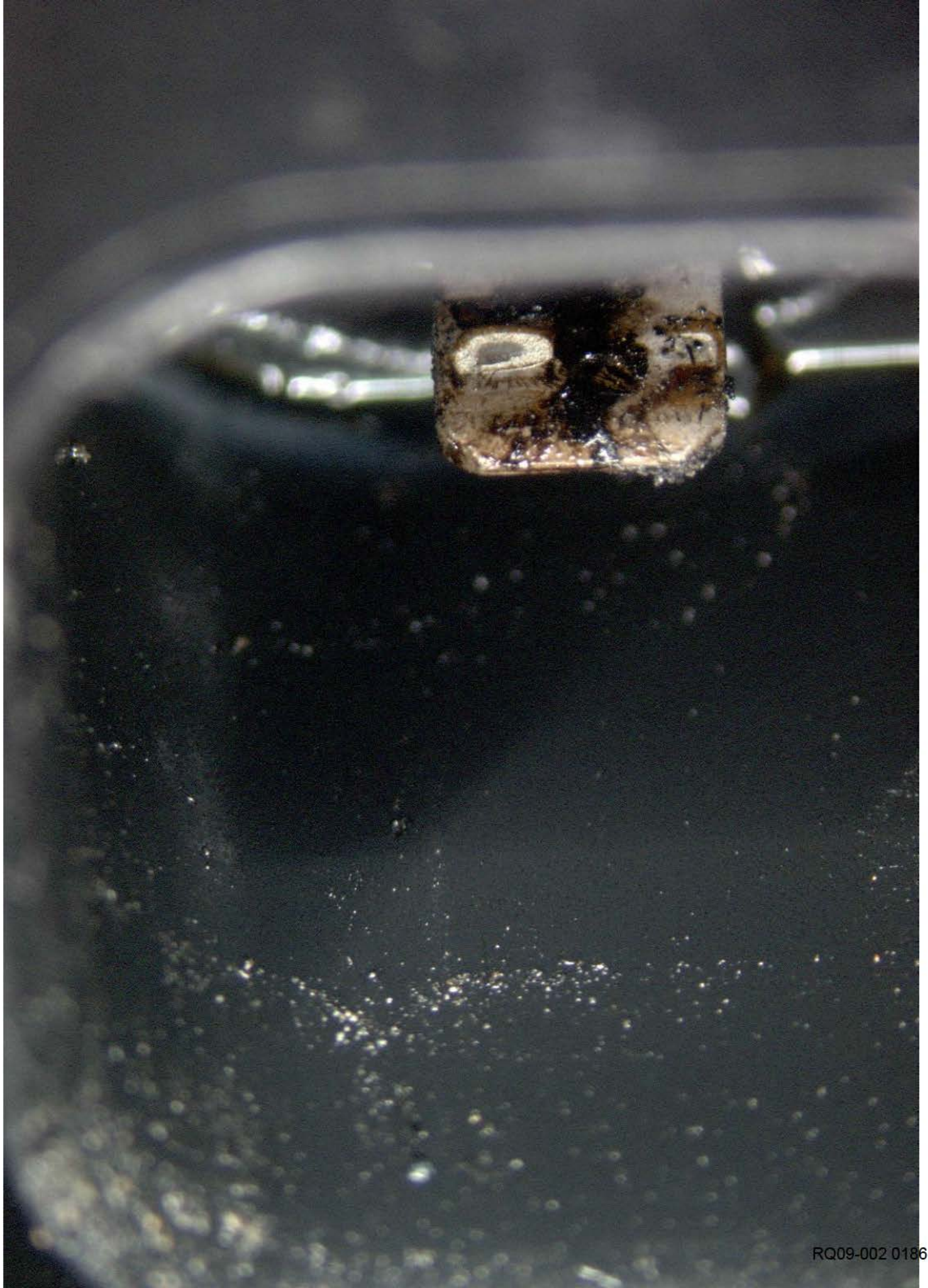
Sincerely,

Tom Brackett

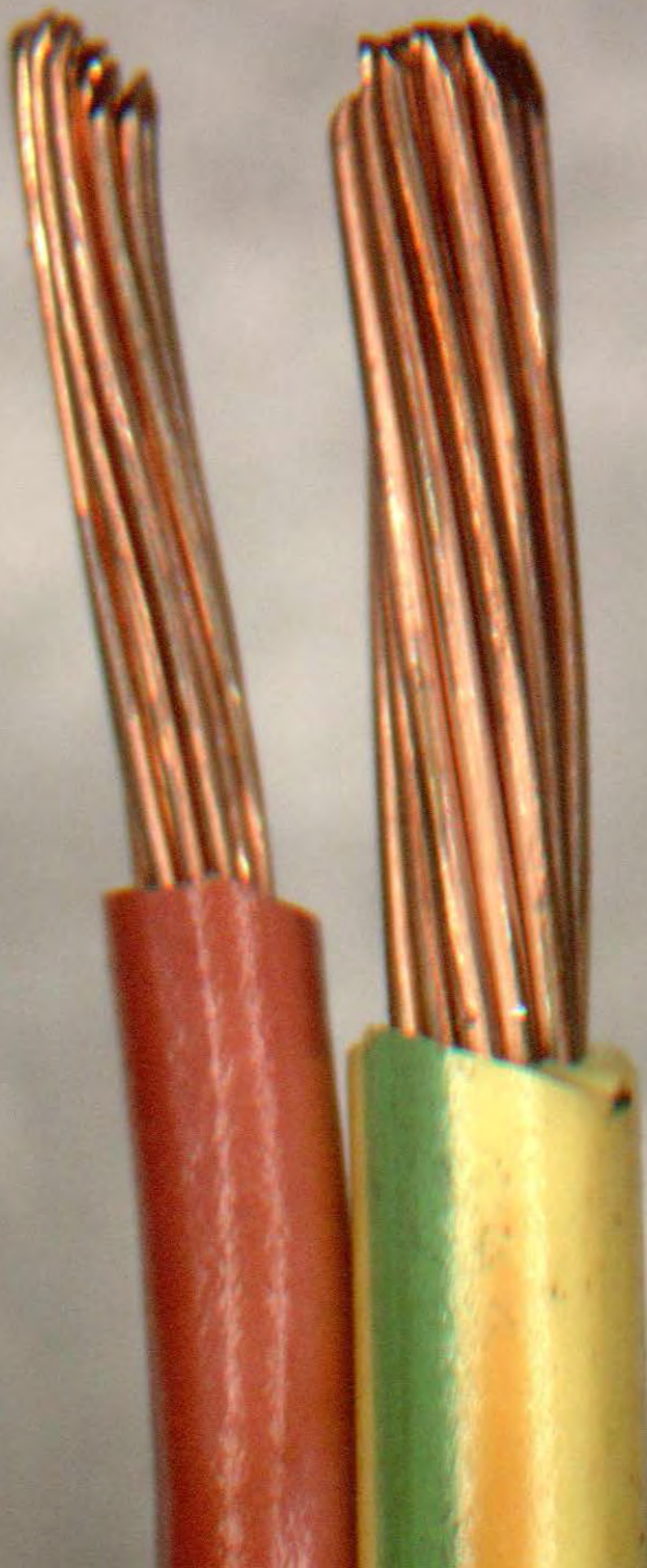
Electrical Contact Reliability Group
EESE/Body & Security Sub-Systems Dept.
RIC (SRL) Room 1417, Lab. 1424
(313) 62-14071







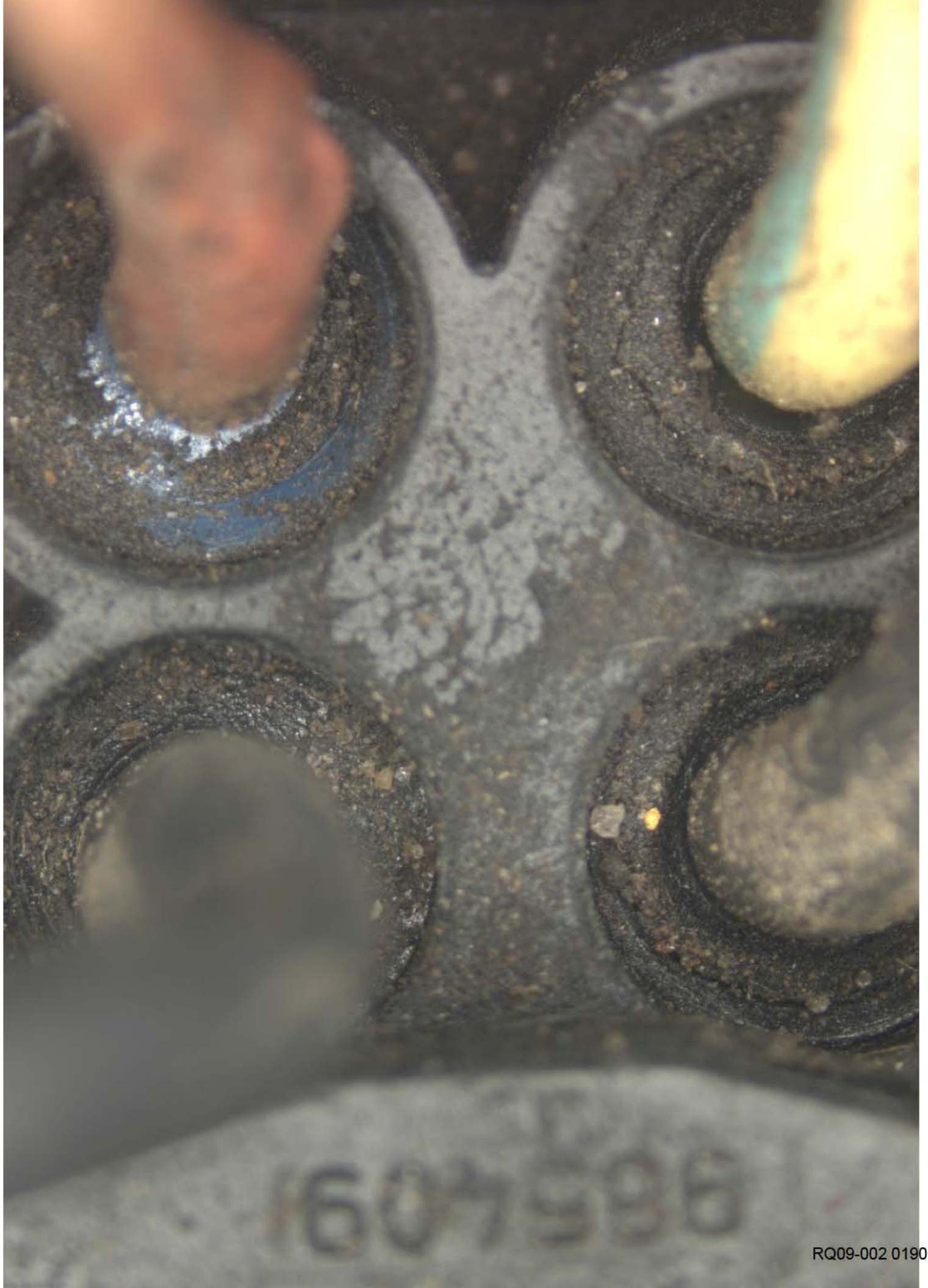




407

596

2



From: Deb Ursum [dursum@renkim.com]
Sent: Wednesday, June 06, 2007 9:13 AM
To: Centa, John (J.R.)
Subject: 1FMCU03181KC21014
Attachments: 1FMCU03181KC21014.zip

John:

This vehicle had 07S51 performed on 5-2-07, using labor operation A, at the same dealer. Vehicle came back with damage allegedly resulting from 07S51. Please review pics and advise. Vehicle is at Clinton-Tecumseh Ford (MI). Please give me a call after you review pics.

Thank you very much.

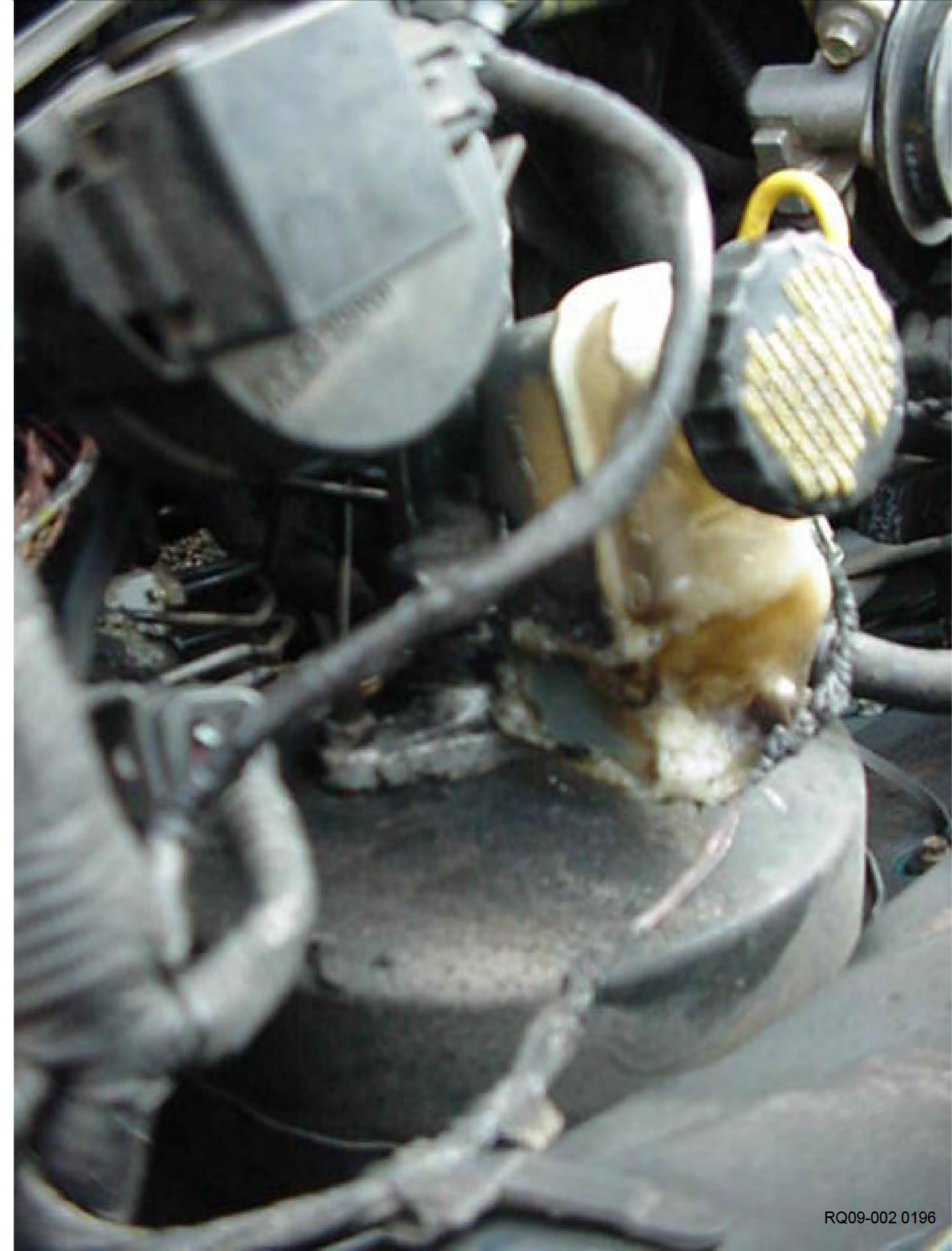
Deb

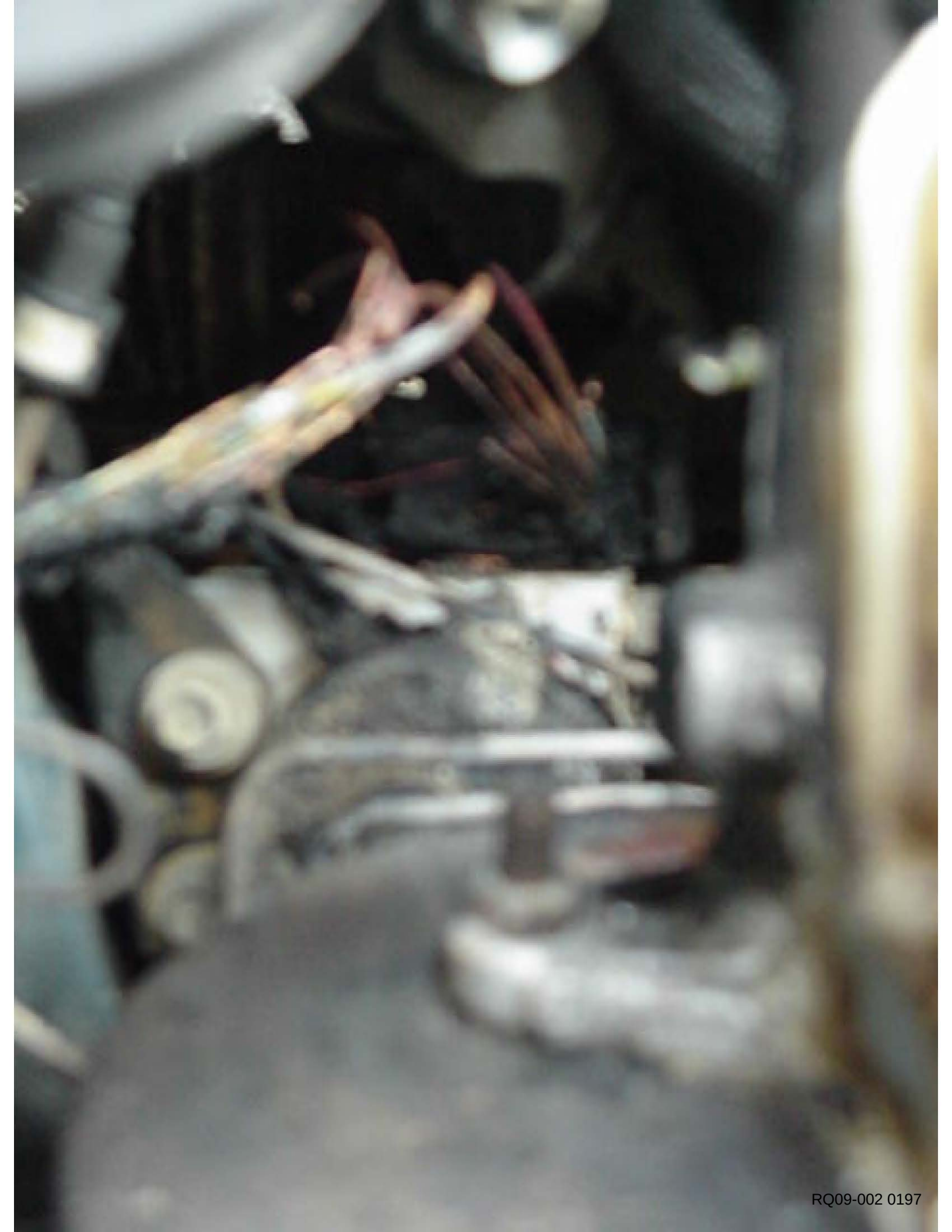






















From: SSSC [sssc@RENKIM.COM]
Sent: Thursday, September 27, 2007 5:31 PM
To: 'Nancy Tatum'
Cc: sssc@RENKIM.COM
Subject: RE: 1FMYU031X1KC21926 / 04546/ 07S51

Nancy:

Per our conversation, it was impossible to tell if the repairs had been done correctly and claimed incorrectly. I did issue an approval code for the ECU (\$269.11) and pigtail (\$34.12) per guidelines of the campaign. You will be coding as related damage, using the labor op of MT07S51 for 4.5 hours. The approval code on r.o# 55392, L-5, 9-26-07, in the amount of \$424.08 is WBBWX.

Please return the ECU and pigtail to the following address:

Ford Motor Company
Renkim Building
13333 Allen Road
Southgate, MI 48195
Attn: Deb Ursum

Please include a copy of the repair order with the parts.

From: Nancy Tatum [mailto:ntatum@jordanford.com]
Sent: Thursday, September 27, 2007 2:42 PM
To: 'SSSC'
Subject: RE: 1FMYU031X1KC21926

I just faxed over the original hard copy, there was no tech notes on this. Please let me know something as soon as possible. Customer was asking for rental assistance on this.

Thanks, Nancy

From: SSSC [mailto:sssc@renkim.com]
Sent: Thursday, September 27, 2007 12:02 PM
To: Nancy Tatum; sssc@renkim.com
Subject: RE: 1FMYU031X1KC21926

Nancy:

May we get a copy of the actual hard copy of the original repair with tech comments. In the history, all it shows is 07S51. We want to see what the tech wrote, please.

Deb

From: Nancy Tatum [mailto:ntatum@jordanford.com]
Sent: Thursday, September 27, 2007 12:34 PM
To: 'SSSC'
Subject: RE:

Technician tried to take connector, but melted together. Please respond back

From: SSSC [mailto:sssc@renkim.com]
Sent: Thursday, September 27, 2007 9:23 AM
To: Nancy Tatum; sssc@renkim.com
Subject: RE:

Nancy:

The picture has been received, but we need one of the connector taken out of the module, please. Please include pics of both the connector as well as the module.

Thank you in advance for your time.

DEB URSUM

DEB URSUM
Special Service Support Center
1-800-325-5621
734-374-1030 fax
'STRIVING FOR QUALITY'

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From: Nancy Tatum [mailto:ntatum@jordanford.com]
Sent: Wednesday, September 26, 2007 4:28 PM
To: 'sssc@renkim.com'
Subject:

Here's the pictures you wanted to see on vin 1fmyu031x1kc21926 . Please email me when you receive this .

From: Deb Ursum [sssc@renkim.com]
Sent: Wednesday, June 13, 2007 5:24 PM
To: Leese, Alvin (A.)
Subject: RE: 1FMYU03142KA69272

Will do.

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

From: Leese, Alvin (A.) [mailto:aleese@ford.com]
Sent: Wednesday, June 13, 2007 5:01 PM
To: Deb Ursum
Cc: Centa, John (J.R.)
Subject: RE: 1FMYU03142KA69272

Please authorize repair. I assume it will require a new module and pig-tail. However, please request the dealer to send us a tube of the white stuff they are using in the ABS connector so we can evaluate it.
Thanks

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

From: Deb Ursum [mailto:sssc@renkim.com]
Sent: Wednesday, June 13, 2007 4:42 PM
To: Leese, Alvin (A.)
Cc: Burroughs, Mary (M.M.); mcollins@renkim.com; Ursum, Deb (D.L.)
Subject: FW: 1FMYU03142KA69272

Al:

Please review these pics. The dealer did the grease, release (labor op A) on 5-24-07, closing out the campaign. The vehicle came back with abs light on. There is WHITE grease that the dealer installed.

Please give me a call after reviewing. Dealer is faxing over a copy of both repair orders.

Thank you for your time.

Deb

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

From: Ronnie Frioux [mailto:rfrioux@hotmail.com]
Sent: Wednesday, June 13, 2007 11:43 AM
To: SSSC@RENKIM.COM
Subject: 1FMYU03142KA69272

>From: "Kerry Rodrigue" <krodrigue@robinsonbrothers.com>
>Reply-To: <krodrigue@robinsonbrothers.com>
>To: <RFRIOUX@HOTMAIL.COM>
>Subject: PHOTOS
>Date: Wed, 13 Jun 2007 10:18:42 -0500
>
>
>

Get a preview of Live Earth, the hottest event this summer - only on MSN
<http://liveearth.msn.com?source=msntaglineliveearthhm>





YLSP-12

YLSP EAT1 1282 0702

EC30 43 780
VL04 2C206 FA

4X2

YLBP-25

YLBP EAT1 1252 8702

4X2

EC300 A3 7800
VLBP EAT1 1252 8702

4X2

1252 8702



TRAN
USE ME

ENTER-ATTENTION-
WING-WARNING

From: Centa, John (J.R.)
Sent: Monday, February 11, 2008 11:50 AM
To: Ursum, Deb (D.L.)
Cc: Centa, John (J.R.)
Subject: RE: 07S51 / 01856 / 1FMYU03132KD5475- questioning repairs by dealer
Attachments: 01856 07S51 repairs.xls

Per GCAMP looks like repair runs 0.03%...given this dealers 140 repairs, this would result in approx 4 vehicles for this dealer. After looking at claim tech comments, I am not convinced that the techs are not familiar with the repair process. Please review and advise based on your discussion. If you still believe this warrants further follow up, I can call and talk to SM Doug Stone.

From: Deb Ursum [mailto:dursum@RENKIM.COM]
Sent: Monday, January 28, 2008 5:40 PM
To: Centa, John (J.R.)
Cc: Ursum, Deb (D.L.)
Subject: 07S51 / 01856 / 1FMYU03132KD5475

John:

You may want to pull AWS to see how many 07S51 repairs have been done by this dealer. Doug Stone (dlr) is indicating they have only done labor op A. They are not familiar with any other labor ops or inspection. It is really pretty scary. I advised Doug, this is due to corrosion (evident of the green coloring on the wires), which created additional resistance (more heat), which melted the wiring. The connector is available separately, and the ECU and is under the campaign guidelines. (approval had been provided on the 22nd) for the HCU (connector burnt), bulk wiring and actual punch time). They are insisting it needs a harness. I explained to him to read the bulletin, get the ECU and connector, and then we can further discuss after he becomes familiar with the repair procedure.

DEB URSUM

DEB URSUM
 Special Service Support Center
 1-800-325-5621
 734-374-1030 fax
'STRIVING FOR QUALITY'

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Model Year	Repair Date	Technician	Total Cost	Technician Comments	Labor Oper	VIN
2001	13-Apr-07	5381	23.42	1 PERFORM INSPECTION AND RECALL.LABOR OPERATI	07S51A	1FMYU04141KB60748
2001	30-Apr-07	6911	23.42	PERFORM RECALL PASS INSPECTION 07S51A 0.30 6326	07S51A	1FMYU04101KA70920
2001	30-Apr-07	9512	23.42	PERFORM RECALL INSPECTED MODULE, OK.	07S51A	1FMYU04101KC00257
2001	1-May-07	6326	23.42	INSPECTED AND CLEANED ABS CONNECTOR PER RECAL	07S51A	1FMYU02131KB52093
2001	1-May-07	6911	23.42	PERFORM INSPECTION .6326 ONLY	07S51A	1FMYU04181KC68077
2001	2-May-07	8085	24.42	PERFORMED RECALL 07S51 INSPECTED CONNECTOR T	07S51A	1FMYU04171KF72503
2001	7-May-07	6911	24.42	OPEN RECALL PERFORMED ABS MODULE CONNECTOR	07S51A	1FMCU04151KB80081
2001	11-May-07	5381	24.42	1 PERFORM RECALL INSPECTION AS NEEDED.(LABOR C	07S51A	1FMYU04141KC39868
2001	14-May-07	9638	24.42	1 PERFORMED RECALL 07S51. CONNECTOR IS CORRO	07S51A	1FMYU04181KC18120
2001	21-May-07	9512	24.42	PERFORMED RECALL 07S51 ABS MODULE	07S51A	1FMYU041X1KC00265
2001	25-May-07	8085	24.42	1 PERFORMED RECALL 07S51	07S51A	1FMCU03181KB21608
2001	30-May-07	9638	24.42	PERFORMED RECALL, ADDED GREASE TO MODULE 1	07S51A	1FMYU04181KB27350
2001	31-May-07	9638	24.42	1 PERFORMED RECALL. CONNECTOR FREE OF CORRO	07S51A	1FMYU04191KB51995
2001	4-Jun-07	8085	25.19	PERFORMED RECALL 07S51 INSTALLED GREASE	07S51A	1FMYU03141KA17509
2001	5-Jun-07	6911	25.19	PERFORMED RECALL, PUT SPECIAL GREASE AT ABS MO	07S51A	1FMYU03101KB40272
2001	8-Jun-07	6911	25.19	PERFORM RECALL .6326	07S51A	1FMYU04161KB62498
2001	8-Jun-07	6911	25.19	PERFORMED ABS MODULE CONNECTOR INSPECTION PE	07S51A	1FMYU04121KB60621
2001	13-Jun-07	5381	25.19	OPEN RECALL PERFORM RECALL 07S51 AS NEEDED. RE	07S51A	1FMYU04151KA34222
2001	18-Jun-07	9638	25.19	1 PERFORMED RECALL 07S51, GREASE ABS MODULE	07S51A	1FMYU04121KF72828
2001	3-Jul-07	5381	25.19	OPEN RECALL PERFORM RECALL 07S51 AS NEEDED. RI	07S51A	1FMYU04141KB41245
2001	16-Jul-07	8085	25.19	1 PERFORMED RECALL INSPECTION ONLY OK	07S51A	1FMYU04191KA74285
2001	1-Aug-07	8085	25.19	OPEN RECALL PERFORMED RECALL 07S51 INSPECTED	07S51A	1FMCU04171KA37195
2001	27-Aug-07	6911	25.19	PERFORMED RECALL 07S51, INSPECTED ABS CONNECT	07S51D	1FMYU04101KC54755
2001	6-Sep-07	6911	25.19	PERFORMED RECALL 07S51, INSPECTED ABS CONNECT	07S51A	1FMYU03141KA17512
2001	10-Dec-07	8085	24.19	OPEN RECALL PERFORMED RECALL 07S51 CHECKED A	07S51A	1FMYU04121KC00129
2002	16-Apr-07	8085	23.42	1 PERFORMED RECALL 07S51 INSPECTED AND INSTALLE	07S51A	1FMYU04122KB23652
2002	17-Apr-07	9512	23.42	1 PERFORMED RECALL 07S51	07S51A	1FMYU03172KD42933
2002	18-Apr-07	9512	23.42	PERFORMED RECALL	07S51A	1FMCU04192KB98455
2002	23-Apr-07	6911	23.42	PERFORM INSPECTION OK 6326 1	07S51A	1FMYU04152KD01876
2002	30-Apr-07	9512	23.42	PERFORMED RECALL 1	07S51A	1FMYU03172KC15700
2002	1-May-07	6911	24.42	PERFORM 07S51 INSPECTION OF ABS OK .6326 6326 1	07S51A	1FMYU04142KD13534
2002	1-May-07	9512	23.42	PERFORMED RECALL 07S51 ABS MODULE CONNECTOR II	07S51A	1FMYU04102KB03223
2002	2-May-07	5381	24.42	PERFORM INSPECTION AND RECALL AS NEEDED.(LABOR	07S51A	1FMYU04132KB54571
2002	2-May-07	6326	23.42	OPEN RECALL PERFORMED RECALL 07S51 INSPECTED	07S51A	1FMYU04172KD32143
2002	2-May-07	8085	24.42	1 PERFORMED RECALL 07S51 INSTALLED GREASE AND	07S51A	1FMYU03112KD14643
2002	4-May-07	9512	24.42	1 PERFORMED RECALL	07S51A	1FMYU04122KB03224
2002	7-May-07	1317	24.42	PERFORMED RECALL INSP HARNESS AND SEAL OK	07S51A	1FMYU04132KC27857
2002	7-May-07	6911	24.42	PERFORMED RECALL 07S51. CONNECTOR IS FREE OF COF	07S51A	1FMYU041X2KC41254
2002	9-May-07	6911	24.42	6326 PERFORM RECALL 07S51	07S51A	1FMCU04192KB03473
2002	9-May-07	6911	24.42	PERFORM INSPECTION ONLY OK .6326	07S51A	1FMYU04152KC29934
2002	17-May-07	6911	24.42	PERFORM 07S51 INSPECTION .6326	07S51A	1FMYU04152KA79419
2002	17-May-07	9638	24.42	OPEN RECALL CHECKED ABS MODULE CONNECTOR FC	07S51A	1FMYU04122KC27056
2002	19-May-07	9638	24.42	OPEN RECALL INSPECTED ABS CONNECTOR AND INSP	07S51A	1FMCU02192KC01759
2002	29-May-07	8085	24.42	1 PERFORMED RECALL 07S51 INSPECTED AND ADDED	07S51A	1FMYU04182KD52000
2002	2-Jul-07	5381	25.19	PERFORM RECALL 07S51 AS NEEDED.	07S51A	1FMYU041X2KA82543
2002	5-Jul-07	9638	25.19	OPEN RECALL REMOVED ABS CONNECTOR INSPECTED	07S51A	1FMCU041X2KC73325
2002	6-Jul-07	8085	25.19	PERFORMED RECALL 07S51 GREASED AND INSPECTED C	07S51A	1FMYU04192KC38975
2002	14-Jul-07	9638	25.19	OPEN RECALL REMOVED ABS CONNECTOR,INSPECTED	07S51A	1FMCU04182KC39819

2002	28-Jul-07	9512	25.19 PERFORMED RECALL INSPECTED ABS MODULE CONNE	07S51A	1FMCU04132KB00777
2002	7-Aug-07	6911	25.19 PERFORM INSPECTION .6326 OK.6326	07S51A	1FMCU03132KB21792
2002	8-Aug-07	5381	25.19 PERFORM RECALL	07S51A	1FMYU041X2KB13984
2002	10-Aug-07	8085	25.19 PERFORMED RECALL 07S51 INSPECTED AND ADDED GRE	07S51A	1FMCU04102KD83431
2002	14-Sep-07	6911	25.19 PERFORM RECALL 07S51	07S51A	1FMCU04172KB15380
2002	11-Oct-07	6911	24.19 OPEN RECALL PERFORM RECALL 07S51 AS NEEDED. IN	07S51A	1FMYU04162KC39792
2002	22-Oct-07	8085	25.19 PERFORM RECALL 07S51	07S51A	1FMCU04142KB03249
2002	14-Nov-07	6911	25.19 INSPECTED ABC CONNECTOR, FOUND NO DMAMGE, APP	07S51A	1FMYU04172KB15045
2002	30-Nov-07	5381	24.19 1 PERFORM RECALL 07S51 AS NEEDED.	07S51A	1FMCU04122KD53900
2002	30-Nov-07	5381	24.19 PERFORM RECALL 07S51	07S51A	1FMYU04112KB98276
2003	12-Apr-07	8085	23.42 PERFORMED RECALL 07S51 A INSTALLED GREASE E 1	07S51A	1FMCU92103KA72610
2003	16-Apr-07	8085	23.42 1 PERFORMED RECALL 07S51 A INSPECTED AND INSTA	07S51A	1FMYU03173KC17397
2003	25-Apr-07	1317	23.42 OPEN RECALL PERFORMED RECALL 07S51 INSP ABS C	07S51A	1FMYU92163KA06276
2003	1-May-07	6326	23.42 OPEN RECALL INSPECTED ABS MODULE CONNECTOR F	07S51A	1FMYU93123KC74255
2003	1-May-07	6911	23.42 INSPECTION ONLY PASS 6326 1	07S51A	1FMYU03193KA40271
2003	2-May-07	8085	24.42 1 PERFORMED RECALL 07S51 ADDED GRREASE AND IN	07S51A	1FMCU94143KB76921
2003	2-May-07	9512	24.42 PERFORMED RECALL INSTALL GREASE 1	07S51A	1FMYU93153KE21362
2003	3-May-07	5381	24.42 PERFORM INSPECTION AND RECALL AS NEEDED.(LABOR	07S51A	1FMYU03163KC26897
2003	3-May-07	5381	24.42 PERFORM INSPECTION AND RECALL AS NEEDED.(LABOR	07S51A	1FMYU93113KA09620
2003	3-May-07	6326	24.42 1 PERFORMED RECALL 07251 CONNECTOR FOUND TO	07S51A	1FMYU03113KC26919
2003	4-May-07	5381	24.42 PERFORM RECALL INSPECTION AS NEEDED.(LABOR OP	07S51A	1FMYU93103KC66767
2003	5-May-07	6911	24.42 OPEN RECALL PERFORMED ABS MODULE CONNECTOR	07S51A	1FMYU93113KD18262
2003	5-May-07	6911	24.42 PERFORMED RECALL 07S51. FOUND MODULE AND CONN	07S51A	1FMYU03183KC54216
2003	5-May-07	6911	24.42 PERFORMED RECALL 07S51. CONNECTOR FOUND TO BE	07S51A	1FMYU93103KD47347
2003	8-May-07	6911	24.42 PERFORMED RECALL 07S51. CONNECTOR IS FREE DROM	07S51A	1FMYU03103KE16095
2003	10-May-07	1317	24.42 PERFORMED RECALL WIRING HARNESS INSP,O RING PRI	07S51A	1FMYU93153KB89345
2003	11-May-07	5381	24.42 PERFORM RECALL 07S51 AS NEEDED.	07S51A	1FMYU93103KE08521
2003	14-May-07	6911	24.42 PERFORMED RECALL 07S51 INSPECTION ONLY	07S51A	1FMCU92103KD98942
2003	16-May-07	6911	24.42 PERFORM RECALL .6326 1	07S51A	1FMYU93183KE02644
2003	18-May-07	5381	24.42 PERFORM RECALL AND INSPECTION.(LABOR OP 07S51A).	07S51A	1FMYU03163KA72739
2003	19-May-07	9638	24.42 OPEN RECALL INSPECTED ABS CONNECTOR.CONNECT	07S51A	1FMYU031X3KD94882
2003	21-May-07	9638	24.42 REPACKED CONNECTOR WITH DIAELECTRIC GREASE	07S51A	1FMYU93153KD20094
2003	23-May-07	8085	24.42 OPEN RECALL INSPECTED ABS CONNECTOR FOR COR	07S51A	1FMYU03103KE03346
2003	26-May-07	5381	24.42 OPEN RECALL PERFORM RECALL 07S51 AS NEEDED.(L	07S51A	1FMYU03163KC04429
2003	29-May-07	8085	24.42 1 PERFORMED RECALL 07S51 INSPECTED AND GREASE	07S51A	1FMYU031X3KB12921
2003	6-Jun-07	6911	25.19 PERFORM INSPECTION OK .6326	07S51A	1FMYU931X3KD47050
2003	13-Jun-07	8085	25.19 OPEN RECALL PERFORMED RECALL 07S51 INSPECTED	07S51A	1FMCU93103KB53234
2003	19-Jun-07	9638	25.19 PERFORMED RECALL	07S51A	1FMYU93103KB87504
2003	20-Jun-07	5381	25.19 PERFORM RECALL 07S51 AS NEEDED. INSPECTED ABS C	07S51A	1FMYU93113KB46329
2003	23-Jun-07	9638	25.19 INSPECTED MODULE PER RECALL 07S51	07S51A	1FMYU93133KB86167
2003	30-Jun-07	9638	25.19 PERFORMED RECALL 07S51	07S51A	1FMCU93133KA09192
2003	14-Jul-07	2393	25.19 OPEN RECALL REMOVE ABS MODULE CONNECTOR,INS	07S51A	1FMCU93133KA31578
2003	30-Jul-07	5381	25.19 1 PERFORM AND COMPLETE RECALL 07S51 AS NEEDE	07S51A	1FMYU03113KC05648
2003	2-Aug-07	3566	25.19 INSPECTED CONNECTOR, RESEATED SEALS, AND ADDE	07S51A	1FMCU94163KA07550
2003	10-Aug-07	2393	25.19 PERFORMED RECALL 07S51. CONNECTOR AND MODULE	07S51A	1FMYU93173KB58937
2003	14-Aug-07	8085	25.19 OPEN RECALL PERFORMED RECALL 07S51 INSPECTED	07S51A	1FMYU03103KC45820
2003	18-Aug-07	6911	25.19 PERFORMED RECALL 07S51. CONNECTOR AND MODULE	07S51A	1FMYU03163KD79070
2003	22-Aug-07	9611	25.19 PERFORMED RECALL 07S51. CONNECTOR AND MODULE	07S51A	1FMYU93123KD46491
2003	7-Sep-07	8085	25.19 PERFORMED RECALL 07S51 INSPECTED AND ADDED DIE	07S51A	1FMYU93113KB34763

2003	14-Sep-07	6911	25.19 OPEN RECALL INSPECT ABS MODULE CONNECTOR AND 07S51A	1FMCU93163KA06271
2003	12-Oct-07	9512	24.19 PERFORMED RECALL INSPECTED ABS MODULE CONNE 07S51A	1FMCU93163KB77988
2003	18-Oct-07	8085	25.19 PERFORMED RECALL 07S51 INSPECTED AND LUBED CON 07S51A	1FMYU93113KA33710
2003	26-Oct-07	8085	25.19 1 PERFORMED RECALL 07S51 INSPECTED AND ADDED 07S51A	1FMCU93183KE20667
2004	13-Apr-07	6911	23.42 PERFORM INSPECTION PASS .6326 OK 6326 07S51A	1FMYU93144KA26882
2004	21-Apr-07	9638	23.42 OPEN RECALL INSPECTED ABS MODULE CONNECTOR 07S51A	1FMYU93154KA27085
2004	23-Apr-07	5381	23.42 1 PERFORM RECALL INSPECTION AS NEEDED. 07S51A	1FMYU03174DA08070
2004	24-Apr-07	9512	23.42 OPEN RECALL PERFORM ABS MODULE CONNECTOR RE 07S51A	1FMYU93154DA11263
2004	25-Apr-07	9512	24.42 PERFORMED RECALL 1 07S51A	1FMYU93104KA71155
2004	27-Apr-07	5381	23.42 PERFORM RECALL INSPECTION AS NEEDED(LABOR OP 0 07S51A	1FMCU93124KA78828
2004	1-May-07	1317	23.42 PERFORMED ABS WIRING INSP OK 07S51A	1FMCU93104KB09090
2004	1-May-07	6911	23.42 PERFORM INSPECTION ONLY OK 6326 07S51A	1FMCU93124DA13031
2004	1-May-07	9512	24.42 PERFORMED RECALL CHECK CONNECTOR AND INSTAL 07S51A	1FMCU931X4KA43387
2004	2-May-07	5381	24.42 OPEN RECALL PERFORMED RECALL 07S51 INSPECTED 07S51A	1FMYU03174KB68252
2004	4-May-07	5381	24.42 1 PERFORM RECALL INSPECTION AS NEEDED.(LABOR C 07S51A	1FMCU93134KB10170
2004	4-May-07	5381	24.42 1 PERFORM RECALL INSPECTION AS NEEDED.(LABOR C 07S51A	1FMYU93104KB43469
2004	4-May-07	9512	24.42 PERFORMED RECALL 07S51 INSPECTED ABS MODULE CC 07S51A	1FMCU94134KB61635
2004	5-May-07	1317	24.42 PERFORMED RECALL INSP WIRING OK 07S51A	1FMYU03114DA17587
2004	9-May-07	5381	24.42 PERFORM RECALL INSPECTION AS NEEDED.(LABOR OP C 07S51A	1FMCU93154KB52775
2004	15-May-07	5381	24.42 PERFORM RECALL 07S51 AS NEEDED(LABOR OP 07S51A) 07S51A	1FMYU93184KA25122
2004	18-May-07	8085	24.42 OPEN RECALL INSPECTED ABS CONNECTOR,CONNECT 07S51A	1FMYU93174KA80998
2004	19-May-07	8085	24.42 1 PERFORMED RECALL 07S51 INSPEVCTED AND GREASE 07S51A	1FMYU02114KA86194
2004	21-May-07	5381	24.42 PERFORM RECALL 07S51 07S51A	1FMYU931X4KB43592
2004	22-May-07	8085	24.42 1 PERFORMED RECALL 07S51 INSPECTED AND APPLIE 07S51A	1FMYU92194DA14376
2004	23-May-07	5381	24.42 PERFORM RECALL 07S51 AS NEEDED.(LABOR OP 07S51A) 07S51A	1FMCU93184DA12689
2004	23-May-07	6911	24.42 REFORMED INSPECTION PER RECALL 07S51 07S51A	1FMYU93134KB38086
2004	6-Jun-07	1317	25.19 PERFORMED RCALL INSPECTION ONLY 07S51A	1FMYU93184KB51691
2004	11-Jun-07	8085	25.19 1 PERFORMED RECALL 07S51 CHECKED AND ADDED GI 07S51A	1FMYU93184KA80525
2004	11-Jun-07	9638	25.19 CONNECTOR APPEARS FREE OF CORROSION. INSTALLE 07S51A	1FMYU93154KB37988
2004	12-Jun-07	5381	25.19 PERFORM RECALL INSPECTION 07S51 AS NEEDED. 07S51A	1FMYU93194KA31396
2004	20-Jun-07	6911	25.19 OPEN RECALL INSPECTED ABS MODULE CONNECTOR,(07S51A	1FMCU93164KB08588
2004	29-Jun-07	5381	25.19 OPEN RECALL PERFORM RECALL 07S51 AS NEEDED. 07S51A	1FMCU94154KA41271
2004	5-Jul-07	9512	25.19 PERFORMD RECALL INSPECTION ONLY 07S51A	1FMCU93174KB07742
2004	6-Jul-07	8085	25.19 OPEN RECALL REMOVED ABS MODULE CONNECTOR IN 07S51A	1FMCU93184DA13048
2004	7-Jul-07	5381	25.19 OPEN RECALL PERFORM RECALL 07S51 AS NEEDED. RI 07S51A	1FMYU93144KA63043
2004	3-Aug-07	9512	25.19 PERFORMED INSPECTION OF ABS MODULE PER RECALL 07S51A	1FMYU931X4KA62625
2004	6-Aug-07	6911	25.19 INSPECTED, ADDED GREASE, OK 07S51A	1FMYU03134KA49940
2004	8-Aug-07	8085	25.19 OPEN RECALL PERFORMED RECALL 07S51 INSPECTED 07S51A	1FMYU03174KB36420
2004	17-Aug-07	8085	25.19 OPEN RECALL PERFORMED RECALL 07S51 INSPECTED 07S51A	1FMCU94154KB51480
2004	20-Aug-07	9611	25.19 OPEN RECALL PERFORMED RECALL 07S51. CONNECTE 07S51A	1FMYU03104DA11098
2004	28-Aug-07	6911	25.19 PERFORMED RECALL 07S51. FOUND NO CORROSION AT 07S51A	1FMCU93144DA12320
2004	14-Sep-07	5381	25.19 OPEN RECALL PERFORM RECALL 07S51 AS NEEDED. 07S51A	1FMCU94184KA44505
2004	4-Jan-08	5381	24.19 OPEN RECALL PERFORM RECALL 07S51 AS NEEDED. 07S51A	1FMCU94174KB37483

From: Tuneff, Mark (M.S.)
Sent: Tuesday, February 12, 2008 4:51 PM
To: Centa, John (J.R.)
Cc: Ursum, Deb (D.L.)
Subject: RE: 07S51 damage after repair- 1FMYU04102KA68568 - P&A 04231

John and Deb, sorry for the delayed response, been tied up on another issue all day... I'm fine with the booster, but what I can see of the pump motor on the HCU has me concerned. Looks like the pump motor leads are damaged and the housing has thermal damage to the paint. I'd would ask that they evaluate the pump motor because the photos are hard to really tell what things look like sometimes. If they are ok with the motor than I'm fine with your suggestion. THANKS!

Photos can be deceiving, but that looks like the factory tie wrap on the convolute that would have to be removed to properly inspect the connector...

From: Centa, John (J.R.)
Sent: Tuesday, February 12, 2008 4:35 PM
To: Tuneff, Mark (M.S.)
Cc: Ursum, Deb (D.L.); Centa, John (J.R.)
Subject: 07S51 damage after repair- 1FMYU04102KA68568 - P&A 04231

Mark

Here are the pics:

<< File: DSC00032.JPG >> << File: DSC00030.JPG >> << File: DSC00031.JPG >>

We don't see reason (heat damage at least) to justify booster or HCU replacement. Do you agree? Do you still want parts back? If so, we plan on approving the ECU and connector and having them sent back. Let us know if you need more..

The same dealer closed out the campaign on 5-24-07, mileage of 53794- labor op A.
Mileage now is 59,351.

Thank you for your time.
John/Deb

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

From: Tim O'Leary [toleary@championfordnashville.com]
Sent: Monday, February 11, 2008 12:19 PM
To: sssc@renkim.com
Subject: 1FMYU04102KA68568 - P&A 04231

	PARTS	LABOR
ABS CONNECTOR -	\$60.86	\$158.86
ABS MODULE -	\$389.98	\$31.78
HCU UNIT -	\$362.95	\$127.09
BRAKE BOOSTER -	\$155.02	\$39.72
MASTER CYLINDER -	\$232.81	\$63.55
 TOTAL	 - \$1211.62	 \$420.98

TOTAL RO - \$1632.60
RO - 24921
LINE 01

Thank You

Holly Jones

Champion Ford
5500 Charlotte Avenue
Nashville Tn, 37209
(615)297-4111

From: Centa, John (J.R.)
Sent: Tuesday, February 12, 2008 4:35 PM
To: Tuneff, Mark (M.S.)
Cc: Ursum, Deb (D.L.); Centa, John (J.R.)
Subject: 07S51 damage after repair- 1FMYU04102KA68568 - P&A 04231

Attachments: DSC00032.JPG; DSC00030.JPG; DSC00031.JPG

Mark

Here are the pics:



DSC00032.JPG
(307 KB)



DSC00030.JPG
(332 KB)



DSC00031.JPG
(308 KB)

We don't see reason (heat damage at least) to justify booster or HCU replacement. Do you agree? Do you still want parts back? If so, we plan on approving the ECU and connector and having them sent back. Let us know if you need more..

The same dealer closed out the campaign on 5-24-07, mileage of 53794- labor op A.
Mileage now is 59,351.

Thank you for your time.
John/Deb

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

From: Tim O'Leary [toleary@championfordnashville.com]
Sent: Monday, February 11, 2008 12:19 PM
To: sssc@renkim.com
Subject: 1FMYU04102KA68568 - P&A 04231

	PARTS	LABOR
ABS CONNECTOR -	\$60.86	\$158.86
ABS MODULE -	\$389.98	\$31.78
HCU UNIT -	\$362.95	\$127.09
BRAKE BOOSTER -	\$155.02	\$39.72
MASTER CYLINDER -	\$232.81	\$63.55
 TOTAL	 - \$1211.62	 \$420.98

TOTAL RO - \$1632.60
RO - 24921
LINE 01

Thank You

Holly Jones

Champion Ford
5500 Charlotte Avenue
Nashville Tn, 37209
(615)297-4111







From: SSSC [sssc@renkim.com]
Sent: Friday, September 07, 2007 6:26 PM
To: dguy@frontierford.com
Cc: 'SSSC'
Subject: RE: 07S51 / 1FMCU04142KA14989

Darren:

I will be providing an approval code based on the fact that you could not get the pictures sent to us twice. You will need to return the pigtail and ECU to the following address. If parts are not returned, the claim will be subject to nonpayment or debited. Please send the ECU, pigtail along with a copy of both repair orders to:

Fairlane Plaza South, Suite 500
Attention: Mark Tuneff
330 Towncenter Drive
Dearborn, MI 48126-2738

This is the quickest I can get done and not attempting to tie up the customer any longer than necessary.

DEB URSUM

DEB URSUM
Special Service Support Center
1-800-325-5621
734-374-1030 fax
'STRIVING FOR QUALITY'

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From: SSSC [mailto:sssc@renkim.com]
Sent: Friday, September 07, 2007 1:40 PM
To: dguy@frontierford.com
Cc: 'SSSC'
Subject: 07S51 / 1FMCU04142KA14989

Please send pictures to this email address.

DEB URSUM

DEB URSUM
Special Service Support Center
1-800-325-5621
734-374-1030 fax
'STRIVING FOR QUALITY'

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6/3/2009

RQ09-002 0222

From: Deb Ursum [dursum@renkim.com]
Sent: Friday, July 27, 2007 3:03 PM
To: Centa, John (J.R.)
Subject: RE: 07S51 pump motor wire/related damage request for HCU
Attachments: wire4.JPG; wire2.JPG; wire3.JPG; wire1.JPG

John:

The dealer indicated the wires had fused together and they had to get them apart. They wanted the HCU from the beginning. I asked for better pics of the damage. I thought myself that the wires indicated that they were cut. They were too straight. I did check the history, and there was nothing for the ABS system at all.

Here are all of them that were sent.

Deb Ursum

Special Service Support Center
Technical Advisor
800-325-5621
fax-734-374-1030

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From: Centa, John (J.R.) [mailto:jcenta1@ford.com]
Sent: Friday, July 27, 2007 2:55 PM
To: Ursum, Deb (D.L.)
Cc: Centa, John (J.R.)
Subject: 07S51 pump motor wire/related damage request for HCU

Did you by chance check the VIN for past ABS repair history? I do see bare wire in the pic but it looks like someone has cut or torn the two wires going to pump motor apart (not part of 07S51 procedure last time I checked).

If the pump motor works and the concern is just the bare wire, then no I don't see how it could be related, esp since I don't see heat damage on the pump wiring.

If the pump motor is inop and the module had heat damage, then it should be considered as the module may have ran the pump "to death".. perhaps the cut was made diagnosing an inop pump???

From: Deb Ursum [mailto:sssc@RENKIM.COM]
Sent: Friday, July 27, 2007 2:40 PM
To: Centa, John (J.R.)
Subject: FW: wire

John:

Please a reality check for me. Take a look at the HCU and see if you would warranty replacement?

From: Service [mailto:cbsservice@humbermotorsford.ca]
Sent: Friday, July 27, 2007 1:56 PM
To: sssc@renkim.com
Subject: Fw: wire

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

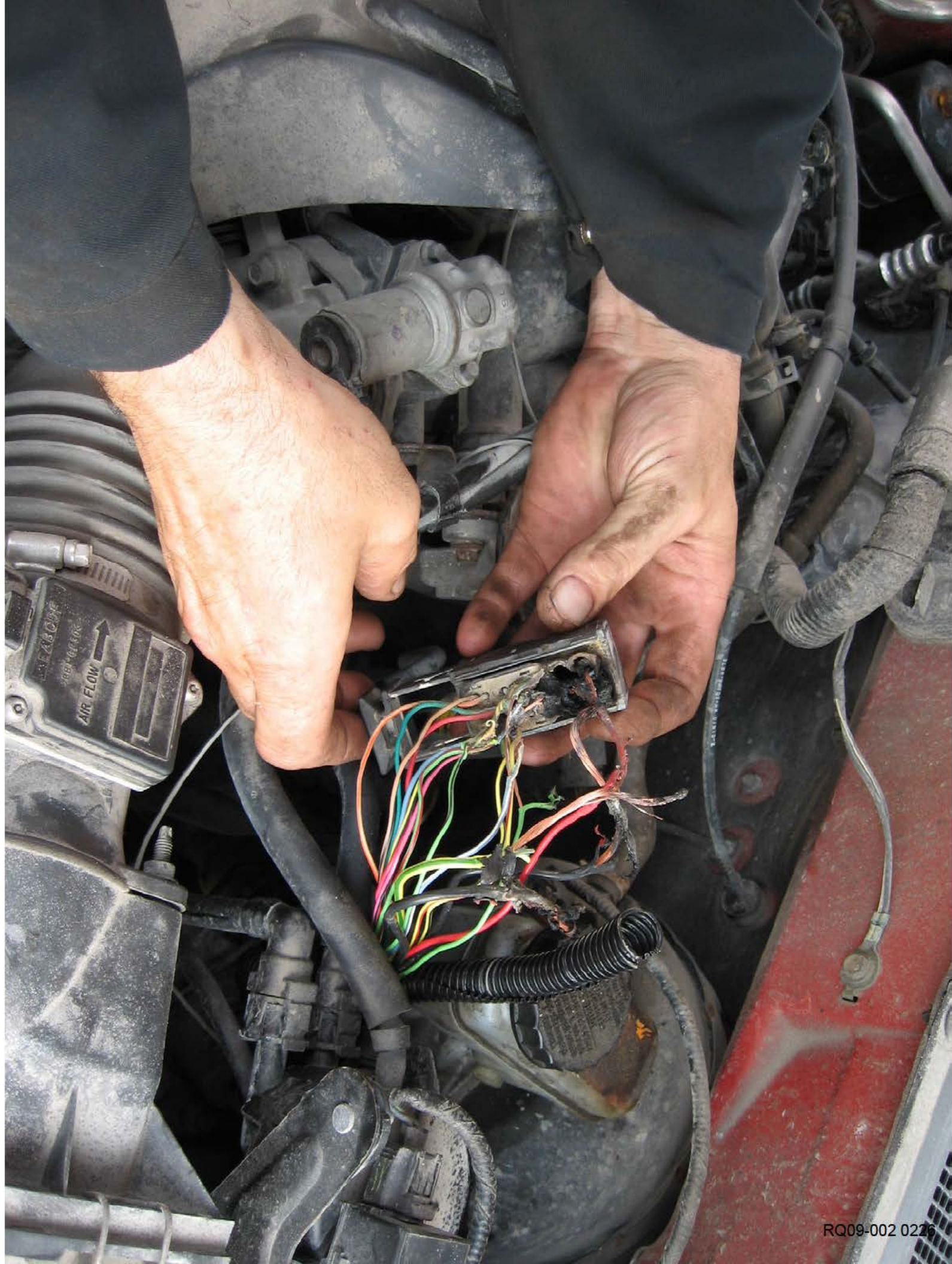
From: [Sharon Brake](#)
To: [Eric Perrett](#)
Sent: Friday, July 27, 2007 3:14 PM
Subject: wire

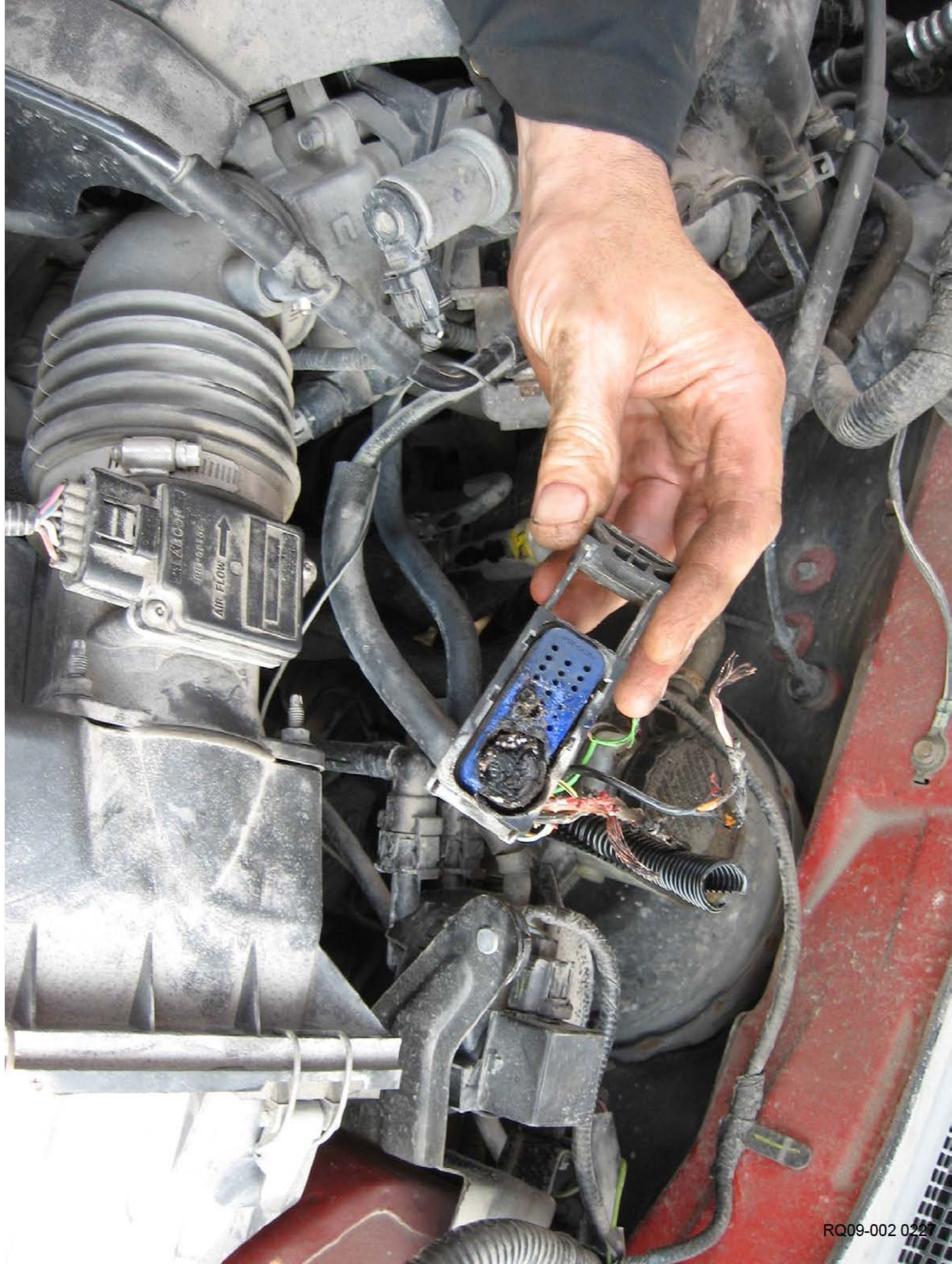
one picture attached
Thanks
Sharon Brake
Humber Motors Ford
sbrake@humbermotorsford.ca

Tel: (709) 634-4371
Fax: (709) 634-1311

Visit Humber Motors Ford website @ www.humbermotorsford.ca









From: Centa, John (J.R.)
Sent: Friday, July 27, 2007 3:25 PM
To: Ursum, Deb (D.L.)
Subject: RE: 07S51 pump motor wire/related damage request for HCU

Does the pump motor work or not? That is the real question.. Based on physical damage show in original and second (single) pic sent, the pump motor wires were indeed sepeated by man.

From: Deb Ursum [mailto:dursum@renkim.com]
Sent: Friday, July 27, 2007 3:03 PM
To: Centa, John (J.R.)
Subject: RE: 07S51 pump motor wire/related damage request for HCU

John:

The dealer indicated the wires had fused together and they had to get them apart. They wanted the HCU from the beginning. I asked for better pics of the damage. I thought myself that the wires indicated that they were cut. They were too straight. I did check the history, and there was nothing for the ABS system at all.

Here are all of them that were sent.

Deb Ursum
Special Service Support Center
Technical Advisor
800-325-5621
fax-734-374-1030

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From: Centa, John (J.R.) [mailto:jcenta1@ford.com]
Sent: Friday, July 27, 2007 2:55 PM
To: Ursum, Deb (D.L.)
Cc: Centa, John (J.R.)
Subject: 07S51 pump motor wire/related damage request for HCU

Did you by chance check the VIN for past ABS repair history? I do see bare wire in the pic but it looks like someone has cut or torn the two wires going to pump motor apart (not part of 07S51 procedure last time I checked).

If the pump motor works and the concern is just the bare wire, then no I don't see how it could be related, esp since I don't see heat damage on the pump wiring.

If the pump motor is inop and the module had heat damage, then it should be considered as the module may have ran the pump "to death".. perhaps the cut was made diagnosing an inop pump???

From: Deb Ursum [mailto:sssc@RENKIM.COM]
Sent: Friday, July 27, 2007 2:40 PM
To: Centa, John (J.R.)
Subject: FW: wire

John:

Please a reality check for me. Take a look at the HCU and see if you would warranty replacement?

From: Service [mailto:cbsservice@humbermotorsford.ca]
Sent: Friday, July 27, 2007 1:56 PM
To: sssc@renkim.com
Subject: Fw: wire

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

From: [Sharon Brake](#)
To: [Eric Perrett](#)
Sent: Friday, July 27, 2007 3:14 PM
Subject: wire

one picture attached
Thanks
Sharon Brake
Humber Motors Ford
sbrake@humbermotorsford.ca

Tel: (709) 634-4371
Fax: (709) 634-1311

Visit Humber Motors Ford website @ www.humbermotorsford.ca

From: Leese, Alvin (A.)
Sent: Thursday, June 14, 2007 9:06 AM
To: 'Deb Ursum'
Cc: Leese, Alvin (A.)
Subject: RE: 2001 Escape 07S51

Ask the dealer to send damaged ABS Module and connector to us for evaluation. Typically the parts are sent to the Warranty Return Center. See if the dealer can send these parts to me at the following address:

ATTN: Al Leese
Ford Motor Company
Diagnostic Service Center II, Cube 792
1800 Fairlane Drive
Allen Park, MI 48101

Thanks

From: Deb Ursum [mailto:sssc@renkim.com]
Sent: Thursday, June 14, 2007 8:53 AM
To: Leese, Alvin (A.)
Cc: Centa, John (J.R.); Ursum, Deb (D.L.)
Subject: RE: 2001 Escape 07S51

Al and John:

Sorry, VIN number for this one is 1FMCU03121KB99771

From: Leese, Alvin (A.) [mailto:aleese@ford.com]
Sent: Thursday, June 14, 2007 8:19 AM
To: Deb Ursum
Cc: Leese, Alvin (A.); Centa, John (J.R.)
Subject: RE: 2001 Escape 07S51

Authorize the repair.

Was the recall previously performed on this vehicle?

From: Deb Ursum [mailto:sssc@renkim.com]
Sent: Wednesday, June 13, 2007 5:33 PM
To: Leese, Alvin (A.)
Subject: FW: 2001 Escape 07S51

Here is another one. Vehicle was released on the 12th.

From: Al [mailto:alp@senatorford.com]
Sent: Tuesday, June 12, 2007 7:59 PM
To: sssc@renkim.com
Subject: re:2001 Escape 07S51

Attn. Deb.

Please find attached the photos of the damage caused by shorting internally in the ABS module. The parts to repair this condition

6/3/2009

RQ09-002 0231

is as follows.

ABS Pig tail kit-\$34.12

ABS module-\$269.11

HCV- \$258.93

Brake Fluid-\$7.06

Labor- 3.1hours

Thank you

Al Prine Sr.

Service Director

From: Centa, John (J.R.)
Sent: Friday, September 07, 2007 3:02 PM
To: Tuneff, Mark (M.S.)
Cc: Ursum, Deb (D.L.); Centa, John (J.R.)
Subject: RE: 2001 escape fire at abs control module pig tail / 1FMYU03141KC39371/

I'd rather wait to hear back from you, so let us know what we should approve (+/- hcu) once you have spoken to the dealer. Please cc all so Deb knows to call and issue approval.
-John

From: Tuneff, Mark (M.S.)
Sent: Friday, September 07, 2007 1:53 PM
To: Centa, John (J.R.)
Subject: RE: 2001 escape fire at abs control module pig tail / 1FMYU03141KC39371/

John,
Apparently the only person that I'm allowed to speak with at the dealership is not expected in until after lunch (California time). I still want to speak with them to get more information, but I know that we would like to obtain the ECU and pigtail. I would also like to obtain the HCU, BUT only if they feel that it needs to be replaced. Didn't want to delay the repairs waiting for a conversation... Thanks.

From: Centa, John (J.R.)
Sent: Friday, September 07, 2007 9:13 AM
To: Tuneff, Mark (M.S.)
Subject: FW: 2001 escape fire at abs control module pig tail / 1FMYU03141KC39371/

Mark,
Please call me and let me know how you would like to proceed. This vehicle had labor op A (grease and release) performed 4/24/07 and is now back with the damage in the pictures.
-John
x73193

From: SSSC [mailto:sssc@renkim.com]
Sent: Friday, September 07, 2007 8:26 AM
To: Centa, John (J.R.)
Cc: Burroughs, Mary (M.M.); Collins, Melissa; Harris, Ursula; Ursum, Deb (D.L.)
Subject: FW: 2001 escape fire at abs control module pig tail / 1FMYU03141KC39371/

John:

This one to me appears that they installed grease in a corroded pigtail. I am basing that on the fact that it got hot, but there are no pins left in the module at all. I can see some green corrosion on the smaller pins that did not get any grease on the extreme left of the picture.

Call to discuss.

Deb

From: Murphy, Gregory [mailto:MurphyG1@autonation.com]
Sent: Thursday, September 06, 2007 8:21 PM
To: sssc@renkim.com
Subject: 2001 escape fire at abs control module pig tail

RQ09-002 0233

6/3/2009

Mary & Deb,

Hear are the photos of the area of concern. The Vin # is 1FMYU03141KC39371. P&A code 05524

Thanks <<000_2968.JPG>> <<000_2968.JPG>> <<000_2967.JPG>> <<000_2966.JPG>>

Greg Murphy

Fixed Operations Director

Power Ford Torrance

3311 Pacific Coast Hwy

Torrance, CA 90505

Office (310) 784-4720

Fax (310) 784-4756

murphyg1@autonation.com

From: Nicastri, Paul (P.R.)
Sent: Thursday, October 11, 2007 9:40 AM
To: Tuneff, Mark (M.S.); Rossi, Roberto (R.A.)
Cc: Belanger, Thomas (T.D.); Brackett, Tom (T.P.)
Subject: RE: ABS Return

Mark,

When we were looking at the ~ 75 connectors that came back after the start of the recall, we did not look at the mat seals for the most part. When there was no obvious leak path, we may have pressure tested the connector, but as we found out in this case, unless you add some stress by bending the wires, the seal may not show a leak in the leak test. By bending the wire over, the outer gland (rib) on the mat seal can be compromised. If a flaw exists on the inner gland, it then is possible to get the seal to leak. Damage to this seal can be caused by inserting the terminal (with wire attached) through the seal to mate to the hardshell. The terminals used for these type of connectors are considered smooth bodied terminals which should not damage the seal. There are a few things that could happen that would increase the probability of seal damage. If the crimping process doesn't comb all the strands into the cavity above the crimp zone, some strands could stick out and snag the seal as they go in. I looked at the terminals for both of the cavities that had torn mat seals and neither one had strands sticking out. There could be some minor burr on the terminal that could cut the seal, which I did not observe on these terminals. A repair operation at the harness assembly plant where circuits are removed could also cut the seal. There is no way for me to determine if the harness had been repaired. If these 2 circuits were swapped, it might be an explanation why both had damaged seals. If someone during assembly were to be significantly off center and applied a lot of force to insert the terminal, it may be possible to damage the seal. Doing it twice on the same connector seems unlikely though.

I noticed that there was considerable discoloration on some of the wires, which might indicate that brake fluid exposure had occurred over a relatively long period, but it could be due to other fluids as well, such as engine degreasers. It may also be just that this particular wire was able to have fluid run down it and into the seal area, as there isn't a drip loop in the harness. The dress cover bends the wire in the direction that facilitated a leak and vacuum generated in the connector area during cool down would also help suck fluid into the connector. Although the module is vented, the connector area is sealed from the module by a soft sealant inside the module.

Hope this helps!

Thanks
Paul R. Nicastri
Staff Technical Specialist
Electrical Contact Reliability Group
EESE/Body & Security Sub-Systems Dept.
Rm 1339 RIC (SRL), MD #2047
Cell (313) 805-8009 fax (313) 337-2408

From: Tuneff, Mark (M.S.)
Sent: Thursday, October 11, 2007 8:26 AM
To: Nicastri, Paul (P.R.); Rossi, Roberto (R.A.)
Cc: Belanger, Thomas (T.D.); Brackett, Tom (T.P.)
Subject: RE: ABS Return

Gentlemen,

Couple questions from a mechanical type who barely understands $V=iR$... This is really interesting in light of how dry the wires and back of the connector appeared compared to the amount of fluid inside the ECU cavity. This seems to imply (at least to me) that previous fluid exposure (spills, overfills, leaking caps, etc.) when coupled with a mat seal tear or issue could allow fluid intrusion but not be obvious to the casual observer looking at the outside of the parts. Did we look this closely at the other mat seals? Just wondering if the other part that had fluid in the ECU cavity but no apparent leak path may have had a mat seal issue but it wasn't identified since we weren't really expecting/looking in that area? I'm assuming that tears of this type could result during the connector assembly process when inserting the wires? Is this expected, from your experience? Frequently?

From: Nicastri, Paul (P.R.)

Sent: Wednesday, October 10, 2007 4:45 PM
To: Rossi, Roberto (R.A.)
Cc: Belanger, Thomas (T.D.); Brackett, Tom (T.P.); Tuneff, Mark (M.S.)
Subject: RE: ABS Return

Rob,

Cavity #3 seems to be equally corroded on the strands. The rest either are only slightly corroded or not corroded in the area of the strands. One circuit had one strand sticking out and bent back, but I didn't see any evidence of seal damage on that circuit. Circuit 23 also had a tear in the mat seal, but that terminal shows little evidence of corrosion. It may be that the dressing of the wire for that circuit didn't allow fluids to pass there. This points toward the mat seal tear as the likely fluid path, and not finding a better explanation, I'd say it is highly likely.

Thanks
Paul R. Nicastrì
Staff Technical Specialist
Electrical Contact Reliability Group
EESE/Body & Security Sub-Systems Dept.
Rm 1339 RIC (SRL), MD #2047
Cell (313) 805-8009 fax (313) 337-2408

From: Rossi, Roberto (R.A.)
Sent: Wednesday, October 10, 2007 4:00 PM
To: Nicastrì, Paul (P.R.)
Subject: RE: ABS Return

Paul,

Are the strands around the crimp of this wire corroded less than the other wires?

Thanks,

Robert

From: Nicastrì, Paul (P.R.)
Sent: Wednesday, October 10, 2007 3:13 PM
To: Rossi, Roberto (R.A.)
Subject: RE: ABS Return

Rob,

There is a lot of fluid in the part, so I can't say that the fluid clearly came through this way. The strands around the crimp are corroded, which would indicate that there had been fluid here for some time, but that isn't conclusive evidence to me.

Thanks
Paul R. Nicastrì
Staff Technical Specialist
Electrical Contact Reliability Group
EESE/Body & Security Sub-Systems Dept.
Rm 1339 RIC (SRL), MD #2047
Cell (313) 805-8009 fax (313) 337-2408

From: Rossi, Roberto (R.A.)
Sent: Wednesday, October 10, 2007 2:00 PM
To: Nicastrì, Paul (P.R.)
Subject: RE: ABS Return

Thanks Paul.

Were you able to see any evidence on this wire which might indicate that the fluid came through this cavity?

Robert

From: Nicastrì, Paul (P.R.)
Sent: Wednesday, October 10, 2007 1:58 PM
To: Rossi, Roberto (R.A.); Belanger, Thomas (T.D.); Brackett, Tom (T.P.); Tuneff, Mark (M.S.)
Subject: ABS Return

Team,

I looked at the mat seal from the part that Mark Tuneff brought over, that had leaked at circuit #2 and found that the mat seal had a tear in it. I've enclosed the picture. << File: Cavity #2 Inside Mat Seal.jpg >>

From: Tuneff, Mark (M.S.)
Sent: Thursday, September 27, 2007 8:19 AM
To: Nicastri, Paul (P.R.)
Subject: RE: Escape ABS

Paul,
Thanks! Had not thought about the auto trans/power steering relationship and the circuit boards in the transmissions. My limited knowledge and little research on the fluids agrees with the chemist. Well, at least it's one more thing "that it's not."

From: Nicastri, Paul (P.R.)
Sent: Wednesday, September 26, 2007 5:45 PM
To: Tuneff, Mark (M.S.)
Subject: RE: Escape ABS

Mark,

I won't be able to attend, as another meeting has since shifted my priority. I did look at 10 more returned modules. All passed the leakage test. Most had grease in the connector, so probably were ones that had some corrosion initially and had to come back once the module supply was sufficient. One of the parts appeared to have a reddish fluid in the connector area - which may have been transmission/power steering fluid. This is a part that also had evidence of corrosion. According to a chemist here who has done a lot of work on transmission fluid, this material would not be corrosive to copper and its alloys. Electronic boards are currently embedded in the transmission and are essentially flooded with transmission fluid, as are their connectors. It's presence in the connector therefore may be interesting, but likely of little significance. According to the chemist, power steering fluid is essentially transmission fluid.

Thanks
Paul R. Nicastri
Staff Technical Specialist
Electrical Contact Reliability Group
EESE/Body & Security Sub-Systems Dept.
Rm 1339 RIC (SRL), MD #2047
Cell (313) 805-8009 fax (313) 337-2408

From: Tuneff, Mark (M.S.)
Sent: Monday, September 24, 2007 8:10 AM
To: Tuneff, Mark (M.S.); Patel, Bharat (B.J.); Leese, Alvin (A.); Goebel, Ken (K.M.); Jones, Rick (W.P.); Rossi, Roberto (R.A.); Matthews, Steve (S.D.); Burke, Pauline (P.F.); Christensen, Kris (K.S.); Nicastri, Paul (P.R.); Ott, David (D.J.); Nevi, Ray (R.A.); Tikh, Leonid (.); ESE FPS 500 EAST (12); 'Dustin Mysen/ah/na/au/cag'
Subject: Escape ABS
When: Friday, September 28, 2007 8:00 AM-9:00 AM (GMT-05:00) Eastern Time (US & Canada).
Where: FPS CR 500/Audio

Sorry for the early start but the team desired to meet on Friday and this is the only time that all of the key stakeholders appeared available (not that each of you aren't key...).

Dustin, hopefully this time will work for you.

Call in:
X36737
313-323-6737
800-367-3840

Access code: 26312872

Miller, Jessica (.)

From: Tuneff, Mark (M.S.)
Sent: Monday, September 10, 2007 7:11 AM
To: Ursum, Deb (D.L.)
Cc: 'SSSC'; Centa, John (J.R.)
Subject: RE: 1FMCU04142KA14989 / 07891

Deb,
 Thank you!

From: Deb Ursum [mailto:dursum@renkim.com]
Sent: Friday, September 07, 2007 6:18 PM
To: Tuneff, Mark (M.S.)
Cc: 'SSSC'; Centa, John (J.R.)
Subject: 1FMCU04142KA14989 / 07891

Mark:

I have made an executive decision in a hurry. We had one that they say experienced heat damage after being closed by inspection. The dealer indicated they could not get the pictures to me, after sending twice. Rather than keeping them tied up, I am authorizing them to replace the ECU and pigtail, and send the parts to you. I will be BCC'ing you on the communication back to the dealer.

DEB URSUM

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 734-374-1030 fax
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6/3/2009

RQ09-002 0239

From: Tuneff, Mark (M.S.)
Sent: Friday, August 24, 2007 8:56 AM
To: Ursum, Deb (D.L.)
Cc: Centa, John (J.R.)
Subject: RE: 1FMYU04161KB79687 / 07S51

Deb,

Thanks for following up on the parts! I received parts back from Town East Ford in Mesquite, TX. Still hoping for parts from Dick Edwards Auto Plaza in Kansas related to VIN 1FMYU04142KD21696.

Have a great weekend!

From: Deb Ursum [mailto:dursum@renkim.com]
Sent: Friday, August 24, 2007 8:11 AM
To: Tuneff, Mark (M.S.)
Cc: Centa, John (J.R.)
Subject: RE: 1FMYU04161KB79687 / 07S51

Mark,

Very welcome. I am just glad that I asked John what direction we were taking. We got the HCU ordered just in time for the cutoff.

I understand that you got one module back? From what dealer. It has been long enough, the second one should have come back. If you let me know what dealer, I will call and find out where it is at.

Thank you! Have a good one.

Deb

From: Tuneff, Mark (M.S.) [mailto:mtuneff@ford.com]
Sent: Friday, August 24, 2007 7:18 AM
To: Ursum, Deb (D.L.)
Cc: SSSC@RENKIM.COM; Centa, John (J.R.)
Subject: RE: 1FMYU04161KB79687 / 07S51

Deb, THANKS!!

From: Deb Ursum [mailto:dursum@renkim.com]
Sent: Thursday, August 23, 2007 5:05 PM
To: Tuneff, Mark (M.S.)
Cc: SSSC@RENKIM.COM; Centa, John (J.R.)
Subject: 1FMYU04161KB79687 / 07S51

Mark:

Per your direction with the dealer today, we provided the approval code. This is a copy of the information that was faxed to them. Thank you for your time.

Kim and Joe:

Per our conversation, you were provided an approval code for the HCU, brake fluid and 1.6 hours in labor. Please mail the entire assembly (not take apart) along with the pigtail to:

6/3/2009

RQ09-002 0240

Fairlane Plaza South, Suite 500
Attention: Mark Tuneff
330 Towncenter Drive
Dearborn, MI 48126-2738

You may put this paperwork with the repair order #218071, line 04, dated 8-22-07, parts may be called back and then you have documentation on where they were sent and by whose direction.

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DEB URSUM
Special Service Support Center
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734-374-1030 fax
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From: Tuneff, Mark (M.S.)
Sent: Monday, August 27, 2007 9:17 AM
To: Ursum, Deb (D.L.)
Cc: Centa, John (J.R.)
Subject: RE: 1FMYU04161KB79687 / 07S51

Deb, I received the part from the dealership in Kansas this morning, so I think we're up to date. THANKS!

From: Deb Ursum [mailto:dursum@renkim.com]
Sent: Friday, August 24, 2007 8:11 AM
To: Tuneff, Mark (M.S.)
Cc: Centa, John (J.R.)
Subject: RE: 1FMYU04161KB79687 / 07S51

Mark,

Very welcome. I am just glad that I asked John what direction we were taking. We got the HCU ordered just in time for the cutoff.

I understand that you got one module back? From what dealer. It has been long enough, the second one should have come back. If you let me know what dealer, I will call and find out where it is at.

Thank you! Have a good one.

Deb

From: Tuneff, Mark (M.S.) [mailto:mtuneff@ford.com]
Sent: Friday, August 24, 2007 7:18 AM
To: Ursum, Deb (D.L.)
Cc: SSSC@RENKIM.COM; Centa, John (J.R.)
Subject: RE: 1FMYU04161KB79687 / 07S51

Deb, THANKS!!

From: Deb Ursum [mailto:dursum@renkim.com]
Sent: Thursday, August 23, 2007 5:05 PM
To: Tuneff, Mark (M.S.)
Cc: SSSC@RENKIM.COM; Centa, John (J.R.)
Subject: 1FMYU04161KB79687 / 07S51

Mark:

Per your direction with the dealer today, we provided the approval code. This is a copy of the information that was faxed to them. Thank you for your time.

Kim and Joe:

Per our conversation, you were provided an approval code for the HCU, brake fluid and 1.6 hours in labor. Please mail the entire assembly (not take apart) along with the pigtail to:

Fairlane Plaza South, Suite 500
Attention: Mark Tuneff
330 Towncenter Drive

6/3/2009

RQ09-002 0242

Dearborn, MI 48126-2738

You may put this paperwork with the repair order #218071, line 04, dated 8-22-07, parts may be called back and then you have documentation on where they were sent and by whose direction.

DEB URSUM

DEB URSUM

Special Service Support Center

1-800-325-5621

734-374-1030 fax

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From: SSSC [sssc@renkim.com]
Sent: Wednesday, September 12, 2007 6:09 PM
To: Tuneff, Mark (M.S.)
Cc: 'SSSC'; Centa, John (J.R.)
Subject: RE: 1FMYU04181KF13038 / 07729 HAYWARD FORD /07S51

Mark:

I did get your message, thank you very much. I have gotten a hold of Robert and they will be sending you the complete assembly, as well as the pigtail. I am sending him an e-mail with the address that I will BCC you on.

Thank you as always for your help.

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From: Tuneff, Mark (M.S.) [mailto:mtuneff@ford.com]
Sent: Wednesday, September 12, 2007 3:02 PM
To: Deb Ursum
Cc: SSSC; Centa, John (J.R.)
Subject: RE: 1FMYU04181KF13038 / 07729 HAYWARD FORD /07S51

Deb,
 I'm out of the buildig and away from my desk this afternoon and wanted to follow-up to my phone message. I spoke with Robert and the tech. This one, if it's as described, is a little different than others yet and I would like to get the HCU, ECU, and pigtail back if possible. This one is a "fist time in" so no issues with previous repairs. THANKS!!

From: Deb Ursum [mailto:dursum@RENKIM.COM]
Sent: Wed 9/12/2007 12:54 PM
To: Tuneff, Mark (M.S.)
Cc: 'SSSC'; Centa, John (J.R.)
Subject: 1FMYU04181KF13038 / 07729 HAYWARD FORD /07S51

Mark:

We had a call from Robert St. Denis (510)881-1200 regarding this vehicle and a hydraulic leak from the HCU, contaminating the ECU. I don't know if you are interested in this one or not. Please advise of your intentions at your earliest opportunity.

Thank you as always for your time. You can reach me at 734-374-8355, after you talk with the dealer.

6/3/2009

RQ09-002 0244

DEB URSUM

DEB URSUM

Special Service Support Center

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734-374-1030 fax

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From: Nicastri, Paul (P.R.)
Sent: Monday, September 10, 2007 4:34 PM
To: Rossi, Roberto (R.A.)
Cc: Tikh, Leonid (.); Brackett, Tom (T.P.)
Subject: RE: List of ABS Returns

Attachments: Recalled Module Analysis.xls

Roberto,

I pressure tested 10 modules today. I did a visual inspection beforehand to try to identify any cracked housings before pressure testing and of the 10 I looked at, none had any cracks. I also noted the condition of the module connector and in 2 cases we got the harness connector back as well. I drilled a small hole in the connector area of the first module and ran a pressure test, by pressurizing through the vent port to confirm that at 2 psi we could fill the module. I used one of the Lear connectors that had the leads sealed for the partially seated seal testing we did earlier and cut off one of the end. After a second or two, bubbles freely slowed out of the cut wire.

The observations are in the attached excel file. The results - all modules passed both the 2 and 4 psi test. I took the last module and increased the pressure to 7 psi and it still did not leak. I hope to have some time tomorrow to open the 10 modules to see what evidence of corrosion exists inside. If you have any question feel free to contact me.



Recalled Module
Analysis.xls (...)

Thanks
Paul R. Nicastri
Staff Technical Specialist
Electrical Contact Reliability Group
EESE/Body & Security Sub-Systems Dept.
Rm 1339 RIC (SRL), MD #2047
Cell (313) 805-8009 fax (313) 337-2408

From: Rossi, Roberto (R.A.)
Sent: Monday, September 10, 2007 1:31 PM
To: Nicastri, Paul (P.R.); Brackett, Tom (T.P.)
Cc: Tikh, Leonid (.)
Subject: List of ABS Returns

The following file is a list of all the ABS modules that have been tagged to date for return to WPRC. The ABS modules that are in the lab should be included in this file.

<< File: WPRC ABS Modules.xls >>

Thanks,

Roberto Rossi
Chassis Electronics Supervisor
313-805-4157

Escape ABS Modules Returned From Recall

Vin	MY	Leak Test @ 2 - 4 psi	Comments
99391	2001 4x4	Passed	Significant corrosion on all 4 power pins and some signal pins, no observed cracks in housing,
78411	2002 4x2	Passed	Significant corrosion on all 4 power pins and one signal pin, connector returned - cable seal 8 missing, no observed cracks in housing, slight dent on one corner
32502	2001 4x4	Passed	Significant corrosion on all 4 power pins and some signal pins, Connector returned - cable seal 9 out of position - all 3 ribs exposed, no observed cracks in housing,
42998	2003 4x4	Passed	Pin 9 visible corrosion, connector area looks like brake fluid may have been present,
87468	2001 4x2	Passed	Pin 9 corroded & broken off, all power pins corroded, possible dendrites, no observed cracks in the housing,
93417	2001 4x4	Passed	Significant corrosion on all 4 power pins and some signal pins, no observed cracks in housing,
93677	2002 4x4	Passed	Significant corrosion on pins 8 & 9,
80338	2003 4x4	Passed	Thin layer of grease across bottom of connector on all pins, no observed corrosion on pins, no observed cracks in housing
09064	2003 4x4	Passed	Thick layer of grease on power pins, evidence of corrosion below grease and in the signal pin area, no observed cracks in the housing
70304	2002 4x4	Passed	Thick layer of grease across bottom of connector area and on pins, small portion of motor connector shroud broken off (piece initially still connected), no there cracks observed.
			Note - 99391 had a small hole drilled into the connector area to confirm that air would pass through at 2 psi. - confirmation was through the air passing through one wire with sealant removed. 70304 also was tested at 7 psi with no leaks

From: Nicastri, Paul (P.R.)
Sent: Tuesday, September 11, 2007 5:26 PM
To: Rossi, Roberto (R.A.)
Cc: Tikh, Leonid (.); Brackett, Tom (T.P.)
Subject: RE: List of ABS Returns

Rob,

I cut open the 10 modules and found them all to be dry inside. 2 modules potentially have some evidence that water or some fluid had once been inside. One (99391) had fairly clear evidence of water having been inside and another (93667) had a very slight appearance of some corrosion on the power pins at the board level. I can leak test more and then cut them open. You may want to look at the ones I have before deciding. Let me know.

Thanks
Paul R. Nicastri
Staff Technical Specialist
Electrical Contact Reliability Group
EESE/Body & Security Sub-Systems Dept.
Rm 1339 RIC (SRL), MD #2047
Cell (313) 805-8009 fax (313) 337-2408

From: Rossi, Roberto (R.A.)
Sent: Tuesday, September 11, 2007 8:28 AM
To: Nicastri, Paul (P.R.)
Cc: Tikh, Leonid (.); Brackett, Tom (T.P.)
Subject: RE: List of ABS Returns

Great work!

If you open the modules and find no evidence of corrosion, I recommend we then check the other modules. What do you think?

Thanks,

Robert

From: Nicastri, Paul (P.R.)
Sent: Monday, September 10, 2007 4:34 PM
To: Rossi, Roberto (R.A.)
Cc: Tikh, Leonid (.); Brackett, Tom (T.P.)
Subject: RE: List of ABS Returns

Roberto,

I pressure tested 10 modules today. I did a visual inspection beforehand to try to identify any cracked housings before pressure testing and of the 10 I looked at, none had any cracks. I also noted the condition of the module connector and in 2 cases we got the harness connector back as well. I drilled a small hole in the connector area of the first module and ran a pressure test, by pressurizing through the vent port to confirm that at 2 psi we could fill the module. I used one of the Lear connectors that had the leads sealed for the partially seated seal testing we did earlier and cut off one of the end. After a second or two, bubbles freely slowed out of the cut wire.

The observations are in the attached excel file. The results - all modules passed both the 2 and 4 psi test. I took the last module and increased the pressure to 7 psi and it still did not leak. I hope to have some time tomorrow to open the 10 modules to see what evidence of corrosion exists inside. If you have any question feel free to contact me.

<< File: Recalled Module Analysis.xls >>

Thanks

Paul R. Nicastrì

Staff Technical Specialist

Electrical Contact Reliability Group

EESE/Body & Security Sub-Systems Dept.

Rm 1339 RIC (SRL), MD #2047

Cell (313) 805-8009 fax (313) 337-2408

From: Rossi, Roberto (R.A.)
Sent: Monday, September 10, 2007 1:31 PM
To: Nicastrì, Paul (P.R.); Brackett, Tom (T.P.)
Cc: Tikh, Leonid (.)
Subject: List of ABS Returns

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<< File: WPRC ABS Modules.xls >>

Thanks,

Roberto Rossi

Chassis Electronics Supervisor

313-805-4157

From: Brackett, Tom (T.P.)
Sent: Friday, July 27, 2007 4:21 PM
To: Nicastri, Paul (P.R.); Rossi, Roberto (R.A.); Liu, Ron (D.R.)
Subject: RE: prior serviced then returned escape abs connector

Paul,

Rob came by this afternoon. We found the sample in the lab with the paperwork (graphs) from Roc.

Thanks,
Tom

From: Brackett, Tom (T.P.)
Sent: Friday, July 27, 2007 2:24 PM
To: Nicastri, Paul (P.R.); Rossi, Roberto (R.A.); Liu, Ron (D.R.)
Subject: RE: prior serviced then returned escape abs connector

Paul,
Did you have Roc Carter analysis the grease on this one?

Ron,
Did you look at this one under the SEM?

Rob Rossi called me today and said some more parts were returned after they were recall examined.

Pictures ref. below can be found @: W:\contrel\Contact Rel\Images\Escapes ABS issues\Al Leese return 6-26-07

From: Brackett, Tom (T.P.)
Sent: Tuesday, June 26, 2007 5:04 PM
To: Leese, Alvin (A.)
Cc: Nicastri, Paul (P.R.); Rossi, Roberto (R.A.)
Subject: prior serviced then returned escape abs connector

Al,

Here's a quick first look summary. What I saw: possible arc spot on the terminal that was melted. White grease still intact on three of the four large terminals, (the 4th one is the melted terminal).

What I did NOT see: Blue or green corrosion that would indicate a conductive path between the terminals. Strong evidence of fluid on the wire strands.

<< File: wire strands-org & yellow.jpg >> << File: wire strands-black insul.jpg >> << File: module melted term spot-2.jpg >> << File: module melted term spot-1.jpg >> << File: connector 4 large wire bottom-2.jpg >> << File: connector 4 large wire top-1.jpg >> << File: module 2 large terms-1.jpg >>

Sincerely,

Tom Brackett
Electrical Contact Reliability Group
EESE/Body & Security Sub-Systems Dept.
RIC (SRL) Room 1417, Lab. 1424
(313) 62-14071

From: Centa, John (J.R.)
Sent: Monday, May 05, 2008 3:07 PM
To: Miclea, Marcel (M.M.)
Cc: Ursum, Deb (D.L.); Collins Melissa (mcollins@renkim.com); Burroughs, Mary (M.M.); Ursula Harris (uharris@renkim.com); 'SSSC'
Subject: RE: 1FMYU03131KB28973

Much thanks!

From: Miclea, Marcel (M.M.)
Sent: Monday, May 05, 2008 2:59 PM
To: Centa, John (J.R.)
Subject: RE: 1FMYU03131KB28973

John,

I got the estimate and am still waiting for photos. Heather is my contact person at the dealership. I can continue working on the case, so you can close yours.

Marcel Miclea
Legal Analyst
Office of the General Counsel
Phone: (313) 322-1760
Fax: (888) 314-5917

From: Aguilera, Maria (M.)
Sent: Monday, May 05, 2008 2:36 PM
To: Miclea, Marcel (M.M.)
Cc: Centa, John (J.R.)
Subject: FW: 1FMYU03131KB28973

Marcel,

I believe this message is for you.

From: Centa, John (J.R.)
Sent: Monday, May 05, 2008 2:14 PM
To: Aguilera, Maria (M.)
Cc: Ursum, Deb (D.L.); Centa, John (J.R.)
Subject: FW: 1FMYU03131KB28973

Hi Maria,

Apparently the dealer called our Recall hotline on a vehicle that you also have an open case in progress. How would you like us to proceed?
Please call if you would like to discuss.

John R. Centa

6/3/2009

RQ09-002 0251

Call Center Supervisor
 FCSD - Recall and Service Programs
 Phone/Fax 313-33-73193

From: Deb Ursum [mailto:dursum@renkim.com]
Sent: Friday, May 02, 2008 7:05 PM
To: Centa, John (J.R.)
Cc: 'SSSC'
Subject: 1FMYU03131KB28973

John:

I have made numerous attempts at trying to get the dealer to send us information. Today I find out that he already has been in touch with Consumers. Please check with Marcel and decide who wants to take this one? No use both of us trying to get the same thing. Please advise Marcel that the vehicle is back in the customer possession, is the reason they are unable to send us the pics.

Call came to us on 4-28-08.

VIN: 1FMYU03131KB28973	Year: 2001	Model: ESCAPE	Case: 338281208
Name: JENNIFER COBORN	Owner Status: Subsequent	WSD: 2001-05-07	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - FIRE CLAIM		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: INVESTIGATION		

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - FIRE		
Dealer: 09976 AUTOMAX FORD		Origin Desc: OGC - CLAIMS - FD
Odometer: 117504 MI	Comm Type: INBOUND EMAIL-OTHER	
Analyst Name: PICKET SYLVIA	Analyst: SPICKET5	
Action Date: 04/29/2008	Action Time: 09.23.48.063	Action Data: Yes

Comments *****PRODUCT CLAIM*****DATE RECEIVED: 4/29/08. DEALER CONTACT: CUSTOMER ALLEGES CONCERN AS ABS MODULE CAUGHT ON FIRE & MELTED THE BRAKE M/C.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

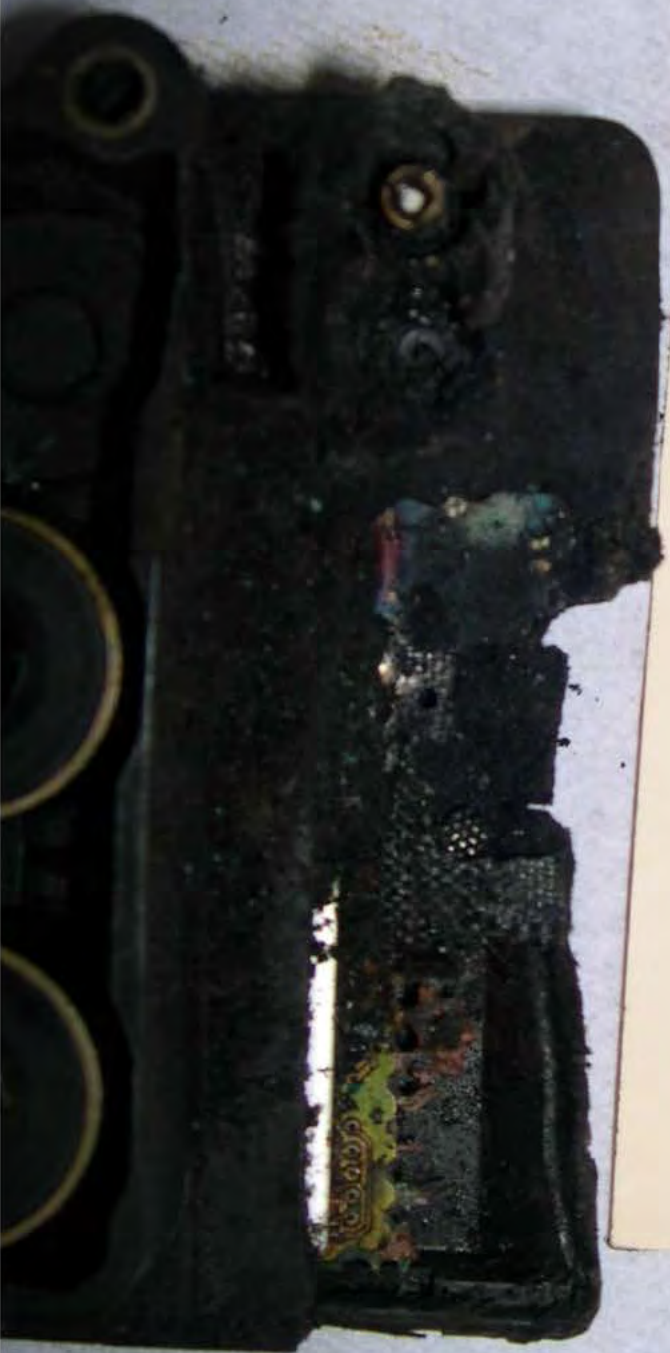
Data Element Name	Data Value
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ANALYST ID	MAGUILE8

DEB URSUM

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 Special Service Support Center
 1-800-325-5621
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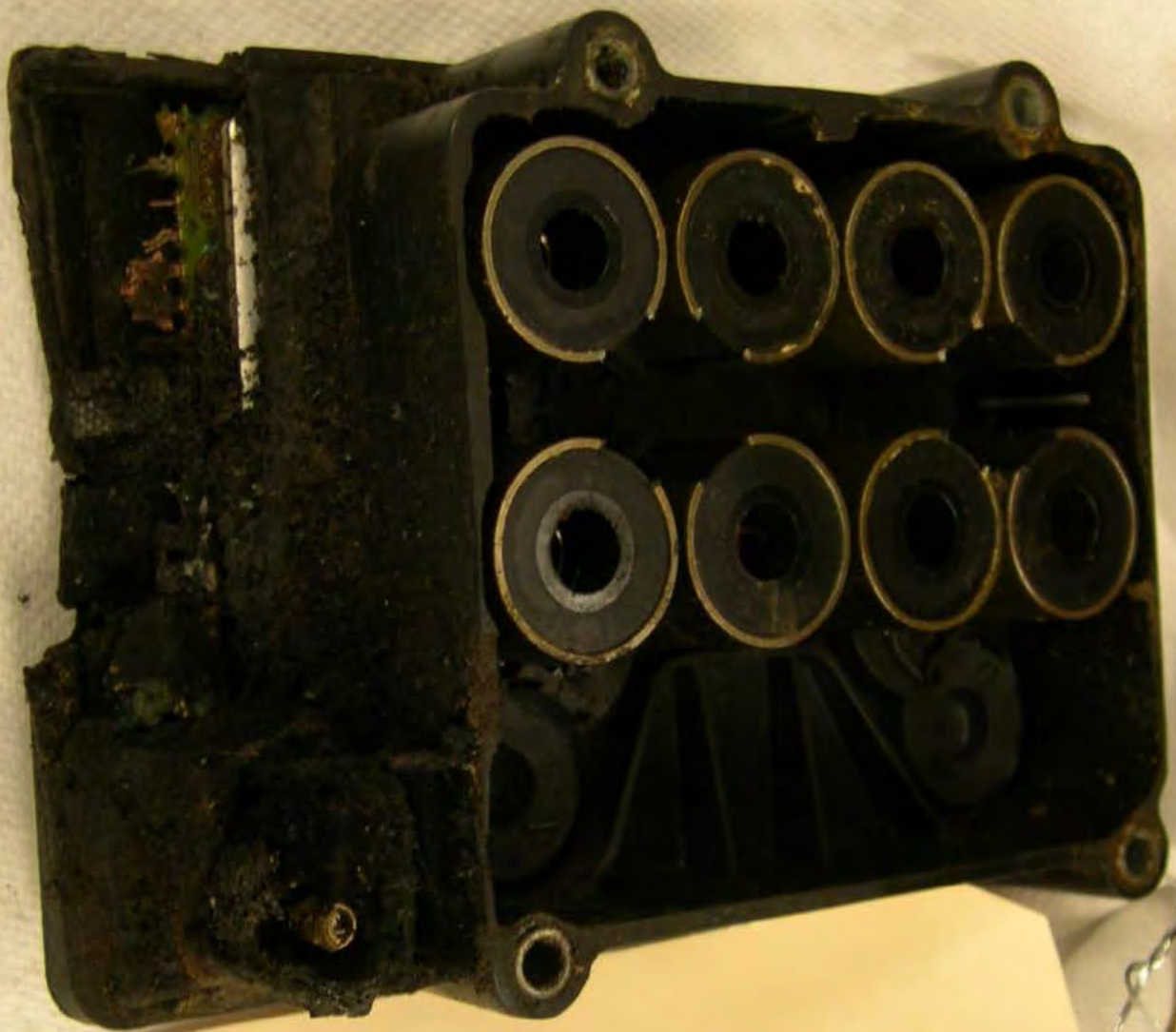
ITEM YU04192KC 36773
02 may

ESCAPE 4X4
VIN: 04121KB50803
AP: RO
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PAID: D
ENG: D
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Date: 05/03/2007
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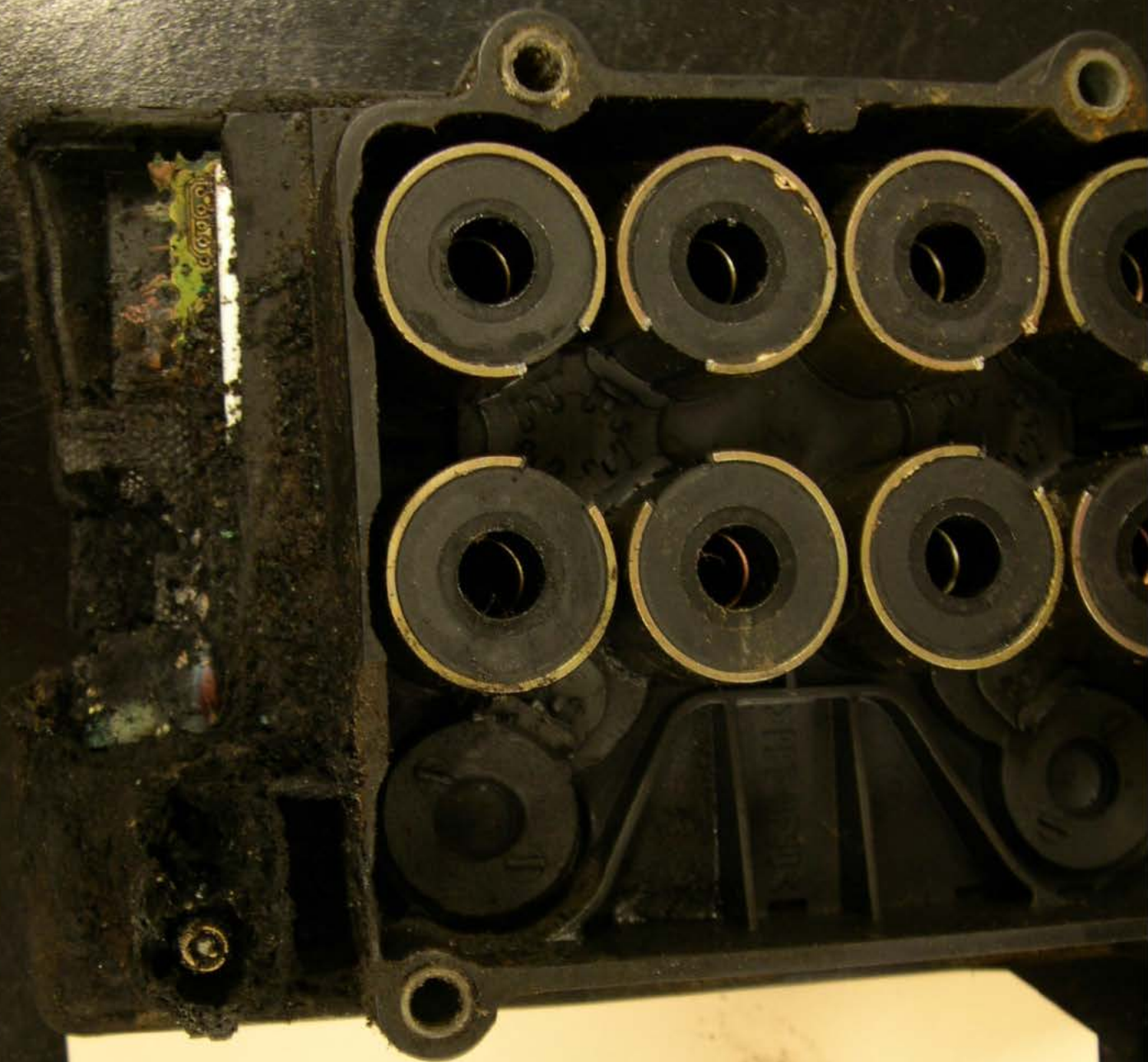


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