

PE15-017

FORD

7/2/2015

APPENDIX E

NON CONF

ENGINEERING REVIEW

Non Conf Bus Info - Eng
Review

DISC 1

From: [REDACTED]
Sent: Tuesday, August 05, 2014 10:44 AM
To: [REDACTED]
Subject: 2011-2014 Explorer Brake Jounce Hose

Attached to this file is an update/revised version of the 2011-2014 Explorer Brake Jounce Hose excel file I was using this morning. Please discard previously received versions.



2011-2014 Explorer Brake Jounce Hose.xls

Steve Matthews
Product Concern Analyst



2011-2014 Explorer Alleged Brake Line "Jounce" Hose Leaks

Fleet Service Hotline received approximately 10-12 reports from a Police fleet in the Baltimore/Washington DC area which indicated they had several 2013 Explorer vehicles in their fleet that had developed leaks in the jounce hoses.

CDR search of 2011-2014 Explorer; Chassis service brakes with symptoms; "bulging/swollen line or hose; damage-chafed/excessive wear; damage-cracked/fractured/split; damage-cut/torn/frayed; leak-fluid;"

Read the reports with key words that included; leak, brake, fluid, hose, line, etc.
I attempted to identify the alleged leaking component. e.g. caliper, master cylinder, jounce hose, etc.
Sort Field 3 attempts to identify the location of the alleged leaking component, e.g. lf, rf, lr, rr, as applicable and discernable based on the customer and technician comments and not necessarily based on alleged causal base part number.

No VOQ reports of alleged leaking brake jounce hoses on 2010-2011 explorer were located.

Reports where Customer or Technician **comments** indicate a leak in the brake system (not vacuum)

Count of ECI Record ID		Model Year				Grand Total
Sort Field One	Source Code	2011	2012	2013	2014	
1	AWS	185	134	224	71	614
	FMC360	1	3		2	6
	GCQIS Ford	14	5	25	2	46
	MORS\CUDL	1				1
1 Total		201	142	249	75	667
Grand Total		201	142	249	75	667

Component/source of the alleged brake fluid leak (not vacuum)

Count of ECI Record ID		Model Year				Grand Total	
Sort Field One	Description of leak	2011	2012	2013	2014		
1	at caliper	63	84	93	25	265	
	into booster	46	17	57	10	130	
	(blank)	13	18	31	3	65	
	at hcu	31	13	10	7	61	
	at mc	36	4	12	1	53	
	at jounce hose	6	2	22	13	43	
	at jounce hose fitting	2	1	8	11	22	
	not stated	1	2	2	2	7	
	at cap		1	3	1	5	
	bulge in hose			4		4	
	at banjo bolt			2	1	3	
	hard line in engine compartment				2	1	3
	hose split				1		1
	rub on toc line	1					1
	jounce hose stretch			1			1
	at brake pipe	1					1
	Brake line no part number provided	1					1
	pin hole leak				1		1
	1 Total		201	142	249	75	667

Grand Total	201	142	249	75	667
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74 reports on 64 unique VINs

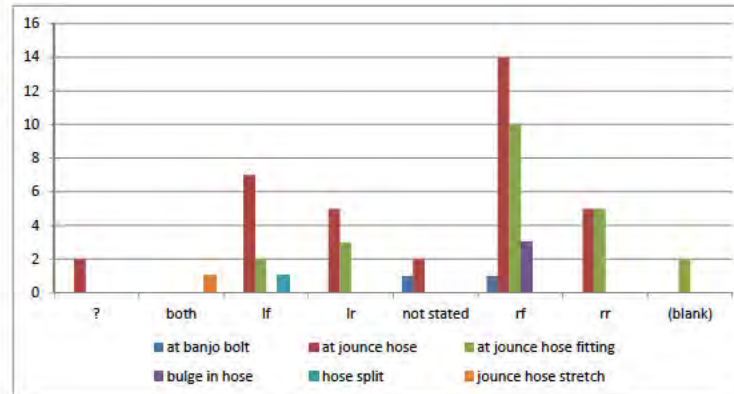
Alleged Brake line/hose leak (not vacuum)

Count of ECI Record ID		Model Year				Grand Total
Sort Field One	Description of leak or	2011	2012	2013	2014	
1	hose split			1		1
	jounce hose stretch			1		1
	at banjo bolt			2	1	3
	bulge in hose			4		4
	at jounce hose fitting	2	1	8	11	22
	at jounce hose	6	2	22	13	43
1 Total		8	3	38	25	74
Grand Total		8	3	38	25	74

By hose location

Sort Field One 1
Dupe Vin 2 OK

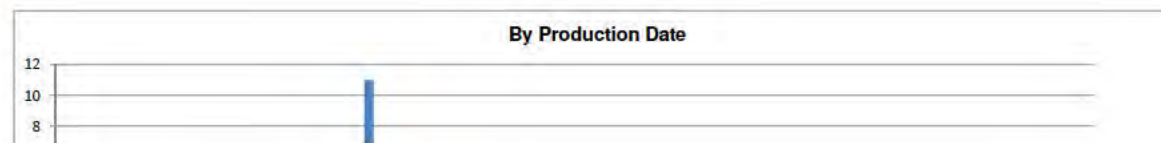
Count of ECI Record ID	Description of leak or	Location of hose					Grand Total
		at banjo bolt	at jounce hose	at jounce hose fitting	bulge in hose	hose split	
?			2				2
both						1	1
lf			7	2			10
lr			5	3		1	8
not stated		1	2				3
rf		1	14	10	3		28
rr			5	5			10
(blank)				2			2
Grand Total		2	35	22	3	1	64



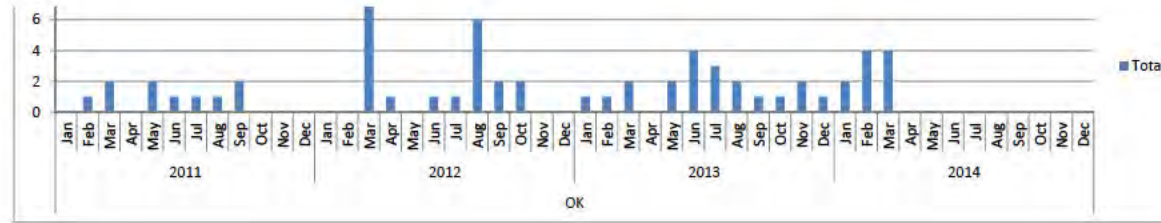
By Production Date

Description of leak or source (Multiple Items)

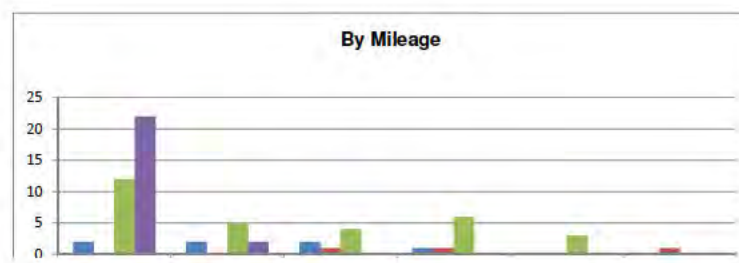
Count of ECI Record ID		Production Date	Total
Dupe Vin 2	Years		
OK	2011	Jan	1
		Feb	2
		Mar	
		Apr	2
		May	2
		Jun	1

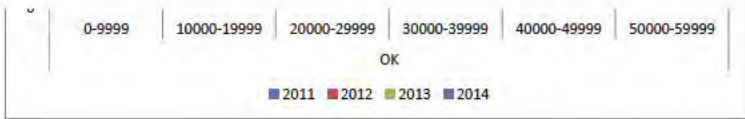


OK	2011	Jul	1	
		Aug	1	
		Sep	2	
	2012	Oct		
		Nov		
		Dec		
		Jan		
		Feb		
		Mar	11	
		Apr	1	
		May		
		Jun	1	
		Jul	1	
		Aug	6	
		Sep	2	
	Oct	2		
	2013	Nov		
		Dec		
		Jan	1	
		Feb	1	
		Mar	2	
		Apr		
		May	2	
		Jun	4	
		Jul	3	
		Aug	2	
		Sep	1	
		Oct	1	
	2014	Nov	2	
		Dec	1	
		Jan	2	
		Feb	4	
		Mar	4	
		Apr		
		May		
		Jun		
		Jul		
		Aug		
		Sep		
		Oct		
	Nov			
	Dec			
	OK Total			64
	Grand Total			64



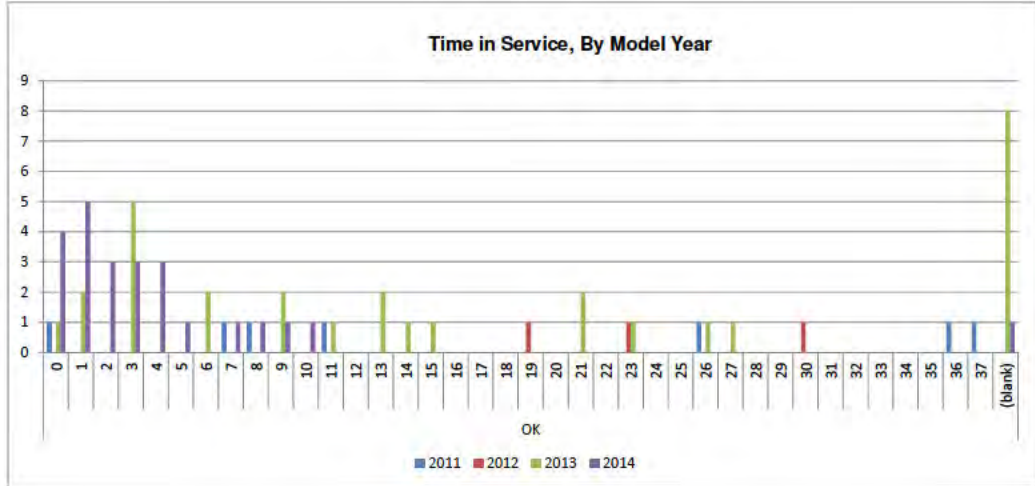
By Mileage at Time of Repair/Report						
Sort Field One						
Description of leak or source (Multiple Items)						
Count of ECI Record ID	Model Year	2011	2012	2013	2014	Grand Total
OK	0-9999	2	12	22	2	36
	10000-19999	2		5	2	9
	20000-29999	2	1	4		7
	30000-39999	1	1	6		8
	40000-49999			3		3
	50000-59999		1			1
OK Total		7	3	30	24	64
Grand Total		7	3	30	24	64





Time In Service
 Sort Field One 1
 Description of leak or source (Multiple Items)

Count of Dupe Vin 2	ECI Record ID Time In Service	Model Year				Grand Total
		2011	2012	2013	2014	
OK	0	1		1	4	6
	1			2	5	7
	2				3	3
	3			5	3	8
	4				3	3
	5				1	1
	6			2		2
	7	1			1	2
	8	1			1	2
	9			2	1	3
	10				1	1
	11	1		1		2
	12					
	13			2		2
	14			1		1
	15			1		1
	16					
	17					
	18					
	19		1			1
	20					
	21			2		2
	22					
	23		1	1		2
	24					
	25					
	26	1		1		2
	27			1		1
	28					
	29					
	30		1			1
	31					
	32					
	33					
	34					
	35					
	36	1				1
	37	1				1
	(blank)			8	1	9
OK Total		7	3	30	24	64
Grand Total		7	3	30	24	64

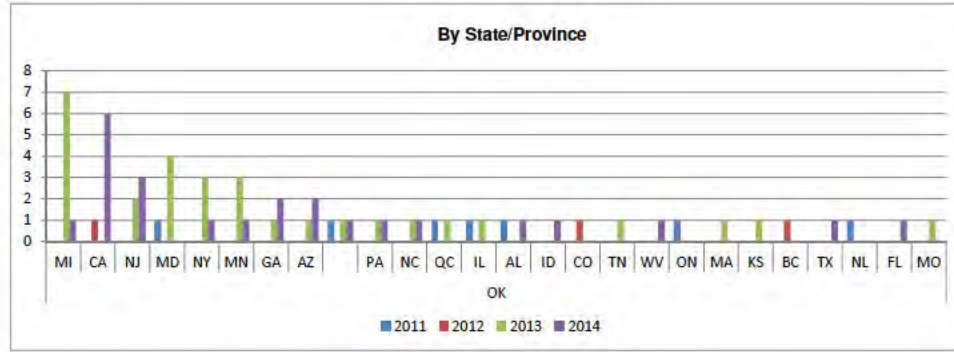


By State/Province

This information can be misleading as several of the GCQIS reports indicate the dealer name/address as Ford Fleet Services in Dearborn, MI (as Dealer Name; FORD MOTOR CO. FPSDGO FLT SVC)

Sort Field One 1
 Description of leak or source (Multiple Items)

Count of ECI Record ID	Dealer State/Provi	Model Year				Grand Total	
		2011	2012	2013	2014		
OK	MI			7	1	8	
	CA		1		6	7	
	NJ			2	3	5	
	MD	1		4		5	
	NY			3	1	4	
	MN			3	1	4	
	GA			1	2	3	
	AZ			1	2	3	
	PA	1		1	1	3	
	NC			1	1	2	
	QC			1	1	2	
	IL	1		1		2	
	AL	1			1	2	
	ID				1	1	
	CO		1			1	
	TN			1		1	
	WV				1	1	
	ON	1				1	
	MA			1		1	
	KS			1		1	
	BC		1			1	
	TX				1	1	
	NL	1				1	
	FL				1	1	
	MO			1		1	
	OK Total		7	3	30	24	64
	Grand Total		7	3	30	24	64



From GCQIS report EFQCB003

Dealer believes the jounce hoses maybe too short on extreme left/right turns



[Ret. Analysis Home](#)
[Report Home Primary](#)
[Report Home Query](#)
[Report Home](#)
[Indicator Summary](#)
[Help](#)
[Exit](#)

GCQIS Report Analysis
Report Summary
Report 1 of 1
Query Name: REPORT RETRIEVAL

Folder Number:
[File Report To This Folder](#)
[File Report To A Folder](#)
[Exists In Folder\(s\)](#)

[Add Comments](#)
[Previous](#)
[Next](#)
[Save](#)
[Mail Report](#)

Report Detail Section : [View Details](#)
[Attachments: 2](#)

Report# :	EFQCB003 FLEET	Reviewed Status:		Received:	06/17/2014
CCRG/EPRC:	S			Date:	06/17/2014
Vehicle:	2013,EXPLORER 4X4 (U502),POLICE ,4 DOOR ,MPV ,1FM5K8AR0DG			Build Date:	05/10/2013
Odometer :	9,981 M	Engine:	3.7L DOHC	Calibration:	DUB1P60A
Transmission:	6F55	Axle:		A/C:	YES
Dealer:	USA 60347 Ford Motor Co. Fpsdgo Flt Svc			Phone#:	
City:	Dearborn	State:	Michigan	Country :	USA
Originator:					
Symptom:	6 66 2 87 SP/ST/RD,FLUIDS,BRAKE FLUID,VISIBLE LEAK				
Status:					
VFG:	V86 SUSPENSION & FRAME				
Additional Symptom:					
Fix:	Causal Component :				
Condition Code:					
Fleet Nbr:	NOFIN 00	Fleet Name:			
Phone:	()	City:		State:	
Spec:	KEN MEIER	Spec Phone:	(-3171867)		
KOEO:					
KOEC:					
KOER:					
Comments:	CONCER 06/17/2014 08:38AM KEN MEIER MSS - FCSD - FSO FLEET CUSTOMER, CALIFORNIA HIGHWAY PATROL, REPORTING CONCERN OF WHEN THE TIRES ARE TURNED OT THE EXTREME LIMITS IN EITHER DIRECTION IT APPEARS TO STRETCH THE BRAKE LINES. DURING NORMAL ROUTINE SERVICE AND INSPECTION, FLEET FOUND BOTH BRAKE LINES STARTING TO LEAK. VEHICLE HAS BEEN SENT TO SUNLAND FORD (SO. CAL.) FOR REPAIR.				

Article Number: 21974
Article Type: S
Author: SBUELOW
Global Concern Number:

Market(s):

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
NA	***	07/29/2011	03/14/2012
WD	***	07/29/2011	03/14/2012

Title:

2011 EXPLORER BUZZ/WHINE NOISE DURING SHIFTS

Text:

SOME 2011 EXPLORER VEHICLES BUILT BEFORE 6/21/11 MAY EXHIBIT A CONTACT CONDITION BETWEEN THE TRANSMISSION OIL COOLING (TOC) TUBE AND THE BRAKE TUBE NEAR THE DRIVER SIDE FRONT WHEEL W CAUSING A BUZZING/HUMMING/WHINING POWERTRAIN NOISE WHILE DRIVING (ESPECIALLY DURING TRANSMISSION SHIFTS). INSPECT THE BLACK PLASTIC CLIP ON THE BRAKE TUBE AND VERIFY THAT IT IS SEATED INTO THE FRAME (THE CLIP IS LOCATED APPROXIMATELY 3.5 INCHES ABOVE AND APPROXIMATELY INCHES BEHIND THE POINT WHERE THE BRAKE TUBE ROUTES NEAR THE TOC TUBE). WITH THE CLIP IN PLACE THERE SHOULD BE APPROXIMATELY 15/16" (24.5 MM) CLEARANCE BETWEEN THE LINES.

Vehicles:

2011 EXPLORER 4DR (00134)

Symptom Code:

500000 DRIVELINE
 501000 DRIVELINE AUTO TRANS UPSHIFT CONCERNS
 504000 DRIVELINE OTHER AUTO TRANS CONCERNS
 597997 DRIVELINE NOISE CONCERNS
 700000 NOISE AND VIBRATION
 702000 NVH OTHER NOISE CONCERNS
 702100 NVH NOISE CONCERN -- FRONT

Global Customer Symptom Codes:

Category	Q1	Q2	Q3	Full Code
Start/Run/Move				4****
Start/Run/Move	Noise			448***
Start/Run/Move	Noise	Running/Standing		4481**
Start/Run/Move	Noise	Running/Standing	Intermittent	448139
Start/Run/Move	Noise	Moving/Driving		4482**
Start/Run/Move	Noise	Moving/Driving	Intermittent	448239
Stop/Steer/Ride				6****
Stop/Steer/Ride	Noise			668***
Stop/Steer/Ride	Noise	Front		6683**
Stop/Steer/Ride	Noise	Front	Intermittent	668339

Audit Comments:

Area Code	Geo Sales Area	Comment	Old Date of Deactivation	New Date of Deactivation	C
NA	***	THIS MESSAGE WAS SUPERCEDED BY 22266	07/29/2015	03/14/2012	GSJ
WD	***	THIS MESSAGE WAS SUPERCEDED BY 22266	07/29/2015	03/14/2012	GSJ

Article Number: 22266
Article Type: S
Author: SBUELOW
Global Concern Number: 074-2012-0005

Market(s):

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
NA	***	03/15/2012	09/23/2012
WD	***	03/15/2012	09/23/2012

Title:

2011-2013 EXPLORER BUZZ/WHINE NOISE DURING SHIFTS

Text:

SOME 2011-2013 EXPLORER VEHICLES MAY EXHIBIT A CONTACT CONDITION BETWEEN THE TRANSMISSION COOLING (TOC) TUBE AND THE BRAKE TUBE NEAR THE DRIVER SIDE FRONT WHEEL WELL CAUSING A BUZZING/HUMMING/WHINING POWERTRAIN NOISE WHILE DRIVING(ESPECIALLY DURING TRANSMISSION SHIFTS). INSPECT THE BLACK PLASTIC CLIP ON THE BRAKE TUBE AND VERIFY THAT IT IS FULLY SEATED INTO THE FRAME (THE CLIP IS LOCATED APPROXIMATELY 3.5 INCHES ABOVE AND APPROXIMATELY 6 INCHES BEHIND POINT WHERE THE BRAKE TUBE ROUTES NEAR THE TOC TUBE). WITH THE CLIP IN PLACE THERE SHOULD BE APPROXIMATELY 15/16" (24.5 MM) CLEARANCE BETWEEN THE LINES.

Vehicles:

2011-2013 EXPLORER 4DR (00134)

Symptom Code:

700000 NOISE AND VIBRATION
 702000 NVH OTHER NOISE CONCERNS
 702100 NVH NOISE CONCERN - FRONT

Global Customer Symptom Codes:

Category	Q1	Q2	Q3	Full Code
Start/Run/Move				4****
Start/Run/Move	Noise			448***
Start/Run/Move	Noise	Running/Standing		4481**
Start/Run/Move	Noise	Running/Standing	Intermittent	448139
Start/Run/Move	Noise	Moving/Driving		4482**
Start/Run/Move	Noise	Moving/Driving	Intermittent	448239
Stop/Steer/Ride				6****
Stop/Steer/Ride	Noise			668***
Stop/Steer/Ride	Noise	Front		6683**
Stop/Steer/Ride	Noise	Front	Intermittent	668339

Audit Comments:

Area Code	Geo Sales Area	Comment	Old Date of Deactivation	New Date of Deactivation	C
NA	***	THIS MESSAGE WAS SUPERCEDED BY 22519	03/15/2012	09/23/2012	GSI
WD	***	THIS MESSAGE WAS SUPERCEDED BY 22519	03/15/2012	09/23/2012	GSI

<http://prodcmweb01.ford.com/modules/Goasis/Text.aspx?msg=22266&msgtype=S&sd=4&dt=ArchiveData> 8

SSM 22519

Global OASIS Search

Page

Article Number: 22519
Article Type: S
Author: PCAMPAU
Global Concern Number: 074-2012-0005

Market(s):

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
EU	RUS	07/26/2013	09/24/2016
NA	***	09/24/2012	09/24/2016
WD	***	09/24/2012	09/24/2016

Title:

2011-2013 EXPLORER BUILT ON OR BEFORE 08/31/2012 - BUZZ/WHINING/MOANING NOISE DURING SHIFTS A 3RD-6TH GEARS

Text:

SOME 2011-2013 EXPLORER VEHICLES BUILT ON OR BEFORE 08/31/2012 MAY EXHIBIT A CONTACT CONDITION BETWEEN THE TRANSMISSION OIL COOLING (TOC) TUBE AND THE BRAKE TUBE NEAR THE DRIVER SIDE FF WHEEL WELL CAUSING A BUZZING/HUMMING/WHINING/MOANING POWERTRAIN NOISE WHILE DRIVING 3R THROUGH 6TH GEAR(ESPECIALY DURING TRANSMISSION SHIFTS). INSPECT THE BLACK PLASTIC CLIP ON 1 BRAKE TUBE AND VERIFY THAT IT IS FULLY SEATED INTO THE FRAME (THE CLIP IS LOCATED APPROXIMATE 3.5 INCHES ABOVE AND APPROXIMATELY 6 INCHES BEHIND THE POINT WHERE THE BRAKE TUBE ROUTES THE TOC TUBE). WITH THE CLIP IN PLACE THERE SHOULD BE APPROXIMATELY 15/16" (24.5 MM) CLEARANCE BETWEEN THE LINES.

Vehicles:

2011-2013 EXPLORER 4DR (00134)

Symptom Code:

500000 DRIVELINE
501000 DRIVELINE AUTO TRANS UPSHIFT CONCERNS
502000 DRIVELINE AUTO TRANS DOWNSHIFT CONCERNS
503000 DRIVELINE AUTO TRANS ENGAGEMENT CONCERNS
503200 DRIVELINE AUTO TRANS SHIFT LEVER/LINKAGE
504000 DRIVELINE OTHER AUTO TRANS CONCERNS
597997 DRIVELINE NOISE CONCERNS
700000 NOISE AND VIBRATION
702000 NVH OTHER NOISE CONCERNS
702100 NVH NOISE CONCERN -- FRONT

Global Customer Symptom Codes:

Category	Q1	Q2	Q3	Full Code
Start/Run/Move				4****
Start/Run/Move	Noise			448***
Start/Run/Move	Noise	Running/Standing		4481**
Start/Run/Move	Noise	Running/Standing	Always	448102
Start/Run/Move	Noise	Running/Standing	Cold	448112
Start/Run/Move	Noise	Running/Standing	Hot	448134
Start/Run/Move	Noise	Running/Standing	Intermittent	448139
Start/Run/Move	Noise	Moving/Driving		4482**
Start/Run/Move	Noise	Moving/Driving	Always	448202
Start/Run/Move	Noise	Moving/Driving	Cold	448212
Start/Run/Move	Noise	Moving/Driving	Hot	448234
Start/Run/Move	Noise	Moving/Driving	Intermittent	448239
Stop/Steer/Ride				5****
Stop/Steer/Ride	Noise			668***

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pg 1 of 2

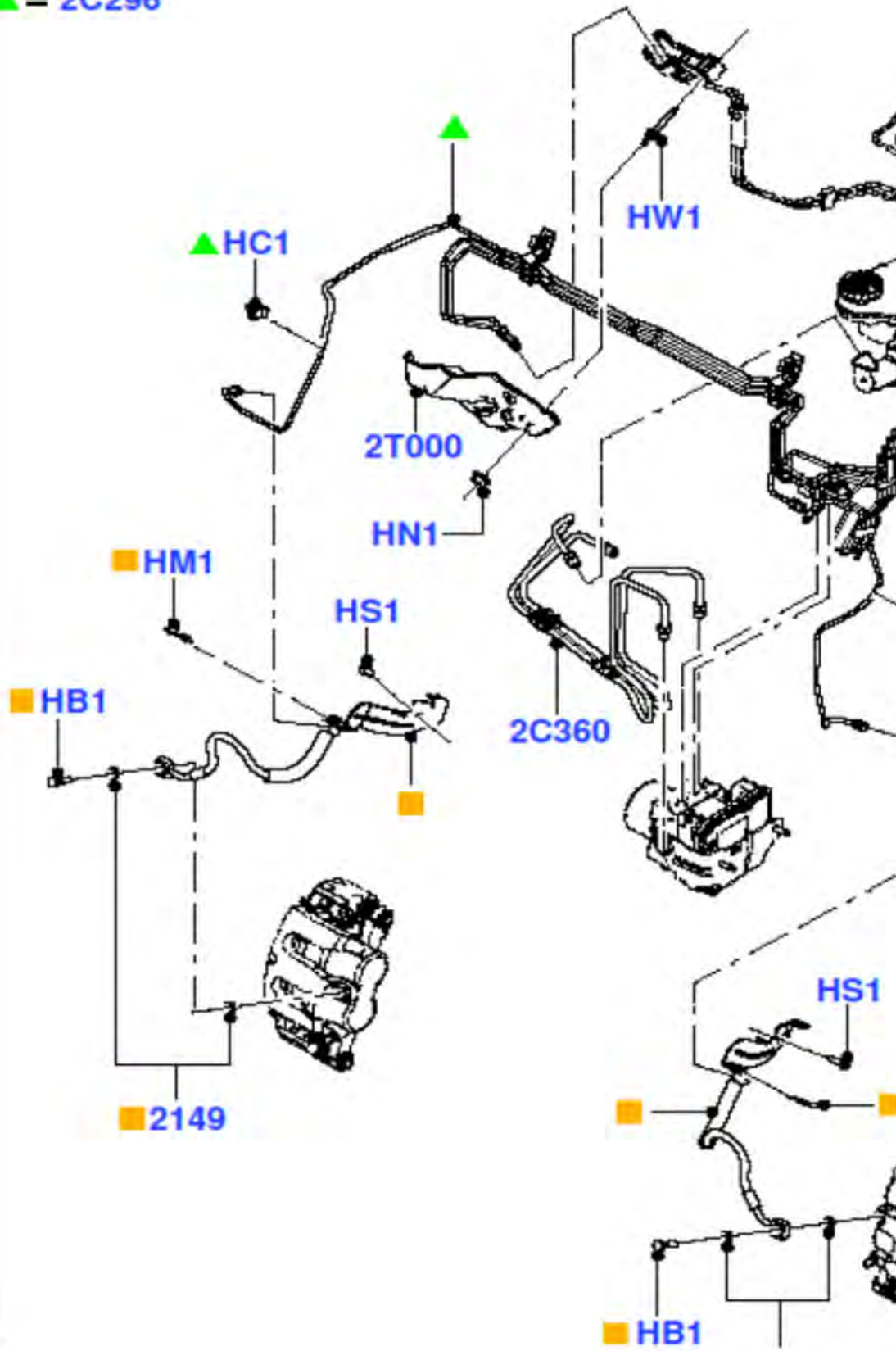
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V4/2014

Illustration of part from on-line parts catalog

- = 2078
- ▲ = 2C296



Usage/application per on-line parts catalog

Ford Catalog Advantage Application - Welcome smatthe2 - Textual Search

Shortcut Search Language English

[DMS](#) [Home](#) [Find Price](#) [Bookmark](#) [Links](#) [Settings](#) [S](#)

[Textual Search](#) [Illustrated Index](#) [Shopping](#)

Search TUB Explorer

Base Description SPN Motorcraft
 Associated Part No.


Search:



Cross Reference Search



EPN: - -

VIN Results [Search Results](#)

Results 1 - 1 out of 1 **Result Pages:** [1]

Callout No.	Description
2078 	Hose Assy - Brake

 [Transmit to DMS](#)  [Add to Shopping List](#)

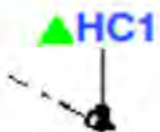
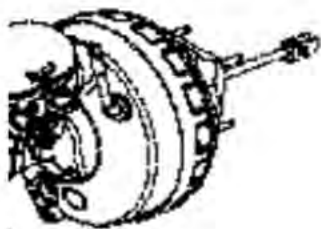
 [d2dlink](#)  [Hide Columns](#)

Results 1 - 2 out of 2 **Result Pages :** [1]

SPN Motorcraft Application Info Mode

<input type="checkbox"/>	<u>CBSZ-2078-B</u>	LH, From: 11/01/2010 To: 2011/06/23/2014 2011/2015
<input type="checkbox"/>	<u>CBSZ-2078-A</u>	RH, From: 11/01/2010 2011/ 2011/

<https://web.fcae.dealerconnection.com/Ford/VehicleSelector.do?action=setVehicleB>



HM1



2060615
11-2010
UB
F0225001-02

Page 1 of 1

|Currency USD

Support About Help Log Out

TUB Explorer 2013 ??????????????????







Section

15 FRONT BRAKE LINES, 2011/
From: 11/01/2010

| Price FCA Retail . . |

el Year Price Qty Indicators

/2015	48.25	1		
/	48.25	1		

[yModel&CategoryId=2&C...](#) 7/23/2014

Count of ECI Record ID					
Model Year	Source Code	Dealer Name	Dealer State/Province	Source Claim Key	
2013	GCQIS Ford	AL JAZIRAH VEHICLE AGENCIES DA		EBUL6282	
		AL JAZIRAH VEHICLE AGENCIES DA Total			
		AUTONATION FORD WHITE BEAR LAK	MN	EDWHE003	
		AUTONATION FORD WHITE BEAR LAK Total			
		FORD MOTOR CO. FPSDGO FLT SVC	MI	EFQCB003	
				EGREM002	
				EGREM003	
				EGREM004	
				EGREM005	
				EGREM006	
				EGREM007	
				EGREM008	
				EGREM009	
				EGREM010	
		EGREM011			
FORD MOTOR CO. FPSDGO FLT SVC Total					
JIM CLICK FORD LINCOLN	AZ	DCWAC001			
JIM CLICK FORD LINCOLN Total					
TOM HOLZER FORD, INC.	MI	CHQGS007			
TOM HOLZER FORD, INC. Total					
GCQIS Ford Total					
2013 Total					
2014	GCQIS Ford	ROBERT HORNE FORD, LLC	AZ	EDUHL008	
		ROBERT HORNE FORD, LLC Total			
GCQIS Ford Total					
2014 Total					
Grand Total					

VIN	Description of leak or source/cause	Location of hose	Total
1FM5K8D8XDG	at banjo bolt	not stated	1
	at banjo bolt Total		1
			1
1FM5K8AR4DG	at jounce hose	rf	1
	at jounce hose Total		1
			1
1FM5K8AR0DG	jounce hose stretch	both	1
	jounce hose stretch Total		1
1FM5K8AR0DG	at jounce hose	lf	1
	at jounce hose Total		1
1FM5K8AR1DG	at jounce hose	rf	1
	at jounce hose Total		1
1FM5K8AR0DG	at jounce hose	lf	1
	at jounce hose Total		1
1FM5K8ARXDG	hose split	lf	1
	hose split Total		1
1FM5K8AR6DG	at jounce hose	rf	1
	at jounce hose Total		1
1FM5K8AR7DG	at jounce hose	lf	1
	at jounce hose Total		1
1FM5K8AR7DG	at jounce hose	rf	1
	at jounce hose Total		1
1FM5K8AR6DG	at jounce hose	rf	1
	at jounce hose Total		1
1FM5K8AR5DG	at jounce hose	lf	1
	at jounce hose Total		1
1FM5K8ARXDG	bulge in hose	rf	1
	bulge in hose Total		1
			11
1FM5K7B93DG	at jounce hose fitting	(blank)	1
	at jounce hose fitting Total		1
			1
1FM5K7D84DG	at jounce hose fitting	(blank)	1
	at jounce hose fitting Total		1
			1
			15
			15
1FM5K7B84EG	at jounce hose	rf	1
	at jounce hose Total		1
			1
			1
			1
			16

Selection Summary

make Ford LM;

vehicle line EXPLORER;

model year 2014; 2013; 2012; 2011;

commodity chassis;

commodity service brakes;

symptoms bulging/swollen line or hose; damage-chafed/excessive wear; damage-cracked/fractured/split; damage-

source sys: AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;

Selections chassis - service brakes -> Total

Selections chassis - service brakes -> Total

Selections chassis - service brakes -> Total

Selections chassis - service brakes -> Total

Selections chassis - service brakes -> Total

Selections chassis - service brakes -> Total

run on 07232014

AWS Failure Mode Discovery based on causal part number 2078 and 2010-2014 Explorer from CAP

VOQ search via PVS&C website. Search for all Model; explorers, Model Years: 2011-2014, Manufacturer: ford Sea

-cut/torn/frayed ; leak-fluid;

rch run on 08052014

2011-2014 Explorer

Fleet Service Hotline received approximately 10-12 reports from a Police fleet in the Baltimore/Washington DC area which indicated they had several 2013 Explorer vehicles in their fleet that had developed leaks in the jounce hoses.

CDR search of 2011-2014 Explorer; Chassis service brakes with symptoms; "bulging/swollen line or hose; damage-chafed/excessive wear; damage-cracked/fractured/split; damage-cut/tear/frayed; leak-fluid;"

Read the reports with key words that included; leak, brake, fluid, hose, line, etc.

I attempted to identify the alleged leaking component e.g. caliper, master cylinder, jounce hose, etc.

Sort Field 3 attempts to identify the location of the alleged leaking component, e.g. lf, rf, lr, rr, as applicable and discernable based on the customer and technician comments and not necessarily based on alleged causal base part number.

Reports where Customer or Technician comments indicate a leak in the brake system (not vacuum)

Count of ECI Record ID Sort Field One	Source Code	Model Year				Grand Total
		2011	2012	2013	2014	
1	AWS	185	134	224	71	614
	FMC360	1	3		2	6
	GCQIS Ford	14	5	25	2	46
	MORSICUDL	1				1
1 Total		201	142	249	75	667
Grand Total		201	142	249	75	667

*FLUID
LEAKS*

Component/source of the alleged brake fluid leak (not vacuum)

Count of ECI Record ID Sort Field One	Description of leak	Model Year				Grand Total
		2011	2012	2013	2014	
1	at caliper	63	84	93	25	265
	into booster	46	17	57	10	130
	(blank)	13	18	31	3	65
	at hcu	31	13	10	7	61
	at mc	36	4	12	1	53
	at jounce hose	6	2	22	13	43
	at jounce hose fitting	2	1	8	11	22
	not stated	1	2	2	2	7
	at cap		1	3	1	5
	bulge in hose			4		4
	at banjo bolt			2	1	3
	hard line in engine compartment			2	1	3
	hose split				1	1
	rub on toc line	1				1
	jounce hose stretch			1		1
	at brake pipe	1				1
	Brake line	1				1
	no part number provided					
	pin hole leak				1	1
	1 Total		201	142	249	75
Grand Total		201	142	249	75	667

FLUID LEAKS

74 reports on 64 unique VINs

Alleged Brake line/hose leak (not vacuum)

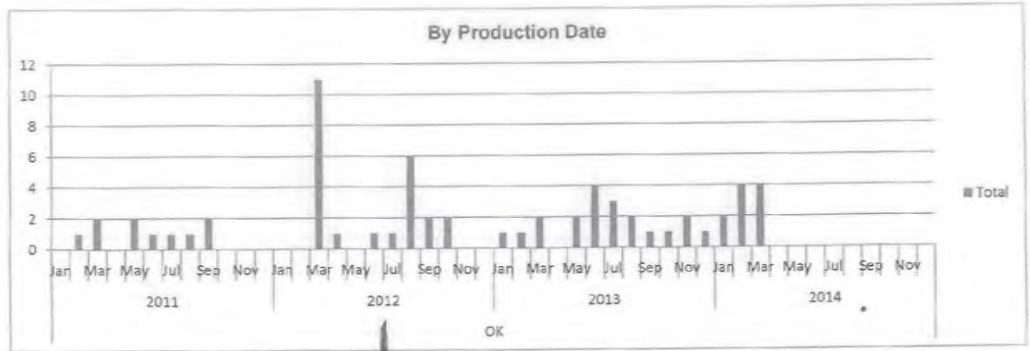
Count of ECI Record ID Sort Field One	Description of leak or source/cause	Model Year				Grand Total
		2011	2012	2013	2014	
1	hose split			1		1
	jounce hose stretch			1		1
	at banjo bolt			2	1	3
	bulge in hose			4		4
	at jounce hose fitting	2	1	8	11	22
	at jounce hose	6	2	22	13	43
	1 Total		8	3	38	25
Grand Total		8	3	38	25	74

*FLUID LEAKS
FROM AROUND
JOUNCE
HOSE*

By Production Date

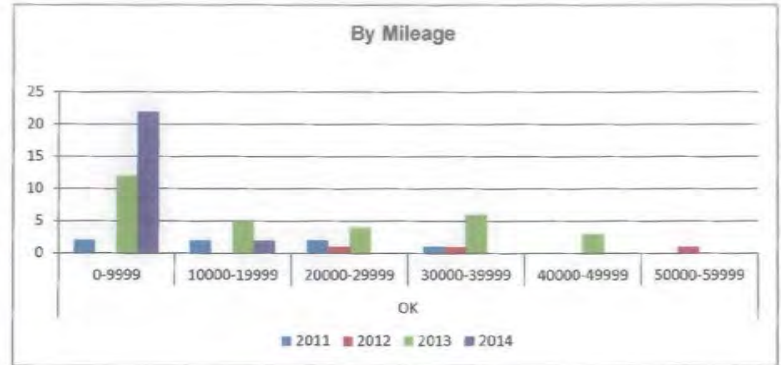
Description of leak or source/cause (Multiple Items)

Count of ECI Record ID				
Dupe Vin 2	Years	Production Date	Total	
OK	2011	Jan	1	
		Feb	2	
		Mar	2	
		Apr	1	
		May	1	
		Jun	1	
		Jul	1	
		Aug	2	
		Sep	1	
		Oct	1	
		Nov	1	
		Dec	1	
	2012	Jan	11	
		Feb	1	
		Mar	1	
		Apr	1	
		May	1	
		Jun	1	
		Jul	6	
		Aug	2	
		Sep	2	
		Oct	2	
		Nov	2	
		Dec	1	
	2013	Jan	1	
		Feb	1	
		Mar	2	
		Apr	2	
		May	2	
		Jun	4	
		Jul	3	
		Aug	2	
		Sep	1	
		Oct	1	
		Nov	2	
		Dec	1	
	2014	Jan	2	
		Feb	4	
		Mar	4	
		Apr	4	
		May	4	
		Jun	4	
		Jul	4	
		Aug	4	
		Sep	4	
		Oct	4	
		Nov	4	
		Dec	4	
	OK Total			64
	Grand Total			64



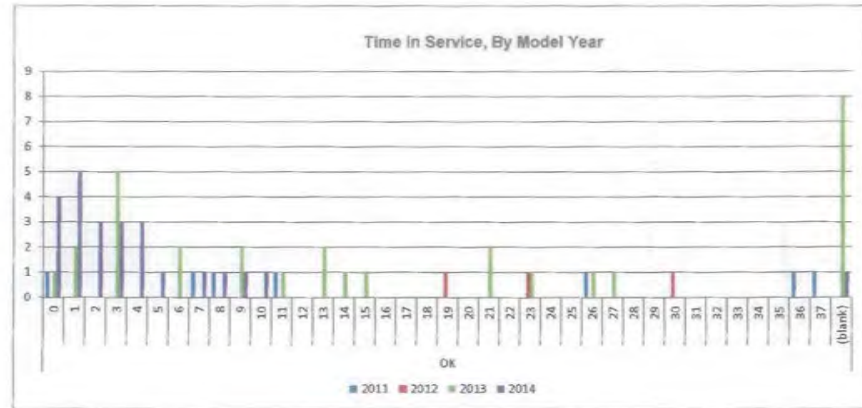
By Mileage at Time of Repair/Report	
Sort Field One	1
Description of leak or source/cause	(Multiple Items)

Count of ECI Record ID Dupe Vin 2	Mileage	Model Year				Grand Total
		2011	2012	2013	2014	
OK	0-9999	2		12	22	36
	10000-19999	2		5	2	9
	20000-29999	2	1	4		7
	30000-39999	1	1	6		8
	40000-49999			3		3
	50000-59999		1			1
OK Total		7	3	30	24	64
Grand Total		7	3	30	24	64



Time In Service	
Sort Field One	1
Description of leak or source/cause	(Multiple Items)

Count of EGI Record ID Dupe Vin 2	Time In Service	Model Year				Grand Total
		2011	2012	2013	2014	
OK	0			1	4	6
	1	1		2	5	7
	2			3	3	3
	3			5	3	8
	4			1	3	3
	5				1	1
	6			2		2
	7	1			1	2
	8	1			1	2
	9			2	1	3
	10				1	1
	11	1		1		2
	12					
	13			2		2
	14			1		1
	15			1		1
	16					
	17					
	18					
	19		1			1
	20					
	21			2		2
	22					
	23		1	1		2
	24					
	25					
	26	1		1		2
	27			1		1
	28					
	29					
	30		1			1
	31					
	32					
	33					
	34					
	35					
	36	1				1
	37	1				1
	(blank)			8	1	9
OK Total		7	3	30	24	64
Grand Total		7	3	30	24	64

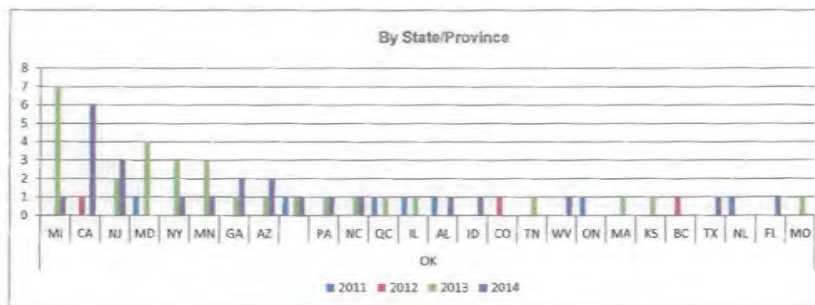


By State/Province

This information can be misleading as several of the GCQIS reports indicate the dealer name/address as Ford Fleet Services in Dearborn, MI (as Dealer Name; FORD MOTOR CO. FPSDGO FLT SVC)

Sort Field One 1
Description of leak or source/cause (Multiple items)

Dupe Vin 2	Dealer State/Prov	Model Year				Grand Total
		2011	2012	2013	2014	
OK	MI		7	1		8
	CA		1		6	7
	NJ		2		3	5
	MD	1		4		5
	NY			3	1	4
	MN			3	1	4
	GA			1	2	3
	AZ			1	2	3
	PA	1		1	1	3
	NC			1	1	2
	QC			1	1	2
	IL	1		1		2
	AL	1				2
	ID				1	1
	CO		1			1
	TN			1		1
	WV				1	1
	ON	1				1
	MA			1		1
	KS			1		1
	BC		1			1
	TX				1	1
	NL	1				1
	FL				1	1
	MO			1		1
OK Total		7	3	30	24	64
Grand Total		7	3	30	24	64



From GCQIS report EFQCB003

Dealer believes the jounce hoses maybe too short on extreme left/right turns



Subject: 2013 Job1 U502 - jounce hose containment at ZF
Location: conf call 313-621-3673, passcode 97704367

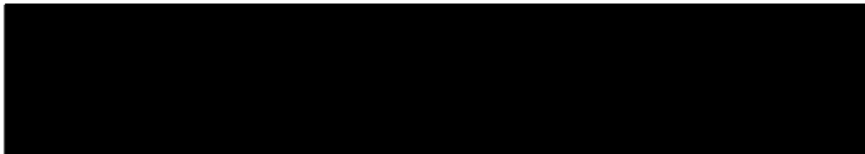
Start: Wed 2/1/2012 9:30 AM
End: Wed 2/1/2012 10:30 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer:

Required Attendees:



When: Wednesday, February 01, 2012 10:30 AM-11:30 AM (GMT-05:00) Eastern Time (US & Canada).

Where: conf call 313-621-3673, passcode 97704367

Note: The GMT offset above does not reflect daylight saving time adjustments.

~~*~*~*~*~*~*~*~*

Tom, Please forward to the Hitachi participants.

Bold items are highest priority:

FUNDING:

- 1) **A12530562 - Need ZF cost for extra head per shift until bar coding is implemented**
- 2) Hitachi quoting cost for bar code labels on all hoses
- 3) ZF cost for adding bar codes? ECO 1661
- 4) Add ZF & Hitachi costs to C12530549 for approval

SHIPPING (MRD 2/3):

- 1) Hitachi shipping to the current releases. Parts identified with paint mark and alert number on the container.
- 2) Old part # is roll stamped on the hose, as parts are sorted down stream for police only.
- 3) Reference new part numbers: DB53-2078-AA and DB53-2B557-AA
- 4) **Need ship quantities for police only**

Call In Information:

Toll (Inte

Toll-free:

Participant profile meeting id: 97704367#

From: [REDACTED]
Sent: Friday, April 24, 2015 1:19 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Assistance Required

[REDACTED]

When you have a chance, I need to discuss supporting an engineering study to obtain brake components from the Sacramento PD. My contact information is provided below. Thank you in advance for your assistance.

Patrick M. Culkeen

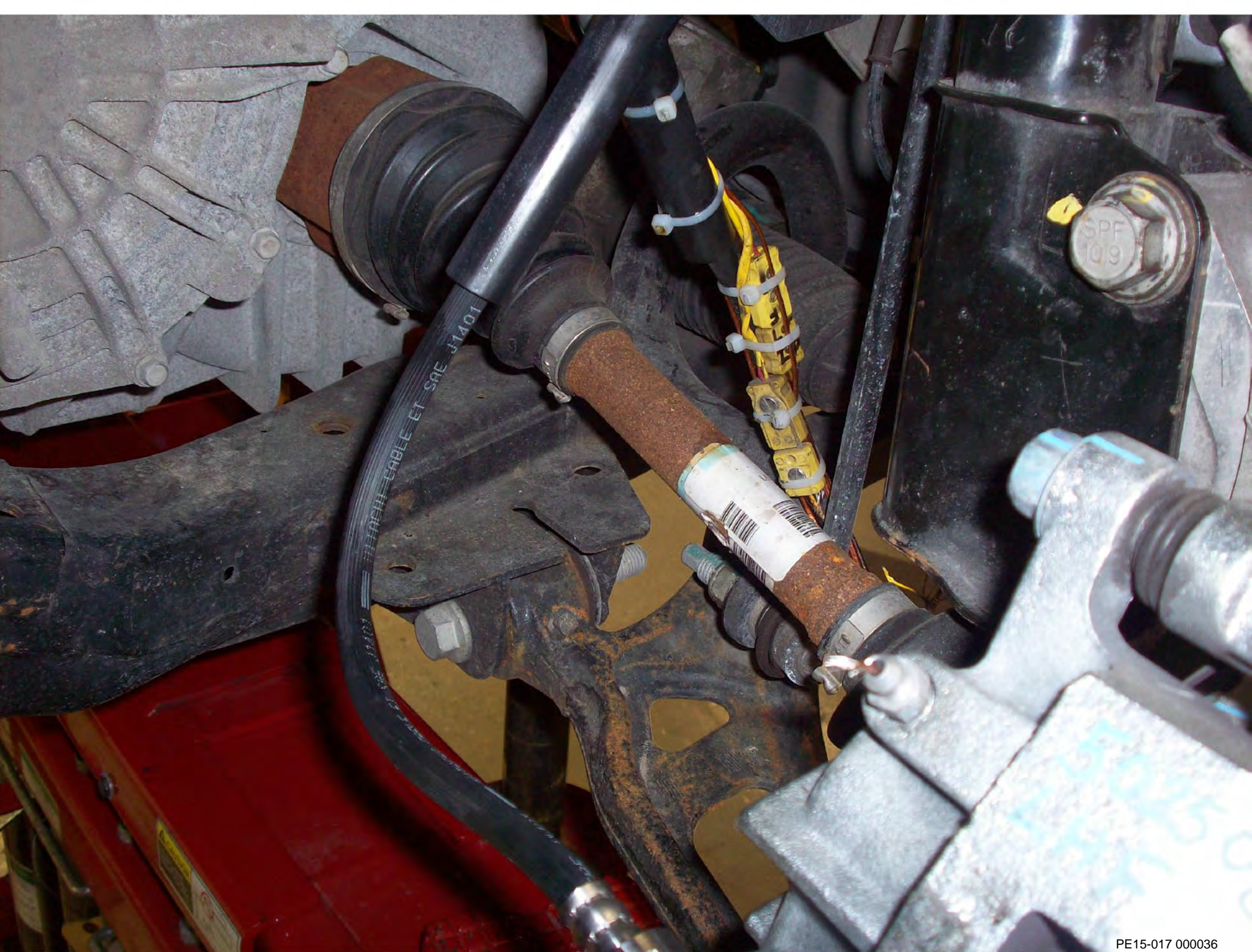
Ford Motor Company
Automotive Safety Office
External Safety Investigations

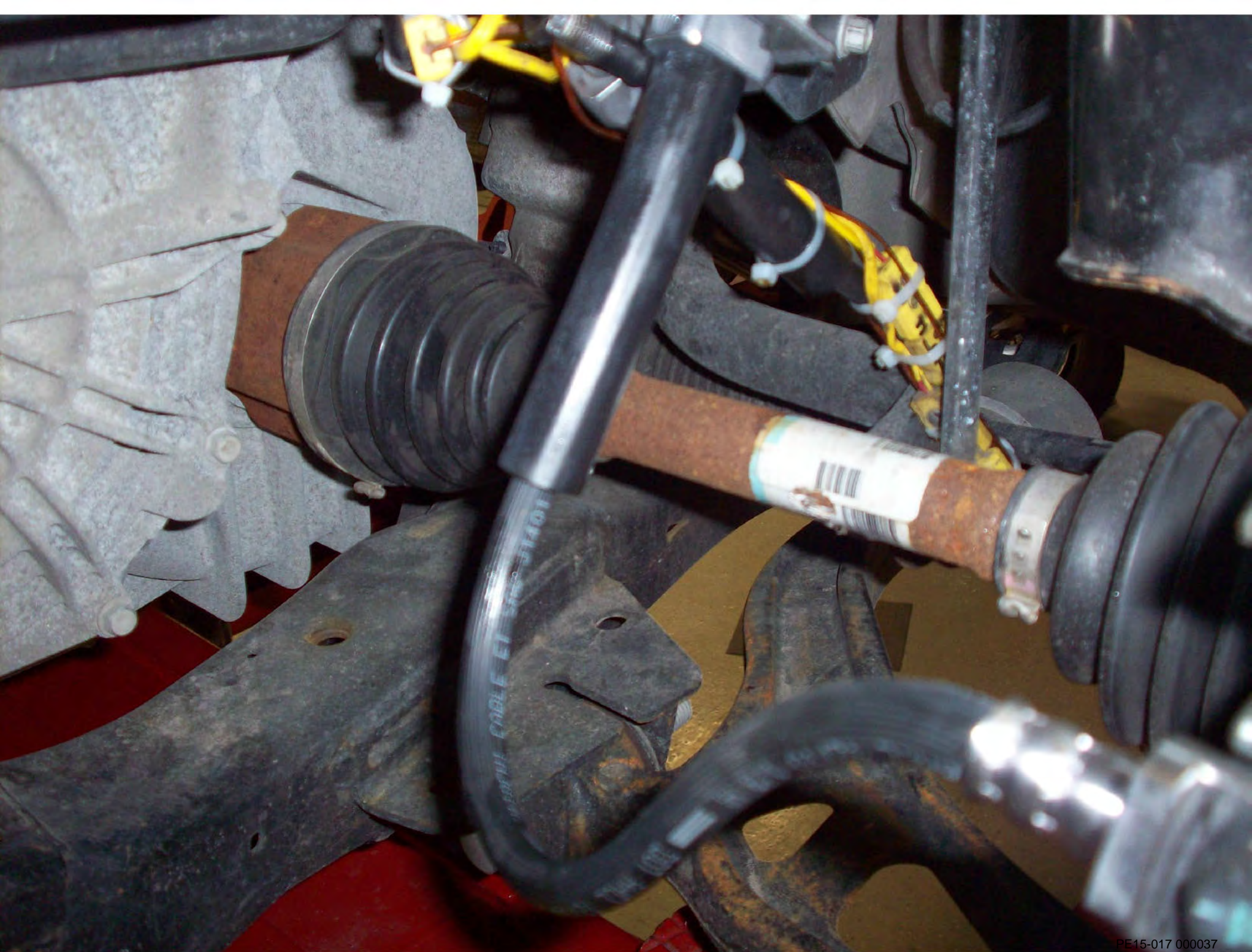
[REDACTED]
230 Town Center Drive
[REDACTED]



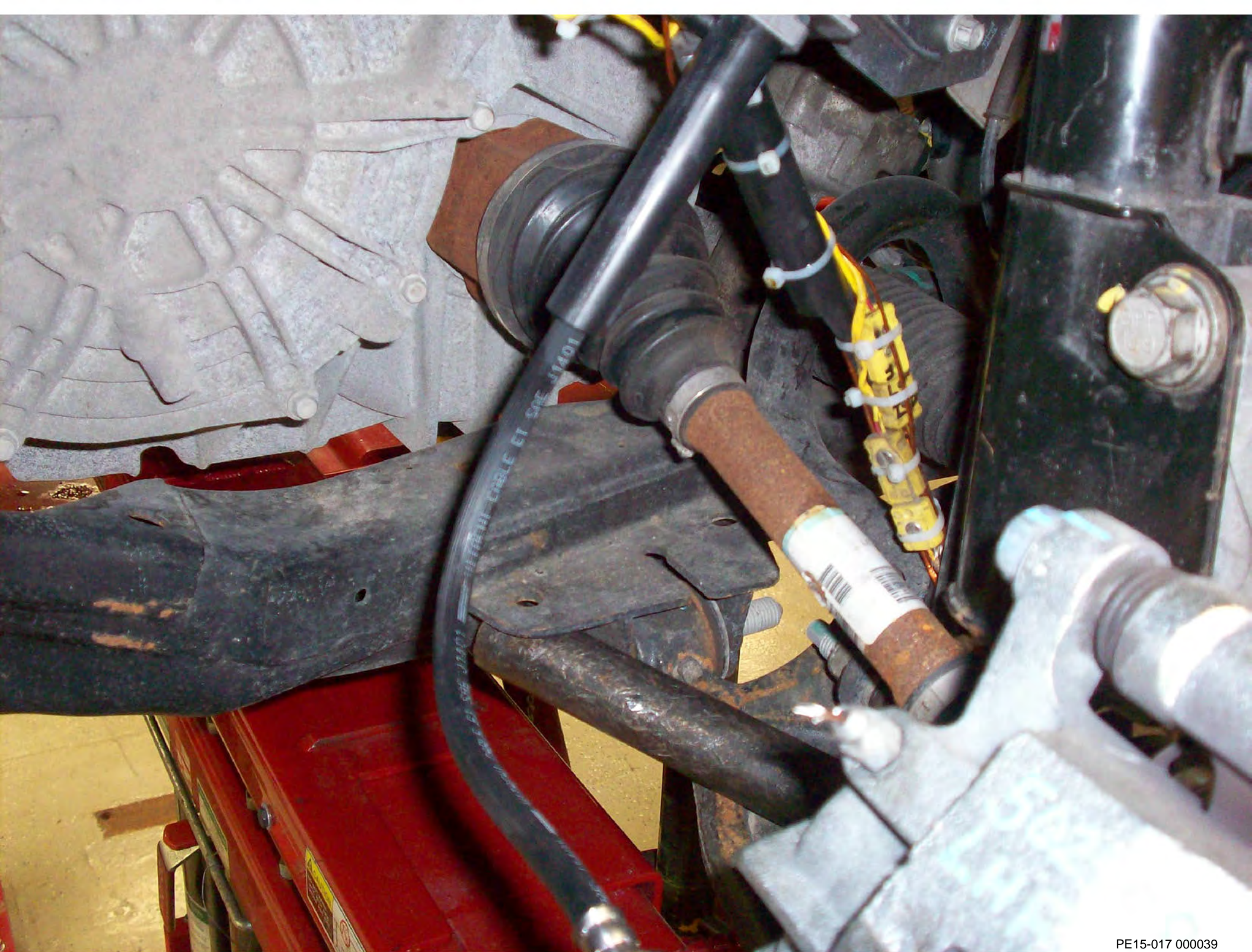








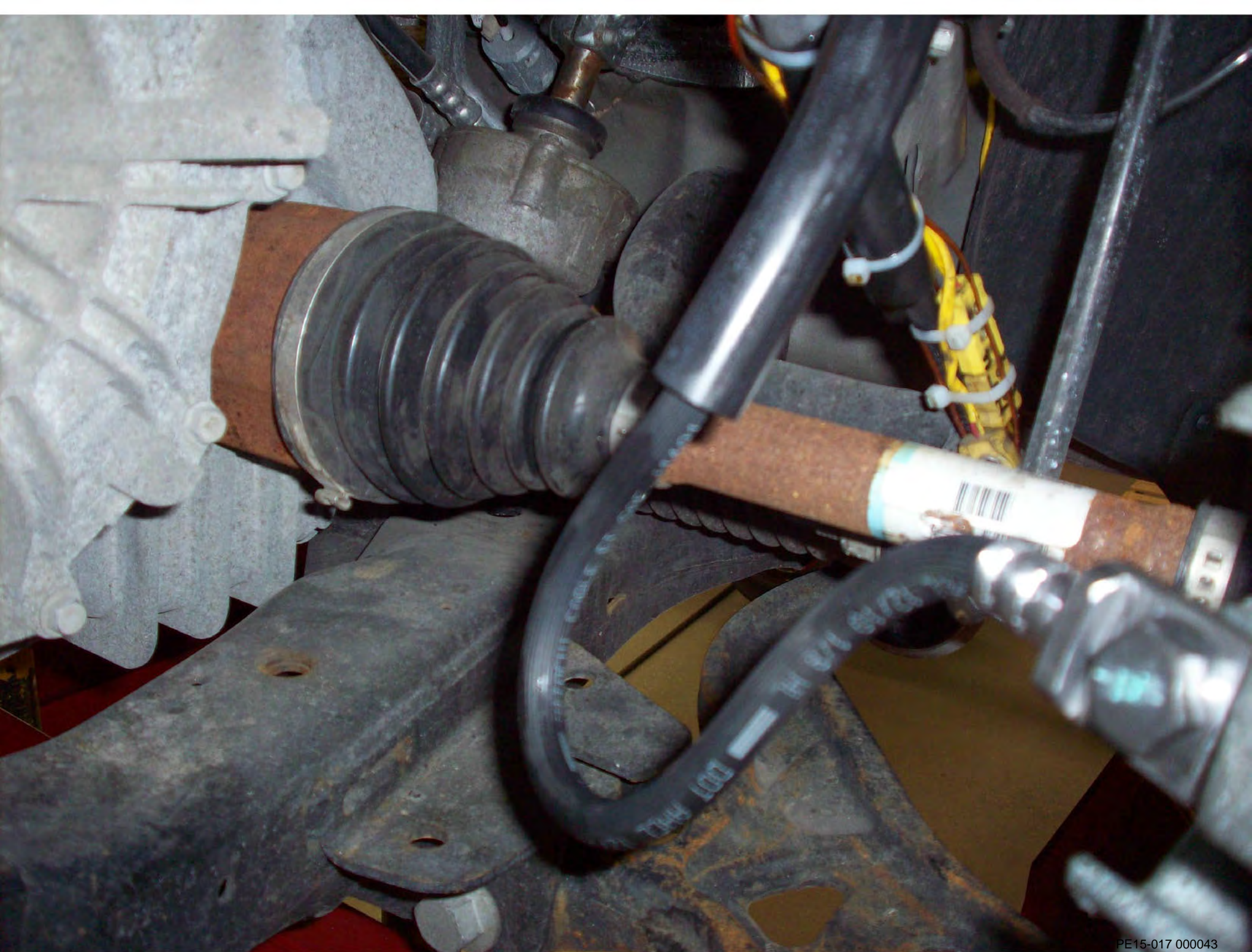




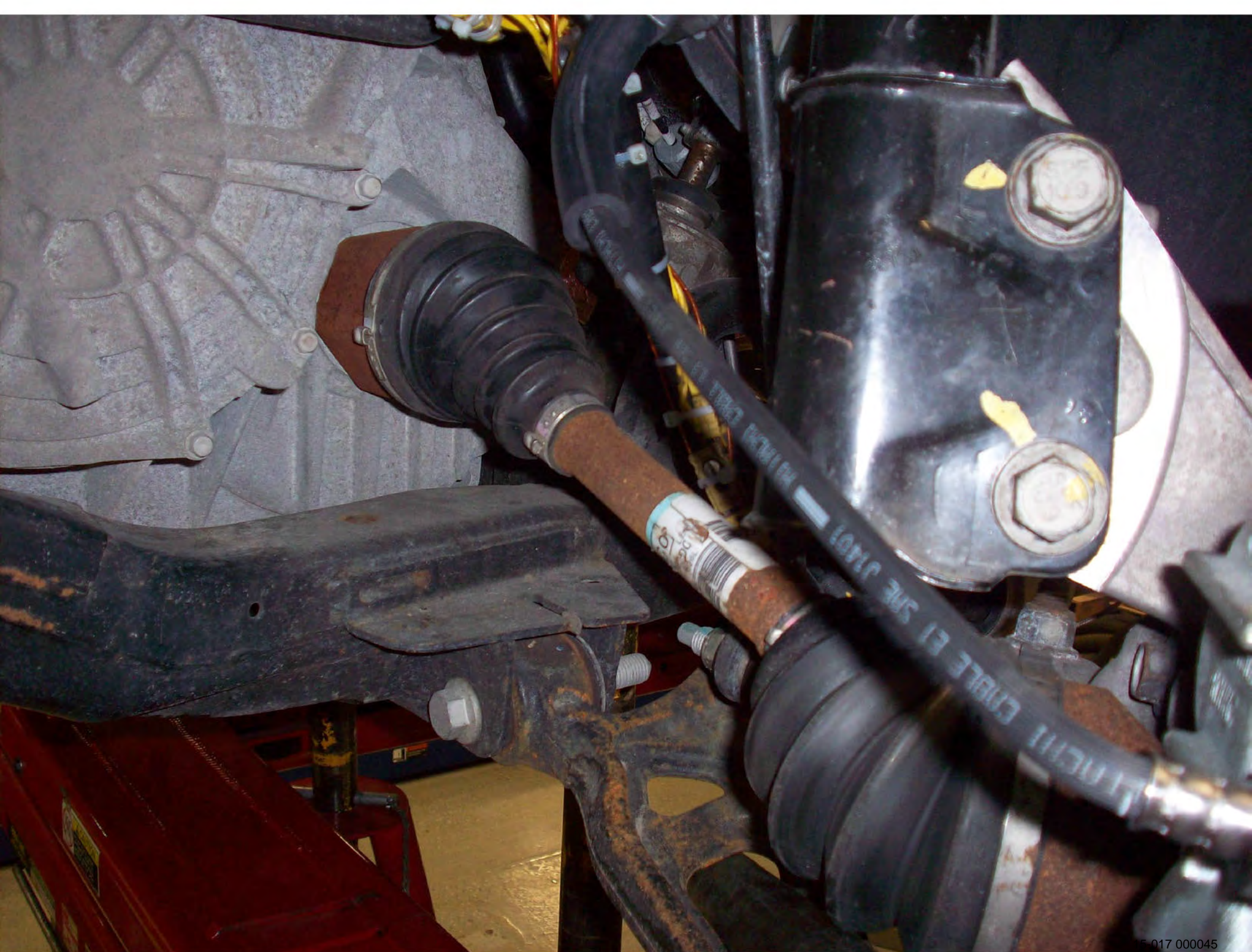












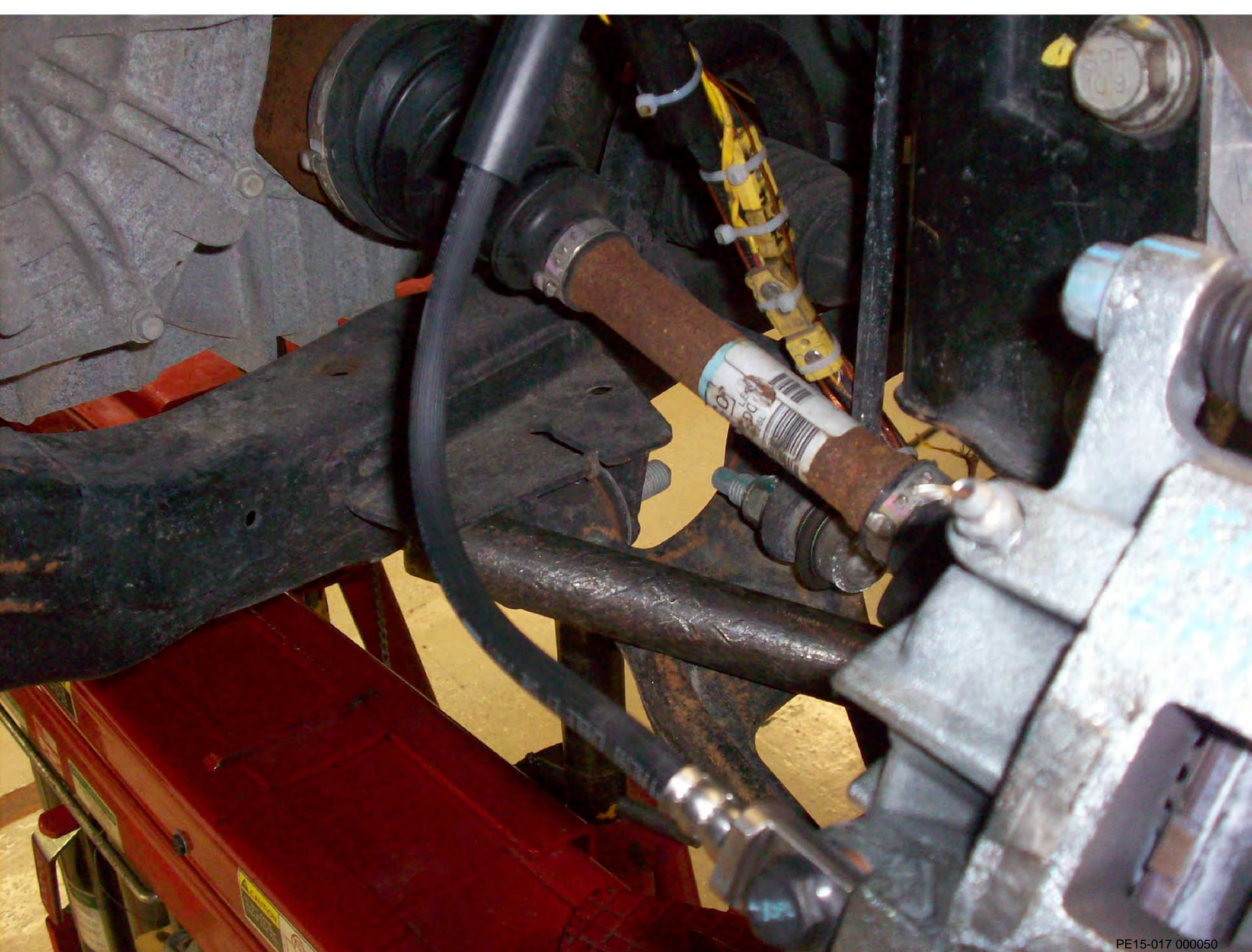






CAUTION
DO NOT
EXCEED
1500 LBS
1500 LBS













CO
LE
DC
26L

FRONT CHAFF BY SPC 2000





6852
EQ

HELL 12/10 700
HELL 12/10 700
HELL 12/10 700

