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

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** = 2293018

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:	1FTFW1EF2GF[redacted]

Claim Information

Document Number:	69918801
Repair Date:	09-SEP-2016
Distance:	1040
TIS:	3
FCC Auth:	1
AWS Load Date:	21-SEP-2016

Dealer Information

Dealer Name:	
Dealer Code:	
Address:	

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	246.50

City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	58.47
Country:		Material Cost:	204.64
Phone:		Total Cost Gross:	451.14

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CONCERN. CHECK ALL WHEELS AND LINES FOR L EAKS AND BRAKES. FOUND MASTER CYLINDER LEAKING INT O BOOSTER. REPLACE MASTER CYLINDER AND BOOSTER. RO AD TEST VEHICLE. 2005 A, 2005 AX, 2001 BCT

Customer Comment: INSPECT BRAKE SYSTEM INSPECT BRAKE PADS, SHOES, DRUMS, AND/OR ROTORS FOR WEAR. BRAKE PEDAL FEELS SOFT. DOES NOT STOP QUICKLY ENOU GH.

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
N	GL3Z	2140	A	CYLINDER ASY-BRK MST	*	1	74.02
Y	FL3Z	2005	A	BOOSTER ASY-POWER BR	060701	1	121.69
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

2181

From: Siddiqui, Saif (S.S.)
Sent: Monday, October 10, 2016 6:51 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) - 1FTFW1EF8GF[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** = 2485617

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	40413701
Market Derived:	F - FORD	Repair Date:	28-SEP-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	3716
Version/Series:	T/AM-150 SERIES	TIS:	2
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:	05-AUG-2016		
Production Date:	15-JUN-2016		
VIN:	1FTFW1EF8GF[redacted]		

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

Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	118.19
City:		Misc. Expense Amount:	120.00
State:		Part Markup Amount:	48.92
Country:		Material Cost:	114.77
Phone:		Total Cost Gross:	352.96

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: MASTER CYLINDER PRESSURE LEAKS DOWN VERIFIED BRAKE PEDAL GOES TO FLOOR. CHECK FLOW CHART. CHECK FOR LEAKS-NONE FOUND. CHECKED MASTER CYENDER FOR INTERNAL VALVE LEAK BLOCKED OFF STILL GOES DOWN REPLACED MASTER CYENDER BLEED RETEST OK NOW.

Customer Comment: CUSTOMER STATES THE BRAKE PEDAL GOES TO THE FLOOR,RON VERIFIED

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	96.70
2140AXQ		21.49

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	92.15
N	PM	20	*		*	2	22.62

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

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

Any comments? You can contact

webmaster

24275

From: Siddiqui, Saif (S.S.)
Sent: Monday, October 10, 2016 2:51 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) - 1FTFW1EF8GF[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.**

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

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   - 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.**
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   - 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.**

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   - **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).**
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Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
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   - Update 8D.

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   - 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** = 2485617

Vehicle Information		Claim Information	
Model Year:	2016	Document Number:	40413701
Market Derived:	F - FORD	Repair Date:	28-SEP-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	3716
Version/Series:	T/AM-150 SERIES	TIS:	2
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:	05-AUG-2016		
Production Date:	15-JUN-2016		
VIN:	1FTFW1EF8GF[redacted]		

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

Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	118.19
City:		Misc. Expense Amount:	120.00
State:		Part Markup Amount:	48.92
Country:		Material Cost:	114.77
Phone:		Total Cost Gross:	352.96

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: MASTER CYLINDER PRESSURE LEAKS DOWN VERIFIED BRAKE PEDAL GOES TO FLOOR. CHECK FLOW CHART. CHECK FOR LEAKS-NONE FOUND. CHECKED MASTER CYENDER FOR INTERNAL VALVE LEAK BLOCKED OFF STILL GOES DOWN REPLACED MASTER CYENDER BLEED RETEST OK NOW.

Customer Comment: CUSTOMER STATES THE BRAKE PEDAL GOES TO THE FLOOR,RON VERIFIED

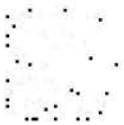
Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	96.70
2140AXQ		21.49

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N	PM	20	*		*	2	22.62

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

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

Any comments? You can contact



webmaster

24275

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Sent: Monday, October 10, 2016 6:51 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) - 1FTFW1EF8GF[redacted]

Hitachi Team,

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Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**
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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** = 2485617

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	40413701
Market Derived:	F - FORD	Repair Date:	28-SEP-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	3716
Version/Series:	T/AM-150 SERIES	TIS:	2
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:	05-AUG-2016		
Production Date:	15-JUN-2016		
VIN:	1FTFW1EF8GF[redacted]		

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

Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	118.19
City:		Misc. Expense Amount:	120.00
State:		Part Markup Amount:	48.92
Country:		Material Cost:	114.77
Phone:		Total Cost Gross:	352.96

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: MASTER CYLINDER PRESSURE LEAKS DOWN VERIFIED BRAKE PEDAL GOES TO FLOOR. CHECK FLOW CHART. CHECK FOR LEAKS-NONE FOUND. CHECKED MASTER CYENDER FOR INTERNAL VALVE LEAK BLOCKED OFF STILL GOES DOWN REPLACED MASTER CYENDER BLEED RETEST OK NOW.

Customer Comment: CUSTOMER STATES THE BRAKE PEDAL GOES TO THE FLOOR,RON VERIFIED

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	96.70
2140AXQ		21.49

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	92.15
N	PM	20	*		*	2	22.62

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

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

Any comments? You can contact

webmaster

24275

From: Siddiqui, Saif (S.S.)
Sent: Friday, August 26, 2016 3:46 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 (.); Herman, Jerome (J.A.) (jherman5@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTFW1EG1GFB[redacted]

Categories: Hitachi MC

Here is another claim prior to cutoff date. This is just an FYI.

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.
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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: **25-AUG-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2007531

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: 29-APR-2016
Production Date: 16-FEB-2016
VIN: 1FTFW1EG1GF[redacted]

Claim Information

Document Number: 40228801
Repair Date: 26-JUL-2016
Distance: 2324
TIS: 3
FCC Auth: 1
AWS Load Date: 25-AUG-2016

Dealer Information

Dealer Name: DISTRIBUIDORA DAVID FORD S.A.

Expense Information

Customer Paid Amount: .00
Deductible Amount: .00

Dealer Code:	H0G15 - *	Dealer Paid Amount:	.00
Address:	VIA TRANSISTMICA Y VIA BRASIL	Labor Cost:	45.00
City:	PANAMA CITY	Misc. Expense Amount:	.00
State:	* Zip Code:*	Part Markup Amount:	36.11
Country:	PAN Region Code: WD	Material Cost:	89.21
Phone:	(011)507-278-	Total Cost Gross:	134.21

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: WE PROCEED TO PERFORM MECHANICAL AND COMPUTERIZED INSPECTION, IT IS FOUND THAT THE BRAKE PUMP HAS NO PRESSURE, NO DTC. BRAKE PUMP HAS LOW PRESSURE WHEN BRAKING, AUTO BRAKING DOES NOT CATCH PROPERLY

Customer Comment: CUSTOMER REPORTS THAT THE CAR HAS PROBLEMS IN THE BRAKE PEDAL

Labor Op Code	Labor Op Description	Labor Op Cost
2140A		45.00

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	79.40
N	PM	1	C	BATTERY ASY	060606	2	9.81

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

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

Any comments? You can contact

webmaster

3250

From: Siddiqui, Saif (S.S.)
Sent: Friday, September 09, 2016 9:44 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: 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) - 1FTFW1EG1GF[redacted]

Categories: Hitachi MC

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, August 31, 2016 10:31 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) - 1FTFX1EF0GF[redacted]

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   - 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: **08-SEP-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2144270

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: 11-JUL-2016

Claim Information

Document Number: 8454461
Repair Date: 30-AUG-2016
Distance: 4078
TIS: 2
FCC Auth: 1
AWS Load Date: 07-SEP-2016

Production Date: 14-MAY-2016

VIN: 1FTFW1EG1GF[redacted]

Dealer Information		Expense Information	
		Customer Paid Amount:	.00
Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	263.91
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	30.93
Country:		Material Cost:	108.24
Phone:		Total Cost Gross:	372.15

Cust. Concern Code: L63 - BRAKE FLUID LEAK

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: failing brake master cylinder verified brake pedal going to the floor. checked complete brake system to ensure vehicle safety. checked all brake linings 9mm front and rear. checked all calipers and brake lines. no binding or stuck caliper pistons. no visible brake fluid leaks. removed master cylinder rear seal not leaking. found internal bypass on master cylinder. removed and replaced brake master cylinder. bled brake system. retest system passed

Customer Comment: BF- Customer States brakes weak brake pedal went to the floor twice when on the freeway.

Labor Op Code	Labor Op Description	Labor Op Cost
2001BCT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	137.69
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	103.27
2140AXQ		22.95

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	*		*	4	34.22

DTC Sections: Mil. Light On = *

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

Any comments? You can contact

webmaster

4797

From: Siddiqui, Saif (S.S.)
Sent: Friday, October 07, 2016 7:14 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) - 1FTFW1EG1GF[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: **06-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2472695

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-JUN-2016
Production Date: 18-MAY-2016
VIN: 1FTFW1EG1GF[redacted]

Claim Information

Document Number: 34742103
Repair Date: 09-AUG-2016
Distance: 5901
TIS: 3
FCC Auth: 1
AWS Load Date: 06-OCT-2016

Dealer Information

Expense Information

Customer Paid Amount: .00

Dealer Name:	YONGE-STEELES FORD LINCOLN SAL	Deductible Amount:	.00
Dealer Code:	B1444 - *	Dealer Paid Amount:	.00
Address:	7120 YONGE STREET	Labor Cost:	233.52
City:	THORNHILL	Misc. Expense Amount:	40.75
State:	ON Zip Code:L4J1V8	Part Markup Amount:	22.85
Country:	CAN Region Code: NA	Material Cost:	79.96
Phone:	(905)889-7343	Total Cost Gross:	313.48

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

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CONCERN.BRAKE PEDAL GOING TO THE FLOOR.INSPECT BRAKE SYSTEM,FND NO LEAKS.PERFORM MASTER CYLINDER BYPAS S CONDITION COMPONENT CHECK,FAILED.REPLACE MASTER CYLINDER .RD TST,CONCERN STILL EVIDENT..SEE LINE #5

Customer Comment: CUSTOMER STATES BRAKE PEDAL GOES LOW TO FLOOR

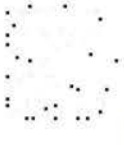
Labor Op Code	Labor Op Description	Labor Op Cost
2001BCT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	90.40
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	67.80
2140AXQ		15.07
2219D45	ABS - DIAGNOSTIC PIN POINT TEST	60.26

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
N	CPM	1	C	BATTERY ASY	060606	1	4.72
N	BRMC	254	*		060601	1	75.24
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

21044

From: Siddiqui, Saif (S.S.)
Sent: Friday, October 14, 2016 3:51 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) - 1FTFW1EG1GF[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** = 2472695

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	34742103
Market Derived:	F - FORD	Repair Date:	09-AUG-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	5901
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:	06-OCT-2016
Warranty Start Date:	10-JUN-2016		
Production Date:	18-MAY-2016		
VIN:	1FTFW1EG1GF[redacted]		

Dealer Information		**Expense Information**	
		Customer Paid Amount:	.00
Dealer Name:	YONGE-STEELES FORD LINCOLN SAL	Deductible Amount:	.00

Dealer Code:	B1444 - *	Dealer Paid Amount:	.00
Address:	7120 YONGE STREET	Labor Cost:	233.52
City:	THORNHILL	Misc. Expense Amount:	40.75
State:	ON Zip Code:L4J1V8	Part Markup Amount:	22.85
Country:	CAN Region Code: NA	Material Cost:	79.96
Phone:	(905)889-7343	Total Cost Gross:	313.48

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

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CONCERN.BRAKE PEDAL GOING TO THE FLOOR.INSPECT BRAKE SYSTEM,FND NO LEAKS.PERFORM MASTER CYLINDER BYPAS S CONDITION COMPONENT CHECK,FAILED.REPLACE MASTER CYLINDER .RD TST,CONCERN STILL EVIDENT..SEE LINE #5

Customer Comment: CUSTOMER STATES BRAKE PEDAL GOES LOW TO FLOOR

Labor Op Code	Labor Op Description	Labor Op Cost
2001BCT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	90.40
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	67.80
2140AXQ		15.07
2219D45	ABS - DIAGNOSTIC PIN POINT TEST	60.26

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
N	CPM	1	C	BATTERY ASY	060606	1	4.72
N	BRMC	254	*		060601	1	75.24
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

3883

From: Siddiqui, Saif (S.S.)
Sent: Friday, October 14, 2016 11:51 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) - 1FTFW1EG1GFC[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** = 2472695

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-JUN-2016
Production Date: 18-MAY-2016
VIN: 1FTFW1EG1GF[redacted]

Claim Information

Document Number: 34742103
Repair Date: 09-AUG-2016
Distance: 5901
TIS: 3
FCC Auth: 1
AWS Load Date: 06-OCT-2016

Dealer Information

Dealer Name: YONGE-STEELES FORD LINCOLN SAL

Expense Information

Customer Paid Amount: .00
Deductible Amount: .00

Dealer Code:	B1444 - *	Dealer Paid Amount:	.00
Address:	7120 YONGE STREET	Labor Cost:	233.52
City:	THORNHILL	Misc. Expense Amount:	40.75
State:	ON Zip Code:L4J1V8	Part Markup Amount:	22.85
Country:	CAN Region Code: NA	Material Cost:	79.96
Phone:	(905)889-7343	Total Cost Gross:	313.48

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

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CONCERN.BRAKE PEDAL GOING TO THE FLOOR.INSPECT BRAKE SYSTEM,FND NO LEAKS.PERFORM MASTER CYLINDER BYPAS S CONDITION COMPONENT CHECK,FAILED.REPLACE MASTER CYLINDER .RD TST,CONCERN STILL EVIDENT..SEE LINE #5

Customer Comment: CUSTOMER STATES BRAKE PEDAL GOES LOW TO FLOOR

Labor Op Code	Labor Op Description	Labor Op Cost
2001BCT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	90.40
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	67.80
2140AXQ		15.07
2219D45	ABS - DIAGNOSTIC PIN POINT TEST	60.26

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
N	CPM	1	C	BATTERY ASY	060606	1	4.72
N	BRMC	254	*		060601	1	75.24
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

3883

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, August 17, 2016 6:53 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) - 1FTFX1EF0GF[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** = 1908730

Vehicle Information		Claim Information	
Model Year:	2016	Document Number:	63005401
Market Derived:	F - FORD	Repair Date:	09-AUG-2016
Body/Cab Type:	T/BD - SUPER SINGLE CAB (SUPER CAB)	Distance:	2508
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:	13-MAY-2016		
Production Date:	10-APR-2016		
VIN:	1FTFX1EF0GF[redacted]		

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:	24.75
Country:		Material Cost:	86.62
Phone:		Total Cost Gross:	173.85

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. MILEAGE 2,520

Customer Comment: BRAKES SPONGY, PEDAL GOING TO THE 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	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

10785

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, August 17, 2016 2:53 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) - 1FTFX1EF0GF[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** = 1908730

Vehicle Information

Model Year:	2016
Market Derived:	F - FORD
Body/Cab Type:	T/BD - SUPER SINGLE CAB (SUPER 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:	10-APR-2016
VIN:	1FTFX1EF0GF[redacted]

Claim Information

Document Number:	63005401
Repair Date:	09-AUG-2016
Distance:	2508
TIS:	3
FCC Auth:	1
AWS Load Date:	16-AUG-2016

Dealer Information

Dealer Name:	
Dealer Code:	
Address:	

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	87.23

City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	24.75
Country:		Material Cost:	86.62
Phone:		Total Cost Gross:	173.85

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. MILEAGE 2,520

Customer Comment: BRAKES SPONGY, PEDAL GOING TO THE 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	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

10785

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, August 31, 2016 2:31 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) - 1FTFX1EF0GF[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.
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   - Extend containment into the plants if defect is found in internal sort.

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   - 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** = 2062199

Vehicle Information		Claim Information	
Model Year:	2016	Document Number:	13809601
Market Derived:	F - FORD	Repair Date:	18-AUG-2016
Body/Cab Type:	T/BD - SUPER SINGLE CAB (SUPER CAB)	Distance:	8434
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:	30-AUG-2016
Warranty Start Date:	18-JUN-2016		
Production Date:	05-MAY-2016		
VIN:	1FTFX1EF0GF[redacted]		

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

Address:		Labor Cost:	105.51
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	.00
Country:		Material Cost:	96.68
Phone:		Total Cost Gross:	202.19

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: D8 - FAILED GASKET/SEAL

Technician Comment: REMOVED MASTER CYL, REPLACED MASTER CYL BLEED SYSTEM

Customer Comment: CS VEHICLE HAS NO BRAKES

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	86.33
2140AXQ		19.18

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
N	GL3Z	2140	A	CYLINDER ASY-BRK MST	*	1	88.12
N	PM	1	*	BATTERY ASY	*	2	8.56
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

12312

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, August 31, 2016 10:31 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) - 1FTFX1EF0GF[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.

****

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When warranty claim is received, prior to part being received

1. **Review claim information.**
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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** = 2062199

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	13809601
Market Derived:	F - FORD	Repair Date:	18-AUG-2016
Body/Cab Type:	T/BD - SUPER SINGLE CAB (SUPER CAB)	Distance:	8434
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:	30-AUG-2016
Warranty Start Date:	18-JUN-2016		
Production Date:	05-MAY-2016		
VIN:	1FTFX1EF0GF[redacted]		

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

Address:		Labor Cost:	105.51
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	.00
Country:		Material Cost:	96.68
Phone:		Total Cost Gross:	202.19

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY
Condition Code: D8 - FAILED GASKET/SEAL
Technician Comment: REMOVED MASTER CYL, REPLACED MASTER CYL BLEED SYSTEM
Customer Comment: CS VEHICLE HAS NO BRAKES

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	86.33
2140AXQ		19.18

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
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N	PM	1	*	BATTERY ASY	*	2	8.56
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

12312

From: Siddiqui, Saif (S.S.)
Sent: Thursday, September 29, 2016 4:37 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) - 1FTFX1EF0GF[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.
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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-SEP-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2376113

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	30102001
Market Derived:	F - FORD	Repair Date:	06-SEP-2016
Body/Cab Type:	T/BD - SUPER SINGLE CAB (SUPER CAB)	Distance:	17
Version/Series:	T/AM-150 SERIES	TIS:	-1
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:	28-SEP-2016
Warranty Start Date:			
Production Date:	25-JUL-2016		
VIN:	1FTFX1EF0GF[redacted]		

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

Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	35.37
City:		Misc. Expense Amount:	4.60
State:		Part Markup Amount:	.00
Country:		Material Cost:	.00
Phone:		Total Cost Gross:	35.37

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: INSTALL MASTER CYLINDER, REMOVED FROM STOCK #L[redacted]R/O[redacted]

Customer Comment: INSTALL MASTER CYLINDER REMOVED & INSTALLED ON CUSTOMERS VEHICLE - STOCK #L2898 DEANGELUS CONTRACTING, R/O 300986

Labor Op Code	Labor Op Description	Labor Op Cost
MTSTOCK		35.37

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
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

3982

From: Siddiqui, Saif (S.S.)
Sent: Thursday, September 29, 2016 12:37 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Mills, Eric (E.) (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) - 1FTFX1EF0GF[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

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   - 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.**
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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.**

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

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- **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-SEP-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2376113

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BD - SUPER SINGLE CAB (SUPER 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:
Production Date: 25-JUL-2016
VIN: 1FTFX1EF0GF[redacted]

Claim Information

Document Number: 30102001
Repair Date: 06-SEP-2016
Distance: 17
TIS: -1
FCC Auth: 1
AWS Load Date: 28-SEP-2016

Dealer Information

Expense Information

Customer Paid Amount: .00

Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	35.37
City:		Misc. Expense Amount:	4.60
State:		Part Markup Amount:	.00
Country:		Material Cost:	.00
Phone:		Total Cost Gross:	35.37

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: INSTALL MASTER CYLINDER, REMOVED FROM STOCK [redacted] R/O [redacted]

Customer Comment: INSTALL MASTER CYLINDER REMOVED & INSTALLED ON CUSTOMERS VEHICLE - STOCK #L[redacted] DEANGELUS CONTRACTING, R/O [redacted]

Labor Op Code	Labor Op Description	Labor Op Cost
MTSTOCK		35.37

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
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

3982

From: Siddiqui, Saif (S.S.)
Sent: Thursday, August 25, 2016 6:01 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) - 1FTFX1EFXGF[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.

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

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

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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: **24-AUG-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1994886

Vehicle Information		Claim Information	
Model Year:	2016	Document Number:	09985451
Market Derived:	F - FORD	Repair Date:	19-AUG-2016
Body/Cab Type:	T/BD - SUPER SINGLE CAB (SUPER CAB)	Distance:	4805
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:	24-AUG-2016
Warranty Start Date:	07-JUN-2016		
Production Date:	18-MAY-2016		
VIN:	1FTFX1EFXGF[redacted]		

Dealer Information		Expense Information	
		Customer Paid Amount:	.00
Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	116.11

City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	23.55
Country:		Material Cost:	82.42
Phone:		Total Cost Gross:	198.53

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

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CONCERN ON ROAD TEST, BRAKE PEDAL WILL SINK TO FLOOR ON MODERATE PRESSURE, NO FLUID LEAK, FLUID IS FULL, HOT LINE ASSISTANCE 110688470, REPLACED MASTER CYLINDER, BLEED BRAKES, RETEST GOOD, PEDAL FEEL IS GOOD, 2140,CC42

Customer Comment: CUST STATES WHEN COMING TO A STOP THE BRAKES WILL WORK BUT THE PEDAL DROPS TO THE FLOOR. JUST STARTED TODAY. CHECK AND ADVISE.

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	95.00
2140AXQ		21.11

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
N	GL3Z	2140	A	CYLINDER ASY-BRK MST	*	1	74.02
N	PM	1	C	BATTERY ASY	*	2	8.40
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

343

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) - 1FTFX1EG1GF[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** = 2444606

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BD - SUPER SINGLE CAB (SUPER 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: 28-MAY-2016
VIN: 1FTFX1EG1GF[redacted]

Claim Information

Document Number: 293131A
Repair Date: 09-SEP-2016
Distance: 14841
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:	129.81
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	22.43
Country:		Material Cost:	78.49
Phone:		Total Cost Gross:	208.30

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: TEST DROVE 10 MILES. UNABLE TO DUPLICATE CONCERN. FOUND NORMAL BRAKING AND NORMAL BRAKING EFFORT. CHECKED FOR CODES IN BRAKE SYSTEM. NO CODES ARE PRESENT.. PERFORM BRAKE INSPECTION. FOUND 8MM OF LINING ON FRT AND REAR BRAKES. NO SIGNS OF BRAKE FLUID LEAKS. NO PROBLEM FOUND AT THIS TIME. 7128 TEST DROVE 3 MILES FOUND BRAKE PEDAL GOING TO THE FLOOR ..BROUGHT BACK INTO SHOP AND CHECKED FOR CODES FOUND NONE ..USED A BLOCK OFF PLATE TO ISOLATE MASTER CYLINDER FROM SYSTEM FOUND PEDAL STILL GOES TO FLOOR BUT IN A REDUCED RATE.. ORDERED NEW MASTER CYLINDER BECAUSE OF CUP BYPASS CONDITION ..BLEED BRAKES AND FLUSHED AFTER FOUND LOCALIZED FLUID CONTAMINATION IN REAR CALIPERS .ROAD TESTED AND FOUND SYSTEM TO BE IN FACTORY CONDITION NOW

Customer Comment: OWNER STATES BRAKE PEDAL SINKS TO THE FLOOR

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	106.21
2140AXQ		23.60

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	*	1	4.47

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

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

Any comments? You can contact

webmaster

14279

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, October 05, 2016 10:20 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) - 1FTFX1EG1GF[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** = 2444606

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BD - SUPER SINGLE CAB (SUPER 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: 28-MAY-2016
VIN: 1FTFX1EG1GF[redacted]

Claim Information

Document Number: 293131A
Repair Date: 09-SEP-2016
Distance: 14841
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:	129.81
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	22.43
Country:		Material Cost:	78.49
Phone:		Total Cost Gross:	208.30

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: TEST DROVE 10 MILES. UNABLE TO DUPLICATE CONCERN. FOUND NORMAL BRAKING AND NORMAL BRAKING EFFORT. CHECKED FOR CODES IN BRAKE SYSTEM. NO CODES ARE PRESENT.. PERFORM BRAKE INSPECTION. FOUND 8MM OF LINING ON FRT AND REAR BRAKES. NO SIGNS OF BRAKE FLUID LEAKS. NO PROBLEM FOUND AT THIS TIME. 7128 TEST DROVE 3 MILES FOUND BRAKE PEDAL GOING TO THE FLOOR ..BROUGHT BACK INTO SHOP AND CHECKED FOR CODES FOUND NONE ..USED A BLOCK OFF PLATE TO ISOLATE MASTER CYLINDER FROM SYSTEM FOUND PEDAL STILL GOES TO FLOOR BUT IN A REDUCED RATE.. ORDERED NEW MASTER CYLINDER BECAUSE OF CUP BYPASS CONDITION ..BLEED BRAKES AND FLUSHED AFTER FOUND LOCALIZED FLUID CONTAMINATION IN REAR CALIPERS .ROAD TESTED AND FOUND SYSTEM TO BE IN FACTORY CONDITION NOW

Customer Comment: OWNER STATES BRAKE PEDAL SINKS TO THE FLOOR

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	106.21
2140AXQ		23.60

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	*	1	4.47

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

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

Any comments? You can contact

webmaster

14279

From: Siddiqui, Saif (S.S.)
Sent: Thursday, April 07, 2016 3:00 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Kapanowski, Martin C (M.C.); Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com)
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) 1FTMF1E86GP[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.

**Please prepare your rep to present this ECB at the DTP 9am PIC Rm meeting. I will advise the day before it presents.
**Your rep needs to be ready to present following the standard meeting protocol:
1) State customer concern
2) Define measurement system at DTP – locations issue can be detected at DTP
3) Define the physical containment actions performed at the supplier site

****

Initial Response (within 24 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

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 745974

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BB - SINGLE CAB (REGULAR 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-JAN-2016
Production Date: 09-DEC-2015
VIN: 1FTMF1E86GF[redacted]

Claim Information

Document Number: 01650802
Repair Date: 02-MAR-2016
Distance: 931
TIS: 3
FCC Auth: 1
AWS Load Date: 30-MAR-2016

Dealer Information		Expense Information	
		Customer Paid Amount:	.00
Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	73.01
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	18.46
Country:		Material Cost:	64.61
Phone:		Total Cost Gross:	137.62

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: FOOT ON BRAKE PEDAL IT WILL JUST DROP TO THE FLOOR. CHECK AND ADVISE. AB WILL NEED MASTER CYLINDER DUE TO PEDAL LOSS THREE TIMES DURING 50 MILE TEST DRIVE. INSTALLED NEW MASTER CYLINDER. BLED SYSTEM AND TEST DROVE. FOUND ALL PROBLEMS GONE.

Customer Comment: CUSTOMER STATES BRAKE PEDAL GOES TO FLOOR INTERMITTANTLY. WHEN AT STOP LIGHT WITH FOOT ON PEDAL IT WILL SLOWLY SINK TO FLOOR. ON OCCASION WHEN THEY FIRST GET IN TRUCK AND PUT

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	73.01

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	FL3Z	2140	B	CYLINDER ASY-BRK MST 060601		1	64.61

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

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

From: Siddiqui, Saif (S.S.)
Sent: Tuesday, August 30, 2016 6:04 PM
To: Lamontagne, Daniel (D.)
Cc: Herman, Jerome (J.A.); Mills, Eric (E.); Williams, Dan (DW.)
Subject: P552 - Master Cylinder - Part Return Status

Dan,

Can you kindly check the status of the following:

Part (Item)	VIN Code	Production Date	Repair Date	Part Return Status
BRAKE MASTER CYLINDER	1FTEW1EG5GF[redacted]	11/8/2015	4/5/2016	Not Returned
BRAKE MASTER CYLINDER	1FTEW1EG3GF[redacted]	1/26/2016	5/20/2016	Not Returned
BRAKE MASTER CYLINDER	1FTEW1CGXGK[redacted]	2/4/2016	6/13/2016	Not Returned
BRAKE MASTER CYLINDER	1FTMF1CF0GK[redacted]	1/20/2016	6/15/2016	Not Returned
BRAKE MASTER CYLINDER	1FTEW1EGXGF[redacted]	1/22/2016	6/8/2016	Not Returned
BRAKE MASTER CYLINDER	1FTEW1CF2GF[redacted]	2/26/2016	7/9/2016	Not Returned
BRAKE MASTER CYLINDER	1FTEW1EF9GF[redacted]	4/8/2016	8/5/2016	Not Returned
BRAKE MASTER CYLINDER	1FTEW1EF5GK[redacted]	3/29/2016	7/22/2016	Not Returned
BRAKE MASTER CYLINDER	1FTEW1EG1GF[redacted]	1/11/2016	7/16/2016	Not Returned

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

From: Herman, Jerome (J.A.)
Sent: Friday, June 03, 2016 2:54 PM
To: Raza, Mohammed Zahid (M.Z.); McElmeel, Steven (S.M.); Kettlewell, Brian (B.); Berenjian, Karim (K.); Miller, Robin (R.)
Cc: Siddiqui, Saif (S.S.); Kosztowny, Brian (B.P.) (bkosztow@ford.com); Kapanowski, Martin C (M.C.)
Subject: P552 Master Cylinder Contamination

Team,

We're heading down the path of understanding the origin(s) of the contamination that we're finding in master cylinders from Hitachi. SQA is requesting the particle breakdown in each case.

For each component in the braking system that contacts the fluid, would it be possible to get a list of the materials?

We're also looking at this from the supplier processing side, and assembly plant evac and fill equipment side as well.

Thank you,

Jerry Herman
Chassis PVT Engineering
Dearborn Truck Plant
313-495-4389
jherman5@ford.com

From: Williams, Dan (DW.)
Sent: Thursday, September 29, 2016 8:32 PM
To: Siddiqui, Saif (S.S.); Harris, Jonathan (J.E.); Malecki, David (D.B.); Dudley, Jeff (J.A.); Milz, Kevin (K.W.); Daanyal, Shaji (.); Stuart Ray (Stuart.Ray@hitachi-automotive.us); Ralph Wagers (ralph.wagers@hitachi-automotive.us)
Cc: Szalay, Michael (M.A.); Kapanowski, Martin C (M.C.); Herman, Jerome (J.A.); Patel, Harendra (H.M.); Kosztowny, Brian (B.P.); Pierce, Warren (W.B.)
Subject: P552 Master Cylinder Warranty return parts

The master cylinder from GFB07730 that I requested back on 700 Tag # [redacted] appears to have been inadvertently returned by the dealer to Mike Zwick at KCAP on 700 Tag # [redacted] I have this part now and will be forwarding it to Berea (FedEx tracking # [redacted]. If you happen to receive a Transit exhaust gas sensor from Mall of Georgia Ford in a box with UPS Tracking # [redacted] please send it to your KCAP rep so that I can get it to the Transit team.

I looked at the part, in the state it was shipped by the dealer, and noticed two things. There was no cap on the reservoir and there were no plugs in the ports. Is it typical for you to receive parts with the cap and/or plugs missing? Would this potentially account for some of the unknown contaminates (like cardboard) that you are finding in your teardowns?

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

From: ralph.wagers@hitachi-automotive.us
Sent: Friday, September 23, 2016 8:25 AM
To: Raza, Mohammed Zahid (M.Z.)
Subject: P552 Warranty Matrix
Attachments: Fordinfo1.xlsx

Mohammed,

Attached is a copy of P552 Warranty matrix.

Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

----- Forwarded by Ralph Wagers/BER/AMS-NA on 09/23/2016 08:18 AM -----

From: Ralph Wagers/BER/AMS-NA
To: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>, "Milz, Kevin (K.W.)" <kmilz@ford.com>, "Dudley, Jeff (J.A.)" <jdudley2@ford.com>, "Malecki, David (D.B.)" <dmalecki@ford.com>, "Williams, Dan (DW.)" <dwill122@ford.com>, jharr176@ford.com,
Cc: "Christopher.Holmes@hitachi-automotive.us" <Christopher.Holmes@hitachi-automotive.us>, "Daanyal, Shaji (.)" <suddin1@ford.com>, Fred-HAPDET Schwendenmann/hapdet@HAP-US, Casey Brown/BER/AMS-NA@HAP-US
Date: 09/22/2016 05:31 PM
Subject: RE: Layered Paynter Chart

Saif & Ford Team,

Attached is Hitachi master cylinder warranty matrix and plan to eliminate back log of warranty returned parts.
Plan will be first tab visible upon opening, and other tabs are readily reviewable at your preference.

Kindest regards,
Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

From: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>,
Cc: "Daanyal, Shaji (.)" <suddin1@ford.com>, "Christopher.Holmes@hitachi-automotive.us" <Christopher.Holmes@hitachi-automotive.us>

Date: 09/22/2016 04:32 PM
Subject: RE: Layered Paynter Chart

Pls do so no later than 5:30. This is important.

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Thursday, September 22, 2016 4:31 PM
To: Siddiqui, Saif (S.S.)
Cc: Daanyal, Shaji (.); Christopher.Holmes@hitachi-automotive.us
Subject: Re: Layered Paynter Chart

Saif,

Thank you, we will begin to incorporate the use of the software as suggested.
Chris is currently working on requests from 1:00 meeting and we will be sending out aspa.
I may miss 5:00 deadline but I will get information out before leaving today/tonight.

Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

From: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>
To: "Ralph Wagers (ralph.wagers@hitachi-automotive.us)" <ralph.wagers@hitachi-automotive.us>, "Daanyal, Shaji (.)" <suddin1@ford.com>,
Date: 09/22/2016 04:08 PM
Subject: Layered Paynter Chart

Ralph,

Attached is the paynter chart that you can use for warranty and for QRs.

Thanks and Regards
Saif Shareef Siddiqui
DTP - Resident STA Engineer
Chassis & Vehicle Engineering
Cell: 313-434-4065
[attachment "QR Layered Paytner Chart proposal 6_18.xlsx" deleted by Ralph Wagers/BER/AMS-NA]

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

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immediately by return e-mail and delete the original message from your e-mail system. Thank you.
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Vin Identification	Odometer	Manufacture Date	Status	Test Plan	Teardown plan
1FETX1E83G	306	05/13/16	PENDING TEST	9/23/2016	9/24/2016
1FTFX1EF0GF	8434	5/5/2016	Pending Teardown	NA	9/24/2016
1FTEW1EF1GF	7129	04/25/16	PENDING TEST	9/23/2016	9/24/2016
1FTEW1EF7G	6026	04/19/16	PENDING TEST	9/23/2016	9/24/2016
1FTEW1CF4	270	04/18/16	PENDING TEST	9/23/2016	9/25/2016
1FEW1EG8GK	5205	04/18/16	PENDING TEST	9/23/2016	9/25/2016
1FTEW1EGXG	3102	4/14/2016	Pending Teardown	NA	9/25/2016
1FTFW1EG9G	7911	4/4/2016	Pending Test	9/26/2016	9/27/2016
1FTFW1EF7G	6655	3/31/2016	PENDING TEST	9/26/2016	9/27/2016
1FETEW1EF6G	5383	3/31/2016	Pending Test	9/26/2016	09/27/2016
1FTEW1CF2GFB	6018	02/26/16	Pending Teardown	NA	9/25/2016
1FTEW1EG2G	6129	02/21/16	PENDING TEST	9/27/2016	9/28/2016
1FTEW1EF0G	5617	02/17/16	PENDING TEST	9/27/2016	9/28/2016
1FTEW1EG2G	10062	02/16/16	PENDING TEST	9/27/2016	9/28/2016
1FTEW1EF6GK	6429	02/16/16	PENDING TEST	9/27/2016	9/29/2016
1FTEFW1EF4G	18509	02/15/16	PENDING TEST	9/27/2016	9/29/2016
1FTEW1EG4GK	2784	02/15/16	Pending Teardown	NA	9/26/2016
1FTEW1CG5G	5422	02/11/16	PENDING TEST	9/28/2016	9/29/2016
1FTEW1EF1G	3908	02/11/16	PENDING TEST	9/28/2016	9/29/2016
1FTEW1EGXG	2233	02/11/16	Pending Teardown	NA	9/26/2016
1FTEW1EG1G	7183	2/11/2016	Pending Teardown	NA	9/30/2016
1FTEW1WG0G	5111	02/10/16	PENDING TEST	9/28/2016	9/30/2016
1FTEW1EF3GF	12285	02/10/16	Pending Teardown	NA	9/30/2016
1FTFX1EG3GF	7	2/9/2016	Pending Teardown	NA	09/31/2016
1FTFW1EG8G	4870	02/09/16	Pending Teardown	NA	09/31/2016
1FTEW1EG8G	7168	02/02/16	Pending Teardown	NA	09/31/2016
1FTEX1CF4K	8660	02/01/16	PENDING TEST	9/29/2016	10/1/2016
1FTEW1EF7GK	2923	02/01/16	Pending Teardown	NA	10/1/2016
1FTEW1EF7GF	9450	1/29/2016	Pending Test	9/29/2016	10/1/2016
1FTEW1EF7GF	13012	1/28/2016	Pending Teardown	NA	10/2/2016
1FTEW1EF3GF	8042	01/28/16	Pending Teardown	NA	10/2/2016
1FTEX1CF5GK	4509	01/27/16	Pending Teardown	NA	10/2/2016
1FTEW1EG5G	5560	01/23/16	Pending Teardown	NA	10/3/2016
1FTMF1CF6GK	22328	01/23/16	Pending Teardown	NA	10/3/2016
1FETEWEG1G	3328	1/22/2016	Pending Teardown	NA	10/3/2016
1FTEW1EG6F	5275	1/22/2016	Pending Teardown	NA	10/4/2016
1FTFW1EG8G	31	1/15/16	PENDING TEST	9/29/2016	10/4/2016
1FTEW1EG1G	6778	01/14/16	Pending Teardown	NA	10/4/2016
1FTEW1CF0G	16876	12/15/15	PENDING TEST	9/29/2016	10/5/2016
1FTFW1EG7G	5615	12/14/15	PENDING TEST	9/29/2016	10/5/2016
1FTEW1EF0GF	7032	12/9/2015	Pending Teardown	NA	10/5/2016
1FTEW1EF1GF	4950	11/27/15	Pending Teardown	NA	10/6/2016
1FTEW1EFXG	7090	6/25/2016	Not Returned		
1FTEW1EG3G		not given	Not Returned		
1FTEW1EG5G	3959	04/31/2016	Not Returned		
1FTEW1CG4G		not given	Not Returned		
1FTEW1EG4G		not given	Not Returned		
1FTEW1EF5G		not given	Not Returned		
1FTFW1EF5GF		not given	Not Returned		
1FTEW1EG0G		not given	Not Returned		
1FTEW1EF1GF		not given	Not Returned		
1FTEX1E83GF		not given	Not Returned		
1FTFW1EG1G		not given	Not Returned		
1FTEW1EG8G		not given	Not Returned		
1FTEW1CG4G		not given	Not Returned		
1FTFW1EF5GF		not given	Not Returned		
1FTEW1EG0G		not given	Not Returned		
1FTFW1EG1G	4078	5/14/2016	Not Returned		
1FTEW1EF2GF	6150	4/15/2016	Not Returned		
1FTEW1EF4G	5	08/05/16	Not Returned		
1FTEX1CP4GF	6370	4/23/2016	Not Returned		
1FTEW1EF0GF	5617	2/17/2016	Not Returned		
1FTFW1EG1G	2324	2/16/2016	Not Returned		
1FTEW1EF6GF	5383	03/31/16	Not Returned		
1FTFW1EF1G	441	06/15/16	Not Returned		
1FTEW1EGXG	3567	05/06/16	Not Returned		
1FTEW1EF5G	4132	03/29/16	Not Returned		
1FTEW1EG1G	1975	01/11/16	Not Returned		
1FTMF1CF0GK	8614	01/20/16	Not Returned		
1FTEW1CF2GK	6613	01/27/16	Not Returned		
1FTEW1CGXG	4040	02/04/16	Not Returned		
1FTEW1EG3GF	2688	01/26/16	Not Returned		
1FTEW1EG5GF	5416	11/08/15	Not Returned		

From: Milz, Kevin (K.W.)
Sent: Wednesday, October 05, 2016 1:34 PM
To: Siddiqui, Saif (S.S.)
Cc: Swis, Matthew (M.J.); Milz, Kevin (K.W.); Dudley, Jeff (J.A.)
Subject: Pre-Review for Oct 12th Tech Review Meeting

Saif, thank you for setting up the meeting. Looking at you published agenda:

Agenda:

Warranty 2015 and 2016
Review Master Cylinder 6 Panel
ICA / PCA for Contamination and Damage Seals

Does the Hitachi understand that this is a pre-review of their presentation materials for the Oct 12th Technical Review Meeting?

- Hitachi Design and Manufacturing teams must be represented
- Focus to be on MY2015 and MY 2016 warranty claims
  - Tear down matrix graph, root cause binning
  - Actions completed to cut off failure modes PCA's
- Focus only on Hitachi Mfg. and Design issues
- Plan for 30 min maximum presentation and 30 minutes for technical discussion

Their 6 Panel should be updated with the latest warranty data and possibly edited to fit into the 30 minute max. allowable presentation time slot.

Regards,
Kevin Milz

North American Site STA Brakes and Pedals || cell (313) 671-0193 / e-mail: kmilz@ford.com
ONE TEAM • ONE PLAN • ONE GOAL • ONE FORD

QR Details - Production

Selected Viewpoint	Supplier Site
Selected Code	T407P
Selection Description	HITACHI AUTOMOTIVE SYSTEMS AMERICAS, INC.

QR#	QR Description	Site	Part	Plant	Total Rejects 20-Jul-2(	Total Rejects 17-Jul-2(	Impact PPM 20-Jul-201	Impact PPM 17-Jul-201	Date Opened	Date Modified
P050894	BRAKE REPAIR-SOFT	T407P	FL34_2A032_BB-CYL A	P05A-Dearborn	1	1	Y	Y	28-May-2016	21-Jun-2016
P191177	CYL ASY BRK MSTR L	T407P	FL14_2A032_AB-CYL A	P10A-Kentucky Truck	0	0	N	N	24-May-2016	24-Jun-2016
P061111	SORT REQUIRED ON ,	T407P	FL34_2A032_AC-CYL A	P06A-Kansas City	0	0	N	N	21-May-2016	16-Jun-2016
P050849	CHASSIS 2-THE MAST	T407P	FL34_2A032_AC-CYL A	P05A-Dearborn	1	1	Y	Y	20-May-2016	13-Jun-2016
P050782	UNIT FAILED AT BRAK	T407P	FL34_2A032_AC-CYL A	P05A-Dearborn	1	1	Y	Y	9-May-2016	1-Jun-2016
P050564	BRAKE REPAIR-SUSP	T407P	FL34_2A032_AC-CYL A	P05A-Dearborn	1	1	Y	Y	31-Mar-2016	2-May-2016
P190542	#FL14-2A032-AB (CYL	T407P	FL14_2A032_AB-CYL A	P10A-Kentucky Truck	0	0	N	N	7-Mar-2016	8-Apr-2016
P060517	PRO-ACTIVE CONTAIN	T407P	FL34_2A032_AC-CYL A	P06A-Kansas City	0	0	N	N	6-Mar-2016	19-Apr-2016
P050411	SUSPECT DEFECTIVE	T407P	FL34_2A032_AC-CYL A	P05A-Dearborn	10	10	Y	Y	4-Mar-2016	22-Apr-2016
P050181	NOTIFIED OF AN ISSU	T407P	FL34_2A032_BB-CYL A	P05A-Dearborn	0	0	N	N	28-Jan-2016	23-Feb-2016
P060186	FL34-2A032-AC MASTE	T407P	FL34_2A032_AC-CYL A	P06A-Kansas City	1	1	Y	Y	27-Jan-2016	4-Mar-2016
P060020	FL34-2A032-AC MASTE	T407P	FL34_2A032_AC-CYL A	P06A-Kansas City	3	3	Y	Y	6-Jan-2016	28-Jan-2016
O192651	#FL14-2A032-AB (CYL	T407P	FL14_2A032_AB-CYL A	P10A-Kentucky Truck	5	5	Y	Y	30-Oct-2015	22-Dec-2015
O052080	CHASSIS 2-BRAKE FL	T407P	FL34_2A032_BB-CYL A	P05A-Dearborn	1	1	Y	Y	17-Oct-2015	13-Nov-2015
O051943	REPEAQT CONCERN:	T407P	FL34_2A032_BB-CYL A	P05A-Dearborn	2	2	Y	Y	30-Sep-2015	27-Oct-2015
O192393	HITACHI AUTOMOTIVE	T407P	FL14_2A032_AB-CYL A	P10A-Kentucky Truck	1	1	Y	Y	29-Sep-2015	6-Nov-2015
O051918	REPEAT CONCERN BI	T407P	FL34_2A032_AC-CYL A	P05A-Dearborn	1	1	Y	Y	28-Sep-2015	27-Oct-2015
O051795	CHASSIS CALLED ON	T407P	FL34_2A032_BB-CYL A	P05A-Dearborn	6	6	Y	Y	14-Sep-2015	8-Oct-2015
O040465	WE RECEIVED ONE C	T407P	9C24_2A032_FB-CYL A	P04A-Ohio Truck	1	1	Y	Y	27-Aug-2015	18-Apr-2016
O061789	PARTS HAVE THE WF	T407P	FL34_2A032_BB-CYL A	P06A-Kansas City	1	1	Y	Y	11-Aug-2015	10-Sep-2015
O051439	CALLED TO BREAK RI	T407P	FL34_2A032_BB-CYL A	P05A-Dearborn	1	1	Y	Y	28-Jul-2015	24-Aug-2015
O061630	STOP SHIP SAQ20153	T407P	FL34_2A032_AC-CYL A	P06A-Kansas City	1	1	Y	Y	22-Jul-2015	24-Sep-2015
O191639	HITACHI AUTOMOTIVE	T407P	FL14_2A032_AA-CYL A	P10A-Kentucky Truck	0	0	N	N	21-Jul-2015	14-Aug-2015
O051366	BRAKE REPAIR-MAST	T407P	FL34_2A032_AC-CYL A	P05A-Dearborn	7	7	Y	Y	19-Jul-2015	9-Sep-2015
O051310	BRAKE REPAIR MAST	T407P	FL34_2A032_AC-CYL A	P05A-Dearborn	1	1	Y	Y	10-Jul-2015	11-Aug-2015
O051257	CALLED TO BREAK RI	T407P	FL34_2A032_AC-CYL A	P05A-Dearborn	1	1	Y	Y	24-Jun-2015	17-Jul-2015
O061392	VEHICLE VIN FKD823	T407P	FL34_2A032_AC-CYL A	P06A-Kansas City	2	2	Y	Y	13-Jun-2015	30-Jul-2015

From: Britton, Eric (E.J.)
Sent: Monday, March 07, 2016 7:43 AM
To: Kapanowski, Martin C (M.C.); Nolte, Angela (A.); Page, Kimberly (K.A.)
Cc: Raza, Mohammed Zahid (M.Z.)
Subject: RE: 2013-2015 F-150 Master Cylinder leak into Booster

It's all 3.5L Ecoboost. AWS had a different engine description for 2013 and 2014 Ecoboost, confusing.

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

From: Kapanowski, Martin C (M.C.)
Sent: Sunday, March 06, 2016 2:16 PM
To: Britton, Eric (E.J.); Nolte, Angela (A.); Page, Kimberly (K.A.)
Cc: Raza, Mohammed Zahid (M.Z.)
Subject: RE: 2013-2015 F-150 Master Cylinder leak into Booster

I was doing some graphs of my own using the document you sent, and noticed that the powertrains in this document are confusing. For 13 and 14, the most-affected engine is called a 3.5L TIVCT.
However there was no 3.5L TIVCT in 2013/14. There was a 3.7L TIVCT, a 3.5L GTDI, a 5.0L and a 6.2L.

Please help me understand this! If the most-affected engine is really the TIVCT (3**.7**L) then it does not have a vacuum pump and that changes all the studies and root cause analyses that are going on.
If it is really the 3.5L GTDI then why does AWS call it 3.5L TIVCT?
<< File: Copy of 2.27.16 Symptom Class of A A1 and A2 records -02292016 Hitachi.xlsx >>

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

From: Page, Kimberly (K.A.)
Sent: Wednesday, February 03, 2016 1:02 PM
To: Britton, Eric (E.J.)
Subject: 2013-2015 F-150 Master Cylinder leak into Booster

Eric,

Attached is a file with the records I classified as A, A1, or A2 based on customer comments. There is also a tab with the symptom class definitions. Please pass this along to the appropriate people. Thanks!

<< File: Symptom Class of A, A1, and A2 records.xlsx >>

Kim Page

Concern Analyst, Automotive Safety Office

From: Page, Kimberly (K.A.)
Sent: Monday, March 07, 2016 7:58 AM
To: Kapanowski, Martin C (M.C.)
Cc: Raza, Mohammed Zahid (M.Z.); Britton, Eric (E.J.); Nolte, Angela (A.); Jones, Rick (W.P.)
Subject: RE: 2013-2015 F-150 Master Cylinder leak into Booster

Attached is a document with the engine descriptions for the F-150, 2011-2015 MY's. The descriptions are very confusing, because when the 3.5L EcoBoost was launched in 2011, the description was 3.5L V6 DOHC TIVCT. It stayed that way until 2015MY, when a 3.5L Flex Fuel vehicle was introduced, then the EcoBoost became 3.5L V6 GTDI, which is more logical. Hope this helps.

I will also work on getting the volumes and R/1000 by state, and send that to you as soon as I have it.



Kim Page
Concern Analyst, Automotive Safety Office

From: Britton, Eric (E.J.)
Sent: Monday, March 07, 2016 7:43 AM
To: Kapanowski, Martin C (M.C.); Nolte, Angela (A.); Page, Kimberly (K.A.)
Cc: Raza, Mohammed Zahid (M.Z.)
Subject: RE: 2013-2015 F-150 Master Cylinder leak into Booster

It's all 3.5L Ecoboost. AWS had a different engine description for 2013 and 2014 Ecoboost, confusing.

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

From: Kapanowski, Martin C (M.C.)
Sent: Sunday, March 06, 2016 2:16 PM
To: Britton, Eric (E.J.); Nolte, Angela (A.); Page, Kimberly (K.A.)
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<< File: Copy of 2.27.16 Symptom Class of A A1 and A2 records -02292016 Hitachi.xlsx >>

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

From: Page, Kimberly (K.A.)
Sent: Wednesday, February 03, 2016 1:02 PM
To: Britton, Eric (E.J.)
Subject: 2013-2015 F-150 Master Cylinder leak into Booster

Eric,

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<< File: Symptom Class of A, A1, and A2 records.xlsx >>

Kim Page
Concern Analyst, Automotive Safety Office

Engines highlighted in Red are the 3.5L EcoBoost Engine

2011 MY

ENGINES

6	6.2L 16V SFI OHC VCT NA V8 GAS	EN R4
F	MOD 5.0L-4V DOHC SEFI NA	EN MF
	FLEX FUEL ETHANOL	GBVAK
M	3.7L 4V-DAMB PFI V6 NA GAS	EN RM
	FLEX FUEL ETHANOL	GBVAK
T	3.5L V6 GAS DOHC TIVCT	EN KW

2012 MY

6	6.2L 16V SFI OHC VCT NA V8 GAS	EN R4
F	MOD 5.0L-4V DOHC SEFI NA	EN MF
	FLEX FUEL ETHANOL	GBVAK
M	3.7L 4V-DAMB PFI V6 NA GAS	EN RM
	FLEX FUEL ETHANOL	GBVAK
T	3.5L V6 GAS DOHC TIVCT	EN KW

2013 MY

ENGINES

6	6.2L 16V SFI OHC VCT NA V8 GAS	EN R4
F	MOD 5.0L-4V DOHC SEFI NA	EN MF
	FLEX FUEL ETHANOL	GBVAK
M	3.7L 4V-DAMB PFI V6 NA GAS	EN RM
	FLEX FUEL ETHANOL	GBVAK
T	3.5L V6 GAS DOHC TIVCT	EN KW

2014 MY

ENGINES

6	6.2L 16V SFI OHC VCT NA V8 GAS	EN R4
F	MOD 5.0L-4V DOHC SEFI NA	EN MF

	FLEX FUEL ETHANOL		GBVAK
M	3.7L 4V-DAMB PFI V6 NA GAS		EN RM
	FLEX FUEL ETHANOL		GBVAK
T	3.5L V6 GAS DOHC TIVCT		EN KW

2015 MY

8	3.5L V6 CYCLONE TIVCT		EN KX
	FLEX FUEL ETHANOL		GBVAK
F	MOD 5.0L-4V DOHC SEFI NA		EN MF
	FLEX FUEL ETHANOL		GBVAK
G	3.5L V6 GTDI	EN UR	
P	2.7L DOHC 4V DI GT V6 GAS~		EN WQ

From: Stuart.Ray@hitachi-automotive.us
Sent: Thursday, June 23, 2016 4:00 PM
To: Siddiqui, Saif (S.S.)
Cc: ralph.wagers@hitachi-automotive.us; Daanyal, Shaji (.)
Subject: RE: 2016 P552 Warranty Matrix.xlsx

Thank you, sir.

Sincerely,
Stuart A. Ray
QE - Master Cylinder Assy
Hitachi Automotive Systems Americas, Inc.
859-734-9451 Ext.6311

From: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>
To: "Stuart.Ray@hitachi-automotive.us" <Stuart.Ray@hitachi-automotive.us>,
Cc: "Daanyal, Shaji (.)" <suddin1@ford.com>, "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>
Date: 06/23/2016 03:56 PM
Subject: RE: 2016 P552 Warranty Matrix.xlsx

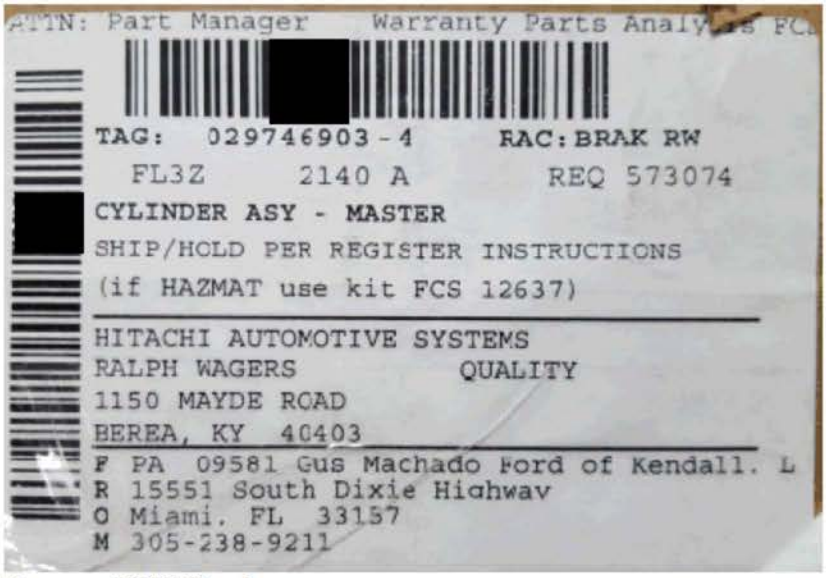
Kindly see attached claims right under their respective tags.

Saif

From: Stuart.Ray@hitachi-automotive.us [mailto:Stuart.Ray@hitachi-automotive.us]
Sent: Thursday, June 23, 2016 11:53 AM
To: Siddiqui, Saif (S.S.)
Cc: Daanyal, Shaji (.); ralph.wagers@hitachi-automotive.us
Subject: Fw: 2016 P552 Warranty Matrix.xlsx

Saif,

These two heavy duty MCAs (FL34-2A032-AC) were returned from the same dealer with no paperwork. Is there anyway you can track down the dealer report for them, from the tags below?



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

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key =** 1273433

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	138770B
Market Derived:	F - FORD	Repair Date:	25-MAY-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	5173
Version/Series:	T/AM-150 SERIES	TIS:	2
Drive Type:	T/B-2 WHL L/H REAR DRIVE	FCC Auth:	1
Vehicle Line:	T/FC-P552 F150 [15-17]	AWS Load Date:	07-JUN-2016
Warranty Start Date:	29-MAR-2016		
Production Date:	01-FEB-2016		
VIN:	1FTEW1CF0GK [redacted]		
Dealer Information		**Expense Information**	
		Customer Paid Amount:	.00
Dealer Name:	GUS MACHADO FORD OF KENDALL, L	Deductible Amount:	.00
Dealer Code:	09581 - *	Dealer Paid Amount:	.00
Address:	15551 SOUTH DIXIE HIGHWAY	Labor Cost:	111.44
City:	MIAMI	Misc. Expense Amount:	.00
State:	FL Zip Code:33157	Part Markup Amount:	.00
Country:	USA Region Code: NA	Material Cost:	110.06

Phone: (305)238-9211	Total Cost Gross:	221.50

RAKE PEDAL SPONGY

ROSITY

BRAKE PEDAL GOES TO THE FLOOR AT TIMES, CHECK FOR ANY POSSIBLE BRAKE FLUID LEAK NO LEAK, RE
DER BY PASSING INTERNALLY, BLEED BRAKES ROAD TEST OK

MER STATES VEHICLE BRAKE PEDAL WILL GO TO THE FLOOR AT TIMES

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	91.18
2140AXQ		20.26

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	89.70
N	PM	20	*		000057	2	20.36

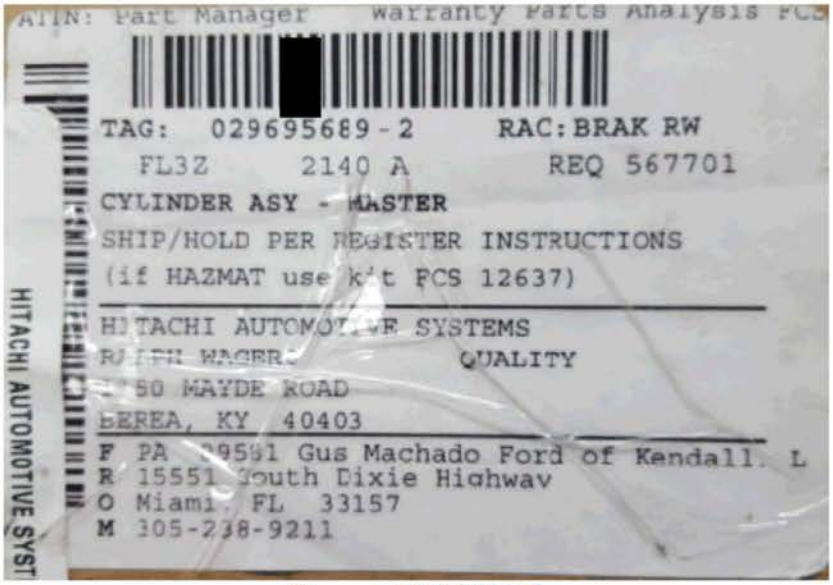
DTC Sections:		Mil. Light On = *

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

Any comments? You can contact

webmaster

47075



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

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1142373

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	138333B
Market Derived:	F - FORD	Repair Date:	18-MAY-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	8400
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-MAY-2016
Warranty Start Date:	28-FEB-2016		
Production Date:	21-JAN-2016		
VIN:	1FTFW1EG7GF [redacted]		
Dealer Information		**Expense Information**	
		Customer Paid Amount:	.00
Dealer Name:	GUS MACHADO FORD OF KENDALL, L	Deductible Amount:	.00
Dealer Code:	09581 - *	Dealer Paid Amount:	.00
Address:	15551 SOUTH DIXIE HIGHWAY	Labor Cost:	111.44
City:	MIAMI	Misc. Expense Amount:	.00
State:	FL Zip Code: 33157	Part Markup Amount:	.00

Country:	USA Region Code: NA	Material Cost:	110.06
Phone:	(305)238-9211	Total Cost Gross:	221.50

KE PEDAL SPONGY

SITY

RAKE PEDAL FALLS SLOWLY TO FLOOR WHEN DEPRESSED. VEHICLE HAS NO EXTERNAL LEAKS. REMOVED
ND INSTALLED PLUG. TESTED VEHICLE BRAKE PEDAL, FALLS SLOWLY. DETERMINED THAT MASTER IS LEA
MASTER AND PERFORMED PRESSURE BLEED ON BRAKE SYSTEM. PERFORMED ABS BLEED AND ROAD TEST
PERATES N ORMAL.

R STATES BRAKE PEDAL WILL GO TO THE FLOOR ON A GRADUALLY STOP

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	91.18
2140AXQ		20.26

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	89.70
N	PM	20	*		000057	2	20.36

DTC Sections:	Mil. Light On =

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

Any comments? You can contact

webmaster

47082

Sincerely,
Stuart A. Ray
QE - Master Cylinder Assy
Hitachi Automotive Systems Americas, Inc.
859-734-9451 Ext.6311

----- Forwarded by Stuart Ray/BER/AMS-NA on 06/23/2016 11:46 AM -----

From: Stuart Ray/BER/AMS-NA
To: Stuart Ray/BER/AMS-NA@HAP-US,
Cc: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>, "Kosztowny, Brian (B.P.)" <bkosztow@ford.com>, "Williams, Dan (DW.)" <dwill122@ford.com>, "Mills, Eric (E.)" <emills21@ford.com>, "Herman, Jerome (J.A.)" <JHERMAN5@ford.com>, "Raza, Mohammed Zahid (M.Z.)" <mraza5@ford.com>, Ralph Wagers/BER/AMS-NA@HAP-US, "Daanyal, Shaji (.)" <suddin1@ford.com>, "Pierce, Warren (W.B.)" <wpierce@ford.com>
Date: 06/21/2016 10:22 AM
Subject: Re: 2016 P552 Warranty Matrix.xlsx

Attached is the matrix for today's meeting.

Sincerely,
Stuart A. Ray
QE - Master Cylinder Assy
Hitachi Automotive Systems Americas, Inc.
859-734-9451 Ext.6311

From: Stuart Ray/BER/AMS-NA
To: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>,
Cc: "Kosztowny, Brian (B.P.)" <bkosztow@ford.com>, "Williams, Dan (DW.)" <dwill122@ford.com>, "Mills, Eric (E.)" <emills21@ford.com>, "Herman, Jerome (J.A.)" <JHERMAN5@ford.com>, "Raza, Mohammed Zahid (M.Z.)" <mraza5@ford.com>, Ralph Wagers/BER/AMS-NA@HAP-US, "Daanyal, Shaji (.)" <suddin1@ford.com>, "Pierce, Warren (W.B.)" <wpierce@ford.com>
Date: 06/14/2016 10:08 AM
Subject: Re: 2016 P552 Warranty Matrix.xlsx

Attached is the matrix for today's meeting.

Sincerely,
Stuart A. Ray
QE - Master Cylinder Assy
Hitachi Automotive Systems Americas, Inc.
859-734-9451 Ext.6311

[attachment "2016 P552 Warranty Matrix.xlsx" deleted by Stuart Ray/BER/AMS-NA]

From: Stuart Ray/BER/AMS-NA
To: "Kosztowny, Brian (B.P.)" <bkosztow@ford.com>, "Williams, Dan (DW.)" <dwill122@ford.com>, "Mills, Eric (E.)" <emills21@ford.com>, "Herman, Jerome (J.A.)" <JHERMAN5@ford.com>, "Raza, Mohammed Zahid (M.Z.)" <mraza5@ford.com>, Ralph Wagers/BER/AMS-NA@HAP-US, "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>, "Daanyal, Shaji (.)" <suddin1@ford.com>, "Pierce, Warren (W.B.)" <wpierce@ford.com>,
Date: 05/17/2016 10:17 AM
Subject: Re: 2016 P552 Warranty Matrix.xlsx

Attached is the matrix for today's meeting.

Sincerely,
Stuart A. Ray
QE - Master Cylinder Assy
Hitachi Automotive Systems Americas, Inc.
859-734-9451 Ext.6311
[attachment "2016 P552 Warranty Matrix.xlsx" deleted by Stuart Ray/BER/AMS-NA]

From: Stuart Ray/BER/AMS-NA
To: "Kosztowny, Brian (B.P.)" <bkosztow@ford.com>, "Williams, Dan (DW.)" <dwill122@ford.com>, "Mills, Eric (E.)" <emills21@ford.com>, "Herman, Jerome (J.A.)" <JHERMAN5@ford.com>, "Raza, Mohammed Zahid (M.Z.)" <mraza5@ford.com>, Ralph Wagers/BER/AMS-NA@HAP-US, "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>, "Daanyal, Shaji (.)" <suddin1@ford.com>, "Pierce, Warren (W.B.)" <wpierce@ford.com>,
Date: 05/10/2016 10:47 AM
Subject: Re: 2016 P552 Warranty Matrix.xlsx

Attached is the matrix for today's meeting.

Sincerely,
Stuart A. Ray
QE - Master Cylinder Assy
Hitachi Automotive Systems Americas, Inc.
859-734-9451 Ext.6311
[attachment "2016 P552 Warranty Matrix.xlsx" deleted by Stuart Ray/BER/AMS-NA]

From: Stuart Ray/BER/AMS-NA
To: "Kosztowny, Brian (B.P.)" <bkosztow@ford.com>, "Williams, Dan (DW.)" <dwill122@ford.com>, "Mills, Eric (E.)" <emills21@ford.com>, "Herman, Jerome (J.A.)" <JHERMAN5@ford.com>, "Raza, Mohammed Zahid (M.Z.)" <mraza5@ford.com>, Ralph Wagers/BER/AMS-NA@HAP-US, "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>, "Daanyal, Shaji (.)" <suddin1@ford.com>, "Pierce, Warren (W.B.)" <wpierce@ford.com>,
Date: 05/03/2016 10:01 AM
Subject: Re: 2016 P552 Warranty Matrix.xlsx

Attached is the warranty matrix for today's meeting.

Sincerely,
Stuart A. Ray
QE - Master Cylinder Assy
Hitachi Automotive Systems Americas, Inc.
859-734-9451 Ext.6311

[attachment "2016 P552 Warranty Matrix.xlsx" deleted by Stuart Ray/BER/AMS-NA]

From: Stuart Ray/BER/AMS-NA
To: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>, "Williams, Dan (DW.)" <dwill122@ford.com>, "Mills, Eric (E.)" <emills21@ford.com>, "Herman, Jerome (J.A.)" <JHERMAN5@ford.com>, "Kosztowny, Brian (B.P.)" <bkosztow@ford.com>, "Pierce, Warren (W.B.)" <wpierce@ford.com>, "Daanyal, Shaji (.)" <suddin1@ford.com>, "Raza, Mohammed Zahid (M.Z.)" <mraza5@ford.com>,
Cc: Ralph Wagers/BER/AMS-NA@HAP-US
Date: 04/26/2016 10:30 AM
Subject: 2016 P552 Warranty Matrix.xlsx

Attached is the P552 matrix.

Sincerely,
Stuart A. Ray
QE - Master Cylinder Assy
Hitachi Automotive Systems Americas, Inc.
859-734-9451 Ext.6311

[attachment "2016 P552 Warranty Matrix.xlsx" deleted by Stuart Ray/BER/AMS-NA]

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From: ralph.wagers@hitachi-automotive.us
Sent: Wednesday, October 05, 2016 12:58 PM
To: Siddiqui, Saif (S.S.)
Cc: Steve.Wall@hitachi-automotive.us
Subject: Re: Contacts

Categories: Hitachi MC

Saif,

Steve Wall is Production Engineer for master cylinder assembly.
He is attached to this email.

Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

From: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>,
Date: 10/05/2016 12:25 PM
Subject: Contacts

Ralph,

Can you send me the email addresses for your manufacturing engineer. I am setting up a meeting for Monday to go through the 6 panel, ICA and PCAs and warranty claims. We have a high level meeting on Wednesday and will need to do a tech deep dive in to issues.

Saif

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Wednesday, October 05, 2016 10:56 AM
To: Milz, Kevin (K.W.)
Cc: Alejandro.Rojas@hitachi-automotive.us; Casey.Brown@hitachi-automotive.us; Christopher.Holmes@hitachi-automotive.us; Williams, Dan (DW.); Mills, Eric (E.); Fred.Schwendenmann@hitachi-automotive.us; Dudley, Jeff (J.A.); Harris, Jonathan (J.E.); Kapanowski, Martin C (M.C.); Raza, Mohammed Zahid (M.Z.); sgranfors1953@hotmail.com; Siddiqui, Saif (S.S.); Daanyal, Shaji (.)
Subject: RE: Updated Matrix

All,

Attached is P552 Warranty Matrix per request.

Best regards,
Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

From: "Milz, Kevin (K.W.)" <kmilz@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>, "Harris, Jonathan (J.E.)" <jharr176@ford.com>, "Williams, Dan (DW.)" <dwill122@ford.com>, "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>, "Mills, Eric (E.)" <emills21@ford.com>,
Cc: "Daanyal, Shaji (.)" <suddin1@ford.com>, "Fred.Schwendenmann@hitachi-automotive.us" <Fred.Schwendenmann@hitachi-automotive.us>, "Casey.Brown@hitachi-automotive.us" <Casey.Brown@hitachi-automotive.us>, "Christopher.Holmes@hitachi-automotive.us" <Christopher.Holmes@hitachi-automotive.us>, "Alejandro.Rojas@hitachi-automotive.us" <Alejandro.Rojas@hitachi-automotive.us>, "sgranfors1953@hotmail.com" <sgranfors1953@hotmail.com>, "Kapanowski, Martin C (M.C.)" <mkapanow@ford.com>, "Dudley, Jeff (J.A.)" <jdudley2@ford.com>, "Raza, Mohammed Zahid (M.Z.)" <mraza5@ford.com>
Date: 10/05/2016 10:29 AM
Subject: RE: Updated Matrix

Ralph, two items that I need you immediate assistance with:

1. We need the updated matrix sent daily. Even if for some reason there were no additional teardowns we need the matrix daily.
2. The distribution list needs to be expanded to include Jeff, Marty and Mohammed, all .cc'd.

Please send today's update prior to 11:00 am EST to support an internal Ford Motor Company meeting I have. Thanks.

Regards,
Kevin Milz

North American Site STA Brakes and Pedals || cell (313) 671-0193 / e-mail: kmilz@ford.com
ONE TEAM • ONE PLAN • ONE GOAL • **ONE FORD**

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Monday, October 03, 2016 6:47 PM
To: Harris, Jonathan (J.E.); Williams, Dan (DW.); Siddiqui, Saif (S.S.); Mills, Eric (E.)
Cc: Daanyal, Shaji (.); Milz, Kevin (K.W.); Fred.Schwendenmann@hitachi-automotive.us; Casey.Brown@hitachi-automotive.us; Christopher.Holmes@hitachi-automotive.us; Alejandro.Rojas@hitachi-automotive.us; sgranfors1953@hotmail.com
Subject: Updated Matrix

Ford team,

Attached is updated matrix.
Six received master cylinders remain to be tested and/or reported.
Since P552 launch 44 master cylinders have not been received.
Of the 44 not received I would like to remove from matrix thos older than 3 months.
Of course, if there is any objection I will leave in.

Kindest regards,
Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

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From: Milz, Kevin (K.W.)
Sent: Thursday, May 12, 2016 10:07 AM
To: Kapanowski, Martin C (M.C.)
Cc: Swis, Matthew (M.J.)
Subject: RE: F150 Master Cylinder Data

Alright Marty, Matt and I looked at the data and compared Berea, KY MCM#3 to Berea, KY MCA#4. We did so over the high spike period 9/13 to 1/14. Based on the data provided we are not able to distinguish between MCM#3 and MCM #4.

Power and sample size in really irrelevant in our analysis since the sample size is static, there were only so many bodies machined in the production months. However, that being said if we double the number of confirmed occurrences from 160 to 320 and the relative distribution of the occurrences was the same then there may be enough data to draw statistically significant conclusions regarding differences between MCM#3 and MCM#4.

If there are additional occurrences they should be categorized and included on the MCM distribution chart.

Regards,
Kevin Milz

North American Site STA Brakes and Pedals || cell (313) 671-0193 / e-mail: kmilz@ford.com
ONE TEAM • ONE PLAN • ONE GOAL • ONE FORD

From: Milz, Kevin (K.W.)
Sent: Thursday, May 12, 2016 8:23 AM
To: Swis, Matthew (M.J.)
Cc: Kapanowski, Martin C (M.C.)
Subject: F150 Master Cylinder Data

Matt, can you give me a call when you get back to your desk. When we looked at the data for the Hitachi master cylinder data we compared Berea data to Yamanashi data. If the raw data is on your desk still, can we look at the data of the Berea line 3 vs. Berea line 4 data. Thanks.

Regards,
Kevin Milz

North American Site STA Brakes and Pedals || cell (313) 671-0193 / e-mail: kmilz@ford.com
ONE TEAM • ONE PLAN • ONE GOAL • ONE FORD

From: ralph.wagers@hitachi-automotive.us
Sent: Monday, March 14, 2016 2:34 PM
To: Siddiqui, Saif (S.S.)
Cc: Daanyal, Shaji (.)
Subject: RE: FW: 2016 P552 Warranty Matrix.xlsx

Saif,

The particle counting microscope was installed last Thursday.
Motors were on back order from Germany which caused major delay to installation.

Master cylinders shipped today to all plants would be first complete shipments.
Containers were not identified because tis is related to improving our established process.

If I may be of further assistance please do not hesitate to contact me.

Kindest regards,
Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

From: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>,
Cc: "Daanyal, Shaji (.)" <suddin1@ford.com>
Date: 03/14/2016 01:58 PM
Subject: RE: FW: 2016 P552 Warranty Matrix.xlsx

Ralph,
I will appreciate if I can get the answers to the email below by COB today.

Thanks
Saif

From: Siddiqui, Saif (S.S.)
Sent: Monday, March 14, 2016 11:45 AM
To: 'ralph.wagers@hitachi-automotive.us'
Subject: RE: FW: 2016 P552 Warranty Matrix.xlsx

Ralph,

In regards to the contamination issue, I understand that there are some on-going improvement being done at your plant, however, if you can confirm the date of PCA implemented so we have some clean point establish at our end. From the list that of PCA items it seems that item #5 Particle counting microscope should have been in place by now. Kindly confirm. Also need to know when DTP start getting parts from this process and if the container is tagged?

Thanks and Regards
Saif

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Wednesday, March 09, 2016 4:52 PM
To: Siddiqui, Saif (S.S.)
Subject: Re: FW: 2016 P552 Warranty Matrix.xlsx

Saif,

Please see attached file. If this is inadequate please let me know.

Kindest regards,
Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

From: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>
To: "Ralph Wagers (ralph.wagers@hitachi-automotive.us)" <ralph.wagers@hitachi-automotive.us>,
Date: 03/09/2016 03:57 PM
Subject: FW: 2016 P552 Warranty Matrix.xlsx

Root Cause	
ICA Status	
PCA Status	
Next Steps	

Thanks
Saif

your e-mail system. Thank you.

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From: ralph.wagers@hitachi-automotive.us
Sent: Wednesday, September 28, 2016 4:08 PM
To: Harris, Jonathan (J.E.)
Cc: Siddiqui, Saif (S.S.); Daanyal, Shaji (.)
Subject: Re: FW: Hitachi Master Cylinder - Clean Points

Categories: Hitachi MC

Jonathan,

What exactly can I provide to assist?
Please let me know and I will do my best to accommodate.

Kindest regards,
Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

From: "Harris, Jonathan (J.E.)" <jharr176@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>,
Cc: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>, "Harris, Jonathan (J.E.)" <jharr176@ford.com>
Date: 09/28/2016 02:01 PM
Subject: FW: Hitachi Master Cylinder - Clean Points

Can you assist?

Thanks,

Jonathan

From: Williams, Dan (DW.)
Sent: Wednesday, September 28, 2016 12:28 PM
To: Siddiqui, Saif (S.S.); Daanyal, Shaji (.); Dudley, Jeff (J.A.); Harris, Jonathan (J.E.)
Cc: Kosztowny, Brian (B.P.); Herman, Jerome (J.A.); Mills, Eric (E.)
Subject: RE: Hitachi Master Cylinder - Clean Points

Please provide the BSAQ projects associated with those actions and dates, so that we can link them appropriately.

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

FAX: 816-459-1970

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, September 28, 2016 11:36 AM
To: Kosztowny, Brian (B.P.); Herman, Jerome (J.A.); Mills, Eric (E.); Harris, Jonathan (J.E.); Williams, Dan (DW.)
Cc: Daanyal, Shaji (.); Dudley, Jeff (J.A.)
Subject: Hitachi Master Cylinder - Clean Points

Team,

Here are the clean point dates at Hitachi. Estimated clean point at Ford plants is 8 days from Hitachi production date.

Contamination – May 3, 2016
Cup Damaged – Aug 13, 2016
Scratched Piston – July 1, 2016

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

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From: Kapanowski, Martin C (M.C.)
Sent: Tuesday, September 27, 2016 2:36 PM
To: Siddiqui, Saif (S.S.)
Subject: RE: Hitachi - Master Cylinder 6 Panel

Categories: Hitachi MC

Thanks, but this is not what was presented yesterday. There were multiple pie charts, with more detailed breakdowns than the single pie chart in the attached document. Please send the other document. Thank you.

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

From: Siddiqui, Saif (S.S.)
Sent: Tuesday, September 27, 2016 12:23 PM
To: Kapanowski, Martin C (M.C.)
Subject: RE: Hitachi - Master Cylinder 6 Panel

Kindly see attached,

Regards
Saif

From: Kapanowski, Martin C (M.C.)
Sent: Tuesday, September 27, 2016 12:03 PM
To: Siddiqui, Saif (S.S.)
Subject: RE: Hitachi - Master Cylinder 6 Panel

Saif, please send me the presentation material from yesterday, which includes the pie charts showing what has been received, analyzed, NTF, etc. Thank you.

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

From: Siddiqui, Saif (S.S.)
Sent: Thursday, September 22, 2016 10:57 AM
To: Herman, Jerome (J.A.); Dudley, Jeff (J.A.); Kosztowny, Brian (B.P.); Stoeckle, Michael (M.E.); Mills, Eric (E.); Williams, Dan (DW.); Milz, Kevin (K.W.); Fisher, John (J.W.); Daanyal, Shaji (.); Kapanowski, Martin C (M.C.); Berenjian, Karim (K.); Raza, Mohammed Zahid (M.Z.); Miller, Robin (R.); Kettlewell, Brian (B.); McElmeel, Steven (S.M.); Fateh, Haiyan (H.Z.)
Subject: Hitachi - Master Cylinder 6 Panel

Team,

Attached is the 6 Panel from Hitachi that was presented at VRT Report out on Tuesday Sep 20th.

Regards
Saif Shareef Siddiqui

RQ16-001 000690 ER

DTP - Resident STA Engineer
Chassis & Vehicle Engineering
Cell: 313-434-4065

From: Daanyal, Shaji (.)
Sent: Thursday, February 11, 2016 9:55 AM
To: Siddiqui, Saif (S.S.)
Subject: RE: Hitachi - P552 Master Cylinders - Warranty & Concerns/ Matrix & 8D Review

Saif,
I am in Berea, KY visiting Hitachi T407P.
There are no Warranty claims (ECBs) this past two weeks
I believe there is no need for this meeting.
If you concur, please cancel this meeting.

Regards,

Shaji Daanyal
Supplier Technical Assistance
Phone 313 805 5192

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-----Original Appointment-----
From: Siddiqui, Saif (S.S.)
Sent: Thursday, January 28, 2016 11:13 AM
To: Siddiqui, Saif (S.S.); Dudley, Jeff (J.A.); Martin, Keith (K.M.); Pierce, Warren (W.B.); Eigsti, Sam (S.); DeBono, John (J.E.); 'Donnie.Cook@hitachi-automotive.us'; Williams, Dan (DW.); Milz, Kevin (K.W.); Daanyal, Shaji (.); Ralph Wagers; Kosztowny, Brian (B.P.); Stuart.Ray@hitachi-automotive.us; Sebastian, Amando Jose (A.J.); Chris.Lee@hitachi-automotive.us; Daggy, Chad (C.); Alex Rojas; Fred Schwendenmann; Wood, Michael (M.E.); Kapanowski, Martin C (M.C.); Harris, Jonathan (J.E.); Sandra Granfors
Subject: Hitachi - P552 Master Cylinders - Warranty & Concerns/ Matrix & 8D Review
When: Thursday, February 11, 2016 10:00 AM-11:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Hello all,

I am Jesica's replacement at DTP, and I am using the same list of invitees that were on her list. So kindly let me know if you are not the right person for this meeting.

Regards
Saif Shareef Siddiqui
STA - Chassis Engineering
Cell: 313-434-4065
ssiddi11@ford.com

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

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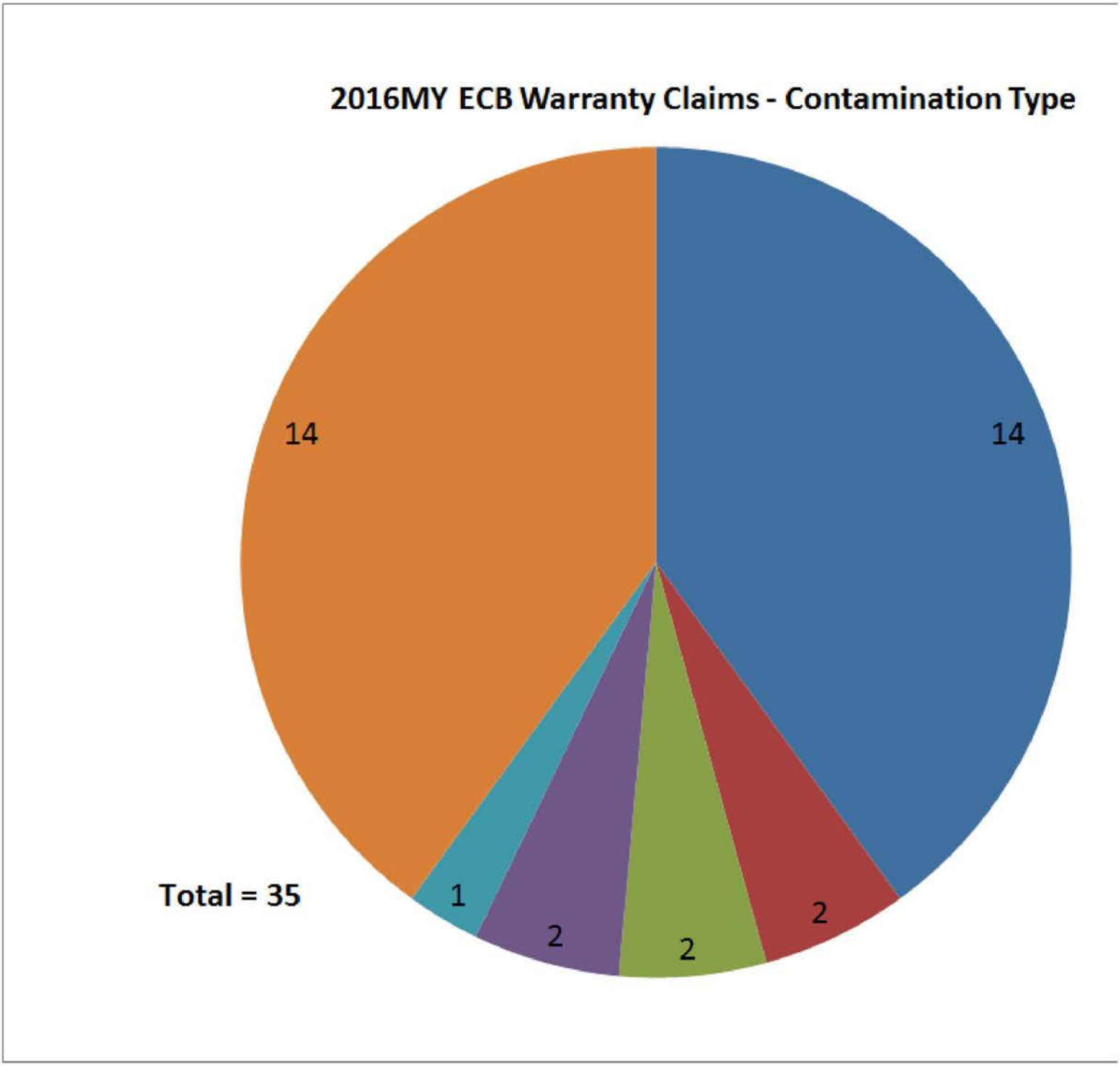
MC07

From: ralph.wagers@hitachi-automotive.us
Sent: Wednesday, October 19, 2016 9:25 PM
To: Milz, Kevin (K.W.)
Cc: Malecki, David (D.B.); Dudley, Jeff (J.A.); Harris, Jonathan (J.E.); Siddiqui, Saif (S.S.); Daanyal, Shaji (.)
Subject: Re: Information Needed

Categories: Hitachi MC

Kevin,

Attached is cut copy from file.
This should be easier to read.



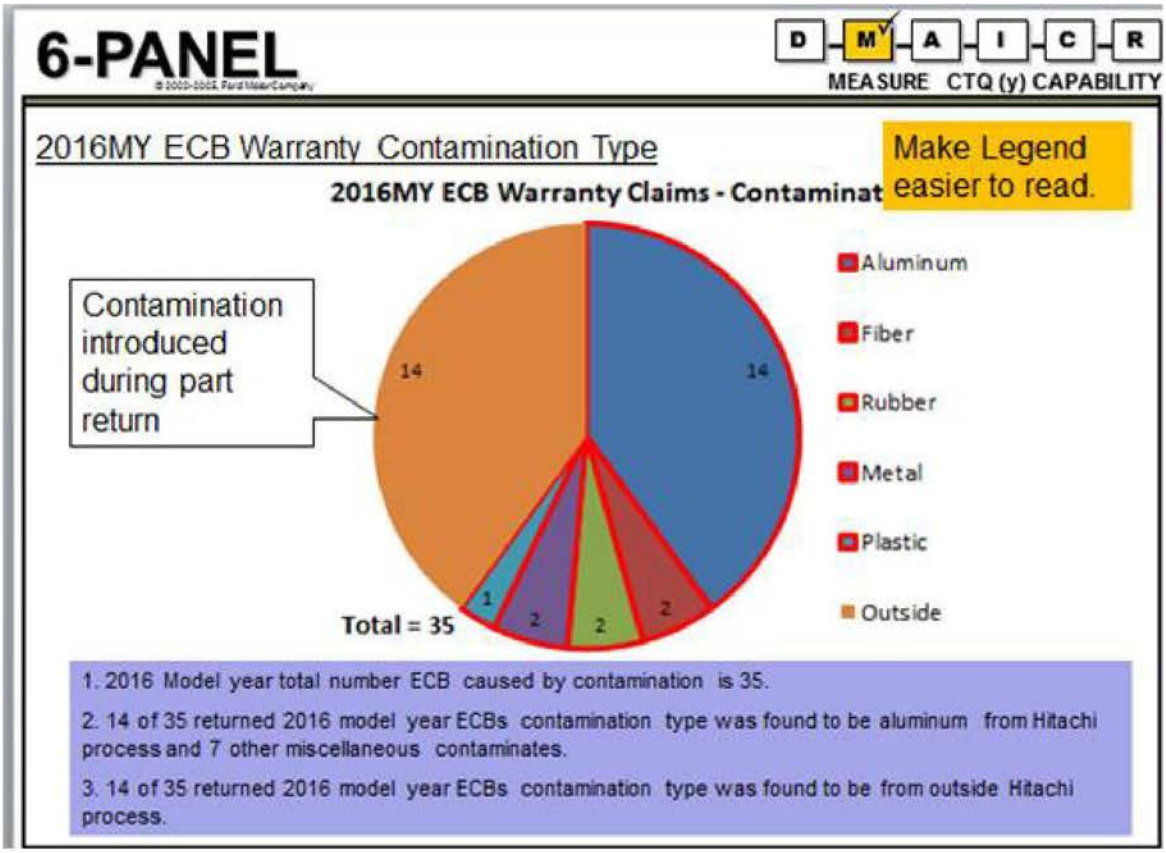
Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

From: "Milz, Kevin (K.W.)" <kmilz@ford.com>

To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>,
Cc: "Malecki, David (D.B.)" <dmalecki@ford.com>, "Daanyal, Shaji (.)" <suddin1@ford.com>, "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>, "Harris, Jonathan (J.E.)" <jharr176@ford.com>, "Dudley, Jeff (J.A.)" <jdudley2@ford.com>
Date: 10/19/2016 09:08 PM
Subject: Information Needed

Ralph, thank you for you responsiveness the last couple of weeks. I have another urgent request and yes I know you're working on the request from Shaji for internal process confirmation data.

I need the editable file for this slide. It is hard to read and I want to be able to edit the format. Red boarders got to go.



Thank you for your support. Please respond to all with the file.

Regards,
Kevin Milz

North American Site STA Brakes and Pedals ‖ cell (313) 671-0193 / e-mail: kmilz@ford.com
ONE TEAM • ONE PLAN • ONE GOAL • ONE FORD

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From: Siddiqui, Saif (S.S.)
Sent: Monday, October 17, 2016 1:47 PM
To: Chung, Mike (M.); Dudley, Jeff (J.A.)
Cc: Lambsar, Ravijit (R.); Gourov, Vladislav (VG.)
Subject: RE: Issue #3579822 - Supplier Responsible Issue (SRI) Notification

Mike, since we don't have any warranty claim for this defect and no ECB exist as such we will not be able to create a BSAQ project. However, plant can issue a QR and we will be glad to help you out.

Regards
Saif

From: Chung, Mike (M.)
Sent: Monday, October 17, 2016 1:32 PM
To: Siddiqui, Saif (S.S.); Dudley, Jeff (J.A.)
Cc: Lambsar, Ravijit (R.); Gourov, Vladislav (VG.)
Subject: RE: Issue #3579822 - Supplier Responsible Issue (SRI) Notification

Saif,
Can a new BSAQ project be started for this?

Regards,
Mike Chung
STA Program Engineer
mchung14@ford.com
(313) 407-2912

From: Siddiqui, Saif (S.S.)
Sent: Monday, October 17, 2016 1:23 PM
To: Chung, Mike (M.) <MCHUNG14@ford.com>; Dudley, Jeff (J.A.) <jdudley2@ford.com>
Cc: Lambsar, Ravijit (R.) <rlambsar@ford.com>
Subject: RE: Issue #3579822 - Supplier Responsible Issue (SRI) Notification

Mike,

We just looked at our existing BSAQ projects on MC, and found none for noise issue.

Thanks
Saif

From: Chung, Mike (M.)
Sent: Monday, October 17, 2016 12:35 PM
To: Siddiqui, Saif (S.S.); Dudley, Jeff (J.A.)
Cc: Lambsar, Ravijit (R.)
Subject: RE: Issue #3579822 - Supplier Responsible Issue (SRI) Notification

Saif,
Can you please provide the BSAQ number#?

Regards,
Mike Chung
STA Program Engineer
mchung14@ford.com
(313) 407-2912

From: Siddiqui, Saif (S.S.)
Sent: Monday, October 17, 2016 11:34 AM
To: Chung, Mike (M.) <MCHUNG14@ford.com>; Dudley, Jeff (J.A.) <jdudley2@ford.com>
Cc: Lambsar, Ravijit (R.) <rlambsar@ford.com>; Gourov, Vladislav (VG.) <vgourov@ford.com>
Subject: RE: Issue #3579822 - Supplier Responsible Issue (SRI) Notification

Thanks. I will follow up with Hitachi on this.

From: Chung, Mike (M.)
Sent: Monday, October 17, 2016 11:33 AM
To: Siddiqui, Saif (S.S.); Dudley, Jeff (J.A.)
Cc: Lambsar, Ravijit (R.); Gourov, Vladislav (VG.)
Subject: RE: Issue #3579822 - Supplier Responsible Issue (SRI) Notification

Saif,
Per Mohammed Raza (D&R) in the attached e-mail, he stated that he has received the results from the suspect brake booster and all is fine.

The team suspects that it is coming from the master cylinder. Let me know if you need anything else.

Regards,
Mike Chung
STA Program Engineer
mchung14@ford.com
(313) 407-2912

From: Siddiqui, Saif (S.S.)
Sent: Monday, October 17, 2016 11:27 AM
To: Chung, Mike (M.) <MCHUNG14@ford.com>; Dudley, Jeff (J.A.) <jdudley2@ford.com>
Cc: Lambsar, Ravijit (R.) <rlambsar@ford.com>
Subject: RE: Issue #3579822 - Supplier Responsible Issue (SRI) Notification

Yes, we will do that. So, is it clear now that the noise was coming from MC and not the booster or both are being inspected?

Saif

From: Chung, Mike (M.)
Sent: Monday, October 17, 2016 11:20 AM
To: Dudley, Jeff (J.A.); Siddiqui, Saif (S.S.)
Cc: Lambsar, Ravijit (R.)
Subject: FW: Issue #3579822 - Supplier Responsible Issue (SRI) Notification

Jeff, Saif,
Per our discussion this morning with Vlad, can we start a supplier process BSAQ project on this VOCF call – when releasing the break from a stop/start condition, a click noise observed coming from the master cylinder. As this is a carryover part, we need help from the resident team through a BSAQ.

Current status: suspect part off the vehicle, suspect part going to Hitachi in Kentucky (T407P) to be analyzed - results by tomorrow afternoon

Let me know if you have any questions or concerns.

Regards,
Mike Chung
STA Program Engineer
mchung14@ford.com
(313) 407-2912

From: Lambsar, Ravijit (R.)
Sent: Monday, October 17, 2016 9:28 AM
To: CASEY.BROWN@HITACHI-AUTOMOTIVE.US
Cc: Chung, Mike (M.) <MCHUNG14@ford.com>; Raza, Mohammed Zahid (M.Z.) <mraza5@ford.com>; Daanyal, Shaji (.) <suddin1@ford.com>; Gourov, Vladislav (VG.) <vgourov@ford.com>; Lenhart, Steven (S.J.) <slenhart@ford.com>; Gorski Junior, Adam (A.M.) <agorski4@ford.com>
Subject: RE: Issue #3579822 - Supplier Responsible Issue (SRI) Notification

Casey,

Suspected Master Cylinder is ready for Hitachi liaison pick up from VoCF Six Sigma Garage. Steve Lenhart (3136217963) or Adam Gorski (7347516748) is contact at Six Sigma Garage.
I appreciate your help in supporting and expediting Part analysis. Please call me if you have any queries, I will do my best to support team from Kansas City.

Thanks,

Ravijit S Lambsar
Program STA
Ford Motor Company
FBPII B–105, Allen Park.
MI - 48101
Cell – 313 316 3949

Go Further *The Right Way*

From: Aimmail, Aimmail (A.)
Sent: Monday, October 17, 2016 9:21 AM
To: CASEY.BROWN@HITACHI-AUTOMOTIVE.US
Cc: Chung, Mike (M.); Raza, Mohammed Zahid (M.Z.); Lambsar, Ravijit (R.); Daanyal, Shaji (.); Gourov, Vladislav (VG.)
Subject: Issue #3579822 - Supplier Responsible Issue (SRI) Notification

Date: 17-Oct-2016

To: HITACHI AUTOMOTIVE SYSTEMS AMERICAS, INC.
Quality Control Department
CASEY BROWN

Supplier Site Code:	T407P
QC Manager Phone:	859-353-7315
QC Manager Fax:	859-228-1029

QC Manager Email: CASEY.BROWN@HITACHI-AUTOMOTIVE.US

From: Ford Motor Company
P552-2017 Program
Supplier Technical Assistance

Subject: Supplier Responsible Issue (SRI)

Location:	NMPDC Pilot Plant
Activity:	DEMS (Fleet Evaluation Issue)
Build Phase:	MP1
system Issue Number:	3579822

(Concern/Response Report below)

The Concern/Response Report below defines a Ford Motor Company Material Quality Concern for components manufactured by your company. You are requested to have the record relating to this concern reviewed and to return your assessment of the concern with a containment plan via e-mail.

Your assistance will be appreciated in promptly addressing this concern and forwarding the required response information as follows:

* Within 24 hours, implement emergency response actions and respond to this communication by informing the STA Contact what these actions are.

* Within 48 hours, submit an initial 8D detailing emergency response and interim containment actions.

* Within 5 working days, complete and return the initial 8D analysis.

* Updated 8D information must be sent every 5 working days until issue closeout.

Note: Please include the Issue Number (3579822) on all correspondence pertaining to this request.

RAVIJIT LAMBSAR (RLAMBSAR)
Supplier Technical Assistance Contact
1-313-3373101
rlambsar@ford.com

****

Concern/Response Report Date: 17-Oct-2016
Issue Number: 3579822

---- Plant/Supplier Information ----------

Location:	NMPDC Pilot Plant
STA Site Engineer:	SHAJI DAANYAL (suddin1@ford.com)
Supplier Site Code:	T407P
Supplier Name:	HITACHI AUTOMOTIVE SYSTEMS AMERICAS, INC.
Address:	1150 MAYDE ROAD, BEREA, KY, 40403, US

QC Contact:	CASEY BROWN (CASEY.BROWN@HITACHI-AUTOMOTIVE.US)
Phone:	859-353-7315

---- Vehicle/Part Information ----

Vehicle Model:	P552-2017
Model(s):	Crew Cab, Regular Cab, Super Cab
Part(s):	GL34-2A032-AA (MASTER CYLINDER)
Vehicle Number(s):	HKC00090

---- Supplier Responsible Issue Description ----

VoCF - While driving the vehicle, I came to a complete stop and the start/stop feature engaged. When I left off the brake and the engine restarted, there was a loud grind/crunch sound that came from the brake pedal (could feel it also). Issue was able to be duplicated 100% of the time. VDR pressed at 15:14

---- Issue Status History ----

Date:	17-Oct-2016
Status:	Open
Entered by:	RAZA, MOHAMMED ZAHID (MRAZA5)
Status Text:	Bosch completed the analysis on the returned booster on 10/14. The report indicated no issues with the booster.

Date:	14-Oct-2016
Status:	Open
Entered by:	CHUNG, MIKE (MCHUNG14)
Status Text:	Per Mohammed Raza, "We evaluated the subject vehicle again this morning with Bill, Bosch, KSR and Mike. Did a A-B comparison between the subject truck and the PP truck that Bill was driving, during our evaluation we found the noise coming from the master cylinder. A replacement master cylinder was provided to the six sigma garage to swap the part. I will pick up the suspect part when available and give it to Hitachi for analysis."

Date:	14-Oct-2016
Status:	Open
Entered by:	CHUNG, MIKE (MCHUNG14)
Status Text:	Vehicle was reviewed this morning with Bill Janitor, Mohammed Raza, Bogdan (Bosch - brake booster), and Dave (KSR - pedals); HKC00090 with replacement "B" booster has the noise condition that was originally called; after review, team believes that the noise is coming from the master cylinder; Mohammed contacting Hitachi to get replacement master cylinder for A-B-A

Date:	13-Oct-2016
Status:	Open
Entered by:	CHUNG, MIKE (MCHUNG14)
Status Text:	A-B-A was performed and issue stays with the "A" suspect part; the "B" part did not exhibit the issue; Six Sigma garage to remove the "A" part and place the "B" part on this afternoon the suspect part will be picked up by Mohammed Raza to give to Bosch for analysis this afternoon
Date:	12-Oct-2016
Status:	Open
Entered by:	MARKIJOHN, MICHAEL (MMARKIJO)
Status Text:	A-B-A scheduled for 7AM tomorrow (10/13) in six sigma garage.

From: Kapanowski, Martin C (M.C.)
Sent: Wednesday, October 05, 2016 9:37 AM
To: ralph.wagers@hitachi-automotive.us; Siddiqui, Saif (S.S.); Dudley, Jeff (J.A.); Milz, Kevin (K.W.); Daanyal, Shaji (.); jeremy.wilson@hitachi-automotive.us; Fred.Schwendenmann@hitachi-automotive.us; Raza, Mohammed Zahid (M.Z.)
Subject: RE: Master Cylinder Warranty Matrix

Categories: Hitachi MC

I have requested this matrix be sent to me every day with updates. I have not seen one since the 27th. Does this mean Hitachi has stopped tearing down master cylinders?

Send me this teardown matrix every day, whether it is updated or not.

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

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Tuesday, September 27, 2016 4:57 PM
To: Kapanowski, Martin C (M.C.)
Subject: Fw: Master Cylinder Warranty Matrix

Marty,

Attached is matrix I sent to Ford team this afternoon.

Sorry I forgot in original mailing.

Apologies,
Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

----- Forwarded by Ralph Wagers/BER/AMS-NA on 09/27/2016 04:55 PM -----

From: Ralph Wagers/BER/AMS-NA
To: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>, "Williams, Dan (DW.)" <dwill122@ford.com>, "Mills, Eric (E.)" <emills21@ford.com>, jharr176@ford.com,
Cc: "Milz, Kevin (K.W.)" <kmilz@ford.com>, suddin1@ford.com, Jeremy Wilson/BER/AMS-NA@HAP-US, Casey Brown/BER/AMS-NA@HAP-US
Date: 09/27/2016 04:08 PM
Subject: Master Cylinder Warranty Matrix

Ford Team,

Attached is P552 Master Cylinder Warranty Matrix updated as of 9/27/16.

Kindest regards,
Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

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From: Stuart.Ray@hitachi-automotive.us
Sent: Thursday, February 18, 2016 5:21 PM
To: Siddiqui, Saif (S.S.)
Cc: ralph.wagers@hitachi-automotive.us
Subject: Re: Master Cylinders

Thank you for participating in the warranty review meeting today.

I have received the function presentation from design, just waiting for approval from management for release of it and the failure presentation. Should not be a problem as there is no proprietary information in them.

Sincerely,
Stuart A. Ray
QE - Master Cylinder Assy
Hitachi Automotive Systems Americas, Inc.
859-734-9451 Ext.6311

From: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>
To: "Stuart.Ray@hitachi-automotive.us" <Stuart.Ray@hitachi-automotive.us>,
Date: 02/18/2016 12:53 PM
Subject: Master Cylinders

Hi Ray,
Just a reminder that as per our conversation, kindly send the updated claims matrix, schematics of MC, and the presentation that your design team developed.

Thanks and Regards

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

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From: ralph.wagers@hitachi-automotive.us
Sent: Wednesday, September 21, 2016 3:32 PM
To: Siddiqui, Saif (S.S.)
Cc: Daanyal, Shaji (.); Christopher.Holmes@hitachi-automotive.us
Subject: RE: MC - Warranty Part Returns

Categories: Hitachi MC

Saif,

Sorry for slow response.
5/2/16 is last PCA date for contamination, which to this point has not been broken.

Kindest regards,
Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

From: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>,
Cc: "Daanyal, Shaji (.)" <suddin1@ford.com>
Date: 09/21/2016 01:20 PM
Subject: RE: MC - Warranty Part Returns

Ralph,
Also confirm the date for contamination PCA.

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Wednesday, September 21, 2016 1:09 PM
To: Siddiqui, Saif (S.S.)
Cc: Daanyal, Shaji (.)
Subject: RE: MC - Warranty Part Returns

Saif,

Last last PCA implementation/completion date is 8/13/16.
We rebuilt/replaced cylinders for cup installation process.
On 8/13/16 we also implemented weekly purging lines of excess lube in air lines of cylinders used to install cups.

Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134

Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

From: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>,
Cc: "Daanyal, Shaji (.)" <suddin1@ford.com>
Date: 09/21/2016 12:56 PM
Subject: RE: MC - Warranty Part Returns

We need to prioritize the teardowns for MC build date after the clean point from Hitachi. By the way, what is the exact clean point when all the containment actions were put in place, I have been getting different dates in different meetings at DTP. Kindly clarify.

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Wednesday, September 21, 2016 12:53 PM
To: Siddiqui, Saif (S.S.)
Cc: Daanyal, Shaji (.)
Subject: RE: MC - Warranty Part Returns

Saif,

Master cylinder is "pending teardown".
Would you like for me to push to front of the line?

Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

From: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>,
Cc: "Daanyal, Shaji (.)" <suddin1@ford.com>
Date: 09/21/2016 12:25 PM
Subject: RE: MC - Warranty Part Returns

Ralph, do we have the RC for AWS load date of 7/22 VIN # 1FTEW1CF2GF[redacted]

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Wednesday, September 21, 2016 12:10 PM
To: Siddiqui, Saif (S.S.)
Cc: Daanyal, Shaji (.)
Subject: Re: MC - Warranty Part Returns

Saif,

I have gone through our matrix and updated received, not received per request.
I also pasted root cause and status pie charts.

Kindest regards,
Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

From: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>
To: "Ralph Wagers (ralph.wagers@hitachi-automotive.us)" <ralph.wagers@hitachi-automotive.us>, "Daanyal, Shaji (.)" <suddin1@ford.com>,
Date: 09/21/2016 11:29 AM
Subject: MC - Warranty Part Returns

Ralph and Shahji,

Attached is the list of 28 MC from DTP and KCAP. Kindly update the matrix as to which parts have not been received yet.

Regards
Saif Shareef Siddiqui
DTP - Resident STA Engineer
Chassis & Vehicle Engineering
Cell: 313-434-4065
[attachment "Hitachi MC - Warranty Return Parts Status 092116.xlsx" deleted by Ralph Wagers/BER/AMS-NA]

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From: Siddiqui, Saif (S.S.)
Sent: Friday, April 22, 2016 4:56 PM
To: 'Fred.Schwendenmann@hitachi-automotive.us'
Subject: RE: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EF8GF[redacted]

Thanks!

From: Fred.Schwendenmann@hitachi-automotive.us [mailto:Fred.Schwendenmann@hitachi-automotive.us]
Sent: Friday, April 22, 2016 4:56 PM
To: Siddiqui, Saif (S.S.)
Subject: RE: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EF8GF[redacted]

Safi-

I really cannot.

But for brakes, we supply FL34-2A032-A* and B*.

I hope this helps.

Regards,

Fred Schwendenmann
Hitachi Automotive Systems Americas, Inc.
Director - Program Management
(248)699-2783
fred.schwendenmann@hitachi-automotive.us

From: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>
To: "Fred.Schwendenmann@hitachi-automotive.us" <Fred.Schwendenmann@hitachi-automotive.us>
Date: 04/22/2016 04:44 PM
Subject: RE: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EF8GF[redacted]

Can you kindly send me the list of parts you supply to DTP. That would help.

From: Fred.Schwendenmann@hitachi-automotive.us [mailto:Fred.Schwendenmann@hitachi-automotive.us]
Sent: Friday, April 22, 2016 4:43 PM
To: Siddiqui, Saif (S.S.)
Subject: Re: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EF8GF[redacted]

Safi -

This should go to Bosch.

Thank you.

Fred Schwendenmann
Hitachi Automotive Systems Americas, Inc.
Director - Program Management
(248)699-2783
fred.schwendenmann@hitachi-automotive.us

From: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>
To: "'Ralph Wagers'" <ralph.wagers@hitachi-automotive.us>, "'Fred Schwendenmann'" <Fred.Schwendenmann@hitachi-automotive.us>, "'Alex Rojas'" <alexrojas6176@att.net>, "'Donnie.Cook@hitachi-automotive.us'" <Donnie.Cook@hitachi-automotive.us>, "'Casey.Brown@hitachi-automotive.us'" <Casey.Brown@hitachi-automotive.us>
Cc: "Kapanowski, Martin C (M.C.)" <mkapanow@ford.com>, "Daanyal, Shaji (.)" <suddin1@ford.com>, "Mills, Eric (E.)" <emills21@ford.com>, "Herman, Jerome (J.A.)" <JHERMAN5@ford.com>
Date: 04/22/2016 04:40 PM
Subject: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EF8GF[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.

**Please prepare your rep to present this ECB at the DTP on Tuesday 4/26 at 9:00 AM PIC Rm meeting.

**Your rep needs to be ready to present following the standard meeting protocol:
1) State customer concern
2) Define measurement system at DTP – locations issue can be detected at DTP
3) Define the physical containment actions performed at the supplier site

****

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

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 852909

Vehicle Information **Claim Information**

Model Year:	2016	Document Number:	05573551
Market Derived:	F - FORD	Repair Date:	11-APR-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	915
Version/Series:	T/AM-150 SERIES	TIS:	1
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-APR-2016
Warranty Start Date:	30-MAR-2016		
Production Date:	13-FEB-2016		
VIN:	1FTEW1EF8GF[redacted]		

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:	121.40
Misc. Expense Amount:	.00
Part Markup Amount:	45.76
Material Cost:	137.28
Total Cost Gross:	258.68

Cust. Concern Code: N17 - BRAKES NOISY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: FOUND BRAKE BOOSTER MAKING THE THUMPING SOUND REPLACED BRAKE BOOSTER AND ROAD TESTED. NOISE IS GONE

Customer Comment: CUSTOMER STATES THE BRAKES MAKE A THUMPING NOISE WHEN COMING TO A COMPLETE STOP, WHEN THIS HAPPENS THE BRAKE PEDAL DROPS SLIGHTLY

Labor Op Code	Labor Op Description	Labor Op Cost
2005A	BRAKE BOOSTER ASSEMBLY REPLACE	121.40

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	FL3Z	2005	A	BOOSTER ASY-POWER BR	060701	1	130.38
N	3M5Z	2L523	AA	BUSHING - BRK V/PUMP	060602	1	6.90

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

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

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, August 17, 2016 3:46 PM
To: Harris, Jonathan (J.E.); Daanyal, Shaji (.)
Subject: RE: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG7GF[redacted]

Yes. I have asked Hitachi for the dates when action items to eliminate contamination were implemented. We need to have a correct clean point establish. It seems some of these new claims are pass the clean point.

Shaji, kindly take a look into it and provide us with the clean point date.

Thanks
Saif

From: Harris, Jonathan (J.E.)
Sent: Wednesday, August 17, 2016 3:16 PM
To: Siddiqui, Saif (S.S.)
Subject: RE: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG7GF[redacted]

This is getting out of hand. Something went out with them we are seeing too many of these.

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, August 17, 2016 1:41 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

Claim Information

Document Number: 02985151
Repair Date: 09-JUN-2016

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]

Distance: 200
TIS: 3
FCC Auth: 1
AWS Load Date: 15-AUG-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:	254.11
Misc. Expense Amount:	.00
Part Markup Amount:	62.94
Material Cost:	220.28
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: Tuesday, May 31, 2016 11:34 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Kapanowski, Martin C (M.C.); Daanyal, Shaji (.); Mills, Eric (E.) (emills21@ford.com); Herman, Jerome (J.A.) (jherman5@ford.com)
Subject: RE: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EG8GF[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: **30-MAY-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1163015

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	277378A
Market Derived:	F - FORD	Repair Date:	23-MAY-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	5837
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:	25-MAY-2016
Warranty Start Date:	11-MAR-2016		
Production Date:	14-JAN-2016		
VIN:	1FTEW1EG8GF[redacted]		

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

Address:		Labor Cost:	95.97
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	22.73
Country:		Material Cost:	79.55
Phone:		Total Cost Gross:	175.52

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: D8 - FAILED GASKET/SEAL

Technician Comment: ROAD TEST, BRAKE PEDAL GOES TO THE FLOOR WHEN BRAKING, INSPECT FOR LEAKS, FOUND INTERNAL BYPASS INSIDE THE MASTER CYLINDER, REPLACE MASTER CYLINDER AND BLEED SYSTEM AND ROAD TEST

Customer Comment: BRAKE PEDAL GOES TO THE FLOOR BOARD AND BRAKES DO NOT GRAB WHEN APPLIED

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	95.97

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	PM	1	C	BATTERY ASY	060606	1	4.20

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

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

Any comments? You can contact

webmaster

13185

From: Kapanowski, Martin C (M.C.)
Sent: Monday, May 16, 2016 3:19 PM
To: Alex Rojas; Siddiqui, Saif (S.S.)
Cc: Ralph Wagers; Fred Schwendenmann; Donnie.Cook@hitachi-automotive.us; Casey.Brown@hitachi-automotive.us; Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Tim Sabourin
Subject: RE: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEX1CF8GF[redacted]

Categories: Hitachi MC

Need the part back asap for Hitachi analysis.

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

From: Alex Rojas [mailto:alexrojas6176@att.net]
Sent: Monday, May 16, 2016 2:04 PM
To: Siddiqui, Saif (S.S.)
Cc: Ralph Wagers; Fred Schwendenmann; Donnie.Cook@hitachi-automotive.us; Casey.Brown@hitachi-automotive.us; Kapanowski, Martin C (M.C.); Daanyal, Shaji (.); Mills, Eric (E.); Herman, Jerome (J.A.); Tim Sabourin
Subject: Re: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEX1CF8GF[redacted]

Please let me know if Hitachi has to present this claim. Thank you.

Alejandro Rojas
Sent from my iPhone

On May 16, 2016, at 2:01 PM, Siddiqui, Saif (S.S.) <ssiddi11@ford.com> wrote:

> 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.
>
> **Please prepare your rep to present this ECB at the DTP 9am PIC Rm meeting. I will advise the day before it presents.
>
> **Your rep needs to be ready to present following the standard meeting protocol:
> 1) State customer concern
> 2) Define measurement system at DTP – locations issue can be detected at DTP
> 3) Define the physical containment actions performed at the supplier site

****

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.
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   - 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
Server: **AWS Prod**
Claims loaded through: **13-MAY-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1029016

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	050554A
Market Derived:	F - FORD	Repair Date:	02-MAY-2016
Body/Cab Type:	T/BD - SUPER SINGLE CAB (SUPER CAB)	Distance:	2588
Version/Series:	T/AM-150 SERIES	TIS:	3
Drive Type:	T/B-2 WHL L/H REAR DRIVE	FCC Auth:	1
Vehicle Line:	T/FC-P552 F150 [15-17]	AWS Load Date:	09-MAY-2016
Warranty Start Date:	19-FEB-2016		
Production Date:	28-JAN-2016		
VIN:	1FTEX1CF8GF[redacted]		

Dealer Information		**Expense Information**	
		Customer Paid Amount:	.00
Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	195.00
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	26.42
Country:		Material Cost:	92.46
Phone:		Total Cost Gross:	287.46

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY
Condition Code: D8 - FAILED GASKET/SEAL
Technician Comment: VERIFIED BRAKE PEDAL GOING TO FLOOR. PERF BRAKE INSPECTION & SYMPTOMTEST. NO AIR IN SYSTE MASTER CYLINDER BYPASS TEST FAILED.; REPLACED MASTER CYLINDER & COMPONENT BLEED. BRAKE PEDAL GOOD & STOPINGDISTANCE PASSED.
Customer Comment: customer states the brake pedal is going to the floor check advise

Labor Op Code	**Labor Op Description**	**Labor Op Cost**
2001BCT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	111.43
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	83.57

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	PM	20	*		000057	2	17.11

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

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

Any comments? You can contact
webmaster

1766

From: Siddiqui, Saif (S.S.)
Sent: Tuesday, September 13, 2016 10:19 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: RE: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTFW1EF5GP[redacted]

Categories: Hitachi MC

Another one

Production Date: 21-MAY-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: 1FTFW1EF5GFC[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: 1FTEW1EF5GF[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: Friday, August 26, 2016 3:03 PM
To: Kapanowski, Martin C (M.C.)
Subject: RE: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTFX1EFXGF[redacted]

Martin, it depends when the repair gets done, and the claim is loaded.

From: Kapanowski, Martin C (M.C.)
Sent: Thursday, August 25, 2016 5:16 PM
To: Siddiqui, Saif (S.S.)
Subject: RE: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTFX1EFXGF[redacted]

I ask because these types of claims are not new but now I am seeing them in email. What has changed?

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

From: Siddiqui, Saif (S.S.)
Sent: Thursday, August 25, 2016 3:22 PM
To: Kapanowski, Martin C (M.C.)
Subject: RE: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTFX1EFXGF[redacted]

Martin, unfortunately as per the STA Resident process, we have to send the warranty claim to suppliers, irrespective of how old they are or if they are before the clean cutoff point.

Saif

From: Kapanowski, Martin C (M.C.)
Sent: Thursday, August 25, 2016 2:02 PM
To: Siddiqui, Saif (S.S.)
Subject: RE: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTFX1EFXGF[redacted]

What unique situation prompts sending an email such as below?

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

From: Siddiqui, Saif (S.S.)
Sent: Thursday, August 25, 2016 2:01 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) - 1FTFX1EFXGF[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: **24-AUG-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1994886

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	09985451
Market Derived:	F - FORD	Repair Date:	19-AUG-2016
Body/Cab Type:	T/BD - SUPER SINGLE CAB (SUPER CAB)	Distance:	4805
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:	24-AUG-2016
Warranty Start Date:	07-JUN-2016		
Production Date:	18-MAY-2016		
VIN:	1FTFX1EFXGF[redacted]		

Dealer Information		**Expense Information**	
		Customer Paid Amount:	.00
Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	116.11
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	23.55
Country:		Material Cost:	82.42
Phone:		Total Cost Gross:	198.53

Cust. Concern Code: H05 - EXCESSIVE BRAKE PEDAL EFFORT REQUIRED
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: VERIFIED CONCERN ON ROAD TEST, BRAKE PEDAL WILL SINK TO FLOOR ON MODERATE PRESSURE, NO FLUID LEAK, FLUID IS FULL, HOT LINE ASSISTANCE 110688470, REPLACED MASTER CYLINDER, BLEED BRAKES, RETEST GOOD, PEDAL FEEL IS GOOD, 2140,CC42
Customer Comment: CUST STATES WHEN COMING TO A STOP THE BRAKES WILL WORK BUT THE PEDAL DROPS TO THE FLOOR. JUST STARTED TODAY. CHECK AND ADVISE.

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	95.00
2140AXQ		21.11

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
N	GL3Z	2140	A	CYLINDER ASY-BRK MST	*	1	74.02
N	PM	1	C	BATTERY ASY	*	2	8.40
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

343

From: Kapanowski, Martin C (M.C.)
Sent: Tuesday, February 23, 2016 5:39 PM
To: Siddiqui, Saif (S.S.); 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.); Macfarlane, Kristen (K.A.)
Subject: RE: P552 - Ford Motor Company - Warranty Claim (1 TIS) - Hitachi (T407P)

Categories: Brakes and Acc Pedals

Include Mohammed Raza on MC communications that require PD attention.

The 8D this morning said nothing; part was not torn down, no root cause. Send it again when there is a root cause.

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

From: Siddiqui, Saif (S.S.)
Sent: Tuesday, February 23, 2016 4:48 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Kapanowski, Martin C (M.C.); Daanyal, Shaji (.); Macfarlane, Kristen (K.A.)
Subject: RE: P552 - Ford Motor Company - Warranty Claim (1 TIS) - Hitachi (T407P)

Kindly provide update to the following Warranty Claim.

From: Siddiqui, Saif (S.S.)
Sent: Monday, February 22, 2016 12:44 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Kapanowski, Martin C (M.C.); Daanyal, Shaji (.); Macfarlane, Kristen (K.A.); Callahan, MaryPat (M.P.)
Subject: P552 - Ford Motor Company - Warranty Claim (1 TIS) - Hitachi (T407P)

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 24 hours)
When warranty claim is received, prior to part being received

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   - 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.**
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    - Run additional test parts ("rabbits") through process to confirm controls.

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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

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 458727

Vehicle Information		Claim Information	
Model Year:	2016	Document Number:	42984401
Market Derived:	F - FORD	Repair Date:	09-FEB-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	855
Version/Series:	T/AM-150 SERIES	TIS:	1
Drive Type:	T/E-4 WHL L/H PART TIME DRIVE	FCC Auth:	1
Vehicle Line:	T/FC-P552 F150 [15-16]	AWS Load Date:	16-FEB-2016
Warranty Start Date:	28-JAN-2016		
Production Date:	04-DEC-2015		
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:	93.24
City:		Misc. Expense Amount:	60.00
State:		Part Markup Amount:	34.68
Country:		Material Cost:	104.03
Phone:		Total Cost Gross:	257.27

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CUSTOMERS COMPLAINT CHECKED WORK SHOM MANUAL 206-07 POWER BRAKE SYSTEM PEDDLE GOES TO FLOOR FOLLOWED ACTIONS NO SIGNS OF FLUID LEAK PERFORMED BRAKE MASTER CYLINDER BYPAS CONDITION TEST FAIL REMOVED AND REPLACED MASTER CYLINER BLEED SYTEM RECHECKED OK

Customer Comment: CUSTOMER STATES:WHEN COME TO STOP BRAKE PEDAL FEEL SPONGY AT STOP PEDAL KEEPS GOING TO FLOOR

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	93.24

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
N	PM	20	*		000057	1	8.76
Y	FL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	86.51
N	PM	20	*		000057	1	8.76

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

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

From: ralph.wagers@hitachi-automotive.us
Sent: Monday, February 15, 2016 11:09 AM
To: Siddiqui, Saif (S.S.)
Subject: RE: P552 Followup

Saif,

Contact is Stuart Ray.
Last address on attached email.

My apologies for clarifying.

Best regards,
Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

From: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>,
Date: 02/15/2016 10:58 AM
Subject: RE: P552 Followup

Ralph, forward me their contacts as well. Thanks.

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Monday, February 15, 2016 10:40 AM
To: Siddiqui, Saif (S.S.)
Cc: Casey.Brown@hitachi-automotive.us; Jordan.Monger@hitachi-automotive.us; Kalyanpur.Gangadhar@hitachi-automotive.us; Russell.Asher@hitachi-automotive.us; shayne.broaddus@hitachi-automotive.us; Stuart.Ray@hitachi-automotive.us
Subject: RE: P552 Followup

Saif,

I have forwarded information to master cylinder QE.
We should have initial response shortly.

Kindest regards,
Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

From: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>
To: "Jordan.Monger@hitachi-automotive.us" <Jordan.Monger@hitachi-automotive.us>, "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>,
Cc: "Casey.Brown@hitachi-automotive.us" <Casey.Brown@hitachi-automotive.us>, "Russell.Asher@hitachi-automotive.us" <Russell.Asher@hitachi-automotive.us>, "Kalyanpur.Gangadhar@hitachi-automotive.us" <Kalyanpur.Gangadhar@hitachi-automotive.us>, "shayne.broaddus@hitachi-automotive.us" <shayne.broaddus@hitachi-automotive.us>
Date: 02/15/2016 10:21 AM
Subject: RE: P552 Followup

Thanks. I will be careful next time.

From: Jordan.Monger@hitachi-automotive.us [mailto:Jordan.Monger@hitachi-automotive.us]
Sent: Monday, February 15, 2016 10:16 AM
To: ralph.wagers@hitachi-automotive.us
Cc: Casey.Brown@hitachi-automotive.us; Russell.Asher@hitachi-automotive.us; Kalyanpur.Gangadhar@hitachi-automotive.us; shayne.broaddus@hitachi-automotive.us; Siddiqui, Saif (S.S.)
Subject: RE: P552 Followup

I have no specific information on this item. I specifically cover shocks and struts for all Ford products. I have CC'd the proper individual who should be able to help you.

Mr. Wagers,

Please see the claim below and assist Saif.

Thank you,

Jordan Monger
Ford Warranty QE
Hitachi Automotive Systems America, Inc.
301 Mayde Rd.
Berea, KY 40403
859-985-2168
jordan.monger@hitachi-automotive.us

From: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>
To: "Jordan.Monger@hitachi-automotive.us" <Jordan.Monger@hitachi-automotive.us>,
Date: 02/15/2016 10:09 AM
Subject: RE: P552 Followup

Hi Jordan,

Have you received the following claim yet. This will on PIC room meeting for Friday morning. I want an 8D and some history on this concern.

Claim Detail Report

Note: All costs are in US dollars

Model Year = 2016; **Claim Key** = 438861

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	126839A
Market Derived:	F - FORD	Repair Date:	07-DEC-2015
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	1099
Version/Series:	T/AM-150 SERIES	TIS:	2
Drive Type:	T/B-2 WHL L/H REAR DRIVE	FCC Auth:	1
Vehicle Line:	T/FC-P552 F150 [15-16]	AWS Load Date:	11-FEB-2016
Warranty Start Date:	04-NOV-2015		
Production Date:	19-OCT-2015		
VIN:	1FTEW1C81GF[redacted]		
Dealer Information		**Expense Information**	
		Customer Paid Amount:	.00
Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	238.20
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	137.60
Country:		Material Cost:	481.62
Phone:		Total Cost Gross:	719.82

ONGY

E PROPERLY

NT -VEHICLE HAS BRAKE PEDAL FADE RAN DIAG TESTS NO CODES STORED-CONTACTED TECH LINE REF # 1
ENT TEST PER TECH LINE BLOCKED OFF BRAKE LINES PERFORMED MASTER CYLINDER COMPONENT PER W
ODULE RETESTED CONTACTED TECH LINE ADVISED TO REPLACE THE MASTER CYLINDER-REPLALCED MAS

EDAL SLOWLY GOES TO THE FLOOR WHILEAT A STOP A

Labor Op	Labor Op Description	Labor Op

Code		Cost
2219D11	SOLENOID VALVE BLOCK / HCU REPLACE	79.40
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	71.46
2219D44		7.94
MT2219		79.40

Causal	Full Part Number			Part		Part	Extended
Flag	PREF	BASE	SUFF	Description	CPSC	Quantity	Amount
Y	GL3Z	2C215	A	BRAKE ANTI LOCK ASSY	060901	1	392.48
N	FL3Z	2140	B	CYLINDER ASY-BRK MST	060601	1	64.61
N	PM	20	*		000057	3	24.53

DTC Sections:		Mil. Light On =	*

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

From: Jordan.Monger@hitachi-automotive.us [mailto:Jordan.Monger@hitachi-automotive.us]
Sent: Thursday, February 11, 2016 4:49 PM
To: Siddiqui, Saif (S.S.)
Subject: P552 Followup

Sorry for another email.

When you were referring to the Paynter chart, were you asking if we kept Paynter charts for warranty returns, or just in general? I know we keep them for customer concerns. That is what was required of the Top Supplier meetings. For warranty, however, we simple reviewed a matrix where I tracked the part, similar to our matrix but with far less information on it concerning the part and more concerning the actions for the issue.

We do not keep track of the warranty returns in a Paynter chart, currently.

Thank you,

Jordan Monger
Ford Warranty QE
Hitachi Automotive Systems America, Inc.
301 Mayde Rd.
Berea, KY 40403
859-985-2168
jordan.monger@hitachi-automotive.us
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From: ralph.wagers@hitachi-automotive.us
Sent: Thursday, September 29, 2016 5:12 PM
To: Williams, Dan (DW.)
Cc: Kosztowny, Brian (B.P.); Malecki, David (D.B.); Patel, Harendra (H.M.); Dudley, Jeff (J.A.); Harris, Jonathan (J.E.); Herman, Jerome (J.A.); Milz, Kevin (K.W.); Kapanowski, Martin C (M.C.); Szalay, Michael (M.A.); Siddiqui, Saif (S.S.); Stuart Ray (Stuart.Ray@hitachi-automotive.us); Daanyal, Shaji (.); Pierce, Warren (W.B.)
Subject: Re: P552 Master Cylinder Warranty return parts

Categories: Hitachi MC

Dan,

Yes this could be source of some of the contaminates.
Technicians make note on reports and photograph received conditions.
While eliminating backlog this practice has been put on hold.

We will return any parts received in error per your request.

Kindest regards,
Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

From: "Williams, Dan (DW.)" <dwill122@ford.com>
To: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>, "Harris, Jonathan (J.E.)" <jharr176@ford.com>, "Malecki, David (D.B.)" <dmalecki@ford.com>, "Dudley, Jeff (J.A.)" <jdudley2@ford.com>, "Milz, Kevin (K.W.)" <kmilz@ford.com>, "Daanyal, Shaji (.)" <suddin1@ford.com>, "Stuart Ray (Stuart.Ray@hitachi-automotive.us)" <Stuart.Ray@hitachi-automotive.us>, "Ralph Wagers (ralph.wagers@hitachi-automotive.us)" <ralph.wagers@hitachi-automotive.us>,
Cc: "Szalay, Michael (M.A.)" <mszalay@ford.com>, "Kapanowski, Martin C (M.C.)" <mkapanow@ford.com>, "Herman, Jerome (J.A.)" <JHERMAN5@ford.com>, "Patel, Harendra (H.M.)" <hpatel2@ford.com>, "Kosztowny, Brian (B.P.)" <bkosztow@ford.com>, "Pierce, Warren (W.B.)" <wpierce@ford.com>
Date: 09/29/2016 04:31 PM
Subject: P552 Master Cylinder Warranty return parts

The master cylinder from GFB07730 that I requested back on 700 Tag # 0301606729 appears to have been inadvertently returned by the dealer to Mike Zwick at KCAP on 700 Tag # 0301572239. I have this part now and will be forwarding it to Berea (FedEx tracking # [redacted]. If you happen to receive a Transit exhaust gas sensor from Mall of Georgia Ford in a box with UPS Tracking # [redacted], please send it to your KCAP rep so that I can get it to the Transit team.

I looked at the part, in the state it was shipped by the dealer, and noticed two things. There was no cap on the reservoir and there were no plugs in the ports. Is it typical for you to receive parts with the cap and/or plugs missing? Would this potentially account for some of the unknown contaminates (like cardboard) that you are finding in your teardowns?

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

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From: Michell, Steve (S.J.)
Sent: Thursday, October 06, 2016 12:55 PM
To: Siddiqui, Saif (S.S.)
Subject: RE: P552 Master Cylinder Warranty Status

Saif,
I am from the Automotive Safety Office and our group will be part of the decision making process for any potential field service action.
I will join the meeting in progress.
Thanks.

Steve Michell
Ford Motor Company
Fairlane Plaza South
330 Town Center Drive, Suite 500
Dearborn, Michigan 48126
313 805-3556 cell

-----Original Appointment-----
From: Siddiqui, Saif (S.S.)
Sent: Thursday, October 06, 2016 11:58 AM
To: Siddiqui, Saif (S.S.); Michell, Steve (S.J.); Ralph Wagers (ralph.wagers@hitachi-automotive.us); Dudley, Jeff (J.A.) (jdudley2@ford.com); Szalay, Michael (M.A.); Kapanowski, Martin C (M.C.); Malecki, David (D.B.); Harris, Jonathan (J.E.); Herman, Jerome (J.A.); Williams, Dan (DW.); Daanyal, Shaji (.); Stuart Ray (Stuart.Ray@hitachi-automotive.us); Milz, Kevin (K.W.)
Cc: Raza, Mohammed Zahid (M.Z.); Welacky, Bill (W.A.)
Subject: FW: P552 Master Cylinder Warranty Status
When: Thursday, October 06, 2016 1:00 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Steve,

We will be discussing the warranty return part status in this meeting today at 1:00. By the way, kindly let me know your role in this issue. Is it something related to recall?

-----Original Appointment-----
From: Siddiqui, Saif (S.S.)
Sent: Monday, September 19, 2016 10:58 AM
To: Siddiqui, Saif (S.S.); Ralph Wagers (ralph.wagers@hitachi-automotive.us); Dudley, Jeff (J.A.) (jdudley2@ford.com); Szalay, Michael (M.A.); Kapanowski, Martin C (M.C.); Malecki, David (D.B.); Harris, Jonathan (J.E.); Herman, Jerome (J.A.); Williams, Dan (DW.); Daanyal, Shaji (.); Stuart Ray (Stuart.Ray@hitachi-automotive.us); Milz, Kevin (K.W.)
Cc: Raza, Mohammed Zahid (M.Z.); Welacky, Bill (W.A.)
Subject: P552 Master Cylinder Warranty Status
When: Occurs every Thursday effective 9/22/2016 until 10/27/2016 from 1:00 PM to 2:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Hitachi to present update on Warranty return MC teardown results.

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

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MC07

From: Williams, Dan (DW.)
Sent: Wednesday, April 06, 2016 1:21 PM
To: Siddiqui, Saif (S.S.); Stuart Ray (Stuart.Ray@hitachi-automotive.us)
Cc: Mills, Eric (E.); Herman, Jerome (J.A.)
Subject: RE: P552 Warranty Matrix

Categories: Hitachi MC

We need these updates weekly, as we are expected to report out on the status on a weekly basis.

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

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, April 06, 2016 12:20 PM
To: Williams, Dan (DW.)
Cc: Stuart Ray (Stuart.Ray@hitachi-automotive.us); Mills, Eric (E.); Herman, Jerome (J.A.)
Subject: FW: P552 Warranty Matrix

Dan, see attached.

Stuart,

I believe you were sending this file on a monthly basis. Kindly continue to do so and add Dan, Jerry and Eric to the distribution list.

Thanks
Saif

From: Stuart.Ray@hitachi-automotive.us [mailto:Stuart.Ray@hitachi-automotive.us]
Sent: Monday, April 04, 2016 4:05 PM
To: Siddiqui, Saif (S.S.)
Cc: ralph.wagers@hitachi-automotive.us
Subject: RE: P552 Warranty Matrix

Saif,

Below, the units in blue have not been received.

Claim Key	Model	Plant Description	VIN Code	Production D
3356317	2015	KANSAS CITY PLANT BUILD	1FTEW1C83FK[redacted]	10/9/2015
3507729	2015	KANSAS CITY PLANT BUILD	1FTFW1EG1FK[redacted]	8/18/2015
3761515	2015	KANSAS CITY PLANT BUILD	1FTEW1CP6FK[redacted]	10/12/2015
4708955	2015	KANSAS CITY PLANT BUILD	1FTEW1CG4FK[redacted]	11/10/2015
405127	2016	DEARBORN PLANT BUILD	1FTEW1EF5GF[redacted]	11/20/2015
458727	2016	DEARBORN PLANT BUILD	1FTEW1EG5GF[redacted]	12/4/2015
639070	2016	DEARBORN PLANT BUILD	1FTFX1EF4GF[redacted]	1/25/2016
692847	2016	DEARBORN PLANT BUILD	1FTEW1EG1GF[redacted]	11/6/2015
745974	2016	DEARBORN PLANT BUILD	1FTMF1E86GF[redacted]	12/9/2015
3031598	2015	DEARBORN PLANT BUILD	1FTEW1EF9FF[redacted]	7/21/2015

Sincerely,
Stuart A. Ray
QE - Master Cylinder Assy
Hitachi Automotive Systems Americas, Inc.
859-734-9451 Ext.6311

From: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>, "Stuart Ray (Stuart.Ray@hitachi-automotive.us)" <Stuart.Ray@hitachi-automotive.us>,
Date: 04/04/2016 03:11 PM
Subject: RE: P552 Warranty Matrix

Here is the excel file for the same VIN #s. Kindly let me know the status at your earliest. Also let me know which parts have not been received yet.

Thanks
Saif

From: Siddiqui, Saif (S.S.)
Sent: Monday, April 04, 2016 2:19 PM
To: 'ralph.wagers@hitachi-automotive.us'; Stuart Ray (Stuart.Ray@hitachi-automotive.us)
Subject: RE: P552 Warranty Matrix

Here is the updated list.

Claim K	Model Ye	Plant Description	VIN Code	Production Da	M
3356317	2015	KANSAS CITY PLANT BUILD	1FTEW1C83FK[redacted]	10/9/2015	
3507729	2015	KANSAS CITY PLANT BUILD	1FTFW1EG1FK[redacted]	8/18/2015	
3761515	2015	KANSAS CITY PLANT BUILD	1FTEW1CP6FKF[redacted]	10/12/2015	
4708955	2015	KANSAS CITY PLANT BUILD	1FTEW1CG4FK[redacted]	11/10/2015	
405127	2016	DEARBORN PLANT BUILD	1FTEW1EF5GF[redacted]	11/20/2015	
458727	2016	DEARBORN PLANT BUILD	1FTEW1EG5GF[redacted]	12/4/2015	
639070	2016	DEARBORN PLANT BUILD	1FTFX1EF4GF[redacted]	1/25/2016	
692847	2016	DEARBORN PLANT BUILD	1FTEW1EG1GF[redacted]	11/6/2015	
745974	2016	DEARBORN PLANT BUILD	1FTMF1E86GF[redacted]	12/9/2015	
3031598	2015	DEARBORN PLANT BUILD	1FTEW1EF9FF[redacted]	7/21/2015	

From: Siddiqui, Saif (S.S.)
Sent: Monday, April 04, 2016 12:38 PM
To: 'ralph.wagers@hitachi-automotive.us'
Subject: RE: P552 Warranty Matrix

Ralph,

Can you update me on the following part return

ın	Claim Key	VIN Code	Production Date	\
	405127	1FTEW1EF5GF[redacted]	11/20/2015	
	458727	1FTEW1EG5GF[redacted]	12/4/2015	
	639070	1FTFX1EF4GF[redacted]	1/25/2016	
	692847	1FTEW1EG1GF[redacted]	11/6/2015	
	745974	1FTMF1E86GF[redacted]	12/9/2015	

Thanks
Saif

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Tuesday, March 29, 2016 11:03 AM
To: Siddiqui, Saif (S.S.)
Subject: P552 Warranty Matrix

Please see attached matrix for P552 master cylinder warranty.

Kindest regards,
Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

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From: ralph.wagers@hitachi-automotive.us
Sent: Thursday, September 08, 2016 10:02 AM
To: Raza, Mohammed Zahid (M.Z.)
Cc: Fred.Schwendenmann@hitachi-automotive.us; Siddiqui, Saif (S.S.); Stuart.Ray@hitachi-automotive.us; Daanyal, Shaji (.)
Subject: RE: P552 Warranty Part Returns - Status 20160831.xlsx

Categories: Hitachi MC

Mohammed,

We are currently updating matrix and will be forwarding this afternoon.

Kindest regards,
Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

From: "Raza, Mohammed Zahid (M.Z.)" <mraza5@ford.com>
To: "Stuart.Ray@hitachi-automotive.us" <Stuart.Ray@hitachi-automotive.us>,
Cc: "Fred.Schwendenmann@hitachi-automotive.us" <Fred.Schwendenmann@hitachi-automotive.us>, "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>, "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>, "Daanyal, Shaji (.)" <suddin1@ford.com>
Date: 09/08/2016 09:39 AM
Subject: RE: P552 Warranty Part Returns - Status 20160831.xlsx

---

Stuart/Ralph,
Didn't get any updates since the last 2 days? Thanks.

From: Stuart.Ray@hitachi-automotive.us [mailto:Stuart.Ray@hitachi-automotive.us]
Sent: Friday, September 02, 2016 1:42 PM
To: Raza, Mohammed Zahid (M.Z.)
Cc: Fred.Schwendenmann@hitachi-automotive.us; ralph.wagers@hitachi-automotive.us; Siddiqui, Saif (S.S.); Daanyal, Shaji (.)
Subject: RE: P552 Warranty Part Returns - Status 20160831.xlsx

Mohammed,

Attached is the updated status sheet, saved as excel97, so hopefully you can open it..
Changes include:
1FTEW1EF5GP[redacted] I made a mistake when searching the matrix initially. I even went back in emails for older versions of the matrix and this one was never in the matrix.

1FTMF1C8XGK[redacted] Bypass 70s@3MPa Pending Teardown (LD)

1FTEW1EG7GP[redacted] Pending Vacuum Testing

1FTEX1CF5G[redacted] Passed 10k cycle vacuum test Pending Function Testing

Sincerely,
Stuart A. Ray
QE - Master Cylinder Assy
Hitachi Automotive Systems Americas, Inc.
859-734-9451 Ext.6311

From: "Raza, Mohammed Zahid (M.Z.)" <mraza5@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>,
Cc: "Fred.Schwendenmann@hitachi-automotive.us" <Fred.Schwendenmann@hitachi-automotive.us>, "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>, "Stuart.Ray@hitachi-automotive.us" <Stuart.Ray@hitachi-automotive.us>, "Daanyal, Shaji (.)" <suddin1@ford.com>
Date: 09/02/2016 09:48 AM
Subject: RE: P552 Warranty Part Returns - Status 20160831.xlsx

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Stuart,
I didn't receive the updates. Please send me the updates as soon as possible. Thanks.

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Wednesday, August 31, 2016 1:31 PM
To: Raza, Mohammed Zahid (M.Z.)
Cc: Fred.Schwendenmann@hitachi-automotive.us; Siddiqui, Saif (S.S.); Stuart.Ray@hitachi-automotive.us; Daanyal, Shaji (.)
Subject: RE: P552 Warranty Part Returns - Status 20160831.xlsx

Mohammed,

I have attached timing for functional test and x-ray per your request.
Two to three master cylinders per day is most we can complete in one day and provide thorough analysis and root cause.

Ralph Wagers
Asst. Quality Manager - Brakes
Hitachi Automotive Systems Americas, Inc.
1150 Mayde Road, Berea, Ky 40403
Desk Phone: (859) 734-9451, ext. 2134
Cell Phone: (859) 200-3385
E-mail: ralph.wagers@hitachi-automotive.us

From: "Raza, Mohammed Zahid (M.Z.)" <mraza5@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>, "Daanyal, Shaji (.)" <suddin1@ford.com>, "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>,
Cc: "Stuart.Ray@hitachi-automotive.us" <Stuart.Ray@hitachi-automotive.us>, "Fred.Schwendenmann@hitachi-automotive.us" <Fred.Schwendenmann@hitachi-automotive.us>
Date: 08/31/2016 10:55 AM
Subject: RE: P552 Warranty Part Returns - Status 20160831.xlsx

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