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

RQ16-001

FORD

12/9/2016

APPENDIX G

Non Confidential

Non Conf - Eng Review

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **04-AUG-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1626955

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 24-APR-2016
Production Date: 21-JAN-2016
VIN: 1FTEW1EF4GF[redacted]

Claim Information

Document Number: 87024401
Repair Date: 10-JUL-2016
Distance: 4171
TIS: 3
FCC Auth: 1
AWS Load Date: 18-JUL-2016

Dealer Information

Expense Information

		Customer Paid Amount:	.00
Dealer Name:	AL TAYER MOTORS LLC	Deductible Amount:	.00
Dealer Code:	K0T10 - *	Dealer Paid Amount:	.00
Address:	GHARHOUD ATRIUM, PO BOX 7310,	Labor Cost:	57.64
City:	DUBAI	Misc. Expense Amount:	.00
State:	* Zip Code:*	Part Markup Amount:	27.23
Country:	ARE Region Code: WD	Material Cost:	81.68
Phone:	(*)*-*	Total Cost Gross:	139.32

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: CONCERN VERIFIED BRAKES ARE LESS EFFECTIVE,PEDAL GOES IN WHEN APPLYING BRAKES.NO DTC RETRIEVED.BLEED BRAKE SYSTEM,STILL CONCERN PERSIST. AS PER HOTLINE ID 110483942, INSPECTED BRAKE SYSTEM NO AIR, NO LEAKAGE FOUND, BRAKE HOSES AND CALIPER OK.SWAPPED KNOWN GOOD MASTER CYLINDER FOUND BRAKE PEDAL WORKING OK.CONFIRMED MASTER CYLINDER FAULTY. REPLACED MASTER CYLINDER AND BLEED BRAKES.CONCERN RECTIFIED.

Customer Comment: BRAKES ARE LESS EFFECTIVE, PEDAL GOES IN WHEN APPLYING BRAKES

Labor Op Code	Labor Op Description	Labor Op Cost
2140A		47.16
2140AXQ		10.48

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
N	PM	20	*		000057	2	14.73
Y	FL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	66.95

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

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

Any comments? You can contact

webmaster

12014

From: Siddiqui, Saif (S.S.)
Sent: Monday, October 03, 2016 2:13 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EF4GF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **30-SEP-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2417108

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 13-JUL-2016
Production Date: 06-JUN-2016
VIN: 1FTEW1EF4GF[redacted]

Claim Information

Document Number: 02585151
Repair Date: 30-SEP-2016
Distance: 6754
TIS: 3
FCC Auth: 1
AWS Load Date: 30-SEP-2016

Dealer Information

Expense Information

Customer Paid Amount: .00

Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	103.36
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	23.75
Country:		Material Cost:	83.11
Phone:		Total Cost Gross:	186.47

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: FP 2140 BRAKE PEDAL DROPS TO THE FLOOR SLOWLY BRAKE FLUID LEVEL IS GOOD DID NO SEA ANY EXTERNAL LEAKS. DID NOT SEE ANY EXTERNAL LEAKS REMOVED MASTER CYCLINER AND FOUND A SMALL AMOUNT OF BRAKE FLUID IN THE BOOSTER AND THE BACK SIDE OF THE MASTER CYLINDER REPLAEC BRAKE MASTER CYLIDNER

Customer Comment: CUSTOMER STATES BRAKE PEDAL GOES TO THE FLOOR WHEN STOPPING -- NO BRAKES

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	84.57
2140AXQ		18.79

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	74.02
N	PM	20	*		*	1	9.09

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

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

Any comments? You can contact

webmaster

9092

From: Siddiqui, Saif (S.S.)
Sent: Monday, October 03, 2016 10:13 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EF4GF[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **30-SEP-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2417108

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 13-JUL-2016
Production Date: 06-JUN-2016
VIN: 1FTEW1EF4GF[redacted]

Claim Information

Document Number: 02585151
Repair Date: 30-SEP-2016
Distance: 6754
TIS: 3
FCC Auth: 1
AWS Load Date: 30-SEP-2016

Dealer Information

Expense Information

Customer Paid Amount: .00

Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	103.36
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	23.75
Country:		Material Cost:	83.11
Phone:		Total Cost Gross:	186.47

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: FP 2140 BRAKE PEDAL DROPS TO THE FLOOR SLOWLY BRAKE FLUID LEVEL IS GOOD DID NO SEA ANY EXTERNAL LEAKS. DID NOT SEE ANY EXTERNAL LEAKS REMOVED MASTER CYCLINER AND FOUND A SMALL AMOUNT OF BRAKE FLUID IN THE BOOSTER AND THE BACK SIDE OF THE MASTER CYLINDER REPLAEC BRAKE MASTER CYLIDNER

Customer Comment: CUSTOMER STATES BRAKE PEDAL GOES TO THE FLOOR WHEN STOPPING -- NO BRAKES

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	84.57
2140AXQ		18.79

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	74.02
N	PM	20	*		*	1	9.09

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

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

Any comments? You can contact

webmaster

9092

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, October 05, 2016 2:37 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EF4GF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **04-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2442750

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 20-JUN-2016
Production Date: 04-JUN-2016
VIN: 1FTEW1EF4GF[redacted]

Claim Information

Document Number: 643690A
Repair Date: 06-SEP-2016
Distance: 9361
TIS: 3
FCC Auth: 1
AWS Load Date: 04-OCT-2016

Dealer Information

Expense Information

Customer Paid Amount: .00

Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	286.25
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	48.40
Country:		Material Cost:	114.25
Phone:		Total Cost Gross:	400.50

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: I FIRST RAN ABS CODES TO SEE IF THERE WERE ANY IN IT FOUND NOTHING NO TSBS DID A FOUR WHEEL INSPECTION LOOKING TO SEE IF THERE WAS A LEAK AND OR CALIPER FAILURE I FINALLY DID A COMPONENT TEST ON THE MASTER CYLINDER IT FAILED SO I REPLACED MASTER CYLINDER AND BLEED THE BRAKES AND ROAD TESTED AND PROBLEM FIXED LABOR OPS ARE 2001BCT , 2219D , 2000A , 2000AXQ , 2140A

Customer Comment: BRAKE PEDAL GOES ALL THE WAY TO THE FLOOR AND HAS NO STOPPING PRESSURE

Labor Op Code	Labor Op Description	Labor Op Cost
2000A	BRAKE SYSTEM BLEED	.00
2000AXQ		24.89
2001BCT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	149.35
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	112.01

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	91.73
N	PM	20	*		*	2	22.52

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

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

Any comments? You can contact

webmaster

14260

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, October 05, 2016 10:17 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EF4GF[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **04-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2442750

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 20-JUN-2016
Production Date: 04-JUN-2016
VIN: 1FTEW1EF4GF[redacted]

Claim Information

Document Number: 643690A
Repair Date: 06-SEP-2016
Distance: 9361
TIS: 3
FCC Auth: 1
AWS Load Date: 04-OCT-2016

Dealer Information

Expense Information

Customer Paid Amount: .00

Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	286.25
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	48.40
Country:		Material Cost:	114.25
Phone:		Total Cost Gross:	400.50

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: I FIRST RAN ABS CODES TO SEE IF THERE WERE ANY IN IT FOUND NOTHING NO TSBS DID A FOUR WHEEL INSPECTION LOOKING TO SEE IF THERE WAS A LEAK AND OR CALIPER FAILURE I FINALLY DID A COMPONENT TEST ON THE MASTER CYLINDER IT FAILED SO I REPLACED MASTER CYLINDER AND BLEED THE BRAKES AND ROAD TESTED AND PROBLEM FIXED LABOR OPS ARE 2001BCT , 2219D , 2000A , 2000AXQ , 2140A

Customer Comment: BRAKE PEDAL GOES ALL THE WAY TO THE FLOOR AND HAS NO STOPPING PRESSURE

Labor Op Code	Labor Op Description	Labor Op Cost
2000A	BRAKE SYSTEM BLEED	.00
2000AXQ		24.89
2001BCT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	149.35
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	112.01

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	91.73
N	PM	20	*		*	2	22.52

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

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

Any comments? You can contact

webmaster

14260

From: Siddiqui, Saif (S.S.)
Sent: Friday, August 05, 2016 12:37 PM
To: 'Ralph Wagers'; Stuart Ray (Stuart.Ray@hitachi-automotive.us)
Cc: Daanyal, Shaji (.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EF5GF[redacted]

Categories: Hitachi MC

Team

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

**Please provide your 3D 8D with containment actions within 24Hrs. All warranty claims must be contained with or without parts back based on known historical issues.

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

Updated Response

After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065
Server: **AWS Prod**
Claims loaded through: **04-AUG-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1567086

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	72714801
Market Derived:	F - FORD	Repair Date:	28-JUN-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	3261
Version/Series:	T/AM-150 SERIES	TIS:	3
Drive Type:	T/E-4 WHL L/H PART TIME DRIVE	FCC Auth:	1
Vehicle Line:	T/FC-P552 F150 [15-17]	AWS Load Date:	12-JUL-2016
Warranty Start Date:	28-APR-2016		
Production Date:	13-JAN-2016		
VIN:	1FTEW1EF5GF[redacted]		

Dealer Information		**Expense Information**	
		Customer Paid Amount:	.00
Dealer Name:	AL TAYER MOTORS LLC - ABU DHAB	Deductible Amount:	.00
Dealer Code:	K0T12 - *	Dealer Paid Amount:	.00
Address:	GHARHOUD ATRIUMPO BOX 7310	Labor Cost:	47.16
City:	DUBAI	Misc. Expense Amount:	.00
State:	* Zip Code:*	Part Markup Amount:	22.30
Country:	ARE Region Code: WD	Material Cost:	71.79

Phone: (*)*-* Total Cost Gross: 118.95

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: GCR 201692024503 Brake not effective spongy and vehicle not stopping at all No DTC.No brake fluid leak detected. Brake system pressure bleed done concern exist.PPT done Checked Master cylinder. MC component test done found brake pedal not maintaining the height.Confirmed MC internal leaking.Renewed MC.OSP FOR BRAKE FLUID

Customer Comment: Brake not effective spongy and vehicle not stopping at all

Labor Op Code	Labor Op Description	Labor Op Cost
2140A		47.16

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
N	*	OSP	*	OUTSIDE PART	060601	2	4.90
Y	FL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	66.89

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

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

Any comments? You can contact



webmaster

12011

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, August 31, 2016 2:33 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; Stuart Ray (Stuart.Ray@hitachi-automotive.us)
Cc: Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EF6GF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

**Please provide your 3D 8D with containment actions within 24Hrs. All warranty claims must be contained with or without parts back based on known historical issues.

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065
Server: **AWS Prod**
Claims loaded through: **30-AUG-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2061788

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 13-MAY-2016
Production Date: 31-MAR-2016
VIN: 1FTEW1EF6GF[redacted]

Claim Information

Document Number: 233048A
Repair Date: 20-JUL-2016
Distance: 5383
TIS: 3
FCC Auth: 1
AWS Load Date: 30-AUG-2016

Dealer Information

Dealer Name:
Dealer Code:
Address:

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	211.10

City:		Misc. Expense Amount:	300.00
State:		Part Markup Amount:	24.75
Country:		Material Cost:	86.62
Phone:		Total Cost Gross:	597.72

Cust. Concern Code: N17 - BRAKES NOISY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: ROAD TEST CAR PEDAL GOES TO FLOOR INTERMITANTLY PULL 4 WHEELS ANSD INSPECT BRAKES,LINES LEAKS FITTINGS FOUND MASTER CYLINDER LEAKING DOWN INTERNALY REPLACE MASTER CYLINDER BLEED ENTIRE SYSTEM POST ROAD TEST OK NOW

Customer Comment: WHEN COMING TO A STOP THIS MORNING BRAKE PEDAL WENT TO THE FLOOR

Labor Op Code	Labor Op Description	Labor Op Cost
2001BCT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	110.14
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	82.60
2140AXQ		18.36

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	74.02
N	PM	1	C	BATTERY ASY	060606	3	12.60

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

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

Any comments? You can contact

webmaster

12343

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, August 31, 2016 10:33 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; Stuart Ray (Stuart.Ray@hitachi-automotive.us)
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EF6GF[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

**Please provide your 3D 8D with containment actions within 24Hrs. All warranty claims must be contained with or without parts back based on known historical issues.

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065
Server: **AWS Prod**
Claims loaded through: **30-AUG-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2061788

Vehicle Information

Model Year:	2016
Market Derived:	F - FORD
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)
Version/Series:	T/AM-150 SERIES
Drive Type:	T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line:	T/FC-P552 F150 [15-17]
Warranty Start Date:	13-MAY-2016
Production Date:	31-MAR-2016
VIN:	1FTEW1EF6GF[redacted]

Claim Information

Document Number:	233048A
Repair Date:	20-JUL-2016
Distance:	5383
TIS:	3
FCC Auth:	1
AWS Load Date:	30-AUG-2016

Dealer Information

Dealer Name:	
Dealer Code:	
Address:	

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	211.10

City:		Misc. Expense Amount:	300.00
State:		Part Markup Amount:	24.75
Country:		Material Cost:	86.62
Phone:		Total Cost Gross:	597.72

Cust. Concern Code: N17 - BRAKES NOISY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: ROAD TEST CAR PEDAL GOES TO FLOOR INTERMITANTLY PULL 4 WHEELS ANSD INSPECT BRAKES,LINES LEAKS FITTINGS FOUND MASTER CYLINDER LEAKING DOWN INTERNALY REPLACE MASTER CYLINDER BLEED ENTIRE SYSTEM POST ROAD TEST OK NOW

Customer Comment: WHEN COMING TO A STOP THIS MORNING BRAKE PEDAL WENT TO THE FLOOR

Labor Op Code	Labor Op Description	Labor Op Cost
2001BCT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	110.14
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	82.60
2140AXQ		18.36

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	74.02
N	PM	1	C	BATTERY ASY	060606	3	12.60

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

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

Any comments? You can contact

webmaster

12343

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, October 05, 2016 2:37 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EF6GF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **04-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2443472

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 12-JUL-2016
Production Date: 04-JUN-2016
VIN: 1FTEW1EF6GF[redacted]

Claim Information

Document Number: 63297901
Repair Date: 20-SEP-2016
Distance: 4991
TIS: 3
FCC Auth: 1
AWS Load Date: 04-OCT-2016

Dealer Information

Expense Information

Customer Paid Amount: .00

Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	87.23
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	24.98
Country:		Material Cost:	87.42
Phone:		Total Cost Gross:	174.65

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: 9814 FOUND MASTER CYLINDER BAD. REPLACED MASTER CYLINDER. RETESTED CK OK.

Customer Comment: REPAIR HAVE TO PUMP BRK PEDAL TO STOP;OR IF HAVE TO HOLD BRK ON WILL GO TO FLOOR

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	87.23

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	74.02
N	PM	1	C	BATTERY ASY	*	3	13.40

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

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

Any comments? You can contact

webmaster

14274

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, October 05, 2016 10:19 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EF6GF[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **04-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2443472

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 12-JUL-2016
Production Date: 04-JUN-2016
VIN: 1FTEW1EF6GF[redacted]

Claim Information

Document Number: 63297901
Repair Date: 20-SEP-2016
Distance: 4991
TIS: 3
FCC Auth: 1
AWS Load Date: 04-OCT-2016

Dealer Information

Expense Information

Customer Paid Amount: .00

Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	87.23
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	24.98
Country:		Material Cost:	87.42
Phone:		Total Cost Gross:	174.65

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: 9814 FOUND MASTER CYLINDER BAD. REPLACED MASTER CYLINDER. RETESTED CK OK.

Customer Comment: REPAIR HAVE TO PUMP BRK PEDAL TO STOP;OR IF HAVE TO HOLD BRK ON WILL GO TO FLOOR

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	87.23

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	74.02
N	PM	1	C	BATTERY ASY	*	3	13.40

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

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

Any comments? You can contact

webmaster

14274

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, August 17, 2016 6:56 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; Stuart Ray (Stuart.Ray@hitachi-automotive.us)
Cc: Kapanowski, Martin C (M.C.); Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EF9GF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

**Please provide your 3D 8D with containment actions within 24Hrs. All warranty claims must be contained with or without parts back based on known historical issues.

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **16-AUG-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1910944

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 16-MAY-2016
Production Date: 08-APR-2016
VIN: 1FTEW1EF9GF[redacted]

Claim Information

Document Number: 636184C
Repair Date: 05-AUG-2016
Distance: 4507
TIS: 3
FCC Auth: 1
AWS Load Date: 16-AUG-2016

Dealer Information

Dealer Name:
Dealer Code:

Expense Information

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

Address:		Labor Cost:	87.62
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	.00
Country:		Material Cost:	98.30
Phone:		Total Cost Gross:	185.92

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

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

Technician Comment: VERIFY CONCERN BRAKE PEDAL GOES TO FLOOR NOT STOPPING PROPERLY INSPECT BRAKE SYSTEM TEST AND FOUND MASTER CYLINDER BYPASSING REPLACED MASTER CYLINDER BLEED SYSTEM ROADTEST 6 MILES VEH STOPPING PROPERLY

Customer Comment: CUST STATES THAT E BRAKE PEDAL SINKS TO THEFLOOR ESPECIALLY WHEN AT A STOP LIGHT..... BRAKE PEDAL HAS ALSO SUNK WHEN BRAKING ASWELL..... CHECK AND ADVISE

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	87.62

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	88.12
N	PM	20	*		000057	1	10.18

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

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

Any comments? You can contact

webmaster

10803

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, August 17, 2016 2:56 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; Stuart Ray (Stuart.Ray@hitachi-automotive.us)
Cc: Kapanowski, Martin C (M.C.); Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EF9GF[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

**Please provide your 3D 8D with containment actions within 24Hrs. All warranty claims must be contained with or without parts back based on known historical issues.

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **16-AUG-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1910944

Vehicle Information		Claim Information	
Model Year:	2016	Document Number:	636184C
Market Derived:	F - FORD	Repair Date:	05-AUG-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	4507
Version/Series:	T/AM-150 SERIES	TIS:	3
Drive Type:	T/E-4 WHL L/H PART TIME DRIVE	FCC Auth:	1
Vehicle Line:	T/FC-P552 F150 [15-17]	AWS Load Date:	16-AUG-2016
Warranty Start Date:	16-MAY-2016		
Production Date:	08-APR-2016		
VIN:	1FTEW1EF9GF[redacted]		

Dealer Information		Expense Information	
		Customer Paid Amount:	.00
Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00

Address:		Labor Cost:	87.62
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	.00
Country:		Material Cost:	98.30
Phone:		Total Cost Gross:	185.92

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

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

Technician Comment: VERIFY CONCERN BRAKE PEDAL GOES TO FLOOR NOT STOPPING PROPERLY INSPECT BRAKE SYSTEM TEST AND FOUND MASTER CYLINDER BYPASSING REPLACED MASTER CYLINDER BLEED SYSTEM ROADTEST 6 MILES VEH STOPPING PROPERLY

Customer Comment: CUST STATES THAT E BRAKE PEDAL SINKS TO THEFLOOR ESPECIALLY WHEN AT A STOP LIGHT..... BRAKE PEDAL HAS ALSO SUNK WHEN BRAKING ASWELL..... CHECK AND ADVISE

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	87.62

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	88.12
N	PM	20	*		000057	1	10.18

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

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

Any comments? You can contact

webmaster

10803

From: Siddiqui, Saif (S.S.)
Sent: Tuesday, September 13, 2016 2:17 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; Stuart Ray (Stuart.Ray@hitachi-automotive.us)
Cc: Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG0GF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

**Please provide your 3D 8D with containment actions within 24Hrs. All warranty claims must be contained with or without parts back based on known historical issues.

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **12-SEP-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2183135

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 09-JUN-2016
Production Date: 07-MAY-2016
VIN: 1FTEW1EG0GF[redacted]

Claim Information

Document Number: 0624721
Repair Date: 15-AUG-2016
Distance: 2583
TIS: 3
FCC Auth: 1
AWS Load Date: 12-SEP-2016

Dealer Information

Dealer Name:
Dealer Code:

Expense Information

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

Address:		Labor Cost:	22.84
City:		Misc. Expense Amount:	17.42
State:		Part Markup Amount:	24.59
Country:		Material Cost:	86.05
Phone:		Total Cost Gross:	108.89

Cust. Concern Code: H02 - BRAKES GRAB OR LOCK-UP

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: SE REALIZA INSPECCION ENCONTRANDO BOMBA DE FRENOS CON PERDIDA DE PRESION CAMBIO DE LA BOMBA DE PRESION

Customer Comment: NO FRENA LA UNIDAD AL PISAR PEDAL

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	18.69
2140AXQ		4.15

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	FL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	82.31
N	MXC	101	B		000057	1	3.74

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

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

Any comments? You can contact

webmaster

3664

From: Siddiqui, Saif (S.S.)
Sent: Tuesday, September 13, 2016 10:17 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; Stuart Ray (Stuart.Ray@hitachi-automotive.us)
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG0GF[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

**Please provide your 3D 8D with containment actions within 24Hrs. All warranty claims must be contained with or without parts back based on known historical issues.

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **12-SEP-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2183135

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	0624721
Market Derived:	F - FORD	Repair Date:	15-AUG-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	2583
Version/Series:	T/AM-150 SERIES	TIS:	3
Drive Type:	T/E-4 WHL L/H PART TIME DRIVE	FCC Auth:	1
Vehicle Line:	T/FC-P552 F150 [15-17]	AWS Load Date:	12-SEP-2016
Warranty Start Date:	09-JUN-2016		
Production Date:	07-MAY-2016		
VIN:	1FTEW1EG0GF[redacted]		

Dealer Information		**Expense Information**	
		Customer Paid Amount:	.00
Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00

Address:		Labor Cost:	22.84
City:		Misc. Expense Amount:	17.42
State:		Part Markup Amount:	24.59
Country:		Material Cost:	86.05
Phone:		Total Cost Gross:	108.89

Cust. Concern Code: H02 - BRAKES GRAB OR LOCK-UP

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: SE REALIZA INSPECCION ENCONTRANDO BOMBA DE FRENOS CON PERDIDA DE PRESION CAMBIO DE LA BOMBA DE PRESION

Customer Comment: NO FRENA LA UNIDAD AL PISAR PEDAL

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	18.69
2140AXQ		4.15

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	FL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	82.31
N	MXC	101	B		000057	1	3.74

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

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

Any comments? You can contact

webmaster

3664

From: Siddiqui, Saif (S.S.)
Sent: Monday, October 17, 2016 3:17 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; christopher.holmes@hitachi-automotive.us
Cc: Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG0GF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

- **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **14-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2565417

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 27-JUL-2016
Production Date: 04-JUN-2016
VIN: 1FTEW1EG0GF[redacted]

Claim Information

Document Number: 69964502
Repair Date: 05-OCT-2016
Distance: 4423
TIS: 3
FCC Auth: 1
AWS Load Date: 14-OCT-2016

Dealer Information

Expense Information

		Customer Paid Amount:	.00
Dealer Name:	CLINTON FAMILY FORD OF ROCK HI	Deductible Amount:	.00
Dealer Code:	01142 - *	Dealer Paid Amount:	.00
Address:	1884 CANTERBURY GLEN LANE	Labor Cost:	246.50
City:	ROCK HILL	Misc. Expense Amount:	.00
State:	SC Zip Code:297307081	Part Markup Amount:	58.47
Country:	USA Region Code: NA	Material Cost:	204.64
Phone:	(803)366-3181	Total Cost Gross:	451.14

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CONCERN,REMOVE ALL FOUR WHEELS,INSPECTED BRAKES FOR EXTERNAL LEAKS,NO LEAK FOUND,FOUND MASTER CYLINDER LEAKING INTO BOOSTER,REPLACED MASTER CYLINDER AND BOOSTER.

Customer Comment: INSPECT BRAKE SYSTEM INSPECT BRAKE PADS, SHOES, DRUMS, AND/OR ROTORS FOR WEAR. CUST STATES THAT THE BRAKES GO TO THE FLOOR. PEDA L IS SPONGY

Labor Op Code	Labor Op Description	Labor Op Cost
2001BCT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	113.77
2005A	BRAKE BOOSTER ASSEMBLY REPLACE	113.77
2005AXQ		18.96

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2005	A	BOOSTER ASY-POWER BR	060701	1	121.69
N	GL3Z	2140	A	CYLINDER ASY-BRK MST	*	1	74.02
N	PM	1	C	BATTERY ASY	*	2	8.93

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

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

Any comments? You can contact

webmaster

6902

From: Siddiqui, Saif (S.S.)
Sent: Monday, October 17, 2016 11:17 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; christopher.holmes@hitachi-automotive.us
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG0GF[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **14-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2565417

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 27-JUL-2016
Production Date: 04-JUN-2016
VIN: 1FTEW1EG0GF[redacted]

Claim Information

Document Number: 69964502
Repair Date: 05-OCT-2016
Distance: 4423
TIS: 3
FCC Auth: 1
AWS Load Date: 14-OCT-2016

Dealer Information

Expense Information

Customer Paid Amount: .00

Dealer Name:	CLINTON FAMILY FORD OF ROCK HI	Deductible Amount:	.00
Dealer Code:	01142 - *	Dealer Paid Amount:	.00
Address:	1884 CANTERBURY GLEN LANE	Labor Cost:	246.50
City:	ROCK HILL	Misc. Expense Amount:	.00
State:	SC Zip Code:297307081	Part Markup Amount:	58.47
Country:	USA Region Code: NA	Material Cost:	204.64
Phone:	(803)366-3181	Total Cost Gross:	451.14

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CONCERN,REMOVE ALL FOUR WHEELS,INSPECTED BRAKES FOR EXTERNAL LEAKS,NO LEAK FOUND,FOUND MASTER CYLINDER LEAKING INTO BOOSTER,REPLACED MASTER CYLINDER AND BOOSTER.

Customer Comment: INSPECT BRAKE SYSTEM INSPECT BRAKE PADS, SHOES, DRUMS, AND/OR ROTORS FOR WEAR. CUST STATES THAT THE BRAKES GO TO THE FLOOR. PEDA L IS SPONGY

Labor Op Code	Labor Op Description	Labor Op Cost
2001BCT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	113.77
2005A	BRAKE BOOSTER ASSEMBLY REPLACE	113.77
2005AXQ		18.96

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2005	A	BOOSTER ASY-POWER BR	060701	1	121.69
N	GL3Z	2140	A	CYLINDER ASY-BRK MST	*	1	74.02
N	PM	1	C	BATTERY ASY	*	2	8.93

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

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

Any comments? You can contact



webmaster

6902

From: Siddiqui, Saif (S.S.)
Sent: Friday, August 19, 2016 2:44 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; Stuart Ray (Stuart.Ray@hitachi-automotive.us)
Cc: Kapanowski, Martin C (M.C.); Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG1GF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

**Please provide your 3D 8D with containment actions within 24Hrs. All warranty claims must be contained with or without parts back based on known historical issues.

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **18-AUG-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1932579

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 28-APR-2016
Production Date: 11-JAN-2016
VIN: 1FTEW1EG1GF[redacted]

Claim Information

Document Number: 04442401
Repair Date: 16-JUL-2016
Distance: 1975
TIS: 3
FCC Auth: 1
AWS Load Date: 18-AUG-2016

Dealer Information

Dealer Name:
Dealer Code:

Expense Information

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

Address:		Labor Cost:	77.16
City:		Misc. Expense Amount:	3.09
State:		Part Markup Amount:	26.42
Country:		Material Cost:	80.34
Phone:		Total Cost Gross:	160.59

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED SPONGY BRAKE PEDAL LOW BRAKE PEDAL DUE TO LEAKING DEFECTIVE MASTER CYLINDER FOUND DURING VISUAL INSPECTION. REPLACED MASTER CYLINDER CORRECTING CONDITION

Customer Comment: CUSTOMER INDICATES BRAKE PEDAL GOES TO FLOOR

Labor Op Code	Labor Op Description	Labor Op Cost
2140A		63.13
2140AXQ		14.03

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	FL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	71.61
N	PM	20	*		000057	1	8.73

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

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

Any comments? You can contact

webmaster

16108

From: Siddiqui, Saif (S.S.)
Sent: Friday, August 19, 2016 10:44 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; Stuart Ray (Stuart.Ray@hitachi-automotive.us)
Cc: Kapanowski, Martin C (M.C.); Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG1GF[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

**Please provide your 3D 8D with containment actions within 24Hrs. All warranty claims must be contained with or without parts back based on known historical issues.

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **18-AUG-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1932579

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	04442401
Market Derived:	F - FORD	Repair Date:	16-JUL-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	1975
Version/Series:	T/AM-150 SERIES	TIS:	3
Drive Type:	T/E-4 WHL L/H PART TIME DRIVE	FCC Auth:	1
Vehicle Line:	T/FC-P552 F150 [15-17]	AWS Load Date:	18-AUG-2016
Warranty Start Date:	28-APR-2016		
Production Date:	11-JAN-2016		
VIN:	1FTEW1EG1GF[redacted]		

Dealer Information		**Expense Information**	
		Customer Paid Amount:	.00
Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00

Address:		Labor Cost:	77.16
City:		Misc. Expense Amount:	3.09
State:		Part Markup Amount:	26.42
Country:		Material Cost:	80.34
Phone:		Total Cost Gross:	160.59

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED SPONGY BRAKE PEDAL LOW BRAKE PEDAL DUE TO LEAKING DEFECTIVE MASTER CYLINDER FOUND DURING VISUAL INSPECTION. REPLACED MASTER CYLINDER CORRECTING CONDITION

Customer Comment: CUSTOMER INDICATES BRAKE PEDAL GOES TO FLOOR

Labor Op Code	Labor Op Description	Labor Op Cost
2140A		63.13
2140AXQ		14.03

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	FL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	71.61
N	PM	20	*		000057	1	8.73

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

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

Any comments? You can contact

webmaster

16108

From: Siddiqui, Saif (S.S.)
Sent: Friday, September 23, 2016 2:22 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG3GF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.

Initial Response (within 48 hours)

When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**
   - Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).
   - Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).

- Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Thank you for your cooperation

Regards
Saif Shareef Siddiqui
DTP - Resident STA Engineer
Chassis & Vehicle Engineering
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **22-SEP-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2306618

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 15-JUL-2016
Production Date: 04-JUN-2016
VIN: 1FTEW1EG3GF[redacted]

Claim Information

Document Number: 9267461
Repair Date: 21-SEP-2016
Distance: 5511
TIS: 3
FCC Auth: 1
AWS Load Date: 22-SEP-2016

Dealer Information

Dealer Name: MEADOWVALE FORD SALES & SERV
Dealer Code: B1280 - *
Address: 2230 BATTLEFORD ROAD

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	193.64

City: MISSISSAUGA		Misc. Expense Amount:	36.56
State: ON Zip Code:L5N3K6		Part Markup Amount:	25.01
Country: CAN Region Code: NA		Material Cost:	87.55
Phone: (905)542-3673		Total Cost Gross:	281.19

Cust. Concern Code: H05 - EXCESSIVE BRAKE PEDAL EFFORT REQUIRED

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: INSPECT BRAKES FOUND MASTER TO BE AT FAULT REPLACED MASTER CYLINDER AND RE-ROAD TESTED OK

Customer Comment: CHECK AND REPORT ON BRAKE PEDAL DROPPING

Labor Op Code	Labor Op Description	Labor Op Cost
2001BCT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	101.03
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	75.77
2140AXQ		16.84

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	BRMC	254	*		060601	1	75.24
N	PM	20	*		000057	2	12.31

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

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

Any comments? You can contact

webmaster

5104

From: Siddiqui, Saif (S.S.)
Sent: Friday, September 23, 2016 10:22 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG3GF[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.

Initial Response (within 48 hours)

When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**
   - Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).

- Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).
- Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Thank you for your cooperation

Regards
Saif Shareef Siddiqui
DTP - Resident STA Engineer
Chassis & Vehicle Engineering
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **22-SEP-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2306618

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	9267461
Market Derived:	F - FORD	Repair Date:	21-SEP-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	5511
Version/Series:	T/AM-150 SERIES	TIS:	3
Drive Type:	T/E-4 WHL L/H PART TIME DRIVE	FCC Auth:	1
Vehicle Line:	T/FC-P552 F150 [15-17]	AWS Load Date:	22-SEP-2016
Warranty Start Date:	15-JUL-2016		
Production Date:	04-JUN-2016		
VIN:	1FTEW1EG3GF[redacted]		

Dealer Information		**Expense Information**	
		Customer Paid Amount:	.00
Dealer Name:	MEADOWVALE FORD SALES & SERV	Deductible Amount:	.00

Dealer Code:	B1280 - *	Dealer Paid Amount:	.00
Address:	2230 BATTLEFORD ROAD	Labor Cost:	193.64
City:	MISSISSAUGA	Misc. Expense Amount:	36.56
State:	ON Zip Code:L5N3K6	Part Markup Amount:	25.01
Country:	CAN Region Code: NA	Material Cost:	87.55
Phone:	(905)542-3673	Total Cost Gross:	281.19

Cust. Concern Code: H05 - EXCESSIVE BRAKE PEDAL EFFORT REQUIRED

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: INSPECT BRAKES FOUND MASTER TO BE AT FAULT REPLACED MASTER CYLINDER AND RE-ROAD TESTED OK

Customer Comment: CHECK AND REPORT ON BRAKE PEDAL DROPPING

Labor Op Code	Labor Op Description	Labor Op Cost
2001BCT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	101.03
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	75.77
2140AXQ		16.84

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	BRMC	254	*		060601	1	75.24
N	PM	20	*		000057	2	12.31

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

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

Any comments? You can contact

webmaster

5104

From: Siddiqui, Saif (S.S.)
Sent: Monday, October 10, 2016 6:49 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG3GF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065
Server: **AWS Prod**
Claims loaded through: **07-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2484647

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 13-JUL-2016
Production Date: 24-JUN-2016
VIN: 1FTEW1EG3GF[redacted]

Claim Information

Document Number: 94868B
Repair Date: 27-SEP-2016
Distance: 7327
TIS: 3
FCC Auth: 1
AWS Load Date: 07-OCT-2016

Dealer Information

Dealer Name:

Expense Information

Customer Paid Amount: .00
Deductible Amount: .00

Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	191.29
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	39.59
Country:		Material Cost:	102.03
Phone:		Total Cost Gross:	293.32

Cust. Concern Code: H05 - EXCESSIVE BRAKE PEDAL EFFORT REQUIRED

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CUSTOMER CONCERN - CHECKED FOR LEAKS - NO LEAKS DETECTED - MASTER CYLINDER MALFUNCTIONING - REPLACED MASTER CYLINDER - BLED BRAKE SYSTEM - ROAD TEST - OK AT THIS TIME

Customer Comment: CUSTOMER STATES INTERMITTENT NO BRAKES

Labor Op Code	Labor Op Description	Labor Op Cost
2000A	BRAKE SYSTEM BLEED	.00
2001BCT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	109.31
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	81.98

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	86.39
N	PM	1	C	BATTERY ASY	*	3	15.64

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

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

Any comments? You can contact



webmaster

24270

From: Siddiqui, Saif (S.S.)
Sent: Monday, October 10, 2016 2:49 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG3GF[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065
Server: **AWS Prod**
Claims loaded through: **07-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2484647

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 13-JUL-2016
Production Date: 24-JUN-2016
VIN: 1FTEW1EG3GF[redacted]

Claim Information

Document Number: 94868B
Repair Date: 27-SEP-2016
Distance: 7327
TIS: 3
FCC Auth: 1
AWS Load Date: 07-OCT-2016

Dealer Information

Dealer Name:

Expense Information

Customer Paid Amount: .00
Deductible Amount: .00

Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	191.29
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	39.59
Country:		Material Cost:	102.03
Phone:		Total Cost Gross:	293.32

Cust. Concern Code: H05 - EXCESSIVE BRAKE PEDAL EFFORT REQUIRED

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CUSTOMER CONCERN - CHECKED FOR LEAKS - NO LEAKS DETECTED - MASTER CYLINDER MALFUNCTIONING - REPLACED MASTER CYLINDER - BLED BRAKE SYSTEM - ROAD TEST - OK AT THIS TIME

Customer Comment: CUSTOMER STATES INTERMITTENT NO BRAKES

Labor Op Code	Labor Op Description	Labor Op Cost
2000A	BRAKE SYSTEM BLEED	.00
2001BCT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	109.31
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	81.98

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	86.39
N	PM	1	C	BATTERY ASY	*	3	15.64

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

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

Any comments? You can contact



webmaster

24270

From: Siddiqui, Saif (S.S.)
Sent: Monday, October 10, 2016 6:49 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG3GF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065
Server: **AWS Prod**
Claims loaded through: **07-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2484647

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	94868B
Market Derived:	F - FORD	Repair Date:	27-SEP-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	7327
Version/Series:	T/AM-150 SERIES	TIS:	3
Drive Type:	T/E-4 WHL L/H PART TIME DRIVE	FCC Auth:	1
Vehicle Line:	T/FC-P552 F150 [15-17]	AWS Load Date:	07-OCT-2016
Warranty Start Date:	13-JUL-2016		
Production Date:	24-JUN-2016		
VIN:	1FTEW1EG3GF[redacted]		

Dealer Information		**Expense Information**	
		Customer Paid Amount:	.00
Dealer Name:		Deductible Amount:	.00

Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	191.29
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	39.59
Country:		Material Cost:	102.03
Phone:		Total Cost Gross:	293.32

Cust. Concern Code: H05 - EXCESSIVE BRAKE PEDAL EFFORT REQUIRED

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CUSTOMER CONCERN - CHECKED FOR LEAKS - NO LEAKS DETECTED - MASTER CYLINDER MALFUNCTIONING - REPLACED MASTER CYLINDER - BLED BRAKE SYSTEM - ROAD TEST - OK AT THIS TIME

Customer Comment: CUSTOMER STATES INTERMITTENT NO BRAKES

Labor Op Code	Labor Op Description	Labor Op Cost
2000A	BRAKE SYSTEM BLEED	.00
2001BCT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	109.31
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	81.98

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	86.39
N	PM	1	C	BATTERY ASY	*	3	15.64

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

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

Any comments? You can contact



webmaster

24270

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, October 19, 2016 1:51 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; christopher.holmes@hitachi-automotive.us
Cc: Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG4GF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

- **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **18-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2607634

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 25-JUL-2016
Production Date: 02-JUN-2016
VIN: 1FTEW1EG4GF[redacted]

Claim Information

Document Number: 06597301
Repair Date: 18-OCT-2016
Distance: 4744
TIS: 3
FCC Auth: 1
AWS Load Date: 18-OCT-2016

Dealer Information

Dealer Name: AUTOS DE HERMOSILLO
Dealer Code: M2633 - *
Address: REFORMA Y NAVARRETES/NCENTRO
City: HERMOSILLO
State: SO Zip Code:83000
Country: MEX Region Code: NA
Phone: (662)892-9200

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	27.88
Misc. Expense Amount:	20.28
Part Markup Amount:	28.25
Material Cost:	98.88
Total Cost Gross:	126.75

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: SE REV.UNIDAD VISUAL ENCONTRANDO QUEJA SE RV.ENCONT.Q PEDAL DE FRENO SE VA A FONDO POR LO Q SE PASO A INSPECCIONAR SISTEMA DE FRENOS DANDO COMO RESULTADO QUE CILINDRO MAESTRO TIENE UN DA�O INTERNO POR LO Q SE PASO A REMPLAZAR PARA SU CORRECCION
Customer Comment: REV.-AL FRENAR EL PEDAL SE VA AL FONDO

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	22.81
2140AXQ		5.07

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	FL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	82.31
N	PM	20	*		000057	2	16.57

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

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

---

Any comments? You can contact



webmaster

13648

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, October 19, 2016 9:51 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; christopher.holmes@hitachi-automotive.us
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG4GF[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **18-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2607634

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 25-JUL-2016
Production Date: 02-JUN-2016
VIN: 1FTEW1EG4GF[redacted]

Claim Information

Document Number: 06597301
Repair Date: 18-OCT-2016
Distance: 4744
TIS: 3
FCC Auth: 1
AWS Load Date: 18-OCT-2016

Dealer Information

Expense Information

Customer Paid Amount: .00

Dealer Name:	AUTOS DE HERMOSILLO	Deductible Amount:	.00
Dealer Code:	M2633 - *	Dealer Paid Amount:	.00
Address:	REFORMA Y NAVARRETES/NCENTRO	Labor Cost:	27.88
City:	HERMOSILLO	Misc. Expense Amount:	20.28
State:	SO Zip Code:83000	Part Markup Amount:	28.25
Country:	MEX Region Code: NA	Material Cost:	98.88
Phone:	(662)892-9200	Total Cost Gross:	126.75

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: SE REV.UNIDAD VISUAL ENCONTRANDO QUEJA SE RV.ENCONT.Q PEDAL DE FRENO SE VA A FONDO POR LO Q SE PASO A INSPECCIONAR SISTEMA DE FRENOS DANDO COMO RESULTADO QUE CILINDRO MAESTRO TIENE UN DA�O INTERNO POR LO Q SE PASO A REMPLAZAR PARA SU CORRECCION

Customer Comment: REV.-AL FRENAR EL PEDAL SE VA AL FONDO

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	22.81
2140AXQ		5.07

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	FL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	82.31
N	PM	20	*		000057	2	16.57

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

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

Any comments? You can contact

webmaster

13648

From: Siddiqui, Saif (S.S.)
Sent: Tuesday, October 04, 2016 2:37 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG4GF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065
Server: **AWS Prod**
Claims loaded through: **03-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2434569

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 22-JUL-2016
Production Date: 03-JUN-2016
VIN: 1FTEW1EG4GF[redacted]

Claim Information

Document Number: 037478A
Repair Date: 03-OCT-2016
Distance: 4688
TIS: 3
FCC Auth: 1
AWS Load Date: 03-OCT-2016

Dealer Information

Dealer Name:

Expense Information

Customer Paid Amount: .00
Deductible Amount: .00

Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	113.34
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	28.04
Country:		Material Cost:	84.10
Phone:		Total Cost Gross:	197.44

Cust. Concern Code: H05 - EXCESSIVE BRAKE PEDAL EFFORT REQUIRED

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: verified concern visual inspection test master cylinder found master cylinder faulty replaced, bleed system and test

Customer Comment: Customer states Customer states while pressing gas pedal slowly thereis no pressure in the pedal will go all the way tp the floor and brakes will hardly work

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	92.73
2140AXQ		20.61

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	79.31
N	PM	1	C	BATTERY ASY	*	1	4.79

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

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

Any comments? You can contact



webmaster

12273

From: Siddiqui, Saif (S.S.)
Sent: Tuesday, October 04, 2016 10:37 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG4GF[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065
Server: **AWS Prod**
Claims loaded through: **03-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2434569

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 22-JUL-2016
Production Date: 03-JUN-2016
VIN: 1FTEW1EG4GF[redacted]

Claim Information

Document Number: 037478A
Repair Date: 03-OCT-2016
Distance: 4688
TIS: 3
FCC Auth: 1
AWS Load Date: 03-OCT-2016

Dealer Information

Dealer Name:

Expense Information

Customer Paid Amount: .00
Deductible Amount: .00

Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	113.34
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	28.04
Country:		Material Cost:	84.10
Phone:		Total Cost Gross:	197.44

Cust. Concern Code: H05 - EXCESSIVE BRAKE PEDAL EFFORT REQUIRED

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: verified concern visual inspection test master cylinder found master cylinder faulty replaced, bleed system and test

Customer Comment: Customer states Customer states while pressing gas pedal slowly thereis no pressure in the pedal will go all the way tp the floor and brakes will hardly work

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	92.73
2140AXQ		20.61

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	79.31
N	PM	1	C	BATTERY ASY	*	1	4.79

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

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

Any comments? You can contact

webmaster

12273

From: Siddiqui, Saif (S.S.)
Sent: Tuesday, September 13, 2016 2:32 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; Stuart Ray (Stuart.Ray@hitachi-automotive.us)
Cc: Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG4GF[redacted]

Importance: High

Here is another one. This one is passed your clean point cutoff date for contamination corrective actions.

Production Date: **03-JUN-2016**

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

**Please provide your 3D 8D with containment actions within 24Hrs. All warranty claims must be contained with or without parts back based on known historical issues.

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **12-SEP-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2183735

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 07-JUL-2016
Production Date: 21-MAY-2016

Claim Information

Document Number: 23327201
Repair Date: 20-AUG-2016
Distance: 4384
TIS: 2
FCC Auth: 1
AWS Load Date: 12-SEP-2016

VIN: 1FTFW1EF5GF[redacted]

Dealer Information

Dealer Name: MCDONNELL MOTORS LTD
Dealer Code: B8073 - *
Address: 359 CARADOC ST S.
City: STRATHROY
State: ON Zip Code:N7G2P5
Country: CAN Region Code: NA
Phone: (519)245-0840

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	207.20
Misc. Expense Amount:	39.12
Part Markup Amount:	26.78
Material Cost:	93.71
Total Cost Gross:	300.91

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY
Condition Code: D8 - FAILED GASKET/SEAL
Technician Comment: . Inspect master cylinder for leaks. Inspect hydraulic brake system for leaks. No leaks found. Inspect system for air. No air found, Road test vehicle. Brake pedal fades away. Inspect master cylinder. Master cylinder is bleeding off pressure internally. Requires a new master cylinder. MT time to aquire master from stock unit for repair due to parts back-order, stock # 16-0323 VIN: 1FTEW1EF5G[redacted]
Customer Comment: CUSTOMER REPORTS BRAKE PEDAL WENT RIGHT TO THE FLOOR, LEAKING AT THE MASTER CYLINDER, PLEASE VERIFY.

Labor Op Code	Labor Op Description	Labor Op Cost
2001BCT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	77.70
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	58.27
2140AXQ		12.95
MTSTOCK		58.27

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
N	*	BRMC 254	*		060601	1	75.24
N	PM	20	*		000057	3	18.47
Y	*	2140	*	CYLINDER ASY-BRK MST	060601	0	.00

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

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

Any comments? You can contact

3702 webmaster

From: Siddiqui, Saif (S.S.)
Sent: Tuesday, September 13, 2016 10:32 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; Stuart Ray (Stuart.Ray@hitachi-automotive.us)
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG4GF[redacted]

Importance: High

Categories: Hitachi MC

Here is another one. This one is passed your clean point cutoff date for contamination corrective actions.

Production Date: **03-JUN-2016**

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

**Please provide your 3D 8D with containment actions within 24Hrs. All warranty claims must be contained with or without parts back based on known historical issues.

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **12-SEP-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2183735

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 07-JUL-2016
Production Date: 21-MAY-2016
VIN: 1FTFW1EF5GF[redacted]

Claim Information

Document Number: 23327201
Repair Date: 20-AUG-2016
Distance: 4384
TIS: 2
FCC Auth: 1
AWS Load Date: 12-SEP-2016

Dealer Information		Expense Information	
		Customer Paid Amount:	.00
Dealer Name:	MCDONNELL MOTORS LTD	Deductible Amount:	.00
Dealer Code:	B8073 - *	Dealer Paid Amount:	.00
Address:	359 CARADOC ST S.	Labor Cost:	207.20
City:	STRATHROY	Misc. Expense Amount:	39.12
State:	ON Zip Code:N7G2P5	Part Markup Amount:	26.78
Country:	CAN Region Code: NA	Material Cost:	93.71
Phone:	(519)245-0840	Total Cost Gross:	300.91

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: D8 - FAILED GASKET/SEAL

Technician Comment: . Inspect master cylinder for leaks. Inspect hydraulic brake system for leaks. No leaks found. Inspect system for air. No air found, Road test vehicle. Brake pedal fades away. Inspect master cylinder. Master cylinder is bleeding off pressure internally. Requires a new master cylinder. MT time to aquire master from stock unit for repair due to parts back-order, stock # 16-0323 VIN: 1FTEW1EF5G[redacted]

Customer Comment: CUSTOMER REPORTS BRAKE PEDAL WENT RIGHT TO THE FLOOR, LEAKING AT THE MASTER CYLINDER, PLEASE VERIFY.

Labor Op Code	Labor Op Description	Labor Op Cost
2001BCT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	77.70
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	58.27
2140AXQ		12.95
MTSTOCK		58.27

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
N	*	BRMC 254	*		060601	1	75.24
N	PM	20	*		000057	3	18.47
Y	*	2140	*	CYLINDER ASY-BRK MST	060601	0	.00

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

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

Any comments? You can contact

webmaster

3702

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, June 15, 2016 12:30 PM
To: Stuart Ray (Stuart.Ray@hitachi-automotive.us); Alex Rojas (alexrojas6176@att.net)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG5GF[redacted]

Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

**Please provide your 3D 8D with containment actions within 24Hrs. All warranty claims must be contained with or without parts back based on known historical issues.

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
<image001.png>Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1067398

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 12-FEB-2016
Production Date: 08-NOV-2015
VIN: 1FTEW1EG5GF[redacted]

Claim Information

Document Number: 10248201
Repair Date: 05-APR-2016
Distance: 5416
TIS: 2
FCC Auth: 1
AWS Load Date: 13-MAY-2016

Dealer Information

Dealer Name: VIAMAR S.A.
Dealer Code: F0F26 - *
Address: ADDRESS NOT ON FILE
City: SANTIAGO
State: * Zip Code:*
Country: DOM Region Code: WD
Phone: (*)*-*

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	27.00
Misc. Expense Amount:	.00
Part Markup Amount:	50.98
Material Cost:	107.00
Total Cost Gross:	134.00

Cust. Concern Code: H16 - BRAKES TOO SENSITIVE

Condition Code: 30 - CHAFED,EXCESSIVE WEAR,FRAYED

Technician Comment: DIAGNOSIS MASTER CYLINDER BRAKE PRESENT PRESSURE LEAK CAUSING WEAR CAUSED FOR WEAR

Customer Comment: CUSTOMER SAYS THE BRAKE PAD IS TOO SENSITIVE

Labor Op Code	Labor Op Description	Labor Op Cost
2140A		27.00
2140AXQ		.00

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	*	2140	*	CYLINDER ASY-BRK MST	060601	0	.00
N	PM	1	C	BATTERY ASY	060606	3	16.73
N	BRMC	223	*		060601	1	90.27

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

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

From:	Siddiqui, Saif (S.S.)
Sent:	Monday, October 31, 2016 6:53 PM
To:	'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; christopher.holmes@hitachi-automotive.us
Cc:	Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject:	P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG5GF[redacted]

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **28-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2741366

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 30-JUL-2016
Production Date: 20-JUN-2016
VIN: 1FTEW1EG5GF[redacted]

Claim Information

Document Number: 143283A
Repair Date: 17-OCT-2016
Distance: 5881
TIS: 3
FCC Auth: 1
AWS Load Date: 28-OCT-2016

Dealer Information

Expense Information

Customer Paid Amount: .00

Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	101.20
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	28.94
Country:		Material Cost:	101.28
Phone:		Total Cost Gross:	202.48

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFY CONCERN FOUND INTERNAL MASTER CYLINDER LEAK. REMOVED AND REPLACED MASTER CYLINDER COMPLETE MANUAL BLEED AND TEST DROVE VEHICLE FIXED CONCERN.

Customer Comment: C/S BRAKE PEDAL GOES ALL THE WAY DOWN ATTIMES

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	82.80
2140AXQ		18.40

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	74.02
N	PM	20	*		*	3	27.26

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

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

Any comments? You can contact

webmaster

599

From: Siddiqui, Saif (S.S.)
Sent: Tuesday, September 20, 2016 10:55 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG5GF[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

**Please provide your 3D 8D with containment actions within 24Hrs. All warranty claims must be contained with or without parts back based on known historical issues.

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **19-SEP-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2259461

Vehicle Information		Claim Information	
Model Year:	2016	Document Number:	01208251
Market Derived:	F - FORD	Repair Date:	25-AUG-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	3959
Version/Series:	T/AM-150 SERIES	TIS:	3
Drive Type:	T/E-4 WHL L/H PART TIME DRIVE	FCC Auth:	1
Vehicle Line:	T/FC-P552 F150 [15-17]	AWS Load Date:	19-SEP-2016
Warranty Start Date:	16-JUN-2016		
Production Date:	31-MAY-2016		
VIN:	1FTEW1EG5GF[redacted]		

Dealer Information		Expense Information	
		Customer Paid Amount:	.00
Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00

Address:		Labor Cost:	115.71
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	36.80
Country:		Material Cost:	89.67
Phone:		Total Cost Gross:	205.38

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: TEST DRIVE AND CONFIRMED SOFT BRAKE PEDAL, TRAVELS TO FLOOR CARRY PUT BRAKE MASTER CYLINDER BYPASS CONDITION COMPONENT TEST, FAILS, REMOVE AND REPLACE MASTER CYLINDER, BLEED BRAKE SYSTEM, TEST DRIVE, OK AT THIS TIME

Customer Comment: CUSTOMER STATES WHEN TRAVELING ABOVE 30 MPH THE BRAKE PEDAL WILL GO ALL THE WAY TO THE FLOOR WHEN TRYING TO STOP

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	94.67
2140AXQ		21.04

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	89.67

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

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

Any comments? You can contact



webmaster

19488

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, August 17, 2016 6:41 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; Stuart Ray (Stuart.Ray@hitachi-automotive.us)
Cc: Kapanowski, Martin C (M.C.); Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG7GF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

**Please provide your 3D 8D with containment actions within 24Hrs. All warranty claims must be contained with or without parts back based on known historical issues.

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **16-AUG-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1896921

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 21-MAR-2016
Production Date: 27-JAN-2016
VIN: 1FTEW1EG7GF[redacted]

Claim Information

Document Number: 02985151
Repair Date: 09-JUN-2016
Distance: 200
TIS: 3
FCC Auth: 1
AWS Load Date: 15-AUG-2016

Dealer Information

Dealer Name:
Dealer Code:

Expense Information

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

Address:		Labor Cost:	254.11
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	62.94
Country:		Material Cost:	220.28
Phone:		Total Cost Gross:	474.39

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: D1 - POROSITY

Technician Comment: LIFT VEH REMOVE WHEELS INSPECT BRAKES NO LEAKS AT WHEEL BUT DID FIND MASTER CYL DUMPING BRAKE FLUID INTO BOOSTER REPLACE BOOSTER AND MASTER CYL BLEED SYS RETEST OK

Customer Comment: CHECK BRAKE PEDAL FADES TO THE FLOOR

Labor Op Code	Labor Op Description	Labor Op Cost
2001BCT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	117.28
2005A	BRAKE BOOSTER ASSEMBLY REPLACE	117.28
2005AXQ		19.55

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	FL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	75.35
N	FL3Z	2005	B	BOOSTER ASY-POWER BR	060701	1	121.69
N	PM	1	C	BATTERY ASY	060606	2	8.40
N	3M5Z	2L523	AA	BUSHING - BRK V/PUMP	060602	1	6.44
N	PM	1	C	BATTERY ASY	060606	2	8.40

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

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

Any comments? You can contact

webmaster

10717

From:	Siddiqui, Saif (S.S.)
Sent:	Thursday, October 20, 2016 9:37 PM
To:	'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; christopher.holmes@hitachi-automotive.us
Cc:	Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject:	P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG7GF[redacted]

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **19-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2621299

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 02-AUG-2016
Production Date: 06-JUN-2016
VIN: 1FTEW1EG7GF[redacted]

Claim Information

Document Number: 01331501
Repair Date: 18-OCT-2016
Distance: 2438
TIS: 3
FCC Auth: 1
AWS Load Date: 19-OCT-2016

Dealer Information

Expense Information

		Customer Paid Amount:	.00
Dealer Name:	AUTOMOTRIZ LOMAS SAN LUIS	Deductible Amount:	.00
Dealer Code:	M2510 - *	Dealer Paid Amount:	.00
Address:	CARR. A GUADALAJARA515LOMAS DEL TEC	Labor Cost:	23.04
City:	SAN LUIS POTOSI	Misc. Expense Amount:	13.91
State:	SL Zip Code:78216	Part Markup Amount:	18.25
Country:	MEX Region Code: NA	Material Cost:	63.87
Phone:	(444)340-4000	Total Cost Gross:	86.91

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: D4 - FLAW IN MATERIAL

Technician Comment: SE REVISA QUEJA CLIENTE, NO FRENA , INSPECCION VISUAL ESTA BIEN, SE REALIZAN PRUEBAS Y BOMBA ARROJA MUY POCO LIQUIDO ,SE PROCEDE A SU REMPLAZO, SE QUITAN MANGUERAS, TORNILLOS, ARNES, SE RETIRA BOMBA, SE INSTALA UNA NUEVA BOMBA, SE REARMA LO MENCIONADO, SE PRUEBA FUNCIONA BIEN, SE REGRESA EL VEHICULO AL CLIENTE OK.

Customer Comment: PEDAL DE FRENO SE BAJA HASTA EL FONDO

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	18.85
2140AXQ		4.19

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	58.62
N	MXC	101	*		NANANA	1	5.25

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

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

Any comments? You can contact

webmaster

18873

From: Siddiqui, Saif (S.S.)
Sent: Thursday, October 20, 2016 5:37 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; christopher.holmes@hitachi-automotive.us
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG7GF[redacted]

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
   - **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
   - **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **19-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2621299

Vehicle Information

Model Year:	2016
Market Derived:	F - FORD
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)
Version/Series:	T/AM-150 SERIES
Drive Type:	T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line:	T/FC-P552 F150 [15-17]
Warranty Start Date:	02-AUG-2016
Production Date:	06-JUN-2016
VIN:	1FTEW1EG7GF[redacted]

Claim Information

Document Number:	01331501
Repair Date:	18-OCT-2016
Distance:	2438
TIS:	3
FCC Auth:	1
AWS Load Date:	19-OCT-2016

Dealer Information

Dealer Name:	AUTOMOTRIZ LOMAS SAN LUIS
Dealer Code:	M2510 - *
Address:	CARR. A GUADALAJARA515LOMAS DEL TEC

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	23.04

City:	SAN LUIS POTOSI	Misc. Expense Amount:	13.91
State:	SL Zip Code:78216	Part Markup Amount:	18.25
Country:	MEX Region Code: NA	Material Cost:	63.87
Phone:	(444)340-4000	Total Cost Gross:	86.91

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: D4 - FLAW IN MATERIAL

Technician Comment: SE REVISA QUEJA CLIENTE, NO FRENA , INSPECCION VISUAL ESTA BIEN, SE REALIZAN PRUEBAS Y BOMBA ARROJA MUY POCO LIQUIDO ,SE PROCEDE A SU REMPLAZO, SE QUITAN MANGUERAS, TORNILLOS, ARNES, SE RETIRA BOMBA, SE INSTALA UNA NUEVA BOMBA, SE REARMA LO MENCIONADO, SE PRUEBA FUNCIONA BIEN, SE REGRESA EL VEHICULO AL CLIENTE OK.

Customer Comment: PEDAL DE FRENO SE BAJA HASTA EL FONDO

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	18.85
2140AXQ		4.19

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	58.62
N	MXC	101	*		NANANA	1	5.25

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

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

Any comments? You can contact

webmaster

18873

From: Siddiqui, Saif (S.S.)
Sent: Friday, October 14, 2016 4:07 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG7GF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **13-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2553548

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 30-JUL-2016
Production Date: 01-JUL-2016
VIN: 1FTEW1EG7GF[redacted]

Claim Information

Document Number: 26822401
Repair Date: 10-OCT-2016
Distance: 5291
TIS: 3
FCC Auth: 1
AWS Load Date: 13-OCT-2016

Dealer Information

Expense Information

Customer Paid Amount: .00

Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	116.70
City:		Misc. Expense Amount:	60.00
State:		Part Markup Amount:	29.69
Country:		Material Cost:	89.05
Phone:		Total Cost Gross:	265.75

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: D1 - POROSITY

Technician Comment: TECH 198 CC77 INTERNAL SEAL IN MASTER CYLINDER REPLACED MASTER CYL, BLEED BRAKE SYSTEM AND POST REPAIR ROAD TEST

Customer Comment: CUST STATES WHILE SLOWING TO A STOP BRAKE PEDAL WENT TO THE FLOOR OCCURED TWICE WHILE DRIVING AND SLOWING TO STOP ADVISE

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	95.48
2140AXQ		21.22

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	79.31
N	PM	20	*		*	1	9.74

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

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

Any comments? You can contact

webmaster

3926

From: Siddiqui, Saif (S.S.)
Sent: Friday, October 14, 2016 12:07 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG7GF[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **13-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2553548

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 30-JUL-2016
Production Date: 01-JUL-2016
VIN: 1FTEW1EG7GF[redacted]

Claim Information

Document Number: 26822401
Repair Date: 10-OCT-2016
Distance: 5291
TIS: 3
FCC Auth: 1
AWS Load Date: 13-OCT-2016

Dealer Information

Expense Information

Customer Paid Amount: .00

Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	116.70
City:		Misc. Expense Amount:	60.00
State:		Part Markup Amount:	29.69
Country:		Material Cost:	89.05
Phone:		Total Cost Gross:	265.75

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: D1 - POROSITY

Technician Comment: TECH 198 CC77 INTERNAL SEAL IN MASTER CYLINDER REPLACED MASTER CYL, BLEED BRAKE SYSTEM AND POST REPAIR ROAD TEST

Customer Comment: CUST STATES WHILE SLOWING TO A STOP BRAKE PEDAL WENT TO THE FLOOR OCCURED TWICE WHILE DRIVING AND SLOWING TO STOP ADVISE

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	95.48
2140AXQ		21.22

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	79.31
N	PM	20	*		*	1	9.74

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

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

Any comments? You can contact

webmaster

3926

From: Siddiqui, Saif (S.S.)
Sent: Monday, October 03, 2016 2:09 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG7GF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065
Server: **AWS Prod**
Claims loaded through: **30-SEP-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2414139

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 14-JUL-2016
Production Date: 30-JUN-2016
VIN: 1FTEW1EG7G[redacted]

Claim Information

Document Number: 195243A
Repair Date: 28-SEP-2016
Distance: 10042
TIS: 3
FCC Auth: 1
AWS Load Date: 30-SEP-2016

Dealer Information

Dealer Name:

Expense Information

Customer Paid Amount: .00
Deductible Amount: .00

Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	197.23
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	28.94
Country:		Material Cost:	101.28
Phone:		Total Cost Gross:	298.51

Cust. Concern Code: H20 - OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)

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

Technician Comment: VERIFIED THE BRAKE PEDAL WOULD GO ALL THE WAY TO THE FLOOR WHEN PRESSING THE BRAKE PEDAL PERFORMED SELF TEST ON ABS MODULE NO CODES FOUND PERFORMED INSPECTION TO BRAKE FLUID FOUND FLUID TO BE FULL AT PROPER LEVEL PERFORMED INSPECTIONS TO ALL CALIPERS AND BRAKE LINES AND HOUSES NO EXTERNAL LEAKS PRESENT PERFORMED ABS SERVICE BLEED AND BLEED THE SYSTEM MANUALLY AND RE-TESTED CONCERN STILL PRESENT RE

Customer Comment: CUSTOMER STATES BRAKE PEDAL GOES ALL THE WAY TO THE F LOOR.

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	84.53
2140AXQ		18.78
2219D	ANTI-LOCK BRAKE SYSTEM DIAGNOSIS	18.78
2219D45	ABS - DIAGNOSTIC PIN POINT TEST	75.14

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	74.02
N	PM	20	*		000057	3	27.26

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

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

Any comments? You can contact

webmaster

9062

From: Siddiqui, Saif (S.S.)
Sent: Monday, October 03, 2016 10:09 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG7GF[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065
Server: **AWS Prod**
Claims loaded through: **30-SEP-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2414139

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 14-JUL-2016
Production Date: 30-JUN-2016
VIN: 1FTEW1EG7GF[redacted]

Claim Information

Document Number: 195243A
Repair Date: 28-SEP-2016
Distance: 10042
TIS: 3
FCC Auth: 1
AWS Load Date: 30-SEP-2016

Dealer Information

Dealer Name:

Expense Information

Customer Paid Amount: .00
Deductible Amount: .00

Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	197.23
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	28.94
Country:		Material Cost:	101.28
Phone:		Total Cost Gross:	298.51

Cust. Concern Code: H20 - OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)

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

Technician Comment: VERIFIED THE BRAKE PEDAL WOULD GO ALL THE WAY TO THE FLOOR WHEN PRESSING THE BRAKE PEDAL PERFORMED SELF TEST ON ABS MODULE NO CODES FOUND PERFORMED INSPECTION TO BRAKE FLUID FOUND FLUID TO BE FULL AT PROPER LEVEL PERFORMED INSPECTIONS TO ALL CALIPERS AND BRAKE LINES AND HOUSES NO EXTERNAL LEAKS PRESENT PERFORMED ABS SERVICE BLEED AND BLEED THE SYSTEM MANUALLY AND RE-TESTED CONCERN STILL PRESENT RE

Customer Comment: CUSTOMER STATES BRAKE PEDAL GOES ALL THE WAY TO THE F LOOR.

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	84.53
2140AXQ		18.78
2219D	ANTI-LOCK BRAKE SYSTEM DIAGNOSIS	18.78
2219D45	ABS - DIAGNOSTIC PIN POINT TEST	75.14

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	74.02
N	PM	20	*		000057	3	27.26

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

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

Any comments? You can contact

webmaster

9062

From: Siddiqui, Saif (S.S.)
Sent: Friday, October 14, 2016 3:47 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG8GF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **13-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2534950

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 08-JUL-2016
Production Date: 02-JUN-2016
VIN: 1FTEW1EG8GF[redacted]

Claim Information

Document Number: 0035611
Repair Date: 05-OCT-2016
Distance: 3315
TIS: 3
FCC Auth: 1
AWS Load Date: 12-OCT-2016

Dealer Information

Expense Information

Customer Paid Amount: .00

Dealer Name:	VEHICULOS DE MARTINEZ	Deductible Amount:	.00
Dealer Code:	M3603 - *	Dealer Paid Amount:	.00
Address:	RIO PAPALOAPANNO. 100FRACC. EL MIRA	Labor Cost:	11.31
City:	MARTINEZ DE LA TORRE	Misc. Expense Amount:	13.27
State:	VL Zip Code:93600	Part Markup Amount:	20.46
Country:	MEX Region Code: NA	Material Cost:	71.62
Phone:	(232)240-4043	Total Cost Gross:	82.94

Cust. Concern Code: L63 - BRAKE FLUID LEAK

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

Technician Comment: SE PROCEDE A REVIZAR EL VEHICULO DE ACUERDO A LA QUEJA DEL CLIENTE ENCONTRANDO QUE EL PROBLEMA DEL MAL FUNCIONAMIENTO DE LOS FRENOS SE DEBE AQUE EL CILINDRO MAESTRO TIENE FUGA INTERNA Y ESTO OCASIONA EL PROBLEMA POR LO QUE SE TOMA LA DESICION DE REMPLAZAR PARA CORREGIR DE INMEDIATO LA FALLA AUR FCR 0721FTEW1EG8GF[redacted]

Customer Comment: NO ENFRENA SE VA EL PEDAL A FONDO

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	11.31

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	58.62
N	*	1850521	*		060601	2	13.01

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

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

Any comments? You can contact

webmaster

3837

From: Siddiqui, Saif (S.S.)
Sent: Friday, October 14, 2016 11:47 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG8GF[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **13-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2534950

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 08-JUL-2016
Production Date: 02-JUN-2016
VIN: 1FTEW1EG8GF[redacted]

Claim Information

Document Number: 0035611
Repair Date: 05-OCT-2016
Distance: 3315
TIS: 3
FCC Auth: 1
AWS Load Date: 12-OCT-2016

Dealer Information

Expense Information

Customer Paid Amount: .00

Dealer Name:	VEHICULOS DE MARTINEZ	Deductible Amount:	.00
Dealer Code:	M3603 - *	Dealer Paid Amount:	.00
Address:	RIO PAPALOAPANNO. 100FRACC. EL MIRA	Labor Cost:	11.31
City:	MARTINEZ DE LA TORRE	Misc. Expense Amount:	13.27
State:	VL Zip Code:93600	Part Markup Amount:	20.46
Country:	MEX Region Code: NA	Material Cost:	71.62
Phone:	(232)240-4043	Total Cost Gross:	82.94

Cust. Concern Code: L63 - BRAKE FLUID LEAK

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

Technician Comment: SE PROCEDE A REVIZAR EL VEHICULO DE ACUERDO A LA QUEJA DEL CLIENTE ENCONTRANDO QUE EL PROBLEMA DEL MAL FUNCIONAMIENTO DE LOS FRENOS SE DEBE AQUE EL CILINDRO MAESTRO TIENE FUGA INTERNA Y ESTO OCASIONA EL PROBLEMA POR LO QUE SE TOMA LA DESICION DE REMPLAZAR PARA CORREGIR DE INMEDIATO LA FALLA AUR FCR 0721FTEW1EG8GF[redacted]

Customer Comment: NO ENFRENA SE VA EL PEDAL A FONDO

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	11.31

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	58.62
N	*	1850521	*		060601	2	13.01

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

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

Any comments? You can contact

webmaster

3837

From: Siddiqui, Saif (S.S.)
Sent: Friday, September 23, 2016 2:29 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG9GF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.

Initial Response (within 48 hours)

When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**
   - Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).
   - Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).

- Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Thank you for your cooperation

Regards
Saif Shareef Siddiqui
DTP - Resident STA Engineer
Chassis & Vehicle Engineering
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **22-SEP-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2310783

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 10-MAY-2016
Production Date: 08-APR-2016
VIN: 1FTEW1EG9GF[redacted]

Claim Information

Document Number: 69499501
Repair Date: 29-JUL-2016
Distance: 3102
TIS: 3
FCC Auth: 1
AWS Load Date: 22-SEP-2016

Dealer Information

Dealer Name:
Dealer Code:
Address:

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	126.47

City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	60.20
Country:		Material Cost:	210.70
Phone:		Total Cost Gross:	337.17

Cust. Concern Code: H05 - EXCESSIVE BRAKE PEDAL EFFORT REQUIRED

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CUSTOMER CONCERN, BRAKE PEDAL GOES TO THE FLOOR. BAD MASTER CYLINDER LEAKING INTO BRAKE BOOSTER. INSPECTED MASTER CYLINDER FOR FLUID LEVEL AND NOTICED THAT IT IS EMPTY. CHECKED BRAKE BOOSTER FOR FLUID AND FOUND THAT IT IS FULL. REMOVED MASTER CYLINDER TO REPLACED BRAKE BOOSTER. REPLACED MASTER CYLINDER AND BENCH BLEED THE MASTER CYLINDER. ALSO BEED THE BRAKE SYSTEM. BRAKE PEDAL FEELS GOOD NOW. TEST DROVE TO VERIFY REPAIR.

Customer Comment: BASE- BRAKE PEDAL GOES TO THE FLOOR AND RESEVIUR IS EMPTY

Labor Op Code	Labor Op Description	Labor Op Cost
2005A	BRAKE BOOSTER ASSEMBLY REPLACE	126.47

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2005	A	BOOSTER ASY-POWER BR	060701	1	121.69
N	GL3Z	2140	A	CYLINDER ASY-BRK MST	*	1	74.02
N	3M5Z	2L523	AA	BUSHING - BRK V/PUMP	*	1	6.44
N	PM	20	*		*	1	8.55

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

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

Any comments? You can contact

webmaster

5124

From: Siddiqui, Saif (S.S.)
Sent: Friday, September 23, 2016 10:29 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG9GF[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.

Initial Response (within 48 hours)

When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**
   - Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).

- Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).
- Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Thank you for your cooperation

Regards
Saif Shareef Siddiqui
DTP - Resident STA Engineer
Chassis & Vehicle Engineering
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **22-SEP-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2310783

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 10-MAY-2016
Production Date: 08-APR-2016
VIN: 1FTEW1EG9GF[redacted]

Claim Information

Document Number: 69499501
Repair Date: 29-JUL-2016
Distance: 3102
TIS: 3
FCC Auth: 1
AWS Load Date: 22-SEP-2016

Dealer Information

Dealer Name:

Expense Information

Customer Paid Amount: .00
Deductible Amount: .00

Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	126.47
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	60.20
Country:		Material Cost:	210.70
Phone:		Total Cost Gross:	337.17

Cust. Concern Code: H05 - EXCESSIVE BRAKE PEDAL EFFORT REQUIRED

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CUSTOMER CONCERN, BRAKE PEDAL GOES TO THE FLOOR. BAD MASTER CYLINDER LEAKING INTO BRAKE BOOSTER. INSPECTED MASTER CYLINDER FOR FLUID LEVEL AND NOTICED THAT IT IS EMPTY. CHECKED BRAKE BOOSTER FOR FLUID AND FOUND THAT IT IS FULL. REMOVED MASTER CYLINDER TO REPLACED BRAKE BOOSTER. REPLACED MASTER CYLINDER AND BENCH BLEED THE MASTER CYLINDER. ALSO BEED THE BRAKE SYSTEM. BRAKE PEDAL FEELS GOOD NOW. TEST DROVE TO VERIFY REPAIR.

Customer Comment: BASE- BRAKE PEDAL GOES TO THE FLOOR AND RESEVIUR IS EMPTY

Labor Op Code	Labor Op Description	Labor Op Cost
2005A	BRAKE BOOSTER ASSEMBLY REPLACE	126.47

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2005	A	BOOSTER ASY-POWER BR	060701	1	121.69
N	GL3Z	2140	A	CYLINDER ASY-BRK MST	*	1	74.02
N	3M5Z	2L523	AA	BUSHING - BRK V/PUMP	*	1	6.44
N	PM	20	*		*	1	8.55

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

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

Any comments? You can contact



webmaster

5124

From: Siddiqui, Saif (S.S.)
Sent: Thursday, September 22, 2016 10:33 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; Christopher.Holmes@hitachi-automotive.us
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG9GF[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

**Please provide your 3D 8D with containment actions within 48 Hrs. All warranty claims must be contained with or without parts back based on known historical issues.

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **21-SEP-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2293347

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	398932A
Market Derived:	F - FORD	Repair Date:	06-SEP-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	4132
Version/Series:	T/AM-150 SERIES	TIS:	3
Drive Type:	T/E-4 WHL L/H PART TIME DRIVE	FCC Auth:	1
Vehicle Line:	T/FC-P552 F150 [15-17]	AWS Load Date:	21-SEP-2016
Warranty Start Date:	18-JUN-2016		
Production Date:	04-MAY-2016		
VIN:	1FTEW1EG9GF[redacted]		

Dealer Information		**Expense Information**	
		Customer Paid Amount:	.00
Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00

Address:		Labor Cost:	116.70
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	36.18
Country:		Material Cost:	108.52
Phone:		Total Cost Gross:	225.22

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: INSPECT AND CONFIRM CUSTOMER COMPLAINT INSPECT BRAKES FOUND MASTER CYLINDER DEFECTIVE REPLACE MASTER CYLINDER FOR INTERNAL DEFECT BLEED BRAKES AND ROAD TEST TO CONFIRM REPAIRS AB

Customer Comment: CUSTOMER STATES THAT THE BRAKE PEDDLE DOES N0OT HOLD IT GOES ALL THE WAY TO THE FLO OR

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	95.48
2140AXQ		21.22

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	79.31
N	PM	20	*		*	3	29.21

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

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

Any comments? You can contact



webmaster

2225

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, August 24, 2016 2:20 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; Stuart Ray (Stuart.Ray@hitachi-automotive.us)
Cc: Kapanowski, Martin C (M.C.); Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EGXGF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

**Please provide your 3D 8D with containment actions within 24Hrs. All warranty claims must be contained with or without parts back based on known historical issues.

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **23-AUG-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1981036

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 17-JUN-2016
Production Date: 06-MAY-2016
VIN: 1FTEW1EGXGF[redacted]

Claim Information

Document Number: 0874301
Repair Date: 16-AUG-2016
Distance: 3567
TIS: 3
FCC Auth: 1
AWS Load Date: 23-AUG-2016

Dealer Information

Dealer Name:
Dealer Code:

Expense Information

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

Address:		Labor Cost:	32.20
City:		Misc. Expense Amount:	18.32
State:		Part Markup Amount:	23.52
Country:		Material Cost:	82.31
Phone:		Total Cost Gross:	114.51

Cust. Concern Code: H02 - BRAKES GRAB OR LOCK-UP

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

Technician Comment: SE REVIZA UNIDAD ENCONTRANDO PEDAL DE FRENO SE VA A FONDO Y NO FRENA CHECANDO SISTEMA DE FRENOS NO TENIENDO FUGAS, REALIZANDO PRUEBAS A BOMBA NO TENIENDO PRESION PROVOCANDO FALLA; SE REEMPLAZA BOMBA DE FRENOS PURGANDO SISTEMA PROVANDO QUEJA ELIMINAA

Customer Comment: DIAG UNIDAD NO FRENA

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	26.35
2140AXQ		5.85

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	FL1Z	2140	B	CYLINDER ASY-BRK MST	060601	1	82.31

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

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

Any comments? You can contact

webmaster

25743

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, August 24, 2016 10:20 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; Stuart Ray (Stuart.Ray@hitachi-automotive.us)
Cc: Kapanowski, Martin C (M.C.); Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EGXGF[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

**Please provide your 3D 8D with containment actions within 24Hrs. All warranty claims must be contained with or without parts back based on known historical issues.

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **23-AUG-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1981036

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	0874301
Market Derived:	F - FORD	Repair Date:	16-AUG-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	3567
Version/Series:	T/AM-150 SERIES	TIS:	3
Drive Type:	T/E-4 WHL L/H PART TIME DRIVE	FCC Auth:	1
Vehicle Line:	T/FC-P552 F150 [15-17]	AWS Load Date:	23-AUG-2016
Warranty Start Date:	17-JUN-2016		
Production Date:	06-MAY-2016		
VIN:	1FTEW1EGXGF[redacted]		

Dealer Information		**Expense Information**	
		Customer Paid Amount:	.00
Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00

Address:		Labor Cost:	32.20
City:		Misc. Expense Amount:	18.32
State:		Part Markup Amount:	23.52
Country:		Material Cost:	82.31
Phone:		Total Cost Gross:	114.51

Cust. Concern Code: H02 - BRAKES GRAB OR LOCK-UP

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

Technician Comment: SE REVIZA UNIDAD ENCONTRANDO PEDAL DE FRENO SE VA A FONDO Y NO FRENA CHECANDO SISTEMA DE FRENOS NO TENIENDO FUGAS, REALIZANDO PRUEBAS A BOMBA NO TENIENDO PRESION PROVOCANDO FALLA; SE REEMPLAZA BOMBA DE FRENOS PURGANDO SISTEMA PROVANDO QUEJA ELIMINAA

Customer Comment: DIAG UNIDAD NO FRENA

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	26.35
2140AXQ		5.85

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	FL1Z	2140	B	CYLINDER ASY-BRK MST 060601		1	82.31

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

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

Any comments? You can contact



webmaster

25743

From: Siddiqui, Saif (S.S.)
Sent: Monday, October 03, 2016 10:12 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EGXGF[redacted]

Categories: Hitachi MC

From: Siddiqui, Saif (S.S.)
Sent: Monday, October 03, 2016 10:09 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG7GF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

    - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
    - **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
    - **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
    - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
    - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
    - Coordinate with IQ to confirm stock certification requirements.
    - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065

Server: **AWS Prod**
Claims loaded through: **30-SEP-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2415142

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)

Claim Information

Document Number: 01248951
Repair Date: 31-AUG-2016
Distance: 6392

Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 11-JUN-2016
Production Date: 27-MAY-2016
VIN: 1FTEW1EGXGFC[redacted]

TIS: 3
FCC Auth: 1
AWS Load Date: 30-SEP-2016

Dealer Information

Dealer Name:
Dealer Code:
Address:
City:
State:
Country:
Phone:

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	94.67
Misc. Expense Amount:	.00
Part Markup Amount:	45.31
Material Cost:	110.40
Total Cost Gross:	205.07

Cust. Concern Code: H05 - EXCESSIVE BRAKE PEDAL EFFORT REQUIRED
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: CONFIRMED BRAKE PEDAL TRAVELS TO FLOOR WHEN BRAKING, FOLLOW WORKSHOP MANUAL MASTER CYLINDER COMPONENT TEST REMOVE AND REPLACE MASTER CYLINDER AND BLEED BRAKE SYSTEM, OK AT THIS TIME
Customer Comment: CUSTOMER STATES BRAKE PEDAL FEELS SOFT AND IT HAS BEEN HARD TO STOP VEHICLE LATELY

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	94.67

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
N	PM	20	*		*	2	20.73
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST 060601		1	89.67

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

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

Any comments? You can contact



webmaster

9087

From: Siddiqui, Saif (S.S.)
Sent: Monday, October 17, 2016 3:18 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; christopher.holmes@hitachi-automotive.us
Cc: Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EGXGF[redacted]

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

- **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065
Server: **AWS Prod**
Claims loaded through: **14-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2567218

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 13-JUL-2016
Production Date: 23-JUN-2016
VIN: 1FTEW1EGXGF[redacted]

Claim Information

Document Number: 149521A
Repair Date: 10-OCT-2016
Distance: 9521
TIS: 3
FCC Auth: 1
AWS Load Date: 14-OCT-2016

Dealer Information

Expense Information

		Customer Paid Amount:	.00
Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	92.36
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	28.94
Country:		Material Cost:	101.28
Phone:		Total Cost Gross:	193.64

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFY CONCERN. TEST DRIVE VEHICLE AND INSPECT BRAKES. FOUND MASTER CYLINDER BYPASSING. REPLACE MASTER CYLINDER. BLEED AND TEST DRIVE. VERIFY REPAIRS.

Customer Comment: NO BRAKE PEDLE

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	75.57
2140AXQ		16.79

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	74.02
N	PM	20	*		*	3	27.26

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

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

Any comments? You can contact



webmaster

6907

From: Siddiqui, Saif (S.S.)
Sent: Monday, October 17, 2016 11:18 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; christopher.holmes@hitachi-automotive.us
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EGXGFC[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

   - **Identify containment action/date occurring at the vehicle assembly plant. Provide clean point Blend/Rotation/Vehicle number (if applicable).**

- **Identify containment action/date occurring at the warehouse/sequencer location. Provide clean point Blend/Rotation/Vehicle number (if applicable).**
- **Identify containment action/date occurring at the supplier manufacturing location. Provide shipping/transportation dates.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
   - Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

Saif Shareef Siddiqui
Resident STA Engineer
Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065
Server: **AWS Prod**
Claims loaded through: **14-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2567218

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 13-JUL-2016
Production Date: 23-JUN-2016
VIN: 1FTEW1EGXGF[redacted]

Claim Information

Document Number: 149521A
Repair Date: 10-OCT-2016
Distance: 9521
TIS: 3
FCC Auth: 1
AWS Load Date: 14-OCT-2016

Dealer Information

Dealer Name:

Expense Information

Customer Paid Amount: .00
Deductible Amount: .00

Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	92.36
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	28.94
Country:		Material Cost:	101.28
Phone:		Total Cost Gross:	193.64

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFY CONCERN. TEST DRIVE VEHICLE AND INSPECT BRAKES. FOUND MASTER CYLINDER BYPASSING. REPLACE MASTER CYLINDER. BLEED AND TEST DRIVE. VERIFY REPAIRS.

Customer Comment: NO BRAKE PEDLE

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	75.57
2140AXQ		16.79

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	74.02
N	PM	20	*		*	3	27.26

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

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

Any comments? You can contact



webmaster

6907

From: Siddiqui, Saif (S.S.)
Sent: Thursday, September 22, 2016 10:29 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; Stuart Ray (Stuart.Ray@hitachi-automotive.us)
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTFW1EF2GF[redacted]

Categories: Hitachi MC

Hitachi Team,

Ford Dearborn Truck Plant has received a warranty claim on the P552 program as described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, feel free to contact me immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

**Please provide your 3D 8D with containment actions within 24Hrs. All warranty claims must be contained with or without parts back based on known historical issues.

****

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
   - Extend containment into the plants if defect is found in internal sort.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**