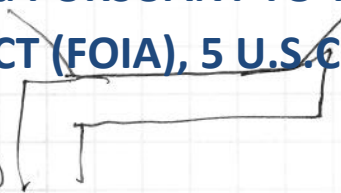




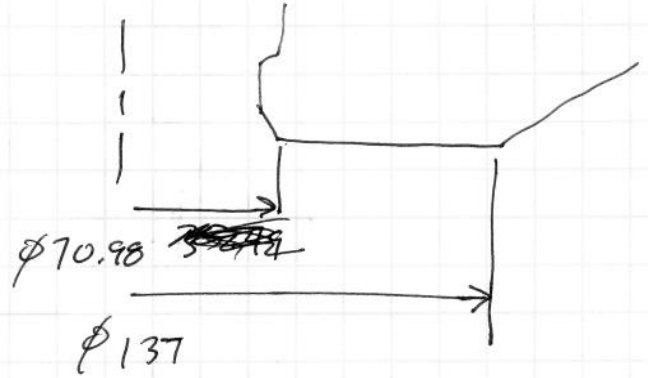
COLD HEADING
COMPANY

www.coldheading.com • 586.497.7000

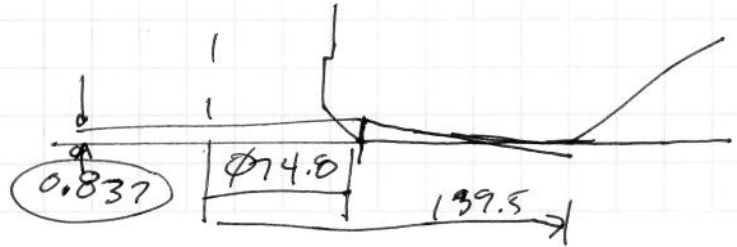
Q520 No cat source wheel
Cover Ring category



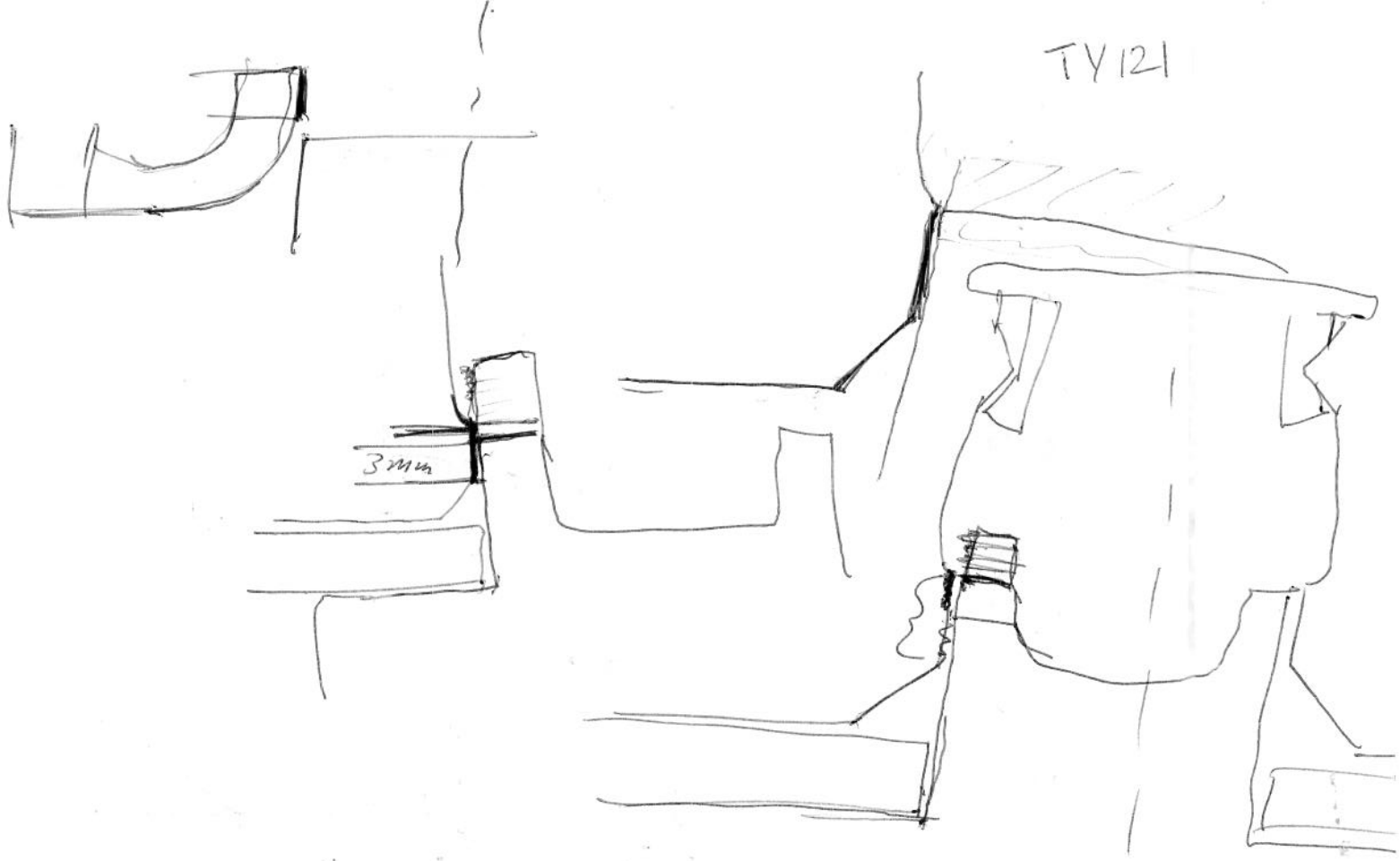
9 H6C-1007-CC
Mounting hole dia 139.5
9 E5C-1007-BC 137.0



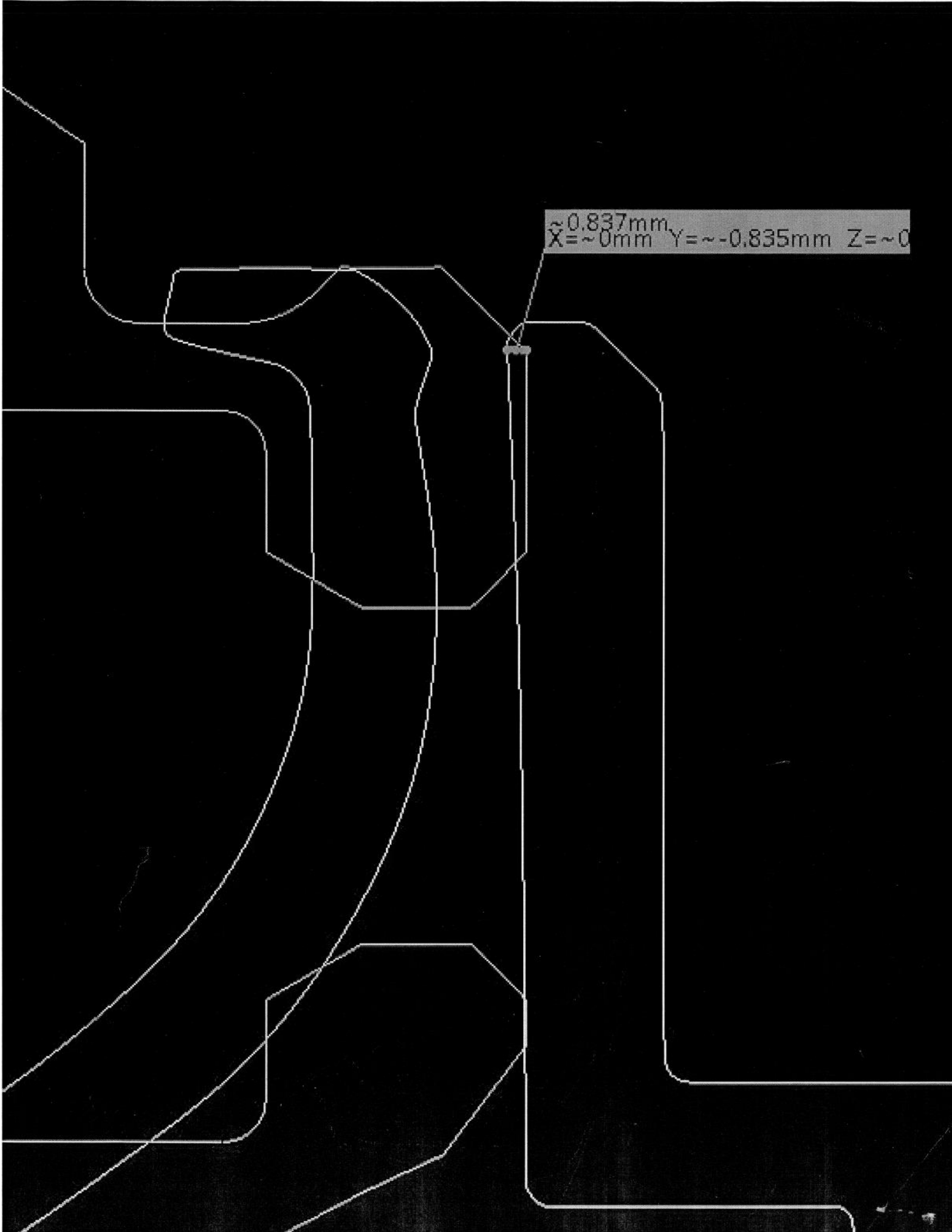
9 H6C-CC



TY121



$\tilde{x} \sim 0.837\text{mm}$
 $\tilde{X} = \sim 0\text{mm}$ $\tilde{Y} = \sim -0.835\text{mm}$ $\tilde{Z} = \sim 0$



From: Kircheis, Bryce (A.)
Sent: Monday, October 18, 2010 1:59 PM
To: Allard, Chris (C.E.)
Subject: FW: BODY FUSION PICTURES
Follow Up Flag: Follow up
Flag Status: Red
Attachments: BONDY 856213 006.jpg; BONDY 856213 001.jpg; BONDY 856213 002.jpg; BONDY 856213 003.jpg; BONDY 856213 004.jpg; BONDY 856213 005.jpg

Chris

This is Suburban Ford of Waterford. They are not on the DI program.

Do you want these parts. I can even pick them up for you it is right by my house.

From: John Vitale [mailto:jvitale@suburbancollection.com]
Sent: Monday, October 18, 2010 1:47 PM
To: Kircheis, Bryce (A.)
Subject: FW: BODY FUSION PICTURES

BRYCE, HAD THIS CAR TOWED IN ON SATURDAY. ONLY HAS 3,000 MILES ON IT AND OBVIOUSLY BECAUSE OF MILEAGE HAS NOT NEEDED TO TAKE IT ANYWHERE FOR SERVICE. STUDS BROKE OFF CLEAN AND TIRE FELL OFF. WHEN YOU LOOK AT THE WHEEL THERE IS VIRTUALLY NO DAMEAGE LIKE SOMETHING LOSENED UP. CHIC PIERMAN IS HERE FOR SERVICE AND SAID THAT THEY DID HAVE AN ISSUE WITH A FOCUS LINE THEN SAID HE COULD NOT REMEMBER WHETHER IT WAS FOCUS OR FUSION.....I THINK THIS IS A WARRANTY ISSUE. WHAT DO YOU THINK?

From: Dominic Bertolini
Sent: Monday, October 18, 2010 1:25 PM
To: John Vitale
Subject: BODY FUSION PICTURES



PE11-003 001128



PE11-003 001129



PE11-003 001130



PE11-003 001131



PE11-003 001132



PE11-003 001133

From: Christenson, Heather (H.)
Sent: Friday, December 03, 2010 2:16 PM
To: Allard, Chris (C.E.); Bouwma, Robert (R.); Dan, Thomas (G.)
Subject: RE: concern

Follow Up Flag: Follow up
Flag Status: Red

That is correct.

From: Allard, Chris (C.E.)
Sent: Friday, December 03, 2010 1:28 PM
To: Christenson, Heather (H.); Bouwma, Robert (R.); Dan, Thomas (G.)
Subject: RE: concern

Thanks Heather. So I assume the dates listed below are when we shipped from our depots.

Chris Allard
North American Applications Manager
Wheels, Tires, and Jacks
[Ford Motor Company](#)
(office) 313-845-7679, (cell) 313-492-8030

From: Christenson, Heather (H.)
Sent: Friday, December 03, 2010 12:26 PM
To: Allard, Chris (C.E.); Bouwma, Robert (R.); Dan, Thomas (G.)
Subject: RE: concern

Chris,

Only Brembo can tell us when they receive the parts. I can tell you when they left the FCSD depots. Brembo has access to the data I provided below.

Heather

From: Allard, Chris (C.E.)
Sent: Friday, December 03, 2010 10:57 AM
To: Christenson, Heather (H.); Bouwma, Robert (R.); Dan, Thomas (G.)
Subject: RE: concern

Heather-

This isn't a system I'm familiar with. Does the data below indicate when Brembo did/will receive the parts back? I'm guessing not and that the first column is the data the particular depot shipped the parts. Thanks!

Chris Allard
North American Applications Manager
Wheels, Tires, and Jacks
[Ford Motor Company](#)
(office) 313-845-7679, (cell) 313-492-8030

From: Christenson, Heather (H.)
Sent: Friday, December 03, 2010 10:47 AM
To: Allard, Chris (C.E.); Bouwma, Robert (R.); Dan, Thomas (G.)

Subject: RE: concern

Here's a list of parts in transit back to the supplier.....

SMMPTDBA Transaction Register General 12/03/10 10:45:17

==> _____
SERVICE PART: 9E5Z- 2C026-B_____ RECEIVING LOCATION: _____
TRAN TYPE: _ START DATE: 10/03/10 END DATE: 12/03/10
TRANS CODE: 64_ CUSTOMER: _____ SUPPLIER: _____

A Trans	Trn Rec	Cust	Suplr	Quantity	Quantity	Document	Trans	Rs	Cr	Iv	
C Date	Code	Loc	Code	Loc	Shipped	Received	Number	Quantity	Cd	Cd	St
11/17/10	64	AF1ZA	FWG3A	84	000516	01	01				
11/17/10	64	AF2KA	FWG3A	6	000442	01	01				
11/19/10	64	AF2AA	FWG3A	1	000237	01	01				
11/19/10	64	AF1SA	FWG3A	2	000307	01	01				
11/22/10	64	AF1UA	FWG3A	96	000469	01	01				
11/29/10	64	AF1NA	FWG3A	10	000384	01	01				
11/30/10	64	AF2EA	FWG3A	14	000424	01	01				
11/30/10	64	AF30A	FWG3A	36	556812	01	01				
11/30/10	64	AF30A	FWG3A	48	556813	01	01				
11/30/10	64	AF30A	FWG3A	84	556814	01	01				
11/30/10	64	AF30A	FWG3A	84	556815	01	01				
11/30/10	64	AF30A	FWG3A	84	556816	01	01				
11/30/10	64	AF30A	FWG3A	84	556817	01	01				
11/30/10	64	AF30A	FWG3A	84	556818	01	01				
11/30/10	64	AF30A	FWG3A	84	556819	01	01				
11/30/10	64	AF30A	FWG3A	84	556820	01	01				
11/30/10	64	AF30A	FWG3A	84	556821	01	01				
11/30/10	64	AF30A	FWG3A	84	556822	01	01				
11/30/10	64	AF30A	FWG3A	84	556823	01	01				
11/30/10	64	AF30A	FWG3A	84	556824	01	01				
11/30/10	64	AF30A	FWG3A	84	556825	01	01				
12/01/10	64	AF1XA	FWG3A	23	000290	01	01				
12/02/10	64	AF1YA	FWG3A	14	000281	01	01				

Regards,

Heather Christenson

STA - Chassis

Ford Customer Service Division

16800 Executive Plaza Dr.

Cube 3N134

Dearborn, Mi 48126

Tel: (313) 390-3188

www.thefordstory.com

From: Allard, Chris (C.E.)
Sent: Friday, December 03, 2010 9:54 AM
To: Christenson, Heather (H.); Bouwma, Robert (R.); Dan, Thomas (G.)
Subject: RE: concern

Heather-

Do you know when Brembo will get the parts back from the depots?

Chris Allard
North American Applications Manager

Wheels, Tires, and Jacks
Ford Motor Company
(office) 313-845-7679, (cell) 313-492-8030

From: Christenson, Heather (H.)
Sent: Friday, December 03, 2010 9:07 AM
To: Bouwma, Robert (R.); Allard, Chris (C.E.); Dan, Thomas (G.)
Subject: RE: concern

[QCN 10301 was written on 11/16/10 for this part number.](#)

Heather Christenson
STA - Chassis
Ford Customer Service Division
16800 Executive Plaza Dr.
Cube 3N134
Dearborn, Mi 48126
Tel: (313) 390-3188
www.thefordstory.com

From: Bouwma, Robert (R.)
Sent: Friday, December 03, 2010 7:33 AM
To: Allard, Chris (C.E.); Dan, Thomas (G.)
Cc: Christenson, Heather (H.)
Subject: RE: concern

[9E51 2C026-AB is the Fusion/Milan rear rotor PN.](#)

Bob Bouwma

rbouwma@ford.com
(313) 806-4290

From: Allard, Chris (C.E.)
Sent: Thursday, December 02, 2010 2:57 PM
To: Dan, Thomas (G.); Bouwma, Robert (R.)
Cc: Christenson, Heather (H.)
Subject: RE: concern

[Rear rotor from Fusion.](#)

Bob-

[Can you provide the PN?](#)

Chris Allard
North American Applications Manager
Wheels, Tires, and Jacks
Ford Motor Company
(office) 313-845-7679, (cell) 313-492-8030

From: Dan, Thomas (G.)
Sent: Thursday, December 02, 2010 2:35 PM
To: Allard, Chris (C.E.)
Cc: Christenson, Heather (H.)
Subject: concern
Importance: High

Chris

Heather has been working on an QCN with a brake part.

To confirm that we are talking about the same part please provide the Ford part # in question.

Heather

Chris # ": 313 492 8030.

Once you get the part

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Thomas Dan

NA Service STA Manager

Part Supply and Logistics Quality Office - FCSD

313 390 3164 Tdan1@Ford.com

Results will change when the process improves.

Process improves when the work culture promotes

teamwork and continuous improvement.

From: Beltran, Victor (V.)
Sent: Monday, August 30, 2010 4:42 PM
To: 'RBarrett@ntnusa.com'
Cc: 'CMeissnest@ntnusa.com'; Durand, Gerardo (G.D.); Ulloa, Fernando (F.F.); 'KPaarfusser@anbmntn.com'; 'JWelch@anbmntn.com'; 'MChand@anbmntn.com'; 'ABaron@anbmntn.com'
Subject: RE: Failed samples/Current torque setting for CD3 rear lug stud
Follow Up Flag: Follow up
Flag Status: Red
133 +/- 20 nt - m

Regards.

Victor Beltran

Incoming Quality

Ford Hermosillo

vbeltran@ford.com

52 662 259 8164

From: RBarrett@ntnusa.com [mailto:RBarrett@ntnusa.com]
Sent: Lunes, 30 de Agosto de 2010 01:25 p.m.
To: Beltran, Victor (V.)
Cc: CMeissnest@ntnusa.com; Durand, Gerardo (G.D.); Ulloa, Fernando (F.F.); KPaarfusser@anbmntn.com; JWelch@anbmntn.com; MChand@anbmntn.com; ABaron@anbmntn.com
Subject: Failed samples/Current torque setting for CD3 rear lug stud

Hello Victor,

Can you please tell us what the current wheel nut tightening torque range is that the Hermosillo plant is currently using for the rear lug stud?

Please advise,

ROB BARRETT
Application Engineering Manager - Automotive
NTN Bearing Corporation of America
T 248.324.4700 x23163 (Direct: 248.324.4522)
M 224.639.2080
www.NTNAmerica.com



From: Farmer, Marty (M.F.)
Sent: Wednesday, September 08, 2010 11:25 AM
To: Shetty, Praveen (P.); Haag, Gavin (G.M.); Bagley, Matt (M.R.)
Subject: FW: Torque Click Wrench Test

Follow Up Flag: Follow up
Flag Status: Red

Attachments: PRUEBA CON TOR.133NM..xls; Picture (Metafile)

Guys,

As discussed yesterday, a request was made to verify 20 units (from screening). See note from Fernan below.

MARTY FARMER CD4.1 WHEELS & TIRES | FORD MOTOR COMPANY | MFARMER2@FORD.COM | 313.805.5605

From: Soto, Fernan (F.S.)
Sent: Tuesday, September 07, 2010 9:30 PM
To: Galindo, Sergio (S.N.); Rogero, Antonio (A.); Bejarano, Sergio (SBF.); Farmer, Marty (M.F.); Ulloa, Fernando (F.F.); Diaz, Juan Manuel (J.M.)
Subject: Torque Click Wrench Test

There were 20 units processed with a click torque wrench calibrated at 133 NM after the screening (DC Tooling process at repair area) and everyone were OK.

Regards



PRUEBA CON
OR.133NM..xls (22 .

Fernán Soto



HSAP-FSE

Cell: +52 662 148 0482

E-mail: fsoto4@ford.com

TORQUE CLICK WRENCH 133 NM.

ROTATION	VIN	OK-NOK
2088	103661	OK
9335	600732	OK
9336	101041	OK
9253	106298	OK
9303	106581	OK
7191	108745	OK
6675	105248	OK
9387	102638	OK
8901	108035	OK
9394	100527	OK
9407	114588	OK
9403	107785	OK
9365	103972	OK
9460	108416	OK
7101	103609	OK
6531	111002	OK
6167	101343	OK
9427	102178	OK
6833	141163	OK
7236	104819	OK

From: Chacon, Jose (A.)
Sent: Friday, January 28, 2011 1:43 PM
To: Buckman, Lynne (L.A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Follow Up Flag: Follow up
Flag Status: Red

Thank You!

Regards,

José Chacón

Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062

From: Buckman, Lynne (L.A.)
Sent: Friday, January 28, 2011 1:36 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.); Buckman, Lynne (L.A.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

PURVIS FORD INC

3660 JEFF DAVIS HWY/US #1

FREDERICKSBURG VA 22408

P/A code 00061

Attention - Bill Moulds

Appointment scheduled for 2-3-11

Mr. [REDACTED] VIN # 3FAHP0HA1A [REDACTED] - 2010 Fusion

PRIVILEGED AND CONFIDENTIAL

Lynne Buckman
Executive Liaison - CCGO
Phone - 313-845-6232
lbuckman@ford.com

From: Chacon, Jose (A.)
Sent: Friday, January 28, 2011 1:24 PM
To: Buckman, Lynne (L.A.)
Cc: Tansil-Marshall, Robin (R.)

Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Lynne,

Yes, then can be sent. Can you confirm the dealer's P&A and where exactly the customer is taking their vehicle? I will expedite the parts. Thanks for your support.

Regards,

José Chacón

**Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062**

From: Buckman, Lynne (L.A.)
Sent: Friday, January 28, 2011 12:09 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.); Buckman, Lynne (L.A.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Ok - can the parts be sent to the dealer by Thursday 2-3-11. Please confirm this and then I will confirm with the customer and dealer.

PRIVILEGED AND CONFIDENTIAL

*Lynne Buckman
Executive Liaison - CCGO
Phone - 313-845-6232
lbuckman@ford.com*

From: Chacon, Jose (A.)
Sent: Friday, January 28, 2011 11:10 AM
To: Buckman, Lynne (L.A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Thank You Team,

Let me know when the appointment is set up for the customer to arrive to the dealer. I can turn around a get the Ford region involved, for this request.

Regards,

José Chacón

**Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062**

From: Buckman, Lynne (L.A.)
Sent: Friday, January 28, 2011 10:24 AM
To: Chacon, Jose (A.)
Cc: Buckman, Lynne (L.A.); Tansil-Marshall, Robin (R.)
Subject: FW: #2C026 - Brake System Repair - Fusion Team Request -

Good Morning Jose

I've just spoke with Mr. [REDACTED] VIN # 3FAHP0HA1AR [REDACTED] whose vehicle has been previously serviced at Purvis Ford. He is very agreeable to having the dealer perform further repairs. As well I've spoke with Bill - service manager to appraise him of this upcoming repair as well.

I informed Mr. [REDACTED] that our attempt will be to complete this within the next 10 days - hopefully that can be accomplished. If it will be longer than that, let me know an I can advise the customer of that.

Lynne

PRIVILEGED AND CONFIDENTIAL

Lynne Buckman
Executive Liaison - CCGO
Phone - 313-845-6232
lbuckman@ford.com

From: Tansil-Marshall, Robin (R.)
Sent: Friday, January 28, 2011 8:56 AM
To: Arledge, Lynn (L.); Buckman, Lynne (L.A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: FW: #2C026 - Brake System Repair - Fusion Team Request -

Please provide a status to Jose when you get a chance. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall
Team Leader
Executive Liaison/Correspondence
Consumer Affairs FCSD
Phone: 313-845-5761 Fax: 866-670-0349
rtansil@ford.com

From: Chacon, Jose (A.)
Sent: Friday, January 28, 2011 8:08 AM
To: Tansil-Marshall, Robin (R.)
Cc: Gudino Mendoza, Martin (J.M.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Robin,

Good Morning. When you get an opportunity. Do you have any updates or leads on the request below, the team is working on? Any information and/or next steps are welcome. Thanks for your support.

Regards,

José Chacón
Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062

From: Tansil-Marshall, Robin (R.)
Sent: Tuesday, January 25, 2011 3:16 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Jose,

This is being sent per the vm message that I left for you today. I reviewed the warranty history for the vehicles below. None of them have rotor replacement listed. All of them list rear wheel studs broken. Please clarify. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall

Team Leader
Executive Liaison/Correspondence
Consumer Affairs FCSD
Phone: 313-845-5761 Fax: 866-670-0349
rtansil@ford.com

From: Tansil-Marshall, Robin (R.)
Sent: Monday, January 24, 2011 5:26 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Jose,

Exactly what will you need from EL? Are we just making calls to the customer and advising of the information that you have documented. Please give me a call tomorrow to discuss further. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall

Team Leader
Executive Liaison/Correspondence
Consumer Affairs FCSD
Phone: 313-845-5761 Fax: 866-670-0349
rtansil@ford.com

From: Chacon, Jose (A.)
Sent: Monday, January 24, 2011 11:35 AM
To: Tansil-Marshall, Robin (R.)
Subject: #2C026 - Brake System Repair - Fusion Team Request -

Robin,

Good Morning. When your get an opportunity. Our program is reviewing a concern with Brake Rotor vibration. Currently, a concern was noted with the quality of the rotors. This quality concern was resolved with a new released part. Right now, working with the Fusion team, they identified some customers that had the rotors replaced with-in the past 6 months, and caused customer dissatisfaction. Our team would like to get these customers (below) back into the dealer. For a brake inspection, repair and replacement of the rear brake rotors again, at no cost or inconvenience to the customer.

Next Steps:

The team, is looking get these customers back into the dealer, (with rental coverage, if needed) to have their brake system inspected and to replace they brake rotors or subsequent components, with the latest and greatest parts. The team has arranged a team to send these parts to the dealer. We need your teams support to re-service these customers vehicle again, through their local dealer and CRC/CAC Customer handling group. In addition, we may required a local Field Service Engineer, to work with the Fusion Team.

VIN #	Customer Name
3MEHM0HAXAR [REDACTED]	MRS [REDACTED]
3FAHP0HA1AR [REDACTED]	[REDACTED]
3FAHP0HA9AR [REDACTED]	[REDACTED]
3FAHP0HA2AR [REDACTED]	[REDACTED]

If any concerns, with this request, I am the point of contact for this request. Any information and/or next steps are welcome.

Regards,

José Chacón

**Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062**

From: Arledge, Lynn (L.)
Sent: Friday, January 28, 2011 11:43 AM
To: Chacon, Jose (A.)
Subject: FW: #2C026 - Brake System Repair - Fusion Team Request -

Follow Up Flag: Follow up
Flag Status: Red

Hi Jose,
Ms. [REDACTED] (3FAHP0HA9AR [REDACTED]) will take her vehicle to Kayser Ford (06395) on February 3, 2011. I contacted the dealership and made them aware of the repair. Will your team be contacting the FSE and also shipping the parts?

Please see dealership information below.

Kayser Ford (06395)
2303 W. Beltline Highway
Madison, WI 53713
Phone: (608) 276-0200
Contact:
Tim Douglas (Service Manager)

Privileged and Confidential

Lynn Arledge
Senior Executive Representative
Executive Liaison -CCGO
Phone: (313) 845-5808
Email: larledge@ford.com

From: Tansil-Marshall, Robin (R.)
Sent: Friday, January 28, 2011 8:56 AM
To: Arledge, Lynn (L.); Buckman, Lynne (L.A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: FW: #2C026 - Brake System Repair - Fusion Team Request -

Please provide a status to Jose when you get a chance. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall
Team Leader
Executive Liaison/Correspondence
Consumer Affairs FCSD
Phone: 313-845-5761 Fax: 866-670-0349
rtansil@ford.com

From: Chacon, Jose (A.)
Sent: Friday, January 28, 2011 8:08 AM
To: Tansil-Marshall, Robin (R.)
Cc: Gudino Mendoza, Martin (J.M.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Robin,

Good Morning. When you get an opportunity. Do you have any updates or leads on the request below, the team is working on? Any information and/or next steps are welcome. Thanks for your support.

Regards,

José Chacón

**Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062**

From: Tansil-Marshall, Robin (R.)
Sent: Tuesday, January 25, 2011 3:16 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Jose,

This is being sent per the vm message that I left for you today. I reviewed the warranty history for the vehicles below. None of them have rotor replacement listed. All of them list rear wheel studs broken. Please clarify. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall

**Team Leader
Executive Liaison/Correspondence
Consumer Affairs FCSD
Phone: 313-845-5761 Fax: 866-670-0349
rtansil@ford.com**

From: Tansil-Marshall, Robin (R.)
Sent: Monday, January 24, 2011 5:26 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Jose,

Exactly what will you need from EL? Are we just making calls to the customer and advising of the information that you have documented. Please give me a call tomorrow to discuss further. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall

**Team Leader
Executive Liaison/Correspondence
Consumer Affairs FCSD**

Phone: 313-845-5761 Fax: 866-670-0349

rtansil@ford.com

From: Chacon, Jose (A.)
Sent: Monday, January 24, 2011 11:35 AM
To: Tansil-Marshall, Robin (R.)
Subject: #2C026 - Brake System Repair - Fusion Team Request -

Robin,

Good Morning. When your get an opportunity. Our program is reviewing a concern with Brake Rotor vibration. Currently, a concern was noted with the quality of the rotors. This quality concern was resolved with a new released part. Right now, working with the Fusion team, they identified some customers that had the rotors replaced with-in the past 6 months, and caused customer dissatisfaction. Our team would like to get these customers (below) back into the dealer. For a brake inspection, repair and replacement of the rear brake rotors again, at no cost or inconvenience to the customer.

Next Steps:

The team, is looking get these customers back into the dealer, (with rental coverage, if needed) to have their brake system inspected and to replace they brake rotors or subsequent components, with the latest and greatest parts. The team has arranged a team to send these parts to the dealer. We need your teams support to re-service these customers vehicle again, through their local dealer and CRC/CAC Customer handling group. In addition, we may required a local Field Service Engineer, to work with the Fusion Team.

VIN #	Customer Name
3MEHM0HAXAR [REDACTED]	MRS [REDACTED]
3FAHP0HA1AR [REDACTED]	[REDACTED]
3FAHP0HA9AR [REDACTED]	MS [REDACTED]
3FAHP0HA2AR [REDACTED]	[REDACTED]

If any concerns, with this request, I am the point of contact for this request. Any information and/or next steps are welcome.

Regards,

José Chacón

**Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062**

From: Chacon, Jose (A.)
Sent: Friday, January 28, 2011 8:08 AM
To: Tansil-Marshall, Robin (R.)
Cc: Gudino Mendoza, Martin (J.M.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Follow Up Flag: Follow up
Flag Status: Red

Robin,

Good Morning. When you get an opportunity. Do you have any updates or leads on the request below, the team is working on? Any information and/or next steps are welcome. Thanks for your support.

Regards,

Jose Chacon

Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062

From: Tansil-Marshall, Robin (R.)
Sent: Tuesday, January 25, 2011 3:16 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Jose,

This is being sent per the vm message that I left for you today. I reviewed the warranty history for the vehicles below. None of them have rotor replacement listed. All of them list rear wheel studs broken. Please clarify. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall

Team Leader
Executive Liaison/Correspondence
Consumer Affairs FCSD
Phone: 313-845-5761 Fax: 866-670-0349
rtansil@ford.com

From: Tansil-Marshall, Robin (R.)
Sent: Monday, January 24, 2011 5:26 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Jose,

Exactly what will you need from EL? Are we just making calls to the customer and advising of the information that you have documented. Please give me a call tomorrow to discuss further. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall

**Team Leader
Executive Liaison/Correspondence
Consumer Affairs FCSD
Phone: 313-845-5761 Fax: 866-670-0349
rtansil@ford.com**

From: Chacon, Jose (A.)
Sent: Monday, January 24, 2011 11:35 AM
To: Tansil-Marshall, Robin (R.)
Subject: #2C026 - Brake System Repair - Fusion Team Request -

Robin,

Good Morning. When your get an opportunity. Our program is reviewing a concern with Brake Rotor vibration. Currently, a concern was noted with the quality of the rotors. This quality concern was resolved with a new released part. Right now, working with the Fusion team, they identified some customers that had the rotors replaced with-in the past 6 months, and caused customer dissatisfaction. Our team would like to get these customers (below) back into the dealer. For a brake inspection, repair and replacement of the rear brake rotors again, at no cost or inconvenience to the customer.

Next Steps:

The team, is looking get these customers back into the dealer, (with rental coverage, if needed) to have their brake system inspected and to replace they brake rotors or subsequent components, with the latest and greatest parts. The team has arranged a team to send these parts to the dealer. We need your teams support to re-service these customers vehicle again, through their local dealer and CRC/CAC Customer handling group. In addition, we may required a local Field Service Engineer, to work with the Fusion Team.

VIN #	Customer Name
3MEHM0HAXAR [REDACTED]	MRS [REDACTED]
3FAHP0HA1AR [REDACTED]	[REDACTED]
3FAHP0HA9AR [REDACTED]	MS [REDACTED]
3FAHP0HA2AR [REDACTED]	[REDACTED]

If any concerns, with this request, I am the point of contact for this request. Any information and/or next steps are welcome.

Regards,

José Chacón

**Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062)**

From: Chacon, Jose (A.)
Sent: Tuesday, February 01, 2011 10:32 AM
To: Arledge, Lynn (L.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Follow Up Flag: Follow up
Flag Status: Red

Thank You!
I'll arrange the Parts and/or FSE Regional Involvement.

Regards,

José Chacón

Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062

From: Arledge, Lynn (L.)
Sent: Tuesday, February 01, 2011 10:17 AM
To: Chacon, Jose (A.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Jose,
The customer returned my call from [REDACTED] Apparently she had been out of the office sick. Here are the details.

Customer: [REDACTED]
Driver: Adrian Riley
VIN: 3FAHP0HA2AR [REDACTED]

Dealership:
Miller Ford, Inc (01336)
1596 Route 38
Lumberton, NJ 08048

Contact at dealership:
Jim Visco (Service Manager)
(609) 261-7811 (direct number)

Ms. Riley will take the vehicle to Miller Ford on February 7, 2011. I advised the service manager that Engineering will be supplying parts and contacting him about this repair.

Please let me know if you need more information.

[Privileged and Confidential](#)

Lynn Arledge
Senior Executive Representative

Executive Liaison -CCGO
Phone: (313) 845-5808
Email: larledge@ford.com

From: Chacon, Jose (A.)
Sent: Monday, January 31, 2011 3:11 PM
To: Arledge, Lynn (L.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Thank You!
Agree. We can not push the envelope.

Regards,

José Chacón

Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062

From: Arledge, Lynn (L.)
Sent: Monday, January 31, 2011 3:10 PM
To: Chacon, Jose (A.)
Subject: FW: #2C026 - Brake System Repair - Fusion Team Request -

Jose,
I've contacted the driver for the vehicle that is registered to Lease Plan USA/Farmer's Insurance and she has yet to return my call. If/when she returns my call, I'll forward additional information. At this time, the customer does not appear to be interested.

Let me know if you need more information.

Privileged and Confidential

Lynn Arledge
Senior Executive Representative
Executive Liaison -CCGO
Phone: (313) 845-5808
Email: larledge@ford.com

From: Chacon, Jose (A.)
Sent: Friday, January 28, 2011 8:08 AM
To: Tansil-Marshall, Robin (R.)
Cc: Gudino Mendoza, Martin (J.M.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Robin,
Good Morning. When you get an opportunity. Do you have any updates or leads on the request below, the team is working on? Any information and/or next steps are welcome. Thanks for your support.

Regards,

José Chacón

**Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062**

From: Tansil-Marshall, Robin (R.)
Sent: Tuesday, January 25, 2011 3:16 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Jose,

This is being sent per the vm message that I left for you today. I reviewed the warranty history for the vehicles below. None of them have rotor replacement listed. All of them list rear wheel studs broken. Please clarify. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall

**Team Leader
Executive Liaison/Correspondence
Consumer Affairs FCSD
Phone: 313-845-5761 Fax: 866-670-0349
rtansil@ford.com**

From: Tansil-Marshall, Robin (R.)
Sent: Monday, January 24, 2011 5:26 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Jose,

Exactly what will you need from EL? Are we just making calls to the customer and advising of the information that you have documented. Please give me a call tomorrow to discuss further. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall

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Executive Liaison/Correspondence
Consumer Affairs FCSD
Phone: 313-845-5761 Fax: 866-670-0349
rtansil@ford.com**

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Sent: Monday, January 24, 2011 11:35 AM
To: Tansil-Marshall, Robin (R.)

Subject: #2C026 - Brake System Repair - Fusion Team Request -

Robin,

Good Morning. When your get an opportunity. Our program is reviewing a concern with Brake Rotor vibration. Currently, a concern was noted with the quality of the rotors. This quality concern was resolved with a new released part. Right now, working with the Fusion team, they identified some customers that had the rotors replaced with-in the past 6 months, and caused customer dissatisfaction. Our team would like to get these customers (below) back into the dealer. For a brake inspection, repair and replacement of the rear brake rotors again, at no cost or inconvenience to the customer.

Next Steps:

The team, is looking get these customers back into the dealer, (with rental coverage, if needed) to have their brake system inspected and to replace they brake rotors or subsequent components, with the latest and greatest parts. The team has arranged a team to send these parts to the dealer. We need your teams support to re-service these customers vehicle again, through their local dealer and CRC/CAC Customer handling group. In addition, we may required a local Field Service Engineer, to work with the Fusion Team.

VIN #	Customer Name
3MEHM0HAXAR [REDACTED]	MRS [REDACTED]
3FAHP0HA1AR [REDACTED]	[REDACTED]
3FAHP0HA9AR [REDACTED]	MS [REDACTED]
3FAHP0HA2AR [REDACTED]	[REDACTED]

If any concerns, with this request, I am the point of contact for this request. Any information and/or next steps are welcome.

Regards,

José Chacón

**Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062**

From: Arledge, Lynn (L.)
Sent: Thursday, February 03, 2011 12:13 PM
To: Chacon, Jose (A.)
Subject: FW: #2C026 - Brake System Repair - Fusion Team Request -

Follow Up Flag: Follow up
Flag Status: Red

Jose,

I received a call from Tim Douglas who is the service manager for Kayser Ford. Tim says he has not received the parts for the vehicle listed below nor has he been contacted regarding the repair. Can someone from your office please contact Tim and provide further direction? The customer's vehicle is currently at the dealership.

Tim's direct number is (608)276-0296.

Privileged and Confidential

Lynn Arledge

Senior Executive Representative
Executive Liaison -CCGO
Phone: (313) 845-5808
Email: larledge@ford.com

From: Arledge, Lynn (L.)
Sent: Friday, January 28, 2011 11:43 AM
To: Chacon, Jose (A.)
Subject: FW: #2C026 - Brake System Repair - Fusion Team Request -

Hi Jose,

Ms. Schultz (3FAHP0HA9AR [REDACTED]) will take her vehicle to Kayser Ford (06395) on February 3, 2011. I contacted the dealership and made them aware of the repair. Will your team be contacting the FSE and also shipping the parts?

Please see dealership information below.

Kayser Ford (06395)
2303 W. Beltline Highway
Madison, WI 53713
Phone: (608) 276-0200
Contact:
Tim Douglas (Service Manager)

Privileged and Confidential

Lynn Arledge

Senior Executive Representative
Executive Liaison -CCGO
Phone: (313) 845-5808
Email: larledge@ford.com

From: Tansil-Marshall, Robin (R.)
Sent: Friday, January 28, 2011 8:56 AM

To: Arledge, Lynn (L.); Buckman, Lynne (L.A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: FW: #2C026 - Brake System Repair - Fusion Team Request -

Please provide a status to Jose when you get a chance. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall

Team Leader

Executive Liaison/Correspondence

Consumer Affairs FCSD

Phone: 313-845-5761 Fax: 866-670-0349

rtansil@ford.com

From: Chacon, Jose (A.)
Sent: Friday, January 28, 2011 8:08 AM
To: Tansil-Marshall, Robin (R.)
Cc: Gudino Mendoza, Martin (J.M.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Robin,

Good Morning. When you get an opportunity. Do you have any updates or leads on the request below, the team is working on? Any information and/or next steps are welcome. Thanks for your support.

Regards,

José Chacón

Product Concern Engineer

Fusion/Milan/Zephyr/MKZ

Ford Customer Service Division

(91-313)322-7062

From: Tansil-Marshall, Robin (R.)
Sent: Tuesday, January 25, 2011 3:16 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Jose,

This is being sent per the vm message that I left for you today. I reviewed the warranty history for the vehicles below. None of them have rotor replacement listed. All of them list rear wheel studs broken. Please clarify. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall

Team Leader

Executive Liaison/Correspondence

Consumer Affairs FCSD

Phone: 313-845-5761 Fax: 866-670-0349

rtansil@ford.com

From: Tansil-Marshall, Robin (R.)
Sent: Monday, January 24, 2011 5:26 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Jose,

Exactly what will you need from EL? Are we just making calls to the customer and advising of the information that you have documented. Please give me a call tomorrow to discuss further. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall

Team Leader

Executive Liaison/Correspondence

Consumer Affairs FCSD

Phone: 313-845-5761 Fax: 866-670-0349

rtansil@ford.com

From: Chacon, Jose (A.)
Sent: Monday, January 24, 2011 11:35 AM
To: Tansil-Marshall, Robin (R.)
Subject: #2C026 - Brake System Repair - Fusion Team Request -

Robin,

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VIN #	Customer Name
3MEHM0HAXAR [REDACTED]	MRS [REDACTED]
3FAHP0HA1AR [REDACTED]	[REDACTED]
3FAHP0HA9AR [REDACTED]	MS [REDACTED]
3FAHP0HA2AR [REDACTED]	[REDACTED]

If any concerns, with this request, I am the point of contact for this request. Any information and/or next steps are welcome.

Regards,

José Chacón

Product Concern Engineer

Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062

From: Chacon, Jose (A.)
Sent: Thursday, February 03, 2011 12:24 PM
To: Arledge, Lynn (L.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request - AR416082

Follow Up Flag: Follow up
Flag Status: Red

Thank You!
The Team is moving quickly!

Regards,

José Chacón

Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062

From: Arledge, Lynn (L.)
Sent: Thursday, February 03, 2011 12:22 PM
To: Chacon, Jose (A.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request - AR416082

Jose,
I have provided the customer with a rental.

Thanks,

Privileged and Confidential

Lynn Arledge

Senior Executive Representative
Executive Liaison -CCGO
Phone: (313) 845-5808
Email: larledge@ford.com

From: Chacon, Jose (A.)
Sent: Thursday, February 03, 2011 12:21 PM
To: Coisman, Michael (M.J.); Bouwma, Robert (R.)
Cc: Arledge, Lynn (L.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request - AR416082

Thanks Lynn for the update.

Mike,

Good Morning, I'm told the parts were shipped to the dealer. Due to the recent weather conditions, there was probably a delay. We may need to put the customer on a rental. Looking for the next steps.

Robert,

Thanks for sending the parts to the dealer, can you provide a FedEx tracking #, we have the customer at the dealer pending for repairs.

Regards,

José Chacón

Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062

From: Arledge, Lynn (L.)
Sent: Thursday, February 03, 2011 12:13 PM
To: Chacon, Jose (A.)
Subject: FW: #2C026 - Brake System Repair - Fusion Team Request -

Jose,

I received a call from Tim Douglas who is the service manager for Kayser Ford. Tim says he has not received the parts for the vehicle listed below nor has he been contacted regarding the repair. Can someone from your office please contact Tim and provide further direction? The customer's vehicle is currently at the dealership.

Tim's direct number is (608)276-0296.

Privileged and Confidential

Lynn Arledge

Senior Executive Representative
Executive Liaison -CCGO
Phone: (313) 845-5808
Email: larledge@ford.com

From: brad hall [bhall9573@yahoo.com]

Sent: Friday, January 21, 2011 2:15 PM

To: Chacon, Jose (A.)

Subject: 2010 Ford Fusion Rotors

Follow Up Flag: Follow up

Flag Status: Red

Attachments: Picture 042.jpg; Picture 043.jpg; Picture 044.jpg; Picture 054.jpg; Picture 055.jpg; Picture 056.jpg

Here are the pics. of the rotors and the boxes we recieved them in.



PROTOTYPE & FUNCTIONAL BUILD MATERIAL

Prefix	Base	Suffix	FC	MI	RL	TC	TT	Serial No.
9E51	2C026	AB					W	
DESCRIPTION REAR ROTOR			Supplier GSDB FWG3A					
P.O./Req Number 2012061			Supplier Name Brimbo México S.A. de C.V.					
Line No. 1			Gross weight: 4.26 kg					
Supplier Contact Chris Milosavljevski			Supplier Phone Number 734 468-2132					

01/21/2011 02:00 PM

Ford Super Manager - Print Your Label(s)

From: (313) 544-3788
Tammy Blevins
Ford Motor Company Rec C
31175 Oakwood Blvd

Dearborn, MI 48124

Origin ID: BFWA

FedEx
Express



J11101012200205

Ship Date: 18JAN11
ActWgt: 10.5 LB
CAD: 100613495/NET 2130

Delivery Address Bar Code



SHIP TO: (317) 881-2541

BILL SENDER

RAY
RAY KKILLIAN FORD
1250 US HIGHWAY 31 S

GREENWOOD, IN 46143

Ref #
Invoice #
PO # R. BOUNAMA
Dept # 5100T537

1 of 2

WED - 19 JAN A2
PRIORITY OVERNIGHT

TRK# 7943 2980 3814

0201

MASTER

NI HNBA

46143

IN-US

IND



50095277000

01/21/2011 02:02 PM

18.2.16

27



01/21/2011 02:02 PM

18.2.16
27
1/16
PE11-003 00164

9E5Z 20026 B

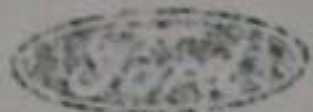
01/21/2011 01:59 PM

PE11-003 001165

01/21/2011 02:00 PM

PE11-003 001166





PROVIDER INFORMATION

Prefix	Base	Suffix	FC	MI	RL	TC	TT	Serial No.
9E51	2C026	AB					W	
DESCRIPTION			Supplier GDB		FWGJA			
REAR ROTOR			Supplier Name					
P.O. Ref. Number			Empresa México S.A. de C.V.					
2912061			Gross weight: 4.26 kg					
Line No.			Supplier Phone Number					
1			734-463-2112					
Supplier Contact								
Chris Miosavlevski								

01/21/2011 02:02 PM

From: Chacon, Jose (A.)
Sent: Friday, January 21, 2011 3:34 PM
To: Bouwma, Robert (R.)
Cc: Wilson, Dennis (D.D.)
Subject: RE: 2010 Ford Fusion Rotors
Follow Up Flag: Follow up
Flag Status: Red

Thank You!

I'll work with the field and team to proceed.

Regards,

José Chacón

Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062

From: Bouwma, Robert (R.)
Sent: Friday, January 21, 2011 3:33 PM
To: Chacon, Jose (A.)
Cc: Wilson, Dennis (D.D.)
Subject: RE: 2010 Ford Fusion Rotors

Ok the two rotors were #16 and #24. I have reviewed the inspection data for both rotors and they are in spec. They are ok to use.

Bob Bouwma

rbouwma@ford.com
(313) 806-4290

From: Chacon, Jose (A.)
Sent: Friday, January 21, 2011 3:16 PM
To: Bouwma, Robert (R.)
Cc: Wilson, Dennis (D.D.)
Subject: RE: 2010 Ford Fusion Rotors

Additional Information Robert:

Regards,

José Chacón

Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division

3/8/2011

PE11-003 001168

(91-313)322-7062

From: Bouwma, Robert (R.)
Sent: Friday, January 21, 2011 12:37 PM
To: Chacon, Jose (A.)
Subject: RE: 2010 Ford Fusion Rotors

Jose,

Rotors don't warp. Are we sure that these are the rotors that I sent? The boxes that they were in had numbers on them. What were the numbers?

Bob Bouwma

rbouwma@ford.com
(313) 806-4290

From: Chacon, Jose (A.)
Sent: Friday, January 21, 2011 11:35 AM
To: Bouwma, Robert (R.)
Cc: Wilson, Dennis (D.D.)
Subject: FW: 2010 Ford Fusion Rotors

Robert,
This are the certified rotors for the brake repair. Are you o.k. with these certified parts you sent to the dealer?

ISSUE: Dealer claims one of the rotors looks the same as the original rotor that was removed. One of the new rotors is warped.

Regards,

José Chacón

Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062

From: Wilson, Dennis (D.D.)
Sent: Friday, January 21, 2011 11:32 AM
To: Bouwma, Robert (R.); Chacon, Jose (A.)
Subject: Fw: 2010 Ford Fusion Rotors

This is what I received from the dealer. Let me know.

From: MIKE LONG [mailto:m-long10@dealeremail.com]
Sent: Friday, January 21, 2011 11:07 AM
To: Wilson, Dennis (D.D.)
Subject: 2010 Ford Fusion Rotors

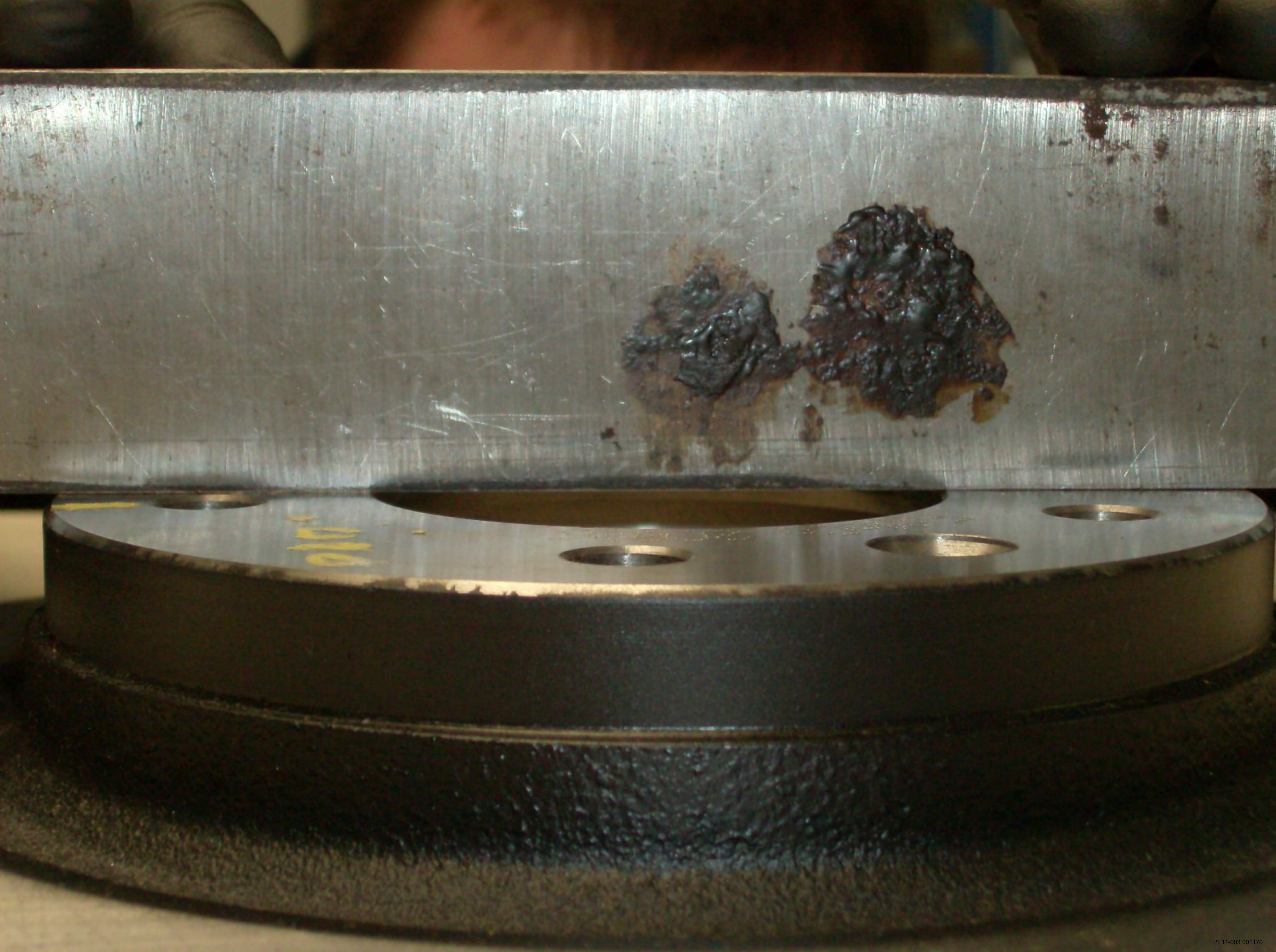
Here are some pics. of the two rotors we have. I marked a wheel stud opening and took a pic at all five counter clock wise around the rotor. the measurements varied from .008 to .012.

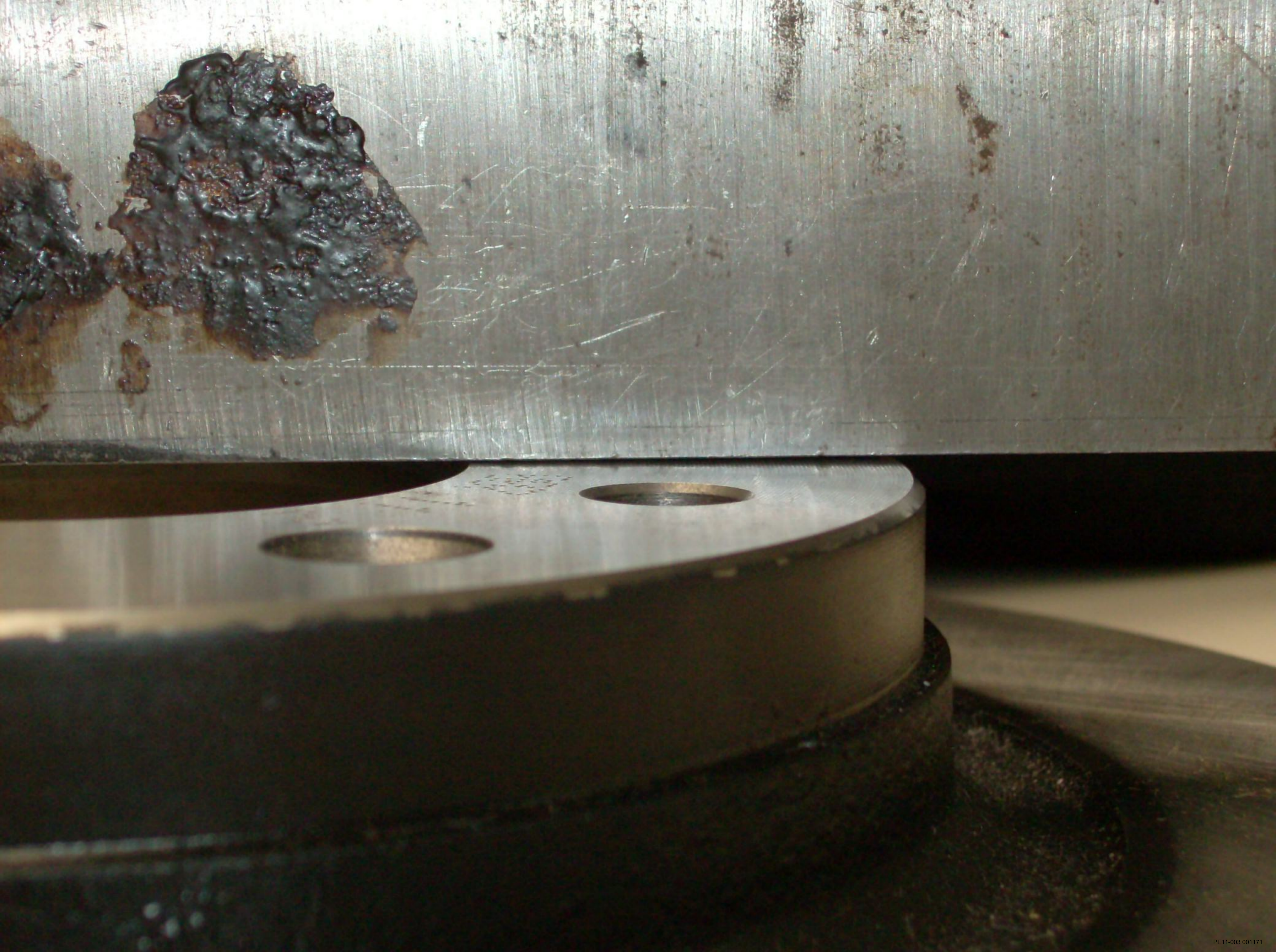
18 through 23 are one rotor and the remaining pics. are the second.

Any questions please call Brad Hall 317-881-6100

3/8/2011

PE11-003 001169









01/21/2011 10:36 AM

01/21/2011 10:38 AM



01/21/2011 10:38 AM







01/21/2011 10:35 AM

01/21/2011 10:37 AM



01/21/2011 10:38 AM



PROTOTYPE & FUNCTIONAL BUILD MATERIAL

Prefix	Base	Suffix	FC	MI	RL	TC	TT	Serial No.
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DESCRIPTION REAR ROTOR			Supplier GSDB FWG3A					
P.O./Req Number 2012061			Supplier Name Brimbo México S.A. de C.V.					
Line No 1			Gross weight: 4.26 kg					
Supplier Contact Chris Milosavljevski			Supplier Phone Number 734 468-2132					

01/21/2011 02:00 PM

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From: (313) 544-3788
Tammy Blevins
Ford Motor Company Rec C
31175 Oakwood Blvd

Dearborn, MI 48124

Origin ID: BFWA

FedEx
Express



J11101012200205

Ship Date: 18JAN11
ActWgt: 10.5 LB
CAD: 100613495/NET 2130

Delivery Address Bar Code



SHIP TO: (317) 881-2541

BILL SENDER

RAY
RAY KKILLIAN FORD
1250 US HIGHWAY 31 S

GREENWOOD, IN 46143

Ref #
Invoice #
PO # R. BOUNAMA
Dept # 5100T537

1 of 2

WED - 19 JAN A2
PRIORITY OVERNIGHT

TRK# 7943 2980 3814

0201

MASTER

46143

IN-US

IND

NI HNBA



50095277000

01/21/2011 02:02 PM

18.2.16

27



01/21/2011 02:02 PM

18.2.16
27
1/16
PE11-003 001183

9E5Z 20026 B

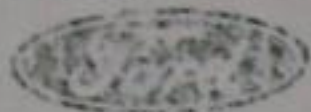
01/21/2011 01:59 PM

PE11-003 001184

01/21/2011 02:00 PM

PE11-003 001185





PROVIDER INFORMATION

Prefix	Base	Suffix	FC	MI	RL	TC	TT	Serial No.
9E51	2C026	AB					W	
DESCRIPTION			Supplier GDDB		FWGJA			
REAR ROTOR			Supplier Name					
P.O. Ref. Number			Rembo México S.A. de C.V.					
2912061			Gross weight: 4.26 kg					
Line No.			Supplier Phone Number					
1			734-463-2112					
Supplier Contact								
Chris Miosavlevski								

01/21/2011 02:02 PM

From: Eldridge, Chris (J.C.)
Sent: Wednesday, February 02, 2011 1:59 PM
To: McClenaghan, Dave (D.)
Subject: Re: 2010 fusion
Follow Up Flag: Follow up
Flag Status: Red
Categories: Assignment

3FAHP0HA1AR424385
Chris Eldridge, Ford Motor Company 562 235 9168

From: McClenaghan, Dave (D.)
Sent: Wednesday, February 02, 2011 01:32 PM
To: Eldridge, Chris (J.C.)
Subject: RE: 2010 fusion

Which vin or vins would this be?

From: Eldridge, Chris (J.C.)
Sent: Wednesday, February 02, 2011 1:05 PM
To: McClenaghan, Dave (D.)
Subject: Fw: 2010 fusion

Ship one set.
Chris Eldridge, Ford Motor Company 562 235 9168

From: MATT HUBER [mailto:matt.huber@kingsfordinc.com]
Sent: Wednesday, February 02, 2011 01:02 PM
To: Eldridge, Chris (J.C.)
Subject: 2010 fusion

Stud broken info you needed:
Driver Keith @ 513 200 8348

9555 kings automall dr
cincinnati oh 45249

Attn: Teresa or Matt cel 513 403 2769
Thanks so much!!!
Matt Huber
Fixed Operations Director
Kings Ford

From: Eldridge, Chris (J.C.)
Sent: Thursday, February 03, 2011 1:08 PM
To: McClenaghan, Dave (D.)
Subject: 2010 Fusions at Farmers Insurance

Follow Up Flag: Follow up
Flag Status: Red

Attachments: Farmers 2010 Fusions.xls

Dave,
We have details for four of the five and appointments made. I believe you have already shipped parts for one. Details in the spreadsheet. I will send you info for the fifth unit when I receive it.



Farmers 2010
Fusions.xls (82 K...

Make your dreams come true!

*Chris Eldridge
Fleet Manager, Western United States
Ford Customer Service Division
Mobile (562) 235-9168*

Fax (866) 380-9722

From: Chacon, Jose (A.)
Sent: Friday, January 28, 2011 1:44 PM
To: Chacon, Jose (A.)
Subject: AR414861 -----> #2C026 - Brake System Repair - Fusion Team Request -
Signed By: jchacon3@ford.com

Follow Up Flag: Follow up
Flag Status: Red

Tracking Customer #: AR414861.

Regards,

José Chacón

Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062

From: Chacon, Jose (A.)
Sent: Friday, January 28, 2011 1:43 PM
To: Buckman, Lynne (L.A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Thank You!

Regards,

José Chacón

Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062

From: Buckman, Lynne (L.A.)
Sent: Friday, January 28, 2011 1:36 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.); Buckman, Lynne (L.A.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

PURVIS FORD INC

3660 JEFF DAVIS HWY/US #1

FREDERICKSBURG VA 22408

P/A code 00061

Attention - Bill Moulds

Appointment scheduled for 2-3-11

Mr. Rocky Helmick VIN # 3FAHP0HA1AR[REDACTED] - 2010 Fusion

PRIVILEGED AND CONFIDENTIAL

Lynne Buckman
Executive Liaison - CCGO
Phone - 313-845-6232
lbuckman@ford.com

From: Chacon, Jose (A.)
Sent: Friday, January 28, 2011 1:24 PM
To: Buckman, Lynne (L.A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Lynne,

Yes, then can be sent. Can you confirm the dealer's P&A and where exactly the customer is taking their vehicle? I will expedite the parts. Thanks for your support.

Regards,

José Chacón

Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062

From: Buckman, Lynne (L.A.)
Sent: Friday, January 28, 2011 12:09 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.); Buckman, Lynne (L.A.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Ok - can the parts be sent to the dealer by Thursday 2-3-11. Please confirm this and then I will confirm with the customer and dealer.

PRIVILEGED AND CONFIDENTIAL

Lynne Buckman
Executive Liaison - CCGO
Phone - 313-845-6232
lbuckman@ford.com

From: Chacon, Jose (A.)
Sent: Friday, January 28, 2011 11:10 AM
To: Buckman, Lynne (L.A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Thank You Team,

Let me know when the appointment is set up for the customer to arrive to the dealer. I can turn around a get the Ford region involved, for this request.

Regards,

José Chacón

**Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062**

From: Buckman, Lynne (L.A.)
Sent: Friday, January 28, 2011 10:24 AM
To: Chacon, Jose (A.)
Cc: Buckman, Lynne (L.A.); Tansil-Marshall, Robin (R.)
Subject: FW: #2C026 - Brake System Repair - Fusion Team Request -

Good Morning Jose

I've just spoke with Mr. [REDACTED] VIN # 3FAHP0HA1AR [REDACTED] whose vehicle has been previously serviced at Purvis Ford. He is very agreeable to having the dealer perform further repairs. As well I've spoke with Bill - service manager to appraise him of this upcoming repair as well.

I informed Mr. [REDACTED] that our attempt will be to complete this within the next 10 days - hopefully that can be accomplished. If it will be longer than that, let me know an I can advise the customer of that.

Lynne

PRIVILEGED AND CONFIDENTIAL

Lynne Buckman
Executive Liaison - CCGO
Phone - 313-845-6232
lbuckman@ford.com

From: Tansil-Marshall, Robin (R.)
Sent: Friday, January 28, 2011 8:56 AM
To: Arledge, Lynn (L.); Buckman, Lynne (L.A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: FW: #2C026 - Brake System Repair - Fusion Team Request -

Please provide a status to Jose when you get a chance. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall
Team Leader
Executive Liaison/Correspondence
Consumer Affairs FCSD
Phone: 313-845-5761 Fax: 866-670-0349
rtansil@ford.com

From: Chacon, Jose (A.)
Sent: Friday, January 28, 2011 8:08 AM
To: Tansil-Marshall, Robin (R.)
Cc: Gudino Mendoza, Martin (J.M.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Robin,

Good Morning. When you get an opportunity. Do you have any updates or leads on the request below, the team is working on? Any information and/or next steps are welcome. Thanks for your support.

Regards,

José Chacón

**Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062**

From: Tansil-Marshall, Robin (R.)
Sent: Tuesday, January 25, 2011 3:16 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Jose,

This is being sent per the vm message that I left for you today. I reviewed the warranty history for the vehicles below. None of them have rotor replacement listed. All of them list rear wheel studs broken. Please clarify. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall

**Team Leader
Executive Liaison/Correspondence
Consumer Affairs FCSD
Phone: 313-845-5761 Fax: 866-670-0349
rtansil@ford.com**

From: Tansil-Marshall, Robin (R.)
Sent: Monday, January 24, 2011 5:26 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Jose,

Exactly what will you need from EL? Are we just making calls to the customer and advising of the information that you have documented. Please give me a call tomorrow to discuss further. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall

Team Leader
Executive Liaison/Correspondence
Consumer Affairs FCSD
Phone: 313-845-5761 Fax: 866-670-0349
rtansil@ford.com

From: Chacon, Jose (A.)
Sent: Monday, January 24, 2011 11:35 AM
To: Tansil-Marshall, Robin (R.)
Subject: #2C026 - Brake System Repair - Fusion Team Request -

Robin,

Good Morning. When your get an opportunity. Our program is reviewing a concern with Brake Rotor vibration. Currently, a concern was noted with the quality of the rotors. This quality concern was resolved with a new released part. Right now, working with the Fusion team, they identified some customers that had the rotors replaced with-in the past 6 months, and caused customer dissatisfaction. Our team would like to get these customers (below) back into the dealer. For a brake inspection, repair and replacement of the rear brake rotors again, at no cost or inconvenience to the customer.

Next Steps:

The team, is looking get these customers back into the dealer, (with rental coverage, if needed) to have their brake system inspected and to replace they brake rotors or subsequent components, with the latest and greatest parts. The team has arranged a team to send these parts to the dealer. We need your teams support to re-service these customers vehicle again, through their local dealer and CRC/CAC Customer handling group. In addition, we may required a local Field Service Engineer, to work with the Fusion Team.

VIN #	Customer Name
3MEHM0HAXAR [REDACTED]	MRS [REDACTED]
3FAHP0HA1AR [REDACTED]	[REDACTED]
3FAHP0HA9AR [REDACTED]	MS [REDACTED]
3FAHP0HA2AR [REDACTED]	[REDACTED]

If any concerns, with this request, I am the point of contact for this request. Any information and/or next steps are welcome.

Regards,

José Chacón

Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062

S	Estado	Nombre	Localización primaria	Hora cheq	Incidencia	Comentaric	sDrawing Name	Nombre	Hora cheq	sCausal Part/Actio	sDrawing N	Local. secu
D		AVS/PVS,SYSTEM ID	(M)ENT UNDERBODY	02-Jul-2010	05:27:13:5							
D		AVS/PVS,SYSTEM ID	(M)ENTRADA PRYCHECK 6Y150	02-Jul-2010	06:22:48:33							
D		AVS/PVS,SYSTEM ID	(M)ENTRADA RESPORT 6Y200	02-Jul-2010	07:05:11:36							
D		AVS/PVS,SYSTEM ID	(M)ENTRADA CLOSURE CD3	02-Jul-2010	07:34:34:3							
D		AVS/PVS,SYSTEM ID	(M)ENTRADA CLOSURE CD3	02-Jul-2010	07:34:34:2							
D		BORQUEZ CORTEZ,GREGORIO	(I)BODY CLOSURE	02-Jul-2010	08:13:12:5							RH PARTE
D		RODRIGUEZ FREITAS,OSWALDO	(I)BODY CLOSURE	02-Jul-2010	08:17:40:42							LH PARTE
D		VEGA LAGARDA,LEONEL	(I)BODY CLOSURE	02-Jul-2010	08:18:33:9							LH PARTE
D		CHAVEZ,JOSE	(I)BODY CLOSURE	02-Jul-2010	08:21:52:8							RH REPAF
D		LOPEZ ESQUER,ARIEL	(I)BODY CLOSURE	02-Jul-2010	08:21:54:11							LH REPAR
D		VALENZUELA TANORI,JUAN CARLOS	(I)BODY CLOSURE	02-Jul-2010	08:22:43:63							RH PARTE
D		AVS/PVS,SYSTEM ID	(M)ENTRADA FOSFATO	02-Jul-2010	08:47:13:46							
D		AVS/PVS,SYSTEM ID	(M)ENTRADA SELLO UNDERBODY	02-Jul-2010	11:41:28:81							
D		ALDECOA MORENO,IGNACIO ANTONIO	(I)BODY INS H030 EN SELLO	02-Jul-2010	11:52:48:40							BODY SEL
D		LEON,JAVIER	(I)BODY INS H030 EN SELLO	02-Jul-2010	11:56:35:99							BODY SEL
D		AVS/PVS,SYSTEM ID	(M)ENTRADA PVC ROBOTICS CELL	02-Jul-2010	11:59:29:74							
D		AVS/PVS,SYSTEM ID	(M)ENTRADA PRIMER	02-Jul-2010	12:45:08:55							
D		AVS/PVS,SYSTEM ID	(M)ENTRADA ESMALTE2	02-Jul-2010	14:34:23:64							
D		AVS/PVS,SYSTEM ID	(M)LINEA DE PULIDO2	02-Jul-2010	15:55:56:8							
D	CERRADO	MOLINA GARCIA,ISRAEL	(I)PINT PULIDO 2	02-Jul-2011	DER # 3 SALPICADEI PNT CD3 SALPIC GAMEZ AF (CR)02-Jul	DER # 3 SALPICADERA PINT PULIDO 2						
D	CERRADO	BURBOA HERNANDEZ,MARCO ANTONIO	(I)PINT PULIDO 2	02-Jul-2011	IZQ DEL # 1 PUERTA PNT CD3 PUERT/QUEZADA (CR)02-Jul	IZQ DEL # 1 PUERTA PINT S PULIDO 2						
D	CERRADO	SALAZAR GONZALEZ,THELMA GUADALUPE	(I)PINT PULIDO 2	02-Jul-2011	#14 TAPA CAJUELA F PNT CD3 CAJUEI QUEZADA (CR)02-Jul	#14 TAPA CAJUELA PINT SL PULIDO 2						
D	CERRADO				# 9 TAPA CAJUELA P PNT CD3 CAJUEI QUEZADA (CR)02-Jul	# 9 TAPA CAJUELA PINT SUCIEDAD						
D	CERRADO	DURAZO MORENO,MARIBEL	(I)PINT PULIDO 2	02-Jul-2011	DER # 6 CUARTO PIN PNT CD3 LATER/ GAMEZ AF (CR)02-Jul	DER # 6 CUARTO PINT SUCI PULIDO 2						
D		CANO MONTANO,JORGE	(I)PINT PULIDO 2	02-Jul-2010	16:04:59:29							PULIDO 2
D	CERRADO	LOPEZ VAZQUEZ,MARTIN	(I)PINT PULIDO 2	02-Jul-2011	IZQ DEL #20 MARCO PNT CD3 LATER/QUEZADA (CR)02-Jul	IZQ DEL #20 MARCO FIJO P PULIDO 2						
D		AVS/PVS,SYSTEM ID	(M)BLACKOUT2 ENTRADA	02-Jul-2010	16:08:36:15							
D		QUEZADA MURGUIA,MAYRA JESUS	(R)BLACK OUT2 DERECHO	02-Jul-2010	16:12:18:15							
D		GAMEZ ARVIZU,JORGE	(R)BLACK OUT2 DERECHO	02-Jul-2010	16:12:58:51							
D		GAMEZ ARVIZU,JORGE	(R)BLACK OUT2 DERECHO	02-Jul-2010	16:13:02:55							
D		AVS/PVS,SYSTEM ID	(M)ENTRADA BANCO PINTURA	02-Jul-2010	16:19:41:22							
D		MONTANO DORAME,HECTOR	(I)PINT PULIDO 80 RH	02-Jul-2010	16:19:49:28							POLISH LII
D		QUEZADA MURGUIA,MAYRA JESUS	(R)BLACK OUT2 DERECHO	02-Jul-2010	16:25:22:2							
D		AVS/PVS,SYSTEM ID	(M)ENTRADA TRIM	02-Jul-2010	18:31:04:82							
D		PACHECO GOMEZ,ADRIAN ERESTO	(I)MCIR CHAVETA PEDAL FRENO	02-Jul-2010	18:43:35:12							CP ZA
D		CARDENAS GUILLEN,OMAR	(I)MCIR CONEXION BOMBA GAS	02-Jul-2010	19:57:40:75							
D		AVS/PVS,SYSTEM ID	(M)ENTRADA LINEA 400	02-Jul-2010	21:00:48:76							
D		PINA VILLEGAS,LISSETE	(I)CONTROL POINT EST 60	02-Jul-2010	21:06:20:95							CP ZB
D		AVS/PVS,SYSTEM ID	(M)ENTRADA LINEA 500	02-Jul-2010	21:48:50:50							
D		GOMEZ TACHO,JORGE ARNULFO	(I)MCIR EJE INTERMEDIO	02-Jul-2010	22:05:10:74							
D		GUTIERREZ,JUAN PEDRO	(I)MCIR INSP BAJO UNIDAD EF	02-Jul-2010	22:49:06:48							INSP BU
D		AVS/PVS,SYSTEM ID	(M)ENTRADA CHASSIS	02-Jul-2010	23:06:35:12							
D		ATE,SYSTEM ID	(I)CHASSIS	02-Jul-2010	23:06:41:97							
D		ATE,SYSTEM ID	(I)CHASSIS	02-Jul-2010	23:06:41:98							
D		LOPEZ,DANIEL	(I)CONTROL POINT PUERTAS	02-Jul-2010	23:07:57:71							CP ZP
D		ATE,SYSTEM ID	(I)CHASSIS	02-Jul-2010	23:08:08:88							
D		ATE,SYSTEM ID	(I)CHASSIS	02-Jul-2010	23:08:08:89							
D		ACOSTA RAMOS,MANUEL	(I)BODY CONTRACHAPA	02-Jul-2010	23:37:48:25							CCHAPA C
D		SOTO ESCALANTE,ERASMO	(I)MCIR INSP POWERTRAIN	02-Jul-2010	23:43:21:88							INSP PT
D		DURAN,JUAN E	(I)CAPTURA EN LINEA	02-Jul-2010	23:47:44:19							LINEA
D	CERRADO	ATE,SYSTEM ID	(I)CBT FINAL	02-Jul-2011	PRUEBA CBT FALLA			ATE,SYST (CR)03-Jul	PRUEBA CBT FALLA			
D		AVS/PVS,SYSTEM ID	(M)DRIVE OFF	02-Jul-2010	23:50:36:57							

D	ATE,SYSTEM ID	(I)ESCANE0 CDCII	02-Jul-2010 23:50:40:61		
D CERRADO	ESQUER VEGA,JOSUE	(I)CAPTUR0 EN LINEA	02-Jul-2010 23:57:34:41	GUERRER(CR)03-Jul	LAMPARA FALTANTE LINEA
D	AVS/PVS,SYSTEM ID	(M)ENTRADA EOLMCIR	02-Jul-2010 23:57:34:41		
D	ATE,SYSTEM ID	(I)ALINEACION FAROS	02-Jul-2010 23:59:17:40		
D	ATE,SYSTEM ID	(I)ALINEACION RUEDAS	02-Jul-2010 23:59:36:53		
D	ATE,SYSTEM ID	(I)DYNAMIC ROLL TEST	03-Jul-2010 00:13:35:77		DYN ROLL
D	DUARTE VALENZUELA,MARTIN	(I)1MCIR EOL	03-Jul-2010 00:16:09:94		
D	ATE,SYSTEM ID	(I)STATIC TEST	03-Jul-2010 00:17:15:46		STATIC CL
D	ATE,SYSTEM ID	(I)CBT FINAL	03-Jul-2010 01:09:55:48		
D	GUERRERO,JUAN CARLOS EF	(R),BUYOFF REP EFINAL	03-Jul-2010 01:11:25:31		
D	CUEVAS,LUIS	(R),BUYOFF REP EFINAL	03-Jul-2010 01:12:59:88		
D	ATE,SYSTEM ID	(I)ESCANE0 CDCII	03-Jul-2010 01:13:18:26		
D	AVS/PVS,SYSTEM ID	(M)ENTRADA 2.5MIN PDI	03-Jul-2010 01:13:22:99		
D	TANORI CABRERA.,JOSE MANUEL	(I)PINT REP CONTRACHAPA CAL	03-Jul-2010 01:24:21:96		PINT CAL1
D	MARTINEZ,JORGE	(I)AUDIT PDI TRIM F IZQ MCIR	03-Jul-2010 01:24:24:98		
D	PADILLA LOPEZ,SOCORRO	(I)AUDIT PDI TRIM F DER MCIR	03-Jul-2010 01:25:15:48		
D	DURAN TAPIA,OSWALDO ORLANDO	(I)AUDIT PDI TRIM T IZQ MCIR	03-Jul-2010 01:25:23:57		
D	LOPEZ,ALFONSO	(I)AUDIT PDI TRIM T DER MCIR	03-Jul-2010 01:27:15:79		
D CERRADO	VILLEGAS,ADOLFO	(I)AUDIT PDI ELECT-R&R MCIR	03-Jul-2010 01:27:15:79	03-Jul-2010	VEHICULO R&R RUI RR BAJO UNIDAI PACHECO (CR)03-Jul TUBO ESCAPE RASPADO-ROCE
D	NEVAREZ DURAZO,JESUS GERARDO	(I)AUDIT PDI ORN EXTDER MCIR	03-Jul-2010 01:33:17:26		
D	ORTIZ TORRES,JOEL	(I)AUDIT PDI ORN EXTIZQ MCIR	03-Jul-2010 01:33:30:37		
D	ATE,SYSTEM ID	(I)AUDIT PDI CBT	03-Jul-2010 01:35:00:21		
D	ANGULO,PAUL	(I)AUDIT PDI FOSO MCIR	03-Jul-2010 01:36:47:44		
D	ALAMEA MOROYOQUI,CAYETANO	(I)PINT REP CONTRACHAPA CAL	03-Jul-2010 01:38:57:58		PINT CAL2
D	MORENO,FRANCISCO	(I)AUDIT PDI FMVSSMBUILTMCIR	03-Jul-2010 01:39:14:75		
D	CARRANZA,JESUS	(I)AUDIT PDI LIB CHOFER	03-Jul-2010 01:39:23:89		
D	CARRANZA,JESUS	(M),REP R Y R	03-Jul-2010 01:39:23:89		
D	ATE,SYSTEM ID	(I)AUDIT CODE CHECKER PLANT	03-Jul-2010 01:40:18:55		FCPA DIN/
D	BORBON,MANUEL	(R),BUYOFF PATIO PDI	03-Jul-2010 01:44:34:60		
D	CARMONA,JOSE ANGEL	(R),BUYOFF PATIO PDI	03-Jul-2010 09:39:31:82		
D	CARMONA,JOSE ANGEL	(M),PATIO R Y R	03-Jul-2010 09:39:31:82		
D	PACHECO,JESUS	(R),REP R Y R	03-Jul-2010 10:35:34:75		
D	PACHECO,JESUS	(M),PATIO LIBERADO	03-Jul-2010 10:35:34:75		
D	AVS/PVS,SYSTEM ID	(M)GATERELEASE LLEGADA NORTE	06-Jul-2010 15:43:08:59		
D	ATE,SYSTEM ID	(I)AUDIT CODE CHECKER	06-Jul-2010 15:43:09:60		AUDITORI/
D	AVS/PVS,SYSTEM ID	(M)GATERELEASE ENTRADA NORTE	06-Jul-2010 15:43:11:60		

H VIN: AR424212 FUSION - NORTH AMERICA
H Rotacisn/Job Number: 8012 CARIN: 2234282
H Fecha de producción: 02-Jul-2010 Fecha de venta: 06-Jul-2010 15:43:09
H Estatus de Embarque: (sSystem Calc: Embarcable)
H Incid.abiertas: 0 Incid.cerradas: 9
H sCampaign Count: 3 Buenas: 3
H sShipping/Released Unit Known: Sí
H sShipping mandatories enforced from PUL: GATERELEASE ENTRADA SUR

2010 FUSION FWD MID
Zltime PUL: sUnit Status Code:
sShipped Date: 07-Jul-2010 04:44:34
Incid.totales: 9
Malas: 0 Sospechosas: 0

S	sCampaign State	sCampaign Sticker	sType	sModwire	l Descripción	sGood Use	Hora aceptado	sBad User	Hora rech	Fecha Creada	sCampaign Process
D	sCLOSED	B01	PROVEEDOR	B01	PATIC OLIVAS,HI		7/5/2010 10:46			7/2/2010 23:50	sAuto
D	sCLOSED	B02	CARROCERIAS CANDADEADO	B02	PATIC JUSAINO (7/3/2010 1:38			7/3/2010 1:38	sAdmin
D	sCLOSED	F13	PROVEEDOR	F13	PATIC MIRANDA		7/3/2010 1:22			7/3/2010 1:22	sAdmin

D sPositive Buy Details

S	sPositive Buy Item	Hora aceptado	Hora rechazado	sPositive B	Nombre del receptor
D	CLIP PEDAL FRENO	7/2/2010 18:43		sGood	PACHECO GOMEZ,ADRIAN ERESTO
D	CLIP LINEA COMBUSTIBLE	7/2/2010 19:57		sGood	CARDENAS GUILLEN,OMAR
D	EJE INTERMEDIO COLUMNNA DE	7/2/2010 22:05		sGood	GOMEZ TACHO,JORGE ARNULFO
D	TANQUE DE COMBUSTIBLE	7/2/2010 22:49		sGood	GUTIERREZ,JUAN PEDRO
D	PROTECTOR TANQUE COMBUS	7/2/2010 22:49		sGood	GUTIERREZ,JUAN PEDRO
D	ETIQUETA DE EMISIONES	7/2/2010 23:43		sGood	SOTO ESCALANTE,ERASMO
D	CLIP LINEA COMBUSTIBLE	7/2/2010 23:43		sGood	SOTO ESCALANTE,ERASMO
D	INTERRUPTOR ENCENDIDO EN	7/3/2010 0:16		sGood	DUARTE VALENZUELA,MARTIN
D	INTERRUPTOR PEDAL DEL CLU	7/3/2010 0:16		sGood	DUARTE VALENZUELA,MARTIN
D	SEGURO PALANCA CAMBIOS - \	7/3/2010 0:16		sGood	DUARTE VALENZUELA,MARTIN
D	FRENOS	7/3/2010 0:16		sGood	DUARTE VALENZUELA,MARTIN
D	FRENOS ABS	7/3/2010 0:16		sGood	DUARTE VALENZUELA,MARTIN
D	BOLSA DE AIRE	7/3/2010 0:16		sGood	DUARTE VALENZUELA,MARTIN
D	FRENO MANO	7/3/2010 0:16		sGood	DUARTE VALENZUELA,MARTIN
D	CAMBER	7/3/2010 0:16		sGood	DUARTE VALENZUELA,MARTIN
D	RESPALDO ASIENTO	7/3/2010 1:24		sGood	MARTINEZ,JORGE
D	LIBERADOR RESPALDO ASIENT	7/3/2010 1:24		sGood	MARTINEZ,JORGE
D	ETIQUETA ANTIROBO	7/3/2010 1:24		sGood	MARTINEZ,JORGE
D	AJUSTE ALTURA CINTURON	7/3/2010 1:24		sGood	MARTINEZ,JORGE
D	ETIQUETA ADVERTENCIA VISEF	7/3/2010 1:24		sGood	MARTINEZ,JORGE
D	CINTURON SEGURIDAD	7/3/2010 1:24		sGood	MARTINEZ,JORGE
D	RESPALDO ASIENTO	7/3/2010 1:25		sGood	PADILLA LOPEZ,SOCORRO
D	ETIQUETA ANTIROBO	7/3/2010 1:25		sGood	PADILLA LOPEZ,SOCORRO
D	GUIA ASIENTO	7/3/2010 1:25		sGood	PADILLA LOPEZ,SOCORRO
D	LIBERADOR RESPALDO ASIENT	7/3/2010 1:25		sGood	PADILLA LOPEZ,SOCORRO
D	AJUSTE ALTURA CINTURON	7/3/2010 1:25		sGood	PADILLA LOPEZ,SOCORRO
D	CINTURON SEGURIDAD	7/3/2010 1:25		sGood	PADILLA LOPEZ,SOCORRO
D	TUERCA RIN	7/3/2010 1:25		sGood	PADILLA LOPEZ,SOCORRO
D	HEBILLA HEMBRA CINTURON SI	7/3/2010 1:25		sGood	PADILLA LOPEZ,SOCORRO
D	ETIQUETA SEGURO DE PUERTA	7/3/2010 1:25		sGood	DURAN TAPIA,OSWALDO ORLANDO
D	CINTURON SEGURIDAD	7/3/2010 1:25		sGood	DURAN TAPIA,OSWALDO ORLANDO
D	HEBILLA HEMBRA CINTURON SI	7/3/2010 1:25		sGood	DURAN TAPIA,OSWALDO ORLANDO
D	ETIQUETA ANTIROBO	7/3/2010 1:25		sGood	DURAN TAPIA,OSWALDO ORLANDO
D	ETIQUETA ANTIROBO	7/3/2010 1:25		sGood	DURAN TAPIA,OSWALDO ORLANDO
D	ETIQUETA SEGURO DE PUERTA	7/3/2010 1:27		sGood	LOPEZ,ALFONSO
D	ETIQUETA ANTIROBO	7/3/2010 1:27		sGood	LOPEZ,ALFONSO
D	CINTURON SEGURIDAD	7/3/2010 1:27		sGood	LOPEZ,ALFONSO
D	HEBILLA HEMBRA CINTURON SI	7/3/2010 1:27		sGood	LOPEZ,ALFONSO
D	CINTURON SEGURIDAD	7/3/2010 1:32		sGood	VILLEGAS,ADOLFO
D	HEBILLA HEMBRA CINTURON SI	7/3/2010 1:32		sGood	VILLEGAS,ADOLFO
D	CLUSTER	7/3/2010 1:32		sGood	VILLEGAS,ADOLFO
D	FRENO MANO	7/3/2010 1:32		sGood	VILLEGAS,ADOLFO
D	ALARMA ADVERTENCIA CINTUF	7/3/2010 1:32		sGood	VILLEGAS,ADOLFO
D	BRAZO LIMPIADORES	7/3/2010 1:32		sGood	VILLEGAS,ADOLFO
D	AIRE ACONDICIONADO	7/3/2010 1:32		sGood	VILLEGAS,ADOLFO
D	CALEFACTOR AC	7/3/2010 1:32		sGood	VILLEGAS,ADOLFO
D	LUCES ALTAS	7/3/2010 1:32		sGood	VILLEGAS,ADOLFO
D	LUCES BAJAS	7/3/2010 1:32		sGood	VILLEGAS,ADOLFO
D	LUZ CLUSTER	7/3/2010 1:32		sGood	VILLEGAS,ADOLFO
D	LUZ DE DIA	7/3/2010 1:32		sGood	VILLEGAS,ADOLFO

D LUZ CENTRAL FRENO	7/3/2010 1:32	sGood	VILLEGAS,ADOLFO
D LUZ DIRECCIONAL	7/3/2010 1:32	sGood	VILLEGAS,ADOLFO
D LUZ FRENO	7/3/2010 1:32	sGood	VILLEGAS,ADOLFO
D LUZ REVERSA	7/3/2010 1:32	sGood	VILLEGAS,ADOLFO
D SWITCH COMBINADO	7/3/2010 1:32	sGood	VILLEGAS,ADOLFO
D PEDAL ACELERADOR	7/3/2010 1:32	sGood	VILLEGAS,ADOLFO
D INDICADOR BOLSA DE AIRE	7/3/2010 1:32	sGood	VILLEGAS,ADOLFO
D INDICADOR LUGES ALTAS	7/3/2010 1:32	sGood	VILLEGAS,ADOLFO
D INDICADOR MANTENIMIENTO M	7/3/2010 1:32	sGood	VILLEGAS,ADOLFO
D INDICADOR NIVEL DE COMBUS	7/3/2010 1:32	sGood	VILLEGAS,ADOLFO
D LAMPARA LUZ CUARTOS	7/3/2010 1:32	sGood	VILLEGAS,ADOLFO
D LAMPARA TRASERA-CALAVERA	7/3/2010 1:32	sGood	VILLEGAS,ADOLFO
D TUERCA RIN	7/3/2010 1:33	sGood	NEVAREZ DURAZO,JESUS GERARDO
D ETIQUETA ADVERTENCIA BOLS	7/3/2010 1:33	sGood	NEVAREZ DURAZO,JESUS GERARDO
D ETIQUETA ANTIROBO	7/3/2010 1:33	sGood	NEVAREZ DURAZO,JESUS GERARDO
D ETIQUETA DE EMISIONES	7/3/2010 1:33	sGood	NEVAREZ DURAZO,JESUS GERARDO
D ETIQUETA DE EMISIONES	7/3/2010 1:33	sGood	ORTIZ TORRES,JOEL
D ETIQUETA ANTIROBO	7/3/2010 1:33	sGood	ORTIZ TORRES,JOEL
D CHAPA COFRE	7/3/2010 1:33	sGood	ORTIZ TORRES,JOEL
D TUERCA RIN	7/3/2010 1:33	sGood	ORTIZ TORRES,JOEL
D ETIQUETA ANTIROBO	7/3/2010 1:33	sGood	ORTIZ TORRES,JOEL
D ETIQUETA ANTIROBO	7/3/2010 1:36	sGood	ANGULO,PAUL
D TANQUE DE COMBUSTIBLE	7/3/2010 1:36	sGood	ANGULO,PAUL
D CINTURON TANQUE DE COMBU	7/3/2010 1:36	sGood	ANGULO,PAUL
D ETIQUETA DE RECOMENDACIOI	7/3/2010 1:39	sGood	MORENO,FRANCISCO
D MANUAL DEL PROPIETARIO	7/3/2010 1:39	sGood	MORENO,FRANCISCO
D ETIQUETA ADVERTENCIA FRAN	7/3/2010 1:39	sGood	MORENO,FRANCISCO
D ETIQUETA INSTRUCCIONES DEI	7/3/2010 1:39	sGood	MORENO,FRANCISCO
D FACTURA-INVOICE	7/3/2010 1:39	sGood	MORENO,FRANCISCO
D PLACA NUMERO IDENTIFICACIC	7/3/2010 1:39	sGood	MORENO,FRANCISCO

D sMandatory Collection Points	sCollection Point	sTimestamp
D AUDIT PDI TRIM T IZQ MCIR		7/3/2010 1:25
D AUDIT PDI FOSO MCIR		7/3/2010 1:36
D AUDIT PDI TRIM T DER MCIR		7/3/2010 1:27
D MCIR INSP BAJO UNIDAD EF		7/2/2010 22:49
D MCIR INSP POWERTRAIN		7/2/2010 23:43
D AUDIT PDI ORN EXTIZQ MCIR		7/3/2010 1:33
D AUDIT PDI LIB CHOFRER		7/3/2010 1:39
D MCIR CHAVETA PEDAL FRENO		7/2/2010 18:43
D DYNAMIC ROLL TEST		7/3/2010 0:13
D STATIC TEST		7/3/2010 0:17
D AUDIT PDI TRIM F DER MCIR		7/3/2010 1:25
D AUDIT PDI FMVSSMBUILTCIR		7/3/2010 1:39
D AUDIT PDI ORN EXTDER MCIR		7/3/2010 1:33
D AUDIT PDI CBT		7/3/2010 1:35
D CBT FINAL		7/3/2010 1:09
D MCIR CONEXION BOMBA GAS		7/2/2010 19:57
D MCIR EJE INTERMEDIO		7/2/2010 22:05
D 1MCIR EOL		7/3/2010 0:16
D AUDIT PDI ELECT-R&R MCIR		7/3/2010 1:32
D ALINEACION RUEDAS		7/2/2010 23:59
D ALINEACION FAROS		7/2/2010 23:59

T QLSAR071
T Informe de incidencias
T 10/12/2010 9:00

F sConfidential:Transient/Uncontrolled when printed. sResponsibility is of the user to monitor viewing of this data, restricting access to those with a business need.

From: Chacon, Jose (A.)
Sent: Tuesday, February 01, 2011 9:53 AM
To: Bouwma, Robert (R.)
Cc: Allard, Chris (C.E.)
Subject: RE: AR [REDACTED] ----> MR. [REDACTED] ->-> Please Ship The Parts--- ASAP.

Follow Up Flag: Follow up
Flag Status: Red

Thank You!

From: Bouwma, Robert (R.)
Sent: Tuesday, February 01, 2011 9:50 AM
To: Chacon, Jose (A.)
Cc: Allard, Chris (C.E.)
Subject: RE: AR [REDACTED] ----> MR. [REDACTED] ->-> Please Ship The Parts--- ASAP.

Shipped yesterday.

Bob Bouwma

rbouwma@ford.com
(313) 806-4290

From: Chacon, Jose (A.)
Sent: Tuesday, February 01, 2011 9:48 AM
To: Bouwma, Robert (R.)
Cc: Allard, Chris (C.E.)
Subject: RE: AR [REDACTED] ----> MR. [REDACTED] ->-> Please Ship The Parts--- ASAP.

Robert,

Are we on target to deliver the parts to the dealer?

Jose C.

From: Chacon, Jose (A.)
Sent: Friday, January 28, 2011 3:53 PM
To: Bouwma, Robert (R.)
Cc: Allard, Chris (C.E.)
Subject: AR [REDACTED] ----> MR. [REDACTED] ->> Please Ship The Parts--- ASAP.

Robert,

This vehicle you can ship the parts to the dealer. The customer on this VIN, has agreed to have the vehicle repaired. Customer will be at the dealer on Thursday, and will wait for the repairs. The Shipping information is below: Please confirm with the team, with a UPS/FedEx Tracking #. The Tracking number, can help the CRC Center track the parts. Thanks!

MRS [REDACTED] VEHICLE - 2010 MILAN VIN # 3MEHM0HAXAR [REDACTED]

ATTENTION:

DEALER CONTACT: FREMONT MOTOR SCOTTSBLUFF

1515 E. 20TH STREET

SCOTTSBLUFF NE 69361

PHONE # 308-635-3701

SERVICE MANAGER - BRIAN NOREN

P & A CODE

08922

Regards,

José Chacón

**Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062**

Attachments : 0

Report# :

BA2DY005 ACR

Received:

01/28/2011

CCRG/EPRC:

Reviewed Status:

Date:

Vehicle:

2010,MILAN,LUXUR ,SEDAN ,3MEHM0HAXAR 

Build Date:

06/05/2010

Odometer :

7,845 M

Engine:

2.5L DOHC

Calibration:

ADE1F40A

Transmission:

6SP 6F MID

Axle:

3.066RATIO

A/C:

YES

Dealer:

USA 08922 Fremont Motor Scottsbluff, LLC

Phone#:

(308) 635-3701

City:

Scottsbluff

State:

Nebraska

Country :

USA

Originator:

BRIAN NOREN

Symptom:

3 01 7 87 CHASS.,SERVICE BRAKE ,EXCESSIVE WEAR ,REAR

Status:

VFG:

V21 BRAKING

Additional Symptom:

BRAKE VIBRATION ON DECCEL

Fix:

Causal Component :

Condition Code:

Region Code: W4

Region Name: Denver

DTCs:

KOEO:

KOEC:

KOER: !!

Comments :

REPAIR

01/28/2011 03:46PM JOSE CHACON(PCE) MSS - FCSD - VSP C/P SVC ENG

HSAP-PVT TEAM REVIEWED. VEHICLE UNDER REVIEW WITH CHASSIS TEAM FOR

BRAKE VIBRATION WHILE DRIVING. CHASSIS TEAM REQUEST TO REVIEW THE

VEHICLE AND/OR TO REPLACE REAR ROTORS AND/OR SUBSEQUENT COMPONENTS.

PVT TEAM ARRANGING DEALER VISIT AND WILL PROVIDE THE PARTS, FOR

VEHICLE REPAIR. !!

RECOMM

01/28/2011 03:46PM JOSE CHACON(PCE) MSS - FCSD - VSP C/P SVC ENG

PVT TEAM REVIEWED WITH CAC CENTER. CUSTOMER IS SCHEDULED FOR DEALER

VISIT ON 02-03-11. PVT WILL REQUEST FSE REVIEW ON VEHICLE

REPAIRS AND/OR NEXT STEPS. PVT TEAM TO MAIL THE PARTS TO THE

DEALER, ATTENTIONS SERVICE MANAGER.

ADD-ON

01/28/2011 03:48PM JOSE CHACON(PCE) MSS - FCSD - VSP C/P SVC ENG

MRS. FEGLER VEHICLE - 2010 MILAN VIN # 3MEHM0HAXAR [REDACTED] DEALER

CONTACT FREMONT MOTOR SCOTTSBLUFF 1515 E. 20TH STREET SCOTTSBLUFF

NE 69361 308-635-3701 SERVICE MANAGER - BRIAN NOREN P & A CODE

08922

From: Buckman, Lynne (L.A.)
Sent: Friday, February 04, 2011 2:26 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.); Buckman, Lynne (L.A.)
Subject: RE: AR [REDACTED] -----> RE: #2C026 - Brake System Repair - Fusion Team Request -

Follow Up Flag: Follow up
Flag Status: Red

Jose -

This repair was completed today.

Lynne

PRIVILEGED AND CONFIDENTIAL

Lynne Buckman
Executive Liaison - CCGO
Phone - 313-845-6232
lbuckman@ford.com

From: Chacon, Jose (A.)
Sent: Friday, January 28, 2011 2:55 PM
To: Buckman, Lynne (L.A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: AR [REDACTED] -----> RE: #2C026 - Brake System Repair - Fusion Team Request -

Thank You!
Parts will be sent to the dealer and contact below.

Regards,

José Chacón

Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062

From: Buckman, Lynne (L.A.)
Sent: Friday, January 28, 2011 2:54 PM
To: Tansil-Marshall, Robin (R.); Chacon, Jose (A.)
Cc: Buckman, Lynne (L.A.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Jose

Mrs. Fegler
Vehicle - 2010 Milan
VIN # 3MEHM0HAXAR [REDACTED]

Dealer Contact

Fremont Motor Scottsbluff

1515 E. 20TH STREET

SCOTTSBLUFF NE 69361

308-635-3701

Service Manager - Brian Noren

P & A code 08922

Appointment scheduled Thursday 2-3-11

PRIVILEGED AND CONFIDENTIAL

Lynne Buckman
Executive Liaison - CCGO
Phone - 313-845-6232
lbuckman@ford.com

From: Tansil-Marshall, Robin (R.)
Sent: Friday, January 28, 2011 8:56 AM
To: Arledge, Lynn (L.); Buckman, Lynne (L.A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: FW: #2C026 - Brake System Repair - Fusion Team Request -

Please provide a status to Jose when you get a chance. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall
Team Leader
Executive Liaison/Correspondence
Consumer Affairs FCSD
Phone: 313-845-5761 Fax: 866-670-0349
rtansil@ford.com

From: Chacon, Jose (A.)
Sent: Friday, January 28, 2011 8:08 AM
To: Tansil-Marshall, Robin (R.)
Cc: Gudino Mendoza, Martin (J.M.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Robin,

Good Morning. When you get an opportunity. Do you have any updates or leads on the request below, the team is working on? Any information and/or next steps are welcome. Thanks for your support.

Regards,

José Chacón

**Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062**

From: Tansil-Marshall, Robin (R.)
Sent: Tuesday, January 25, 2011 3:16 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Jose,

This is being sent per the vm message that I left for you today. I reviewed the warranty history for the vehicles below. None of them have rotor replacement listed. All of them list rear wheel studs broken. Please clarify. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall

**Team Leader
Executive Liaison/Correspondence
Consumer Affairs FCSD
Phone: 313-845-5761 Fax: 866-670-0349
rtansil@ford.com**

From: Tansil-Marshall, Robin (R.)
Sent: Monday, January 24, 2011 5:26 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Jose,

Exactly what will you need from EL? Are we just making calls to the customer and advising of the information that you have documented. Please give me a call tomorrow to discuss further. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall

**Team Leader
Executive Liaison/Correspondence
Consumer Affairs FCSD
Phone: 313-845-5761 Fax: 866-670-0349
rtansil@ford.com**

From: Chacon, Jose (A.)
Sent: Monday, January 24, 2011 11:35 AM
To: Tansil-Marshall, Robin (R.)

Subject: #2C026 - Brake System Repair - Fusion Team Request -

Robin,

Good Morning. When your get an opportunity. Our program is reviewing a concern with Brake Rotor vibration. Currently, a concern was noted with the quality of the rotors. This quality concern was resolved with a new released part. Right now, working with the Fusion team, they identified some customers that had the rotors replaced with-in the past 6 months, and caused customer dissatisfaction. Our team would like to get these customers (below) back into the dealer. For a brake inspection, repair and replacement of the rear brake rotors again, at no cost or inconvenience to the customer.

Next Steps:

The team, is looking get these customers back into the dealer, (with rental coverage, if needed) to have their brake system inspected and to replace they brake rotors or subsequent components, with the latest and greatest parts. The team has arranged a team to send these parts to the dealer. We need your teams support to re-service these customers vehicle again, through their local dealer and CRC/CAC Customer handling group. In addition, we may required a local Field Service Engineer, to work with the Fusion Team.

VIN #	Customer Name
3MEHM0HAXAR [REDACTED]	MRS [REDACTED]
3FAHP0HA1AR [REDACTED]	[REDACTED]
3FAHP0HA9AR [REDACTED]	MS [REDACTED]
3FAHP0HA2AR [REDACTED]	[REDACTED]

If any concerns, with this request, I am the point of contact for this request. Any information and/or next steps are welcome.

Regards,

José Chacón

**Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062**

From: Ulloa, Fernando (F.F.)
Sent: Thursday, August 26, 2010 1:06 PM
To: Haag, Gavin (G.M.)
Subject: Broken studs at HSAP.
Follow Up Flag: Follow up
Flag Status: Red

Gavin, as per our conversation in Hermosillo we have an issue with the rear hub studs (6E51-1N069-BB) that are getting Brocken at the time the multiple spindle applies torque, this happens in FWD cars only mostly in 17" steel wheel and recently in 18" aluminum wheels. I am attaching the incidences per day in the last month in order to you to see the amount we have per day, you can see that as many as 16 in one day.

2-Aug-10	3
3-Aug-10	3
4-Aug-10	1
5-Aug-10	3
6-Aug-10	3
7-Aug-10	1
9-Aug-10	7
10-Aug-10	2
11-Aug-10	1
12-Aug-10	13
13-Aug-10	6
16-Aug-10	3
17-Aug-10	13
18-Aug-10	6
19-Aug-10	8
20-Aug-10	3
21-Aug-10	7
23-Aug-10	5
24-Aug-10	16
25-Aug-10	4
26-Aug-10	1

NTN is the supplier.

Here are the main contacts at HSAP with this issue.

Fernan Soto....HSAP FSE.....011-52-(662)259-8449;
Fernando Ulloa....Chassis VRT leader 011-52-(662)259-8162

Fernando Ulloa
Chassis/Ride & Handling VRT Leader
Hermosillo Stamping & Assembly Plant
Phone:(662)259-8162.

From: Young, Jim (D.)
Sent: Thursday, March 11, 2010 8:59 AM
To: CMeissnest@ntnusa.com
Cc: Shetty, Praveen (P.)
Subject: CD Concern

Follow Up Flag: Follow up
Flag Status: Red

Attachments: CM_C12329093_CD.doc

Here is the concern number for the CD snafu:

C12329093



CM_C12329093_CD
.doc (305 KB)

Jim Young

Ford Motor Company
D3, D3L, D47x and U502 Suspension Engineer
Hubs, Knuckles and Bearings
(313) 805-4754

Pager: <mailto:3138054754@messaging.sprintpcs.com>

```

Session A - [24 x 80]
File Edit View Communication Actions Window Help
[Icons]
WWRSC01A CONFIDENTIAL Concern Base Information 10/03/11 08:55:00
Concern: C12329093 Status: A Concur: _ Pgm Mgt Auth: I MCC: _ ECC: NVD1
Model=>>Year: 10 Fix PPM: N Orig: NC00 CHASSIS PEO (LNCG)
Lead: CVDE Routing: Y Date: 10/03/02 CDSID: PSHETTY
Other Models: N Elect Aff: N Name: SHETTY, PRAVEEN
Build Event: RC Homol Aff: _ Phone: (313) 8055942
CF: CO _ _ Multimedia: N Default Acty: NC00
PIN#: 09015 _ _

Description MCR ACTION. TIES II RESOURCE OF PULSAR RING AND
Summary: WHEEL STUDS FOR NON DRIVEN RR BEARING (LAST)
*

Prod Aff: CD3 FUSION/MILAN/ZEPHYR FWD

Plants Aff: NA24 _ _ _ _ _ _ _ _ _ _

Supp Docs: A12327697 _ _ _ _ _ _ _ _ _ _

Select: _ A=Approval B=Parts C=Control D=Descr E=Engineer F=Infrml
G=Eng Est L=Alert O=Web Print P=Print R=Resol S=Summary V=Mfg Aff
W=WACTS X=Xrf Menu Y=Ntc Menu Z=Raise 1=Wrk Sht 2=Ntc Xrf
PF2=Other Models Affected

Mâ a 02/011
[Footer: Connected to remote server/host:3270server1.dearborn.ford.com using port 5031 | Wwrsc00003.pd3.ford.com/lr5443 on Ne06]

```

From: CMeissnest@ntnusa.com
Sent: Tuesday, May 18, 2010 2:42 PM
To: Shetty, Praveen (P.)
Cc: fcoronado@ntnusa.com; KRichter@ntnusa.com; Mary Kocik; Raina Broadwater
Subject: RE: CD3 Alert A12327697
Follow Up Flag: Follow up
Flag Status: Red

Praveen,

BB is ABS and is production and service.

AB is non-ABS and is service only.

Best regards,

Chris K. Meissnest
Account Manager
NTN Bearing Corporation
Office: 248-324-4574
Cell; 224-639-0936
Fax: 248-324-1103
Email: CMeissnest@ntnusa.com

"Shetty, Praveen (P.)" <pshetty@ford.com>

05/18/2010 12:52 PM

To <CMeissnest@ntnusa.com>

cc <fcoronado@ntnusa.com>, "Mary Kocik" <MKocik@ntnusa.com>,
<KRichter@ntnusa.com>

Subject RE: CD3 Alert A12327697

I am issuing a new alert. Please give me the detail on the differences between AB and BB part levels.

Thanks

From: CMeissnest@ntnusa.com [mailto:CMeissnest@ntnusa.com]
Sent: Tuesday, May 18, 2010 12:29 PM
To: Shetty, Praveen (P.)
Cc: fcoronado@ntnusa.com; Mary Kocik; KRichter@ntnusa.com
Subject: RE: CD3 Alert A12327697

Praveen,

This is the original alert. Are you going to extend it or issue a new number. Most alerts seem to have lasted for 90 days, correct?

Best regards,

Chris K. Meissnest
Account Manager
NTN Bearing Corporation
Office: 248-324-4574

3/9/2011

PE11-003 001212

Cell; 224-639-0936
Fax: 248-324-1103
Email: CMeissnest@ntnusa.com

"Shetty, Praveen (P.)" <pshetty@ford.com>

05/18/2010 11:08 AM

To <CMeissnest@ntnusa.com>
cc
Subject RE: CD3 Alert A12327697

Chris, I am getting it approved.
I had had a question regarding the part number. What's the difference between 6E5C-1N069-AB and 6E5C-1N069-BB?
Are we changing both these parts to AE5C-2C299- AA and AE5C-2C299- BA?

From: CMeissnest@ntnusa.com [mailto:CMeissnest@ntnusa.com]
Sent: Friday, May 14, 2010 4:35 PM
To: Shetty, Praveen (P.)
Subject: RE: CD3 Alert A12327697

Praveen,

Have you approved new alert. What is number and please provide screen dump for our records.

Best regards,

Chris K. Meissnest
Account Manager
NTN Bearing Corporation
Office: 248-324-4574
Cell; 224-639-0936
Fax: 248-324-1103
Email: CMeissnest@ntnusa.com

"Shetty, Praveen (P.)"
<pshetty@ford.com>

05/07/2010 04:20 PM

To <CMeissnest@ntnusa.com>
cc <RBroadwater@ntnusa.com>, <RBarrett@ntnusa.com>, <fcoronado@ntnusa.com>, <imaksymiak@ntnusa.com>, <SHaslem@ntnusa.com>, "Slebodnick, Jamie (J.M.)" <jslebod1@ford.com>
Subject RE: CD3 Alert A12327697

Chris, We would still like to implement the PC10.9 studs. I'll issue the alert. Thanks

From: CMeissnest@ntnusa.com [mailto:CMeissnest@ntnusa.com]

3/9/2011

PE11-003 001213

Sent: Thursday, May 06, 2010 8:54 AM

To: Shetty, Praveen (P.)

Cc: RBroadwater@ntnusa.com; RBarrett@ntnusa.com; fcoronado@ntnusa.com; imaksymiak@ntnusa.com; SHaslem@ntnusa.com; Slebodnick, Jamie (J.M.)

Subject: Fw: CD3 Alert A12327697

Praveen,

We have shown that there was no issue with the bolts and there has been no broken bolts since that time period in March, but I believe your would still like NTN to implement the PC 10.9 bolt. Is that correct? We will have samples approximately end of next week from Cold Heading. We will then test at both Ford and NTN to confirm if there is improvement. Since testing will take some time, (Plan on about 4 weeks), we will need the alert below extended or a new one issued. I didn't want to wait to the last minute for the request. I know Ford purchasing as well as NTN want to get this cleaned up and move forward as soon as possible.

Best regards,

Chris K. Meissnest
Account Manager
NTN Bearing Corporation
Office: 248-324-4574
Cell: 224-639-0936
Fax: 248-324-1044

----- Forwarded by Chris Meissnest/NBCA/NTNNA on 05/06/2010 08:45 AM -----

"Young, Jim (D.)" <jyoung2@ford.com>

02/25/2010 01:53 PM

To <CMeissnest@ntnusa.com>
cc
Subject CD3 Alert A12327697

Here you go Stud.

<<A12327697.doc>>

Jim Young

Ford Motor Company
D3, D3L, D47x and U502 Suspension Engineer
Hubs, Knuckles and Bearings
(313) 805-4754
Pager: <mailto:3138054754@messaging.sprintpcs.com>

From: Durand, Gerardo (G.D.)
Sent: Friday, August 13, 2010 10:50 AM
To: Rogero, Antonio (A.); Shetty, Praveen (P.); 'CMeissnest@ntnusa.com'; 'RBarrett@ntnusa.com'
Cc: Jaime, Victor (V J.)
Subject: RE: CD3 Alert extension A12353656
Follow Up Flag: Follow up
Flag Status: Red

Approved.

From: Rogero, Antonio (A.)
Sent: Thursday, August 12, 2010 5:07 PM
To: Shetty, Praveen (P.); Durand, Gerardo (G.D.); 'CMeissnest@ntnusa.com'; 'RBarrett@ntnusa.com'
Cc: Rogero, Antonio (A.)
Subject: RE: CD3 Alert extension A12353656

The new alert is [A12379029](#).
Gerardo, please approve the new alert for 60 days.

From: Shetty, Praveen (P.)
Sent: Jueves, 12 de Agosto de 2010 01:18 p.m.
To: Rogero, Antonio (A.)
Cc: RBarrett@ntnusa.com; 'CMeissnest@ntnusa.com'
Subject: RE: CD3 Alert extension A12353656

Antonio, Like we talked about, can you pls write an alert and provide the alert number to NTN. Pls write the alert for 60 days, upon which time we should be able to bring the PC10.9 stud change in. Thanks for your help.

From: CMeissnest@ntnusa.com [mailto:CMeissnest@ntnusa.com]
Sent: Tuesday, August 10, 2010 2:35 PM
To: Shetty, Praveen (P.)
Cc: fcoronado@ntnusa.com; Mary Kocik; RBarrett@ntnusa.com; Raina Broadwater; Telliot@ntnusa.com
Subject: RE: CD3 Alert extension A12327697

Praveen,

Just got back from vacation. I understand from Rob, the testing at Ford and Coldheading is not yet complete. This alert will require another extension. Can we do a 30 day to give us some buffer. Let me know. We will need it updated by end of week.

Best regards,

Chris K. Meissnest
Account Manager
NTN Bearing Corporation
Office: 248-324-4574
Cell; 224-639-0936
Fax: 248-324-1103
Email: CMeissnest@ntnusa.com

"Shetty, Praveen (P.)" <pshetty@ford.com>

To <CMeissnest@ntnusa.com>

3/9/2011

PE11-003 001215

07/30/2010 08:13 AM

cc "Mary Kocik" <MKocik@ntnusa.com>, <fcoronado@ntnusa.com>, "Raina Broadwater" <rbroadwater@ntnusa.com>, <RBarrett@ntnusa.com>, <Telliott@ntnusa.com>
Subject RE: CD3 Alert extension A12327697

I have extended the alert.

WWRSC12A CONFIDENTIAL Alert Base Information 10/07/30 08:11:33
Alert: A12353656 Type: U USE PPM Status: A ECC: NVD1
Orig Acty: NC00 CHASSIS PEO (LNCG) Date: 10/05/17 Rte: N
Name: SHETTY, PRAVEEN Loc: _____ Phone: (313) 8055942
E-Mail: PSHETTY Multimedia: N
Desc: ALLOW USAGE OF AE5C-2C299-BA ILO 6E51-1N069-BB. NEW BEARING
Lang: E HAS LOCAL SOURCES FOR THE PULSAR RING AND WHEEL BOLTS.
* (MORE)

Model>> Yr: 10 Lead: CVDE Other: _____
Plants Aff: NA24 _____
Prod Aff: CD3 FUSION/MILAN/ZEPHYR

Supp Docs: A12327697 _____ Qty: _____
Emission: 000

Alert Start Date: 10/05/17 A Appearance: N
Duration: 090 Build Event: PJ3
Calc Expiration: 10/08/15 Homologation: N (Y/N)
Authorized: Y (Y/N) VJAIME (User ID) Vehicle Saleable: Y (Y/N)

Closure Statement: _____

From: CMeissnest@ntnusa.com [mailto:CMeissnest@ntnusa.com]
Sent: Thursday, July 29, 2010 1:39 PM
To: Shetty, Praveen (P.)
Cc: Mary Kocik; fcoronado@ntnusa.com; Raina Broadwater; RBarrett@ntnusa.com; Telliott@ntnusa.com
Subject: CD3 Alert extension A12327697

Praveen,

I know a sore subject, but we need this alert extended to be able to ship next week. It expires end of July. I will be out of office tomorrow through next week. Please make sure Mary Kocik is copied.

Best regards,

Chris K. Meissnest
Account Manager
NTN Bearing Corporation
Office: 248-324-4574
Cell; 224-639-0936
Fax: 248-324-1103
Email: CMeissnest@ntnusa.com

From: Slebodnick, Jamie (J.M.)
Sent: Monday, August 30, 2010 10:01 AM
To: 'CMeissnest@ntnusa.com'
Cc: fcoronado@ntnusa.com; RBarrett@ntnusa.com; Shetty, Praveen (P.); Raina Broadwater
Subject: RE: CD3 GEN2 10.9 bolt

Follow Up Flag: Follow up

Flag Status: Red

Issued today.

- Jamie Slebodnick

From: CMeissnest@ntnusa.com [mailto:CMeissnest@ntnusa.com]
Sent: Friday, August 27, 2010 1:21 PM
To: Slebodnick, Jamie (J.M.)
Cc: fcoronado@ntnusa.com; RBarrett@ntnusa.com; Shetty, Praveen (P.); Raina Broadwater
Subject: Fw: CD3 GEN2 10.9 bolt

Jamie,

I have not seen any purchase order or request for quote or anything for this new part number. This is for the domestic bolt and tone ring sources we have talked about several times. We need these orders issued to get this kicked off. Can you please provide status of this purchase orders.

Best regards,

Chris K. Meissnest
Account Manager
NTN Bearing Corporation
Office: 248-324-4574
Cell; 224-639-0936
Fax: 248-324-1103
Email: CMeissnest@ntnusa.com

----- Forwarded by Chris Meissnest/NBCA/NTNNA on 08/27/2010 01:17 PM -----

"Shetty, Praveen (P.)" <pshetty@ford.com>

To <CMeissnest@ntnusa.com>

08/12/2010 02:50 PM

cc <RBarrett@ntnusa.com>, <fgore@anbmntn.com>,
<fcoronado@ntnusa.com>, "Raina Broadwater"
<rbroadwater@ntnusa.com>, "Slebodnick, Jamie (J.M.)"
<jslebod1@ford.com>

Subject RE: CD3 GEN2 10.9 bolt

Chris, The notice NC00-E-12329093-000 has been approved. We need to implement the PC10.9 bolt ASAP. Please proceed as advised with this and let me know if you have any questions. We won't be extending the alert.

Jamie, Pls go ahead and issue the PO for the AE5C-2C299-AA/BA to NTN.

Thanks

From: CMeissnest@ntnusa.com [mailto:CMeissnest@ntnusa.com]
Sent: Thursday, July 29, 2010 11:08 AM
To: Shetty, Praveen (P.)
Cc: RBarrett@ntnusa.com; fgore@anbmntn.com; fcoronado@ntnusa.com; Raina Broadwater; Slobodnick, Jamie (J.M.)
Subject: CD3 GEN2 10.9 bolt

Praveen,

Per our discussion, NTN has approximately 2-2.5 months of production of current bolt. We need to update the print with the logo exemption number and submit into the Ford system. Then Ford engineering can approve and move the concern to purchasing to issue the new purchase order. We told our vendor to stop production of the old bolt. We will then expect new purchase orders from Ford purchasing within a couple of weeks that support use of the 10.9 bolt. If you need anything else from us please advise.

Best regards,

Chris K. Meissnest
Account Manager
NTN Bearing Corporation
Office: 248-324-4574
Cell; 224-639-0936
Fax: 248-324-1103
Email: CMeissnest@ntnusa.com

From: Hamernik, Dave (D.)
Sent: Friday, August 27, 2010 2:59 PM
To: Caris, John (J.C.)
Subject: CD3 ICA Stud

Follow Up Flag: Follow up
Flag Status: Red

FYI - looks like the stud used in the CD3 AWD hub will work in the FWD application. What we can tell from the available prints, the AWD is 1mm longer. Some of the spline dimension are not called out, but they should be the same (need to confirm). The hub comes from Kawada in Japan (studs maybe the same source ONDO as the prior NTN part), but we can't get in touch with anyone right now - probably won't be able to make contact until Sunday night.

[Dave Hamernik](#)

NA Knuckles / Hubs / Bearings D&R
Phone/ Fax: (313) 32-31952

From: JSholy@ntnusa.com
Sent: Monday, March 15, 2010 11:13 AM
To: Shetty, Praveen (P.)
Cc: RBarrett@ntnusa.com; CMeissnest@ntnusa.com
Subject: Re: Fw: CD3 pulsar rings and studs resourcing drawings
Follow Up Flag: Follow up
Flag Status: Red

Hello Praveen,
Thank you for the notice numbers. Looking through the drawings a hub bolt PN (AE5C-1118-AA) was also created under the Notice Number NC00 E 12270317 000. Can the hub bolt PN be released under the new notice number that you gave us? Or will the notice need to be updated to allow us to release the PN? Thank you.

Jason Sholy
Application Engineer
NTN Bearing Corporation of America
39255 W. 12 Mile Road
Farmington Hills, MI 48331-2975
P: 248-324-4594
C: 224-639-3781
F: 248-324-1791
E: jsholy@ntnusa.com

Chris Meissnest/NBCA/NTNNA

To jsholy@ntnusa.com, Rob Barrett/NBCA/NTNNA@NTNNA
cc

03/15/2010 10:15 AM

Subject Fw: CD3 pulsar rings and studs resourcing drawings

Here you go.

Best regards,

Chris K. Meissnest
Account Manager
NTN Bearing Corporation
Office: 248-324-4574
Cell; 224-639-0936
Fax: 248-324-1103
Email: CMeissnest@ntnusa.com

----- Forwarded by Chris Meissnest/NBCA/NTNNA on 03/15/2010 10:13 AM -----

"Shetty, Praveen (P.)" <pshetty@ford.com>

03/15/2010 10:01 AM

To <CMeissnest@ntnusa.com>
cc
Subject CD3 pulsar rings and studs resourcing drawings

Chris, I have pulled the notice NC00-E12329093-000 for bumping the bearing from 6E51-1N069-BB to AE5C-2C299-BA. Please submit the CAD for this change. Thanks

Praveen Shetty
Knuckles Hub & Bearings Engineering
Ford Motor Company
Ph: 313.805.5942
email: pshetty@ford.com

From: Beltran, Victor (V.)
Sent: Thursday, August 26, 2010 7:28 PM
To: 'RBarrett@ntnusa.com'
Cc: Ulloa, Fernando (F.F.); Durand, Gerardo (G.D.); KPaarfusser@anbmntn.com; ABaron@anbmntn.com
Subject: RE: CD3 rear lug stud bolt report from April 2010 J240916
Follow Up Flag: Follow up
Flag Status: Red

Today we had an internal meeting and on this it was requested:
 A SPC study according our usage was requested due to we are finding 3 defective parts per day using 2000 pieces in average per day basically is of hardness readings and how much torque the stud gets broken I am talking a sample around 5000 studs.

Also to have your expertise on site to help us on resolving this problem.

Please let us know when we will have this study and when the expertise will arrive to Hermosillo.

Regards.

Victor Beltran
 Incoming Quality
 Ford Hermosillo
 vbeltran@ford.com
 52 662 259 8164

From: RBarrett@ntnusa.com [mailto:RBarrett@ntnusa.com]
Sent: Jueves, 26 de Agosto de 2010 08:28 a.m.
To: Beltran, Victor (V.)
Cc: Ulloa, Fernando (F.F.); Durand, Gerardo (G.D.); KPaarfusser@anbmntn.com; ABaron@anbmntn.com
Subject: RE: CD3 rear lug stud bolt report from April 2010 J240916

Hi Victor,

Since we only recieved one bolt back there are some tests that we can't do, but we are qualifying as many characterists as possible. We hope to have some additional data for our meeting on Friday.

Thank you

ROB BARRETT
Application Engineering Manager - Automotive
NTN Bearing Corporation of America
 T 248.324.4700 x23163 (Direct: 248.324.4522)
 M 224.639.2080
www.NTNAmerica.com



"Beltran, Victor (V.)" <vbeltran@ford.com>

08/25/2010 06:44 PM

To <RBarrett@ntnusa.com>
 cc "Durand, Gerardo (G.D.)" <gdurand@ford.com>, "Ulloa, Fernando (F.F.)"
 <fulloa@ford.com>

Subject RE: CD3 rear lug stud bolt report from April 2010 J240916

Is it possible to have the same study for the samples that Fernando Ulloa sent last week

Regards.

Victor Beltran
Incoming Quality
Ford Hermosillo
vbeltran@ford.com
52 662 259 8164

From: RBarrett@ntnusa.com [mailto:RBarrett@ntnusa.com]
Sent: Miércoles, 25 de Agosto de 2010 01:39 p.m.
To: Beltran, Victor (V.)
Subject: CD3 rear lug stud bolt report from April 2010 J240916

Victor,

Please see the attached report that was issued back in April on the first set of failed bolts.

ROB BARRETT
Application Engineering Manager - Automotive
NTN Bearing Corporation of America
T 248.324.4700 x23163 (Direct: 248.324.4522)
M 224.639.2080
www.NTNAmerica.com



From: Thompson Kevin [KThompson@us.brembo.com]
Sent: Wednesday, December 01, 2010 3:35 PM
To: Bouwma, Robert (R.); Waldron, Rob (R.M.)
Cc: White, Isiah (I.C.); Allard, Chris (C.E.); Olson Mark
Subject: CD3 Rear Rotor Warranty

Follow Up Flag: Follow up

Flag Status: Red

Bob / Rob,

Trying to wrap up the information and provide a status regarding the rear warranty rotors:

Rotors identified as suspect: 5

Rotors returned to date: 2, manufacturing date 170 10 1 (June 19, 2010 1st shift) for both rotors

Can you provide the following:

1. Status of the remaining 3 rotors (available, unavailable, scrapped, etc.)
2. Date of warranty
3. Mileage on the vehicles at time of warranty
4. Any similar warranty conditions prior to the above 5 rotors?
5. Any similar warranty conditions post the above 5 rotors?



Kevin Thompson

Phone: 734-468-2129

Cell: 248-227-9861

email: kthompson@us.brembo.com
www.brembo.com

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From: Allard, Chris (C.E.)
Sent: Monday, October 25, 2010 4:27 PM
To: Galindo, Sergio (S.N.)
Subject: FW: CD3 WHEEL AND ROTOR SNAPSHOTS

Follow Up Flag: Follow up
Flag Status: Red

Attachments: COMPARISON_SNAPSHOTS.xls

Chris Allard
North American Applications Manager
Wheels, Tires, and Jacks
[Ford Motor Company](#)
(office) 313-845-7679, (cell) 313-492-8030

From: Gust, Scott (S.W.)
Sent: Monday, October 25, 2010 10:38 AM
To: Koenig, Neal (N.D.); Farmer, Marty (M.F.); Allard, Chris (C.E.)
Subject: CD3 WHEEL AND ROTOR SNAPSHOTS



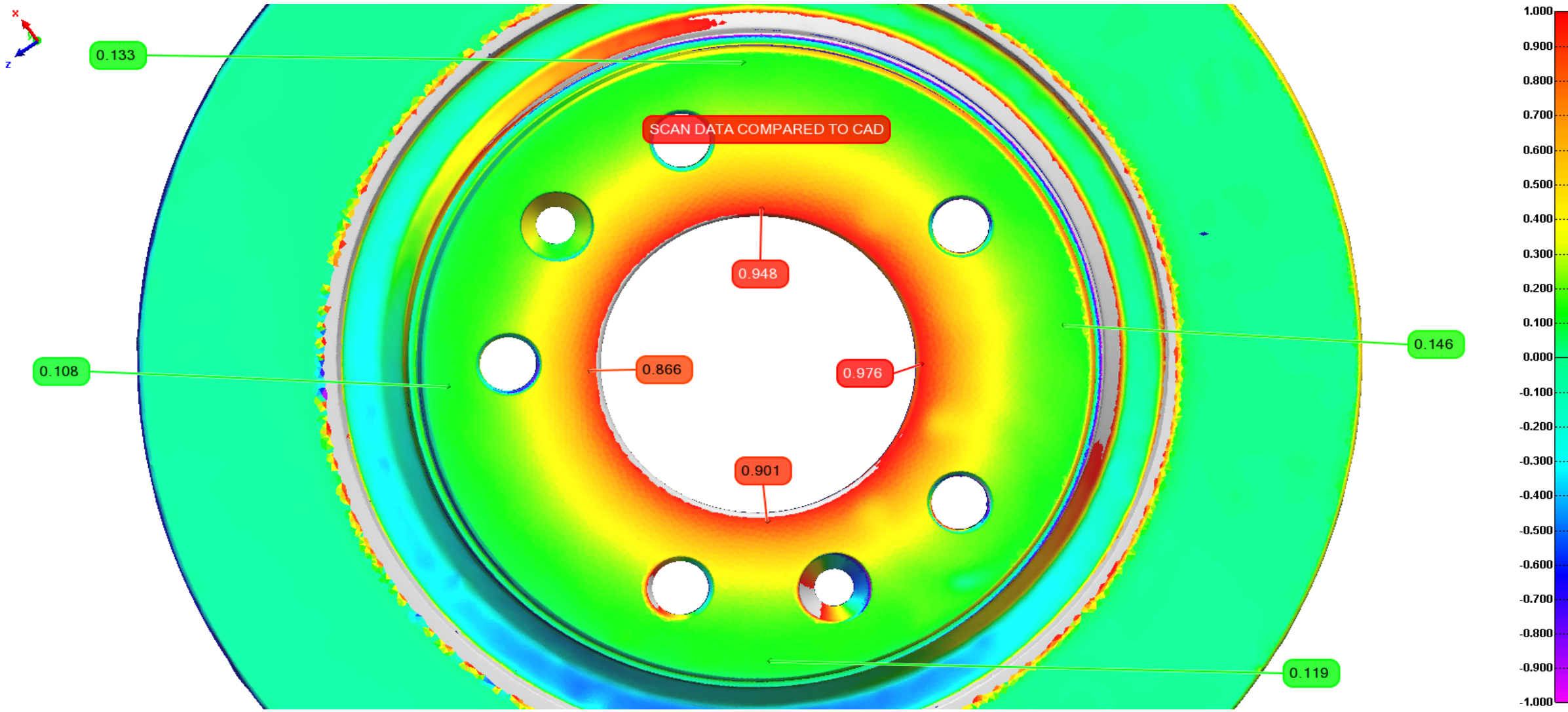
COMPARISON_SNA
PSHOTS.xls (2 MB...

Scott Gust

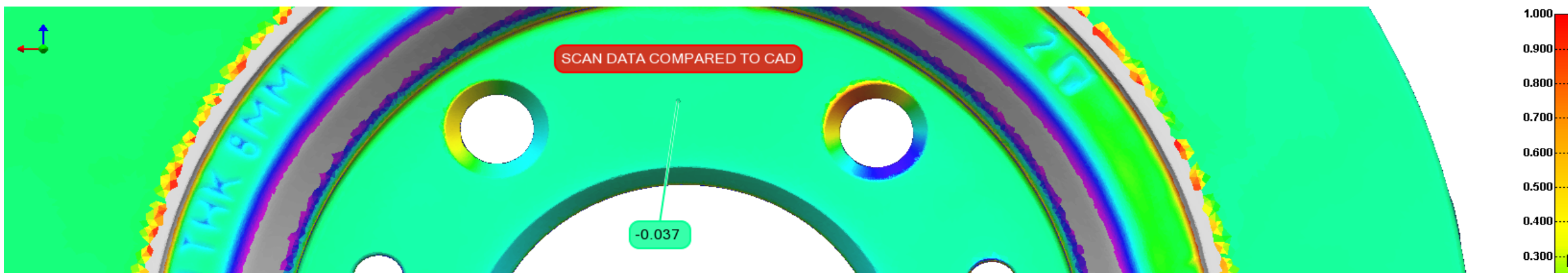
Fo Mo Co

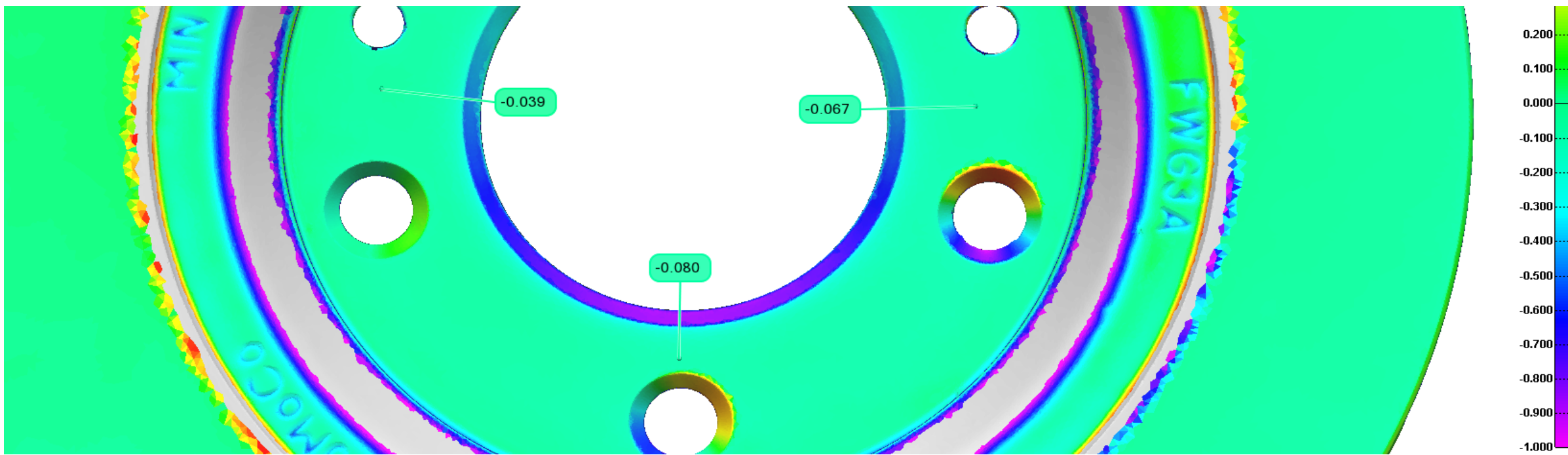
CAD/CAM Data Analyst
Design Aid Metrology Unit

PDC GH-C369
(313) 805-2899

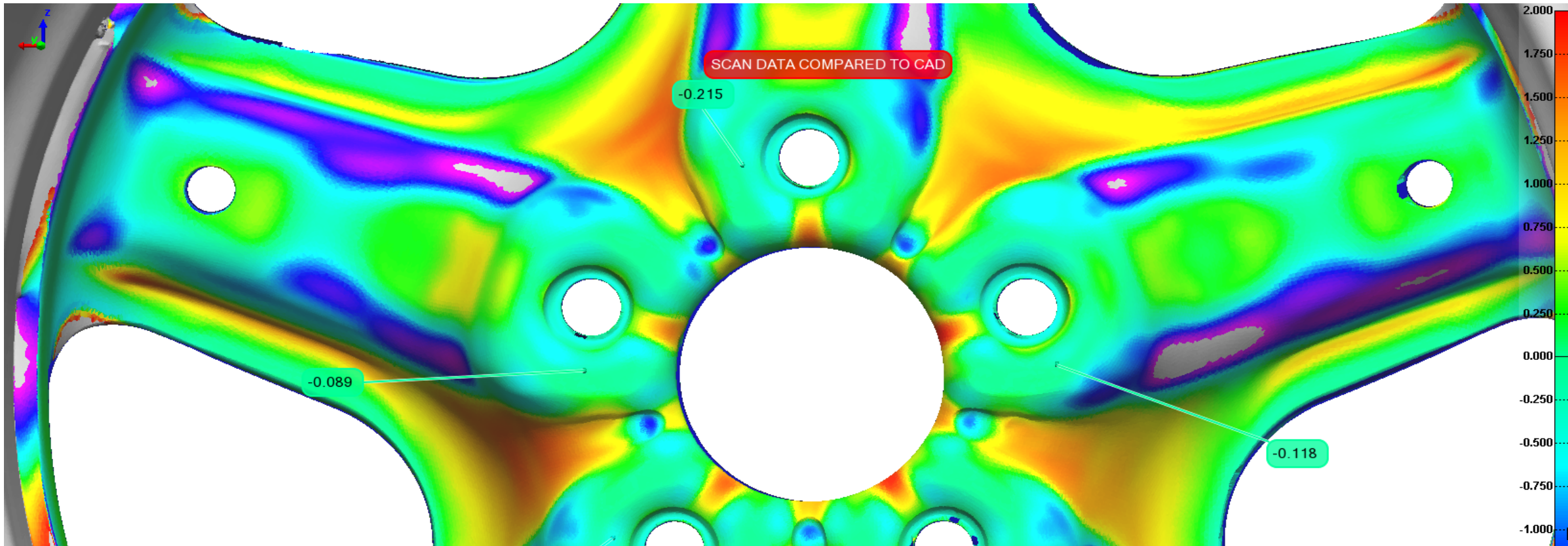


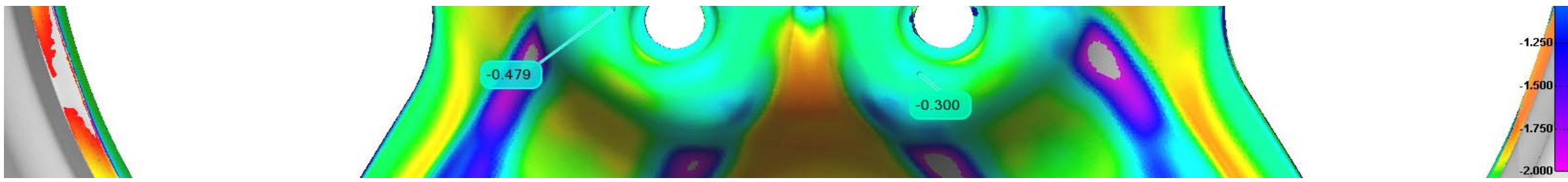
Snapshot



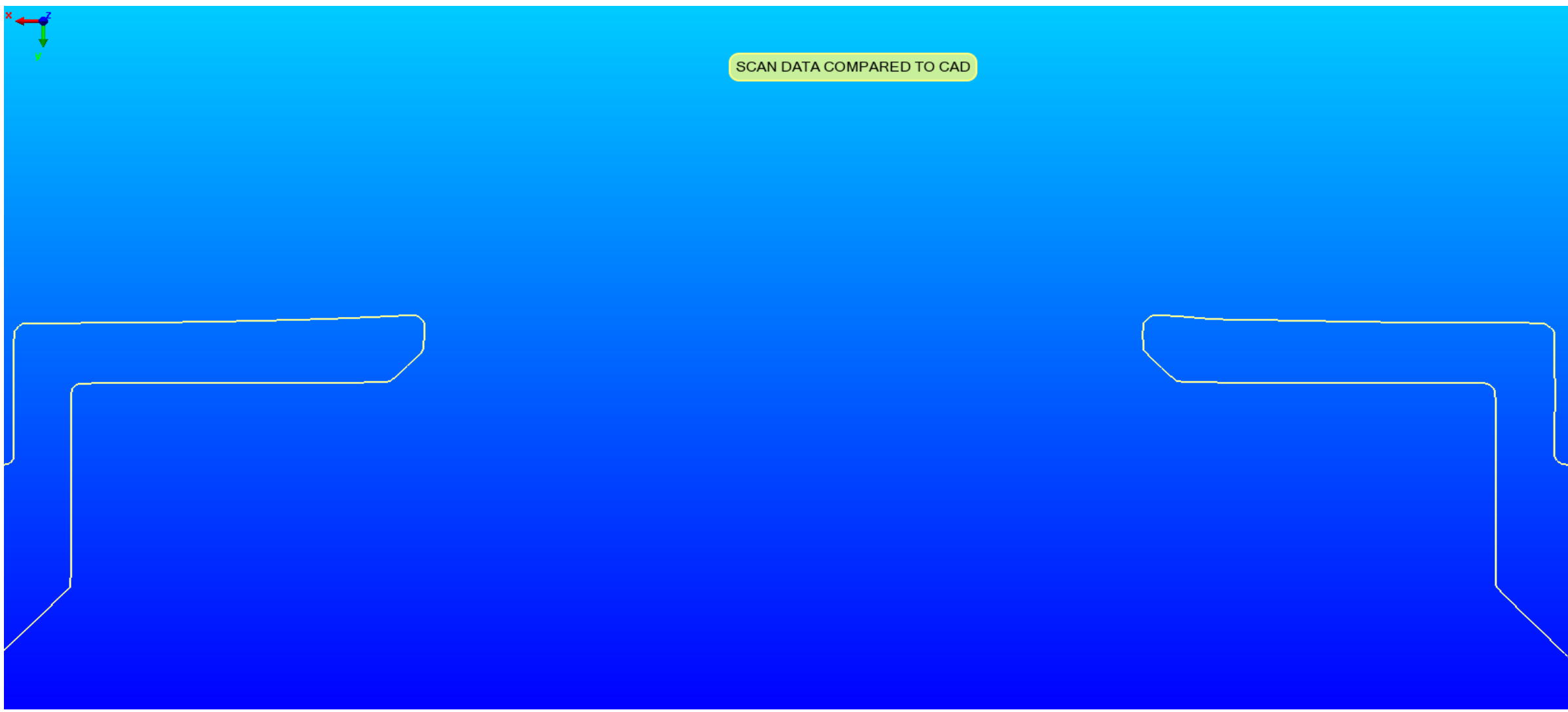


Snapshot (2)





Snapshot (3)



Snapshot (4)

From: McClenaghan, Dave (D.)
Sent: Wednesday, February 02, 2011 7:48 AM
To: Christensen, Kris (K.S.)
Subject: FW: CD338 ROTORS

Attachments: CD338_RR_ROTOR.xls; CD338_LR_ROTOR2.xls

Data for returned rotors from Indiana

From: Lasley, Donald (D.M.)
Sent: Tuesday, February 01, 2011 8:57 PM
To: McClenaghan, Dave (D.)
Subject: CD338 ROTORS

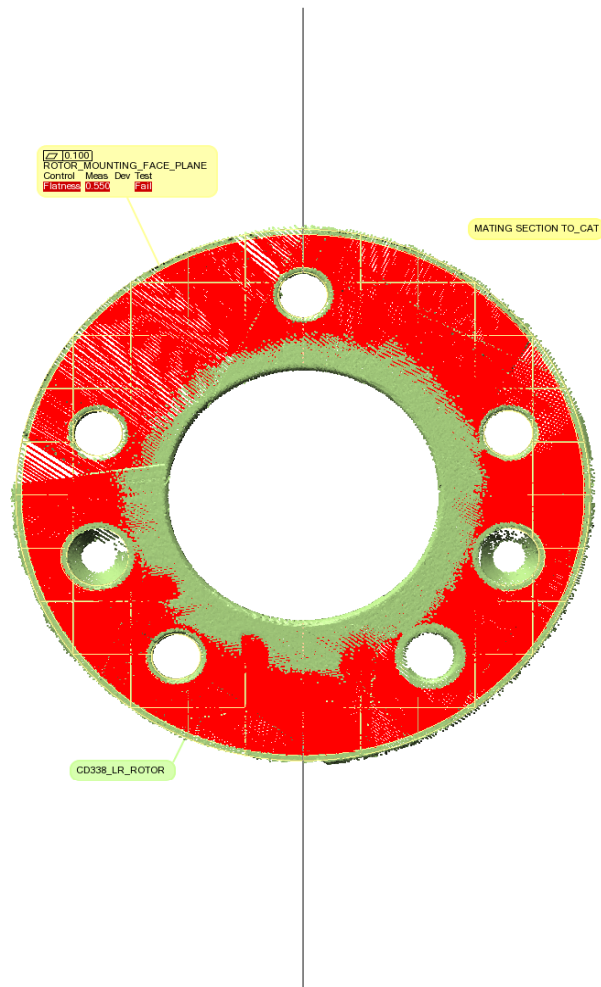
Dave,
Here is a copy the reports Left rear and Right Rotors
If you have any questions I will be back in the office at 3:00 pm afternoon shift

Thanks



CD338_RR_ROTOR .xls (2 MB) CD338_LR_ROTOR 2.xls (1 MB)

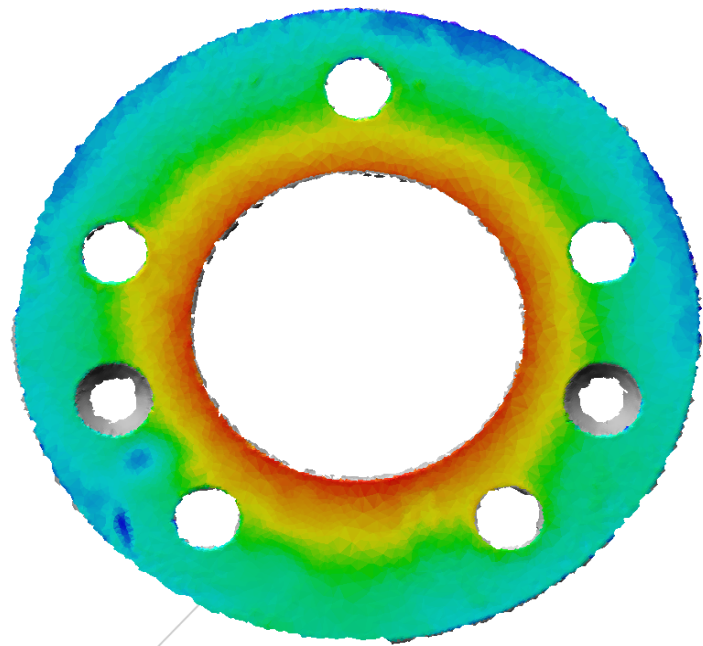
don



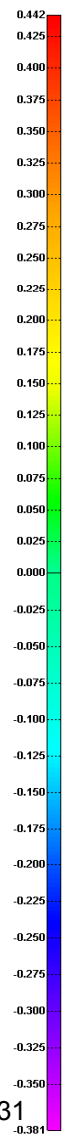
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Control Meas Dev Test
Flatness 0.050 All

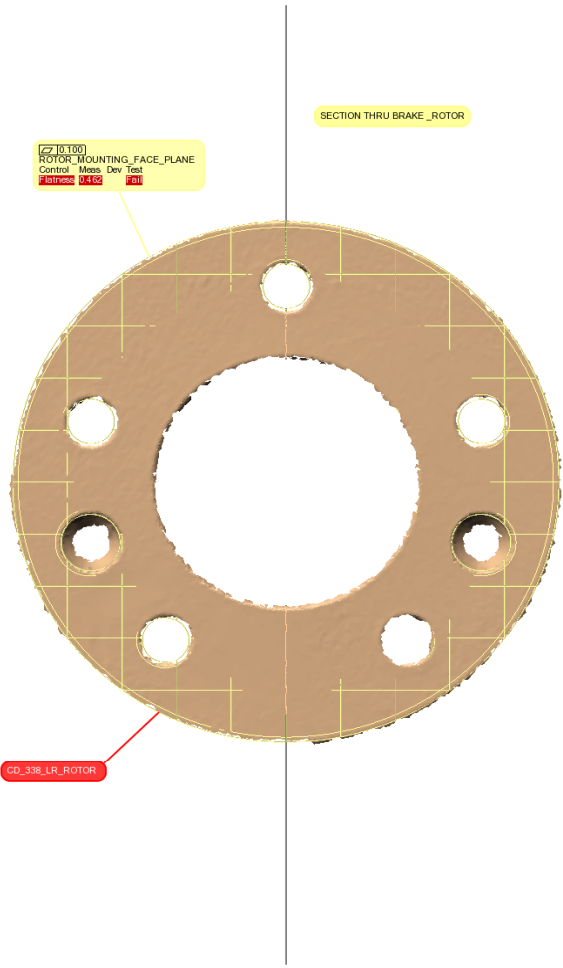
MATING_SECTION_TO_CAT

CD338_LR_ROTOR



CD_338_LR_ROTOR

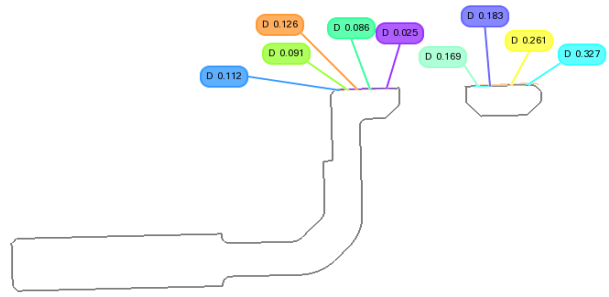




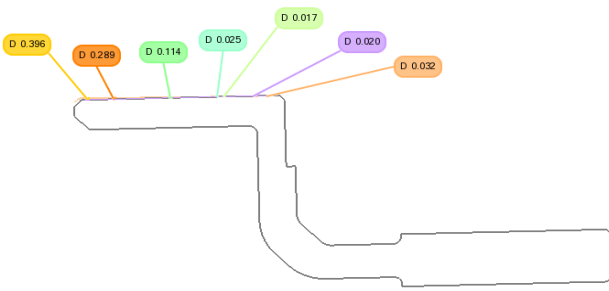
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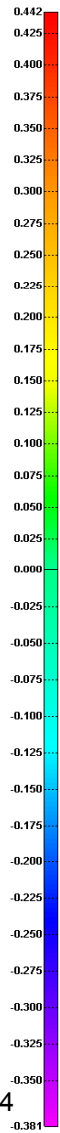
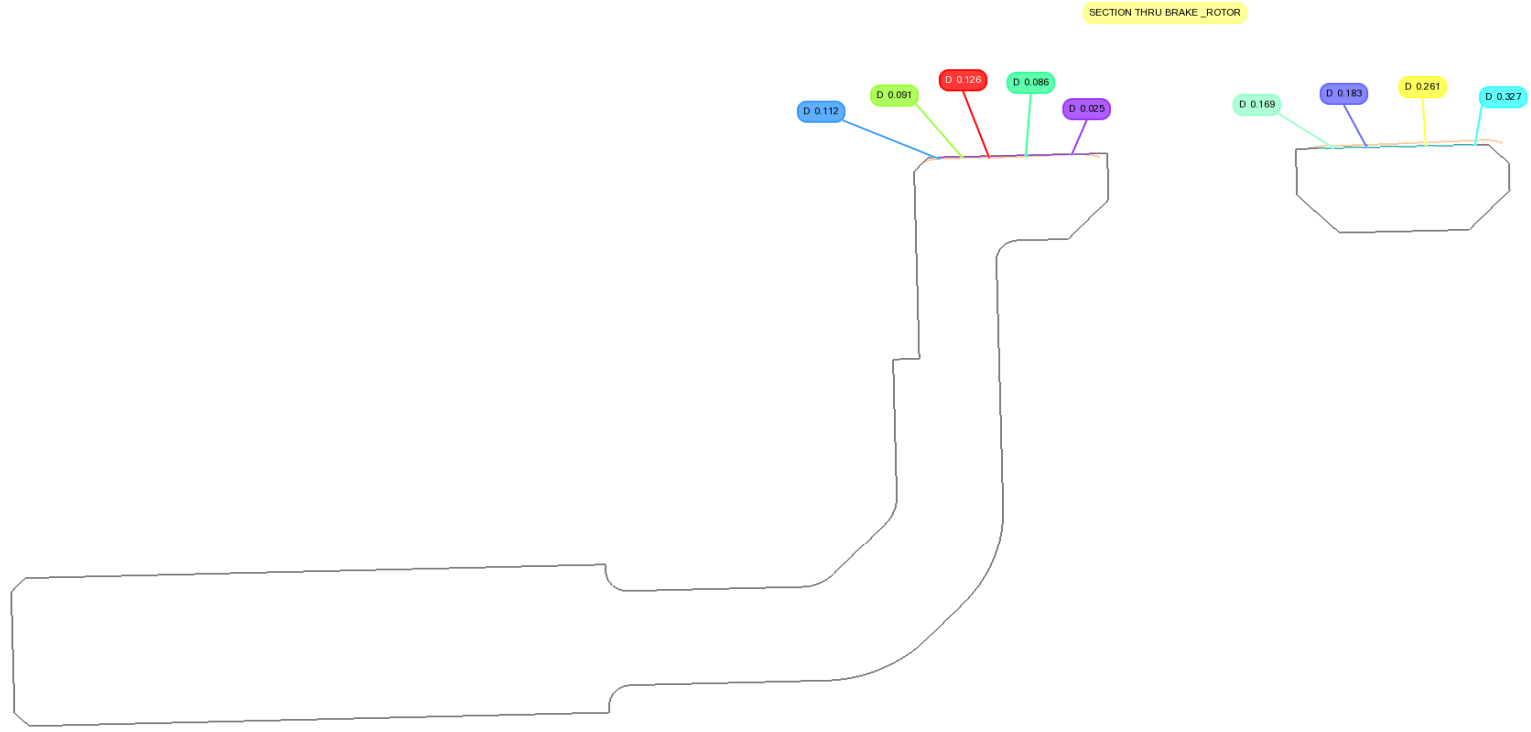
[[Z]01100
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Control Mess Dev Test
#stress 0x10c #all

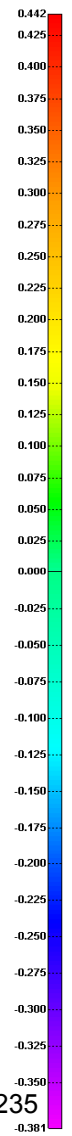
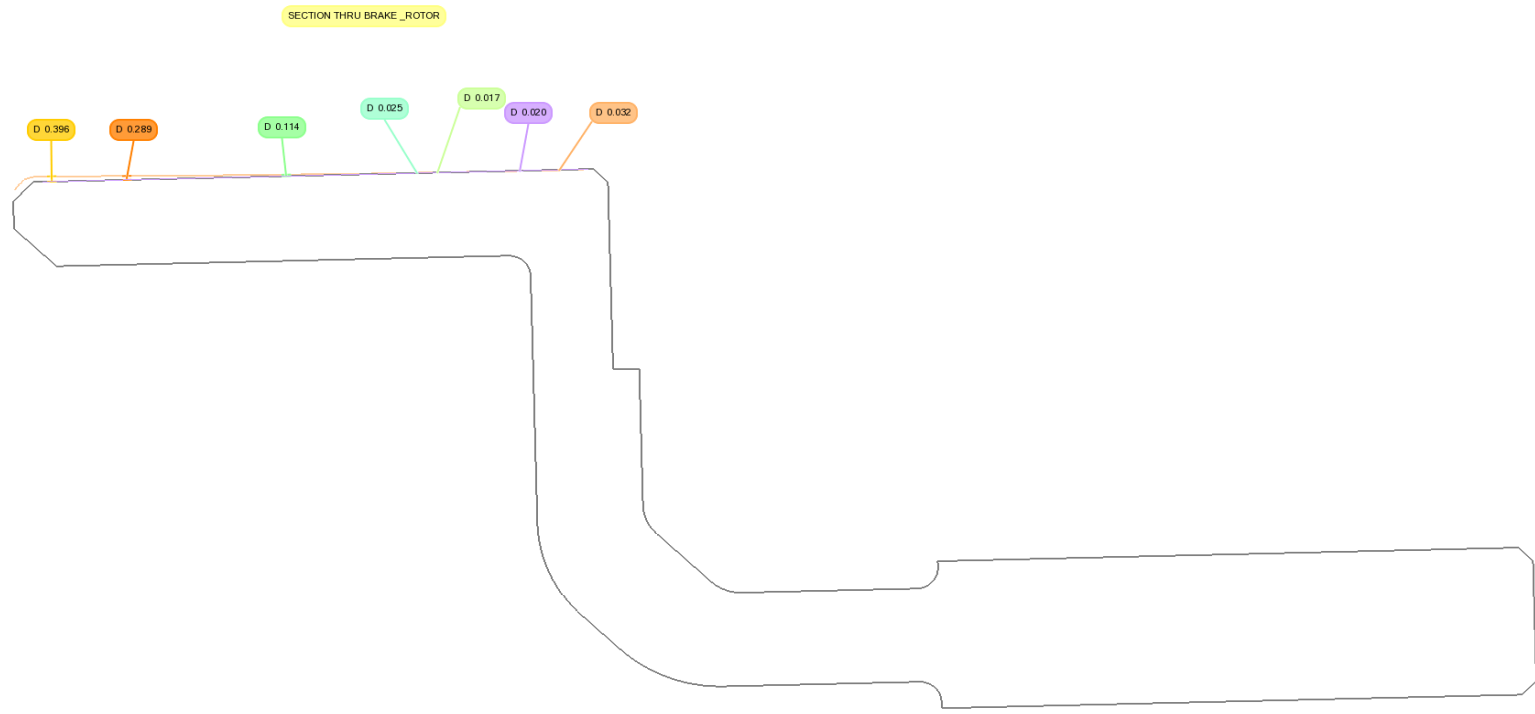
CD_338_LR_ROTOR



SECTION THRU BRAKE ROTOR

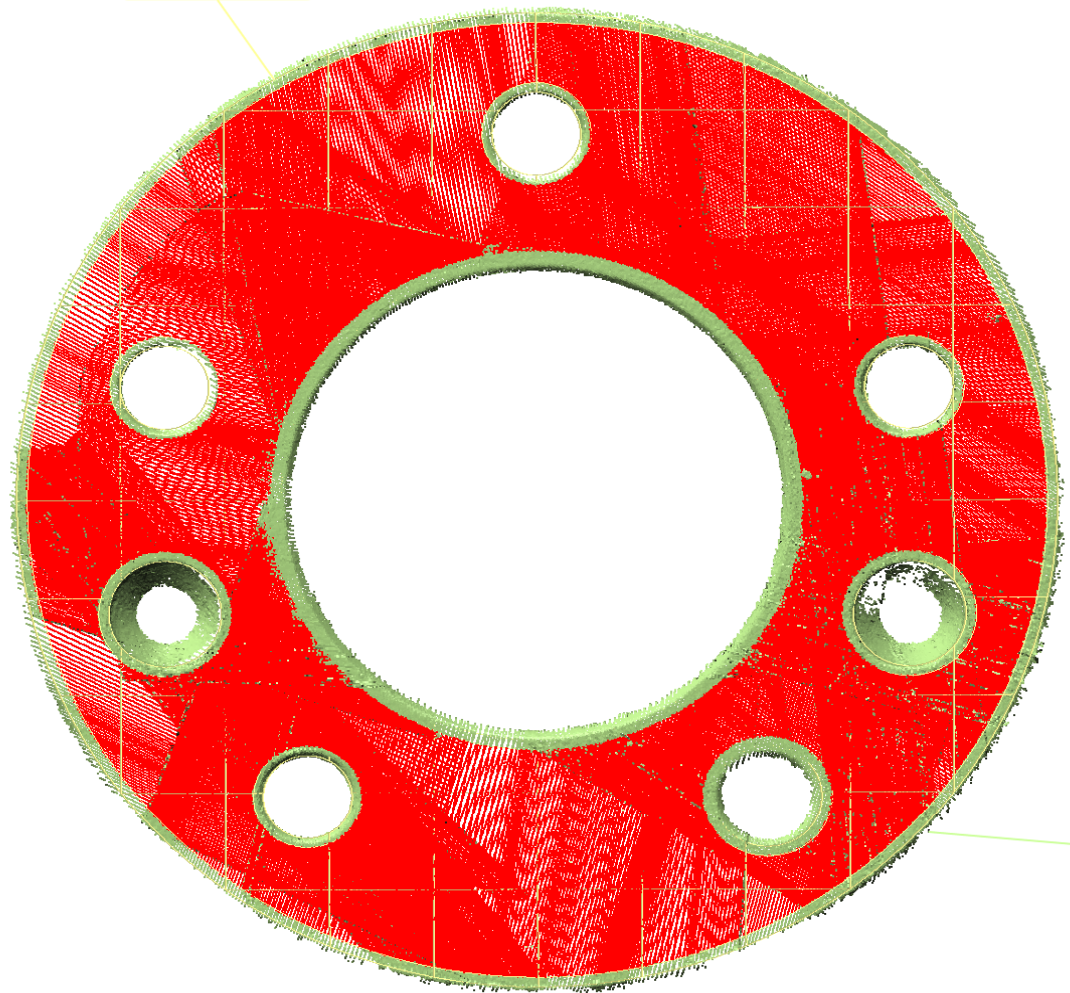








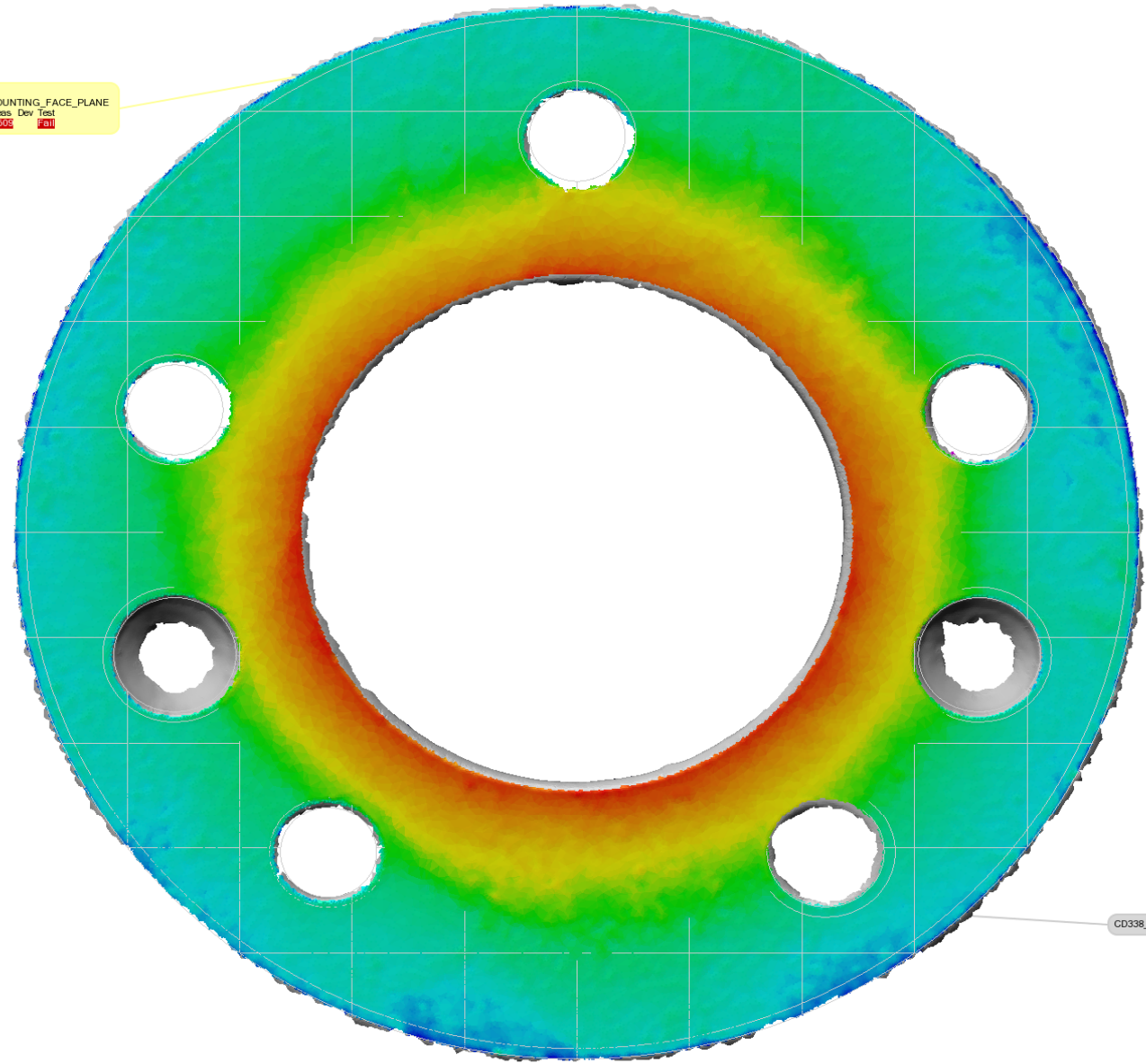
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Control Meas Dev Test
Fitness 0.037 0.01



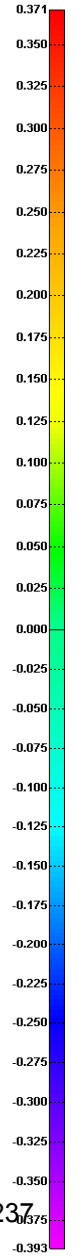
CD338_RR_ROTATOR



0.100
ROTOR_MOUNTING_FACE_PLANE
Control Mess Dev Test
Flatness: 0.002 Ra



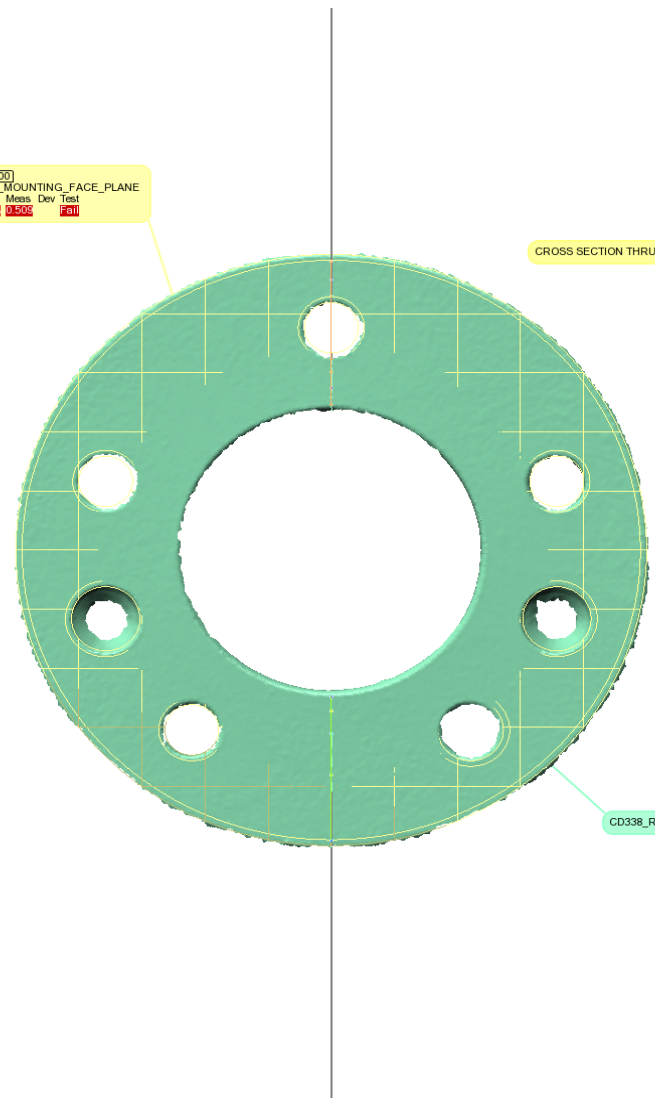
CD338_RR_ROTOR



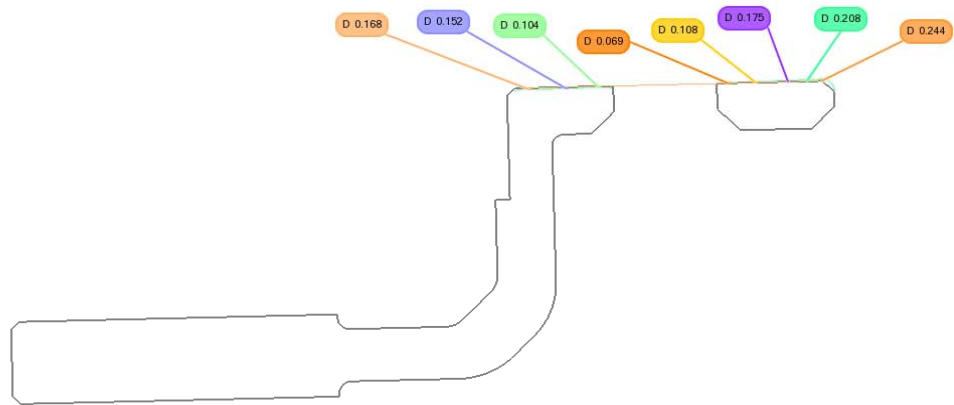


 10.100
ROTOR_MOUNTING_FACE_PLANE
Control Meas Dev Test
Flatness 0.005 

CROSS SECTION THRU ROTOR



CD338_RR_ROTOR

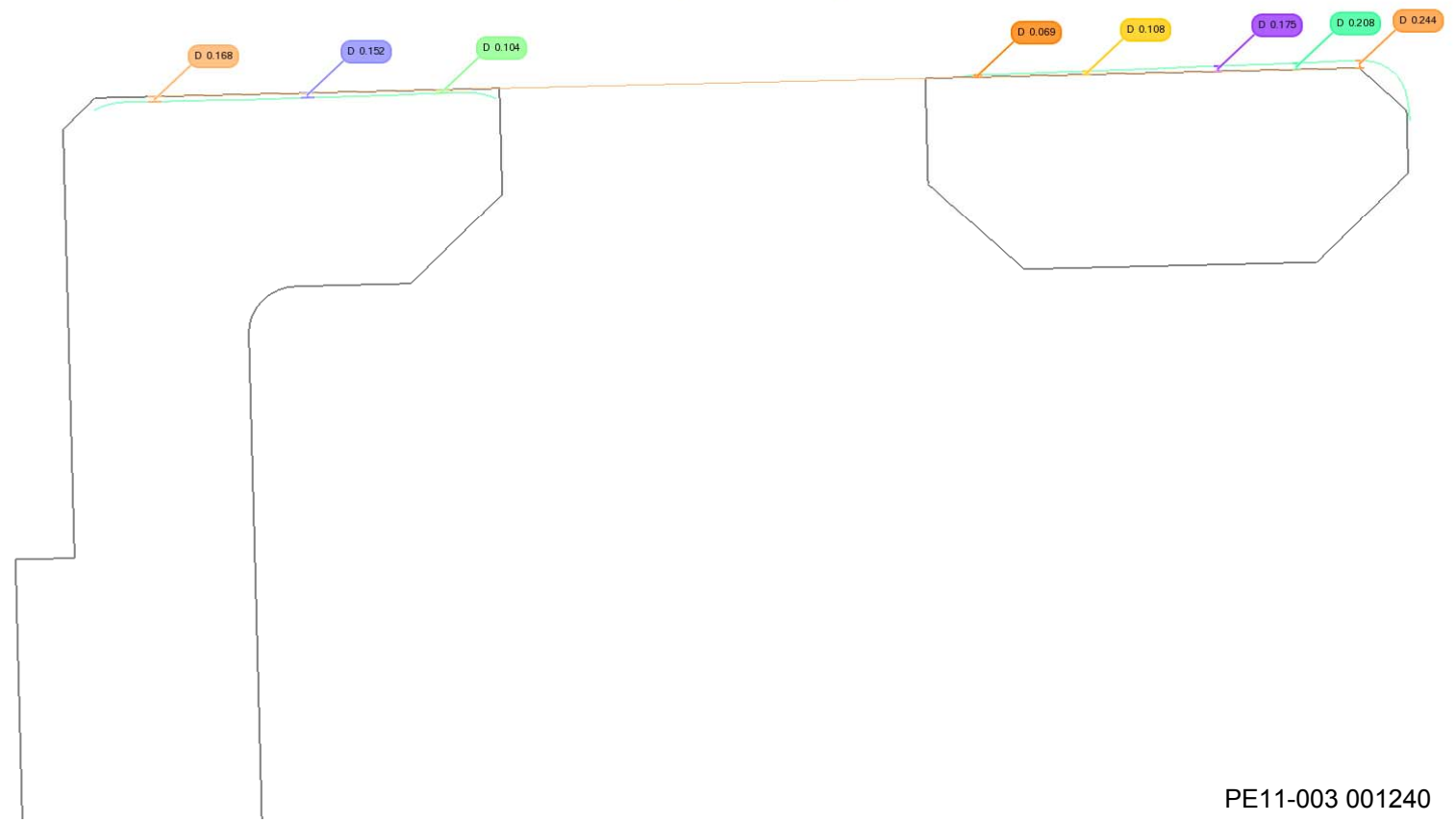


CROSS SECTION THRU ROTOR



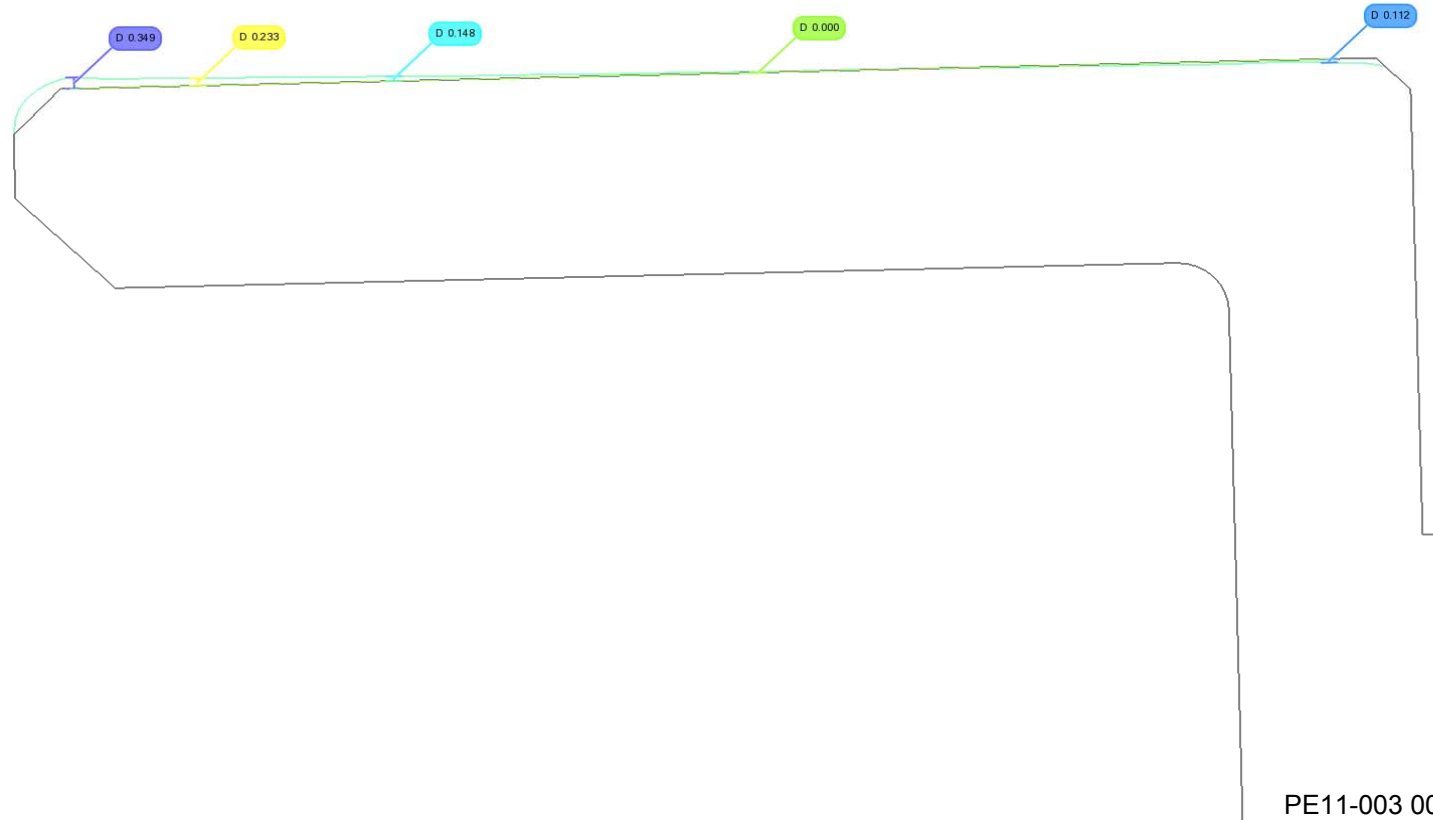


CROSS SECTION THRU ROTOR





GROSS SECTION THRU ROTOR



From: McClenaghan, Dave (D.)
Sent: Wednesday, February 02, 2011 6:40 AM
To: Allard, Chris (C.E.)
Cc: Bouwma, Robert (R.)
Subject: FW: CD338 ROTORS

Follow Up Flag: Follow up
Flag Status: Red

Attachments: CD338_RR_ROTOR.xls; CD338_LR_ROTOR2.xls

fyi

From: Lasley, Donald (D.M.)
Sent: Tuesday, February 01, 2011 8:57 PM
To: McClenaghan, Dave (D.)
Subject: CD338 ROTORS

Dave,
Here is a copy the reports Left rear and Right Rotors
If you have any questions I will be back in the office at 3:00 pm afternoon shift

Thanks

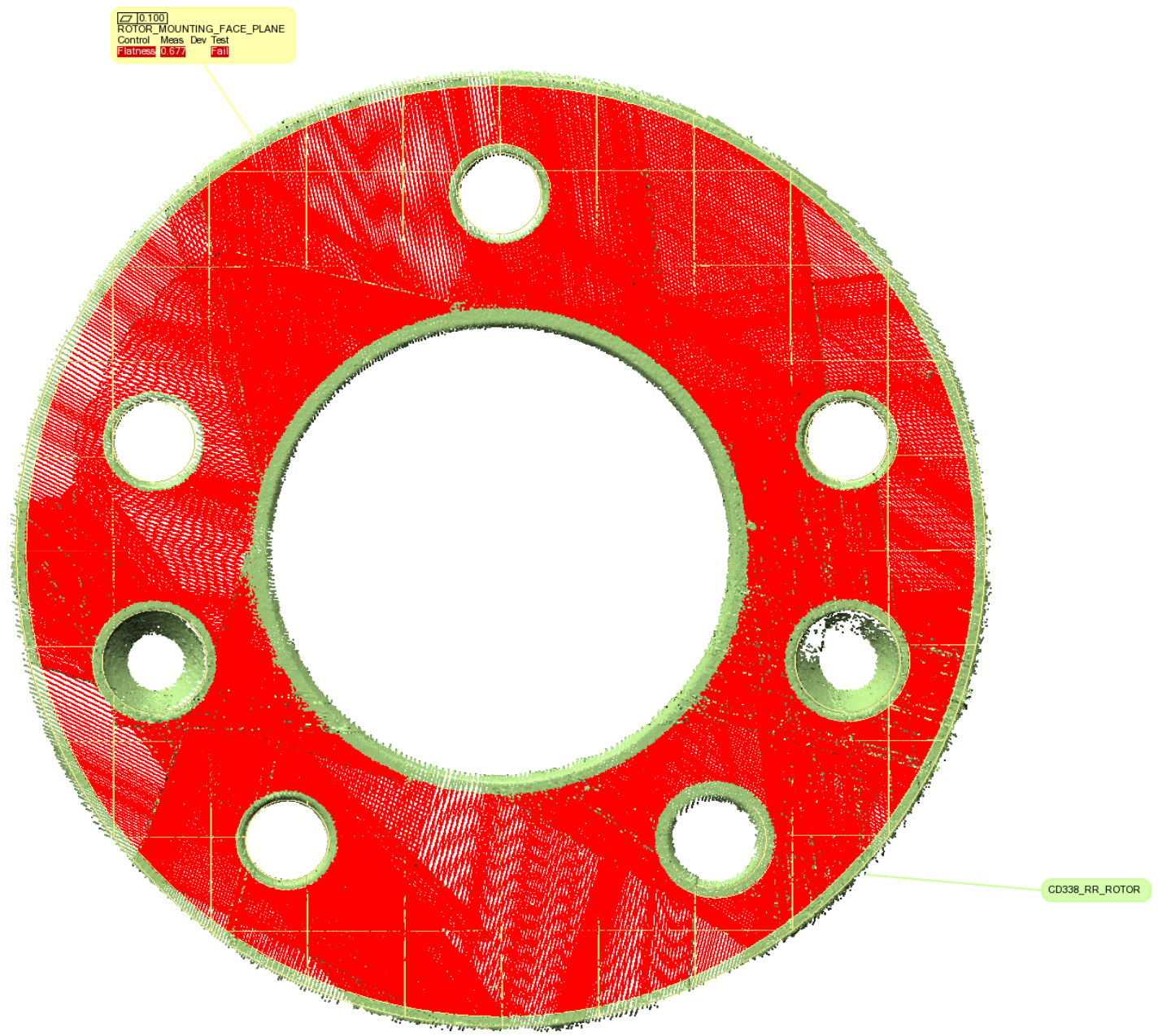


CD338_RR_ROTOR .xls (2 MB)



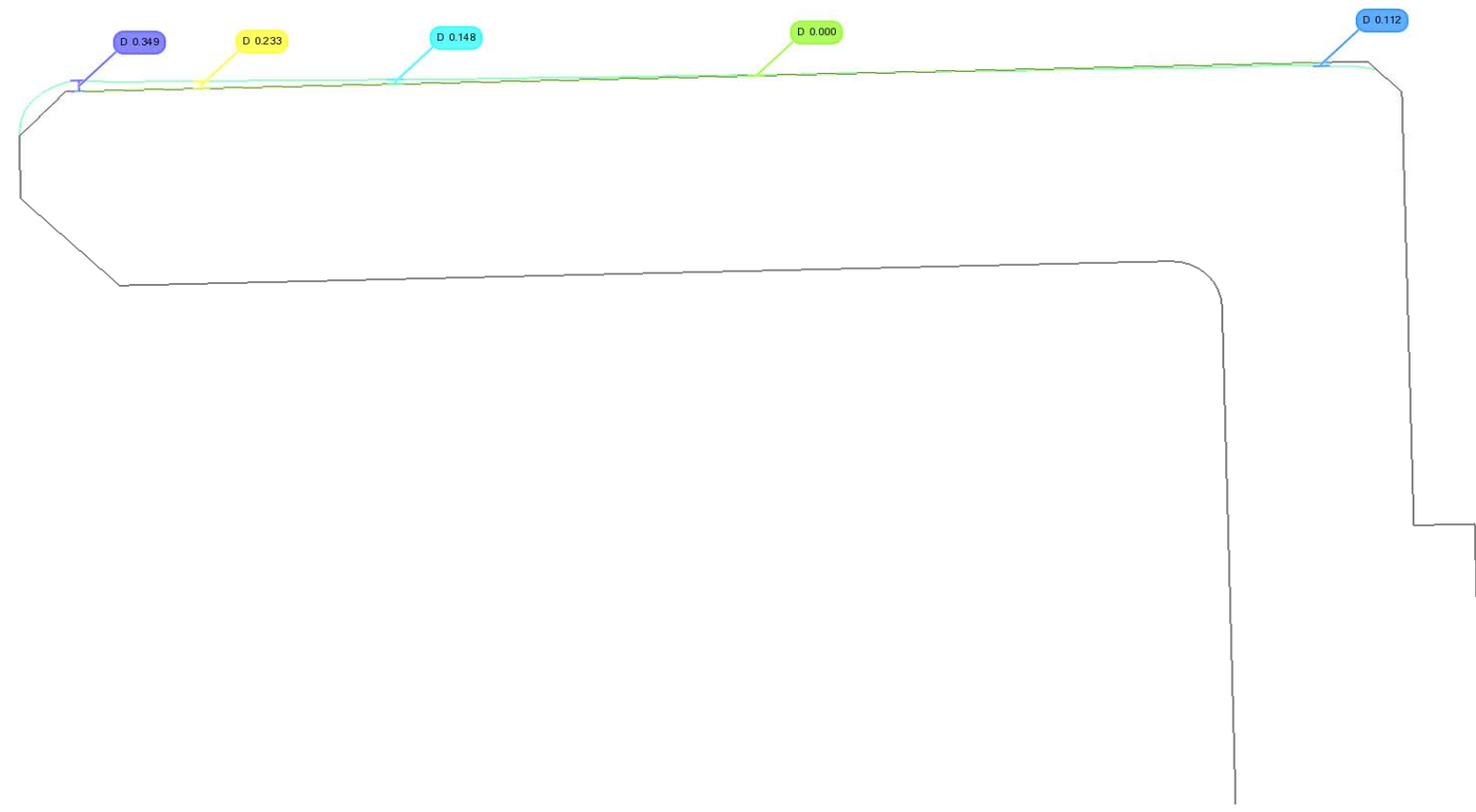
CD338_LR_ROTOR 2.xls (1 MB)

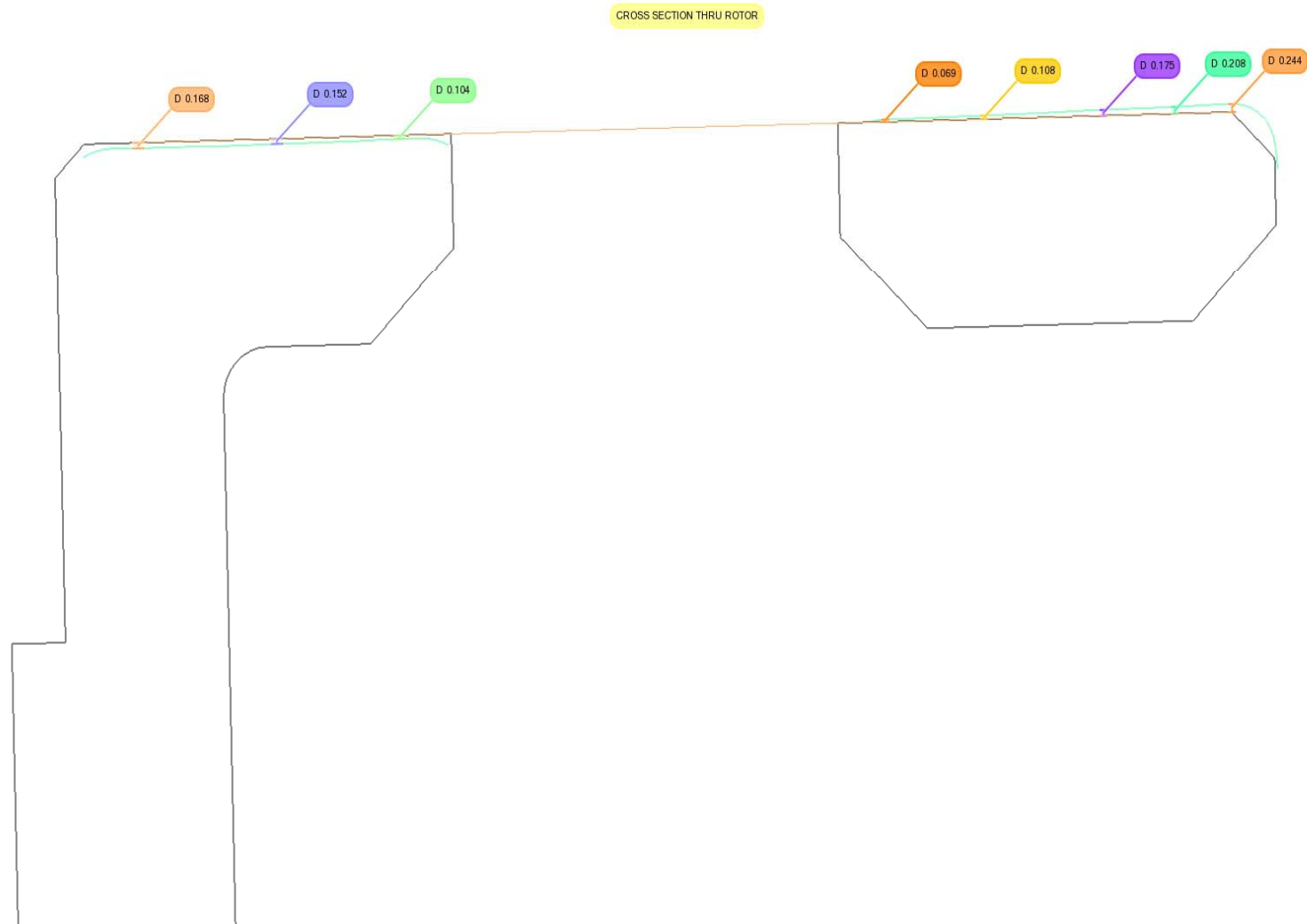
don

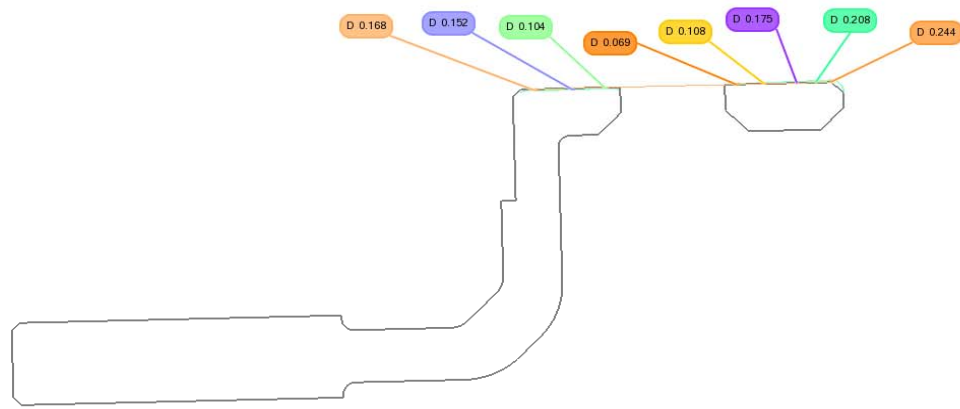




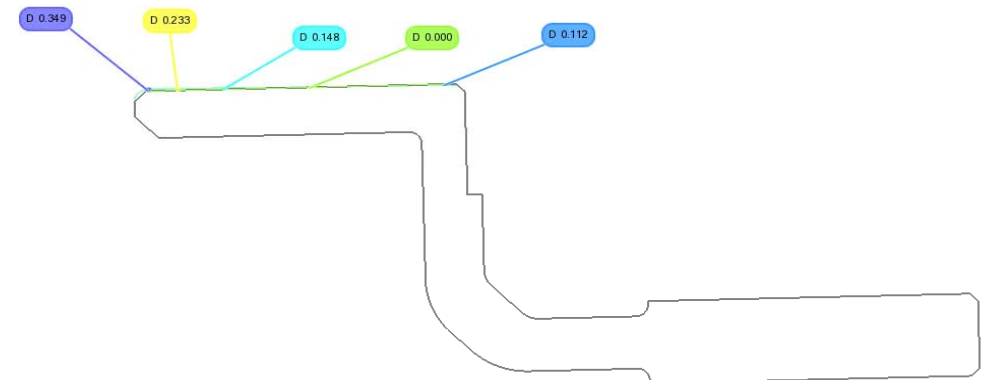
CROSS SECTION THRU ROTOR







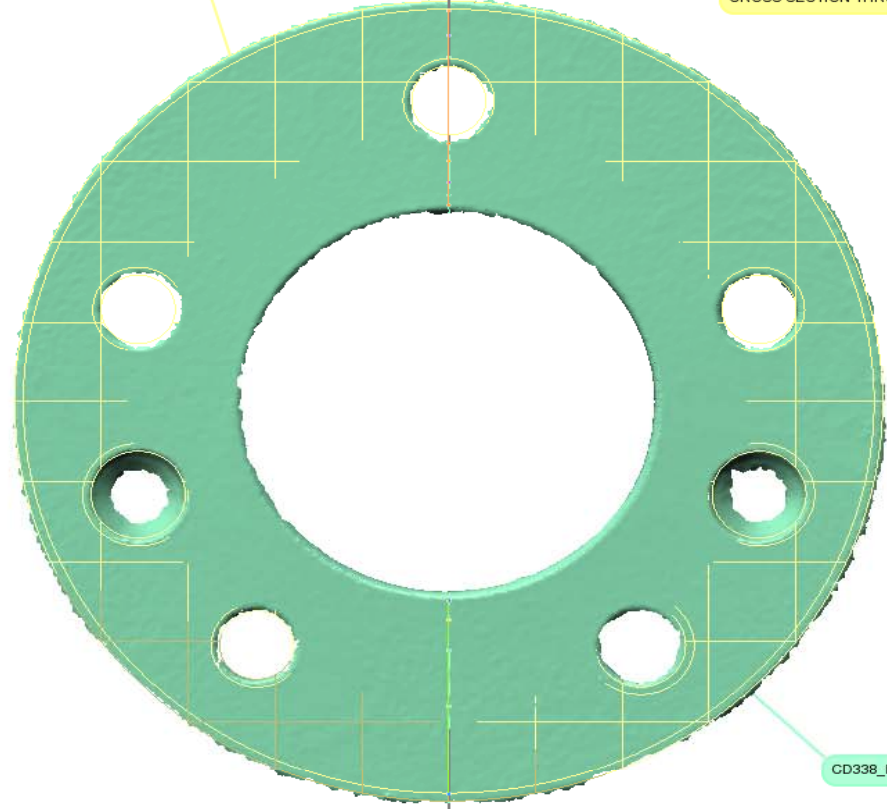
CROSS SECTION THRU ROTOR





0.100
ROTOR_MOUNTING_FACE_PLANE
Control Meas Dev Test
Flatness 0.508 Fail

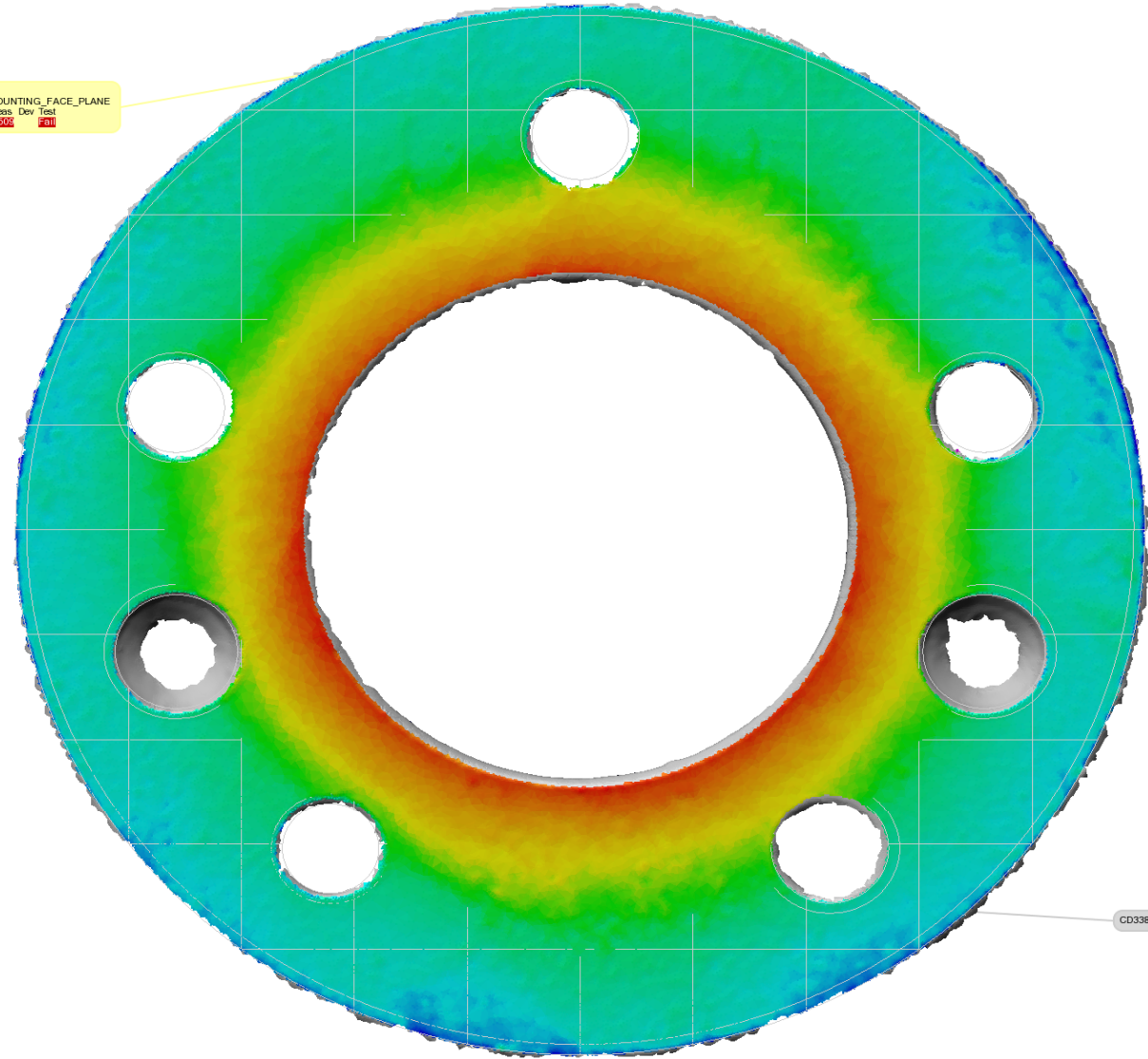
CROSS SECTION THRU ROTOR



CD338_RR_ROTATOR

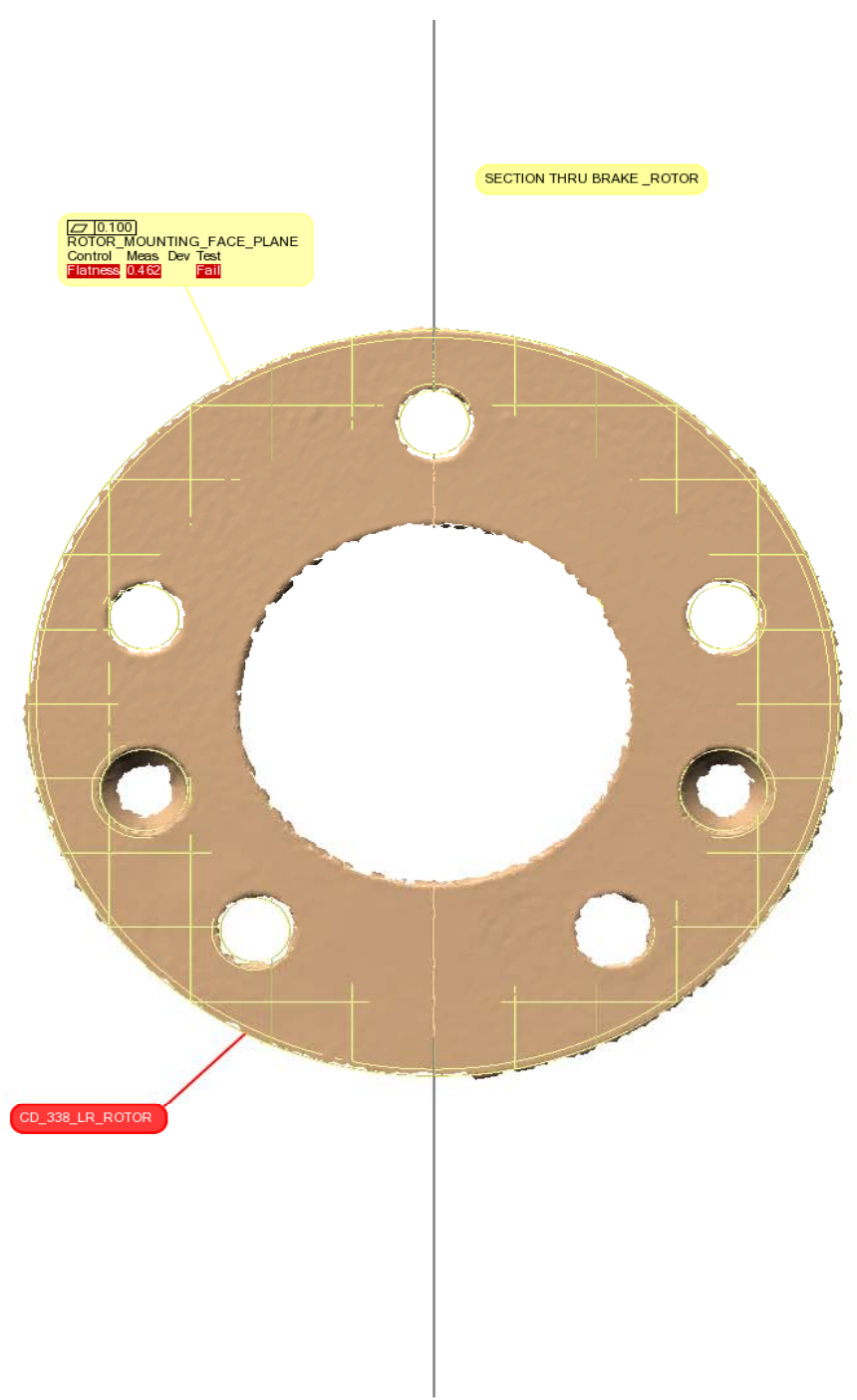


0.100
ROTOR_MOUNTING_FACE_PLANE
Control Meas Dev Test
Flatness 0.005 Fail



CD338_RR_ROTOR

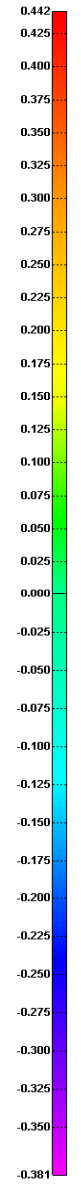
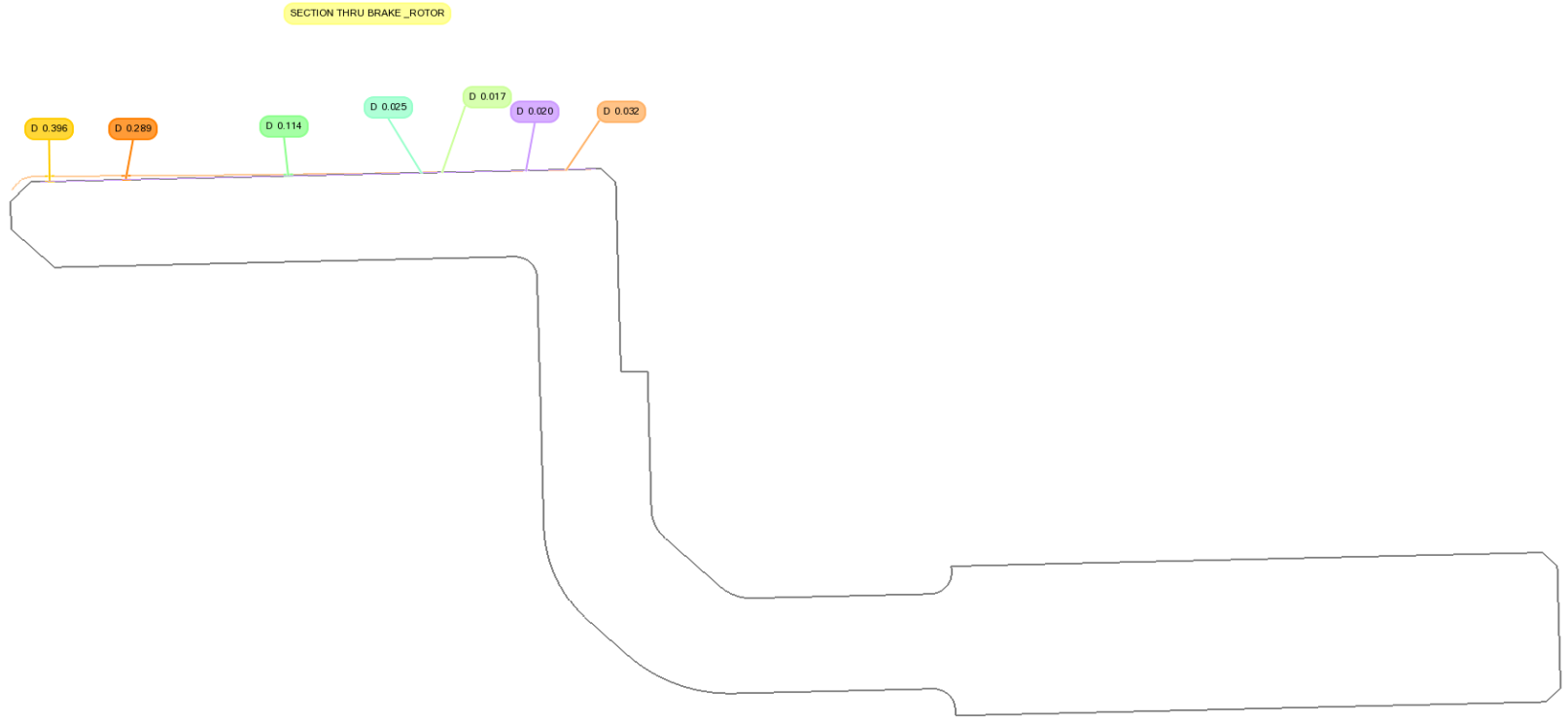




SECTION THRU BRAKE_ROTOR

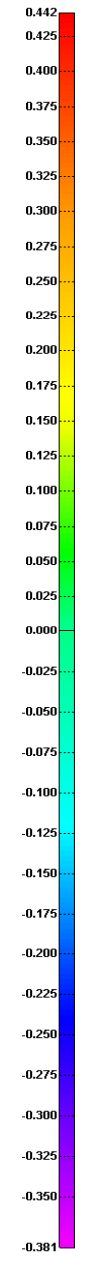
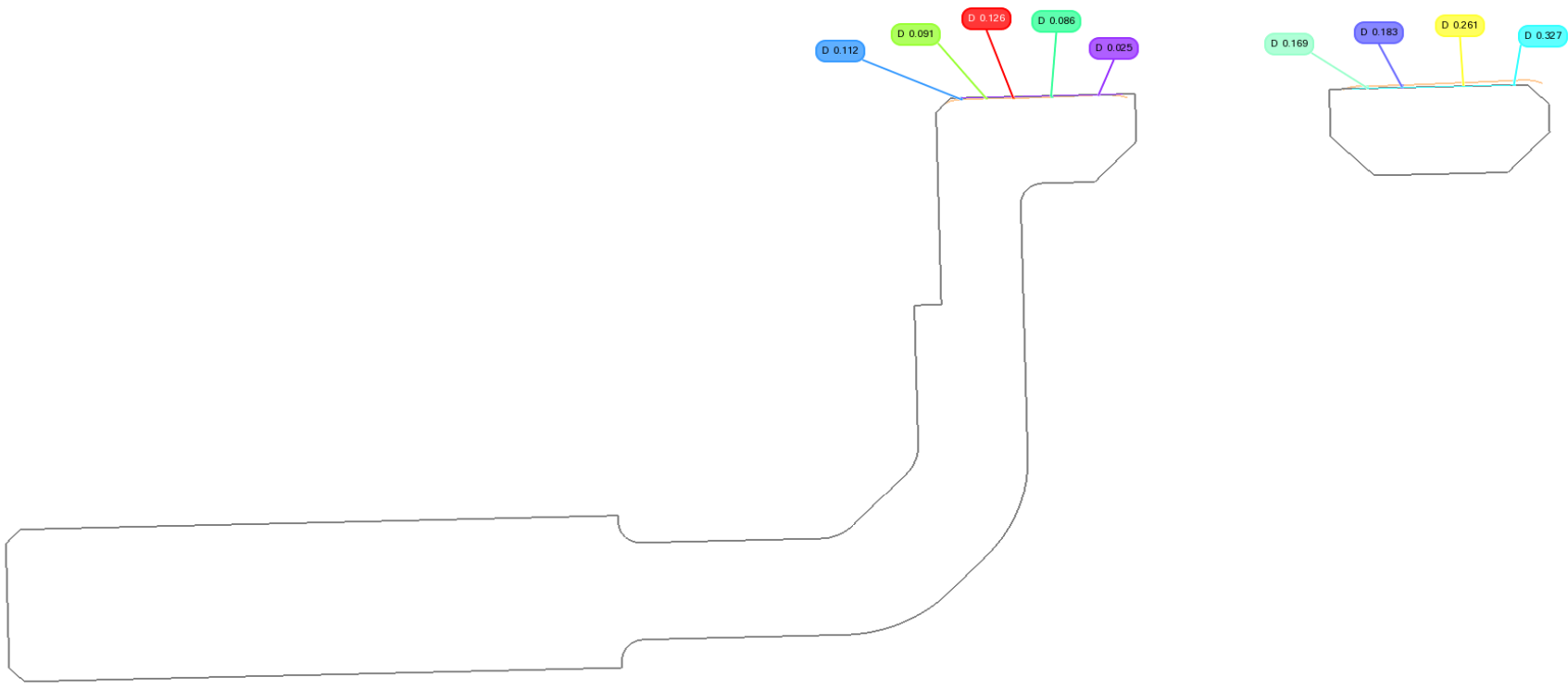
0.100
ROTOR_MOUNTING_FACE_PLANE
Control Meas Dev Test
Flatness 0.462 Fail

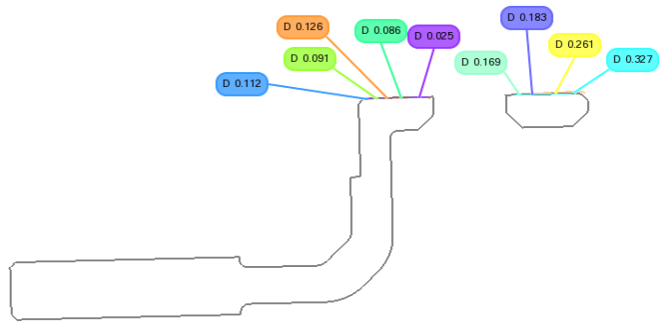
CD_338_LR_ROTOR



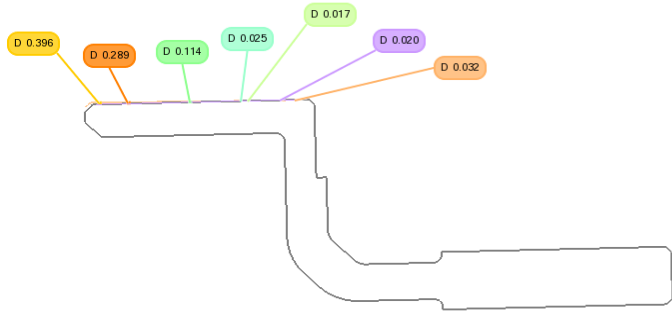


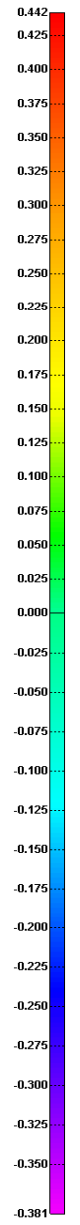
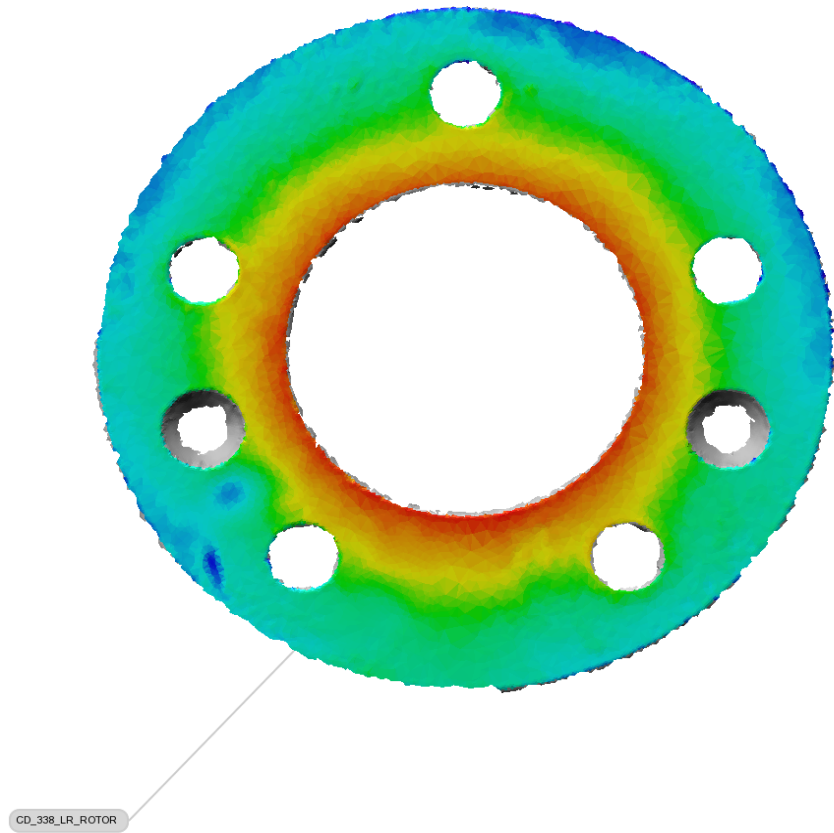
SECTION THRU BRAKE ROTOR



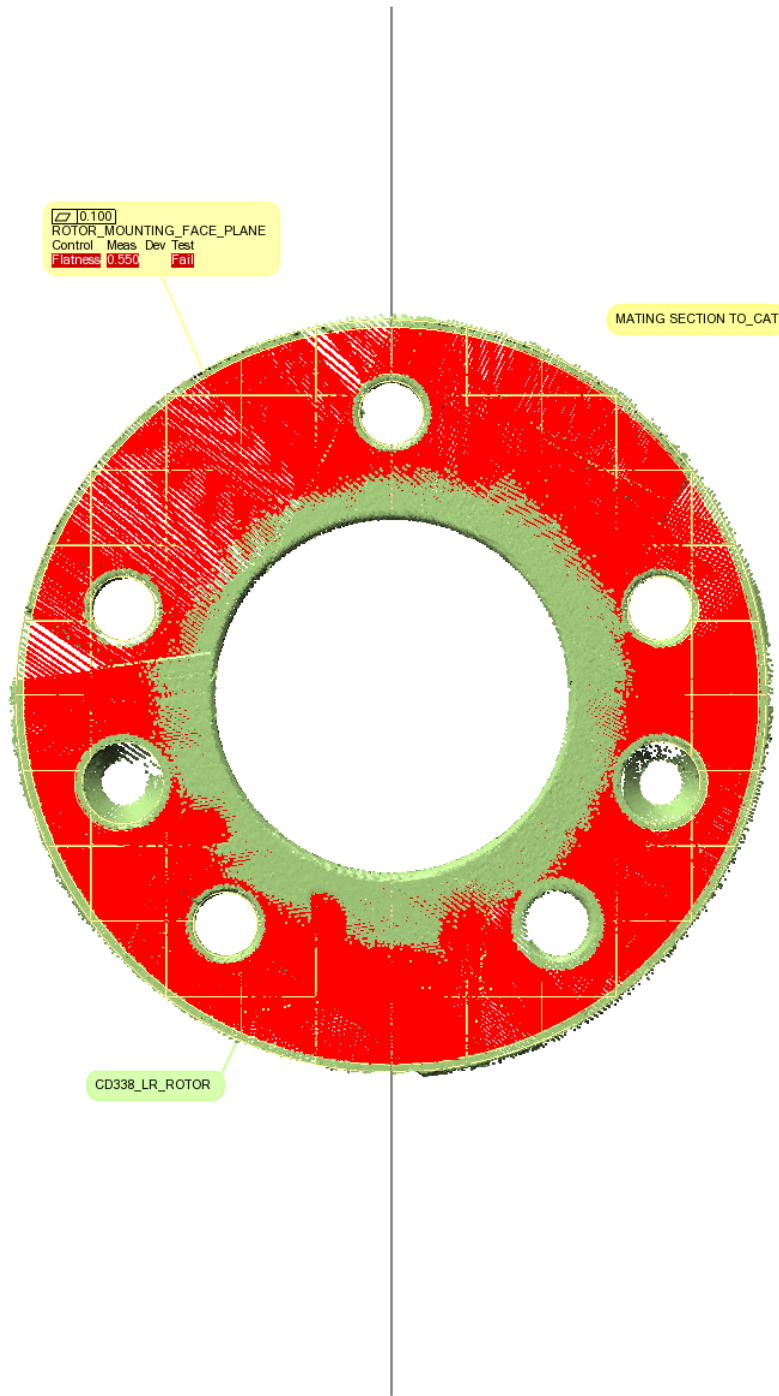


SECTION THRU BRAKE ROTOR





Snapshot (2)



From: Gomez, Bertha (B.)
Sent: Saturday, August 14, 2010 7:38 PM
To: 'cwelage@ntndriveshaft.com'; Coulter, Thomas (T.R.); 'jriggs@ntndriveshaft.com'; 'rmartinez@ntndriveshaft.com'
Cc: Larios, Karla (K.); Beltran, Victor (V.); Rogero, Antonio (A.); Ulloa, Fernando (F.F.); Diaz, Juan Manuel (J.M.); Maldonado, Sonia (S.); Egurrola, Cesar (C.); Durand, Gerardo (G.D.); Cerecer, Mayra (M.); 'roberto_gusman@hotmail.com'; 'marcobarcelo@prodigy.net.mx'; Gomez, Bertha (B.)
Subject: RE: Concern related to Rear Suspension Hub Stud // NTN BEARING CORP // N006I
Importance: High
Follow Up Flag: Follow up
Flag Status: Red

Marco,

Per our conversation please inform us who are the responsables for this CR.

We need that supplier provide information below so we can send the rejected part to them and can start their analysis.

Please respond to this e-mail as soon as possible.

Thanks!
Regards!

Bertha Gomez

Incoming Quality Engineer
HSAP Ford Motor Company
Phone #: +52(662)259-8664
E-mail *: bgomez25@ford.com

P Please consider the environment before printing this e-mail

From: Gomez, Bertha (B.)
Sent: Friday, August 13, 2010 5:13 PM
To: 'cwelage@ntndriveshaft.com'; Coulter, Thomas (T.R.); 'jriggs@ntndriveshaft.com'; 'rmartinez@ntndriveshaft.com'
Cc: Larios, Karla (K.); Beltran, Victor (V.); Rogero, Antonio (A.); Ulloa, Fernando (F.F.); Diaz, Juan Manuel (J.M.); Maldonado, Sonia (S.); Egurrola, Cesar (C.); Durand, Gerardo (G.D.); Gomez, Bertha (B.); Cerecer, Mayra (M.); roberto_gusman@hotmail.com; marcobarcelo@prodigy.net.mx
Subject: Concern related to Rear Suspension Hub Stud // NTN BEARING CORP // N006I
Importance: High

Good Afternoon Rudy,

We are having some issues with the Rear Suspension Hub Stud... It's getting broken when the torque is applied with the lug nut.

We are going to open a CR for this issue but our system is not working at this moment, so we are notifying you through this way.

I attached a chart where you can see that we have a range from 2 to 15 hub stud per day, also, evidence is attached.
<< File: graficas.xls >> << File: DSC00511.JPG >> << File: DSC00509.JPG >> << File: DSC00513.JPG >>
We need that you send us all the controls (control plan, PFMEA, dimensional data) that you have to assure that you are sending us OK parts and that are within spec.

Roberto Guzman from ISA was here to review this issue.

We need disposition for one rejected part that we have in our Department, please provide information below so you can start your analysis as soon as possible due there's no way to contain this issue at the Plant.

Address

Contact name and phone

RMA Number

Kind of transportation (urgent or normal, by plane or truck)

We'll appreciate your prompt response.

Rogero/Gerardo,

Would you please help us to determine the dimensional data and resistance that we need to request to NTN.

Thanks!

Regards!

Bertha Gomez

Incoming Quality Engineer

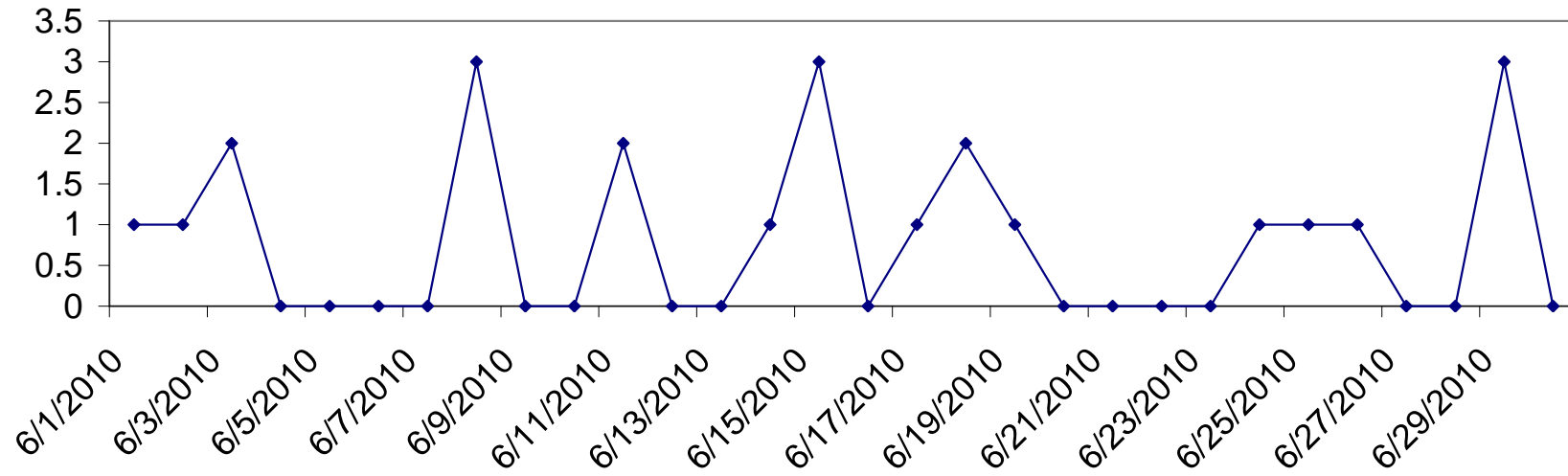
HSAP Ford Motor Company

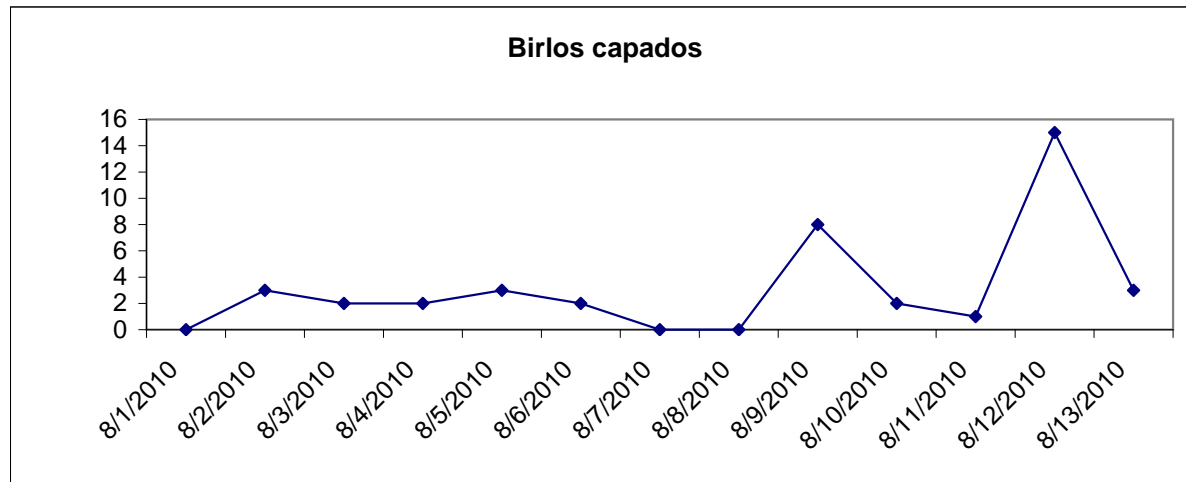
Phone !: +52(662)259-8664

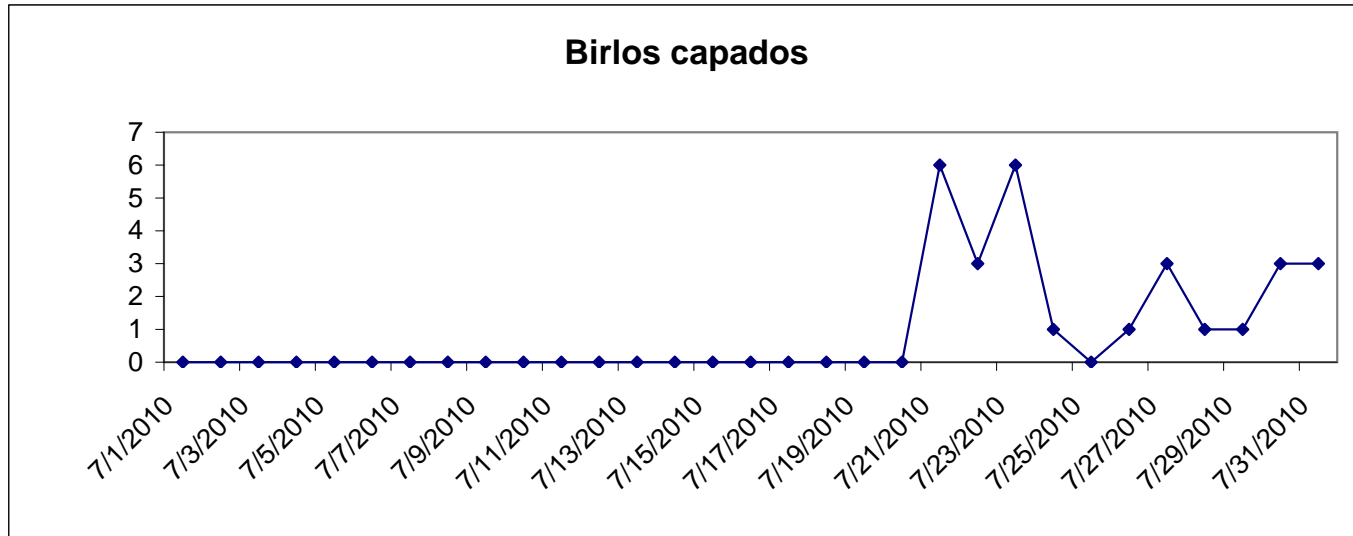
E-mail *: bgomez25@ford.com

P Please consider the environment before printing this e-mail

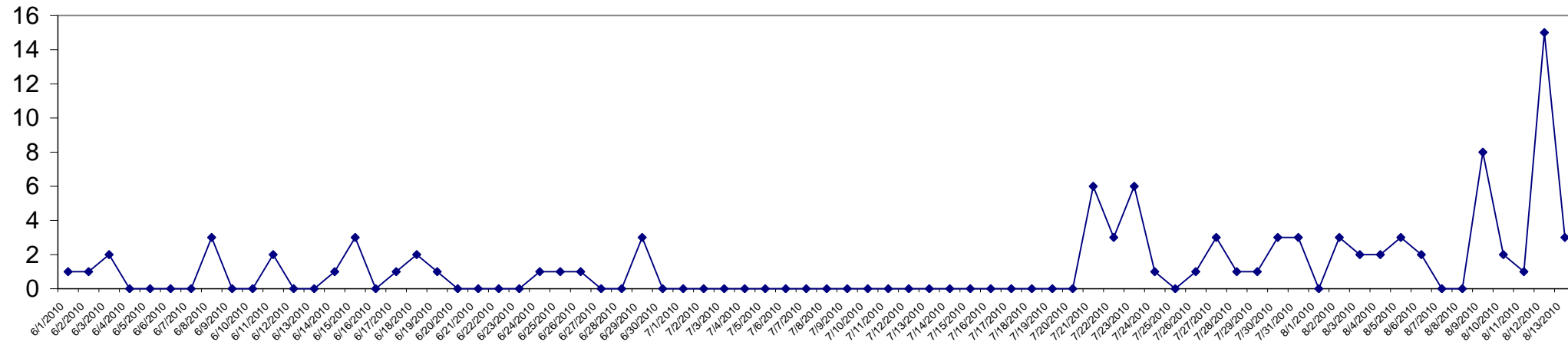
Birlos capados



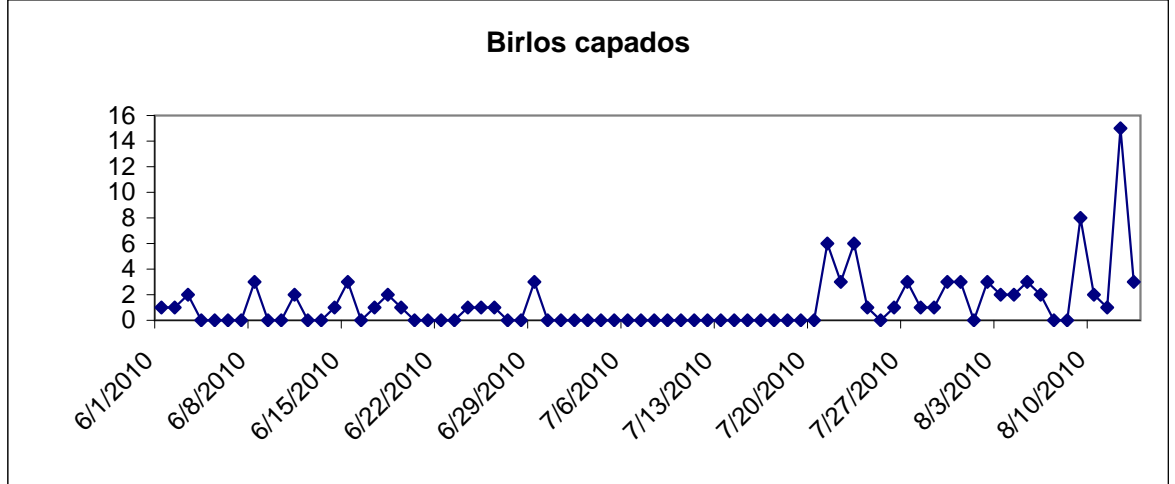
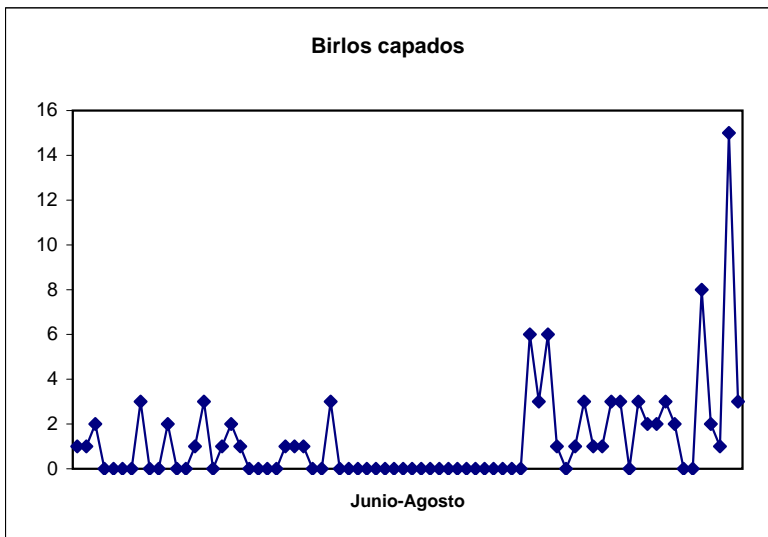




Birlos capados



6/1	1	06/01/10	1
6/2	1	06/02/10	1
6/3	2	06/03/10	2
6/4	0	06/08/10	3
6/5	0	06/11/10	2
6/6	0	06/14/10	1
6/7	0	06/15/10	3
6/8	3	06/17/10	1
6/9	0	06/18/10	2
6/10	0	06/19/10	1
6/11	2	06/22/10	4
6/12	0	06/23/10	7
6/13	0	06/24/10	1
6/14	1	06/25/10	1
6/15	3	06/26/10	1
6/16	0	06/29/10	3
6/17	1	07/21/10	6
6/18	2	07/22/10	3
6/19	1	07/23/10	6
6/20	0	07/24/10	1
6/21	0	07/26/10	1
6/22	0	07/27/10	3
6/23	0	07/28/10	1
6/24	1	07/29/10	1
6/25	1	07/30/10	3
6/26	1	07/31/10	3
6/27	0	08/02/10	3
6/28	0	08/03/10	2
6/29	3	08/04/10	2
6/30	0	08/05/10	3
7/1	0	08/06/10	2
7/2	0	08/09/10	8
7/3	0	08/10/10	2
7/4	0	08/11/10	1
7/5	0	08/12/10	15
7/6	0	08/13/10	3
7/7	0		
7/8	0		
7/9	0		
7/10	0		
7/11	0		
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7/25	0		
7/26	1		
7/27	3		
7/28	1		
7/29	1		
7/30	3		
7/31	3		
8/1	0		
8/2	3		
8/3	2	08/02/10	3
8/4	2	08/03/10	2
8/5	3	08/04/10	2
8/6	2	08/05/10	3
8/7	0	08/06/10	2
8/8	0	08/09/10	8
8/9	8	08/10/10	2
8/10	2	08/11/10	1
8/11	1	08/12/10	15
8/12	15	08/13/10	3
8/13	3		









PE11-003 001264

Concern Tracking Number: SAQ2010144718
 Concern Title: CD3 Hub bolts broken.
 Concern Description: Hub bolts broken are getting broken during the wheel & tire assy installation.
 Concern Open Date: 7/30/2010
 Concern Days Open: 45
 Active/Inactive Flag: Active
 On Track to Key Dates: Yes
 On Track to Selected Dates: Yes
 Implementation Flag: Green
 Function:
 Lead Organization: PLANT VEHICLE TEAM
 P-D-SF-SD: PROCESS
 Primary Indicator: WARRANTY
 Severity Rating:
 Concern Create Date: 8/10/2010
 Concern Status: COMPLETE - MONITOR
 Concern Type: CHRONIC
 Roadmap View: VEHICLE LINE
 Quarterback:
 Resolution Scheme: JUST DO IT
 Key Supplier:
 Failure Rate:
 Potential Population:
 Freeze Flag: Y
 Date Roadmap Math Frozen: 1/25/2011
 Roadmap Workstream: Workstream Description
 FIND AND FIX

WCC(s): WCC WCC Description
 Service Part Number(s) and Part Number Part Description
 CBGs (primary first): Short Description

Assembly Plant(s): Plant Code Plant Description
 AS HERMOSILLO PLANT
 Stamping Plant(s): Plant Code Plant Description
 PTO Plant(s): Plant Code Plant Description
 Engine(s): Engine Code Engine Description
 Transmission(s): Transmission Code Transmission Description
 CCC & Description/VFG/VRT CCC Code CCC Description VFG Code VFG Description VRT Code VRT Description Function Code Function Description
 B65 WHEEL/HUBCAP TROUBLE V88 TIRES F02 CHASSIS FZ CHASSIS

Symptom Population Vehicle Code Vehicle Description Market Start MY End MY
 DE FUSION (NA-HSAP) GLOBAL 2011 2011
 DH FUSION HYBRID (NA-HSA GLOBAL 2011 2011
 ML MILAN (NA-HSAP) GLOBAL 2011 2011
 MO MILAN HYBRID (NA-HSAP GLOBAL 2011 2011
 ZP MKZ (LESS HYBRID) (NA-H GLOBAL 2011 2011
 ZH MKZ HYBRID (NA-HSAP) GLOBAL 2011 2011

Team CDS ID Name Role Telephone Access E-mail Blackbelt
 AROGERO Rogero, Antonio Concern Author 52-662-2598317 W N N
 BDMOV52 Dimovski, Bill VFG Leader 1-313-8053877 W N N
 CEGURRO1 Egurrola, Cesar Concern Champion 52-662-2598931 W N N
 FULLLOA Ulloa, Fernando Team Lead 52-62-598162 W N N
 FULLLOA Ulloa, Fernando VRT Leader 52-62-598162 W N N
 GDURAND Durand, Gerardo Team Member 52-662-2598307 W N N
 GIZAGUIR Izaguirre, Gildardo Team Member 52-6622-598767 R N N
 HANNADI Annadi, Hari Function Leader 1-313-8054746 W N N
 MFARMER2 Farmer, Marty Team Member 1-313-8055605 W N N

Work Plan Action Comment Author Comment Date Start Date Original Planned Date Planned Finish Date Actual Finish Date Days Open Responsibility Delegate To
 Determine First Occurrence 7/30/2010 7/30/2010 0
 Define/Identify Issue
 Assign to Team Leader 7/30/2010 8/10/2010 11
 Containment Service
 Containment Production vehicles with the hub studs 1 AROGERO 9/7/2010 7/30/2010 8/3/2010 8/3/2010 8/3/2010 4
 Parts/Vehicle Obtained From Field
 Root Cause Analyzed and Understood 7/30/2010 203
 Service Fix Identified
 Design/Process Fix Developed and Engineered
 Process/Testing Verification Evidence Reviewed and Documented 7/30/2010 203
 OASIS-SSM
 TSB Approval Process
 Calibration Release Process
 Permanent Corrective Action Implementation at PTO or Supplier Plant
 Service Part Available to the Field/TSB Issued 7/30/2010 7/30/2010 9/13/2010 9/13/2010 9/13/2010 203
 Permanent Corrective Action Implement new bolt 10.9 Pro AROGERO 9/13/2010 7/30/2010 9/13/2010 9/13/2010 9/13/2010 45
 Unexpended Warranty Actions Implemented
 Mitg Control Plan Updated/MCP AROGERO 9/13/2010 7/30/2010 9/13/2010 9/13/2010 9/13/2010 45
 SDS/Corporate Memory Updated AROGERO 9/13/2010 7/30/2010 9/13/2010 9/13/2010 9/13/2010 45
 Make Good Assessment Team Defined 7/30/2010 9/13/2010 45
 Migration Plan

Tasks Action Task Responsible Person Start Date Planned Finish Date Actual Finish Date Days Open
 Determine First Occurrence
 Define/Identify Issue
 Assign to Team Leader
 Containment Service
 Containment Production
 Parts/Vehicle Obtained From Field
 Root Cause Analyzed and Understood
 Service Fix Identified
 Design/Process Fix Developed and Engineered
 Process/Testing Verification Evidence Reviewed and Documented
 OASIS-SSM
 TSB Approval Process
 Calibration Release Process
 Permanent Corrective Action Implementation at PTO or Supplier Plant
 Service Part Available to the Field/TSB Issued
 Permanent Corrective Action Implementation at Lead Assembly Plant (PCA)
 Unexpended Warranty Actions Implemented
 Mitg Control Plan Updated/Implemented
 SDS/Corporate Memory Updated
 Make Good Assessment Team Defined
 Migration Plan

Fix Implementation Dates: Vehicle/Eng/Trans/CCC Fix Start MY Fix End MY Fix Implement Start I Fix Implement End M Option Take Rate % Vehicle Vin
 DE_M01 2011 2014 201009 201407 100
 ML_M01 2011 2014 201009 201407 100
 DH_M01 2011 2014 201009 201407 100
 MO_M01 2011 2014 201009 201407 100
 ZP_M01 2011 2014 201009 201407 100
 ZH_M01 2011 2012 201009 201207 100

Unexpended Warranty Fix In Vehicle/Eng/Trans/Mark Fix Implement Start Month/Yr Fix Implement End Month/Yr
 Containment %: 0
 Investment Cost 0
 Variable Cost Change 0
 GLOBAL Roadmap Data: Veh.Line/CCC/Engine/T/HTIS User/System Entered 3MIS R/1000 3MIS CPU 3MIS TGW 3MIS Cust Sat 1YIS R/1000 1YIS CPU 1MIS R/1000 1MIS CPU
 DE_B65 User/System Entered

Option Data
BSAQ Data
%Addressed

2.6	0.16	12.21	0.05	7.92	0.68
4	4	2			

Last 12 Month	21	201003 1	201004 1	201005 0	201006 11	201007 8	201008 0	201009 0	201010 0	201011 0	201012 0	201101 0	201102 Last 4 MOP 0	Week of 2011-01-23 0	Week of 2011-01-30	Week of 2011-02-06	Week of 2011-02-13	Last 4 Weeks
---------------	----	-------------	-------------	-------------	--------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	------------------------	-------------------------	--------------------	--------------------	--------------------	--------------

From: Galindo, Sergio (S.N.)
Sent: Thursday, September 02, 2010 6:30 PM
To: Minnich, Kathy (K.P.); Allard, Chris (C.E.); Ulloa, Fernando (F.F.); Durand, Gerardo (G.D.); Soto, Fernan (F.S.)
Cc: Cockman, Adrian (A.P.); Radke, Allen (A.E.); Bagley, Matt (M.R.); Shetty, Praveen (P.); Farmer, Marty (M.F.); Caris, John (J.C.); Hamernik, Dave (D.)
Subject: RE: Contamination as a possible root cause

Follow Up Flag: Follow up
Flag Status: Red

Attachments: FW: FOTOS DESENGRASANTE.

[Kathy,](#)
[Attached a solvent that we try yesterday](#)



FW: FOTOS
DESENGRASANTE.

Sergio Galindo
HSAP CD3 PVT Manager
sgalind1@ford.com
Cell 011 521 6621 420197
Office 011 52 6622 598308

From: Minnich, Kathy (K.P.)
Sent: Thursday, September 02, 2010 8:51 AM
To: Galindo, Sergio (S.N.); Allard, Chris (C.E.); Ulloa, Fernando (F.F.); Durand, Gerardo (G.D.); Soto, Fernan (F.S.)
Cc: Cockman, Adrian (A.P.); Radke, Allen (A.E.); Bagley, Matt (M.R.); Shetty, Praveen (P.); Farmer, Marty (M.F.); Caris, John (J.C.); Hamernik, Dave (D.)
Subject: RE: Contamination as a possible root cause

Sergio,

Please provide a list of solvents and cleaners that you have in the plant that you would consider for use in this application.
Thanks

Kathy Minnich
Manager Materials Engineering & Testing
Central Laboratory, Phone: 313-805-4836
kminnich@ford.com

From: Galindo, Sergio (S.N.)
Sent: Wednesday, September 01, 2010 7:19 PM
To: Allard, Chris (C.E.); Ulloa, Fernando (F.F.); Durand, Gerardo (G.D.); Soto, Fernan (F.S.)
Cc: Minnich, Kathy (K.P.); Cockman, Adrian (A.P.); Radke, Allen (A.E.); Bagley, Matt (M.R.); Shetty, Praveen (P.); Farmer, Marty (M.F.); Caris, John (J.C.); Hamernik, Dave (D.)
Subject: RE: Contamination as a possible root cause

Team petroleum ether is not acceptable safety usage,
This type of material is not allow at our facility.

DANGER!

Emergency Overview

Creation Date 11-Feb-2010 **Revision Date** 11-Feb-2010

Flammable liquid and vapor. Cancer hazard. May cause heritable genetic damage. May cause eye, skin, and respiratory tract irritation. Inhalation may cause central nervous system effects. Aspiration hazard if swallowed - can enter lungs and cause damage.

Specific Hazards Arising from the Chemical

Flammable. Risk of ignition. Vapors may form explosive mixtures with air. Vapors may travel to source of ignition and flash back. Containers may explode when heated.

Sergio Galindo
HSAP CD3 PVT Manager
sgalind1@ford.com
Cell 011 521 6621 420197
Office 011 52 6622 598308

From: Allard, Chris (C.E.)
Sent: Wednesday, September 01, 2010 1:28 PM
To: Galindo, Sergio (S.N.); Ulloa, Fernando (F.F.); Durand, Gerardo (G.D.); Soto, Fernan (F.S.)
Cc: Minnich, Kathy (K.P.); Cockman, Adrian (A.P.); Radke, Allen (A.E.); Bagley, Matt (M.R.); Shetty, Praveen (P.); Farmer, Marty (M.F.); Caris, John (J.C.); Hamernik, Dave (D.)
Subject: FW: Contamination as a possible root cause

Sergio/Team-

We will discuss this tonight. We meet in Dearborn and so far have identified four possible contaminants. Most are difficult or impossible to remove without chemicals:

- Pilot bore grease (wheel from GY Eagle)
- Tire soap (wheel from GY Eagle)
- Rust preventative oil (hubs from NTN Elgin)
- Nickel anti-seize (hubs from Benteler Mexico)

We considered lug nuts but have not at this time identified a potential contaminant associated with them. The Central lab recommends petroleum ether (see information in note string below) to clean any/all of these contaminants. Here is what we propose to do:

- Contaminate in the lab in Dearborn components with the above contaminants and perform torque to failure testing (my team will develop the test matrix)
- Contaminate and then clean components and perform torque to failure testing similar to above

If this shows that these contaminants can cause issues (high confidence it could) and that we can successfully clean them:

- Clean lug studs (ONLY) at HSAP for one production day to determine impact on rejects at 70 degree angle control
- Clean wheels (ONLY) per above
- Clean lug nuts (ONLY) per above
- Clean all three per above

We can use the above studies to confirm the potential root cause that contamination from the potential sources listed above IS/IS NOT true. If TRUE we can also use the data to further identify which component(s) are contaminated.

Chris Allard
North American Applications Manager
Wheels, Tires, and Jacks
Ford Motor Company
(office) 313-845-7679, (cell) 313-492-8030

From: Minnich, Kathy (K.P.)
Sent: Wednesday, September 01, 2010 3:35 PM
To: Allard, Chris (C.E.)
Cc: Radke, Allen (A.E.)
Subject: FW: Solvent

Hi Chris,

I spoke with the chemists and they recommend the petroleum ether. It is available from Fisher Scientific --- see the links below for details.

As I mentioned best to confirm the petroleum ether works to remove all potential contaminants -- we can do that if you can get a small sample of each of the potential contaminant materials.

One more question --- is it possible that HSAP sprayed the fractured studs with a lubricant after they broke to prevent corrosion of the fracture face? I rinsed a couple parts and the fractures brightened up as though there was oil on the fracture face.

Thanks, Kathy

From: Stricklin, Heide (H.K.)
Sent: Wednesday, September 01, 2010 3:19 PM
To: Minnich, Kathy (K.P.)
Subject: Solvent

Good Afternoon Kathy,

Per our discussion, petroleum ether would be an acceptable solvent for removing mineral oil based material. Below is the link involving the purchasing information:

<http://new.fishersci.com/wps/portal/CMSTATIC?href=index.jsp&store=Scientific&segment=scientificStandard>

<http://new.fishersci.com/wps/portal/SEARCHRESULTS?keyWord=E139SK-4+&restrictedCategoryId=&N=0&Ntk=all&rpp=&suppCatNoOnOff=&imagesOnOff=&highlightOnOff=&teaserOnOff=&store=Scientific&type=&showAdvanceOptions=>

Sincerely,

Heide Stricklin

Laboratory Development Analyst, Chemistry Section
Central Laboratory, Ford Motor Company
ph:(313)24-85506 fax:(313)32-21614

From: Diaz, Juan Manuel (J.M.)
Sent: Wednesday, September 01, 2010 8:35 PM
To: Allard, Chris (C.E.)
Cc: Galindo, Sergio (S.N.)
Subject: FW: FOTOS DESENGRASANTE.

Attachments: Desengrasante 1.jpg; Desengrasante 2.jpg

[Degreaser available at plant. For review and evaluation.](#)

From: Rogero, Antonio (A.)
Sent: Miércoles, 01 de Septiembre de 2010 05:14 p.m.
To: Bejarano, Sergio (SBF.); Durand, Gerardo (G.D.); Soto, Fernan (F.S.); Urena, Arturo (L.A.); Diaz, Juan Manuel (J.M.)
Cc: Rogero, Antonio (A.)
Subject: FOTOS DESENGRASANTE.

Galon de desengrasante numero de item de almacen: 38B9040012.



Desengrasante
1.jpg (108 KB)



Desengrasante
2.jpg (118 KB)

Antonio Rogero
Hermosillo Assembly Plant
Fusion / Milan / MKZ - PVT Chassis Engineer
+52 662 259 8317

Industrial

Industrial

WARNING: CAUSES EYE AND
SKIN IRRITATION. COMBUSTIBLE.

Read Side Panel for details.

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cítrico*

U22639

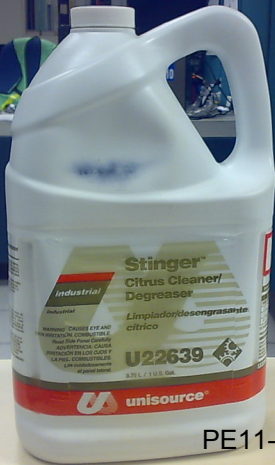


2.75 L / 1 U.S. Gal.



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PE11-003 001273



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Degreaser**

*Limpiador/desengrasante
cítrico*

WARNING: CAUSES EYE AND
SKIN IRRITATION. COMBUSTIBLE.
Read Side Panel Carefully.
ADVERTENCIA: CAUSA
IRRITACIÓN EN LOS OJOS Y
LA PIEL. COMBUSTIBLE.
Lea cuidadosamente
el panel lateral.

U22639

3.78 L / 1 U.S. Gal.



unisource®

PE11-003 001274

From: Hamernik, Dave (D.)
Sent: Friday, October 22, 2010 11:21 AM
To: Allard, Chris (C.E.)
Cc: Shetty, Praveen (P.)
Subject: RE: Daily ECB File

Follow Up Flag: Follow up
Flag Status: Red

Chris,

FYI - interesting ECB

Model Year	Vehicle Line Global Desc	VIN	Production Date	Claim Key	Repair Date	TIS	Mileage	Part Num Base (Causal)	Technician	Comments
2010	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0HA9AR [REDACTED]	3-Jul-10	1264735	15-Oct-10	3	6687	1107		VERIFIED CONCE AND ROTOR FOR REPLACED THREE STUDS AND TOR SPEC. 100 LB FT. THESE ARE THE STUDS ON THE S BROKE ALSO. TH BROKEN AT THE

Dave Hamernik
NA Knuckles / Hubs / Bearings D&R
Phone/ Fax: (313) 32-31952

From: Boullin, Stephanie (S.)
Sent: Friday, October 22, 2010 7:57 AM
To: Caris, John (J.C.); Roberts, Mark (M.A.); Arnold, Bruce (B.C.); Holmes, Alison (A.M.); White, Brent (B.M.); White, Dale (D.A.); Clark, William (W.M.); Fowler, Rich (R.O.); Hamernik, Dave (D.); McCarthy, Dan (D.J.); Nichol, Daniel (D.); Arnold, Bruce (B.C.); Barrett, Eric (E.W.); Smith, Stephen (S.G.); Norton, Russ (R.L.); Hawkes, Frank (F.B.)
Subject: RE: Daily ECB File

Today's ECB file is available at the following link:

<https://www.tc2.ford.com/ts/ChassisQualityWarranty/Suspension/Suspension%20Documents/1/ECB%20Oct%202022%202010.xls>

Regards,

Stephanie Boullin
313.805.5969
ssherer@ford.com

Count of VIN		
Front or Rear	Mileage	Total
?	5000	1
	7822	1
	13488	1
	13667	1
	19726	1
	21987	1
	22321	1
	28054	1
	34928	1
? Total		9
Grand Total		9

Count of VIN		
Front or Rear	Mileage	Total
Front	1306	1
	5144	1
	6854	1
	7760	1
	8084	1
	10971	1
	11501	1
	13156	1
	14918	2
	15060	1
	15429	1
	15785	1
	25424	1
	29300	1
	29962	1
	31990	1
	33314	1
Front Total		18
Grand Total		18

Count of VIN		
Front or Rear	Mileage	Total
Rear	2033	1
	2083	1
	2471	1
	3415	1
	5116	1
	5144	1
	5181	1
	5717	1
	7339	1
	7788	1
	8255	1
	9000	1
	9788	1
	10019	1
	10761	1
	11323	1
	12900	1
12908	1	
15246	1	
18411	1	
Rear Total		20
Grand Total		20

Count of VIN		
Front or Rear	Mileage	Total
Rear	1306-6305	8
	6306-11305	7
	11306-16305	4
	16306-21305	1
Rear Total		20
Grand Total		20

Count of VIN		
Front or Rear	Mileage	Total
Front	1306-6305	2
	6306-11305	4
	11306-16305	7
	21306-26305	1
	26306-31305	2
	31306-36305	2
Front Total		18
Grand Total		18

Count of VIN		
Front or Rear	Mileage	Total
?	1306-6305	1
	6306-11305	1
	11306-16305	2
	16306-21305	1
	21306-26305	2
	26306-31305	1
	31306-36305	1
? Total		9
Grand Total		9

2010 Fusion, Milan

64

WHEELS

2	16 X 6.5" STEEL ROAD WHL-BLACK	D2XB4
	DELUXE WHEEL COVERS	D5AAC
5	6.5X16 ALUM BRT MACH 5 SPK WHL	D2XTY
A	18X7.5" CAST ALUM MACHINED WHL	D2UDT
B	7 X 17 STEEL WHEEL	D2YBZ
	17" WHEEL COVER	D5ACV
? F	17 X 7.5 FLANGELESS CHROME WHL	D2YBN
G	17X7.5 5 SPK PAINTED SURF ALUM	D2YAD
? K	7.5X17" WHEEL STYLE M	D2YAK
M	18" X 7.5" PREM PTD ALUM SPRT	D2UDV
? N	7.5X17" WHEEL STYLE N	D2YAL
Q	18X7.5 10 SPK BRT MCHN EUR-FLG	D2UEE
T	18X7.5" MACHINED ALUMINUM WHL	D2ULT
Y	17 X 7.5 MACHINED ALUM	D2YFZ

R
U
Z
MKZ
ALUMINUM

CountOfVIN	Expr1
62	
13295	5
10843	A
163552	B
486	F
2848	G
72281	K
2425	M
22758	N
2956	Q
2949	R
19326	T
12603	U
35993	Y
15140	Z

Count of VIN				
Front or Rear	# Broken	Production Date	Total	
?	1	2/19/2009	1	
		4/14/2009	2	
		4/25/2009	1	
	1 Total			4
	2	2/15/2010	1	
		2/17/2010	1	
	2 Total			2
	3	11/13/2008	1	
	3 Total			1
	?	5/7/2009	1	
		8/27/2009	1	
	? Total			2
? Total			9	
Grand Total			9	

Count of VIN				
Front or Rear	# Broken	Production Date	Total	
Front	1	2/12/2009	2	
		2/16/2009	1	
		4/20/2009	1	
		4/21/2009	1	
		8/5/2009	1	
		9/10/2009	1	
		6/23/2010	1	
		6/29/2010	1	
		7/2/2010	1	
	1 Total			10
	2		2/16/2009	1
			4/16/2009	1
			4/21/2009	1
			12/11/2009	1
			7/22/2010	1
2 Total			5	
3		2/16/2009	2	
3 Total			2	
4		3/30/2009	1	
4 Total			1	
Front Total			18	
Grand Total			18	

Count of VIN				
Front or Rear	# Broken	Production Date	Total	
Rear	1	11/13/2008	1	
		2/16/2009	1	
		5/8/2009	1	
		5/20/2009	1	
		3/9/2010	1	
		3/10/2010	1	
		4/10/2010	1	
	1 Total			7
	2	6/29/2010	1	
		2 Total		1
	4	6/25/2010	2	
		7/2/2010	1	
		7/3/2010	1	
	4 Total			4
	5	6/16/2010	1	
		7/3/2010	2	
	5 Total			3
	?	1/27/2010	1	
		3/20/2010	1	
		5/28/2010	1	
5/29/2010		1		
6/25/2010		1		
? Total			5	
Rear Total			20	
Grand Total			20	

Count of VIN		
Front or Rear	Wheel Type	Total
?	Aluminum	2
	Steel	6
? Total		8
Front	Aluminum	1
	Steel	15
Front Total		16
Rear	Aluminum	5
	Steel	12
Rear Total		17
Grand Total		41

AWS

Criteria Information

RESULT ID : 22590660

Date/Time Printed: Jan 19, 2011 / 15:16

PE11-003 001288

Server Processing Information

Status: Finished
Request Name: 2010 Fusion Vehicle List
Description: 2010 Fusion Vehicle List
Run Date And Time: 19 Jan 2011 14:58
Completion Date And Time: 19 Jan 2011 14:59
Job Size: 64575.06
Execution Time: 1
Precalc Processing:
Cut Off Date: 31 Dec 2010
Load Date: 18 Jan 2011
Currency Exchange: v8
Generated By: KLILLY

Data Selection Criteria

Model Year = MY_10[2010]
Cost Category = All Paid Claims[,%,%]
Country Sold = AMERICAN SAMOA[ASMI], CANADA[CAN], GUAM[GUM], NETHERLANDS ANTILLES[ANT], PUERTO RICO[PR], UNITED STATES[USA], VIRGIN ISLANDS (USVI)[R], FUSION[DE], FUSION HYBRID[DH], MILAN[ML], MILAN HYBRID[MO], ZEPHYR[MKZ][ZP]

Report Selection Criteria

Report Name = Vehicle Only
Model Year = 2010
Destination = DB
Csv Name = SBVHC660
Order By = Model Year
Columns Returned = Model Year, VIN, Production Date, VOC / EOC
Requested Currency = USD
Reported Currency = USD
Requested Distance = Miles
Reported Distance = Miles
Descriptions = Yes
Default Claims (no Date Filters) = Up to current cutoff date

Sum of VEHICLES		Vehicle Line					Grand Total
Wheel Code	DE - FUSION	DH - FUSION	ML - MILAN	MO - MILAN	ZP - ZEPHYR/MKZ	Grand Total	
* - [N/A]	3					3	
D2UAR - 18X7.5 10 SPOKE ALLOY WHEEL					3380	3380	
D2UDT - 18X7.5" CAST ALUM MACHINED WHL	10859					10859	
D2UDV - 18" X 7.5" PREM PTD ALUM SPRT			2425			2425	
D2UEE - 18X7.5 10 SPK BRT MCHN EUR-FLG	2956					2956	
D2ULT - 18X7.5" MACHINED ALUMINUM WHL	19646					19646	
D2XB4 - 16 X 6.5" STEEL ROAD WHL-BLACK	1154		4			1158	
D2XTY - 6.5X16 ALUM BRT MACH 5 SPK WHL	11531		1764			13295	
D2YAD - 17X7.5 5 SPK PAINTED SURF ALUM	21256					21256	
D2YAK - 7.5X17" WHEEL STYLE M	73970					73970	
D2YAL - 7.5X17" WHEEL STYLE N			23698			23698	
D2YAZ - 17X7.5 POL ALUM WHL-DESIGN A					15458	15458	
D2YBN - 17 X 7.5 FLANGELESS CHROME WHL			486			486	
D2YBZ - 7 X 17 STEEL WHEEL	156764		8744			165508	
D2YFW - 17X7.5 CAST ALUM MACH BRI WHL		33415			2673	12606	
D2YFZ - 17 X 7.5 MACHINED ALUM		33415			2673	36088	
Grand Total	298139	33415	37121	2673	31444	402792	

USA ONLY

Sum of VEHICLES		Vehicle Line AWS					
Wheel Code	Sell Dealer State	DE - FUSION	DH - FUSION HYBRID	ML - MILAN	MO - MILAN HYBRID	ZP - ZEPHYR MKZ	Grand Total
* - [N/A] Total		3					3
D2UAR - 18X7.5 10 SPOKE ALLOY WHEEL Total						2302	2302
D2UDT - 18X7.5" CAST ALUM MACHINED WHL Total		10421					10421
D2UDV - 18" X 7.5" PREM PTD ALUM SPRT Total				2425			2425
D2UEE - 18X7.5 10 SPK BRT MCHN EUR-FLG Total		2952					2952
D2ULT - 18X7.5" MACHINED ALUMINUM WHL Total		17544					17544
D2XB4 - 16 X 6.5" STEEL ROAD WHL-BLACK Total		2		4			6
D2XTY - 6.5X16 ALUM BRT MACH 5 SPK WHL Total		10775		1762			12537
D2YAD - 17X7.5 5 SPK PAINTED SURF ALUM Total		2848					2848
D2YAK - 7.5X17" WHEEL STYLE M Total		60303					60303
D2YAL - 7.5X17" WHEEL STYLE N Total				22752			22752
D2YAZ - 17X7.5 POL ALUM WHL-DESIGN A Total						14181	14181
D2YBN - 17 X 7.5 FLANGELESS CHROME WHL Total				486			486
D2YBZ - 7 X 17 STEEL WHEEL Total		144307		8743			153050
D2YFW - 17X7.5 CAST ALUM MACH BRI WHL Total						11498	11498
D2YFZ - 17 X 7.5 MACHINED ALUM Total			31445		2671		34116
Grand Total		249155	31445	36172	2671	27981	347424

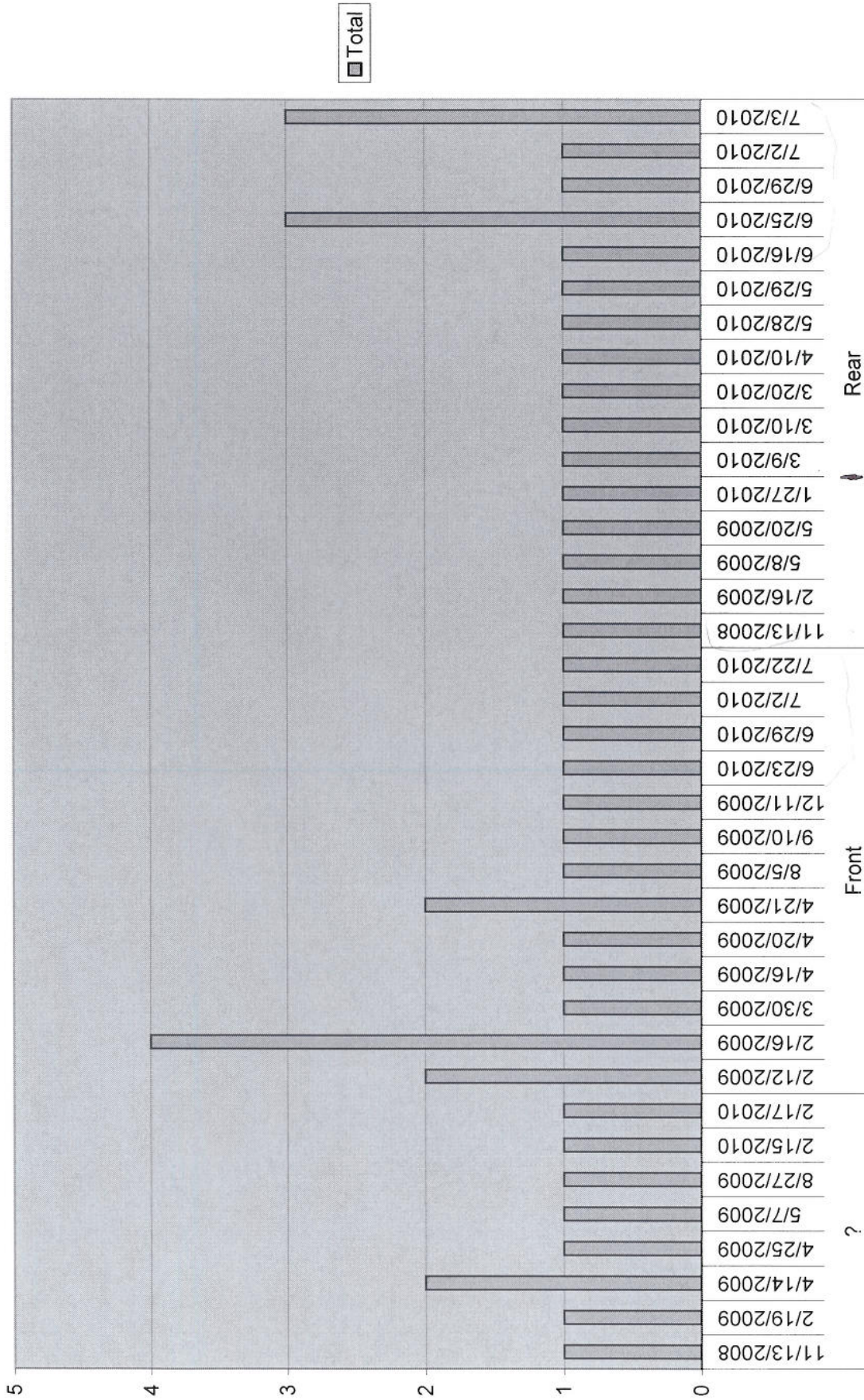
USA & CANADA

Sum of VEHICLES		Vehicle Line					
Wheel Code	Sell Dealer State	DE - FUSION	DH - FUSION HYBRID	ML - MILAN	MO - MILAN HYBRID	ZP - ZEPHYR MKZ	Grand Total
* - [N/A] Total		3					3
D2UAR - 18X7.5 10 SPOKE ALLOY WHEEL Total						2947	2947
D2UDT - 18X7.5" CAST ALUM MACHINED WHL Total		10807					10807
D2UDV - 18" X 7.5" PREM PTD ALUM SPRT Total				2425			2425
D2UEE - 18X7.5 10 SPK BRT MCHN EUR-FLG Total		2952					2952
D2ULT - 18X7.5" MACHINED ALUMINUM WHL Total		19292					19292
D2XB4 - 16 X 6.5" STEEL ROAD WHL-BLACK Total		2		4			6
D2XTY - 6.5X16 ALUM BRT MACH 5 SPK WHL Total		11475		1762			13237
D2YAD - 17X7.5 5 SPK PAINTED SURF ALUM Total		2848					2848
D2YAK - 7.5X17" WHEEL STYLE M Total		72040					72040
D2YAL - 7.5X17" WHEEL STYLE N Total				22752			22752
D2YAZ - 17X7.5 POL ALUM WHL-DESIGN A Total						15128	15128
D2YBN - 17 X 7.5 FLANGELESS CHROME WHL Total				486			486
D2YBZ - 7 X 17 STEEL WHEEL Total		153961		8743			162704
D2YFW - 17X7.5 CAST ALUM MACH BRI WHL Total						12592	12592
D2YFZ - 17 X 7.5 MACHINED ALUM Total			33290		2671		35961
Grand Total		273380	33290	36172	2671	30667	376180

2010

Count of VIN		
Front or Rear	Repair/Report/Paid Date	Total
?	12/14/2009	1
	7/19/2010	1
	8/10/2010	1
	8/18/2010	1
	9/8/2010	1
	9/29/2010	1
	12/9/2010	1
	2 { 12/17/2010	1
	1/11/2011	1
? Total		9
Front	7/2/2009	1
	9/14/2009	1
	9/25/2009	1
	12/2/2009	1
	4/27/2010	1
	5/4/2010	1
	5/7/2010	1
	5/25/2010	1
	5/31/2010	1
	6/8/2010	1
	6/16/2010	1
	7/30/2010	1
	8/5/2010	1
	9/3/2010	1
	12/7/2010	1
3 { 12/14/2010	1	
12/22/2010	1	
1/11/2011	1	
Front Total		18
Rear	7/9/2009	1
	2/10/2010	1
	8/8/2010	1
	8/12/2010	1
	8/25/2010	1
	8/30/2010	1
	9/8/2010	1
	9/21/2010	1
	10/4/2010	1
	11/6/2010	1
	11/7/2010	1
	5 { 11/11/2010	1
	11/15/2010	1
	11/18/2010	1
	2 { 12/22/2010	1
12/23/2010	1	
4 { 1/5/2011	2	
1/10/2011	2	
Rear Total		20
Grand Total		47

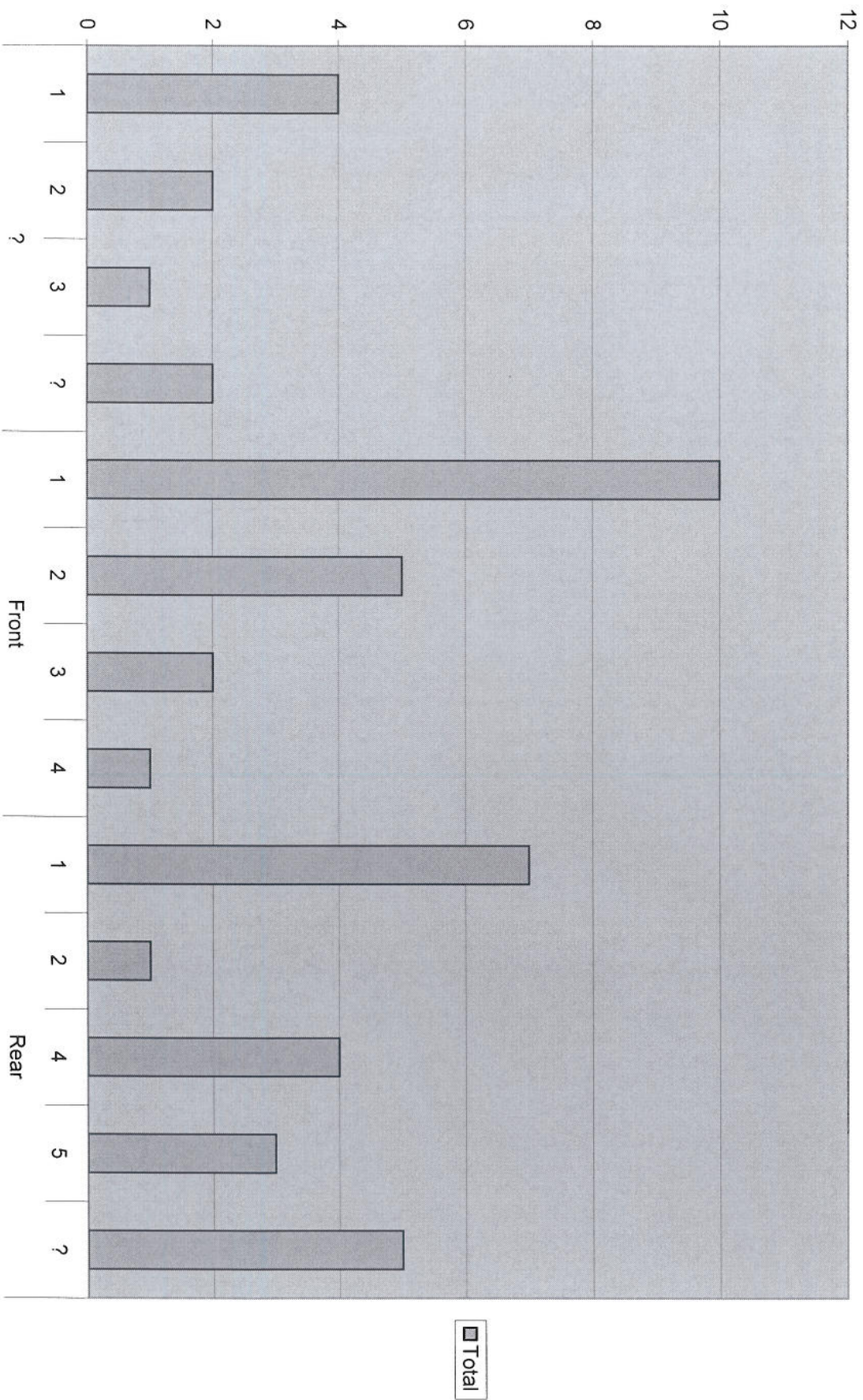
Front or Rear and Build Date



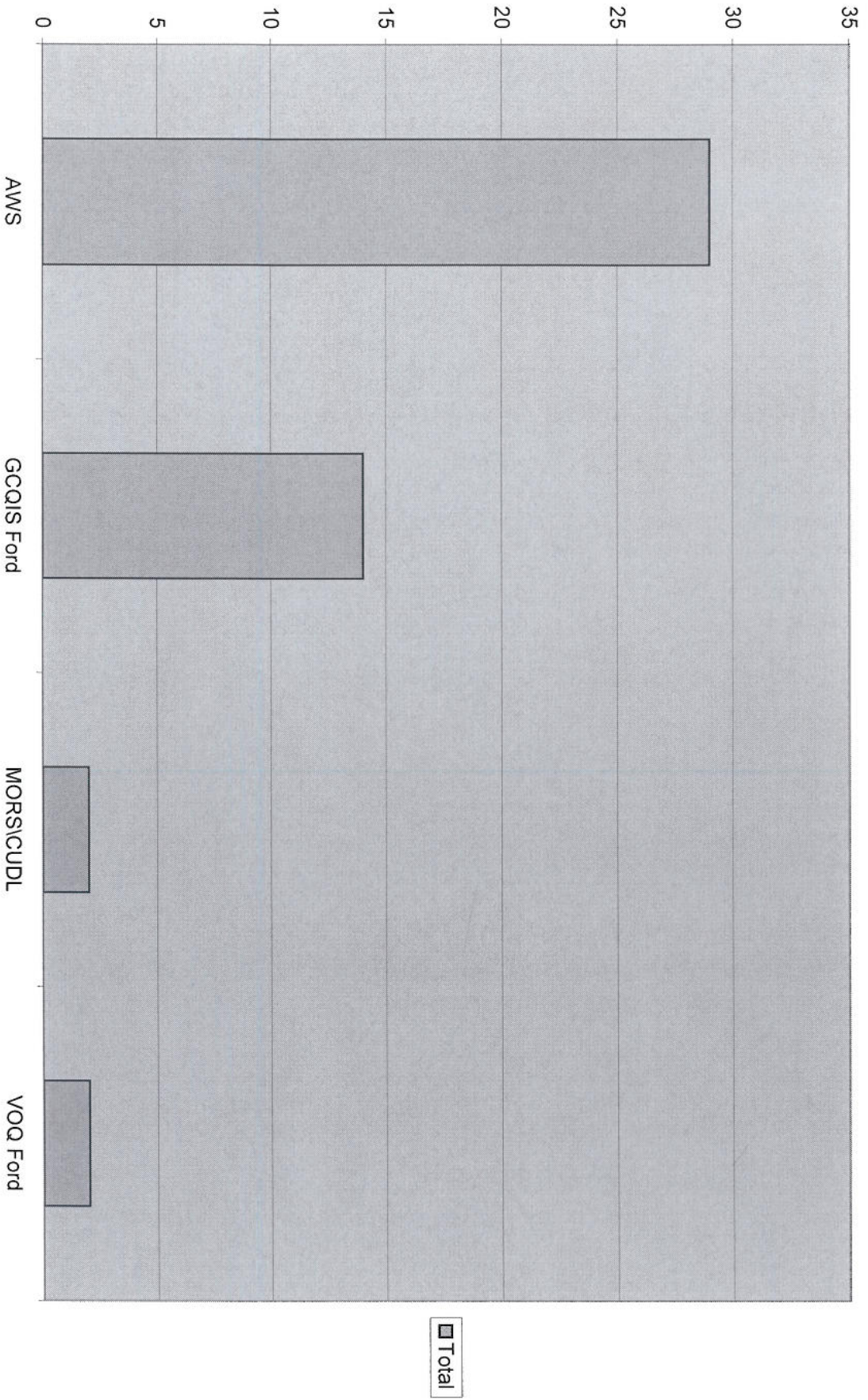
STUD CHANGE
2/10

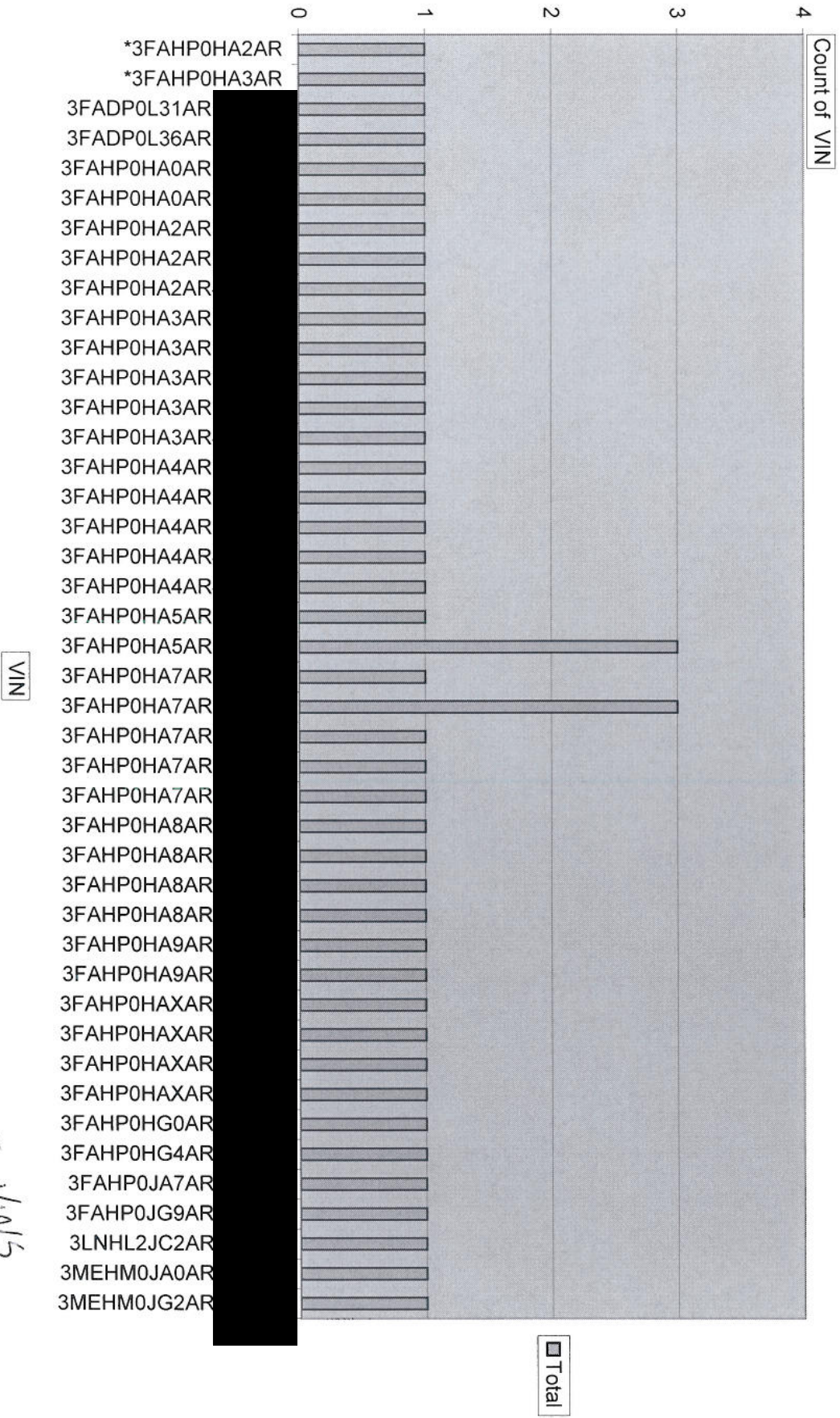
2008 * 2009
 ZEPHIR
 DATE

Front or Rear and Number Broken



Source System





43 UNIQUE VIN'S

VINs and Repeats

Jones, Rick (W.P.)

From: RJONES6@ford.com
Sent: Friday, January 21, 2011 9:48 AM
To: Jones, Rick (W.P.)
Subject: Report Summary for the CQIS Report#BAJAB007

Attachments : 11

Report# : BAJAB007 NHL **Received:** 0
CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2010,FUSION,SE ,SEDAN ,3FAHP0HA4AR [REDACTED] **Build Date:** 0
Odometer : 10,019 M **Engine:** 2.5L DOHC **Calibration:** A
Transmission: 6SP 6F MID **Axle:** 3.066RATIO **A/C:** Y
Dealer: USA 04728 Ray Skillman Performance Ford **Phone#:** (616) 666-6666
City: Greenwood **State:** Indiana **Country :** U
Originator: BRAD HALL
Symptom: 3 06 9 99 CHASS.,TIRES/WHEELS,N/L TIRES/WHEEL,NOT LISTED
Status:
VFG: V88 TIRES
Additional Symptom: LUG NUT BREAKAGE
Fix: **Causal Component :**
Condition Code:
Hotliner: ! ! p; JSAVOY1 **Phone:** 313 317-9352 **Regn Cd:** G3 Cincinnati
Engineering: **Phone:** **TAR:** 0-30
Dlr Contact: BRAD HALL **Phone:** 317 881-6100 **Title Cde:** T

KOEC:

DTCs:

KOE0:

KOER:

Comments :

REPAIR 01/10/2011 03:36PM JONATHAN SAVOY MSS - FCSD - TECH SVC
HOTLINE
WEB FORM DATA - CONCERN: LEFT REAR WHEEL CAME OFF WHILE
DRIVING. DIAGNOSTICS: FOUND ALL FIVE WHEEL STUDS BROKE
OFF, 2 LOOK
FRESH AND THE OTHER THREE LOOK TO HAVE BEEN BROKEN FOR
SOME
TIME. PARTS REPLACED:: NONE TECH QUESTION: ANY HISTORY ON

1/21/2011

THIS

CONCERN? CUSTOMER STATES WHEELS HAVE NEVER BEEN OFF THE VEHICLE OR

TAMPERED WITH. OUR DEALER HAS NO REPAIR HISTORY ON VEHICLE.

**RECOMM 01/10/2011 03:36PM JONATHAN SAVOY MSS - FCSD - TECH SVC
HOTLINE**

BRAD, PLEASE REPAIR THE VEHICLE AS NECESSARY. INSPECT THE WHEEL AND

HUB TO BE SURE THAT THERE IS PROPER CONTACT. COMPARE THE MOUNTING AND

THE PATTERN TO THE REMAINING WHEELS. IF POSSIBLE COMPARE THE MOUNTING

SURFACE PATTERN TO A KNOWN GOOD VEHICLE. IN ADDITION, CONFIRM THAT THE

CORRECT WHEELS ARE ON THE VEHICLE. IF IS POSSIBLE THAT THEY WERE

SWAPPED AS A CUSTOMER REQUEST FROM ANOTHER LOT VEHICLE PRIOR TO

DELIVERY. ONCE THE VEHICLE IS REPAIRED, CHECK TO BE SURE THAT THE

WHEELS ARE TIGHTENED TO SPECIFICATIONS. IF ADDITIONAL ASSISTANCE

IS NEEDED, PLEASE UPDATE YOUR FORM WITH ANY ADDITIONAL DETAILS OF THIS

CONCERN.

**REPAIR 01/10/2011 03:58PM FRED SHEPHERD MSS - FCSD - TECH SVC
HOTLINE**

TECHNICIAN REPLY: SHOULD THIS BE REPAIRED AS A WARRANY CONCERN OR A

CUSTOMER PAY?

**RECOMM 01/10/2011 03:58PM FRED SHEPHERD MSS - FCSD - TECH SVC
HOTLINE**

HI BRAD. I WOULD RECOMMEND TO HAVE THE WARRANTY ADMINISTRATOR CONTACT

THE WARRANTY HOTLINE FOR FURTHER ASSISTANCE WITH COVERAGE. THE TECH

HOTLINE DOES NOT HAVE INFORMATION REGARDING WHAT ACTUALLY IS A ! ! ND IS

NOT COVERED. IF YOU NEED FURTHER TECHNICAL ASSISTANCE, PLEASE LET

US KNOW. THANKS.

**ADD-ON 01/12/2011 01:08PM JOSE CHACON(PCE) MSS - FCSD - VSP C/P SVC
ENG**

CALLED THE DEALER BACK 1250 U.S. 31 SOUTH. GREENWOOD IN. 46143

ADD-ON 01/12/2011 01:14PM JOSE CHACON(PCE) MSS - FCSD - VSP C/P SVC

1/21/2011

ENG

HSAP PVT TEAM REVIEWED. THE TECHNICIAN INDICATES THE VEHICLE HAS OTHER

RELATED DAMAGE FOR THE REAR FACIA, WHEEL AND SORROUNDINGS. TECHNICIAN

LOOKING FOR A DIRECTION ON THE RELATED DAMAGE. !!

ADD-ON 01/12/2011 01:15PM JOSE CHACON(PCE) MSS - FCSD - VSP C/P SVC ENG

PD/PVT TEAM REVIEWED. PVT/PD TEAM REQUESTS THE STUDS AND BRAKE ROTORS

ON THIS VEHICLE BACK. PVT IS ARRANGING TO SHIP NEW ROTORS TO THE

DEALER. PVT TO OPEN TAR DUE TO CONSEQUETIAL DAMAGE IS EVIDENT ON THE

VEHICLE.

ADD-ON 01/12/2011 01:16PM JOSE CHACON(PCE) MSS - FCSD - VSP C/P SVC ENG

FSE PLEASE CONTACT JCHACON3@FORD.COM BY PHONE. PHONE # 1-313-322-7062.

!! AUDIT 01/12/2011 01:16PM JOSE CHACON(PCE) MSS - FCSD - VSP C/P SVC ENG

TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 01/13/2011 04:01PM JOSE CHACON(PCE) MSS - FCSD - VSP C/P SVC ENG

HSAP PVT TEAM REVIEWED. SPOKE WITH FSE. REQUEST TO REPLACE BOTH REAR

DISK ROTORS, AND ALL 10 STUDS FROM THE HUB. IF ONE OR TWO WHEELS NEED

REPLACEMENT, PLEASE REPLACE BOTH REAR WHEELS. PVT WILL MAIL TWO NEW

BRAKE ROTORS TO THE DEALER. INSTRUCTIONS ON THE REPAIR: 1. TAKE

DIGITAL IMAGES OF THE OVERAL VEHICLE. !! 2. REMOVE THE WHEEL COVERS. 3.

TAKE ADDITIONAL DIGITAL IMAGES. 4. RAISE THE VEHICLE ON A HOIST,

REMOVE THE REAR WHEELS PER THE WORKSHOP MANUAL. 5. PRIOR TO REMOVING

THE ROTORS, USE NORMAL SHOP PAINT AND PAINT THE SURFACE OF THE ROTOR,

HUB AND LUG NUTS. 6. MARK EACH LUG NUT. 7. REPLACE THE PARTS, WITH NEW

PARTS. 8. UPLOAD IMAGES TO GCQIS REPORT. 9. PVT WILL ARRANGE NEW PART

DELIVERY. 10. FSE TO HOLD PARTS UNTIL WARRANTY CLAIM IS PAID. END-OF

CONTACT. E-MAILED FSE.

1/21/2011

PE11-003 001299

ADD-ON 01/18/2011 10:16AM DENNIS WILSON(FSE) MSS - FCSD - REG - CINCINNATI

VISITED DEALER 1-14-11. INSPECTED VEHICLE AND TOOK PHOTOS.
LEFT REAR
WHEEL ASSY CAME OFF WHILE DRIVING. DAMAGE TO BODY IS LIMITED TO PAINT
ON 1/4 PANEL (NO METAL DAMAGE), INNER FENDER LINER, AND REAR BUMPER
COVER. RUST ON 3 BROKEN STUDS SHOWS THAT THEY WERE MISSING LONGER THAN
THE TWO THAT BROKE RESULTING IN THE MISSING WHEEL. NONE OF THE
LUGS/STUDS OR WHEEL COVER WERE FOUND/RECOVERED.
REMOVED THE ROTOR AND
HUB ASSY AND PAINTED TO PROTECT !! CURRENT CONDITION.
LEFT SIDE ROTOR
FAILS WITH STRAIGHTEDGE ON ROTOR HAT. DETORQUED LUGS ON RH SIDE.
READINGS WERE 90 LBS, 80 LBS, 80 LBS, 80 LBS, 70 LBS. ALL STUDS INTACT. LUG NUTS AND WHEEL ARE IN GOOD CONDITION ON RIGHT SIDE.
REMOVED ROTOR AND HUB FROM RIGHT SIDE. THIS ROTOR ALSO FAILS
STRAIGHTEDGE TEST. I'M IN POSSESSION OF THE FOLLOWING PARTS FOR RETURN
TO ENGINEERING: BOTH HUBS, BOTH ROTORS, LEFT REAR WHEEL. THE DEALER
HAS ORDERED THE FOLLOWING PARTS: LEFT REAR CONTROL ARM, LEFT REAR
SHOCK, 1 WHEEL, 1 HUB CAP, 2 HUBS, 5 LUG NUTS, 2 DUST CAPS, LEFT REAR
BACKING PLATE. ENGINEERING IS HAVING TWO REAR ROTORS SENT TO
DEALERSHIP TO THE ATTENTION OF THE TECHNICIAN. PHOTOS ATTACHED.

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

https://www.gcqis.dealerconnection.com/gcqis/asp/DIViewAttachment_Mainx.asp?ReportNumber=BAJAB007



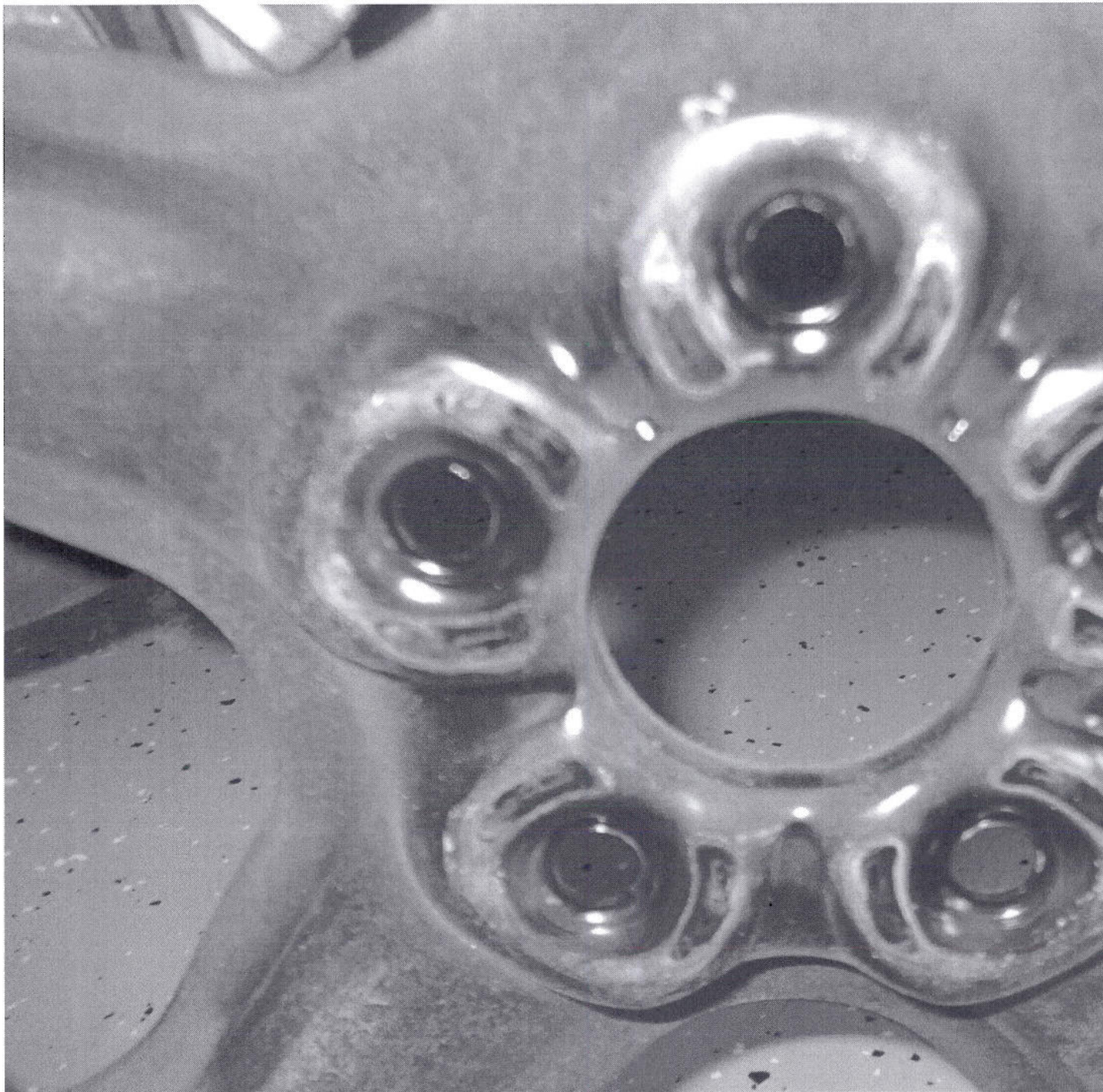
© Attachment Id : 2991205 [Top](#)



Attachment Id : 2991204 [Top](#)



Attachment Id : 2991203 [Top](#)



Attachment Id : 2991202 [Top](#)



Attachment Id : 2991201 [Top](#)

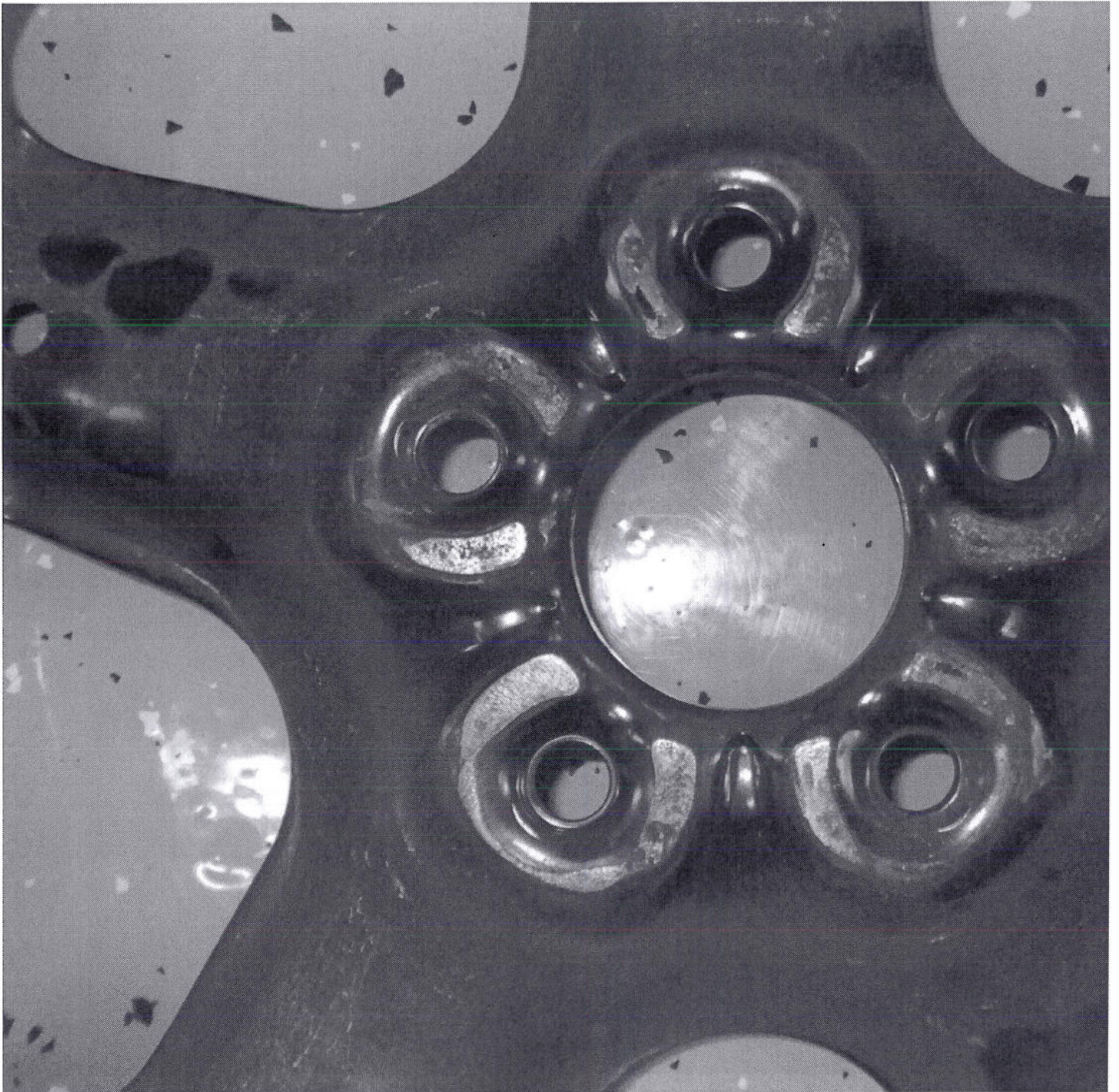
Requester: RJONES6
View Report Attachment - Images
Server: ECCWS686

Ford Proprietary, Private

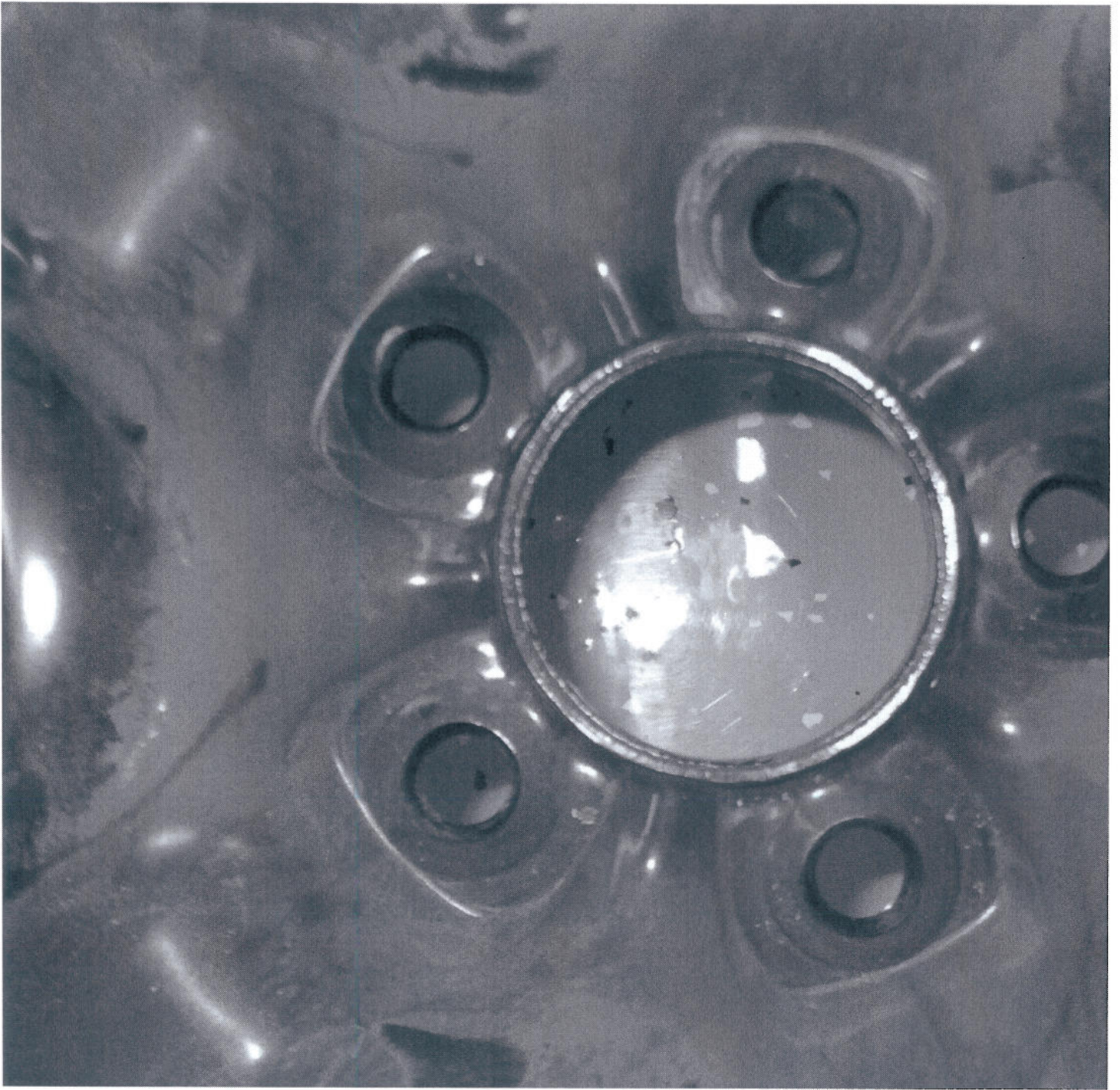
21-Jan-2011
Retention: None



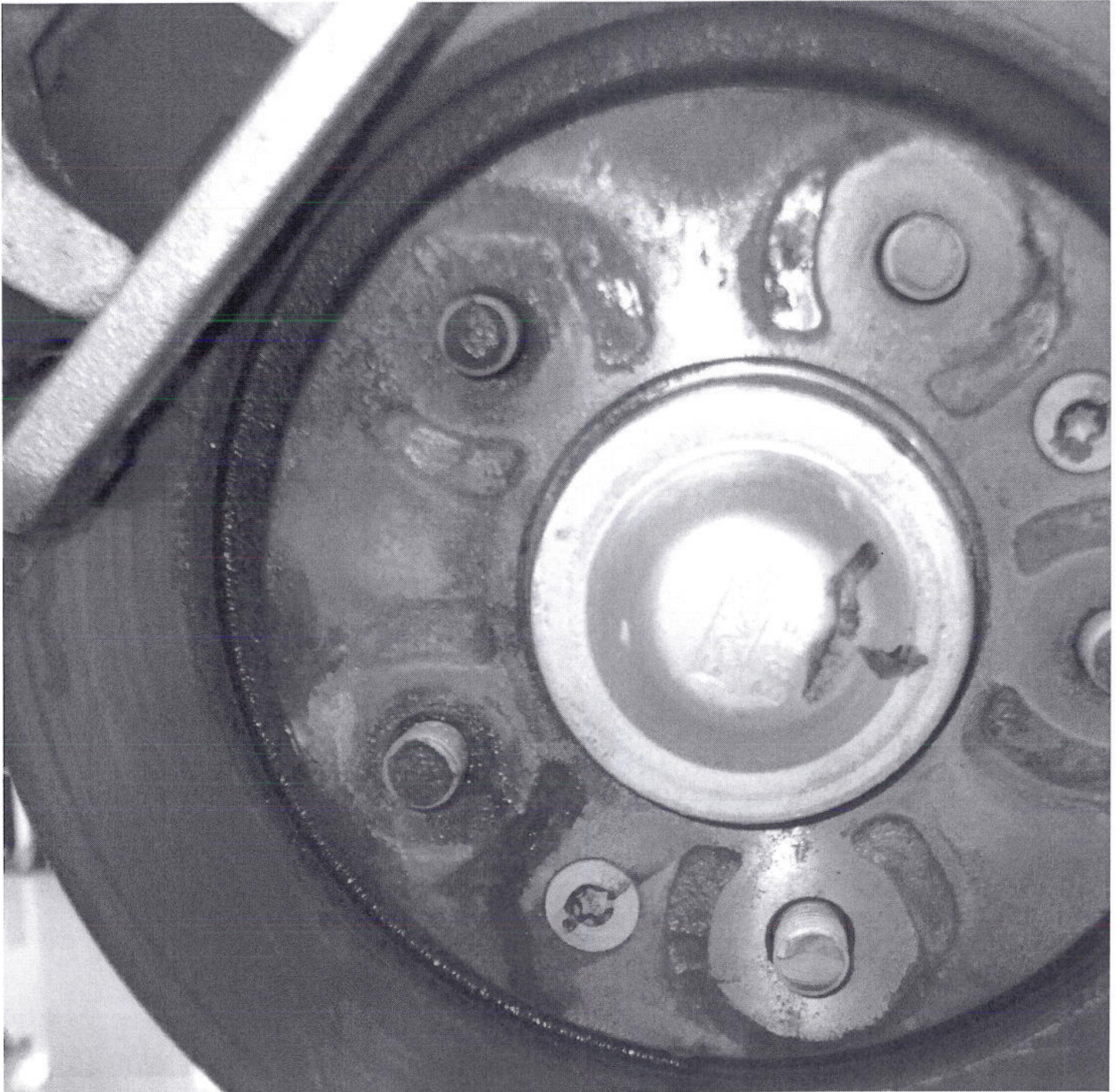
Attachment Id : 2991200 [Top](#)



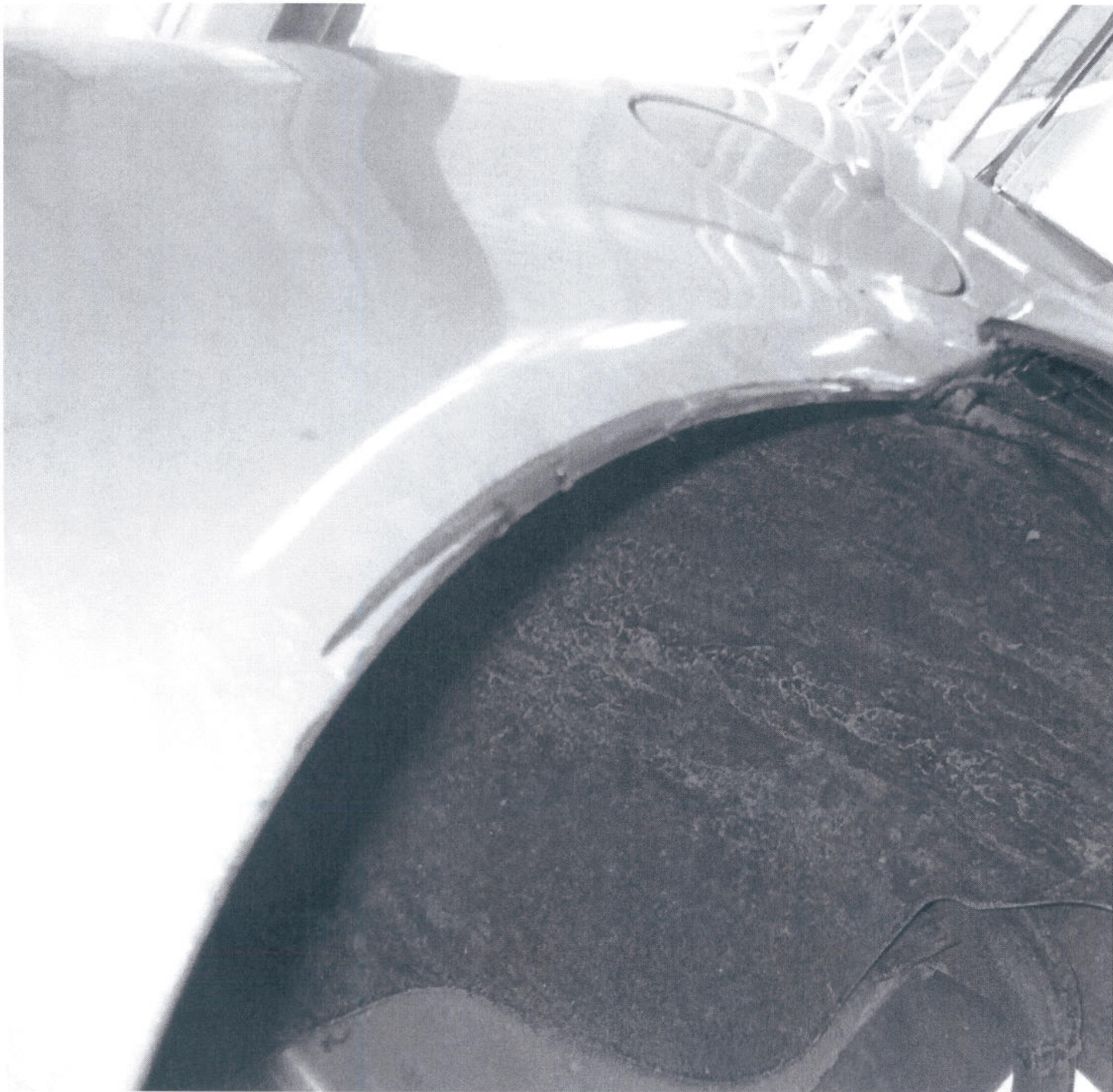
© Attachment Id : 2991199 [Top](#)



Attachment Id : 2991198 Top



Attachment Id : 2991197 [Top](#)



Attachment Id : 2991196 [Top](#)

Requester: RJONES6
View Report Attachment - Images
Server: FCWS686

Ford Proprietary, Private

21-Jan-2011
Retention: None

From: Galindo, Sergio (S.N.)
Sent: Wednesday, September 08, 2010 1:38 PM
To: Islas, Jose (J.J.)
Cc: Guillen, Felix (F.); von Ziegler, Alfonso (AVZ.); Chacon, Luis (L.); Lugo, Aureliano (A.); Diaz, Juan Manuel (J.M.)
Subject: RE: Draw Down Plan

Follow Up Flag: Follow up
Flag Status: Red

Attachments: draw down plan sep 8 2010.xls

Jose,
 Ok to green date is Sep 18th.
 There will be a daily progress per day, it is shown at the last row (in yellow) as the total vehicles held per day.

The team focus is to finish the screening (1,204 vehicles to be screen + repair vehicles that failed the screening + repair vehicles that failed at the production line), since the PCA date is this Saturday.

The remaining vehicles needs the hub replacement, our projection is to have 762 vehicles for next Monday, and finish all of them by Sep 18th.
 The team still looking for more options to improve projection date.

If you have any questions or comments, please feel free to contact us

SS Wheels Draw Down Plan

Status per day	8-Sep	9-Sep	10-Sep	11-Sep	12-Sep	13-Sep	14-Sep	15-Sep	16-Sep	17-Sep	18-Sep
Vehicles to be screen	1204	904	604	304	0						
Hub replacement after screening	72	54	30	7							
production rejects (6%)	80	80	80	80							
Vehicles that need hub replacement	858	858	858	858	858	858	858	858	858	858	858
Total Vehicles per day	2214	1896	1572	1249	892	762	632	502	372	242	

Daily Progress

Screening capacity per day	300	300	300	300							
Hub replacement after screening	72	54	30	7							
production rejects (6%)	50	50	50	50							
Vehicles that need hub replacement	0	0	0	0	130	130	130	130	130	130	130
Vehicles released per day	422	404	380	357	130	130	130	130	130	130	130

Vehicles held per day	1792	1492	1192	892	762	632	502	372	242	112
-----------------------	------	------	------	-----	-----	-----	-----	-----	-----	-----



draw down plan sep
 8 2010.xls ...

Sergio Galindo
 HSAP CD3 PVT Manager
 sgalind1@ford.com
 Cell 011 521 6621 420197
 Office 011 52 6622 598308

From: Islas, Jose (J.J.)
Sent: Wednesday, September 08, 2010 4:13 AM
To: Galindo, Sergio (S.N.)
Cc: Guillen, Felix (F.)
Subject: Draw Down Plan

El dia de ayer en la tarde Mark Fields pidio el Drow Dawn Plan para el Stop Ship de Wheel studs, por favor pasame la informacion para mandarla.

Si tienes duda favor de avisarme, la requieren ASAP.

Saludos.

Jose Islas.

SS Wheels Draw Down Plan

Status per day	8-Sep	9-Sep	10-Sep	11-Sep	12-Sep	13-Sep	14-Sep	15-Sep	16-Sep	17-Sep	18-Sep
Vehicles to be screen	1204	904	604	304	0						
Hub replacement after screening	72	54	30	7							
production rejects (6%)	80	80	80	80							
Vehicles that need hub replacement	858	858	858	858	858	858	858	858	858	858	858
Total Vehicles per day	2214	1896	1572	1249	892	762	632	502	372	242	112
Daily Progress											
Screening capacity per day	300	300	300	300							
Hub replacement after screening	72	54	30	7							
production rejects (6%)	50	50	50	50							
Vehicles that need hub replacement	0	0	0	0	130	130	130	130	130	130	112
Vehicles released per day	422	404	380	357	130	130	130	130	130	130	112
Vehicles held per day	1792	1492	1192	892	762	632	502	372	242	112	0

SS Wheels Draw Down Plan

Status per day	8-Sep	9-Sep	10-Sep	11-Sep	12-Sep	13-Sep	14-Sep	15-Sep	16-Sep	17-Sep	18-Sep
Vehicles to be screen	1204	904	604	304	0						
production rejects (6%)	80	80	80	80							
Vehicles that need hub replacement	858	858	858	858	858	858	858	858	858	858	858
Total Vehicles per day	2062	1762	1462	1162	858	858	858	858	858	858	858
Daily Progress											
Screening capacity per day	300	300	300	304							
Hub Replacements after screening	18	18	18	18							
production rejects (6%)	50	50	50	50							
Vehicles that need hub replacement	0	0	0	0	130	130	130	130	130	130	78
Vehicles released per day	350	350	350	354	130	130	130	130	130	130	78
Vehicles held per day	1712	1412	1112	808	728	598	468	338	208	78	0

From: Allard, Chris (C.E.)
Sent: Thursday, September 16, 2010 8:20 AM
To: Caris, John (J.C.); Hamernik, Dave (D.); Shetty, Praveen (P.)
Cc: Farmer, Marty (M.F.)
Subject: RE: ECB

Follow Up Flag: Follow up
Flag Status: Red

We may have this one back and analyzed already. The build date of 6/25 appears familiar to me.

Chris Allard
North American Applications Manager
Wheels, Tires, and Jacks
Ford Motor Company
(office) 313-845-7679, (cell) 313-492-8030

From: Caris, John (J.C.)
Sent: Thursday, September 16, 2010 7:56 AM
To: Hamernik, Dave (D.); Allard, Chris (C.E.); Shetty, Praveen (P.)
Subject: RE: ECB

I think we saw one of these yesterday as well. Are we getting the studs back to check for low-torque failure mode vs. elongation?

Regards,
John Caris
Truck & SUV Suspension/Frame Design Manager
Chassis Engineering, Ford North America
32-30506; PDC 2B-F80; Mail Drop #173
fax: 313-62-14541; Mobile: 313-805-4047

From: Hamernik, Dave (D.)
Sent: Thursday, September 16, 2010 7:39 AM
To: Allard, Chris (C.E.); Caris, John (J.C.); Shetty, Praveen (P.)
Subject: ECB

Model Year	Vehicle Line Global Desc	VIN	Production Date	Claim Key	Repair Date	TIS	Mileage	Part Num Base (Causal)	Technician Co
2010	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0HA4AR417284	25-Jun-10	1086747	4-Sep-10	2	3226	1107	VERIFIED LE LUG NUTS M BROKEN OFI WHEEL, BRA WHEEL HUB 5 LUG BOLTS WHEEL HUB ASSEMBLY A WHEEL AND CHECKED AL PROPER LUG

Dave Hamernik

NA Knuckles / Hubs / Bearings D&R

Phone/ Fax: (313) 32-31952

From: Bejarano, Sergio (SBF.)
Sent: Tuesday, August 31, 2010 8:41 PM
To: Allard, Chris (C.E.); Shetty, Praveen (P.); Hamernik, Dave (D.); Haag, Gavin (G.M.)
Cc: Ulloa, Fernando (F.F.); Galindo, Sergio (S.N.); Rogero, Antonio (A.); Durand, Gerardo (G.D.)
Subject: FW: Emailing: DSC09760.JPG, DSC09757.JPG, DSC09758.JPG, DSC09759.JPG

Follow Up Flag: Follow up
Flag Status: Red

Attachments: DSC09760.JPG; DSC09757.JPG; DSC09758.JPG; DSC09759.JPG



DSC09760.JPG (33 KB)



DSC09757.JPG (39 KB)



DSC09758.JPG (39 KB)



DSC09759.JPG (37 KB)

r veen,

We have cleaned some stud from hub that I bring from Benteler.

We can see some evidence of grease in the studs.

We are sending the samples to you together with the broken studs. We would like to understand if it is the same oil from the bearing.

Sergio Bejarano, Ford Motor Co., PD Mexico, Chassis Modules Engineer, Tel 52-662-259-8386, FordNet 456-8386, Mobile 52-1-6621831427









From: Rosas, Alejandro (A.R.)
Sent: Thursday, September 02, 2010 6:51 PM
To: Galindo, Sergio (S.N.); Johnson, Angelica (A.O.); Manzo, Roberto (A.)
Cc: Shetty, Praveen (P.); Hamernik, Dave (D.); Allard, Chris (C.E.); Diaz, Juan Manuel (J.M.)
Subject: RE: Expedite NTN

Follow Up Flag: Follow up

Flag Status: Red

We already talk with NTN about this expedite, the 280 parts will be available tomorrow, so we are going to move it to HSAP and will be here Saturday afternoon.

From: Galindo, Sergio (S.N.)
Sent: Thursday, September 02, 2010 2:03 PM
To: Johnson, Angelica (A.O.); Manzo, Roberto (A.); Rosas, Alejandro (A.R.)
Cc: Shetty, Praveen (P.); Hamernik, Dave (D.); Allard, Chris (C.E.); Diaz, Juan Manuel (J.M.)
Subject: FW: Expedite NTN

MP&L team, can you please clarify the NTN situation

Sergio Galindo
HSAP CD3 PVT Manager
sgalind1@ford.com
Cell 011 521 6621 420197
Office 011 52 6622 598308

From: Shetty, Praveen (P.)
Sent: Thursday, September 02, 2010 1:57 PM
To: Hamernik, Dave (D.); Galindo, Sergio (S.N.)
Cc: Allard, Chris (C.E.)
Subject: RE: Expedite NTN

Pls see attached.

From: Hamernik, Dave (D.)
Sent: Thursday, September 02, 2010 4:54 PM
To: Galindo, Sergio (S.N.)
Cc: Allard, Chris (C.E.)
Subject: RE: Expedite NTN
Importance: High

Sergio,

There appears to be some confusion between HSAP and NTN on 10.9pc bearing orders. I have explained HSAP's plan for early air shipment to NTN HSAP's and then a quick follow-up for the next batch of parts, but they seem to need paperwork from HSAP. Let me know if I can help.

Dave Hamernik

3/3/2011

PE11-003 001322

NA Knuckles / Hubs / Bearings D&R**Phone/ Fax: (313) 32-31952**

From: Shetty, Praveen (P.)
Sent: Thursday, September 02, 2010 4:37 PM
To: Rosas, Alejandro (A.R.)
Cc: 'CMeissnest@ntnusa.com'; 'RBarrett@ntnusa.com'; 'Moreno, Areli (Penske)'; 'MKocik@ntnusa.com'; Hamernik, Dave (D.)
Subject: RE: Expedite NTN

Alejandro, NTN only knows about it verbally, but they need a order from Ford to fulfill this request. I believe after yesterday's callin with the PVT manager it was decided that Hermisillo will handle the logistics and ordering of parts with NTN directly. I have talked to Chris Meissnest and asked him to repond to you directly if he has any questions.

Chris, The plan like I talked to you about is to airship 200 pcs right away and the remaining 1600 parts (of 1 days of production) by expedited truck freight. Pls support the request and let the team know if ther are any issues. Thanks

From: Rosas, Alejandro (A.R.)
Sent: Thursday, September 02, 2010 4:03 PM
To: Shetty, Praveen (P.)
Cc: 'CMeissnest@ntnusa.com'; 'RBarrett@ntnusa.com'; 'Moreno, Areli (Penske)'; MKocik@ntnusa.com
Subject: FW: Expedite NTN

Praveen,

Who from NTN know about the shipment of 200 pc that we need to set up in order to evaluate the changes?, please contact them and inform Mary Kocik of this, thanks.

Regards,

ALEJANDRO ROSAS

MP&L Supply Chain & Record Integrity Manager
 FORD - Hermosillo Stamping & Assembly Plant
 Ford Net: 456 8201
 Ph: 011 52 662 2598201

From: Moreno, Areli (Penske) [mailto:areli.moreno@penske.com]
Sent: Thursday, September 02, 2010 12:19 PM
To: MKocik@ntnusa.com
Cc: CMeissnest@ntnusa.com; Rosas, Alejandro (A.R.)
Subject: RE: Expedite NTN

Mary,

I guess I dont understand. You still have releases for this week for the current part.

The agreement was to ship against current release, which would be increase for 2000 pcs for this week, under an Alert.

CMMSAAIA

RELEASE

==>

PART: 6E51- 1N069-BB____

RE: Expedite NTN

PROG	START DATE:	08/30/10	PRO
Date	TW % Adj	Quantity	

PRIOR			
090210		0	
090310		0	
090410		0	
090510	*	3920	
090610		0	
090710		0	

And I just add the increase to CMMS for +2000 that would be reflected tomorrow. But at the end it would still be the same amount, weekly release+ 2000 what would be ship.

But right now, those pcs could be send against current release, are they are going to be input into cars in the line, they are for production, they would be tested on vehicles.

Who is your sales rep?

Areli Moreno C.

Penske
LLP Material Manager

T (011-52-662-259-8350)
F (011-52-662-259-8345)
E areli.moreno@penske.com
www.GoPenske.com

Km 4.5 Carretera a La Colorada
Hermosillo, Sonora 83200 Mexico

From: MKocik@ntnusa.com [<mailto:MKocik@ntnusa.com>]
Sent: Thursday, September 02, 2010 2:11 PM
To: Moreno, Areli (Penske)
Cc: CMeissnest@ntnusa.com
Subject: Expedite

Hi Areli,

I was just taking with the sales rep who is working with Ford on this account and I have been advised that I can not make any expedite shipment without an order from Ford Motor. The first order will need to be 280 pcs which is a full plt.

As I get additional information I will keep you informed.

Thank you

3/3/2011

PE11-003 001324

MARY E. KOCIK
Senior Sales Coordinator, Operations - Automotive
NTN Bearing Corporation of America
T 248.324.4700 x23183 (Direct: 248.324.4513)
F 248.324.1103
www.NTNAmerica.com <<http://www.ntnamerica.com/>>
NTN . Bower . SNR . BCA

"Moreno, Areli (Penske)" <areli.moreno@penske.com>

09/02/2010 01:33 PM

To
<MKOCIK@NTNUSA.COM>
cc
Subject
good morning1

Mary,
Please send me a note when you are at your desk so I can call you to set up the expedite.

There was a bit of a change of plans, now they want 200 pcs (new part) expedited asap (next day air) and the rest as we talked before, ground expedite pick up tomorrow morning.

Please let me know when your production could have this 200 pcs today.

Regards,

Areli Moreno C.
Penske
LLP Material Manager

T (011-52-662-259-8350)
F (011-52-662-259-8345)
E areli.moreno@penske.com <blocked::mailto:areli.moreno@penske.com>
www.GoPenske.com <<http://www.gopenske.com/>>

Km 4.5 Carretera a La Colorada
Hermosillo, Sonora 83200 Mexico

From: CMeissnest@ntnusa.com
Sent: Thursday, September 02, 2010 4:45 PM
To: Rosas, Alejandro (A.R.)
Cc: Moreno, Areli (Penske); MKocik@ntnusa.com; Shetty, Praveen (P.); RBarrett@ntnusa.com; imaksymiak@ntnusa.com; JWelch@anbmntn.com; KRichter@ntnusa.com; JSaunders@ntnusa.com
Subject: Re: FW: Expedite NTN

Alejandro,

NTN will require an order for these 200 parts. In addition, we would prefer to ship a full pallet of 280 parts. That being said, we do not show any orders in the system for the 200 pieces or the 2,000 pieces discussed this week. The 3,920 listed below has not changed from Monday to add the 2,000 pieces. We also require Ford take responsibility for the cost of the air shipment of 200 or 280 parts. We do not have any correspondence stating that responsibility. We will plan that both the orders and will appear tomorrow morning and ship tomorrow for delivery of the 2,000 approximately Monday and the 200 or 280 on Saturday. Please advise.

Best regards,

Chris K. Meissnest
Account Manager
NTN Bearing Corporation
Office: 248-324-4574
Cell; 224-639-0936
Fax: 248-324-1103
Email: CMeissnest@ntnusa.com

"Rosas, Alejandro (A.R.)" <arosas1@ford.com>

09/02/2010 04:02 PM

To "Shetty, Praveen (P.)" <pshetty@ford.com>

cc <CMeissnest@ntnusa.com>, <RBarrett@ntnusa.com>, "Moreno, Areli (Penske)" <areli.moreno@penske.com>, <MKocik@ntnusa.com>

Subject FW: Expedite NTN

Praveen,

Who from NTN know about the shipment of 200 pc that we need to set up in order to evaluate the changes?, please contact them and inform Mary Kocik of this, thanks.

Regards,

ALEJANDRO ROSAS
MP&L Supply Chain & Record Integrity Manager
FORD - Hermosillo Stamping & Assembly Plant
Ford Net: 456 8201
Ph: 011 52 662 2598201

From: Moreno, Areli (Penske) [mailto:areli.moreno@penske.com]

3/3/2011

PE11-003 001326

Sent: Thursday, September 02, 2010 12:19 PM
To: MKocik@ntnusa.com
Cc: CMeissnest@ntnusa.com; Rosas, Alejandro (A.R.)
Subject: RE: Expedite NTN

Mary,

I guess I dont understand. You still have releases for this week for the current part.

The agreement was to ship against current release, which would be increase for 2000 pcs for this week, under an Alert.

```

CMMSAAIA                RELEASE
==>
PART:      6E51-      1N069-BB____
PROG START DATE:      08/30/10      PRO
Date   TW % Adj   Quantity
-----
PRIOR
090210                                0
090310                                0
090410                                0
090510 *                                3920
090610                                0
090710                                0

```

And I just add the increase to CMMS for +2000 that would be reflected tomorrow. But at the end it would still be the same amount, weekly release+ 2000 what would be ship.

But right know, those pcs could be send against current release, are they are going to be input into cars in the line, they are for production, they would be tested on vehicles.

Who is your sales rep?

Areli Moreno C.

Penske
 LLP Material Manager

T (011-52-662-259-8350)
 F (011-52-662-259-8345)
 E areli.moreno@penske.com
www.GoPenske.com

Km 4.5 Carretera a La Colorada
 Hermosillo, Sonora 83200 Mexico

From: MKocik@ntnusa.com [<mailto:MKocik@ntnusa.com>]
 Sent: Thursday, September 02, 2010 2:11 PM
 To: Moreno, Areli (Penske)
 Cc: CMeissnest@ntnusa.com
 Subject: Expedite

Hi Areli,

I was just talking with the sales rep who is working with Ford on this account and I have been advised that I can not make any expedite shipment without an order from Ford Motor. The first order will need to be 280 pcs which is a full plt.

As I get additional information I will keep you informed.

Thank you

MARY E. KOCIK
Senior Sales Coordinator, Operations - Automotive
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F 248.324.1103
www.NTNAmerica.com <<http://www.ntnamerica.com/>>
NTN . Bower . SNR . BCA

"Moreno, Areli (Penske)" <areli.moreno@penske.com>

09/02/2010 01:33 PM

To
<MKOCIK@NTNUSA.COM>
cc
Subject
good morning1

Mary,
Please send me a note when you are at your desk so I can call you to set up the expedite.

There was a bit of a change of plans, now they want 200 pcs (new part) expedited asap (next day air) and the rest as we talked before, ground expedite pick up tomorrow morning.

Please let me know when your production could have this 200 pcs today.

Regards,

Areli Moreno C.
Penske
LLP Material Manager
T (011-52-662-259-8350)
F (011-52-662-259-8345)
E areli.moreno@penske.com <blocked::mailto:areli.moreno@penske.com>
www.GoPenske.com <<http://www.gopenske.com/>>

3/3/2011

PE11-003 001328

Km 4.5 Carretera a La Colorada
Hermosillo, Sonora 83200 Mexico

From: Allard, Chris (C.E.)
Sent: Wednesday, September 01, 2010 2:04 PM
To: Galindo, Sergio (S.N.); Haag, Gavin (G.M.); Ulloa, Fernando (F.F.); Bagley, Matt (M.R.); Farmer, Marty (M.F.); Hamernik, Dave (D.); Steele, Kimberly (K.A.); Soto, Fernan (F.S.)
Subject: FW: wheel studs
Follow Up Flag: Follow up
Flag Status: Red
Attachments: WHEEL STUDS 010.jpg; WHEEL STUDS 012.jpg; WHEEL STUDS 013.jpg; WHEEL STUDS 014.jpg; WHEEL STUDS 015.jpg

[Just received this from the dealer.](#)

Chris Allard
North American Applications Manager
Wheels, Tires, and Jacks
[Ford Motor Company](#)
(office) 313-845-7679, (cell) 313-492-8030

From: Brian Noren [mailto:bnoren@fremontmotors.com]
Sent: Wednesday, September 01, 2010 2:00 PM
To: Allard, Chris (C.E.)
Subject: wheel studs

Brian R Noren
Service Manager
Fremont Motors Scottsbluff
Phone: (308) 635-3701
Toll free: (866) 545-0757
E-mail: bnoren@fremontmotors.com

***A business absolutely devoted to service will have only one worry about profits.
They will be embarrassingly large.***
[Henry Ford](#)











From: CMeissnest@ntnusa.com
Sent: Thursday, September 02, 2010 4:45 PM
To: Rosas, Alejandro (A.R.)
Cc: Moreno, Areli (Penske); MKocik@ntnusa.com; Shetty, Praveen (P.); RBarrett@ntnusa.com; imaksymiak@ntnusa.com; JWelch@anbmntn.com; KRichter@ntnusa.com; JSaunders@ntnusa.com
Subject: Re: FW: Expedite NTN
Follow Up Flag: Follow up
Flag Status: Red

Alejandro,

NTN will require an order for these 200 parts. In addition, we would prefer to ship a full pallet of 280 parts. That being said, we do not show any orders in the system for the 200 pieces or the 2,000 pieces discussed this week. The 3,920 listed below has not changed from Monday to add the 2,000 pieces. We also require Ford take responsibility for the cost of the air shipment of 200 or 280 parts. We do not have any correspondence stating that responsibility. We will plan that both the orders and will appear tomorrow morning and ship tomorrow for delivery of the 2,000 approximately Monday and the 200 or 280 on Saturday. Please advise.

Best regards,

Chris K. Meissnest
Account Manager
NTN Bearing Corporation
Office: 248-324-4574
Cell; 224-639-0936
Fax: 248-324-1103
Email: CMeissnest@ntnusa.com

"Rosas, Alejandro (A.R.)" <arosas1@ford.com>

09/02/2010 04:02 PM

To "Shetty, Praveen (P.)" <pshetty@ford.com>

cc <CMeissnest@ntnusa.com>, <RBarrett@ntnusa.com>, "Moreno, Areli (Penske)" <areli.moreno@penske.com>, <MKocik@ntnusa.com>

Subject FW: Expedite NTN

Praveen,

Who from NTN know about the shipment of 200 pc that we need to set up in order to evaluate the changes?, please contact them and inform Mary Kocik of this, thanks.

Regards,

ALEJANDRO ROSAS
MP&L Supply Chain & Record Integrity Manager
FORD - Hermosillo Stamping & Assembly Plant
Ford Net: 456 8201
Ph: 011 52 662 2598201

3/9/2011

PE11-003 001336

From: Moreno, Areli (Penske) [mailto:areli.moreno@penske.com]
Sent: Thursday, September 02, 2010 12:19 PM
To: MKocik@ntnusa.com
Cc: CMeissnest@ntnusa.com; Rosas, Alejandro (A.R.)
Subject: RE: Expedite NTN

Mary,

I guess I dont understand. You still have releases for this week for the current part.

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```

CMMSAAIA                               RELEASE
==>
PART:      6E51-      1N069-BB____
PROG START DATE:      08/30/10      PRO
Date   TW % Adj   Quantity
-----
PRIOR
090210                                0
090310                                0
090410                                0
090510 *                                3920
090610                                0
090710                                0

```

And I just add the increase to CMMS for +2000 that would be reflected tomorrow. But at the end it would still be the same amount, weekly release+ 2000 what would be ship.

But right know, those pcs could be send against current release, are they are going to be input into cars in the line, they are for production, they would be tested on vehicles.

Who is your sales rep?

Areli Moreno C.

Penske
 LLP Material Manager

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 F (011-52-662-259-8345)
 E areli.moreno@penske.com
www.GoPenske.com

Km 4.5 Carretera a La Colorada
 Hermosillo, Sonora 83200 Mexico

From: MKocik@ntnusa.com [mailto:MKocik@ntnusa.com]
 Sent: Thursday, September 02, 2010 2:11 PM
 To: Moreno, Areli (Penske)
 Cc: CMeissnest@ntnusa.com
 Subject: Expedite

3/9/2011

PE11-003 001337

Hi Areli,

I was just talking with the sales rep who is working with Ford on this account and I have been advised that I can not make any expedite shipment without an order from Ford Motor. The first order will need to be 280 pcs which is a full plt.

As I get additional information I will keep you informed.

Thank you

MARY E. KOCIK
Senior Sales Coordinator, Operations - Automotive
NTN Bearing Corporation of America
T 248.324.4700 x23183 (Direct: 248.324.4513)
F 248.324.1103
www.NTNAmerica.com <<http://www.ntnamerica.com/>>
NTN . Bower . SNR . BCA

"Moreno, Areli (Penske)" <areli.moreno@penske.com>

09/02/2010 01:33 PM

To
<MKOCIK@NTNUSA.COM>
cc
Subject
good morning1

Mary,
Please send me a note when you are at your desk so I can call you to set up the expedite.

There was a bit of a change of plans, now they want 200 pcs (new part) expedited asap (next day air) and the rest as we talked before, ground expedite pick up tomorrow morning.

Please let me know when your production could have this 200 pcs today.

Regards,

Areli Moreno C.
Penske
LLP Material Manager

T (011-52-662-259-8350)
F (011-52-662-259-8345)
E areli.moreno@penske.com <blocked::mailto:areli.moreno@penske.com>
www.GoPenske.com <<http://www.gopenske.com/>>

3/9/2011

PE11-003 001338

Km 4.5 Carretera a La Colorada
Hermosillo, Sonora 83200 Mexico

From: Martinez Jorge [JMartinez@mx.brembo.com]
Sent: Sunday, October 31, 2010 9:13 PM
To: White, Isiah (I.C.); Salinas Aller, Adrian (A.G.)
Subject: Flatness Raw data
Follow Up Flag: Follow up
Flag Status: Red
Attachments: Flatness Raw data by CNC.xlsx

Attached please find the raw data of the flatness Study by CNC

Jorge Martinez H.
Quality Manager
Brembo Mexico Apodaca
Ph +52 (81) 83 69 78 13
Cell +52 (81) 10 22 03 31
jmartinez@mx.brembo.com

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CNC 1	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
	0.061	0.022	0.046	0.042	0.055	0.03	0.061	0.052	0.063	0.053	0.046	0.031	0.022	0.04	0.034	0.054	0.038	0.043	0.045	0.047	0.058	0.032	0.048	0.056	0.054
	0.019	0.02	0.056	0.068	0.034	0.027	0.01	0.031	0.057	0.032	0.024	0.032	0.029	0.043	0.033	0.049	0.039	0.042	0.054	0.052	0.046	0.054	0.046	0.036	0.042
	0.049	0.069	0.033	0.077	0.043	0.014	0.042	0.058	0.021	0.016	0.029	0.028	0.065	0.046	0.04	0.047	0.039	0.036	0.061	0.039	0.029	0.056	0.031	0.039	0.054

CNC 2	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
	0.037	0.043	0.026	0.013	0.02	0.032	0.013	0.029	0.05	0.049	0.043	0.051	0.042	0.052	0.031	0.046	0.034	0.041	0.057	0.031	0.072	0.053	0.031	0.047	0.057
	0.027	0.02	0.045	0.023	0.02	0.025	0.041	0.022	0.036	0.054	0.055	0.062	0.051	0.036	0.044	0.058	0.06	0.064	0.039	0.052	0.034	0.067	0.029	0.056	0.053
	0.038	0.024	0.039	0.029	0.021	0.032	0.018	0.039	0.04	0.059	0.048	0.039	0.06	0.045	0.049	0.052	0.053	0.037	0.041	0.066	0.063	0.045	0.044	0.042	0.048

CNC 3	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
	0.041	0.035	0.067	0.035	0.054	0.03	0.034	0.035	0.019	0.021	0.056	0.051	0.043	0.034	0.05	0.043	0.037	0.039	0.046	0.05	0.058	0.056	0.073	0.052	0.049
	0.053	0.042	0.062	0.031	0.024	0.056	0.036	0.033	0.0343	0.048	0.024	0.043	0.028	0.015	0.07	0.038	0.045	0.043	0.057	0.039	0.034	0.061	0.069	0.049	0.054
	0.047	0.02	0.019	0.051	0.033	0.038	0.048	0.045	0.032	0.018	0.041	0.02	0.035	0.042	0.035	0.022	0.058	0.036	0.044	0.046	0.036	0.072	0.059	0.045	0.061

From: Eldridge, Chris (J.C.)
Sent: Friday, January 28, 2011 6:44 PM
To: Allard, Chris (C.E.)
Cc: Meier, Kenneth (K.W.)
Subject: Farmers Units

Follow Up Flag: Follow up
Flag Status: Red

Chris,
Doyle is off on Monday.
He will provide me with contact information for the drivers of these five vehicles on Tuesday morning.
I will call them on Tuesday and identify their closest dealer. I will then provide you with this information to make the necessary arrangements to ship parts.

MODEL YEAR	MAKE DESCRIPTION	MODEL DESCRIPTION	VEHICLE SERIALNUMBER	DATE IN SERVICE	VEHICLE NUMBER	Build Date
2010	FORD	FUSION SE	3FAHP0HA8AR	07/27/2010	12317	6/29/2010
2010	FORD	FUSION SE	3FAHP0HA1AR	07/01/2010	1017524	7/1/2010
2010	FORD	FUSION SE	3FAHP0HA2AR	07/27/2010	12336	7/2/2010
2010	FORD	FUSION SE	3FAHP0HA9AR	07/02/2010	1017483	7/2/2010
2010	FORD	FUSION SE	3FAHP0HA4AR	07/27/2010	12315	

Doyle,

I received a call from Steven Iannelli regarding a problem with the 2010 Ford Fusion. They have had three cases of lug nuts falling off. Have you heard anything from Ford on this? The vehicle numbers are 12315, 12317, and 12336. Searching the Internet, I found another complaint of this, unrelated to Farmers but the same vehicle.

Thanks,

Tim J. Hughes
Claims User Resource Fleet Coordinator
HelpPoint Claim Services by Farmers
Cell: 630.301.9764

3FAHP0HA1AR

Hello,

We have just had this car return from service (Firestone) and that indicated that the Nuts & Bolts on both front tires are broken off. They also indicated that this isn't something that they do and we need to take it to the dealer.

Do we need to get prior approval and will any Ford dealership work or do we need to take it back to the one we picked it up from?

Thank you for your assistance.

Rhonda Richter
Executive Assistant
Cincinnati AgencyPoint
Phone 513-229-7132

Vehicle Information

Model Year: 2010

Market Derived: F - FORD

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

Version/Series: *- [N/A]

Drive Type: C/A-2 WHL L/H FRONT DRIVE

Vehicle Line: C/DE-FUSION/MILAN/MKZ
(ZEPHYR) [06-11]

Warranty Start Date: 22-JUL-10

Production Date: 02-JUL-10

VIN: 3FAHP0HA2AR424086

Claim Information

Document Number: 1465971

Repair Date: 18-
NOV-10

Distance: 5073

TIS: 4

Expense Information

Customer Paid
Amount: .00

Deductible Amount: .00

Dealer Paid Amount: .00

Labor Cost: 48.10

Misc. Expense
Amount: .00

Part Markup Amount: 24.57

Material Cost: 58.32

Total Cost Gross: 106.42

Dealer Information:

Dealer Name MILLER FORD LINCOLN
MERCURY

Dealer Code: 01347 - *

Address: MILL & BRANCH ST

City: MT HOLLY

State: NJ Zip Code: 08060

Country: USA Region Code: NA

Phone: (*)*-*

Cust.
Concern B65 - WHEEL/HUBCAP TROUBLES
Code:

Condition
Code: 42 - DOES NOT OPERATE PROPERLY

Technician CHECK AND CONFIRM DRIVERS REAR WHEEL WOBBLING. FOUND
 Comment: THAT 4 LUG NUTS WERE MISSING AND STUDS WERE BROKE OFF.
 REPLACE 4 STUDS AND LUG NUTS AND NOW WHEEL IS GOOD

Customer
 Comment: CHECK FOR DRIVERS REAR WHEEL WOBBLING

<u>Labor Op Code</u>		<u>Labor Op Description</u>				<u>Labor Op Cost</u>	
MT1107						48.10	
<u>Causal</u>	<u>Full Part Number</u>			<u>Part</u>	<u>Part</u>		<u>Extended</u>
<u>Flag</u>	<u>PREF</u>	<u>BASE</u>	<u>SUFF</u>	<u>Description</u>	<u>CPSC</u>	<u>Quantity</u>	<u>Amount</u>
Y	7E5Z	1107	A	HUB BOLT	04XXXX	5	28.86
N	AE5Z	1012	A	WHEEL LUG NUT	040401	5	29.46

Make your dreams come true!
 Chris Eldridge
 Fleet Manager, Western United States
 Ford Customer Service Division
 Mobile (562) 235-9168
 Fax (866) 380-9722

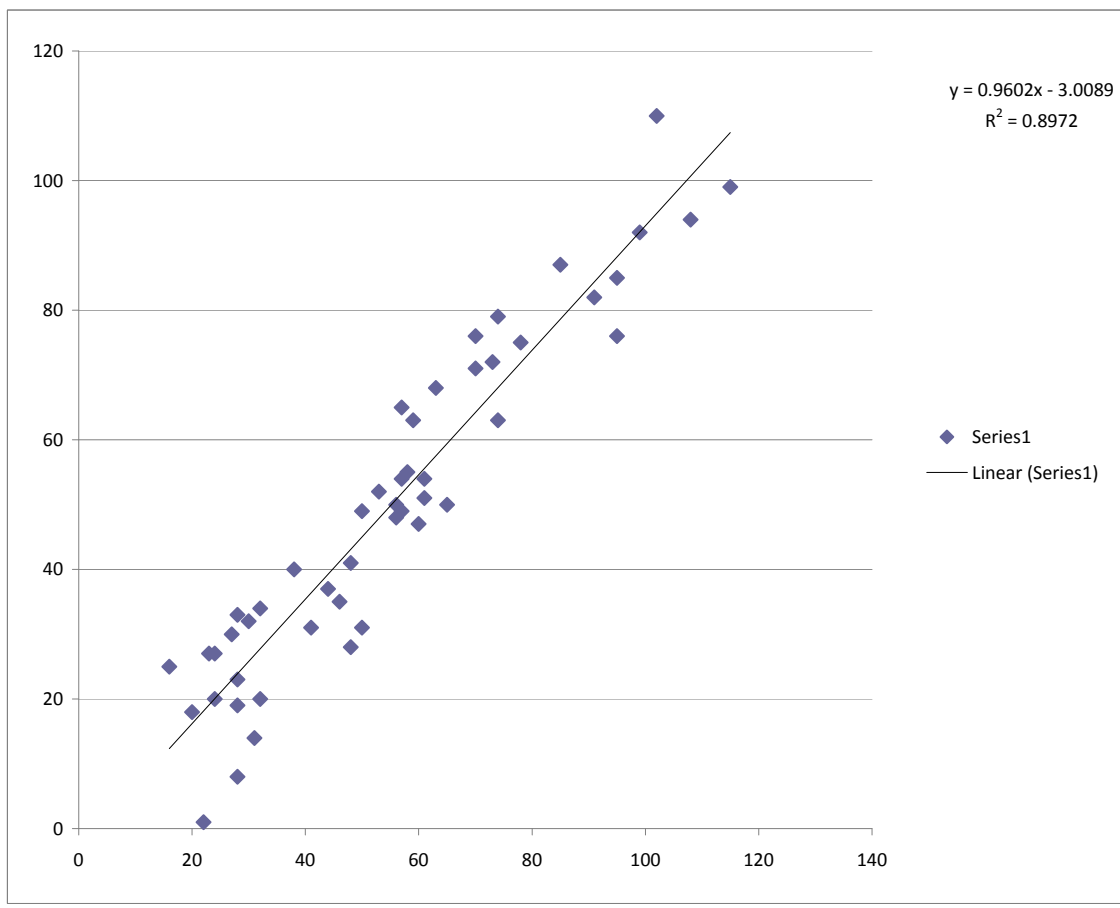
From: Martinez Jorge [JMartinez@mx.brembo.com]
Sent: Wednesday, October 27, 2010 2:24 PM
To: Salinas Aller, Adrian (A.G.); White, Isiah (I.C.)
Subject: Flatness
Follow Up Flag: Follow up
Flag Status: Red
Attachments: correlation.xlsx

Attached please find the correlation between CMM vs EOL
I added the CNC machine number for each part

Jorge Martinez H.
Quality Manager
Brembo Mexico Apodaca
Ph +52 (81) 83 69 78 13
Cell +52 (81) 10 22 03 31
jmartinez@mx.brembo.com

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CMM machine	CMM	EOL	
2	1	59	63
3	2	27	30
2	3	24	27
1	4	24	20
1	5	16	25
2	6	56	50
2	7	60	47
1	8	23	27
3	9	28	8
3	10	50	31
2	11	20	18
3	12	22	1
2	13	38	40
1	14	32	34
2	15	102	110
3	16	58	55
1	17	95	85
2	18	78	75
3	19	56	48
3	20	31	14
3	21	28	19
2	22	28	23
3	23	30	32
3	24	53	52
2	25	115	99
1	26	41	31
3	27	50	49
3	28	99	92
2	29	74	63
1	30	48	41
3	31	73	72
3	32	44	37
3	33	61	51
3	34	65	50
3	35	91	82
3	36	95	76
3	37	61	54
1	38	85	87
3	39	63	68
3	40	57	54
1	41	108	94
2	42	57	65
2	43	70	71
2	44	48	28
3	45	46	35
2	46	32	20
3	47	70	76
1	48	74	79
3	49	57	49
3	50	28	33



From: Kircheis, Bryce (A.)
Sent: Thursday, October 21, 2010 9:01 AM
To: Farmer, Marty (M.F.); Allard, Chris (C.E.)
Subject: FW: Fusion Hub
Follow Up Flag: Follow up
Flag Status: Red
Attachments: BONDY 856213 006.jpg; BONDY 856213 001.jpg; BONDY 856213 002.jpg; BONDY 856213 003.jpg; BONDY 856213 004.jpg; BONDY 856213 005.jpg

[3FAHP0HA9AR416101](#)

[P&A 04229](#)
[RO 856213](#)
[Mileage 3284](#)

From: John Vitale [mailto:jvitale@suburbancollection.com]
Sent: Monday, October 18, 2010 1:47 PM
To: Kircheis, Bryce (A.)
Subject: FW: BODY FUSION PICTURES

BRYCE, HAD THIS CAR TOWED IN ON SATURDAY. ONLY HAS 3,000 MILES ON IT AND OBVIOUSLY BECAUSE OF MILEAGE HAS NOT NEEDED TO TAKE IT ANYWHERE FOR SERVICE. STUDS BROKE OFF CLEAN AND TIRE FELL OFF. WHEN YOU LOOK AT THE WHEEL THERE IS VIRTUALLY NO DAMEAGE LIKE SOMETHING LOSENED UP. CHIC PIERMAN IS HERE FOR SERVICE AND SAID THAT THEY DID HAVE AN ISSUE WITH A FOCUS LINE THEN SAID HE COULD NOT REMEMBER WHETHER IT WAS FOCUS OR FUSION.....I THINK THIS IS A WARRANTY ISSUE. WHAT DO YOU THINK?

From: Dominic Bertolini
Sent: Monday, October 18, 2010 1:25 PM
To: John Vitale
Subject: BODY FUSION PICTURES



PE11-003 001348



PE11-003 001349



PE11-003 001350



PE11-003 001351



PE11-003 001352



PE11-003 001353

From: McClenaghan, Dean (D.C.)
Sent: Thursday, February 03, 2011 7:43 AM
To: Eldridge, Chris (J.C.)
Cc: McClenaghan, Dave (D.)
Subject: RE: Fusion VIN information 3FAHP0HA9AR [REDACTED] Scheduled for Feb. 10th.

Follow Up Flag: Follow up
Flag Status: Red

Categories: Assignment

So Chris what are you talking about I think you needed Dave Dmcclen1 It happens all the time....if I knew what you wanted I'd be happy to do it!

"The man that said I can! And the man that said I can't are both right!"

Critical Concerns/Safety
Truck Vehicle Center
20901 Oakwood Boulevard
Dearborn, Michigan 48121
313 805 3721 cell

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

From: Eldridge, Chris (J.C.)
Sent: Wednesday, February 02, 2011 9:19 PM
To: McClenaghan, Dean (D.C.)
Subject: FW: Fusion VIN information 3FAHP0HA9AR [REDACTED] Scheduled for Feb. 10th.

Dean,
Please get the second set of parts headed to Chenoweth Ford
Attn: Jim Lance
Route 50 East,
Clarksburg, WV 26301
Phone 3046236503

Make your dreams come true!
Chris Eldridge
Fleet Manager, Western United States
Ford Customer Service Division
Mobile (562) 235-9168

Fax (866) 380-9722

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

From: michael.marsh@farmersinsurance.com [mailto:michael.marsh@farmersinsurance.com]
Sent: Wednesday, February 02, 2011 6:12 PM
To: Eldridge, Chris (J.C.)
Subject: Fw: Fusion VIN information

See below.

Michael Marsh
APD Claim Rep - WV
HelpPoint Claims Services
304-266-1023

----- Forwarded by Michael Marsh/OKCDC/Farmers/USA/Zurich on 02/02/2011
09:10 PM -----

Michael
Marsh/OKCDC/Farme
rs/USA/Zurich
02/02/2011 05:28
PM
To
Doyle H Lee/HO/Farmers/USA/Zurich
cc
David Ward/USP/USA/Zurich@Zurich
Subject
Re: Fusion VIN information(Document
link: Michael Marsh)

Doyle,

My Fusion is scheduled in to Chenoweth Ford in Clarksburg WV on Feb 10th to have one stud replaced on RF and others checked. Chris's name and number was given to the service mgr Jim. Per Jim he has been in contact w/ Chris.

Please forward this to Chris as you deem appropriate. Thanks.

Michael Marsh
APD Claim Rep - WV
HelpPoint Claims Services
304-266-1023

Doyle H
Lee/HO/Farmers/US
A/Zurich
02/02/2011 01:33
PM
To
"Eldridge, Chris (J.C.)"
<jeldridg@ford.com>
cc
Adrienne R
Reilly/21st/Farmers/USA/Zurich@ZURI
CH, Michael
Marsh/OKCDC/Farmers/USA/Zurich@ZURI
CH, Salvatore
Medica/21st/Farmers/USA/Zurich@ZURI
CH, John E

Ronco/21st/Farmers/USA/Zurich@ZURIC
H

Subject
Fusion VIN information(Document
link: Michael Marsh)

Chris,

Here are the phone numbers and emails to contact for the Fusion concern.

Adrienne, Michael, Salvatore and John:

You will be contacted by Chris Eldridge from Ford Motor Company. Chris is our Fleet Service Manager for Ford. In an effort to analyze the issue with the wheel studs on some Fusions, we have been requested to provide some of our vehicles for further evaluation. Chris will contact each of you to go over the details. Please assist Chris in any manner possible so we can attempt to resolve this issue. Thank you for your assistance in this matter.

Doyle Lee
Fleet Operations Coordinator
FIG Leasing Co., Inc.
(323) 932-7557
Fax: (323) 935-8154

"Privileged to Serve"

"Eldridge, Chris
(J.C.)"
<jeldridg@ford.co To
m> <doyle.lee@farmersinsurance.com>
cc
02/02/2011 09:30
AM Subject
VINs

VEHICLE

SERIALNUMBER DATE

IN

SERVICE VEHICLE

NUMBER			
3FAHP0HA8AR	[REDACTED]	07/27/2010	12317
3FAHP0HA1AR	[REDACTED]	07/01/2010	1017524
3FAHP0HA2AR	[REDACTED]	07/27/2010	12336
3FAHP0HA9AR	[REDACTED]	07/02/2010	1017483
3FAHP0HA4AR	[REDACTED]	07/27/2010	12315

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Chris Eldridge
Fleet Manager, Western United States
Ford Customer Service Division
Mobile (562) 235-9168

Fax (866) 380-9722

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From: Kircheis, Bryce (A.)
Sent: Tuesday, October 19, 2010 8:18 AM
To: 'Edward Bloom'
Cc: Allard, Chris (C.E.); Jones, Rick (W.P.)
Subject: RE: Fusion wheel stud repair

Follow Up Flag: Follow up
Flag Status: Red

Ed

Please use approval PAA7X

Thanks for your help.

From: Edward Bloom [mailto:ed@siouxfallsford.com]
Sent: Monday, October 18, 2010 4:39 PM
To: Kircheis, Bryce (A.); Allard, Chris (C.E.)
Cc: Jones, Rick (W.P.)
Subject: RE: Fusion wheel stud repair

Bryce,

You have the P&A code, VIN, and RO # listed below. The line on the RO is #1. The mileage is 3,400 and the RO date was 9/29/10.

Ed

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

From: Kircheis, Bryce (A.) [mailto:bkirchei@ford.com]
Sent: Thursday, October 14, 2010 10:45 AM
To: Edward Bloom; Allard, Chris (C.E.)
Cc: Jones, Rick (W.P.)
Subject: RE: Fusion wheel stud repair

Edward do you have the ro information available so I can generate you and approval code.

I need:

P&A 01385
VIN #3FAHP0HA3AR [REDACTED]
RO #844031
Line #
Mileage:
RO Date:

From: Edward Bloom [mailto:ed@siouxfallsford.com]
Sent: Thursday, September 30, 2010 12:17 PM
To: Kircheis, Bryce (A.); Allard, Chris (C.E.)
Cc: Jones, Rick (W.P.)
Subject: RE: Fusion wheel stud repair

Thanks, Bryce, I'll send that information when the work is done.

P&A 01385
VIN #3FAHP0HA3AR [REDACTED]
'10 Fusion
RO #844031

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

From: Kircheis, Bryce (A.) [mailto:bkirchei@ford.com]
Sent: Thursday, September 30, 2010 10:56 AM
To: Allard, Chris (C.E.); Edward Bloom
Cc: Jones, Rick (W.P.)
Subject: RE: Fusion wheel stud repair

Chris we will approve based on your request.

Ed I will need your P&A, vehicle and RO information to process the claim.

If you want to fax the ro, our fax # 877-303-8796

Bryce Kircheis

Team Leader

Ford Digital Imaging

Diagnostic Service Center I, Cube 221

1800 Fairlane Dr.

Allen Park MI, 48101

313-317-7073

From: Allard, Chris (C.E.)
Sent: Thursday, September 30, 2010 11:50 AM
To: Edward Bloom
Cc: Jones, Rick (W.P.); Kircheis, Bryce (A.)
Subject: RE: Fusion wheel stud repair

Ed-

Thanks. You won't be dinged for this repair.

Bryce-

Call me on this. This claim needs to be approved.

Chris Allard

North American Applications Manager

Wheels, Tires, and Jacks

[Ford Motor Company](#)

(office) 313-845-7679, (cell) 313-492-8030

From: Edward Bloom [mailto:ed@siouxfallsford.com]

Sent: Thursday, September 30, 2010 11:46 AM

To: Allard, Chris (C.E.)

Cc: Jones, Rick (W.P.)

Subject: RE: Fusion wheel stud repair

Chris,

Attached is the 3 pages of tracking information. We shipped the broken studs back to Ford on 9/24/10 and they arrived on 9/29/10. Looks like "Jones" signed for the package.

We ordered the hub, the wheel and the tire. The Service Advisor has contacted the customer to make him aware that the parts are on order and that Ford wants to replace these components in order to investigate why the wheel fell off.

2 questions for you - When the components are ready to ship, is there a specific address you want us to use? Also, do you have a warranty approval code or should we simply file the claim? We are currently under the Ford "digital imaging" approval process for tires, TPMS, and wheels and I would be disappointed in this process if we get "dinged" for two claims on the same wheel in two months.

Thanks,
Ed

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

From: Allard, Chris (C.E.) [mailto:callard1@ford.com]

Sent: Thursday, September 30, 2010 8:43 AM

To: ed@siouxfallsford.com

Cc: Jones, Rick (W.P.)

Subject: Fusion wheel stud repair

Ed-

Thanks for all your help on this. Please send me the tracker number for the parts you sent to Ford and let me know when the customer is coming back in. We are able to cover the replacement of the wheel, tire, and hub under regular warranty.

Chris Allard
North American Applications Manager
Wheels, Tires, and Jacks
[Ford Motor Company](#)
(office) 313-845-7679, [REDACTED]

From: Allard, Chris (C.E.)
Sent: Friday, October 01, 2010 4:03 PM
To: Kircheis, Bryce (A.)
Cc: Jones, Rick (W.P.)
Subject: RE: Fusion wheel stud repair

Follow Up Flag: Follow up
Flag Status: Red

Bryce-

I suggest we pay the claim.

Chris Allard
North American Applications Manager
Wheels, Tires, and Jacks
[Ford Motor Company](#)
(office) 313-845-7679, [REDACTED]

From: Kircheis, Bryce (A.)
Sent: Friday, October 01, 2010 2:40 PM
To: Allard, Chris (C.E.)
Cc: Jones, Rick (W.P.)
Subject: RE: Fusion wheel stud repair

Chris we have another Fusion with sheered off lug nuts.

We have denied the claim, the claim as damage. If you wish to pursue this with the dealer let me know.

<https://www.digitalimaging.dealerconnection.com/modlaunch/report/report.asp?claimsetid=20101001140139000301&claimid=1>

Dealer contact.

Rick Kline
(989) 845-3033

From: Edward Bloom [ed@siouxfallsford.com]
Sent: Thursday, September 30, 2010 11:56 AM
To: Allard, Chris (C.E.)
Cc: Jones, Rick (W.P.); Kircheis, Bryce (A.)
Subject: RE: Fusion wheel stud repair

Follow Up Flag: Follow up
Flag Status: Red

Do you want these shipped to a specific address, "ATTN" to you?

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

From: Allard, Chris (C.E.) [mailto:callard1@ford.com]
Sent: Thursday, September 30, 2010 10:50 AM
To: Edward Bloom
Cc: Jones, Rick (W.P.); Kircheis, Bryce (A.)
Subject: RE: Fusion wheel stud repair

Ed-

Thanks. You won't be dinged for this repair.

Bryce-

Call me on this. This claim needs to be approved.

Chris Allard
North American Applications Manager
Wheels, Tires, and Jacks
[Ford Motor Company](#)
(office) 313-845-7679, [REDACTED]

From: Edward Bloom [mailto:ed@siouxfallsford.com]
Sent: Thursday, September 30, 2010 11:46 AM
To: Allard, Chris (C.E.)
Cc: Jones, Rick (W.P.)
Subject: RE: Fusion wheel stud repair

Chris,

Attached is the 3 pages of tracking information. We shipped the broken studs back to Ford on 9/24/10 and they arrived on 9/29/10. Looks like "Jones" signed for the package.

We ordered the hub, the wheel and the tire. The Service Advisor has contacted the customer to make him aware that the parts are on order and that Ford wants to replace these components in order to investigate why the wheel fell off.

2 questions for you - When the components are ready to ship, is there a specific address you want us to use? Also, do you have a warranty approval code or should we simply file the claim? We are currently under the Ford "digital imaging" approval process for tires, TPMS, and wheels and I would be disappointed in this process if we get "dinged" for two claims on the same wheel in two months.

Thanks,
Ed

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

From: Allard, Chris (C.E.) [mailto:callard1@ford.com]

Sent: Thursday, September 30, 2010 8:43 AM

To: ed@siouxfallsford.com

Cc: Jones, Rick (W.P.)

Subject: Fusion wheel stud repair

Ed-

Thanks for all your help on this. Please send me the tracker number for the parts you sent to Ford and let me know when the customer is coming back in. We are able to cover the replacement of the wheel, tire, and hub under regular warranty.

Chris Allard

North American Applications Manager

Wheels, Tires, and Jacks

[Ford Motor Company](#)

(office) 313-845-7679, [REDACTED]



United States

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Track Shipments

Track Packages & Freight Quantum View Flex Global View

Tracking Detail

Your package has been delivered. To view Proof of Delivery, please select the link.

Tracking Number: 1ZE68A8003903[REDACTED]
 Status: Delivered Proof of Delivery
 Delivered On: 09/29/2010 12:42 P.M.
 Signed By: JONES
 Location: OFFICE
 Delivered To: DEARBORN, MI, US
 Shipped/Billed On: 09/24/2010
 Type: Package
 Service: GROUND
 Weight: 2.00 Lbs

Not
UN
E

Search Support

Enter a keyword:

[Search input field]



To view additional tracking information, please [log in](#) to My UPS.

Show Package Progress

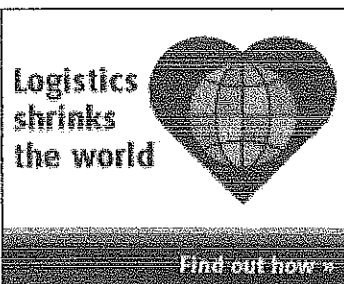
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Customers without a Daily Pickup


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Shipping Outlet near you or visit www.ups.com/content/us/en/index.jsx and select Drop Off.

*Air shipments (including Worldwide Express and Expedited) can be picked up or dropped off. To schedule a pickup, or to find a drop-off location, select the Pickup or Drop-off icon from the UPS tool bar.

Customers with a Daily Pickup

*Your driver will pickup your shipment(s) as usual.

<p>1 OF 1</p> <p>2 LBS</p> <p>0605-361-9601 0 SIOUX FALLS FORD LINCOLN MERCU 4101 WEST 41ST ST SIOUX FALLS SD 57106</p> <p>SHIP TO: MARTY FARMER 000000000 0 WARRANTY AROGERO CHASSIS 15010 COMMERCE DR N DEARBORN MI 48120</p>	<p>MI 483 0-04</p> 	<p>UPS GROUND</p> <p>TRACKING #: 1Z E68 A80 03 9031 1636</p>		<p>XOL 10.07.22 NY50 06.0A 07/2010</p> <p>Reference No.1: 0239629152</p> <p>BILLING: P/P</p> 
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700 TAG SHEET

LINE	RO #	PART NUMBER	TAG #	CORE
1	840140	9L3Z 1564417 NF	0239544499	
2	841999	7E5Z 1107 A	0239629206	
3	841999	7E5Z 1107 A	0239629188	
4	841999	7E5Z 1107 A	0239629176	
5	841999	7E5Z 1107 A	0239629164	
6	841999	7E5Z 1107 A	0239629152	
7	831460	AABZ 188849 A	0239685891	
8	842162	BC3Z 9D378 E	0239641942	
9	842162	BC3Z 5K202 B	0239641954	
10	843086	AASZ 7M101 B	0239752028	
11	841707	SC4Z 9A543 B	0239751176	
12				
13				
14				
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25				

From: Allard, Chris (C.E.)
Sent: Monday, January 31, 2011 8:54 AM
To: McClenaghan, Dave (D.)
Cc: Koenig, Neal (N.D.); Bagley, Matt (M.R.); Eldridge, Chris (J.C.); Wickenheiser, Francis (F.J.); Patel, Bharat (B.J.)
Subject: FW: Farmers Units

Dave-

Per our conversation- these are the five VIN's of interest. I'd like the following parts back from these vehicles:

All 4 rotors
All 4 hubs
All 4 wheels
All 20 lug nuts

Please request the dealerships to mark the vehicle location on the parts (e.g. front right, front left, rear right, rear left) and leave all studs in the hubs. If possible, please have the techs number each lug nut and the corresponding stud on the vehicle 1 through 20.

Chris Allard
North American Applications Manager
Wheels, Tires, and Jacks
[Ford Motor Company](#)
(office) 313-845-7679, (cell) 313-492-8030

From: Eldridge, Chris (J.C.)
Sent: Friday, January 28, 2011 6:44 PM
To: Allard, Chris (C.E.)
Cc: Meier, Kenneth (K.W.)
Subject: Farmers Units

Chris,
Doyle is off on Monday.
He will provide me with contact information for the drivers of these five vehicles on Tuesday morning.
I will call them on Tuesday and identify their closest dealer. I will then provide you with this information to make the necessary arrangements to ship parts.

MODEL YEAR	MAKE DESCRIPTION	MODEL DESCRIPTION	VEHICLE SERIALNUMBER	DATE IN SERVICE	VEHICLE NUMBER	Build Date
2010	FORD	FUSION SE	3FAHP0HA8AR	07/27/2010	12317	6/29/2010
2010	FORD	FUSION SE	3FAHP0HA1AR	07/01/2010	1017524	7/1/2010
2010	FORD	FUSION SE	3FAHP0HA2A	07/27/2010	12336	7/2/2010
2010	FORD	FUSION SE	3FAHP0HA9AR	07/02/2010	1017483	7/2/2010
2010	FORD	FUSION SE	3FAHP0HA4AR	07/27/2010	12315	

Doyle,

I received a call from Steven Iannelli regarding a problem with the 2010 Ford Fusion. They have had three cases of lug nuts falling off. Have you heard anything from Ford on this? The vehicle numbers are 12315, 12317, and 12336. Searching the Internet, I found another complaint of this, unrelated to Farmers but the same vehicle.

Thanks,

Tim J. Hughes
Claims User Resource Fleet Coordinator
HelpPoint Claim Services by Farmers
Cell: 630.301.9764

3FAHP0HA1AR [REDACTED]

Hello,

We have just had this car return from service (Firestone) and that indicated that the Nuts & Bolts on both front tires are broken off. They also indicated that this isn't something that they do and we need to take it to the dealer.

Do we need to get prior approval and will any Ford dealership work or do we need to take it back to the one we picked it up from?

Thank you for your assistance.

Rhonda Richter
Executive Assistant
Cincinnati AgencyPoint
Phone 513-229-7132

Vehicle Information

Model Year: 2010

Market Derived: F - FORD

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

Version/Series: *- [N/A]

Drive Type: C/A-2 WHL L/H FRONT DRIVE

Vehicle Line: C/DE-FUSION/MILAN/MKZ
(ZEPHYR) [06-11]

Warranty Start Date: 22-JUL-10

Production Date: 02-JUL-10

VIN: 3FAHP0HA2AR [REDACTED]

Claim Information

Document Number: 1465971

Repair Date: 18-
NOV-10

Distance: 5073

TIS: 4

Expense Information

Dealer Information:

Dealer Name MILLER FORD LINCOLN
MERCURY

Dealer Code: 01347 - *

Address: MILL & BRANCH ST

Customer Paid
Amount: .00

Deductible Amount: .00

Dealer Paid Amount: .00

Labor Cost: 48.10

City: MT HOLLY

Misc. Expense Amount: .00

State: NJ Zip Code: 08060

Part Markup Amount: 24.57

Country: USA Region Code: NA

Material Cost: 58.32

Phone: (*)*-*

Total Cost Gross: 106.42

Cust. Concern B65 - WHEEL/HUBCAP TROUBLES
Code:

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: CHECK AND CONFIRM DRIVERS REAR WHEEL WOBBLING. FOUND THAT 4 LUG NUTS WERE MISSING AND STUDS WERE BROKE OFF. REPLACE 4 STUDS AND LUG NUTS AND NOW WHEEL IS GOOD

Customer Comment: CHECK FOR DRIVERS REAR WHEEL WOBBLING

<u>Labor Op Code</u>		<u>Labor Op Description</u>				<u>Labor Op Cost</u>	
MT1107						48.10	
<u>Causal Flag</u>	<u>Full Part Number</u>			<u>Part Description</u>	<u>CPSC</u>	<u>Part Quantity</u>	<u>Extended Amount</u>
Y	7E5Z	1107	A	HUB BOLT	04XXXX	5	28.86
N	AE5Z	1012	A	WHEEL LUG NUT	040401	5	29.46

Make your dreams come true!
Chris Eldridge
Fleet Manager, Western United States
Ford Customer Service Division
Mobile (562) 235-9168

Fax (866) 380-9722

From: RBarrett@ntnusa.com
Sent: Friday, June 25, 2010 9:40 AM
To: Shetty, Praveen (P.)
Cc: CMeissnest@ntnusa.com; Telliott@ntnusa.com
Subject: RE: GPIRS order 1918387. NEED STATUS !!!!!!!
Follow Up Flag: Follow up
Flag Status: Red

Praveen,

Will the stud have a new Ford part number?

ROB BARRETT
Application Engineering Manager - Automotive
NTN Bearing Corporation of America
 T 248.324.4700 x23163 (Direct: 248.324.4522)
 M 224.639.2080
www.NTNAmerica.com



"Shetty, Praveen (P.)" <pshetty@ford.com>

To <RBarrett@ntnusa.com>

06/25/2010 09:07 AM

CC <CMeissnest@ntnusa.com>, <Telliott@ntnusa.com>

Subject RE: GPIRS order 1918387. NEED STATUS !!!!!!!

Rob, The AE5C-2C299-AA/BA part never released. I did not signoff the drawings because of the stud issue we saw in Hermisillo. I wanted to make change to the PC10.9 on this notice itself by sending a updated drawings into TCE, on the same notice. You can order any part in GIPRS via any part number - does not have to be released part number. SO long as you and we know the content of the part that's being ordered, we should be fine. My understanding was that everything on the drawing remains the same except the studs will have a callout of PC10.9.

Pls call me so that we are all on the same page. Thanks

From: RBarrett@ntnusa.com [mailto:RBarrett@ntnusa.com]
Sent: Thursday, June 24, 2010 4:48 PM
To: Shetty, Praveen (P.)
Cc: CMeissnest@ntnusa.com; Telliott@ntnusa.com
Subject: RE: GPIRS order 1918387. NEED STATUS !!!!!!!

Praveen,

We have the hub bolts and internal testing is progressing at Cold Heading. More bolts are available to make parts and we can do that pretty quickly.

The question however is below you are saying that this will be released under notice number NC00-E-12329093-000 for the AE5C-2C299.AA/BA part numbers. The drawings associated with this notice number was released into Team Center back on March 26th. These drawings are frozen in Team Center. I believe this means that we will need a new notice number to change the bearing assemblies as well as the stud print. In your GIPRS order you request part number AE5C-2C299-**BB** for 24 pcs and that is

3/9/2011

PE11-003 001371

different than the part numbers released in Team Center. So we are a little confused, as I believe if you order parts to a GIPRS order then you have to be ordering to a drawing correct? There is no drawing out there right now for the new stud or new bearing assembly because we have no notice number. We can make you some samples with the new bolts but they would be made without a drawing. Is this ok? Chris Meissnest will call you tomorrow so that we can get everything clarified and get a direction.

Thank you,

ROB BARRETT

Application Engineering Manager - Automotive

NTN Bearing Corporation of America

T 248.324.4700 x23163 (Direct: 248.324.4522)

M 224.639.2080

www.NTNAmerica.com



"Shetty, Praveen (P.)"
<pshetty@ford.com>

06/24/2010 03:34 PM

To <CMeissnest@ntnusa.com>
cc <Telliott@ntnusa.com>, <RBarrett@ntnusa.com>, "Raina Broadwater" <rbroadwater@ntnusa.com>, "Farmer, Marty (M.F.)" <mfarmer2@ford.com>
Subject RE: GPIRS order 1918387. NEED STATUS !!!!!

Chris, The GIPRS order was placed over a month ago, as well as the email indicated that we need hubs with PC10.9 to conduct joint testing. I have no idea on why the part number is a issue for providing parts as per GIPRS. We had decided in early May that we want to go ahead with the PC10.9 studs and will be doing the change under the current notice NC00-E-12329093-000 for the AE5C-2C299.AA/BA assembly. We just need to update the stud print AE5C-1118-AA to be PC10.9. But I don't understand why the notice release process is delaying providing parts. Please give me a call to clarify.

From: CMeissnest@ntnusa.com [mailto:CMeissnest@ntnusa.com]
Sent: Thursday, June 24, 2010 3:22 PM
To: Farmer, Marty (M.F.)
Cc: Telliott@ntnusa.com; Shetty, Praveen (P.); RBarrett@ntnusa.com; Raina Broadwater
Subject: Re: GPIRS order 1918387. NEED STATUS !!!!!

Marty,

As prints have not been made at the BB level, our engineering manager, Rob Barrett is clarifying with Praveen Shetty for what is included on BB level. I believe the new bolts for this part are now available. Once the print issue is cleared up I can get the order in and lead time established.

Best regards,

Chris K. Meissnest
Account Manager
NTN Bearing Corporation
Office: 248-324-4574
Cell; 224-639-0936
Fax: 248-324-1103
Email: CMeissnest@ntnusa.com
"Farmer, Marty (M.F.)" <mfarmer2@ford.com>

To <Telliott@ntnusa.com>, <CMeissnest@ntnusa.com>

3/9/2011

PE11-003 001372

06/24/2010 02:52 PM

cc
Subject GPIRS order 1918387. NEED STATUS !!!!!

I really need a status on my GPIRS order. What is the hold up? When can I expect them? If I don't hear back by tomorrow, I will need to escalate this.

From: Farmer, Marty (M.F.)
Sent: Monday, June 07, 2010 3:17 PM
To: Telliot@ntnusa.com
Subject: RE: CD3 Alert A12327697 expired, new #A12353656

Tammy,

Could you please let me know when I will be receiving hubs for PO 1918387

Thanks.

Marty Farmer

Ford Motor Company

Wheel & Tire Engineering

CD3 & CD4 Wheels/Tires/Ornaments/Jack & Tools

Cell: [REDACTED]

Email: <mailto:mfarmer2@ford.com>

From: MKocik@ntnusa.com [mailto:MKocik@ntnusa.com]
Sent: Monday, May 24, 2010 10:46 AM
To: Farmer, Marty (M.F.)
Cc: CMeissnest@ntnusa.com; fcoronado@ntnusa.com; KRichter@ntnusa.com; Shetty, Praveen (P.); Raina Broadwater; Telliot@ntnusa.com
Subject: RE: CD3 Alert A12327697 expired, new #A12353656

Marty,

F.Y.I. the alert number has changed. Chris will need to provide you the cost on this request. I'm also sending this onto Tammy Elliott here in our office, Tammy handles the GPIRS orders when received from Ford.

Thank you

MARY E. KOCIK
Senior Sales Coordinator, Operations - Automotive
NTN Bearing Corporation of America
T 248.324.4700 x23183 (Direct: 248.324.4513)
F 248.324.1103
www.NTNAmerica.com



3/9/2011

PE11-003 001373

"Farmer, Marty (M.F.)"
<mfarmer2@ford.com>

05/24/2010 10:39 AM

To "Shetty, Praveen (P.)" <pshetty@ford.com>, <CMeissnest@ntnusa.com>
cc <fcoronado@ntnusa.com>, <KRichter@ntnusa.com>, "Mary Kocik" <MKocik@ntnusa.com>, "Raina Broadwater"
<rbroadwater@ntnusa.com>
Subject RE: CD3 Alert A12327697

Please provide. I would like to order these ASAP. Thanks.

Marty Farmer

Ford Motor Company

Wheel & Tire Engineering

CD3 & CD4 Wheels/Tires/Ornaments/Jack & Tools

Cell: [REDACTED]

Email: <mailto:mfarmer2@ford.com>

From: Farmer, Marty (M.F.)
Sent: Friday, May 21, 2010 10:05 AM
To: Shetty, Praveen (P.); 'CMeissnest@ntnusa.com'
Cc: 'fcoronado@ntnusa.com'; 'KRichter@ntnusa.com'; 'Mary Kocik'; 'Raina Broadwater'
Subject: RE: CD3 Alert A12327697

Seeing that this part number is not released in WERS, I will need cost and supplier code to add part to GPIRS. Can you please provide?

Or even better, can I order using the current production part number?

Marty Farmer

Ford Motor Company

Wheel & Tire Engineering

CD3 & CD4 Wheels/Tires/Ornaments/Jack & Tools

Cell: 313.805.5605

Email: <mailto:mfarmer2@ford.com>

From: Shetty, Praveen (P.)
Sent: Friday, May 21, 2010 9:16 AM
To: 'CMeissnest@ntnusa.com'; Farmer, Marty (M.F.)
Cc: fcoronado@ntnusa.com; KRichter@ntnusa.com; Mary Kocik; Raina Broadwater
Subject: RE: CD3 Alert A12327697

Chris, We'll need 24 hubs for running the testing at Ford with the PC10.9 studs. Pls advice on timing

3/9/2011

PE11-003 001374

Marty, You'll need to put GIPRS orders for the hubs AE5C-2C299-BB. Thanks

From: CMeissnest@ntnusa.com [mailto:CMeissnest@ntnusa.com]
Sent: Tuesday, May 18, 2010 2:42 PM
To: Shetty, Praveen (P.)
Cc: fcoronado@ntnusa.com; KRichter@ntnusa.com; Mary Kocik; Raina Broadwater
Subject: RE: CD3 Alert A12327697

Praveen,

BB is ABS and is production and service.

AB is non-ABS and is service only.

Best regards,

Chris K. Meissnest
Account Manager
NTN Bearing Corporation
Office: 248-324-4574
Cell; [REDACTED]
Fax: 248-324-1103
Email: CMeissnest@ntnusa.com
"Shetty, Praveen (P.)" <pshetty@ford.com>

05/18/2010 12:52 PM

To <CMeissnest@ntnusa.com>
cc <fcoronado@ntnusa.com>, "Mary Kocik" <MKocik@ntnusa.com>, <KRichter@ntnusa.com>
Subject RE: CD3 Alert A12327697

I am issuing a new alert. Please give me the detail on the differences between AB and BB part levels. Thanks

From: CMeissnest@ntnusa.com [mailto:CMeissnest@ntnusa.com]
Sent: Tuesday, May 18, 2010 12:29 PM
To: Shetty, Praveen (P.)
Cc: fcoronado@ntnusa.com; Mary Kocik; KRichter@ntnusa.com
Subject: RE: CD3 Alert A12327697

Praveen,

This is the original alert. Are you going to extend it or issue a new number. Most alerts seem to have lasted for 90 days, correct?

Best regards,

Chris K. Meissnest
Account Manager
NTN Bearing Corporation

3/9/2011

Office: 248-324-4574
Cell; [REDACTED]
Fax: 248-324-1103
Email: CMeissnest@ntnusa.com
"Shetty, Praveen (P.)" <pshetty@ford.com>

05/18/2010 11:08 AM

To <CMeissnest@ntnusa.com>
cc
Subject RE: CD3 Alert A12327697

Chris, I am getting it approved.
I had had a question regarding the part number. What's the difference between 6E5C-1N069-AB and 6E5C-1N069-BB?
Are we changing both these parts to AE5C-2C299- AA and AE5C-2C299- BA?

From: CMeissnest@ntnusa.com [mailto:CMeissnest@ntnusa.com]
Sent: Friday, May 14, 2010 4:35 PM
To: Shetty, Praveen (P.)
Subject: RE: CD3 Alert A12327697

Praveen,

Have you approved new alert. What is number and please provide screen dump for our records.

Best regards,

Chris K. Meissnest
Account Manager
NTN Bearing Corporation
Office: 248-324-4574
C [REDACTED]
Fax: 248-324-1103
Email: CMeissnest@ntnusa.com
"Shetty, Praveen (P.)"
<pshetty@ford.com>

05/07/2010 04:20 PM

To <CMeissnest@ntnusa.com>
cc <RBroadwater@ntnusa.com>, <RBarrett@ntnusa.com>, <fcoronado@ntnusa.com>, <imaksymiak@ntnusa.com>, <SHaslem@ntnusa.com>, "Slebodnick, Jamie (J.M.)" <jslebod1@ford.com>
Subject RE: CD3 Alert A12327697

Chris, We would still like to implement the PC10.9 studs. I'll issue the alert. Thanks


From: CMeissnest@ntnusa.com [mailto:CMeissnest@ntnusa.com]
Sent: Thursday, May 06, 2010 8:54 AM
To: Shetty, Praveen (P.)
Cc: RBroadwater@ntnusa.com; RBarrett@ntnusa.com; fcoronado@ntnusa.com; imaksymiak@ntnusa.com; SHaslem@ntnusa.com; Slebodnick, Jamie (J.M.)
Subject: Fw: CD3 Alert A12327697

Praveen,

We have shown that there was no issue with the bolts and there has been no broken bolts since that time period in March, but I believe your would still like NTN to implement the PC 10.9 bolt. Is that correct? We will have samples approximately end of next week from Cold Heading. We will then test at both Ford and NTN to confirm if there is improvement. Since testing will take some time, (Plan on about 4 weeks), we will need the alert below extended or a new one issued. I didn't want to wait to the last minute for the request. I know Ford purchasing as well as NTN want to get this cleaned up and move forward as soon as possible.

Best regards,

Chris K. Meissnest
Account Manager
NTN Bearing Corporation
Office: 248-324-4574


Fax: 248-324-1044

----- Forwarded by Chris Meissnest/NBCA/NTNNA on 05/06/2010 08:45 AM -----

"Young, Jim (D.)" <jyoung2@ford.com>

02/25/2010 01:53 PM

To <CMeissnest@ntnusa.com>
cc
Subject CD3 Alert A12327697

Here you go Stud.

<<A12327697.doc>>

Jim Young

Ford Motor Company

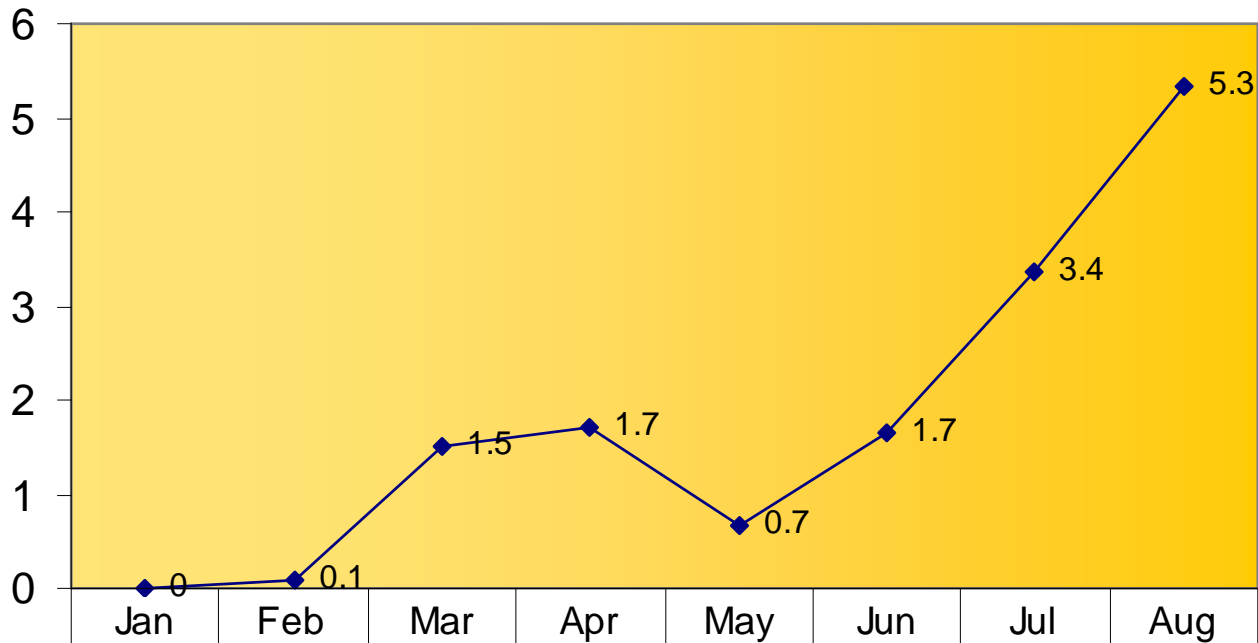
D3, D3L, D47x and U502 Suspension Engineer

Hubs, Knuckles and Bearings

(313) 805-4754

Pager: <mailto:3138054754@messaging.sprintpcs.com>

Broken Studs (rear)



R/1000	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
R/1000	0	0.1	1.5	1.7	0.7	1.7	3.4	5.3

Job Number	Location	Time	UC Concern Name	Position	Concern N	Repair Comment	Repair Analysis
3868		2/26/2010 23:22	CROSS THREADED		LOOSE	se reparo birlo suelto	TIRE LOOSE
2413		2/25/2010 17:01	CROSS THREADED		LOOSE		TIRE LOOSE
1474		2/24/2010 22:25	IMPROPER ASSEMBLY		LOOSE		TIRE LOOSE
361		2/23/2010 19:41	IMPROPER ASSEMBLY		LOOSE		TIRE LOOSE
8982		2/22/2010 15:30	CROSS THREADED		LOOSE	PRUEBA DE HTTAS. HTTAS RET	TIRE LOOSE
8981		2/22/2010 15:24	CROSS THREADED		LOOSE	HTTAS CORRIO PRUEVA, RETO	TIRE LOOSE
8189		2/20/2010 14:47	CROSS THREADED	REAR	LOOSE	birlo capado	TIRE LOOSE
8189		2/20/2010 13:40	CROSS THREADED		LOOSE	birlo capado pokayoke	TIRE LOOSE
654		2/12/2010 20:45	IMPROPER ASSEMBLY		LOOSE		TIRE LOOSE
7147		2/9/2010 19:46	IMPROPER ASSEMBLY		LOOSE	SE DIO TORQUE DE LLANTAS	TIRE LOOSE
1607		2/3/2010 19:42	IMPROPER ASSEMBLY		LOOSE		TIRE LOOSE
839		2/3/2010 3:44	IMPROPER ASSEMBLY		LOOSE		TIRE LOOSE
9809		2/2/2010 6:28	CROSS THREADED		LOOSE	torque bajo llanta tras. der.	TIRE LOOSE
9811		2/2/2010 6:31	CROSS THREADED		LOOSE	torque bajo llanta tras. der	TIRE LOOSE
9828		2/2/2010 6:48	CROSS THREADED		LOOSE		TIRE LOOSE
9842		2/2/2010 7:03	CROSS THREADED		LOOSE	htta. registro angulo bajo	TIRE LOOSE
9828		2/2/2010 8:20	LOOSE	FRONT	LOOSE		TIRE LOOSE

From: Khan, Mohammad (T.)
Sent: Wednesday, September 01, 2010 8:47 AM
To: Perez, Ricardo (HSAP.); Diaz, Juan Manuel (J.M.); Galindo, Sergio (S.N.)
Subject: RE: HSAP and Stop Ship #2654 Wheel Lug Nut/Stud

Follow Up Flag: Follow up
Flag Status: Red

Sergio, Please ensure alert clearly identify the repair/inspection process accordingly.

Ricardo, Please validate the alert contents and repair/inspection process.

Thanks,

M. Khan

**Americas GRC &
Critical Concern Manager,
(Government Regulations Compliance,
NHTSA/EPA/Export)
Americas Manufacturing Quality Office
Mkhan5@Ford.com (313-805-6967)
*One Ford...one team...one plan...one goal...***

From: Toledo, Salvador (S.T.)
Sent: Wednesday, August 25, 2010 6:07 PM
To: Hamernik, Dave (D.); Shetty, Praveen (P.)
Cc: Durand, Gerardo (G.D.); Bejarano, Sergio (SBF.)
Subject: HSAP Rear Studs Issue

Importance: High

Follow Up Flag: Follow up
Due By: Wednesday, August 25, 2010 1:00 AM
Flag Status: Red

Dave/Praveen, please contact ASAP Gerardo Durand in regards to an issue that HSAP is having with the CD3 rear studs. Thanks, Sal

P.S. Please remember that you can count with Sergio for anything at HSAP.

Salvador Toledo

Ford Motor Company

CD3 | B299N | D472 L&L Chassis Supervisor

1500 Circuito Guillermo González Camarena

Santa Fe, México City D.F. CP 01210, México

Office: 52.55.11.03.35.86 | FordNet: 9433586

Cell phone: [REDACTED] E-mail: stoledo1@ford.com

Please call accordingly: Monday - Wednesday @ Office & Thursday - Friday @ Cell phone (CSAP)

From: Doss, Jacob (J.E.)
Sent: Monday, January 24, 2011 5:44 PM
To: Chacon, Jose (A.)
Subject: Fw: [53976304-18346669] Inbound Fax 6196627709

Attachments: 18346669.pdf



18346669.pdf (42 KB)

Jacob Doss
jdoss@ford.com
949-929-6314
FCSD Los Angeles, FSE

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

From: CRC Fax Notify [mailto:auto.notify@mailconnect.com]
Sent: Monday, January 24, 2011 05:31 PM
To: Doss, Jacob (J.E.)
Subject: [53976304-18346669] Inbound Fax 6196627709

The attached file contains an inbound fax image.
You may view it with any viewer that supports PDF.
Have a nice day!

Pages Received : 1
Time Received : Mon, Jan 24, 2011 05:31PM EST
Duration : 23
Remote CSID : 6196627709
DID : 8883928683
transactionID : 53976304-18346669

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VIN# 3FAHP0HATAR404299

USW_Claims_Equipment
Sent by: Tim J Hughes

To

cc

01/24/2011 09:04 AM

bcc David M Anderson/OKCDC/Farmers/USA/Zurich

Subject ** INSPECTION NEEDED ON YOUR 2010 FORD FUSION **
Driver Notice

(This is being sent as a blind carbon copy, but is meant for you personally)

NOTICE:

This notification is to inform you an inspection needs to be performed to the rear rotors and lug bolts on your 2010 Ford issues with these items. While there is no official recall, we want to be pro-active to ensure the safety of our employees.

The inspection needs to be completed by Monday, February 28st, but should be done as so

Follow these steps:

1. Take the vehicle to a local Ford dealership (Preferably one with a Quick Lane service facility).
2. Instruct the service advisor to inspect the rear rotor studs. The dealership should inspect the rear rotor and studs.
3. If any issues are found, the dealership should contact their Ford Service Representative for details and inform you provide it to the dealership when the vehicle is serviced.
4. Fax all documents related to the inspection to 913.826.8898 (Attention: Theresa Davis) so we have a record of the inspection.

If your vehicle is due for its normal oil change and tire rotation, follow these steps:

1. Take the vehicle to a local Ford dealership (Preferably one with a Quick Lane service facility).
2. Have the dealership complete that maintenance using your LeasePlan coupon book per normal procedure. For Quick Lane Service facilities called "The Works". You will receive the oil change and tire rotation for \$39.95. **You must use this special to get that rate.**
3. Instruct the service advisor to inspect the rear rotor studs when the service order for your vehicle is written. The dealership should inspect the rear rotor and studs for any unusual conditions.
4. If any issues are found, the dealership should contact their Ford Service Representative for details and inform you provide it to the dealership when the vehicle is serviced.
5. Fax all documents related to the inspection to 913.826.8898 (Attention: Theresa Davis) so we have a record of the inspection.

Should you encounter any resistance from the Ford dealership to perform this inspection, please contact me:

Doyle Lee
Fleet Operations Coordinator
FIG Leasing Co., Inc.
(323) 932-7557
Fax: (323) 935-8154

Thank You

Johnston, Dennis (D.T.)

Subject: Updated: 2011 Fusion/Milan/MKZ - RR wheel stud fracture
Location: PDC Conf Rm GA-C23 (12)

REPAIRS ONLY

Start: Wed 11/10/2010 11:00 AM
End: Wed 11/10/2010 12:00 PM

Recurrence: (none)

Meeting Status: Accepted

Required Attendees: McClenaghan, Dave (D.); Patel, Bharat (B.J.); Oakwood, Chris (J.C.); White, Isiah (I.C.); Allard, Chris (C.E.); Waldron, Rob (R.M.); Allen, David (.); Hamernik, Dave (D.); Wickenheiser, Francis (F.J.); Johnston, Dennis (D.T.); Charvat, Rita (.)

WebExOI:

WebExOIH:

LATE MAY AT HSAP RUN DOWN INDICATORS INCREASED

Meeting set to Private

Agenda

- * Background & Stud Fracture Stop Ship data/findings
- * Field data (customers)
- * Field return parts analysis
- * HSAP Stop Ship for Rotor flatness
- * Brembo manufacturing site findings

- Chris Allard
- Chris Allard
- Chris Allard
- Chris Allard / Rob Waldron
- Mickey White / Greg Rochon

NO ISSUES WITH STUD PROPERTIES - 2 BONDING MOMENT, 3 SHAPE FACTORIAL

WHEEL OFF - RUN DOWN FAILURE AT HSAP STUD BREAKAGE - S.S. - PROBLEM WENT AWAY WITH 10.9 CLASS

NO EVIDENCE OF NECK DOWN FROM RETURNED STUDS FROM FIELD ROTORS WERE WAMPED - FROM RETURNED - ONE PICTURE, ONE ON 3D SET UP AND WHEEL THAT CAME OFF IN FIELD WERE STEEL - TO OUR KNOWLEDGE (WAS BROKEN STUD REPORTS IN AHEAD) STEEL WHEELS SEEM TO KEEP BREAKING LOG NOTE FROM BOSTON SEEN BY CUSTOMER - WHEEL COVERS

JUNE 3RD OR LATER - FIRST WORK IN JULY BUILD DATES FOR CUSTOMER VEHICLES
WARRANT IS SYMMETRICAL - MOST LIKELY LIKELY, BUT CUSTOMER RETURNED WAS PARABOLIC
HSAP ROTOR S.S. 3RD CAPS REPORTED ~ 20% OF ROTORS REPLACED FOR FLATNESS ISSUES
WOMST WAS 240M OUT
CUSTOMER PART ~ 572M OUT

STA BOT CAUSE ANALYSIS
END OF LINE GAUGE WAS NOT CAPABLE FOR FLATNESS
MACHINING FEATURES USE WIDIT GAUGES - BAD SENSOR WOULD GIVE UNRELIABLE RESULTS FOR ADJUSTMENTS
NO FRONT DOOR FOR BAD SENSORS OUT

FOR SERVICE PARTS - GOT THEM ~~AND~~ RETURNED
AND MEASURED FOR FLATNESS TO GET A PICTURE
OF FLATNESS W/TIME

PART AT ISSUE CAME IN ~ DE 08

2011 MY
AND POSSIBLY
2010 MY D/C

From: Milosavlevski Chris [CMilosavlevski@us.brembo.com]
Sent: Monday, October 25, 2010 9:06 AM
To: White, Isiah (I.C.)
Cc: Martinez Jorge
Subject: RE: Missing Data
Importance: High
Follow Up Flag: Follow up
Flag Status: Red
Attachments: Splash shield diam studyII.XLSX

Mickey,

Attached please find the 30 piece study you requested to confirm the dimension for the splash shield diameter.

Regards,

Chris

From: White, Isiah (I.C.) [mailto:iwhite2@ford.com]
Sent: Wednesday, October 20, 2010 4:25 PM
To: Milosavlevski Chris
Subject: RE: Missing Data

[Here you go...](#)

Mickey White

Senior Manager
N.A. Vehicle Chassis Eng'rg
Supplier Technical Assistance
Bldg 3, Rm 3G042
313-390-5416 (office)
[REDACTED] (mobile)

"Without data, all you have is an opinion!"

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From: Milosavlevski Chris [mailto:CMilosavlevski@us.brembo.com]
Sent: Wednesday, October 20, 2010 3:40 PM
To: White, Isiah (I.C.)
Subject: RE: Missing Data

3/15/2011

PE11-003 001386

Missing Data

Mickey,

I did not see an attachment in this email for the new value for the splash shield diameter; can you please send it to me at your earliest.

Regards,

Chris

From: White, Isiah (I.C.) [mailto:iwhite2@ford.com]
Sent: Sunday, October 17, 2010 10:14 PM
To: Milosavlevski Chris
Cc: Vazquez, Adrian (A.); Duran Leonel; Martinez Jorge
Subject: Missing Data

Hi Chris. I was attempting to complete the analysis with the 125 samples per CNC, but I do not seem to have the results of the additional 30 parts that were going to have the shield bore diameter measured before and after bearing press-in (with the bearing still installed).

Presumably, this data, when combined with the 30 parts that were measured previously, should provide representative samples of the data from all 4 CNC machine.

Please send this data to me ASAP so I can complete the analysis.

In the event that this data was not collected, I would ask the Brembo team in Mexico to perform this test on 15 parts from each CNC (measure the shield diameter prior to bearing press-in, press in the bearing, and re-measure the shield bore diameter).

If this is not possible, please let me know.

Thanx

Mickey White

Senior Manager
N.A. Vehicle Chassis Eng'rg
Supplier Technical Assistance
Bldg 3, Rm 3G042
313-390-5416 (office)
[REDACTED] (mobile)

"Without data, all you have is an opinion!"

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3/15/2011

PE11-003 001387

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splash shield diameter before and after bearing assembly

	reading before			reading after	
	spin gage	CMM	dif gage vs CMM	CMM	difference before/after
1	57.522	57.5218	0.000	57.5707	0.049
2	57.522	57.5240	0.002	57.5643	0.040
3	57.523	57.5238	0.001	57.5493	0.026
4	57.52	57.5226	0.003	57.5505	0.028
5	57.522	57.5212	-0.001	57.5699	0.049
6	57.524	57.5253	0.001	57.5552	0.030
7	57.524	57.5224	-0.002	57.5565	0.034
8	57.524	57.5261	0.002	57.5634	0.037
9	57.523	57.5243	0.001	57.5713	0.047
10	57.523	57.5221	-0.001	57.5528	0.031
11	57.526	57.5283	0.002	57.5638	0.035
12	57.523	57.5263	0.003	57.5431	0.017
13	57.523	57.5221	-0.001	57.5529	0.031
14	57.524	57.5265	0.002	57.5597	0.033
15	57.524	57.5251	0.001	57.5615	0.036
16	57.523	57.5227	0.000	57.5640	0.041
17	57.518	57.5167	-0.001	57.5381	0.021
18	57.519	57.5187	0.000	57.5544	0.036
19	57.519	57.5191	0.000	57.5571	0.038
20	57.52	57.5211	0.001	57.5626	0.042
21	57.519	57.5200	0.001	57.5303	0.010
22	57.519	57.5172	-0.002	57.5634	0.046
23	57.529	57.5291	0.000	57.5641	0.035
24	57.518	57.5204	0.002	57.5590	0.039
25	57.519	57.5202	0.001	57.5705	0.050
26	57.52	57.5182	-0.002	57.5518	0.034
27	57.518	57.5188	0.001	57.5606	0.042
28	57.516	57.5184	0.002	57.5512	0.033
29	57.521	57.5204	-0.001	57.5560	0.036
30	57.521	57.5221	0.001	57.5620	0.040
				average	0.035
				max	0.050
				min	0.010

From: Rogero, Antonio (A.)
Sent: Wednesday, March 31, 2010 1:32 PM
To: Shetty, Praveen (P.); Young, Jim (D.)
Cc: Durand, Gerardo (G.D.); Ulloa, Fernando (F.F.)
Subject: RE: NC00 E 12329093 000

Follow Up Flag: Follow up
Flag Status: Red

No oil/additional lubricant on the parts with broken studs.

Fastening Coordinator told me that He can get failure torque information from the DC nut runner, but the information can not be associated to the specific rotation number.

In this moment, the chassis analyst technician is looking for the serial number in one of the vehicle with the rear hub broken stud.

Later, the fastening coordinator will perform a special test to measure the "failure torque" in one of the suspected rear hub.

Please wait for the results.

From: Shetty, Praveen (P.)
Sent: Miércoles, 31 de Marzo de 2010 06:19 a.m.
To: Rogero, Antonio (A.)
Cc: Durand, Gerardo (G.D.); Cabrillas, Pedro (P.); Ulloa, Fernando (F.F.); Young, Jim (D.)
Subject: RE: NC00 E 12329093 000

Antonio,

I have asked NTN to get me the details of the old stud and the new stud. I'll be scheduling a meeting between us, NTN, purchasing, and STA this afternoon for the review.

From the plant side I would like to get a couple of information. Please check to see if there is any oil or additional lubricant you can see on the parts with broken studs. Usually, a lubricant or low friction on the joint can cause the studs to break.

Check what torque did the broken stud achieve on the DC nut runner. Also, pls get serial codes off the problem hubs.

Thanks

From: Rogero, Antonio (A.)
Sent: Tuesday, March 30, 2010 6:46 PM
To: Shetty, Praveen (P.); Young, Jim (D.)
Cc: Durand, Gerardo (G.D.); Cabrillas, Pedro (P.); Ulloa, Fernando (F.F.)
Subject: FW: NC00 E 12329093 000
Importance: High

Notice [NC00 E 12329093 000](#) will be released soon.

I dot not recommend to implement the change until find out and fix the root cause of the broken condition in the new studs AE5C-1118-AA.

<< File: New studs broken.ppt >>

From: Jaime, Victor (V J.)
Sent: Martes, 30 de Marzo de 2010 03:13 p.m.
To: Farley, Theresa (T.J.); Best, Don (D.S.)
Cc: Durand, Gerardo (G.D.); Rogero, Antonio (A.); Kardel, Douglas (D.M.); Flemming, Katrina (K.N.); Ulloa, Fernando (F.F.)
Subject: NC00 E 12329093 000
Importance: High

Theresa - Don:

Can you please review subject notice and advise if CAD work can be completed sometime today or tomorrow?

Please comment.

Thank You!

WWRS681A TN167056 WACTS - EVENT SCHEDULING 10/03/30 17:50:49

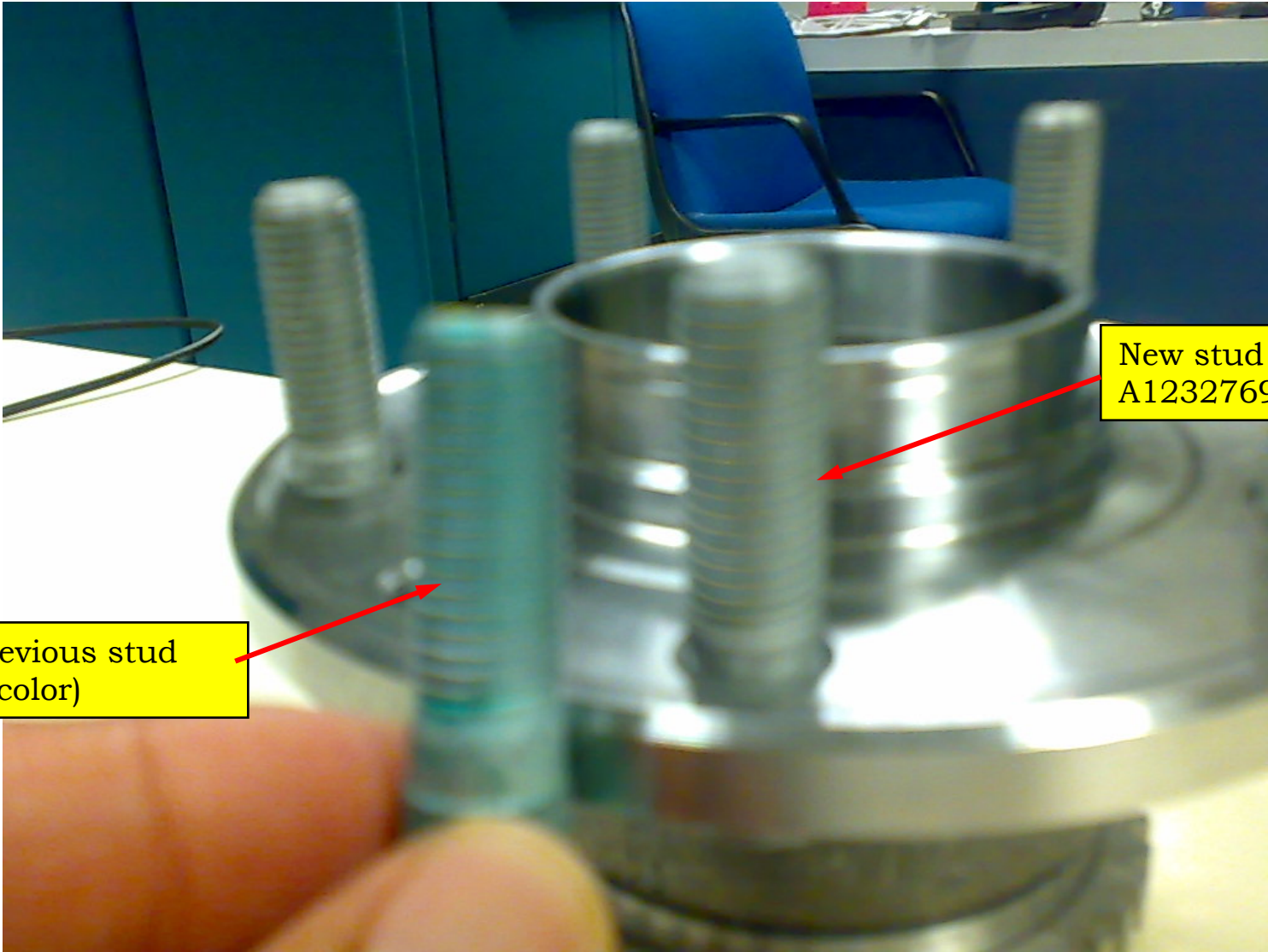
EVENT ACTY: NC00 CONCERN/NOTICE: NC00 E 12329093 000 SCHED MODE: A MAIL MODE: A
RMKS: _____

RESPONSIBLTY: _____ SC/ID: _____ SC/ST: I SC/PRTY: _ SC/DT: _____
SC/RK _____

CMD	SEQ	DEP	EVENT	RESP	ACTUAL	SPAN	ORIG	A	REVSD	REV	ACTUAL	MISC
	NBR	ON		START	EST	C	EST	CNT	COMP	DATA		
__	010	__	PPM	VJAIME	100318						100318	VJ
__	020	010	REL ANL	CD REL	100318	1					100319	
__	030	020	CAD IN	DKARDEL	100319	2					100322	GES
__	040	030	CAD PR IN	DBEST	100322						100322	
__	050	040	GEO/NTC OK	TFARLEY	100322							
__	060	050	EI VEH CFG	TFARLEY								
__	070	060	DPA CHECK	TFARLEY								
__	080	070	TCE REL WF	TFARLEY								
__	090	080	ENG SO	DBEST			100329	D				
__	100	090	REL ANL	CD REL				C				
__	110	100	ILLUST	L21222								

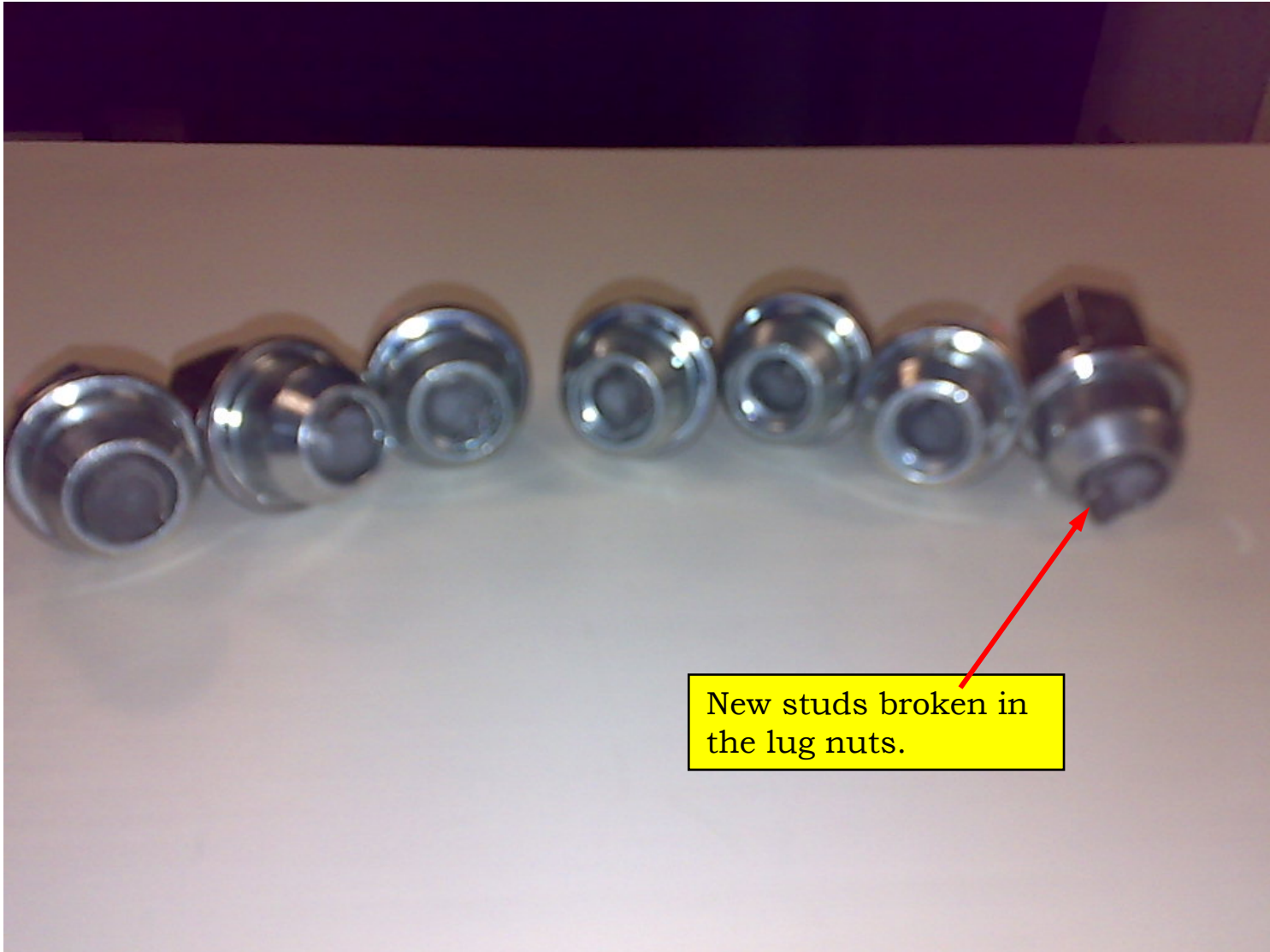
STANDARD EVENT TABLE: _____ SPAN ESTIMATES REQUIRED: _

PFKEYS: 1-UPDATE 2-TABLES 3-REFRESH 4-CONCERN 5-NOTICE 6-ALERT 9-MAINT



Old/previous stud
(green color)

New stud per
A12327697.



New studs broken in the lug nuts.

From: CMeissnest@ntnusa.com
Sent: Monday, August 30, 2010 2:31 PM
To: Rosas, Alejandro (A.R.)
Cc: Durand, Gerardo (G.D.); Shetty, Praveen (P.); Bejarano, Sergio (SBF.)
Subject: RE: New studs 10.9 property class use
Follow Up Flag: Follow up
Flag Status: Red

Alejandro,

We won't have any available until we receive production lot from Cold Heading at the end of the week.

Best regards,

Chris K. Meissnest
Account Manager
NTN Bearing Corporation
Office: 248-324-4574
Cell; [REDACTED] 6
Fax: 248-324-1103
Email: CMeissnest@ntnusa.com

"Rosas, Alejandro (A.R.)" <arosas1@ford.com>

To <CMeissnest@ntnusa.com>

08/30/2010 12:59 PM

cc "Durand, Gerardo (G.D.)" <gdurand@ford.com>, "Shetty, Praveen (P.)" <pshetty@ford.com>, "Bejarano, Sergio (SBF.)" <sbejaran@ford.com>

Subject RE: New studs 10.9 property class use

Chris,

Do you have available the 100 pc mentioned below?, please let me know in order to expedite them, thanks.

ALEJANDRO ROSAS
MP&L Supply Chain & Record Integrity Manager
FORD - Hermosillo Stamping & Assembly Plant
Ford Net: 456 8201
Ph: 011 52 662 2598201

From: Shetty, Praveen (P.)
Sent: Saturday, August 28, 2010 2:13 PM
To: Bejarano, Sergio (SBF.); CMeissnest@ntnusa.com
Cc: Rosas, Alejandro (A.R.); Durand, Gerardo (G.D.)
Subject: RE: New studs 10.9 property class use

3/10/2011

PE11-003 001394

Sergio, Unfortunately Cold Heading has scrapped the 4000 pcs that we thought they may have.

The contact from Cold Heading is Bill Buban as below:

Bill Buban | Account Manager

21777 Hoover Rd., Warren, MI 48089

T: 586.497.7096 | [REDACTED] | **F:** 586.497.7078

bbuban@coldheading.com | www.coldheading.com

The contact for NTN is Chris Meissnest

Chris K. Meissnest

Account Manager

NTN Bearing Corporation

Office: 248-324-4574

Cell; [REDACTED]

Fax: 248-324-1103

Email: CMeissnest@ntnusa.com

NTN has leftover 100 PC10.9 studs and we have asked them to ship to you. Can you please send Chris your shipping address, so that they can ship these parts to you.

Thanks

From: Bejarano, Sergio (SBF.)

Sent: Fri 8/27/2010 8:27 PM

To: Shetty, Praveen (P.)

Cc: Rosas, Alejandro (A.R.); Durand, Gerardo (G.D.)

Subject: New studs 10.9 property class use

Praveen,

Please instruct NTN to proceed to produce Rotors ASAP with the new 4000 studs (10.9 P.C.) if they appear.

Also please provide us with the NTN and Cold Heading contact names. Copy to Alejandro and Gerardo with them.

Sergio Bejarano, Ford Motor Co., PD Mexico, Chassis Modules Engineer, Tel 52-662-259-8386, FordNet 456-8386, Mobile 52-1-6621831427

Aug 26th
Aug 27th

HSAF reports high # of run-down failures @ plant
WJS eng reads ECB for vehicle built
6/25/2010 w/ 'wheel off' reported

CCRG notified → Aug 27th
Aug 28th
Sept 11th

HSAF does stop ship (for stud inspection)
angle control added
PL 10.9 studs added

CCRG notified → Oct 25th

customer return rotor 3d scanned →
condition found to be 'rotor wear'

Oct 26th

HSAF does 2nd stop ship (for rotor flatness)

Oct 27th

certified rotor stock @ HSAF

Nov 2nd

PCTs in place @ Brembo

~~Nov 2nd~~
Nov 17th +

~~to no front end, Ford ret~~

Ford begins return of all svc. stock to Brembo
Data back from Brembo

from observations

4 June

thru

3 July

0 probable

VIVs

3 confirmed

From: Allard, Chris (C.E.)
Sent: Tuesday, September 14, 2010 9:16 PM
To: Galindo, Sergio (S.N.); Hamernik, Dave (D.); Caris, John (J.C.)
Subject: RE: Old Stud property

Follow Up Flag: Follow up
Flag Status: Red

Dave-

FYI. Hermosillo has enough parts to take the 8700 parts back to NTN. Can we discuss with NTN how to re-work them to 10.9? This is a very strong want from the plant and it seems we should be able to find a technical way to make it happen now that time is not as critical.

Chris Allard
North American Applications Manager
Wheels, Tires, and Jacks
[Ford Motor Company](#)
(office) 313-845-7679, (cell) [REDACTED]

From: Galindo, Sergio (S.N.)
Sent: Tue 9/14/2010 6:28 PM
To: Allard, Chris (C.E.)
Cc: Rosas, Alejandro (A.R.)
Subject: FW: Old Stud property

Chris,

Here is the confirmation that our MP&L team has establish the pipe line with the 10.9 stud, therefore the 8704 hubs can be sent to NTN to be reworked.

Please advise when to send those back to the supplier

From: Rosas, Alejandro (A.R.)
Sent: Tuesday, September 14, 2010 1:56 PM
To: Galindo, Sergio (S.N.)
Cc: Johnson, Angelica (A.O.)
Subject: RE: Old Stud property

Sergio,

The inventory - In Plant and the pipeline - for the hubs with new stud from NTN are already covered, so the 8704 old level hubs are ready to be shipped back to be reworked. Please let me which be the disposition for this hubs, thanks.

Regards,

ALEJANDRO ROSAS

MP&L Supply Chain & Record Integrity Manager

FORD - Hermosillo Stamping & Assembly Plant

Ford Net: 456 8201

Ph: 011 52 662 2598201

From: Galindo, Sergio (S.N.)

Sent: Lunes, 13 de Septiembre de 2010 11:47 a.m.

To: Allard, Chris (C.E.); Shetty, Praveen (P.)

Cc: Johnson, Angelica (A.O.); Durand, Gerardo (G.D.)

Subject: Old Stud property

Chris/Praveen,

Thanks for the support again during this SS.

We have implemented the new stud since Saturday Sep11, with zero defects/rejects.

Benteler still have 8,700 parts on hold. We require your support to:

A) have the supplier rework those parts at Benteler

B) Return parts back the supplier to be reworked

HSAP can not exhaust those 8,700 parts. We are in a very critical inventory situation, with 2 major stop shipments (over 5,000 vehicles to be reworked, including 1200 hubs), we can not add more to the inventory, we need help for those 8,700 parts

Please advise.

Sergio Galindo

HSAP CD3 PVT Manager

sgalind1@ford.com

Cel [REDACTED]

Office 011 52 6622 598308

From: Allard, Chris (C.E.)
Sent: Monday, September 13, 2010 3:55 PM
To: Galindo, Sergio (S.N.); Shetty, Praveen (P.)
Cc: Johnson, Angelica (A.O.); Durand, Gerardo (G.D.)
Subject: RE: Old Stud property

Follow Up Flag: Follow up
Flag Status: Red

Sergio-

We have no technical issue with what you suggest. I don't know if it is logistically feasible at this time. I would look to MP&L and the supplier to co-lead it.

Chris Allard
North American Applications Manager
Wheels, Tires, and Jacks
[Ford Motor Company](#)
(office) 313-845-7679, (cell) [REDACTED]

From: Galindo, Sergio (S.N.)
Sent: Monday, September 13, 2010 2:47 PM
To: Allard, Chris (C.E.); Shetty, Praveen (P.)
Cc: Johnson, Angelica (A.O.); Durand, Gerardo (G.D.)
Subject: Old Stud property

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HSAP can not exhaust those 8,700 parts. We are in a very critical inventory situation, with 2 major stop shipments (over 5,000 vehicles to be reworked, including 1200 hubs), we can not add more to the inventory, we need help for those 8,700 parts

Please advise.

Sergio Galindo
HSAP CD3 PVT Manager
sgalind1@ford.com
Cell [REDACTED]
Office 011 52 6622 598308

From: Balzer, Stacy (S.L.)
Sent: Sunday, November 28, 2010 10:13 PM
To: McClenaghan, Dave (D.)
Subject: FW: Parts request
Follow Up Flag: Follow up
Flag Status: Red

Dave -- I apologize for the delayed response. My computer crashed and I was without e-mail for multiple days. I did feed this request to Matt Montini. Based on the response below, there are no program codes that can be given to handle this dealership. Engineering will have to handle as a one-off. In the future, Engineering needs to ensure that the proper process is followed (to protect Engineering and the Dealership).

Please feel free to contact me if you have questions.

Stacy Balzer

From: Montini, Matthew (M.J.)
Sent: Tuesday, November 16, 2010 5:23 PM
To: Balzer, Stacy (S.L.)
Subject: RE: Parts request

The answer to the specific question about the program code being able to cover a claim for repairs and a rental is yes but as far as what I can see below along with doing a little homework in GCQIS/FAV/AWS to see what hasn't happened to comply with Tread Act(documenting any repair direction given to dealers) or following the Field Concern Investigation process (working through PCE/PVT PM for assistance requests with dealers for any field investigations) the answer would have to be no at this point.

Matt Montini

PVT Concern ID & Reporting Manager
Service Engineering Operations / FCSD
email- mmontini@ ford.com / ph.- (313)317-6326

From: Balzer, Stacy (S.L.)
Sent: Tuesday, November 16, 2010 4:10 PM
To: Montini, Matthew (M.J.)
Subject: FW: Parts request

Matt --

Dave McClenaghan stopped by to talk with Mike Allen (and then me) about this issue. Long story short, Engineering contacted a dealership to get back left rear wheel components (see details below). Dealer is now contacting Engineering asking about payment for, we believe, the loaner. Is this something that your Program Code can authorize? If not, please advise on the protocol we should request from engineering.

Thanks!!

From: McClenaghan, Dave (D.)
Sent: Tuesday, November 16, 2010 2:07 PM
To: Balzer, Stacy (S.L.)

3/10/2011

PE11-003 001400

Subject: FW: Parts request

fyi

From: Allard, Chris (C.E.)
Sent: Thursday, November 11, 2010 8:44 AM
To: Kircheis, Bryce (A.); 'Tracy Gill'; McClenaghan, Dave (D.)
Subject: RE: Parts request

Dave-

Per our hallway conversation, this is the claim I need your help with.

Chris Allard
North American Applications Manager
Wheels, Tires, and Jacks
[Ford Motor Company](#)
(office) 313-845-7679, [REDACTED]

From: Kircheis, Bryce (A.)
Sent: Tuesday, November 09, 2010 3:51 PM
To: Allard, Chris (C.E.); 'Tracy Gill'
Subject: RE: Parts request

Tracy is your Dealer on the DI program?

If you are, I will need all of the RO information.

P&A
Date
RO
Line Number
Mileage

If you are not on DI you will not need an approval to submit.

From: Allard, Chris (C.E.)
Sent: Thursday, November 04, 2010 4:47 PM
To: Tracy Gill
Cc: Kircheis, Bryce (A.)
Subject: RE: Parts request

Tracy-

This will be covered under regular warranty.

Bryce-

Can you help out with the authorization (including for loaner vehicle coverage). Thanks.

Chris Allard
North American Applications Manager

3/10/2011

PE11-003 001401

Parts request

Wheels, Tires, and Jacks

[Ford Motor Company](#)

(office) 313-845-7679, (cell) [REDACTED]

From: Tracy Gill [mailto:tracyg@futurefordclovis.com]

Sent: Thursday, November 04, 2010 5:46 PM

To: Allard, Chris (C.E.)

Subject: RE: Parts request

We have all of these parts here from her car. I had to provide a loaner to complete repairs. Who will be providing me with a program code and authorization code?

Tracy Gill

Service Director

Future Ford / Kia of Clovis

920 West Shaw

Clovis, Ca 93612

559-294-6350 Office

[REDACTED]
559-294-0816 Fax

tracyg@futurefordclovis.com

"A business absolutely devoted to service will have only one worry about profits. They will be embarrassingly large."

Henry Ford

From: Allard, Chris (C.E.) [mailto:callard1@ford.com]

Sent: Thursday, October 21, 2010 9:19 AM

To: tracyg@futurefordclovis.com

Subject: Parts request

Tracy-

Thanks for all your help on the phone. Per our conversation:

Please ask the customer for 3FAHP0HA4AR417284 to return to the dealership to have the following parts replaced:

Left rear wheel (please make sure the parts below are that same that were fit to the left rear position on 4 September, when the car was repaired)

Left rear brake rotor

Left rear hub unit

Left rear tire

Ford will pay for the service and air freight costs to return the parts to the following address:

Ford Warranty Parts Return Center

15010 Commerce Drive South

Dearborn, MI, 48120-1269

Attn: Marty Farmer

3/10/2011

PE11-003 001402

Parts request

Thank you for helping us deliver quality to our customers!

Chris Allard

North American Applications Manager

Wheels, Tires, and Jacks

[Ford Motor Company](#)

(office) 313-845-7679, [REDACTED]

Chris Allard

North American Applications Manager

Wheels, Tires, and Jacks

[Ford Motor Company](#)

(office) 313-845-7679, [REDACTED]

From: Rogero, Antonio (A.)
Sent: Monday, August 30, 2010 2:31 PM
To: 'KPaarfusser@anbmntn.com'; 'JWelch@anbmntn.com'; 'RBarrett@ntnusa.com'
Cc: Durand, Gerardo (G.D.); Bejarano, Sergio (SBF.); Shetty, Praveen (P.); Hamernik, Dave (D.); Rogero, Antonio (A.)
Subject: Quality Concern J240916 From Hermosillo (Ntn Bearing Corp America)
Follow Up Flag: Follow up
Flag Status: Red

Keith,

We know that the new bolt part# (with the 10.9 property class) is AE5C-1118-AA and it will be implemented very soon for production. It will be PIA on [hub & bearing assembly part # AE5C-2C299-BA](#). Please inform the implementation date of this new bolt.

Also, inform us the current bolt part # (9.8 property class) which is PIA [hub & bearing assembly part # AE5C-2C299-BA](#) per alert A12379029.

From: KPaarfusser@anbmntn.com [mailto:KPaarfusser@anbmntn.com]
Sent: Martes, 24 de Agosto de 2010 01:58 p.m.
To: Beltran, Victor (V.)
Cc: CMeissnest@ntnusa.com; JWelch@anbmntn.com; RBarrett@ntnusa.com
Subject: RE: Fw: N006F Quality Concern J240916 From Hermosillo (Ntn Bearing Corp America)

Mr. Beltran,

Please see attached report from the failed bolt from March of this year:

(See attached file: No. 040110 metallurgical investigation of fractured NTN wheel bolts at Ford Mexican plant-1 .pdf)

Best Regards,

Keith A. Paarfusser
Quality Manager
American NTN Bearing Manufacturing
1500 Holmes Road
Elgin, IL. 60123
Phone: 847-622-4603
Fax: 847-888-1226
E-Mail: KPaarfusser@anbmntn.com
"Beltran, Victor (V.)" <vbeltran@ford.com>

From: Galindo, Sergio (S.N.)
Sent: Tuesday, October 26, 2010 7:02 PM
To: Ferguson, Rick (R.M.)
Cc: Plancarte, Carlos (C.P.); Durand, Gerardo (G.D.); Rogero, Antonio (A.); Allard, Chris (C.E.)
Subject: RE: Rear Brake Squeal - AIM 3156195

Follow Up Flag: Follow up
Flag Status: Red

Rick,

The team is working on it and start sorting as of today.

Sergio Galindo
HSAP PVT Manager
sgalind1@ford.com
011 521 6621420197
011 52 6622598308

From: Ferguson, Rick (R.M.)
Sent: Tuesday, October 26, 2010 1:29 PM
To: Galindo, Sergio (S.N.)
Cc: Plancarte, Carlos (C.P.)
Subject: Rear Brake Squeal - AIM 3156195

Sergio,

Wanted to make you aware of this VOCF call on a J#2 vehicle for rear brake squeal in case you have not heard. Dave Mckee the VOCF coordinator stopped in my office to tell me that 2 Chassis engineers drove the vehicle and duplicated the squeal, isolating the noise to the rear brakes. They informed Dave that the rear rotor surface was not flat. They indicated to him that they would be informing HSAP of the issue.

Rick Ferguson
VO NMP Launch Manager 2011 B299N/CD3/MKZ
313 805 6422

From: Rogero, Antonio (A.)
Sent: Tuesday, March 30, 2010 4:33 PM
To: Shetty, Praveen (P.); Young, Jim (D.)
Cc: Durand, Gerardo (G.D.); Rogero, Antonio (A.)
Subject: REAR HUB WHEEL STUDS BROKEN.

Follow Up Flag: Follow up
Flag Status: Red

Attachments: Broken stud in the lug nut.wmv; Broken stud 1.jpg; Broken stud 2.jpg

Praveen,

I was informed that the wheel studs are getting broken during the lug nut installation process of the rear hub only (Hermosillo Assembly production line). This broken condition is not happening in the front hub studs.

Alert A12327697 was created and authorized to allow usage of AE5C-2C299-BA ILO 6E51-1N069-BB. The alert shows this information: "NEW BEARING HAS LOCAL SOURCES FOR THE PULSAR RING AND WHEEL BOLTS. ALL TESTING COMPLETED MISSING SIGNED PPAP DOCUMENTATION"

I will call you to review/discuss some ICA/PCA to prevent this issue in Fusion/Milan/MKZ.



Broken stud in the
lug nut.wmv...



Broken stud 1.jpg
(73 KB)



Broken stud 2.jpg
(84 KB)

Antonio Rogero
Hermosillo Assembly Plant
Fusion / Milan / MKZ - PVT Chassis Engineer
+52 662 259 8317

DOUBLE CLICK PHOTO BELOW TO PLAY VIDEO







*no banana pepper
- gloves
- pickles*

Patel, Bharat (B.J.)

From: KMEIER@ford.com
Sent: Wednesday, January 05, 2011 3:42 PM
To: Patel, Bharat (B.J.)
Subject: Report Summary for the CQIS Report#BAEEI003

Bahart, we are starting to get fleet calls on wheel studs being sheared off on rear wheels on 2010 Fusion. I have been entering them into CQIS. Talked with Chris Allard today, and he advise to have the dealership replace the rotor assembly as well on both rears. Previous repairs rotors were not replaced. Is it possible to get a SSM out for the dealers? So we can eliminate repeat repairs.

Attachments : 0

Report# :	BAEEI003 FLEET	Received:	0
CCRG/EPRC:		Date:	
Vehicle:	2010,FUSION,SE ,SEDAN ,3FAHP0HA5AR [REDACTED]	Build Date:	0
Odometer :	12,900 M	Engine:	2.5L DOHC
Transmission:	6SP 6F MID	Axle:	3.066RATIO
Dealer:	USA 60347 FORD MOTOR CO. FPSDGO FLT SVC	A/C:	Y
City:	Dearborn	State:	Michigan
Originator:	JULIA NICHOLS	Country :	U
Symptom:	3 06 8 00 CHASS.,TIRES/WHEELS,VIBRATION,OTHER-CODE NA		
Status:			
VFG:	V88 TIRES		
Additional Symptom:			
Fix:	Causal Component :		
Condition Code:			
Fleet Nbr:		Fleet Name:	
Phone: () -		City:	State:
Specl: KEN MEIER		Specl Phone: (313) 317 - 1867	

DTCs:
KOEO:
KOEC: !!
KOER:

Comments :
CONCER 01/05/2011 03:38PM KEN MEIER MSS - FCSD - CVO
FLEET CUSTOMER, CHUBB INSURANCE, REPORTING CONCERN FOR THE THIRD TIME

WITH WHEEL VIBRATION. PREVIOUS TWO TIMES THE WHEEL LUG
STUDS WERE
BR! ! OKE ON THE REAR WHEELS, AND REPLACED. NOW VEHICLE IS
BACK INTO A
DEALERSHIP FOR THE 3RD TIME WITH WHEEL STUDS SHEAR OFF ON
THE REAR
WHEELS.

Subject: FW: Review Rundown Data for 8/10 to 8/27 - HSAP Lug Nut Secure
Location: Phone conf. and WebEx

Start: Mon 8/30/2010 9:00 AM
End: Mon 8/30/2010 11:30 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Note that we are going to attempt sorting the data and potentially establish an angle limit for either the last step or the second to the last DC tool secure step .
A Master BB will be utilized to assist us. We should know by Noon 8/30 if this could be a sort/manufacturing detection method.
Gavin Haag

From: Haag, Gavin (G.M.)
Sent: Friday, August 27, 2010 5:52 PM
To: Bagley, Matt (M.R.); Farmer, Marty (M.F.); 'andy.neumann@us.atlascopco.com'; Shetty, Praveen (P.); Soto, Fernan (F.S.)
Subject: Review Rundown Data for 8/10 to 8/27 - HSAP Lug Nut Secure
When: Monday, August 30, 2010 9:00 AM-11:30 AM (GMT-05:00) Eastern Time (US & Canada).
Where: Phone conf. and WebEx

Matt to bring Master BB.
Andy to bring Excel Wiz.
Our goal is to review HSAP data and see if we can establish an angle sort value from either step 5 or step 6 (final secure step).
Can a sort value be established for already produced vehicles and can a limit be implemented for production???

Fernan please send the complete tool parameter set (LH and RH) to Andy and I.

We are not inviting the whole group.... It is not needed.

From: Brabant, Deanna (D.M.)
Sent: Thursday, November 11, 2010 2:51 PM
To: 'Arroyo Esperanza'; Vazquez, Adrian (A.); Waldron, Rob (R.M.); Hammoud, Rosa (R.); Galindo, Sergio (S.N.); Rogero, Antonio (A.); Martinez Jorge; Duran Leonel; Garcia, Sr Martin (M.); Larios, Karla (K.); Altgelt John; Diaz, Juan Manuel (J.M.); Beltran, Victor (V.); Milosavlevski Chris; White, Isiah (I.C.); Thompson Kevin; Hartwig Bill; Durand, Gerardo (G.D.); Ocana, Norma (N.); Martinez, Natalia (N.); Baez-Camargo, Victor (V.); Moreno, Areli (Penske); Johnson, Angelica (A.O.); Araiza Eduardo
Cc: Hiltz, Dan (D.J.)
Subject: RE: Review Status of Brembo retrofit plan and production support plans
Follow Up Flag: Follow up
Flag Status: Red

I will be out of the office returning on 11/22. Please contact Dan Hiltz at 313-433-7947 or via email at dhiltz@ford.com. Please include Dan on your daily ship plans.

Thank you.

Deanna Brabant (DBRABAN1)

Ford Motor Company

MP&L - PLM Critical Supply Chain Team Leader:

Wayne, Hermosillo, Twin Cities and Cuautitlan

E-mail: dbraban1@ford.com

313-337-5863 Office Phone

313-594-7218 PLM Hotline

313-492-2573 Cell Phone

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From: Arroyo Esperanza [mailto:EArroyo@mx.brembo.com]
Sent: Thursday, November 11, 2010 2:31 PM
To: Brabant, Deanna (D.M.); Vazquez, Adrian (A.); Waldron, Rob (R.M.); Hammoud, Rosa (R.); Galindo, Sergio (S.N.); Rogero, Antonio (A.); Martinez Jorge; Duran Leonel; Garcia, Sr Martin (M.); Larios, Karla (K.); Altgelt John; Diaz, Juan Manuel (J.M.); Beltran, Victor (V.); Milosavlevski Chris; White, Isiah (I.C.); Thompson Kevin; Hartwig Bill; Durand, Gerardo (G.D.); Ocana, Norma (N.); Martinez, Natalia (N.); Baez-Camargo, Victor (V.); Moreno, Areli (Penske); Johnson, Angelica (A.O.); Araiza Eduardo
Subject: RE: Review Status of Brembo retrofit plan and production support plans

Actual shipped qty in bold.

Last 540 pcs shipped by 1200 instead of 1000 today.

9E51-2C026-AB SHIPPING PLAN

DAY	DATE	Time				TOTAL
		300	1000	1500	2300	
MONDAY	11/8/2010	0	540	1404	864	280
TUESDAY	11/9/2010	0	1080	0	540	162
WEDNESDAY	11/10/2010	540	864	324	864	259

3/15/2011

PE11-003 001412

THURSDAY	11/11/2010	540	540	540	864	2484	
FRIDAY	11/12/2010	540	540	540	540	2160	
SATURDAY	11/13/2010	540	540	540	540	2160	13824
SUNDAY	11/14/2010	0	540	0	864	1404	15228

Materials Mgr

Brembo Mexico, SA de CV

Platon # 100 Kalos Parque Industrial

Carr. Miguel Aleman Km. 17.0

Apodaca, NL 66600 Mexico

ph: 52 81 8369 7806; cel : 52 81 1500 8063

Nextel: 52*220214*5 and 52 81 8994 5241

From: Arroyo Esperanza

Sent: Wednesday, November 10, 2010 11:15 AM

To: 'Brabant, Deanna (D.M.)'; 'Vazquez, Adrian (A.)'; 'Waldron, Rob (R.M.)'; 'Hammoud, Rosa (R.)'; 'Galindo, Sergio (S.N.)'; 'Rogerio, Antonio (A.)'; Martinez Jorge; Duran Leonel; 'Garcia, Sr Martin (M.)'; 'Larios, Karla (K.)'; Altgelt John; 'Diaz, Juan Manuel (J.M.)'; 'Beltran, Victor (V.)'; Milosavljevski Chris; 'White, Isiah (I.C.)'; Thompson Kevin; Hartwig Bill; 'Durand, Gerardo (G.D.)'; 'Ocana, Norma (N.)'; 'Martinez, Natalia (N.)'; 'Baez-Camargo, Victor (V.)'; 'Moreno, Areli (Penske)'; 'Johnson, Angelica (A.O.)'; Araiza Eduardo

Subject: RE: Review Status of Brembo retrofit plan and production support plans

Actual shipped qty in bold.

9E51-2C026-AB SHIPPING PLAN							
		Time					
DAY	DATE	300	1000	1500	2300	TOTAL	
MONDAY	11/8/2010	0	540	1404	864	2808	
TUESDAY	11/9/2010	0	1080	0	540	1620	
WEDNESDAY	11/10/2010	540	540	540	1080	2700	
THURSDAY	11/11/2010	540	540	540	864	2484	
FRIDAY	11/12/2010	540	540	540	540	2160	
SATURDAY	11/13/2010	540	540	540	540	2160	13932
SUNDAY	11/14/2010	0	540	0	864	1404	15336

Esperanza Arroyo

Materials Mgr

Brembo Mexico, SA de CV

Platon # 100 Kalos Parque Industrial

Carr. Miguel Aleman Km. 17.0

Apodaca, NL 66600 Mexico

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Nextel: 52*220214*5 and 52 81 8994 5241

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From: Arroyo Esperanza [EArroyo@mx.brembo.com]
Sent: Tuesday, November 09, 2010 11:31 AM
To: Brabant, Deanna (D.M.); Vazquez, Adrian (A.); Waldron, Rob (R.M.); Hammoud, Rosa (R.); Galindo, Sergio (S.N.); Rogero, Antonio (A.); Martinez Jorge; Duran Leonel; Garcia, Sr Martin (M.); Larios, Karla (K.); Altgelt John; Diaz, Juan Manuel (J.M.); Beltran, Victor (V.); Milosavlevski Chris; White, Isiah (I.C.); Thompson Kevin; Hartwig Bill; Durand, Gerardo (G.D.); Ocana, Norma (N.); Martinez, Natalia (N.); Baez-Camargo, Victor (V.); Moreno, Areli (Penske); Johnson, Angelica (A.O.); Araiza Eduardo
Subject: RE: Review Status of Brembo retrofit plan and production support plans

Follow Up Flag: Follow up

Flag Status: Red

864 pcs were shipped at 0100 today instead 2300 hours yesterday. Those were sent two hours after scheduling.

And 1080 pcs are being loaded at this moment.

Esperanza Arroyo

Materials Mgr

Brembo Mexico, SA de CV

Platon # 100 Kalos Parque Industrial

Carr. Miguel Aleman Km. 17.0

Apodaca, NL 66600 Mexico

ph: 52 81 8369 7806; cel : 52 81 1500 8063

Nextel: 52*220214*5 and 52 81 8994 5241

From: Brabant, Deanna (D.M.) [mailto:dbraban1@ford.com]
Sent: Tuesday, November 09, 2010 9:37 AM
To: Arroyo Esperanza; Vazquez, Adrian (A.); Waldron, Rob (R.M.); Hammoud, Rosa (R.); Galindo, Sergio (S.N.); Rogero, Antonio (A.); Martinez Jorge; Duran Leonel; Garcia, Sr Martin (M.); Larios, Karla (K.); Altgelt John; Diaz, Juan Manuel (J.M.); Beltran, Victor (V.); Milosavlevski Chris; White, Isiah (I.C.); Thompson Kevin; Hartwig Bill; Durand, Gerardo (G.D.); Ocana, Norma (N.); Martinez, Natalia (N.); Baez-Camargo, Victor (V.); Moreno, Areli (Penske); Johnson, Angelica (A.O.); Araiza Eduardo
Subject: RE: Review Status of Brembo retrofit plan and production support plans

Only 864 was shipped this morning. I have updated the DPP to reflect this new plan. Why are we getting less units per day? It was 2592.

Deanna Brabant (DBRABAN1)

Ford Motor Company

MP&L - PLM Critical Supply Chain Team Leader:

Wayne, Hermosillo, Twin Cities and Cuautitlan

E-mail: dbraban1@ford.com

313-337-5863 Office Phone

313-594-7218 PLM Hotline

313-492-2573 Cell Phone

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From: Arroyo Esperanza [mailto:EArroyo@mx.brembo.com]
Sent: Tuesday, November 09, 2010 10:09 AM
To: Brabant, Deanna (D.M.); Vazquez, Adrian (A.); Waldron, Rob (R.M.); Hammoud, Rosa (R.); Galindo, Sergio (S.N.); Rogero, Antonio (A.); Martinez Jorge; Duran Leonel; Garcia, Sr Martin (M.); Larios, Karla (K.); Altgelt John; Diaz, Juan Manuel (J.M.); Beltran, Victor (V.); Milosavlevski Chris; White, Isiah (I.C.); Thompson Kevin; Hartwig Bill; Durand, Gerardo (G.D.); Ocana, Norma (N.); Martinez, Natalia (N.); Baez-Camargo, Victor (V.); 'Moreno, Areli (Penske)'; Johnson, Angelica (A.O.); Araiza Eduardo
Subject: RE: Review Status of Brembo retrofit plan and production support plans

Actual shipped qty in bold.

9E51-2C026-AB SHIPPING PLAN

DAY	DATE	Time						TOTAL
		300	700	1500	2300			
MONDAY	11/1/2010	540	1296			1296	3132	
TUESDAY	11/2/2010	648		648			1296	
WEDNESDAY	11/3/2010	1296		540	1296		3132	
THURSDAY	11/4/2010	540	540	540	540		2160	
FRIDAY	11/5/2010	540	324	450	0	1314	234 airfreight	
SATURDAY	11/6/2010	0	1296	540	746	2582	13616 W/M 2.4	
SUNDAY	11/7/2010	0	540	1296	0	1836	15452	
MONDAY	11/8/2010	0	540	1404	864	2808		
TUESDAY	11/9/2010	0	1080	540	540	2160		
WEDNESDAY	11/10/2010	540	540	540	540	2160		
THURSDAY	11/11/2010	540	540	540	864	2484		
FRIDAY	11/12/2010	540	540	540	540	2160		
SATURDAY	11/13/2010	540	540	540	540	2160	13932	
SUNDAY	11/14/2010	0	540	0	864	1404	15336	

Esperanza Arroyo

Materials Mgr

Brembo Mexico, SA de CV

Platon # 100 Kalos Parque Industrial

Carr. Miguel Aleman Km. 17.0

Apodaca, NL 66600 Mexico

ph: 52 81 8369 7806; cel : 52 81 1500 8063

Nextel: 52*220214*5 and 52 81 8994 5241

-----Original Appointment-----

From: Brabant, Deanna (D.M.) [<mailto:dbraban1@ford.com>]**Sent:** Tuesday, November 09, 2010 6:07 AM

To: Vazquez, Adrian (A.); Waldron, Rob (R.M.); Hammoud, Rosa (R.); Galindo, Sergio (S.N.); Rogero, Antonio (A.); Martinez Jorge; Duran Leonel; Garcia, Sr Martin (M.); Larios, Karla (K.); Altgelt John; Diaz, Juan Manuel (J.M.); Beltran, Victor (V.); Milosavlevski Chris; White, Isiah (I.C.); Thompson Kevin; Hartwig Bill; Arroyo Esperanza; Durand, Gerardo (G.D.); Ocana, Norma (N.); Martinez, Natalia (N.); Baez-Camargo, Victor (V.); 'Moreno, Areli (Penske)'; Johnson, Angelica (A.O.)

Subject: Review Status of Brembo retrofit plan and production support plans**When:** Tuesday, November 09, 2010 12:00 PM-1:00 PM (GMT-06:00) Guadalajara, Mexico City, Monterrey - New.**Where:** Conference Call (888-621-3673) passcode 30080514 EST

We need the following information for the meeting:

- How many retrofits have been made? How many parts have been used to retrofit vehicles?
- How many vehicles still need to be certified?

<<FWG3A 11092010 DPP_tool_VO_3 6.xls>>

Ford Net: 62-13673

Toll Free: 888-621-3673

Toll (international): 313-621-3673

Participant Pass Code: 30080514

3/15/2011

PE11-003 001415

Quick steps to join the meeting:

1. Dial call in #
2. Press 1
3. Enter 30080514
4. Press 1
5. Record name and press #

Deanna Brabant (DBRABAN1)

Ford Motor Company

MP&L - PLM Critical Supply Chain Team Leader:

Wayne, Hermosillo, Twin Cities and Cuautitlan

E-mail: dbraban1@ford.com

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From: Chacon, Jose (A.)
Sent: Tuesday, February 01, 2011 10:34 AM
To: Chacon, Jose (A.)
Subject: Riley's AR424086 --> RE: #2C026 - Brake System Repair - Fusion Team Request -

Follow Up Flag: Follow up
Flag Status: Red

José Chacón

Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062

From: Chacon, Jose (A.)
Sent: Tuesday, February 01, 2011 10:32 AM
To: Arledge, Lynn (L.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Thank You!
I'll arrange the Parts and/or FSE Regional Involvement.

Regards,

José Chacón

Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062

From: Arledge, Lynn (L.)
Sent: Tuesday, February 01, 2011 10:17 AM
To: Chacon, Jose (A.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Jose,
The customer returned my call from Lease Plan USA. Apparently she had been out of the office sick. Here are the details.

Customer: Farmer's Insurance (Lease Plan USA)
Driver: Adrian Riley
VIN: 3FAHP0HA2AR [REDACTED]

Dealership:

Miller Ford, Inc (01336)
1596 Route 38
Lumberton, NJ 08048

Contact at dealership:
Jim Visco (Service Manager)
(609) 261-7811 (direct number)

Ms. Riley will take the vehicle to Miller Ford on February 7, 2011. I advised the service manager that Engineering will be supplying parts and contacting him about this repair.

Please let me know if you need more information.

Privileged and Confidential

Lynn Arledge

Senior Executive Representative
Executive Liaison -CCGO
Phone: (313) 845-5808
Email: larledge@ford.com

From: Chacon, Jose (A.)
Sent: Monday, January 31, 2011 3:11 PM
To: Arledge, Lynn (L.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Thank You!
Agree. We can not push the envelope.

Regards,

José Chacón

Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062

From: Arledge, Lynn (L.)
Sent: Monday, January 31, 2011 3:10 PM
To: Chacon, Jose (A.)
Subject: FW: #2C026 - Brake System Repair - Fusion Team Request -

Jose,
I've contacted the driver for the vehicle that is registered to Lease Plan USA/Farmer's Insurance and she has yet to return my call. If/when she returns my call, I'll forward additional information. At this time, the customer does not appear to be interested.

Let me know if you need more information.

Privileged and Confidential

Lynn Arledge

Senior Executive Representative
Executive Liaison -CCGO

Phone: (313) 845-5808
Email: larledge@ford.com

From: Chacon, Jose (A.)
Sent: Friday, January 28, 2011 8:08 AM
To: Tansil-Marshall, Robin (R.)
Cc: Gudino Mendoza, Martin (J.M.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Robin,

Good Morning. When you get an opportunity. Do you have any updates or leads on the request below, the team is working on? Any information and/or next steps are welcome. Thanks for your support.

Regards,

José Chacón

Product Concern Engineer
Fusion/Milan/Zephyr/MKZ
Ford Customer Service Division
(91-313)322-7062

From: Tansil-Marshall, Robin (R.)
Sent: Tuesday, January 25, 2011 3:16 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Jose,

This is being sent per the vm message that I left for you today. I reviewed the warranty history for the vehicles below. None of them have rotor replacement listed. All of them list rear wheel studs broken. Please clarify. Thanks.

PRIVILEGED AND CONFIDENTIAL

Robin Tansil-Marshall

Team Leader
Executive Liaison/Correspondence
Consumer Affairs FCSD
Phone: 313-845-5761 Fax: 866-670-0349
rtansil@ford.com

From: Tansil-Marshall, Robin (R.)
Sent: Monday, January 24, 2011 5:26 PM
To: Chacon, Jose (A.)
Cc: Tansil-Marshall, Robin (R.)
Subject: RE: #2C026 - Brake System Repair - Fusion Team Request -

Jose,

Exactly what will you need from EL? Are we just making calls to the customer and advising of the information that you have documented. Please give me a call tomorrow to discuss further. Thanks.

Robin Tansil-Marshall

Team Leader

Executive Liaison/Correspondence

Consumer Affairs FCSD

Phone: 313-845-5761 Fax: 866-670-0349

rtansil@ford.com

From: Chacon, Jose (A.)
Sent: Monday, January 24, 2011 11:35 AM
To: Tansil-Marshall, Robin (R.)
Subject: #2C026 - Brake System Repair - Fusion Team Request -

Robin,

Good Morning. When your get an opportunity. Our program is reviewing a concern with Brake Rotor vibration. Currently, a concern was noted with the quality of the rotors. This quality concern was resolved with a new released part. Right now, working with the Fusion team, they identified some customers that had the rotors replaced with-in the past 6 months, and caused customer dissatisfaction. Our team would like to get these customers (below) back into the dealer. For a brake inspection, repair and replacement of the rear brake rotors again, at no cost or inconvenience to the customer.

Next Steps:

The team, is looking get these customers back into the dealer, (with rental coverage, if needed) to have their brake system inspected and to replace they brake rotors or subsequent components, with the latest and greatest parts. The team has arranged a team to send these parts to the dealer. We need your teams support to re-service these customers vehicle again, through their local dealer and CRC/CAC Customer handling group. In addition, we may required a local Field Service Engineer, to work with the Fusion Team.

VIN #	Customer Name
3MEHM0HAXAR [REDACTED]	MRS [REDACTED]
3FAHP0HA1AR [REDACTED]	[REDACTED]
3FAHP0HA9AR [REDACTED]	MS [REDACTED]
3FAHP0HA2AR [REDACTED]	[REDACTED]

If any concerns, with this request, I am the point of contact for this request. Any information and/or next steps are welcome.

Regards,

José Chacón

Product Concern Engineer

Fusion/Milan/Zephyr/MKZ

Ford Customer Service Division

(91-313)322-7062

From: Haag, Gavin (G.M.)
Sent: Friday, August 27, 2010 12:54 PM
To: Steele, Kimberly (K.A.); Farmer, Marty (M.F.); Bagley, Matt (M.R.); Allard, Chris (C.E.); Hamernik, Dave (D.); Shetty, Praveen (P.); Drobnich, Duane (D.L.)
Subject: FW: Rot 6979 Broken Stud Graph (HSAP)

Follow Up Flag: Follow up
Flag Status: Red

Attachments: Broken Stud 6979.xls; Picture (Metafile)

[Graph that was shown this morning on call-in.](#)

Gavin M. Haag

Technical Specialist - Power Tools & Fastening Systems

Ph: (313)805-5360

Fax: (313)594-6763

Backbone Upperbody - VO Final Assembly Engineering

Additional Power Tool Resources: Andrea Smith, Mike Shaheen and **Supervisor - Jim Nicholson**

From: Soto, Fernan (F.S.)
Sent: Friday, August 27, 2010 9:14 AM
To: Haag, Gavin (G.M.)
Cc: Ulloa, Fernando (F.F.)
Subject: Rot 6979 Broken Stud Graph (HSAP)

This is the last case of broken stud this happened today at 12:13 AM.

Regards



Broken Stud
6979.xls (104 KB)

Fernán Soto



HSAP-FSE

Cell: +52 662 148 0482

E-mail: fsoto4@ford.com

From: Soto, Fernan (F.S.)
Sent: Friday, August 27, 2010 9:14 AM
To: Haag, Gavin (G.M.)
Cc: Ulloa, Fernando (F.F.)
Subject: Rot 6979 Broken Stud Graph (HSAP)

Follow Up Flag: Follow up
Flag Status: Red

Attachments: Broken Stud 6979.xls; Picture (Metafile)

This is the last case of broken stud this happened today at 12:13 AM.

Regards



Broken Stud
6979.xls (104 KB)

Fernán Soto



HSAP-FSE

Cell: +52 662 148 0482

E-mail: fsoto4@ford.com