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

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 ☐
12-AUG-2015	Reference No. 10748122

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City TUCSON	State AZ	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
1FTFW1ET0EF[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-AUG-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN	Failure Mileage	Failure Speed
	17000	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).

I HAVE BEEN HAVING PROBLEMS WITH THE ENGINE AND BRAKES SINCE I BOUGHT THIS TRUCK. I HAVE HAD IT TO THE DEALER NUMEROUS TIMES AND THEY THROW PARTS AT IT AND IT DOES NOT FIX IT. AT BEGINNING OF ACCELERATION THERE IS A DEAD SPOT IN THE THROTTLE AND WHEN YOU PUSH PAST IT SLIGHTLY YOU FIND THE VEHICLE ACCELERATES RAPIDLY AND SOMETIMES SPINS THE DRIVE TIRES. A FEW DAYS AGO I WAS PULLING OUT INTO A BREAK IN TRAFFIC THAT WAS MORE THAN ADEQUATE AND THE ENGINE STARTED O.K. THEN HESITATED PUTTING ME IN DANGER OF BEING HIT BY NOW CLOSELY APPROACHING TRAFFIC. WHEN I BRING THE TRUCK TO THE DEALER THEY TRY THEIR BEST TO FIND THE PROBLEM BUT CAN'T.THEY SAID IT WAS BAD TURBOS AND REPLACED THEM THAT DID NOTHING TO HELP, THEY ALSO SAID THE PLUG WIRE BOOTS HAD TRACKS ON THEM AND THE SPARK PLUGS WERE MISFIRING, ALL WAS REPLACED TO NO AVAIL. ALSO WHEN YOU ARE DRIVING AT CITY SPEEDS AND PUSH THE THROTTLE TO PASS OR ACCELERATE IN TRAFFIC THERE IS A NOTICEABLE LAG IN DEPRESSING THE THROTTLE AND THE ENGINE RESPONDING. THIS IS ALSO A DANGEROUS PROBLEM.I BROUGHT THE TRUCK IN FOR OVERLY SENSITIVE BRAKES AND I WAS TOLD BY ONE SERVICE WRITER THAT THE TECH FOUND FLUID IN THE BOOSTER AND ANOTHER WRITER SAID IT WAS ASSEMBLY LUBE. THEY CHANGED THE BOOSTER BUT NOT THE MASTER CYLINDER.

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

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FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
11-AUG-2015	Reference No. 10747875

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address			
City CHICAGO	State IL	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
1FTFW1ET0E	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) 25-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 14000	Failure Speed

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 AN UNKNOWN SPEED, THE BRAKE PEDAL WAS DEPRESSED AND FAILED TO RESPOND. THE BRAKE FLUID WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER, WHO DIAGNOSED THAT THE MASTER AND BOOST CYLINDERS NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 14,000.

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

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FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
10-AUG-2015	Reference No. 10747531

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address	[redacted]	Evening Telephone Number	
City PORTAGE	State PA	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
1FTFW1ETXD[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) 28-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 44000	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	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).

MY FAMILY AND I WERE PREPARING TO PULL OUT OF A CRODED PARKING LOT AS WE WERE LEAVING A BASEBALL TOURNAMENT.MY HUSBAND ATTEMPTED TO PUT THE TRUCK INTO DRIVE AND AS HE SHIFTED, THE TRUCK LUNGED BACKWARD AS HE HAD NO BRAKES TO STOP THE VEHICLE. HE HAD TO THROW IT INTO P TO STOP.A MOTHER AND HER SON WERE WALKING NEAR THE VEHICLE AT THIS TIME, MY HUSBAND WAS QUITE UNNERVED.HE TURNED THE VEHICLE OFF AND WENT TO A LOCAL STORE FOR BRAKE FLUID IN ORDER TO DRIVE HOME.HE TOOK THE TRUCK TO THE NEAREST DEALER WHERE THEY HAD DISCOVERED THAT THE MASTER CYLINDER AND ENTIRE BRAKE SYSTEM FAILED. THERE WAS NO WARNING TO THIS ISSUE.OUR TRUCK ONLY HAS 44,000MILES AND IS 2 YEARS OLD.THIS IS OUR FAMILY VEHICLE USED TO TRANSPORT OUR CHILDREN, NOT TO HAUL OR TOW THINGS.I RESEARCHED THIS ISSUE ONLINE AND CONTACTED FORD AFTER REALIZING THAT OUR TRUCK WAS NOT THE ONLY TRUCK WITH THIS ISSUE. I SPOKE WITH REGIONAL MANAGER RANDY COPELAND REGARDING THE ISSUE AND EXPRESSED MY CONCERNS THAT THIS IS A HUGE SAFETY ISSUE.AN ENTIRE BRAKE SYSTEM SHOULD NEVER FAIL UNLESS IT WAS FAULTY, ESPECIALLY ON A NEWER VEHICLE.I EXPLAINED TO HIM THAT THIS IS A SERIOUS ISSUE AND COULD RESULT IN LOSS OF LIVES IF IT IS NOT ADDRESSED.I WAS TOLD TO WORRY ABOUT MY OWN VEHICLE.I WAS TOLD THAT I NEED TO KEEP CONVERSATION PROFESSIONAL, I WAS UPSET AT THE FACT THAT HE DISMISSED THE SERIOUSNESS OF NO BRAKES.MY CONCERNS FELL ON DEAF EARS.I WANT FORD TO REALIZ!

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

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INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
04-AUG-2015	Reference No. 10746143

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address			
City THORNTON	State CO	Zip Code 80	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
	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-AUG-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage	Failure Speed
	50000	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).

WHILE DRIVING ON THE INTERSTATE @ 75 MILES PER HOUR, THE LOW BRAKE FLUID LIGHT CAME ON. AT THAT TIME I TRIED MY BRAKES AND THE PEDAL WENT STRAIGHT TO THE FLOOR, STARTED DOWN SHIFTING AND USING THE PARKING BRAKE TO STOP.
TRUCK WAS TOWED TO THE FORD DEALERSHIP, DEALER INFORMED ME THAT THE MASTER CYLINDER HAD LEAKED ALL FLUID FROM THE RESERVOIR INTO THE BREAK BOOSTER AND INTO VACUUM LINES. COULD BE UP TO A MONTH TO GET PARTS TO FIX. DEALERS SAID IT LOOKS LIKE THIS IS A PROBLEM AND THAT IS WHY THE PARTS ARE ON BACK ORDER. WHY IS THERE NO RECALL ON THIS?

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

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INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
01-AUG-2015	Reference No. 10745511

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address			
City POWAY	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
1FTFW1ET3DFE	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-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 28000	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	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 DRIVING ON FREEWAY A "LOW BRAKE FLUID" WARNING LIGHT CAME ON THE DASH. I TESTED BRAKES AND THEY FELT OK AT THAT POINT. AFTER DRIVING SEVERAL MORE MILES THE BRAKE PEDAL TOOK MORE PRESSURE TO SLOW DOWN THE VEHICLE AND BY THE TIME I STOPPED THE BRAKE PEDAL WENT TO THE FLOOR. I CHECKED THE BRAKE FLUID RESERVOIR AND IT WAS EMPTY. I FOUND NO BRAKE FLUID LEAKING UNDER THE VEHICLE. I FILLED THE RESERVOIR WITH NEW BRAKE FLUID AND AFTER DRIVING 5 MILES THE BRAKE WARNING LIGHT CAME ON AGAIN. I STOPPED AND CHECKED THE RESERVOIR AND IT WAS EMPTY AGAIN. AFTER FILLING THE RESERVOIR AGAIN I TOOK THE VEHICLE INTO A FORD DEALER. THEY TOLD ME THE MASTER CYLINDER HAD FAILED AND LEAKED THE BRAKE FLUID INTO THE BRAKE BOOSTER UNIT AND CAUSED IT TO FAIL AS WELL. THE SERVICE ADVISER SAID THEY HAD 3 OTHER F-150 TRUCKS COME IN WITH THIS SAME ISSUE. THE FIX IS TO REPLACE THE MASTER CYLINDER AND THE BRAKE BOOSTER UNIT WITH NEW PARTS. HE CLAIMS THE NEW PARTS HAVE BEEN RE-ENGINEERED TO FIX THE ISSUE.

I CHECKED THE INTERNET FOR THIS PROBLEM AND FOUND MANY OTHERS HAVE HAD THE SAME ISSUE WITH AT LEAST 2011, 2012, 2013 FORD F-150 TRUCKS, SOME NEVER RECEIVED THE "LOW BRAKE FLUID" LIGHT BEFORE THE BRAKES FAILED. THIS IS AN EXTREMELY DANGEROUS SAFE

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

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INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
30-JUL-2015	Reference No. 10744847

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	B [redacted]
City RATON	State NM	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
1FTFW1ET4EF[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) 25-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage	Failure Speed
	14283	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	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).

I STARTED TO PULL OUT OF MY DRIVE WAY AND APPLIED THE BRAKES BEFORE ENTERING THE STREET. THE BRAKE PEDAL WENT COMPLETELY TO THE FLOOR FAILING TO STOP THE TRUCK I USED THE PARK BAKE TO STOP THE VEHICLE . AT THIS POINT I NOTICED THE LOW BRAKE FLUID LIGHT HAD COME ON .I VERY CAREFULLY BACK THE TRUCK BACK INTO MY DRIVE WAY USING THE PARK BRAKE TO STOP THE VEHICLE AGAIN .I WAS LUCKY NO CARS WERE COMING OR WE WOULD HAVE HAD A ACCIDENT .
I CALLED THE FORD DEALER WHO TOLD ME TO CALL ROADSIDE ASSISTANCE . THE VEHICLE WAS TOWED TO THE FORD DEALERSHIP WHERE THEY FOUND THAT ALL THE BRAKE FLUID HAD GONE INTO THE BRAKE BOOSTER. I WAS INFORMED THAT NO REPLACEMENT PARTS WERE AVAILABLE AND THEY WOULD PUT IN A EMERGENCY ORDER FOR THEM TO SPEED THINGS UP.
THIS LEEDS ME TO BELIEVE THAT FORD IS HAVING REAL PROBLEMS WITH THESE PARTS AND THIS IS NOT A ISOLATED PROBLEM .

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

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FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
24-JUL-2015	Reference No. 10743344

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	7249534705	J[redacted]
City GREENSBURG	State PA	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
	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) 15-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage	Failure Speed
	30000	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	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).

WHENEVER AT A STOP IN TRAFFIC, THE BRAKE PEDAL DRIFTED TO THE FLOOR CAUSING LOSS OF BREAKS RESULTING IN STRIKING THE CAR IN FRONT OF ME. THE TRUCKS BEEN AT FORD TO REPLACE MULTIPLE PIECES OF THE BRAKE SYSTEM WITH ABSOLUTELY NO BETTER RESULT. THE MASTER CYLINDER RESOVIOR WAS FOUND EMPTY TWICE PRIOR TO THIS PROBLEM SURFACING.

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

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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 ☐
10-JUL-2015	Reference No. 10733196

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City PRAGUE	State OK	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
1FTFX1ET2DF[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-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage	Failure Speed
	48000	70

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).

OWNER DRIVING POV ENTERING INTERSTATE VIA ONRAMP AT APPROX. 60MPH WHEN CHECK BRAKE LIGHT APPEARED. OWNER CONTINUED INTO TRAFFIC AND REACHED SPEED OF APPROX. 70MPH WHEN TRAFFIC SLOWED. OWNER PUSHED BRAKE PEDAL COMPLETELY TO FLOOR WITH NO SLOWING OCCURRING. OWNER PUMPED BRAKES NUMEROUS TIMES, DOWNSHIFTED AND UTILIZED EMERGENCY BRAKE TO AVOID COLLISION GOING ONTO SHOULDER OF INTERSTATE. BRAKE FLUID RESERVOIR WAS EMPTY, NO EVIDENCE OF A LEAK FOUND ON UNDERCARRIAGE. OWNER PUT MORE BRAKE FLUID IN AND WAS ABLE TO GET POV HOME VIA SLOW SPEED, DOWNSHIFTING AND EMERGENCY BRAKE. BRAKE RESERVOIR ONCE AGAIN EMPTY. AFTER RESEARCH ONLINE REGARDING MASTER CYLINDER FAILURE, OWNER REPLACED MASTER CYLINDER AND BRAKES ARE WORKING WITHOUT ISSUE.. THIS INCIDENT COULD HAVE OBVIOUSLY ENDED WITH SOMEONE SERIOUSLY INJURED OR EVEN KILLED. POV WAS NO LONGER UNDER WARRANTY WITH APPROX. 48,000 MILES SO ALL REPAIRS WERE AT OWNERS EXPENSE.

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

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INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
09-JUL-2015	Reference No. 10733023

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City ALEDO	State TX	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
1FTFW1ET4EK[redacted]	FORD	F-150	2014

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
30-MAY-13	SOUTHWEST FORD 817-596-5700			No: Cylinders 6	Gas
Original Owner ☐	Dealer's City	State	Zip Code 7[redacted]		

Transmission Type			Multiple Failure:	Incident Date(s)
	☒ Antilock Brakes ☒ Cruise Control	Powertrain: 4 WHEEL DRIVE	1	13-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage	Failure Speed
	22773	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	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).

BRAKE LIGHT CAME ON WHILE DRIVING AT 65 MPH. IMMEDIATELY TESTED BRAKES AND FELT NORMAL APPLICATION. THREE MILES LATER APPROACHING A FOUR-WAY INTERSECTION, INITIATED SECOND PEDAL APPLICATION AND BRAKE PEDAL WENT TO FLOOR WITH NO ASSOCIATED BRAKING ACTION. USED PARKING BRAKE, GEAR DOWN-SHIFTING AND ROAD SHOULDER TO AVOID COLLISION WITH OTHER VEHICLES. SERVICE INSPECTION FOUND MASTER CYLINDER HAD LEAKED ALL FLUID FROM RESERVOIR INTO BRAKE BOOSTER AND INTO VACUUM LINE. REPLACED BRAKE BOOSTER, MASTER CYLINDER, VACUUM CHECK VALVE, AND VACUUM LINE.....UPDATED 10/20/15 *BF

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

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INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
30-JUN-2015	Reference No. 10731327

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address	[redacted]		
City FAIRFIELD	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
1FTFW1ET4DF[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-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage	Failure Speed
	58457	2

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).

BACKED UP TO BOAT TRAILER. ATTACHED TRAILER TO F-150 PLATINUM. BRAKE PEDAL WENT TO THE FLOOR. CHECKED BRAKE FLUID LEVEL AND THERE WAS NO FLUID. ADDED (3) 6 OZ. BOTTLES. NO EXTERNAL LEAKS FOUND ANYWHERE. BLED BRAKE LINES TO GET VEHICLE HOME. DEALER FOUND THAT THE MASTER CYLINDER SEAL BLEW AND ALL THE BRAKE FLUID WENT INTO THE BOOSTER. BOOSTER ON BACK ORDER FOR 5 DAYS. I AM HAVING TO PAY TO HAVE BOOSTER REPLACED, SEAL, AND ABS SYSTEM FLUSH. THIS WAS VERY DANGEROUS FOR ME AS I WAS TOWING MY 17FT BOAT UP A MOUNTAIN @ 7% GRADE FOR 17 MILES. I HAVE READ THE RECORDED COMPLAINTS FOR THIS SAME ISSUE AND IT APPEARS TO HAVE HAPPENED TO MANY PEOPLE OVER THE LAST 2 YEARS. FORD PLEASE FIX THIS.

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

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INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
16-JUN-2015	Reference No. 10725476

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address			
City HOUSTON	State TX	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
1FTFW1ET6EKD	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) 06-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 18000	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	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 DRIVING ON THE INTERSTATE A WARNING FOR LOW BRAKE FLUID APPEARED ON THE DASH. SHORTLY AFTER I LOST PRESSURE IN THE BRAKE PEDAL WHEN TRYING TO BRAKE FOR SLOWER TRAFFIC. I WAS ABLE TO PUMP THE BRAKES TO SLOW DOWN ENOUGH AND WAS ABLE TO GET TO A NEAR BY GAS STATION. THEIR WAS NO BRAKE FLUID LEFT IN THE RESERVOIR AND AFTER ADDING MORE BRAKE FLUID THE RESERVOIR DRAINED WITHIN 5 MINUTES WITH NO VISIBLE LEAK. THE VEHICLE WAS TOWED TO THE DEALERSHIP. THE BRAKE MASTER CYLINDER HAD FAILED AND DRAINED ALL THE BRAKE FLUID INTO THE VACUUM BOOSTER. I WAS LUCKY THAT I ENOUGH ROOM TO PUMP MY BRAKES TO GAIN CONTROL, OTHERWISE THIS COULD HAVE RESULTED IN A MAJOR ACCIDENT. THIS PART SHOULD NOT FAIL IN THIS MANNER NOR AT 18000 MILE OF VEHICLE LIFE. THE MECHANIC AT THE DEALERSHIP CLAIMED HE HAS SEEN THIS ISSUES ON OTHER F150S TOO.

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

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U.S. Department of Transportation

National Highway Traffic Safety Administration

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(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
13-JUN-2015	Reference No. 10725096

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City CLAYTON	State NC	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
1FTFW1ET3DF[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) 12-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage	Failure Speed
	36500	8

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).

TOTAL BRAKE FAILURE. STARTED VEHICLE AND WENT TO BACK UP AND BRAKE PEDDLE WENT TO THE FLOOR, LOW BRAKE FLUID LIGHT LIGHT CAME ON AS SOON AS THE PEDDLE HIT THE FLOOR. VEHICLE WAS SLOWLY MOVING BACKWARDS AND WOULD NOT STOP. TRIED PUMPING THE PEDDLE TO STOP THE TRUCK. USED PARKING BRAKE TO STOP VEHICLE TO AVOID BACKING INTO OTHER CARS BEHIND. CHECKED BRAKE FLUID LEVEL AND FOUND IT WAS ALMOST OUT, LESS THAN A 1/4 INCH IN THE RESERVOIR. CHECKED ENTIRE VEHICLE AND NO LEAKS COULD BE FOUND CALLED CROSSROADS FORD IN CARY, NC AND THEY INDICATED I SHOULD FILL IT WITH DOT3 FLUID AND BRING IT IN. FILLED RESERVOIR TO MAX LINE AND PUMPED BRAKED A FEW TIMES UNTIL THEY WERE FIRM. DROVE TO THE DEALERSHIP, ABOUT 25 MILES. NO ISSUES GETTING TO THE DEALERSHIP OTHER THAN THE BRAKES WERE QUITE SPONGY AND NOT TOO RESPONSIVE. UPON INSPECTION AT THE DEALERSHIP, THEY REMOVED THE MASTER CYLINDER AND FOUND THE FLUID HAD FILLED THE BRAKE BOOSTER AND THE MASTER CYLINDER HAD FAILED.. THIS SEEMS TO BE A VERY SERIOUS PROBLEM, I'M VERY LUCKY I WASN'T KILLED OR KILLED SOMEONE IN AN ACCIDENT. VEHICLE WAS JUST A LITTLE OVER 500 OUT OF WARRANTY.

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

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U.S. Department of Transportation

National Highway Traffic Safety Administration

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(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
12-JUN-2015	Reference No. 10725046

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City LOGANVILLE	State GA	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
1FTFW1CT3EF[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) 11-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage	Failure Speed
	52294	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	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).

APPLIED BRAKES TO SLOW DOWN GETTING OFF INTERSTATE I-85 AND THE PEDAL WENT TO THE FLOOR WITH NO WARNING OTHER THAN THE CHECK BRAKE FLUID LEVEL AFTERWARDS. I WAS ABLE TO GET IT STOPPED BY DOWNSHIFTING IT TO LOW, AUTOMATIC TRANSMISSION WITHOUT HITTING ANYTHING. FORD DETERMINED IT IS THE BRAKE BOOSTER AND MASTER CYLINDER AND THEY NEED REPLACED BUT THOSE PARTS ARE BACK ORDERED FOR BETWEEN 2 & 12 WEEKS. I WAS ALSO TOLD THAT FORD IS REPLACING THESE PARTS ON NEW F150S AND THAT IS WHY THE LONG BACK ORDER.

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

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INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
08-JUN-2015	Reference No. 10724169

OWNER INFORMATION (Type or Print)

Name	[redacted]		
Address	[redacted]		
City SPRING LAKE	State NC	Zip Code [redacted]	

Daytime Telephone Number	E-mail Address
6785956756	[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
1FTFW1ET3DF[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) 03-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

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

COMPLETE LOSS OF BRAKES. HAD TRUCK TOWED TO FORD DEALERSHIP. THEY DIAGNOSED DEFECTIVE MASTER CYLINDER AND BRAKE BOOSTER. WAS TOLD BY DEALERSHIP THAT THE PARTS ARE ON NATION WIDE BACK ORDER. THIS INDICATES THERE IS A SERIOUS PROBLEM AND THIS IS NOT AN ISOLATED INCIDENT. I AM BEING REQUIRED TO PAY BECAUSE VEHICLE IS NO LONGER UNDER WARRANTY. BRAKES SHOULD NEVER COMPLETELY FAIL. THIS COULD HAVE HAD CATASTROPHIC RESULTS. IF FORD DOES NOT RECOGNIZE THIS ISSUE AND TAKE RESPONSIBILITY SOON AND FIX IT, SOMEONE WILL BE KILLED.

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

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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 ☐
07-MAY-2015	Reference No. 10715103

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Addres	[redacted]	[redacted]	[redacted]
City HOUSTON	State TX	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
	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) 05-MAY-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage	Failure Speed
	16918	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	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).

I WAS DRIVING HWY 290 IN HOUSTON, TX THE LOW BRAKE FLUID LIGHT CAME ON WITHIN AN ADDTIONAL 4 TO 6 MILES I LOST ALL MY BRAKES. LUCKY I DIDN'T PANIC AND WAS ABLE TO GET OFF THE HIGHWAY AND PULL INTO A STRIP CENTER AND USE THE EMERGENCY BRAKE TO STOP. THE BRAKES WOULD NOT EVEN STOP WHEN TRUCK WAS IDLING. I HAVE NEVER HAD BRAKES FAIL ESPECIALLY WITH A NEW TRUCK. I AM STILL LEARY ABOUT DRIVING A TRUCK WHOSE BRAKES FAILED COMPLETELY AND WILL PROBABLY NEVER GET THAT FEELING OUT OF MY HEAD. THE DEALSHIP SAID THE MASTER CYCLINDER FAILED AND PUSHED ALL THE FLUID INTO THE BRAKE BOOSTER. I CALLED FORD MOTOR COMPANY AND SPOKE WITH A LADY NAMED [redacted] SHE SAID SHE WAS SORRY BUT PARTS FAIL AND THEY COULD NOT EVEN ISSUE AN EXTENED WARRANTY FOR THE TRUCK. SHE DID OFFER A SERVICE PLAN FOR THE TRUCK. BUT I AM NOT LOOKING FOR SOMETHING FOR FREE I JUST WANT MY TRUCK COVERED AND FEEL SAFE IT IN WITH MY FAMILY. I AM VERY LUCKY THERE WAS NO TRAFFIC AND DIDN'T WRECK OR HAVE MY SON IN THE CAR WITH ME. THIS COULD HAVE BEEN A TERRIBLE ISSUE AND SHOULD BE ADDRESSED BY FORD IN A MORE CONCERNING MANNER.

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

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(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
07-MAR-2015	Reference No. 10692723

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address	[redacted]	Evening Telephone Number	
City MOBILE	State AL	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
1FTFW1CT2DK[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-DEC-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage	Failure Speed
	13781	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	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).

TRUCK WAS PARKED SEVERAL HOURS IN SON-IN-LAWS DRIVEWAY. WIFE GOT IN TRUCK, AFTER CRANKING AND PLACING IN REVERSE, NO BRAKES! BACKED INTO SON-IN LAWS VEHICLE DAMAGING IT AND DAMAGING F 150. F 150 STILL UNDER WARRANTY, TAKEN TO MULLINAX FORD MOBILE AL. FOUND MASTERCYLINDER DEFECT , FAILED GASKET CAUSED BRAKE BOOSTER TO FAIL. MASTER CYLINDER REPLACED BY MULLINAX FORD, MOBILE AL.

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

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U.S. Department of Transportation

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(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
06-DEC-2014	Reference No. 10662564

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number 2079341969	E-mail Address [redacted]
Addres	[redacted]	Evening Telephone Number	
City O.O.B.	State ME	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
1FTFW1ET7EK[redacted]	FORD	F-150	2014

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders 6	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s)
		4 WHEEL DRIVE	1	24-NOV-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage	Failure Speed
	4500	2

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).

FIRST START AFTER SITTING OVER THE WEEKEND PUT IN REVERSE AND HAD ALMOST NO BRAKES 3.5 ENG. 2 MONTH OLD TRUCK AND SO MANY ISSUES. *TR

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

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U.S. Department of Transportation

National Highway Traffic Safety Administration

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1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
10-SEP-2014	Reference No. 10632103

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address			
City CELINA	State TX	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
1FTFW1ETXDK	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-SEP-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: BRAKES (PWS), 034100 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS: MASTER CYLINDER	Failure Mileage 8000	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	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 APPROXIMATELY 5 MPH, THE VEHICLE HESITATED TO STOP WHEN THE BRAKE PEDAL WAS DEPRESSED AND THE BRAKE FLUID WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS TOWED TO A DEALER FOR DIAGNOSTIC TESTING WHERE IT WAS DIAGNOSED THAT THE MASTER CYLINDER AND BRAKE BOOSTER PUMP NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 8,000.

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

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From: Britton, Eric (E.J.)
Sent: Thursday, March 03, 2016 6:14 PM
To: Nolte, Angela (A.)
Subject: FW: PE16-003

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

From: Tuneff, Mark (M.S.)
Sent: Wednesday, March 02, 2016 4:22 PM
To: Risch, John (J.J.); Britton, Eric (E.J.); Ott, David (D.J.)
Subject: FW: PE16-003

Info, I spoke with Jeff earlier today and he mentioned that they acquired a part from the field and sent it to VRTC for analysis. Jeff indicated VRTC identified "a leak from the primary side into the booster" but they had not disassembled the part any further because they planned to install it on a vehicle and evaluate it. Attached is the VOQ associated with that part. Jeff mentioned that they had reports of empty reservoirs and shared a photo from one VOQ.

From: Jeff.Quandt@dot.gov [mailto:Jeff.Quandt@dot.gov]
Sent: Wednesday, March 02, 2016 12:40 PM
To: Tuneff, Mark (M.S.)
Subject: PE16-003

The part VRTC tested was from one of the VOQs alleging a crash (VOQ# 10749886, VIN# 1FTFW1ET3DF[redacted]. The VOQ narrative indicates "a very small amount of fluid" observed in the reservoir:

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 THERE IS A NATIONWIDE BACKORDER ON THE MASTER CYLINDER AND BRAKE BOOSTER (GO FIGURE), AND THE PARTS WOULDN'T BE AVAILABLE FOR 5 WEEKS! SO, MY TRUCK (THE TRUCK I PURCHASED NEW TO ENSURE DEPENDABILITY, SAFETY AND RELIABILITY) SITS AT THE DEALERSHIP WAITING FOR THE REPLACEMENT PARTS

FOR AN APPARENT COMMON BRAKE FAILURE PROBLEM. SINCE THEY ARE REPLACING THE DEFECTIVE PARTS WITH NEW (HOPEFULLY NOT DEFECTIVE) PARTS, I WILL CRINGE EACH TIME I STEP ON THE BRAKE PEDAL. AN INTERNET CHECK OF THIS PROBLEM REVEALED OTHERS WITH THE EXACT SAME SITUATION. WHY IS THERE NO RECALL? THIS IS A HUGE BRAKE FAILURE ISSUE.

The intention was to test in a vehicle to see if results changed. I am waiting for a status report on that. Will let you know if we have anything new.

Fyi, at least one complaint has sent us a picture of the reservoir (VOQ# 10760663, VIN# 1FTFW1CT4EF[redacted] Here is a copy of the picture and the narrative from that VOQ:

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.



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

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From: Williams, Dan (DW.)
Sent: Wednesday, November 20, 2013 7:35 PM
To: Aynessazian, Kam (K.); Felch, Hal (H.J.)
Cc: Stauffer, Eric (E.L.); Kosztowny, Brian (B.P.) (bkosztow@ford.com)
Subject: FW: Report Summary for the CQIS Report#DKSHJ013

I'll request back any parts that end up being changed, once the claim is loaded into AWS.

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, November 20, 2013 1:11 PM
To: Williams, Dan (DW.)
Cc: Kosztowny, Brian (B.P.); Stauffer, Eric (E.L.)
Subject: Report Summary for the CQIS Report#DKSHJ013

Brake pedal to floor description

Attachments : 0

Report# :	DKSHJ013 NHL			**Received:**	11/19/2013
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2013,F150 4X4 ,F150 SUP CRW,STYSD ,1FTFW1ET5DK[redacted]			**Build Date:**	11/06/2013
Odometer :	10 M	**Engine:**	3.5L-GTDI	**Calibration:**	DF613C0A
Transmission:	6R80E	**Axle:**		**A/C:**	YES
Dealer:	USA 07820 Walnut Creek Ford			**Phone#:**	(925) 932-2900
City:	Walnut Creek	**State:**	California	**Country :**	USA
Originator:	ERIC SIMMONS				
Symptom:	6 60 3 40 SP/ST/RD,STOPPING,PEDAL,LONG TRAVEL				
Status:					
VFG:	V21 BRAKING				
Additional Symptom:	BRAKE PEDAL GOES TO THE FLOOR				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: CBISHO41 **Phone:** 313 317-9359 **Regn Cd:** W2 San Francisco

Engineering: **Phone:** **TAR:**

Dlr Contact: **Phone:** **Title Cde:** T

DTCs:

KOEO:

KOEC:

KOER:

Comments

:

REPAIR 11/19/2013 06:11PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: NO BRAKE PEDAL DIAGNOSTICS: VERIFIED NO PEDAL. FLUID LEVEL IS GOOD. NO LEAKS. CHECKED FOR DTCS NONE SEEMS LIKE MASTER IS BY-PASSING. TRIED TO BLEAD. NO PRESSURE FROM MASTER CYLINDER PARTS REPLACED: NONE TECH QUESTION: IS THERE ANY KNOWN CONCERNS THANKS

RECOMM 11/19/2013 06:11PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE
ERIC, THANK YOU FOR PROVIDING THE RESULTS OF YOUR DIAGNOSIS. WE HAVE HAD SIMILAR REPORTS ON THIS PLATFORM. THIS CAN BE CAUSED BY A FLUID LEAKS AND AERATION, A BYPASSING MASTER CYLINDER AS YOU ARE SUSPECTING,
A BYPASSING HCU, OR BRAKE BOOSTER STEP-THROUGH WHICH IS A NORMAL CHARACTERISTIC OF THE VACUUM BOOSTER. RECOMMEND FIRST CHECKING FOR
BOOSTER STEP-THROUGH BY PERFORMING THE FOLLOWING: 1. ENGINE OFF, PRESS BRAKE PEDAL SEVERAL TIMES TO RELEASE ALL VACUUM FROM THE BOOSTER. 2. LET CAR SIT FOR A COUPLE OF MINUTES, TO RELIEVE ANY HYDRAULIC PRESS. 3. PRESS ON BRAKE PEDAL. IS PEDAL HARD? DOES IT SINK TO FLOOR? 4. IF PEDAL IS HARD (FIRM), THERE IS NO AIR IN SYSTEM. IF PEDAL DOES NOT SINK TO FLOOR THERE IS NO INTERNAL LEAKAGE. 5. START ENGINE. 6. PRESS BRAKE PEDAL WITH NORMAL FORCE. IS PEDAL FIRM? 7. IF YOU APPLY CONSTANT PRESSURE TO THE PEDAL, WITH THE ENGINE RUNNING, IT WILL CONTINUE TO TRAVEL TOWARDS THE FLOOR. THIS IS NORMAL. THE BRAKE BOOSTER WILL CONTINUE TO APPLY ADDITIONAL FORCE TO
THE MASTER CYLINDER, PULLING IT TOWARDS THE FLOOR. IF THIS CONDITION IS CONFIRMED, NO ADDITIONAL DIAGNOSIS OR REPAIR ATTEMPTS ARE RECOMMENDED. IF WE DETERMINED THAT THIS IS NOT BOOSTER STEP-THROUGH, RECOMMEND PERFORMING THE MASTER CYLINDER BYPASS TEST AS
OUTLINED IN SECTION 206-00 IN THE ONLINE WORKSHOP MANUAL TO CHECK FOR

PROPER OPERATION. REPLACE THE MASTER CYLINDER AND RETEST IF A CONCERN
IS IDENTIFIED. ISM 04-05-037 VACUUM BRAKE BOOSTER STEP THROUGH DIAGNOSIS.

From: Williams, Dan (DW.)
Sent: Wednesday, August 27, 2014 7:59 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: Wednesday, August 27, 2014 7:59 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.) (bkosztow@ford.com); 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 ,1FTFW1ETXDKG[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: Medley, Steven (S.D.)
Sent: Thursday, March 14, 2013 5:16 PM
To: Kempf, Gregory (G.J.); Hollwell, Carlos (C.M.)
Subject: FW: Stop Ship SAQ2013248809 - 13MY F-150 Suspect BRAKE MASTER CYLINDER LEAK

From: Kosztowny, Brian (B.P.)
Sent: Thursday, March 14, 2013 12:15 PM
To: Lehmkuhl, David (D.B.)
Cc: Williams, Dan (DW.); Medley, Steven (S.D.); Stauffer, Eric (E.L.)
Subject: Stop Ship SAQ2013248809 - 13MY F-150 Suspect BRAKE MASTER CYLINDER LEAK

Subject: Stop Ship SAQ2013248809 - 13MY F-150 Suspect BRAKE MASTER CYLINDER LEAK

Vehicles Affected: All 2013 MY F150 Vehicles

Plants Affected: Dearborn Truck Plant (DTP), Kansas City Assembly Plant (KCAP)

Parts Affected: Brake Master Cylinders (Base Part # 2C156)

Supplier: Hitachi

WERS Alert #: A12668293

Concern Description

Dearborn Truck Plant (DTP) and Kansas City Assembly Plant (KCAP) are directed to stop ship 2013 MY F150 Vehicles due to suspect Brake Master Cylinder leak. Root cause has been determined to be a boring machining operation. Clean stock via sort is now online at DTP and KCAP plants with additional ICA and PCAs under development. A vehicle-level sort and release criteria is available.

David Lehmkuhl
F150 PVT Manager
dlehmkuh@ford.com
(313) 805-2751

From: Eden, Jack (J.E.)
Sent: Thursday, March 14, 2013 6:55 PM
To: Williams, Dan (DW.)
Subject: FW: Stop Ship SAQ2013248809 - F-150 Suspect Brake Master Cylinder Pedal Feel

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From: Lehmkuhl, David (D.B.)
Sent: Thursday, March 14, 2013 1:43 PM
To: Agosta, Dawn (D.M.); Ahadi, Fritz (F.D.); Arbitter, Daniel (D.S.); Aselage, Jane (J.M.); Bakaj, Joe (J.); Barthelemy, Bruno (B.); Bearly, Jeff (J.D.); Beckerman, Joel (P.); Belanger, Grant (G.E.); Biskelonis, Brian (B.A.); Bojarczyk, Paul (P.D.); Brown, Jerry (J.R.); Brown, Tony (Thomas K.); Brownell, Sherry (SLB.); Brundidge, Brenda (B.B.); Cadwell, Rhoda (R.A.); Carrier, Jeffrey (J.J.); Cash, Linda (L.G.); Christensen, Kris (K.S.); Coleman, Al (A.); Collareno, Philip (P A.); Collins, Ron (R.J.); Contreras, Alba (M.); Contreras, Gonzalo (.); D'Alessandro, Frank (F.J.); Dare, Shannon (S.); Davis, Frank (F.V.); Davis-Smith, Kenyatta (K.T.); DeFever, Lawrence (L.A.); DiMarco, Jackie Marshal (J.M.); Ebbing, David (D.G.); Farrell, Jerome (J.H.); Fascetti, Robert (R.J.); Fowler, Bennie (B.W.); Frascaroli, Emily (E.E.); Fuher, Michael (M.J.); Fusco, Frank (F.D.); Gaecke, Pete (P.A.); Gideon, Kevin (K.); Jowiski, Dan (D.J.); Gilbert, Timothy (T.); Goral, Janice (J.M.); Gourneau, Frank (F.B.); Grandstaff, Brian (B.D.); Gryglak, Adam (A.J.); Halabisky, Darren (D.H.); Halow, George (G.F.); Harrison, Michael (M.J.); Herbert, Jonathan (G.); Hettel, Daniel (D.F.); Hettle, Bruce (B.W.); Hollwell, Carlos (C.M.); House, Michael (M.T.); Huff, Bradford (B.D.); Jahant, Jeanine (J.M.); Jammoul, Ali (A.); Jarvis, Ryan (R.C.); Jett, Pete (P.P.); Johnson, Greg (G.T.); Johnson, Risa (R.A.); Johnston, Dennis (D.T.); Jovanovski, Ladica (.); Kainz, Laura (L.L.); Kellerwessel, Christof (C.); Kempf, Gregory (G.J.); Kenney, Jeb (S.); Khan, Mohammod (T.); Kiafoulis, Harry (H.); Kinnie, Yvonne (Y.C.); Krawiec, David (J.D.); Kuehn, Dave (D.E.); Leone, Sue (M.); Madej, Jeanette (J.); Marquez, Eduardo (E.); Martens, Guy (G.); Mascarenas, Paul (P.); Massara, Michael (M.G.); McLoughlin, Andy (A.); Medley, Steven (S.D.); Mikkelsen, William (W.J.); Mills, Walter (R.); Moore, Jason (J.R.); Morgan, James (M.); Mosquera, Frank (F.); Myers, Matthew (M.D.); Nair, Raj (S.S.); Nakhleh, Rouaa (R.I.); Nissen, Todd (T.); Opaleski, Steven (S.J.); Oswalt, Greg (G.G.); Pardi, Joseph (J.); Parlow, Katie (K.M.); Parsons, Howard (H.S.); Patel, Nisha (N.D.); Perrin, Kathryn (K.M.); Piccirilli, Claudio (.); Pijor, Donald (D.J.); Pittel, Kimberly (K.L.); Reitz, Graydon (G.A.); Revnew, Jim (J.P.); Richei, Gordon (G.); Robinson, Kevin (K.J.); Roth, John (J.C.); Roy, Brock (.); Roy, Paul (P.F.); Samardzich, Barb (B.J.); Santos, Reinaldo (R.Diniz.); Schofield, Denis (D.P.); Shashlo, Michael (M.L.); Shuttleworth, David (D.L.); Smith, Alan (A.R.); Smith, Kim (K.E.); Solorio, Catarino (C.L.); Sovoda, Richard (R.P.); Sparks, Douglas (D.S.); Stanton, Richard (R.A.); Stec, Pamela (P.); Stoddard, Jeff (J.W.); Storves, Bill (W.K.); Syed, Rehan (R.); Takayasu, Odair Kiho (O.K.); Tetreault, James (J.P.); Thai-Tang, Hau (H.N.); Thomas, David (D.G.); Trecapelli, Robert (R.M.); Trepanier, Eric (E.L.); Turner, Steve (S.F.); Ufford, Donald (D.A.); VanSlambrouck, James (J.M.); Velliky, David (D.A.); Vido, Adriano (.); Visintainer, Randal (R.H.); von Foerster, Steve (SvF.); Walsh, Steve (S.); Watkins, Brad (B.J.); Whitens, Mike (M.J.); Wickenheiser, Francis (F.J.); Williams, Scott (S.H.); Wilson, Marie (M.); Wilyard, Dan (D.J.); Winegarden, Marsha (M.E.); Wrobel, Susan (S.M.)
Cc: Baldori, Kerry (K.P.); Bayer, Michael (M.T.); Birley, Jim (J.A.); Black, Scott (S.J.); Brundidge, Brenda (B.B.); Burgess, Dave (D.R.); DeBono, John (J.E.); Galas, Dean (C.K.); Hameedi, Jamal (J.A.); Himes, Bill (B.L.); Jones, Joe (.); Kosztowny, Brian (B.P.); Miller, Brian (B.J.); Taylor, Justin (J.T.); Wrobel, Susan (S.M.); Burgess, Dave (D.R.); Bojarczyk, Paul (P.D.); Nathan, Sen (V.); Correa, Juan (A.); Medley, Steven (S.D.); Yahya, Ala (A.H.); Mcconnell, Garett (G.); Sadri, Hossein (H.J.); Lorenz, Michael (M.W.); Bonnici, Jerry (J.P.); Rogers, David (D.M.); Bellikka, Glen (G.W.); Currie, Elvis (E.N.); DeBono, John (J.E.); Staten, Dennis (D.); Dunham, James (J.A.); Ahn, James (J.J.); Patel, Nisha (N.D.); Syed, Rehan (R.); Hollwell, Carlos (C.M.); Galligan, John (J.T.); Moore, Jason (J.R.); Mass, Noah (N.B.); Dobbs, Dan (K.D.); Sterbenz, Scott (S.C.); Eden, Jack (J.E.); Brundidge, Brenda (B.B.); Kinnie, Brian (BWK.); Wood, Michael (M.E.); Eigsti, Sam (S.); Bayer, Michael (M.T.); Akroush, Mazhar (M.); Taylor, Brian (B.K.); Medley, Steven (S.D.); Hollwell, Carlos (C.M.); Kempf, Gregory (G.J.); Long, Larry (L.L.); Mueller, Kevin (K.J.); DiMarco, Jackie Marshal (J.M.); Koenigbauer, Mary Jo (M.J.); Moore, Jason (J.R.); Brown, Todd (T.A.); Allen, David (.); Aynessazian, Kam (K.)
Subject: Stop Ship SAQ2013248809 - F-150 Suspect Brake Master Cylinder Pedal Feel

Subject:	Stop Ship SAQ2013248809 - 13MY F-150 Suspect Brake Master Cylinder Pedal Feel
Vehicles Affected:	All 2013 MY F150 Vehicles
Plants Affected:	Dearborn Truck Plant (DTP) and Kansas City Assembly Plant (KCAP)
Parts Affected:	Brake Master Cylinder (Base Part # 2C156)
Supplier:	Hitachi
WERS Alert #:	A12668293

Concern Description

Dearborn Truck Plant (DTP) and Kansas City Assembly Plant (KCAP) are directed to stop ship 2013 MY F150 Vehicles due to suspect brake pedal feel. 5 units were found at KCAP exhibiting unusual pedal feel. Root cause has been determined to be a broken spring in an Hitachi boring machining operation leading to an uneven sealing surface within the Master Cylinder. Clean stock is now online at DTP now and pending tonight at KCAP. PCAs are under development. A vehicle-level sort and release criteria is available.

David Lehmkuhl
F150 PVT Manager
dlehmkuh@ford.com
(313) 805-2751

From: Patel, Nisha (N.D.)
Sent: Thursday, March 14, 2013 9:30 PM
To: Dunham, James (J.A.); Kosztowny, Brian (B.P.)
Cc: nick.marcum@hitachi-automotive.us
Subject: FW: Stop Ship SAQ2013248809 - F-150 Suspect Brake Master Cylinder Pedal Feel
Attachments: Soft Pedal Master Cylinder Problem ID.pptx

FYI...

Nisha Patel

Ford Motor Company

Supplier Technical Assistance

P415 / DTP Resident STA Engineer

Cell: 313-805-2326

E-mail: npatel11@ford.com

Text message: 3138052326@vtext.com

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http://www.thefordstory.com/

From: nick.marcum@hitachi-automotive.us [mailto:nick.marcum@hitachi-automotive.us]
Sent: Thursday, March 14, 2013 5:26 PM
To: Patel, Nisha (N.D.)
Subject: Re: Stop Ship SAQ2013248809 - F-150 Suspect Brake Master Cylinder Pedal Feel

Nisha,

Per your request, please see attached powerpoint file which shows translation of Hitachi lot date and pictures of the actual defect.

Please let me know if you need any additional information.

Thank you,

Nick Marcum

Director of Quality Assurance

Hitachi Automotive Systems Americas, Inc.
301 Mayde Rd.
Berea, KY 40403

Phone: (859) 985-2140
Fax: (859) 228-1029
Cell: (859) 661-3487

From: "Patel, Nisha (N.D.)" <npatel11@ford.com>
To: "Harris, Jonathan (J.E.)" <jharr176@ford.com>, "fred.schwendenmann@hitachi-automotive.us" <fred.schwendenmann@hitachi-automotive.us>, "nick.marcum@hitachi-automotive.us" <nick.marcum@hitachi-automotive.us>, "White, Isiah (I.C.)" <iwhite2@ford.com>, "McIntyre, Kathryn (K.L.)" <kmcinty2@ford.com>, "Aynessazian, Kam (K.)" <kaynessa@ford.com>, "jeremy.wilson@hitachi-automotive.us" <jeremy.wilson@hitachi-automotive.us>, "Lehmkuhl, David (D.B.)" <dlehmkuh@ford.com>, "Stauffer, Eric (E.L.)" <estauffe@ford.com>, "Kosztowny, Brian (B.P.)" <bkosztow@ford.com>, "Taylor, James (J.D.)" <jtaylor6@ford.com>, "Hodge, Wesley (W.D.)" <whodge@ford.com>, "Syed, Rehan (R.)" <rsyed3@ford.com>, "Bayer, Michael (M.T.)" <mbayer1@ford.com>, "Williams, Dan (DW.)" <dwill122@ford.com>, "Solorio, Catarino (C.L.)" <csolorio@ford.com>, "Eigsti, Sam (S.)" <seigsti@ford.com>, "Medley, Steven (S.D.)" <smedley@ford.com>, "Dejean, Michael (M.A.)" <mdejean@ford.com>, "'JWilson@tokicousa.com'" <JWilson@tokicousa.com>, "Taylor, Justin (J.T.)" <jtaylo29@ford.com>, "Fitchett, Howard (H.H.)" <hfitche2@ford.com>
Cc: "Cox, David (D.)" <dcox50@ford.com>, "DeBono, John (J.E.)" <jdebono1@ford.com>, "Dunham, James (J.A.)" <jdunham1@ford.com>
Date: 03/14/2013 04:54 PM
Subject: Stop Ship SAQ2013248809 - F-150 Suspect Brake Master Cylinder Pedal Feel

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DTP clean point Rotation #7541

Nisha Patel

Ford Motor Company
Supplier Technical Assistance
P415 / DTP Resident STA Engineer
Cell: 313-805-2326
E-mail: npatel11@ford.com
Text message: 3138052326@vtext.com

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http://www.thefordstory.com/

-----Original Appointment-----
From: Harris, Jonathan (J.E.)
Sent: Tuesday, March 12, 2013 6:35 PM
To: fred.schwendenmann@hitachi-automotive.us; nick.marcum@hitachi-automotive.us; White, Isiah (I.C.); McIntyre, Kathryn (K.L.); Aynessazian, Kam (K.); jeremy.wilson@hitachi-automotive.us; Lehmkuhl, David (D.B.); Stauffer, Eric (E.L.); Kosztowny, Brian (B.P.); Taylor, James (J.D.); Hodge, Wesley (W.D.); Syed, Rehan (R.); Dunham, James (J.A.); Bayer, Michael (M.T.); Williams, Dan (DW.); Patel, Nisha (N.D.); Solorio, Catarino (C.L.); Eigsti, Sam (S.); Medley, Steven (S.D.); Dejean, Michael (M.A.); 'JWilson@tokicousa.com'; Taylor, Justin (J.T.)
Subject: IFF KCAP issue
When: Wednesday, March 13, 2013 12:00 PM-1:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: teleconference for IFF KCAP issue

Ford Net - 313-248-3668
Pass code – 22167471

WEBEX to be added later.

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HITACHI MASTER CYLINDER:
SOFT PEDAL ISSUE
INITIAL ANALYSIS

SUSPECT LOT # Translation

3C81 / 3C82 / 3C83

3 – Year (2013)

C – Month (March 3rd Month)

8 – 8th day of March

1/2/3 – Production Final Assembly Shift

Witness Mark on Nose of Master Cylinder – OK vs. NG

OK



NG



From: Stauffer, Eric (E.L.)
Sent: Tuesday, June 10, 2014 11:35 AM
To: Ruiz, Jesica (.); Williams, Dan (DW.)
Subject: FW: Warranty Return

We have taken baby steps with Hitachi and at least have them asking for info on the parts they receive without paperwork, rather than just giving up.

So I will ask the next question. Is anyone sending all SQ ECB claims for KCAP to the suppliers? If so, Hitachi should have already known about this claim and have been expecting the part, and would have easily known that a part from this dealer goes with the claim they already knew about.

From: Stauffer, Eric (E.L.)
Sent: Tuesday, June 10, 2014 7:30 AM
To: 'ralph.wagers@hitachi-automotive.us'
Cc: Rodger.Carter@hitachi-automotive.us
Subject: RE: Warranty Return

This should be it.

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2014; **Claim Key** = 1195956

Vehicle Information

Model Year: 2014
Market Derived: F - FORD
Body/Cab Type: T/BB - SINGLE CAB (REGULAR CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/B-2 WHL L/H REAR DRIVE
Vehicle Line: T/F6-F150/LINCOLN MARK LT [04-14]
Warranty Start Date: 16-MAY-2014
Production Date: 16-APR-2014
VIN: 1FTNF1CF9EKI[redacted]

Claim Information

Document Number: 16040302
Repair Date: 22-MAY-2014
Distance: 244
TIS: 1
AWS Load Date: 30-MAY-2014

Dealer Information:

Dealer Name CROWN FORD
Dealer Code: 00602 - *

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00

Address:	555 WEST CYPRESS	Labor Cost:	93.27
City:	REDDING	Misc. Expense Amount:	9.95
State:	CA Zip Code:96001	Part Markup Amount:	29.44
Country:	USA Region Code: NA	Material Cost:	103.02
Phone:	(530)241-4321	Total Cost Gross:	206.24

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 63 - WEAK/SOFT/SAGGED (INSUFFICIENT PRESSURE)

Technician Comment: VEHICEL TOWED IN. TESTED AND VERIFIED CUSTOMER CONCERN. FOUND MASTER CYLINDER INTERNALLY DEFECTIVE. REPLACED MASTER CYLINDER AND BLED COMPONENT. OK NOW

Customer Comment: CUSTOMER STATES BRAKE PEDAL GOES ALL THE WAY TO THE FLOOR AND VEHICEL WILL NOT STOP

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	93.27

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	EL3Z	2140	B	CYLINDER ASY-BRK MST	060601	1	90.97
N	PM	1	C	BATTERY ASY	060606	3	12.05

DTC Sections: **Mil. Light On** = *

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description

Any comments? You can contact

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Monday, June 09, 2014 8:46 AM
To: Stauffer, Eric (E.L.)
Cc: Rodger.Carter@hitachi-automotive.us
Subject: Warranty Return

Eric,

I received a warranty return master cylinder from Crown Ford in Redding, CA last Thursday or Friday (I was not in office). The dealer did not provide any information related to this warranty claim. Could you please provide?

Thanks,
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

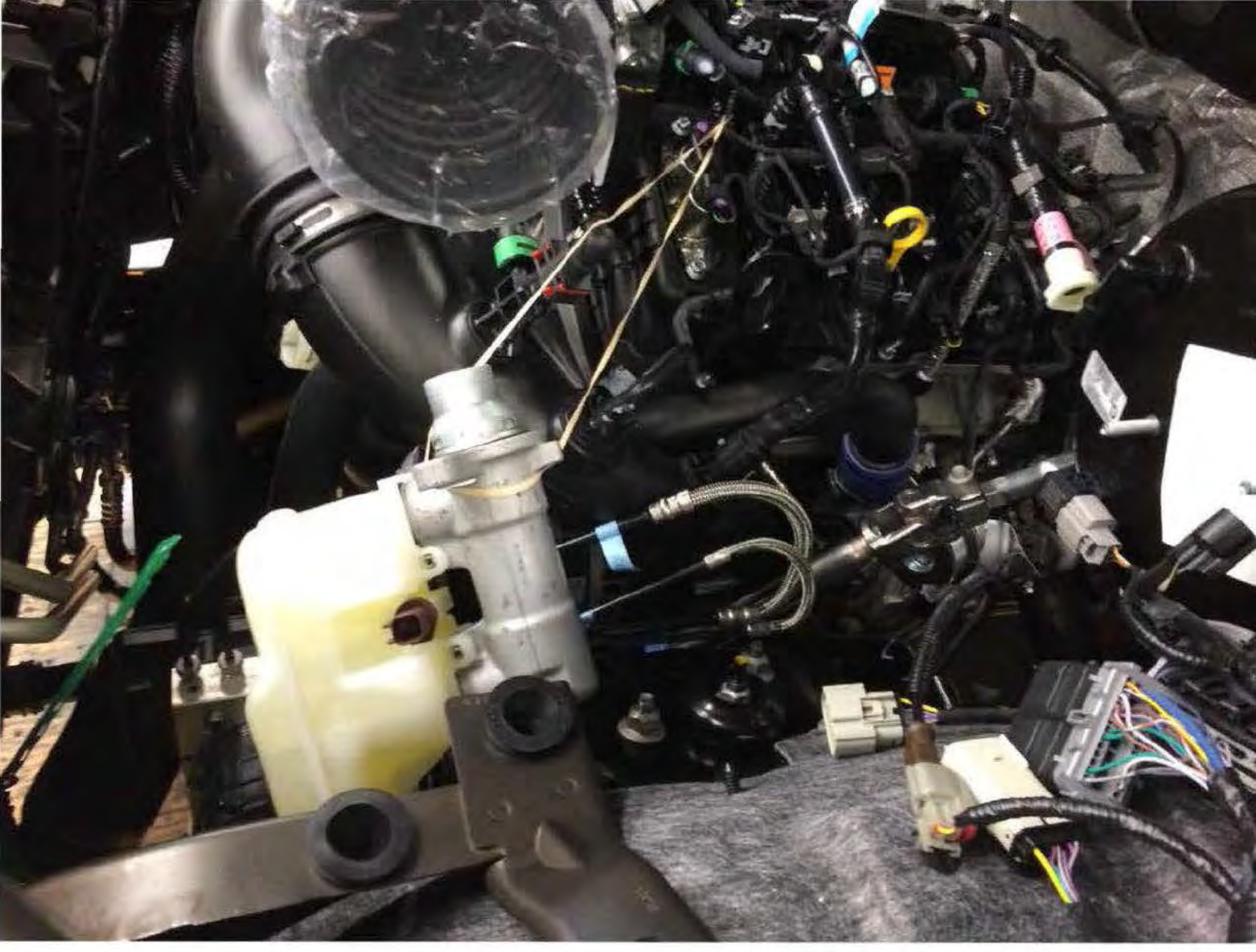
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From: Stauffer, Eric (E.L.)
Sent: Monday, March 23, 2015 2:09 PM
To: Williams, Dan (DW.)
Subject: master cyl
Attachments: 046.JPG

Eric Stauffer

PVT Engineer – Chassis
Brakes, Wheels/Tires, Frame
Dearborn Truck Plant
313-805-3206
estauffe@ford.com

PE16-003 000213 ER



From: Stauffer, Eric (E.L.)
Sent: Saturday, November 07, 2015 9:18 AM
To: Kosztowny, Brian (B.P.); Kapanowski, Martin C (M.C.); Daavettila, Thomas (T.W.)
Cc: Williams, Dan (DW.); Ruiz, Jesica (.)
Subject: Master cylinder ECB binning

The PVT and STA team has decided to make a slight change in the way we bin master cylinder ECBs. In the past, any claim that was a master cylinder replacement due to a soft pedal was binned to either BRAKE MASTER CYLINDER LEAK INNER (no external fluid leaks) or BRAKE MASTER CYLINDER LEAK BRAKE BOOSTER (if fluid ended up in the booster). Then once Hitachi analysis became available, these claims were often binned to more specific root causes such as contamination, seal issues, etc).

We decided there was no value in splitting the claims into INNER or BRAKE BOOSTER and from now on they will all be binned to INNER pending Hitachi analysis.

As a result, the repair diagnosis has appeared at #15 in our top 20, where previously it was #22. With claims coming after the latest known Hitachi actions, it is currently red.

RR	15	BRAKE MASTER CYLINDER, LEAK, , , , INNER,	H15	2140	7	13	80					97	3		334		15					2	1	1	4	3	3	1		

Eric Stauffer
PVT Engineer – Chassis
Brakes, Steering, Frame
Dearborn Truck Plant
313-805-3206
estauffe@ford.com

From: Harris, Jonathan (J.E.)
Sent: Monday, July 13, 2015 8:55 PM
To: ralph wagers; chris.lee@hitachi-automotive.us; fred.schwendenmann@hitachi-automotive.us
Cc: Milz, Kevin (K.W.); Daanyal, Shaji (.); Smith, Warren (W.A.); Pierce, Warren (W.B.); Williams, Dan (DW.)
Subject: need updated 8d with actions on contamination/lost pressure on the MC's

Importance: High

Hitachi Team,

We have a VQR on Thursday and we need the latest and greatest 8d from Hitachi that addresses contamination and lost pressure on the returned MC's. Please provide this updated information by noon tomorrow.

Thanks,

Jonathan Harris,
KCAP STA Resident
Cell 313 805-2375

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From: Kapanowski, Martin C (M.C.)
Sent: Monday, September 15, 2014 3:04 PM
To: Paul.Carroll@hitachi-automotive.us
Subject: RE: 2 things

Paul, your guys should have access to all quality data through the PVT.
But to clarify a bit, the verbatims that we've been seeing much more often than I'd expect are bypasses and leaks into booster. There are not that many on an absolute scale, but anything that shows up as a repeat every week or two really gets close attention nowadays. We need tangible actions that can be assigned to the issues, saying each root cause is cut off by xx action on xx/xx/xx date.

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

From: Allen, David (.)
Sent: Monday, September 15, 2014 9:38 AM
To: Paul.Carroll@hitachi-automotive.us
Cc: Kapanowski, Martin C (M.C.)
Subject: FW: 2 things

See item below. This needs your special attention. What are you going to do? This needs a special task force from Japan to fix once and for all.

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

From: Kapanowski, Martin C (M.C.)
Sent: Friday, September 12, 2014 4:53 PM
To: Allen, David (.)
Subject: 2 things

1) The two months in 2014 that you paid attention to Hitachi contamination in MCs were the only low months for MC warranty this year. All other months are high, and contamination comes up frequently in ECBs. You've seen it in the quality meetings. I've emailed the PVT supervisors and told them that the current STA-led/PVT-supported weekly reviews of Hitachi MC quality are ineffective at achieving improvements and need more attention. They are stepping up PVT attention, but I thought I'd let you know in case you have a conversation with Paul. MC warranty is stable at 2 to 6 times what it was when they came from Japan.

PE16-003 000217 ER

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

From: Takayuki.Kinoshita@hitachi-automotive.us
Sent: Thursday, March 07, 2013 4:51 PM
To: Stauffer, Eric (E.L.)
Cc: Fred.Schwendenmann@hitachi-automotive.us; Aynessazian, Kam (K.)
Subject: RE: 03.05.13 QR# M050464

Thank you.
_/
TAKAYUKI KINOSHITA (木下 岳之)
Hitachi Automotive Systems Americas, Inc.
Brake Engineering

Tel : 248-699-2785 (Direct)
E-mail : takayuki.kinoshita@hitachi-automotive.us
_/

From: "Stauffer, Eric (E.L.)" <estauffe@ford.com>
To: "Aynessazian, Kam (K.)" <kaynessa@ford.com>
Cc: "Takayuki.Kinoshita@hitachi-automotive.us" <Takayuki.Kinoshita@hitachi-automotive.us>, "Fred.Schwendenmann@hitachi-automotive.us" <Fred.Schwendenmann@hitachi-automotive.us>
Date: 03/07/2013 11:48 AM
Subject: RE: 03.05.13 QR# M050464

Correct, the part that was photographed spraying fluid was the one delivered to central labs.

From: Aynessazian, Kam (K.)
Sent: Wednesday, March 06, 2013 5:41 PM
To: Stauffer, Eric (E.L.)
Cc: Takayuki.Kinoshita@hitachi-automotive.us; Fred.Schwendenmann@hitachi-automotive.us
Subject: RE: 03.05.13 QR# M050464

Eric, can you pls answer? Thx.

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: Takayuki.Kinoshita@hitachi-automotive.us [mailto:Takayuki.Kinoshita@hitachi-automotive.us]
Sent: Wednesday, March 06, 2013 4:46 PM
To: Aynessazian, Kam (K.)
Cc: Stauffer, Eric (E.L.); Fred.Schwendenmann@hitachi-automotive.us

Subject: RE: 03.05.13 QR# M050464

I mean the picture bottom of this email. Still YES??

_/
TAKAYUKI KINOSHITA (木下 岳之)
Hitachi Automotive Systems Americas, Inc.
Brake Engineering

Tel : 248-699-2785 (Direct)
E-mail : takayuki.kinoshita@hitachi-automotive.us
_/

From: "Aynessazian, Kam (K.)" <kaynessa@ford.com>
To: "'Takayuki.Kinoshita@hitachi-automotive.us'" <Takayuki.Kinoshita@hitachi-automotive.us>, "Stauffer, Eric (E.L.)" <estauffe@ford.com>
Cc: "Fred.Schwendenmann@hitachi-automotive.us" <Fred.Schwendenmann@hitachi-automotive.us>
Date: 03/06/2013 04:28 PM
Subject: RE: 03.05.13 QR# M050464

If you mean the same as the picture I sent today, then the answer is YES!

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: Takayuki.Kinoshita@hitachi-automotive.us [mailto:Takayuki.Kinoshita@hitachi-automotive.us]
Sent: Wednesday, March 06, 2013 4:23 PM
To: Stauffer, Eric (E.L.); Aynessazian, Kam (K.)
Cc: Fred.Schwendenmann@hitachi-automotive.us
Subject: Fw: 03.05.13 QR# M050464

Eric, Kam,

Please let me ask you a quick question.
The sample we got from central lab this morning is the sample in the picture, correct?

Thanks,

_/
TAKAYUKI KINOSHITA (木下 岳之)
Hitachi Automotive Systems Americas, Inc.
Brake Engineering

Tel : 248-699-2785 (Direct)
E-mail : takayuki.kinoshita@hitachi-automotive.us
_/

---- Forwarded by Takayuki-HAPDET Kinoshita/hapdet on 03/06/2013 04:18 PM ----

From: arojas3932@vzw.blackberry.net
To: "Martin Pittman" <martin.pittman@hitachi-automotive.us>
Cc: "Nick Marcum" <nick.marcum@hitachi-automotive.us>, "Jeremy Wilson" <jeremy.wilson@hitachi-automotive.us>, "Fred Schwendenmann" <Fred.Schwendenmann@hitachi-automotive.us>, "Takayuki Kinoshita" <Takayuki.Kinoshita@hap.com>
Date: 03/05/2013 03:25 PM
Subject: Fw: 03.05.13 QR# M050464

We have 3 master cylinders today that are leaking. I'm following up on this issue right now. Nisha Patel Ford STA wants to set up a conference call with Berea around 4:30. The issue is hot. I am starting sorting right now. Thank you.

Alex Rojas

Alex Rojas
Cell: 313 300-6501
Sent from my Verizon Wireless BlackBerry

From: "Patel, Nisha (N.D.)" <npatel11@ford.com>
Date: Tue, 5 Mar 2013 19:56:37 +0000
To: arojas3932@vzw.blackberry.net<arojas3932@vzw.blackberry.net>
Subject: FW: 03.05.13 QR# M050464

Alex, take a look at these pictures, please tell me this site code ASAP, I need to set up call with your Hitachi Mfg. facility ASAP.

Nisha Patel
Ford Motor Company
Supplier Technical Assistance
P415 / DTP Resident STA Engineer
Cell: 313-805-2326
E-mail: npatel11@ford.com
Text message: 3138052326@vtext.com

One Ford
One Team • One Plan • One Goal
http://www.thefordstory.com/

From: Stauffer, Eric (E.L.)
Sent: Tuesday, March 05, 2013 2:46 PM
To: Patel, Nisha (N.D.)
Cc: Solorio, Catarino (C.L.); Kosztowny, Brian (B.P.)
Subject: FW: 03.05.13 QR# M050464

This is potential stop ship. Per Dave L, we need a conf call with Hitachi today, preferably 3:30.

From: Cox, David (D.)
Sent: Tuesday, March 05, 2013 2:45 PM
To: Stauffer, Eric (E.L.)
Subject: 03.05.13 QR# M050464





From: Britton, Eric (E.J.)
Sent: Tuesday, February 16, 2016 1:51 PM
To: Raza, Mohammed Zahid (M.Z.); Kapanowski, Martin C (M.C.)
Cc: Nolte, Angela (A.)
Subject: RE: 2013-2015 F-150 Master Cylinder leak into Booster

Marty, what is the status of this effort? Thanks.

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

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

PE16-003 000224 ER

From: Williams, Dan (DW.)
Sent: Wednesday, May 01, 2013 5:45 PM
To: Szalay, Michael (M.A.)
Cc: Stauffer, Eric (E.L.)
Subject: RE: 6-Panels for Bennie

Attached are the F02 ECB and EVB RYG charts for P415 that are current as of today.




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: Wednesday, May 01, 2013 6:53 AM
To: Williams, Dan (DW.)
Cc: Stauffer, Eric (E.L.)
Subject: RE: 6-Panels for Bennie

Dan, would you please send the latest F02 EVB and ECB top 20 summaries with notes for the red items. Need today. This format seems to be the preferred.
<< File: MAP SAR Summary 26Apr13- Notes.xlsx >>
Need F02 only today, but we will need to complete each VFG for the SAR.

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

From: Williams, Dan (DW.)
Sent: Tuesday, April 30, 2013 5:30 PM
To: Kosztowny, Brian (B.P.); Szalay, Michael (M.A.)
Cc: Stauffer, Eric (E.L.)
Subject: RE: 6-Panels for Bennie

Looking at the P415 F02 Customer Pareto, H19 (BRAKE-ABS WARNING LIGHT TROUBLES) and H22 (STEERING REQUIRES EXTRA OR UNEVEN EFFORT) are currently the top 2 items. N17 (BRAKES NOISY), which we are already presenting, is #3. H22 would be easy enough as the MSB solder and LH returnability deep dives have been presented multiple times in multiple forums. H19 would be a less narrowly focused, but probably make for a better discussion than B65 (WHEEL/HUBCAP TROUBLES) or H04 (PARKING BRAKE TROUBLES). It would also be an opportunity for NAVL to present

the actions they have taken to address transport damage to a larger audience, since that is the #1 item for H19.

<< File: P415_F02_customer_pareto_20130430.xlsx >> << File: P415_H22_ECB_Summary_20130430.xlsx >>
<< File: P415_H19_ECB_Summary_20130430.xlsx >>

We could do N27 (VIBRATION OR SHUDDER WHILE BRAKING), but any deep dive would more than likely be identical to what is presented for N17. We could go over recent spikes for master cylinder bypass or shock leaks with H05 (EXCESSIVE BRAKE PEDAL EFFORT REQUIRED) or L89 (OIL OR GREASE LEAK – SUSPENSION), but they are currently ranked #171 and #198 for P415.

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

From: Kosztowny, Brian (B.P.)
Sent: Tuesday, April 30, 2013 3:57 PM
To: Williams, Dan (DW.); Stauffer, Eric (E.L.)
Subject: 6-Panels for Bennie

Per Dave L. need two other 6-Panels to have as backup for Bennie F. Which ones do you want to have ready.

Brian Kosztowny
F-Series PVT Vehicle Engineering/Chassis Supervisor
Ph. 313-805-2072

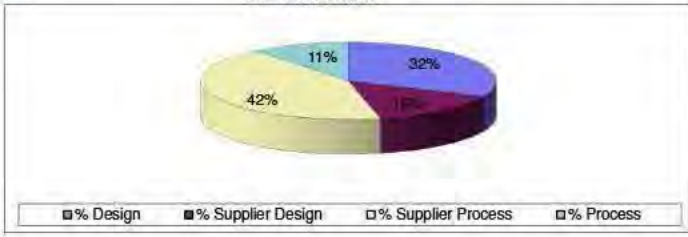
ECB Warranty Summary Report (4 MOP Sort)

Vehicle Family = F15-NA F-SERIES < 8500 TOTAL
Function = F2-CHASSIS
Model Year = 2013:2013, CCC = Binned
Date & Time Created: 01-May-2013 10:25:30 EDT

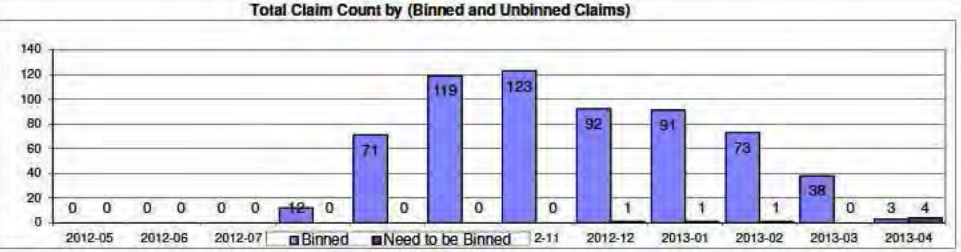
Status	Rank	Bin (Aggregation Level: Part (Item), Concern ,Concern Type ,Position C ,Position D)	AWS Causal Part Number Primary	CCC	Percent				Count			Production Month										Latest 4 MOPS	Latest ICA Date	Latest PCA Date
												History							Future					
				Primary	Des	Sup Des	Sup Proc	Proc	Avg Cost	2012 MYTD	2013 MYTD	2012-10	2012-11	2012-12	2013-01	2013-02	2013-03	2013-04	2013-05	2013-06	2013-07			
		TOTAL	3504	H19	32	15	43	11	370		622	119	123	92	91	73	38	3				205		
G	1	PARK BRAKE, NOISY, UNKNOWN, , , , REVERSE	2648	H04	26	30	44		85		11					3	8					11	25Mar13	06May13
G	2	BRAKE MASTER CYLINDER, LEAK, , , , , INNER	2140	H15		25	75		376		10				1	1	8					10	16Mar13	04Apr13
G	3	ANTI-LOCK BRAKING SYSTEM SENSOR LOOM, DAMAGED, , , ,	2C190	H19	100				143		16	2	1	4	3	2	2					7	17Apr13	07Jul14
R	4	ANTI-LOCK BRAKING SYSTEM MODULE, IMPROPER FUNCTION, , , , , PARTS RETURN	2C219	H19		7	93		521		7			1	2	3	1					6		
R	5	ANTI-LOCK BRAKING SYSTEM SENSOR, IMPROPER FUNCTION, , , , REAR, PARTS RETURN	2C190	H19		21	79		176		7		1	1	3	1	1					5		
G	6	BRAKE, NOISY, UNKNOWN, , , REAR,	2200	N17	78	11	11		140		9	2		1	4	1						5	28Feb13	14Oct13
G	7	POWER STEERING PUMP, IMPROPER FUNCTION, , , , RAPTOR,	3A696	H50	50		50		511		6			2	1	2	1					4	26Apr13	26Apr13
R	8	BRAKE BOOSTER, IMPROPER FUNCTION, , , , , PARTS RETURN	2005	H05		25	75		233		4				1	2	1					4		
G	9	BRAKE ROTOR, UNEVEN (SURFACE), , , , REAR,	1102	N17	22	39	39		132		6		1		1	3						4	28Feb13	14Oct13
GO	10	PARK BRAKE RELEASE, SLOW, , , , , RETURN	2780	H04	36	32	32		117		14	1		2	4							4	28Jun13	28Jun13
G	11	BRAKE ROTOR CORROSION SHIELD, BENT, , , , FRONT,	1125	N17	4	4	8	83	65		12	2	1	2	2	1	1					4	01Apr13	01Apr13
R	12	POWER STEERING MODULE, IMPROPER FUNCTION, , , , , PARTS RETURN	3504	H22		8	92		1244		6	2		1	1	1	1					3		
R	13	SHOCK ABSORBER, NOISY, CLUNK, , , RAPTOR, REPLACED	18125	N54	100				907		7	1	1	1	2	1						3		
R	14	BRAKE BOOSTER VACUUM SENSOR, IMPROPER FUNCTION, , , , , NO PROBLEM FOUND	2C219	H19	33	21	46		369		4		1		1	1	1					3		
G	15	SHOCK ABSORBER, LEAK, , , , FRONT,	18124	L89		38	63		194		4		1		3							3	15Mar13	29Apr13
R	16	ANTI-LOCK BRAKING SYSTEM SENSOR, IMPROPER FUNCTION, , , , FRONT, PARTS RETURN	2C204	H19		17	83		132		3				2	1						3		
G	17	SHOCK ABSORBER, LEAK, , , , REAR,	18125	L89		24	76		93		31	1	16	7	1	2						3	15Mar13	09Sep13
R	18	WHEEL, DAMAGED, , , , RAPTOR, #17	1007	B65	100				1083		2				1		1					2		
R	19	TIRE, OUT OF ROUND, , , , GOODYEAR, #14	TWC01	TB3		50	50		954		3					2						2	07Jul14	07Jul14
R	20	ANTI-LOCK BRAKING SYSTEM MODULE, IMPROPER FUNCTION, , , , , NO PROBLEM FOUND	2C219	H19	29	7	64		588		7	1	2	1	1	1						2		

Latest Date - ICA PCA Both

P-D-S Breakdown



Total Claim Count by (Binned and Unbinned Claims)



Note: Unbinned Claims/Verbatim are not included in ECB/Form 4 Concerns

ICA Red – No containment, Yellow – Contained without data, Green – Contained with data
PCA Red-No PCA dates, Yellow-PCA Planned Date, Green-PCA Actual Dat

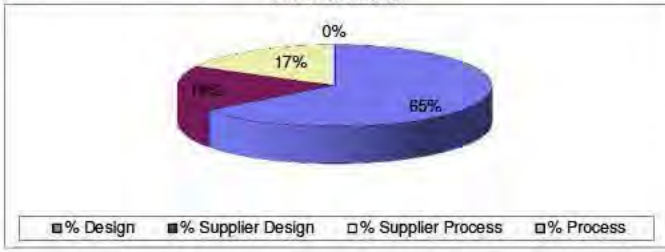
EVB GQRS Verbatim Summary Report (MYTD Sort)

Vehicle Family = F15-NA F-SERIES < 8500 TOTAL
Function = F2-CHASSIS
Model Year = 2013:2013, CCC = Binned
Date & Time Created: 01-May-2013 10:30:25 EDT

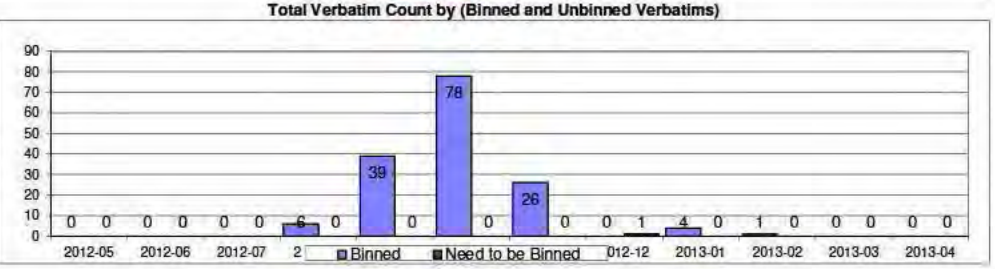
Status	Rank	Bin (Aggregation Level: Part (Item), Concern ,Concern Type ,Position C ,Position D)	CCC	Percent			Verbatim Cn		Production Month History							Future			Latest 4 MOPS	Latest ICA Date	Latest PCA Date
			Primary	Des	Sup Des	Sup Proc	Proc	2012 MYTD	2013 MYTD	2012-10	2012-11	2012-12	2013-01	2013-02	2013-03	2013-04	2013-05	2013-06	2013-07			
		TOTAL	N17	64	18	17	0		154	78	26		4	1						5		
G	1	BRAKE, NOISY, UNKNOWN, , , REVERSE,	N17	58	21	21			16	10	1										28Feb13	14Oct13
G	2	BRAKE, NOISY, UNKNOWN, , , ,	N17	67	17	17			12	4	2										28Feb13	14Oct13
G	3	BRAKE, NOISY, UNKNOWN, , , , WHEN COLD	N17	52	24	24			11	5	1										28Feb13	14Oct13
G	4	BRAKE PAD, DISLIKE, SOILS EASILY, , , WHEEL,	H01	70	15	15			11	5	1		2							2	10Apr13	06May13
G	5	BRAKE, NOISY, UNKNOWN, , , REVERSE, WHEN COLD	N17	52	24	24			7	5											28Feb13	14Oct13
R	6	TIRE, DISLIKE, DESIGN, , , BRIDGESTONE, #70	TC9	100					5	4	1										07Jul14	07Jul14
G	7	WHEEL, DISLIKE, HARD TO CLEAN, , , CHROME, #18	H03	54	29	17			4	2	1										10Apr13	07Jul14
G	8	POWER STEERING, EFFORT, , , , ELECTRIC STEER NG,	H22	58	21	21			4	4											25Mar13	25Mar13
R	9	ANTI-LOCK BRAKING SYSTEM, DISLIKE, ADJUSTMENT, , , , NO PROBLEM FOUND	H02	46	46	8			4	1	1										14Jul14	14Jul14
R	10	TIRE, DISLIKE, DESIGN, , , PIRELLI, #69	TC9	100					3												07Jul14	07Jul14
R	11	TIRE, DISLIKE, DESIGN, , , GOODYEAR, #14	TB6	67	33				3	1	2										07Jul14	07Jul14
G	12	PARK BRAKE RELEASE, SLOW, , , , , RETURN	H04	33		67			3	2	1										28Jun13	28Jun13
R	13	BRAKE, TOO LONG, , , , ,	H05	100					3	3											14Jul14	14Jul14
R	14	STEERING, FAST, , , , ELECTRIC STEERING,	H21	33	33	33			3	1	2										14Jul14	14Jul14
G	15	BRAKE ROTOR, UNEVEN (SURFACE), , , , FRONT,	N27	100					2	1			1							1	10Apr13	06May13
R	16	TIRE, DISLIKE, DESIGN, , , MICHEL N, #63	TC9	100					2	1	1										07Jul14	07Jul14
R	17	TIRE, DISLIKE, CONTENT OR FEATURE, , , GOODYEAR, #14	TC9	100					2	1			1							1	07Jul14	07Jul14
R	18	BRAKE, EFFORT, , , , ,	H20	33	33	33			2		2										14Jul14	14Jul14
R	19	BRAKE, EFFORT, , , , HIGH,	H05	100					2		2										14Jul14	14Jul14
G	20	BRAKE, NOISY, SQUEAL, , , ,	N17	33	33	33			2	1											28Feb13	14Oct13

Latest Date - ICA PCA Both

P-D-S Breakdown



Total Verbatim Count by (Binned and Unbinned Verbatims)



Note: Unbinned Claims/Verbatim are not included in ECB/Form 4 Concerns

From: Ruiz, Jesica (.)
Sent: Tuesday, October 22, 2013 9:20 PM
To: Williams, Dan (DW.); Chehab, Ahmad (A.); Stauffer, Eric (E.L.)
Subject: RE: 8Ds - MC Hitachi - BSAQ should not be closed

Thanks Dan... I agree, I will communicate it to them

From: Williams, Dan (DW.)
Sent: Tuesday, October 22, 2013 5:06 PM
To: Ruiz, Jesica (.); Chehab, Ahmad (A.); Stauffer, Eric (E.L.)
Subject: RE: 8Ds - MC Hitachi

For the contamination 8D, there are no 2013MY trucks in ECB with 100k miles. Also, the 8D should probably not have been closed on 10/22 if there are still PCA actions that are planned to be completed on 10/31 and an action planned for 10/11 does not show as being done.

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

From: Ruiz, Jesica (.)
Sent: Tuesday, October 22, 2013 4:00 PM
To: Williams, Dan (DW.); Chehab, Ahmad (A.); Stauffer, Eric (E.L.)
Subject: FW: 8Ds - MC Hitachi

fyi

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Tuesday, October 22, 2013 2:52 PM
To: Ruiz, Jesica (.)
Cc: Nguyen, Anna (A.); Rodger.Carter@hitachi-automotive.us; Fred.Schwendenmann@hitachi-automotive.us
Subject: 8Ds

Jesica,

Attached are cumulative 8Ds for two largest root causes for failure of master cylinder warranty parts. I will continue to complete others.

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

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From: Hodge, Wesley (W.D.)
Sent: Wednesday, October 01, 2014 2:48 PM
To: rodger.carter@hitachi-automotive.us; ralph.wagers@hitachi-automotive.us
Cc: Fred.Schwendenmann@hitachi-automotive.us; Williams, Dan (DW.); Stauffer, Eric (E.L.); Dejean, Michael (M.A.)
Subject: RE: Berea Trip

Fedex#[redacted]

Sorrow Looks Back, Worry Looks Around, Faith Looks Forward!!

Wesley Hodge
P473/U22x Brakes/Frame Engineer
Kentucky Truck Plant (KTP)
Phone: 502-339-3994
ECB/BSAQ/Change Control Paper Pusher
Fax: 502-429-2111

From: Hodge, Wesley (W.D.)
Sent: Wednesday, October 01, 2014 10:33 AM
To: 'rodger.carter@hitachi-automotive.us'; ralph.wagers@hitachi-automotive.us
Cc: Fred.Schwendenmann@hitachi-automotive.us; Williams, Dan (DW.); Stauffer, Eric (E.L.); Dejean, Michael (M.A.)
Subject: Berea Trip

Rodger/Ralph, I have the MC back from this unit now and would like to set up a trip to review your facility next Thursday to see what you've done to fix some of the issues on F150.

I'm going to ship you this part so we can review it when I come. I'll forward the tracking information when I come.

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT	FUNCTION	VI
1FMJK2A59EE[redacted]	33	T/B7	F	T/WB	T/LW	T/E	A1	T/C3	T/WX	17-JUL-2014	09-AUG-2014	152014	USA	1	5V10	DL1Z	2140	A	F09	F9	V9

AWS Claim Key:	2421958	**Doc #:**	829048A	**Trx Code:**	2	**Labor Hrs:**	2	**Labor Cost:**	207.04	**Material Cost:**	256.45	**Total Cost:**	463.49								
Dlr Cd-Sub Cd:	07444-*	**Name:**	FIVE STAR FORD OF PLANO	**Ph:**	972-9853600	**St:** TX	**Ctry Cd:**	USA	**Reg Cd:**	NA	**Repr Date:**	29-AUG-2014	**DIST(Mile):**	11							

Cust Comments: CUST STATES BRAKE FLUID LEVEL LOW FOR THE 2NDTIME IN A WEEK, BRAKE LIGHT ON D ASH

Tech Comments: VERIFIED CONCERN. PERFORMED FOUR WHEEL BRAKE INSPECTION AND FOUND NO SIGNS OF A BRAKE FLUID LEAK. REMOVED MASTER CYLINDER AND DISCOVERED THAT THE BRAKE BOOSTER WAS FULL OF BRAKE FLUID THAT HAD BEEN LEAKING FROM THE REAR OF MASTER CYLINDER. INSTALLED NEW BRAKE BOOSTER AND MASTER CYLINDER. BLED THE ENTIRE BRAKE SYSTEM AND VERIFIED PROPER OPERATION.

Sorrow Looks Back, Worry Looks Around, Faith Looks Forward!!

Wesley Hodge
P473/U22x Brakes/Frame Engineer
Kentucky Truck Plant (KTP)
Phone: 502-339-3994
ECB/BSAQ/Change Control Paper Pusher
Fax: 502-429-2111

From: Paul.Carroll@hitachi-automotive.us
Sent: Wednesday, September 09, 2015 8:37 PM
To: Kapanowski, Martin C (M.C.)
Cc: White, Isiah (I.C.); Milz, Kevin (K.W.); fred.schwendenmann@hitachi-automotive.us; Joseph.Hetherington@hitachi-automotive.us
Subject: Re: Berea

Marty,

Thanks for your note, I will review with our new senior management team at the plant and be prepared to support your colleagues visit accordingly.

Thanks,

Paul

From: "Kapanowski, Martin C (M.C.)" <mkapanow@ford.com>
To: "Milz, Kevin (K.W.)" <kmilz@ford.com>, "Paul Carroll - Hitachi (Paul.Carroll@hitachi-automotive.us)" <Paul.Carroll@hitachi-automotive.us>
Cc: "White, Isiah (I.C.)" <iwhite2@ford.com>
Date: 09/09/2015 04:11 PM
Subject: Berea

Kevin, Paul,
My engineer Tom Daavettila is travelling to Berea and will be in the plant on 9/22 and 9/23 to dive in and understand what needs to change to fix Berea quality. Fred and Shaji will also be there. I am requesting that you also support with Quality leadership that will inspire immediate and ongoing transformation at Berea. This would be a good platform to kick off the SWAT approach Mickey has described.

F150 desperately needs Berea's quality issues brought in check. 88% of its spongy pedal warranty verbatims describe MC leaks, on top of missed chamfers, bad FLIs and flipped seals this year. Please confirm the level of support you can provide.

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

From: Williams, Dan (DW.)
Sent: Thursday, January 05, 2012 1:48 PM
To: 'Sandra Granfors'; takayuki kinoshita
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

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-automotive.us; yasuhiko.amari@hitachi-automotive.us; yuko.ono@hitachi-automotive.us
Subject: RE: BRAKE MASTER CYLINDER IMPROPER FUNCTION FRONT PARTS RETURNED CH335.xltx
From: Takayuki.Kinoshita@hitachi-automotive.us
Date: Wed, 4 Jan 2012 15:14:36 -0500

Sandy-san,

Hello. I hope you had a great holiday.
Have you got any information about following e-mail warranty sample?

Thank you,
_/
TAKAYUKI KINOSHITA（木下 岳之）
Hitachi Automotive Systems Americas, Inc.
Brake Engineering

Tel : 248-699-2785 (Direct)
E-mail : takayuki.kinoshita@hitachi-automotive.us
_/

Sandra Granfors <sgranfors1953@hotmail.com> 12/16/2011 02:59 PM

To takayuki kinoshita <takayuki.kinoshita@hitachi-automotive.us>
cc <yasuhiko.amari@hitachi-automotive.us>, yuko ono ms <yuko.ono@hitachi-automotive.us>, fred schwendenmann <fred.schwendenmann@hitachi-automotive.us>, ron schatzle <ron.schatzle@hitachi-automotive.us>
Subject RE: BRAKE MASTER CYLINDER IMPROPER FUNCTION FRONT PARTS RETURNED CH335.xltx

Kinoshita-san,

Thank you so much for your quick response. I have forwarded the info to the necessary people here at KCAP. Please keep me updated with any results when you have the opportunity to review the master cylinder.

Best Regards,

Sandy Granfors
KCAP Rep
214-289-9255

To: sgranfors1953@hotmail.com
CC: Yasuhiko.Amari@hitachi-automotive.us; yuko.ono@hitachi-automotive.us; Fred.Schwendenmann@hitachi-automotive.us; Ron.Schatzle@hitachi-automotive.us
Subject: Re: Fw: BRAKE MASTER CYLINDER IMPROPER FUNCTION FRONT PARTS RETURNED CH335.xltx
From: Takayuki.Kinoshita@hitachi-automotive.us
Date: Fri, 16 Dec 2011 13:54:09 -0500

Sandy-san,

I'm sending initial report of yesterday's warranty issue. Please forward to Ford's appropriate person.

We used global 8D format because we don't know how to use the excel file which was sent from Ford.
If you have any idea of this excel sheet, please advise us.

Thanks,
_/
TAKAYUKI KINOSHITA（木下 岳之）
Hitachi Automotive Systems Americas, Inc.
Brake Engineering

Tel : 248-699-2785 (Direct)
E-mail : takayuki.kinoshita@hitachi-automotive.us
_/

Fred-HAPDET Schwendenmann/hapdet
12/15/2011 02:16 PM

To Takayuki-HAPDET Kinoshita/hapdet@HAP-US
cc Yasuhiko-HAPDET Amari/hapdet@HAP-US, Yuko Ono/BER/AMS-NA@HAP-US, Kodama Hidefumi <hidefumi.kodama.tw@hitachi.com>, Sandra Granfors <sgranfors1953@hotmail.com>
Subject Fw: BRAKE MASTER CYLINDER IMPROPER FUNCTION FRONT PARTS RETURNED CH335.xltx

Kinoshita-san,

Please take a look at this advanced warranty claim and speak to Yamanashi. We need to respond to KTP with an 8D through D3 (i.e. check our process / walk the line / verify Pok-a-yokes).

At the same time, Sandy will speak to appropriate persons to get this sample expedited for full investigation.

Thank you.

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

----- Forwarded by Fred-HAPDET Schwendenmann/hapdet on 12/15/2011 02:12 PM -----

From: "Granfors, John (J.)" <jgranfor@ford.com>
To: "fred.schwendenmann@hitachi-automotive.us" <fred.schwendenmann@hitachi-automotive.us>
Date: 12/15/2011 01:46 PM
Subject: FW: BRAKE MASTER CYLINDER IMPROPER FUNCTION FRONT PARTS RETURNED CH335.xltx

---

Fred,

Please see note below as well as the attachments. Can you give Sandy a call?

Thanks,
John Granfors
STA Resident
KCAP - U377
816-459-1282
jgranfor@ford.com

From: Sandra Granfors [mailto:sgranfors1953@hotmail.com]
Sent: Thursday, December 15, 2011 12:41 PM
To: Granfors, John (J.); fred.schwendenmann@hitachi-automotive.us
Subject: FW: BRAKE MASTER CYLINDER IMPROPER FUNCTION FRONT PARTS RETURNED CH335.xltx

John,

Can you forward this to Fred? I don't believe they are receiving my e-mails. Joel Donahue said his were all going into SPAM.

Thanks,

Sandy Granfors
KCAP Rep

214-289-9255

From: tzirkle@ford.com
To: sgranfors1953@hotmail.com
CC: rsyed3@ford.com
Subject: FW: BRAKE MASTER CYLINDER IMPROPER FUNCTION FRONT PARTS RETURNED CH335.xltx
Date: Thu, 15 Dec 2011 18:05:10 +0000

Sandy – here is the claim for the suspect master cylinder. Please forward this claim to Hitachi and try to get the initial 8D through D3 for tomorrow's meeting.

Thank you,

Tim Zirkle

From: Murphy, Rick (W.) **Sent:** Thursday, December 15, 2011 7:53 AM
To: Bayer, Michael (M.T.); Syed, Rehan (R.); Zirkle, Timothy (T.L.)
Subject: BRAKE MASTER CYLINDER IMPROPER FUNCTION FRONT PARTS RETURNED CH335.xltx

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

[attachment "BRAKE MASTER CYLINDER IMPROPER FUNCTION FRONT PARTS RETURNED CH335.xltx" deleted by Takayuki-HAPDET Kinoshita/hapdet] [attachment "BRAKE MASTER CYLINDER IMPROPER FUNCTION PARTS RETURN CH335.doc" deleted by Takayuki-HAPDET Kinoshita/hapdet]

From: Szalay, Michael (M.A.)
Sent: Saturday, September 19, 2015 11:53 AM
To: Kapanowski, Martin C (M.C.); Milz, Kevin (K.W.); Daavettila, Thomas (T.W.); Kosztowny, Brian (B.P.); Pierce, Warren (W.B.)
Subject: RE: Chassis Functional Quality Review- meeting agenda for 09/22/15_update 1
Attachments: FW: CSE Current & Past Weekly Reporting

Follow Up Flag: Follow up
Flag Status: Flagged

The one that has an emerging issue open against it. FCSD noted it as booster- you've binned it to M/C.

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

From: Kapanowski, Martin C (M.C.)
Sent: Friday, September 18, 2015 5:25 PM
To: Szalay, Michael (M.A.); Milz, Kevin (K.W.); Daavettila, Thomas (T.W.); Kosztowny, Brian (B.P.); Pierce, Warren (W.B.)
Subject: RE: Chassis Functional Quality Review- meeting agenda for 09/22/15_update 1

What booster issue is this regarding?

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

From: Szalay, Michael (M.A.)
Sent: Friday, September 18, 2015 8:00 AM
To: Boullin, Stephanie (S.); Yim, K Sunny (K.S.); Dobbs, Dan (K.D.); Bonifas, Richard (R.K.); Williams, Pete (P.L.); Griggs, Scott (S.R.); Korte, Chad (C.M.); Centa, John (J.R.); Burns, Melissa (M.K.); Bravo, Carlos (CUBM.); Linde, Peter (P.A.); Bouse, William (Bill.); Coleman, John (J.R.); Daavettila, Thomas (T.W.); Edelen, Jack (J.M.); Allard, Christopher (C.E.); Allen, David (.); Annadi, Hari (H.); Arnold, Bruce (B.C.); Bagley, Matt (M.R.); Bagoon, Kim (K.A.); Barrett, Eric (E.W.); Barry, Jack (J.E.); Brezee, Shane (S.B.); Caris, John (J.C.); Castellano, James (.); Costley, Frank (F.G.); Dejean, Michael (M.A.); Doorlag, Chad (C.A.); Dowdell, Tim (T.C.); Dukkipati, Srini (S.); Evans, Charles (Chip.); Felch, Hal (H.J.); Folta, Greg (D.); Frey, Martin (M.F.); Garrett, Scott (S.A.); Gill, Mike (M.J.); Green, Ann (A.D.); Gregorchik, Chris (C.); Hamernik, Dave (D.); Hefner, Rachel (R.); Hodge, Wesley (W.D.); Hodges, Cynthia (C.P.); Hsu, Albert (C.); Jackson, Bradley (B.G.); Jackson, Diane (D.M.); Jakubik, Paul (P.C.); Kapanowski, Martin C (M.C.); Karpenko, Yuri (Y.A.); Keinath, Wayne (W.); Levergood, Rich (R.); Lloyd, Dave (D.B.); Mayer, Thomas (T.A.); Miller, Todd (T.R.); Nimmagadda, Kishore (K.); Oakwood, Chris (J.C.); Page, Greg (G.G.); Patel, Bharat (B.J.); Patel, Harendra (H.M.); Perri, Ron (R.J.); Riemma, Joseph (J.); Rohweder, David (D.S.); Schafran, Sonja (E.); Skwirsk, Tom (T.V.); Stauffer, Eric (E.L.); Stevenson, Chantell (C.K.); Surella, Matthew (M.M.); Waldron, Robert (R.M.); Watts, David (D.E.); White, Brent (B.M.); White, Dale (D.A.); White, Isiah (I.C.); Williams, Dan (DW.); Worrel, Peter (P.F.); Wroblewski, Mike (M.J.); Zaidi, Shahzad (S.); Zhu, Feng (F.); Howard, Matthew (M.B.); Maryanovsky, Sergey (S.A.); Rochon, Gregory (G.S.); Durand, Gerardo (G.D.); Docimo, Tony (A.F.); Eschtruth, Kirt (.); Santiago, Jose (J.E.); Brown, Jude (J.); Kosztowny, Brian (B.P.); Offerle, Timothy (T.G.); Recker, Darrel (D.A.); Smith, Garry (G.R.); Willmer, David (D.W.); Trost, Kelly (K.); Schornhorst, Carl (C.); Joandrea, Maria (M.); Brown, Todd (T.A.); Rodriguez cariño, Vadir (V.); Wilkerson, Brian (B.); Arszulowicz, Ken (K.J.); Veit, David (D.M.); Ulloa, Fernando (F.F.); Lutz, Jennifer (J.); Strbac, Oliver (O.R.); Ruiz, Jesica (.); Williams, Tommy (T.O.); Hammond, Mark (M.); Buelow, Steve (S.E.); Hale, Curt (B.C.); Sorochinsky, Christine (M.); Caines, Bill (B.); Chacon, Jose

PE16-003 000237 ER

(A.); Schaffer, Timothy (T.J.); Arning, Ralph (R.); Watson, Joseph (J.W.); Miller, Robin (R.); Kowalow, Peter (P.); Toledo, Salvador (S.T.); White-johnson, Patrice (P.); Lipa, Jeffrey (J.A.); Jargowsky, Peter (P.J.); Miller, Steve (S.T.); Bahena, Miguel (Mike.); Mills, Eric (E.); Ginman, Charles (D.); Messih, David (D.J.); Villegas muriel, Roberto (R.); Nalder, Nate (N.); Loeffler, James (J.F.); Fadanelli, Gregory (G.); Binaei, Brad (B.); Lorkowski, Thomas (T.P.); Bedard, Harry (Skip.); Gastelum, Miguel (.); Vasquez, Anthony (A.J.); Ostrowski, Daniel (D.); McWilliams, John (J.S.); Andrepont, Paul (P.); Sagan, Jessica L (J.L.); Smith, Stephen (S.G.); Pierce, Warren (W.B.); Berenjian, Karim (K.); Venugopal, Narayana (S.); Henderson, Drew (Drew.); Tellez, Arturo (U.A.); Edmonds, Mark (M.); Boals, Shannon (S.D.); Smith, Ed (E.J.); Lazowski, Deborah (D.); Palanjian, Anto (A.A.); Bushman, Thomas (T.S.); Wynn, David (D.); Bauer, Richard (R.D.); Anderson, Loren (L.E.); Nunez, Cesar (C.); Fowler, Rich (R.O.); Ohtake, Tadahiro (T.); Centa, John (J.R.); Ball, Robert (R.C.); Mckee, Evan (E.); Lemmer, Brian (B.M.); Paredes, Adrian (A.); Smith, William (W.H.); Taylor, Perry (P.A.); Jones, Darryl (D.L.); Mros, Nolan (N.E.); Ferber, Thomas (T.); Czopek, Jana (J.); Roy, Manjusri (M.); Wickler, Wolfgang (W.X.); Milz, Kevin (K.W.)

Subject: Chassis Functional Quality Review- meeting agenda for 09/22/15_update 1

https://www.tc2.ford.com/ts/ChassisQualityWarranty/ChassisFQR/FQR%20Meeting/Forms/AllItems.aspx

Meeting location is building FN3, room GE019

September 22, 2015 Chassis Functional Quality Review Agenda

Part I 1:00- 1:20

Warranty Spend

TRW re-man detailed timing plan— J. Czopek, M. Roy, P. Jakubik

EPAS RVC impact on gear replacements— P. Jakubik

2015 8+4 Chassis Warranty Spend Status— M. Szalay

~~2015 Spend Status and project status (using Paul's Project Status document)— P. Jakubik~~

Part II 1:20- 1:50

Emerging Issues/ QSF /Stop Ships/ ECBs

Emerging Issues/QSF

- MKZ damper— T. Ohtake
- F150 (P415) brake booster— K. Milz, M. Kapanowski

High ECB workplan (Chassis ECB Claim 6 Week Counts Prod Load 09/18/2015)— Applicable VFG Leaders

- Prepare to review all 3+ claims
- F150 ABS Module SQ (solder) ICA— N. Sabbagh

Part III 1:50- 2:20

Vehicle-level Chassis Glidepaths (R/1000, CPU, TGW) and Top 20 EVB and ECB Summaries (focus on red and red-leakage items)

PE16-003 000238 ER

Edge— O. Strbac, F. Zhu

Part IV 2:20- 3:00

Quality Deep Dives (Each deep dive requires supporting material loaded to the Chassis Sharepoint site COB Monday)

Vehicle-line red EVB/ECB hard-rocks— M. Wroblewski w/VFG and PVT support

Mustang, Focus and C-Max

F150 EOL tire chunking— F. Costley, N. Mros

Focus 16" and 17" tire bubbles (0.10 R/1000)— L. Partin

MKC China Black-label wheel inserts— M. Hammond, D. Jones, S. Vencel

Michael Szalay
North American Chassis Quality
(313) 805-7555

PE16-003 000239 ER

FW_ CSE Current & Past Weekly Reporting.msg

smime.p7m

UNSUPPORTED OR EXCLUDED FILE TYPE

From: Harris, Jonathan (J.E.)
Sent: Tuesday, September 02, 2014 4:02 PM
To: ralph.wagers@hitachi-automotive.us
Cc: Stauffer, Eric (E.L.); Fred.Schwendenmann@hitachi-automotive.us; nick.marcum@hitachi-automotive.us; Rodger.Carter@hitachi-automotive.us; Sandra Granfors; Eigsti, Sam (S.); Smith, Warren (W.A.); Williams, Dan (DW.); Smith, Warren (W.A.)
Subject: RE: ECB claim for the Hitachi BM - DTP and clean point needed for KCAP

Ralph,

Per our conversation this morning, please send me the updated 8d and clean point ASAP on the MC.

Thanks,

Jonathan Harris,
KCAP STA Resident
Cell 313 805-2375

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From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Tuesday, September 02, 2014 9:14 AM
To: Harris, Jonathan (J.E.)
Cc: Stauffer, Eric (E.L.); Fred.Schwendenmann@hitachi-automotive.us; nick.marcum@hitachi-automotive.us; Rodger.Carter@hitachi-automotive.us; Sandra Granfors
Subject: RE: ECB claim for the Hitachi BM - DTP and clean point needed for KCAP

Jonathan,

Dealers ship directly to me. As soon as I receive we will gather the team, determine root cause and initiate corrective actions.
I will keep you advised.

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

From: "Harris, Jonathan (J.E.)" <jharr176@ford.com>
To: "Rodger.Carter@hitachi-automotive.us" <Rodger.Carter@hitachi-automotive.us>, Sandra Granfors <sgranfors1953@hotmail.com>
Cc: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>, "nick.marcum@hitachi-automotive.us" <nick.marcum@hitachi-automotive.us>, "Fred.Schwendenmann@hitachi-automotive.us" <Fred.Schwendenmann@hitachi-automotive.us>, "Stauffer, Eric (E.L.)" <estauffe@ford.com>
Date: 09/02/2014 10:01 AM
Subject: RE: ECB claim for the Hitachi BM - DTP and clean point needed for KCAP

It should be on the way to WPAC in Dearborn. You will have to coordinate with Eric to pick it up.

-----Original Message-----
From: Rodger.Carter@hitachi-automotive.us [mailto:Rodger.Carter@hitachi-automotive.us]
Sent: Tuesday, September 02, 2014 9:00 AM
To: Sandra Granfors
Cc: ralph.wagers@hitachi-automotive.us; nick.marcum@hitachi-automotive.us; Fred.Schwendenmann@hitachi-automotive.us; Harris, Jonathan (J.E.)
Subject: Re: ECB claim for the Hitachi BM - DTP and clean point needed for KCAP

Where is this part?

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

On Sep 2, 2014, at 9:56 AM, "Sandra Granfors" <sgranfors1953@hotmail.com> wrote:

Rodger/Ralph,

I noticed you were not copied on this. See note below from Jonathan.

Thanks

Sent from my iPhone

Begin forwarded message:

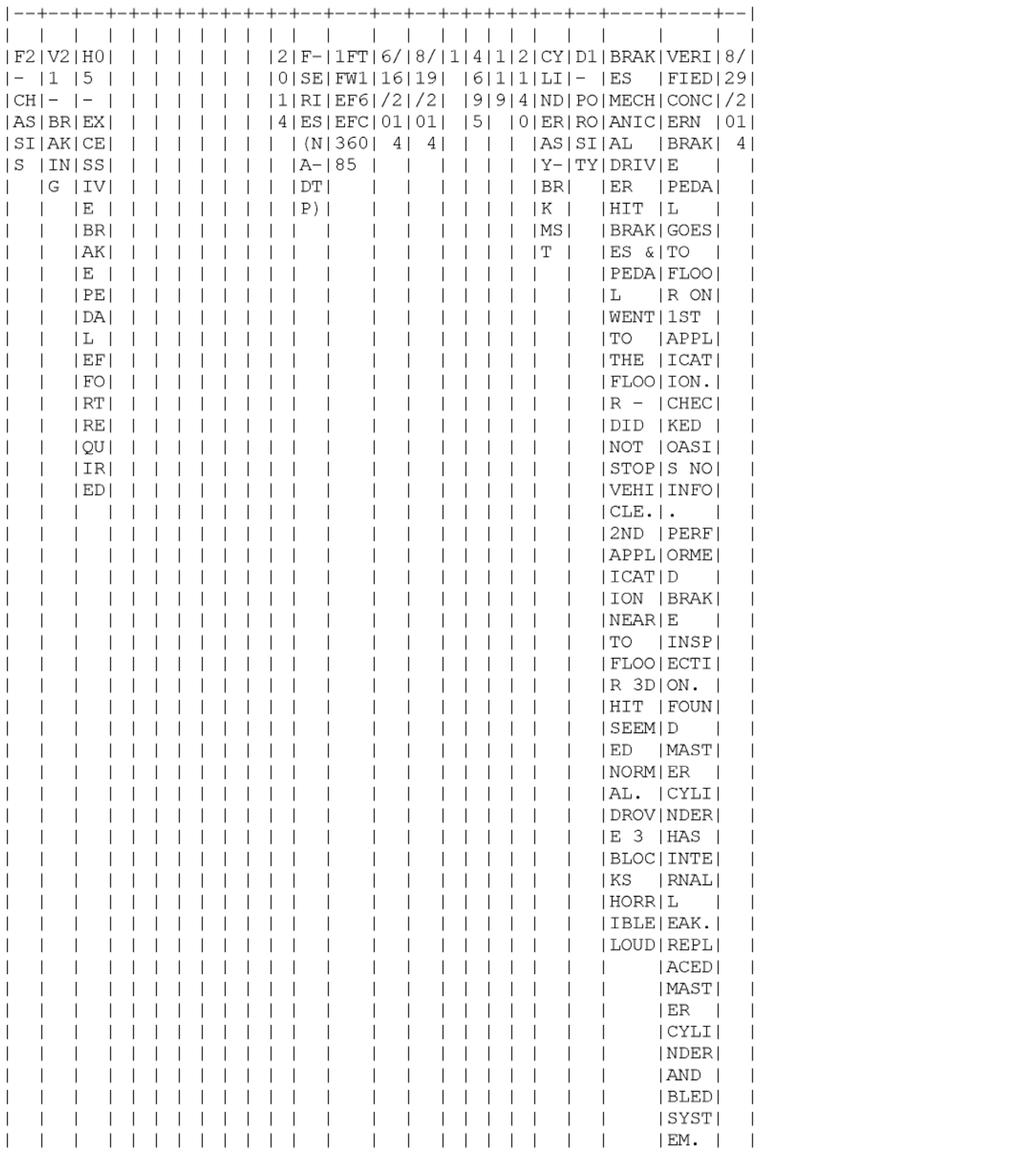
From: "Harris, Jonathan (J.E.)" <jharr176@ford.com>
Date: September 2, 2014 at 8:50:16 AM CDT
To: "nick.marcum@hitachi-automotive.us" <nick.marcum@hitachi-automotive.us>, "fred.schwendenmann@hitachi-automotive.us" <fred.schwendenmann@hitachi-automotive.us>, "jeremy.wilson@hitachi-automotive.us" <jeremy.wilson@hitachi-automotive.us>
Cc: "Smith, Warren (W.A.)" <wsmith@ford.com>, "Ruiz, Jesica (.)" < jruiz68@ford.com>, "Harris, Jonathan (J.E.)" <jharr176@ford.com>, "Milz, Kevin (K.W.)" <kmilz@ford.com>, "Stauffer, Eric (E.L.)" <estauffe@ford.com>, "Williams, Dan (DW.)" <dwill122@ford.com>, "Sandra Granfors (sgranfors1953@hotmail.com) (sgranfors1953@hotmail.com)" < sgranfors1953@hotmail.com>, "Medley, Steven (S.D.)" <smedley@ford.com>, "Eigsti, Sam (S.)" <seigsti@ford.com>
Subject: ECB claim for the Hitachi BM - DTP and clean point needed for KCAP

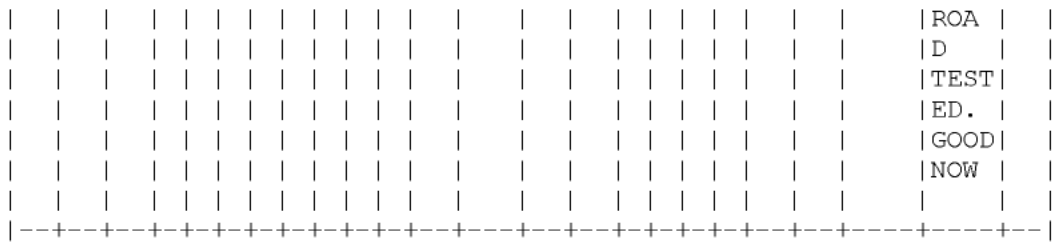
Hitachi team,

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.





Thanks,

Jonathan Harris,

KCAP STA Resident

Cell 313 805-2375

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From: Smith, Warren (W.A.)
Sent: Tuesday, September 08, 2015 3:33 PM
To: 'ralph.wagers@hitachi-automotive.us'; Harris, Jonathan (J.E.)
Cc: chris.lee@hitachi-automotive.us; fred.schwendenmann@hitachi-automotive.us; Daanyal, Shaji (.); Milz, Kevin (K.W.)
Subject: RE: emerging issue with M/C - fluid leaking into the booster (P415)

Hitachi team. Our FCSD rep tipped us off that we are seeing a back order (~ 285 parts) for P415 Master Cylinders so there may be future Quicker Service Fix investigation. Thank You

Warren A. Smith
STA Resident Manager – Dearborn Truck Plant
Phone (313) 390-0204
Cell (313) 805-2403

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Tuesday, September 08, 2015 10:47 AM
To: Harris, Jonathan (J.E.)
Cc: chris.lee@hitachi-automotive.us; fred.schwendenmann@hitachi-automotive.us; Smith, Warren (W.A.)
Subject: Re: emerging issue with M/C - fluid leaking into the booster (P415)

Jonathan,

I missed the description in email subject.

We are aware that there has been an increased number of master cylinders reported leaking into booster.
Since these are high mile returns we have not received these specific master cylinders for analysis.
Tom Daavetella has "turned on the pipeline" to return master cylinders to Hitachi regarding leak into booster, thus allowing Hitachi to analyze and report accordingly.
We have prepared a summary of all warranty reports and will review with Shaji and Kevin Milz during their visit tomorrow.

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

From: "Harris, Jonathan (J.E.)" <jharr176@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>, "chris.lee@hitachi-automotive.us" <chris.lee@hitachi-automotive.us>, "fred.schwendenmann@hitachi-automotive.us" <fred.schwendenmann@hitachi-automotive.us>,
Cc: "Harris, Jonathan (J.E.)" <jharr176@ford.com>, "Smith, Warren (W.A.)" <wsmith@ford.com>
Date: 09/08/2015 09:10 AM
Subject: emerging issue with M/C - fluid leaking into the booster (P415)

Guys,

PVT is reporting an emerging issue with M/C's. Are you tied into this and what information can you share?

Thanks,

Jonathan Harris,
KCAP STA Resident
Cell 313 805-2375

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From: Fred.Schwendenmann@hitachi-automotive.us
Sent: Monday, April 29, 2013 3:42 PM
To: Aynessazian, Kam (K.); john.doyle@continental-corporation.com
Cc: Williams, Dan (DW.); Stauffer, Eric (E.L.); Felch, Hal (H.J.); Berenjian, Karim (K.); Miller, Robin (R.); Takayuki.Kinoshita@hitachi-automotive.us
Subject: Re: FW: FW: Warranty Return "Leak Into Booster"

Kam, John,

Thank you for the information - this is consistent with the returned TMC.

Regards,

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

From: "Aynessazian, Kam (K.)" <kaynessa@ford.com>
To: "john.doyle@continental-corporation.com" <john.doyle@continental-corporation.com>
Cc: "Felch, Hal (H.J.)" <hfelch@ford.com>, "Berenjian, Karim (K.)" <kberenj1@ford.com>, "Williams, Dan (DW.)" <dwill122@ford.com>, "Stauffer, Eric (E.L.)" <estauffe@ford.com>, "Miller, Robin (R.)" <rmill389@ford.com>, Fred-HAPDET Schwendenmann/hapdet <Fred.Schwendenmann@hitachi-automotive.us>, "Takayuki.Kinoshita@hitachi-automotive.us" <Takayuki.Kinoshita@hitachi-automotive.us>
Date: 04/29/2013 11:26 AM
Subject: FW: FW: Warranty Return "Leak Into Booster"

John, I guess this is good news but pls open the booster up to verify no fluid inside. This is because others will insist on it so we might as well have a solid answer. Thx again.

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

-----Original Message-----
From: john.doyle@continental-corporation.com [mailto:john.doyle@continental-corporation.com]
Sent: Monday, April 29, 2013 11:20 AM
To: Aynessazian, Kam (K.)
Subject: Re: FW: Warranty Return "Leak Into Booster"

Kam,

We received the booster which was part of a claim for master cylinder leaking into the booster. Booster was set upside down all weekend. No brake

fluid leaked out. Booster is dry, shows no evidence of master cylinder leak.

Regards,

John Doyle
Project Management
Continental Automotive Systems
john.doyle@continental-corporation.com
248-393-5453 (desk)
248-877-7365 (cell)

From: "Aynessazian, Kam (K.)" <kaynessa@ford.com>
To: "john.doyle@continental-corporation.com" <john.doyle@continental-corporation.com>
Cc: "Aynessazian, Kam (K.)" <kaynessa@ford.com>
Date: 04/24/2013 02:43 PM
Subject: FW: Warranty Return "Leak Into Booster"

John, this other booster (fluid soaked from mcyl) was supposedly received at WPAC on 4/22. Can you pls make sure to grab this and then look for the other one with stripped mcyl stud? Thx in advance.

Kam Aynessazian :)
F-150/Raptor/Expedition/Navigator Brake Actuation/Pedal/Vacuum Engineer
Mobile: 313-805-3076
[cid:image006.png@01CE40FA.0B392860][Description: SVT_Raptor]
Fairlane North #3, Cube HQ-018
6200 Mercury Dr., Dearborn, Michigan 48126

From: Aynessazian, Kam (K.)
Sent: Tuesday, April 23, 2013 11:25 AM
To: john.doyle@continental-corporation.com
Cc: Fred.Schwendenmann@hitachi-automotive.us; Takayuki.Kinoshita@hitachi-automotive.us; Aynessazian, Kam (K.)
Subject: FW: Warranty Return "Leak Into Booster"

John, did you receive this warranty return booster? Dealership claimed mcyl leaked into booster but Hitachi finds the mcyl rear seal bone dry so we suspect dealer was padding their paycheck. Can you pls advise us all asap? If no sign of fluid, we'll charge back to the dealer. Thx.

Kam Aynessazian :)
F-150/Raptor/Expedition/Navigator Brake Actuation/Pedal/Vacuum Engineer
Mobile: 313-805-3076
[cid:image005.png@01CE4015.1F3EE6F0][Description: SVT_Raptor]
Fairlane North #3, Cube HQ-018
6200 Mercury Dr., Dearborn, Michigan 48126

From: Williams, Dan (DW.)
Sent: Tuesday, April 23, 2013 11:16 AM
To: Aynessazian, Kam (K.)
Cc: Stauffer, Eric (E.L.)
Subject: RE: Warranty Return "Leak Into Booster"

The booster from that claim ended up with Conti, they received it yesterday

PE16-003 000249 ER

(see attached).

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

From: Aynessazian, Kam (K.)
Sent: Tuesday, April 23, 2013 9:18 AM
To: Stauffer, Eric (E.L.); Williams, Dan (DW.)
Cc: Aynessazian, Kam (K.)
Subject: FW: Warranty Return "Leak Into Booster"

Eric/Dan, are you able to look into this and help Fred and I understand what really happened and to have the replaced booster received? Thx in advance.

Kam Aynessazian :)
F-150/Raptor/Expedition/Navigator Brake Actuation/Pedal/Vacuum Engineer
Mobile: 313-805-3076
[cid:image001.png@01CE400B.86BCEF70][Description: SVT_Raptor]
Fairlane North #3, Cube HQ-018
6200 Mercury Dr., Dearborn, Michigan 48126

From: Fred.Schwendenmann@hitachi-automotive.us<
mailto:Fred.Schwendenmann@hitachi-automotive.us> [
mailto:Fred.Schwendenmann@hitachi-automotive.us]
Sent: Monday, April 22, 2013 5:31 PM
To: Aynessazian, Kam (K.)
Cc: Takayuki.Kinoshita@hitachi-automotive.us<
mailto:Takayuki.Kinoshita@hitachi-automotive.us>
Subject: Warranty Return "Leak Into Booster"

Kam,

I received a warranty sample today (with crescent moon mark) - so should be secondary bypass once evaluated- yet this part was diagnosed by the Ford Technician as "leak into booster". The booster was replaced (location is TBD). Hitachi only received the brake master cylinder. Based on the returned part - I can tell you that this TMC did not leak into the booster. This is 100% completely dry in the area of rear piston, flange area, booster seal and under booster seal.

I remain completely baffled why this was written in this manner - can we request the booster be returned to Ford or Hitachi for further investigation?

See attached.

Thank you,

Fred Schwendenmann
Hitachi Automotive Systems Americas, Inc.
Brake Engineering Manager
(248)699-2783
fred.schwendenmann@hitachi-automotive.us<
mailto:fred.schwendenmann@hitachi-automotive.us>
[attachment "tag_issued_list.xlsx" deleted by John Doyle/ah/na/au/cag]
[attachment "image001.png" deleted by John Doyle/ah/na/au/cag] [attachment

"image002.jpg" deleted by John Doyle/ah/na/au/cag] [attachment
"image005.png" deleted by John Doyle/ah/na/au/cag] [attachment
"image006.png" deleted by John Doyle/ah/na/au/cag]

From: Fred.Schwendenmann@hitachi-automotive.us
Sent: Monday, January 06, 2014 5:54 PM
To: Aynessazian, Kam (K.); Rodger.Carter@hitachi-automotive.us; ralph.wagers@hitachi-automotive.us; Suzett.Napier@hitachi-automotive.us
Cc: Williams, Dan (DW.); Stauffer, Eric (E.L.)
Subject: Re: FW: P415 Chassis warranty part returns for 01/06/2014

Kam,

Of course we will track these parts in and make sure we report out when possible.

Ralph, Suzett,
Please track this sample in and provide 8D as soon as possible.

Thank you,

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

From: "Aynessazian, Kam (K.)" <kaynessa@ford.com>
To: "'Fred.Schwendenmann@hitachi-automotive.us'" <Fred.Schwendenmann@hitachi-automotive.us>, "john.doyle@continental-corporation.com" <john.doyle@continental-corporation.com>
Cc: "Stauffer, Eric (E.L.)" <estauffe@ford.com>, "Aynessazian, Kam (K.)" <kaynessa@ford.com>, "Williams, Dan (DW.)" <dwill122@ford.com>
Date: 01/06/2014 12:47 PM
Subject: FW: P415 Chassis warranty part returns for 01/06/2014

Fred/John, I don't read Spanish but my guess is that the mcyl puked inside the booster once again. This is now the 5th or 6th time I've seen this in the past year so before Dan and Eric ask for root cause, can we get serious about the mcyl's rear seal issue and define a root cause? Thanks Fred.

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: Williams, Dan (DW.)
Sent: Monday, January 06, 2014 12:30 PM
To: Frison, Nicholas (N.P.); Syed, Shaheen (Q.); Aynessazian, Kam (K.); Berenjian, Karim (K.); Lazowski, Deborah (D.);

Lazzarotti, Mike (M.); McElmeel, Edward (E.F.); Smith, Garry (G.R.)
Cc: Stauffer, Eric (E.L.); Vanlandingham, Kim (K.); Chehab, Ahmad (A.); Ruiz, Jesica (.)
Subject: P415 Chassis warranty part returns for 01/06/2014

The attached file contains P415 chassis parts that have had a PEARS request submitted today for their return via 700 Tag. At least one of these parts has been requested to be shipped to your (or your supplier's) attention.

To find additional claim info, enter the claim key in the appropriate field on the webpage linked below:

http://www.quality.ford.com/aws/aws/jlu1/reports_new.pl

The 700 tag number and shipping info for these returns can be found by entering the PEARS Request number into the REQ field in the search form linked below:
http://www.wpac.ford.com/wprc/tools/tag_issue.asp

Dan Williams
P415 Resident Chassis Engineer
Kansas City Assembly Plant
Phone: 816-459-1977
Mobile: 816-200-3866
FAX: 816-459-1970
[attachment "Chassis_ECB.xlsx" deleted by Fred-HAPDET Schwendenmann/hapdet]

From: ralph.wagers@hitachi-automotive.us
Sent: Tuesday, September 08, 2015 3:56 PM
To: Daanyal, Shaji (.)
Subject: Re: FW: RE: emerging issue with M/C - fluid leaking into the booster (P415)

Shaji,

PC&L reports we have orders for 197pcs. and we built 384pcs. over the holiday weekend.

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

From: "Daanyal, Shaji (.)" <suddin1@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>,
Date: 09/08/2015 11:48 AM
Subject: FW: RE: emerging issue with M/C - fluid leaking into the booster (P415)

Ralph,
Please forward to working level people in your organization and also to Jake Duerson.

Regards
Shaji Daanyal
313 805 5192

-----Original Message-----
From: Smith, Warren (W.A.) [wsmith@ford.com]
Received: Sep 8, 11:33 AM
To: 'ralph.wagers@hitachi-automotive.us' [ralph.wagers@hitachi-automotive.us]; Harris, Jonathan (J.E.) [jharr176@ford.com]
CC: chris.lee@hitachi-automotive.us [chris.lee@hitachi-automotive.us]; fred.schwendenmann@hitachi-automotive.us [fred.schwendenmann@hitachi-automotive.us]; Daanyal, Shaji (.) [suddin1@ford.com]; Milz, Kevin (K.W.) [kmilz@ford.com]
Subject: RE: emerging issue with M/C - fluid leaking into the booster (P415)

Hitachi team, Our FCSD rep tipped us off that we are seeing a back order (~ 285 parts) for P415 Master Cylinders so there may be future Quicker Service Fix investigation. Thank You

Warren A. Smith
STA Resident Manager – Dearborn Truck Plant

Phone (313) 390-0204
Cell (313) 805-2403

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Tuesday, September 08, 2015 10:47 AM
To: Harris, Jonathan (J.E.)
Cc: chris.lee@hitachi-automotive.us; fred.schwendenmann@hitachi-automotive.us; Smith, Warren (W.A.)
Subject: Re: emerging issue with M/C - fluid leaking into the booster (P415)

Jonathan,

I missed the description in email subject.

We are aware that there has been an increased number of master cylinders reported leaking into booster.
Since these are high mile returns we have not received these specific master cylinders for analysis.
Tom Daavetella has "turned on the pipeline" to return master cylinders to Hitachi regarding leak into booster, thus allowing Hitachi to analyze and report accordingly.
We have prepared a summary of all warranty reports and will review with Shaji and Kevin Milz during their visit tomorrow.

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

From: "Harris, Jonathan (J.E.)" <jharr176@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>, "chris.lee@hitachi-automotive.us" <chris.lee@hitachi-automotive.us>, "fred.schwendenmann@hitachi-automotive.us" <fred.schwendenmann@hitachi-automotive.us>,
Cc: "Harris, Jonathan (J.E.)" <jharr176@ford.com>, "Smith, Warren (W.A.)" <wsmith@ford.com>
Date: 09/08/2015 09:10 AM
Subject: emerging issue with M/C - fluid leaking into the booster (P415)

Guys,

PVT is reporting an emerging issue with M/C's. Are you tied into this and what information can you share?

Thanks,

Jonathan Harris,
KCAP STA Resident
Cell 313 805-2375

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From: ralph.wagers@hitachi-automotive.us
Sent: Tuesday, September 08, 2015 3:50 PM
To: Daanyal, Shaji (.)
Subject: Re: FW: RE: emerging issue with M/C - fluid leaking into the booster (P415)

Shaji,

I just forwarded to pc&I and Jake.

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

From: "Daanyal, Shaji (.)" <suddin1@ford.com>
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Date: 09/08/2015 11:48 AM
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313 805 5192

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Received: Sep 8, 11:33 AM
To: 'ralph.wagers@hitachi-automotive.us' [ralph.wagers@hitachi-automotive.us]; Harris, Jonathan (J.E.) [jharr176@ford.com]
CC: chris.lee@hitachi-automotive.us [chris.lee@hitachi-automotive.us]; fred.schwendenmann@hitachi-automotive.us [fred.schwendenmann@hitachi-automotive.us]; Daanyal, Shaji (.) [suddin1@ford.com]; Milz, Kevin (K.W.) [kmilz@ford.com]
Subject: RE: emerging issue with M/C - fluid leaking into the booster (P415)

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Warren A. Smith
STA Resident Manager – Dearborn Truck Plant

Phone (313) 390-0204
Cell (313) 805-2403

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Tuesday, September 08, 2015 10:47 AM
To: Harris, Jonathan (J.E.)
Cc: chris.lee@hitachi-automotive.us; fred.schwendenmann@hitachi-automotive.us; Smith, Warren (W.A.)
Subject: Re: emerging issue with M/C - fluid leaking into the booster (P415)

Jonathan,

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

From: "Harris, Jonathan (J.E.)" <jharr176@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>, "chris.lee@hitachi-automotive.us" <chris.lee@hitachi-automotive.us>, "fred.schwendenmann@hitachi-automotive.us" <fred.schwendenmann@hitachi-automotive.us>,
Cc: "Harris, Jonathan (J.E.)" <jharr176@ford.com>, "Smith, Warren (W.A.)" <wsmith@ford.com>
Date: 09/08/2015 09:10 AM
Subject: emerging issue with M/C - fluid leaking into the booster (P415)

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Jonathan Harris,
KCAP STA Resident
Cell 313 805-2375

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From: Kapanowski, Martin C (M.C.)
Sent: Thursday, December 10, 2015 11:58 PM
To: Williams, Dan (DW.)
Subject: RE: Hitachi 6 Panel for Master Cylinder

You got it in your other note. H05 and H15. Thanks.

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

From: Williams, Dan (DW.)
Sent: Tuesday, December 08, 2015 7:20 PM
To: Kapanowski, Martin C (M.C.)
Subject: RE: Hitachi 6 Panel for Master Cylinder

What part of the Form 4 does Hitachi need and for what reason? Suppliers should only be able to view data that is based on their parts and not parts from other suppliers.

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

From: Fred.Schwendenmann@hitachi-automotive.us [mailto:Fred.Schwendenmann@hitachi-automotive.us]
Sent: Tuesday, December 08, 2015 1:41 PM
To: Williams, Dan (DW.)
Cc: ralph.wagers@hitachi-automotive.us; Hirokazu.Sano@hitachi-automotive.us; Stuart.Ray@hitachi-automotive.us; Kapanowski, Martin C (M.C.); Raza, Mohammed Zahid (M.Z.)
Subject: Hitachi 6 Panel for Master Cylinder
Importance: High

Dan,

Good Afternoon. I need your support, if possible. We have been requested by Mr. Allen to prepare and present a 6 panel for our master cylinder. We had a preliminary meeting today and the below was highlighted as being necessary.

Can you please provide the following (Marty Kapanowski mentioned you were the best person to request this information from):

- CY Warranty Spend for the 2140 P415/P552 master cylinders.
- CPU and R/1000 data associated with H05 and H15 causal codes
- Form 4 (I really do not know what this is).

I am not certain on the presentation date, but it could be later this week. Your support regarding this matter is greatly appreciated.

Best Regards,

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

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