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

From: Williams, Dan (DW.)
Sent: Monday, October 07, 2013 5:50 PM
To: 'Fred.Schwendenmann@hitachi-automotive.us'; ralph.wagers@hitachi-automotive.us; Suzett.Napier@hitachi-automotive.us; Takayuki.Kinoshita@hitachi-automotive.us; tommy.baker@hitachi-automotive.us; nick.marcum@hitachi-automotive.us; Kiyoshi.Fue@hitachi-automotive.us; Nguyen, Anna (A.); jeremy.wilson@hitachi-automotive.us; Yusuke.Shigeta@hitachi-automotive.us
Cc: Kosztowny, Brian (B.P.); Stauffer, Eric (E.L.); Felch, Hal (H.J.); Harris, Jonathan (J.E.); Ruiz, Jesica (.); Aynessazian, Kam (K.)
Subject: RE: Hitachi iFF TMC Warranty - Summary Update
Attachments: Ford ECB summary as of 100413.xlsx

The 4 master cylinders in the attached file have been received, but do not have any comments showing. One of the parts was just received last Friday, but the other 3 parts should have been available for analysis for some time (the 700 Tag info is on the second tab).

All 4 of these claims are currently binned to BRAKE MASTER CYLINDER IMPROPER FUNCTION PARTS RETURN in the Ford system and cannot be changed until we have a description of the root cause or teardown analysis. When do anticipate that teardown analysis will be available for these parts?

Dan Williams
P415 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: Friday, October 04, 2013 4:10 PM
To: Williams, Dan (DW.); Chehab, Ahmad (A.); arojas3932@vzw.blackberry.net; Kosztowny, Brian (B.P.); Stauffer, Eric (E.L.); Felch, Hal (H.J.); Harris, Jonathan (J.E.); Ruiz, Jesica (.); Aynessazian, Kam (K.); ralph.wagers@hitachi-automotive.us; Suzett.Napier@hitachi-automotive.us; Takayuki.Kinoshita@hitachi-automotive.us; tommy.baker@hitachi-automotive.us; nick.marcum@hitachi-automotive.us; Kiyoshi.Fue@hitachi-automotive.us; Nguyen, Anna (A.); jeremy.wilson@hitachi-automotive.us; Yusuke.Shigeta@hitachi-automotive.us
Subject: Hitachi iFF TMC Warranty - Summary Update

All,

Please see the attached update warranty / ECB sheet for master cylinder (Updates are highlighted in "blue" shading).

Thank you,

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

As of 10/4/2013 EBC summary (last sheet from Ford 10/4/13)

Update from previous submission

#	Hap tag	FH 8D receive date	Hitachi Comments	Lot #	ID code	Half moon	JPN or BM	Ship out	Model Yea	Prefix (	m Base (Re	uffix	VIN	Assembly Plar	Mileage	Production Da	Repair Date	Warranty Star	Customer Comments
55	F100113M			3852	DGRC	No	BM	10/4/2013	2013	DL3Z	2140	A	1FTFX1EF1DF[redacted]	DEARBORN PLA	26	08/12/2013	09/03/2013		ADD ON DAP CUSTOMER STATES W
Not in EBC summary but in old Ford record.																			
4	F010113M	5/14/2013		2911	DGRA	No	JPN	Done	2013	BL3Z	2140	A	1FTFW1EF8DK[redacted]	KANSAS CITY	13	10/12/2012	11/01/2012		BRAKES NOT WORKING
Not in EBC summary but return																			
6	F070113M			34C2	DGRC	NO	BM	7/11/2013	2013	*	2140	*	1FTFW1ET7DFC[redacted]	DEARBORN PL	253k	**04/15/2013**	06/20/2013	06/12/2013	BRAKES CUST STATES THAT PARKING B
14	F080513M			35G2	DGRC	NO	BM	8/23/2013	2013	*	2140	*	1FTFW1ET4DFC[redacted]	DEARBORN PL	30K	05/19/2013	06/19/2013	06/07/2013	INSPECT FOR BRAKE PEDAL SEEMD TO

Technician Comments	Customer Concern Code	
TECH 1987-STRAIGHT T ME PUNCH F	H05	
LOOSENED MASTER CYL AND PULLED AW	H20	
BCE DIAG RETREIVE DTC S B1046 BCM PI	H04	
EXTENSIVE TIME SPENT MAKING ADAPT	H20	

VIN	QB	Tag	DISPOSITION	TAG ISSUE DATE	PICKED DATE	SHIPPED DATE	CARRIER	TRACKING#	WPAC RECD. DATE	HANDLED DATE	RAC	REQ#	PREFIX	BASE	SUFFIX	PART DESC	ENG PART#	TYPE
1FTFX1EF1DF[redacted]		[redacted]		10/1/2013	2-Oct-13	2-Oct-13	UPS	[redacted]	10/4/2013 11:40	10/4/2013 11:40	PVTKSN	321802	DL3Z	2140	A	CYLINDER ASY - MASTER	DL342C156BA	DS
1FTFW1ET4D[redacted]		[redacted]		8/12/2013	13-Aug-13	13-Aug-13	UPS	[redacted]	8/15/2013 13:28	8/15/2013 13:28	PVTKSN	305127	BRMC	212				DS
1FTFW1ET7D[redacted]		[redacted]		7/5/2013	8-Jul-13	8-Jul-13	UPS	[redacted]	7/9/2013 13:15	7/9/2013 13:15	PVTKSN	294249	BRMC	212				DS
1FTFW1EF8D[redacted]		[redacted]		11/29/2012	28-Dec-12	28-Dec-12	UPS	[redacted]	1/2/2013 13:16	1/2/2013 13:16	PVTKSN	240606	BL3Z	2140	A	CYLINDER ASY - MASTER	BL342C156BB	DS

SUPPLIER NAME	MY	VEHICLE	MILEAGE	CUST COMMENTS	TECH COMMENTS	CAUSAL PART#	CONCERN CODE	CONCERN DESC	CAUSAL CODE	CAUSAL DESC
HITACHI AUTOMOTIVE SYSTEMS AME	2013	F150 4X4	26	ADD ON DAP CUSTOMER STATES WHEN STOPPED N DRIVE WITH THE BRAKE ON, PEDAL WILL GRADUALLY GO DOWN TO FLOOR AND VEHICLE WILL ROLL FORWARD. CAN PUMP BRAKE PEDAL TO PUMP BACK UP.	TECH 1987-STRAIGHT TIME PUNCH FOR DAIG. CHECKED BRAKE FLUID LEVEL, VERIF ED IS FULL. DROVE VEHICLE, WERIFIED CONCERN. BRAKES OPERAT NG NORMALLY BUT IF HOLD PRESSURE ON BRAKE PEDAL, WILL BEG N TO FADE AND WILL EVENT	DL3Z 2140A	H05	EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED	42	DOES NOT OPERATE PROPERLY
	2013	F150 4X4	30	INSPECT FOR BRAKE PEDAL SEEMS TO FADE WHEN AT A STOP	EXTENSIVE TIME SPENT MAK NG ADAPTERS IN ORDER TO PLUG THE MASTER CYLINDER PORTS SO I COULD APPLY PRESSURE TO THE CYLINDER TO DETERMINE IF THE MASTER CYLINDER IS THE CAUSE OF THE BRAKE PEDAL FADING AT A STOP.THE MAS	DL3Z 2C215C	H20	OTHER BRAKE TROUBLES (INCLUD NG A R BRAKES)		
	2013	F150 4X4	253	BRAKES CUST STATES THAT PARK NG BRAKE LIGHT DOES NOT TURN OFF - PLEASE CHECK AND ADVISE	BCE DIAG RETREIVE DTC S B1046 BCM PINPO NT TEST N1 -N8 ACTIVE COMMAND PARK LIGHT ON INSTRUMENT CLUSTE R NEEDS MASTER CYLINDER REPLACE MASTER CYLINDER AND BLED SYSTEM RETEST AND LIGHT CAME BACK ON SEE L NE TWO FOR F	2140	H04	PARKING BRAKE TROUBLES		
HITACHI AUTOMOTIVE SYSTEMS AME	2013	F150 4X4	13	BRAKES NOT WORKING	LOOSENED MASTER CYL AND PULLED AWAY FROM BOOSTER -FLUID LEAKED FROM BEH ND MASTER CYL. REMOVED MASTER CYL AND BRAKE BOOSTER AS NEEDED. INSTALLED NEW BOOSTER AND MASTER CYL. BLED MASTER THEN BLED REST OF BRAKE SYSTE	BL3Z 2140A	H20	OTHER BRAKE TROUBLES (INCLUD NG A R BRAKES)	D8	FA LED GASKET/SEAL

REPA R DATE	P&A	TCODE		RO L NE#	PARTS $	LABOR $	REPAIR $	MISC $	CORE $	PARTS MARKUP $	LABOR RATE	VEH PROD DATE	ASSEMBLY PLANT	WSD	PART MFG DATE	CLOSE DATE	ENGFAM CODE	PRIOR APPROVAL1	PRIOR APPROVAL2	BOX#
9/3/2013	9044		[redacted]	A	103 81	221	436.05	0	0	105 5	85	8/12/2013	CHANGAN				DFMXT05.03D7			
6/19/2013	B7252			A	138 07	1464 6	2308.25	109.92	0	209.64	97.64	5/19/2013	CHANGAN	6/7/2013			DFMXT03.54DX			
6/20/2013	B8280			1	138 07	218.24	485.69	55.88	0	60.45	99 2	4/15/2013	CHANGAN	6/12/2013			DFMXT03.54DX			
11/1/2012	9761			A	103 81	50.55	323.58	0	0	78.01	72.21	10/12/2012	KANCTY				DFMXT05.03D7			

From: Kapanowski, Martin C (M.C.)
Sent: Friday, November 13, 2015 2:17 PM
To: Kosztowny, Brian (B.P.); Ruiz, Jesica (.); Stauffer, Eric (E.L.); Daanyal, Shaji (.); Milz, Kevin (K.W.); Miller, Robin (R.)
Cc: Smith, Warren (W.A.)
Subject: RE: Hitachi Master Cyl - Corrective Actions for contamination list

We are working with the highest levels of Hitachi management, and using the 0/3MIS warranty chart as a talking point. The message is getting to the right places. That was a good chart.

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

From: Kosztowny, Brian (B.P.)
Sent: Friday, November 13, 2015 9:13 AM
To: Kapanowski, Martin C (M.C.); Ruiz, Jesica (.); Stauffer, Eric (E.L.); Daanyal, Shaji (.); Milz, Kevin (K.W.); Miller, Robin (R.)
Cc: Smith, Warren (W.A.)
Subject: RE: Hitachi Master Cyl - Corrective Actions for contamination list

Can we share this with the home office management in Japan? I would like to send them the warranty graph showing Japan vs. Berea and ask for additional help from them.

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

From: Kapanowski, Martin C (M.C.)
Sent: Friday, November 13, 2015 9:08 AM
To: Ruiz, Jesica (.); Stauffer, Eric (E.L.); Daanyal, Shaji (.); Milz, Kevin (K.W.); Kosztowny, Brian (B.P.); Miller, Robin (R.)
Cc: Smith, Warren (W.A.)
Subject: RE: Hitachi Master Cyl - Corrective Actions for contamination list

Thanks Jessica. We can't say they have not tried. It is very perplexing that the efforts have had no effect on warranty. We must keep the pressure on. An analysis of cross-carline NA programs shows F150 and U22x shifted up for wty when Berea came online. F150 has the worst 0MIS MC replacement warranty in the company since Berea came online.

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

From: Ruiz, Jesica (.)
Sent: Friday, November 13, 2015 8:44 AM
To: Stauffer, Eric (E.L.); Kapanowski, Martin C (M.C.); Daanyal, Shaji (.); Milz, Kevin (K.W.); Kosztowny, Brian (B.P.); Miller, Robin (R.)
Cc: Smith, Warren (W.A.)
Subject: Hitachi Master Cyl - Corrective Actions for contamination list

PE16-003 000268 ER

Attached is a summary of all the Hitachi Master Cylinder actions that have been done since P415. I asked Hitachi to put it together and they sent it yesterday.

Thanks,

Jesica Ruiz

Resident STA Engineer
Chassis & Vehicle Engineering
Ford Motor Company
Dearborn Truck Plant

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

From: Ruiz, Jesica (.)
Sent: Wednesday, May 28, 2014 7:14 PM
To: ralph.wagers@hitachi-automotive.us; Rodger.Carter@hitachi-automotive.us
Subject: RE: Hitachi Master Cylinder - Warranty Matrix

Ralph/ Rodger,

What is going on? The matrix is not up to date. The list is still showing (line 6) as not provided. And there is no RC and PCA on the last four ECBs received. We are waiting for your results to update our system. You have had two and a half weeks to get this list up to date.

I do not want to escalate things, please send the updated matrix with all the analysis completed by COB tomorrow. I can't go another week reporting to my management that there is no results on the latest ECBs.

I also want to communicate that we are in the process of selecting our Top Suppliers for the next period and Hitachi Master Cylinders is being considered due to the number of ECB's and QR's this year.

We need Hitachi to investigate RC and establish PCA on a timely manner on all ECBs, please do not drop the ball after all the progress we have done. I do not need to be sending reminders to send the warranty list or to complete the analysis of the return parts and get the list up to date please.

Thank you,
Jesica

From: Stauffer, Eric (E.L.)
Sent: Wednesday, May 28, 2014 2:47 PM
To: ralph.wagers@hitachi-automotive.us; Ruiz, Jesica (.)
Cc: Williams, Dan (DW.); Rodger.Carter@hitachi-automotive.us
Subject: RE: Hitachi Master Cylinder - Warranty Matrix

It does not appear that the updates I requested back on 5/12 were done. Can these updates be made?

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Wednesday, May 28, 2014 2:26 PM
To: Ruiz, Jesica (.)
Cc: Williams, Dan (DW.); Stauffer, Eric (E.L.); Rodger.Carter@hitachi-automotive.us
Subject: Re: Hitachi Master Cylinder - Warranty Matrix

Jesica,

Attached is requested matrix. Sorry, I got busy Friday and time got away from me.

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: "Ruiz, Jesica (.)" <jruiz68@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>, "Rodger.Carter@hitachi-automotive.us" <Rodger.Carter@hitachi-automotive.us>
Cc: "Williams, Dan (DW.)" <dwill122@ford.com>, "Stauffer, Eric (E.L.)" <estauffe@ford.com>
Date: 05/28/2014 01:03 PM
Subject: Hitachi Master Cylinder - Warranty Matrix

Ralph,

Please send us the latest matrix asap today. The file attached from 5/1/14 is the latest we have received. We agreed that you would send the matrix last week on my absence but no one from our team received last week.

Please understand that we need your matrix every week.

Thank you,
Jesica

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Monday, May 12, 2014 8:31 AM
To: Ruiz, Jesica (.)
Cc: Williams, Dan (DW.); Stauffer, Eric (E.L.); Rodger.Carter@hitachi-automotive.us
Subject: RE: Friday Warranty Review Meeting

Jesica,

Attached is matrix. I got busy after lunch and forgot. Please accept my apology.

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: "Ruiz, Jesica (.)" <jruiz68@ford.com>

To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>, "Rodger.Carter@hitachi-automotive.us" <Rodger.Carter@hitachi-automotive.us>
Cc: "Stauffer, Eric (E.L.)" <estauffe@ford.com>, "Williams, Dan (DW.)" <dwill122@ford.com>
Date: 05/12/2014 08:28 AM
Subject: RE: Friday Warranty Review Meeting

Ralph and Rodger were supposed to send it last Friday.

Guys, please send us the updated matrix ASAP today and once again I like to ask to please be diligent sending us the file every week.

Thank you,
Jesica

From: Williams, Dan (DW.)
Sent: Saturday, May 10, 2014 10:29 AM
To: Ruiz, Jesica (.); ralph.wagers@hitachi-automotive.us
Cc: Stauffer, Eric (E.L.)
Subject: RE: Friday Warranty Review Meeting

Is there an IFF teardown file that has been updated more recently than 04/03/2014?

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: Thursday, April 03, 2014 4:42 PM
To: Williams, Dan (DW.); Stauffer, Eric (E.L.); Choe, Kyu (K.Y.)
Subject: FW: Friday Warranty Review Meeting

fyi

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Thursday, April 03, 2014 4:36 PM
To: Ruiz, Jesica (.)
Cc: Rodger.Carter@hitachi-automotive.us; Daanyal, Shaji (.); Fred.Schwendenmann@hitachi-automotive.us
Subject: Friday Warranty Review Meeting

Jesica,

Attached is 8D for latest warranty return P415 master cylinder and matrix. Our testing did not reveal any non-conformances, master meets design intent.

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

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From: Ruiz, Jesica (.)
Sent: Thursday, January 23, 2014 4:51 PM
To: Daanyal, Shaji (.); Lewis, Natasha (N.L.)
Subject: RE: Hitachi Master Cylinder Concerns

Ok, sounds good, thanks.

Please look into their process to receive and analyze warranty claims returned parts. On shocks they got behind recently, but on master cylinders they have been behind all year. The master cylinders team has been saying they are hiring people to do the analysis of returned parts on a timely manner, but it has not happened yet and they are very far behind. Master cylinders are climbing up our list of Top 20 issues in Chassis on the F150. The last I look, they are number 18. They need to contain their issues in a timely manner to not keep passing them to warranty and get off the Top 20 list (zero PPM).

Thanks for your support.
JR

From: Daanyal, Shaji (.)
Sent: Thursday, January 23, 2014 10:42 AM
To: Ruiz, Jesica (.); Lewis, Natasha (N.L.)
Subject: RE: Hitachi Master Cylinder Concerns

Thanks Ladies.
Jessica, I am planning on being on site with Kris Bakshi Tuesday Morning.

Regards,

Shaji Daanyal
Supplier Technical Assistance
Fairlane Business Park II.
17425 Federal Dr. Allen Park, MI 48101
Phone 313 805 5192

From: Ruiz, Jesica (.)
Sent: Thursday, January 23, 2014 10:37 AM
To: Lewis, Natasha (N.L.)
Cc: Daanyal, Shaji (.)
Subject: RE: Hitachi Master Cylinder Concerns

Yeah, will do. James Loeffler already told me about the personnel changes, I believe he sent him the meeting notice for tomorrow at 10am. Thanks

---

From: Lewis, Natasha (N.L.)
Sent: Thursday, January 23, 2014 10:32 AM
To: Ruiz, Jesica (.)
Cc: Daanyal, Shaji (.)
Subject: Hitachi Master Cylinder Concerns

Jesica – can you include Shaji on warranty/ecb meetings for P415? He is the site engineer for brakes. Thanks!!

PE16-003 000274 ER

Natasha Lewis
Chassis STA Resident - Kentucky Truck Assembly Plant
Super Duty/Expedition/Navigator
(313) 805-2332 cell
nlewis23@ford.com

From: Kapanowski, Martin C (M.C.)
Sent: Monday, December 07, 2015 10:28 PM
To: Milz, Kevin (K.W.)
Cc: Daanyal, Shaji (.)
Subject: Re: Hitachi MC Quality Improvement Plan

Outcome was: ICA-move Yamanashi mgmt, tooling, process, quality team here until they are satisfied that Berea is producing to levels they would ship with confidence from Yamanashi. Piecemeal approach has been ineffective after about 50+ actions at Berea, based on wty data.
PCA-Move back to Yamanashi asap. We cannot continue with the quality level we are seeing and it is not getting fixed. We can discuss details outside of email.

Regards,
Marty Kapanowski
Ford Brake Engineering
313-805-2980

On Dec 7, 2015, at 10:54 AM, Milz, Kevin (K.W.) <kmilz@ford.com> wrote:

Marty, I was on vacation tail end of last week.

Mickey and I were at Hitachi Berea, KY last week and review some of the materials they were planning on reviewing with Dave Allen and yourself.

What was the outcome of your meeting?

Shaji and the Hitachi team are heading down the path of Bill of Process.

-----Original Appointment-----
From: Kapanowski, Martin C (M.C.)
Sent: Thursday, December 03, 2015 11:25 AM
To: Milz, Kevin (K.W.); Daanyal, Shaji (.); White, Isiah (I.C.)
Subject: FW: Hitachi MC Quality Improvement Plan
When: Friday, December 04, 2015 7:00 AM-8:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: BLD-3 1A091 (25)

Kevin, Shaji, I know this is late notice but can one of you make it to this meeting with Hitachi tomorrow morning at 7am? Dave Allen has requested top management to explain why they have not fixed quality despite 50 actions over two years, and what radical steps will be taken to address ongoing issues. Transfer back to Yamanashi is on the table.

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

PE16-003 000276 ER

-----Original Appointment-----
From: Kapanowski, Martin C (M.C.)
Sent: Tuesday, December 01, 2015 7:11 AM
To: Kapanowski, Martin C (M.C.); Allen, David (.); Paul Carroll - Hitachi (Paul.Carroll@hitachi-automotive.us); 'Fred.Schwendenmann@hitachi-automotive.us'; Lanka, Ravi (R.P.)
Cc: Patel, Harendra (H.M.)
Subject: Hitachi MC Quality Improvement Plan
When: Friday, December 04, 2015 7:00 AM-8:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: BLD-3 1A091 (25)

Review plan to bring F150 Master Cylinder quality back to pre-Berea levels.

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

From: Williams, Dan (DW.)
Sent: Wednesday, March 13, 2013 4:01 PM
To: Harris, Jonathan (J.E.); 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.); 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.); Rose, Michael (J.); Mcmillen, Lee (L.); Hollwell, Carlos (C.M.); Kempf, Gregory (G.J.)
Cc: Patel, Harendra (H.M.)
Subject: RE: IFF KCAP issue

In the yard campaign last night, 546 trucks were evaluated with no issues found.

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

From: Williams, Dan (DW.)
Sent: Wednesday, March 13, 2013 10:13 AM
To: Harris, Jonathan (J.E.); 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.); 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.); Rose, Michael (J.); Mcmillen, Lee (L.); Hollwell, Carlos (C.M.); Kempf, Gregory (G.J.)
Cc: Patel, Harendra (H.M.)
Subject: RE: IFF KCAP issue

The 3 vehicles that had master cylinder replacements at KCAP yesterday and were subsequently shipped, have been returned. These trucks were evaluated for pedal feel and with the new master cylinders the pedal feel was normal.

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

-----Original Appointment-----
From: Harris, Jonathan (J.E.)

Sent: Tuesday, March 12, 2013 5:35 PM
To: Harris, Jonathan (J.E.); 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.); Rose, Michael (J.); Mcmillen, Lee (L.); Hollwell, Carlos (C.M.); Kempf, Gregory (G.J.)
Cc: Patel, Harendra (H.M.)
Subject: IFF KCAP issue
When: Wednesday, March 13, 2013 12:00 PM-1:00 PM (GMT-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.

From: Stauffer, Eric (E.L.)
Sent: Wednesday, October 21, 2015 12:11 PM
To: Fred.Schwendenmann@hitachi-automotive.us
Cc: DeBono, John (J.E.); Ruiz, Jesica (.); Daggy, Chad (C.); Williams, Dan (DW.); Eigsti, Sam (S.)
Subject: RE: LD Fill Failure - looks like external leak (maybe at rear of TMC)

Has Hitachi initiated containment on parts and/or vehicles?

The last time we had reservoir grommet issues, we had at least one get out into warranty. We can't count on these leaks always getting noticed at the plant.

From: Fred.Schwendenmann@hitachi-automotive.us [mailto:Fred.Schwendenmann@hitachi-automotive.us]
Sent: Wednesday, October 21, 2015 8:01 AM
To: Stauffer, Eric (E.L.)
Subject: RE: LD Fill Failure - looks like external leak (maybe at rear of TMC)

Secondary reservoir feed port between body cylinder and grommet. However, grommet was fully seated. BM will receive soon and analyze.

Sent from IBM Verse

Stauffer, Eric (E.L.) --- RE: LD Fill Failure - looks like external leak (maybe at rear of TMC) ---

From: "Stauffer, Eric (E.L.)" <estauffe@ford.com>
To: Fred.Schwendenmann@hitachi-automotive.us
Cc: "Daanyal, Shaji (.)" <suddin1@ford.com>
Date: Wed, Oct 21, 2015 7:09 AM
Subject: RE: LD Fill Failure - looks like external leak (maybe at rear of TMC)

Where was the leak coming from?

From: Fred.Schwendenmann@hitachi-automotive.us [mailto:Fred.Schwendenmann@hitachi-automotive.us]
Sent: Tuesday, October 20, 2015 4:21 PM
To: Stauffer, Eric (E.L.)
Cc: Daanyal, Shaji (.)
Subject: RE: LD Fill Failure - looks like external leak (maybe at rear of TMC)

Eric,

Thank you for this information it is very helpful.

Based on this information we were able to verify the leak and the part is on its way to Berea. They will receive it tomorrow around 11AM and run it through our functional testers and then proceed to tear down to establish root cause.

Regards,

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

From: "Stauffer, Eric (E.L.)" <estauffe@ford.com>
To: "Fred.Schwendenmann@hitachi-automotive.us" <Fred.Schwendenmann@hitachi-automotive.us>
Date: 10/20/2015 03:38 PM
Subject: RE: LD Fill Failure - looks like external leak (maybe at rear of TMC)

It passed evac and fill, but it appears a leak was noticed on chassis line 2, prior to body decking and master cylinder decking to the booster. So I suspect, it must have leaked fluid as positive fluid pressure was applied by the fill head to the reservoir.

From: Fred.Schwendenmann@hitachi-automotive.us [mailto:Fred.Schwendenmann@hitachi-automotive.us]
Sent: Tuesday, October 20, 2015 12:18 PM
To: Stauffer, Eric (E.L.)
Subject: LD Fill Failure - looks like external leak (maybe at rear of TMC)

Eric,

If you could confirm this it would be helpful.

Thank you.

CONCERN DESCRIPTION

Part Number:	FL34 2A032 BB
Part Name:	CYL ASY BRK MSTR LES P/RD
Component:	
Concern Number:	O052080
VIN / ESN:	
Campaign:	
Lot Number:	
Repeat Concern:	
Concern Description:	Chassis 2-Brake Fluid Leaking At The Bottom Seal Of The Master Cylinder. Rot 2032, Vin Gfa05452. Part Is In The I.Q. Dept For Review. All Material Is To Be Certified For This Concern.

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

From: Kapanowski, Martin C (M.C.)
Sent: Thursday, May 14, 2015 5:56 PM
To: Harris, Jonathan (J.E.); Kosztowny, Brian (B.P.); Pierce, Warren (W.B.)
Cc: Daavettila, Thomas (T.W.)
Subject: RE: leaking MC (@ bottom seals) for AC level

Gents, I have a conflict and Tom is in training I have required him to take. If you need PD support during today's meeting call me and I'll break free.

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

-----Original Appointment-----
From: Harris, Jonathan (J.E.)
Sent: Tuesday, May 12, 2015 12:47 PM
To: Harris, Jonathan (J.E.); Milz, Kevin (K.W.); White, Isiah (I.C.); Williams, Dan (DW.); fred.schwendenmann@hitachi-automotive.us; fred.schwendenmann@hap.com; Sandra Granfors (sgranfors1953@hotmail.com) (sgranfors1953@hotmail.com); Medley, Steven (S.D.); Smith, Warren (W.A.); Ruiz, Jesica (.); Eigsti, Sam (S.); ralph.wagers@hitachi-automotive.us; Stoeckle, Michael (M.E.); Hawn, Jeremy (J.V.)
Cc: Stauffer, Eric (E.L.); Mcmillen, Lee (L.); Daanyal, Shaji (.); Popoutsis, Julie (J.); Kosztowny, Brian (B.P.); Kempf, Gregory (G.J.); Kapanowski, Martin C (M.C.); Daavettila, Thomas (T.W.); Pierce, Warren (W.B.); Porter, Brandon (B.); Stanton, Richard (R.A.); Clark, Andre (A.L.); Callies, Sheri (S.A.); Brandt, Jennifer (J.D.); Daggy, Chad (C.); DeBono, John (J.E.); Martin, Keith (K.M.); Hollwell, Carlos (C.M.); Mueth, Maureen (M.P.); Wood, Michael (M.E.); Hodge, Wesley (W.D.)
Subject: leaking MC (@ bottom seals) for AC level
When: Thursday, May 14, 2015 2:00 PM-3:00 PM (UTC-06:00) Central Time (US & Canada).
Where: WEBEX
Importance: High

Follow up per request of Site STA.

Next steps for call @ 3 PM EST

Is/Is not analysis between two types of M/C's
Dimensional analysis of all machining cells (6 pieces min) from each cell and mating components
Process review of lubing grommet, how did non-lube parts escape?
Critical nature of lube on grommet
Exposure/Identification of all known lot dates and locations shipped
Update on quantity rejected material found at each plant

PE16-003 000282 ER

KCAP and Hitachi Representative have found numerous parts that have a seal improperly assembled (52). As a result the meeting has been requested to be moved up to this time today.

If there are questions, please contact me. Also, please forward the meeting notice to any additional personnel that I might have missed.

Thanks,

Jonathan Harris,
KCAP STA Resident
Cell 313 805-2375

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Jonathan Harris invites you to the following WebEx meeting:

WebEx meeting information

Meeting Link: https://ford.webex.com/ford/j.php?J=716662926
Meeting Number: 716 662 926
Meeting Password: This meeting does not require a password.

This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video click here:
https://comm.sp.ford.com/sites/digitalworker/Pages/HowiWorkItem.aspx?UCTitle=to%20use%20Video&UCID=&Page=2&Section=2.001

Audio conference information

FordNet 248-3668 / Toll: +1-313-248-3668
US Toll Free Number: +1-888-628-3668

Having trouble dialing in? Try these backup numbers:
US Toll Free Number: +1-888-628-3668
FordNet 248-3668 / Toll: +1-313-248-3668
Global call-in numbers: https://ford.webex.com/ford/globalcallin.php?serviceType=MC&ED=386734922&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:716 662 926

MC05

http://www.webex.com

From: Williams, Dan (DW.)
Sent: Tuesday, November 26, 2013 3:06 PM
To: Aynessazian, Kam (K.); 'Fred.Schwendenmann@hitachi-automotive.us'; 'roger.carter@hitachi-automotive.com'
Cc: 'nick.marcum@hitachi-automotive.us'; 'Michael.Fletcher@hitachi-automotive.us'; 'janay.mullins@hitachi-automotive.us'; 'Alejandro.Rojas@hitachi-automotive.us'; 'ralph.wagers@hitachi-automotive.us'; 'Rodger.Carter@hitachi-automotive.us'; Stauffer, Eric (E.L.); 'Paul.Hobbs@hitachi-automotive.us'; Ruiz, Jesica (.); Kosztowny, Brian (B.P.) (bkosztow@ford.com)
Subject: RE: Master Cylinder Warranty Returned Parts RAC CODE needed....
Attachments: 1FTFW1ET5DKG[redacted]df

The attached claim was received today (10 miles on a truck built on 11/6). If there is another RAC you want me to use, I need to know it as soon as possible. If one of the existing Berea RAC's cannot be used, I need to know the full address and contact info so that a new RAC can be created.

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: Monday, November 25, 2013 10:17 AM
To: 'Fred.Schwendenmann@hitachi-automotive.us'; 'roger.carter@hitachi-automotive.com'
Cc: 'nick.marcum@hitachi-automotive.us'; 'Michael.Fletcher@hitachi-automotive.us'; 'janay.mullins@hitachi-automotive.us'; 'Alejandro.Rojas@hitachi-automotive.us'; 'ralph.wagers@hitachi-automotive.us'; 'Rodger.Carter@hitachi-automotive.us'; Aynessazian, Kam (K.); Stauffer, Eric (E.L.); Williams, Dan (DW.); 'Paul.Hobbs@hitachi-automotive.us'; Ruiz, Jesica (.)
Subject: Master Cylinder Warranty Returned Parts RAC CODE needed....

Fred/Roger, per our last week's discussion we agreed that the returned warranty parts would be better off sent directly to Berea for tear-down analysis. If, so, pls let Dan know to which RAC Code (see attached) should he have the parts sent to? Thanks.

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: Saturday, November 23, 2013 9:04 AM

To: Aynessazian, Kam (K.)
Cc: Stauffer, Eric (E.L.)
Subject: RE: Weekly Master Cylinder Warranty Review Data

Attached are all the RAC codes in the system that show up when you search for Hitachi, Tokico, or Berea.

Do you want P415 master cylinders sent to one of these addresses instead of Suzett's?

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

From: Rodger.Carter@hitachi-automotive.us [mailto:Rodger.Carter@hitachi-automotive.us]
Sent: Thursday, November 21, 2013 7:45 AM
To: nick.marcum@hitachi-automotive.us; Michael.Fletcher@hitachi-automotive.us; janay.mullins@hitachi-automotive.us; Alejandro.Rojas@hitachi-automotive.us; ralph.wagers@hitachi-automotive.us; Rodger.Carter@hitachi-automotive.us; Aynessazian, Kam (K.); Stauffer, Eric (E.L.); Chehab, Ahmad (A.); Williams, Dan (DW.); Kosztowny, Brian (B.P.); Smith, Warren (W.A.); Lewis, Natasha (N.L.); Paul.Hobbs@hitachi-automotive.us
Cc: Nguyen, Anna (A.)
Subject: Weekly Master Cylinder Warranty Review Data

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

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Server: **AWS Prod**
Claims loaded through: **25-NOV-2013**

Claim Detail Report

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

Vehicle Information

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

Claim Information

Document Number: [redacted]
Repair Date: 19-NOV-2013
Distance: 10
TIS: -1
AWS Load Date: 25-NOV-2013

Dealer Information:

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

Expense Information

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

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

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	217.39
2219D	ANTI-LOCK BRAKE SYSTEM DIAGNOSIS	95.11

Causal	Full Part Number	Part	Part	Extended

PE16-003 000287 ER

Flag	PREF	BASE	SUFF	Description	CPSC	Quantity	Amount
Y	DL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	149.18
N	PM	1	C	BATTERY ASY	060606	2	8.04

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

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

Any comments? You can contact



webmaster

25506

PE16-003 000288 ER

From: Aynessazian, Kam (K.)
Sent: Saturday, April 05, 2014 1:40 AM
To: Williams, Dan (DW.)
Subject: RE: P415 Chassis warranty part returns for 04/04/2014

Done.

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: Friday, April 04, 2014 9:34 PM
To: Aynessazian, Kam (K.)
Cc: Chehab, Ahmad (A.); Stauffer, Eric (E.L.)
Subject: RE: P415 Chassis warranty part returns for 04/04/2014

I don't think this is the first time we have seen claims with this customer concern that resulted in a similar repair. If additional repairs are required for this truck, Dan Dobbs (kdobbs) would be the contact for FCSD.

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: Friday, April 04, 2014 8:04 PM
To: 'Fred.Schwendenmann@hitachi-automotive.us'; Hirokazu.Sano@hitachi-automotive.us; Williams, Dan (DW.)
Cc: Aynessazian, Kam (K.); Chehab, Ahmad (A.); Stauffer, Eric (E.L.)
Subject: FW: P415 Chassis warranty part returns for 04/04/2014

Hitachi, rear seal leaked into booster, again. I'd like to review your possible root causes on 4/15 (after my vacation) please. Thx.

Dan, am I reading this correct that the contaminated booster was not replaced? That's crazy. Are you able to work through FCSD to get that booster replaced? 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: Williams, Dan (DW.)
Sent: Friday, April 04, 2014 5:13 PM
To: Frison, Nicholas (N.P.); Berenjian, Karim (K.); Aynessazian, Kam (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 04/04/2014

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/jlul/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

From: Miller, Robin (R.)
Sent: Monday, June 16, 2014 1:01 PM
To: ralph.wagers@hitachi-automotive.us; Rodger.Carter@hitachi-automotive.us
Cc: Williams, Dan (DW.); Edward.Coy@hitachi-automotive.us; Stauffer, Eric (E.L.); Fred.Schwendenmann@hitachi-automotive.us; Ruiz, Jesica (.); Aynessazian, Kam (K.); Daanyal, Shaji (.); tommy.baker@hitachi-automotive.us
Subject: RE: P415 Master Cylinder Warranty Matrix
Attachments: Hitachi_followup_2014-Jun-16 .xlsx

From: Miller, Robin (R.)
Sent: Monday, June 16, 2014 12:21 PM
To: 'ralph.wagers@hitachi-automotive.us'; Rodger.Carter@hitachi-automotive.us
Cc: Williams, Dan (DW.); Edward.Coy@hitachi-automotive.us; Stauffer, Eric (E.L.); Fred.Schwendenmann@hitachi-automotive.us; Ruiz, Jesica (.); Aynessazian, Kam (K.); Daanyal, Shaji (.); tommy.baker@hitachi-automotive.us
Subject: RE: P415 Master Cylinder Warranty Matrix

Ralph, Roger –

Please review this one. This came up with Dave Allen today.
Questions:

- Have you had a chance to review?
- Mcyl manufacturing date?
- Berea manufacture?
- Your findings?
- Is this after the recent containment actions put into place (assuming Berea)?
- If post-containment at Berea, what additional preventative actions can be taken?

Please let me know status today, whatever you can tell me. Need to get back to Dave today.

Robin C. Miller
Ford Chassis Engineering
F150, Expedition, and Navigator Brake Systems
(313) 316-8782
rmill389@ford.com
Fairlane North 3 (FN3), HP002

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Thursday, June 12, 2014 4:55 PM
To: ralph.wagers@hitachi-automotive.us
Cc: Williams, Dan (DW.); Edward.Coy@hitachi-automotive.us; Stauffer, Eric (E.L.); Fred.Schwendenmann@hitachi-automotive.us; Ruiz, Jesica (.); Aynessazian, Kam (K.); Miller, Robin (R.); Rodger.Carter@hitachi-automotive.us; Daanyal, Shaji (.); tommy.baker@hitachi-automotive.us
Subject: Re: P415 Master Cylinder Warranty Matrix

Ford team,

Attached are the 8Ds for P415 master cylinder warranty webex tomorrow.

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

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Prod. 0420-0531; Claims Loaded June 13

ECB CCC	Part (Item)	Claim Key	Model Year	Plant Description	Vehicle Line Description	VIN Code	Production Date	Warranty Start Date	Repair Date	TIS WSD	Mileage	Customer comment	Technicians comment	Bin comments
H05-EXCESSIVE BRAKE PEDAL EFFORT REQUIRED	2140	[redacted]CA	2014	AF-DEARBORN PLANT BUILD	FD-F-SERIES (NA-DTP)	1FTFW1ET1E F[redacted]	4/23/2014	5/31/2014	6/7/2014	1	521	inspect and repport: customer states brake pedal sinks to floor at when stopped.orward.	verified brake pedal sinks to floor when coming to a complete stop. performed visual inspection. no leaks found at this time, brake fluid in master cylinder at max fill level. checked dtcs. no dtcs found relating to customer concern. checked tsbs/ssms. no tsbs/ssms found related to customer concern. checked symptom charts. performed brake system bleeding. found brake pedal still sinking to floor.	

From: Miller, Robin (R.)
Sent: Monday, June 16, 2014 4:21 PM
To: ralph.wagers@hitachi-automotive.us; Rodger.Carter@hitachi-automotive.us
Cc: Williams, Dan (DW.); Edward.Coy@hitachi-automotive.us; Stauffer, Eric (E.L.); Fred.Schwendenmann@hitachi-automotive.us; Ruiz, Jesica (.); Aynessazian, Kam (K.); Daanyal, Shaji (.); tommy.baker@hitachi-automotive.us
Subject: RE: P415 Master Cylinder Warranty Matrix

Ralph, Roger –

Please review this one. This came up with Dave Allen today.
Questions:

- Have you had a chance to review?
- Mcyl manufacturing date?
- Berea manufacture?
- Your findings?
- Is this after the recent containment actions put into place (assuming Berea)?
- If post-containment at Berea, what additional preventative actions can be taken?

Please let me know status today, whatever you can tell me. Need to get back to Dave today.

Robin C. Miller
Ford Chassis Engineering
F150, Expedition, and Navigator Brake Systems
(313) 316-8782
rmill389@ford.com
Fairlane North 3 (FN3), HP002

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Thursday, June 12, 2014 4:55 PM
To: ralph.wagers@hitachi-automotive.us
Cc: Williams, Dan (DW.); Edward.Coy@hitachi-automotive.us; Stauffer, Eric (E.L.); Fred.Schwendenmann@hitachi-automotive.us; Ruiz, Jesica (.); Aynessazian, Kam (K.); Miller, Robin (R.); Rodger.Carter@hitachi-automotive.us; Daanyal, Shaji (.); tommy.baker@hitachi-automotive.us
Subject: Re: P415 Master Cylinder Warranty Matrix

Ford team,

Attached are the 8Ds for P415 master cylinder warranty webex tomorrow.

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

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From: Aynessazian, Kam (K.)
Sent: Friday, January 18, 2013 2:00 PM
To: Stauffer, Eric (E.L.); Mracna, Chris (C.J.)
Cc: Felch, Hal (H.J.); Aynessazian, Kam (K.); Huang, Peter (P.J.)
Subject: RE: Possible Particle Contamination inside Mastercyl...

Eric, can you pls deliver it to Chris at Central labs (not too far from you) and have him do the same fluid test as the mcyl? Then we'll have Peter give it to Bosch for further tear down analysis. 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: Stauffer, Eric (E.L.)
Sent: Friday, January 18, 2013 8:40 AM
To: Mracna, Chris (C.J.); Aynessazian, Kam (K.)
Cc: Felch, Hal (H.J.)
Subject: RE: Possible Particle Contamination inside Mastercyl...

The ABS module has already been pulled as requested. Kam, what do you want to do with it?

From: Mracna, Chris (C.J.)
Sent: Friday, January 18, 2013 8:04 AM
To: Aynessazian, Kam (K.); Stauffer, Eric (E.L.)
Cc: Felch, Hal (H.J.)
Subject: RE: Possible Particle Contamination inside Mastercyl...

Kam,
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Chris Mracna
Chassis Materials Engineering
(313) 805-4483
cmracna@ford.com
Materials Engineering Website

From: Aynessazian, Kam (K.)
Sent: Thursday, January 17, 2013 5:03 PM
To: Stauffer, Eric (E.L.)
Cc: Mracna, Chris (C.J.); Felch, Hal (H.J.); fred.schwendenmann@hap.com; Takayuki.Kinoshita@hitachi-automotive.us; Aynessazian, Kam (K.)
Subject: RE: Possible Particle Contamination inside Mastercyl...

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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: Stauffer, Eric (E.L.)
Sent: Thursday, January 17, 2013 10:51 AM
To: Aynessazian, Kam (K.)
Cc: Mracna, Chris (C.J.); Felch, Hal (H.J.)
Subject: RE: Possible Particle Contamination inside Mastercyl...

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The master cylinder is at my desk ready for pick up.

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Sent: Thursday, January 17, 2013 10:17 AM
To: Stauffer, Eric (E.L.)
Cc: Mracna, Chris (C.J.); Felch, Hal (H.J.); Aynessazian, Kam (K.)
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Fairlane North #3, Cube HQ-018
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From: Fred.Schwendenmann@hitachi-automotive.us
Sent: Friday, January 18, 2013 4:05 PM
To: Mracna, Chris (C.J.)
Cc: Takayuki.Kinoshita@hitachi-automotive.us; Aynessazian, Kam (K.); Stauffer, Eric (E.L.); Felch, Hal (H.J.); Alejandro.Rojas@hitachi-automotive.us
Subject: Re: Possible Particle Contamination inside Mastercyl...

Chris,

Please let us know when this part is available for pick up. We would like to check function on this part ASAP.

Kam - please let me know how you want Hitachi to proceed.

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: "Stauffer, Eric (E.L.)" <estauffe@ford.com>
Cc: "Mracna, Chris (C.J.)" <cmracna@ford.com>, "Aynessazian, Kam (K.)" <kaynessa@ford.com>, "fred.schwendenmann@hap.com" <fred.schwendenmann@hap.com>, "Felch, Hal (H.J.)" <hfelch@ford.com>, "Takayuki.Kinoshita@hitachi-automotive.us" <Takayuki.Kinoshita@hitachi-automotive.us>
Date: 01/17/2013 09:53 AM
Subject: Possible Particle Contamination inside Mastercyl...

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From: Mracna, Chris (C.J.)
Sent: Tuesday, January 22, 2013 1:49 PM
To: Aynessazian, Kam (K.); Stauffer, Eric (E.L.); Huang, Peter (P.J.)
Subject: RE: Possible Particle Contamination inside Mastercyl...

Got it. We should have results available for the mcyl available by the end of the day.

Chris Mracna
Chassis Materials Engineering
(313) 805-4483
cmracna@ford.com
Materials Engineering Website

From: Aynessazian, Kam (K.)
Sent: Tuesday, January 22, 2013 8:45 AM
To: Stauffer, Eric (E.L.); Mracna, Chris (C.J.); Huang, Peter (P.J.)
Subject: RE: Possible Particle Contamination inside Mastercyl...

Chris, per my vm from last Friday, pls wait to analyze the HCU module until we have fully finished the work on mcyl and know whether it is at fault or not. Thx.

Kam Aynessazian ☺
F-150/Raptor/Expedition/Navigator Brake Actuation/Pedal/Vacuum Engineer
Mobile: 313-805-3076
<< OLE Object: Picture (Device Independent Bitmap) >> << OLE Object: Picture (Device Independent Bitmap) >>
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From: Stauffer, Eric (E.L.)
Sent: Tuesday, January 22, 2013 7:32 AM
To: Mracna, Chris (C.J.); Huang, Peter (P.J.)
Cc: Aynessazian, Kam (K.)
Subject: RE: Possible Particle Contamination inside Mastercyl...

Peter, can you answer?

From: Mracna, Chris (C.J.)
Sent: Friday, January 18, 2013 3:24 PM
To: Stauffer, Eric (E.L.)

PE16-003 000300 ER

Cc: Aynessazian, Kam (K.)
Subject: RE: Possible Particle Contamination inside Mastercyl...

We received the ABS unit. How should we go about draining the brake fluid from it? Is there a proper procedure, or should we just pull off the port hole plugs and let it drain?

Chris

From: Mracna, Chris (C.J.)
Sent: Friday, January 18, 2013 2:23 PM
To: Stauffer, Eric (E.L.)
Subject: RE: Possible Particle Contamination inside Mastercyl...

Eric,
When you drop off the module later this afternoon, please leave it in the small Shipping/Receiving room off the main Central Lab lobby with my name on it. I will add it to the master cylinder lab request on Tuesday.

Chris Mracna

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Materials Engineering Website

From: Stauffer, Eric (E.L.)
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To: Mracna, Chris (C.J.); Aynessazian, Kam (K.)
Cc: Felch, Hal (H.J.)
Subject: RE: Possible Particle Contamination inside Mastercyl...

The ABS module has already been pulled as requested. Kam, what do you want to do with it?

From: Mracna, Chris (C.J.)
Sent: Friday, January 18, 2013 8:04 AM
To: Aynessazian, Kam (K.); Stauffer, Eric (E.L.)
Cc: Felch, Hal (H.J.)
Subject: RE: Possible Particle Contamination inside Mastercyl...

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Subject: RE: Possible Particle Contamination inside Mastercyl...

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From: Huang, Peter (P.J.)
Sent: Tuesday, January 22, 2013 2:25 PM
To: Stauffer, Eric (E.L.); Mracna, Chris (C.J.)
Cc: Aynessazian, Kam (K.)
Subject: RE: Possible Particle Contamination inside Mastercyl...

Chris,
Just pull of the port hole plugs and drain. The main fluid path is normal open.

From: Stauffer, Eric (E.L.)
Sent: Tuesday, January 22, 2013 7:32 AM
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Mobile: 313-805-3076
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Fairlane North #3, Cube HQ-018
6200 Mercury Dr., Dearborn, Michigan 48126

From: Ruiz, Jesica (.)
Sent: Tuesday, January 07, 2014 3:49 PM
To: ralph.wagers@hitachi-automotive.us; Rodger.Carter@hitachi-automotive.us
Cc: Nguyen, Anna (A.); Williams, Dan (DW.); Stauffer, Eric (E.L.); nick.marcum@hitachi-automotive.us; Smith, Warren (W.A.)
Subject: RE: RE: Request for latest 8Ds - Master Cylinder - Warranty Claims

Importance: High

Follow Up Flag: Follow up
Due By: Tuesday, January 07, 2014 5:30 PM
Flag Status: Flagged

Ralph/ Roger,

On the 8D for the Aluminum Chips, I need to know when the finger washing process was or will be implemented. I need an actual date for the BSAQ. Please let me know this info today before 1pm.

Thanks,
Jesica

L)Install finger wash tub in piston Assy process	L) 8/16/13 done
m)Add tester seal PM	m) 9/6/13 done
n)Add pick sensors for finger washing	n)10/11/13 plan
o)Daily cleaning of chamois used for finger washing	o) 9/1/13 done

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Monday, January 06, 2014 2:21 PM
To: Ruiz, Jesica (.)
Cc: Nguyen, Anna (A.); Williams, Dan (DW.); Stauffer, Eric (E.L.); nick.marcum@hitachi-automotive.us; Rodger.Carter@hitachi-automotive.us; Smith, Warren (W.A.)
Subject: Re: RE: Request for latest 8Ds - Master Cylinder - Warranty Claims

Jesica,

Please find attached 8Ds per your request. I am not on my normal computer and hope everything is attached properly.

Best regards,
Ralph

-----"Ruiz, Jesica (.)" <jruiz68@ford.com> wrote: -----
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>, "Rodger.Carter@hitachi-automotive.us" <Rodger.Carter@hitachi-automotive.us>, "nick.marcum@hitachi-automotive.us" <nick.marcum@hitachi-automotive.us>

From: "Ruiz, Jesica (.)" <jruiz68@ford.com>
Date: 01/06/2014 12:13PM
Cc: "Stauffer, Eric (E.L.)" <estauffe@ford.com>, "Williams, Dan (DW.)" <dwill122@ford.com>, "Nguyen, Anna (A.)" <anguye24@ford.com>, "Smith, Warren (W.A.)" <wsmith@ford.com>
Subject: RE: Request for latest 8Ds - Master Cylinder - Warranty Claims

Ralph/ Rodger,

Per my previous email, I need these 8Ds asap today. Please let me know how soon you can send them to me. Please send me what you have up to date and you can send me a revise version later on.

Thanks,

Jesica

From: Ruiz, Jesica (.)
Sent: Tuesday, December 31, 2013 4:37 PM
To: ralph.wagers@hitachi-automotive.us; Rodger.Carter@hitachi-automotive.us; nick.marcum@hitachi-automotive.us
Cc: Stauffer, Eric (E.L.); Williams, Dan (DW.); Nguyen, Anna (A.); Smith, Warren (W.A.)
Subject: Request for latest 8Ds - Master Cylinder - Warranty Claims
Importance: High

Ralph/ Rodger,

I opened the following BSAQ projects and I need your latest up to date 8Ds for these 5 issues. Please include on the 8D all the VIN numbers that relate to the same failure mode. I need to update these BSAQs on January 6th, upon my return to the office. Please understand that this request is of high priority.

SAQ2013282729	P415 Master Cyl - Missing Spacer
SAQ2013282728	P415 Master Cyl - Rough Surface & Bore Machining Defect
SAQ2013282727	P415 Master Cyl - Oversized Bore Diameter
SAQ2013282726	P415 Master Cyl - Oversized Booster Seal
SAQ2013282725	P415 Master Cyl - Aluminum Chip Contamination

Thanks,

Jesica Ruiz

STA Engineer – Chassis, Interiros & VE

Ford Motor Company

Dearborn Truck Plant

Desk: 313-845-0221

Cell: 313-495-6856

Fax: 313-337-3158

Email: jruiz68@ford.com

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

From: Felch, Hal (H.J.)
Sent: Tuesday, December 10, 2013 6:14 PM
To: Williams, Dan (DW.); Aynessazian, Kam (K.)
Cc: Stauffer, Eric (E.L.); Kosztowny, Brian (B.P.)
Subject: RE: recent QR/QR found at KCAP complete 8d review, containment and clean point

Excellent.

Thanks Dan.

Hal Felch
F150 & Expedition/Navigator Brake Applications Supervisor
Ford Chassis Engineering - Brake Systems
(313) 805-3436 (Cell)
hfelch@ford.com
HS011 Fairlane North 3
Page (inside Ford) http://vm7.dearborn.ford.com/cgi/textpage?PAGETO=HFELCH

From: Williams, Dan (DW.)
Sent: Tuesday, December 10, 2013 1:12 PM
To: Felch, Hal (H.J.); Aynessazian, Kam (K.)
Cc: Stauffer, Eric (E.L.); Kosztowny, Brian (B.P.)
Subject: RE: recent QR/QR found at KCAP complete 8d review, containment and clean point

Here is the exact OIS we used from the last in-plant issue.

<< File: 2013MY BRAKE MASTER CYLINDER LEAK INNER non-standard inspect and release OIS.xls >>

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

From: Felch, Hal (H.J.)
Sent: Tuesday, December 10, 2013 12:11 PM
To: Williams, Dan (DW.); Aynessazian, Kam (K.)
Cc: Stauffer, Eric (E.L.); Kosztowny, Brian (B.P.)
Subject: RE: recent QR/QR found at KCAP complete 8d review, containment and clean point

I disagree.

In order to consistently get 100 bar, **you need to run with the engine on**. 20 bar – engine off – is ~125 lb pedal apply...

Hal Felch
F150 & Expedition/Navigator Brake Applications Supervisor
Ford Chassis Engineering - Brake Systems
(313) 805-3436 (Cell)
hfelch@ford.com
HS011 Fairlane North 3
Page (inside Ford) http://vm7.dearborn.ford.com/cgi/textpage?PAGETO=HFELCH

From: Williams, Dan (DW.)
Sent: Tuesday, December 10, 2013 12:45 PM
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Cc: Stauffer, Eric (E.L.); Kosztowny, Brian (B.P.)
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Attached is what I would like to have the operators do for a vehicle level sort, when looking for a M/C bypass condition. Last time, we left the engine running, but I think checking for a bypass with the engine running is much more subjective than with the engine off and vacuum bled from the booster. If you concur, I will send this out to the team.

<< File: 2014MY BRAKE MASTER CYLINDER LEAK INNER non-standard inspect and release OIS.xls >>

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

-----Original Appointment-----
From: Harris, Jonathan (J.E.)
Sent: Tuesday, December 10, 2013 7:18 AM
To: Harris, Jonathan (J.E.); Stauffer, Eric (E.L.); Chehab, Ahmad (A.); Kosztowny, Brian (B.P.); Williams, Dan (DW.); Ruiz, Jesica (.); jeremy.wilson@hitachi-automotive.us; nick.marcum@hitachi-automotive.us; fred.schwendenmann@hitachi-automotive.us; Sandra Granfors (sgranfors1953@hotmail.com) (sgranfors1953@hotmail.com)
Cc: White, Isiah (I.C.); Milz, Kevin (K.W.)
Subject: FW: recent QR/QR found at KCAP complete 8d review, containment and clean point
When: Tuesday, December 10, 2013 11:00 AM-11:30 AM (GMT-06:00) Central Time (US & Canada).
Where: webex
Importance: High

Fyi – Hitachi issue on KCAP

-----Original Appointment-----
From: Harris, Jonathan (J.E.)
Sent: Tuesday, December 10, 2013 9:52 AM
To: Harris, Jonathan (J.E.); Ruiz, Jesica (.); Kosztowny, Brian (B.P.); Stauffer, Eric (E.L.); jeremy.wilson@hitachi-

automotive.us; nick.marcum@hitachi-automotive.us; fred.schwendenmann@hitachi-automotive.us; Sandra Granfors (sgranfors1953@hotmail.com) (sgranfors1953@hotmail.com); Williams, Dan (DW.)
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Sent: Tuesday, December 10, 2013 8:45 AM
To: Harris, Jonathan (J.E.); Kosztowny, Brian (B.P.); Stauffer, Eric (E.L.); jeremy.wilson@hitachi-automotive.us; nick.marcum@hitachi-automotive.us; fred.schwendenmann@hitachi-automotive.us; Sandra Granfors (sgranfors1953@hotmail.com) (sgranfors1953@hotmail.com); Williams, Dan (DW.)
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Correction the issue was not an ECB but a quality concern at the plant.

Based on the phone call last night with Nick and his commitment that the 8d would be completed by noon EST today, I have set up the meeting at this time.

Hitachi Berea is expected to have a detailed 8d outlining root cause, escape point, containment (ICA/PCA) and prevent reoccurrence. I would like a copy e-mailed to the Ford team prior to the meeting.

Given all of the changes that were made during the last issue (Approximately March) KCAP STA is failing to understand how this occurred.

If there are questions, please contact me.

Thanks,

Jonathan Harris
KCAP STA Resident

313.805.2375

Jonathan Harris invites you to an online meeting using WebEx.

WebEx meeting information

Meeting Number: 715 356 818
Meeting Link: https://ford.webex.com/ford/j.php?J=715356818
Meeting Password: This meeting does not require a password.

This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video click here:
https://comm.sp.ford.com/sites/digitalworker/Pages/HowiWorkItem.aspx?UCTitle=to%20use%20Video&UCID=&Page=2&Section=2.001

Audio conference information

To receive a call back, provide your phone number when you join the meeting, or call the number below and enter the access code.
US Toll Free Number: +1-888-628-3668
FordNet 248-3668 / Toll: +1-313-248-3668
Global call-in numbers: https://ford.webex.com/ford/globalcallin.php?serviceType=MC&ED=256092982&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code: [redacted]

MC06

http://www.webex.com

From: Aynessazian, Kam (K.)
Sent: Tuesday, December 10, 2013 5:56 PM
To: Williams, Dan (DW.); Felch, Hal (H.J.)
Cc: Stauffer, Eric (E.L.); Kosztowny, Brian (B.P.)
Subject: RE: recent QR/QR found at KCAP complete 8d review, containment and clean point

I concur...

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: Tuesday, December 10, 2013 12:45 PM
To: Felch, Hal (H.J.); Aynessazian, Kam (K.)
Cc: Stauffer, Eric (E.L.); Kosztowny, Brian (B.P.)
Subject: RE: recent QR/QR found at KCAP complete 8d review, containment and clean point

Attached is what I would like to have the operators do for a vehicle level sort, when looking for a M/C bypass condition. Last time, we left the engine running, but I think checking for a bypass with the engine running is much more subjective than with the engine off and vacuum bled from the booster. If you concur, I will send this out to the team.

<< File: 2014MY BRAKE MASTER CYLINDER LEAK INNER non-standard inspect and release OIS.xls >>

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

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To: Harris, Jonathan (J.E.); Stauffer, Eric (E.L.); Chehab, Ahmad (A.); Kosztowny, Brian (B.P.); Williams, Dan (DW.); Ruiz, Jesica (.); jeremy.wilson@hitachi-automotive.us; nick.marcum@hitachi-automotive.us; fred.schwendenmann@hitachi-automotive.us; Sandra Granfors (sgranfors1953@hotmail.com) (sgranfors1953@hotmail.com)

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Given all of the changes that were made during the last issue (Approximately March) KCAP STA is failing to understand how this occurred.

If there are questions, please contact me.

Thanks,

Jonathan Harris
KCAP STA Resident
313.805.2375

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Global call-in numbers:
https://ford.webex.com/ford/globalcallin.php?serviceType=MC&ED=256092982&tollFree=1
Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code: [redacted]

MC06

http://www.webex.com

From: Aynessazian, Kam (K.)
Sent: Thursday, January 24, 2013 7:00 PM
To: Dobbs, Dan (K.D.)
Cc: Kosztowny, Brian (B.P.); Williams, Dan (DW.); 'john@kochfordathabasca.com'; Felch, Hal (H.J.); Smithers, Devon (D.); Stauffer, Eric (E.L.)
Subject: RE: Report Summary for the CQIS Report#DAWB6011

Dan, I called and talked to John and the vehicle is still at the dealer's body shop for apparent body damage. The customer says the damage was due to inability to stop the vehicle while parking (supposed soft pedal which was never experienced before). The service team was unable to duplicate the issue and is waiting for FCSD tech hotline to assist further.

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: Dobbs, Dan (K.D.)
Sent: Thursday, January 24, 2013 1:15 PM
To: Stauffer, Eric (E.L.)
Cc: Kosztowny, Brian (B.P.)
Subject: Report Summary for the CQIS Report [redacted]

brake pedal to floor 2013

Attachments : 0

Report# :	[redacted]NHL			**Received:**	01/23/2013
CCRG/EPRC:	S	**Reviewed Status:**		**Date:**	01/24/2013
Vehicle:	2013,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET6DF[redacted]			**Build Date:**	11/14/2012
Odometer :	3,776 M	**Engine:**	3.5L-GTDI	**Calibration:**	DF613C0A
Transmission:	6R80E	**Axle:**		**A/C:**	YES
Dealer:	CAN B6269 Koch Ford Sales (Athabasca) Lt			**Phone#:**	(780) 675-2565
City:	Athabasca	**Province**	Alberta	**Country :**	CAN
Originator:	DARWIN GREENTREE				
Symptom:	6 60 1 38 SP/ST/RD,STOPPING,PERFORM/EFFECT ,INOPERATIVE				
Status:					

VFG: V21 BRAKING

Additional Symptom: PEDAL GOES TO FLOOR, D/N STOP

Fix: **Causal Component :**

Condition Code:

Hotliner: DSMITHE4 **Phone:** 313 317-9366 **Regn Cd:** 06 06 FCSD REGION-CANADA

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

Dlr Contact: DARWIN GREENTREE **Phone:** 000 000-0000 **Title Cde:** T

DTCs:

KOEO:

KOEC:

KOER:

Comments :

REPAIR 01/23/2013 01:51PM DEVON SMITHERS MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: BRAKES APPLIED WITH NO RESPONCE, SOFT/ LOW PEDAL, PUMPED BRAKES STILL NOTHING. DIAGNOSTICS: COULD NOT VERIFY CONCERN, HAS GOOD PEDAL, BRAKES APPLY PROPER, PEDAL HOLDS, BRAKE FLUID
FULL, CHECKED ALL LINES AND HOSES GOOD, QUICK CHECK NO CODES, WIRING TO WHEEL SENSORS ALL GOOD. CALIPERS ALL APPLY AND RELEASE PROPER, PARTS REPLACED: NONE TECH QUESTION: ANY KNOWN CONCERNS FOR INTERMITANT BRAKE FAILURE,

RECOMM **01/23/2013 01:51PM DEVON SMITHERS MSS - FCSD - TECH SVC HOTLINE**
DARWIN, THIS CONCERN CAN BE CAUSED BY A FAILED MASTER CYLINDER OR A FAULTED HCU, OR CAN BE DUE TO THE CUSTOMERÂ?TS INTERPRETATION OF A NORMAL CONDITION. IT WILL BE NECESSARY TO DUPLICATE THIS CONCERN IN ORDER TO ENSURE THE MOST ACCURATE DIAGNOSIS, AND TO AVOID UNNECESSARY
REPAIRS. IT MAY BE HELPFUL TO GATHER MORE INFORMATION FROM THE CUSTOMER ABOUT WHEN THE CONCERN OCCURS, SUCH AS VEHICLE SPEED, NATURE
OF THE STOP (HARD STOP, LIGHT STOP, ETC.), AND WHETHER THE VEHICLE WAS TOWING/HAULING AT THE TIME. USING THIS ADDITIONAL INFORMATION, ATTEMPT
TO DUPLICATE THE CONCERN. WITH THE CONCERN PRESENT, IT IS RECOMMENDED TO DIAGNOSE PEDAL FEEL USING THE FOLLOWING PROCEDURE: 1. WITH THE ENGINE OFF, PRESS THE BRAKE PEDAL SEVERAL TIMES TO RELEASE ALL VACUUM FROM THE BOOSTER. 2. ALLOW THE VEHICLE

TO SIT FOR SEVERAL MINUTES TO RELIEVE ANY RESIDUAL HYDRAULIC PRESSURE.

3. PRESS ON BRAKE PEDAL, NOTING IF THE PEDAL IS HARD OR SINKS TO THE FLOOR. IF THE PEDAL IS HARD (FIRM), THERE IS NO AIR IN SYSTEM. IF THE PEDAL DOES NOT SINK TO FLOOR, THERE IS NO INTERNAL LEAKAGE PRESENT.

5. START THE ENGINE. 6. PRESS THE BRAKE PEDAL WITH NORMAL FORCE.

IF THE PEDAL IS FIRM, AND CONTINUES TO TRAVEL TOWARD THE FLOOR WHILE APPLYING CONSTANT PRESSURE, THIS IS NORMAL. IF CONSTANT PRESSURE IS APPLIED TO THE PEDAL WITH THE ENGINE RUNNING, IT WILL CONTINUE TO TRAVEL TOWARDS THE FLOOR. THIS IS A NORMAL CONDITION, AND DOES NOT EFFECT STOPPING PERFORMANCE. THE BRAKE BOOSTER WILL CONTINUE TO APPLY

ADDITIONAL FORCE TO THE MASTER CYLINDER, PULLING IT TOWARDS THE FLOOR.

PLEASE NOTE, THIS OPERATION CAN BE COMPARED TO ANY SIMILAR VEHICLE, AS

ALL BRAKE BOOSTERS OF THIS DESIGN WILL OPERATE IN THIS WAY. IF THE ABOVE TEST REVEALS A CONCERN IS PRESENT, IT IS RECOMMENDED TO ISOLATE

THE SOURCE OF THE PRESSURE LOSS. REMOVE THE BRAKE LINES FROM THE MASTER CYLINDER, AND PLUG THE OUTLET PORTS. WITH THE MASTER CYLINDER

OUTLET PORTS PLUGGED, TEST THE PEDAL FEEL AND TRAVEL. IF THE CONCERN IS STILL PRESENT, THE MASTER CYLINDER IS AT FAULT, OR HAS AIR TRAPPED. IF THE CONCERN IS NO LONGER PRESENT WITH THE MASTER CYLINDER OUTLETS PLUGGED, REINSTALL THE BRAKE LINES TO THE MASTER CYLINDER. THEN DISCONNECT THE HCU OUTLET LINES, AND PLUG THE HCU OUTLET PORTS. WITH THE HCU OUTLETS PLUGGED, REEVALUATE THE PEDAL FEEL

AND TRAVEL. IF THE CONCERN IS PRESENT, THE HCU VALVES ARE STUCK OR LEAKING. AS THE HCU IS NOT SERVICEABLE, REPLACEMENT IS ADVISED TO CORRECT THE CONCERN. IF THE CONCERN IS NOT PRESENT, AIR IS TRAPPED IN THE SYSTEM OR A LEAK IS PRESENT. ASSUMING NO LEAKS ARE PRESENT, IT IS RECOMMENDED TO PRESSURE BLEED THE SYSTEM ACCORDING TO THE PROCEDURE

IN WSM SECTION 206-00 > GENERAL PROCEDURES. PRESSURE BLEEDING WILL FORCE BRAKE FLUID THROUGH THE SYSTEM, PURGING ANY AIR WHICH MAY BE TRAPPED.

From: Stauffer, Eric (E.L.)
Sent: Thursday, January 24, 2013 6:33 PM
To: Dobbs, Dan (K.D.); Aynessazian, Kam (K.); Felch, Hal (H.J.)
Cc: Kosztowny, Brian (B.P.); Williams, Dan (DW.)
Subject: RE: Report Summary for the CQIS Report#DAWB6011

Potential master cylinder issue. The unit may still be at the dealer.

From: Dobbs, Dan (K.D.)
Sent: Thursday, January 24, 2013 1:15 PM
To: Stauffer, Eric (E.L.)
Cc: Kosztowny, Brian (B.P.)
Subject: Report Summary for the CQIS Report# [redacted]

brake pedal to floor 2013

Attachments : 0

Report# :	[redacted]			**Received:**	01/23/2013
CCRG/EPRC:	S	**Reviewed Status:**		**Date:**	01/24/2013
Vehicle:	2013,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET6DF[redacted]			**Build Date:**	11/14/2012
Odometer :	3,776 M	**Engine:**	3.5L-GTDI	**Calibration:**	DF613C0A
Transmission:	6R80E	**Axle:**		**A/C:**	YES
Dealer:	CAN B6269 Koch Ford Sales (Athabasca) Lt			**Phone#:**	(780) 675-2565
City:	Athabasca	**Province**	Alberta	**Country :**	CAN

Originator: DARWIN GREENTREE
Symptom: 6 60 1 38 SP/ST/RD,STOPPING,PERFORM/EFFECT ,INOPERATIVE
Status:
VFG: V21 BRAKING
Additional Symptom: PEDAL GOES TO FLOOR, D/N STOP
Fix: **Causal Component :**
Condition Code:

Hotliner: DSMITHE4 **Phone:** 313 317-9366 **Regn Cd:** 06 06 FCSD REGION-CANADA
Engineering: **Phone:** **TAR:**
Dlr Contact: DARWIN GREENTREE **Phone:** 000 000-0000 **Title Cde:** T

DTCs:

PE16-003 000322 ER

KOEO:
KOEC:
KOER:

Comments
:

REPAIR 01/23/2013 01:51PM DEVON SMITHERS MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: BRAKES APPLIED WITH NO RESPONCE, SOFT/ LOW PEDAL, PUMPED BRAKES STILL NOTHING. DIAGNOSTICS: COULD NOT VERIFY CONCERN, HAS GOOD PEDAL, BRAKES APPLY PROPER, PEDAL HOLDS, BRAKE FLUID
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FORCE BRAKE FLUID THROUGH THE SYSTEM, PURGING ANY AIR WHICH MAY BE

TRAPPED.

From: Huang, Peter (P.J.)
Sent: Monday, December 16, 2013 5:53 PM
To: Williams, Dan (DW.); Costley, Frank (F.G.); Aynessazian, Kam (K.); Felch, Hal (H.J.)
Cc: Stauffer, Eric (E.L.); Kosztowny, Brian (B.P.)
Subject: RE: Report Summary for the CQIS Report#DKSD2003

The driver said the red brake warning telltale was on and Check brake system message was displayed.
If ABS requested the light and message, then there should be a DTC in the module, but tech in the dealer found no code.

Very mysterious.

From: Williams, Dan (DW.)
Sent: Monday, December 16, 2013 12:32 PM
To: Huang, Peter (P.J.); Costley, Frank (F.G.); Aynessazian, Kam (K.); Felch, Hal (H.J.)
Cc: Stauffer, Eric (E.L.); Kosztowny, Brian (B.P.)
Subject: FW: Report Summary for the CQIS Report#DKSD2003

Below is the CQIS report for the claim linked below and attached is a summary of the supplier's interview of the service advisor. It would not be unexpected for the respective suppliers to find both of the replaced parts to be NPF.

http://www.quality.ford.com/aws/cgi-bin/jlu/detailclm2.pl?srvr=&modelyr=2013&clmkey=4532115

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

From: Williams, Dan (DW.)
Sent: Monday, December 16, 2013 11:27 AM
To: Williams, Dan (DW.)
Subject: Report Summary for the CQIS Report [redacted]

Attachments : 0

Report# :	[redacted]			**Received:**	11/19/2013
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2013,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET7DK[redacted]			**Build Date:**	09/09/2013
Odometer :	2,971 M	**Engine:**	3.5L-GTDI	**Calibration:**	DF613C0A
Transmission:	6R80E	**Axle:**	3800F3.31C	**A/C:**	YES
Dealer:	USA 09941 Quality Ford			**Phone#:**	(435) 882-7000

City:	Tooele	**State:**	Utah	**Country :**	USA

Originator: JAKE OTTESON

Symptom: 6 60 3 67 SP/ST/RD,STOPPING,PEDAL,SPONGY/MUSHY

Status:

VFG: V21 BRAKING

Additional Symptom: INTERMITTENT LOSS OF BRAKES

Fix: **Causal Component :**

Condition Code:

Hotliner: KADAMSO3	**Phone:** 313 317-9352	**Regn Cd:** W4 Denver
Engineering:	**Phone:**	**TAR:**
Dlr Contact:	**Phone:**	**Title Cde:** T

DTCs:

KOEO:

KOEC:

KOER:

Comments :

REPAIR 11/19/2013 01:46PM KEITH ADAMSON MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUSTOMER STATES BRAKE LIGHT, SERVICE ADVACTRAC LIGHT CAME ON AND VEHICLE LOST BRAKES. DIAGNOSTICS: RAN IDS SELF TEST FOR CODES, NO CODES. PERFORMED INSPECTION ON BASE BRAKE SYSTEM, NO PROBLEMS FOUND. CHECKED FLUID LEVELS, ALL GOOD. CHECKED FOR
VACUUM LEAKS, NOTHING FOUND AT THIS TIME PARTS REPLACED:
NONE TECH QUESTION: THE CUSTOMER STATES THAT WHEN THIS HAPPENED SHE WAS DRIVING AND TRIED TO STOP AT A RED LIGHT. THE BRAKE LIGHTS CAME ON
AND SHE LOST BRAKES AND WAS FORCED TO RUN THE RED LIGHT. I HAVE CHECKED THE VEHICLE OVER AND CAN NOT FIND ANYTHING THAT WOULD CAUSE
THIS CONCERN. MY QUESTION IS DO YOU HAVE ANY OTHER KNOWLEDGE OF THIS
HAPPENING TO DIFFERENT TRUCKS AND IF SO WHAT WAS THE REPAIR. OR ANYTHING ELSE I CAN CHECK. IM AFRAID TO JUST GIVE THE VEHICLE BACK TO THE CUSTOMER WITH OUT TRYING TO FIND SOME KIND OF AN ANSWER. SHE DOES
NOT TRUST THE TRUCK AND IS AFRAID TO DRIVE IT. THANK YOU FOR THE HELP

RECOMM 11/19/2013 01:46PM KEITH ADAMSON MSS - FCSD - TECH SVC HOTLINE

JAKE, BRAKING CONCERNS WITH SYMPTOMS THAT ARE SIMILAR TO WHAT WAS DESCRIBED IN THIS INCIDENT ARE TYPICALLY THE RESULT OF A HYDRAULIC LEAK WITHIN THE BRAKE SYSTEM, OR AN INTERNAL FAULT OF A HYDRAULIC COMPONENT SUCH AS A MASTER CYLINDER, HYDRAULIC CONTROL UNIT (HCU), THERE HAVE ALSO BEEN OCCASIONAL REPORTS OF LOSS OF BRAKE PEDAL SHORTLY
AFTER A REAR BRAKE SERVICE IS PERFORMED, EVEN IF ONLY THE PADS AND ROTORS ARE SERVICED, AND THE HYDRAULIC SYSTEM IS NEVER OPENED FOR AIR
TO BE INTRODUCED IT HAS BEEN FOUND IN THOSE CASES THAT IN THE PROCESS OF COMPRESSING THE REAR CALIPER PISTON BECK INTO ITS BORE THE PISTON BECOMES COMPRESSED PAST A POINT WHERE IT ALLOWS THE CALIPER PISTON SEAL TO BECOME Â?OROLLEDÂ? OVER THE LIP OF THE CALIPER PISTON. ALTHOUGH THERE ARE USUALLY NO BRAKE FLUID LEAKS SEEN EXTERNALLY, WHEN
THE BRAKES ARE APPLIED AND THEN THE PEDAL IS RELEASED; THE MINIMAL MOVEMENT OF THE PISTON BACK INTO THE CALIPER BORE HAS APPARENTLY PULLED SMALL AMOUNTS OF AIR BACK INTO THE SYSTEM AT THE SAME TIME. AFTER A WEEK OR SO OF REGULAR DRIVING IT IS SUSPECTED THAT ENOUGH AIR BECOMES TRAPPED IN THE SYSTEM THAT EXCESSIVE PEDAL TRAVEL IS THEN NOTICED. IT WOULD BE RECOMMENDED TO SPEAK WITH THE CUSTOMER AND INQUIRE REGARDING THE LAST TIME A REAR BRAKE SERVICE WAS PERFORMED, IF
IT IS DISCOVERED THAT IT WAS FAIRLY RECENTLY, IT WOULD THEN BE RECOMMENDED TO INSPECT THE REAR CALIPERS AND EVEN IF THE SEAL CANNOT
VISUALLY BE SEEN IN A Â?OROLLEDÂ? POSITION CALIPER REPLACEMENT WOULD
BE RECOMMENDED. IF THE REAR BRAKES HAVE NOT BEEN SERVICED RECENTLY AND
THE CONCERN CANNOT BE DUPLICATED, NO FURTHER REPAIRS ARE RECOMMENDED.

REPAIR 11/20/2013 08:48AM BRINTON DAVIS MSS - FCSD - TECH SVC HOTLINE

THIS TRUCK HAVE UNDER 3000 MILES ON IT. THIS IS THE FIRST SERVICE BEING PERFORMED. AFTER READING THIS I CONTACTED THE CUSTOMER TO GET SOME MORE INFORMATON. SHE STATES WHEN SHE COULDNT STOP THE PEDAL WAS
VERY HARD AND RIGHT BEFORE THE BRAKES WENT OUT SHE HEARD A NOISE THAT
SOUNDED LIKE THE ABS KICKING ON BUT THERE WAS NO PEDAL FEED BACK. DUE
TO THE FACT THAT THE PEDAL WAS VERY HARD I DONT THINK THE PROBLEM

WOULD LIE IN THE BASE HYDRAULIC SYSTEM. MAYBE BRAKE BOOSTER, ABS MODULE OR HCU, LET ME KNOW WHAT YOU THINK. THANK YOU FOR THE HELP.

RECOMM 11/20/2013 08:48AM BRINTON DAVIS MSS - FCSD - TECH SVC HOTLINE

JAKE, THANKS FOR THE UPDATED INFORMATION REGARDING THE SYMPTOM THAT WAS EXPERIENCED. YOU WOULD BE CORRECT TO SUSPECT A BRAKE BOOSTER SYSTEM ISSUE TO BE THE CAUSE OF THIS CONDITION IF A HARD BRAKE PEDAL CONCERN OCCURRED. THE NOISE DESCRIBED BY THE CUSTOMER AT THIS TIME WAS LIKELY ACTIVATION OF THE PUMP MOTOR IN THE HYDRAULIC CONTROL UNIT TO PROVIDE SUPPLEMENTAL BRAKE ASSIST WHEN A LOSS OF VACUUM IN THE BRAKE BOOSTER OCCURS. THIS IS OUTLINED IN DESCRIPTION AND OPERATION IN SECTION 206-09 OF THE ONLINE WORKSHOP MANUAL. THE POWER BRAKE SYSTEM ON THIS 3.5 GTDI EQUIPPED VEHICLE USES A CAMSHAFT DRIVEN VACUUM PUMP TO PROVIDE MORE CONSISTENT VACUUM TO THE BRAKE BOOSTER UNDER LOW VACUUM OR BOOST CONDITIONS. THE ABS MODULE MONITORS THE VACUUM LEVEL INSIDE THE BRAKE BOOSTER VIA A VACUUM SENSOR. IF THE ABS MODULE DETECTS A SEVERE LOSS OF BRAKE BOOSTER VACUUM, IT WILL ACTIVATE THE PUMP IN THE HYDRAULIC CONTROL UNIT TO PROVIDE ADDITIONAL FORCE TO THE HYDRAULIC SYSTEM. THIS COULD CAUSE THE NOISE THE CUSTOMER DESCRIBED WITHOUT THE PEDAL KICK BACK AS THE ABS SYSTEM WAS NOT RAPIDLY RELEASING AND REAPPLYING PRESSURE TO THE BRAKES AT THIS TIME. PLEASE CAREFULLY INSPECT THE VACUUM LINES LEADING TO THE BRAKE BOOSTER AND ALSO VERIFY THAT THE BRAKE BOOSTER IS CAPABLE OF HOLDING VACUUM WHEN THE VEHICLE IS OFF. BRAKE ASSIST SHOULD STILL BE PRESENT ON FIRST APPLICATION EVEN AFTER THE VEHICLE HAS BEEN OFF FOR OVER AN HOUR. IF THE BRAKE BOOSTER VACUUM IS LEAKING DOWN, REPLACEMENT WOULD BE RECOMMENDED. ADDRESS ANY FAULTS DETECTED WITH THE POWER BRAKE SYSTEM AND RE-EVALUATE.

REPAIR 12/03/2013 04:06PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE

HERE ARE THE TEST RESULTS. THE BRAKE BOOSTER HELD VACUUM FOR 2 DAYS, THERE ARE NO LEAKS IN THE LINE COMING FROM THE VACUUM PUMP TO THE BOOSTER, AND THE PUMP PULLS A VERY STRONG VACUUM. THERE ARE NO CODES AND THE BASE BRAKE SYSTEM LOOKS BRAND NEW. I FEEL LIKE IM CHASING A

GHOST, AND I NEED SOME FORM OF AN ANSWER TO GIVE THE CUSTOMER. SO JUST
TO BE CLEAR ON THE CUSTOERS STORY OF THE CONCERN. SHE WAS DRIVING DOWN
THE ROAD, THERE WAS A NOISE FROM THE LEFT FRONT OF THE VEHICLE THAT THE CUSTOMER DECRIBES AS THE SOUND OF A FLAT TIRE. THE CHECK BRAKE SYSTEM WARNING CAME UP ON THE DASH, SHE CAME TO A RED LIGHT AND APPLIED THE BRAKES. SHE WAS NOT ABLE TO STOP THE VEHICLE AND WHEN THROUGH THE INTERSECTION. THANK YOU FOR THE HELP LET ME KNOW IF YOU HAVE ANYMORE IDEAS OR POSSIBLE REPAIRS. THANK AGAIN

RECOMM 12/03/2013 04:06PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE

JAKE, THANK YOU FOR THE UPDATED INFORMATION. IF NOT ALREADY DONE SO, RECOMMEND MONITORING THE STABILITY CONTROL SENSOR PIDS WHILE THE VEHICLE IS STATIONARY ON FLAT LEVEL FOUND. THESE PIDS SHOULD ALL REAR CLOSE TO ZERO WITH NO SPIKES OR FLUCTUATIONS IN THE READINGS. REPLACE THE RCM AND RE-EVALUATE SHOULD A CONCERN BE IDENTIFIED. IF NO FAULTS ARE FOUND, BASED ON THE CUSTOMERS DESCRIPTION OF THE CONCERN AND BECAUSE THE VACUUM PUMP PROVES OUT AND NOT LINE LEAKS WERE FOUND,
WE RECOMMEND REPLACING THE BRAKE BOOSTER AND RETEST FOR NORMAL OPERATION. IF ADDITIONAL ASSISTANCE IS REQUIRED, PLEASE CONTACT THE HOTLINE BY PHONE SO WE CAN REVIEW THIS FAULT WITH YOU VERBALLY IN GREATER DETAIL. THE HOTLINE CAN BE CONTACTED BY CALLING 800-826-4694 USING THE CONTACT ID ON THIS FORM.

From: Williams, Dan (DW.)
Sent: Monday, September 08, 2014 5:06 PM
To: Dobbs, Dan (K.D.)
Cc: Stauffer, Eric (E.L.)
Subject: RE: Report Summary for the CQIS Report [redacted]

Based on the teardown analysis of brake master cylinders, the supplier has found various contaminants which lead to leaks. There have been actions implemented since January to address each of the contaminants and their sources.

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: Monday, September 08, 2014 11:57 AM
To: Stauffer, Eric (E.L.); Williams, Dan (DW.)
Subject: Report Summary for the CQIS Report [redacted]

I have several of these.... does this fit the issue your tracked earlier this year?

Attachments : 0

Report# :	[redacted]			**Received:**	09/04/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ETXEK[redacted]			**Build Date:**	01/24/2014
Odometer :	11,551 M	**Engine:**	3.5L-GTDI	**Calibration:**	EF613C0N
Transmission:	6R80E	**Axle:**		**A/C:**	YES
Dealer:	USA 02243 Dick Masheter Ford, Inc.			**Phone#:**	614-861-2185
City:	Columbus	**State:**	Ohio	**Country :**	USA
Originator:	matthew stelzer				
Symptom:	6 60 1 02 SP/ST/RD,STOPPING,PERFORM/EFFECT ,ALWAYS				
Status:					
VFG:	V21 BRAKING				
Additional Symptom:	Poor Brake Assist				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: CBROW497 **Phone:** 001-313-3179349 **Regn Cd:** G3 Cincinnati

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

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

DTCs:

KOEO:

KOEC:

KOER:

Comments :

CONCER 09/04/2014 03:12PM CLEOPHAS BROWN MSS - FCSD - TECH SVC HOTLINE

Web Form Data - Concern: no brake pedal Diagnostics: found brake booster full of brake fluid and master cylinder Is empty. has brake fluid vacuum lines also Parts replaced: none Tech Question: have you seen this before on ecoboost engines? I know I need a master cylinder and vacuum brake booster. what else should I replace? I have brake fluid residue on the vacuum pump and vacuum lines

RECOMM 09/04/2014 03:12PM CLEOPHAS BROWN MSS - FCSD - TECH SVC HOTLINE

Matthew, Based on the description of the vehicle concern and the information provided, the concern appears to be that the vehicle has a hard pedal concern. If Brake Fluid is found on the Brake Vacuum Pump and the Lines, then we recommend replacement of the Vacuum Lines, Vacuum Sensor, and Pump in addition to the Master Cylinder and the Brake Booster.

CONCER 09/04/2014 03:43PM DEALER UPDATE MSS - FCSD - TECH SVC HOTLINE

The vehicle brake cap states the vehicle takes dot 4 brake fluid. but the workshop manual states vehicle takes dot 3. can I put either dot 3 or 4 in this vehicle. and ford chemical website has dot 4 LV or pm-20. is that what I should put in this vehicle?

RECOMM 09/04/2014 04:15PM CLEOPHAS BROWN MSS - FCSD - TECH SVC HOTLINE

Matthew, Based on the information provided, we suspect that DOT 4 is the correct fluid to use for this vehicle application. We also recommend that you utilize the Report A Problem Link at the top right of the Workshop Manual page to have the erroneous information in the WSM updated. Thank you for the update.

ADD-ON 09/04/2014 04:15PM CLEOPHAS BROWN MSS - FCSD - TECH SVC HOTLINE

Consulted Brad Newton Use DOT4 and use Report a Problem Link

From: Williams, Dan (DW.)
Sent: Sunday, October 19, 2014 1:18 PM
To: Dobbs, Dan (K.D.)
Cc: Stauffer, Eric (E.L.); Kosztowny, Brian (B.P.); Ruiz, Jesica (.); Pierce, Warren (W.B.)
Subject: RE: Report Summary for the CQIS Report[redacted]

This truck is almost a year old. In the last year, there have been several special and common cause issues with master cylinders, that could lead to this condition, which have been both identified and contained by the supplier.

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: Friday, October 17, 2014 2:50 PM
To: Williams, Dan (DW.)
Cc: Stauffer, Eric (E.L.); Kosztowny, Brian (B.P.)
Subject: Report Summary for the CQIS Report[redacted]

I still get these, was this past the clean date.....?

Attachments : 0

Report# :	[redacted]			**Received:**	10/16/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2013,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET3DK[redacted]			**Build Date:**	11/07/2013
Odometer :	30,124	**Engine:**	3.5L-GTDI	**Calibration:**	DF613C0A
Transmission:	6R80E	**Axle:**		**A/C:**	YES
Dealer:	USA 07886 Spike Dykes Ford Lincoln			**Phone#:**	806-872-2188
City:	Lamesa	**State:**	Texas	**Country :**	USA
Originator:	Mark Joplin				
Symptom:	6 66 2 16 SP/ST/RD,FLUIDS,BRAKE FLUID,CONSUMPTION				
Status:					
VFG:	V86 SUSPENSION & FRAME				
Additional Symptom:	long travel brake pedal				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: SGUNDER2	**Phone:** 76315	**Regn Cd:** C1 Dallas
Engineering:	**Phone:**	**TAR:**
Dlr Contact: Mark Joplin	**Phone:**	**Title Cde:** SD

DTCs:

KOEO:P1000

KOEC:

KOER:

Comments :

CONCER 10/16/2014 12:42PM SHAUGHN GUNDERMAN MSS - FCSD - TECH SVC HOTLINE

Web Form Data - Concern: Brake pedal goes to floor Diagnostics: Visual inspection found reservoir empty with no lines or calipers leaking. Removed master cylinder and found booster full of brake fluid. Parts replaced: none Tech Question: This is the second vehicle seen that is sucking brake fluid out of reservoir into booster. Will replacing master cylinder and booster, due to brake fluid reacting with rubber, be all that needs to be done?

RECOMM 10/16/2014 12:42PM SHAUGHN GUNDERMAN MSS - FCSD - TECH SVC HOTLINE

Mark, Replacement of the master cylinder and booster is the correct repair to be performed. When the repair is completed, please take a moment to fill out the online survey. Doing so allows the information from the form to be added to the database that feeds the self help tool used by many technicians. The information is also able to be used to determine trends in concerns.

From: Hollwell, Carlos (C.M.)
Sent: Thursday, March 14, 2013 6:08 PM
To: Medley, Steven (S.D.); Brick, Gregg (G.L.); Williams, Dan (DW.); Kempf, Gregory (G.J.); Washington, Dee (D.S.); Brooks, Paul (P.D.); Mayo, Alexander (A.A.); Costanzo, Donald (D.V.); Yagcioglu, Deniz (D.S.); Jones, Joe (.); Quick, Gary (G.L.); Scheer, Matthew (M.); Priest, Joseph (J.A.); Spence, Bobby (B.R.); Miller, Brian (D.); Revnew, Jim (J.P.); Richei, Gordon (G.); Smith, Timothy (T.D.); Shepherd, John (J.G.); Eigsti, Sam (S.); Bayer, Michael (M.T.); Syed, Rehan (R.); Mcmillen, Lee (L.); Millentree, Cynthia (E.); Cartwright, J (J.); Williams, Mark (R.)
Subject: RE: SAQ2013248809 STOP SHIP 13MY KCAP F-150 BRAKE MASTER CYLINDER LEAK INNER

What's a "trained foot?"

From: Medley, Steven (S.D.)
Sent: Thursday, March 14, 2013 12:55 PM
To: Brick, Gregg (G.L.); Williams, Dan (DW.); Kempf, Gregory (G.J.); Hollwell, Carlos (C.M.); Washington, Dee (D.S.); Brooks, Paul (P.D.); Mayo, Alexander (A.A.); Costanzo, Donald (D.V.); Yagcioglu, Deniz (D.S.); Jones, Joe (.); Quick, Gary (G.L.); Scheer, Matthew (M.); Priest, Joseph (J.A.); Spence, Bobby (B.R.); Miller, Brian (D.); Revnew, Jim (J.P.); Richei, Gordon (G.); Smith, Timothy (T.D.); Shepherd, John (J.G.); Eigsti, Sam (S.); Bayer, Michael (M.T.); Syed, Rehan (R.); Mcmillen, Lee (L.); Millentree, Cynthia (E.); Cartwright, J (J.); Williams, Mark (R.)
Subject: RE: SAQ2013248809 STOP SHIP 13MY KCAP F-150 BRAKE MASTER CYLINDER LEAK INNER

The question came up in the discussion and it was decided the tool to be used will be a 'trained foot'

From: Brick, Gregg (G.L.)
Sent: Thursday, March 14, 2013 12:53 PM
To: Williams, Dan (DW.); Kempf, Gregory (G.J.); Hollwell, Carlos (C.M.); Washington, Dee (D.S.); Brooks, Paul (P.D.); Mayo, Alexander (A.A.); Costanzo, Donald (D.V.); Yagcioglu, Deniz (D.S.); Jones, Joe (.); Quick, Gary (G.L.); Scheer, Matthew (M.); Priest, Joseph (J.A.); Spence, Bobby (B.R.); Miller, Brian (D.); Medley, Steven (S.D.); Revnew, Jim (J.P.); Richei, Gordon (G.); Smith, Timothy (T.D.); Shepherd, John (J.G.); Eigsti, Sam (S.); Bayer, Michael (M.T.); Syed, Rehan (R.); Mcmillen, Lee (L.); Millentree, Cynthia (E.); Cartwright, J (J.); Williams, Mark (R.)
Cc: Brick, Gregg (G.L.)
Subject: RE: SAQ2013248809 STOP SHIP 13MY KCAP F-150 BRAKE MASTER CYLINDER LEAK INNER

What measurement tool will be used for pedal feel ?

GREGG BRICK
KCAP TRUCK CHASSIS LAUNCH COORD.
GBRICK@FORD.COM
816-414-6516

From: Williams, Dan (DW.)
Sent: Thursday, March 14, 2013 12:50 PM
To: Kempf, Gregory (G.J.); Hollwell, Carlos (C.M.); Washington, Dee (D.S.); Brooks, Paul (P.D.); Mayo, Alexander (A.A.); Costanzo, Donald (D.V.); Yagcioglu, Deniz (D.S.); Jones, Joe (.); Quick, Gary (G.L.); Scheer, Matthew (M.); Priest, Joseph (J.A.); Spence, Bobby (B.R.); Brick, Gregg (G.L.); Miller, Brian (D.); Medley, Steven (S.D.); Revnew, Jim (J.P.); Richei, Gordon (G.); Smith, Timothy (T.D.); Shepherd, John (J.G.); Eigsti, Sam (S.); Bayer, Michael (M.T.); Syed, Rehan (R.);

PE16-003 000334 ER

Mcmillen, Lee (L.); Millentree, Cynthia (E.); Cartwright, J (J.); Williams, Mark (R.)
Subject: SAQ2013248809 STOP SHIP 13MY KCAP F-150 BRAKE MASTER CYLINDER LEAK INNER

Attached is the inspect and release procedure that has been developed for finished vehicles that have been built with suspect brake master cylinders.

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

From: Williams, Dan (DW.)
Sent: Thursday, March 14, 2013 5:34 PM
To: Kosztowny, Brian (B.P.); Lehmkuhl, David (D.B.)
Cc: Medley, Steven (S.D.); Stauffer, Eric (E.L.)
Subject: RE: Stop Ship SAQ2013248809 - 13MY F-150 Suspect BRAKE MASTER CYLINDER LEAK

It is an internal bypass, or internal leak. I would clarify that or it may confuse people and lead them to think fluid is being lost.

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: 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: Dobbs, Dan (K.D.)
Sent: Friday, April 25, 2014 7:15 PM
To: Williams, Dan (DW.)
Cc: Stauffer, Eric (E.L.)
Subject: Report Summary for the CQIS Report#EDXJY006

Brake fluid in booster = rear master cyclinder seal?

Attachments : 0

Report# :	EDXJY006 NHL			**Received:**	04/24/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2013,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET1DKE[redacted]			**Build Date:**	03/23/2013
Odometer :	17,851 M	**Engine:**	3.5L-GTDI	**Calibration:**	DF613C0N
Transmission:	6R80E	**Axle:**	3.73 LOCK	**A/C:**	YES
Dealer:	USA 07488 San Tan Ford			**Phone#:**	480-821-3200
City:	Gilbert	**State:**	Arizona	**Country :**	USA

Originator: JUSTEN CAMERON
Symptom: 6 66 2 87 SP/ST/RD,FLUIDS,BRAKE FLUID,VISIBLE LEAK
Status:
VFG: V86 SUSPENSION & FRAME
Additional Symptom: BRAKE FLUID IN THE BOOSTER
Fix: **Causal Component ;**
Condition Code:

Hotliner: CBISHO41 **Phone:** 001-313-3179359 **Regn Cd:** W3 Phoenix
Engineering: **Phone:** **TAR:**
Dlr Contact: **Phone:** **Title Cde:** T

DTCs:
KOEO:
KOEC:
KOER:

Comments :
REPAIR 04/24/2014 03:41PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: VEHILCE HAS LOW BRAKE FLUID MESSAGE AND VERY
HARD TO BRAKE CHECK AND ADVISE DIAGNOSTICS: VERIFIED AND FOUND NO FLUID IN MASTER CYLINDER. FLUID FROM MASTER IN BRAKE BOOSTER. PARTS REPLACED: NONE TECH QUESTION: IS REPLACING THE MASTER AND CLEANING OUT THE BOOSTER AN ACCEPTABLE REPAIR OR SHOULD THE BRAKE BOOSTER BE
REPLACED ALLOONG WITH THE MASTER?

RECOMM 04/24/2014 03:41PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE

JUSTEN, WHEN THE REAR SEAL ON THE MASTER CYLINDER DEVELOPS A LEAK AND THE BRAKE BOOSTER IS CONTAMINATED WITH BRAKE FLUID, THE BOOSTER MUST ALSO BE REPLACED WHEN SERVICING THE MASTER CYLINDER. THIS IS BECAUSE WHEN THE DIAPHRAGM IN THE BOOSTER IS CONTAMINATED WITH BRAKE
FLUID IS WILL NO LONGER OPERATE AS DESIGNED. PLEASE CONTINUE WITH MASTER CYLINDER AND BRAKE BOOSTER REPLACEMENT AS NECESSARY TO CORRECT
THIS CONCERN AND RETEST FOR PROPER OPERATION.

From: Lehmkuhl, David (D.B.)
Sent: Thursday, March 14, 2013 6:43 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

Cc: (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

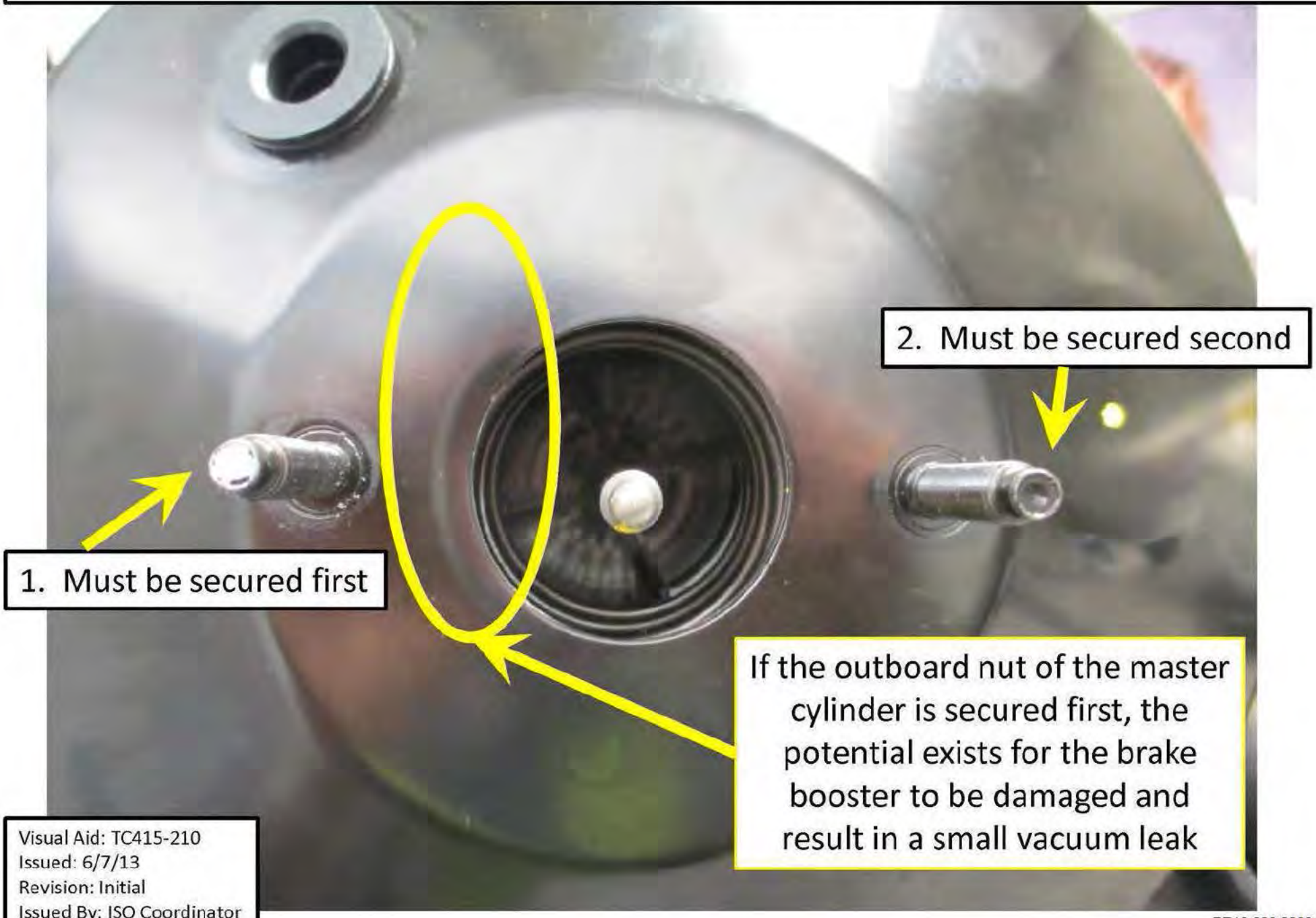
From: Popoutsis, Julie (J.)
Sent: Friday, October 30, 2015 8:55 PM
To: Williams, Dan (DW.)
Subject: tc415-210 master cylinder to brake booster secure sequence (FAH03520) (3).pptx
Attachments: tc415-210 master cylinder to brake booster secure sequence (FAH03520) (3).pptx

This one still accurate?

PE16-003 000341 ER

PROTECT OUR CUSTOMER

Prevent potential damage to the master cylinder if damage is evident notify Team Leader and or Process Coach for replacement.



Visual Aid: TC415-210
Issued: 6/7/13
Revision: Initial
Issued By: ISO Coordinator

From: Aynessazian, Kam (K.)
Sent: Monday, April 29, 2013 6:41 PM
To: Stauffer, Eric (E.L.); Williams, Dan (DW.)
Cc: Aynessazian, Kam (K.); Felch, Hal (H.J.); Berenjian, Karim (K.)
Subject: VIN: 1FTFW1ET9DF[redacted] Warranty return for Master Cyl leakage into booster (tag 266865768)
Attachments: 485013 Inside booster.JPG; 485013 Inside 2 bolt shell.JPG

Dan/Eric, this repair should be charged back to the dealer as there were no evidence of leak into the booster either at the mcyl or the inside the booster as verified separately by both suppliers. Pls advise. 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

-----Original Message-----
From: john.doyle@continental-corporation.com [mailto:john.doyle@continental-corporation.com]
Sent: Monday, April 29, 2013 2:37 PM
To: Aynessazian, Kam (K.)
Subject: Warranty return for Master Cyl leakage (tag 266865768)

Kam,

Pictures below are from P415 booster return VIN: 1FTFW1ET9DF[redacted]

Pictures clearly show no brake fluid inside of booster.

Regards,

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

----- Forwarded by John Doyle/ah/na/au/cag on 04/29/2013 02:33 PM -----

From: Tim Elkins/ah/na/au/cag
To: John Doyle/ah/na/au/cag@CONTI07
Date: 04/29/2013 02:31 PM
Subject: Fw: P415 Booster QN 485013

John,

Here are the photos of QN 485013 P415 booster. Please let me know if you need further detail.

(See attached file: 485013 Inside booster.JPG)(See attached file: 485013 Inside 2 bolt shell.JPG)

Best Regards,
Tim Elkins
ACU Warranty Analysis Technician
Hydraulic Brake Systems
Continental
One Continental Drive
Auburn Hills, MI USA 48326-1581
Office Phone: (248) 393-5929
Fax Phone: (248) 393-6435
e-mail: tim.elkins@continental-corporation.com
----- Forwarded by Tim Elkins/ah/na/au/cag on 04/29/2013 02:30 PM -----

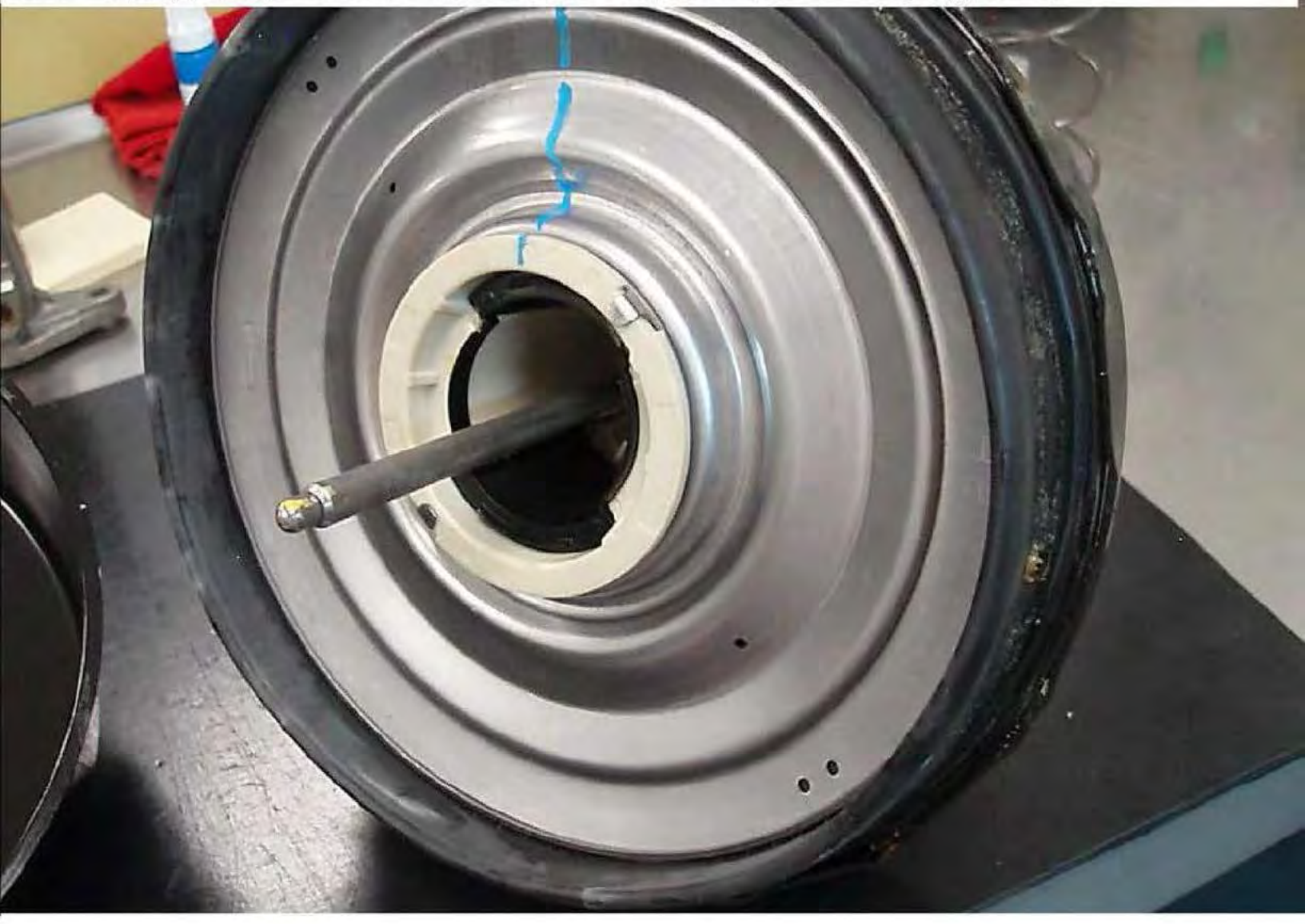
From: Tim Elkins/ah/na/au/cag
To: John Doyle/ah/na/au/cag@CONTI07
Date: 04/29/2013 11:28 AM
Subject:P415 Booster

John,

Yes, we can open the booster and take photos of it. I will try to get it done today for you.

Best Regards,
Tim Elkins
ACU Warranty Analysis Technician
Hydraulic Brake Systems
Continental
One Continental Drive
Auburn Hills, MI USA 48326-1581
Office Phone: (248) 393-5929
Fax Phone: (248) 393-6435
e-mail: tim.elkins@continental-corporation.com

QN 485013 - P415
Photo displays inside of the booster with no evidence of brake fluid ingestion.





QN 485013 - P415
Photo displays inside the booster 2 bolt shell as received.