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

From: Daanyal, Shaji (.)
Sent: Wednesday, August 10, 2016 5:15 PM
To: 'ralph.wagers@hitachi-automotive.us'
Subject: RE: F150 Brake PMT meeting - ECB List

Ralph,
Welcome back.
Please look at one of the claims in the ECB list today.
This looks very similar to a master cylinder claim but it is not.
Discuss with Fred and see if some of the past master cylinder "No Trouble Found" claims "could have been this root cause".

ECB Function	F2 - CHASSIS
ECB VFG	V21 - BRAKING
ECB CCC	N17 - NOISY BRAKES
Item No.	5
Supplier Engineer	Bosch booster gasket missing KCAP repair issue Raza
Part (Item)	GASKET
Concern	MISSING
Concern Type	
Position A	
Position B	
Position C	BRAKE MSTR CYLINDER
Position D	
DESIGN	
PROCESS	X
Supplier Process	
Supplier Design	
Claim Key	1800207
Model Year	2016
Plant Code	AJ
Plant Description	KANSAS CITY PLANT BUILD
Vehicle Line Code	FL
Vehicle Line Description	F-SERIES (P552)(NA-KCAP)
VIN Code	1FTEW1EF2GK[redacted]
Production Date	6/17/2016
Warranty Start Date	7/5/2016
Repair Date	8/1/2016
TIS_WSD	1
Mileage	268
Material Cost	11
Labor Cost	197
Labor Hours	1.4
Total Cost Gross	208
Original Function	F2 - CHASSIS

Original VFG	V21-BRAKING
Original CCC	H19 - TRACTION CONTROL_ANTI-LOCK BRAKE SYSTEM TROUBLES
MKT DER	F
Body Cab Style	T/BC - DOUBLE CAB (CREW CAB)
Version Series	T/AM - 150 SERIES
Drive Code	T/E - 4 WHL L/H PART TIME DRIVE
Engine Code	E1406 - COYOTE GAS V8 - EEP
Transmission Code	A0807 - AT - 6R60/70/80 - LTP
CLR_TRIM_CD	000TM - MEDIUM EARTH GRAY
Paint	PN4BY - BLUE JEANS METALLIC
Document Number	73973301
WCC	5V05
Prefix (Causal Part)	7L1Z
Base (Causal Part)	2152
Suffix (Causal Part)	A
AWS PART DESCRIPTION	GASKET MASTER CYLINDER
Condition Code	42 - DOES NOT OPERATE PROPERLY
Customer Comment	CUSTOMER STATES THERE IS A SERVICE BRAKE ERROR MESSAGE THAT APPEARS WHILE DRIVING. PLEASE CHECK.
Technicians Comment	VERIFIED CONCERN, PULLED CODE P050F, PERFORMED BOOSTER TEST, PASSED, PULLED OUT MASTER, FOUND GASKET MISSING. INSTALLED MASTER GASKET, CLEARED CODES, TEST DROVE, RECHECKED OK NOW
CPSC_6_CAUSL_CD	60601
TXN_CD	1
RPR_DLR_CD	7934
RPR_DLR_SUB_CD	*
Repair Dealer Region	NA
Repair Dealer Name	
Repair Dealer Phone	
Repair Dealer State	CA
Repair Dealer Country	USA
SLS_DLR_CD	172033
Sell Dealer Country	USA
SLS_DLR_SUB_CD	*
Sell Dealer Region	NA
AWS Load Date	8/4/2016
ECB Load Date	8/5/2016
Bin Comments	CNG LOG#CH264 PVT COMMENTS: [268 MILES ON A TRUCK WHICH HAD THE VAC SENSOR REPLACED AT 193 MILES (CLAIM KEY 1661250); PER REPORT LOGIQ, TRUCK PASSED ALL BRAKE RELATED EOL AND ELECTRICAL CHECKS IN THE PLANT WITH NO ISSUES; PER QLS, NO BRAKE REPAIRS WERE MADE BEFORE OR AFTER EOL OR ELECTRICAL CHECKS, HOWEVER THIS TRUCK WAS MARKED BAD ON THE BRAKE BOOSTER SPRING NOISE STOP SHIP CAMPAIGN AND REPAIRED ON 06/19/2016; PART WAS MISSING, NO ABILITY TO GENERATE A 700 TAG REQUEST]
Tire Brand	* - [N/A]
Tire Size	D3IDC - 275/55R 20 A/T OWL
Engine Plant	EN14 - ESSEX
TRN Plant	AT08 - A/T LIVONIA
Fuel Type	G - Gas
Concern ID	SAQ2016398972
RD Key	2312605

System Translated Customer Comment	CUSTOMER STATES THERE IS A SERVICE BRAKE ERROR MESSAGE THAT APPEARS WHILE DRIVING. PLEASE CHECK.
System Translated Technician Comment	VERIFIED CONCERN, PULLED CODE P050F, PERFORMED BOOSTER TEST, PASSED, PULLED OUT MASTER, FOUND GASKET MISSING. INSTALLED MASTER GASKET, CLEARED CODES, TEST DROVE, RECHECKED OK NOW

Regards,

Shaji Daanyal
Supplier Technical Assistance
Phone 313 805 5192

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From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Wednesday, August 10, 2016 11:45 AM
To: Siddiqui, Saif (S.S.) <ssiddi11@ford.com>; Daanyal, Shaji (.) <suddin1@ford.com>
Cc: Stuart.Ray@hitachi-automotive.us
Subject: Fw: F150 Brake PMT meeting - ECB List

Shaji & Saif,

Attached is weekly report from Robin Miller.
Hitachi has zero ECBs reported this week.

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

----- Forwarded by Ralph Wagers/BER/AMS-NA on 08/10/2016 11:42 AM -----

From: "Miller, Robin (R.)" <rmill389@ford.com>
To: "Williams, Dan (DW.)" <dwill122@ford.com>, "Mills, Eric (E.)" <emills21@ford.com>, "Berenjian, Karim (K.)" <kberenj1@ford.com>, "Herman, Jerome (J.A.)" <JHERMAN5@ford.com>, "Dudley, Jeff (J.A.)" <jdudley2@ford.com>, "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>, "Brittingham, Todd (T.A.)" <tbrittin@ford.com>, "Coleman, John (J.R.)" <jcolema3@ford.com>, "Dressing, Thomas (T.G.)" <tdressin@ford.com>, "Fateh, Haiyan (H.Z.)" <HFATEH@ford.com>, "Goodsell, James (J.)" <JGOODSE3@ford.com>, "Kettlewell, Brian (B.)" <BKETTLEW@ford.com>, "McElmeel, Steven (S.M.)" <smcelmee@ford.com>, "Raza, Mohammed Zahid (M.Z.)" <mraza5@ford.com>, "Riches, Mark (M.D.)" <mriches1@ford.com>, "Turchinetz, Michael (M.)" <mturchin@ford.com>, "Kapanowski, Martin C (M.C.)" <mkapanow@ford.com>, "'Dan.Malone-contr@TRW.COM'" <Dan.Malone-contr@TRW.COM>, "'Joan Partridge'" <Joan.Partridge@TRW.COM>, "Morrison, Dave" <dmorrison@ksrint.com>, "Ralph Wagers (ralph.wagers@hitachi-automotive.us)" <ralph.wagers@hitachi-automotive.us>, "Rodger.Carter@hitachi-automotive.us" <Rodger.Carter@hitachi-automotive.us>, "'Fred.Schwendenmann@hitachi-automotive.us'" <Fred.Schwendenmann@hitachi-automotive.us>, "Hirokazu.Sano@hitachi-automotive.us" <Hirokazu.Sano@hitachi-automotive.us>, "'Joseph.Cervoni@cooperstandard.com'" <Joseph.Cervoni@cooperstandard.com>, "Shah, Parshva (P.)" <PSHAH38@ford.com>, "Andre.Hardy@TRW.COM" <Andre.Hardy@TRW.COM>, "colarossi.s@duraauto.com" <colarossi.s@duraauto.com>,
Cc: "Hodge, Wesley (W.D.)" <whodge@ford.com>, "Patel, Harendra (H.M.)" <hpatel2@ford.com>
Date: 08/10/2016 10:55 AM
Subject: RE: F150 Brake PMT meeting - ECB List

The F150 Brake PMT meeting will be at 1:00 PM today. The WEBEX info is shown below, and in the meeting notice.

There are 19 claims for the past week, 8/3/16 – 8/10/16, 7 are foundation/actuation related, see attached file.

Agenda

ZFTRW – Karim Berenjian	1:00-1:10
Dura – RCM	1:10-1:15
Bosch boosters, Mohammed Raza	1:15-1:20
Cooper – Haiyan Fateh, Steve McElmeel	1:15-1:20
Form 4	1:20-1:25
BSAQs & Quality Plan – review plan, update w/latest BSAQs	1:25-1:30

REQUEST TO SUPPLIERS – ECB Warranty Parts Returns

Extract from these weekly ECB reports all line items for which you have parts returns – Reviews ECB lists published weekly.
Compile and maintain your own list of ECB reports for all such parts returns.
Provide regular reports of the status of these returns, when parts were picked up, when analyzed, detail analysis results.
We will discuss Return Parts Reporting by Suppliers on a rotating, weekly basis, schedule published in advance.

Please return all comments/suggestions/issues regarding this process to me.

Robin C. Miller
Ford Chassis Engineering
F150, Expedition, and Navigator Brake Systems
(313) 316-8782
rmill389@ford.com
BLDG3 – 1D144

Meeting Number/access code: 717 069 977
Meeting Password: This meeting does not require a password.
Meeting Link (may have to copy & paste): https://ford.webex.com/ford/j.php?J=713430927
US Toll Free Number: +1-888-628-3668
FordNet 248-3668 / Toll: +1-313-248-3668

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From: Anderson, Loren (L.E.)
Sent: Monday, July 25, 2016 4:34 PM
To: Kapanowski, Martin C (M.C.); Williams, Dan (DW.)
Cc: Miller, Robin (R.)
Subject: RE: F150 Hitachi MC Contamination

File was run July 13

From: Kapanowski, Martin C (M.C.)
Sent: Monday, July 25, 2016 12:25 PM
To: Anderson, Loren (L.E.); Williams, Dan (DW.)
Cc: Miller, Robin (R.)
Subject: F150 Hitachi MC Contamination

Loren, Dan, it has been stated that MC repairs are increasing. We are having Hitachi in to discuss. Would you please send me the warranty data that shows the increase, so I can forward to Hitachi as the reason they are being invited in next week? Thanks.

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

RQ16-001 000905 ER

From: Anderson, Loren (L.E.)
Sent: Monday, July 25, 2016 12:33 PM
To: Kapanowski, Martin C (M.C.); Williams, Dan (DW.)
Cc: Miller, Robin (R.)
Subject: RE: F150 Hitachi MC Contamination



Page shows both booster (top) and MC (below)
Counts of claims

From: Kapanowski, Martin C (M.C.)
Sent: Monday, July 25, 2016 12:25 PM
To: Anderson, Loren (L.E.); Williams, Dan (DW.)
Cc: Miller, Robin (R.)
Subject: F150 Hitachi MC Contamination

Loren, Dan, it has been stated that MC repairs are increasing. We are having Hitachi in to discuss. Would you please send me the warranty data that shows the increase, so I can forward to Hitachi as the reason they are being invited in next week? Thanks.

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

RQ16-001 000906 ER

2016 F150

PART NUM BASE (CAUSL) 2005 - BOOSTER ASY-POWER BR

Sum of REPAIRS	uction Month									
Repair Month	2015-10	2015-11	2015-12	2016-01	2016-02	2016-03	2016-04	2016-05	2016-06	Grand Total
2015-12			1							1
2016-02				1						1
2016-03			1			1				2
2016-04			1		1	1				3
2016-05		1			3	2	3			9
2016-06	1	1	1	3			1	1	1	9
2016-07					1				1	2
Grand Total	**1**	**2**	**4**	**4**	**5**	**4**	**4**	**1**	**2**	**27**

PART NUM BASE (CAUSL) 2140 - CYLINDER ASY-BRK MST

Sum of REPAIRS	uction Month								
Repair Month	2015-10	2015-11	2015-12	2016-01	2016-02	2016-03	2016-04	2016-05	Grand Total
2015-12		1							1
2016-01		1							1
2016-02		1	1						2
2016-03		6	2	1	1				10
2016-04	3	3	3	3	1				13
2016-05	9	10	8	5	8	1	1		42
2016-06	6	18	11	13	7	4	2	2	63
2016-07		1	1	4	1				7
Grand Total	**18**	**41**	**26**	**26**	**18**	**5**	**3**	**2**	**139**

Report Info Status=Fin Request Na Description Run Date / Completion Job Size=1 Execution T Precalc Pro Cut Off Dat Load Date= Currency E Generated By=LANDE312
Data Selec Model Yea Cost Categ Region Bui Region Sol Vehicle Lin Part Num Base (causal) [typed] = [2140,%,%], [2005,%,%]
Report Sel Report Nar Model Yea Destination Csv Name= Logic=Non Order By=F Options=Y Cost Type= Minimum D Use Group Requested Requested Reported C Reported D Description Default Claims (no Date Filters)=Up to current load date

MATRIX_N	PROD_MC	REPAIRS	COSTS	VEHICLES	MDL_YR_C	Production	Repair Mor	PART NUM	LOGIC
1		3	463	0	2016	2015-10	2016-04	2140 - CYL	no logic
2		9	1483.87	0	2016	2015-10	2016-05	2140 - CYL	no logic
3		1	342.56	0	2016	2015-10	2016-06	2005 - BOC	no logic
4		6	919.56	0	2016	2015-10	2016-06	2140 - CYL	no logic
5		1	167.09	0	2016	2015-11	2015-12	2140 - CYL	no logic
6		1	343.2	0	2016	2015-11	2016-01	2140 - CYL	no logic
7		1	276.04	0	2016	2015-11	2016-02	2140 - CYL	no logic
8		6	1384.29	0	2016	2015-11	2016-03	2140 - CYL	no logic
9		3	469.39	0	2016	2015-11	2016-04	2140 - CYL	no logic
10		1	502.74	0	2016	2015-11	2016-05	2005 - BOC	no logic
11		10	2312.34	0	2016	2015-11	2016-05	2140 - CYL	no logic
12		1	613.46	0	2016	2015-11	2016-06	2005 - BOC	no logic
13		18	4049.4	0	2016	2015-11	2016-06	2140 - CYL	no logic
14		1	99.01	0	2016	2015-11	2016-07	2140 - CYL	no logic
15		1	249.7	0	2016	2015-12	2015-12	2005 - BOC	no logic
16		1	257.27	0	2016	2015-12	2016-02	2140 - CYL	no logic
17		1	354.56	0	2016	2015-12	2016-03	2005 - BOC	no logic
18		2	295.75	0	2016	2015-12	2016-03	2140 - CYL	no logic
19		1	418.62	0	2016	2015-12	2016-04	2005 - BOC	no logic
20		3	778.1	0	2016	2015-12	2016-04	2140 - CYL	no logic
21		8	2096.93	0	2016	2015-12	2016-05	2140 - CYL	no logic
22		1	247.47	0	2016	2015-12	2016-06	2005 - BOC	no logic
23		11	2266.06	0	2016	2015-12	2016-06	2140 - CYL	no logic
24		1	180.9	0	2016	2015-12	2016-07	2140 - CYL	no logic
25		1	353.41	0	2016	2016-01	2016-02	2005 - BOC	no logic
26		1	188.18	0	2016	2016-01	2016-03	2140 - CYL	no logic
27		3	613.14	0	2016	2016-01	2016-04	2140 - CYL	no logic
28		5	1004.75	0	2016	2016-01	2016-05	2140 - CYL	no logic
29		3	980.87	0	2016	2016-01	2016-06	2005 - BOC	no logic
30		13	2335.89	0	2016	2016-01	2016-06	2140 - CYL	no logic
31		4	480.3	0	2016	2016-01	2016-07	2140 - CYL	no logic
32		1	141.45	0	2016	2016-02	2016-03	2140 - CYL	no logic
33		1	258.68	0	2016	2016-02	2016-04	2005 - BOC	no logic
34		1	337.54	0	2016	2016-02	2016-04	2140 - CYL	no logic
35		3	780.11	0	2016	2016-02	2016-05	2005 - BOC	no logic
36		8	1677.8	0	2016	2016-02	2016-05	2140 - CYL	no logic
37		7	1720.44	0	2016	2016-02	2016-06	2140 - CYL	no logic
38		1	365.73	0	2016	2016-02	2016-07	2005 - BOC	no logic
39		1	321.56	0	2016	2016-02	2016-07	2140 - CYL	no logic
40		1	239.13	0	2016	2016-03	2016-03	2005 - BOC	no logic
41		1	249.14	0	2016	2016-03	2016-04	2005 - BOC	no logic
42		2	389.46	0	2016	2016-03	2016-05	2005 - BOC	no logic
43		1	25.3	0	2016	2016-03	2016-05	2140 - CYL	no logic
44		4	722.96	0	2016	2016-03	2016-06	2140 - CYL	no logic
45		3	858.26	0	2016	2016-04	2016-05	2005 - BOC	no logic
46		1	355.69	0	2016	2016-04	2016-05	2140 - CYL	no logic
47		1	256.23	0	2016	2016-04	2016-06	2005 - BOC	no logic
48		2	311.95	0	2016	2016-04	2016-06	2140 - CYL	no logic
49		1	269.67	0	2016	2016-05	2016-06	2005 - BOC	no logic
50		2	1304.4	0	2016	2016-05	2016-06	2140 - CYL	no logic
51		1	231.83	0	2016	2016-06	2016-06	2005 - BOC	no logic
52		1	256.09	0	2016	2016-06	2016-07	2005 - BOC	no logic

From: Szalay, Michael (M.A.)
Sent: Thursday, October 20, 2016 4:09 PM
To: Williams, Dan (DW.)
Cc: Herman, Jerome (J.A.)
Subject: RE: F150 Master Cylinder - 6Panel - Review Update

It is acceptable to leave the service part items red if FCSD or Hitachi cannot confirm the service stock is replenished.

Michael Szalay
Chassis Quality/PVT
(313) 805-7555

From: Williams, Dan (DW.)
Sent: Thursday, October 20, 2016 12:05 PM
To: Milz, Kevin (K.W.); Malecki, David (D.B.); Daanyal, Shaji (.); Kapanowski, Martin C (M.C.); Petrovski, Michael (M.); Menz, Kenneth (K.C.); Szalay, Michael (M.A.); Dudley, Jeff (J.A.); Siddiqui, Saif (S.S.); Harris, Jonathan (J.E.)
Cc: Herman, Jerome (J.A.)
Subject: RE: F150 Master Cylinder - 6Panel - Review Update

Attached is the current status of the CCC 6-panel for H15. SAQ2016419081 (F-150 IFF Piston-Scratchd) is still being worked on, but is done enough to make that line item green. The last line item that is red, but could be made green is the line item for claims due to lack of service stock.

Was there a point in time when Hitachi was behind in shipping to their P552 service part releases? If so, on what date did they fulfill the outstanding orders?

<< File: 6-Panel_F15 - NA F-SERIES u 8500 TOTAL_H15_VFM_UTM_Std_20Oct2016.xlsm >>

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

From: Williams, Dan (DW.)
Sent: Thursday, October 20, 2016 10:38 AM
To: Milz, Kevin (K.W.); Malecki, David (D.B.); Daanyal, Shaji (.); Kapanowski, Martin C (M.C.); Petrovski, Michael (M.); Menz, Kenneth (K.C.); Szalay, Michael (M.A.); Dudley, Jeff (J.A.); Siddiqui, Saif (S.S.); Harris, Jonathan (J.E.)
Cc: Herman, Jerome (J.A.)
Subject: RE: F150 Master Cylinder - 6Panel - Review Update

Jerry and I have an F150 SAR Deck Review meeting with Mike Wroblewski from 12 to 1 Eastern. We will not be able to attend this meeting until that meeting has concluded.

RQ16-001 000909 ER

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

-----Original Appointment-----
From: Milz, Kevin (K.W.)
Sent: Wednesday, October 19, 2016 10:35 AM
To: Milz, Kevin (K.W.); Malecki, David (D.B.); Daanyal, Shaji (.); Kapanowski, Martin C (M.C.); Petrovski, Michael (M.); Menz, Kenneth (K.C.); Szalay, Michael (M.A.); Dudley, Jeff (J.A.); Siddiqui, Saif (S.S.); Harris, Jonathan (J.E.)
Cc: Williams, Dan (DW.); Herman, Jerome (J.A.)
Subject: F150 Master Cylinder - 6Panel - Review Update
When: Thursday, October 20, 2016 12:30 PM-1:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Continuation of 6 panel discussion.

As discussed in today's Chassis FQR the team needs to submit a 6Panel for F150 master cylinder leaks for file only by cob Friday 10/21/16.

This team will review the 6panel from the CCRG review last week and make the necessary update to meet the submission deadline. I will be travelling and calling in from the road.

The 6panel will be sent in a separate email.

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

Ford Users: Join WebEx meeting

Guest and Mobile Users: Join WebEx meeting

Meeting number: 714 050 772

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

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Access code: 714 050 772
Global call-in numbers | Toll-free calling restrictions

Can't join the meeting? Contact support.

MC07

From: Williams, Dan (DW.)
Sent: Thursday, September 22, 2016 2:23 PM
To: Kapanowski, Martin C (M.C.); Raza, Mohammed Zahid (M.Z.)
Cc: Herman, Jerome (J.A.)
Subject: RE: F150 MC Part Returns

5 master cylinders will be requested from ECB claims we received today. The claim linked below is one of them. This is the most recently built truck (08/15/2016) that I can recall which has had a master cylinder replaced by a dealer.

http://www.quality.ford.com/aws/cgi-bin/jlu/detailclm2.pl?srvr=AWSPPRDDG&modelyr=2016&clmkey=2294429

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

From: Williams, Dan (DW.)
Sent: Thursday, September 22, 2016 8:39 AM
To: Kapanowski, Martin C (M.C.); Raza, Mohammed Zahid (M.Z.); Dudley, Jeff (J.A.); Daanyal, Shaji (.); Milz, Kevin (K.W.); Oswalt, Greg (G.G.); Dobbs, Dan (K.D.); Herman, Jerome (J.A.)
Subject: RE: F150 MC Part Returns

I'm requesting several LTIS master cylinders to be returned to Hitachi Berea almost every day. Attached are the 217 parts I have requested to be returned so far this calendar year. The WPAC system shows that 158 of them have been received by Hitachi Berea.

<< File: tag_issued_list.xlsx >>

I can open my search for parts to include vehicles with more than 3MIS and pull back even more parts. I can also request that the parts be shipped overnight, instead of 3-5 day ground.

If you let me know what criteria, if any, you want me to use to limit the returns (month of production, time in service, etc…), I can start requesting even more parts today.

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

From: Kapanowski, Martin C (M.C.)
Sent: Thursday, September 22, 2016 7:33 AM

To: Raza, Mohammed Zahid (M.Z.); Dudley, Jeff (J.A.); Daanyal, Shaji (.); Milz, Kevin (K.W.); Oswalt, Greg (G.G.); Dobbs, Dan (K.D.); Herman, Jerome (J.A.); Williams, Dan (DW.)
Subject: F150 MC Part Returns

Good morning. In today's CCRG we discussed how to get 50 "bypass" MCs back from dealers quickly. A process was suggested whereby AWS/CQIS is monitored and a part is requested at the time any dealer submits a wty claim.

I am requesting instead, that the subject 2015/16 MCs go on to a prior approval program for 2 weeks, whereby dealers cannot get reimbursed for a repair w/o prior approval and a returned part. It is important that we obtain many samples asap, and I'd like to pursue this method instead.

Mohammed, please work with Dan, Dan and Jerry to take the steps to implement this. Update me later today.

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

From: Allen, David (.)
Sent: Wednesday, May 13, 2015 3:38 PM
To: Pierce, Warren (W.B.); Kapanowski, Martin C (M.C.)
Cc: Kosztowny, Brian (B.P.); Stoeckle, Michael (M.E.)
Subject: RE: Fill issue / Cutaway of MC Reservoir Joint at MC Body - P552

Thanks Warren. I need this truck to be 25TGW max for brakes. Cannot afford one customer checking a box for pedal feel due to this.

David R. Allen
Manager Brake Engineering
313-805-2731
dallen5@ford.com

From: Pierce, Warren (W.B.)
Sent: Wednesday, May 13, 2015 11:34 AM
To: Allen, David (.); Kapanowski, Martin C (M.C.)
Cc: Kosztowny, Brian (B.P.); Stoeckle, Michael (M.E.)
Subject: RE: Fill issue / Cutaway of MC Reservoir Joint at MC Body - P552

I'm sure we can manage that in some fashion.

Warren B. Pierce
VEHICLE/CHASSIS ENGINEERING
KCAP F150 PVT
CELL: 313.805.6268
OFFICE: 816.414.5689
wpierce@ford.com

From: Allen, David (.)
Sent: Wednesday, May 13, 2015 10:32 AM
To: Pierce, Warren (W.B.); Kapanowski, Martin C (M.C.)
Cc: Kosztowny, Brian (B.P.); Stoeckle, Michael (M.E.)
Subject: RE: Fill issue / Cutaway of MC Reservoir Joint at MC Body - P552

Thanks, that seems manageable. Can we drive the units that have MC replaced to make sure pedal feel is okay?

David R. Allen

RQ16-001 000914 ER

Manager Brake Engineering
313-805-2731
dallen5@ford.com

From: Pierce, Warren (W.B.)
Sent: Wednesday, May 13, 2015 11:30 AM
To: Allen, David (.); Kapanowski, Martin C (M.C.)
Cc: Kosztowny, Brian (B.P.); Stoeckle, Michael (M.E.)
Subject: RE: Fill issue / Cutaway of MC Reservoir Joint at MC Body - P552

We had two leakers identified after the sorted stock was put online, the total number of units as of earlier this morning was 37.

Warren B. Pierce
VEHICLE/CHASSIS ENGINEERING
KCAP F150 PVT
CELL: 313.805.6268
OFFICE: 816.414.5689
wpierce@ford.com

From: Allen, David (.)
Sent: Wednesday, May 13, 2015 10:29 AM
To: Kapanowski, Martin C (M.C.)
Cc: Pierce, Warren (W.B.); Kosztowny, Brian (B.P.); Stoeckle, Michael (M.E.)
Subject: RE: Fill issue / Cutaway of MC Reservoir Joint at MC Body - P552

How many vehicles affected?

I assume we are building clean given we can sort material in plant, correct?

David R. Allen
Manager Brake Engineering
313-805-2731
dallen5@ford.com

From: Kapanowski, Martin C (M.C.)
Sent: Wednesday, May 13, 2015 10:13 AM
To: Allen, David (.)
Cc: Pierce, Warren (W.B.); Kosztowny, Brian (B.P.); Stoeckle, Michael (M.E.)
Subject: RE: Fill issue / Cutaway of MC Reservoir Joint at MC Body - P552

Direction for leakers is replace MC. Confirmed by Nick Marcum at Hitachi Berea when I talked to him this morning. Hitachi does not want the reservoir removed and replaced on-vehicle. MC replacement is the direction.

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

From: Allen, David (.)
Sent: Wednesday, May 13, 2015 6:36 AM
To: Kapanowski, Martin C (M.C.)
Subject: RE: Fill issue / Cutaway of MC Reservoir Joint at MC Body - P552

What is the acceptance criterion to release vehicle if they leaked during Fill?

David R. Allen
Manager Brake Engineering
313-805-2731
dallen5@ford.com

From: Herman, Jerome (J.A.)
Sent: Friday, June 03, 2016 5:48 PM
To: Stanton, Richard (R.A.)
Subject: RE: Follow-up Question

Thank you Sir!

Thank you,

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

From: Stanton, Richard (R.A.)
Sent: Friday, June 03, 2016 1:48 PM
To: Dragos, Christian (S.); Harbaugh, Robert (R.P.); Lockwood, Dan (D.B.); Allstaedt, David (D.J.)
Cc: Herman, Jerome (J.A.)
Subject: RE: Follow-up Question

Team,

Jerry wants a used brake fill filter to take over to central labs for analysis. Are we close to the time when we replace?

Also, can you answer the usual PM questions we get whenever the master cylinder supplier questions our equipment, i.e. micron, frequency of replacement, etc.

Thank you,

Rich Stanton

From: Herman, Jerome (J.A.)
Sent: Friday, June 03, 2016 12:30 PM
To: Stanton, Richard (R.A.) <rstanto5@ford.com>
Subject: RE: Follow-up Question

A dirty one.

Thank you,

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

From: Stanton, Richard (R.A.)
Sent: Friday, June 03, 2016 12:17 PM
To: Herman, Jerome (J.A.)
Subject: RE: Follow-up Question

A clean filter?

From: Herman, Jerome (J.A.)
Sent: Friday, June 03, 2016 10:40 AM
To: Stanton, Richard (R.A.) <rstanto5@ford.com>
Subject: Follow-up Question

Richard,

Can we get one of the evac and fill filters and have central labs do a material analysis? I'm asking all of the suppliers for materials/cleanliness data as well.

Thank you,

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

From: Stuart.Ray@hitachi-automotive.us
Sent: Monday, November 09, 2015 4:32 PM
To: Ruiz, Jesica (.)
Cc: ralph.wagers@hitachi-automotive.us; Daanyal, Shaji (.)
Subject: Re: Fw: P552 - Ford Motor Company - Warranty Claim (2 TIS) - Hitachi (T407P)

Jesica, we have not received this unit yet. Below are the units still outstanding:

VIN	Days since entered
1FTEW1EG2FF[redacted]	-5
1FTEW1CG3FK[redacted]	-5
1FTEW1CF5FF[redacted]	-5
1FTEX1C80FK[redacted]	-25
1FTEW1EGXFK[redacted]	-26

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

From: Ralph Wagers/BER/AMS-NA
To: Stuart Ray/BER/AMS-NA@HAP-US,
Date: 11/09/2015 10:57 AM
Subject: Fw: P552 - Ford Motor Company - Warranty Claim (2 TIS) - Hitachi (T407P)

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 11/09/2015 10:57 AM -----

From: "Ruiz, Jesica (.)" <jruiz68@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: "Stauffer, Eric (E.L.)" <estauffe@ford.com>, "Williams, Dan (DW.)" <dwill122@ford.com>, "Kosztowny, Brian (B.P.)" <bkosztow@ford.com>, "Daavettila, Thomas (T.W.)" <tdaavett@ford.com>, "Kapanowski, Martin C (M.C.)" <mkapanow@ford.com>, "Daanyal, Shaji (.)" <suddin1@ford.com>, "Milz, Kevin (K.W.)" <kmilz@ford.com>
Date: 11/09/2015 10:51 AM
Subject: P552 - Ford Motor Company - Warranty Claim (2 TIS) - Hitachi (T407P)

Ralph/ Hitachi Team,

RQ16-001 000919 ER

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.**

1FTEW1CF5FF[redacted] – (2 TIS) – Veh Build Date: 08.04.15 – Pedal to the floor - REPEAT - Part is being requested back from the dealer

P552 is getting an excessive amount of P552 ECBs on master cylinders. Something needs to improve systemically at Hitachi. What can we do to better contain all the issues?

PVT Comments ES [No other warranty claims, A (step bore) master cylinder replaced. PEARS REQUEST # 517887 (BRAKRW)]

**** This claim presents tomorrow 11/10/15. Please send me your 3D 8D asap today with a robust containment action based on known historical issue most likely root cause.**

****

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.

Thank you.

Jesica Ruiz

STA Engineer – Chassis, Interiors & VE
Ford Motor Company
Dearborn Truck Plant

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

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2015; **Claim Key** = 2969056

Vehicle Information		Claim Information	
Model Year:	2015	Document Number:	521172A
Market Derived:	F - FORD	Repair Date:	15-OCT-2015
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	2458
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:	02-NOV-2015
Warranty Start Date:	18-AUG-2015		
Production Date:	04-AUG-2015		
VIN:	1FTEW1CF5FF[redacted]		
Dealer Information		**Expense Information**	
		Customer Paid Amount:	.00
Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	133.64
City:		Misc. Expense Amount:	.00

State:	FL Zip Code:	Part Markup Amount:	65.88
Country:	USA Region Code: NA	Material Cost:	135.24
Phone:		Total Cost Gross:	268.88

Cust. Concern Code:	H15 - BRAKE PEDAL SPONGY
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	CHECKED BRAKES FOUND PEDAL SINKING ALL THE WAY TO THE FLOOR , LEAK CHECK , FOUND AND REPLACE BRAKE MASTER CYLINDER INOP , BLEED BRAKES ,ROAD TESTED SEVERAL MILES , BRAKES OK .
Customer Comment:	CHECK BRAKE PEDAL GOING VERY LOW (KEEPS GOINGDOWN)

Labor Op Code	Labor Op Description	Labor Op Cost
MT2140		133.64

Causal	Full Part Number			Part		Part	Extended
Flag	PREF	BASE	SUFF	Description	CPSC	Quantity	Amount
Y	FL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	112.46
N	PM	20	*		000057	2	22.78

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

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

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From: Stuart.Ray@hitachi-automotive.us
Sent: Tuesday, July 19, 2016 9:30 PM
To: Harris, Jonathan (J.E.)
Cc: ralph.wagers@hitachi-automotive.us; Sandra Granfors (sgranfors1953@hotmail.com) (sgranfors1953@hotmail.com)
Subject: RE: Fwd: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEW1EG5GK[redacted]

This one was tested yesterday. I will get with the tech tomorrow for results.

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

From: "Harris, Jonathan (J.E.)" <jharr176@ford.com>
To: "Stuart.Ray@hitachi-automotive.us" <Stuart.Ray@hitachi-automotive.us>,
Cc: "Sandra Granfors (sgranfors1953@hotmail.com) (sgranfors1953@hotmail.com)" <sgranfors1953@hotmail.com>, "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>, "Harris, Jonathan (J.E.)" <jharr176@ford.com>
Date: 07/19/2016 02:58 PM
Subject: RE: Fwd: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEW1EG5GK[redacted]

Stuart,

Did you ever get this one back and update the 8d. I have to report out on it ASAP and wondered what you had. If so please send me the latest updates ASAP.

Thanks,

Jonathan Harris,
KCAP STA Resident
Cell 313 805-2375

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From: Stuart.Ray@hitachi-automotive.us [mailto:Stuart.Ray@hitachi-automotive.us]
Sent: Wednesday, June 15, 2016 4:39 PM
To: Harris, Jonathan (J.E.)
Cc: Casey Brown; ralph.wagers@hitachi-automotive.us; Sandra Granfors; Williams, Dan (DW.); Pierce, Warren (W.B.); Daanyal, Shaji (.); jeremy.wilson@hitachi-automotive.us; Harris, Jonathan (J.E.)
Subject: Re: Fwd: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEW1EG5GK[redacted]

Attached is the 3D for this ECB claim.

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

From: Sandra Granfors <sgranfors1953@hotmail.com>
To: <ralph.wagers@hitachi-automotive.us>, Stuart Ray <Stuart.Ray@hitachi-automotive.us>,
Date: 06/13/2016 01:31 PM
Subject: Fwd: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEW1EG5GK[redacted]

Sent from my iPhone

Begin forwarded message:

From: "Harris, Jonathan (J.E.)" <jharr176@ford.com>
Date: June 13, 2016 at 1:30:11 PM EDT
To: "Casey.Brown@hitachi-automotive.us" <Casey.Brown@hitachi-automotive.us>
Cc: "aman.gupta@hitachi-automotive.us" <aman.gupta@hitachi-automotive.us>, Sandra Granfors <sgranfors1953@hotmail.com>, "Williams, Dan (DW.)" <dwill122@ford.com>, "Pierce, Warren (W.B.)" <wpierce@ford.com>, "Daanyal, Shaji (.)" <suddin1@ford.com>, "jeremy.wilson@hitachi-automotive.us" <jeremy.wilson@hitachi-automotive.us>, "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>, "Harris, Jonathan (J.E.)" <jharr176@ford.com>
Subject: RE: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEW1EG5GK[redacted]

Casey,

Ford KCAP has received the warranty claim described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, please contact the undersigned immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component. Guys, this is the second claim that we have had recently on the TMC. Please ensure that the 8d is a robust one that addresses this claim and the other one.**

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

1. **Review claim information.**

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

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**

- Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
- If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
- Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.

3. **Review function and effectiveness of process controls.**

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

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

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

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

Updated Response

After part is received/analyzed

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

- Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
- Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**

- Coordinate with IQ to confirm stock certification requirements.
- Complete the 8D.

Thank you for your cooperation.

Jonathan Harris,
KCAP STA Resident
Cell 313 805-2375

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expressly prohibited"

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1297040

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	05384202
Market Derived:	F - FORD	Repair Date:	03-JUN-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	3
Version/Series:	T/AM-150 SERIES	TIS:	0
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:	10-JUN-2016
Warranty Start Date:	07-JUN-2016		
Production Date:	19-MAY-2016		
VIN:	1FTEW1EG5GK[redacted]		
Dealer Information		**Expense Information**	
		Customer Paid Amount:	
Dealer Name:		Deductible Amount:	
Dealer Code:		Dealer Paid Amount:	
Address:		Labor Cost:	
City:		Misc. Expense Amount:	
State:	OH Zip Code:	Part Markup Amount:	
Country:	USA Region Code: NA	Material Cost:	
Phone:		Total Cost Gross:	

LE PEDAL SPONGY

NOT OPERATE PROPERLY

TS. FOUND NO ABNORMAL OR LOOSE PARTS. FOUND NO SIGNS OF LEAKS. BLEED BRAKE SYSTEM PER WSM
TILL HAS LOW PEDAL. PERFORM PPT AND STATES TO REMOVE AND INSPECT MASTER FOR LEAKS. FOUND

STER. R&R BRAKE BOOSTER AND MASTER CYLINDER WITH ONE FROM LIKE VEHICLE DUE TO PARTS ON BA
ND RETEST. OK AT THIS TIME.

NCERN WHILE ON ROAD TEST FOUND VEHICLE TO HAVE INTERMIT LOW BRAKE PEDAL. REMOVED ALL WH
O ALL BRAKE

Labor Op Code	Labor Op Description	Labor Op Cost
	BRAKE SYSTEM BLEED	
	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	
	BRAKE BOOSTER ASSEMBLY REPLACE	

Causal	Full Part Number			Part		Part	Extended
Flag	PREF	BASE	SUFF	Description	CPSC	Quantity	Amount
N	3M5Z	2L523	AA	BUSHING - BRK V/PUMP	*		
Y	FL3Z	2140	A	CYLINDER ASY-BRK MST	060601		
N	FL3Z	2005	C	BOOSTER ASY-POWER BR	*		

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From: Harris, Jonathan (J.E.)
Sent: Thursday, June 11, 2015 6:32 PM
To: Williams, Dan (DW.)
Cc: Stauffer, Eric (E.L.)
Subject: RE: Grommet Unseated 8D Rev.4

Okay. Maybe I was wrong.

From: Williams, Dan (DW.)
Sent: Thursday, June 11, 2015 1:29 PM
To: Harris, Jonathan (J.E.)
Cc: Stauffer, Eric (E.L.)
Subject: RE: Grommet Unseated 8D Rev.4

I'm not aware of any rolled grommet related claims in ECB. All of our recent warranty claims have been for "pedal to the floor" internal bypasses and boosters being found with brake fluid in them.

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

From: Harris, Jonathan (J.E.)
Sent: Thursday, June 11, 2015 1:24 PM
To: Williams, Dan (DW.); Stauffer, Eric (E.L.)
Cc: Harris, Jonathan (J.E.)
Subject: FW: Grommet Unseated 8D Rev.4
Importance: High

Can one of you link this to any warranty claims? I don't have access to the chassis sections. I thought we had one of these in warranty.

Thanks,

Jonathan

From: Harris, Jonathan (J.E.)
Sent: Thursday, June 11, 2015 1:22 PM
To: Smith, Warren (W.A.)
Cc: Ruiz, Jesica (.)
Subject: RE: Grommet Unseated 8D Rev.4

SAQ2015350849

Done!!!

RQ16-001 000928 ER

From: Smith, Warren (W.A.)
Sent: Thursday, June 11, 2015 12:16 PM
To: Harris, Jonathan (J.E.)
Cc: Ruiz, Jesica (.)
Subject: FW: Grommet Unseated 8D Rev.4

Not sure if this is the latest. Need a BSAQ to cover Brake Master cylinder Leak. Scrambling here to cover tomorrow's meeting

Warren A. Smith
STA Resident Manager – Dearborn Truck Plant
Phone (313) 390-0204
Cell (313) 805-2403

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Monday, May 18, 2015 4:42 PM
To: Harris, Jonathan (J.E.); Daanyal, Shaji (.); Milz, Kevin (K.W.); Smith, Warren (W.A.)
Cc: nick.marcum@hitachi-automotive.us; Chris.Lee@hitachi-automotive.us; Joseph.Hetherington@hitachi-automotive.us; Yusuke.Shigeta@hitachi-automotive.us; Casey.Brown@hitachi-automotive.us
Subject: Grommet Unseated 8D Rev.4

Jonathan and Ford team,

Attached is 8D, rev.4 for unseated grommets found at KCAP

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

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From: Daanyal, Shaji (.)
Sent: Thursday, February 11, 2016 2:55 PM
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. --

Ford Users: Join WebEx meeting

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Meeting number: 710 015 445

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MC07

RQ16-001 000931 ER

From: Williams, Dan (DW.)
Sent: Wednesday, September 28, 2016 6:40 PM
To: Siddiqui, Saif (S.S.); Harris, Jonathan (J.E.)
Cc: Herman, Jerome (J.A.)
Subject: RE: Hitachi Master Cylinder - Clean Points

For SAQ2016415683 that was just written for cup damage, 08/13/2016 is the Hitachi clean point. If there is an 8 day pipeline to the Ford assembly plants, please modify the date to show the PCA date in BSAQ to be 08/21/2016.

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 1:17 PM
To: Mills, Eric (E.); Kosztowny, Brian (B.P.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.); Williams, Dan (DW.)
Cc: Daanyal, Shaji (.); Dudley, Jeff (J.A.)
Subject: RE: Hitachi Master Cylinder - Clean Points

Not to the individual ones yet. Will update.

From: Mills, Eric (E.)
Sent: Wednesday, September 28, 2016 12:53 PM
To: Siddiqui, Saif (S.S.); Kosztowny, Brian (B.P.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.); Williams, Dan (DW.)
Cc: Daanyal, Shaji (.); Dudley, Jeff (J.A.)
Subject: RE: Hitachi Master Cylinder - Clean Points

Saif, are there BSAQs associated with these conditions? If so, please apply them to the list respectively

Eric Mills
PVT Chassis
Dearborn Truck Plant
emills21@ford.com
(734) 417-0944

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, September 28, 2016 12:36 PM
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

From: ralph.wagers@hitachi-automotive.us
Sent: Tuesday, September 20, 2016 2:11 PM
To: Harris, Jonathan (J.E.)
Subject: RE: Hitachi Master Cylinder Warranty

Jonathan,

All VINs listed are damaged cup.

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: "Harris, Jonathan (J.E.)" <jharr176@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>,
Date: 09/20/2016 09:27 AM
Subject: RE: Hitachi Master Cylinder Warranty

Which VIN#?

Thanks,

Jonathan

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Monday, September 19, 2016 6:20 PM
To: ralph.wagers@hitachi-automotive.us
Cc: Williams, Dan (DW.); Mills, Eric (E.); Fred.Schwendenmann@hitachi-automotive.us; Harris, Jonathan (J.E.); Raza, Mohammed Zahid (M.Z.); Siddiqui, Saif (S.S.); Daanyal, Shaji (.); Casey.Brown@hitachi-automotive.us; Christopher.Holmes@hitachi-automotive.us; jeremy.wilson@hitachi-automotive.us
Subject: Re: Hitachi Master Cylinder Warranty

Ford Team,

Please see attached warranty matrix for P552 master cylinder and updated 8D for damaged cup.

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: Tuesday, June 16, 2015 8:22 PM
To: Ruiz, Jesica (.)
Cc: Daanyal, Shaji (.); nick.marcum@hitachi-automotive.us
Subject: Re: Hitachi Master Cylinders - F150 ECBs and Concerns - DTP & KCAP - Matrix and 8D Review

Jesica,

I know you are very busy and probably forgot, but I advised you last week that I will be out of office beginning 6/18/15 until 7/6/15.
Is it not possible to have meeting tomorrow afternoon?

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

From: "Ruiz, Jesica (.)" <jruiz68@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>, "Rodger.Carter@hitachi-automotive.us" <Rodger.Carter@hitachi-automotive.us>, "nick.marcum@hitachi-automotive.us" <nick.marcum@hitachi-automotive.us>, "Alejandro.Rojas@hitachi-automotive.us" <Alejandro.Rojas@hitachi-automotive.us>,
Cc: "Smith, Warren (W.A.)" <wsmith@ford.com>, "Daanyal, Shaji (.)" <suddin1@ford.com>, "Milz, Kevin (K.W.)" <kmilz@ford.com>
Date: 06/16/2015 01:55 PM
Subject: Hitachi Master Cylinders - F150 ECBs and Concerns - DTP & KCAP - Matrix and 8D Review

---

Ralph/ Nick/ Hitachi Team,

On this Friday meeting please have all your P552 Master Cylinder 8Ds up to date and all the analysis of all the return parts completed.

Master Cylinder leaks are getting a lot of attention at Ford. Please have a robust 8D for each Root Cause for leaks. In regards of the leaks that are not related to contamination, please have a robust containment in place until root cause is identified.

We will go over the entire matrix and all the 8Ds for all ECBs on Friday even if we need to extend the meeting.

It is possible that DTP management be on the meeting this Friday.

Thank you,

Jesica Ruiz

RQ16-001 000936 ER

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

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

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From: Smith, Warren (W.A.)
Sent: Thursday, August 20, 2015 12:21 PM
To: Harris, Jonathan (J.E.); jeremy.wilson@hitachi-automotive.us; chris.lee@hitachi-automotive.us; ralph.wagers@hitachi-automotive.us; Joseph.Hetherington@hitachi-automotive.us; fred.schwendenmann@hitachi-automotive.us; Arif, Syed (S.M.); Daanyal, Shaji (.)
Subject: RE: Hitachi MC

Hitachi Team. These are the parts we would like to discuss today at 11:30am meeting.

Three returns you should have in your possession now (first date is vehicle build second date is repair date):

DEARBORN PLANT BUILD	1FTEW1CP1FF[redacted]	6/24/2015	7/27/2015
KANSAS CITY PLANT BUILD	1FTEW1EG3FK[redacted]	4/24/2015	7/7/2015
DEARBORN PLANT BUILD	1FTEW1EG2FF[redacted]	4/16/2015	5/18/2015

Status of inverted cup groove part returned from the PVT truck evaluation here

One FLI Return. Was this built after the corrective actions implemented? This is from your matrix

1FTEW1EF5FF[redacted]	6/3/2015	FLI Lot#5058 (2/27/2015)	FL34-2L414-AB	Fluid Level Indicator

Thank You

Warren A. Smith
STA Resident Manager – Dearborn Truck Plant
Phone (313) 390-0204
Cell (313) 805-2403

-----Original Appointment-----
From: Harris, Jonathan (J.E.)
Sent: Wednesday, August 19, 2015 1:55 PM
To: Harris, Jonathan (J.E.); jeremy.wilson@hitachi-automotive.us; chris.lee@hitachi-automotive.us; ralph.wagers@hitachi-automotive.us; Joseph.Hetherington@hitachi-automotive.us; fred.schwendenmann@hitachi-automotive.us; Ruiz, Jesica (.); Arif, Syed (S.M.); Smith, Warren (W.A.); Daanyal, Shaji (.); Milz, Kevin (K.W.)
Subject: Hitachi MC
When: Thursday, August 20, 2015 10:30 AM-11:30 AM (UTC-06:00) Central Time (US & Canada).
Where: Webex
Importance: High

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

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MC07

From: Williams, Dan (DW.)
Sent: Thursday, August 20, 2015 7:17 PM
To: Ruiz, Jesica (.); Smith, Warren (W.A.)
Cc: Stauffer, Eric (E.L.)
Subject: RE: Hitachi MCyl ECB's
Attachments: tag_issued_list.xlsx

Attached are all the 700 Tags generated so far this year for Hitachi's master cylinder RAC code (BRAK-RW).

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

From: Ruiz, Jesica (.)
Sent: Wednesday, August 19, 2015 6:51 PM
To: Williams, Dan (DW.)
Cc: Smith, Warren (W.A.); Stauffer, Eric (E.L.)
Subject: Hitachi MCyl ECB's

Dan, can you provide tracking number of #2 and #4 to Warren? Thanks!

Hitachi P552 ECB's

	Plant Description	VIN Code	Production Date	Repair Date	TIS_WSD	Jesica Comments
1)	DEARBORN PLANT BUILD	1FTEW1CP1FF[redacted]	6/24/2015	7/27/2015	1	Returned on 8/13/15 - UPS# [redacted]
2)	DEARBORN PLANT BUILD	1FTEW1EG8FF[redacted]	4/2/2015	7/27/2015	3	TBD
3)	KANSAS CITY PLANT BUILD	1FTEW1EG6FK[redacted]	7/11/2015	7/25/2015	1	700 Tag Issued on 8/5/15- Waiting for dealer to ship part
4)	KANSAS CITY PLANT BUILD	1FTEX1C80FK[redacted]	6/14/2015	7/23/2015	1	TBD
5)	KANSAS CITY PLANT BUILD	1FTEW1EGXFK[redacted]	5/15/2015	7/27/2015	3	Aluminum Contamination - Prior to clean point - Returned on 8/07/15 - UPS# [redacted]
6)	KANSAS CITY PLANT BUILD	1FTEW1EG3FK[redacted]	4/24/2015	7/7/2015	2	Returned on 8/14/15 - UPS# 1ZE68A800190084583
7)	KANSAS CITY PLANT BUILD	1FTFW1EG3FK[redacted]	6/4/2015	6/25/2015	0	Aluminum Chip Contamination After Clean Point - Returned on 7/24/15 - UPS# [redacted]

8) DEARBORN PLANT BUILD 1FTFW1EF1FF[redacted] 6/3/2015 6/29/2015 -
1 Inverted Cup on Hitachi Matrix? - 700 Tag Issued on 7/7/15 - Dealer have not send part
9) KANSAS CITY PLANT
BUILD 1FTEW1EF2FK[redacted] 2/27/2015 6/26/2015 3 TBD - Part Not Received on Hitachi Matrix
10) DEARBORN PLANT
BUILD 1FTEW1EG2FF[redacted] 3/6/2015 6/15/2015 3 NTF - Part installed on PVT vehicle on 7/25/15 per Hitachi Matrix - Issue found on vehicle
11) DEARBORN PLANT
BUILD 1FTEW1EG2FF[redacted] 4/16/2015 5/18/2015 0 Returned on 6/25/15 - UPS#[redacted]
12) DEARBORN PLANT
BUILD 1FTMF1C83FF[redacted] 5/8/2015 6/11/2015 1 Metal Contamination prior to Clean Pt - Returned on 6/30/15 - UPS#[redacted]
13) KANSAS CITY PLANT BUILD 1FTFX1EF2FK[redacted] 5/16/2015 6/9/2015 -
1 Process Issue
14) DEARBORN PLANT
BUILD 1FTEW1EFXFF[redacted] 4/21/2015 5/23/2015 1 NTF
15) DEARBORN PLANT
BUILD 1FTEX1EP0FF[redacted] 3/4/2015 6/5/2015 3 NTF
16) KANSAS CITY PLANT
BUILD 1FTEX1C82FK[redacted] 4/23/2015 6/2/2015 1 Aluminum Contamination
17) DEARBORN PLANT
BUILD 1FTEW1EG9FF[redacted] 3/13/2015 5/6/2015 2 NTF
18) KANSAS CITY PLANT
BUILD 1FTEX1E85FK[redacted] 3/31/2015 5/6/2015 1 Carbon Contamination
19) DEARBORN PLANT
BUILD 1FTEX1E80FF[redacted] 2/27/2015 4/14/2015 2 NTF

Jesica Ruiz

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

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

QB	Tag	DISPOSITIO	TAG ISSUE DATE	PICKED DATE	SHIPPED DATE	CARRIER	TRACKING#	WPAC RECD DATE	HANDLED DATE	RAC	REQ#	PREFIX	BASE	SUFFIX	PART DESC	ENG PART#	TYPE	SUPPLIER NAME	MY	VEHICLE	MILEAGE	VIN	CUST COMMENTS	TECH COMMENTS	CAUSAL PART#	CONCERN CODE
	[redacted]		8/14/2015	18 Aug 15	18 Aug 15	UPS	[redacted]	8/20/2015 11 00	8/20/2015 11 00	BRAKRW	493865	BRMC	224				DS		2015	F150 4X4	22	1FTEX1EP1FF[redacted]	BRAKE PEDAL GOES ALL THE WAY TO THE FLOOR	INSPECT AND CONFIRM CUSTOMER CONCERN SCAN ABS PERFORM PPT TEST CHECK OASIS CHECK FOR LEAKS DIAG REQUIRES MASTER CYLINDER R&R BRAKE MASTER CYLINDER BLEES SYSTEM RD TEST, OK	2140	H05
	[redacted]		8/12/2015	13 Aug 15	13 Aug 15	UPS		8/18/2015 11 00	8/18/2015 11 00	BRAKRW	493166	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	142	1FTEW1CP1F[redacted]	CUSTOMER STATES PARKING BRAKES STAYS ON WHENPARKING BRAKE IS TURNED OFF	VERIFY CONCERN RED BRAKE LIGHT ON PERFORM DIAG DTC 1048 01 PINPOINT TEST S1 S2 S8 S9 S10 S11 S12 REPLACE MASTER CYLINDER INTERNALLY OPEN CIRCUIT BLEED MASTER CYLINDER CLEAR ALL CODES ROAD TEST MT2140 1 4 4583	FL3Z 2140B	H04
	[redacted]		8/11/2015	12 Aug 15	12 Aug 15	UPS		8/13/2015 13 00	8/13/2015 13 00	BRAKRW	492495	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	834	1FTEW1CP1F[redacted]	WPB40 H15 CUSTOMER STATES WHEN GOING TO STOP DEPRESS BRAKE PEDAL BRAKE PEDAL EXCESSIVE TRAVEL TO THE FLOOR HAVE TO PUMP PEDAL TO GET PRESSURE	VERIFIED CONCERN, FOUND BRAKE MASTER CYLINDER TO BE INTERNALLY FAULTED, REPLACED BRAKE MASTER CYLINDER, PRESSURE BLEED BRAKE SYSTEM, FINAL POST ROAD TEST	FL3Z 2140B	H15
	[redacted]		8/6/2015	10 Aug 15	10 Aug 15	UPS		8/11/2015 11 00	8/11/2015 11 00	BRAKRW	491416	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	13	1FTEW1C88F[redacted]	C/S BRAKE PEDAL GOES ALL THE WAY TO THE FLOOR	INSPECT BRAKES FND MATER CYLINDER WAS EMPTY DIAG MASTR CYL WAS LEAKING REPL MASTR CYL,BLEED AIR RETEST BRAKE SYS BRAKE PEDAL WENT TOO LOW NECESSARY TO BLEED AIR FROM ALL 4 BRAKE CALIPERS REROAD TEST TO VERIFY REPAI	FL3Z 2140B	H15
	[redacted]		8/6/2015							BRAKRW	491414	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	4297	1FTEW1EG8F[redacted]	PEDAL DE FRENO SE VA HASTA EL FONDO AL APLICARLO EN ALTOS	SE INSPECCIONO SISTEMA DE FRENOS ENCONTRANDO CILINDRO MAESTRO CON FUGA DE PRESION PROVOC FALLA SE REEMPLAZO CILINDRO DE FRENOS SE UTILIZA MT YA QUE NO EXISTE TARIFA PARA EL REEMPLAZO DE ESTA PARTE	FL3Z 2140A	H20
	[redacted]		8/5/2015							BRAKRW	491183	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	37	1FTEW1EG6F[redacted]	C/S THE VEHICEL IS LEAKING BRAKE FLUID	INSPECTED BRAKE SYSTEM, FOUND FLUID LEAKING FROM SIDE OF MASTER CYLINDER, REPLACED MASTER CYLINDER AND BLED ENTIRE SYSTEM AND RE TESTED OK	FL3Z 2140A	L63
	[redacted]		8/3/2015	10 Aug 15	14 Aug 15	UPS		8/7/2015 13 00	8/7/2015 13 00	BRAKRW	490384	FL3Z	2005	B	BOOSTER ASY BRAKE	FL342005BE	DS	ROBERT BOSCH CORP	2015	F150 4X4	2900	1FTEW1EGXF[redacted]	CUSTOMER HAS NOTED THAT THE BRAKE PEDAL GOES TOFLOOR LIGHT ON ADDED FLUID LEAK OUT AGAIN	FILLED BRAKE RES VERIFIED CONCERN NO TSB OR SSM FOUND PUMPED UP BRAKES AND INSTALLED BRAKE PEDAL DEPRESSOR LIFTED AND INSPECTED NO EXTERNAL LEAKS FOUND CAN VISIBLY SEE BRAKE FLUID LEVEL DROPPING IN RES TURNE	FL3Z 2005B	H15
	[redacted]		8/3/2015	10 Aug 15	14 Aug 15	UPS				BRAKRW	490383	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	2900	1FTEW1EGXF[redacted]	CUSTOMER HAS NOTED THAT THE BRAKE PEDAL GOES TOFLOOR LIGHT ON ADDED FLUID LEAK OUT AGAIN	FILLED BRAKE RES VERIFIED CONCERN NO TSB OR SSM FOUND PUMPED UP BRAKES AND INSTALLED BRAKE PEDAL DEPRESSOR LIFTED AND INSPECTED NO EXTERNAL LEAKS FOUND CAN VISIBLY SEE BRAKE FLUID LEVEL DROPPING IN RES TURNE	FL3Z 2005B	H15
	[redacted]		7/31/2015	3 Aug 15	3 Aug 15	UPS		8/4/2015 11 00	8/4/2015 11 00	BRAKRW	489880	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	1648	1FTEW1CP6F[redacted]	CHECK BRAKE LIGHT STAYS ON IN DASH	B1048 BRAKE FLUID LEVEL SWITCH CONFIRM BRAKE LIGHT ON FOUND FAULTY BRAKE FLUID SWITCH REPLACE SWITCH LIGHT WENT OUT MT TO REPLACE SWITCH NO OP FOR MODEL	FL3Z 2C251A	H19
	[redacted]		7/31/2015							BRAKRW	489878	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	6499	1FTEW1EF3F[redacted]	CUST STATS THAT BRAKE LIGHT ON DASH FLASHES ON AND OFF CHECK AND ADVISE	VERIFIED BRAKE LIGHT IS COMING ON IN DASH INTERMITTENTLY BCE PINPOINT TESTED AND WIGGLE TESTED HARNESS LIGHT GOES ON AND OFF WHEN WIGGLING FLUID LEVEL SENSOR IN MASTER CYLINDER REPLACED SENSOR AND WIRE CONNECTOR	FL3Z 2C251A	H19
	[redacted]		7/29/2015	30 Jul 15	30 Jul 15	UPS		7/31/2015 13 00	7/31/2015 13 00	BRAKRW	489101	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	421	1FTEW1EF5F[redacted]	C/S EMERGENCY LIGHTS FLASH INTERMITTENTLY ON THEIR OWN	24 2C251 VERIFIED RAN CODES FOUND B1048 01 PPT S LED TO REPLACE BRAKE FLUID LEVEL SWITCH RETESTED OK	FL3Z 2C251A	L26
	[redacted]		7/28/2015	3 Aug 15	4 Aug 15	UPS		7/30/2015 12 00	7/30/2015 12 00	BRAKRW	488524	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	401	1FTEW1C89F[redacted]	CUSTOMER STATES BRAKE LIGHT IS ON CHECK AND ADVISE	PERFORM BCE DIAGNOSIS,DTC B1048,PINPOINT TEST S,S1 N,S2 Y,REPLACED MASTER CYLINDER,REFILLED AND BLEED BRAKES,RETEST PASS,POST ROAD TEST MTIME DUE TO NO LABOR OP FOR MASTER CLINDER 2015 USED 2014	FL3Z 2140B	H04
	[redacted]		7/24/2015	12 Aug 15	18 Aug 15	UPS		8/14/2015 12 00	8/14/2015 12 00	BRAKRW	487763	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	1937	1FTEW1EG3F[redacted]	CUST STATES BRAKE PEDAL SINKS DOWN TO THE FLOOR	VERIFY CONCERN DURING ROAD TEST FOUND MASTERCYLINDER BYPASSING, BLOCKED OFF FOUR CALIPERS, MASTER STILL SINKS, REPLACE MASRERCYLINDER AND BLEED SYSTEM ROAD TEST OK COND CODE 42	FL3Z 2140A	H20

[redacted]		7/21/2015	23 Jul 15	23 Jul 15	UPS	[redacted]	7/24/2015 13 00	7/24/2015 13 00	BRAKRW	486555	BRMC	223				DS		2015	F150 4X4	13	1FTFW1EG3F	[redacted]	CHECK BRAKES GO TO THE FLOOR	VERIFIED CONCERN CHECK AND FOUND MASTER CYLINDER LEAKING INTO BRAKE BOOSTER REPLACED MASTER CYLINDER AND BRAKE BOOSTER BLEED SYSTEM ALL OKAY MTIME REQUESTED DUE TO NO LABOR OPS	BRMC 223	H15
[redacted]		7/21/2015	23 Jul 15	23 Jul 15	UPS		7/24/2015 13 00	7/24/2015 13 00	BRAKRW	486554	BRB	120				DS		2015	F150 4X4	13	1FTFW1EG3F		CHECK BRAKES GO TO THE FLOOR	VERIFIED CONCERN CHECK AND FOUND MASTER CYLINDER LEAKING INTO BRAKE BOOSTER REPLACED MASTER CYLINDER AND BRAKE BOOSTER BLEED SYSTEM ALL OKAY MTIME REQUESTED DUE TO NO LABOR OPS	BRMC 223	H15
[redacted]		7/7/2015	14 Jul 15	15 Jul 15	UPS				BRAKRW	482568	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	18	1FTFW1EF1FF		NO BRAKES, PEDAL GOES TO THE FLOOR	FALTY MASTER CYLINDER ROAD TEST,BRAKE INSPECTION,FAULTY MASTER CYLINDER,REPALCED MASTER CYLINDER,ADDED FLUID AND BLEED SYSTEM	FL3Z 2140A	H15
[redacted]		7/6/2015	7 Jul 15	10 Jul 15	UPS				BRAKRW	482384	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	4849	1FTEW1EG2F		EMERGENCY BRAKE LIGHT IS STAYING ON	BODY/CHASSIS/ELECTRICAL (BCE) TEST, EXTRA TIME TO REPEAT FINAL QUICK TEST, BODY/CHASSIS/ELECTRICAL DIAGNOSTIC PIN POINT TEST, MTIME TO DIAGNOSIS OPEN IN BRAKE FLUID SENSOR & REPLACE SENSOR	FL3Z 2C251A	H04
[redacted]		7/3/2015	10 Jul 15	10 Jul 15	UPS		7/13/2015 12 00	7/13/2015 12 00	BRAKRW	482097	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	4651	1FTEW1CP8F		CHECK FOR THE RED PARKING BRAKE LIGHT WILL COMEON BY ITSELF WHILE DRIVING WILL STAY ON FORHOURS AT A TIME CUST WILL NOTICE A BURNINGSMELL AFTER DRIVING TREY ROAD TESTED WITHCUS TOMER	M TIME IS FOR NO LABOR OPERATION AND USED 2014 SLTS TIMES FOR COMPARISON ROAD TEST RED BRAKE LIGHT ON RUN IDS B1048 01 PERFORM PPT TEST S S1 S2 B1048 01 BCM CODE PRESENT S8 CK BCM CONNECTORS CK PIN 28 CMC19 C2280F	FL3Z 2140B	H04
[redacted]		7/1/2015							BRAKRW	481749	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	4755	1FTEW1EF2F		RV AL FRENAR LA UNIDAD SE VA PEDAL DE FRENO HACIA EL FONDO	SE RV UNIDAD ENCONT QUE AL MOMENTO DE FRENAR SE VA EL PEDAL PARA ABAJO POR LO Q SE REALIZO AUTOCOMPROBACION CON IDS A EL MODULO ABS ESTANDO TODO BIEN SE REALIZO PRUEBA DE PURGA CON IDS Y AL MOMENTO DE PURGAR SE PER	FL3Z 2140A	H15
[redacted]		6/25/2015	29 Jun 15	8 Jul 15	UPS		6/29/2015 11 00	6/29/2015 11 00	BRAKRW	480305	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	5216	1FTEW1EG2F		CUSTOMER STATES WHEN APPLING THE BRAKE THE PEDAL INTERMINTLY WILL FADE TO THE FLOOR BEFORE BRAKES WOULD ENGAGE	2140 INOP INTERMITTANT VERIFIED CONCERN, PERFORMED ABS DIAGNOSTIC TESTS NO CODES R ETRIEVED REFER TO SYMPTOM CHART PERFORMED MASTER CYLINDER COMPONENET TEST MASTER CYLINDER FAILED TEST AND BLED DOWN W ITH POR	FL3Z 2140A	H15
[redacted]		6/24/2015	7 Jul 15	10 Jul 15	UPS		6/26/2015 11 00	6/26/2015 11 00	BRAKRW	480122	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	576	1FTEX1EP1FK		CUSTOMER STATES THE BRAKE LIGHT HAS COME ON AND WILL NOT GO OFF PLEASE CHECK AND AD VISE	RED BRAKE LIGHT STAYS ON CHECKED CODES BCM B1048 01 FOLLOWED PPT S IN WSM FLUID LEVEL SWITCH INTERMITTENT FOUND FLOAT IN MASTER FAILED REPLACED MASTER CYLINDER, BLEED SYSTEM, CLEARED CODES TEST DROVE OK	FL3Z 2140B	H19
[redacted]		6/23/2015	24 Jun 15	24 Jun 15	UPS		6/25/2015 11 00	6/25/2015 11 00	BRAKRW	479602	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	754	1FTEW1EG2F		BRAKE PEDAL IS VERY SOFT WILL GO TO THE FLOOR	VERIFIED CONCERN FOUND BRAKE PEDAL FADING PERFORMED PINPOINT TEST FOUND MASTER CYLINDER FAULTY REPLACED MASTER CYLINDER AND BLEED BRAKES RETEST OK	FL3Z 2140A	H20
[redacted]		6/23/2015	2 Jul 15	8 Jul 15	UPS		6/30/2015 12 00	6/30/2015 12 00	BRAKRW	479613	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	328	1FTMF1C83FF		CUSTOMER STATES WHEN YOU COME TO A STOP AND PUSH AND HOLD PEDAL ITS FADS TO FLOOR AS YOU ARE AT A STOP	ROAD TEST CHECK BRAKE SYSTEM R AND R MASTER CYLINDER AND BLEED BRAKES	2140 H05	
[redacted]		6/22/2015	9 Jul 15	10 Jul 15	UPS		6/24/2015 12 00	6/24/2015 12 00	BRAKRW	479343	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	1153	1FTFX1EF8FF		C/S RED BRAKE WARNING LIGHT ON/OFF INTERMITTANTLY WITH NO PATTERN	EEC TEST & PERFORM PPT TESTS FINDING FAULTY FLUID SWITCH; (SPC ORDER PART); INSTALL NEWSWITCH, CLEAR CODE & RETEST PASS	FL3Z 2C251A	G32
[redacted]		6/19/2015	23 Jun 15	25 Jun 15	UPS		6/23/2015 11 00	6/23/2015 11 00	BRAKRW	478958	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	1054	1FTEW1EG2F		CUST STATES CK BRAKES BRAKE LIGHT COMES ON AND STAYS ON H20	CC42 M TIME TO REPLACE BRAKE FLUID SWITCH BCE TEST, B1048, PINPOINT TEST S1 NO,S2 YES, REPLACE LOW BRAKE FLUID SENSOR SWITCH, CLEAR CODE, RETEST, SYS PASS	FL3Z 2C251A	H20
[redacted]		6/12/2015	16 Jun 15	16 Jun 15	UPS		6/17/2015 13 00	6/17/2015 13 00	BRAKRW	477218	BRMC	223				DS		2015	F150 4X4	612	1FTEW1EFXF		CHECK AND REPORT ON BRAKE NOT STOPPING VEHICLE PEDAL GOES TO THE FL	REPLACED MASTER CYLINDER(BRAKES) MASTER CYL NOT WORKING ATIME USED NO LTS OPER FOR PART REPLACEM	BRMC 223	H20
[redacted]		6/11/2015	15 Jun 15	15 Jun 15	UPS		6/16/2015 13 00	6/16/2015 13 00	BRAKRW	477075	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	3877	1FTEX1EP0FF		RED BRAKE WARNING LAMP ON	VERIFY CONCERN INSPECT BRAKE FLUID LOW NO EXT LEAKS RR MASTER CYL BOOSTER FULL OF FLUID REPL BOTH MASTER AND BOOSTER BLEED SYS RETEST OK	FL3Z 2140B	H19

[redacted]			6/8/2015	15 Jun 15	16 Jun 15	CONWAY	[redacted]	6/10/2015 13 00	6/10/2015 13 00	BRAKRW	475913	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	39	1FTEX1C82FK	[redacted]	CUST STATES BRAKE PEDAL FEELS VERY SOFT ALMOST GOE S TO FLOOR BEFORE STOPPING VEH	VERIFIED CONCERN FOUND BRAKE PEDAL ALMOST GOES TO THE FLOOR PERFORMED ABS DIAG TEST NO CODE PRESENT, INSPECT ALL BRAKE SYSTEM FOUND FRT PADS AT 12MM, R EAR AT 12MM NO LEAKS FOUND PERFORMED FURTHER DIAG FOUND INTERN	FL3Z 2140B	S39
[redacted]			6/4/2015							BRAKRW	475185	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	32	1FTEW1EG2F		FALLA DE FRENO DE MANOO QUEDA ACTIVADO EN EL TABLERO	PERDIDA DE SE AL DEL SENSOR DE NIVEL DE LIQUIDO DE FRENOS PROVOCANDO QUE SE PRENDA EL ICONO EN EL TABLERO DE BREAK INTERMITENTEMENTE DTC B1048 SE RECUPERO DC CON EL IDS VCM Y SE REALIZO INSPECCION VISUAL REEMPLAZO	FL3Z 2C251A	H19
[redacted]			6/3/2015	2 Jul 15	2 Jul 15	UPS		7/3/2015 11 00	7/3/2015 11 00	BRAKRW	474745	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	525	1FTEW1EG9F		PARKING BRAKE SENSOR LIGHT ON COMES ON AND GOES O FF	IDS TEST, TEST WIRING AND SENSOR REPLACED LEVEL SE NSOR MT2C251 6 NO LABOR OPERATION IDS TEST, TEST WIRING AND SENSOR REPLACED LEVEL SE NSOR MT2C251 6 NO LABOR OPERATION	2C251	H19
[redacted]			6/1/2015	9 Jun 15	16 Jun 15	UPS		6/3/2015 13 00	6/3/2015 13 00	BRAKRW	473939	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	10	1FTEW1EG0F		RED BRAKE LIGHT IS ON	VERIFY BRAKE LIGHT IS ON RUN BCM TEST B1048 PINPOINT TEST S 1 THUR S 11 CONTACT HOTLINE REPLACE BRAKE FLUID LEVEL SWITCH RETEST LIGHT STILL ON CONTACT HOTLINE REPLACE BCM RETEST OK BRAKE LIGHT IS OF AT THIS TIME	FL3Z 2C251A	H19
[redacted]			5/27/2015	2 Jun 15	2 Jun 15	UPS		6/3/2015 13 00	6/3/2015 13 00	BRAKRW	473083	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	2001	1FTFX1EG7FF		FREIN LUMIERE DES FREINS ALLUME DANS DASH MEME PROBLEME QUE LA DERNIERE FOIS VERIFIER SWITCH DE LA PEDALE DE FREIN SEMBLE DEFECTUEUSE	VERIFIER LUMIERE DE FREIN ALLUM VERIFIER SYSTEME PROBLEME DE CONNECTE AU CONNETEUR DE LA SWITCH DU NIVEAU D HUILE DU MASTER CYLINDRE COMMANDER PIECE DEFECT REMPLACER PIECES FAIRE BON ROAD TEST AUCUNE ANOMALIE PR?S	FL3Z 2C251A	H19
[redacted]			5/27/2015	2 Jun 15	2 Jun 15	UPS		6/3/2015 13 00	6/3/2015 13 00	BRAKRW	473084	WPT	984				DS		2015	F150 4X4	2001	1FTFX1EG7FF		FREIN LUMIERE DES FREINS ALLUME DANS DASH MEME PROBLEME QUE LA DERNIERE FOIS VERIFIER SWITCH DE LA PEDALE DE FREIN SEMBLE DEFECTUEUSE	VERIFIER LUMIERE DE FREIN ALLUM VERIFIER SYSTEME PROBLEME DE CONNECTE AU CONNETEUR DE LA SWITCH DU NIVEAU D HUILE DU MASTER CYLINDRE COMMANDER PIECE DEFECT REMPLACER PIECES FAIRE BON ROAD TEST AUCUNE ANOMALIE PR?S	FL3Z 2C251A	H19
[redacted]			5/20/2015	29 May 15	3 Jun 15	UPS		5/27/2015 13 00	5/27/2015 13 00	BRAKRW	471656	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	525	1FTEW1EF4F		BRAKE LIGHT STAYS ON	RED BRAKE LIGHT ON SELFTEST BCM, HAS B1048 01 8A PP TEST S FOUND BRAKE FLUID LEVEL SENSOR DEFECTIVE ONLY AVAILABLE AS COMPLETE MASTER CYLINDER REPLACE MASTER CYLINDER ABS BLEED BRAKE SYSTEM AND PRESSURE BLEED	FL3Z 2140A	H20
[redacted]			5/19/2015	16 Jun 15	17 Jun 15	UPS		5/26/2015 11 00	5/26/2015 11 00	BRAKRW	471037	BRMC	223				DS		2015	F150 4X4	2422	1FTEW1EG9F		CUSTOMER STATES BRAKE PEDAL WILL GO TO THE FLOOR A DDED BRAKE FLUID CANT SEE A VISABLE LEAK	CONFIRM COMPLAINT FOUND FAILED VALVE IN MASTER CYL INDER LEAKING IN TO BRAKE BOOSTER CONTACT FORD HOT LINE OPEN CASE REPLACE TEST AND DROVE 30MILES	BRMC 223	H20
[redacted]			5/14/2015	15 May 15	15 May 15	UPS		5/18/2015 13 00	5/18/2015 13 00	BRAKRW	470218	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	180	1FTEX1E85FK		CUST STATES WHILE BRAKING THE BRAKE PEDAL GOES TO THE FLOOR	BRAKE PEDAL SINKING TO THE FLOOR REPLACED BAD MASTER CYLINDER & BLEED TEST DROVE OK	FL3Z 2140B	H15
[redacted]			5/11/2015	8 Jun 15	9 Jun 15	CONWAY		6/4/2015 13 00	6/4/2015 13 00	BRAKRW	469115	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	17	1FTEX1C85FF		RED BRAKE LIGHT ON	DIAGNOSE BRAKE LIGHT , RETREIVE CODE B1048 RUN PIN POINT TEST, BRAKE FLUID LEVER SENSOR INOP REPLACE SENSOR AND ROAD TEST	FL3Z 2C251A	H19
[redacted]			5/4/2015	5 May 15	5 May 15	UPS		5/6/2015 13 00	5/6/2015 13 00	BRAKRW	467219	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	1198	1FTEW1EF7F		BRAKE FLUID LOW LIGHT IS ON DASH	#1356 TEST BRAKE FLUID LEVEL CIRCUIT NEEDS NEW SENSOR REPLACED BRAKE FLUID LEVEL SENSOR OK	FL3Z 2C251A	H20
[redacted]			5/4/2015	12 May 15	21 May 15	OTHER		5/6/2015 13 00	5/6/2015 13 00	BRAKRW	467229	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	30	1FTEW1CF4F		CHECK RED BRAKE LITE STAYING ON	VERIFIED CONCERN RETRIEVED B1048 01 PERFORMED PIN TEST N REPLACED BRAKE FLUID LEVEL SWITCH RETEST OK	FL3Z 2C251A	H19
[redacted]			4/29/2015	30 Apr 15	30 Apr 15	UPS		5/1/2015 14 00	5/1/2015 14 00	BRAKRW	466067	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	788	1FTEW1EG6F		Customer States CK BRAKE PEDAL SEEMS TO GO TIO THE FLOOR ABOUT REAR ENDED SOMEONE	CK PEDAL TRAVEL IS WEAK , TEST DROVE TO VERIFY , PEDAL FADES , CONTACT HOTLINE , PERFORMED VACUM BOOSTER TEST , PASSED , CK FOR LEAKS , CK CALIPERS , CK AND REPLACE MASTER CYLINER AND BLEED SYSTEM	FL3Z 2140A	H15
[redacted]			4/27/2015	28 Apr 15	28 Apr 15	UPS		4/29/2015 13 00	4/29/2015 13 00	BRAKRW	465534	EL3Z	2140	B	CYLINDER ASY MASTER	EL342C156BA	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2014	F150 4X4	5012	1FTFW1ETXE		C/S VEH IS LEAKING BRAKE FLUID,HAS TO ADD FLUIDABOUT EVERY 2 WEEKS AND WARNING MESSAGE POPSALERTING THAT BRAKE FLUID IS LOW CHECK ANDADVISE	FOUND MASTER CYLINDER LEAKING INTO BRAKE BOOSTER REPLACED MASTER AND BOOSTER	EL3Z 2140B	L63
[redacted]			4/27/2015	28 Apr 15	28 Apr 15	UPS		4/29/2015 13 00	4/29/2015 13 00	BRAKRW	465533	DL3Z	2005	C	BOOSTER ASY BRAKE	DL342005BB	DS	CONTINENTAL AUTOMOTIVE MEXICAN	2014	F150 4X4	5012	1FTFW1ETXE		C/S VEH IS LEAKING BRAKE FLUID,HAS TO ADD FLUIDABOUT EVERY 2 WEEKS AND WARNING MESSAGE POPSALERTING THAT BRAKE FLUID IS LOW CHECK ANDADVISE	FOUND MASTER CYLINDER LEAKING INTO BRAKE BOOSTER REPLACED MASTER AND BOOSTER	EL3Z 2140B	L63

[redacted]			4/24/2015	27 Apr 15	27 Apr 15	UPS	[redacted]	4/28/2015 11 00	4/28/2015 11 00	BRAKRW	465030	BRMC	214				DS		2014	F150 4X4	1036	1FTFW1ET7EK	[redacted]	WHEN COMING TO A STOP HAVE TO PRESS REALLY HARD ON BRAKE PEDAL TO GET TRUCK TO STOP TRUCK WILL CONTINUE TO ROLL FORWARD WHILE STEPPING ON THE BRAKE	DIAGNOSE CAUSE OF BRAKE PEDAL GOING TO FLOOR, PERFORM COMPONENT TEST ON MASTER CYL, FAILED, REQUIRES NEW MASTER CYL, REPLACED	BRMC 214	H05
[redacted]			4/23/2015							BRAKRW	464845	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	136	1FTEW1EGXFF		PARKING BRAKE LIGHT IS STAYING ON	VERIFY BCE DIAG PINPOINT TEST B1048 REPLACE BRAKE LEVEL SWITCH(INTERNAL OPEN) RETEST O K TECH 23064	FL3Z 2C251A	G32
[redacted]			4/22/2015	27 Apr 15	27 Apr 15	UPS		4/28/2015 11 00	4/28/2015 11 00	BRAKRW	464264	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	338	1FTEW1EF3FF		CS THAT THE RED BRAKE LIGHT IS ON IN THE DASHAND WONT GO OFF	CHECK OUT AND VERIFIED CUST CONCERN RED BRAKE LIGHT ON RAN OASIS AND NO TSB OR SSM APPLY SELF TEST B1048 01 IN MEMORY FOR LOW BRAKE FLUIDE SWITCH PERFORM PINPOINT TEST S IN SECTION 413 01 OF WORKSHOP MANUAL S	FL3Z 2C251A	H19
[redacted]			4/17/2015	22 Apr 15	29 Apr 15	UPS		4/24/2015 14 00	4/24/2015 14 00	BRAKRW	463459	EL3Z	2140	B	CYLINDER ASY MASTER	EL342C156BA	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2014	F150 4X2	1156	1FTFW1CF5EK		CUSTOMER STATES VEH BRAKE PEDEL SHINKS TOFLOOR	CHK AND CONFIRM BRAKE PEDAL EXCESSIVE TRAVEL OR LOW/SPONGY PEDAL PERFORM ABS SYSTEM SELF TEST,SYSTEM PASS RAN OASIS,NONE APPLY PER WSM SYMPTOM CHART INSPECT FOR ANY BRAKE FLUID LEAKS AND CONFIRM NONE PERFORM BRAK	EL3Z 2140B	H15
[redacted]			4/17/2015	23 Apr 15	28 Apr 15	UPS		4/21/2015 13 00	4/21/2015 13 00	BRAKRW	463457	EL3Z	2140	B	CYLINDER ASY MASTER	EL342C156BA	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2014	F150 4X4	713	1FTFX1EF5EKG		BRAKE SYSTEM CONCERN C/S THAT AT TIMES THE BRAKES BECOME SOFT AND DO NO T STOP THE VEHICLE IN A QUICK FASHION MOST EVIDENT BETWEEN THE SPEEDS 30 40, ALSO WHEN SITTING AT A	VERIFIED FAILURES IN CHECK VALVE, BRAKE BOOSTER AND BRAKE MASTER CYLINDER AS PER WSM 206 07 VERIFIED BRAKE PEDAL WOULD HAVE INTERM BRAKE PEDAL FADE AND LOSS OF PEDAL VERIFIED VACCUUM TO BRAKE BOOSTER, RAN VEHICLE	EL3Z 2140B	H15
[redacted]			4/8/2015	16 Apr 15	17 Apr 15	UPS		4/10/2015 11 00	4/10/2015 11 00	BRAKRW	461062	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	909	1FTEW1EF5FF		COMPLAINT THEIR IS AN OIL TYPE LEAK AT THE LEFT INNER WHEEL WELL	CHECK FOR LEAK FOUND MASTER CYLINDER LEAKING AT THE CASTING PLUG INSTALL NEW MASTER CYLINDER AFTER BENCH BLEEDING PRESSURE BLED THE BRAKING SYSTEM THEN PERFORMED ABS SERVICE BLEED PROCEDURE TEST DRIVE TO VERI	FL3Z 2140A	L63
[redacted]			4/2/2015	14 Apr 15	14 Apr 15	UPS		4/15/2015 11 00	4/15/2015 11 00	BRAKRW	460063	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	524	1FTEW1CP3FF		Customer States brake light satays on intermittenly Seems to happen more often when turning	HOLD FOR PARTS PARTS DUE 3/26/2015 VERIFIED REFERED TO PINPOINT TEST S1 NO S2 YES D1048 7B FLUID AT PROPER LEVEL INSTALLED NEW LEVEL SENSOR RETEST VEHICLE IS OPERATING AS DESIGNED	FL3Z 2C251A	H19
[redacted]			4/1/2015	2 Apr 15	2 Apr 15	UPS		4/3/2015 16 00	4/3/2015 16 00	BRAKRW	459742	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	3	1FTEW1EF2FF		CHECK RED BRAKE LIGHT IS ON IN DASH	IDS DIAG,SELF TEST BCM CODE B104801 BCM,DATALOGGE R AND MONITOR PIDS,REMOVED C124 AND CHECK POWER AND GROUND CIRCUITS,CHECK G100,REMOVED C2280F AND INSPECT PINS,CHECK OHMS ON CMC19 GY VT AND GD129 BK YE OK,REMOVE A	FL3Z 2C251A	H19
[redacted]			3/31/2015	1 Apr 15	1 Apr 15	UPS		4/2/2015 11 00	4/2/2015 11 00	BRAKRW	459265	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	5	1FTEX1CP1FFA		BRAKE REPAIRS CHECK BRAEKS, THE PEDAL GOES TO FLOOR AND START MO VING FORWARD WHEN IN DRIVE	FOUND BRAKE PEDAL GOING TO THE FLOOR IN THE PARKING LOT DID NOT TEST DRIVE FOUND NO BRAKE FLUID LEAKS AND MASTER CYLINDER FULL OF FLUID FOUND MASTER CYLINDER BY PASSING REPLACED MASTER CYLINDER BLEAD BRAKES TEST	FL3Z 2140B	H15
[redacted]			2/26/2015							BRAKRW	451869	BRMC	214				DS		2014	F150 4X4	1583	1FTFW1EF1EK		CUSTOMER REPORTS EMERGENCY BRAKE FLUID IS VISIBLY LOW; BRAKE FLUID LEVEL LOW MESSAGE INDICATE ON DASHBOARD EMERGENCY BRAKE WILL NOT DISENGAGE DIAGNOSIS SERVICE MIN $219 95 CHA	VERIFIED CONCERN, LOW FLUID LEVEL LIGHT ON ON DASH INSPECTED FOUND FLUID IS LOW, PUT IN AIR AND CHECKED FOR LEAKS INSPECTED CALIPERS LINES AND FITTING WITH FLUID UNDER PRESSURE , NO LEAKS FOUND REMOVED VAC LINE F	2140	L63
[redacted]			2/26/2015	10 Mar 15	10 Mar 15	UPS		3/16/2015 12 00	3/16/2015 12 00	BRAKRW	451870	BRB	102				DS		2014	F150 4X4	1583	1FTFW1EF1EK		CUSTOMER REPORTS EMERGENCY BRAKE FLUID IS VISIBLY LOW; BRAKE FLUID LEVEL LOW MESSAGE INDICATE ON DASHBOARD EMERGENCY BRAKE WILL NOT DISENGAGE DIAGNOSIS SERVICE MIN $219 95 CHA	VERIFIED CONCERN, LOW FLUID LEVEL LIGHT ON ON DASH INSPECTED FOUND FLUID IS LOW, PUT IN AIR AND CHECKED FOR LEAKS INSPECTED CALIPERS LINES AND FITTING WITH FLUID UNDER PRESSURE , NO LEAKS FOUND REMOVED VAC LINE F	2140	L63
[redacted]			2/18/2015	23 Feb 15	25 Feb 15	UPS		2/20/2015 13 00	2/20/2015 13 00	BRAKRW	449553	EL3Z	2140	B	CYLINDER ASY MASTER	EL342C156BA	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2014	F150 4X4	30	1FTFW1ET2EK		CUSTOMER STATES BRAKE PEDAL IS FADING	INSPECTED VEHICLE AND TEST DROVE, FRONT BRAKES OVERHEATING AND STAYING ENGAGED, LIFTED VEHICLE AND FRONT HARD TO TURN, COMPRESED CALIPER AND TURNING FORCE GOT EASIER, REMOVED BOTH FRONT CALIPERS AND INSPECTED SLIDE	EL3Z 2140B	H05

	[redacted]		1/27/2015	10 Feb 15	16 Feb 15	UPS	[redacted]	1/30/2015 13 00	1/30/2015 13 00	BRAKRW	442529	EL3Z	2140	B	CYLINDER ASY MASTER	EL342C156BA	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2014	F150 4X2	3125	1FTFW1CT5EK	[redacted]	CUSTOMER STATES THAT WHEN THE BRAKE PEDAL IS USED THE PEDAL WILL GO TO THE FLOOR	VERIFIED CONCERN NO TSBS OR SSMS PER WSM, NO LEAKS FOUND DURING INSPECTION, NO AIR IN SYSTEM AND BLEED SYSTEM CONCERN STILL PRESENT PERFORMED MASTER CYLINDER BYPASS TEST , MASTER CYLINDER FAILED REPLACED NEW	EL3Z 2140B	H05
	[redacted]		1/5/2015	3 Feb 15	6 Feb 15	UPS		2/4/2015 12 00	2/4/2015 12 00	BRAKRW	436637	EL3Z	2140	B	CYLINDER ASY MASTER	EL342C156BA	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2014	F150 4X4	565	1FTFW1ET0EK		CUSTOMER STATES THA THTE BRAKES SEMS SOFT ITDOES NOT WANT TO STOP	VERIFY BRAKE PEDAL BLEEDING TO THE FLOOR REPLACE MASTER CYLINDER	EL3Z 2140B	H20

CONCERN DESC	CAUSAL CODE	CAUSAL DESC	REPAIR DATE	P&A	TCODE	RO#	RO LINE#	PARTS $	LABOR $	REPAIR $	MISC $	CORE $	PARTS MARKUP $	LABOR RATE	VEH PROD DATE	ASSEMBLY PLANT	WSD	PART MFG DATE	CLOSE DATE	ENGFAM CODE	PRIOR APPROVAL1	PRIOR APPROVAL2	BOX#
EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED			7/4/2015	B4689		[redacted]	1	58 15	185 69	287 04	13 67	0	25 05	97 73	2/13/2015	CHANGAN							
PARKING BRAKE TROUBLES	42	DOES NOT OPERATE PROPERLY	7/16/2015	2441		[redacted]	A	46 15	147	227 96	0	0	23 13	105	3/23/2015	KANCTY	7/7/2015						
BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	7/27/2015	11609		[redacted]	A	46 15	106 05	258 14	0	0	82 58	106 05	6/24/2015	CHANGAN	7/12/2015						
BRAKE PEDAL SPONGY	30	CHAFED,EXCESSIVE WEAR,FRAYED	7/30/2015	11646		[redacted]	A	46 15	318 68	466 74	0	0	72 71	127 47	4/18/2015	CHANGAN	7/31/2015						
OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	63	WEAK/SOFT/SAGGED (INSUFFICIENT PRESSURE)	7/27/2015	M3161		[redacted]	1	788 93	153 23	1447 58	199 67	0	182 45	109 45	4/2/2015	CHANGAN	5/11/2015						
BRAKE FLUID LEAK	42	DOES NOT OPERATE PROPERLY	7/25/2015	3924		[redacted]	A	57 67	143 05	244 15	0	0	43 43	95 37	7/11/2015	KANCTY	7/24/2015						
BRAKE PEDAL SPONGY	D8	FAILED GASKET/SEAL	7/27/2015	9372		[redacted]	A	86 92	306 9	523 81	0	0	61 97	122 76	5/15/2015	KANCTY	5/25/2015						
BRAKE PEDAL SPONGY			7/27/2015	9372		[redacted]	A	57 67	306 9	523 81	0	0	61 97	122 76	5/15/2015	KANCTY	5/25/2015						
BRAKE ABS WARNING LIGHT TROUBLES	1	BROKEN/CRACKED	7/8/2015	5672		[redacted]	1	5 87	53 62	61 84	0	0	2 35	89 36	3/18/2015	KANCTY	5/29/2015						
BRAKE ABS WARNING LIGHT TROUBLES	42	DOES NOT OPERATE PROPERLY	7/22/2015	9247		[redacted]	A	5 87	52 76	106 61	0	0	15 38	87 94	3/10/2015	CHANGAN	5/15/2015						
LIGHTS NOT WORKING EXTERIOR	24	LOOSE FASTENER	7/22/2015	2091		[redacted]	1	5 87	39 65	47 87	0	0	2 35	99 13	6/3/2015	CHANGAN	7/11/2015						
PARKING BRAKE TROUBLES	42	DOES NOT OPERATE PROPERLY	7/9/2015	4546		[redacted]	51	46 15	86 74	163 4	0	0	21 9	96 38	4/8/2015	KANCTY	7/3/2015						
OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	D8	FAILED GASKET/SEAL	7/7/2015	4871		[redacted]	A	57 67	223 04	353 87	0	0	55 64	106 21	4/24/2015	KANCTY	5/21/2015						

BRAKE PEDAL SPONGY	D8	FAILED GASKET/SEAL	6/25/2015	3835		[redacted]	1	57 67	399 6	659 52	0	0	74 26	92 93	6/4/2015	KANCTY	7/11/2015							
BRAKE PEDAL SPONGY			6/25/2015	3835			1	86 92	399 6	659 52	0	0	74 26	92 93	6/4/2015	KANCTY	7/11/2015							
BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	6/29/2015	4437			1	57 67	90 37	179 15	0	0	25 36	100 41	6/3/2015	CHANGAN								
PARKING BRAKE TROUBLES	42	DOES NOT OPERATE PROPERLY	7/1/2015	6472			1	5 87	132 54	140 76	0	0	2 35	82 84	3/20/2015	CHANGAN	4/23/2015							
PARKING BRAKE TROUBLES	42	DOES NOT OPERATE PROPERLY	6/17/2015	2459			A	46 15	142 76	215 41	0	0	20 76	101 97	3/23/2015	KANCTY	4/18/2015							
BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	6/26/2015	M2633			1	788 93	882 25	2591 46	357 44	0	386 22	420 12	2/27/2015	KANCTY	4/27/2015							
BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	6/15/2015	1118			1	57 67	151 69	240 47	0	0	25 36	79 84	3/6/2015	CHANGAN	4/9/2015							
BRAKE ABS WARNING LIGHT TROUBLES	42	DOES NOT OPERATE PROPERLY	6/9/2015	3852			A	46 15	133 4	230 71	0	0	27 8	88 93	3/19/2015	KANCTY	4/8/2015							
OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	5/18/2015	1970			1	57 67	137 69	218 43	0	0	23 07	91 79	4/16/2015	CHANGAN	5/28/2015							
EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED			6/11/2015	4870			A	76 92	87 28	183 32	0	0	0	96 98	5/8/2015	CHANGAN	6/8/2015							
INST CLUSTER/MESSAGE CENTER TROUBLES	42	DOES NOT OPERATE PROPERLY	6/5/2015	535			A	5 87	73 7	82 87	0	0	3 3	81 89	1/28/2015	CHANGAN	5/2/2015							
OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	6/2/2015	6481			1	5 87	92 22	100 44	0	0	2 35	102 47	3/18/2015	KANCTY	4/27/2015							
OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	5/23/2015	A1323			1	72 66	162 61	305 78	35 18	0	30 86	101 63	4/21/2015	CHANGAN	5/12/2015							
BRAKE ABS WARNING LIGHT TROUBLES	42	DOES NOT OPERATE PROPERLY	6/5/2015	1851			A	46 15	106 76	334 09	0	0	75 78	106 76	3/4/2015	CHANGAN	3/18/2015							

AIR BAG WARNING LIGHT TROUBLES	42	DOES NOT OPERATE PROPERLY	6/2/2015	9149		[redacted]	4	46 15	258 33	330 98	0	0	20 76	103 33	4/23/2015	KANCTY	5/27/2015						
BRAKE ABS WARNING LIGHT TROUBLES	42	DOES NOT OPERATE PROPERLY	6/1/2015	M1331		[redacted]	1	80 3	186 44	373 46	51 51	0	38 72	310 74	3/26/2015	KANCTY					DDDR5		
BRAKE ABS WARNING LIGHT TROUBLES			5/20/2015	7969		[redacted]	1	5 87	80	88 22	0	0	2 35	100	3/17/2015	KANCTY							
BRAKE ABS WARNING LIGHT TROUBLES	42	DOES NOT OPERATE PROPERLY	5/5/2015	3839		[redacted]	A	5 87	235 46	485 82	0	0	71 53	87 21	4/19/2015	CHANGAN	5/13/2015						
BRAKE ABS WARNING LIGHT TROUBLES	28	OPEN CIRCUIT	5/14/2015	B2552		[redacted]	1	7 04	131 29	229 96	29 95	0	19 63	100 99	3/15/2015	CHANGAN	3/19/2015						
BRAKE ABS WARNING LIGHT TROUBLES			5/14/2015	B2552		[redacted]	1	42 04	131 29	229 96	29 95	0	19 63	100 99	3/15/2015	CHANGAN	3/19/2015						
OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	5/12/2015	5078		[redacted]	A	57 67	209 91	294 67	0	0	24 22	104 95	3/19/2015	KANCTY	5/9/2015						
OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	5/6/2015	6762		[redacted]	1	57 67	189 3	278 08	0	0	25 36	94 65	3/13/2015	CHANGAN	3/31/2015						
BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	5/6/2015	149		[redacted]	51	46 15	124 41	213 52	0	0	37 12	113 1	3/31/2015	KANCTY	5/4/2015						
BRAKE ABS WARNING LIGHT TROUBLES	28	OPEN CIRCUIT	5/2/2015	5439		[redacted]	A	5 87	53 05	61 27	0	0	2 35	106 1	2/3/2015	CHANGAN							
OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	3/25/2015	7863		[redacted]	G	5 65	86 42	94 33	0	0	2 26	123 46	12/23/2014	CHANGAN	3/4/2015				DDDET		
BRAKE ABS WARNING LIGHT TROUBLES	42	DOES NOT OPERATE PROPERLY	4/27/2015	5646		[redacted]	1	5 87	57 04	65 26	0	0	2 35	95 07	3/8/2015	KANCTY							
BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	4/23/2015	3317		[redacted]	1	57 67	143 14	223 88	0	0	23 07	89 46	1/27/2015	CHANGAN	4/4/2015						
BRAKE FLUID LEAK	42	DOES NOT OPERATE PROPERLY	4/15/2015	3223		[redacted]	A	64 98	96 39	353 11	0	0	100 19	107 1	12/21/2014	KANCTY	2/23/2015						
BRAKE FLUID LEAK			4/15/2015	3223		[redacted]	A	69 44	96 39	353 11	0	0	100 19	107 1	12/21/2014	KANCTY	2/23/2015						

EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED		63	WEAK/SOFT/SAGGED (INSUFFICIENT PRESSURE)	4/21/2015	B1004		[redacted]	A		81 87	164 73	322 75	37 13	0	34 54	86 7	11/17/2014	KANCTY	4/9/2015						
INST CLUSTER/MESSAGE CENTER TROUBLES		28	OPEN CIRCUIT	4/14/2015	3246			A		9 78	78 93	88 71	0	0	0	98 66	3/24/2015	CHANGAN							
BRAKE ABS WARNING LIGHT TROUBLES		42	DOES NOT OPERATE PROPERLY	4/13/2015	9420			A		5 87	180 78	189	0	0	2 35	112 99	3/4/2015	CHANGAN	3/19/2015						
BRAKE PEDAL SPONGY		42	DOES NOT OPERATE PROPERLY	4/6/2015	4058			A		64 98	228 8	327 81	0	0	28 29	143	10/29/2014	KANCTY	2/28/2015						
BRAKE PEDAL SPONGY		42	DOES NOT OPERATE PROPERLY	4/8/2015	3148				1	64 98	105 32	334 62	0	0	65 52	105 32	12/5/2014	KANCTY	3/31/2015						
BRAKE FLUID LEAK	D8		FAILED GASKET/SEAL	4/2/2015	2202			A		57 67	192 22	297 49	0	0	30 08	96 11	11/3/2014	CHANGAN	3/18/2015						
BRAKE ABS WARNING LIGHT TROUBLES	X2		CONNECTION POOR/NOT MADE	3/25/2015	5536				1	5 65	56 58	64 49	0	0	2 26	113 16	1/9/2015	CHANGAN	2/12/2015						
BRAKE ABS WARNING LIGHT TROUBLES		42	DOES NOT OPERATE PROPERLY	3/19/2015	11920			A		5 65	93 72	101 63	0	0	2 26	93 72	3/10/2015	CHANGAN	3/20/2015						
BRAKE PEDAL SPONGY		42	DOES NOT OPERATE PROPERLY	3/23/2015	478				1	42 41	52 06	124 29	0	0	24 08	104 11	12/23/2014	CHANGAN							
BRAKE FLUID LEAK				2/18/2015	B6261			A		81 23	280 24	568 4	27 07	0	74 6	200 17	10/29/2014	KANCTY	1/7/2015						
BRAKE FLUID LEAK				2/18/2015	B6261			A		91 07	280 24	568 4	27 07	0	74 6	200 17	10/29/2014	KANCTY	1/7/2015						
EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED		42	DOES NOT OPERATE PROPERLY	2/9/2015	1487				51	64 98	136 79	242 45	0	0	40 68	105 22	12/17/2014	KANCTY	2/7/2015						

EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED	42	DOES NOT OPERATE PROPERLY	1/20/2015	6720	[redacted]	2	64 98	159 58	283 59	0	0	53 19	83 99	12/8/2014	KANCTY	12/31/2014						
OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	12/22/2014	3170	[redacted]	[redacted]	64 98	97 38	196 53	0	0	28 33	108 2	8/4/2014	KANCTY	12/11/2014						

From: Britton, Eric (E.J.)
Sent: Tuesday, March 01, 2016 5:12 PM
To: Kapanowski, Martin C (M.C.)
Subject: RE: Hitachi TMC Warranty

Marty, one more question for Powertrain. If the pressure sensor at the booster fails, what is the maximum vacuum that the mechanical pump will generate in the booster.

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

From: Williams, Dan (DW.)
Sent: Wednesday, August 26, 2015 7:27 PM
To: Harris, Jonathan (J.E.)
Subject: RE: hitachi?

Correct.

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

From: Harris, Jonathan (J.E.)
Sent: Wednesday, August 26, 2015 2:24 PM
To: Williams, Dan (DW.)
Cc: Harris, Jonathan (J.E.)
Subject: hitachi?

Hitachi

F2	0	SP SD	1FTEW1EG6FK[redacted]	4/13	3	6961	$376 ($291)	CUSTOMER STATES RED BR LIGHT IS COMING ON,ALSO T HE HAD TO ADD BRAKE FL U

Jonathan Harris,
KCAP STA Resident
Cell 313 805-2375

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

Has Hitachi initiated containment on parts and/or vehicles?

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

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

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

Sent from IBM Verse

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

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

Where was the leak coming from?

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

Eric,

Thank you for this information it is very helpful.

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

Regards,

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

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

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

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

Eric,

If you could confirm this it would be helpful.

Thank you.

CONCERN DESCRIPTION

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

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

From: Siddiqui, Saif (S.S.)
Sent: Tuesday, May 31, 2016 5:22 PM
To: Stuart.Ray@hitachi-automotive.us
Cc: ralph.wagers@hitachi-automotive.us; Daanyal, Shaji (.)
Subject: RE: Master Cylinder - 6 Panel

Team,

It was good 6 panel, and feedback from plant is good on the hard work that has been put in place to reduce contamination. One thing that we need to be careful is when there is out of spec condition, we should not be shipping the parts, and I believe you don't. However someone mentioned that you guys did ship those parts, before Shahji interjected that you have now implemented batch and hold. We need to be careful about this.

Also, kindly email the 6 panel that was presented today.

Thanks
Saif

From: Stuart.Ray@hitachi-automotive.us [mailto:Stuart.Ray@hitachi-automotive.us]
Sent: Monday, May 30, 2016 12:00 PM
To: Siddiqui, Saif (S.S.)
Cc: ralph.wagers@hitachi-automotive.us
Subject: Re: Master Cylinder - 6 Panel

Saif,

Because of Eric Mills' 12:15-1:00 Chassis VRT Report Out meeting tomorrow, and our corporate Monthly Warranty meeting has been rescheduled from Monday to Tuesday 11-12, I would respectfully ask that we drop tomorrow's 10:30-11:30 meeting since we will be going over much of the same information in Eric's meeting.

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>, "Ralph Wagers (ralph.wagers@hitachi-automotive.us)" <ralph.wagers@hitachi-automotive.us>,
Date: 05/26/2016 10:35 AM
Subject: Master Cylinder - 6 Panel

Stuart and Ralph,

We have a chassis report out next Tuesday and would like you guys to present an updated 6 Panel on Master Cylinder based on current warranty. I will send you the meeting notice shortly.

Thanks
Saif

From: Stuart.Ray@hitachi-automotive.us [mailto:Stuart.Ray@hitachi-automotive.us]
Sent: Tuesday, May 24, 2016 10:54 AM
To: Siddiqui, Saif (S.S.)
Cc: Casey.Brown@hitachi-automotive.us; Stuart.Ray@hitachi-automotive.us; Daanyal, Shaji (.); ralph.wagers@hitachi-automotive.us; Donnie.Cook@hitachi-automotive.us; Kapanowski, Martin C (M.C.); Dudley, Jeff (J.A.); Kosztowny, Brian (B.P.); DeBono, John (J.E.); Mills, Eric (E.); Raza, Mohammed Zahid (M.Z.)
Subject: P552 Top Supplier Meeting Wave I - Hitachi Automotive - T407P

Attached is the paynter chart for today's meeting.

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

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From: Sandra Granfors <sgranfors1953@hotmail.com>
Sent: Thursday, September 29, 2016 11:12 PM
To: Eigsti, Sam (S.); Ard, Robert (R.); Williams, Dan (DW.); Pierce, Warren (W.B.)
Cc: Scott, Frank (F.); ralph.wagers@hitachi-automotive.us; Casey Brown; Harris, Jonathan (J.E.)
Subject: Re: Master Cylinder reservoir seal partially not seated

1664 master cylinders checked 0 defects found

Sent from my iPhone

On Sep 29, 2016, at 10:23 AM, Sandra Granfors <sgranfors1953@hotmail.com> wrote:

> We have initiated a sort of all master cylinders at KCAP.
> Hitachi has provided us with sort criteria.
> All parts in transit will be sorted until the certified material arrives.
>
> Sent from my iPhone
>
> On Sep 29, 2016, at 8:34 AM, Sandra Granfors <sgranfors1953@hotmail.com> wrote:
>
> > The date on the "rolled seal" part at DTP is 96r1.
> > They've held the truck at Hitachi to certify it.
> > Let me know if you want to start a sort at KCAP.
> > I will coordinate it.
> >
> > Sent from my iPhone
> >
> > Begin forwarded message:
> >
> > **From:** Sandra Granfors <sgranfors1953@hotmail.com>
> > **Date:** September 29, 2016 at 8:26:29 AM CDT
> > **To:** "Williams, Dan (DW.)" <dwill122@ford.com>
> > **Cc:** "Eigsti, Sam (S.)" <seigsti@ford.com>, "Ard, Robert (R.)" <rard@ford.com>, "Harris, Jonathan (J.E.)" <jharr176@ford.com>, "Pierce, Warren (W.B.)" <wpierce@ford.com>
> > **Subject: Re: Master Cylinder reservoir seal partially not seated**
> >
> > I've contacted Hitachi to get date code info and sort info.
> >
> > Sent from my iPhone
> >
> >
> > On Sep 29, 2016, at 8:20 AM, Williams, Dan (DW.) <dwill122@ford.com> wrote:

RQ16-001 000958 ER

Are you already aware of what looks like rolled seals on master cylinder assemblies that DTP found? If that is indeed the defect, this is something we have seen in the past.

Dan Williams

P552 Resident Chassis Engineer

Kansas City Assembly Plant

Phone: 816-459-1977

Mobile: 816-200-3866

FAX: 816-459-1970

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

From: Herman, Jerome (J.A.)

Sent: Thursday, September 29, 2016 6:07 AM

To: Williams, Dan (DW.)

Subject: Master Cylinder reservoir seal partially not seated

We had two of these overnight. They're sorting online.

<IMG_0384.JPG>

Sent from my iPhone

From: Kapanowski, Martin C (M.C.)
Sent: Wednesday, September 28, 2016 11:13 AM
To: Szalay, Michael (M.A.)
Subject: Re: Master Cylinder Warranty Matrix

K thx.

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

On Sep 27, 2016, at 9:12 PM, Szalay, Michael (M.A.) <mszalay@ford.com> wrote:

I think it's part of Michael P's learning curve. We know that parts actually in transit is an insignificant time element of the overall teardown/analysis process. As for Mr. Fowler- he can challenge us on whatever he believes is important. I plan to stay the course (for now).

Michael Szalay
Chassis Quality/PVT
(313) 805-7555

From: Kapanowski, Martin C (M.C.)
Sent: Tuesday, September 27, 2016 6:01 PM
To: Szalay, Michael (M.A.)
Subject: FW: Master Cylinder Warranty Matrix

Mike, I need to understand if this matrix of parts in transit is a metric that is being pushed and tracked as important to improving quality. e.g., Is Bennie going to beat us up over it?
To me, we've requested parts, they are coming back, we are analyzing them, there are a few root causes that keep repeating that we need STA and Hitachi to fix them.
Suddenly it seems like there is a new direction to spend engineering time tracking parts by VIN to see what truck they are on. I have missed this memo. Can you help me out with where this is coming from?

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

From: Williams, Dan (DW.)
Sent: Tuesday, September 27, 2016 5:27 PM
To: Patel, Harendra (H.M.); Kapanowski, Martin C (M.C.); Raza, Mohammed Zahid (M.Z.)
Cc: Szalay, Michael (M.A.); Herman, Jerome (J.A.); Kosztowny, Brian (B.P.); Pierce, Warren (W.B.)
Subject: RE: Master Cylinder Warranty Matrix

Attached is a summary report for 2016MY P552 H15 ECB claims which was run after rebinning the claims that were in today's teardown update. (The RYG colors are not available between 5 and 6:30 eastern due to the daily QLS load into BSAQ.) Based on the relatively

older build dates for the damaged cup seal claims, PART RETURN REQUEST is still the top item for P552 master cylinder replacements in the last 4 MOP, as well as for MYTD.

Dan Williams
P552 Resident Chassis Engineer
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FAX: 816-459-1970

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Tuesday, September 27, 2016 3:09 PM
To: Siddiqui, Saif (S.S.); Williams, Dan (DW.); Mills, Eric (E.); Harris, Jonathan (J.E.)
Cc: Milz, Kevin (K.W.); Daanyal, Shaji (.); jeremy.wilson@hitachi-automotive.us; Casey.Brown@hitachi-automotive.us
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: Kapanowski, Martin C (M.C.)
Sent: Wednesday, October 05, 2016 1:19 PM
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

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.

RQ16-001 000962 ER

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: Britton, Eric (E.J.)
Sent: Thursday, March 24, 2016 1:50 PM
To: Kapanowski, Martin C (M.C.)
Subject: RE: Master Cylinder

It can wait, don't make a special trip. They can send them.

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

From: Kapanowski, Martin C (M.C.)
Sent: Thursday, March 24, 2016 9:23 AM
To: Britton, Eric (E.J.)
Subject: Re: Master Cylinder

Hitachi is pulling a set of seals together for me. I will be out there this afternoon reviewing various progress items and I'll pick them up then. Did you need them today or can they wait till Tuesday?

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

On Mar 24, 2016, at 7:05 AM, Britton, Eric (E.J.) <ebritton@ford.com> wrote:

Doesn't necessarily have to be new. It's for my cutaway cylinder.

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

From: Kapanowski, Martin C (M.C.)
Sent: Wednesday, March 23, 2016 6:51 PM
To: Britton, Eric (E.J.)
Subject: RE: Master Cylinder

Shouldn't be long. I'll ask tonight. New?

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

From: Britton, Eric (E.J.)
Sent: Wednesday, March 23, 2016 10:53 AM
To: Kapanowski, Martin C (M.C.)
Subject: Master Cylinder

How long would it take to have Hitachi send us a set of seals for the master cylinder?

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

From: Williams, Dan (DW.)
Sent: Monday, June 06, 2016 2:34 PM
To: Miller, Robin (R.); 'Fred.Schwendenmann@hitachi-automotive.us'; ralph.wagers@hitachi-automotive.us
Cc: Raza, Mohammed Zahid (M.Z.); Siddiqui, Saif (S.S.); Kapanowski, Martin C (M.C.)
Subject: RE: Master Cylinders Awaiting Teardown
Attachments: tag_issued_list.xlsx

Based on the attached 700 Tag list, at least 6 of the parts have been received (2 of them just today).

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

From: Miller, Robin (R.)
Sent: Monday, June 06, 2016 1:07 PM
To: 'Fred.Schwendenmann@hitachi-automotive.us'; ralph.wagers@hitachi-automotive.us
Cc: Raza, Mohammed Zahid (M.Z.); Williams, Dan (DW.); Siddiqui, Saif (S.S.); Kapanowski, Martin C (M.C.)
Subject: Master Cylinders Awaiting Teardown

Hi Fred, Ralph,

Please give me the outlook on completing the teardown and analysis by tomorrow morning, Tuesday, 6/7/16.
Todd Brown will ask about this issue in tomorrow's quality review, and I need promise dates from Hitachi.

We are tracking 14 master cylinders returns awaiting teardown & analysis.
How many can be completed by next week?
What is the typical turnaround?
What is the projected date for completing all 14?

Robin C. Miller
Ford Chassis Engineering
F150 Brake Systems
(313) 316-8782
rmill389@ford.com
BLDG6 – 1AE35

RQ16-001 000966 ER

ECB	QB	Tag	DISPOSITIO	TAG ISSUE DATE	PICKED DATE	SHIPPED DATE	CARRIER	[redacted]	WPAC RECD DATE	HANDLED DATE	RAC	REQ#	PREFIX	BASE	SUFFIX	PART DESC	ENG PART#	TYPE	SUPPLIER NAME	MY	VEHICLE	MILEAGE	VIN	[redacted]	CUST COMMENTS	TECH COMMENTS	CAUSAL PART#
Yes	BRAKES	297026823		5/27/2016	31 May 16	31 May 16	UPS	[redacted]	6/6/2016 11 01	6/6/2016 11 01	BRAKRW	568892	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	5837	1FTEW1EG8GF	[redacted]	BRAKE PEDAL GOES TO THE FLOOR BOARD AND BRAKES DO NOT GRAB WHEN APPLIED	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	FL3Z 2140A
Yes	BRAKES	297065737		5/30/2016	2 Jun 16	2 Jun 16	UPS	[redacted]	6/6/2016 11 01	6/6/2016 11 01	BRAKRW	569107	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	4166	1FTEW1EG8GF	[redacted]	CUSTOMER STATES NO LIGHTS ARE ON, BRAKE PEDAL ISGOING TO THE FLOOR WHILE DRIVING AND WHILESITTING AT A IDLE	VERIFIED CONCERN CHECKED BOOSTER FOR SIGNS OF LEAKING MASTERY CYLINDER NO CONCERN FOUND PERFORMED MASTER CYLINDER BYPASS TEST PER WORKSHOP MASTER CYLINDER FAILED R&R MASTER CYLINDER AND MACHINE PRESSURE BLED BRAKE	FL3Z 2140A
Yes	BRAKES	296505250		5/6/2016	2 Jun 16	2 Jun 16	UPS	[redacted]	6/3/2016 11 00	6/3/2016 11 00	BRAKRW	563065	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X2	3136	1FTEW1CG8GK	[redacted]	CUSTOMER STATES THE BRAKE PEDAL GOES TO THEFLOOR WHEN ATTEMPTING TO SLOW DOWN CHECK ANDADV	VERIFIED CONCERN / INSPECT FRONT AND REAR BRAKES / HYDRAULIC SYSTEM / INSPECT MASTER CYLINDER FOUND BRAKES FLUID LEAK FROM INTERNAL SEALS / REPLACE MASTER CYLINDER / PERFORMED BRAKES SYSTEM BLEED / ROAD TEST OK	FL3Z 2140A
Yes	BRAKES	296598860		5/11/2016	18 May 16	18 May 16	UPS	[redacted]	5/24/2016 11 00	5/24/2016 11 00	BRAKRW	563986	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X2	2588	1FTEX1CF8GFB	[redacted]	customer states the brake pedal is going to the floor check advise	VERIFIED BRAKE PEDAL GOING TO FLOOR PERF BRAKE INSPECTION & SYMPTOMTEST NO AIR IN SYSTEM, MASTER CYLINDER BYPASS TEST FAILED ; REPLACED MASTER CYLINDER & COMPONENT BLEED BRAKE PEDAL GOOD & STOPINGDISTANCE PASSED	FL3Z 2140A
Yes	BRAKES	296645564		5/12/2016	18 May 16	18 May 16	UPS	[redacted]	5/23/2016 12 00	5/23/2016 12 00	BRAKRW	564241	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	6544	1FTFW1EF0GK	[redacted]	CUSTOMER STATES BRAKES PEDAL GOES TO FLOOR, VERYSOFT	ROAD TEST AND VERIFIED, CK AND INSP BRAKE SYSTEM OK NO LEAKS FOUND, CK BRAKE PEDAL GOES TO THE FLOOR, UNHOOK BRAKE BOOSTER VACCUM SUPPLY BRAKE PEDAL IS FINE, CK VACCUM IN VACCUM SUPPLY HOSE AT HAS MORE THAN 22INHG	FL3Z 2005A
Yes	BRAKES	296124345		4/21/2016	27 Apr 16	27 Apr 16	UPS	[redacted]	5/3/2016 12 00	5/3/2016 12 00	BRAKRW	558614	BRMC	223				DS		2016	F150 4X4	13	1FTFW1EG2GF	[redacted]	Customer states BRAKE PEDAL FADES TO THE FLOOR	RAN SYSTEM TEST AND FOUND FAULTY BRAKE MASTER CYLINDER FLUID BYPASSING INTERNALLY ; REMOVE AND REPLACE FAULTY BRAKE MASTER CYLINDER RETESTED SYSTEM TO VERIFY REPAIR RETURNED TO CUSTOMER	BRMC 223
Yes	BRAKES	295741454		4/4/2016							BRAKRW	555283	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	5426	1FTEW1CG4FK	[redacted]	CUSTOMER STATES THAT THAT BREAK ARE SPONG PEDALDOWN	REPLACE BRAKE MASTER CYLINDER LEAKING , ADD FLUID , BLEED SYSTEM ROAD TESTED OK	FL3Z 2140A
Yes	BRAKES	296343316		5/2/2016							BRAKRW	561283	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X2	4534	1FTEW1CG4GK	[redacted]	CUST STATES BRAKE PEDAL GOES ALL THE WAY DOWN TOTHE FLOOR (BREAK PERFORMANCE POOR) STARTEDTODAY	VERIFIED CONCERN REPLACE LEAKING BRAKE MASTER CYLINDER AND BLEED SYSTEM	FL3Z 2140A
Yes	BRAKES	296555332		5/9/2016							BRAKRW	563453	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X2	3259	1FTEW1CG0GF	[redacted]	CUSTOMER STATES BRAKE PEDAL GOES ALL THE WAY TOTHE BOTTOM AND DOESNT STOP	VERIFIED CONCERN REPLACED MASTER CYLINDER AND BLEED SYSTEM RETESDTED O K	FL3Z 2140A
Yes	BRAKES	296956892		5/25/2016							BRAKRW	567701	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	8400	1FTFW1EG7GF	[redacted]	CUSTOMER STATES BRAKE PEDAL WILL GO TO THE FLOOR ON A GRADUALLY STOP	VEHICLE BRAKE PEDAL FALLS SLOWLY TO FLOOR WHEN DEPRESSED VEHICLE HAS NO EXTERNAL LEAKS REMOVED BRAKE LINES FROM MASTER AND INSTALLED PLUG TESTED VEHICLE BRAKE PEDAL, FALLS SLOWLY DETERMINED THAT MASTER IS LEAKI	FL3Z 2140A
Yes	BRAKES	297118316		5/31/2016							BRAKRW	570185	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	4327	1FTEW1EG3GF	[redacted]	PEDAL D FRENO S VA AL FONDO	S REV QUEJA D CLIENTE ESTANDO FALLA PRESENTE S REV OASIS Y BTS SIN ENCONTRARINFR S REAL REV D UNIDAD VISUALMENTE SIN PRESENTAR FUGAS D LIQUIDO FRENOS S REAL PURGA D SIST D FRENOS CON IDS Y HTAS A BOMBA ENCONTRANDOL	FL3Z 2140A
Yes	BRAKES	297120141		5/31/2016							BRAKRW	570188	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X2	9	1FTEX1CP1GK	[redacted]	C/S THE BRAKE PADEL GOES ALL THE WAY TO THEFLOOR, PLEASE CHECK AND ADVISE	VERIFIED BRAKE PEDAL GOES TO FLOOR BRAKE FLUID LOW MESSAGE IS ON DASH UPON INSPECTION FOUND BRAKE FLUID RESERVOIR TO BE EMPTY UNBOLTED MASTER CYLINDER FROM BOOSTER FOUND BRAKE FLUID ON BACK OF MASTER CYLINDER,	FL3Z 2140B
Yes	BRAKES	297146518		6/1/2016							BRAKRW	570605	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X2	2516	1FTEX1CF6GFB	[redacted]	OWNER REPORTS AT IDLE,THE BRAKE PEDAL FADES TO THE FLOOR,TRUCK BEGINSTO ROLL FORWARD CCH05	BYPASSING BRAKE MASTER CYLINDER; TEST DROVE TO VERFIY, R&R ALL WHEELS AND PERFORM BRAKE INSPECTION , PERFORM KOEOIKOER SELF TEST NO ABS CODES, CONTACT HOTLINE #110273964 PERFORM PRESSURE BLEED AND MASTER CYLINDER	FL3Z 2140A

Yes	BRAKES	297175117		6/1/2016				[redacted]			BRAKRW	570604	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X2	3521	1FTEW1CG8GK	[redacted]	PEDAL DE FRENO SE VA HASTA EL FONDO	SE VERIFICA QUEJA Y SE REVISA SISTEMA DE FRENOS SIN ENCONTRAR FUGA, SE PURGA SISTEMA SIN MEJORAR EL PROBLEMA, SE UTILIZA HERRAMIENTA IDS Y SE MONITOREA PIDS BRKHYOPRESS MANTENIENDO EL PEDAL OPRIMIDO, SE VA PERDIEND	FL3Z 2140A
No	BRAKES	297130985		5/31/2016	1 Jun 16	1 Jun 16	UPS		6/3/2016 11 00	6/3/2016 11 00	BRAKRW	569102	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	1376	1FTEX1E87FKE		CUSTOMER STATES AFTER HITTING BRAKE THE 1ST TIME THEN STOPPING THE BRAKE PEDAL FADES TO THE FLOOR	VERIFIED CONCERN COMPARED TO A LIKE UNIT VEHICLE DROPS SLIGHTLY FASTER THAN OTHER UNIT PERFORMED VISUAL INSPECTION OF SYSTEM NO LEAKS FOUND ATTEMPTED BLEEDING SYSTEM NO AIR FOUND AND NO CHANGE INSPECTED BRAKE BOOST	FL3Z 2140B
No	BRAKES	296688290		5/13/2016	27 May 16	27 May 16	UPS		6/2/2016 12 00	6/2/2016 12 00	BRAKRW	564811	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	892	1FTEW1CP5FF		CUSTOMER STATES THAT THE BRAKES WENT TO THE FLOOR AGAIN	VERIFIED BRAKE BLEEDING OFF FOUND MASTER CYLINDER WAS FAULTY REMOVED AND REPLACED AND BLEED AND RECHECKED WITH NO MORE PROBLEMS FOUND	FL3Z 2140B
No	BRAKES	296774194		5/18/2016	25 May 16	25 May 16	UPS		5/26/2016 11 00	5/26/2016 11 00	BRAKRW	565902	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	2275	1FTEW1E88GF		REPORT ON E BRAKE LIGHT ON ALL THE TIME, SPO PART HERE	CHECK FOR BRAKE LIGHT STAYING ON VERIFIED PINPOINT TEST T NECESSARY TO REPLACE BRAKE FLUID SWITCH RETEST OK NOW MT=NO PUBLISHED LABOUR OPS	FL3Z 2C251A
No	BRAKES	296845401		5/20/2016	2 Jun 16	3 Jun 16	UPS		5/26/2016 11 00	5/26/2016 11 00	BRAKRW	566665	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	10749	1FTEW1EG7GF		OWENR STATES IF YOU PUSH BRAKE HARD THAT PEDAL GOES ALL WAY TO FLOOR	VERIFIED CUSTOMER COMPLAINT INSPECTED HYDRAULIC BRAKING SYSTEM PADS AND ROTORS ON ALL FOUR WHEELS BLOCKED OF MASTER CYLINDER AND HYDRAULIC BRAKE LINES PEDDLE STILL GOES TO THE FLOOR REPLACED MASTER CYLINDER BLEED B	FL3Z 2140A
No	BRAKES	296319314		4/29/2016	4 May 16	4 May 16	UPS		5/6/2016 12 00	5/6/2016 12 00	BRAKRW	560756	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	3485	1FTEW1EF1GK		C/S BRAKE PEDAL GOES TO FLOOR AFTER APPLYING	TEST DROVE VERIFIED CONCERN PEDAL WOULD FADE AT STOPS AND EVENTUALLY START TO ROLL FORWARD CHECKED ALL LINES AND HOSES AND ALL BRAKE COMPONENTS FOR LEAKS AND FOUND NONE CHECKED BOOSTER FOR FLUID AND WAS ALSO DRY RE	FL3Z 2140A
No	BRAKES	296312502		4/29/2016	2 May 16	2 May 16	UPS		5/5/2016 12 00	5/5/2016 12 00	BRAKRW	560768	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	601	1FTEW1CP3FK		CUSTOMER STATES THAT WHEN BRAKES ARE APPLIED, IT TAKES A MINUTE FOR BRAKES TO APPLY AND THEN APPEARS TO PULL RIGHT	VERIFIED CONCERN BRAKE PEDAL HAS SPONGY FEELING AND TAKES E XCESSIVE PEDAL TRAVEL TO STOP VEHICLE UNABLE TO DUPLICATE B RAKE PULL AT THIS TIME PERFORMED DIAG FOR PEDAL FEEL CHECK ED BRAKE FLUID LEVEL, FLUID FUL	FL3Z 2140B
No	BRAKES	296263539		4/27/2016	28 Apr 16	28 Apr 16	UPS		5/3/2016 12 00	5/3/2016 12 00	BRAKRW	560419	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	4	1FTEW1E82GK		CUSTOMER STATES BRAKE PEDAL GOES TO THE FLOOR CHECK AND ADVISE	REPLACE MASTER CYLINDER & BRAKE BOOSTER BLEED BRAKE SYSTEM, VERIFY OPERATION	FL3Z 2140B
No	BRAKES	296263540		4/27/2016	28 Apr 16	28 Apr 16	UPS		5/3/2016 12 00	5/3/2016 12 00	BRAKRW	560418	FL3Z	2005	C	BOOSTER ASY BRAKE	FL342005CE	DS	ROBERT BOSCH CORP	2016	F150 4X4	4	1FTEW1E82GK		CUSTOMER STATES BRAKE PEDAL GOES TO THE FLOOR CHECK AND ADVISE	REPLACE MASTER CYLINDER & BRAKE BOOSTER BLEED BRAKE SYSTEM, VERIFY OPERATION	FL3Z 2140B
No	BRAKES	296165451		4/22/2016	25 Apr 16	25 Apr 16	UPS		4/26/2016 11 00	4/26/2016 11 00	BRAKRW	559002	BRMC	223				DS		2016	F150 4X4	3229	1FTEW1EG9GK		DIAG CUST STATES LOSS OF BRAKE PRESSURE WHEN STOPPING FOOT GOES ALL THE WAY TO THE FLOOR	DIAG LOSS OF BRAKES, VERIFIED, PEDAL GOES TO FLOOR, TESTED BRAKE SYSTEM, MASTER CYL BYPASSING INTERNAL, ORDERED NEW CYL FROM EDM ***5221 3 A/T*** REPLACED BRAKE MASTER, BLEED SYSTEM, RE TESTED, OKAY ***5221 2140A	2140
No	BRAKES	295898331		4/11/2016	12 Apr 16	12 Apr 16	UPS		4/14/2016 12 00	4/14/2016 12 00	BRAKRW	556260	BRB	122				DS		2016	F150 4X4	274	1FTEW1EP0GF		CHECK FOR AT A STOP BRAKE PEDAL FAD ES	INSPECT FOR BRAKE FADED FAILING AT STOP SIGN REMOVE ALL WHEELS INSPECT CALIPER OK LINES AND PADS OK CONTACT HOT LINE THEY SUGEST IT WAS NORMAL BRENT THE FSE CALLED THE NEXT DAY AND WANT TECH TO REPLACE THE MASTER C	2140
No	BRAKES	295898343		4/11/2016	12 Apr 16	12 Apr 16	UPS		4/14/2016 12 00	4/14/2016 12 00	BRAKRW	556260	BRMC	224				DS		2016	F150 4X4	274	1FTEW1EP0GF		CHECK FOR AT A STOP BRAKE PEDAL FAD ES	INSPECT FOR BRAKE FADED FAILING AT STOP SIGN REMOVE ALL WHEELS INSPECT CALIPER OK LINES AND PADS OK CONTACT HOT LINE THEY SUGEST IT WAS NORMAL BRENT THE FSE CALLED THE NEXT DAY AND WANT TECH TO REPLACE THE MASTER C	2140
No	BRAKES	295712636		4/1/2016	21 Apr 16	25 Apr 16	UPS		4/6/2016 12 00	4/6/2016 12 00	BRAKRW	554826	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	931	1FTMF1E86GFA		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	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	FL3Z 2140B

No	BRAKES	295331380		3/15/2016	17 Mar 16	17 Mar 16	UPS	[redacted]	3/23/2016 11 00	3/23/2016 11 00	BRAKRW	551012	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	8	1FTEX1CP8F	[redacted]	CUSTOMER STATES VEH BRAKE PEDAL FADES TO THE FLOOR INSPECT AND ADVISE	TESTED , FOUND BRAKE PEDAL GOES TO FLOOR , NO ODES , SYMPTOM CHART ,INSPECTED FOR EXTERNAL LEAKS , =OK, AIR IN SYSTEM= NO AIR IN SYSTEM , NO LEAKS INTO BOOSTER OR VACUUM LINE TO VACUUM PUMP , REC MASTER CYLINDER	FL3Z 2140B
No	BRAKES	295355335		3/16/2016	17 Mar 16	17 Mar 16	UPS	[redacted]	3/21/2016 11 00	3/21/2016 11 00	BRAKRW	551399	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	71	1FTEX1EP0G	[redacted]	CUSTOMER STATES THE BRAKE PEDLE STARTS TO GO ALLTHE WAY TO THE FLOOR WHEN AT A S TOP	VERIFIED CONCERN, SELF TEST NO CODES, VISUAL INSPECTION OK, FLUID LEVEL OK, SUSPECT MASTER CYLINDER INTERNAL LEAKAGE, REPLACE MASTER CYLINDER AND BLEED BRAKE SYSTEM, ALL OK, RELEASE VEHI CLE	FL3Z 2140B
No	BRAKES	295355189		3/16/2016	26 Mar 16	30 Mar 16	UPS	[redacted]	3/21/2016 11 00	3/21/2016 11 00	BRAKRW	551394	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	1669	1FTFX1EF4G	[redacted]	CUST STATES BRAKE PEDAL WENT TO FLOOR AND DOESNT SEEM TO STOP WELL	BRAKE PEDAL WENT TO FLOOR AND DOESNT STOP WELL INSPECT AND FOUND MASTER CYL BY PASSING CAUSING LOW BRAKE PEDAL, REPLACE MASTER CYL BLEED OK	FL3Z 2140A
No	BRAKES	295542901		3/24/2016				[redacted]			BRAKRW	553125	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	1385	1FTEW1EG1	[redacted]	AL PISAR PEDAL DEL FRENO SE PONE BLANDO Y NO AGARRA	CILINDRO MAESTRO CON FUGA INTERNA POR LO QUE SE REEMPLAZA BOMBA DE FRENOS CORRIGIENDO FALLA REPORTADA	FL3Z 2140A
No	BRAKES	295950651		4/13/2016	2 May 16	13 May 16	UPS	[redacted]			BRAKRW	556872	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	6468	1FTEW1EG7	[redacted]	CUST STATES BRAKE PEDAL GOES ALL THE WAY TO THEFLOOR (BRAKE PERFORMANCE POOR) BREAKSSPONGEY	DIAGNOSE BRAKE PEDAL FADES INSPECT BRAKES HYDRAULIC SYSTEM REPLACE MASTER CYLINDER BY PASS BLEED SYSTEM ROAD TEST OK	FL3Z 2140A
No	BRAKES	296438704		5/4/2016				[redacted]			BRAKRW	562144	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	9560	1FTEW1EG3	[redacted]	AGARRA EL FRENO MUY ABAJO	SE REVISO SINTOMA REPORTADO POR EL CLIENTE ENCONTRANDO UNA FUGA DE PRESION INTERNA EN EL CILINDRO MAESTRO DE FRENOS ,SE PROCEDIO A REEMPLAZAR CILINDRO, PURGAR Y CARGAR LIQUIDO AL SISTEMA PARA SOL FALLA	FL3Z 2140A
No	BRAKES	296959248		5/25/2016				[redacted]			BRAKRW	567700	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X2	1468	1FTEX1C88G	[redacted]	CUST STATES BRAKE PEDAL IS FADING TO FLOOR WHEN APPLI ED	TECH 7688 DIAG VERIFIED PEDAL VERY SOFT PERFORMED COMPONENT TEST AND MASTER CYLINDER FAILED TEST REPLACED MASTER CYLINDER AND BLED BRAKE SYSTEM RETEST ROAD TEST OPERATES PROPERLY	FL3Z 2140B
No	BRAKES	297023482		5/27/2016				[redacted]			BRAKRW	568888	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	4932	1FTEW1EG9	[redacted]	CUST STATES BRAKE PEDAL GOES TO FLOOR, HAD TO PUMP BRAKES	MASTER CYLINDER PRESSURE BYPASSING INTERNALLY INTERNAL SEALS FAILED DUPLICATED BRAKE PEDAL FADING TO FLOOR INSPECTED BRAKES CHECKED FOR LEAKS NO EXTERNAL LEAKS FOUND NO SSMS OR TSBS APPLY PER SYMPTOM CHART CHEC	FL3Z 2140A
No	BRAKES	297177527		6/1/2016				[redacted]			BRAKRW	570612	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	5514	1FTEW1EF2	[redacted]	C/S BRAKE PEDAL GOES TO THE FLOOR	FAULTY MASTER CYLINDER PERFORMED 4 WHEEL BRAKE INSPECTION R&R MASTER CYLINDER & BLEED BRAKE SYSTEM ROAD TEST PASS	FL3Z 2140A

CONCERN CODE	CONCERN DESC	CAUSAL CODE	CAUSAL DESC	REPAIR DATE	P&A	TCODE	RO#	RO LINE#	PARTS $	LABOR $	REPAIR $	MISC $	CORE $	PARTS MARKUP $	LABOR RATE	VEH PROD DATE	ASSEMBLY PLANT	WSD	PART MFG DATE	CLOSE DATE	ENGFAM CODE	PRIOR APPROVAL1	PRIOR APPROVAL2	BOX#
H15	BRAKE PEDAL SPONGY	D8	FAILED GASKET/SEAL	5/23/2016	5439		[redacted]	A	53 82	95 97	175 52	0	0	22 73	106 63	1/14/2016	CHANGAN	3/11/2016						
H15	BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	5/21/2016	1741			A	53 82	128 43	248 67	0	0	57 42	98 79	2/20/2016	CHANGAN	3/30/2016						
H05	EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED	42	DOES NOT OPERATE PROPERLY	4/25/2016	4903			A	57 67	109 98	219 93	0	0	46 54	122 2	1/22/2016	KANCTY	2/26/2016						
H15	BRAKE PEDAL SPONGY	D8	FAILED GASKET/SEAL	5/2/2016	20346			A	53 82	195	287 46	0	0	26 42	92 86	1/28/2016	CHANGAN	2/19/2016						
H15	BRAKE PEDAL SPONGY			5/4/2016	6244			C	53 82	108 08	393 95	0	0	81 68	98 25	2/14/2016	KANCTY	3/16/2016						
H15	BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	3/21/2016	8363			A	57 67	60 71	141 45	0	0	23 07	67 46	2/29/2016	CHANGAN							
H15	BRAKE PEDAL SPONGY	D1	POROSITY	3/25/2016	4893			A	57 67	92 52	227 76	0	0	65 88	102 8	11/10/2015	KANCTY	1/6/2016						
H05	EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED	42	DOES NOT OPERATE PROPERLY	4/21/2016	4903			A	57 67	109 98	219 93	0	0	46 54	122 2	1/22/2016	KANCTY	2/6/2016						
H15	BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	4/29/2016	4893			A	57 67	113 08	248 32	0	0	65 88	102 8	12/12/2015	CHANGAN	1/31/2016						
H15	BRAKE PEDAL SPONGY	D1	POROSITY	5/18/2016	9581			B	89 7	111 44	221 5	0	0	0	101 31	1/21/2016	CHANGAN	2/28/2016						
H20	OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	5/20/2016	M2645			1	985 98	395 92	2135 51	294 55	0	412 87	439 91	1/26/2016	CHANGAN	3/11/2016						
H20	OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	5/24/2016	7846			A	46 15	144 88	355 69	0	0	60 23	103 48	4/19/2016	KANCTY							
H05	EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED	D1	POROSITY	5/25/2016	4945			B	53 82	105 31	215 23	0	0	44 1	95 73	2/11/2016	CHANGAN	2/27/2016						

H15	BRAKE PEDAL SPONGY	63	WEAK/SOFT/SAGGED (INSUFFICIENT PRESSURE)	5/26/2016	M3332		[redacted]	1	985 98	321 91	2049 66	282 71	0	412 87	292 64	2/5/2016	KANCTY	3/14/2016						
H15	BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	5/17/2016	7441				46 15	108 1	181 26	0	0	20 9	83 16	9/29/2015	KANCTY	2/29/2016						
H05	EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED	42	DOES NOT OPERATE PROPERLY	5/9/2016	5847			1	46 15	91 64	160 45	0	0	19 66	83 31	7/23/2015	CHANGAN	3/24/2016						
H04	PARKING BRAKE TROUBLES	42	DOES NOT OPERATE PROPERLY	5/13/2016	B8520			1	7 51	55 4	74 48	8 57	0	3	110 8	2/3/2016	CHANGAN	3/23/2016						
H15	BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	5/16/2016	2446			1	53 82	138 05	226	0	0	25 13	98 61	12/2/2015	CHANGAN	3/7/2016						
H20	OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	4/22/2016	5224				57 67	92 54	173 28	0	0	23 07	102 82	1/30/2016	KANCTY	3/26/2016						
H05	EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED	42	DOES NOT OPERATE PROPERLY	4/23/2016	8242			1	46 15	79 18	151 83	0	0	20 76	87 98	9/14/2015	KANCTY	4/18/2016						
H15	BRAKE PEDAL SPONGY	D8	FAILED GASKET/SEAL	4/11/2016	3144				46 15	127 24	337 54	0	0	60 08	106 03	2/21/2016	KANCTY							
H15	BRAKE PEDAL SPONGY			4/11/2016	3144				93 72	127 24	337 54	0	0	60 08	106 03	2/21/2016	KANCTY							
H05	EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED			4/18/2016	B7217				77 85	114 95	248 3	11 82	0	34 72	95 79	11/27/2015	KANCTY	2/23/2016						
H20	OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)			3/17/2016	B8023				107 78	207 02	521 47	59 99	0	72 7	86 26	11/2/2015	CHANGAN	3/18/2016						
H20	OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)			3/17/2016	B8023				62 3	207 02	521 47	59 99	0	72 7	86 26	11/2/2015	CHANGAN	3/18/2016						
H20	OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	3/2/2016	2782			2	46 15	73 01	137 62	0	0	18 46	81 12	12/9/2015	CHANGAN	1/2/2016						

H15	BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	2/26/2016	5458		[redacted]	51	46 15	284 45	357 11	0	0	20 76	105 35	11/6/2015	KANCTY	2/27/2016								
H15	BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	3/5/2016	5477		[redacted]	A	46 15	85 48	158 13	0	0	20 76	94 98	12/22/2015	KANCTY	2/29/2016								
H15	BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	3/8/2016	2956		[redacted]	A	96 12	87 28	188 18	0	0	0	96 98	1/25/2016	CHANGAN	2/20/2016								
H16	BRAKES TOO SENSITIVE	42	DOES NOT OPERATE PROPERLY	3/15/2016	M3787		[redacted]	1	877 61	290 5	2138 43	294 96	0	443 71	322 78	11/6/2015	CHANGAN	12/30/2015				DDDR5				
H05	EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED	42	DOES NOT OPERATE PROPERLY	3/17/2016	4903		[redacted]	B	57 67	109 98	292 67	72	0	44 41	122 2	11/10/2015	CHANGAN	12/26/2015								
H05	EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED	42	DOES NOT OPERATE PROPERLY	4/18/2016	M2050		[redacted]	1	985 98	281 56	2031 93	280 27	0	420 03	312 84	10/29/2015	CHANGAN	1/30/2016								
H05	EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED	42	DOES NOT OPERATE PROPERLY	5/17/2016	9566		[redacted]	A	46 15	109 29	187 52	0	0	26 08	99 36	2/1/2016	CHANGAN	4/26/2016								
H15	BRAKE PEDAL SPONGY	D4	FLAW IN MATERIAL	5/6/2016	20402		[redacted]	1	53 82	114 33	198 08	0	0	23 93	103 93	11/24/2015	CHANGAN	2/17/2016								
H05	EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED	42	DOES NOT OPERATE PROPERLY	5/25/2016	4437		[redacted]	2	53 82	210 86	347 5	0	0	39 04	100 41	12/11/2015	KANCTY	3/18/2016								

From: Williams, Dan (DW.)
Sent: Thursday, December 03, 2015 6:00 PM
To: Ruiz, Jesica (.); Lamontagne, Daniel (D.)
Cc: Mills, Eric (E.)
Subject: RE: Master Cylinders ECBs - Need parts
Attachments: RE: P552 Chassis warranty part returns for 08/04/2015 (brake master cylinder replaced in Puerto Rico); tag_issued_list.xlsx

Jesica – The M/C for FKD86070 was replaced in Puerto Rico and the PEARS request did not generate a 700 Tag. The repair diagnosis has been changed to MISSING.

Daniel – Can you follow up on Tag 0292508499 to ensure it is shipped soon (see attached file)?

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

From: Ruiz, Jesica (.)
Sent: Thursday, December 03, 2015 4:20 PM
To: Williams, Dan (DW.)
Cc: Stuart.Ray@hitachi-automotive.us; Ralph Wagers
Subject: Master Cylinders ECBs - Need parts

Dan,

Hitachi Master Cylinder have not yet received these 2 parts. Can you helps us find out if they are being shipped?

1) 1FTEW1EF9FF[redacted]
2) 1FTEX1C80FK[redacted]

Thanks,

Jesica Ruiz

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

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

From: Lamontagne, Daniel (D.)
Sent: Tuesday, August 04, 2015 1:21 PM
To: Williams, Dan (DW.)
Cc: Stauffer, Eric (E.L.)
Subject: RE: P552 Chassis warranty part returns for 08/04/2015 (brake master cylinder replaced in Puerto Rico)

I will call to expedite delivery once the tag is issued.

Thank you,

Daniel LaMontagne
Warranty Parts Expeditor
Ford Motor Company
Desk: 313-845-0390
Email: dlamont4@ford.com

Go Further

From: Williams, Dan (DW.)
Sent: Tuesday, August 04, 2015 11:28 AM
To: Lamontagne, Daniel (D.)
Cc: Stauffer, Eric (E.L.)
Subject: FW: P552 Chassis warranty part returns for 08/04/2015 (brake master cylinder replaced in Puerto Rico)

The part in the attached file was replaced in Puerto Rico. Are you able to help ensure it gets returned by the PEARS request that was submitted?

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

From: Williams, Dan (DW.)
Sent: Tuesday, August 04, 2015 10:17 AM
To: Peschiutta, Mark (M.A.); Ferber, Thomas (T.); St John, Jason (JSJ.); Huang, Peter (P.J.); Shah, Parshva (P.); Daavettila, Thomas (T.W.); Jones, Kenneth (K.T.); Lazowski, Deborah (D.); McElmeel, Edward (E.F.)
Cc: Stauffer, Eric (E.L.); Ruiz, Jesica (.); Mills, Eric (E.); Harris, Jonathan (J.E.)
Subject: P552 Chassis warranty part returns for 08/04/2015

The attached file contains P552 chassis parts that have had a PEARS request submitted today for their return via 700 Tag. At least one of these parts has been requested to be shipped to your (or your supplier's) attention.

To find additional claim info, enter the claim key in the appropriate field on the webpage linked below:

http://www.quality.ford.com/aws/aws/jlu1/reports_new.pl

The 700 tag number and shipping info for these returns can be found by entering the PEARS Request number into the REQ field in the search form linked below:

http://www.wpac.ford.com/wprc/tools/tag_issue.asp

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

QB	Tag	DISPOSITIO	TAG ISSUE DATE	PICKED DATE	SHIPPED DATE	CARRIER	TRACKING#	WPAC RECD DATE	HANDLED DATE	RAC	REQ#	PREFIX	BASE	SUFFIX	PART DESC	ENG PART#	TYPE	SUPPLIER NAME	MY	VEHICLE	MILEAGE	VIN	CUST COMMENTS	TECH COMMENTS	CAUSAL PART#	CONCERN CODE
	[redacted]		11/10/2015							BRAKRW	519420	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	5116	1FTEW1EF9F[redacted]	CUST STATES BRAKE PEDAL TRAVEL IS LONG AND BREAK PERFORMANCE VERY POOR REF RO #[redacted]	REPLACE LEAKING BRAKE PUMP,BLEED SYSTEM	FL3Z 2140A	H20

CONCERN DESC	CAUSAL CODE	CAUSAL DESC	REPAIR DATE	P&A	TCODE	RO#	RO LINE#	PARTS $	LABOR $	REPAIR $	MISC $	CORE $	PARTS MARKUP $	LABOR RATE	VEH PROD DATE	ASSEMBLY PLANT	WSD	PART MFG DATE	CLOSE DATE	ENGFAM CODE	PRIOR APPROVAL1	PRIOR APPROVAL2	BOX#
OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	11/4/2015	4903		[redacted]	A	57 67	99 37	210 06	0	0	44 41	110 41	7/21/2015	CHANGAN	8/22/2015						

From: 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
Attachments: 9.21.16 Saif.xlsx

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]

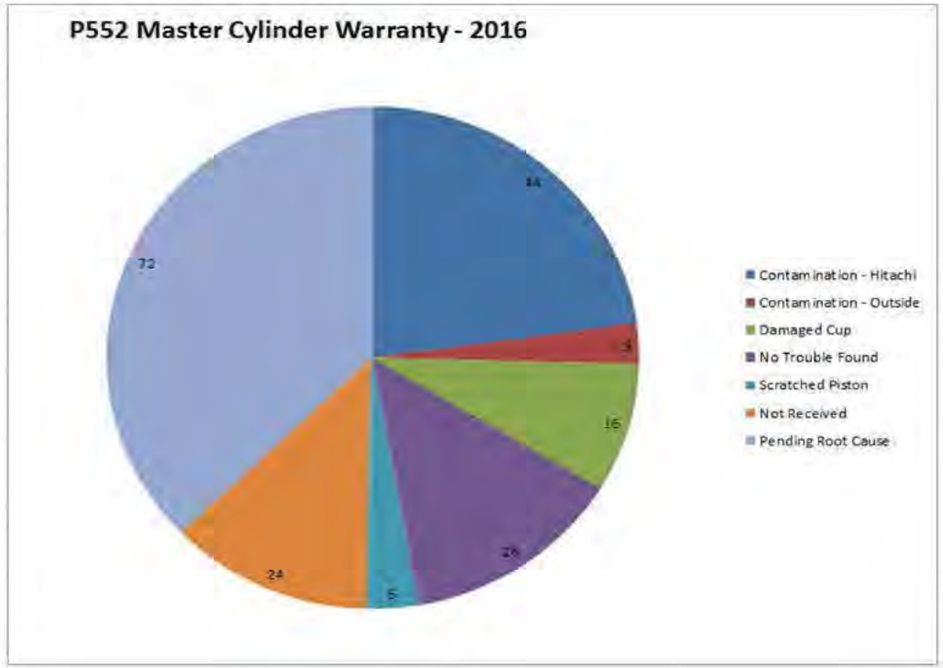
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en-US
AF();

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Part (Item)	Claim Key	Vehicle Line Description	VIN Code	roduction Date	Repair Date	Mileage	AWS Load Date	RCVD
MASTER CYLINDER	1667588	F-SERIES (P552)(NA-DTP)	1FTEW1CF2GF	2/26/2016	7/9/2016	6018	7/22/2016	Y
MASTER CYLINDER	1896921	F-SERIES (P552)(NA-DTP)	1FTEW1EG7GF	1/27/2016	6/9/2016	200	8/15/2016	N
MASTER CYLINDER	1908730	F-SERIES (P552)(NA-DTP)	1FTFX1EF0GF	4/10/2016	8/9/2016	2508	8/16/2016	N
MASTER CYLINDER	1910944	F-SERIES (P552)(NA-DTP)	1FTEW1EF9GF	4/8/2016	8/5/2016	4507	8/16/2016	N
MASTER CYLINDER	1911480	F-SERIES (P552)(NA-KCAP)	1FTEX1CF5GK	5/4/2016	7/25/2016	3927	8/16/2016	N
MASTER CYLINDER	1923525	F-SERIES (P552)(NA-KCAP)	1FTEW1EF5GK	3/29/2016	7/22/2016	4132	8/17/2016	Y
MASTER CYLINDER	1981036	F-SERIES (P552)(NA-DTP)	1FTEW1EGXG	5/6/2016	8/16/2016	3567	8/23/2016	N
MASTER CYLINDER	1994886	F-SERIES (P552)(NA-DTP)	1FTFX1EFXGF	5/18/2016	8/19/2016	4805	8/24/2016	N
MASTER CYLINDER	2009534	F-SERIES (P552)(NA-DTP)	1FTEW1EF0GF	2/17/2016	6/22/2016	5617	8/25/2016	N
MASTER CYLINDER	2023276	F-SERIES (P552)(NA-DTP)	1FTEX1CP4GF	4/23/2016	8/23/2016	6370	8/26/2016	N
MASTER CYLINDER	2061788	F-SERIES (P552)(NA-DTP)	1FTEW1EF6GF	3/31/2016	7/20/2016	5383	8/30/2016	Y
MASTER CYLINDER	2062199	F-SERIES (P552)(NA-DTP)	1FTFX1EF0GF	5/5/2016	8/18/2016	8434	8/30/2016	N
MASTER CYLINDER	2072329	F-SERIES (P552)(NA-DTP)	1FTEW1EF2GF	4/15/2016	8/8/2016	6150	8/31/2016	N
MASTER CYLINDER	2144270	F-SERIES (P552)(NA-DTP)	1FTFW1EG1GF	5/14/2016	8/30/2016	4078	9/7/2016	N
MASTER CYLINDER	2140290	F-SERIES (P552)(NA-KCAP)	1FTEW1EG8GK	4/18/2016	8/22/2016	5202	9/7/2016	N
MASTER CYLINDER	2149565	F-SERIES (P552)(NA-DTP)	1FTEX1E83GF	5/13/2016	7/6/2016	306	9/8/2016	N
MASTER CYLINDER	2167784	F-SERIES (P552)(NA-DTP)	1FTEW1EF1GF	4/25/2016	8/4/2016	7129	9/9/2016	N
MASTER CYLINDER	2183135	F-SERIES (P552)(NA-DTP)	1FTEW1EG0GF	5/7/2016	8/15/2016	2583	9/12/2016	Y
MASTER CYLINDER	2183735	F-SERIES (P552)(NA-DTP)	1FTFW1EF5GF	5/21/2016	8/20/2016	4384	9/12/2016	Y
MASTER CYLINDER	2188917	F-SERIES (P552)(NA-DTP)	1FTEW1EG4GF	6/3/2016	9/6/2016	4873	9/12/2016	N
MASTER CYLINDER	2189788	F-SERIES (P552)(NA-DTP)	1FTEW1CG4G	6/24/2016	9/7/2016	4430	9/12/2016	Y
MASTER CYLINDER	2188685	F-SERIES (P552)(NA-KCAP)	1FTEW1EF3GK	6/8/2016	9/6/2016	3100	9/12/2016	N
MASTER CYLINDER	2199413	F-SERIES (P552)(NA-DTP)	1FTEW1EG3GF	5/5/2016	8/22/2016	3605	9/13/2016	N
MASTER CYLINDER	2201882	F-SERIES (P552)(NA-DTP)	1FTEW1EFXGF	6/25/2016	8/19/2016	7090	9/13/2016	N
MASTER CYLINDER	2198185	F-SERIES (P552)(NA-KCAP)	1FTFW1EF7GK	3/31/2016	8/16/2016	6655	9/13/2016	N
MASTER CYLINDER	2224550	F-SERIES (P552)(NA-KCAP)	1FTEW1EF4GK	4/18/2016	8/22/2016	5320	9/15/2016	N
MASTER CYLINDER	2236606	F-SERIES (P552)(NA-KCAP)	1FTEW1CFXGK	6/3/2016	8/26/2016	8721	9/16/2016	N
MASTER CYLINDER	2237216	F-SERIES (P552)(NA-KCAP)	1FTEW1EF9GK	5/31/2016	8/29/2016	3244	9/16/2016	N

AF
FE
2016



From: Thomas, Robert (R.S.)
Sent: Thursday, July 14, 2016 12:58 PM
To: Kapanowski, Martin C (M.C.); Raza, Mohammed Zahid (M.Z.)
Subject: RE: MC Follow-up

Hi Martin and Mohammed,

I trust Jun's e-mail was clear. We circled back and re-looked at the data; slides 5-8 in Jun's e-mail summarize our latest findings.

We are certainly willing to meet with you and discuss either before or after you review the material, your choice.

Either way, when you are ready, please schedule a meeting and we'll take you through the material.

Thanks in advance.

Respectfully,

Bob Thomas

'Truth ... is much too complicated to allow anything but approximations'
--John von Neumann

FORD ANALYTICS
Global Data Insight & Analytics
GDIA, Enterprise Risk, Engineering Analytics, Greenfield Court 1 (GFC1), H013
Cell Phone: 313.805.4544
Email: rthoma11@ford.com

From: Long, Jun (J.)
Sent: Wednesday, July 13, 2016 4:06 PM
To: Kapanowski, Martin C (M.C.); Raza, Mohammed Zahid (M.Z.)
Cc: Thomas, Robert (R.S.)
Subject: MC Follow-up

Hi guys,

Per yesterday's meeting, we did some follow-up studies (see attached slide #5-8). Slides 1-4 are from meeting yesterday. Please take a look at the slides and schedule a meeting if necessary. Otherwise, our plan is for you to get the next 5 to 10 no-leak units measured and to check the most recent models' ability to predict.

Thank you.

Best Regards,

Jun Long

RQ16-001 000980 ER

Analytics Scientist
Engineering Analytics, GDIA
Greenfield Court 1 – G015
Phone: 313-206-4378
Email: jlong89@ford.com



From: Siddiqui, Saif (S.S.)
Sent: Monday, October 17, 2016 2:29 PM
To: Mills, Eric (E.)
Cc: Williams, Dan (DW.); Harris, Jonathan (J.E.); Dudley, Jeff (J.A.); Herman, Jerome (J.A.)
Subject: RE: P552 - Ford Motor Company - Warranty Claim - Cequent (DC9BD) - 1FTEW1EF2GF[redacted]

Thanks for your support.

Saif

From: Mills, Eric (E.)
Sent: Monday, October 17, 2016 10:24 AM
To: Siddiqui, Saif (S.S.)
Cc: Williams, Dan (DW.); Harris, Jonathan (J.E.); Dudley, Jeff (J.A.); Herman, Jerome (J.A.)
Subject: RE: P552 - Ford Motor Company - Warranty Claim - Cequent (DC9BD) - 1FTEW1EF2GF[redacted]

I misspoke. The material cost attributed to this claim is for a new kit, not one that had been replaced. I vividly remember discussing this claim in the 7:30 meeting, as well as historical claims we have regarding this same dealer procedure. I don't disagree with emailing the supplier on claims that are binned to a holding bin (prime example: Hitachi master cylinders, shock leaks, frame rust), but some discretion should really be used. I have no problem supporting if you read a claim and can't recall the binning direction in the 7:30 meeting or think it may have been binned in error.

Eric Mills
PVT Chassis
Dearborn Truck Plant
emills21@ford.com
(734) 417-0944

From: Siddiqui, Saif (S.S.)
Sent: Monday, October 17, 2016 10:18 AM
To: Mills, Eric (E.)
Cc: Williams, Dan (DW.); Harris, Jonathan (J.E.); Dudley, Jeff (J.A.); Herman, Jerome (J.A.)
Subject: RE: P552 - Ford Motor Company - Warranty Claim - Cequent (DC9BD) - 1FTEW1EF2GF[redacted]

Eric, there was a material cost in there and that's why I emailed the supplier. I understand it was in holding bin, but we do email the supplier if there is any material cost associated with the claim. I can discuss with Jeff, on how to deal with claims in holding bin, however current direction is to email supplier.

Saif

From: Mills, Eric (E.)
Sent: Monday, October 17, 2016 10:11 AM
To: Siddiqui, Saif (S.S.)
Cc: Williams, Dan (DW.); Harris, Jonathan (J.E.); Dudley, Jeff (J.A.); Herman, Jerome (J.A.)
Subject: RE: P552 - Ford Motor Company - Warranty Claim - Cequent (DC9BD) - 1FTEW1EF2GF[redacted]

Saif, there isn't even a material cost attached to this one... nor is it binned to SP. We discuss claims like this every day in the 7:30 meeting. Respectfully, please use some discretion in the future as I don't think filling the suppliers' mail with requests for initial 8Ds is going to get us any further in the long run. More concerning, the potential is there to accidentally notify suppliers of an internal issue they may be able to lean on instead of checking all the boxes in their analyses. If you're not sure, email me

Eric Mills
PVT Chassis
Dearborn Truck Plant
emills21@ford.com
(734) 417-0944

From: David Massengill [mailto:dmassengill@cequentgroup.com]
Sent: Monday, October 17, 2016 9:56 AM
To: Siddiqui, Saif (S.S.); Morales, Juan (.); Belaunzaran, Alberto (A.J.); Harris, Jonathan (J.E.); Mills, Eric (E.)
Cc: Nicholas Cekola; George Moore; Julio C Gonzalez; Rosalba Badillo; David X. Velez; Kevin D. Goins; Kevinn Curry; David Massengill; Shawn Kalami
Subject: RE: P552 - Ford Motor Company - Warranty Claim - Cequent (DC9BD) - 1FTEW1EF2GF[redacted]

Good morning team.

This vehicle was not built with a TBC at the Ford Factory.

When I spoke with the dealership about this vehicle, they said that the customer came in and purchased a TBC and had it installed.

Therefore, there is no part to analyze.

David Massengill
Corporate Quality Engineer
Cequent Performance Products
47912 Halyard Dr., Suite 100
Plymouth, MI 48170
DMassengill@Cequentgroup.com
Phone - 734 656 1406

Cequent Quality Policy:
Plan to Do It Right the First Time
Implement Controls to Do It Right Every Time
Monitor and Continually Seek to Improve
Quality is EVERYONE's Responsibility!

From: Siddiqui, Saif (S.S.) [mailto:ssiddi11@ford.com]
Sent: Friday, October 14, 2016 11:50 AM
To: David Massengill; Julio C Gonzalez
Cc: Morales, Juan (.); Belaunzaran, Alberto (A.J.); Harris, Jonathan (J.E.); Mills, Eric (E.)
Subject: P552 - 1FTEW1EF2GF[redacted]Ford Motor Company - Warranty Claim - Cequent (DC9BD) - 1FTEW1EF2GF[redacted]

Cequent 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.**

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
DTP - Resident STA Engineer

Chassis & Vehicle Engineering
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** = 2539104

Vehicle Information		Claim Information	
Model Year:	2016	Document Number:	76603501
Market Derived:	F - FORD	Repair Date:	05-OCT-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	2043
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:	12-OCT-2016
Warranty Start Date:	25-AUG-2016		
Production Date:	09-AUG-2016		
VIN:	1FTEW1EF2GF[redacted]		

Dealer Information		Expense Information	
		Customer Paid Amount:	.00
Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	14.64
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	39.60
Country:		Material Cost:	138.60
Phone:		Total Cost Gross:	153.24

Cust. Concern Code: H37 - TRAILER BRAKE CONTROL TROUBLES
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: CHECK TRAILER PLUG FOR POWER FOUND INOP NEED TBC F OR SYSTEM TO OPERATE TO SPEC
Customer Comment: C/S THAT TRAILER PLUG 7WAY, ONE OF THE PRONGS DOES NOT HAVE A 12V CONNECTION, ADVISE

Labor Op Code	Labor Op Description	Labor Op Cost
999A	ADDITIONAL MISC. REPAIRS	14.64

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	FL3Z	19H332	AB	KIT-BRK TRLR	000307	1	138.60

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

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

Any comments? You can contact



webmaster

3859

This message is for the designated recipient(s) only and may contain privileged or confidential information. If you are not the intended recipient, please advise the sender immediately by reply email and delete this message and any attachments without retaining a copy. No representation is made that this email or any attachments are free of viruses.

From: Hodorogea Bogdan (CC-AT/EAA1-NA) <Bogdan.Hodorogea@us.bosch.com>
Sent: Friday, October 14, 2016 4:19 PM
To: Siddiqui, Saif (S.S.); 'DEBBIE.SMITH@US.BOSCH.COM'; 'LARRY.LAUTENSCHLAGER@US.BOSCH.COM'; Cope Eric (GS/QMC1-NA); Croft Rocio (CC/SRN-NA); Serrat Kathy (CC/QMM3.1-NA)
Cc: Herman, Jerome (J.A.); Harris, Jonathan (J.E.); Paredes, Claudia (C.); Mills, Eric (E.)
Subject: RE: P552 - Ford Motor Company - Warranty Claim - BOSCH (S4U88) - 1FTEW1EG9GF[redacted]

Saif,
The issue below seems to be a hydraulic leakage at the master cylinder. Please note that Bosch is not the supplier for the Master Cylinder on P552. We only supply the Booster.
The booster is probably ok but it should be still replace because it was compromised by the brake fluid from the MC.
I believe the supplier for the MC is Hitachi.
Thanks,

Best regards

Bogdan Hodorogea
CC-AT/EAA1-NA

Tel. +1(734)805-7671

From: Siddiqui, Saif (S.S.) [mailto:ssiddi11@ford.com]
Sent: Friday, October 14, 2016 12:14 PM
To: 'DEBBIE.SMITH@US.BOSCH.COM'; 'LARRY.LAUTENSCHLAGER@US.BOSCH.COM'; Cope Eric (GS/QMC1-NA) <Eric.Cope@us.bosch.com>; Croft Rocio (CC/SRN-NA) <Rocio.Croft@us.bosch.com>; Hodorogea Bogdan (CC-AT/EAA1-NA) <Bogdan.Hodorogea@us.bosch.com>; Serrat Kathy (CC/QMM3.1-NA) <Kathy.Serrat@us.bosch.com>
Cc: Herman, Jerome (J.A.) <JHERMAN5@ford.com>; Harris, Jonathan (J.E.) <jharr176@ford.com>; Paredes, Claudia (C.) <cparede3@ford.com>; Mills, Eric (E.) <emills21@ford.com>
Subject: P552 - Ford Motor Company - Warranty Claim - BOSCH (S4U88) - 1FTEW1EG9GF[redacted]

Bosch 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: **13-OCT-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2555547

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	08866601
Market Derived:	F - FORD	Repair Date:	11-OCT-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	6257
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:	13-OCT-2016
Warranty Start Date:	05-AUG-2016		
Production Date:	20-JUL-2016		
VIN:	1FTEW1EG9GF[redacted]		

Dealer Information		**Expense Information**	
		Customer Paid Amount:	.00
Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	145.61
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	78.69
Country:		Material Cost:	236.06
Phone:		Total Cost Gross:	381.67

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

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: TEST DROVE BRAKE INSPECTION BRAKE FLUID LOW.LEAKING INTO BRAKE BOOSTER. FAULTY BRAKE BOOSTER AND MASTER CYLINDER. REMOVED AND REPLACED BRAKE BOOSTER ASSEMBLY AND REPLACED MASTER CYLINDER. REFILLED WITH BRAKE FLUID AND BLEED BRAKES RETEST OK

Customer Comment: CUSTOMER STATES BRAKE PEDAL GOING TO THE FLOOR WHEN STOPPING TRUCK PLEASE ADVISE

Labor Op Code	Labor Op Description	Labor Op Cost
2005A	BRAKE BOOSTER ASSEMBLY REPLACE	124.81
2005AXQ		20.80

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	GL3Z	2005	A	BOOSTER ASY-POWER BR	060701	1	130.38
N	GL3Z	2140	A	CYLINDER ASY-BRK MST	*	1	79.31
N	3M5Z	2L523	AA	BUSHING - BRK V/PUMP	*	1	6.90

N	PM	20	*	*	2	19.47

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

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

Any comments? You can contact



webmaster

3943

RQ16-001 000990 ER

From: Siddiqui, Saif (S.S.)
Sent: Friday, September 09, 2016 2:09 PM
To: Mills, Eric (E.); 'DEBBIE.SMITH@US.BOSCH.COM'; 'LARRY.LAUTENSCHLAGER@US.BOSCH.COM'; "Cope Eric (CC/QMM1-NA'; 'Croft Rocio (CC/QMM1-NA)'; Bogdan.Hodorogea@us.bosch.com; Kathy.Serrat@us.bosch.com
Cc: Herman, Jerome (J.A.); Harris, Jonathan (J.E.); Paredes, Claudia (C.)
Subject: RE: P552 - Ford Motor Company - Warranty Claim - BOSCH (S4U88) - 1FTEX1E83GF[redacted]

I apologize. Attached a wrong claim.

Correct claim attached below.

From: Mills, Eric (E.)
Sent: Friday, September 09, 2016 10:05 AM
To: Siddiqui, Saif (S.S.); 'DEBBIE.SMITH@US.BOSCH.COM'; 'LARRY.LAUTENSCHLAGER@US.BOSCH.COM'; "Cope Eric (CC/QMM1-NA'; 'Croft Rocio (CC/QMM1-NA)'; Bogdan.Hodorogea@us.bosch.com; Kathy.Serrat@us.bosch.com
Cc: Herman, Jerome (J.A.); Harris, Jonathan (J.E.); Paredes, Claudia (C.)
Subject: RE: P552 - Ford Motor Company - Warranty Claim - BOSCH (S4U88) - 1FTFW1EF6GF[redacted]

This is a wheel... not a Bosch claim.

Eric Mills
PVT Chassis
Dearborn Truck Plant
emills21@ford.com
(734) 417-0944

From: Siddiqui, Saif (S.S.)
Sent: Friday, September 09, 2016 9:54 AM
To: 'DEBBIE.SMITH@US.BOSCH.COM'; 'LARRY.LAUTENSCHLAGER@US.BOSCH.COM'; "Cope Eric (CC/QMM1-NA'; 'Croft Rocio (CC/QMM1-NA)'; Bogdan.Hodorogea@us.bosch.com; Kathy.Serrat@us.bosch.com
Cc: Mills, Eric (E.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.); Paredes, Claudia (C.)
Subject: P552 - Ford Motor Company - Warranty Claim - BOSCH (S4U88) - 1FTFW1EF6GF[redacted]

Bosch 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).

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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

Server: **AWS Prod**
Claims loaded through: **08-SEP-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 2149565

Vehicle Information		Claim Information	
Model Year:	2016	Document Number:	13945601
Market Derived:	F - FORD	Repair Date:	06-JUL-2016
Body/Cab Type:	T/BD - SUPER SINGLE CAB (SUPER CAB)	Distance:	306
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:	08-SEP-2016
Warranty Start Date:	25-MAY-2016		
Production Date:	13-MAY-2016		
VIN:	1FTEX1E83GF[redacted]		

Dealer Information		Expense Information	
		Customer Paid Amount:	.00
Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	201.61
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	91.29
Country:		Material Cost:	238.29
Phone:		Total Cost Gross:	439.90

Cust. Concern Code: H19 - BRAKE-ABS/TRACTION/ESC TROUBLES

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: TECHNICIAN TEST DROVE VEHICLE AND VERIFIED CONCERN. CHECKED FOR BRAKE FLUID LEAKS. NO LEAKS FOUND. PERFORMED SELF TEST. RETRIEVED ALL PASS CODES. CHECKED OASIS FOR ANY TSBS OR SSMS NONE FOUND ADDRESSING THIS CONCERN. WENT TO SYMPTOM CHART. SYMPTOM CHART DIRECTS TECHNICIAN TO REPLACE THE MASTER CYLINDER AND BOOSTER IF NO LEAKS ARE PRESENT AND RETEST. TECHNICIAN REPLACED THE MASTER CYLINDER AND BRAKE BOOSTER. REASSEMBLED ALL PARTS. BLED BRAKE SYSTEM AND TOPPED OFF FLUID. TEST DROVE VEHICLE AND RECHECKED FOR LEAKS. NO LEAKS PRESENT. VERIFIED REPAIR OK.

Customer Comment: CUSTOMER STATES THE BRAKE PEDAL IS VERY SOFT WHEN APPLIED AND VEHICLE TAKES A VERY LONG TIME TO COME TO A STOP. CK AND ADV.

Labor Op Code	Labor Op Description	Labor Op Cost
2001BXQ		17.53
2005A	BRAKE BOOSTER ASSEMBLY REPLACE	105.19

MTCYL 78.89

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
N	3M5Z	2L523	AA	BUSHING - BRK V/PUMP	*	1	7.46
Y	FL3Z	2005	C	BOOSTER ASY-POWER BR	060701	1	151.92
N	FL3Z	2140	B	CYLINDER ASY-BRK MST	*	1	74.81
N	C6AZ	19542	AA	BRAKE FLUID	*	1	4.10

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

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

Any comments? You can contact



webmaster

4946

From: Kapanowski, Martin C (M.C.)
Sent: Monday, May 16, 2016 7:19 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]

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.
   - 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.

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 SYSTEM, 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: Kapanowski, Martin C (M.C.)
Sent: Monday, May 16, 2016 7:19 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]

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,
>
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>
> **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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> **Please prepare your rep to present this ECB at the DTP 9am PIC Rm meeting. I will advise the day before it presents.
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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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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 SYSTEM, MASTER CYLINDER BYPASS TEST FAILED.; REPLACED MASTER CYLINDER & COMPONENT BLEED. BRAKE PEDAL GOOD & STOPINGDISTANCE PASSED.
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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 2:19 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: RE: P552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTFW1EF5GF[redacted]

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: 1FTFW1EF5GF[redacted]

Claim Information

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

Dealer Information

Expense Information

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

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: D8 - FAILED GASKET/SEAL

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

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

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

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

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

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

Any comments? You can contact

webmaster

3702

From: Kapanowski, Martin C (M.C.)
Sent: Thursday, August 25, 2016 9:16 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,

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   - Identify the most likely Failure Mode(s)/ Defect(s).

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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: **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 10:39 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)

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

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** = 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: Alex Rojas <alexrojas6176@att.net>
Sent: Tuesday, February 23, 2016 10:21 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 (.); Macfarlane, Kristen (K.A.); Tim Sabourin; Stuart Ray
Subject: Re: P552 - Ford Motor Company - Warranty Claim (1 TIS) - Hitachi (T407P)

Stuart Ray from Hitachi sent the initial 8D this morning. I will be there tomorrow morning and review the initial 8D and present at 9:00 am at FCPA. Thank you.

Alejandro Rojas
Sent from my iPhone

On Feb 23, 2016, at 4:48 PM, Siddiqui, Saif (S.S.) <ssiddi11@ford.com> wrote:

> 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*
>
> 1. **Review claim information.**
>   - Estimate suspect part manufacturing date based on vehicle Production Date.
>   - Identify the most likely Failure Mode(s)/ Defect(s).
>
> 2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
>   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
>   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.

- Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.
- Extend containment into the plants if defect is found in internal sort.

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

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

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

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

Updated Response
After part is received/analyzed

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

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

Regards

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

Claim Detail Report

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

Vehicle Information **Claim 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 [15-16]
Warranty Start Date: 28-JAN-2016
Production Date: 04-DEC-2015
VIN: 1FTEW1EG5GF[redacted]

Document Number: 42984401
Repair Date: 09-FEB-2016
Distance: 855
TIS: 1
FCC Auth: 1
AWS Load Date: 16-FEB-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:	93.24
Misc. Expense Amount:	60.00
Part Markup Amount:	34.68
Material Cost:	104.03
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: Kapanowski, Martin C (M.C.)
Sent: Tuesday, February 23, 2016 10:39 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)

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)

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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

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

RQ16-001 001018 ER

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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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: Tuesday, August 18, 2015 3:06 PM
To: Daavettila, Thomas (T.W.)
Cc: Alex Rojas; Sebastian, Amando Jose (A.J.); Kosztowny, Brian (B.P.); 'casey.brown@hitachi-automotive.us'; Chris.Lee@hitachi-automotive.us; 'Donnie.Cook@hitachi-automotive.us'; Williams, Dan (DW.); Stauffer, Eric (E.L.); Fred Schwendenmann; Harris, Jonathan (J.E.); Ruiz, Jesica (.); Milz, Kevin (K.W.); Nick Marcum; Daanyal, Shaji (.); Smith, Warren (W.A.); tommy.baker@hitachi-automotive.us
Subject: RE: P552 - Ford Motor Company - Warranty Claim

Tom,

The technician left yesterday and is out today due to an illness in his family before testing could be completed.
I will personally test what I can between meetings and try to get some information out late this afternoon.

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

From: "Daavettila, Thomas (T.W.)" <tdaavett@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>, "Ruiz, Jesica (.)" <jruiz68@ford.com>,
Cc: Alex Rojas <alexrojas6176@att.net>, "Sebastian, Amando Jose (A.J.)" <asebasti@ford.com>, "Kosztowny, Brian (B.P.)" <bkosztow@ford.com>, "'casey.brown@hitachi-automotive.us'" <casey.brown@hitachi-automotive.us>, "Chris.Lee@hitachi-automotive.us" <Chris.Lee@hitachi-automotive.us>, "'Donnie.Cook@hitachi-automotive.us'" <Donnie.Cook@hitachi-automotive.us>, "Williams, Dan (DW.)" <dwill122@ford.com>, "Stauffer, Eric (E.L.)" <estauffe@ford.com>, Fred Schwendenmann <Fred.Schwendenmann@hitachi-automotive.us>, "Harris, Jonathan (J.E.)" <jharr176@ford.com>, "Milz, Kevin (K.W.)" <kmilz@ford.com>, Nick Marcum <nick.marcum@hitachi-automotive.us>, "Daanyal, Shaji (.)" <suddin1@ford.com>, "Smith, Warren (W.A.)" <wsmith@ford.com>
Date: 08/18/2015 10:59 AM
Subject: RE: P552 - Ford Motor Company - Warranty Claim

Ralph,

Do you have an updated 8D with the testing results from 8/16?

Regards,
Thomas Daavettila
Mobile: 313-348-6355

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Sunday, August 16, 2015 2:58 PM
To: Ruiz, Jesica (.)
Cc: Alex Rojas; Sebastian, Amando Jose (A.J.); Kosztowny, Brian (B.P.); 'casey.brown@hitachi-automotive.us'; Chris.Lee@hitachi-automotive.us; 'Donnie.Cook@hitachi-automotive.us'; Williams, Dan (DW.); Stauffer, Eric (E.L.); Fred Schwendenmann; Harris, Jonathan (J.E.); Milz, Kevin (K.W.); Nick Marcum; Daanyal, Shaji (.); Daavettila, Thomas (T.W.);

Smith, Warren (W.A.)
Subject: RE: P552 - Ford Motor Company - Warranty Claim

Jesica,

Attached is most recent 8D for contamination updated with information pertaining to VIN 1FTEW1CP1FF[redacted]
The part was was received end of last week and has not been tested.
Testing will be conducted start of shift 8/16/2015 and will be reported accordingly.

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

From: "Ruiz, Jesica (.)" <jruiz68@ford.com>
To: "Smith, Warren (W.A.)" <wsmith@ford.com>, Ralph Wagers <ralph.wagers@hitachi-automotive.us>, Nick Marcum <nick.marcum@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>, "Chris.Lee@hitachi-automotive.us" <Chris.Lee@hitachi-automotive.us>,
Cc: "Stauffer, Eric (E.L.)" <estauffe@ford.com>, "Williams, Dan (DW.)" <dwill122@ford.com>, "Kosztowny, Brian (B.P.)" <bkosztow@ford.com>, "Daavettila, Thomas (T.W.)" <tdaavett@ford.com>, "Daanyal, Shaji (.)" <suddin1@ford.com>, "Milz, Kevin (K.W.)" <kmilz@ford.com>, "Sebastian, Amando Jose (A.J.)" <asebasti@ford.com>, "Harris, Jonathan (J.E.)" <jharr176@ford.com>
Date: 08/14/2015 02:16 PM
Subject: RE: P552 - Ford Motor Company - Warranty Claim

To be clear, I am referring to VIN# 1FTEW1CP1FF[redacted]

Thanks.
Jesica

From: Ruiz, Jesica (.)
Sent: Friday, August 14, 2015 2:16 PM
To: Smith, Warren (W.A.); Ralph Wagers; Nick Marcum; Fred Schwendenmann; Alex Rojas; 'Donnie.Cook@hitachi-automotive.us'; 'casey.brown@hitachi-automotive.us'; Chris.Lee@hitachi-automotive.us
Cc: Stauffer, Eric (E.L.); Williams, Dan (DW.); Kosztowny, Brian (B.P.); Daavettila, Thomas (T.W.); Daanyal, Shaji (.); Milz, Kevin (K.W.); Sebastian, Amando Jose (A.J.); Harris, Jonathan (J.E.)
Subject: RE: P552 - Ford Motor Company - Warranty Claim

Ralph/ Chris, this claim presents Monday. Please send me your 3D 8D for this claim. Alex please plan to be at DTP to present the containment for this issue on Monday.

Thanks,
Jesica

From: Smith, Warren (W.A.)
Sent: Monday, August 10, 2015 10:50 AM
To: Ruiz, Jesica (.); Ralph Wagers; Nick Marcum; Fred Schwendenmann; Alex Rojas; 'Donnie.Cook@hitachi-automotive.us'; 'casey.brown@hitachi-automotive.us'

Cc: Stauffer, Eric (E.L.); Williams, Dan (DW.); Kosztowny, Brian (B.P.); Daavettila, Thomas (T.W.); Daanyal, Shaji (.); Milz, Kevin (K.W.); Sebastian, Amando Jose (A.J.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim

Hitachi Team. Claim below came in today's ECB load. Please review. We need a response with a preliminary 8D by close of business on Wednesday August 12th. In addition, there was a claim from KCAP (Vin and build date here).

1FTEX1C80FK[redacted]	6/14/2015

The KCAP claim was in ECB one week ago. That part you should have by now. Both of these are past our latest PCA for cleanliness.

Please prioritize accordingly. Contact me if you have questions.

Warren A. Smith
STA Resident Manager – Dearborn Truck Plant
Phone (313) 390-0204
Cell (313) 805-2403

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.**
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.

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2015; **Claim Key** = 1820271

Vehicle Information		**Claim Information**	
Model Year:	2015	Document Number:	445522A
Market Derived:	F - FORD	Repair Date:	27-JUL-2015
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	834
Version/Series:	T/AM-150 SERIES	TIS:	1
Drive Type:	T/B-2 WHL L/H REAR DRIVE	FCC Auth:	1
Vehicle Line:	T/FC-P552 F150 [15-16]	AWS Load Date:	07-AUG-2015
Warranty Start Date:	12-JUL-2015		
Production Date:	24-JUN-2015		
VIN:	1FTEW1CP1FF[redacted]		
Dealer Information		**Expense Information**	
		Customer Paid Amount:	.00
Dealer Name:	PARKS LINCOLN OF LONGWOOD	Deductible Amount:	.00
Dealer Code:	11609 - *	Dealer Paid Amount:	.00
Address:	3505 N HWY 17-92	Labor Cost:	106.05
City:	LONGWOOD	Misc. Expense Amount:	.00

State:	FL Zip Code:32750	Part Markup Amount:	82.58
Country:	USA Region Code: NA	Material Cost:	152.09
Phone:	(407)831-8090	Total Cost Gross:	258.14

Y

OPERLY

O BRAKE MASTER CYLINDER TO BE INTERNALLY FAULTED, REPLACED BRAKE MASTER CYLINDER, PRESSU

ATES WHEN GOING TO STOP - DEPRESS BRAKE PEDAL - BRAKE PEDAL EXCESSIVE TRAVEL TO THE FLOOR -

Labor Op Code	Labor Op Description	Labor Op Cost
MT2140		106.05

Causal	Full Part Number			Part		Part	Extended
Flag	PREF	BASE	SUFF	Description	CPSC	Quantity	Amount
Y	FL3Z	2140	B	CYLINDER ASY-BRK MST	060601	1	100.98
N	PM	20	*		000057	4	51.11

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From: Williams, Dan (DW.)
Sent: Monday, August 10, 2015 5:17 PM
To: Smith, Warren (W.A.); Ruiz, Jesica (.); Ralph Wagers; Nick Marcum; Fred Schwendenmann; Alex Rojas; 'Donnie.Cook@hitachi-automotive.us'; 'casey.brown@hitachi-automotive.us'
Cc: Stauffer, Eric (E.L.); Kosztowny, Brian (B.P.); Daavettila, Thomas (T.W.); Daanyal, Shaji (.); Milz, Kevin (K.W.); Sebastian, Amando Jose (A.J.); Harris, Jonathan (J.E.)
Subject: RE: P552 - Ford Motor Company - Warranty Claim
Attachments: tag_issued_list.xlsx

Attached are all the parts that have been requested to be returned to RAC BRAK-RW this calendar year.

The most recent teardown file I can find is from the end of January. Receiving timely teardown information is key to being able to rebin claims to better describe the actual failure mode. If we cannot better categorize the root cause of the bypass, the repair diagnosis will remain BRAKE MASTER CYLINDER LEAK INNER and the line item will be more likely to show broken containment.

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

From: Smith, Warren (W.A.)
Sent: Monday, August 10, 2015 9:50 AM
To: Ruiz, Jesica (.); Ralph Wagers; Nick Marcum; Fred Schwendenmann; Alex Rojas; 'Donnie.Cook@hitachi-automotive.us'; 'casey.brown@hitachi-automotive.us'
Cc: Stauffer, Eric (E.L.); Williams, Dan (DW.); Kosztowny, Brian (B.P.); Daavettila, Thomas (T.W.); Daanyal, Shaji (.); Milz, Kevin (K.W.); Sebastian, Amando Jose (A.J.); Harris, Jonathan (J.E.)
Subject: P552 - Ford Motor Company - Warranty Claim

Hitachi Team. Claim below came in today's ECB load. Please review. We need a response with a preliminary 8D by close of business on Wednesday August 12th. In addition, there was a claim from KCAP (Vin and build date here).

1FTEX1C80FK[redacted]	6/14/2015

The KCAP claim was in ECB one week ago. That part you should have by now. Both of these are past our latest PCA for cleanliness.

Please prioritize accordingly. Contact me if you have questions.

Warren A. Smith
STA Resident Manager – Dearborn Truck Plant
Phone (313) 390-0204
Cell (313) 805-2403

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.**
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.

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2015; **Claim Key** = 1820271

Vehicle Information

Model Year: 2015

Claim Information

Document Number: 445522A

Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/B-2 WHL L/H REAR DRIVE
Vehicle Line: T/FC-P552 F150 [15-16]
Warranty Start Date: 12-JUL-2015
Production Date: 24-JUN-2015
VIN: 1FTEW1CP1FF[redacted]

Repair Date: 27-JUL-2015
Distance: 834
TIS: 1
FCC Auth: 1
AWS Load Date: 07-AUG-2015

Dealer Information

Dealer Name: PARKS LINCOLN OF LONGWOOD
Dealer Code: 11609 - *
Address: 3505 N HWY 17-92
City: LONGWOOD
State: FL Zip Code:32750
Country: USA Region Code: NA
Phone: (407)831-8090

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	106.05
Misc. Expense Amount:	.00
Part Markup Amount:	82.58
Material Cost:	152.09
Total Cost Gross:	258.14

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: VERIFIED CONCERN, FOUND BRAKE MASTER CYLINDER TO BE INTERNALLY FAULTED, REPLACED BRAKE MASTER CYLINDER, PRESSURE BLEED BRAKE SYSTEM, FINAL POST ROAD TEST
Customer Comment: WPB40...H15...CUSTOMER STATES WHEN GOING TO STOP - DEPRESS BRAKE PEDAL - BRAKE PEDAL EXCESSIVE TRAVEL TO THE FLOOR - HAVE TO PUMP PEDAL TO GET PRESSURE

Labor Op Code	Labor Op Description	Labor Op Cost
MT2140		106.05

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	100.98
N	PM	20	*		000057	4	51.11

QB	Tag	DISPOSITIO	TAG ISSUE DATE	PICKED DATE	SHIPPED DATE	CARRIER	TRACKING#	WPAC RECD DATE	HANDLED DATE	RAC	REQ#	PREFIX	BASE	SUFFIX	PART DESC	ENG PART#	TYPE	SUPPLIER NAME	MY	VEHICLE	MILEAGE	VIN	CUST COMMENTS	TECH COMMENTS	CAUSAL PART#	CONCERN CODE
	[redacted]		8/6/2015				[redacted]			BRAKRW	491416	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	13	1FTEW1C88FF	C/S BRAKE PEDAL GOES ALL THE WAY TO THE FLOOR	INSPECT BRAKES FND MATER CYLINDER WAS EMPTY DIAG MASTR CYL WAS LEAKING REPL MASTR CYL,BLEED AIR RETEST BRAKE SYS BRAKE PEDAL WENT TOO LOW NECESSARY TO BLEED AIR FROM ALL 4 BRAKE CALIPERS REROAD TEST TO VERIFY REPAI	FL3Z 2140B	H15
	[redacted]		8/6/2015							BRAKRW	491414	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	4297	1FTEW1EG8FF	PEDAL DE FRENO SE VA HASTA EL FONDO AL APLICARLO EN ALTOS	SE INSPECCIONO SISTEMA DE FRENOS ENCONTRANDO CILINDRO MAESTRO CON FUGA DE PRESION PROVOC FALLA SE REEMPLAZO CILINDRO DE FRENOS SE UTILIZA MT YA QUE NO EXISTE TARIFA PARA EL REEMPLAZO DE ESTA PARTE	FL3Z 2140A	H20
	[redacted]		8/5/2015							BRAKRW	491183	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	37	1FTEW1EG6FK	C/S THE VEHICEL IS LEAKING BRAKE FLUID	INSPECTED BRAKE SYSTEM, FOUND FLUID LEAKING FROM SIDE OF MASTER CYLINDER, REPLACED MASTER CYLINDER AND BLED ENTIRE SYSTEM AND RE TESTED OK	FL3Z 2140A	L63
	[redacted]		8/3/2015	6 Aug 15	6 Aug 15	UPS		8/7/2015 13 00	8/7/2015 13 00	BRAKRW	490384	FL3Z	2005	B	BOOSTER ASY BRAKE	FL342005BE	DS	ROBERT BOSCH CORP	2015	F150 4X4	2900	1FTEW1EGXF	CUSTOMER HAS NOTED THAT THE BRAKE PEDAL GOES TOFLOOR LIGHT ON ADDED FLUID LEAK OUT AGAIN	FILLED BRAKE RES VERIFIED CONCERN NO TSB OR SSM FOUND PUMPED UP BRAKES AND INSTALLED BRAKE PEDAL DEPRESSOR LIFTED AND INSPECTED NO EXTERNAL LEAKS FOUND CAN VISIBLY SEE BRAKE FLUID LEVEL DROPPING IN RES TURNE	FL3Z 2005B	H15
	[redacted]		8/3/2015							BRAKRW	490383	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	2900	1FTEW1EGXF	CUSTOMER HAS NOTED THAT THE BRAKE PEDAL GOES TOFLOOR LIGHT ON ADDED FLUID LEAK OUT AGAIN	FILLED BRAKE RES VERIFIED CONCERN NO TSB OR SSM FOUND PUMPED UP BRAKES AND INSTALLED BRAKE PEDAL DEPRESSOR LIFTED AND INSPECTED NO EXTERNAL LEAKS FOUND CAN VISIBLY SEE BRAKE FLUID LEVEL DROPPING IN RES TURNE	FL3Z 2005B	H15
	[redacted]		7/31/2015							BRAKRW	489878	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	6499	1FTEW1EF3FF	CUST STATS THAT BRAKE LIGHT ON DASH FLASHES ON AND OFF CHECK AND ADVISE	VERIFIED BRAKE LIGHT IS COMING ON IN DASH INTERMITTENTLY BCE PINPOINT TESTED AND WIGGLE TESTED HARNESS LIGHT GOES ON AND OFF WHEN WIGGLING FLUID LEVEL SENSOR IN MASTER CYLINDER REPLACED SENSOR AND WIRE CONNECTOR	FL3Z 2C251A	H19
	[redacted]		7/31/2015	3 Aug 15	3 Aug 15	UPS		8/4/2015 11 00	8/4/2015 11 00	BRAKRW	489880	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	1648	1FTEW1CP6FK	CHECK BRAKE LIGHT STAYS ON IN DASH	B1048 BRAKE FLUID LEVEL SWITCH CONFIRM BRAKE LIGHT ON FOUND FAULTY BRAKE FLUID SWITCH REPLACE SWITCH LIGHT WENT OUT MT TO REPLACE SWITCH NO OP FOR MODEL	FL3Z 2C251A	H19
	[redacted]		7/29/2015	30 Jul 15	30 Jul 15	UPS		7/31/2015 13 00	7/31/2015 13 00	BRAKRW	489101	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	421	1FTEW1EF5FF	C/S EMERGENCY LIGHTS FLASH INTERMITTENTLY ON THEIR OWN	24 2C251 VERIFIED RAN CODES FOUND B1048 01 PPT S LED TO REPLACE BRAKE FLUID LEVEL SWITCH RETESTED OK	FL3Z 2C251A	L26
	[redacted]		7/28/2015	3 Aug 15	4 Aug 15	UPS		7/30/2015 12 00	7/30/2015 12 00	BRAKRW	488524	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	401	1FTEW1C89FK	CUSTOMER STATES BRAKE LIGHT IS ON CHECK AND ADVISE	PERFORM BCE DIAGNOSIS,DTC B1048,PINPOINT TEST S,S1 N,S2 Y,REPLACED MASTER CYLINDER,REFILLED AND BLEED BRAKES,RETEST PASS,POST ROAD TEST MTIME DUE TO NO LABOR OP FOR MASTER CLINDER 2015 USED 2014	FL3Z 2140B	H04
	[redacted]		7/24/2015							BRAKRW	487763	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	1937	1FTEW1EG3FK	CUST STATES BRAKE PEDAL SINKS DOWN TO THE FLOOR	VERIFY CONCERN DURING ROAD TEST FOUND MASTERCYLINDER BYPASSING, BLOCKED OFF FOUR CALIPERS, MASTER STILL SINKS, REPLACE MASRERCYLINDER AND BLEED SYSTEM ROAD TEST OK COND CODE 42	FL3Z 2140A	H20
	[redacted]		7/21/2015	23 Jul 15	23 Jul 15	UPS		7/24/2015 13 00	7/24/2015 13 00	BRAKRW	486555	BRMC	223				DS		2015	F150 4X4	13	1FTFW1EG3FK	CHECK BRAKES GO TO THE FLOOR	VERIFIED CONCERN CHECK AND FOUND MASTER CYLINDER LEAKING INTO BRAKE BOOSTER REPLACED MASTER CYLINDER AND BRAKE BOOSTER BLEED SYSTEM ALL OKAY MTIME REQUESTED DUE TO NO LABOR OPS	BRMC 223	H15
	[redacted]		7/21/2015	23 Jul 15	23 Jul 15	UPS		7/24/2015 13 00	7/24/2015 13 00	BRAKRW	486554	BRB	120				DS		2015	F150 4X4	13	1FTFW1EG3FK	CHECK BRAKES GO TO THE FLOOR	VERIFIED CONCERN CHECK AND FOUND MASTER CYLINDER LEAKING INTO BRAKE BOOSTER REPLACED MASTER CYLINDER AND BRAKE BOOSTER BLEED SYSTEM ALL OKAY MTIME REQUESTED DUE TO NO LABOR OPS	BRMC 223	H15
	[redacted]		7/7/2015	14 Jul 15	15 Jul 15	UPS				BRAKRW	482568	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	18	1FTFW1EF1FF	NO BRAKES, PEDAL GOES TO THE FLOOR	FALTY MASTER CYLINDER ROAD TEST,BRAKE INSPECTION,FAULTY MASTER CYLINDER,REPALCED MASTER CYLINDER,ADDED FLUID AND BLEED SYSTEM	FL3Z 2140A	H15

	[redacted]		7/6/2015	7 Jul 15	10 Jul 15	UPS	[redacted]			BRAKRW	482384	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	4849	1FTEW1EG2FF	[redacted]	EMERGENCY BRAKE LIGHT IS STAYING ON	BODY/CHASSIS/ELECTRICAL (BCE) TEST, EXTRA TIME TO REPEAT FINAL QUICK TEST, BODY/CHASSIS/ELECTRICAL DIAGNOSTIC PIN POINT TEST, MTIME TO DIAGNOSIS OPEN IN BRAKE FLUID SENSOR & REPLACE SENSOR	FL3Z 2C251A	H04
	[redacted]		7/3/2015	10 Jul 15	10 Jul 15	UPS	[redacted]	7/13/2015 12 00	7/13/2015 12 00	BRAKRW	482097	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	4651	1FTEW1CP8FK	[redacted]	CHECK FOR THE RED PARKING BRAKE LIGHT WILL COMEON BY ITSELF WHILE DRIVING WILL STAY ON FORHOURS AT A TIME CUST WILL NOTICE A BURNINGSMELL AFTER DRIVING TREY ROAD TESTED WITHCUS TOMER	M TIME IS FOR NO LABOR OPERATION AND USED 2014 SLTS TIMES FOR COMPARISON ROAD TEST RED BRAKE LIGHT ON RUN IDS B1048 01 PERFORM PPT TEST S S1 S2 B1048 01 BCM CODE PRESENT S8 CK BCM CONNECTORS CK PIN 28 CMC19 C2280F	FL3Z 2140B	H04
	[redacted]		7/1/2015				[redacted]			BRAKRW	481749	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	4755	1FTEW1EF2FK	[redacted]	RV AL FRENAR LA UNIDAD SE VA PEDAL DE FRENO HACIA EL FONDO	SE RV UNIDAD ENCONT QUE AL MOMENTO DE FRENAR SE VA EL PEDAL PARA ABAJO POR LO Q SE REALIZO AUTOCOMPROBACION CON IDS A EL MODULO ABS ESTANDO TODO BIEN SE REALIZO PRUEBA DE PURGA CON IDS Y AL MOMENTO DE PURGAR SE PER	FL3Z 2140A	H15
	[redacted]		6/25/2015	29 Jun 15	8 Jul 15	UPS	[redacted]	6/29/2015 11 00	6/29/2015 11 00	BRAKRW	480305	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	5216	1FTEW1EG2FF	[redacted]	CUSTOMER STATES WHEN APPLING THE BRAKE THE PEDAL INTERMINTLY WILL FADE TO THE FLOOR BEFORE BRAKES WOULD ENGAGE	2140 INOP INTERMITTANT VERIFIED CONCERN, PERFORMED ABS DIAGNOSTIC TESTS NO CODES R ETRIEVED REFER TO SYMPTOM CHART PERFORMED MASTER CYLINDER COMPONENET TEST MASTER CYLINDER FAILED TEST AND BLED DOWN W ITH POR	FL3Z 2140A	H15
	[redacted]		6/24/2015	7 Jul 15	10 Jul 15	UPS	[redacted]	6/26/2015 11 00	6/26/2015 11 00	BRAKRW	480122	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	576	1FTEX1EP1FK	[redacted]	CUSTOMER STATES THE BRAKE LIGHT HAS COME ON AND WILL NOT GO OFF PLEASE CHECK AND AD VISE	RED BRAKE LIGHT STAYS ON CHECKED CODES BCM B1048 01 FOLLOWED PPT S IN WSM FLUID LEVEL SWITCH INTERMITTENT FOUND FLOAT IN MASTER FAILED REPLACED MASTER CYLINDER, BLEED SYSTEM, CLEARED CODES TEST DROVE OK	FL3Z 2140B	H19
	[redacted]		6/23/2015	2 Jul 15	8 Jul 15	UPS	[redacted]	6/30/2015 12 00	6/30/2015 12 00	BRAKRW	479613	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	328	1FTMF1C83FF	[redacted]	CUSTOMER STATES WHEN YOU COME TO A STOP AND PUSH AND HOLD PEDAL ITS FADS TO FLOOR AS YOU ARE AT A STOP	ROAD TEST CHECK BRAKE SYSTEM R AND R MASTER CYLINDER AND BLEED BRAKES	2140	H05
	[redacted]		6/23/2015	24 Jun 15	24 Jun 15	UPS	[redacted]	6/25/2015 11 00	6/25/2015 11 00	BRAKRW	479602	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	754	1FTEW1EG2FF	[redacted]	BRAKE PEDAL IS VERY SOFT WILL GO TO THE FLOOR	VERIFIED CONCERN FOUND BRAKE PEDAL FADING PERFORMED PINPOINT TEST FOUND MASTER CYLINDER FAULTY REPLACED MASTER CYLINDER AND BLEED BRAKES RETEST OK	FL3Z 2140A	H20
	[redacted]		6/22/2015	9 Jul 15	10 Jul 15	UPS	[redacted]	6/24/2015 12 00	6/24/2015 12 00	BRAKRW	479343	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	1153	1FTFX1EF8FFA	[redacted]	C/S RED BRAKE WARNING LIGHT ON/OFF INTERMITTANTLY WITH NO PATTERN	EEC TEST & PERFORM PPT TESTS FINDING FAULTY FLUID SWITCH; (SPC ORDER PART); INSTALL NEWSWITCH, CLEAR CODE & RETEST PASS	FL3Z 2C251A	G32
	[redacted]		6/19/2015	23 Jun 15	25 Jun 15	UPS	[redacted]	6/23/2015 11 00	6/23/2015 11 00	BRAKRW	478958	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	1054	1FTEW1EG2FK	[redacted]	CUST STATES CK BRAKES BRAKE LIGHT COMES ON AND STAYS ON H20	CC42 M TIME TO REPLACE BRAKE FLUID SWITCH BCE TEST, B1048, PINPOINT TEST S1 NO,S2 YES, REPLACE LOW BRAKE FLUID SENSOR SWITCH, CLEAR CODE, RETEST, SYS PASS	FL3Z 2C251A	H20
	[redacted]		6/12/2015	16 Jun 15	16 Jun 15	UPS	[redacted]	6/17/2015 13 00	6/17/2015 13 00	BRAKRW	477218	BRMC	223				DS		2015	F150 4X4	612	1FTEW1EFXFF	[redacted]	CHECK AND REPORT ON BRAKE NOT STOPPING VEHICLE PEDAL GOES TO THE FL	REPLACED MASTER CYLINDER(BRAKES) MASTER CYL NOT WORKING ATIME USED NO LTS OPER FOR PART REPLACEM	BRMC 223	H20
	[redacted]		6/11/2015	15 Jun 15	15 Jun 15	UPS	[redacted]	6/16/2015 13 00	6/16/2015 13 00	BRAKRW	477075	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	3877	1FTEX1EP0FF	[redacted]	RED BRAKE WARNING LAMP ON	VERIFY CONCERN INSPECT BRAKE FLUID LOW NO EXT LEAKS RR MASTER CYL BOOSTER FULL OF FLUID REPL BOTH MASTER AND BOOSTER BLEED SYS RETEST OK	FL3Z 2140B	H19
	[redacted]		6/8/2015	15 Jun 15	16 Jun 15	CONWAY	[redacted]	6/10/2015 13 00	6/10/2015 13 00	BRAKRW	475913	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	39	1FTEX1C82FK	[redacted]	CUST STATES BRAKE PEDAL FEELS VERY SOFT ALMOST GOE S TO FLOOR BEFORE STOPPING VEH	VERIFIED CONCERN FOUND BRAKE PEDAL ALMOST GOES TO THE FLOOR PERFORMED ABS DIAG TEST NO CODE PRESENT, INSPECT ALL BRAKE SYSTEM FOUND FRT PADS AT 12MM, R EAR AT 12MM NO LEAKS FOUND PERFORMED FURTHER DIAG FOUND INTERN	FL3Z 2140B	S39
	[redacted]		6/4/2015				[redacted]			BRAKRW	475185	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	32	1FTEW1EG2FK	[redacted]	FALLA DE FRENO DE MANOO QUEDA ACTIVADO EN EL TABLERO	PERDIDA DE SE AL DEL SENSOR DE NIVEL DE LIQUIDO DE FRENOS PROVOCANDO QUE SE PRENDA EL ICONO EN EL TABLERO DE BREAK INTERMITENTEMENTE DTC B1048 SE RECUPERO DC CON EL IDS VCM Y SE REALIZO INSPECCION VISUAL REEMPLAZO	FL3Z 2C251A	H19
	[redacted]		6/3/2015	2 Jul 15	2 Jul 15	UPS	[redacted]	7/3/2015 11 00	7/3/2015 11 00	BRAKRW	474745	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	525	1FTEW1EG9FK	[redacted]	PARKING BRAKE SENSOR LIGHT ON COMES ON AND GOES O FF	IDS TEST, TEST WIRING AND SENSOR REPLACED LEVEL SE NSOR MT2C251 6 NO LABOR OPERATION IDS TEST, TEST WIRING AND SENSOR REPLACED LEVEL SE NSOR MT2C251 6 NO LABOR OPERATION	2C251	H19

[redacted]		6/1/2015	9 Jun 15	16 Jun 15	UPS	[redacted]	6/3/2015 13:00	6/3/2015 13:00	BRAKRW	473939	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	19	1FTEW1EG0F	[redacted]	RED BRAKE LIGHT IS ON	VERIFY BRAKE LIGHT IS ON RUN BCM TEST B1048 PINPOINT TEST S 1 THUR S 11 CONTACT HOTLINE REPLACE BRAKE FLUID LEVEL SWITCH RETEST LIGHT STILL ON CONTACT HOTLINE REPLACE BCM RETEST OK BRAKE LIGHT IS OF AT THIS TIME	FL3Z 2C251A	H19
[redacted]		5/27/2015	2 Jun 15	2 Jun 15	UPS		6/3/2015 13:00	6/3/2015 13:00	BRAKRW	473083	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	2001	1FTFX1EG7FF		FREIN LUMIERE DES FREINS ALLUME DANS DASH MEME PROBLEME QUE LA DERNIERE FOIS VERFIER SWITCH DE LA PEDALE DE FREIN SEMBLE DEFECTUEUSE	VERIFIER LUMIERE DE FREIN ALLUM VERIFIER SYSTEME PROBLEME DE CONNECTE AU CONNETEUR DE LA SWITCH DU NIVEAU D HUILE DU MASTER CYLINDRE COMMANDER PIECE DEFECT REMPLACER PIECES FAIRE BON ROAD TEST AUCUNE ANOMALIE PR?S	FL3Z 2C251A	H19
[redacted]		5/27/2015	2 Jun 15	2 Jun 15	UPS		6/3/2015 13:00	6/3/2015 13:00	BRAKRW	473094	WPT	984				DS		2015	F150 4X4	2001	1FTFX1EG7FF		FREIN LUMIERE DES FREINS ALLUME DANS DASH MEME PROBLEME QUE LA DERNIERE FOIS VERFIER SWITCH DE LA PEDALE DE FREIN SEMBLE DEFECTUEUSE	VERIFIER LUMIERE DE FREIN ALLUM VERIFIER SYSTEME PROBLEME DE CONNECTE AU CONNETEUR DE LA SWITCH DU NIVEAU D HUILE DU MASTER CYLINDRE COMMANDER PIECE DEFECT REMPLACER PIECES FAIRE BON ROAD TEST AUCUNE ANOMALIE PR?S	FL3Z 2C251A	H19
[redacted]		5/20/2015	29 May 15	3 Jun 15	UPS		5/27/2015 13:00	5/27/2015 13:00	BRAKRW	471858	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	525	1FTEW1EF4FK		BRAKE LIGHT STAYS ON	RED BRAKE LIGHT ON SELFTEST BCM, HAS B1048:01 8A PP TEST S FOUND BRAKE FLUID LEVEL SENSOR DEFECTIVE ONLY AVAILABLE AS COMPLETE MASTER CYLINDER REPLACE MASTER CYLINDER ABS BLEED BRAKE SYSTEM AND PRESSURE BLEED	FL3Z 2140A	H20
[redacted]		5/19/2015	16 Jun 15	17 Jun 15	UPS		5/28/2015 11:00	5/28/2015 11:00	BRAKRW	471037	BRMC	223				DS		2015	F150 4X4	2422	1FTEW1EG9F		CUSTOMER STATES BRAKE PEDAL WILL GO TO THE FLOOR A DDED BRAKE FLUID CANT SEE A VISABLE LEAK	CONFIRM COMPLAINT FOUND FAILED VALVE IN MASTER CYL INDER LEAKING IN TO BRAKE BOOSTER CONTACT FORD HOT LINE OPEN CASE REPLACE TEST AND DROVE 30MILES	BRMC 223	H20
[redacted]		5/14/2015	15 May 15	15 May 15	UPS		5/18/2015 13:00	5/18/2015 13:00	BRAKRW	470218	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	180	1FTEX1E85FK		CUST STATES WHILE BRAKING THE BRAKE PEDAL GOES TO THE FLOOR	BRAKE PEDAL SINKING TO THE FLOOR REPLACED BAD MASTER CYLINDER & BLEED TEST DROVE OK	FL3Z 2140B	H15
[redacted]		5/11/2015	8 Jun 15	9 Jun 15	CONWAY		6/4/2015 13:00	6/4/2015 13:00	BRAKRW	469115	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	17	1FTEX1C85FF		RED BRAKE LIGHT ON	DIAGNOSE BRAKE LIGHT , RETREIVE CODE B1048 RUN PIN POINT TEST, BRAKE FLUID LEVER SENSOR INOP REPLACE SENSOR AND ROAD TEST	FL3Z 2C251A	H19
[redacted]		5/4/2015	12 May 15	21 May 15	OTHER		5/6/2015 13:00	5/6/2015 13:00	BRAKRW	467229	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	30	1FTEW1CF4FK		CHECK RED BRAKE LITE STAYING ON	VERIFIED CONCERN RETRIEVED B1048 01 PERFORMED PIN TEST N REPLACED BRAKE FLUID LEVEL SWITCH RETEST OK	FL3Z 2C251A	H19
[redacted]		5/4/2015	5 May 15	5 May 15	UPS		5/6/2015 13:00	5/6/2015 13:00	BRAKRW	467219	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	1198	1FTEW1EF7FF		BRAKE FLUID LOW LIGHT IS ON DASH	#1356 TEST BRAKE FLUID LEVEL CIRCUIT NEEDS NEW SENSOR REPLACED BRAKE FLUID LEVEL SENSOR OK	FL3Z 2C251A	H20
[redacted]		4/29/2015	30 Apr 15	30 Apr 15	UPS		5/1/2015 14:00	5/1/2015 14:00	BRAKRW	466067	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	788	1FTEW1EG6F		Customer States CK BRAKE PEDAL SEEMS TO GO TIO THE FLOOR ABOUT REAR ENDED SOMEONE	CK PEDAL TRAVEL IS WEAK , TEST DROVE TO VERIFY , PEDAL FADES , CONTACT HOTLINE , PERFORMED VACUM BOOSTER TEST , PASSED , CK FOR LEAKS , CK CALIPERS , CK AND REPLACE MASTER CYLINER AND BLEED SYSTEM	FL3Z 2140A	H15
[redacted]		4/27/2015	28 Apr 15	28 Apr 15	UPS		4/29/2015 13:00	4/29/2015 13:00	BRAKRW	465634	EL3Z	2140	B	CYLINDER ASY MASTER	EL342C156BA	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2014	F150 4X4	5012	1FTFW1ETXEK		C/S VEH IS LEAKING BRAKE FLUID,HAS TO ADD FLUIDABOUT EVERY 2 WEEKS AND WARNING MESSAGE POPSALERTING THAT BRAKE FLUID IS LOW CHECKANDADVISE	FOUND MASTER CYLINDER LEAKING INTO BRAKE BOOSTER REPLACED MASTER AND BOOSTER	EL3Z 2140B	L63
[redacted]		4/27/2015	28 Apr 15	28 Apr 15	UPS		4/29/2015 13:00	4/29/2015 13:00	BRAKRW	465533	DL3Z	2005	C	BOOSTER ASY BRAKE	DL3Z2005BB	DS	CONTINENTAL AUTOMOTIVE MEXICAN	2014	F150 4X4	5012	1FTFW1ETXEK		C/S VEH IS LEAKING BRAKE FLUID,HAS TO ADD FLUIDABOUT EVERY 2 WEEKS AND WARNING MESSAGE POPSALERTING THAT BRAKE FLUID IS LOW CHECKANDADVISE	FOUND MASTER CYLINDER LEAKING INTO BRAKE BOOSTER REPLACED MASTER AND BOOSTER	EL3Z 2140B	L63
[redacted]		4/24/2015	27 Apr 15	27 Apr 15	UPS		4/29/2015 11:00	4/29/2015 11:00	BRAKRW	465030	BRMC	214				DS		2014	F150 4X4	1038	1FTFW1ET7EK		WHEN COMING TO A STOP HAVE TO PRESS REALLY HARD ON BRAKE PEDAL TO GET TRUCK TO STOP TRUCK WILL CONTINUE TO ROLL FORWARD WHILE STEPPING ON THE BRAKE	DIAGNOSE CAUSE OF BRAKE PEDAL GOING TO FLOOR, PERFORM COMPONENT TEST ON MASTER CYL, FAILED, REQUIRES NEW MASTER CYL, REPLACED	BRMC 214	H05
[redacted]		4/23/2015							BRAKRW	464845	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	136	1FTEW1EGXF		PARKING BRAKE LIGHT IS STAYING ON	VERIFY BCE DIAG PINPOINT TEST B1048 REPLACE BRAKE LEVEL SWITCH(INTERNAL OPEN) RETEST O K TECH 23084	FL3Z 2C251A	G32
[redacted]		4/22/2015	27 Apr 15	27 Apr 15	UPS		4/29/2015 11:00	4/29/2015 11:00	BRAKRW	464264	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	338	1FTEW1EF3FF		CS THAT THE RED BRAKE LIGHT IS ON N THE DASHAND WONT GO OFF	CHECK OUT AND VERIFIED CUST CONCERN RED BRAKE LIGHT ON RAN OASIS AND NO TSB OR SSM APPLY SELF TEST B1049 01 IN MEMORY FOR LOW BRAKE FLUIDE SWITCH PERFORM PINPOINT TEST S IN SECTION 413 01 OF W ORKSHOP MANUAL S	FL3Z 2C251A	H19

	[redacted]		4/17/2015	23 Apr 15	28 Apr 15	UPS	[redacted]	4/21/2015 13 00	4/21/2015 13 00	BRAKRW	463457	EL3Z	2140	B	CYLINDER ASY MASTER	EL342C156BA	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2014	F150 4X4	713	1FTFX1EF5E	[redacted]	BRAKE SYSTEM CONCERN C/S THAT AT TIMES THE BRAKES BECOME SOFT AND DO NO T STOP THE VEHICLE IN A QUICK FASHION MOST EVIDENT BETWEEN THE SPEEDS 30 40, ALSO WHEN SITTING AT A	VERIFIED FAILURES IN CHECK VALVE, BRAKE BOOSTER AND BRAKE MASTER CYLINDER AS PER WSM 206 07 VERIFIED BRAKE PEDAL WOULD HAVE INTERM BRAKE PEDAL FADE AND LOSS OF PEDAL VERIFIED VACCUUM TO BRAKE BOOSTER, RAN VEHICLE	EL3Z 2140B	H15
	[redacted]		4/17/2015	22 Apr 15	29 Apr 15	UPS		4/24/2015 14 00	4/24/2015 14 00	BRAKRW	463459	EL3Z	2140	B	CYLINDER ASY MASTER	EL342C156BA	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2014	F150 4X2	1156	1FTFW1CF5E		CUSTOMER STATES VEH BRAKE PEDEL SHINKS TOFLOOR	CHK AND CONFIRM BRAKE PEDAL EXCESSIVE TRAVEL OR LOW/SPONGY PEDAL PERFORM ABS SYSTEM SELF TEST,SYSTEM PASS RAN OASIS,NONE APPLY PER WSM SYMPTOM CHART INSPECT FOR ANY BRAKE FLUID LEAKS AND CONFIRM NONE PERFORM BRAK	EL3Z 2140B	H15
	[redacted]		4/8/2015	16 Apr 15	17 Apr 15	UPS		4/10/2015 11 00	4/10/2015 11 00	BRAKRW	461062	FL3Z	2140	A	CYLINDER ASY MASTER	FL342A032AC	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	909	1FTEW1EF5F		COMPLAINT THEIR IS AN OIL TYPE LEAK AT THE LEFT INNER WHEEL WELL	CHECK FOR LEAK FOUND MASTER CYLINDER LEAKING AT THE CASTING PLUG INSTALL NEW MASTER CYLINDER AFTER BENCH BLEEDING PRESSURE BLED THE BRAKING SYSTEM THEN PERFORMED ABS SERVICE BLEED PROCEDURE TEST DRIVE TO VERI	FL3Z 2140A	L63
	[redacted]		4/2/2015	14 Apr 15	14 Apr 15	UPS		4/15/2015 11 00	4/15/2015 11 00	BRAKRW	460063	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	524	1FTEW1CP3F		Customer States brake light satays on intermittenly Seems to happen more often when turning	HOLD FOR PARTS PARTS DUE 3/26/2015 VERIFIED REFERED TO PINPOINT TEST S1 NO S2 YES D1048 7B FLUID AT PROPER LEVEL INSTALLED NEW LEVEL SENSOR RETEST VEHICLE IS OPERATING AS DESIGNED	FL3Z 2C251A	H19
	[redacted]		4/1/2015	2 Apr 15	2 Apr 15	UPS		4/3/2015 16 00	4/3/2015 16 00	BRAKRW	459742	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	3	1FTEW1EF2F		CHECK RED BRAKE LIGHT IS ON IN DASH	IDS DIAG,SELF TEST BCM CODE B104801 BCM,DATALOGGE R AND MONITOR PIDS,REMOVED C124 AND CHECK POWER AND GROUND CIRCUITS,CHECK G100,REMOVED C2280F AND INSPECT PINS,CHECK OHMS ON CMC19 GY VT AND GD129 BK YE OK REMOVE A	FL3Z 2C251A	H19
	[redacted]		3/31/2015	1 Apr 15	1 Apr 15	UPS		4/2/2015 11 00	4/2/2015 11 00	BRAKRW	459265	FL3Z	2140	B	CYLINDER ASY MASTER	FL342A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	5	1FTEX1CP1F		BRAKE REPAIRS CHECK BRAEKS, THE PEDAL GOES TO FLOOR AND START MO VING FORWARD WHEN IN DRIVE	FOUND BRAKE PEDAL GOING TO THE FLOOR IN THE PARKING LOT DID NOT TEST DRIVE FOUND NO BRAKE FLUID LEAKS AND MASTER CYLINDER FULL OF FLUID FOUND MASTER CYLINDER BY PASSING REPLACED MASTER CYLINDER BLEAD BRAKES TEST	FL3Z 2140B	H15
	[redacted]		2/26/2015							BRAKRW	451869	BRMC	214				DS		2014	F150 4X4	1583	1FTFW1EF1E		CUSTOMER REPORTS EMERGENCY BRAKE FLUID IS VISIBLY LOW; BRAKE FLUID LEVEL LOW MESSAGE INDICATE ON DASHBOARD EMERGENCY BRAKE WILL NOT DISENGAGE DIAGNOSIS SERVICE MIN $219 95 CHA	VERIFIED CONCERN, LOW FLUID LEVEL LIGHT ON ON DASH INSPECTED FOUND FLUID IS LOW, PUT IN AIR AND CHECKED FOR LEAKS INSPECTED CALIPERS LINES AND FITTING WITH FLUID UNDER PRESSURE , NO LEAKS FOUND REMOVED VAC LINE F	2140	L63
	[redacted]		2/26/2015	10 Mar 15	10 Mar 15	UPS		3/16/2015 12 00	3/16/2015 12 00	BRAKRW	451870	BRB	102				DS		2014	F150 4X4	1583	1FTFW1EF1E		CUSTOMER REPORTS EMERGENCY BRAKE FLUID IS VISIBLY LOW; BRAKE FLUID LEVEL LOW MESSAGE INDICATE ON DASHBOARD EMERGENCY BRAKE WILL NOT DISENGAGE DIAGNOSIS SERVICE MIN $219 95 CHA	VERIFIED CONCERN, LOW FLUID LEVEL LIGHT ON ON DASH INSPECTED FOUND FLUID IS LOW, PUT IN AIR AND CHECKED FOR LEAKS INSPECTED CALIPERS LINES AND FITTING WITH FLUID UNDER PRESSURE , NO LEAKS FOUND REMOVED VAC LINE F	2140	L63
	[redacted]		2/18/2015	23 Feb 15	25 Feb 15	UPS		2/20/2015 13 00	2/20/2015 13 00	BRAKRW	449553	EL3Z	2140	B	CYLINDER ASY MASTER	EL342C156BA	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2014	F150 4X4	30	1FTFW1ET2E		CUSTOMER STATES BRAKE PEDAL IS FADING	INSPECTED VEHICLE AND TEST DROVE, FRONT BRAKES OVERHEATING AND STAYING ENGAGED, LIFTED VEHICLE AND FRONT HARD TO TURN, COMPRESED CALIPER AND TURNING FORCE GOT EASIER, REMOVED BOTH FRONT CALIPERS AND INSPECTED SLIDE	EL3Z 2140B	H05
	[redacted]		1/27/2015	10 Feb 15	16 Feb 15	UPS		1/30/2015 13 00	1/30/2015 13 00	BRAKRW	442529	EL3Z	2140	B	CYLINDER ASY MASTER	EL342C156BA	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2014	F150 4X2	3125	1FTFW1CT5E		CUSTOMER STATES THAT WHEN THE BRAKE PEDAL IS USED THE PEDAL WILL GO TO THE FLOOR	VERIFIED CONCERN NO TSBS OR SSMS PER WSM, NO LEAKS FOUND DURING INSPECTION, NO AIR IN SYSTEM AND BLEED SYSTEM CONCERN STILL PRESENT PERFORMED MASTER CYLINDER BYPASS TEST , MASTER CYLINDER FAILED REPLACED NEW	EL3Z 2140B	H05
	[redacted]		1/5/2015	3 Feb 15	6 Feb 15	UPS		2/4/2015 12 00	2/4/2015 12 00	BRAKRW	436637	EL3Z	2140	B	CYLINDER ASY MASTER	EL342C156BA	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2014	F150 4X4	565	1FTFW1ET0E		CUSTOMER STATES THA THTE BRAKES SEMS SOFT ITDOES NOT WANT TO STOP	VERIFY BRAKE PEDAL BLEEDING TO THE FLOOR REPLACE MASTER CYLINDER	EL3Z 2140B	H20

CONCERN DESC	CAUSAL CODE	CAUSAL DESC	REPAIR DATE	P&A	TCODE	RO#	RO LINE#	PARTS $	LABOR $	REPAIR $	MISC $	CORE $	PARTS MARKUP $	LABOR RATE	VEH PROD DATE	ASSEMBLY PLANT	IN SD	PART MFG DATE	CLOSE DATE	ENGFAM CODE	PRIOR APPROVAL1	PRIOR APPROVAL2	BOX#
BRAKE PEDAL SPONGY	30	CHAFED,EXCESSIVE WEAR,FRAYED	7/30/2015	11646		[redacted]	A	46 15	318 88	466 74	0	0	72 71	127 47	4/18/2015	CHANGAN	7/31/2015						
OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	63	WEAK/SOFT/SAGGED (INSUFFICIENT PRESSURE)	7/27/2015	M3181		[redacted]	1	788 93	153 23	1447 58	199 87	0	182 45	109 45	4/2/2015	CHANGAN	5/11/2015						
BRAKE FLUID LEAK	42	DOES NOT OPERATE PROPERLY	7/25/2015	3924		[redacted]	A	57 67	143 06	244 15	0	0	43 43	96 37	7/11/2015	KANCTY	7/24/2015						
BRAKE PEDAL SPONGY	D8	FAILED GASKET/SEAL	7/27/2015	9372		[redacted]	A	86 92	306 9	523 81	0	0	61 97	122 76	5/15/2015	KANCTY	5/25/2015						
BRAKE PEDAL SPONGY			7/27/2015	9372		[redacted]	A	57 67	306 9	523 81	0	0	61 97	122 76	5/15/2015	KANCTY	5/25/2015						
BRAKE ABS WARNING LIGHT TROUBLES	42	DOES NOT OPERATE PROPERLY	7/22/2015	9247		[redacted]	A	5 97	52 76	106 61	0	0	15 38	87 94	3/10/2015	CHANGAN	5/15/2015						
BRAKE ABS WARNING LIGHT TROUBLES	1	BROKEN/CRACKED	7/9/2015	5672		[redacted]	1	5 87	53 62	61 84	0	0	2 35	99 36	3/18/2015	KANCTY	5/29/2015						
LIGHTS NOT WORKING EXTERIOR	34	LOOSE FASTENER	7/22/2015	2091		[redacted]	1	5 87	39 65	47 87	0	0	2 35	99 13	6/3/2015	CHANGAN	7/11/2015						
PARKING BRAKE TROUBLES	42	DOES NOT OPERATE PROPERLY	7/9/2015	4548		[redacted]	51	46 15	86 74	163 4	0	0	21 9	96 38	4/8/2015	KANCTY	7/3/2015						
OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	D8	FAILED GASKET/SEAL	7/7/2015	4871		[redacted]	A	57 67	223 04	353 87	0	0	55 84	106 21	4/24/2015	KANCTY	5/21/2015						
BRAKE PEDAL SPONGY	D8	FAILED GASKET/SEAL	6/25/2015	3836		[redacted]	1	57 67	399 6	659 52	0	0	74 28	92 93	6/4/2015	KANCTY	7/11/2015						
BRAKE PEDAL SPONGY			6/25/2015	3836		[redacted]	1	86 92	399 6	659 52	0	0	74 28	92 93	6/4/2015	KANCTY	7/11/2015						
BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	6/29/2015	4437		[redacted]	1	57 67	90 37	179 15	0	0	25 36	100 41	6/3/2015	CHANGAN							

PARKING BRAKE TROUBLES	42	DOES NOT OPERATE PROPERLY	7/1/2015	6472		[redacted]	1	5 87	132 54	140 76	0	0	2 35	82 84	3/20/2015	CHANGAN	4/23/2015								
PARKING BRAKE TROUBLES	42	DOES NOT OPERATE PROPERLY	6/17/2015	2459		[redacted]	A	46 15	142 76	215 41	0	0	20 76	101 97	3/23/2015	KANCTY	4/18/2015								
BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	6/26/2015	M2633		[redacted]	1	788 93	882 25	2591 46	357 44	0	386 22	420 12	2/27/2015	KANCTY	4/27/2015								
BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	6/15/2015	1118		[redacted]	1	57 67	151 69	240 47	0	0	25 36	79 84	3/6/2015	CHANGAN	4/9/2015								
BRAKE ABS WARNING LIGHT TROUBLES	42	DOES NOT OPERATE PROPERLY	6/9/2015	3852		[redacted]	A	46 15	133 4	230 71	0	0	27 8	88 93	3/19/2015	KANCTY	4/8/2015								
EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED			6/11/2015	4870		[redacted]	A	76 92	87 28	183 32	0	0	0	96 98	5/8/2015	CHANGAN	6/8/2015								
OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	5/18/2015	1970		[redacted]	1	57 67	137 69	218 43	0	0	23 07	91 79	4/16/2015	CHANGAN	5/28/2015								
INST CLUSTER/MESSAGE CENTER TROUBLES	42	DOES NOT OPERATE PROPERLY	6/5/2015	535		[redacted]	A	5 87	73 7	82 87	0	0	3 3	81 89	1/28/2015	CHANGAN	5/2/2015								
OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	6/2/2015	6481		[redacted]	1	5 87	92 22	100 44	0	0	2 35	102 47	3/18/2015	KANCTY	4/27/2015								
OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	5/23/2015	A1323		[redacted]	1	72 66	162 61	305 78	35 18	0	30 86	101 63	4/21/2015	CHANGAN	5/12/2015								
BRAKE ABS WARNING LIGHT TROUBLES	42	DOES NOT OPERATE PROPERLY	6/5/2015	1851		[redacted]	A	46 15	106 76	334 09	0	0	75 78	106 76	3/4/2015	CHANGAN	3/18/2015								
AIR BAG WARNING LIGHT TROUBLES	42	DOES NOT OPERATE PROPERLY	6/2/2015	9149		[redacted]	4	46 15	258 33	330 98	0	0	20 76	103 33	4/23/2015	KANCTY	5/27/2015								
BRAKE ABS WARNING LIGHT TROUBLES	42	DOES NOT OPERATE PROPERLY	6/1/2015	M1331		[redacted]	1	80 3	186 44	373 46	51 51	0	38 72	310 74	3/26/2015	KANCTY					DDDR5				
BRAKE ABS WARNING LIGHT TROUBLES			5/20/2015	7969		[redacted]	1	5 87	80	88 22	0	0	2 35	100	3/17/2015	KANCTY									

BRAKE ABS WARNING LIGHT TROUBLES	42	DOES NOT OPERATE PROPERLY	5/5/2015	3839		[redacted]	A		5 87	235 46	485 82	0	0	71 53	87 21	4/19/2015	CHANGAN	5/13/2015					
BRAKE ABS WARNING LIGHT TROUBLES	28	OPEN CIRCUIT	5/14/2015	B2552			1	7 04	131 29	229 96	29 95	0	19 63	100 99	3/15/2015	CHANGAN	3/19/2015						
BRAKE ABS WARNING LIGHT TROUBLES			5/14/2015	B2552			1	42 04	131 29	229 96	29 95	0	19 63	100 99	3/15/2015	CHANGAN	3/19/2015						
OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	5/12/2015	5078			A		57 67	209 91	294 67	0	0	24 22	104 95	3/19/2015	KANCTY	5/9/2015					
OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	5/6/2015	6762			1	57 67	189 3	278 08	0	0	25 36	94 65	3/13/2015	CHANGAN	3/31/2015						
BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	5/6/2015	149			51	46 15	124 41	213 52	0	0	37 12	113 1	3/31/2015	KANCTY	5/4/2015						
BRAKE ABS WARNING LIGHT TROUBLES	28	OPEN CIRCUIT	5/2/2015	5439			A		5 87	53 05	61 27	0	0	2 35	106 1	2/3/2015	CHANGAN						
BRAKE ABS WARNING LIGHT TROUBLES	42	DOES NOT OPERATE PROPERLY	4/27/2015	5646			1	5 87	57 04	65 26	0	0	2 35	95 07	3/8/2015	KANCTY							
OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	3/25/2015	7863			G		5 65	86 42	94 33	0	0	2 26	123 46	12/23/2014	CHANGAN	3/4/2015				DDDET		
BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	4/23/2015	3317			1	57 67	143 14	223 88	0	0	23 07	89 46	1/27/2015	CHANGAN	4/4/2015						
BRAKE FLUID LEAK	42	DOES NOT OPERATE PROPERLY	4/15/2015	3223			A		64 98	96 39	353 11	0	0	100 19	107 1	12/21/2014	KANCTY	2/23/2015						
BRAKE FLUID LEAK			4/15/2015	3223			A		69 44	96 39	353 11	0	0	100 19	107 1	12/21/2014	KANCTY	2/23/2015						
EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED	63	WEAK/SOFT/SAGGED (INSUFFICIENT PRESSURE)	4/21/2015	B1004			A		81 87	164 73	322 75	37 13	0	34 54	86 7	11/17/2014	KANCTY	4/9/2015						
INST CLUSTER/MESSAGE CENTER TROUBLES	28	OPEN CIRCUIT	4/14/2015	3246			A		9 78	78 93	88 71	0	0	0	98 66	3/24/2015	CHANGAN							
BRAKE ABS WARNING LIGHT TROUBLES	42	DOES NOT OPERATE PROPERLY	4/13/2015	9420			A		5 87	180 78	189	0	0	2 35	112 99	3/4/2015	CHANGAN	3/19/2015						

BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	4/8/2015	3148		[redacted]	1	64 98	105 32	334 62	0	0	65 52	105 32	12/5/2014	KANCTY	3/31/2015						
BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	4/6/2015	4058		[redacted]A		64 98	228 8	327 81	0	0	28 29	143	10/29/2014	KANCTY	2/28/2015						
BRAKE FLUID LEAK	D8	FAILED GASKET/SEAL	4/2/2015	2202		[redacted]A		57 67	192 22	297 49	0	0	30 08	96 11	11/3/2014	CHANGAN	3/18/2015						
BRAKE ABS WARNING LIGHT TROUBLES	X2	CONNECTION POOR/NOT MADE	3/25/2015	5536		[redacted]	1	5 65	56 58	64 49	0	0	2 26	113 16	1/9/2015	CHANGAN	2/12/2015						
BRAKE ABS WARNING LIGHT TROUBLES	42	DOES NOT OPERATE PROPERLY	3/19/2015	11920		[redacted]A		5 65	93 72	101 63	0	0	2 26	93 72	3/10/2015	CHANGAN	3/20/2015						
BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	3/23/2015	478		[redacted]	1	42 41	52 06	124 29	0	0	24 08	104 11	12/23/2014	CHANGAN							
BRAKE FLUID LEAK			2/18/2015	B6261		[redacted]A		81 23	280 24	568 4	27 07	0	74 6	200 17	10/29/2014	KANCTY	1/7/2015						
BRAKE FLUID LEAK			2/18/2015	B6261		[redacted]A		91 07	280 24	568 4	27 07	0	74 6	200 17	10/29/2014	KANCTY	1/7/2015						
EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED	42	DOES NOT OPERATE PROPERLY	2/9/2015	1487		[redacted]	51	64 98	136 79	242 45	0	0	40 68	105 22	12/17/2014	KANCTY	2/7/2015						
EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED	42	DOES NOT OPERATE PROPERLY	1/20/2015	6720		[redacted]	2	64 98	159 58	283 59	0	0	53 19	83 99	12/8/2014	KANCTY	12/31/2014						
OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	12/22/2014	3170		[redacted]A		64 98	97 38	196 53	0	0	28 33	108 2	8/4/2014	KANCTY	12/11/2014						

From: Siddiqui, Saif (S.S.)
Sent: Wednesday, August 10, 2016 8:48 PM
To: Williams, Dan (DW.); Dobbs, Dan (K.D.); Villalobos, Luisa (L.); Harris, Jonathan (J.E.); Raza, Mohammed Zahid (M.Z.); Daanyal, Shaji (.)
Cc: Pierce, Warren (W.B.); Stoeckle, Michael (M.E.); Kosztowny, Brian (B.P.); Herman, Jerome (J.A.); Dudley, Jeff (J.A.); Kapanowski, Martin C (M.C.)
Subject: RE: P552 2140 Claims

I will update SAQ2016388939 and SAQ2015350956.

Saif

From: Williams, Dan (DW.)
Sent: Wednesday, August 10, 2016 4:42 PM
To: Dobbs, Dan (K.D.); Villalobos, Luisa (L.); Harris, Jonathan (J.E.); Raza, Mohammed Zahid (M.Z.); Daanyal, Shaji (.)
Cc: Pierce, Warren (W.B.); Stoeckle, Michael (M.E.); Kosztowny, Brian (B.P.); Herman, Jerome (J.A.); Siddiqui, Saif (S.S.); Dudley, Jeff (J.A.); Kapanowski, Martin C (M.C.)
Subject: RE: P552 2140 Claims

The Hitachi actions currently in BSAQ for 2015MY and 2016MY F-150 are below. I believe there are more actions that have not been entered into BSAQ yet.

SAQ2016388939	P552 Brake Master Cylinder - Leak
SAQ2015372967	P552 M/C piston lube process check frequency
SAQ2015350956	P552 Master Cyl Leak - Internal Contamination - Hitachi

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

From: Kapanowski, Martin C (M.C.)
Sent: Wednesday, August 10, 2016 3:34 PM
To: Dobbs, Dan (K.D.); Villalobos, Luisa (L.); Harris, Jonathan (J.E.); Raza, Mohammed Zahid (M.Z.); Williams, Dan (DW.)
Cc: Pierce, Warren (W.B.); Stoeckle, Michael (M.E.); Kosztowny, Brian (B.P.); Herman, Jerome (J.A.); Siddiqui, Saif (S.S.); Dudley, Jeff (J.A.)
Subject: RE: P552 2140 Claims

The subject of this email is the lack of part availability and customers who need their vehicles repaired.

Dan Dobbs is there anything we can do to help Luisa identify and obtain the correct parts quickly, to repair the waiting vehicles? These '15/'16 vehicles can be repaired with parts already in the warehouses. There is no need to wait for the newly released part, and WERS and the FCSD release system should reflect that. Mohammed, please confirm.

Dan Williams, there are BSAQs for actions at Hitachi to eliminate contamination. Can you share those with Luisa?

RQ16-001 001038 ER

Johathan, STA in involved in ongoing quality maintenance and improvement actions with Hitachi for contamination. Please help Luisa understand the actions in place to manage this issue at Hitachi.

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

From: Williams, Dan (DW.)
Sent: Wednesday, August 10, 2016 3:25 PM
To: Dobbs, Dan (K.D.); Villalobos, Luisa (L.)
Cc: Pierce, Warren (W.B.); Stoeckle, Michael (M.E.); Kosztowny, Brian (B.P.); Herman, Jerome (J.A.); Raza, Mohammed Zahid (M.Z.); Kapanowski, Martin C (M.C.); Siddiqui, Saif (S.S.); Harris, Jonathan (J.E.); Dudley, Jeff (J.A.)
Subject: RE: P552 2140 Claims

Adding STA and PD. STA should be able to provide information relative to root cause and containments.

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

From: Kosztowny, Brian (B.P.)
Sent: Wednesday, August 10, 2016 2:13 PM
To: Villalobos, Luisa (L.); Dobbs, Dan (K.D.); Herman, Jerome (J.A.); Williams, Dan (DW.)
Cc: Pierce, Warren (W.B.); Stoeckle, Michael (M.E.)
Subject: FW: P552 2140 Claims

Dan Dobbs is the FCSD rep.
Jerry and Dan are the PVT Chassis rep.

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

From: Williams, Dan (DW.)
Sent: Friday, September 02, 2016 5:52 PM
To: Lamontagne, Daniel (D.)
Cc: Herman, Jerome (J.A.)
Subject: RE: P552 brake master cylinder part return request - 1FTEW1CF0GK[redacted]
Attachments: tag_issued_list.xlsx

File attached.

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

From: Williams, Dan (DW.)
Sent: Friday, September 02, 2016 4:51 PM
To: Lamontagne, Daniel (D.)
Cc: Herman, Jerome (J.A.)
Subject: P552 brake master cylinder part return request - 1FTEW1CF0GK[redacted]

There is a part associated with a TGW verbatim for 1FTEW1CF0GKD[redacted] that was replaced in a non-ECB warranty claim. The dealer just received the scrap tag yesterday (see attached), but may still have the part available. Can you find out if they are still able to return it, and if so have it shipped to RAC BRAK-RW? The claim link is below.

[redacted]

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

Disposition Code	RO	Line	RO Date	Qty	Tag #	Tag Issue Date	Tag Receipt Date	Prefix	Base	Suffix	Bin	VIN	C/B Date	C/B Code	Reversal Date
Scrap Immediately	1[redacted]	A	8/18/2016	1	0000000001	9/1/2016		GL3Z	2140	A	5				

From: Milz, Kevin (K.W.)
Sent: Thursday, October 20, 2016 1:16 AM
To: Malecki, David (D.B.)
Cc: Daanyal, Shaji (.); Dudley, Jeff (J.A.); Harris, Jonathan (J.E.); Siddiqui, Saif (S.S.)
Subject: RE: P552 Master Cylinder 6 Panel

Dave, here are my updates. Slide #4 and request for data sent for slide #7.

From: Malecki, David (D.B.)
Sent: Wednesday, October 19, 2016 5:15 PM
To: Milz, Kevin (K.W.)
Cc: Malecki, David (D.B.); Daanyal, Shaji (.); Dudley, Jeff (J.A.); Harris, Jonathan (J.E.); Siddiqui, Saif (S.S.)
Subject: RE: P552 Master Cylinder 6 Panel

Kevin,

I took a shot at modifying the presentation and moving some slides to back-up.

We will need the front BSAQ stuff from the PVT and internal data from Hitachi.

See what you think.

Can you work on slide 4 that summarizes the ICA and PCAs with dates and see if the legend on slide 7 can be improved (get rid of red borders)?

Will need to highlight somewhere that there have been on claims since the April 2016.

Thanks,

David B. Malecki
NA Chassis STA Sr. Manager
Supplier Technical Assistance
Ford Motor Company

dmalecki@ford.com
Phone: 313-390-9909
Cell: 313-671-3651
Fairlane Business Park 2, C-199



From: Milz, Kevin (K.W.)
Sent: Tuesday, October 18, 2016 9:22 PM
To: Daanyal, Shaji (.); Malecki, David (D.B.); Kapanowski, Martin C (M.C.); Petrovski, Michael (M.); Menz, Kenneth (K.C.);

Szalay, Michael (M.A.); Dudley, Jeff (J.A.)
Subject: FW: P552 Master Cylinder 6 Panel

Here is the file for tomorrow's review.

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Tuesday, October 18, 2016 4:35 PM
To: Milz, Kevin (K.W.)
Cc: Kapanowski, Martin C (M.C.); Casey.Brown@hitachi-automotive.us; Fred.Schwendenmann@hitachi-automotive.us
Subject: RE: P552 Master Cylinder 6 Panel

Kevin,

Six panel attached 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: "Milz, Kevin (K.W.)" <kmilz@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>,
Cc: "Kapanowski, Martin C (M.C.)" <mkapanow@ford.com>
Date: 10/18/2016 04:21 PM
Subject: RE: P552 Master Cylinder 6 Panel

Ralph, please send Marty and I a non-pdf version of this 6 panel.

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: Wednesday, October 12, 2016 1:21 PM
To: ralph.wagers@hitachi-automotive.us
Cc: Kosztowny, Brian (B.P.); Casey.Brown@hitachi-automotive.us; Christopher.Holmes@hitachi-automotive.us; Fred.Schwendenmann@hitachi-automotive.us; Oswalt, Greg (G.G.); jeremy.wilson@hitachi-automotive.us; Harris, Jonathan (J.E.); Dobbs, Dan (K.D.); Milz, Kevin (K.W.); Kapanowski, Martin C (M.C.); Swis, Matthew (M.J.); Miller, Steve (S.T.); Daanyal, Shaji (.)
Subject: Re: P552 Master Cylinder 6 Panel

Ford team,

Please remove 6 panel presentation previously sent yesterday afternoon.
Revision was made to slide number 2 which was not included in yesterday's eamil.

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: Ralph Wagers/BER/AMS-NA
To: goswalt@ford.com, smille37@ford.com, mkapanow@ford.com, kmilz@ford.com, suddin1@ford.com, jharr176@ford.com, mswis@ford.com, bkosztow@ford.com, kdobbs@ford.com,
Cc: Casey Brown/BER/AMS-NA@HAP-US, Christopher Holmes/BER/AMS-NA@HAP-US, Fred-HAPDET Schwendenmann/hapdet@HAP-US, Jeremy Wilson/BER/AMS-NA@HAP-US
Date: 10/11/2016 05:25 PM
Subject: P552 Master Cylinder 6 Panel

Ford team,

Attached is 6 panel to be presented tomorrow at 9:30 AM.
Please kindly provide Webex information and credentials as soon as available.

[attachment "Master Cylinder Warranty 10.12.16 - Final .pptx" deleted by Ralph Wagers/BER/AMS-NA]

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 29, 2016 9:12 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

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 # 777355780001). 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: Raza, Mohammed Zahid (M.Z.)
Sent: Wednesday, September 14, 2016 12:02 PM
To: ralph.wagers@hitachi-automotive.us; Stuart.Ray@hitachi-automotive.us
Cc: Herman, Jerome (J.A.); Williams, Dan (DW.); Daanyal, Shaji (.); Siddiqui, Saif (S.S.); Harris, Jonathan (J.E.)
Subject: RE: p552 Master Cylinder Warranty Status

Importance: High

Ralph/Stuart,
Can you answer Dan's below question? Thanks.

From: Williams, Dan (DW.)
Sent: Tuesday, September 13, 2016 10:34 AM
To: Daanyal, Shaji (.); Siddiqui, Saif (S.S.); Harris, Jonathan (J.E.)
Cc: Raza, Mohammed Zahid (M.Z.); Herman, Jerome (J.A.)
Subject: RE: p552 Master Cylinder Warranty Status

What was the contamination present for the parts removed from 1FTEW1E88GK[redacted] and 1FTEW1EF4GFA80630? Was it aluminum, plastic, rubber, or something else entirely?

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 [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Tuesday, September 13, 2016 6:34 AM
To: Raza, Mohammed Zahid (M.Z.); Siddiqui, Saif (S.S.); Williams, Dan (DW.); Harris, Jonathan (J.E.)
Cc: Daanyal, Shaji (.); Stuart.Ray@hitachi-automotive.us; Christopher.Holmes@hitachi-automotive.us; Casey.Brown@hitachi-automotive.us; Fred.Schwendenmann@hitachi-automotive.us
Subject: p552 Master Cylinder Warranty Status

Ford team,

Attached is 8D For VIN 1FTEW1CG6GK[redacted] - damaged PPS cup.
Also attached is current status of remaining master cylinders to be tested, analyzed and reported.
Please feel to distribute as necessary.

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: Williams, Dan (DW.)
Sent: Tuesday, April 21, 2015 1:33 PM
To: Kapanowski, Martin C (M.C.); Daavettila, Thomas (T.W.)
Cc: Sarver, Mel (M.M.); Lanka, Ravi (R.P.); Jackson, Bradley (B.G.); Stauffer, Eric (E.L.); Salata, Stephen (R.); McElmeel, Steven (S.M.)
Subject: RE: P552 pedal feel DNA data

Below is a claim that was received today for a spongy pedal truck diagnosed as NPF, which happened to be equipped with EPB. This is a company owned lease vehicle and the person listed as the rep for it is JPERRY65, who is the US Press Fleet Manager. He may or may not be able to get more information about the circumstances/driving conditions and/or subjective feedback from whoever the driver was that took it to the dealer.


1FTEX1EP0FFA7...


1FTEX1EP0FFA7...

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

From: Salata, Stephen (R.)
Sent: Monday, March 16, 2015 7:36 AM
To: Jackson, Bradley (B.G.)
Cc: Kapanowski, Martin C (M.C.); Sarver, Mel (M.M.); Williams, Dan (DW.); Daavettila, Thomas (T.W.); Lanka, Ravi (R.P.)
Subject: RE: P552 pedal feel DNA data

Attached are recent Pedal Feel DNA comparisons that reflect the initial brake pedal travel and force. As can be seen, the relative differences in the actuation systems (booster, master cylinder) and curb weight differences (P552L is usually lighter) result in a longer initial required, and can feel less aggressive to that initial travel (booster tuning mostly). Although both meet DNA, they are different subjectively.

<< File: Global DNA_Initial Pedal Travel_Force P552.pdf >>

Stephen Salata
Truck Brake Development -
P552 and P415 OPD
FN3 HL002 (313) 805-4770
SSalata@ford.com

RQ16-001 001049 ER

From: Jackson, Bradley (B.G.)
Sent: Friday, March 13, 2015 12:04 PM
To: Daavettila, Thomas (T.W.); Lanka, Ravi (R.P.); Salata, Stephen (R.)
Cc: Kapanowski, Martin C (M.C.); Sarver, Mel (M.M.); Williams, Dan (DW.)
Subject: P552 pedal feel DNA data

Tom / Steve, who would have the P552 pedal feel curves for mechanical and electric park brake units?

Regards,
Brad Jackson
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