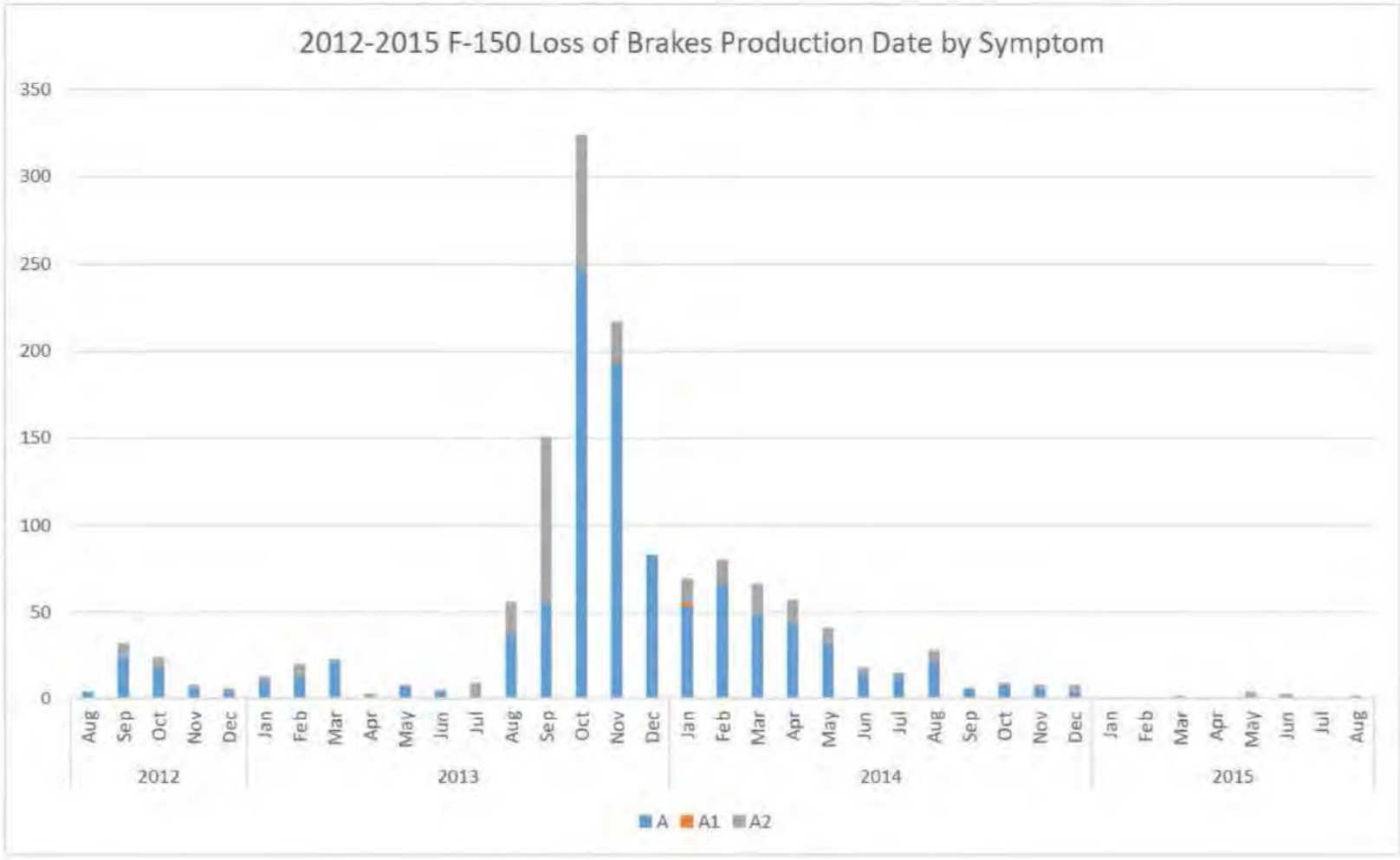
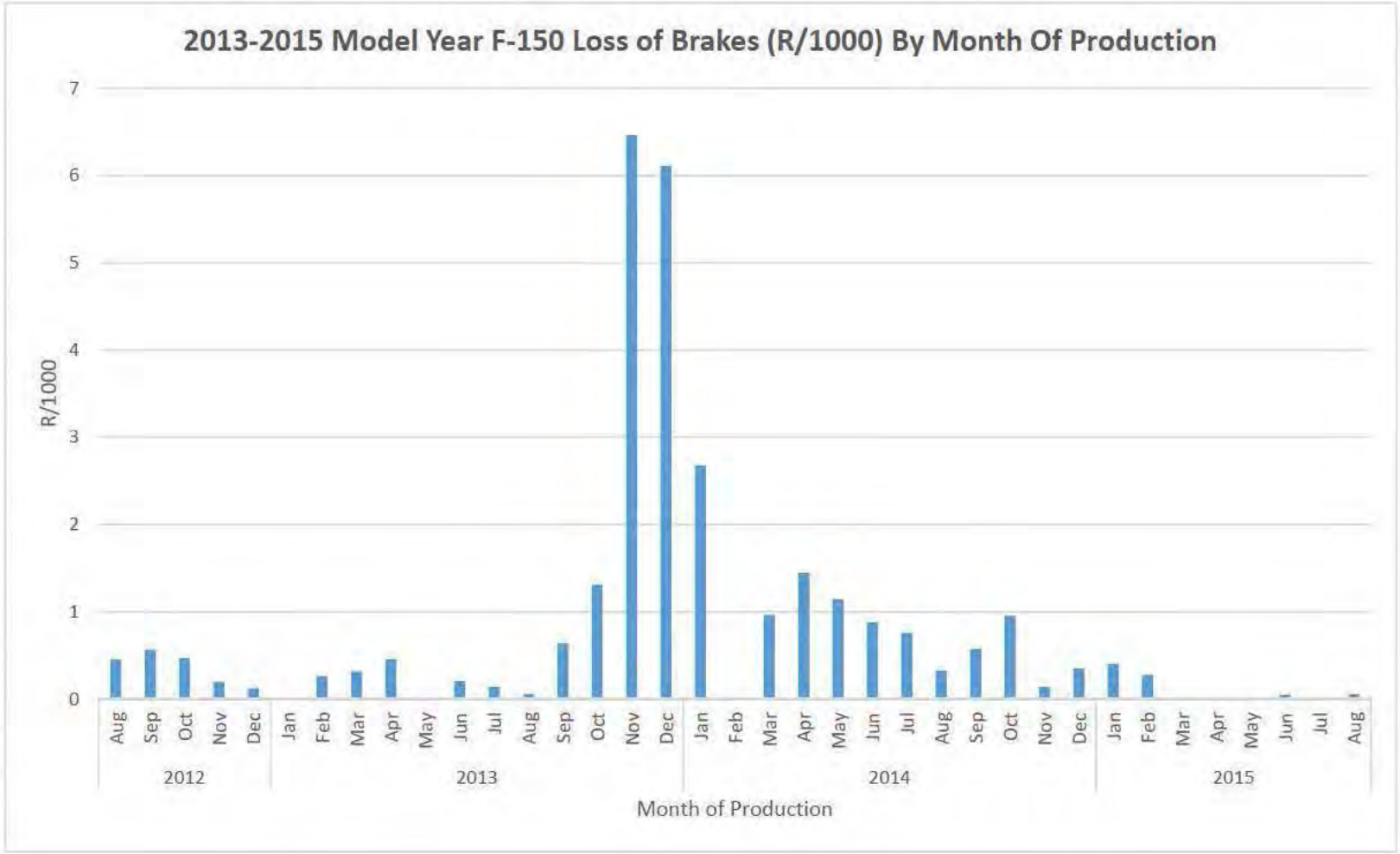
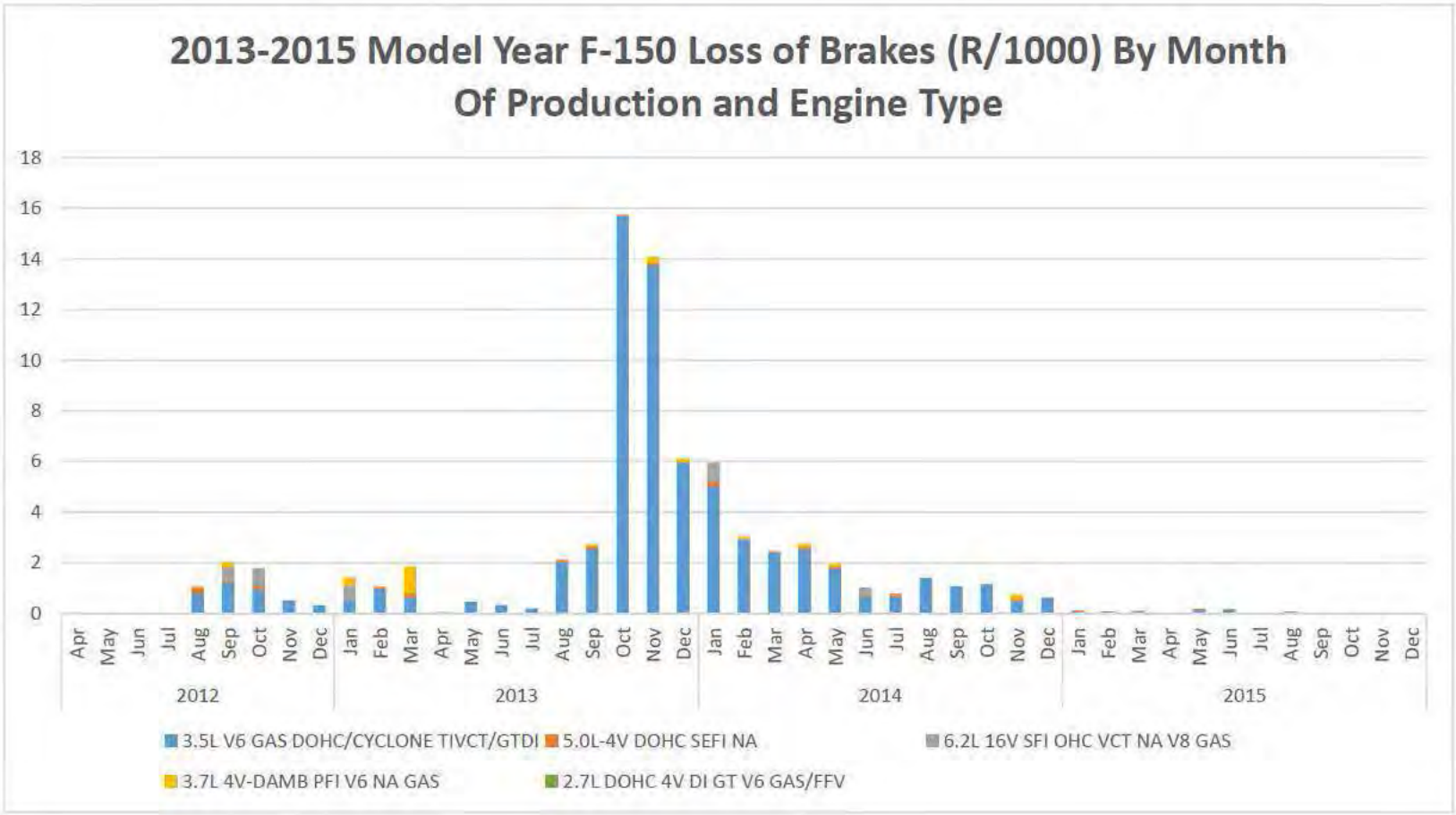
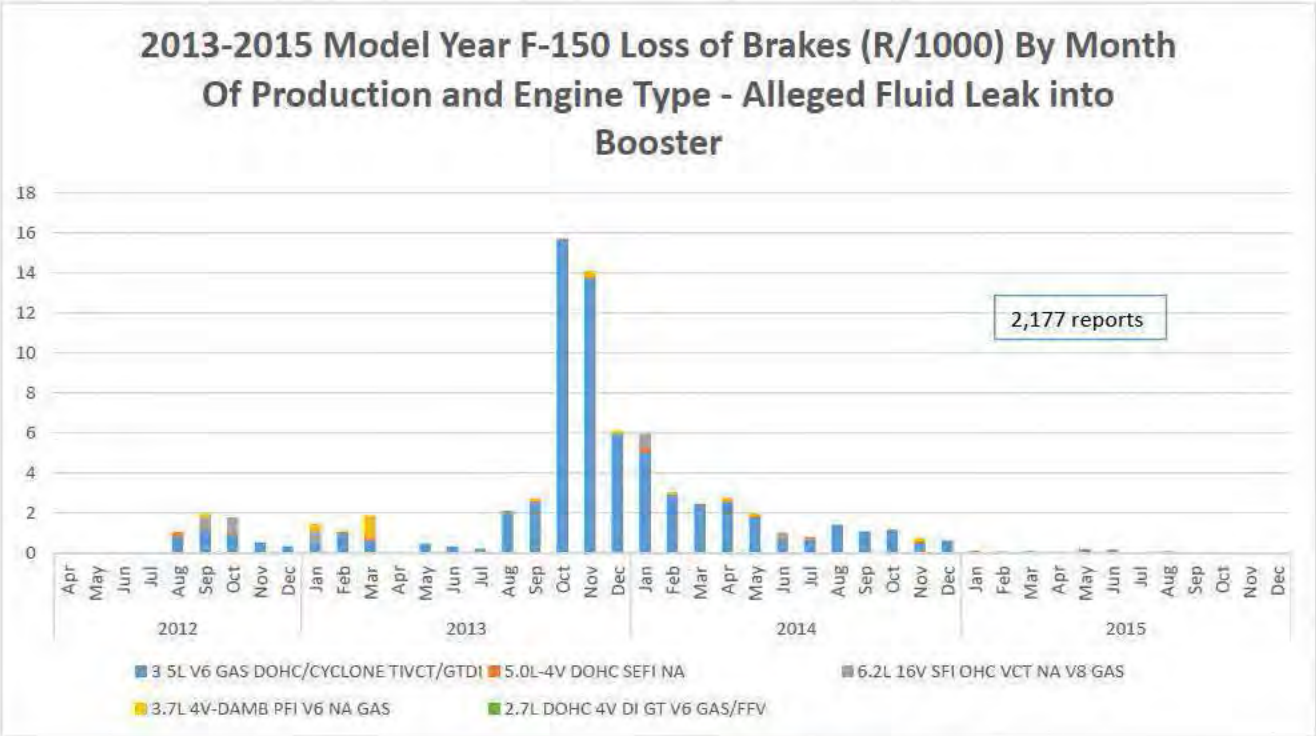
INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)



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


2013-2015 Model Year F-150 Loss of Brakes (R/1000) By Month Of Production
R/1000
0
1
2
3
4
5
6
7
Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug
2012
2013
2014
2015
Month of Production


2013-2015 Model Year F-150 Loss of Brakes (R/1000) By Month Of Production and Engine Type
18
16
14
12
10
8
6
4
2
0
Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
2012
2013
2014
2015
3.5L V6 GAS DOHC/CYCLONE TIVCT/GTDI
5.0L-4V DOHC SEFI NA
6.2L 16V SFI OHC VCT NA V8 GAS
3.7L 4V-DAMB PFI V6 NA GAS
2.7L DOHC 4V DI GT V6 GAS/FFV



Complete loss of brakes	A	Loss of brakes, warning unclear
	A1	Loss of brakes, no warning light
	A2	Loss of brakes with warning light
Some loss of brakes	B	Excessive stopping distance
	C1	Hard Pedal
	C2	Soft Pedal
No loss of brakes	D1	Fluid Leaking
	D2	Warning Light

Row Labe	Count of Category
A	1050
A1	3
A2	351
B	17
C1	28
C2	69
D1	555
D2	104
Grand Tot	**2177**

Selection Summary
make Ford LM;
model year 2015; 2014; 2013;
vehicle line F-150;
source sys AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
commodity chassis;
commodity service brakes;
commodity booster/hydroboost; master cylinder; master cylinder/booster/hydroboost;
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
Selections chassis - service brakes -> Total

Search Date: Jan. 8, 2016

From: Harris, Jonathan (J.E.)
Sent: Tuesday, September 02, 2014 1:50 PM
To: nick.marcum@hitachi-automotive.us; fred.schwendenmann@hitachi-automotive.us; jeremy.wilson@hitachi-automotive.us
Cc: Smith, Warren (W.A.); Ruiz, Jesica (.); Harris, Jonathan (J.E.); Milz, Kevin (K.W.); Stauffer, Eric (E.L.); Williams, Dan (DW.); Sandra Granfors (sgranfors1953@hotmail.com) (sgranfors1953@hotmail.com); Medley, Steven (S.D.); Eigsti, Sam (S.)
Subject: ECB claim for the Hitachi BM - DTP and clean point needed for KCAP

Importance: High

Hitachi team,

We have had a claim for MC that was built at Berea. This to my knowledge is way past any current clean points. If you read the Verbatim's this could have produced a negative result. Please forward your latest clean points and an action plan to immediately certify material for KCAP.

If there are any questions, please contact me ASAP.

F2 - CHASSIS	V21 - BRAKING	H05 - EXCESSIVE BRAKE PEDAL EFFORT REQUIRED								2014	F-SERIES (NA-DTP)	1FTFW1EF6E[redacted]	6/16

Thanks,

Jonathan Harris,
KCAP STA Resident
Cell 313 805-2375

"The information contained herein is FORD PROPRIETARY information and may include FORD CONFIDENTIAL information as defined in Ford's Global Information Standard II. Reproduction of this document, disclosure of the information, and use for any purpose other than the conduct of business with Ford is expressly prohibited"

Sum of VEHICLES	Column Labels						
Row Labels	T/KW - 3.5L V6 GAS DOHC TIVCT	T/KX - 3.5L V6 CYCLONE TIVCT	T/MF - MOD 5.0L-4V DOHC SEFI NA	T/R4 - 6.2L 16V SFI OHC VCT NA V8 GAS	T/RM - 3.7L 4V-DAMB PFI V6 NA GAS	T/UR - 3.5L V6 GTDI	T/WQ - 2.7L DOHC 4V DI GT V6 GAS/FFV	Grand Total
2013	**286073**		**341612**	**22155**	**89335**			**739175**
4/1/2012	16		9		5			30
5/1/2012	12		4	7	7			30
6/1/2012	21		12		9			42
7/1/2012	18		11	11	4			44
8/1/2012	3784		3970	18	1107			8879
9/1/2012	17468		22602	1551	3451			45072
10/1/2012	24360		26156	1729	5872			58117
11/1/2012	16856		22860	1197	3273			44186
12/1/2012	16356		21160	1399	5203			44118
1/1/2013	20935		25156	1786	6971			54848
2/1/2013	18146		22730	1662	5678			48216
3/1/2013	21777		25517	1631	6102			55027
4/1/2013	20928		25538	1621	7510			55597
5/1/2013	21408		24517	1801	7692			55418
6/1/2013	15729		22214	1296	6517			45756
7/1/2013	12276		13852	1061	3728			30917
8/1/2013	22831		28548	2023	7312			60714
9/1/2013	23202		25492	1857	7998			58549
10/1/2013	23259		24990	1505	8818			58572
11/1/2013	6691		6274		2078			15043
2014	**219891**		**308632**	**22171**	**96865**			**647559**
6/1/2013	7		4	3	2			16
7/1/2013	4		6					10
8/1/2013	15		7	5	2			29
9/1/2013	8		9		3			20
10/1/2013	1542		2453	364	688			5047
11/1/2013	14229		19430	1806	6015			41480
12/1/2013	17421		19664	1333	6288			44706
1/1/2014	12424		19012	1360	5582			38378
2/1/2014	19302		26769	2105	9432			57608
3/1/2014	23536		28287	1755	9356			62934
4/1/2014	22422		25693	1983	8965			59063
5/1/2014	23693		26825	3132	9944			63594
6/1/2014	20873		28467	3045	8336			60721
7/1/2014	18557		26227	3120	7798			55702

8/1/2014	18805		23568	2160	7353			51886
9/1/2014	6741		17421		4409			28571
10/1/2014	7229		17373		4854			29456
11/1/2014	5904		14931		5052			25887
12/1/2014	7179		12486		2786			22451
2015		**51022**	**178068**			**170526**	**121718**	**521334**
3/1/2014		1	1			1	2	5
4/1/2014		5	9			4	4	22
5/1/2014		13	12			24	18	67
7/1/2014		5	22			24	19	70
8/1/2014		9	29			36	32	106
9/1/2014		2	6			23	12	43
10/1/2014		56	1104			1188	304	2652
11/1/2014		212	3791			4371	412	8786
12/1/2014		787	5265			5248	1601	12901
1/1/2015		2135	8970			6538	1989	19632
2/1/2015		2651	11499			9562	5130	28842
3/1/2015		4187	19770			14335	6899	45191
4/1/2015		4646	16201			17760	10078	48685
5/1/2015		6056	20048			16943	11327	54374
6/1/2015		4685	19096			17427	12386	53594
7/1/2015		5957	16957			17227	14797	54938
8/1/2015		6328	19953			21276	18028	65585
9/1/2015		5752	18229			21121	19297	64399
10/1/2015		4651	12952			12954	13748	44305
11/1/2015		2883	4154			4459	5633	17129
12/1/2015		1				5	2	8
Grand Total	**505964**	**51022**	**828312**	**44326**	**186200**	**170526**	**121718**	**1908068**

2011 MY

ENGINES

6	6.2L 16V SFI OHC VCT NA V8 GAS	EN 84
F	MOD 5.0L-4V DOHC SEFI NA	EN MF
	FLEX FUEL ETHANOL	GBVAK
M	3.7L 4V-DAMB PFI V6 NA GAS	EN RM
	FLEX FUEL ETHANOL	GBVAR
T	3.5L V6 GAS DOHC TIVCT	EN KW

2012 MY

6	6.2L 16V SFI OHC VCT NA V8 GAS	EN 84
F	MOD 5.0L-4V DOHC SEFI NA	EN MF
	FLEX FUEL ETHANOL	GBVAK
M	3.7L 4V-DAMB PFI V6 NA GAS	EN RM
	FLEX FUEL ETHANOL	GBVAK
T	3.5L V6 GAS DOHC TIVCT	EN KW

2013 MY

ENGINES

6	6.2L 16V SFI OHC VCT NA V8 GAS	EN 84
F	MOD 5.0L-4V DOHC SEFI NA	EN MF
	FLEX FUEL ETHANOL	GBVAK
M	3.7L 4V-DAMB PFI V6 NA GAS	EN RM
	FLEX FUEL ETHANOL	GBVAK
T	3.5L V6 GAS DOHC TIVCT	EN KW

2014 MY

ENGINES

6	6.2L 16V SFI OHC VCT NA V8 GAS	EN 84
F	MOD 5.0L-4V DOHC SEFI NA	EN MF
	FLEX FUEL ETHANOL	GBVAK

M	3.7L 4V-DAMB PFI V6 NA GAS FLEX FUEL ETHANOL		EN RM GBVAK
T	3.5L V6 GAS DOHC TIVCT		EN KW

2015 MY

8	3.5L V6 CYCLONE TIVCT FLEX FUEL ETHANOL		EN KX GBVAK
F	MOD 5.0L-4V DOHC SEFI NA FLEX FUEL ETHANOL		EN MF GBVAE
G	3.5L V6 GTDI	EN UR	
P	2.7L DOHC 4V DI GT V6 GAS-		EN WQ

ECI Record

✓9859781 26 duplicate report
✓599258377 dup. report
596494800 repeat repair ✓
✓981166090 dup. report
980161342 repeat repair ✓
592111501 repeat repair ✓
987455794 repeat repair ✓
✓981165979 dup. report
✓980337342 dup report
980154769 repeat repair ✓
✓596355572 dup report
599328061 repeat repair ✓

6 "duplicates" - make as ydu in responsive?
6 repeat repairs - highlight in yellow

2013 MY

$\frac{1103\ (R)}{739175\ \text{vol}} / 1000 = 1.492\ R/1000$

2014 MY

$\frac{1084\ (R)}{647559} / 1000 = 1.674\ R/1000$

for the 3.5L EcoBoost,

2013 MY: $\frac{1028\ (R)}{286073} / 1000 = 3.593\ R/1000$

2014 MY: $\frac{1029\ (R)}{219891} / 1000 = 4.679\ R/1000$

For the 5.0L

2013 MY: $\frac{53\ R}{341612} / 1000 = 0.155\ R/1000$

2014 MY: $\frac{40\ R}{308632} / 1000 = 0.1296\ R/1000$

From: Page, Kimberly (K.A.) <kpage15@ford.com>
Sent: Tuesday, February 02, 2016 3:40 PM
To: Jones, Rick (W.P.)
Subject: F-150 MC data customer symptom groups
Attachments: Symptom Class Definitions.docx

Rick,

I wanted to maintain the actual customer symptom/complaint as much as possible, but that is way too many to chart. So I put them in groups. Attached is the definitions of each group with the corresponding customer symptoms. Not sure if some need to be shifted around, especially in cases where the Tech comment states "no brakes", but the customer might just have "fluid loss". Take a look and let me know, it's easy to make changes ☺

<<...>>

Kim Page

Concern Analyst, Automotive Safety Office

A - customer perception/allegation of no brakes or loss of brakes

- no brakes
- brake went out while driving
- brakes are out
- brakes completely gone
- brakes completely out
- brakes completely stopped working
- brakes do not engage
- brakes don't work
- brakes failed
- brakes have gone out
- brakes inop
- brakes totally went out
- brakes unresponsive
- brakes went out
- brakes wouldn't work at all
- brake system does not work
- complete brake failure
- does not brake
- doesn't stop
- lost brakes
- loses all braking ability
- loss of brakes
- loss of pedal
- lost brake pedal
- lost all brake power
- lost all brakes
- not braking
- won't stop

A1 -

- pedal to floor
- pedal on floor

B - poor brake performance, loss of brakes is NOT indicated by customer

- almost no brakes
- barely work
- brakes feel funny
- brakes hard to apply
- brakes lacked response
- brakes not effective
- does not stop properly
- does not want to stop
- excessive effort
- excessive pedal travel
- fades to floor
- felt like brakes not working
- felt hardly any brakes
- had to pump brakes
- hard pedal
- hard to stop
- limited brakes
- little to no brakes
- loss of brake pedal effectiveness
- loss of brake pressure
- lost all brake assist
- low pedal
- no brake power
- no brake pressure
- no brakes hardly
- no pedal pressure
- no response in brakes
- not working correctly
- not working very well
- pedal does not feel right
- pedal fades
- pedal fades down at idle
- pedal fades to floor
- pedal goes down
- pedal got soft
- pedal is weak
- pedal sinks
- pedal sinks to floor
- pedal to floor at times
- pedal to floor before stopping
- pedal to floor on hard braking
- pedal too low
- pedal very low
- poor brakes
- pump brake to stop
- seemed to have no stopping ability
- spongy pedal
- struggles to stop
- too much pedal travel
- very little brake assist
- very little brakes
- very little braking
- very little or no brakes
- would not stop properly

B1 -

- sudden low pedal

B2 - veh broke down

C - no allegation of brake loss or poor performance

CEL	leaking down
check brakes	low fluid
fluid loss	no fluid
found during other repair service	noise
leak	vibration
leak into booster	warning light

blank - customer symptom is a ?, not really stated in comments

From: Kapanowski, Martin C (M.C.)
Sent: Tuesday, September 22, 2015 5:57 PM
To: Daavettila, Thomas (T.W.); Paul Carroll - Hitachi (Paul.Carroll@hitachi-automotive.us); Fred Schwendenmann (fred.schwendenmann@hitachi-automotive.us); White, Isiah (I.C.); Milz, Kevin (K.W.); Daanyal, Shaji (.)
Cc: Szalay, Michael (M.A.); Patel, Harendra (H.M.); Allen, David (.)
Subject: Ford Chassis Functional Quality Review today

Gentlemen, in today's Chassis Functional Quality Review, F150 master cylinder was identified as an emerging issue due to historical spikes, recent increases in warranty cost and broken containment of contamination issues.

Todd Brown requested an email from Hitachi's Global VP of Quality, explaining Hitachi's plan to completely rebuild Berea's QOS and bring every aspect of MC quality equal to or better than the level that existed when the parts came from Yamanashi. Todd wants specific actions, critical Xs, and all details of the improvement plan identified.

Todd's email is TBROWN9@ford.com

Add CCs: mkapanow, tdaavett, mszalay, hpatel2, dallen5

Marty Kapanowski
F150 & Expedition/Navigator Applications Supervisor
Ford Chassis Engineering – Brake Systems
Phone 313-805-2980

PE16-003 000103 ER

From: Kapanowski, Martin C (M.C.)
Sent: Wednesday, February 03, 2016 3:17 PM
To: Raza, Mohammed Zahid (M.Z.)
Subject: FW: 2013-2015 F-150 Master Cylinder leak into Booster

FYI. I'll send to Fred.

Marty Kapanowski
F150 & Expedition/Navigator Applications Supervisor
Ford Chassis Engineering – Brake Systems
Phone 313-805-2980

From: Britton, Eric (E.J.)
Sent: Wednesday, February 03, 2016 3:16 PM
To: Kapanowski, Martin C (M.C.)
Subject: RE: 2013-2015 F-150 Master Cylinder leak into Booster

You can share it all.

Eric Britton
Internal Investigations
Tel. 313-323-2966
Fax: 313-594-2268

From: Kapanowski, Martin C (M.C.)
Sent: Wednesday, February 03, 2016 3:16 PM
To: Britton, Eric (E.J.)
Subject: RE: 2013-2015 F-150 Master Cylinder leak into Booster

Can this file be shared with Hitachi? Or only the VINS?

Marty Kapanowski
F150 & Expedition/Navigator Applications Supervisor
Ford Chassis Engineering – Brake Systems
Phone 313-805-2980

From: Britton, Eric (E.J.)
Sent: Wednesday, February 03, 2016 2:02 PM
To: Raza, Mohammed Zahid (M.Z.); Kapanowski, Martin C (M.C.)

Cc: Nolte, Angela (A.)
Subject: FW: 2013-2015 F-150 Master Cylinder leak into Booster

As discussed in the data review, attached are the warranty claims that allege loss of brakes. Let's see if Hitachi has analyzed field return parts for some of these VINS. Thanks for your help.

Eric Britton
Internal Investigations
Tel. 313-323-2966
Fax: 313-594-2268

From: Page, Kimberly (K.A.)
Sent: Wednesday, February 03, 2016 1:02 PM
To: Britton, Eric (E.J.)
Subject: 2013-2015 F-150 Master Cylinder leak into Booster

Eric,

Attached is a file with the records I classified as A, A1, or A2 based on customer comments. There is also a tab with the symptom class definitions. Please pass this along to the appropriate people. Thanks!

<< File: Symptom Class of A, A1, and A2 records.xlsx >>

Kim Page
Concern Analyst, Automotive Safety Office

From: Williams, Dan (DW.)
Sent: Wednesday, August 27, 2014 3:59 PM
To: Daavettila, Thomas (T.W.); Kapanowski, Martin C (M.C.); Ruiz, Jesica (.); Harris, Jonathan (J.E.); Smith, Warren (W.A.)
Cc: Stauffer, Eric (E.L.); Kosztowny, Brian (B.P.); Pierce, Warren (W.B.)
Subject: FW: Report Summary for the CQIS Report#EHZFV474

FCSD is apparently tracking what sounds like, from the description in this CQIS, Hitachi master cylinder quality issues.

Dan Williams
P415 Resident Chassis Engineer
Kansas City Assembly Plant
Phone: 816-459-1977
Mobile: 816-200-3866
FAX: 816-459-1970

From: Dobbs, Dan (K.D.)
Sent: Wednesday, August 27, 2014 8:51 AM
To: Stauffer, Eric (E.L.)
Cc: Williams, Dan (DW.)
Subject: Report Summary for the CQIS Report#EHZFV474

This is getting near opening volume for an emerging issue

Attachments : 0

Report# :	EHZFV474 CREDSR--or-- Q 201491398188			**Received:**	08/26/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2013,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ETXDK[redacted]			**Build Date:**	10/02/2013
Odometer :	7,021 M	**Engine:**	3.5L-GTDI	**Calibration:**	DF613C0A
Transmission:	6R80E	**Axle:**		**A/C:**	YES
Dealer:	USA 05534 Friendly Ford			**Phone#:**	702-877-6541
City:	Las Vegas	**State:**	Nevada	**Country :**	USA
Originator:	Chris Peterson				
Symptom:	6 60 3 67 SP/ST/RD,STOPPING,PEDAL,SPONGY/MUSHY				
Status:					
VFG:	V21 BRAKING				
Additional Symptom:					
Fix:	**Causal Component :**		CYLINDER ASY-BRK MST -- RPL		
Condition Code:					

Region Code: W3 **Region Name:** Phoenix

DTCs:
KOEO:
KOEC:
KOER:

Comments :

CONCER	**08/26/2014 01:29PM**
	Brake fluid low
TECH/C	**08/26/2014 01:29PM**
	Master Cylinder leaking into booster

From: Williams, Dan (DW.)
Sent: Tuesday, March 01, 2016 11:04 AM
To: Raza, Mohammed Zahid (M.Z.); Kapanowski, Martin C (M.C.)
Cc: Kosztowny, Brian (B.P.); Herman, Jerome (J.A.)
Subject: FW: soft brakes truck in the City Lot - GKE00054
Attachments: 20160301_GKE00054_master_cylinder_barcode-01.JPG

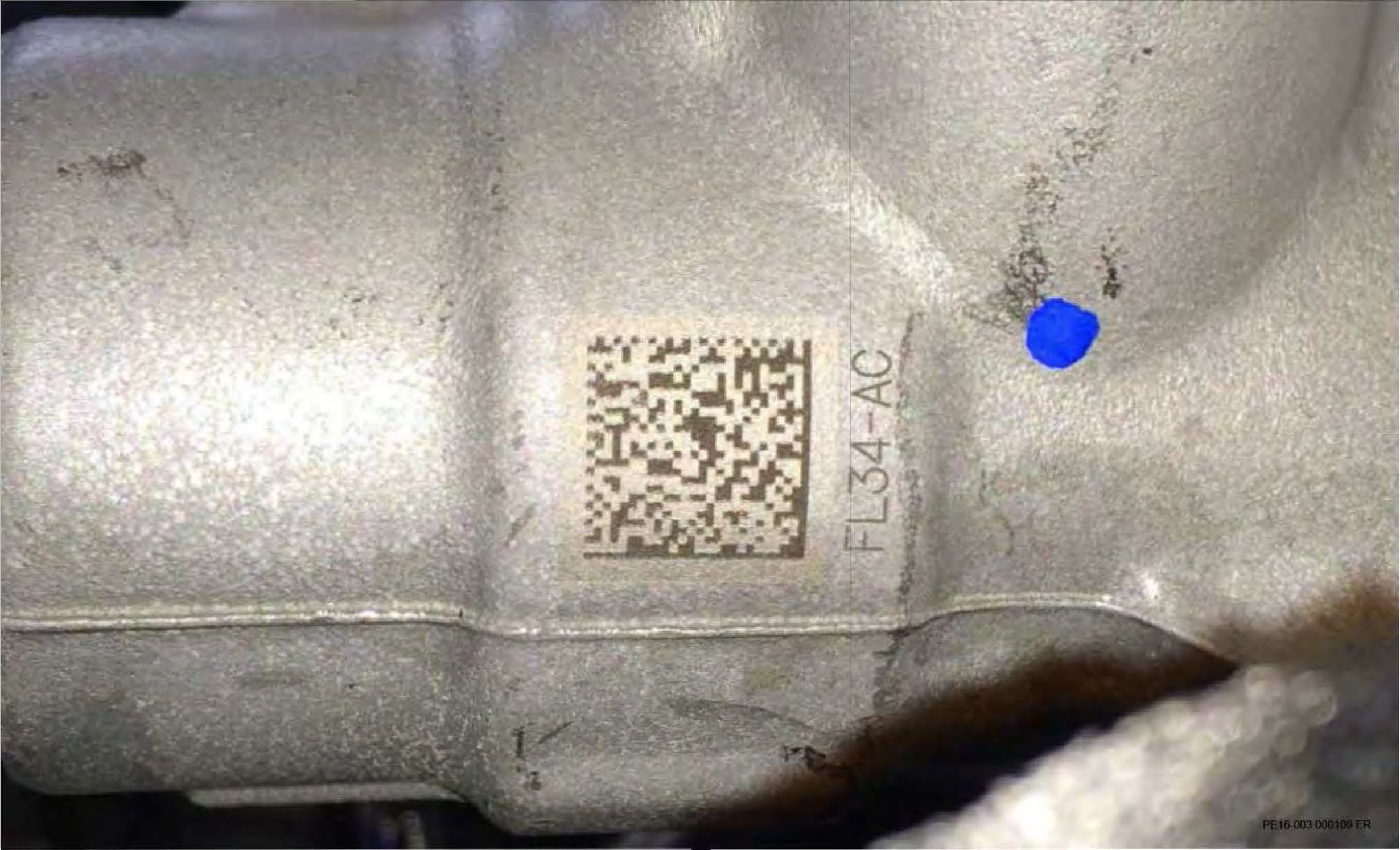
From: Williams, Dan (DW.)
Sent: Tuesday, March 01, 2016 10:02 AM
To: Eigsti, Sam (S.); Ard, Robert (R.); Harris, Jonathan (J.E.); Sandra Granfors (sgranfors1953@hotmail.com)
Cc: Popoutsis, Julie (J.); Kempf, Gregory (G.J.)
Subject: soft brakes truck in the City Lot - GKE00054

There is a truck with the brake light on due to low fluid level in the City Lot that is in the process of being returned. This truck passed brake evac & fill with no issues on machine # 3 at 20:36 02/04/2016. The low fluid level condition was found twice in our system when the vehicle was built. The truck failed static at 14:15 on 02/28/2016 for BCM code B1048-7B (brake fluid level switch, low fluid level). It was also written up by a WRAP driver for BRAKE WARNING LAMP STAYS ON at 17:56 on 02/28/2016.

In reviewing the truck with Julie, there do not appear to be leaks at any of the brake joints, or excessive brake fluid covering any components. My assumption is that the reservoir was drained into the booster three times due to the master cylinder leaking from the rear seal. I have added a concern to QLS to replace the master cylinder, booster, and booster hose and hold the parts for IQ.

Attached is a picture of the barcode from the master cylinder, in case the supplier can use it to begin their investigation.

Dan Williams
P552 Resident Chassis Engineer
Kansas City Assembly Plant
Phone: 816-459-1977
Mobile: 816-200-3866
FAX: 816-459-1970


FL34-AC
PE16-003 000109 ER

From: Britton, Eric (E.J.)
Sent: Wednesday, February 03, 2016 2:02 PM
To: Raza, Mohammed Zahid (M.Z.); Kapanowski, Martin C (M.C.)
Cc: Nolte, Angela (A.)
Subject: FW: 2013-2015 F-150 Master Cylinder leak into Booster

As discussed in the data review, attached are the warranty claims that allege loss of brakes. Let's see if Hitachi has analyzed field return parts for some of these VINS. Thanks for your help.

Eric Britton
Internal Investigations
Tel. 313-323-2966
Fax: 313-594-2268

From: Page, Kimberly (K.A.)
Sent: Wednesday, February 03, 2016 1:02 PM
To: Britton, Eric (E.J.)
Subject: 2013-2015 F-150 Master Cylinder leak into Booster

Eric,

Attached is a file with the records I classified as A, A1, or A2 based on customer comments. There is also a tab with the symptom class definitions. Please pass this along to the appropriate people. Thanks!



Kim Page
Concern Analyst, Automotive Safety Office

2013 - 2015 F-150 Master Cylinder Leak into Brake Booster

A - customer perception/allegation of no brakes or loss of brakes

- no brakes
- brake went out while driving
- brakes are out
- brakes completely gone
- brakes completely out
- brakes completely stopped working
- brakes do not engage
- brakes don't work
- brakes failed
- brakes have gone out
- brakes inop
- brakes totally went out
- brakes unresponsive
- brakes went out
- brakes wouldn't work at all
- brake system does not work
- complete brake failure
- does not brake
- doesn't stop
- lost brakes
- loses all braking ability
- loss of brakes
- loss of pedal
- lost brake pedal
- lost all brake power
- lost all brakes
- not braking
- won't stop

A1 - pedal to floor
pedal on floor

A2 - Tech states "no brakes"

B - poor brake performance, loss of brakes is NOT indicated by customer

- almost no brakes
- barely work
- brakes feel funny
- brakes hard to apply
- brakes lacked response
- brakes not effective
- does not stop properly
- does not want to stop
- excessive effort
- excessive pedal travel
- fades to floor
- felt like brakes not working
- had to pump brakes
- hard pedal
- hard to stop
- little to no brakes
- loss of brake pressure
- lost all brake assist
- low pedal
- no brake power
- no brake pressure
- no brakes hardly
- no pedal pressure
- no response in brakes
- not working correctly
- not working very well
- pedal does not feel right
- pedal fades
- pedal fades down at idle
- pedal fades to floor
- pedal goes down
- pedal got soft
- pedal is weak
- pedal sinks
- pedal sinks to floor
- pedal to floor at times
- pedal to floor before stopping
- pedal to floor on hard braking
- pedal too low
- pedal very low
- poor brakes
- pump brake to stop
- spongy pedal
- struggles to stop
- too much pedal travel
- very little brake assist
- very little brakes
- very little braking
- very little or no brakes
- would not stop properly

B1 - sudden low pedal

B2 - veh broke down

C - no allegation of brake loss or poor performance

CEL	leaking down
check brakes	low fluid
fluid loss	no fluid
found during other repair service	noise
leak	vibration
leak into booster	warning light

blank - customer symptom is a ?, not really stated in comments

From: Williams, Dan (DW.)
Sent: Thursday, January 05, 2012 5:53 PM
To: Aynessazian, Kam (K.); Felch, Hal (H.J.)
Cc: Stauffer, Eric (E.L.); Kosztowny, Brian (B.P.)
Subject: FW: BRAKE MASTER CYLINDER IMPROPER FUNCTION FRONT PARTS RETURNED CH335.xltx

---

From: Fred.Schwendenmann@hitachi-automotive.us [mailto:Fred.Schwendenmann@hitachi-automotive.us]
Sent: Thursday, January 05, 2012 9:53 AM
To: Sandra Granfors ; Williams, Dan (DW.)
Cc: ron.schatzle@hitachi-automotive.us ; takayuki.kinoshita@hitachi-automotive.us ; Zirkle, Timothy (T.L.); yasuhiko.amari@hitachi-automotive.us ; yuko.ono@hitachi-automotive.us ; Aynessazian, Kam (K.)
Subject: RE: BRAKE MASTER CYLINDER IMPROPER FUNCTION FRONT PARTS RETURNED CH335.xltx

Sandy, Dan,

We have the part and will report initial inspection result later today or tomorrow. Our focus will be potential causes for residual pressure. No matter the result, we plan to forward this sample to Yamanashi for a complete functional performance and for tear-down analysis. They are currently on New Year holiday until Monday.

Thank you,

Fred Schwendenmann
Hitachi Automotive Systems Americas, Inc.
Brake Engineering Manager
(248)699-2783
fred.schwendenmann@hitachi-automotive.us

From: "Sandra Granfors " <sgranfors1953@hotmail.com>
To: "dwill122@ford.com " <dwill122@ford.com>, " takayuki.kinoshita@hitachi-automotive.us " <takayuki.kinoshita@hitachi-automotive.us>
Cc: "fred.schwendenmann@hitachi-automotive.us " <fred.schwendenmann@hitachi-automotive.us>, " ron.schatzle@hitachi-automotive.us " <ron.schatzle@hitachi-automotive.us>, " yasuhiko.amari@hitachi-automotive.us " <yasuhiko.amari@hitachi-automotive.us>, " yuko.ono@hitachi-automotive.us " <yuko.ono@hitachi-automotive.us>, " tzirkle@ford.com " <tzirkle@ford.com>
Date: 01/05/2012 09:02 AM
Subject: RE: BRAKE MASTER CYLINDER IMPROPER FUNCTION FRONT PARTS RETURNED CH335.xltx

---

Dan, Thanks so much. I will have them track it.
-----Original Message-----
Date: Thursday, January 05, 2012 7:47:41 am
To: sgranfors1953@hotmail.com;takayuki.kinoshita@hitachi-automotive.us
Cc: fred.schwendenmann@hitachi-automotive.us;ron.schatzle@hitachi-automotive.us;yasuhiko.amari@hitachi-automotive.us;yuko.ono@hitachi-automotive.us;tzirkle@ford.com
From: Williams Dan (DW.) <dwill122@ford.com>
Subject: RE: BRAKE MASTER CYLINDER IMPROPER FUNCTION FRONT PARTS RETURNED CH335.xltx

The UPS tracking number was [redacted] and it shows as having been received in Farmington on 01/03/2011.

Dan Williams
P415 Resident Chassis Engineer
Kansas City Assembly Plant
Phone: 816-459-1977
Mobile: 816-200-3866
FAX: 816-459-1970

From: Sandra Granfors [mailto:sgranfors1953@hotmail.com]
Sent: Thursday, January 05, 2012 4:16 AM
To: takayuki kinoshita; Williams, Dan (DW.)
Cc: fred schwendenmann; ron schatzle; yasuhiko.amari@hitachi-automotive.us; yuko ono ms; Zirkle, Timothy (T.L.)
Subject: RE: BRAKE MASTER CYLINDER IMPROPER FUNCTION FRONT PARTS RETURNED CH335.xltx

Kinoshita-san,

The last info I have is that a 700 tag was issued (#166454) to have the part returned. This was submitted on 12/14/11.

Dan-Do you know who Hitachi can contact to follow up on the disposition of this part?

Thanks,

Sandy Granfors
KCAP Rep
214-289-9255

To: sgranfors1953@hotmail.com
CC: fred.schwendenmann@hitachi-automotive.us; ron.schatzle@hitachi-au

From: Williams, Dan (DW.)
Sent: Monday, July 18, 2011 3:16 PM
To: Murphy, Rick (W.)
Cc: 'Sandra Granfors'
Subject: FW: BRAKE MASTER CYLINDER IMPROPER FUNCTION PARTS RETURN CH192 QCS sheet update - Form 4.xls
Attachments: BRAKE MASTER CYLINDER IMPROPER FUNCTION PARTS RETURN CH192.doc; QCS sheet update - Form 4.xls

---

From: Sandra Granfors [mailto:sgranfors1953@hotmail.com]
Sent: Monday, July 18, 2011 2:15 PM
To: Williams, Dan (DW.); Drenner, Casey (C.M.)
Subject: FW: BRAKE MASTER CYLINDER IMPROPER FUNCTION PARTS RETURN CH192 QCS sheet update - Form 4.xls

I don't have Rick Murphy's e-mail. Can you forward the note from Fred below or can you answer any of his questions?

Thanks,

Sandy Granfors
KCAP Rep
214-289-9255

To: sgranfors1953@hotmail.com
CC: janay.mullins@hitachi-automotive.us; ron.schatzle@hitachi-automotive.us; Takayuki.Kinoshita@hitachi-automotive.us; Suzett.Napier@hitachi-automotive.us
Subject: Re: FW: BRAKE MASTER CYLINDER IMPROPER FUNCTION PARTS RETURN CH192 QCS sheet update - Form 4.xls
From: Fred.Schwendenmann@hitachi-automotive.us
Date: Mon, 18 Jul 2011 15:01:39 -0400

Sandy,

Sorry - I did confuse the in plant part with this warranty sample.

Can you confirm the whereabouts of this part? Next, reading the claim it looks like the booster was replaced. Is that correct? Did they replace the master cylinder? Hard pedal normally is a booster concern, but it is possible with iFF valve not to switch, but difficult to feel for normal braking.

SUN,
Please pull the paperwork for this claim.

Thank you,

Fred Schwendenmann
Hitachi Automotive Systems Americas, Inc.
Brake Engineering Manager
(248)699-2783
fred.schwendenmann@hitachi-automotive.us

From: Sandra Granfors <sgranfors1953@hotmail.com>
To: <fred.schwendenmann@hitachi-automotive.us>, ron schatzle <ron.schatzle@hitachi-automotive.us>, janay mullins <janay.mullins@hitachi-automotive.us>, nick marcum <nick.marcum@hitachi-automotive.us>
Date: 07/18/2011 02:27 PM
Subject: FW: BRAKE MASTER CYLINDER IMPROPER FUNCTION PARTS RETURN CH192 QCS sheet update - Form 4.xls

---

Not sure who handles warranty for Master Cylinders but I have to report out Wed. morning on the attached claim.

I am also forwarding the info for this claim requested by Casey Drenner (P415 STA).

Let me know how to follow up on this.

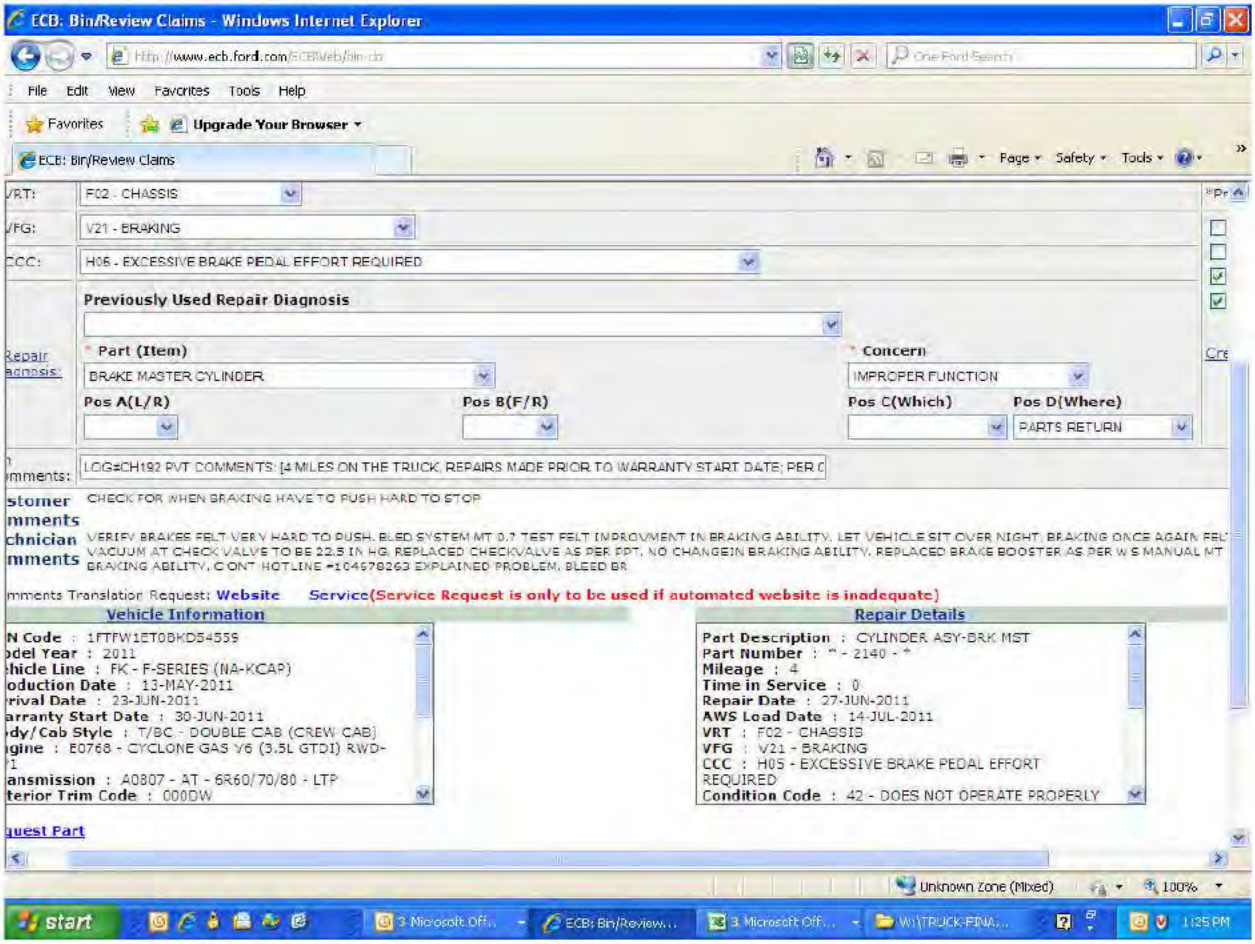
Thanks,

Sandy Granfors
KCAP Rep
214-289-9255

Subject: FW: BRAKE MASTER CYLINDER IMPROPER FUNCTION PARTS RETURN CH192 QCS sheet update - Form 4.xls
Date: Fri, 15 Jul 2011 14:58:47 -0400
From: tzirkle@ford.com
To: sgranfors1953@hotmail.com

Here's a copy of the claim that Casey just sent.

From: Murphy, Rick (W.)
Sent: Friday, July 15, 2011 1:28 PM
To: Bayer, Michael (M.T.); Drenner, Casey (C.M.); Zirkle, Timothy (T.L.)
Subject: BRAKE MASTER CYLINDER IMPROPER FUNCTION PARTS RETURN CH192 QCS sheet update - Form 4.xls
<<QCS sheet update - Form 4.xls>> <<BRAKE MASTER CYLINDER IMPROPER FUNCTION PARTS RETURN CH192.doc>>
Rick Murphy
SPC - Chassis, Electrical and Powertrain
Truck Final, KCAP
(816) 459-1451[attachment "QCS sheet update - Form 4.xls" deleted by Fred-HAPDET Schwendenmann/hapdet] [attachment "BRAKE MASTER CYLINDER IMPROPER FUNCTION PARTS RETURN CH192.doc" deleted by Fred-HAPDET Schwendenmann/hapdet]


ECB: Bin/Review Claims - Windows Internet Explorer
File Edit View Favorites Tools Help
Favorites
Upgrade Your Browser
ECB: Bin/Review Claims
Page Safety Tools
VRT: F02 - CHASSIS
VFG: V21 - BRAKING
CCC: H05 - EXCESSIVE BRAKE PEDAL EFFORT REQUIRED
Previously Used Repair Diagnosis
Part (Item)
BRAKE MASTER CYLINDER
Concern
IMPROPER FUNCTION
Pos A(L/R)
Pos B(F/R)
Pos C(Which)
Pos D(Where)
PARTS RETURN
LOG#CH192 PVT COMMENTS: [4 MILES ON THE TRUCK, REPAIRS MADE PRIOR TO WARRANTY START DATE; PER C
CHECK FOR WHEN BRAKING HAVE TO PUSH HARD TO STOP
VERIFY BRAKES FELT VERY HARD TO PUSH, BLED SYSTEM MT 0.7 TEST FELT INPROVMENT IN BRAKING ABILITY, LET VEHICLE SIT OVER NIGHT, BRAKING ONCE AGAIN FEL
VACUUM AT CHECK VALVE TO BE 22.5 IN HG, REPLACED CHECKVALVE AS PER PPT, NO CHANGEIN BRAKING ABILITY, REPLACED BRAKE BOOSTER AS PER W S MANUAL MT
BRAKING ABILITY, C ONT HOTLINE #104678263 EXPLAINED PROBLEM, BLEED BR
Comments Translation Request: Website Service(Service Request is only to be used if automated website is inadequate)
Vehicle Information
Repair Details
Part Description : CYLINDER ASY-BRK MST
Part Number : * - 2140 - *
Mileage : 4
Time in Service : 0
Repair Date : 27-JUN-2011
AWS Load Date : 14-JUL-2011
VRT : F02 - CHASSIS
VFG : V21 - BRAKING
CCC : H05 - EXCESSIVE BRAKE PEDAL EFFORT REQUIRED
Condition Code : 42 - DOES NOT OPERATE PROPERLY
Unknown Zone (Mixed)
100%
start
1:25 PM

KCAP Quality Concern Issue Worksheet

Concern General Information

Date: 7/15/2011 | ROT#/VIN#: BK[redacted] | Work Stn:
VRT Team: CHASSIS | Cut Off #: | Vehicle Line: P415
Column Location: | Production Date: 5/13/2011 | Department: SUPPLIER
QCS Log#: CH192

Circle all that applies: (ECB) EVB M-10 CAL Vision WTR S&R FCPA Rolls Part Change

Is this a Top Common Cause BSAQ item?

Concern description: BRAKE MASTER CYLINDER IMPROPER FUNCTION PARTS RETURN

Exisiting BSAQ Project #:

Containment Mapping

Containment Action: Describe the key item(s) (critical X) that is being done/inspected for.	Pre-Delivery Inspection Operation/Rot#	Base Dept Inspection Operation/Rot#	Form 4 updated?	Added to Map(s)?
Critical X:				
Critical X:				
Critical X:				

Form 4 - Process Validation

Form 4 - PHASE 1

Work Station Analysis	A Crew Yes	A Crew No	B Crew Yes	B Crew No	C Crew Yes	C Crew No
Is the concern the result of poor or incomplete repairs?						
Is the OIS up to date (i.e. Operator OIS, Off Standard OIS, PSO OIS, Repair OIS) and linked to APT?						
Has the OIS sheet been signed?						
Perform PJO on critical element that impacts the customer concern						
Is the operation performed to the OIS?						
Is the WES sheet on the job for the critical item?						
Is lighting adequate for work area?						
Training Versitilty	Yes	No	Yes	No	Yes	No
Has the operator been trained?						
Has the relief operator been trained?						
Have utility operators been trained?						
Versatility matrix is up to date and posted on group board? (operator, utility, relief)						

Required Signatures:

Operator (A Crew)	**Operator (B Crew)**	**Operator (C Crew)**
Supervisor (A Crew)	**Supervisor (B Crew)**	**Supervisor (C Crew)**
Relief (A Crew)	**Relief (B Crew)**	**Relief (C Crew)**
Coordinator (A Crew)	**Coordinator (B Crew)**	**Coordinator (C Crew)**

Acceptance Criteria	Yes	No	Yes	No	Yes	No
Has the standard been established and rolled out to appropriate operators?						

Form 4 - PHASE 2

Reaction Plan	Yes	No	Yes	No	Yes	No
If the process/OIS is followed, can the defect still occur? If yes who was notified to assist?						
Yard Audit Required (If yes, attach QLS Verification sheet) Must concur with Quality Office.						
Replication Containment	Yes	No	Yes	No	Yes	No
Are there any similar operations the containment can apply to?						

Form 4 - PHASE 3

Process Improvement	Yes	No	Yes	No	Yes	No
What is the prevent reoccurrence action (what was changed in the process to eliminate the concern from happening again)? What is the projected impact to the workstation capability?						
Are there any additional escape points for the critical item?						
Comments/Suggestions for improvements to address this concern:						
Error Proofing	Yes	No	Yes	No	Yes	No
Is the ciritcial element contained in error proofing? (i.e. AIS box, scanner, pick light)						
Is there opportunity to add or improve error proofing?						

Form 4 - VAL/VER

Replicated Internal Indicator:

What inspection can be used to monitor progress? QLS Description:

Rabbit validation of inspection: rot #:

Has the Form 4 been updated with the information from Process Validation Section?

From: Harris, Jonathan (J.E.)
Sent: Monday, December 02, 2013 8:56 AM
To: Sandra Granfors (sgranfors1953@hotmail.com) (sgranfors1953@hotmail.com); jeremy.wilson@hitachi-automotive.us; nick.marcum@hitachi-automotive.us
Cc: Sharma, Vibhuti (V.); Allen, Richard (R.D.); Harris, Jonathan (J.E.); Williams, Dan (DW.)
Subject: FW: BRAKE MASTER CYLINDER IMPROPER FUNCTION PARTS RETURN CH619.xltx
Attachments: BRAKE MASTER CYLINDER IMPROPER FUNCTION PARTS RETURN CH619.doc; BRAKE MASTER CYLINDER IMPROPER FUNCTION PARTS RETURN CH619.xltx

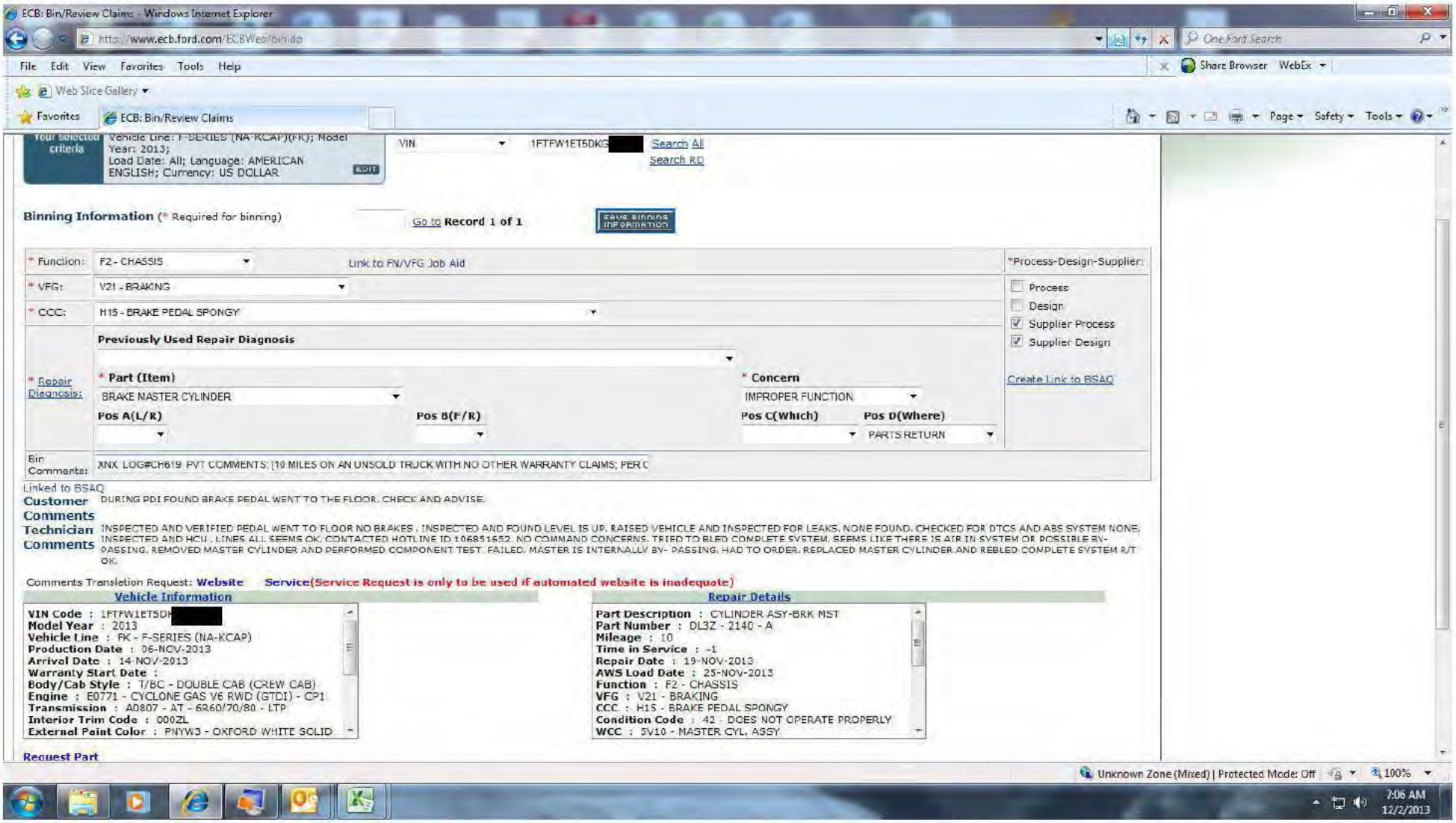
You will get the official ECB notice later but I wanted to get this one out right away. We need to run this ground ASAP.

Thanks,

Jonathan

From: Murphy, Rick (W.)
Sent: Monday, December 02, 2013 7:12 AM
To: Bayer, Michael (M.T.); Eigsti, Sam (S.); Harris, Jonathan (J.E.); Williams, Dan (DW.)
Subject: BRAKE MASTER CYLINDER IMPROPER FUNCTION PARTS RETURN CH619.xltx

Rick Murphy
SPC - Chassis, Electrical and Roll Test
Truck Final, KCAP
(816) 459-1451



BIN COMMENTS: XNX LOG#CH619 PVT COMMENTS: [10 MILES ON AN UNSOLD TRUCK WITH NO OTHER WARRANTY CLAIMS; PER GTR, TRUCK WAS FIRST RUN FOR BRAKE EVAC AND FILL; PER QLS, NO BRAKE RELATED REPAIRS OR CONCERNS AFTER EVAC AND FILL; PER REPORT LOGIQ, TRUCK PASSED ALL BRAKE RELATED EOL AND ELECTRICAL CHECKS IN THE PLANT WITH NO ISSUES; 700 TAG REQUEST # 340455 SUBMITTED ON 11/26/2013]

KCAP Quality Concern Issue Worksheet

Concern General Information

Date: 12/2/2013 ROT#/VIN#: DK[redacted] Work Stn:

VRT Team: CHASSIS Cut Off # Vehicle Line: P415

Column Location: Production Date: 11/6/2013 Department: SUPPLIER

QCS Log#: CH619

Circle all that applies: ECB EVB M-10 CAL Vision WTR S&R FCPA Rolls Part Change

Concern description: BRAKE MASTER CYLINDER IMPROPER FUNCTION PARTS RETURN

Is this a Top Common Cause BSAQ item? 128

Exisiting BSAQ Project #: NA

Containment Mapping

Containment Action: Describe the key item(s) (critical X) that is being done/inspected for.	Pre-Delivery Inspection Operation/Rot#	Base Dept Inspection Operation/Rot#	Form 4 updated?	Added to Map(s)?
Critical X:				
Critical X:				
Critical X:				

Form 4 - Process Validation

Form 4 - PHASE 1

	A Crew		B Crew		C Crew	
Work Station Analysis	Yes	No	Yes	No	Yes	No
Is the concern the result of poor or incomplete repairs?						
Is the OIS up to date (i.e. Operator OIS, Off Standard OIS, PSO OIS, Repair OIS) and linked to APT?						
Has the OIS sheet been signed?						
Perform PJO on critical element that impacts the customer concern						
Is the operation performed to the OIS?						
Is the WES sheet on the job for the critical item?						
Is lighting adequate for work area?						
Training Versatilty	Yes	No	Yes	No	Yes	No
Has the operator been trained?						
Has the relief operator been trained?						
Have utility operators been trained?						
Versatility matrix is up to date and posted on group board? (operator, utility, relief)						

Required Signatures:

Operator (A Crew)	**Operator (B Crew)**	**Operator (C Crew)**
Supervisor (A Crew)	**Supervisor (B Crew)**	**Supervisor (C Crew)**
Relief (A Crew)	**Relief (B Crew)**	**Relief (C Crew)**
Coordinator (A Crew)	**Coordinator (B Crew)**	**Coordinator (C Crew)**

Acceptance Criteria	Yes	No	Yes	No	Yes	No
Has the standard been established and rolled out to appropriate operators?						

Form 4 - PHASE 2

Reaction Plan	Yes	No	Yes	No	Yes	No
If the process/OIS is followed, can the defect still occur? If yes who was notified to assist?						
Yard Audit Required (If yes, attach QLS Verification sheet) Must concur with Quality Office.						
Replication Containment	Yes	No	Yes	No	Yes	No
Are there any similar operations the containment can apply to?						

Form 4 - PHASE 3

Process Improvement	Yes	No	Yes	No	Yes	No
What is the prevent reoccurrence action (what was changed in the process to eliminate the concern from happening again)? What is the projected impact to the workstation capability?						
Are there any additional escape points for the critical item?						
Operator Comments/Suggestions for improvements to workstation to address this concern:						
Error Proofing	Yes	No	Yes	No	Yes	No
Is the ciritcial element contained in error proofing? (i.e. AIS box, scanner, pick light)						
Is there opportunity to add or improve error proofing?						

Form 4 - VAL/VER

Replicated Internal Indicator:

What inspection can be used to monitor progress? QLS Description:

Rabbit validation of inspection: rot #:

Has the Form 4 been updated with the information from Process Validation Section?

DOUBLE CLICK ON SHEET BELOW TO GET ALL THE CLAIM DETAILS

Server: **AWS Prod**
Claims loaded through: **29-NOV-2013**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2013; **Claim Key** = 4316020

Vehicle Information

Model Year: 2013
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/F6-F150/LINCOLN MARK LT [04-14]
Warranty Start Date:
Production Date: 06-NOV-2013
VIN: 1FTFW1ET5DK[redacted]

Claim Information

Document Number: 732583A
Repair Date: 19-NOV-2013
Distance: 10
TIS: -1
AWS Load Date: 25-NOV-2013

Dealer Information:

Dealer Name: WALNUT CREEK FORD
Dealer Code: 07820 - *
Address: 1800 N MAIN ST
City: WALNUT CREEK
State: CA Zip Code:94596
Country: USA Region Code: NA
Phone: (925)932-2900

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	312.50
Misc. Expense Amount:	.00
Part Markup Amount:	44.92
Material Cost:	157.22
Total Cost Gross:	469.72

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment:
INSPECTED AND VERIFIED PEDAL WENT TO FLOOR NO BRAKES . INSPECTED AND FOUND LEVEL IS UP. RAISED VEHICLE AND INSPECTED FOR LEAKS. NONE FOUND. CHECKED FOR DTCS AND ABS SYSTEM NONE. INSPECTED AND HCU . LINES ALL SEEMS OK. CONTACTED HOTLINE ID 106851652. NO COMMAND CONCERNS. TRIED TO BLED COMPLETE SYSTEM. SEEMS LIKE THERE IS AIR IN SYSTEM OR POSSIBLE BY-PASSING. REMOVED MASTER CYLINDER AND PERFORMED COMPONENT TEST. FAILED. MASTER IS INTERNALLY BY- PASSING. HAD TO ORDER. REPLACED MASTER

DOUBLE CLICK ON SHEET BELOW TO GET ALL THE CLAIM DETAILS

Server: **AWS Prod**
Claims loaded through: **29-NOV-2013**

QLS CONCERN LIST

AWS Online Report

Run Date: 02-DEC-13
Server Name: AWS Prod Claims loaded through

Vehicle Information

Model Year	2013	V1 Global:	FK - F-SERIES (NA KCAP)	Drive Type	TFE - 4 WHL I/H PART TIME DRIVE
VIN:	1FTFW1ET3DK[redacted]	Engine:	TJEW - 3.5L V6 GAS DOHC TIVCT	Version Series:	TAM - 150 SERIES
Assembly Plant:	AJ - KANSAS CITY PLANT BUILD	Transmission:	TC3 - 6 SPD AUTO TRANS (6R80)	Paint:	PNYW3 - OXFORD WHITE SOLID C/C
Production Date:	06-NOV-2013	Warranty Start Date:		Trim:	000ZL - STEEL GRAY

	QLS Key/Status	Date	Item/Part	Concern	Concern Type	Pos A	Pos B	Pos C	Pos D	Pos ARB	Area	CCC	VFG	Function
UC:	112351056	05-NOV-2013	Hood	DrtP	N/A	N/A	N/A	All	N/A	0	PAINT	P20	V33	FF
Repair:	C	05-NOV-2013	Hood	DrtP	N/A	N/A	N/A	All	N/A	0	4			
Evaluation Comments:														
Repair Comments:														
UC:	112351057	05-NOV-2013	Door	DrtP	N/A	R	R	Grid5	N/A	0	PAINT	P20	V33	FF
Repair:	C	05-NOV-2013	Door	DrtP	N/A	R	R	Grid5	N/A	0	4			
Evaluation Comments:														
Repair Comments:														
UC:	112351058	06-NOV-2013	ShockAbsorber	ImpAsmbl	N/A	B	R	Lwr	N/A	0	FINAL	H45	V89	F5
Repair:	C	06-NOV-2013	ShockAbsorber	ImpAsmbl	N/A	B	R	Lwr	N/A	0	2			
Evaluation Comments:	1124 C2-095 SECURE REAR SHOCK TO AXLE TRQ=009000													
Repair Comments:	1124 C2-095 SECURE REAR SHOCK TO AXLE TRQ=009000													
UC:	112351059	06-NOV-2013	RockerPanel	ImpAsmbl	N/A	L	N/A	Bot	N/A	0	BODY	B19	V31	F8
Repair:	C	06-NOV-2013	RockerPanel	ImpAsmbl	N/A	L	N/A	Bot	N/A	0	2			
Evaluation Comments:	5728 T3-265 STONE GUARD SHY													
Repair Comments:	5728 T3-265 STONE GUARD SHY													
UC:	112351060	06-NOV-2013	SplashShield	ImpAsmbl	N/A	L	F	N/A	N/A	0	FINAL	B63	V75	F8
Repair:	C	06-NOV-2013	SplashShield	ImpAsmbl	N/A	L	F	N/A	N/A	0	2			
Evaluation Comments:	1196 T3-265 SECURE LH SPLASH SHIELD TRQ=000170													
Repair Comments:	1196 T3-265 SECURE LH SPLASH SHIELD TRQ=000170													
UC:	112351061	06-NOV-2013	StoneShield	Missing	N/A	L	N/A	Frt	N/A	0	FINAL	B63	V75	F8
Repair:	C	06-NOV-2013	StoneShield	Missing	N/A	L	N/A	Frt	N/A	0	2			
Evaluation Comments:														
Repair Comments:														
UC:	112351062	06-NOV-2013	Pre-RollsTest	Missing	N/A	N/A	N/A	N/A	N/A	0	FINAL	B40	V17	F3

KCAP QCS Sheet
Single Point Lesson

KCAP Quality Concern Issue Worksheet

Concern General Information

Date: _____ **ROT#/VIN#:** _____ **Work Stn:** _____
VRT Team: _____ **Cut Off #** _____ **Vehicle Line:** _____
Column Location: _____ **Production Date:** _____ **Department:** _____

All General concern information to be filled out by SPC/PVT prior to sending out for all claims (S, D or P)

Circle all that applies: ECB EVB M-10 CAL Vision WTR S&R FCPA Rolls Part Change

Concern description:

Is this a Top Common Cause BSAQ item? ☐

Exisiting BSAQ Project #: _____

Containment Mapping

Containment Action: Describe the key item(s) (critical X) that is being done/inspected for.	Pre-Delivery Inspection Operation/Rot#	Base Dept Inspection Operation/Rot#	Form 4 updated?	Added to Map(s)?
Critical X:				
Critical X:				
Critical X:				

Base Dept and PD containment must be identified, cutoff rotations given for All P claims (and S & D where possible to contain in plant)

Form 4 - Process Validation

Form 4 - PHASE 1

Work Station Analysis	A Crew Yes	A Crew No	B Crew Yes	B Crew No	C Crew Yes	C Crew No
Is the concern the result of poor or incomplete repairs?						
Is the OIS up to date (i.e. Operator OIS, Off Standard OIS, PSO OIS, Repair OIS) and linked to APT?						
Has the OIS sheet been signed?						
Perform PJO on critical element that impacts the customer concern						
Is the operation performed to the OIS?						
Is the WES sheet on the job for the critical item?						
Is lighting adequate for work area?						

Training Versatilty	Yes	No	Yes	No	Yes	No
Has the operator been trained?						
Has the relief operator been trained?						
Have utility operators been trained?						
Versatility matrix is up to date and posted on group board? (operator, utility, relief)						

Form 4 - Phase I section must be completed to verify if the process has an impact at all for this concern. To be completed for all claims (S, D, or P).

Required Signatures:

Operator (A Crew)	**Operator (B Crew)**	**Operator (C Crew)**
Supervisor (A Crew)	**Supervisor (B Crew)**	**Supervisor (C Crew)**
Relief (A Crew)	**Relief (B Crew)**	**Relief (C Crew)**
Coordinator (A Crew)	**Coordinator (B Crew)**	**Coordinator (C Crew)**

Acceptance Criteria	Yes	No	Yes	No	Yes	No
Has the standard been established and rolled out to appropriate operators?						

Form 4 - PHASE 2

Reaction Plan	Yes	No	Yes	No	Yes	No
If the process/OIS is followed, can the defect still occur? If yes who was notified to assist?						
Yard Audit Required (If yes, attach QLS Verification sheet) Must concur with Quality Office.						

Replication Containment	Yes	No	Yes	No	Yes	No
Are there any similar operations the containment can apply to?						

If containment is established from first section or process can influence concern from Phase I, then Phase 2 AND Phase 3 MUST be completed.

Form 4 - PHASE 3

Process Improvement	Yes	No	Yes	No	Yes	No
What is the prevent reoccurrence action (what was changed in the process to eliminate the concern from happening again)? What is the projected impact to the workstation capability?						
Are there any additional escape points for the critical item?						
Operator Comments/Suggestions for improvements to workstation to address this concern:						

Error Proofing	Yes	No	Yes	No	Yes	No
Is the ciritcial element contained in error proofing? (i.e. AIS box, scanner, pick light)						
Is there opportunity to add or improve error proofing?						

Where can data be monitored to show if process improvement made a difference?

Form 4 - VAL/VER

Replicated Internal Indicator:

What inspection can be used to monitor progress? QLS Description:

Rabbit validation of inspection: rot #:

Has the Form 4 been updated with the information from Process Validation Section?

From: Williams, Dan (DW.)
Sent: Thursday, January 23, 2014 2:31 PM
To: Ruiz, Jesica (.); Nguyen, Anna (A.)
Cc: Stauffer, Eric (E.L.)
Subject: FW: BSAQ Project updates for PDQR - SAQ2013275723 P415 - Master Cyl Contamination: Hair, Wood & Plastic

SAQ2013275723 had a PCA planned date of 12/16/2013 and is therefore showing up as Overdue. The latest action listed was:

> 15) Flash removal improvement from rubber subcomponents (once part has been identified with the completion of the material analysis of the rubber contaminant)- Target completion: 11/31/13

Did this action occur at the planned time? To prevent the project from continuing to show as Overdue, I have moved the PCA Planned date to 02/17/2014. Please ensure that this project is updated with appropriate timing as soon as you have confirmation from Hitachi if/when the action above is complete.

Dan Williams
P415 Resident Chassis Engineer
Kansas City Assembly Plant
Phone: 816-459-1977
Mobile: 816-200-3866
FAX: 816-459-1970

From: Szalay, Michael (M.A.)
Sent: Thursday, January 23, 2014 7:55 AM
To: Schornhorst, Carl (C.); Zaidi, Shahzad (S.); Rodriguez cariño, Vadir (V.); Benitez Vindiola, Fernan (FBV.); Ulloa, Fernando (F.F.); Williams, Dan (DW.); Griggs, Scott (S.R.)
Cc: Patel, Harendra (H.M.); Boullin, Stephanie (S.)
Subject: BSAQ Project updates for PDQR

Chassis will be presenting a deep dive review at the 2/18 PDQR- please update the following projects;

BSAQ Concern Number	Concern Title	Planned	Actual	Planned	Actual	Category
SAQ2013253176	Brakes pull issue on E-Series in warranty	6/17/2013		6/15/2013	Zaidi	Overdue
SAQ2013270777	C34X Rear Jounce Hose Leak Improvements	8/23/2013	8/23/2013	8/23/2013	Schornhorst	Overdue
SAQ2013270993	V21 B299N 14My - Scalloped Aspirator - brake pedal feel	2/15/2014		9/15/2013	Vadir	Overdue
SAQ2013279843	CD391/CD533 Cover Removal Â– Dealer based Â"Job AidÂ"	12/3/2013		12/3/2013	Benitez	Overdue

PE16-003 000125 ER

SAQ2013280361	2014MY HSAP Stab bar loose	11/22/2013	11/22/2013	12/10/2013	Ulloa	Overdue
SAQ2013275723	P415 - Master Cyl Contamination: Hair, Wood & Plastic	10/18/2013	10/18/2013	12/16/2013	Williams	Overdue
SAQ2013259986	C34X Rear Magni Coating Spec. Change	6/29/2013	6/29/2013	12/20/2013	Schornhorst	Overdue
SAQ2013243477	B299 modified abutment clip	1/2/2014		1/2/2014	Vadir	Overdue
SAQ2013280002	C520N - ShockAbsBumper-Noisy strut grease improvements	11/22/2013	11/22/2013	1/15/2014	Griggs	Overdue
SAQ2013266261	C520N - Update Hub Press Fiixture Details	9/26/2013	9/26/2013	1/21/2014	Griggs	Overdue

Michael Szalay
Product Development Quality- Chassis
(313) 805-7555

From: Ott, David (D.J.)
Sent: Monday, February 29, 2016 9:41 PM
To: Britton, Eric (E.J.)
Cc: Tuneff, Mark (M.S.)
Subject: FW: F-150 complaint
Attachments: VOQ 10838782.pdf

Eric, let's discuss.

Dave

From: Jeff.Quandt@dot.gov [mailto:Jeff.Quandt@dot.gov]
Sent: Monday, February 29, 2016 4:34 PM
To: Tuneff, Mark (M.S.)
Cc: Ott, David (D.J.)
Subject: F-150 complaint

See attached for complaint we received this weekend. It is not one of the 33 counted in our opening resume. Please advised if Ford intends to pursue parts from this vehicle. We may be interested in parts if Ford is not.

Regards,

Jeff Quandt
Chief, Vehicle Control Division
National Highway Traffic Safety Administration
Office of Defects Investigation
NVS-213 Room W48-312
1200 New Jersey Avenue, SE.
Washington D.C. 20590-0001
202.366.5207 desk
202.366.1767 fax

IMPORTANT WARNING: This email (and any attachments) is only intended for the use of the person or entity to which it is addressed, and may contain information that is privileged and confidential. You, the recipient, are obligated to maintain it in a safe, secure and confidential manner. Unauthorized redisclosure or failure to maintain confidentiality may subject you to federal and state penalties. If you are not the recipient, please immediately notify us by return email, and delete this message from your computer.

Form Approved: O.M.B. No. 2127-0008

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
27-FEB-2016	Reference No. 10838782

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City: CITRUS HEIGHTS	State: CA	Zip Code: [redacted]	Evening Telephone Number: [redacted]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FTFW1ET3EK[redacted]	FORD	F-150	2014

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 27-FEB-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 13000	Failure Speed 5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TOOK GRANDKIDS TO SOCCER PRACTICE AND BRAKES FAILED. PUSHED PEDAL AND IT WENT TO FLOOR. PUMPED PEDAL AND REGAINED BRAKE POWER. FLUID LOW INDICATOR CAME ON, SO I PUT FLUID IN AND LIMPED 1 MILE HOME...THE NO FLUID LIGHT CAME ON AND NO BRAKES. THERE IS NO INDICATION OF FLUID LEAKING IN THE WHEELS OR MASTER CYLINDER.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

From: Britton, Eric (E.J.)
Sent: Tuesday, March 01, 2016 12:09 PM
To: Nolte, Angela (A.)
Subject: FW: F-150 complaint
Attachments: VOQ 10838782.pdf

fyi

Eric Britton
Internal Investigations
Tel. 313-323-2966
Fax: 313-594-2268

From: Ott, David (D.J.)
Sent: Monday, February 29, 2016 4:41 PM
To: Britton, Eric (E.J.)
Cc: Tuneff, Mark (M.S.)
Subject: FW: F-150 complaint

Eric, let's discuss.

Dave

From: Jeff.Quandt@dot.gov [mailto:Jeff.Quandt@dot.gov]
Sent: Monday, February 29, 2016 4:34 PM
To: Tuneff, Mark (M.S.)
Cc: Ott, David (D.J.)
Subject: F-150 complaint

See attached for complaint we received this weekend. It is not one of the 33 counted in our opening resume. Please advised if Ford intends to pursue parts from this vehicle. We may be interested in parts if Ford is not.

Regards,

Jeff Quandt
Chief, Vehicle Control Division
National Highway Traffic Safety Administration
Office of Defects Investigation
NVS-213 Room W48-312
1200 New Jersey Avenue, SE.
Washington D.C. 20590-0001
202.366.5207 desk
202.366.1767 fax

IMPORTANT WARNING: This email (and any attachments) is only intended for the use of the person or entity to which it is addressed, and may contain information that is privileged and confidential. You, the recipient, are obligated to maintain it in a safe, secure and confidential manner. Unauthorized redisclosure or failure to maintain confidentiality may subject you to federal and state penalties. If you are not the recipient, please immediately notify us by return email, and delete this message from your computer.

Form Approved: O.M.B. No. 2127-0008

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
27-FEB-2016	Reference No. 10838782

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City CITRUS HEIGHTS	State CA	Zip Code [redacted]	Evening Telephone Number [redacted]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FTFW1ET3EK[redacted]	FORD	F-150	2014

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 27-FEB-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 13000	Failure Speed 5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TOOK GRANDKIDS TO SOCCER PRACTICE AND BRAKES FAILED. PUSHED PEDAL AND IT WENT TO FLOOR. PUMPED PEDAL AND REGAINED BRAKE POWER. FLUID LOW INDICATOR CAME ON, SO I PUT FLUID IN AND LIMPED 1 MILE HOME...THE NO FLUID LIGHT CAME ON AND NO BRAKES. THERE IS NO INDICATION OF FLUID LEAKING IN THE WHEELS OR MASTER CYLINDER.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Subject: FW: F-150 Soft Brake Pedal Concern Identified at KCAP / Suspect Brake Master Cylinder Bypass
Location: WebEx

Start: Tue 3/12/2013 3:30 PM
End: Tue 3/12/2013 4:00 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Medley, Steven (S.D.)

-----Original Appointment-----
From: Medley, Steven (S.D.)
Sent: Tuesday, March 12, 2013 2:09 PM
To: Medley, Steven (S.D.); Williams, Dan (DW.); Lehmkuhl, David (D.B.); Kosztowny, Brian (B.P.); Hollwell, Carlos (C.M.); Kempf, Gregory (G.J.); Eigsti, Sam (S.); Bayer, Michael (M.T.); Felch, Hal (H.J.); Aynessazian, Kam (K.); Rose, Michael (J.); Syed, Rehan (R.); Patel, Nisha (N.D.); Fredal, Joseph (J.G.)
Subject: F-150 Soft Brake Pedal Concern Identified at KCAP / Suspect Brake Master Cylinder Bypass
When: Tuesday, March 12, 2013 2:30 PM-3:00 PM (GMT-06:00) Central Time (US & Canada).
Where: WebEx

KCAP has identified multiple units in last 24 hours with soft pedal concerns (symptoms similar to an internal bypass in brake master cylinder)

Steven Medley invites you to an online meeting using WebEx.

WebEx meeting information

Meeting Number: 719 562 878
Meeting Link: https://ford.webex.com/ford/j.php?J=719562878
Meeting Password: This meeting does not require a password.

Audio conference information

To receive a call back, provide your phone number when you join the meeting, or call the number below and enter the access code.
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=196179022&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:719 562 878

MC06

http://www.webex.com

From: Ruiz, Jesica (.)
Sent: Friday, June 06, 2014 8:18 PM
To: Daanyal, Shaji (.)
Subject: FW: Hitachi - Master Cylinders - Matrix & 8D Review

fyi

From: Ruiz, Jesica (.)
Sent: Friday, June 06, 2014 4:18 PM
To: 'Rodger.Carter@hitachi-automotive.us'; 'ralph.wagers@hitachi-automotive.us'; nick.marcum@hitachi-automotive.us
Cc: Loeffler, James (J.F.); Smith, Warren (W.A.)
Subject: RE: Hitachi - Master Cylinders - Matrix & 8D Review

Rodger, please make sure the file is sent to the entire team every week. Ralph sent it to me only on Wed and I forgot to forward it to the team, but we have been asking repeatedly to please send it to the team weekly with all the updates. I also like you to keep the column you started today with the next steps columns so that you guys do not forget what we agree needs to be done and that way we will discuss the new actions only instead repeating the same info on every meeting.

Thank you,
Jesica

From: Rodger.Carter@hitachi-automotive.us [mailto:Rodger.Carter@hitachi-automotive.us]
Sent: Friday, June 06, 2014 4:08 PM
To: Williams, Dan (DW.)
Cc: Alejandro.Rojas@hitachi-automotive.us; Nguyen, Anna (A.); Kosztowny, Brian (B.P.); Stauffer, Eric (E.L.); Loeffler, James (J.F.); Ruiz, Jesica (.); Aynessazian, Kam (K.); Kapanowski, Martin C (M.C.); nick.marcum@hitachi-automotive.us; 'ralph.wagers@hitachi-automotive.us'; Smith, Warren (W.A.)
Subject: RE: Hitachi - Master Cylinders - Matrix & 8D Review

Dan, Please find attached. If you need the individual 8D files, please let me know.

Rodger Carter
Quality Manager
Hitachi Automotive Systems Americas - BK
Phone 859.985.2006
Cell Phone 859.358.9183
Email: rodger.carter@hitachi-automotive.us

From: "Williams, Dan (DW.)" <dwill122@ford.com>
To: "Ruiz, Jesica (.)" <jruiz68@ford.com>, "nick.marcum@hitachi-automotive.us" <nick.marcum@hitachi-automotive.us>, "'ralph.wagers@hitachi-automotive.us'" <ralph.wagers@hitachi-automotive.us>, "Rodger.Carter@hitachi-automotive.us" <Rodger.Carter@hitachi-automotive.us>,
Cc: "Alejandro.Rojas@hitachi-automotive.us" <Alejandro.Rojas@hitachi-automotive.us>, "Aynessazian, Kam (K.)" <kaynessa@ford.com>, "Stauffer, Eric (E.L.)" <estauffe@ford.com>, "Kosztowny, Brian (B.P.)" <bkosztow@ford.com>, "Smith, Warren (W.A.)" <wsmith@ford.com>, "Nguyen, Anna (A.)" <anguye24@ford.com>, "Kapanowski, Martin C (M.C.)" <mkapanow@ford.com>, "Loeffler, James (J.F.)" <jloeffl1@ford.com>
Date: 06/06/2014 01:36 PM
Subject: RE: Hitachi - Master Cylinders - Matrix & 8D Review

Please send out the file that was reviewed during the meeting this morning.

Dan Williams
P415 Resident Chassis Engineer
Kansas City Assembly Plant
Phone: 816-459-1977
Mobile: 816-200-3866
FAX: 816-459-1970

-----Original Appointment-----
From: Ruiz, Jesica (.)
Sent: Wednesday, January 22, 2014 4:18 AM
To: Ruiz, Jesica (.); nick.marcum@hitachi-automotive.us; Alejandro.Rojas@hitachi-automotive.us; 'ralph.wagers@hitachi-automotive.us'; Rodger.Carter@hitachi-automotive.us; Aynessazian, Kam (K.); Stauffer, Eric (E.L.); Chehab, Ahmad (A.); Williams, Dan (DW.); Kosztowny, Brian (B.P.); Smith, Warren (W.A.); Nguyen, Anna (A.); Felch, Hal (H.J.); Loeffler, James (J.F.)
Subject: Hitachi - Master Cylinders - Matrix & 8D Review
When: Friday, June 06, 2014 10:00 AM-11:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Nick/ Ralph/ Rodger/ Hitachi Master Cylinders Team,

Please send your Matrix and 8Ds to the Ford team prior to this meeting. If the analysis of the returned parts was done on a timely manner and the matrix and 8Ds are send every week per our agreement, we would not need this meeting.

We like to ask you to please prioritize the analysis of parts returned on 2013 for our review this Friday. You have parts that have been sitting at your facility for weeks and have not yet been analyzed. Please let us know what it takes to have your master cylinders list up to date and 8Ds completed and what does it take for you to send us your updated matrix every week.

Thanks.

Jesica Ruiz

STA Engineer – Chassis, Interiors & VE
Ford Motor Company
Dearborn Truck Plant

Desk: 313-845-0221
Cell: 313-495-6856
Fax: 313-337-3158
Email: jruiz68@ford.com

Jesica Ruiz invites you to an online meeting using WebEx.

WebEx meeting information

Meeting Number: 717 799 718
Meeting Link: https://ford.webex.com/ford/j.php?J=717799718
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

To receive a call back, provide your phone number when you join the meeting, or call the number below and enter the access code.
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=262285447&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:717 799 718

MC06

http://www.webex.com

This message may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you are not the intended recipient (or authorized to act on behalf of the intended recipient) of this message, please do not disclose, forward, distribute, copy, or use this message or its contents. If you have received this communication in error, please notify us immediately by return e-mail and delete the original message from your e-mail system. Thank you.

From: ralph.wagers@hitachi-automotive.us
Sent: Wednesday, February 19, 2014 9:36 PM
To: Ruiz, Jesica (.)
Cc: Rodger.Carter@hitachi-automotive.us; Daanyal, Shaji (.)
Subject: Fw: Hitachi - Master Cylinders - Matrix & 8D Review

Jesica,

We have not received any new warranty returns for P415. The only parts that we have received are VN-127 via Ford Warranty Center.

VIN numbers are:
1FDXE4FS5ED[redacted]
1FDEE3FLXED[redacted]

There is nothing new associated with DTP. For this reason I am requesting you cancel meeting tomorrow 2/20/14 so that I may support aforementioned warranty investigations . Of course, we will meet next week.

Thank you for your consideration.

Best regards,
Ralph Wagers
Quality Assurance Engineer
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Phone: (859) 734-9451, ext. 2134
E-mail: ralph.wagers@hitachi-automotive.us

---- Forwarded by Ralph Wagers/BER/AMS-NA on 02/19/2014 04:29 PM ----

From: "Daanyal, Shaji (.)" <suddin1@ford.com>
To: "Wagers, Ralph" <ralph.wagers@hitachi-automotive.us>, "Carter, Rodger" <rodger.carter@hitachi-automotive.us>
Date: 02/19/2014 09:12 AM
Subject: FW: Hitachi - Master Cylinders - Matrix & 8D Review

Ralph and Rodger,
You will have to attend this meeting.
To prepare for the report out I would like to witness the testing of the P415 parts along with the VN127 part today.
Regards,
Shaji

From: Ruiz, Jesica (.)
Sent: Tuesday, February 18, 2014 1:54 PM
To: Daanyal, Shaji (.)
Subject: RE: Hitachi - Master Cylinders - Matrix & 8D Review

The part that I was talking about is the P415 part that arrived Mon, Feb 10 to the warranty center and that they could not find. They got it from Product Development and it finally arrived Berea today, that is what Ralph just told me

---

From: Daanyal, Shaji (.)
Sent: Tuesday, February 18, 2014 1:52 PM
To: Ruiz, Jesica (.)
Subject: RE: Hitachi - Master Cylinders - Matrix & 8D Review

The part arriving today is a VN127 part.
Will you be involved in a Ohio Assembly Plant Warranty Issue? You are more than welcome to if you have that much of time to spare but I can follow-up.
Regards,
Shaji

From: Ruiz, Jesica (.)
Sent: Tuesday, February 18, 2014 1:48 PM
To: Daanyal, Shaji (.)
Subject: RE: Hitachi - Master Cylinders - Matrix & 8D Review

no problem, thanks for letting me know... we will review the 8D of the part that was finally found and arrive today.

-----Original Appointment-----
From: Daanyal, Shaji (.)
Sent: Tuesday, February 18, 2014 1:28 PM
To: Ruiz, Jesica (.)
Subject: Declined: Hitachi - Master Cylinders - Matrix & 8D Review
When: Thursday, February 20, 2014 1:00 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

This message may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you are not the intended recipient (or authorized to act on behalf of the intended recipient) of this message, please do not disclose, forward, distribute, copy, or use this message or its contents. If you have received this communication in error, please notify us immediately by return e-mail and delete the original message from your e-mail system. Thank you.

From: Ruiz, Jesica (.)
Sent: Thursday, June 20, 2013 2:54 PM
To: Paul.Hobbs@hitachi-automotive.us
Subject: FW: Hitachi analysis needed

Paul,

Please provide us the 8D for this part asap.

Thanks.

Jesica Ruiz

STA Engineer – Chassis & VE
Ford Motor Company
Dearborn Truck Plant

Desk: 313-845-0221
Cell: 313-495-6856
Fax: 313-337-3158
Email: jruiz68@ford.com

From: Stauffer, Eric (E.L.)
Sent: Thursday, June 20, 2013 10:52 AM
To: Ruiz, Jesica (.); Felch, Hal (H.J.); Aynessazian, Kam (K.)
Cc: Williams, Dan (DW.); Kosztowny, Brian (B.P.)
Subject: RE: Hitachi analysis needed

We still have not received any analysis on this part Hitachi has had for 1 month now. See attached CQIS from a unit built 5/19.



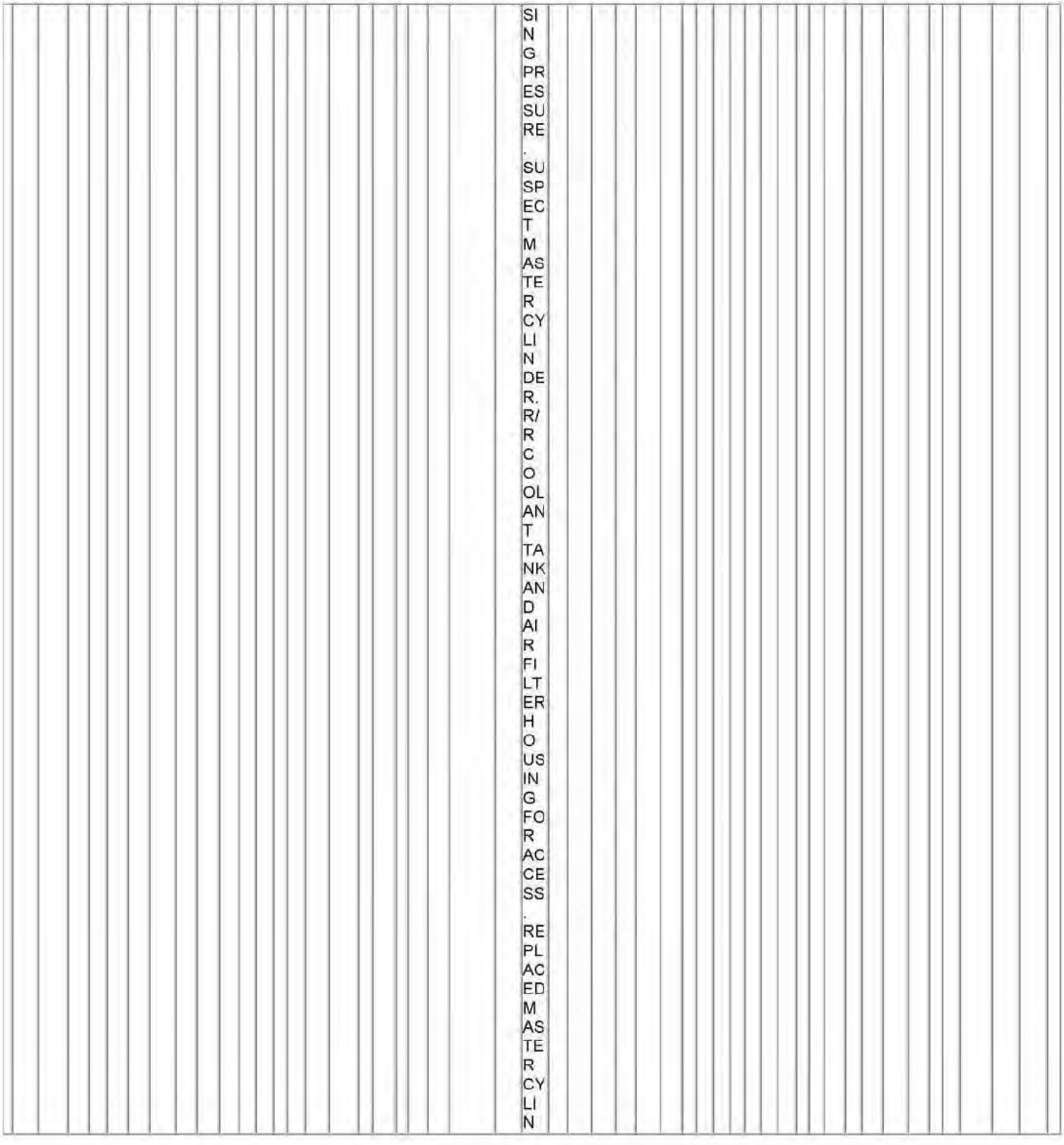
Report Summary
for the CQIS Re...

From: Stauffer, Eric (E.L.)
Sent: Friday, June 14, 2013 8:05 AM
To: Ruiz, Jesica (.); Felch, Hal (H.J.); Aynessazian, Kam (K.)
Cc: Williams, Dan (DW.); Kosztowny, Brian (B.P.) (bkosztow@ford.com)
Subject: Hitachi analysis needed

Why have we still not received Hitachi analysis on this part, that Hitachi has had since 5/20? As I think we have discussed this one is critical because it came well after the stop ship in March.

I got another ECB today (link at bottom)with same symptoms, but dealer did a bleed only.

CTag	DISPOSITION	TAGISSUEDATE	PICKEDDATE	SHIPPEDDATE	CARRIER	TRACKING#	WPACRECD.DATE	HANDLEDDATE	RAC	REQ#	PREFIX	BASE	SUFFIX	PARTDESC	ENGPART#	TYPE	SUPPLIERNAME	MY	VEHICLE	MILEAGE	VIN	CUSTCOMMENTS	TECHCOMMENTS	CAUSALPART#	CONCERNCODE	CONCERNDESC	CAUSALCODE	CAUSALDESC	REPAIRDATE	P&A	TCODE	RO#	RO LINE#	PARTS$	LABOR$	REPAIR$	MISC$	CORE$	PARTSMARKUP$	LABORRATE	VEHPRODDATE	ASSEMBLYPLANT	WSD	PARTMFG_DATE	CLOSEDATE	ENGFAMCODE	PRIORAPPROVAL1	PRIORAPPROVAL2	BOX#
0268028564		5/16/2013	29-MAY-13	05-JUN-13	OTHER	111111111	5/20/2013 1:28:54 PM	5/20/2013 1:28:54 PM		279851	BL3Z	2140	A	CYLINDER ASY - MASTER	BL342C156BB	DS		2013	F150 4X2	139	1FTPF1CF2DK[redacted]	BRAKE PEDAL FADES TO FLOOR WHEN COMING TO A STOP	CHECK BRAKE PEDAL GOES TO FLOOR. ROAD TEST. FOUND WITH STEADY PRESSURE ON HILL PEDAL GOES DOWN AND LO	BL3Z2140A	H16	BRAKES TOO SENSITIVE	42	DOES NOT OPERATE PROPERLY	5/13/2013	001093	209808	A	103.81	135.23	303.87	0	0	562.1	84.52	4/25/2013	KANCTY	5/10/2013		DFMXT05.03D7			



RAC CODE	NAME	ATTENTION	BLDG	AD
PVTK-SN	TOKICO - HITACHI	SUZETT NAPIER	HITACHI	34

http://www.quality.ford.com/aws/cgi-bin/jlu/detailclm2.pl?srvr=&modelyr=2013&clmkey=1966234

From: Dobbs, Dan (K.D.)
Sent: Thursday, June 20, 2013 2:39 PM
To: Stauffer, Eric (E.L.)
Cc: Kosztowny, Brian (B.P.)
Subject: Report Summary for the CQIS Report#DFSBD008

Pedal drops

Attachments : 0

Report# :	DFSBD008 NHL			**Received:**	06/19/2013
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2013,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET4DF[redacted]			**Build Date:**	05/19/2013
Odometer :	18 M	**Engine:**	3.5L-GTDI	**Calibration:**	DF613C0A
Transmission:	6R80E	**Axle:**	3.73 LOCK	**A/C:**	YES
Dealer:	CAN B7252 Magnuson Ford Sales Ltd			**Phone#:**	(604) 853-0711
City:	Abbotsford	**Province**	British Colu	**Country :**	CAN

Originator: BILL LIGHT
Symptom: 6 60 3 40 SP/ST/RD,STOPPING,PEDAL,LONG TRAVEL
Status:
VFG: V21 BRAKING
Additional Symptom: BRAKE PEDAL FALLS TO FLOOR
Fix: **Causal Component :**
Condition Code:

Hotliner: MBERELS **Phone:** 313 317-9339 **Regn Cd:** 07 07 FCSD REGION-CANADA
Engineering: **Phone:** **TAR:**
Dlr Contact: **Phone:** **Title Cde:** T

DTCs:
KOEO:
KOEC:
KOER:

Comments :

REPAIR 06/19/2013 01:43PM MATTHEW BERELS MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: THIS IS A DEMO VEHICLE.THE BRAKE PEDAL FADES
NOTICABLY WHEN AT A STOP SIGN,APROX 1/2 WAY TO THE FLOOR.IF ENGINE IS
OFF AND YOU PUMP THE PEDAL TO DRAIN THE BOOSTER,A GOOD HIGH HARD PEDAL
IS OBTAINED INITIALY,BUT WITH FIRM PRESSURE THE PEDAL DROPS SMOOTHLY
1/2 WAY TO THE FLOOR.NO LOSS OF FLUID FROM THE SYSTEM,NO
LEAK. DIAGNOSTICS: ROADTESTED AND INSPECTED,NO LEAKS,NO CODES,NO
TSB. PARTS REPLACED: NONE TECH QUESTION: DO YOU HAVE ANY SIMILAR
REPORTS?THANKS

RECOMM 06/19/2013 01:43PM MATTHEW BERELS MSS - FCSD - TECH SVC HOTLINE
BILL, BASED ON YOUR PREVIOUS DIAGNOSTICS YOU HAVE VERIFIED THAT
THIS CONCERN ISN'T NORMAL BRAKE BOOSTER STEP THROUGH AS THE BRAKE
PEDAL STILL FELL WITH ALL VACUUM DEPLETED FROM THE BRAKE BOOSTER. THIS
MEANS THAT THIS CONCERN IS THE RESULT OF AN INTERNALLY BYPASSING
MASTER CYLINDER OR HCU. TO DETERMINE THE INTERNALLY BYPASSING
HYDRAULIC BRAKE COMPONENT IT IS RECOMMENDED THAT YOU BLOCK THE OUTLET
PORTS ON THE MASTER CYLINDER AN HCU ONE AT A TIME AND REEVALUATE THIS
CONCERN. THESE PORTS CAN BE BLOCKED BY MODIFYING NEW OR USED BRAKE
LINE FITTINGS OR BY USING THE ADAPTERS FROM THE MASTER CYLINDER BYPASS
CONDITION TEST KIT. IF THE BRAKE PEDAL STILL FALLS WITH THE MASTER
CYLINDER OUTLET PORTS BLOCKED, SUSPECT IT AS FAULTY AND REPLACE IT AS
NEEDED. IF THE BRAKE PEDAL STILL FALLS WITH THE HCU OUTLET PORTS
BLOCKED, SUSPECT IT AS FAULTY AND REPLACE IT AS NEEDED. THE
HOTLINE HAS SEEN SIMILAR CASES OF THIS CONCERN OCCURRING CAUSED BY THE
MASTER CYLINDER OR HCU.

From: Stauffer, Eric (E.L.)
Sent: Friday, January 24, 2014 4:43 PM
To: Williams, Dan (DW.)
Subject: FW: Hitachi Warranty Issues...

From: Allen, David (.)
Sent: Friday, January 24, 2014 11:34 AM
To: Paul.Carroll@hitachi-automotive.us
Cc: Felch, Hal (H.J.); Stauffer, Eric (E.L.); Ruiz, Jesica (.); Daanyal, Shaji (.); Kapanowski, Martin C (M.C.); Aynessazian, Kam (K.)
Subject: RE: Hitachi Warranty Issues...

Paul, this is not acceptable. You need to get involved.

David R. Allen
Manager Brake Engineering
313-805-2731
dallen5@ford.com

From: Aynessazian, Kam (K.)
Sent: Friday, January 24, 2014 11:05 AM
To: Allen, David (.); Kapanowski, Martin C (M.C.)
Cc: Felch, Hal (H.J.); Aynessazian, Kam (K.); Stauffer, Eric (E.L.); Ruiz, Jesica (.); Daanyal, Shaji (.)
Subject: Hitachi Warranty Issues...

Dave/Marty, this is somewhat urgent. In today's meeting with Hitachi, there are some clear inaction by Hitachi relative to 1) having contaminants analyzed over-night (in the latest case, almost a month has gone by), 2) beard covers are still missing which by now are 2 weeks late, and 3) questionable whether blue totes are being cleaned properly, etc.

Was the effort to get their quality director personally involved successful?

The good news is that Shaji is the new site STA engineer and he was on the call today and plans to be there starting next Tuesday.

Kam Aynessazian ☺
F-150/Raptor/Expedition/Navigator Brake Actuation/Pedal/Vacuum Engineer
Mobile: 313-805-3076



Fairlane North #3, Cube HQ-018
6200 Mercury Dr., Dearborn, Michigan 48126

From: Ott, David (D.J.)
Sent: Saturday, February 27, 2016 1:40 PM
To: Britton, Eric (E.J.); Nolte, Angela (A.)
Subject: FW: MY2013-14 F150 3.5L volumes
Attachments: 2013-2015 F-150 MC responsive US records.xlsx

FWIW.

Thanks Kim!

Dave

From: Page, Kimberly (K.A.)
Sent: Thursday, February 25, 2016 9:59 AM
To: Ott, David (D.J.)
Subject: RE: MY2013-14 F150 3.5L volumes

Dave,

Attached is a file with responsive U.S. records only, and some analysis on the 3.5L EcoBoost data. The first tab of the file is the R/1000 information. I have included 2015 MY because I don't think we can rule it out until engineering has a definitive root cause.

I am going to do a quick VOQ search, and will get those numbers to you as soon as I have it. As stated in my previous note, just over 30 VOQ's sounds about right.

Let me know if you have any questions or need anything more. You can email or call my cell, 248-770-2846.

Kim Page
Concern Analyst, Automotive Safety Office

From: Ott, David (D.J.)
Sent: Thursday, February 25, 2016 7:41 AM
To: Page, Kimberly (K.A.)
Subject: FW: MY2013-14 F150 3.5L volumes

Kim, see below. Thanks for the volume breakdown yesterday. I neglected to ask for it for U.S. only, which is what NHTSA will use.

If you could run those for 3.5L, I'll pick them up when I get to the office after CCRG.

Thanks Kim!

Dave

From: Ott, David (D.J.)
Sent: Thursday, February 25, 2016 7:38 AM
To: 'Jeff.Quandt@dot.gov'
Subject: RE: MY2013-14 F150 3.5L volumes

OK Jeff.

We have our weekly internal investigations meeting this morning, I'll get you the 3.5L U.S. volumes as soon as I get back to my office, hopefully before noon.

Dave

From: Jeff.Quandt@dot.gov [mailto:Jeff.Quandt@dot.gov]
Sent: Wednesday, February 24, 2016 5:24 PM
To: Ott, David (D.J.)
Subject: MY2013-14 F150 3.5L volumes

Dave,

We are planning to have a resume sent forward for the MY13-14 F150 M/C-to-booster leak issue tomorrow. I believe that we may have slightly over 30 total complaints, all on 3.5L engines where we have a valid VIN. My intention is to open on 3.5L only, so please send production volumes as soon as you are able so that we have accurate estimated volume in the opening resume.

Thanks,

Jeff Quandt
Chief, Vehicle Control Division
National Highway Traffic Safety Administration
Office of Defects Investigation
NVS-213 Room W48-312
1200 New Jersey Avenue, SE.
Washington D.C. 20590-0001
202.366.5207 desk
202.366.1767 fax

IMPORTANT WARNING: This email (and any attachments) is only intended for the use of the person or entity to which it is addressed, and may contain information that is privileged and confidential. You, the recipient, are obligated to maintain it in a safe, secure and confidential manner. Unauthorized redisclosure or failure to maintain confidentiality may subject you to federal and state penalties. If you are not the recipient, please immediately notify us by return email, and delete this message from your computer.

2013 - 2015 F-150 Master Cylinder Leak into Brake Booster - USA responsive records only

3.5L EcoBoost R/1000

2013 MY

records:	980
volume:	241641
R/1000 =	4.0556

2014 MY

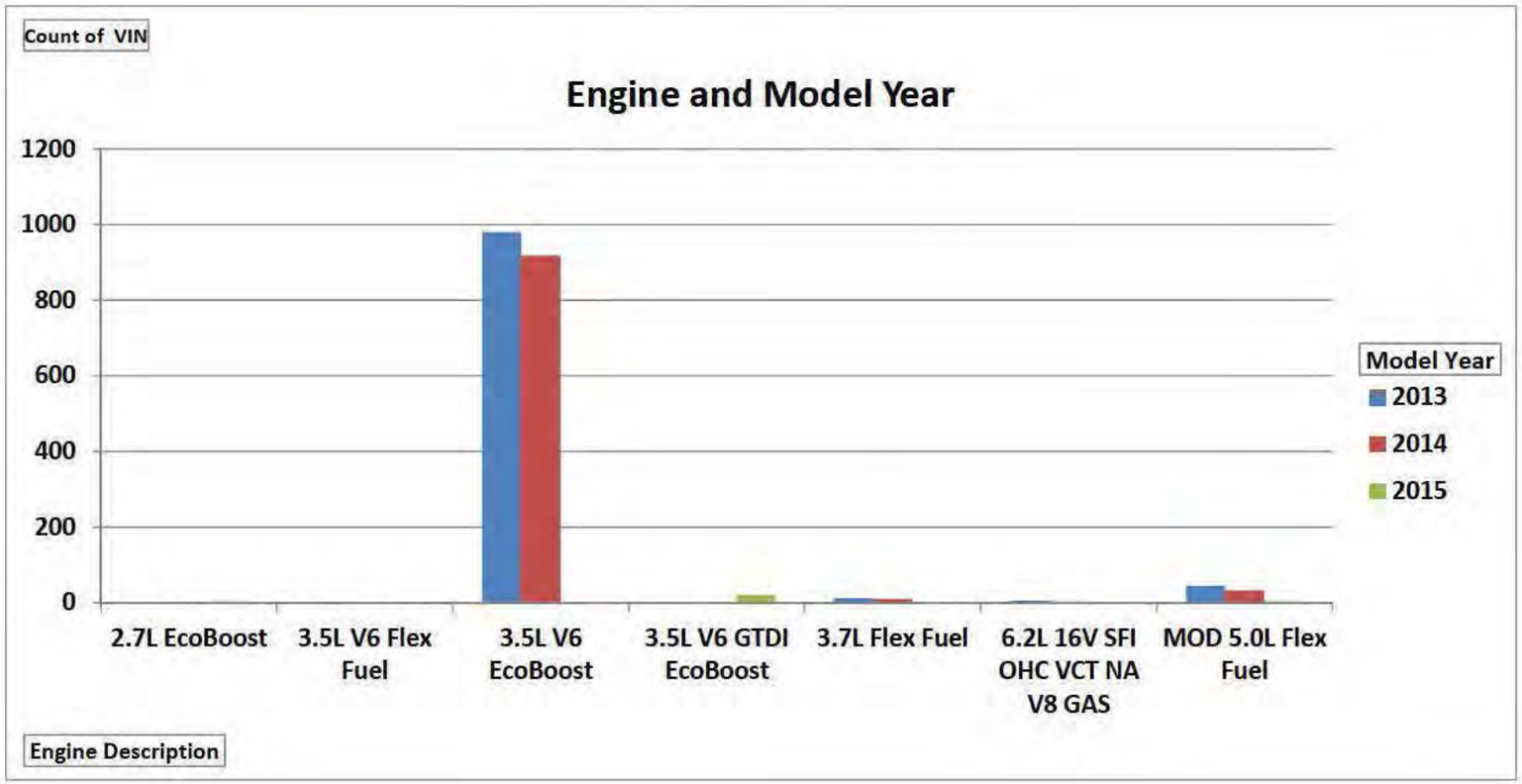
records:	918
volume:	178331
R/1000 =	5.1477

2015 MY *Note: this data is still maturing as TIS peaks at 12-24 months

records:	21
volume:	144468
R/1000 =	0.14536091

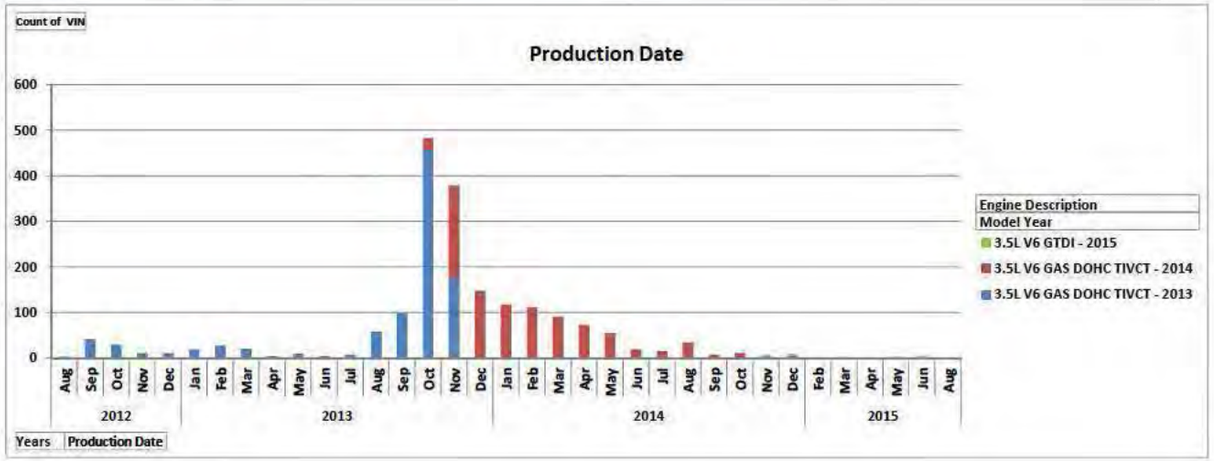
2013 - 2015 F-150 Master Cylinder Leak into Brake Booster - USA responsive records only

Count of VIN	Column Labels			
Row Labels	2013	2014	2015	Grand Total
2.7L EcoBoost			4	4
3.5L V6 Flex Fuel			1	1
3.5L V6 EcoBoost	980	918		1898
3.5L V6 GTDI EcoBoost			21	21
3.7L Flex Fuel	12	11		23
6.2L 16V SFI OHC VCT NA V8 GAS	5	3		8
MOD 5.0L Flex Fuel	45	33	4	82
Grand Total	**1042**	**965**	**30**	**2037**



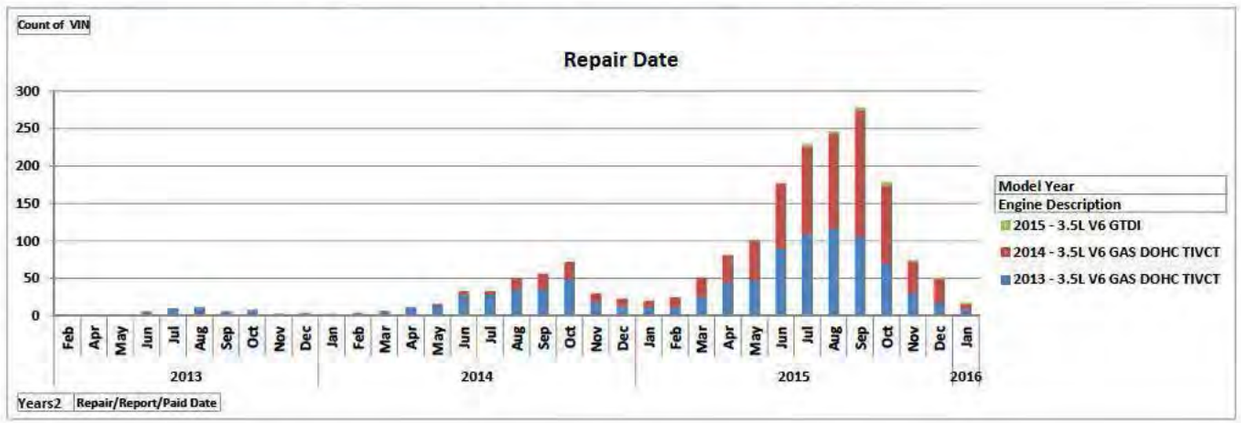
2013 - 2015 F-150 Master Cylinder Leak into Brake Booster - USA responsive records only

Count of VIN	Column Labels						
	3.5L V6 GAS DOHC TIVCT		3.5L V6 GAS DOHC TIVCT Total	3.5L V6 GTDI	3.5L V6 GTDI Total	Grand Total
Row Labels	2013	2014		2015		
2012						
Aug	3		3			3
Sep	42		42			42
Oct	30		30			30
Nov	11		11			11
Dec	11		11			11
2013						
Jan	19		19			19
Feb	28		28			28
Mar	20		20			20
Apr	4		4			4
May	10		10			10
Jun	4		4			4
Jul	7		7			7
Aug	58		58			58
Sep	99		99			99
Oct	458	25	483			483
Nov	176	203	379			379
Dec		147	147			147
2014						
Jan		117	117			117
Feb		111	111			111
Mar		91	91			91
Apr		73	73			73
May		55	55			55
Jun		19	19			19
Jul		15	15			15
Aug		34	34			34
Sep		8	8			8
Oct		11	11			11
Nov		4	4	4	4	8
Dec		5	5	4	4	9
2015						
Feb				1	1	1
Mar				2	2	2
Apr				1	1	1
May				3	3	3
Jun				5	5	5
Aug				1	1	1
Grand Total	980	918	1898	21	21	1919



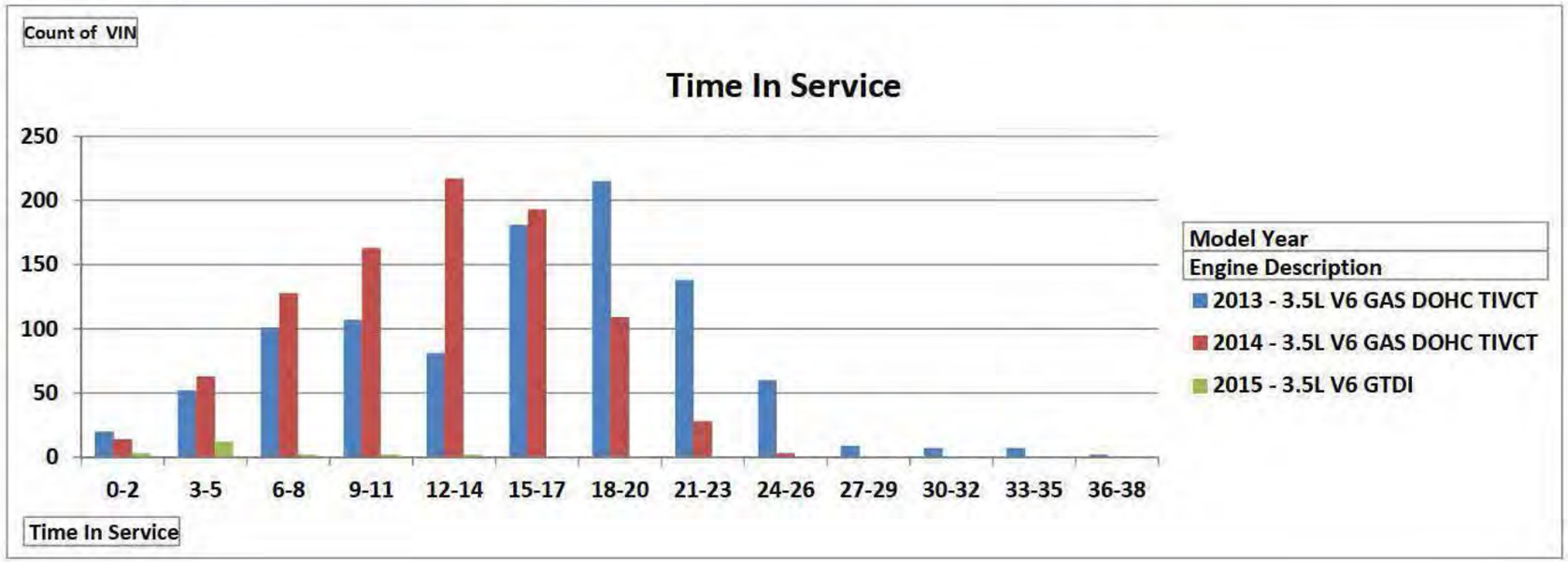
2013 - 2015 F-150 Master Cylinder Leak into Brake Booster - USA responsive records only

Count of VIN	Column Labels						
	2013	2013 Total	2014	2014 Total	2015	2015 Total	Grand Total
Row Labels	3.5L V6 GAS DOHC TIVCT		3.5L V6 GAS DOHC TIVCT		3.5L V6 GTDI		
2013							
Feb	1	1					1
Apr	1	1					1
May	1	1					1
Jun	6	6					6
Jul	10	10					10
Aug	11	11					11
Sep	6	6					6
Oct	8	8					8
Nov	3	3					3
Dec	4	4					4
2014							
Jan	2	2					2
Feb	4	4					4
Mar	6	6	1	1			7
Apr	11	11					11
May	14	14	2	2			16
Jun	28	28	5	5			33
Jul	28	28	5	5			33
Aug	35	35	15	15			50
Sep	36	36	20	20			56
Oct	49	49	23	23			72
Nov	18	18	12	12			30
Dec	13	13	10	10			23
2015							
Jan	11	11	9	9			20
Feb	11	11	14	14			25
Mar	26	26	25	25			51
Apr	44	44	37	37			81
May	48	48	53	53	1	1	102
Jun	90	90	87	87			177
Jul	108	108	118	118	3	3	229
Aug	117	117	126	126	3	3	246
Sep	106	106	168	168	4	4	278
Oct	69	69	105	105	5	5	179
Nov	30	30	43	43	1	1	74
Dec	17	17	32	32	2	2	51
2016							
Jan	8	8	8	8	2	2	18
Grand Total	980	980	918	918	21	21	1919



2013 - 2015 F-150 Master Cylinder Leak into Brake Booster - USA responsive records only

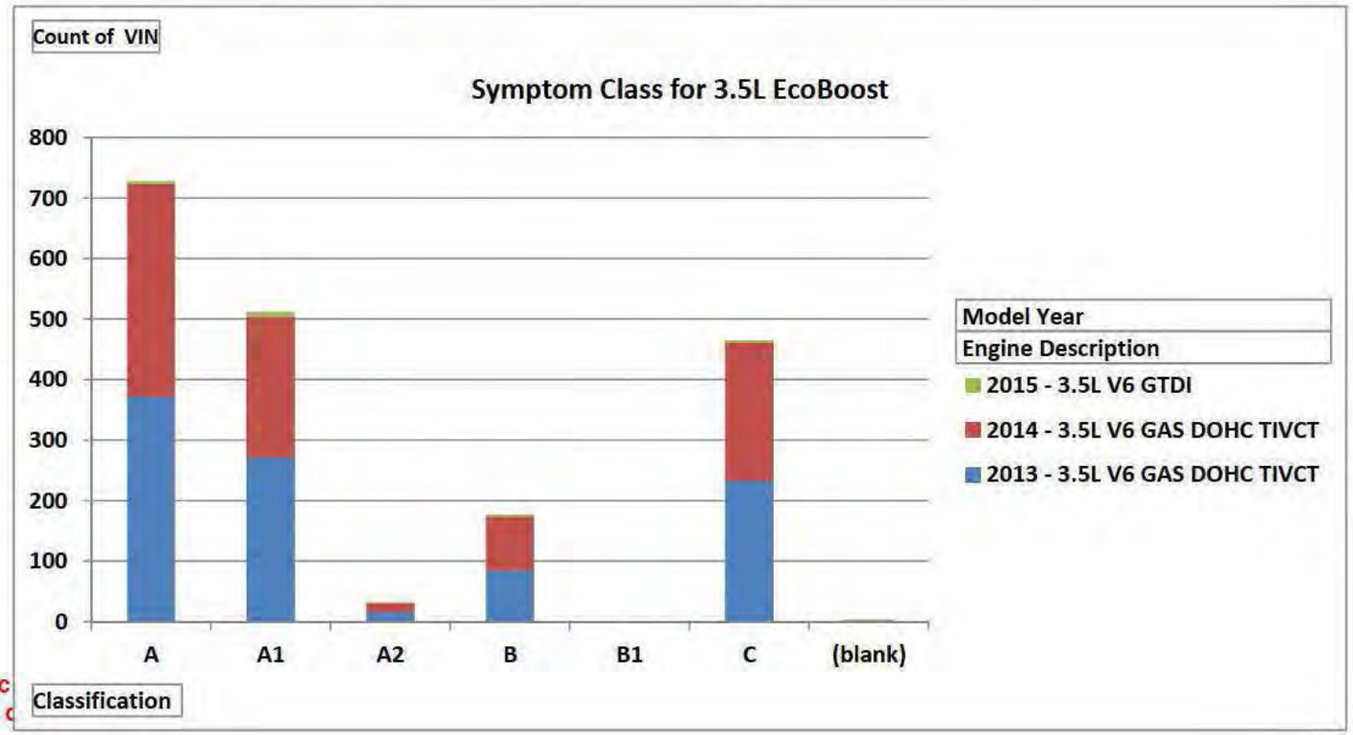
Count of VIN	Column Labels						
	2013	2013 Total	2014	2014 Total	2015	2015 Total	Grand Total
Row Labels	3.5L V6 GAS DOHC TIVCT		3.5L V6 GAS DOHC TIVCT		3.5L V6 GTDI		
0-2	20	20	14	14	3	3	37
3-5	52	52	63	63	12	12	127
6-8	101	101	128	128	2	2	231
9-11	107	107	163	163	2	2	272
12-14	81	81	217	217	2	2	300
15-17	181	181	193	193			374
18-20	215	215	109	109			324
21-23	138	138	28	28			166
24-26	60	60	3	3			63
27-29	9	9					9
30-32	7	7					7
33-35	7	7					7
36-38	2	2					2
Grand Total	980	980	918	918	21	21	1919



2013 - 2015 F-150 Master Cylinder Leak into Brake Booster - USA responsive records only

Count of VIN	Column Labels						
	2013	2013 Total	2014	2014 Total	2015	2015 Total	Grand Total
Row Labels	3.5L V6 GAS DOHC TIVCT		3.5L V6 GAS DOHC TIVCT		3.5L V6 GTDI		
A	372	372	351	351	5	5	728
A1	272	272	232	232	8	8	512
A2	16	16	15	15	1	1	32
B	85	85	89	89	3	3	177
B1	1	1					1
C	233	233	229	229	3	3	465
(blank)	1	1	2	2	1	1	4
Grand Total	980	980	918	918	21	21	1919

A - customer perception/allegation of no brakes or loss of
A1 - pedal to floor/pedal on floor
A2 - Tech states "no brakes", with no customer allegation of
B - poor brake performance, loss of brakes is NOT
B1 - sudden low pedal
B2 - veh broke down
C - no allegation of brake loss or poor
blank - customer symptom is a ?, not really stated in comments



Note: many of the class C's are for fluid loss, whic
often very rapid and high volume (multiple bottles c
brake fluid)

2013 - 2015 F-150 Master Cylinder Leak into Brake Booster

A - customer perception/allegation of no brakes or loss of brakes

- no brakes
- brake went out while driving
- brakes are out
- brakes completely gone
- brakes completely out
- brakes completely stopped working
- brakes do not engage
- brakes don't work
- brakes failed
- brakes have gone out
- brakes inop
- brakes totally went out
- brakes unresponsive
- brakes went out
- brakes wouldn't work at all
- brake system does not work
- complete brake failure
- does not brake
- doesn't stop
- lost brakes
- loses all braking ability
- loss of brakes
- loss of pedal
- lost brake pedal
- lost all brake power
- lost all brakes
- not braking
- won't stop

A1 - pedal to floor
pedal on floor

A2 - Tech states "no brakes" (not stated by customer)

B - poor brake performance, loss of brakes is NOT indicated by customer

- almost no brakes
- barely work
- brakes feel funny
- brakes hard to apply
- brakes lacked response
- brakes not effective
- does not stop properly
- does not want to stop
- excessive effort
- excessive pedal travel
- fades to floor
- felt like brakes not working
- had to pump brakes
- hard pedal
- hard to stop
- little to no brakes
- loss of brake pressure
- lost all brake assist
- low pedal
- no brake power
- no brake pressure
- no brakes hardly
- no pedal pressure
- no response in brakes
- not working correctly
- not working very well
- pedal does not feel right
- pedal fades
- pedal fades down at idle
- pedal fades to floor
- pedal goes down
- pedal got soft
- pedal is weak
- pedal sinks
- pedal sinks to floor
- pedal to floor at times
- pedal to floor before stopping
- pedal to floor on hard braking
- pedal too low
- pedal very low
- poor brakes
- pump brake to stop
- spongy pedal
- struggles to stop
- too much pedal travel
- very little brake assist
- very little brakes
- very little braking
- very little or no brakes
- would not stop properly

B1 - sudden low pedal

B2 - veh broke down

C - no allegation of brake loss or poor performance

CEL	leaking down
check brakes	low fluid
fluid loss	no fluid
found during other repair service	noise
leak	vibration
leak into booster	warning light

blank - customer symptom is a ?, not really stated in comments

Sum of VEHICLES	Column Labels		
Row Labels	**T/KW - 3.5L V6 GAS DOHC TIVCT**	**T/UR - 3.5L V6 GTDI**	**Grand Total**
2013	241641		241641
2014	178331		178331
2015		144468	144468
Grand Total	**419972**	**144468**	**564440**

From: Tuneff, Mark (M.S.)
Sent: Wednesday, March 02, 2016 3:10 PM
To: Risch, John (J.J.); Fronckowiak, Todd (T.M.)
Cc: Ott, David (D.J.); Britton, Eric (E.J.)
Subject: FW: PE16-003
Attachments: INOA-PE16003-1270.pdf; PE 16-003 VOQs.pdf

John will be the lead for External. I did not forward to Donna yet waiting for the NHTSA posting.

Eric, attached are the VOQs for reference.

John, Eric Britton has a lot of background.

From: Jeff.Quandt@dot.gov [mailto:Jeff.Quandt@dot.gov]
Sent: Wednesday, March 02, 2016 9:32 AM
To: Tuneff, Mark (M.S.); Ott, David (D.J.)
Cc: joseph.oxenham@dot.gov
Subject: PE16-003

Mark/Dave –

Please see attached documents for copy of the PE opening resume and current complaints (PE opening complaints + 2 VOQs received in the last week). Please let me know a good time to talk later today about how to coordinate part collection and also for update on information from your review with Hitachi.

Regards,

Jeff Quandt
Chief, Vehicle Control Division
National Highway Traffic Safety Administration
Office of Defects Investigation
NVS-213 Room W48-312
1200 New Jersey Avenue, SE.
Washington D.C. 20590-0001
202.366.5207 desk
202.366.1767 fax

IMPORTANT WARNING: This email (and any attachments) is only intended for the use of the person or entity to which it is addressed, and may contain information that is privileged and confidential. You, the recipient, are obligated to maintain it in a safe, secure and confidential manner. Unauthorized redisclosure or failure to maintain confidentiality may subject you to federal and state penalties. If you are not the recipient, please immediately notify us by return email, and delete this message from your computer.

U.S. Department of Transportation

National Highway Traffic Safety Administration

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION
NHTSA

Investigation:	PE 16-003		
Date Opened:	02/29/2016		
Investigator:	Joseph Oxenham	**Reviewer:**	Jeff Quandt
Approver:	Otto Matheke		
Subject:	Master cylinder failure		

MANUFACTURER & PRODUCT INFORMATION

Manufacturer:	Ford Motor Company
Products:	2013-2014 Ford F-150 with 3.5L engine
Population:	420,000 (Estimated)
Problem Description:	Consumers report incidents of brake fluid leaking from the master cylinder into the brake booster, resulting in loss of brake effectiveness.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	33	TBD	TBD
Crashes/Fires:	4	TBD	TBD
Injury Incidents:	0	TBD	TBD
Number of Injuries:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD

ACTION / SUMMARY INFORMATION

Action: A Preliminary Evaluation has been opened.

Summary:

The Office of Defects Investigation has received 33 reports alleging master cylinder failures in model year (MY) 2013 through 2014 Ford F-150 full size pickup trucks. All of the reports involve F-150 trucks equipped with 3.5L engines, with an estimated 420,000 units sold in the United States representing approximately 36 percent of MY 2013-2014 F-150 sales. The complaints allege symptoms of brake pedal going to the floor with complete loss of brake effectiveness, brake warning lamp illumination, and/or low or empty master cylinder reservoir fluid level with no visible leakage. Several complaints allege repair facilities diagnosed the problem as brake fluid leaking from the master cylinder to the brake booster. Thirty-one (31) of the reports were received in the last 12 months, including 20 in the last 7 months. Four complaints allege that the alleged defect resulted in collisions.

A Preliminary Evaluation has been opened to assess the scope, frequency, and safety-related consequences of the alleged defect.

The ODI complaints cited above can be viewed at www.safercar.gov under the following ODI identification numbers: 10818273, 10817706, 10809601, 10788886, 10788369, 10785526, 10779854, 10776834, 10766291, 10762034, 10761412, 10760663, 10758997, 10750065, 10749886, 10748122, 10747875, 10747531, 10746143, 10745511, 10744847, 10743344, 10733196, 10733023, 10731327, 10725476, 10725096, 10725046, 10724169, 10715103, 10692723, 10662564, and 10632103.

Form Approved: O.M.B. No. 2127-0008

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
27-FEB-2016	Reference No. 10838782

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City CITRUS HEIGHTS	State CA	Zip Code [redacted]	Evening Telephone Number [redacted]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FTFW1ET3EK[redacted]	FORD	F-150	2014

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 27-FEB-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 13000	Failure Speed 5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TOOK GRANDKIDS TO SOCCER PRACTICE AND BRAKES FAILED. PUSHED PEDAL AND IT WENT TO FLOOR. PUMPED PEDAL AND REGAINED BRAKE POWER. FLUID LOW INDICATOR CAME ON, SO I PUT FLUID IN AND LIMPED 1 MILE HOME...THE NO FLUID LIGHT CAME ON AND NO BRAKES. THERE IS NO INDICATION OF FLUID LEAKING IN THE WHEELS OR MASTER CYLINDER.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
25-FEB-2016	Reference No. 10838510

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address
Address	[redacted]	Evening Telephone Number	
City BRENTWOOD	State CA	Zip Code [redacted]	

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
	FORD	F-150	2013

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 25-FEB-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 48000	Failure Speed 5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police
				N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2013 FORD F-150. WHILE DRIVING APPROXIMATELY 5 MPH, THE BRAKES FAILED WITHOUT WARNING. THE CONTACT DEPRESSED THE BRAKE PEDAL ALL THE WAY TO THE FLOOR AND HAD TO PLACE THE VEHICLE IN PARK TO STOP. THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE MASTER CYLINDER AND BOOSTER PUMP NEEDED TO BE REPLACED. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 48,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
05-JAN-2016	Reference No. 10818273

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address			
City ALAMOGORDO	State NM	Zip Code	Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FTFW1ET9E	FORD	F-150	2014

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 29-MAR-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 20200	Failure Speed 5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

BRAKES FAILURE AT 20,200 MILES. BRAKE BOOSTER AND MASTER CYLINDER FAILED WHILE PULLING OUT OF GARAGE. AFTER STOPPING WITH THE E-BRAKE, SEVERAL DASH WARNING ILLUMINATED AND A MESSAGE OF LOW BRAKE FLUID APPEARED. NO FLUID WAS FOUND IN RESERVOIR AND WAS SUCKED INTO THE BRAKE BOOSTER. FORD ATTEMPTED TO BLAME THE FAILURE ON THE AFTER MARKET CHARGE AIR COOLER. TRUCK IS S 2014 FORD F-150 PLATINUM 3.5L ECOBOOST 4X4.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
04-JAN-2016	Reference No. 10817706

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City ORLANDO	State FL	Zip Code [redacted]	Evening Telephone Number [redacted]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FTFW1CT1D[redacted]	FORD	F-150	2013

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 24-DEC-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 24088	Failure Speed 5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

LOW BRAKE FLUID WARNING LIGHT CAME ON AND BRAKE PEDAL WENT TO FLOOR. NO VISIBLE LEAKS. I STOPPED THE VEHICLE AND ADDED FLUID, NEXT MORNING RESERVOIR WAS EMPTY AGAIN, NO FLUID ON THE GROUND UNDER VEHICLE. I TOOK THE TRUCK TO THE FORD DEALER FOR WARRANTY REPAIR. THE MILEAGE WAS 24088. DEALER STATED "BOOSTER WAS FULL OF BRAKE FLUID" AND REPLACED BOOSTER PUMP AND MASTER CYLINDER. I HAVE NOTED OTHER ONLINE COMPLAINTS FOR THE SAME FAILURE ON THIS SAME MODEL AND YEAR OF TRUCK. I FEEL AN INVESTIGATION SHOULD BE OPENED DUE TO THE SEVERITY OF THE NATURE OF THIS TYPE OF FAILURE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
11-DEC-2015	Reference No. 10809601

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address			
City SAN MARCOS	State CA	Zip Code	Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FTFW1ET8D	FORD	F-150	2013

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-MAY-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 18070	Failure Speed 10

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☒ Yes ☐ No	☐ Yes ☒ No			N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

ON 5/1/15, WHILE BACKING OUT OF MY DRIVEWAY, AS I ATTEMPTED TO BRAKE, THE BRAKE PEDAL WENT COMPLETELY TO THE FLOOR, AND THERE WAS NO STOPPING POWER. WHILE ATTEMPTING TO PUMP THE BRAKE AND USE THE PARKING BRAKE, MY VEHICLE CROSSED THE STREET, WENT UP THE CURB, AND STRUCK MY NEIGHBOR'S LANDSCAPE WALL, DAMAGING IT SEVERELY. TOTAL DISTANCE TRAVELLED WAS APPROXIMATELY 2.5 TRUCK LENGTHS BEFORE IMPACTING THE NEIGHBOR'S WALL. UPON INSPECTION BY MYSELF AND LATER MY INSURANCE INVESTIGATOR, THE BRAKE FLUID RESERVOIR WAS EMPTY, BUT THERE WERE NO OBVIOUS SIGNS OF LEAKAGE. NO PUDDLES OR VISIBLE BRAKE FLUID.

TRUCK WAS TOWED TO LOCAL DEALER WHO DIAGNOSED THE PROBLEM AS 'BRAKE FAILURE DUE TO LEAK FAULTY BRAKE MASTER CYLINDER'. WITHIN A FEW DAYS, THE BRAKES AGAIN DID NOT FEEL RIGHT WITH A STRANGE PEDAL FEEL. GRADUALLY, THE WORSENING PEDAL FEEL WAS ACCOMPANIED BY A METALLIC SCRAPING OR GRINDING NOISE. A SECOND TRIP TO A DEALER REVEALED A FAILED BRAKE BOOSTER DUE TO BRAKE FLUID INGESTION, WHICH ALSO EXPLAINED WHY THERE WAS NO VISIBLE EVIDENCE OF A LEAK AFTER THE CRASH. THE BRAKE BOOSTER OPERATES AT A VACUUM, SO AS THE MASTER CYLINDER LEAKED CATASTROPHICALLY, THE BOOSTER SUCKED IN THE FLUID, CAUSIN

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
06-NOV-2015	Reference No. 10788886

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address	[redacted]	Evening Telephone Number	
City LONGWOOD	State FL	Zip Code [redacted]	

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FTFW1CT8E[redacted]	FORD	F-150	2014

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 30-OCT-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 9684	Failure Speed 10

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

FAILURE OF MASTER CYLINDER AND BOOSTER PUMP. ALL FLUID DRAINED INTO BOOSTER WITH NO WARNING. REPAIRED UNDER WARRANTY. VEHICLE HAS ONLY 9600 MILES. VEHICLE LOST ALL BRAKING ABILITY (EXCLUDING EBRAKE) WITHIN 60 SECONDS OF A LOW FLUID ALERT.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
04-NOV-2015	Reference No. 10788369

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Addres	[redacted]	[redacted]	[redacted]
City GREENVILLE	State NC	Zip Code [redacted]	Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FTFW1CT1D[redacted]	FORD	F-150	2013

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 29-OCT-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 13000	Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

VEHICLE HAD BEEN PARKED FOR LESS THAN ONE HOUR. RETURNED AND STARTED VEHICLE. DEPRESSED BRAKE PEDAL TO SHIFT AND PEDAL WENT TO THE FLOOR AND THE LOW FLUID LIGHT ILLUMINATED. NO BRAKING ACTION. STOPPED VEHICLE AND CHECKED BRAKE FLUID LEVEL. RESERVOIR HAD LESS THAN ONE QUARTER INCH OF FLUID. CHECKED UNDER AND AROUND VEHICLE AND FOUND NO EVIDENCE OF FLUID LEAK. ADDED 24 OZ. OF FLUID TO RESERVOIR. BRAKES STILL VERY MUSHY WITH VERY LITTLE BRAKING ACTION. DROVE 11 MILES VERY SLOWLY AND PARKED VEHICLE IN DRIVEWAY. RESEVOIR AGAIN ALMOST EMPTY WITH NO VISIBLE LEAKS. VEHICLE TOWED TO DEALERSHIP. DEALERSHIP SAID THEY HAD NOT HEARD OF THIS PROBLEM BEFORE. APPEARS THE MASTER CYLINDER AND BOOSTER ARE BOTH BAD. TRUCK HAD JUST ROLLED OVER 13,000 MI. WHEN PROBLEM OCCURRED. I HAVE READ AT LEAST 15 SIMILAR REPORTS ON THIS PROBLEM GOING BACK AS FAR AS 2011 F-150 VEHICLES. THIS IS A POTENTIALLY DEADLY PROBLEM.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
23-OCT-2015	Reference No. 10785526

OWNER INFORMATION (Type or Print)

Name			
Address		Daytime Telephone Number	E-mail Address
City ROCHESTER HILLS	State MI	Zip Code	Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FTFW1ET1D	FORD	F-150	2013

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 07-SEP-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 22000	Failure Speed 45

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

LOW BRAKE FLUID WARNING CAME ON WHILE DRIVING. PULLED INTO GAS STATION, SAW BRAKE FLUID RESERVOIR WAS NEAR EMPTY. THERE WAS NO SIGNS OF A LEAK. BOUGHT AND REFILLED BRAKE FLUID AND DROVE TO DEALERSHIP-1 MILE AWAY- BRAKE FLUID RESERVOIR WAS 1/2 FULL. SERVICE REPRESENTATIVE, KNEW RIGHT OFF HAND WHAT THE ISSUE WAS, BRAKE MASTER CYLINDER FAILURE BLEEDING INTO THE RESERVOIR. LUCKILY I WAS ABLE TO GET TO ASERVICE C ENTER. TOOK DAYS TO GET PARTS. SEEMS LIKE A KNOWN ISSUE WITH FORD AND THEY'RE AVOIDING A RECALL...

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
05-OCT-2015	Reference No. 10779854

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address [redacted]		Evening Telephone Number	
City SAN JOSE	State CA	Zip Code [redacted]	

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FTFX1ET8D[redacted]	FORD	F-150	2013

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 05-OCT-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage	Failure Speed 65

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

RAPID LOSS OF BRAKE FLUID WHILE DRIVING RESULTING IN BRAKE FAILURE. WARNING LIGHT CAME ON. ADDING NEW FLUID RESULTED IN IMMEDIATE LOSS OF FLID.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
25-SEP-2015	Reference No. 10776834

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Addres:		[redacted]	[redacted]
City SAUGUS	State CA	Zip Code [redacted]	Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FTFW1CT8DF[redacted]	FORD	F-150	2013

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 25-SEP-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage	Failure Speed
	61000	60

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TRAVELLING AT 60 MPH ON INTERSTATE 5 SOUTH BOUND AT 0445 HRS I OBSERVED BRAKE LIGHTS APPROXIMATELY 1/4 MILE AHEAD. AS I APPLIED BRAKES THE PEDAL WAS SPONGY AND BRAKE FLUID WARNING LIGHT CAME ON. WHILE IN HEAVY TRAFFIC THE BRAKES FAILED. I WAS ABLE TO EXIT FREEWAY BY DOWN SHIFTING AND USING EMERGENCY BRAKE.I GOT TO A LOCAL RETAILER AND PURCHASED 1 12 OZ BOTTLES OF BRAKE FLUID AND PUT IT IN THE EMPTY RESERVOIR. AFTER PUMPING THE BRAKES I CHECKED THE FLUID LEVEL AND IT WAS EMPTY AGAIN. I PURCHASED 2 MORE 12 OZ BOTTLES AND ADDED THEM TO THE RESERVOIR. PUMPED THE BRAKES AND EVERYTHING SEEMED FINE. DECIDED TO GO HOME (SLOWLY) INSTEAD OF WORK. AFTER ABOUT 15 MILES THE BRAKE FLUID WARNING LIGHT COMES BACK ON. PULLED OVER AND BOUGHT TWO MORE 12 OZ BOTTLES TO PUT INTO MY NOW EMPTY RESERVOIR. DROVE 7 MILES TO MY HOME AND THE LOW WARNING COMES BACK ON. OPENED THE HOOD TO CHECK BRAKE FLUID LEVEL AND ONCE AGAIN IT IS EMPTY. LOOKED THROUGH ENGINE COMPARTMENT AND THE UNDERSIDE OF MY TRUCK AND THERE ARE NO VISIBLE FLUID LEAKS.

THIS IS A HUGE PROBLEM TO LIFE AND LIMB. I SEE I'M NOT THE ONLY PERSON WITH THIS ISSUE YET NOTHING AS FAR AS I CAN TELL IS BEING DONE ABOUT IT. DOES SOMEONE HAVE TO BE INJURED OR KILLED? 60 OZ OF BRAKE FLUID JUST TO DRIVE 22 MILES SAFELY IS NOT REASONABLE BY ANY STRETCH OF THE IMAGINATION. FORTUNATELY MY WIFE OR ONE OF MY CHILDREN WEREN'T USING MY TRUCK WHEN THI

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
20-SEP-2015	Reference No. 10766291

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City CEDAR PARK	State TX	Zip Code [redacted]	Evening Telephone Number [redacted]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FTFW1CT1E[redacted]	FORD	F-150	2014

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 19-SEP-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage	Failure Speed
	21500	75

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TRAVELLING AT HIGHWAY SPEEDS. LOW BRAKE FLUID INDICATOR CAME ON. PULLED OVER, TOPPED OFF BRAKE FLUID. HAD TO PURCHASE 24OZ OF FLUID TO GET IT TO LEVEL. DROVE ANOTHER 20 MILES. INDICATOR CAME BACK ON. ADDED 12OZ MORE OF FLUID AND MADE IT HOME. THE NEXT MORNING THE BRAKE PEDAL WENT STRAIGHT TO THE FLOOR. NO BRAKES AT ALL.

NO SIGN OF LEAK ANYWHERE. NO FLUID ON DRIVEWAY.

VANISHING FLUID? NOT SURE HOW MY TRUCK CAN HIDE 36OZ+ OF BRAKE FLUID IF IT'S NOT IN THE RESERVOIR.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
08-SEP-2015	Reference No. 10762034

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address			
City PICKERINGTON	State OH	Zip Code	Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FTFW1ET2EF	FORD	F-150	2014

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-SEP-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage	Failure Speed
	10500	0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

STARTED VEHICLE AND PUSHED ON BRAKE TO SWITCH TO REVERSE, WARNING MESSAGE THAT VEHICLE WAS LOW ON BRAKE FLUID. VERIFIED BY LOOKING AT MASTER CYLINDER, ADDED BRAKE FLUID AND STARTED DRIVING. WITHIN 3 MILES SAME MESSAGE, PARKED VEHICLE CALLED FORD. THEY PICKED UP THE VEHICLE AND CALLED ME LATER TO ADVISE THAT THE MASTER CYLINDER FAILED AND THE BRAKE BOOSTER SUCKED ALL THE FLUID INTO IT. THEY BOTH NEEDED REPLACED AS WELL AS OTHER BRAKE RELATED STUFF. I RESEARCHED AND I KNOW I AM NOT THE FIRST TO HAVE THIS EXACT SAME PROBLEM, I AM JUST LUCKY I WASNT ON THE FREEWAY AT SPEED WHEN THIS OCCURRED.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
03-SEP-2015	Reference No. 10761412

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City DEERFIELD	State NH	Zip Code [redacted]	Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FTFW1ETXE[redacted]	FORD	F-150	2014

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 03-SEP-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage	Failure Speed
	21800	0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

WHILE CHECKING ENGINE OIL NOTICED A "SUCKING" NOISE COMING FROM THE BRAKE FLUID RESERVOIR AND NOTED IT WAS EMPTY. ADDED SOME ADDITIONAL DOT 4 FLUID UP TO THE MIN MARK AND WITHIN 30 MINUTES IT WAS EMPTY AGAIN. TRACED ALL THE BRAKE LINES AND INSPECTED THE BRAKE CALIPERS AND NO LEAKS NOTED. WENT TO START THE TRUCK TO MOVE IT AND THE LOW BRAKE FLUID LIGHT ILLUMINATED AND THE BRAKE PEDAL WHEN PRESSED WENT TO THE FLOOR. NO OTHER SIGNS OF BRAKE ISSUES PRIOR TO THIS POINT. HAD THE VEHICLE TOWED TO A FORD DEALERSHIP AND THEY STATED THAT THE MASTER BRAKE CYLINDER AND BRAKE BOOSTER ARE DEFECTIVE AND NEED TO BE REPLACED. THE BRAKE FLUID WAS LEAKING INTO THE BRAKE BOOSTER AND COLLECTING THERE HENCE NO VISIBLE LEAKAGE. FORTUNATELY THE INCIDENT OCCURRED IN MY DRIVEWAY, BUT IF IT HAD OCCURRED ON THE ROAD WHO KNOWS WHAT THE RESULTS WOULD HAVE BEEN. THE TRUCK HAS ~21,800 MILES AND WAS PURCHASED NEW IN NOVEMBER 2014 WITH A BUILD DATE IN AUGUST 2014. QUICK SEARCH ON THE INTERNET HAS TURNED UP SIMILAR INSTANCES WITH THE SAME YEAR, MAKE, MODEL, AND ~ MILEAGE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
01-SEP-2015	Reference No. 10760663

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address	[redacted]	Evening Telephone Number	
City HIALEAH	State FL	Zip Code [redacted]	

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FTFW1CT4EF[redacted]	FORD	F-150	2014

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 14-AUG-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 22000	Failure Speed 75

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

BRAKES SUDDENLY FAILED ON THE HIGHWAY, HAD THE VEHICLE TOWED BACK TO A FORD SERVICE CENTER AND IT TURNED OUT THAT THE BRAKE BOOSTER COMPONENT FLOODED WITH BRAKE FLUID WHICH IS A MAYOR FAILURE AND IS NEVER SUPPOSED TO HAPPEN, EVEN THE SERVICE MANAGER AT SAWGRASS FORD AGREES WITH THAT ASSESSMENT. DOING SOME RESEARCH ONLINE I FOUND OUT THIS COMPONENT HAS FAILED AROUND THE COUNTRY AND FORD HAS DONE NOTHING TO IMPROVE THE PART'S SAFETY. I'VE ALREADY FILED A COMPLAINT THE STATE OF FLORIDA ATTORNEY'S OFFICE AND NOW I'M DOING THE SAME WITH YOU. THE SUDDEN FAILURE OF THIS PART REPRESENTS A VERY GRAVE SAFETY SITUATION AS THE BRAKES ARE WITHOUT A WARNING COMPLETELY DISABLED ONCE IT HAPPENS.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
24-AUG-2015	Reference No. 10758997

OWNER INFORMATION (Type or Print)

Name			Daytime Telephone Number	E-mail Address
Address				
City GILBERT	State AZ	Zip Code	Evening Telephone Number	

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FTFW1ET9EK	FORD	F-150	2014

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 21-AUG-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 38000	Failure Speed 30

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2014 FORD F-150. WHILE DRIVING AT 30 MPH AND ATTEMPTING TO ENGAGE THE BRAKES, THE BRAKE LIGHT ILLUMINATED AND THE VEHICLE FAILED TO STOP. THE CONTACT REPLENISHED THE BRAKE FLUID IN ORDER TO REMEDY THE FAILURE; HOWEVER, THE FAILURE PERSISTED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC. THE TECHNICIAN DIAGNOSED THAT THE MASTER BRAKING CYLINDER AND THE BRAKE BOOSTER NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 38,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
20-AUG-2015	Reference No. 10750065

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City MOUNT PLEASANT	State SC	Zip Code [redacted]	Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FTFW1ET9DK[redacted]	FORD	F-150	2013

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 19-AUG-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 32000	Failure Speed 40

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2013 FORD F-150. WHILE DRIVING 40 MPH, THE CONTACT STATED THAT THE LOW BRAKE FLUID LIGHT ILLUMINATED ON THE INSTRUMENT PANEL. WHILE ATTEMPTING TO ENGAGE THE BRAKES, THE BRAKE PEDAL SANK TO THE FLOOR. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE MASTER CYLINDER NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 32,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
19-AUG-2015	Reference No. 10749886

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address			
City HEMET	State CA	Zip Code	Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FTFW1ET3D	FORD	F-150	2013

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 18-AUG-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage	Failure Speed
	36443	10

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☒ Yes ☐ No	☐ Yes ☒ No	0	0	N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

WHILE BACKING OUT OF A PARKING SPOT, I APPLIED THE SERVICE BRAKES AND THE BRAKE PEDAL WENT TO THE FLOOR. THE TRUCK CONTINUED IN REVERSE, STRIKING A CONCRETE WALL. I SECURED THE VEHICLE AND INSPECTED THE DAMAGE. UNDER THE HOOD, I LOOKED AT THE BRAKE FLUID RESERVOIR. THERE WAS A VERY SMALL AMOUNT OF FLUID IN THE BOTTOM OF THE RESERVOIR. I LOOKED BACK AT THE DASHBOARD TO SEE IF THE BRAKE LIGHT WAS ILLUMINATED, IT WAS NOT. I HAD THE TRUCK TOWED TO THE DEALERSHIP WHERE I PURCHASED (NEW) IT TWO YEARS PRIOR, GOSCH FORD IN HEMET, CA. THE SERVICE TECHNICIAN SAID THE BRAKE MASTER CYLINDER AND BRAKE BOOSTER WERE BAD AND THAT THE FLUID HAD LEAKED BACK INTO THE BOOSTER. SINCE THE TRUCK WAS OUT OF WARRANTY, THE ESTIMATE FOR REPAIR WOULD BE $800. THE TRUCK HAS 36,443 MILES (443 MILES OVER THE BASIC WARRANTY FOR BRAKES). AS A SMALL BUSINESS OWNER, THE TRUCK IS USED TO TOW MY EQUIPMENT TRAILER NECESSARY FOR WORK. WITHOUT THE TRUCK, I DON'T WORK AND MY BUSINESS SUFFERS. THE DEALERSHIP REFUSED TO SUBMIT THIS TO FORD FOR WARRANTY WORK STATING "FORD IS VERY FIRM ON THIS ISSUE; EVEN ONE MILE OVER 36,000 WOULD BE REFUSED".

I APPROVED THE REPAIRS SINCE I NEED THIS VEHICLE FOR MY LIVELIHOOD. AN HOUR LATER, THE SERVICE DEPARTMENT CALLED SAYING THE

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.