

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

From: Dunning, Jocelyn (J.L.)
Sent: Wednesday, September 19, 2012 2:33 PM
To: Meier, Kenneth (K.W.)
Subject: CHP Steering Column Issues

Sensitivity: Confidential

Ken,
In case you are keeping track of the CVPI steering column issues, CHP has another to report.

VIN: 2FAHP71W97X [REDACTED]
Miles: 108,817

Thanks.

Jocelyn Dunning
Ford Fleet Zone Manager
Northern CA, OR, WA, West NV
cell 916-893-4579
fax 866-279-3188

From: Dunning, Jocelyn (J.L.)
Sent: Thursday, September 20, 2012 5:56 PM
To: Meier, Kenneth (K.W.)
Subject: CHP Steering Column

Sensitivity: Confidential

Ken,
As CHP provides me with steering column issues, I'm sending to you to report.

2FAHP71V69X [REDACTED]
131,738 miles

Jocelyn Dunning
Ford Fleet Zone Manager
Northern CA, OR, WA, West NV
cell 916-893-4579
fax 866-279-3188

From: Joseph C Consoli (State Police) <joseph.consoli@maryland.gov>
Sent: Thursday, September 20, 2012 9:55 AM
To: Larry.Long@dot.gov; Murphy, Katrina (K.M.)
Subject: Crown Victoria Steering

Larry and Katrina

As an update, the Maryland State Police have had 6 instances of this steering issue since 2010. The model years are 2006-2007 and have so far only been observed in the far western region of the State. In each instance, the mechanics found the issue prior to failure. The last instance occurred 2 weeks ago.

If you need additional information, feel free to contact me.

Joe

From: Taylor, Alma (A.)
Sent: Tuesday, September 11, 2012 3:10 PM
To: Murphy, Katrina (K.M.)
Subject: RE: Dealer/Fleet Request for OGC Review

Thanks

Alma Taylor

Claims Analyst
Legal Analyst- Office of the General Counsel-
Product Claims

Phone: 313 317-1862
Fax: 888 683-9898

PRIVILEGED AND CONFIDENTIAL

This email contains privileged and confidential communications.

If you received it in error, please delete it immediately and notify the sender.

From: Murphy, Katrina (K.M.)
Sent: Tuesday, September 11, 2012 3:08 PM
To: Ordcalp, F (F.); Taylor, Alma (A.)
Subject: RE: Dealer/Fleet Request for OGC Review

Alma,

Per my discussion with Michelle, below is the contact information for Montgomery County.

Bill Griffiths

Division Chief
Division of Fleet Management Services
Department of General Services
Montgomery County, MD
Office: 240-777-5738
Mobile: 301-500-9102
Email: william.griffiths@montgomerycountymd.gov

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: Hull, Michelle (M.K.) **On Behalf Of** Ordcalp, F (F.)
Sent: Tuesday, September 11, 2012 1:17 PM
To: Taylor, Alma (A.)
Cc: Murphy, Katrina (K.M.)
Subject: FW: Dealer/Fleet Request for OGC Review

PRIVILEGED & CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender.

This has been assigned to Alma.

*****Note to Dealer*****

*****DO NOT PUT THE VEHICLE IN STORAGE OR PROVIDE LOANERS WITHOUT THE APPROVAL OF THE OFFICE OF THE GENERAL COUNSEL*****

*****NOTE: SEND AUTHORIZATION REQUEST TO FORDCALP@FORD.COM*****

*****ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CUSTOMER WILL BE NOTIFIED OF OUR DECISION*****

*****EVALUATIONS MAY TAKE UP TO 90 DAYS *****

From: dcpform@ford.com [<mailto:dcpform@ford.com>]
Sent: Friday, September 07, 2012 3:34 PM
To: Ordcalp, F (F.); Taylor, Alma (A.)
Cc: Murphy, Katrina (K.M.)
Subject: Dealer/Fleet Request for OGC Review

Dealer/Fleet Request for OGC Review

Email Subject: Dealer/Fleet Request for OGC Review

DEALER INFORMATION:

Dealership Fleet Name: [REDACTED]

Requesting Dealer Fleet: [REDACTED]

PA Code: NA

Contact Person: [REDACTED]

Title: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Region: Washington

Address: [REDACTED]

City: Chantilly
State: Virginia
Zip Code: 20151

CUSTOMER VEHICLE INFORMATION:

WSD: May 8, 2006
Vehicle Year: 2006
Vehicle Model: Crown Victoria
Vehicle VIN: 2FAFP71W26X [REDACTED]

Mileage: 76672
customer Fleet Name: [REDACTED]
Street Address: [REDACTED]

City : Rockville
State : Maryland
Zip Code : [REDACTED]

Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: [REDACTED]

DETAILS OF INCIDENT:

Accident
Date of Incident: 2012-09-05
County incident occurred: [REDACTED]

Is customer alleging a component defect CAUSED the incident? YES
Details: Exact words from customer: the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle. Talking with my maintenance shop I was informed we had a similar incident on stock 060540 I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix. I am concerned we have a major issue and I need a response from Ford ASAP on this issue

Was a police report filed? YES
Details : This is a police vehicle for [REDACTED].
Has the insurance company been contacted? NO

Insurance company advised:
Insurance company contact information:
Coach builder:

City :
State :
Zip Code :
Vehicle Location: With customer - [REDACTED]

Attorney information:
CVO Contact: [REDACTED]

Resolution Customer is seeking: Customer states considering downing entire fleet of crown vics and questioning if this should be a recall. Customer wants on-site inspection and explanation on why the steering column came apart.
Comments: Customer has a second unit that they allege has the same issue but was not in an accident.

From: william.hager@okc.gov
Sent: Thursday, September 20, 2012 1:32 PM
To: Keady, Christopher (C.M.)
Cc: earl.newton@okc.gov; robbie.mclaughlin@OKC.GOV; james.roys@okc.gov
Subject: FW: 2005-2008- Crown Victoria Steering Issue
Attachments: Crown Vic Steering Column Failure.pdf

Robbie, James,

Please see the attached picture.

Thanks Mr. Keady.

From: Keady, Christopher (C.M.) [<mailto:ckeady@ford.com>]
Sent: Thursday, September 20, 2012 12:28 PM
To: [REDACTED]
Cc: Newton, Earl D; Keady, Christopher (C.M.)
Subject: RE: 2005-2008- Crown Victoria Steering Issue

Please see picture attached.

From: [REDACTED]
Sent: Thursday, September 20, 2012 1:12 PM
To: [REDACTED]
Subject: RE: 2005-2008- Crown Victoria Steering Issue

I mis-spoke on one issue. Inspect the car , looking for the green sleeve from inside the car, looking up from the bottom of the driver's side floor.

From: [REDACTED]
Sent: Thursday, September 20, 2012 12:25 PM
To: [REDACTED]
Subject: 2005-2008- Crown Victoria Steering Issue

Earl,

Please pass along to interested parties in the Police Department.

I just got off the phone with Mr. Keady representing Ford Motor Co.

Mr. Keady gave me background about this issue and expressed the concern about the issue.

Mr. Keady related to me, that the "sleeve" for the bearing, actually has four (4) tabs that hold it in place.

Robbie, James, you may already know this.

He also said that the sleeve was green in color and could be seen from beneath the car.

Unless I misunderstood what we discussed in our meeting yesterday, I was under the impression that the effected part was under the dash and was blue in the picture.

Robbie, James, can either of you clarify this?

If we discover a failure, Mr. Keady expressed that Ford would be very interested in obtaining the failed part(s).

I described the measures that OKC Fleet Services is going to perform as well as the documented manner in which we're going to review the effected units.

Mr. Keady was pleased with what we were going to do.

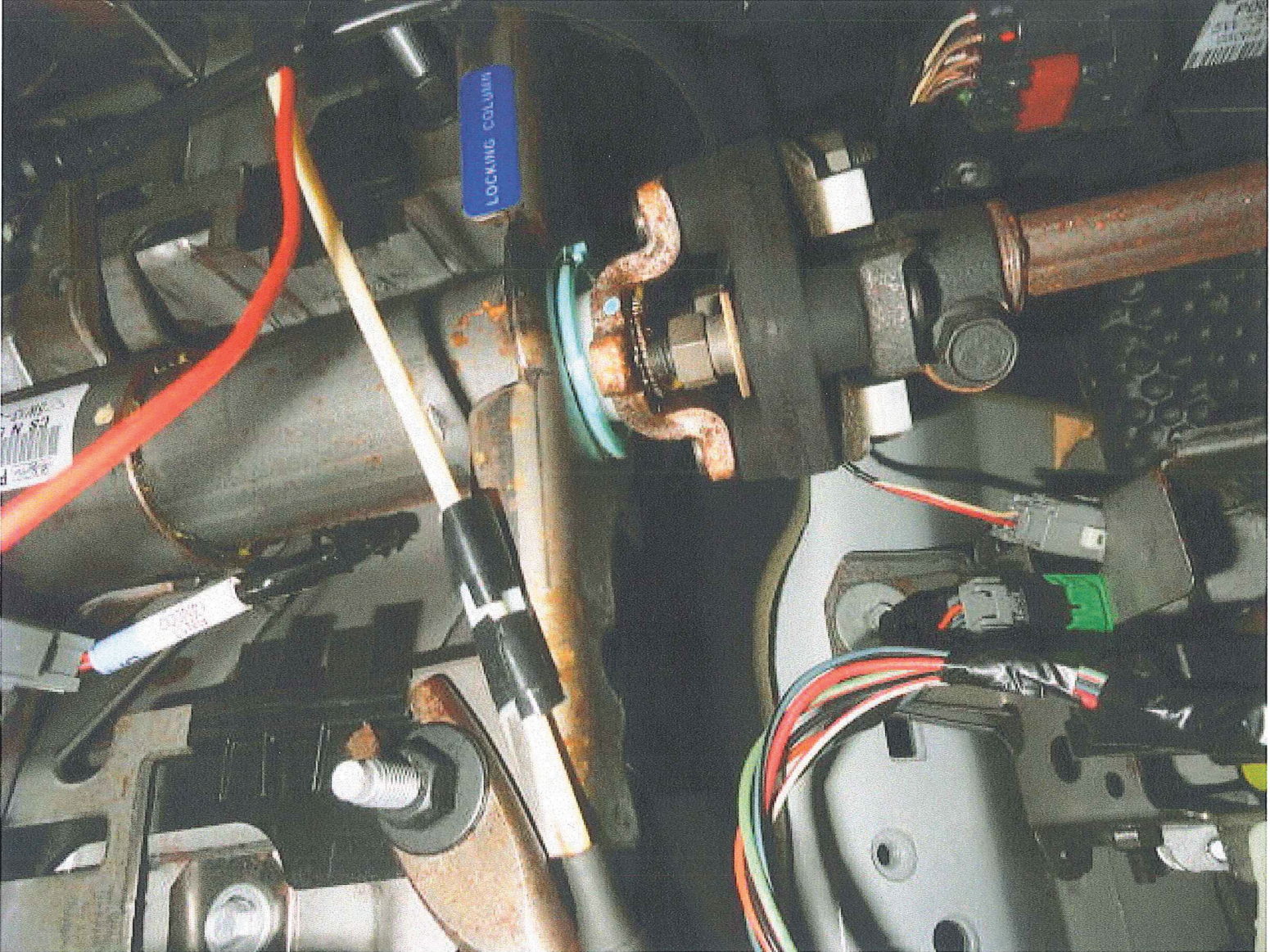
Mr. Keady asked to be kept informed and I confirmed that I/we would do so.

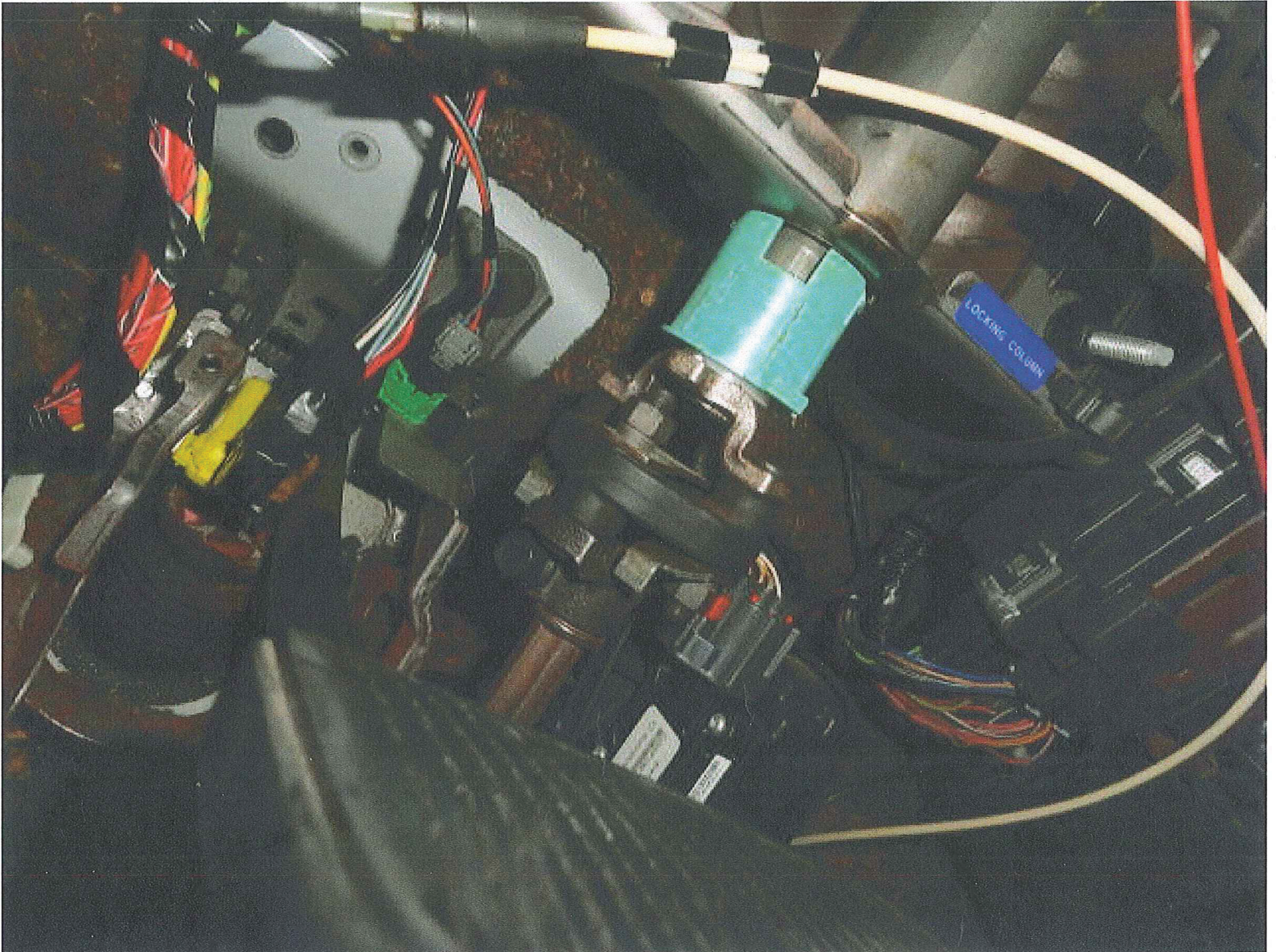
Thanks

[REDACTED]

CONFIDENTIALITY NOTE: This e-mail message and any attachments are intended solely for the person to which it is addressed and may contain privileged and confidential information protected by law. If you have received this communication in error, please notify the sender immediately by telephone or e-mail, destroy this message and delete any copies held in your electronic files. Unauthorized use and/or re-disclosure may subject you to penalties under applicable state and federal laws.

CONFIDENTIALITY NOTE: This e-mail message and any attachments are intended solely for the person to which it is addressed and may contain privileged and confidential information protected by law. If you have received this communication in error, please notify the sender immediately by telephone or e-mail, destroy this message and delete any copies held in your electronic files. Unauthorized use and/or re-disclosure may subject you to penalties under applicable state and federal laws.





From: [REDACTED]
Sent: Thursday, September 13, 2012 1:10 PM
To: [REDACTED]
Subject: Fw: County Police Cruisers Being Pulled Off Street

Not sure if you saw this....in a budget truck mtg most of the day.
Do you need me to do anything further? I know you will be at the inspection tomorrow.

From: [REDACTED]
Sent: Wednesday, September 12, 2012 05:42 PM
To: [REDACTED]
Subject: Fw: County Police Cruisers Being Pulled Off Street

Chris Keady
Sent from blackberry

From: [REDACTED]
Sent: Wednesday, September 12, 2012 05:35 PM
To: [REDACTED]
Subject: FW: County Police Cruisers Being Pulled Off Street

FYI,

Tony

From: [REDACTED]
Sent: Wednesday, September 12, 2012 1:02 PM
To: [REDACTED]
Subject: RE: County Police Cruisers Being Pulled Off Street

Randy,

The part numbers affected in this steering issue, are 5W1Z-3B676-AA & AB upper and lower shafts for the column.

If you have somebody check the parts at Fords parts order system, these 2 parts are now on backorder

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

This email message is for the sole use of the intended recipient(s) and may contain privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: [REDACTED]
Sent: Wednesday, September 12, 2012 7:49 AM
To: [REDACTED]
Subject: RE: County Police Cruisers Being Pulled Off Street

Here what I have found out so far--

The inspection/repair being performed by Montgomery County is in the steering column, IE the lower swivel are frozen- (due to salt,rust) causing the upper column to separate, resulting in a loss of steering.

There are issues noted and should be repaired- prior to this condition occurring- tightness/stiffness on turns or vibration on turns in the steering, due to the binding joint.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

This email message is for the sole use of the intended recipient(s) and may contain privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: Freiburger, Randy (R.M.) [mailto:rfreibur@ford.com]
Sent: Wednesday, September 12, 2012 7:46 AM
To: [REDACTED]
Subject: RE: County Police Cruisers Being Pulled Off Street

Just hearing about it.
I have not heard of anything like this before.

Best Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] [REDACTED]

Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Wednesday, September 12, 2012 4:03 AM
To: [REDACTED]
Subject: Fw: County Police Cruisers Being Pulled Off Street

[REDACTED]
Are you aware of this steering issue by [REDACTED] Police in Maryland ?

From: [REDACTED]
Sent: Tuesday, September 11, 2012 06:25 PM
To: [REDACTED]
Subject: County Police Cruisers Being Pulled Off Street

ALCON

Gary Nurenborg from channel 9 called inquiring as to if we were aware of the problem [REDACTED] Police were having with their Crown Vics, and if we are doing anything about our Crown Vics in the fleet.

His story airs at 11:00 pm tonight.

Thanks,

<http://chevy Chase.patch.com/articles/cruisers-are-being-pulled-off-the-street>

County Police Cruisers Being Pulled Off Street

Steering failure on two Crown Victorias prompts [REDACTED] police's most massive maintenance operation.

- By [Sebastian Montes](#)
- [Email the author](#)
- 3:18 pm

Nearly a third of [REDACTED] police cruisers are being pulled off the road in an unprecedented inspect-and-repair operation that has caught the attention of national safety inspectors.

Starting Tuesday morning, all 324 of the county's Crown Victorias are being inspected at the department's maintenance shop in Seven Locks after the steering failed on two of the Ford vehicles.

Cruiser recalls are not uncommon, said [REDACTED], but they typically involve non-safety issues that are handled via the dealership. Never in [REDACTED] 16 years on the force has the department had to launch its own 24-7 operation to inspect and repair so many cars.

"This is uncharted territory. The total loss of steering was such a critical issue that we had to bring the fleet down," [REDACTED] said. "The majority of officer deaths are related to vehicle accidents, so we take any kind of vehicle failure very seriously."

The problem traces back to July, when an officer who was about to respond to a call had the steering on his Crown Vic "completely fail," [REDACTED] said. When the same thing happened to another Crown Vic a few weeks ago, MCPD launched a probe.

Officials with the National Highway Traffic Safety Administration came to [REDACTED] on Friday, and [REDACTED] [REDACTED] made the unprecedented call late yesterday afternoon.

As of 10 a.m. Tuesday, 124 Crown Vics have been inspected, 30 of which were flagged for repair. Of those 30, two were "on the verge of failure," [REDACTED] said.

"We're very lucky we've avoided a wreck, an injury or anything worse," he said.

With the NHTSA investigation pending, [REDACTED] did not want to detail the nature of the malfunction beyond saying that it appears to be caused by one specific part in the steering column that, when it fails, forces the wheels to switch into a default straight position.

NHTSA did not immediately return a call for comment. The agency oversaw a 36,000-cruiser recall of Chevy Impalas last month, [The New York Times reported](#).

For now, [REDACTED] is taking on the cost of replacement parts and man hours—but NHTSA’s findings could shift the burden to Ford.

“We’re expending a great deal of energy and money on this. We’re running a 24-7 operation right now to get these vehicles inspected and repaired,” [REDACTED] said.

Officers whose cruisers need repairs are riding along with other officers or are borrowing spare cruisers from their district station.

The inspections should wrap up by Thursday and the fleet of Crown Vics should be back to full force by Saturday, [REDACTED] said.

Dodge Chargers and Chevy Impalas make up most of the other two-thirds of [REDACTED]’s cruiser fleet. The department has begun phasing in the new Chevy Caprice and the new Ford Interceptor. The Interceptor will eventually replace the Crown Vics, Francke said.

[http://www.wtop.com/52/3032265/\[REDACTED\]police-have-cruisers-inspected-after-steering-failure](http://www.wtop.com/52/3032265/[REDACTED]police-have-cruisers-inspected-after-steering-failure)

[REDACTED] police have cruisers inspected after steering failure

Tuesday - 9/11/2012, 5:38pm ET

WASHINGTON - [REDACTED] police are pulling almost a third of their police cruisers off the road after the steering failed on two of their Ford Crown Victorias.

[REDACTED] reports that all 324 of the car models are being inspected at the police department's maintenance shop, located in Seven Locks.

Though cruiser recalls are not uncommom, an inspection and repair operation of this magnitude is unprecedented. It has also caused national safety inspectors to sit up and take notice, Patch reports. Follow WTOP on Twitter.

(Copyright 2012 by WTOP. All Rights Reserved.)

[REDACTED]
[REDACTED]
[REDACTED]

Please follow us on Twitter.com [REDACTED]

Plan TODAY for what’s on the way. September is National Emergency Preparedness Month. To learn how to prepare & to sign up for critical emergency alerts, go to www.72hours.dc.gov.

From: [REDACTED]
Sent: Wednesday, September 12, 2012 1:06 PM
To: [REDACTED]
[REDACTED]
Subject: FW: County Police Cruisers Being Pulled Off Street

Fyi

[REDACTED]
[REDACTED] is a member of our Police Advisory Board.

Best Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] [REDACTED]
Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Wednesday, September 12, 2012 1:02 PM
To: [REDACTED]
Subject: RE: County Police Cruisers Being Pulled Off Street

[REDACTED]
The part numbers affected in this steering issue, are 5W1Z-3B676-AA & AB upper and lower shafts for the column.
If you have somebody check the parts at Fords parts order system, these 2 parts are now on backorder

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

This email message is for the sole use of the intended recipient(s) and may contain privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: [REDACTED]
Sent: Wednesday, September 12, 2012 7:49 AM
To: [REDACTED]
Subject: RE: County Police Cruisers Being Pulled Off Street

Here what I have found out so far--
The inspection/repair being performed by [REDACTED] is in the steering column, IE the lower swivel are frozen- (due to salt,rust) causing the upper column to separate, resulting in a loss of steering.

There are issues noted and should be repaired- prior to this condition occurring- tightness/stiffness on turns or vibration on turns in the steering, due to the binding joint.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

This email message is for the sole use of the intended recipient(s) and may contain privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: [REDACTED]
Sent: Wednesday, September 12, 2012 7:46 AM
To: [REDACTED]
Subject: RE: County Police Cruisers Being Pulled Off Street

Just hearing about it.
I have not heard of anything like this before.

Best Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] [REDACTED]

Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Wednesday, September 12, 2012 4:03 AM
To: [REDACTED]
Subject: Fw: County Police Cruisers Being Pulled Off Street

[REDACTED]
Are you aware of this steering issue by Montgomery County Police in Maryland ?

From: [REDACTED]
Sent: Tuesday, September 11, 2012 06:25 PM
To: [REDACTED]
Subject: County Police Cruisers Being Pulled Off Street

ALCON

Gary Nurenburg from channel 9 called inquiring as to if we were aware of the problem [REDACTED] Police were having with their Crown Vics, and if we are doing anything about our Crown Vics in the fleet.

His story airs at 11:00 pm tonight.

Thanks,

<http://chevy Chase.patch.com/articles/cruisers-are-being-pulled-off-the-street>

County Police Cruisers Being Pulled Off Street

Steering failure on two Crown Victorias prompts ██████████ police's most massive maintenance operation.

- By [Sebastian Montes](#)
- [Email the author](#)
- 3:18 pm

Nearly a third of ██████████ police cruisers are being pulled off the road in an unprecedented inspect-and-repair operation that has caught the attention of national safety inspectors.

Starting Tuesday morning, all 324 of the county's Crown Victorias are being inspected at the department's maintenance shop in Seven Locks after the steering failed on two of the Ford vehicles.

Cruiser recalls are not uncommon, said ██████████, but they typically involve non-safety issues that are handled via the dealership. Never in ██████████ 16 years on the force has the department had to launch its own 24-7 operation to inspect and repair so many cars.

"This is uncharted territory. The total loss of steering was such a critical issue that we had to bring the fleet down," ██████████ said. "The majority of officer deaths are related to vehicle accidents, so we take any kind of vehicle failure very seriously."

The problem traces back to July, when an officer who was about to respond to a call had the steering on his Crown Vic "completely fail," ██████████ said. When the same thing happened to another Crown Vic a few weeks ago, ██████████ launched a probe.

Officials with the National Highway Traffic Safety Administration came to ██████████ on Friday, and ██████████ ██████████ made the unprecedented call late yesterday afternoon.

As of 10 a.m. Tuesday, 124 Crown Vics have been inspected, 30 of which were flagged for repair. Of those 30, two were "on the verge of failure," ██████████ said.

"We're very lucky we've avoided a wreck, an injury or anything worse," he said.

With the NHTSA investigation pending, ██████████ did not want to detail the nature of the malfunction beyond saying that it appears to be caused by one specific part in the steering column that, when it fails, forces the wheels to switch into a default straight position.

NHTSA did not immediately return a call for comment. The agency oversaw a 36,000-cruiser recall of Chevy Impalas last month, [The New York Times reported](#).

For now, ██████████ is taking on the cost of replacement parts and man hours—but NHTSA's findings could shift the burden to Ford.

"We're expending a great deal of energy and money on this. We're running a 24-7 operation right now to get these vehicles inspected and repaired," ██████████ said.

Officers whose cruisers need repairs are riding along with other officers or are borrowing spare cruisers from their district station.

The inspections should wrap up by Thursday and the fleet of Crown Vics should be back to full force by Saturday, [REDACTED] said.

Dodge Chargers and Chevy Impalas make up most of the other two-thirds of [REDACTED] cruiser fleet. The department has begun phasing in the new Chevy Caprice and the new Ford Interceptor. The Interceptor will eventually replace the Crown Vics, Francke said.

[http://www.wtop.com/52/3032265/\[REDACTED\]-police-have-cruisers-inspected-after-steering-failure](http://www.wtop.com/52/3032265/[REDACTED]-police-have-cruisers-inspected-after-steering-failure)

[REDACTED] police have cruisers inspected after steering failure

Tuesday - 9/11/2012, 5:38pm ET

WASHINGTON - [REDACTED] police are pulling almost a third of their police cruisers off the road after the steering failed on two of their Ford Crown Victorias.

[REDACTED] reports that all 324 of the car models are being inspected at the police department's maintenance shop, located in Seven Locks.

Though cruiser recalls are not uncommon, an inspection and repair operation of this magnitude is unprecedented. It has also caused national safety inspectors to sit up and take notice, Patch reports.
Follow WTOP on Twitter.

(Copyright 2012 by WTOP. All Rights Reserved.)

[REDACTED]
[REDACTED]
[REDACTED]

Please follow us on Twitter.com [REDACTED]

Plan TODAY for what's on the way. September is National Emergency Preparedness Month. To learn how to prepare & to sign up for critical emergency alerts, go to www.72hours.dc.gov.

From: [REDACTED]
Sent: Wednesday, September 12, 2012 9:36 AM
To: [REDACTED]
[REDACTED]
Subject: FW: County Police Cruisers Being Pulled Off Street
Attachments: CV steering column 008.jpg; CV steering column 006.jpg; CV steering column 007.jpg; CV steering column 003.jpg; CV steering column 011.jpg

Todd –

This is an e-mail sent by Greg Hester, a member of our Ford Police Advisory Board. As you can see, it has photos and a description of their concern with the units in the [REDACTED] fleet.

I will advise when [REDACTED] has the return parts.

Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 12, 2012 7:51 AM
To: [REDACTED]
Subject: FW: County Police Cruisers Being Pulled Off Street

Fyi
Greg Hester is a member of our Police Advisory Board.

Best Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Wednesday, September 12, 2012 7:49 AM
To: [REDACTED]
Subject: RE: County Police Cruisers Being Pulled Off Street

Here what I have found out so far--

The inspection/repair being performed by [REDACTED] is in the steering column, IE the lower swivel are frozen- (due to salt,rust) causing the upper column to separate, resulting in a loss of steering.

There are issues noted and should be repaired- prior to this condition occurring- tightness/stiffness on turns or vibration on turns in the steering, due to the binding joint.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

This email message is for the sole use of the intended recipient(s) and may contain privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: [REDACTED]
Sent: Wednesday, September 12, 2012 7:46 AM
To: [REDACTED]
Subject: RE: County Police Cruisers Being Pulled Off Street

Just hearing about it.
I have not heard of anything like this before.

Best Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Wednesday, September 12, 2012 4:03 AM
To: [REDACTED]
Subject: Fw: County Police Cruisers Being Pulled Off Street

[REDACTED]
Are you aware of this steering issue by [REDACTED] Police in Maryland ?

From: [REDACTED]
Sent: Tuesday, September 11, 2012 06:25 PM
To: [REDACTED]
Subject: County Police Cruisers Being Pulled Off Street

ALCON

Gary Nurenburg from channel 9 called inquiring as to if we were aware of the problem [REDACTED] Police were having with their Crown Vics, and if we are doing anything about our Crown Vics in the fleet.

His story airs at 11:00 pm tonight.

Thanks,

<http://chevy Chase.patch.com/articles/cruisers-are-being-pulled-off-the-street>

County Police Cruisers Being Pulled Off Street

Steering failure on two Crown Victorias prompts ██████████ police's most massive maintenance operation.

- By [Sebastian Montes](#)
- [Email the author](#)
- 3:18 pm

Nearly a third of ██████████ police cruisers are being pulled off the road in an unprecedented inspect-and-repair operation that has caught the attention of national safety inspectors.

Starting Tuesday morning, all 324 of the county's Crown Victorias are being inspected at the department's maintenance shop in Seven Locks after the steering failed on two of the Ford vehicles.

Cruiser recalls are not uncommon, said ██████████, but they typically involve non-safety issues that are handled via the dealership. Never in ██████████ 16 years on the force has the department had to launch its own 24-7 operation to inspect and repair so many cars.

"This is uncharted territory. The total loss of steering was such a critical issue that we had to bring the fleet down," ██████████ said. "The majority of officer deaths are related to vehicle accidents, so we take any kind of vehicle failure very seriously."

The problem traces back to July, when an officer who was about to respond to a call had the steering on his Crown Vic "completely fail," ██████████ said. When the same thing happened to another Crown Vic a few weeks ago, ██████████ launched a probe.

Officials with the National Highway Traffic Safety Administration came to ██████████ on Friday, and ██████████ ██████████ made the unprecedented call late yesterday afternoon.

As of 10 a.m. Tuesday, 124 Crown Vics have been inspected, 30 of which were flagged for repair. Of those 30, two were "on the verge of failure," ██████████ said.

"We're very lucky we've avoided a wreck, an injury or anything worse," he said.

With the NHTSA investigation pending, ██████████ did not want to detail the nature of the malfunction beyond saying that it appears to be caused by one specific part in the steering column that, when it fails, forces the wheels to switch into a default straight position.

NHTSA did not immediately return a call for comment. The agency oversaw a 36,000-cruiser recall of Chevy Impalas last month, [The New York Times reported](#).

For now, ██████████ is taking on the cost of replacement parts and man hours—but NHTSA's findings could shift the burden to Ford.

“We’re expending a great deal of energy and money on this. We’re running a 24-7 operation right now to get these vehicles inspected and repaired,” [REDACTED] said.

Officers whose cruisers need repairs are riding along with other officers or are borrowing spare cruisers from their district station.

The inspections should wrap up by Thursday and the fleet of Crown Vics should be back to full force by Saturday, [REDACTED] said.

Dodge Chargers and Chevy Impalas make up most of the other two-thirds of [REDACTED] cruiser fleet. The department has begun phasing in the new Chevy Caprice and the new Ford Interceptor. The Interceptor will eventually replace the Crown Vics, [REDACTED] said.

[http://www.wtop.com/52/3032265/\[REDACTED\]-police-have-cruisers-inspected-after-steering-failure](http://www.wtop.com/52/3032265/[REDACTED]-police-have-cruisers-inspected-after-steering-failure)

[REDACTED] police have cruisers inspected after steering failure

Tuesday - 9/11/2012, 5:38pm ET

WASHINGTON - [REDACTED] police are pulling almost a third of their police cruisers off the road after the steering failed on two of their Ford Crown Victorias.

[REDACTED] reports that all 324 of the car models are being inspected at the police department's maintenance shop, located in Seven Locks.

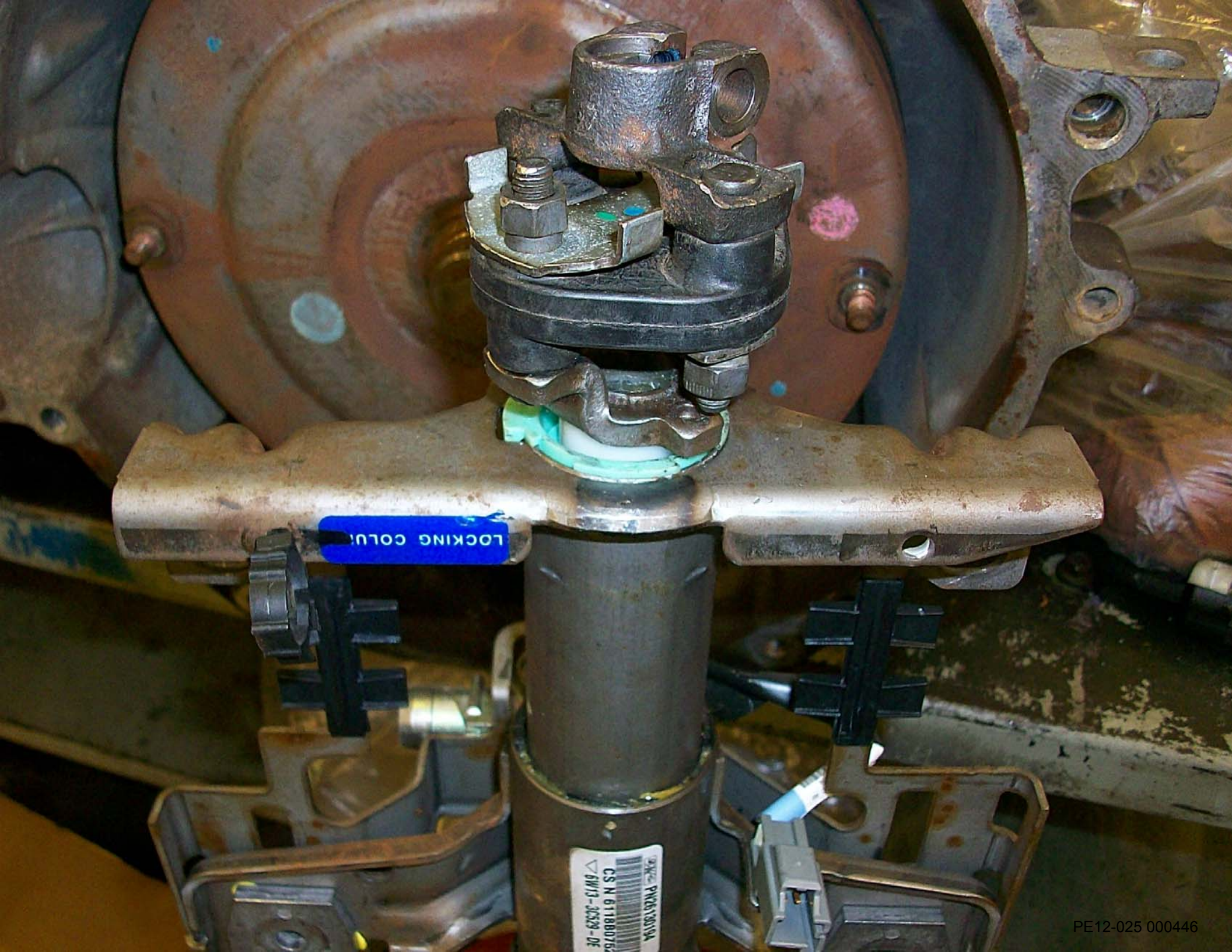
Though cruiser recalls are not uncommon, an inspection and repair operation of this magnitude is unprecedented. It has also caused national safety inspectors to sit up and take notice, Patch reports. Follow WTOP on Twitter.

(Copyright 2012 by WTOP. All Rights Reserved.)

[REDACTED]
[REDACTED]
[REDACTED]

Please follow us on Twitter.com [REDACTED]

Plan TODAY for what’s on the way. September is National Emergency Preparedness Month. To learn how to prepare & to sign up for critical emergency alerts, go to www.72hours.dc.gov.



LOCKING COLUMN

CS N 611800765
6W13-3C529-DE

Vehicle Check-In Sheet/Walk Around

Vehicle Exterior Inspection



Right Side

Scratch



Left Side



Rear

Scratch



Front

PT TAG MISSING

In car: Yes No
 In Expiration Date: 10/11/2013
 Due Date: 11/4/2013

Hubcap Count: 4
 Mileage Due:
 Tag Expiration Date:
 Unit No: 015 414
 Date: 03-30-2013

SAFETY CHECKS

	OK	Adjusted	Other
Body Damage			OK
Lights			
Oil Level			
Coolant level			
Washer Fluid			
Tires			
Pressure			
Depth			
Matching			
Spare Tire			
Fire Aid Kit			
Booster Cables			
Fire Extinguisher			

Left PT Headlight out with Emer. Light OK
 Steering Hard

Left Door
 Done





TOTAL COST: 118.96		
1	59.480	59.48
1	59.480	59.48
TOTAL COST: 118.96		



CERAMIC

NAO friction matched to OE and Premium shims dampen noise, provide a smooth, quiet ride.

Professional Grade Ceramic material matches or improves on the OE ceramic formulation to provide maximum stopping power and safety. Achieves strong and silent braking with low dusting, improved pedal feel and enhanced responsiveness.

- And Durable
- Vehicle Specific, Low Copper Friction
- Application Specific Shims And Chatter Shims
- Factory Dated For Effective Braking "Right Out Of The Box"

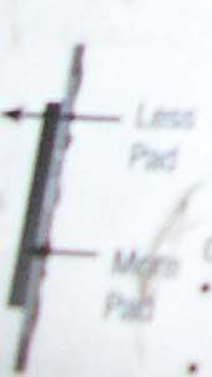


Loose Hardware/Electronic Sensors Included

- *Wash Application
- **By All State environmental regulations

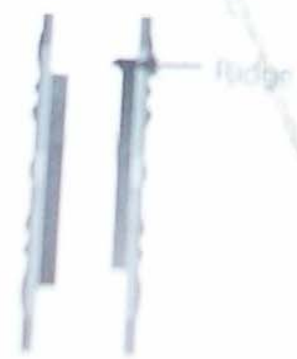


SIGNS OF IMPROPER WEAR



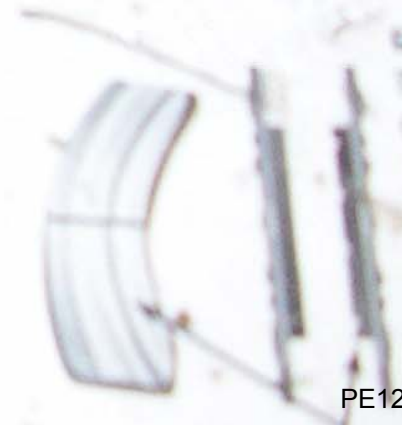
Uneven Wear
One side of the pad set has significantly less undisturbed friction material than the other.

- Often caused by:
- Worn rubber caliper bushings
 - Worn caliper slide rails
 - Caliper piston sticking



Overhang Wear
Ridges on the top or bottom edges of the pads.

- Often caused by:
- Misplacement of pads in caliper housing
 - Worn hardware components
 - Worn caliper slide rails
 - Improper lubrication



Crossed Wear
Symmetrical grooves in the friction material.

- Often caused by:
- Failure to properly lubricate
 - Excessive heat
 - Excessive force

WORK ORDER/INDEPENDENT ISSUE DOCUMENT NUMBER

WO/IND DOC #:	83145	MST	22947666
83145	358832	MST	22947665

QUANTITY ISSUED:	2				
left lower control arm	09/11/2012	NO18KCL3100BN	30		59-480
lower control arm right side	09/11/2012	NO18KCL3100BN	30		59-480
QUANTITY ISSUED:	2				TOTAL COST:



Professional Grade Semi-Metallic and NAO friction materials engineered to restore factory performance. Premium shims while OE-or-better slots and chamfers provide a smooth, quiet ride.

IZOD



From: [REDACTED]
Sent: Wednesday, September 12, 2012 10:04 AM
To: [REDACTED]
Subject: FW: County Police Cruisers Being Pulled Off Street
Attachments: CV steering column 008.jpg; CV steering column 006.jpg; CV steering column 007.jpg; CV steering column 003.jpg; CV steering column 011.jpg

Additional info

ksc

From: [REDACTED]
Sent: Wednesday, September 12, 2012 7:51 AM
To: [REDACTED]
Subject: FW: County Police Cruisers Being Pulled Off Street

Fyi

[REDACTED] is a member of our Police Advisory Board.

Best Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] [REDACTED]

Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Wednesday, September 12, 2012 7:49 AM
To: [REDACTED]
Subject: RE: County Police Cruisers Being Pulled Off Street

Here what I have found out so far--

The inspection/repair being performed by [REDACTED] is in the steering column, IE the lower swivel are frozen- (due to salt,rust) causing the upper column to separate, resulting in a loss of steering.

There are issues noted and should be repaired- prior to this condition occurring- tightness/stiffness on turns or vibration on turns in the steering, due to the binding joint.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

This email message is for the sole use of the intended recipient(s) and may contain privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: [REDACTED]
Sent: Wednesday, September 12, 2012 7:46 AM
To: [REDACTED]
Subject: RE: County Police Cruisers Being Pulled Off Street

Just hearing about it.
I have not heard of anything like this before.

Best Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Wednesday, September 12, 2012 4:03 AM
To: [REDACTED]
Subject: Fw: County Police Cruisers Being Pulled Off Street

[REDACTED]
Are you aware of this steering issue by [REDACTED] Police in Maryland ?

From: [REDACTED]
Sent: Tuesday, September 11, 2012 06:25 PM
To: [REDACTED]
Subject: County Police Cruisers Being Pulled Off Street

ALCON

Gary Nurenburg from channel 9 called inquiring as to if we were aware of the problem Montgomery County Police were having with their Crown Vics, and if we are doing anything about our Crown Vics in the fleet.

His story airs at 11:00 pm tonight.

Thanks,

[http://\[REDACTED\].com/articles/cruisers-are-being-pulled-off-the-street](http://[REDACTED].com/articles/cruisers-are-being-pulled-off-the-street)

County Police Cruisers Being Pulled Off Street

Steering failure on two Crown Victorias prompts [REDACTED] police's most massive maintenance operation.

- By [Sebastian Montes](#)

- [Email the author](#)

- 3:18 pm

Nearly a third of ██████████ police cruisers are being pulled off the road in an unprecedented inspect-and-repair operation that has caught the attention of national safety inspectors.

Starting Tuesday morning, all 324 of the county's Crown Victorias are being inspected at the department's maintenance shop in Seven Locks after the steering failed on two of the Ford vehicles.

Cruiser recalls are not uncommon, said ██████████, but they typically involve non-safety issues that are handled via the dealership. Never in ██████████ 16 years on the force has the department had to launch its own 24-7 operation to inspect and repair so many cars.

"This is uncharted territory. The total loss of steering was such a critical issue that we had to bring the fleet down," ██████████ said. "The majority of officer deaths are related to vehicle accidents, so we take any kind of vehicle failure very seriously."

The problem traces back to July, when an officer who was about to respond to a call had the steering on his Crown Vic "completely fail," ██████████ said. When the same thing happened to another Crown Vic a few weeks ago, ██████████ launched a probe.

Officials with the National Highway Traffic Safety Administration came to Montgomery County on Friday, and ██████████ ██████████ made the unprecedented call late yesterday afternoon.

As of 10 a.m. Tuesday, 124 Crown Vics have been inspected, 30 of which were flagged for repair. Of those 30, two were "on the verge of failure," ██████████ said.

"We're very lucky we've avoided a wreck, an injury or anything worse," he said.

With the NHTSA investigation pending, ██████████ did not want to detail the nature of the malfunction beyond saying that it appears to be caused by one specific part in the steering column that, when it fails, forces the wheels to switch into a default straight position.

NHTSA did not immediately return a call for comment. The agency oversaw a 36,000-cruiser recall of Chevy Impalas last month, [The New York Times reported](#).

For now, ██████████ is taking on the cost of replacement parts and man hours—but NHTSA's findings could shift the burden to Ford.

"We're expending a great deal of energy and money on this. We're running a 24-7 operation right now to get these vehicles inspected and repaired," ██████████ said.

Officers whose cruisers need repairs are riding along with other officers or are borrowing spare cruisers from their district station.

The inspections should wrap up by Thursday and the fleet of Crown Vics should be back to full force by Saturday, ██████████ said.

Dodge Chargers and Chevy Impalas make up most of the other two-thirds of [REDACTED] cruiser fleet. The department has begun phasing in the new Chevy Caprice and the new Ford Interceptor. The Interceptor will eventually replace the Crown Vics, Francke said.

[http://www.wtop.com/52/3032265/\[REDACTED\]-police-have-cruisers-inspected-after-steering-failure](http://www.wtop.com/52/3032265/[REDACTED]-police-have-cruisers-inspected-after-steering-failure)

[REDACTED] police have cruisers inspected after steering failure

Tuesday - 9/11/2012, 5:38pm ET

WASHINGTON - [REDACTED] police are pulling almost a third of their police cruisers off the road after the steering failed on two of their Ford Crown Victorias.

[REDACTED] reports that all 324 of the car models are being inspected at the police department's maintenance shop, located in Seven Locks.

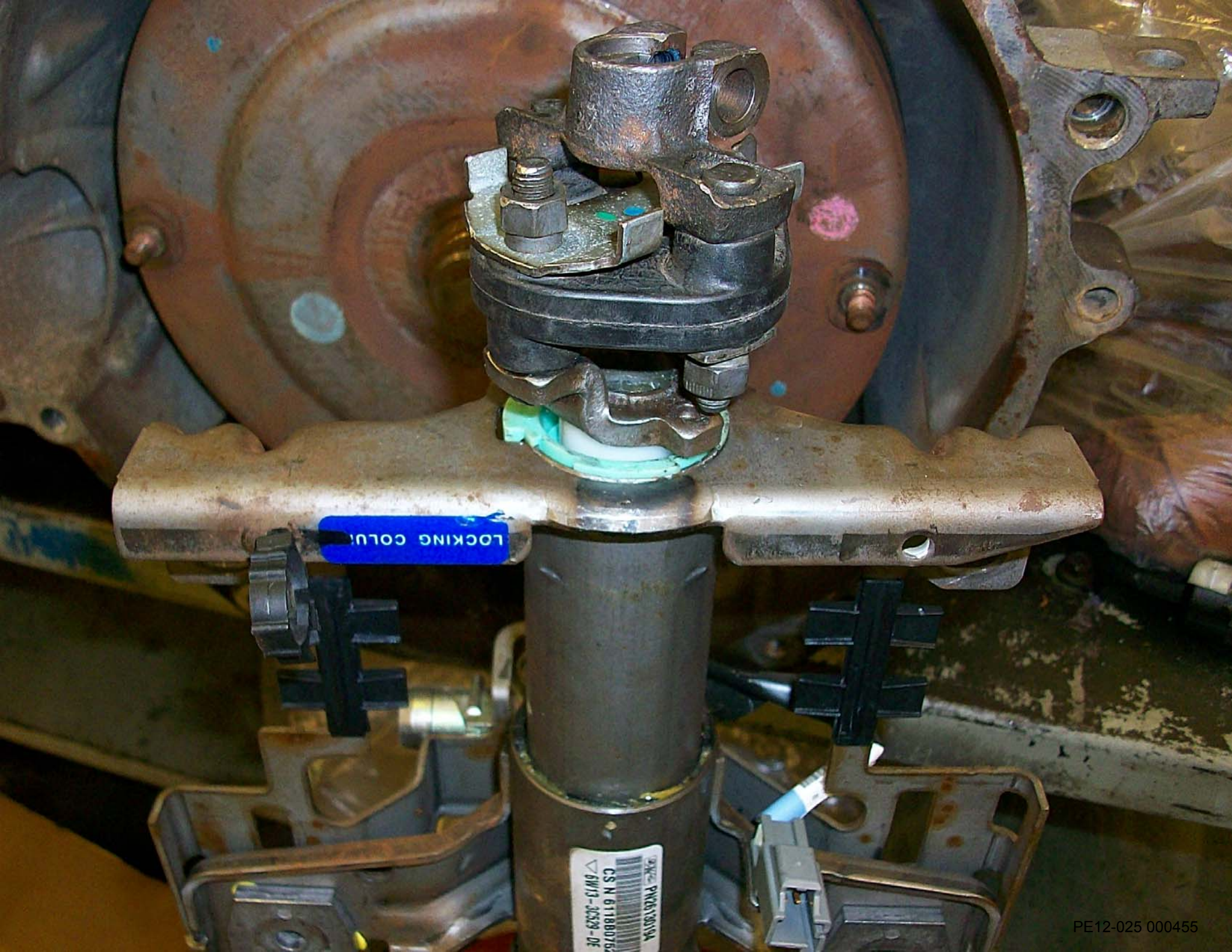
Though cruiser recalls are not uncommom, an inspection and repair operation of this magnitude is unprecedented. It has also caused national safety inspectors to sit up and take notice, Patch reports. Follow WTOP on Twitter.

(Copyright 2012 by WTOP. All Rights Reserved.)

[REDACTED]
[REDACTED]
[REDACTED]

Please follow us on Twitter.com [REDACTED]

Plan TODAY for what's on the way. September is National Emergency Preparedness Month. To learn how to prepare & to sign up for critical emergency alerts, go to www.72hours.dc.gov.



LOCKING COLUMN

CS N 611800765
6W13-3C529-DE

Vehicle Check-In Sheet/Walk Around

Vehicle Exterior Inspection



Right Side

Scratch



Left Side



Rear

Scratch



Front

PT Tag Missiles
 No
 JUNE 11 2013

Hubcap Count: 4

Mileage Due:

Tag Expiration Date: 015 416

Unit No: 015-30-2013

Date: 03-30-2013

In car: Yes

Expiration Date: 114 225

Due Date: 116

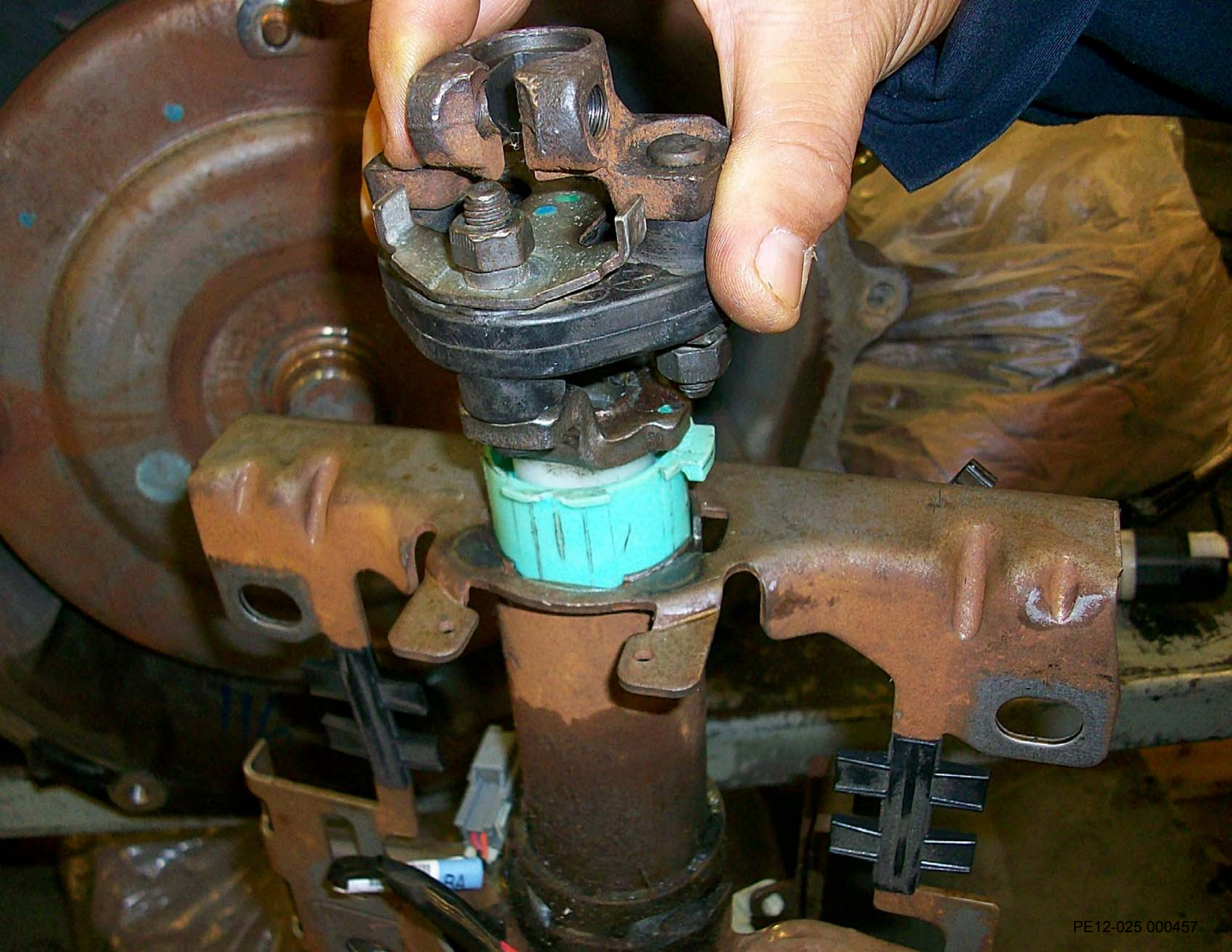
SAFETY CHECKS

	OK	Adjusted	Other
Body Damage			OK
Washer Fluid			
Oil Level			
Coolant level			
Washer Fluid			
Tires			
Pressure			
Depth			
Matching			
Spare Tire			
Fire Aid Kit			
Booster Cables			
Fire Extinguisher			

Left PT Headlight out with Emer. Light OK
 Steering Hard

Left Door
 Done





TOTAL COST: 118.96		
1	59.480	59.48
1	59.480	59.48
TOTAL COST: 118.96		



CERAMIC

NAO friction matched to OE and Premium shims dampen noise, provide a smooth, quiet ride.

Professional Grade Ceramic material matches or improves on the OE ceramic formulation to provide maximum stopping power and safety. Achieves strong and silent braking with low dusting, improved pedal feel and enhanced responsiveness.

- And Durable
- Vehicle Specific, Low Copper Friction
- Application Specific Shims And Chatterbox Suppressor
- Factory Dated For Electronic Braking "Right Out Of The Box"

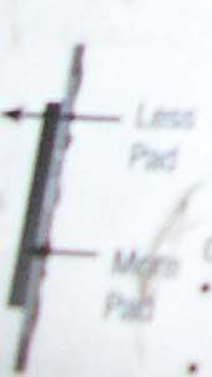


Loose Hardware/Electronic Sensors Included

*Always applicable
**By US State environmental regulations

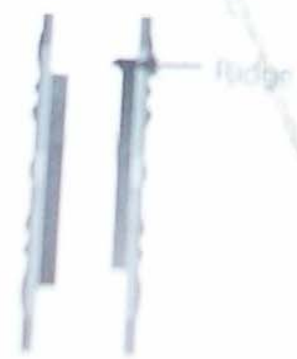


SIGNS OF IMPROPER WEAR



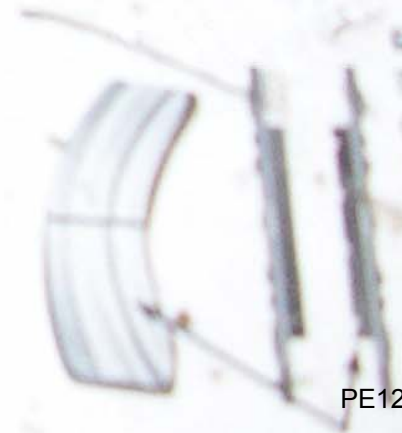
Uneven Wear
One side of the pad set has significantly less undisturbed friction material than the other.

- Often caused by:
- Worn rubber caliper bushings
 - Worn caliper slide rails
 - Caliper piston sticking



Overhang Wear
Ridges on the top or bottom edges of the pads.

- Often caused by:
- Misplacement of pads in caliper housing
 - Worn hardware components
 - Worn caliper slide rails
 - Improper lubrication



Crossed Wear
Symmetrical grooves in the friction material.

- Often caused by:
- Failure to properly install pads
 - Excessive heat
 - Excessive force

WORK ORDER/INDEPENDENT ISSUE DOCUMENT NUMBER

WO/IND DOC #:	83145		
83145	358832	MST	22947666
83145	358832	MST	22947665

QUANTITY ISSUED:	2			
left lower control arm	09/11/2012	NO18KCL3100BN	30	59-480
lower control arm right side	09/11/2012	NO18KCL3100BN	30	59-480
QUANTITY ISSUED:	2			
TOTAL COST:				118
TOTAL COST:				118



Professional Grade Semi-Metallic and NAO friction materials engineered to restore factory performance. Premium shims while OE-or-better slots and chamfers provide a smooth, quiet ride.

IZOD



From: [REDACTED]
Sent: Thursday, September 20, 2012 4:17 PM
To: [REDACTED]
Subject: FW: CVPI Steering Shafts

From: [REDACTED]
Sent: Thursday, September 20, 2012 3:31 PM
To: [REDACTED]
Subject: CVPI Steering Shafts

Good afternoon [REDACTED]

Thank you very much for calling me this afternoon to discuss the CVPI steering column concerns. We will be inspecting our fleet of CVPI's and I will let you know what we find. Please keep me informed if any new information arises.

Thanks again.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Thursday, September 13, 2012 7:59 AM
To: [REDACTED]
[REDACTED]
Subject: FW: Police Cruiser Steering Issues

All,
FYI. Thanks.

Kevin Fitzpatrick
Ford Motor Company
State and Local Government Sales Manager
North American Fleet, Lease and Remarketing Operations
Regent Court Building
16800 Executive Plaza Dr.
Mail Drop 6N1A, Suite 6N 444
Dearborn, MI 48126
Phone (313) 390-1058 Fax (313) 337-8037
E-mail: kfitzpa1@ford.com

From: [REDACTED]
Sent: Thursday, September 13, 2012 7:55 AM
To: [REDACTED]
Subject: RE: Police Cruiser Steering Issues

Any questions relating to this over the weekend should be directed to Randy Freiburger....The investigation has begun with [REDACTED] Team.

Thanks

Ben Lollo
Fleet Brand Marketing
RCB 6N-144
(313) 84-50603
blollo@ford.com



From: [REDACTED]
Sent: Thursday, September 13, 2012 7:51 AM
To: [REDACTED]
Subject: FW: Police Cruiser Steering Issues

FYI.

From: [REDACTED]
Sent: Wednesday, September 12, 2012 4:18 PM
To: [REDACTED]
Subject: Fw: Police Cruiser Steering Issues

Gerry, noted at the bottom of this email string is the CVPI article about the vehicles Montgomery County, MD, took out of service.

Regards,
[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 12, 2012 02:27 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Police Cruiser Steering Issues

Are you aware of this yet? FYI... we are inspecting all of our cars and the goal is to have all 880 done within two weeks. The attached press release from Montgomery County has generated news in the media so you probably have been made aware by now.

[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 12, 2012 10:04 AM
To: [REDACTED]
[REDACTED]
Subject: Police Cruiser Steering Issues

You can call me on this when you get a minute. We are on top of the issue here, but there may be a media inquiry.

This E-mail and any of its attachments may contain [REDACTED] [REDACTED] Judicial Circuit Court proprietary information or Protected Health Information, which is privileged and confidential. This E-mail is intended solely for the use of the individual or entity to which it is addressed. If you are not the intended recipient of this E-mail, you are hereby notified that any dissemination, distribution, copying, or action taken in relation to the contents of and attachments to this E-mail is strictly prohibited by federal law and may expose you to civil and/or criminal penalties. If you have received this E-mail in error, please notify the sender immediately and permanently delete the original and any copy of this E-mail and any printout.

From: [REDACTED]
Sent: Friday, September 14, 2012 4:47 PM
To: [REDACTED]
[REDACTED] Gratson, Tony (A.J.)
Subject: Fw: Steering Column Bushing Concern.
Attachments: 4561 Strg Bushing.jpg; 4898 Strg. Bushing1.JPG; 4898 Strg. Bushing1.JPG

Randy, this just an FYI in case you did not see this yet.

Regards,
[REDACTED]

From: [REDACTED]
Sent: Friday, September 14, 2012 12:03 PM
To: [REDACTED]
[REDACTED]
[REDACTED]
Subject: Steering Column Bushing Concern.

Ms. [REDACTED],

Attached are three pictures from two different vehicles showing that the lower steering column bushing has dislodged from the "designed" / normal position. The VIN for 4561 is 2FAFP71W85X[REDACTED]. The mileage on this 2005 model year vehicle is 117,907. The condition was discovered during the inspection process that The Division of Fleet Management – [REDACTED] has implemented for all Ford CVPI's model years 2005 through 2001 following recent media coverage for this issue.

A review of the history for this vehicle doesn't reveal that any front end collision has ever occurred with this unit. This is a vehicle that is also still in service to provide use to the [REDACTED] Department for daily responsibilities as determined by that department. During discussion of this concern, information indicating that the only time that Ford Motor Company recommends replacement of the complete steering column assembly is during repairs of a vehicle that has been involved in a frontal collision that causes the SIR air bag to deploy. Being that this isn't the case in this instance, what recommendations for repair does or can Ford Motor Company suggest for this vehicle? Additional conversation here indicates that there is also an upper bushing as well as a bearing assembly within the column assembly. Is there a repair kit available that contains the upper and lower bushings along with the bearing that is internal to the steering column?

While we do realize that there is an ongoing investigation regarding the bushing becoming detached from the steering column assembly, we are not in a position to remove the vehicle from service. Hence, we are making an attempt to find out what is the correct procedure for repair of this condition when there has been no air bag deployment? Should we replaced the complete steering column assembly? If this is what is recommended, will an inspection of other front end components need to be completed to ensure that no other items have been damaged in the steering system?

The serial number for the second vehicle (4898 pictures) is 2FAFP71W87X[REDACTED]. The current mileage on this 2007 model year vehicle is 111,808. Review of the history for this vehicle reveals that it has been involved in two accidents neither of which involved deployment of the SIR air bag based on repair invoices. However, based on the available description of how each accident occurred, we are just not able to rule out the possibility that impact may have occurred to either front wheel and or tire assembly which could have subsequently transmitted force to the steering column causing the bushing to become dislodged.

In closing, we are willing to accommodate an inspection of either vehicle should this be desired by Ford Motor Company. The history for each vehicle (along with available accident repair invoices for unit 4898) can also be provided. Otherwise, as both of these units are still "ACTIVE / IN SERVICE", we would greatly appreciate input at the earliest possible opportunity in regards to the proper course of repairs to take so that normal operation to vehicle design intent can be restored.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

This E-mail and any of its attachments may contain [REDACTED] [REDACTED] Judicial Circuit Court proprietary information or Protected Health Information, which is privileged and confidential. This E-mail is intended solely for the use of the individual or entity to which it is addressed. If you are not the intended recipient of this E-mail, you are hereby notified that any dissemination, distribution, copying, or action taken in relation to the contents of and attachments to this E-mail is strictly prohibited by federal law and may expose you to civil and/or criminal penalties. If you have received this E-mail in error, please notify the sender immediately and permanently delete the original and any copy of this E-mail and any printout.





LOCKING COLUMN

From: [REDACTED]
Sent: Thursday, September 20, 2012 1:32 PM
To: [REDACTED]
Subject: FW: Steering shaft 2011 CVPI

From: [REDACTED]
Sent: Thursday, September 20, 2012 12:33 PM
To: [REDACTED]
Subject: RE: Steering shaft 2011 CVPI

FYI:

Yes as soon as we get the new steering columns to install into them

[REDACTED]

From: Mazurek, Dan (D.M.) [<mailto:dmazure1@ford.com>]
Sent: Thursday, September 20, 2012 11:15 AM
To: [REDACTED]
Subject: RE: Steering shaft 2011 CVPI

Hi Jerry,
Can you secure both the steering gears to your location on these two units that failed?

Thanks.

Have a great day!

Dan Mazurek
Fleet Zone Manager

Have a great day!

Dan Mazurek
Fleet Zone Manager
Philadelphia Region
703-498-1647

From: [REDACTED]
Sent: Thursday, September 20, 2012 9:51 AM

To: [REDACTED]
Cc: Mazurek, Dan (D.M.)
Subject: Steering shaft 2011 CVPI

Hi Chris, Dan,

Here is the first one
2FABP7BV6BX [REDACTED], 2011, 54000 MILES

[REDACTED] | [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] [REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Tuesday, September 11, 2012 8:51 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Stock # 050984
Attachments: Stock # 050984 004.jpg; Stock # 050984 001.jpg; Stock # 050984 002.jpg; Stock # 050984 003.jpg

Here is info on the third vehicle we have found with the same problem.

Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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

From: [REDACTED]
Sent: Monday, September 10, 2012 4:17 PM
To: [REDACTED]
[REDACTED]
Subject: FW: Stock # 050984

[REDACTED]
We are in the process of inspecting the entire fleet with this configuration on the steering column and here are pictures on one that appears to be near a problem (possible failure). We have the parts here if you need them.

[REDACTED]

From: [REDACTED]
Sent: Monday, September 10, 2012 4:14 PM
To: [REDACTED]
Subject: RE: Stock # 050984

During the inspection of stock # 050984 this is what was found. The green plastic collar has completely separated from the steering column. We also noticed on this vehicle that the lower steering shafts "U" joints are completely locked up. The year of this vehicle is a 2005, and the mileage is 118655.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]









From: [REDACTED]
Sent: Thursday, September 13, 2012 12:29 PM
To: [REDACTED]
Subject: FW: ACCIDENT- additional parts failure
Importance: High

From: [REDACTED]
Sent: Wednesday, September 12, 2012 6:17 PM
To: [REDACTED]
Subject: FW: ACCIDENT- additional parts failure
Importance: High

Best Regards,

Todd Fronckowiak

Manager, Government Investigations & Design Analysis Engineering Dept.
Automotive Safety Office
Ford Motor Company
Phone: (313) 337-6777 | Cell: (734) 837-9409

From: [REDACTED]
Sent: Monday, September 10, 2012 5:31 PM
To: [REDACTED]
Subject: RE: ACCIDENT- additional parts failure
Importance: High

[REDACTED]

I just left you a voice mail. [REDACTED] has identified an additional steering column retaining ring that has failed. This is the 3rd failure we have experienced; this particular part failure is on a 2005 MY CVPI. The county has decided to ground its fleet until which time we can inspect the remaining 324 CVPI units we have in the fleet. This represents 22% of my public safety fleet.

Can you please provide me an update as the status on our original inquiry for technical support or engineering inspection of our identified parts failures? I am concerned that this may be a recall type of failure that others should be made aware of.

Thank you in advance for your prompt response.

[REDACTED]

[REDACTED]

"Fleet - One Mission, One Team"

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

From: [REDACTED]
Sent: Friday, September 07, 2012 2:55 PM
To: [REDACTED]
Subject: RE: ACCIDENT

[REDACTED]

I have contacted our legal department and am in the process of submitting a legal request for review of this case. The legal request process must occur first as one of the units was involved in an accident. As soon as I hear back from them, I will contact you.

[REDACTED]

From: [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM
To: [REDACTED]
Subject: RE: ACCIDENT

[REDACTED]

I would have though that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]

 Please consider the environment before printing this e-mail.

-----Original Message-----
From: [REDACTED]
Sent: Friday, September 07, 2012 12:30 PM

To: [REDACTED]
Subject: RE: ACCIDENT

[REDACTED]
My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

[REDACTED]

From: [REDACTED]
Sent: Thursday, September 06, 2012 9:48 AM
To: Murphy, Katrina (K.M.); [REDACTED]
Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft slip yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]

 Please consider the environment before printing this e-mail.

-----Original Message-----
From: [REDACTED]
Sent: Wednesday, September 05, 2012 3:51 PM
To: 'Murphy, Katrina (K.M.); [REDACTED]
Subject: ACCIDENT

Katrina
We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.
Talking with my maintenance shop I was informed we had a similar incident on stock 060540 I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue
Downing my Fleet of Crown Victoria's would be a media nightmare because my Police
department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]
060540 2FAFP71W16X [REDACTED]

[REDACTED]



Please consider the environment before printing this e-mail.

From: [REDACTED]
Sent: Thursday, September 06, 2012 9:33 AM
To: [REDACTED]
Subject: FW: ACCIDENT

Follow Up Flag: Follow up
Flag Status: Completed

Randy and Chris-I received the following message from the Fleet boss at [REDACTED] Maryland about an issue that he is having with the steering shaft in two 2006 CV's. I hope that you are able to give him some help in resolving this issue. As you can see he had already been in touch with Katrina Murphy but I think that a call from you would go a long way.

Thanks for your help.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Thursday, September 06, 2012 9:28 AM
To: [REDACTED]
Subject: RE: ACCIDENT

[REDACTED]-We have replaced a few intermediate shafts over the years but never an upper shaft. Our failures were detected by the steering becoming very stiff. I am going to forward your message to Chris Keady who is the head of Ford's Fleet Service Department as well as Randy Freiburger who is the lead police car engineer.

Bruce

From: [REDACTED]
Sent: Wednesday, September 05, 2012 4:08 PM
To: [REDACTED]
Subject: FW: ACCIDENT

Bruce
I think we have a major problem
Can you please help get me answers?

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

 Please consider the environment before printing this e-mail.

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

From: [REDACTED]
Sent: Wednesday, September 05, 2012 3:51 PM
To: 'Murphy, Katrina (K.M.); [REDACTED]
Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540

I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue

Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]
060540 2FAFP71W16X [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

 Please consider the environment before printing this e-mail.

From: [REDACTED]
Sent: Tuesday, September 11, 2012 11:04 AM
To: Daniel.Hillman@dot.gov
Cc: Murphy, Katrina (K.M.); [REDACTED]
Subject: FW: Another almost out

Here is the 2nd one found in the last two days with the tabs unsecured.

Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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

From: [REDACTED]
Sent: Tuesday, September 11, 2012 10:58 AM
To: [REDACTED]
Subject: Another almost out

060477



[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 12, 2012 10:04 AM
To: [REDACTED]
Subject: FW: County Police Cruisers Being Pulled Off Street
Attachments: CV steering column 008.jpg; CV steering column 006.jpg; CV steering column 007.jpg; CV steering column 003.jpg; CV steering column 011.jpg

Additional info

ksc

From: [REDACTED]
Sent: Wednesday, September 12, 2012 7:51 AM
To: [REDACTED]
Subject: FW: County Police Cruisers Being Pulled Off Street

Fyi

[REDACTED] is a member of our Police Advisory Board.

Best Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] [REDACTED]

Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Wednesday, September 12, 2012 7:49 AM
To: [REDACTED]
Subject: RE: County Police Cruisers Being Pulled Off Street

Here what I have found out so far--

The inspection/repair being performed by Montgomery County is in the steering column, IE the lower swivel are frozen- (due to salt,rust) causing the upper column to separate, resulting in a loss of steering.

There are issues noted and should be repaired- prior to this condition occurring- tightness/stiffness on turns or vibration on turns in the steering, due to the binding joint.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

This email message is for the sole use of the intended recipient(s) and may contain privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: [REDACTED] eiburger, Randy (R.M.) [mailto:rfreibur@ford.com]
Sent: Wednesday, September 12, 2012 7:46 AM
To: [REDACTED]
Subject: RE: County Police Cruisers Being Pulled Off Street

Just hearing about it.
I have not heard of anything like this before.

Best Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Wednesday, September 12, 2012 4:03 AM
To: [REDACTED]
Subject: Fw: County Police Cruisers Being Pulled Off Street

[REDACTED]
Are you aware of this steering issue by [REDACTED] Police in Maryland ?

From: [REDACTED]
Sent: Tuesday, September 11, 2012 06:25 PM
To: [REDACTED]
Subject: County Police Cruisers Being Pulled Off Street

ALCON

Gary Nurenburg from channel 9 called inquiring as to if we were aware of the problem [REDACTED] Police were having with their Crown Vics, and if we are doing anything about our Crown Vics in the fleet.

His story airs at 11:00 pm tonight.

Thanks,

[http://\[REDACTED\]/articles/cruisers-are-being-pulled-off-the-street](http://[REDACTED]/articles/cruisers-are-being-pulled-off-the-street)

County Police Cruisers Being Pulled Off Street

Steering failure on two Crown Victorias prompts [REDACTED] police's most massive maintenance operation.

- By [Sebastian Montes](#)

- [Email the author](#)

- 3:18 pm

Nearly a third of ██████████ police cruisers are being pulled off the road in an unprecedented inspect-and-repair operation that has caught the attention of national safety inspectors.

Starting Tuesday morning, all 324 of the county's Crown Victorias are being inspected at the department's maintenance shop in Seven Locks after the steering failed on two of the Ford vehicles.

Cruiser recalls are not uncommon, said ██████████, but they typically involve non-safety issues that are handled via the dealership. Never in ██████████'s 16 years on the force has the department had to launch its own 24-7 operation to inspect and repair so many cars.

"This is uncharted territory. The total loss of steering was such a critical issue that we had to bring the fleet down," ██████████ said. "The majority of officer deaths are related to vehicle accidents, so we take any kind of vehicle failure very seriously."

The problem traces back to July, when an officer who was about to respond to a call had the steering on his Crown Vic "completely fail," ██████████ said. When the same thing happened to another Crown Vic a few weeks ago, ██████████ launched a probe.

Officials with the National Highway Traffic Safety Administration came to ██████████ on Friday, and ██████████ ██████████ made the unprecedented call late yesterday afternoon.

As of 10 a.m. Tuesday, 124 Crown Vics have been inspected, 30 of which were flagged for repair. Of those 30, two were "on the verge of failure," ██████████ said.

"We're very lucky we've avoided a wreck, an injury or anything worse," he said.

With the NHTSA investigation pending, ██████████ did not want to detail the nature of the malfunction beyond saying that it appears to be caused by one specific part in the steering column that, when it fails, forces the wheels to switch into a default straight position.

NHTSA did not immediately return a call for comment. The agency oversaw a 36,000-cruiser recall of Chevy Impalas last month, [The New York Times reported](#).

For now, MCPD is taking on the cost of replacement parts and man hours—but NHTSA's findings could shift the burden to Ford.

"We're expending a great deal of energy and money on this. We're running a 24-7 operation right now to get these vehicles inspected and repaired," ██████████ said.

Officers whose cruisers need repairs are riding along with other officers or are borrowing spare cruisers from their district station.

The inspections should wrap up by Thursday and the fleet of Crown Vics should be back to full force by Saturday, ██████████ said.

Dodge Chargers and Chevy Impalas make up most of the other two-thirds of ██████'s cruiser fleet. The department has begun phasing in the new Chevy Caprice and the new Ford Interceptor. The Interceptor will eventually replace the Crown Vics, Francke said.

<http://www.wtop.com/52/3032265/██████████-police-have-cruisers-inspected-after-steering-failure>

██████████ police have cruisers inspected after steering failure

Tuesday - 9/11/2012, 5:38pm ET

WASHINGTON - ██████████ police are pulling almost a third of their police cruisers off the road after the steering failed on two of their Ford Crown Victorias.

██████████ reports that all 324 of the car models are being inspected at the police department's maintenance shop, located in Seven Locks.

Though cruiser recalls are not uncommom, an inspection and repair operation of this magnitude is unprecedented. It has also caused national safety inspectors to sit up and take notice, Patch reports. Follow WTOP on Twitter.

(Copyright 2012 by WTOP. All Rights Reserved.)

██████████
██████████
██████████

Please follow us on Twitter.com ██████████

Plan TODAY for what's on the way. September is National Emergency Preparedness Month. To learn how to prepare & to sign up for critical emergency alerts, go to www.72hours.dc.gov.

Vehicle Check-In Sheet/Walk Around

Vehicle Exterior Inspection



Right Side

Scratch



Left Side



Rear

Scratch



Front

PT TAG MISSING

In car: Yes No
 In Expiration Date: 10/11/2013
 Due Date: 11/4/2013

Hubcap Count: 4
 Mileage Due:
 Tag Expiration Date:
 Unit No: 015 414
 Date: 03-30-2013

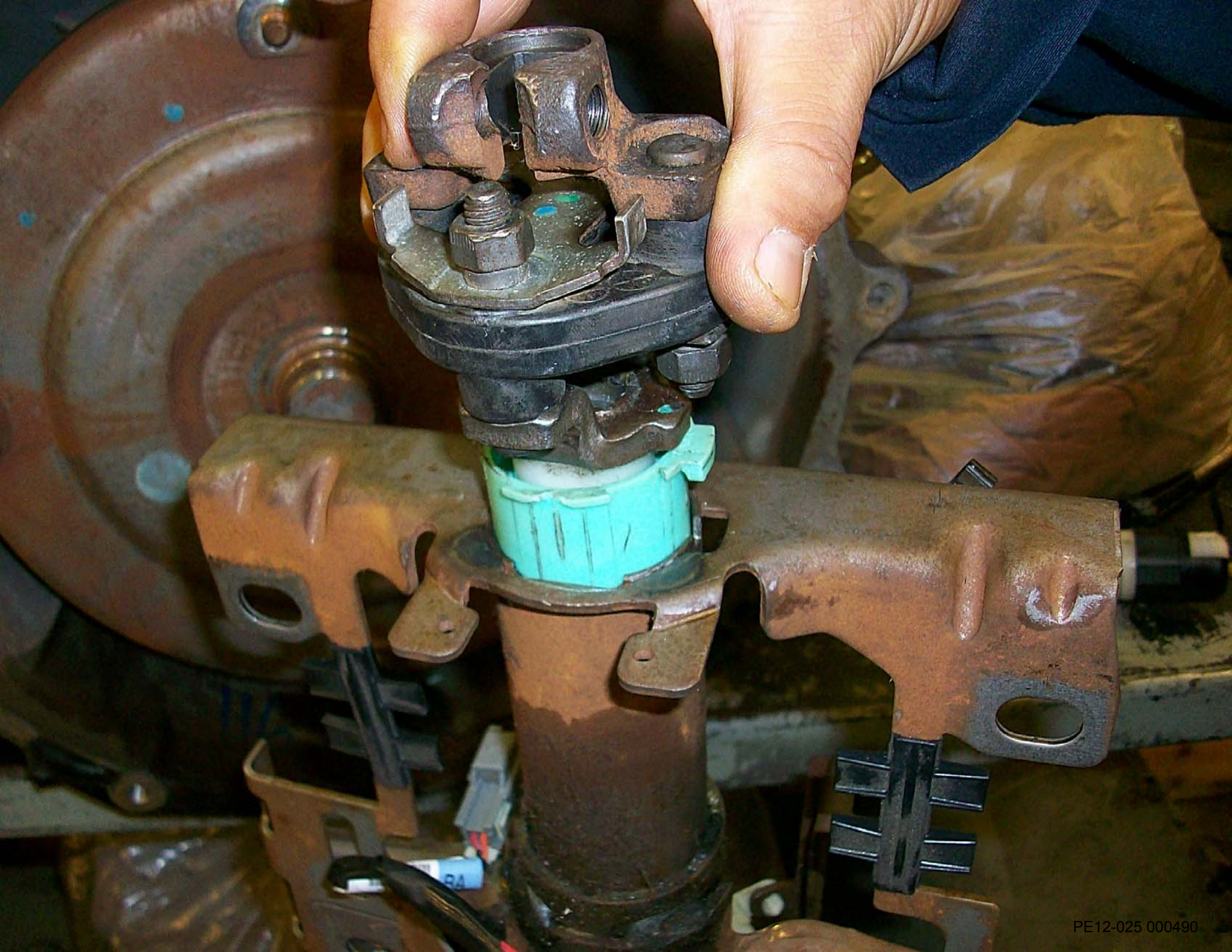
SAFETY CHECKS

	OK	Adjusted	Other
Body Damage			OK
Lights			
Oil Level			
Coolant level			
Washer Fluid			
Tires			
Pressure			
Depth			
Matching			
Spare Tire			
Fire Aid Kit			
Booster Cables			
Fire Extinguisher			

Left PT Headlight out with Emer. Light OK
 Steering Hard

Left Door Lock Done





TOTAL COST: 118.96		
1	59.480	59.48
1	59.480	59.48
TOTAL COST: 118.96		



CERAMIC

NAO friction matched to OE and Premium shims dampen noise, provide a smooth, quiet ride.

Professional Grade Ceramic material matches or improves on the OE ceramic formulation to provide maximum stopping power and safety. Achieves strong and silent braking with low dusting, improved pedal feel and enhanced responsiveness.

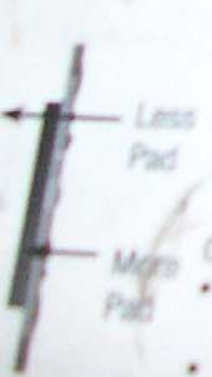
- And Durable
- Vehicle Specific, Low Copper Friction
- Application Specific Shims And Hardware Supplies
- Factory Dated For Effective Braking "Right Out Of The Box"



Loose Hardware/Electronic Sensors Included

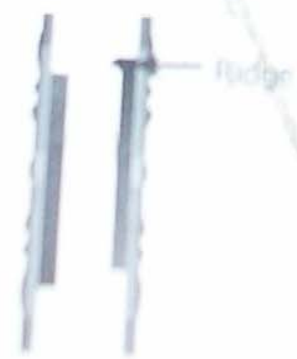


SIGNS OF IMPROPER WEAR



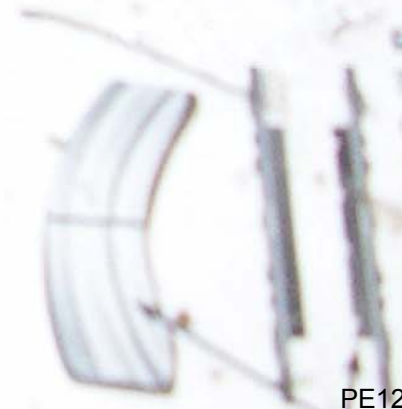
Uneven Wear
One side of the pad set has significantly less undisturbed friction material than the other.

- Often caused by:
- Worn rubber caliper bushings
 - Worn caliper slide rails
 - Caliper piston sticking



Overhang Wear
Ridges on the top or bottom edges of the pads.

- Often caused by:
- Misplacement of pads in caliper housing
 - Worn hardware components
 - Worn caliper slide rails
 - Improper lubrication



Crossed Wear
Symmetrical grooves in the surface of the friction material.

- Often caused by:
- Failure to use proper lubrication
 - Excessive heat
 - Excessive force

WORK ORDER/INDEPENDENT ISSUE DOCUMENT NUMBER

WO/IND DOC #:	83145		
83145	358832	MST	22947666
83145	358832	MST	22947665

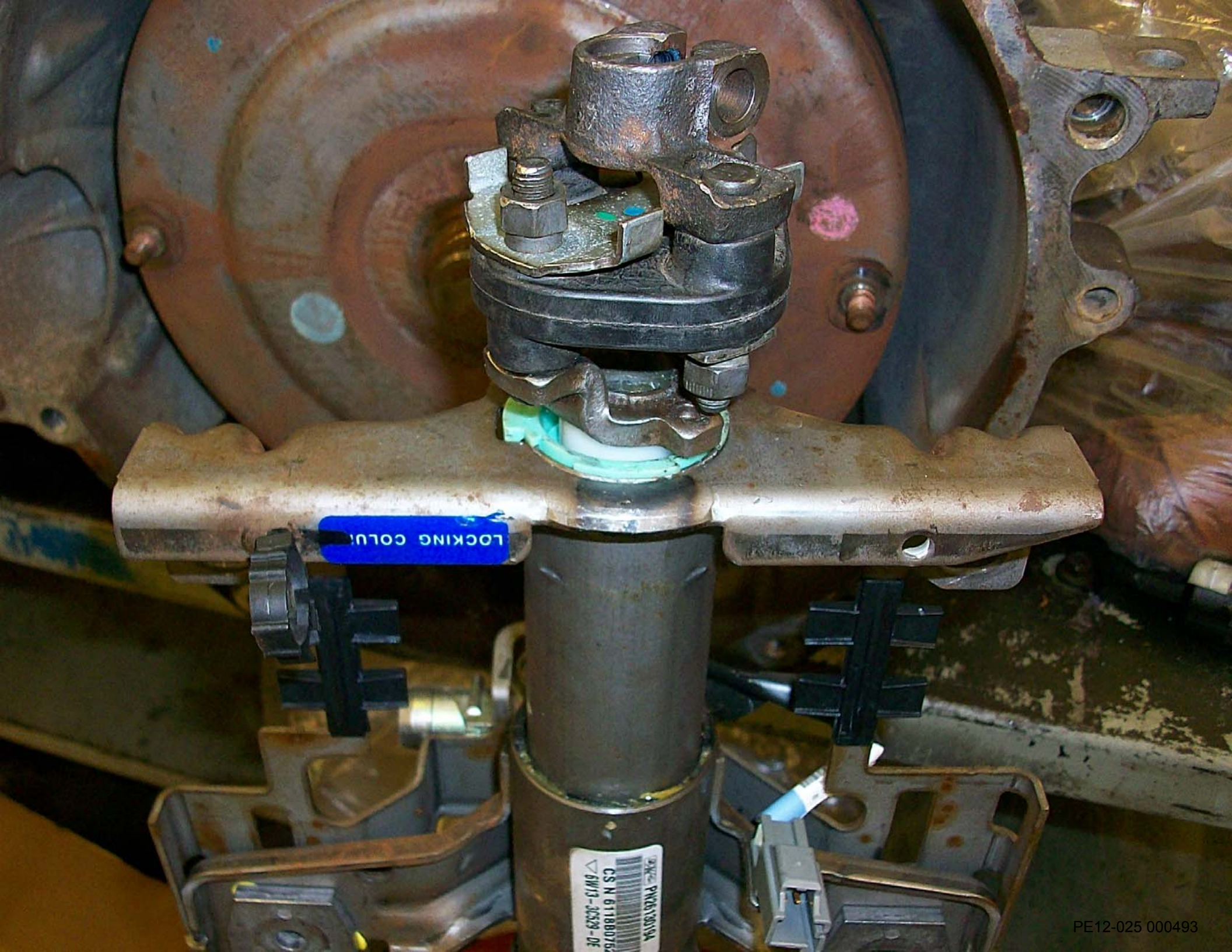
left lower control arm	09/11/2012	NO18KCL3100BN	30		
lower control arm right side	09/11/2012	NO18KCL3100BN	30		
QUANTITY ISSUED: 2				SR-480	
				SR-480	
				TOTAL COST:	111



Professional Grade Semi-Metallic and NAO friction materials engineered to restore factory performance. Premium shims while OE-or-better slots and chamfers provide a smooth, quiet ride.

IZOD





LOCKING COLUMN

CS N 611800765
6W13-3C529-DE

From: [REDACTED]
Sent: Friday, September 14, 2012 7:53 AM
To: Hull, Michelle (M.K.)
Cc: [REDACTED]
Subject: FW: Florida Highway Patrol

[REDACTED]

I had advised [REDACTED] to work through your activity regarding this incident.

Do you know if this is actively being pursued as an investigation by your activity? If so, who has the lead?

Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Monday, September 10, 2012 2:26 PM
To: [REDACTED]
Subject: RE: Florida Highway Patrol

Kris,
This was a 2006MY Crown Victoria Police Interceptor.

Best Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Monday, September 10, 2012 2:25 PM
To: [REDACTED]
Subject: Florida Highway Patrol

Kris,

[REDACTED] of [REDACTED] Patrol, [REDACTED], just called regarding an officer responding to a call at high speed and was involved in an accident.

Officer indicated something about steering.

Engine was serviced just prior this incident for diagnostic code indicating skipped #3 cylinder.

There is an investigation on whether there was another issue, possibly steering related, that occurred at time of accident.

They want to query the event data recorder for the required safety data, but wanted to know if any other data such as fault codes would also be stored in same place. If not, then where/how could they search for fault codes throughout powertrain, chassis, etc. that may have been on at time of accident.

Please advise on next steps.

Thank you.

Best Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] [REDACTED]

Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Friday, September 14, 2012 2:10 PM
To: [REDACTED]
Subject: FW: FW: CVPI
Attachments: Fwd: FW;; VIN List.xls

VIN List attached.

Teamwork Works!
Providing Parts and Service Solutions

Dan Johnson

Ford Motor Company
Fleet Zone Manager-West. (AZ, AK, NM and So. Cal.)

602-790-8598 (Cell)
888-226-4070 (Fax)

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

From: [REDACTED]
Sent: Friday, September 14, 2012 8:03 AM
To: [REDACTED]
Subject: Fwd: FW:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Friday, September 14, 2012 10:49 AM
To: [REDACTED]
Subject: Fwd: FW:
Attachments: 20120911120323005.pdf

FYI.

>>> [REDACTED] > 9/13/2012 12:30 PM >>>

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

P Please consider the environment before printing this e-mail.

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

From: [REDACTED]
Sent: Tuesday, September 11, 2012 12:46 PM
To: [REDACTED]
Subject: Fw:

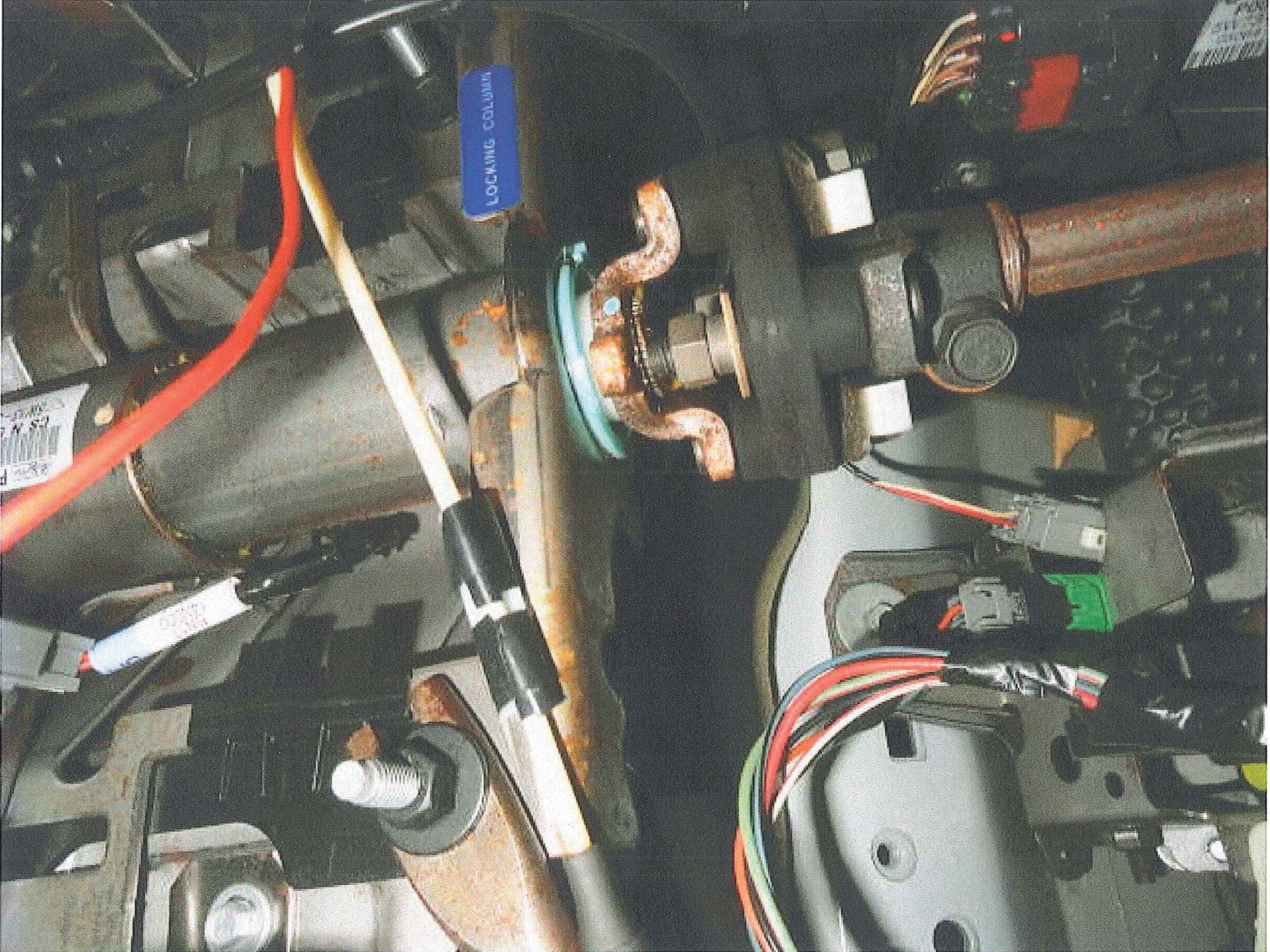
----- Original Message -----

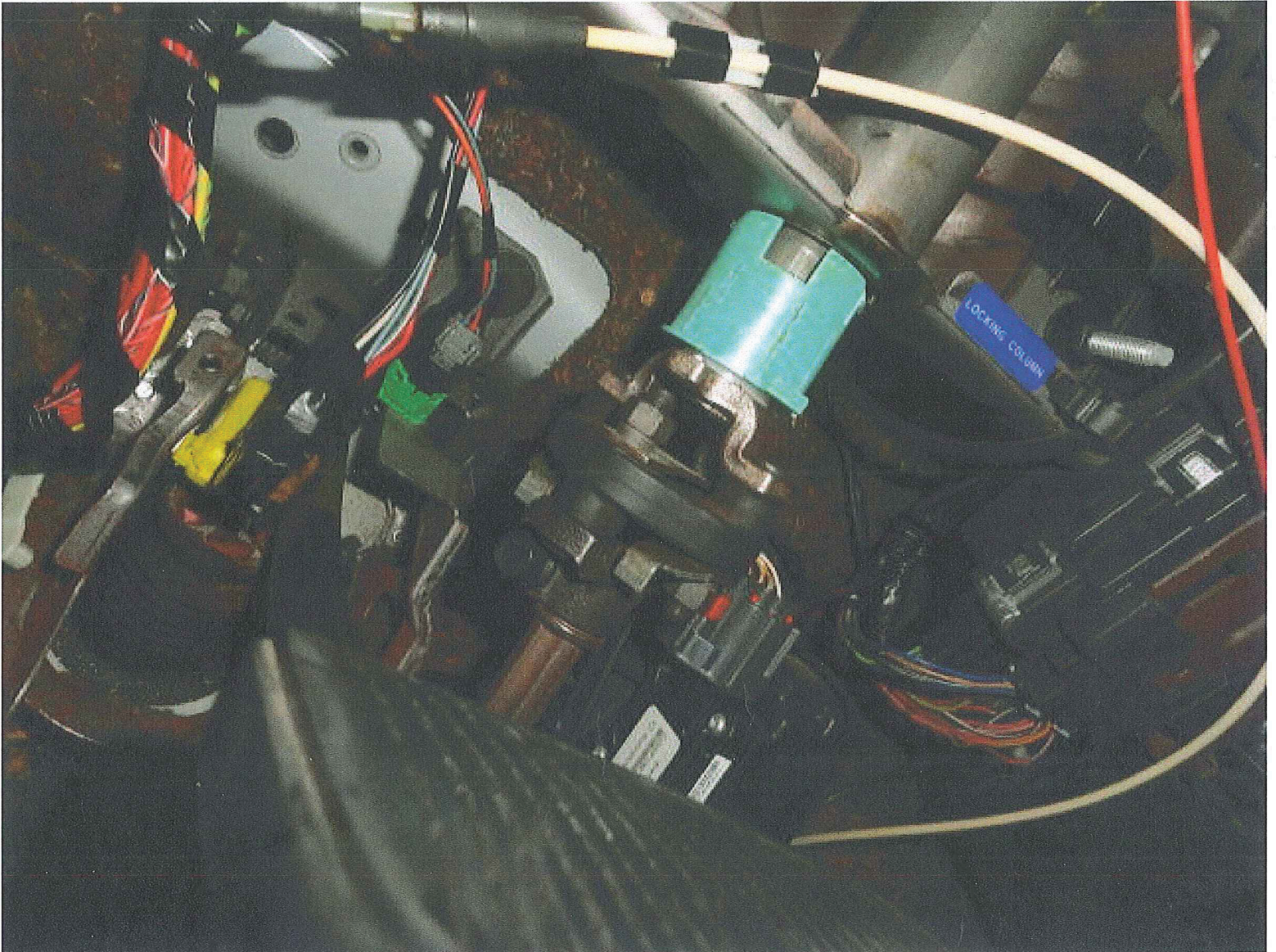
From: [REDACTED]
[REDACTED]
Sent: Tuesday, September 11, 2012 12:03 PM
To: [REDACTED]
Subject:

This E-mail was sent from "DGS-FMS-MPC4000-DivChf" (Aficio MP C4000).

Scan Date: 09.11.2012 12:03:22 (-0400)

Queries to: [REDACTED]





Unit #	Year/Make/Model	VIN	Current Meter	
• 100306	• 2007 FORD CROWN VICTORIA	• 2FAFP71W57X [REDACTED]	63,494.00	
• 100312	• 2004 FORD CROWN VICTORIA	• 2FAFP71W84X [REDACTED]	68,774.00	
• 100318	• 2007 FORD CROWN VICTORIA	• 2FAFP71W37X [REDACTED]	66,160.00	
• 100319	• 2007 FORD CROWN VICTORIA	• 2FAFP71W77X [REDACTED]	40,777.00	
• 100327	• 2007 FORD CROWN VICTORIA	• 2FAFP71W77X [REDACTED]	51,281.00	
• 100328	• 2007 FORD CROWN VICTORIA	• 2FAFP71W67X [REDACTED]	57,397.00	
• 100332	• 2005 FORD CROWN VICTORIA	• 2FAFP71W65X [REDACTED]	113,926.00	
• 100357	• 2007 FORD CROWN VICTORIA	• 2FAFP71W17X [REDACTED]	64,383.00	
• 100380	• 2007 FORD CROWN VICTORIA	• 2FAFP71WX7X [REDACTED]	60,958.00	
• 100437	• 2007 FORD CROWN VICTORIA	• 2FAFP71W37X [REDACTED]	73,238.00	
• 100515	• 2007 FORD CROWN VICTORIA	• 2FAFP71W47X [REDACTED]	70,506.00	
• 100626	• 2007 FORD CROWN VICTORIA	• 2FAFP71W67X [REDACTED]	75,929.00	
• 100747	• 2005 FORD CROWN VICTORIA	• 2FAFP71W75X [REDACTED]	90,813.00	
• 100792	• 2007 FORD CROWN VICTORIA	• 2FAFP71W07X [REDACTED]	74,962.00	
• 100970	• 2008 FORD CROWN VICTORIA	• 2FAFP71V68X [REDACTED]	47,120.00	STEERING STEERING
• 101125	• 2007 FORD CROWN VICTORIA	• 2FAFP73V77X [REDACTED]	57,985.00	

3 HAS LOCKED UP ON DRIVER TWICE -
NG LOCKS WHEN APPLYING BRAKES

From: [REDACTED]
Sent: Wednesday, September 19, 2012 2:53 PM
To: [REDACTED]
Subject: FW: Fwd: Steering shaft concern CHP
Attachments: DSC00263.JPG; DSC00264.JPG; DSC00265.JPG

[REDACTED]
Another VIN to add to database.

VIN: 2FAHP71V99X [REDACTED]
Miles: 159,849

Thanks.

Jocelyn Dunning
Ford Fleet Zone Manager
Northern CA, OR, WA, West NV
cell 916-893-4579
fax 866-279-3188

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

From: [REDACTED]
Sent: Wednesday, September 19, 2012 8:58 AM
To: [REDACTED]

[REDACTED]
Subject: Re: Fwd: Steering shaft concern.

Hello [REDACTED],

One of the 20 units we were saving for the 405 construction project has a bad column. It is a 2009. I sent it in for column replacement and will save the part.

I attached a few pictures. You may need to right click and choose "open with" , Windows Picture and Fax Viewer.

1248456
2009 CVPI
2FAHP71V99X [REDACTED]
159,849 miles

Thank you,
[REDACTED]

[REDACTED]
Senior Inspector of Automotive Equipment [REDACTED] Fleet Operations Section-South
(075)
[REDACTED]

Torrance, CA [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

>>> [REDACTED] 9/19/2012 8:14 AM >>>

Good morning, everyone. The attached photo from the [REDACTED] (860) Area shows exactly how the green (and white) collar can slip out of the bottom of the steering column. Notice how the ("rag") joint is hitting one of the pedals. If you try and "click" it back in, it will just come out again. The proper repair (at this time) is to have the dealer replace the entire steering column, save the part, and send me a copy of the repair invoice.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] r 9/19/2012 7:09 AM >>>

Good morning [REDACTED]

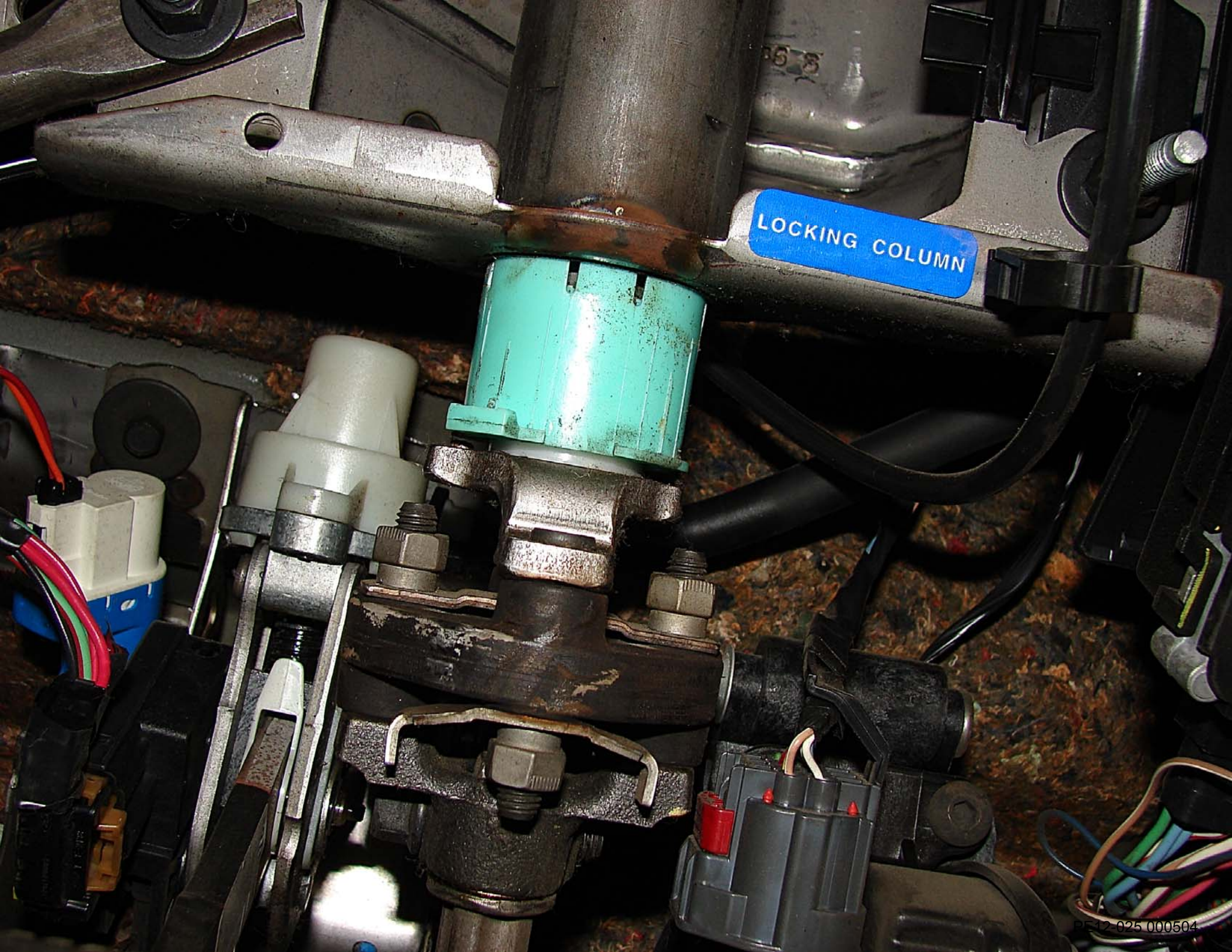
After inspecting, I found that one of my vehicles had a lot of play in the steering shaft below the dash and while inspecting the shaft, it actually slipped off. Here is a photo and vehicle information. Let me know if you can see the photos.

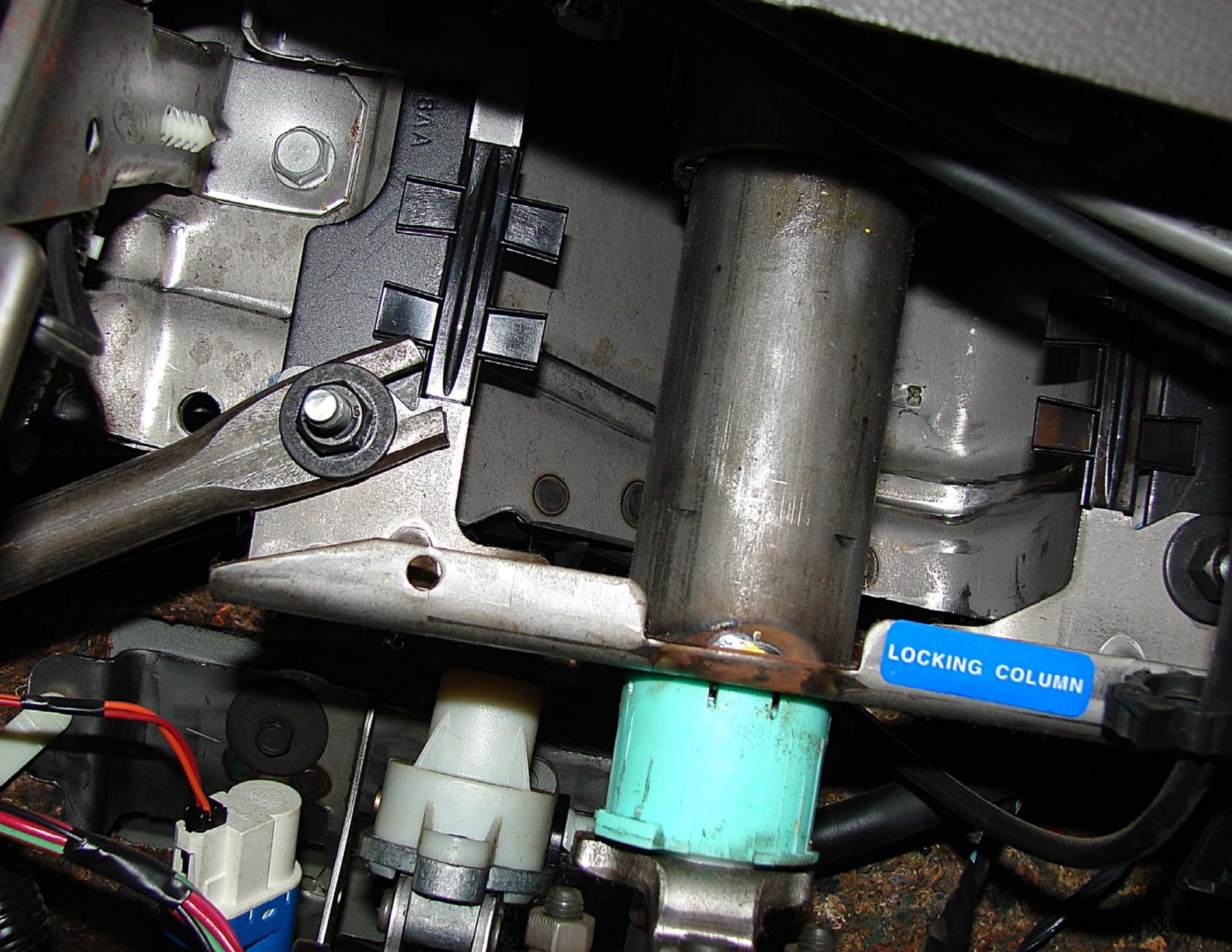
Vehicle: 1249967
Year Make Model: 2007 Ford Crown Vic
Milage: 108,817

Thanks.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

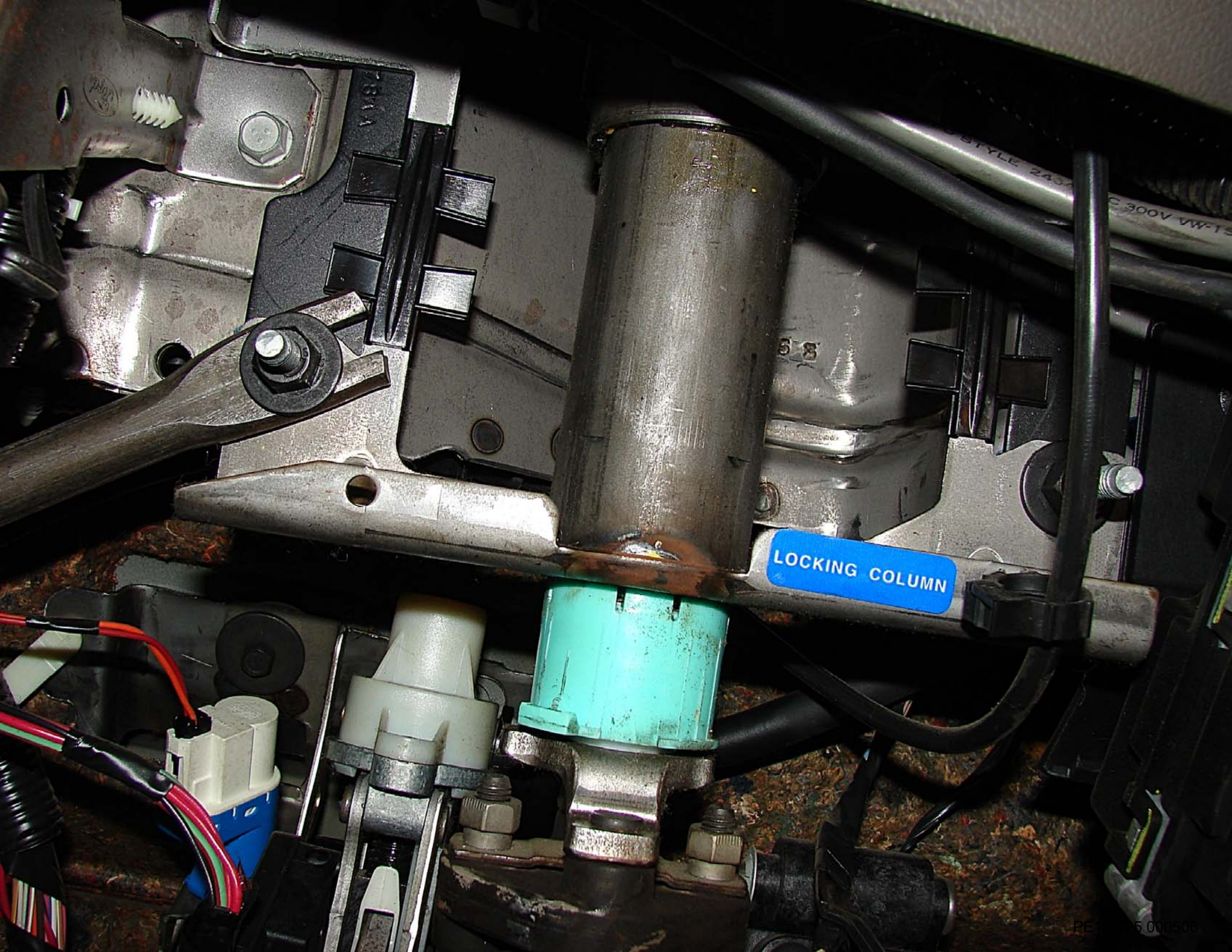
LOCKING COLUMN





LOCKING COLUMN

84A



LOCKING COLUMN

From: [REDACTED]
Sent: Monday, September 17, 2012 12:43 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Are you the contact? Would you like me to reply?

Please advise, thanks,

Tony Gratson
Government Sales Manager
Ford Motor Company
W: 313-390-1041
C: 313-205-8610
tgratson@ford.com



From: [REDACTED]
Sent: Monday, September 17, 2012 11:41 AM
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Have any of you PAB members been affected by this? Who within Ford Motor Company is the point of contact for this? Can we expect something in the very near future describing the actual alleged failure? I have a lot of 2005-2008 CVPs. It is imperative that we, at a minimum, conduct a visual inspection to ascertain if we have a safety issue. I appreciate any replies.

Best,

[REDACTED]

From: Christie, Michelle (M.L.) [<mailto:mchris48@ford.com>]
Sent: Monday, September 17, 2012 8:36 AM
To: [REDACTED]
[REDACTED]

[Redacted]

Subject: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Please see NHTSA information on CVPI.

Thank you.

[Redacted]

From: [REDACTED]
Sent: Wednesday, September 19, 2012 2:54 PM
To: [REDACTED]
Subject: FW: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A
Attachments: Crown Vic Steering NHTSA Investigation 091412 .docx

See Marks note below on the pending investigation on steering columns on CVPIs.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Monday, September 17, 2012 5:48 AM
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: FW: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Folks,

Please do not forward. FYI – Q&A regarding NHTSA Preliminary investigation of 2005 – 2008 CVPI Steering Investigation. Calls can be directed to Susan Krusel as indicated below. Thanks, Mark

From: [REDACTED]
Sent: Friday, September 14, 2012 2:43 PM
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Purpose: Provide a statement and Q&A related to the new NHTSA preliminary investigation on 2005-2008 Crown Vic police vehicles

Summary:

- NHTSA’s preliminary investigation (PE) on 2005-2008 Crown Vic Police Interceptor models has been filed/posted to the NHTSA website.
- As the investigation was just opened, we have very little information about the reports.
- Attached is a short, approved statement and Q&A.
- We can expect media calls at any time.

Next steps: Please direct any calls to me and let me know if you have any questions or comments.

Susan Krusel

Ford Corporate Communications

Phone 313.322.7998 | Cell 313.478.7511 | skrusel@ford.com



Crown Vic Police Interceptor NHTSA Preliminary Investigation – Statement And Q&A

Contact: Susan Krusel
313.322.7998 (o)
313.478.7511 (c)
skrusel@ford.com

Situation: On Sept. 14, NHTSA opened a new preliminary investigation related to allegations of steering column failures in 2005-2008 model year Crown Victoria Police Interceptor vehicles. Media in the Washington D.C. area picked up the story on Sept. 11 after the Montgomery County Police department claimed two alleged issues relating to loss of steering. Ford will cooperate fully with the agency as we conduct our investigation.

Statement Regarding the NHTSA Preliminary Investigation:

Ford is aware of NHTSA's preliminary investigation on the Crown Victoria Police Interceptor models and we will cooperate fully with the agency as we conduct our analysis. We have just begun our investigation and have very limited information regarding the reports.

Q&A:

Q. What is the issue NHTSA is investigating?

A. NHTSA is investigating reports of steering column failures in certain 2005-2008 model-year Crown Victoria Police vehicles.

Q. How many customer complaints have been filed with NHTSA?

A. We were informed by NHTSA that the agency has received three reports alleging steering column failures at low speeds in Crown Victoria police interceptor vehicles. The agency also received 10 reports alleging concerns with the steering column that might be related.

Q. How many vehicles are involved?

A. 195,000

Q. What about Grand Marquis?

A. The investigation does not include Grand Marquis.

Q. Are the steering components in the Crown Vic police vehicles the same as those in customer vehicles?

A. We are not able to determine this yet because police vehicles often get various component upgrades due to their unique usage patterns. We are in communication with the fleet in Maryland to better understand the reports and we will complete a detailed engineering analysis.

Q. How many complaints has Ford received?

A. We have just begun our analysis and have very limited information regarding this investigation. We were informed by NHTSA that the agency has received three reports alleging steering column failures at low speeds in certain Crown Victoria police vehicles. The agency also received 10 reports alleging the onset of separation of the steering column components.

Q. Are there any warning signs that a customer can check for?

A. The incidents reported by the [REDACTED] alleged failures in the steering column, including a loss of steering. The reports also indicated the need for increased steering effort prior to the loss of steering control. However, until we are able to gather more information, we cannot speculate as to what actually occurred.

Q. Are you going to inspect the vehicles from the [REDACTED] Police department fleet? If so, when?

A. We are in communication with the fleet in Maryland to better understand the reports. We will complete a detailed engineering analysis as part of our normal investigation process.

#

From: [REDACTED]
Sent: Wednesday, September 12, 2012 2:27 PM
To: [REDACTED]
[REDACTED]
Subject: FW: Police Cruiser Steering Issues 2
Attachments: County Police Cruisers Being Pulled Off Street.docx

Are you aware of this yet? FYI... we are inspecting all of our cars and the goal is to have all 880 done within two weeks. The attached press release from Montgomery County has generated news in the media so you probably have been made aware by now.

[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 12, 2012 10:04 AM
To: [REDACTED]
[REDACTED]
Subject: Police Cruiser Steering Issues

You can call me on this when you get a minute. We are on top of the issue here, but there may be a media inquiry.

This E-mail and any of its attachments may contain [REDACTED] Government or [REDACTED] [REDACTED] Judicial Circuit Court proprietary information or Protected Health Information, which is privileged and confidential. This E-mail is intended solely for the use of the individual or entity to which it is addressed. If you are not the intended recipient of this E-mail, you are hereby notified that any dissemination, distribution, copying, or action taken in relation to the contents of and attachments to this E-mail is strictly prohibited by federal law and may expose you to civil and/or criminal penalties. If you have received this E-mail in error, please notify the sender immediately and permanently delete the original and any copy of this E-mail and any printout.

County Police Cruisers Being Pulled Off Street

Steering failure on two Crown Victorias prompts ██████████ police's most massive maintenance operation.

Nearly all 30 bays at ██████████ light-vehicle maintenance shop in ██████████ are being used to inspect all 300 of the police department's Crown Victoria -- one-third of its cruiser fleet -- after the steering failed on two of the Ford-made cars. Credit Sebastian Montes

Nearly a third of ██████████ police cruisers are being pulled off the road in an unprecedented inspect-and-repair operation that has caught the attention of national safety inspectors.

Starting Tuesday morning, all 324 of the county's Crown Victorias are being inspected at the department's maintenance shop in Seven Locks after the steering failed on two of the Ford vehicles.

Cruiser recalls are not uncommon, said ██████████, but they typically involve non-safety issues that are handled via the dealership. Never in ██████████ 16 years on the force has the department had to launch its own 24-7 operation to inspect and repair so many cars.

"This is uncharted territory. The total loss of steering was such a critical issue that we had to bring the fleet down," ██████████ said. "The majority of officer deaths are related to vehicle accidents, so we take any kind of vehicle failure very seriously."

The problem traces back to July, when an officer who was about to respond to a call had the steering on his Crown Vic "completely fail," ██████████ said. When the same thing happened to another Crown Vic a few weeks ago, ██████████ launched a probe.

Officials with the National Highway Traffic Safety Administration came to ██████████ on Friday, and ██████████ made the unprecedented call late yesterday afternoon.

As of 10 a.m. Tuesday, 124 Crown Vics have been inspected, 30 of which were flagged for repair. Of those 30, two were "on the verge of failure," ██████████ said.

"We're very lucky we've avoided a wreck, an injury or anything worse," he said.

With the NHTSA investigation pending, ██████████ did not want to detail the nature of the malfunction beyond saying that it appears to be caused by one specific part in the steering column that, when it fails, forces the wheels to switch into a default straight position.

NHTSA did not immediately return a call for comment. The agency oversaw a 36,000-cruiser recall of Chevy Impalas last month, The New York Times reported.

For now, ██████████ is taking on the cost of replacement parts and man hours—but NHTSA's findings could shift the burden to Ford.

"We're expending a great deal of energy and money on this. We're running a 24-7 operation right now to get these vehicles inspected and repaired," ██████████ said.

Officers whose cruisers need repairs are riding along with other officers or are borrowing spare cruisers from their district station.

The inspections should wrap up by Thursday and the fleet of Crown Vics should be back to full force by Saturday, ██████ said.

Dodge Chargers and Chevy Impalas make up most of the other two-thirds of MCPD's cruiser fleet. The department has begun phasing in the new Chevy Caprice and the new Ford Interceptor. The Interceptor will eventually replace the Crown Vics, ██████ said.

From: [REDACTED]
Sent: Wednesday, September 12, 2012 1:47 PM
To: [REDACTED]
Subject: Fwd: [REDACTED] Crown Vics Steering

Follow Up Flag: Follow up
Flag Status: Completed

Is this something I need to check on the GSA vehicles?

----- Forwarded message -----

From: [REDACTED]
Date: Wed, Sep 12, 2012 at 8:53 AM
Subject: [REDACTED]
To: [REDACTED]
[REDACTED]

Interesting issue with a number of MoCo Cruisers.

I do know that MoCo bought a huge number of these at once (300+) a number of years ago, so it could be isolated to their build.

[http://www.wtop.com/52/3032265/\[REDACTED\]-police-have-cruisers-inspected-after-steering-failure](http://www.wtop.com/52/3032265/[REDACTED]-police-have-cruisers-inspected-after-steering-failure)

--
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Strong and bitter words indicate a weak cause.

From: [REDACTED]
Sent: Wednesday, September 05, 2012 11:45 PM
To: [REDACTED]
Subject: FW: [REDACTED]

Kris,
How should we respond?

Best Regards,

[REDACTED]

Share the Ford story at www.TheFordStory.com

From: Murphy, Katrina (K.M.)
Sent: Wednesday, September 05, 2012 4:40 PM
To: [REDACTED]
Subject: [REDACTED]

Hello [REDACTED],
I am forwarding you this note in [REDACTED] absence. Are you able to assist with the concern below from Montgomery County? Are you aware of any steering shaft issues? I'm looking for assistance in responding to their concern. Thanks for your assistance.

Regards,

[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 05, 2012 3:51 PM
To: Murphy, Katrina (K.M.); [REDACTED]
Subject: ACCIDENT

Katrina
We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle. Talking with my maintenance shop I was informed we had a similar incident on stock 060540 I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix. I am concerned we have a major issue and I need a response from Ford ASAP on this issue Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]
060540 2FAFP71W16X [REDACTED]

[REDACTED]

 Please consider the environment before printing this e-mail.

From: [REDACTED]
Sent: Monday, September 17, 2012 8:48 AM
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: FW: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A
Attachments: Crown Vic Steering NHTSA Investigation 091412 .docx

Folks,

Please do not forward. FYI – Q&A regarding NHTSA Preliminary investigation of 2005 – 2008 CVPI Steering Investigation. Calls can be directed to Susan Krusel as indicated below. Thanks, Mark

From: [REDACTED]
Sent: Friday, September 14, 2012 2:43 PM
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Purpose: Provide a statement and Q&A related to the new NHTSA preliminary investigation on 2005-2008 Crown Vic police vehicles

Summary:

- NHTSA’s preliminary investigation (PE) on 2005-2008 Crown Vic Police Interceptor models has been filed/posted to the NHTSA website.
- As the investigation was just opened, we have very little information about the reports.
- Attached is a short, approved statement and Q&A.
- We can expect media calls at any time.

Next steps: Please direct any calls to me and let me know if you have any questions or comments.

Susan Krusel
Ford Corporate Communications
Phone 313.322.7998 | Cell 313.478.7511 | skrusel@ford.com



Crown Vic Police Interceptor NHTSA Preliminary Investigation – Statement And Q&A

Contact: Susan Krusel
313.322.7998 (o)
313.478.7511 (c)
skrusel@ford.com

Situation: On Sept. 14, NHTSA opened a new preliminary investigation related to allegations of steering column failures in 2005-2008 model year Crown Victoria Police Interceptor vehicles. Media in the Washington D.C. area picked up the story on Sept. 11 after the Montgomery County Police department claimed two alleged issues relating to loss of steering. Ford will cooperate fully with the agency as we conduct our investigation.

Statement Regarding the NHTSA Preliminary Investigation:

Ford is aware of NHTSA's preliminary investigation on the Crown Victoria Police Interceptor models and we will cooperate fully with the agency as we conduct our analysis. We have just begun our investigation and have very limited information regarding the reports.

Q&A:

Q. What is the issue NHTSA is investigating?

A. NHTSA is investigating reports of steering column failures in certain 2005-2008 model-year Crown Victoria Police vehicles.

Q. How many customer complaints have been filed with NHTSA?

A. We were informed by NHTSA that the agency has received three reports alleging steering column failures at low speeds in Crown Victoria police interceptor vehicles. The agency also received 10 reports alleging concerns with the steering column that might be related.

Q. How many vehicles are involved?

A. 195,000

Q. What about Grand Marquis?

A. The investigation does not include Grand Marquis.

Q. Are the steering components in the Crown Vic police vehicles the same as those in customer vehicles?

A. We are not able to determine this yet because police vehicles often get various component upgrades due to their unique usage patterns. We are in communication with the fleet in Maryland to better understand the reports and we will complete a detailed engineering analysis.

Q. How many complaints has Ford received?

A. We have just begun our analysis and have very limited information regarding this investigation. We were informed by NHTSA that the agency has received three reports alleging steering column failures at low speeds in certain Crown Victoria police vehicles. The agency also received 10 reports alleging the onset of separation of the steering column components.

Q. Are there any warning signs that a customer can check for?

A. The incidents reported by the Montgomery Police alleged failures in the steering column, including a loss of steering. The reports also indicated the need for increased steering effort prior to the loss of steering control. However, until we are able to gather more information, we cannot speculate as to what actually occurred.

Q. Are you going to inspect the vehicles from the Montgomery Country Police department fleet? If so, when?

A. We are in communication with the fleet in Maryland to better understand the reports. We will complete a detailed engineering analysis as part of our normal investigation process.

#

From: [REDACTED]
Sent: Thursday, September 20, 2012 1:28 PM
To: [REDACTED]
Subject: RE: 2005-2008- Crown Victoria Steering Issue

Thanks, I'll past this along.

Bill

From: Keady, Christopher (C.M.) [<mailto:ckeady@ford.com>]
Sent: Thursday, September 20, 2012 12:12 PM
To: [REDACTED]
Subject: RE: 2005-2008- Crown Victoria Steering Issue

I mis-spoke on one issue. Inspect the car , looking for the green sleeve from inside the car, looking up from the bottom of the driver's side floor.

From: [REDACTED]
Sent: Thursday, September 20, 2012 12:25 PM
To: [REDACTED]
Subject: 2005-2008- Crown Victoria Steering Issue

Earl,

Please pass along to interested parties in the Police Department.

I just got off the phone with Mr. Keady representing Ford Motor Co.

Mr. Keady gave me background about this issue and expressed the concern about the issue.

Mr. Keady related to me, that the "sleeve" for the bearing, actually has four (4) tabs that hold it in place.

Robbie, James, you may already know this.

He also said that the sleeve was green in color and could be seen from beneath the car. Unless I misunderstood what we discussed in our meeting yesterday, I was under the impression that the effected part was under the dash and was blue in the picture.

Robbie, James, can either of you clarify this?

If we discover a failure, Mr. Keady expressed that Ford would be very interested in obtaining the failed part(s).

I described the measures that OKC Fleet Services is going to perform as well as the documented manner in which we're going to review the effected units.

Mr. Keady was pleased with what we were going to do.

Mr. Keady asked to be kept informed and I confirmed that I/we would do so.

Thanks

[REDACTED]

CONFIDENTIALITY NOTE: This e-mail message and any attachments are intended solely for the person to which it is addressed and may contain privileged and confidential information protected by law. If you have received this communication in error, please notify the sender immediately by telephone or e-mail, destroy this message and delete any copies held in your electronic files. Unauthorized use and/or re-disclosure may subject you to penalties under applicable state and federal laws.

CONFIDENTIALITY NOTE: This e-mail message and any attachments are intended solely for the person to which it is addressed and may contain privileged and confidential information protected by law. If you have received this communication in error, please notify the sender immediately by telephone or e-mail, destroy this message and delete any copies held in your electronic files. Unauthorized use and/or re-disclosure may subject you to penalties under applicable state and federal laws.

From: [REDACTED]
Sent: Monday, September 10, 2012 5:31 PM
To: [REDACTED]
[REDACTED]
Subject: RE: ACCIDENT- additional parts failure
Importance: High

Katrina,

I just left you a voice mail. [REDACTED] has identified an additional steering column retaining ring that has failed. This is the 3rd failure we have experienced; this particular part failure is on a 2005 MY CVPI. The county has decided to ground its fleet until which time we can inspect the remaining 324 CVPI units we have in the fleet. This represents 22% of my public safety fleet.

Can you please provide me an update as the status on our original inquiry for technical support or engineering inspection of our identified parts failures? I am concerned that this may be a recall type of failure that others should be made aware of.

Thank you in advance for your prompt response.

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

"Fleet - One Mission, One Team"

-----Original Message-----
From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]
Sent: Friday, September 07, 2012 2:55 PM
To: [REDACTED]
[REDACTED]
Subject: RE: ACCIDENT

K [REDACTED]
I have contacted our legal department and am in the process of submitting a legal request for review of this case. The legal request process must occur first as one of the units was involved in an accident. As soon as I hear back from them, I will contact you.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM
To: [REDACTED]
[REDACTED]
Subject: RE: ACCIDENT

Katrina

I would have thought that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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

From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]
Sent: Friday, September 07, 2012 12:30 PM
To: [REDACTED]
[REDACTED]
Subject: RE: ACCIDENT

[REDACTED]
My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Thursday, September 06, 2012 9:48 AM
To: Murphy, Katrina (K.M.); [REDACTED]
[REDACTED]
Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft slip yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]

 Please consider the environment before printing this e-mail.

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

From: [REDACTED]
Sent: Wednesday, September 05, 2012 3:51 PM
To: 'Murphy, Katrina (K.M.); [REDACTED]
[REDACTED]
Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540 I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]
060540 2FAFP71W16X [REDACTED]

[REDACTED]

 Please consider the environment before printing this e-mail.

From: [REDACTED]
Sent: Friday, September 07, 2012 3:33 PM
To: Murphy, Katrina (K.M.)
Subject: RE: ACCIDENT

Katrina

060922 is the unit we have in the shop now. It currently has 76672 miles
The other unit 060540 was in the shop on 7-9-12 with the same failure the mileage then was 74718

[REDACTED]

 Please consider the environment before printing this e-mail.

-----Original Message-----
From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]
Sent: Friday, September 07, 2012 3:24 PM
To: [REDACTED]
Subject: RE: ACCIDENT

[REDACTED]
Can you provide the mileage on the unit? Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM
To: Murphy, Katrina (K.M.); [REDACTED]
Subject: RE: ACCIDENT

Katrina

I would have thought that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]

 Please consider the environment before printing this e-mail.

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

From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]

Sent: Friday, September 07, 2012 12:30 PM

To: [REDACTED]

Subject: RE: ACCIDENT

[REDACTED]

My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]

Sent: Thursday, September 06, 2012 9:48 AM

To: Murphy, Katrina (K.M.); [REDACTED]

Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft slip yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]

 Please consider the environment before printing this e-mail.

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

From: [REDACTED]

Sent: Wednesday, September 05, 2012 3:51 PM

To: 'Murphy, Katrina (K.M.); [REDACTED]

Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540 I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]

060540 2FAFP71W16X [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Friday, September 14, 2012 1:29 PM
To: [REDACTED]
[REDACTED]
Subject: RE: County Police Cruisers Being Pulled Off Street

I have spoken to Amanda and am prepared to respond this week at Michigan State Police testing.

[REDACTED]
Please suggest best response per Tony Gratson's following email for ongoing inquiries.
Thank you.

Best Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Friday, September 14, 2012 12:41 PM
To: [REDACTED]
[REDACTED]
Subject: RE: County Police Cruisers Being Pulled Off Street
Importance: High

[REDACTED]
We are getting a few inquiries in the U.S. and Canada. Please advise what we should officially be telling accounts.

Thanks,

Tony Gratson
Government Sales Manager
Ford Motor Company
W: 313-390-1041
C: 313-205-8610
tgratson@ford.com



From: [REDACTED]
Sent: Thursday, September 13, 2012 8:02 AM
To: Gratson, Tony (A.J.); [REDACTED]
Subject: Re: County Police Cruisers Being Pulled Off Street

Not sure where this will end up but as CVPI age and we find road salt and rust as contributing factor in this case as well as other fleets and other vehicle lines are just operational realities.

Chris Keady

Sent from blackberry

From: Gratson, Tony (A.J.)

Sent: Wednesday, September 12, 2012 06:37 PM

To: [REDACTED]

Subject: RE: County Police Cruisers Being Pulled Off Street

[REDACTED]

Thanks for your quick action, parts numbers and pictures. You are a great help.

Sincerely,

Tony Gratson

Government Sales Manager

Ford Motor Company

W: 313-390-1041

C: 313-205-8610

tgratson@ford.com



From: [REDACTED]

Sent: Wednesday, September 12, 2012 7:49 AM

To: [REDACTED]

Subject: RE: County Police Cruisers Being Pulled Off Street

Here what I have found out so far--

The inspection/repair being performed by Montgomery County is in the steering column, IE the lower swivel are frozen- (due to salt,rust) causing the upper column to separate, resulting in a loss of steering.

There are issues noted and should be repaired- prior to this condition occurring- tightness/stiffness on turns or vibration on turns in the steering, due to the binding joint.

[REDACTED]

This email message is for the sole use of the intended recipient(s) and may contain privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: Freiburger, Randy (R.M.) [mailto:rfreibur@ford.com]

Sent: Wednesday, September 12, 2012 7:46 AM

To: [REDACTED]

Subject: RE: County Police Cruisers Being Pulled Off Street

Just hearing about it.
I have not heard of anything like this before.

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21
Phone: 001-313-805-3709
email: rfreibur@ford.com
Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Wednesday, September 12, 2012 4:03 AM
To: Freiburger, Randy (R.M.); Gratson, Tony (A.J.)
Subject: Fw: County Police Cruisers Being Pulled Off Street

Randy, Tony
Are you aware of this steering issue by Montgomery County Police in Maryland ?

From: [REDACTED]
Sent: Tuesday, September 11, 2012 06:25 PM
To: [REDACTED]
Subject: County Police Cruisers Being Pulled Off Street

ALCON

Gary Nurenburg from channel 9 called inquiring as to if we were aware of the problem Montgomery County Police were having with their Crown Vics, and if we are doing anything about our Crown Vics in the fleet.

His story airs at 11:00 pm tonight.

Thanks,

[http://\[REDACTED\].com/articles/cruisers-are-being-pulled-off-the-street](http://[REDACTED].com/articles/cruisers-are-being-pulled-off-the-street)

County Police Cruisers Being Pulled Off Street

Steering failure on two Crown Victorias prompts [REDACTED] police's most massive maintenance operation.

- By [Sebastian Montes](#)
- [Email the author](#)
- 3:18 pm

Nearly a third of [REDACTED] police cruisers are being pulled off the road in an unprecedented inspect-and-repair operation that has caught the attention of national safety inspectors.

Starting Tuesday morning, all 324 of the county's Crown Victorias are being inspected at the department's maintenance shop in Seven Locks after the steering failed on two of the Ford vehicles.

Cruiser recalls are not uncommon, said [REDACTED], but they typically involve non-safety issues that are handled via the dealership. Never in [REDACTED] 16 years on the force has the department had to launch its own 24-7 operation to inspect and repair so many cars.

“This is uncharted territory. The total loss of steering was such a critical issue that we had to bring the fleet down,” [REDACTED] said. “The majority of officer deaths are related to vehicle accidents, so we take any kind of vehicle failure very seriously.”

The problem traces back to July, when an officer who was about to respond to a call had the steering on his Crown Vic “completely fail,” [REDACTED] said. When the same thing happened to another Crown Vic a few weeks ago, [REDACTED] launched a probe.

Officials with the National Highway Traffic Safety Administration came to [REDACTED] on Friday, and [REDACTED] [REDACTED] made the unprecedented call late yesterday afternoon.

As of 10 a.m. Tuesday, 124 Crown Vics have been inspected, 30 of which were flagged for repair. Of those 30, two were “on the verge of failure,” [REDACTED] said.

“We’re very lucky we’ve avoided a wreck, an injury or anything worse,” he said.

With the NHTSA investigation pending, [REDACTED] did not want to detail the nature of the malfunction beyond saying that it appears to be caused by one specific part in the steering column that, when it fails, forces the wheels to switch into a default straight position.

NHTSA did not immediately return a call for comment. The agency oversaw a 36,000-cruiser recall of Chevy Impalas last month, [The New York Times reported](#).

For now, [REDACTED] is taking on the cost of replacement parts and man hours—but NHTSA’s findings could shift the burden to Ford.

“We’re expending a great deal of energy and money on this. We’re running a 24-7 operation right now to get these vehicles inspected and repaired,” [REDACTED] said.

Officers whose cruisers need repairs are riding along with other officers or are borrowing spare cruisers from their district station.

The inspections should wrap up by Thursday and the fleet of Crown Vics should be back to full force by Saturday, [REDACTED] said.

Dodge Chargers and Chevy Impalas make up most of the other two-thirds of [REDACTED] cruiser fleet. The department has begun phasing in the new Chevy Caprice and the new Ford Interceptor. The Interceptor will eventually replace the Crown Vics, Francke said.

[http://www.wtop.com/52/3032265/\[REDACTED\]-police-have-cruisers-inspected-after-steering-failure](http://www.wtop.com/52/3032265/[REDACTED]-police-have-cruisers-inspected-after-steering-failure)

[REDACTED] police have cruisers inspected after steering failure

Tuesday - 9/11/2012, 5:38pm ET

WASHINGTON - [REDACTED] police are pulling almost a third of their police cruisers off the road after the steering failed on two of their Ford Crown Victorias.

[REDACTED] reports that all 324 of the car models are being inspected at the police department's maintenance shop, located in Seven Locks.

Though cruiser recalls are not uncommon, an inspection and repair operation of this magnitude is unprecedented. It has also caused national safety inspectors to sit up and take notice, Patch reports. Follow WTOP on Twitter.

(Copyright 2012 by WTOP. All Rights Reserved.)

[REDACTED]
[REDACTED]
[REDACTED]

Please follow us on Twitter.com [REDACTED]

Plan TODAY for what's on the way. September is National Emergency Preparedness Month. To learn how to prepare & to sign up for critical emergency alerts, go to www.72hours.dc.gov.

From: [REDACTED]
Sent: Wednesday, September 12, 2012 7:49 AM
To: [REDACTED]
Subject: RE: County Police Cruisers Being Pulled Off Street
Attachments: CV steering column 008.jpg; CV steering column 006.jpg; CV steering column 007.jpg; CV steering column 003.jpg; CV steering column 011.jpg

Here what I have found out so far--

The inspection/repair being performed by Montgomery County is in the steering column, IE the lower swivel are frozen- (due to salt,rust) causing the upper column to separate, resulting in a loss of steering.

There are issues noted and should be repaired- prior to this condition occurring- tightness/stiffness on turns or vibration on turns in the steering, due to the binding joint.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

This email message is for the sole use of the intended recipient(s) and may contain privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: Freiburger, Randy (R.M.) [mailto:rfreibur@ford.com]
Sent: Wednesday, September 12, 2012 7:46 AM
To: [REDACTED]
Subject: RE: County Police Cruisers Being Pulled Off Street

Just hearing about it.
I have not heard of anything like this before.

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21
Phone: 001-313-805-3709
email: rfreibur@ford.com
Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Wednesday, September 12, 2012 4:03 AM
To: Freiburger, Randy (R.M.); Gratson, Tony (A.J.)
Subject: Fw: County Police Cruisers Being Pulled Off Street

Randy, Tony

Are you aware of this steering issue by Montgomery County Police in Maryland ?

From: [REDACTED]
Sent: Tuesday, September 11, 2012 06:25 PM
To: [REDACTED]
Subject: County Police Cruisers Being Pulled Off Street

ALCON

Gary Nurenborg from channel 9 called inquiring as to if we were aware of the problem Montgomery County Police were having with their Crown Vics, and if we are doing anything about our Crown Vics in the fleet.

His story airs at 11:00 pm tonight.

Thanks,

[http://\[REDACTED\].com/articles/cruisers-are-being-pulled-off-the-street](http://[REDACTED].com/articles/cruisers-are-being-pulled-off-the-street)

County Police Cruisers Being Pulled Off Street

Steering failure on two Crown Victorias prompts [REDACTED] police's most massive maintenance operation.

- By [Sebastian Montes](#)
- [Email the author](#)
- 3:18 pm

Nearly a third of [REDACTED] police cruisers are being pulled off the road in an unprecedented inspect-and-repair operation that has caught the attention of national safety inspectors.

Starting Tuesday morning, all 324 of the county's Crown Victorias are being inspected at the department's maintenance shop in Seven Locks after the steering failed on two of the Ford vehicles.

Cruiser recalls are not uncommon, said [REDACTED], but they typically involve non-safety issues that are handled via the dealership. Never in [REDACTED] 16 years on the force has the department had to launch its own 24-7 operation to inspect and repair so many cars.

"This is uncharted territory. The total loss of steering was such a critical issue that we had to bring the fleet down," [REDACTED] said. "The majority of officer deaths are related to vehicle accidents, so we take any kind of vehicle failure very seriously."

The problem traces back to July, when an officer who was about to respond to a call had the steering on his Crown Vic "completely fail," [REDACTED] said. When the same thing happened to another Crown Vic a few weeks ago, [REDACTED] launched a probe.

Officials with the National Highway Traffic Safety Administration came to [REDACTED] on Friday, and [REDACTED] [REDACTED] made the unprecedented call late yesterday afternoon.

As of 10 a.m. Tuesday, 124 Crown Vics have been inspected, 30 of which were flagged for repair. Of those 30, two were “on the verge of failure,” [REDACTED] said.

“We’re very lucky we’ve avoided a wreck, an injury or anything worse,” he said.

With the NHTSA investigation pending, Francke did not want to detail the nature of the malfunction beyond saying that it appears to be caused by one specific part in the steering column that, when it fails, forces the wheels to switch into a default straight position.

NHTSA did not immediately return a call for comment. The agency oversaw a 36,000-cruiser recall of Chevy Impalas last month, [The New York Times reported](#).

For now, [REDACTED] is taking on the cost of replacement parts and man hours—but NHTSA’s findings could shift the burden to Ford.

“We’re expending a great deal of energy and money on this. We’re running a 24-7 operation right now to get these vehicles inspected and repaired,” [REDACTED] said.

Officers whose cruisers need repairs are riding along with other officers or are borrowing spare cruisers from their district station.

The inspections should wrap up by Thursday and the fleet of Crown Vics should be back to full force by Saturday, [REDACTED] said.

Dodge Chargers and Chevy Impalas make up most of the other two-thirds of MCPD’s cruiser fleet. The department has begun phasing in the new Chevy Caprice and the new Ford Interceptor. The Interceptor will eventually replace the Crown Vics, Francke said.

[http://www.wtop.com/52/3032265/\[REDACTED\]-police-have-cruisers-inspected-after-steering-failure](http://www.wtop.com/52/3032265/[REDACTED]-police-have-cruisers-inspected-after-steering-failure)

[REDACTED] police have cruisers inspected after steering failure

Tuesday - 9/11/2012, 5:38pm ET

WASHINGTON - [REDACTED] police are pulling almost a third of their police cruisers off the road after the steering failed on two of their Ford Crown Victorias.

[REDACTED] reports that all 324 of the car models are being inspected at the police department's maintenance shop, located in Seven Locks.

Though cruiser recalls are not uncommon, an inspection and repair operation of this magnitude is unprecedented. It has also caused national safety inspectors to sit up and take notice, Patch reports. Follow WTOP on Twitter.

(Copyright 2012 by WTOP. All Rights Reserved.)

[REDACTED]
[REDACTED]
[REDACTED]

Please follow us on Twitter.com 

Plan TODAY for what's on the way. September is National Emergency Preparedness Month. To learn how to prepare & to sign up for critical emergency alerts, go to www.72hours.dc.gov.

Vehicle Check-In Sheet/Walk Around

Vehicle Exterior Inspection



Right Side

Scratch



Left Side



Rear

Scratch



Front

PT TAG MISSING

Yes No

In car: Yes No

Expiration Date: 11-11-2013

Due Date: 11-4-2015

Hubcap Count: 4

Mileage Due:

Tag Expiration Date:

Unit No: 015 414

Date: 03-30-2013

SAFETY CHECKS

	OK	Adjusted	Other
Lights			
Oil Level			
Coolant level			
Washer Fluid			
Tires			
Pressure			
Depth			
Matching			
Spare Tire			
Body Damage			
Fire Aid Kit			
Booster Cables			
Fire Extinguisher			

Left PT Headlight out with Emer. Light OK

STEERING HARD

Left Door Done



TOTAL COST: 118.96		
1	59.480	59.48
1	59.480	59.48
TOTAL COST: 118.96		



CERAMIC

NAO friction matched to OE and Premium shims dampen noise, provide a smooth, quiet ride.

Professional Grade Ceramic material matches or improves on the OE ceramic formulation to provide maximum stopping power and safety. Achieves strong and silent braking with low dusting, improved pedal feel and enhanced responsiveness.

- And Durable
- Vehicle Specific, Low Copper Friction
- Application Specific Shims And Chatterbox Suppressor
- Factory Dated For Electronic Braking "Right Out Of The Box"

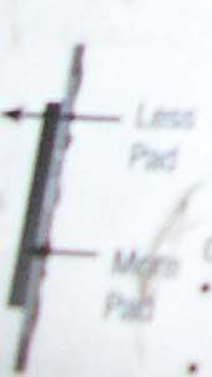


Loose Hardware/Electronic Sensors Included

Check Application
 By All State environmental regulations

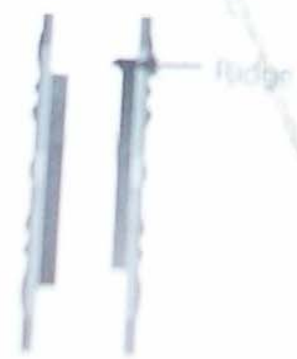


SIGNS OF IMPROPER WEAR



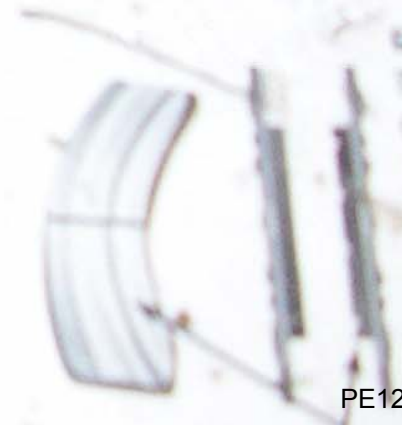
Uneven Wear
 One side of the pad set has significantly less undisturbed friction material than the other.

- Often caused by:
- Worn rubber caliper bushings
 - Worn caliper slide rails
 - Caliper piston sticking



Overhang Wear
 Ridges on the top or bottom edges of the pads.

- Often caused by:
- Misplacement of pads in caliper housing
 - Worn hardware components
 - Worn caliper slide rails
 - Improper lubrication



Crossed Wear
 Symmetrical grooves in the friction material.

- Often caused by:
- Failure to use new brake pads
 - Excessive heat
 - Excessive force

WORK ORDER/INDEPENDENT ISSUE DOCUMENT NUMBER

WO/IND DOC #:	83145	MST	22947666
83145	358832	MST	22947665

QUANTITY ISSUED:	2				
left lower control arm	09/11/2012	NO18KCL3100BN	30		
lower control arm right side	09/11/2012	NO18KCL3100BN	30		
QUANTITY ISSUED:	2				
				59-480	
				59-480	
				TOTAL COST:	111
				TOTAL COST:	111

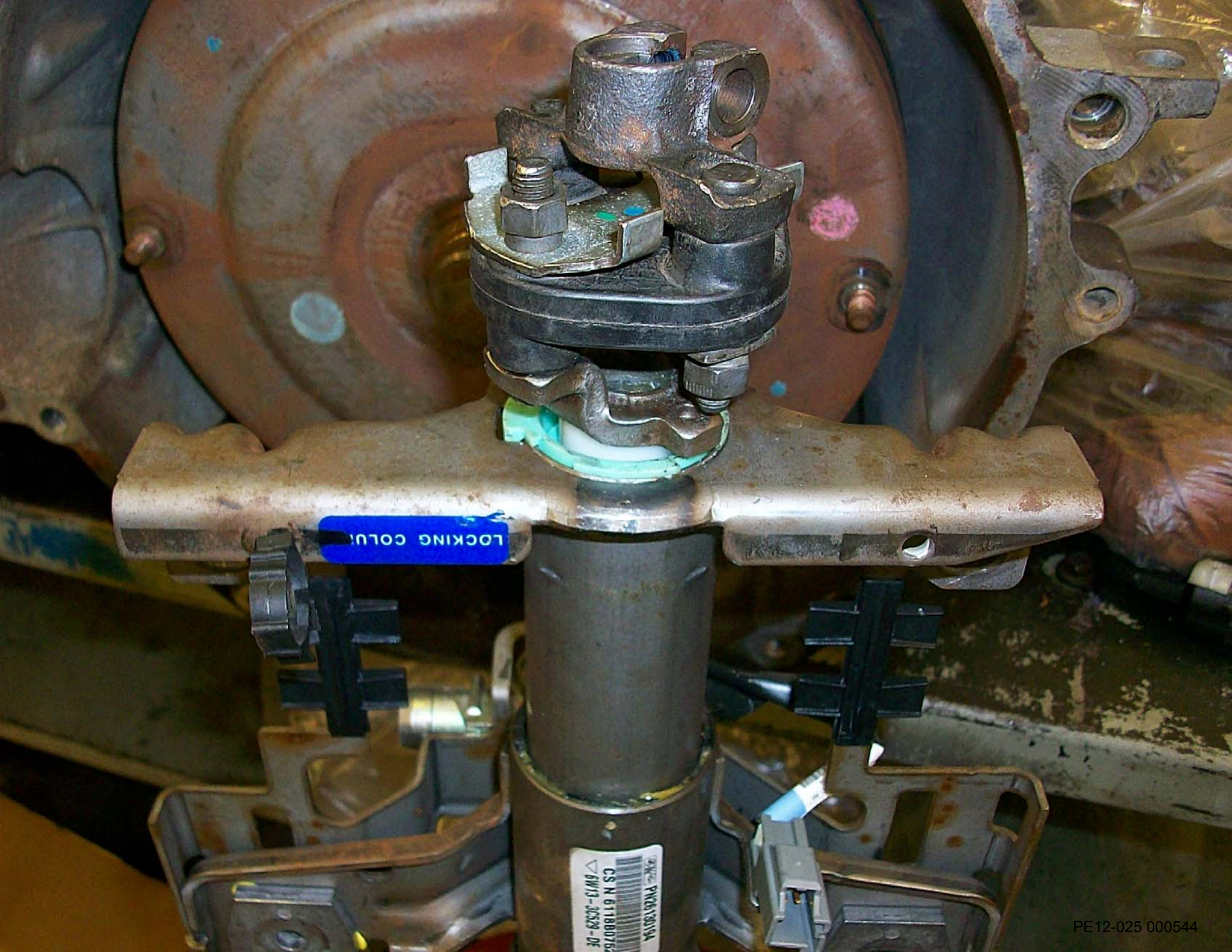


Professional Grade Semi-Metallic and NAO friction materials engineered to restore factory performance. Premium shims while OE-or-better slots and chamfers provide a smooth, quiet ride.

IZOD

See more about IZOD





LOCKING COLUMN

CS N 611800765
6W13-3C529-DE

From: [REDACTED]
Sent: Thursday, September 13, 2012 7:35 AM
To: Murphy, Katrina (K.M.)
Subject: Re: County Police Cruisers Being Pulled Off Street

What is he trying to do or Where is e going With this??

From: Murphy, Katrina (K.M.)
Sent: Thursday, September 13, 2012 07:32 AM
To: [REDACTED]
Subject: Re: County Police Cruisers Being Pulled Off Street

I spoke to him a few times yesterday.

From: [REDACTED]
Sent: Wednesday, September 12, 2012 10:51 PM
To: Murphy, Katrina (K.M.)
Subject: Re: County Police Cruisers Being Pulled Off Street

Dave Dodds tried to call me 2xs today but no message

From: Murphy, Katrina (K.M.)
Sent: Wednesday, September 12, 2012 09:42 PM
To: [REDACTED]
Subject: Re: County Police Cruisers Being Pulled Off Street

I will be at the inspection with the Ford Engineer on Friday. I spoke to Don Cobb earlier today as well.

From: [REDACTED]
Sent: Wednesday, September 12, 2012 06:48 PM
To: Murphy, Katrina (K.M.)
Subject: FW: County Police Cruisers Being Pulled Off Street

FYI

From: Gratson, Tony (A.J.)
Sent: Wednesday, September 12, 2012 05:35 PM
To: [REDACTED]
Subject: FW: County Police Cruisers Being Pulled Off Street

FYI,

Tony

From: [REDACTED]
Sent: Wednesday, September 12, 2012 1:02 PM

To: Freiburger, Randy (R.M.); Gratson, Tony (A.J.)
Subject: RE: County Police Cruisers Being Pulled Off Street

Randy,

The part numbers affected in this steering issue, are 5W1Z-3B676-AA & AB upper and lower shafts for the column.

If you have somebody check the parts at Fords parts order system, these 2 parts are now on backorder

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

This email message is for the sole use of the intended recipient(s) and may contain privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: [REDACTED]
Sent: Wednesday, September 12, 2012 7:49 AM
To: Freiburger, Randy (R.M.); Gratson, Tony (A.J.)
Subject: RE: County Police Cruisers Being Pulled Off Street

Here what I have found out so far--

The inspection/repair being performed by [REDACTED] is in the steering column, IE the lower swivel are frozen- (due to salt,rust) causing the upper column to separate, resulting in a loss of steering.

There are issues noted and should be repaired- prior to this condition occurring- tightness/stiffness on turns or vibration on turns in the steering, due to the binding joint.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

This email message is for the sole use of the intended recipient(s) and may contain privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: Freiburger, Randy (R.M.) [mailto:rfreibur@ford.com]
Sent: Wednesday, September 12, 2012 7:46 AM
To: [REDACTED]
Subject: RE: County Police Cruisers Being Pulled Off Street

Just hearing about it.
I have not heard of anything like this before.

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21
Phone: 001-313-805-3709
email: rfreibur@ford.com
Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Wednesday, September 12, 2012 4:03 AM
To: Freiburger, Randy (R.M.); Gratson, Tony (A.J.)
Subject: Fw: County Police Cruisers Being Pulled Off Street

Randy, Tony
Are you aware of this steering issue by [REDACTED] Police in Maryland ?

From: [REDACTED]
Sent: Tuesday, September 11, 2012 06:25 PM
To: [REDACTED]
Subject: County Police Cruisers Being Pulled Off Street

ALCON

Gary Nurenburg from channel 9 called inquiring as to if we were aware of the problem [REDACTED] nty Police were having with their Crown Vics, and if we are doing anything about our Crown Vics in the fleet.

His story airs at 11:00 pm tonight.

Thanks,

[http://\[REDACTED\].com/articles/cruisers-are-being-pulled-off-the-street](http://[REDACTED].com/articles/cruisers-are-being-pulled-off-the-street)

County Police Cruisers Being Pulled Off Street

Steering failure on two Crown Victorias prompts [REDACTED] police's most massive maintenance operation.

- By [Sebastian Montes](#)
- [Email the author](#)
- 3:18 pm

Nearly a third of [REDACTED] police cruisers are being pulled off the road in an unprecedented inspect-and-repair operation that has caught the attention of national safety inspectors.

Starting Tuesday morning, all 324 of the county's Crown Victorias are being inspected at the department's maintenance shop in Seven Locks after the steering failed on two of the Ford vehicles.

Cruiser recalls are not uncommon, said [REDACTED], but they typically involve non-safety issues that are handled via the dealership. Never in [REDACTED] 16 years on the force has the department had to launch its own 24-7 operation to inspect and repair so many cars.

“This is uncharted territory. The total loss of steering was such a critical issue that we had to bring the fleet down,” [REDACTED] said. “The majority of officer deaths are related to vehicle accidents, so we take any kind of vehicle failure very seriously.”

The problem traces back to July, when an officer who was about to respond to a call had the steering on his Crown Vic “completely fail,” [REDACTED] said. When the same thing happened to another Crown Vic a few weeks ago, [REDACTED] launched a probe.

Officials with the National Highway Traffic Safety Administration came to [REDACTED] on Friday, and [REDACTED] [REDACTED] made the unprecedented call late yesterday afternoon.

As of 10 a.m. Tuesday, 124 Crown Vics have been inspected, 30 of which were flagged for repair. Of those 30, two were “on the verge of failure,” [REDACTED] said.

“We’re very lucky we’ve avoided a wreck, an injury or anything worse,” he said.

With the NHTSA investigation pending, [REDACTED] did not want to detail the nature of the malfunction beyond saying that it appears to be caused by one specific part in the steering column that, when it fails, forces the wheels to switch into a default straight position.

NHTSA did not immediately return a call for comment. The agency oversaw a 36,000-cruiser recall of Chevy Impalas last month, [The New York Times reported](#).

For now, [REDACTED] is taking on the cost of replacement parts and man hours—but NHTSA’s findings could shift the burden to Ford.

“We’re expending a great deal of energy and money on this. We’re running a 24-7 operation right now to get these vehicles inspected and repaired,” [REDACTED] said.

Officers whose cruisers need repairs are riding along with other officers or are borrowing spare cruisers from their district station.

The inspections should wrap up by Thursday and the fleet of Crown Vics should be back to full force by Saturday, [REDACTED] said.

Dodge Chargers and Chevy Impalas make up most of the other two-thirds of [REDACTED] cruiser fleet. The department has begun phasing in the new Chevy Caprice and the new Ford Interceptor. The Interceptor will eventually replace the Crown Vics, Francke said.

[http://www.wtop.com/52/3032265/\[REDACTED\]-police-have-cruisers-inspected-after-steering-failure](http://www.wtop.com/52/3032265/[REDACTED]-police-have-cruisers-inspected-after-steering-failure)

[REDACTED] police have cruisers inspected after steering failure

Tuesday - 9/11/2012, 5:38pm ET

WASHINGTON - [REDACTED] police are pulling almost a third of their police cruisers off the road after the steering failed on two of their Ford Crown Victorias.

Chevy Chase Patch reports that all 324 of the car models are being inspected at the police department's maintenance shop, located in Seven Locks.

Though cruiser recalls are not uncommom, an inspection and repair operation of this magnitude is unprecedented. It has also caused national safety inspectors to sit up and take notice, Patch reports. Follow WTOP on Twitter.

(Copyright 2012 by WTOP. All Rights Reserved.)



Please follow us on Twitter.com 

Plan TODAY for what's on the way. September is National Emergency Preparedness Month. To learn how to prepare & to sign up for critical emergency alerts, go to www.72hours.dc.gov.

From: [REDACTED]
Sent: Thursday, September 13, 2012 8:02 AM
To: Gratson, Tony (A.J.); Bondoni, Mark (M.J.); Freiburger, Randy (R.M.)
Subject: Re: County Police Cruisers Being Pulled Off Street

Not sure where this will end up but as CVPI age and we find road salt and rust as contributing factor in this case as well as other fleets and other vehicle lines are just operational realities.

Chris Keady
Sent from blackberry

From: [REDACTED]
Sent: Wednesday, September 12, 2012 06:37 PM
To: [REDACTED]
Subject: RE: County Police Cruisers Being Pulled Off Street

Greg,

Thanks for your quick action, parts numbers and pictures. You are a great help.

Sincerely,

Tony Gratson
Government Sales Manager
Ford Motor Company
W: 313-390-1041
C: 313-205-8610
tgratson@ford.com



From: [REDACTED]
Sent: Wednesday, September 12, 2012 7:49 AM
To: Freiburger, Randy (R.M.); Gratson, Tony (A.J.)
Subject: RE: County Police Cruisers Being Pulled Off Street

Here what I have found out so far--

The inspection/repair being performed by [REDACTED] is in the steering column, IE the lower swivel are frozen- (due to salt,rust) causing the upper column to separate, resulting in a loss of steering.

There are issues noted and should be repaired- prior to this condition occurring- tightness/stiffness on turns or vibration on turns in the steering, due to the binding joint.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

This email message is for the sole use of the intended recipient(s) and may contain privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: Freiburger, Randy (R.M.) [mailto:rfreibur@ford.com]
Sent: Wednesday, September 12, 2012 7:46 AM
To: [REDACTED]
Subject: RE: County Police Cruisers Being Pulled Off Street

Just hearing about it.
I have not heard of anything like this before.

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21
Phone: 001-313-805-3709
email: rfreibur@ford.com
Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Wednesday, September 12, 2012 4:03 AM
To: Freiburger, Randy (R.M.); Gratson, Tony (A.J.)
Subject: Fw: County Police Cruisers Being Pulled Off Street

Randy, Tony
Are you aware of this steering issue by [REDACTED] Police in Maryland ?

From: [REDACTED]
Sent: Tuesday, September 11, 2012 06:25 PM
To: [REDACTED]
Subject: County Police Cruisers Being Pulled Off Street

ALCON

Gary Nurenburg from channel 9 called inquiring as to if we were aware of the problem [REDACTED] Police were having with their Crown Vics, and if we are doing anything about our Crown Vics in the fleet.

His story airs at 11:00 pm tonight.

Thanks,

[http://\[REDACTED\].com/articles/cruisers-are-being-pulled-off-the-street](http://[REDACTED].com/articles/cruisers-are-being-pulled-off-the-street)

County Police Cruisers Being Pulled Off Street

Steering failure on two Crown Victorias prompts [REDACTED] police's most massive maintenance operation.

- By [Sebastian Montes](#)

- [Email the author](#)

- 3:18 pm

Nearly a third of ██████████ police cruisers are being pulled off the road in an unprecedented inspect-and-repair operation that has caught the attention of national safety inspectors.

Starting Tuesday morning, all 324 of the county's Crown Victorias are being inspected at the department's maintenance shop in Seven Locks after the steering failed on two of the Ford vehicles.

Cruiser recalls are not uncommon, said ██████████, but they typically involve non-safety issues that are handled via the dealership. Never in ██████████ 16 years on the force has the department had to launch its own 24-7 operation to inspect and repair so many cars.

"This is uncharted territory. The total loss of steering was such a critical issue that we had to bring the fleet down," ██████████ said. "The majority of officer deaths are related to vehicle accidents, so we take any kind of vehicle failure very seriously."

The problem traces back to July, when an officer who was about to respond to a call had the steering on his Crown Vic "completely fail," ██████████ said. When the same thing happened to another Crown Vic a few weeks ago, ██████████ launched a probe.

Officials with the National Highway Traffic Safety Administration came to ██████████ on Friday, and ██████████ ██████████ made the unprecedented call late yesterday afternoon.

As of 10 a.m. Tuesday, 124 Crown Vics have been inspected, 30 of which were flagged for repair. Of those 30, two were "on the verge of failure," ██████████ said.

"We're very lucky we've avoided a wreck, an injury or anything worse," he said.

With the NHTSA investigation pending, ██████████ did not want to detail the nature of the malfunction beyond saying that it appears to be caused by one specific part in the steering column that, when it fails, forces the wheels to switch into a default straight position.

NHTSA did not immediately return a call for comment. The agency oversaw a 36,000-cruiser recall of Chevy Impalas last month, [The New York Times reported](#).

For now, ██████████ is taking on the cost of replacement parts and man hours—but NHTSA's findings could shift the burden to Ford.

"We're expending a great deal of energy and money on this. We're running a 24-7 operation right now to get these vehicles inspected and repaired," ██████████ said.

Officers whose cruisers need repairs are riding along with other officers or are borrowing spare cruisers from their district station.

The inspections should wrap up by Thursday and the fleet of Crown Vics should be back to full force by Saturday, ██████████ said.

From: [REDACTED]
Sent: Tuesday, September 18, 2012 8:42 PM
To: [REDACTED]
Subject: Re: Ford Crown Vic Steering Column Failure

Thanks [REDACTED] for the quick reply. Have a great day/evening !

[REDACTED]

From: "Keady, Christopher (C.M.)" <ckeady@ford.com>
To: [REDACTED]
Sent: Tue, September 18, 2012 7:35:11 PM
Subject: Re: Ford Crown Vic Steering Column Failure

Still very early and a very small number reported. 3 plus a handful of reports. Nation wide less than 20 out of 200K. If the wheel turns and there is no binding or higher steering effort all should be normal. In the pictures you have enclosed the green sleeve should not be showing if it is the vehicle should be checked by a dealer

Chris Keady
Sent from blackberry

From: [REDACTED]
Sent: Tuesday, September 18, 2012 08:25 PM
To: Keady, Christopher (C.M.)
Cc: Dewar, Don (D.C.)
Subject: Fw: Ford Crown Vic Steering Column Failure

Hi Chris ! Can you help me out with any details about the attached potential Crown Vic steering columun failure for our large group of Crown Vic owners that are part of [REDACTED] please ? Thanks

[REDACTED]

----- Forwarded Message -----

From: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[Redacted]

Sent: Tue, September 18, 2012 3:49:32 PM
Subject: Ford Crown Vic Steering Column Failure

Hi All.

Attached are pictures of the Ford Crown Vic Steering Column Failure. The article did not identify exactly what the issue was. The attached pictures show what was at issue. As you can see in picture 2 once the green bearing clip fails, the steering shaft falls down and in extreme cases can decouple. At that point of course the steering fails. They are alleging that binding steering joints are the source of the failure of the clip. City of [Redacted] Inspected 330 Crown Vic's out of 360. Of the 330 inspected they found 16 that they feel were ready to fail. Good Luck and let me know what you find.

[Redacted]

From: Freiburger, Randy (R.M.)
Sent: Friday, September 07, 2012 2:10 AM
To: Murphy, Katrina (K.M.)
Subject: RE: [REDACTED]

Katrina,
The people I have spoken with have not heard of this issue. They have requested more information and parts for analysis.
Please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc.
Also, can we obtain parts.
Thank you.

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21
Phone: 001-313-805-3709
email: rfreibur@ford.com
Share the Ford story at www.TheFordStory.com

From: Murphy, Katrina (K.M.)
Sent: Thursday, September 06, 2012 3:24 PM
To: Freiburger, Randy (R.M.)
Subject: RE: [REDACTED]

Randy,
Please see the attached email with additional information from the fleet. Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: Freiburger, Randy (R.M.)
Sent: Wednesday, September 05, 2012 11:46 PM
To: Murphy, Katrina (K.M.)
Subject: RE: [REDACTED]

Katrina,
Looking for background help on this item.
Will keep you posted.

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21

Phone: 001-313-805-3709

email: rfreibur@ford.com

Share the Ford story at www.TheFordStory.com

From: Murphy, Katrina (K.M.)

Sent: Wednesday, September 05, 2012 4:40 PM

To: Freiburger, Randy (R.M.)

Subject: [REDACTED]

Hello Randy,

I am forwarding you this note in [REDACTED] absence. Are you able to assist with the concern below from [REDACTED] [REDACTED]? Are you aware of any steering shaft issues? I'm looking for assistance in responding to their concern. Thanks for your assistance.

Regards,

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]

Sent: Wednesday, September 05, 2012 3:51 PM

To: Murphy, Katrina (K.M.); Daniel.Hillman@dot.gov

Cc: [REDACTED]

Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540

I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue

Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]

060540 2FAFP71W16X [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

 Please consider the environment before printing this e-mail.

From: [REDACTED]
Sent: Tuesday, September 18, 2012 9:01 AM
To: Keady, Christopher (C.M.)
Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Good Morning Chris,

We would like our maintenance personnel to start inspecting our 2005-2008 CVPI's for this possible issue with the steering column since it is considered a safety issue. Is there anything you can share as to what and where we need to be looking for while inspecting our vehicles? The majority of our 2005-2008 CVPI's are at or over 100,000 miles.

This possible issue has already reached our Chief of Police, so the word has definitely gotten out in a hurry. The Chief is pushing us to inspect our vehicles to make sure we are doing everything we can to make sure our vehicles are safe to drive, so anything you can provide to help move this along would be appreciated.

Thanks for your help Chris.....[REDACTED]

From: Keady, Christopher (C.M.) [mailto:ckeady@ford.com]

Sent: Monday, September 17, 2012 12:51 PM

To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

To the [REDACTED]

The investigation is in the very early stages. This issue is only a few days old and there are 5 vehicles involved that I know about. While the information provided to the [REDACTED] is not propriety, you do have the information much quicker than most. The single point of contact on the issue is myself. ckeady@ford.com 313-595-0974 and you, the [REDACTED], are welcome to contact me directly. There is no reportable news or findings from inspections at this time. Meetings are currently taking place. The vehicles all appear to be LTIN (long time in service) well in excess of 100,000 miles. I encourage you to be judicious in the administration of your fleets and suggest scheduling inspections of the 2005-2008 CVPI vehicles knowing there is a formal NHTSA inquiry. [REDACTED], thank you for sharing your information with the [REDACTED] I will keep you informed in the most timely manner possible .

From: [REDACTED]
Sent: Monday, September 17, 2012 11:41 AM

To: [REDACTED]

Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Have any of you PAB members been affected by this? Who within Ford Motor Company is the point of contact for this? Can we expect something in the very near future describing the actual alleged failure? I have a lot of 2005-2008 CVPIs. It is imperative that we, at a minimum, conduct a visual inspection to ascertain if we have a safety issue. I appreciate any replies.

Best,

[REDACTED]

From: Christie, Michelle (M.L.) [mailto:mchris48@ford.com]

Sent: Monday, September 17, 2012 8:36 AM

To: [REDACTED]

Subject: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Please see NHTSA information on CVPI.

Thank you.

Michelle Christie
Marketing Events
North American Fleet, Lease and Remarketing Operations
(313) 621-7726 / fax (313) 594-4684
mchris48@ford.com

CONFIDENTIALITY NOTE: This e-mail message and any attachments are intended solely for the person to which it is addressed and may contain privileged and confidential information protected by law. If you have received this communication in error, please notify the sender immediately by telephone or e-mail, destroy this message and delete any copies held in your electronic files. Unauthorized use and/or re-disclosure may subject you to penalties under applicable state and federal laws.

From: [REDACTED]
Sent: Monday, September 17, 2012 2:15 PM
To: Keady, Christopher (C.M.)
Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Thanks Chris for the update – other than a road test and turning the steering wheel back and forth a few times, is there any specific inspection procedure that you can recommend?

[REDACTED]

From: Keady, Christopher (C.M.) [mailto:ckeady@ford.com]
Sent: Monday, September 17, 2012 10:51 AM
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

To the [REDACTED],

The investigation is in the very early stages. This issue is only a few days old and there are 5 vehicles involved that I know about. While the information provided to the [REDACTED] is not propriety, you do have the information much quicker than most. The single point of contact on the issue is myself. ckeady@ford.com 313-595-0974 and you, the [REDACTED], are welcome to contact me directly. There is no reportable news or findings from inspections at this time. Meetings are currently taking place. The vehicles all appear to be LTIN (long time in service) well in excess of 100,000 miles. I encourage you to be judicious in the administration of your fleets and suggest scheduling inspections of the 2005-2008 CVPI vehicles knowing there is a formal NHTSA inquiry. [REDACTED], thank you for sharing your information with the PAB. I will keep you informed in the most timely manner possible .

From: [REDACTED]
Sent: Monday, September 17, 2012 11:41 AM
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[Redacted]

Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Have any of you [Redacted] members been affected by this? Who within Ford Motor Company is the point of contact for this? Can we expect something in the very near future describing the actual alleged failure? I have a lot of 2005-2008 CVPIs. It is imperative that we, at a minimum, conduct a visual inspection to ascertain if we have a safety issue. I appreciate any replies.

Best,

[Redacted]

From: Christie, Michelle (M.L.) [<mailto:mchris48@ford.com>]

Sent: Monday, September 17, 2012 8:36 AM

To: [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Subject: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Please see NHTSA information on CVPI.

Thank you.

Michelle Christie
Marketing Events
North American Fleet, Lease and Remarketing Operations
(313) 621-7726 / fax (313) 594-4684
mchris48@ford.com

From: [Redacted]
Sent: Monday, September 17, 2012 1:10 PM
To: [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

I was contacted by NHTSA last week in reference to this investigation, but we don't currently have any vehicles that are affected. The [Redacted] Police Department has 241 active vehicles that are of the year and make under investigation.

Earl

[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

From: [Redacted]
Sent: Monday, September 17, 2012 11:59 AM
To: [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

██████████ PD has about 300 of the affected model year CVPI(s) in service – a survey of my shop supervisors this morning did not indicate that we've had anything unusual going on with our steering columns.

██████████
██████████
██████████
██████████
██████████
██████████
██████████
██████████
██████████

From: ██████████
Sent: Monday, September 17, 2012 8:41 AM
To: ██████████
██████████
██████████
██████████
██████████
██████████
██████████
██████████
██████████
Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Have any of you ██████████ members been affected by this? Who within Ford Motor Company is the point of contact for this? Can we expect something in the very near future describing the actual alleged failure? I have a lot of 2005-2008 CVPIs. It is imperative that we, at a minimum, conduct a visual inspection to ascertain if we have a safety issue. I appreciate any replies.

Best,

██████████

From: Christie, Michelle (M.L.) [<mailto:mchris48@ford.com>]
Sent: Monday, September 17, 2012 8:36 AM
To: ██████████
██████████
██████████
██████████
██████████
██████████
██████████
██████████
██████████
Subject: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Please see NHTSA information on CVPI.

Thank you.

Michelle Christie
Marketing Events
North American Fleet, Lease and Remarketing Operations
(313) 621-7726 / fax (313) 594-4684
mchris48@ford.com

CONFIDENTIALITY NOTE: This e-mail message and any attachments are intended solely for the person to which it is addressed and may contain privileged and confidential information protected by law. If you have received this communication in error, please notify the sender immediately by telephone or e-mail, destroy this message and delete any copies held in your electronic files. Unauthorized use and/or re-disclosure may subject you to penalties under applicable state and federal laws.

From: [REDACTED]
Sent: Thursday, September 20, 2012 1:49 PM
To: Keady, Christopher (C.M.)
Subject: Re: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Are you in your office. We found another 2005 today with a displaced bushing. High mileage car.

From: Keady, Christopher (C.M.) [mailto:ckeady@ford.com]
Sent: Thursday, September 20, 2012 01:42 PM
To: [REDACTED]
Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

The best view is from the bottom of the driver's side floor from inside the vehicle. I was misinformed yesterday.

From: [REDACTED]
Sent: Monday, September 17, 2012 2:15 PM
To: Keady, Christopher (C.M.)
Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Chris,

Is this under the hood or under the dash? It appears to be a bushing that has moved out of position. Is that correct? If so, what is the appropriate repair? Should we begin to inspect cars immediately? When is Ford going to put out the proper inspection/repair procedure?

Thanks,

From: Keady, Christopher (C.M.) [mailto:ckeady@ford.com]
Sent: Monday, September 17, 2012 2:10 PM
To: [REDACTED]
Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

For your use only.

CK

From: [REDACTED]
Sent: Monday, September 17, 2012 1:58 PM
To: Keady, Christopher (C.M.)
Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Chris,

We want to get out front of this. What exactly are we looking for? Is it in the steering column or under the hood? Can we spot the problem on a visual inspection? Any diagrams available?

[REDACTED]
[REDACTED]

From: Keady, Christopher (C.M.) [mailto:ckeady@ford.com]
Sent: Monday, September 17, 2012 1:51 PM

To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

To the [REDACTED],

The investigation is in the very early stages. This issue is only a few days old and there are 5 vehicles involved that I know about. While the information provided to the [REDACTED] is not propriety, you do have the information much quicker than most. The single point of contact on the issue is myself. ckeady@ford.com 313-595-0974 and you, the [REDACTED], are welcome to contact me directly. There is no reportable news or findings from inspections at this time. Meetings are currently taking place. The vehicles all appear to be LTIN (long time in service) well in excess of 100,000 miles. I encourage you to be judicious in the administration of your fleets and suggest scheduling inspections of the 2005-2008 CVPI vehicles knowing there is a formal NHTSA inquiry. [REDACTED], thank you for sharing your information with the [REDACTED]. I will keep you informed in the most timely manner possible .

[REDACTED]

From: [REDACTED]
Sent: Monday, September 17, 2012 11:41 AM

To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Have any of you PAB members been affected by this? Who within Ford Motor Company is the point of contact for this? Can we expect something in the very near future describing the actual alleged failure? I have a lot of 2005-2008 CVPIs. It is imperative that we, at a minimum, conduct a visual inspection to ascertain if we have a safety issue. I appreciate any replies.

Best,

[Redacted]

From: Christie, Michelle (M.L.) [mailto:mchris48@ford.com]

Sent: Monday, September 17, 2012 8:36 AM

To: [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Subject: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Please see NHTSA information on CVPI.

Thank you.

Michelle Christie
Marketing Events
North American Fleet, Lease and Remarketing Operations
(313) 621-7726 / fax (313) 594-4684
mchris48@ford.com

From: [REDACTED]
Sent: Wednesday, September 19, 2012 8:56 PM
To: Keady, Christopher (C.M.)
Subject: Re: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Yes we are removing them from are own salvage/surplus vehicles.

From: "Keady, Christopher (C.M.)" [ckeady@ford.com]
Sent: 09/20/2012 12:53 AM GMT
To: [REDACTED]
Subject: Re: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Great! Where are the used one coming from, your own wrecked cars?
Chris Keady
Sent from blackberry

From: [REDACTED]
Sent: Wednesday, September 19, 2012 08:50 PM
To: Keady, Christopher (C.M.)
Subject: Re: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

I will check in the morning, Iam sure I have one that we changed last week because we have been putting in used columns since we have been told you can not service the bushing.

From: "Keady, Christopher (C.M.)" [ckeady@ford.com]
Sent: 09/20/2012 12:28 AM GMT
To: [REDACTED]
Subject: Re: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

[REDACTED]
Do. You have any current issues or any of the old retained parts? I have an interest in the old parts if possible
Chris Keady
Sent from blackberry

From: [REDACTED]
Sent: Monday, September 17, 2012 01:30 PM
To: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

We have had about a dozen that the bushing has dropped down at the bottom of the steering column.

[REDACTED]

[REDACTED]

Date: 09/17/2012 10:09AM
Cc: <tgratson@ford.com>, <kfitzpa1@ford.com>, <randers1@ford.com>, <shoe@ford.com>, <cfetty@ford.com>, <ddewar2@ford.com>, <dcobb@ford.com>, <tsmith50@ford.com>, <sclark10@ford.com>, <ckeady@ford.com>
Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

I was contacted by NHTSA last week in reference to this investigation, but we don't currently have any vehicles that are affected. The [REDACTED] Police Department has 241 active vehicles that are of the year and make under investigation.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: Monday, September 17, 2012 11:59 AM

To: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

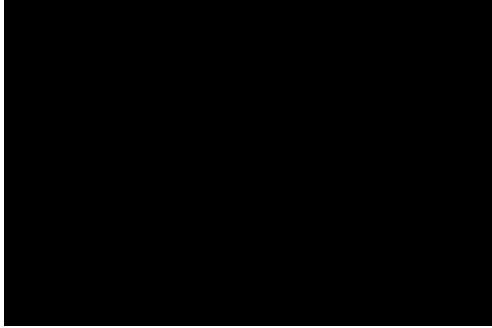
[REDACTED] PD has about 300 of the affected model year CVPI(s) in service – a survey of my shop supervisors this morning did not indicate that we've had anything unusual going on with our steering columns.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



From: [REDACTED]

Sent: Monday, September 17, 2012 8:41 AM

To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Have any of you [REDACTED] members been affected by this? Who within Ford Motor Company is the point of contact for this? Can we expect something in the very near future describing the actual alleged failure? I have a lot of 2005-2008 CVPIs. It is imperative that we, at a minimum, conduct a visual inspection to ascertain if we have a safety issue. I appreciate any replies.

Best,

[REDACTED]

From: Christie, Michelle (M.L.) [<mailto:mchris48@ford.com>]

Sent: Monday, September 17, 2012 8:36 AM

To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Please see NHTSA information on CVPI.

Thank you.

Michelle Christie
Marketing Events
North American Fleet, Lease and Remarketing Operations
(313) 621-7726 / fax (313) 594-4684
mchris48@ford.com

CONFIDENTIALITY NOTE: This e-mail message and any attachments are intended solely for the person to which it is addressed and may contain privileged and confidential information protected by law. If you have received this communication in error, please notify the sender immediately by telephone or e-mail, destroy this message and delete any copies held in your electronic files. Unauthorized use and/or re-disclosure may subject you to penalties under applicable state and federal laws.

From: [REDACTED]
Sent: Wednesday, September 19, 2012 2:13 PM
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

We are in the middle of the inspection and so far have only seen one failure out of 201 cars with 75 inspected so far.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 19, 2012 12:24 PM
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

IMPD has had 4 out about 400 vehicles in the 2005 to 2008 years.

From: [REDACTED]
Sent: Tuesday, September 18, 2012 11:09 AM
To: [REDACTED]
Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Yep, shop advises we had at least 4 of them about a year ago. Only way to get the bushing was to buy the whole column, so we swapped them with used columns out of totals.

[Redacted]

[Redacted]

Sent: Tuesday, September 18, 2012 9:11 AM
To: [Redacted]
Subject: FW: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Do we have this problem

From: [Redacted]
Sent: Monday, September 17, 2012 1:30 PM
To: [Redacted]

Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

We have had about a dozen that the bushing has dropped down at the bottom of the steering column.

[Redacted]

[Redacted]

From: [REDACTED] >

Date: 09/17/2012 10:09AM

Cc: <tgratson@ford.com>, <kfitzpa1@ford.com>, <randers1@ford.com>, <shoe@ford.com>, <cfetty@ford.com>, <ddewar2@ford.com>, <dcobb@ford.com>, <tsmith50@ford.com>, <sclark10@ford.com>, <ckeady@ford.com>

Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

I was contacted by NHTSA last week in reference to this investigation, but we don't currently have any vehicles that are affected. The [REDACTED] Police Department has 241 active vehicles that are of the year and make under investigation.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: Monday, September 17, 2012 11:59 AM

To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Cc: [REDACTED]

Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

[REDACTED] PD has about 300 of the affected model year CVPI(s) in service – a survey of my shop supervisors this morning did not indicate that we've had anything unusual going on with our steering columns.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Monday, September 17, 2012 8:41 AM
To: [REDACTED]

Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Have any of you [REDACTED] members been affected by this? Who within Ford Motor Company is the point of contact for this? Can we expect something in the very near future describing the actual alleged failure? I have a lot of 2005-2008 CVPIs. It is imperative that we, at a minimum, conduct a visual inspection to ascertain if we have a safety issue. I appreciate any replies.

Best,

[REDACTED]

From: Christie, Michelle (M.L.) [<mailto:mchris48@ford.com>]

Sent: Monday, September 17, 2012 8:36 AM

To: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Please see NHTSA information on CVPI.

Thank you.

Michelle Christie
Marketing Events
North American Fleet, Lease and Remarketing Operations
(313) 621-7726 / fax (313) 594-4684
mchris48@ford.com

CONFIDENTIALITY NOTE: This e-mail message and any attachments are intended solely for the person to which it is addressed and may contain privileged and confidential information protected by law. If you have received this communication in error, please notify the sender immediately by telephone or e-mail, destroy this message and delete any copies held in your electronic files. Unauthorized use and/or re-disclosure may subject you to penalties under applicable state and federal laws.

From: [REDACTED]
Sent: Thursday, September 20, 2012 2:59 PM
To: [REDACTED]
Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

I'll get it boxed up, then turn over to Corey-

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Thursday, September 20, 2012 2:47 PM
To: [REDACTED]
Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

[REDACTED] do you want to send this or do you want me to get [REDACTED] to do it.

From: Keady, Christopher (C.M.) [mailto:ckeady@ford.com]
Sent: Thursday, September 20, 2012 2:17 PM
To: [REDACTED]
Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

UPS account information A5882E- UPS zip code 60476

Send to :

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Thursday, September 20, 2012 2:13 PM
To: [REDACTED]

Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

█, how do you want to have it shipped?

From: █
Sent: Thursday, September 20, 2012 2:05 PM
To: █

Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

IFS has one at our Shortridge shop-

█
█
█
█
█
█

█

From: █
Sent: Thursday, September 20, 2012 1:56 PM
To: █
Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

█, Do we have any of the old parts left from these type repairs?

From: Keady, Christopher (C.M.) [mailto:ckeady@ford.com]
Sent: Thursday, September 20, 2012 1:52 PM
To: █
Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

█

Do you have any of the old parts?

CK

From: █
Sent: Wednesday, September 19, 2012 12:24 PM
To: █
█
█
█
█
█
█

Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

[REDACTED] has had 4 out about 400 vehicles in the 2005 to 2008 years.

From: [REDACTED]

Sent: Tuesday, September 18, 2012 11:09 AM

To: [REDACTED]

Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Yep, shop advises we had at least 4 of them about a year ago. Only way to get the bushing was to buy the whole column, so we swapped them with used columns out of totals.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: Tuesday, September 18, 2012 9:11 AM

To: [REDACTED]

Subject: FW: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Do we have this problem

From: [REDACTED]

Sent: Monday, September 17, 2012 1:30 PM

To: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

We have had about a dozen that the bushing has dropped down at the bottom of the steering column.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

Date: 09/17/2012 10:09AM

Cc: <tgratson@ford.com>, <kfitzpa1@ford.com>, <randers1@ford.com>, <shoe@ford.com>, <cfetty@ford.com>, <ddewar2@ford.com>, <dcobb@ford.com>, <tsmith50@ford.com>, <sclark10@ford.com>, <ckeady@ford.com>

Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

I was contacted by NHTSA last week in reference to this investigation, but we don't currently have any vehicles that are affected. The [REDACTED] Police Department has 241 active vehicles that are of the year and make under investigation.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [Redacted]

Sent: Monday, September 17, 2012 11:59 AM

To: [Redacted]

[Redacted]

Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

[Redacted] PD has about 300 of the affected model year CVPI(s) in service – a survey of my shop supervisors this morning did not indicate that we've had anything unusual going on with our steering columns.

[Redacted]

From: [Redacted]

Sent: Monday, September 17, 2012 8:41 AM

To: [Redacted]

[REDACTED]

Subject: RE: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Have any of you [REDACTED] members been affected by this? Who within Ford Motor Company is the point of contact for this? Can we expect something in the very near future describing the actual alleged failure? I have a lot of 2005-2008 CVPIs. It is imperative that we, at a minimum, conduct a visual inspection to ascertain if we have a safety issue. I appreciate any replies.

Best,

[REDACTED]

From: Christie, Michelle (M.L.) [<mailto:mchris48@ford.com>]

Sent: Monday, September 17, 2012 8:36 AM

To: [REDACTED]

Subject: New NHTSA Preliminary Investigation on 2005-2008 MY Crown Vic Police Interceptors: Key Messages & Q&A

Please see NHTSA information on CVPI.

Thank you.

[REDACTED]

CONFIDENTIALITY NOTE: This e-mail message and any attachments are intended solely for the person to which it is addressed and may contain privileged and confidential information protected by law. If you have received this communication in error, please notify the sender immediately by telephone or e-mail, destroy this message and delete any copies held in your electronic files. Unauthorized use and/or re-disclosure may subject you to penalties under applicable state and federal laws.

From: [REDACTED]
Sent: Monday, September 17, 2012 4:18 PM
To: Murphy, Katrina (K.M.)
Cc: McNamara, Drita (D.M.)
Subject: Re: PG County

Outstanding. Thank You.
Dave Dodds
Technical Support Operations Manager
Ford Motor Company
Mid Atlantic Area - USA
=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Monday, September 17, 2012 03:49 PM
To: [REDACTED]
Subject: PG County

See below.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: Murphy, Katrina (K.M.)
Sent: Monday, September 17, 2012 3:49 PM
To: [REDACTED]
Cc: Murphy, Katrina (K.M.)
Subject: RE: Steering Column Bushing Concern.

Ken,
As a follow-up, I spoke with Dave Dodds and he will be unable to discuss any course of action as well until Ford provides a course of action based on the investigation.

Regards,

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]

Sent: Friday, September 14, 2012 12:04 PM

To: Murphy, Katrina (K.M.)

Cc: [REDACTED]

Subject: Steering Column Bushing Concern.

Ms. Murphy,

Attached are three pictures from two different vehicles showing that the lower steering column bushing has dislodged from the "designed" / normal position. The VIN for 4561 is 2FAFP71W85X[REDACTED]. The mileage on this 2005 model year vehicle is 117,907. The condition was discovered during the inspection process that The Division of Fleet Management – [REDACTED] has implemented for all Ford CVPI's model years 2005 through 2001 following recent media coverage for this issue.

A review of the history for this vehicle doesn't reveal that any front end collision has ever occurred with this unit. This is a vehicle that is also still in service to provide use to the PG Police Department for daily responsibilities as determined by that department. During discussion of this concern, information indicating that the only time that Ford Motor Company recommends replacement of the complete steering column assembly is during repairs of a vehicle that has been involved in a frontal collision that causes the SIR air bag to deploy. Being that this isn't the case in this instance, what recommendations for repair does or can Ford Motor Company suggest for this vehicle? Additional conversation here indicates that there is also an upper bushing as well as a bearing assembly within the column assembly. Is there a repair kit available that contains the upper and lower bushings along with the bearing that is internal to the steering column?

While we do realize that there is an ongoing investigation regarding the bushing becoming detached from the steering column assembly, we are not in a position to remove the vehicle from service. Hence, we are making an attempt to find out what is the correct procedure for repair of this condition when there has been no air bag deployment? Should we replaced the complete steering column assembly? If this is what is recommended, will an inspection of other front end components need to be completed to ensure that no other items have been damaged in the steering system?

The serial number for the second vehicle (4898 pictures) is 2FAFP71W87X[REDACTED]. The current mileage on this 2007 model year vehicle is 111,808. Review of the history for this vehicle reveals that it has been involved in two accidents neither of which involved deployment of the SIR air bag based on repair invoices. However, based on the available description of how each accident occurred, we are just not able to rule out the possibility that impact may have occurred to either front wheel and or tire assembly which could have subsequently transmitted force to the steering column causing the bushing to become dislodged.

In closing, we are willing to accommodate an inspection of either vehicle should this be desired by Ford Motor Company. The history for each vehicle (along with available accident repair invoices for unit 4898) can also be provided. Otherwise, as both of these units are still "ACTIVE / IN SERVICE", we would greatly appreciate input at the earliest possible opportunity in regards to the proper course of repairs to take so that normal operation to vehicle design intent can be restored.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

This E-mail and any of its attachments may contain [REDACTED]
[REDACTED] Judicial Circuit Court proprietary information or Protected Health Information, which is privileged

and confidential. This E-mail is intended solely for the use of the individual or entity to which it is addressed. If you are not the intended recipient of this E-mail, you are hereby notified that any dissemination, distribution, copying, or action taken in relation to the contents of and attachments to this E-mail is strictly prohibited by federal law and may expose you to civil and/or criminal penalties. If you have received this E-mail in error, please notify the sender immediately and permanently delete the original and any copy of this E-mail and any printout.

From: Murphy, Katrina (K.M.)
Sent: Monday, September 17, 2012 3:03 PM
To: [REDACTED]
[REDACTED]
Subject: RE: Steering Column Bushing Concern.

Hello [REDACTED]

Below you will find Ford's statement regarding the steering column concern brought to our attention by [REDACTED]. I will advise of the course of action once released by Ford based upon the findings of the investigation.

Ford is aware of NHTSA's preliminary investigation on the Crown Victoria Police Interceptor models and we will cooperate fully with the agency as we conduct our analysis. We have just begun our investigation and have very limited information regarding the reports.

Regards,

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 14, 2012 12:04 PM
To: Murphy, Katrina (K.M.)
Cc: [REDACTED]
Subject: Steering Column Bushing Concern.

Ms. Murphy,

Attached are three pictures from two different vehicles showing that the lower steering column bushing has dislodged from the "designed" / normal position. The VIN for 4561 is 2FAP71W85X[REDACTED]. The mileage on this 2005 model year vehicle is 117,907. The condition was discovered during the inspection process that The Division of Fleet Management – [REDACTED] has implemented for all Ford CVPI's model years 2005 through 2001 following recent media coverage for this issue.

A review of the history for this vehicle doesn't reveal that any front end collision has ever occurred with this unit. This is a vehicle that is also still in service to provide use to the [REDACTED] for daily responsibilities as determined by that department. During discussion of this concern, information indicating that the only time that Ford Motor Company recommends replacement of the complete steering column assembly is during repairs of a vehicle that has been involved in a frontal collision that causes the SIR air bag to deploy. Being that this isn't the case in this instance, what recommendations for repair does or can Ford Motor Company suggest for this vehicle? Additional conversation here indicates that there is also an upper bushing as well as a bearing assembly within the column assembly. Is there a repair kit available that contains the upper and lower bushings along with the bearing that is internal to the steering column?

While we do realize that there is an ongoing investigation regarding the bushing becoming detached from the steering column assembly, we are not in a position to remove the vehicle from service. Hence, we are making an attempt to find out what is the correct procedure for repair of this condition when there has been no air bag deployment? Should we replaced the complete steering column assembly? If this is what is recommended, will an inspection of other front end components need to be completed to ensure that no other items have been damaged in the steering system?

The serial number for the second vehicle (4898 pictures) is 2FAPP71W87X[REDACTED]. The current mileage on this 2007 model year vehicle is 111,808. Review of the history for this vehicle reveals that it has been involved in two accidents neither of which involved deployment of the SIR air bag based on repair invoices. However, based on the available description of how each accident occurred, we are just not able to rule out the possibility that impact may have occurred to either front wheel and or tire assembly which could have subsequently transmitted force to the steering column causing the bushing to become dislodged.

In closing, we are willing to accommodate an inspection of either vehicle should this be desired by Ford Motor Company. The history for each vehicle (along with available accident repair invoices for unit 4898) can also be provided. Otherwise, as both of these units are still "ACTIVE / IN SERVICE", we would greatly appreciate input at the earliest possible opportunity in regards to the proper course of repairs to take so that normal operation to vehicle design intent can be restored.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

This E-mail and any of its attachments may contain [REDACTED] Government or [REDACTED] [REDACTED] Judicial Circuit Court proprietary information or Protected Health Information, which is privileged and confidential. This E-mail is intended solely for the use of the individual or entity to which it is addressed. If you are not the intended recipient of this E-mail, you are hereby notified that any dissemination, distribution, copying, or action taken in relation to the contents of and attachments to this E-mail is strictly prohibited by federal law and may expose you to civil and/or criminal penalties. If you have received this E-mail in error, please notify the sender immediately and permanently delete the original and any copy of this E-mail and any printout.

From: [REDACTED]
Sent: Monday, September 17, 2012 4:09 PM
To: Murphy, Katrina (K.M.)
Subject: RE: Steering Column Bushing Concern.

I figured that based on the response from Devin West on this subject. This doesn't explain however why he provided the name and phone number for Dodds as if anything different was going to be discovered at this point.

Thanks anyway!

From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]
Sent: Monday, September 17, 2012 3:49 PM
To: [REDACTED]
Cc: Murphy, Katrina (K.M.)
Subject: RE: Steering Column Bushing Concern.

[REDACTED]
As a follow-up, I spoke with Dave Dodds and he will be unable to discuss any course of action as well until Ford provides a course of action based on the investigation.

Regards,

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 14, 2012 12:04 PM
To: Murphy, Katrina (K.M.)
Cc: [REDACTED]
Subject: Steering Column Bushing Concern.

Ms. Murphy,

Attached are three pictures from two different vehicles showing that the lower steering column bushing has dislodged from the "designed" / normal position. The VIN for 4561 is 2FAFP71W85X[REDACTED]. The mileage on this 2005 model year vehicle is 117,907. The condition was discovered during the inspection process that The Division of Fleet Management – [REDACTED] has implemented for all Ford CVPI's model years 2005 through 2001 following recent media coverage for this issue.

A review of the history for this vehicle doesn't reveal that any front end collision has ever occurred with this unit. This is a vehicle that is also still in service to provide use to the [REDACTED] for daily responsibilities as determined by that department. During discussion of this concern, information indicating that the only time that Ford Motor Company recommends replacement of the complete steering column assembly is during repairs of a vehicle that has been involved in a frontal collision that causes the SIR air bag to deploy. Being that this isn't the case in this instance, what recommendations for repair does or can Ford Motor Company suggest for this vehicle? Additional conversation here

indicates that there is also an upper bushing as well as a bearing assembly within the column assembly. Is there a repair kit available that contains the upper and lower bushings along with the bearing that is internal to the steering column?

While we do realize that there is an ongoing investigation regarding the bushing becoming detached from the steering column assembly, we are not in a position to remove the vehicle from service. Hence, we are making an attempt to find out what is the correct procedure for repair of this condition when there has been no air bag deployment? Should we replaced the complete steering column assembly? If this is what is recommended, will an inspection of other front end components need to be completed to ensure that no other items have been damaged in the steering system?

The serial number for the second vehicle (4898 pictures) is 2FAFP71W87X[REDACTED]. The current mileage on this 2007 model year vehicle is 111,808. Review of the history for this vehicle reveals that it has been involved in two accidents neither of which involved deployment of the SIR air bag based on repair invoices. However, based on the available description of how each accident occurred, we are just not able to rule out the possibility that impact may have occurred to either front wheel and or tire assembly which could have subsequently transmitted force to the steering column causing the bushing to become dislodged.

In closing, we are willing to accommodate an inspection of either vehicle should this be desired by Ford Motor Company. The history for each vehicle (along with available accident repair invoices for unit 4898) can also be provided. Otherwise, as both of these units are still "ACTIVE / IN SERVICE", we would greatly appreciate input at the earliest possible opportunity in regards to the proper course of repairs to take so that normal operation to vehicle design intent can be restored.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

This E-mail and any of its attachments may contain [REDACTED] [REDACTED] Judicial Circuit Court proprietary information or Protected Health Information, which is privileged and confidential. This E-mail is intended solely for the use of the individual or entity to which it is addressed. If you are not the intended recipient of this E-mail, you are hereby notified that any dissemination, distribution, copying, or action taken in relation to the contents of and attachments to this E-mail is strictly prohibited by federal law and may expose you to civil and/or criminal penalties. If you have received this E-mail in error, please notify the sender immediately and permanently delete the original and any copy of this E-mail and any printout.

This E-mail and any of its attachments may contain [REDACTED] [REDACTED] Judicial Circuit Court proprietary information or Protected Health Information, which is privileged and confidential. This E-mail is intended solely for the use of the individual or entity to which it is addressed. If you are not the intended recipient of this E-mail, you are hereby notified that any dissemination, distribution, copying, or action taken in relation to the contents of and attachments to this E-mail is strictly prohibited by federal law and may expose you to civil and/or criminal penalties. If you have received this E-mail in error, please notify the sender immediately and permanently delete the original and any copy of this E-mail and any printout.

From: [REDACTED]
Sent: Thursday, September 20, 2012 12:33 PM
To: [REDACTED]
Subject: RE: Steering shaft 2011 CVPI

FYI:

Yes as soon as we get the new steering columns to install into them

[REDACTED] | [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] [REDACTED]
[REDACTED]

From: Mazurek, Dan (D.M.) [<mailto:dmazure1@ford.com>]
Sent: Thursday, September 20, 2012 11:15 AM
To: [REDACTED]
Subject: RE: Steering shaft 2011 CVPI

Hi [REDACTED]
Can you secure both the steering gears to your location on these two units that failed?

Thanks.

Have a great day!

[REDACTED]
[REDACTED]

Have a great day!

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Thursday, September 20, 2012 9:51 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Steering shaft 2011 CVPI

Hi [REDACTED]

Here is the first one

2FABP7BV6BX [REDACTED], 2011, 54000 MILES

[REDACTED] | [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] [REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Thursday, September 20, 2012 9:57 AM
To: Keady, Christopher (C.M.); Mazurek, Dan (D.M.)
Subject: steering
Attachments: IMG_0316.JPG

Number two
2FABP7BV5BX [REDACTED] --2011, 77000 MILES

[REDACTED] | [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] [REDACTED]
[REDACTED]



From: [REDACTED]
Sent: Wednesday, September 12, 2012 2:46 PM
To: [REDACTED]
Subject: FW: Dealer/Fleet Request for OGC Review
Importance: High

Alma Taylor
Claims Analyst
Legal Analyst- Office of the General Counsel-
Product Claims

Phone: 313 317-1862
Fax: 888 683-9898

PRIVILEGED AND CONFIDENTIAL

This email contains privileged and confidential communications.

If you received it in error, please delete it immediately and notify the sender.

From: Taylor, Alma (A.)
Sent: Wednesday, September 12, 2012 2:39 PM
To: Murphy, Katrina (K.M.)
Subject: RE: Dealer/Fleet Request for OGC Review

Alma Taylor
Claims Analyst
Legal Analyst- Office of the General Counsel-
Product Claims

Phone: 313 317-1862
Fax: 888 683-9898

PRIVILEGED AND CONFIDENTIAL

This email contains privileged and confidential communications.

If you received it in error, please delete it immediately and notify the sender.

From: Murphy, Katrina (K.M.)
Sent: Tuesday, September 11, 2012 3:08 PM
To: Ordcalp, F (F.); Taylor, Alma (A.)
Subject: RE: Dealer/Fleet Request for OGC Review

Alma,

Per my discussion with Michelle, below is the contact information for [REDACTED].

[REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Tuesday, September 11, 2012 1:17 PM
To: Taylor, Alma (A.)
Cc: Murphy, Katrina (K.M.)
Subject: FW: Dealer/Fleet Request for OGC Review

PRIVILEGED & CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender.

This has been assigned to Alma.

Note to Dealer

*****DO NOT PUT THE VEHICLE IN STORAGE OR PROVIDE LOANERS WITHOUT THE APPROVAL OF THE OFFICE OF THE GENERAL COUNSEL*****

*****NOTE: SEND AUTHORIZATION REQUEST TO FORDCALP@FORD.COM*****

*****ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CUSTOMER WILL BE NOTIFIED OF OUR DECISION*****

*****EVALUATIONS MAY TAKE UP TO 90 DAYS *****

From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Friday, September 07, 2012 3:34 PM
To: [REDACTED]
Cc: Murphy, Katrina (K.M.)
Subject: Dealer/Fleet Request for OGC Review

Dealer/Fleet Request for OGC Review

Email Subject: Dealer/Fleet Request for OGC Review

DEALER INFORMATION:

Dealership Fleet Name: FCSDWashDCFZM
Requesting Dealer Fleet: Montgomery County
PA Code: NA
Contact Person: Katrina Murphy
Title: Fleet Zone Manager
Phone Number: 7326851324
Fax Number: 8665084456
Email: kscott33@ford.com
Region: Washington
Address: 14104 Newbrook Drive
City: Chantilly
State: Virginia
Zip Code: 20151

CUSTOMER VEHICLE INFORMATION:

WSD: May 8, 2006
Vehicle Year: 2006
Vehicle Model: Crown Victoria
Vehicle VIN: 2FAFP71W26X [REDACTED]
Mileage: 76672

[REDACTED]

DETAILS OF INCIDENT:

Accident
Date of Incident: 2012-09-05
County incident occurred: [REDACTED]

Is customer alleging a component defect CAUSED the incident? YES

Details: Exact words from customer: the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle. Talking with my maintenance shop I was informed we had a similar incident on stock 060540 I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix. I am concerned we have a major issue and I need a response from Ford ASAP on this issue

Was a police report filed? YES

Details : This is a police vehicle for [REDACTED].

Has the insurance company been contacted? NO

Insurance company advised:

Insurance company contact information:

Coach builder:

City :

State :

Zip Code :

Vehicle Location: With customer - [REDACTED]

Attorney information:

CVO Contact: Katrina Murphy

Resolution Customer is seeking: Customer states considering downing entire fleet of crown vics and questioning if this should be a recall. Customer wants on-site inspection and explanation on why the steering column came apart.

Comments: Customer has a second unit that they allege has the same issue but was not in an accident.

Copyright 2012 Ford Motor Company

From: [REDACTED]
Sent: Friday, September 14, 2012 9:27 AM
To: [REDACTED])
Subject: FW: [REDACTED] Patrol

I am way behind on emails. Not sure whether you have this one.....

From: [REDACTED]
Sent: Friday, September 14, 2012 9:12 AM
To: [REDACTED].)
Subject: FW: [REDACTED] Highway Patrol

From: [REDACTED]
Sent: Friday, September 14, 2012 9:08 AM
To: [REDACTED]
Cc: Freiburger, Randy (R.M.); Wickenheiser, Francis (F.J.); Taylor, Alma (A.)
Subject: RE: [REDACTED] Highway Patrol

PRIVILEGED AND CONFIDENTIAL

This e-mail may contain privileged communications.
If you have received it in error, please delete it immediately.
And, please notify the sender.

From: [REDACTED]
Sent: Friday, September 14, 2012 7:53 AM
To: [REDACTED]
Cc: Freiburger, Randy (R.M.); Wickenheiser, Francis (F.J.)
Subject: FW: [REDACTED] Highway Patrol

[REDACTED] -

Regards,

Kris S. Christensen

Small Car, Small SUV, & Commercial Vehicles
Critical Concern Manager
MD 327 GCD26 PDC
Bus.: (313) 323-8497
CDSID: kchrist1 E-mail: kchrist1@ford.com

From: Freiburger, Randy (R.M.)
Sent: Monday, September 10, 2012 2:26 PM
To: Christensen, Kris (K.S.)
Subject: RE: Florida Highway Patrol

Kris,
This was a 2006MY Crown Victoria Police Interceptor.

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21
Phone: 001-313-805-3709
email: rfreibur@ford.com

Share the Ford story at www.TheFordStory.com

From: Freiburger, Randy (R.M.)
Sent: Monday, September 10, 2012 2:25 PM
To: Christensen, Kris (K.S.)
Subject: [REDACTED] Highway Patrol

Kris,
Captain Ken Spears of [REDACTED], just called regarding an officer responding to a call at high speed and was involved in an accident.
Officer indicated something about steering.
Engine was serviced just prior this incident for diagnostic code indicating skipped #3 cylinder.
There is an investigation on whether there was another issue, possibly steering related, that occurred at time of accident.
They want to query the event data recorder for the required safety data, but wanted to know if any other data such as fault codes would also be stored in same place. If not, then where/how could they search for fault codes throughout powertrain, chassis, etc. that may have been on at time of accident.
Please advise on next steps.
Thank you.

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21
Phone: 001-313-805-3709
email: rfreibur@ford.com

Share the Ford story at www.TheFordStory.com

From: Nevi, Raymond (R.A.)
Sent: Friday, September 14, 2012 1:50 PM
To: [REDACTED]
Subject: FW: UPDATED FILE FOR REVIEW: New NHTSA Crown Vic PE - REVIEW of statement/Q&A - V4
Attachments: Crown Vic Steering NHTSA Investigation v4.docx
Importance: High

I'm not going to weigh in unless Todd seeks my advice. Todd has initially argued for the standard statement that we are aware and cooperating.

From: [REDACTED]
Sent: Friday, September 14, 2012 1:34 PM
[REDACTED]
Subject: UPDATED FILE FOR REVIEW: New NHTSA Crown Vic PE - REVIEW of statement/Q&A - V4
Importance: High

[REDACTED] -

Thanks.

[REDACTED]

REDACTED FOR PRIVILEGE

REDACTED FOR PRIVILEGE

From: [REDACTED]
Sent: Wednesday, September 12, 2012 10:25 AM
To: [REDACTED]
Subject: FW: CONFIDENTIAL - [REDACTED]
USA

Importance: High

fyi

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21
Phone: 001-313-805-3709
email: rfreibur@ford.com
Share the Ford story at www.TheFordStory.com

From: Freiburger, Randy (R.M.)
Sent: Wednesday, September 12, 2012 10:13 AM
To: [REDACTED]
Subject: RE: CONFIDENTIAL - [REDACTED]
Importance: High

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21
Phone: 001-313-805-3709
email: rfreibur@ford.com
Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Tuesday, September 11, 2012 10:48 PM

[REDACTED]
Subject: CONFIDENTIAL - M [REDACTED]

All:

Thanks!

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Tuesday, September 11, 2012 7:50 AM

Subject: RE: [REDACTED]

Regards,

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 4:33 PM

Subject: RE: [REDACTED]

***** THIS E-MAIL CONTAINS PRIVILEGED AND CONFIDENTIAL INFORMATION THAT IS ATTORNEY WORK PRODUCT SO PLEASE DO NOT DISSEMINATE, FORWARD OR PRINT*****

Felicia Miles

Legal Analyst - Dealer Requests
Office Of The General Counsel - Product Litigation
Ford Motor Company
World Headquarters
Phone: (313) 845-0307
Fax: (866) 639-0382

CONFIDENTIAL

This email may contain privileged or confidential information.
If you received it in error, please delete it immediately and notify the sender.

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 4:20 PM

[REDACTED]

Subject: Re: [REDACTED]

From: [REDACTED]
Sent: Friday, September 07, 2012 03:58 PM

[REDACTED]

Subject: Re: [REDACTED]

PRIVILEGED AND CONFIDENTIAL
This e-mail may contain privileged communications. If you have received it in error, please delete it immediately. And, please notify the sender.
Alison R. Nelson

From: [REDACTED]
Sent: Friday, September 07, 2012 03:46 PM

[REDACTED]

Subject: RE: [REDACTED]

Thanks.

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 3:40 PM

[REDACTED]

Subject: Re: [REDACTED]

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 02:52 PM

[REDACTED]

Subject: RE: [REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 2:24 PM
To: Murphy, Katrina (K.M.)

[REDACTED]

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA
=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 1:02 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: [REDACTED]

[REDACTED]

Please see the note trail below from [REDACTED] They are alleging accidents occurring due to steering column shafts breaking. Randy Freiburger has been involved and asked if parts could be shipped back. Based on the note below, is it possible to have a local FSE involved in this? Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM
To: Murphy, Katrina (K.M.); Daniel.Hillman@dot.gov
Cc: [REDACTED]
Subject: RE: ACCIDENT

Katrina
I would have though that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the

service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]

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

From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]

Sent: Friday, September 07, 2012 12:30 PM

[REDACTED]

Subject: RE: ACCIDENT

[REDACTED],

My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Thursday, September 06, 2012 9:48 AM
To: Murphy, Katrina (K.M.); Daniel.Hillman@dot.gov
Cc: [REDACTED]
Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft slip yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]

[REDACTED]

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

From: [REDACTED]
Sent: Wednesday, September 05, 2012 3:51 PM
To: 'Murphy, Katrina (K.M.); [REDACTED]
Cc: [REDACTED]
Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540 I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]
060540 2FAFP71W16X [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 12, 2012 10:56 AM
To: [REDACTED].)
Subject: FW: CONFIDENTIAL - [REDACTED]
USA

More info

ksc

From: Freiburger, Randy (R.M.)
Sent: Wednesday, September 12, 2012 7:38 AM
To: [REDACTED]
Subject: FW: CONFIDENTIAL - [REDACTED] MD. USA

Kris,
Will call you this morning.

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21
Phone: 001-313-805-3709
email: rfreibur@ford.com
Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Wednesday, September 12, 2012 7:22 AM
To: Freiburger, Randy (R.M.); [REDACTED]
Subject: Re: CONFIDENTIAL - [REDACTED] MD. USA

Have a discussion with Chris this morning. Call him. Also MUST have the parts. [REDACTED] Must go see the cars and get the records. All this morning.

Also need to see how we service this part. Get the OGC design Analysis group to work it. [REDACTED]. Its really their responsibility. We can support when needed.

But get them all on the phone to get the correct activity going.

[REDACTED]

From: Freiburger, Randy (R.M.)
Sent: Tuesday, September 11, 2012 11:12 PM
To: [REDACTED])
Subject: FW: CONFIDENTIAL - [REDACTED] MD. USA

Fyi
Was working with [REDACTED] to collect data over last couple of days.

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21
Phone: 001-313-805-3709
email: rfreibur@ford.com
Share the Ford story at www.TheFordStory.com

From: [REDACTED]

Sent: Tuesday, September 11, 2012 10:48 PM

[REDACTED]
[REDACTED]
Subject: CONFIDENTIAL [REDACTED]

Thanks!

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====

Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)

Sent: Tuesday, September 11, 2012 7:50 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: [REDACTED]

Regards,

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 4:33 PM

[REDACTED]

Subject: RE: [REDACTED]

***** THIS E-MAIL CONTAINS PRIVILEGED AND CONFIDENTIAL INFORMATION THAT IS ATTORNEY WORK PRODUCT SO PLEASE DO NOT DISSEMINATE, FORWARD OR PRINT*****

[REDACTED]

CONFIDENTIAL

This email may contain privileged or confidential information.
If you received it in error, please delete it immediately and notify the sender.

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 4:20 PM

To: [REDACTED]

Subject: Re: [REDACTED]

From: [REDACTED]
Sent: Friday, September 07, 2012 03:58 PM

[REDACTED]

Subject: Re: [REDACTED]

PRIVILEGED AND CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately. And, please notify the sender.

[REDACTED]

From: [REDACTED]
Sent: Friday, September 07, 2012 03:46 PM

[REDACTED]

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 3:40 PM
To: Murphy, Katrina (K.M.); Dodds, Dave (D.C.)
Cc: [REDACTED]
Subject: Re: [REDACTED]

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 02:52 PM
To: Dodds, Dave (D.C.)

[REDACTED]

Subject: RE: [REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 2:24 PM
To: Murphy, Katrina (K.M.)

[REDACTED]

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA
=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 1:02 PM
To: Dodds, Dave (D.C.)
Cc: [REDACTED]
Subject: [REDACTED]

Dave,
Please see the note trail below from [REDACTED]. They are alleging accidents occurring due to steering column shafts breaking. Randy Freiburger has been involved and asked if parts could be shipped back. Based on the note below, is it possible to have a local [REDACTED] involved in this? Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM
[REDACTED]
Subject: RE: ACCIDENT

Katrina
I would have thought that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]

-----Original Message-----
From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]
Sent: Friday, September 07, 2012 12:30 PM

[REDACTED]
Subject: RE: ACCIDENT

[REDACTED]
My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager

Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]

Sent: Thursday, September 06, 2012 9:48 AM

[REDACTED]

Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft slip yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]

 Please consider the environment before printing this e-mail.

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

From: [REDACTED]

Sent: Wednesday, September 05, 2012 3:51 PM

[REDACTED]

Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540 I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]
060540 2FAFP71W16X [REDACTED]

[REDACTED]



From: [REDACTED]
Sent: Wednesday, September 12, 2012 1:18 PM
To: Dodds, Dave (D.C.)
Cc: Murphy, Katrina (K.M.)
Subject: FW: CONFIDENTIAL - [REDACTED]

From: K [REDACTED]
Sent: Wednesday, September 12, 2012 5:23 AM

Subject: Re: CONFIDENTIAL - [REDACTED]

This issue has been out for a week sept 6 and kris K is involved with the SO. I was also contacted by a member of the Police Advisory Board before anyone in Ford notified us.

Chris Keady

Sent from blackberry

From: [REDACTED]
Sent: Tuesday, September 11, 2012 11:02 PM

Subject: Fw: CONFIDENTIAL - [REDACTED]

You need to be in the loop on this. Katrina has speaking with Dave Dodds and OGC.

I will ask Katrina to take you through the scenario in the am.

From: Dodds, Dave (D.C.)
Sent: Tuesday, September 11, 2012 10:47 PM

Subject: CONFIDENTIAL - [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA
=====

Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Tuesday, September 11, 2012 7:50 AM

[REDACTED]

Subject: RE: [REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 4:33 PM

[REDACTED]

Subject: RE: [REDACTED]

*** THIS E-MAIL CONTAINS PRIVILEGED AND CONFIDENTIAL INFORMATION THAT IS ATTORNEY WORK PRODUCT SO PLEASE DO NOT DISSEMINATE, FORWARD OR PRINT***

CONFIDENTIAL

This email may contain privileged or confidential information.
If you received it in error, please delete it immediately and notify the sender.

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 4:20 PM

Subject: Re: [REDACTED]

From: [REDACTED]
Sent: Friday, September 07, 2012 03:58 PM

Subject: Re: [REDACTED]

PRIVILEGED AND CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately. And, please notify the sender.

Alison R. Nelson

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 03:46 PM

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====

Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 3:40 PM
To: Murphy, Katrina (K.M.); Dodds, Dave (D.C.)
Cc: [REDACTED]
Subject: Re: [REDACTED]

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 02:52 PM
To: Dodds, Dave (D.C.)

[REDACTED]
Subject: RE: [REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 2:24 PM
To: Murphy, Katrina (K.M.)

[REDACTED]
Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA
=====

Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 1:02 PM
To: Dodds, Dave (D.C.)
Cc: [REDACTED]
Subject: [REDACTED]

Dave,
Please see the note trail below from [REDACTED]. They are alleging accidents occurring due to steering column shafts breaking. Randy Freiburger has been involved and asked if parts could be shipped back. Based on the note below, is it possible to have a local FSE involved in this? Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: S [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM
[REDACTED]
Subject: RE: ACCIDENT

Katrina
I would have thought that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]

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

From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]

Sent: Friday, September 07, 2012 12:30 PM

[REDACTED]

Subject: RE: ACCIDENT

[REDACTED]

My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]

Sent: Thursday, September 06, 2012 9:48 AM

[REDACTED]

Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft slip yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]

[REDACTED]

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

From: [REDACTED]
Sent: Wednesday, September 05, 2012 3:51 PM

[REDACTED]

Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540 I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]
060540 2FAFP71W16X [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 12, 2012 1:23 PM
To: Dodds, Dave (D.C.)
Cc: Murphy, Katrina (K.M.)
Subject: FW: CONFIDENTIAL - [REDACTED]

Dave,

I wanted to share this note with you from [REDACTED]. I also received the news clip this am from our Ford friend [REDACTED] this morning. [REDACTED]

From: [REDACTED]
Sent: Wednesday, September 12, 2012 6:19 AM

[REDACTED]
Subject: Re: CONFIDENTIAL - [REDACTED]

Team,

On vehicles six to seven years old and out of warranty the chain of notes indicate that all have responded in the correct and timely manner. Katrina great job of establishing a direct line of communication with TSOM, OGC and with Randy. Kris Christiansen from the safety office is also involved. I wish the process were more transparent to the customer but everything that is suppose to happen has. Good Job [REDACTED]

From: [REDACTED]
Sent: Tuesday, September 11, 2012 11:02 PM

[REDACTED]
Subject: Fw: CONFIDENTIAL - [REDACTED]

Mark,

You need to be in the loop on this. Katrina has speaking with Dave Dodds and OGC.

I will ask Katrina to take you through the scenario in the am.

From: Dodds, Dave (D.C.)
Sent: Tuesday, September 11, 2012 10:47 PM

Subject: CONFIDENTIAL - [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Tuesday, September 11, 2012 7:50 AM

Subject: RE: [REDACTED]

Regards,

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 4:33 PM
To: [REDACTED]

Cc: [REDACTED]
Subject: RE: [REDACTED]

*** THIS E-MAIL CONTAINS PRIVILEGED AND CONFIDENTIAL INFORMATION THAT IS ATTORNEY WORK PRODUCT SO PLEASE DO NOT DISSEMINATE, FORWARD OR PRINT***

Felicia Miles
Legal Analyst - Dealer Requests
Office Of The General Counsel - Product Litigation
Ford Motor Company
World Headquarters
Phone: (313) 845-0307
Fax: (866) 639-0382

CONFIDENTIAL

This email may contain privileged or confidential information.
If you received it in error, please delete it immediately and notify the sender.

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 4:20 PM

[REDACTED]
Subject: Re: [REDACTED]

From: [REDACTED]
Sent: Friday, September 07, 2012 03:58 PM

[REDACTED]
Subject: Re: [REDACTED]

PRIVILEGED AND CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately. And, please notify the sender.
Alison R. Nelson

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 03:46 PM
To: [REDACTED]

Cc: F [REDACTED]
Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA
=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 3:40 PM
[REDACTED]
Subject: Re: [REDACTED]

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 02:52 PM
To: Dodds, Dave (D.C.)
[REDACTED]
Subject: RE: [REDACTED]

***Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)***

(866) 508-4456 (f)
kscott33@ford.com

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 2:24 PM
To: Murphy, Katrina (K.M.)

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA
=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 1:02 PM

Subject: [REDACTED]

[REDACTED]

Please see the note trail below from [REDACTED]. They are alleging accidents occurring due to steering column shafts breaking. Randy Freiburger has been involved and asked if parts could be shipped back. Based on the note below, is it possible to have a local FSE involved in this? Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM
To: [REDACTED]

Cc: [REDACTED]

Subject: RE: ACCIDENT

Katrina

I would have thought that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]

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

From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]

Sent: Friday, September 07, 2012 12:30 PM

[REDACTED]

Subject: RE: ACCIDENT

[REDACTED],

My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]

Sent: Thursday, September 06, 2012 9:48 AM

[REDACTED]

Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the

intermediate shaft slip yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]

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

From: [REDACTED]
Sent: Wednesday, September 05, 2012 3:51 PM

[REDACTED]

Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540 I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]
060540 2FAFP71W16X [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 12, 2012 2:36 PM
To: [REDACTED]
Subject: FW: CONFIDENTIAL - [REDACTED] Government

Info.

From: [REDACTED])
Sent: Wednesday, September 12, 2012 11:06 AM
To: [REDACTED]
Subject: FW: CONFIDENTIAL - [REDACTED]

From: [REDACTED]
Sent: Wednesday, September 12, 2012 10:56 AM
To: W [REDACTED]
Subject: FW: CONFIDENTIAL - [REDACTED]

More info

ksc

From: Freiburger, Randy (R.M.)
Sent: Wednesday, September 12, 2012 7:38 AM
To: [REDACTED]
Subject: FW: CONFIDENTIAL [REDACTED]

[REDACTED],
Will call you this morning.

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21
Phone: 001-313-805-3709
email: rfreibur@ford.com
Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Wednesday, September 12, 2012 7:22 AM
To: Freiburger, Randy (R.M.); [REDACTED]
Subject: Re: CONFIDENTIAL - [REDACTED]

Have a discussion with Chris this morning. Call him. Also MUST have the parts. FSE Must go see the cars and get the records. All this morning.

Also need to see how we service this part. Get the OGC design Analysis group to work it. [REDACTED] Its really their responsibility. We can support when needed.

But get them all on the phone to get the correct activity going.

Rob

From: Freiburger, Randy (R.M.)
Sent: Tuesday, September 11, 2012 11:12 PM
To: [REDACTED].)
Subject: FW: CONFIDENTIAL - [REDACTED]

Fyi
Was working with [REDACTED] n to collect data over last couple of days.

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21
Phone: 001-313-805-3709
email: rfreibur@ford.com
Share the Ford story at www.TheFordStory.com

From: Dodds, Dave (D.C.)
Sent: Tuesday, September 11, 2012 10:48 PM

[REDACTED]
[REDACTED]
Subject: CONFIDENTIAL - [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Tuesday, September 11, 2012 7:50 AM

[REDACTED]
Subject: RE: [REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 4:33 PM

[REDACTED]
Subject: RE: [REDACTED]

*** THIS E-MAIL CONTAINS PRIVILEGED AND CONFIDENTIAL INFORMATION THAT IS ATTORNEY WORK PRODUCT SO PLEASE DO NOT DISSEMINATE, FORWARD OR PRINT***

Felicia Miles
Legal Analyst - Dealer Requests
Office Of The General Counsel - Product Litigation
Ford Motor Company
World Headquarters
Phone: (313) 845-0307
Fax: (866) 639-0382

CONFIDENTIAL

This email may contain privileged or confidential information.
If you received it in error, please delete it immediately and notify the sender.

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 4:20 PM

[REDACTED]

Subject: Re: [REDACTED]

From: [REDACTED]
Sent: Friday, September 07, 2012 03:58 PM

[REDACTED]

Subject: Re: [REDACTED]

PRIVILEGED AND CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately. And, please notify the sender.

Alison R. Nelson

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 03:46 PM

[REDACTED]

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====

Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 3:40 PM
To: Murphy, Katrina (K.M.); Dodds, Dave (D.C.)

Cc: F [REDACTED]
Subject: Re: [REDACTED]

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 02:52 PM
To: Dodds, Dave (D.C.)

[REDACTED]
Subject: RE: [REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 2:24 PM
To: Murphy, Katrina (K.M.)

[REDACTED]
Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====

Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 1:02 PM
To: Dodds, Dave (D.C.)
Cc: [REDACTED]
Subject: [REDACTED]

Dave,
Please see the note trail below from [REDACTED]. They are alleging accidents occurring due to steering column shafts breaking. Randy Freiburger has been involved and asked if parts could be shipped back. Based on the note below, is it possible to have a local FSE involved in this? Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: ACCIDENT

Katrina
I would have thought that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]

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

From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]

Sent: Friday, September 07, 2012 12:30 PM

[REDACTED]
Subject: RE: ACCIDENT

[REDACTED],
My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]

Sent: Thursday, September 06, 2012 9:48 AM

[REDACTED]
Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft slip yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]

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

From: [REDACTED]

Sent: Wednesday, September 05, 2012 3:51 PM

[REDACTED]
Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540
I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year
Vick and is there a permanent fix.
I am concerned we have a major issue and I need a response from Ford ASAP on this issue
Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would
be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]
060540 2FAFP71W16X [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 12, 2012 9:54 AM
To: [REDACTED]
Subject: FW: CONFIDENTIAL - [REDACTED]
USA 2

Please note.

From: [REDACTED]
Sent: Wednesday, September 12, 2012 9:45 AM
To: C [REDACTED]
Subject: RE: CONFIDENTIAL - [REDACTED]

[http://www.wusa9.com/news/article/220903/158/\[REDACTED\]police-investigate-steering-problems-in-squad-cars](http://www.wusa9.com/news/article/220903/158/[REDACTED]police-investigate-steering-problems-in-squad-cars)

Regards,

From: [REDACTED]
Sent: Wednesday, September 12, 2012 9:30 AM
To: [REDACTED]
Cc: Perri, Ron (R.J.)
Subject: FW: CONFIDENTIAL - [REDACTED]

Per my phone message:

Here is info relating to two incidents of alleged steering column shaft separation on vehicles in [REDACTED], MD (DC area). As noted below, there is media involvement with the grounding of their fleet of CVPIs.

Randy Freiburger is pursuing parts.

I am also sending another note with photos.

Regards,

[REDACTED]

From: Freiburger, Randy (R.M.)
Sent: Wednesday, September 12, 2012 7:38 AM
To: [REDACTED]

Will call you this morning.

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21
Phone: 001-313-805-3709
email: rfreibur@ford.com
Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Wednesday, September 12, 2012 7:22 AM
To: [REDACTED]
Subject: Re: CONFIDENTIAL - [REDACTED]

Have a discussion with Chris this morning. Call him. Also MUST have the parts. FSE Must go see the cars and get the records. All this morning.

Also need to see how we service this part. Get the OGC design Analysis group to work it [REDACTED]. Its really their responsibility. We can support when needed.

But get them all on the phone to get the correct activity going.

Rob

From: Freiburger, Randy (R.M.)
Sent: Tuesday, September 11, 2012 11:12 PM
To: [REDACTED]
Subject: FW: CONFIDENTIAL - [REDACTED]

Fyi
Was working with [REDACTED] to collect data over last couple of days.

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21
Phone: 001-313-805-3709
email: rfreibur@ford.com
Share the Ford story at www.TheFordStory.com

From: Dodds, Dave (D.C.)
Sent: Tuesday, September 11, 2012 10:48 PM

[REDACTED]

Subject: CONFIDENTIAL - [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====

Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Tuesday, September 11, 2012 7:50 AM

[REDACTED]

Subject: RE: [REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 4:33 PM

Subject: RE: [REDACTED]

***** THIS E-MAIL CONTAINS PRIVILEGED AND CONFIDENTIAL INFORMATION THAT IS ATTORNEY WORK PRODUCT SO PLEASE DO NOT DISSEMINATE, FORWARD OR PRINT*****

Felicia Miles

Legal Analyst - Dealer Requests
Office Of The General Counsel - Product Litigation
Ford Motor Company
World Headquarters
Phone: (313) 845-0307
Fax: (866) 639-0382

CONFIDENTIAL

This email may contain privileged or confidential information.
If you received it in error, please delete it immediately and notify the sender.

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 4:20 PM

Subject: Re: [REDACTED]

From: [REDACTED]
Sent: Friday, September 07, 2012 03:58 PM

Subject: Re: [REDACTED]

PRIVILEGED AND CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately. And, please notify the sender.

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 03:46 PM

[REDACTED]

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====

Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 3:40 PM

[REDACTED]

Subject: Re: [REDACTED]

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 02:52 PM

[REDACTED]

Subject: RE: [REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 2:24 PM
To: Murphy, Katrina (K.M.)

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 1:02 PM

Subject: [REDACTED]

[REDACTED]

Please see the note trail below from [REDACTED]. They are alleging accidents occurring due to steering column shafts breaking. Randy Freiburger has been involved and asked if parts could be shipped back. Based on the note below, is it possible to have a local FSE involved in this? Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)

(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM

Subject: RE: ACCIDENT

Katrina

I would have thought that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]

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

From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]
Sent: Friday, September 07, 2012 12:30 PM

Subject: RE: ACCIDENT

[REDACTED]

My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Thursday, September 06, 2012 9:48 AM

Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft slip yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]

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

From: [REDACTED]
Sent: Wednesday, September 05, 2012 3:51 PM

[REDACTED]

Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540 I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]
060540 2FAFP71W16X [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 12, 2012 9:51 AM
To: [REDACTED]
Subject: FW: CONFIDENTIAL - [REDACTED]
USA 3

Please note. Two additional notes will follow.

From: Freiburger, Randy (R.M.)
Sent: Tuesday, September 11, 2012 11:07 PM
To: [REDACTED]
Subject: FW: CONFIDENTIAL - [REDACTED]

fyi

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21
Phone: 001-313-805-3709
email: rfreibur@ford.com
Share the Ford story at www.TheFordStory.com

From: Dodds, Dave (D.C.)
Sent: Tuesday, September 11, 2012 10:48 PM

[REDACTED]

Subject: CONFIDENTIAL - [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA
=====

Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Tuesday, September 11, 2012 7:50 AM

Subject: RE: [REDACTED]

Regards,

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 4:33 PM

Subject: RE: [REDACTED]

***** THIS E-MAIL CONTAINS PRIVILEGED AND CONFIDENTIAL INFORMATION THAT IS ATTORNEY WORK PRODUCT SO PLEASE DO NOT DISSEMINATE, FORWARD OR PRINT*****

Felicia Miles
Legal Analyst - Dealer Requests
Office Of The General Counsel - Product Litigation
Ford Motor Company
World Headquarters
Phone: (313) 845-0307
Fax: (866) 639-0382

CONFIDENTIAL

This email may contain privileged or confidential information.
If you received it in error, please delete it immediately and notify the sender.

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 4:20 PM

[REDACTED]
Subject: Re: [REDACTED]

From: [REDACTED]
Sent: Friday, September 07, 2012 03:58 PM

[REDACTED]
Subject: Re: [REDACTED]

PRIVILEGED AND CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately. And, please notify the sender.

Alison R. Nelson

From: [REDACTED]
Sent: Friday, September 07, 2012 03:46 PM

[REDACTED]
Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====

Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 3:40 PM

Subject: Re: [REDACTED]

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 02:52 PM
To: Dodds, Dave (D.C.)

Subject: RE: [REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 2:24 PM
To: Murphy, Katrina (K.M.)

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA
=====

Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 1:02 PM
To: Dodds, Dave (D.C.)
Cc: [REDACTED]
Subject: [REDACTED]

Dave,
Please see the note trail below from [REDACTED]. They are alleging accidents occurring due to steering column shafts breaking. Randy Freiburger has been involved and asked if parts could be shipped back. Based on the note below, is it possible to have a local FSE involved in this? Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM
[REDACTED]
Subject: RE: ACCIDENT

Katrina
I would have thought that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]

[REDACTED]

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

From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]

Sent: Friday, September 07, 2012 12:30 PM

[REDACTED]

Subject: RE: ACCIDENT

[REDACTED]

My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: S [REDACTED]
Sent: Thursday, September 06, 2012 9:48 AM

[REDACTED]

Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft ship yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]

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

From: [REDACTED]
Sent: Wednesday, September 05, 2012 3:51 PM

[REDACTED]

Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540 I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]
060540 2FAFP71W16X [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 12, 2012 10:56 AM
To: [REDACTED])
Subject: FW: CONFIDENTIAL - [REDACTED]
USA

More info

From: Freiburger, Randy (R.M.)
Sent: Wednesday, September 12, 2012 7:38 AM
To: [REDACTED]
Subject: FW: CONFIDENTIAL - [REDACTED]

[REDACTED],
Will call you this morning.

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21
Phone: 001-313-805-3709
email: rfreibur@ford.com
Share the Ford story at www.TheFordStory.com

From: [REDACTED]
Sent: Wednesday, September 12, 2012 7:22 AM
To: F [REDACTED].)
Subject: Re: CONFIDENTIAL - [REDACTED]

Have a discussion with Chris this morning. Call him. Also MUST have the parts. FSE Must go see the cars and get the records. All this morning.

Also need to see how we service this part. Get the OGC design Analysis group to work it. Greg West. Its really their responsibility. We can support when needed.

But get them all on the phone to get the correct activity going.

From: Freiburger, Randy (R.M.)
Sent: Tuesday, September 11, 2012 11:12 PM
To: S [REDACTED]
Subject: FW: CONFIDENTIAL - [REDACTED]

Fyi
Was working with [REDACTED] to collect data over last couple of days.

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21
Phone: 001-313-805-3709
email: rfreibur@ford.com
Share the Ford story at www.TheFordStory.com

From: Dodds, Dave (D.C.)

Sent: Tuesday, September 11, 2012 10:48 PM

[REDACTED]

Subject: CONFIDENTIAL - [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====

Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)

Sent: Tuesday, September 11, 2012 7:50 AM

[REDACTED]

Subject: RE: [REDACTED]

Regards,

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 4:33 PM

Subject: RE: [REDACTED]

***** THIS E-MAIL CONTAINS PRIVILEGED AND CONFIDENTIAL INFORMATION THAT IS ATTORNEY WORK PRODUCT SO PLEASE DO NOT DISSEMINATE, FORWARD OR PRINT*****

Felicia Miles
Legal Analyst - Dealer Requests
Office Of The General Counsel - Product Litigation
Ford Motor Company
World Headquarters
Phone: (313) 845-0307
Fax: (866) 639-0382

CONFIDENTIAL

This email may contain privileged or confidential information.
If you received it in error, please delete it immediately and notify the sender.

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 4:20 PM

Subject: Re: [REDACTED]

From: [REDACTED]
Sent: Friday, September 07, 2012 03:58 PM

Subject: Re: [REDACTED]

PRIVILEGED AND CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately. And, please notify the sender.

[REDACTED]

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 03:46 PM

[REDACTED]

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 3:40 PM

[REDACTED]

Subject: Re: [REDACTED]

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 02:52 PM
To: Dodds, Dave (D.C.)

[REDACTED]

Subject: RE: [REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 2:24 PM
To: Murphy, Katrina (K.M.)

[REDACTED]

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA
=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 1:02 PM
To: Dodds, Dave (D.C.)
Cc: [REDACTED]
Subject: [REDACTED]

Dave,

Please see the note trail below from [REDACTED]. They are alleging accidents occurring due to steering column shafts breaking. Randy Freiburger has been involved and asked if parts could be shipped back. Based on the note below, is it possible to have a local FSE involved in this? Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: S [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM

Subject: RE: ACCIDENT

Katrina

I would have thought that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]

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

From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]

Sent: Friday, September 07, 2012 12:30 PM

Subject: RE: ACCIDENT

[REDACTED]

My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager

Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]

Sent: Thursday, September 06, 2012 9:48 AM

Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft slip yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]

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

From: [REDACTED]

Sent: Wednesday, September 05, 2012 3:51 PM

Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540 I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]
060540 2FAFP71W16X [REDACTED]

[REDACTED]



From: [REDACTED]
Sent: Thursday, September 13, 2012 5:03 PM
To: Bazil, Tom (Thomas E.)
Subject: RE: CONFIDENTIAL - [REDACTED]
USA

Tom –

Yes, we are aware of the concern. ASO has been contacted by NHTSA, indicating that an inquiry is forthcoming.

Information received from the Montgomery Fleet indicates a separation of the upper steering shaft slip joint in the steering column. It is thought that a lower intermediate shaft U-joint that is seized, due to corrosion, may be a contributing factor.

Regards,

Kris S. Christensen

Small Car, Small SUV, & Commercial Vehicles
Critical Concern Manager
MD 327 GCD26 PDC
Bus.: (313) 323-8497
CDSID: kchrist1 E-mail: kchrist1@ford.com

From: [REDACTED]
Sent: Thursday, September 13, 2012 8:48 AM
To: [REDACTED]
Subject: FW: CONFIDENTIAL - [REDACTED]

Do you know anything about this?

From: Dodds, Dave (D.C.)
Sent: Tuesday, September 11, 2012 10:48 PM

[REDACTED]
[REDACTED]
Subject: CONFIDENTIAL - [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Tuesday, September 11, 2012 7:50 AM

Subject: RE: [REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: Miles, Felicia (F.)
Sent: Friday, September 07, 2012 4:33 PM

Subject: RE: [REDACTED]

*** THIS E-MAIL CONTAINS PRIVILEGED AND CONFIDENTIAL INFORMATION THAT IS ATTORNEY WORK PRODUCT SO PLEASE DO NOT DISSEMINATE, FORWARD OR PRINT***

Felicia Miles

Legal Analyst - Dealer Requests
Office Of The General Counsel - Product Litigation
Ford Motor Company
World Headquarters
Phone: (313) 845-0307
Fax: (866) 639-0382

CONFIDENTIAL

This email may contain privileged or confidential information.
If you received it in error, please delete it immediately and notify the sender.

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 4:20 PM

Subject: Re: [REDACTED]

From: [REDACTED]
Sent: Friday, September 07, 2012 03:58 PM

Subject: Re: [REDACTED]

PRIVILEGED AND CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately. And, please notify the sender.
Alison R. Nelson

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 03:46 PM

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 3:40 PM

Subject: Re: [REDACTED]

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 02:52 PM

Subject: RE: [REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 2:24 PM
To: Murphy, Katrina (K.M.)

Subject: RE: [REDACTED]

Katrina:

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 1:02 PM
To: Dodds, Dave (D.C.)
Cc: [REDACTED]
Subject: [REDACTED]

Dave,
Please see the note trail below from Montgomery County. They are alleging accidents occurring due to steering column shafts breaking. Randy Freiburger has been involved and asked if parts could be shipped back. Based on the note below, is it possible to have a local FSE involved in this? Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM
[REDACTED]
Subject: RE: ACCIDENT

Katrina
I would have thought that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]

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

From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]

Sent: Friday, September 07, 2012 12:30 PM

[REDACTED]

Subject: RE: ACCIDENT

[REDACTED],

My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]

Sent: Thursday, September 06, 2012 9:48 AM

[REDACTED]

Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft slip yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]



Please consider the environment before printing this e-mail.

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

From: [REDACTED]

Sent: Wednesday, September 05, 2012 3:51 PM

[REDACTED]

Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540

I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue

Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]

060540 2FAFP71W16X [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Monday, September 10, 2012 7:36 AM
To: [REDACTED]
Subject: FW: [REDACTED]

Kris S. Christensen

Small Car, Small SUV, & Commercial Vehicles
Critical Concern Manager
MD 327 GCD26 PDC
Bus.: (313) 323-8497
CDSID: kchrist1 E-mail: kchrist1@ford.com

From: Freiburger, Randy (R.M.)
Sent: Sunday, September 09, 2012 11:11 PM
To: Christensen, Kris (K.S.)
Subject: FW: [REDACTED]

fyi

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21
Phone: 001-313-805-3709
email: rfreibur@ford.com
Share the Ford story at www.TheFordStory.com

From: Miles, Felicia (F.)
Sent: Friday, September 07, 2012 4:33 PM

Subject: RE: [REDACTED]

***** THIS E-MAIL CONTAINS PRIVILEGED AND CONFIDENTIAL INFORMATION THAT IS ATTORNEY WORK PRODUCT SO PLEASE DO NOT DISSEMINATE, FORWARD OR PRINT*****

Felicia Miles

Legal Analyst - Dealer Requests
Office Of The General Counsel - Product Litigation
Ford Motor Company
World Headquarters
Phone: (313) 845-0307
Fax: (866) 639-0382

CONFIDENTIAL

This email may contain privileged or confidential information.
If you received it in error, please delete it immediately and notify the sender.

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 4:20 PM

Subject: Re: [REDACTED]

From: [REDACTED]
Sent: Friday, September 07, 2012 03:58 PM

Subject: Re: [REDACTED]

PRIVILEGED AND CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately. And, please notify the sender.

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 03:46 PM

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====

Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 3:40 PM

[REDACTED]

Subject: Re: [REDACTED]

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 02:52 PM
To: Dodds, Dave (D.C.)

[REDACTED]

Subject: RE: [REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 2:24 PM
To: Murphy, Katrina (K.M.)
Cc: M [REDACTED]

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA
=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 1:02 PM
To: Dodds, Dave (D.C.)
Cc: [REDACTED]
Subject: M [REDACTED]

Dave,
Please see the note trail below from [REDACTED]. They are alleging accidents occurring due to steering column shafts breaking. Randy Freiburger has been involved and asked if parts could be shipped back. Based on the note below, is it possible to have a local FSE involved in this? Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM
[REDACTED]
Subject: RE: ACCIDENT

Katrina
I would have thought that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the

service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]

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

From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]

Sent: Friday, September 07, 2012 12:30 PM

[REDACTED]

Subject: RE: ACCIDENT

[REDACTED],

My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]

Sent: Thursday, September 06, 2012 9:48 AM

[REDACTED]

Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft slip yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]

[REDACTED]

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

From: [REDACTED]
Sent: Wednesday, September 05, 2012 3:51 PM

[REDACTED]

Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540

I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue

Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]
060540 2FAFP71W16X [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 12, 2012 10:08 AM
To: [REDACTED]
Subject: FW: [REDACTED]
Attachments: RE: ACCIDENT- additional parts failure

FYI. Please read Ray's note below.

[REDACTED]

From: Nevi, Raymond (R.A.)
Sent: Wednesday, September 12, 2012 10:07 AM
[REDACTED]
Subject: FW: [REDACTED]

Joe,

I was not previously aware of this subject. I see [REDACTED] is on the note, too. Don't know if he has been looking at this, but I think we should do a data review ASAP, if one has not already been done.

Ray

From: [REDACTED]
Sent: Wednesday, September 12, 2012 9:42 AM
To: [REDACTED]
Subject: FW: [REDACTED]

From: Murphy, Katrina (K.M.)
Sent: Tuesday, September 11, 2012 7:50 AM
[REDACTED]
Subject: RE: [REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)

(866) 508-4456 (f)
kscott33@ford.com

From: Miles, Felicia (F.)
Sent: Friday, September 07, 2012 4:33 PM

[REDACTED]

***** THIS E-MAIL CONTAINS PRIVILEGED AND CONFIDENTIAL INFORMATION THAT IS ATTORNEY WORK PRODUCT SO PLEASE DO NOT DISSEMINATE, FORWARD OR PRINT*****

Felicia Miles
Legal Analyst - Dealer Requests
Office Of The General Counsel - Product Litigation
Ford Motor Company
World Headquarters
Phone: (313) 845-0307
Fax: (866) 639-0382

CONFIDENTIAL

This email may contain privileged or confidential information.
If you received it in error, please delete it immediately and notify the sender.

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 4:20 PM

[REDACTED]

Subject: Re: [REDACTED]

From: [REDACTED]
Sent: Friday, September 07, 2012 03:58 PM

[REDACTED]

Subject: Re: [REDACTED]

PRIVILEGED AND CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately. And, please notify the sender.

[REDACTED]

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 03:46 PM

[REDACTED]

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 3:40 PM

[REDACTED]

Subject: Re: [REDACTED]

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 02:52 PM

[REDACTED]

Subject: RE: [REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 2:24 PM

[REDACTED]

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA
=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 1:02 PM

[REDACTED]

Subject: [REDACTED]

Dave,
Please see the note trail below from [REDACTED]. They are alleging accidents occurring due to steering column shafts breaking. Randy Freiburger has been involved and asked if parts could be shipped back. Based on the note below, is it possible to have a local FSE involved in this? Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)

(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM

Subject: RE: ACCIDENT

Katrina

I would have thought that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]

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

From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]
Sent: Friday, September 07, 2012 12:30 PM

Subject: RE: ACCIDENT

[REDACTED],
My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Thursday, September 06, 2012 9:48 AM

Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft slip yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]

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

From: [REDACTED]
Sent: Wednesday, September 05, 2012 3:51 PM

[REDACTED]

Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540 I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]
060540 2FAFP71W16X [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Monday, September 10, 2012 5:31 PM
To: [REDACTED]
Subject: RE: ACCIDENT- additional parts failure

Importance: High

Katrina,

I just left you a voice mail. [REDACTED] has identified an additional steering column retaining ring that has failed. This is the 3rd failure we have experienced; this particular part failure is on a 2005 MY CVPI. The county has decided to ground its fleet until which time we can inspect the remaining 324 CVPI units we have in the fleet. This represents 22% of my public safety fleet.

Can you please provide me an update as the status on our original inquiry for technical support or engineering inspection of our identified parts failures? I am concerned that this may be a recall type of failure that others should be made aware of.

Thank you in advance for your prompt response.

Bill

[REDACTED]

Mobile: 301-500-9102

[REDACTED]

"Fleet - One Mission, One Team"

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

From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]

Sent: Friday, September 07, 2012 2:55 PM

[REDACTED]

Subject: RE: ACCIDENT

[REDACTED]

I have contacted our legal department and am in the process of submitting a legal request for review of this case. The legal request process must occur first as one of the units was involved in an accident. As soon as I hear back from them, I will contact you.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM

[REDACTED]

Subject: RE: ACCIDENT

Katrina

I would have thought that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]

P Please consider the environment before printing this e-mail.

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

From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]

Sent: Friday, September 07, 2012 12:30 PM

[REDACTED]

Subject: RE: ACCIDENT

[REDACTED]

My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc.

Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]

Sent: Thursday, September 06, 2012 9:48 AM

[REDACTED]

Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft ship yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]

P Please consider the environment before printing this e-mail.

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

From: [REDACTED]

Sent: Wednesday, September 05, 2012 3:51 PM

[REDACTED]

Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540

I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue

Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]

060540 2FAFP71W16X [REDACTED]

[REDACTED]



P Please consider the environment before printing this e-mail.

From: [REDACTED]
Sent: Wednesday, September 12, 2012 9:52 AM
To: [REDACTED]
Subject: FW: [REDACTED]
Attachments: RE: ACCIDENT- additional parts failure

Please note.

From: Freiburger, Randy (R.M.)
Sent: Tuesday, September 11, 2012 11:09 PM
To: [REDACTED]
Subject: FW: [REDACTED]

Best Regards,

Randy Freiburger
Police/Ambulance/QVM, Supervisor
PDC Bldg. / 1H-J21
Phone: 001-313-805-3709
email: rfreibur@ford.com
Share the Ford story at www.TheFordStory.com

From: Murphy, Katrina (K.M.)
Sent: Tuesday, September 11, 2012 7:50 AM

[REDACTED]
Subject: RE: [REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: Miles, Felicia (F.)
Sent: Friday, September 07, 2012 4:33 PM

[REDACTED]
Subject: RE: [REDACTED]

***** THIS E-MAIL CONTAINS PRIVILEGED AND CONFIDENTIAL INFORMATION THAT IS ATTORNEY WORK PRODUCT SO PLEASE DO NOT DISSEMINATE, FORWARD OR PRINT*****

Felicia Miles

Legal Analyst - Dealer Requests
Office Of The General Counsel - Product Litigation
Ford Motor Company
World Headquarters
Phone: (313) 845-0307
Fax: (866) 639-0382

CONFIDENTIAL

This email may contain privileged or confidential information.
If you received it in error, please delete it immediately and notify the sender.

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 4:20 PM

[REDACTED]

Subject: Re: [REDACTED]

From: [REDACTED]
Sent: Friday, September 07, 2012 03:58 PM

[REDACTED]

Subject: Re: [REDACTED]

PRIVILEGED AND CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately. And, please notify the sender.

[REDACTED]

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 03:46 PM

[REDACTED]

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 3:40 PM
[REDACTED]
Subject: Re: [REDACTED]

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 02:52 PM
To: Dodds, Dave (D.C.)
[REDACTED]
Subject: RE: [REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 2:24 PM
To: Murphy, Katrina (K.M.)

[REDACTED]

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA
=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 1:02 PM
To: Dodds, Dave (D.C.)
Cc: [REDACTED]
Subject: [REDACTED]

Dave,
Please see the note trail below from [REDACTED]. They are alleging accidents occurring due to steering column shafts breaking. Randy Freiburger has been involved and asked if parts could be shipped back. Based on the note below, is it possible to have a local FSE involved in this? Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM
[REDACTED]
Subject: RE: ACCIDENT

Katrina
I would have thought that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the

service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]

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

From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]

Sent: Friday, September 07, 2012 12:30 PM

[REDACTED]

Subject: RE: ACCIDENT

[REDACTED],

My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]

Sent: Thursday, September 06, 2012 9:48 AM

[REDACTED]

Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft slip yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]

[REDACTED]

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

From: [REDACTED]
Sent: Wednesday, September 05, 2012 3:51 PM

[REDACTED]

Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540

I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue

Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]
060540 2FAFP71W16X [REDACTED]

Keith Stickle

[REDACTED]

From: [REDACTED]
Sent: Monday, September 10, 2012 5:31 PM
To: [REDACTED]
Subject: RE: ACCIDENT- additional parts failure

Importance: High

Katrina,

I just left you a voice mail. [REDACTED] has identified an additional steering column retaining ring that has failed. This is the 3rd failure we have experienced; this particular part failure is on a 2005 MY CVPI. The county has decided to ground its fleet until which time we can inspect the remaining 324 CVPI units we have in the fleet. This represents 22% of my public safety fleet.

Can you please provide me an update as the status on our original inquiry for technical support or engineering inspection of our identified parts failures? I am concerned that this may be a recall type of failure that others should be made aware of.

Thank you in advance for your prompt response.

Bill

[REDACTED]

"Fleet - One Mission, One Team"

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

From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]

Sent: Friday, September 07, 2012 2:55 PM

[REDACTED]
Subject: RE: ACCIDENT

[REDACTED]
I have contacted our legal department and am in the process of submitting a legal request for review of this case. The legal request process must occur first as one of the units was involved in an accident. As soon as I hear back from them, I will contact you.

***Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)***

(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]

Sent: Friday, September 07, 2012 1:00 PM

[REDACTED]

Subject: RE: ACCIDENT

Katrina

I would have thought that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]

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

From: Murphy, Katrina (K.M.) [<mailto:kscott33@ford.com>]

Sent: Friday, September 07, 2012 12:30 PM

[REDACTED]

Subject: RE: ACCIDENT

[REDACTED]

My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]

Sent: Thursday, September 06, 2012 9:48 AM

[REDACTED]

Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft ship yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]

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

From: [REDACTED]

Sent: Wednesday, September 05, 2012 3:51 PM

[REDACTED]

Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540 I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]
060540 2FAFP71W16X [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Friday, September 07, 2012 3:47 PM
To: [REDACTED]
Subject: Re: [REDACTED]

Katrina-

You may want to give a heads up to [REDACTED] of [REDACTED] that we are addressing the alleged allegation.

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 02:23 PM

[REDACTED]

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 1:02 PM
To: Dodds, Dave (D.C.)

Cc: [REDACTED]
Subject: M [REDACTED]

Dave,
Please see the note trail below from [REDACTED]. They are alleging accidents occurring due to steering column shafts breaking. Randy Freiburger has been involved and asked if parts could be shipped back. Based on the note below, is it possible to have a local FSE involved in this? Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: S [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM
[REDACTED]
Subject: RE: ACCIDENT

Katrina
I would have thought that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]

-----Original Message-----
From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]
Sent: Friday, September 07, 2012 12:30 PM

[REDACTED]
Subject: RE: ACCIDENT

[REDACTED]
My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]

Sent: Thursday, September 06, 2012 9:48 AM

[REDACTED]

Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft slip yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]

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

From: [REDACTED]

Sent: Wednesday, September 05, 2012 3:51 PM

To: [REDACTED]

Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540 I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]
060540 2FAFP71W16X [REDACTED]



From: [REDACTED]
Sent: Friday, September 07, 2012 3:03 PM
To: Murphy, Katrina (K.M.)
Cc: Dodds, Dave (D.C.)
Subject: RE: [REDACTED]

Here is the link:

http://www.fmcdealer.dealerconnection.com/_layouts/formserver.aspx?XsnLocation=/FormServerTemplates/FCSDDFR OGC.xsn&Source=/pages/tbprocess.aspx?u=ford_lm&OpenIn=Browser

Thanks!

[REDACTED]

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 2:52 PM
To: Dodds, Dave (D.C.)

[REDACTED]

Subject: RE: [REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 2:24 PM
To: Murphy, Katrina (K.M.)

[REDACTED]

Subject: RE: [REDACTED] y

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 1:02 PM
To: Dodds, Dave (D.C.)
Cc: [REDACTED]
Subject: Montgomery County

Dave,
Please see the note trail below from [REDACTED]. They are alleging accidents occurring due to steering column shafts breaking. Randy Freiburger has been involved and asked if parts could be shipped back. Based on the note below, is it possible to have a local FSE involved in this? Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM
[REDACTED]
Subject: RE: ACCIDENT

Katrina
I would have though that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[Redacted]

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

From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]

Sent: Friday, September 07, 2012 12:30 PM

[Redacted]

Subject: RE: ACCIDENT

[Redacted]

My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [Redacted]

Sent: Thursday, September 06, 2012 9:48 AM

[Redacted]

Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft slip yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[Redacted]

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

From: [Redacted]

Sent: Wednesday, September 05, 2012 3:51 PM

[REDACTED]

Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540 I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]
060540 2FAFP71W16X [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 12, 2012 9:48 AM
To: [REDACTED]
Subject: FW: [REDACTED]
Attachments: RE: ACCIDENT- additional parts failure

From: [REDACTED]
Sent: Wednesday, September 12, 2012 9:42 AM
To: Nevi, Raymond (R.A.); [REDACTED]
Subject: FW: [REDACTED]

From: Murphy, Katrina (K.M.)
Sent: Tuesday, September 11, 2012 7:50 AM
Subject: RE: [REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: Miles, Felicia (F.)
Sent: Friday, September 07, 2012 4:33 PM
Subject: RE: [REDACTED]

***** THIS E-MAIL CONTAINS PRIVILEGED AND CONFIDENTIAL INFORMATION THAT IS ATTORNEY WORK PRODUCT SO PLEASE DO NOT DISSEMINATE, FORWARD OR PRINT*****

Felicia Miles

Legal Analyst - Dealer Requests
Office Of The General Counsel - Product Litigation
Ford Motor Company
World Headquarters
Phone: (313) 845-0307
Fax: (866) 639-0382

CONFIDENTIAL

This email may contain privileged or confidential information.
If you received it in error, please delete it immediately and notify the sender.

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 4:20 PM

[REDACTED]

Subject: Re: [REDACTED]

From: [REDACTED]
Sent: Friday, September 07, 2012 03:58 PM

[REDACTED]

Subject: Re: [REDACTED]

PRIVILEGED AND CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately. And, please notify the sender.

[REDACTED]

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 03:46 PM

[REDACTED]

Subject: RE: [REDACTED]

Thanks.

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA
=====

Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 3:40 PM

Subject: Re: [REDACTED]

At this point it may be wise for the vehicle to be brought to a dealer regardless if the fleet has in-house or not.

You thoughts?

[REDACTED] a

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 02:52 PM
To: Dodds, Dave (D.C.)

Subject: RE: [REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 2:24 PM
To: Murphy, Katrina (K.M.)

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA
=====

Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 1:02 PM
To: Dodds, Dave (D.C.)
Cc: [REDACTED]
Subject: [REDACTED]

Dave,
Please see the note trail below from [REDACTED]. They are alleging accidents occurring due to steering column shafts breaking. Randy Freiburger has been involved and asked if parts could be shipped back. Based on the note below, is it possible to have a local FSE involved in this? Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM
[REDACTED]
Subject: RE: ACCIDENT

Katrina
I would have thought that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]

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

From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]

Sent: Friday, September 07, 2012 12:30 PM

[REDACTED]

Subject: RE: ACCIDENT

[REDACTED],

My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]

Sent: Thursday, September 06, 2012 9:48 AM

[REDACTED]

Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft slip yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]

[REDACTED]

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

From: [REDACTED]

Sent: Wednesday, September 05, 2012 3:51 PM

[REDACTED]

Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540

I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue

Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]

060540 2FAFP71W16X [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Monday, September 10, 2012 5:31 PM
To: [REDACTED]
Subject: RE: ACCIDENT- additional parts failure
Importance: High

Katrina,

I just left you a voice mail. [REDACTED] has identified an additional steering column retaining ring that has failed. This is the 3rd failure we have experienced; this particular part failure is on a 2005 MY CVPI. The county has decided to ground its fleet until which time we can inspect the remaining 324 CVPI units we have in the fleet. This represents 22% of my public safety fleet.

Can you please provide me an update as the status on our original inquiry for technical support or engineering inspection of our identified parts failures? I am concerned that this may be a recall type of failure that others should be made aware of.

Thank you in advance for your prompt response.

[REDACTED]

"Fleet - One Mission, One Team"

-----Original Message-----
From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]
Sent: Friday, September 07, 2012 2:55 PM
[REDACTED]
Subject: RE: ACCIDENT

[REDACTED],
I have contacted our legal department and am in the process of submitting a legal request for review of this case. The legal request process must occur first as one of the units was involved in an accident. As soon as I hear back from them, I will contact you.

***Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)***

(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM

Subject: RE: ACCIDENT

Katrina

I would have thought that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]

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

From: Murphy, Katrina (K.M.) [<mailto:kscott33@ford.com>]
Sent: Friday, September 07, 2012 12:30 PM

Subject: RE: ACCIDENT

[REDACTED],
My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Thursday, September 06, 2012 9:48 AM

Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft ship yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]

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

From: [REDACTED]

Sent: Wednesday, September 05, 2012 3:51 PM

[REDACTED]

Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540 I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]
060540 2FAFP71W16X [REDACTED]

[REDACTED]

From: Nevi, Raymond (R.A.)
Sent: Thursday, September 13, 2012 12:28 PM
To: [REDACTED]
Subject: FW: New NHTSA PE - REVIEW of statement/Q&A 2
Attachments: Crown Vic Steering NHTSA Investigation _v3.docx

Draft as it stood as of this morning

From: [REDACTED]
Sent: Thursday, September 13, 2012 10:16 AM
[REDACTED]
Subject: RE: New NHTSA PE - REVIEW of statement/Q&A

From: [REDACTED]
Sent: Wednesday, September 12, 2012 5:13 PM
[REDACTED]
Subject: New NHTSA PE - REVIEW of statement/Q&A

Susan Krusel
Ford Corporate Communications
Phone 313.322.7998 | Cell 313.478.7511 | skrusel@ford.com



From: [REDACTED]
Sent: Wednesday, September 12, 2012 4:34 PM
To: Krusel, Susan (S.M.); Nevi, Raymond (R.A.); [REDACTED]
Cc: [REDACTED]
Subject: Re: New NHTSA PE

Todd is the point person.

Regards,

Steve Kenner
Director, Automotive Safety Office
Ford Motor Company

From: Krusel, Susan (S.M.)
Sent: Wednesday, September 12, 2012 03:37 PM
To: Nevi, Raymond (R.A.)
Cc: [REDACTED]
Subject: RE: New NHTSA PE

I would like to develop a statement and short Q&A in preparation for additional media inquiries.

Who is the best person I should work with? Everyone on the to/cc list appears to be tied up right now.

[REDACTED]

From: Nevi, Raymond (R.A.)

Sent: Wednesday, September 12, 2012 1:47 PM

[REDACTED]

Subject: New NHTSA PE

[REDACTED]

NHTSA just called to inform us that they are opening a new PE, within a few days, related to allegations of steering column failures leading to a loss of steering control in Crown Victoria Police Vehicles. They are aware of reports on 2005 through 2011 model year police vehicles. The agency has not decided yet on the model years to be included or whether they will include civilian and/or taxi or Grand Marquis vehicles in the "subject vehicles." It is likely that even if the "subject vehicles" don't include non-police vehicles, that they will ask about them in the information request.

The link below is a TV report that describes the allegations.

[http://www.wusa9.com/news/article/220903/158\[REDACTED\]Police-Investigate-Steering-Problems-In-Squad-Cars](http://www.wusa9.com/news/article/220903/158[REDACTED]Police-Investigate-Steering-Problems-In-Squad-Cars)

I will let you know as I learn more about vehicles to be included and timing of possible publicity.

Ray

REDACTED FOR PRIVILEGE

REDACTED FOR PRIVILEGE

From: Dodds, Dave (D.C.)
Sent: Friday, September 07, 2012 3:17 PM
To: [REDACTED]
Subject: PRIVILEGED AND CONFIDENTIAL

Tom:

If you think we need to do anything else or know of any ongoing effort by us in this regard please let me know....

Have a good weekend!

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA
=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 3:03 PM
To: Murphy, Katrina (K.M.)
[REDACTED]
Subject: RE: [REDACTED]

PRIVILEGED AND CONFIDENTIAL

This e-mail may contain privileged communications.

If you have received it in error, please delete it immediately.

And, please notify the sender.

Katrina:

Jody C. Banciu

Manager

Office of the General Counsel

Ford Motor Company

One American Road - Suite 402-A4

313-390-4212

313-845-5668 - fax

jbanciu@ford.com

From: Murphy, Katrina (K.M.)

Sent: Friday, September 07, 2012 2:52 PM

To: Dodds, Dave (D.C.)

Subject: RE: [REDACTED]

Katrina Murphy

Fleet Zone Manager

Washington Region

(732) 685-1324 (p)

(866) 508-4456 (f)

kscott33@ford.com

From: Dodds, Dave (D.C.)

Sent: Friday, September 07, 2012 2:24 PM

To: Murphy, Katrina (K.M.)

Subject: RE: [REDACTED]

Dave Dodds
Manager, Technical Support Operations
Ford Motor Company
Mid Atlantic Area - USA

=====
Phone: 703-862-7421
Fax: 866-867-2879
Email: ddodds@ford.com

From: Murphy, Katrina (K.M.)
Sent: Friday, September 07, 2012 1:02 PM
To: Dodds, Dave (D.C.)
Cc: [REDACTED]
Subject: [REDACTED]

Dave,
Please see the note trail below from [REDACTED]. They are alleging accidents occurring due to steering column shafts breaking. Randy Freiburger has been involved and asked if parts could be shipped back. Based on the note below, is it possible to have a local FSE involved in this? Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Friday, September 07, 2012 1:00 PM
[REDACTED]
Subject: RE: ACCIDENT

Katrina

I would have though that hearing that one of your customers has a complaint of the steering completely failing on a Public Safety Vehicle, would have prompted someone from Ford to come see the vehicles right away. At that time the service records could have been looked through. Instead here we are two days later and you are asking for service records.

I have a major problem here!!! I have around 500 Vicks with this steering column that could potentially come apart causing a loss of steering hazard.

The Defective parts have been removed from the car. Does Ford want to look at this car before it is fixed??

Is there anyone at Ford with knowledge of the steering column that can either call me or come to the County's Repair Facility and tell me why the column coming apart is occurring?

[REDACTED]



Please consider the environment before printing this e-mail.

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

From: Murphy, Katrina (K.M.) [mailto:kscott33@ford.com]

Sent: Friday, September 07, 2012 12:30 PM

Subject: RE: ACCIDENT

My contacts have not heard of this issue occurring before and have requested more information. Can you please provide history on the vehicles i.e., previous service work, previous accidents/repairs, warranty work, etc. Also, can we obtain the parts?

Thanks.

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)
(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]

Sent: Thursday, September 06, 2012 9:48 AM

Subject: RE: ACCIDENT

What it looks like is happening is there is a plastic retainer on the lower end of the steering column that is failing. There are two areas of the steering shaft that has a slip yoke. The first one is inside the unserviceable aluminum steering column assembly. There is another built into the intermediate shaft. When the plastic retainer fails at the end of the column the piece of the steering shaft that is between both slip yokes is able to slide down into the intermediate shaft slip yoke disengaging the upper slip yoke in the column. When this happens there is no steering control at all.

If a better description is needed please call

[REDACTED]

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

From: [REDACTED]

Sent: Wednesday, September 05, 2012 3:51 PM

Subject: ACCIDENT

Katrina

We had a 2006 PPV stock 060922 involved in an accident today, the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to

find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle.

Talking with my maintenance shop I was informed we had a similar incident on stock 060540

I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix.

I am concerned we have a major issue and I need a response from Ford ASAP on this issue

Downing my Fleet of Crown Victoria's would be a media nightmare because my Police department would be crippled.

I cannot keep unsafe vehicles on the street.

Below are the VIN numbers for the 2 mentioned vehicles

060922 2FAFP71W26X [REDACTED]

060540 2FAFP71W16X [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Thursday, September 13, 2012 7:05 AM
To: [REDACTED]
Subject: RE: Dealer/Fleet Request for OGC Review

You're welcome.

[REDACTED]

[REDACTED]

PRIVILEGED AND CONFIDENTIAL

This email contains privileged and confidential communications.

If you received it in error, please delete it immediately and notify the sender.

From: Murphy, Katrina (K.M.)
Sent: Wednesday, September 12, 2012 3:45 PM
To: [REDACTED]
Subject: Re: Dealer/Fleet Request for OGC Review

Thank you.

From: [REDACTED]
Sent: Wednesday, September 12, 2012 03:14 PM
To: Murphy, Katrina (K.M.)
Subject: FW: Dealer/Fleet Request for OGC Review

[REDACTED]:

[REDACTED]

[REDACTED]

PRIVILEGED AND CONFIDENTIAL

This email contains privileged and confidential communications.

If you received it in error, please delete it immediately and notify the sender.

From: [REDACTED]
Sent: Wednesday, September 12, 2012 2:39 PM
To: Murphy, Katrina (K.M.)
Subject: RE: Dealer/Fleet Request for OGC Review

Katrina,

Alma Taylor
Claims Analyst
Legal Analyst- Office of the General Counsel-
Product Claims

Phone: 313 317-1862
Fax: 888 683-9898

PRIVILEGED AND CONFIDENTIAL

This email contains privileged and confidential communications.

If you received it in error, please delete it immediately and notify the sender.

From: Murphy, Katrina (K.M.)
Sent: Tuesday, September 11, 2012 3:08 PM
To: [REDACTED]
Subject: RE: Dealer/Fleet Request for OGC Review

Alma,

Per my discussion with Michelle, below is the contact information for [REDACTED]

[REDACTED]

Katrina Murphy
Fleet Zone Manager
Washington Region
(732) 685-1324 (p)

(866) 508-4456 (f)
kscott33@ford.com

From: [REDACTED]
Sent: Tuesday, September 11, 2012 1:17 PM
To: [REDACTED]
Cc: Murphy, Katrina (K.M.)
Subject: FW: Dealer/Fleet Request for OGC Review

PRIVILEGED & CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender.

This has been assigned to Alma.

*****Note to Dealer*****

*****DO NOT PUT THE VEHICLE IN STORAGE OR PROVIDE LOANERS WITHOUT THE APPROVAL OF THE OFFICE OF THE GENERAL COUNSEL*****

*****NOTE: SEND AUTHORIZATION REQUEST TO FORDCALP@FORD.COM*****

*****ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CUSTOMER WILL BE NOTIFIED OF OUR DECISION*****

*****EVALUATIONS MAY TAKE UP TO 90 DAYS *****

From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Friday, September 07, 2012 3:34 PM
To: [REDACTED]
Cc: Murphy, Katrina (K.M.)
Subject: Dealer/Fleet Request for OGC Review

Dealer/Fleet Request for OGC Review

Email Subject: Dealer/Fleet Request for OGC Review

DEALER INFORMATION:

Dealership Fleet Name: FCSDWashDCFZM

Requesting Dealer Fleet: [REDACTED]

PA Code: NA

Contact Person: Katrina Murphy

Title: Fleet Zone Manager

Phone Number: 7326851324

Fax Number: 8665084456

Email: kscott33@ford.com

[REDACTED]

CUSTOMER VEHICLE INFORMATION:

WSD: May 8, 2006

Vehicle Year: 2006

Vehicle Model: Crown Victoria

Vehicle VIN: 2FAFP71W26X [REDACTED]

Mileage: 76672

[REDACTED]

DETAILS OF INCIDENT:

Accident

Date of Incident: 2012-09-05

County incident occurred: [REDACTED]

Is customer alleging a component defect CAUSED the incident? YES

Details: Exact words from customer: the officer claimed the steering went soft and he had no steering control at all. We have performed a preliminary inspection of the vehicle to find the upper steering shaft in the column had broken. When the shaft broke the officer had no way to steer the vehicle. Talking with my maintenance shop I was informed we had a similar incident on stock 060540 I need to know why this is happening, is it happening elsewhere is it only effecting a particular model year Vick and is there a permanent fix. I am concerned we have a major issue and I need a response from Ford ASAP on this issue

Was a police report filed? YES

Details : This is a police vehicle for [REDACTED]

Has the insurance company been contacted? NO

Insurance company advised:

Insurance company contact information:

Coach builder:

City :

State :

Zip Code :

Vehicle Location: With customer - [REDACTED]

Attorney information:

CVO Contact: Katrina Murphy

Resolution Customer is seeking: Customer states considering downing entire fleet of crown vics and questioning if this should be a recall. Customer wants on-site inspection and explanation on why the steering column came apart.

Comments: Customer has a second unit that they allege has the same issue but was not in an accident.

From: [REDACTED]
Sent: Friday, September 14, 2012 4:14 PM
To: [REDACTED]
Subject: RE: UPDATED FILE FOR REVIEW: New NHTSA Crown Vic PE - REVIEW of statement/Q&A - V4

Regards,

[REDACTED]

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

[REDACTED]
Sent: Friday, September 14, 2012 03:44 PM Eastern Standard Time

[REDACTED]
Subject: RE: UPDATED FILE FOR REVIEW: New NHTSA Crown Vic PE - REVIEW of statement/Q&A - V4

I don't care for the language "the onset of separation" but don't know how else we might characterize those 10 reports.

From: [REDACTED]
Sent: Friday, September 14, 2012 2:11 PM
To: [REDACTED]
Subject: FW: UPDATED FILE FOR REVIEW: New NHTSA Crown Vic PE - REVIEW of statement/Q&A - V4
Importance: High

D [REDACTED] a already has this. Please let me know if you have any comments ASAP. Thanks!

Best Regards,

Todd Fronckowiak

Manager, Government Investigations & Design Analysis Engineering Dept.
Automotive Safety Office
Ford Motor Company
Phone: (313) 337-6777 | Cell: (734) 837-9409

From: Krusel, Susan (S.M.)
Sent: Friday, September 14, 2012 1:34 PM

[REDACTED]

Subject: UPDATED FILE FOR REVIEW: New NHTSA Crown Vic PE - REVIEW of statement/Q&A - V4
Importance: High

[REDACTED]

[REDACTED]