

PE16-008

FORD

8/24/2016

Appendix G

Engineering Review

Non Conf - Engineering
Review

Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486

Tschaff2@ford.com

From: Wang, Caleb Xiangfu (C.)
Sent: Wednesday, April 16, 2014 3:14 PM
To: Schaffer, Timothy (T.J.)
Cc: Bolger, John (J.E.); Setti, Lokesh (L.); Ricks, Kevin (K.J.); Case, Bob (R.G.)
Subject: RE: C12800936 U502 down turn tip concern

Not sure how was that 90% generated. Would think following if you agree:

TGW: $200/8000$ (assume market volume 8000) = $25/1000$, new TGW would be $(1-0.9)*25=2.5$, delta will be 22.5

$r/1000$: not sure how many repairs will be expected with current production 4200? $r/1000=XXX/8000$, with improvement 90% fix, new $r/1000=0.1*XXX/8000$, delta will be old-new.

Warranty cost: old $r/1000 * \text{warranty cost}/1000 = \text{old CPU} - \text{new } r/1000 * \text{new warranty cost}$

Correct, make sense? Change control normally won't authorize a CR until those fields are filled? For most engineering change, those numbers are zero.

Thanks!

Regards,

Caleb Wang

U502 Explorer Exhaust Systems.

Power Train Engineering, Ford Motor Company

11F065, Bldg 1, MD 1232
20000 Rotunda Dr. Cell: XXXXXXXXXX
Dearborn, MI 48124 Email: xwang14@ford.com

From: Schaffer, Timothy (T.J.)
Sent: Wednesday, April 16, 2014 1:10 PM
To: Wang, Caleb Xiangfu (C.)
Cc: Bolger, John (J.E.); Setti, Lokesh (L.); Ricks, Kevin (K.J.); Case, Bob (R.G.)
Subject: RE: C12800936 U502 down turn tip concern

Ok so we use the 90% fix rate of the 4200 piece expected volume for U502 in hot market?

Or are you looking for possible exposure in the market. There are over 200 GCQIS reports that drive the QSF. I'm thinking..

90% of 4200

or

90% of 200 reports?

For financial approval I'd think we need to use the expected volume.

Lokesh do you agree?

Sincerely,

Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486

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From: Wang, Caleb Xiangfu (C.)
Sent: Wednesday, April 16, 2014 11:53 AM
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Cc: Bolger, John (J.E.); Setti, Lokesh (L.); Ricks, Kevin (K.J.); Case, Bob (R.G.)
Subject: RE: C12800936 U502 down turn tip concern

Everything has been ready except the financial approval and the projected quality cost in the field. As for the potential field quality, we talked about in our meetings that you were to use the existing claims and assume the 90% fix efficiency or whatever rate FCSD and VI coming up to project the numbers.

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Caleb-

I'm not sure what you are requesting me to do. I'm unable to project the effectiveness of engineering's fix. We can trial a few when supplied. But I believe Lokesh has already completed that.

We've supplied expected volume of repair a few times now.

Have you updated the concern per Jenifer's suggestion? This shouldn't be waiting on FCSD for release.

Sincerely,

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Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
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Sent: Wednesday, April 16, 2014 10:00 AM
To: Schaffer, Timothy (T.J.)

Cc: Bolger, John (J.E.); Setti, Lokesh (L.)

Subject: C12800936 U502 down turn tip concern

Tim,

The above CR is aging, 2-pager has not been approved.

Have you been able to come up some projected quality cost/numbers with the new down turn tip design?

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

Thanks!

Regards,

Caleb Wang

U502 Explorer Exhaust Systems.

Power Train Engineering, Ford Motor Company

11F065, Bldg 1, MD 1232

20000 Rotunda Dr.

Cell

Dearborn, MI 48124

Email: xwang14@ford.com

From: Ricks, Kevin (K.J.)
Sent: Thursday, May 01, 2014 5:58 PM
To: Schaffer, Timothy (T.J.)
Subject: FW: C12800936 U502 down turn tip concern

From: Setti, Lokesh (L.)
Sent: Wednesday, April 30, 2014 5:06 PM
To: Ricks, Kevin (K.J.)
Cc: Schaffer, Timothy (T.J.)
Subject: RE: C12800936 U502 down turn tip concern

We are still waiting on GCC test data to confirm effectiveness of downturn + body sealing on couple U387 customer vehicles.

The one test vehicle (2011MY) that they tested got us only a 70% improvement.

Lokesh Setti

Tech. Spec./ Attribute Supervisor
Vehicle Integration
(313) 805-6007

From: Ricks, Kevin (K.J.)
Sent: Wednesday, April 30, 2014 3:17 PM
To: Setti, Lokesh (L.)
Cc: Schaffer, Timothy (T.J.)
Subject: FW: C12800936 U502 down turn tip concern

Do we know if the downturned exhaust is effective? I am hearing differing reports.

From: Wang, Caleb Xiangfu (C.)
Sent: Thursday, April 17, 2014 10:10 AM
To: Ricks, Kevin (K.J.); Schaffer, Timothy (T.J.)
Cc: Bolger, John (J.E.); Setti, Lokesh (L.); Case, Bob (R.G.); Martelli, Ronald (R.L.); Buelow, Steve (S.E.); Groeneveld, Arie (A.)
Subject: RE: C12800936 U502 down turn tip concern

Kevin,

To get the concern authorized first need to get the financial approval. The concern was raised 3/11. I'm sure every team member is all eager to get the parts to customer's hands.

The discussion here though is trying to work with FCSD to get the necessary input to feed in the concern, which has been requested since the CR was pulled.

Can your team help to provide following info? If not, they will be left blank as "not determined":

TGW improvement: $200/8000$ (assume market volume 8000) = $25/1000$, new TGW would be $(1-0.9)*25=2.5$, delta will be 22.5. Agree?

r/1000 improvement: not sure how many repairs has occurred? $r/1000 = XXX/8000$, with improvement 90% fix, new $r/1000 = 0.1 * XXX/8000$, delta will be old-new.

Warranty cost reduction: $old\ r/1000 * warranty\ cost/1000 = old\ CPU - new\ r/1000 * new\ warranty\ cost$

From: Ricks, Kevin (K.J.)
Sent: Thursday, April 17, 2014 9:51 AM
To: Schaffer, Timothy (T.J.); Wang, Caleb Xiangfu (C.)
Cc: Bolger, John (J.E.); Setti, Lokesh (L.); Case, Bob (R.G.); Martelli, Ronald (R.L.); Buelow, Steve (S.E.); Groeneveld, Arie (A.)
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The 4,200 number was assuming all markets except North America. This part needs to continue to be available to service the other markets and to care for other customers in North America where all other efforts fail and we are trying to avoid a RAV (buyback). As time marches on here, we continue to buy a few vehicles back for this concern where we have exhausted (pardon the pun) all other efforts.

From: Schaffer, Timothy (T.J.)
Sent: Thursday, April 17, 2014 9:23 AM
To: Wang, Caleb Xiangfu (C.)
Cc: Bolger, John (J.E.); Setti, Lokesh (L.); Ricks, Kevin (K.J.); Case, Bob (R.G.); Martelli, Ronald (R.L.); Buelow, Steve (S.E.)
Subject: RE: C12800936 U502 down turn tip concern

Sometimes – we may need to document what we know.

From my understanding we will need 4200 Cold end kits. – Steve please confirm this is an all-time number or?

I understand the need to put the information into the WERS – It may be best to document what we know in the description screens and in the resolution section, mark it as Zero and walk it into the Program. You also have the QSF to show the need for this repair.

I believe the Program is well aware of this and have already agreed to fund this.

This seems to be getting stuck in documenting what we already know and have Programs approval on. I'd suggest documenting it as I've noted above. We can't continue to wait.

Sincerely,

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Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486

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Tim,

4200 might be assumption for 2013-2014.5? Instead does it make more sense to use current 200 with already sold volume of 8000 total? What is established r/1000 for this issue?

Zero all those fields means no impact, then the Program would ask why we should spend money to do it. The numbers are mean to show that this change has a positive or negative impact to in field quality.

Thanks!

Regards,

Caleb Wang

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Power Train Engineering, Ford Motor Company

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Assume 4200 is the amount of repairs (cold end kits) needed. That is not market volume of product.

So if I assume market volume is 8000..

$r/1000=4200/8000...$

The 90% is from Lokesh..

Since this is required to close QSF.. Is it possible to zero the fields the same way as normal engineering release?

Sincerely,

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Caleb Wang

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Power Train Engineering, Ford Motor Company

11F065, Bldg 1, MD 1232

20000 Rotunda Dr.

Cell:

Dearborn, MI 48124

Email: xwang14@ford.com

From: Krawczyk, Kevin (R.)
Sent: Tuesday, March 03, 2015 7:57 PM
To: Buelow, Steve (S.E.)
Subject: FW: Emerging QSF - rebin request
Attachments: TSB 14-0130. - Emerging and QSF Reporting Interior / Exterior -- For Week of March 2, 2015

Exterior does not want the warranty spend for this TSB and they want CC to pick it up. See also attached.

Kevin Krawczyk
 Product Concern Engineer
 Explorer/Taurus/MKS
 Ford Motor Company
 313-248-6022

From: Okragly, David (DAO.)
Sent: Tuesday, March 03, 2015 9:28 AM
To: Krawczyk, Kevin (R.); Setti, Lokesh (L.)
Cc: Tatge, John (JFT.); Kummer, Lawrence (L.J.); Bustamante, Chris (C.T.)
Subject: Emerging QSF - rebin request

Kevin, please rebin this emerging QSF from Exterior to Climate Control...

Status	Cluster	Function	Vehicle Line	Model Year	Concern	Region Affected	Functional Champion-Engineering Contact-PCE-FQM	Comments
	Truck SUV	EXT	EXPLORER	2013-2015	07420150002-EXHAUST ODOR		LKUMMER LSEETAMS KKRAWCZY	CC: Repeat Exhaust odor after 0130. CA: Climate control calibration. Aux unit to be on and high threshold to activate fresh air strategy. SC: Revised climate control software. PC: N/A ST: Feb/27: Engineering work on HVAC software update.

David Okragly
 NA PD VFG Quality Supervisor
 Ford Body Exterior Quarterback
 Ph: 313-805-6230

From: Moser, Steven (S.R.)
Sent: Tuesday, March 03, 2015 7:51 PM
To: Muter, Doreen (D.J.); Kummer, Lawrence (L.J.); Seetharaman, Vinod (V.); Krawczyk, Kevin (R.); Anderson, Rita (R.); Tatge, John (JFT.); Ronzi, Bill (W.C.); Jones, Jennifer (J.O.); Hurley, Paul (P.D.)
Subject: TSB 14-0130. - Emerging and QSF Reporting Interior / Exterior -- For Week of March 2, 2015

Doreen, I noticed that the current TSB 14-0130 will need to be updated because of the repeat repairs for the Explorer Exhaust odor issue. In my mind, the causal part for this issue should not be listed as the Air Extractor. We changed the air extractor for an ICA to try to help the situation but it looks like it is not working. Some other function needs to work on the PCA.

Jennifer, can you please assign an unbiased person to help logically deduce what causal part should be put on the revision to TSB 14-0130 and report out on a future FSQR ?

Steven R. Moser
Body Exterior Quarterback
Ford Motor Company
Office: PDC 2C-F33
Cell Phone: [REDACTED]

From: Muter, Doreen (D.J.)
Sent: Friday, February 27, 2015 1:07 PM
To: Barthelemy, Bruno (B.); Mass, Noah (N.B.); Keller, Mark (M.E.); Abdelnour, Sleiman (S.N.); Williams, Michael (M.T.); Musleh, Michael (A.); Burgess, Dave (D.R.); Correa, Juan (A.); Doman, Brad (B.N.); Ekladyous, Albert (A.); Ford, Michael (M.A.); Godette, Frank (F.); Hall, Robert (R.T.); Krishnan, Venky (V.); Norman, Mike (M.); Okragly, David (DAO.); Balzer, Jason (J.); Anderson, Rita (R.); O'Callaghan, Kevin (K.M.); Bills, Denise (D.); Pierce, Joel (J.T.); Bahr, Wayne (W.E.); Siedlecki, Tad (T.J.); Zabinski, Robert (S.); Dent, John (J.); Allen, Wilhelmina (W.); Okragly, David (DAO.); Bernwanger, George (G.A.); Ciarelli, Tom (T.J.); Hine, James (J.E.); King, Cicely (C.); Kumar, Mukesh (M.); Yuen, Lucinda (.); Ritter, Suzanne (S.M.); Fusco, Frank (F.D.); Brown, Jerry (J.R.); Ferretti, Daniel (D.L.); Nefcy, Martha (M.E.); Shinska, John (J.A.); Bysouth, Bradley (B.); Halonen, Aaron (A.M.); Hurley, Paul (P.D.); Walker, Larry (L.L.); Derington, Bryan (B.P.); Hamilton, Steven (S.C.); Moser, Steven (S.R.); Hamilton, Steven (S.C.); Popejoy, Mark (M.); Cantwell, Christopher (C.); Dinkins, Spencer (S.)
Cc: Muter, Doreen (D.J.)
Subject: Emerging and QSF Reporting Interior / Exterior -- For Week of March 2, 2015

<< File: Emerging Exterior.xml >> << File: Emerging Interior.xml >> << File: QSF Exterior.xlsx.xml >> << File: QSF Interior.xlsx.xml >>

Doreen J. Muter

Warranty Commodity Manager – Interior / Exterior
Ford Customer Service Division
Phone 313-322-6560
Fax: 866-425-3371

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From: Krawczyk, Kevin (R.)
Sent: Thursday, February 19, 2015 2:57 PM
To: Setti, Lokesh (L.)
Cc: Buelow, Steve (S.E.)
Subject: FW: Exhaust - 90 degree SS tips

FYI, we are opening a concern to track the process of this fix.

Kevin Krawczyk
Product Concern Engineer
Explorer/Taurus/MKS
Ford Motor Company
313-248-6022

From: Magolan, Allen (A.M.)
Sent: Wednesday, February 18, 2015 12:36 PM
To: Wang, Caleb Xiangfu (C.); Bruckner, Paul (P.R.); Setti, Lokesh (L.); Bourgeau, Peter (P.)
Cc: Wilde, Chris (L.C.); Buelow, Steve (S.E.); Kummer, Lawrence (L.J.); Basiouny, Makram (M.); Krawczyk, Kevin (R.); Villanueva, Tisha (T.C.)
Subject: RE: Exhaust - 90 degree SS tips

The current incorporation date is June 1 at Chicago Assembly. Part timing has been pulled up as much as possible, limited at this point only by Supplier PPAP completion.

100% of the applicable 2016 Explorer models will be equipped.

Yes we also need to confirm the prior-model part service support (Peter is lead).

Allen Magolan
U502 / D-Car Programs and Police, VI Supervisor
Cellphone/VoiceMail [REDACTED]

From: Wang, Caleb Xiangfu (C.)
Sent: Wednesday, February 18, 2015 12:15 PM
To: Bruckner, Paul (P.R.); Setti, Lokesh (L.); Bourgeau, Peter (P.); Magolan, Allen (A.M.)
Cc: Wilde, Chris (L.C.); Buelow, Steve (S.E.); Kummer, Lawrence (L.J.); Basiouny, Makram (M.); Krawczyk, Kevin (R.)
Subject: RE: Exhaust - 90 degree SS tips

Believe Allen Magolan has scheduled a meeting to go over the timing for current production service and 2016MY GCC parts. Pete Bourgeau will provide the latest status from supplier.

Thanks!

Regards,

Caleb Wang

CD6 Exhaust Cold End Systems.

Power Train Engineering, Ford Motor Company

11F065, Bldg 1, MD 1232
20000 Rotunda Dr. Cell: [REDACTED]
Dearborn, MI 48124 Email: xwang14@ford.com

From: Bruckner, Paul (P.R.)
Sent: Wednesday, February 18, 2015 11:53 AM
To: Setti, Lokesh (L.); Wang, Caleb Xiangfu (C.)
Cc: Wilde, Chris (L.C.); Buelow, Steve (S.E.); Kummer, Lawrence (L.J.); Basiouny, Makram (M.); Krawczyk, Kevin (R.)
Subject: RE: Exhaust - 90 degree SS tips

Could you please advise the latest status on the 90 degree SS tips for production? We need to provide an update to the local market.

Thank you!

Paul Bruckner

EMS Product Concern Manager
313-323-0925 pbruckne@ford.com



| Emerging Market Services

From: Wilde, Chris (L.C.)
Sent: Tuesday, February 17, 2015 11:32 AM
To: Bruckner, Paul (P.R.)
Subject: FW: Exhaust - 90 degree SS tips

FYI

From: Krawczyk, Kevin (R.)
Sent: Thursday, February 12, 2015 10:50 AM
To: Setti, Lokesh (L.); Wang, Caleb Xiangfu (C.)
Cc: Wilde, Chris (L.C.); Buelow, Steve (S.E.)
Subject: RE: Exhaust - 90 degree SS tips

Lokesh or Caleb,
Can you confirm the info below?

Kevin Krawczyk
Product Concern Engineer
Explorer/Taurus/MKS
Ford Motor Company
313-248-6022

From: Wilde, Chris (L.C.)
Sent: Thursday, February 12, 2015 10:43 AM
To: Krawczyk, Kevin (R.)
Subject: FW: Exhaust - 90 degree SS tips
Importance: High

Kevin,

Can you confirm the inquiry below?

Will the 90 degree exhaust tips will be installed on Explorer at the factory starting from the 1st of April 2015?

Thank you,

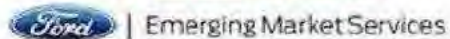
From: Bruckner, Paul (P.R.)
Sent: Thursday, February 12, 2015 10:33 AM
To: Avery, Kevin (K.); Vongthip, Didi (D.); Wilde, Chris (L.C.)
Subject: FW: Exhaust - 90 degree SS tips
Importance: High

Do we have confirmation on this?

Please confirm when the 90 degree exhaust tips will be installed on the Edge, Explorer and MKX at the factory.

Thx!

Paul Bruckner
EMS Product Concern Manager
313-323-0925 pbruckne@ford.com



From: Basiouny, Makram (M.)
Sent: Thursday, February 12, 2015 9:54 AM
To: Bruckner, Paul (P.R.)
Subject: FW: Exhaust - 90 degree SS tips
Importance: High

Paul,

Please confirm when the 90 degree exhaust tips will be installed on the Edge, Explorer and MKX at the factory.

Best Regards,

M. Makram

From: Ravichandran Natrajan Poonamalle [<mailto:rpoonamalle@altayer.com>]
Sent: Thursday, February 12, 2015 12:12 PM
To: Basiouny, Makram (M.)
Cc: Boulos Massoud
Subject: Exhaust - 90 degree SS tips
Importance: High

Hi Makram

As you aware, we are currently sourcing and installing 90 degree SS exhaust tips during PDI for Explorer, Edge and MKX vehicles.

We were given to understand that Ford will start installing these tips at production stage from the 1st April 2015.

Can you please check with Ford USA team and confirm the same so that we can plan our ordering / Inventory levels accordingly.

Thanks and Regards

Ravichandran P N
Parts & Accessories Manager
Al Tayer Motors
PO Box 7310, Dubai, UAE
Tel: +971 4 3037667
Fax: +971 4 340192
www.altayermotors.com

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From: Krawczyk, Kevin (R.)
Sent: Thursday, February 19, 2015 2:10 PM
To: Gillis, Jeffrey (J.L.)
Subject: FW: Exhaust - 90 degree SS tips

Jeff,
I believe you asked about this, so I wanted you to see it also.

Kevin Krawczyk
Product Concern Engineer
Explorer/Taurus/MKS
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313-248-6022

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To: Setti, Lokesh (L.); Wang, Caleb Xiangfu (C.)
Cc: Wilde, Chris (L.C.); Buelow, Steve (S.E.); Kummer, Lawrence (L.J.); Basiouny, Makram (M.); Krawczyk, Kevin (R.)
Subject: RE: Exhaust - 90 degree SS tips

Could you please advise the latest status on the 90 degree SS tips for production? We need to provide an update to the local market.

Thank you!

Paul Bruckner

EMS Product Concern Manager
313-323-0925 pbruckne@ford.com



| Emerging Market Services

From: Wilde, Chris (L.C.)
Sent: Tuesday, February 17, 2015 11:32 AM
To: Bruckner, Paul (P.R.)
Subject: FW: Exhaust - 90 degree SS tips

FYI

From: Krawczyk, Kevin (R.)
Sent: Thursday, February 12, 2015 10:50 AM
To: Setti, Lokesh (L.); Wang, Caleb Xiangfu (C.)
Cc: Wilde, Chris (L.C.); Buelow, Steve (S.E.)
Subject: RE: Exhaust - 90 degree SS tips

Lokesh or Caleb,
Can you confirm the info below?

Kevin Krawczyk
Product Concern Engineer
Explorer/Taurus/MKS
Ford Motor Company
313-248-6022

From: Wilde, Chris (L.C.)
Sent: Thursday, February 12, 2015 10:43 AM
To: Krawczyk, Kevin (R.)
Subject: FW: Exhaust - 90 degree SS tips
Importance: High

Kevin,

Can you confirm the inquiry below?

Will the 90 degree exhaust tips will be installed on Explorer at the factory starting from the 1st of April 2015?

Thank you,

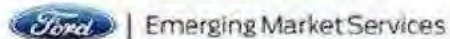
From: Bruckner, Paul (P.R.)
Sent: Thursday, February 12, 2015 10:33 AM
To: Avery, Kevin (K.); Vongthip, Didi (D.); Wilde, Chris (L.C.)
Subject: FW: Exhaust - 90 degree SS tips
Importance: High

Do we have confirmation on this?

Please confirm when the 90 degree exhaust tips will be installed on the Edge, Explorer and MKX at the factory.

Thx!

Paul Bruckner
EMS Product Concern Manager
313-323-0925 pbruckne@ford.com



From: Basiouny, Makram (M.)
Sent: Thursday, February 12, 2015 9:54 AM
To: Bruckner, Paul (P.R.)
Subject: FW: Exhaust - 90 degree SS tips
Importance: High

Paul,

Please confirm when the 90 degree exhaust tips will be installed on the Edge, Explorer and MKX at the factory.

Best Regards,

M. Makram

From: Ravichandran Natrajan Poonamalle [<mailto:rpoonamalle@altayer.com>]
Sent: Thursday, February 12, 2015 12:12 PM
To: Basiouny, Makram (M.)
Cc: Boulos Massoud
Subject: Exhaust - 90 degree SS tips
Importance: High

Hi Makram

As you aware, we are currently sourcing and installing 90 degree SS exhaust tips during PDI for Explorer, Edge and MKX vehicles.

We were given to understand that Ford will start installing these tips at production stage from the 1st April 2015.

Can you please check with Ford USA team and confirm the same so that we can plan our ordering / Inventory levels accordingly.

Thanks and Regards

Ravichandran P N
Parts & Accessories Manager
Al Tayer Motors
PO Box 7310, Dubai, UAE
Tel: +971 4 3037667
Fax: +971 4 340192
www.altayermotors.com

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From: Keinath, Wayne (W.)
Sent: Tuesday, November 12, 2013 11:06 PM
To: Baldwin, Mark (M.E.)
Subject: FW: Exhaust odor buyback tally

Please add these costs to your CCC Based 6-Panel.

Regards:

Wayne Keinath

CAP VE & Chassis PVT Supervisor

(773) 646-7372 or (313) 805-3771

Fax (773) 646-7377

From: Buelow, Steve (S.E.)
Sent: Friday, November 01, 2013 5:40 PM
To: Docimo, Tony (A.F.); Sarkisian, Mark (Z.); Keinath, Wayne (W.); Bustamante, Chris (C.T.)
Subject: Exhaust odor buyback tally

FYI on vehicle buybacks for exhaust odor.

Please do not forward unless necessary.

Clip from a note I sent to my management.

I ran the 44 VIN's Bill provided from his data run, through CQIS and AWS.
The VIN's are odor buybacks for 2011-2014 Explorer, Flex, Edge, and MKX.

RAV Buybacks include:

- 6 - 2011 Explorers
- 2 - 2011 Flex
- 6 - 2012 Explorers
- 1 - 2012 Flex
- 1 - 2012 MKX
- 7 - 2013 Explorers

1FMHK8F8XBG	[REDACTED]	2011	Explorer
1FMHK7D87BG	[REDACTED]	2011	Explorer
1FMHK8D87BG	[REDACTED]	2011	Explorer
1FMHK8D87BG	[REDACTED]	2011	Explorer
1FMHK7F86BG	[REDACTED]	2011	Explorer
1FMHK7D82BG	[REDACTED]	2011	Explorer
2FMGK5BC3BB	[REDACTED]	2011	Flex
2FMGK5DC6BB	[REDACTED]	2011	Flex
1FMHK8D87CG	[REDACTED]	2012	Explorer
1FMHK8D87CG	[REDACTED]	2012	Explorer

1FMHK7B86CG	[REDACTED]	2012	Explorer
1FMHK7F88CG	[REDACTED]	2012	Explorer
1FMHK8D85CG	[REDACTED]	2012	Explorer
1FMHK7F83CG	[REDACTED]	2012	Explorer
2FMGK5DC4CE	[REDACTED]	2012	Flex
2LMDJ8JK7CBL	[REDACTED]	2012	MKX
1FM5K7D82DG	[REDACTED]	2013	Explorer
1FM5K7F8XDG	[REDACTED]	2013	Explorer
1FM5K8D87DG	[REDACTED]	2013	Explorer
1FM5K8F8XDG	[REDACTED]	2013	Explorer
1FM5K7F8XDG	[REDACTED]	2013	Explorer
1FM5K7D84DG	[REDACTED]	2013	Explorer
1FM5K7F82DG	[REDACTED]	2013	Explorer

-The Customer Defines Quality-

Steve Buelow - Ford Motor Company

FCSD Program Manager-

Taurus/SHO/MKS/Explorer/Police

Chicago Assembly PVT Office

773-646-7495 DialNet 686-7495

Cell [REDACTED] sbuelow@ford.com

"If I had asked people what they wanted, they would have said faster horses."

— Henry Ford

From: Setti, Lokesh (L.)
Sent: Wednesday, June 27, 2012 5:56 PM
To: Schaffer, Timothy (T.J.)
Subject: FW: Exhaust Odor on Flex- Update Rear Extractor

fyi

From: Setti, Lokesh (L.)
Sent: Wednesday, June 27, 2012 1:07 PM
To: Madhavan, Ranganathan (R.); Michalopoulos, George (G.); Caruso, Sal (S.R.)
Cc: Ricks, Kevin (K.J.); Janiunas, Vince (V.J.); Crocker, Jonathan (J.A.)
Subject: Exhaust Odor on Flex- Update Rear Extractor

Madhavan/George,

Due to similar complaints/buybacks as Explorer, we are now working on a service fix for Flex. Testing shows that in addition to underbody sealing, the driver side rearmost extractor (Flex has 2 extractors per side) will need to be plugged. So, will need your support to evaluate fogging and door closing efforts. I can help provide test vehicles. Pls. let me know when you can begin testing. Thanks

Sal,

Pls. find out if TRW/WEGU can either get us a part that can plug this hole OR if they can convert this to a dual rate one (similar to what was done on Explorer) only for service. Thanks

Lokesh Setti
Senior Engineer
Vehicle Integration
(313) 805-6007

From: Setti, Lokesh (L.)
Sent: Wednesday, February 11, 2015 4:05 PM
To: Patel, Bharat (B.J.); Parrish, Will (W.F.)
Subject: FW: Exhaust Odor Request

Categories: CCM

fyi –

Lokesh Setti

Tech. Spec./ Attribute Supervisor
Vehicle Integration
(313) 805-6007

From: von Foerster, Steve (SvF.)
Sent: Friday, January 30, 2015 10:38 AM
To: Setti, Lokesh (L.)
Subject: RE: Exhaust Odor Request

Thanks for covering and updating me on the outcomes!

From: Setti, Lokesh (L.)
Sent: Wednesday, January 28, 2015 7:41 PM
To: von Foerster, Steve (SvF.)
Cc: Kummer, Lawrence (L.J.)
Subject: RE: Exhaust Odor Request

Steve, Here is the outcome from today's mtg. with NHTSA–

Attendees from Ford side: John Risch (ASO), Mark Tuneff (ASO), Todd Fronkowiak (ASO), Brent Rajaneimi (VI) and myself. There were four attendees from NHTSA side.

We took them through our Explorer cabin/tailpipe CO data, estimate of emissions constituents in cabin, limits from known standards, service and production actions on Explorer, Flex, Edge/MKX.

Overall, the mtg. went well. ASO felt that it was more of a standards learning for them in the form of this inquiry. In conclusion, they requested ASO provide the following:

1. Scrub our warranty/claims data to look for any known injury/illness/hospitalization/medical attention (related to exhaust odor/CO inhalation in the cabin) and compare # of claims before/after the lawsuit to look for a trend after a public event such as class action lawsuit.
2. Share any of our findings on root cause/benchmark study.
3. Share the material that was presented at this mtg. with agreement of confidentiality.

Attached is the Vehicle Owners Questionnaire (VOQ) claims (form to report vehicle problems to NHTSA electronically) that they provided to ASO last week.

<< File: VOQ Data.xls >>

Lokesh Setti

Tech. Spec./ Attribute Supervisor
Vehicle Integration
(313) 805-6007

From: Setti, Lokesh (L.)
Sent: Tuesday, January 13, 2015 1:52 PM
To: von Foerster, Steve (SvF.)
Cc: Kummer, Lawrence (L.J.)
Subject: FW: Exhaust Odor Request

Steve, fyi – here is the first official inquiry from NHTSA on exhaust odor. They want to have a chat with ASO on 1/28/15.

Lokesh Setti

Tech. Spec./ Attribute Supervisor
Vehicle Integration
(313) 805-6007

From: Setti, Lokesh (L.)
Sent: Tuesday, January 13, 2015 1:45 PM
To: Risch, John (J.J.)
Subject: RE: Exhaust Odor Request

Pls. invite my Manager - Larry Kummer.

Lokesh Setti

Tech. Spec./ Attribute Supervisor
Vehicle Integration
(313) 805-6007

From: Risch, John (J.J.)
Sent: Tuesday, January 13, 2015 10:47 AM
To: Setti, Lokesh (L.)
Subject: RE: Exhaust Odor Request

Ok great. Thank you! Either Mark Tuneff or I will send out a meeting notice, is there anyone else on your end that you would like us to invite?

John J. Risch

Automotive Safety Office
Fairlane Plaza South, Suite 500
330 Town Center Drive
Dearborn, Mi 48126
Phone: 313-594-3174, Fax: 313-594-2268
Email: jrisch@ford.com

From: Setti, Lokesh (L.)
Sent: Tuesday, January 13, 2015 9:58 AM
To: Risch, John (J.J.)
Subject: RE: Exhaust Odor Request

Yes. I can speak for all the materials including TSB release. However, if NHTSA needs to know the latest total number of customers that have had the TSB, will need to invite FCSD program managers.

Lokesh Setti
Tech. Spec./ Attribute Supervisor
Vehicle Integration
(313) 805-6007

From: Risch, John (J.J.)
Sent: Tuesday, January 13, 2015 9:23 AM
To: Setti, Lokesh (L.)
Subject: FW: Exhaust Odor Request

Lokesh,

Would you be able to support a call at 2pm on 1/28 to go over the exhaust gas materials you sent over last week with NHTSA? As we previously discussed, I am envisioning something very similar to what was done for CCRG. Also, would you be the appropriate person to discuss TSB's issued for Explorer, Edge and Flex (see below)? If not, would you know who I could contact to discuss TSB's in support of the meeting?

Thank you again for your help!

John J. Risch
Automotive Safety Office
Fairlane Plaza South, Suite 500
330 Town Center Drive
Dearborn, Mi 48126
Phone: 313-594-3174, Fax: 313-594-2268
Email: jrisch@ford.com

From: Tuneff, Mark (M.S.)
Sent: Tuesday, January 13, 2015 8:58 AM
To: Risch, John (J.J.)
Subject: Exhaust Odor Request

John,
Just received a call from NHTSA, they would like to schedule a chat on 1/28 at 2:00PM for the exhaust gas odor request. In addition to any TSBs on the Explorer they would also like to be able to chat about 14-02-01 on Edge/MKX and 14-01-98 on Flex. Let me know if that isn't going to work please!

Mark Tuneff
Ford Motor Company
Automotive Safety Office
Phone: 313-323-0394
Fax: 313-594-2268

From: Case, Bob (R.G.)
Sent: Wednesday, May 28, 2014 11:53 AM
To: Tatge, John (JFT.)
Cc: Ricks, Kevin (K.J.); Schaffer, Timothy (T.J.)
Subject: FW: Explorer Air Extractor

Good morning John,

Wanted to circle back on the revised Explorer air extractor WERS concern based on the PDQR discussion...

We could use some help to get this one released to keep the ball rolling etc....

Thanks.

Bob Case
Manager - Car Service Engineering
FCSD - SEO; 313-323-2627

From: Schaffer, Timothy (T.J.)
Sent: Tuesday, May 27, 2014 3:18 PM
To: Ricks, Kevin (K.J.); Case, Bob (R.G.)
Subject: FW: Explorer Air Extractor

FYI

From: Huber, Matt (M.A.)
Sent: Tuesday, May 27, 2014 3:17 PM
To: Schaffer, Timothy (T.J.)
Subject: RE: Explorer Air Extractor

We are still waiting for the integration team to do door closing efforts on the new extractor. We tried to find the data from the previous change but no one seems to have the file. My manager does not want to release the change without that data.

Last week the concern was checked and it is still in working status.

Matt Huber
Ford Motor Company
Dynamic Sealing Engineer
Product Design Center, Cube 2D-F07
(313)806-8505
mhuber2@ford.com

From: Schaffer, Timothy (T.J.)
Sent: Tuesday, May 27, 2014 11:22 AM
To: Huber, Matt (M.A.)
Subject: Explorer Air Extractor

Hi Matt – I know you've been working with Kevin and Steve, But do you have an update for the new extractor for the U502? Thanks.

Subject: FW: Explorer Exhaust Odor Competitive Vehicle Benchmark Study
Location: Building #2 Garage

Start: Mon 10/27/2014 4:00 PM
End: Mon 10/27/2014 8:00 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Sloss, Jeffrey (J.D.)

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

From: Sloss, Jeffrey (J.D.)
Sent: Monday, October 27, 2014 7:58 AM
To: Sloss, Jeffrey (J.D.); Martelli, Ronald (R.L.); Shanahan, John (J.L.); Setti, Lokesh (L.); Wang, Caleb Xiangfu (C.); Johnson, Greg (G.T.); Bumbaroska, Mira (M.); Schonscheck, Jeffrey (J.A.); Rajaniemi, Brent (B.)
Subject: Explorer Exhaust Odor Competitive Vehicle Benchmark Study
When: Monday, October 27, 2014 12:00 PM-4:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Building #2 Garage

The following Explorer Competitive vehicles will be available for review in the building 2 garage:

GMC Acadia 3.6L
Toyota Highlander 3.5L
Honda Pilot 3.5L
Nissan X-Terra 4.0L

From: Ricks, Kevin (K.J.)
Sent: Friday, February 15, 2013 4:25 PM
To: Sorochinsky, Christine (M.); Schaffer, Timothy (T.J.)
Subject: FW: Explorer Exhaust Odor Issue And MVDN write-up

This almost works against us in some of our odor cases.

From: Johnson, Jim (J.S.)
Sent: Friday, February 15, 2013 9:08 AM
To: Ricks, Kevin (K.J.)
Subject: FW: Explorer Exhaust Odor Issue And MVDN write-up

From: Carey, John (J.P.)
Sent: Tuesday, February 12, 2013 4:59 PM
To: Johnson, Jim (J.S.)
Cc: Carey, John (J.P.)
Subject: Explorer Exhaust Odor Issue And MVDN write-up

Jim,
From the owner's manual. The owner's manual highlighted text should be considered for change or deletion in light of the known issue.

D. Recirculated air: Press to switch between outside air and recirculated air. When the LED on the button is lit, the air currently in the passenger compartment is being recirculated. **Using recirculated air can reduce the time needed to cool the interior and reduce unwanted odors from entering your vehicle.**

Note: Recirculated air engages automatically when MAX A/C is selected or can be turned on manually in any airflow mode except Defrost.

Write up

Evaluated vehicle during road test with customer driving. A/C set in Auto position @ 71 deg and recirculation mode selected. Rear auxiliary system was on and on fan speed three. Customer was able to demonstrate slight exhaust odor after hard acceleration from a stop or when accelerating hard to pass another vehicle. Customer was instructed to use outside air mode to eliminate exhaust odor and circulate fresh filtered air into the passenger compartment. When in the outside air mode the customer did not detect any objectionable exhaust odor during the 37 mile road test. Field Service Engineer further inspected vehicle and drove the vehicle an additional 15 miles for a total road test miles of 52. No further repairs are required beyond the previously performed TSB 12-12-4. Miles out 2312.

Thank you

John Carey
Field Service Engineer
Ford Motor Company
Service Engineering Operations

Orlando/Miami Technical Zone T02
(407) 467-5087
"Fix it right every time with Rotunda!"



LINCOLN

ROTUNDA

From: Krawczyk, Kevin (R.)
Sent: Wednesday, August 27, 2014 3:26 PM
To: Buelow, Steve (S.E.)
Subject: FW: Explorer Exhaust Odor

FYI

Kevin Krawczyk
Ford Motor Company
Product Concern Engineer
Taurus / Explorer / MKS
Phone: 313-248-6022

From: Doss, Jacob (J.E.)
Sent: Wednesday, August 27, 2014 11:26 AM
To: Krawczyk, Kevin (R.)
Subject: RE: Explorer Exhaust Odor

1FM5K7D86DG	
1FM5K8GTXDG	
1FM5K7D81EG	
1FM5K7D87EG	

Here are a few of them.

Jacob Doss

Customer Resolution Specialist
Ford Motor Company
Customer Relationship Center
Phone 321-435-1482
Fax 888-392-8683
jdoss@ford.com

From: Krawczyk, Kevin (R.)
Sent: Wednesday, August 27, 2014 11:21 AM
To: Doss, Jacob (J.E.)
Subject: RE: Explorer Exhaust Odor

Jacob,
Tomorrow is a big VQR (Vehicle Quality Review) meeting. We will be bringing up the exhaust odor on Explorer and it will be getting attention. Even if you don't have VINs, could you get me the number of LL or buyback cases you have on Explorer for this.
Thanks!

Kevin Krawczyk
Ford Motor Company

Product Concern Engineer
Taurus / Explorer / MKS
Phone: 313-248-6022

From: Doss, Jacob (J.E.)
Sent: Wednesday, August 27, 2014 9:08 AM
To: Krawczyk, Kevin (R.)
Subject: FW: Explorer Exhaust Odor

Kevin,
Here is a note from one of the FSE, he has been trying to reach you to discuss a recent explorer odor concern.

Jacob Doss

Customer Resolution Specialist
Ford Motor Company
Customer Relationship Center
Phone 321-435-1482
Fax 888-392-8683
jdoss@ford.com

From: Jay, Brian (B.L.)
Sent: Wednesday, August 27, 2014 3:10 AM
To: Doss, Jacob (J.E.)
Subject: Explorer Exhaust Odor

Hi Jake.

Regarding the TFOAMS you and Asad have set me up for (TFOAMS# 20127499) and the phone conversation we had last week, I wanted to inform that I have been following your instructions to contact Kevin Krawczyk.

In fact, I have sent him two AEQ feedback requests along with two additional emails in the past two weeks. To date, I have RECEIVED ZERO RESPONSES.

I am suggesting you might want to consider discontinuing instructing FSE's to contact the PVT / PCE considering the PVT / PCE does not respond to our inquires.

On a much, much, much more lighter note however, please read the latest comments in AEQ under **Global Concern Number: 07420130012** dated August 25th 2014 (if you have not seen them already).

I don't know that I would call the progress, but it's a start I guess.

Thanks.

Brian L. Jay
Field Service Engineer - Houston
Mobile: 281-788-0870
Fax: 866-416-0767
bjay1@ford.com



From: Buelow, Steve (S.E.)
Sent: Thursday, October 15, 2015 5:07 PM
To: Krawczyk, Kevin (R.)
Subject: FW: Explorer Exhaust Trend Report

-The Customer Defines Quality-

Steve Buelow - Ford Motor Company

FCSD Program Manager-
Taurus/SHO/MKS/Explorer/Police
Chicago Assembly PVT Office
773-646-7495 DialNet 686-7495
Cell [REDACTED] sbuelow@ford.com

"Even if you're on the right track, you'll get run over if you just sit there." -- Will Rogers

From: Doss, Jacob (J.E.)
Sent: Wednesday, October 14, 2015 12:13 PM
To: Buelow, Steve (S.E.)
Subject: FW: Explorer Exhaust Trend Report

Jacob Doss

Customer Resolution Specialist
Ford Motor Company
Customer Relationship Center
Phone 321-435-1482
Fax 888-392-8683
jdoss@ford.com

From: Pope, Crystal (C.)
Sent: Wednesday, October 14, 2015 11:45 AM
To: Doss, Jacob (J.E.)
Cc: Webb, Melissa (M.); Gulley, Angela (A.); Holst, Irene (I.K.); Gorsuch, Trina (T.)
Subject: RE: Explorer Exhaust Trend Report

Hi Jake,

I've reached out to our agents on Twitter and Facebook; while they have heard of the issue being mentioned in the past, they haven't seen a large amount of volume around it. On the Explorer Forum, however, it is a trending topic:

Here's a 94-page thread (over 1800 posts) about exhaust smell in the cabin of Explorers under hard acceleration. The thread started in 2011 and the most recent post is from today:

<http://www.explorerforum.com/forums/showthread.php?t=323597&highlight=exhaust&page=94>

There's another, smaller (13 pages, 250 posts) thread, but the concerns vary in description from exhaust smell to a body odor smell coming from the vents/AC. This one isn't as active as the one above. The first post was in 2012, and there have been a couple of posts in the past month:

<http://www.explorerforum.com/forums/showthread.php?t=375439&page=13>

There are a few other threads with one or two posts, but most of those customers have ended up on one of the two threads above.

Let me know if you need any additional information.

Ford Motor Company ®

Crystal Pope | Social Media Specialist | Marketing
c pope18@ford.com | www.ford.com



From: Gorsuch, Trina (T.)
Sent: Wednesday, October 14, 2015 11:20 AM
To: Doss, Jacob (J.E.)
Cc: Webb, Melissa (M.); Pope, Crystal (C.); Gulley, Angela (A.); Holst, Irene (I.K.)
Subject: Explorer Exhaust Trend Report

Hey Jake-

I have Crystal Pope gathering any feedback or buzz we have received on Twitter, Facebook, or Web regarding "exhaust issues with the Explorer" as requested.

We will have that to you as soon as we can.

Thank you,

Trina Gorsuch
Senior Team Leader, Social Media Customer Service
tgorsuc1@ford.com
www.percepta.com



From: Schaffer, Timothy (T.J.)
Sent: Friday, January 03, 2014 9:13 PM
To: Norton, John (J.K.) (jnorton@ford.com)
Cc: Nowaczyk, Rick (R.J.)
Subject: FW: Explorer Fume Concern

Hi John,

I'm going to assist Rick with this since I've a lot of the background info. Rick has already reached out to Robin twice today and left her voice mails.

I've shot Greg Cottrell a note and voice mail.

I've talked to Lokesh, this may fit his needs for further exhaust turn down testing.

Rick and I will keep you posted.

Hope you had a great Holliday Season!

Sincerely,
Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tschaff2@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Friday, January 03, 2014 3:55 PM
To: Schaffer, Timothy (T.J.)
Subject: RE: Explorer Fume Concern

Looks like KS is where the vehicle is located. The owner of the dealer is Les Eck per the email he sent Mike Berardi. I just tried Robin again and got her voice mail, so I will try on Monday.



7310 E Kellogg Wichita, KS

Sales: (888) 648-6488

Service: (888) 648-6488

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What really sets a car dealership apart these days is...

From: Schaffer, Timothy (T.J.)
Sent: Friday, January 03, 2014 3:43 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: Explorer Fume Concern

I don't think you need to worry about someone thinking you didn't do your job. Your reputation completely contradicts that, we all know you get it done.

Ok, I'll run with this. Send Robin my way. I will follow up with her on Monday. The unit is in Texas right? Do you know if this one went through the sealing actions?

Sincerely,
Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tschaff2@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Friday, January 03, 2014 3:38 PM
To: Schaffer, Timothy (T.J.)
Subject: RE: Explorer Fume Concern

I left Robin a voice mail message she is over in the Executive Liaison Office. It sounds like this vehicle may be a good candidate being it is getting bought back. That would be great if you don't mind taking it this over, we just need to communicate to John Norton that you would taking this case over being you have all the background on this concern. I just don't want it to look like I didn't do my job and past it over to you. You are right thought Steve should have stepped up being he is the one reporting out on this issue every week in the PDQR.

From: Schaffer, Timothy (T.J.)
Sent: Friday, January 03, 2014 2:11 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: Explorer Fume Concern

Steve should be leading this. I've been digging on both so we could keep the ball moving.

What do you need me to do?

Robin at the dealer? Lokesh is looking for a unit to do further testing on (downturns).

Since you are on the short timer list =☺ I can handle so you don't need to get in the middle.

Sincerely,
Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tschaff2@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Friday, January 03, 2014 1:44 PM

To: Schaffer, Timothy (T.J.)
Subject: FW: Explorer Fume Concern
Importance: High

FYI, is this the one you are also leading or is it Steve B. ? His name is on it in AEQ.

From: Nowaczyk, Rick (R.J.)
Sent: Friday, January 03, 2014 1:29 PM
To: Norton, John (J.K.)
Cc: Humphries, Glenn (G.L.); Buelow, Steve (S.E.)
Subject: RE: Explorer Fume Concern
Importance: High

John,
Yes, I'll be happy to work with Robin and the appropriate FSE. I will also get in touch with engineering to see if they should look at this vehicle.

From: Norton, John (J.K.)
Sent: Friday, January 03, 2014 12:43 PM
To: Nowaczyk, Rick (R.J.)
Cc: Humphries, Glenn (G.L.)
Subject: FW: Explorer Fume Concern

Rick,

Can you work with Robin and the appropriate FSE to determine the severity of this issue. The decision to buy the vehicle back, however I would like to determine if this is a vehicle that Engineering should look at.

Regards,

John Norton

Global Chief Engineer
Customer Service Engineering
Ford Customer Service Division
Phone: (313) 322-9454
Email: jnorton@ford.com

From: Cottrell, Gregory (G.L.)
Sent: Friday, January 03, 2014 12:14 PM
To: Tansil-Marshall, Robin (R.)
Cc: Berardi, Michael (M.A.); Feil, Denise (D.); Norton, John (J.K.)
Subject: FW: Explorer Fume Concern

Robin,

Please assign this to an agent. The dealership contact is Vicki McMillin (cell phone: [REDACTED]), I spoke to her this morning. The decision has been made to offer trade assistance for the customer. Some complexities with this case are:

- Customer now resides in Texas and that is where the vehicle is located.

- Selling Dealer (Rusty Eck Ford) located in Kansas, and may have a vehicle the customer wants.
- Service Engineering (John Norton) has requested an FSE review the vehicle condition prior to it going to auction to evaluate the concern.

Have the EL agent contact Vicki today to get the customer information. Vicki was going to contact customer and advise that an EL agent will be in contact with them by this coming Monday.

I have already been in contact with the Dealer, Les Eck, via phone and email regarding this customer.

Can we have a status report by next Wed for John Norton, Denise Feil, Mike Berardi, and myself.

Greg

Greg Cottrell

Executive Liaison/Correspondence Manager
Consumer Affairs
Marketing, Sales and Service
Ford Motor Company
Phone: 313-845-5775
gcottrel@ford.com

From: Feil, Denise (D.)
Sent: Thursday, January 02, 2014 2:51 PM
To: Norton, John (J.K.); Berardi, Michael (M.A.); Cottrell, Gregory (G.L.)
Subject: RE: Explorer Fume Concern

Enough said. Thank you John.

From: Norton, John (J.K.)
Sent: Thursday, January 02, 2014 2:30 PM
To: Feil, Denise (D.); Berardi, Michael (M.A.); Cottrell, Gregory (G.L.)
Subject: RE: Explorer Fume Concern

We are looking at late spring at this point as a new calibration is being developed which takes time to develop and test.

Regards,

John Norton

Global Chief Engineer
Customer Service Engineering
Ford Customer Service Division
Phone: (313) 322-9454
Email: jnorton@ford.com

From: Feil, Denise (D.)
Sent: Thursday, January 02, 2014 2:28 PM

To: Berardi, Michael (M.A.); Cottrell, Gregory (G.L.)
Cc: Norton, John (J.K.)
Subject: RE: Explorer Fume Concern

Greg,
Let's reach out to Les Eck and get the details.

Mike – by many weeks is it anticipated that the service fix might be ready in February? I only ask because we could do a combination of rental/vehicle payment if we have an end date. If not, we'll go the buyback route.

From: Berardi, Michael (M.A.)
Sent: Thursday, January 02, 2014 2:25 PM
To: Feil, Denise (D.); Cottrell, Gregory (G.L.)
Cc: Norton, John (J.K.)
Subject: Re: Explorer Fume Concern

Looks like the calibration is many weeks away, probably ought to exchange this one.

From: Feil, Denise (D.)
Sent: Thursday, January 02, 2014 01:41 PM
To: Cottrell, Gregory (G.L.)
Cc: Berardi, Michael (M.A.); Norton, John (J.K.)
Subject: RE: Explorer Fume Concern

Greg – FYI only at this point. I don't have a VIN or customer name. However, we may have to do a discretionary buyback for Rusty Eck Ford as there may not be a repair yet for the issue. Stay tuned...

From: Berardi, Michael (M.A.)
Sent: Thursday, January 02, 2014 12:43 PM
To: Feil, Denise (D.); Norton, John (J.K.)
Subject: RE: Explorer Fume Concern

Don't think so. I think she is refusing to drive it because it makes her sick. I thought we were going to have a fix at the end of last year, but not sure it is ready yet.

Mike Berardi
Director - Service Engineering Operations
Ford Customer Service Division
Administrative Assistant - Sandy Schwartzenberger (38468)
Phone - (313) 323-8467
Fax - (313) 845-2580

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From: Feil, Denise (D.)
Sent: Thursday, January 02, 2014 12:39 PM
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Subject: RE: Explorer Fume Concern

Mike – is this a unit down? If so, do we know how long and if the customer is in a rental? We are happy to help, just keep me in the loop-

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Sent: Thursday, January 02, 2014 12:32 PM
To: Norton, John (J.K.)
Cc: Feil, Denise (D.)
Subject: Explorer Fume Concern

John, Need some help on this one. Any idea when the fix will be available? If not quick, maybe we need to repurchase this one.

Denise – FYI.

Mike Berardi
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Phone - (313) 323-8467
Fax - (313) 845-2580

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From: Les Eck [<mailto:leseck@rustyeckford.com>]
Sent: Thursday, January 02, 2014 12:13 PM
To: Berardi, Michael (M.A.)
Subject: RE: [BULK] NOT SHOP COMPETENT ROS

Mike The lady with the 2013 explorer with exhaust fumes is burning my phone up. I have been off last 20 days with mom and a stroke in hospital. We tried to trade her out but credit union won't handle it. She is going to atty Monday when he returns but this needs a solution. Last we talked you said first of year. She has 1600 miles she can not drive it. Maybe a buyback on this one to help. Need thoughts asap. thanks

From: Schaffer, Timothy (T.J.)
Sent: Friday, January 03, 2014 9:15 PM
To: Setti, Lokesh (L.)
Cc: Nowaczyk, Rick (R.J.)
Subject: FW: Explorer Fume Concern

Importance: High

Lokesh,

May have found a new test unit for the sulfur odor. Unit is currently in TX, but appears to be headed for a buyback. I'm working on finding if the sealing actions have been completed. I hope to know by Monday.

Sincerely,
Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tschaff2@ford.com

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Sent: Friday, January 03, 2014 1:29 PM
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Customer Service Engineering
Ford Customer Service Division
Phone: (313) 322-9454
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Cc: Berardi, Michael (M.A.); Feil, Denise (D.); Norton, John (J.K.)
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Mike Berardi

Director - Service Engineering Operations

Ford Customer Service Division

Administrative Assistant - Sandy Schwartzenberger (38468)

Phone - (313) 323-8467

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Director - Service Engineering Operations

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Sent: Thursday, January 02, 2014 12:13 PM

To: Berardi, Michael (M.A.)

Subject: RE: [BULK] NOT SHOP COMPETENT ROS

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From: Schaffer, Timothy (T.J.)
Sent: Friday, January 17, 2014 3:11 PM
To: Ricks, Kevin (K.J.) (kricks@ford.com)
Cc: Sorochinsky, Christine (M.)
Subject: FW: Explorer Fume Concern

Not going to get this one for testing....

Sincerely,
Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tschaff2@ford.com

From: Jones, Karen (K.)
Sent: Friday, January 17, 2014 9:58 AM
To: Schaffer, Timothy (T.J.)
Subject: RE: Explorer Fume Concern

Tim,

Sorry for the delay in sending a response. Here is the latest update for Mrs. Thompson. Please let me know if you need additional information. Thanks.

- At this time the customer is not dropping the unit off at Rusty Elk Ford.
- We offered her a replacement unit, however, customer is now seeking additional compensation for her experience.
- She also does not want to pay any additional charges associated with replacing her vehicle for a new unit.
- Customer said that she has been in contact with a lawyer.
- We have made several attempts to contact her back but we have not received a response from her.

From: Schaffer, Timothy (T.J.)
Sent: Monday, January 13, 2014 5:37 PM
To: Jones, Karen (K.); Jenkins, Bryan (B.)
Cc: Setti, Lokesh (L.); Ricks, Kevin (K.J.)
Subject: RE: Explorer Fume Concern
Importance: High

Karen – where is the unit now? Can engineering have access to it?
Do we have a better summary of what has been done?

Sincerely,

Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tschaff2@ford.com

From: Jones, Karen (K.)
Sent: Tuesday, January 07, 2014 3:34 PM
To: Jenkins, Bryan (B.); Nowaczyk, Rick (R.J.); Schaffer, Timothy (T.J.)
Subject: RE: Explorer Fume Concern

Team,

I spoke with Mrs. [REDACTED] today and we offered to replace her vehicle. Rusty Eck Ford has a replacement vehicle picked out for her. She is planning to take the vehicle back to Rusty Eck Ford on 01/18/14.

From: Nowaczyk, Rick (R.J.)
Sent: Monday, January 06, 2014 1:18 PM
To: Jenkins, Bryan (B.); Schaffer, Timothy (T.J.); Tansil-Marshall, Robin (R.)
Cc: Sorochinsky, Christine (M.); Setti, Lokesh (L.); Cottrell, Gregory (G.L.); Ricks, Kevin (K.J.); Humphries, Glenn (G.L.)
Subject: RE: Explorer Fume Concern

Robin,

Can you or the appropriate case analyst answer the questions below?

From: Jenkins, Bryan (B.)
Sent: Monday, January 06, 2014 12:39 PM
To: Schaffer, Timothy (T.J.)
Cc: Nowaczyk, Rick (R.J.); Sorochinsky, Christine (M.); Setti, Lokesh (L.); Cottrell, Gregory (G.L.); Ricks, Kevin (K.J.); Humphries, Glenn (G.L.)
Subject: RE: Explorer Fume Concern

Tim,

I would be happy to help, I just need a little clarification. In the string of E-mails below it looks like the vehicle is now in Texas. Do we know if it is currently at a Dealer, or if the customer has possession? The last CQIS entry was from Arrow Ford in Abilene Texas on 12/2/13. It states the customer took the vehicle at that time. If the customer has the vehicle we will need EL to help us coordinate the FSE visit with the customer and the Dealer. If the vehicle is going to that same Dealer we can open a TAR there and have the FSE work with EL for scheduling.

Let me know.

Thanks!

Bryan Jenkins
Field Technical Assistance Coordinator
Service Engineering Operations
313-323-9069
Bjenkin7@ford.com

From: Schaffer, Timothy (T.J.)
Sent: Monday, January 06, 2014 11:20 AM
To: Jenkins, Bryan (B.)
Cc: Nowaczyk, Rick (R.J.); Sorochinsky, Christine (M.); Setti, Lokesh (L.); Cottrell, Gregory (G.L.); Ricks, Kevin (K.J.); Humphries, Glenn (G.L.)
Subject: FW: Explorer Fume Concern
Importance: High

Bryan –

Please assign an FSE to this vehicle. It has been approved for a RAV per Executive Office.

Engineering may need this unit brought back to Michigan for review and further testing.

The FSE is required to drive and report out on this odor. Need to understand the severity odor –

If you have questions please advise.

Sincerely,
Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tscaff2@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Friday, January 03, 2014 4:15 PM
To: Schaffer, Timothy (T.J.)
Cc: Tansil-Marshall, Robin (R.); Nowaczyk, Rick (R.J.); Cottrell, Gregory (G.L.)
Subject: RE: Explorer Fume Concern
Importance: High

Tim,
Robin sent the VIN over and I have also attached the GCQIS reports. Thanks...

From: Schaffer, Timothy (T.J.)
Sent: Friday, January 03, 2014 4:06 PM
To: Cottrell, Gregory (G.L.)
Cc: Nowaczyk, Rick (R.J.)
Subject: FW: Explorer Fume Concern

Hey stranger! How are you.

Speech 1, got it. LOL

Anyway. I'm going to help on this from the FCSD end. I'll follow up with Robin, but any other info you can share (vin, etc..) may help.

Hope you had a great holiday

Sincerely,

Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tschaff2@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Friday, January 03, 2014 3:55 PM
To: Schaffer, Timothy (T.J.)
Subject: RE: Explorer Fume Concern

Looks like KS is where the vehicle is located. The owner of the dealer is Les Eck per the email he sent Mike Berardi. I just tried Robin again and got her voice mail, so I will try on Monday.



7310 E Kellogg Wichita, KS
Sales: (888) 648-6488
Service: (888) 648-6488

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About Our Ford Dealership in Wichita

Rusty Eck Ford in Wichita, KS, also serving Andover, KS and Derby, KS is proud to be an automotive leader in our area. Since opening our doors, Rusty Eck Ford has kept a firm commitment to our customers. We offer a wide selection of vehicles and hope to make the [car buying process](#) as quick and hassle free as possible.

If you would like financing options and you are in the market to purchase a new Ford or used car or truck, we will provide assistance to help you find [financing](#) options that fit your needs! Whether you have bad credit, no credit, or are a first time car buyer, you can trust that Rusty Eck Ford will get you into the car or truck you choose with professionalism and attention to your needs.



What really sets a car dealership apart these days is...