

PE14-028

FORD

11/7/2014

APPENDIX G

Engineering Review

From: Mullen, Bradley (T.)
Sent: Friday, August 15, 2014 6:55 PM
To: Greenisen, Matt (M.J.)
Subject: RE: PowerPoint Slides Missing

Yeah, I fly out tomorrow.

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

From: Greenisen, Matt (M.J.)
Sent: Friday, August 15, 2014 06:52 PM Eastern Standard Time
To: Mullen, Bradley (T.)
Subject: RE: PowerPoint Slides Missing

Dude no need to fight with it at the hotel I'll be fine I bought the full version of Adobe Acrobat for my personal laptop so by hook or by crook I can merge whatever I want. Are you staying out there tonight also? Your wife is gonna hate me. Hope all is well out there and the heat hasn't cooked any of you yet!

Matt

I am going to run to the grocery store and pickup some cheese bread but will be back then working on a presentation. I'll have my phone and will be looking at email so hit me if you need something.

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

From: Mullen, Bradley (T.)
Sent: Friday, August 15, 2014 06:28 PM Eastern Standard Time
To: Greenisen, Matt (M.J.)
Subject: RE: PowerPoint Slides Missing

Okay. I'll try when I get to the hotel.

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

From: Greenisen, Matt (M.J.)
Sent: Friday, August 15, 2014 05:14 PM Eastern Standard Time
To: Mullen, Bradley (T.)
Subject: PowerPoint Slides Missing

Bradley,
I am starting to try and merge all of the subsequent work that has been done by everyone into the PowerPoint for the C1A Pawl Post (the file is large so I only had it locally and on the dropbox). I think you have some slides that aren't in my PowerPoint though since they show in the PDF. Some of them are slides I can duplicate but there is no reason to do double work if you have them saved on your PC. Specifically I need the PowerPoint slides for:

PDF Pages:
Pages 2 through 7
Pages 9 and 10

Bleh going to stop comparing the two – some of it is just re-ordering so you have a different copy of the PowerPoint that has the slides in a better order that I think we went over on your PC (that you put together) and you sent into Mark Demott over a weekend. If you could upload that presentation to Dropbox (your dropbox works fine if you just share it with me then) and I will merge to that PowerPoint, In the meantime I will figure out what I want to do in support of presenting “How warranty analysis is done for large issues” to Key Plastics at 9 AM on Monday next week – bleh.

Hope you had a safe trip back from California

Best Regards,
Matt Greenisen
STA – Latches/Door Systems
313-390-9807 (Desk)
330-559-5661 (Mobile)
mgreenis@ford.com

From: Greenisen, Matt (M.J.)
Sent: Friday, April 18, 2014 1:43 PM
To: Mullins, Ernie; Mullen, Bradley (T.)
Cc: Latimer, Ron
Subject: RE: Sales Volumes By State

Bradley/Ernie/Ron,

So in searching internally here I tried to tie the dealer sales code back to dealer details (address etc.) via the F-150 actual claims for the inside door handle list from 2009 - unfortunately that just gives me the dealer repair name not the dealer sales name. It would appear that the application internally here is GOLDD (Global Online Dealer Database) that has that level of detail in it. I have submitted a request for access to the application into the security administration and I would imagine will hear back next week. If Ron is able to get at the geographical data by dealer code out of AWS we can pursue that in tandem with the request for access into GOLDD.

Best Regards,
Matt Greenisen
STA

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

From: Mullins, Ernie [mailto:Ernie.Mullins@kiekert.com]
Sent: Thursday, April 17, 2014 5:46 PM
To: Mullen, Bradley (T.)
Cc: Greenisen, Matt (M.J.); Latimer, Ron
Subject: Re: Sales Volumes By State

Thanks Bradley, we'll get back into this next week.

Have a good holiday weekend.

Regards,
Ernie

Sent from my iPhone

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390

Ernie.Mullins@kiekert.com
www.kiekert.com

> On Apr 17, 2014, at 3:25 PM, "Mullen, Bradley (T.)" <bmullen9@ford.com> wrote:

>

> Here are the volumes for dealer codes of the six states.

>

> From: Hurley, Paul (P.D.)

> Sent: Thursday, April 17, 2014 3:17 PM

> To: Mullen, Bradley (T.)

> Subject: RE: Sales Volumes By State

>

> Attached file is similar to the others with a breakdown by Sell Dealer Code for those states (I don't have any further information on the dealer codes) ...

>

>

> Paul Hurley

> Body Exterior Current Model Quality

> [REDACTED]

> From: Mullen, Bradley (T.)

> Sent: Thursday, April 17, 2014 12:31 PM

> To: Hurley, Paul (P.D.)

> Subject: RE: Sales Volumes By State

>

> Hey Paul – That worked well. Thanks. How far can it be drilled down to? Can the sales volume be pulled for each dealer for the Fiesta, Fusion and MKZ? We only need it for 6 states (AZ, CA, FL, NM, NV & TX) but if it is easier to for all states I can filter. Thx. – BTM.

>

> From: Hurley, Paul (P.D.)

> Sent: Thursday, April 10, 2014 4:22 PM

> To: Mullen, Bradley (T.)

> Subject: RE: Sales Volumes By State

>

> Attached includes US, Canada, Mexico, Brazil, Argentina, Colombia (98% of all Fusion-MKZ-Fiesta sales 2010-14).

>

> The file is similar to the previous US file ... country, vehicle and assembly plant can be selected at the top. If there is no information on dealer state the state is listed as *.

>

>

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> Body Exterior Current Model Quality

> [REDACTED]

> From: Mullen, Bradley (T.)

> Sent: Thursday, April 10, 2014 2:13 PM

> To: Hurley, Paul (P.D.)

> Subject: RE: Sales Volumes By State

>

> Hey Paul - Is Mexico considered part of North America in AWS? Could I get the same run for volumes in Mexico?

>

> From: Mullen, Bradley (T.)
> Sent: Wednesday, March 26, 2014 12:08 PM
> To: Hurley, Paul (P.D.)
> Subject: RE: Sales Volumes By State

>

> Thank you.

>

> From: Hurley, Paul (P.D.)
> Sent: Wednesday, March 26, 2014 7:41 AM
> To: Mullen, Bradley (T.)
> Cc: Okeh, Christopher (C.); Burgess, Dave (D.R.); Okragly, David (DAO.)
> Subject: RE: Sales Volumes By State

>

> Attached has 2010-14 ...

>

> Paul Hurley
> Body Exterior Current Model Quality
> [REDACTED] 4

> From: Mullen, Bradley (T.)
> Sent: Tuesday, March 25, 2014 5:02 PM
> To: Hurley, Paul (P.D.)
> Cc: Okeh, Christopher (C.); Burgess, Dave (D.R.); Okragly, David (DAO.)
> Subject: RE: Sales Volumes By State

>

> Paul,
> Thank very much. It that worked very well. If it is not an inconvenience could I get model years 2010 and 2011 as well?

>

> Thank you -- Bradley Mullen | Site STA Engineer | Ford Motor Company |
> [REDACTED] |
> bmullen9@ford.com<blocked::blocked::mailto:bmullen9@ford.com>

> From: Hurley, Paul (P.D.)
> Sent: Monday, March 24, 2014 5:16 PM
> To: Mullen, Bradley (T.); Okragly, David (DAO.)
> Cc: Okeh, Christopher (C.); Burgess, Dave (D.R.)
> Subject: RE: Sales Volumes By State

>

> Attached has 2012-14 AWS vehicle volumes by state ... vehicle can be selected at the top.

>

> Paul Hurley
> Body Exterior Current Model Quality
> [REDACTED]
> From: Mullen, Bradley (T.)

> Sent: Monday, March 24, 2014 4:46 PM
> To: Okragly, David (DAO.); Hurley, Paul (P.D.)
> Cc: Okeh, Christopher (C.); Burgess, Dave (D.R.)
> Subject: RE: Sales Volumes By State
>
> Any progress? Thx.
>
> From: Okragly, David (DAO.)
> Sent: Wednesday, March 19, 2014 2:04 PM
> To: Hurley, Paul (P.D.)
> Cc: Mullen, Bradley (T.); Okeh, Christopher (C.); Burgess, Dave (D.R.)
> Subject: Sales Volumes By State
>
> Fiesta, Fusion, MKZ
>
> Warranty Return Kiekert Investigation
>
> Do you know how to provide these #s for 2012, 2013, and 2014?
>
> David Okragly
> NA PD VFG Quality Supervisor
> Ford Body Exterior Quarterback
> Ph [REDACTED]
>
> <2010-14 Fiesta-Fusion-MKZ Volumes by Dealer Code.xlsx>

Headquarters: Kiekert AG, Hoeseler Platz 2, 42579 Heiligenhaus/Germany

T: + [REDACTED]

Registered in Heiligenhaus; Company Register Wuppertal HRB No 17915 Executive Board: Dr. Karl Krause (Chairman), Stephan Espelage, Ulrich-Nicolaus Kranz, Juergen Wenzel Supervisory Board: Xizeng Li (Chairman) IBAN : DE72 3307 0090 0484 1300 01 BIC : DEUTDEDWXXX

>

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From: Greenisen, Matt (M.J.)
Sent: Tuesday, April 22, 2014 11:39 AM
To: Mullins, Ernie; Mullen, Bradley (T.)
Cc: Latimer, Ron
Subject: RE: Sales Volumes By State
Attachments: 2010-14 Fiesta-Fusion-MKZ Volumes by Dealer Code Updated with Dealer Names and Zip Codes.xlsx

Ernie,

So I dug around internally here and found the application I needed to look up the dealer information (Name/Zip code as it applies to the dealer sales code). I am attaching the file updated with the dealer names and zip codes. Oddly it looks like all of the dealers listed in this pull-down are from AZ, it was my understanding that we wanted AZ and NV due to the 1.8% and 1.3% failure rates. Either there was a communication breakdown or we may be missing the Nevada dealers. Either way this is a starting point, and we can use the zip codes to zero in on the weather station data that we want to use.

Best Regards,
Matt Greenisen
STA

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

From: Mullins, Ernie [mailto:Ernie.Mullins@kiekert.com]
Sent: Thursday, April 17, 2014 5:46 PM
To: Mullen, Bradley (T.)
Cc: Greenisen, Matt (M.J.); Latimer, Ron
Subject: Re: Sales Volumes By State

Thanks Bradley, we'll get back into this next week.

Have a good holiday weekend.

Regards,
Ernie

Sent from my iPhone

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive

Wixom, MI 48393 United States

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

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> Body Exterior Current Model Quality

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> Thank very much. It that worked very well. If it is not an inconvenience could I get model years 2010 and 2011 as well?
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> Thank you -- Bradley Mullen | Site STA Engineer | Ford Motor Company |
> [REDACTED]
> bmullen9@ford.com<blocked::blocked::mailto:bmullen9@ford.com>
> From: Hurley, Paul (P.D.)
> Sent: Monday, March 24, 2014 5:16 PM
> To: Mullen, Bradley (T.); Okragly, David (DAO.)
> Cc: Okeh, Christopher (C.); Burgess, Dave (D.R.)
> Subject: RE: Sales Volumes By State
>
> Attached has 2012-14 AWS vehicle volumes by state ... vehicle can be selected at the top.
>

> Paul Hurley
> Body Exterior Current Model Quality
> [REDACTED]
> From: Mullen, Bradley (T.)
> Sent: Monday, March 24, 2014 4:46 PM
> To: Okragly, David (DAO.); Hurley, Paul (P.D.)
> Cc: Okeh, Christopher (C.); Burgess, Dave (D.R.)
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> Fiesta, Fusion, MKZ
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> Ph: [REDACTED]
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Headquarters: Kiekert AG, Hoeseler Platz 2, 42579 Heiligenhaus/Germany

T: + [REDACTED]

Registered in Heiligenhaus; Company Register Wuppertal HRB No 17915 Executive Board: Dr. Karl Krause (Chairman), Stephan Espelage, Ulrich-Nicolaus Kranz, Juergen Wenzel Supervisory Board: Xizeng Li (Chairman) IBAN : DE72 3307 0090 0484 1300 01 BIC : DEUTDEDWXXX

>

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Vehicle Line AWS	BB - FIESTA (B299)
Assembly Plant [AAG]	(All)
Sell Dealer State	AZ - ARIZONA

Sum of VEHICLES	Column Labels					
Row Labels	2011	2012	2013	2014	Grand Total	
170865				5		5
171171	105	84	101	113		403
171173	86	77	85	113		361
171174	39	42	48	47		176
171175	75	52	72	66		265
171176	52	79	93	81		305
171177	131	91	54	83		359
171178	61	30	28	30		149
171179	102	108	143	195		548
171180	25	23	43	26		117
171181	62	48	46	44		200
171182	44	61	103	73		281
171204	61	43	59	49		212
171205	67	41	44	50		202
171421	15	7	14	15		51
171431	6	3	3	1		13
171432	5	10	12	8		35
171433	6	7	13	6		32
171438	36	18	23	30		107
171465	11	4	15	10		40
171466	3			1		4
171467	3	5	6	4		18
171468	18	13	17	19		67
171469	9	7	68	94		178
171471	19	13	7	8		47
171475	7	24	15	29		75
171480	2	3	2	3		10
171481	3	4	4	5		16
171483	10	5	10	17		42
171484	5	3		2		10
171485	7	6	1	4		18
171487	14	13	26	58		111
171492	20	15	26	22		83
171493	5	1				6
171494	4	2	12	20		38
Grand Total	1118	942	1193	1331		4584

Ford Sales	Mesa	AZ	85209
Don Sanderson Ford	Glendale	AZ	85301
Camelback Ford Lincoln	Phoenix	AZ	85014
Chapman Ford	Scottsdale	AZ	85257
Berge Ford	Mesa	AZ	85204
Earnhardt Ford Sales Company	Chandler	AZ	85226
Bell Ford	Phoenix	AZ	85023
Autonation Ford Scottsdale	Scottsdale	AZ	85260
Peoria Ford	Peoria	AZ	85382
Robert Horne Ford LLC	Apache Junction	AZ	85119
Rodeo Ford	Goodyear	AZ	85338
San Tan Ford	Gilbert	AZ	85297
Holmes Tuttle Ford Lincoln	Tuscon	AZ	85705
Jim Click Ford Lincoln	Tuscon	AZ	85711
Jim Click Ford of Sahuarita & Gre	Green Valley	AZ	85614
Parker Motor Company	Parker	AZ	85344
Tom Jones Ford	Buckeye	AZ	85326
Jones Ford	Wickenburg	AZ	85390
Alexander Ford	Yuma	AZ	85365
Bradley Ford Lincoln	Lake Havasu City	AZ	86403
Steve Coury Ford Lincoln	Camp Verde	AZ	86322
Babbitt Ford	Flagstaff	AZ	86001
Colorado River Ford Lincoln of Kir	Kingman	AZ	86401
Lake Powell Ford	Page	AZ	86040
Galpin Ford	Prescott	AZ	86305
Glenn Jones Ford	Casa Grande	AZ	85122
McSpadden Ford, Inc.	Globe	AZ	85501
Tate's Auto Center	Holbrook	AZ	86025
Horne Ford of Nogales, LLC	Nogales	AZ	85621
Freedom Ford Lincoln	Thatcher	AZ	85552
Oracle Ford	Oracle	AZ	85623
Lawley's Team Ford	Sierra Vista	AZ	85635
Show Low Ford	Show Low	AZ	85901
Steve Coury Ford	Star Valley	AZ	85541
Winslow Ford	Winslow	AZ	86047

From: Papanikolaou, Kosta (K.D.)
Sent: Thursday, August 14, 2014 12:33 AM
To: Stark, Diana (D.C.); Greenisen, Matt (M.J.)
Subject: RE: SEM Work

Hi Diana,

Any ETA on the SEM work?

*Do not go where the path may lead, go instead
where there is no path and leave a trail. -Ralph Waldo Emerson*

Kosta Papanikolaou
Technical Specialist -Latching Body Hardware
Body Engineering
[REDACTED]
[REDACTED]

From: Stark, Diana (D.C.)
Sent: Tuesday, August 05, 2014 3:09 PM
To: Papanikolaou, Kosta (K.D.); Greenisen, Matt (M.J.)
Subject: RE: SEM Work

Sounds good. I'm available whenever you get to Central Lab.

Diana Stark

Cell: [REDACTED]
[REDACTED]

From: Papanikolaou, Kosta (K.D.)
Sent: Tuesday, August 05, 2014 1:36 PM
To: Greenisen, Matt (M.J.); Stark, Diana (D.C.)
Subject: RE: SEM Work

Let's do 3pm today.

*Do not go where the path may lead, go instead
where there is no path and leave a trail. -Ralph Waldo Emerson*

Kosta Papanikolaou
Technical Specialist -Latching Body Hardware
Body Engineering
[REDACTED]
[REDACTED]

From: Greenisen, Matt (M.J.)
Sent: Tuesday, August 05, 2014 1:35 PM
To: Stark, Diana (D.C.); Papanikolaou, Kosta (K.D.)
Subject: RE: SEM Work

I have 30 minutes or so at 3:00, or I can ditch the VA/VE workshop tomorrow and do the 11:30, not sure if Kosta can ditch the VA/VE workshop tomorrow or not.

Thanks,
Matt Greenisen

From: Stark, Diana (D.C.)
Sent: Tuesday, August 05, 2014 1:13 PM
To: Papanikolaou, Kosta (K.D.)
Cc: Greenisen, Matt (M.J.)
Subject: RE: SEM Work

Hi Kosta –

I can meet with you today at 3pm or tomorrow after 11:30am. Choose a time slot that is convenient for you and Matt. Thanks.

Diana Stark

Cell: [REDACTED]

[REDACTED]

From: Papanikolaou, Kosta (K.D.)
Sent: Tuesday, August 05, 2014 12:48 PM
To: Stark, Diana (D.C.)
Cc: Greenisen, Matt (M.J.)
Subject: SEM Work

Hi Diana,

Matt and I need your help in looking at several different parts in the same way as you did here with the SEM looking for evidence of surface fractures in their early stages. When can we meet with you and bring the parts to discuss?

<< OLE Object: Picture (Device Independent Bitmap) >>

*Do not go where the path may lead, go instead where there is no path and leave a trail. -
Ralph Waldo Emerson*

Kosta Papanikolaou

Technical Specialist -Latching Body Hardware

Body Engineering

[REDACTED]

[REDACTED]

From: Urriola, Maria <Maria.Urriola@brose.com>
Sent: Thursday, July 31, 2014 2:25 PM
To: Greenisen, Matt (M.J.)
Cc: Vazquez, Adrian (A.)
Subject: RE: Solicitud Visita - STA Ford a Brose Puebla-

Matt,

It's OK for Brose PUE to accommodate Adrian's visit on Aug 6th.

Best Regards
Project Team Manager - Latches

Maria Urriola

Speed dial: 8008 4823

Phone: 

From: Greenisen, Matt (M.J.) [<mailto:mgreenis@ford.com>]
Sent: Thursday, July 31, 2014 1:16 PM
To: Urriola, Maria
Cc: Vazquez, Adrian (A.)
Subject: FW: Solicitud Visita - STA Ford a Brose Puebla-

Maria,
Any chance Brose Puebla can accommodate August 6th @ 2:30 PM instead?

Thanks,
Matt Greenisen
STA – Latches/Door Systems

From: Vazquez, Adrian (A.)
Sent: Thursday, July 31, 2014 1:11 PM
To: Greenisen, Matt (M.J.)
Subject: RE: Solicitud Visita - STA Ford a Brose Puebla-

Hi Matt,
I could be at Brose Aug 6th PM (@2:30 – 5:30 PM), during AM traveling to be at Kiekert @ noon for Pre-assembly PPAP run (2 hours @ 300 pcs) and Aug 7th (PPAP run - Assembly), this PPAP run at Kiekert is not about Latch but will take the chance to look at your request.
Regards

From: Greenisen, Matt (M.J.)
Sent: jueves, 31 de julio de 2014 11:06 a.m.
To: Vazquez, Adrian (A.)
Subject: FW: Solicitud Visita - STA Ford a Brose Puebla-

Adrian,
Per my earlier email about adding Brose Puebla to your Puebla trip the week of 8/4, Brose is prepared to host you at 11:00 AM if that date and time work for you.

Thanks,

Matt Greenisen
STA – Latches/Door Systems

From: Urriola, Maria [<mailto:Maria.Urriola@brose.com>]
Sent: Thursday, July 31, 2014 11:40 AM
To: Greenisen, Matt (M.J.)
Cc: Catalan, Janet; Damian, David; Leon, Tonatiuh
Subject: FW: Solicitud Visita - STA Ford a Brose Puebla-

Hello Matt,

Brose PUE has confirmed that they can host Adrian Vazquez (Ford Mexico STA) on August 8th at 11:00am (Mexico time), please confirm to us his visit.

Thanks,

Best Regards
Project Team Manager - Latches

Maria Urriola

Speed dial: 8008 4823

Phone: [REDACTED]

From: Catalan, Janet
Sent: Wednesday, July 30, 2014 12:48 PM
To: Urriola, Maria
Cc: Leon, Tonatiuh
Subject: FW: Solicitud Visita - STA Ford a Brose Puebla-

Hello Maria:

Vist is confirmed from Brose Puebla side.

August 8th 2014
11:00 am – 13:00 pm
Lunch will be provided.

Best Regards
Quality Engineer

Janet Catalan

Speed dial: 8008 4295

Phone: [REDACTED]

From: Mullen, Bradley (T.)
Sent: Friday, August 29, 2014 12:20 PM
To: Greenisen, Matt (M.J.)
Subject: RE: Toasty

I could not believe how many people we there at that time of the year. The visitor's center was full.

From: Greenisen, Matt (M.J.)
Sent: Friday, August 29, 2014 12:07 PM
To: Mullen, Bradley (T.)
Subject: RE: Toasty

Nah, I moved from the pawl post thing to the inside handle while that was going on.

Thanks,
Matt Greenisen
STA – Latches/Door Systems

From: Mullen, Bradley (T.)
Sent: Friday, August 29, 2014 12:03 PM
To: Greenisen, Matt (M.J.)
Subject: RE: Toasty

Still uploading on 5 of 16. Slow connection. (I'm cheap). Yeah I thought it went really well. Thanks for the kudos. Did you catch any of Sue's presentation.... Mark Field wants integrity throughout the company and if you see something speak up.

From: Greenisen, Matt (M.J.)
Sent: Friday, August 29, 2014 11:55 AM
To: Mullen, Bradley (T.)
Subject: Toasty

Toasty dashboard in death valley there. I thought the report out went well for the most part, hearing the status on the heat soak samples from Keykert was confidence building.

Best Regards,
Matt Greenisen
STA – Latches/Door Systems

██████████
██████████
██████████

From: Papanikolaou, Kosta (K.D.)
Sent: Monday, July 28, 2014 11:40 AM
To: Gurney, Chris (C.A.)
Subject: RE: VINS

Chris,

I am analyzing the warranty data and I would like to do a SPIT analysis for this issue. Can you give me the number of vehicles in service for each month starting from Jan 2011 to July 2014 on Fiesta, Fusion, and MKZ?

*Do not go where the path may lead, go instead
where there is no path and leave a trail. -Ralph Waldo Emerson*

Kosta Papanikolaou
Technical Specialist -Latching Body Hardware
Body Engineering

From: Gurney, Chris (C.A.)
Sent: Friday, July 25, 2014 4:05 PM
To: Papanikolaou, Kosta (K.D.)
Subject: RE: VINS

1FAHP3F24CL [REDACTED]

No door-related reports found

3FAFP4AJ5DM [REDACTED]

STANDING REAR DOOR DOES NOT LOCK

Tech Comments: REV. LA UNIT BEING Q STANDING REAR DOOR DOES NOT LOCK BY THE Q PROCEEDED TO TAKE APART DOOR AND LOOK OVER CONTINUITY WITH MULTIMETER DIGI SO DETECTING INTERNAL PLATE PROBLEMS ACTUATOR BY THE Q PROCEEDED TO RZAR PLATES ACTUATOR TO CORRECT; THE PROBLEMS.

3FAFP4AJ5DM [REDACTED]

VIN not found

3FAOR4EJ5CM [REDACTED]

VIN not found

1FAHP3H23CL [REDACTED]

RV. - DOORS RIGHT SIDE DO NOT LOCK Tech Comments: REV.LA UNIT ENCONTRNADO Q REAR DOOR AND FRONT OF RIGHT SIDE DO NOT CLOSE, BY THE Q PROCEEDED TO TO THEIR

REVISION DESTAPIZARON DOORS DETECTNADO INTERNAL PROBLEMS IN ACTUATORS OF PTAS BY LOQ PROC.A RZAR ACTUATORS FOR CORREG.CON REP.ATD EGGF2002 GRANTS POLICY OF BY DEFAULT FROM THE MATERIAL CRC.

From: Papanikolaou, Kosta (K.D.)
Sent: Friday, July 25, 2014 3:52 PM
To: Gurney, Chris (C.A.)
Subject: VINS

Here are what I think they are. The writing is not clear to me in all cases but...

1FAHP3F24CL [REDACTED]

3FAFP4AJ5DM [REDACTED]

3FAFPAJ1DM [REDACTED]

3FAOR4EJ5CM [REDACTED]

1FAHP3H23CL [REDACTED]

Do not go where the path may lead, go instead where there is no path and leave a trail. - Ralph Waldo Emerson

Kosta Papanikolaou

Technical Specialist -Latching Body Hardware

Body Engineering

[REDACTED]

[REDACTED]

From: Girolamo, Robert (R.F.)
Sent: Friday, September 05, 2014 2:49 PM
To: Ott, David (D.J.)
Cc: Gurney, Chris (C.A.)
Subject: RE: VOQ's

These are the 26 VOQs identified by Scott Yon (the list of 25, plus an additional special mention).



Robert Girolamo

Automotive Safety Office
Fairlane Plaza South Suite 500
Phone [REDACTED]

From: Ott, David (D.J.)
Sent: Friday, September 05, 2014 2:17 PM
To: Girolamo, Robert (R.F.)
Subject: VOQ's

Bob, could you please give me a hardcopy copy of the VOQ's that NHTSA sent us on the Fiesta latch? Also, could you please give me a hardcopy of your spreadsheet with the Ford reports alongside the VOQ language for those where we had reports on both?

I'd like to read them over the weekend before our discussion with NHTSA on Monday.

Thanks,

Dave

ODI No	Model Yr	Model	Vin	NHTSA File Date	City State	Miles	Summary	Related	NHTSA from Ford vehicle history
10621667	2012	F ESTA		12-Aug-14	ALPHARETTA GA	33000	THE DOOR NEXT TO THE BACK RIGHT PASSENGER SEAT WILL NOT LATCH. THE CAR CANNOT BE DRIVEN BECAUSE THE DOOR WILL NOT STAY SHUT.	Won't Close	Yon list
10615717	2012	F ESTA	3FADP4BJ5CM	23-Jul-14	BASTROP TX	44000	TL* THE CONTACT OWNS A 2012 FORD F ESTA. WHILE DRIVING AT AN UNKNOWN SPEED THE DOOR AJAR WARNING INDICATOR ILLUMINATED. THE CONTACT NOTICED THAT THE REAR PASSENGER SIDE DOOR WAS AJAR AND FAILED TO LATCH. THE VEHICLE WAS TAKEN TO THE DEALER BUT THE PARTS WERE UNAVAILABLE TO PERFORM THE REPAIR. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 44000.	Open While Driving	Yon list from FMC360 SHE JUST BOUGHT VEH USED A FEW WEEKS AGO FROM A TOYOTA DLR. NOW THE REAR PASSENGER DOOR IS NOT ABLE TO CLOSE ALL THE WAY SHUT. THIS IS BAD BECAUSE THE BATTERY WOULD DIE WITH THE INSIDE LIGHTS STAYING ON WITH THE DOOR LEFT OPEN. SHE TOOK VEH BACK TO TOYOTA DLR FOR THIS SERVICE, BUT THEY ARE SAYING THE PART NEEDED IS NOT AVAILABLE TO COME IN FROM A FORD DLR UNTIL MID AUGUST
10615838	2012	F ESTA	3FADP4BJ7CM	23-Jul-14	LOOMINGTON CA	40000	THE PASSENGER REAR DOOR LATCH WILL NOT KEEP THE DOOR CLOSED.	Won't Close	Yon list
10621849	2011	F ESTA	3FADP4EJ6BM	12-Aug-14	BRANDON FL	32232	ARRIVED HOME AFTER PICKING UP DRY CLEANING AND PLACING IT ON BACK SEAT VIA BACK DRIVER'S SIDE DOOR. OPENED DOOR TO RETRIEVE CLOTHES DOOR WOULD NOT LATCH SHUT. HAD TO HAVE MY SON SIT IN BACK SEAT AND HOLD DOOR WHILE I DROVE TO DEALERSHIP AS THE DOOR WOULD SWING OPEN WHEN I MADE A TURN. TURNS OUT CAR WAS FOUR DAYS OUT OF WARRANTY NECESSITATING MY PAYING THE FULL REPAIR COST. BY THE WAY I WAS TOLD BY THE SERVICE ADVISOR THAT HIS WIFE'S FIESTA WAS IN THE SHOP FOR THE SAME PROBLEM AND SHE WAS THREE DAYS OUT OF WARRANTY. PART WAS BACKORDERED. HE TOLD ME FORD IS AWARE THAT THIS IS A PROBLEM BUT HASN'T MADE IT A RECALL. COST ME \$300+ TO FIX. FORD NEEDS TO STEP UP AND COVER/REIMBURSE OWNERS!	Won't Close	Yon list
10606487	2013	F ESTA	3FADP4BJ8DM	27-Jun-14	TUSA GRANDE AZ	27000	TL* THE CONTACT OWNS A 2013 FORD FIESTA. THE CONTACT STATED THAT THE DOOR OPENED INDEPENDENTLY AND WOULD NOT REMAIN CLOSED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE REPAIRS WERE UNKNOWN. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 27000 AND THE CURRENT MILEAGE 38000.	Open While Driving	Yon list

ODI No	Model Yr	Model	Vin	NHTSA File Date	City State	Miles	Summary	Related	NHTSA	from Ford vehicle history
10617608	2011	F ESTA	3FADP4CJ6BM	30-Jul-14	CHANDLER AZ	51000	WH LE I WAS DRIVING THE BACK DRIVERS S DE DOOR FLEW OPEN. I HAD JUST RECENTLY PUT SOME PACKAGES N THE BACK SEAT AND SHUT THE DOOR. TO MY KNOWLEDGE THE DOOR WAS CLOSED. IT APPEARED TO BE ANYWAYS. I TOOK IT IN TO BERGE FORD DEALERSH P TWO DAYS LATER. THEY TOLD ME I NEEDED A NEW LATCH. THEY SAID THIS HAS BEEN HAPPEN NG SO MUCH N THE FORD FIESTA'S AND FORD FOCUS THAT THEY HAVE A HARD TIME GETT NG THE PARTS. APPARENTLY THERE HAVE BEEN SOME RECALLS BUT JUST NOT ON MY YEAR OF CAR. THEY SUGGESTED I GET ASSISTANCE FROM FORD MOTOR CO. SO A CLAIM WAS FILED. AFTER CALL NG FORD EVERY DAY FOR A WEEK THEY F NALLY GAVE ME ANY ANSWER ON JULY 30TH. THEY ARE GOING TO PAY FOR A NEW LATCH BUT THERE HASN'T BEEN A RECALL AS YET. MY CONCERN IS IF THAT A CH LD WAS IN THE BACKSEAT AN INJURY OR DEATH COULD HAVE OCCURRED BECAUSE THE DOOR DOES APPEAR TO BE CLOSED WHEN SHUTTING IT. IT IS ALSO CONCERN NG THAT THIS IS AN ONGO NG PROBLEM WITH THESE LATCHES ACCORDING TO NOT ONLY THE DEALER BUT FORD MOTOR CO. CUSTOMER SERVICE MANAGER AS WELL.	Open While Driving	Yon list	from FMC360 ... CUST SAID SHE IS CHECK NG ON THE STATUS OF THE CASE THE DLR OPENED FOR HER YESTERDAY AS THE DLR SA D THEY HAVE NOT HEARD BACK FROM FORD YET. CUST IS HOP NG FORD WILL NOT ONLY ASSIST WITH THE REPA R BUT ALSO PROVIDE A RENTAL VEH. ... CUSTOMER CONCERN: LEFT REAR DOOR WONT STAY SHUTDEALERSHIP IS ASKING FOR FULL ASSISTANCE FOR THIS REPA R DUE TO THE FACT OF HAV NG KNOWN ISSUES. LABOR: 27406B .2 27406B5 .9 - TOTAL: 1.1HR @ \$104 89PART#: BE8Z-526413-B @ \$154.94TOTAL: \$270.32 *2014-07-24 15:42:59 0* BY DAV D - THIS IS A SAFETY CONCERN FOR CUSTOMER - CUSTOMER IS CURRENTLY USING STRETCH CORDS TO KEEP DOOR CLOSED.
10622180	2012	F ESTA	3FADP4AJ6CM	14-Aug-14	CYPRESS TX	27700	RIGHT REAR PASSENGER DOOR W LL NOT STAY CLOSED/LATCH. I OPENED THE RIGHT REAR PASSENGER DOOR TO PUT MY CHILD IN HIS CARSEAT THIS MORN NG. UPON CLOSING OF THE DOOR I FOUND THAT IT WOULD NOT LATCH. WE VERIFIED THE LATCH WAS IN THE CORRECT POSITION SO THAT THE DOOR SHOULD CLOSE NORMALLY. HOWEVER THE DOOR WOULD NOT STAY SHUT OR CLICK TO LATCH. I HAD TO DUCTTAPE THE DOOR CLOSED TO TAKE H M TO DAYCARE. I ASSUME THIS MUST BE A MANUFACTURING DEFECT. I DROPPED THE CAR OFF AT THE DEALERSH P FOR WARRANTY SERVICE THIS AFTERNOON. I SHOULD NOT HAVE TO WORRY ABOUT THE DOORS THAT PROTECT MY CH LDREN MIGHT OPEN AT ANY T ME FOR NO GOOD REASON. I AM CERTAIN THE DOOR HAS NEVER BEEN ABUSED OR CLOSED WITH EXCESSIVE FORCE EVER. THERE IS SOMETH NG REALLY WRONG HERE.	Won't Close	Yon list	

ODI No	Model Yr	Model	Vin	NHTSA File Date	City State	Miles	Summary	Related	NHTSA	from Ford vehicle history
10609742	2013	F ESTA	3FADP4BJ3DM	10-Jul-14	GILBERT AZ	9281	FOR THE SECOND TIME IN THREE WEEKS TWO DOOR LATCHES HAVE FAILED ON MY CAR. BOTH TIMES IT HAPPENED WHILE DRIVING DOWN THE ROAD AND WHEN I MADE A TURN ONE OF THE DOORS CAME FLYING OPEN. FIRST INCIDENT OCCURED ON JUNE 22ND 2014 AND THE SECOND INCIDENT ON JULY 10TH 2014. THIS CAUSED A SERIOUS SAFETY CONCERN IF SOMEONE WAS NOT BUCKLED IN AND COULD FALL OUT OF THE CAR. I HAD TO USE A CARGO STRAP TO KEEP THE DOOR SHUT BOTH TIMES WHILE TAKING IT TO THE DEALERSHIP FOR REPAIR. THE DOOR LATCH MODULES ON THESE FORDS ARE A CHEAP PLASTIC AND BECAME BROKEN VERY EASILY WITH NORMAL USE.	Open While Driving	Yon list	from AWS TRM REPAIR RIGHT FRONT DOOR FLEW OPEN DOES NOT STAY SHUT ADVISE 2nd AWS C/S LEFT REAR DOOR DOES NOT LATCH ADVISE from FMC360 CUST SAYS:VEH DOORS HAVE SAFETY AND QUALITY ISSUES. FORD THE 2ND TIME IN 3 WEEKS, DOOR LATCHES HAVE FAILED. BOTH TIMES IT HAPPENED WHILE DRIVING DOWN THE ROAD AND WHEN CUST MADE A TURN ONE OF THE DOORS CAME FLYING OPEN. THEY HAD TO HOLD THE DOORS SHUT TO GET HOME. VEH COULD NOT BE SECURED EITHER SINCE THE LATCH FAILED AND THE DOORS WOULD NOT SHUT SECURELY. THEY USED CARGO STRAP TO HOLD THE DOOR SHUT WHILE DRIVING TO THE DLR. THE RIGHT FRONT DOOR LATCH MODULE WAS DIAGNOSED AS INTERNAL BROKEN LATCH ON 6/23/2014 AND REPLACED THE ENTIRE MODULE. THE LEFT REAR DOOR LATCH MODULE WAS DIAGNOSED AS INTERNAL BROKEN LATCH ON 7/11/2014 AND REPLACED THE ENTIRE MODULE. DLR DID A GOOD JOB REPLACING BOTH OF THEM. THIS IS A MAJOR SAFETY ISSUE PER CUST
10607866	2012	F ESTA	3FADP4FJ9CM	2-Jul-14	GOODYEAR AZ	50000	FRONT SIDE PASSENGER'S DOOR LATCH WILL NOT WORK AND THE DOOR WILL NOT CLOSE OR LOCK SO CANNOT DRIVE THE CAR. WENT TO FORD DEALERSHIP AND WAS TOLD THIS WAS VERY COMMON IN FACT SO COMMON THAT THEY ARE BACK ORDERED AT LEAST A MONTH OR LONGER. I CANNOT DRIVE MY CAR I BOUGHT JUST 3 MONTHS AGO. IF THIS IS A COMMON PROBLEM WITH THESE DOOR LATCHES THEN WHY ISN'T THERE A RECALL. I WAS TOLD BY THE DEALERSHIP THAT IT HAPPENS TO FIESTA'S ALL THE TIME WITH BRAND NEW ONES TOO. THIS IS A DEFECTIVE PART AND IS VERY DANGEROUS AND AGAINST THE LAW TO DRIVE WITH A DOOR NOT PROPERLY LATCHED. I AM FORCED TO PAY ALMOST \$200 FOR THE PART AND ABOUT THAT MUCH TO INSTALL IT SO ABOUT \$400 OVERALL FOR A DEFECTIVE PART AND WAS TOLD IT WILL HAPPEN TO THE OTHER DOOR SOMETIME TOO. WHY ISN'T THIS A RECALL???	Won't Close	Yon list	
10599185	2012	F ESTA		18-Jun-14	HARLINGEN TX	44000	DOOR LATCH WILL NOT CATCH. THE DOOR DOES NOT LOCK OR STAY CLOSED. THIS IS HAPPENING ON THE PASSENGER FRONT SIDE DOOR. HAS ALREADY HAPPENED TO THE PASSENGER BACK DOOR AS WELL.	Won't Close	Yon list	
10616936	2011	F ESTA	3FADP4AJ3BM	28-Jul-14	HIGHLAND CA	67000	WE WERE ENTERING VEHICLE READY TO LEAVE WHEN REAR BACK PASSENGER DOOR LATCH FAILED TO SECURE. UPON INVESTIGATION WE FOUND MANY SIMILAR COMPLAINTS REGARDING THIS SAFETY CONCERN. CONTACTED FORD TOLD NO RECALL THOUGH THEY DID ADMIT THEY HAVE RECEIVED SOME COMPLAINTS.	Won't Close	Yon list	

ODI No	Model Yr	Model	Vin	NHTSA File Date	City State	Miles	Summary	Related	NHTSA	from Ford vehicle history
10627895	2011	F ESTA	3FADP4EJ6BM	24-Aug-14	KINGSLAND GA	46785	AFTER LEAV NG THE GROCERY STORE WITH MY 5-YEAR OLD DAUGHTER I SECURED MY CH LD N HER SEAT AND BUCKLED HER THEN CLOSED THE DOOR. AS WE WERE DRIVING THROUGH THE PARK NG LOT I MADE A TURN AND HER DOOR FLEW OPEN AND HER TOY AND DRINK FELL OUT OF THE CAR. I STOPPED THE CAR TO INVESTIGATE AND THE DOOR WOULD NO LONGER LATCH AND COULD NOT BE SECURED CLOSED. THANK GOODNESS FOR SEAT-BELTS AND THAT NO PEDESTRIANS WERE NEARBY TO BE HIT BY THE FLYING DOOR OR WHO KNOWS WHAT COULD BE DONE. I HAVE READ SEVERAL COMPLA NTS FROM OTHER FORD DRIVERS HAVING THE SAME ISSUE AND AM STUNNED THAT THERE IS NOT A RECALL. THE CAR IS ABSOLUTELY UN-DRIVABLE AND UNSAFE DUE TO A FAULTY PART.	Lost cargo - Special Open while Mention driving		
10616698	2011	F ESTA	3FADP4AJ2BM	28-Jul-14	MANTECA CA	84000	REAR RIGHT PASSENGER DOOR W LL NOT LATCH SHUT. HAVE READ OTHER NSTANCES OF THIS PROBLEM. DOOR HAS NOT BEEN DAMAGED AND IS NOT USED FREQUENTLY.	Won't Close	Yon list	
10536861	2011	F ESTA	3FADP4FJ5BM	23-Aug-13	MARYVILLE TN	70000	CLOSED REAR PASSENGER DOOR AFTER PUTT NG A BAG IN THE CAR. STARTED TO BACK OUT OF PARKING SPOT WHEN DASH DISPLAY SA D DOOR OPEN. PULLED DOOR CLOSED...SAME TH NG. GOT OUT. DOOR LATCH HAD COMPLETELY FAILED. I NOW HAVE DOOR BUNGIED CLOSED FOR THREE WEEKS. CONTACTED FORD AND WAS CONTACTED BY LOCAL DEALER. THAT WAS TWO WEEKS AGO. CALLED BACK ON AUG. 23 THEY KNOW NOTH NG OR HAVE DONE NOTHING. MAJOR SAFETY ISSUE. CANNOT USE BACK SEAT FOR PASSENGERS AT ALL. *TR	Open While Driving	Yon list	from FMC360 ... HAVE A 2011 F ESTA...LOVE THE CAR. -YESTERDAY, THE REAR PASSENGER DOOR LATCH FAILED. -IT WONT LATCH.- IT IS CURRENTLY HELD CLOSED BY A BUNGEE CORD. -DEALER SAYS \$310 TO FIX IT AND IT WILL BE TWO WEEKS AS THE PART IS ON BACK ORDER. -THIS IS A SAFETY ISSUE.- HIS DAUGHTER COULD HAVE BEEN N THE BACK SEAT WHEN THE DOOR FA LED.-WHY WOULD THIS NOT BE A RECALL ISSUE - F THE PART IS BACK ORDERED, THAT MEANS OTHERS HAVE HAD THE SAME FAILURE. -THANK YOU FOR YOUR ATTENTION ON THIS MATTER.-
10609435	2012	F ESTA	3FADP4BJ5CM	9-Jul-14	MESA AZ	38000	TL* THE CONTACT OWNS A 2012 FORD F ESTA. THE CONTACT STATED THAT WHILE DRIV NG 45 MPH THE REAR PASSENGER SIDE DOOR OPENED AND THE LATCH DETACHED. THE CONTACT ALSO STATED THAT THE REAR DRIVER S DE DOOR LATCH DETACHED PREVIOUSLY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE LOCKING MECHANISM NEEDED TO BE REPLACED. THE VEHICLE HAD NOT BEEN REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FA LURE MILEAGE WAS 38000.	Open While Driving	Yon list	from FMC360 7/8/14 ... CUST SAYS: BOUGHT USED CAR N FEBRUARY AND THIS WEEKEND THE BACK PASSENGER DOOR WOULD NOT CLOSE AT ALL. THIS DOOR EVEN OPENED WHILE DRIVING. CUST SEEK NG FIN ASST PER CUST, DLR SAYS: DLR SAID BOTH DOOR LATCHES NEED TO BE REPLACED AND IT W LL BE \$781 TO FIX IT.

ODI No	Model Yr	Model	Vin	NHTSA File Date	City State	Miles	Summary	Related	NHTSA from Ford vehicle history
10618532	2011	F ESTA	3FADP4FJ0BM	4-Aug-14	MESA AZ	55000	THIS MORN NG AT 6:00 AM AS I DROP MY SON OFF TO THE BABYSITTERS TO GO TO WORK N MY BEAUT FUL GREEN SES 2011 F ESTA. I SHUT MY BACK PASSENGER DOOR AND IT D DN'T CLOSE? LUCK LY I HAD 2 BUNGIE CORDS TO HOLD IT CLOSED AS I DROVE TO A DEALERSHIP TO GET IT FIXED.4 HOURS LATER AND A RENTAL CAR. BERGE FORD CALLS ME AND TELLS ME THE PART ISN'T IN TOWN(MESA AZ) AND ISN'T AVA LABLE ANY WHERE TILL AUGUST 25TH 2014 3 5 WEEKS AWAY AND NOW I HAVE NO CAR FOR 3 5 WEEKS. AT THE DEALERSH P THEY STATE THAT THE REASON IT W LL TAKE SO LONG IS BECAUSE THE PAST IS ON BACK ORDER.THEY STATE THAT THERE HAS BEEN MULT PLE CAR'S THAT HAVE BEEN BROUGHT TO THE DEALERSHIP WITHIN THE PAST COUPLE WEEKS WITH THE SAME ISSUE. MORE THEN TWO CARS A WEEK THEY ARE SEEINGBUT NO RECALL?THERE SOUND'S L KE THERE'S A PROBLEM?! THERE'S NO WAY TO KEEP THE DOOR SHUT AND THE VEHICLE IS UNSAFE TO DRIVE.	Won't Close	Yon list
10611055	2011	F ESTA	3FADP4CJ3BM	16-Jul-14	PALM DESERT CA	102000	REAR DOOR LATCHES FAIL TO CLOSE BOTH REAR DOORS. THEY BOTH FAILED APPROXIMATELY THE SAME TIME. I NOW HAVE THEM TIED TOGETHER FROM THE INSIDE. THIS IS DEF NITELY A SAFETY HAZARD. THE DEALER SA D THERE ISN'T A RECALL. THEY ALSO STATED IT COULD TAKE UP TO 3 WEEKS TO GET REPLACEMENT LATCHES BECAUSE FORD CAN'T KEEP UP WITH REPLACEMENT PARTS. THAT TELLS ME THERE IS A PROBLEM. WAITING TO SEE IF THERE WILL BE A RECALL. FORD WANTS APPROXIMATELY \$500 TO REPLACE BOTH LATCHES BECAUSE VEHICLE IS NO LONGER UNDER WARRANTY. I REQUEST YOU CONTACT FORD AND HAVE THEM REPLACE THE LATCHES AT NO COST.	Won't Close	Yon list
10618113	2011	F ESTA	3FADP4FJ6BM	1-Aug-14	PHOENIX AZ	28100	BACK PASSENGER DOOR LOCK SUDDENLY WOULD NOT CATCH. WARRANTY HAD EXPIRED 3 MONTHS AGO ALTHOUGH MILEAGE ONLY 28000. I TOOK IT TO 2 DEALERS. ONE TOLD ME THAT THEY HAVE SEEN AT LEAST 70 CARS WITH THIS PROBLEM AND THAT THERE HAVE BEEN SO MANY THAT THE PARTS ARE ON BACK ORDER. AT THE OTHER DEALERSH P THE CUSTOMER SERVICE REP TOLD ME THAT HE HAD ALREADY SEEN ABOUT 5 IN THE LAST MONTH N FACT THERE WAS ANOTHER VEHICLE THERE THAT DAY WITH THE SAME ISSUE ONLY IT WAS A D FFERENT FORD MODEL. MY LATCH FAILURE WAS UNUSUAL BECAUSE IT FAILED AFTER THE WARRANTY HAD EXP RED. MOST ARE FAILING UNDER WARRANTY. ONE DEALERSH P QUOTED ME \$600 TO FIX. THE OTHER DEALERSHIP GAVE ME A BREAK SINCE THERE WAS SUCH LOW M LEAGE AND DISCOUNTED IT TO \$100. I SUSPECT THAT THIS LOCK FA LURE IS HAPPEN NG TO TENS OF THOUSANDS OF CARS BUT NHTSA IS NOT HEARING ABOUT IT BECAUSE IT IS HAPPEN NG UNDER WARRANTY.	Won't Close	Yon list

ODI No	Model Yr	Model	Vin	NHTSA File Date	City State	Miles	Summary	Related	NHTSA from Ford vehicle history
10621427	2012	F ESTA	3FADP4EJ6CM	11-Aug-14	RIVERSIDE CA	50000	I WAS 20 MILES AWAY FROM HOME OUT SHOPPING WITH MY TWO SONS. WE GOT INTO THE CAR AND THE DOOR OPEN LIGHT WAS ON. I HAD ONE SON CHECK TO MAKE SURE HIS DOOR WAS CLOSED BUT WHEN HE TRIED TO RE-SHUT IT THE DOOR WOULD NOT CLOSE PROPERLY AND LOCK. I STARTED TO WORRY AS I GOT OUT OF THE CAR AND DOUBLE CHECKED IT MYSELF. THE DOOR WOULD NOT SHUT AND STAY CLOSED AND WE WERE 20 MILES AWAY FROM HOME. THERE WAS NO WAY I COULD HAVE MY 12 YEAR OLD SON HOLD THE DOOR SHUT WHILE DRIVING ON THE FREEWAY. LUCKILY AFTER MAKING A FEW CALLS - THE SUGGESTION WAS MADE TO BUY A COUPLE OF BUNGEE CORDS TO TIE AROUND THE DOOR AND SEAT TO HOLD THE DOOR IN PLACE. I HAD TO DRIVE VERY SLOWLY IN FEAR THAT THE DOOR WAS GOING TO SWING OPEN WHILE ON THE FREEWAY. THANKFULLY WE MADE IT SAFE. UNFORTUNATELY WE TOOK IT TO THE DEALER AND THAT ISSUE IS NOT COVERED UNDER WARRANTY.	Won't Close	Yon list
10616687	2011	F ESTA	3FADP4AJ2BM	27-Jul-14	ROUND ROCK TX	56000	OPENED PASSENGER SIDE REAR DOOR TO PUT CHILD IN CAR SEAT. SHUT THE DOOR GOT IN AND STARTED CAR. WHEN I STARTED TO REVERSE THE DOOR OPEN ALERT CAME ON. GOT OUT OF CAR THINKING I JUST DIDN'T SHUT THE DOOR HARD ENOUGH. THE DOOR WOULD NOT LATCH. HAVE NOT GONE TO DEALERSHIP BECAUSE BUMPER TO BUMPER WARRANTY IS UP. FROM WHAT I HAVE READ THERE IS A BACK ORDER ON THE PART I NEED TO FIX IT. I HAVE THE DOOR TIED TO THE INSIDE OF THE CAR AND THE DOOR OPEN NOTIFICATION CONSTANTLY COMES ON AS WELL AS THE INSIDE LIGHTS. LUCKILY I NOTICED THIS BEFORE PULLING OFF OR THE SITUATION COULD HAVE BEEN LIFE THREATENING FOR THE KIDS! I HOPE THAT FORD RECOGNIZES THIS PROBLEM AND DOES A RECALL!	Open While Driving	Yon list no repairs, no contact
10598970	2011	F ESTA	3FADP4BJ7BM	17-Jun-14	ROWLETT TX		PASSENGER REAR DOOR LOCK WON'T LOCK AND DOOR FLIES OPEN. THIS HAS BEEN REPORTED ON THIS SITE BEFORE. NO HELP FROM DEALER/FORD SO FAR. THIS IS A SAFETY ISSUE AND SHOULD BE HANDLED/RESOLVED AS SUCH	Open While Driving	Yon list from FMC360 ... CUST SAYS: HER DAUGHTERS 2011 FORD FIESTA RECENTLY HAD SAFETY ISSUES WITH THE RIGHT/REAR DOOR FLYING OPEN DUE TO AN APPARENT QUALITY/MECHANICAL ISSUE WITH THE LOCK. UPON CHECKING ONLINE REVEALS THIS TO BE AN INCREASING SAFETY ISSUE, WITH SEVERAL COMPLAINTS BEING FILED WITH THE NHTSA. ROCKWALL FORD DID NOTHING TO RESOLVE THE SAFETY ISSUE EXCEPT CHARGE \$500 TO GET THE DOOR LOCK REPAIRED. THE BTB WARRANTY HAD RECENTLY EXPIRED. ADDRESS AND COVER THIS SAFETY ISSUE, AND REPAIR THOSE VEHICLES WITHOUT CHARGING THE CUSTOMER DUE TO THE DEFECTIVE PART. PER CUSTOMER, DLR SAYS: NACRC ADVISED: I SUPPORTED CAS-4920960-V7F0J5. I DID NOT ESCALATE THE CASE TO SM SINCE HE DOCUMENTED HIS DECISION OF NO ASSISTANCE AS CUSTOMER HAS NO REPAIR HISTORY WITH THE DLR. I ADVISED THAT WE DO NOT HAVE ANY RECALLS OR CUSTOMER SATISFACTION PROGRAMS (CSPTS) INDICATING THAT THIS IS A KNOWN ISSUE. I ADDED THAT WE WORK WITH NHTSA TO INVESTIGATE COMMON CONCERNS AND NOT ALL ISSUES RESULTS IN A PROGRAM. I ADVISED THAT I SUPPORTED DLRS DECISION. I SUGGEST KEEPING REPAIR RECEIPTS IN CASE FORD INITIATES A PROGRAM.

ODI No	Model Yr	Model	Vin	NHTSA File Date	City State	Miles	Summary	Related	NHTSA from Ford vehicle history
10604968	2011	F ESTA		21-Jun-14	PETERSBURG FL		THE RIGHT (PASSENGER SIDE) REAR LOCKING MECHANISM FAILED RESULT NG IN THE DOOR NO LONGER LATCHING CLOSED. THE DOOR WOULD NOT STAY SHUT AT THAT POINT. DEALER REPORTED THE LOCKING MECHANISM NEEDS TO BE REPLACED COMPLETELY. THIS IS A MAJOR SAFETY ISSUE- CAR IS TOO UNSAFE TO DRIVE AND INSECURE BECAUSE IT CANNOT BE LOCKED.	Won't Close	Yon list
10537055	2011	F ESTA	3FADP4EJ5BM	24-Aug-13	TEMPE AZ	44000	REAR PASSENGER DOOR LATCH ASSEMBLY TOTAL FAILURE THROUGH NORMAL USE. UNABLE TO CLOSE & SECURE DOOR. VEHICLE STRUCTURAL INTEGRITY COMPROMISED EXTREME SAFETY EXPOSURE TO VEHICLE'S OCCUPANTS. MANUFACTURER (FORD) DECL NED RESPONSIB LITY TO REMEDIATE PROBLEM DUE TO ACCUMULATED M LEAGE BEYOND WARRANTY (36000 MILES). FORD DEALER USED BUNGEE CORDS TO HOLD DOOR CLOSED. FORD CUSTOMER REPRESENTATIVE ENCOURAGED F LING COMPLIANT WITH NHTSA SAYING... GO FOR IT . *TR	Won't Close	Yon list
10621161	2012	F ESTA	3FADP4CJ7CM	9-Aug-14	UPLAND CA	48200	THE FRONT PASSENGER DOOR TO MY 2012 FORD FIESTA SEL SUDDENLY OPENED ON IT'S OWN WH LE MY VEHICLE WAS TRAVELL NG APPROX MATELY 35 M LES ON A CURB. AFTER PULLING OVER TO INSPECT I FOUND I COULD NOT CLOSE THE DOOR ANY LONGER. I HAVE FOUND NUMEROUS OTHER COMPLAINTS OVER THE NTERNET AS WELL AS THIS PAGE ON THE DEPARTMENT OF TRANSPORTATION WEBSITE AND I AM REQUESTING FURTHER INVESTIGATION INTO THIS MATTER AS IT DOESN'T SEEM TO BE AN ISOLATED ISSUE. CAR DOORS FLY NG OPEN AT RANDOM WHILE DRIV NG ARE CAUSE FOR CONCERN. AFTER TAK NG MY VEHICLE TO THE FORD DEALERSHIP THEY WANTED OVER \$500.00 FOR A SMALL PART AND LESS THAN AN HOURS WORK S NCE MY IT WAS PAST MY 48000 WARRANTY BY ABOUT 200 M LES.	Open While Driving	Yon list from AWS 10/17/13 ... Customer Comment CUST. STATES, LEFT REAR PASSANGER DOOR WONT CLOSE Technician Comment REPLACED RIGHT REAR DOOR LATCH ASSY. RETESTED OK

From: Girolamo, Robert (R.F.)
Sent: Wednesday, September 03, 2014 2:38 PM
To: Ott, David (D.J.); Gurney, Chris (C.A.)
Cc: Baracos, Nicholas (N.)
Subject: RE: VOQs on Fiesta doors

I've reviewed the Vehicle Histories for these vehicles and will discuss at 3pm mtg.

The 2nd full VIN needs a digit added ... 10617608- 3FADP4CJ6BM [REDACTED]

Robert Girolamo

Automotive Safety Office
Fairlane Plaza South Suite 500
Phone: (313)84-58513 e-mail: rgirolam@ford.com

From: Ott, David (D.J.)
Sent: Wednesday, September 03, 2014 2:15 PM
To: Gurney, Chris (C.A.); Girolamo, Robert (R.F.)
Cc: Baracos, Nicholas (N.)
Subject: FW: VOQs on Fiesta doors

From: Emily.Reichard@dot.gov [<mailto:Emily.Reichard@dot.gov>]
Sent: Wednesday, September 03, 2014 2:14 PM
To: Ott, David (D.J.)
Subject: RE: VOQs on Fiesta doors

Just got another, see below.

From: Ott, David (D.J.) [<mailto:dott@ford.com>]
Sent: Wednesday, September 03, 2014 1:46 PM
To: Reichard, Emily (NHTSA)
Subject: RE: VOQs on Fiesta doors

Thanks Emily.

From: Emily.Reichard@dot.gov [<mailto:Emily.Reichard@dot.gov>]
Sent: Wednesday, September 03, 2014 1:44 PM
To: Ott, David (D.J.); Scott.Yon@dot.gov
Subject: RE: VOQs on Fiesta doors

See below. So far I have been able to contact and get permission to share from these VOQs. I left voicemails on the others and am awaiting callback.

Emily Reichard
Safety Defects Engineer
NHTSA- Office of Defects Investigation

1200 New Jersey Ave. SE W48-215
Washington, DC 20590
T-(202)366-4925 F-(202)366-1767

 Please consider our environment before printing this e-mail.

From: Ott, David (D.J.) [<mailto:dott@ford.com>]
Sent: Friday, August 29, 2014 10:29 AM
To: Yon, Scott (NHTSA)
Cc: Reichard, Emily (NHTSA)
Subject: RE: VOQs on Fiesta doors

Scott, below are the ODI numbers for which we'd like complete VINS, to the extent possible.

10615717- 3FADP4BJ5CM [REDACTED]
10606487-
10617608- 3FADPCJ6BM [REDACTED]
10609742- 3FADP4BJ3DM [REDACTED]
10536861- 3FADP4FJ5BM [REDACTED]
10609435-
10616687- 3FADP4AJ2BM [REDACTED]
10598970- 3FADP4BJ7BM [REDACTED]
10621161-

David J. Ott
Investigations Manager - Automotive Safety Office
Ford Motor Company
Fairlane Plaza South, Suite 500
330 Town Center Drive
Dearborn, MI 48126

Phone: 313-33-76645
Fax: 313-59-42268

From: Scott.Yon@dot.gov [<mailto:Scott.Yon@dot.gov>]
Sent: Tuesday, August 26, 2014 12:51 PM
To: Ott, David (D.J.); Tuneff, Mark (M.S.)
Cc: Emily.Reichard@dot.gov; Gregory.Magno@dot.gov
Subject: VOQs on Fiesta doors

This link should take you to the public website where you can review a sample of the reports (note there are others). If there are any particular reports you'd like the VIN or other details on let us know and we'll see what we can do.

25 reports: <http://www-odi.nhtsa.dot.gov/owners/SearchResultsByUrlCode.action?referenceSearch.requestId=33097&referenceSearch.urlCode=TMFW1FFOBIP9UE4>

This is the one I mentioned on the call (door opened/items ejected with car in motion in parking lot): <http://www-odi.nhtsa.dot.gov/owners/SearchResultsByUrlCode.action?referenceSearch.requestId=33179&referenceSearch.urlCode=0Y50DMK8N383XWW>

Scott

Scott Yon

US DOT, NHTSA, Office of Defects Investigation (ODI)
Room W48-314
1200 New Jersey Ave, SE
Washington, DC
20590
Direct: [REDACTED]

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From: Gurney, Chris (C.A.)
Sent: Wednesday, August 27, 2014 10:44 AM
To: Girolamo, Robert (R.F.)
Cc: Baracos, Nicholas (N.); Wickenheiser, Francis (F.J.); Ott, David (D.J.)
Subject: RE: VOQs on Fiesta doors

Bob, per our discussion earlier, please send me your report of today's VOQ search and reconciliation with Mr. Yon's list before you leave tonight. I will discuss it with Dave Ott at 4:30. Thanks.

Chris Gurney

From: Ott, David (D.J.)
Sent: Wednesday, August 27, 2014 9:36 AM
To: Gurney, Chris (C.A.)
Cc: Baracos, Nicholas (N.); Wickenheiser, Francis (F.J.)
Subject: FW: VOQs on Fiesta doors

Chris, see below VOQ list from NHTSA. Let's have a chat about any for which we may want the full VIN.

From: Scott.Yon@dot.gov [<mailto:Scott.Yon@dot.gov>]
Sent: Tuesday, August 26, 2014 12:51 PM
To: Ott, David (D.J.); Tuneff, Mark (M.S.)
Cc: Emily.Reichard@dot.gov; Gregory.Magno@dot.gov
Subject: VOQs on Fiesta doors

This link should take you to the public website where you can review a sample of the reports (note there are others). If there are any particular reports you'd like the VIN or other details on let us know and we'll see what we can do.

25 reports: <http://www-odi.nhtsa.dot.gov/owners/SearchResultsByUrlCode.action?referenceSearch.requestId=33097&referenceSearch.urlCode=TMFW1FFOBIP9UE4>

This is the one I mentioned on the call (door opened/items ejected with car in motion in parking lot): <http://www-odi.nhtsa.dot.gov/owners/SearchResultsByUrlCode.action?referenceSearch.requestId=33179&referenceSearch.urlCode=0Y50DMK8N383XWW>

Scott

Scott Yon
US DOT, NHTSA, Office of Defects Investigation (ODI)
Room W48-314
1200 New Jersey Ave, SE
Washington, DC
20590
Direct: [REDACTED]

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From: Girolamo, Robert (R.F.)
Sent: Thursday, September 04, 2014 11:38 AM
To: Baracos, Nicholas (N.)
Cc: Gurney, Chris (C.A.)
Subject: RE: VOQs on Fiesta doors

This may be more detail than you wanted, but ... Fiestas built at Cuautitlan, sold-to-date:

Sum of VEHICLES sold-to-date	Model Year					Grand Total
	2011	2012	2013	2014	2015	
Country Sold						
USA - UNITED STATES	75909	58184	65709	73550	15630	288982
BRA - BRAZIL	17514	24206	15689	16171	2799	76379
ARG - ARGENTINA	11470	10295	15792	15600	1337	54494
MEX - MEXICO	10047	10052	12743	13592	3071	49505
CAN - CANADA	16754	9755	9454	10200	2211	48374
COL - COLOMBIA	5641	5076	4666	8963	3617	27963
CHL - CHILE	1435	1938	2004	1578	184	7139
PRI - PUERTO RICO	1541	1832	1391	1991	104	6859
URY - URUGUAY		1		539	60	600
VIR - VIRGIN ISLANDS (US	63	117	35	104		319
PER - PERU		1	1		270	272
GUM - GUAM	54	31	10			95
BOL - BOLIVIA		1	2	65	21	89
ANT - NETHERLANDS ANTILLIES	66	7				73
MNP - NORTHERN MARIANA ISLANDS	10	10	2	20		42
CYM - CAYMAN ISLANDS	12	18	6	5		41
BHS - BAHAMAS	30	1				31
NIC - NICARAGUA	16	8	4			28
CUW	3	11		10	1	25
MAF	7			16		23
PRY - PARAGUAY	1		1	20		22
ABW - ARUBA			8	7		15
ASM - AMERICAN SAMOA			4			4
GTM - GUATEMALA				1		1
BLZ - BELIZE	1					1
Grand Total	140574	121544	127521	142432	29305	561376

Robert Girolamo

Automotive Safety Office
 Fairlane Plaza South Suite 500
 Phone: (313)84-58513 e-mail: rgirolam@ford.com

From: Baracos, Nicholas (N.)
Sent: Thursday, September 04, 2014 11:25 AM
To: Girolamo, Robert (R.F.)
Cc: Gurney, Chris (C.A.); Ott, David (D.J.)
Subject: RE: VOQs on Fiesta doors

Bob,

Thanks, can you tell me what the volume would be for the Fiesta for this issue?

Nicholas Baracos Jr.
Ford Motor Company
Automotive Safety Office

 nbaracos@ford.com

 313-248-2003



From: Girolamo, Robert (R.F.)
Sent: Thursday, September 04, 2014 10:47 AM
To: Ott, David (D.J.)
Cc: Baracos, Nicholas (N.); Gurney, Chris (C.A.)
Subject: RE: VOQs on Fiesta doors

FYI ... the latest VIN ... VOQ #10609435 3FADP4BJ5CM [REDACTED]

VOQ letter date 7/9/14:

"TL* THE CONTACT OWNS A 2012 FORD FIESTA. THE CONTACT STATED THAT WHILE DRIVING 45 MPH THE REAR PASSENGER SIDE DOOR OPENED AND THE LATCH DETACHED. THE CONTACT ALSO STATED THAT THE REAR DRIVER SIDE DOOR LATCH DETACHED PREVIOUSLY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE LOCKING MECHANISM NEEDED TO BE REPLACED. THE VEHICLE HAD NOT BEEN REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 38 000."

From FMC360 7/8/14:

... CUST SAYS: BOUGHT USED CAR IN FEBRUARY AND THIS WEEKEND THE BACK PASSENGER DOOR WOULD NOT CLOSE AT ALL. THIS DOOR EVEN OPENED WHILE DRIVING. CUST SEEKING FIN ASST.PER CUST, DLR SAYS: DLR SAID BOTH DOOR LATCHES NEED TO BE REPLACED AND IT WILL BE \$781 TO FIX IT. ...

Robert Girolamo

Automotive Safety Office
Fairlane Plaza South Suite 500
Phone: (313)84-58513 e-mail: rgirolam@ford.com

From: Ott, David (D.J.)
Sent: Thursday, September 04, 2014 9:58 AM
To: Girolamo, Robert (R.F.)
Cc: Baracos, Nicholas (N.)
Subject: FW: VOQs on Fiesta doors

From: Emily.Reichard@dot.gov [<mailto:Emily.Reichard@dot.gov>]
Sent: Thursday, September 04, 2014 9:51 AM
To: Ott, David (D.J.)
Subject: RE: VOQs on Fiesta doors

One more... I haven't got call back from last one yet. I will try them again tomorrow if I don't get something today.

From: Reichard, Emily (NHTSA)
Sent: Wednesday, September 03, 2014 2:34 PM
To: 'Ott, David (D.J.)'
Subject: RE: VOQs on Fiesta doors

And, another.

From: Reichard, Emily (NHTSA)
Sent: Wednesday, September 03, 2014 2:14 PM
To: 'Ott, David (D.J.)'
Subject: RE: VOQs on Fiesta doors

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Subject: RE: VOQs on Fiesta doors

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Sent: Wednesday, September 03, 2014 1:44 PM
To: Ott, David (D.J.); Scott.Yon@dot.gov
Subject: RE: VOQs on Fiesta doors

See below. So far I have been able to contact and get permission to share from these VOQs. I left voicemails on the others and am awaiting callback.

Emily Reichard

Safety Defects Engineer

NHTSA- Office of Defects Investigation

1200 New Jersey Ave. SE W48-215

Washington, DC 20590

T-(202)366-4925 F-(202)366-1767

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Sent: Friday, August 29, 2014 10:29 AM
To: Yon, Scott (NHTSA)
Cc: Reichard, Emily (NHTSA)
Subject: RE: VOQs on Fiesta doors

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10609435- 3FADP4BJ5CM [REDACTED]
10616687- 3FADP4AJ2BM [REDACTED]

10598970- 3FADP4BJ7BM [REDACTED]

10621161- 3FADP4CJ7CM [REDACTED]

David J. Ott
Investigations Manager - Automotive Safety Office
Ford Motor Company
Fairlane Plaza South, Suite 500
330 Town Center Drive
Dearborn, MI 48126

Phone: 313-33-76645

Fax: 313-59-42268

From: Scott.Yon@dot.gov [<mailto:Scott.Yon@dot.gov>]

Sent: Tuesday, August 26, 2014 12:51 PM

To: Ott, David (D.J.); Tuneff, Mark (M.S.)

Cc: Emily.Reichard@dot.gov; Gregory.Magno@dot.gov

Subject: VOQs on Fiesta doors

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Scott

Scott Yon
US DOT, NHTSA, Office of Defects Investigation (ODI)
Room W48-314
1200 New Jersey Ave, SE
Washington, DC
20590
Direct: 202-366-0139
Toll Free: 1-877-5 DOT DOT (536-8368) ext 60139
Fax: 202-366-1767

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From: Bridges, Robert <robert.bridges@brose.com>
Sent: Thursday, August 14, 2014 3:22 PM
To: Greenisen, Matt (M.J.)
Subject: RE: warranty data

No problem.

Also we have requested have the number of failures in relation to the population of vehicles per month.
Bob

From: Greenisen, Matt (M.J.) [<mailto:mgreenis@ford.com>]
Sent: Thursday, August 14, 2014 3:21 PM
To: Bridges, Robert
Subject: RE: warranty data

Yeah if you don't mind sharing it with me.

Thanks,
Matt Greenisen
STA – Latches/Door Systems

From: Bridges, Robert [<mailto:robert.bridges@brose.com>]
Sent: Thursday, August 14, 2014 3:21 PM
To: Greenisen, Matt (M.J.)
Subject: RE: warranty data

Do you still want the raw data?
Bob

From: Greenisen, Matt (M.J.) [<mailto:mgreenis@ford.com>]
Sent: Thursday, August 14, 2014 3:16 PM
To: Bridges, Robert; Papanikolaou, Kosta (K.D.)
Cc: Almeida, Ana
Subject: RE: warranty data

Sorry was referencing the charts on slide 6 for Focus and slide 8 for all in regards to California and more so Arizona's strong representation.

Thanks,
Matt Greenisen
STA – Latches/Door Systems

From: Greenisen, Matt (M.J.)
Sent: Thursday, August 14, 2014 3:15 PM
To: 'Bridges, Robert'; Papanikolaou, Kosta (K.D.)
Cc: Almeida, Ana
Subject: RE: warranty data

Bob, can you send me the raw claims for the charts? Specifically I am looking for Arizona and California to read the verbatims and lookup the vehicle color. I know they aren't normalized to sales volume (I don't think you guys can pull that down we got it through Paul Hurley for Fiesta and Fusion), but Arizona and California stand out, California is certainly a heavy population center with ~40 million people, but Arizona is much less of one.

Thanks,
Matt Greenisen
STA – Latches/Door Systems

From: Bridges, Robert [<mailto:robert.bridges@brose.com>]
Sent: Thursday, August 14, 2014 2:19 PM
To: Papanikolaou, Kosta (K.D.); Greenisen, Matt (M.J.)
Cc: Almeida, Ana
Subject: warranty data
Importance: High

Please let us know if you have any questions or would like to set up a short meeting.
Bob

From: Papanikolaou, Kosta (K.D.)
Sent: Thursday, August 14, 2014 3:31 PM
To: Bridges, Robert; Greenisen, Matt (M.J.)
Cc: Almeida, Ana
Subject: RE: warranty data

I just discussed this with Bob. We need to see that data expressed as rate of occurrence (i.e. occurrences/population available at the time). Once we remove the Escape handle issues in low temp high humidity areas (ON, QC, OR, WA) you see that AZ, CA, NV, TX are the heavy hitters. We also need to keep in mind that this data has ~1 less year of maturity than Kiekert's. 1 year ago Kiekert really hadn't detected this issue. Perhaps it was similarly hidden in their data.

*Do not go where the path may lead, go instead
where there is no path and leave a trail. -Ralph Waldo Emerson*

Kosta Papanikolaou
Technical Specialist -Latching Body Hardware
Body Engineering

██████████
██████████

From: Bridges, Robert [<mailto:robert.bridges@brose.com>]
Sent: Thursday, August 14, 2014 2:19 PM
To: Papanikolaou, Kosta (K.D.); Greenisen, Matt (M.J.)
Cc: Almeida, Ana
Subject: warranty data
Importance: High

Please let us know if you have any questions or would like to set up a short meeting.
Bob

From: Greenisen, Matt (M.J.)
Sent: Tuesday, July 29, 2014 5:36 PM
To: Papanikolaou, Kosta (K.D.); Mullen, Bradley (T.)
Cc: Fernandes, James (J.H.); Polman, James (J.J.)
Subject: RE: 2014 Fiesta Side Door Latching Discussion #2

Kosta,

That sounds like something right in Bradley's wheelhouse, he will probably end up getting that specific data through Paul Hurley if he is available (or he might pull it from AWS himself now not sure). I went ahead and added him on the "to" list of this response. This would be similar to data pulls we have worked with Paul in the past on.

I am interested to see what we get in the way of data from Ron out in Phoenix. It is going to be 110 but partially cloudy, the failure rates don't really kick in heavily until 115 + sun, so I did recommend that they travel to Southern California also with the Fiesta and logger. Death Valley on Thursday will have temperatures and sunlight in line with what we observed having strong influence via the regression.

I took the CCRG guys off the note just to reduce clutter, if you want to add them back on to keep them in the loop, feel free.

Thanks,
Matt Greenisen
STA – Latches/Door Systems

From: Papanikolaou, Kosta (K.D.)
Sent: Tuesday, July 29, 2014 5:09 PM
To: Greenisen, Matt (M.J.); Gurney, Chris (C.A.); Baracos, Nicholas (N.)
Cc: Fernandes, James (J.H.); Polman, James (J.J.)
Subject: RE: 2014 Fiesta Side Door Latching Discussion #2

Matt,

I would like to do a same point in time analysis with this data. In order to do that I need to know how many Fiesta and Fusion vehicles were in service for each month of production shown here. Who can give me that?

Do not go where the path may lead, go instead where there is no path and leave a trail. -Ralph Waldo Emerson

Kosta Papanikolaou

Technical Specialist -Latching Body Hardware

Body Engineering

(313) 805-5616

kpapanik@ford.com

From: Greenisen, Matt (M.J.)
Sent: Tuesday, July 29, 2014 5:01 PM
To: Gurney, Chris (C.A.); Baracos, Nicholas (N.)
Cc: Fernandes, James (J.H.); Polman, James (J.J.); Papanikolaou, Kosta (K.D.)
Subject: RE: 2014 Fiesta Side Door Latching Discussion #2

Chris/Nick,

Well, in regards to the data analysis we do have that in process also, supported from the supply base. I have gone ahead and attached the pivot table analysis that Ron Latimer put together from Keykert for this issue and sent out on Monday (Bradley Mullen is working on putting together specific charts out of the pivot table sandbox today). The Keykert analysis includes only Fiesta and Fusion (the models on which we have the significant occurrence) and does not include other C1A latch family vehicles supplied by their competitor (Focus, C-Max, Escape). That being said we do not see the same claim rate on the Brose supplied vehicles as we do on the Keykert supplied vehicles (most likely a number of reasons behind that differential).

Take a look at the analysis and see if it fits the approach you had in mind. I have no problem myself waiting until the end of next week, as we have a rather long list of open items underway associated with furthering the investigation. Let me know the new date you would like to target and the troops and myself will do our best to support it.

Thanks,

Matt Greenisen

STA – Latches/Door Systems

<< File: AWS C1A Claims Cuautitlan and Hermosillo Total Claims _TIS Pivot Table.xlsx >>

From: Gurney, Chris (C.A.)
Sent: Tuesday, July 29, 2014 4:49 PM
To: Greenisen, Matt (M.J.); Baracos, Nicholas (N.)
Subject: RE: 2014 Fiesta Side Door Latching Discussion #2

Matt, that would be difficult timing to meet. We have not yet read them in detail, and we will be short-handed for the next week and a half. I will be on vacation starting tomorrow (7-30-14) through next Monday (8-4-14), as well as several others.

Nick: please contact Matt to help establish timing for the CCRG discussion. I was under the impression that we had 2-3 weeks. That would give us time to go through any data if needed. If this timing is not acceptable and the records need to be reviewed sooner, the only way we could review such a number of records would be to use the TEDDS system and request help from the external analysts to go through them (if the presentation is pushed to 3 weeks out, we may need to do that anyway).

Please help clarify and let us know how we can support the team. Thanks.

Chris Gurney

From: Greenisen, Matt (M.J.)
Sent: Saturday, July 26, 2014 9:04 PM
To: Gurney, Chris (C.A.)
Cc: Mullen, Bradley (T.)
Subject: RE: 2014 Fiesta Side Door Latching Discussion #2

Chris,

One item I forgot to mention was in regards to the claims analysis. I think you mentioned that you were going to go through the claims in detail vs. the entire population you pulled of ~4400 claims. Is there any chance you think you will have that complete by say Wednesday or Thursday of next week? It would be great if you could so I could reconcile it against the Keykert analysis before the meeting targeted for Friday the 1st.

Thanks,

Matt Greenisen

STA – Latches/Door Systems

From: Greenisen, Matt (M.J.)
Sent: Saturday, July 26, 2014 6:48 PM
To: Gurney, Chris (C.A.)
Cc: Baracos, Nicholas (N.); Bonnici, Jerry (J.P.); Fernandes, James (J.H.); Polman, James (J.J.)
Subject: RE: 2014 Fiesta Side Door Latching Discussion #2

Chris,

Understood, I will be sending out a work stream list of assignments shortly that will cover the distributed responsibilities going forward (retrieval of as molded housings, retrieval of field failed “opens while driving” latches, Brose FEA, Keykert FEA, fresh eyes review of the Keykert assembly line, etc.). I will target having something ready by the end of the week next week (August 1st).

Thanks,

Matt Greenisen

STA – Latches/Door Systems

From: Gurney, Chris (C.A.)
Sent: Friday, July 25, 2014 5:56 PM
To: Greenisen, Matt (M.J.)
Cc: Baracos, Nicholas (N.); Bonnici, Jerry (J.P.)
Subject: RE: 2014 Fiesta Side Door Latching Discussion #2

Hi Matt, I spoke to Joe Wickenheiser this afternoon. He would like this issue brought into the CCRG at a convenient future date. Please let Jerry Bonnici and Nick Baracos know when your group will be ready. Feel free to call me and chat if you wish.

Chris Gurney

-----Original Appointment-----

From: Baracos, Nicholas (N.) **On Behalf Of** Greenisen, Matt (M.J.)

Sent: Wednesday, July 23, 2014 9:47 AM

To: Gurney, Chris (C.A.)

Subject: FW: 2014 Fiesta Side Door Latching Discussion #2

When: Friday, July 25, 2014 3:30 PM-4:30 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Webex

info

-----Original Appointment-----

From: Greenisen, Matt (M.J.)

Sent: Saturday, July 19, 2014 6:45 PM

To: Greenisen, Matt (M.J.); McClenaghan, Dave (D.); Christensen, Kris (K.S.); Mass, Noah (N.B.); Burgess, Dave (D.R.); Patel, Bhupendra (A.); Papanikolaou, Kosta (K.D.); Polman, James (J.J.); Fernandes, James (J.H.); Wickenheiser, Francis (F.J.); Ott, David (D.J.); Baracos, Nicholas (N.); Bonnici, Jerry (J.P.); Mullen, Bradley (T.)

Subject: 2014 Fiesta Side Door Latching Discussion #2

When: Friday, July 25, 2014 3:30 PM-4:30 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Webex

Per the conversation with Joe Wickenheiser and Kris Christensen on Friday July 18th this meeting represents the follow on discussion for the Fiesta door opening issue. This meeting will cover the outcomes of a meeting being held between PD and STA on Monday July 21st. If you were not invited to the previous meeting time will be spent in this meeting to bring all attendees up to speed on the issue.

Matt Greenisen invites you to the following WebEx meeting:

WebEx meeting information

Meeting Link: <https://ford.webex.com/ford/j.php?J=714833972>

Meeting Number: 714 833 972

Meeting Password: This meeting does not require a password.

This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video click here:

<https://comm.sp.ford.com/sites/digitalworker/Pages/HowiWorkItem.aspx?UCTitle=to%20use%20Video&UCID=&Page=2&Section=2.001>

Audio conference information

US Toll Free Number: +1-888-628-3668

FordNet 248-3668 / Toll: +1-313-248-3668

Global call-in numbers:

<https://ford.webex.com/ford/globalcallin.php?serviceType=MC&ED=299841557&tollFree=1>

Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:714 833 972

MC05

<http://www.webex.com>

From: Greenisen, Matt (M.J.)
Sent: Friday, August 22, 2014 11:12 AM
To: Bonnici, Jerry (J.P.)
Cc: Papanikolaou, Kosta (K.D.); Christensen, Kris (K.S.)
Subject: RE: Análisis pieza retornada HSAP

Jerry,

Sorry I am at Magna for a P552 issue so I didn't hear the phone. It was communicated to me that at least the one non torn down latch was a door opens, she binned it with the original 5 bumping that quantity to 6. I am guessing it is something lost in translation here if we can't find any confirmation of such. I can look back at my notes when I am in the office to identify we're it was noted as door opens.

Matt

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

From: Bonnici, Jerry (J.P.)
Sent: Friday, August 22, 2014 11:00 AM Eastern Standard Time
To: Greenisen, Matt (M.J.)
Cc: Papanikolaou, Kosta (K.D.); Christensen, Kris (K.S.)
Subject: FW: Análisis pieza retornada HSAP

Matt – tried calling but no answer.

Why does your note on the 19th say there are 2 latches for “door opens while driving”?

Nothing else seems to support that there are more claims for that nor are the latches in transit for that.

From: Gamez, Guadalupe (G.)
Sent: Friday, August 22, 2014 10:51 AM
To: Bonnici, Jerry (J.P.); Mullins, Ernie; Papanikolaou, Kosta (K.D.); Greenisen, Matt (M.J.); Childs, Paul; Morales Miriam
Cc: Okeh, Christopher (C.); Mullen, Bradley (T.); Gilabert, Julian (J.); Latimer, Ron; Encarnacion Ramiro; Christensen, Kris (K.S.); Robles Arturo; Washington, Iris (I.)
Subject: RE: Análisis pieza retornada HSAP

Both latches that Paul will receive next week have the same failure mode: customer open the door and then he was not able to close it again.

I have not received any claims complaining about suddenly getting doors open, while driving.

Regards.

Maria Guadalupe Gamez Lopez

PVT | Handles, Locks & Mechanisms Engineer

Ford Motor Company | Hermosillo Stamping and Assembly Plant

Phone: +52 (662) 259 8000, Ext. 8903 | ✉: ggamez3@ford.com

Mobile: +52 (662) 173 0990, +52 (662) 167 1750

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From: Bonnici, Jerry (J.P.)
Sent: Friday, August 22, 2014 7:46 AM
To: Gamez, Guadalupe (G.); Mullins, Ernie; Papanikolaou, Kosta (K.D.); Greenisen, Matt (M.J.); Childs, Paul; Morales Miriam
Cc: Okeh, Christopher (C.); Mullen, Bradley (T.); Gilabert, Julian (J.); Latimer, Ron; Encarnacion Ramiro; Christensen, Kris (K.S.); Robles Arturo; Washington, Iris (I.)
Subject: RE: Análisis pieza retornada HSAP

Thanks Guadalupe – but what I am really trying to confirm is if there was another claim for door coming open which is vastly different to us than door won't close.

From: Gamez, Guadalupe (G.)
Sent: Friday, August 22, 2014 10:45 AM
To: Bonnici, Jerry (J.P.); Mullins, Ernie; Papanikolaou, Kosta (K.D.); Greenisen, Matt (M.J.); Childs, Paul; Morales Miriam
Cc: Okeh, Christopher (C.); Mullen, Bradley (T.); Gilabert, Julian (J.); Latimer, Ron; Encarnacion Ramiro; Christensen, Kris (K.S.); Robles Arturo; Washington, Iris (I.)
Subject: RE: Análisis pieza retornada HSAP

Good morning Jerry,

Yesterday I called to the dealership and they told me that they have not upload the system. They did t until yesterday's afternoon. If you search in the system today, the door latch claim appears.

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR			
DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT	FUNCTION	VFG	CCC	CD		
	3FA6P0G78DF		DE	C/C7	F	C/FC	C/DA	C/A	A3	C/W6	C/S7	22-SEP-2012	03-SEP-	
	2013	2M2633	MEX	0	*	*	*	*	F09	F9	V00	*	*	
AWS Claim Key:		2573226	Doc #:	05428501	Trx Code:	13S04	Labor Hrs:	2.3	Labor Cost:	65.3235388	Material			
		Cost:	92.3343083	Total Cost:	157 6578471									
Dlr Cd-Sub Cd:	M2633-*	Name:	AUTOS DE HERMOSILLO, S.A. DE C.V.			Ph:	662-289-029	St:	SO	Ctry Cd:	MEX	Reg Cd:	NA	Repr Date: 08-AUG-
		2013	DIST(Mile): 727											
Cust Comments: RV.-CAMPAA 13S04														
Tech Comments: SE REV.LA UHNIDAD ENCONTRNADO EN OASIS CAMPAA 13S04 LA CUAL HACE MENCION DE RZO DE BOMBA DE COMBUSTIBLE, SE PROCEDIO A SEGUIR INDICACION DE CAMPAA SE DESMONTA TANQUE DE GASOLINA Y SE REEMPLAZO BOMBA DE GASOLINA PARA CORREGIR EL PROBLEMNA.														
	3FA6P0G78DF		DE	C/C7	F	C/FC	C/DA	C/A	A3	C/W6	C/S7	22-SEP-2012	03-SEP-	
	2013	2M2633	MEX	6	5C06	*	3B436	*	F02	F2	V87	N58	42	
AWS Claim Key:		5221113	Doc #:	05541702	Trx Code:	1	Labor Hrs:	.9	Labor Cost:	26.5584553	Material Cost:	20.3329139	Total	
		Cost:	46.8913692											
Dlr Cd-Sub Cd:	M2633-*	Name:	AUTOS DE HERMOSILLO, S.A. DE C.V.			Ph:	662-289-029	St:	SO	Ctry Cd:	MEX	Reg Cd:	NA	Repr Date: 10-FEB-

2014 DIST(Mile):6213

Cust Comments: RV.- UNIDAD AL HACER ALTO Y GIRAR VOLANTE HACIA LA IZQ HACE RUIDO

Tech Comments: SE REV. LA UNIDAD ENCONTRADO Q AL MOMENTO DE HACER ALTO Y GIRAR EL VOLANTE DE DIRECCION HACIA LA IZQ SE ESUCUCHA UN TRONIDO EN PTE DELANTERA, SE PROCEDIO A SU REV. DETECTANDO BOLETIN TEC.13-05-24 EL CUAL HACE MENCION DE ESTE PROB SIENDO NECESARIO EL RZO DE ROLDANAS Y TUERCASO APRA CORREGIR EL PROBLEMA.

3FA6P0G78DF [REDACTED] DE C/C7 F C/FC C/DA C/A A3 C/W6 C/S7 22-SEP-2012 03-SEP-2013 2M2633 MEX 6 6C06 DS7Z 54519A70 BD F07 F7 V71 B95 33

AWS Claim Key: [REDACTED] Doc #: 05541701 Trx Code: 1 Labor Hrs: .2 Labor Cost: 5.9020416 Material Cost: 308.5309812 Total Cost: 314.4330228

Dlr Cd-Sub Cd: M2633-* Name: AUTOS DE HERMOSILLO, S.A. DE C.V. Ph: 662-289-029 St: SO Ctry Cd: MEX Reg Cd: NA Repr Date:10-FEB-2014 DIST(Mile):6213

Cust Comments: RV,- CONSOLA CENTRAL SUPERIOR ESTA SUELTO

Tech Comments: SE REV. LA UNIDA ENCONTRANDO Q CONSOLA CENTRAL SUPERIOR ESTA SUELTA, POR LO Q SE PROCEDIO A SU REVISION DETECTANDO MAL ENSAMBLADO POR LO Q SE PROC EDIO A RZAR CONSOLA PARA CORREGIR EL PROBLEMA.

3FA6P0G78DF [REDACTED] DE C/C7 F C/FC C/DA C/A A3 C/W6 C/S7 22-SEP-2012 03-SEP-2013 2M2633 MEX 12 6J02 MBE8Z 5426412 B F08 F8 V07 L15 42

AWS Claim Key: [REDACTED] Doc #: 05773901 Trx Code: E84 Labor Hrs: 1 Labor Cost: 29.5094761 Material Cost: 141.1520383 Total Cost: 170.6615144

Dlr Cd-Sub Cd: M2633-* Name: AUTOS DE HERMOSILLO, S.A. DE C.V. Ph: 662-289-029 St: SO Ctry Cd: MEX Reg Cd: NA Repr Date:15-AUG-2014 DIST(Mile):17519

Cust Comments: RV.- PUERTA DELANTERA DERECHA NO CIERRA

Tech Comments: SE REV.LA UNDIAD ENCONTRADO Q PUERTA DELANTERA DERECHA NO CIERRA POR LO Q SE PROCEDIO A REVISAR ALIMENTACION CON MULTIMETRO DETECTNADO Q SI LE LLEGA CORRIENTE SE PROC.A DESMONTAR TAPICERIA DE PTA DETECTNADO PROBLEMA INTERNO EN ACTUADOR DE DESMONTO Y SE RZO ACTUADOR DELANTERO DERECHO PARA CORREGIR EL PROBLEMA.

Regards.

Maria Guadalupe Gamez Lopez

PVT | Handles, Locks & Mechanisms Engineer

Ford Motor Company | Hermosillo Stamping and Assembly Plant

Phone: +52 (662) 259 8000, Ext. 8903 | ✉: ggamez3@ford.com

Mobile: +52 (662) 173 0990, +52 (662) 167 1750

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From: Bonnici, Jerry (J.P.)

Sent: Thursday, August 21, 2014 11:02 AM

To: Gamez, Guadalupe (G.); Mullins, Ernie; Papanikolaou, Kosta (K.D.); Greenisen, Matt (M.J.); Childs, Paul; Morales Miriam

Cc: Okeh, Christopher (C.); Mullen, Bradley (T.); Gilabert, Julian (J.); Latimer, Ron; Encarnacion Ramiro; Christensen, Kris (K.S.); Robles Arturo; Washington, Iris (I.)

Subject: RE: Análisis pieza retornada HSAP

Somewhere in the note it says it was for “the rare condition of door came open” not “door won’t latch”

From: Gamez, Guadalupe (G.)
Sent: Thursday, August 21, 2014 2:00 PM
To: Bonnici, Jerry (J.P.); Mullins, Ernie; Papanikolaou, Kosta (K.D.); Greenisen, Matt (M.J.); Childs, Paul; Morales Miriam
Cc: Okeh, Christopher (C.); Mullen, Bradley (T.); Gilabert, Julian (J.); Latimer, Ron; Encarnacion Ramiro; Christensen, Kris (K.S.); Robles Arturo; Washington, Iris (I.)
Subject: RE: Análisis pieza retornada HSAP

None of them, this part was removed this Monday, maybe it's not yet uploaded. But, the failure mode was door latch won't latch again. At the AWS report comes the dealership contact information, Autos de Hermosillo. Maybe, if you want more detail, we can contact them.

Regards.

Maria Guadalupe Gamez Lopez

PVT | Handles, Locks & Mechanisms Engineer

Ford Motor Company | Hermosillo Stamping and Assembly Plant

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Mobile: +52 (662) 173 0990, +52 (662) 167 1750

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From: Bonnici, Jerry (J.P.)
Sent: Thursday, August 21, 2014 10:58 AM
To: Gamez, Guadalupe (G.); Mullins, Ernie; Papanikolaou, Kosta (K.D.); Greenisen, Matt (M.J.); Childs, Paul; Morales Miriam
Cc: Okeh, Christopher (C.); Mullen, Bradley (T.); Gilabert, Julian (J.); Latimer, Ron; Encarnacion Ramiro; Christensen, Kris (K.S.); Robles Arturo; Washington, Iris (I.)
Subject: RE: Análisis pieza retornada HSAP

There are 2 claims with 6213 miles – please translate the one related to the door latch for us:

Cust Comments: RV.- UNIDAD AL HACER ALTO Y GIRAR VOLANTE HACIA LA IZQ HACE RUIDO

Tech Comments: SE REV. LA UNIDAD ENCONTRADO Q AL MOMENTO DE HACER ALTO Y GIRAR EL VOLANTE DE DIRECCION HACIA LA IZQ SE ESUCUCHA UN TRONIDO EN PTE DELANTERA, SE PROCEDIO A SU REV. DETECTANDO BOLETIN TEC.13-05-24 EL CUAL HACE MENCION DE ESTE PROB.SIENDO NECESARIO EL RZO DE ROLDANAS Y TUERCASO APRA CORREGIR EL PROBLEMA.

Cust Comments: RV,- CONSULA CENTRAL SUPERIOR ESTA SUELTO

Tech Comments: SE REV. LA UNIDA ENCONTRANDO Q CONSOLA CENTRAL SUPERIOR ESTA SUELTA, POR LO Q SE PROCEDIO A SU REVISION DETECTANDO MAL ENSAMBLADO POR LO Q SE PROC EDIO A RZAR CONSOLA PARA CORREGIR EL PROBLEMA.

From: Gamez, Guadalupe (G.)
Sent: Thursday, August 21, 2014 1:42 PM
To: Bonnici, Jerry (J.P.); Mullins, Ernie; Papanikolaou, Kosta (K.D.); Greenisen, Matt (M.J.); Childs, Paul; Morales Miriam
Cc: Okeh, Christopher (C.); Mullen, Bradley (T.); Gilabert, Julian (J.); Latimer, Ron; Encarnacion Ramiro; Christensen, Kris (K.S.); Robles Arturo; Washington, Iris (I.)

Subject: RE: Análisis pieza retornada HSAP
Importance: High

Good morning Jerry,

We have recovered 2 latches.

The first latch was removed from a Ford employee 2013MY Fusion, no claim key available in the system. Right front door was opened and after that it could not get closed. This latch was sent to Miriam Morales, to Kiekert Puebla, who provided to us the analysis of this part last week. This latch was disassembled.

<< File: CERROJO_NO_RETIENE.PPS >>

The second latch VIN number is: 3FA6P0G78DR [REDACTED]. We recovered this latch in a local dealership, through our FCS engineer. This latch was sent to Kiekert Puebla by mistake, but **both** latches will be sent to KUSA on Monday. No teardown will be done to this part.

Arturo Robles will provide to the team the tracking # on Monday.

Ford PD, have we requested a Request Order for all-time in service door latches with this failure mode? At least, to be requesting 10 parts per week. Has this been done? If not, we can contact Iris Washington to support.

Regards.

Maria Guadalupe Gamez Lopez

PVT | Handles, Locks & Mechanisms Engineer

Ford Motor Company | Hermosillo Stamping and Assembly Plant

Phone: +52 (662) 259 8000, Ext. 8903 | ✉: ggamez3@ford.com

Mobile: +52 (662) 173 0990, +52 (662) 167 1750

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From: Bonnici, Jerry (J.P.)

Sent: Thursday, August 21, 2014 9:28 AM

To: Mullins, Ernie; Papanikolaou, Kosta (K.D.); Greenisen, Matt (M.J.); Childs, Paul; Gamez, Guadalupe (G.); Morales Miriam

Cc: Okeh, Christopher (C.); Mullen, Bradley (T.); Gilabert, Julian (J.); Latimer, Ron; Encarnacion Ramiro; Christensen, Kris (K.S.); Robles Arturo

Subject: RE: Análisis pieza retornada HSAP

Does anybody have the VIN # from which this latch came from so we can look up the warranty report?

From: Mullins, Ernie [<mailto:Ernie.Mullins@kiekert.com>]

Sent: Thursday, August 21, 2014 12:11 PM

To: Papanikolaou, Kosta (K.D.); Greenisen, Matt (M.J.); Childs, Paul; Gamez, Guadalupe (G.); Morales Miriam

Cc: Okeh, Christopher (C.); Mullen, Bradley (T.); Gilabert, Julian (J.); Latimer, Ron; Encarnacion Ramiro; Bonnici, Jerry

(J.P.); Christensen, Kris (K.S.); Robles Arturo

Subject: RE: Análisis pieza retornada HSAP

Understood, the latch will probably be turned around on Friday as that is the day it is expected to be received at KdM from HSAP. ETA Kiekert Wixom Monday/Tuesday of next week.

Regards,

Ernie Mullins

Senior Manager

Customer/Supplier Quality

Keykert USA, Inc.

46941 Liberty Drive

Wixom, MI 48393 United States

T: +1 248 960 5306

M: +1 248 798 9759

F: +1 248 960 5390

Ernie.Mullins@kiekert.com

www.kiekert.com

From: Papanikolaou, Kosta (K.D.) [<mailto:kpapanik@ford.com>]

Sent: Thursday, August 21, 2014 12:08 PM

To: Greenisen, Matt (M.J.); Childs, Paul; Gamez, Guadalupe (G.); Mullins, Ernie; Morales Miriam

Cc: Okeh, Christopher (C.); Mullen, Bradley (T.); Gilabert, Julian (J.); Latimer, Ron; Encarnacion Ramiro; Bonnici, Jerry (J.P.); Christensen, Kris (K.S.)

Subject: RE: Análisis pieza retornada HSAP

No teardowns on this at all until CCRG gives us the OK.

*Do not go where the path may lead, go instead
where there is no path and leave a trail. -Ralph Waldo Emerson*

Kosta Papanikolaou

Technical Specialist -Latching Body Hardware

Body Engineering

(313) 805-5616

kpapanik@ford.com

From: Greenisen, Matt (M.J.)
Sent: Thursday, August 21, 2014 9:23 AM
To: 'Childs, Paul'; Gamez, Guadalupe (G.); Papanikolaou, Kosta (K.D.); 'Mullins, Ernie'; 'Morales Miriam'
Cc: Okeh, Christopher (C.); Mullen, Bradley (T.); Gilabert, Julian (J.); 'Latimer, Ron'; 'Encarnacion Ramiro'
Subject: RE: Análisis pieza retornada HSAP

Thanks Paul, very much appreciated.

Matt

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

From: Childs, Paul [Paul.Childs@kiekert.com]
Sent: Thursday, August 21, 2014 08:49 AM Eastern Standard Time
To: Greenisen, Matt (M.J.); Gamez, Guadalupe (G.); Papanikolaou, Kosta (K.D.); Mullins, Ernie; Morales Miriam
Cc: Okeh, Christopher (C.); Mullen, Bradley (T.); Gilabert, Julian (J.); Latimer, Ron; Encarnacion Ramiro
Subject: RE: Análisis pieza retornada HSAP

Yes Matt I will.

Paul Childs

Customer Quality Engineer

Keykert USA, Inc.

46941 Liberty Drive

Wixom, MI 48393 United States

T: +1 248 960 5327

M: +1 810 931 8398

F: +1 248 960 5390

Paul.Childs@kiekert.com

www.kiekert.com

From: Greenisen, Matt (M.J.) [<mailto:mgreenis@ford.com>]
Sent: Thursday, August 21, 2014 8:16 AM
To: Childs, Paul; Gamez, Guadalupe (G.); Papanikolaou, Kosta (K.D.); Mullins, Ernie; Morales Miriam
Cc: Okeh, Christopher (C.); Mullen, Bradley (T.); Gilabert, Julian (J.); Latimer, Ron; Encarnacion Ramiro
Subject: RE: Análisis pieza retornada HSAP

Paul,

I don't suppose it is a problem it ended up routed there, but I don't want them to tear the latch down under any circumstances. I want it to come to Wixom so Kosta can be involved in the tear down. Can you please stress to them not to tear it down for review?

Matt

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

From: Childs, Paul [Paul.Childs@kiekert.com]

Sent: Thursday, August 21, 2014 08:06 AM Eastern Standard Time

To: Greenisen, Matt (M.J.); Gamez, Guadalupe (G.); Papanikolaou, Kosta (K.D.); Mullins, Ernie; Morales Miriam

Cc: Okeh, Christopher (C.); Mullen, Bradley (T.); Gilabert, Julian (J.); Latimer, Ron; Encarnacion Ramiro

Subject: RE: Análisis pieza retornada HSAP

Team,

I received an email letting me know that the suspect latch was sent to Kiekert de Mexico Team (Miriam and Arturo) .

Here is the tracking number for this latch M2378328193 by UPS.

Paul Childs

Customer Quality Engineer

Keykert USA, Inc.

46941 Liberty Drive

Wixom, MI 48393 United States

T: +1 248 960 5327

M:+1 810 931 8398

F:+1 248 960 5390

Paul.Childs@kiekert.com

www.kiekert.com

From: Greenisen, Matt (M.J.) [<mailto:mgreenis@ford.com>]

Sent: Tuesday, August 19, 2014 5:51 PM

To: Childs, Paul; Gamez, Guadalupe (G.); Papanikolaou, Kosta (K.D.); Mullins, Ernie; Morales Miriam

Cc: Okeh, Christopher (C.); Mullen, Bradley (T.); Gilabert, Julian (J.)

Subject: RE: Análisis pieza retornada HSAP

Please provide the FedEx tracking number when we have one to this team – This is an important latch since it will be the first intact latch described as “door opens while driving” we have had an opportunity to conduct an engineering review upon. Thanks for all your help on this Maria.

Regards,

Matt Greenisen

STA – Latches/Door Systems

From: Childs, Paul [<mailto:Paul.Childs@kiekert.com>]

Sent: Tuesday, August 19, 2014 2:14 PM

To: Gamez, Guadalupe (G.); Greenisen, Matt (M.J.); Papanikolaou, Kosta (K.D.); Mullins, Ernie; Morales Miriam

Cc: Okeh, Christopher (C.); Mullen, Bradley (T.); Gilabert, Julian (J.)

Subject: RE: Análisis pieza retornada HSAP

Maria,

My shipping information is listed below.

Paul Childs

Customer Quality Engineer

Keykert USA, Inc.

46941 Liberty Drive

Wixom, MI 48393 United States

T: +1 248 960 5327

M: +1 810 931 8398

F: +1 248 960 5390

Paul.Childs@kiekert.com

www.kiekert.com

From: Gamez, Guadalupe (G.) [<mailto:ggamez3@ford.com>]

Sent: Tuesday, August 19, 2014 2:12 PM

To: Greenisen, Matt (M.J.); Papanikolaou, Kosta (K.D.); Mullins, Ernie; Morales Miriam; Childs, Paul

Cc: Okeh, Christopher (C.); Mullen, Bradley (T.); Gilabert, Julian (J.)

Subject: RE: Análisis pieza retornada HSAP

Importance: High

Thank you Matt.

Paul, could you please provide to me the information to be able to ship the part with the failure mode that was recovered yesterday from a 2013MY Fusion and the part that Miriam has in Puebla?

Regards.

Maria Guadalupe Gamez Lopez

PVT | Handles, Locks & Mechanisms Engineer

Ford Motor Company | Hermosillo Stamping and Assembly Plant

Phone: +52 (662) 259 8000, Ext. 8903 | [✉:ggamez3@ford.com](mailto:ggamez3@ford.com)

Mobile: +52 (662) 173 0990, +52 (662) 167 1750

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From: Greenisen, Matt (M.J.)
Sent: Tuesday, August 19, 2014 10:54 AM
To: Gamez, Guadalupe (G.); Papanikolaou, Kosta (K.D.); Ernie.Mullins@kiekert.com; Miriam.Morales@kiekert.com
Cc: Okeh, Christopher (C.); Mullen, Bradley (T.)
Subject: RE: Análisis pieza retornada HSAP

Maria,

I unfortunately think Ernie Mullins is out of the office right now, so in order to co-ordinate the shipment of the latch I have added Paul Childs to the email.

Paul,

Please assist Maria in getting both latches returned to Wixom, these are significant latches as they are of the very rare population of "door opens while driving"

Thanks,

Matt Greenisen

STA – Latches/Door Systems

From: Gamez, Guadalupe (G.)
Sent: Monday, August 18, 2014 12:56 PM
To: Greenisen, Matt (M.J.); Papanikolaou, Kosta (K.D.); Ernie.Mullins@kiekert.com; Miriam.Morales@kiekert.com
Cc: Okeh, Christopher (C.); Burgess, Dave (D.R.); Okragly, David (DAO.); Gilabert, Julian (J.)
Subject: RE: Análisis pieza retornada HSAP
Importance: High

Good morning Matt,

Thank you for your quick response.

I am adding Miriam Morales from Kiekert Puebla.

Miriam, can you please send the part that was analyzed to Kiekert Wixom? Could you please provide the tracking number?

The part that I am recovering from the dealership today I will send it directly to Kiekert Wixom.

I will wait for Ernie's instructions to send it to them.

Thanks for your support!

Maria Guadalupe Gamez Lopez

PVT | Handles, Locks & Mechanisms Engineer

Ford Motor Company | Hermosillo Stamping and Assembly Plant

Phone: +52 (662) 259 8000, Ext. 8903 | ✉: ggamez3@ford.com

Mobile: +52 (662) 173 0990, +52 (662) 167 1750

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From: Greenisen, Matt (M.J.)

Sent: Monday, August 18, 2014 9:22 AM

To: Gamez, Guadalupe (G.); Papanikolaou, Kosta (K.D.); Ernie.Mullins@kiekert.com

Cc: Okeh, Christopher (C.); Burgess, Dave (D.R.); Okragly, David (DAO.); Gilabert, Julian (J.)

Subject: RE: Análisis pieza retornada HSAP

Maria,

Kosta is out of the office at a technical conference I believe till Thursday. I will make certain that you are included in the future meetings. I am assuming you plan to send the latch to Kiekert Puebla? By any chance could you send that latch to Kiekert Wixom (the NA Headquarters) here in Michigan? It would make it easier for Kosta and Myself to meet with Kiekert to review the latch if we had it sent to them up here.

I have included Ernie Mullins from Kiekert on this message (he is the Director of Quality for Kiekert) so that he can co-ordinate with you the shipping of the new latch up to Wixom.

Thanks,

Matt Greenisen

STA – Latches/Door Systems

From: Gamez, Guadalupe (G.)

Sent: Monday, August 18, 2014 11:14 AM

To: Papanikolaou, Kosta (K.D.); Greenisen, Matt (M.J.)

Cc: Okeh, Christopher (C.); Burgess, Dave (D.R.); Okragly, David (DAO.); Gilabert, Julian (J.)

Subject: FW: Análisis pieza retornada HSAP

Importance: High

Good morning Kosta,

Could you please inform to me which is the latest update of this issue.

We found a 2013MY Fusion that suddenly the right front door latch was not holding. Attach is Kiekert analysis where they found a component cracked.

Miriam Morales, from Kiekert, told me that this high-time in service failure mode was reported to her almost one month ago.

According to our FCSD engineer, we have reports of 5 vehicles 2013MY and 1 vehicle 2014MY.

Today I will pick-up at the dealership another latch with the same failure mode. I will send it to Kiekert.

Could you please keep me posted on your meetings?

Thank you.

Maria Guadalupe Gamez Lopez

PVT | Handles, Locks & Mechanisms Engineer

Ford Motor Company | Hermosillo Stamping and Assembly Plant

Phone: +52 (662) 259 8000, Ext. 8903 | ✉: ggamez3@ford.com

Mobile: +52 (662) 173 0990, +52 (662) 167 1750

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From: Morales Miriam [<mailto:miriam.morales@kiekert.com>]
Sent: Friday, August 15, 2014 12:15 PM
To: Gamez, Guadalupe (G.)
Cc: Lavandera Ivan; Robles Arturo; Saldana Marcos; Lopez Ricardo
Subject: Análisis pieza retornada HSAP

Buen día Guadalupe

Adjunto la presentación del análisis realizado a la pieza retornada de HSAP por cerrojo no retiene.

Arturo Robles (Garantías) fue informado respecto a esta pieza.

La investigación de este tema esta cargo de Calidad Ford Matt Greenisen , Calidad Kiekert Ernie Mullins, Ingeniería Ford Costa Papanicolaou e Ingeniería Kiekert Héctor Verde.

Saludos

■

Ing.Miriam Morales Romero
Quality
Kiekert de México S.A de C.V
Km 14.5 Autopista Puebla-Orizaba
Parque Industrial,Chachapa,Amozoc Puebla México
C.P 72990
Cell: (222) 766 1445
Tel: (222) 2239500 ext: 558
E.Mail miriam.morales@kiekert.com

From: Greenisen, Matt (M.J.)
Sent: Wednesday, May 21, 2014 11:18 PM
To: Puscas, Dorin (L.D.); Papanikolaou, Kosta (K.D.)
Subject: RE: Antwort: C1A lower housing bridge

Ugh too much stuff going on at once. Did I share the temperature and solar irradiance work I did with you Kosta? I mentioned it on the phone during one of the multitude of things going on but I doubt I shared the 20 or slides. Suffice it to say there is an r squared of around 68% based on max temp in June/July by zip Code, GHI (measure of solar irradiance) by zip, and GHI Temp interaction. Total of like 10 factors prior to refinement, regressed against rate of repairs by zip. Let me clean up some wording on my slides and I will send it for you and Kosta to review after the CCRG meeting at 8.

Matt

Sent with Good (www.good.com)

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

From: Puscas, Dorin (L.D.)
Sent: Wednesday, May 21, 2014 10:44 PM Eastern Standard Time
To: Papanikolaou, Kosta (K.D.)
Cc: Greenisen, Matt (M.J.)
Subject: FW: Antwort: C1A lower housing bridge

Here is the last email related with this issue. I didn't see any 8D with root cause and ICA & PCA. Sounds like they waiting for another summer spike to blame Ford because I didn't like the bridge proposal. Again Kiekert didn't have any solution and they attempt to close this issue with a robustness improvement (bridge). Kiekert PD didn't know the current Mexico spring installation procedure (see my email below) so the proposal may not work. I don't like that Kiekert blamed me for luck to fix their problem.

Regards,

L. Dorin Puscas

Ford Motor Company
Exterior Body Core Engineer
313.573.5543
Email: lpuscas@ford.com
PDC 2D-P46

From: Puscas, Dorin (L.D.)
Sent: Friday, March 21, 2014 4:33 PM
To: 'Michael.Strathmann@kiekert.com'; Papanikolaou, Kosta (K.D.)
Cc: Okeh, Christopher (C.); Verde, Hector; Mass, Noah (N.B.); Brown, Scott; Mittelbach Stephan;

Keith.Julien@kiekert.com; Rogers, David (D.M.)
Subject: RE: Antwort: C1A lower housing bridge

Kiekert team,

Based my Kiekert Mexico C1A assembly line review, the pawl spring installation is "drop in and wrap the pawl spring small arm around the housing tab by hand" contradictory with the previous Kiekert PD process description (small arm installed first).

In these circumstances the spring cannot apply any side load to the tab (side load was identified by Ford lab as fraction direction) during the installation but will do it in case of the bridge design.

How do you quantify the bridge design improvement if force to break the current tab is unknown?

Regards,

L. Dorin Puscas

Ford Motor Company

Exterior Body Core Engineer

313.573.5543

Email: lpuscas@ford.com

PDC 2D-P46

From: Michael.Strathmann@kiekert.com [<mailto:Michael.Strathmann@kiekert.com>]

Sent: Monday, March 10, 2014 8:44 AM

To: Papanikolaou, Kosta (K.D.)

Cc: Okeh, Christopher (C.); Verde, Hector; Puscas, Dorin (L.D.); Mass, Noah (N.B.); Brown, Scott; Mittelbach Stephan; Keith.Julien@kiekert.com

Subject: Antwort: C1A lower housing bridge

Hello Kosta,

attached you will find two pictures, which show, that the bridge is as strong as possible. To add more material is not possible, because the space is limited by the pocket of the pawl lifter. But as I have demonstrated with the FEM calculation, the bridge will improve the situation essential.

For the change process I want to make a proposal, which needs further discussion. Is it possible to make the upsuffix for the NA part numbers of the C1A-latch only, and revise the rest without an upsuffix. This would have the big advantage, that the carlines, which are not affected by the failure, don't have to change all their LMM's.

(See attached file: pawl_spring_1.jpg)(See attached file: pawl_spring_2.jpg)

Mit freundlichen Gruessen (Best regards)

Dipl.-Ing. Michael Strathmann

Senior Manager

Customer Engineering Group

Kiekert AG

Hoeseler Platz 2

Phone : +49 2056 15-389

Fax : +49 2056 15-6913

E-Mail : Michael.Strathman

www.kiekert.com

▼ "Papanikolaou, Kosta (K.D.)" ---05.03.2014 00:13:12---Gentlemen, We saw new data this afternoon that indicated that

the clean point for the

Von: "Papan kolaou, Kosta (K.D.)" <kpapanik@ford.com>
An: "Verde, Hector" <Hector.Verde@kiekert.com>, "Michael.Strathmann@kiekert.com" <Michael.Strathmann@kiekert.com>, "Brown, Scott" <Scott.Brown@kiekert.com>, Mitte bach Stephan <Stephan.Mittelbach@kiekert.com>,
Kopie: "Mass, Noah (N.B.)" <nmass@ford.com>, "Puscas, Dorin (L.D.)" <lpuscas@ford.com>, "Okeh, Christopher (C.)" <cokeh@ford.com>
Datum: 05.03.2014 00:13
Betreff: C1A lower housing bridge

Gentlemen,

We saw new data this afternoon that indicated that the clean point for the spring has been violated. We can no longer say that the issue has only occurred on parts with springs that are out of print. In addition, after reviewing the SLA and spring brought down by Scott and discussing with Noah, we agree that you can add the bridge to the lower housing but before you do so we would like to ensure that the bridge is as strong as possible. Please make sure that you are adding as much material as possible without negatively impacting the mold flow. Additionally, Scott had a suggestion about removing a portion of the lower housing wall where the spring leg must pass in order to attach to the pawl. Please ensure that this is also done in order to reduce the assembly difficulties.

Because of the issue, the proper method of changing the parts should be used. Please write a concern to up suffix the parts globally so we can properly track the change.

In the mean time we should continue to seek a root cause to this issue with the same urgency that was shown in seeking to make the change to the lower housing.

Do not go where the path may lead, go instead where there is no path and leave a trail. -Ralph Waldo Emerson

Kosta Papanikolaou

Technical Specialist -Latching Body Hardware

Body Engineering

(313) 805-5616

kpapanik@ford.com

Headquarters: Kiekert AG, Hoeseler Platz 2, 42579 Heiligenhaus/Germany

T: +49-2056-15-0; www.kiekert.com

Registered in Heiligenhaus; Company Register Wuppertal HRB No 17915

Executive Board: Dr. Karl Krause (Chairman), Stephan Espelage, Ulrich-Nicolaus Kranz, Juergen Wenzel

Supervisory Board: Xizeng Li (Chairman)

IBAN : DE72 3307 0090 0484 1300 01

BIC : DEUTDEDWXXX

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From: Mullins, Ernie <Ernie.Mullins@kiekert.com>
Sent: Wednesday, September 03, 2014 11:31 AM
To: Brown, Scott; Papanikolaou, Kosta (K.D.)
Cc: Uhrin, Michael
Subject: RE: As Molded Parts

However, all we have in Wixom are RH lowers at the moment.

Mike has 2 of each cavity (8 housings) he will bring down.

If LH's are needed I will need to order them up from KdM. Please advise.

Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

From: Brown, Scott
Sent: Wednesday, September 03, 2014 11:29 AM
To: Papanikolaou, Kosta (K.D.); Mullins, Ernie
Cc: Uhrin, Michael
Subject: RE: As Molded Parts

Hey Kosta,

Mike Uhrin is coming down after lunch with the 2shot latches + IAVO grease for Dave. He will also bring the molded lower housings.

Scott Brown
Project Engineer / Ford Development
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5380
M: +1 734 223 5162
F: +1 248 960 5390
Scott.Brown@kiekert.com
www.kiekert.com

From: Papanikolaou, Kosta (K.D.) [<mailto:kpapanik@ford.com>]
Sent: Wednesday, September 03, 2014 11:19 AM
To: Mullins, Ernie
Cc: Brown, Scott
Subject: As Molded Parts

Ernie,

When can I expect as molded parts from each cavity? I have Chris Okeh tearing down some warranty return latches to have fractured parts.

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Kosta Papanikolaou

Technical Specialist -Latching Body Hardware

Body Engineering

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kpapanik@ford.com

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From: Greenisen, Matt (M.J.)
Sent: Friday, August 22, 2014 12:28 PM
To: Bonnici, Jerry (J.P.)
Subject: RE: At the start of that email chain

I'm good with 3 times being sufficient confirmation, sorry for any confusion I myself may have induced here.

Matt

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

From: Bonnici, Jerry (J.P.)
Sent: Friday, August 22, 2014 12:19 PM Eastern Standard Time
To: Greenisen, Matt (M.J.)
Subject: RE: At the start of that email chain

I asked 3 times & every time that was the answer I got

From: Greenisen, Matt (M.J.)
Sent: Friday, August 22, 2014 11:59 AM
To: Bonnici, Jerry (J.P.)
Subject: RE: At the start of that email chain

That would make me happy if this is just a will not close addition.

Matt

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

From: Bonnici, Jerry (J.P.)
Sent: Friday, August 22, 2014 11:52 AM Eastern Standard Time
To: Greenisen, Matt (M.J.)
Subject: RE: At the start of that email chain

I think there is a translation issue between "holding" vs. "Closing"

From: Greenisen, Matt (M.J.)
Sent: Friday, August 22, 2014 11:18 AM
To: Bonnici, Jerry (J.P.)
Subject: At the start of that email chain

Jerry,

I just scanned through the email chain and it is at the start that it references the door "suddenly not holding" it also

references 5 instances from PVT and they were the ones that originally took us from 1 opens while driving to 5 when they provided the 65 or so claims they pulled down.

Maybe it is just wording that doesn't match the condition and a coincidence on quantities. If we can't find any confirmation we may just end up considering it as a will not close.

Matt

From: Papanikolaou, Kosta (K.D.)
Sent: Monday, September 22, 2014 11:46 AM
To: Mullen, Bradley (T.)
Cc: Latimer, Ron; Mullins, Ernie; Greenisen, Matt (M.J.)
Subject: RE: AWS Coded W/Pivot Table

What I would like to do is just get the zip codes for all of the will not close claims. Is that possible?

*Do not go where the path may lead, go instead
where there is no path and leave a trail. -Ralph Waldo Emerson*

Kosta Papanikolaou
Technical Specialist -Latching Body Hardware
Body Engineering
(313) 805-5616
kpapanik@ford.com

From: Mullen, Bradley (T.)
Sent: Monday, September 22, 2014 7:23 AM
To: Papanikolaou, Kosta (K.D.)
Cc: Latimer, Ron; Mullins, Ernie; Greenisen, Matt (M.J.)
Subject: RE: AWS Coded W/Pivot Table

The Zip Code analysis was only for 6 states (AZ, CA, FL, NM, NV & TX) and then focused on CA. Do you want just CA or all 6 states?

From: Greenisen, Matt (M.J.)
Sent: Thursday, September 18, 2014 4:41 PM
To: Mullins, Ernie; Papanikolaou, Kosta (K.D.)
Cc: Latimer, Ron; Mullen, Bradley (T.)
Subject: RE: AWS Coded W/Pivot Table

Ernie/Kosta,

I cheated and had Bradley get in touch with Paul Hurley to get me the zip code information I believe. In fact Paul has been the primary source for things like sales data etc. when we had additional requests that weren't in original datasets. Bradley has pretty good luck responsiveness wise talking to Paul and getting the correct thing pulled. I know that isn't the answer you were looking for though.

Bradley,
Can you get this for Kosta?

Thanks,
Matt Greenisen
STA – Latches/Door Systems

From: Mullins, Ernie [<mailto:Ernie.Mullins@kiekert.com>]
Sent: Thursday, September 18, 2014 3:49 PM
To: Papanikolaou, Kosta (K.D.)
Cc: Latimer, Ron; Greenisen, Matt (M.J.)
Subject: RE: AWS Coded W/Pivot Table

Kosta,

The standard AWS down load does not contain the zip codes, it only contains the dealership name, dealership code, and state the dealership is located in.

To get the city from the dealership of the parts actually analyzed/confirmed by Kiekert we had to google each of the dealerships to find out what city they are located in.

We have never run the data with that filter for dealership zip code. I believe Matt ran it that way though some time ago and may know the necessary filters.

To go through all of the AWS claims manually to find city (Zip code) of the dealership will take some time. There has to be an easier/faster way.

We can do it by taking the "C" coded file and then finding the dealership and then go on the internet and find the zip code. Once again will take some time.

Matt,
How did you do it?

Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

From: Papanikolaou, Kosta (K.D.) [<mailto:kpapanik@ford.com>]
Sent: Thursday, September 18, 2014 3:26 PM
To: Mullins, Ernie
Cc: Latimer, Ron
Subject: RE: AWS Coded W/Pivot Table

Ernie,

Can you get me this latest data with the zip codes and cities for all the claims? I would like to try to understand the local weather conditions in areas that have the issue and compare these to other areas that don't.

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where there is no path and leave a trail. -Ralph Waldo Emerson*

Kosta Papanikolaou
Technical Specialist -Latching Body Hardware
Body Engineering

(313) 805-5616
kpapanik@ford.com

From: Mullins, Ernie [<mailto:Ernie.Mullins@kiekert.com>]
Sent: Friday, September 05, 2014 10:12 AM
To: Papanikolaou, Kosta (K.D.)
Cc: Greenisen, Matt (M.J.); Latimer, Ron
Subject: AWS Coded W/Pivot Table

Kosta,
Attached is the information you requested. Sorry for the delay I needed to get in touch with Ron.

It is 3MB so I hope it can get through your firewall.

Need anything else please contact me.

Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
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From: Mullins, Ernie <Ernie.Mullins@kiekert.com>
Sent: Thursday, September 18, 2014 4:45 PM
To: Greenisen, Matt (M.J.); Papanikolaou, Kosta (K.D.)
Cc: Latimer, Ron; Mullen, Bradley (T.)
Subject: RE: AWS Coded W/Pivot Table

Thanks, in other words you utilized the resources available to you 😊

Bradley,

If you don't have any luck with Paul please let us know as the only other way for Kiekert would be as I mentioned in my original email. Thanks.

Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
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Wixom, MI 48393 United States
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M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

From: Greenisen, Matt (M.J.) [mailto:mgreenis@ford.com]
Sent: Thursday, September 18, 2014 4:41 PM
To: Mullins, Ernie; Papanikolaou, Kosta (K.D.)
Cc: Latimer, Ron; Mullen, Bradley (T.)
Subject: RE: AWS Coded W/Pivot Table

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Sent: Thursday, September 18, 2014 3:49 PM
To: Papanikolaou, Kosta (K.D.)

Cc: Latimer, Ron; Greenisen, Matt (M.J.)

Subject: RE: AWS Coded W/Pivot Table

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Ernie.Mullins@kiekert.com
www.kiekert.com

From: Papanikolaou, Kosta (K.D.) [<mailto:kpapanik@ford.com>]

Sent: Thursday, September 18, 2014 3:26 PM

To: Mullins, Ernie

Cc: Latimer, Ron

Subject: RE: AWS Coded W/Pivot Table

Ernie,

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Kosta Papanikolaou
Technical Specialist -Latching Body Hardware
Body Engineering
(313) 805-5616
kpapanik@ford.com

From: Mullins, Ernie [<mailto:Ernie.Mullins@kiekert.com>]
Sent: Friday, September 05, 2014 10:12 AM
To: Papanikolaou, Kosta (K.D.)
Cc: Greenisen, Matt (M.J.); Latimer, Ron
Subject: AWS Coded W/Pivot Table

Kosta,
Attached is the information you requested. Sorry for the delay I needed to get in touch with Ron.

It is 3MB so I hope it can get through your firewall.

Need anything else please contact me.

Regards,

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From: Mullen, Bradley (T.)
Sent: Thursday, August 07, 2014 10:26 AM
To: 'Mullins, Ernie'
Cc: Greenisen, Matt (M.J.); Simmons, Phil; Latimer, Ron
Subject: RE: Brainstorming-Pre Meeting for Next Heat Study

Thanks

From: Mullins, Ernie [<mailto:Ernie.Mullins@kiekert.com>]
Sent: Thursday, August 07, 2014 9:26 AM
To: Mullen, Bradley (T.)
Cc: Greenisen, Matt (M.J.); Simmons, Phil; Latimer, Ron
Subject: RE: Brainstorming-Pre Meeting for Next Heat Study

Bradley,
I am assuming you are referring the temp results of the dry ice?

I may not be available due to already scheduled meetings and Ron likely will not be back yet from another customer's warranty center. However, let me see if Phil can meet with you.

Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

From: Mullen, Bradley (T.) [<mailto:bmullen9@ford.com>]
Sent: Wednesday, August 06, 2014 5:45 PM
To: Mullins, Ernie
Cc: Greenisen, Matt (M.J.); Simmons, Phil; Latimer, Ron
Subject: RE: Brainstorming-Pre Meeting for Next Heat Study

Ernie – I am in training at Livonia Transmission Plant tomorrow until noon. I will wound like to come to Wixom after to discuss the temperature results and the travel plans.

Thank you -- Bradley Mullen | Site STA Engineer | Ford Motor Company | 313-806-5018 | bmullen9@ford.com
-----Original Appointment-----

From: Mullins, Ernie [<mailto:Ernie.Mullins@kiekert.com>]
Sent: Tuesday, August 05, 2014 1:43 PM
To: Mullins, Ernie; Simmons, Phil; Latimer, Ron; Mullen, Bradley (T.); Greenisen, Matt (M.J.)
Subject: Brainstorming-Pre Meeting for Next Heat Study

When: Wednesday, August 06, 2014 10:00 AM-11:30 AM (UTC-05:00) Eastern Time (US & Canada).

Where: US Meeting Room 3

All,

The purpose of the meeting is to plan for and assure that all of the required equipment needed, to include a Tuxedo Black Ford Fiesta, will be available for the next heat study.

The Kiekert Team will discuss the Lessons Learned from first heat study.

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
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Headquarters: Kiekert AG, Hoeseler Platz 2, 42579 Heiligenhaus/Germany

T: +49-2056-15-0; www.kiekert.com

Registered in Heiligenhaus; Company Register Wuppertal HRB No 17915

Executive Board: Dr. Karl Krause (Chairman), Stephan Espelage, Ulrich-Nicolaus Kranz, Juergen Wenzel

Supervisory Board: Xizeng Li (Chairman)

IBAN : DE72 3307 0090 0484 1300 01

BIC : DEUTDEDWXXX

>

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disclosure or distribution of this email is strictly forbidden.

From: Papanikolaou, Kosta (K.D.)
Sent: Friday, September 19, 2014 7:49 AM
To: 'Bishop, Bryan'; Brown, Scott
Cc: Verde, Hector; Strathmann Michael; Gopalan, T (T.)
Subject: RE: C1A Housing Robustness Notice

I have taken it to A status. Please release ASAP.

*Do not go where the path may lead, go instead
where there is no path and leave a trail. -Ralph Waldo Emerson*

Kosta Papanikolaou
Technical Specialist -Latching Body Hardware
Body Engineering
(313) 805-5616
kpapanik@ford.com

From: Bishop, Bryan [<mailto:Bryan.Bishop@kiekert.com>]
Sent: Thursday, September 18, 2014 1:44 PM
To: Papanikolaou, Kosta (K.D.); Brown, Scott
Cc: Verde, Hector; Strathmann Michael
Subject: C1A Housing Robustness Notice

Team,

I pulled AB00-E-12779298-242 to implement the housing robustness change for C1A in North America. All of the latches have been loaded and the notice is at P-status.

```
HWRS711A CONFIDENTIAL Notice Base Information 14/09/18 13:42:36
Func: 0 Acty: AB00 Type: E Base: 12779298 Supp: 242 Status: P Prty: 3 Local: N
Resp-Eng Acty: NB00 Code: 488 Name: BISHOP, BRYAN 7255 Phone: 248-960-5376
Analyst Acty: 8000 Code: T60 Name: T GOPALAN Phone: 91-44-67403676
Products Affected(VL,EN...): CORE (AB00,WHI,AC06)
CIEMENT C1A LATCH - NAFTA
Causal: 00 Elect Aff: HCR Type: HCR Prove:
Scope: 0 Emiss: Cntl Item: Y Cons Info: Homol Aff: N Auth:
Supp Doc:
===== Cost, Weight And Quality (Estimated) =====
Veh Cst: 0.00 Tool: 0 Veh Wt: 0.000 UN: LB
Fac: Scrap: Warr: TGH: R/1000:
Asy Lbr: Asy Rin:
Description : C1A LATCH ROBUSTNESS IMPROVEMENT TO THE LOWER HOUSING
Primary Concern : C12779298 Others:
Effective Point :
Program ID/Segmnt:
Other Reg: 0 Ranks:
Dates>> Scheduled: Actual: Rise: LastChg: 140918 BDB0851
Select: A=Apprv B=Parts C=Alert/Concern D=Descr E=EffPt I=PgmId
N=EngAff O=Web Prt P=Print S=NPSD U=OutNbr W=Wacts
F1=Update F2=List Parts F3=Proc Sum F4=Proc Sys F5=Draw Aff List
Press <Enter> for Notice Base Information Continuation Screen (last)
TN3127 01/001
```

Bryan Bishop
Sr. Project Engineer
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5376
M: +1 248 921 3093

F: +1 248 960 5390
Bryan.Bishop@kiekert.com
www.kiekert.com

Headquarters: Kiekert AG, Hoeseler Platz 2, 42579 Heiligenhaus/Germany
T: +49-2056-15-0; www.kiekert.com
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From: Mullins, Ernie <Ernie.Mullins@kiekert.com>
Sent: Friday, June 06, 2014 3:55 PM
To: Greenisen, Matt (M.J.)
Cc: Latimer, Ron; Mullen, Bradley (T.); Dey, John
Subject: RE: C1A Pawl Post Updates

OK I'll set it up. Look for the invite for Monday afternoon (2:00 PM).

Have a good weekend.

Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

From: Greenisen, Matt (M.J.) [<mailto:mgreenis@ford.com>]
Sent: Friday, June 06, 2014 3:53 PM
To: Mullins, Ernie
Cc: Latimer, Ron; Mullen, Bradley (T.); Dey, John
Subject: RE: C1A Pawl Post Updates

Ernie,

No that is good – we talked it over with Kosta and Dorin so we have some to share there, Monday is fine with me if that works for you.

Matt

From: Mullins, Ernie [<mailto:Ernie.Mullins@kiekert.com>]
Sent: Friday, June 06, 2014 3:52 PM
To: Greenisen, Matt (M.J.)
Cc: Latimer, Ron; Mullen, Bradley (T.); Dey, John
Subject: C1A Pawl Post Updates

Matt/Bradley

Please let me know if you guys have some time early next week for a brief discussion regarding some additional work Kiekert has been during on the broken pawl post issue.

Monday afternoon, Tuesday morning both look good for me.

I can set up a WebEx or we can just have a telecom.

Thanks.

Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

Headquarters: Kiekert AG, Hoeseler Platz 2, 42579 Heiligenhaus/Germany
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From: Greenisen, Matt (M.J.)
Sent: Monday, May 19, 2014 8:40 PM
To: 'Mullins, Ernie'
Cc: 'Latimer, Ron'; Mullen, Bradley (T.); 'Dey, John'; 'Verde, Hector'; 'Brown, Scott'
Subject: RE: C1A Spring Retention

Thanks Ernie

Matt

Sent with Good (www.good.com)

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

From: Mullins, Ernie [Ernie.Mullins@kiekert.com]
Sent: Monday, May 19, 2014 08:22 PM Eastern Standard Time
To: Greenisen, Matt (M.J.)
Cc: Latimer, Ron; Mullen, Bradley (T.); Dey, John; Verde, Hector; Brown, Scott
Subject: Re: C1A Spring Retention

Matt,

Thanks for the update. I will meet with Ron tomorrow to discuss next steps as well we will advise you of the CR status and send you the 8D.

Regards,
Ernie

Sent from my iPhone

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

On May 19, 2014, at 6:11 PM, "Greenisen, Matt (M.J.)" <mgreenis@ford.com> wrote:

Ernie,

Wanted to follow up on our open items from about 1.5 weeks ago. Bradley and I did sit down and develop a better fit model for the data and we come out at basically 68% of the variation explained. The

only reason the R-squared is not higher than 68% is simply due to the differential response above a certain temperature and GHI threshold (the model fits poorly when we get runaway failure rates).

Bradley is updating the 20 slide addition to include the better regression from Minitab (slide 17-19), corrected Excel graphs for slide 2 and 3 (your original graphs showed returns when in actuality they are claims), and the repair rate normalized by state sales volume (slide 6).

Requests:

Update on the testing status (are we proceeding in light of being able to explain 68% of the variation via Temp, GHI, and Temp*GHI interaction – if so where do we stand)?

Can we get a copy of the original 8D as a PowerPoint if possible so we can set about merging the 20 slides into the original 32 page 8D?

Describe the status of the CR changing the geometry of the feature, is it approved? Does PD agree? I am worried that if we don't have this in process and this summer is bad again (San Diego is apparently actually on fire and seeing highs of 104 F already) we see another 1K+ claims come across the desk again. I don't want to be stuck understanding the issue and someone taking the opportunity to point up that we should have done something.

Best Regards,
Matt Greenisen
STA – Latching/Door Systems
313-559-5661
mgreenis@ford.com

Headquarters: Kiekert AG, Hoeseler Platz 2, 42579 Heiligenhaus/Germany

T: +49-2056-15-0; www.kiekert.com

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From: Rogers, David (D.M.)
Sent: Thursday, December 19, 2013 6:21 PM
To: Puscas, Dorin (L.D.); Papanikolaou, Kosta (K.D.); Okeh, Christopher (C.)
Subject: RE: CIA Warranty LOP

Categories: Hardware Leadership

We had a tool mark issue a few years back.

David Rogers
Supervisor
Core Body Mechanisms
PDC 2b-L44
Droger13@Ford.com
313-805-3187

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

From: Puscas, Dorin (L.D.)
Sent: Thursday, December 19, 2013 05:15 PM Eastern Standard Time
To: Papanikolaou, Kosta (K.D.); Okeh, Christopher (C.)
Cc: Rogers, David (D.M.)
Subject: FW: CIA Warranty LOP

Why did Kiekert wait until a day before the Christmas break? This should be a NA only Pawl spring issue per Kiekert.
Regards,

L. Dorin Puscas

Ford Motor Company
Exterior Body Core Engineer
313.573.5543
Email: lpuscas@ford.com
PDC 2D-P46

From: Papanikolaou, Kosta (K.D.)
Sent: Thursday, December 19, 2013 4:32 PM
To: Mullins, Ernie; Verde, Hector; Strathmann Michael; Julien, Keith Brown, Scott; Okeh, Christopher (C.);
Ron.Latimer@kiekert.com; Puscas, Dorin (L.D.)
Subject: RE: CIA Warranty LOP

Chris and I just asked Ron to get an 8D together with all the information -pictures of failed parts, dimensional analysis results, everything. Obviously there is a quality issue that you need help identifying the root cause of and resolving. We will do our best to help. Can we discuss tomorrow at 9am via webex?

*Do not go where the path may lead, go instead
where there is no path and leave a trail. -Ralph Waldo Emerson*

Kosta Papanikolaou
Technical Specialist -Latching Body Hardware
Body Engineering
(313) 805-5616
kpapanik@ford.com

From: Mullins, Ernie [<mailto:Ernie.Mullins@kiekert.com>]
Sent: Thursday, December 19, 2013 4:23 PM
To: Papanikolaou, Kosta (K.D.)
Cc: Verde, Hector; Strathmann Michael; Julien, Keith; Brown, Scott
Subject: CIA Warranty LOP

Kosta,
Hector requested that I send you the attached LOP in reference to the telephone discussion he just had with you.

Regards,

Ernie Mullins
Global Customer Quality Manager
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

Headquarters: Kiekert AG, Hoeseler Platz 2, 42579 Heiligenhaus/Germany

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From: Greenisen, Matt (M.J.)
Sent: Thursday, July 31, 2014 4:22 PM
To: Mullen, Bradley (T.)
Subject: RE: charts

Slide 1

Words on slide 1 (see earlier email)

Unknown event. Stop Ship with storage in the hot desert? Other cause?

Slide 3

Regardless of the Build Year or Repair Year peak repairs are in the summer months.

Slide 6

When normalized with sales volume the hot/solar intensive states have the highest rate of claims.

Thanks,

Matt Greenisen

STA – Latches/Door Systems

From: Mullen, Bradley (T.)
Sent: Thursday, July 31, 2014 2:43 PM
To: Greenisen, Matt (M.J.)
Subject: charts

Better?

<< File: Charts AWS C1A Claims Cuautitlan and Hermosillo Total Claims 2014 07 31a.pdf >>

From: Greenisen, Matt (M.J.)
Sent: Tuesday, July 29, 2014 6:48 PM
To: Vazquez, Adrian (A.)
Cc: Mullen, Bradley (T.)
Subject: RE: C1A Housings and Fresh Eyes Review

Adrian,

No problem in regards to the mixup over the timing. At Keykert on 8/6 and 8/7 work fine for the fresh eyes review. Keykert and Brose have both sent housings up to me here in Dearborn already so that portion of the work stream is already complete. I would ask if you could add Brose Puebla to your fresh eyes review as an A to B comparison for the pawl spring assembly, comparing Keykert to Brose directly in person. I have spoken to Maria Uriolla at Brose and they would be happy to host you for a review of their assembly process on 8/8/2014 that same week you are in Puebla for Keykert. Let me know if adding Brose is possible, if you have any questions in general, or if it needs to be some other date than 8/8/2014.

Thanks,
Matt Greenisen
STA – Latches/Door Systems

From: Vazquez, Adrian (A.)
Sent: Saturday, July 26, 2014 10:31 PM
To: Greenisen, Matt (M.J.)
Cc: Mullen, Bradley (T.)
Subject: Re: C1A Housings and Fresh Eyes Review

Matt,

Next week, in the office on Monday and in Hermosillo on Tuesday, Wed.-Fr. scheduled as vacations, my plan to be in Kiekert is scheduled 8/6-8/7 (PPAP run), I think was my mistake, I could pull ahead being on site Tu. 8/5, let me see options when back at the office on Mo. 7//28 and call you.

Regards

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

From: Greenisen, Matt (M.J.)
Sent: Saturday, July 26, 2014 08:37 PM Eastern Standard Time
To: Vazquez, Adrian (A.)
Cc: Mullen, Bradley (T.)
Subject: C1A Housings and Fresh Eyes Review

Adrian,

First off thank you very much for engaging this issue and being on site at Keykert Puebla this week. I sent a note to Keykert Corporate letting them know our desire and reason for obtaining as molded and as assembled housings with the pawl post feature. If you could get back to me and let me know the status of the following items before COB on Thursday July 31st I would greatly appreciate it:

- Findings of your fresh eyes review of the Keykert latch assembly process – specifically focused on the spring installation method (consistency, loading, order of operations, etc.)

- Status of the 12 as molded housings not assembled into latches (raw housings) – I asked Keykert to overnight Fed-Ex the 12 samples to Keykert Wixom – hopefully they can provide a tracking number before Friday.
- Status of 12 housings removed from good latches (requiring the teardown of 12 good latches and removal of the housing)
 - This is an added item after the meeting on Friday – we want to look at this to get an idea if we see any notable difference pre and post assembly from samples taken around the same time in history.

Again thanks in advance for all your work on this issue.

Best Regards,
Matt Greenisen
STA – Latches/Door Systems
313-390-9807 (Desk)
330-559-5661 (Mobile)
mgreenis@ford.com

From: Greenisen, Matt (M.J.)
Sent: Wednesday, July 30, 2014 12:47 PM
To: Mullen, Bradley (T.)
Subject: RE: data

Bradley,

I sent this running out, but these graphs depict the high temperature yield and elongation performance of our specific resin which I think is Cellcon M90 or the analogous Hostaform 9021.

As an item of note Keykert informed me that Kosta found the FEA to be marginal at ambient and did not run it at hot, note how much less yield is at hot.

Matt

Sent with Good (www.good.com)

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

From: Greenisen, Matt (M.J.)
Sent: Wednesday, July 30, 2014 12:29 PM Eastern Standard Time
To: Mullen, Bradley (T.)
Subject: data

Best Regards,
Matt Greenisen
STA – Latches/Door Systems
313-390-9807 (Desk)
330-559-5661 (Mobile)
mgreenis@ford.com

From: Papanikolaou, Kosta (K.D.)
Sent: Tuesday, September 16, 2014 2:22 PM
To: Bollin, Shannon (S.C.)
Cc: Mielewski, Deborah (D.F.); Tibbenham, Patricia (P.C.)
Subject: RE: Door Latch Radius Analysis

Yes. I believe they are both failed parts.

No. I haven't received more information on the date at which the radius was added.

The warranty analysis is too large to send. If you want to meet again I can give you a copy of the file.

*Do not go where the path may lead, go instead
where there is no path and leave a trail. -Ralph Waldo Emerson*

Kosta Papanikolaou
Technical Specialist -Latching Body Hardware
Body Engineering
(313) 805-5616
kpapanik@ford.com

From: Bollin, Shannon (S.C.)
Sent: Tuesday, September 16, 2014 10:34 AM
To: Papanikolaou, Kosta (K.D.)
Cc: Mielewski, Deborah (D.F.); Tibbenham, Patricia (P.C.)
Subject: RE: Door Latch Radius Analysis

Hi Kosta,

After further discussion here, it was decided that we couldn't learn much from the DSC at this point, since we don't have a known "good" and not enough failures so our attention should be focused elsewhere. Let me know if you want to meet to discuss further.

I am going to examine the two full latches that we have here (the parts in the last analysis were all the newly molded parts). The markings indicate they are both Kiekert parts, one is a L3 and has 259-4 in white paint pen on it, the other is a R2 with 016-7 on it. Can you please confirm that those are both failed parts? Also, have you gotten any more information from Kiekert as to when that radius was changed?

Also, can you please send us the warranty analysis that you have had done so far, so that we can look at it?

Thanks,
Shannon Bollin, Ph.D.
Research Engineer
Global Materials and Manufacturing Research
Research and Innovation Center
(313) 59-40492
sbollin@ford.com

From: Papanikolaou, Kosta (K.D.)
Sent: Monday, September 15, 2014 7:59 PM
To: Bollin, Shannon (S.C.)

Cc: Mielewski, Deborah (D.F.); Tibbenham, Patricia (P.C.)

Subject: RE: Door Latch Radius Analysis

Hi Shannon,

When do you expect to complete the next part of the analysis?

Do not go where the path may lead, go instead where there is no path and leave a trail. -Ralph Waldo Emerson

Kosta Papanikolaou

Technical Specialist -Latching Body Hardware

Body Engineering

(313) 805-5616

kpapanik@ford.com

From: Bollin, Shannon (S.C.)

Sent: Wednesday, September 10, 2014 1:50 PM

To: Papanikolaou, Kosta (K.D.)

Cc: Mielewski, Deborah (D.F.); Tibbenham, Patricia (P.C.)

Subject: RE: Door Latch Radius Analysis

I just realized I forgot to update the title on slide 4. Here is the updated report. Sorry for any confusion.

<< File: Door Latch Pawl Spring Retainer.pdf >>

From: Bollin, Shannon (S.C.)

Sent: Wednesday, September 10, 2014 1:39 PM

To: Papanikolaou, Kosta (K.D.)

Cc: Mielewski, Deborah (D.F.); Tibbenham, Patricia (P.C.)

Subject: Door Latch Radius Analysis

Hi Kosta,

I selected on RH3 part from each supplier to start with and examine the radius of curvature between the pawl spring retainer and the base of the part. I've attached the initial results. The Kiekert part was found to have a substantially larger radius of curvature compared to the Brose part, but both were < 1mm, which is very tight and will likely act as a stress riser. Please let me know if you think it is necessary to examine the rest of the cavities in this way.

<< File: Door Latch Pawl Spring Retainer.pdf >>

Thanks,

Shannon Bollin, Ph.D.

Research Engineer

Global Materials and Manufacturing Research

Research and Innovation Center
(313) 59-40492
sbollin@ford.com

From: Mullins, Ernie <Ernie.Mullins@kiekert.com>
Sent: Monday, August 04, 2014 10:02 AM
To: Greenisen, Matt (M.J.)
Cc: Latimer, Ron; Simmons, Phil; Mullen, Bradley (T.)
Subject: RE: Emailing: 0629-death-valley-heat.jpg_full_600

Sorry, pushed the send button before finishing.

Anyway the team has other Lessons Learned that you, Brad and the team ought to schedule a telecom/WebEx to discuss.

We will work on a "camping list" for this next visit.

Let me know when you want to discuss. Today is not good as Phil has the afternoon off.

Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

From: Mullins, Ernie
Sent: Monday, August 04, 2014 9:58 AM
To: 'Greenisen, Matt (M.J.)'
Cc: Latimer, Ron; Simmons, Phil; Mullen, Bradley (T.)
Subject: RE: Emailing: 0629-death-valley-heat.jpg_full_600

Matt,

I met with both Ron and Phil this morning and they shared some of the Lessons Learned from their Arizona visit. A couple of the most important items to note for the next trip where temperatures are sure to be hotter are:

- 1) Data Logger with a higher operating temperature. The team struggled to get the logger itself from getting too hot. The logger itself generates heat and being located in the trunk of the vehicle compounded this issue. Does Ford Testing have a logger with a more durable (higher operating temperature range). It would need to have 8 channels for the thermal couplers. Kiekert is in the process of researching what equipment is out there on the market.
- 2) Cooling system. The Kiekert team was able to build a "make-shift" cooling system of using two coolers. One had dry ice in it the other the data logger. Using a small fan and a tube cold dry was blown into the cooler containing the data logger. This make not be an option in Death Valley due to the availability of dry ice. Kiekert is in the

process of researching the availability of coolers that run on 12V both many have limitations as to how much below ambient they can cool. Once again does Ford Testing have something of this nature.

- 3) Data logger in military time and laptop in standard EST. Will need to sync logger and Laptop to same time
- 4) USB for extreme temps. Kiekert has found a USB that is operational to 140

From: Greenisen, Matt (M.J.) [<mailto:mgreenis@ford.com>]
Sent: Saturday, August 02, 2014 8:45 PM
To: Mullins, Ernie
Subject: RE: Emailing: 0629-death-valley-heat.jpg_full_600

Death Valley, lovely place. More directly at our vehicle issue though Indio, CA is predicted to have highs of 116, 114, 113, 113, and 113 for August 13 through August 17th- at least it is cooling off into the low 80s at night though.

Thanks,
Matt Greenisen
STA – Latches/Door Systems

From: Mullins, Ernie [<mailto:Ernie.Mullins@kiekert.com>]
Sent: Friday, August 01, 2014 4:02 PM
To: Greenisen, Matt (M.J.)
Subject: Emailing: 0629-death-valley-heat.jpg_full_600

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

Headquarters: Kiekert AG, Hoeseler Platz 2, 42579 Heiligenhaus/Germany
T: +49-2056-15-0; www.kiekert.com
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Headquarters: Kiekert AG, Hoeseler Platz 2, 42579 Heiligenhaus/Germany
T: +49-2056-15-0; www.kiekert.com

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not the intended recipient or have received this email in error, please
notify the sender and destroy this email. Any unauthorized copying,
disclosure or distribution of this email is strictly forbidden.

From: Mullen, Bradley (T.)
Sent: Monday, August 25, 2014 9:52 AM
To: 'billwilcox@iwvisp.com'
Cc: 'jimstarr01@hotmail.com'; Mullins, Ernie (Ernie.Mullins@kiekert.com); Greenisen, Matt (M.J.)
Subject: RE: Fiesta

Bill,

Thank you again for all you help with this project. Please replace all 4 of the latches of the 2011 Fiesta (vin 3 F A D P 4 A J 8 B M [REDACTED] [REDACTED] wed by Daniel Shreeve and shipment the 1 broken and 3 used latches to the address below. The supplier agreed to pay around \$600 to cover the labor and the return shipping cost. They will need an invoice of the labor (parts already supplied) and the shipping, and will call to pay via credit card number. Below is his contact information.

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

Thank you -- Bradley Mullen | Site STA Engineer | Ford Motor Company | 313-806-5018 | bmullen9@ford.com

From: Mullen, Bradley (T.)
Sent: Friday, August 22, 2014 8:57 AM
To: 'jimstarr01@hotmail.com'
Cc: 'billwilcox@iwvisp.com'
Subject: RE: Fiesta

Jim,

Thank you for your help. Please fax the latch invoices and any other useful information to 313-248-2290.

Thank you -- Bradley Mullen | Site STA Engineer | Ford Motor Company | 810-357-1527 | bmullen9@ford.com

From: Montano, Javier (J.)
Sent: Tuesday, July 29, 2014 3:01 PM
To: Okeh, Christopher (C.); Greenisen, Matt (M.J.)
Cc: Mullen, Bradley (T.); Fernandes, James (J.H.); Papanikolaou, Kosta (K.D.); Brandt, Andrew (D.)
Subject: RE: Fiesta C1A Latch Returns - Specifically "Door Opens While Driving"

Chris,
Three vehicles were reported by the same dealer in Arizona, one in Texas and one in Hermosillo.

3FADP4BJ1BM [REDACTED]
3FADP4BJ8BM [REDACTED]
3FADP4BJ4CM [REDACTED] Earnhardt Ford Sales Company, Arizona Contact: DEE BUELOW 480-838-4442

3FADP4EJ9DM [REDACTED] - Town East Ford, Texas Contact: CHRIS CONTRERAS 972-270-6441
3FADP4EJ4EM [REDACTED] - Autos de Hermosillo Contact: Jorge Arredondo 662-2892-029 (this latch was delivered to Kiekert 2 weeks ago and found the same root cause of door not latching, couldn't reproduce the opening door condition)

Regards,
Javier

From: Okeh, Christopher (C.)
Sent: martes, 29 de julio de 2014 12:43 p.m.
To: Greenisen, Matt (M.J.); Montano, Javier (J.)
Cc: Mullen, Bradley (T.); Fernandes, James (J.H.); Papanikolaou, Kosta (K.D.)
Subject: RE: Fiesta C1A Latch Returns - Specifically "Door Opens While Driving"

Matt
Could you forward me the vin# of the 5 vehicles of the referenced latches. I can call the Dealers to make sure they still have the latches. My understanding is that dealership has 30days to keep parts after which parts are scrapped. Latch request to WPAC is active.

*Chris Okeh
Hardware Quality Engineer
V07&V09 VFG
313-530-9831 cell*

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From: Greenisen, Matt (M.J.)
Sent: Tuesday, July 29, 2014 10:43 AM
To: Okeh, Christopher (C.); Montano, Javier (J.)
Cc: Mullen, Bradley (T.); Fernandes, James (J.H.); Papanikolaou, Kosta (K.D.)
Subject: RE: Fiesta C1A Latch Returns - Specifically "Door Opens While Driving"

Gentleman,

I did not receive a response or confirmation back that we are actively pursuing the retrieval of at least one of these 5 latches. Please confirm back the status of the deliverable as it is imperative to understanding the connection between “Door will not close” and “Door opens while driving”, this is not an optional deliverable.

Thanks,
Matt Greenisen
STA – Latches/Door Systems

From: Greenisen, Matt (M.J.)
Sent: Saturday, July 26, 2014 9:01 PM
To: Okeh, Christopher (C.); Montano, Javier (J.)
Cc: Mullen, Bradley (T.)
Subject: Fiesta C1A Latch Returns - Specifically "Door Opens While Driving"

Gentlemen,

As it is vital that we have some number of the 5 latches that failed in the field with the condition of “door opens while driving” I wanted to make certain that someone is pursuing retrieval of those latches as we discussed. If you could please respond back and let me know we have done everything and anything we can do in working towards retrieving these latches I would appreciate it.

In addition to the field failures has anyone pursued a discussion with the dealership in Peoria, AZ and the possibility of in service but not failed latches (say when a Fiesta comes in for an oil change – change the latch in the right rear door and return it to Dearborn)?

Thanks for your help and please let me know the status by COB on Tuesday July 29th.

Best Regards,
Matt Greenisen
STA – Latches/Door Systems
313-390-9807 (Desk)
330-559-5661 (Mobile)
mgreenis@ford.com

From: Puscas, Dorin (L.D.)
Sent: Wednesday, September 03, 2014 1:16 PM
To: Galbraith, John (J.A.); Papanikolaou, Kosta (K.D.)
Subject: RE: Fiesta Door Latch

Sorry for late replay but this could be the pawl spring tab issue (pawl doesn't engage the catch).
Regards,

L. Dorin Puscas
Ford Motor Company
Exterior Body Core Engineer
313.573.5543
Email: lpuscas@ford.com
PDC 2D-P46

From: Galbraith, John (J.A.)
Sent: Tuesday, August 26, 2014 2:10 PM
To: Papanikolaou, Kosta (K.D.); Puscas, Dorin (L.D.)
Subject: FW: Fiesta Door Latch

Kosta, Dorin, any thoughts on this (my brother-in-law is a ME at Honeywell in Phoenix) – this is my niece's B299N.

From: Barrett, Rich (MCOE) [<mailto:rich.barrett@honeywell.com>]
Sent: Tuesday, August 26, 2014 1:40 PM
To: Galbraith, John (J.A.)
Cc: Elizabeth Nguyen
Subject: RE: Fiesta Door Latch

It's a 2012 (early) and the latch is supposed to rotate up and hold in that position until it's tripped in the usual way. It doesn't hold at all. When I turn the latch I can feel nothing trying to hold it in position. The other latches seem to have a 2 position hold and are currently working. This is the LH rear door.

I think I am getting a new part tonight and doing the re-install. After that I will try and take it apart to see what happened.

Thanks John!

From: Galbraith, John (J.A.) [<mailto:jgalbrai@ford.com>]
Sent: Tuesday, August 26, 2014 10:18 AM
To: Barrett, Rich (MCOE)
Cc: Elizabeth Nguyen
Subject: RE: Fiesta Door Latch

Rich, what's the model year again and I will check into this with my product development counterparts – Also, what's the failure mode? Thanks

From: Barrett, Rich (MCOE) [<mailto:rich.barrett@honeywell.com>]
Sent: Tuesday, August 26, 2014 12:28 PM
To: Galbraith, John (J.A.)
Cc: Elizabeth Nguyen
Subject: Fiesta Door Latch

Hi John,

On the Fiesta, is there a re-design of the door latch going on?

The left rear on her car failed and I'm having a little trouble getting parts – they seem to be in high demand.

Earnhardts has some locally at full MSRP, but the discount dealers are out for a couple of weeks.

Just wondering if I should wait for a revision to come out and just tie the doors together with a strap until the revision is ready☺

Rich

From: Bazil, Tom (Thomas E.)
Sent: Tuesday, September 09, 2014 12:34 PM
To: Johnson, Ernita (E.D.); Feil, Denise (D.)
Cc: Perry, Phil (P.J.)
Subject: RE: Future Ford - More Door Latches Broken

Fiesta. ASO is aware.

From: Johnson, Ernita (E.D.)
Sent: Tuesday, September 09, 2014 12:34 PM
To: Feil, Denise (D.); Bazil, Tom (Thomas E.)
Cc: Perry, Phil (P.J.)
Subject: RE: Future Ford - More Door Latches Broken

Mark
WhSt vehicle is this. ?

Ernita D. Johnson
313-207-3866
Sent with Good via iPhone (www.good.com)

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

From: Feil, Denise (D.)
Sent: Tuesday, September 09, 2014 11:43 AM Eastern Standard Time
To: Bazil, Tom (Thomas E.)
Cc: Johnson, Ernita (E.D.); Perry, Phil (P.J.)
Subject: FW: Future Ford - More Door Latches Broken

Tom – as discussed.

From: Wexler, Mark (M.A.)
Sent: Tuesday, September 09, 2014 11:00 AM
To: Johnson, Ernita (E.D.); Feil, Denise (D.)
Subject: Future Ford - More Door Latches Broken

Ernita / Denise: FYI – Pls forward as appropriate.

Mark A. Wexler
San Francisco Regional Manager
Ford Lincoln Sales, Parts & Service
Cell: 925-984-9619 FAX: 866-638-1129

From: Wexler, Mark (M.A.)
Sent: Monday, September 08, 2014 9:05 PM
To: 'Steve Pleau'
Cc: 'Joe Hansen'; 'Geoff Pleau'; 'Bill Walsh'
Subject: RE: IMG_20140908_150156_006.jpg

Steve - thanks for sending. I will ensure our senior team has this first thing in the morning. In terms of how to proceed, I believe the repair procedure is defined and Joe knows best how to handle the customer. Pls send me the Part #. The photo is helpful and I will keep you posted.

Mark Wexler
San Francisco Regional Manager

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

From: Steve Pleau [steve@futureford.com]
Sent: Monday, September 08, 2014 11:59 PM Eastern Standard Time
To: Wexler, Mark (M.A.)
Cc: Joe Hansen; Geoff Pleau; Bill Walsh
Subject: FW: IMG_20140908_150156_006.jpg

Mark, has this been brought to the attention of upper management? I think our liability is huge and we should get some specific direction as how to proceed. Steve

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

From: Joe Hansen
Sent: Monday, September 08, 2014 5:18 PM
To: Steve Pleau; Bill Walsh
Subject: FW: IMG_20140908_150156_006.jpg

I just wanted you to see how these cars are coming in our service drive. We had two more today, this one with a strap securing one door to the other so the customer could drive and the other the customer tied his seatbelt around the door together. These parts are on delay until September 29th and obviously the cars aren't drivable. We'll call Tammy tomorrow and see if she'll cover the rental cars until the parts come in. I don't need anyone to do anything with it, we'll deal with the situation that's a job and will do everything we can to take care of the customers I just wanted you to see. Ford is obviously very aware of the situation after our conference call.

Thanks,

Joe Hansen
Parts & Service Director
(916) 677-5259
Hansen@FutureFord.com

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

From: Joe Hansen
Sent: Monday, September 08, 2014 5:07 PM
To: Joe Hansen
Subject: IMG_20140908_150156_006.jpg

Two more doors that wouldn't close.

From: Johnson, Ernita (E.D.)
Sent: Tuesday, September 09, 2014 1:07 PM
To: Wexler, Mark (M.A.); Kopeika, Charles (C.R.)
Cc: Bazil, Tom (Thomas E.); Feil, Denise (D.)
Subject: RE: Future Ford - More Door Latches Broken

Mark,
Calling you to discuss now.

Ernita D. Johnson

Operations & Communications Manager
Ford Motor Company, Customer Service Division (FCSD)
Field Operations
Phone: 313-845-5744
Cell: 313-207-3866

From: Wexler, Mark (M.A.)
Sent: Tuesday, September 09, 2014 12:54 PM
To: Kopeika, Charles (C.R.)
Cc: Bazil, Tom (Thomas E.); Johnson, Ernita (E.D.); Feil, Denise (D.)
Subject: RE: Future Ford - More Door Latches Broken

Charlie – I just sent Joe an urgent note to do so with a reminder about how critical it is. That said, this is our largest store and they are setting all time RO records (retail and warranty) so they are stretch to the max. I will follow with him, but this is the 4th or 5th picture he has sent on door latches in the past 10 days. Parts being on backorder until 9/29 is making this even tougher. Thx for your involvement.

Mark A. Wexler
San Francisco Regional Manager
Ford Lincoln Sales, Parts & Service
Cell: 925-984-9619 FAX: 866-638-1129

From: Kopeika, Charles (C.R.)
Sent: Tuesday, September 09, 2014 9:46 AM
To: Feil, Denise (D.)
Cc: Bazil, Tom (Thomas E.); Johnson, Ernita (E.D.); Wexler, Mark (M.A.)
Subject: RE: Future Ford - More Door Latches Broken

Please encourage dealer to submit GCR' on this issue

Has the dealer submitted any ?

Charles Kopeika
FCSD Service Engineering
313 337-2487
313 903-1528 (cell)

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

From: Feil, Denise (D.)
Sent: Tuesday, September 09, 2014 11:54 AM Eastern Standard Time
To: Kopeika, Charles (C.R.)
Cc: Bazil, Tom (Thomas E.)
Subject: FW: Future Ford - More Door Latches Broken

I should have included you. We have had multiple dealers share concern on Fiesta and Fusion.

From: Feil, Denise (D.)
Sent: Tuesday, September 09, 2014 11:44 AM
To: Bazil, Tom (Thomas E.)
Cc: Johnson, Ernita (E.D.); Perry, Phil (P.J.)
Subject: FW: Future Ford - More Door Latches Broken

Tom – as discussed.

From: Wexler, Mark (M.A.)
Sent: Tuesday, September 09, 2014 11:00 AM
To: Johnson, Ernita (E.D.); Feil, Denise (D.)
Subject: Future Ford - More Door Latches Broken

Ernita / Denise: FYI – Pls forward as appropriate.

Mark A. Wexler
San Francisco Regional Manager
Ford Lincoln Sales, Parts & Service
Cell: 925-984-9619 FAX: 866-638-1129

From: Wexler, Mark (M.A.)
Sent: Monday, September 08, 2014 9:05 PM
To: 'Steve Pleau'
Cc: 'Joe Hansen'; 'Geoff Pleau'; 'Bill Walsh'
Subject: RE: IMG_20140908_150156_006.jpg

Steve - thanks for sending. I will ensure our senior team has this first thing in the morning. In terms of how to proceed, I believe the repair procedure is defined and Joe knows best how to handle the customer. Pls send me the Part #. The photo is helpful and I will keep you posted.

Mark Wexler
San Francisco Regional Manager

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

From: Steve Pleau [steve@futureford.com]
Sent: Monday, September 08, 2014 11:59 PM Eastern Standard Time
To: Wexler, Mark (M.A.)
Cc: Joe Hansen; Geoff Pleau; Bill Walsh
Subject: FW: IMG_20140908_150156_006.jpg

Mark, has this been brought to the attention of upper management? I think our liability is huge and we should get some specific direction as how to proceed. Steve

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

From: Joe Hansen
Sent: Monday, September 08, 2014 5:18 PM
To: Steve Pleau; Bill Walsh
Subject: FW: IMG_20140908_150156_006.jpg

I just wanted you to see how these cars are coming in our service drive. We had two more today, this one with a strap securing one door to the other so the customer could drive and the other the customer tied his seatbelt around the door together. These parts are on delay until September 29th and obviously the cars aren't drivable. We'll call Tammy tomorrow and see if she'll cover the rental cars until the parts come in. I don't need anyone to do anything with it, we'll deal with the situation that's a job and will do everything we can to take care of the customers I just wanted you to see. Ford is obviously very aware of the situation after our conference call.

Thanks,

Joe Hansen
Parts & Service Director
(916) 677-5259
Hansen@FutureFord.com

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

From: Joe Hansen
Sent: Monday, September 08, 2014 5:07 PM
To: Joe Hansen
Subject: IMG_20140908_150156_006.jpg

Two more doors that wouldn't close.

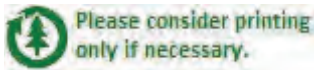
From: Robles Arturo <Arturo.Robles@kiekert.com>
Sent: Thursday, August 14, 2014 6:56 PM
To: Maynez, Sergio (S.); Fernandez vergara, Miguel (M.)
Cc: Okeh, Christopher (C.); Greenisen, Matt (M.J.); Mullen, Bradley (T.); Fernandes, James (J.H.); Papanikolaou, Kosta (K.D.); Cordova Luis; Encarnacion Ramiro; Morales Miriam; Pereira Roberto; Plummer, Brant (B.T.); Ramirez, Carlos (CRCH.); Tellez, Felipe (F.); Montano, Javier (J.); Tapia, Jorge (J.T.); Mullins, Ernie; Latimer, Ron; Vazquez, Adrian (A.)
Subject: RE: Garantía latch

Hola Sergio,

This is just to confirm that Miriam Morales and Myself will be at CSAP on this coming Monday 18-Aug-2014 in the morning at CSAP and also to attend the Report-out meeting
We are coordinating with Dagoberto the E-tracker releasing to get access to the plant

Best regards

Arturo Robles | Warranty Engineer | Kiekert de Mexico | Chachapa Industrial Park | Amozoc, Pba 72990 Mexico
Phone: +52 (222)223-9616 | Mobile: +52 (222)766-2277 | Email: arturo.robles@kiekert.com



From: Maynez, Sergio (S.) [mailto:smayneza@ford.com]
Sent: jueves, 14 de agosto de 2014 04:16 p.m.
To: Robles Arturo; Fernandez vergara, Miguel (M.)
Cc: Okeh, Christopher (C.); Greenisen, Matt (M.J.); Mullen, Bradley (T.); Fernandes, James (J.H.); Papanikolaou, Kosta (K.D.); Cordova Luis; Encarnacion Ramiro; Morales Miriam; Pereira Roberto; Plummer, Brant (B.T.); Ramirez, Carlos (CRCH.); Tellez, Felipe (F.); Montano, Javier (J.); Tapia, Jorge (J.T.); Mullins, Ernie; Latimer, Ron; Vazquez, Adrian (A.)
Subject: RE: Garantía latch

Thanks Arturo,

What I understand is that the latch is operative and the only reason it stays in closed position is because of the damage on the catch overmolding. This damage cause the catch getting stuck against the frame.

If this is correct... it is still not clear why the catch was in closed position the first time? when the customer attempted to close the door with the catch in closed position.

We will have Report Out for mechanisms on Monday at 3pm here at CSAP (FCPA area), please make sure you and your team are here with the latch to attend the meeting.

Kind regards,



Sergio Maynez
CSAP - PVT Body Exterior
T + 52 55 1334-7069
Ford Net 943-7069
smayneza@ford.com

Este correo puede tener información confidencial. Si lo recibió por error, por favor bórralo inmediatamente y notifique a la persona que lo envió.

This e-mail may contain privileged and confidential information. If you have received it by mistake, please delete it immediately and notify the sender.

From: Robles Arturo [<mailto:Arturo.Robles@kiekert.com>]

Sent: Thursday, August 14, 2014 3:44 PM

To: Fernandez vergara, Miguel (M.)

Cc: Okeh, Christopher (C.); Greenisen, Matt (M.J.); Mullen, Bradley (T.); Fernandes, James (J.H.); Papanikolaou, Kosta (K.D.); Cordova Luis; Encarnacion Ramiro; Morales Miriam; Pereira Roberto; Plummer, Brant (B.T.); Ramirez, Carlos (CRCH.); Tellez, Felipe (F.); Maynez, Sergio (S.); Montano, Javier (J.); Tapia, Jorge (J.T.); Mullins, Ernie; Latimer, Ron; Vazquez, Adrian (A.)

Subject: RE: Garantía latch

Hello Miguel,

Attached you will find the complete latch assessment to this latch that came from a Wichita, KS dealer. As you can note this latch was unable to close due to excessive overmolding damage. Once we torn down the latch we were able to verify the short spring was in its operational position within the lower housing, also the tab that holds the short leg of this spring was found in normal operational condition, no cracks were found on the top and bottom part of the housing tab.

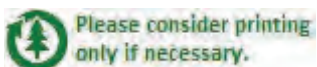
The reason the customer states the door is not able to close is because the catch cracked overmolding stuck this catch against the latch frameplate, this situation does not allowed the catch to be moved freely when the door is open or closed. This condition is not proper to the latch, due to the catch witness marks, most likely this damage should be initiated when the door vehicle was attempted to close when the catch was in closed position and initially cracked the overmolding and then, this crack increased by the time the door is used by vehicle owner.

This latch does not show any damage in the lower housing tab as you can note in the attached presentation.

Miriam and I are setting up a visit to CSAP early next week and bring with us the disassembled latch to provide the team a complete explanation about the issue found with this latch.

Best regards

Arturo Robles | Warranty Engineer | Kiekert de Mexico | Chachapa Industrial Park | Amozoc, Pba 72990 Mexico
Phone: +52 (222)223-9616 | Mobile: +52 (222)766-2277 | Email: arturo.robles@kiekert.com



From: Robles Arturo

Sent: martes, 12 de agosto de 2014 03:49 p.m.

To: 'Fernandez vergara, Miguel (M.)'

Cc: Okeh, Christopher (C.); Greenisen, Matt (M.J.); Mullen, Bradley (T.); Fernandes, James (J.H.); Papanikolaou, Kosta (K.D.); Cordova Luis; Encarnacion Ramiro; Morales Miriam; Pereira Roberto; Plummer, Brant (B.T.); Ramirez, Carlos (CRCH.); Tellez, Felipe (F.); Maynez, Sergio (S.); Montano, Javier (J.); Tapia, Jorge (J.T.); Mullins, Ernie; Latimer, Ron
Subject: RE: Garantía latch

Hello Miguel,

Latch has been received and initial assessment done.

The issue with this latch is the severe damages to the catch overmolding. These damages does not allow the catch moves freely when door is open or closed due these overmolding damages keep the catch stuck against the frameplate. It is presumed the door vehicle was closed when the catch was in closed position because there is clear evidence the catch was hit in its top part, as shown in the slides # 5 and 6 of the attached presentation

Also it is witness marks the striker hits the bottom part of the frameplate fishmouth as shown in slide # 3

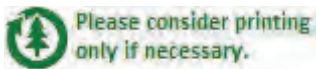
Finally we forced the catch to be closed and tried to open it applying much more force as necessary, the catch always went in this closed position. Due this we have discard the problem of the pawl spring out of position due a lower housing broken tab

Latch is now in process to be torn down to verify the condition of the pawl spring and lower housing. This will be done tonight, I will update the presentation as soon as the pictures from this process will be available

Please go through the attached presentation and let me know if more details are required

Best regards

Arturo Robles | Warranty Engineer | Kiekert de Mexico | Chachapa Industrial Park | Amozoc, Pba 72990 Mexico
Phone: +52 (222)223-9616 | Mobile: +52 (222)766-2277 | Email: arturo.robles@kiekert.com



From: Fernandez vergara, Miguel (M.) [<mailto:mfern164@ford.com>]

Sent: viernes, 08 de agosto de 2014 09:58 a.m.

To: Robles Arturo

Cc: Okeh, Christopher (C.); Greenisen, Matt (M.J.); Mullen, Bradley (T.); Fernandes, James (J.H.); Papanikolaou, Kosta (K.D.); Cordova Luis; Encarnacion Ramiro; Morales Miriam; Pereira Roberto; Plummer, Brant (B.T.); Ramirez, Carlos (CRCH.); Tellez, Felipe (F.); Maynez, Sergio (S.); Montano, Javier (J.); Tapia, Jorge (J.T.)

Subject: RE: Garantía latch

Hello Arturo,

The latch has been sent by the dealer on Wednesday, the tracking number is 1ZV20E310440444688 from UPS, please be aware of its delivery since we have been requested a status update on Monday (possible root causes for the issue, containment actions, etc.), we will appreciate your input.

Best regards,

Miguel Ángel Fenández Vergara

PVT BE Mechanisms

Ford Motor Company

Cuautitlan Stamping and Assembly Plant

Mobile. 044 (55) 2754 – 8430

Tel. +52-55-1334-7018

From: Montano, Javier (J.)
Sent: Friday, August 01, 2014 10:15 AM
To: Arturo.Robles@kiekert.com
Cc: Tapia, Jorge (J.T.); Okeh, Christopher (C.); Greenisen, Matt (M.J.); Mullen, Bradley (T.); Fernandes, James (J.H.); Papanikolaou, Kosta (K.D.); Maynez, Sergio (S.); Fernandez vergara, Miguel (M.); Cordova Luis; Encarnacion Ramiro; Morales Miriam; Pereira Roberto; Plummer, Brant (B.T.)
Subject: FW: Garantía latch
Importance: High

Arturo,
Today we received a warranty claim from a vehicle built on June 10, 2014 due to a door not closing report. The latch has a built date code 270514.

Can you provide a UPS/FedEx account number so we can retrieve the part back for analysis. This should be considered a priority since the clean point has been broken.

Thanks,

<< OLE Object: Picture (Device Independent Bitmap) >>

Javier Montaña
Ford Fiesta FCSD & Quality
Program Manager
T + 52 55 1334-7031
Ford Net 943 7031
jmontan4@ford.com

Este correo puede tener información confidencial. Si lo recibió por error, por favor bórralo inmediatamente y notifique a la persona que lo envió.

This e-mail may contain privileged and confidential information. If you have received it by mistake, please delete it immediately and notify the sender.

From: Fernandez vergara, Miguel (M.)
Sent: viernes, 01 de agosto de 2014 10:06 a.m.
To: Montano, Javier (J.)
Cc: Maynez, Sergio (S.)
Subject: Garantía latch

Qué tal Javier,

Te envió los datos de la garantía y adjunto la foto del latch donde se ve la fecha de producción, aparentemente es del 27 de mayo de 2014.

<< File: latch.jpeg >>
Server: **AWS Prod**
Claims loaded through: **31-JUL-2014**

Claim Detail Report



Note: All costs are in US dollars

Model Year = 2015; Claim Key = 9015

Vehicle Information

Model Year: 2015
Market Derived: F - FORD
Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE
Version/Series: C/QC-MID VERSION - CAR
Drive Type: C/A-2 WHL L/H FRONT DRIVE
Vehicle Line: C/CT-B299 MCA FNA [14-15]
Warranty Start Date: 15-JUL-2014
Production Date: 10-JUN-2014
VIN: 3FADP4BJ1FM [REDACTED]

Dealer Information:

Dealer Name: RUSTY ECK FORD, INC.
Dealer Code: 05319 - *
Address: 7310 E KELLOGG
City: WICHITA
State: KS Zip Code: 67207
Country: USA Region Code: NA
Phone: (316)685-9211

Claim Information

Document Number: 52545101
Repair Date: 25-JUL-2014
Distance: 1266
TIS: 1
AWS Load Date: 31-JUL-2014

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	136.44
Misc. Expense Amount:	120.00
Part Markup Amount:	46.80
Material Cost:	163.81
Total Cost Gross:	420.25



Cust.

Concern: L18 - INTERIOR DOOR HANDLE TROUBLES

Code:

Condition

Code: 42 - DOES NOT OPERATE PROPERLY

Technician: DOOR LATCH VERIFIED CUSTOMER CONERN, FOUND THAT THE
Comment: DRIVERS DOOR WOULD NOT LATCH BECAUSE THE LATCH IS

INTERNALLY BROKEN. RAN OASIS NO TSB'S OR SSM'S FOUND FOR CONCERN. REMOVED DRIVERS SIDE DOOR PANEL AND THEN REMOVED INNER DOOR PANEL WITH LATCH ATTACHMENT. REMOVED OLD LATCH AND INSTALLED NEW LATCH. REASSEMBLED VEHICLE AND TESTED OPERATION, CHECK OK.

Customer Comment: CUSTOMER STATES THE DRIVERS FRONT DOOR WILL NOT LATCH AND STAY CLOSED



<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
23943A	TRIM PANEL - FRONT DOOR REMOVE AND INSTALL	31.49
23943A6	LATCH ASSEMBLY - FRONT DOOR REPLACE	104.95



Causal Full Part Number Part Part Extended

<u>Flag</u>	<u>PREF</u>	<u>BASE</u>	<u>SUFF</u>	<u>Description</u>	<u>CPSC</u>	<u>Quantity</u>	<u>Amount</u>
Y	BE8Z	5421813	B	LATCH,FRT,DR L	011404	1	163.81

Saludos,

<< OLE Object: Picture (Device Independent Bitmap) >>

Headquarters: Kiekert AG, Hoeseler Platz 2, 42579 Heiligenhaus/Germany
 T: +49-2056-15-0; www.kiekert.com
 Registered in Heiligenhaus; Company Register Wuppertal HRB No 17915
 Executive Board: Dr. Karl Krause (Chairman), Stephan Espelage, Ulrich-Nicolaus Kranz, Juergen Wenzel
 Supervisory Board: Xizeng Li (Chairman)
 IBAN : DE72 3307 0090 0484 1300 01
 BIC : DEUTDEDWXXX

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From: Latimer, Ron <Ron.Latimer@kiekert.com>
Sent: Monday, August 11, 2014 4:23 PM
To: Mullen, Bradley (T.); Mullins, Ernie; Simmons, Phil; Greenisen, Matt (M.J.)
Subject: RE: Itinerary

Hello Bradley

Both Phil and I will be on the Tuesday 12:00pm flight arriving in Las Vegas at 1:15pm. We were lucky to get on this flight ! We will see you in Pahrump (Best Western) as soon as we can get there on Tuesday. We can discuss and coordinate our game plan once we meet up.

Hope you had a good flight ! and we'll will see you tomorrow in Pahrump

Best Regards!

Ron Latimer
Warranty Engineer
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5354
M: +1 248 756 6731
F: +1 248 960 5390
Ron.Latimer@kiekert.com
www.kiekert.com

From: Mullen, Bradley (T.) [mailto:bmullen9@ford.com]
Sent: Monday, August 11, 2014 3:33 PM
To: Latimer, Ron; Mullins, Ernie; Simmons, Phil; Greenisen, Matt (M.J.)
Subject: RE: Itinerary

I'll plan to stay longer. Maybe try hopping on an earlier flight (standby)?

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

From: Latimer, Ron [Ron.Latimer@kiekert.com]
Sent: Monday, August 11, 2014 03:19 PM Eastern Standard Time
To: Mullen, Bradley (T.); Mullins, Ernie; Simmons, Phil; Greenisen, Matt (M.J.)
Subject: RE: Itinerary

Hello Bradley

The earliest flight they have us scheduled for is leaving Detroit at 12:00pm arriving in Las Vegas at 1:15PM. It appears to be about a 1 Hour drive from Las Vegas to Pahrump. Once we arrive in Pahrump we need to pick up some supplies such as Cooler, Dry Ice , and some electrical supplies to run power from vehicle battery. Chances of capturing valuable data in the Pahrump might be limited. Once we get vehicle set up in Pahrump we can perform a small test data recording for couple hours to ensure proper function of the test set up. We can also discuss where and when we should take and park

the Fiesta vehicle further to the north in Furnace Creek or Death Valley Area. If you can Extended you stay until Friday. Then Phil and I will travel with you back to Ridgecrest on Thursday and capture the day's worth of data in the Ridgecrest area. Hopefully we could return the vehicle on Friday. Then on Friday we can starting heading to Las Vegas to catch our flights home Friday evening.

Let us know what you think !!

Ron Latimer
Warranty Engineer
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5354
M: +1 248 756 6731
F: +1 248 960 5390
Ron.Latimer@kiekert.com
www.kiekert.com

From: Mullen, Bradley (T.) [<mailto:bmullen9@ford.com>]
Sent: Monday, August 11, 2014 2:47 PM
To: Mullins, Ernie; Simmons, Phil; Greenisen, Matt (M.J.)
Cc: Latimer, Ron
Subject: RE: Itinerary

Hey guys - I just paid for gogo wifi and got your notes. My Google maps route shows Pahrump only 1 hour from the airport. If a morning flight is open we might be able to get data tomorrow afternoon at Pahrump. Wednesday the whole day of course. Thursday we should be able to get to Ridgecrest by noon and collect 4 to 5 hours of data before the dealer closes. That will give us 3 different locations. If we need more I will extend my stay.

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

From: Mullins, Ernie [Ernie.Mullins@kiekert.com]
Sent: Monday, August 11, 2014 01:08 PM Eastern Standard Time
To: Simmons, Phil; Greenisen, Matt (M.J.); Mullen, Bradley (T.)
Cc: Latimer, Ron
Subject: RE: Itinerary

All,
I have requested that Bradley call me when he arrives to Las Vegas today so we can discuss staying through Friday.

112 and sunny both Wed. and Thursday per NOAA.

Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States

T: +1 248 960 5306
M:+1 248 798 9759
F:+1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

From: Simmons, Phil
Sent: Monday, August 11, 2014 12:36 PM
To: Greenisen, Matt (M.J.); Mullins, Ernie; Mullen, Bradley (T.)
Cc: Latimer, Ron
Subject: RE: Itinerary

Matt
I agree. Our initial discussion had planned to have a few days for measurements which would be great considering we don't know what the weather condition will be. Seems to me, that one day is like putting all our eggs in one basket. We have found sources for dry ice, cooler, and any miscellaneous necessities located in Pahrump so there should be no problems getting what we need other than the Fiesta.
If Bradley can extend with the car, I am willing to do what is necessary (within reason), to get more data.

Phil Simmons
Test Engineer
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5323
F: +1 248 960 5390
Phil.Simmons@kiekert.com
www.kiekert.com

From: Greenisen, Matt (M.J.) [<mailto:mgreenis@ford.com>]
Sent: Monday, August 11, 2014 12:06 PM
To: Mullins, Ernie; Mullen, Bradley (T.)
Cc: Simmons, Phil; Latimer, Ron
Subject: RE: Itinerary

I would strongly suggest figuring out some way to get data for another day. It seems a waste to have 3 people travel across the country and have the dealer supply a car to then only be able to collect data for a single day due to misaligned travel schedules.

Thanks,
Matt Greenisen
STA – Latches/Door Systems

From: Mullins, Ernie [<mailto:Ernie.Mullins@kiekert.com>]
Sent: Monday, August 11, 2014 11:55 AM
To: Mullen, Bradley (T.)
Cc: Greenisen, Matt (M.J.); Simmons, Phil; Latimer, Ron
Subject: RE: Itinerary

Bradley,

Can you please call me or Ron as soon as you land in Las Vegas.

From your itinerary and when the Kiekert guys get there we will only have Wednesday to gather data?

Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

From: Mullen, Bradley (T.) [<mailto:bmullen9@ford.com>]

Sent: Monday, August 11, 2014 7:48 AM

To: Mullins, Ernie

Cc: Greenisen, Matt (M.J.); Simmons, Phil; Latimer, Ron

Subject: Itinerary

Gentlemen,

Below is my itinerary for the trip to Death Valley.

Monday - Las Vegas 1:30 Dealer in Ridgecrest by 5:00 or at least by phone.

Tuesday – Drive Fiesta to Pahrump try to get afternoon measurements and setup.

Wednesday - Measurements from Death Valley

Thursday – Back to Ridgecrest get afternoon measurements and return Fiesta. Catch redeye flight.

Thank you -- Bradley Mullen | Site STA Engineer | Ford Motor Company | 313-806-5018 | bmullen9@ford.com

Flight Information:

Reserved: DELTA AIR LINES 2317

Departs: Detroit Metro, MI - DTW

Date: Aug 11,2014 Time: 12:00 PM

Arrives: Las Vegas, NV - LAS

Date: Aug 11,2014 Time: 1:15 PM

Hotel Information:

Reserved: HAMPTON SUITES RIDGECREST

Address: 104 EAST SYDNOR AVENUE
RIDGECREST CA 93555
Phone: 1-760-446-1968
Check-In: Aug 11,2014
Check-Out: Aug 12,2014

Hotel Information:

Reserved: BEST WESTERN PAHRUMP STATION
Address: 1101 S. HIGHWAY 160
PAHRUMP NV 89048
Phone: 1-775-7275100
Check-In: Aug 12,2014
Check-Out: Aug 14,2014

Flight Information:

Reserved: DELTA AIR LINES 2534
Class: Economy
Seat: Unassigned
Departs: Las Vegas, NV - LAS
Date: Aug 14,2014 Time: 11:30 PM
Arrives: Detroit Metro, MI - DTW
Date: Aug 15,2014 Time: 6:22 AM

Headquarters: Kiekert AG, Hoeseler Platz 2, 42579 Heiligenhaus/Germany

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From: Mullins, Ernie <Ernie.Mullins@kiekert.com>
Sent: Monday, September 15, 2014 10:03 AM
To: Mullen, Bradley (T.); Latimer, Ron; Greenisen, Matt (M.J.); Papanikolaou, Kosta (K.D.)
Cc: Brown, Scott; Verde, Hector
Subject: RE: Jim Charlon Ford

No, we have not heard back from Kosta yet.

Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

From: Mullen, Bradley (T.) [mailto:bmullen9@ford.com]
Sent: Monday, September 15, 2014 10:02 AM
To: Latimer, Ron; Greenisen, Matt (M.J.); Mullins, Ernie; Papanikolaou, Kosta (K.D.)
Cc: Brown, Scott; Verde, Hector
Subject: RE: Jim Charlon Ford

Is a date and time set for the teardown?

From: Latimer, Ron [<mailto:Ron.Latimer@kiekert.com>]
Sent: Friday, September 12, 2014 8:49 AM
To: Greenisen, Matt (M.J.); Mullen, Bradley (T.); Mullins, Ernie; Papanikolaou, Kosta (K.D.)
Cc: Brown, Scott; Verde, Hector
Subject: RE: Jim Charlon Ford

Hi Kosta,

Will you be coming out to Kiekert on Monday for FGL meeting? Kiekert recently replaced all 4 - C1A door latches on a customer vehicle at a particular dealership in Ridgecrest CA (Jim Charlon Ford), This particular vehicle has already had a couple repeat repairs for "WNC" condition. Dealership was kind enough to assist the heat study team when we were out in the CA area. I believe Bradley Mullen would like to be present for the tear down analysis. Matt G. suggested that you too may also want to be present for tear down analysis? Please let me know if you would be interested in reviewing these return samples.

Best Regards!

Ron Latimer

Warranty Engineer
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5354
M: +1 248 756 6731
F: +1 248 960 5390
Ron.Latimer@kiekert.com
www.kiekert.com

From: Greenisen, Matt (M.J.) [<mailto:mgreenis@ford.com>]
Sent: Thursday, September 11, 2014 6:26 PM
To: Mullen, Bradley (T.); Latimer, Ron; Mullins, Ernie
Subject: RE: Jim Charlon Ford

They should probably go through Kosta yes.

Thanks,
Matt Greenisen
STA – Latches/Door Systems

From: Mullen, Bradley (T.)
Sent: Thursday, September 11, 2014 5:03 PM
To: 'Latimer, Ron'; 'Mullins, Ernie'
Cc: Greenisen, Matt (M.J.)
Subject: RE: Jim Charlon Ford

I would like to see it .
Matt what do you think ? Would you and maybe Kosta want to be present?

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

From: Latimer, Ron [Ron.Latimer@kiekert.com]
Sent: Thursday, September 11, 2014 02:02 PM Eastern Standard Time
To: Mullins, Ernie; Mullen, Bradley (T.)
Cc: Greenisen, Matt (M.J.)
Subject: RE: Jim Charlon Ford

Bradley,
Yes the parts have arrived here at KUSA.

Do you want them for Ford Teardown analysis ? or would you prefer Kiekert perform teardown analysis ?

Best Regards!

Ron Latimer
Warranty Engineer
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5354

M: +1 248 756 6731
F: +1 248 960 5390
Ron.Latimer@kiekert.com
www.kiekert.com

From: Mullins, Ernie
Sent: Thursday, September 11, 2014 1:32 PM
To: Mullen, Bradley (T.)
Cc: Latimer, Ron; Matt Greenisen
Subject: Re: Jim Charlon Ford

Bradley,
The parts should have arrived. I am out of the country until Monday.

Ron,
Would you please check with receiving on these parts. They were sent back to my attention. Please coordinate with Bradley on tear down analysis. Thanks.

Regards,
Ernie

Sent from my iPhone

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

On Sep 11, 2014, at 12:08 PM, "Mullen, Bradley (T.)" <bmullen9@ford.com> wrote:

Did the parts arrive? When is the teardown?

From: Mullins, Ernie [<mailto:Ernie.Mullins@kiekert.com>]
Sent: Thursday, September 04, 2014 9:33 AM
To: Mullen, Bradley (T.)
Subject: Re: Jim Charlon Ford

Hopefully by Friday

Sent from my iPhone

Ernie Mullins
Senior Manager

Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

On Sep 4, 2014, at 9:26 AM, "Mullen, Bradley (T.)" <bmullen9@ford.com> wrote:

Thanks Ernie. I really appreciate it. When are the latches expected to arrive?

From: Mullins, Ernie [<mailto:Ernie.Mullins@kiekert.com>]
Sent: Thursday, September 04, 2014 8:18 AM
To: Mullen, Bradley (T.)
Cc: Greenisen, Matt (M.J.); Latimer, Ron; Simmons, Phil
Subject: Jim Charlon Ford

Bradley,
Just to update you.

The latches have been replaced on the Fiesta at Jim Charlon Ford and in route back to Keykert USA.

The dealership has been paid for both the repairs and the freight costs to ship the latches to us.

Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

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From: Greenisen, Matt (M.J.)
Sent: Thursday, July 31, 2014 12:10 PM
To: Papanikolaou, Kosta (K.D.)
Subject: RE: Latch Return - CCRG wants to bring it back to PDC

To fulfill CCRG's request of simulating a vehicle setup to confirm level of door ajar indication are we just planning on using what we have on hand here at Ford now or do we need to pursue getting a fresh return that hasn't been torn down from Keykert? It is my understanding though that a lot of those returns are now diverted into PVT in Mexico.

Thanks,
Matt Greenisen
STA – Latches/Door Systems

From: Papanikolaou, Kosta (K.D.)
Sent: Thursday, July 31, 2014 11:07 AM
To: Greenisen, Matt (M.J.)
Subject: RE: Latch Return - CCRG wants to bring it back to PDC

No. But we should confirm if it was a cracked tab or a broken one. I have both here.

*Do not go where the path may lead, go instead
where there is no path and leave a trail. -Ralph Waldo Emerson*

Kosta Papanikolaou
Technical Specialist -Latching Body Hardware
Body Engineering
(313) 805-5616
kpapanik@ford.com

From: Greenisen, Matt (M.J.)
Sent: Thursday, July 31, 2014 11:00 AM
To: Papanikolaou, Kosta (K.D.)
Subject: FW: Latch Return - CCRG wants to bring it back to PDC

Kosta, (see below) status of that latch CCRG is looking for, any interest in them re-assembling?

Thanks,
Matt Greenisen
STA – Latches/Door Systems

From: Mullins, Ernie [<mailto:Ernie.Mullins@kiekert.com>]
Sent: Thursday, July 31, 2014 10:53 AM
To: Greenisen, Matt (M.J.)
Cc: Okeh, Christopher (C.); Latimer, Ron; Robles Arturo
Subject: RE: Latch Return - CCRG wants to bring it back to PDC

Matt,
KdM has the latch but it has been disassembled to confirm the broken tab condition. Disassembly is the normal evaluation method to review the post and spring.

KdM states that they can reassemble the latch and send it to me but I don't think that is what CCRG wants.

Will any of the 7 latches given to Kosta suffice? Honestly they are all the same condition.

Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

From: Greenisen, Matt (M.J.) [<mailto:mgreenis@ford.com>]
Sent: Thursday, July 31, 2014 10:38 AM
To: Mullins, Ernie
Cc: Okeh, Christopher (C.); Latimer, Ron; Robles Arturo
Subject: RE: Latch Return - CCRG wants to bring it back to PDC

Yeah this is one of the 5 that was indicated as “door opens while driving” They want to understand as close to the simulated failure replication as possible how strong the indication would have been to the driver that the door did not close. Was the door ajar light on? Did the door chime work?

Bradley is coming with me and I am guessing I will get out of here and get out of there to snag the housings, and I was hoping this latch unfortunately, around 1 PM.

Thanks,
Matt Greenisen
STA – Latches/Door Systems

From: Mullins, Ernie [<mailto:Ernie.Mullins@kiekert.com>]
Sent: Thursday, July 31, 2014 9:51 AM
To: Greenisen, Matt (M.J.)
Cc: Okeh, Christopher (C.); Latimer, Ron; Robles Arturo
Subject: RE: Latch Return - CCRG wants to bring it back to PDC

Matt,
I spoke to KdM about this specific latch. They are looking to see if they have this specific VIN return. I am not sure if this latch was intercepted by Hermosillo PVT , if it was returned to the Ford Warranty center in in Mexico, etc.

It has not been returned to WPRC in Michigan.

We delivered 7 latches to Kosta last week that exhibit this same condition. Is there any reason that they want this specific latch?

Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

From: Greenisen, Matt (M.J.) [<mailto:mgreenis@ford.com>]
Sent: Thursday, July 31, 2014 9:29 AM
To: Mullins, Ernie
Subject: Latch Return - CCRG wants to bring it back to PDC

Ernie,
I am hoping Chris Okeh contacts you, but if not we need the latch listed below:

3FADP4EJ4EM [REDACTED] - Autos de Hermosillo Contact: [REDACTED] (this latch was delivered to Kiekert 2 weeks ago and found the same root cause of door not latching, couldn't reproduce the opening door condition)

CCRG wants to put it on a vehicle here and Dearborn to understand the intensity of indication (door chimes, door ajar?, only door bounceback?) associated with door will not close. I'll be on a call for the next 30 but email me back – I just got off the CCRG call.

Best Regards,
Matt Greenisen
STA – Latches/Door Systems
313-390-9807 (Desk)
330-559-5661 (Mobile)
mgreenis@ford.com

Headquarters: Kiekert AG, Hoeseler Platz 2, 42579 Heiligenhaus/Germany
T: +49-2056-15-0; www.kiekert.com
Registered in Heiligenhaus; Company Register Wuppertal HRB No 17915
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IBAN : DE72 3307 0090 0484 1300 01
BIC : DEUTDEDWXXX
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From: Mullins, Ernie <Ernie.Mullins@kiekert.com>
Sent: Monday, August 25, 2014 9:33 AM
To: Mullen, Bradley (T.)
Cc: Greenisen, Matt (M.J.); Latimer, Ron; Hietbrink, Mike; Baka, Diana
Subject: RE: Latches to Dealer

Bradley,
Kiekert will need to have an itemized invoice for just the labor charges for the replacement of all 4 latches.

The invoice attached has both the labor and part costs (parts were provided by Kiekert already).

So after the dealership replaces the Fronts on Thursday and sends an invoice I will call there with a Credit Card number to pay the labor costs.

Thanks.

Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

From: Mullen, Bradley (T.) [mailto:bmullen9@ford.com]
Sent: Monday, August 25, 2014 9:24 AM
To: Mullins, Ernie
Subject: FW: Latches to Dealer

The attachment is 1MB. Is it too large?

From: Mullen, Bradley (T.)
Sent: Monday, August 25, 2014 9:07 AM
To: 'Mullins, Ernie'
Cc: Greenisen, Matt (M.J.); Latimer, Ron; Hietbrink, Mike
Subject: RE: Latches to Dealer

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Thank you -- Bradley Mullen | Site STA Engineer | Ford Motor Company | 313-806-5018 | bmullen9@ford.com

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Subject: RE: Latches to Dealer

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I will then need to figure out on my end how we get payment to the dealership.

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Again, please consider this valuable opportunity to have field samples to compare to the test samples.

Please call me to discuss when you are back in the office.

Thank you -- Bradley Mullen | Site STA Engineer | Ford Motor Company | 313-806-5018 | bmullen9@ford.com

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Cc: Greenisen, Matt (M.J.)
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Paul – Thank you. Please have them overnighted and send me the tracking number.

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Subject: RE: Latches to Dealer

Please send 12 pair (overnight at least 2 pair) to:

Attn: Bill Wilcox
JIM CHARLON FORD
269 S China Lake Blvd

Ridgecrest, CA 93555

Dealer Phone: 760-371-1331

Dealer Fax: 760-371-1334

Email: billwilcox@iwvisp.com

Thank you -- Bradley Mullen | Site STA Engineer | Ford Motor Company | 313-806-5018 | bmullen9@ford.com

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Sent: Tuesday, August 19, 2014 1:07 PM

To: Mullen, Bradley (T.); Mullins, Ernie

Cc: Greenisen, Matt (M.J.)

Subject: RE: Latches to Dealer

Brad,

Please provide the Dealer address that you want the replacement latches sent to.

Paul Childs

Customer Quality Engineer

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Wixom, MI 48393 United States

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www.kiekert.com

From: Mullen, Bradley (T.) [<mailto:bmullen9@ford.com>]

Sent: Tuesday, August 19, 2014 11:51 AM

To: Mullins, Ernie; Childs, Paul

Cc: Greenisen, Matt (M.J.)

Subject: Latches to Dealer

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Sent: Monday, August 25, 2014 9:14 AM
To: Mullen, Bradley (T.)
Cc: Greenisen, Matt (M.J.); Latimer, Ron; Hietbrink, Mike; Baka, Diana
Subject: RE: Latches to Dealer

Bradley,

I reviewed this with my GM and Kiekert will pay for these repairs via Credit Card.

We will also need to make sure that the Dealership has the instructions to return the latches to us for analysis.

We would prefer to have all of the charges put on one invoice once all of the repairs (all 4 doors) are completed if that is possible. The dealership can email or fax the invoice directly to me and I arrange to provide payment.

By the way there is no attachment with your email.

Diana,

Mike instructed me to have this paid via Company Credit Card. I will let you know when we receive the invoice(s) for the work performed. Thank You.

Regards,

Ernie Mullins
Senior Manager
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Sent: Wednesday, August 20, 2014 4:18 PM
To: Mullen, Bradley (T.)
Cc: Greenisen, Matt (M.J.)
Subject: Re: Latches to Dealer

Matt,

I will call you tomorrow to discuss. Typically, due to insurance liability reasons we (Kiekert) are not allowed to perform work at the dealership.

However, this is what I was told a couple of years ago, maybe things have changed.

As for additional latches we can also discuss further. I do not think that they all would need to be shipped next day air. I would prefer to follow up the 3 sets shipping typical ground which can be done from Wixom as we have some extra sets there.

Regards,
Ernie

Sent from my iPhone

Ernie Mullins
Senior Manager
Customer/Supplier Quality
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Subject: Latches to Dealer

Hey Ernie,

Can you send some latches to the Dealer that loaned us the black Fiesta for the measurements in Death Valley? Kind of as thank you but also to get some latches back that have not failed but saw the same environment as ones that did. I'd like to get back the front driver's side and both rear latches form the Fusion we reviewed and both front and rear driver's side latches of the kid's Fiesta (3 of 4 failed).

Thank you -- Bradley Mullen | Site STA Engineer | Ford Motor Company | 313-806-5018 | bmullen9@ford.com

Headquarters: Kiekert AG, Hoeseler Platz 2, 42579 Heiligenhaus/Germany
T: +49-2056-15-0; www.kiekert.com
Registered in Heiligenhaus; Company Register Wuppertal HRB No 17915
Executive Board: Dr. Karl Krause (Chairman), Stephan Espelage, Ulrich-Nicolaus Kranz, Juergen Wenzel
Supervisory Board: Xizeng Li (Chairman)
IBAN : DE72 3307 0090 0484 1300 01
BIC : DEUTDEDWXXX

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From: Mullins, Ernie <Ernie.Mullins@kiekert.com>
Sent: Tuesday, August 19, 2014 12:09 PM
To: Mullen, Bradley (T.)
Cc: Childs, Paul; Greenisen, Matt (M.J.); Latimer, Ron
Subject: Re: Latches to Dealer

Follow Up Flag: Follow up
Flag Status: Flagged

Brad,
I am out of the office until Thursday.

Paul,
Would you please work with Brad to get the requested latches. Probably faster to have them shipped to dealer directly from KDM. Please find out how many and what hands are needed. Thanks.

Regards,
Ernie

Sent from my iPhone

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

On Aug 19, 2014, at 11:51 AM, "Mullen, Bradley (T.)" <bmullen9@ford.com> wrote:

Hey Ernie,
Can you send some latches to the Dealer that loaned us the black Fiesta for the measurements in Death Valley? Kind of as thank you but also to get some latches back that have not failed but saw the same environment as ones that did. I'd like to get back the front driver's side and both rear latches form the Fusion we reviewed and both front and rear driver's side latches of the kid's Fiesta (3 of 4 failed).

Thank you -- Bradley Mullen | Site STA Engineer | Ford Motor Company | 313-806-5018 | bmullen9@ford.com

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From: Childs, Paul <Paul.Childs@kiekert.com>
Sent: Friday, August 29, 2014 8:15 AM
To: Robles Arturo; Mullins, Ernie
Cc: Mullen, Bradley (T.); Greenisen, Matt (M.J.); Latimer, Ron; Encarnacion Ramiro; Morales Miriam
Subject: RE: Latches to Dealer

Thanks Arturo

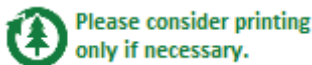
Paul Childs
Customer Quality Engineer
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5327
M: +1 810 931 8398
F: +1 248 960 5390
Paul.Childs@kiekert.com
www.kiekert.com

From: Robles Arturo
Sent: Thursday, August 28, 2014 5:15 PM
To: Mullins, Ernie
Cc: Childs, Paul; Mullen, Bradley (T.); Greenisen, Matt (M.J.); Latimer, Ron; Encarnacion Ramiro; Morales Miriam
Subject: RE: Latches to Dealer

3 RH C1A latches with key cylinder lever has been planned into the production sequence.
They will be shipped out tomorrow 29-Aug-14 overnight service. UPS will pickup the package around noontime
I will let you know the tracking # as soon as available

Best regards

Arturo Robles | Warranty Engineer | Kiekert de Mexico | Chachapa Industrial Park | Amozoc, Pba 72990 Mexico
Phone: +52 (222)223-9616 | Mobile: +52 (222)766-2277 | Email: arturo.robles@kiekert.com



From: Mullins, Ernie
Sent: jueves, 28 de agosto de 2014 11:46 a.m.
To: Morales Miriam; Robles Arturo
Cc: Childs, Paul; Mullen, Bradley (T.); Greenisen, Matt (M.J.); Latimer, Ron
Subject: FW: Latches to Dealer

Miriam/Arturo,

Evidently the specific Fiesta vehicle that the dealership in Ridgecrest, CA is removing the latches from is a vehicle that requires a **RH Front with a Key Cylinder Lever**. The currently latches once removed from the vehicle are to be sent back to KUS for analysis.

Unfortunately, in the group of latches we sent previously to the dealership a couple of weeks ago did not contain any that were Right Hands with Key Cylinder levers.

Therefore can KdM ship expedite 3 RH Front Latches with the Key Cylinder to the dealership as soon as possible.

The name of the dealership is shown below. Please send to the attention of the same person: Mr. Bill Wilcox.

Thank you very much for your assistance. When the tracking information is known please provide it to me.

Bradley,
I spoke to Bill at the dealership about this and he is OK with this course of action.

Kind Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

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Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

From: Mullen, Bradley (T.) [<mailto:bmullen9@ford.com>]
Sent: Wednesday, August 20, 2014 9:48 AM
To: Childs, Paul; Mullins, Ernie
Cc: Greenisen, Matt (M.J.)
Subject: RE: Latches to Dealer

Please send 12 pair (overnight at least 2 pair) to:

Attn: Bill Wilcox
JIM CHARLON FORD
269 S China Lake Blvd
Ridgecrest, CA 93555

Dealer Phone: 760-371-1331
Dealer Fax: 760-371-1334
Email: billwilcox@iwvisp.com

Thank you -- Bradley Mullen | Site STA Engineer | Ford Motor Company | 313-806-5018 | bmullen9@ford.com

From: Childs, Paul [<mailto:Paul.Childs@kiekert.com>]
Sent: Tuesday, August 19, 2014 1:07 PM
To: Mullen, Bradley (T.); Mullins, Ernie
Cc: Greenisen, Matt (M.J.)
Subject: RE: Latches to Dealer

Brad,

Please provide the Dealer address that you want the replacement latches sent to.

Paul Childs
Customer Quality Engineer
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5327
M: +1 810 931 8398
F: +1 248 960 5390
Paul.Childs@kiekert.com
www.kiekert.com

From: Mullen, Bradley (T.) [<mailto:bmullen9@ford.com>]
Sent: Tuesday, August 19, 2014 11:51 AM
To: Mullins, Ernie; Childs, Paul
Cc: Greenisen, Matt (M.J.)
Subject: Latches to Dealer

Hey Ernie,

Can you send some latches to the Dealer that loaned us the black Fiesta for the measurements in Death Valley? Kind of as thank you but also to get some latches back that have not failed but saw the same environment as ones that did. I'd like to get back the front driver's side and both rear latches from the Fusion we reviewed and both front and rear driver's side latches of the kid's Fiesta (3 of 4 failed).

Thank you -- Bradley Mullen | Site STA Engineer | Ford Motor Company | 313-806-5018 | bmullen9@ford.com

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From: Greenisen, Matt (M.J.)
Sent: Friday, September 05, 2014 12:12 PM
To: Papanikolaou, Kosta (K.D.)
Subject: RE: Latest Fiesta Concerns

Kosta,

Yeah I think these are some lost future customers here. It does look like it does require usage prior to occurrence for "door opening while driving". Just reading through it also seems to be that the door ajar light seems to come on after they start driving, seems somewhat in line with your idea about misalignment or some combination thereof allows for the appearance that it is latched via just frictional contact. I asked Ernie about the reference to latches being on backorder and that has to be a service parts depot issue as Keykert is able to fulfill more service orders and are currently not maxed on production for C1A.

A number of the "door opens while driving" looked to be cars that were out of warranty also, just from an anecdotal perspective (38,000 miles, 47,000 miles, etc.). It seems surprising that a driver was able to get all the way to 45 mph before the door coming open, and on top of that the same passenger rear door had come open previously (this may be one of the 3 Bradley found that were repeat VINs and a repeat DOOR – all 3 were replaced during the heat wave).

Thanks,
Matt Greenisen
STA – Latches/Door Systems

From: Papanikolaou, Kosta (K.D.)
Sent: Tuesday, September 02, 2014 8:56 PM
To: Greenisen, Matt (M.J.)
Subject: FW: Latest Fiesta Concerns

I've underlined and bolded some key text in the verbatims.

*Do not go where the path may lead, go instead
where there is no path and leave a trail. -Ralph Waldo Emerson*

Kosta Papanikolaou
Technical Specialist -Latching Body Hardware
Body Engineering
(313) 805-5616
kpapanik@ford.com

From: Girolamo, Robert (R.F.)
Sent: Tuesday, September 02, 2014 7:02 AM
To: Papanikolaou, Kosta (K.D.)
Cc: Baracos, Nicholas (N.); Gurney, Chris (C.A.)
Subject: RE: Latest Fiesta Concerns

This file has the customer complaints received by NHTSA. These are what I discussed last week. Please contact me if you have any question.

Robert Girolamo

Automotive Safety Office
Fairlane Plaza South Suite 500
Phone: (313)84-58513 e-mail: rgirolam@ford.com

From: Papanikolaou, Kosta (K.D.)
Sent: Monday, September 01, 2014 10:25 PM
To: Girolamo, Robert (R.F.)
Subject: Latest Fiesta Concerns

Bob,

Can you forward me the latest Fiesta door latch claims that were reviewed in the CCRG meeting?

Do not go where the path may lead, go instead where there is no path and leave a trail. -Ralph Waldo Emerson

Kosta Papanikolaou

Technical Specialist -Latching Body Hardware

Body Engineering

(313) 805-5616

kpapanik@ford.com

From: Mullen, Bradley (T.)
Sent: Friday, April 25, 2014 5:34 PM
To: Greenisen, Matt (M.J.)
Subject: RE: PDFs

Good Luck.

From: Greenisen, Matt (M.J.)
Sent: Friday, April 25, 2014 5:27 PM
To: Mullen, Bradley (T.)
Subject: RE: PDFs

Nah thankfully it can't be, it is an MP2 gating issue since they don't have Ok to Buy, the problem is we are being told that they want to tear down all the previous builds and replace all the door components with known clean ones....I am not a fan of that since that is 4+ doors per vehicle for >500 vehicles. We'll see though I guess – need to type up today's summary if I can get off the phone.

Matt

From: Mullen, Bradley (T.)
Sent: Friday, April 25, 2014 5:25 PM
To: Greenisen, Matt (M.J.)
Subject: RE: PDFs

Is the Magna issue a stop ship?

I tried to find a different static (number of days above 100F and 110F) but the availability was very spotty. Searches kept taking me to 2011 as the hottest since....

From: Greenisen, Matt (M.J.)
Sent: Friday, April 25, 2014 5:06 PM
To: Mullins, Ernie
Cc: Mullen, Bradley (T.)
Subject: RE: PDFs

Ernie,

Next batch of additions. I added the zip codes to the Texas dealers and included it now in the visualization. I think the visualization still shows strong support for the desert regions as the panhandle of Texas right above Hermosillo is showing the disproportionately high repairs without a high concentration of population.

The next step is to get an overlay visualization that has the temperatures for that June/start of July time period in 2013. It is important that the overly depicts the temperatures as something like the number of standard deviations from the historical mean (which I come to understand is taken in 30 year intervals). I found standard deviations away from mean for a 5 day moving average for Philadelphia but to date so far have not found something compiled and searchable for any zip code. Going to keep looking this weekend as I think a temperature overlay showing a 3 or 4 standard deviation positive shift in temperatures would be striking.

Would like to allocate more time to this, but Magna has a big problem going with a mis-installed pawl spring that is impacting P552 and V363. So unfortunately this is mostly a late evening project or a few minutes in between calls here and there.

Best Regards,
Matt Greenisen
STA

Also attached the spreadsheet (an excel 2010 readable version – sans the visualizations) that has the zip codes populated into it if you guys want to mess around with it (timer permitting since I know the audit is priority).

From: Mullins, Ernie [<mailto:Ernie.Mullins@kiekert.com>]
Sent: Thursday, April 24, 2014 11:49 AM
To: Greenisen, Matt (M.J.); Latimer, Ron; Mullen, Bradley (T.)
Subject: RE: PDFs

Matt,
Took at brief look at it, interesting. Last night from home? You getting paid the extra busks for that?

We definitely need to see what testing we can do here at Wixom. Unfortunately, the fixture is in use right now (CD5389X testing I'm being told) but that testing is almost complete.

Allow me a day or so to review more with Ron and John.

Pretty busy at the moment with preparation for the upcoming audit.

Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

From: Greenisen, Matt (M.J.) [<mailto:mgreenis@ford.com>]
Sent: Thursday, April 24, 2014 11:25 AM
To: Mullins, Ernie; Latimer, Ron; Mullen, Bradley (T.)
Subject: PDFs

Ernie,
Something I put together late last night using the visualization tools in the new excel, I have attached the excel file but I am not sure whether you have the updated Excel, we don't here at Ford (I use mine at home). Take a look at the two maps. I chose California to show contrasting climates of high population centers (San Fran vs. Los Angeles area). The very telling feature I think the visualization shows is the low population area out towards the desert in California towards Arizona is massively over represented as demonstrated by the size of the dot.

Best Regards,
Matt Greenisen
STA

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From: Greenisen, Matt (M.J.)
Sent: Tuesday, July 29, 2014 12:46 PM
To: Mullen, Bradley (T.)
Subject: RE: Pivot Table Frozen Reports

I imagine the top 10 will show the contrast Ron seemed to think after the top 5 it really dropped off sharply.

Thanks,
Matt Greenisen
STA – Latches/Door Systems

From: Mullen, Bradley (T.)
Sent: Tuesday, July 29, 2014 12:45 PM
To: Greenisen, Matt (M.J.)
Subject: RE: Pivot Table Frozen Reports

Cool. I will add the state break-out. Just the top 10 right?

From: Greenisen, Matt (M.J.)
Sent: Tuesday, July 29, 2014 11:51 AM
To: Mullen, Bradley (T.)
Subject: Pivot Table Frozen Reports

Bradley,
Talked to Ernie and Ron at length last night between a 7 and 9 PM. One of the takeaways that I thought worthwhile to add to the frozen charts from the pivot table was the returns by state. Ron indicated that the C codes lend themselves visually to showing how dominant 5 of the states vs all the rest of the states as return sources. Ron also did indicate that he looked over the Brose data and they do in fact have significantly less of an issue even though they weren't as thorough.

Ron is headed out to Phoenix right now with data logger and 8 thermocouples in hand (2 per door) to rent a black Ford Fiesta. Phoenix is going to be 110 or so and mostly sunny. I did point out that based on the regression we really need see full sun days over 115 to really turn the issue on in earnest. I indicated someone needed to take the car to Death Valley on Thursday of this week as it is going to be full sun and 120 there. Ernie was going to look into the feasibility of getting the vehicle to Death Valley for data logging on Thursday (it is a 6.5 hour drive from Phoenix to Death Valley). Proving that a door gets hot when it is 110 and mostly sunny is insufficient in my assessment based on the regression, we should have the first batch of data tonight though from the Phoenix testing.

Best Regards,
Matt Greenisen
STA – Latches/Door Systems
313-390-9807 (Desk)
330-559-5661 (Mobile)
mgreenis@ford.com

From: Greenisen, Matt (M.J.)
Sent: Friday, August 15, 2014 6:57 PM
To: Mullen, Bradley (T.)
Subject: RE: PowerPoint Slides Missing

On a different note, what I am going to take Key plastics through is more or just the extension of identifying and working on that which Ford currently does not track or address (basically any time in service failures beyond ECB). More or less the logical extension of the site warranty spend identification framework I put words around already. Even though STA management needs it explained more simply, it is the correct way forward from a six sigma and Ford Motor Company perspective so we are going to move forward with it.

Matt

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

From: Mullen, Bradley (T.)
Sent: Friday, August 15, 2014 06:28 PM Eastern Standard Time
To: Greenisen, Matt (M.J.)
Subject: RE: PowerPoint Slides Missing

Okay. I'll try when I get to the hotel.

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

From: Greenisen, Matt (M.J.)
Sent: Friday, August 15, 2014 05:14 PM Eastern Standard Time
To: Mullen, Bradley (T.)
Subject: PowerPoint Slides Missing

Bradley,

I am starting to try and merge all of the subsequent work that has been done by everyone into the PowerPoint for the C1A Pawl Post (the file is large so I only had it locally and on the dropbox). I think you have some slides that aren't in my PowerPoint though since they show in the PDF. Some of them are slides I can duplicate but there is no reason to do double work if you have them saved on your PC. Specifically I need the PowerPoint slides for:

PDF Pages:
Pages 2 through 7
Pages 9 and 10

Bleh going to stop comparing the two – some of it is just re-ordering so you have a different copy of the PowerPoint that has the slides in a better order that I think we went over on your PC (that you put together) and you sent into Mark Demott over a weekend. If you could upload that presentation to Dropbox (your dropbox works fine if you just share it with me then) and I will merge to that PowerPoint, In the meantime I will figure out what I want to do in support of presenting “How warranty analysis is done for large issues” to Key Plastics at 9 AM on Monday next week – bleh.

Hope you had a safe trip back from California

Best Regards,

Matt Greenisen
STA – Latches/Door Systems
313-390-9807 (Desk)
330-559-5661 (Mobile)
mgreenis@ford.com

From: Greenisen, Matt (M.J.)
Sent: Friday, September 05, 2014 11:55 AM
To: Papanikolaou, Kosta (K.D.)
Subject: RE: Pre/Post June 2013

Kosta,

Sorry for the delayed response, had to check off the job items and stuff this week along with presenting that inside handle issue. I think Bradley should be sending something your way about repeat VINs also that gives further confirmation regarding the cutoff appearance after June 2013 manufacture. Let me know if you don't see something from him, he sat down and I went through the inferences he could draw from his analysis and he was going to type something up on how it ties in and confirms the findings below.

Your findings with rate also agree with the findings demonstrated in Bradley's frozen Pivot Table chart portion of the long presentation so I think we have what is looking like a decently supported thought.

I am going to bring a thumb drive copy of the presentation in PowerPoint format for Monday, but I am guessing we will use your summary as it is much shorter and to the point about the current state of findings.

Thanks,
Matt Greenisen
STA – Latches/Door Systems

From: Papanikolaou, Kosta (K.D.)
Sent: Wednesday, September 03, 2014 10:49 AM
To: Greenisen, Matt (M.J.)
Subject: Pre/Post June 2013

Matt,

I went back and looked more closely at the graphs I had done on occurrence rates. It turns out I already had created a graph that shows occurrence rates vs production month. It turns out that what I thought might be immature data might, in fact, be related to the extreme temperatures that occurred in June 2013. I went back and put some notes on graphs 3 and 4 to explain what I mean. The good news is that this might mean that the increasing rate of will not close occurrences is only true for the population built prior to the extreme temps. Based on this we may want to run some tests where we do a one-time exposure to extreme temps and then run durability with typical thermal cycles. I think one piece of information still missing is, do we need to perform releases at hot to do the damage or is the damage simply related to the extreme temperature issue. Our soak testing should be able to tell us this.

<<...>>

Do not go where the path may lead, go instead where there is no path and leave a trail. -Ralph Waldo Emerson

Kosta Papanikolaou

Technical Specialist -Latching Body Hardware

Body Engineering

(313) 805-5616

kpapanik@ford.com

From: Papanikolaou, Kosta (K.D.)
Sent: Tuesday, September 09, 2014 3:51 PM
To: Bollin, Shannon (S.C.); Tibbenham, Patricia (P.C.)
Subject: RE: Ramp up/down
Attachments: KiekertHousings.pptx

Different tools. The Kiekert parts are marked with the depression. See the attached power point.

*Do not go where the path may lead, go instead
where there is no path and leave a trail. -Ralph Waldo Emerson*

Kosta Papanikolaou
Technical Specialist -Latching Body Hardware
Body Engineering
(313) 805-5616
kpapanik@ford.com

From: Bollin, Shannon (S.C.)
Sent: Tuesday, September 09, 2014 3:43 PM
To: Papanikolaou, Kosta (K.D.); Tibbenham, Patricia (P.C.)
Subject: RE: Ramp up/down

In the bag marked Kiekert there are eight total parts. Two are marked RH1, two are marked RH2, etc. The same is true for Brose. Are those the same tool? Duplicates? Or are they from two different tools and just not marked differently?

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

From: Papanikolaou, Kosta (K.D.)
Sent: Tuesday, September 09, 2014 03:34 PM Eastern Standard Time
To: Bollin, Shannon (S.C.); Tibbenham, Patricia (P.C.)
Subject: RE: Ramp up/down

Thanks!

They are off of different tools. Kiekert's parts are distinguished by the little depression in the fishmouth. You should see it on the side where the gate is. Brose's parts don't have that.

*Do not go where the path may lead, go instead
where there is no path and leave a trail. -Ralph Waldo Emerson*

Kosta Papanikolaou
Technical Specialist -Latching Body Hardware
Body Engineering
(313) 805-5616
kpapanik@ford.com

From: Bollin, Shannon (S.C.)
Sent: Tuesday, September 09, 2014 2:23 PM

To: Papanikolaou, Kosta (K.D.); Tibbenham, Patricia (P.C.)
Subject: RE: Ramp up/down

Hi Kosta,
It is 1C/min.

Sorry, but to clarify again, we have two each of LH and RH parts cavity 1-4 from Brose and two each of cavity 1-4 of RH from Kiekert. Are they replicates or from different tools and just not distinguished?

Thanks,
Shannon Bollin, Ph.D.
Research Engineer
Global Materials and Manufacturing Research
Research and Innovation Center
(313) 59-40492
sbollin@ford.com

From: Papanikolaou, Kosta (K.D.)
Sent: Monday, September 08, 2014 6:10 PM
To: Bollin, Shannon (S.C.); Tibbenham, Patricia (P.C.)
Subject: Ramp up/down

Shannon/Patty,

Did you say ramp/down at 1 deg C/min or 1 deg C/hr to 110 deg C to “anneal” the parts?

Do not go where the path may lead, go instead where there is no path and leave a trail. -Ralph Waldo Emerson

Kosta Papanikolaou

Technical Specialist -Latching Body Hardware

Body Engineering

(313) 805-5616

kpapanik@ford.com



Gate

Kiekert Marking

From: Mullins, Ernie <Ernie.Mullins@kiekert.com>
Sent: Wednesday, March 26, 2014 11:18 AM
To: Greenisen, Matt (M.J.)
Cc: Latimer, Ron; Mullen, Bradley (T.); Dey, John; Verde, Hector; Julien, Keith; Brown, Scott
Subject: RE: Trip to Warranty Parts Center

Guys,

Also would it be of benefit to know the sales volumes of each vehicle (Fiesta and Fusion) for all of the states? There is not a single claim for Fusion for the state of Michigan which I assume is one of the states with the highest volume of sales of the Fusion. Only 3 claims for Fiesta in MI.

Once again I feel it necessary to mention that the data that we ran in AWS may reflect other causes of will not close besides broken post. In other words some margin of error (just like political polling) ☺

Kind Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

From: Mullins, Ernie
Sent: Wednesday, March 26, 2014 10:51 AM
To: Greenisen, Matt (M.J.)
Cc: Latimer, Ron; 'Mullen, Bradley (T.)'; Dey, John; Verde, Hector; Julien, Keith; Brown, Scott
Subject: RE: Trip to Warranty Parts Center

Matt,

I am sorry but unfortunately I am not able to make it down to Dearborn this morning. I'm in the process of training a new SQE and a couple of other issues came up.

However, Ron is at WPRC this morning with another Kiekert QE and he does have the 6 latches (3 current and 3 warranty – all RH Rears) that you requested and he will drop them off to you after his review at the warranty center.

Furthermore, I have updated the 8D (attached). Specifically a note to the FEA slide stating that the FEA was performed with the spring load – catch in closed position. The other slide updated is the one with the cavity numbers of the lower housings and the housing mold date dates. Ron recorded the data for 40 more returns and the table/charts are updated to reflect this information. Still no discernable pattern can be seen. Some general clean ups of some of the other slides was also made (housing not hosing, etc.).

I am forwarding an additional excel file which is a summary of all of the claims for this issue going back to the start of the B299 Program at CSAP. The AWS data was filtered to include all claims for "will not close". As discussed we all realize that some of these claims may be for other reasons besides the broken post issue.

The same pattern as seen in the actual samples analyzed by Kiekert is confirmed using the AWS data. Approximately 84% of the returns are from traditionally hot climate states as well as northern Mexico, the RH Rear latch is the latch with the highest incident rate, majority of repairs made in hotter months of the year, etc.

If you want to have a telecom just to touch base and discuss next steps please let me know. I can gather up the troops here.

Kind Regards,

From: Mullins, Ernie
Sent: Tuesday, March 25, 2014 6:47 PM
To: Greenisen, Matt (M.J.)
Cc: Latimer, Ron
Subject: Re: Trip to Warranty Parts Center

Let me check what's going on in the morning and I'll let you know. I had a new person start on Monday on the Supplier Quality side and I have been working with her this week.

Regards,
Ernie

Sent from my iPhone

On Mar 25, 2014, at 5:02 PM, "Greenisen, Matt (M.J.)" <mgreenis@ford.com> wrote:

Ernie,
Are we getting together after Ron is done at the warranty parts return center tomorrow? I am guessing that would be 11 or 11:30 or so?

Thanks,
Matt

From: Mullins, Ernie [<mailto:Ernie.Mullins@kiekert.com>]
Sent: Tuesday, March 25, 2014 4:25 PM
To: Mullen, Bradley (T.); Greenisen, Matt (M.J.)
Cc: Latimer, Ron; Dey, John
Subject: RE: Trip to Warranty Parts Center

Thanks Brad,
Is it possible to query model years 2010 to present for both Cuautitlan (Fiesta) and Hermosillo (Fusion) for just the four states: Arizona, Texas, California and Nevada?

We know from our monitoring of AWS data that these are the four states with the highest rate of returns and there are claims for this back to the 2010 model year Fiesta.

Thank you.

Kind Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

From: Mullen, Bradley (T.) [<mailto:bmullen9@ford.com>]
Sent: Tuesday, March 25, 2014 3:50 PM
To: Mullins, Ernie; Greenisen, Matt (M.J.)
Cc: Latimer, Ron; Dey, John
Subject: RE: Trip to Warranty Parts Center

Attached are volumes by state for the 7 states with more than 1 return. The ratios identify Arizona and Nevada as the focal points.

Thank you -- Bradley Mullen | Site STA Engineer | Ford Motor Company | 313-806-5018 | bmullen9@ford.com

From: Mullen, Bradley (T.)
Sent: Monday, March 24, 2014 4:44 PM
To: 'Mullins, Ernie'; Greenisen, Matt (M.J.)
Cc: Latimer, Ron; Dey, John
Subject: RE: Trip to Warranty Parts Center

Ernie – I have query submitted to two different paths. I hope to have them by Wednesday.

Thank you -- Bradley Mullen | Site STA Engineer | Ford Motor Company | 313-806-5018 | bmullen9@ford.com

From: Mullins, Ernie [<mailto:Ernie.Mullins@kiekert.com>]
Sent: Monday, March 24, 2014 4:38 PM
To: Greenisen, Matt (M.J.)
Cc: Mullen, Bradley (T.); Latimer, Ron; Dey, John
Subject: RE: Trip to Warranty Parts Center

Matt,

I forgot to ask if you were able to get the vehicle sales volumes by state in order for us to normalize the data.

Thanks.

Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Keykert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +1 248 960 5306
M: +1 248 798 9759
F: +1 248 960 5390
Ernie.Mullins@kiekert.com
www.kiekert.com

From: Greenisen, Matt (M.J.) [<mailto:mgreenis@ford.com>]
Sent: Monday, March 24, 2014 1:00 PM
To: Mullins, Ernie
Cc: Mullen, Bradley (T.); Latimer, Ron
Subject: Trip to Warranty Parts Center

Ernie,

I know you mentioned it last week, but I can't recall the day that Ron comes into the warranty parts center here in Dearborn. You had mentioned that he might be able to bring in some sample latches (Good and Bad ones) and we could meet up. Was it also your plan for Ron to rerun the breakdown with the actual claims rather than the returns this week? I should have published detailed minutes it would make this easier to remember.

Thanks,
Matt Greenisen

Headquarters: Kiekert AG, Hoeseler Platz 2, 42579 Heiligenhaus/Germany
T: +49-2056-15-0; www.kiekert.com
Registered in Heiligenhaus; Company Register Wuppertal HRB No 17915
Executive Board: Dr. Karl Krause (Chairman), Stephan Espelage, Ulrich-Nicolaus Kranz, Juergen Wenzel
Supervisory Board: Xizeng Li (Chairman)
IBAN : DE72 3307 0090 0484 1300 01
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From: Greenisen, Matt (M.J.)
Sent: Sunday, August 10, 2014 11:34 PM
To: Papanikolaou, Kosta (K.D.); Ernie.Mullins@kiekert.com; Mullen, Bradley (T.)
Subject: RE: United States vs China Weather Differentials Explained in Detail

Something I forgot to include:

4 Chinese cities (approx. 60 day periods) = 240 day opportunities for 100 F or over (38 out of 240 actual)
4 US cities (approx. 60 day periods) = 240 day opportunities for 100 F or over (188 out of 240 actual – the actual temps are much higher also to drive home the difference).

Thanks,
Matt Greenisen
STA – Latches/Door Systems

From: Greenisen, Matt (M.J.)
Sent: Sunday, August 10, 2014 11:25 PM
To: Papanikolaou, Kosta (K.D.); Ernie.Mullins@kiekert.com; Mullen, Bradley (T.)
Subject: United States vs China Weather Differentials Explained in Detail

Gentlemen,

Not wanting to do like some others have recently done and attempt to draw technical engineering conclusions based on opinions I went ahead and put the comparative environment analysis together for the US (southwest specifically), Europe, and China. I think the presentation is self-explanatory, and it is late on a Sunday, if you have any questions please don't hesitate to ask (or let me know if you have some difficulty accessing the files – everyone on this distribution has full folder access so there should not be a problem).

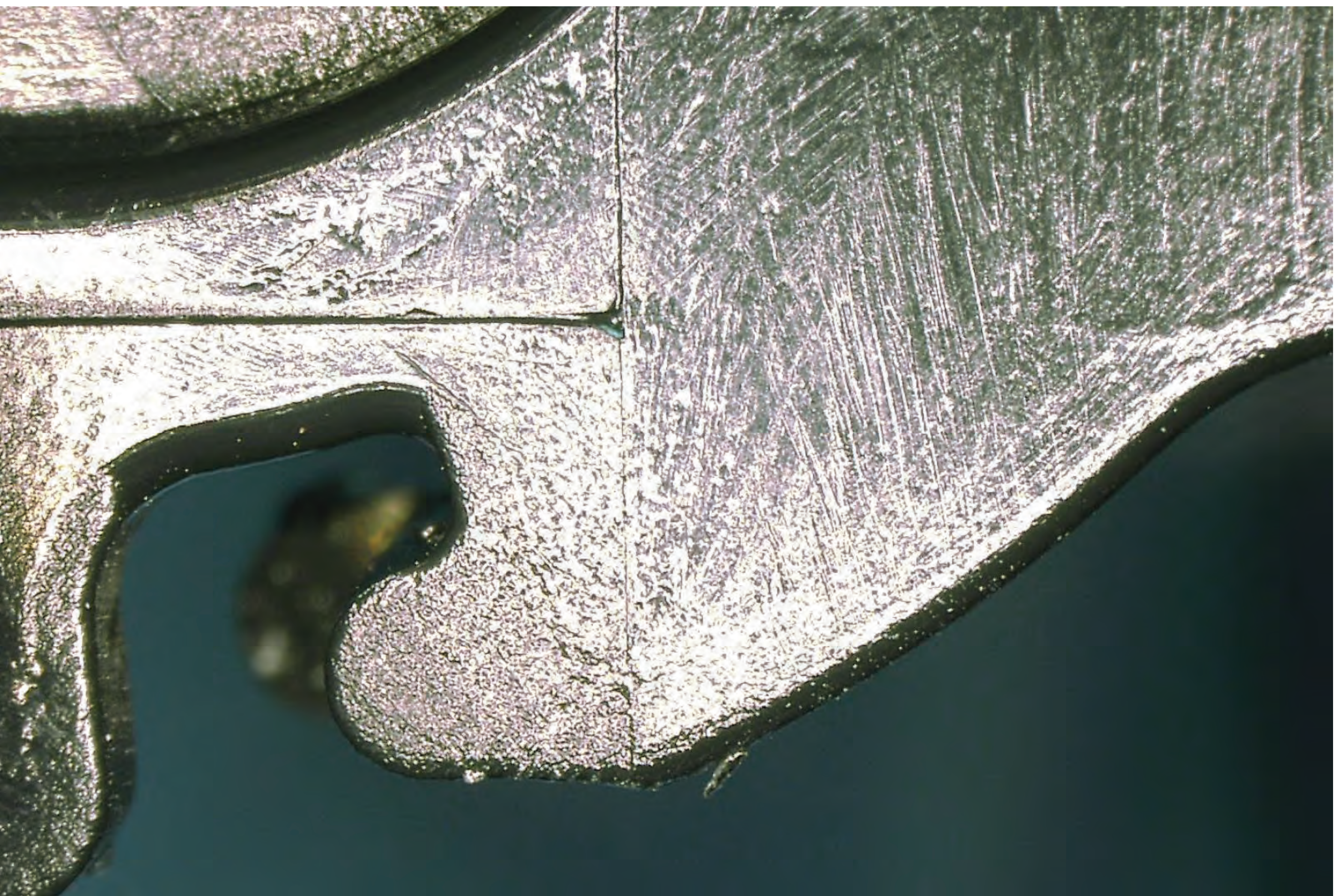
<https://www.dropbox.com/s/84y8zqmqcd7jbs5/North%20America%20China%20Weather%20Comparison.pdf>

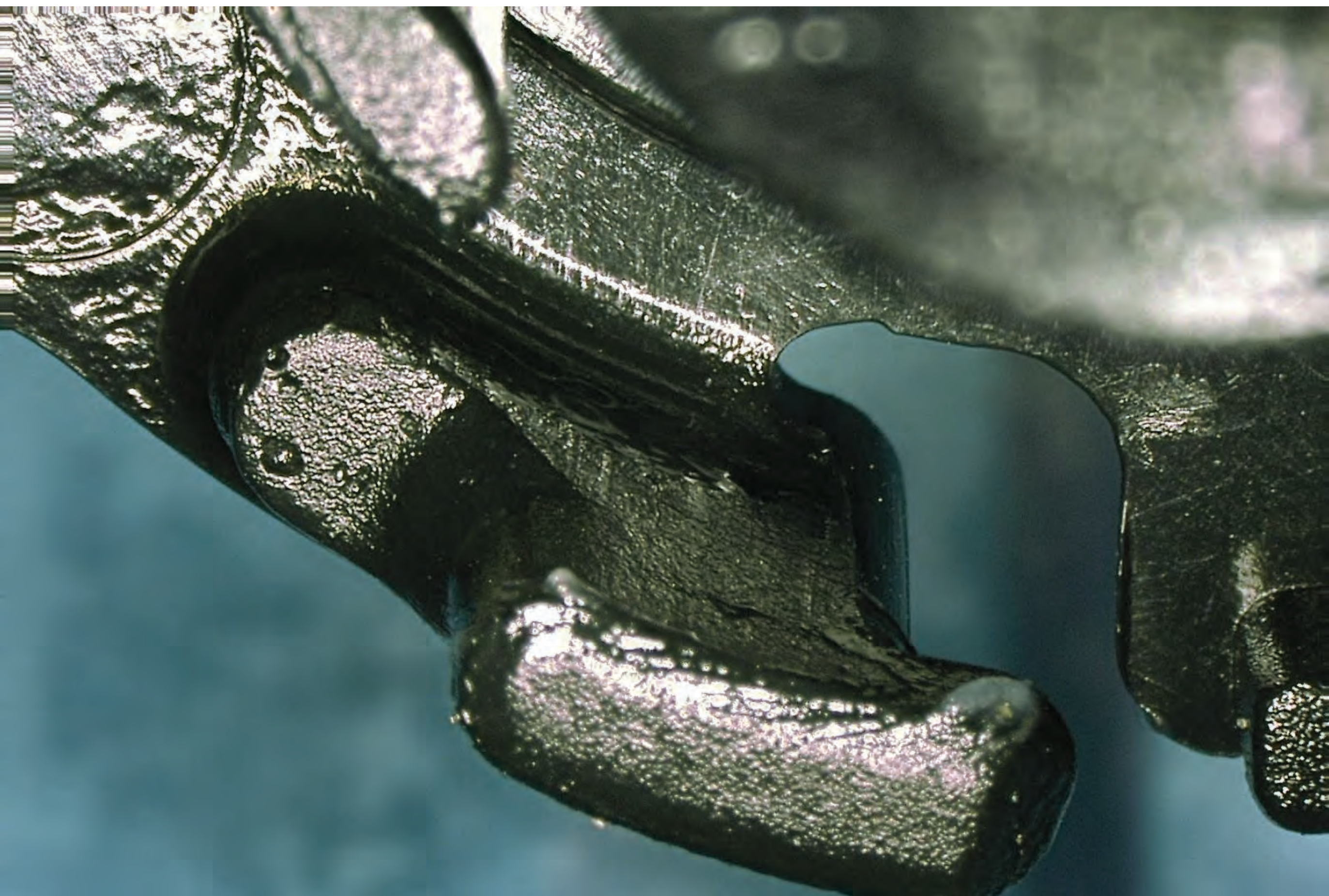
<https://www.dropbox.com/s/fx8xc534jlhyxau/North%20America%20China%20Weather%20Comparison.pptx>

Best Regards,
Matt Greenisen
STA – Latches/Door Systems
313-390-9807 (Desk)
330-559-5661 (Mobile)
mgreenis@ford.com

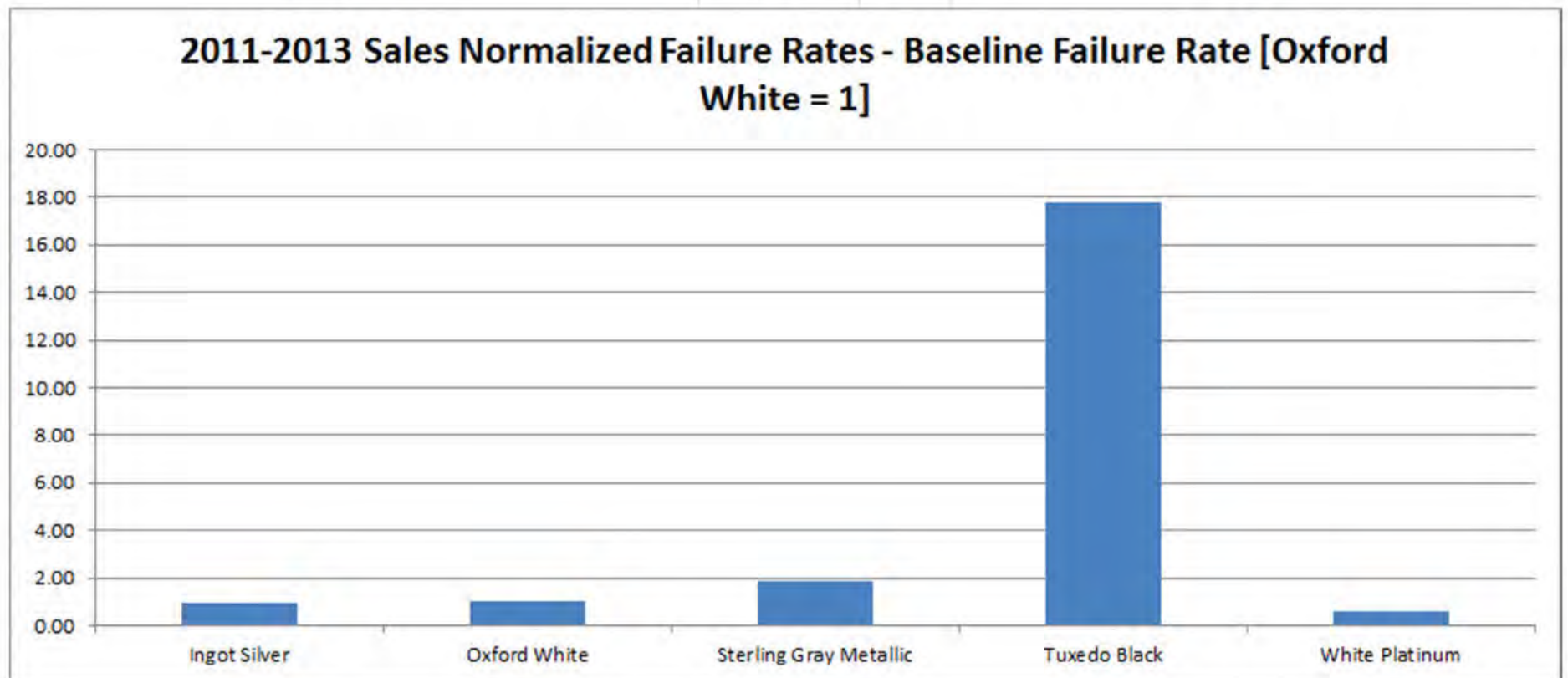








2011 through 2013 Sales for Fiesta/Fusion (AZ, CA, NM, NV, TX)	Sales Volume	Returns	Normalized Failure Rate to Oxford White (2 up 2 down)
Ingot Silver	43009	9	0.94
Oxford White	17875	4	1.00
Sterling Gray Metallic	28999	12	1.85
Tuxedo Black	36202	144	17.78
White Platinum	15017	2	0.60



From: Lounds, Daniel (D.W.)
Sent: Wednesday, September 17, 2014 1:30 PM
To: Papanikolaou, Kosta (K.D.)
Subject: Sun Load Info

Kosta,

Here is a good overview of solar radiation.

<http://www.newport.com/Introduction-to-Solar-Radiation/411919/1033/content.aspx>

Solar calculator

<http://www.nrel.gov/midc/solpos/solpos.html>

You will also want to download MIL-STD-810E. I have it but the file is too large to send.

In this document is provides several military solar test methods. We based our test cycles off of these standards.

Dan Lounds

Ford Motor Copany
VEV/Global Engineering Sign-Off
Body Exterior Supervisor
B4/1AG09

Cell Phone: (313) 805-7478

e-Mail: dlounds@ford.com

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From: Matthew Greenisen <mattgreenisen@yahoo.com>
Sent: Friday, April 25, 2014 9:30 AM
To: Greenisen, Matt (M.J.)
Cc: Martin, James (J.M.)
Subject: Texas added to map vis.
Attachments: Cuautitlan - Fiesta AWS dealership code breakdown MY11 thru MY14 Updated with Zip Codes with Maps CA_AZ_TX.pdf

Now I just need to find a dataset for temperature to overlay I think. My thought is to handle the temperature data for like a 2 week period at the end of June into July. I want to go ahead and categorize the data as +X Std Dev above average to demonstrate the outlying event I think. With all the talk on climate change you would think some of this would already exist but I haven't found exactly what I am looking for yet.

I read the emails back and forth this morning on the D21 issue, why do some people immediately assume it is some subterfuge on Magna's part. Certainly Magna should have contacted me first and 12 hours earlier, but of their own will they called while I was on the phone with PD after they had talked to PD. I don't think Magna was intentionally sneaky here, it is not the impression I get it has just been a while since Magna had significant new programs with us.

We can talk more later...just dawned on me the way I put the recipients above it really looks like I am talking to myself.

Thanks,
Matt

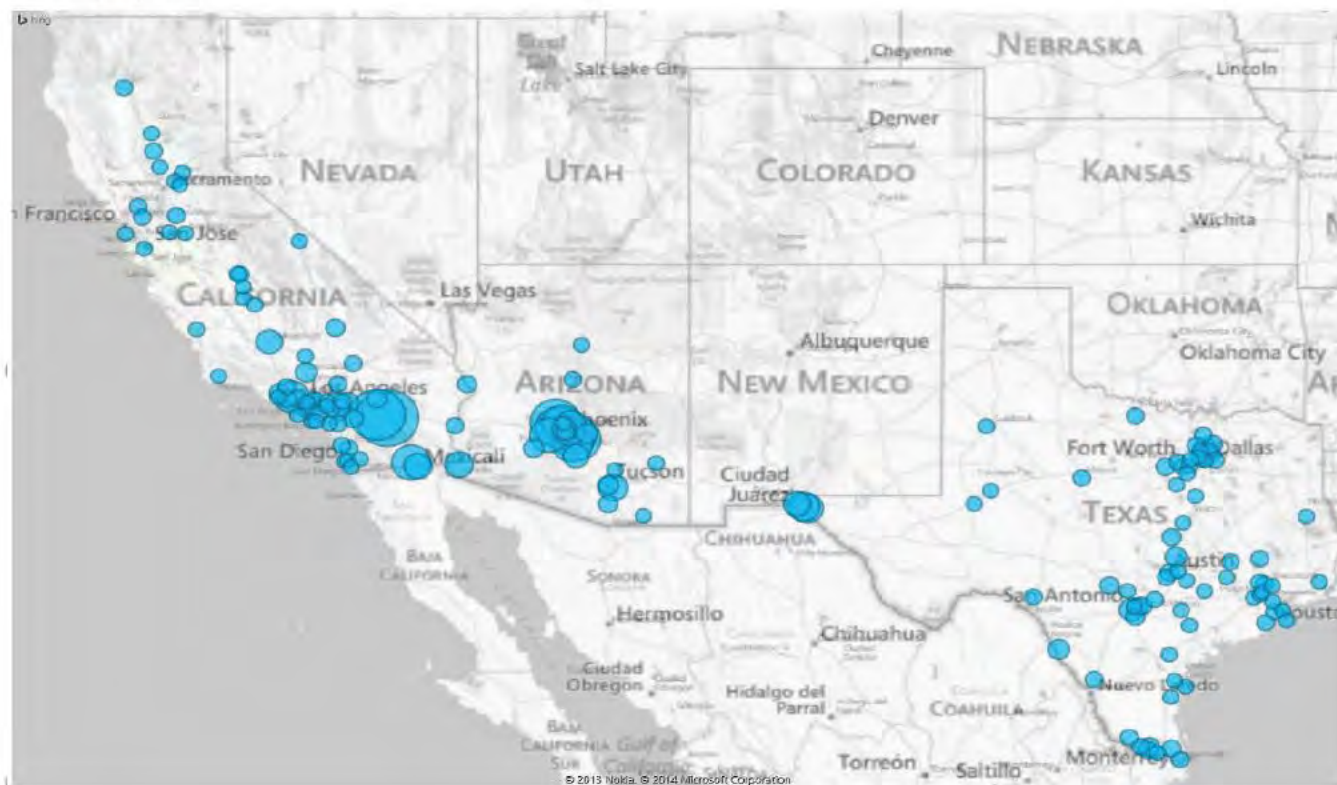
Repairs by Zip Code CA/AZ/TX

Filters



VIEW | MAP

QTY by Zip Code



To filter the view, drag fields from the field list.

From: Bridges, Robert <robert.bridges@brose.com>
Sent: Wednesday, July 23, 2014 11:21 AM
To: Greenisen, Matt (M.J.)
Subject: thought

My lower housing tool is now finished with the change to the Pawl Spring tab.
If you need, I can smuggle some out if you think it would help Keykert validate our change to the tab.











DEWETRON USA

DYNAMIC LOGGER D900

POWER START CHARGE

PROTECTION FUNCTION

A SELECT

THRESH

MENU

OK

ESC

HELP

STOP

RECALL

RESET

POWER

START

CHARGE

PROTECTION

FUNCTION

A SELECT

THRESH

MENU

OK

ESC

HELP



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