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<br>KCAP repair issue<br>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

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=Fini Request N: Description Run Date / Completior Job Size=1 Execution ~ Precalc Pr 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_( | 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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**+1-888-628-3668** US Toll Free Number
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



RQ16-001 000913 ER

**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,

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

**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!!!

**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

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Can't join the meeting? Contact support.

MC07

**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***

**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

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Can't join the meeting? Contact support.

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#[redacted] |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 290366719 | | 8/14/2015 | 18 Aug 15 | 18 Aug 15 | UPS | [redacted] | 8/20/2015 11 00 | 8/20/2015 11 00 | BRAKRW | 493665 | BRMC | 224 | | | | DS | | 2015 | F150 4X4 | 221 | 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 |
| | 290300988 | | 8/12/2015 | 13 Aug 15 | 13 Aug 15 | UPS | [redacted] | 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 MT 2140 1 4 4583 | FL3Z 2140B | H04 |
| | 290277449 | | 8/11/2015 | 12 Aug 15 | 12 Aug 15 | UPS | [redacted] | 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 |
| | 290182086 | | 8/6/2015 | 10 Aug 15 | 10 Aug 15 | UPS | [redacted] | 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 | 1FTEW1C86F[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 |
| | 290171817 | | 8/6/2015 | | | | [redacted] | | | 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 |
| | 290129473 | | 8/5/2015 | | | | [redacted] | | | BRAKRW | 491189 | 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 |
| | 290073406 | | 8/3/2015 | 10 Aug 15 | 14 Aug 15 | UPS | [redacted] | 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 |
| | 290073418 | | 8/3/2015 | 10 Aug 15 | 14 Aug 15 | UPS | [redacted] | | | 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 |
| | 290034656 | | 7/31/2015 | 3 Aug 15 | 3 Aug 15 | UPS | [redacted] | 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 | 16491 | 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 |
| | 290039642 | | 7/31/2015 | | | | [redacted] | | | 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 |
| | 289968392 | | 7/29/2015 | 30 Jul 15 | 30 Jul 15 | UPS | [redacted] | 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 |
| | 289922598 | | 7/28/2015 | 3 Aug 15 | 4 Aug 15 | UPS | [redacted] | 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 |
| | 289849743 | | 7/24/2015 | 12 Aug 15 | 18 Aug 15 | UPS | [redacted] | 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 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 289749281 | | 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 |
| | 289749311 | | 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 |
| | 289440890 | | 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 |
| | 289407982 | | 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 |
| | 289377493 | | 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 WITHOUS 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 OK BCM CONNECTORS OK PIN 28 CMC19 C2280F | FL3Z 2140B | H04 |
| | 289298313 | | 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 |
| | 289186341 | | 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 |
| | 289144887 | | 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 |
| | 289111808 | | 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 |
| | 289109504 | | 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 |
| | 289094057 | | 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 |
| | 289060850 | | 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 |
| | 288902488 | | 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 |
| | 288873142 | | 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 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 288777232 | | 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 | S99 |
| | 288704575 | | 6/4/2015 | | | | | | | BRAKRW | 475185 | FL3Z | 2C251 | A | SWITCH ASY | FL342L414AB | DS | HITACHI AUTOMOTIVE SYSTEMS AME | 2015 | F150 4X4 | 321 | 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 |
| | 288656490 | | 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 |
| | 288591690 | | 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 |
| | 288496231 | | 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 |
| | 288496243 | | 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 |
| | 288366876 | | 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 |
| | 288341533 | | 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 |
| | 288238072 | | 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 |
| | 288143693 | | 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 |
| | 288008686 | | 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 |
| | 287994144 | | 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 |
| | 287892505 | | 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 | 789 | 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 |
| | 287816794 | | 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 | | O/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 |
| | 287816746 | | 4/27/2015 | 28 Apr 15 | 28 Apr 15 | UPS | | 4/29/2015 13 00 | 4/29/2015 13 00 | BRAKRW | 465593 | DL3Z | 2005 | C | BOOSTER ASY BRAKE | DL342005BB | DS | CONTINENTAL AUTOMOTIVE MEXICAN | 2014 | F150 4X4 | 5012 | 1FTFW1ETXE | | O/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 |

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| | 287790678 | | 4/24/2015 | 27 Apr 15 | 27 Apr 15 | UPS | [redacted] | 4/28/2015 11 00 | 4/28/2015 11 00 | BRAKRW | 465090 | BRMC | 214 | | | | DS | | 2014 | F150 4X4 | 10361 | 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 |
| | 287765854 | | 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 29064 | FL3Z 2C251A | G32 |
| | 287739683 | | 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 |
| | 287627457 | | 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 |
| | 287630961 | | 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 |
| | 287392880 | | 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 |
| | 287291480 | | 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 | 5241 | 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 |
| | 287270257 | | 4/1/2015 | 2 Apr 15 | 2 Apr 15 | UPS | | 4/9/2015 16 00 | 4/9/2015 16 00 | BRAKRW | 459742 | FL3Z | 2C251 | A | SWITCH ASY | FL342L414AB | DS | HITACHI AUTOMOTIVE SYSTEMS AME | 2015 | F150 4X4 | 31 | 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 |
| | 287236869 | | 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 | 51 | 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 |
| | 286449006 | | 2/26/2015 | | | | | | | BRAKRW | 451869 | BRMC | 214 | | | | DS | | 2014 | F150 4X4 | 1589 | 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 |
| | 286448993 | | 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 | 1589 | 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 |
| | 286233447 | | 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 |

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 285649462 | | 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 |
| | 285123245 | | 1/5/2015 | 3 Feb 15 | 6 Feb 15 | UPS | [redacted] | 2/4/2015 12:00 | 2/4/2015 12:00 | BRAKRW | 496637 | EL3Z | 2140 | B | CYLINDER ASY MASTER | EL342C156BA | DS | HITACHI AUTOMOTIVE SYSTEMS AME | 2014 | F150 4X4 | 5651 | 1FTFW1ET0EK | [redacted] | 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 79 | 2/13/2015 | CHANGAN | | | | | | | |
| PARKING BRAKE TROUBLES | 42 | DOES NOT OPERATE PROPERLY | 7/16/2015 | 2441 | | | 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 | | | 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 | | | 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 | | | 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 | | | 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 | | | 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 | | | 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 | | | 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 | | | 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 | | | 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 | | | 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 | | | 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 99 | 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 99 | 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 | | | | | | |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| AIR BAG WARNING LIGHT TROUBLES | 42 | DOES NOT OPERATE PROPERLY | 6/2/2015 | 9149 | | | 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 | | | 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 | | | 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 | | | 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 | 5499 | | | A | 5 87 | 53 05 | 61 27 | 0 | 0 | 2 35 | 106 1 | 2/9/2015 | CHANGAN | | | | | | | |
| 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 | 12/29/2014 | CHANGAN | 3/4/2015 | | | | DDDET | | |
| 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 | | | | | | | |
| BRAKE PEDAL SPONGY | 42 | DOES NOT OPERATE PROPERLY | 4/23/2015 | 3317 | | | 1 | 57 67 | 143 14 | 229 88 | 0 | 0 | 29 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 | | [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 69 | 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 | | | | | | |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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:

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
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 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

| 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 | 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] | CIS 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 KOEO/KOER SELF TEST NO ABS CODES, CONTACT HOTLINE #110273964 PERFORM PRESSURE BLEED AND MASTER CYLINDER | FL3Z 2140A |

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| 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 | 41 | 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 | 41 | 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 | 295898931 | | 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 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 | 297029482 | | 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] | GS 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 | 4909 | | | 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 | 4909 | | | 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 | 109 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 | | | | | | |

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| 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 | 2/9/2016 | CHANGAN | 3/23/2016 | | | | | | | | |
| H15 | BRAKE PEDAL SPONGY | 42 | DOES NOT OPERATE PROPERLY | 5/16/2016 | 2446 | | | 1 | 59 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 | 4/29/2016 | 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 9 | 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 | | | 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 | | | 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 | | | 1 | 877 61 | 290 5 | 2138 43 | 294 96 | 0 | 443 71 | 522 78 | 11/6/2015 | CHANGAN | 12/30/2015 | | | | DDDR5 | | |
| H05 | EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED | 42 | DOES NOT OPERATE PROPERLY | 3/17/2016 | 4903 | | | 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 | | | 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 | | | 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 | | | 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 | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 292508499 | | 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

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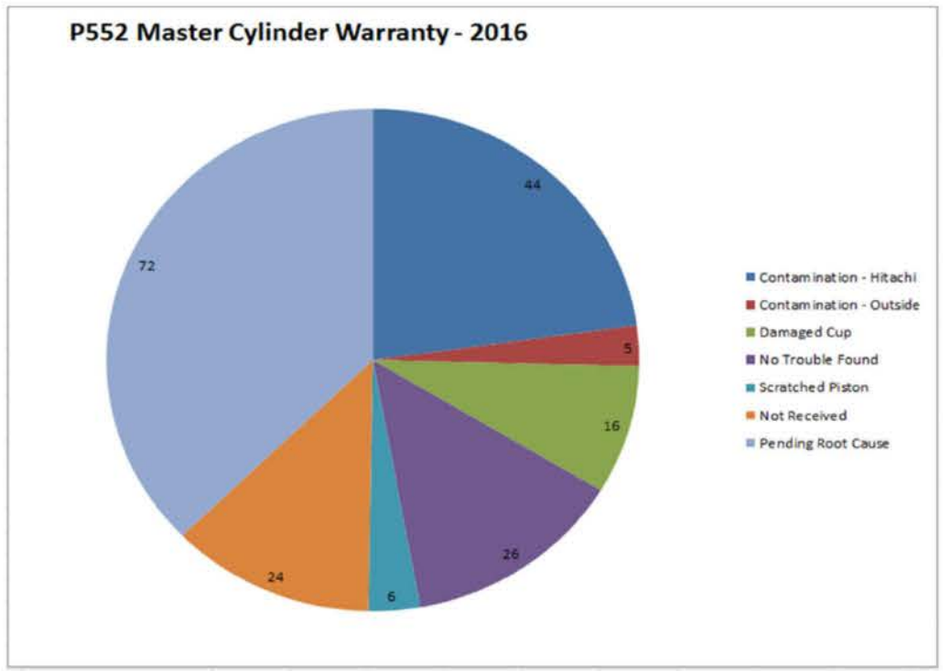
Ralph and Shahji,

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(); | | | | | | | | | |
| 0 | | | | | | | | | |
| 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

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**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

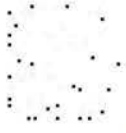
| Labor Op Code | Labor Op Description | Labor Op Cost |
|---|---|---|
| 999A | ADDITIONAL MISC. REPAIRS | 14.64 |

| 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 |

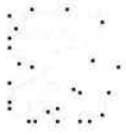
| Causal Flag | Full Part Number PREF | BASE | SUFF | Part Description | CPSC | Part Quantity | Extended Amount |
|---|---|---|---|---|---|---|---|
| Y | GL3Z | 2005 | A | BOOSTER ASY-POWER BR | 060701 | 1 | 130.38 |
| N | GL3Z | 2140 | A | CYLINDER ASY-BRK MST | * | 1 | 79.31 |
| N | 3M5Z | 2L523 |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

**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).

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: **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 |

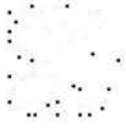
MTCYL 78.89

| 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



RQ16-001 000995 ER

**********

**Initial Response (within 48 hours)**

*When warranty claim is received, prior to part being received*

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

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

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

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

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

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

**Updated Response**

*After part is received/analyzed*

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

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

Regards

**Saif Shareef Siddiqui**
<image001.png>Resident STA Engineer

Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065
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,
>
> 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



RQ16-001 000999 ER

**********

**Initial Response (within 48 hours)**

*When warranty claim is received, prior to part being received*

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

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

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

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

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

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

**Updated Response**

*After part is received/analyzed*

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

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

Regards

**Saif Shareef Siddiqui**
<image001.png>Resident STA Engineer

Chassis & Vehicle Engineering
Dearborn Truck Plant
Ford Motor Company
Cell: 313-434-4065
Server: **AWS Prod**
Claims loaded through: **13-MAY-2016**

# Claim Detail Report

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*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 |

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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

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| **Labor Op Code** | **Labor Op Description** | **Labor Op Cost** |
|---|---|---|

| | | |
|---|---|---|
| 2001BCT | BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT | 111.43 |
| 2140A | MASTER CYLINDER REMOVE AND INSTALL OR REPLACE | 83.57 |

| Causal Flag | Full Part Number PREF | BASE | SUFF | Part Description | CPSC | Part Quantity | Extended Amount |
|---|---|---|---|---|---|---|---|
| Y | FL3Z | 2140 | A | CYLINDER ASY-BRK MST | 060601 | 1 | 75.35 |
| N | PM | 20 | * | | 000057 | 2 | 17.11 |

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

| Flag | Test Type | Malfunction Cd | Malfunction Cd Description | Monitor Cd | Monitor Cd Description |
|---|---|---|---|---|---|

Any comments? You can contact
webmaster

1766

**From:** Siddiqui, Saif (S.S.)
**Sent:** Tuesday, September 13, 2016 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.

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

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

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

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

**Updated Response**
*After part is received/analyzed*

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

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

Regards

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

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

# Claim Detail Report

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*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: 1FTEW1EF5GFC3539

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,

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

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

**********

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

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

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
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   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
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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: **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.

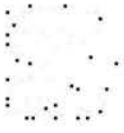
| **Labor Op Code** | **Labor Op Description** | **Labor Op Cost** |
|---|---|---|
| 2140A | MASTER CYLINDER REMOVE AND INSTALL OR REPLACE | 95.00 |
| 2140AXQ | | 21.11 |

| 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.**
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**Updated Response**
*After part is received/analyzed*

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

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

Regards

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

# 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

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

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

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

**Updated Response**
*After part is received/analyzed*

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

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

Regards

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

# Claim Detail Report

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

| Vehicle Information | | Claim Information | |
|---|---|---|---|
| Model Year: | 2016 | Document Number: | 42984401 |
| Market Derived: | F - FORD | Repair Date: | 09-FEB-2016 |
| Body/Cab Type: | T/BC - DOUBLE CAB (CREW CAB) | Distance: | 855 |
| Version/Series: | T/AM-150 SERIES | TIS: | 1 |
| Drive Type: | T/E-4 WHL L/H PART TIME DRIVE | FCC Auth: | 1 |
| Vehicle Line: | T/FC-P552 F150 [15-16] | AWS Load Date: | 16-FEB-2016 |
| Warranty Start Date: | 28-JAN-2016 | | |
| Production Date: | 04-DEC-2015 | | |
| VIN: | 1FTEW1EG5GF[redacted] | | |

| Dealer Information | | Expense Information | |
|---|---|---|---|
| | | Customer Paid Amount: | .00 |
| Dealer Name: | | Deductible Amount: | .00 |
| Dealer Code: | | Dealer Paid Amount: | .00 |
| Address: | | Labor Cost: | 93.24 |
| City: | | Misc. Expense Amount: | 60.00 |
| State: | | Part Markup Amount: | 34.68 |
| Country: | | Material Cost: | 104.03 |
| Phone: | | Total Cost Gross: | 257.27 |

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

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| Labor Op Code | Labor Op Description | Labor Op Cost |
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| 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.**
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4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

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

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

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

TATES 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 |

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

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**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.)
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| | |
|---|---|
| 1FTEX1C80FK[redacted] | 6/14/2015 |

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

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    - 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

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*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 |

| GB | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 290182086 | | 8/6/2015 | | | | | | | 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 |
| | 290171817 | | 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 |
| | 290129473 | | 8/5/2015 | | | | | | | BRAKRW | 491183 | FL3Z | 2140 | A | CYLINDER ASY MASTER | FL342A032AC | DS | HITACHI AUTOMOTIVE SYSTEMS AME | 2015 | F150 4X4 | 371 | 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 |
| | 290073406 | | 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 |
| | 290073418 | | 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 |
| | 290039642 | | 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 |
| | 290034656 | | 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 |
| | 289968392 | | 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 |
| | 289922598 | | 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 |
| | 289849749 | | 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 |
| | 289749281 | | 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 |
| | 289749311 | | 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 |
| | 289440890 | | 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 |

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 289407382 | | 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 | 48491 | 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 |
| | 289377493 | | 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 | 1FTEW1CP8FK | | 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 |
| | 289298313 | | 7/1/2015 | | | | | | | BRAKRW | 481749 | FL3Z | 2140 | A | CYLINDER ASY MASTER | FL342A032AC | DS | HITACHI AUTOMOTIVE SYSTEMS AME | 2015 | F150 4X4 | 4755 | 1FTEW1EF2FK | | 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 |
| | 289186341 | | 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 | 1FTEW1EG2FF | | 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 |
| | 289144887 | | 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 |
| | 289109504 | | 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 |
| | 289111808 | | 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 | 1FTEW1EG2FF | | 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 |
| | 289094057 | | 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 | 1159 | 1FTFX1EF8FFA | | 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 |
| | 289060850 | | 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 | 1FTEW1EG2FK | | CUST STATES CK BRAKES BRAKE LIGHT COMES ON AND STAYS ON H20 | OC42 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 |
| | 288902488 | | 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 | 1FTEW1EFXFF | | 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 |
| | 288873142 | | 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 |
| | 288777232 | | 6/8/2015 | 15 Jun 15 | 16 Jun 15 | CONWAY | | 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 | 391 | 1FTEX1C82FK | | 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 |
| | 288704575 | | 6/4/2015 | | | | | | | BRAKRW | 475185 | FL3Z | 2C251 | A | SWITCH ASY | FL342L414AB | DS | HITACHI AUTOMOTIVE SYSTEMS AME | 2015 | F150 4X4 | 321 | 1FTEW1EG2FK | | 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 |
| | 288656490 | | 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 | 1FTEW1EG9FK | | 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 |

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 288591690 | | 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 | 101 | 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 |
| | 288496231 | | 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 |
| | 288496243 | | 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 |
| | 288366876 | | 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 | 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 |
| | 288341533 | | 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 |
| | 288239072 | | 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 |
| | 288143693 | | 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 |
| | 287994144 | | 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 |
| | 288008686 | | 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 |
| | 287892505 | | 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 OK BRAKE PEDAL SEEMS TO GO TIO THE FLOOR ABOUT REAR ENDED SOMEONE | OK PEDAL TRAVEL IS WEAK , TEST DROVE TO VERIFY , PEDAL FADES , CONTACT HOTLINE , PERFORMED VACUM BOOSTER TEST , PASSED , OK FOR LEAKS , OK CALIPERS , OK AND REPLACE MASTER CYLINER AND BLEED SYSTEM | FL3Z 2140A | H15 |
| | 287816734 | | 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 | 1FTFW1ETXEK | | 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 |
| | 287816746 | | 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 | 1FTFW1ETXEK | | 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 |
| | 287790678 | | 4/24/2015 | 27 Apr 15 | 27 Apr 15 | UPS | | 4/28/2015 11 00 | 4/28/2015 11 00 | BRAKRW | 465030 | BRMC | 214 | | | | DS | | 2014 | F150 4X4 | 1036 | 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 |
| | 287765854 | | 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 23064 | FL3Z 2C251A | G32 |
| | 287733683 | | 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 | 398 | 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 B1048 01 IN MEMORY FOR LOW BRAKE FLUIDE SWITCH PERFORM PINPOINT TEST S IN SECTION 413 01 OF WORKSHOP MANUAL S | FL3Z 2C251A | H19 |

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 287630961 | | 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 INTERIM BRAKE PEDAL FADE AND LOSS OF PEDAL VERIFIED VACCUUM TO BRAKE BOOSTER, RAN VEHICLE | EL3Z 2140B | H15 |
| | 287627457 | | 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 | 11561 | 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 |
| | 287392880 | | 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 |
| | 287291480 | | 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 | 5241 | 1FTEW1CP3F | | Customer States brake light satays on intermittently Seems to happen more often when turning | HOLD FOR PARTS PARTS DUE 9/26/2015 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 |
| | 287270257 | | 4/1/2015 | 2 Apr 15 | 2 Apr 15 | UPS | | 4/9/2015 16 00 | 4/9/2015 16 00 | BRAKRW | 459742 | FL3Z | 2C251 | A | SWITCH ASY | FL342L414AB | DS | HITACHI AUTOMOTIVE SYSTEMS AME | 2015 | F150 4X4 | 31 | 1FTEW1EP2F | | 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 |
| | 287236869 | | 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 | 51 | 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 |
| | 286449006 | | 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 |
| | 286448993 | | 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 |
| | 286233447 | | 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 |
| | 285649462 | | 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 |
| | 285123245 | | 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 | W 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 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 | 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 | | | | | | |
| BRAKE ABS WARNING LIGHT TROUBLES | 1 | BROKEN/CRACKED | 7/9/2015 | 5672 | | [redacted] | 1 | 5 87 | 53 62 | 61 84 | 0 | 0 | 2 35 | 89 36 | 3/18/2015 | KANCTY | 5/29/2015 | | | | | | |
| 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 | | [redacted] | 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 | | [redacted] | 1 | 57 67 | 90 37 | 179 15 | 0 | 0 | 25 36 | 100 41 | 6/3/2015 | CHANGAN | | | | | | | |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 | 595 | | [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 | | | | | | | | | | |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| BRAKE ABS WARNING LIGHT TROUBLES | 42 | DOES NOT OPERATE PROPERLY | 5/5/2015 | 3899 | | [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 | KANGTY | 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 | KANGTY | 5/4/2015 | | | | | | |
| BRAKE ABS WARNING LIGHT TROUBLES | 28 | OPEN CIRCUIT | 5/2/2015 | 5499 | | | 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 | KANGTY | | | | | | | |
| 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 | KANGTY | 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 | KANGTY | 2/23/2015 | | | | | | |
| EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED | 63 | WEAK/SOFT/SAGGED (INSUFFICIENT PRESSURE) | 4/21/2015 | B1004 | | | A | 81 87 | 164 79 | 322 75 | 37 13 | 0 | 34 54 | 86 7 | 11/17/2014 | KANGTY | 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 | | | | | | |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 | 81.29 | 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 | 97.39 | 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?

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

**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 1FTEW1EF4GFA[redacted] 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***

**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
P552 Chassis Engineering
Ford Motor Company
Kansas City Assembly Plant
Phone: +1.313.805.4798
bjackson@ford.com