

Topic	Comments	Target Date	Actual Date
Review Complaints	Complete	Oct-16	Oct-16
Identify any common trends	Complete	Nov-16	Nov-16
Identify any previous complaints	Complete	Dec-16	Dec-16
Identify vehicles to evaluate	Complete	Dec-16	Dec-16
Interview Customer	file with questions: Send to Team	9-Dec	9-Dec
	Send to Ed/Julie	13-Dec	13-Dec
	Call customer	before Dec 20	15-Dec
Visit Dealer	Dexter, MI	20-Dec	19-Dec
	Chicago, IL	Jan-17	
Vehicle tests	Drive vehicle (w/customer w/o customer)	20-Dec	
	Subjective pedal feel evaluation (add slight incline)	20-Dec	
	ABS events - eval pedal feel	20-Dec	
	Braking events at different g's	20-Dec	
	Canalyzer Data collection	20-Dec	
Vehicle inspection	Look for brake fluid - sample brake fluid from all 4 wheels	20-Dec	
	Check booster asy	20-Dec	
	Check Valve	20-Dec	
	Pedal Asy	20-Dec	
	Tubing/hoses	20-Dec	
	Bracket/fittings	20-Dec	
	Part Wear	20-Dec	
	Seal rollback	20-Dec	
Parts from vehicles	Send parts list to Ed/FCSD - verify OEM parts are in stock	9-Dec	
	ABS asy with brake tubes attached (remove in one piece)	20-Dec	
	Caliper Asy with pads	20-Dec	
	Rotors	20-Dec	
	vac hose	20-Dec	
	Collect brake fluid (2 samples)	20-Dec	
Re-test Vehicle after new parts are on vehicle	verify vehicle had a full fluid flush	21-Dec	
	Subjective pedal feel evaluation (add slight incline)	21-Dec	
	ABS events - eval pedal feel	21-Dec	
	Braking events at different g's	21-Dec	
	Canalyzer Data collection	21-Dec	
Part teardown analysis	ABS asy		
	Caliper Asy with pads		
	Rotors		
	Brake fluid		
Team to visit dealer	Hans G. Dave P. Leah D.	INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)	

Here are some questions I'd like to ask.

1. How long have you owned the car, time and mileage?
2. Did you purchase and/or are you the original owner?
3. Do you tend drive with one foot, e.g. same foot for both the gas pedal and for the brake pedal?
4. How often has this condition occurred?
5. Does the issue occur in the same location?
6. Are you able to repeat the condition?
7. When the concern happens, are you driving in a straight line or are you turning?
8. Does the issue occur when you're driving alone or with one or more people in the car?
9. Did you have any repairs or updates to vehicle parts before this issue occurred?
10. Has the vehicle ever been in any kind of accident that you know of?
11. Has this occurred the entire time you've had the vehicle or is this a recent occurrence?
12. Did you have the m/c replaced?
 - a. Where was the repair done?
 - b. Where did the repair dealer get the ABS? Ford parts, etc.
 - c. Does the issue still occur?
13. Did you have the ABS replaced?
 - a. Where was the repair done?
 - b. Where did the repair dealer get the ABS? Ford parts, etc.
 - c. Does the issue still occur?
14. Did the pedal stay low or does it return by itself?
15. What other repairs or updates has the car had? Are the replacement parts OEM, motorcraft, etc.
 - a. Wheels
 - b. Tires
 - c. Brake Pads
 - d. Calipers
 - e. Hub/bearing
 - f. abs
 - g. jounce hoses
16. Do you have the vehicle serviced or do some self-maintenance?
17. Did you add any brake fluid or had brake fluid put in during any previous repair or maintenance?
18. Does this occur on bumpy, gravel, pothole roads or paved?
19. What speed have you noticed the symptom?
20. Weather conditions
 - a. Rainy
 - b. Snow
 - c. Cold
 - d. Humid
 - e. Hot
 - f. Sunny
21. What were the conditions of the road(s) that the condition occurred?
 - a. Cement/concrete road

- b. Black top road
- c. Dirt or hard sand
- d. Gravel or loose surface
- e. Rough or washboard road
- f. Dry
- g. Wet
- h. Slippery
- i. Snow or ice

Subject: 2007 Gas Fusion
Location: Webex
Start: Thu 12/15/2016 8:30 AM
End: Thu 12/15/2016 9:30 AM
Show Time As: Tentative
Recurrence: (none)
Meeting Status: Not yet responded
Organizer: Sagan, Jessica L (J.L.)
Required Attendees: Leah.Burns@continental-corporation.com; Patterson, David (D.S.); Gangwar, Hans (H.B.); Srinivasan, Ravi (R.); Cadagin, Ed (E.J.)
Importance: High

Agenda:

- Review Complaints and vehicle repair history
- Decide on questions to ask customer
- Decides on vehicle level test
- Parts we'd like to have (just identify part number for FCSD)
- Identify individual who need to go to dealerships
- Confirm time to call customer
- Review any tools/ software needed
- Workout logistic to meet at dealership: location, contact, meeting time
- Walk-ins

Green items are complete

Hi Ravi, Hans is out this week will you please call in to identify any tools or s/w we may need to have when we go to the dealership. Thank you!

-- Do not delete or change any of the following text. --

Ford Users: [Join WebEx meeting](#)

Guest and Mobile Users: [Join WebEx meeting](#)

Meeting number: 710 828 902

NOTICE: *This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video:* [click here](#)

For additional help with WebEx, Ford users can click on the Digital Worker link [How Do I...Conferencing](#)

If you are a host, [go here](#) to view host information.

Join by phone

+1-313-248-3668 FordNet 248-3668 / Toll

+1-888-628-3668 US Toll Free Number

Access code: 710 828 902

[Global call-in numbers](#) | [Toll-free calling restrictions](#)

Can't join the meeting? [Contact support.](#)

MC07

From: Tuneff, Mark (M.S.)
Sent: Tuesday, December 13, 2016 2:43 PM
To: Fronckowiak, Todd (T.M.)
Cc: Cadagin, Ed (E.J.)
Subject: 2007-2009 Fusion/Milan/MKZ Extended Stopping Distance

Importance: High

Todd, just a heads up, the Ford team at ODI requested a short notice phone call with us today concerning the status of our review of allegations related to extended stopping distance in the 2007 – 2009 Fusion/Milan/MKZ. The Agency feels that the reports may be related to a sticking valve in the ABS HCU. We have shared an informal data review with them and they recently provided three VOQ related vehicles that we are in the process of evaluating at local dealers (the first one is next Monday 12/19). The purpose of their call today was to inform us that they feel they have to issue an IR under their process and we can expect to see something by the end of the week.

They went on to share that they have leased a vehicle and are doing some testing at VRTC. They invited us to reach out to Dan Pearse who is conducting their testing. Ed just attempted to reach Dan but he had left for the day. I asked Ed to reach out to Dan and get whatever vehicle information Dan can share as well as whatever evaluation information we can. We will continue trying to gather information from the VOQ vehicles.

I took the opportunity to ask if they were ready to share more information on their process and they indicated that there was definitely a plan to share that but “nothing was scheduled yet.”

NHTSA Information Request 2007-2009 MY Focus/Milan Brake Pedal Goes to Floor VOQs (VOQs as of September 28, 2016)

October **TBD**, 2016

Presentation Layout

1. VOQ Analysis
2. Internal Ford Data Analysis
3. Next Steps

VOQ Analysis

109 = Total number of unique VIN VOQs

- 107 Reports – ***“Pedal goes to floor.” ‘reduced braking.’***
- 1 Report – ***“...the brakes seized without warning.”***
- 1 Report – ***“...consumer writes in regards to anti-lock braking system problems.”***

NOTES: - Many reports indicate that braking is regained upon further application of the pedal, or after pumping the pedal.

VOQ Analysis

Crashes - 4 / 109 Reports:

- *“May be cause of rearend wreck listed below.”* (No further reference.)
- *“Today traffic was stop and go, and when the car in front of me stopped and my boyfriend hit the brakes to stop, the ABS went on followed by the brakes malfunctioning which caused a rear end collision.”*
- *“As I approached a busy intersection (three directions of traffic but only 1 direction has to stop). Very small spots of unmelted snow were present on the road and again, the brake pedal went to the floor. I also went beyond my desired stopping point on this occasion, as well. In fact, the vehicle only stopped because I wrecked into the back of another vehicle that was waiting to turn.”*
- *“Driving in city traffic, I was turning left and hit a rough patch of road. The car in front of me stopped because of road construction, when my fusion hit the rough patch due to the construction and I applied my brakes, the pedal was very soft, going down to the floor board causing a car accident.”*

VOQ Analysis

Loss of braking during ABS event / or after hitting a bump/disturbance in the road - 73 / 109 Reports:

- *“The ABS was activated when coming to a stop in slippery conditions and on loose gravel. Afterwards the brake pedal nearly goes to the floor in order to stop the car. This usually lasts for a day before the brakes return to normal.”*
- *“I was driving along about 25 mph and had to stop at a turn on a metal plate and the abs pulsed because the plate was slippery. After the ABS pulsed the brake pedal went soft and had to be pushed to the floor to stop the car, with no brakes until the pedal got to the floor.”*
- *“Brakes fail following an ABS event. Brake pedal becomes soft and sinks to the floor. If brakes are pumped repeatedly they can be returned to normal - but then fail again upon a subsequent ABS event.”*

NOTE: - Many reports indicate that braking is regained upon further application of the pedal, or after pumping the pedal.

VOQ Analysis

Service Info – Bleed Brake System/MCYL Change

- *For 27 Reports of Brake System being bled; there were 21 reports the condition recurred.*
- *For 22 Reports of Master Cylinder being replaced; there were 19 reports the condition recurred.*

Service Info – Change ABS/HCU

- *15 Reports of ABS/HCU being replaced; there were 5 reports the condition recurred.*

VOQ Analysis

The system is dangerous – or needs a FSA:

- ***44 Comments that the system was dangerous or required an FSA***

Cost of repair:

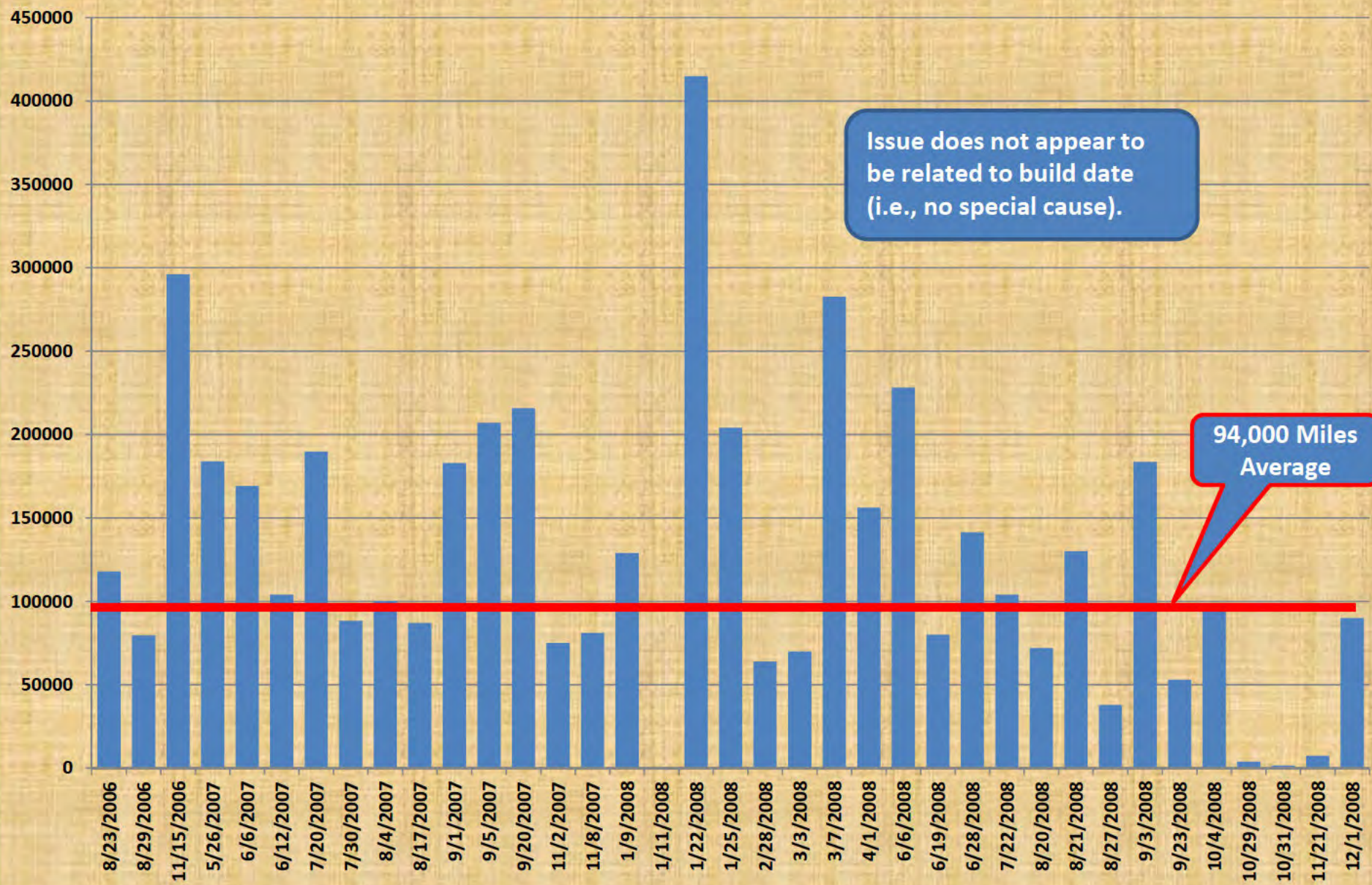
- ***26 Comments regarding the high cost of repairs***

Ford Data Analysis

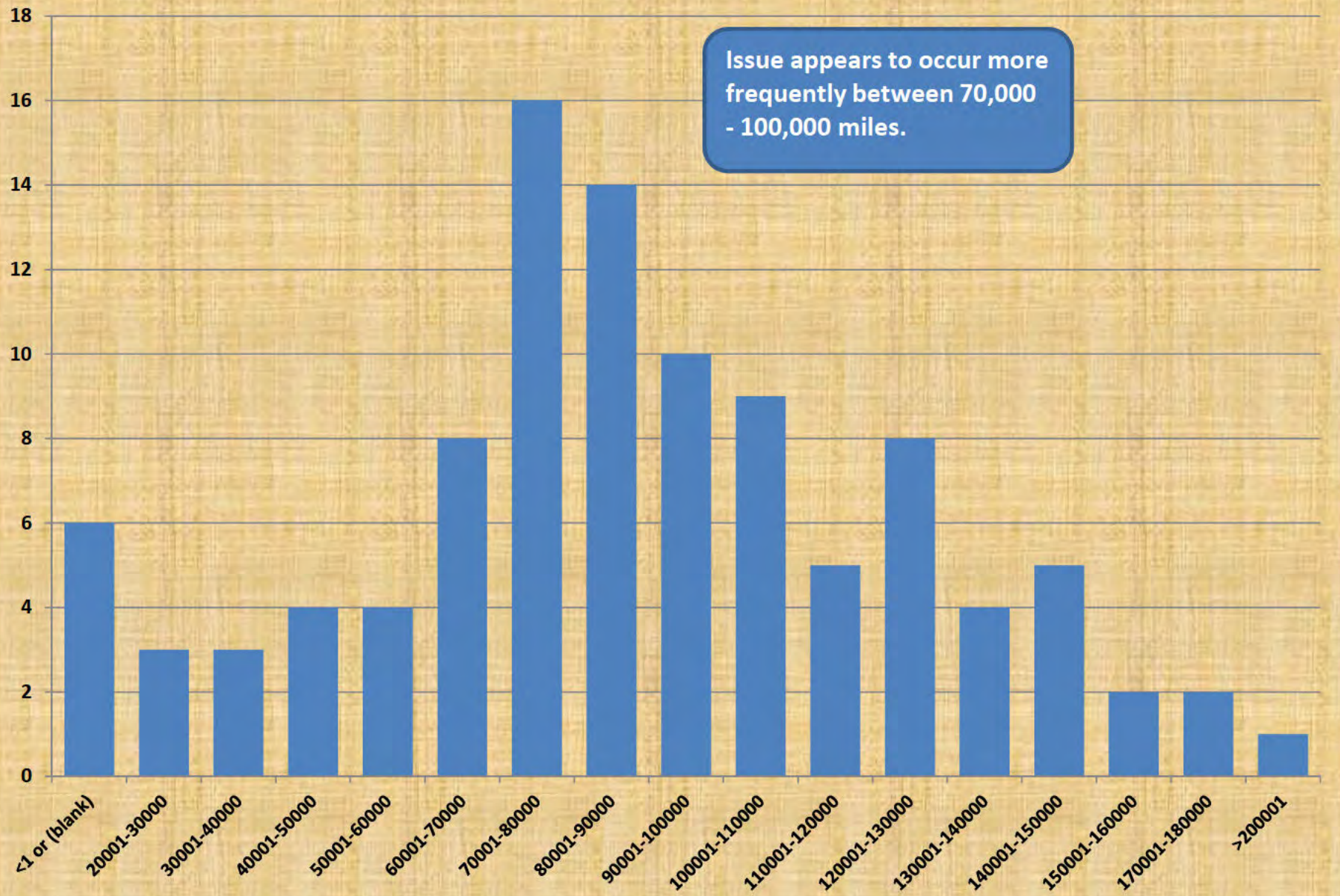
Summary of Ford Data Analysis

- 76 of the 109 VOQs were associated with VINs.
- 40 of the 109 VINs had records in Ford's System:
 - Similar descriptions to VOQs.
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 - 1 recommendation to inspect ABS/HCU for proper line installation.
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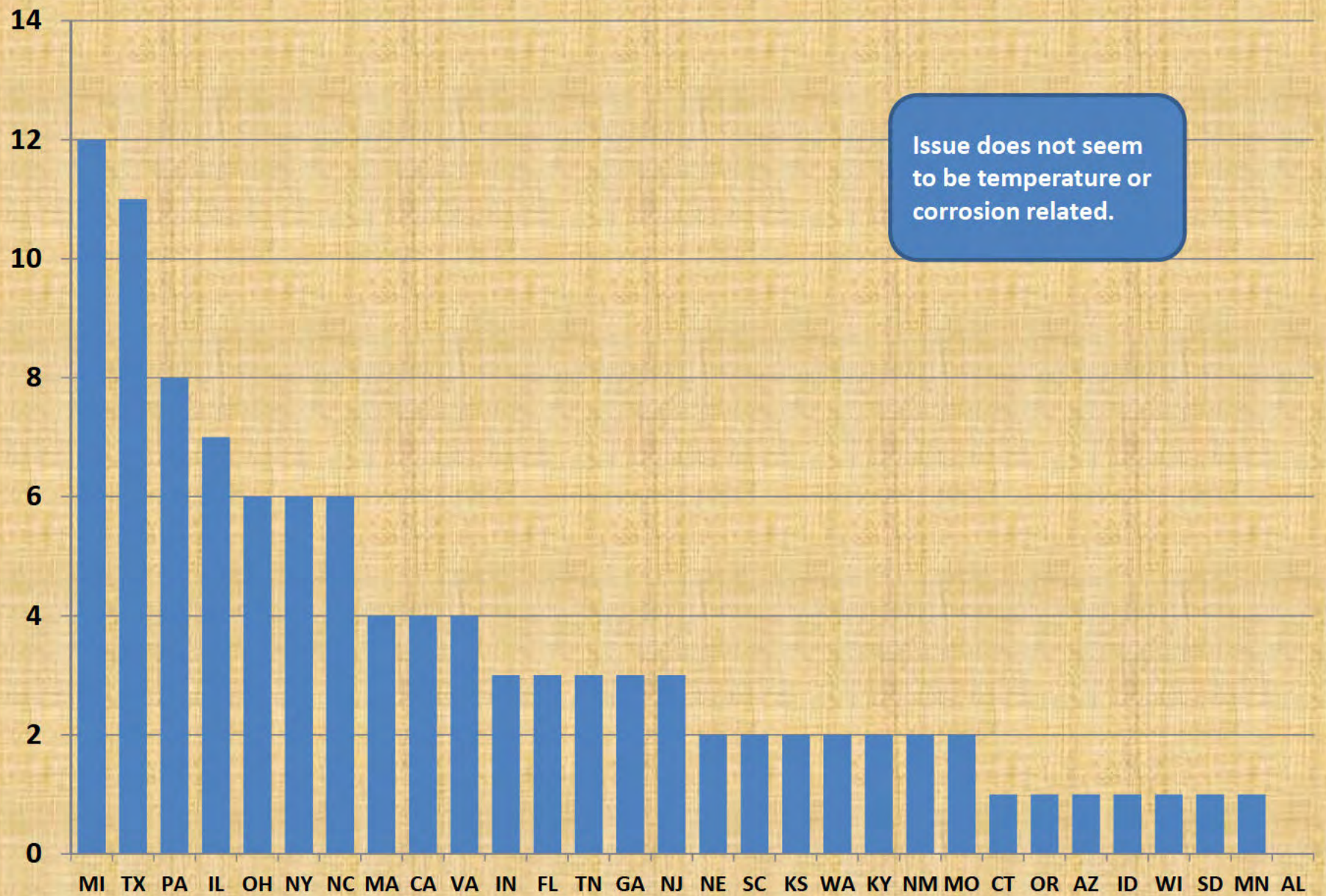
Month of Production vs. Report Mileage



VOQ Reports by Mileage

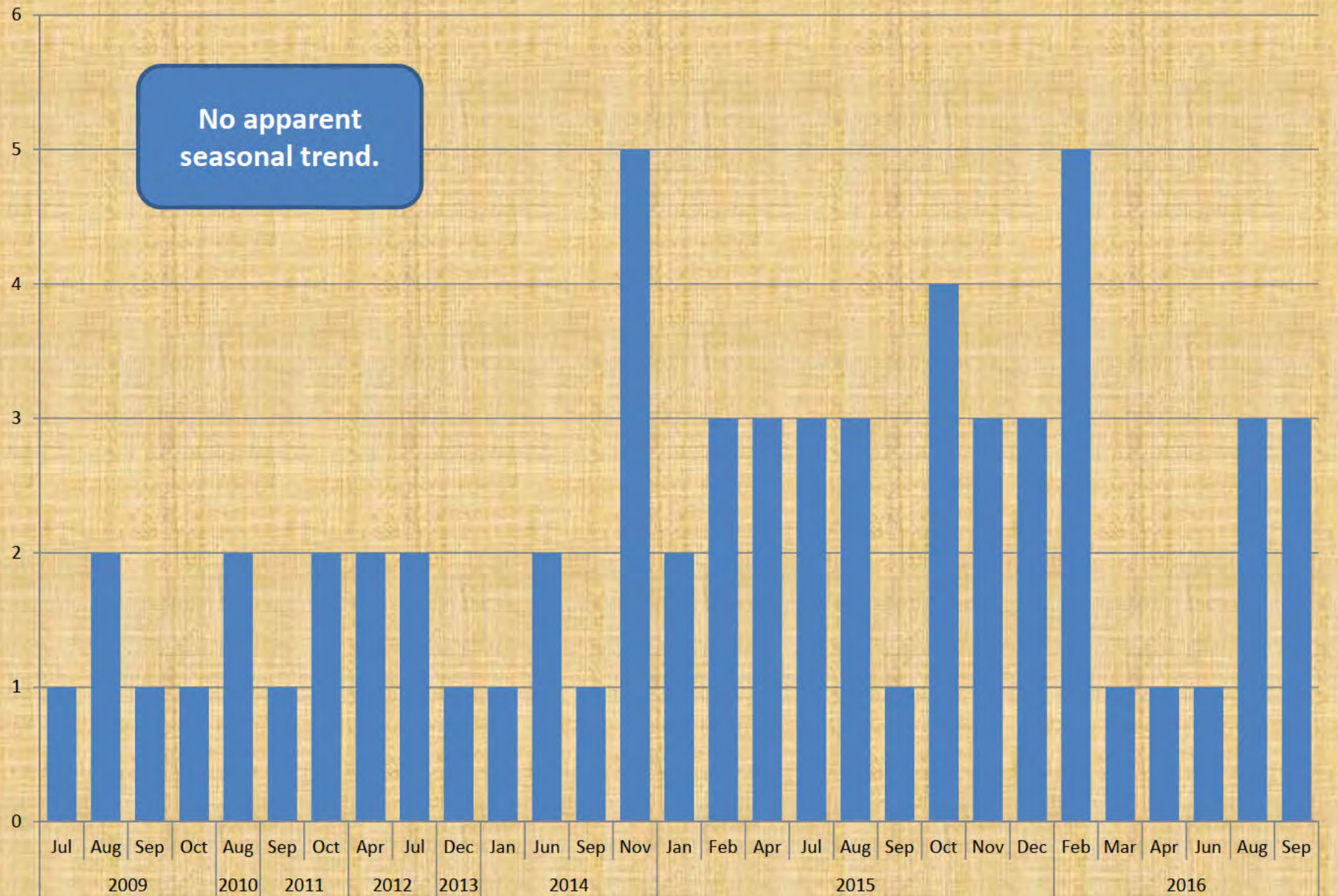


VOQ Reports by State



Month of Repair

No apparent
seasonal trend.



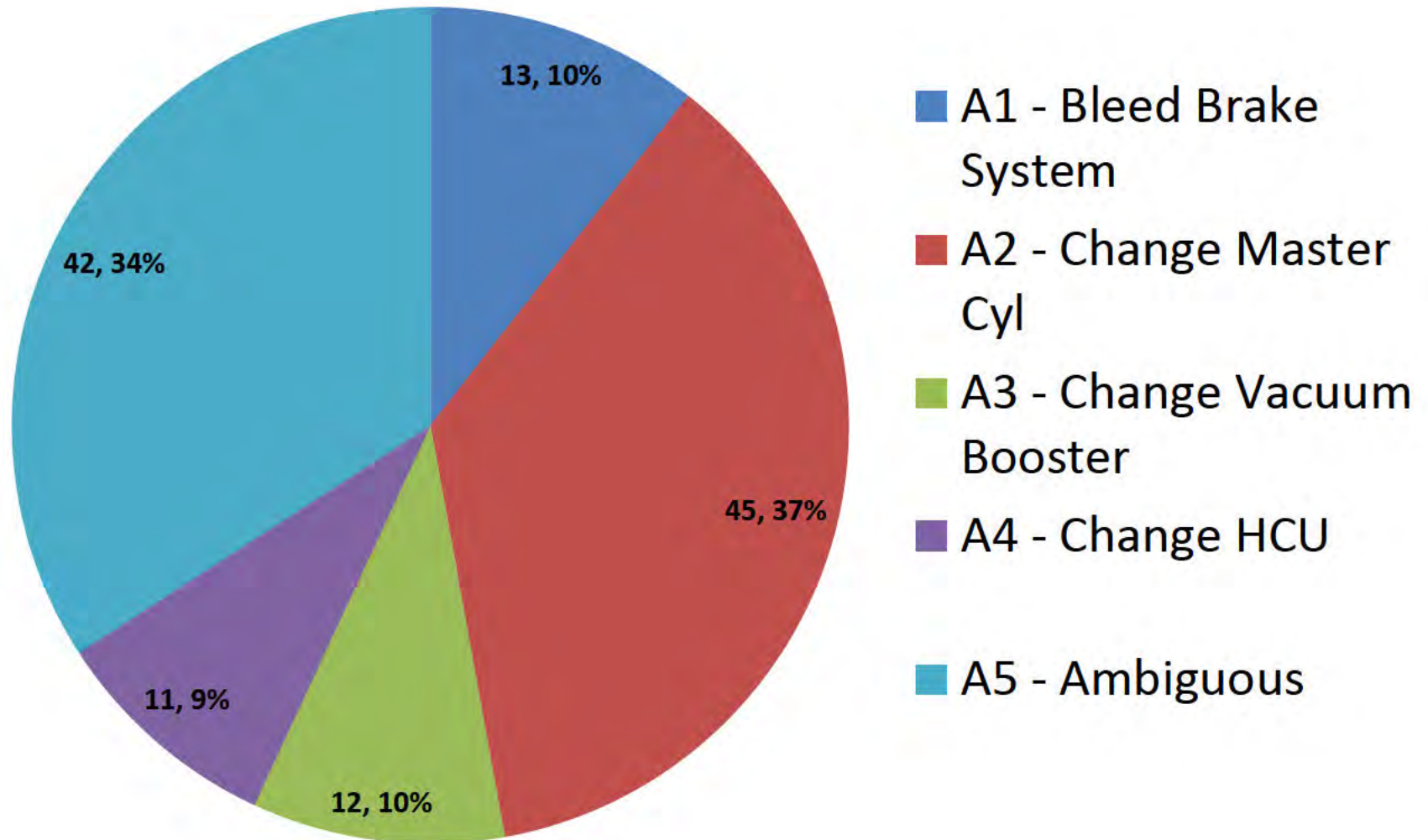
Summary of Ford Data Analysis

- Issue does not appear to be related to build date (i.e., no special cause).
- Issue occurs more frequently between 70,000 - 100,000 miles (94,000 miles average).
- Does not appear to be temperature or corrosion related.
- No apparent seasonal trend.
- 20% of the VOQ vehicles were initially fleet vehicles.

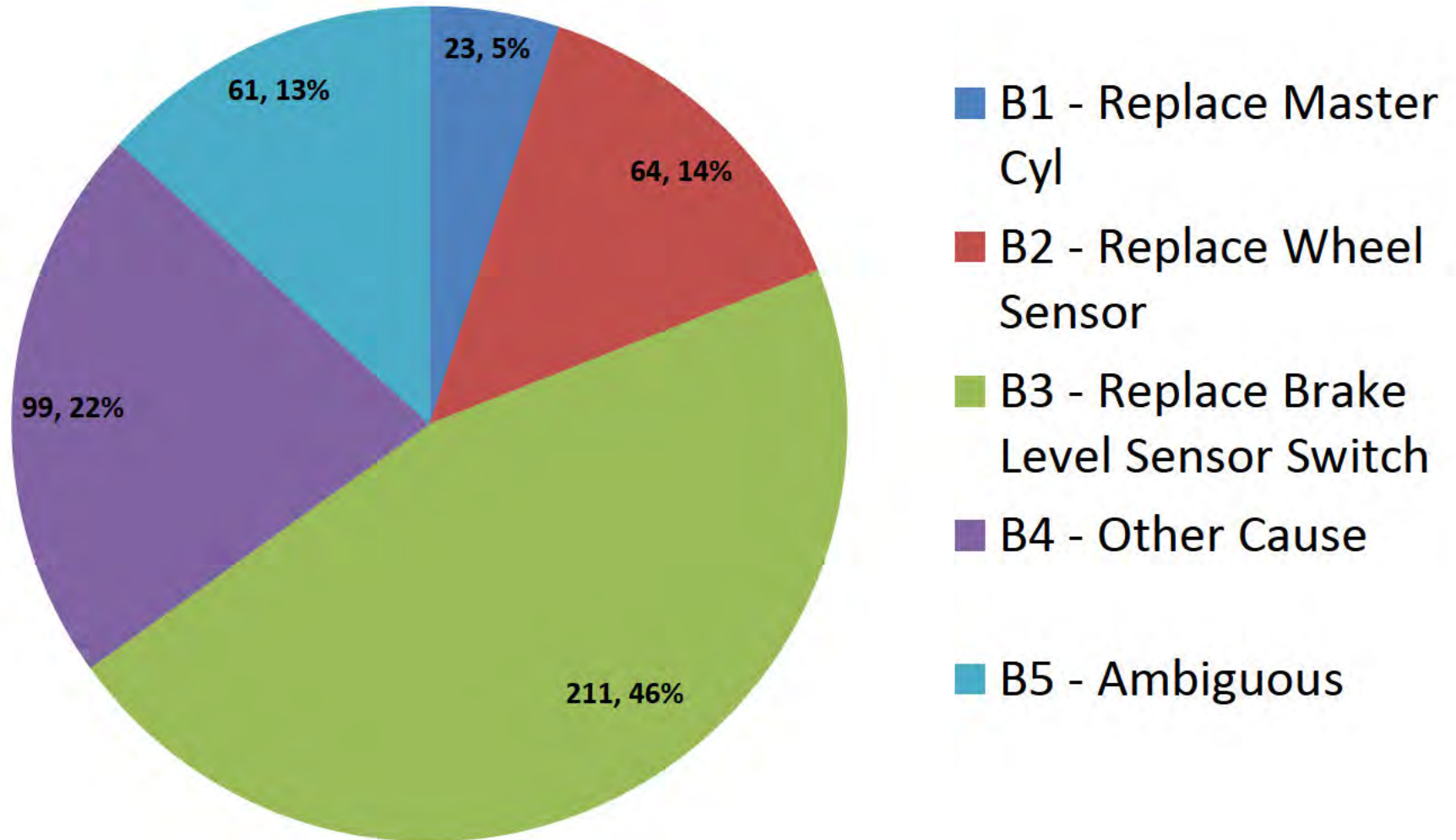
Ford Warranty Review

- 4,319 Warranty reports for 2007-2009 Fusion/Milan.
- $2,724/474,862 = 0.56\% = 5.6 \text{ R}/1000$
- Reviewed 1,001 reports for the following symptoms:
 - function-steering/brake ineffective;
 - mod-driving condition-on deceleration/braking;
 - mod-driving condition-over bump(s);
 - mod-intermittent/random;
 - pedal concerns-pedal positions;
 - pedal concerns-service brake pedal)
- Category A – Pedal goes to floor / Loss of braking (130)
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- Category NR – Not responsive (282)

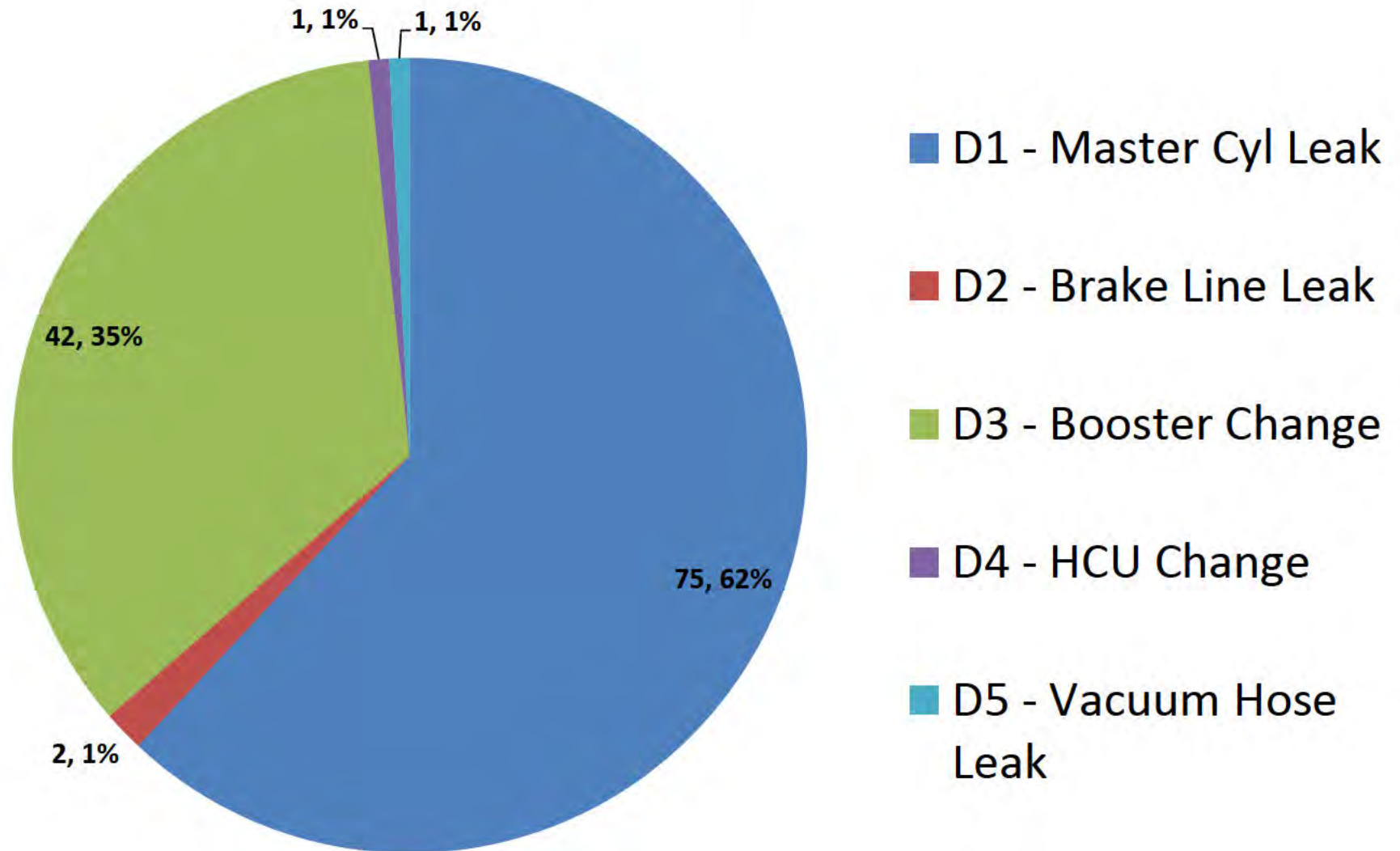
130/1001 - Pedal Goes to Floor / Loss of Braking



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FMC360 & GCQIS Data

- ***FMC360 Data Review***

- 240 Total Reports (89 > 90,000 miles):
 - 117,956 Average Mileage (90,200 – 230,000 miles)
 - 73% - Foot goes to floor / Excessive pedal travel
 - 3% - Master Cylinder / Vacuum Booster issues
 - 15% - Non-Responsive

- ***GCQIS Data Review***

- 1,039 Total Reports (295 > 90,000 miles):
 - 120,293 Average Mileage (90,052-808,333 miles)
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Next Steps

- Ford is investigating these reports.
- Ford Chassis Engineering is attempting to Find a Vehicle (VOQ vehicle?) with the reported condition and procure the following components for analysis:
 - Vacuum Booster
 - Master Cylinder
 - ABS/HCU Assembly
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Discussion

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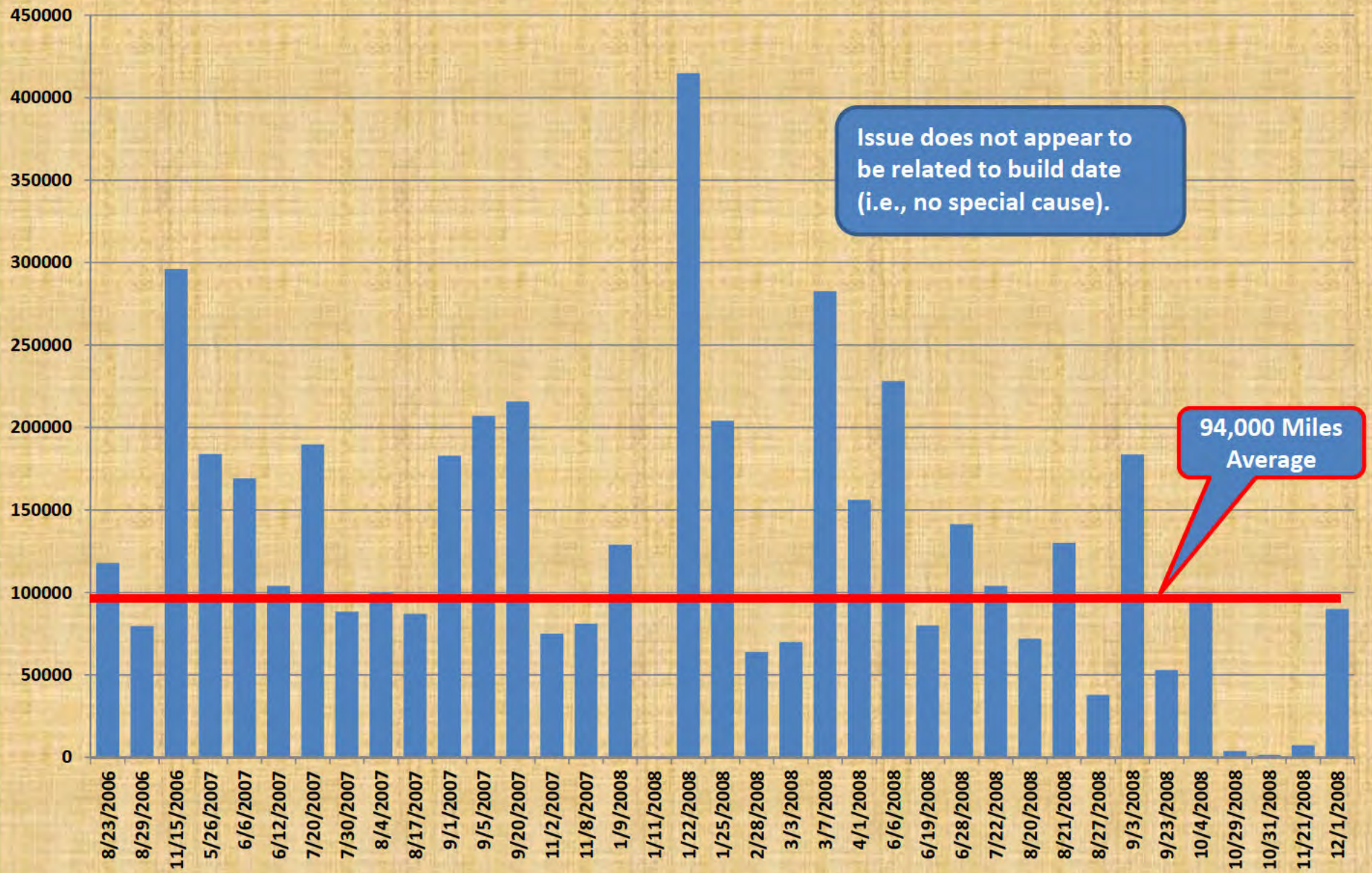
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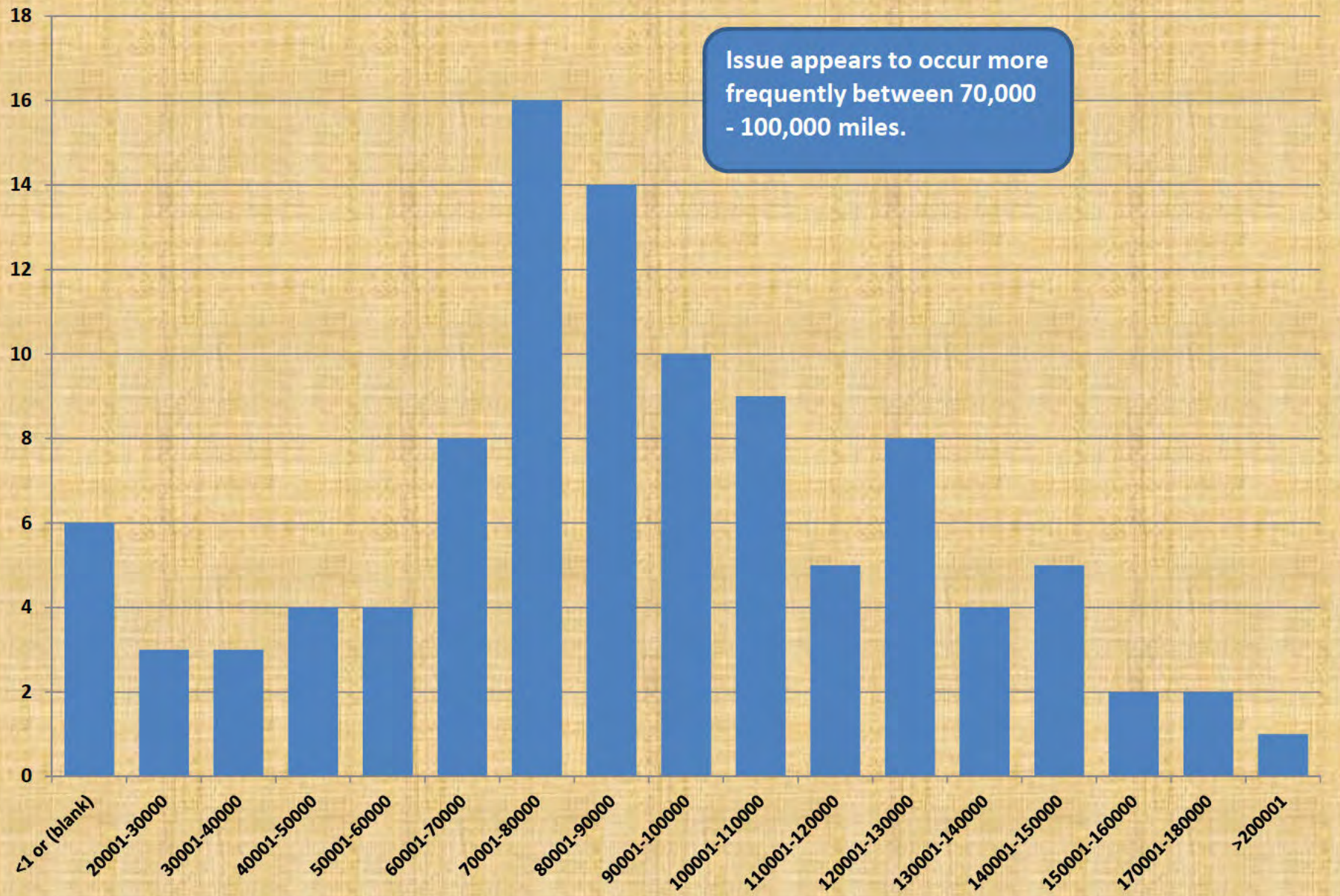
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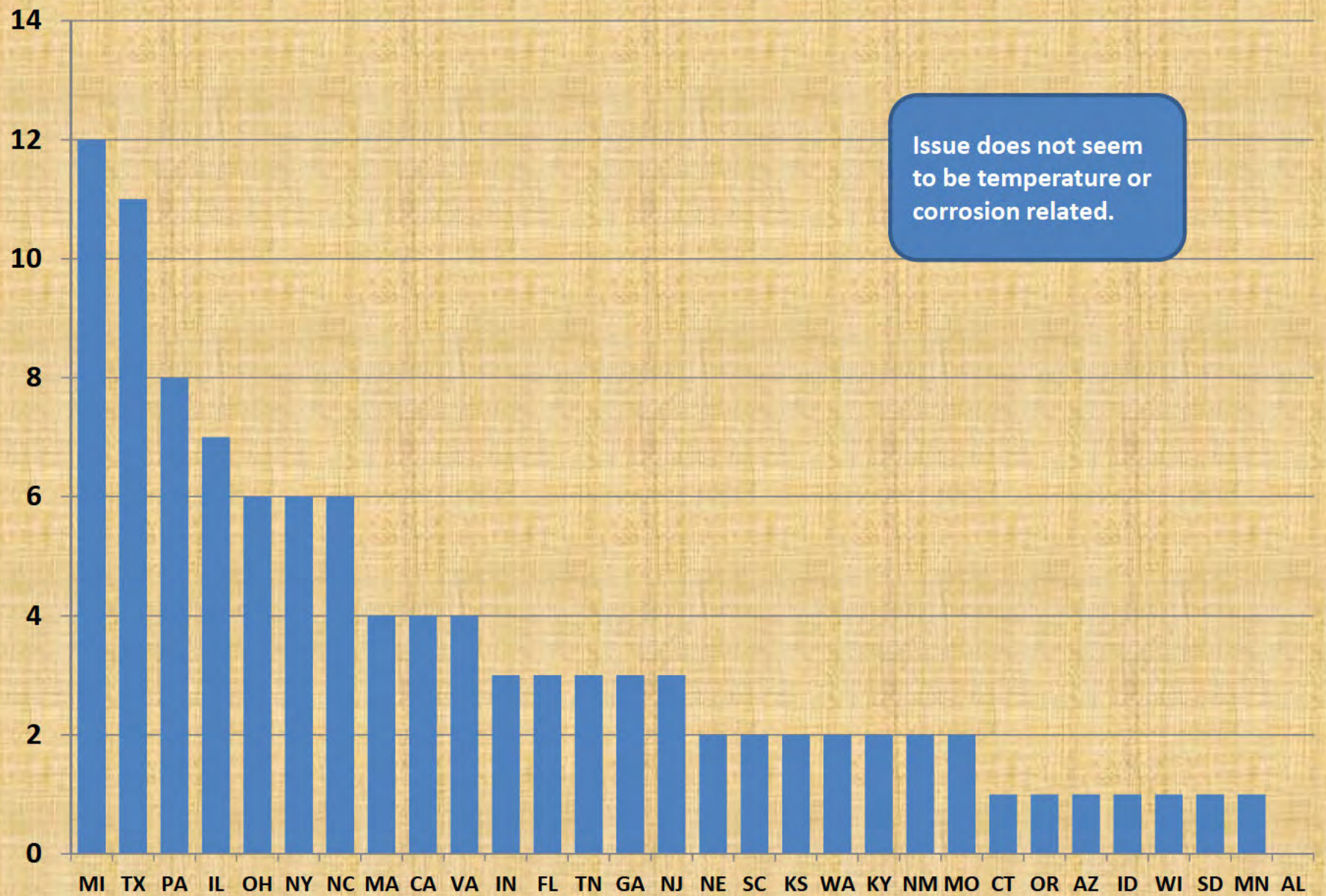
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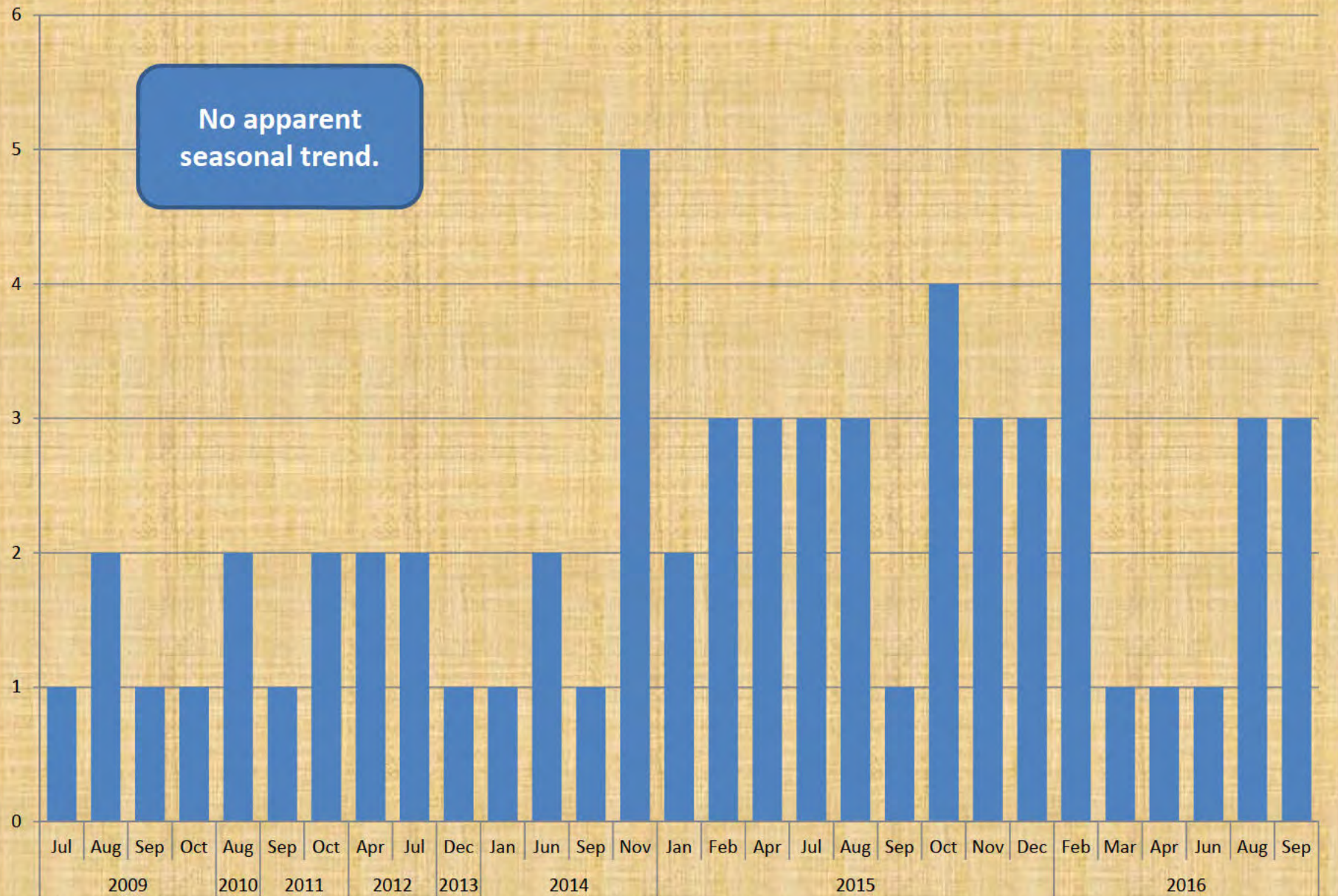


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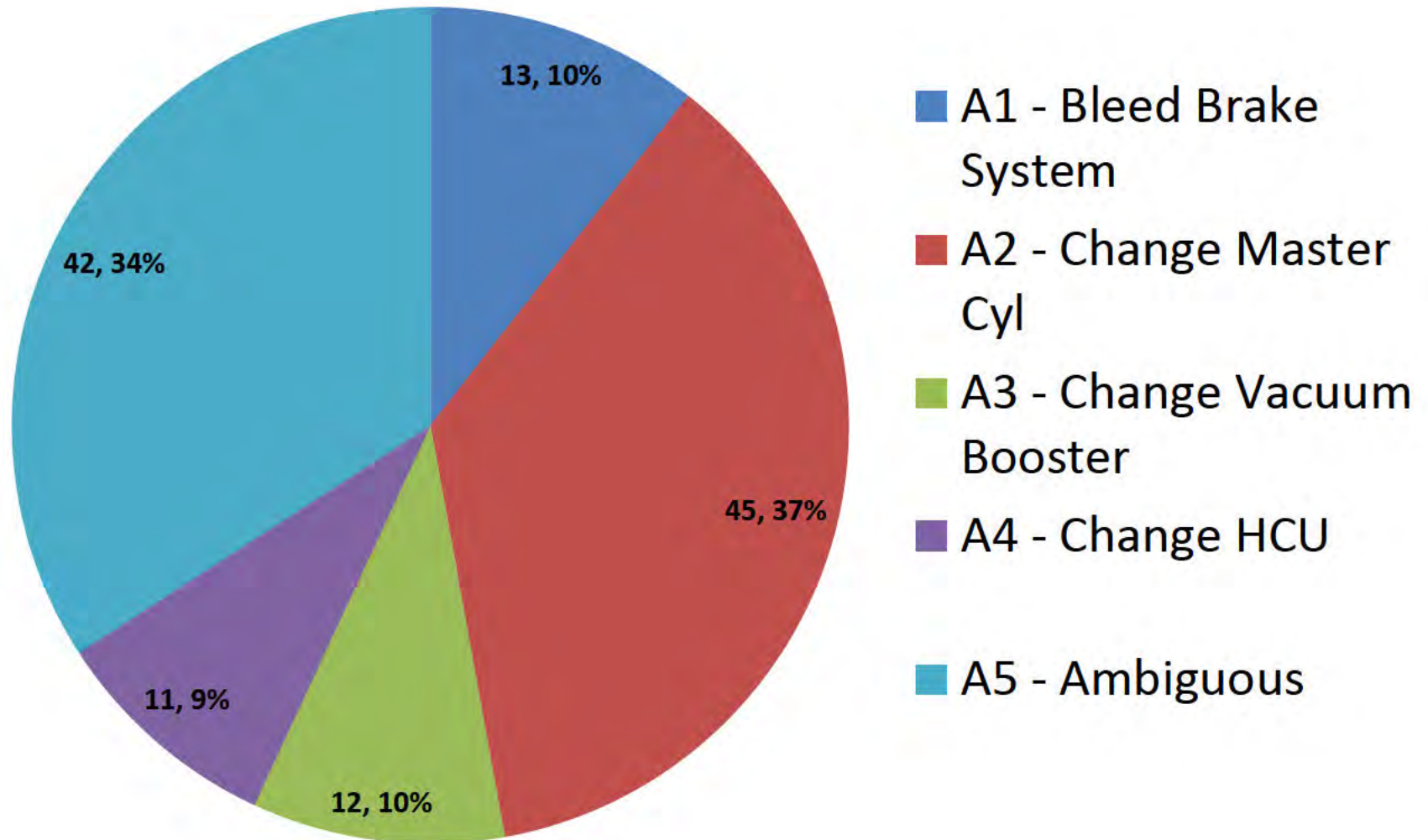
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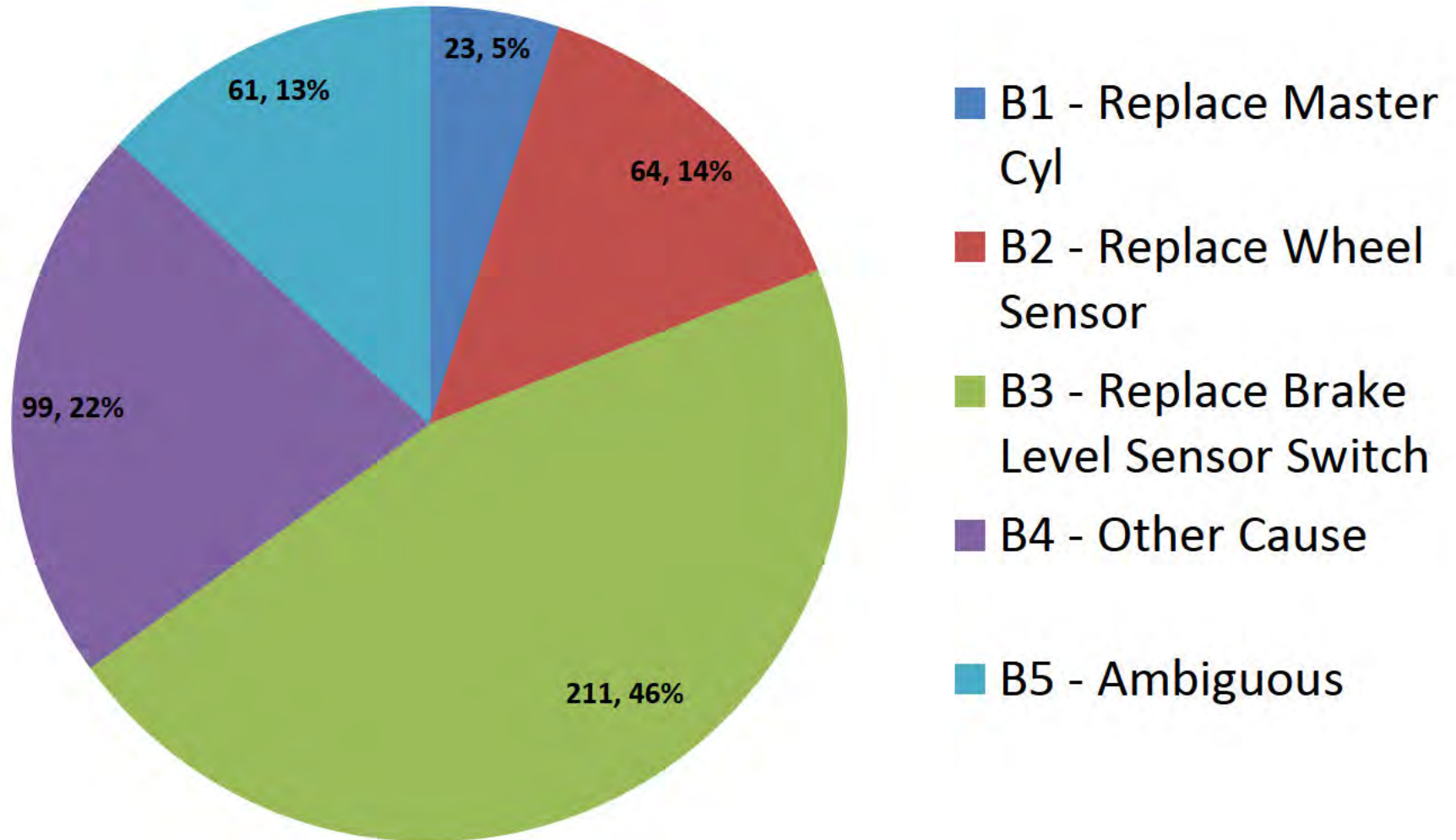
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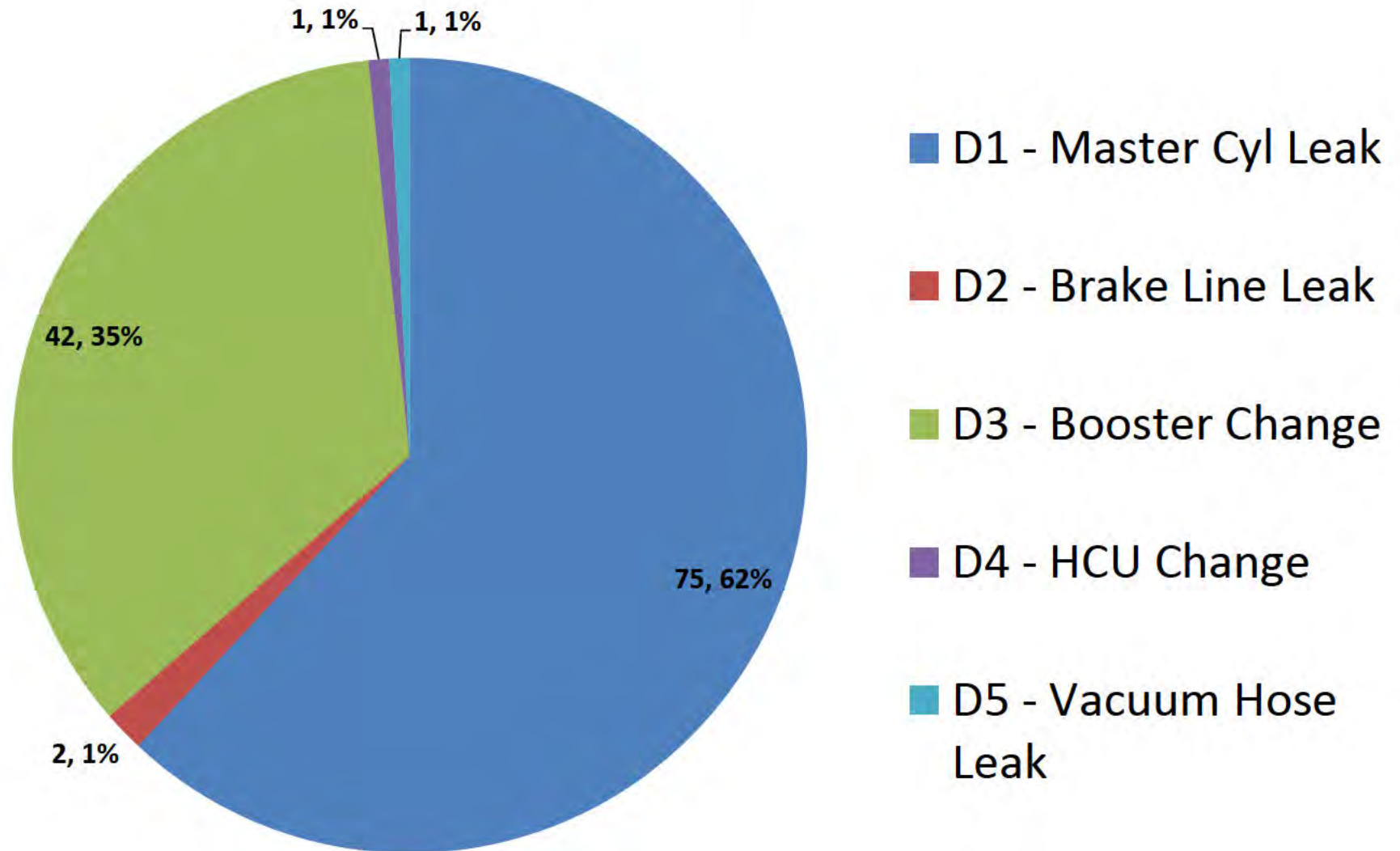
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Discussion

From: Srinivasan, Ravi (R.)
Sent: Friday, January 06, 2017 1:12 PM
To: Sagan, Jessica L (J.L.)
Subject: 2008 Ford Fusion

Hi Jessica,

Below is the information for my 2008 Ford Fusion.

Thanks.

VEHICLE
2008 FORD FUSION 4D 2WD
VIN
3FAHP07ZX8R[REDACTED]

Ravi Srinivasan

Ford Motor Company - North American Engineering

Brake Control Systems Engineering

Building 6 EEC

20600 Rotunda Drive,

Receiving Z,

Dearborn, MI 48124

Cell # (313) 805-4750

E mail: rsriniva@ford.com

From: Gangwar, Hans (H.B.)
Sent: Tuesday, January 17, 2017 2:14 PM
To: Sagan, Jessica L (J.L.)
Subject: ABS serial from Dextor, MI
Attachments: IMG_0633.JPG

ABS serial from Dextor, MI



0227 52120271 12871028821287
200705081

ABS

CD3X

Subject: Canceled: Ravi's car

Start: Thu 1/12/2017 10:00 AM
End: Thu 1/12/2017 11:00 AM
Show Time As: Free

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Gangwar, Hans (H.B.)
Required Attendees: Patterson, David (D.S.)
Optional Attendees: Srinivasan, Ravi (R.)

Importance: High

Ravi is not available this morning.

Hi Ravi,

Dave and I would like to drive your 08MY Fusion Thurs 10am to evaluate a baseline pedal feel.

Thanks,
Hans

From: Cadagin, Ed (E.J.)
Sent: Thursday, December 15, 2016 1:45 PM
To: Sagan, Jessica L (J.L.)
Cc: Patterson, David (D.S.); Leah.Burns@continental-corporation.com
Subject: Conference Call with Randy Spaller - 2007 MY Lincoln MKZ

Jessica/David/Leah,

Attached is my summary of the answers from Randy...



Randy Spaller
Th: Dec 15, 2016...

Also – My cell phone number is [REDACTED]

Thanks!

Ed C.

P.S. See you all at Varsity Ford at 8:00 am!

Here are some questions I'd like to ask.

1. How long have you owned the car, time and mileage?
Summer of 2007 June / July 52,600 miles
2. Did you purchase and/or are you the original owner?
Original owner.
3. Do you tend drive with one foot, e.g. same foot for both the gas pedal and for the brake pedal?
Driver uses their right foot for both accelerator and brake pedals.
4. How often has this condition occurred? Spring '14...and has recurred. Learned to live with condition.
5. Does the issue occur in the same location? Any brake action. Increase of 4" of travel (est.)
6. Are you able to repeat the condition? Yes.
7. When the concern happens, are you driving in a straight line or are you turning? Both.
8. Does the issue occur when you're driving alone or with one or more people in the car? All.
9. Did you have any repairs or updates to vehicle parts before this issue occurred? Winter of 2013, ran into a curb (pass.rear) the wheel was Ok, but the tire was replaced (not sure if tire was replaced at a Ford dealer). New battery installed May of 2014. Might have been a recall...not sure which one. No service on brakes prior to first occurrence.
10. Has the vehicle ever been in any kind of accident that you know of? No. other than the tire/curb issue in #9.
11. Has this occurred the entire time you've had the vehicle or is this a recent occurrence? Issue started in the spring of 2014.
12. Did you have the m/c replaced? Yes. August 24, 2016.
 - a. Where was the repair done? Varsity Ford – Ann Arbor.
 - b. Where did the repair dealer get the ABS? Ford parts, etc. No ABS replacement. Replaced the Master Cylinder at Varsity Ford. Owner bled the brake fluid. Got spec from either owner manual or from top of brake reservoir. Fluid purchased from O'Rieley's. Brake fluid change did not make any difference on the pedal issue. No reported air from the system (work done prior to new MCYL).
 - c. Does the issue still occur? Yes.
13. Did you have the ABS replaced? No.
 - a. Where was the repair done?
 - b. Where did the repair dealer get the ABS? Ford parts, etc.
 - c. Does the issue still occur?
14. Did the pedal stay low or does it return by itself? The pedal returns to normal position.
15. What other repairs or updates has the car had? Are the replacement parts OEM, motorcraft, etc.
 - a. Wheels - No
 - b. Tires – New fall of 2015. Right rear tire replaced from curb impact.
 - c. Brake Pads (Front/Rear/Both) No.
 - d. Calipers (front/rear/both) No
 - e. Hub/bearing (Front/rear/both) No
 - f. Abs No
 - g. jounce hoses No

- h. No new vacuum booster.
16. Do you have the vehicle serviced or do some self-maintenance? Other than the brake bleed – some of the vehicle service has been done at a Lincoln Dealer in Grand Rapids – and had regular oil changes (e.g., Uncle Eds).
17. Did you add any brake fluid or had brake fluid put in during any previous repair or maintenance? No.
18. Does this occur on bumpy, gravel, pothole roads or paved? All types of surfaces.
19. What speed have you noticed the symptom? All.
20. Weather conditions - All
- a. Rainy - All
 - b. Snow
 - c. Cold
 - d. Humid
 - e. Hot
 - f. Sunny
21. What were the conditions of the road(s) that the condition occurred?
- a. Cement/concrete road -
 - b. Black top road – Yes (for 1st occurrence).
 - c. Dirt or hard sand
 - d. Gravel or loose surface
 - e. Rough or washboard road
 - f. Dry – Yes (for 1st occurrence).
 - g. Wet
 - h. Slippery
 - i. Snow or ice
22. Any noises when it occurred? None noticed.

From: Troy Mullen <tmullen@cci-il.com>
Sent: Monday, April 07, 2008 1:09 PM
To: :bmesserv@ford.com
Cc: Cooney, Kristin (K.R.)
Subject: defect brakeFluid B060 issue

Hello Mr. Messervey

First I want to introduce to myself, my name is Troy Mullen from CCI Manufacturing IL Corporation sales Representative. Today I try to contact regarding of defective color issue on B060 brake Fluid which the batch number is 0801-120 shipped on 1/31/08 to ST. Thomas plant location. I was wondering if you could send me a sample of the defective brake fluid item and send me the information of Certification of Analysis including the detail information of the sample was taken . The ship to address is **15550 Canal Bank Rd. Lemont IL 60439 and put the attention to Troy Mullen.**

Thank you !

If you have any questions, please feel free to contact me.

Regards,

Troy J Mullen

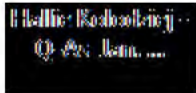
Sales Representative
CCI Manufacturing IL Corporation
Tel. (630) 699-2269
FAX: (630) 685-7589
E-mail: tmullen@cci-il.com
Web: www.cci-il.com

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From: Cadagin, Ed (E.J.)
Sent: Tuesday, January 17, 2017 1:56 PM
To: Sagan, Jessica L (J.L.); Gangwar, Hans (H.B.); Leah.Burns@continental-corporation.com; Patterson, David (D.S.)
Cc: Falconer, William (W.)
Subject: Discuss 2009 MY Fusion ABS Extended Brake Pedal Travel with Hallie Kolsen

Attached are notes from today's discussion with Hallie...

Ed C.



Here are some questions I'd like to ask.

1. How long have you owned the car, time and mileage? [REDACTED] purchased new in April 2009. Vehicle currently has approximately 100,000 miles.
2. Did you purchase and/or are you the original owner? [REDACTED] purchased new from Packey Webb Ford in Wheaton, IL.
3. Do you tend drive with one foot, e.g. same foot for both the gas pedal and for the brake pedal? Same foot (right).
4. How often has this condition occurred? 9 total (over 3 seasons). Dealer found a sticking caliper. Bled system and replaced caliper. Issue recurred. Mechanic examined all ok. Dealer advised other vehicles have had concerns. Owner found youtube video of issue. \$1300 cost to repair. Pulled fuse and have been driving ok.
5. Does the issue occur in the same location? Pothole. In turns.
6. Are you able to repeat the condition?
7. When the concern happens, are you driving in a straight line or are you turning? During turns on ice...and pothole on straight roads. ABS MIL would activate. Abs and skid.
8. Does the issue occur when you're driving alone or with one or more people in the car? Both.
9. Did you have any repairs or updates to vehicle parts before this issue occurred? No.
10. Has the vehicle ever been in any kind of accident that you know of? No. just the one in the parking lot.
11. Has this occurred the entire time you've had the vehicle or is this a recent occurrence?
12. Did you have the m/c replaced? No. drained hydraulics and replaced fluid (2x).
 - a. Where was the repair done?
 - b. Where did the repair dealer get the ABS? Ford parts, etc.
 - c. Does the issue still occur?
13. Did you have the ABS replaced? No.
 - a. Where was the repair done?
 - b. Where did the repair dealer get the ABS? Ford parts, etc.
 - c. Does the issue still occur?
14. Did the pedal stay low or does it return by itself? For the most part the pedal returned to top.
15. What other repairs or updates has the car had? Are the replacement parts OEM, motorcraft, etc.
 - a. Wheels – No.
 - b. Tires – Around 60,000 miles.
 - c. Brake Pads (Front/Rear/Both) – Yes, around 75,000 miles (before the vehicle was transferred to Hallie).
 - d. Calipers (front/rear/both) – replaced a rear caliper. Pads were ok. No leaks in system. Bled system – but there were no leaks found. Front bumper fascia cracked during the parking lot accident.
 - e. Hub/bearing (Front/rear/both) – No.
 - f. Abs – No.
 - g. jounce hoses – No.
16. Do you have the vehicle serviced or do some self-maintenance? Quick oil changes at Packey Webb in Wheaton. Non-ford mechanics.

17. Did you add any brake fluid or had brake fluid put in during any previous repair or maintenance?
No.
18. Does this occur on bumpy, gravel, pothole roads or paved? It has happened on regular paved roads with one pothole.
19. What speed have you noticed the symptom? No specific speed identified. All occurrences were at or below 30 mph.
20. Weather conditions
- a. Rainy
 - b. Snow – snow and ice – slush on road. Had an accident in a parking lot, when the other driver was cutting across lot lines. Owner had to slam on brakes, but could not stop. Other driver was arrested and ticketed (parking lot) for expired license.
 - c. Cold
 - d. Humid
 - e. Hot
 - f. Sunny
21. What were the conditions of the road(s) that the condition occurred?
- a. Cement/concrete road
 - b. Black top road
 - c. Dirt or hard sand
 - d. Gravel or loose surface
 - e. Rough or washboard road
 - f. Dry – all other were on dry/sunny roads.
 - g. Wet – accident only.
 - h. Slippery
 - i. Snow or ice
- 22) Owner said the brakes were “struggling”.
- 23) Owner said they had experienced the long pedal travel - prior to the parking lot accident.

From: Cadagin, Ed (E.J.)
Sent: Tuesday, December 13, 2016 10:08 AM
To: 'ROADANDDIRTRIDER@GMAIL.COM'
Subject: Engineering questions regarding ABS

Randy,

As discussed – attached are the questions from engineering.

Thanks for your help!

I will let you know which day is good for Varsity Ford – stay tuned...

Ed C.



2006/010
@Dns+Jhonne; oler; JI...

Here are some questions I'd like to ask.

1. How long have you owned the car, time and mileage?
2. Did you purchase and/or are you the original owner?
3. Do you tend drive with one foot, e.g. same foot for both the gas pedal and for the brake pedal?
4. How often has this condition occurred?
5. Does the issue occur in the same location?
6. Are you able to repeat the condition?
7. When the concern happens, are you driving in a straight line or are you turning?
8. Does the issue occur when you're driving alone or with one or more people in the car?
9. Did you have any repairs or updates to vehicle parts before this issue occurred?
10. Has the vehicle ever been in any kind of accident that you know of?
11. Has this occurred the entire time you've had the vehicle or is this a recent occurrence?
12. Did you have the m/c replaced?
 - a. Where was the repair done?
 - b. Where did the repair dealer get the ABS? Ford parts, etc.
 - c. Does the issue still occur?
13. Did you have the ABS replaced?
 - a. Where was the repair done?
 - b. Where did the repair dealer get the ABS? Ford parts, etc.
 - c. Does the issue still occur?
14. Did the pedal stay low or does it return by itself?
15. What other repairs or updates has the car had? Are the replacement parts OEM, motorcraft, etc.
 - a. Wheels
 - b. Tires
 - c. Brake Pads (Front/Rear/Both)
 - d. Calipers (front/rear/both)
 - e. Hub/bearing (Front/rear/both)
 - f. abs
 - g. jounce hoses
16. Do you have the vehicle serviced or do some self-maintenance?
17. Did you add any brake fluid or had brake fluid put in during any previous repair or maintenance?
18. Does this occur on bumpy, gravel, pothole roads or paved?
19. What speed have you noticed the symptom?
20. Weather conditions
 - a. Rainy
 - b. Snow
 - c. Cold
 - d. Humid
 - e. Hot
 - f. Sunny
21. What were the conditions of the road(s) that the condition occurred?
 - a. Cement/concrete road

- b. Black top road
- c. Dirt or hard sand
- d. Gravel or loose surface
- e. Rough or washboard road
- f. Dry
- g. Wet
- h. Slippery
- i. Snow or ice

Name	Phone	VIN	Vehicle	build date
[REDACTED]	[REDACTED]	3FAHP07ZX8R2[REDACTED]	008 FORD FUSION 4D 2WD	3/12/2008
[REDACTED]	[REDACTED]	3FAHP08199R[REDACTED]	2009 Ford Fusion	12/10/2008

From: Cadagin, Ed (E.J.)
Sent: Thursday, October 13, 2016 8:29 AM
To: Sagan, Jessica L (J.L.)
Subject: Follow-Up...have you identified another vehicle?

Jessica,

Have you taken a look at the other VINs in the list?

Is there another vehicle we should try to locate/inspect?

Thanks!

Ed C.

From: Cadagin, Ed (E.J.)
Sent: Tuesday, January 17, 2017 9:59 AM
To: 'David Claster'
Subject: Ford Engineering Review of 3FAHP08179R1[REDACTED] - Thursday, January 19th

David,

I got your recorded message...many thanks for your help!

The owner of the vehicle will drop off the vehicle on Wednesday afternoon/evening – please put her in a rental vehicle.

The Ford team will be driving from Dearborn to North Riverside on Thursday morning.

My cell phone number is: (734) 776-1448 if we need to talk.

Thanks again for all of your support on this investigation.

I look forward to meeting you on Thursday around Noon.

Best regards,

Ed Cadagin

12/14/16 - LEASED VEH. BASED ON LOG - NO PROBLEM.
 - TESTED ON ~~STREET~~ - M - HCU A - VOG.
 - 75-8 HIGHER TRAC & FORCE
 9-219.
 - 45 LBS - 95 LBS
 - 2.6-2.7 in - 4.9-5.0 in
 ALL TELL DEVICE - ACTIVATE VALVES
 - CAN ACTUATE VALVES - FT 2 DUMP VALVES

11/28/2016

DAN PEARSE
 240 MPH 38# - 126# c/o
 937-666-4511
 120 - 135 FT.
 DAN PEARSE CENTER FOR DATA CAP

Ford Warranty Review

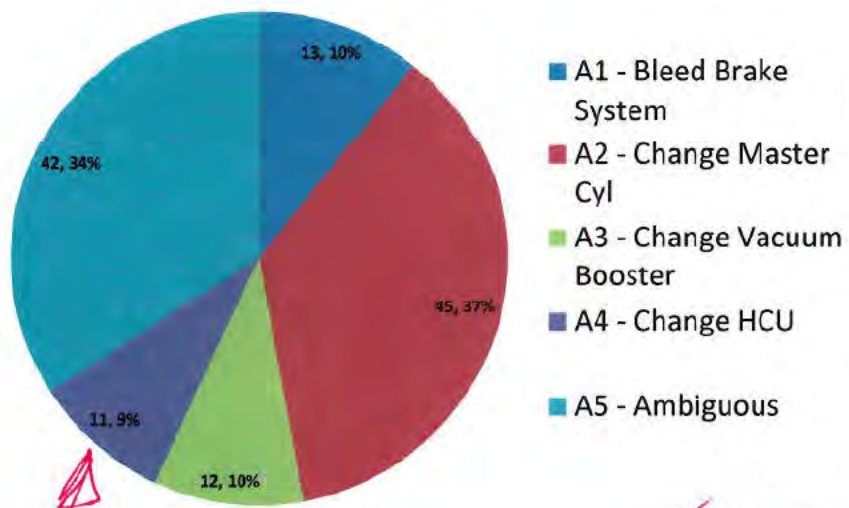
- 4,319 Warranty reports for 2007-2009 Fusion/Milan.
- 2,724/474,862 = 0.56% = 5.6 R/1000
- Reviewed 1,001 reports for the following symptoms:
 - function-steering/brake ineffective;
 - mod-driving condition-on deceleration/braking;
 - mod-driving condition-over bump(s);
 - mod-intermittent/random;
 - pedal concerns-pedal positions;
 - pedal concerns-service brake pedal)
- Category A - Pedal goes to floor / Loss of braking (130)
- Category B - Brake MIL Light On (458)
- Category C - Popping noise in Radio (10)
- Category D - Master Cyl / Booster (121)
- Category NR - Not responsive (282)

ID CIRCUIT
 BOARD
 - PEDAL TRAVEL ON HOLD

LEASED: 3MEHM07Z48R [REDACTED]

HCU : 3FAHP06Z88R [REDACTED]

130/1001 - Pedal Goes to Floor / Loss of Braking



1000 CHARGES
 18TH

708.846
 1428

HALLIE
 KOLSE
 @4440.com

SUPPLIER LOG ON PARTS RETURNED

MILWAUKEE?
 OTHER PARTS REPLACED ALSO.

TIMELINE TO ANALYZE?

11/28/16 NHTSA CALL.

MARK T. / ESC / FORD SIMMONS / MIKE LEE

EVAN FRANKS

SEVE CHERRY - MAR.

**NHTSA Information Request
2007-2009 MY Focus/Milan
Brake Pedal Goes to Floor VOQs**
(VOQs as of September 28, 2016)

October **TBD**, 2016

THK OF ABS



Presentation Layout

1. VOQ Analysis
2. Internal Ford Data Analysis
3. Next Steps

3311-KTAC

05-10 ESCAPE / MAZDA HYBRID
ABS / LEADER PER TRAVEL.
240 VOQ's

SUPPLIER

WOLAR - 2008

D

VOQ Analysis

109 = Total number of unique VIN VOQs

- 107 Reports – *"Pedal goes to floor." 'reduced braking.'*
- 1 Report – *"...the brakes seized without warning."*
- 1 Report – *"...consumer writes in regards to anti-lock braking system problems."*

NOTES: - Many reports indicate that braking is regained upon further application of the pedal, or after pumping the pedal.

VOQ Analysis

Crashes - 4 / 109 Reports:

- *"May be cause of rearend wreck listed below." (No further reference.)*
- *"Today traffic was stop and go, and when the car in front of me stopped and my boyfriend hit the brakes to stop, the ABS went on followed by the brakes malfunctioning which caused a rear end collision."*
- *"As I approached a busy intersection (three directions of traffic but only 1 direction has to stop). Very small spots of unmelted snow were present on the road and again, the brake pedal went to the floor. I also went beyond my desired stopping point on this occasion, as well. In fact, the vehicle only stopped because I wrecked into the back of another vehicle that was waiting to turn."*
- *"Driving in city traffic, I was turning left and hit a rough patch of road. The car in front of me stopped because of road construction, when my fusion hit the rough patch due to the construction and I applied my brakes, the pedal was very soft, going down to the floor board causing a car accident."*

VOQ Analysis

Loss of braking during ABS event / or after hitting a bump/disturbance in the road - 73 / 109 Reports:

- *"The ABS was activated when coming to a stop in slippery conditions and on loose gravel. Afterwards the brake pedal nearly goes to the floor in order to stop the car. This usually lasts for a day before the brakes return to normal."*
- *"I was driving along about 25 mph and had to stop at a turn on a metal plate and the abs pulsed because the plate was slippery. After the ABS pulsed the brake pedal went soft and had to be pushed to the floor to stop the car, with no brakes until the pedal got to the floor."*
- *"Brakes fail following an ABS event. Brake pedal becomes soft and sinks to the floor. If brakes are pumped repeatedly they can be returned to normal - but then fail again upon a subsequent ABS event."*

NOTE: - Many reports indicate that braking is regained upon further application of the pedal, or after pumping the pedal.

VOQ Analysis

Service Info – Bleed Brake System/MCYL Change

- *For 27 Reports of Brake System being bled; there were 21 reports the condition recurred.*
- *For 22 Reports of Master Cylinder being replaced; there were 19 reports the condition recurred.*

Service Info – Change ABS/HCU

- *15 Reports of ABS/HCU being replaced; there were 5 reports the condition recurred.*

VOQ Analysis

The system is dangerous – or needs a FSA:

- *44 Comments that the system was dangerous or required an FSA*

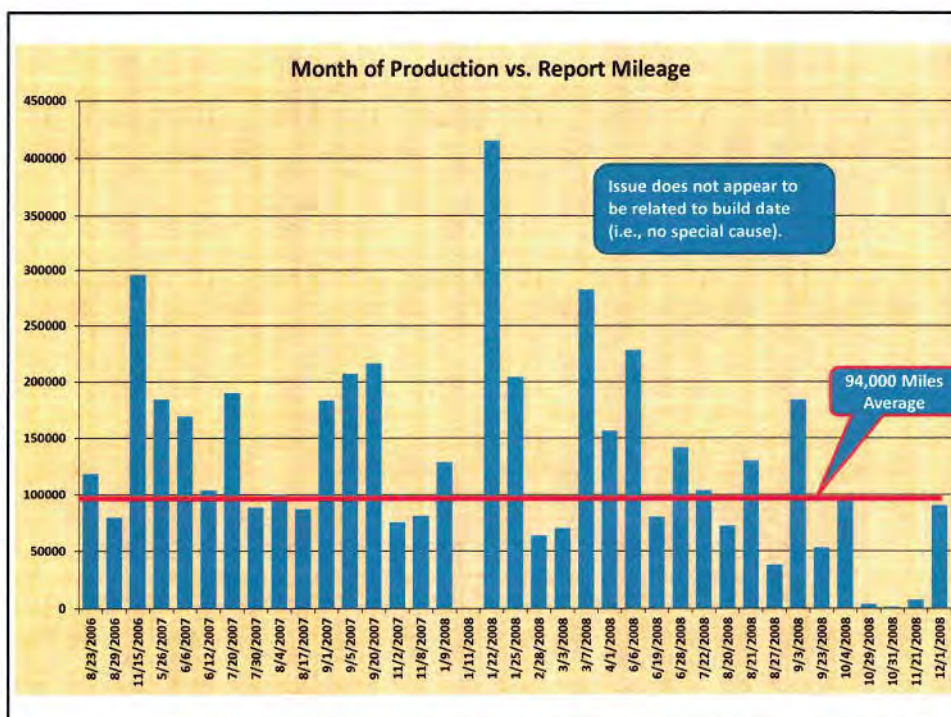
Cost of repair:

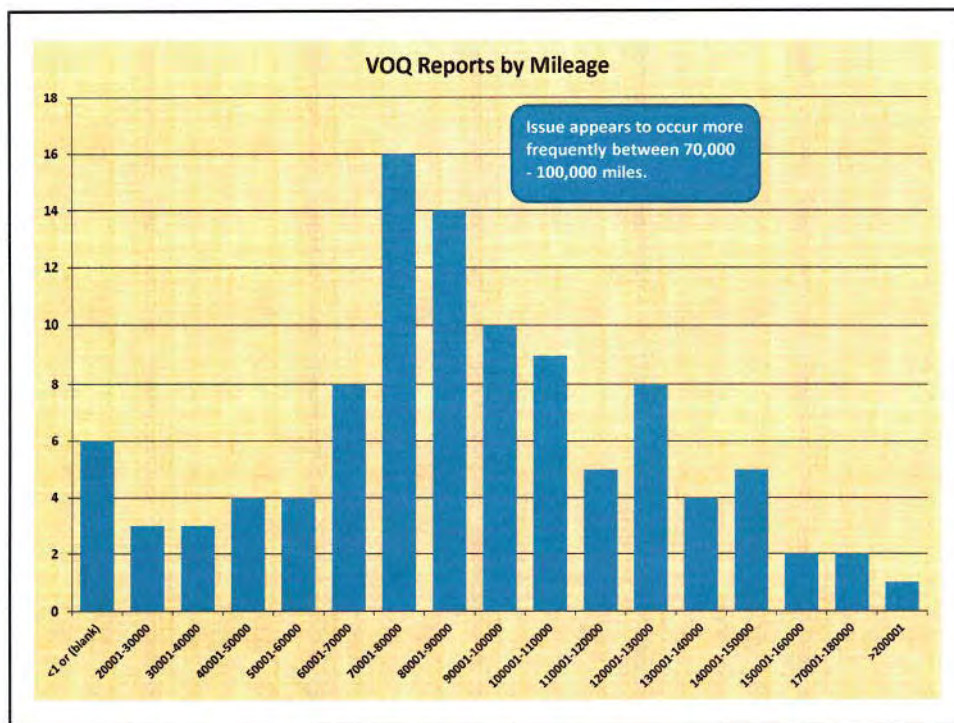
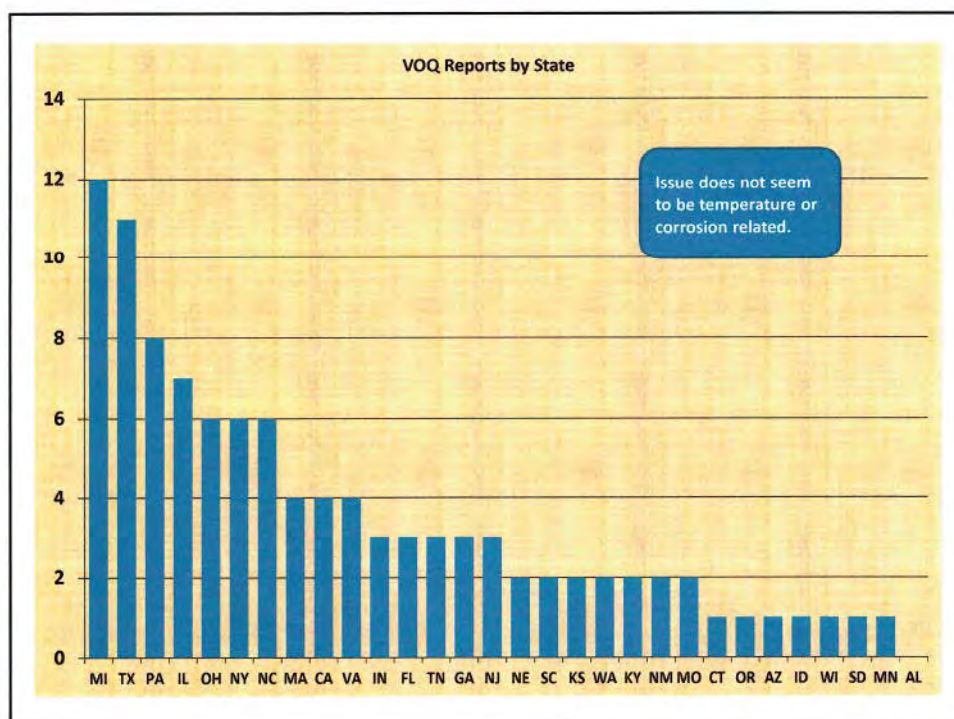
- *26 Comments regarding the high cost of repairs*

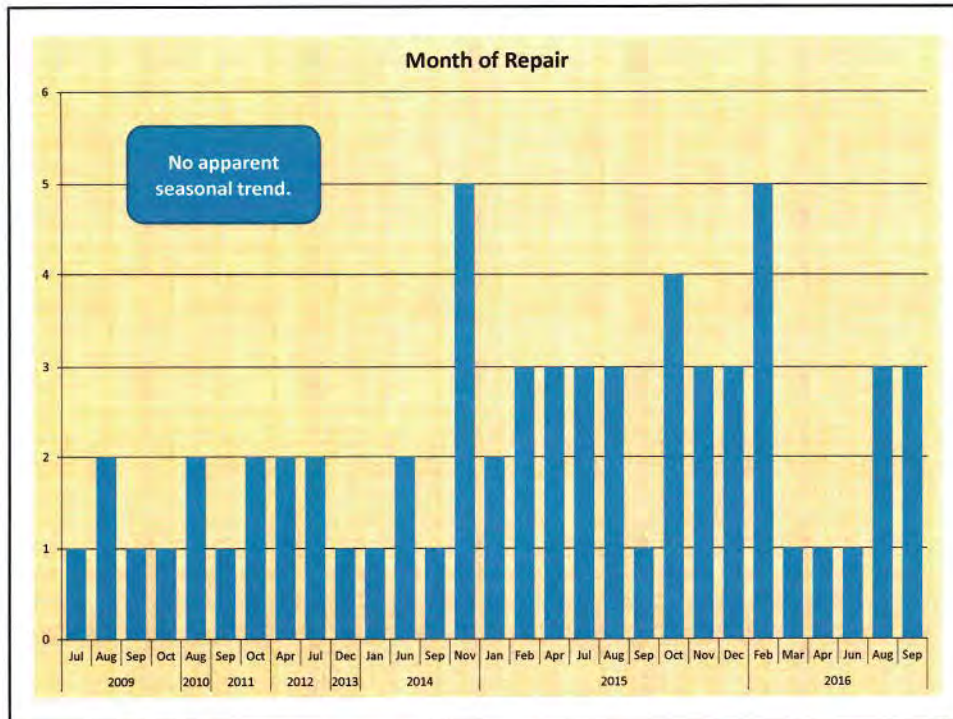
Ford Data Analysis

Summary of Ford Data Analysis

- 76 of the 109 VOQs were associated with VINs.
- 40 of the 109 VINs had records in Ford's System:
 - Similar descriptions to VOQs.
 - 6 Records of replaced Master Cylinders.
 - 1 recommendation to inspect ABS/HCU for proper line installation.
 - 1 report of customer being able to "fix" the issue by hitting the ABS housing with a hammer.

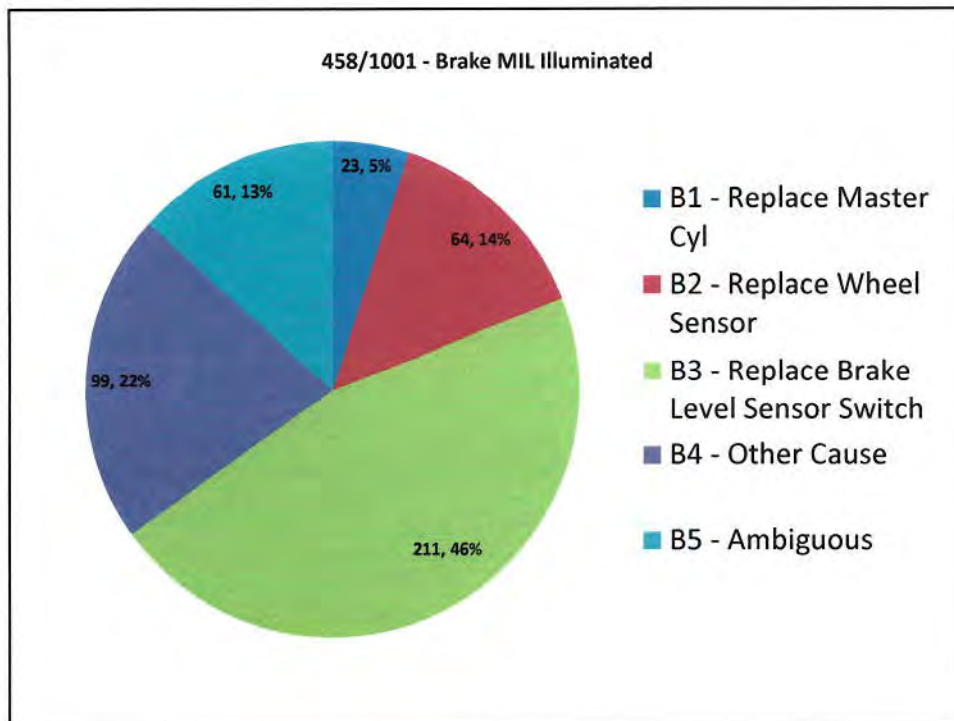
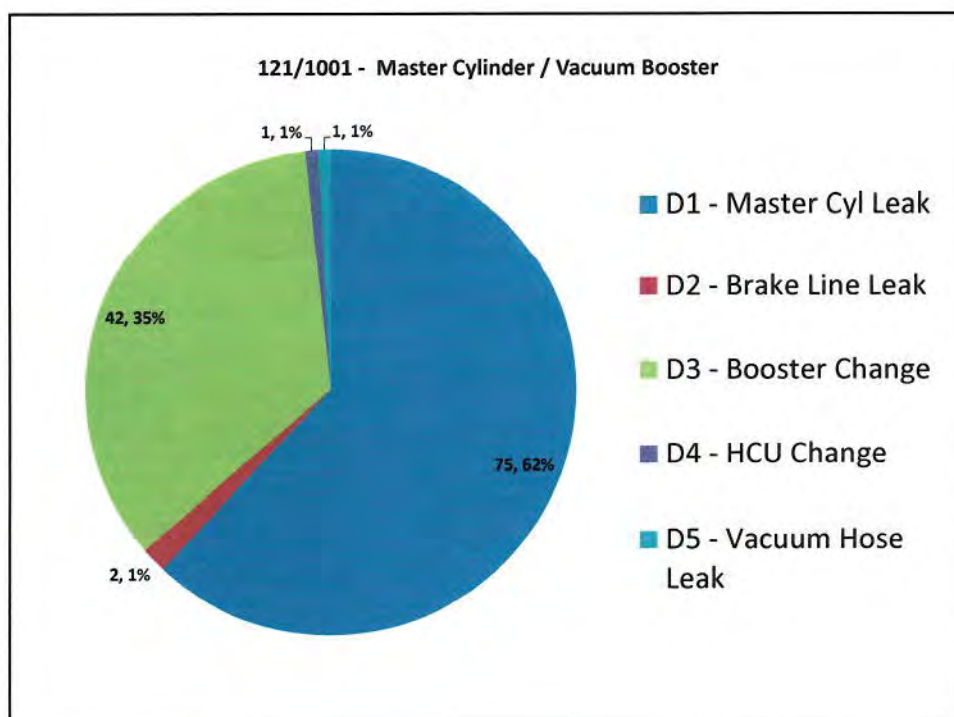






Summary of Ford Data Analysis

- Issue does not appear to be related to build date (i.e., no special cause).
- Issue occurs more frequently between 70,000 - 100,000 miles (94,000 miles average).
- Does not appear to be temperature or corrosion related.
- No apparent seasonal trend.
- 20% of the VOQ vehicles were initially fleet vehicles.



FMC360 & GCQIS Data

- **FMC360 Data Review**
 - 240 Total Reports (89 > 90,000 miles):
 - 117,956 Average Mileage (90,200 – 230,000 miles)
 - 73% - Foot goes to floor / Excessive pedal travel
 - 3% - Master Cylinder / Vacuum Booster issues
 - 15% - Non-Responsive
- **GCQIS Data Review**
 - 1,039 Total Reports (295 > 90,000 miles):
 - 120,293 Average Mileage (90,052-808,333 miles)
 - 78% - Foot goes to floor / Excessive pedal travel
 - 6% - Master Cylinder / Vacuum Booster issues
 - 15% - Non-Responsive

Next Steps

- Ford is investigating these reports.
- Ford Chassis Engineering is attempting to Find a Vehicle (VOQ vehicle?) with the reported condition and procure the following components for analysis:
 - Vacuum Booster
 - Master Cylinder
 - ABS/HCU Assembly
 - Brake Fluid

Discussion

From: Cadagin, Ed (E.J.)
Sent: Friday, December 02, 2016 8:47 AM
To: Tuneff, Mark (M.S.)
Subject: Fusion ABS/HCU

Mark,

This site was mentioned in one of the VOQs that NHTSA sent us...

[REDACTED] [8](#)

Ed C.

From: Biyashev, Russ (.)
Sent: Thursday, February 07, 2008 9:56 AM
To: Rendi, Tony (A.J.); Skwirsk, Tom (T.V.)
Subject: FW: OPEN CCRG ISSUES

CCRG for FoE advises to monitor.

Thank you,

Russ Biyashev
Ford Motor Company
NAE Brake Controls
313.805.4793
rbiyashe@ford.com

From: Tomczak, Peter (P.)
Sent: Thursday, February 07, 2008 9:52 AM
To: Lagerstedt, Mats (Brake.); Biyashev, Russ (.); Knight, Warren (W.)
Subject: WG: OPEN CCRG ISSUES

[Russ, Mats, Warren,](#)
[feedback from our CCRG on the leakage issue.](#)

Peter Tomczak
Supervisor Electronic Brake Systems and C1
D-MC1/D13
Tel: intern: 8-703-5627 extern: +49-221-903-5627
Fax: intern: 8-703-6928 extern: +49-221-903-6928

Ford-Werke GmbH
Henry-Ford-Straße 1, 50735 Köln
Sitz der Gesellschaft: Köln
Registergericht Köln, HRB 54183
Vorsitzender des Aufsichtsrats: Albert Caspers
Geschäftsführung: Bernhard Mattes (Vorsitzender), Doris Adam, Werner Harbers, Dr. Hermann H. Hollmann, Dr. Franz-Josef Laermann, Rainer Ludwig, Dr. Wolfgang Schneider, Jürgen Stackmann

Von: Mardell, Mitch (M.)
Gesendet: Donnerstag, 7. Februar 2008 15:47
An: Tomczak, Peter (P.)
Betreff: RE: OPEN CCRG ISSUES

Yes

From: Tomczak, Peter (P.)
Sent: 07 February 2008 14:40
To: Mardell, Mitch (M.)
Subject: AW: OPEN CCRG ISSUES

Can I share this with FNA and VCC?

Peter**Tomczak**

Supervisor Electronic Brake Systems and C1
D-MC1/D13

Tel: intern: 8-703-5627 extern: +49-221-903-5627
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Von: Mardell, Mitch (M.)
Gesendet: Donnerstag, 7. Februar 2008 15:13
An: Tomczak, Peter (P.)
Cc: Hahn, Uwe (U.); Patel, Bharat (B.J.)
Betreff: RE: OPEN CCRG ISSUES

Peter, We discussed at CCRG this morning and agreed to monitor for 3 months. The risk assessment from Conti was accepted and therefore we do not anticipate having any reports /incidents.

Mitch

From: Tomczak, Peter (P.)
Sent: 07 February 2008 12:29
To: Mardell, Mitch (M.)
Subject: AW: OPEN CCRG ISSUES

Mitch,
the X-carline ABS leakage is not on the list. Is there any feedback on the status? My colleagues from FNA do ask me what we are planning to do on this? Whom do i direct them to?

Peter**Tomczak**

Supervisor Electronic Brake Systems and C1
D-MC1/D13

Tel: intern: 8-703-5627 extern: +49-221-903-5627
Fax: intern: 8-703-6928 extern: +49-221-903-6928

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Sitz der Gesellschaft: Köln
Registergericht Köln, HRB 54183
Vorsitzender des Aufsichtsrats: Albert Caspers

Von: Mardell, Mitch (M.)

Gesendet: Freitag, 1. Februar 2008 16:07

An: Roeks, Leo (L.); Accou, Carl (C.); Allrath, Peter (P.); Ames, Manfred (.); Amesbury, Dave (D.G.); Assef, Mohammed (M.); Becker, Hans (H.F.); Beyer, Martina (M.A.); Bowen, Dave (D.); Braun, Reiner (RBR.); Briffett, Gordon (.); Brown, Ian (I.); Budgen, Paul (P.); Buttress, Jon (J.R.); Chandler, Pat (P.); Cheung, Ray (R.); Cronin, Gerard (G.); Curle, Graham (G.P.); Day, Stephen (S.); De Wever, Raf (R.); Delicata, Andy (A.J.); Densing, Dirk (D.); Derbyshire, Ian (I.W.); Drews, Lothar (L.); Ginster, Michael (M.); Goddard, Darren (D.R.); Gregory, David (D.); Gross, Norbert (N.); Grundon, Howard (H.); Guclu, Ufuk (U.); Gunes, Safak (S.); Harbolla, Bernd (.); Hasselmann, Andreas (A.); Higgins, Dennis (D.); Hillier, Ben (B.E.); Hoeber, Matthias (M.); Hoeft, Katrin (K.); Jones, Craig (C.); King, Michelle (M.); King, Tim (T.T.); Kirby, Graham (G.J.); Knuefermann, Gerd (G.); Kroell, Michael (.); Kummer, Alfons (A.); 'Kuntze, Peter (P.)'; Langen, Gereon (G.); Lismont, Wouter (W.); Llopis, Jose Ramon (J.R.); Lund, Christine (C.); MacLennan, Bruce (B.C.); Maher, Peter (P.); Maile, Marc (M.); Malka, Kuly (K.); Mansfield, Brian (B.D.); Massingham, Keith (K.R.); McMahon, Mark (M.P.); Metcalfe, Duncan (D.C.); Metzmacher, Stephan (S.); Mueller, Thomas (W.); Muftuoglu, Erdal (E.); Palmer, Andy (A.J.); Patel, Bharat (B.J.); Pover, David (D.); Ranger, John (J.); Ratley, Roger (R.W.); Robinson, Jason (J.); Rogers, Mike (M.C.); Rutter, Andrew (A.T.); Rutter, Brian (B.G.); Schmitz, Thomas (Dr.T.); Schoenfuss, Steffen (S.S.); Schriever, Tilman (T.); Schuetteler, Bruno (B.); Scott, Chris (C.); Simcock, Phil (S.P.); Thomas, David (D.B.); Tomczak, Peter (P.); Townsend, Bob (R.E.); Turan, Ahmet (A.); van de Kragt, Chris (C.); Voelger, Claudia (C.); Whittle, Adrian (A.R.); Wickler, Wolfgang (W.X.); Wischeidt, Heribert (H.); Witschel, Mark (M.); Woodcroft, Graham (G.C.); FitzGerald, Nick (N.J.); Banks, Alan (A.J.); Jones, Craig (C.); Arens, Michael (M.); Fan, Stephen (S.K.); Kropp, Juergen (J.); O'Malley, Peter (P.F.); Taspinar, Tarkan (T.); Dadgostar, Sasan (S.); Koenig, Paul-Uwe (PUK.); Sinanoglu, Banu (.); Rana, Balbir (B.S.); Bahilo, Salvador (S.); Atakli Tuna, Serpil (S.); Roeper, Hartmut (H.); Vazan, Marcela (M.); Woelfle, Martin (M.M.)

Betreff: RE: OPEN CCRG ISSUES

From: Sagan, Jessica L (J.L.)
Sent: Wednesday, December 14, 2016 8:52 AM
To: Cadagin, Ed (E.J.)
Subject: FW: 07 Fusion Part numbers

Hi Ed,
The part list for the 07 Fusion is attached/below. Will you please confirm with FCSD the OEM parts are in stock?
Thank you!



2006-2009 Fusion
OEM part info...

Also, I set up a meeting for tomorrow morning at 8:30 AM to work out the logistics for our visit to the dealership on Monday.

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Patterson, David (D.S.)
Sent: Tuesday, December 13, 2016 6:55 PM
To: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Subject: RE: 07 Fusion Part numbers

See **Red** updates

From: Sagan, Jessica L (J.L.)
Sent: Tuesday, December 13, 2016 11:36 AM
To: Patterson, David (D.S.) <dpatte35@ford.com>
Subject: 07 Fusion Part numbers
Importance: High

Hi Dave,
I have the following parts list for the Dexter vehicle part replacement. Will you please take a look at the list and make sure I didn't forget to request any parts?

Part name	Part number	qty
ECU	Top of Form	1

	7E5Z-2C219-B Bottom of Form	
HCU	Top of Form 6E5Z-2C215-AA Bottom of Form	1
Front Rotor asy	6E5Z-1125-AA ,	2
Front Brake Caliper asy RH	Top of Form 6E5Z-2B120-C Bottom of Form	1
Front Brake Caliper asy LH	Top of Form 6E5Z-2B121-C Bottom of Form	1
Rear Brake Caliper asy RH	Top of Form 6E5Z-2552-C Bottom of Form	1
Rear Brake Caliper asy LH	Top of Form 6E5Z-2553-C Bottom of Form	1
Rear Rotor asy	Top of Form 6E5Z-2C026-AA Bottom of Form	2
brakelines from abs	Top of Form 7H6Z-2C360-A Bottom of Form	1
brake line clip	6E5Z-2L198-A	1
brakelines	Top of Form 7E5Z-2263-A Bottom of Form	1
m/c	Top of Form 6E5Z-2140-BA Bottom of Form	1
booster	Top of Form 6E5Z-2005-E Bottom of Form	1
Front brake pad	Top of Form 6E5Z-2001-B Bottom of Form	2
Rear brake kit	Top of Form 6E5Z-2200-C Bottom of Form	2
manifold - vac supply	Top of Form 7H6Z-9C490-D Bottom of Form	1

I spoke to ASO and they would like us to visit the Dealership on Monday Dec 19th.

I will set up another touchpoint meeting for later this week, just to work out logistics and also the customer call back date/time. Thank you!

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

VIN: 3LNHM26T87R [REDACTED]
 Location: Dexter, MI
 MY 2007
 Build date: 24-May-07
 ABS level: 6E5Z-2C215-AA
 7E5Z-2C219-B

Concern: BRAKE PEDAL FEEL IS SPONGY AND THE PEDAL TRAVEL IS EXCESSIVE (3-4") BEFORE THE BRAKES SLOW THE VEHICLE DOWN. BRAKES WERE FULLY BLED TO ENSURE OLD FLUID WITH TOO MUCH MOISTURE IN IT WASN'T THE CAUSE. THIS ACTION DIDN'T FIX THE PROBLEM. JUST HAD A FORD DEALER REPLACE THE MASTER CYLINDER--THAT DID NOT CORRECT THE PROBLEM. AFTER CONDUCTING A WEB SEARCH AND TALKING WITH THE DEALER MORE, APPARENTLY THE PROBLEM IS A VALVE STUCK IN AN UNDESIRABLE POSITION ON THE ABS SYSTEM'S HYDRAULIC CONTROL UNIT. THIS APPEARS TO BE A BIT OF A COMMON PROBLEM WITH THE FORD MILAN VEHICLES OVER NUMEROUS YEARS. THERE ALSO APPEARS TO BE AN UPDATED PART NUMBER FOR THE HYDRAULIC CONTROL UNIT. THIS CONDITION IS A SAFETY HAZARD AS THE BRAKES DO NOT PROPERLY SLOW THE VEHICLE DOWN WHEN THE BRAKES ARE APPLIED.

Part name	Part number	qty
ECU	7E5Z-2C219-B	1
HCU	6E5Z-2C215-AA	1
Front Rotor asy	6E5Z-1125-AA ,	2
Front Brake Caliper asy RH	6E5Z-2B120-C	1
Front Brake Caliper asy LH	6E5Z-2B121-C	1
Rear Brake Caliper asy RH	6E5Z-2S52-C	1
Rear Brake Caliper asy LH	6E5Z-2S53-C	1
Rear Rotor asy	6E5Z-2C026-AA	2
brakelines from abs	7H6Z-2C360-A	1
brake line clip	6E5Z-2L198-A	1
brakelines	7E5Z-2263-A	1
m/c	6E5Z-2140-BA	1
booster	6E5Z-2005-E	1
Front brake pad	6E5Z-2001-B	2
Rear brake kit	6E5Z-2200-C	2
manifold - vac supply	7H6Z-9C490-D	1

VIN: 3FAHP08179R [REDACTED]
Location: Chicago, IL
MY 2009
Build date: 14-Aug-08
ABS level: 9E5Z-2C215-A
7E5Z-2C219-B

Concern: LIKE SO MANY OTHERS, I EXPERIENCE A LOW/SOFT BRAKE PEDAL. BRAKES HAVE BEEN REPLACED, LINES BLED, LEAKS CHECKED FOR. THE PROBLEM IS CLEARLY THE MALFUNCTIONING ABS HYDRAULIC MODULE, DESCRIBED IN THIS YOUTUBE VIDEO.

[REDACTED]

Additional comments: THIS IS A SAFETY ISSUE FOR WHICH CAR OWNERS SHOULD NOT BE HELD LIABLE. A RECALL SHOULD BE ORDERED.
I removed the fuse for the ABS to disable ABS. If I put the fuse back in then the problem will reoccur.
I watch a video on youtube and they told me how to disable the abs.

Task

Review complaints

Any common trends in complaint vehicles

Any known issues in MOP with high amount of complaints

Identify key vehicles

Interview customer

Visit dealer

Add datalogger?

ride with customer?

collect data

Next steps:

Remove parts or buy back vehicle to investigate further

Reproduce issue in another location

identify root cause

Is this a safety issue?

Was the vehicle properly maintained?

See questions:

From: Leah.Burns@continental-corporation.com
Sent: Wednesday, December 07, 2016 8:39 AM
To: Sagan, Jessica L (J.L.)
Subject: Fw: 2007 Fusion Gas investigation

Good Morning Jessica,

Can you please include me in the invite for this afternoon.

Thanks

Leah Burns
Engineering Manager
VED Hydraulics
Continental Automotive
Phone: +1(248)393-6181
Mobile: +1(248)701-8986
leah.burns@continental-corporation.com

----- Forwarded by Leah Burns/ah/na/au/cag on 12/07/2016 08:38 AM -----

From: John Truax/ah/na/au/cag
To: Robert Beaver/ah/na/au/cag@conti07, Leah Burns/ah/na/au/cag@conti07,
Date: 12/06/2016 08:46 PM
Subject: Fwd: 2007 Fusion Gas investigation

Sent from my iPhone

Begin forwarded message:

From: "Sagan, Jessica L (J.L.)" <jramir30@ford.com>
Date: December 6, 2016 at 1:30:48 PM EST
To: "john.truax@continental-corporation.com" <john.truax@continental-corporation.com>, "david.cwycyshyn@continental-corporation.com" <david.cwycyshyn@continental-corporation.com>, "Rendi, Anthony (A.J.)" <arendi@ford.com>, "Brucker, Eric (.)" <ebrucker@ford.com>, "Worrel, Peter (P.F.)" <pworrel@ford.com>, "Gangwar, Hans (H.B.)" <hgangwar@ford.com>
Subject: 2007 Fusion Gas investigation

Hi Team,

How are you? We've been asked by our legal team and NHTSA to investigate 2 customer vehicles to determine if there is a problem with the ABS modules.

NHTSA has received over 150 complaints with customer concerns regarding the long pedal travel and brakes not stopping the car effectively. The suspect vehicles are from 2007-2009MY with approximately 80K – 120K miles.

NHTSA and Ford legal has made contact with the two customers and asked for a good faith workplan to investigate these vehicles.

The first customer is located in Dexter, MI and he would like to use a dealership in Ann Arbor.
The second customer is located in Chicago area.

I would like to schedule a webex for tomorrow afternoon to work out details regarding:
Additional questions we'd like to ask the customer? We will need to work with legal when talking directly with the customer.

What data we would like to collect?

What parts we'd like off the vehicles?

Timing for analysis?

Please forward this email to anyone who may need to attend our webex tomorrow. Thank you for your support.

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Davis, Ray (.)
Sent: Wednesday, April 25, 2007 2:50 PM
To: Zajac, Kevin (K.S.); Herrington, April (A.M.); Messervey, Brandon (B.C.)
Cc: Cooney, Kristin (K.R.); Zdun, Richard (R.E.)
Subject: FW: Brake Fluid Status

Response from Sue. Looks like we have enough brake fluid to hold us until Balance out.

Regards,
Ray Davis
Wixom Assembly Plant, PVT
Ford Motor Company
Email: rdavis47@ford.com
Phone: 248-344-5693
Pager: 248-523-9905

From: Betke, Susan (S.J.)
Sent: Wednesday, April 25, 2007 11:22 AM
To: Davis, Ray (.)
Subject: RE: Brake Fluid Status

Yes, we feel we have more than enough brake fluid to balance out, however, CCI is the supplier we get the brake fluid from. Our last shipment from CCI was April 23rd.

Susan Betke
Wixom Assembly Plant
Parts Control Supervisor
sbetke@ford.com
248-344-5051
fax 248-344-6467

From: Davis, Ray (.)
Sent: Wednesday, April 25, 2007 9:44 AM
To: Betke, Susan (S.J.)
Subject: FW: Brake Fluid Status

Sue,

Can you confirm the we have enough brake fluid to balance out. Core brakes has informed me that the Dow brake fluid has been exhausted and any new orders would have to be through CCI. Thanks !

*Regards,
Ray Davis*

Wixom Assembly Plant, PVT
Ford Motor Company
Email: rdavis47@ford.com
Phone: 248-344-5693
Pager: 248-523-9905

From: Zajac, Kevin (K.S.)
Sent: Tuesday, April 24, 2007 11:49 AM
To: Messervey, Brandon (B.C.); Herrington, April (A.M.)
Cc: Cooney, Kristin (K.R.); Zdun, Richard (R.E.); Davis, Ray (.)
Subject: RE: Brake Fluid Status

Ray, can you confirm that WAP is all set for brake fluid through May 31? Otherwise any future fluid orders would need to be CCI.

Kevin S. Zajac

North American Brake Engineering
Ford Motor Company
(313)-805-2532 kzajac@ford.com

From: Messervey, Brandon (B.C.)
Sent: Tuesday, April 24, 2007 11:44 AM
To: Zajac, Kevin (K.S.); Herrington, April (A.M.)
Cc: Cooney, Kristin (K.R.); Zdun, Richard (R.E.); Davis, Ray (.)
Subject: RE: Brake Fluid Status

I'm headed into the CNE today to get the black out approval to proceed. I already have Steve Kenner's approval to move forward. At this time no help is needed.

Ray Davis is my counterpart at WAP. They will only build vehicles until May 31, 2007. Need to verify that they have sufficient quantities to sustain them to the job last date.

Brandon

From: Zajac, Kevin (K.S.)
Sent: Tuesday, April 24, 2007 11:17 AM
To: Herrington, April (A.M.); Messervey, Brandon (B.C.)
Subject: FW: Brake Fluid Status
Importance: High

FYI. Let me know what, if anything, needs to be done to switch back to CCI, now that the Dow brake fluid has been exhausted.

Brandon, who is your counterpart at Wixom? Any idea if we need to do anything for that plant? Not sure.

By the way, I will be out of the office after today, until next week.

Kevin S. Zajac

North American Brake Engineering

Ford Motor Company

(313)-805-2532 kzajac@ford.com

From: Cooney, Kristin (K.R.)
Sent: Tuesday, April 24, 2007 11:02 AM
To: Mattison, Dwayne (D.); Zajac, Kevin (K.S.); Chahal, Harbind (H.S.)
Cc: Costley, Frank (F.G.)
Subject: FW: Brake Fluid Status
Importance: High

The extra Dow brake fluid has been exhausted. Please coordinate with all affected assembly plants for C170, CD338, U/P251, P221 and EN/FN to revert back to the CCI brake fluid at the next brake fluid reorder point (I'm not sure if an alert is required or not). Let me know if you have questions. Thanks.

Kristin Cooney

Brake Systems Engineering

Actuation, Vacuum and Pedals

Phone: (313) 805-4728

Email: kcooney1@ford.com

From: Springer, Valeria (V.L.)
Sent: Tuesday, April 24, 2007 10:55 AM
To: Cooney, Kristin (K.R.)
Cc: Howie, Stephanie (S.S.); Dodge, Melody (M.J.); Webster, Denise (D.H.); Gerster, Jim (J.); Prevost, Joe (J.H.); Kraemer, Kristian (.); Herrington, April (A.M.); Trela, Christopher (C.R.)
Subject: FW: Brake Fluid Status
Importance: High

Kristin,

I received notification St Thomas placed an order this morning for the last load of Dow brake fluid. Please issue an alert for the affected plants to order CCI brake fluid with their next order.

VEHICLES / PLANTS AFFECTED

Focus Wayne Assembly

Explorer, Sport Track & Mountaineer Louisville Assembly

F150 Dearborn Truck & Norfolk assembly

Fusion, Milan & Lincoln MKZ Hermosillo Assembly

Thanks.

From: Bem, David (DJ) [mailto:David.Bem@dow.com]
Sent: Tuesday, April 24, 2007 10:22 AM
To: Rogowski, Robert (RG); Springer, Valeria (V.L.)
Subject: RE: Brake Fluid Status

Good Morning,

I have just received an order from St Thomas for the last load. They are looking for delivery on 05/09.

David Bem

Key Account Specialist
Work Process Coach

Dow Automotive

Phone: 248 391 6314

Fax: 248 391 6392

From: Rogowski, Robert (RG)
Sent: Tuesday, April 24, 2007 9:03 AM
To: 'Springer, Valeria (V.L.)'
Cc: Bem, David (DJ)
Subject: Brake Fluid Status
Importance: High

Val,

Per my phone mail message we are near the end of our brake fluid inventory. We have an order for LAP, delivery on 8May07, which when shipped will then leave us with enough for one other 3000 gallon delivery to a plant. At that point our bulk fluid inventory will be depleted. Let's make sure this is used and your current supplier is scheduled to take over.

Also, please check that your current supplier is able to provide Ford-Venezuela. There was an issue in the past and we have continued to supply them in drums via a local drop ship point.

Any updates on the past dues and the obsolescence claim payment?

Let me know when to approach engineering.

Regards,

Robert (Bob) G. Rogowski
Executive Director Ford Business Unit
Dow Automotive
248/393-3823 office
248/766-3582 cell
248/391-6393 fax

From: Cadagin, Ed (E.J.)
Sent: Thursday, December 15, 2016 12:33 PM
To: Tuneff, Mark (M.S.)
Subject: FW: complaint vehicle evaluation on Monday December 19th
Attachments: image002.emz

FYI...Dan is NOT able to attend on Monday.

Ed C.

Sent from my iPhone using TouchDown (www.symantec.com)

-----Original Message-----

From: Pearse, Dan (NHTSA) [Dan.Pearse@dot.gov]

Received: Dec 15, 12:03 PM

To: Cadagin, Ed (E.J.) [ecadagin@ford.com]; Kwiatkowski, Michael (M.P.) [mkwiatko@ford.com]

Subject: complaint vehicle evaluation on Monday December 19th

Ed/Mike,
Thank you for the invitation to observe the complaint vehicle test on Monday December 19th. After reevaluating my priorities and competing assignments I will decline your offer for this visit.
the invitation is appreciated,
Dan

Dan Pearse
National Highway Traffic Safety Administration
Vehicle Research and Test Center
East Liberty, OH 43319
937-666-4511

From: Sagan, Jessica L (J.L.)
Sent: Thursday, December 15, 2016 2:31 PM
To: Gangwar, Hans (H.B.)
Subject: FW: Conference Call with Randy Spaller - 2007 MY Lincoln MKZ

FYI

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Cadagin, Ed (E.J.)
Sent: Thursday, December 15, 2016 1:45 PM
To: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Cc: Patterson, David (D.S.) <dpatte35@ford.com>; Leah.Burns@continental-corporation.com
Subject: Conference Call with Randy Spaller - 2007 MY Lincoln MKZ

Jessica/David/Leah,

Attached is my summary of the answers from Randy...



Randy Spaller
Th: Dec 15, 2016...

Also – My cell phone number is (734)776-1448.

Thanks!

Ed C.

P.S. See you all at Varsity Ford at 8:00 am!

Here are some questions I'd like to ask.

1. How long have you owned the car, time and mileage?
Summer of 2007 June / July 52,600 miles
2. Did you purchase and/or are you the original owner?
Original owner.
3. Do you tend drive with one foot, e.g. same foot for both the gas pedal and for the brake pedal?
Driver uses their right foot for both accelerator and brake pedals.
4. How often has this condition occurred? Spring '14...and has recurred. Learned to live with condition.
5. Does the issue occur in the same location? Any brake action. Increase of 4" of travel (est.)
6. Are you able to repeat the condition? Yes.
7. When the concern happens, are you driving in a straight line or are you turning? Both.
8. Does the issue occur when you're driving alone or with one or more people in the car? All.
9. Did you have any repairs or updates to vehicle parts before this issue occurred? Winter of 2013, ran into a curb (pass.rear) the wheel was Ok, but the tire was replaced (not sure if tire was replaced at a Ford dealer). New battery installed May of 2014. Might have been a recall...not sure which one. No service on brakes prior to first occurrence.
10. Has the vehicle ever been in any kind of accident that you know of? No. other than the tire/curb issue in #9.
11. Has this occurred the entire time you've had the vehicle or is this a recent occurrence? Issue started in the spring of 2014.
12. Did you have the m/c replaced? Yes. August 24, 2016.
 - a. Where was the repair done? Varsity Ford – Ann Arbor.
 - b. Where did the repair dealer get the ABS? Ford parts, etc. No ABS replacement. Replaced the Master Cylinder at Varsity Ford. Owner bled the brake fluid. Got spec from either owner manual or from top of brake reservoir. Fluid purchased from O'Rieley's. Brake fluid change did not make any difference on the pedal issue. No reported air from the system (work done prior to new MCYL).
 - c. Does the issue still occur? Yes.
13. Did you have the ABS replaced? No.
 - a. Where was the repair done?
 - b. Where did the repair dealer get the ABS? Ford parts, etc.
 - c. Does the issue still occur?
14. Did the pedal stay low or does it return by itself? The pedal returns to normal position.
15. What other repairs or updates has the car had? Are the replacement parts OEM, motorcraft, etc.
 - a. Wheels - No
 - b. Tires – New fall of 2015. Right rear tire replaced from curb impact.
 - c. Brake Pads (Front/Rear/Both) No.
 - d. Calipers (front/rear/both) No
 - e. Hub/bearing (Front/rear/both) No
 - f. Abs No
 - g. jounce hoses No

- h. No new vacuum booster.
- 16. Do you have the vehicle serviced or do some self-maintenance? Other than the brake bleed – some of the vehicle service has been done at a Lincoln Dealer in Grand Rapids – and had regular oil changes (e.g., Uncle Eds).
- 17. Did you add any brake fluid or had brake fluid put in during any previous repair or maintenance? No.
- 18. Does this occur on bumpy, gravel, pothole roads or paved? All types of surfaces.
- 19. What speed have you noticed the symptom? All.
- 20. Weather conditions - All
 - a. Rainy - All
 - b. Snow
 - c. Cold
 - d. Humid
 - e. Hot
 - f. Sunny
- 21. What were the conditions of the road(s) that the condition occurred?
 - a. Cement/concrete road -
 - b. Black top road – Yes (for 1st occurrence).
 - c. Dirt or hard sand
 - d. Gravel or loose surface
 - e. Rough or washboard road
 - f. Dry – Yes (for 1st occurrence).
 - g. Wet
 - h. Slippery
 - i. Snow or ice
- 22. Any noises when it occurred? None noticed.

From: Tuneff, Mark (M.S.)
Sent: Monday, November 28, 2016 2:57 PM
To: Cadagin, Ed (E.J.)
Subject: FW: Customers with faulty ABS Modules

Ed, info for the VOQs that I just forwarded.

From: evan.frings@dot.gov [<mailto:evan.frings@dot.gov>]
Sent: Monday, November 28, 2016 2:27 PM
To: Tuneff, Mark (M.S.) <mtuneff@ford.com>; Stephen.McHenry@dot.gov
Subject: Customers with faulty ABS Modules

You have received 2 secure files from evan.frings@dot.gov.

Use the secure links below to download.

Mark, here are two drivers who are willing to provide Ford with faulty ABS units from their cars.

The first VOQ driver would prefer to use Joe Rizza Ford in North Riverside,
IL.<http://www.rizzafordnorthriverside.com/>

The second VOQ driver would prefer to use Santa Margarita Ford in Rancho Santa Margarita, CA.
<http://www.santamargaritaford.com/>

Please let us know when you successfully retrieve the parts.

Evan Frings
Acting Chief of ODI
202-366-7021.

Secure File Downloads:

Available until: 28 December 2016

Click links to download:

[Ford VOQ 1.pdf](#)

41.51 KB, Fingerprint: cb69d80f1250b665a1c3c76e0fde0604 ([What is this?](#))

[Ford VOQ 2.pdf](#)

41.68 KB, Fingerprint: cfe72af73e17c2c9204102eebcc1251b ([What is this?](#))

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From: Cadagin, Ed (E.J.)
Sent: Thursday, January 12, 2017 7:22 AM
To: Tuneff, Mark (M.S.)
Subject: FW: Ford Engineering Review of 3FAHP08179R [REDACTED] 9 on January 19, 2017

Mark,

Here is our "plan" for next week's vehicle review in Chicago.

Info only...(in case NHTSA brings the subject up.)

Ed C.

From: Cadagin, Ed (E.J.)
Sent: Wednesday, January 11, 2017 10:25 AM
To: 'David Claster' <dclaster@rizzacars.com>
Subject: Ford Engineering Review of 3FAHP08179R [REDACTED] on January 19, 2017

Dave,

Happy New Year & Greetings from Dearborn, MI!

As we discussed in late 2016, we are planning on coming to review the subject vehicle on Thursday, January 19, 2017.

Our proposed plan follows:

- 1) Customer [REDACTED] to drop off vehicle at Joe Rizza Ford either on Wednesday, Jan. 18th afternoon, or early on Thursday, January 19th – and pick-up rental car (to be covered by Ford).*
- 2) Engineering to depart Dearborn, on Thursday, January 19, 2017, early morning.*
- 3) Arrive at Joe Rizza Ford at 12:00 pm (noon) and pick up vehicle keys.*
- 4) Engineering drive evaluation in the vicinity of Joe Rizza Ford.*
- 5) Around 1:30 pm, the vehicle will be brought into the service bay, and the following parts will be removed – and taken by Ford Brake Engineering.*
 - a) ABS Module (HCU/ECU assembly)*
 - b) Vacuum Booster Assembly*
 - c) Master Cylinder*

We did a similar evaluation at Varsity Ford in Ann Arbor, MI in December 2016 – and, based on their experience, we recommend you consider ordering the following parts (to preclude the vehicle being "down" for a long time). (The part numbers provided are service part numbers.):

VIN:	3FAHP08179 [REDACTED]
Location:	Chicago, IL

MY	2009
Build date:	14-Aug-08
ABS level:	HCU: 6E5Z-2C215-A
	ECU: 7E5Z-2C219-B
booster asy	6E5Z-2005-E
MC	AE5Z-2140-A

Please review this proposal – and let me know if this plan would work for you and Rizza Ford.

Please don't hesitate to call or email me if you have questions or comments.

Many thanks!

Ed Cadagin
Ford Motor Company
Automotive Safety Office
ecadagin@ford.com
Work: (313) 322-9507
Cell: (734) 776-1448

From: Cadagin, Ed (E.J.)
Sent: Friday, October 14, 2016 6:54 AM
To: Sagan, Jessica L (J.L.)
Subject: FW: Fusion/Milan ABS/extended braking distance
Attachments: 13V-489 Hyundai recall.pdf

Jessica,

As discussed yesterday – attached is the Hyundai recall that I mentioned.

Ed C.

RECEIVED

By Recall Management Division at 6:07 am, Oct 29, 2013

13V-489

(5 pages)



HYUNDAI-KIA
AMERICA TECHNICAL CENTER, INC.

October 28, 2013

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

RE: Defect Information Report

Dear Ms. Lewis:

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Hyundai America Technical Center is submitting information concerning a recall that is being voluntarily initiated. Specific information as required by Section 573.6 is as follows:

573.6(c)(1)

Manufacturer - Hyundai Motor Company

Distributor - Hyundai Motor America

Distributor - Hyundai de Puerto Rico

573.6(c)(2)

Certain 2009 through 2012 model year Hyundai Genesis sedan vehicles produced beginning on April 30, 2008 through March 28, 2012.

Component Manufacturer Identification: Continental Automotive Corporation
7F Solid Bldg, 220 Pangyoyeok-ro, Bundang-gu,
Seongnam-si, Gyeonggi-do 463-400, Korea

Hyundai-Kia America Technical Center Inc.
6800 Geddes Road, Superior Township, MI 48198
TEL: 734-337-9499 FAX: 734-483-5919
www.hatci.com

HATCI is an authorized representative of both Hyundai Motor Company and Kia Motors Corporation; which are separate and distinct automotive manufacturers.

PE16-027 000101 ER

Hyundai-Kia America Technical Center, Inc.

573.6(c)(3)

Approximately 43,500 2009 through 2012 model year Hyundai Genesis sedans are affected in the United States. Approximately 25 Hyundai Genesis sedans are affected in Puerto Rico.

573.6(c)(4)

All of the vehicles identified above in 573.6(c)(2) are potentially affected.

573.6(c)(5)

The subject vehicles may contain brake fluid that does not sufficiently inhibit corrosion in the zinc plating on the service brake system's Hydraulic Electronic Control Unit (HECU) module. Over time, corrosion may lead to a gel buildup on the module's valves affecting the valve's operation, resulting in low/soft brake pedal with reduced brake effectiveness, which may increase the risk of a vehicle crash.

573.6(c)(6)

In March, 2013 Hyundai launched a service campaign to replace the brake fluid in certain 2009-2012 model year Genesis sedan and 2011-2012 model year Equus vehicles. As of that time, the warranty claim rate relating to the Hydraulic Electronic Control Unit for the Genesis sedan was approximately 0.93% and 0.07% for the Equus. Hyundai noted at the time that General Motors had conducted a preventative Customer Satisfaction Program in the United States in 2012 to address a similar issue, and Hyundai filed the Technical Service Bulletin with NHTSA as required by 49 CFR Part 579. To date, approximately 62% of the Genesis vehicles and virtually all of the Equus vehicles have had the brake fluid replaced pursuant to the service campaign.

Upon receiving the Preliminary Evaluation into this issue on October 17, 2013, Hyundai reviewed the service campaign response data and found warranty claims to replace the Hydraulic Electronic Control Unit in early production Genesis sedan vehicles following completion of the service campaign. These return claims suggest that due to time in service, affected vehicles built prior to June 01, 2010 may require additional inspection or replacement of the Hydraulic Electronic Control Unit. Hyundai has not to date received claims sufficient to indicate a need to inspect or replace the Hydraulic Electronic Control Unit with regard to Equus vehicles or Genesis sedans built after June 01, 2010.

To address the potential that the Hydraulic Electronic Control Unit may require replacement in the earlier production vehicles, and to ensure that all affected Genesis vehicles have been serviced, Hyundai will conduct a safety recall to inspect, and if necessary, repair the service brake system on Genesis sedan vehicles built prior to June 01, 2010. Hyundai will additionally recall Genesis vehicles built after June 01, 2010 identified above in 573.6(c)(2) that have not already had the brake fluid replaced pursuant to the service campaign.

573.6(c)(8)

Hyundai Motor America will notify all owners of the Hyundai vehicles described in 573.6(c)(2) above to return their vehicles to their Hyundai dealers for service. For vehicles manufactured prior to June 01, 2010 dealers will verify proper operation of and, if necessary, effect repairs to the Hydraulic Electronic Control Unit (including replacement of the brake fluid with fluid containing additional corrosion inhibitor additive). For vehicles manufactured after June 01, 2010 dealers will flush the HECU assembly/valves and brake system using Hyundai's dealer diagnostic tool and change the brake fluid with fluid containing additional corrosion inhibitor additive.

Hyundai anticipates that owners will begin to be notified by mail during the fourth quarter of 2013 after NHTSA has approved the owner notification letter.

In accordance with the requirements of Part 573.13, Hyundai will provide for reimbursement to vehicle owners eligible for pre-notification remedies as follows:

573.13(c)(1) Reimbursement Period Beginning Date:

(iii) October 25, 2012, which is one year prior to the date of this Part 573 notice to NHTSA.

573.13(c)(2) Reimbursement Period Ending Date:

(i) Ten calendar days after the last owner notification has been mailed. This date will be determined based upon the actual final owner notification date and NHTSA will be provided with that date when it becomes available.

573.13(d) Reimbursement Conditions:

(1) Reimbursement is excluded for costs incurred within the period during which Hyundai's original or extended warranty (where Hyundai provided written notice of the terms of the extended warranty to owners) would have provided for a free repair of the condition addressed by the recall, without any payment by the consumer, unless a franchised dealer or authorized representative of Hyundai denied warranty coverage or the repair made under warranty did not remedy the problem addressed by the recall.

(2)(i)(A) Reimbursement is excluded if the pre-notification remedy was not of the same type (replacement of the HECU assembly or replacement of the brake fluid with fluid containing additional corrosion inhibitor additive) as the recall remedy.

(2)(i)(B) Reimbursement is excluded if the pre-notification remedy did not address replacement of the HECU assembly or replacement of the brake fluid with fluid containing additional corrosion inhibitor additive.

(2)(i)(C) Reimbursement is excluded if the pre-notification remedy was not reasonably necessary to correct a condition addressed by replacement of the HECU assembly or replacement of the brake fluid with fluid containing additional corrosion inhibitor additive.

(2)(ii) It is not required that the pre-notification remedy be identical to the remedy elected by Hyundai as described in this Part 573 notice to NHTSA.

Hyundai-Kia America Technical Center, Inc.

(4) Reimbursement is excluded if the claimant does not submit adequate documentation to Hyundai at an address or location designated pursuant to § 573.13(f). The plan requires that the following documentation be submitted:

(i) Name and mailing address of the claimant;

(Hyundai also requests that claimants provide telephone numbers at their option.)

(ii) Identification of the product that was recalled:

Make, model, model year, vehicle identification number, and a copy of the current vehicle registration

(iii) Identification of the recall (114);

(iv) Identification of the owner or purchaser of the recalled motor vehicle at the time that the pre-notification remedy was obtained;

(v) A receipt for the pre-notification remedy, which may be an original or copy:

(A) If the reimbursement sought is for a repair, Hyundai requires that the receipt indicate that the repair addressed a condition related to the HECU assembly or replacement of the brake fluid with fluid containing additional corrosion inhibitor additive, and state the total amount paid for the repair of that condition. Itemization of a receipt of the amount for parts, labor, other costs and taxes, may not be required unless it is unclear on the face of the receipt that the repair for which reimbursement is sought addressed only the pre-notification remedy concerning a condition related to the HECU assembly or replacement of the brake fluid with fluid containing additional corrosion inhibitor additive.

(B) If the reimbursement sought is for the replacement of a vehicle part, Hyundai requires that the receipt identify the item and state the total amount paid to replace the HECU assembly or replacement of the brake fluid with fluid containing additional corrosion inhibitor additive.

(Hyundai also requests that the name, address and telephone number of the repair facility or seller of the replacement HECU assembly or replacement brake fluid containing additional corrosion inhibitor additive be provided on the receipt, and that the receipt be marked "Paid in Full" or that a cancelled check or credit card receipt be provided.)

(vii) If the pre-notification remedy was obtained at a time when the vehicle or equipment could have been repaired or replaced at no charge under a Hyundai original or extended warranty program, documentation indicating that Hyundai's dealer or authorized facility either refused to remedy the problem addressed by the recall under the warranty or that the warranty repair did not correct the problem addressed by the recall.

573.13(e) Amount of Costs to Be Reimbursed:

(1)(i) The amount of reimbursement shall not be less than the lesser of:

(A) The amount paid by the owner for the remedy, or

Hyundai-Kia America Technical Center, Inc.

(B) The cost of parts for the remedy, plus associated labor at local labor rates, miscellaneous fees such as disposal of waste, and taxes. Costs for parts may be limited to Hyundai's list retail price for authorized parts.

(1)(ii) Any associated costs, including, but not limited to, taxes or disposal of wastes, may not be limited.

573.13(f) Address and Authorized Facility for Reimbursement Claim Submittal

ATTN: Hyundai Customer Connect Center (114)
Hyundai Motor America
PO Box 20850
Fountain Valley, CA 92728-0850

573.13(g) Hyundai Response to Request for Reimbursement

(1) Hyundai shall act upon a claim for reimbursement within 60 days of its receipt. If Hyundai denies the claim, Hyundai must send a notice to the claimant within 60 days of receipt of the claim that includes a clear, concise statement of the reasons for the denial.

(2) If a claim for reimbursement is incomplete when originally submitted, Hyundai shall advise the claimant within 60 days of receipt of the claim of the documentation that is needed and offer an opportunity to resubmit the claim with complete documentation.

573.13(h) Reimbursement Form

Reimbursement shall be in the form of a debit card.

573.13(i) Reimbursement Plan Availability to the Public

This reimbursement plan is available to the public upon request.

573.6(c)(10)

A draft of the Technical Service Bulletin will be forwarded when available.

A draft copy of the dealer communication will be forwarded when available.

573.6(c)(11)

A draft of the owner notification letter will be forwarded when available.

573.6(c)(12)

Hyundai has assigned "Campaign 114" as the designation for the campaign.

Sincerely,



Robert Babcock

Director, HATCI Certification and Compliance Affairs

From: Lemmer, Brian (B.M.)
Sent: Wednesday, January 11, 2017 12:38 PM
To: Bull, Tony (W.A.); Sagan, Jessica L (J.L.)
Subject: FW: Fusion Soft Pedal Issue
Attachments: Article 1.pdf; Article 2.pdf

Hi Tony,
Thanks for letting us know. Jessica Sagan is leading this investigation. She is out of the office right now but it appears she will be back later today. I will also leave her a voicemail so she knows I have sent this.

Thanks
Brian Lemmer
FOM Brake Supervisor
+1 313-805-4811 U.S. Cell
+52 55 2272 2078 Mexico Cell
943-7700 internal

From: Bull, Tony (W.A.)
Sent: Wednesday, January 11, 2017 11:02 AM
To: Lemmer, Brian (B.M.)
Subject: FW: Fusion Soft Pedal Issue

Hi Brian,

I'm hopeful you can help me. I have a 2009 Ford Fusion SEL 3.0L with an extremely soft brake pedal. The car stops OK but the pedal almost goes all the way to the floor. It had never been this way before I went through a harsh braking event over a bumpy road while in process of making a left turn. All rotors and pads have just been changed and the car always had a very firm pedal up until this recent event.

Is there a team up here in Dearborn that could benefit from reviewing this condition first hand?.. I would like the brakes / ABS system fixed on this car and I feel the brake team could learn from my vehicle. NHTSA is currently investigating this situation so I am sure we have a team actively investigating the same concern from the Ford side.

Thanks again for your help.

Tony Bull

Certified 6-Sigma Blackbelt
7.3L Godzilla / 6.7L Scorpion / 3.0L Lion EGR CPMT Leader
Cube 12B-107, Product Development Building 1
Global Engine Engineering / Powertrain Operations / Ford Motor Company
Ph: 313-805-0377 E-mail: tbull@ford.com

From: Daniel, Cavin (C.R.)
Sent: Wednesday, January 11, 2017 11:06 AM
To: Robison, Bob (R.J.); Bull, Tony (W.A.)
Subject: RE: Fusion Soft Pedal Issue

CD4 (I assume CD3 as well) OPD D&R responsibility is FoM now. I believe Brian Lemmer would be a good first contact.

From: Robison, Bob (R.J.)
Sent: Wednesday, January 11, 2017 10:26 AM
To: Bull, Tony (W.A.)
Cc: Daniel, Cavin (C.R.)
Subject: RE: Fusion Soft Pedal Issue

Hi Tony, everything is going well. Good to hear from you. I work on Body Durability but have copied my chassis counterpart.

Cavin, do you have a contact for fusion brakes that may know of this issue?

Thanks.

From: Bull, Tony (W.A.)
Sent: Tuesday, December 27, 2016 8:48 PM
To: Robison, Bob (R.J.)
Subject: Fusion Soft Pedal Issue

Hey Bob Rob,

How are you doing man?.. I hope you had a good holiday break.

Quick question for you; last I remember you worked in brakes... I am having an issue with my 2009 Fusion that I see NHTSA is now investigating the very same issue upon.

I was driving and went through a harsh braking event over a rough road and the ABS activated, immediately followed by a spongy / soft brake pedal feel. From what I have gathered from the forums online this is due to a stuck valve in the ABS module / HCU pump. Have you heard of this by chance?.. If you are no longer working in brakes do you know who I could forward this e-mail to?.. I'm sure they could benefit from having my car to do some analysis on as it currently has this issue now.

Thanks my friend!.. I hope all is well.

Tony Bull

Certified 6-Sigma Blackbelt
7.3L Godzilla / 6.7L Scorpion / 3.0L Lion EGR CPMT Leader
Cube 12B-107, Product Development Building 1
Global Engine Engineering / Powertrain Operations / Ford Motor Company
Ph: 313-805-0377 E-mail: tbull@ford.com

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Ford Motor Company (F): Ford Fusion Probed Over Brake Safety

There have been 41 complaints about the cars

Dec 27, 2016, 1:34 pm EST | By [William White](#), InvestorPlace Writer

Ford Motor Company (NYSE:[F](#)) is facing a probe over brake safety in its Ford Fusion vehicles.

The probe into the Ford Fusion comes from the National Highway Traffic Safety Administration (NHTSA). It covers versions of the vehicle that were released from 2009 to 2011. The probe is investigating cases where the brakes can fail if certain conditions occur.

The NHTSA started its investigation into Ford Motor Company's Fusion on Dec. 20 of this year. The probe is looking into cases that claim the anti-lock braking system [may not operate as intended](#) if on uneven surfaces. The investigation also includes Ford Motor Company's Mercury Milan sedans from the same period as the affected Ford Fusion vehicles. The problem with the brakes can cause the cars to take longer to stop, which increases the chance of a wreck, reports *Reuters*.

Ford Motor Company is currently helping the NHTSA with its investigation into the brakes. There hasn't been a recall announced, but there are currently three crashes that are connected to the problem. No injuries resulted from these reported incidents.

According to the NHTSA, there have been [41 total complaints](#) about the brake issue in Ford Motor Company's Fusion and Mercury Milan vehicles. Some complaints state that the car didn't stop until past a stop light, which left the driver in the middle of the street.

The NHTSA also estimates that there are 475,000 of Ford Motor Company's Fusion and Mercury Milan vehicles on the road. It's possible that a recall could be announced for these vehicles, reports *CBS News*.

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Seeking Alpha^α

Ford Fusions face safety probe over brakes

Dec. 27, 2016 11:10 AM ET | About: Ford Motor Company (F) | By: Jason Aycock, SA News Editor

- Safety regulators are probing Ford Fusions (and Mercury Milan sedans) made in the 2009-2011 model years for potential brake failures.
- The Milan is no longer made, but the Fusion is one of Ford's (F +0.2%) most popular vehicle models.
- Three crashes (but no injuries) have been reported so far. The National Highway Traffic Safety Administration noted a few complaints that the brake pedal "goes soft" or "to the floor."
- Those same vehicles have been involved in several past recalls, including the ongoing Takata air bag recall afflicting several automakers. The current probe is short of a safety recall.
- Now read: **Ford Rebounds In Europe: A Great Sign »**

From: Knepper, Robert (R.K.)
Sent: Wednesday, December 07, 2016 8:09 AM
To: Sagan, Jessica L (J.L.)
Cc: Brucker, Eric (.)
Subject: FW: FW: FW: ABS pump motor

Jessica,

One last question regarding the ABS.

I told Bill & Olivia that I suspected air in the bakes. If all of the replacement parts are correct for the 2008 Fusion, would you recommend cycling the ABS as part of the bleed procedure?

Regards,
Bob Knepper
Ford Motor Company
Product Engineer
OPD & S550 Mustang Brakes
(313) 594-4649 Office
(313) 400-7622 Cell ***

From: Captain [mailto:plane432@gmail.com]
Sent: Tuesday, December 06, 2016 6:24 PM
To: Knepper, Robert (R.K.)
Subject: Re: FW: FW: ABS pump motor

Hello again Bob, I ran test as noted with the results. I do not believe that it is air in the system. The Tech at Village Ford did the diagnoses and bleeding for free because of friendship. All parts replaced were all motorcraft, no after market. Bleeding was done twice using 2 different methods. No air was ever present while bleeding. Fluid was completely changed and re-bleed twice, 4 days ago. Thank you and Jessica for helping us..

pumped brakes with engine off, pumped twice and pedal is hard and all the way to the top, stays hard.

started car, first step on the pedal went to 3/4 down to floor.

pumped it twice, pedal goes 3/4 down to floor again

Turned vehicle off, pumped twice, pedal is hard and almost to the top, staying hard.

On 12/6/2016 10:23 AM, Knepper, Robert (R.K.) wrote:

Bill & Olivia,

Jessica does not believe that you have a ABS pump issue. This could be good news.

I really think it sounds like air in the brakes hydraulic system.

Was the Brake Tech at Ford Dealer?

What was to diagnostic code? The Tech noted?

You or Olivia can do the following:

First with the car **off**

Pump the brakes This will deplete the vacuum in the brake booster.

After vacuum depletion does the pedal change (feel hard or spongy or continue to fall)? Spongy means there is air in the brakes and a bleeding is required.

You could have improper bleed. The cycling of the ABS might have released air trapped into the system.

Next on a restart how does the pedal feel; hard and fall away and softer (the booster is recharging with vacuum). If not booster might have an issue.

A slow falling pedal at constant pressure indicates a leak and another indicator is low brake fluid in the master cylinder reservoir.

Regards,

Bob Knepper

Ford Motor Company

Product Engineer

OPD & S550 Mustang Brakes

(313) 594-4649 Office

(313) 400-7622 Cell ***

From: Sagan, Jessica L (J.L.)

Sent: Tuesday, December 06, 2016 8:58 AM

To: Knepper, Robert (R.K.)

Subject: RE: FW: ABS pump motor

Hi Bob,

Based on the comments below, this vehicle does not match the pedal feel condition we are investigating. Pedal feel is still spongy and "pedal has never returned to normal".

It almost sounds as if something got loose or misadjusted. Maybe the input rod (bent/misaligned) to the booster? Air in the lines, check the jounce hoses closely for any distortion? Booster problem?

With the car **off** have her test the brakes.

Pump the brakes

Is the pedal feel still spongy? If so, the air is getting into the system or booster issue

Does the pedal fall? Then I would suspect the M/C

Sorry, I couldn't be of more help.

Have a great day!

Jessica L. Sagan

Brake Controls

From: Knepper, Robert (R.K.)
Sent: Tuesday, December 06, 2016 8:18 AM
To: Sagan, Jessica L (J.L.) <jamir30@ford.com>
Subject: FW: FW: ABS pump motor

Jessica,

Let me know if you need anything further.

Regards,
Bob Knepper
Ford Motor Company
Product Engineer
OPD & S550 Mustang Brakes
(313) 594-4649 Office
(313) 400-7622 Cell ***

From: Captain [<mailto:plane432@gmail.com>]
Sent: Monday, December 05, 2016 8:22 PM
To: Knepper, Robert (R.K.)
Subject: Re: FW: ABS pump motor

Thanks Bob for taking your time to help us.

Olivia is the second owner of the car, approx. 2 1/2 years.

Vehicle has 91,000 mile

Veh. # 3FAHPO8Z68R [REDACTED]

Issue: Spongy pedal, 3/4 travel to the floor. Issue started after a panic stop about 6 months ago. Pedal went to the floor during the panic stop. Pumping the pedal continually after stopping brought the pedal back up, but is spongy since then. Same condition still exists after two more panic stops. Pedal has never returned to normal.

Actions taken: Replaced all four rotors, brake pads, calipers. Lines were bleed, still spongy. Had technician at village ford look at it and changed all brake fluid and bleed twice. Technician diagnoses stuck valve in the abs pump controller. Still has spongy pedal and 3/4 travel to floor to stop

Safety concern is the vehicle might not stop during a panic stop. After pumping the pedal twice, it will rise to about 1/2 travel and hold tight. Techs do not think its the brake cylinder.

Thanks again Bob for helping, Bill & Olivia

On 12/5/2016 3:06 PM, Knepper, Robert (R.K.) wrote:

Bill,

There are some questions that we need you to answer regarding Olivia's vehicle.

Regards,
Bob Knepper
Ford Motor Company
Product Engineer
OPD & S550 Mustang Brakes
(313) 594-4649 Office
(313) 400-7622 Cell ***

From: Knepper, Robert (R.K.)
Sent: Monday, December 05, 2016 9:53 AM
To: Linda Knepper (lindaknepper@wowway.com)
Subject: FW: ABS pump motor
Importance: High

Linda,

I might be able to get help.
Some question for Bill & Tina regarding Olivia's 2008 Ford Fusion.

From: Sagan, Jessica L (J.L.)
Sent: Monday, December 05, 2016 9:19 AM
To: Srinivasan, Ravi (R.); Knepper, Robert (R.K.)
Subject: RE: ABS pump motor

Hi Bob,
How are you? We are looking at the pedal feel concerns.

I would like to ask you a few questions regarding the car, such as:
Are you the original owner?
How many miles are on the vehicle?
When did the issue start to occur?
Is the condition repeatable?
What parts have been replaced on the vehicle?
When does the issue occur? Weather related, on straight away, while making turns, going over bumps, etc.?
Does the issue still occur? If yes, how often?
Will you please send me the VIN?

Thank you!

From: Callies, Sheri (S.A.)
Sent: Thursday, January 26, 2017 2:26 PM
To: Sagan, Jessica L (J.L.); Rendi, Anthony (A.J.)
Subject: FW: HD50-4 brake fluid bulk inventory that DOW

[Info](#)

From: Cooney, Kristin (K.R.)
Sent: Thursday, January 26, 2017 2:21 PM
To: Callies, Sheri (S.A.)
Subject: FW: HD50-4 brake fluid bulk inventory that DOW

See email chain – Hermosillo was one of the plants selected to exhaust excess capacity DOW fluid after the CCI changeover date.

From: Shah, Praful (P.L.)
Sent: Wednesday, February 28, 2007 11:09 AM
To: Zajac, Kevin (K.S.); Mattison, Dwayne (D.); Cooney, Kristin (K.R.)
Subject: FW: HD50-4 brake fluid bulk inventory that DOW

Praful Shah

Product Design Engineer
S197, C170, EN/FN Brake Actuation
Core Brake Design, North American Engineering
E-Mail: pshah5@ford.com
Phone: 313-323-7966 Fax: 313-390-8249

From: Shah, Praful (P.L.)
Sent: Thursday, January 04, 2007 2:52 PM
To: Haberstroh, Robert (R.W.); Chahal, Harbind (H.S.); Condon, Frank (F.E.); Zajac, Kevin (K.S.)
Cc: Shah, Praful (P.L.); Cooney, Kristin (K.R.); Fash, James Jay (J.W.); Springer, Valeria (V.L.)
Subject: RE: HD50-4 brake fluid bulk inventory that DOW

Alerts has been written to start using Dow DOT 3 brake fluid in place of CCI DOT 3 brake fluid. All alerts are in Work status at this time but I will get all the informations in the Alert by tomorrow.

ALERT #	VEHICLES AFFECTED	PLANT AFFECTED
A11967863	Focus	Wayne Assembly
A11967866	Explorer, Sport Track & Mountaineer	Louisville Assembly
A11967869	F150	Dearborn Truck & Norfolk assembly
A11967876	Fusion, Milan & Lincoln MKZ	Hermosillo Assembly

Praful Shah

Product Design Engineer
S197, C170, EN/FN Brake Actuation

Core Brake Design, North American Engineering

E-Mail: pshah5@ford.com

Phone: 313-323-7966 Fax: 313-390-8249

From: Haberstroh, Robert (R.W.)
Sent: Thursday, January 04, 2007 1:05 PM
To: Shah, Praful (P.L.)
Subject: FW: HD50-4 brake fluid bulk inventory that DOW
Importance: High

Praful, What are the alert numbers..

Sincerely,

Robert W. Haberstroh

Brake Design Supervisor, Actuation & Pedals
North American Engineering - Core Brake Design
Advanced Engineering Center/Room # 3522

✉ <mailto:rhaberst@ford.com>

24/7  313-805-0276  313-845-5882

From: Springer, Valeria (V.L.)
Sent: Thursday, January 04, 2007 12:05 PM
To: Haberstroh, Robert (R.W.)
Cc: Howie, Stephanie (S.S.)
Subject: FW: HD50-4 brake fluid bulk inventory that DOW
Importance: High

Bob,
Is the alert in the system for the plants listed below to order the Dow brake fluid?

From: Jackson, Eric (E.A.)
Sent: Thursday, January 04, 2007 12:01 PM
To: Springer, Valeria (V.L.)
Subject: FW: HD50-4 brake fluid bulk inventory that DOW

And Eric is waiting on direction from Val.

From: Herrington, April (A.M.)
Sent: Thursday, January 04, 2007 10:51 AM
To: Haberstroh, Robert (R.W.); Sanchez, Aristoteles (A.); Sroka, Michael (M.J.); Jackson, Bradley (B.G.); Baldwin, Mark (M.E.); Messervey, Brandon (B.C.); Miller, Beverly (B.C.); Jackson, Eric (E.A.)
Cc: Cooney, Kristin (K.R.); Fash, James Jay (J.W.)
Subject: RE: HD50-4 brake fluid bulk inventory that DOW

My materials analyst, Beverly Miller, has been in contact with Eric Jackson in Purchasing and is awaiting direction from him for our next shipment.

Sincerely,

April M. Herrington
LAP PVT Brake Engineer
aherrin1@ford.com

mobile/text (313) 805-4733

From: Haberstroh, Robert (R.W.)
Sent: Wednesday, January 03, 2007 8:26 AM
To: Sanchez, Aristoteles (A.); Sroka, Michael (M.J.); Jackson, Bradley (B.G.); Baldwin, Mark (M.E.); Messervey, Brandon (B.C.); Herrington, April (A.M.)
Cc: Cooney, Kristin (K.R.); Fash, James Jay (J.W.)
Subject: HD50-4 brake fluid bulk inventory that DOW

Ford is responsible for 71,997 gallons of DOW HD50-4 brake fluid bulk inventory that we are looking to exhaust out ASAP with an Alert

We are thinking about using this up with the next orders from the following plants:

Hermosillo, Dearborn Truck, Norfolk, Wayne, St. Thomas, and Louisville.

Could you investigate from your materials handling people,
When your plant is scheduling its next order and what quantity they plan to order?

Sincerely,
Robert W. Haberstroh

Brake Design Supervisor, Actuation & Pedals
North American Engineering - Core Brake Design
Advanced Engineering Center/Room # 3522
✉ <mailto:rhaberst@ford.com>

24/7 📞 313-805-0276 📠 313-845-5882

From: Cadagin, Ed (E.J.)
Sent: Tuesday, December 13, 2016 9:05 AM
To: Tuneff, Mark (M.S.)
Subject: FW: How are our ABS review plans coming along?

Mark,

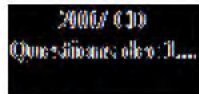
The attached Excel file contains the current work plan to review the Dexter, MI vehicle – on either Dec. 19th or 20th (depending on owner/dealer availability).

I wanted you to see the work plan – in case you are on the phone with NHTSA and they ask how things are coming along.

Thanks!

Ed C.

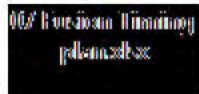
From: Sagan, Jessica L (J.L.)
Sent: Tuesday, December 13, 2016 8:48 AM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: How are our ABS review plans coming along?



Hi Ed,

The team met again this morning and we are on-track to visit the Dexter vehicle next week. Here are the questions we'd like to ask via phone. If you could ask the question and we could listen, that would be great.

Here is our work plan, our target date to visit the Dexter vehicle on Dec 19/20th, whichever day works best for the customer.



The parts list is still in process, I will send the list to you later today. We would like to the FCSD rep to confirm OEM parts are in stock and readily available.
That's all for now, thank you!

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Cadagin, Ed (E.J.)

Sent: Tuesday, December 13, 2016 8:34 AM

To: Sagan, Jessica L (J.L.) <jramir30@ford.com>

Subject: How are our ABS review plans coming along?

Jessica,

Have you had a chance to do some planning for the ABS vehicle reviews?

It would be great to get the AA car in next week...so we can show NHTSA we are making some progress.

Let me know if I can help in any way...

Thanks!

Ed C.

Here are some questions I'd like to ask.

1. How long have you owned the car, time and mileage?
2. Did you purchase and/or are you the original owner?
3. Do you tend drive with one foot, e.g. same foot for both the gas pedal and for the brake pedal?
4. How often has this condition occurred?
5. Does the issue occur in the same location?
6. Are you able to repeat the condition?
7. When the concern happens, are you driving in a straight line or are you turning?
8. Does the issue occur when you're driving alone or with one or more people in the car?
9. Did you have any repairs or updates to vehicle parts before this issue occurred?
10. Has the vehicle ever been in any kind of accident that you know of?
11. Has this occurred the entire time you've had the vehicle or is this a recent occurrence?
12. Did you have the m/c replaced?
 - a. Where was the repair done?
 - b. Where did the repair dealer get the ABS? Ford parts, etc.
 - c. Does the issue still occur?
13. Did you have the ABS replaced?
 - a. Where was the repair done?
 - b. Where did the repair dealer get the ABS? Ford parts, etc.
 - c. Does the issue still occur?
14. Did the pedal stay low or does it return by itself?
15. What other repairs or updates has the car had? Are the replacement parts OEM, motorcraft, etc.
 - a. Wheels
 - b. Tires
 - c. Brake Pads (Front/Rear/Both)
 - d. Calipers (front/rear/both)
 - e. Hub/bearing (Front/rear/both)
 - f. abs
 - g. jounce hoses
16. Do you have the vehicle serviced or do some self-maintenance?
17. Did you add any brake fluid or had brake fluid put in during any previous repair or maintenance?
18. Does this occur on bumpy, gravel, pothole roads or paved?
19. What speed have you noticed the symptom?
20. Weather conditions
 - a. Rainy
 - b. Snow
 - c. Cold
 - d. Humid
 - e. Hot
 - f. Sunny
21. What were the conditions of the road(s) that the condition occurred?
 - a. Cement/concrete road

- b. Black top road
- c. Dirt or hard sand
- d. Gravel or loose surface
- e. Rough or washboard road
- f. Dry
- g. Wet
- h. Slippery
- i. Snow or ice

Topic	Comments	Target Date	Actual Date
Review Complaints	Complete	Oct-16	Oct-16
Identify any common trends	Complete	Nov-16	Nov-16
Identify any previous complaints	Complete	Dec-16	Dec-16
Identify vehicles to evaluate	Complete	Dec-16	Dec-16
Interview Customer	file with questions: Send to Team	9-Dec	9-Dec
	Send to Ed/Julie	13-Dec	13-Dec
	Call customer	before Dec 20	
Visit Dealer	Dexter, MI	20-Dec	
	Chicago, IL	Jan-17	
Vehicle tests	Drive vehicle (w/customer w/o customer)	20-Dec	
	Subjective pedal feel evaluation (add slight incline)	20-Dec	
	ABS events - eval pedal feel	20-Dec	
	Braking events at different g's	20-Dec	
	Canalyzer Data collection	20-Dec	
Vehicle inspection	Look for brake fluid	20-Dec	
	Check booster asy	20-Dec	
	Check Valve	20-Dec	
	Pedal Asy	20-Dec	
	Tubing/hoses	20-Dec	
	Braketub fittings	20-Dec	
	Part Wear	20-Dec	
	Seal rollback	20-Dec	
Parts from vehicles	Send parts list to Ed/FCSD - verify OEM parts are in stock	9-Dec	
	ABS asy with brake tubes attached (remove in one piece)	20-Dec	
	Caliper Asy with pads	20-Dec	
	Rotors	20-Dec	
	vac hose	20-Dec	
	Collect brake fluid (2 samples)	20-Dec	
Re-test Vehicle after new parts are on vehicle	verify vehicle had a full fluid flush	21-Dec	
	Subjective pedal feel evaluation (add slight incline)	21-Dec	
	ABS events - eval pedal feel	21-Dec	
	Braking events at different g's	21-Dec	
	Canalyzer Data collection	21-Dec	
Part teardown analysis	ABS asy		
	Caliper Asy with pads		
	Rotors		
	Brake fluid		
Team to visit dealer	Hans G.		
	Dave P.		
	Leah D.		

From: Tuneff, Mark (M.S.)
Sent: Thursday, December 22, 2016 8:44 AM
To: Cadagin, Ed (E.J.)
Subject: FW: Opening Resume #PE16-017
Attachments: Untitled attachment 00046.htm; PE16017 OPEN.pdf

Ed, FYI.

From: Fronckowiak, Todd (T.M.)
Sent: Wednesday, December 21, 2016 3:26 PM
To: Tuneff, Mark (M.S.) <mtuneff@ford.com>
Cc: Wickenheiser, Francis (F.J.) <fwickenh@ford.com>; Ott, David (D.J.) <dott@ford.com>
Subject: Fwd: Opening Resume #PE16-017

Sorry Mark, I just saw this.

Please put a brief summary together for Wayne and Kim and let them know that you'll make sure Communications, G&CR, and FCSD are also aware, then please forward that note to Jerry Roussel, Elizabeth, Artushin, Pat Dwan, etc. so that they're prepared when it gets posted on 12/27. Thank you!

Regards,
Todd Fronckowiak
Assistant Director
Automotive Safety Office
C: 248.320.1880

Begin forwarded message:

From: "McMahon, Mary Kay (NHTSA)" <marykay.mcmahon@dot.gov>
Date: December 21, 2016 at 11:04:25 AM EST
To: "Wayne Bahr (WBAHR@ford.com)" <WBAHR@ford.com>, "Fronckowiak, Todd (T.M.)" <tfroncko@ford.com>
Cc: "McHenry, Stephen (NHTSA)" <Stephen.McHenry@dot.gov>, "Simmons, Paul (NHTSA)" <Paul.Simmons@dot.gov>, "Yon, Scott (NHTSA)" <Scott.Yon@dot.gov>, "Brown, Michael (NHTSA)" <michael.l.brown@dot.gov>
Subject: Opening Resume #PE16-017

Attached please find an advanced copy of the Opening Resume for investigation #PE16-017. The investigation was opened on December 20, 2016 with the following subject: Extended Braking Distance, and involving the following makes and models: MY 2007 -2009 Ford Fusion & Mercury Milan. This is an uncertified copy, and it is not to be distributed publicly. Please be advised that there may be revisions or edits made to this resume between today's date and the publication date of the certified version on NHTSA's public website.

ODI requests that you embargo this document until the certified copy, available for public distribution, appears on NHTSA's public website, www.safercar.gov, on December 27, 2016.

Thank you,

Mary Kay McMahon
Administrative Staff Assistant, Office of Defects Investigation
National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue, S.E., Room W45-208
Washington, D.C. 20590
(202) 493-2631



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION

NHTSA

Authentic US Government Information
National Highway Traffic Safety Administration
uses digital verification to ensure
the content has remained unchanged

Investigation: PE 16-017
Date Opened: 12/20/2016
Investigator: Stephen Mchenry
Approver: Michael Brown
Subject: Extended Braking Distance
Reviewer: Paul Simmons

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company
Products: MY 2007 -2009 Ford Fusion & Mercury Milan
Population: 474,862 (Estimated)
Problem Description: The brake pedal may suddenly lose pressure and the vehicle stopping distance may unexpectedly increase.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	141	TBD	TBD
Crashes/Fires:	3	TBD	TBD
Injury Incidents:	0	TBD	TBD
Number of Injuries:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD

ACTION / SUMMARY INFORMATION

Action: A Preliminary Evaluation has been opened.

Summary:

The Office of Defects Investigation (ODI) has received 141 reports of sudden, unexpected increases in stopping distance in model year 2007 through 2009 Ford Fusion and Mercury Milan vehicles. The cause of the problem is believed to be the Antilock Braking System (ABS) Hydraulic Control Unit (HCU). Some of the complainants report that after an ABS type braking event, caused by braking on slippery surface, a rough or uneven surface, a manhole cover or similar irregularity in the roadway, that the brake pedal goes soft, frequently described as "going to the floor," and the amount of force required by the driver to stop the car increases significantly. In some cases the driver is unable to stop within their desired stopping distance. Complainants have also reported going past the expected stopping points for stop signs or red lights, some have reported being out into the flow of traffic before being able to bring the vehicle to a stop.

It is believed that the ABS HCU experiences an internal malfunction which causes an inability to maintain required braking pressure. Reports allege that the condition can continue for some time until it corrects itself, but will then reoccur if another ABS type braking event happens while other reports indicate that the replacement of the ABS HCU corrects the problem.

ODI has associated three crashes with this condition. A Preliminary Evaluation has been opened to assess the scope, frequency, and safety-related consequence of the alleged defect.

The VOQs associated with the opening of this investigation are: (crashes 10852553, 10819862, 10690173) 10934917, 10934590, 10934454, 10929499, 10929495, 10926036, 10925894, 10925296, 10925210, 10924909, 10924287, 10924188, 10924068, 10923968, 10920650, 10920642, 10920381, 10917426, 10917229, 10917160, 10916867, 10916749, 10915658, 10911159, 10910435, 10907122, 10907093, 10906293, 10905557, 10903875, 10903135,

10899417, 10894501, 10894432, 10892944, 10888626, 10887635, 10883508, 10881298, 10876335, 10876046, 10875760, 10875748, 10874967, 10873431, 10873218, 10870186, 10865450, 10865169, 10863250, 10863161, 10863054, 10862114, 10860086, 10855365, 10854765, 10854702, 10852553, 10845863, 10840288, 10837770, 10837758, 10836833, 10836561, 10836359, 10825433, 10824987, 10824708, 10823422, 10822948, 10822164, 10820307, 10819862, 10818806, 10818601, 10811561, 10811083, 10810060, 10808346, 10807655, 10807637, 10807281, 10806755, 10806255, 10794803, 10790504, 10789689, 10789637, 10789437, 10787755, 10787563, 10785218, 10783662, 10779110, 10749892, 10745073, 10730359, 10721041, 10713269, 10712615, 10704042, 10694951, 10692468, 10690173, 10690056, 10684046, 10683872, 10680363, 10680357, 10679868, 10672699, 10670480, 10670396, 10658960, 10655357, 10653400, 10652002, 10650630, 10644354, 10641941, 10641549, 10640257, 10639014, 10631905, 10629592, 10618852, 10618330, 10618242, 10615775, 10606597, 10594697, 10587183, 10559710, 10558633, 10554281, 10533506, 10514752, 10489124, 10469486, 10467597, and 10455572.

From: Cadagin, Ed (E.J.)
Sent: Thursday, December 22, 2016 6:50 AM
To: Sagan, Jessica L (J.L.)
Subject: FW: Proposed Visit to Rizza Ford on January 19, 2017
Attachments: Xerox Phaser 3300MFP_20161221142828.pdf

Jessica,

The dealer ran a CarFax on the Chicago vehicle – it was in a front-end accident around 95,000 miles.

The dealer technician thinks that the brake repair may not have been done properly.

Please review and give me your thoughts if this is a vehicle we want to review.

Thanks!

Ed C.

From: David Claster [mailto:dclaster@rizzacars.com]
Sent: Wednesday, December 21, 2016 3:40 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: Proposed Visit to Rizza Ford on January 19, 2017

My techs hypothesis might be correct.

When I ran the story about this fusion past one of my techs, he asked me if the car was ever in an accident. I told him that I didn't have that information. When you sent me the VIN# I ran a car-fax on it. Sure enough, it was involved in a front end Collision (see attached)

My tech indicated to me that he has seen several fusions of this model configuration that have developed brake problems related to improper repairs after an accident. More specifically, issues with aeration in the hydraulic system due to an improper bleed procedure after repairs.

I know that this is just a generic opinion based on our experiences, however the other puzzle piece is the fact the current owner didn't own it when it was wrecked. Going by the car-fax, it was wrecked prior to current owner.

Just thought I would share my thoughts....

Enjoy!

David Claster, Service Director
Joe Rizza Ford of North Riverside
2100 S. Harlem Ave
N. Riverside, IL 60546
Main: (708) 442-7000
Desk: (708) 526-0549
Fax: (708) 526-0592
www.RizzaCars.com

From: Cadagin, Ed (E.J.) [<mailto:ecadagin@ford.com>]
Sent: Wednesday, December 21, 2016 9:29 AM
To: David Cluster
Subject: RE: Proposed Visit to Rizza Ford on January 19, 2017

David,

Many thanks for your help!

Ed C.

From: David Cluster [<mailto:dcluster@rizzacars.com>]
Sent: Wednesday, December 21, 2016 9:20 AM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: Proposed Visit to Rizza Ford on January 19, 2017

Yes

It might shed a clue

Ill run it this morning and get back to you

David Cluster, Service Director
Joe Rizza Ford of North Riverside
2100 S. Harlem Ave
N. Riverside, IL 60546
Main: (708) 442-7000
Desk: (708) 526-0549
Fax: (708) 526-0592
www.RizzaCars.com

From: Cadagin, Ed (E.J.) [<mailto:ecadagin@ford.com>]
Sent: Wednesday, December 21, 2016 5:49 AM
To: David Cluster
Subject: RE: Proposed Visit to Rizza Ford on January 19, 2017

David,

I do not believe we did...do you have that capability?

Ed C.

From: David Cluster [<mailto:dcluster@rizzacars.com>]
Sent: Tuesday, December 20, 2016 4:08 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: Proposed Visit to Rizza Ford on January 19, 2017

Did anybody on your end scrutinize a car-fax on this car?

David Claster, Service Director
Joe Rizza Ford of North Riverside
2100 S. Harlem Ave
N. Riverside, IL 60546
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Desk: (708) 526-0549
Fax: (708) 526-0592
www.RizzaCars.com

From: Cadagin, Ed (E.J.) [<mailto:ecadagin@ford.com>]
Sent: Tuesday, December 20, 2016 2:24 PM
To: David Claster
Subject: RE: Proposed Visit to Rizza Ford on January 19, 2017

David,

FCSD just granted approval for the January 19th visit.

VIN: **3FAHP08179R** [REDACTED]

We've gotten some info from the owner of the vehicle, but we are interested in anything you might be able to tell us in general.

Thanks again.

Ed Cadagin

From: David Claster [<mailto:dclaster@rizzacars.com>]
Sent: Tuesday, December 20, 2016 3:20 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: Proposed Visit to Rizza Ford on January 19, 2017

Any chance you get shoot me the vin# of the unit we are going to look at?

I was speaking to one of my techs about the back story on this fusion. He has a theory id like to look into if I had the vin.

Let me know

David Claster, Service Director
Joe Rizza Ford of North Riverside
2100 S. Harlem Ave
N. Riverside, IL 60546
Main: (708) 442-7000
Desk: (708) 526-0549
Fax: (708) 526-0592
www.RizzaCars.com

From: Cadagin, Ed (E.J.) [<mailto:ecadagin@ford.com>]
Sent: Tuesday, December 20, 2016 1:15 PM
To: David Claster
Subject: RE: Proposed Visit to Rizza Ford on January 19, 2017

David,

Great! Thanks for the quick response...

With the upcoming holidays shut-down, we may not finalize the plans until the first week of next year – I will send you an update when available.

Also, we did a similar review at Varsity Ford yesterday – and we probably should have given the dealership a heads up regarding replacement part numbers – we will get you a list of part numbers.

More – as available.

Thanks again for your support!

Ed Cadagin

From: David Claster [<mailto:dclaster@rizzacars.com>]
Sent: Tuesday, December 20, 2016 2:11 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: Proposed Visit to Rizza Ford on January 19, 2017

Works for me

David Claster, Service Director
Joe Rizza Ford of North Riverside
2100 S. Harlem Ave
N. Riverside, IL 60546
Main: (708) 442-7000
Desk: (708) 526-0549
Fax: (708) 526-0592
www.RizzaCars.com

From: Cadagin, Ed (E.J.) [<mailto:ecadagin@ford.com>]
Sent: Tuesday, December 20, 2016 12:42 PM
To: dclaster@rizzacars.com
Subject: Proposed Visit to Rizza Ford on January 19, 2017

Dave,

As we discussed earlier this month...Ford is proposing to come to review a customer's vehicle. We are proposing that we target January 19, 2017 for the review date.

I've submitted the paperwork requesting a dealer visit to the FCSD group in Dearborn. But, I've not yet informed the regional FCSD contact (do you have a name/number for him/her?).

The vehicle will be evaluated by the Ford Brake Engineers first – and after they have collected data, the vehicle will be brought into the dealership for removal of the ABS module and possibly other components (depending on the evaluation results).

I wanted to check with you to see if this date is acceptable...

Thanks for your help – and please let me know.

Thanks!

Ed Cadagin
Ford Motor Company
Automotive Safety Office

P.S. We will finalize the logistics once you let us know if this day will work...TNX!

This CARFAX Vehicle History Report provided free of charge by:



Joe Rizza Ford North Riverside
2100 Harlem Ave
Riverside, IL 60546
1-800-993-0206

SHOW ME THE CARFAX

CARFAX Vehicle History Report <small>An independent company established in 1999</small>		US \$39.95
Vehicle Information: 2009 FORD FUSION SEL VIN: 3FAHP08179R [REDACTED] SEDAN 4 DR 3.0L V6 FI 24V GASOLINE FRONT WHEEL DRIVE Standard Equipment Safety Options	Accident / Damage reported 2 Previous owners 3 Service history records Personal vehicle Last owned in Illinois 98,797 Last reported odometer reading	
CARFAX Report Provided By: Joe Rizza Ford North Riverside 2100 Harlem Ave Riverside, IL 60546 1-800-993-0206 http://joerizzaford.net/		

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 12/21/16 at 3:25:07 PM (EST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Ownership History The number of owners is estimated		
	Owner 1	Owner 2
Year purchased	2009	2016
Type of owner	Personal	Personal
Estimated length of ownership	7 years	7 months
Owned in the following states/provinces	Illinois	Illinois
Estimated miles driven per year	14,185/yr	---
Last reported odometer reading	96,930	98,797

Title History CARFAX guarantees the information in this section		
	Owner 1	Owner 2
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem
GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms View Certificate		



CARFAX Additional History		Owner 1	Owner 2
Not all accidents / issues are reported to CARFAX			
Total Loss No total loss reported to CARFAX.		☒ No Issues Reported	☒ No Issues Reported
Structural Damage No structural damage reported to CARFAX.		☒ No Issues Reported	☒ No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.		☒ No Issues Reported	☒ No Issues Reported
Odometer Check No indication of an odometer rollback.		☒ No Issues Indicated	☒ No Issues Indicated
Accident / Damage Accident reported on 02/14/2016.		☒ Accident Reported	No New Issues Reported
Manufacturer Recall A current list of recalls is available at Ford Motor Company .		☒ No Recalls Reported	☒ No Recalls Reported
Basic Warranty Original warranty estimated to have expired.		Warranty Expired	Warranty Expired

CARFAX Detailed History						Glossary
Owner 1		Date:	Mileage:	Source:	Comments:	
Purchased:	2009	08/18/2008		NICB	Vehicle manufactured and shipped to original dealer	
Type:	Personal					
Where:	Illinois	04/27/2009	3	Illinois Motor Vehicle Dept. Oak Park, IL	Title issued or updated Registration issued or renewed First owner reported Titled or registered as personal vehicle Loan or lien reported	
Est. miles/year:	14,185/yr					
Est. length owned:	4/27/09 - 4/30/16 (7 years)	04/27/2010		Illinois Motor Vehicle Dept. Oak Park, IL	Registration issued or renewed	
Low mileage! This owner drove less than the industry average of 15,000 miles per year.		04/14/2011		Illinois Motor Vehicle Dept. Oak Park, IL	Registration issued or renewed	
		04/24/2012		Illinois Motor Vehicle Dept. Oak Park, IL	Registration issued or renewed	
		07/16/2012		Illinois Motor Vehicle Dept. Oak Park, IL	Registration issued or renewed	
		02/15/2013	63,000	Illinois Inspection Station Skokie, IL	Passed emissions inspection	
		04/24/2013		Illinois Motor Vehicle Dept. Oak Park, IL	Registration issued or renewed	
		09/26/2013	72,836	Joe Rizza Ford North Riverside	Maintenance inspection completed Battery/charging system checked	

		Riverside, IL 855-250-2117	Brakes checked Maintenance reminder reset Oil and filter changed Steering/suspension checked Tire condition and pressure checked Wipers/washers checked
04/23/2014		Illinois Motor Vehicle Dept. Oak Park, IL	Registration issued or renewed
04/24/2015	94,000	Illinois Inspection Station	Passed emissions inspection
04/27/2015		Illinois Motor Vehicle Dept. Oak Park, IL	Registration issued or renewed
02/14/2016		Illinois Damage Report	Accident reported Involving front impact Front primarily damaged Vehicle towed Airbags did not deploy
CARFAX began reporting this information on 09/07/2016.			
02/17/2016	96,930	Joe Rizza Ford North Riverside Riverside, IL 855-250-2117	Maintenance inspection completed

Owner 2

Purchased: 2016
Type: Personal
Where: Illinois
Est. length owned: 4/30/16 - present (7 months)

Date:	Mileage:	Source:	Comments:
04/30/2016		Illinois Motor Vehicle Dept.	Vehicle purchase reported Registration issued or renewed
05/04/2016	97,463	Illinois Motor Vehicle Dept. Forest Park, IL Title #161256916650	Title issued or updated New owner reported Vehicle color noted as White
09/19/2016	98,797	Hollywood Motors Inc. Brookfield, IL	Maintenance inspection completed Air filter checked Battery/charging system checked Brakes checked Cabin air filter checked Drive belts checked Fluids checked Oil and filter changed Steering/suspension lubricated Tire condition and pressure checked Washed/detailed

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

CARFAX Glossary

[View Full Glossary](#)

Accident / Damage Indicator

CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada. Different information in a vehicle's history can indicate an accident or damage, such as: salvage auction, fire damage, police-reported accident, crash test vehicle, damage disclosure, collision repair facility and automotive recycler records. Not every accident or damage event is reported and not all reported are provided to CARFAX. Details about the accident or damage event when reported to CARFAX (e.g. severity, impact location, airbag deployment) are included on the Vehicle History Report. CARFAX recommends you obtain a vehicle inspection from your dealer or an independent mechanic.

- According to the National Safety Council, Injury Facts, 2015 edition, 8% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate.
- CARFAX depends on many sources for its accident / damage data. CARFAX can only report what is in our database on 12/21/16 at 3:25:07 PM (EST). New data will result in a change to this report.

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Ford or Lincoln Mercury Recall

The Ford Motor Company provides Carfax with Field Service Action and recall information regarding safety, compliance and emissions programs announced since 2000 for a specific vehicle. For complete information regarding programs or concerns about this vehicle, please contact a local Ford or Lincoln Mercury Dealer.

New Owner Reported

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512; 8,600,823; 8,595,079; 8,606,648; 7,505,838.
12/21/16 3:25:07 PM (EST)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2009 FORD FUSION vehicle (VIN: 3FAHP08179R [REDACTED]), which is based on information supplied to CARFAX and available as of 12/21/16 at 3:25 PM (EST).

Customer Signature

Date

Dealer Signature

Date

From: Cadagin, Ed (E.J.)
Sent: Tuesday, December 13, 2016 12:58 PM
To: [REDACTED]
Subject: FW: Request for Lincoln MKZ ABS/HCU R/R...

Scott,

I'm sorry – I had intended to include you in this note.

Thanks for your help!

Ed C.

From: Cadagin, Ed (E.J.)
Sent: Tuesday, December 13, 2016 10:40 AM
To: Albrant, Mark (M.A.) <malbrant@ford.com>
Cc: Humphries, Glenn (G.L.) <ghumphri@ford.com>
Subject: Request for Lincoln MKZ ABS/HCU R/R...

Mark,

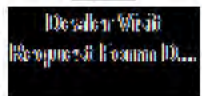
I spoke with Scott Murray regarding a review I'm scheduling at Varsity Ford in Ann Arbor.

Scott recommend that I complete the attached form – and send it to you.

Please give me a call if you have any questions (x29507).

Thanks!

Edward J. Cadagin, P.E.
Automotive Safety Office – External Investigations
313-322-9507
ecadagin@ford.com



Dealership Visitation Request Form

If you have read the Dealer Visitation Guidelines and would like to request to visit a dealer, please fill out the form below and submit via email. If you have not yet read the Guidelines, reference the [Toolbox for Problem Solvers site](#) (Contacting & Visiting a Dealer) and read them before completing the form.

Occasionally circumstances exist that make it inappropriate to visit selected dealers at a given point in time. To avoid such conflicts, your request will be reviewed by FCSD Field Operations and the affected Regional Office staff. Do not make any formal visit arrangements or contact dealers until after you have received approval via email from the appropriate FCSD Field Operations representatives.

FCSD will review the request and confirm that the dealer(s) you have selected are available for a visit. After approval, you will be responsible for arranging specific contact dates and times with each dealership.

Fill out the form below. Once complete, email this document to Mark Albrant (MALBRANT) and Tom Turgeon (TTURGE02), at Field Operations

Requester Name:	Edward J. Cadagin
Requester CDSID:	ecadagin
Area Code and Phone Number:	313-322-9507
Organization:	Automotive Safety Office (ASO) - External Investigations

Dealer Visit Information

VIN (if available)	3LNHM26T87R6 [REDACTED]
Vehicle Make	LINCOLN MKZ
Model Year	2007
Purpose of Visit: (describe reason for the visit)	Remove and replace ABS/ HCU and associated brake components (and brake fluid) for engineering analysis.
Number of People Planning to Visit:	3
Proposed Visit Date (s):	Dec. 19, 2016
Dealerships You Plan to Contact - MUST INCLUDE P&A Code, Dealership Name, City and State.	P&A: 02736 Varsity Ford Ann Arbor, MI 48106 734-996-2300 Service Mgr. - Steve McGowan

Here are some questions I'd like to ask.

1. How long have you owned the car, time and mileage? [REDACTED] purchased new in April 2009. Vehicle currently has approximately 100,000 miles.
2. Did you purchase and/or are you the original owner? [REDACTED] purchased new from Packey Webb Ford in Wheaton, IL.
3. Do you tend drive with one foot, e.g. same foot for both the gas pedal and for the brake pedal? Same foot (right).
4. How often has this condition occurred? 9 total (over 3 seasons). Dealer found a sticking caliper. Bled system and replaced caliper. Issue recurred. Mechanic examined all ok. Dealer advised other vehicles have had concerns. Owner found youtube video of issue. \$1300 cost to repair. Pulled fuse and have been driving ok.
5. Does the issue occur in the same location? Pothole. In turns.
6. Are you able to repeat the condition?
7. When the concern happens, are you driving in a straight line or are you turning? During turns on ice...and pothole on straight roads. ABS MIL would activate. Abs and skid.
8. Does the issue occur when you're driving alone or with one or more people in the car? Both.
9. Did you have any repairs or updates to vehicle parts before this issue occurred? No.
10. Has the vehicle ever been in any kind of accident that you know of? No. just the one in the parking lot.
11. Has this occurred the entire time you've had the vehicle or is this a recent occurrence?
12. Did you have the m/c replaced? No. drained hydraulics and replaced fluid (2x).
 - a. Where was the repair done?
 - b. Where did the repair dealer get the ABS? Ford parts, etc.
 - c. Does the issue still occur?
13. Did you have the ABS replaced? No.
 - a. Where was the repair done?
 - b. Where did the repair dealer get the ABS? Ford parts, etc.
 - c. Does the issue still occur?
14. Did the pedal stay low or does it return by itself? For the most part the pedal returned to top.
15. What other repairs or updates has the car had? Are the replacement parts OEM, motorcraft, etc.
 - a. Wheels – No.
 - b. Tires – Around 60,000 miles.
 - c. Brake Pads (Front/Rear/Both) – Yes, around 75,000 miles (before the vehicle was transferred to Hallie).
 - d. Calipers (front/rear/both) – replaced a rear caliper. Pads were ok. No leaks in system. Bled system – but there were no leaks found. Front bumper fascia cracked during the parking lot accident.
 - e. Hub/bearing (Front/rear/both) – No.
 - f. Abs – No.
 - g. jounce hoses – No.
16. Do you have the vehicle serviced or do some self-maintenance? Quick oil changes at Packey Webb in Wheaton. Non-ford mechanics.

17. Did you add any brake fluid or had brake fluid put in during any previous repair or maintenance?
No.
18. Does this occur on bumpy, gravel, pothole roads or paved? It has happened on regular paved roads with one pothole.
19. What speed have you noticed the symptom? No specific speed identified. All occurrences were at or below 30 mph.
20. Weather conditions
- a. Rainy
 - b. Snow – snow and ice – slush on road. Had an accident in a parking lot, when the other driver was cutting across lot lines. Owner had to slam on brakes, but could not stop. Other driver was arrested and ticketed (parking lot) for expired license.
 - c. Cold
 - d. Humid
 - e. Hot
 - f. Sunny
21. What were the conditions of the road(s) that the condition occurred?
- a. Cement/concrete road
 - b. Black top road
 - c. Dirt or hard sand
 - d. Gravel or loose surface
 - e. Rough or washboard road
 - f. Dry – all other were on dry/sunny roads.
 - g. Wet – accident only.
 - h. Slippery
 - i. Snow or ice
- 22) Owner said the brakes were “struggling”.
- 23) Owner said they had experienced the long pedal travel - prior to the parking lot accident.

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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

FOR AGENCY USE ONLY 100148

Date Received

03-OCT-2016

Repository ☐

Reference No.

OWNER INFORMATION (Type or Print)

Name

Address

City

CHICAGO

State

IL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

3FAHP08179R

Make

FORD

Model

FUSION

Model Year

2009

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

30-SEP-2016

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 030000 BRAKES (PWS)

Failure Mileage

105

Failure Speed

30

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

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

Crash

☐ Yes☒ No

Fire

☐ Yes☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

LIKE SO MANY OTHERS, I EXPERIENCE A LOW/SOFT BRAKE PEDAL. BRAKES HAVE BEEN REPLACED, LINES BLED, LEAKS CHECKED FOR. THE PROBLEM IS CLEARLY THE MALFUNCTIONING ABS HYDRAULIC MODULE, DESCRIBED IN THIS YOUTUBE VIDEO.

[HTTPS://WWW.YOUTUBE.COM/WATCH?V=0R46_UNYYK8](https://www.youtube.com/watch?v=0R46_UNYYK8)

THIS IS A SAFETY ISSUE FOR WHICH CAR OWNERS SHOULD NOT BE HELD LIABLE. A RECALL SHOULD BE ORDERED.

→ @50/60K FT & RR CALIPERS - ROTOR

ISSUE STARTED @ 90K -
REMOVED FUSE FOR ABS -

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

RICK ELLIOT

[REDACTED] - 12/2/16 10⁰⁰ AM

- ORIG OWNER. # [REDACTED]

- DAUGHTER ([REDACTED]) DRIVE

- HAPPENED TWICE.

2100 S. HARLEM
JOE RIZZA FORD - NORTH RIVERSIDE, IL
800-985-4345 60546

- DAVE CLASTER

→ DCLASTER@RIZZACARS.COM

PA#-01571

TCH

< 500N

ID	CMPLID	ODINO	MFR_NAM	MAKETXT	MODELTX	YEARTXT	CRASH	FAILDATE	FIRE	INJURED	DEATHS	COMPDESC	CITY	STATE	VIN	DATEA	LDATE	MILES	OCCUREN	CDESCR	CMPL_TY	POLICE_RP	PURCH_DT	ORIG_OW	ANTI_BRAK	CRUISE_CON	NUM_CYLS	DRIVE_TRA
916448	916448	10455572	FORD	MOT FORD	FUSION	2008	N	20111022	N			SERVICE BR	WICHITA	KS	3FAHP07Z0	17	17	31191	2	THE VEHIC	IVOQ	N		N	N	N	4	FWD
931715	931715	10467597	FORD	MOT MERCURY	MILAN	2008	N	20120602	N	0	0	SERVICE BR	RIVERVIEW	FL	3MEHM08	25	25	100600		TL* THE CCE	VOQ	N		N	N	N		
934128	934128	10469486	FORD	MOT MERCURY	MILAN	2007	N	20120731	N	0	0	SERVICE BR	DANVERS	MA	3MEHM07	07	07	67000		TL* THE CCE	VOQ	N		N	N	N		
955586	955586	10489124	Ford Motor	FORD	FUSION	2008	N	20120831	N	0	0	SERVICE BR	MARLTON	NJ	3FAHP0817	18	18	83000	1	WAS DRIV	IVOQ	N		N	N	N	6	
1000445	1000445	10533506	Ford Motor	FORD	FUSION	2007	N	20130721	N	0	0	SERVICE BR	ROCHESTER	NY	3FAHP0215	04	04	68380	1	WHEN BAC	IVOQ	N		N	N	N	6	
1025648	1025648	10554281	Ford Motor	FORD	POWER TR	9999	Y	20131018	N			EQUIPMEN	CLEARWAT	KS		01	01	201	3	BRAKE ISS	IVOQ	Y						
1025649	1025649	10554281	Ford Motor	FORD	FUSION	2008	Y	20131018	N			SERVICE BR	CLEARWAT	KS		01	01		3	BRAKE ISS	IVOQ	Y		N	N	N		
1031585	1031585	10558633	Ford Motor	MERCURY	MILAN	2009	N	20121009	N	0	0	SERVICE BR	BELLEROS	NY	3MEHM08	06	06	42000	6	THE 1ST FA	IVOQ	N		N	N	N		
1033072	1033072	10559710	Ford Motor	MERCURY	MILAN	2007	N	20131107	N	0	0	SERVICE BR	BRUCE	MI	3MEHM07	13	13	79000	2	MY DAUGH	IVOQ	N		N	N	N	4	
1064112	1064112	10587183	Ford Motor	FORD	FUSION	2008	N	20140506	N	0	0	SERVICE BR	ARLINGTON	TX	3FAHP0715	08	08	97140	1	I WAS SLO	IVOQ	N		N	N	N	6	
1070817	1070817	10594697	Ford Motor	MERCURY	MILAN	2008	N	20131123	N	0	0	SERVICE BR	MADISON	WI	3MEHM08	28	28	81500	1	VEHICLE W	IVOQ	N		N	N	N	6	
1081305	1081305	10606597	Ford Motor	FORD	FUSION	2008	N	20140626	N	0	0	SERVICE BR	DACULA	GA	3FAHP0725	27	27		1	AFTER ABS	IVOQ	N		N	N	N	4	
1090531	1090531	10615775	Ford Motor	FORD	FUSION	2008	N	20140723	N	0	0	SERVICE BR	GRAND PR	TX	3FAHP0817	23	23	178000	1	ITS THE AB	IVOQ	N		N	N	N	6	
1094190	1094190	10618242	Ford Motor	MERCURY	MILAN	2008	N	20140730	N	0	0	SERVICE BR	OZONE PAI	NY	3MEHM08	01	01	43000	1	AFTER ABS	IVOQ	N		N	N	N	6	
1094324	1094324	10618330	Ford Motor	FORD	FUSION	2008	N	20131124	N	0	0	SERVICE BR	MORIARTY	NM	3FAHP0715	02	02	120000	1	AFTER BRA	IVOQ	N		N	N	N	6	
1095084	1095084	10618852	Ford Motor	MERCURY	MILAN	2008	N	20140705	N	0	0	SERVICE BR	LIZELLA	GA		04	04	152000	1	TRYING TO	IVOQ	N		N	N	N		
1105002	1105002	10629592	Ford Motor	FORD	FUSION	2008	N	20140215	N	0	0	SERVICE BR	BLOOMING	IL	3FAHP0715	30	30	36500	1	I WAS DRIV	IVOQ	N		N	N	N	6	FWD
1108303	1108303	10631905	Ford Motor	MERCURY	MILAN	2007	N	20140605	N	0	0	SERVICE BR	STERLING	MI	3MEHM08	09	09	79000	1	WHILE DR	IVOQ	N		N	N	N		
1114222	1114222	10639014	Ford Motor	FORD	FUSION	2007	N	20140917	N	0	0	SERVICE BR	STAUNTON	IL	3FAHP0112	25	25	95000	1	DRIVING A	IVOQ	N		N	N	N		
1116033	1116033	10640257	Ford Motor	FORD	FUSION	2008	N	20140902	N	0	0	SERVICE BR	SOMERSET	NJ	3FAHP0725	30	30	85400	1	THIS PROB	IVOQ	N		N	N	N	4	FWD
1117935	1117935	10641549	Ford Motor	FORD	FUSION	2008	N	20141005	N	0	0	SERVICE BR	SIOUX FALL	SD	3FAHP0715	05	05	107600	1	WHILE DR	IVOQ	N		N	N	N	6	FWD
1118527	1118527	10641941	Ford Motor	MERCURY	MILAN	2007	N	20140914	N	0	0	SERVICE BR	SUSQUEHA	PA	3MEHM07	07	07	89500	3	ON THREE	IVOQ	N		N	N	N	6	FWD
1120567	1120567	10644354	Ford Motor	FORD	FUSION	2008	N	20141006	N	0	0	SERVICE BR	SANTA TER	NM	3FAHP0710	13	13	92000	1	WHILE DR	IVOQ	N		N	N	N	6	FWD
1127219	1127219	10652002	Ford Motor	FORD	FUSION	2007	N	20130924	N	0	0	SERVICE BR	MANHASSE	NY	3FAHP0715	03	03	145000	2	AFTER ABS	IVOQ	N		N	N	N	6	FWD
1129147	1129147	10653400	Ford Motor	FORD	FUSION	2008	N	20141107	N	0	0	SERVICE BR	CLINTON T	MI	3FAHP0715	07	07	220000	1	WHILE DR	IVOQ	N		N	N	N	6	FWD
1131914	1131914	10655357	Ford Motor	FORD	FUSION	2008	N	20130607	N	0	0	SERVICE BR	MARYSVILL	OH	3FAHP0725	17	17	135000	2	1ST INCID	IVOQ	N		N	N	N	4	FWD
1132658	1132658	10658960	Ford Motor	FORD	FUSION	2008	N	20140914	N	0	0	SERVICE BR	HOUSTON	TX	3FAHP0715	18	18	75000		TL* THE CCE	VOQ	N		N	N	N		
1145677	1145677	10670396	Ford Motor	MERCURY	MILAN	2007	N	20150106	N	0	0	SERVICE BR	CLARKSVIL	TN	3MEHM08	06	06	103000		WHILE BRA	IVOQ	N		N	N	N		
1145812	1145812	10670480	Ford Motor	FORD	FUSION	2008	N	20141230	N	0	0	SERVICE BR	LENEXA	KS	3FAHP0825	06	06	70000		DRIVING S	IVOQ	N		N	N	N		
1148792	1148792	10672699	Ford Motor	FORD	FUSION	2007	N	20121008	N	0	0	SERVICE BR	CHARLOTTI	NC	3FAHP0725	15	15	125000		TL* THE CCE	VOQ	N		N	N	N		
1153211	1153211	10679868	Ford Motor	MERCURY	MILAN	2008	N	20141013	N	0	0	SERVICE BR	MITCHELL	IN		30	30	140000	1	WHEN TRY	IVOQ	N		N	N	N		
1153834	1153834	10680357	Ford Motor	FORD	FUSION	2008	N	20120201	N	0	0	SERVICE BR	BEAUMON	CA		01	01	60000	1	WHEN COM	IVOQ	N		N	N	N		
1153840	1153840	10680363	Ford Motor	MERCURY	MILAN	2007	N	20150112	N	0	0	SERVICE BR	COLUMBU	OH	3MEHM07	01	01	50000	1	I WAS COM	IVOQ	N		N	N	N	4	FWD
1158991	1158991	10684046	Ford Motor	MERCURY	MILAN	2007	N	20150218	N	0	0	SERVICE BR	STAFFORD	VA	3MEHM07	18	18	117000	1	WHEN DR	IVOQ	N		N	N	N	4	FWD
1160425	1160425	10690056	Ford Motor	FORD	FUSION	2008	N	20141111	N	0	0	SERVICE BR	PERRIS	CA	3FAHP0810	23	23	79959	1	HYDRAULI	IVOQ	N		N	N	N	6	
1160589	1160589	10690173	Ford Motor	FORD	FUSION	2008	Y	20150223	N	0	0	SERVICE BR	STAMPA	FL		23	23	101000	1	BRAKES KE	IVOQ	N		N	N	N		
1164432	1164432	10692468	Ford Motor	FORD	FUSION	2008	N	20150212	N			SERVICE BR	YORBA LIN	CA	3FADP0724	09	09		1	2008 FORD	LETR	N		N	Y	N		FWD
1167177	1167177	10694951	Ford Motor	FORD	FUSION	2008	N	20130314	N	0	0	SERVICE BR	CHALFONT	PA	3FAHP0725	17	17	30000	1	LOSE BRAK	IVOQ	N		N	N	N		
1172928	1172928	10704042	Ford Motor	FORD	FUSION	2007	N	20150331	N	0	0	SERVICE BR	CANTON	MI	3FAHP0815	06	06	100300	1	I TOOK MY	IVOQ	N		N	N	N	4	FWD
1177991	1177991	10712615	Ford Motor	FORD	FUSION	2008	N	20150413	N	0	0	SERVICE BR	HOUSTON	TX	3FAHP0817	24	24	104400	1	BRAKES FA	IVOQ	N		N	N	N	6	FWD
1185436	1185436	10721041	Ford Motor	MERCURY	MILAN	2008	N	20131216	N	0	0	SERVICE BR	PHILADEL	PA	3MEHM07	22	22	36000		TL* THE CCE	VOQ	N		N	N	N		
1194215	1194215	10730359	Ford Motor	MERCURY	MILAN	2008	N	20150625	N	0	0	SERVICE BR	MARIETTA	GA	3MEHM08	25	25	115000		WHEN TRA	IVOQ	N		N	N	N		
1204925	1204925	10745073	Ford Motor	MERCURY	MILAN	2009	N	20150730	N	0	0	SERVICE BR	WOLPOLE	MA	3MEHM08	30	30	95000		TL* THE CCE	VOQ	N		N	N	N		
1211529	1211529	10749892	Ford Motor	FORD	FUSION	2009	N	20150330	N	0	0	SERVICE BR	GREENWO	NE	3FAHP0714	19	19	82180		REPAIRS A	IVOQ	N		N	N	N		
1225185	1225185	10779110	Ford Motor	FORD	FUSION	2008	N	20151001	N			SERVICE BR	ABINGDON	VA	3FAHP0825	01	01	118000		WHILE DR	IVOQ	N		N	N	N		
1230856	1230856	10783662	Ford Motor	FORD	FUSION	2007	N	20150629	N			SERVICE BR	CHICAGO	IL	3FAHP0725	20	20	110000		TL* THE CCE	VOQ	N		N	N	N		
1231512	1231512	10785218	Ford Motor	MERCURY	MILAN	2008	N	20151020	N			SERVICE BR	JAMAICA	NY	3MEHM08	21	21	96401	1	I PURCHAS	IVOQ	N		N	N	N	6	FWD
1234721	1234721	10787563	Ford Motor	FORD	FUSION	2008	N	20151101	N			SERVICE BR	LIVONIA	MI	3FAHP0725	01	01	140000		SOFT PEDA	IVOQ	N		N	N	N		
1234983	1234983	10787755	Ford Motor	FORD	FUSION	2009	N	20150701	N			SERVICE BR	NARBERTH	PA	3FAHP0724	02	02	30000		I HAVE A P	IVOQ	N		N	N	N		
1237289	1237289	10789437	Ford Motor	MERCURY	MILAN	2008	N	20151107	N			SERVICE BR	CARNEYS	P NJ	3MEHM02	09	09	80000		WHEN ABS	IVOQ	N		N	N	N		
1237579	1237579	10789637	Ford Motor	MERCURY	MILAN	2007	N	20151109	N			SERVICE BR	SOUND BE	NY	3MEHM07	10	10	89000		BRAKES FA	IVOQ	N		N	N	N		
1237653	1237653	10789689	Ford Motor	MERCURY	MILAN	2008	N	20151109	N			SERVICE BR	CHARLOTTI	NC	3MEHM08	10	10	69000		YESTERDA	IVOQ	N		N	N	N		
1238802	1238802	10790504	Ford Motor	MERCURY	MILAN	2007	N	20150308	N			SERVICE BR	VALRICO	FL	3MEHM08	15	15	150000		IN OCT 20	IVOQ	N		N	N	N		
1239981	1239981	10794803	Ford Motor	FORD	FUSION	2008	N	20151101	N			SERVICE BR	CHICAGO	IL	3FAHP0715	19	19	72600		BRAKE PED	IVOQ	N		N	N	N		
1240872	1240872	10806255	Ford Motor	FORD	FUSION	2008	N	20151121	N			SERVICE BR	BROWN SU	NC	3FAHP0810	23	23	81000		TL* THE CCE	VOQ	N		N	N	N		
1241543	1241543	10806755	Ford Motor	FORD	FUSION	2008	N	20151123	N			SERVICE BR	DES PLAIN	IL	3FAHP0725	25	25	78000		I WAS DRIV	IVOQ	N		N	N	N		
1241922	1241922	10807281	Ford Motor	MERCURY	MIL																							

1242397	1242397	10807637	Ford Motor	FORD	FUSION	2009	N	20150920	N	SERVICE BRLOUISVILLE KY	3FAHP07Z1	30	30	70000	AFTER STO IVOQ	N	N	N	N
1242427	1242427	10807655	Ford Motor	FORD	FUSION	2008	N	20151127	N	SERVICE BRPRESTON CT	3FAHP0215	01	01	79500	I WAS COM IVOQ	N	N	N	N
1243332	1243332	10808346	Ford Motor	MERCURY	MILAN	2008	N	20151116	N	SERVICE BRSAINT LOU MO	3MEHMO8	04	04	174000	PURCHASE IVOQ	N	N	N	N
1245622	1245622	10810060	Ford Motor	FORD	FUSION	2009	N	20151204	N	SERVICE BRCLEARWAT FL	3FAHP07Z5	14	14	90000	I EXPERIEN IVOQ	N	N	N	N
1246738	1246738	10811083	Ford Motor	FORD	FUSION	2009	N	20151214	N	SERVICE BRFAIRFIELD OH	3FAHP0815	18	18	30000	ABS FAILS T IVOQ	N	N	N	N
1247401	1247401	10811561	Ford Motor	FORD	FUSION	2008	N	20151002	N	SERVICE BRMISHAWAH IN	3FAHP0810	21	21	90751	WHILE SLO IVOQ	N	N	N	N
1251113	1251113	10818601	Ford Motor	FORD	FUSION	2008	N	20160101	N	SERVICE BRAUSTIN TX	3FAHP07Z3	07	07	90000	AFTER AN J IVOQ	N	N	N	N
1251411	1251411	10818806	Ford Motor	FORD	FUSION	2008	N	20151223	N	SERVICE BRTHE DALLE OR	3FAHP0115	07	07	55000	HAD INSTA IVOQ	N	N	N	N
1252857	1252857	10819862	Ford Motor	FORD	FUSION	2008	Y	20160112	N	SERVICE BRHARRISON OH	3FAHP06Z	12	12	124000	LIGHT SNO IVOQ	N	N	N	N
1253471	1253471	10820307	Ford Motor	FORD	FUSION	2008	N	20160113	N	SERVICE BRWILLIAMS NY		14	14	81000	IN NOVEM IVOQ	N	N	N	N
1256003	1256003	10822164	Ford Motor	FORD	FUSION	2008	N	20160110	N	SERVICE BRBIRMINGH AL		25	25	95000	WHILE TRY IVOQ	N	N	N	N
1257065	1257065	10822948	Ford Motor	FORD	FUSION	2008	N	20160123	N	SERVICE BRWAPAKON OH	3FAHP071	28	28		ONCE THE IVOQ	N	N	N	N
1257688	1257688	10823422	Ford Motor	FORD	FUSION	2008	N	20160201	N	SERVICE BRARLINGTON IL	3FAHP0812	01	01	75000	APPROACH IVOQ	N	N	N	N
1259438	1259438	10824708	Ford Motor	FORD	FUSION	2008	N	20160205	N	SERVICE BRPOST FALLS ID	3FAHP07Z7	07	07	74450	ABS ACTIV IVOQ	N	N	N	N
1259809	1259809	10824987	Ford Motor	FORD	FUSION	2009	N	20160124	N	SERVICE BRCHARLOTTVA	3FAHP0815	08	08	76000	IN THREE S IVOQ	N	N	N	N
1260382	1260382	10825433	Ford Motor	FORD	FUSION	2008	N	20160208	N	SERVICE BRDECATUR IL	3FAHP07Z5	10	10	120000	THE FIRST I IVOQ	N	N	N	N
1261564	1261564	10836359	Ford Motor	FORD	FUSION	2009	N	20160205	N	SERVICE BRSTONEHAMA	3FAHP06Z5	16	16	57000	I WAS DRIV IVOQ	N	N	N	N
1261824	1261824	10836561	Ford Motor	FORD	FUSION	2008	N	20160216	N	SERVICE BRSTEWARTS PA	3FAHP07Z	16	16	58000	MY BRAKE IVOQ	N	N	N	N
1262179	1262179	10836833	Ford Motor	FORD	FUSION	2008	N	20150909	N	SERVICE BRFCYPRESS CA		18	18	90000	EVER SINCE IVOQ	N	N	N	N
1263431	1263431	10837758	Ford Motor	FORD	FUSION	2008	N	20160105	N	SERVICE BRLYNWOOD IL		23	23	90000	1 I, AND MA IVOQ	N	N	N	N
1263444	1263444	10837770	Ford Motor	FORD	FUSION	2008	N	20160116	N	SERVICE BRLOWELL MA	3FAHP07Z4	23	23	129000	AFTER ENG IVOQ	N	N	N	N
1267197	1267197	10845863	Ford Motor	FORD	FUSION	2007	N	20120228	N	SERVICE BRDALLAS GA	3FAHP08Z1	09	09	65000	WHILE DRI IVOQ	N	N	N	N
1272062	1272062	10852553	Ford Motor	FORD	FUSION	2009	Y	20151012	N	SERVICE BRGLENDDORA CA	3FAHP0713	30	30	95000	DRIVING IN IVOQ	N	N	N	N
1274763	1274763	10854702	Ford Motor	FORD	FUSION	2008	N	20160209	N	SERVICE BRKNOXVILLE TN	3FAHP0717	11	11	125000	WHILE BRA IVOQ	N	N	N	N
1274806	1274806	10854765	Ford Motor	FORD	FUSION	2007	N	20160402	N	SERVICE BRGREENSBU PA	3FAHP0815	11	11	49549	I HAVE HA IVOQ	N	N	N	N
1275613	1275613	10855365	Ford Motor	FORD	FUSION	2008	N	20160413	N	SERVICE BRBELLEVUE NE	3FAHP07Z4	13	13	100000	I TRIED TO IVOQ	N	N	N	N
1276525	1276525	10860086	Ford Motor	FORD	FUSION	2008	N	20160413	N	SERVICE BRSAN ANTOITX	3FAHP0817	18	18	95000	ON THREE IVOQ	N	N	N	Y
1279206	1279206	10862114	Ford Motor	FORD	FUSION	2008	N	20160424	N	ELECTRONI HOUSTON TX	3FAHP07Z1	28	28	84000	THE PROBL IVOQ	N	N	N	N
1279207	1279207	10862114	Ford Motor	FORD	FUSION	2008	N	20160424	N	SERVICE BRHOUSTON TX	3FAHP07Z1	28	28	84000	THE PROBL IVOQ	N	N	N	N
1279208	1279208	10862114	Ford Motor	FORD	FUSION	2008	N	20160424	N	VEHICLE SP HOUSTON TX	3FAHP07Z1	28	28	84000	THE PROBL IVOQ	N	N	N	N
1280444	1280444	10863054	Ford Motor	FORD	FUSION	2008	N	20160330	N	SERVICE BR EL PASO TX	3FAHP0711	04	04	150000	2008 FORD IVOQ	N	N	N	N
1280581	1280581	10863161	Ford Motor	FORD	FUSION	2008	N	20160503	N	SERVICE BRMARCELLU MI		04	04	114000	IN WINTER IVOQ	N	N	N	N
1280701	1280701	10863250	Ford Motor	MERCURY	MILAN	2008	N	20150810	N	SERVICE BROAKDALE MN	3MEHMO7	04	04	60000	THE BRAKE IVOQ	N	N	N	N
1283227	1283227	10865169	Ford Motor	MERCURY	MILAN	2008	N	20160515	N	SERVICE BRGARLAND TX	3MEHMO8	16	16	80000	IN OCT .20 IVOQ	N	N	N	N
1283593	1283593	10865450	Ford Motor	FORD	FUSION	2009	N	20130501	N	SEATS BLOOMFIE MI	3FAHP0715	17	17		3 ISSUES: I IVOQ	N	N	N	N
1283594	1283594	10865450	Ford Motor	FORD	FUSION	2009	N	20130501	N	UNKNOWN BLOOMFIE MI	3FAHP0715	17	17		3 ISSUES: I IVOQ	N	N	N	N
1283595	1283595	10865450	Ford Motor	FORD	FUSION	2009	N	20130501	N	SERVICE BRBLOOMFIE MI	3FAHP0715	17	17		3 ISSUES: I IVOQ	N	N	N	N
1284531	1284531	10870186	Ford Motor	MERCURY	MILAN	2008	N	20160520	N	SERVICE BR EVANSVILLE IN	3MEHMO8	21	21	130000	RECENTLY, IVOQ	N	N	N	Y
1288552	1288552	10873218	Ford Motor	FORD	FUSION	2009	N	20160608	N	SERVICE BRROUND HILVA	3FAHP07Z3	08	08	138000	SEVERAL TI IVOQ	N	N	N	N
1288827	1288827	10873431	Ford Motor	FORD	FUSION	2008	N	20140305	N	AIR BAGS JENISON MI	3FAHP0710	09	09	90000	AS NUMER IVOQ	N	N	N	N
1290844	1290844	10874967	Ford Motor	FORD	FUSION	2009	N	20160614	N	SERVICE BRWAKE FOR NC	3FAHP0715	18	18	95000	ABS CONTF IVOQ	N	N	N	N
1291872	1291872	10875748	Ford Motor	FORD	FUSION	2009	N	20141015	N	SERVICE BR FRENCH LK IN	3FAHP0815	21	21	75000	2009 FORD IVOQ	N	N	N	N
1291887	1291887	10875760	Ford Motor	FORD	FUSION	2008	N	20151002	N	POWER TR. GARNER NC	3FAHP08Z5	22	22	128000	WHY ISN'T IVOQ	N	N	N	N
1291888	1291888	10875760	Ford Motor	FORD	FUSION	2008	N	20151002	N	SERVICE BRGARNER NC	3FAHP08Z5	22	22	128000	WHY ISN'T IVOQ	N	N	N	N
1292276	1292276	10876046	Ford Motor	MERCURY	MILAN	2007	N	20160620	N	SERVICE BR CASA GRAN AZ	3MEHMO7	23	23	141190	I WAS DRIV IVOQ	N	N	N	N
1292610	1292610	10876335	Ford Motor	FORD	FUSION	2008	N	20160623	N	SERVICE BRINDEPENDIKY	3FAHP06Z5	24	24	158200	I HIT A SLIC IVOQ	N	N	N	N
1293842	1293842	10881298	Ford Motor	FORD	FUSION	2008	N	20160622	N	SERVICE BRFOUNTAIN SC	3FAHP0815	28	28	159000	TL* THE CCEVOQ	N	N	N	N
1296730	1296730	10883508	Ford Motor	FORD	FUSION	2009	N	20160615	N	SERVICE BRFRIEDENS PA	3FAHP0717	08	08	70000	IN THE PAS IVOQ	N	N	N	N
1300712	1300712	10887635	Ford Motor	MERCURY	MILAN	2007	N	20160719	N	SERVICE BR LAGUNA N CA	3MEHMO8	22	22	109000	FOLLOWIN IVOQ	N	N	N	N
1301923	1301923	10888626	Ford Motor	FORD	FUSION	2008	N	20160720	N	SERVICE BR CANAL WIN OH	3FAHP07Z5	26	26	108000	BRAKE PED IVOQ	N	N	N	N
1304814	1304814	10892944	Ford Motor	FORD	FUSION	2008	N	20160803	N	SERVICE BRKNOXVILLE TN	3FAHP07Z7	03	03	129000	WHILE DRI IVOQ	N	N	N	N
1306831	1306831	10894501	Ford Motor	FORD	FUSION	2009	N	20160803	N	SERVICE BR COLUMBIA SC	3FAHP08Z7	09	09	141000	I WAS DRIV IVOQ	N	N	N	N
1312951	1312951	10899417	Ford Motor	MERCURY	MILAN	2008	N	20160529	N	SERVICE BR DEER PARK NY		30	30	54000	TL* THE CCEVOQ	N	N	N	N
1313833	1313833	10903135	Ford Motor	FORD	FUSION	2009	N	20160830	N	SERVICE BR CLARKSTO MI	3FAHP07Z5	01	01	109000	WHILE TUR IVOQ	N	N	N	N
1314810	1314810	10903875	Ford Motor	MERCURY	MILAN	2008	N	20160806	N	SERVICE BR LANDENBE PA	3MEHMO7	06	06	73600	TWICE IN IVOQ	N	N	N	N
1317261	1317261	10906293	Ford Motor	FORD	FUSION	2009	N	20160910	N	SERVICE BR LIVONIA MI	3FAHP07Z2	14	14	130026	TL* THE CCEVOQ	N	N	N	N
1317988	1317988	10907093	Ford Motor	MERCURY	MILAN	2008	N	20160913	N	SERVICE BR WATERFOR MI	3MEHMO7	16	16	70000	BRAKES GC IVOQ	N	N	N	N
1318021	1318021	10907122	Ford Motor	FORD	FUSION	2009	N	20160829	N	SERVICE BR PORT ANGIWA	3FAHP0815	16	16	80000	ANTI LOCK IVOQ	N	N	N	N

1318022	1318022	10907122	Ford Motor	FORD	FUSION	2009	N	20160829	N	UNKNOWN	PORT ANGIWA	3FAHP0815		1.6		1.6	80000	ANTI LOCK	IVOQ	N		N	N	N
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FUEL_SYS	FUEL_TYPE	TRANS_TYP	VEH_SPEED	DOT	TIRE_SIZE	LOC_OF_TI	TIRE_FAIL_	ORIG_EQUI	MANUF_D	SEAT_TYPE	RESTRAINT	DEALER_N	DEALER_TE	DEALER_CI	DEALER_ST	DEALER_ZIP	PROD_TYP	REPAIRED_	MEDICAL_	VEHICLES_TOWED_YN
	GS		40																	
			55																	
	GS		40																	
	GS		5																	
							N										E			
			25																	
	GS		30																	
	GS		20															N		
	GS		10															N		
	GS																	N		
	GS																	N		
	GS		30															N		
	GS		25															N		
			25															N		
			30															N		
			20															N		
			30															N		
			45															N		
			20															N		
			40															N		
			35															N		
			30															N	N	
			45															N	N	
			40															N	N	
			35															N		
			15															N		
			20															N		
			45															N		
																		N	N	
			40															N	N	
			30															N	N	
			35															N	N	
	GS		30															N	N	
			5															N	N	
FI	GS											TERRY'S AL 714-526-46				92832		N		
			25															N		
			35															N		
			20															N		
			15															N		
			5															N		
			10															N	N	
			60															N		
			20															N	N	
																		N	N	
FI	GS		25															N	N	
			10															N	N	
			15															N	N	
			40															N	N	
			30															N	N	
			35															N	N	
			10															N	N	
			25															N	N	
			35															N	N	
			15															N	N	
			10															N	N	

30	V	N	N
10	V	N	N
35	V	N	N
30	V	N	N
25	V	N	N
15	V	N	N
20	V	N	N
10	V	N	N
15	V	N	N
20	V	N	N
40	V	N	N
	V	N	N
20	V	N	N
20	V	N	N
25	V	N	N
35	V	N	N
25	V	N	N
30	V	N	N
50	V	N	N
30	V	N	N
20	V	N	N
25	V	N	N
18	V	N	N
30	V	N	N
20	V	N	N
65	V	N	N
30	V	N	N
35	V	N	N
35	V	N	N
65	V	N	N
45	V	N	N
65	V	N	N
40	V	N	N
	V	N	N
	V	N	N
15	V	N	N
15	V	N	N
15	V	N	N
35	V	N	N
20	V	N	N
45	V	N	N
45	V	N	N
20	V	N	N
35	V	N	N
65	V	N	N
25	V	N	N
25	V	N	N
15	V	N	N
5	V	N	N
40	V	N	N
	V	N	N
25	V	N	N
203	V	N	N
40	V	N	N
	V	N	N
	V	N	N

V

N

N

Dealership Visitation Request Form

If you have read the Dealer Visitation Guidelines and would like to request to visit a dealer, please fill out the form below and submit via email. If you have not yet read the Guidelines, reference the [Toolbox for Problem Solvers site](#) (Contacting & Visiting a Dealer) and read them before completing the form.

Occasionally circumstances exist that make it inappropriate to visit selected dealers at a given point in time. To avoid such conflicts, your request will be reviewed by FCSD Field Operations and the affected Regional Office staff. Do not make any formal visit arrangements or contact dealers until after you have received approval via email from the appropriate FCSD Field Operations representatives.

FCSD will review the request and confirm that the dealer(s) you have selected are available for a visit. After approval, you will be responsible for arranging specific contact dates and times with each dealership.

Fill out the form below. Once complete, email this document to Mark Albrant (MALBRANT) and Tom Turgeon (TTURGE02), at Field Operations

Requester Name:	Edward J. Cadagin
Requester CDSID:	ecadagin
Area Code and Phone Number:	313-322-9507
Organization:	Automotive Safety Office

Dealer Visit Information

VIN (if available)	3FAHP08179R [REDACTED]
Vehicle Make	Ford Fusion
Model Year	2009
Purpose of Visit: (describe reason for the visit)	Remove and replace the ABS Module and associated brake components which are identified by the visiting Ford Brake Engineers (e.g., Master Cylinder, Vacuum Booster, Calipers, Pads, etc.).
Number of People Planning to Visit:	4
Proposed Visit Date (s):	January 19, 2017
Dealerships You Plan to Contact - MUST INCLUDE P&A Code, Dealership Name, City and State.	P&A Code: 01571 Joe Rizza Ford 2100 S. Harlem North Riverside, IL 60546 1-800-985-4345

From: Cadagin, Ed (E.J.)
Sent: Tuesday, October 04, 2016 9:49 AM
To: Sagan, Jessica L (J.L.)
Subject: NHTSA Informal Request...

Jessica,

Attached is a file that ASO pulled together from the information we got from NHTSA.

1) The Query1 TAB contains the VOQ information provided to NHTSA – along with the partial VINs in column “P.”

Column “Q” contains the text of the complaint filed with NHTSA – or provided to a NHTSA operator.

Whenever you see a full VIN in column P – and the cell filled in green – we think that this is the VIN associated with the ODI Report No.

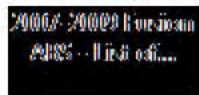
2) The VIN RECONCILE TAB contains all the VINS (some are duplicates) – and I am trying to reconcile the ODI Report Numbers to the VINS.

It’s a bit complicated - please give me a call if you have any questions...

Thanks for taking a look.

Best regards,

Ed C.



PE16-027 000150 ER

1275613	1275613	10855365	Ford Motor	FORD	FUSION	2008	N	20160413	N	SERVICE BR BELLEVUE NE	3FAHP072	13	13	100000	I TRIED TO	Y	-	-	-	-	-	Y	N	IVOQ	N	N	N	N	65			
1276525	1276525	10860086	Ford Motor	FORD	FUSION	2008	N	20160413	N	SERVICE BR SAN ANTO TX	3FAHP081	18	18	95000	ON THREE I	Y	-	-	-	-	-	-	N	N	IVOQ	N	N	N	Y	30		
1279206	1279206	10862114	Ford Motor	FORD	FUSION	2008	N	20160424	N	ELECTRON HOUSTON TX	3FAHP072	28	28	84000	THE PROBLEM INITIALLY BEGAN BECAUSE I HAD TO BRAKE HARD TO AVOID AN ACCIDENT ON THE F	Y	-	-	-	-	-	-	N	N	IVOQ	N	N	N	N	35		
1279207	1279207	10862114	Ford Motor	FORD	FUSION	2008	N	20160424	N	SERVICE BR HOUSTON TX	3FAHP072	28	28	84000	THE PROBL	Y	-	-	-	-	-	-	Y	N	IVOQ	N	N	N	N	35		
1279208	1279208	10862114	Ford Motor	FORD	FUSION	2008	N	20160424	N	VEHICLE SP HOUSTON TX	3FAHP072	28	28	84000	THE PROBLEM INITIALLY BEGAN BECAUSE I HAD TO BRAKE HARD TO AVOID AN ACCIDENT ON THE F	Y	-	-	-	-	-	-	Y	N	IVOQ	N	N	N	N	35		
1280444	1280444	10863054	Ford Motor	FORD	FUSION	2008	N	20160330	N	SERVICE BR EL PASO TX	3FAHP071	04	04	150000	2008 FORD	Y	-	-	-	-	-	-	Y	IVOQ	N	N	N	N	65			
1280581	1280581	10863161	Ford Motor	FORD	FUSION	2008	N	20160503	N	SERVICE BR MARCELLUMI	3FAHP071	04	04	114000	IN WINTER	Y	Y	Y	-	-	-	-	-	N	IVOQ	N	N	N	N	45		
1280701	1280701	10863250	Ford Motor	MERCURY	MILAN	2008	N	20150810	N	SERVICE BR OAKDALE MN	3MEHMA07	504	04	60000	THE BRAKE	Y	-	-	-	-	-	-	-	N	IVOQ	N	N	N	N	65		
1283227	1283227	10865169	Ford Motor	MERCURY	MILAN	2008	N	20160515	N	SERVICE BR GARLAND TX	3MEHMA08	16	16	80000	IN OCT 201	Y	-	-	-	-	-	-	-	Y	N	IVOQ	N	N	N	N	40	
1283593	1283593	10865450	Ford Motor	FORD	FUSION	2009	N	20130501	N	SEATS BLOOMINGH MI	3FAHP071	17	17		3 ISSUES I SAW SOMEONE ELSE POST THIS- MY BREAK PEDAL IS ALSO SOFT AND GOES ALL THE WAY IVOQ	Y	-	-	-	-	-	-	-	N	IVOQ	N	N	N	N			
1283594	1283594	10865450	Ford Motor	FORD	FUSION	2009	N	20130501	N	UPHOLSTERY BLOOMINGH MI	3FAHP071	17	17		3 ISSUES I SAW SOMEONE ELSE POST THIS- MY BREAK PEDAL IS ALSO SOFT AND GOES ALL THE WAY IVOQ	Y	-	-	-	-	-	-	-	N	IVOQ	N	N	N	N			
1283595	1283595	10865450	Ford Motor	FORD	FUSION	2009	N	20130501	N	SERVICE BR BLOOMFIE MI	3FAHP071	17	17		3 ISSUES I SAW SOMEONE ELSE POST THIS- MY BREAK PEDAL IS ALSO SOFT AND GOES ALL THE WAY IVOQ	Y	-	-	-	-	-	-	-	N	IVOQ	N	N	N	N			
1284531	1284531	10870186	Ford Motor	MERCURY	MILAN	2008	N	20160530	N	SERVICE BR EVANSVILLIN	3MEHMA08	21	21	130000	RECENTLY	Y	-	-	-	-	-	-	Y	Y	IVOQ	N	N	N	Y	15		
1288552	1288552	10873218	Ford Motor	FORD	FUSION	2009	N	20160608	N	SERVICE BR ROUND HILVA	3FAHP072	08	08	138000	SEVERAL TI	Y	-	-	-	-	-	-	-	Y	N	IVOQ	N	N	N	N	15	
1288827	1288827	10873431	Ford Motor	FORD	FUSION	2008	N	20140305	N	AIR BAGS JENISON MI	3FAHP071	09	09	90000	AS NUMER	Y	-	-	-	-	-	-	-	N	IVOQ	N	N	N	N	15		
1290844	1290844	10874967	Ford Motor	FORD	FUSION	2009	N	20160614	N	SERVICE BR WAKE FORINC	3FAHP071	18	18	95000	ABS CONTR	Y	-	-	-	-	-	-	-	Y	Y	IVOQ	N	N	N	N	35	
1291872	1291872	10875748	Ford Motor	FORD	FUSION	2009	N	20141015	N	SERVICE BR FRENCH LKIN	3FAHP081	21	21	75000	2009 FORD	Y	-	-	-	-	-	-	-	Y	Y	IVOQ	N	N	N	N	20	
1291887	1291887	10875780	Ford Motor	FORD	FUSION	2008	N	20151002	N	POWER TR GARNER NC	3FAHP082	22	22	128000	WHY ISN'T THERE A RECALL ON THE BRAKES AND TRANSMISSION. OUR BRAKE PEDAL WENT ALL THE IVOQ	Y	-	-	-	-	-	-	-	N	IVOQ	N	N	N	N	40		
1291888	1291888	10875780	Ford Motor	FORD	FUSION	2008	N	20151002	N	SERVICE BR GARNER NC	3FAHP082	22	22	128000	WHY ISN'T	Y	-	-	-	-	-	-	-	Y	Y	IVOQ	N	N	N	N	45	
1292276	1292276	10876046	Ford Motor	MERCURY	MILAN	2007	N	20160620	N	SERVICE BR CASA GRAHAZ	3MEHMA07	23	23	141190	I WAS DRIV	Y	-	-	-	-	-	-	-	Y	N	IVOQ	N	N	N	N	20	
1292610	1292610	10876335	Ford Motor	FORD	FUSION	2008	N	20160623	N	SERVICE BR INDEPENDKY	3FAHP062	4	24	158200	I HIT A SLIC	Y	-	-	-	-	-	-	-	Y	N	IVOQ	N	N	N	N	35	
1293842	1293842	10881298	Ford Motor	FORD	FUSION	2008	N	20160622	N	SERVICE BR FOUNTAIN SC	3FAHP081	28	28	159000	TL* THE CO	Y	-	-	-	-	-	-	-	-	N	EVOQ	N	N	N	N	65	
1296730	1296730	10883508	Ford Motor	FORD	FUSION	2009	N	20160615	N	SERVICE BR FRIEDENS PA	3FAHP071	08	08	70000	IN THE PAS	Y	-	-	-	-	-	-	-	Y	N	IVOQ	N	N	N	N	25	
1300712	1300712	10887635	Ford Motor	MERCURY	MILAN	2007	N	20160719	N	SERVICE BR LAGUNA NICA	3MEHMA08	22	22	109000	FOLLOWING	Y	-	-	-	-	-	-	-	Y	N	IVOQ	N	N	N	N	25	
1301923	1301923	10888626	Ford Motor	FORD	FUSION	2008	N	20160720	N	SERVICE BR CANAL WIMOH	3FAHP072	26	26	108000	BRAKE PED	Y	-	-	-	-	-	-	-	-	N	IVOQ	N	N	N	N	15	
1304814	1304814	10892944	Ford Motor	FORD	FUSION	2008	N	20160803	N	SERVICE BR KNOXVILLE TN	3FAHP07	03	03	129000	WHILE DRIV	Y	-	-	-	-	-	-	-	-	N	IVOQ	N	N	N	N	5	
1306831	1306831	10894501	Ford Motor	FORD	FUSION	2009	N	20160803	N	SERVICE BR COLUMBIA SC	3FAHP082	009	09	141000	I WAS DRIV	Y	-	-	-	-	-	-	-	-	N	N	IVOQ	N	N	N	N	40
1312951	1312951	10899417	Ford Motor	MERCURY	MILAN	2008	N	20160529	N	SERVICE BR DEER PARK NY	3FAHP072	30	30	54000	TL* THE CO	Y	-	-	-	-	-	-	-	-	N	N	EVOQ	N	N	N	N	
1313833	1313833	10903135	Ford Motor	FORD	FUSION	2009	N	20160830	N	SERVICE BR CLARKSTON MI	3FAHP072	01	901	109000	WHILE TUR	Y	-	-	-	-	-	-	-	-	N	N	IVOQ	N	N	N	N	25
1314810	1314810	10903875	Ford Motor	MERCURY	MILAN	2008	N	20160806	N	SERVICE BR LANDENBEIPA	3MEHMA07	906	06	73600	TWICE IN T	Y	-	-	-	-	-	-	-	-	N	IVOQ	N	N	N	N	203	
1317261	1317261	10906293	Ford Motor	FORD	FUSION	2009	N	20160910	N	SERVICE BR LIVONIA MI	3FAHP072	14	14	130026	TL* THE CO	Y	-	-	-	-	-	-	-	-	-	N	EVOQ	N	N	N	N	40
1317988	1317988	10907093	Ford Motor	MERCURY	MILAN	2008	N	20160913	N	SERVICE BR WATERFORM MI	3MEHMA07	16	16	70000	BRAKES GO	Y	Y	Y	Y	Y	Y	-	-	-	N	IVOQ	N	N	N	N		
1318021	1318021	10907122	Ford Motor	FORD	FUSION	2009	N	20160829	N	SERVICE BR PORT ANGEWA	3FAHP081	16	16	80000	ANTI LOCK	N	-	-	-	-	-	-	-	-	-	N	IVOQ	N	N	N	N	
1318022	1318022	10897122	Ford Motor	FORD	FUSION	2008	N	20160829	N	ANTI LOCK BRAKE SYSTEM FAILED AT 80.000 MILES AND WHEN THEY WENT TO REPAIR IT THE DRIVE IVOQ	3FAHP081	16	16	80000	ANTI LOCK BRAKE SYSTEM FAILED AT 80.000 MILES AND WHEN THEY WENT TO REPAIR IT THE DRIVE IVOQ	Y	-	-	-	-	-	-	-	-	-	N	IVOQ	N	N	N	N	

[illegible]

[illegible]

ODINO	NHTSA Partial VIN	Possible VIN
10455572	3FAHP07Z08R	3FAHP07Z08R
10467597	3MEHM08188R	3MEHM08188R
10469486	3MEHM07117R	3MEHM07117R
10489124	3FAHP08178R	3FAHP08178R
10489124	3FAHP08178R	3FAHP08178R
10489124	3FAHP08178R	3FAHP08178R
10533506	3FAHP02157R	3FAHP02157R
10558633	3MEHM081X9R	3MEHM081X9R
10559710	3MEHM07ZX7R	3MEHM07ZX7R
10587183	3FAHP07138R	3FAHP07138R
10587183	3FAHP07138R	3FAHP07138R
10594697	3MEHM08168R	3MEHM08168R
10606597	3FAHP07Z98R	3FAHP07Z98R
10606597	3FAHP07Z98R	3FAHP07Z98R
10615775	3FAHP08178R	3FAHP08178R
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10615775	3FAHP08178R	3FAHP08178R
10618242	3MEHM08148R	3MEHM08148R
10618330	3FAHP07158R	3FAHP07158R
10629592	3FAHP07198R	3FAHP07198R
10631905	3MEHM081X7R	3MEHM081X7R
10639014	3FAHP01127R	3FAHP01127R
10640257	3FAHP07ZX8R	3FAHP07ZX8R
10640257	3FAHP07ZX8R	3FAHP07ZX8R
10641549	3FAHP071X8R	3FAHP071X8R
10641549	3FAHP071X8R	3FAHP071X8R
10641941	3MEHM07177R	3MEHM07177R
10644354	3FAHP07108R	3FAHP07108R
10644354	3FAHP07108R	3FAHP07108R
10652002	3FAHP07137R	3FAHP07137R
10653400	3FAHP07188R	3FAHP07188R
10653400	3FAHP07188R	3FAHP07188R
10655357	3FAHP07Z58R	3FAHP07Z58R
10655357	3FAHP07Z58R	3FAHP07Z58R
10658960	3FAHP07188R	3FAHP07188R
10658960	3FAHP07188R	3FAHP07188R
10670396	3MEHM08Z27R	3MEHM08Z27R
10670396	3MEHM08Z27R	3MEHM08Z27R
10670480	3FAHP08Z68R	3FAHP08Z68R
10670480	3FAHP08Z68R	3FAHP08Z68R
10672699	3FAHP07Z57R	3FAHP07Z57R
10680363	3MEHM07Z67R	3MEHM07Z67R
10680363	3MEHM07Z67R	3MEHM07Z67R
10684046	3MEHM07Z87R	3MEHM07Z87R
10690056	3FAHP08108R	3FAHP08108R
10690056	3FAHP08108R	3FAHP08108R

10690056	3FAHP08108R	3FAHP08108	
10692468	3FADP07Z48R	3FADP07Z48	
10694951	3FAHP07ZXBR	3FAHP07ZXB	
10704042	3FAHP08137R	3FAHP08137	
10712615	3FAHP08128R	3FAHP08128	
10712615	3FAHP08128R	3FAHP08128	
10721041	3MEHM07ZX8R	3MEHM07ZX8	
10730359	3MEHM08Z68R	3MEHM08Z68	
10745073	3MEHM08Z19R	3MEHM08Z19	
10749892	3FAHP07149R	3FAHP07149	
10779110	3FAHP08Z68R	3FAHP08Z68	
10779110	3FAHP08Z68R	3FAHP08Z68	
10783662	3FAHP07Z98R	3FAHP07Z98	
10783662	3FAHP07Z98R	3FAHP07Z98	
10785218	3MEHM08198R	3MEHM08198	
10787563	3FAHP07Z88R	3FAHP07Z88	
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10787755	3FAHP07Z49R	3FAHP07Z49	
10789437	3MEHM02178R	3MEHM02178	
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10789689	3MEHM08178R	3MEHM08178	
10790504	3MEHM08177R	3MEHM08177	
10794803	3FAHP07138R	3FAHP07138	
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10806255	3FAHP08108R	3FAHP08108	
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10806255	3FAHP08108R	3FAHP08108	
10806755	3FAHP07Z88R	3FAHP07Z88	
10806755	3FAHP07Z88R	3FAHP07Z88	
10807281	3MEHM07Z08R	3MEHM07Z08	
10807637	3FAHP07Z19R	3FAHP07Z19	
10807637	3FAHP07Z19R	3FAHP07Z19	
10807655	3FAHP02158R	3FAHP02158	
10808346	3MEHM08Z58R	3MEHM08Z58	
10810060	3FAHP07Z59R	3FAHP07Z59	
10811083	3FAHP08199R	3FAHP08199	
10811561	3FAHP08108R	3FAHP08108	
10811561	3FAHP08108R	3FAHP08108	
10811561	3FAHP08108R	3FAHP08108	
10818601	3FAHP07Z18R	3FAHP07Z18	
10818601	3FAHP07Z18R	3FAHP07Z18	
10818806	3FAHP01158R	3FAHP01158	
10819862	3FAHP06ZX8R	3FAHP06ZX8	
10822948	3FAHP071X8R	3FAHP071X8	
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10823422	3FAHP08128R	3FAHP08128	
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10824708	3FAHP07Z78R	3FAHP07Z78	
10824708	3FAHP07Z78R	3FAHP07Z78	
10824987	3FAHP08159R	3FAHP08159R	
10824987	3FAHP08159R	3FAHP08159R	
10825433	3FAHP07Z58R	3FAHP07Z58	
10825433	3FAHP07Z58R	3FAHP07Z58	
10836359	3FAHP06Z39R	3FAHP06Z39	
10836561	3FAHP07ZX8R	3FAHP07ZX8	
10836561	3FAHP07ZX8R	3FAHP07ZX8	
10837770	3FAHP07Z48R	3FAHP07Z48	
10837770	3FAHP07Z48R	3FAHP07Z48	
10845863	3FAHP08Z17R	3FAHP08Z17	
10852553	3FAHP07119R	3FAHP07119R	
10854702	3FAHP07178R	3FAHP07178R	
10854765	3FAHP08187R	3FAHP08187R	
10855365	3FAHP07Z48R	3FAHP07Z48	
10855365	3FAHP07Z48R	3FAHP07Z48	
10860086	3FAHP08178R	3FAHP08178R	
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10862114	3FAHP07Z18R	3FAHP07Z18	
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10863054	3FAHP07118R	3FAHP07118R	
10863250	3MEHM07Z78R	3MEHM07Z78	
10865169	3MEHMO8ZX8R	3MEHMO8ZX	
10865450	3FAHP07159R	3FAHP07159R	
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10870186	3MEHM08158R	3MEHM08158	
10873218	3FAHP07Z19R	3FAHP07Z19	
10873218	3FAHP07Z19R	3FAHP07Z19	
10873431	3FAHP07108R	3FAHP07108R	
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10874967	3FAHP07189R	3FAHP07189R	
10875748	3FAHP08139R	3FAHP08139R	
10875760	3FAHP08Z38R	3FAHP08Z38	
10875760	3FAHP08Z38R	3FAHP08Z38	
10876046	3MEHM07Z67R	3MEHM07Z67	
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10876335	3FAHP06Z88R	3FAHP06Z88	
10881298	3FAHP08158R	3FAHP08158R	
10883508	3FAHP07179R	3FAHP07179R	
10887635	3MEHM08Z27R	3MEHM08Z27	

10887635	3MEHM08Z27R	3MEHM08Z27	
10888626	3FAHP07Z68R	3FAHP07Z68R	
10892944	3FAHP07Z78R	3FAHP07Z78R	
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3FAHP01158		
3FAHP01127		
3FADP07Z48		

From: Sagan, Jessica L (J.L.)
Sent: Wednesday, January 11, 2017 9:47 AM
To: Cadagin, Ed (E.J.)
Subject: Part numbers for Chicago vehicle

Hi Ed,
Here are the part numbers we'd like the Chicago dealership to order, thank you for all your help.

I spoke to several dealerships and they mentioned the parts will not be readily available and motorcraft replacement parts may be the only parts available.

VIN:	3FAHP08179R [REDACTED]
Location:	Chicago, IL
MY	2009
Build date:	14-Aug-08
ABS level:	6E5Z-2C215-A
	7E5Z-2C219-B
booster asy	Top of Form 6E5Z-2005-E Bottom of Form
MC	Top of Form AE5Z-2140-A Bottom of Form

Have a great day!
Jessica L. Sagan
Brake Controls
Cell: 313 805 4991
Email: jramir30@ford.com

Master Cylinder				
Engineering Part Number	MY	Effrt in / Effrt out	Service Part number	PFC & MFC
6E51 2A032 BD	2006/2007	Aug 1 2005 / Jul 16 2007	6E5Z-2140-BA	4 Wheel Anti-Lock Braking System (FEAAB0)
6E51 2A032 BD	2008	Jul 16 2007 / Jun 2, 2008	6E5Z-2140-BA	
6E51 2A032 DD	2006/2006	Aug 1 2005 / Aug 30 2006	6E5Z-2140-D	Less Anti-Lock Braking System (FEAAA5)
6E51 2A032 EA	2007	Aug 30 2006 / Jul 16 2007	6E5Z-2140-E	Less Anti-Lock Braking System (FEAAA5)
9E51 2A032 BA	2009	Jun 2 2008 / Feb 4 2009	9E5Z-2140 - C	Less Traction Control (FEFAA5) Traction Control W/O Advance Trac (FEFAB0) With Brake Only Traction Control (FEFAD0)
9E51 2A032 AA	2009	Jun 2 2008 / Feb 4 2009	9E5Z-2140 - A	Traction Control With Advance Trac (FEFAC0)
Reservior ASY				
Engineering Part Number	MY	Effrt in / Effrt out	Service Part number	PFC & MFC
6E51 2C217 AA	2006/2008	Aug 1 2005 / Jun 2 2008	6E5Z-2C246-AA	Automatic Transmission (TR0A3P)
6E51 2C217 BA	2006/2008	Aug 1 2005 / Jun 2 2008	6E5Z-2C246-BA	Manual Transmission[All F & RWD] (TRBI4P)
7H61 2C217 AF	2007 / 2012	Aug 1 2005 / Jul 29 2012	7H6Z-2K478-B	EN N5 - 3.5L 4V DOHC VCT SMPI V6 Gas EN SG - 3.0L 4V OHC V6 Duratec 230HP
9E51 2C217 AA	2009	Jun 2 2008 / Feb 4 2009	9E5Z-2K478-C	Automatic Transmission (TR0A3P)
9E51 2C217 BA	2009	Jun 2 2008 / Feb 4 2009	9E5Z-2K478-D	Manual Transmission[All F & RWD] (TRBI4P)
HCU				
Engineering Part Number	MY	Effrt in / Effrt out	Service Part number	PFC & MFC
6E5C 2C215 AC	2006/2008	Aug 1 2005 / Jun 2 2008	6E5Z 2C215 AA	LHD 2WD (Front Wheel Drive) (DR0A0P)
6E5C 2C215 AC	2009/2012	Jun 2 2008 / Jul 29 20012	6E5Z 2C215 AA	LHD 2WD (Front Wheel Drive) (DR0A0P) Less Traction Control (FEFAA5) Traction Control W/O Advance Trac (FEFAB0) With Brake Only Traction Control (FEFAD0)
7E5C 2C215 BC	2007	Aug 30 2006 / Jul 16 2007	7E5Z 2C215 A	LHD 4WD (FTD) [LHD Full Time Drive] (DR0F0P)
8E5C 2C215 BA	2008	Jul 16 2007 / Jun 2, 2008	8E5Z 2C215 A	LHD 4WD (FTD) [LHD Full Time Drive] (DR0F0P)
8E5C 2C215 BA	2009/2012	Jun 2 2008 / Jul 29 2012	8E5Z 2C215 A	LHD 4WD (FTD) [LHD Full Time Drive] (DR0F0P) With Brake Only Traction Control (FEFAD0)
9E5C 2C215 CA	2009	Jun 2 2008 / Feb 4, 2009	9E5Z 2C215 A	LHD 4WD (FTD) [LHD Full Time Drive] (DR0F0P) Traction Control With Advance Trac (FEFAC0)
9E5C 2C215 CA	2009	Jun 2 2008 / Feb 4 2009	9E5Z 2C215 A	LHD 2WD (Front Wheel Drive) (DR0A0P) Traction Control With Advance Trac (FEFAC0)
Brake lines from M/C to HCU				
Engineering Part Number	MY	Effrt in / Effrt out	Service Part number	PFC & MFC
6E5C 2C360 BN	2006	Aug 1 2005 / Dec 12 2005	6E5Z 2C360 BA	
7E5C 2C360 BB	2006/2007	Dec 12 2005 / Aug 30 2006	6E5Z 2C360 D	
7E5C 2C360 BB	2007/2008	Aug 30 2006 / Jun 2 2008	6E5Z 2C360 D	Ford And Mercury Derivative (MD013P)
7E5C 2C360 BB	2009	Jun 2 2008 / Feb 4 2009	6E5Z 2C360 D	Less Traction Control (FEFAA5)
7E5C 2C360 BB	2009	Jun 2 2008 / Feb 4 2009	6E5Z 2C360 D	Ford And Mercury Derivative (MD013P) Traction Control W/O Advance Trac (FEFAB0)
7H6C 2C360 AG	2007/2008	Aug 30 2006 / Jun 2 2008	7H6Z 2C360 A	Lincoln Division Derivative (MD0L0P)
7H6C 2C360 AG	2009	Jun 2 2008 / Feb 4 2008	7H6Z 2C360 A	Lincoln Division Derivative (MD0L0P) Traction Control W/O Advance Trac (FEFAB0)
9E5C 2C360 CE	2009	Jun 2 2008 / Sep 30 2008	9E5Z 2C360 A	Traction Control With Advance Trac (FEFAC0)
9E5C 2C360 CF	2009	Sep 30 2008 / Feb 4 2009	9E5C 2C360 C	Traction Control With Advance Trac (FEFAC0)
ECU				
Engineering Part Number	MY	Effrt in / Effrt out	Service Part number	PFC & MFC
6E5C 2C219 AE	2006 / 2007	Aug 1 2005 / Mar 9 2007	6E5Z 2C219 AA	LHD 2WD (Front Wheel Drive) (DR0A0P)
7E5C 2C219 AA	2007 / 2008	Mar 9 2007 / Jun 2 2008	7E5Z 2C219 B	LHD 2WD (Front Wheel Drive) (DR0A0P)
7E5C 2C219 AA	2009/2012	Jun 2 2008 / Jul 29 2012	7E5Z 2C219 B	LHD 2WD (Front Wheel Drive) (DR0A0P) Less Traction Control (FEFAA5) Traction Control W/O Advance Trac (FEFAB0) With Brake Only Traction Control (FEFAD0)
7E5C 2C219 BF	2007	Aug 30 2006 / Dec 1 2006	7E5Z 2C219 A	LHD 4WD (FTD) [LHD Full Time Drive] (DR0F0P)
7E5C 2C219 BG	2007	Dec 1 2006 / Mar 21 2007	7E5Z 2C219 C	LHD 4WD (FTD) [LHD Full Time Drive] (DR0F0P)
7E5C 2C219 BH	2007	Mar 21 2007 / Jul 16 2007	7E5Z 2C219 D	LHD 4WD (FTD) [LHD Full Time Drive] (DR0F0P)
8E5C 2C219 BA	2008	Jul 16 2007 / Jun 2 2008	8E5Z 2C219 A	LHD 4WD (FTD) [LHD Full Time Drive] (DR0F0P)
8E5C 2C219 BA	2009 / 2012	Jun 2 2008 / Jul 29 2012	8E5Z 2C219 A	LHD 4WD (FTD) [LHD Full Time Drive] (DR0F0P) With Brake Only Traction Control (FEFAD0)
9E5C 2C219 CC	2009 / 2012	Jun 2 2008 / Jul 29 2012	9E5Z 2C219 A	LHD 4WD (FTD) [LHD Full Time Drive] (DR0F0P) Traction Control With Advance Trac (FEFAC0)
9E5C 2C219 CC	2009	Jun 2 2008 ?Feb 4 2009	9E5Z 2C219 A	LHD 2WD (Front Wheel Drive) (DR0A0P) Traction Control With Advance Trac (FEFAC0)

Master Cylinder				
Engineering Part Number	MY	Effrt in / Effrt out	Service Part number	PFC & MFC
6E51 2A032 BD	2006/2007	Aug 1 2005 / Jul 16 2007	6E5Z-2140-BA	4 Wheel Anti-Lock Braking System (FEAAB0)
6E51 2A032 BD	2008	Jul 16 2007 / Jun 2, 2008	6E5Z-2140-BA	
6E51 2A032 DD	2006/2006	Aug 1 2005 / Aug 30 2006	6E5Z-2140-D	Less Anti-Lock Braking System (FEAAA5)
6E51 2A032 EA	2007	Aug 30 2006 / Jul 16 2007	6E5Z-2140-E	Less Anti-Lock Braking System (FEAAA5)
9E51 2A032 BA	2009	Jun 2 2008 / Feb 4 2009	9E5Z-2140 - C	Less Traction Control (FEFAA5) Traction Control W/O Advance Trac (FEFAB0) With Brake Only Traction Control (FEFAD0)
9E51 2A032 AA	2009	Jun 2 2008 / Feb 4 2009	9E5Z-2140 - A	Traction Control With Advance Trac (FEFAC0)
Reservior ASY				
Engineering Part Number	MY	Effrt in / Effrt out	Service Part number	PFC & MFC
6E51 2C217 AA	2006/2008	Aug 1 2005 / Jun 2 2008	6E5Z-2C246-AA	Automatic Transmission (TR0A3P)
6E51 2C217 BA	2006/2008	Aug 1 2005 / Jun 2 2008	6E5Z-2C246-BA	Manual Transmission[All F & RWD] (TRBI4P)
9E51 2C217 AA	2009	Jun 2 2008 / Feb 4 2009	9E5Z-2K478-C	Automatic Transmission (TR0A3P)
9E51 2C217 BA	2009	Jun 2 2008 / Feb 4 2009	9E5Z-2K478-D	Manual Transmission[All F & RWD] (TRBI4P)
HCU				
Engineering Part Number	MY	Effrt in / Effrt out	Service Part number	PFC & MFC
6E5C 2C215 AC	2006/2008	Aug 1 2005 / Jun 2 2008	6E5Z 2C215 AA	LHD 2WD (Front Wheel Drive) (DR0A0P)
6E5C 2C215 AC	2009/2012	Jun 2 2008 / Jul 29 20012	6E5Z 2C215 AA	LHD 2WD (Front Wheel Drive) (DR0A0P) Less Traction Control (FEFAA5) Traction Control W/O Advance Trac (FEFAB0) With Brake Only Traction Control (FEFAD0)
7E5C 2C215 BC	2007	Aug 30 2006 / Jul 16 2007	7E5Z 2C215 A	LHD 4WD (FTD) [LHD Full Time Drive] (DR0F0P)
8E5C 2C215 BA	2008	Jul 16 2007 / Jun 2, 2008	8E5Z 2C215 A	LHD 4WD (FTD) [LHD Full Time Drive] (DR0F0P)
8E5C 2C215 BA	2009/2012	Jun 2 2008 / Jul 29 2012	8E5Z 2C215 A	LHD 4WD (FTD) [LHD Full Time Drive] (DR0F0P) With Brake Only Traction Control (FEFAD0)
9E5C 2C215 CA	2009	Jun 2 2008 / Feb 4, 2009	9E5Z 2C215 A	LHD 4WD (FTD) [LHD Full Time Drive] (DR0F0P) Traction Control With Advance Trac (FEFAC0)
9E5C 2C215 CA	2009	Jun 2 2008 / Feb 4 2009	9E5Z 2C215 A	LHD 2WD (Front Wheel Drive) (DR0A0P) Traction Control With Advance Trac (FEFAC0)
Brake lines from M/C to HCU				
Engineering Part Number	MY	Effrt in / Effrt out	Service Part number	PFC & MFC
6E5C 2C360 BN	2006	Aug 1 2005 / Dec 12 2005	6E5Z 2C360 BA	
7E5C 2C360 BB	2006/2007	Dec 12 2005 / Aug 30 2006	6E5Z 2C360 D	
7E5C 2C360 BB	2007/2008	Aug 30 2006 / Jun 2 2008	6E5Z 2C360 D	Ford And Mercury Derivative (MD013P)
7E5C 2C360 BB	2009	Jun 2 2008 / Feb 4 2009	6E5Z 2C360 D	Less Traction Control (FEFAA5)
7E5C 2C360 BB	2009	Jun 2 2008 / Feb 4 2009	6E5Z 2C360 D	Ford And Mercury Derivative (MD013P) Traction Control W/O Advance Trac (FEFAB0)
7H6C 2C360 AG	2007/2008	Aug 30 2006 / Jun 2 2008	7H6Z 2C360 A	Lincoln Division Derivative (MD0L0P)
7H6C 2C360 AG	2009	Jun 2 2008 / Feb 4 2008	7H6Z 2C360 A	Lincoln Division Derivative (MD0L0P) Traction Control W/O Advance Trac (FEFAB0)
9E5C 2C360 CE	2009	Jun 2 2008 / Sep 30 2008	9E5Z 2C360 A	Traction Control With Advance Trac (FEFAC0)
9E5C 2C360 CF	2009	Sep 30 2008 / Feb 4 2009	9E5C 2C360 C	Traction Control With Advance Trac (FEFAC0)





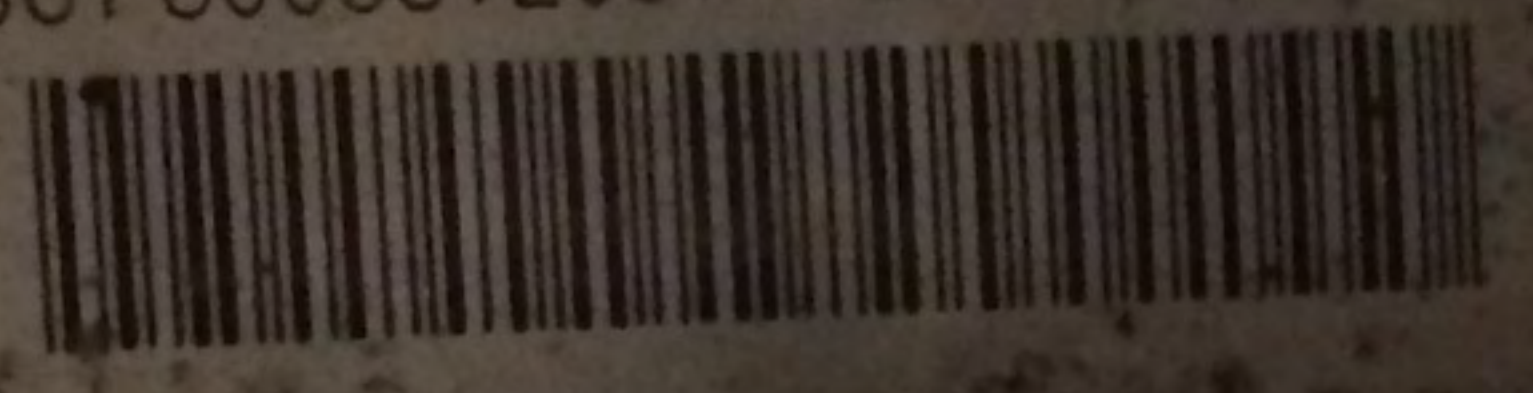


ABS
CD3XX
FOMOCO
227 52120271 12871028821287
200705081

0227 52120271 1287102882 1287
200705081

ABS
CD3X

1 010000



MFD. BY FORD MOTOR CO.

DATE: 05/07

FRONT GAWR: 1132KG/2495LB

GVWR: 2082KG/4591LB

REAR GAWR: 957KG/2109LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR
VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 3LNHM26T87R [REDACTED] TYPE: Passenger Car

MAXIMUM LOAD = OCCUPANTS + LUGGAGE = 396KG/ 875LB
OCCUPANTS = 5 TOTAL; 2 FRONT, 3 REAR

TIRE (FR): P225/50R17

(RR): P225/50R17

RIMS (FR): 17X7.5J

(RR): 17X7.5J

PRESSURE (FR): 230 kPa/ 33 PSI COLD (RR): 230 kPa/ 33 PSI COLD



3LNHM26T87R [REDACTED]

TRAILER TOWING - SEE OWNER GUIDE

EXT PNT: ND

RC: 45

DSO:

F0036

R0062

INT TR

TP/PS

R

AXLE

TR

SPR

7DE1F

LS

B

33

B

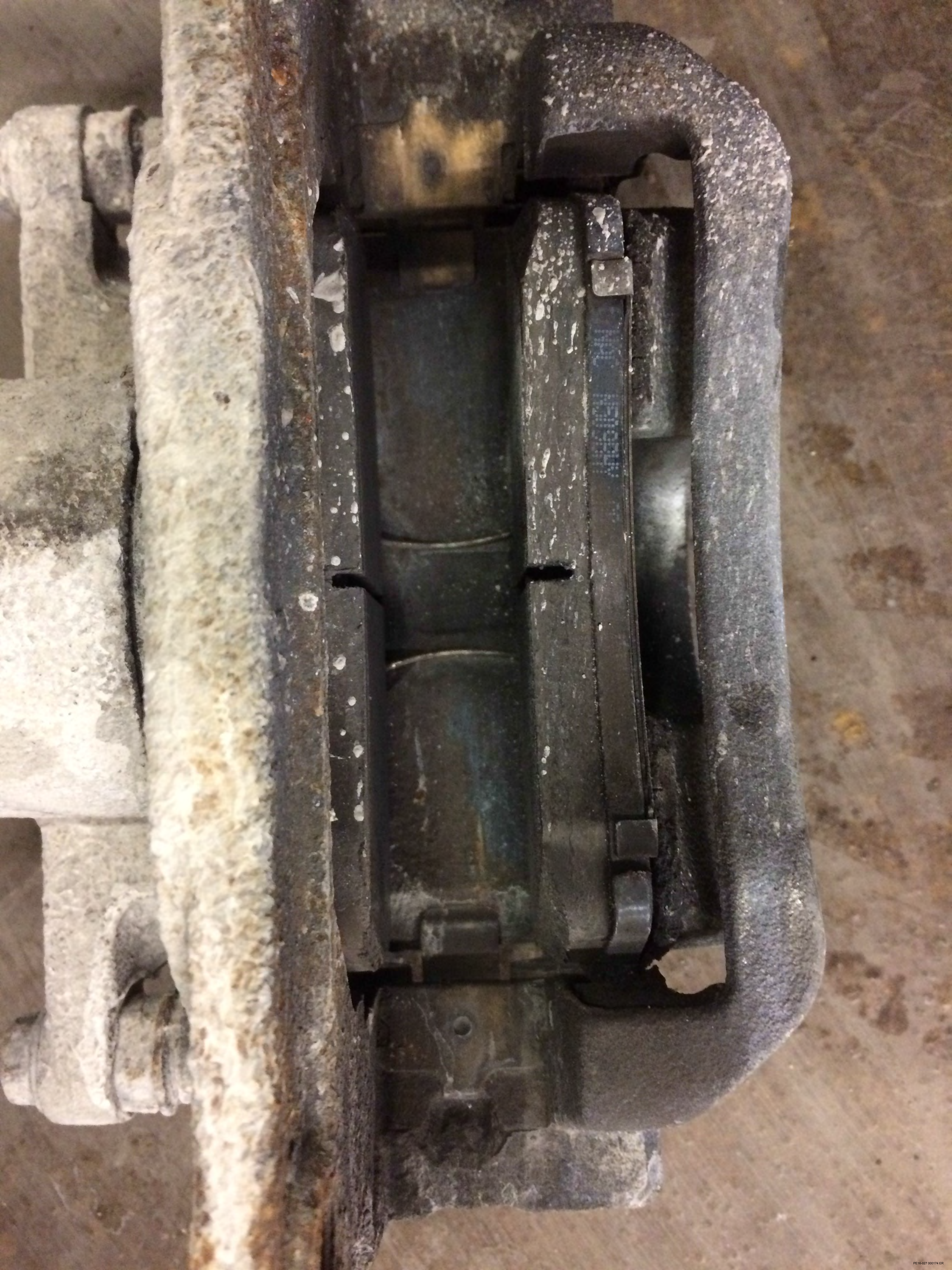
EE55

LOA

CMC

5U5A-5420472-AA







7E5C - 2C346 - AA

CD3XX



0225 52120271 20683035512068
10831 200807243

7E5C-2C346-AA

CD3XX



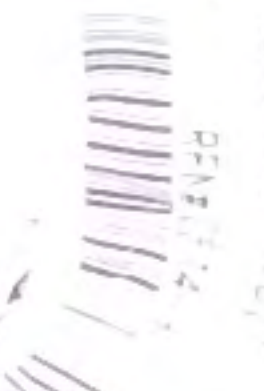
0225 52120271-20683035512068
10831 200807243







libering
CICARE
IT D?



DESIGNER
MORT
PE16-007 000160 CR





MFD. BY FORD MOTOR CO.

DATE: 08/08

FRONT GAWR: 1087KG/2397LB

GVWR: 2006KG/4422LB

REAR GAWR: 919KG/2025LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR
VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 3FAHP08179R [REDACTED] TYPE: Passenger Car

MAXIMUM LOAD = OCCUPANTS + LUGGAGE = 385KG/ 850LB

OCCUPANTS = 5 TOTAL; 2 FRONT, 3 REAR

TIRE (FR): P225/50R17

(RR): P225/50R17

RIMS (FR): 17X7.0J

(RR): 17X7.0J

PRESSURE (FR): 230 kPa/ 33 PSI COLD (RR): 230 kPa/ 33 PSI COLD



3FAHP08179R [REDACTED]

TRAILER TOWING - SEE OWNER GUIDE

EXT PNT: UG

RC: 41

DSO:

F0045

INT TR

TP/PS

R

AXLE

TR

SPR

8DE1F

R0037

YW

B

34

B

BB22

60A

CMC

5U5A-5420472-AA



SEAT

The combine
and cargo

5U5A-5420472-AA (TLU)

TIRE

FRONT

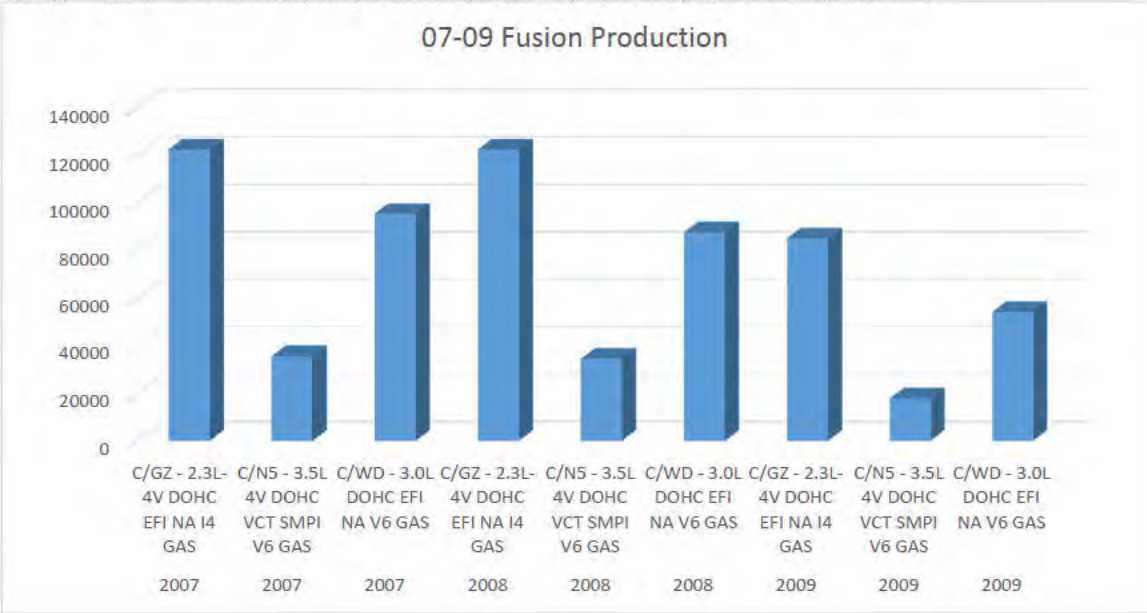
REAR

SPARE

Report Info Status=Fin Request N: Description Run Date / Completion Job Size=0.34 Execution ` Precalc Pr: Cut Off Da: Load Date: Currency E Generated By=JRAMIR30
Data Selec Model Year Cost Categ Region Bui Vehicle Line Aws = FUSION[DE], MILAN[ML], ZEPHYR/MKZ[ZP]
Report Sel: Report Nar Model Year Destination Csv Name: Logic=Non Order By=Engine [EN] Options=Y Cost Type= Minimum C Use Group Requested Requested Reported C Reported C Descriptions=Yes
MATRIX_N PROD_MC REPAIRS COSTS VEHICLES MDL_YR_ (Engine [EN] LOGIC

1	0	0	122459	2007 C/GZ - 2.3L-4V DOHC EFI NA I4 GAS	no logic
2	0	0	35518	2007 C/N5 - 3.5L 4V DOHC VCT SMPI V6 GAS	no logic
3	0	0	95370	2007 C/WD - 3.0L DOHC EFI NA V6 GAS	no logic
4	0	0	122444	2008 C/GZ - 2.3L-4V DOHC EFI NA I4 GAS	no logic
5	0	0	34518	2008 C/N5 - 3.5L 4V DOHC VCT SMPI V6 GAS	no logic
6	0	0	87560	2008 C/WD - 3.0L DOHC EFI NA V6 GAS	no logic
7	0	0	85088	2009 C/GZ - 2.3L-4V DOHC EFI NA I4 GAS	no logic
8	0	0	17742	2009 C/N5 - 3.5L 4V DOHC VCT SMPI V6 GAS	no logic
9	0	0	54088	2009 C/WD - 3.0L DOHC EFI NA V6 GAS	no logic

MDL_YR_ (Engine [EN	VEHICLES
2007 C/GZ - 2.3L	122459
2007 C/N5 - 3.5L	35518
2007 C/WD - 3.0L	95370
2008 C/GZ - 2.3L	122444
2008 C/N5 - 3.5L	34518
2008 C/WD - 3.0L	87560
2009 C/GZ - 2.3L	85088
2009 C/N5 - 3.5L	17742
2009 C/WD - 3.0L	54088



From: Sagan, Jessica L (J.L.)
Sent: Friday, December 09, 2016 11:12 AM
To: Leah.Burns@continental-corporation.com; Patterson, David (D.S.); Gangwar, Hans (H.B.)
Subject: Questions 07 Fusion

Hi Team,

Here are the questions we touched upon in our meeting this morning. Please feel free to add or remove any questions.

We will meet again on Tuesday morning. Have a wonderful weekend!



290067 010

Questions 07 Fusion

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

Here are some questions I'd like to ask.

1. How long have you owned the car, time and mileage?
2. Did you purchase and/or are you the original owner?
3. Do you tend drive with one foot, e.g. same foot for both the gas pedal and for the brake pedal?
4. How often has this condition occurred?
5. Does the issue occur in the same location?
6. Are you able to repeat the condition?
7. When the concern happens, are you driving in a straight line or are you turning?
8. Does the issue occur when you're driving alone or with one or more people in the car?
9. Did you have any repairs or updates to vehicle parts before this issue occurred?
10. Has the vehicle ever been in any kind of accident that you know of?
11. Has this occurred the entire time you've had the vehicle or is this a recent occurrence?
12. Did you have the m/c replaced?
 - a. Where was the repair done?
 - b. Where did the repair dealer get the ABS? Ford parts, etc.
 - c. Does the issue still occur?
13. Did you have the ABS replaced?
 - a. Where was the repair done?
 - b. Where did the repair dealer get the ABS? Ford parts, etc.
 - c. Does the issue still occur?
14. Did the pedal stay low or does it return by itself?
15. What other repairs or updates has the car had? Are the replacement parts OEM, motorcraft, etc.
 - a. Wheels
 - b. Tires
 - c. Brake Pads
 - d. Calipers
 - e. Hub/bearing
 - f. abs
 - g. jounce hoses
16. Do you have the vehicle serviced or do some self-maintenance?
17. Did you add any brake fluid or had brake fluid put in during any previous repair or maintenance?
18. Does this occur on bumpy, gravel, pothole roads or paved?
19. What speed have you noticed the symptom?
20. Weather conditions
 - a. Rainy
 - b. Snow
 - c. Cold
 - d. Humid
 - e. Hot
 - f. Sunny
21. What were the conditions of the road(s) that the condition occurred?
 - a. Cement/concrete road

- b. Black top road
- c. Dirt or hard sand
- d. Gravel or loose surface
- e. Rough or washboard road
- f. Dry
- g. Wet
- h. Slippery
- i. Snow or ice

Here are some questions I'd like to ask.

1. How long have you owned the car, time and mileage?
Summer of 2007 June / July 52,600 miles
2. Did you purchase and/or are you the original owner?
Original owner.
3. Do you tend drive with one foot, e.g. same foot for both the gas pedal and for the brake pedal?
Driver uses their right foot for both accelerator and brake pedals.
4. How often has this condition occurred? Spring '14...and has recurred. Learned to live with condition.
5. Does the issue occur in the same location? Any brake action. Increase of 4" of travel (est.)
6. Are you able to repeat the condition? Yes.
7. When the concern happens, are you driving in a straight line or are you turning? Both.
8. Does the issue occur when you're driving alone or with one or more people in the car? All.
9. Did you have any repairs or updates to vehicle parts before this issue occurred? Winter of 2013, ran into a curb (pass.rear) the wheel was Ok, but the tire was replaced (not sure if tire was replaced at a Ford dealer). New battery installed May of 2014. Might have been a recall...not sure which one. No service on brakes prior to first occurrence.
10. Has the vehicle ever been in any kind of accident that you know of? No. other than the tire/curb issue in #9.
11. Has this occurred the entire time you've had the vehicle or is this a recent occurrence? Issue started in the spring of 2014.
12. Did you have the m/c replaced? Yes. August 24, 2016.
 - a. Where was the repair done? Varsity Ford – Ann Arbor.
 - b. Where did the repair dealer get the ABS? Ford parts, etc. No ABS replacement. Replaced the Master Cylinder at Varsity Ford. Owner bled the brake fluid. Got spec from either owner manual or from top of brake reservoir. Fluid purchased from O'Rieley's. Brake fluid change did not make any difference on the pedal issue. No reported air from the system (work done prior to new MCYL).
 - c. Does the issue still occur? Yes.
13. Did you have the ABS replaced? No.
 - a. Where was the repair done?
 - b. Where did the repair dealer get the ABS? Ford parts, etc.
 - c. Does the issue still occur?
14. Did the pedal stay low or does it return by itself? The pedal returns to normal position.
15. What other repairs or updates has the car had? Are the replacement parts OEM, motorcraft, etc.
 - a. Wheels - No
 - b. Tires – New fall of 2015. Right rear tire replaced from curb impact.
 - c. Brake Pads (Front/Rear/Both) No.
 - d. Calipers (front/rear/both) No
 - e. Hub/bearing (Front/rear/both) No
 - f. Abs No
 - g. jounce hoses No

- h. No new vacuum booster.
- 16. Do you have the vehicle serviced or do some self-maintenance? Other than the brake bleed – some of the vehicle service has been done at a Lincoln Dealer in Grand Rapids – and had regular oil changes (e.g., Uncle Eds).
- 17. Did you add any brake fluid or had brake fluid put in during any previous repair or maintenance? No.
- 18. Does this occur on bumpy, gravel, pothole roads or paved? All types of surfaces.
- 19. What speed have you noticed the symptom? All.
- 20. Weather conditions - All
 - a. Rainy - All
 - b. Snow
 - c. Cold
 - d. Humid
 - e. Hot
 - f. Sunny
- 21. What were the conditions of the road(s) that the condition occurred?
 - a. Cement/concrete road -
 - b. Black top road – Yes (for 1st occurrence).
 - c. Dirt or hard sand
 - d. Gravel or loose surface
 - e. Rough or washboard road
 - f. Dry – Yes (for 1st occurrence).
 - g. Wet
 - h. Slippery
 - i. Snow or ice
- 22. Any noises when it occurred? None noticed.

From: Rendi, Anthony (A.J.)
Sent: Tuesday, December 06, 2016 1:42 PM
To: Brucker, Eric (.)
Cc: Sagan, Jessica L (J.L.)
Subject: RE: 07 Fusion Gas - investigation

ok

Tony Rendi

Global Brake Controls Manager
Ford Motor Company
Bld 6, Office 2CD04
Ph: (313) 59-41375
Cell: (313) 805-0483

From: Brucker, Eric (.)
Sent: Tuesday, December 06, 2016 1:41 PM
To: Rendi, Anthony (A.J.) <arendi@ford.com>
Cc: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Subject: RE: 07 Fusion Gas - investigation

Ms Sagan's

Eric Brucker

Brake Controls Application Supervisor
Ford Motor Company
(313) 805-4795

From: Rendi, Anthony (A.J.)
Sent: Tuesday, December 06, 2016 1:41 PM
To: Brucker, Eric (.)
Cc: Sagan, Jessica L (J.L.)
Subject: RE: 07 Fusion Gas - investigation

Send a rep to which meeting?

Tony Rendi

Global Brake Controls Manager
Ford Motor Company
Bld 6, Office 2CD04
Ph: (313) 59-41375
Cell: (313) 805-0483

From: Brucker, Eric (.)
Sent: Tuesday, December 06, 2016 1:40 PM
To: Rendi, Anthony (A.J.) <arendi@ford.com>
Cc: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Subject: RE: 07 Fusion Gas - investigation

I got told to send a rep.... (Big smiles; Big smiles)

Eric Brucker

Brake Controls Application Supervisor
Ford Motor Company
(313) 805-4795

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

From: Rendi, Anthony (A.J.)
Sent: Tuesday, December 06, 2016 1:39 PM
To: Sagan, Jessica L (J.L.)
Cc: Brucker, Eric (.)
Subject: Declined: 07 Fusion Gas - investigation
When: Wednesday, December 07, 2016 12:30 PM-1:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Webex

Eric and I have my OCM at the same time

From: Cadagin, Ed (E.J.)
Sent: Wednesday, December 07, 2016 9:44 AM
To: Sagan, Jessica L (J.L.)
Subject: RE: 07 Fusion Gas - investigation

Thanks!

I called Julie – but, her phone’s mailbox is full.

It looks like she may be out of the office this afternoon.

Info only...

Ed C.

From: Sagan, Jessica L (J.L.)
Sent: Wednesday, December 07, 2016 9:39 AM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: 07 Fusion Gas - investigation

Ok, thanks Ed!

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

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

From: Cadagin, Ed (E.J.)
Sent: Wednesday, December 07, 2016 9:28 AM
To: Sagan, Jessica L (J.L.)
Subject: Tentative: 07 Fusion Gas - investigation
When: Wednesday, December 07, 2016 12:30 PM-1:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Webex

Jessica,

I have another commitment at this time...please let me know once you have a plan developed.

I will call Julie and give her the background on this request.

Best regards,

Ed C.

From: Brown, Todd (T.A.)
Sent: Tuesday, January 10, 2017 11:21 AM
To: Rendi, Anthony (A.J.); Sagan, Jessica L (J.L.); Gangwar, Hans (H.B.); Worrel, Peter (P.F.); Sutherland, Denise (D.)
Subject: RE: 1/19 -1/20 pre-trip approval - Chicago
Sensitivity: Private

I've approved in the system. Thanks.

Todd Brown

Chassis Engineering Chief
(313)-580-3348 / tbrown9@ford.com

From: Rendi, Anthony (A.J.)
Sent: Tuesday, January 10, 2017 11:06 AM
To: Brown, Todd (T.A.); Sagan, Jessica L (J.L.); Gangwar, Hans (H.B.); Worrel, Peter (P.F.); Sutherland, Denise (D.)
Subject: RE: 1/19 -1/20 pre-trip approval - Chicago
Sensitivity: Private

Approved

Tony Rendi

Global Brake Controls Manager
Ford Motor Company
Bld 6, Office 2CD04
Ph: (313) 59-41375
Cell: (313) 805-0483

From: Brown, Todd (T.A.)
Sent: Tuesday, January 10, 2017 10:34 AM
To: Rendi, Anthony (A.J.) <arendi@ford.com>; Sagan, Jessica L (J.L.) <jramir30@ford.com>; Gangwar, Hans (H.B.) <hgangwar@ford.com>; Worrel, Peter (P.F.) <pworrel@ford.com>; Sutherland, Denise (D.) <DSUTHE18@ford.com>
Subject: RE: 1/19 -1/20 pre-trip approval - Chicago
Sensitivity: Private

Please put the request in and I will approve. Pls text me when it is in.

If needed, I approve emergency travel.

Thanks.

Todd Brown

Chassis Engineering Chief
(313)-580-3348 / tbrown9@ford.com

From: Rendi, Anthony (A.J.)
Sent: Tuesday, January 10, 2017 10:08 AM
To: Sagan, Jessica L (J.L.); Gangwar, Hans (H.B.); Worrel, Peter (P.F.); Sutherland, Denise (D.)
Cc: Brown, Todd (T.A.)
Subject: RE: 1/19 -1/20 pre-trip approval - Chicago
Sensitivity: Private

Please note emergency travel request coming to support open NHTSA investigation this week.

Please advise of emergency travel approval process. I will approve and forward the travel request as soon as I get it.

Tony Rendi

Global Brake Controls Manager
Ford Motor Company
Bld 6, Office 2CD04
Ph: (313) 59-41375
Cell: (313) 805-0483

From: Sagan, Jessica L (J.L.)
Sent: Tuesday, January 10, 2017 9:57 AM
To: Gangwar, Hans (H.B.) <hgangwar@ford.com>; Worrel, Peter (P.F.) <pworrel@ford.com>; Rendi, Anthony (A.J.) <arendi@ford.com>
Subject: RE: 1/19 -1/20 pre-trip approval - Chicago
Importance: High
Sensitivity: Private

Hi Pete,
We just finished our meeting with ASO and safety compliance teams with the recommendation all teams send a rep to Chicago to take the same data as on the vehicle in Ann Arbor.

The team would like to visit the vehicles that NHTSA picked and provide feedback on those vehicles.

This trip will require and overnight stay.

Have a great day!

Jessica L. Sagan
Brake Controls
Cell: 313 805 4991
Email: jramir30@ford.com

From: Gangwar, Hans (H.B.)

Sent: Tuesday, January 10, 2017 8:58 AM
To: Worrel, Peter (P.F.) <pworrel@ford.com>
Cc: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Subject: 1/19 -1/20 pre-trip approval - Chicago
Sensitivity: Private

Pete,

I found out today the trip to Chicago is still on. Jess had told me last week it was cancelled. The plan is below – leave early Thursday morning, long day Thursday to eval, spend the night, return Friday.

I will send in a pre-trip authorization for this today. It'll be mileage, food, and hotel.

Sincerely,
Hans

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

From: Cadagin, Ed (E.J.)
Sent: Tuesday, December 20, 2016 1:50 PM
To: Cadagin, Ed (E.J.); Ludington, Julie (J.L.); Sagan, Jessica L (J.L.); Tuneff, Mark (M.S.)
Cc: Gangwar, Hans (H.B.); Patterson, David (D.S.); Leah.Burns@continental-corporation.com
Subject: SAVE THE DATE: Review of 2009 Ford Fusion ABS System
When: Thursday, January 19, 2017 12:00 AM to Friday, January 20, 2017 12:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: Joe Rizza Ford, North Riverside, IL
Sensitivity: Private

Julie/Jessica/Mark,

UPDATE: FCSD has approved this visit – we will need to develop more detailed plans.

Place-holder for possible visit to Joe Rizza Ford, North Riverside, IL.

Review of ABS system on a 2009 Ford Fusion.

Ed C.

P.S. The logistics are still under review...possibly drive over on Thursday Morning, review the vehicle on Thursday afternoon – and return to Dearborn on Friday (Needs to be confirmed!).

From: Callies, Sheri (S.A.)
Sent: Tuesday, December 06, 2016 2:28 PM
To: Sagan, Jessica L (J.L.); Patel, Harendra (H.M.)
Cc: Petrovski, Michael (M.); Oakwood, Chris (J.C.); Patterson, David (D.S.); Parkhill, Scott (S.T.)
Subject: RE: 2007 Fusion and MKZ Gas investigation

Please include Brian Lemmer (application supervisor), Chris Oakwood, and myself.

Sheri Callies

Supervisor, Core Brake Engineering
Ford Motor Company
Phone: (313) 805-5000
E-mail: slamber1@ford.com

From: Sagan, Jessica L (J.L.)
Sent: Tuesday, December 06, 2016 1:56 PM
To: Patel, Harendra (H.M.); Callies, Sheri (S.A.)
Cc: Petrovski, Michael (M.); Oakwood, Chris (J.C.); Patterson, David (D.S.); Parkhill, Scott (S.T.)
Subject: RE: 2007 Fusion and MKZ Gas investigation

I've set up a WebEx for tomorrow afternoon. OGC will not attend at this time, this is just a good faith investigation so we will lead the investigation and work with the Vehicle Safety Team.

I sent the meeting notice scheduled for tomorrow to Dave Patterson. Who else should attend from the foundation team?

Have a great day!

Jessica L. Sagan

Brake Controls
Cell: 313 805 4991
Email: jramir30@ford.com

From: Patel, Harendra (H.M.)
Sent: Tuesday, December 06, 2016 1:52 PM
To: Callies, Sheri (S.A.) <slamber1@ford.com>
Cc: Petrovski, Michael (M.) <mpetrov2@ford.com>; Oakwood, Chris (J.C.) <joakwood@ford.com>; Patterson, David (D.S.) <dpatte35@ford.com>; Sagan, Jessica L (J.L.) <jramir30@ford.com>; Parkhill, Scott (S.T.) <sparkhil@ford.com>
Subject: 2007 Fusion and MKZ Gas investigation

Fusion and MKZ

- 1) VIN: 3FAHP08179R [REDACTED]
- 2) VIN: 3LNHM26T87R [REDACTED]

Jessica, who will set up the Audio and will OGC be on call ?

Harendra Patel
Chassis Engineering

*Brake System Application, Quality and Accelerator Pedals
North American Product Development Bldg # 6, Cube IAF27,*

Building code 5091 Building Shipping Code FM008 Mail Drop # 2

Building # 6 EEC, 20600 Rotunda Dr. Dearborn MI 48124

hpatel2@ford.com

Mobile: 313 805 4774

Text Pager: [3138054774@vtext.com](tel:3138054774@vtext.com)

From: Callies, Sheri (S.A.)

Sent: Tuesday, December 06, 2016 1:45 PM

To: Patel, Harendra (H.M.)

Cc: Petrovski, Michael (M.); Oakwood, Chris (J.C.); Patterson, David (D.S.); Sagan, Jessica L (J.L.); Parkhill, Scott (S.T.)

Subject: Re: 2007 Fusion Gas investigation

Mel's team would be lead to measure the vehicles. I recommend David Patterson or Scott Parkhill since Mel is out.

Do we know which nameplates?

On Dec 6, 2016, at 1:37 PM, Patel, Harendra (H.M.) <hpatel2@ford.com> wrote:

Who would be the right person to be on call to ask questions. Looks like pedal feel.
Jessica has the details.

Harendra Patel

Chassis Engineering

Brake System Application, Quality and Accelerator Pedals

North American Product Development Bldg # 6, Cube IAF27,

Building code 5091 Building Shipping Code FM008 Mail Drop # 2

Building # 6 EEC, 20600 Rotunda Dr. Dearborn MI 48124

hpatel2@ford.com

Mobile: 313 805 4774

Text Pager: [3138054774@vtext.com](tel:3138054774@vtext.com)

From: Sagan, Jessica L (J.L.)

Sent: Tuesday, December 06, 2016 1:18 PM

To: Patel, Harendra (H.M.); Patterson, David (D.S.)

Subject: FW: 2007 Fusion Gas investigation

Importance: High

Hi Harendra/Dave,

Who is the lead from the foundation team that can work on this issue?

Have a great day!

Jessica L. Sagan

Brake Controls
Cell: 313 805 4991
Email: jramir30@ford.com

From: Sagan, Jessica L (J.L.)
Sent: Tuesday, December 06, 2016 12:53 PM
To: 'john.truax@continental-corporation.com' <john.truax@continental-corporation.com>; david.cwycyshyn@continental-corporation.com; Rendi, Anthony (A.J.) <arendi@ford.com>; Brucker, Eric (.) <ebrucker@ford.com>; Worrel, Peter (P.F.) <pworrel@ford.com>; Gangwar, Hans (H.B.) <hgangwar@ford.com>
Subject: 2007 Fusion Gas investigation
Importance: High

Hi Team,

How are you? We've been asked by our legal team and NHTSA to investigate 2 customer vehicles to determine if there is a problem with the ABS modules.

NHTSA has received over 150 complaints with customer concerns regarding the long pedal travel and brakes not stopping the car effectively. The suspect vehicles are from 2007-2009MY with approximately 80K – 120K miles.

NHTSA and Ford legal has made contact with the two customers and asked for a good faith workplan to investigate these vehicles.

The first customer is located in Dexter, MI and he would like to use a dealership in Ann Arbor.
The second customer is located in Chicago area.

I would like to schedule a webex for tomorrow afternoon to work out details regarding:
Additional questions we'd like to ask the customer? We will need to work with legal when talking directly with the customer.

What data we would like to collect?

What parts we'd like off the vehicles?

Timing for analysis?

Please forward this email to anyone who may need to attend our webex tomorrow. Thank you for your support.

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Brucker, Eric (.)
Sent: Tuesday, December 06, 2016 1:29 PM
To: Sagan, Jessica L (J.L.)
Subject: RE: 2007 Fusion Gas investigation

To a meeting that has not been scheduled yet... gotcha.

Eric Brucker

Brake Controls Application Supervisor
Ford Motor Company
(313) 805-4795

From: Sagan, Jessica L (J.L.)
Sent: Tuesday, December 06, 2016 1:16 PM
To: Brucker, Eric (.)
Subject: RE: 2007 Fusion Gas investigation

Please send a rep, thank you!

Have a great day!

Jessica L. Sagan

Brake Controls
Cell: 313 805 4991
Email: jramir30@ford.com

From: Brucker, Eric (.)
Sent: Tuesday, December 06, 2016 12:57 PM
To: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Subject: RE: 2007 Fusion Gas investigation

Not available until 4pm tomorrow.

Eric Brucker

Brake Controls Application Supervisor
Ford Motor Company
(313) 805-4795

From: Sagan, Jessica L (J.L.)
Sent: Tuesday, December 06, 2016 12:53 PM
To: john.truax@continental-corporation.com; david.cwycyshyn@continental-corporation.com; Rendi, Anthony (A.J.); Brucker, Eric (.); Worrel, Peter (P.F.); Gangwar, Hans (H.B.)
Subject: 2007 Fusion Gas investigation
Importance: High

Hi Team,

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NHTSA has received over 150 complaints with customer concerns regarding the long pedal travel and brakes not stopping the car effectively. The suspect vehicles are from 2007-2009MY with approximately 80K – 120K miles.

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Additional questions we'd like to ask the customer? We will need to work with legal when talking directly with the customer.

What data we would like to collect?

What parts we'd like off the vehicles?

Timing for analysis?

Please forward this email to anyone who may need to attend our webex tomorrow. Thank you for your support.

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Rendi, Anthony (A.J.)
Sent: Tuesday, December 06, 2016 1:14 PM
To: Sagan, Jessica L (J.L.)
Subject: RE: 2007 Fusion Gas investigation

Is the foundation team involved as well?

Tony Rendi

Global Brake Controls Manager
Ford Motor Company
Bld 6, Office 2CD04
Ph: (313) 59-41375
Cell: (313) 805-0483

From: Sagan, Jessica L (J.L.)
Sent: Tuesday, December 06, 2016 12:53 PM
To: john.truax@continental-corporation.com; david.cwycyshyn@continental-corporation.com; Rendi, Anthony (A.J.) <arendi@ford.com>; Brucker, Eric (.) <ebrucker@ford.com>; Worrel, Peter (P.F.) <pworrel@ford.com>; Gangwar, Hans (H.B.) <hgangwar@ford.com>
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Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Patterson, David (D.S.)
Sent: Tuesday, December 06, 2016 2:07 PM
To: Sagan, Jessica L (J.L.); Patel, Harendra (H.M.)
Subject: RE: 2007 Fusion Gas investigation

This will be mine.

From: Sagan, Jessica L (J.L.)
Sent: Tuesday, December 06, 2016 1:18 PM
To: Patel, Harendra (H.M.) <hpatel2@ford.com>; Patterson, David (D.S.) <dpatte35@ford.com>
Subject: FW: 2007 Fusion Gas investigation
Importance: High

Hi Harendra/Dave,
Who is the lead from the foundation team that can work on this issue?

Have a great day!

Jessica L. Sagan
Brake Controls
Cell: 313 805 4991
Email: jramir30@ford.com

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Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Callies, Sheri (S.A.)
Sent: Tuesday, December 06, 2016 1:45 PM
To: Patel, Harendra (H.M.)
Cc: Petrovski, Michael (M.); Oakwood, Chris (J.C.); Patterson, David (D.S.); Sagan, Jessica L (J.L.); Parkhill, Scott (S.T.)
Subject: Re: 2007 Fusion Gas investigation

Mel's team would be lead to measure the vehicles. I recommend David Patterson or Scott Parkhill since Mel is out.

Do we know which nameplates?

On Dec 6, 2016, at 1:37 PM, Patel, Harendra (H.M.) <hpatel2@ford.com> wrote:

Who would be the right person to be on call to ask questions. Looks like pedal feel.
Jessica has the details.

Harendra Patel

*Chassis Engineering
Brake System Application, Quality and Accelerator Pedals
North American Product Development Bldg # 6, Cube 1AF27,
Building code 5091 Building Shipping Code FM008 Mail Drop # 2
Building # 6 EEC, 20600 Rotunda Dr. Dearborn MI 48124
hpatel2@ford.com
Mobile: 313 805 4774
Text Pager: [3138054774@vtext.com](tel:3138054774)*

From: Sagan, Jessica L (J.L.)
Sent: Tuesday, December 06, 2016 1:18 PM
To: Patel, Harendra (H.M.); Patterson, David (D.S.)
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Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: iramir30@ford.com

From: Brown, Todd (T.A.)
Sent: Tuesday, December 06, 2016 6:08 PM
To: Rendi, Anthony (A.J.)
Cc: Sagan, Jessica L (J.L.)
Subject: RE: 2007 Fusion Gas investigation

Thanks for the heads up.

Todd Brown

Chassis Engineering Chief
(313)-580-3348 / tbrown9@ford.com

From: Rendi, Anthony (A.J.)
Sent: Tuesday, December 06, 2016 4:31 PM
To: Brown, Todd (T.A.)
Cc: Sagan, Jessica L (J.L.)
Subject: FW: 2007 Fusion Gas investigation
Importance: High

Todd – fyi only, we will advise as we learn more information.

Tony Rendi

Global Brake Controls Manager
Ford Motor Company
Bld 6, Office 2CD04
Ph: (313) 59-41375
Cell: (313) 805-0483

From: Sagan, Jessica L (J.L.)
Sent: Tuesday, December 06, 2016 12:53 PM
To: john.truax@continental-corporation.com; david.cwycyshyn@continental-corporation.com; Rendi, Anthony (A.J.) <arendi@ford.com>; Brucker, Eric (.) <ebrucker@ford.com>; Worrel, Peter (P.F.) <pworrel@ford.com>; Gangwar, Hans (H.B.) <hgangwar@ford.com>
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Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Patterson, David (D.S.)
Sent: Tuesday, January 03, 2017 10:08 AM
To: Cadagin, Ed (E.J.); Sagan, Jessica L (J.L.)
Cc: Gangwar, Hans (H.B.); Leah.Burns@continental-corporation.com
Subject: RE: 2007 Fusion investigation

I drove the updated car last week while I was working on another issue. The travel is still long, but comparable to a 2010 MKZ in the lot. The 2010 vehicle was the manager's wife's vehicle with no complaints.

After reviewing pedal feel data from 2007 level MKZ, the travel was significantly longer than current pedal feel standards. However, it was to target for the requirement at that time. Current pedal feel requirements have migrated to a shorter, stiffer pedal in recent years.

From: Cadagin, Ed (E.J.)
Sent: Tuesday, January 03, 2017 8:46 AM
To: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Cc: Gangwar, Hans (H.B.) <hgangwar@ford.com>; Leah.Burns@continental-corporation.com; Patterson, David (D.S.) <dpatte35@ford.com>
Subject: RE: 2007 Fusion investigation

Jessica/Team,

One of our Ford employees saw the NHTSA notice of investigation over the holiday.

He contacted an ASO employee to report that his 2009 Fusion has a similar condition.

His contact information follows:

Basil Badawi
805-7846

We may want to discuss / review this employee's vehicle.

Thanks!

Ed C.

From: Sagan, Jessica L (J.L.)
Sent: Thursday, December 15, 2016 2:27 PM
To: Gangwar, Hans (H.B.) <hgangwar@ford.com>; Leah.Burns@continental-corporation.com; Patterson, David (D.S.) <dpatte35@ford.com>; Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: 2007 Fusion investigation

Hi team,

We will meet on Monday Dec 19th at 8AM at Varsity Ford dealership in Ann Arbor. The vehicle owner's son Randy will meet us at the dealership.

1. Drive with Randy to reproduce issue.
2. Take vehicle into the dealership and have the vehicle information documented.
3. Dave will drive the vehicle and evaluate vehicle
4. Hans/Leah drive the vehicle and collect data
5. Team to discuss and additional tests, which parts we'd like removed from the vehicle for teardown analysis.

Hi Ed,

Will you please add your cell phone to the list below? Thank you!

Name	Cell Phone
Ed Cadagin	734 776-1448
Leah Duby	248-701-8986
Hans Gangwar	313-805-8128
Dave Patterson	313-805-4767

Varsity Ford

3480 Jackson Rd

Ann Arbor, MI 48106

734 996 2300

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

Have a great day!

Jessica L. Sagan

Brake Controls

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Sent: Tuesday, January 03, 2017 10:08 AM
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3480 Jackson Rd

Ann Arbor, MI 48106

734 996 2300

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Have a great day!

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Brake Controls

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From: Cadagin, Ed (E.J.)
Sent: Tuesday, January 17, 2017 9:04 AM
To: Gangwar, Hans (H.B.)
Cc: Patterson, David (D.S.); Leah.Burns@continental-corporation.com; Sagan, Jessica L (J.L.)
Subject: RE: 2007-2009 Fusion investigation

Hans,

Attached is the page from the 2009 MY Fusion Owner's Guide.

It looks like the ABS Pump is a 40A fuse; and the ABS Valves (which may be the fuse that they pulled?) is 30A.

Thanks for your support in this effort!

Ed Cadagin

Roadside Emergencies		
Fuse/Relay Location	Fuse Amp Rating	Protected Circuits
3	40A**	Powertrain power, PCM relay coil
4	40A**	Blower motor
5	—	Not used
6	40A**	Rear window defroster, Heated mirrors
7	40A**	PETA Pump (PZEV) power feed
8	40A**	ABS pump
9	20A**	Wipers
10	30A**	ABS Valves
11	20A**	Heated seats
12	—	Not used
13	10A*	SYNC
14	15A*	Ignition switch
15	—	Not used
16	15A*	Transmission
17	10A*	Alternator sense
18	—	Not used
19	40A**	Logic feed to SJB (solid state devices)
20	—	Not used
21	—	Not used
22	20A**	Console power point
23	10A*	PCM KAM, FNR5 and canister vent solenoid
24	15A*	Fog lamps
25	10A*	A/C Compressor clutch
26	—	Not used
27	—	Not used
28	60A***	Engine cooling fan
29	—	Not used
30	30A**	Fuel pump/injectors relay

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

From: Sagan, Jessica L (J.L.)

Sent: Thursday, January 05, 2017 3:32 PM

To: Sagan, Jessica L (J.L.); Gangwar, Hans (H.B.); Leah.Burns@continental-corporation.com; Patterson, David (D.S.); Cadagin, Ed (E.J.); Johnson, Kathy (K.D.)

Subject: 2007-2009 Fusion investigation

When: Tuesday, January 17, 2017 8:30 AM-9:30 AM (UTC-05:00) Eastern Time (US & Canada).

Where: Webex

Touchpoint meeting to discuss which tests we'd like to conduct on a few Ford employee vehicles.

-- Do not delete or change any of the following text. --

Ford Users: [Join WebEx meeting](#)

Guest and Mobile Users: [Join WebEx meeting](#)

Meeting number: 716 098 875

NOTICE: *This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video:* [click here](#)

For additional help with WebEx, Ford users can click on the Digital Worker link [How Do I...Conferencing](#)

If you are a host, [go here](#) to view host information.

Join by phone

+1-313-248-3668 FordNet 248-3668 / Toll

+1-888-628-3668 US Toll Free Number

Access code: 716 098 875

[Global call-in numbers](#) | [Toll-free calling restrictions](#)

Can't join the meeting? [Contact support.](#)

MC07

From: Gangwar, Hans (H.B.)
Sent: Wednesday, January 18, 2017 9:34 AM
To: Cadagin, Ed (E.J.)
Cc: Patterson, David (D.S.); Leah.Burns@continental-corporation.com; Sagan, Jessica L (J.L.)
Subject: RE: 2007-2009 Fusion investigation

I got these fuses. One of them should work.



osdell from 2017.01.18.09.34

From: Cadagin, Ed (E.J.)
Sent: Tuesday, January 17, 2017 9:04 AM
To: Gangwar, Hans (H.B.)
Cc: Patterson, David (D.S.); Leah.Burns@continental-corporation.com; Sagan, Jessica L (J.L.)
Subject: RE: 2007-2009 Fusion investigation

Hans,

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MC07



From: Seal, Jerry (J.)
Sent: Tuesday, January 17, 2017 9:13 AM
To: Gangwar, Hans (H.B.)
Subject: RE: 2007-2009 Fusion investigation

Sure thing

From: Gangwar, Hans (H.B.)
Sent: Tuesday, January 17, 2017 9:13 AM
To: Seal, Jerry (J.)
Subject: RE: 2007-2009 Fusion investigation

Geez, Mike has all the test car keys for brake eval... Do you think you could drop the two fuses at my desk today or tomorrow? I have to go to Chicago Thursday for the investigation at dealer.

From: Gangwar, Hans (H.B.)
Sent: Tuesday, January 17, 2017 9:05 AM
To: Seal, Jerry (J.)
Subject: FW: 2007-2009 Fusion investigation

Note 30A and 40A would be the ones we need. I can stop by WT3 around 10am.

From: Cadagin, Ed (E.J.)
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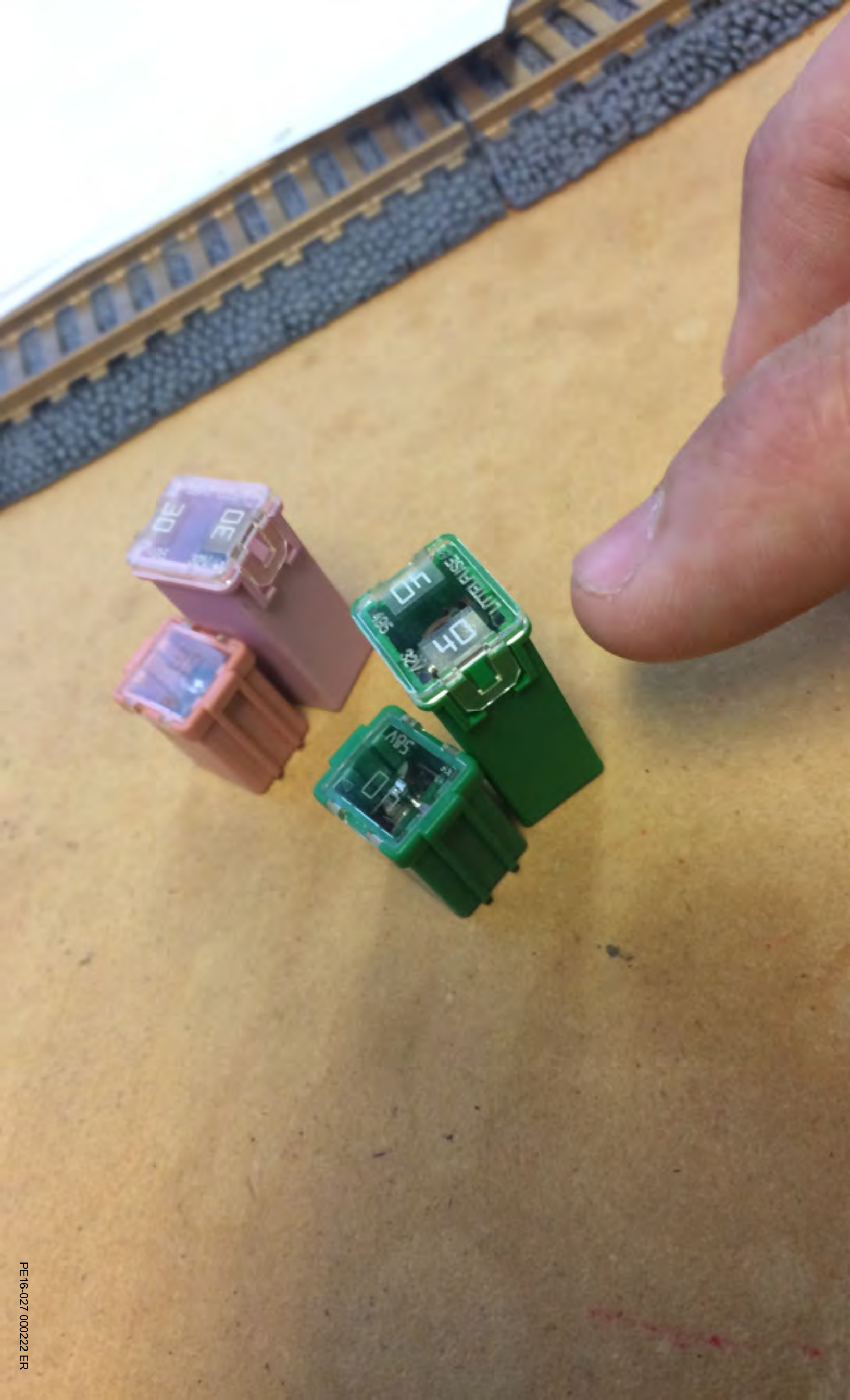
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Access code: 716 098 875

[Global call-in numbers](#) | [Toll-free calling restrictions](#)

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MC07



From: Cadagin, Ed (E.J.)
Sent: Tuesday, October 04, 2016 9:36 AM
To: Rendi, Anthony (A.J.); Patel, Harendra (H.M.); Sagan, Jessica L (J.L.)
Cc: Brucker, Eric (.)
Subject: RE: 2007-2009 MY Fusion Brakes/ABS

Tony/etal,

Many thanks!

Jessica and I have spoken...and we are looking into this question.

Best regards,

Ed C.
ASO-External Investigations

From: Rendi, Anthony (A.J.)
Sent: Tuesday, October 04, 2016 9:03 AM
To: Patel, Harendra (H.M.); Sagan, Jessica L (J.L.)
Cc: Cadagin, Ed (E.J.); Brucker, Eric (.)
Subject: RE: 2007-2009 MY Fusion Brakes/ABS

Please include Jessica Sagan

Tony Rendi

Global Brake Controls Manager
Ford Motor Company
Bld 6, Office 2CD04
Ph: (313) 59-41375
Cell: (313) 805-0483

From: Patel, Harendra (H.M.)
Sent: Tuesday, October 04, 2016 7:20 AM
To: Rendi, Anthony (A.J.) <arendi@ford.com>
Cc: Patel, Harendra (H.M.) <hpatel2@ford.com>; Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: FW: 2007-2009 MY Fusion Brakes/ABS

Tony, who from your shop can support this. I do not have any more details than what has been mentioned below.

Harendra Patel

*Chassis Engineering
Brake System Application, Quality and Accelerator Pedals
North American Product Development Bldg # 6, Cube 1AF27,*

Building code 5091 Building Shipping Code FM008 Mail Drop # 2

Building # 6 EEC, 20600 Rotunda Dr. Dearborn MI 48124

hpatel2@ford.com

Mobile: 313 805 4774

Text Pager: [3138054774@vtext.com](tel:3138054774)

From: Cadagin, Ed (E.J.)
Sent: Friday, September 30, 2016 10:08 AM
To: Patel, Harendra (H.M.)
Subject: 2007-2009 MY Fusion Brakes/ABS

Harendra,

Greetings! I hope all is well...

Could you point me in the right direction?

I now work on External Investigations – and NHTSA has asked Ford (informally) about the 2007-2009 MY Fusion Brakes/ABS.

They have 109 VOQs on the Fusion, some of which claim after an ABS activation – the brake pedal goes down to the floor, and it takes some time for the pedal to go back to normal. There were 4 allegations of accidents in the 109 reports.

Is there someone in your area who has responsibility for follow-up issues on the 2007-2009 MY Fusion?

Thanks!

Ed C.

From: Parkhill, Scott (S.T.)
Sent: Thursday, October 06, 2016 1:02 PM
To: Patel, Harendra (H.M.); Lemmer, Brian (B.M.); Sagan, Jessica L (J.L.)
Cc: Patterson, David (D.S.)
Subject: RE: 2007-2009 MY Fusion Brakes/ABS

I concur that Dave Patterson would be the best choice for Fusion issues.

From: Patel, Harendra (H.M.)
Sent: Thursday, October 06, 2016 12:14 PM
To: Lemmer, Brian (B.M.); Sagan, Jessica L (J.L.); Parkhill, Scott (S.T.)
Subject: RE: 2007-2009 MY Fusion Brakes/ABS

I agree.

Harendra Patel

*Chassis Engineering
Brake System Application, Quality and Accelerator Pedals
North American Product Development Bldg # 6, Cube 1AF27,*

Building code 5091 Building Shipping Code FM008 Mail Drop # 2

Building # 6 EEC, 20600 Rotunda Dr. Dearborn MI 48124

hpatel2@ford.com

Mobile: 313 805 4774

Text Pager: [3138054774@vtext.com](tel:3138054774)

From: Lemmer, Brian (B.M.)
Sent: Thursday, October 06, 2016 11:56 AM
To: Sagan, Jessica L (J.L.); Parkhill, Scott (S.T.)
Cc: Lemmer, Brian (B.M.); Patel, Harendra (H.M.)
Subject: RE: 2007-2009 MY Fusion Brakes/ABS

Hi Jessica,
I recommend Dave Patterson join you.

Hi Scott,
I had not worked on the CD3. If there is a better candidate from your group with background on those vehicles; please advise.

Thanks
Brian Lemmer
FOM Brake Supervisor

+1 313-805-4811 U.S. Cell
+52 55 2272 2078 Mexico Cell
943-7700 internal

From: Sagan, Jessica L (J.L.)
Sent: Wednesday, October 05, 2016 9:59 AM
To: Patel, Harendra (H.M.); Lemmer, Brian (B.M.)
Subject: FW: 2007-2009 MY Fusion Brakes/ABS

Hi Harendra/Brian,

We would like to go to the dealer and drive the one of the customer complaints from Clarkston, MI. Who from your team is able to join us when we get the ok to visit the dealer, later this week or early next week?

Thank you!

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Rendi, Anthony (A.J.)
Sent: Tuesday, October 04, 2016 9:03 AM
To: Patel, Harendra (H.M.) <hpatel2@ford.com>; Sagan, Jessica L (J.L.) <jramir30@ford.com>
Cc: Cadagin, Ed (E.J.) <ecadagin@ford.com>; Brucker, Eric (.) <ebrucker@ford.com>
Subject: RE: 2007-2009 MY Fusion Brakes/ABS

Please include Jessica Sagan

Tony Rendi

Global Brake Controls Manager

Ford Motor Company

Bld 6, Office 2CD04

Ph: (313) 59-41375

Cell: (313) 805-0483

From: Patel, Harendra (H.M.)
Sent: Tuesday, October 04, 2016 7:20 AM
To: Rendi, Anthony (A.J.) <arendi@ford.com>
Cc: Patel, Harendra (H.M.) <hpatel2@ford.com>; Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: FW: 2007-2009 MY Fusion Brakes/ABS

Tony, who from your shop can support this. I do not have any more details than what has been mentioned below.

Harendra Patel

Chassis Engineering

Brake System Application, Quality and Accelerator Pedals

North American Product Development Bldg # 6, Cube 1AF27,

Building code 5091 Building Shipping Code FM008 Mail Drop # 2

Building # 6 EEC, 20600 Rotunda Dr. Dearborn MI 48124

hpatel2@ford.com

Mobile: 313 805 4774

Text Pager: [3138054774@vtext.com](tel:3138054774)

From: Cadagin, Ed (E.J.)

Sent: Friday, September 30, 2016 10:08 AM

To: Patel, Harendra (H.M.)

Subject: 2007-2009 MY Fusion Brakes/ABS

Harendra,

Greetings! I hope all is well...

Could you point me in the right direction?

I now work on External Investigations – and NHTSA has asked Ford (informally) about the 2007-2009 MY Fusion Brakes/ABS.

They have 109 VOQs on the Fusion, some of which claim after an ABS activation – the brake pedal goes down to the floor, and it takes some time for the pedal to go back to normal. There were 4 allegations of accidents in the 109 reports.

Is there someone in your area who has responsibility for follow-up issues on the 2007-2009 MY Fusion?

Thanks!

Ed C.

From: Knepper, Robert (R.K.)
Sent: Monday, January 09, 2017 9:05 AM
To: Sagan, Jessica L (J.L.)
Subject: RE: 2008 Fusion Unit

Veh. # 3FAHPO8Z68R [REDACTED]

From: Sagan, Jessica L (J.L.)
Sent: Monday, January 09, 2017 9:02 AM
To: Knepper, Robert (R.K.)
Subject: RE: 2008 Fusion Unit

Great, thank you! Do you have the VIN? I will need the VIN for tracking, thank you!

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Knepper, Robert (R.K.)
Sent: Monday, January 09, 2017 8:56 AM
To: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Subject: 2008 Fusion Unit

Jessica,

I have the ABS valve body & pump assembly that was removed from the 2008 Fusion. Will deliver to you later today. Where?

Regards,

Bob Knepper

Ford Motor Company

Product Engineer

OPD & S550 Mustang Brakes

(313) 594-4649 Office

(313) 400-7622 Cell ***

From: Cadagin, Ed (E.J.)
Sent: Thursday, October 13, 2016 1:28 PM
To: Pluff, Todd
Subject: RE: 2009 fusion brake issue

Todd,

Many thanks for your help!

Unfortunately, the customer has apparently moved – none of the phone numbers are connected anymore – and his place of employment says he no longer works there.

I have another VIN for you: 3FAHP07Z88R [REDACTED]

Any chance this VIN was worked on in late 2015 CY?

Thanks!

Edward J. Cadagin, P.E.
Ford Motor Company
Automotive Safety Office
ecadagin@ford.com
(313)322-9507

From: Pluff, Todd [<mailto:tpluff@billbrownford.com>]
Sent: Thursday, October 13, 2016 12:24 PM
To: Cadagin, Ed (E.J.)
Subject: 2009 fusion brake issue

Good afternoon Ed,

Here is the repair order we discussed earlier. I apologize it doesnt come with my complete diagnosis. If needed i can try to trace down the repair order.

Todd

From: Cadagin, Ed (E.J.)
Sent: Tuesday, November 29, 2016 2:30 PM
To: Tuneff, Mark (M.S.)
Subject: RE: 3rd ABS Module

Mark,

Thanks!

Nice and local...

My engineering contact is travelling – I'm waiting for a call from her (in lay-over) to discuss the owner contact process (to ensure we get the best vehicles to review) – and the evaluation / R&R logistics.

Thanks again...

Ed C.

From: Tuneff, Mark (M.S.)
Sent: Tuesday, November 29, 2016 2:23 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: FW: 3rd ABS Module

Ed, info on the VOQ that I just forwarded.

From: evan.frings@dot.gov [<mailto:evan.frings@dot.gov>]
Sent: Tuesday, November 29, 2016 10:09 AM
To: Tuneff, Mark (M.S.) <mtuneff@ford.com>; Stephen.McHenry@dot.gov
Subject: 3rd ABS Module

You have received 1 secure file from evan.frings@dot.gov.
Use the secure link below to download.

Mark, here is a third owner willing to have their ABS module tested by Ford. The owner would like to use Varsity Ford in Ann Arbor.

Secure File Downloads:
Available until: **29 December 2016**

Click link to download:

[Ford VOQ 3.pdf](#)
41.76 KB, Fingerprint: 15d2670e3855efe6072c57885d7bb74a ([What is this?](#))

You have received attachment link(s) within this email sent via Accellion Secure File Transfer. To retrieve the attachment(s), please click on the link(s). To learn how your company can benefit from Accellion Secure File Transfer, please visit <http://www.accellion.com>

From: Cadagin, Ed (E.J.)
Sent: Tuesday, December 06, 2016 10:56 AM
To: Sagan, Jessica L (J.L.)
Subject: RE: ABS Logistics Discussion

Jessica,

Just Ford – for now...

After this discussion – we can include Conti.

Ed C.

From: Sagan, Jessica L (J.L.)
Sent: Tuesday, December 06, 2016 10:51 AM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: ABS Logistics Discussion

Hi Ed,
Should I invite our supplier to this meeting or do you want to keep meeting attendance to Ford members?

Have a great day!

Jessica L. Sagan
Brake Controls
Cell: 313 805 4991
Email: jramir30@ford.com

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

From: Cadagin, Ed (E.J.)
Sent: Tuesday, December 06, 2016 10:42 AM
To: Sagan, Jessica L (J.L.)
Subject: ABS Logistics Discussion
When: Tuesday, December 06, 2016 12:30 PM-1:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx (Info below:)

Jessica,

- 1) I have approval from FCSD to fund the 2 vehicles.
- 2) You are free to take a look at the 2 employee vehicles.
- 3) Let's discuss how to best manage the coordination/logistics for the Chicago and Ann Arbor visits.

Sound Ok?

Ed C.

-- Do not delete or change any of the following text. --

Ford Users: [Join WebEx meeting](#)

Guest and Mobile Users: [Join WebEx meeting](#)

Meeting number: 711 683 508

NOTICE: *This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video:* [click here](#)

For additional help with WebEx, Ford users can click on the Digital Worker link [How Do I...Conferencing](#)

If you are a host, [go here](#) to view host information.

Join by phone

+1-313-248-3668 FordNet 248-3668 / Toll

+1-888-628-3668 US Toll Free Number

Access code: 711 683 508

[Global call-in numbers](#) | [Toll-free calling restrictions](#)

Can't join the meeting? [Contact support.](#)

MC07

From: Knepper, Robert (R.K.)
Sent: Monday, December 05, 2016 9:26 AM
To: Sagan, Jessica L (J.L.); Srinivasan, Ravi (R.)
Subject: RE: ABS pump motor

Jessica,

The vehicle belongs to friends daughter who lives in Dearborn.
I can inquire to get the answers to your questions, or provide contact information.
Your choice.

Regards,

Bob Knepper

Ford Motor Company

Product Engineer
OPD & S550 Mustang Brakes
(313) 594-4649 Office
(313) 400-7622 Cell ***

From: Sagan, Jessica L (J.L.)
Sent: Monday, December 05, 2016 9:19 AM
To: Srinivasan, Ravi (R.); Knepper, Robert (R.K.)
Subject: RE: ABS pump motor

Hi Bob,
How are you? We are looking at the pedal feel concerns.

I would like to ask you a few questions regarding the car, such as:
Are you the original owner?
How many miles are on the vehicle?
When did the issue start to occur?
Is the condition repeatable?
What parts have been replaced on the vehicle?
When does the issue occur? Weather related, on straight away, while making turns, going over bumps, etc.?
Does the issue still occur? If yes, how often?
Will you please send me the VIN?

Thank you!

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Srinivasan, Ravi (R.)
Sent: Monday, December 05, 2016 8:56 AM
To: Knepper, Robert (R.K.) <rkneppe2@ford.com>
Cc: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Subject: RE: ABS pump motor

Hi Bob,

There has been some internal investigation regarding pedal issues.

Jessica might have some more recent information.

Thanks.

Ravi Srinivasan

Ford Motor Company - North American Engineering
Brake Control Systems Engineering
Building 6 EEC
20600 Rotunda Drive,
Receiving Z,
Dearborn, MI 48124
Cell # (313) 805-4750
E mail: rsriniva@ford.com

From: Knepper, Robert (R.K.)
Sent: Monday, December 05, 2016 8:36 AM
To: Srinivasan, Ravi (R.) <rsriniva@ford.com>
Subject: ABS pump motor

Ravi

Can you check if there might be a pending recall for the ABS pump motor failure?

Our daughter Olivia has a 2008 Ford Fusion that has a brake problem. It needs An ABS pump motor. There, unfortunately is no recall on them yet, even though Ford has been having an issue with them and it could be a safety issue. Olivia says she sometimes has to push her pedal all the way to the floor before stopping. It is a very expensive part (about \$700). Sent from my iPhone

Regards,

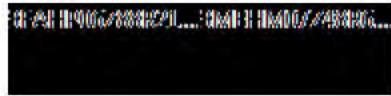
Bob Knepper

Ford Motor Company

Product Engineer
OPD & S550 Mustang Brakes
(313) 594-4649 Office
(313) 400-7622 Cell ***

From: Frommann, Mike (M.W.)
Sent: Wednesday, January 11, 2017 11:24 AM
To: Cadagin, Ed (E.J.)
Subject: RE: Access to CARFAX?

As requested.



From: Cadagin, Ed (E.J.)
Sent: Tuesday, January 10, 2017 10:24 AM
To: Frommann, Mike (M.W.)
Subject: RE: Access to CARFAX?

Mike,

Thanks – tomorrow works fine!

1) 3MEHM07Z48F [REDACTED]

2) 3FAHP06Z88F [REDACTED]

Thanks for your help!

Ed C.

P.S. Do you think that our office should request access to Carfax directly – so we don't need to pester you?

From: Frommann, Mike (M.W.)
Sent: Tuesday, January 10, 2017 10:20 AM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: Access to CARFAX?

Yes I have access. I may not be able to check them until tomorrow. I'm working from home and my password is in the office.

From: Cadagin, Ed (E.J.)
Sent: Tuesday, January 10, 2017 10:00 AM
To: Frommann, Mike (M.W.)
Subject: Access to CARFAX?

Mike,

Do you have access to CARFAX?

If so, I have a couple of VINs I'm interested in...

If not, can you point me in the right direction?

Thanks!

Ed C.

UNIQUE HISTORY, UNIQUE VALUE.

CARFAX History-Based Retail Value

New from CARFAX:

- VIN-specific value report
- Not part of the Vehicle History Report

\$5,690

(3FAHP06Z88R213591)

No Accidents Reported 1-Owner Vehicle Personal Vehicle Open Recall

CARFAX® Vehicle History Report™
US \$39.99

An independent company established in 1986

Vehicle Information: 2008 FORD FUSION S VIN: 3FAHP06Z88R[REDACTED] SEDAN 4 DR 2.3L I4 FI DOHC GASOLINE FRONT WHEEL DRIVE Standard Equipment Safety Options	No accident / damage reported to CARFAX CARFAX 1-Owner vehicle At least 1 open recall Personal vehicle Last owned in Kentucky 25 Last reported odometer reading	
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CARFAX Report Provided By:
Ford Motor Company- Free Prod
1800 Fairlane Dr
Allen Park, MI 48101
313-322-3000

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 1/11/17 at 11:20:23 AM (EST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Ownership History	
The number of owners is estimated	Owner 1
Year purchased	2008
Type of owner	Personal
Estimated length of ownership	8 yrs. 8 mo.
Owned in the following states/provinces	Kentucky
Estimated miles driven per year	—
Last reported odometer reading	25

CARFAX Title History	
CARFAX guarantees the information in this section	Owner 1
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem
GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms	

CARFAX Additional History	
Not all accidents / issues are reported to CARFAX	Owner 1
Total Loss No total loss reported to CARFAX.	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported
Odometer Check	No Issues Indicated

No indication of an odometer rollback.	
Accident / Damage No accidents or damage reported to CARFAX.	 No Issues Reported
Manufacturer Recall At least 1 manufacturer recall requires service. Locate an authorized Ford or Lincoln Mercury dealer or call 866-436-7332 to obtain more information about this recall.	Recall Reported

CARFAX		Detailed History			Glossary
Owner 1 Purchased: 2008 Type: Personal Where: Kentucky Est. length owned: 4/28/08 - present (8 yrs. 8 mo.)		Date:	Mileage:	Source:	Comments:
		02/08/2008		NICB	Vehicle manufactured and shipped to original dealer
		04/28/2008	25	Kentucky Motor Vehicle Dept. Independence, KY Title #081190590118	Title or registration issued First owner reported Titled or registered as personal vehicle Vehicle color noted as Black
		05/04/2009		Kentucky Motor Vehicle Dept. Independence, KY Title #081190590118	Registration issued or renewed Vehicle color noted as Black
		04/28/2010		Kentucky Motor Vehicle Dept. Independence, KY Title #081190590118	Registration issued or renewed Vehicle color noted as Black
		04/27/2011		Kentucky Motor Vehicle Dept. Independence, KY Title #081190590118	Registration issued or renewed Vehicle color noted as Black
		04/30/2012		Kentucky Motor Vehicle Dept. Independence, KY Title #081190590118	Registration issued or renewed Vehicle color noted as Black
		05/03/2013		Kentucky Motor Vehicle Dept. Independence, KY Title #081190590118	Registration issued or renewed Vehicle color noted as Black
		04/30/2014		Kentucky Motor Vehicle Dept. Independence, KY Title #081190590118	Registration issued or renewed Vehicle color noted as Black
		05/01/2015		Kentucky Motor Vehicle Dept. Independence, KY Title #081190590118	Registration issued or renewed Vehicle color noted as Black
		05/02/2016		Kentucky Motor Vehicle Dept. Independence, KY Title #081190590118	Registration issued or renewed Vehicle color noted as Black
		06/30/2016		Ford Motor Company	Manufacturer Safety recall issued NHTSA #16V384 Recall #16S26 TAKATA NON-DESICCATED PHASED STABILIZED AMMONIUM NITRATE (PSAN) PASSENGER FRONTAL AIRBAG INFLATORS Status: Remedy Not Yet Available Locate an authorized Ford or Lincoln Mercury dealer or call 866-436-7332 to obtain more information Learn more about this recall
<p>Description: THE PASSENGER FRONTAL AIRBAG INFLATOR COULD RUPTURE IF THE VEHICLE IS INVOLVED IN A CRASH WHERE THE SUPPLEMENTAL FRONTAL AIRBAGS ARE DESIGNED TO DEPLOY. THIS DEFECT REPORT IS IN RESPONSE TO TAKATA DIRS 16E-042, 16E-043, 16E-044.</p> <p>THE PASSENGER FRONTAL AIRBAG INFLATOR COULD RUPTURE IF THE VEHICLE IS INVOLVED IN A CRASH WHERE THE SUPPLEMENTAL FRONTAL AIRBAGS ARE DESIGNED TO DEPLOY. THIS DEFECT REPORT IS IN RESPONSE TO TAKATA DIRS 16E-042, 16E-043, 16E-044.</p> <p>Remedy: OWNERS WILL BE NOTIFIED BY MAIL AND INSTRUCTED TO TAKE THEIR VEHICLE TO A FORD OR LINCOLN DEALER TO HAVE THEIR PASSENGER FRONTAL AIRBAG INFLATOR REPLACED. THERE WILL BE NO CHARGE FOR THIS SERVICE.</p>					

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

CARFAX Glossary View Full Glossary
First Owner When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.
Ford or Lincoln Mercury Recall The Ford Motor Company provides Carfax with Field Service Action and recall information regarding safety, compliance and emissions programs announced since 2000 for a specific vehicle. For complete information regarding programs or concerns about this vehicle, please contact a local Ford or Lincoln Mercury Dealer .
Manufacturer Recall Automobile manufacturers issue recall notices to inform owners of car defects that have come to the manufacturer's attention. Recalls also suggest improvements that can be made to improve the safety of a particular vehicle. Most manufacturer recalls can be repaired at no cost to you.
Ownership History CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
1/11/17 11:20:23 AM (EST)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2008 FORD FUSION vehicle (VIN: 3FAHP06Z88R213591), which is based on information supplied to CARFAX and available as of 1/11/17 at 11:20 AM (EST).

Customer Signature

Date

Dealer Signature

Date

UNIQUE HISTORY, UNIQUE VALUE.

CARFAX History-Based Retail Value

New from CARFAX:

- VIN-specific value report
- Not part of the Vehicle History Report

\$6,380

(3MEHM07Z48R611316)

Personal
Vehicle

Accident
Reported

Assumes: Base Trim

CARFAX® Vehicle History Report™
US \$39.99

Vehicle Information:
2008 MERCURY MILAN
VIN: 3MEHM07Z48R611316
SEDAN 4 DR
2.3L 4 FI
GASOLINE
FRONT WHEEL DRIVE
[Standard Equipment](#) | [Safety Options](#)

CARFAX Report Provided By:
Ford Motor Company- Free Prod
1800 Fairlane Dr
Allen Park, MI 48101
313-322-3000

Accident / Damage reported

3 Previous owners

1 Service history record

Types of owners: Personal lease, Personal

Last owned in Michigan

65,295 Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 1/11/17 at 11:16:03 AM (EST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Ownership History	Owner 1	Owner 2	Owner 3
The number of owners is estimated			
Year purchased	2007	2010	2012
Type of owner	Personal lease	Personal	Personal
Estimated length of ownership	2 yrs. 11 mo.	1 yr. 9 mo.	4 yrs. 4 mo.
Owned in the following states/provinces	Michigan	Michigan	Michigan
Estimated miles driven per year	4,036/yr	—	6,198/yr
Last reported odometer reading	12,064	12,079	65,295

Title History	Owner 1	Owner 2	Owner 3
CARFAX guarantees the information in this section			
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem
GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms			

Additional History	Owner 1	Owner 2	Owner 3
Not all accidents / issues are reported to CARFAX			
Total Loss No total loss reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Odometer Check	No Issues Indicated	No Issues Indicated	No Issues Indicated

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

CARFAX Glossary		View Full Glossary
Accident / Damage Indicator CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada. Different information in a vehicle's history can indicate an accident or damage, such as: salvage auction, fire damage, police-reported accident, crash test vehicle, damage disclosure, collision repair facility and automotive recycler records. Not every accident or damage event is reported and not all reported are provided to CARFAX. Details about the accident or damage event when reported to CARFAX (e.g. severity, impact location, airbag deployment) are included on the Vehicle History Report. CARFAX recommends you obtain a vehicle inspection from your dealer or an independent mechanic. <ul style="list-style-type: none"> According to the National Safety Council, Injury Facts, 2015 edition, 8% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate. CARFAX depends on many sources for its accident / damage data. CARFAX can only report what is in our database on 1/11/17 at 11:16:03 AM (EST). New data will result in a change to this report. 		
Michigan Damage Reports: <ul style="list-style-type: none"> Provide an estimate of the extent of damage in its accident reports for the following: <ul style="list-style-type: none"> SEVERE/TOTALED: The vehicle cannot be driven from the accident scene due to severe damage or an injury. This level of damage often results in a Salvage or Junk title. MODERATE: The accident damage affects the operation of the vehicle and/or its parts. Examples include broken windows, trunk lids, doors, bumpers and tires. MINOR: The accident damage does not affect the operation of the vehicle. Examples include dented bumpers, fenders, grills and body panels. This level of accident should not compromise vehicle safety. NO DAMAGE: The vehicle was not damaged. Are required if the estimated damage exceeds \$400 		
First Owner When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.		
Ford or Lincoln Mercury Recall The Ford Motor Company provides Carfax with Field Service Action and recall information regarding safety, compliance and emissions programs announced since 2000 for a specific vehicle. For complete information regarding programs or concerns about this vehicle, please contact a local Ford or Lincoln Mercury Dealer .		
New Owner Reported When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.		
Ownership History CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.		

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.

1/11/17 11:16:03 AM (EST)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2008 MERCURY MILAN vehicle (VIN: 3MEHM07Z48R6...), which is based on information supplied to CARFAX and available as of 1/11/17 at 11:16 AM (EST).

Customer Signature

Date

Dealer Signature

Date

From: Leah.Burns@continental-corporation.com
Sent: Thursday, January 05, 2017 9:02 AM
To: Gangwar, Hans (H.B.)
Cc: Patterson, David (D.S.); Sagan, Jessica L (J.L.)
Subject: RE: Ann Arbor vehicle parts removed

Hans

As discussed at the dealership, our central quality organization requested that these parts be sent to Central Lab in Frankfurt for analysis. Parts were sent on the 20th and received in Europe on the 22nd in the afternoon, which was their last day of work for the year. They planned to begin work on the 2nd, however I have just got back into the office and have not yet received an update. I will follow up.

Leah Burns
Engineering Manager
VED Hydraulics
Continental Automotive
Phone: +1(248)393-6181
Mobile: +1(248)701-8986
leah.burns@continental-corporation.com

From: "Gangwar, Hans (H.B.)" <hgangwar@ford.com>
To: "Sagan, Jessica L (J.L.)" <jramir30@ford.com>, "Leah.Burns@continental-corporation.com" <Leah.Burns@continental-corporation.com>,
Cc: "Patterson, David (D.S.)" <dpatte35@ford.com>
Date: 01/04/2017 07:59 AM
Subject: RE: Ann Arbor vehicle parts removed

Leah,

Can you share how the investigation is going on the ABS module and the fluid samples?

Thanks,
Hans

From: Sagan, Jessica L (J.L.)
Sent: Tuesday, December 20, 2016 10:35 AM
To: Leah.Burns@continental-corporation.com
Cc: Patterson, David (D.S.); Gangwar, Hans (H.B.)
Subject: RE: Ann Arbor vehicle parts removed

Great, thank you for your update!

Have a great day!
Jessica L. Sagan
Brake Controls
Cell: 313 805 4991
Email: jramir30@ford.com

From: Leah.Burns@continental-corporation.com [<mailto:Leah.Burns@continental-corporation.com>]
Sent: Tuesday, December 20, 2016 10:34 AM
To: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Cc: Patterson, David (D.S.) <dpatte35@ford.com>; Gangwar, Hans (H.B.) <hgangwar@ford.com>
Subject: Re: Ann Arbor vehicle parts removed

Jessica

We removed the ABS Module 7E5C-2C346-AA (HCU + ECU), Booster7H61-2B195-AF, Master cylinder, although I'm not sure the part number for that. I took all those components back to AH with me. Dave took all 4 wheel calipers, rotors, and pads.

All the above components will need to be replaced. We were told that the long lead for the dealership was the booster/master cylinder asm and that was 2.5 days. Everything else would be in before that.

I dont need anything further.

Thanks

Leah Burns
Engineering Manager
VED Hydraulics
Continental Automotive
Phone: +1(248)393-6181
Mobile: +1(248)701-8986
leah.burns@continental-corporation.com

From: "Sagan, Jessica L (J.L.)" <jramir30@ford.com>
To: "Gangwar, Hans (H.B.)" <hgangwar@ford.com>, "Patterson, David (D.S.)" <dpatte35@ford.com>, "Leah.Burns@continental-corporation.com" <Leah.Burns@continental-corporation.com>,
Date: 12/20/2016 10:10 AM
Subject: Ann Arbor vehicle parts removed

Hi Team,

How are you? Will you please send me a list of parts that we removed from the Ann Arbor vehicles?

Also, please let me know what additional parts are still required. Thank you!

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Noah Thomas <nthomas@cci-il.com>
Sent: Thursday, June 25, 2009 4:45 PM
To: Cooney, Kristin (K.R.)
Cc: Wedepohl, Andrew (A.T.); Mohr, Douglas (D.M.); Yan, Julia (X.); Takaaki Kinoshita; Shigeaki Kita
Subject: RE: B060 approval priorities

Hi Kris,

Thank you for your call. I wasn't able to get in touch with you by phone, so wanted to clarify as soon as possible.

We have enough B060 inventory on hand to supply certain plants without getting approval just yet. We will ship to Venezuela using the current inventory because I'm guessing the process may be a bit complicated for them. The same goes for Hermosillo; we will ship from our current inventory in case the process takes a little longer due to potential communication issues. We have enough inventory to ship to Kansas as well, so there is no big hurry there.

We are requesting priority approval for DTP, Twin Cities, etc because we would like to begin using the new raw materials for these plants without an emergency order from our current raw material supplier.

Thank you.

Regards,

Noah Thomas

Sales Representative
CCI Manufacturing IL Corporation
Cell: (630) 699-2269
Fax: (630) 685-7596
E-mail: nthomas@cci-il.com
Web: www.cci-il.com

***CCI 2009 Summer Shutdown: Monday June 29th through Friday July 3rd**

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From: Noah Thomas
Sent: Thursday, June 25, 2009 11:25 AM
To: 'Wedepohl, Andrew (A.T.); 'kcooney1@ford.com'
Cc: Mohr, Douglas (D.M.); 'Julia Yan (jyan5@ford.com)'; Takaaki Kinoshita; Shigeaki Kita
Subject: B060 approval priorities

Hi Andy and Kris,

Thank you for meeting with Taka and Steve yesterday.

I've attached a form with my calculations about plant inventory and order dates.

Immediate approval processes should be started for:
Dearborn Truck Plant (by 7/7)
Twin Cities (by 7/9)
Venezuela (asap, but we'll fill extra drums just in case)
Kentucky Truck (by 7/10)
Chicago (by 7/11)
Louisville (by 7/21)
Kansas (by 7/22)

The following plants will likely order in August in the following order:
Wayne
Avon Lake
Hermosillo
Oakville

The following plants will likely order after August in the following order:
AAI
St. Thomas
(Michigan Truck, Cuautitlan – Idle)

At best, these are estimates, so the first 7 plants are top priority. I don't know the plant's order schedule, I just based these off the 2009 order frequency and shut down data made available to me by most plants.

Thank you!

Regards,

Noah Thomas

Sales Representative
CCI Manufacturing IL Corporation
Cell: (630) 699-2269
Fax: (630) 685-7596
E-mail: nthomas@cci-il.com
Web: www.cci-il.com

***CCI 2009 Summer Shutdown: Monday June 29th through Friday July 3rd**

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From: Shigeaki Kita
Sent: Thursday, June 25, 2009 10:51 AM
To: 'Wedepohl, Andrew (A.T.)'; 'kcooney1@ford.com'
Cc: Takaaki Kinoshita; Noah Thomas
Subject: B060 new C of A

Andy and Kris,

I send new B060 C of A which is added the new specification number.
Please check the C of A.

If you have any questions, please feel free ask me.

Thank you,

Shigeaki (Steve) Kita

Manager, Technical/QC

CCI MANUFACTURING IL CORPORATION

TEL ; 630-685-7518, FAX ; 630-685-7568

e-mail ; skita@cci-il.com

From: Messervey, Brandon (B.C.)
Sent: Monday, April 07, 2008 3:13 PM
To: 'Troy Mullen'
Cc: Costley, Frank (F.G.); Cooney, Kristin (K.R.); Shigeaki Kita; Yuri Mitsuyasu
Subject: RE: Brake Fluid Colour

I've contacted our incoming quality folks who will be forwarding two samples to the address indicated below.

Regards,

Brandon Messervey, B. Eng

Chassis Engineer (Brakes/Suspension/Tires & Wheels/Frame/Steering/Alignment)
Squeak & Rattle/NVH Engineer
6-Sigma Master Black Belt
St. Thomas Assembly Plant
Ford Motor Company of Canada

Tel: 1-519-637-5405
Fax: 1-519-637-5461
email: bmesserv@ford.com

From: Troy Mullen [<mailto:tmullen@cci-il.com>]
Sent: Monday, April 07, 2008 1:21 PM
To: Messervey, Brandon (B.C.)
Cc: Costley, Frank (F.G.); Cooney, Kristin (K.R.); Shigeaki Kita; Yuri Mitsuyasu
Subject: Brake Fluid Colour

Hello Mr. Messervey

First I want to introduce to myself, my name is Troy Mullen from CCI Manufacturing IL Corporation sales Representative. Today I try to contact regarding of defective color issue on B060 brake Fluid which the batch number is 0801-120 shipped on 1/31/08 to ST. Thomas plant location. I was wondering if you could send me a sample of the defective brake fluid item and send me the information of Certification of Analysis including the detail information of the sample was taken . The ship to address is **15550 Canal Bank Rd. Lemont IL 60439 and put the attention to Troy Mullen.**

If you have any questions, please feel free to contact me.

Regards,

Troy J Mullen

Sales Representative

CCI Manufacturing IL Corporation

Tel. (630) 699-2269

FAX: (630) 685-7589

E-mail: tmullen@cci-il.com

Web: www.cci-il.com

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From: Messervey, Brandon (B.C.)
Sent: Wednesday, April 02, 2008 9:20 AM
To: Costley, Frank (F.G.); 'Troy Mullen'; McCreadie, Callum (C.W.)
Cc: Cooney, Kristin (K.R.)
Subject: RE: Brake Fluid Colour

[Batch Info](#)

[Batch: 0801-120](#)
[Shipper # 34573](#)
[Trailer 423](#)
[Feb 12, 2008](#)
[Order # 679114](#)

Regards,

Brandon Messervey, B. Eng

Chassis Engineer (Brakes/Suspension/Tires & Wheels/Frame/Steering/Alignment)
Squeak & Rattle/NVH Engineer
6-Sigma Master Black Belt
St. Thomas Assembly Plant
Ford Motor Company of Canada

Tel: 1-519-637-5405
Fax: 1-519-637-5461
email: bmesserv@ford.com

From: Costley, Frank (F.G.)
Sent: Wednesday, April 02, 2008 8:25 AM
To: 'Troy Mullen'; McCreadie, Callum (C.W.); Messervey, Brandon (B.C.)
Cc: Cooney, Kristin (K.R.)
Subject: RE: Brake Fluid Colour

Troy: The sample came from St Thomas, so you need to get more detail from the plant. Looks like Callum McCreadie is your best contact.

Callum, can you answer Troy's questions?

Regards,
Frank Costley, 313/322-7661
Brake Systems Engineering

From: Troy Mullen [<mailto:tmullen@cci-il.com>]
Sent: Tuesday, April 01, 2008 5:36 PM
To: Costley, Frank (F.G.)
Subject: RE: Brake Fluid Colour

Is this a correct batch number and date ? batch # 0801-120 and 1/31/08 or is it different ?

From: Costley, Frank (F.G.) [<mailto:fcostley@ford.com>]
Sent: Tuesday, April 01, 2008 4:24 PM
To: Troy Mullen; Shigeaki Kita; Yuri Mitsuyasu
Cc: Messervey, Brandon (B.C.); Wedepohl, Andrew (A.T.); Cooney, Kristin (K.R.)
Subject: RE: Brake Fluid Colour

We need to know as soon as possible why this batch lacks color, where else it has been shipped and what the controls are for fluid color.

Regards,
Frank Costley, 313/322-7661
Brake Systems Engineering

From: Cooney, Kristin (K.R.)
Sent: Tuesday, April 01, 2008 3:55 PM
To: 'Troy Mullen'; 'skita@cci-il.com'; ymitsuyasu@cci-il.com
Cc: Messervey, Brandon (B.C.); Costley, Frank (F.G.); Wedepohl, Andrew (A.T.)
Subject: FW: Brake Fluid Colour
Importance: High

Troy, attached are the pictures of the new batch of brake fluid at STAP, per your request. As you can see, it appears to be much lighter in color than usual. Please advise. Thanks.

Kristin Cooney
Brake Systems Engineering
Actuation, Vacuum and Pedals
Phone: (313) 805-4728
Email: kcooney1@ford.com

From: Messervey, Brandon (B.C.)
Sent: Tuesday, April 01, 2008 3:51 PM
To: Cooney, Kristin (K.R.)
Subject: FW: Brake Fluid Colour

Pictures of brake fluid sampled today.

Regards,

Brandon Messervey, B. Eng

Chassis Engineer (Brakes/Suspension/Tires & Wheels/Frame/Steering/Alignment)
Squeak & Rattle/NVH Engineer
6-Sigma Master Black Belt
St. Thomas Assembly Plant
Ford Motor Company of Canada

Tel: 1-519-637-5405
Fax: 1-519-637-5461
email: bmesserv@ford.com

From: McCreadie, Callum (C.W.)
Sent: Tuesday, April 01, 2008 3:39 PM
To: Messervey, Brandon (B.C.)
Subject: Brake Fluid Colour

<< File: Picture 089.jpg >> << File: Picture 088.jpg >>

Callum McCreadie
Incoming Quality Supervisor
Ford Motor Company of Canada
St. Thomas Assembly Plant
(519) 637-5480

From: Mohr, Douglas (D.M.)
Sent: Tuesday, July 21, 2009 3:38 PM
To: Cooney, Kristin (K.R.)
Cc: 'Noah Thomas'
Subject: RE: Brake Fluid EDI

Left you both a voicemail. Call me when you get a chance. I would like an overview of what the plan is going forward.

From: Cooney, Kristin (K.R.)
Sent: Tuesday, July 21, 2009 2:03 PM
To: Mohr, Douglas (D.M.)
Cc: 'Noah Thomas'
Subject: FW: Brake Fluid EDI

Doug, can you help CCI?

Kristin Cooney

Brake Systems Engineering
Actuation, Vacuum and Pedals
Phone: (313) 805-4728
Email: kcooney1@ford.com

From: Noah Thomas [<mailto:nthomas@cci-il.com>]
Sent: Tuesday, July 21, 2009 1:59 PM
To: Cooney, Kristin (K.R.)
Subject: RE: Brake Fluid EDI

Hi Kris,

EDI stands for Electronic Data Interchange. To the best of my knowledge, it is how Ford and CCI (as well as most of Ford's suppliers) communicate regarding shipping notifications, invoices, etc.
In this case, as you were saying earlier, CCI and Ford's system need to register the same part number within the EDI exchange in order for the plant to accept and count the part. Do you have a contact within the IT department who might be able to help with this? (having Ford accept 2 part numbers in one exchange?)

Thank you.

Regards,

Noah Thomas

Sales Representative
CCI Manufacturing IL Corporation
Cell: (630) 699-2269
Fax: (630) 685-7596
E-mail: nthomas@cci-il.com
Web: www.cci-il.com

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From: Cooney, Kristin (K.R.) [<mailto:kcooney1@ford.com>]
Sent: Tuesday, July 21, 2009 8:44 AM
To: Noah Thomas
Subject: RE: Brake Fluid EDI

Noah, what is EDI?

Kristin Cooney
Brake Systems Engineering
Actuation, Vacuum and Pedals
Phone: (313) 805-4728
Email: kcooney1@ford.com

From: Noah Thomas [<mailto:nthomas@cci-il.com>]
Sent: Monday, July 20, 2009 3:48 PM
To: Cooney, Kristin (K.R.)
Subject: Brake Fluid EDI

Hi Kris,

Do you know who we would speak to about changes on Ford's side about EDI changes concerning brake fluid part numbers?

Thank you.

Regards,

Noah Thomas

Sales Representative
CCI Manufacturing IL Corporation
Cell: (630) 699-2269
Fax: (630) 685-7596
E-mail: nthomas@cci-il.com
Web: www.cci-il.com

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From: Davis, Ray (.)
Sent: Tuesday, April 24, 2007 11:51 AM
To: Messervey, Brandon (B.C.); Zajac, Kevin (K.S.); Herrington, April (A.M.)
Cc: Cooney, Kristin (K.R.); Zdun, Richard (R.E.)
Subject: RE: Brake Fluid Status

I will look into and verify that we will have enough through job last.

Regards,
Ray Davis
Wixom Assembly Plant, PVT
Ford Motor Company
Email: rdavis47@ford.com
Phone: 248-344-5693
Pager: 248-523-9905

From: Messervey, Brandon (B.C.)
Sent: Tuesday, April 24, 2007 11:44 AM
To: Zajac, Kevin (K.S.); Herrington, April (A.M.)
Cc: Cooney, Kristin (K.R.); Zdun, Richard (R.E.); Davis, Ray (.)
Subject: RE: Brake Fluid Status

I'm headed into the CNE today to get the black out approval to proceed. I already have Steve Kenner's approval to move forward. At this time no help is needed.

Ray Davis is my counterpart at WAP. They will only build vehicles until May 31, 2007. Need to verify that they have sufficient quantities to sustain them to the job last date.

Brandon

From: Zajac, Kevin (K.S.)
Sent: Tuesday, April 24, 2007 11:17 AM
To: Herrington, April (A.M.); Messervey, Brandon (B.C.)
Subject: FW: Brake Fluid Status
Importance: High

FYI. Let me know what, if anything, needs to be done to switch back to CCI, now that the Dow brake fluid has been exhausted.

Brandon, who is your counterpart at Wixom? Any idea if we need to do anything for that plant? Not sure.

By the way, I will be out of the office after today, until next week.

Kevin S. Zajac

*North American Brake Engineering
Ford Motor Company*

(313)-805-2532 kzajac@ford.com

From: Cooney, Kristin (K.R.)
Sent: Tuesday, April 24, 2007 11:02 AM
To: Mattison, Dwayne (D.); Zajac, Kevin (K.S.); Chahal, Harbind (H.S.)
Cc: Costley, Frank (F.G.)
Subject: FW: Brake Fluid Status
Importance: High

The extra Dow brake fluid has been exhausted. Please coordinate with all affected assembly plants for C170, CD338, U/P251, P221 and EN/FN to revert back to the CCI brake fluid at the next brake fluid reorder point (I'm not sure if an alert is required or not). Let me know if you have questions. Thanks.

Kristin Cooney

Brake Systems Engineering
Actuation, Vacuum and Pedals
Phone: (313) 805-4728
Email: kcooney1@ford.com

From: Springer, Valeria (V.L.)
Sent: Tuesday, April 24, 2007 10:55 AM
To: Cooney, Kristin (K.R.)
Cc: Howie, Stephanie (S.S.); Dodge, Melody (M.J.); Webster, Denise (D.H.); Gerster, Jim (J.); Prevost, Joe (J.H.); Kraemer, Kristian (.); Herrington, April (A.M.); Trela, Christopher (C.R.)
Subject: FW: Brake Fluid Status
Importance: High

Kristin,

I received notification St Thomas placed an order this morning for the last load of Dow brake fluid. Please issue an alert for the affected plants to order CCI brake fluid with their next order.

VEHICLES / PLANTS AFFECTED

Focus Wayne Assembly

Explorer, Sport Track & Mountaineer Louisville Assembly

F150 Dearborn Truck & Norfolk assembly

Fusion, Milan & Lincoln MKZ Hermosillo Assembly

Thanks.

From: Bem, David (DJ) [<mailto:David.Bem@dow.com>]
Sent: Tuesday, April 24, 2007 10:22 AM

To: Rogowski, Robert (RG); Springer, Valeria (V.L.)

Subject: RE: Brake Fluid Status

Good Morning,

I have just received an order from St Thomas for the last load. They are looking for delivery on 05/09.

David Bem

Key Account Specialist

Work Process Coach

Dow Automotive

Phone: 248 391 6314

Fax: 248 391 6392

From: Rogowski, Robert (RG)
Sent: Tuesday, April 24, 2007 9:03 AM
To: 'Springer, Valeria (V.L.)'
Cc: Bem, David (DJ)
Subject: Brake Fluid Status
Importance: High

Val,

Per my phone mail message we are near the end of our brake fluid inventory. We have an order for LAP, delivery on 8May07, which when shipped will then leave us with enough for one other 3000 gallon delivery to a plant. At that point our bulk fluid inventory will be depleted. Let's make sure this is used and your current supplier is scheduled to take over.

Also, please check that your current supplier is able to provide Ford-Venezuela. There was an issue in the past and we have continued to supply them in drums via a local drop ship point.

Any updates on the past dues and the obsolescence claim payment?

Let me know when to approach engineering.

Regards,

Robert (Bob) G. Rogowski
Executive Director Ford Business Unit
Dow Automotive
248/393-3823 office
248/766-3582 cell
248/391-6393 fax

From: Springer, Valeria (V.L.)
Sent: Wednesday, January 03, 2007 2:18 PM
To: Haberstroh, Robert (R.W.)
Cc: Howie, Stephanie (S.S.); Flack, Thomas (T.C.); Fash, James Jay (J.W.); Cooney, Kristin (K.R.)
Subject: RE: Brake Fluid Usage

Bob,

I'm still waiting to receive ordering info from Dearborn and Hermosillo.

<u>Plant</u>	<u>Next Order</u>	<u>Quantity</u>
Wayne	March 07	4000 gal
Norfolk	Jan 16, 07	5000 gal
Louisville	Jan 16, 07	4000 gal
Kentucky	Jan 16, 07	4000 gal
Dearborn		
Hermosillo		

St Thomas approved to place next order with Dow.

what are the steps to get approval before the next order date?

Thanks

From: Haberstroh, Robert (R.W.)
Sent: Wednesday, January 03, 2007 8:30 AM
To: Springer, Valeria (V.L.)
Cc: Howie, Stephanie (S.S.); Flack, Thomas (T.C.); Haberstroh, Robert (R.W.); Fash, James Jay (J.W.); Cooney, Kristin (K.R.)
Subject: RE: Brake Fluid Usage

Valeria; We are thinking about using this up with the next orders from the following plants:

Hermosillo, Dearborn Truck, Norfolk, Wayne, St. Thomas, and Louisville.

Could you investigate from your materials handling people,

When the plants noted above are scheduling there next order and what quantity they plan to order?

Sincerely,
Robert W. Haberstroh

Brake Design Supervisor, Actuation & Pedals
North American Engineering - Core Brake Design
Advanced Engineering Center/Room # 3522

✉ <mailto:rhaberst@ford.com>

24/7  313-805-0276  313-845-5882

From: Rogowski, Robert (RG) [<mailto:robert.rogowski1@dow.com>]
Sent: Tuesday, January 02, 2007 3:48 PM

To: Springer, Valeria (V.L.)
Cc: Pearson, Brad (BA) (BAPearson@dow.com)
Subject: Brake Fluid Usage
Importance: High

Val,

Rec'd your message. Requested info is below based on 2005 calendar year consumption:

OHAP (Avon Lake & Lorain at the time) = ~59,000 gal
Dennis Draper & Tom Bell were contacts

DTP = ~60,000 gal
Contacts have retired

Confirming St Tomas at ~19,000 gal

Regards,

Robert (Bob) G. Rogowski
Executive Director Ford Business Unit
Dow Automotive
248/393-3823 office
248/766-3582 cell
248/391-6393 fax

From: Cadagin, Ed (E.J.)
Sent: Thursday, December 15, 2016 1:58 PM
To: 'Pearse, Dan (NHTSA)'
Subject: RE: complaint vehicle evaluation on Monday December 19th

Dan,

No problem...we may also be looking at a vehicle just outside of Chicago in early January – if your schedule allows you to attend.

Best regards,

Ed Cadagin, P.E.

From: Pearse, Dan (NHTSA) [<mailto:Dan.Pearse@dot.gov>]
Sent: Thursday, December 15, 2016 12:03 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>; Kwiatkowski, Michael (M.P.) <mkwiatko@ford.com>
Subject: complaint vehicle evaluation on Monday December 19th

Ed/Mike,
Thank you for the invitation to observe the complaint vehicle test on Monday December 19th. After reevaluating my priorities and competing assignments I will decline your offer for this visit.
the invitation is appreciated,
Dan

Dan Pearse National Highway Traffic Safety Administration Vehicle Research and Test Center East Liberty, OH 43319 937-666-4511
--

From: Cadagin, Ed (E.J.)
Sent: Friday, December 16, 2016 7:55 AM
To: Patterson, David (D.S.) [REDACTED]; Sagan, Jessica L (J.L.)
Cc: Leah.Burns@continental-corporation.com; Page, Kimberly (K.A.); Jones, Rick (W.P.)
Subject: RE: Conference Call with Randy Spaller - 2007 MY Lincoln MKZ

David,

Thanks for the correction!

Address is **3480 Jackson Road**.

If you take I-94 West, get off at Jackson Road and turn Left at the light.

Best regards!

Ed C.

From: Patterson, David (D.S.)
Sent: Thursday, December 15, 2016 5:42 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>; Randy Spaller <roadanddirtrider@gmail.com>; Sagan, Jessica L (J.L.) <jramir30@ford.com>
Cc: Leah.Burns@continental-corporation.com; Page, Kimberly (K.A.) <kpage15@ford.com>; Jones, Rick (W.P.) <rjones6@ford.com>
Subject: RE: Conference Call with [REDACTED] - 2007 MY Lincoln MKZ

380 or 3480 Jackson Rd?

From: Cadagin, Ed (E.J.)
Sent: Thursday, December 15, 2016 2:22 PM
To: [REDACTED]; Sagan, Jessica L (J.L.) <jramir30@ford.com>
Cc: Patterson, David (D.S.) <dpatte35@ford.com>; Leah.Burns@continental-corporation.com; Page, Kimberly (K.A.) <kpage15@ford.com>; Jones, Rick (W.P.) <rjones6@ford.com>
Subject: RE: Conference Call with Randy Spaller - 2007 MY Lincoln MKZ

Sorry,

I'd intended to include the address for Varsity Ford:

Varsity Ford
380 Jackson Road
Ann Arbor, MI 48106

Ed C.

From: Cadagin, Ed (E.J.)
Sent: Thursday, December 15, 2016 2:10 PM
To: 'Randy Spaller' <roadanddirtrider@gmail.com>; Sagan, Jessica L (J.L.) <jramir30@ford.com>
Cc: Patterson, David (D.S.) <dpatte35@ford.com>; Leah.Burns@continental-corporation.com; Page, Kimberly (K.A.) <kpage15@ford.com>; Jones, Rick (W.P.) <rjones6@ford.com>
Subject: Conference Call with Randy Spaller - 2007 MY Lincoln MKZ

As we discussed in today's 1:00 pm meeting:

We will be reviewing [REDACTED] mother's 2007 Lincoln MKZ at 8:00 am – at Varsity Ford in Ann Arbor.

7:30 to 7:45 am - Ford people meet in Varsity Ford parking lot.

8:00 am – Meet and greet with [REDACTED]

8:05 to 8:15 am – Randy demonstrates the condition to Ford Engineering.

8:15 – 9:15 am - Ed C. / [REDACTED] go to get rental vehicle
- Ford Engineering review of vehicle

9:15 am – Vehicle entered into Varsity Ford for parts removal

I'm hopeful that things go smoothly...It looks like the temperature on Monday morning will be somewhere around -7 deg. F (so bundle up!).

Ed Cadagin's Cell Phone: (734)776-1448.

Thanks!

Ed C.

P.S. Kim Page from ASO will also be attending the evaluation.

From: Cadagin, Ed (E.J.)
Sent: Thursday, December 15, 2016 6:49 AM
To: 'Randy Spaller'
Subject: RE: Conference Call with [REDACTED] - 2007 MY Lincoln MKZ

[REDACTED]

That's right...call the number in the meeting notice and it should ask for the meeting number, which you will enter and then once you are connected (I think) it will ask you to push the "1" button.

...and then you should be connected.

If you have any problems – my CELL: (734) 776-1448.

Thanks!

Ed C.

From: [REDACTED]
Sent: Wednesday, December 14, 2016 5:15 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Cc: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Subject: Re: Conference Call with Randy Spaller - 2007 MY Lincoln MKZ

Ed,
Yes it does. I'll put it in my calendar. So I just need to call the number above and enter the access code at 1PM?
Randy

On Wed, Dec 14, 2016 at 1:42 PM, Cadagin, Ed (E.J.) <ecadagin@ford.com> wrote:

Randy,

Thanks for agreeing to talk with us regarding your mother's MKZ.

Does 1:00 to 1:30 on Thursday, December 15th work for you?

Please let me know...

Thanks!

Ed C.

JESSICA: Does this time work for Engineering? (Your calendar looked open.) Also, we can share our "plan" for the Monday, Dec. 19th evaluation with Randy at this time...EJC

-- Do not delete or change any of the following text. --

Ford Users: [Join WebEx meeting](#)

Guest and Mobile Users: [Join WebEx meeting](#)

Meeting number: 714 896 440

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For additional help with WebEx, Ford users can click on the Digital Worker link [How Do I...Conferencing](#)

If you are a host, [go here](#) to view host information.

Join by phone

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[+1-888-628-3668](#) US Toll Free Number

Access code: 714 896 440

[Global call-in numbers](#) | [Toll-free calling restrictions](#)

Can't join the meeting? [Contact support.](#)

MC07

From: Cadagin, Ed (E.J.)
Sent: Wednesday, December 14, 2016 2:01 PM
To: Sagan, Jessica L (J.L.)
Subject: RE: Conference Call with [REDACTED] - 2007 MY Lincoln MKZ

Great!

Yes...please include anyone you think is interested/required.

...and your team can ask questions – the key to these meetings is not to really share anything from the Ford side (since we need to understand what the customers are experiencing).

Thanks...and talk with you tomorrow.

Ed C.

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

From: Sagan, Jessica L (J.L.)
Sent: Wednesday, December 14, 2016 1:54 PM
To: Cadagin, Ed (E.J.)
Subject: Accepted: Conference Call with [REDACTED] - 2007 MY Lincoln MKZ
When: Thursday, December 15, 2016 1:00 PM-1:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx Meeting (Call-In Info below:)

Hi Ed,

Yes, 1PM will work tomorrow. Is it okay if I add the other team members? You can mute us so we can just listen to the answers.

Yes, we can share the vehicle test plan.

Thank you!

From: [REDACTED]
Sent: Monday, December 19, 2016 10:07 AM
To: Cadagin, Ed (E.J.)
Cc: Sagan, Jessica L (J.L.); Patterson, David (D.S.); Leah.Burns@continental-corporation.com; Page, Kimberly (K.A.); Jones, Rick (W.P.)
Subject: Re: Conference Call with [REDACTED] - 2007 MY Lincoln MKZ

Hello all.

I thank you for all your time and efforts thus far in this process.

I wanted to follow-up with you regarding the couple of unanswered questions you had for my mother from our phone conference call last week.

- 1) Regarding the location where the tire was replaced in the winter of 2013 after the right rear tire hit a curb--my mother doesn't remember, sorry.
- 2) Does the ABS cycle or not cycle when she expected it to? When on snow or ice covered roads the ABS seems to function as expected.

Additionally, my mother sent me the following in an e-mail the other day (I have added the additional information in red based on questioning her further): "[REDACTED] I just remembered one time (December 8th, 2016) I had trouble with the brakes. I was going to stop at a light and the brakes didn't respond. I pumped the brakes, they were noisy (screeching brake noise? She had trouble describing it to me. She said she knows what the ABS sounds/feels like, but this was different) but I did get the car stopped. It was only the one time about a week ago." She said the road (asphalt) was dry at the time.

Please let me know if I can be of any more help.

Cheers,

Randy Spaller

On Thu, Dec 15, 2016 at 2:09 PM, Cadagin, Ed (E.J.) <ecadagin@ford.com> wrote:
As we discussed in today's 1:00 pm meeting:

We will be reviewing [REDACTED] mother's 2007 Lincoln MKZ at 8:00 am – at Varsity Ford in Ann Arbor.

7:30 to 7:45 am - Ford people meet in Varsity Ford parking lot.

8:00 am – Meet and greet with [REDACTED]

8:05 to 8:15 am – Randy demonstrates the condition to Ford Engineering.

8:15 – 9:15 am - Ed C. / Randy go to get rental vehicle
- Ford Engineering review of vehicle

9:15 am – Vehicle entered into Varsity Ford for parts removal

I'm hopeful that things go smoothly...It looks like the temperature on Monday morning will be somewhere around -7 deg. F (so bundle up!).

Ed Cadagin's Cell Phone: [\(734\)776-1448](tel:7347761448).

Thanks!

Ed C.

P.S. Kim Page from ASO will also be attending the evaluation.

From: Cadagin, Ed (E.J.)
Sent: Tuesday, November 29, 2016 2:20 PM
To: Sagan, Jessica L (J.L.)
Subject: RE: Discuss 2 VINS from NHTSA for possible visits - or remote diagnosis

Jessica,

Not sure if you have my phone number: 313-322-9507.

Thanks!

Ed C.

From: Sagan, Jessica L (J.L.)
Sent: Monday, November 28, 2016 9:15 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: Discuss 2 VINS from NHTSA for possible visits - or remote diagnosis

Wow, that's great news!

I will be out of town the next few days so I can't make the Webex.

I will call you when I land during my layover and we can discuss. I would really like to visit both vehicles if possible.

I will call you tomorrow and we will figure something out!

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

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

From: Cadagin, Ed (E.J.)
Sent: Monday, November 28, 2016 3:32 PM
To: Sagan, Jessica L (J.L.)
Subject: Discuss 2 VINS from NHTSA for possible visits - or remote diagnosis
When: Tuesday, November 29, 2016 12:30 PM-1:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx Meeting...info below:

Jessica,

NHTSA has contacted 2 customers and they are willing to have their cars reviewed.

One is in the Chicago suburbs – and the second is in Rancho Santa Margarita, CA.

Let's discuss if your team could go review the Chicago car – and possibly remotely diagnose the CA car (?).

I'm also thinking that we need to ensure these are the best vehicles for us to review (through a phone call with the owners).

Let's discuss on Tuesday.

Thanks!

Ed C.

-- Do not delete or change any of the following text. --

Ford Users: [Join WebEx meeting](#)

Guest and Mobile Users: [Join WebEx meeting](#)

Meeting number: 714 849 898

NOTICE: *This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video:* [click here](#)

For additional help with WebEx, Ford users can click on the Digital Worker link [How Do I...Conferencing](#)

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Join by phone

+1-313-248-3668 FordNet 248-3668 / Toll

+1-888-628-3668 US Toll Free Number

Access code: 714 849 898

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Can't join the meeting? [Contact support.](#)

MC07

From: Cadagin, Ed (E.J.)
Sent: Tuesday, November 29, 2016 2:50 PM
To: Sagan, Jessica L (J.L.)
Subject: RE: Discuss 2 VINS from NHTSA for possible visits - or remote diagnosis

Jessica,

We were just given another vehicle in Ann Arbor, MI.

Let's chat...and get the wheels turning to look at some of these vehicles.

Thanks!

Ed C.

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

From: Cadagin, Ed (E.J.)
Sent: Monday, November 28, 2016 3:32 PM
To: Sagan, Jessica L (J.L.)
Subject: Discuss 2 VINS from NHTSA for possible visits - or remote diagnosis
When: Tuesday, November 29, 2016 12:30 PM-1:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx Meeting...info below:

Jessica,

NHTSA has contacted 2 customers and they are willing to have their cars reviewed.

One is in the Chicago suburbs – and the second is in Rancho Santa Margarita, CA.

Let's discuss if your team could go review the Chicago car – and possibly remotely diagnose the CA car (?).

I'm also thinking that we need to ensure these are the best vehicles for us to review (through a phone call with the owners).

Let's discuss on Tuesday.

Thanks!

Ed C.

-- Do not delete or change any of the following text. --

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Guest and Mobile Users: [Join WebEx meeting](#)

Meeting number: 714 849 898

NOTICE: *This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video:* [click here](#)

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+1-888-628-3668 US Toll Free Number

Access code: 714 849 898

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Can't join the meeting? [Contact support.](#)

MC07

From: Cadagin, Ed (E.J.)
Sent: Tuesday, January 17, 2017 6:47 AM
To: 'Mark Kolsen'
Subject: RE: Discuss 2009 MY Fusion ABS Extended Brake Pedal Travel with Hallie Kolsen

Hi Mark!

Thanks for your note - I failed to attach the call-in information in my meeting notice!

Here is the dial-in info:

Join by phone

+1-313-248-3668 FordNet 248-3668 / Toll

+1-888-628-3668 US Toll Free Number

Access code: 716 268 842

We look forward to chatting with you later this morning...

Thanks again for your assistance.

Ed C.

From: Mark Kolsen [<mailto:Kolsens@hotmail.com>]
Sent: Monday, January 16, 2017 6:57 AM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: Discuss 2009 MY Fusion ABS Extended Brake Pedal Travel with Hallie Kolsen

Hi Ed,

Either I deleted the information or--more likely--I am looking in the wrong place, but in any case I cannot find the phone number for tomorrow's conference call. Could you please send it to me again?

Thanks,

Mark

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: "Cadagin, Ed (E.J.)" <ecadagin@ford.com>
Date: 1/13/17 2:04 PM (GMT-04:00)
To: Mark Kolsen <kolsens@hotmail.com>
Subject: Re: Discuss 2009 MY Fusion ABS Extended Brake Pedal Travel with Hallie Kolsen

Mark,

That would be great.

The toll free number and dial-in code are in the meeting notice.

Thanks for your help.

Ed C.

Sent from my iPhone using TouchDown (www.symantec.com)

-----Original Message-----

From: Mark Kolsen [Kolsens@hotmail.com]

Received: Jan 13, 12:13 PM

To: Cadagin, Ed (E.J.) [ecadagin@ford.com]

Subject: Re: Discuss 2009 MY Fusion ABS Extended Brake Pedal Travel with Hallie Kolsen

Hi again Ed,

I read the list of questions for Hallie. As I bought the car new and she obtained ownership only last year, I probably can answer some of the repair history better than she. So if you'd like to include me in the call, I'm happy to attend. And if not, I will brief her on some facts she might not know.

Best,

Mark

From: Cadagin, Ed (E.J.) <ecadagin@ford.com>

Sent: Friday, January 13, 2017 9:42 AM

To: halliekolsen@yahoo.com; Sagan, Jessica L (J.L.); Gangwar, Hans (H.B.); Leah.Burns@continental-corporation.com; Patterson, David (D.S.); Mark Kolsen

Subject: Discuss 2009 MY Fusion ABS Extended Brake Pedal Travel with Hallie Kolsen

When: Tuesday, January 17, 2017 10:00 AM-10:30 AM.

Where: WebEx (Info below:)

UPDATE: Meeting date moved to Tuesday, January 17th.

This meeting is scheduled for 11:00 AM (Dearborn, MI) and 10:00 AM (Chicago, IL).

Meeting to discuss Hallie Kolsen's extended brake pedal travel with her 2009 Fusion (in advance of our visit to Joe Rizza Ford on January 19th).

HALLIE: Attached are questions we would like to discuss in the call.

MARK: I've added you into the meeting notice – if you are interested.

At Ford we use WebEx for conference meetings. If you are not able to use WebEx – we will call you at (708) 846-1428.

Thanks!

Ed Cadagin

Ford Motor Company

Automotive Safety Office

ecadagin@ford.com

(313) 322-9507

From: [REDACTED]
Sent: Tuesday, January 17, 2017 10:50 AM
To: Cadagin, Ed (E.J.)
Subject: Re: Discuss 2009 MY Fusion ABS Extended Brake Pedal Travel with Hallie Kolsen

Sounds good, thanks!

From: "Cadagin, Ed (E.J.)" <ecadagin@ford.com>
To: Hallie Kolsen [REDACTED]@[REDACTED]
Sent: Tuesday, January 17, 2017 8:56 AM
Subject: RE: Discuss 2009 MY Fusion ABS Extended Brake Pedal Travel with Hallie Kolsen

[REDACTED]

I will call you cell phone at 10:00 AM Chicago time...

Also, the service manager at Joe Rizza Ford is David Claster (800) 985-4345.

Talk with you soon...

Ed C.

From: [REDACTED]
Sent: Friday, January 13, 2017 1:23 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: Re: Discuss 2009 MY Fusion ABS Extended Brake Pedal Travel with Hallie Kolsen

Thanks - if you could call my cell that would be great. [REDACTED]

From: "Cadagin, Ed (E.J.)" <ecadagin@ford.com>
To: [REDACTED]
Sent: Friday, January 13, 2017 9:41 AM
Subject: RE: Discuss 2009 MY Fusion ABS Extended Brake Pedal Travel with [REDACTED]

[REDACTED],

Of course – I will update the meeting notice.

Thanks!

Ed C.

From: [REDACTED]
Sent: Friday, January 13, 2017 10:40 AM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: Re: Discuss 2009 MY Fusion ABS Extended Brake Pedal Travel with [REDACTED]

Ed, I accidentally told my dad the wrong date - can we reschedule for 10am CT on the 17th?

Thanks,

████████

From: "Cadagin, Ed (E.J.)" <ecadagin@ford.com>
To: "halliekolsen@yahoo.com" <halliekolsen@yahoo.com>; "Sagan, Jessica L (J.L.)" <iramir30@ford.com>; "Gangwar, Hans (H.B.)" <hgangwar@ford.com>; "Leah.Burns@continental-corporation.com" <Leah.Burns@continental-corporation.com>; "Patterson, David (D.S.)" <dpatte35@ford.com>; Mark Kolsen <Kolsens@hotmail.com>
Sent: Friday, January 13, 2017 9:26 AM
Subject: Discuss 2009 MY Fusion ABS Extended Brake Pedal Travel with Hallie Kolsen

This meeting is scheduled for 11:00 AM (Dearborn, MI) and 10:00 AM (Chicago, IL).

Meeting to discuss ██████████'s extended brake pedal travel with her 2009 Fusion (in advance of our visit to Joe Rizza Ford on January 19th).

████████: Attached are questions we would like to discuss in the call.

MARK: I've added you into the meeting notice – if you are interested.

At Ford we use WebEx for conference meetings. If you are not able to use WebEx – we will call you at (708) 846-1428.

Thanks!

Ed Cadagin
Ford Motor Company
Automotive Safety Office
ecadagin@ford.com
(313) 322-9507

From: Costley, Frank (F.G.)
Sent: Monday, June 02, 2008 12:38 PM
To: 'Troy Mullen'; Cooney, Kristin (K.R.)
Cc: Yuri Mitsuyasu; Shigeaki Kita; Kent Ueki
Subject: RE: DOT3 B060 brake Fluid defective color issue

I had previously asked for a discussion of control processes and boundary samples for fluid tint. The fact that this batch passed testing only emphasizes the need for this discussion. The fluid was essentially clear and this can have major impact on Ford's manufacturing processes. Kris, please schedule a review with CCI.

Regards,
Frank Costley, 313/322-7661
Brake Systems Engineering

From: Troy Mullen [<mailto:tmullen@cci-il.com>]
Sent: Monday, June 02, 2008 12:22 PM
To: Costley, Frank (F.G.)
Cc: Yuri Mitsuyasu; Shigeaki Kita; Messervey, Brandon (B.C.); Kent Ueki
Subject: RE: DOT3 B060 brake Fluid defective color issue

Hello Mr. Costley

I just want to inform you that this is the plants information which I sent on 4/10/08 to Ms. Cooney. Also, I talk to Ms. Cooney regarding of this batch passed our technical testing which show no issue on C of A. please let me know if there is any that CCI need to do to resolve this issue. Thank you !

If you have any questions, please feel free to contact me.

Regards,

Troy J Mullen

Sales Representative
CCI Manufacturing IL Corporation
Tel. (630) 699-2269
FAX: (630) 685-7589
E-mail: tmullen@cci-il.com
Web: www.cci-il.com

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From: Costley, Frank (F.G.) [<mailto:fcostley@ford.com>]
Sent: Monday, June 02, 2008 7:59 AM
To: Cooney, Kristin (K.R.); Troy Mullen
Cc: Yuri Mitsuyasu; Shigeaki Kita; Messervey, Brandon (B.C.); Kent Ueki
Subject: RE: DOT3 B060 brake Fluid defective color issue

I consider this issue still open. What is the status?

Regards,
Frank Costley, 313/322-7661
Brake Systems Engineering

From: Cooney, Kristin (K.R.)
Sent: Tuesday, April 08, 2008 4:29 PM
To: 'Troy Mullen'; Costley, Frank (F.G.)
Cc: Yuri Mitsuyasu; Shigeaki Kita; Messervey, Brandon (B.C.); Kent Ueki
Subject: RE: DOT3 B060 brake Fluid defective color issue

Troy, I don't see on the attached spreadsheet which locations also received this batch of fluid; the location for each line item is "LM". Also, Frank asked some questions last week that I haven't yet seen a response for (email attached). Thanks.

Kristin Cooney
Brake Systems Engineering
Actuation, Vacuum and Pedals
Phone: (313) 805-4728
Email: kcooney1@ford.com

From: Troy Mullen [<mailto:tmullen@cci-il.com>]
Sent: Tuesday, April 08, 2008 11:18 AM
To: Costley, Frank (F.G.)
Cc: Cooney, Kristin (K.R.); Yuri Mitsuyasu; Shigeaki Kita; Messervey, Brandon (B.C.); Kent Ueki
Subject: DOT3 B060 brake Fluid defective color issue

Hello Mr. Frank

This attachment show each location of plant that was sent to I please view this attachment and let me know what CCI needed to do resolve this issue.

Thank you !

If you have any questions, please feel free to contact me.

Regards,

Troy J Mullen

Sales Representative
CCI Manufacturing IL Corporation
Tel. (630) 699-2269
FAX: (630) 685-7589
E-mail: tmullen@cci-il.com
Web: www.cci-il.com

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From: Cadagin, Ed (E.J.)
Sent: Tuesday, December 13, 2016 10:37 AM
To: [REDACTED]
Subject: RE: Engineering questions regarding ABS

[REDACTED],

Great! Thanks...let me know what day works for the conference call –and I will schedule it.

It looks like Monday, Dec. 19th will be the day...

Ford (engineering and I) would like to meet with you (and or your mother) – drive the vehicle to experience the condition, and then we will take the vehicle to Varsity Ford to have the components removed (and replaced with new components).

The work may take longer than a day – so, we may need to put you in a rental vehicle (no cost to you) – until the parts arrive and are installed.

Thanks again for your help!

Ed C.

From: [REDACTED]
Sent: Tuesday, December 13, 2016 10:26 AM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: Re: Engineering questions regarding ABS

Received and printed. Will discuss the questions with my mother soon and let you know of a couple good day/time options to set up the conference call.

[REDACTED]

On Tue, Dec 13, 2016 at 10:07 AM, Cadagin, Ed (E.J.) <ecadagin@ford.com> wrote:

Randy,

As discussed – attached are the questions from engineering.

Thanks for your help!

I will let you know which day is good for Varsity Ford – stay tuned...

Ed C.

From: Cadagin, Ed (E.J.)
Sent: Tuesday, January 03, 2017 7:22 AM
To: [REDACTED]
Subject: RE: Engineering questions regarding ABS

Hey [REDACTED]

Happy New Year!!!

I'm pleased that you have gotten your mother's MKZ back and that it has been updated with replacement parts.

Again, many thanks for having worked with Ford and allowing us to evaluate her vehicle – and remove some parts for inspection by engineering and the supplier.

I hope your mother's MKZ continues to serve her well.

Best regards,

Edward J. Cadagin, P.E.
Ford Motor Company
Automotive Safety Office
(313) 322-9507
ecadagin@ford.com

From: [REDACTED]
Sent: Thursday, December 29, 2016 8:11 AM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: Re: Engineering questions regarding ABS

Hello Ed.

I just wanted to let you know I received a call yesterday from a service advisor at Varsity Ford indicating a FoMoCo employee test drove my mother's MKZ and all was well. I picked up the car and returned it to her. The brakes function properly now. I thank you again for all the effort and I hope your engineer's are able to identify the problem part/component.

Regards,

[REDACTED]

On Wed, Dec 14, 2016 at 5:19 PM, [REDACTED] > wrote:

Ed,
Sounds good. I went through the list of questions with my mother last night, so I should be all set.
Randy

On Wed, Dec 14, 2016 at 10:26 AM, Cadagin, Ed (E.J.) <ecadagin@ford.com> wrote:

| Randy,

Thanks for your help...

We have a meeting tomorrow to discuss Monday's review of your mother's vehicle – and then the visit to Varsity Ford.

I will send you the plans as soon as they've been finalized.

Ed C.

From: [REDACTED] [.com](#)]

Sent: Tuesday, December 13, 2016 10:26 AM

To: Cadagin, Ed (E.J.) <ecadagin@ford.com>

Subject: Re: Engineering questions regarding ABS

Received and printed. Will discuss the questions with my mother soon and let you know of a couple good day/time options to set up the conference call.

[REDACTED]

On Tue, Dec 13, 2016 at 10:07 AM, Cadagin, Ed (E.J.) <ecadagin@ford.com> wrote:

[REDACTED]

As discussed – attached are the questions from engineering.

Thanks for your help!

I will let you know which day is good for Varsity Ford – stay tuned...

Ed C.

From: Cadagin, Ed (E.J.)
Sent: Wednesday, November 30, 2016 7:10 AM
To: Sagan, Jessica L (J.L.)
Subject: RE: Fusion/Milan ABS/extended braking distance

Jessica,

I need the answers to questions 2 thru 4, below:

Since you are out of the office – could you give me the name of one of your engineers who might be able to help?

Ed C.

From: Cadagin, Ed (E.J.)
Sent: Monday, November 28, 2016 1:13 PM
To: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Subject: RE: Fusion/Milan ABS/extended braking distance

Jessica,

Greetings from ASO! I hope you had a great Thanksgiving Holiday!

We had a short conversation with NHTSA today regarding the Milan/Fusion ABS performance. Summary follows:

- 1) NHTSA has agreed to contact one or two customers who are complaining of “pedal goes to floor” – and see if they are agreeable to Ford reviewing their vehicles. **Stay tuned.**
- 2) NHTSA asked who manufactured the ABS/HCU system for the 2007-2009 Milan/Fusion. **Can you advise?** Also, please let us know for both the Electrical side and the Hydraulic side (if they are different manufacturers).
- 3) NHTSA asked if **we could contact the supplier of the 2007-2009 Milan/Fusion** to see if the supplier may have any information from warranty returned parts – or other sources of information.
- 4) NHTSA also said they have had some VOQs on the 2005-2010 MY Escape/Mariner HYBRID – also with longer pedal travel. **They asked who manufactured the ABS/HCU for these model years.**

Can you help?!

Thanks!

Ed C.

From: Sagan, Jessica L (J.L.)
Sent: Tuesday, October 25, 2016 2:33 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: Fusion/Milan ABS/extended braking distance

ok

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Cadagin, Ed (E.J.)

Sent: Tuesday, October 25, 2016 2:11 PM

To: Sagan, Jessica L (J.L.) <jramir30@ford.com>

Subject: RE: Fusion/Milan ABS/extended braking distance

Jessica,

Not yet...I've been working on an issue for Transport Canada.

I'm just getting back to the ABS issue this week.

Stay tuned!

Thanks...

Ed C.

From: Sagan, Jessica L (J.L.)

Sent: Tuesday, October 25, 2016 2:05 PM

To: Cadagin, Ed (E.J.)

Subject: RE: Fusion/Milan ABS/extended braking distance

Hi Ed,

Do you have any leads on a vehicle we can visit/drive? Any new vins on the list we should investigate?

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Cadagin, Ed (E.J.)

Sent: Friday, October 14, 2016 6:54 AM

To: Sagan, Jessica L (J.L.) <jramir30@ford.com>

Subject: FW: Fusion/Milan ABS/extended braking distance

Jessica,

As discussed yesterday – attached is the Hyundai recall that I mentioned.

Ed C.

From: Sagan, Jessica L (J.L.)
Sent: Wednesday, November 30, 2016 9:46 AM
To: Cadagin, Ed (E.J.); Celani, Joseph (J.)
Cc: Rendi, Anthony (A.J.)
Subject: RE: Fusion/Milan ABS/extended braking distance

Importance: High

2) NHTSA asked who manufactured the ABS/HCU system for the 2007-2009 Milan/Fusion. **Can you advise? Continental Automotive for GAS and HEV.**

Also, please let us know for both the Electrical side - I think Yazaki, ,but let's ask the D&R.

Hi Joe, will you please provide the wiring supplier(s) for Fusion/Milan for 07-09MY?

3) NHTSA asked if **we could contact the supplier of the 2007-2009 Milan/Fusion** to see if the supplier may have any information from warranty returned parts – or other sources of information. Yes, I'm on a business trip with the Conti Quality team now.

4) NHTSA also said they have had some VOQs on the 2005-2010 MY Escape/Mariner HYBRID – also with longer pedal travel. **They asked who manufactured the ABS/HCU for these model years.**

Continental Automotive was the supplier for Escape/Mariner, but the HEV has a different ABS module with High Pressure Accumulator for MY's 2007-2008, the team moved to SBA 1 in 2009.

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Murray, Scott (D.)
Sent: Tuesday, December 13, 2016 10:25 AM
To: Cadagin, Ed (E.J.)
Subject: RE: Fusion/Milan/MKZ ABS Investigation...

<https://dept.sp.ford.com/sites/seocse/concern/Pages/Toolbox-For-Problem-Solvers.aspx>

Scott D. Murray

Field Service Engineer Detroit Region

smurray8@ford.com

Cell 313.598.4698

Fax 888.593.6374

The Rotunda General Service Equipment Program is confident in providing you all the "full-service" advantages of buying through the Program at the best available prices.

Contact me for your competitive quote today.



From: Cadagin, Ed (E.J.)
Sent: Tuesday, December 13, 2016 10:24 AM
To: Murray, Scott (D.)
Subject: Fusion/Milan/MKZ ABS Investigation...

Scott,

Thanks for your help!

Ed C.

Edward J. Cadagin, P.E.
Ford Motor Company
Automotive Safety Office
(313)322-9507
ecadagin@ford.com

From: Leah.Burns@continental-corporation.com
Sent: Wednesday, January 11, 2017 2:09 PM
To: Sagan, Jessica L (J.L.)
Cc: Patterson, David (D.S.); Gangwar, Hans (H.B.)
Subject: Re: Fusion Pedal Feel evaluations

Jessica

I am in Frankfurt this week. I do not need to drive the vehicles as the data will give us the feedback. However I do want to stop down and get samples of Ravi's brake fluid sooner than later, and especially before the system is hydraulically open, to get it out for analysis, and I'm assuming you would like to start the sample analysis as well.

Leah Burns
Engineering Manager
VED Hydraulics
Continental Automotive
Phone: [+1\(248\)393-6181](tel:+1(248)393-6181)
Mobile: [+1\(248\)701-8986](tel:+1(248)701-8986)
leah.burns@continental-corporation.com

On Jan 11, 2017, at 7:35 PM, Sagan, Jessica L (J.L.) <jramir30@ford.com> wrote:

Hi Team,
I have 4 Ford employee that have stated they an intermittent pedal feel concern or a consistent soft brake pedal.

Do you have time to evaluate these vehicles or will Link be doing the evaluations? If so, can we have the vehicles evaluated next week?

I know you'll be going out of town soon, but do you want to drive these vehicles before the instrumentation for pedal feel and when are you available?

FYI,Ravi's vehicle is a manual.

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Gangwar, Hans (H.B.)
Sent: Thursday, January 12, 2017 7:37 AM
To: Sagan, Jessica L (J.L.); Srinivasan, Ravi (R.)
Subject: RE: Fusion Pedal Feel evaluations

Jess,

Be sure to send a note to the other team members clearing up the situation.

Thanks,
Hans

From: Sagan, Jessica L (J.L.)
Sent: Wednesday, January 11, 2017 4:55 PM
To: Srinivasan, Ravi (R.); Gangwar, Hans (H.B.)
Subject: RE: Fusion Pedal Feel evaluations

Some people say their pedal dropped to the floor, other say they had a long pedal travel where they ended up past a red light/stop sign/etc.

We have both concerns in the customer complaints.

Ok, then I would think the only thing we would need from Ravi is a sample of his brake fluid.

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Srinivasan, Ravi (R.)
Sent: Wednesday, January 11, 2017 4:53 PM
To: Sagan, Jessica L (J.L.) <jramir30@ford.com>; Gangwar, Hans (H.B.) <hgangwar@ford.com>
Subject: RE: Fusion Pedal Feel evaluations

I had one situation where the pedal was long but that was because I went over a bump and the vehicle went into ABS because one wheel was in the air momentarily.

I have no complaints about my brake module and have never experienced the pedal drop to the floor as described by others.

Ravi Srinivasan

Ford Motor Company - North American Engineering
Brake Control Systems Engineering
Building 6 EEC
20600 Rotunda Drive,
Receiving Z,
Dearborn, MI 48124
Cell # (313) 805-4750
E mail: rsriniva@ford.com

From: Sagan, Jessica L (J.L.)
Sent: Wednesday, January 11, 2017 4:41 PM
To: Gangwar, Hans (H.B.) <hgangwar@ford.com>; Srinivasan, Ravi (R.) <rsriniva@ford.com>
Subject: RE: Fusion Pedal Feel evaluations

Ravi,
I thought you mentioned you had a few situations where the pedal travel felt long but you still had braking ability.
Please clarify, thank you!

Have a great day!

Jessica L. Sagan
Brake Controls
Cell: 313 805 4991
Email: jramir30@ford.com

From: Gangwar, Hans (H.B.)
Sent: Wednesday, January 11, 2017 2:01 PM
To: Sagan, Jessica L (J.L.) <jramir30@ford.com>; Srinivasan, Ravi (R.) <rsriniva@ford.com>
Subject: RE: Fusion Pedal Feel evaluations

Jess,

I talked to Ravi. Ravi stated he has no issues with brake performance. I understand from you (this note and verbal in meetings) differently. Please talk to Ravi and send a clarification note to the team.

Thanks,
Hans

From: Sagan, Jessica L (J.L.)
Sent: Wednesday, January 11, 2017 1:35 PM
To: Patterson, David (D.S.); Gangwar, Hans (H.B.); Leah.Burns@continental-corporation.com
Subject: Fusion Pedal Feel evaluations

Hi Team,

I have 4 Ford employee that have stated they an intermittent pedal feel concern or a consistent soft brake pedal.

Do you have time to evaluate these vehicles or will Link be doing the evaluations? If so, can we have the vehicles evaluated next week?

I know you'll be going out of town soon, but do you want to drive these vehicles before the instrumentation for pedal feel and when are you available?

FYI,Ravi's vehicle is a manual.

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Cadagin, Ed (E.J.)
Sent: Wednesday, December 21, 2016 7:28 AM
To: [REDACTED]
Subject: RE: fusion repair

Mark,

Thanks for the note...

We will work something out – possibly Hallie can drop the vehicle off in the morning and get her rental car (paid for by Ford) and head off to work. Another option might be to meet with Hallie in the evening (after work) – do the drive evaluation together – and then get her into the rental car.

I've forwarded your request to Ford Engineering for review to see how they would like to handle it.

Ed C.

From: [REDACTED]
Sent: Tuesday, December 20, 2016 3:50 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: Re: fusion repair

Hi again Ed,

My daughter is fine with January 19; her only issue is that she is working that day, and as a young employee, it may be difficult for her to get away that day. Is it possible for the technical team to meet her at her workplace or must it be at the dealership? And if the latter, is it possible for her to deliver the car to the dealer (either the night before or that morning) and for the team to talk with her via Skype or phone?

Best,

[REDACTED]

From: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Sent: Tuesday, December 20, 2016 7:03 AM
To: [REDACTED]
Subject: RE: fusion repair

Hey [REDACTED]

Sorry for the delay – we had another vehicle closer to Dearborn that our team inspected yesterday.

I've sent an email to Jessica asking her about engineering's availability to support the Chicago review (your daughter's vehicle).

Ford is in shut-down mode from December 26th through January 2nd – so, the review of your vehicle may not happen until the 1st or second week of January.

I will keep you informed...

Thanks for your help!

Ed Cadagin

P.S. Are you still out in CA?

From: [REDACTED]
Sent: Sunday, December 18, 2016 1:09 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: fusion repair

Hi Ed,

Still haven't heard from Jessica Sagen; any idea as to when that might happen?

Happy Holidays,

[REDACTED]

From: Sagan, Jessica L (J.L.)
Sent: Wednesday, December 21, 2016 8:32 AM
To: Cadagin, Ed (E.J.)
Subject: RE: fusion repair

Hi Ed,

If she can drop her vehicle the night before that will be fine, then she be able to pick up a rental that evening and not worry about missing work.

We've all been there and I completely understand that she does not want to miss work.

Also, maybe we should arrange a day and time to call her and have her answer the questions like we did for Randy.

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Cadagin, Ed (E.J.)
Sent: Wednesday, December 21, 2016 6:48 AM
To: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Subject: FW: fusion repair

Jessica,

Please see the note from the Chicago car owner...

It looks like we may need to work something out so the driver can stay at work.

Maybe we just have her drop off the vehicle the night before (and pick-up her rental car) and then we just do the drive evaluation on Thursday – without her?

Your thoughts?

Ed C.

From: [REDACTED]
Sent: Tuesday, December 20, 2016 3:50 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: Re: fusion repair

Hi again Ed,

From: Sagan, Jessica L (J.L.)
Sent: Tuesday, January 17, 2017 9:18 AM
To: Bull, Tony (W.A.)
Subject: RE: Fusion Soft Pedal Issue

Hi Tony,
The team is out of town this week, we will set up a time with you on Monday next week and we'll need your vehicle for about 4 hours. Thanks again for your help!

Have a great day!

Jessica L. Sagan
Brake Controls
Cell: 313 805 4991
Email: jramir30@ford.com

From: Bull, Tony (W.A.)
Sent: Tuesday, January 17, 2017 9:05 AM
To: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Subject: RE: Fusion Soft Pedal Issue

Good morning Jessica,

I'm back in the country now. Any day this week should be OK, or next week should be fine as well. Thanks.

From: Sagan, Jessica L (J.L.)
Sent: Thursday, January 12, 2017 9:18 AM
To: Bull, Tony (W.A.)
Subject: RE: Fusion Soft Pedal Issue

Thank you Tony,
I will get back with you once we work out a schedule for vehicle evaluation and testing.

Thanks again!

Have a great day!

Jessica L. Sagan
Brake Controls
Cell: 313 805 4991
Email: jramir30@ford.com

From: Bull, Tony (W.A.)
Sent: Thursday, January 12, 2017 6:06 AM
To: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Subject: Re: Fusion Soft Pedal Issue

Thanks again Jessica,

I have replaced nothing since I incurred the soft pedal issue (9/1/2016).

In August of 2016 I replaced all pads and rotors as part of routine maintenance.

I have owned the car since I bought it new in March of 2009.

I drive the car every day to work from my home in Sylvan Lake, MI.

Yes, you can use the car anytime for evaluation purposes. I am in Europe this week but I will be flying back home this Friday.

Is it possible that after you complete the evaluation of my vehicle that your technicians could repair it?.. I am very confident that the ABS module or the HCU will need to be replaced.

Thanks again for your willingness to investigate/evaluate root cause of the braking issue on my vehicle. Have a great day!

Tony

Sent from my iPhone

On Jan 11, 2017, at 7:21 PM, Sagan, Jessica L (J.L.) <jramir30@ford.com> wrote:

Have you replaced any brake parts: abs module, booster, m/c, calipers, rotors?
How long have you owned the car?

Do you drive the car to work every day?
Would it possible to borrow your car for a day to run some test at the track?
What day works best for you?

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Bull, Tony (W.A.)

Sent: Wednesday, January 11, 2017 1:13 PM

To: Sagan, Jessica L (J.L.) <jramir30@ford.com>; Lemmer, Brian (B.M.) <blemmer@ford.com>

Subject: RE: Fusion Soft Pedal Issue

Hi Jessica,

Thanks for getting back with me so fast.

VIN: 3FAHP08199R [REDACTED]

Mileage: 142,500 miles

Issue Started: 9/1/2016

Thanks again!..

Tony

From: Sagan, Jessica L (J.L.)
Sent: Wednesday, January 11, 2017 12:43 PM
To: Lemmer, Brian (B.M.); Bull, Tony (W.A.)
Subject: RE: Fusion Soft Pedal Issue

Hi Tony,

We are looking at cars, will you please send me your VIN, mileage, and when the soft pedal started to occur? Is your vehicle an automatic or manual?

Thank you!

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Lemmer, Brian (B.M.)
Sent: Wednesday, January 11, 2017 12:38 PM
To: Bull, Tony (W.A.) <tbull@ford.com>; Sagan, Jessica L (J.L.) <jramir30@ford.com>
Subject: FW: Fusion Soft Pedal Issue

Hi Tony,

Thanks for letting us know. Jessica Sagan is leading this investigation. She is out of the office right now but it appears she will be back later today. I will also leave her a voicemail so she knows I have sent this.

Thanks

Brian Lemmer

FOM Brake Supervisor

+1 313-805-4811 U.S. Cell

+52 55 2272 2078 Mexico Cell

943-7700 internal

From: Bull, Tony (W.A.)
Sent: Wednesday, January 11, 2017 11:02 AM
To: Lemmer, Brian (B.M.)
Subject: FW: Fusion Soft Pedal Issue

Hi Brian,

I'm hopeful you can help me. I have a 2009 Ford Fusion SEL 3.0L with an extremely soft brake pedal. The car stops OK but the pedal almost goes all the way to the floor. It had never been this way before I went through a harsh braking event over a bumpy road while in process of making a left turn. All rotors and pads have just been changed and the car always had a very firm pedal up until this recent event.

Is there a team up here in Dearborn that could benefit from reviewing this condition first hand?.. I would like the brakes / ABS system fixed on this car and I feel the brake team could learn from my vehicle. NHTSA is currently

investigating this situation so I am sure we have a team actively investigating the same concern from the Ford side.

Thanks again for your help.

Tony Bull

Certified 6-Sigma Blackbelt
7.3L Godzilla / 6.7L Scorpion / 3.0L Lion EGR CPMT Leader
Cube 12B-107, Product Development Building 1
Global Engine Engineering / Powertrain Operations / Ford Motor Company
Ph: 313-805-0377 E-mail: tbull@ford.com

From: Daniel, Cavin (C.R.)
Sent: Wednesday, January 11, 2017 11:06 AM
To: Robison, Bob (R.J.); Bull, Tony (W.A.)
Subject: RE: Fusion Soft Pedal Issue

CD4 (I assume CD3 as well) OPD D&R responsibility is FoM now. I believe Brian Lemmer would be a good first contact.

From: Robison, Bob (R.J.)
Sent: Wednesday, January 11, 2017 10:26 AM
To: Bull, Tony (W.A.)
Cc: Daniel, Cavin (C.R.)
Subject: RE: Fusion Soft Pedal Issue

Hi Tony, everything is going well. Good to hear from you. I work on Body Durability but have copied my chassis counterpart.

Cavin, do you have a contact for fusion brakes that may know of this issue?

Thanks.

From: Bull, Tony (W.A.)
Sent: Tuesday, December 27, 2016 8:48 PM
To: Robison, Bob (R.J.)
Subject: Fusion Soft Pedal Issue

Hey Bob Rob,

How are you doing man?.. I hope you had a good holiday break.

Quick question for you; last I remember you worked in brakes... I am having an issue with my 2009 Fusion that I see NHTSA is now investigating the very same issue upon.

I was driving and went through a harsh braking event over a rough road and the ABS activated, immediately followed by a spongy / soft brake pedal feel. From what I have gathered from the forums online this is due to a stuck valve in the ABS module / HCU pump. Have you heard of this by chance?.. If you are no longer working in brakes do you know who I could forward this e-mail to?.. I'm sure they could benefit from having my car to do some analysis on as it currently has this issue now.

Thanks my friend!.. I hope all is well.

Tony Bull

Certified 6-Sigma Blackbelt

7.3L Godzilla / 6.7L Scorpion / 3.0L Lion EGR CPMT Leader

Cube 12B-107, Product Development Building 1

Global Engine Engineering / Powertrain Operations / Ford Motor Company

Ph: 313-805-0377 E-mail: tbull@ford.com

From: Sagan, Jessica L (J.L.)
Sent: Wednesday, January 11, 2017 1:50 PM
To: Sagan, Jessica L (J.L.)
Subject: RE: Fusion with pedal concern

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Badawi, Basil (B.R.)
Sent: Wednesday, January 11, 2017 1:39 PM
To: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Cc: Abbasi, Basel (B.A.) <babbasi@ford.com>
Subject: RE: Fusion with pedal concern

You might mean Basil?

Best Regards,
Basil
bbadawi@ford.com
313-805-7846

From: Sagan, Jessica L (J.L.)
Sent: Wednesday, January 11, 2017 1:30 PM
To: Badawi, Basil (B.R.) <bbadawi@ford.com>
Subject: Fusion with pedal concern

Hi Basil,
My name is Jessica and I was asked to work with you regarding your Fusion.

Sorry I took so long to get back to you, but I was wondering if you could answer the following questions regarding your Fusion with soft brake pedal?

VIN
Current Mileage: 127K now, this year
when the soft pedal started to occur? When the weather changes, notices it more - (about 4 times)
Is your vehicle an automatic or manual? Auto
How long have you had the car? Used at 90K (second owner, no issue prior)

Have you replaced any brake parts: abs module, booster, m/c, calipers, rotors? No
How long have you owned the car?

Do you drive the car to work every day? yes

Would it possible to borrow your car for a day to run some test at the track? Building 2

What day works best for you? M-F

I will get back with you, when we can send the team to test your vehicle. Thank you for your help!

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Knepper, Robert (R.K.)
Sent: Thursday, January 05, 2017 12:28 PM
To: Captain
Cc: Sagan, Jessica L (J.L.)
Subject: RE: FW: FW: ABS pump motor

Bill,

The Ford Brake Controls group would like to have the old part/s to send to them to Germany for analysis. Jessica and myself know when and where to meet.

Regards,

Bob Knepper

Ford Motor Company

Product Engineer
OPD & S550 Mustang Brakes
(313) 594-4649 Office
(313) 400-7622 Cell ***

From: Captain [<mailto:plane432@gmail.com>]
Sent: Thursday, January 05, 2017 11:54 AM
To: Knepper, Robert (R.K.)
Subject: Re: FW: FW: ABS pump motor

Thanks for calling back, Happy new year,

The problem with the brakes was the abs pump. Olivia had to stop on ice and the pedal went to the floor and she slid through an intersection almost getting into an accident. We could not wait and had to have our Ford technician replace the ABS to resolve the issue with the brakes. I have kept the old part, and the brakes are back to normal. I am attaching 2 you tube videos from Ford Tech's that have figured out what is going on with this issue happening around the country. Please take the time to view them completely and forward them to Jessica. These guys have hit the nail on the head! Thanks Bill

[REDACTED]

[REDACTED]

From: Knepper, Robert (R.K.)
Sent: Wednesday, January 11, 2017 12:47 PM
To: Sagan, Jessica L (J.L.)
Subject: RE: FW: FW: ABS pump motor

It is on my desk.

From: Sagan, Jessica L (J.L.)
Sent: Thursday, January 05, 2017 12:11 PM
To: Knepper, Robert (R.K.)
Subject: RE: FW: FW: ABS pump motor

Wow, yes I would love the part. I will send the ABS to the team in Germany for a full teardown. Thanks Bob!

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Knepper, Robert (R.K.)
Sent: Thursday, January 05, 2017 12:03 PM
To: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Subject: FW: FW: FW: ABS pump motor

Jessica,

I called my old neighbor and left him a message. See attached.
He has the old part. Do you want it? He did no mention any compensation.

Regards,

Bob Knepper

Ford Motor Company

Product Engineer

OPD & S550 Mustang Brakes

(313) 594-4649 Office

(313) 400-7622 Cell ***

From: Captain [<mailto:plane432@gmail.com>]
Sent: Thursday, January 05, 2017 11:54 AM
To: Knepper, Robert (R.K.)
Subject: Re: FW: FW: ABS pump motor

Thanks for calling back, Happy new year,

The problem with the brakes was the abs pump. Olivia had to stop on ice and the pedal went to the floor and she slid through an intersection almost getting into an accident. We could not wait and had to have our Ford technician replace the ABS to resolve the issue with the brakes. **I have kept the old part, and the brakes are back to normal.** I am attaching 2 you tube videos from Ford Tech's that have figured out what is going on with this issue happening around the country. Please take the time to view them completely and forward them to Jessica. These guys have hit the nail on the head! Thanks Bill

[REDACTED]

[REDACTED]

From: Shah, Praful (P.L.)
Sent: Friday, January 05, 2007 12:50 PM
To: Shah, Praful (P.L.); Haberstroh, Robert (R.W.); Chahal, Harbind (H.S.); Condon, Frank (F.E.); Zajac, Kevin (K.S.)
Cc: Cooney, Kristin (K.R.); Fash, James Jay (J.W.); Springer, Valeria (V.L.)
Subject: RE: HD50-4 brake fluid bulk inventory that DOW

All 4 Alerts are at "A" status.
Please send them the Alert to whoever you need to at plant, program, etc.

Praful Shah

Product Design Engineer
S197, C170, EN/FN Brake Actuation
Core Brake Design, North American Engineering
E-Mail: pshah5@ford.com
Phone: 313-323-7966 Fax: 313-390-8249

From: Shah, Praful (P.L.)
Sent: Thursday, January 04, 2007 2:52 PM
To: Haberstroh, Robert (R.W.); Chahal, Harbind (H.S.); Condon, Frank (F.E.); Zajac, Kevin (K.S.)
Cc: Shah, Praful (P.L.); Cooney, Kristin (K.R.); Fash, James Jay (J.W.); Springer, Valeria (V.L.)
Subject: RE: HD50-4 brake fluid bulk inventory that DOW

Alerts has been written to start using Dow DOT 3 brake fluid in place of CCI DOT 3 brake fluid. All alerts are in Work status at this time but I will get all the informations in the Alert by tomorrow.

ALERT #	VEHICLES AFFECTED	PLANT AFFECTED
A11967863	Focus	Wayne Assembly
A11967866	Explorer, Sport Track & Mountaineer	Louisville Assembly
A11967869	F150	Dearborn Truck & Norfolk assembly
A11967876	Fusion, Milan & Lincoln MKZ	Hermosillo Assembly

Praful Shah

Product Design Engineer
S197, C170, EN/FN Brake Actuation
Core Brake Design, North American Engineering
E-Mail: pshah5@ford.com
Phone: 313-323-7966 Fax: 313-390-8249

From: Haberstroh, Robert (R.W.)
Sent: Thursday, January 04, 2007 1:05 PM
To: Shah, Praful (P.L.)
Subject: FW: HD50-4 brake fluid bulk inventory that DOW
Importance: High

Praful, What are the alert numbers..

Sincerely,

Robert W. Haberstroh

Brake Design Supervisor, Actuation & Pedals
North American Engineering - Core Brake Design
Advanced Engineering Center/Room # 3522

✉ <mailto:rhaberst@ford.com>

24/7 📞 313-805-0276 📠 313-845-5882

From: Springer, Valeria (V.L.)
Sent: Thursday, January 04, 2007 12:05 PM
To: Haberstroh, Robert (R.W.)
Cc: Howie, Stephanie (S.S.)
Subject: FW: HD50-4 brake fluid bulk inventory that DOW
Importance: High

Bob,
Is the alert in the system for the plants listed below to order the Dow brake fluid?

From: Jackson, Eric (E.A.)
Sent: Thursday, January 04, 2007 12:01 PM
To: Springer, Valeria (V.L.)
Subject: FW: HD50-4 brake fluid bulk inventory that DOW

And Eric is waiting on direction from Val.

From: Herrington, April (A.M.)
Sent: Thursday, January 04, 2007 10:51 AM
To: Haberstroh, Robert (R.W.); Sanchez, Aristoteles (A.); Sroka, Michael (M.J.); Jackson, Bradley (B.G.); Baldwin, Mark (M.E.); Messervey, Brandon (B.C.); Miller, Beverly (B.C.); Jackson, Eric (E.A.)
Cc: Cooney, Kristin (K.R.); Fash, James Jay (J.W.)
Subject: RE: HD50-4 brake fluid bulk inventory that DOW

My materials analyst, Beverly Miller, has been in contact with Eric Jackson in Purchasing and is awaiting direction from him for our next shipment.

Sincerely,

April M. Herrington
LAP PVT Brake Engineer
aherrin1@ford.com
mobile/text (313) 805-4733

From: Haberstroh, Robert (R.W.)
Sent: Wednesday, January 03, 2007 8:26 AM
To: Sanchez, Aristoteles (A.); Sroka, Michael (M.J.); Jackson, Bradley (B.G.); Baldwin, Mark (M.E.); Messervey, Brandon (B.C.); Herrington, April (A.M.)
Cc: Cooney, Kristin (K.R.); Fash, James Jay (J.W.)
Subject: HD50-4 brake fluid bulk inventory that DOW

Ford is responsible for 71,997 gallons of DOW HD50-4 brake fluid bulk inventory that we are looking to exhaust out ASAP with an Alert

We are thinking about using this up with the next orders from the following plants:

Hermosillo, Dearborn Truck, Norfolk, Wayne, St. Thomas, and Louisville.

Could you investigate from your materials handling people,
When your plant is scheduling its next order and what quantity they plan to order?

Sincerely,

Robert W. Haberstroh

Brake Design Supervisor, Actuation & Pedals
North American Engineering - Core Brake Design
Advanced Engineering Center/Room # 3522

✉ <mailto:rhaberst@ford.com>

24/7 📞 313-805-0276 🖨 313-845-5882

From: Sagan, Jessica L (J.L.)
Sent: Tuesday, December 13, 2016 10:54 AM
To: Cadagin, Ed (E.J.)
Subject: RE: How are our ABS review plans coming along?

Thanks Ed, we'll be ready!

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Cadagin, Ed (E.J.)
Sent: Tuesday, December 13, 2016 10:49 AM
To: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Subject: RE: How are our ABS review plans coming along?

Jessica,

- 1) Varsity Ford is clearing some time to take the vehicle on Monday, Dec. 19th (so, get your engineers ready!).
- 2) I've sent the list of questions to Randy – he will review the questions with his mother – and give me a time when we can do a conference call.

Stay tuned...

Ed C.

P.S. We will need to develop some logistics for the evaluation of the vehicle on Monday morning, before we take the vehicle to Varsity Ford...EJC

From: Sagan, Jessica L (J.L.)
Sent: Tuesday, December 13, 2016 9:03 AM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: How are our ABS review plans coming along?

Thanks Ed!

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Cadagin, Ed (E.J.)
Sent: Tuesday, December 13, 2016 8:52 AM
To: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Subject: RE: How are our ABS review plans coming along?

Jessica,

Thanks for the information...

I will talk with the owner / dealership to see if Dec. 19th or 20th will work.

I will also talk to the owner and see when would be a good day/time to do a conference call.

Ed C.

From: Sagan, Jessica L (J.L.)
Sent: Tuesday, December 13, 2016 8:48 AM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: How are our ABS review plans coming along?

<< File: 2007 CD Questions dec 13.docx >>

Hi Ed,

The team met again this morning and we are on-track to visit the Dexter vehicle next week. Here are the questions we'd like to ask via phone. If you could ask the question and we could listen, that would be great.

Here is our work plan, our target date to visit the Dexter vehicle on Dec 19/20th, whichever day works best for the customer.

<< File: 07 Fusion Timing plan.xlsx >>

The parts list is still in process, I will send the list to you later today. We would like to the FCSD rep to confirm OEM parts are in stock and readily available.
That's all for now, thank you!

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Cadagin, Ed (E.J.)

Sent: Tuesday, December 13, 2016 8:34 AM

To: Sagan, Jessica L (J.L.) <jramir30@ford.com>

Subject: How are our ABS review plans coming along?

Jessica,

Have you had a chance to do some planning for the ABS vehicle reviews?

It would be great to get the AA car in next week...so we can show NHTSA we are making some progress.

Let me know if I can help in any way...

Thanks!

Ed C.

From: Sagan, Jessica L (J.L.)
Sent: Thursday, December 15, 2016 2:56 PM
To: Leah.Burns@continental-corporation.com; Patterson, David (D.S.); Gangwar, Hans (H.B.)
Subject: RE: Investigation to perform on monday
Attachments: 07 Fusion Timing plan.xlsx

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Leah.Burns@continental-corporation.com [<mailto:Leah.Burns@continental-corporation.com>]

Sent: Thursday, December 15, 2016 1:56 PM

To: Sagan, Jessica L (J.L.) <jramir30@ford.com>

Subject: Investigation to perform on monday

Jessica

In one of our meetings we put together a list of what we would like to check in the vehicle, but I cant find that it was ever distributed. Do you have it that you could send to the evaluation team

Leah Burns

Engineering Manager

VED Hydraulics

Continental Automotive

Phone: +1(248)393-6181

Mobile: +1(248)701-8986

leah.burns@continental-corporation.com

Topic	Comments	Target Date	Actual Date
Review Complaints	Complete	Oct-16	Oct-16
Identify any common trends	Complete	Nov-16	Nov-16
Identify any previous complaints	Complete	Dec-16	Dec-16
Identify vehicles to evaluate	Complete	Dec-16	Dec-16
Interview Customer			
	file with questions: Send to Team	9-Dec	9-Dec
	Send to Ed/Julie	13-Dec	13-Dec
	Call customer	before Dec 20	15-Dec
Visit Dealer			
	Dexter, MI	20-Dec	
	Chicago, IL	Jan-17	
Vehicle tests			
	Drive vehicle (w/customer w/o customer)	20-Dec	
	Subjective pedal feel evaluation (add slight incline)	20-Dec	
	ABS events - eval pedal feel	20-Dec	
	Braking events at different g's	20-Dec	
	Canalyzer Data collection	20-Dec	
Vehicle inspection			
	Look for brake fluid - sample brake fluid from all 4 wheels	20-Dec	
	Check booster asy	20-Dec	
	Check Valve	20-Dec	
	Pedal Asy	20-Dec	
	Tubing/hoses	20-Dec	
	Braketub fittings	20-Dec	
	Part Wear	20-Dec	
	Seal rollback	20-Dec	
Parts from vehicles			
	Send parts list to Ed/FCSD - verify OEM parts are in stock	9-Dec	
	ABS asy with brake tubes attached (remove in one piece)	20-Dec	
	Caliper Asy with pads	20-Dec	
	Rotors	20-Dec	
	vac hose	20-Dec	
	Collect brake fluid (2 samples)	20-Dec	
Re-test Vehicle after new parts are on vehicle			
	verify vehicle had a full fluid flush	21-Dec	
	Subjective pedal feel evaluation (add slight incline)	21-Dec	
	ABS events - eval pedal feel	21-Dec	
	Braking events at different g's	21-Dec	
	Canalyzer Data collection	21-Dec	
Part teardown analysis			
	ABS asy		
	Caliper Asy with pads		
	Rotors		
	Brake fluid		
Team to visit dealer			
	Hans G.		
	Dave P.		
	Leah D.		

From: Cadagin, Ed (E.J.)
Sent: Tuesday, December 06, 2016 6:43 AM
To: Humphries, Glenn (G.L.)
Subject: RE: NHTSA request - 2 VOQs - ABS Investigation

Glenn,

Many thanks!

Ed C.

From: Humphries, Glenn (G.L.)
Sent: Monday, December 05, 2016 4:06 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: FW: NHTSA request - 2 VOQs - ABS Investigation

Ed –when you speak to the dealer(s), just advise them to call me when they are ready to submit claims.

313-390-7715

Sincerely,
Glenn Humphries
FCSD – Recall & Service Programs
ghumphri@ford.com
313-39-07715

From: Jorgensen, John (J.D.)
Sent: Monday, December 05, 2016 3:43 PM
To: Humphries, Glenn (G.L.)
Subject: RE: NHTSA request - 2 VOQs - ABS Investigation

Yes, we can support.

John Jorgensen
Ford Motor Company
Concern ID and Resolution Supervisor
Phone: 313-594-6994
Email: jjorgen2@ford.com

From: Humphries, Glenn (G.L.)
Sent: Monday, December 05, 2016 1:16 PM

To: Jorgensen, John (J.D.)
Subject: FW: NHTSA request - 2 VOQs - ABS Investigation

John,

ASO is seeking support on the following investigation as directed by NHTSA. In short, requesting your support using the X04 general ledger account to obtain parts from the two vehicles listed below (ABS module/HCU, master cylinder, calipers and collect fluid samples).

Please advise if you can support or if you have any questions.

Thanks

Sincerely,
Glenn Humphries
FCSD – Recall & Service Programs
ghumphri@ford.com
313-39-07715

From: Cadagin, Ed (E.J.)
Sent: Monday, December 05, 2016 1:11 PM
To: Humphries, Glenn (G.L.)
Cc: Sagan, Jessica L (J.L.)
Subject: NHTSA request - 2 VOQs - ABS Investigation

Glenn,

As we discussed, NHTSA has provided us with 2 VOQs, and it would be greatly appreciated if FCSD could support the vehicles coming into a Ford dealer, so engineering can review the condition – and then remove the ABS module (and other brake components, potentially including fluids) – so the components can be reviewed by engineering and the supplier.

NHTSA has already contacted the authors of the VOQs and provided us with their contact information. I've spoken with both the owners – and they are very agreeable to bring their vehicles into their Ford dealership so engineering can do a drive evaluation and then swap out the ABS / misc. other components.

Contact information for the 2 vehicles follows:

1) VIN: 3FAHP08179R [REDACTED]
Mr. [REDACTED]
[REDACTED]
Chicago, IL [REDACTED]
CELL: [REDACTED]

Preferred Dealership: Joe Rizza Ford – **David Cluster** (Service Manager) – 708-526-0549, dcluster@rizzacars.com
2100 S. Harlem
North Riverside, IL 60546
(800) 985-4345

2) VIN: 3LNHM26T87R [REDACTED]
[REDACTED]
[REDACTED]
Dexter, MI 48106 [REDACTED]

Preferred Dealership: Varsity Ford – **Steve McGowan**
3480 Jackson Road
Ann Arbor, MI 48106
(734) 996-2300

If you can let these dealerships know that they are authorized (and will be reimbursed for labor/parts) to remove and replace the brake components – I will work with engineering and the dealerships to coordinate the effort.

Many thanks!

Ed Cadagin

P.S. It might also be good if we could give the owner's a loaner vehicle – if the work will take a while to complete.

From: Cadagin, Ed (E.J.)
Sent: Tuesday, January 03, 2017 8:42 AM
To: Sagan, Jessica L (J.L.)
Subject: RE: Proposed Visit to Rizza Ford on January 19, 2017

Jessica,

Once you are back in the office – please give me a call to discuss.

Thanks!

Ed C.

From: Sagan, Jessica L (J.L.)
Sent: Thursday, December 22, 2016 8:15 AM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: Proposed Visit to Rizza Ford on January 19, 2017

Hi Ed,

How fast was the car travelling when the accident occurred? How was the vehicle towed? Was it on a flat bed? Since this car was in an accident this car has too many variables that may contribute their brake concerns.

I would like to visit a car without any previous accidents and the original ABS modules.

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Cadagin, Ed (E.J.)
Sent: Thursday, December 22, 2016 6:50 AM
To: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Subject: FW: Proposed Visit to Rizza Ford on January 19, 2017

Jessica,

The dealer ran a CarFax on the Chicago vehicle – it was in a front-end accident around 95,000 miles.

The dealer technician thinks that the brake repair may not have been done properly.

Please review and give me your thoughts if this is a vehicle we want to review.

Thanks!

Ed C.

From: David Cluster [<mailto:dcluster@rizzacars.com>]
Sent: Wednesday, December 21, 2016 3:40 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: Proposed Visit to Rizza Ford on January 19, 2017

My techs hypothesis might be correct.

When I ran the story about this fusion past one of my techs, he asked me if the car was ever in an accident. I told him that I didn't have that information. When you sent me the VIN# I ran a car-fax on it. Sure enough, it was involved in a front end Collision (see attached)

My tech indicated to me that he has seen several fusions of this model configuration that have developed brake problems related to improper repairs after an accident. More specifically, issues with aeration in the hydraulic system due to an improper bleed procedure after repairs.

I know that this is just a generic opinion based on our experiences, however the other puzzle piece is the fact the current owner didn't own it when it was wrecked. Going by the car-fax, it was wrecked prior to current owner.

Just thought I would share my thoughts....

Enjoy!

David Cluster, Service Director
Joe Rizza Ford of North Riverside
2100 S. Harlem Ave
N. Riverside, IL 60546
Main: (708) 442-7000
Desk: (708) 526-0549
Fax: (708) 526-0592
www.RizzaCars.com

From: Cadagin, Ed (E.J.) [<mailto:ecadagin@ford.com>]
Sent: Wednesday, December 21, 2016 9:29 AM
To: David Cluster
Subject: RE: Proposed Visit to Rizza Ford on January 19, 2017

David,

Many thanks for your help!

Ed C.

From: David Cluster [<mailto:dcluster@rizzacars.com>]
Sent: Wednesday, December 21, 2016 9:20 AM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: Proposed Visit to Rizza Ford on January 19, 2017

Yes

It might shed a clue

Ill run it this morning and get back to you

David Claster, Service Director
Joe Rizza Ford of North Riverside
2100 S. Harlem Ave
N. Riverside, IL 60546
Main: (708) 442-7000
Desk: (708) 526-0549
Fax: (708) 526-0592
www.RizzaCars.com

From: Cadagin, Ed (E.J.) [<mailto:ecadagin@ford.com>]
Sent: Wednesday, December 21, 2016 5:49 AM
To: David Claster
Subject: RE: Proposed Visit to Rizza Ford on January 19, 2017

David,

I do not believe we did...do you have that capability?

Ed C.

From: David Claster [<mailto:dclaster@rizzacars.com>]
Sent: Tuesday, December 20, 2016 4:08 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: Proposed Visit to Rizza Ford on January 19, 2017

Did anybody on your end scrutinize a car-fax on this car?

David Claster, Service Director
Joe Rizza Ford of North Riverside
2100 S. Harlem Ave
N. Riverside, IL 60546
Main: (708) 442-7000
Desk: (708) 526-0549
Fax: (708) 526-0592
www.RizzaCars.com

From: Cadagin, Ed (E.J.) [<mailto:ecadagin@ford.com>]
Sent: Tuesday, December 20, 2016 2:24 PM
To: David Claster
Subject: RE: Proposed Visit to Rizza Ford on January 19, 2017

David,

FCSD just granted approval for the January 19th visit.

VIN: **3FAHP08179R** [REDACTED]

We've gotten some info from the owner of the vehicle, but we are interested in anything you might be able to tell us in general.

Thanks again.

Ed Cadagin

From: David Claster [<mailto:dclaster@rizzacars.com>]
Sent: Tuesday, December 20, 2016 3:20 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: Proposed Visit to Rizza Ford on January 19, 2017

Any chance you get shoot me the vin# of the unit we are going to look at?

I was speaking to one of my techs about the back story on this fusion. He has a theory id like to look into if I had the vin.

Let me know

David Claster, Service Director
Joe Rizza Ford of North Riverside
2100 S. Harlem Ave
N. Riverside, IL 60546
Main: (708) 442-7000
Desk: (708) 526-0549
Fax: (708) 526-0592
www.RizzaCars.com

From: Cadagin, Ed (E.J.) [<mailto:ecadagin@ford.com>]
Sent: Tuesday, December 20, 2016 1:15 PM
To: David Claster
Subject: RE: Proposed Visit to Rizza Ford on January 19, 2017

David,

Great! Thanks for the quick response...

With the upcoming holidays shut-down, we may not finalize the plans until the first week of next year – I will send you an update when available.

Also, we did a similar review at Varsity Ford yesterday – and we probably should have given the dealership a heads up regarding replacement part numbers – we will get you a list of part numbers.

More – as available.

Thanks again for your support!

Ed Cadagin

From: David Claster [<mailto:dclaster@rizzacars.com>]
Sent: Tuesday, December 20, 2016 2:11 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: Proposed Visit to Rizza Ford on January 19, 2017

Works for me

David Claster, Service Director
Joe Rizza Ford of North Riverside
2100 S. Harlem Ave
N. Riverside, IL 60546
Main: (708) 442-7000
Desk: (708) 526-0549
Fax: (708) 526-0592
www.RizzaCars.com

From: Cadagin, Ed (E.J.) [<mailto:ecadagin@ford.com>]
Sent: Tuesday, December 20, 2016 12:42 PM
To: dclaster@rizzacars.com
Subject: Proposed Visit to Rizza Ford on January 19, 2017

Dave,

As we discussed earlier this month...Ford is proposing to come to review a customer's vehicle. We are proposing that we target January 19, 2017 for the review date.

I've submitted the paperwork requesting a dealer visit to the FCSD group in Dearborn. But, I've not yet informed the regional FCSD contact (do you have a name/number for him/her?).

The vehicle will be evaluated by the Ford Brake Engineers first – and after they have collected data, the vehicle will be brought into the dealership for removal of the ABS module and possibly other components (depending on the evaluation results).

I wanted to check with you to see if this date is acceptable...

Thanks for your help – and please let me know.

Thanks!

Ed Cadagin
Ford Motor Company
Automotive Safety Office

P.S. We will finalize the logistics once you let us know if this day will work...TNX!

From: Cadagin, Ed (E.J.)
Sent: Wednesday, January 18, 2017 2:48 PM
To: [REDACTED]
Subject: Re: Request for confirmation after your vehicle has been dropped off at Joe Rizza Ford...

[REDACTED]

Thanks for letting me know & Thanks for your help!

Ed C.

Sent from my iPhone using TouchDown (www.symantec.com)

-----Original Message-----

From: [REDACTED]
Received: Jan 18, 11:47 AM
To: Cadagin, Ed (E.J.) [ecadagin@ford.com]
CC: [REDACTED]
Subject: Re: Request for confirmation after your vehicle has been dropped off at Joe Rizza Ford...

Hi Ed,

Will do. My mom is actually going drop off the car tomorrow early AM, around 6:30. I will text you after! I will call the dealer to let him know about this.

From: "Cadagin, Ed (E.J.)" <ecadagin@ford.com>
To: [REDACTED] >
Cc: [REDACTED] >
Sent: Wednesday, January 18, 2017 3:56 AM
Subject: Request for confirmation after your vehicle has been dropped off at Joe Rizza Ford...

Hallie,

Good Morning from Dearborn!

If you wouldn't mind, please send me an email (ecadagin@ford.com) or text [(734)776-1448] once you have dropped off your vehicle at Joe Rizza Ford – I want to make sure the vehicle is at Joe Rizza before the Ford team leaves on Thursday morning.

Your assistance in this matter is greatly appreciated...

Ed Cadagin

From: [REDACTED]
Sent: Tuesday, January 17, 2017 10:50 AM

To: Cadagin, Ed (E.J.) <ecadagin@ford.com>

Subject: Re: Discuss 2009 MY Fusion ABS Extended Brake Pedal Travel with Hallie Kolsen

Sounds good, thanks!

From: "Cadagin, Ed (E.J.)" <ecadagin@ford.com>

To: [REDACTED]

Sent: Tuesday, January 17, 2017 8:56 AM

Subject: RE: Discuss 2009 MY Fusion ABS Extended Brake Pedal Travel with Hallie Kolsen

[REDACTED]

I will call you cell phone at 10:00 AM Chicago time...

Also, the service manager at Joe Rizza Ford is David Claster (800) 985-4345.

Talk with you soon...

Ed C.

From: [REDACTED]

Sent: Friday, January 13, 2017 1:23 PM

To: Cadagin, Ed (E.J.) <ecadagin@ford.com>

Subject: Re: Discuss 2009 MY Fusion ABS Extended Brake Pedal Travel with [REDACTED]

Thanks - if you could call my cell that would be great. [REDACTED]

From: "Cadagin, Ed (E.J.)" <ecadagin@ford.com>

To: [REDACTED] >

Sent: Friday, January 13, 2017 9:41 AM

Subject: RE: Discuss 2009 MY Fusion ABS Extended Brake Pedal Travel with [REDACTED]

[REDACTED]

Of course – I will update the meeting notice.

Thanks!

Ed C.

From: [REDACTED]

Sent: Friday, January 13, 2017 10:40 AM

To: Cadagin, Ed (E.J.) <ecadagin@ford.com>

Subject: Re: Discuss 2009 MY Fusion ABS Extended Brake Pedal Travel with [REDACTED]

Ed, I accidentally told my dad the wrong date - can we reschedule for 10am CT on the 17th?

Thanks,

[REDACTED]

From: "Cadagin, Ed (E.J.)" <ecadagin@ford.com>

To: "[REDACTED]" "Sagan, Jessica L (J.L.)" <jramir30@ford.com>; "Gangwar, Hans (H.B.)" <hgangwar@ford.com>; "Leah.Burns@continental-corporation.com" <Leah.Burns@continental-corporation.com>; "Patterson, David (D.S.)" <dpatte35@ford.com>; [REDACTED]

Sent: Friday, January 13, 2017 9:26 AM

Subject: Discuss 2009 MY Fusion ABS Extended Brake Pedal Travel with Hallie Kolsen

This meeting is scheduled for 11:00 AM (Dearborn, MI) and 10:00 AM (Chicago, IL).

Meeting to discuss [REDACTED] extended brake pedal travel with her 2009 Fusion (in advance of our visit to Joe Rizza Ford on January 19th).

[REDACTED]: Attached are questions we would like to discuss in the call.

MARK: I've added you into the meeting notice – if you are interested.

At Ford we use WebEx for conference meetings. If you are not able to use WebEx – we will call you at (708) 846-1428.

Thanks!

Ed Cadagin
Ford Motor Company
Automotive Safety Office
ecadagin@ford.com
(313) 322-9507

From: Cadagin, Ed (E.J.)
Sent: Friday, December 16, 2016 10:34 AM
To: Albrant, Mark (M.A.)
Subject: RE: Request for Lincoln MKZ ABS/HCU R/R...

Mark,

Many thanks for your support in this review!

Ed C.

From: Albrant, Mark (M.A.)
Sent: Friday, December 16, 2016 10:17 AM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Cc: Humphries, Glenn (G.L.) <ghumphri@ford.com>; Murray, Scott (D.) <smurray8@ford.com>; Nelson, Shane (S.M.) <snelson@ford.com>; Kan, Michael (Y.) <mkan@ford.com>; Petersen, Nancy (N.) <npeter25@ford.com>; Turgeon, Thomas (T.A.) <tturgeo2@ford.com>; Jorgensen, John (J.D.) <jjorgen2@ford.com>; Krawczyk, Kevin (R.) <kkrawczy@ford.com>
Subject: RE: Request for Lincoln MKZ ABS/HCU R/R...

Ed,

Your request to visit Varsity Ford in Ann Arbor MI on Monday, 12/19/16, has been approved. You may coordinate with the dealership Service Manager, Steve McGowan, prior to the visit to announce your intentions and timing. As discussed we will work with the dealer to cover the related repair work since the vehicle is out of warranty.

Please ensure that a GCQIS report for this vehicle and concern are input, or updated, after conclusion of the visit, including any related repair recommendation and/or actions. If you need assistance with this, you can contact Kevin Krawczyk (kkrawczy) FCSD Product Concern Engineer for MKZ/Fusion.

Once the visit is complete, please ensure the attached Dealer Visit Summary form is completed and return it to me within 5 business days post visit. Thank you for your help and cooperation.

<< File: Detroit Dealer Visit Summary Form - Nov 2015.docx >>

Best Regards,

Mark Albrant

TSO - Field Operations Mgr.

Ford Customer Service Division

Office Phone: 313-317-4999

Cell Phone: 313-720-1100

Fax: 313-390-8727

e-mail: malbrant@ford.com

Learn more about Ford: www.TheFordStory.com

From: Cadagin, Ed (E.J.)
Sent: Tuesday, December 13, 2016 10:40 AM
To: Albrant, Mark (M.A.)

Cc: Humphries, Glenn (G.L.)

Subject: Request for Lincoln MKZ ABS/HCU R/R...

Mark,

I spoke with Scott Murray regarding a review I'm scheduling at Varsity Ford in Ann Arbor.

Scott recommend that I complete the attached form – and send it to you.

Please give me a call if you have any questions (x29507).

Thanks!

Edward J. Cadagin, P.E.

Automotive Safety Office – External Investigations

313-322-9507

ecadagin@ford.com

<< File: Dealer Visit Request Form Dec. 13, 2016.pdf >>

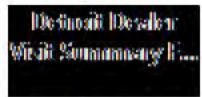
From: Albrant, Mark (M.A.)
Sent: Friday, December 16, 2016 10:17 AM
To: Cadagin, Ed (E.J.)
Cc: Humphries, Glenn (G.L.); Murray, Scott (D.); Nelson, Shane (S.M.); Kan, Michael (Y.); Petersen, Nancy (N.); Turgeon, Thomas (T.A.); Jorgensen, John (J.D.); Krawczyk, Kevin (R.)
Subject: RE: Request for Lincoln MKZ ABS/HCU R/R...

Ed,

Your request to visit Varsity Ford in Ann Arbor MI on Monday, 12/19/16, has been approved. You may coordinate with the dealership Service Manager, Steve McGowan, prior to the visit to announce your intentions and timing. As discussed we will work with the dealer to cover the related repair work since the vehicle is out of warranty.

Please ensure that a GCQIS report for this vehicle and concern are input, or updated, after conclusion of the visit, including any related repair recommendation and/or actions. If you need assistance with this, you can contact Kevin Krawczyk (kkrawczy) FCSD Product Concern Engineer for MKZ/Fusion.

Once the visit is complete, please ensure the attached Dealer Visit Summary form is completed and return it to me within 5 business days post visit. Thank you for your help and cooperation.



Best Regards,

Mark Albrant

TSO - Field Operations Mgr.

Ford Customer Service Division

Office Phone: 313-317-4999

Cell Phone: 313-720-1100

Fax: 313-390-8727

e-mail: malbrant@ford.com

Learn more about Ford: www.TheFordStory.com

From: Cadagin, Ed (E.J.)
Sent: Tuesday, December 13, 2016 10:40 AM
To: Albrant, Mark (M.A.)
Cc: Humphries, Glenn (G.L.)
Subject: Request for Lincoln MKZ ABS/HCU R/R...

Mark,

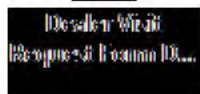
I spoke with Scott Murray regarding a review I'm scheduling at Varsity Ford in Ann Arbor.

Scott recommend that I complete the attached form – and send it to you.

Please give me a call if you have any questions (x29507).

Thanks!

Edward J. Cadagin, P.E.
Automotive Safety Office – External Investigations
313-322-9507
ecadagin@ford.com



Dealership Visit Summary Form

After a Dealer visit has concluded, please fill out the Dealership Visit Summary form below. Once complete, email this document to **Mark Albrant (malbrant)** and **Tom Turgeon (TTURGE02)**.

Dealer Visit Organizer

Name:	<input type="text" value="Todd Ansbacher"/>
CDSID:	<input type="text" value="tansbach"/>
Area Code and Phone Number:	<input type="text" value="313-805-0027"/>

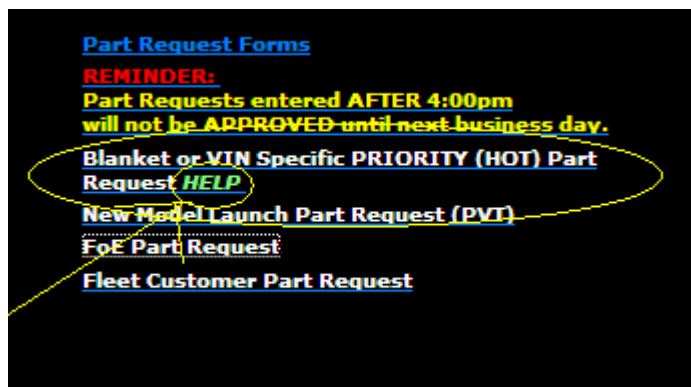
Dealer Visit Summary

Dealer Name:	<input type="text" value="ABC Ford Lincoln"/>
Visit Date:	<input type="text" value="01/01/2014"/>
Dealer Contact:	<input type="text" value="Joe Smith, Service Manager"/>
Dealer Visit Attendees/Title:	<input type="text" value="John Doe, Prod Design Engineer; Jane Smith, HEV Systems Eng"/>
Visit Duration:	<input type="text" value="2.5 Hours"/>
Vehicle Make & Model:	<input type="text" value="2013 Ford CMAX"/>
VIN:	<input type="text" value="1FABCDU9DL [REDACTED]"/>
Visit Findings:	<div><div>Discharged battery with high # KOL discharges for 2 MIS - 35%SOC.</div><div></div></div>
Recommendation to Dealer:	<div><div>Replace battery and update modules per outstanding TSBs. Have dealer explain to customer that very short drive cycles may not fully replenish the 12 battery, and over time this may lead to the no start - dead battery issue.</div><div></div></div>
Was the Issue Resolved?	<div><div>No root cause identified at this time. Data retrieved and will be analyzed in Dearborn.</div><div></div></div>
*Parts Needed for Analysis?	<input type="text" value="NO"/>
*Was Parts Request Submitted?	<input type="text" value="NO"/>

***NOTICE:** Do NOT Remove Warranty Part(s) from the Dealership – Until you have submitted the approved Part Request process, per the Warranty Parts Analysis Center (WPAC).

- The Warranty Parts Analysis Center (WPAC) has several tools available and administers the only approved process for Ford Motor Company to obtain warranty parts back from Dealerships.
- If you are not familiar with the WPAC/PEARS process, the below website/help document will get you started.

<https://team.sp.ford.com/sites/uswpac/Shared%20Documents/WPAC%20Web%20Part%20Pages/WPAC.aspx>



From: Murray, Scott (D.)
Sent: Friday, December 16, 2016 5:26 PM
To: Humphries, Glenn (G.L.)
Cc: Jorgensen, John (J.D.); Kan, Michael (Y.); Petersen, Nancy (N.); Albrant, Mark (M.A.); Cadagin, Ed (E.J.)
Subject: RE: Request for Lincoln MKZ ABS/HCU R/R...

Glenn,

Thank you for the information. I left Service Manager Steve McGowen a message to return my call. I will follow up with him on Monday again.

Scott D. Murray

Field Service Engineer Detroit Region

smurray8@ford.com

Cell 313.598.4698

Fax 888.593.6374

The Rotunda General Service Equipment Program is confident in providing you all the "full-service" advantages of buying through the Program at the best available prices.

Contact me for your competitive quote today.



From: Humphries, Glenn (G.L.)
Sent: Friday, December 16, 2016 11:45 AM
To: Murray, Scott (D.)
Cc: Jorgensen, John (J.D.); Kan, Michael (Y.); Petersen, Nancy (N.); Albrant, Mark (M.A.); Cadagin, Ed (E.J.)
Subject: RE: Request for Lincoln MKZ ABS/HCU R/R...

Scott,

Dealer just needs to call me when repairs are complete and they are ready to submit claim. I will provide a program code for them to enter in OWS.

Dealer will approved to replace parts per Safety Office direction, and provide customer with comparable alternative transportation while the vehicle is down.

Please call with any questions. Feel free to provide dealer with my info as well.

Thanks for your support.

Sincerely,
Glenn Humphries
FCSD – Recall & Service Programs
ghumphri@ford.com
313-39-07715

From: Albrant, Mark (M.A.)
Sent: Friday, December 16, 2016 10:29 AM
To: Humphries, Glenn (G.L.) <ghumphri@ford.com>
Cc: Jorgensen, John (J.D.) <jjorgen2@ford.com>; Murray, Scott (D.) <smurray8@ford.com>; Kan, Michael (Y.) <mkan@ford.com>; Petersen, Nancy (N.) <npeter25@ford.com>
Subject: FW: Request for Lincoln MKZ ABS/HCU R/R...

Glenn,
Can you please work with John and Scott Murray (Detroit area FSE) to ensure the dealer can process the claim using CSEs approval code. The dealer is also supposed to be arranging a loaner car for the customer while Engineering is working on it with the dealer.

Best Regards,
Mark Albrant
TSO – Field Operations Mgr.
Ford Customer Service Division
Office Phone: 313-317-4999
Cell Phone: 313-720-1100
Fax: 313-390-8727
e-mail: malbrant@ford.com
Learn more about Ford: www.TheFordStory.com

From: Albrant, Mark (M.A.)
Sent: Friday, December 16, 2016 10:17 AM
To: Cadagin, Ed (E.J.)
Cc: Humphries, Glenn (G.L.); Murray, Scott (D.); Nelson, Shane (S.M.); Kan, Michael (Y.); Petersen, Nancy (N.); Turgeon, Thomas (T.A.); Jorgensen, John (J.D.); Krawczyk, Kevin (R.)
Subject: RE: Request for Lincoln MKZ ABS/HCU R/R...

Ed,

Your request to visit Varsity Ford in Ann Arbor MI on Monday, 12/19/16, has been approved. You may coordinate with the dealership Service Manager, Steve McGowan, prior to the visit to announce your intentions and timing. As discussed we will work with the dealer to cover the related repair work since the vehicle is out of warranty.

Please ensure that a GCQIS report for this vehicle and concern are input, or updated, after conclusion of the visit, including any related repair recommendation and/or actions. If you need assistance with this, you can contact Kevin Krawczyk (kkrawczy) FCSD Product Concern Engineer for MKZ/Fusion.

Once the visit is complete, please ensure the attached Dealer Visit Summary form is completed and return it to me within 5 business days post visit. Thank you for your help and cooperation.

<< File: Detroit Dealer Visit Summary Form - Nov 2015.docx >>

Best Regards,

Mark Albrant

TSO – Field Operations Mgr.

Ford Customer Service Division

Office Phone: 313-317-4999

Cell Phone: 313-720-1100

Fax: 313-390-8727

e-mail: malbrant@ford.com

Learn more about Ford: www.TheFordStory.com

From: Cadagin, Ed (E.J.)

Sent: Tuesday, December 13, 2016 10:40 AM

To: Albrant, Mark (M.A.)

Cc: Humphries, Glenn (G.L.)

Subject: Request for Lincoln MKZ ABS/HCU R/R...

Mark,

I spoke with Scott Murray regarding a review I'm scheduling at Varsity Ford in Ann Arbor.

Scott recommend that I complete the attached form – and send it to you.

Please give me a call if you have any questions (x29507).

Thanks!

Edward J. Cadagin, P.E.

Automotive Safety Office – External Investigations

313-322-9507

ecadagin@ford.com

<< File: Dealer Visit Request Form Dec. 13, 2016.pdf >>

From: Cadagin, Ed (E.J.)
Sent: Thursday, January 05, 2017 1:36 PM
To: Sagan, Jessica L (J.L.)
Cc: Johnson, Kathy (K.D.)
Subject: RE: Review of Ford Employee Vehicles - 2007, 2008 & 2009 MY Fusion/Milan...

Jessica,

Thanks for setting up the meeting!

Please include Kathy Johnson (KJOHNS10) in the meeting – Kathy is our ASO SME for Brakes and ESC.

Ed C.

From: Sagan, Jessica L (J.L.)
Sent: Thursday, January 05, 2017 12:21 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: Review of Ford Employee Vehicles - 2007, 2008 & 2009 MY Fusion/Milan...

Alright, I will set up a meeting for early next week with the team and find out what equipment is needed, etc.

Thank you!

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Cadagin, Ed (E.J.)
Sent: Thursday, January 05, 2017 12:16 PM
To: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Subject: Review of Ford Employee Vehicles - 2007, 2008 & 2009 MY Fusion/Milan...

Jessica,

We all agree it would be a good idea to talk with the employees who contacted you – and, if appropriate, initiate some testing/reviews of their vehicles.

If it's not too much trouble, I'd like to request that you schedule a meeting where we can discuss what type of testing (e.g., vehicle level, component level, etc.) should be done – and I will invite our FMVSS 135 & FMVSS 126 ASO Regulatory Specialist to the meeting.

Sound Ok?

Best regards,

Ed Cadagin

From: Albrant, Mark (M.A.)
Sent: Tuesday, December 20, 2016 2:24 PM
To: Cadagin, Ed (E.J.); Trifilio, Mike (M.J.)
Cc: Elliott, Rick (R.V.); Hoffman, Douglas (D.L.); Humphries, Glenn (G.L.); Jorgensen, John (J.D.); Turgeon, Thomas (T.A.)
Subject: RE: Second Request for Dealer Visit - North Riverside, IL

Ed,

Your request to visit Joe Rizza Ford in North Riverside IL on Thursday, 1/19/17, has been approved. You may coordinate with the dealership Service Manager prior to the visit to announce your intentions and timing. As previously discussed, we will work with the dealer to cover the related repair work since the vehicle is out of warranty.

Please ensure that a GCQIS report for this vehicle and concern are input, or updated, after conclusion of the visit, including any related repair recommendation and/or actions. If you need assistance with this, you can contact Kevin Krawczyk (kkrawczy) FCSD Product Concern Engineer for Fusion/MKZ.

Mike,

Glenn Humphries and/or John Jorgensen will work with you and Joe Rizza Ford to ensure they get paid for the required testing and parts replacements, since the vehicle is out of warranty.

Best Regards,

Mark Albrant

TSO - Field Operations Mgr.

Ford Customer Service Division

Office Phone: 313-317-4999

Cell Phone: 313-720-1100

Fax: 313-390-8727

e-mail: malbrant@ford.com

Learn more about Ford: www.TheFordStory.com

From: Cadagin, Ed (E.J.)
Sent: Tuesday, December 20, 2016 1:30 PM
To: Albrant, Mark (M.A.)
Cc: Humphries, Glenn (G.L.); Sagan, Jessica L (J.L.)
Subject: Second Request for Dealer Visit - North Riverside, IL

Mark,

Our dealer visit to Varsity Ford (Steve McGowan) went very well yesterday...thanks again for your assistance.

We would like to begin scheduling our second (and I believe final) visit to review another vehicle just outside of Chicago, IL.

Attached is the request form for this second vehicle.

Please contact me if you have any questions.

Thanks!

Ed Cadagin
Automotive Safety Office



Ed Cadagin
Automotive Safety Office

From: Springer, Valeria (V.L.)
Sent: Monday, March 12, 2007 8:53 AM
To: Cooney, Kristin (K.R.)
Subject: RE: St. Thomas Brake Fluid

Kristin,

We identified six plants to change to the Dow brake fluid.

Wayne Assembly
Louisville Assembly
Dearborn Truck
Norfolk assembly
Hermosillo Assembly
St Thomas

From: Cooney, Kristin (K.R.)
Sent: Monday, March 12, 2007 8:30 AM
To: Springer, Valeria (V.L.)
Subject: RE: St. Thomas Brake Fluid

Thanks, Val. Are any other plants planning on ordering shipments from Dow? I know there were several plants that needed to stay with the CCI fluid, but I expected more to order from Dow.

Kristin Cooney

Brake Systems Engineering
Actuation, Vacuum and Pedals
Phone: (313) 805-4728
Email: kcooney1@ford.com

From: Springer, Valeria (V.L.)
Sent: Sunday, March 11, 2007 12:18 PM
To: Messervey, Brandon (B.C.); Howie, Stephanie (S.S.)
Cc: Cooney, Kristin (K.R.); Messervey, Brandon (B.C.); Costley, Frank (F.G.)
Subject: RE: St. Thomas Brake Fluid

Yes.

To date, the plants have pulled 19k of the 60k of obsolescence material at Dow.

DTP = 4K gallons

Herm = 3K

LAP = 8K

St Thom = 4K

If all plants continue to place orders with Dow, obsolescence inventory will be consumed by June/July '07 and then plants can revert to ordering CCI brake fluid.

From: Messervey, Brandon (B.C.)
Sent: Wednesday, March 07, 2007 6:51 AM
To: Springer, Valeria (V.L.)
Subject: RE: St. Thomas Brake Fluid

Any updates?

From: Springer, Valeria (V.L.)
Sent: Monday, March 05, 2007 9:22 AM
To: Cooney, Kristin (K.R.)
Cc: Messervey, Brandon (B.C.); Costley, Frank (F.G.)
Subject: RE: St. Thomas Brake Fluid

Kristin,
I will get an inventory update from Dow and provide an estimated time of when plants can go back to ordering Dow fluid.
Thanks

From: Cooney, Kristin (K.R.)
Sent: Thursday, March 01, 2007 3:27 PM
To: Springer, Valeria (V.L.)
Cc: Messervey, Brandon (B.C.); Costley, Frank (F.G.)
Subject: St. Thomas Brake Fluid
Importance: High

Val, what is the status of remaining Dow brake fluid? Have all of the assembly plants that have alerts written to use the Dow fluid ordered bulk shipments yet? STAP released a concern to revert back to the Dow fluid (as opposed to the other plants which used alerts), so they need a heads up when they can begin ordering from CCI again (with enough time to process paperwork associated with another concern). Could you please let Brandon know when STAP should expect to change back to CCI; even a rough estimate would be helpful at this point. Thanks.

Kristin Cooney

Brake Systems Engineering
Actuation, Vacuum and Pedals
Phone: (313) 805-4728
Email: kcooney1@ford.com

From: Cadagin, Ed (E.J.)
Sent: Tuesday, December 20, 2016 2:10 PM
To: 'Leah.Burns@continental-corporation.com'
Subject: RE: Tentative: FW: SAVE THE DATE: Review of 2009 Ford Fusion ABS System

Leah,

Great! Many thanks for your help!

Ed C.

From: Leah.Burns@continental-corporation.com [<mailto:Leah.Burns@continental-corporation.com>]
Sent: Tuesday, December 20, 2016 2:09 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: Tentative: FW: SAVE THE DATE: Review of 2009 Ford Fusion ABS System

Ed,

I'll see if someone can dig up the report. give me a few. Dont know anyone named Rick Elliott, but its a huge company.

Leah Burns
Engineering Manager
VED Hydraulics
Continental Automotive
Phone: +1(248)393-6181
Mobile: +1(248)701-8986
leah.burns@continental-corporation.com

From: "Cadagin, Ed (E.J.)" <ecadagin@ford.com>
To: "Leah.Burns@continental-corporation.com" <Leah.Burns@continental-corporation.com>,
Date: 12/20/2016 02:06 PM
Subject: RE: Tentative: FW: SAVE THE DATE: Review of 2009 Ford Fusion ABS System

Leah,

Thanks for your help in yesterday's review!

I'm trying to get a copy of the report you mentioned yesterday – does someone at Conti have a copy they could send me? Is there someone named Rick Elliott at Conti that might have it?

Thanks!

Ed Cadagin
ecadagin@ford.com

From: Cadagin, Ed (E.J.)
Sent: Wednesday, January 18, 2017 6:40 AM
To: 'Leah.Burns@continental-corporation.com'
Cc: Patterson, David (D.S.); Gangwar, Hans (H.B.); Sagan, Jessica L (J.L.); Falconer, William (W.); dean.lewis@continental-corporation.com
Subject: RE: Thursday Trip to North Riverside, IL (Joe Rizza Ford)

Leah,

Many thanks!

DEAN: We look forward to meeting you in Chicago.

Ed Cadagin
Ford Motor Company
Automotive Safety Office
ecadagin@ford.com
(313) 322-9507
CELL: (734) 776-1448

From: Leah.Burns@continental-corporation.com [<mailto:Leah.Burns@continental-corporation.com>]
Sent: Tuesday, January 17, 2017 3:45 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Cc: Patterson, David (D.S.) <dpatte35@ford.com>; Gangwar, Hans (H.B.) <hgangwar@ford.com>; Sagan, Jessica L (J.L.) <jramir30@ford.com>; Falconer, William (W.) <WFALCON3@ford.com>; dean.lewis@continental-corporation.com
Subject: Re: Thursday Trip to North Riverside, IL (Joe Rizza Ford)

Attending from Continental will be:

Dean Lewis: (248) 252-2933

He will attend in my absence at meet you at the dealership no later than 12pm Chicago time on Thursday the 19th.

Thanks

Leah Burns
Engineering Manager
VED Hydraulics
Continental Automotive
Phone: +1(248)393-6181
Mobile: +1(248)701-8986
leah.burns@continental-corporation.com

From: "Cadagin, Ed (E.J.)" <ecadagin@ford.com>
To: "Sagan, Jessica L (J.L.)" <jramir30@ford.com>, "Gangwar, Hans (H.B.)" <hgangwar@ford.com>, "Leah.Burns@continental-corporation.com" <Leah.Burns@continental-corporation.com>, "Patterson, David (D.S.)" <dpatte35@ford.com>, "Falconer, William (W.)" <WFALCON3@ford.com>
Cc: "Falconer, William (W.)" <WFALCON3@ford.com>
Date: 01/17/2017 02:00 PM
Subject: Thursday Trip to North Riverside, IL (Joe Rizza Ford)

Attached is my cell phone (non-Ford) and others – Please feel free to call me if there are any problems on Thursday:

Ed Cadagin (734) 776-1448
Hans Gangwar: (313) 805-8128
David Patterson: (313) 805-4767

Ed C.

From: Cadagin, Ed (E.J.)
Sent: Tuesday, December 06, 2016 8:33 AM
To: [REDACTED]
Subject: RE: VIN you requested

[REDACTED]

Many thanks...

I hope to talk with you later this week – and try to schedule the appointment.

Best regards,

Edward J. Cadagin
Ford Motor Company
Automotive Safety Office

From: [REDACTED]
Sent: Monday, December 05, 2016 10:59 AM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: VIN you requested

Hi Ed,

The VIN on my daughter's car is
3FAHP08179R [REDACTED]

Best,

[REDACTED]

From: Cadagin, Ed (E.J.)
Sent: Wednesday, December 07, 2016 6:59 AM
To: Sagan, Jessica L (J.L.)
Subject: RE: Work load at Varsity Ford is high...

Jessica,

I'm not sure if Jay/Emily are aware of the issue (I've not contacted them.).

Because this has not yet become a formal investigation – you may want to include Julie Ludington at OGC. Julie is more involved on specific day to day issues in CCRG – and she handles these vehicle lines.

What type of a “kick-off” meeting are you planning?

Ed C.

From: Sagan, Jessica L (J.L.)
Sent: Tuesday, December 06, 2016 5:23 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: Re: Work load at Varsity Ford is high...

Hi Ed,

For our kick off meeting the foundation team would like OGC to be involved. Do you know if Jay And/or Emily are aware of the 2007 Fusion braking investigation?

One concern is customer usage and wearable components.

Have a great day!
Jessica L. Sagan
Brake Controls
Cell: 313 805 4991
Email: jramir30@ford.com

On Dec 6, 2016, at 2:09 PM, Cadagin, Ed (E.J.) <ecadagin@ford.com> wrote:

Jessica,

Ok...Good luck with the coordination – and let me know if I can help in any way.

The parts supply would be from our normal dealer parts system – if you know what parts you will need in advance, you could provide giving the service P/Ns to the dealer and get them pre-ordered (or make sure they are in stock).

I've asked that the dealers be allowed to give the customers “rental” cars (at no cost to the customers) – so, even if they have to wait overnight – the parts should not hold things up.

I'm sure you know this – but, please be sure to document which parts are from which VINs – so, there is no confusion once Conti has 3 or 4 sets of parts.

Does this help?!

Let me know...

Thanks!

Ed C.

From: Sagan, Jessica L (J.L.)
Sent: Tuesday, December 06, 2016 2:04 PM
To: Cadagin, Ed (E.J.) <ecadagin@ford.com>
Subject: RE: Work load at Varsity Ford is high...

Ok, I'm trying to coordinate vacation schedules from our Ford and Conti task force team. I will let you know when we can go out and how long we need the vehicles.

Do you know if FCSD has the ABS modules, Booster & M/C on hand? If not, how long would it take to get the parts? I was hoping we could just take the parts with us and put them in test chambers right away rather than waiting for parts. Please advise. Thank you!

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

From: Cadagin, Ed (E.J.)
Sent: Tuesday, December 06, 2016 1:58 PM
To: Sagan, Jessica L (J.L.) <jramir30@ford.com>
Subject: Work load at Varsity Ford is high...

Jessica,

I spoke with Steve McGowan at Varsity Ford in AA.

He said to be sure to let him know your thoughts – since they are fairly booked with business.

I believe he said that things were more open the week of Dec. 19th.

Thanks!

Ed C.

From: Mohr, Douglas (D.M.)
Sent: Monday, August 31, 2009 10:28 AM
To: Zajac, Kevin (K.S.); Warren, Lisa (M.); 'Noah Thomas'; Hughes, Paul (P.W.); Costley, Frank (F.G.); Cooney, Kristin (K.R.)
Cc: Norkevicius, Paul (P.V.)
Subject: RE: WSS-M6C62-A PSW timing

No, PPAP has not been completed. CCI is working on it now.

From: Zajac, Kevin (K.S.)
Sent: Monday, August 31, 2009 9:56 AM
To: Mohr, Douglas (D.M.); Warren, Lisa (M.); 'Noah Thomas'; Hughes, Paul (P.W.); Costley, Frank (F.G.); Cooney, Kristin (K.R.)
Subject: RE: WSS-M6C62-A PSW timing

My understanding is that PPAP has been complete for some time now (Kris Cooney was the lead engineer on its release). Frank, FYI...

Kevin S. Zajac
North American Brake Engineering
Ford Motor Company
(313)-805-2532 kzajac@ford.com

From: Mohr, Douglas (D.M.)
Sent: Monday, August 31, 2009 9:21 AM
To: Zajac, Kevin (K.S.); Warren, Lisa (M.); 'Noah Thomas'; Hughes, Paul (P.W.)
Subject: RE: WSS-M6C62-A PSW timing

PO has NOT been issued for new brake fluid - WSS-M6C65-A1. WIPS automatically selected supplier code you saw based on superceded part. WSS M6C62-A1.

The new brake fluid part number will have A1 suffix (WSS-M6C65-A1). The A suffix part number was released incorrectly.

I will issue PO on WSS-M6C65-A1 after PPAP is completed. This may take a couple of weeks.

Doug Mohr
Buyer - Initial Fills
Raw Materials Purchasing
Ford Motor Company
work (313) 390-0613
dmohr2@ford.com
www.thefordstory.com

From: Zajac, Kevin (K.S.)
Sent: Monday, August 31, 2009 9:12 AM
To: Warren, Lisa (M.); 'Noah Thomas'; Hughes, Paul (P.W.); Mohr, Douglas (D.M.)
Subject: RE: WSS-M6C62-A PSW timing

Yes this is an exhaust change. Fluids can be mixed, so the tank does not need to be emptied before new fluid is added. Two-way compatibility/interchangeability.

Correct suffix is A1 but I was not able to add this to the NPSD for some reason. That is why I added the note in the description. Not sure how to correct.

Kevin S. Zajac
North American Brake Engineering
Ford Motor Company
(313)-805-2532 kzajac@ford.com

From: Warren, Lisa (M.)
Sent: Monday, August 24, 2009 3:42 PM
To: 'Noah Thomas'; Zajac, Kevin (K.S.); Hughes, Paul (P.W.); Mohr, Douglas (D.M.)
Subject: RE: WSS-M6C62-A PSW timing

Noah,
It appears that a PO has been issued. This part was sourced on 8/12/09.

Kevin,
Can this change be scheduled as exhaust?

Paul,
In the notice it states that the correct suffix for new part is A1 not A who will fix this?

REPLACE BRAKE FLUID PART NUMBER WITH GLOBAL DOT 3 NUMBER. FLUID DOES NOT CHANGE. DUAL SOURCE RAW MATERIALS TO REDUCE COST.
*** NOTE: CORRECT SUFFIX FOR NEW PART IS "A1", NOT "A" ***

CMMSAKIA		SUPPLIER PERCENT OF BUSINESS				08/24/09 15:21:45	
==>						PLT AP15A TC__	
PART: WSS-		M6C65-A		Desc: FLUID, HYDRAULIC BRAKE			
ILVS Ind: N		Purchasing Effective Date:					
		Buyer Code/Name: GR46/MOHR, DOUGLAS					
P		Current -- F u t u r e --					
A	S R	Effective Date: 081209				Bal-Out	
C Supp	B O	Supplier Name		Pct P/A	Pct P/A	Pct P/A	Cum Rqmt
-----		-----		-----	-----	-----	-----
K5AGB	N	CCI MFG IL CORP		100 A			0

From: Noah Thomas [<mailto:nthomas@cci-il.com>]
Sent: Monday, August 24, 2009 3:12 PM
To: Warren, Lisa (M.)
Cc: Order
Subject: WSS-M6C62-A PSW timing

Good afternoon Lisa,

I am contacting you regarding your voicemail to April Briscoe. The part numbers are different but the part is the same. The change is being coordinated by Ford Purchasing, and CCI will be notified by Ford Purchasing when Purchasing is ready to issue the PO. I will check on the timing and get back to you.

Thank you.

Regards,

Noah Thomas

Sales Representative
CCI Manufacturing IL Corporation
Cell: (630) 699-2269
Fax: (630) 685-7596
E-mail: nthomas@cci-il.com
Web: www.cci-il.com

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From: Mohr, Douglas (D.M.)
Sent: Tuesday, August 25, 2009 12:46 PM
To: Norkevicius, Paul (P.V.)
Cc: Yan, Julia (X.); Cooney, Kristin (K.R.); Costley, Frank (F.G.)
Subject: RE: WSS-M6C62-A PSW timing

Paul, is new PPAP still required?

From: Cooney, Kristin (K.R.)
Sent: Tuesday, August 25, 2009 11:28 AM
To: Mohr, Douglas (D.M.); Costley, Frank (F.G.)
Cc: Norkevicius, Paul (P.V.); Yan, Julia (X.)
Subject: RE: WSS-M6C62-A PSW timing

Doug/Paul,

There is no brake fluid formulation change. The new spec was written around B060. The difference between specs is that the current spec applied to B060 for FNA only. The new spec is for all DOT 3/Super DOT 4 fluids globally. Part number change only.

Kristin Cooney

B299N Chassis PMT
Phone: (313) 805-4728
Email: kcooney1@ford.com

From: Mohr, Douglas (D.M.)
Sent: Tuesday, August 25, 2009 11:06 AM
To: Costley, Frank (F.G.); Cooney, Kristin (K.R.)
Cc: Norkevicius, Paul (P.V.); Yan, Julia (X.)
Subject: FW: WSS-M6C62-A PSW timing

Frank/Kristen, can you please comment on this?

From: Norkevicius, Paul (P.V.)
Sent: Tuesday, August 25, 2009 10:51 AM
To: Mohr, Douglas (D.M.)
Subject: RE: WSS-M6C62-A PSW timing

Doug, this is not just a part number change. This new specification has all new physical properties. Does CCI have the new spec? They'll need to PPAP to this new specification, even though there is a possibility that their existing formulation might not have to change.

From: Mohr, Douglas (D.M.)
Sent: Tuesday, August 25, 2009 10:30 AM
To: Norkevicius, Paul (P.V.)
Subject: RE: WSS-M6C62-A PSW timing

Yes. There is no material (or price) change, just a part number change. M6C65-A1 is new global brake fluid spec replacing old part number.

From: Norkevicius, Paul (P.V.)
Sent: Tuesday, August 25, 2009 10:06 AM
To: Mohr, Douglas (D.M.)
Subject: RE: WSS-M6C62-A PSW timing

Is the M6C65-A1 replacing the M6C62-A? Will CCI be the sole source?

From: Mohr, Douglas (D.M.)
Sent: Monday, August 24, 2009 4:17 PM
To: Warren, Lisa (M.); 'Noah Thomas'; Zajac, Kevin (K.S.); Hughes, Paul (P.W.)
Cc: Yan, Julia (X.); Norkevicius, Paul (P.V.)
Subject: RE: WSS-M6C62-A PSW timing
Importance: High

All, POs have not yet been issued for new brake fluid under part numbers WSS-M6C65-A1 / A1GADR / A1GATO (bulk/dums/totes). I believe below screen print shows CCI because they were supplier of previous brake fluid material.

Assuming all concerns /PPAP are in place, we will plan to have POs issued by end of week.

Julia, please process asap and let all on note know when complete. Thanks.

Doug Mohr

Buyer - Initial Fills
Raw Materials Purchasing
Ford Motor Company
work (313) 390-0613
dmohr2@ford.com
www.thefordstory.com

From: Warren, Lisa (M.)
Sent: Monday, August 24, 2009 3:42 PM
To: 'Noah Thomas'; Zajac, Kevin (K.S.); Hughes, Paul (P.W.); Mohr, Douglas (D.M.)
Subject: RE: WSS-M6C62-A PSW timing

Noah,
It appears that a PO has been issued. This part was sourced on 8/12/09.

Kevin,
Can this change be scheduled as exhaust?

Paul,
In the notice it states that the correct suffix for new part is A1 not A who will fix this?

REPLACE BRAKE FLUID PART NUMBER WITH GLOBAL DOT 3 NUMBER. FLUID DOES NOT CHANGE. DUAL SOURCE RAW MATERIALS TO REDUCE COST.

*** NOTE: CORRECT SUFFIX FOR NEW PART IS "A1", NOT "A" ***

CMMSAKIA	SUPPLIER PERCENT OF BUSINESS	08/24/09 15:21:45
==>		PLT AP15A TC__
PART:	WSS- M6C65-A	Desc: FLUID, HYDRAULIC BRAKE

ILVS Ind: N

Purchasing Effective Date:

Buyer Code/Name: GR46/MOHR, DOUGLAS

Current -- F u t u r e --

A	S	R	Effective Date:	081209					Bal-Out
C	Supp	B	O	Supplier Name	Pct	P/A	Pct	P/A	Cum Rqmt
	K5AGB	N		CCI MFG IL CORP	100	A			0

From: Noah Thomas [mailto:nthomas@cci-il.com]

Sent: Monday, August 24, 2009 3:12 PM

To: Warren, Lisa (M.)

Cc: Order

Subject: WSS-M6C62-A PSW timing

Good afternoon Lisa,

I am contacting you regarding your voicemail to April Briscoe. The part numbers are different but the part is the same. The change is being coordinated by Ford Purchasing, and CCI will be notified by Ford Purchasing when Purchasing is ready to issue the PO. I will check on the timing and get back to you.

Thank you.

Regards,

Noah Thomas

Sales Representative

CCI Manufacturing IL Corporation

Cell: (630) 699-2269

Fax: (630) 685-7596

E-mail: nthomas@cci-il.com

Web: www.cci-il.com

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Subject: SAVE THE DATE: Review of 2009 Ford Fusion ABS System
Location: Joe Rizza Ford, North Riverside, IL
Start: Thu 1/19/2017 12:00 AM
End: Fri 1/20/2017 12:00 AM
Show Time As: Tentative
Recurrence: (none)
Meeting Status: Not yet responded
Organizer: Cadagin, Ed (E.J.)
Required Attendees: Ludington, Julie (J.L.); Sagan, Jessica L (J.L.); Tuneff, Mark (M.S.)
Optional Attendees: Gangwar, Hans (H.B.); Patterson, David (D.S.); Leah.Burns@continental-corporation.com

Julie/Jessica/Mark,

UPDATE: FCSD has approved this visit – we will need to develop more detailed plans.

Place-holder for possible visit to Joe Rizza Ford, North Riverside, IL.

Review of ABS system on a 2009 Ford Fusion.

Ed C.

P.S. The logistics are still under review...possibly drive over on Thursday Morning, review the vehicle on Thursday afternoon – and return to Dearborn on Friday (Needs to be confirmed!).

From: Cadagin, Ed (E.J.)
Sent: Tuesday, December 20, 2016 1:30 PM
To: Albrant, Mark (M.A.)
Cc: Humphries, Glenn (G.L.); Sagan, Jessica L (J.L.)
Subject: Second Request for Dealer Visit - North Riverside, IL

Mark,

Our dealer visit to Varsity Ford (Steve McGowan) went very well yesterday...thanks again for your assistance.

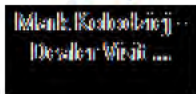
We would like to begin scheduling our second (and I believe final) visit to review another vehicle just outside of Chicago, IL.

Attached is the request form for this second vehicle.

Please contact me if you have any questions.

Thanks!

Ed Cadagin
Automotive Safety Office



Dealership Visitation Request Form

If you have read the Dealer Visitation Guidelines and would like to request to visit a dealer, please fill out the form below and submit via email. If you have not yet read the Guidelines, reference the [Toolbox for Problem Solvers site](#) (Contacting & Visiting a Dealer) and read them before completing the form.

Occasionally circumstances exist that make it inappropriate to visit selected dealers at a given point in time. To avoid such conflicts, your request will be reviewed by FCSD Field Operations and the affected Regional Office staff. Do not make any formal visit arrangements or contact dealers until after you have received approval via email from the appropriate FCSD Field Operations representatives.

FCSD will review the request and confirm that the dealer(s) you have selected are available for a visit. After approval, you will be responsible for arranging specific contact dates and times with each dealership.

Fill out the form below. Once complete, email this document to Mark Albrant (MALBRANT) and Tom Turgeon (TTURGE02), at Field Operations

Requester Name:	<input type="text"/>
Requester CDSID:	<input type="text"/>
Area Code and Phone Number:	<input type="text"/>
Organization:	<input type="text" value="Automotive Safety Office"/>

Dealer Visit Information

VIN (if available)	<input type="text" value="3FAHP08179R"/>
Vehicle Make	<input type="text" value="Ford Fusion"/>
Model Year	<input type="text" value="2009"/>
Purpose of Visit: (describe reason for the visit)	<input type="text" value="Remove and replace the ABS Module and associated brake components which are identified by the visiting Ford Brake Engineers (e.g., Master Cylinder, Vacuum Booster, Calipers, Pads, etc.)."/>
Number of People Planning to Visit:	<input type="text" value="4"/>
Proposed Visit Date (s):	<input type="text" value="January 19, 2017"/>
Dealerships You Plan to Contact - MUST INCLUDE P&A Code, Dealership Name, City and State.	<input type="text" value="P&A Code: 01571
Joe Rizza Ford
2100 S. Harlem
North Riverside, IL 60546
1-800-985-4345"/>



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

FOR AGENCY USE ONLY 100148

Date Received

10-SEP-2016

Repository ☐

Reference No.

OWNER INFORMATION (Type or Print)

Name

Address

City

DEXTER

State

MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3LNHM26T87R

Make
LINCOLN

Model
MKZ

Model Year
2007

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

11-APR-2016

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 BRAKES (PWS)

Failure Mileage
50000

Failure Speed
1

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

THE BRAKES DO NOT FUNCTION PROPERLY. THE PEDAL FEEL IS SPONGY AND THE PEDAL TRAVEL IS EXCESSIVE (3-4") BEFORE THE BRAKES START TO SLOW THE VEHICLE DOWN. BRAKES WERE FULLY BLED TO ENSURE OLD FLUID WITH TOO MUCH MOISTURE IN IT WASN'T THE PROBLEM. THIS ACTION DIDN'T FIX THE PROBLEM. JUST HAD A FORD DEALER REPLACE THE MASTER CYLINDER--THAT DID NOT CORRECT THE PROBLEM. AFTER CONDUCTING A WEB SEARCH AND TALKING WITH THE DEALER MORE, APPARENTLY THE PROBLEM IS A VALVE STUCK IN THE OPEN POSITION ON THE ABS SYSTEM'S HYDRAULIC CONTROL UNIT. THIS APPEARS TO BE A BIT OF A COMMON PROBLEM WITH THE FUSION, MKZ AND MILAN VEHICLES OVER NUMEROUS YEARS. THERE ALSO APPEARS TO BE AN UPDATED PART NUMBER FOR THE HYDRAULIC CONTROL UNIT. THIS CONDITION IS A SAFETY HAZARD AS THE BRAKES DO NOT PROPERLY SLOW THE VEHICLE DOWN WHEN THE BRAKES ARE APPLIED.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

ORIGINAL OWNER:

CELL:

CALLER 12/2/16 - 9¹⁵ AM - NOT AT WORK - LEFT MESSAGE.

MOTHERS CAR - ORIGINAL.

- EXCESSIVE BRAKE TRAVEL.

- @ END OF TRAVEL - GET BRAKES

- CAN PUMP BRAKES & WILL WORK BETTER.

- 1-1/2 YRS STARTED

- VARSITY FORD

- FLUSHED BRAKE FLUID - NO Δ.

- Δ T/CYL. - NO Δ.

- \$2200 TO REPLACE T/CYL.

Varsity Ford

3480 JACKSON RD

ANN ARBOR, MI

734.986.2300

STEVE

McGOWAN

48106

STEVE@VarsityFord.com

From: Cadagin, Ed (E.J.)
Sent: Friday, December 02, 2016 10:52 AM
To: Tuneff, Mark (M.S.)
Subject: Status update on NHTSA's requests on 2007-2009 Milan/Fusion ABS

Mark,

1Q) Manufacturers - ABS/HCU system for the 2007-2009 Milan/Fusion:

1A)HCU: Continental Automotive
ECU: Yazaki (being confirmed)

2Q) NHTSA asked if we could contact the supplier of the 2007-2009 Milan/Fusion to see if the supplier may have any information from warranty returned parts.

2A) Engineering has contacted the Conti Quality team – awaiting response.

3Q) NHTSA asked who manufactured the HCU/ECU for the 2005-2010 MY Escape/Mariner HYBRID.

3A) Under review.

4) Summary of 11 vehicles with ABS/HCU replacements:

No.	Model Year	Model	VIN	Warranty Start Date	Mileage	Summary - Service Actions
1	2007	FUSION	3FAHP02167R	12/14/2006	331	- Checked whl speed sensors. - Checked all wiring. - Replaced ABS module.
2	2007	MILAN	3MEHM08177R	3/20/2007	829	- Replaced HCU. - Bled system.
3	2007	FUSION	3FAHP02107R	3/29/2007	10973	- Identified bad seal in HCU. - Replaced HCU.
4	2009	FUSION	3FAHP08Z19R	10/22/2008	1923	- Replaced HCU. - Bled system.
5	2009	FUSION	3FAHP08109R	2/13/2009	13105	- Replaced HCU - Did not resolve issue. - Replaced leaking brake booster.
6	2009	FUSION	3FAHP07Z59R	7/29/2009	2543	- Replaced Master Cylinder. - Replaced HCU.
7	2008	FUSION	3FAHP02168R	8/29/2008	9003	- Right Front HCU valve sticking. - Replaced HCU. - Resurfaced pads and rotors.
8	2008	FUSION	3FAHP07Z78R	11/9/2007	34657	- Bled system. - Stuck internal HCU valve. - Replaced HCU.
9	2008	FUSION	3FAHP02158R	2/15/2008	24800	- HCU module not responding. - Replaced HCU.
10	2008	FUSION	3FAHP07ZX8R	12/21/2007	39628	- Replaced Master Cylinder. - Replaced HCU.
11	2007	FUSION	3FAHP08Z77R	10/25/2006	46513	- Replaced Master Cylinder. - Replaced HCU.

Ed C.

From: Cadagin, Ed (E.J.)
Sent: Wednesday, November 02, 2016 7:41 AM
To: Tuneff, Mark (M.S.)
Cc: Johnston, Dennis (D.T.)
Subject: Updated 2007-2009 Fusion ABS Summary Presentation

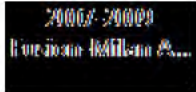
Mark/Dennis,

Attached is the updated presentation – with a new slide (No. 19) which includes a summary of FMC360 & GCQIS data.

Please take a look and let me know what other information might be of interest to NHTSA.

Thanks!

Ed C.



NHTSA Information Request 2007-2009 MY Focus/Milan Brake Pedal Goes to Floor VOQs (VOQs as of September 28, 2016)

October **TBD**, 2016

Presentation Layout

1. VOQ Analysis
2. Internal Ford Data Analysis
3. Next Steps

VOQ Analysis

109 = Total number of unique VIN VOQs

- 107 Reports – ***“Pedal goes to floor.” ‘reduced braking.’***
- 1 Report – ***“...the brakes seized without warning.”***
- 1 Report – ***“...consumer writes in regards to anti-lock braking system problems.”***

NOTES: - Many reports indicate that braking is regained upon further application of the pedal, or after pumping the pedal.

VOQ Analysis

Crashes - 4 / 109 Reports:

- *“May be cause of rearend wreck listed below.”* (No further reference.)
- *“Today traffic was stop and go, and when the car in front of me stopped and my boyfriend hit the brakes to stop, the ABS went on followed by the brakes malfunctioning which caused a rear end collision.”*
- *“As I approached a busy intersection (three directions of traffic but only 1 direction has to stop). Very small spots of unmelted snow were present on the road and again, the brake pedal went to the floor. I also went beyond my desired stopping point on this occasion, as well. In fact, the vehicle only stopped because I wrecked into the back of another vehicle that was waiting to turn.”*
- *“Driving in city traffic, I was turning left and hit a rough patch of road. The car in front of me stopped because of road construction, when my fusion hit the rough patch due to the construction and I applied my brakes, the pedal was very soft, going down to the floor board causing a car accident.”*

VOQ Analysis

Loss of braking during ABS event / or after hitting a bump/disturbance in the road - 73 / 109 Reports:

- *“The ABS was activated when coming to a stop in slippery conditions and on loose gravel. Afterwards the brake pedal nearly goes to the floor in order to stop the car. This usually lasts for a day before the brakes return to normal.”*
- *“I was driving along about 25 mph and had to stop at a turn on a metal plate and the abs pulsed because the plate was slippery. After the ABS pulsed the brake pedal went soft and had to be pushed to the floor to stop the car, with no brakes until the pedal got to the floor.”*
- *“Brakes fail following an ABS event. Brake pedal becomes soft and sinks to the floor. If brakes are pumped repeatedly they can be returned to normal - but then fail again upon a subsequent ABS event.”*

NOTE: - Many reports indicate that braking is regained upon further application of the pedal, or after pumping the pedal.

VOQ Analysis

Service Info – Bleed Brake System/MCYL Change

- *For 27 Reports of Brake System being bled; there were 21 reports the condition recurred.*
- *For 22 Reports of Master Cylinder being replaced; there were 19 reports the condition recurred.*

Service Info – Change ABS/HCU

- *15 Reports of ABS/HCU being replaced; there were 5 reports the condition recurred.*

VOQ Analysis

The system is dangerous – or needs a FSA:

- ***44 Comments that the system was dangerous or required an FSA***

Cost of repair:

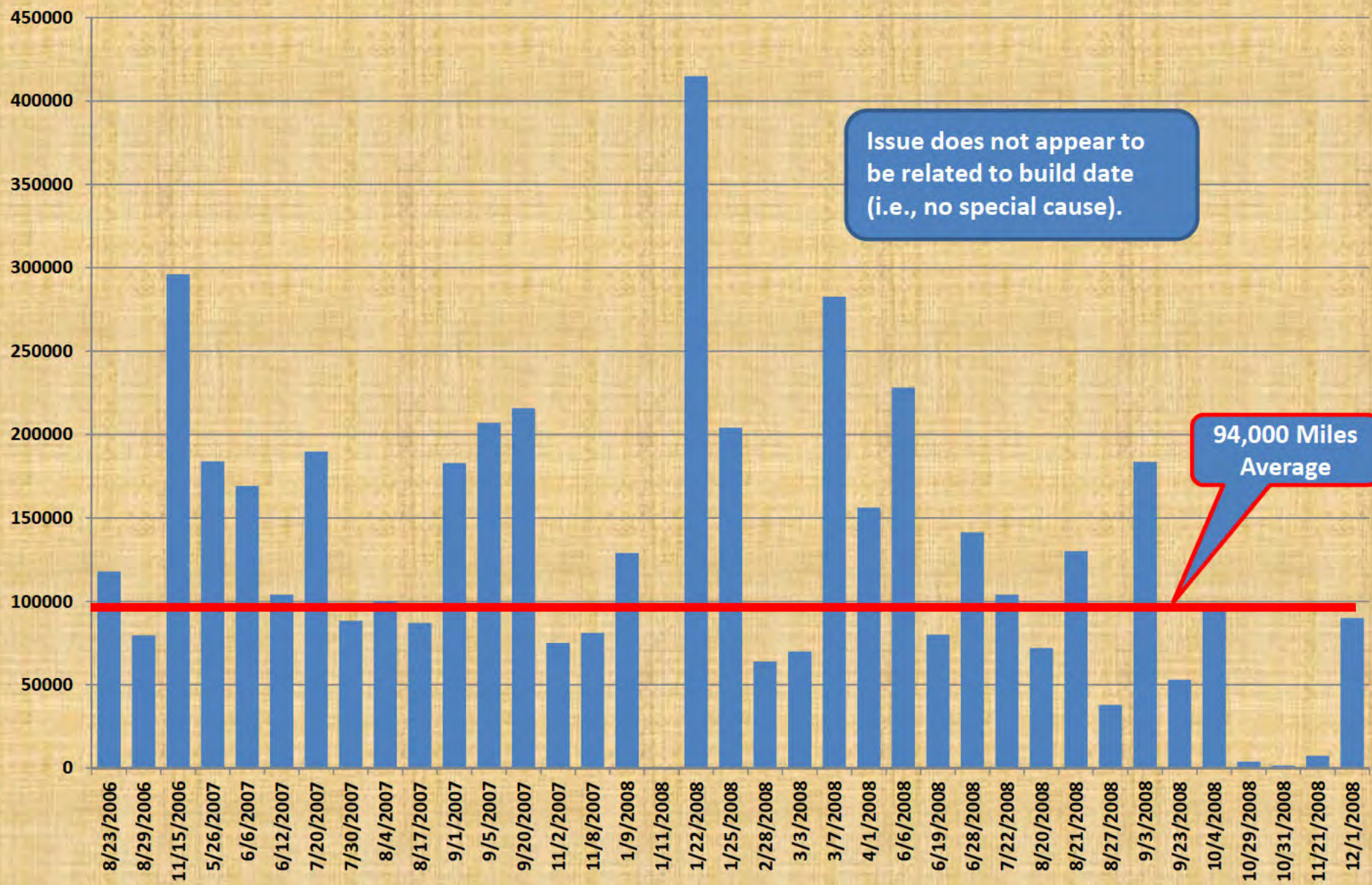
- ***26 Comments regarding the high cost of repairs***

Ford Data Analysis

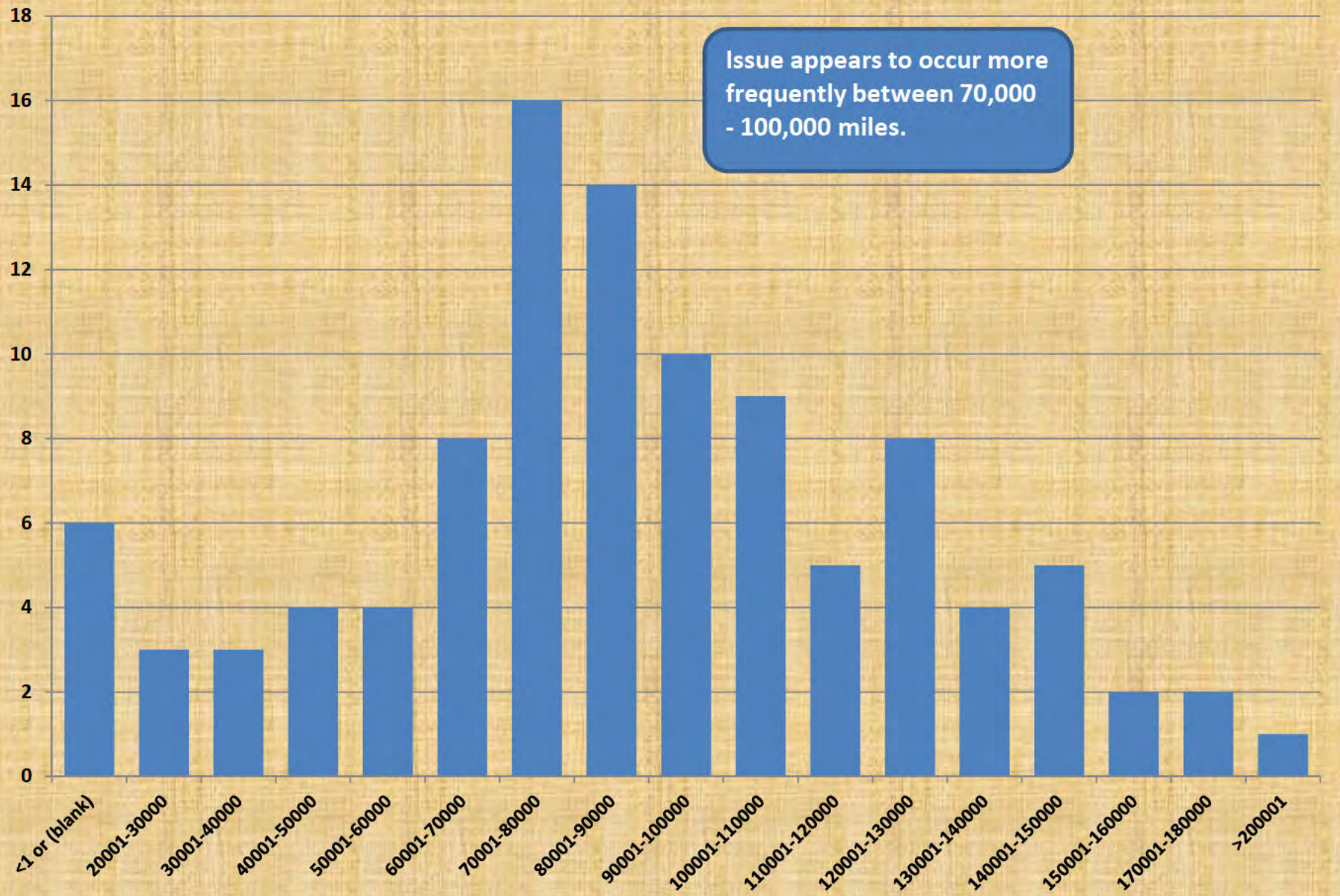
Summary of Ford Data Analysis

- 76 of the 109 VOQs were associated with VINs.
- 40 of the 109 VINs had records in Ford's System:
 - Similar descriptions to VOQs.
 - 6 Records of replaced Master Cylinders.
 - 1 recommendation to inspect ABS/HCU for proper line installation.
 - 1 report of customer being able to “fix” the issue by hitting the ABS housing with a hammer.

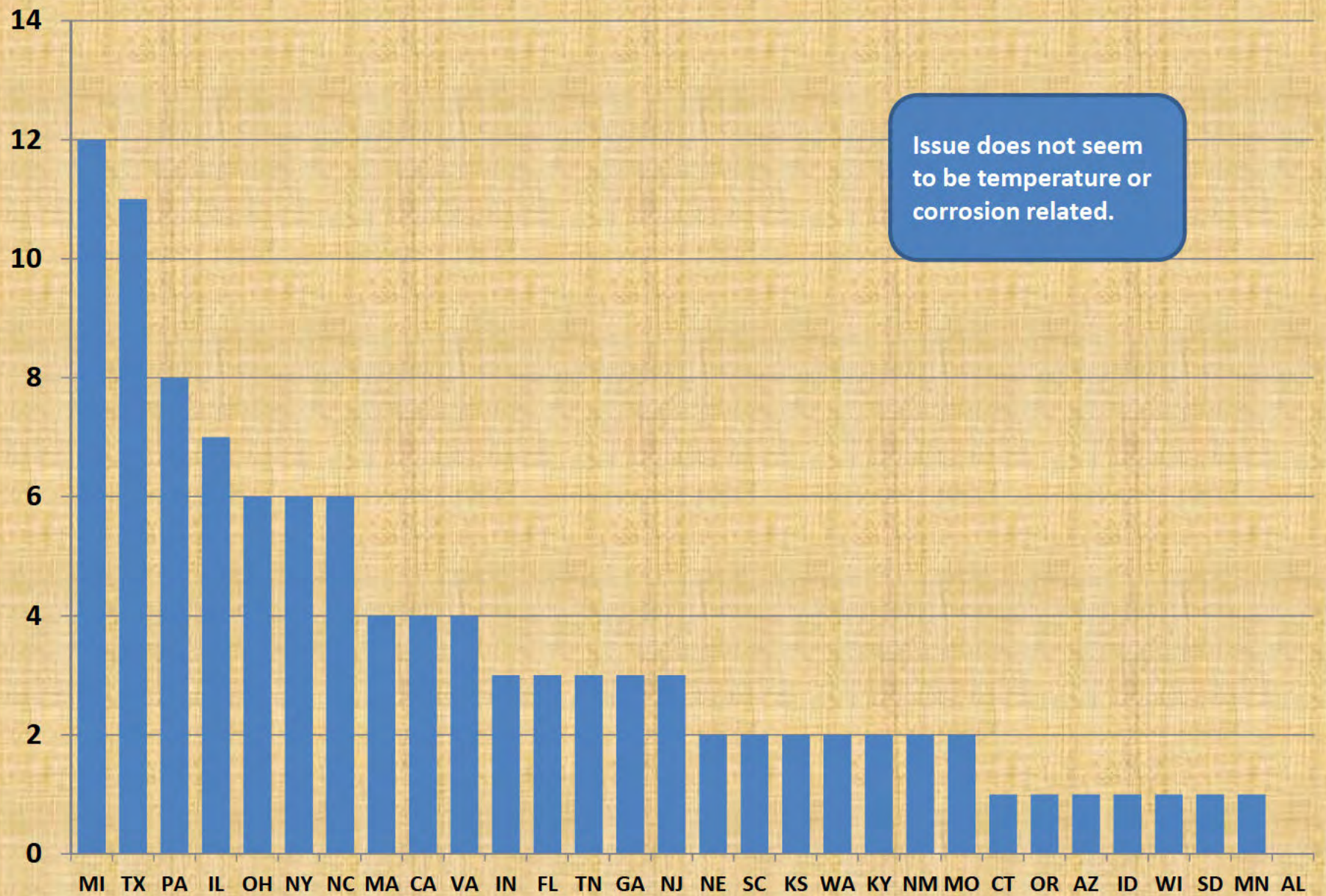
Month of Production vs. Report Mileage



VOQ Reports by Mileage

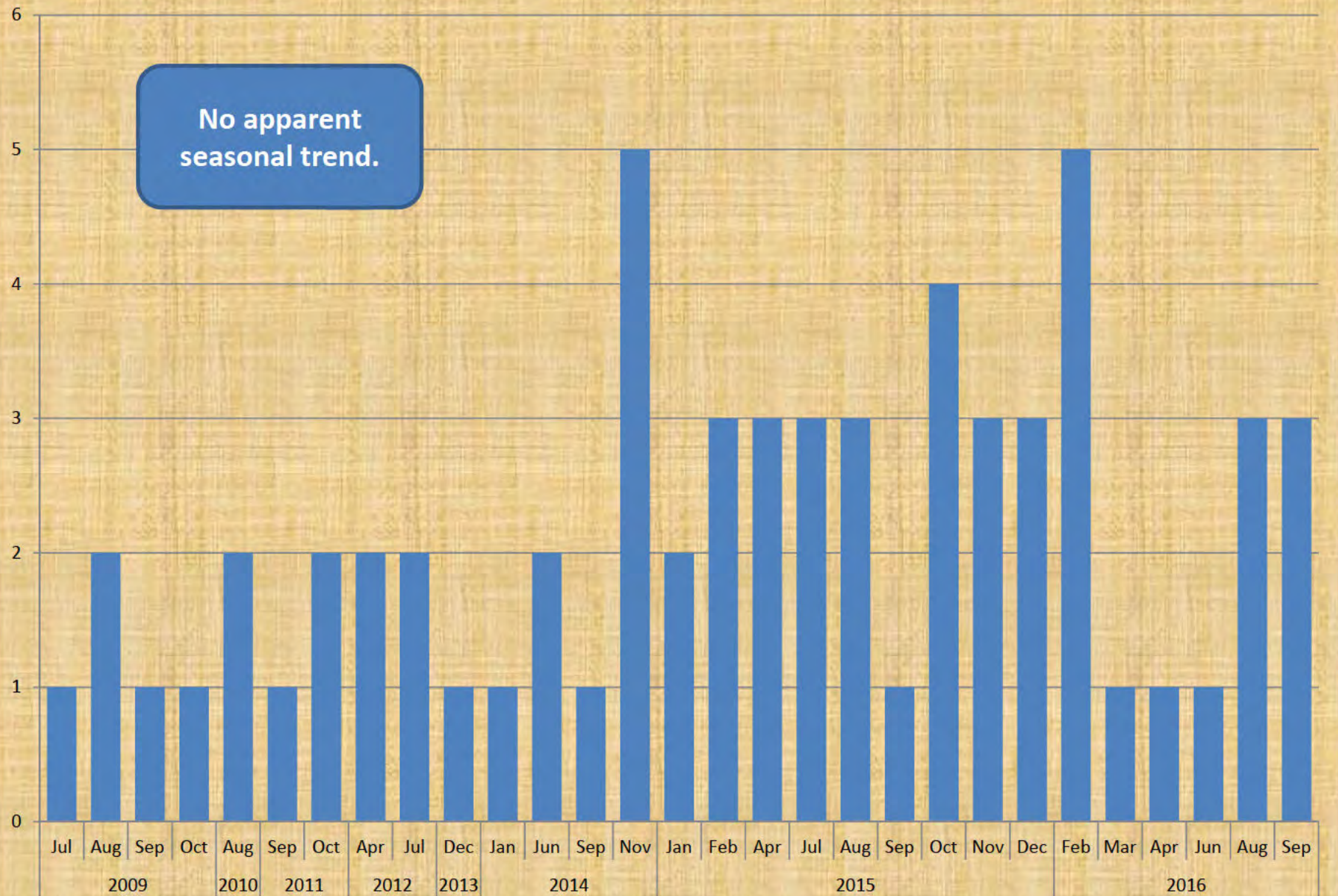


VOQ Reports by State



Month of Repair

No apparent
seasonal trend.



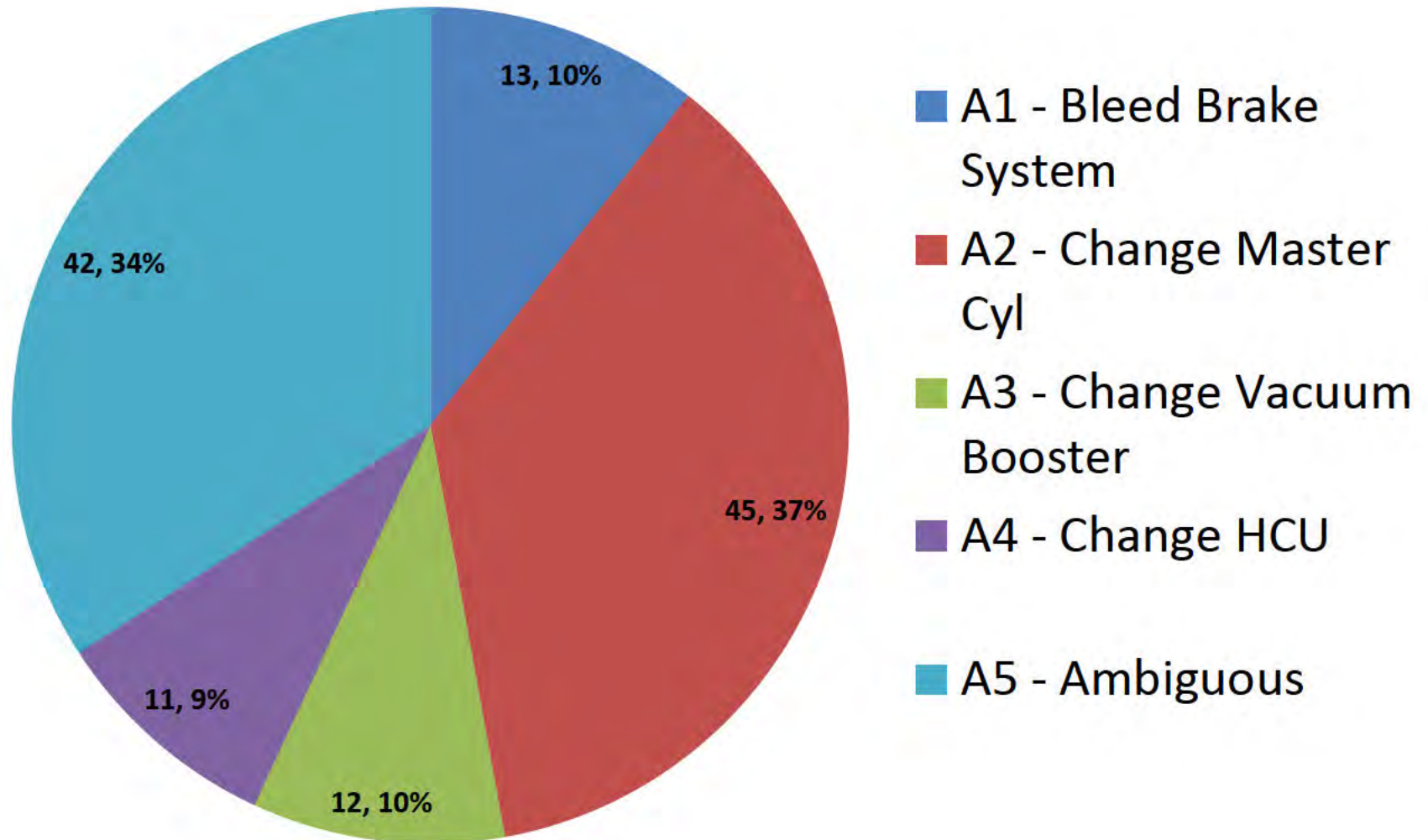
Summary of Ford Data Analysis

- Issue does not appear to be related to build date (i.e., no special cause).
- Issue occurs more frequently between 70,000 - 100,000 miles (94,000 miles average).
- Does not appear to be temperature or corrosion related.
- No apparent seasonal trend.
- 20% of the VOQ vehicles were initially fleet vehicles.

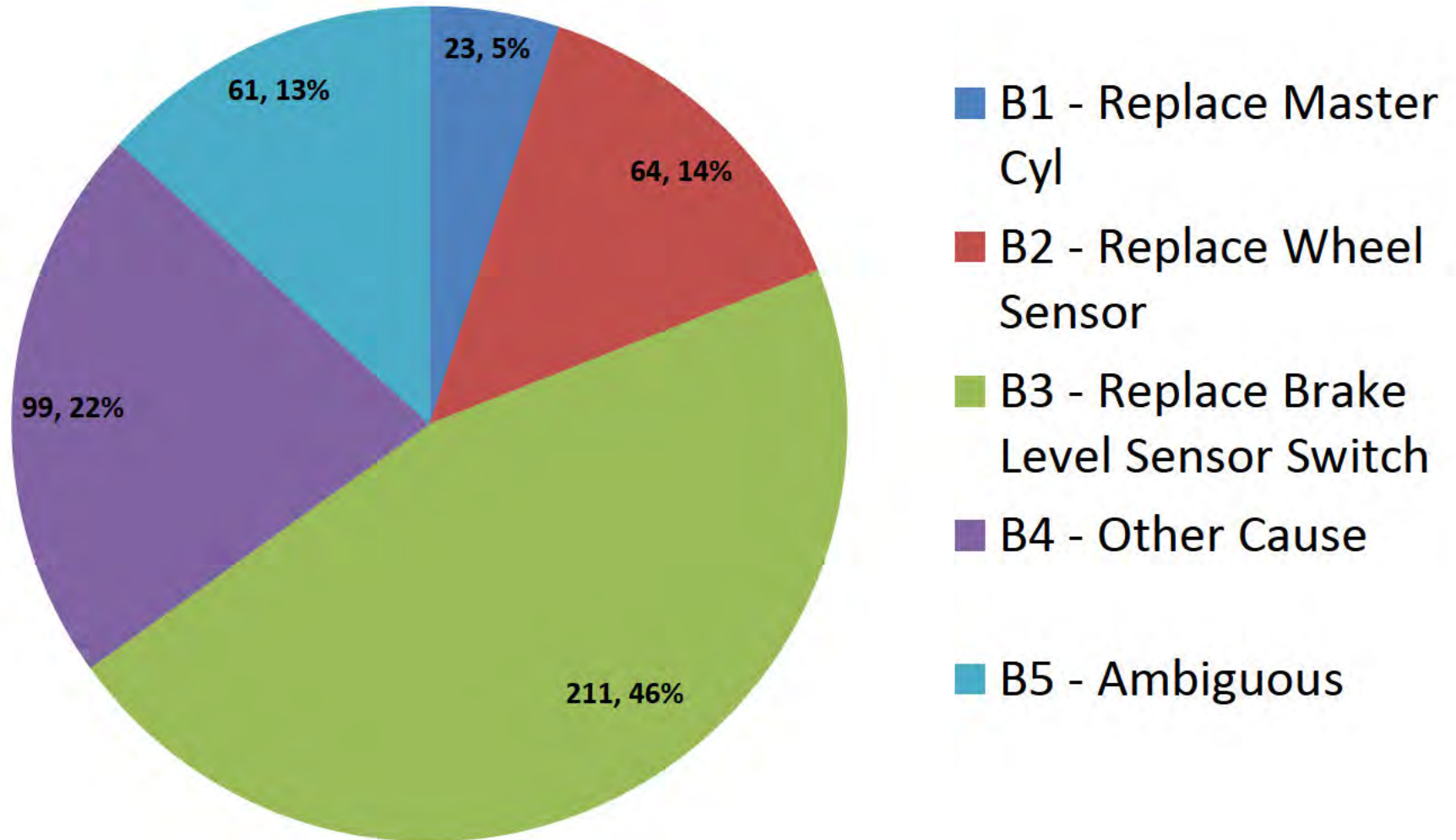
Ford Warranty Review

- 4,319 Warranty reports for 2007-2009 Fusion/Milan.
- $2,724/474,862 = 0.56\% = 5.6 \text{ R}/1000$
- Reviewed 1,001 reports for the following symptoms:
 - function-steering/brake ineffective;
 - mod-driving condition-on deceleration/braking;
 - mod-driving condition-over bump(s);
 - mod-intermittent/random;
 - pedal concerns-pedal positions;
 - pedal concerns-service brake pedal)
- Category A – Pedal goes to floor / Loss of braking (130)
- Category B – Brake MIL Light On (458)
- Category C – Popping noise in Radio (10)
- Category D – Master Cyl / Booster (121)
- Category NR – Not responsive (282)

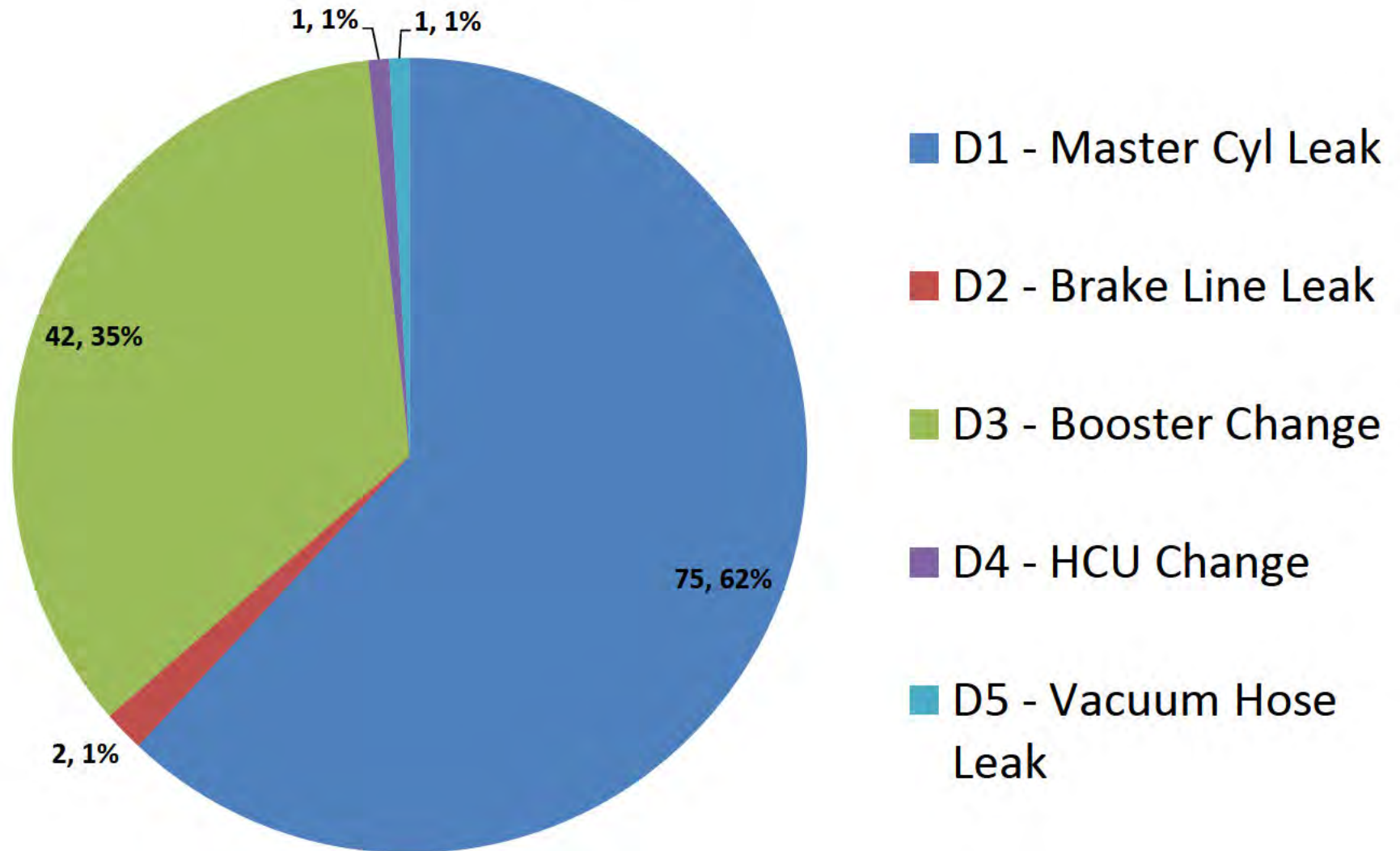
130/1001 - Pedal Goes to Floor / Loss of Braking



458/1001 - Brake MIL Illuminated



121/1001 - Master Cylinder / Vacuum Booster



FMC360 & GCQIS Data

- ***FMC360 Data Review***

- 240 Total Reports (89 > 90,000 miles):
 - 117,956 Average Mileage (90,200 – 230,000 miles)
 - 73% - Foot goes to floor / Excessive pedal travel
 - 3% - Master Cylinder / Vacuum Booster issues
 - 15% - Non-Responsive

- ***GCQIS Data Review***

- 1,039 Total Reports (295 > 90,000 miles):
 - 120,293 Average Mileage (90,052-808,333 miles)
 - 78% - Foot goes to floor / Excessive pedal travel
 - 6% - Master Cylinder / Vacuum Booster issues
 - 15% - Non-Responsive

Next Steps

- Ford is investigating these reports.
- Ford Chassis Engineering is attempting to Find a Vehicle (VOQ vehicle?) with the reported condition and procure the following components for analysis:
 - Vacuum Booster
 - Master Cylinder
 - ABS/HCU Assembly
 - Brake Fluid

Discussion

From: Cadagin, Ed (E.J.)
Sent: Tuesday, December 20, 2016 7:42 AM
To: Sagan, Jessica L (J.L.)
Subject: Varsity Ford Visit...

Jessica,

Other than not having ensured parts were on hand – I think that the Varsity Ford visit went well. I believe that Leah has the ECU/HCU unit and it is being sent to EU for review by Conti.

When you have a second – please give me a call [REDACTED] and we can discuss the Chicago visit. I'd like to get that visit scheduled – and this time, we can make sure that any critical components are ordered in advance.

Thanks!

Ed C.

Vehicle test:

- Canalyzer test
- Subjective pedal feel eval
 - o Slight incline
- ABS events – the eval pedal feel again
- Brake g's
- Look for brake fluid around fittings, etc.
- Check booster
- Check valve
- Pedal asy
- Jounce hoses
- Vac lines (abrasions/loose fitting)
- Brakeline fittings (over tightened)
- Vehicle part wear
- Seal rollback
- Collect brake fluid from caliper and HCU

After parts are replaced, Dealer will need to do a FULL SYSTEM FLUSH.

Team will return to dealership to re-evaluate and take additional data.

Parts we'd like to get off vehicle, replace with OEM parts not MOTORCRAFT

ABS as assembly

Leave brake lines on abs

Caliper asy

Rotors

Don't disturb or drain fluid

TEAM MEMBER

- Hans G.
- Dave P.
- Leah D.

Dealer visits

Dec. 20th target date

From: Sagan, Jessica L (J.L.)
Sent: Friday, December 02, 2016 9:11 AM
To: Gangwar, Hans (H.B.)
Subject: video

Youtube.com
WATCH?V=0R46_UNYYK8

Have a great day!

Jessica L. Sagan

Brake Controls

Cell: 313 805 4991

Email: jramir30@ford.com

VIN

3MEHM07Z48R
3FAHP07Z29R
3FAHP07Z69R
3MEHM07198R
3FAHP08Z79R
3FAHP07Z68R
3FAHP08158R
3FAHP07179R
3FAHP07189R
3MEHM08158R
3MEHMO8ZX8
3FAHP08187R
3FAHP07118R
3FAHP07178R
3FAHP06Z39R
3FAHP06ZX8R
3FAHP01158R
3FAHP08199R
3FAHP07Z59R
3FAHP02158R
3MEHM08Z58R
3MEHM07Z57R
3MEHM08178R
3MEHM07Z08R
3MEHM02178R
3MEHM08198R
3FAHP07119R
3MEHM07Z78R
3MEHM08Z19R
3FAHP07Z49R
3MEHM08Z68R
3FAHP08137R
3FAHP07149R
3MEHM08177R
3MEHM07Z87R
3FADP07Z48R
3FAHP08108R
3FAHP08139R
3FAHP071X8R
3FAHP01127R
3MEHM07177R
3FAHP07ZX8R
3MEHM08148R
3MEHM081X7R
3FAHP07198R
3MEHM07ZX8
3FAHP07158R
3MEHM08168R
3MEHM07ZX7
3FAHP07137R
3FAHP02157R
3FAHP07ZXBR
3MEHM081X9R
3FAHP07Z57R
3FAHP08178R
3MEHM07117R
3MEHM08188R
3FAHP08Z17R
3FAHP06Z88R

RUN:	ECI Recor	Source Co	Time in Sr	Repair/Report/Paid Date	Causal Pa	Dealer City	Dealer Sta	VIN	Production Model	Year	Vehicle De	Warranty	Mileage	Customer	Technicial	CQIS Rec	Mazda Symptom	Comment
Group 4 FMC	9.01E+08	FMC360		2/11/2016		W INCHES MA		3FAHP06Z239R	6/6/2008	2008	FUSION	8/23/2008	57000	2016-02-12-2016-02-11				
Group 4 FMC	9.01E+08	FMC360		2/22/2016		NORWOO MA		3FAHP06Z239R	6/6/2008	2008	FUSION	8/23/2008	57000	2016-02-22				
Group 4 FMC	9.01E+08	FMC360		2/19/2016		NORWOO MA		3FAHP06Z239R	6/6/2008	2008	FUSION	8/23/2008	57000	2016-02-19-19-19-44.1				
Group 4 FMC	9.01E+08	FMC360		2/19/2016		NORWOO MA		3FAHP06Z239R	6/6/2008	2008	FUSION	8/23/2008	57000	2016-02-22-22-05.15.1				
Group 4 FMC	9.01E+08	FMC360		3/30/2016				3FAHP07119R	7/22/2008	2008	FUSION	1/28/2009	104000	2016-03-30-21.19.58.1				
Group 4 FMC	9.01E+08	FMC360		11/3/2014		GREAT N NY		3FAHP07137R	8/28/2008	2007	FUSION	8/28/2008	148000	2014-11-03-13.36.40.1				
Group 4 FMC	9.01E+08	FMC360		10/13/2015				3FAHP07137R	8/28/2008	2007	FUSION	8/28/2008	148000	2015-10-13-12.44.39.1				
Group 4 AWS	5.1E+08	AW S	36	8/20/2010		1125 MELROSE IL		3FAHP07138R	8/4/2007	2008	FUSION	9/18/2007	27565	CHECK FC BRAKE SHOES PAD ASSEMBLIES HYDRAULIC INSPECT, MACHINED FRONT AND REAR DISC BRAKE ROTORS.				
Group 4 FMC	9.01E+08	FMC360		11/14/2015		MELROSE IL		3FAHP07138R	8/4/2007	2008	FUSION	9/18/2007	27700	2015-11-18/2015-11-18				
Group 3 AWS	4.94E+08	AW S	1	8/29/2009		1125 MANNING WV		3FAHP07179R	8/28/2008	2009	FUSION	7/16/2009	1545	OWNER SVERIFIED VIBRATION THROUGH STEERING WHEEL AND THROUGH SEAT INSPECTED ALL BRAKES RESURFACED ALL ROTORS CORRECTED CONCERN				
Group 3 FMC	9.01E+08	FMC360		11/19/2014		HOUSTON TX		3FAHP07188R	8/17/2007	2008	FUSION	9/1/2007	87000	2014-11-18/2014-11-11				
Group 3 AWS	5.35E+08	AW S	43	10/29/2011		2140 WICHITA KS		3FAHP07208R	9/1/2007	2008	FUSION	4/30/2008	31191	CUST STAMASTER CYLINDER TEST DRIVE, FOUND BRAKE PEDAL IS LOW DUE TO AIR IN THE SYSTEM, CHECK FOR LEAKS, FOUND MASTER CYLINDER IS LEAKING ON THE INSIDE, REPLACE MASTER CYLINDER, BLEAD BRAKE SYSTEM, PERFORM ABS SYSTEM BLEAD AND RE1				
Group 3 AWS	5.41E+08	AW S	48	4/13/2012	2C215	WICHITA KS		3FAHP07208R	9/1/2007	2008	FUSION	4/30/2008	36777	CUSTOMER HCU 36779 HCU CLP DEDUCT FOUND BRAKE PEDAL GOES TO THE FLOOR AND CAR DOES NOT STOP VERY WELL, FOUND ABS VALVE IS STUCK OPEN, R&R ABS MODULE, REPLACE HCU, BLEAD BRAKE SYSTEM, PERFORM ABS SYSTEM BLEED, BLEAD BRAKE SYSTEM				
Group 3 CUDL	30143746	MORSICUDL		4/6/2012		WICHITA KS		3FAHP07208R	9/1/2007	2008	FUSION	4/30/2008	36500	2012-04-09-16.07.28.000155 REC'D IBC FROM CUST - CUST STATED HIS VEH IS STILL IN THE DLRSHIP - CUST ADV HE DOES NOT FEEL SAFE IN THE VEH - (CSM UNABLE TO OFFER EXTENDED WARRANTY/PLANS AS CUST HAS 2 EXISTING THROUGH FORD) - CUST IS UPSET B/C SE				
Group 3 FMC	9.01E+08	FMC360		4/29/2016		CLOVIS NM		3FAHP07218R	1/11/2008	2008	FUSION	1/28/2008	0	2016-04-25/2016-04-25				
Group 3 FMC	9.01E+08	FMC360		11/29/2015		LOUISVIL KY		3FAHP07219R	8/20/2008	2008	FUSION	2/26/2009	72000	2015-11-3/2015-11-3/				
Group 3 FMC	9.01E+08	FMC360		9/14/2016		LIVONIA MI		3FAHP07229R	8/21/2008	2008	FUSION	8/21/2008	130000	2016-09-14-14.28.22.1				
Group 3 AWS	5.34E+08	AW S	30	10/4/2011		2780 BROOKMA PA		3FAHP07249R	9/3/2008	2008	FUSION	4/24/2009	11571	USE SPO BROKEN PARKING BRAKE CONTROL REMOVE AND INSTALL OR REPLACE				
Group 3 AWS	5.38E+08	AW S	77	8/6/2015		2140 BROOKMA PA		3FAHP07249R	9/3/2008	2008	FUSION	4/24/2009	32571	CUSTOMER DIAG FOUND MASTER CYLINDER LEAKING INTO BOOSTER, REMOVED AND REPLACED BOOSTER AND MASTER CYLINDER				
Group 3 AWS	9.87E+08	AW S	81	12/17/2015	2C215	BROOKMA PA		3FAHP07249R	9/3/2008	2008	FUSION	4/24/2009	32125	CUSTOMER PERFORM ABS DIAGNOSIS PASS NO DTC'S ISOLATE TO DUMP VALVE STUCK OPEN IN HCU REPLACED THE HCU ASSY BLEED USING IDS AND MANUAL BLEED OF HCU AND CALIPERS ROADTEST AND RETEST				
Group 3 GCOIS	7.52E+08	GCOIS Ford		9/9/2015	Unknown	CAPE MAY NJ		3FAHP07249R	9/3/2008	2008	FUSION	4/24/2009	19369	WEB FOR ARTICLE I REX, WHEN THE ENGINE IS RUNNING AND PRESSURE IS APPLIED TO THE BRAKE, THE BRAKE BOOSTER WILL CONTINUE TO APPLY PRESSURE TO THE MASTER CYLINDER CAUSING THE BRAKE PEDAL TO CONTINUE TO SINK TO THE FLOOR AS PRESSURE				
Group 3 FMC	9.01E+08	FMC360		7/27/2015		CONSHOE PA		3FAHP07249R	9/3/2008	2008	FUSION	4/24/2009	30000	2015-07-28/2015-07-28				
Group 3 FMC	9.01E+08	FMC360		7/28/2015		BROOKMA PA		3FAHP07249R	9/3/2008	2008	FUSION	4/24/2009	30000	2015-11-13/2015-11-13				
Group 3 FMC	9.01E+08	FMC360		8/26/2015				3FAHP07249R	9/3/2008	2008	FUSION	4/24/2009	30000	2015-08-26-17.40.46.1				
Group 3 FMC	9.01E+08	FMC360		11/12/2016		HUNTERS NG		3FAHP07257R	9/28/2007	2007	FUSION	8/16/2007	126000					
Group 3 AWS	5.1E+08	AW S	37	8/9/2010		1102 TAYLORV IL		3FAHP07258R	7/20/2007	2008	FUSION	8/9/2007	30765	CUSTOM TEST DRIVE VERIFY CONCERN FOUND FRONT BRAKE ROTORS WARPED, MACHINE ON VEHICLE				
Group 3 AWS	5.33E+08	AW S	47	9/28/2011		1104 COLUMBL OH		3FAHP07258R	9/20/2007	2008	FUSION	8/16/2007	67373	CK FOR NUSED CHASSIS EARS TO FIND A BEARING IN THE RIGHT FRONT WAS MAKING NOISE. I R R THE KNUCKLE AND PRESSED THE OLD BEARING OUT AND A NEW ONE BACK IN. ALSO HAD TO REPLACE HUB TO CORRECT CONCERN. AFTER REPAIRS ROAD TESTED A				
Group 3 FMC	9.01E+08	FMC360		11/17/2014		COLUMBL OH		3FAHP07258R	9/20/2007	2008	FUSION	8/16/2007	148500	2014-11-11/2014-11-12				
Group 3 FMC	9.01E+08	FMC360		12/14/2015				3FAHP07259R	12/1/2008	2009	FUSION	4/11/2009	90000	2015-12-14-18.51.49.1				
Group 3 AWS	4.96E+08	AW S	17	10/7/2009	130730	KNOXVILL TN		3FAHP07276R	3/7/2008	2008	FUSION	5/7/2008	24890	ELECTRIC SHORT				
Group 3 FMC	9.01E+08	FMC360		8/4/2016				3FAHP07278R	3/7/2008	2008	FUSION	5/7/2008	129000	2016-08-04-14.12.53.1				
Group 3 FMC	9.01E+08	FMC360		8/4/2016				3FAHP07278R	3/7/2008	2008	FUSION	5/7/2008	129000	2016-08-04/2016-08-04				
Group 2 FMC	9.01E+08	FMC360		8/31/2015		NILES IL		3FAHP07288R	11/2/2007	2008	FUSION	8/9/2007	75000	2015-09-06				
Group 2 FMC	9.01E+08	FMC360		9/9/2014				3FAHP07288R	4/1/2008	2008	FUSION	8/27/2008	156172	2014-09-08-15.32.38.1				
Group 2 GCOIS	7.51E+08	GCOIS Ford		11/24/2014	Unknown	RMERSID CA		3FAHP08108R	9/1/2007	2008	FUSION	9/26/2007	79978	WEB FOR SURVEY C KEVIN, SINCE THE MASTER CYLINDER WAS REPLACED AND THE CALIPERS HAVE BEEN BLOCKED OFF AND RULED OUT AS A SOURCE OF THE ISSUE THEN THE HCU WOULD BE SUSPECT AS THE CAUSE. THIS MAY ALSO BE THE RESULT OF BRAKE BOOSTI				
Group 2 FMC	9.01E+08	FMC360		11/23/2015				3FAHP08108R	11/8/2007	2008	FUSION	8/16/2007	81000	2015-11-23-18.16.42.1				
Group 2 FMC	9.01E+08	FMC360		4/13/2015		HUMBLE TX		3FAHP08128R	1/25/2008	2008	FUSION	2/12/2008	100000	2015-04-13-20.22.15.1				
Group 2 FMC	9.01E+08	FMC360		4/19/2015		SPRING TX		3FAHP08128R	1/25/2008	2008	FUSION	2/12/2008	104000	2015-04-16-16.26.08.1				
Group 2 AWS	5.88E+08	AW S	83	7/15/2015		2140 GLENVIEW IL		3FAHP08128R	2/28/2008	2008	FUSION	3/25/2008	63903	C/RREPORT PERFORM DIAG TEST. REMOVED BATTERY AND TRAY. REMOVED MASTER CYLINDER. TRANSFER RESERVOIR. REINSTALL PARTS AND BLEED ABS UNIT. TEST DRIVE TO VERIFY REPAIRS.				
Group 2 FMC	9.01E+08	FMC360		4/10/2015		W ESTLAN MI		3FAHP08137R	6/12/2007	2007	FUSION	7/12/2007	104000	2015-04-10				
Group 2 AWS	4.96E+08	AW S	9	9/22/2009	2C026	BEDFORD IN		3FAHP08139R	8/28/2008	2009	FUSION	1/2/2009	7315	CUSTOMER TECH RAISED AND INSPECTED WHEELS AND HUBS. CHECKED OASIS FOR TSB OR SSM, FOUND NONE. INSTALLED RIGHT REAR WHEEL ON LEFT REAR HUB AND FOUND IT FITS GOOD. INSTALLED LEFT REAR WHEEL ON RIGHT REAR HUB AN TECH REMOVED ADN RE				
Group 2 FMC	9.01E+08	FMC360		6/28/2016		FAYETTE GA		3FAHP08158R	7/20/2007	2008	FUSION	8/14/2007	159000	2016-06-28-22.36.29.1				
Group 2 FMC	9.01E+08	FMC360		9/7/2016				3FAHP08159R	6/19/2008	2008	FUSION	7/11/2008	80000	2016-09-07-17.34.30.1				
Group 2 AWS	4.93E+08	AW S	3	8/3/2009				3FAHP08159R	8/28/2008	2009	FUSION	9/2/2009	3864	CUSTOMER CAUSE, WARPED ROTORS CORRECTION, AFTER CHECKING THE ROTOR RUNOUT WAS ABLE TO CORRECT THE OWNER CONCERN. BY MACHINING THE RF ROTOR AND THE LF ROTOR POST ROAD TEST OK				
Group 2 FMC	9.01E+08	FMC360		12/19/2015		1102 GOOCHLA VA		3FAHP08199R	8/27/2008	2008	FUSION	2/17/2009	38000	2015-12-19-17.17.01.1				
Group 2 AWS	4.92E+08	AW S	15	7/20/2009		1125 DUNN NC		3FAHP08238R	1/22/2008	2008	FUSION	4/23/2008	18761	CUST FEE ROAD TESTED TO VERIFY CONCERN FRONT ROTORS OUT OF ROUND INSPECTED BRAKES NEC TO MACHINE FRONT ROTORS AND ROAD TEST				
Group 2 FMC	9.01E+08	FMC360		10/28/2015		RALEIGH NC		3FAHP08238R	1/22/2008	2008	FUSION	4/23/2008	132000	2015-10-25/2015-10-25				
Group 2 FMC	9.01E+08	FMC360		10/28/2015		RALEIGH NC		3FAHP08238R	1/22/2008	2008	FUSION	4/23/2008	132000	2015-10-25/2015-10-25				
Group 2 FMC	9.01E+08	FMC360		10/28/2015		RALEIGH NC		3FAHP08238R	1/22/2008	2008	FUSION	4/23/2008	132000	2015-10-28-16.46.48.1				
Group 2 GCOIS	7.53E+08	GCOIS Ford		9/9/2016	Unknown	ABINGDON VA		3FAHP08288R	1/6/2008	2008	FUSION	1/24/2008	128943	WEB FOR ARTICLE I SANDERS, THE HCU IS TESTED FOR A BYPASS CONDITION THE SAME WAY AS THE MASTER CYLINDER BY BLOCKING ITS OUTLET PORTS AND REEVALUATING ANY LOW BRAKE PEDAL ISSUES. WITH THE MASTER CYLINDER ALREADY BEING REPLACED THIS				
Group 2 FMC	9.01E+08	FMC360		9/10/2015		COLUMBIA SC		3FAHP08279R	8/28/2008	2009	FUSION	9/25/2009	141358	2016-06-10/2016-08-10				
Group 1 FMC	9.01E+08	FMC360		11/11/2014		EXTON PA		3MEHMO2176R	3/3/2008	2008	MILAN	7/51/2008	70000	2014-11-11-15.10.48.1				
Group 1 CQIS	7.52E+08	GCOIS Ford		2/11/2016	Unknown	COLUMBL OH		3MEHMO2176R	5/29/2007	2007	MILAN	7/28/2007	59000	WEB FOR ARTICLE I BILL, 2006-2009 MILAN VEHICLES MAY EXPERIENCE BRAKE PEDAL FADE OR THE BRAKES LOCKING UP DURING AN ABS ACTIVATION EVEN. THIS IS TYPICALLY A RESULT OF A RECENT SERVICE WHERE THE HYDRAULIC CONTROL UNIT (HCU) WAS REPLACED /				
Group 1 AWS	5.9E+08	AW S	99	2/23/2015		2140 FREDERICK VA		3MEHMO2176R	8/23/2006	2007	MILAN	1/20/2007	117935	CUSTOMER VERIFIED CONCERN DIAG MASTER CYLINDER INTERNAL FAULT BYPASSING REPLACED MASTER CYLINDER FILL BLEED SYSTEM NORMAL BRAKING RETURNED				
Group 1 CQIS	14996476	GCOIS Ford		12/2/2013	Unknown	ROMEO MI		3MEHMO2176R	8/29/2006	2007	MILAN	10/6/2006	79547	WEB FOR ANDREW, WHEN THE ABS OR TRACTION CONTROL OPERATES, THE BRAKES ARE CONTROLLED BY THE ABS MODULATING THE INLET AND DUMP VALVES IN THE HCU (HYDRAULIC CONTROL UNIT). WHEN A DUMP VALVE OPENS, THE BRAKE FLUID IS FOR				
Group 1 CQIS	7.51E+08	GCOIS Ford		2/27/2015	Unknown	PHILADEL PA		3MEHMO2176R	7/30/2007	2008	MILAN	8/8/2007	44369	WEB FOR GUYDI, OL JAMES, THE BRAKE BOOSTER SHOULD NOT CAUSE A LONG TRAVEL BRAKE PEDAL CONCERN. LONG TRAVEL BRAKE PEDAL INDICATES FLUID CONTAMINATION, TRAPPED AIR, A SWELLING FLEX LINE, RETRACTING CALIPER PISTON, FLUID LEAK, OR A FLU				
Group 1 FMC	9.01E+08	FMC360		2/27/2015		PHILADEL PA		3MEHMO2176R	7/30/2007	2008	MILAN	8/8/2007	44000	2015-03-03/2015-03-03				
Group 1 AWS	5.46E+08	AW S	57	7/31/2012		2140 WESLEY FL		3MEHMO2188R	9/5/2007	2008	MILAN	8/8/2007	103993	SPW LINE OTC WARRANTY FOR PARTS FAILED MASTER CY LINDER				
Group 1 CUDL	30454347	MORSICUDL		7/25/2012		WESLEY FL		3MEHMO2188R	9/5/2007	2008	MILAN	8/8/2007	103000	2012-07-25-08.43.50.967108 "CUST STATES"-BRAKES WENT OUT. VEH DID NOT STOP. REPAIRS COST 1200 DOLLARS AT INDEPENDENT. REPLACED MASTER CYLINDER AND FLUSHED HYDRAULIC CYLINDER AT INDEPENDENT SHOP. CONCERN IS HAPPENING AGAIN. CUST IS CH				
Group 1 CQIS	7.5E+08	GCOIS Ford		6/17/2014	Unknown	DETROIT MI		3MEHMO2187	6/5/2007	2007	MILAN	7/26/2007	80098	WEB FOR WEB FOR JIM, BASED ON THE CONDITIONS THAT ARE PRESENT IT IS POSSIBLE FOR THIS TO BE NORMAL ABS OPERATION. TO VERIFY IF THIS IS NORMAL OPERATION PLEASE COMPARE THE OPERATION TO A LIKE UNIT OF THE SAME YEAR, AND WITH THE SAME				
Group 1 FMC	9E+08	FMC360		6/23/2014		CENTER I MI		3MEHMO2187	6/5/2007	2007	MILAN	7/26/2007	83000	2014-06-23-14.10.10.1				
Group 1 FMC	9E+08	FMC360		1/6/2014		LYNBROOK NY		3MEHMO2187	9/23/2008	2009	MILAN	2/28/2009	53000	2014-01-06-18.08.04.1				
Group 1 FMC	9.01E+08	FMC360		7/29/2015				3MEHMO2S19	10/4/2008	2009	MILAN	8/8/2008	95000					

TEST.
I AGAIN AND RETEST.
SOMEONE AT THE DLRSP TOLD HIM THIS WAS A SAFETY ISSUE - CUST WAS REQUESTING TO KNOW WHAT FORD COULD DO - ADV CUST WE WILL CONTINUE TO REPAIR UNDER WARRANTY - CUST HAS ALWAYS BEEN LOYAL FORD CUST AND WANTED US TO KNOW WHY HE WILL NOT CONTINUE TO BE ONE IN THE FUTURE - APOLOGIZED TO CUST FOR WHAT WAS GOING ON - CUST STATED BACK IN OCTOBER THAT A SALESMAN CALLED CUST 2 DAYS AFT

IS HELD. THIS IS NORMAL OPERATION OF THE POWER BRAKE SYSTEM. SIMILAR TO THIS IS WHEN THE ABS PUMP IS USED TO APPLY THE BRAKES IN AN ABS EVENT. THE PEDAL WILL CONTINUE TO SINK TO THE FLOOR AS PRESSURE IS APPLIED TO THE MASTER AND MAY BE ACCELERATED AS THE HCU AND ABS PUMP CHANNEL FLUID ACCORDINGLY TO MAINTAIN CONTROL OF THE VEHICLE. SINCE THE BRAKE PEDAL FEEL CAN BE COMPARED TO A LIKE

NOISE GONE

ER STEP THROUGH. PRIOR TO CONDEMNING THE HCU FOR THIS CONCERN, IT WILL NEED TO BE DETERMINED THAT THIS IS NOT RELATED TO A NORMAL CONDITION KNOWN AS BRAKE BOOSTER STEP THROUGH, WHICH WILL ONLY OCCUR WHILE THE VEHICLE IS STATIONARY AND CAUSES THE PEDAL TO FADE WHEN STEADY PRESSURE IS APPLIED. WHEN PRESSURE IS APPLIED TO THE BRAKE PEDAL WHILE THE VEHICLE IS SITTING THE VACUUM BOO

PLACED RIGHT REAR ROTOR AND RETESTED WITH INSTALLING WHEEL. WHEEL FITS PROPERLY AT THIS TIME. TORQUED WHEELS TO SPEC.

CONCERN COULD BE THE RESULT OF THE HCU, A RETRACTING REAR CALIPER OR AIR TRAPPED IN THE BRAKE SYSTEM. THE BRAKE SYSTEM ON THIS VEHICLE CAN BE DIFFICULT TO BLEED, AND TAKING ADDITIONAL STEPS DURING BRAKE SYSTEM BLEEDING AND USING A PRESSURE BLEEDER HAS BEEN PROVEN BENEFICIAL IN REMOVING AIR FROM THE BRAKE SYSTEM. BEFORE ANY FURTHER DIAGNOSTICS NOTE WHETHER THE BRAKE PEDAL HAS EXCE

AND THE BRAKE LINES WERE NOT CONNECTED TO THE HCU IN THEIR CORRECT LOCATIONS. DURING THIS EVENT THE PEDAL MAY REMAIN LOW, AND IF THE IGNITION IS CYCLED THE CONCERN IS CORRECTED UNTIL THE NEXT ABS EVENT. INSPECT THE HCU FOR PROPER LINE INSTALLATION AND ONCE CORRECTED, RE-EVALUATE THE CONCERN. REFER TO WORKSHOP MANUAL SECTION 206-09 - ANTI-LOCK BRAKE SYSTEM (ABS) AND STABILITY CONTROL

NCED INTO THE ACCUMULATOR FOR LATER USE. IF A DUMP VALVE STICKS AFTER HCU ACTIVATION, THERE CAN BE A LOW BRAKE PEDAL BECAUSE THE STUCK DUMP VALVE IS DIRECTING THE BRAKE FLUID INTO THE ACCUMULATOR, INSTEAD OF TO THE APPROPRIATE CALIPER. IT IS RECOMMENDED TO PERFORM A FULL BRAKE INSPECTION TO ENSURE THERE ARE NO BINDING OR DAMAGED COMPONENTS. IF NO ISSUES ARE FOUND, IT IS RECOMMEN
ID BYPASS. BASED OFF THE CUSTOMERS FMC360 REPORT, THE CONCERN DID NOT START UNTIL A BRAKE JOB WAS PERFORMED. THIS INDICATES A HIGH PROBABILITY OF A CONCERN WITH A CALIPER PISTON RETRACTING OR ADAMAGED FLEX LINE. WITH THE ENGINE OFF AND NO VACUUM ON THE BOOSTER, THE PEDAL SHOULD BE FIRM. IF IT IS NOT, THEN RECOMMEND TO HAVE AN ASSISTANT PUMP UP THE PEDAL AND FIRMLY DEPRESS IT. WITH TH

ONCERNED FOR HER SAFETY. FEELS THERE IS A DEFECT WITH BRAKE MECHANISM. DLR WORKING WITH CUST. DLR PROVIDING CREDIT FOR PARTS.CUST WILL CONTACT STATE ATTORNEY'S OFFICE BECAUSE SHE IS DISATISFIED. **CUST SEEKS**FINANCIAL ASSISTANCE**DLR STATES**PARKS FORD OF WESLEY CHAPEL 28739 STATE ROAD 54WESLEY CHAPEL FL 33543(813) 907-7800**CSR STATES**AFTER REVIEWING MY RESOURCES, I SEE THAT TH
OPTIONS AND UNDER THE SAME CONDITIONS. THIS WILL AID IN DETERMINING IF THE CONCERN IS BEING CAUSED BY THE CONDITIONS. IF THE LIKE UNIT OPERATES IN A SIMILAR MANNER THEN THIS SHOULD BE CONSIDERED NORMAL CHARACTERISTICS FOR THE SPECIFIC CONDITIONS THAT ARE PRESENT WHEN THE CONCERN OCCURS, NO FURTHER TESTING IS RECOMMENDED. IF THE WHEEL SPEED SHOULD CHANGE ABRUPTLY WHEN STOPPING A

ER HE WAS IN SVC AND OFFERED TO GET CUST IN ANOTHER VEH WITH SAME NOTE - CUST WENT TO DLR TO SIGN PAPERWORK AND HE SAID THEY WOULD NOT HONOR THE OFFER MADE OVER THE PHONE - CUST DOES NOT FEEL SAFE WITH WIFE AND CHILD PRIMARILY BEING IN THIS CAR - CUST HAS FULL UNDERSTANDING OF THE DLRSHp HAVING DIFFICULTY DUPLICATING AN INTERMITTENT CONCERN - CUST DOES NOT FEEL LIKE TAKING THE RISK

: VEHICLE UNDER THE SAME CONDITIONS, SUSPECT THAT THIS IS CHARACTERISTIC OF THE VEHICLE. ENSURE THAT THERE IS NO RESIDUAL BRAKE FLUID PRESENT THAT MAY CONTAMINATE THE NEW BRAKE BOOSTER AND MASTER CYLINDER FROM THE PREVIOUS REPAIR. INSPECT THE VACUUM LINES FOR ANY FLUID INSIDE. BRAKE FLUID THAT CONTAMINATES THE INSIDE OF THE POWER BRAKE ASSIST SYSTEM WILL CAUSE REPEAT FAILURE OF THE

STER WILL CONTINUE TO ASSIST IN SUPPLYING VACUUM TO THE SYSTEM AND CAUSE THE PEDAL TO DROP. THIS WILL ONLY OCCUR WHILE THE VEHICLE IS STATIONARY. IF THE PEDAL FADES WHILE DRIVING THEN THERE IS AN ISSUE WITH THE SYSTEM. TO DETERMINE IF THE ISSUE IS THE RESULT OF BRAKE BOOSTER STEP THROUGH OR A VEHICLE FAULT THEN WITH THE VEHICLE OFF APPLY THE BRAKE PEDAL SEVERAL TIMES TO RELEASE THE VAC

SSIVE TRAVEL WITHOUT ASSIST FROM THE BRAKE BOOSTER AND COMPARE THE BRAKE PEDAL FEEL TO A LIKE VEHICLE. IF THE BRAKE PEDAL DOESN-T HAVE EXCESSIVE TRAVEL WITHOUT ASSIST FROM THE BRAKE BOOSTER, OR IF THE BRAKE PEDAL FEEL COMPARES TO A LIKE VEHICLE THIS COULD SUGGEST THIS CONCERN IS BRAKE BOOSTER STEP THROUGH. IF YOU CAN RULE OUT BRAKE BOOSTER STEP THROUGH AS THE CAUSE FOR THIS CONCE

- REMOVAL AND INSTALLATION - HCU AS IT SHOWS THE PROPER BRAKE LINE LOCATIONS IS THE EXPLODED VIEW. IF IT HAS BEEN DETERMINED THAT THE LINES HAVE NOT BEEN INSTALLED IN THE WRONG LOCATIONS, REFER TO WORKSHOP MANUAL SECTION 206-00 - DIAGNOSIS AND TESTING - SYMPTOM CHART -- -BRAKE PEDAL GOES DOWN FAST- AND REVIEW THE POSSIBLE CAUSES AND FOLLOW EACH SYMPTOM-S DIAGNOSTIC ROUTINE AS OUTLIN

DED TO CONTINUE TO TRY TO DUPLICATE THE CONCERN. IF THE CONCERN CAN BE DUPLICATED AND A NORMAL BRAKE PEDAL IS RESTORED AFTER RELEASING AND REAPPLYING, IT IS RECOMMENDED TO REPLACE THE HCU AND REEVALUATE THE CONCERN. REFER TO SECTION 206-09 OF THE ONLINE WSM FOR REPLACEMENT INFORMATION. ANDREW, YOU ARE WELCOME. NOTE: ONCE THE CONCERN HAS BEEN DUPLICATED AND IF ANOTHER KNOW

IE PEDAL DEPRESSED INSPECT THE FLEX LINES FOR SWELLING, CRACKING, AND IRREGULAR SHAPE. IF NO CONCERNS ARE SEEN, THEN RECOMMEND TO CHECK THE CALIPER PISTONS FOR ONE OR MORE THAT EXCESSIVELY RETRACTS WHEN PEDAL PRESSURE IS RELEASED. IF SEEN, THEN RECOMMEND TO REPLACE THAT CALIPER. IF NO CONCERNS ARE SEEN, THEN RECOMMEND TO PERFORM A FLUID BYPASS TEST. THE BYPASS TEST IS BRIEFLY D

HERE ARE NO FACTORY WARRANTIES OR PROGRAMS IN EFFECT ON YOUR VEHICLE THAT WOULD PROVIDE FINANCIAL ASSISTANCE FOR YOUR CURRENT CONCERN. I RECOMMEND THAT IF YOU KEEP YOUR REPAIR RECEIPTS IN CASE FORD INITIATES A RECALL OR CUSTOMER SATISFACTION PROGRAM IN THE FUTURE BASED ON CUSTOMER FEEDBACK OR FURTHER ENGINEERING REVIEW OF SIMILAR COMPLAINTS. WE APPRECIATE YOU TAKING THE TIME

ND HITTING THE HOLE, IT IS POSSIBLE FOR THE ABS TO DETERMINE THIS A POSSIBLE ABS/TRACTION EVENT AND CAUSE THE PEDAL FEEL CONCERN. IF THE CONCERN IS NOT SIMILAR THEN PLEASE RECORD ALL FOUR WHEEL SPEED READINGS. THE IDS REFRESH RATE IS TOO SLOW TO ACCURATELY MONITOR THE SENSORS. IF ONE OF THE WHEEL SPEED SENSORS IS ERRATIC THEN VERIFY IF THE SENSOR IS THE WHEEL THAT HIT THE POTHOLE. IF

[REDACTED]

[REDACTED]

C - CUST ADV THAT HE WI

E BRAKE BOOSTER.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

UUM PRESSURE IN THE SYSTEM THEN ALLOW THE VEHI

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

RN INSPECT THE REAR CALIPER PISTONS THROUGH THE

[REDACTED]

IED.

WN GOOD LIKE VEHICLE IS AVAILABLE, IT CAN BE TESTED T

ETAILED IN WORKSHOP MANUAL SECTION 206-00 < D

ME TO MAKE US AWARE OF

E THE SENSOR IS THE ONE THAT HIT THE

[REDACTED]

Selection Summary

commodity level1	parking brakes; service brakes;
Selections	chassis - service brakes -> Total

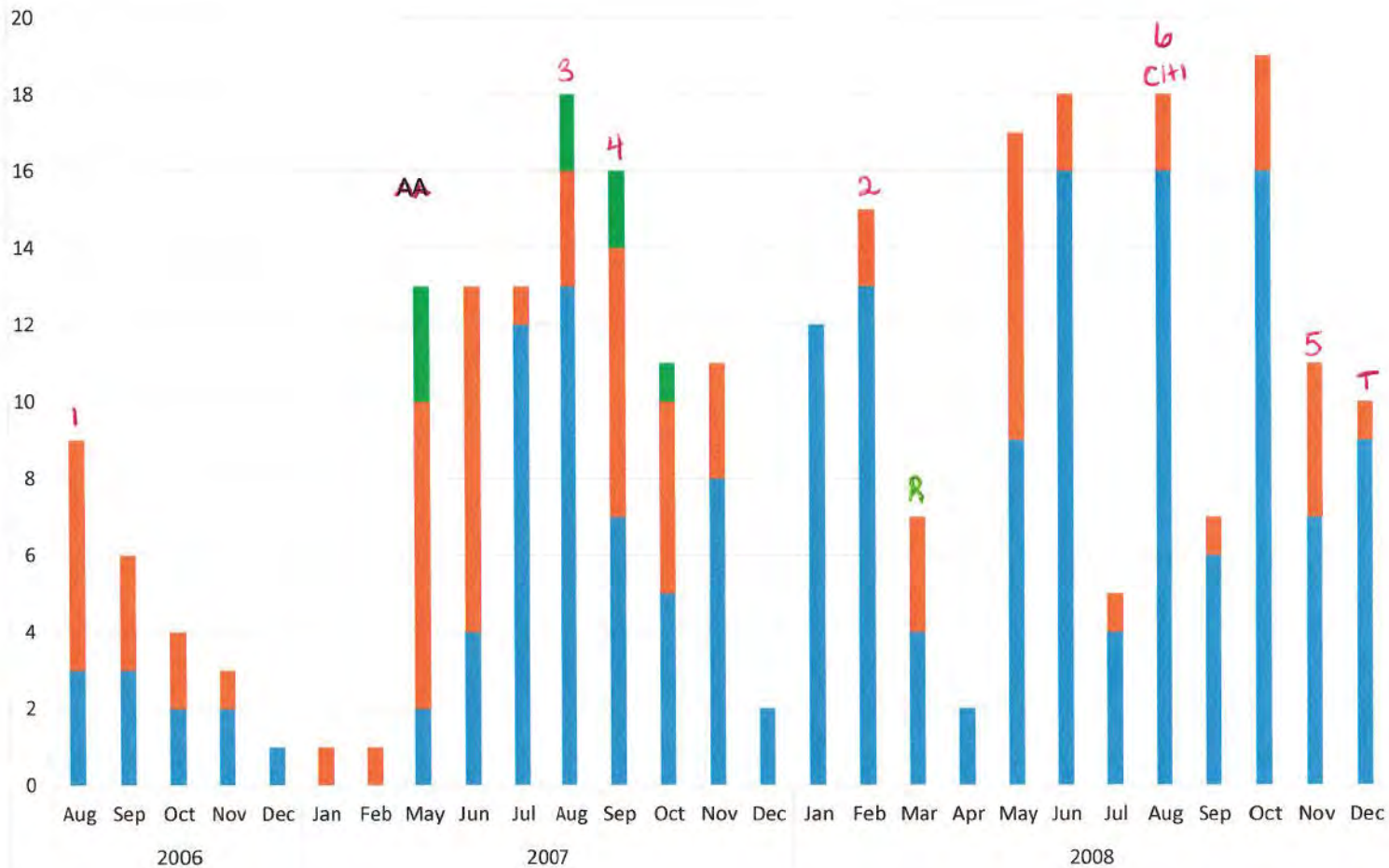
Disclaimer:

This data is for use as one of several potential awareness indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer word search of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary

Model Year

VOQ by MOP

Count of VIN



ANN ARBOR 4279 5/07
 Chicago 8679 8/08
 RAVI 5526 3/08
 Tony's 4936 12/08
 Cathy's
 Steve's

Vehicle Line AWS Desc

- ZEPHYR/MKZ
- MILAN
- FUSION

look @
 m/c Reser claim

MV	VIN	MOP
1	07 5453	8/06
2	08 1340	2/08
3	08 5920	8/07
4	08 4714	9/07
5	09 7363	11/08
6	09 5920	8/08

m/c v
 Acc

Years Production Date

Feb 09 240 MY Lannch @HSAP

From: Tuneff, Mark (M.S.)
Sent: Wednesday, September 28, 2016 2:41 PM
To: Cadagin, Ed (E.J.)
Cc: Johnston, Dennis (D.T.)
Subject: VOQs to Ford Sept 28.xlsx

Follow Up Flag: Follow up
Flag Status: Flagged

Ed, I'll stop by with more detail. One tab is a list of VOQ ODI numbers that we will want to download. The second tab is a list of VINs associated with the VOQs, but they are randomized to protect the identity of the VOQ contact. The VINs will be used for more research based on the VOQ information. This is a "drive by" inquiry at this point – no formal inquiry.



VOQs to Ford
Sept 28.xlsx

ODI_ID
10907122
10907093
10906293
10903875
10903135
10899417
10894501
10892944
10888626
10887635
10883508
10881298
10876335
10876046
10875760
10875748
10874967
10873431
10873218
10870186
10865450
10865169
10863250
10863161
10863054
10862114
10860086
10855365
10854765
10854702
10852553
10845863
10837770
10837758
10836833
10836561
10836359
10825433
10824987
10824708
10823422
10822948

10822164
10820307
10819862
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10818601
10811561
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10810060
10808346
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10807637
10807281
10806755
10806255
10794803
10790504
10789689
10789637
10789437
10787755
10787563
10785218
10783662
10779110
10749892
10745073
10730359
10721041
10712615
10704042
10694951
10692468
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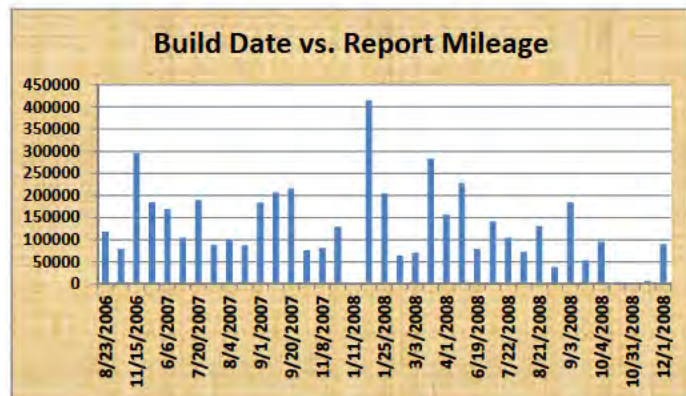
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10640257
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10618330
10618242
10615775
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10455572

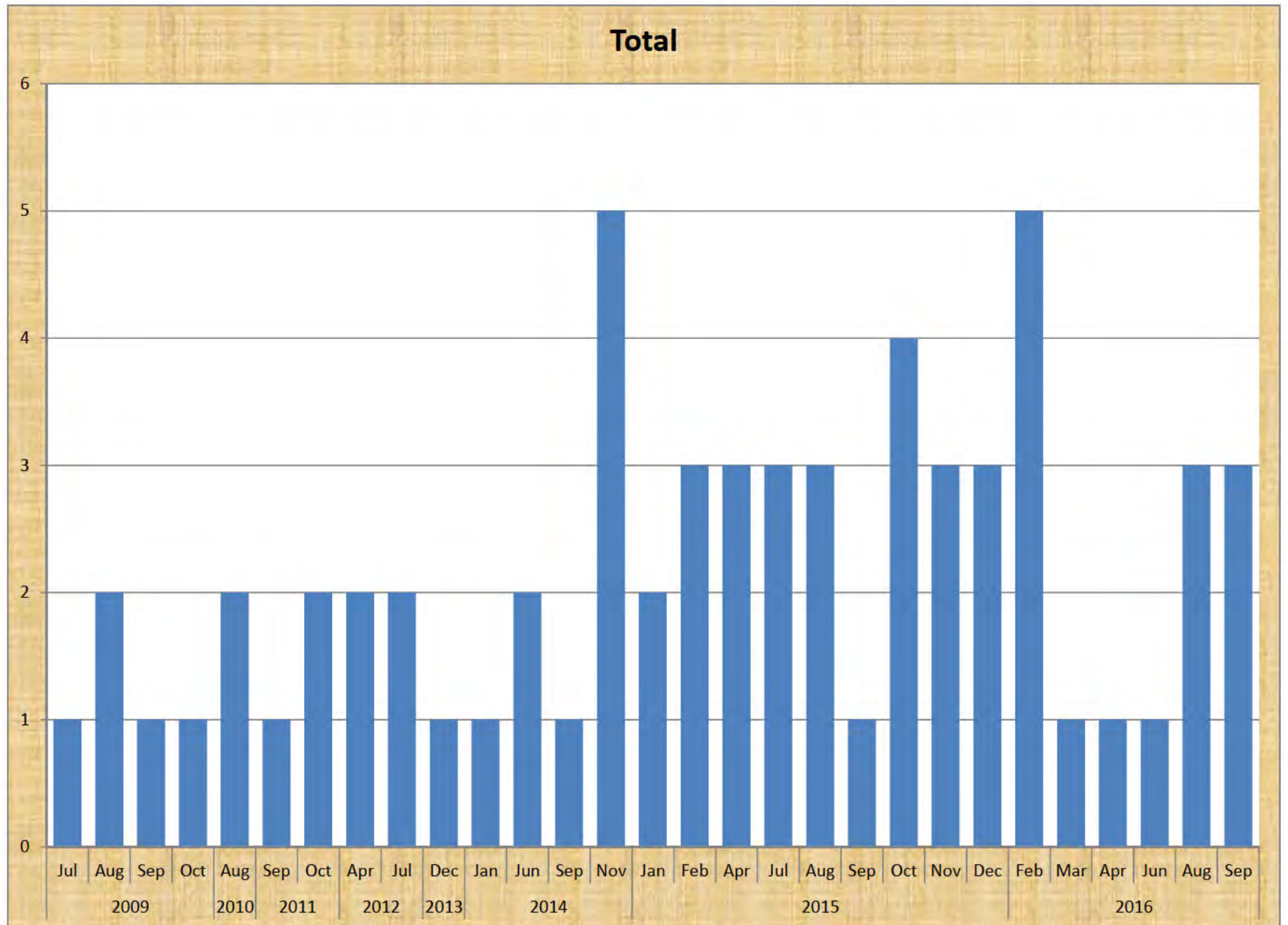
VIN	
3MEHMO8ZX8R	
3MEHMO8Z68R	
3MEHMO8Z58R	
3MEHMO8Z27R	
3MEHMO8Z27R	
3MEHMO8Z19R	
3MEHMO81X9R	
3MEHMO81X7R	
3MEHMO8198R	
3MEHMO8188R	
3MEHMO8178R	
3MEHMO8177R	
3MEHMO8168R	
3MEHMO8158R	
3MEHMO8148R	
3MEHMO7ZX8R	
3MEHMO7ZX7R	
3MEHMO7Z87R	
3MEHMO7Z78R	
3MEHMO7Z67R	
3MEHMO7Z67R	
3MEHMO7Z57R	
3MEHMO7Z48R	
3MEHMO7Z08R	
3MEHMO7198R	
3MEHMO7177R	
3MEHMO7117R	
3MEHMO2178R	
3FAHP08Z79R1	
3FAHP08Z68R2	
3FAHP08Z68R1	
3FAHP08Z38R1	
3FAHP08Z17R2	
3FAHP08199R1	
3fahp08198r15	
3FAHP08187R2	
3FAHP08178R2	
3FAHP08178R1	
3FAHP08178R1	
3FAHP08159R1	
3FAHP08159R1	
3FAHP08158R1	

3FAHP08139R	
3FAHP08137R	
3FAHP08128R	
3FAHP08128R	
3FAHP08108R	
3FAHP08108R	
3FAHP08108R	
3FAHP07ZXB	
3FAHP07ZX8R	
3FAHP07ZX8R	
3FAHP07Z98R	
3FAHP07Z98R	
3FAHP07Z88R	
3FAHP07Z88R	
3FAHP07Z78R	
3FAHP07Z78R	
3FAHP07Z69R	
3FAHP07Z68R	
3FAHP07Z59R	
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3FAHP07Z57R	
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3FAHP07Z48R	
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3FAHP07Z19R	
3FAHP07Z18R	
3FAHP07Z18R	
3FAHP07Z08R	
3FAHP071X8	
3FAHP071X8	
3FAHP07198R	
3FAHP07189R	
3FAHP07188R	
3FAHP07188R	
3FAHP07179R	
3FAHP07178R	
3FAHP07159R	
3FAHP07158R	
3FAHP07149R	
3FAHP07138R	

3FAHP07138R	
3FAHP07137R	
3FAHP07119R	
3FAHP07118R	
3FAHP07108R	
3FAHP07108R	
3FAHP06ZX8R	
3FAHP06Z88R	
3FAHP06Z39R	
3FAHP02158R	
3FAHP02157R	
3FAHP01158R	
3FAHP01127R	
3FADP07Z48R	

Sum of Mileage		
Production Date	Total	
8/23/2006	117935	
8/29/2006	79547	
11/15/2006	296000	
5/26/2007	184000	
6/6/2007	169098	
6/12/2007	104000	
7/20/2007	189765	
7/30/2007	88360	
8/4/2007	100255	
8/17/2007	87000	
9/1/2007	182946	
9/5/2007	206993	
9/20/2007	215873	
11/2/2007	75000	
11/8/2007	81000	
1/9/2008	128943	
1/11/2008	0	
1/22/2008	414761	
1/25/2008	204000	
2/28/2008	63903	
3/3/2008	70000	
3/7/2008	282690	
4/1/2008	156172	
6/6/2008	228000	
6/19/2008	80000	
6/28/2008	141358	
7/22/2008	104000	
8/20/2008	72000	
8/21/2008	130000	
8/27/2008	38000	
9/3/2008	183637	
9/23/2008	53000	
10/4/2008	95000	
10/29/2008	3804	
10/31/2008	1543	
11/21/2008	7315	
12/1/2008	90000	
Grand Total	4725898	





Count of VIN Years	Repair/Report/Paid Date	Total
2009	Jul	1
	Aug	2
	Sep	1
	Oct	1
2010	Aug	2
2011	Sep	1
	Oct	2
2012	Apr	2
	Jul	2
2013	Dec	1
2014	Jan	1
	Jun	2
	Sep	1
	Nov	5
2015	Jan	2
	Feb	3
	Apr	3
	Jul	3
	Aug	3
	Sep	1
	Oct	4
	Nov	3
	Dec	3
	Feb	5
2016	Mar	1
	Apr	1
	Jun	1
	Aug	3
	Sep	3
Grand Total		63

RUN:	ECI Recor	Source Co	Time in St	Repair/Pl	Causal Pa	Dealer City	Dealer S	VA VIN	Production	Model	Year	Vehicle De	Warranty S	Mileage	Customer	Technician	QCIS	Reo	Mazda	Symptom	Comment
Group 4 FMC	9.01E+08	FMC360	2/1/2016			WINCHES MA		3FAHP06Z236P	6/9/2008	2009	FUSION	8/23/2008	87000	2016-02-11	2016-02-11						
Group 4 FMC	9.01E+08	FMC360	3/30/2016					3FAHP07119P	7/22/2008	2009	FUSION	1/28/2009	104000	2016-03-30	2016-03-30						
Group 4 FMC	9.01E+08	FMC360	1/3/2014			GREAT NE NY		3FAHP07137P	6/24/2008	2007	FUSION	11/30/2006	148000	2014-11-09	2014-11-09						
Group 4 FMC	9.01E+08	FMC360	### ###			MELROSE IL		3FAHP07138P	8/4/2007	2008	FUSION	9/18/2007	72700	2015-11-11	2015-11-11						
Group 3 AWS	4.94E+08	AW S	1 8/29/2009	1125	MANNING WV			3FAHP07179P	### ###	2009	FUSION	7/16/2009	1543	OWNER S VERIFIED VIBRATION THROUGH STEERING WHEEL AND THROUGH SEAT INSPCT							
Group 3 FMC	9.01E+08	FMC360	### ###			HOUSTON TX		3FAHP07198P	8/17/2007	2008	FUSION	9/1/2007	87000	2014-11-11	2014-11-11						
Group 3 AWS	5.35E+08	AW S	43	### ###	2140	WICHITA KS		3FAHP07208P	9/1/2007	2008	FUSION	4/30/2008	31191	CUST STA MASTER CYLINDER TEST DRIVE, FOUND BRAKE PEDAL IS LOW DUE TO AIR IN T							
Group 3 AWS	5.41E+08	AW S	48	4/13/2012	2C215	WICHITA KS		3FAHP07208P	9/1/2007	2008	FUSION	4/30/2008	36777	CUSTOMER M O 36779 HCU CLP DEDUCT FOUND BRAKE PEDAL GOES TO THE FLOOR AND C							
Group 3 FMC	9.01E+08	FMC360	4/29/2016			CLOVIS NM		3FAHP07219P	1/1/2008	2008	FUSION	1/28/2008	0	2014-04-22	2014-04-22						
Group 3 FMC	9.01E+08	FMC360	### ###			LOUISVIL KY		3FAHP07219P	8/20/2008	2009	FUSION	2/26/2009	72000	2015-11-34	2015-11-34						
Group 3 FMC	9.01E+08	FMC360	9/14/2016			LIVONIA MI		3FAHP07229P	8/21/2008	2009	FUSION	10/21/2008	130000	2016-09-14	2016-09-14						
Group 3 AWS	5.96E+08	AW S	77	9/6/2015	2140	BROOMAL PA		3FAHP07249P	9/3/2008	2009	FUSION	4/24/2009	30572	CUSTOMER DIAG FOUND MASTER CYLINDER LEAKING INTO BOOSTER, REMOVED AND REPLA							
Group 3 AWS	9.87E+08	AW S	81	### ###	2C215	BROOMAL PA		3FAHP07249P	9/3/2008	2009	FUSION	4/24/2009	32125	CUSTOMER PERFORM ABS DIAGNOSIS PASS NO DTC S ISOLATE TO DUMP VALVE STUCK OPE							
Group 3 FMC	9.01E+08	FMC360	1/15/2015			HUNTERS NC		3FAHP07257P	5/26/2007	2007	FUSION	6/16/2007	125000								
Group 3 AWS	5.1E+08	AW S	37	9/9/2010	1102	TAYLOR IL		3FAHP07256P	7/20/2007	2008	FUSION	8/6/2007	30785	CUSTOMER TEST DRIVE VERIFY CONCERN FOUND FRONT BRAKE ROTORS WARPED, MACHIN							
Group 3 FMC	9.01E+08	FMC360	### ###			COLUMBI OH		3FAHP07256P	9/20/2007	2008	FUSION	11/30/2007	148500	2014-11-11	2014-11-11						
Group 3 FMC	9.01E+08	FMC360	### ###					3FAHP07259P	12/1/2008	2009	FUSION	4/11/2009	90000	2015-12-14	2015-12-14						
Group 3 FMC	9.01E+08	FMC360	8/4/2016					3FAHP07278P	3/7/2008	2008	FUSION	5/7/2008	129000	2016-08-04	2016-08-04						
Group 2 FMC	9.01E+08	FMC360	8/31/2015			NILES IL		3FAHP07288P	11/2/2007	2008	FUSION	11/20/2007	75000	2015-09-01							
Group 2 FMC	9.01E+08	FMC360	9/9/2014					3FAHP07288P	4/1/2008	2008	FUSION	6/27/2008	156172	2014-09-04	2014-09-04						
Group 2 GCQIS	7.51E+08	GCQIS Ford	### ###	Unknown		RIVERSID CA		3FAHP08108P	9/1/2007	2008	FUSION	9/26/2007	79978	WEB FOR SUPREY KEVIN, SINCE THE MASTER CYLINDER WAS REPLACED AND THE CALIP							
Group 2 FMC	9.01E+08	FMC360	### ###					3FAHP08108P	11/8/2007	2008	FUSION	11/23/2007	81000	2015-11-23	2015-11-23						
Group 2 FMC	9.01E+08	FMC360	4/13/2015			HUMBLE TX		3FAHP08128P	1/25/2008	2008	FUSION	2/12/2008	100000	2015-04-13	2015-04-13						
Group 2 FMC	9.01E+08	FMC360	4/6/2015			SPRING TX		3FAHP08128P	1/25/2008	2008	FUSION	2/12/2008	104000	2015-04-16	2015-04-16						
Group 2 AWS	5.68E+08	AW S	83	1/15/2015	2140	GLENVIEW IL		3FAHP08128P	2/28/2008	2008	FUSION	3/25/2008	63903	CREPORT PERFORM DIAG TEST, REMOVED BATTERY AND TRAY, REMOVED MASTER CYCLO							
Group 2 FMC	9.01E+08	FMC360	4/10/2015			WESTLA MI		3FAHP08137P	6/12/2007	2007	FUSION	7/12/2007	104000	2015-04-11							
Group 2 AWS	4.95E+08	AW S	9	8/22/2009	2C028	BEDFORD IN		3FAHP08139P	### ###	2009	FUSION	1/2/2009	7315	CUSTOMER TECH RAISED AND INSPECTED WHEELS AND HUBS, CHECKED QCIS FOR TSB O							
Group 2 FMC	9.01E+08	FMC360	6/29/2016			FAYETTE GA		3FAHP08159P	7/20/2007	2008	FUSION	8/14/2007	159000	2016-06-29	2016-06-29						
Group 2 FMC	9.01E+08	FMC360	9/7/2016					3FAHP08159P	6/1/2008	2009	FUSION	7/11/2008	80000	2016-08-07	2016-08-07						
Group 2 AWS	4.93E+08	AW S	3	8/3/2009	1102	GOOCHLVA		3FAHP08159P	### ###	2009	FUSION	5/6/2009	3804	CUSTOMER CAUSE, WARPED ROTORS CORRECTION, AFTER CHECKING THE ROTOR RUN							
Group 2 FMC	9.01E+08	FMC360	### ###					3FAHP08199P	8/27/2008	2009	FUSION	2/17/2009	38000	2015-12-18	2015-12-18						
Group 2 FMC	9.01E+08	FMC360	### ###			RALEIGH NC		3FAHP08238P	1/22/2008	2008	FUSION	4/23/2008	132000	2015-10-29	2015-10-29						
Group 2 GCQIS	7.53E+08	GCQIS Ford	9/9/2016	Unknown		ABINGDON VA		3FAHP08298P	1/9/2008	2008	FUSION	1/24/2008	129443	WEB FOR ARTICLE SANDERS, THE HCU IS TESTED FOR A BYPASS CONDITION THE SAME V							
Group 2 FMC	9.01E+08	FMC360	8/10/2016			COLUMBI SC		3FAHP08279P	6/29/2008	2009	FUSION	9/25/2008	141358	2016-08-11	2016-08-11						
Group 1 FMC	9.01E+08	FMC360	### ###			EXTON PA		3MEH002178	3/3/2008	2008	MILAN	7/31/2008	70000	2014-11-11	2014-11-11						
Group 1 QCIS	7.52E+08	GCQIS Ford	2/11/2016	Unknown		COLUMBI OH		3MEH002178	5/26/2007	2007	MILAN	7/28/2007	59000	WEB FOR ARTICLE I BILL, 2006-2009 MILAN VEHICLES MAY EXPERIENCE BRAKE PEDAL FADE							
Group 1 AWS	5.9E+08	AW S	99	2/23/2015	2140	FREDERIC VA		3MEH002178	8/23/2006	2007	MILAN	1/20/2007	171935	CUSTOMER VERIFIED CONCERN DIAG MASTER CYLINDER INTERNAL FAULT BYPASSING REPL							
Group 1 QCIS	14896476	GCQIS Ford	12/2/2013	Unknown		ROME MI		3MEH002178	9/29/2006	2007	MILAN	10/6/2006	79547	WEB FOR ANDREW, WHEN THE ABS OR TRACTION CONTROL OPERATES, THE I							
Group 1 QCIS	7.51E+08	GCQIS Ford	2/27/2015	Unknown		PHILADEL PA		3MEH002178	7/30/2007	2008	MILAN	11/22/2008	44360	WEB FOR CROD, OK JAMES, THE BRAKE BOOSTER SHOULD NOT CAUSE A LONG TRAVEL BI							
Group 1 FMC	9.01E+08	FMC360	2/27/2015			PHILADEL PA		3MEH002178	7/30/2007	2008	MILAN	11/22/2008	44000	2015-03-03	2015-03-03						
Group 1 AWS	5.46E+08	AW S	57	7/31/2012	2140	WESLEY FL		3MEH006188	9/5/2007	2008	MILAN	11/25/2007	103993	SPW LINK OUT WARRANTY FOR PARTS FAILED MASTER CYLINDER							
Group 1 CUDL	30454347	MORS/CUDL	7/25/2012			WESLEY FL		3MEH006188	9/5/2007	2008	MILAN	11/25/2007	103000	2017-02-25	2017-02-25						
Group 1 FMC	9E+08	FMC360	6/23/2014			CENTER MI		3MEH008137	6/9/2007	2007	MILAN	7/26/2007	83000	2014-06-23	2014-06-23						
Group 1 FMC	9E+08	FMC360	1/6/2014			LYNBROO NY		3MEH008139	9/23/2008	2009	MILAN	2/28/2009	53000	2014-01-06	2014-01-06						
Group 1 FMC	9.01E+08	FMC360	7/29/2015					3MEH008219	10/4/2008	2009	MILAN	12/10/2008	96000	2015-07-29	2015-07-29						

TESTED ALL BRAKES RESURFACED ALL ROTORS CORRECTED CONCERN

PERFORMED ABS SYSTEM, CHECK FOR LEAKS, FOUND MASTER CYLINDER IS LEAKING ON THE INSIDE, REPLACE MASTER CYLINDER, BLEAD BRAKE SYSTEM, PERFORM ABS SYSTEM BLEAD AND RETEST. RAR DOES NOT STOP VERY WELL, FOUND ABS VALVE IS STUCK OPEN, R&R ABS MODULE, REPLACE HCU, BLEAD BRAKE SYSTEM, PERFORM ABS SYSTEM BLEED, BLEAD BRAKE SYSTEM AGAIN AND RETEST.

REPLACED BOOSTER AND MASTER CYLINDER
PERFORMED IN HCU REPLACED THE HCU ASSY BLEED USING IDS AND MANUAL BLEED OF HCU AND CALIPERS ROADTEST AND RETEST

TESTED ON VEHICLE

THESE BRAKES HAVE BEEN BLOCKED OFF AND RULED OUT AS A SOURCE OF THE ISSUE THEN THE HCU WOULD BE SUSPECT AS THE CAUSE. THIS MAY ALSO BE THE RESULT OF BRAKE BOOSTER STEP THROUGH. PRIOR TO CONDEMNING THE HCU FOR THIS CONCERN

REMOVED, TRANSFER RESERVOIR, REINSTALL PARTS AND BLEED ABS UNIT. TEST DRIVE TO VERIFY REPAIRS.

PERFORMED R SSM, FOUND NONE, INSTALLED RIGHT REAR WHEEL ON LEFT REAR HUB AND FOUND IT FITS GOOD, INSTALLED LEFT REAR WHEEL ON RIGHT REAR HUB AN TECH REMOVED AND REPLACED RIGHT REAR ROTOR AND RETESTED WITH INSTALLING WHEEL

TECH OUT WAS ABLE TO CORRECT THE OWNER CONCERN, BY MACHINING THE RF ROTOR AND THE LF ROTOR POST ROAD TEST OK

REPLACED MASTER CYLINDER BY BLOCKING ITS OUTLET PORTS AND REEVALUATING ANY LOW BRAKE PEDAL ISSUES. WITH THE MASTER CYLINDER ALREADY BEING REPLACED THIS CONCERN COULD BE THE RESULT OF THE HCU, A RETRACTING REAR CALIPER

OR THE BRAKES LOCKING UP DURING AN ABS ACTIVATION EVEN, THIS IS TYPICALLY A RESULT OF A RECENT SERVICE WHERE THE HYDRAULIC CONTROL UNIT (HCU) WAS REPLACED AND THE BRAKE LINES WERE NOT CONNECTED TO THE HCU IN THEIR CORRECT LOCATION. REPLACED MASTER CYLINDER FILL BLEED SYSTEM NORMAL BRAKING RETURNED
BRAKES ARE CONTROLLED BY THE ABS MODULATING THE INLET AND DUMP VALVES IN THE HCU (HYDRAULIC CONTROL UNIT). WHEN A DUMP VALVE OPENS, THE BRAKE FLUID IS FORCED INTO THE ACCUMULATOR FOR LATER USE. IF A DUMP VALVE STICKS, IT CAN CAUSE A BRAKE PEDAL CONCERN. LONG TRAVEL BRAKE PEDAL INDICATES FLUID CONTAMINATION, TRAPPED AIR, A SWELLING FLEX LINE, RETRACTING CALIPER PISTON, FLUID LEAK, OR A FLUID BYPASS. BASED OFF THE CUSTOMER'S FMC360 REPORT, THE CONCERN

THE REPAIR COST 1200 DOLLARS AT INDEPENDENT. REPLACED MASTER CYLINDER AND FLUSHED HYDRAULIC CYLINDER AT INDEPENDENT SHOP. CONCERN IS HAPPENING AGAIN. CUSTOMER IS CONCERNED FOR HER SAFETY. FEELS THERE IS A DEFECT WITH BRAKE

ERN, IT WILL NEED TO BE DETERMINED THAT THIS IS NOT RELATED TO A NORMAL CONDITION KNOWN AS BRAKE BOOSTER STEP THROUGH, WHICH WILL ONLY OCCUR WHILE THE VEHICLE IS STATIONARY AND CAUSES THE PEDAL TO FADE WHEN STE

DL WHEEL FITS PROPERLY AT THIS TIME. TORQUED WHEELS TO SPEC.

CALIPER OR AIR TRAPPED IN THE BRAKE SYSTEM. THE BRAKE SYSTEM ON THIS VEHICLE CAN BE DIFFICULT TO BLEED, AND TAKING ADDITIONAL STEPS DURING BRAKE SYSTEM BLEEDING AND USING A PRESSURE BLEEDER HAS BEEN PROVEN BENEFICIAL

CORRECT LOCATIONS. DURING THIS EVENT THE PEDAL MAY REMAIN LOW, AND IF THE IGNITION IS CYCLED THE CONCERN IS CORRECTED UNTIL THE NEXT ABS EVENT. INSPECT THE HCU FOR PROPER LINE INSTALLATION AND ONCE CORRECTED, RE-EVAL
CKS AFTER HCU ACTIVATION, THERE CAN BE A LOW BRAKE PEDAL BECAUSE THE STUCK DUMP VALVE IS DIRECTING THE BRAKE FLUID INTO THE ACCUMULATOR, INSTEAD OF TO THE APPROPRIATE CALIPER. IT IS RECOMMENDED TO PERFORM A FULL
ERN DID NOT START UNTIL A BRAKE JOB WAS PERFORMED. THIS INDICATES A HIGH PROBABILITY OF A CONCERN WITH A CALIPER PISTON RETRACTING OR ADAMAGED FLEX LINE. WITH THE ENGINE OFF AND NO VACUUM ON THE BOOSTER, THE PEDAL

MECHANISM. DLR WORKING WITH CUST. DLR PROVIDING CREDIT FOR PARTS.CUST WILL CONTACT STATE ATTORNEY'S OFFICE BECAUSE SHE IS DISATISFIED. **CUST SEEKS**FINANCIAL ASSISTANCE**DLR STATES**PARKS FORD OF WESLEY CHAPEL

DOY PRESSURE IS APPLIED. WHEN PRESSURE IS APPLIED TO THE BRAKE PEDAL WHILE THE VEHICLE IS SITTING THE VACUUM BOOSTER WILL CONTINUE TO ASSIST IN SUPPLYING VACUUM TO THE SYSTEM AND CAUSE THE PEDAL TO DROP. THIS WILL O

L IN REMOVING AIR FROM THE BRAKE SYSTEM. BEFORE ANY FURTHER DIAGNOSTICS NOTE WHETHER THE BRAKE PEDAL HAS EXCESSIVE TRAVEL WITHOUT ASSIST FROM THE BRAKE BOOSTER AND COMPARE THE BRAKE PEDAL FEEL TO A LIKE VEHICLE.

UATE THE CONCERN. REFER TO WORKSHOP MANUAL SECTION 206-09 - ANTI-LOCK BRAKE SYSTEM (ABS) AND STABILITY CONTROL - REMOVAL AND INSTALLATION - HCU AS IT SHOWS THE PROPER BRAKE LINE LOCATIONS IS THE EXPLODED VIEW. IF IT H/
BRAKE INSPECTION TO ENSURE THERE ARE NO BINDING OR DAMAGED COMPONENTS. IF NO ISSUES ARE FOUND, IT IS RECOMMENDED TO CONTINUE TO TRY TO DUPLICATE THE CONCERN. IF THE CONCERN CAN BE DUPLICATED AND A NORMAL BRAKE
SHOULD BE FIRM. IF IT IS NOT, THEN RECOMMEND TO HAVE AN ASSISTANT PUMP UP THE PEDAL AND FIRMLY DEPRESS IT. WITH THE PEDAL DEPRESSED INSPECT THE FLEX LINES FOR SWELLING, CRACKING, AND IRREGULAR SHAPE. IF NO CONCERNS A

28739 STATE ROAD 54WESLEY CHAPEL FL 33543(813) 907-7800**CSR STATES**AFTER REVIEWING MY RESOURCES, I SEE THAT THERE ARE NO FACTORY WARRANTIES OR PROGRAMS IN EFFECT ON YOUR VEHICLE THAT WOULD PROVIDE FINANCIAL AS

ONLY OCCUR WHILE THE VEHICLE IS STATIONARY. IF THE PEDAL FADES WHILE DRIVING THEN THERE IS AN ISSUE WITH THE SYSTEM. TO DETERMINE IF THE ISSUE IS THE RESULT OF BRAKE BOOSTER STEP THROUGH OR A VEHICLE FAULT THEN WITH TF

IF THE BRAKE PEDAL DOESN'T HAVE EXCESSIVE TRAVEL WITHOUT ASSIST FROM THE BRAKE BOOSTER, OR IF THE BRAKE PEDAL FEEL COMPARES TO A LIKE VEHICLE THIS COULD SUGGEST THIS CONCERN IS BRAKE BOOSTER STEP THROUGH. IF YOU C

AS BEEN DETERMINED THAT THE LINES HAVE NOT BEEN INSTALLED IN THE WRONG LOCATIONS, REFER TO WORKSHOP MANUAL SECTION 206-00 - DIAGNOSIS AND TESTING - SYMPTOM CHART - -BRAKE PEDAL GOES DOWN FAST - AND REVIEW THE POSS

PEDAL IS RESTORED AFTER RELEASING AND REAPPLYING, IT IS RECOMMENDED TO REPLACE THE HCU AND REEVALUATE THE CONCERN. REFER TO SECTION 206-09 OF THE ONLINE WSM FOR REPLACEMENT INFORMATION. ANDREW, YOU ARE WELCO
RE SEEN, THEN RECOMMEND TO CHECK THE CALIPER PISTONS FOR ONE OR MORE THAT EXCESSIVELY RETRACTS WHEN PEDAL PRESSURE IS RELEASED. IF SEEN, THEN RECOMMEND TO REPLACE THAT CALIPER. IF NO CONCERNS ARE SEEN, THEN RE

SSISTANCE FOR YOUR CURRENT CONCERN. I RECOMMEND THAT IF YOU KEEP YOUR REPAIR RECEIPTS IN CASE FORD INITIATES A RECALL OR CUSTOMER SATISFACTION PROGRAM IN THE FUTURE BASED ON CUSTOMER FEEDBACK OR FURTHER ENGIN

IE VEHICLE OFF APPLY THE BRAKE PEDAL SEVERAL TIMES TO RELEASE THE VACUUM PRESSURE IN THE SYSTEM THEN ALLOW THE VEHI

AN RULE OUT BRAKE BOOSTER STEP THROUGH AS THE CAUSE FOR THIS CONCERN INSPECT THE REAR CALIPER PISTONS THROUGH THE

SIBLE CAUSES AND FOLLOW EACH SYMPTOM-S DIAGNOSTIC ROUTINE AS OUTLINED.

OME. NOTE: ONCE THE CONCERN HAS BEEN DUPLICATED AND IF ANOTHER KNOWN GOOD LIKE VEHICLE IS AVAILABLE, IT CAN BE TESTED T
COMMEND TO PERFORM A FLUID BYPASS TEST, THE BYPASS TEST IS BRIEFLY DETAILED IN WORKSHOP MANUAL SECTION 206-00 < D

EERING REVIEW OF SIMILAR COMPLAINTS. WE APPRECIATE YOU TAKING THE TIME TO MAKE US AWARE OF

Selection Summary

commodity level1	parking brakes; service brakes;
Selections	chassis - service brakes -> Total

Disclaimer:

This data is for use as one of several potential awareness indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer word search of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary

ODINO	NHTSA Partial VIN	Possible VIN
10455572	3FAHP07Z08R	3FAHP07Z08R
10467597	3MEHM08188R	3MEHM08188R
10469486	3MEHM07117R	3MEHM07117R
10489124	3FAHP08178R	3FAHP08178R
10489124	3FAHP08178R	3FAHP08178R
10489124	3FAHP08178R	3FAHP08178R
10533506	3FAHP02157R	3FAHP02157R
10558633	3MEHM081X9R	3MEHM081X9R
10559710	3MEHM07ZX7R	3MEHM07ZX7R
10587183	3FAHP07138R	3FAHP07138R
10587183	3FAHP07138R	3FAHP07138R
10594697	3MEHM08168R	3MEHM08168R
10606597	3FAHP07Z98R	3FAHP07Z98R
10606597	3FAHP07Z98R	3FAHP07Z98R
10615775	3FAHP08178R	3FAHP08178R
10615775	3FAHP08178R	3FAHP08178R
10615775	3FAHP08178R	3FAHP08178R
10618242	3MEHM08148R	3MEHM08148R
10618330	3FAHP07158R	3FAHP07158R
10629592	3FAHP07198R	3FAHP07198R
10631905	3MEHM081X7R	3MEHM081X7R
10639014	3FAHP01127R	3FAHP01127R
10640257	3FAHP07ZX8R	3FAHP07ZX8R
10640257	3FAHP07ZX8R	3FAHP07ZX8R
10641549	3FAHP071X8R	3FAHP071X8R
10641549	3FAHP071X8R	3FAHP071X8R
10641941	3MEHM07177R	3MEHM07177R
10644354	3FAHP07108R	3FAHP07108R
10644354	3FAHP07108R	3FAHP07108R
10652002	3FAHP07137R	3FAHP07137R
10653400	3FAHP07188R	3FAHP07188R
10653400	3FAHP07188R	3FAHP07188R
10655357	3FAHP07Z58R	3FAHP07Z58R
10655357	3FAHP07Z58R	3FAHP07Z58R
10658960	3FAHP07188R	3FAHP07188R
10658960	3FAHP07188R	3FAHP07188R
10670396	3MEHM08Z27R	3MEHM08Z27R
10670396	3MEHM08Z27R	3MEHM08Z27R
10670480	3FAHP08Z68R	3FAHP08Z68R
10670480	3FAHP08Z68R	3FAHP08Z68R
10672699	3FAHP07Z57R	3FAHP07Z57R
10680363	3MEHM07Z67R	3MEHM07Z67R
10680363	3MEHM07Z67R	3MEHM07Z67R
10684046	3MEHM07Z87R	3MEHM07Z87R
10690056	3FAHP08108R	3FAHP08108R
10690056	3FAHP08108R	3FAHP08108R

10690056	3FAHP08108R	3FAHP08108R	
10692468	3FADP07Z48R	3FADP07Z48R	
10694951	3FAHP07ZXBR	3FAHP07ZXB	
10704042	3FAHP08137R	3FAHP08137R	
10712615	3FAHP08128R	3FAHP08128R	
10712615	3FAHP08128R	3FAHP08128R	
10721041	3MEHM07ZX8R	3MEHM07ZX8	
10730359	3MEHM08Z68R	3MEHM08Z68	
10745073	3MEHM08Z19R	3MEHM08Z19	
10749892	3FAHP07149R	3FAHP07149R	
10779110	3FAHP08Z68R	3FAHP08Z68R	
10779110	3FAHP08Z68R	3FAHP08Z68R	
10783662	3FAHP07Z98R	3FAHP07Z98R	
10783662	3FAHP07Z98R	3FAHP07Z98R	
10785218	3MEHM08198R	3MEHM08198	
10787563	3FAHP07Z88R	3FAHP07Z88R	
10787563	3FAHP07Z88R	3FAHP07Z88R	
10787755	3FAHP07Z49R	3FAHP07Z49R	
10789437	3MEHM02178R	3MEHM02178	
10789637	3MEHM07Z57R	3MEHM07Z57	
10789689	3MEHM08178R	3MEHM08178	
10790504	3MEHM08177R	3MEHM08177	
10794803	3FAHP07138R	3FAHP07138R	
10794803	3FAHP07138R	3FAHP07138R	
10806255	3FAHP08108R	3FAHP08108R	
10806255	3FAHP08108R	3FAHP08108R	
10806255	3FAHP08108R	3FAHP08108R	
10806755	3FAHP07Z88R	3FAHP07Z88R	
10806755	3FAHP07Z88R	3FAHP07Z88R	
10807281	3MEHM07Z08R	3MEHM07Z08	
10807637	3FAHP07Z19R	3FAHP07Z19R	
10807637	3FAHP07Z19R	3FAHP07Z19R	
10807655	3FAHP02158R	3FAHP02158R	
10808346	3MEHM08Z58R	3MEHM08Z58	
10810060	3FAHP07Z59R	3FAHP07Z59R	
10811083	3FAHP08199R	3FAHP08199R	
10811561	3FAHP08108R	3FAHP08108R	
10811561	3FAHP08108R	3FAHP08108R	
10811561	3FAHP08108R	3FAHP08108R	
10818601	3FAHP07Z18R	3FAHP07Z18R	
10818601	3FAHP07Z18R	3FAHP07Z18R	
10818806	3FAHP01158R	3FAHP01158R	
10819862	3FAHP06ZX8R	3FAHP06ZX8R	
10822948	3FAHP071X8R	3FAHP071X8R	
10822948	3FAHP071X8R	3FAHP071X8R	
10823422	3FAHP08128R	3FAHP08128R	
10823422	3FAHP08128R	3FAHP08128R	

10824708	3FAHP07Z78R	3FAHP07Z78R
10824708	3FAHP07Z78R	3FAHP07Z78R
10824987	3FAHP08159R	3FAHP08159R
10824987	3FAHP08159R	3FAHP08159R
10825433	3FAHP07Z58R	3FAHP07Z58R
10825433	3FAHP07Z58R	3FAHP07Z58R
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10836561	3FAHP07ZX8R	3FAHP07ZX8R
10836561	3FAHP07ZX8R	3FAHP07ZX8R
10837770	3FAHP07Z48R	3FAHP07Z48R
10837770	3FAHP07Z48R	3FAHP07Z48R
10845863	3FAHP08Z17R	3FAHP08Z17R
10852553	3FAHP07119R	3FAHP07119R
10854702	3FAHP07178R	3FAHP07178R
10854765	3FAHP08187R	3FAHP08187R
10855365	3FAHP07Z48R	3FAHP07Z48R
10855365	3FAHP07Z48R	3FAHP07Z48R
10860086	3FAHP08178R	3FAHP08178R
10860086	3FAHP08178R	3FAHP08178R
10860086	3FAHP08178R	3FAHP08178R
10862114	3FAHP07Z18R	3FAHP07Z18R
10862114	3FAHP07Z18R	3FAHP07Z18R
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10863054	3FAHP07118R	3FAHP07118R
10863250	3MEHM07Z78R	3MEHM07Z78R
10865169	3MEHMO8ZX8R	3MEHMO8ZX8R
10865450	3FAHP07159R	3FAHP07159R
10865450	3FAHP07159R	3FAHP07159R
10865450	3FAHP07159R	3FAHP07159R
10870186	3MEHM08158R	3MEHM08158R
10873218	3FAHP07Z19R	3FAHP07Z19R
10873218	3FAHP07Z19R	3FAHP07Z19R
10873431	3FAHP07108R	3FAHP07108R
10873431	3FAHP07108R	3FAHP07108R
10874967	3FAHP07189R	3FAHP07189R
10875748	3FAHP08139R	3FAHP08139R
10875760	3FAHP08Z38R	3FAHP08Z38R
10875760	3FAHP08Z38R	3FAHP08Z38R
10876046	3MEHM07Z67R	3MEHM07Z67R
10876046	3MEHM07Z67R	3MEHM07Z67R
10876335	3FAHP06Z88R	3FAHP06Z88R
10881298	3FAHP08158R	3FAHP08158R
10883508	3FAHP07179R	3FAHP07179R
10887635	3MEHM08Z27R	3MEHM08Z27R

10887635	3MEHM08Z27R	3MEHM08Z27	
10888626	3FAHP07Z68R	3FAHP07Z68	
10892944	3FAHP07Z78R	3FAHP07Z78	
10892944	3FAHP07Z78R	3FAHP07Z78	
10894501	3FAHP08Z79R	3FAHP08Z79	
10903135	3FAHP07Z69R	3FAHP07Z69	
10903875	3MEHM07198R	3MEHM07198	
10906293	3FAHP07Z29R	3FAHP07Z29	
10907093	3MEHM07Z48R	3MEHM07Z48	
10907122	3FAHP08159R	3FAHP08159	
10907122	3FAHP08159R	3FAHP08159	
10907122	3FAHP08159R	3FAHP08159	
10907122	3FAHP08159R	3FAHP08159	

PE16-027 000409 ER

1279208	1279208	10862114	Ford Motor	FORD	FUSION	2008	N	20160424	N	VEHICLE SP	HOUSTON TX	3FAHP07Z18R	20160428	20160428	84000	THE PROBL	IVOQ	N	N	N	N	35
1280444	1280444	10863054	Ford Motor	FORD	FUSION	2008	N	20160330	N	SERVICE BR	EL PASO TX	3FAHP07118R	20160504	20160504	150000	2008 FORD	IVOQ	N	N	N	N	65
1280581	1280581	10863161	Ford Motor	FORD	FUSION	2008	N	20160503	N	SERVICE BR	MARCELLU MI		20160504	20160504	114000	IN WINTER	IVOQ	N	N	N	N	45
1280701	1280701	10863250	Ford Motor	MERCURY	MILAN	2008	N	20150810	N	SERVICE BR	OAKDALE MN	3MEHM07Z78R	20160504	20160504	60000	THE BRAKE	IVOQ	N	N	N	N	65
1283227	1283227	10865169	Ford Motor	MERCURY	MILAN	2008	N	20160515	N	SERVICE BR	GARLAND TX	3MEHMO8ZX8R	20160516	20160516	80000	IN OCT .20:	IVOQ	N	N	N	N	40
1283593	1283593	10865450	Ford Motor	FORD	FUSION	2009	N	20130501	N	SEATS	BLOOMFIE MI	3FAHP07159R	20160517	20160517		3 ISSUES: I	IVOQ	N	N	N	N	
1283594	1283594	10865450	Ford Motor	FORD	FUSION	2009	N	20130501	N	UNKNOWN	BLOOMFIE MI	3FAHP07159R	20160517	20160517		3 ISSUES: I	IVOQ	N	N	N	N	
1283595	1283595	10865450	Ford Motor	FORD	FUSION	2009	N	20130501	N	SERVICE BR	BLOOMFIE MI	3FAHP07159R	20160517	20160517		3 ISSUES: I	IVOQ	N	N	N	N	
1284531	1284531	10870186	Ford Motor	MERCURY	MILAN	2008	N	20160520	N	SERVICE BR	EVANSVILL IN	3MEHMO8158R	20160521	20160521	130000	RECENTLY,	IVOQ	N	N	N	Y	15
1288552	1288552	10873218	Ford Motor	FORD	FUSION	2009	N	20160608	N	SERVICE BR	ROUND HIL VA	3FAHP07Z19R	20160608	20160608	138000	SEVERAL TI	IVOQ	N	N	N	N	15
1288827	1288827	10873431	Ford Motor	FORD	FUSION	2008	N	20140305	N	AIR BAGS	JENISON MI	3FAHP07108R	20160609	20160609	90000	AS NUMER	IVOQ	N	N	N	N	15
1290844	1290844	10874967	Ford Motor	FORD	FUSION	2009	N	20160614	N	SERVICE BR	WAKE FOR NC	3FAHP07189R	20160618	20160618	95000	ABS CONTR	IVOQ	N	N	N	N	35
1291872	1291872	10875748	Ford Motor	FORD	FUSION	2009	N	20141015	N	SERVICE BR	FRENCH LK IN	3FAHP08139R	20160621	20160621	75000	2009 FORD	IVOQ	N	N	N	N	20
1291887	1291887	10875760	Ford Motor	FORD	FUSION	2008	N	20151002	N	POWER TR	GARNER NC	3FAHP08Z38R	20160622	20160622	128000	WHY ISN'T	IVOQ	N	N	N	N	45
1291888	1291888	10875760	Ford Motor	FORD	FUSION	2008	N	20151002	N	SERVICE BR	GARNER NC	3FAHP08Z38R	20160622	20160622	128000	WHY ISN'T	IVOQ	N	N	N	N	45
1292276	1292276	10876046	Ford Motor	MERCURY	MILAN	2007	N	20160620	N	SERVICE BR	CASA GRA AZ	3MEHM07Z67R	20160623	20160623	141190	I WAS DRIV	IVOQ	N	N	N	N	20
1292610	1292610	10876335	Ford Motor	FORD	FUSION	2008	N	20160623	N	SERVICE BR	INDEPEND KY	3FAHP06Z88R	20160624	20160624	158200	I HIT A SLIC	IVOQ	N	N	N	N	35
1293842	1293842	10881298	Ford Motor	FORD	FUSION	2008	N	20160622	N	SERVICE BR	FOUNTAIN SC	3FAHP08158R	20160628	20160628	159000	TL* THE CO	EVOQ	N	N	N	N	65
1296730	1296730	10883508	Ford Motor	FORD	FUSION	2009	N	20160615	N	SERVICE BR	FRIEDENS PA	3FAHP07179R	20160708	20160708	70000	IN THE PAS	IVOQ	N	N	N	N	25
1300712	1300712	10887635	Ford Motor	MERCURY	MILAN	2007	N	20160719	N	SERVICE BR	LAGUNA NI CA	3MEHMO8Z27R	20160722	20160722	109000	FOLLOWIN	IVOQ	N	N	N	N	25
1301923	1301923	10888626	Ford Motor	FORD	FUSION	2008	N	20160720	N	SERVICE BR	CANAL WIP OH	3FAHP07Z68R	20160726	20160726	108000	BRAKE PED	IVOQ	N	N	N	N	15
1304814	1304814	10892944	Ford Motor	FORD	FUSION	2008	N	20160803	N	SERVICE BR	KNOXVILLE TN	3FAHP07Z78R	20160803	20160803	129000	WHILE DRIV	IVOQ	N	N	N	N	5
1306831	1306831	10894501	Ford Motor	FORD	FUSION	2009	N	20160803	N	SERVICE BR	COLUMBIA SC	3FAHP08Z79R	20160809	20160809	141000	I WAS DRIV	IVOQ	N	N	N	N	40
1312951	1312951	10899417	Ford Motor	MERCURY	MILAN	2008	N	20160529	N	SERVICE BR	DEER PARK NY		20160830	20160830	54000	TL* THE CO	EVOQ	N	N	N	N	
1313833	1313833	10903135	Ford Motor	FORD	FUSION	2009	N	20160830	N	SERVICE BR	CLARKSTO MI	3FAHP07Z69R	20160901	20160901	109000	WHILE TUR	IVOQ	N	N	N	N	25
1314810	1314810	10903875	Ford Motor	MERCURY	MILAN	2008	N	20160806	N	SERVICE BR	LANDENBE PA	3MEHMO7198R	20160906	20160906	73600	TWICE IN T	IVOQ	N	N	N	N	203
1317261	1317261	10906293	Ford Motor	FORD	FUSION	2009	N	20160910	N	SERVICE BR	LIVONIA MI	3FAHP07Z29R	20160914	20160914	130026	TL* THE CO	EVOQ	N	N	N	N	40
1317988	1317988	10907093	Ford Motor	MERCURY	MILAN	2008	N	20160913	N	SERVICE BR	WATERFOR MI	3MEHMO7Z48R	20160916	20160916	70000	BRAKES GC	IVOQ	N	N	N	N	
1318021	1318021	10907122	Ford Motor	FORD	FUSION	2009	N	20160829	N	SERVICE BR	PORT ANGI WA	3FAHP08159R	20160916	20160916	80000	ANTI LOCK	IVOQ	N	N	N	N	
1318022	1318022	10907122	Ford Motor	FORD	FUSION	2009	N	20160829	N	UNKNOWN	PORT ANGI WA	3FAHP08159R	20160916	20160916	80000	ANTI LOCK	IVOQ	N	N	N	N	

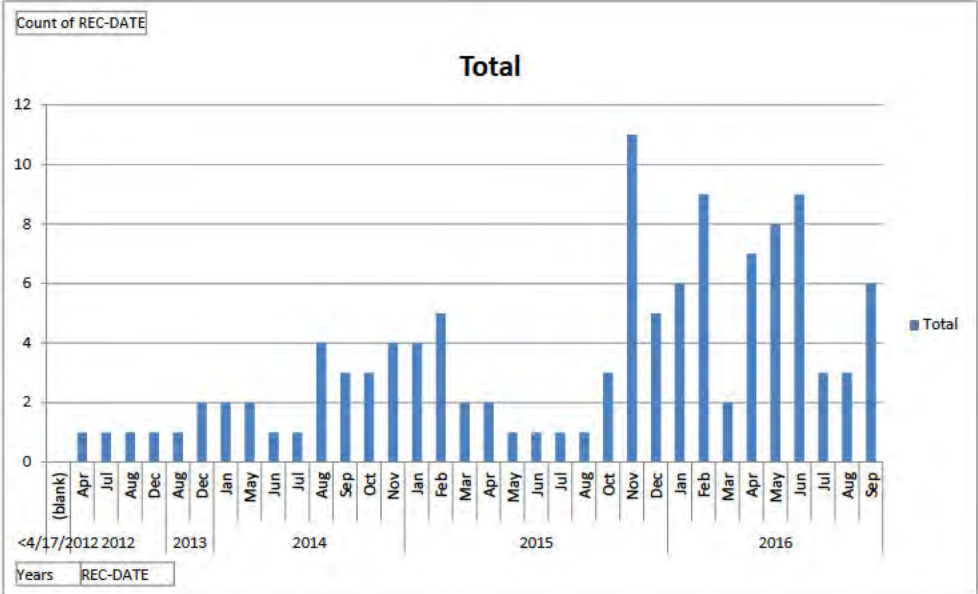
ODINO	NHTSA Partial VIN	Possible VIN
10455572	3FAHP07Z08R	3FAHP07Z08R
10467597	3MEHM08188R	3MEHM08188R
10469486	3MEHM07117R	3MEHM07117R
10489124	3FAHP08178R	3FAHP08178R
10489124	3FAHP08178R	3FAHP08178R
10489124	3FAHP08178R	3FAHP08178R
10533506	3FAHP02157R	3FAHP02157R
10558633	3MEHM081X9R	3MEHM081X9R
10559710	3MEHM07ZX7R	3MEHM07ZX7R
10587183	3FAHP07138R	3FAHP07138R
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10594697	3MEHM08168R	3MEHM08168R
10606597	3FAHP07Z98R	3FAHP07Z98R
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10615775	3FAHP08178R	3FAHP08178R
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10618330	3FAHP07158R	3FAHP07158R
10629592	3FAHP07198R	3FAHP07198R
10631905	3MEHM081X7R	3MEHM081X7R
10639014	3FAHP01127R	3FAHP01127R
10640257	3FAHP07ZX8R	3FAHP07ZX8R
10640257	3FAHP07ZX8R	3FAHP07ZX8R
10641549	3FAHP071X8R	3FAHP071X8R
10641549	3FAHP071X8R	3FAHP071X8R
10641941	3MEHM07177R	3MEHM07177R
10644354	3FAHP07108R	3FAHP07108R
10644354	3FAHP07108R	3FAHP07108R
10652002	3FAHP07137R	3FAHP07137R
10653400	3FAHP07188R	3FAHP07188R
10653400	3FAHP07188R	3FAHP07188R
10655357	3FAHP07Z58R	3FAHP07Z58R
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10658960	3FAHP07188R	3FAHP07188R
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10670396	3MEHM08Z27R	3MEHM08Z27R
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10670480	3FAHP08Z68R	3FAHP08Z68R
10670480	3FAHP08Z68R	3FAHP08Z68R
10672699	3FAHP07Z57R	3FAHP07Z57R
10680363	3MEHM07Z67R	3MEHM07Z67R
10680363	3MEHM07Z67R	3MEHM07Z67R
10684046	3MEHM07Z87R	3MEHM07Z87R
10690056	3FAHP08108R	3FAHP08108R
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10692468	3FADP07Z48R	3FADP07Z48R	
10694951	3FAHP07ZXBR	3FAHP07ZXB	
10704042	3FAHP08137R	3FAHP08137R	
10712615	3FAHP08128R	3FAHP08128R	
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10721041	3MEHM07ZX8R	3MEHM07ZX8	
10730359	3MEHM08Z68R	3MEHM08Z68	
10745073	3MEHM08Z19R	3MEHM08Z19	
10749892	3FAHP07149R	3FAHP07149R	
10779110	3FAHP08Z68R	3FAHP08Z68R	
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10785218	3MEHM08198R	3MEHM08198	
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10787755	3FAHP07Z49R	3FAHP07Z49R	
10789437	3MEHM02178R	3MEHM02178	
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10806755	3FAHP07Z88R	3FAHP07Z88R	
10806755	3FAHP07Z88R	3FAHP07Z88R	
10807281	3MEHM07Z08R	3MEHM07Z08	
10807637	3FAHP07Z19R	3FAHP07Z19R	
10807637	3FAHP07Z19R	3FAHP07Z19R	
10807655	3FAHP02158R	3FAHP02158R	
10808346	3MEHM08Z58R	3MEHM08Z58	
10810060	3FAHP07Z59R	3FAHP07Z59R	
10811083	3FAHP08199R	3FAHP08199R	
10811561	3FAHP08108R	3FAHP08108R	
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10818601	3FAHP07Z18R	3FAHP07Z18R	
10818601	3FAHP07Z18R	3FAHP07Z18R	
10818806	3FAHP01158R	3FAHP01158R	
10819862	3FAHP06ZX8R	3FAHP06ZX8R	
10822948	3FAHP071X8R	3FAHP071X8R	
10822948	3FAHP071X8R	3FAHP071X8R	
10823422	3FAHP08128R	3FAHP08128R	
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10824987	3FAHP08159R	3FAHP08159R
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10825433	3FAHP07Z58R	3FAHP07Z58R
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10836359	3FAHP06Z39R	3FAHP06Z39R
10836561	3FAHP07ZX8R	3FAHP07ZX8R
10836561	3FAHP07ZX8R	3FAHP07ZX8R
10837770	3FAHP07Z48R	3FAHP07Z48R
10837770	3FAHP07Z48R	3FAHP07Z48R
10845863	3FAHP08Z17R	3FAHP08Z17R
10852553	3FAHP07119R	3FAHP07119R
10854702	3FAHP07178R	3FAHP07178R
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10855365	3FAHP07Z48R	3FAHP07Z48R
10855365	3FAHP07Z48R	3FAHP07Z48R
10860086	3FAHP08178R	3FAHP08178R
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10863054	3FAHP07118R	3FAHP07118R
10863250	3MEHM07Z78R	3MEHM07Z78R
10865169	3MEHMO8ZX8R	3MEHMO8ZX8R
10865450	3FAHP07159R	3FAHP07159R
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10873218	3FAHP07Z19R	3FAHP07Z19R
10873431	3FAHP07108R	3FAHP07108R
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10875760	3FAHP08Z38R	3FAHP08Z38R
10875760	3FAHP08Z38R	3FAHP08Z38R
10876046	3MEHM07Z67R	3MEHM07Z67R
10876046	3MEHM07Z67R	3MEHM07Z67R
10876335	3FAHP06Z88R	3FAHP06Z88R
10881298	3FAHP08158R	3FAHP08158R
10883508	3FAHP07179R	3FAHP07179R
10887635	3MEHM08Z27R	3MEHM08Z27R

10887635	3MEHM08Z27R	3MEHM08Z27	
10888626	3FAHP07Z68R	3FAHP07Z68R	
10892944	3FAHP07Z78R	3FAHP07Z78R	
10892944	3FAHP07Z78R	3FAHP07Z78R	
10894501	3FAHP08Z79R	3FAHP08Z79R	
10903135	3FAHP07Z69R	3FAHP07Z69R	
10903875	3MEHM07198R	3MEHM07198	
10906293	3FAHP07Z29R	3FAHP07Z29R	
10907093	3MEHM07Z48R	3MEHM07Z48	
10907122	3FAHP08159R	3FAHP08159R	
10907122	3FAHP08159R	3FAHP08159R	
10907122	3FAHP08159R	3FAHP08159R	
10907122	3FAHP08159R	3FAHP08159R	

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Jul	1
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Dec	1
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Aug	1
Dec	2
2014	
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May	2
Jun	1
Jul	1
Aug	4
Sep	3
Oct	3
Nov	4
2015	
Jan	4
Feb	5
Mar	2
Apr	2
May	1
Jun	1
Jul	1
Aug	1
Oct	3
Nov	11
Dec	5
2016	
Jan	6
Feb	9
Mar	2
Apr	7
May	8
Jun	9
Jul	3
Aug	3
Sep	6
Grand Total	116



ID	CMPUID	ODINO	MFR_NAM	MAKETXT	MODELTX	YEARTXT	CRASH	FAILDATE	FIRE	INJURED	DEATHS	COMPDESC	QTY	STATE	VIN	DATEA	DATE	YEAR	Month	Day	REC-DATE	MILES	OCCURENC	DESCR	CMPL_TYP	POLICE_RP	PURCH_DT	ORIG_OWP	ANTI_BRAK	CRUISE_CON	NUM_CYLS	DRIVE_TRA	FUEL_SYS	FUEL_TYPE	TRANS_VEH	VEH_SPEED	DOT	TIRE_SIZE	LOC_OF_T	TIRE_FAIL
916448	916448	10545572	FORD	MOT FORD	FUSION	2008 N		20111022	N			SERVICE BR WICHITA KS		3FAHP07208R		07	07	2012	04	17	4/17/2012	31191	2	THE VEHICI IVOQ	N	N	N	N	N	N	N	4 FWD	GS							
931715	931715	10467597	FORD	MOT MERCURY	MILAN	2008 N		20120602	N	0	0	SERVICE BR RIVERVIEW FL		3MEHM06188R		25	07	2012	07	25	7/25/2012	100600	6	TL * THE CC EVOQ	N	N	N	N	N	N	N						40			
934128	934128	10469466	FORD	MOT MERCURY	MILAN	2007 N		20120731	N	0	0	SERVICE BR DANVERS MA		3MEHM07117R		07	07	2012	08	07	8/7/2012	67000		TL * THE CC EVOQ	N	N	N	N	N	N						55				
955586	955586	10489124	Ford Motor	FORD	FUSION	2008 N		20120631	N	0	0	SERVICE BR MARLTON NJ		3FAHP08178R1		18	08	2012	12	18	8/1/2013	83000	1	I WAS DRIV IVOQ	N	N	N	N	N	N	6		GS			40				
1000445	1000445	10533506	Ford Motor	FORD	FUSION	2007 N		20130721	N			SERVICE BR ROCHESTER NY		3FAHP02157R		04	04	2013	08	04	8/4/2013	68380	1	WHEN BAC IVOQ	N	N	N	N	N	N	6		GS			5				
1025648	1025648	10554281	Ford Motor	FORD	POWER TR	2009 Y		20131018	N			EQUIPMENT CLEARWAY KS				01	01	2013	12	01	12/1/2013		3	BRAKE ISS IVOQ	Y	N	N	N	N	N										
1025649	1025649	10554281	Ford Motor	FORD	FUSION	2008 Y		20131018	N			SERVICE BR CLEARWAY KS				01	01	2013	12	01	12/1/2013		3	BRAKE ISS IVOQ	Y	N	N	N	N	N										
1031585	1031585	10558633	Ford Motor	MERCURY	MILAN	2009 N		20121009	N	0	0	SERVICE BR BELLE ROSE NY		3MEHM081X9R		06	06	2014	01	06	1/6/2014	42000	6	THE 1ST FA IVOQ	N	N	N	N	N	N							25			
1033072	1033072	10559710	Ford Motor	MERCURY	MILAN	2007 N		20131107	N	0	0	SERVICE BR BRUCE MI		3MEHM072X7R		13	13	2014	01	13	1/13/2014	79000	2	MY DAUGH IVOQ	N	N	N	N	N	N	4		GS			30				
1064112	1064112	10587183	Ford Motor	FORD	FUSION	2008 N		20131108	N	0	0	SERVICE BR ARLINGTON TX		3FAHP07138R		08	08	2014	05	08	5/8/2014	97140	1	I WAS SLOW IVOQ	N	N	N	N	N	N	6		GS			20				
1070817	1070817	10584687	Ford Motor	MERCURY	MILAN	2008 N		20131123	N	0	0	SERVICE BR MADISON WI		3MEHM08136R		08	08	2014	05	28	5/28/2014	81500	1	VEHICLE W IVOQ	N	N	N	N	N	N	4		GS			10				
1081305	1081305	10606597	Ford Motor	FORD	FUSION	2008 N		20140626	N	0	0	SERVICE BR DACULA GA		3FAHP07298R		27	07	2014	06	27	6/27/2014		1	AFTER ABS IVOQ	N	N	N	N	N	N	6		GS							
1090531	1090531	10615775	Ford Motor	FORD	FUSION	2008 N		20140723	N	0	0	SERVICE BR GRAND PRV TX		3FAHP08178R		23	07	2014	07	23	7/23/2014	178000	1	ITS THE AB IVOQ	N	N	N	N	N	N	6		GS							
1094190	1094190	10618242	Ford Motor	MERCURY	MILAN	2008 N		20140730	N	0	0	SERVICE BR OZONE PARK NY		3MEHM08148R		01	01	2014	08	01	8/1/2014	43000	1	AFTER ABS IVOQ	N	N	N	N	N	N	6		GS			30				
1094324	1094324	10618330	Ford Motor	FORD	FUSION	2008 N		20131124	N	0	0	SERVICE BR MARIETTA NY		3FAHP07158R		02	02	2014	08	02	8/2/2014	120000	1	AFTER BRA IVOQ	N	N	N	N	N	N	6		GS			25				
1095084	1095084	10618852	Ford Motor	MERCURY	MILAN	2008 N		20140705	N	0	0	SERVICE BR LUZELA GA				04	04	2014	06	04	8/4/2014	152000	1	TRYING TO IVOQ	N	N	N	N	N	N					25					
1105002	1105002	10629592	Ford Motor	FORD	FUSION	2008 N		20140215	N	0	0	SERVICE BR BLOOMINGIL		3FAHP07198R		30	04	2014	08	30	8/30/2014	36500	1	I WAS DRIV IVOQ	N	N	N	N	N	N	6	FWD			30					
1108303	1108303	10631905	Ford Motor	MERCURY	FUSION	2007 N		20140605	N	0	0	SERVICE BR STERLING F MI		3MEHM081X7R		09	09	2014	09	09	9/9/2014	79000	1	WHILE DRIV IVOQ	N	N	N	N	N	N					20					
1114222	1114222	10639014	Ford Motor	FORD	FUSION	2007 N		20140917	N	0	0	SERVICE BR STANTON IL		3FAHP01127R		25	09	2014	09	25	9/25/2014	95000	1	DRIVING AL IVOQ	N	N	N	N	N	N					30					
1116033	1116033	10640257	Ford Motor	FORD	FUSION	2008 N		20140902	N	0	0	SERVICE BR SOMERSET NY		3FAHP072X8R		30	09	2014	09	30	9/30/2014	85400	1	THIS PROBI IVOQ	N	N	N	N	N	N	4	FWD			45					
1117935	1117935	10641549	Ford Motor	FORD	FUSION	2008 N		20141005	N	0	0	SERVICE BR SIOUX FALLS SD		3FAHP071X8R		05	05	2014	10	05	10/5/2014	107600	1	WHILE DRIV IVOQ	N	N	N	N	N	N	6	FWD			20					
1118527	1118527	10641941	Ford Motor	MERCURY	MILAN	2007 N		20140914	N	0	0	SERVICE BR SUSQUEHA PA		3MEHM07177R		07	07	2014	10	07	10/7/2014	89500	3	ON THREE IVOQ	N	N	N	N	N	N	6	FWD			40					
1120567	1120567	10644354	Ford Motor	FORD	FUSION	2008 N		20141006	N	0	0	SERVICE BR SANTA TER NM		3FAHP07108R		13	13	2014	10	13	10/13/2014	92000	1	WHILE DRIV IVOQ	N	N	N	N	N	N	6	FWD			35					
1127219	1127219	10652002	Ford Motor	FORD	FUSION	2007 N		20130924	N	0	0	SERVICE BR MANHASSEN NY		3FAHP07137R		03	03	2014	11	03	11/3/2014	145000	2	AFTER ABS IVOQ	N	N	N	N	N	N	6	FWD			30					
1129147	1129147	10653400	Ford Motor	FORD	FUSION	2008 N		20141107	N	0	0	SERVICE BR CLINTON MI		3FAHP07188R		07	07	2014	11	07	11/7/2014	220000	1	WHILE DRIV IVOQ	N	N	N	N	N	N	6	FWD			45					
1131914	1131914	10655357	Ford Motor	FORD	FUSION	2008 N		20130607	N	0	0	SERVICE BR MARYSVIL OH		3FAHP07258R		17	07	2014	11	17	11/17/2014	135000	2	1ST INCIDE IVOQ	N	N	N	N	N	N	4	FWD			40					
1132658	1132658	10658960	Ford Motor	FORD	FUSION	2008 N		20140914	N	0	0	SERVICE BR HOUSTON TX		3FAHP07188R		18	08	2014	11	18	11/18/2014	75000	1	TL * THE CC EVOQ	N	N	N	N	N	N					35					
1145677	1145677	10670396	Ford Motor	MERCURY	MILAN	2007 N		20150106	N	0	0	SERVICE BR CLARKSVIL TN		3MEHM082Z7R		06	06	2015	01	06	1/6/2015	103000	1	WHILE BRA IVOQ	N	N	N	N	N	N					15					
1145812	1145812	10670480	Ford Motor	FORD	FUSION	2008 N		20141230	N	0	0	SERVICE BR LENEXA KS		3FAHP08268R		06	06	2015	01	06	1/6/2015	70000	1	DRIVING SL IVOQ	N	N	N	N	N	N					20					
1148792	1148792	10672699	Ford Motor	FORD	FUSION	2007 N		20121008	N	0	0	SERVICE BR CHARLOTTNC		3FAHP07257R		15	15	2015	01	15	1/15/2015	125000	1	TL * THE CC EVOQ	N	N	N	N	N	N					45					
1153211	1153211	10679868	Ford Motor	MERCURY	MILAN	2008 N		20141013	N	0	0	SERVICE BR MITCHELL IN				30	01	2015	01	30	1/30/2015	140000	1	WHEN TRY IVOQ	N	N	N	N	N	N										
1153834	1153834	10680357	Ford Motor	FORD	FUSION	2008 N		20120201	N	0	0	SERVICE BR BEAUMONT CA				01	01	2015	02	01	2/1/2015	60000	1	WHEN COM IVOQ	N	N	N	N	N	N					40					
1153840	1153840	10680363	Ford Motor	MERCURY	MILAN	2007 N		20150112	N	0	0	SERVICE BR COLUMBUS OH		3MEHM07267R		01	01	2015	02	01	2/1/2015	50000	1	I WAS COM IVOQ	N	N	N	N	N	N					30					
1158991	1158991	10684046	Ford Motor	MERCURY	MILAN	2007 N		20150218	N	0	0	SERVICE BR STAFFORD VA		3MEHM07287R		18	08	2015	02	18	2/18/2015	117000	1	WHEN DRIV IVOQ	N	N	N	N	N	N	4	FWD			35					
1160425	1160425	10690056	Ford Motor	FORD	FUSION	2008 N		20141111	N	0	0	SERVICE BR PERDIS CA		3FAHP08108R		23	11	2015	02	23	2/23/2015	79959	1	HYDRAULIC IVOQ	N	N	N	N	N	N	6		GS		30					
1160589	1160589	10690173	Ford Motor	FORD	FUSION	2009 Y		20150223	N	0	0	SERVICE BR TAMPA FL				23	02	2015	02	23	2/23/2015	101000	1	BRAKES KE IVOQ	N	N	N	N	N	N					5					
1164432	1164432	10692468	Ford Motor	FORD	FUSION	2008 N		20150212	N			SERVICE BR YORBA LINDA CA		3FADP07248R		09	09	2015	03	09	3/9/2015		1	2008 FORD LETR	N	N	N	N	N	N			FWD	FI	GS					
1167177	1167177	10694951	Ford Motor	FORD	FUSION	2008 N		20130314	N	0	0	SERVICE BR CHALFONT PA		3FAHP072X8R		17	03	2015	03	17	3/17/2015	30000	1	LOSE BRAK IVOQ	N	N	N	N	N	N					25					
1172928	1172928	10704042	Ford Motor	FORD	FUSION	2007 N		20150331	N	0	0	SERVICE BR CAANTON MI		3FAHP08137R		06	06	2015	04	06	4/6/2015	100300	1	I TOOK MY IVOQ	N	N	N	N	N	N	4	FWD			35					
1177991	1177991	10712615	Ford Motor	FORD	FUSION	2008 N		20150413	N	0	0	SERVICE BR HOUSTON TX		3FAHP08128R		24	04	2015	04	24	4/24/2015	104400	1	BRAKES FA IVOQ	N	N	N	N	N	N	6	FWD			20					
1185436	1185436	10721041	Ford Motor	MERCURY	MILAN	2008 N		20131216	N	0	0	SERVICE BR PHILADELPIA PA		3MEHM072X8R		22	12	2015	05	22	5/22/2015	36000	1	TL * THE CC EVOQ	N	N	N	N	N	N					15					
1194215	1194215	10730359	Ford Motor	MERCURY	MILAN	2008 N		20150625	N	0	0	SERVICE BR PHILADELPIA PA		3MEHM08268R		25	06	2015	06	25	6/25/2015	115000	1	WHEN TRA IVOQ	N	N	N	N	N	N					5					
1204925	1204925	10745073	Ford Motor	MERCURY	MILAN	2009 N		20150730	N	0	0	SERVICE BR WOLPOLE MA		3MEHM08219R		30	07	2015	07	30	7/30/2015	95000	1	TL * THE CC EVOQ	N	N	N													

1279208	1279208	10862114	Ford Motor	FORD	FUSION	2008	N	20160424	N	VEHICLE SP	HOUSTON TX	3FAHP07Z18R	20160428	20160428	2016	04	28	4/28/2016	84000	THE PROBL	IVOQ	N	N	N	N	35
1280444	1280444	10863054	Ford Motor	FORD	FUSION	2008	N	20160330	N	SERVICE BREL	PASO TX	3FAHP07118R	20160504	20160504	2016	05	04	5/4/2016	150000	2008 FORD	IVOQ	N	N	N	N	65
1280581	1280581	10863161	Ford Motor	FORD	FUSION	2008	N	20160503	N	SERVICE BRMAR	CELLU MI		20160504	20160504	2016	05	04	5/4/2016	114000	IN WINTER	IVOQ	N	N	N	N	45
1280701	1280701	10863250	Ford Motor	MERCURY	MILAN	2008	N	20150810	N	SERVICE BROAK	DALE MN	3MEHM07Z78R	20160504	20160504	2016	05	04	5/4/2016	60000	THE BRAKE	IVOQ	N	N	N	N	65
1283227	1283227	10865169	Ford Motor	MERCURY	MILAN	2008	N	20160515	N	SERVICE BRGAR	LAND TX	3MEHMO8ZXR	20160516	20160516	2016	05	16	5/16/2016	80000	IN OCT.20:	IVOQ	N	N	N	N	40
1283593	1283593	10865450	Ford Motor	FORD	FUSION	2009	N	20130501	N	SEATS BLOOMF	IE MI	3FAHP07159R	20160517	20160517	2016	05	17	5/17/2016		3 ISSUES: I	IVOQ	N	N	N	N	
1283594	1283594	10865450	Ford Motor	FORD	FUSION	2009	N	20130501	N	UNKNOWN	BLOOMFIE MI	3FAHP07159R	20160517	20160517	2016	05	17	5/17/2016		3 ISSUES: I	IVOQ	N	N	N	N	
1283595	1283595	10865450	Ford Motor	FORD	FUSION	2009	N	20130501	N	SERVICE BRBLO	OMFIE MI	3FAHP07159R	20160517	20160517	2016	05	17	5/17/2016		3 ISSUES: I	IVOQ	N	N	N	N	
1284531	1284531	10870186	Ford Motor	MERCURY	MILAN	2008	N	20160520	N	SERVICE BREVAN	SVILL IN	3MEHMO8158R	20160521	20160521	2016	05	21	5/21/2016	130000	RECENTLY,	IVOQ	N	N	N	Y	15
1288552	1288552	10873218	Ford Motor	FORD	FUSION	2009	N	20160608	N	SERVICE BRROU	ND HIL VA	3FAHP07Z19R	20160608	20160608	2016	06	08	6/8/2016	138000	SEVERAL TI	IVOQ	N	N	N	N	15
1288827	1288827	10873431	Ford Motor	FORD	FUSION	2008	N	20140305	N	AIR BAGS JENI	SON MI	3FAHP07108R	20160609	20160609	2016	06	09	6/9/2016	90000	AS NUMER	IVOQ	N	N	N	N	15
1290844	1290844	10874967	Ford Motor	FORD	FUSION	2009	N	20160614	N	SERVICE BRWAK	E FOR IN	3FAHP07189R	20160618	20160618	2016	06	18	6/18/2016	95000	ABS CONTR	IVOQ	N	N	N	N	35
1291872	1291872	10875748	Ford Motor	FORD	FUSION	2009	N	20141015	N	SERVICE BRFREN	CH UK IN	3FAHP08139R	20160621	20160621	2016	06	21	6/21/2016	75000	2009 FORD	IVOQ	N	N	N	N	20
1291887	1291887	10875760	Ford Motor	FORD	FUSION	2008	N	20151002	N	POWER BRGAR	NER NC	3FAHP08Z38R	20160622	20160622	2016	06	22	6/22/2016	128000	WHY ISN'T	IVOQ	N	N	N	N	45
1291888	1291888	10875760	Ford Motor	FORD	FUSION	2008	N	20151002	N	SERVICE BRGAR	NER NC	3FAHP08Z38R	20160622	20160622	2016	06	22	6/22/2016	128000	WHY ISN'T	IVOQ	N	N	N	N	45
1292276	1292276	10876046	Ford Motor	MERCURY	MILAN	2007	N	20160620	N	SERVICE BR CASA	GR AAZ	3MEHM07Z67R	20160623	20160623	2016	06	23	6/23/2016	141190	I WAS DRIV	IVOQ	N	N	N	N	20
1292610	1292610	10876335	Ford Motor	FORD	FUSION	2008	N	20160623	N	SERVICE BRINDE	PEND KY	3FAHP06Z88R	20160624	20160624	2016	06	24	6/24/2016	158200	I HIT A SLI	CVQ	N	N	N	N	35
1293842	1293842	10881298	Ford Motor	FORD	FUSION	2008	N	20160622	N	SERVICE BRFOU	NTAIN SC	3FAHP08158R	20160628	20160628	2016	06	28	6/28/2016	159000	TL* THE CO	EVOQ	N	N	N	N	65
1296730	1296730	10883508	Ford Motor	FORD	FUSION	2009	N	20160615	N	SERVICE BRFRIE	DENS PA	3FAHP07179R	20160708	20160708	2016	07	08	7/8/2016	70000	IN THE PAS	IVOQ	N	N	N	N	25
1300712	1300712	10887635	Ford Motor	MERCURY	MILAN	2007	N	20160719	N	SERVICE BRLAG	UNA N CA	3MEHM08Z27R	20160722	20160722	2016	07	22	7/22/2016	109000	FOLLOWINI	IVOQ	N	N	N	N	25
1301923	1301923	10888626	Ford Motor	FORD	FUSION	2008	N	20160720	N	SERVICE BR CAN	AL WIK OH	3FAHP07Z68R	20160726	20160726	2016	07	26	7/26/2016	108000	BRAKE PED	IVOQ	N	N	N	N	15
1304814	1304814	10892944	Ford Motor	FORD	FUSION	2008	N	20160803	N	SERVICE BRKNO	XVILLE TN	3FAHP07Z78R	20160803	20160803	2016	08	03	8/3/2016	129000	WHILE DRIV	IVOQ	N	N	N	N	5
1306831	1306831	10894501	Ford Motor	FORD	FUSION	2009	N	20160803	N	SERVICE BR COL	UMBIA SC	3FAHP08Z79R	20160809	20160809	2016	08	09	8/9/2016	141000	I WAS DRIV	IVOQ	N	N	N	N	40
1312951	1312951	10899417	Ford Motor	MERCURY	MILAN	2008	N	20160529	N	SERVICE BRDEE	R PARK NY		20160830	20160830	2016	08	30	8/30/2016	54000	TL* THE CO	EVOQ	N	N	N	N	
1313833	1313833	10903135	Ford Motor	FORD	FUSION	2009	N	20160830	N	SERVICE BR CLAR	KSTOF MI	3FAHP07Z69R	20160901	20160901	2016	09	01	9/1/2016	109000	WHILE TUR	IVOQ	N	N	N	N	25
1314810	1314810	10903875	Ford Motor	MERCURY	MILAN	2008	N	20160806	N	SERVICE BR LAN	DENBE PA	3MEHM07198R	20160906	20160906	2016	09	06	9/6/2016	73600	TWICE IN T	IVOQ	N	N	N	N	203
1317261	1317261	10906293	Ford Motor	FORD	FUSION	2009	N	20160910	N	SERVICE BR LIV	ONIA MI	3FAHP07Z29R	20160914	20160914	2016	09	14	9/14/2016	130026	TL* THE CO	EVOQ	N	N	N	N	40
1317988	1317988	10907093	Ford Motor	MERCURY	MILAN	2008	N	20160913	N	SERVICE BR WAT	ERFORM I	3MEHM07Z48R	20160916	20160916	2016	09	16	9/16/2016	70000	BRAKES GO	IVOQ	N	N	N	N	
1318021	1318021	10907122	Ford Motor	FORD	FUSION	2009	N	20160829	N	SERVICE BR POR	T ANG I WA	3FAHP08159R	20160916	20160916	2016	09	16	9/16/2016	80000	ANTI LOCK	IVOQ	N	N	N	N	
1318022	1318022	10907122	Ford Motor	FORD	FUSION	2009	N	20160829	N	UNKNOWN	PORT ANG I WA	3FAHP08159R	20160916	20160916	2016	09	16	9/16/2016	80000	ANTI LOCK	IVOQ	N	N	N	N	

ODINO	NHTSA Partial VIN	Possible VIN
10455572	3FAHP07Z08R	3FAHP07Z08R
10467597	3MEHM08188R	3MEHM08188
10469486	3MEHM07117R	3MEHM07117
10489124	3FAHP08178R	3FAHP08178R
10489124	3FAHP08178R	3FAHP08178R
10489124	3FAHP08178R	3FAHP08178R
10533506	3FAHP02157R	3FAHP02157R
10558633	3MEHM081X9R	3MEHM081X9
10559710	3MEHM07ZX7R	3MEHM07ZX7
10587183	3FAHP07138R	3FAHP07138R
10587183	3FAHP07138R	3FAHP07138R
10594697	3MEHM08168R	3MEHM08168
10606597	3FAHP07Z98R	3FAHP07Z98R
10606597	3FAHP07Z98R	3FAHP07Z98R
10615775	3FAHP08178R	3FAHP08178R
10615775	3FAHP08178R	3FAHP08178R
10615775	3FAHP08178R	3FAHP08178R
10618242	3MEHM08148R	3MEHM08148
10618330	3FAHP07158R	3FAHP07158R
10629592	3FAHP07198R	3FAHP07198R
10631905	3MEHM081X7R	3MEHM081X7
10639014	3FAHP01127R	3FAHP01127R
10640257	3FAHP07ZX8R	3FAHP07ZX8R
10640257	3FAHP07ZX8R	3FAHP07ZX8R
10641549	3FAHP071X8R	3FAHP071X8R
10641549	3FAHP071X8R	3FAHP071X8R
10641941	3MEHM07177R	3MEHM07177
10644354	3FAHP07108R	3FAHP07108R
10644354	3FAHP07108R	3FAHP07108R
10652002	3FAHP07137R	3FAHP07137R
10653400	3FAHP07188R	3FAHP07188R
10653400	3FAHP07188R	3FAHP07188R
10655357	3FAHP07Z58R	3FAHP07Z58R
10655357	3FAHP07Z58R	3FAHP07Z58R
10658960	3FAHP07188R	3FAHP07188R
10658960	3FAHP07188R	3FAHP07188R
10670396	3MEHM08Z27R	3MEHM08Z27
10670396	3MEHM08Z27R	3MEHM08Z27
10670480	3FAHP08Z68R	3FAHP08Z68R
10670480	3FAHP08Z68R	3FAHP08Z68R
10672699	3FAHP07Z57R	3FAHP07Z57R
10680363	3MEHM07Z67R	3MEHM07Z67
10680363	3MEHM07Z67R	3MEHM07Z67
10684046	3MEHM07Z87R	3MEHM07Z87
10690056	3FAHP08108R	3FAHP08108R
10690056	3FAHP08108R	3FAHP08108R

10690056	3FAHP08108R	3FAHP08108	
10692468	3FADP07Z48R	3FADP07Z48	
10694951	3FAHP07ZXBR	3FAHP07ZXB	
10704042	3FAHP08137R	3FAHP08137	
10712615	3FAHP08128R	3FAHP08128	
10712615	3FAHP08128R	3FAHP08128	
10721041	3MEHM07ZX8R	3MEHM07ZX8	
10730359	3MEHM08Z68R	3MEHM08Z68	
10745073	3MEHM08Z19R	3MEHM08Z19	
10749892	3FAHP07149R	3FAHP07149	
10779110	3FAHP08Z68R	3FAHP08Z68	
10779110	3FAHP08Z68R	3FAHP08Z68	
10783662	3FAHP07Z98R	3FAHP07Z98	
10783662	3FAHP07Z98R	3FAHP07Z98	
10785218	3MEHM08198R	3MEHM08198	
10787563	3FAHP07Z88R	3FAHP07Z88	
10787563	3FAHP07Z88R	3FAHP07Z88	
10787755	3FAHP07Z49R	3FAHP07Z49	
10789437	3MEHM02178R	3MEHM02178	
10789637	3MEHM07Z57R	3MEHM07Z57	
10789689	3MEHM08178R	3MEHM08178	
10790504	3MEHM08177R	3MEHM08177	
10794803	3FAHP07138R	3FAHP07138	
10794803	3FAHP07138R	3FAHP07138	
10806255	3FAHP08108R	3FAHP08108	
10806255	3FAHP08108R	3FAHP08108	
10806255	3FAHP08108R	3FAHP08108	
10806755	3FAHP07Z88R	3FAHP07Z88	
10806755	3FAHP07Z88R	3FAHP07Z88	
10807281	3MEHM07Z08R	3MEHM07Z08	
10807637	3FAHP07Z19R	3FAHP07Z19	
10807637	3FAHP07Z19R	3FAHP07Z19	
10807655	3FAHP02158R	3FAHP02158	
10808346	3MEHM08Z58R	3MEHM08Z58	
10810060	3FAHP07Z59R	3FAHP07Z59	
10811083	3FAHP08199R	3FAHP08199	
10811561	3FAHP08108R	3FAHP08108	
10811561	3FAHP08108R	3FAHP08108	
10811561	3FAHP08108R	3FAHP08108	
10818601	3FAHP07Z18R	3FAHP07Z18	
10818601	3FAHP07Z18R	3FAHP07Z18	
10818806	3FAHP01158R	3FAHP01158	
10819862	3FAHP06ZX8R	3FAHP06ZX8	
10822948	3FAHP071X8R	3FAHP071X8	
10822948	3FAHP071X8R	3FAHP071X8	
10823422	3FAHP08128R	3FAHP08128	
10823422	3FAHP08128R	3FAHP08128	

10824708	3FAHP07Z78R	3FAHP07Z78R	
10824708	3FAHP07Z78R	3FAHP07Z78R	
10824987	3FAHP08159R	3FAHP08159R	
10824987	3FAHP08159R	3FAHP08159R	
10825433	3FAHP07Z58R	3FAHP07Z58R	
10825433	3FAHP07Z58R	3FAHP07Z58R	
10836359	3FAHP06Z39R	3FAHP06Z39R	
10836561	3FAHP07ZX8R	3FAHP07ZX8R	
10836561	3FAHP07ZX8R	3FAHP07ZX8R	
10837770	3FAHP07Z48R	3FAHP07Z48R	
10837770	3FAHP07Z48R	3FAHP07Z48R	
10845863	3FAHP08Z17R	3FAHP08Z17R	
10852553	3FAHP07119R	3FAHP07119R	
10854702	3FAHP07178R	3FAHP07178R	
10854765	3FAHP08187R	3FAHP08187R	
10855365	3FAHP07Z48R	3FAHP07Z48R	
10855365	3FAHP07Z48R	3FAHP07Z48R	
10860086	3FAHP08178R	3FAHP08178R	
10860086	3FAHP08178R	3FAHP08178R	
10860086	3FAHP08178R	3FAHP08178R	
10862114	3FAHP07Z18R	3FAHP07Z18R	
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10862114	3FAHP07Z18R	3FAHP07Z18R	
10862114	3FAHP07Z18R	3FAHP07Z18R	
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10862114	3FAHP07Z18R	3FAHP07Z18R	
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10863250	3MEHM07Z78R	3MEHM07Z78	
10865169	3MEHMO8ZX8R	3MEHMO8ZX8	
10865450	3FAHP07159R	3FAHP07159R	
10865450	3FAHP07159R	3FAHP07159R	
10865450	3FAHP07159R	3FAHP07159R	
10870186	3MEHM08158R	3MEHM08158R	
10873218	3FAHP07Z19R	3FAHP07Z19R	
10873218	3FAHP07Z19R	3FAHP07Z19R	
10873431	3FAHP07108R	3FAHP07108R	
10873431	3FAHP07108R	3FAHP07108R	
10874967	3FAHP07189R	3FAHP07189R	
10875748	3FAHP08139R	3FAHP08139R	
10875760	3FAHP08Z38R	3FAHP08Z38R	
10875760	3FAHP08Z38R	3FAHP08Z38R	
10876046	3MEHM07Z67R	3MEHM07Z67	
10876046	3MEHM07Z67R	3MEHM07Z67	
10876335	3FAHP06Z88R	3FAHP06Z88R	
10881298	3FAHP08158R	3FAHP08158R	
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10887635	3MEHM08Z27R	3MEHM08Z27	

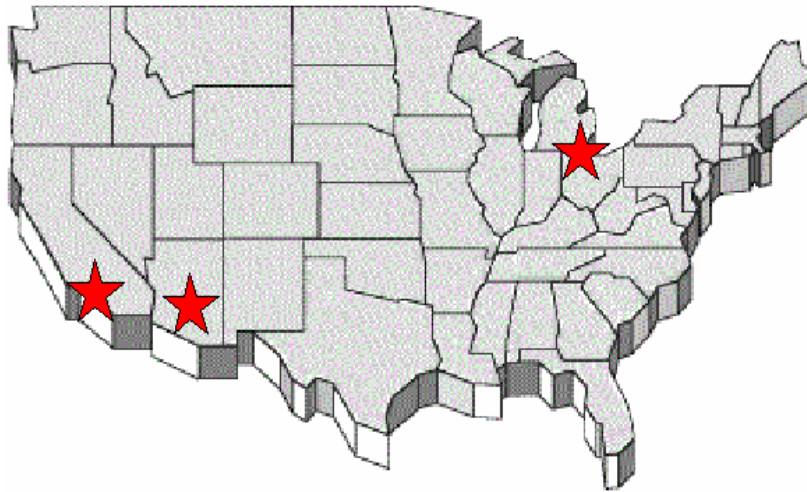
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10888626	3FAHP07Z68R	3FAHP07Z68R	
10892944	3FAHP07Z78R	3FAHP07Z78R	
10892944	3FAHP07Z78R	3FAHP07Z78R	
10894501	3FAHP08Z79R	3FAHP08Z79R	
10903135	3FAHP07Z69R	3FAHP07Z69R	
10903875	3MEHM07198R	3MEHM07198R	
10906293	3FAHP07Z29R	3FAHP07Z29R	
10907093	3MEHM07Z48R	3MEHM07Z48R	
10907122	3FAHP08159R	3FAHP08159R1	
10907122	3FAHP08159R	3FAHP08159R1	
10907122	3FAHP08159R	3FAHP08159R1	
10907122	3FAHP08159R	3FAHP08159R1	



LDW & Associates

VEHICLE TESTING & CONSULTING

ISO 17025 ACCREDITED - ISO 9001 REGISTERED - Q1 CERTIFIED



MAIN OPERATIONS:

17765 Allen Rd, Melvindale MI 48122
PHONE: (313) 382-4470 - FAX: (313) 382-5709
EMAIL: info@ldwassociates.com

WEST COAST OPERATIONS:

15362 Texaco Ave, Paramount CA 90723
PHONE: (562) 408-3751
FAX: (562) 408-3752

**Ford Motor Company
20000 ROTUNDA DRIVE
DEARBORN, MICHIGAN 48121**

Mountain Descent Brake Drag Test - Death Valley 11-2004

(CETP: 06.00-R-302)

LDW TEST # M469

2007 White Ford Fusion FWD

3FAHP08167R [REDACTED] 311W182

10/22/07 - 10/26/07

Respectfully Submitted,

Jim Sankovich

Test Engineer

LDW & Associates Mountain Descent Brake Drag Test - Death Valley 11-2004**LDW Test #M469****(CETP: 06.00-R-302)****LDW TEST # M469****2007 White Ford Fusion FWD
3FAHP08167R [REDACTED] / 311W182****VEHICLE INFORMATION**

Vehicle (year, make & model)	2007 White Ford Fusion FWD
Vendor Name	Ford Motor Company
Vendor Engineer	David Patterson
License Plate #	N/A
Arrival Vehicle Damage	None

FRONT BRAKE INFORMATION

Brake Program	CD33x (2006 brake hardware)
Lining Manufacturer, Formula, Friction, & Chamfer	N509 BHY
LFO Edge Code	NA
LFI Edge Code	NA
RFO Edge Code	NA
RFI Edge Code	NA
Insulator Supplier	No ID
Insulator Type & Part Number	NA
Piston Type	Steel
Caliper Supplier	Advics
Rotor Manufacturer	Hayes Lemmerz

REAR BRAKE INFORMATION

Brake Program	CD33x (2006 brake hardware)
Lining Manufacturer, Formula, Friction, & Chamfer	JB1 NF105
LRO Edge Code	NA
LRI Edge Code	NA
RRO Edge Code	NA
RRI Edge Code	NA
Insulator Supplier	No ID
Insulator Type & Part Number	NA
Piston Type	Steel Screw-in
Caliper Supplier	Tokico
Rotor Manufacturer	Hayes Lemmerz

VEHICLE WEIGHT INFORMATION

Vehicle Weight Type	GVW			
Front Weight	2359	lbs	2420	lbs
Rear Weight	2091	lbs	1800	lbs
Total Vehicle Weight	4450	lbs	4220	lbs
% Front	53.0%		57.3%	

TIRE AND WHEEL INFORMATION

Tires	Continental
Tire Size	P205 / 50R16
Wheels	Steel
Wheel Size	16 x 6.5

LDW & ASSOCIATES
STATEMENT OF WORK DOCUMENT

SUBJECT

LDW Test # M469 Engineer SOW Revision Date: 10/4/07

Test Procedure Name Mountain Decent Brake Drag - Death Valley
Test Procedure Number 06.00-R-302
Test Procedure Revision Date 200411
Brake Related Torque & Wheel Specs ☐ Yes ☒ No
Attached _____
PO # / Release # / RFQ # AAR PO07 579 789
Name of Customer supplying PO Ford Motor Company
Customer David Patterson
Primary Test Engineer Sign-Off David Patterson
Secondary Engineer Sign-Off, if
Primary is unavailable Tony Yamane and Fred Schwendenmann
Vehicle Identification VIN # 3FAHP08167R TAG # 311W182 License 010M027
Number of miles requested _____
Front Program Name Advics 16" with Nisshinbo N509BHY
Rear Program Name Tokico 15" with JBI NF105 (B3550SN)
Front Production Year 2006
Rear Production Year 2006

OBJECTIVE

The purpose of this test is to assess brake susceptibility to fluid boil during soak after mountain decent.

TIMING

Estimated vehicle delivery date Done
Estimated parts delivery date Done
Required start date 10/22/07
Estimated completion date of road test _____
Estimated date of
Developmental/Technical Support _____
Number of days ran per week ☐ 1 day ☐ 2 days ☐ 3 days ☐ 4 days ☐ 5 days ☐ 6 days ☐ 7 days
Number of shifts per day ☐ 1 shift ☐ 2 shifts
Estimated vehicle return/pickup date _____
Date required for product (report)
completion _____

NOTE: Upon teardown, LDW allows 10 business days for completion of product (report).

TEST AND MEASUREMENT EQUIPMENT

Front Outer Lining Thickness	_____	Or Useable Thickness	<u>10.5</u>
Front Inner Lining Thickness	_____	Or Useable Thickness	<u>10.5</u>
Front Minimum Lining Thickness	_____	Or ☒ NA	_____
Rear Outer Lining Thickness	_____	Or Useable Thickness	<u>7.5</u>
Rear Inner Lining Thickness	_____	Or Useable Thickness	<u>7.5</u>
Rear Minimum Lining Thickness	_____	Or ☒ NA	_____

Lining Measurement ☒ Per Procedure –
Procedure Requested and Revision Date 06.00-R-601 rev. 200502
☐ Other, Please specify below.

Test Weather Conditions ☐ Rain or Dry ☒ Dry only
Engineering Evaluations ☐ None ☐ Every 5K ☐ Start & Final ☒ Other:
Performed By (if applicable) ☐ LDW ☒ Test Engineer

DTV SCHEDULE

DTV measurements

DTV Intervals

☐ Front Wheel Only ☐ Front/Rear Wheels ☒ Not requested
☐ Every Shift ☐ 2nd shift ☐ 3rd shift ☐ 4th shift ☐ 5th shift
☐ 6th shift ☐ Other _____

Special DTV Instructions

TEST AND MEASUREMENT EQUIPMENT CONTINUED

Drag Torque

☐ Yes ☐ No

Front Target Run Out

____ +/- ____ microns

Rear Target Run Out

____ +/- ____ microns

Rotor Runout Measurements

☐ Start & Final ☐ Other, Please Specify Below

Caliper Slide Force

☐ Yes ☒ No

Data Acquisition

☒ Yes ☐ No**INSTRUMENTATION REQUESTED**2 # of Front Temperatures2 # of Rear Temperatures1 Ambient Temp.1 # of Front Hydraulic1 # of Rear Hydraulic0 # of Master Cylinder

Pressures

Pressures

Pressures

Y Vehicle DecelerationN Vehicle Lateral AccelerationN Yaw RateY Vehicle SpeedN Wheel SpeedsN Noise SystemN Dynamic On-Vehicle LRON Pedal ForceN Pedal TravelY % Relative HumidityY Booster Vacuum PressureN KemkraftN Rion**Special Instrumentation Request:**

Death Valley set-up. Include wheel cover and lug nut (1) temperature per wheel.

VEHICLE INFORMATIONVehicle Manufacturer Ford Motor Company

Model

Ford Fusion

Model Year

2009

Transmission Type

Auto

Engine Type

3.0L

Axle Ratio

Drive Type

FWD

Tire Size

P205/50R16

Wheel Base

107"

Tire Model

Tire Manufacturer

Wheel Type & Size

16" steel w/ covers

Wheel Manufacturer

Booster Manufacturer

Conti-Teves

Booster Type

☒ Vacuum ☐ Hydraulic☐ Other:

Booster Size (mm)

Master Cly PN

Booster Part #

Master Cly Dia

Pedal Ratio

2.7:1

Stroke (mm)

Pedal Type

Fixed

Front-port Disp (cu-in)

Brake Pedal Part #

Rear-port Disp (cu-in)

Master Cylinder

Manufacturer

Conti-Teves

Aspirator Part #

Master Cylinder Split

☐ Front/ Rear☒ Diagonal ☐ Other:

ABS Manufacturer

ABS Type

☐ ABS ☒ IVD☒ TC☐ other:

ECU Part #

HCU Part #

Parking Manufacturer

Parking Mechanism

☒ Hand☐ Foot

Balance System

☐ Combo Valve☐ Height Sensing Valve☒ Electronic

Pressure Valve

Metering:

Proportion

Split:

Slope: _____

TORQUE SPECS & TIRE PRESSURE All values in Nm unless specified otherwise

Caliper to Bracket	24 - 30 Nm	Front	23 - 29 Nm	Rear
Caliper to Knuckle	77 - 103 Nm	Front	60 - 80 Nm	Rear
Spindle Nut		Front		Rear
Lug nut torque	85 - 105 ft-lb	Front	85 - 105 ft-lb	Rear
Banjo Bolt	22 - 29 Nm	Front	22 - 29 Nm	Rear
Bleeder Screw	6 - 10 Nm	Front	6 - 10 Nm	Rear
Tire Pressure	32 psi	Front	32 psi	Rear
Rotor Screw	17- 23 Nm	Front	17 - 23 Nm	Rear
Tube Nut at Caliper	N/A	Front	N/A	Rear

TEST PARTS

Front Parts		Rear Parts	
Type	☒ Disc ☐ Drum	Type	☒ Disc ☐ Drum ☐ DIH
Front Lining Supplier	Nisshinbo	Rear Lining Supplier	JB I
Front Lining Formula	N509BHY	Rear Lining Formula	NF105
Chamfer / Slot Config	slot, radial chamfer	Chamfer / Slot Config	radial chamfer
Friction Level		Friction Level	
Left Outboard:		Left Outboard / Secondary:	
■ Batch #		■ Batch #	
■ Compressibility		■ Compressibility	
■ Serial Number		■ Serial Number	
Left Inboard:		Left Inboard / Primary:	
■ Batch #		■ Batch #	
■ Compressibility		■ Compressibility	
■ Serial Number		■ Serial Number	
Right Outboard:		Right Outboard / Secondary:	
■ Batch #		■ Batch #	
■ Compressibility		■ Compressibility	
■ Serial Number		■ Serial Number	
Right Inboard:		Right Inboard / Primary:	
■ Batch #		■ Batch #	
■ Compressibility		■ Compressibility	
■ Serial Number		■ Serial Number	
Noise Treatment		Noise Treatment	
Insulator Type / Number	2 piece clip-on shim w/ grease	Insulator Type / Number	clip-on shim
Insulator Supplier		Insulator Supplier	
# of Pistons & Dia	1x 57 mm	# of Pistons & Dia / WC Dia	1 x 38 mm
Piston Type		Piston Type	
Caliper Supplier	Advics	Caliper Supplier	Tokico
Caliper Material	Cast iron	Caliper Material	Cast iron
Caliper Part #	6H51-2010/2011-AK	Caliper / Wheel Cylinder Part #	6H51-2K327/328-ENG
Friction Code		Rotor / Drum Supplier	Hayes
Rotor Supplier	Hayes	Drum / DIH Part #	
Rotor Material	Cast iron	Rotor / Drum Material	Cast iron
Rotor Size	299 mm	Rotor / Drum Size	280 mm
Rotor Part #	6E51-1032-AD	Rotor / Drum Part #	6E51-2C026-ENG
Left Rotor Serial #		Left Rotor / Drum S.N.	
Right Rotor Serial #		Right Rotor / Drum S.N.	
Effective Radius	122 mm	Effective Radius	121 mm

TEST PARTS CONTINUED**Park Brake:**

Parking Brake Apply	☒ Hand ☐ Foot ☐ Electric
Type	
Tension Setting	
Parking Brake	
Manufacturer	
Parking Brake Lining#	

Drum Lining clearance:

Lining Codes	
Lining Clearance	
Size	

Vehicle Weight

Type of Weight	☐ GVW	☐ LLVW
	☐ Curb Plus Driver	☒ Other, Please specify _____
Target Vehicle Weight	Front: _____	Front: 2359 lbs
	Rear: _____	Rear: 2091 lbs
	Total: _____	Total: 4450 lbs

Upon Completion, Parts to be

☐ Scrapped
☒ Returned in Vehicle
☐ Re-Installed on vehicle

SPECIAL PARTS INSTRUCTIONS

UNLESS SPECIFIED ALL TEST PARTS WILL BE RETURNED IN VEHICLE

TEST & DATA DISTRIBUTION**Approved persons to receive data**

Name	Email Address
David Patterson	dpatte35@ford.com

Number of report CD's needed	1
Adobe PDF Format Option	☐ On CD ☒ Emailed to Primary Engineer ☐ None

NOTE: Each test is quoted for one hardcopy final report and CD copy. There is no charge for any additional report CD's. There will be a \$200 charge for each additional hardcopy report. After a PO is issued, any additional report fees can be charged to a MasterCard or Visa credit card.

SPECIAL TEST INSTRUCTIONS

Use LDW website and email data to me when uploaded.

SPECIAL DATA PROCESSING INSTRUCTIONS

Front: Nisshinbo N509BHY, 2 pc rubber/stainless clip-on w/ grease, slot, radial chamfer, 16" prod.
Rotor

Engineer	David Patterson	Date: 10/4/07
Phone #	N/A	
Cell Phone #	313-805-4767	
Pager #	N/A	
Fax #	N/A	
E-mail Address	dpatte35@ford.com	

For any questions/problems, please contact the following:

Operations Managers	Kevin Hunter (LA)	kevin@ldwassociates.com
Vehicle Concerns	Kevin Hunter (LA) Sharon Brown (MI)	kevin@ldwassociates.com sharon@ldwassociates.com
Data Analyst Supervisor / Post Test Parts	Shari Vann	shari@ldwassociates.com
Engineering / Noise Evaluations / Data Acquisition / Technical Support	Jim Thompson Jim Sankovich	jthompson@ldwassociates.com jsankovich@ldwassociates.com
Quotes / Accounting	Donna Judd	donnajudd@ldwassociates.com
Report Analyst	Jim Sankovich Shari Vann	jsankovich@ldwassociates.com shari@ldwassociates.com



CORPORATE ENGINEERING TEST PROCEDURE

TITLE: Mountain Descent Brake Drag Test - Death Valley
Supersedes: ETP: P4-218A

CETP: 06.00-R-302
200411 **Page 1 of 7**

1.0 INTRODUCTION

The primary purpose of this test is to determine the peak brake fluid temperatures following a descent on a 5.6% grade average from an altitude of 1,511 m (4956 ft) to sea level elevation in Death Valley on California Route 190, from Townes Pass to near Stovepipe Wells. The test consists essentially of a continuous neutral gear brake drag for the length of the grade followed by a heat soak.

- 1.1 COMMONALITY. This is a CONTROL TEST and can be used to qualify vehicles or components throughout the world. Proposed revisions to this procedure must be submitted per FAP03-179.

2.0 INSTRUMENTATION

- 2.1 Equip vehicle with a data-logger with a display capability of at least four simultaneous channels. Install transducers or equipment to record the following data:
- 2.1.1 Front and rear brake pressures.
 - 2.1.2 Pedal travel and effort.
 - 2.1.3 Front brake lining temperature for all front brake shoes/pads.
 - 2.1.4 Front and rear wheel bearing lubricant temperatures (optional).
 - 2.1.5 All four corner brake fluid temperatures using bleed screw mounted thermocouples per SAE J291.
 - 2.1.6 High and low mounted ambient air temperatures.
 - 2.1.7 Vehicle speed.
 - 2.1.8 Rear brake lining temperature for all rear brake shoes/pads.
 - 2.1.9 Deceleration.
 - 2.1.10 Booster vacuum / pressure.
 - 2.1.11 Anemometer (either portable or vehicle mounted).
 - 2.1.12 Provide a decelerometer as a driver aid.
- 2.2 All test measurement equipment must be calibrated and maintained per FAP03-015, Control, Calibration, and Maintenance of Measurement and Test Equipment.
- 2.3 All applicable safety guidelines and procedures must be followed.



CORPORATE ENGINEERING TEST PROCEDURE

TITLE: Mountain Descent Brake Drag Test - Death Valley
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CETP: 06.00-R-302
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3.0 EQUIPMENT AND FACILITIES

- 3.1 Arizona Proving Grounds Test Track facilities or equivalent setup garage.
- 3.2 Public roads in Death Valley National Park.
- 3.3 National Park permit required.
- 3.4 California Clean Air Board permit required.
- 3.5 Emissions exemption sticker, Arizona Laden Manufacturer plates required if driving in Arizona.

4.0 VEHICLE PREPARATION

Prior to test start it is critical to conduct a vehicle sign-off to verify latest level parts. Vehicle PCM must be re-flashed with latest powertrain calibration.

- 4.1 Install instrumentation.
- 4.2 Must be able to measure wind speed and direction at Townes Pass and during heat soak.
- 4.3 Build a set of brake calipers with thermocouple probes installed through the bleeder screws according to SAE J291, June 1980.
- 4.4 Prepare two sets of full thickness brake pads (front and rear), thermocoupled per CETP 06.00-R-605 (Thermocouple Installation for Brake Lining Temperatures - Light Truck) for burnish.
- 4.5 Prepare one set of pads (front and rear) ground to 25% of usable lining thickness, plus 0.4-0.5 mm (0.015-0.020 in.) for burnish. These should be thermocoupled per CETP 06.00-R-605.
- 4.6 Provide ambient temperature thermocouples for high (roof mounted) and low mounts (approximately 0.3 – 0.7 m (1 – 2 feet) forward of the front bumper aligned near the center of the vehicle and 0.3 m (1 ft) above the ground).
- 4.7 Use worst-case wheels for thermal conduction and convection (usually steel wheels with covers if applicable).
- 4.8 Optional thermocouple locations.
 - 4.8.1 Front rotor temperature outboard face (at mid-radius).
 - 4.8.2 Front rotor temperature inboard face (at mid-radius).
 - 4.8.3 Front caliper fluid temperature (obtained as close as possible to the caliper seal).
 - 4.8.4 Rear brake drum temperature.
 - 4.8.5 ABS Speed Sensors.



CORPORATE ENGINEERING TEST PROCEDURE

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- 4.8.6 Suspension components.
- 4.8.7 Wheel ornament attachment.
- 4.8.8 Place thermocouples in a manner to obtain the front and rear bearing lubricant temperatures (at least one in front and one in the rear corners). Note: the bearing manufacturer, to avoid contamination and to assure proper bearing function, usually provides thermocoupled bearings.
- 4.9 Equip the vehicle with two fire extinguishers, one floor jack, jack stands, tools, drinking water and a two-way radio.
- 4.10 Ballast the vehicle to maximum GVW as defined in CETP 00.00-R-602, Test Mass Standards, or as outlined in the Test Authorization.
- 4.11 As a precaution, an extra set of brake calipers, caliper pins, pads, rotors, wheel bearings, grease seals, high temperature grease, brake hoses, brake fluid and brake drums should be taken along in the support vehicle, due to the destructive nature of the test.
- 4.12 Three or four additional fire extinguishers and a two-way radio should also be carried in the support vehicles.
- 4.13 Prior to test, check all lubrication levels and tune the engine per CETP 00.00-R-601, Vehicle Tune-Up Standards.
- 4.14 As a precaution, drain, fill, and bleed the brake system with new fluid as specified by the requestor. The intent is to assure fluid in the system has less than 1.5 % water content by weight. The fluid boiling temperature measured before testing must be greater than 185 °C (365 °F).
- 4.15 Inflate all tires to the manufacturer's specified cold pressures per CETP 00.00-R-603, Tire Pressure Standards. Tires on each axle must all be of the same size, type and condition.
- 4.16 Burnish all brake pads and linings with 200 burnish stops, from 65 kph (40 mph), at 0.4 g (13 f/s/s) and at 1.6 km (1 mi) intervals. Reference: CETP 06.00-R-425, Brake Burnishing - Light Truck. The burnish is intended to prepare the linings and rotors.
- 4.17 All test measurement equipment must be calibrated and maintained per FAP03-015, Control, Calibration, and Maintenance of Measurement and Test Equipment.
- 4.18 Calibrate the speedometer per CETP 00.00-R-605, Speedometer and Odometer Calibration.

5.0 OPERATION

- 5.1 Brake tests will only be conducted with a minimum ambient temperature of 30 °C (86 °F) at Stovepipe Wells during daylight hours on dry pavement.



CORPORATE ENGINEERING TEST PROCEDURE

TITLE: Mountain Descent Brake Drag Test - Death Valley
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- 5.2 Start the test at Townes Pass with the vehicle stationary, record a pedal check by applying 700 N (157 lb) to the service brake pedal for 5 seconds. Record front and rear line pressure and pedal travel.
- 5.3 Ambient air temperature must be over 20 °C (68 °F) at Townes Pass prior to initiation of the test.
- 5.4 It is recommended to perform the test if the wind velocity at Townes Pass is less than 30 kph (18 mph) in a direction that could not cause uneven brake temperature cooling. Use engineering judgment. Record wind data.
- 5.5 Make a 50 kph (31 mph) stop at 0.3 g (10 f/s/s) deceleration in NEUTRAL at the summit of Townes Pass before the start of the test. Record temperatures, line pressures and pedal travel. Note caliper fluid and front brake pad temperatures in order to establish a baseline range of initial temperatures or to meet a baseline already established.
- 5.6 Make additional warm-up stops or allow time to cool down as required, keeping in mind that the pad temperatures change much more quickly than those of the caliper fluid.
- 5.7 Turn on air conditioning if available.
- 5.8 Do not turn on the hazard-warning flasher. The vehicle testing should be as transparent to the normal tourist traffic flow as possible. If traffic is impeded (as evidenced by 5 or more vehicles being backed up behind the test vehicle) then the test run must be aborted. Excessive complaints from citizens and police may jeopardize our privilege to perform this test in Death Valley.
- 5.9 Begin this procedure when the hottest brake fluid temperature is below 40 °C (104 °F).
- 5.10 Begin recording data and proceed northeasterly on California Hwy 190. Accelerate to 55 kph (34 mph). Position the transmission in NEUTRAL. Apply the brake sufficiently (drag the brake) to maintain 55 kph (34 mph). Use engine power if speed drops below 55 kph (34 mph). A minimum of 1.75 bar (25 psi) and a maximum of 3.50 bar (50 psi) of front brake line pressure is to be maintained at all times while using engine power. Operate data logger to record continuously and/or print out all temperature and pressure readings every 0.8 km (0.5 mi).
- 5.11 Continue drag until road grade will no longer support 55 kph (34 mph) drag. When vehicle is on flat road, and drag cannot be adequately maintained, well before entering Stovepipe Wells Village, accelerate to 90 kph (56 mph) and immediately perform one 0.5 g (16 f/s/s) fade stop, traffic permitting, and pull over to the shoulder of the road well away from traffic. DO NOT park near or over brush or tumbleweed. If 0.5 g (16 f/s/s) cannot be maintained, note best maintainable deceleration.



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- 5.12 Record all soak data at time zero and at one-minute intervals, engine running, chase vehicle and all personnel at least 5 m (16 ft.) away from the test vehicle during the complete soak event.
- 5.13 Do not apply the service brake or parking brake during the soak.
- 5.14 Soak vehicle until all fluid temperatures show two successive readings below their maximum-recorded fluid temperature.
- 5.15 After the last caliper fluid temperature peaks (see section 5.14), apply 700 N (157 lb-f) of pedal effort to the brake pedal for five seconds and record all brake line pressure, pedal travel, and all temperature data. End the recording of data for this run and soak.
- 5.16 Post-test vehicle inspection. When vehicle has cooled sufficiently to regain braking, drive back to a suitable teardown/inspection area.
- 5.17 Repeat steps 5.2 through 5.16 without changing linings. Brake fluid temperature must be equal to the start temperatures for the initial run down the grade.
- 5.18 Rebuild vehicle with ground (shaved) linings. Repeat steps 5.1 through 5.16 (only one test required for shaved linings).

6.0 GENERAL INSTRUCTIONS

6.1 DEFINITIONS.

- 6.1.1 Usable Lining Thickness. That portion of the brake lining which can be used safely without causing damage to rotor or brake drum (i.e., less rivet head, less thermal barrier thickness or any other layer interposed between the lining and the anchor plate).
- 6.1.2 Wear out. Wear out is considered to be achieved when linings/pads are within 0.8 mm (0.032 in.) of a rivet head or shoe surface in the base of bonded linings.
- 6.1.3 Ambient temperature. For the purpose of brake fluid temperature correction below, the ambient temperature shall be considered the average of the average high mounted and average low mounted ambient thermocouples during the soak process as described in 4.6.

7.0 PRESENTATION OF DATA

- 7.1 Tabulate all recorded temperatures, line pressure, and pedal travel vs. Distance traveled [3.2 km (2 mi) intervals]. Tabulation to include maximums, minimums, averages, and time of occurrence for each channel.



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- 7.2 For ambient temperatures during soak other than 43 °C (110 °F), correct all fluid temperatures to 43 °C by the following formula (using Celsius temperature units):

$$T_{\text{CORRECTED}} = T_{\text{FLUID}} + ((43 - T_{\text{AMBIENT}}) * 1.5)$$

- 7.3 During soak, tabulate all recorded temperatures vs. time.
- 7.4 Report usual data such as ambient temperature, wind velocity and direction, driver and date. Weather data should be recorded at the start and end of the test.
- 7.5 Report condition of the brake system after inspection, including any rotor cracks, burned out boots, seal leaks and/or other relevant damages to the brake system.
- 7.6 Plot vehicle speed and pedal effort vs. time.
- 7.7 Report estimate of wind velocity during soak.
- 7.8 Report the details of the visual inspection of the condition of brake components after test including any rotor cracks, burned components, seal leaks, etc.
- 7.9 Report any observations made during the test (noise, smoke, judder, etc.).
- 7.10 Report complete brake system component details.
- 7.11 Lining material type and size.
- 7.12 Master cylinder size.
- 7.13 Caliper and/or wheel cylinder size.
- 7.14 Brake assembly type and size.
- 7.15 Booster size and type, pedal ratio and maximum available travel.
- 7.16 Brake fluid manufacturer and type.
- 7.17 Vehicle type and serial number.
- 7.18 Engine size and type.
- 7.19 Transmission type and rear axle ratio.
- 7.20 Tire and wheel size, type, and make.

8.0 REFERENCES

- 8.1 CETP 00.00-R-601, Vehicle Tune-Up Standards.
- 8.2 CETP 00.00-R-602, Test Mass Standards.
- 8.3 CETP 00.00-R-603, Tire Pressure Standards.



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- 8.4 CETP 00.00-R-605, Speedometer and Odometer Calibration.
- 8.5 CETP 06.00-R-425, Brake Burnishing - Light Truck.
- 8.6 CETP 06.00-R-605, Thermocouple Installation for Brake Lining Temperatures - Light Truck.
- 8.7 FAP03-015, Control, Calibration, and Maintenance of Measurement and Test Equipment.
- 8.8 FAP03-179, Developing Corporate Engineering Test Procedures.

9.0 RECORD OF REVISIONS

See metadata field "Review Note".

10.0 ATTACHMENT

None.

LDW & Associates

LDW Test# M469

Mountain Descent Brake Drag Test -

Death Valley

(CETP: 06.00-R-302; Rev Date:

11/2004)

White Fusion

3FAHP08167R 311W182

Whole Linings Run # 1

Frt Lining: N509

Rear Lining: NF105

16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

	LFOT	LFInner	LFFluid	AmbT	GrndAmbient	RRLug	LF Fluid Corrected to 110 F
Max	690.1	669.0	227.8	97.2	102.8	256.5	256.9
Min	107.5	108.9	82.2	67.2	66.1	81.3	120.0
Average	453.0	449.8	163.6	84.7	83.6	176.3	201.5

	RFOT	RFInner	RFFluid	AmbT	GrndAmbient	RFLug	RF Fluid Corrected to 110 F
Max	726.2	706.6	256.5	97.2	102.8	312.5	284.9
Min	109.9	111.1	81.3	67.2	66.1	93.5	121.1
Average	508.6	498.4	176.3	84.7	83.6	237.1	214.1

	LROT	LRInner	LRFluid	AmbT	GrndAmbient	LRLug	LR Fluid Corrected to 110 F
Max	735.1	639.7	229.8	97.2	102.8	306.1	258.9
Min	97.7	97.8	89.1	67.2	66.1	82.0	125.7
Average	456.9	413.5	180.6	84.7	83.6	218.7	218.5

	RROT	RRInner	RRFluid	AmbT	GrndAmbient	RRLug	RR Fluid Corrected to 110 F
Max	745.8	623.5	231.7	97.2	102.8	332.8	261.4
Min	100.7	98.9	89.9	67.2	66.1	95.5	126.1
Average	459.8	402.1	182.1	84.7	83.6	249.8	220.0

	LF Fluid	RF Fluid	LR Fluid	RR Fluid
Final Corrected	253.3	278.9	234.5	239.1

LDW & Associates

LDW Test# M469

Mountain Descent Brake Drag Test -

Death Valley

(CETP: 06.00-R-302; Rev Date:

11/2004)

White Fusion

3FAHP08167R 311W182

Frt Lining: N509

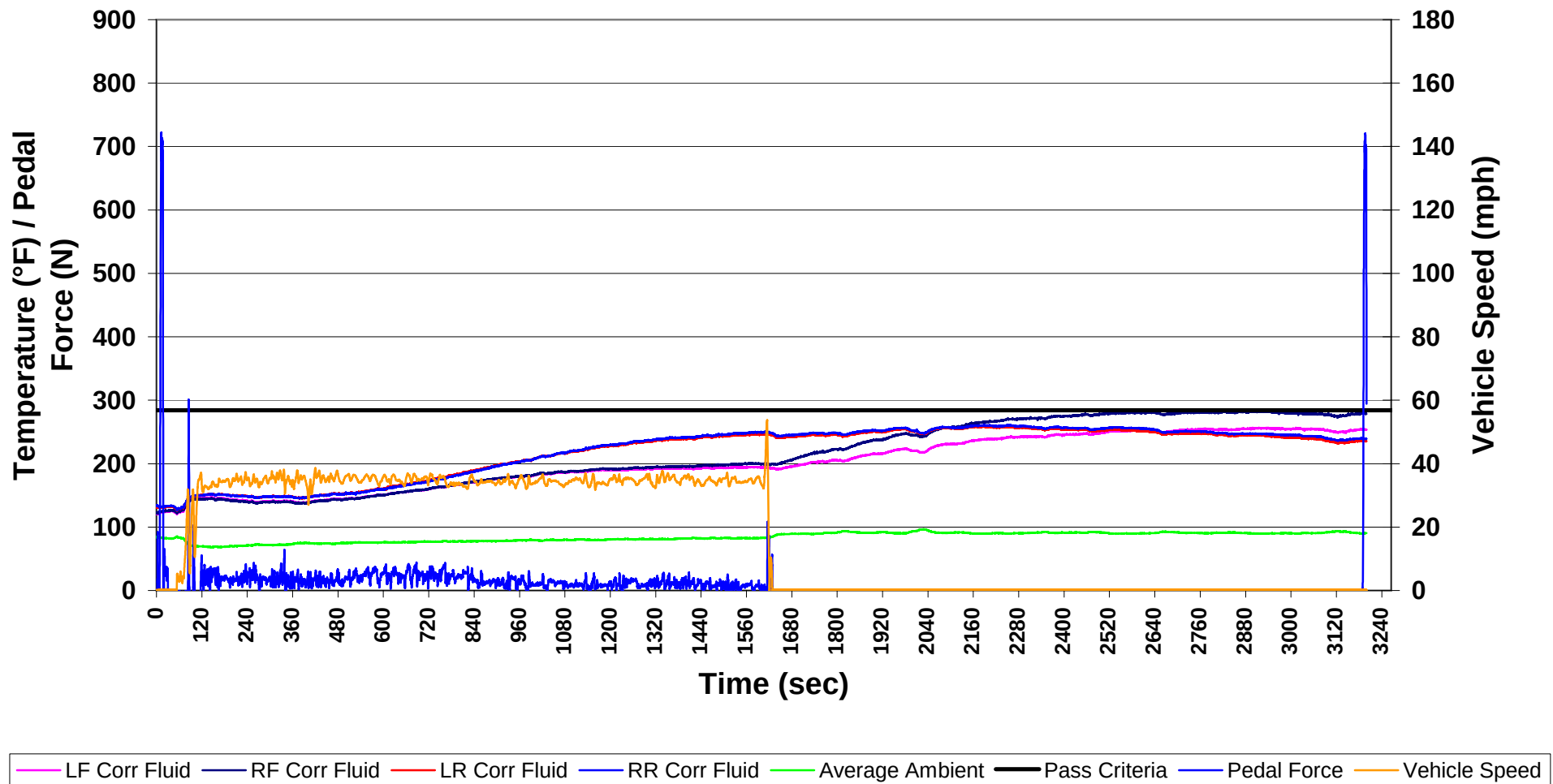
Rear Lining: NF105

16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

Corrected Fluid Temperatures Whole Linings Run # 1



LDW & Associates

LDW Test# M469

Mountain Descent Brake Drag Test -

Death Valley

(CETP: 06.00-R-302; Rev Date:

11/2004)

White Fusion

3FAHP08167R 311W182

Frt Lining: N509

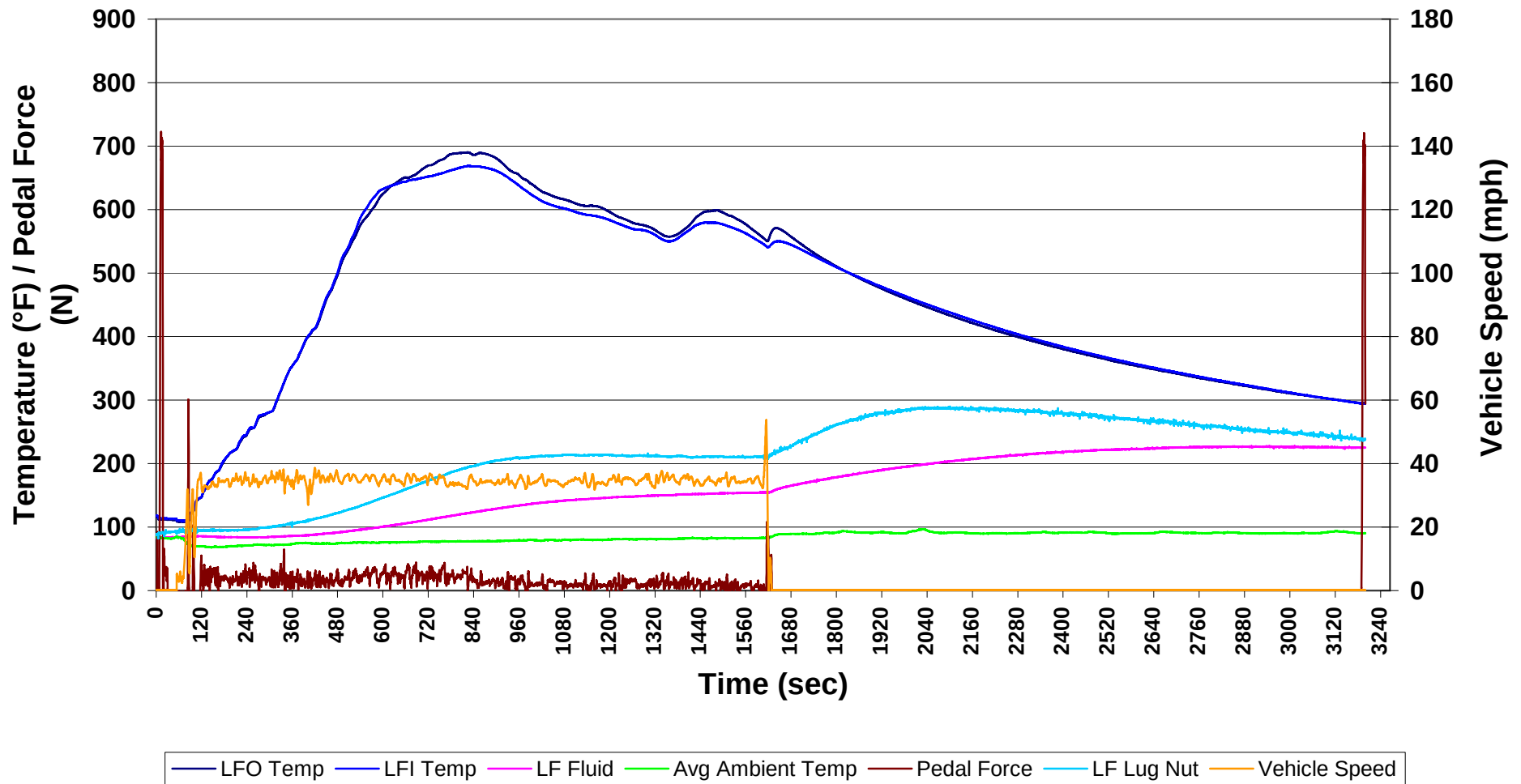
Rear Lining: NF105

16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

Left Front Temperatures Whole Linings Run # 1



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LDW Test# M469

Mountain Descent Brake Drag Test -

Death Valley

(CETP: 06.00-R-302; Rev Date:

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White Fusion

3FAHP08167R 311W182

Frt Lining: N509

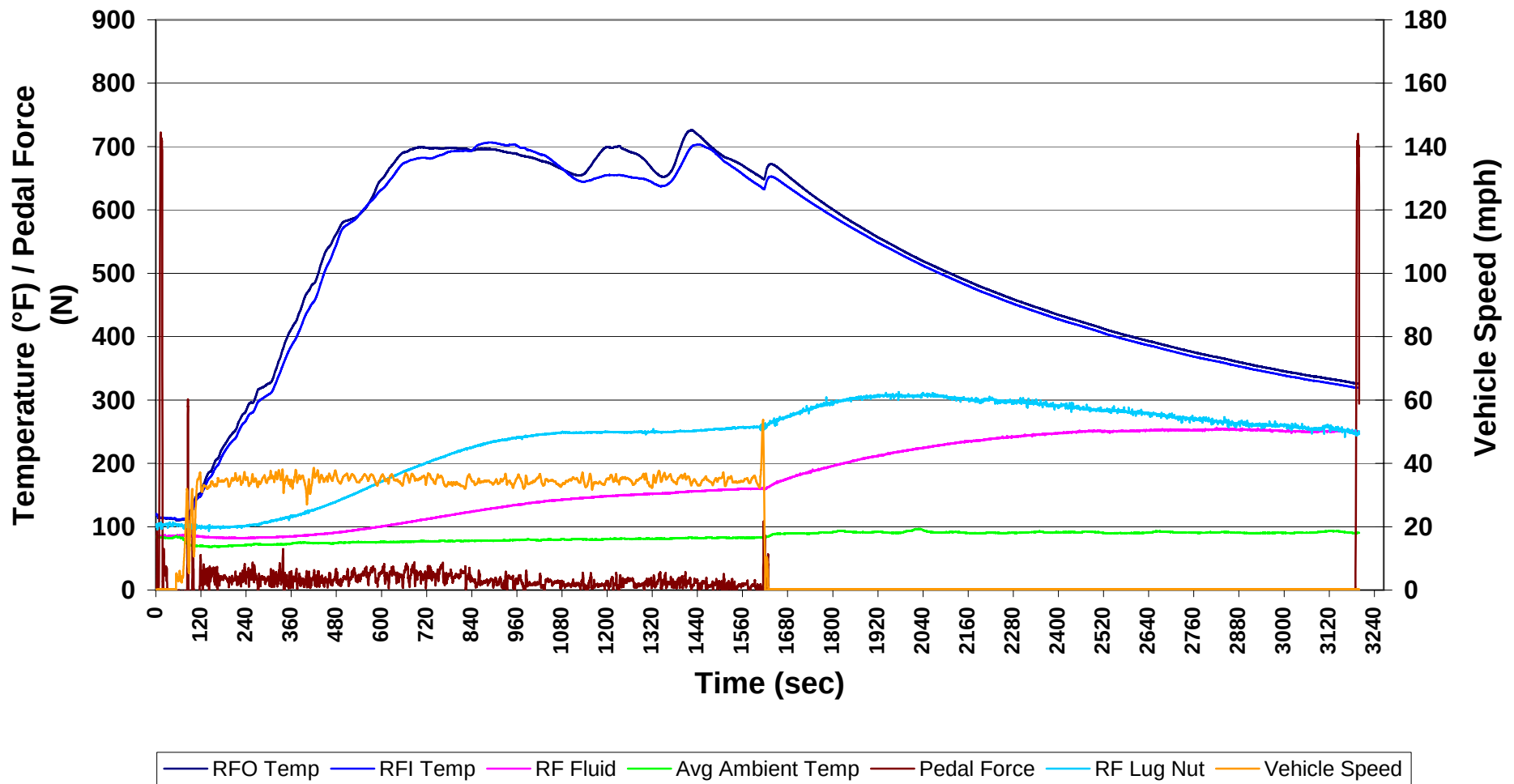
Rear Lining: NF105

16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

Right Front Temperatures Whole Linings Run # 1



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Mountain Descent Brake Drag Test -

Death Valley

(CETP: 06.00-R-302; Rev Date:

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White Fusion

3FAHP08167R 311W182

Frt Lining: N509

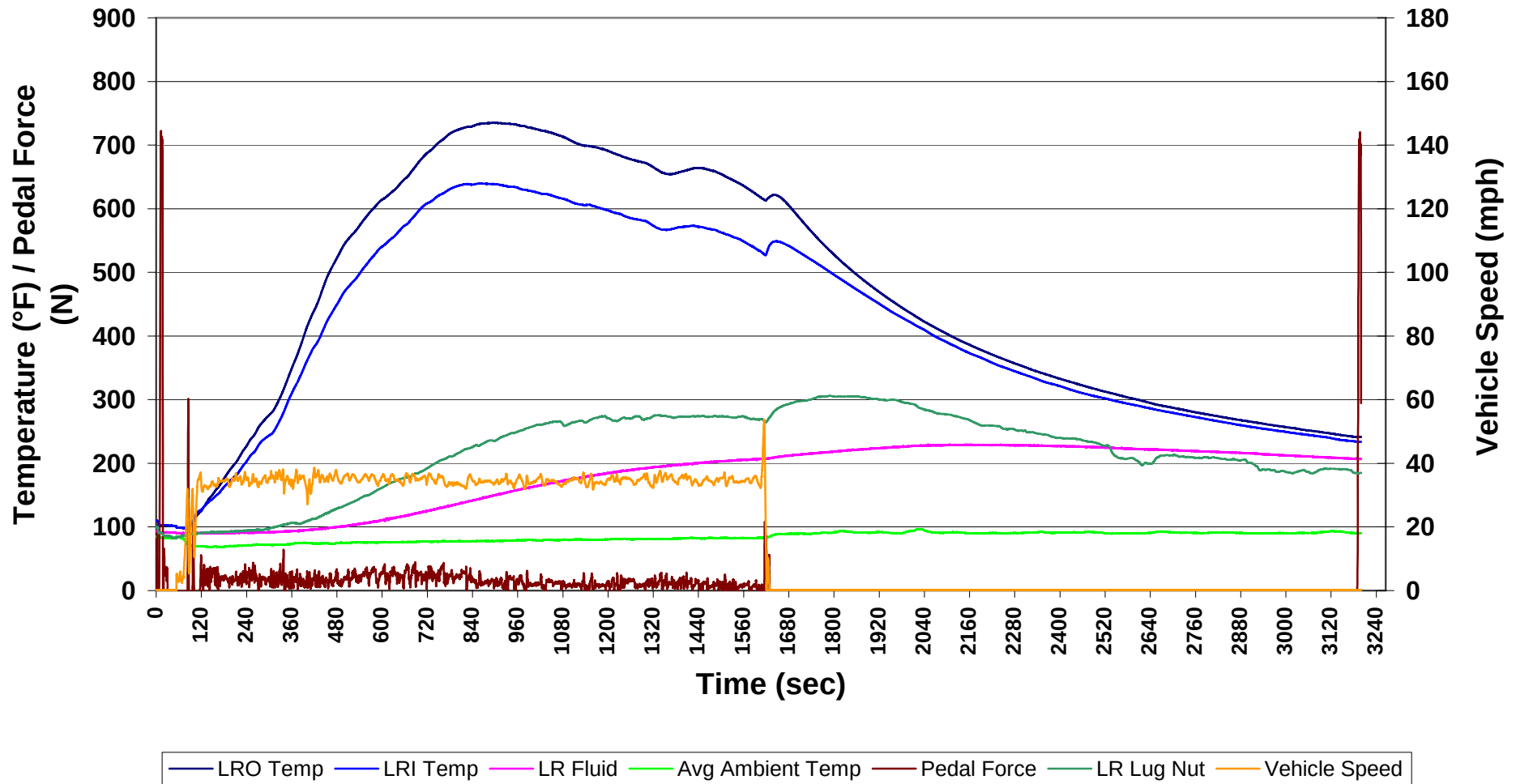
Rear Lining: NF105

16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

Left Rear Temperatures Whole Linings Run # 1



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LDW Test# M469

Mountain Descent Brake Drag Test -

Death Valley

(CETP: 06.00-R-302; Rev Date:

11/2004)

White Fusion

3FAHP08167R 311W182

Frt Lining: N509

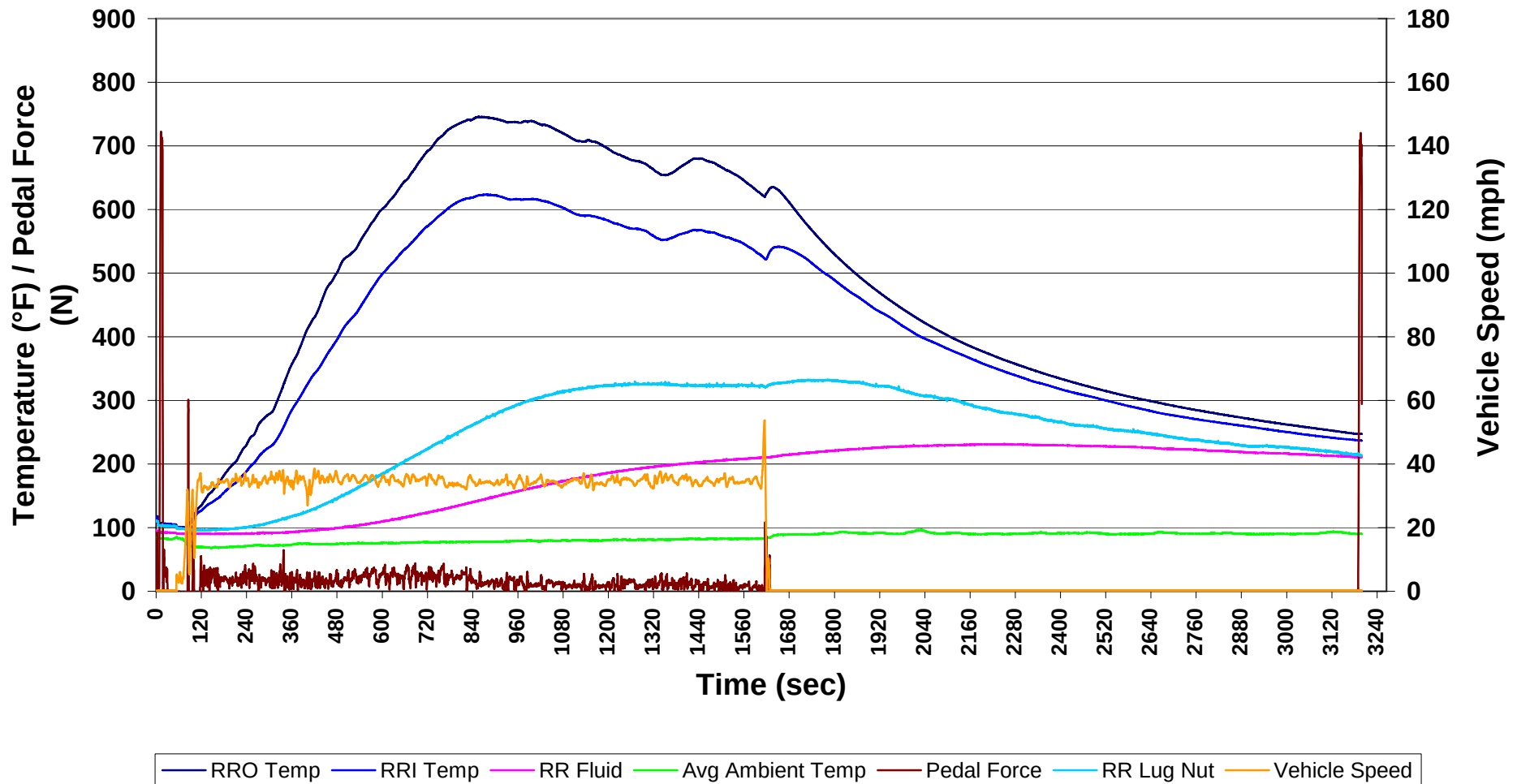
Rear Lining: NF105

16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

Right Rear Temperatures Whole Linings Run # 1



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LDW Test# M469

Mountain Descent Brake Drag Test -

Death Valley

(CETP: 06.00-R-302; Rev Date:

11/2004)

White Fusion

3FAHP08167R 311W182

Frt Lining: N509

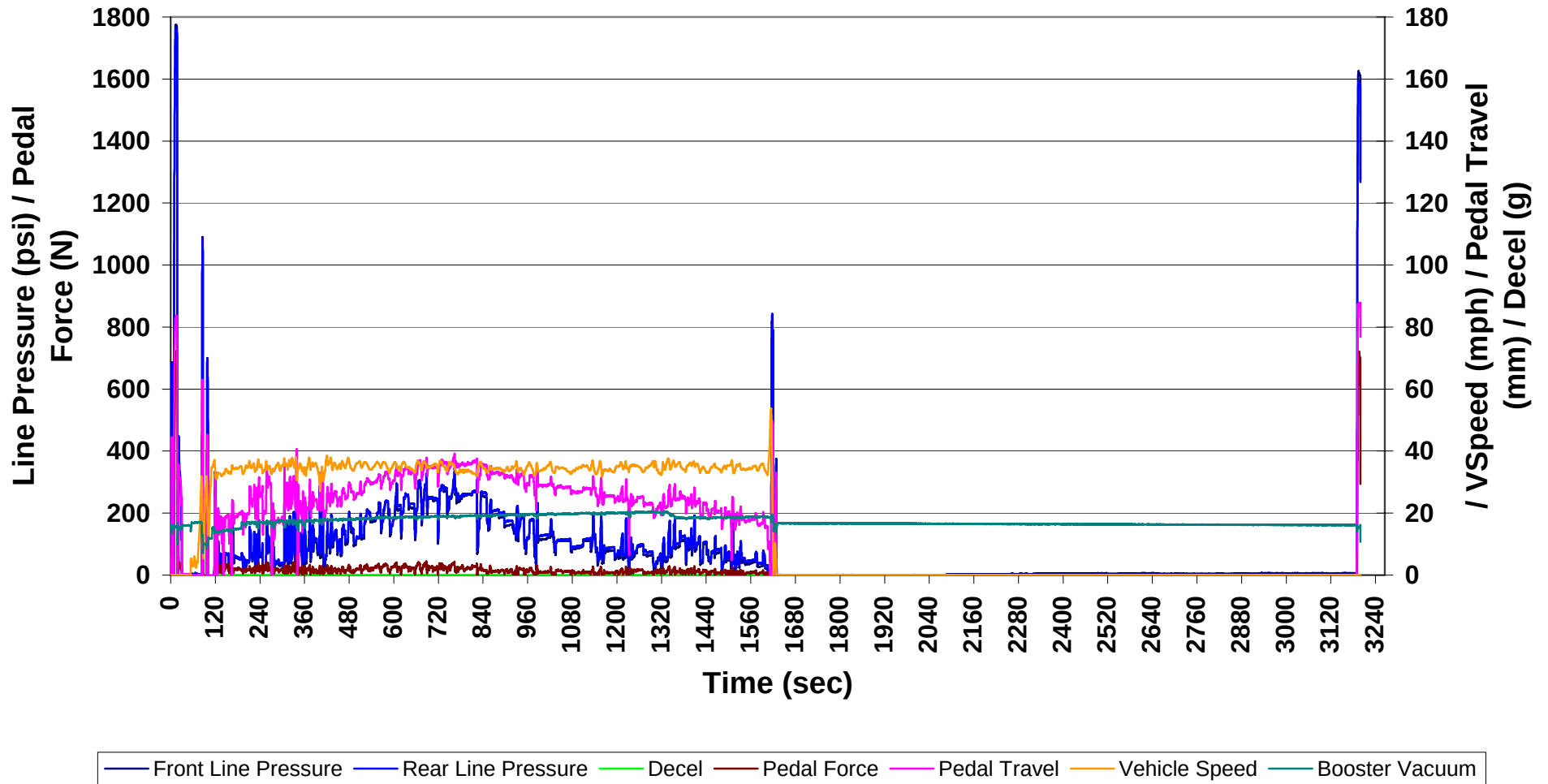
Rear Lining: NF105

16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

Pedal Travel / Pedal Force / Line Pressure / Deceleration / VSpeed Whole Linings Run # 1



LDW & Associates

LDW Test# M469

Mountain Descent Brake Drag Test -

Death Valley

**(CETP: 06.00-R-302; Rev Date:
11/2004)**

White Fusion

**3FAHP08167R [REDACTED] 311W182
Whole Linings Run # 2**

Frt Lining: N509

Rear Lining: NF105

16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

	LFOT	LFInner	LFFluid	AmbT	GrndAmbient	RRLug	LF Fluid Corrected to 110 F
Max	677.5	683.0	225.7	97.3	98.5	233.1	252.7
Min	90.4	90.0	84.8	71.1	70.2	85.9	124.5
Average	459.5	466.6	167.2	86.9	85.4	171.1	202.0

	RFOT	RFInner	RFFluid	AmbT	GrndAmbient	RFLug	RF Fluid Corrected to 110 F
Max	731.5	715.7	233.1	97.3	98.5	319.1	259.6
Min	102.5	103.0	85.9	71.1	70.2	93.0	130.0
Average	498.4	486.0	171.1	86.9	85.4	238.1	205.9

	LROT	LRInner	LRFluid	AmbT	GrndAmbient	LRLug	LR Fluid Corrected to 110 F
Max	723.8	602.4	237.0	97.3	98.5	337.5	264.9
Min	100.2	102.7	98.3	71.1	70.2	89.4	139.1
Average	460.0	408.0	184.2	86.9	85.4	233.3	219.1

	RROT	RRInner	RRFluid	AmbT	GrndAmbient	RRLug	RR Fluid Corrected to 110 F
Max	645.8	524.2	211.2	97.3	98.5	312.8	238.9
Min	95.1	94.4	91.8	71.1	70.2	96.1	130.8
Average	412.9	357.4	168.2	86.9	85.4	238.3	203.1

	LF Fluid	RF Fluid	LR Fluid	RR Fluid
Final Corrected	243.3	246.0	229.9	210.8

LDW & Associates

LDW Test# M469

Mountain Descent Brake Drag Test -

Death Valley

(CETP: 06.00-R-302; Rev Date:

11/2004)

White Fusion

3FAHP08167R 311W182

Frt Lining: N509

Rear Lining: NF105

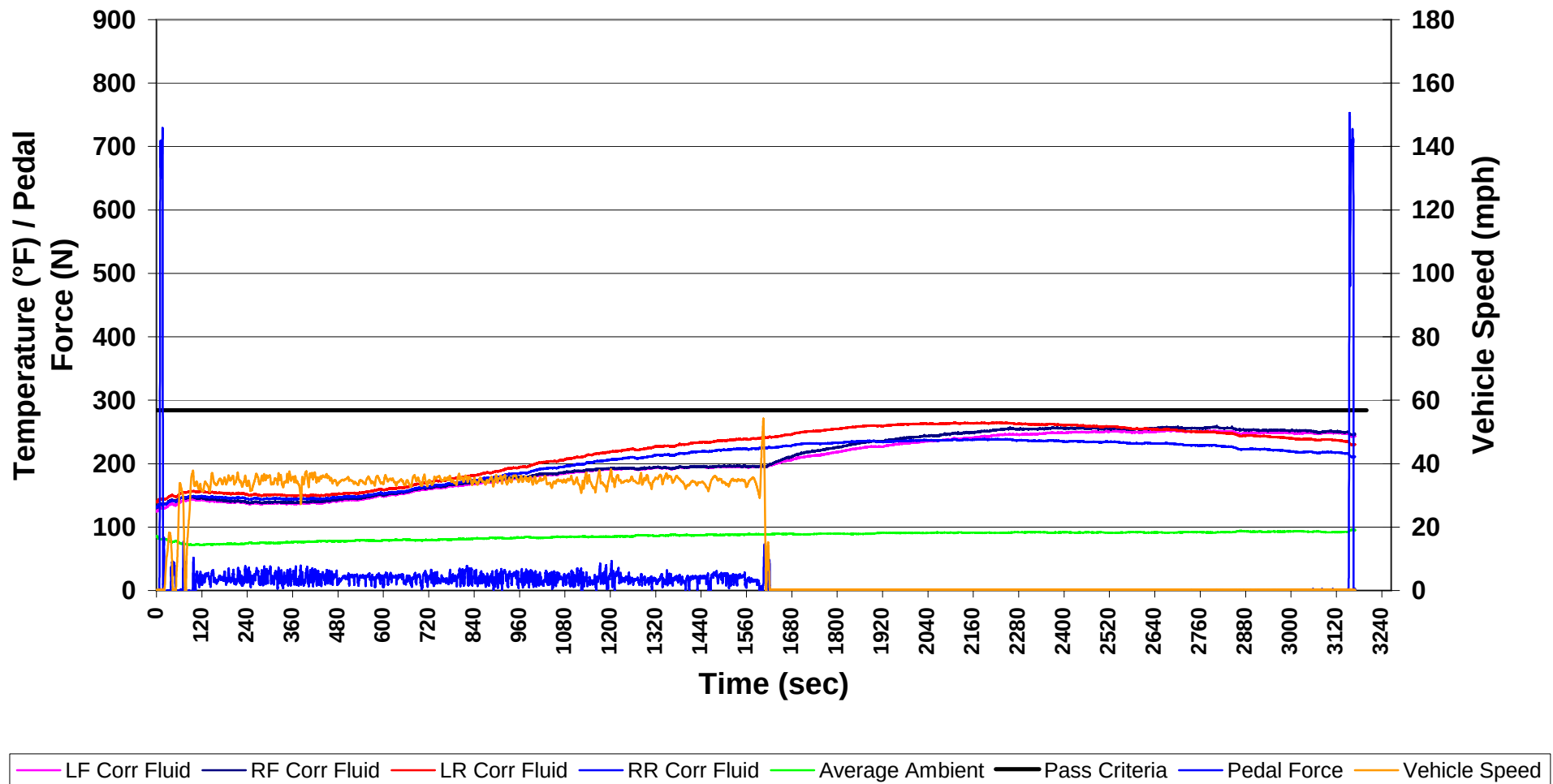
16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

Corrected Fluid Temperatures

Whole Linings Run # 2



LDW & Associates

LDW Test# M469

Mountain Descent Brake Drag Test -

Death Valley

(CETP: 06.00-R-302; Rev Date:

11/2004)

White Fusion

3FAHP08167R 311W182

Frt Lining: N509

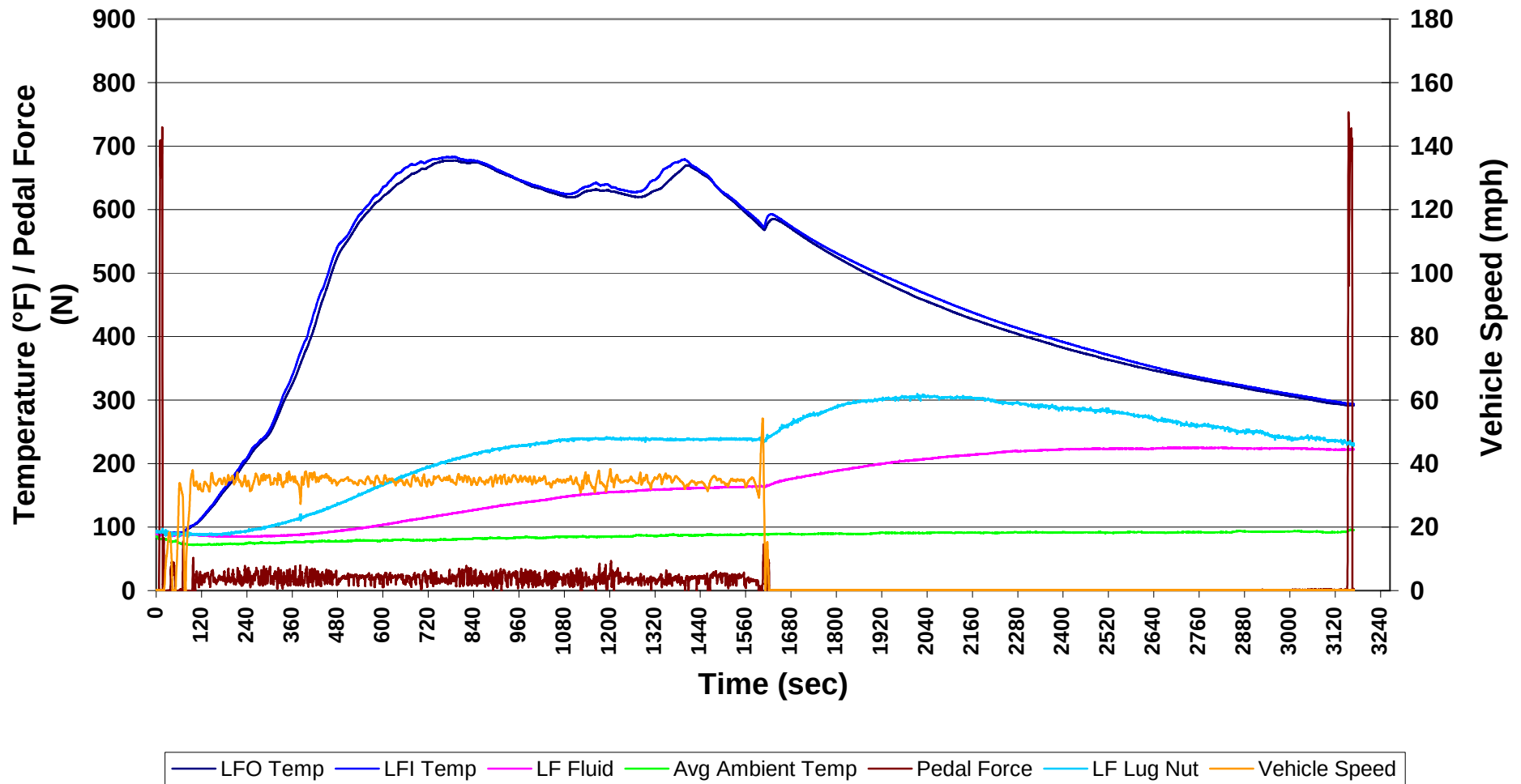
Rear Lining: NF105

16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

Left Front Temperatures Whole Linings Run # 2



LDW & Associates

LDW Test# M469

Mountain Descent Brake Drag Test -

Death Valley

(CETP: 06.00-R-302; Rev Date:

11/2004)

White Fusion

3FAHP08167R 311W182

Frt Lining: N509

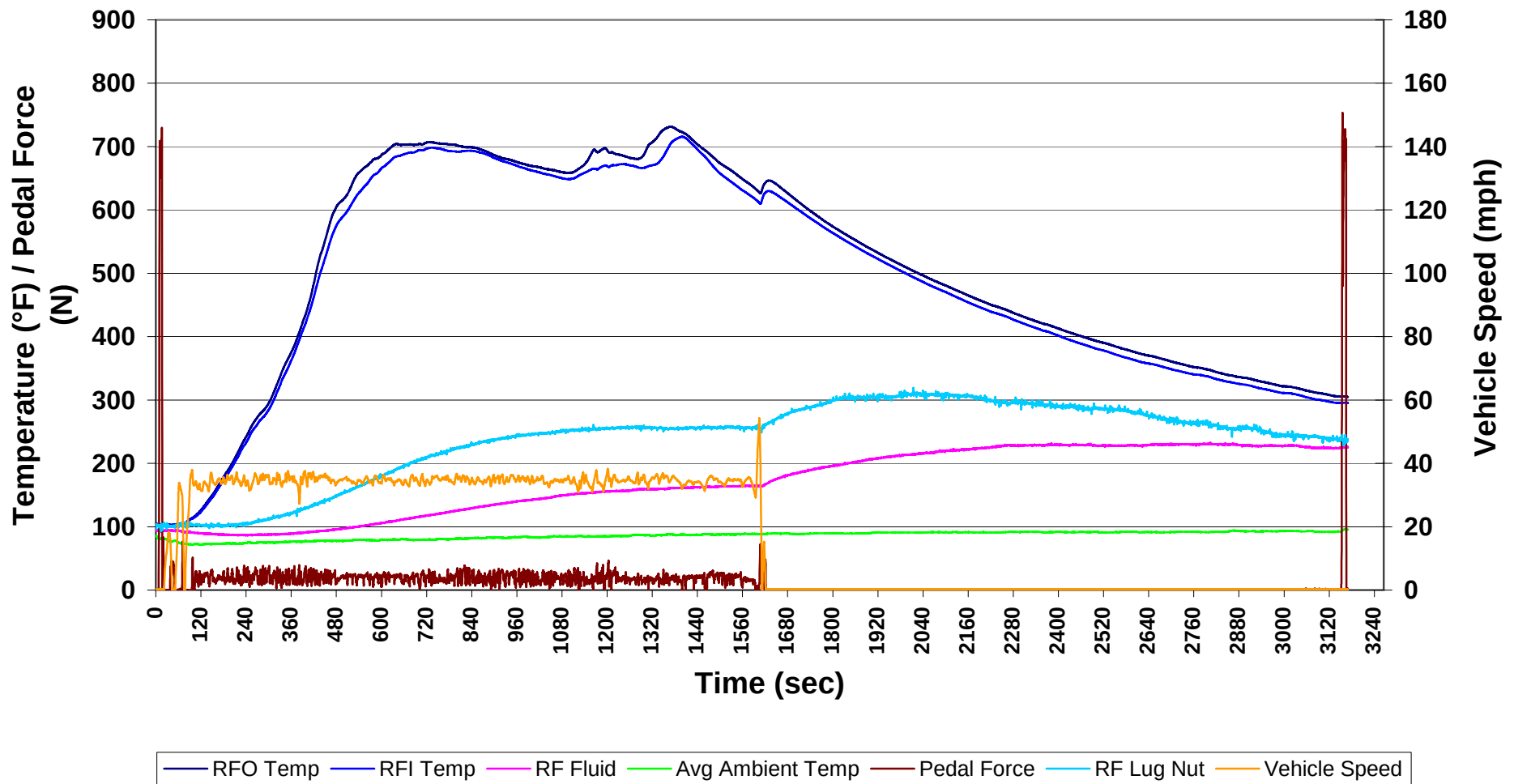
Rear Lining: NF105

16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

Right Front Temperatures Whole Linings Run # 2



LDW & Associates

LDW Test# M469

Mountain Descent Brake Drag Test -

Death Valley

(CETP: 06.00-R-302; Rev Date:

11/2004)

White Fusion

3FAHP08167R 311W182

Frt Lining: N509

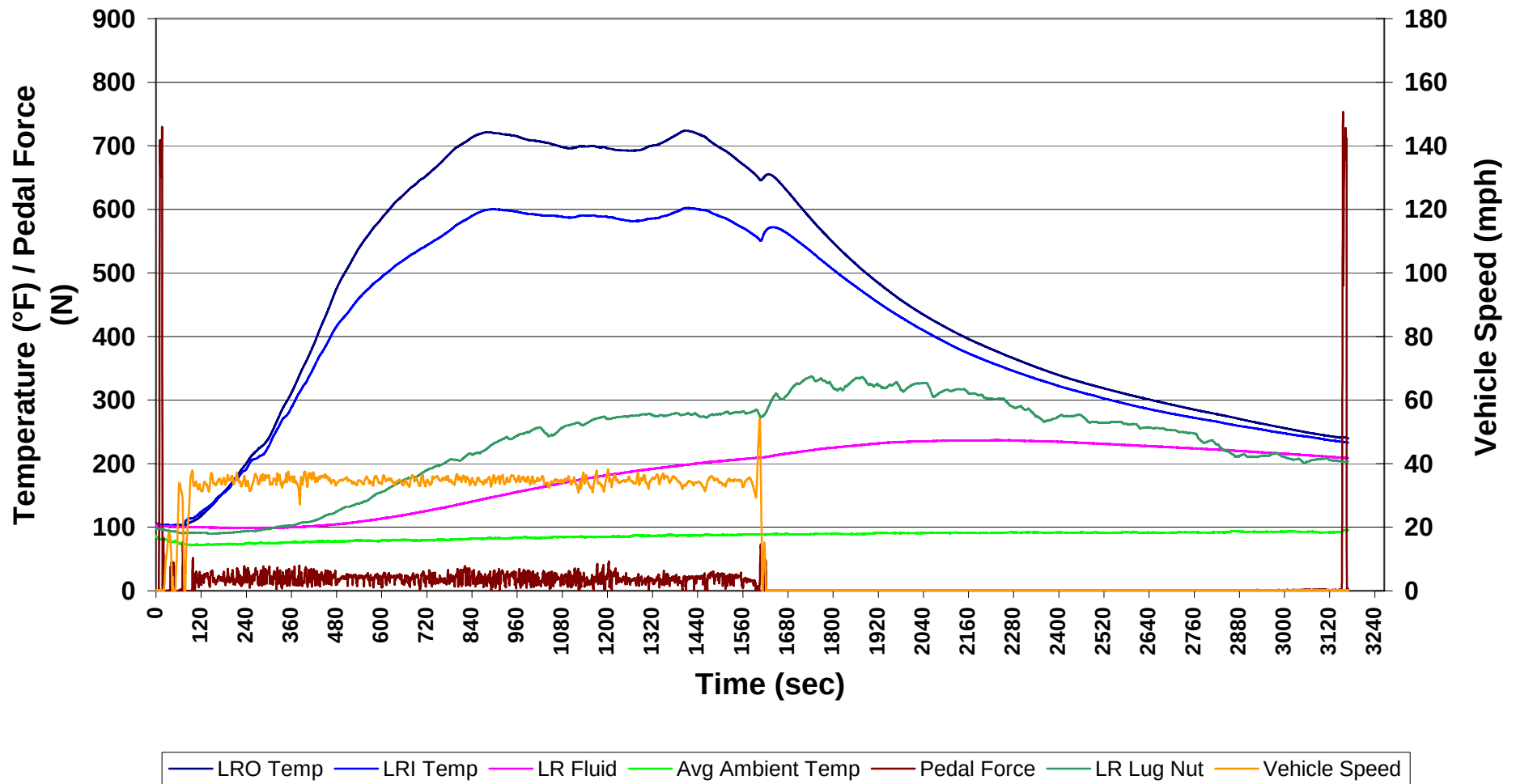
Rear Lining: NF105

16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

Left Rear Temperatures Whole Linings Run # 2



LDW & Associates

LDW Test# M469

Mountain Descent Brake Drag Test -

Death Valley

(CETP: 06.00-R-302; Rev Date:

11/2004)

White Fusion

3FAHP08167R [REDACTED] 311W182

Frt Lining: N509

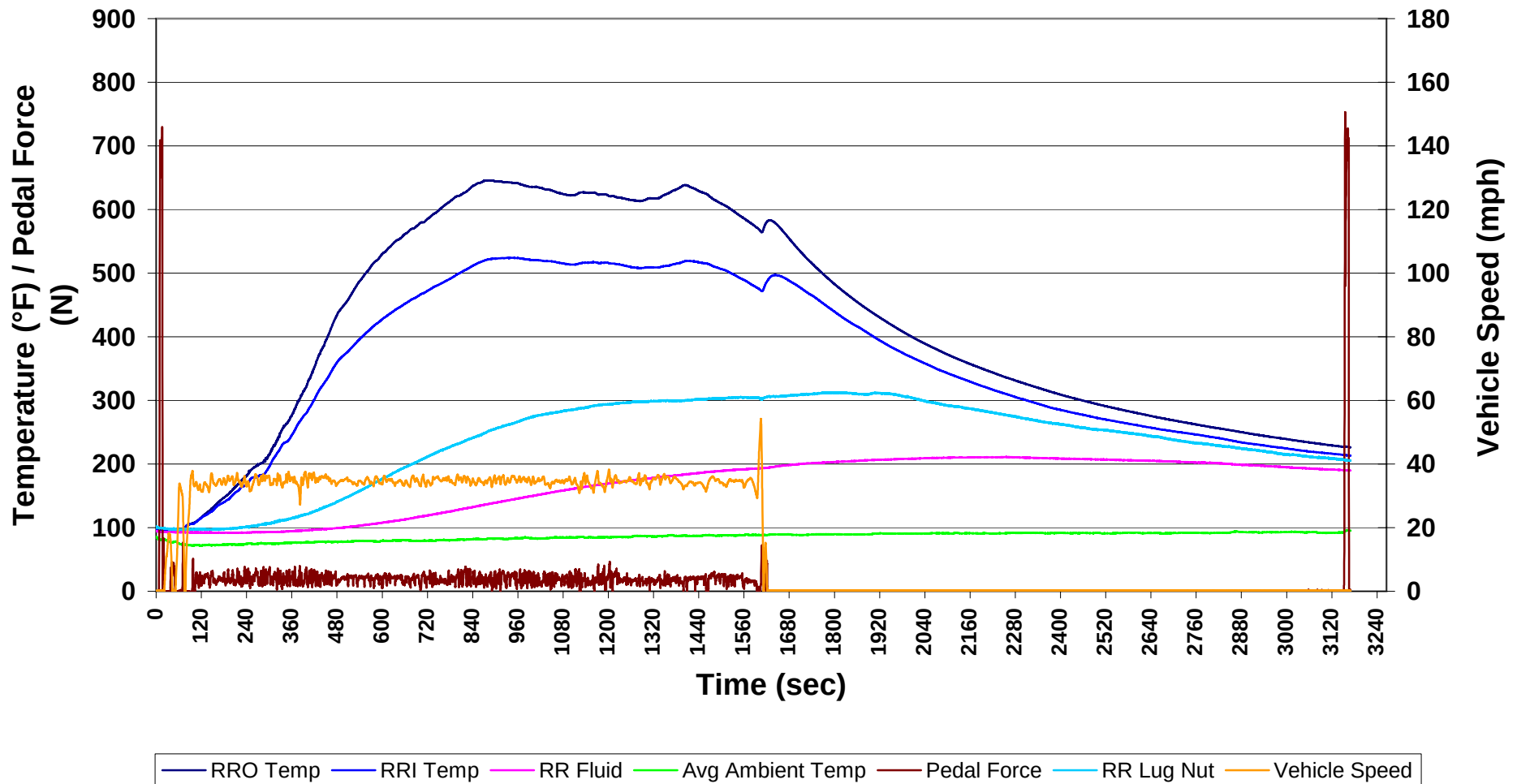
Rear Lining: NF105

16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

Right Rear Temperatures Whole Linings Run # 2



LDW & Associates

LDW Test# M469

Mountain Descent Brake Drag Test -

Death Valley

(CETP: 06.00-R-302; Rev Date:

11/2004)

White Fusion

3FAHP08167R 311W182

Frt Lining: N509

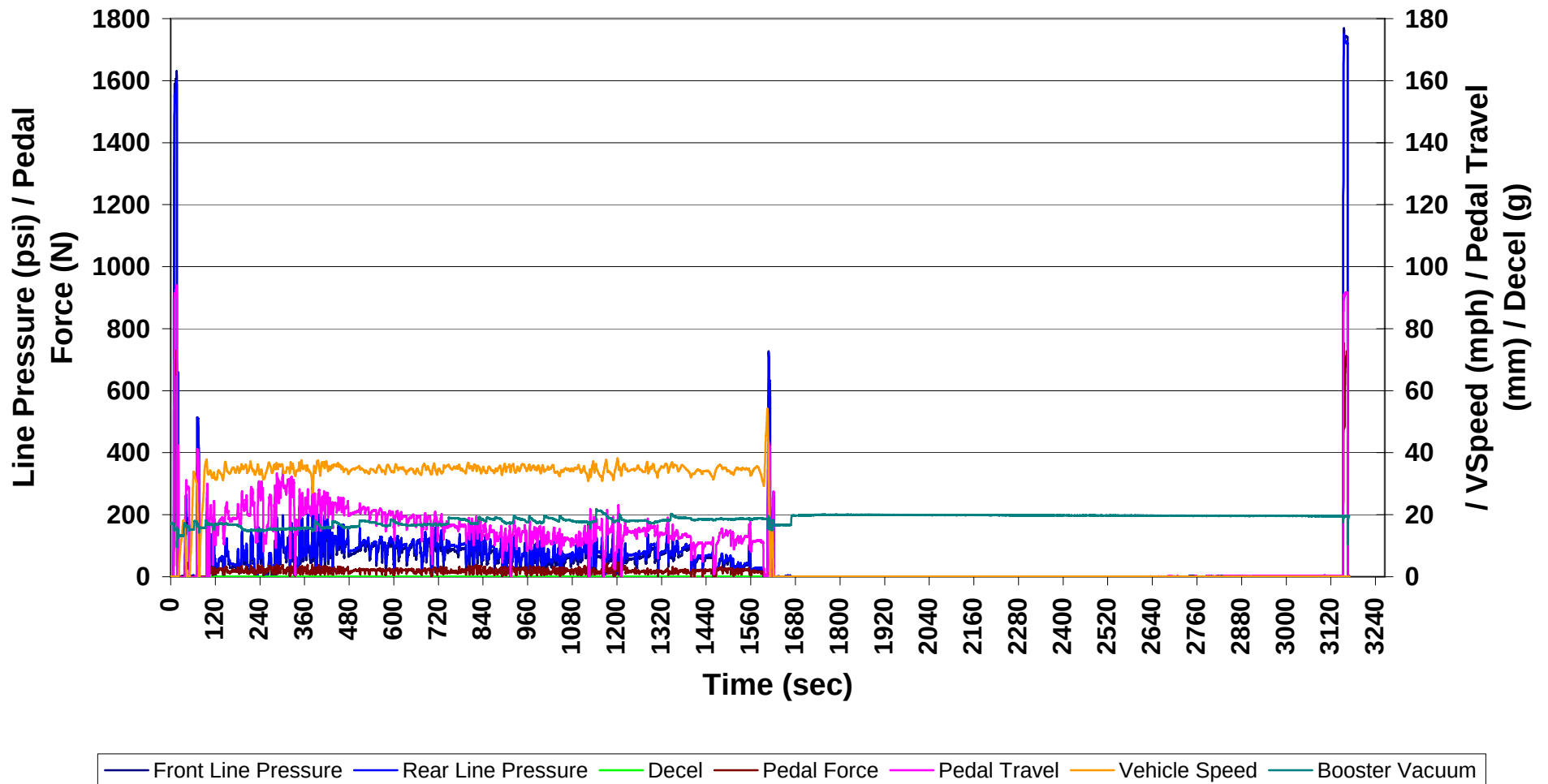
Rear Lining: NF105

16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

Pedal Travel / Pedal Force / Line Pressure / Deceleration / VSpeed Whole Linings Run # 2



LDW & Associates

LDW Test# M469A

Mountain Descent Brake Drag Test -

Death Valley

(CETP: 06.00-R-302; Rev Date:

11/2004)

White Fusion

3FAHP08167R [REDACTED] 311W182

Shaved Linings Run # 1

Frt Lining: N509

Rear Lining: NF105

16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

	LFOT	LFInner	LFFluid	AmbT	GrndAmbient	RRLug	LF Fluid Corrected to 110 F
Max	490.0	695.1	247.1	97.0	111.8	236.9	271.3
Min	106.8	116.5	88.6	75.9	75.1	86.9	112.5
Average	381.1	488.8	176.6	88.0	88.3	170.9	208.5

	RFOT	RFInner	RFFluid	AmbT	GrndAmbient	RFLug	RF Fluid Corrected to 110 F
Max	632.5	648.7	236.9	97.0	111.8	288.0	260.8
Min	109.8	113.2	86.9	75.9	75.1	103.6	114.1
Average	456.1	456.7	170.9	88.0	88.3	215.3	202.8

	LROT	LRInner	LRFluid	AmbT	GrndAmbient	LRLug	LR Fluid Corrected to 110 F
Max	676.1	590.1	263.2	97.0	111.8	287.9	288.9
Min	104.6	105.3	94.6	75.9	75.1	89.2	118.3
Average	451.9	410.9	203.2	88.0	88.3	201.8	235.0

	RROT	RRInner	RRFluid	AmbT	GrndAmbient	RRLug	RR Fluid Corrected to 110 F
Max	710.5	609.1	265.2	97.0	111.8	303.5	290.4
Min	98.4	99.7	90.2	75.9	75.1	92.9	113.7
Average	459.6	411.7	203.6	88.0	88.3	221.1	235.4

	LF Fluid	RF Fluid	LR Fluid	RR Fluid
Final Corrected	267.5	256.1	254.8	254.6

LDW & Associates

LDW Test# M469A

Mountain Descent Brake Drag Test -

Death Valley

(CETP: 06.00-R-302; Rev Date:

11/2004)

White Fusion

3FAHP08167R 311W182

Frt Lining: N509

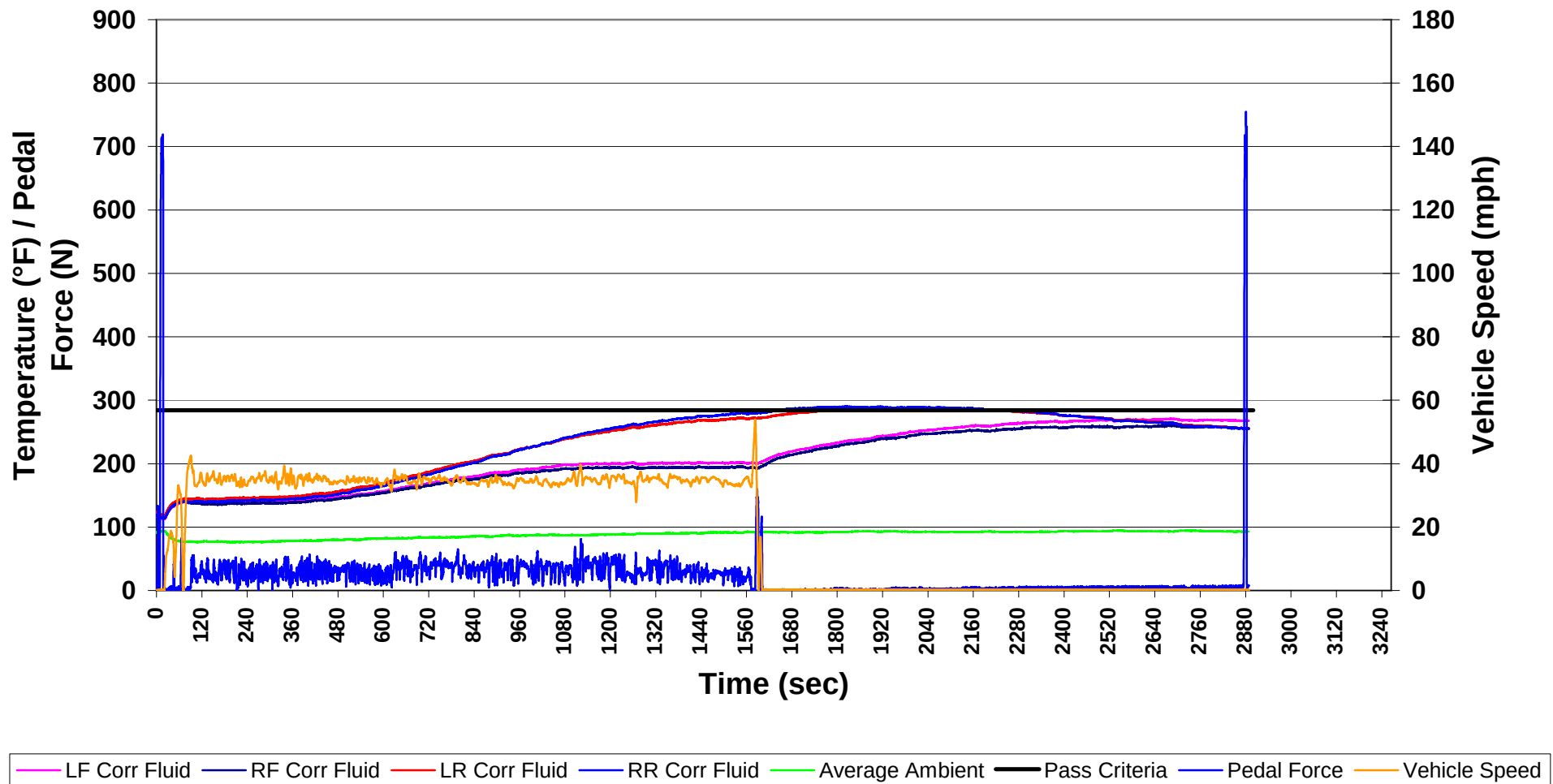
Rear Lining: NF105

16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

Corrected Fluid Temperatures Shaved Linings Run # 1



LDW & Associates

LDW Test# M469A

Mountain Descent Brake Drag Test -

Death Valley

(CETP: 06.00-R-302; Rev Date:

11/2004)

White Fusion

3FAHP08167R [REDACTED] 311W182

Frt Lining: N509

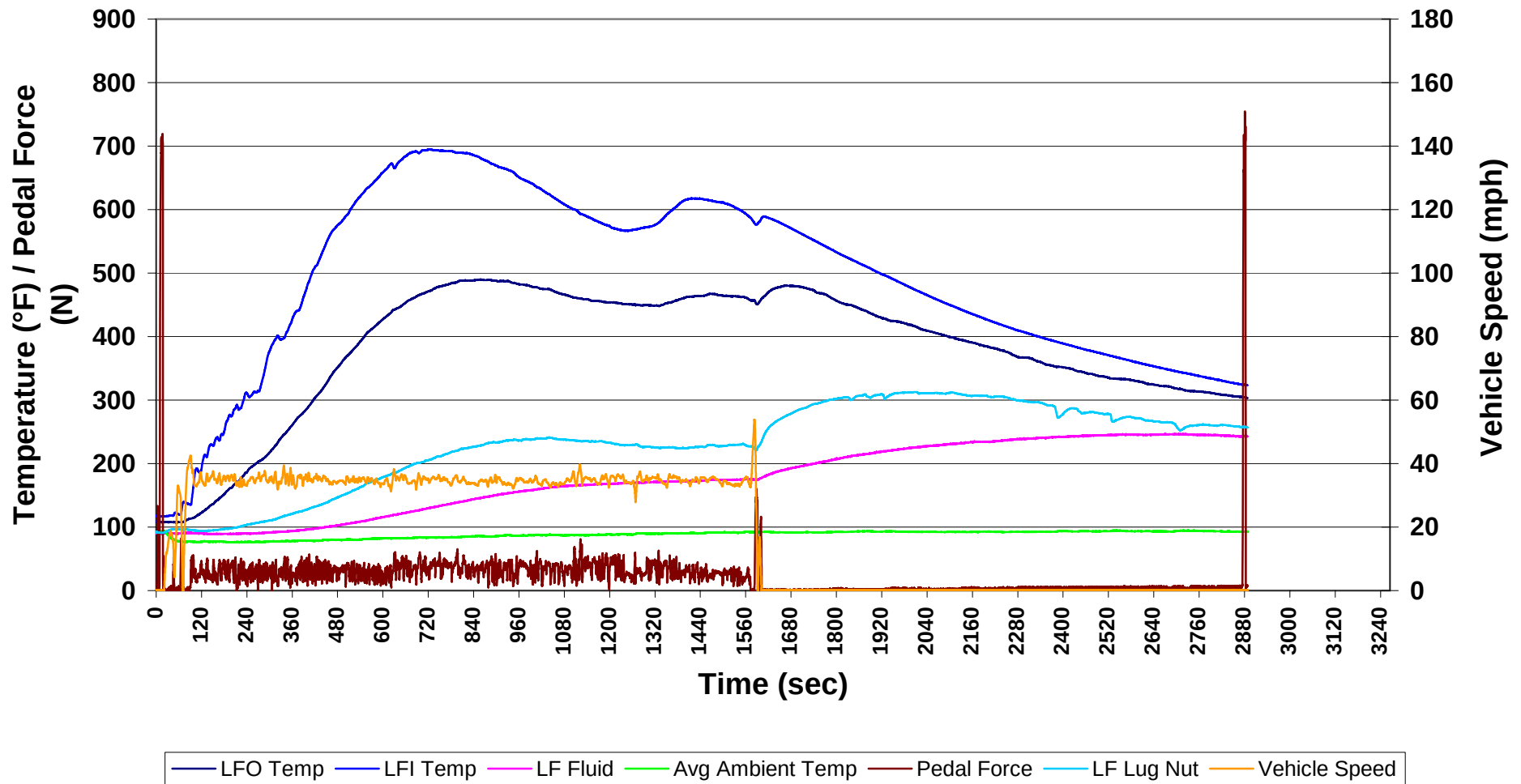
Rear Lining: NF105

16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

Left Front Temperatures Shaved Linings Run # 1



LDW & Associates

LDW Test# M469A

Mountain Descent Brake Drag Test -

Death Valley

(CETP: 06.00-R-302; Rev Date:

11/2004)

White Fusion

3FAHP08167R 311W182

Frt Lining: N509

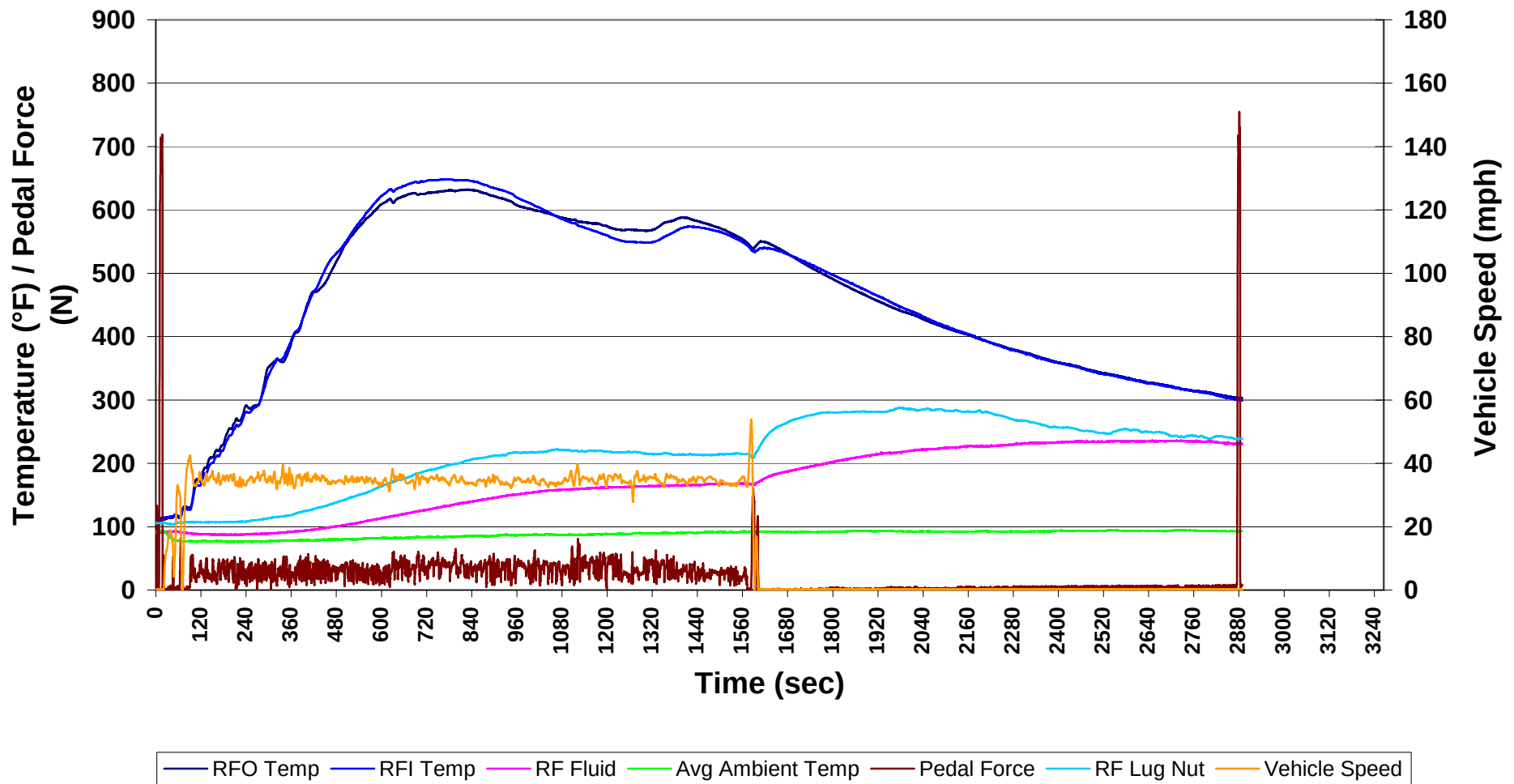
Rear Lining: NF105

16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

Right Front Temperatures Shaved Linings Run # 1



LDW & Associates

LDW Test# M469A

Mountain Descent Brake Drag Test -

Death Valley

(CETP: 06.00-R-302; Rev Date:

11/2004)

White Fusion

3FAHP08167R 311W182

Frt Lining: N509

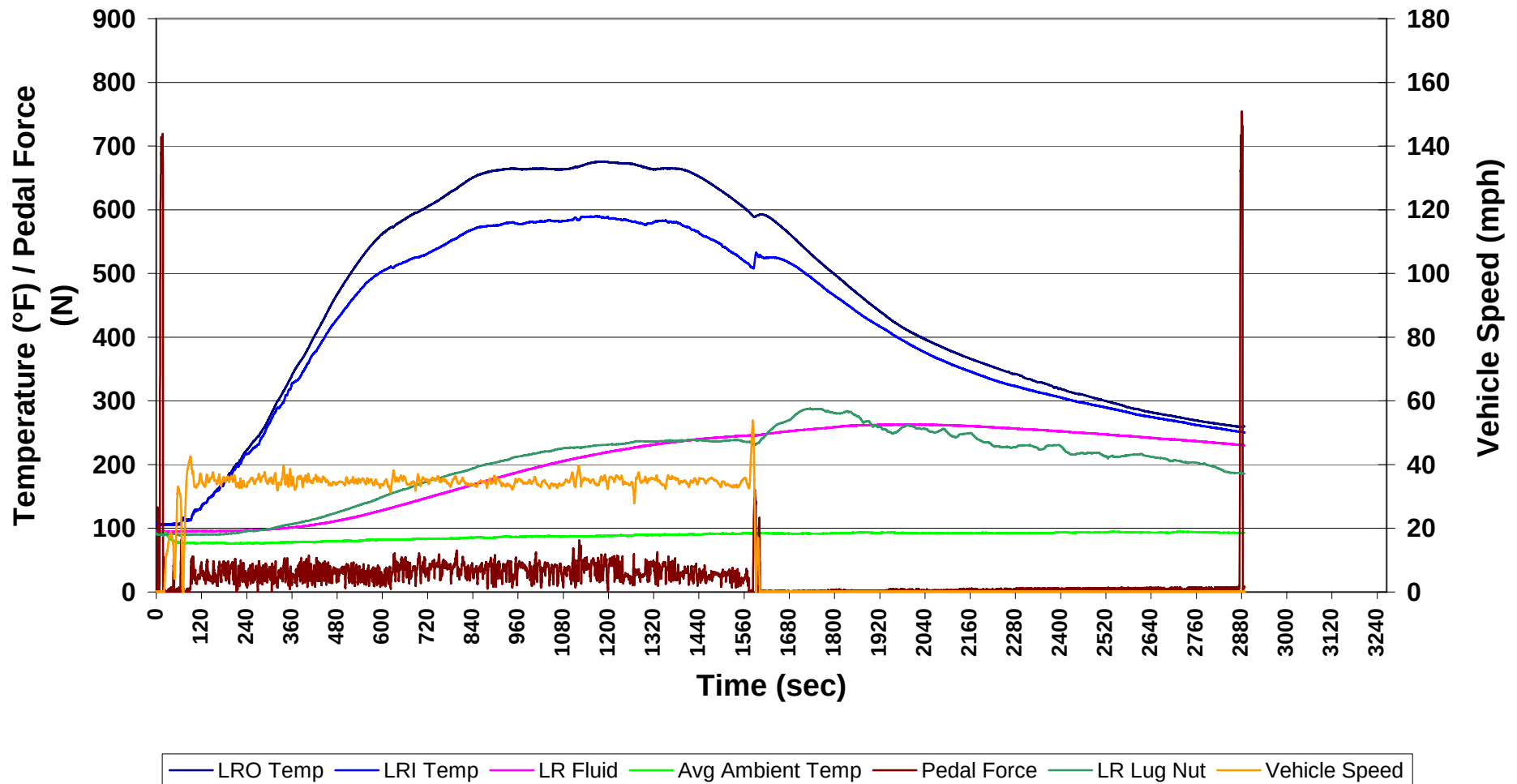
Rear Lining: NF105

16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

Left Rear Temperatures Shaved Linings Run # 1



LDW & Associates

LDW Test# M469A

Mountain Descent Brake Drag Test -

Death Valley

(CETP: 06.00-R-302; Rev Date:

11/2004)

White Fusion

3FAHP08167R 311W182

Frt Lining: N509

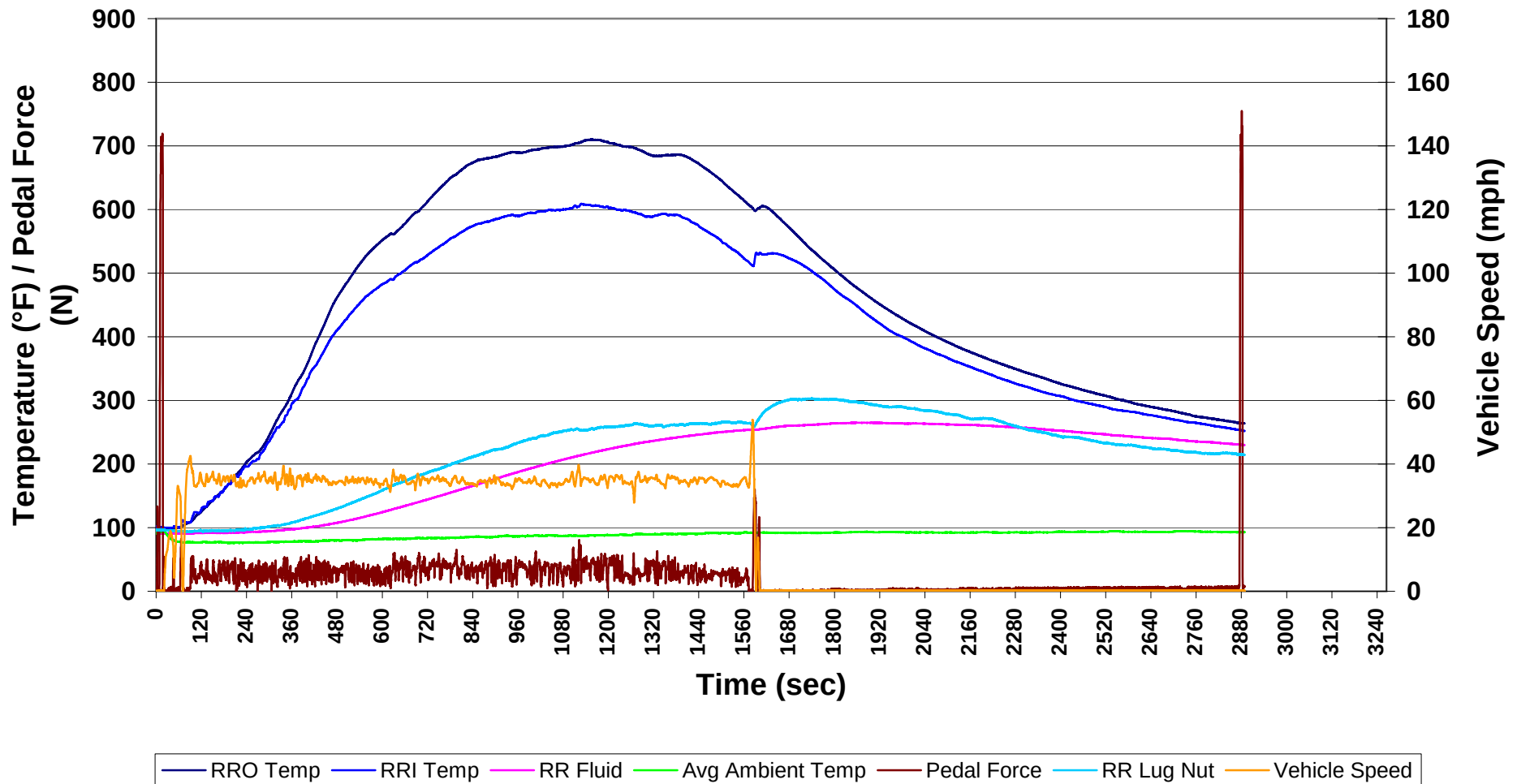
Rear Lining: NF105

16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

Right Rear Temperatures Shaved Linings Run # 1



LDW & Associates

LDW Test# M469A

Mountain Descent Brake Drag Test -

Death Valley

(CETP: 06.00-R-302; Rev Date:

11/2004)

White Fusion

3FAHP08167R 311W182

Frt Lining: N509

Rear Lining: NF105

16" Steel Wheel / with Cap

Test Dates

10/22/07 - 10/26/07

Pedal Travel / Pedal Force / Line Pressure / Deceleration / VSpeed Shaved Linings Run # 1

