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

Server: **AWS Prod**
Claims loaded through: **20-APR-2015**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2015; **Claim Key =** 818564

Vehicle Information

Model Year: 2015
Market Derived: F - FORD
Body/Cab Type: T/BD - SUPER SINGLE CAB (SUPER CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [2015]
Warranty Start Date: 11-FEB-2015
Production Date: 06-FEB-2015
VIN: 1FTEX1EP0FF[redacted]

Claim Information

Document Number: 26096201
Repair Date: 16-APR-2015
Distance: 2047
TIS: 3
FCC Auth: 1
AWS Load Date: 20-APR-2015

Dealer Information

Dealer Name: CARUSO FORD LINCOLN
Dealer Code: 11846 - *
Address: 3500 CHERRY AVE.
City: LONG BEACH
State: CA Zip Code:90807
Country: USA Region Code: NA
Phone: (562)426-3301

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	113.31
Misc. Expense Amount:	.00
Part Markup Amount:	.00
Material Cost:	.00
Total Cost Gross:	113.31

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY
Condition Code: 82 - FREIGHT/POSTAGE/MAINTENANCE
Technician Comment: ROAD TEST VEHICLE CHECKED FRONT BRAKES 10MM. REAR BRAKES 10MM. CHECK CALIPER, HOSE, LINES, MASTER CY LINDER AND HCU NO LEAKS. NORMAL BRAKE PEDAL FEELS NORMAL.
Customer Comment: CUSTOMER STATES BRAKES PEDEL FELLS MUSHY

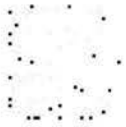
Labor Op Code	Labor Op Description	Labor Op Cost
NPF	REPLACE	113.31

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	*	NPF	*	NO PROBLEM FOUND (NRTH AMER)	000615	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

1263

Vehicle Details: 042D455

Listed below are the parameters and specifications for the vehicle you selected

Vehicle Description

VIN # : 1FTEX1EP0FF[redacted]	GPIRSID:
Coord. CDSID: AADWELL	GPIRS Schedule:
Vehicle Control Identifier:	License Plate: 026M795
Reservable: Yes	Vehicle Status: AVAILABLE
Tracked: No	Test Plan: No

Vehicle Definition

Make:FORD	Model:F-150 SUPERCAB 4X4 P/U
Model Year:2015	

Build Information

Program:	Phase:
Delivery Date:	Batch:
Build Start Date:	Prototype Use Code:
Build Comp Date:	

Vehicle Location and Ownership

Dealer Code:JPERRY65	Vehicle Eng Mgr CDSID:
Vehicle Rep:JPERRY65	Functional Mgr CDSID:
Region:	Finance Dept Code:C31
Parking Location:	

Vehicle Identifier Information

Tag Type:D-FCSD training units	Engine Tag:FS602AA
Odometer Mileage:	

Primary Features

Emission:CALIFORNIA/GREEN STATE REQ.	Camo Code:
Driver Configuration:4 WHL L/H PART TIME DRIVE	Business Area:
Engine Type:2.7L DOHC 4V DI GT V6 GAS/FFV	Air Condition Code:MANUAL AIR CONDITIONER
Body Style:P/U	Color:RUBY RED METALLIC TINTED CLEARCOAT
Transmission:6 SPD AUTO TRANS (6R80)	

Secondary Features

JBCAL : USER CONF DTRL LIT IN AUTO	DGGAH : EMISSION COMPLIANCE-USA
D3MBG : SPARE TIRE-275/65R 18 A/T OWL	D3HEA : 275/65R 18 A/T OWL
GRAA2 : STRG COL-MAN TILT/TELE-COL SHF	PN4DA : NX GREEN GEM WB
YRPAA : LS DVD PORTABLE REAR ENTER SYS	C2BAW : TRAILER TOW LIGHTING MODULE
A9YAA : LESS BED RAMPS	TABAQ : FL34-5310-R* L/F COIL SPRING
C2TAC : CLEAT TIE-DOWN KIT B	3EU00 : C-EL PASO
TADAQ : FL34-5310-R* R/F COIL	YRNAB : SYNC 1
TAKSG : FL34-5560-A* R/R LEAF SPRINGS	YB5AA : LESS BED EXTENDER
YB5AA : LESS BED EXTENDER	TAJSG : FL34-5560-A* L/R LEAF
000TM : MEDIUM EARTH GRAY	000DW : CHARCOAL BLACK
000ZL : STEEL GRAY	1ZFDW : DE -B-L -HERO LEATHECHARCOAL B
5V4ZL : F7-D-C-GRIDLOCK STEEL GRAY	A5GAB : DECALS-4X4
A64AB : MY KEY	A64AB : MY KEY
A5GA4 : DECAL-FX4	A6YAA : LESS MANUAL REGEN INITIATION
A7AAC : TAILGATE - WITH FLEXIBLE STEP	A7AAC : TAILGATE - WITH FLEXIBLE STEP
A7BAA : LESS TAILGATE APPLIQUE	A7EAB : TAILGATE LOCK
A2WAN : 107.3" CAR WHEELBASE	A3CAC : FRONT FASCIA-LEVEL 2
A3DAA : LESS FRONT FENDERS	A5CAA : LESS BED DIVIDER
A5DAA : LESS STORAGE/TOOL BOX	A5MAB : STAR RATING PERF LEVEL 1
A5MAB : STAR RATING PERF LEVEL 1	A5MAB : STAR RATING PERF LEVEL 1
AACAA : LESS VERSION PACKAGES	AACAA : LESS VERSION PACKAGES
A7GAA : LESS EMISSIONS DECAL	A9CBB : 6 3/4' STYLESIDE BOX-STEEL
A9SAG : SPRAY IN LOAD BOX BEDLINER	A9SAG : SPRAY IN LOAD BOX BEDLINER
A9KAB : LOAD BOX EDGE PROTECTORS	AA5I6 : 156"/3962MM WHEELBASE
AA5H5 : 145"/3675MM WHEELBASE	AAAAD : XLT VERSION
AAAHC : XLT/FAMILY CARRIER	A9BAA : LESS SECOND UNIT BODY COVERS
A9BAA : LESS SECOND UNIT BODY COVERS	A9CBL : 6.5' STYLESIDE BOX
A9JAF : 4 CARGO TIE DOWN HOOKS-INSIDE	A9PAA : LESS PICKUP BOX EXTENDER
A9PAA : LESS PICKUP BOX EXTENDER	A9VAA : LESS BED MAT
AA3BE : BASE PAYLOAD PK	AA3BE : BASE PAYLOAD PK
AAZNS : 10,000 LB. GVW	AAZPM : 4785 LB. GVW
AAGA1 : KENTUCKY TRUCK PLANT BUILD	AAGA3 : HERMOSILLO PLANT BUILD
AAGAF : DEARBORN PLANT BUILD	AALAA : LESS SPECIAL EQUIPMENT PACKAGE

AALAA : LESS SPECIAL EQUIPMENT PACKAGE	AAKAB : SECURITY LOCK GROUP
AAXAA : LESS EXTERIOR DRESS UP PACKAGE	AAZGC : 6500 LB. GVW
ABIAA : LESS ELECTRONIC GROUP	ABKAB : POWER EQUIPMENT GROUP
AB2AA : LESS APPEARANCE GROUP	AB2AG : WOOD APPEARANCE PACKAGE
AB5DA : F150 SALES BADGE	ABEAA : LESS SPECIAL VALUE PACKAGES
ABFAK : EXTERIOR APPEARANCE - LEVEL 1	AC B : MANUAL AIR CONDITIONER
AC B : MANUAL AIR CONDITIONER	ABTAA : LESS AMBIENT TEMP/SPEED PACK
AC G : DUAL ZONE AUTO TEMP CONTROL AC	AEUAA : LESS WATER WADING EQUIPMENT
AD6JA : 2011 JOB #1 PROGRAM CONTROL	ADKAB : KENTUCKY TRUCK PLNT BUILD ONLY
ADWAB : GROUP MARKET #1	ACYAA : LESS MEMORY PACKAGE
AD6AX : 2015 JOB #1 PROGRAM CONTROL	AD6LA : 2013 JOB #1 PROGRAM CONTROL
AE7AA : LESS BODY STYLING KIT	AE8AA : LESS TAILGATE BADGES
AD2AB : FEATURE CONTENT GROUP 1	AD2AB : FEATURE CONTENT GROUP 1
ADPAA : LESS LUXURY PACKAGE	AEAAE : ENGLISH LANGUAGE LABEL
AEAAE : ENGLISH LANGUAGE LABEL	AEAAE : ENGLISH LANGUAGE LABEL
AEDAB : OWNER HAND BOOK PACK	AEDAB : OWNER HAND BOOK PACK
AEDAB : OWNER HAND BOOK PACK	B5EAA : LESS WHL ARCH LINER/UNDERTRAY
B5EAA : LESS WHL ARCH LINER/UNDERTRAY	B5TAC : CONSOLE-ENGINE COVER MTD-DLX
B5VAB : OVERHEAD CONSOLE	AFRAG : EQUIPMENT PACKAGE 6
AF1AA : LESS TAILGATE BADGES-2ND LEVEL	AFJAB : BRAND OWNER - FORD
B2CAC : POWER FRONT SIDE WINDOWS	B2CAC : POWER FRONT SIDE WINDOWS
B2CAF : PWR FRT W'DOWS ONE TOUCH UP/DN	B2DAC : POWER REAR SIDE WINDOW
B2DAC : POWER REAR SIDE WINDOW	AHDAK : 2 TON MECHANICAL JACK
B2GAE : PRIVACY GLASS	B2GAE : PRIVACY GLASS
B2BAD : REMOTE POWER WINDOWS	B3HAC : FIXED REAR WINDOW
B3HAE : POWER SLIDING REAR WINDOW	B3NAB : ELECTRIC REAR WINDOW DEFROSTER
B3NAB : ELECTRIC REAR WINDOW DEFROSTER	B5WAT : CONSOLE-FLOW THRU W/ARMREST
B5WBK : FLOWTHRU CNSL-VINYL LID	BB7AC : ADJUSTBLE ACCL/BRK FOOT PEDALS
BB7AC : ADJUSTBLE ACCL/BRK FOOT PEDALS	BBDAZ : INTERIOR WOOD TRIM DESIGN C
BBHB5 : FRT FLR MATS-LINCOLN STAR LOGO	BAYAA : LESS FLOOR MAT KIT

BBDAH : INTERIOR TRIM ACCENT PACK D

BBIAB : REAR THROW IN CARPET FLR MATS

B5VAG : MED LENGTH OVERHEAD CONSOLE

BBHAB : FRONT THROW IN CARPET FLR MATS

BBHAB : FRONT THROW IN CARPET FLR MATS

BBIB5 : RR FLR MATS -LINCOLN STAR LOGO

BBKAH : FLR CVR-CARPET INS-COMPLETE

BBKAH : FLR CVR-CARPET INS-COMPLETE

BBNA5 : COLOR KEYED APPLIQUES

BBQAD : I/P INSERT - LEVEL 1

BCAAD : SUNVISOR,SINGLE-DRV NON-ILLUM

BCAAE : SUNVISOR,SINGLE-DRV ILLUM

BCAAK : S/V-DU DRV ILLUM/GARA DOOR OPN

BCBAD : SUNVISOR,SINGLE-PAS NON-ILLUM

BCBAE : SUNVISOR,SINGLE-PASS ILLUM

BCBAG : SUNVISOR,DUAL-PASS ILLUM

BMCAA : LESS EXTERIOR WHEELLIP MOLDING

BMCAA : LESS EXTERIOR WHEELLIP MOLDING

BMEAD : BLACK BELT MOLDING

BMIAB : BRIGHT EXT SIDE WINDOW MOLDING

BMLAA : LESS LOWER B/S MLDG

BPFAA : LESS REAR SPOILER

BPLAA : LESS SIDE AUXILIARY STEP

BPLAA : LESS SIDE AUXILIARY STEP

BCMAD : DOOR TRIM PANEL-LEVEL 3

BLBAV : RUNNING BOARDS-TUBULAR*CHROME

BLDAE : BRIGHT GRILLE

BLDAE : BRIGHT GRILLE

BLDCW : GRILLE-CHROME #3

BVRAD : FRONT 4-WAY HD RESTNT ST 1

BSBAC : ELECTRON. DAY/NIGHT INSIDE MIR

BSFCS : PASS PWR/HTD/MEM/PUDDLE LAMP

BSLAD : EXT MIRROR FINISH-CHROME

BSBAF : ELECTROCHROMIC INSIDE MIRROR

BSBAZ : ELECTROCHROMIC MIR W/VIDEO CAP

BU6AB : DRV SEAT BACK MTD MAP POCKET

BU6AB : DRV SEAT BACK MTD MAP POCKET

BS FA : 4 DOOR SEDAN-4 LITE

BSHBF : DUALSAIL T'SCP TT MIRS-PWR/HTD

BSDBS : DRV PWR ELECTRO HEAT/MEM MIR

BSHDJ : DU PWR HTD SIGNAL MIRR'S

BU7AB : PASS SEAT BACK MTD MAP POCKET

BU7AB : PASS SEAT BACK MTD MAP POCKET

BVHAA : LESS FRONT SEAT CENTER ARMREST

BVKAB : REAR UNDER SEAT STOW BIN

BSLAB : EXT MIRROR FINISH-BLACK

BSLAB : EXT MIRROR FINISH-BLACK

BVUAC : LUMBAR SEAT SUPT-PWR L/H SIDE

C7AAA : LESS FUEL ECONOMY PACKAGES

C7AAA : LESS FUEL ECONOMY PACKAGES

BWFAA : LESS REAR SEAT CENTER ARMREST

BY1AA : LESS TEMP CONTROL DRIVER SEAT

BY1AA : LESS TEMP CONTROL DRIVER SEAT

BY2AA : LESS TEMP CONTROL PASSNGR SEAT

BY2AA : LESS TEMP CONTROL PASSNGR SEAT

BY2AD : PASSENGER - HEATED/COOLED SEAT

BYLAB : SECOND ROW FOLD ARMRESTS

BYQAP : POWER 8-WAY PASS SEAT ADJUST

C1CAE : TRAILER TOW HEAVY DUTY

C1HAA : LESS FIFTH WHEEL

BYPAC : POWER 6-WAY DRIVER SEAT ADJUST

BYPAK : POWER 8-WAY DRIVER SEAT ADJUST

BYPAK : POWER 8-WAY DRIVER SEAT ADJUST

C1UAD : FRONT TOW HOOKS - CHROME

BYBCF : SEC RW-TPL WD ST W/UND ST STOW

BYQBB : MANUAL SEAT ADJUSTER-PASS

C1DAC : TRAILER TOW CLASS III RECEIVER

C2DAB : TRAILER SWAY CONTROL (TSC)

C2KAA : LESS FIFTH WHEEL HITCH KIT

BWRAC : LUMBAR SEAT SUPT-DRIVER PWR

BWSAB : LUMBAR SEAT SUPT-PASS SEAT

BY1AD : DRIVER - HEATED/COOLED SEAT

BYBBX : 2 ROW-H/SER FLIP UP W/CUSH/BOL

BX2AA : LESS MULTI-CONTOUR SEATS

BY3AA : LESS REAR HEATED SEAT

BY3AA : LESS REAR HEATED SEAT

BYQAB : MANUAL 2-WAY PASS SEAT ADJUST

C1CAH : TRAILER TOW PREP PACK

C1UAB : FRONT TOWING HOOKS

C2JAA : LESS GOOSENECK HITCH KIT

CLMAE : REAR BUMPER-STEEL STEP-CHROMED

CLMAG : REAR BUMPER-STEEL CHROMED

CAAAB : EXTERIOR DOOR HANDLE-BLACK

CB7AE : FREQUENCY - 902 MHZ

CBGAE : KEYLESS ENTRY-ILLUM PAD & FOB

C7CBC : ECOBOOST BADGE 1

CBFAK : DR ENT REM CONTR UNIT-2 KEYS

CBGAC : KEYLESS ENTRY-ILLUM KEY PAD

CBGAD : KEYLESS ENTRY-KEY FOB

CHAAA : LESS ROOF OPENING PANELS

CHAAA : LESS ROOF OPENING PANELS

CHAAA : LESS ROOF OPENING PANELS

CJPAA : LESS ACCT STRIPE-BDYSD COLOR

CAAAD : EXTERIOR DOOR HANDLE-CHROME

CAAAD : EXTERIOR DOOR HANDLE-CHROME

CAEAB : LEATHER GEAR SHIFT KNOB

CAEAC : MOLDED GEAR SHIFT KNOB

CFFAA : LESS WASHER/WIPER-WINDSHIELD

CJBAA : LESS TU-TONE ACCENT COLOR

CJBAA : LESS TU-TONE ACCENT COLOR

CJDAA : LESS BODY TU-TONE PAINT

CJDAA : LESS BODY TU-TONE PAINT

CFFAB : ITRMT VARIABLE WINDSHIELD WIPE

CLFAE : FRONT BUMPER-STEEL-CHROMED

CLFAE : FRONT BUMPER-STEEL-CHROMED

CAQAA : LESS REMOTE DECK/TAILGATE REL

CB7AB : FREQUENCY - 315 MHZ

CBAAB : POWER DOOR LOCKS

CBAAF : POWER LOCKS W/AUTO LOCK-RELOCK

CBFAP : DR ENTRY REMOTE-SINGLE CHANNEL

CLVAB : FRT LICENSE PLATE BRKT/HOLDER

CLVAB : FRT LICENSE PLATE BRKT/HOLDER

CLVAB : FRT LICENSE PLATE BRKT/HOLDER

CN7AH : BLT/D&P FRT/1&2 ROW/D KNE BAG

CPCAB : REAR SEAT BELTS-STANDARD

CPRAB : ADJUSTABLE D RING-PASS SEAT

D17AQ : SPARE WHEEL - 18" STEEL	CN7AF : BLT W/D&P FRNT/1&2 ROW RSTRNT
CN7AF : BLT W/D&P FRNT/1&2 ROW RSTRNT	CPIAB : ADJUSTIBLE 'D' RING-DRV SEAT
CSHAB : FRAME MOUNTED TIRE CARRIER	D17AH : SPARE WHEEL-MINI STEEL
D19AH : TIRE PRESSURE SENSORS-315 MHZ	D1GAC : H/D REAR SHOCK ABSORBERS
D1GAV : PREMIUM OFF ROAD REAR SHOCKS	CPQAA : LESS PASS AIR BAG DEACTIVATION
D17AN : SPARE- CONVENTIONAL ROAD WHEEL	D1DAC : H/D DUAL FRT SHOCK ABS
D1DAV : PREMIUM OFF ROAD FRONT SHOCKS	D2AAB : SINGLE REAR WHEELS
D2YFW : 17X7.5 CAST ALUM MACH BRI WHL	D2ULS : 18X7.5" CHROME WHEEL
D2UBE : 18X8 CAST ALUMINUM-TYPE 1	D3KGP : P225/50VR 17
D3MCH : SPARE TIRE-T145/80D16	D3HDX : LT275/70R 18E A/T BSW PLUS
DCEAA : LESS ENG IDLE SHUTDOWN TIMER	DEBAA : LESS IMMERSION HEATER
DEBAA : LESS IMMERSION HEATER	DEBAA : LESS IMMERSION HEATER
DECAU : STARTER - STOP/START SYSTEM	DEEAB : REMOTE STARTER
D3MFF : SP TIR-LT275/70R/18E A/T	D5EAB : BRIGHT WHEEL LUG NUTS
D3VAB : NORMAL ROLLING RESISTANT TIRE	D5AAA : LESS WHEEL COVERS
D5AAA : LESS WHEEL COVERS	D5DAB : BRIGHT HUB COVERS
D5DBL : CENTER HUB - VERSION C	DAXAA : LESS ASSIST PACKAGES
DWAAF : STANDARD DUTY SUSPENSION	DWABG : MONOBEAM SUSPENSION - NARROW
DWEAA : LESS ATTITUDE/RIDE HEIGHT PACK	DZBAA : LESS REAR AUXILIARY SPRINGS
DGAAE : 50 STATE EMISSION REQS	DWDAA : LESS STABILIZER PACKAGE
DYAAE : STANDARD DUTY FRT SUSPENSION	DYKAB : FRONT STABLIZER BAR
DZNAA : LESS REAR AXLE PACKAGE	DR A : 2 WHL L/H FRONT DRIVE
DR E : 4 WHL L/H PART TIME DRIVE	DR E : 4 WHL L/H PART TIME DRIVE
DG2AA : LESS EMISSION TANK	DGAAC : CALIFORNIA/GREEN STATE REQ.
DGAAC : CALIFORNIA/GREEN STATE REQ.	DZLAA : LESS REAR STABLIZER BAR
EN S3 : ATK-CYC 2.5 4V PFI I4 GAS/ELEC	EGAJB : 3.73 FINAL DRIVE RATIO
EGJAL : ELECTR LOCKING DIFFERENTIAL	EGPAE : 8.8" AXLE SIZE
EGJAB : NON-LIMITED SLIP REAR AXLE	EGAHD : 3.55 FINAL DRIVE RATIO
EGAQN : 2.57 FINAL DRIVE RATIO	EN R4 : 6.2L 16V SFI OHC VCT NA V8 GAS
FHKAA : LESS CABLE/STRAP LOCKS-FIA	FLNAE : SLCT SHF TECH (SST) W/THM SWTC

FMJAA : LESS TRANSMISSION PWR TAKEOFF

FMLAC : ELECTR TRANS CASE & AUTO HUBS

FMLAS : ELECTRIC TRANS CASE W/ IWE'S

FMNAA : LESS SKID PLATES

FMNAB : SKID PLATES

FS B : SEAT-INDIVIDUAL-L/B DRV/PASS

FS D : SEAT-CAPTAIN CHAIR-DRV/PASS

FS T : SEAT-BUCKET 40-20 BRIDGE-40

F5BAC : CHROME EXHAUST EXTENSION

F5BAC : CHROME EXHAUST EXTENSION

FBAAH : POWR 4-WHEEL DISC VACUUM BOOST

EN WQ : 2.7L DOHC 4V DI GT V6 GAS/FFV

F5BAA : LESS EXHAUST PIPE EXTENSION

FEAAA : LESS ANTI-LOCK BRAKES

FEJAA : LESS ENGINE TRACTION

FI8AA : LESS SIDE DEFLECTOR SHIELD-FIA

FIDAA : LESS FLOOR MATS-FIA

FIVAA : LESS REMOTE STARTER-FIA

FIVAA : LESS REMOTE STARTER-FIA

FIZAA : LESS EXTERIOR APPEAR PACK-FIA

FIMAA : LESS SPLASH GUARDS-FIA

FAJAC : PARKING BRAKE - ELECTRIC

FDDAD : INTEGRATED BRAKE CONTROL

FDDAD : INTEGRATED BRAKE CONTROL

FECAA : LESS ABS - HILL DECENT CONTROL

FEFAK : ROLL STAB CONTR BRK W/BETC

FF1AB : NORMAL FUEL FILL

FF1AB : NORMAL FUEL FILL

FF1AB : NORMAL FUEL FILL

FHVAA : LESS ILUM FNT DR SCUF PLT-FIA

F2AAC : SINGLE EXHAUST SYSTEM

FHNAA : LESS TRACKING SYSTEM-FIA

FHNAA : LESS TRACKING SYSTEM-FIA

FHZAA : LESS REVERSE CHIME - FIA

FLLAC : COLUMN MOUNTED SHIFT LINKAGE

FLNAA : LESS MAN SHIFT AUTO TRANS

FBAAD : POWER 4-WHEEL DISC

FH8AA : LESS FOOT PEDALS-FIA

GTDAB : SPEED CONTROL

GTDAB : SPEED CONTROL

GBAAB : SINGLE FUEL TANK

GBTAK : FUEL CAP-NON LCKG FLEX -YELLOW

GRAAT : STRG COL-MAN RAKE/COL SHIFT

GTAAE : STEERING WHEEL-LEATHER WRAPPED

GTAC8 : STRG WHL-URETHANE-MULT FUNCTN

GRBAB : LOCKING STEERING COLUMN

HDHAB : MPH/KPH SPEEDOMETER

HDHAB : MPH/KPH SPEEDOMETER

HDHAB : MPH/KPH SPEEDOMETER

GBTAG : NON LOCKING CAPLESS FUEL FILL

GBYAA : LESS DIESEL FUEL CONTENT

GTAAQ : STEERING WHEEL-WOOD/LEATHER

GBXAG : GASEOUS FUEL PREP PACK 2

GTBAA : LESS HEATED STEERING WHEELS

GTEAC : ICE REDUNDANT CTL-STEER WHL

GZAAA : LESS AUXILIARY HEATER

GBAAF : MID-SHIP FUEL TANK

GBVAF : UNLEADED FUEL CAPABILITY

GBVAF : UNLEADED FUEL CAPABILITY

GBVAF : UNLEADED FUEL CAPABILITY

IBYAD : SATELLITE DIGITAL BROADCAST

HKDAH : HEV MESSAGE CENTER

HIAAE : DUAL NOTE ELECTRIC HORN-LVL 2

HJEAB : OUTSIDE TEMP THERMOMETER

HJFAB : COMPASS DISPLAY

HMIAC : HUMAN MACHINE INTERFACE 2

HNDAF : ENGINE IMMOBILIZER'SECURILOCK'

HKRAC : CUSTOMER INFO DISPLAY-PACKAG 2

IBAAU : ELETR PREM AM/FM STRO/DISC

HJGAF : MFD HIGH TFT SCREEN

HLIAA : LESS SPD AUDIBLE WARN DEVICE

HLLAA : LESS BLIND SPOT INFO SYSTEM

HMIAA : LESS HUMAN MACHINE INTERFACE

HNSAA : LESS AUTOMATED PARKING SYSTEM

HTAAB : STANDARD DUTY BATTERY

IBAA7 : AM/FM STR/6CD/NAVIG SYS

IBMAB : NAAO RADIO FREQUENCY

IBMAB : NAAO RADIO FREQUENCY

IBMAB : NAAO RADIO FREQUENCY

IBTAB : A/V JACK

HLDAA : LESS REVERSE GEAR ALARM

HNAAD : PERIMETER ANTI-THEFT

HNAAD : PERIMETER ANTI-THEFT

HKCAA : LESS NAVIGATION CENTER

HKCAA : LESS NAVIGATION CENTER

HLLAC : BLIND SPOT MONITORING

HLNAA : LESS LANE KEEPING AID

HNKAA : LESS REVERSE PARKING AID

HUKAC : 110V ALT CURR OUTLET-IN CAB

HJCAB : TIRE INFLATION MONITOR

HKAAC : INSTRUMENTATION PACK #2

HUAAC : HEAVY DUTY ALTERNATOR

HLHAB : REVERSE PROXIMITY SENSOR*DSN A

HNKAB : REVERSE PARKING AID

HUKAA : LESS POWER CONVERTOR

IBBAB : SATELLITE RADIO RECEPT-AUDIO

IBBAB : SATELLITE RADIO RECEPT-AUDIO

JAEAA : LESS HOMELINK

ICEFS : MID AUDIO + CD + SDARS

ICQAA : LESS ICE NOISE REDUCTION

IEVAB : SYNC (MEDIA GATEWAY MODULE)

IEVAB : SYNC (MEDIA GATEWAY MODULE)

IGDAA : LESS GARAGE DOOR OPENER

IDAAS : THX AUDIOPHILE SOUND SYSTEM

IDBAL : 7 RADIO SPEAKERS

IEPAC : CELLPHONE INTERFACE SYSTEM-2

J4WAA : LESS SPECIALTY PACKAGES

IDGAA : LESS RADIO SUBWOOFER

J3KAB : REAR VIEW CAMERA-FIXED

J3KAB : REAR VIEW CAMERA-FIXED

J3KAB : REAR VIEW CAMERA-FIXED

JBBAQ : QUAD HEADLAMPS

JBMAB : L/H SPOT LIGHT

JBPAA : LESS RF MARKER/CLEARANCE LIGHT

JBWAC : LIGHTING PACKAGE LEVEL A

JBBAB : HALOGEN HEADLAMPS

JBBAE : HEADLAMPS - LEVEL 1

JBDAJ : HEADLAMPS-U.S. SYMMETRY

JBSAB : R/H SPOT LIGHT

JDAAB : TAILLAMPS-LEVEL 1

JDAAB : TAILLAMPS-LEVEL 1

JDLAA : LESS TRAILER HOOK UP LIGHT

JEDAD : AUTOMATIC HEADLAMP ON/OFF

JEDAE : AUTO HEADLAMP PLUS WIPERS

JZJAC : SPARE ACCESSORY SWITCHES-4

JBCAA : LESS DAYTIME RUNNING LAMPS

JBCAA : LESS DAYTIME RUNNING LAMPS

JB3AE : FOG LAMP BEZEL-BRIGHT

JBKAB : FRONT FOG LAMPS

JBKAB : FRONT FOG LAMPS

JBKAB : FRONT FOG LAMPS

JCBAA : LESS INTERIOR LIGHT GROUP

JCBAA : LESS INTERIOR LIGHT GROUP

JDDAC : HI MNTD STP LMP W/CARGO LIGHT

JEDAC : AUTOMATIC HEADLAMP CONTROL OFF

JVAAA : LESS VSO ORDER

MD L : LINCOLN DIVISION DERIVATIVE

PN4AG : INGOT SILVER METALLIC

SATAB : GENERIC COUNTRY GROUP 1

SATAB : GENERIC COUNTRY GROUP 1

SATAB : GENERIC COUNTRY GROUP 1

TAIBG : F81A-5310-AED (4800 LB.) #2

TAHBG : F81A-5310-AED (4800 LB.)

TAPAA : TAPAA

TAPAA : TAPAA

TAPMC : TAPMC

TR AI : CVT AUTO TRANS*PWR SPLT ELECTR

TR CP : 6 SPD AUTO TRANS (6R140)

TR C3 : 6 SPD AUTO TRANS (6R80)

VL FC : P552 F150

VL FC : P552 F150

WANAB : USA

WANAB : USA

WANAB : USA

XAFAB : EXC GVMT SERVICE ADMIN

XAFAB : EXC GVMT SERVICE ADMIN

XAFAB : EXC GVMT SERVICE ADMIN

XANAC : EXCEPT CANADA

XANAC : EXCEPT CANADA

XANAC : EXCEPT CANADA

XAPAK : EXCEPT WALLIS AND FUTUNA

XASAC : EXCEPT BRAZIL

XSIAA : EXCEPT ANTIGUA

XSIAA : EXCEPT ANTIGUA

XSIAA : EXCEPT ANTIGUA

XSPAW : EXCEPT SOUTH KOREA

VS HH : HYBRID VERSION

XSAAA : EXCEPT BAHRAIN

XSAAA : EXCEPT BAHRAIN

XSAAA : EXCEPT BAHRAIN

XSCAB : EXCEPT BELIZE

XSCAB : EXCEPT BELIZE

XSCAB : EXCEPT BELIZE

XSSAB : EXCEPT ARUBA

XSSAB : EXCEPT ARUBA

XSSAB : EXCEPT ARUBA

YACAA : LESS BIKE CARRIER

YAMZZ : NO POS SEL FROM THIS FAMILY

VL DE : CARGO H534 (BRAZIL)

VL DE : CARGO H534 (BRAZIL)

XATAB : EXCEPT GUAM

XATAB : EXCEPT GUAM

XATAB : EXCEPT GUAM

XSPAK : EXCEPT ISRAEL

XSPAN : EXCEPT NEW CALEDONIA

YADAA : LESS CARGO BOX

VL FA : P473 SUPER DUTY

VL FA : P473 SUPER DUTY

YCKAF : 6 WY PWR DR/MAN PASS/LUMBAR

YBCNY : MRKTG BODY CODE-X1E

YBRAA : LESS BEDLINER

YCGZZ : NO POS SEL FROM THIS FAMILY

YCLAA : LESS MK CB-TEMP CONTR ST-DR/PA

YCMAJ : CAPT CH-DRV/PASS/CLOTH/FL CONS

YCMBH : CAPT CH-DRV/PASS/CLOTH 2

YCQAA : LESS MK CB-FLR MAT/FLR COV

YBCRL : MRKTG BODY CODE-W2B

YCWAB : 3.55 FDR/NON-LIMITED SLIP RR

YCWBU : 3.73 FDR/E-LOCKER RR

YD3AA : LESS LIGHT KIT

YD3ZZ : NO POS SEL FROM THIS FAMILY

YD5ZZ : NO POS SEL FROM THIS FAMILY

YD6AA : LESS MOONROOF DEFLECTOR

YBCUH : MRKTG BODY CODE-L2L

YQJAB : NAVIGATION PACKAGE

YQLAB : DRIVER CONVENIENCE PKG

YZBBB : TPO/ORDER CODE 201A

YDVAA : LESS CARGO ORGANIZER

YE5AA : LESS WINDOW DEFLECTORS

YE5AA : LESS WINDOW DEFLECTORS

YEBZZ : NO POS SEL FROM THIS FAMILY

YECAA : LESS CARGO MAT

YEHAA : LESS LUG NUT KIT

YEPZZ : NO POS SEL FROM THIS FAMILY

YKTAA : LESS MK CB-DVD PLAY/VID SCR

YEHZZ : NO POS SEL FROM THIS FAMILY

YLAAA : LESS MRKTG REGIONAL PKGS 1

YLAAA : LESS MRKTG REGIONAL PKGS 1

YLBAA : LESS MRKTG REGIONAL PKGS 2

YLBAA : LESS MRKTG REGIONAL PKGS 2

YLBAA : LESS MRKTG REGIONAL PKGS 2

YPEAV : VALUE PACKAGE 2

YPNAA : LESS AUDIO PACKAGE

YPVAB : POWER PACKAGE

YQ4AA : LESS INTERIOR UPGRADE PACKAGE

YQAAA : LESS LIVERY PACKAGE

YQDAA : LESS MOON AND TUNE PACKAGE

YDPZZ : NO POS SEL FROM THIS FAMILY

YEBAA : LESS REMOTE START

YQ9AA : LESS EXTER ACCESSORIES PACKAGE

YQ9AA : LESS EXTER ACCESSORIES PACKAGE

YQRAA : LESS MONOCHROME ELITE PACKAGE

YRHZZ : NO POS SEL FROM THIS FAMILY

YRJAA : LESS VEHICLE ALARM

YRJZZ : NO POS SEL FROM THIS FAMILY

YQXAA : LESS INFO/TECH PACKAGE

YRBZZ : NO POS SEL FROM THIS FAMILY

YYBAB : DEALER/VSPS SP TIR/WHL OPT 1

YE5ZZ : NO POS SEL FROM THIS FAMILY

YP6AA : LESS ULTIMATE PACKAGE

YP6AA : LESS ULTIMATE PACKAGE

YPDZZ : NO POS SEL FROM THIS FAMILY

YEJAA : LESS HOOD DEFLECTOR

YEJAA : LESS HOOD DEFLECTOR

YZSA8 : HYBRID MKTG SERIES

YZCDZ : TPO/ORDER CODE 301A

YZDC1 : TPO/ORDER CODE 603A

YZKAC : COMPANY CAR

YZKAC : COMPANY CAR

YZKAC : COMPANY CAR

SE BD : 250 SERIES

CA BD : SUPER SINGLE CAB (SUPER CAB)

SE AM : 150 SERIES

CA BC : DOUBLE CAB (CREW CAB)

AACFB : CHROME APPEARANCE PACKAGE 2

FJRAA : LESS TRACKING SYSTEM

C3AAA : LESS DECAL OPTION 1	YB6AA : LESS STAKE POCKET TIE-DOWN
YB6AA : LESS STAKE POCKET TIE-DOWN	PNEAM : RUBY RED TC
YBYAA : LESS FRONT SEAT COVERS	YBYAA : LESS FRONT SEAT COVERS
YBZAA : LESS REAR SEAT COVERS	YBZAA : LESS REAR SEAT COVERS
FJPAA : LESS CABLE/STRAP LOCKS	YFGAA : LESS WIRELESS CHARGING -D/A

From: Kapanowski, Martin C (M.C.)
Sent: Monday, May 11, 2015 3:44 PM
To: Stauffer, Eric (E.L.); Jackson, Bradley (B.G.); Salata, Stephen (R.); Williams, Dan (DW.); Daavettila, Thomas (T.W.)
Cc: Sarver, Mel (M.M.); Lanka, Ravi (R.P.); McElmeel, Steven (S.M.); Kosztowny, Brian (B.P.); Dobbs, Dan (K.D.)
Subject: RE: P552 pedal feel DNA data

Worth calling the dealer for more detail about the person's comments. If the person is exercising the pedal statically while stopped and notices it can travel far, they sometimes don't realize their dynamic travel is in fact good and short.

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

From: Stauffer, Eric (E.L.)
Sent: Friday, May 08, 2015 7:08 AM
To: Jackson, Bradley (B.G.); Salata, Stephen (R.); Williams, Dan (DW.); Kapanowski, Martin C (M.C.); Daavettila, Thomas (T.W.)
Cc: Sarver, Mel (M.M.); Lanka, Ravi (R.P.); McElmeel, Steven (S.M.); Kosztowny, Brian (B.P.); Dobbs, Dan (K.D.)
Subject: RE: P552 pedal feel DNA data

Below is a new pedal feel ECB we received today. This time it's a mechanical park brake unit. The dealer is located in NW Ohio. Perhaps there would be some value in bringing the customer back in and having a trained evaluator from brakes engineering go have a look? It might be a very valuable piece of data if we start to see more of these in ECB/EVB.

CNX PVT Comments ES [No other warranty claims. Passed brake fill first time. 3.5L GTDI unit.]

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2015; **Claim Key** = 930561

Vehicle Information
Model Year: 2015
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)

Claim Information
Document Number: 124728D
Repair Date: 04-MAY-2015
Distance: 207

Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [2015]
Warranty Start Date: 18-APR-2015
Production Date: 29-MAR-2015
VIN: 1FTEW1EG1FF[redacted]

TIS: 1
FCC Auth: 1
AWS Load Date: 07-MAY-2015

Dealer Information

Dealer Name: REINEKE FORD, INC.
Dealer Code: 02214 - *
Address: 1303 PERRYSBURG RD
City: FOSTORIA
State: OH Zip Code:44830
Country: USA Region Code: NA
Phone: (419)435-7741

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	41.51
Misc. Expense Amount:	.00
Part Markup Amount:	.00
Material Cost:	.00
Total Cost Gross:	41.51

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: CHECK OPERATION AND TEST DROVE CHECK FOR TSB AND SSM CHECK WITH LIKE VEHICLE ON THE LOT OPERATES THE SAME CHARACTERISTIC OF THE VEHICLE NPF
Customer Comment: CUST STS:BRAKE PEDAL SEEMS SOFT

Labor Op Code	Labor Op Description	Labor Op Cost
NPF	REPLACE	41.51

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	*	NPF	*	NO PROBLEM FOUND (NRTH AMER)	000615	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

From: Jackson, Bradley (B.G.)
Sent: Saturday, April 25, 2015 9:49 AM
To: Salata, Stephen (R.); Williams, Dan (DW.); Kapanowski, Martin C (M.C.); Daavettila, Thomas (T.W.)

Cc: Sarver, Mel (M.M.); Lanka, Ravi (R.P.); Stauffer, Eric (E.L.); McElmeel, Steven (S.M.)
Subject: RE: P552 pedal feel DNA data

What this illustrates is that there will be concerns about the pedal feel differences between the two brake systems we have for P552. We know that there is no problem with the braking performance, but the pedal feel difference is significant enough between the light and the heavy that owners of the two systems will be able to pick up on the difference and flag the light units for pedal feel.

By the way, this is exactly what the EOL drivers at KCAP were picking up. They drive hundreds of vehicles off the end of line every day….so they become the real experts on what the unit-to-unit variation is…..and they too would flag the light duty units for having what they perceived as a soft pedal. It has taken extensive coaching and training to try to overcome this.

Brad

From: Salata, Stephen (R.)
Sent: Friday, April 24, 2015 2:02 PM
To: Williams, Dan (DW.); 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.); McElmeel, Steven (S.M.)
Subject: RE: P552 pedal feel DNA data

This vehicle is part of the L.A. press fleet, and I spoke to Ron Reaume there about it (Motor City Solutions – LA Manager). It was among the first (2) P552L units they ever received, and the first P552L he had driven. After they put 2000 break-in miles on it, he evaluated it preparation for installing pre-burnished linings (coming from MCC in Romulus). He noted that the brake pedal felt softer and longer than other F150s (all mech P/B) he was used to driving. Thinking it needed a re-bleed, he took it into the dealership who said it was normal in all regards, though Ron thinks they did bleed it (that's not on the warranty claim).

The vehicle is back in his fleet, but has not been loaned out since they are waiting for the linings to arrive. He will let me know if there are any field issues with the brakes on it with use.

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

From: Williams, Dan (DW.)
Sent: Tuesday, April 21, 2015 9:33 AM
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

RQ16-001 001066 ER

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.

<< File: 1FTEX1EP0FF[redacted]_ECB_claim.pdf >> << File: 1FTEX1EP0FFA76076_vehicle_info.pdf >>

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

From: Williams, Dan (DW.)
Sent: Wednesday, April 06, 2016 5:21 PM
To: Siddiqui, Saif (S.S.); Stuart Ray (Stuart.Ray@hitachi-automotive.us)
Cc: Mills, Eric (E.); Herman, Jerome (J.A.)
Subject: RE: P552 Warranty Matrix

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

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

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

Dan, see attached.

Stuart,

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

Thanks
Saif

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

Saif,

Below, the units in blue have not been received.

Claim Key	Model	Plant Description	VIN Code	Production D
3356317	2015	KANSAS CITY PLANT BUILD	1FTEW1C83FK	10/9/2015
3507729	2015	KANSAS CITY PLANT BUILD	1FTFW1EG1FK	8/18/2015
3761515	2015	KANSAS CITY PLANT BUILD	1FTEW1CP6FK	10/12/2015
4708955	2015	KANSAS CITY PLANT BUILD	1FTEW1CG4FK	11/10/2015
405127	2016	DEARBORN PLANT BUILD	1FTEW1EF5GF	11/20/2015
458727	2016	DEARBORN PLANT BUILD	1FTEW1EG5GI	12/4/2015
639070	2016	DEARBORN PLANT BUILD	1FTFX1EF4GF	1/25/2016
692847	2016	DEARBORN PLANT BUILD	1FTEW1EG1GI	11/6/2015
745974	2016	DEARBORN PLANT BUILD	1FTMF1E86GF	12/9/2015
3031598	2015	DEARBORN PLANT BUILD	1FTEW1EF9FF	7/21/2015

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

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

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

Thanks
Saif

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

Here is the updated list.

Claim K	Model Ye	Plant Description	VIN Code	Production Da	M
3356317	2015	KANSAS CITY PLANT BUILD	1FTEW1C83FK[redacted]	10/9/2015	
3507729	2015	KANSAS CITY PLANT BUILD	1FTFW1EG1FK[redacted]	8/18/2015	
3761515	2015	KANSAS CITY PLANT BUILD	1FTEW1CP6FK[redacted]	10/12/2015	
4708955	2015	KANSAS CITY PLANT BUILD	1FTEW1CG4FK[redacted]	11/10/2015	
405127	2016	DEARBORN PLANT BUILD	1FTEW1EF5GF[redacted]	11/20/2015	
458727	2016	DEARBORN PLANT BUILD	1FTEW1EG5GF[redacted]	12/4/2015	
639070	2016	DEARBORN PLANT BUILD	1FTFX1EF4GFE[redacted]	1/25/2016	
692847	2016	DEARBORN PLANT BUILD	1FTEW1EG1GF[redacted]	11/6/2015	
745974	2016	DEARBORN PLANT BUILD	1FTMF1E86GF[redacted]	12/9/2015	
3031598	2015	DEARBORN PLANT BUILD	1FTEW1EF9FF[redacted]	7/21/2015	

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

Ralph,

Can you update me on the following part return

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

Thanks
Saif

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

Please see attached matrix for P552 master cylinder warranty.

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

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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: Stauffer, Eric (E.L.)
Sent: Monday, August 24, 2015 3:42 PM
To: ralph.wagers@hitachi-automotive.us; Harris, Jonathan (J.E.); Ruiz, Jesica (.); Williams, Dan (DW.)
Cc: Fred.Schwendenmann@hitachi-automotive.us; Chris.Lee@hitachi-automotive.us; Daanyal, Shaji (.); Stuart.Ray@hitachi-automotive.us
Subject: RE: P552 Warranty Matrix

Remember you need to contact us in any cases of parts received without paperwork. Give us a dealer name, city, tracking number, whatever you documentation you find.

50-37	Y		Not Provided	Not Provided	7/15/2015	FL34-2A032-AC	P552HD Master Cylinder

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Monday, August 24, 2015 10:24 AM
To: Harris, Jonathan (J.E.); Ruiz, Jesica (.); Williams, Dan (DW.); Stauffer, Eric (E.L.)
Cc: Fred.Schwendenmann@hitachi-automotive.us; Chris.Lee@hitachi-automotive.us; Daanyal, Shaji (.); Stuart.Ray@hitachi-automotive.us
Subject: P552 Warranty Matrix

All,

Attached is warranty matrix for P552 master cylinder.
Hitachi will be sending each Monday morning.

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

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From: Kapanowski, Martin C (M.C.)
Sent: Tuesday, May 12, 2015 9:08 PM
To: Williams, Dan (DW.); Harris, Jonathan (J.E.); Milz, Kevin (K.W.); White, Isiah (I.C.); Medley, Steven (S.D.); Smith, Warren (W.A.); Ruiz, Jesica (.); Eigsti, Sam (S.); Stoeckle, Michael (M.E.); Stauffer, Eric (E.L.); Popoutsis, Julie (J.); Kosztowny, Brian (B.P.); Kempf, Gregory (G.J.); Mcmillen, Lee (L.); Daavettila, Thomas (T.W.); Pierce, Warren (W.B.); Hollwell, Carlos (C.M.)
Subject: RE: Quality Alert

The "NG" picture appears to be for missing grommets not unseated.

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

From: Williams, Dan (DW.)
Sent: Tuesday, May 12, 2015 3:51 PM
To: Harris, Jonathan (J.E.); Milz, Kevin (K.W.); White, Isiah (I.C.); Medley, Steven (S.D.); Smith, Warren (W.A.); Ruiz, Jesica (.); Eigsti, Sam (S.); Stoeckle, Michael (M.E.); Stauffer, Eric (E.L.); Popoutsis, Julie (J.); Kosztowny, Brian (B.P.); Kempf, Gregory (G.J.); Mcmillen, Lee (L.); Kapanowski, Martin C (M.C.); Daavettila, Thomas (T.W.); Pierce, Warren (W.B.); Hollwell, Carlos (C.M.)
Subject: FW: Quality Alert

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Tuesday, May 12, 2015 2:35 PM
To: Williams, Dan (DW.); Eigsti, Sam (S.); Sandra Granfors
Cc: Chris.Lee@hitachi-automotive.us; nick.marcum@hitachi-automotive.us; Yusuke.Shigeta@hitachi-automotive.us
Subject: Quality Alert

All,

Attached is quality alert to inspect for unseated grommets.

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: Phillips, Michelle (M.R.)
Sent: Thursday, July 30, 2015 10:17 PM
To: Pierce, Warren (W.B.); Polnasek, Travis (T.J.); Dobbs, Dan (K.D.); Black, Kevin (K.W.); Lamontagne, Daniel (D.)
Cc: Boyd, Evan (E.); Pratt, David (D.S.); Williams, Dan (DW.)
Subject: RE: Report Summary for the CQIS Report#F71HJ001

Dan Lamontagne,
Can you submit a VIN specific request for this, you may need to contact the dealer to get the service part number. Make sure to keep track of this you should have a GCQIS tab in your worksheet created (if not create one). Call me if you have questions.

Thanks,

Michelle Phillips
Warranty Parts Expeditor
Ford Motor Company
Desk: 502-429-2560
Email: mphil167@ford.com

Go Further

From: Pierce, Warren (W.B.)
Sent: Thursday, July 30, 2015 2:35 PM
To: Polnasek, Travis (T.J.); Dobbs, Dan (K.D.); Black, Kevin (K.W.); Phillips, Michelle (M.R.)
Cc: Boyd, Evan (E.); Pratt, David (D.S.); Williams, Dan (DW.)
Subject: RE: Report Summary for the CQIS Report#F71HJ001

Except I don't think a 700 tag can be issued until the claim is in the system. And as of this morning, there wasn't one.

Glad they're hanging onto it.

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

From: Polnasek, Travis (T.J.)
Sent: Thursday, July 30, 2015 1:33 PM
To: Pierce, Warren (W.B.); Dobbs, Dan (K.D.); Black, Kevin (K.W.)

Cc: Boyd, Evan (E.); Pratt, David (D.S.)
Subject: RE: Report Summary for the CQIS Report#F71HJ001

Warren,

I contacted the dealership and spoke with the service adviser. They have repaired the vehicle and the customer now has it. The parts department stated that they are waiting for the 700 tag to send the part back. The GCQIS report has been updated with this information.

Thank you
Travis Polnasek
HVAC Subject Matter Expert
Ext. 79334 Cube 169
Ford Technicial Assistance Center

From: Pierce, Warren (W.B.)
Sent: Thursday, July 30, 2015 1:01 PM
To: Polnasek, Travis (T.J.); Dobbs, Dan (K.D.); Black, Kevin (K.W.)
Cc: Boyd, Evan (E.); Pratt, David (D.S.)
Subject: RE: Report Summary for the CQIS Report#F71HJ001

Can you please call me at 816-414-5689 at your convenience.

THNX

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

From: Polnasek, Travis (T.J.)
Sent: Thursday, July 30, 2015 11:59 AM
To: Dobbs, Dan (K.D.); Black, Kevin (K.W.); Pierce, Warren (W.B.)
Cc: Boyd, Evan (E.); Pratt, David (D.S.)
Subject: FW: Report Summary for the CQIS Report#F71HJ001

Gentlemen,

I received this report for the F150 Launch queue through the CRC, upon reading through the customers comments and the report, I did not want to contact this dealership and interrupt any other diagnostics or direction that has been provided to this dealership for this vehicles brake fluid leak. However, please let me know if we can be of assistance for it, such as opening a TAR or obtaining additional information.

Thank you
Travis Polnasek
HVAC Subject Matter Expert
Ext. 79334 Cube 169
Ford Technicial Assistance Center

From: Polnasek, Travis (T.J.)
Sent: Thursday, July 30, 2015 12:54 PM
To: Polnasek, Travis (T.J.)
Subject: Report Summary for the CQIS Report#F71HJ001

Attachments : 2

Report# :	F71HJ001 NHL			**Received:**	07/27/2015
CCRG/EPRC:	S	**Reviewed Status:**		**Date:**	07/28/2015
Vehicle:	2015,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTEW1EG6FK[redacted]			**Build Date:**	07/11/2015
Odometer :	10 M	**Engine:**	3.5L GTDI	**Calibration:**	
Transmission:	6R80E	**Axle:**		**A/C:**	YES
Dealer:	USA 03924 Crown Ford			**Phone#:**	910-867-1121
City:	Fayetteville	**State:**	North Caroli	**Country :**	USA

Originator: JASON CLARK
Symptom: 6 66 2 87 SP/ST/RD,FLUIDS,BRAKE FLUID,VISIBLE LEAK
Status:
VFG: V86 SUSPENSION & FRAME
Additional Symptom: BRAKE FLUID LEAKING
Fix: **Causal Component :**
Condition Code:

Hotliner: JCLAR380 **Phone:** 001-321-4351000 **Regn Cd:** S2 Charlotte
Engineering: **Phone:** **TAR:**
Dlr Contact: **Phone:** **Title Cde:** OT

DTCs:
KOEO:
KOEC:
KOER:

Comments :

ADD-ON **07/27/2015 01:59PM JASON CLARK (CCT PRG) MSS - FCSD - TECH SVC HOTLINE**

CUSTOMER REPORTED BRAKE FLUID LEAKING. DEALER HAD REPLACED LEAKING MASTER CYLINDER. CUSTOMER REPORTS BRAKE FLUID STILL LEAKING. DIAGNOSIS HAS NOT BEEN COMPLETED.

ADD- **07/28/2015 03:13PM DAN DOBBS MSS - FCSD - VSP PVT SVC ENG**

ON

ENGINEERING REQUESTING PHOTOS OF THE REPORTED MASTER CYLINDER. WE WILL ATTACH WHEN THE PHOTOS ARE AVAILABLE.

ADD-ON **07/28/2015 03:36PM WARREN PIERCE VO - BA - KANSAS CITY ASSY PLT**

CONTACTED JOE JOHNSON AT THE CROWN FORD TO OBTAIN INFORMATION REGARDING THE MASTER CYLINDER. SPECIFICALLY REQUESTED PICTURES OF THE MASTER CYLINDER RELATED TO THE DATE CODES OF THE PART TO BE SENT TO WPIERCE@FORD.COM. ALSO LEFT MY NAME AND PHONE NUMBER. IN TALKING WITH BOBBY (?), THE SERVICE WRITER INVOLVED WITH THIS REPAIR, HE INDICATED THE MASTER CYLINDER WAS CRACKED. AWAITING PICTURES TO BE EMAILED AND WILL BE ADDED TO THIS REPORT.

Please click on the link below to view the attachments associated with this report

https://www.gcqis.dealerconnection.com/gcqis/asp/DIViewAttachment_Mainx.asp?ReportNumber=F71HJ001

From: Sarver, Mel (M.M.)
Sent: Thursday, May 21, 2015 2:57 PM
To: Kapanowski, Martin C (M.C.); Williams, Dan (DW.); Daavettila, Thomas (T.W.)
Cc: Stauffer, Eric (E.L.)
Subject: RE: Report Summary for the CQIS Report#FEKE6012

Some pedal drop is expected at a standstill especially with a mechanical vacuum pump. This is normal. The vehicle creeping while this is happening is not. There has to be a leak somewhere. I would check all fitting everywhere for fluid. I would check reservoir to see if the level is below the max fill line. I would also check the inside of the booster fluid.

If none of this shows anything, I would pull the MC and have it analyzed at the supplier for leaks and contamination.

Mel

From: Kapanowski, Martin C (M.C.)
Sent: Wednesday, May 20, 2015 9:17 AM
To: Williams, Dan (DW.); Daavettila, Thomas (T.W.); Sarver, Mel (M.M.)
Cc: Stauffer, Eric (E.L.)
Subject: RE: Report Summary for the CQIS Report#FEKE6012

This is an odd report. If dealer and customer observed pedal dropping under constant force, why wouldn't they replace the MC? Is it so very small that they are not concerned? Are they talking about sitting still, and increasing force on the pedal such that is moves toward booster runout?
If this is truly a consistent, repeatable, slow creep under constant force, I'm thinking someone should go experience this and get the MC for Hitachi analysis. Mel, what do you think?

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

From: Williams, Dan (DW.)
Sent: Tuesday, May 19, 2015 5:31 PM
To: Daavettila, Thomas (T.W.); Kapanowski, Martin C (M.C.)
Cc: Stauffer, Eric (E.L.)
Subject: FW: Report Summary for the CQIS Report#FEKE6012

Below is the CQIS report for FKD24794. The bin comments from ECB are also below. The advisor I spoke with said that the customer traded in an older F-150 when he bought this truck, but could not recall the model year.

> CNR LOG#CH19 PVT COMMENTS: [481 MILES ON A TRUCK WITH NO OTHER WARRANTY CLAIMS; PER GTR, TRUCK WAS FIRST RUN FOR BRAKE EVAC AND FILL; PER QLS, NO BRAKE RELATED REPAIRS OR CONCERNS AFTER EVAC AND FILL; PER REPORT LOGIQ, TRUCK PASSED ALL BRAKE RELATED EOL AND ELECTRICAL CHECKS IN THE PLANT WITH NO ISSUES; PER DEALER SERVICE DEPARTMENT, THEY DID COMPARE THE TRUCK TO LIKE UNITS AND DID NOT FIND THE CUSTOMERS TRUCK TO BE SIGNIFICANTLY DIFFERENT, THIS CUSTOMER DID TRADE IN AN OLDER F-150, THEY DID CALL THE HOTLINE (CQIS REPORT FEKE6012) AND WERE ADVISED TO LOOK FOR FLUID

LEAKING INTO THE BOOSTER; NO PARTS REPLACED, NO ABILITY TO GENERATE A 700 TAG REQUEST]

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, May 19, 2015 4:05 PM
To: Williams, Dan (DW.)
Subject: Report Summary for the CQIS Report#FEKE6012

Attachments : 0

Report# :	FEKE6012 NHL			**Received:**	05/11/2015
CCRG/EPRC:	S	**Reviewed Status:**		**Date:**	
Vehicle:	2015,F150 4X2 ,F150 ,SUP CAB,STYSD ,1FTEX1CP8FKI[redacted]			**Build Date:**	04/06/2015
Odometer :	481	**Engine:**	2.7L ECO	**Calibration:**	
Transmission:	6R80E	**Axle:**		**A/C:**	YES
Dealer:	USA 01366 Davis Ford, Inc.			**Phone#:**	309-647-6100
City:	Canton	**State:**	Illinois	**Country :**	USA
Originator:	Matt Barnes				
Symptom:	6 60 3 40 SP/ST/RD,STOPPING,PEDAL,LONG TRAVEL				
Status:					
VFG:	V21 BRAKING				
Additional Symptom:	int brake peda goes to floor				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner:	CWIECK2	**Phone:**	74487	**Regn Cd:**	G1 Chicago
Engineering:		**Phone:**		**TAR:**	
Dlr Contact:	Matt Barnes	**Phone:**		**Title Cde:**	T

DTCs:
KOEO:
KOEC:
KOER:

Comments :

CONCER 05/11/2015 06:21PM CRAIG WIECK MSS - FCSD - TECH SVC HOTLINE

Web Form Data Description of Vehicle Concern: customer states brake pedal keeps going down when stops all the way to the floor...will stop but pedal will keep going down Please list any diagnostics already performed: visual inspections, abs self tests, master cylinder bypass test, manual and abs service bleed Parts Replaced: none Your Question: I have personally not got this truck to do anything but service manager and customer state that truck stops fine but when at a stop with foot on brake with continuous pressure, pedal will fade and after about a minute , truck will begin to creep and extra effort on the pedal is needed to keep truck from moving....I have compared with 5 other 15 f150's and they all seem to have some pedal drop or 'booster push through' but no creep condition. we have no 2.7's on the lot to compare a like unit only 15 f150 with 5.0 and 3.5's....any knowns or concerns with this symptom?

RECOMM 05/11/2015 06:21PM CRAIG WIECK MSS - FCSD - TECH SVC HOTLINE

Matt, While some brake booster step through or push through is a characteristic of any vehicle equipped with a vacuum assist brake booster, the vehicle should never move when the brake pedal is moving down to the floor. If the vehicle begins to move as the brake pedal moves towards the floor, the brake master cylinder is likely faulted causing the loss in brake pressure. Since this concern is intermitant, it is possible the master cylinder is leaking fluid into the brake booster. It is recommended to remove the brake master cylinder from the brake booster and inspect these components for brake fluid. Some amount of brake fluid seepage at the back of the master cylinder should be considered normal as the brake fluid also lubricates the master cylinder piston. If the master cylinder is leaking fluid into the brake booster, the master cylinder is faulted and replacement of the master cylinder and brake booster will be required. This fluid leak is likely causing the brake pedal to drop at times.

From: Prescott, Amanda (A.B.)
Sent: Thursday, October 01, 2015 12:06 PM
To: Stauffer, Eric (E.L.); Dobbs, Dan (K.D.); Mills, Eric (E.); Kapanowski, Martin C (M.C.); Daavettila, Thomas (T.W.)
Cc: Kosztowny, Brian (B.P.); Stoeckle, Michael (M.E.); Ruiz, Jesica (.); Oswalt, Greg (G.G.); Adamo, Tony (T.); Gabrielli, Domenico (.)
Subject: RE: Report Summary for the GCR Report#201591738469- Customized Response(s) #,CR0014,CR0016

If the opinion of the team is that this needs CCRG review, please contact Greg Oswalt the CCM for F-150.

Amanda Prescott
Automotive Safety Office
Senior Safety Investigations Engineer
313-845-7295
Fairlane Plaza South-Suite 500

From: Stauffer, Eric (E.L.)
Sent: Thursday, October 01, 2015 7:55 AM
To: Dobbs, Dan (K.D.); Mills, Eric (E.); Kapanowski, Martin C (M.C.); Daavettila, Thomas (T.W.)
Cc: Kosztowny, Brian (B.P.); Stoeckle, Michael (M.E.); Prescott, Amanda (A.B.); Ruiz, Jesica (.)
Subject: RE: Report Summary for the GCR Report#201591738469- Customized Response(s) #,CR0014,CR0016

Adding D+R and STA.

From: Dobbs, Dan (K.D.)
Sent: Thursday, October 01, 2015 7:52 AM
To: Stauffer, Eric (E.L.); Mills, Eric (E.)
Cc: Kosztowny, Brian (B.P.); Stoeckle, Michael (M.E.); Prescott, Amanda (A.B.)
Subject: FW: Report Summary for the GCR Report#201591738469- Customized Response(s) #,CR0014,CR0016

2015 F150 master cylinder leak into the brake booster – 2nd one in 2 days. Recommend CCRG escalation to complete review.

Production Date: 04-AUG-2015

Regards

K.D. Dan Dobbs

FCSD Service Engineering Operations
F-150 PVT Program Manager
Certified 6-Sigma Master Black Belt Level II

Phone:313-845-6078
kdobbs@ford.com

The All New 2015 Ford F150 – Best Truck Ever!

"The stock market is designed to transfer money from the active to the patient." Warren Buffett

---

From: Oncernr, C (C.)
Sent: Wednesday, September 30, 2015 5:15 PM
To: Oncernr, C (C.); Dobbs, Dan (K.D.); Black, Kevin (K.W.); Elting, Tim (T.H.)
Subject: Report Summary for the GCR Report#201591738469- Customized Response(s) #,CR0014,CR0016

Report#:	201591738469				
Submitter:	S-KEIVER	**First Name:**	steve	**Last Name:**	keiver
First Name:	steve	**Last Name:**	keiver	**Phone Number:**	4033290333
Market:	UD	**Report Source:**	CONCERN REPORT (EDSR)	**Sub Code**	
Dealer Code:	A6003	**Market Code/GEO Sales Code:**	CAN	**Dealership Name:**	College Ford Lincoln Ltd.
VIN:	1FTEW1EP7FF[redacted]	**Odometer:**	16	**Make:**	F
Model:	F150	**Body Type:**		**Axle:**	
Transmission Tranaxle:		**Transmission Serial Number:**		**Assembly Plant:**	
Engine Size/Description:		**Engine Serial Number:**			

Symptom: (4) Start/Run/Move,(46) Fluids,(Z) Not Listed,(00) Unknown

Service Action:

Prefix: **Base/Finis:** 2140 **Suffix:**

Part Description: MASTER CYLINDER **Repair Type:** Replace **Repair Effective?:** U

Publication Type: **Publication Number:**

Customer Comments: no brakes-new vehicle

Technical Comments: removed master cylinder as it was empty and found brake booster full of brake fluid

Customized Response(s) #:,CR0014,CR0016

Click here to view Report Details

From: Brandt, Jennifer (J.D.)
Sent: Friday, October 14, 2016 5:26 PM
To: Williams, Dan (DW.); Kapanowski, Martin C (M.C.); Raza, Mohammed Zahid (M.Z.)
Cc: McElmeel, Steven (S.M.); Kosztowny, Brian (B.P.); Herman, Jerome (J.A.)
Subject: RE: Reservoir Cap Torque Tool

Thank you Dan.

From: Williams, Dan (DW.)
Sent: Friday, October 14, 2016 1:23 PM
To: Kapanowski, Martin C (M.C.); Brandt, Jennifer (J.D.); Raza, Mohammed Zahid (M.Z.)
Cc: McElmeel, Steven (S.M.); Kosztowny, Brian (B.P.); Herman, Jerome (J.A.)
Subject: RE: Reservoir Cap Torque Tool

The KCAP tool is present and functioning, it is tied to AIS box FRM747 on our chain line. DTP's tool is also online and tied to AIS box C2E45F. Below are some recent secures from both plants.

KCAP

START DATE	DEPARTMENT	TEAM	Report Type
: 10/14/2016 11:00	: All	: All	: DETAILED
END DATE	**STATION**		
: 10/14/2016 11:10	: FRM747		

Error Proofing - By Station

Datestamp	Station	Team	Element description	Mode	Rotation	VIN	Status
10/14/2016 11:00:45 AM	FRM747	1	MASTER CYLINDER CAP SECURE	ENABLED	6884	1FTFX1EG0GK[redacted]	COMPLETE
10/14/2016 11:01:34 AM	FRM747	1	MASTER CYLINDER CAP SECURE	ENABLED	6885	1FTFX1EG3GK[redacted]	COMPLETE
10/14/2016 11:02:25 AM	FRM747	1	MASTER CYLINDER CAP SECURE	ENABLED	6886	1FTEW1CF3G[redacted]	COMPLETE
10/14/2016 11:03:16 AM	FRM747	1	MASTER CYLINDER CAP SECURE	ENABLED	6887	1FTEW1EP5G[redacted]	COMPLETE
10/14/2016 11:04:03 AM	FRM747	1	MASTER CYLINDER CAP SECURE	ENABLED	6888	1FTEW1EF6G[redacted]	COMPLETE
10/14/2016 11:04:59 AM	FRM747	1	MASTER CYLINDER CAP SECURE	ENABLED	6889	1FTEW1CP4G[redacted]	COMPLETE
10/14/2016 11:06:00 AM	FRM747	1	MASTER CYLINDER CAP SECURE	ENABLED	6890	1FTEX1EP2GK[redacted]	COMPLETE
10/14/2016 11:06:57 AM	FRM747	1	MASTER CYLINDER CAP SECURE	ENABLED	6891	1FTEW1EG2G[redacted]	COMPLETE
10/14/2016 11:07:56 AM	FRM747	1	MASTER CYLINDER CAP SECURE	ENABLED	6892	1FTEW1CGXG[redacted]	COMPLETE
10/14/2016 11:08:46 AM	FRM747	1	MASTER CYLINDER CAP SECURE	ENABLED	6893	1FTEW1EP9G[redacted]	COMPLETE
10/14/2016 11:09:39 AM	FRM747	1	MASTER CYLINDER CAP SECURE	ENABLED	6894	1FTEW1C86G[redacted]	COMPLETE

Back Report Page

DTP

START DATE	DEPARTMENT	TEAM	ROTATION
: 10/14/2016 13:00	: All	: All	:
END DATE	**STATION**	**RANGE**	
: 10/14/2016 13:11	: C2E45F	: 1	

Error Proofing - By Vehicle

Datestamp	Rotation	Team	Station	Element description	Mode	Status	Required	Succ
10/14/2016 1:00:03 PM	216	1	C2E45F	MASTER CYLINDER CAP D1.7	ENABLE	COMPLETE	1	1
10/14/2016 1:03:10 PM	217	1	C2E45F	MASTER CYLINDER CAP D1.7	ENABLE	COMPLETE	1	1
10/14/2016 1:03:59 PM	218	1	C2E45F	MASTER CYLINDER CAP D1.7	ENABLE	COMPLETE	1	1
10/14/2016 1:05:04 PM	219	1	C2E45F	MASTER CYLINDER CAP D1.7	ENABLE	COMPLETE	1	1
10/14/2016 1:06:00 PM	220	1	C2E45F	MASTER CYLINDER CAP D1.7	ENABLE	COMPLETE	1	1
10/14/2016 1:06:45 PM	221	1	C2E45F	MASTER CYLINDER CAP D1.7	ENABLE	COMPLETE	1	1
10/14/2016 1:07:58 PM	222	1	C2E45F	MASTER CYLINDER CAP D1.7	ENABLE	COMPLETE	1	1
10/14/2016 1:09:25 PM	223	1	C2E45F	MASTER CYLINDER CAP D1.7	ENABLE	COMPLETE	1	1
10/14/2016 1:10:22 PM	224	1	C2E45F	MASTER CYLINDER CAP D1.7	ENABLE	COMPLETE	1	1

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: Friday, October 14, 2016 10:56 AM
To: Kosztowny, Brian (B.P.); Herman, Jerome (J.A.); Williams, Dan (DW.)
Cc: Raza, Mohammed Zahid (M.Z.); McElmeel, Steven (S.M.); Brandt, Jennifer (J.D.)
Subject: FW: Reservoir Cap Torque Tool

Brian/Jerry/Dan, can you confirm Jen's question? Reply to all plz. Thx.

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

From: Brandt, Jennifer (J.D.)
Sent: Friday, October 14, 2016 10:44 AM
To: Folta, Greg (D.); Williams, Pete (P.L.); Patel, Harendra (H.M.); Kapanowski, Martin C (M.C.)
Subject: Reservoir Cap Torque Tool

Hey guys,

Can you confirm for me whether the plants for your programs are using the required torque wrench needed to tighten the reservoir cap? This is called out as a CC on the SCAFF and DFMEA and needs to be implemented.

Jennifer Brandt
Ford Brake Engineering
313-573-6440
Bldg 6 1AF37

From: Williams, Dan (DW.)
Sent: Monday, June 01, 2015 4:56 PM
To: 'Fred.Schwendenmann@hitachi-automotive.us'; Miller, Robin (R.)
Cc: Stauffer, Eric (E.L.); Ruiz, Jesica (.); Kapanowski, Martin C (M.C.); Ralph Wagers (ralph.wagers@hitachi-automotive.us); Daavettila, Thomas (T.W.)
Subject: RE: Return Parts Analysis - master cylinders
Attachments: tag_issued_list.xlsx

Attached are the 700 Tags that we have generated so far this calendar year. The tag for the first claim below has been colored yellow and moved to the top.

The second claim below had no material cost, so no 700 Tag was generated. I thought that the part had still be sent to Berea though.

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

From: Fred.Schwendenmann@hitachi-automotive.us [mailto:Fred.Schwendenmann@hitachi-automotive.us]
Sent: Monday, June 01, 2015 3:44 PM
To: Miller, Robin (R.)
Cc: Williams, Dan (DW.); Stauffer, Eric (E.L.); Ruiz, Jesica (.); Kapanowski, Martin C (M.C.); Ralph Wagers (ralph.wagers@hitachi-automotive.us); Daavettila, Thomas (T.W.)
Subject: Re: Return Parts Analysis - master cylinders

Robin,

I will follow up on this.

Thank you,

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

From: "Miller, Robin (R.)" <rmill389@ford.com>
To: "'Fred.Schwendenmann@hitachi-automotive.us'" <Fred.Schwendenmann@hitachi-automotive.us>, "Ralph Wagers (ralph.wagers@hitachi-automotive.us)" <ralph.wagers@hitachi-automotive.us>, "Kapanowski, Martin C (M.C.)" <mkapanow@ford.com>
Cc: "Ruiz, Jesica (.)" <jruiz68@ford.com>, "Daavettila, Thomas (T.W.)" <tdaavett@ford.com>, "Williams, Dan (DW.)" <dwill122@ford.com>, "Stauffer, Eric (E.L.)" <estauffe@ford.com>
Date: 06/01/2015 03:29 PM
Subject: Return Parts Analysis - master cylinders

Hi Fred, Ralph,

There have been two recent ECBs, still pending analysis. Please provide findings.
We also need an update of the Hitachi returned parts summary.
By Wednesday AM?
Let me know if issues or problems.

Concern	Claim Key	Model Year	Plant Description	VIN Code	Production Date	Warranty Start Date	Repair Date	TIS_WSD	Mileage	O
	964216	2015	KANSAS CITY PLANT BUILD	1FTEX1E85 FKD21762	3/31/2015		5/6/2015	-1	180	H15 - BRA SPONGY
IMPROPER FUNCTION	891994	2015	DEARBORN PLANT BUILD	1FTEX1E80 FFA75986	2/27/2015	3/15/2015	4/14/2015	2	883	H15 - BRA SPONGY

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

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
	288238072		5/14/2015	15-May-15	15-May-15	UPS	[redacted]	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	1FTEX1E85F
	288496231		5/27/2015							BRAKRW	473083	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	2001	1FTFX1EG7F
	288496243		5/27/2015							BRAKRW	473084	WPT	984				DS		2015	F150 4X4	2001	1FTFX1EG7F
	288366876		5/20/2015	26-May-15	26-May-15	UPS	[redacted]	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
	288341539		5/19/2015	22-May-15	22-May-15	UPS	[redacted]	5/26/2015 11:00	5/26/2015 11:00	BRAKRW	471097	BRMC	223				DS		2015	F150 4X4	2422	1FTEW1EG9
	288143693		5/11/2015							BRAKRW	469115	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X2	17	1FTEX1C85F
	287994144		5/4/2015	12-May-15	21-May-15	OTHER	[redacted]	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	1FTEW1CF4
	288008686		5/4/2015	5-May-15	5-May-15	UPS	[redacted]	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
	287892506		4/29/2015	30-Apr-15	30-Apr-15	UPS	[redacted]	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	1FTEW1EG6
	287816746		4/27/2015	28-Apr-15	28-Apr-15	UPS	[redacted]	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	1FTFW1ETX
	287816734		4/27/2015	28-Apr-15	28-Apr-15	UPS	[redacted]	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	1FTFW1ETX
	287790678		4/24/2015	27-Apr-15	27-Apr-15	UPS	[redacted]	4/28/2015 11:00	4/28/2015 11:00	BRAKRW	465030	BRMC	214				DS		2014	F150 4X4	1036	1FTFW1ET7E
	287765854		4/23/2015							BRAKRW	464845	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	136	1FTEW1EGX
	287733683		4/22/2015	27-Apr-15	27-Apr-15	UPS	[redacted]	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	1FTEW1EF3F
	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

	287627457		4/17/2015	22-Apr-15	29-Apr-15	UPS	[redacted]	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	
	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	
	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	524	1FTEW1CP3FF	
	287270257		4/1/2015	2-Apr-15	2-Apr-15	UPS		4/3/2015 16:00	4/3/2015 16:00	BRAKRW	459742	FL3Z	2C251	A	SWITCH ASY	FL342L414AB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2015	F150 4X4	3	1FTEW1EF2FF	
	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	5	1FTEX1CP1FFA	
	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	1FTFW1EF1EK	
	286449006		2/26/2015							BRAKRW	451869	BRMC	214				DS		2014	F150 4X4	1583	1FTFW1EF1EK	
	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	
	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	1FTFW1CT5EK	
	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	1FTFW1ET0EK	

CUST COMMENTS	TECH COMMENTS	CAUSAL PART#	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
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	BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	5/6/2015	149		62078	51	46.15	124.41	213.52	0	0	37.12	113.1
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	BRAKE-ABS WARNING LIGHT TROUBLES	28	OPEN CIRCUIT	5/14/2015	B2552		13886	1	7.04	131.29	229.96	29.95	0	19.63	100.99
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	BRAKE-ABS WARNING LIGHT TROUBLES			5/14/2015	B2552		13886	1	42.04	131.29	229.96	29.95	0	19.63	100.99
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	OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	5/12/2015	5078		141898	A	57.67	209.91	294.67	0	0	24.22	104.95
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	OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	5/6/2015	6762		17938	1	57.67	189.3	278.08	0	0	25.36	94.65
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	BRAKE-ABS WARNING LIGHT TROUBLES	28	OPEN CIRCUIT	5/2/2015	5439		246983	A	5.87	53.05	61.27	0	0	2.35	106.1
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	BRAKE-ABS WARNING LIGHT TROUBLES	42	DOES NOT OPERATE PROPERLY	4/27/2015	5646		461805	1	5.87	57.04	65.26	0	0	2.35	95.07
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	OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	3/25/2015	7863		573523	G	5.65	86.42	94.33	0	0	2.26	123.46
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	BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	4/23/2015	3317		259572	1	57.67	143.14	223.88	0	0	23.07	89.46
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	BRAKE FLUID LEAK			4/15/2015	3223		241300	A	69.44	96.39	353.11	0	0	100.19	107.1
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	BRAKE FLUID LEAK	42	DOES NOT OPERATE PROPERLY	4/15/2015	3223		241300	A	64.98	96.39	353.11	0	0	100.19	107.1
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	EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED	63	WEAK/SOFT/SAGGED (INSUFFICIENT PRESSURE)	4/21/2015	B1004		247131	A	81.87	164.73	322.75	37.13	0	34.54	86.7
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	INST. CLUSTER/MESSAGE CENTER TROUBLES	28	OPEN CIRCUIT	4/14/2015	3246		120487	A	9.78	78.93	88.71	0	0	0	98.66
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	BRAKE-ABS WARNING LIGHT TROUBLES	42	DOES NOT OPERATE PROPERLY	4/13/2015	9420		438428	A	5.87	180.78	189	0	0	2.35	112.99
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	BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	4/8/2015	3148		88848	1	64.98	105.32	334.62	0	0	65.52	105.32

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	BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	4/6/2015	4058		252121	A	64.98	228.8	327.81	0	0	28.29	143
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	BRAKE FLUID LEAK	D8	FAILED GASKET/SEAL	4/2/2015	2202		589715	A	57.67	192.22	297.49	0	0	30.08	96.11
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	BRAKE-ABS WARNING LIGHT TROUBLES	X2	CONNECTION POOR/NOT MADE	3/25/2015	5536		777352	1	5.65	56.58	64.49	0	0	2.26	113.16
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	BRAKE-ABS WARNING LIGHT TROUBLES	42	DOES NOT OPERATE PROPERLY	3/19/2015	11920		36653	A	5.65	93.72	101.63	0	0	2.26	93.72
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	BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	3/23/2015	478		6729	1	42.41	52.06	124.29	0	0	24.08	104.11
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	BRAKE FLUID LEAK			2/18/2015	B6261		163998	A	91.07	280.24	568.4	27.07	0	74.6	200.17
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	BRAKE FLUID LEAK			2/18/2015	B6261		163998	A	81.23	280.24	568.4	27.07	0	74.6	200.17
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	EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED	42	DOES NOT OPERATE PROPERLY	2/9/2015	1487		77833	51	64.98	136.79	242.45	0	0	40.68	105.22
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	EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED	42	DOES NOT OPERATE PROPERLY	1/20/2015	6720		148595	2	64.98	159.58	283.59	0	0	53.19	83.99
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	OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	12/22/2014	3170		912538	A	64.98	97.38	196.53	0	0	28.33	108.2

VEH PROD DATE	ASSEMBLY PLANT	WSD	PART MFG DATE	CLOSE DATE	ENGFAM CODE	PRIOR APPROVAL1	PRIOR APPROVAL2	BOX#
3/31/2015	KANCTY	5/4/2015						
3/15/2015	CHANGAN	3/19/2015						
3/15/2015	CHANGAN	3/19/2015						
3/19/2015	KANCTY	5/9/2015						
3/13/2015	CHANGAN	3/31/2015						
2/3/2015	CHANGAN							
3/9/2015	KANCTY							
12/23/2014	CHANGAN	3/4/2015				DDDET		
1/27/2015	CHANGAN	4/4/2015						
12/21/2014	KANCTY	2/23/2015						
12/21/2014	KANCTY	2/23/2015						
11/17/2014	KANCTY	4/9/2015						
3/24/2015	CHANGAN							
3/4/2015	CHANGAN	3/19/2015						
12/5/2014	KANCTY	3/31/2015						

10/29/2014	KANCTY	2/28/2015						
11/3/2014	CHANGAN	3/18/2015						
1/9/2015	CHANGAN	2/12/2015						
3/10/2015	CHANGAN	3/20/2015						
12/23/2014	CHANGAN							
10/29/2014	KANCTY	1/7/2015						
10/29/2014	KANCTY	1/7/2015						
12/17/2014	KANCTY	2/7/2015						
12/8/2014	KANCTY	12/31/2014						
8/4/2014	KANCTY	12/11/2014						

From: Williams, Dan (DW.)
Sent: Friday, June 03, 2016 2:34 PM
To: Serrat Kathy (CC/QMM3.1-NA); Harris, Jonathan (J.E.); Siddiqui, Saif (S.S.); Dudley, Jeff (J.A.)
Cc: Genico, Monica (M.); Pierce, Warren (W.B.); Herman, Jerome (J.A.); Kosztowny, Brian (B.P.)
Subject: RE: S4U88 - ROBERT BOSCH LLC, - Warranty Claim - brake booster - VIN - 1FTEW1EF8GK[redacted]
Attachments: tag_issued_list.xlsx

Do you have a teardown file for boosters that have already been returned?

Attached are the 6 claims for 2016MY that show as having been received, but we do not have teardown info for. There is a 7th booster claim which was just received on Wednesday, so that part may arrive as early as next week.

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

From: Serrat Kathy (CC/QMM3.1-NA) [mailto:Kathy.Serrat@us.bosch.com]
Sent: Friday, June 03, 2016 8:10 AM
To: Harris, Jonathan (J.E.)
Cc: Ken Frost <kfrost@qualitystrategiesinc.com> (kfrost@qualitystrategiesinc.com); Genico, Monica (M.); jacob@qualitystrategiesinc.com; Williams, Dan (DW.); Pierce, Warren (W.B.); Martinez Mendez Jose Juan (AguP/QMM); Munoz de Alba Emilio (AguP/QMM1)
Subject: RE: S4U88 - ROBERT BOSCH LLC, - Warranty Claim - brake booster - VIN - 1FTEW1EF8GK[redacted]

Good morning Jonathan,
Here is our initial response. As soon as we get the booster, we will test it and report out. Thanks!

Best regards

Kathy Serrat

Chassis Systems Control, Quality Management and Methods (CC/QMM3.1-NA)
Robert Bosch LLC | 15000 Haggerty Road | Plymouth, MI 48170 | USA | www.Bosch.us
Tel. +1(734)805-7700 | Mobil 574-850-1951 | Kathy.Serrat@us.bosch.com

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From: Martinez Mendez Jose Juan (AguP/QMM)
Sent: Thursday, June 02, 2016 2:50 PM
To: Harris, Jonathan (J.E.) <jharr176@ford.com>; Serrat Kathy (CC/QMM3.1-NA) <Kathy.Serrat@us.bosch.com>; Munoz de Alba Emilio (AguP/QMM1) <Emilio.MunozdeAlba@mx.bosch.com>
Cc: Ken Frost <kfrost@qualitystrategiesinc.com> (kfrost@qualitystrategiesinc.com) <kfrost@qualitystrategiesinc.com>; Genico, Monica (M.) <mgenico@ford.com>; jacob@qualitystrategiesinc.com; Williams, Dan (DW.) <dwill122@ford.com>; Pierce, Warren (W.B.) <wpierce@ford.com>
Subject: RE: S4U88 - ROBERT BOSCH LLC, - Warranty Claim - brake booster - VIN - 1FTEW1EF8GK[redacted]

Adding Kathy Serrat and Emilio Muñoz

Best regards

Jose Juan Martinez Mendez
AguP/QMM1

Tel. +52(449)910-8866

From: Harris, Jonathan (J.E.) [mailto:jharr176@ford.com]
Sent: jueves, 02 de junio de 2016 12:27 p.m.
To: Martinez Mendez Jose Juan (AguP/QMM) <Jose.Martinez@mx.bosch.com>
Cc: Ken Frost <kfrost@qualitystrategiesinc.com> (kfrost@qualitystrategiesinc.com) <kfrost@qualitystrategiesinc.com>; Genico, Monica (M.) <mgenico@ford.com>; jacob@qualitystrategiesinc.com; Williams, Dan (DW.) <dwill122@ford.com>; Pierce, Warren (W.B.) <wpierce@ford.com>; Harris, Jonathan (J.E.) <jharr176@ford.com>
Subject: S4U88 - ROBERT BOSCH LLC, - Warranty Claim - brake booster - VIN - 1FTEW1EF8GK[redacted]

Jose,

Ford Kansas City Assembly Plant 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.**

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** = 1201466

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: 26-MAR-2016
Production Date: 12-FEB-2016
VIN: 1FTEW1EF8GK[redacted]

Claim Information

Document Number: 29449301
Repair Date: 11-MAY-2016
Distance: 1381
TIS: 2
FCC Auth: 1
AWS Load Date: 31-MAY-2016

Dealer Information

Dealer Name:
Dealer Code:
Address:

Expense Information

Customer Paid Amount:
Deductible Amount:
Dealer Paid Amount:
Labor Cost:

City:

State: IN Zip Code:

Country: USA Region Code: NA

Phone:

Misc. Expense Amount:

Part Markup Amount:

Material Cost:

Total Cost Gross:

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

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: FAULTY BRAKE BOOSTER VERIFY NOISE,ROADTEST/STETHASCOPE,LOCATE CONCERN,REPLACE BRAKE BOOSTER ASSM,RE-ROADTEST B-2005 C-42

Customer Comment: CK FOR BIND/RUBBING IN BRAKE PEDAL WHEN APPLIED-HAPPENS SITTING STILL-SEE CURTIS

Labor Op Code	Labor Op Description	Labor Op Cost
	BRAKE BOOSTER ASSEMBLY REPLACE	

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	FL3Z	2005	A	BOOSTER ASY-POWER BR			

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#
BRAKES	296866118		5/29/2016	25-May-16	1-Jun-16	UPS	[redacted]	5/27/2016 11:00	5/27/2016 11:00	BOSC01	567011	FL3Z	2005	B	BOOSTER ASY - BRAKE	FL342005BE	DS	ROBERT BOSCH CORP	2016	F150 4X4	6	1FTEW1EG1GKF[redacted]	BRAKES CUSTOMER STATES THAT AFTER YOU PUMP BRAKES 2 OR 3 TIMES IT LOSES BRAKE FUNCTION. PLEASE ADVISE	BRAKE BOOSTER FAILURE CUST STATES THAT BRAKES GET HARD AND CAN NOT STOP. VERIFIED THAT BRAKES DO GET HARD CHECKED FOR DTCS NO CODES CHECKED FOR TSB,SSM NONE FOUND VISUALLY I NSPECTED NPF COULD HEAR AIR COMING OUT O	FL3Z 2005B
BRAKES	296807564		5/19/2016	25-May-16	26-May-16	UPS	[redacted]	5/23/2016 11:00	5/23/2016 11:00	BOSC01	565906	FL3Z	2005	D	BOOSTER ASY - BRAKE	FL342005DE	DS	ROBERT BOSCH CORP	2016	F150 4X4	972	1FTEW1EP6GF[redacted]	CUSTOMER STATES WHEN APPLYING BRAKES CAN HEAR A METAL SPRING NOISE AND CAN FEEL IN THE BRAKE PEDAL HAPPENS RANDOM AND FEELS LIKE THE BRAKE PEDAL IS PUSHING BACK	SEE SKELTIS!!!! CC42 2005 VERIFIED NOISE FROM BRAKE PEDAL AREA WHEN APPLYING BRAKES INSP AND REPLACED BRAKE BOOSTER ASSY FOUND NOISE TO BE INTERNAL RECHECKED FOR NOISE OK	FL3Z 2005D
BRAKES	296612315		5/11/2016	13-May-16	13-May-16	UPS	[redacted]	5/17/2016 11:00	5/17/2016 11:00	BOSC01	563982	FL3Z	2005	A	BOOSTER ASY - BRAKE	FL342005AE	DS	ROBERT BOSCH CORP	2016	F150 4X4	115	1FTEW1EF9G[redacted]	CUSTOMER STATES BRAKE PEDAL IS HARD. CHECK ANDADVISE.	NO BRAKES - DIAG TO FAILED BRAKE BOOSTER. R&R BOOSTER. RETEST. OKAY. BRAKE LAMPS NOW DONT WORK UNTIL PEDAL IS PUSHED HALF WAY TO FLOOR. INSTALLED NEW SWITCH. NO CHANGE. HAD TO INSTALL SECOND SWITCH.	FL3Z 2005A
BRAKES	295745265		4/4/2016	5-Apr-16	5-Apr-16	UPS	[redacted]	4/11/2016 9:03	4/11/2016 9:03	BOSC01	555281	FL3Z	2005	B	BOOSTER ASY - BRAKE	FL342005BE	DS	ROBERT BOSCH CORP	2016	F150 4X4	6	1FTFX1EG4GF[redacted]	CLICKING NOISE IN BRAKE BOOSTER WHEN APPLYING THE BRA KES	FOUND LOUD CLICKING IN BRAKE BOOSTER DURING PDI , REPLACED BOOSTER RETEST OK	FL3Z 2005B
BRAKES	296218406		4/26/2016	19-May-16	19-May-16	UPS	[redacted]	5/23/2016 11:00	5/23/2016 11:00	BOSC01	559323	FL3Z	2005	A	BOOSTER ASY - BRAKE	FL342005AE	DS	ROBERT BOSCH CORP	2016	F150 4X4	905	1FTEW1EF4GF[redacted]	CUSTOMER STATES WHEN DRIVING IT FEELS LIKE HE HAS AN ANCHOR ATTACHED TO THE BACK. CUSTOMER STATES WHEN HITTING THE GAS THE VEHICLE HESITATES AND THEN TAKES OFF HARD LIKE IT IS GOING IN TOO LOW OF A GE	BOOSTER- ROAD TEST TO VERIFY CONCERN PERFORM ABS DIAG KOEO, KOER-PASS LOOSEN MASTERCYLINDER BRAKES FREE UP. REMOVE AND REPLACED BRAKE BOOSTER AND ROAD TEST OK PER TECH 100	FL3Z 2005A
BRAKES	296112914		4/20/2016	26-Apr-16	2-May-16	OTHER	[redacted]	4/28/2016 12:00	4/28/2016 12:00	BOSC01	558417	FL3Z	2005	A	BOOSTER ASY - BRAKE	FL342005AE	DS	ROBERT BOSCH CORP	2016	F150 4X4	915	1FTEW1EF8GF[redacted]8	CUSTOMER STATES THE BRAKES MAKE A THUMPING NOISE WHEN COMING TO A COMPLETE STOP. WHEN THIS HAPPENS THE BRAKE PEDAL DROPS SLIGHTLY	FOUND BRAKE BOOSTER MAKING THE THUMPING SOUND REPLACED BRAKE BOOSTER AND ROAD TESTED. NOISE IS GONE	FL3Z 2005A

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#
H20	OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	5/10/2016	4181		[redacted]	2	86.92	121.64	243.33	0	0	34.77	86.88	4/30/2016	KANCTY							
N17	BRAKES NOISY	42	DOES NOT OPERATE PROPERLY	5/10/2016	9709		[redacted]	1	93.72	126.68	257.89	0	0	37.49	105.57	4/11/2016	CHANGAN	4/28/2016						
H20	OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	5/7/2016	3582		[redacted]	A	86.92	145.91	336.56	0	0	80.19	91.19	3/22/2016	CHANGAN	4/29/2016						
N17	BRAKES NOISY	12	IMPROPER ASSEMBLY	3/25/2016	2591		[redacted]	A	86.92	111	239.13	0	0	36.61	92.5	3/8/2016	KANCTY							
H20	OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	4/18/2016	1466		[redacted]	51	86.92	111.86	249.14	0	0	45.76	93.22	3/1/2016	KANCTY	3/15/2016						
N17	BRAKES NOISY	42	DOES NOT OPERATE PROPERLY	4/11/2016	4779		[redacted]	51	86.92	121.4	258.68	0	0	45.76	101.17	2/13/2016	CHANGAN	3/30/2016						

From: Taylor, Brian (B.K.)
Sent: Monday, May 09, 2016 7:01 PM
To: Daanyal, Shaji (.); casey.brown@hitachi-automotive.us; joe.sairemji@hitachi-automotive.us; Sebastian, Amando Jose (A.J.); DeBono, John (J.E.); Daggy, Chad (C.); Dudley, Jeff (J.A.); casey.brown@hotachi-automotive.us; ralph.wagers@hitachi-automotive.us; stuart.ray@hitachi-automotive.us; Siddiqui, Saif (S.S.); donnie.cook@hitachi-automotive.us; jody.foster@hitachi-automotive.us; jew2nd@rlp-inc.com; gk@rlp-inc.com; cstucker@rlp-inc.com; rlpatrick@rlp-inc.com
Cc: Taylor, Brian (B.K.)
Subject: RE: T407P Quality Concern P050782 From Dearborn Truck (Hitachi Automotive Systems Ameri)
Attachments: P050782 master cyliner cap.jpg

Photo attached…

Brian K. Taylor
313-845-1187
Incoming Quality
Dearborn Truck Plant

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From: Taylor, Brian (B.K.)
Sent: Monday, May 09, 2016 2:53 PM
To: Taylor, Brian (B.K.); Daanyal, Shaji (.); casey.brown@hitachi-automotive.us; joe.sairemji@hitachi-automotive.us; Sebastian, Amando Jose (A.J.); DeBono, John (J.E.); Daggy, Chad (C.); Dudley, Jeff (J.A.); casey.brown@hotachi-automotive.us; ralph.wagers@hitachi-automotive.us; stuart.ray@hitachi-automotive.us; Siddiqui, Saif (S.S.); donnie.cook@hitachi-automotive.us; jody.foster@hitachi-automotive.us; jew2nd@rlp-inc.com; gk@rlp-inc.com; cstucker@rlp-inc.com; rlpatrick@rlp-inc.com
Subject: T407P Quality Concern P050782 From Dearborn Truck (Hitachi Automotive Systems Ameri)

A quality concern (CR) has been identified with a part from your facility.

Please review the attached form and the required actions identified in red text.

Complete the shaded areas and return this form to the concern originator within 24 hours.

Concern Description

Unit Failed At Brake Fluid Fill Due To The Master Cylinder Cap Not Crimped/Staked Properly. All 6 Were Not Staked At All. Need Certified Material Asap


All 6 tabs around the cap
are not crimped over

From: Chris.Lee@hitachi-automotive.us
Sent: Wednesday, August 26, 2015 9:01 PM
To: Harris, Jonathan (J.E.)
Cc: Williams, Dan (DW.); Wilson, Douglas (A.); fred.schwendenmann@hitachi-automotive.us; jeremy.wilson@hitachi-automotive.us; Hawn, Jeremy (J.V.); Ruiz, Jesica (.); ralph.wagers@hitachi-automotive.us; Sandra Granfors (sgranfors1953@hotmail.com) (sgranfors1953@hotmail.com); Daanyal, Shaji (.); Pistole, Timothy (T.C.); Pierce, Warren (W.B.); Smith, Warren (W.A.)
Subject: Re: T407P, Hitachi, - Warranty Claim - excessive pedal effort, VIN - 1FTEW1EG6FK[redacted]

Jonathan,
We will engage and get you an update.
Thanks,
Chris

From: "Harris, Jonathan (J.E.)" <jharr176@ford.com>
To: "chris.lee@hitachi-automotive.us" <chris.lee@hitachi-automotive.us>,
Cc: "jeremy.wilson@hitachi-automotive.us" <jeremy.wilson@hitachi-automotive.us>, "Daanyal, Shaji (.)" <suddin1@ford.com>, "Pistole, Timothy (T.C.)" <tpistole@ford.com>, "Hawn, Jeremy (J.V.)" <jhawn@ford.com>, "Smith, Warren (W.A.)" <wsmith@ford.com>, "Ruiz, Jesica (.)" <jruiz68@ford.com>, "Sandra Granfors (sgranfors1953@hotmail.com) (sgranfors1953@hotmail.com)" <sgranfors1953@hotmail.com>, "Williams, Dan (DW.)" <dwill122@ford.com>, "Pierce, Warren (W.B.)" <wpierce@ford.com>, "fred.schwendenmann@hitachi-automotive.us" <fred.schwendenmann@hitachi-automotive.us>, "Wilson, Douglas (A.)" <dwilson2@ford.com>, "Harris, Jonathan (J.E.)" <jharr176@ford.com>, "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>
Date: 08/26/2015 03:29 PM
Subject: T407P, Hitachi, - Warranty Claim - excessive pedal effort, VIN - 1FTEW1EG6FKD23742

Chris,

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.**

This item will be reviewed on Monday Aug. 31st, 2015.

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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Server: **AWS Prod**
Claims loaded through: **25-AUG-2015**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2015; **Claim Key** = 2080838

Vehicle Information

Model Year:	2015
Market Derived:	F - FORD
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)
Version/Series:	T/AM-150 SERIES
Drive Type:	T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line:	T/FC-P552 F150 [15-16]
Warranty Start Date:	22-MAY-2015
Production Date:	13-APR-2015
VIN:	1FTEW1EG6FK[redacted]

Claim Information

Document Number:	022807B
Repair Date:	18-AUG-2015
Distance:	6961
TIS:	3
FCC Auth:	1
AWS Load Date:	25-AUG-2015

Dealer Information

Dealer Name:	
Dealer Code:	
Address:	
City:	
State:	Zip Code:
Country:	Region Code:
Phone:	

Expense Information

Customer Paid Amount:	
Deductible Amount:	
Dealer Paid Amount:	
Labor Cost:	
Misc. Expense Amount:	
Part Markup Amount:	
Material Cost:	
Total Cost Gross:	

Cust. Concern Code:	H05 - EXCESSIVE BRAKE PEDAL EFFORT REQUIRED
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	CHECKED OP THE RED BRAKE LIGHT IS ON. CHECKED OASIS. CHECKED BRAKE FLUID LEVEL IT WAS LOW. PERFORMED A VISUAL INSPECTION COULD NOT FIND ANY EXTERNAL LEAKS. REMOVED THE VACUUM SENSOR FROM THE BRAKE BOOST AND BRAKE FLUID CAME POURING OUT. R/R THE BRAKE MASTER, BRAKE BOOSTER, VACUUM LINE THAT GOES FROM THE BRAKE BOOSTER TO THE ENGINE. BLEED THE MASTER CYLINDER AND PRESSURE BLEED THE BRAKE SYSTEM. TES
Customer Comment:	CUSTOMER STATES RED BRAKE LIGHT IS COMING ON,ALSO THAT HE HAD TO ADD BRAKE FL UID

Labor Op Code Labor Op Description Labor Op Cost

Causal Full Part Number Part Part Extended

Flag PREF BASE SUFF Description CPSC Quantity Amount

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From: Sandra Granfors <sgranfors1953@hotmail.com>
Sent: Monday, November 02, 2015 9:02 PM
To: Harris, Jonathan (J.E.)
Cc: chris.lee@hitachi-automotive.us; jeremy wilson; aman.gupta@hitachi-automotive.us; casey.brown@hitachi-automotive.us; Williams, Dan (DW.); Pierce, Warren (W.B.); Daanyal, Shaji (.)
Subject: Re: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTFW1EGXFK[redacted]

Team,

Note production date of this vehicle is June.

Ralph you may want to review Concerns/warranty from that time frame.

Sent from my iPhone

On Nov 2, 2015, at 2:57 PM, Harris, Jonathan (J.E.) <jharr176@ford.com> wrote:

> Chris,
>
> 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.**
>
> This item will be reviewed on Nov 05th, 2015.

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 = 2015; **Claim Key** = 2940517

Vehicle Information

Model Year: 2015
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-16]
Warranty Start Date: 24-JUL-2015
Production Date: 01-JUN-2015
VIN: 1FTFW1EGXFK[redacted]

Claim Information

Document Number: 153677A
Repair Date: 19-OCT-2015
Distance: 2826
TIS: 3
FCC Auth: 1
AWS Load Date: 30-OCT-2015

Dealer Information

Dealer Name:
Dealer Code:
Address:
City:
State: MO Zip Code:
Country: USA Region Code: NA
Phone:

Expense Information

Customer Paid Amount:
Deductible Amount:
Dealer Paid Amount:
Labor Cost:
Misc. Expense Amount:
Part Markup Amount:
Material Cost:
Total Cost Gross:

Cust. Concern Code: L63 - BRAKE FLUID LEAK
Condition Code: D8 - FAILED GASKET/SEAL
Technician Comment: LOOSING BRAKE FLUID VERIFIED BRAKE HYDROLICS INSPECT FOUND BRAKE FLUID LEAKING OUT THE BACK OF MASTER CYLINDER INTO BOOSTER REPLACE BOOSTER AND MASTER CYLINDER AND BLEED AND RECHECK GOO D
Customer Comment: DIAGNOSE CUST ADDED BRAKE FLUID TO GET BRAKE LIGHT OUT 1400 MILES LIGHT COME ON AGAIN AND AT MIN LINE NOW

Labor Op Code	Labor Op Description	Labor Op Cost

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	Part CPSC	Quantity	Extended Amount
Y	FL3Z	2140	A	CYLINDER ASY-BRK MST			
N	FL3Z	2005	B	BOOSTER ASY-POWER BR			
N	PM	20	*				

From: Harris, Jonathan (J.E.)
Sent: Monday, June 13, 2016 5:30 PM
To: Casey.Brown@hitachi-automotive.us
Cc: aman.gupta@hitachi-automotive.us; Sandra Granfors; Williams, Dan (DW.); Pierce, Warren (W.B.); Daanyal, Shaji (.); jeremy.wilson@hitachi-automotive.us; ralph.wagers@hitachi-automotive.us; Harris, Jonathan (J.E.)
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

Model Year: 2016

Claim Information

Document Number: 05384202

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-JUN-2016
Production Date: 19-MAY-2016
VIN: 1FTEW1EG5GK[redacted]

Repair Date: 03-JUN-2016
Distance: 3
TIS: 0
FCC Auth: 1
AWS Load Date: 10-JUN-2016

Dealer Information

Dealer Name:
Dealer Code:
Address:
City:
State: OH Zip Code:
Country: USA Region Code: NA
Phone:

Expense Information

Customer Paid Amount:
Deductible Amount:
Dealer Paid Amount:
Labor Cost:
Misc. Expense Amount:
Part Markup Amount:
Material Cost:
Total Cost Gross:

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: COMPOENTS. FOUND NO ABNORMAL OR LOOSE PARTS. FOUND NO SIGNS OF LEAKS. BLEED BRAKE SYSTEM PER WSM. ROAD TEST AND VEHICLE STILL HAS LOW PEDAL. PERFORM PPT AND STATES TO REMOVE AND INSPECT MASTER FOR LEAKS. FOUND MASTER HAD LEAKED INTO BOOSTER. R&R BRAKE BOOSTER AND MASTER CYLINDER WITH ONE FROM LIKE VEHICLE DUE TO PARTS ON BACK ORDER. BLEED SYSTEM AND RETEST. OK AT THIS TIME.
Customer Comment: BRAKE CONCERN WHILE ON ROAD TEST FOUND VEHICLE TO HAVE INTERMIT LOW BRAKE PEDAL. REMOVED ALL WHEELS AND INSPECTED 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 Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended 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	*		

From: Sandra Granfors <sgranfors1953@hotmail.com>
Sent: Wednesday, November 11, 2015 4:56 PM
To: Harris, Jonathan (J.E.)
Subject: Re: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEW1EP7FK[redacted]

Did you get what you needed on the rear shock leaks

Sent from my iPhone

On Nov 11, 2015, at 10:54 AM, Harris, Jonathan (J.E.) <jharr176@ford.com> wrote:

> yes
>
> **From:** Sandra Granfors [mailto:sgranfors1953@hotmail.com]
> **Sent:** Wednesday, November 11, 2015 10:54 AM
> **To:** Harris, Jonathan (J.E.)
> **Subject:** Re: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEW1EP7FK[redacted]
>
> Is VQR tomorrow?
>
> Sent from my iPhone
>
> On Nov 11, 2015, at 10:53 AM, Harris, Jonathan (J.E.) <jharr176@ford.com> wrote:
>
> > No we didn't do claims due to the VQR prep.
> >
> > **From:** Sandra Granfors [mailto:sgranfors1953@hotmail.com]
> > **Sent:** Wednesday, November 11, 2015 10:35 AM
> > **To:** Harris, Jonathan (J.E.)
> > **Subject:** Re: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEW1EP7FK[redacted]
> >
> > Did everything go OK in the 9:00?
> > Is there anything I need to follow up on.
> >
> > I will be here tomorrow for the meeting.
> > There is a master cylinder leak up for tomorrow.
> >
> > Sent from my iPhone
> >
> > On Nov 10, 2015, at 7:32 AM, Harris, Jonathan (J.E.) <jharr176@ford.com> wrote:
> >
> > > We will cover it just get me the 8d. Or is this the one that Ralph sent out yesterday?

Thanks,

Jonathan

From: Sandra Granfors [mailto:sgranfors1953@hotmail.com]
Sent: Tuesday, November 10, 2015 7:31 AM
To: Harris, Jonathan (J.E.)
Subject: FW: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEW1EP7FKE40990

Jonathan,

My meeting with the counselor was changed this week to 9:00 tomorrow, she wasn't able to do Monday this week.

I think the report out for the ECB claim for the bad FLI switch is up tomorrow morning. Can you or Jeremy
speak to it, if not let me know and I can change the Appt.

Thanks,

Sandy Granfors
KCAP Rep
214-289-9255

To: jharr176@ford.com; suddin1@ford.com; dwill122@ford.com; wpierce@ford.com; tdaavett@ford.com; jruiz68@ford.com
CC: ralph.wagers@hitachi-automotive.us; Casey.Brown@hitachi-automotive.us; Jeremy.Powell@hitachi-automotive.us; Aman.Gupta@hitachi-automotive.us; sgranfors1953@hotmail.com
Subject: Re: Fwd: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEW1EP7FK[redacted]
From: Stuart.Ray@hitachi-automotive.us
Date: Mon, 9 Nov 2015 16:30:54 -0500

Attached find the 3D for this issue.

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

From: "Daanyal, Shaji (.)" <suddin1@ford.com>

To: Ralph Wagers <ralph.wagers@hitachi-automotive.us>,
Cc: Stuart Ray <Stuart.Ray@hitachi-automotive.us>
Date: 11/06/2015 01:58 PM
Subject: Fwd: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEW1EP7FK[redacted]

From: "Harris, Jonathan (J.E.)" <jharr176@ford.com>
Date: November 6, 2015 at 1:53:08 PM EST
To: "chris.lee@hitachi-automotive.us" <chris.lee@hitachi-automotive.us>
Cc: jeremy wilson <jeremy.wilson@hitachi-automotive.us>, "aman.gupta@hitachi-automotive.us" <aman.gupta@hitachi-automotive.us>, "casey.brown@hitachi-automotive.us" <casey.brown@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>, "Harris, Jonathan (J.E.)" <jharr176@ford.com>
Subject: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEW1EP7FK[redacted]

Chris,

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.**

This item will be reviewed on Nov 11th, 2015.

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 = 2015; **Claim Key** = 3016621

Vehicle Information		**Claim Information**	
Model Year:	2015	Document Number:	11515701
Market Derived:	F - FORD	Repair Date:	02-NOV-2015
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	601
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:	05-NOV-2015
Warranty Start Date:	28-OCT-2015		
Production Date:	31-AUG-2015		
VIN:	1FTEW1EP7FKE[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:	MN Zip Code:	Part Markup Amount:	
Country:	USA Region Code: NA	Material Cost:	
Phone:		Total Cost Gross:	

ıcern ode:	H19 - BRAKE-ABS/TRACTION/ESC TROUBLES
ode:	42 - DOES NOT OPERATE PROPERLY
ician nent:	CONFIRM CONDITION ATTACH IDS RETRIEVE CODES B1048 01 GO TO PPT S1 NO S2 YES S8 NO S9 YES S10 REPLACE BRAKE FLUID LEVEL SWITCH RETE ST PASS
omer nent:	ELECTRICAL DIAGNOSIS $139.99 RED BRAKE INDICATOR LIGHT IS ON. INSPECT AND ADVIS E

Labor Op Code	Labor Op Description	Labor Op Cost

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	FL3Z	2C251	A	CAP/SNS-RESERVOIR			

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From: Sandra Granfors <sgranfors1953@hotmail.com>
Sent: Tuesday, November 10, 2015 1:33 PM
To: Harris, Jonathan (J.E.)
Subject: Re: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEW1EP7FK[redacted]

That's the one Ralph sent yesterday.

Thanks!

Sent from my iPhone

On Nov 10, 2015, at 7:32 AM, Harris, Jonathan (J.E.) <jharr176@ford.com> wrote:

> We will cover it just get me the 8d. Or is this the one that Ralph sent out yesterday?
>
> Thanks,
>
> Jonathan
>
> ---
>
> **From:** Sandra Granfors [mailto:sgranfors1953@hotmail.com]
> **Sent:** Tuesday, November 10, 2015 7:31 AM
> **To:** Harris, Jonathan (J.E.)
> **Subject:** FW: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEW1EP7F[redacted]
>
> Jonathan,
>
> My meeting with the counselor was changed this week to 9:00 tomorrow, she wasn't able to do Monday this week.
>
> I think the report out for the ECB claim for the bad FLI switch is up tomorrow morning. Can you or Jeremy
> speak to it, if not let me know and I can change the Appt.
>
> Thanks,
>
> Sandy Granfors
> KCAP Rep
> 214-289-9255
>
> ---
>
> To: jharr176@ford.com; suddin1@ford.com; dwill122@ford.com; wpierce@ford.com; tdaavett@ford.com; jruiz68@ford.com
> CC: ralph.wagers@hitachi-automotive.us; Casey.Brown@hitachi-automotive.us; Jeremy.Powell@hitachi-automotive.us; Aman.Gupta@hitachi-automotive.us; sgranfors1953@hotmail.com

Subject: Re: Fwd: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEW1EP7FK[redacted]
From: Stuart.Ray@hitachi-automotive.us
Date: Mon, 9 Nov 2015 16:30:54 -0500

Attached find the 3D for this issue.

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

From: "Daanyal, Shaji (.)" <suddin1@ford.com>
To: Ralph Wagers <ralph.wagers@hitachi-automotive.us>,
Cc: Stuart Ray <Stuart.Ray@hitachi-automotive.us>
Date: 11/06/2015 01:58 PM
Subject: Fwd: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEW1EP7FK[redacted]

From: "Harris, Jonathan (J.E.)" <jharr176@ford.com>
Date: November 6, 2015 at 1:53:08 PM EST
To: "chris.lee@hitachi-automotive.us" <chris.lee@hitachi-automotive.us>
Cc: jeremy wilson <jeremy.wilson@hitachi-automotive.us>, "aman.gupta@hitachi-automotive.us" <aman.gupta@hitachi-automotive.us>, "casey.brown@hitachi-automotive.us" <casey.brown@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>, "Harris, Jonathan (J.E.)" <jharr176@ford.com>
Subject: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEW1EP7FK[redacted]

Chris,

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- 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 = 2015; **Claim Key** = 3016621

Vehicle Information		**Claim Information**	
Model Year:	2015	Document Number:	11515701
Market Derived:	F - FORD	Repair Date:	02-NOV-2015
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	601
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:	05-NOV-2015
Warranty Start Date:	28-OCT-2015		
Production Date:	31-AUG-2015		
VIN:	1FTEW1EP7FK[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:	MN Zip Code:	Part Markup Amount:	
Country:	USA Region Code: NA	Material Cost:	
Phone:		Total Cost Gross:	

9 - BRAKE-ABS/TRACTION/ESC TROUBLES

- DOES NOT OPERATE PROPERLY

ONFIRM CONDITION ATTACH IDS RETRIEVE CODES B1048 01 GO TO PPT S1 NO S2 YES S8 NO S9 YES S10 YES S
PLACE BRAKE FLUID LEVEL SWITCH RETE ST PASS

ECTRICAL DIAGNOSIS $139.99 RED BRAKE INDICATOR LIGHT IS ON. INSPECT AND ADVIS E

Labor Op	Labor Op	Labor Op

Code	Description	Cost

Causal	Full Part Number			Part		Part	Extended
Flag	PREF	BASE	SUFF	Description	CPSC	Quantity	Amount
Y	FL3Z	2C251	A	CAP/SNS-RESERVOIR			

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From: Siddiqui, Saif (S.S.)
Sent: Friday, August 19, 2016 2:58 AM
To: Harris, Jonathan (J.E.); Williams, Dan (DW.); Daanyal, Shaji (.)
Cc: Pierce, Warren (W.B.); Herman, Jerome (J.A.); Kosztowny, Brian (B.P.)
Subject: RE: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEX1CF5GK[redacted]

I will update the BSAQ and is waiting for Hitachi to provide exact dates of implementation of action items for contamination issue.

Shaji,
Since you are at Hitachi, kindly follow-up with them. I have forwarded the email request to you as well.

Regards
Saif

From: Harris, Jonathan (J.E.)
Sent: Thursday, August 18, 2016 1:49 PM
To: Williams, Dan (DW.); Siddiqui, Saif (S.S.); Daanyal, Shaji (.)
Cc: Pierce, Warren (W.B.); Herman, Jerome (J.A.); Kosztowny, Brian (B.P.)
Subject: RE: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEX1CF5GK[redacted]

I know that Saif was entering BSAQ's. I will have get an update on the BSAQ projects.

From: Williams, Dan (DW.)
Sent: Thursday, August 18, 2016 12:39 PM
To: Harris, Jonathan (J.E.); Siddiqui, Saif (S.S.); Daanyal, Shaji (.)
Cc: Pierce, Warren (W.B.); Herman, Jerome (J.A.); Kosztowny, Brian (B.P.)
Subject: RE: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEX1CF5GK[redacted]

Are any of these projects documented in BSAQ so that the contamination and foreign material claims can be linked to them?

I have not seen a teardown file from Hitachi since 07/26/2016. We are supposed to be receiving this file weekly. We have over a dozen parts that we cannot rebin due to lack of teardown analysis and we are requesting more parts back for analysis daily.

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, August 18, 2016 12:32 PM
To: Pierce, Warren (W.B.); Williams, Dan (DW.); Siddiqui, Saif (S.S.)
Cc: Harris, Jonathan (J.E.); Daanyal, Shaji (.)
Subject: FW: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEX1CF5GK[redacted]

Fyi, list of process improvements for TMC's from Hitachi.

Jonathan

From: Sandra Granfors [mailto:sgranfors1953@hotmail.com]
Sent: Thursday, August 18, 2016 12:13 PM
To: Harris, Jonathan (J.E.)
Subject: Fwd: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEX1CF5GK[redacted]

Sent from my iPhone

Begin forwarded message:

> **From:** Stuart.Ray@hitachi-automotive.us
> **Date:** August 18, 2016 at 10:37:45 AM CDT
> **To:** sgranfors1953@hotmail.com
> **Cc:** ralph.wagers@hitachi-automotive.us
> **Subject: Re: Fw: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEX1CF5GK[redacted]**
>
> Sandy,
>
> This unit has not been received yet.
>
> Attached is the corrective action list. Here are the ones since this unit was built.

From: Siddiqui, Saif (S.S.)
Sent: Tuesday, September 20, 2016 2:32 PM
To: ralph.wagers@hitachi-automotive.us
Cc: Daanyal, Shaji (.)
Subject: RE: This week's meeting

Importance: High

Ralph,

With all the recent claims for MC pouring in, this meeting will be attended by plant management, and we cannot afford to cancel it, or for Hitachi not to show up for this meeting. You can present the last 6 panel on contamination with recent action taken to eliminate or reduce it, and update on part warranty tear down status.

Also plant manager wants to see

1. Cutout section of MC. It will be great if someone can show the diagrams on how the fluid flows and where the particles can be trapped causing a failure.
2. Pictures and size of contaminants that have been found. (internal and external source)

Thanks
Saif

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Tuesday, September 20, 2016 9:14 AM
To: Siddiqui, Saif (S.S.)
Cc: Daanyal, Shaji (.)
Subject: RE: This week's meeting

Saif,

I am optional for today's meeting.
So I do not plan to attend due to recertification audit responsibilities.

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

From: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>
To: "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>,
Cc: "Daanyal, Shaji (.)" <suddin1@ford.com>
Date: 09/20/2016 09:10 AM
Subject: RE: This week's meeting

Let me check if we can cancel this one. Also, there is a report out today at 12:30 instead of 12:15. Kindly make a note of it.

Saif

From: ralph.wagers@hitachi-automotive.us [mailto:ralph.wagers@hitachi-automotive.us]
Sent: Monday, September 19, 2016 3:12 PM
To: Siddiqui, Saif (S.S.)
Cc: Daanyal, Shaji (.)
Subject: This week's meeting

Saif,

As you may know, Stuart is no longer employed by Hitachi so I am having to help new engineer cover responsibilities. This week I am involved in TS recertification audit and would like to request this week's cancellation for this reason.

I will continue to send out updates to matrix and 8Ds daily.

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: Thursday, May 14, 2015 6:58 PM
To: Kempf, Gregory (G.J.); Hollwell, Carlos (C.M.); Popoutsis, Julie (J.); Eigsti, Sam (S.); Pierce, Warren (W.B.)
Cc: Harris, Jonathan (J.E.); Medley, Steven (S.D.) (smedley@ford.com)
Subject: RE: Units held for suspect P552 brake master cylinder quality concern

There are 2 trucks on the fence near the gate and were still showing as SUSPECT on this campaign. One of them was filled at about 8:30 this morning and had the green mark on the front of the master cylinder indicating that it did not leak. I have changed this one (FKD53560) to show as GOOD on the campaign. The other truck (FKD59190) failed evac and fill and was filled at the chain line repair evac and fill machine. This truck did not have the green mark on it, but also had no evidence of having had fluid leaking so it was marked GOOD on the campaign as well.

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: Wednesday, May 13, 2015 3:14 PM
To: Kempf, Gregory (G.J.); Quick, Gary (G.L.); Scheer, Matthew (M.); Hollwell, Carlos (C.M.)
Cc: Harris, Jonathan (J.E.); Eigsti, Sam (S.); Popoutsis, Julie (J.); Medley, Steven (S.D.) (smedley@ford.com); Pierce, Warren (W.B.)
Subject: RE: Units held for suspect P552 brake master cylinder quality concern

All 10 of the trucks listed below were released from the campaign I created yesterday. The 5 that were good can be shipped. The 5 that are still on the ***A05-12-15 Qual - Mech Park Brake Leak*** campaign need to have the master cylinders replaced per the attached email.

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, May 12, 2015 5:22 PM
To: Kempf, Gregory (G.J.); Quick, Gary (G.L.); Scheer, Matthew (M.); Hollwell, Carlos (C.M.); Medley, Steven (S.D.) (smedley@ford.com); Pierce, Warren (W.B.)
Cc: Kapanowski, Martin C (M.C.); Daavettila, Thomas (T.W.); Stauffer, Eric (E.L.); Kosztowny, Brian (B.P.) (bkosztow@ford.com); Harris, Jonathan (J.E.); Eigsti, Sam (S.); Popoutsis, Julie (J.)
Subject: Units held for suspect P552 brake master cylinder quality concern

As requested, the trucks below have been held on a restricted campaign for evaluation. The intention is to ensure that they are cleaned of any residual fluid and

allow to sit for an extended period to determine if there is a leak at ambient pressure. If, based on our current space constraints, these units cannot be held near the Lincoln Center or Final Assembly area, please let me know where they can be found. The timing for releasing these vehicles will be determined by conference calls that will occur today and tomorrow.

Rotation	Serial
3474	FKD56762
3499	FKD47141
3507	FKD56848
3508	FKD54058
3526	FKD57706
3497	FKD47517
3511	FKD51663
3512	FKD52276
3513	FKD58974
3514	FKD48798

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, October 04, 2016 10:23 AM
To: ralph.wagers@hitachi-automotive.us; Harris, Jonathan (J.E.); Siddiqui, Saif (S.S.)
Cc: Daanyal, Shaji (.); Milz, Kevin (K.W.); Fred.Schwendenmann@hitachi-automotive.us; Casey.Brown@hitachi-automotive.us; Christopher.Holmes@hitachi-automotive.us; Alejandro.Rojas@hitachi-automotive.us; sgranfors1953@hotmail.com; Mills, Eric (E.); Herman, Jerome (J.A.)
Subject: RE: Updated Matrix
Attachments: tag_issued_list.xlsx

There are 5 parts that show as having been received and should not be listed at Not Returned (see attached). Also, 1FTFW1EG1GF[redacted] is listed twice, so 1 of its line items can be removed.

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: Monday, October 03, 2016 5:47 PM
To: Harris, Jonathan (J.E.); Williams, Dan (DW.); Siddiqui, Saif (S.S.); Mills, Eric (E.)
Cc: Daanyal, Shaji (.); Milz, Kevin (K.W.); Fred.Schwendenmann@hitachi-automotive.us; Casey.Brown@hitachi-automotive.us; Christopher.Holmes@hitachi-automotive.us; Alejandro.Rojas@hitachi-automotive.us; sgranfors1953@hotmail.com
Subject: Updated Matrix

Ford team,

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

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

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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
BRAKES	301972862		9/15/2016	16-Sep-16	16-Sep-16	UPS	[redacted]	9/20/2016 11:00	9/20/2016 11:00	BRAKRW	602704	GL3Z	2140	A	CYLINDER ASY - MASTER	GL342A032AA	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	6655	1FTFW1EF7GF[redacted]	CUSTOMER STATES: THAT WHEN BRAKING THE PEDAL GOES TO THE FLOOR; CHECK AND ADVISE	ROAD TEST VERIFY BRAKE PEDAL FADES 4 WHEEL BR AKE INSPECT PINPOINT INTERAN MG REPLACE MASTR CYLINDER BLEED BRAKE RETEST DRIVE OK	GL3Z 2140A	H15
BRAKES	302014275		9/15/2016	21-Sep-16	21-Sep-16	UPS		9/23/2016 11:00	9/23/2016 11:00	BRAKRW	602366	GL3Z	2140	A	CYLINDER ASY - MASTER	GL342A032AA	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X2	4490	1FTEW1CG4GF[redacted]	VEH HAS NO BRAKES	VERIFY CONCERN NO BRAKES BRAKE PEDAL GOES TO FLOOR CHECK AND INSPECT FOR LEAK NO LEAK FOUND RUN OASIS PERFORM BRAKE MASTER CYLINDER COMPONENT TEST BY-PASS TEST FAIL INTERNAL LEAK PERFORM MASTER CYLINDER REPLACEMENT	GL3Z 2140A	H15
BRAKES	302012436		9/15/2016	28-Sep-16	30-Sep-16	UPS		10/3/2016 13:00	10/3/2016 13:00	BRAKRW	602365	GL3Z	2140	A	CYLINDER ASY - MASTER	GL342A032AA	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	48731	1FTEW1EG4GF[redacted]	CUSTOMER STATES WHEN PRESSING DOWN HARD ON THEBRAKES THE PEDAL WILL GO DOWN TO THE FLOOR CUSTOMER STATES THE BRAKE PEDAL FEELS LOOSE. CHECK AND ADVISE	TEST DROVE AND INSPECTED FOUND PEDDLE SINKS TO THE FLOOR DUE TO A INTERNAL LEAK IN THE MASTER CYLINDER. REPLACED MASTER CYLINDER AND BLED. TEST DROVE NO FURTHER CONCERNS AT THIS TIME	GL3Z 2140A	H04
BRAKES	301975975		9/13/2016	15-Sep-16	16-Sep-16	UPS		9/16/2016 11:00	9/16/2016 11:00	BRAKRW	601393	FL3Z	2140	B	CYLINDER ASY - MASTER	FL842A032BB	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	306	1FTEX1E89GF[redacted]	CUSTOMER STATES: THE BRAKE PEDAL IS VERY SOFT WHEN APPLIED AND VEHICLE TAKES A VERY LONG TIME TO COME TO A STOP. OK AND ADV	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 CONCER	FL3Z 2005D	N27
BRAKES	301824496		9/12/2016	14-Sep-16	14-Sep-16	UPS		9/20/2016 11:00	9/20/2016 11:00	BRAKRW	601192	GL3Z	2140	A	CYLINDER ASY - MASTER	GL342A032AA	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	4079	1FTFW1EG1GF[redacted]	BF- Customer States brakes weak brake pedal went to the floor twice when on the freeway	failing brake master cylinder verified brake pedal going to the floor. checked complete brake system to ensure vehicle safety checked all brake linings 9mm front and rear checked all calipers and brake lines. no	GL3Z 2140A	L83
BRAKES	301932451		9/14/2016							BRAKRW	602364	GL3Z	2140	A	CYLINDER ASY - MASTER	GL342A032AA	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	3100	1FTEW1EF9GF[redacted]	C/S BRAKE PEDAL WENT TO FLOOR AND WOULDNT STOP	VERIFIED CONCERN FOUND MASTER CYL INOP. REPLACED MASTER CYL AND BLEED BRAKES	GL3Z 2140A	H20
BRAKES	301931094		9/14/2016							BRAKRW	602363	FL3Z	2140	A	CYLINDER ASY - MASTER	FL342A032AC	DS		2016	F150 4X4	4158	1FTEW1EG0GF[redacted]	NO FRENA LA UNIDAD AL PISAR PEDAL	SE REALIZA INSPECCION ENCONTRANDO BOMBA DE FRENOS CON PERDIDA DE PRESION CAMBIO DE LA BOMBA DE PRESION	FL3Z 2140A	H02
BRAKES	301489191		9/2/2016							BRAKRW	599217	GL3Z	2140	A	CYLINDER ASY - MASTER	GL342A032AA	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X4	6150	1FTEW1EF2GF[redacted]	CUSTOMER STATES BRAKES HAVE NO PRESSURE, CHECK AND ADVISE	VERIFIED CONCERN, FOUND PEDAL TO HAVE NO PRESSURE BRAKE DIAG AS WELL AS PPT REPLACED BRAKE BOOSTER AND MASTER CYLINDER, RETESTED NOW AS DESIGNED	FL3Z 2005A	H16
BRAKES	301333658		8/31/2016							BRAKRW	597605	GL3Z	2140	A	CYLINDER ASY - MASTER	GL342A032AA	DS	HITACHI AUTOMOTIVE SYSTEMS AME	2016	F150 4X2	6370	1FTEX1CP4GF[redacted]	BRAKE INSPECTION GUEST STATES WHEN YOU PUSH DOWN ON THE BRAKE PEDAL IT GOES TO THE FLOOR	FMC 360 CAS-10381993 VERIFY CONCERN, PERFORM ABS SYSTEM DIAGNOSIS: NO D TC S. MASTER CYLINDER BYPASSING. REPLACE MASTER CY LINDER ASSEMBLY. BLEED SYSTEM. ROADTEST AFTER REPA IR. LABOR OPS-2219D- 2,2140A- 9 AND 2140	GL3Z 2140A	H15

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#
BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	8/16/2016	2950		[redacted]	4	52.67	232.32	316.55	0	0	24.06	101.01	3/31/2016	KANCTY	5/25/2016						
BRAKE PEDAL SPONGY	D1	POROSITY	9/7/2016	9581		[redacted]	A	88.12	113.01	222.77	0	0	0	102.79	6/24/2016	CHANGAN	7/9/2016						
PARKING BRAKE TROUBLES	68	SEALER MISSING/SKIPPED	9/6/2016	5539		[redacted]	A	52.87	98.7	181.65	0	0	23.7	109.67	6/3/2016	CHANGAN	6/29/2016						
VIBRATION OR SHUDDER WHILE BRAKING			7/6/2016	1342		[redacted]	1	46.15	201.61	439.9	0	0	91.29	87.68	5/13/2016	CHANGAN	5/25/2016						
BRAKE FLUID LEAK	42	DOES NOT OPERATE PROPERLY	8/30/2016	5536		[redacted]	1	52.87	263.91	372.15	0	0	30.93	114.74	5/14/2016	CHANGAN	7/11/2016						
OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)	42	DOES NOT OPERATE PROPERLY	9/6/2016	5224		[redacted]	A	52.87	93.83	167.65	0	0	21.15	104.26	6/8/2016	KANCTY	7/14/2016						
BRAKES GRAB OR LOCK-UP	42	DOES NOT OPERATE PROPERLY	8/15/2016	M1072		[redacted]	1	1015.56	394.52	2181.93	300.96	0	424.7	358.65	5/7/2016	CHANGAN	6/9/2016						
BRAKES TOO SENSITIVE			8/8/2016	915		[redacted]	1	52.87	228.76	448.02	0	0	62.64	95.32	4/15/2016	CHANGAN	6/2/2016						
BRAKE PEDAL SPONGY	42	DOES NOT OPERATE PROPERLY	8/23/2016	6795		[redacted]	4	88.12	128.17	226.29	0	0	0	98.59	4/23/2016	CHANGAN	6/8/2016						

From: Harris, Jonathan (J.E.)
Sent: Monday, October 17, 2016 8:10 PM
To: Dudley, Jeff (J.A.); Siddiqui, Saif (S.S.)
Cc: Daanyal, Shaji (.); Milz, Kevin (K.W.); Harris, Jonathan (J.E.)
Subject: RE: Updated P552 Ford Matrix 10/11/2016

Jeff,

I got an updated 8d from Hitachi brake. Getting ready to load into a BSAQ. The correspondence (suspected root cause) on this is very enlightening.

I will get with PVT on the linking.

Thanks,

Jonathan Harris,
KCAP STA Resident
Cell 313 805-2375

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From: Dudley, Jeff (J.A.)
Sent: Monday, October 17, 2016 7:40 AM
To: Siddiqui, Saif (S.S.) <ssiddi11@ford.com>; Harris, Jonathan (J.E.) <jharr176@ford.com>
Cc: Daanyal, Shaji (.) <suddin1@ford.com>; Milz, Kevin (K.W.) <kmilz@ford.com>
Subject: RE: Updated P552 Ford Matrix 10/11/2016

Did we respond?

I only find projects for cup damage (May) and burrs (Sept) and the contamination (March) project referenced below. We're uncontained on scratched piston and contamination.

Jeff Dudley
STA Resident Manager – F150
(313) 33-73615 (desk) (313) 805-2454 (mobile)

From: Williams, Dan (DW.)
Sent: Wednesday, October 12, 2016 3:20 PM
To: Siddiqui, Saif (S.S.) <ssiddi11@ford.com>; Harris, Jonathan (J.E.) <jharr176@ford.com>; Daanyal, Shaji (.) <suddin1@ford.com>; Dudley, Jeff (J.A.) <jdudley2@ford.com>; Milz, Kevin (K.W.) <kmilz@ford.com>
Cc: Kapanowski, Martin C (M.C.) <mkapanow@ford.com>; Raza, Mohammed Zahid (M.Z.) <mraza5@ford.com>; Mills,

Eric (E.) <emills21@ford.com>; Herman, Jerome (J.A.) <JHERMAN5@ford.com>
Subject: RE: Updated P552 Ford Matrix 10/11/2016

Attached is a summary report for P552 H15. All of the ECB claims that had updates in the file sent yesterday afternoon were rebinned this morning. There are now 51 ECB parts that we need teardown info for.

Are there any projects for FOREIGN MATERIAL other than SAQ2016388939? This project is now showing leakage, based on the most recently built vehicle with this condition.

Was a project written for scratched pistons? The only one I could find in BSAQ was from 2010.

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

From: Christopher.Holmes@hitachi-automotive.us [mailto:Christopher.Holmes@hitachi-automotive.us]
Sent: Tuesday, October 11, 2016 4:26 PM
To: Milz, Kevin (K.W.); ralph.wagers@hitachi-automotive.us; Harris, Jonathan (J.E.); Williams, Dan (DW.); Siddiqui, Saif (S.S.); Mills, Eric (E.); Daanyal, Shaji (.); Fred.Schwendenmann@hitachi-automotive.us; Casey.Brown@hitachi-automotive.us; Christopher.Holmes@hitachi-automotive.us; Alejandro.Rojas@hitachi-automotive.us; sgranfors1953@hotmail.com; Kapanowski, Martin C (M.C.); Dudley, Jeff (J.A.); Raza, Mohammed Zahid (M.Z.)
Subject: Updated P552 Ford Matrix 10/11/2016

Ford Team,

Here is the updated P552 Matrix as of 10/11/2016

Christopher Holmes
Master Cylinder
Quality Engineer
HIAMS- NA-BM
1-859-228-6300 Ex 6311
HITACHI
Inspire the Next
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: Williams, Dan (DW.)
Sent: Wednesday, October 12, 2016 2:06 PM
To: Christopher.Holmes@hitachi-automotive.us; Milz, Kevin (K.W.); ralph.wagers@hitachi-automotive.us; Harris, Jonathan (J.E.); Siddiqui, Saif (S.S.); Daanyal, Shaji (.); Fred.Schwendenmann@hitachi-automotive.us; Casey.Brown@hitachi-automotive.us; Alejandro.Rojas@hitachi-automotive.us; sgranfors1953@hotmail.com; Dudley, Jeff (J.A.); Raza, Mohammed Zahid (M.Z.)
Cc: Kapanowski, Martin C (M.C.); Mills, Eric (E.); Herman, Jerome (J.A.)
Subject: RE: Updated P552 Ford Matrix 10/11/2016

Many of the DTP built vehicles are listed in the file as KCAP. If the 11th character of the VIN is an F, it was built at DTP. If that character is a K, it was built at KCAP.

1FTEW1EG0GK[redacted]	6964	KCAP
FTEW1EF2GF[redacted]	6590	DTP
1FTEW1EF3GF[redacted]	6127	KCAP

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: Wednesday, October 12, 2016 8:52 AM
To: 'Christopher.Holmes@hitachi-automotive.us'; Milz, Kevin (K.W.); ralph.wagers@hitachi-automotive.us; Harris, Jonathan (J.E.); Siddiqui, Saif (S.S.); Daanyal, Shaji (.); Fred.Schwendenmann@hitachi-automotive.us; Casey.Brown@hitachi-automotive.us; Alejandro.Rojas@hitachi-automotive.us; sgranfors1953@hotmail.com; Dudley, Jeff (J.A.); Raza, Mohammed Zahid (M.Z.)
Cc: Kapanowski, Martin C (M.C.); Mills, Eric (E.); Herman, Jerome (J.A.)
Subject: RE: Updated P552 Ford Matrix 10/11/2016

For the line item below, GKF32277 was built at KCAP and not DTP. More importantly, there are 2 warranty claims for GKF32277 but neither of them involve a master cylinder replacement. Could you please review the paperwork that came with the part that was tested to see if the wrong VIN was applied to this line?

#	Supplier Tracking Number		HD / LD	Matrix Enter Date	Sample Recvd Date	Last Revision Date	VIN Number	Mileage	ASSY PLNT	Veh Mfg Date	T407P Lot #
349	F100516M	Y	HD	3-Oct	29-Sep	10-Oct	1FTEW1EF8GK[redacted]	152	DTP	8/12/2016	

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

From: Christopher.Holmes@hitachi-automotive.us [mailto:Christopher.Holmes@hitachi-automotive.us]
Sent: Tuesday, October 11, 2016 4:26 PM
To: Milz, Kevin (K.W.); ralph.wagers@hitachi-automotive.us; Harris, Jonathan (J.E.); Williams, Dan (DW.); Siddiqui, Saif (S.S.); Mills, Eric (E.); Daanyal, Shaji (.); Fred.Schwendenmann@hitachi-automotive.us; Casey.Brown@hitachi-automotive.us; Christopher.Holmes@hitachi-automotive.us; Alejandro.Rojas@hitachi-automotive.us; sgranfors1953@hotmail.com; Kapanowski, Martin C (M.C.); Dudley, Jeff (J.A.); Raza, Mohammed Zahid (M.Z.)
Subject: Updated P552 Ford Matrix 10/11/2016

Ford Team,

Here is the updated P552 Matrix as of 10/11/2016

Christopher Holmes
Master Cylinder
Quality Engineer
HIAMS- NA-BM
1-859-228-6300 Ex 6311
HITACHI
Inspire the Next
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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: Clark, Jason (J.)
Sent: Monday, August 03, 2015 1:37 PM
To: Dobbs, Dan (K.D.); Pierce, Warren (W.B.); Black, Kevin (K.W.); Williams, Dan (DW.)
Cc: Doss, Jacob (J.E.); Black, Kevin (K.W.)
Subject: RE: will call you

Not sure if this would help or not. I just received another escalation for a leaking master cylinder.
VIN 1FTFW1EGXFFA85150. The vehicle has been repaired and released but I verified with the parts department that the old parts are still at the dealership. Dealership is Bill Jarrett Ford p&a code 04993. Dealership number 863-453-3117. I also opened a GCQIS report as well # F8CCM003.

Ford Motor Company ®
Jason Clark | Technical Consultant | FCSD
321-435-1131
jclar380@ford.com | www.ford.com

From: Dobbs, Dan (K.D.)
Sent: Wednesday, July 29, 2015 7:39 AM
To: Pierce, Warren (W.B.); Black, Kevin (K.W.); Clark, Jason (J.); Williams, Dan (DW.)
Cc: Doss, Jacob (J.E.); Black, Kevin (K.W.)
Subject: RE: will call you

Perfect – thanks all.

Regards

K.D. Dan Dobbs

FCSD Service Engineering Operations
F-150 PVT Program Manager
Certified 6-Sigma Master Black Belt Level II
Phone:313-845-6078
kdobbs@ford.com

The All New 2015 Ford F150 – Best Truck Ever!

"The stock market is designed to transfer money from the active to the patient." Warren Buffett

From: Pierce, Warren (W.B.)
Sent: Tuesday, July 28, 2015 3:46 PM
To: Dobbs, Dan (K.D.); Black, Kevin (K.W.); Clark, Jason (J.); Williams, Dan (DW.)

Cc: Doss, Jacob (J.E.)
Subject: RE: will call you

Documented contact with the dealer. They believe the original master cylinder is with the parts department. I requested pictures to be taken and emailed to me and I will add to the report.

Initial indication is that the leak was due to a crack in the part. Waiting for the photos.

Dan,
Please make sure we get a request loaded for this once the warranty claim comes in, I believe we need that first, correct? Depending on what the date code shows, we may want to get our hands on this ASAP.

THNX

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

From: Dobbs, Dan (K.D.)
Sent: Tuesday, July 28, 2015 2:14 PM
To: Pierce, Warren (W.B.); Black, Kevin (K.W.); Clark, Jason (J.)
Cc: Doss, Jacob (J.E.)
Subject: RE: will call you

There is a hot process as part of the 700 tag if I recall.

Regards

K.D. Dan Dobbs

FCSD Service Engineering Operations
F-150 PVT Program Manager
Certified 6-Sigma Master Black Belt Level II
Phone:313-845-6078
kdobbs@ford.com

The All New 2015 Ford F150 – Best Truck Ever!

"The stock market is designed to transfer money from the active to the patient." Warren Buffett

---

From: Pierce, Warren (W.B.)
Sent: Tuesday, July 28, 2015 3:14 PM
To: Dobbs, Dan (K.D.); Black, Kevin (K.W.); Clark, Jason (J.)
Cc: Doss, Jacob (J.E.)
Subject: RE: will call you

Ok, I'll contact the dealer and I should be able to update the report myself. If I run into a snag, I'll let you know.

Can we hot return parts back or do we just follow 700 tag procedure?

THNX

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

From: Dobbs, Dan (K.D.)
Sent: Tuesday, July 28, 2015 2:12 PM
To: Pierce, Warren (W.B.); Black, Kevin (K.W.); Clark, Jason (J.)
Cc: Doss, Jacob (J.E.)
Subject: RE: will call you

Absolutely, Just share the photos and Kevin and I will attach to GCQIS.

Regards

K.D. Dan Dobbs

FCSD Service Engineering Operations
F-150 PVT Program Manager
Certified 6-Sigma Master Black Belt Level II
Phone:313-845-6078
kdobbs@ford.com

The All New 2015 Ford F150 – Best Truck Ever!

"The stock market is designed to transfer money from the active to the patient." Warren Buffett

---

From: Pierce, Warren (W.B.)
Sent: Tuesday, July 28, 2015 3:11 PM
To: Black, Kevin (K.W.); Clark, Jason (J.)
Cc: Doss, Jacob (J.E.); Dobbs, Dan (K.D.)
Subject: RE: will call you

It seems as though the customer is not happy with the condition of the vehicle after the repair. What I'm interested in is to our hands on this master cylinder. Can we request the dealer to take pictures of the date codes and markings on the part or just do a hot return of the part, assuming we can do that?

Warren B. Pierce
VEHICLE/CHASSIS ENGINEERING
KCAP F150 PVT
CELL: 313.805.6268

OFFICE: 816.414.5689
wpierce@ford.com

From: Black, Kevin (K.W.)
Sent: Tuesday, July 28, 2015 2:02 PM
To: Clark, Jason (J.)
Cc: Pierce, Warren (W.B.); Doss, Jacob (J.E.); Dobbs, Dan (K.D.)
Subject: RE: will call you

Thank you!

Warren,
If anyone contacts the Dealership, just make sure any repair guidance is documented in GCQIS so we are TREAD Act compliant.

Thanks,,

Kevin Black
F-150 Product Concern Engineer
Ford Motor Company
Ph # 1-313-323-9500
Fax # 1-888-593-2996
kblack4@ford.com

From: Clark, Jason (J.)
Sent: Tuesday, July 28, 2015 2:47 PM
To: Black, Kevin (K.W.)
Cc: Pierce, Warren (W.B.); Doss, Jacob (J.E.); Dobbs, Dan (K.D.)
Subject: RE: will call you

The vehicle is still at the dealership. The master cylinder was just replaced because of a leak and the customer brought the vehicle right back. Customer reported that brake fluid had leaked and spread across the underside of the vehicle. I did not have any other specific details as the report was generated off of a customer's call into CRC.

Ford Motor Company ®
Jason Clark | Technical Consultant | FCSD
321-435-1131
jclar380@ford.com | www.ford.com

From: Black, Kevin (K.W.)
Sent: Tuesday, July 28, 2015 1:47 PM
To: Clark, Jason (J.)
Cc: Pierce, Warren (W.B.); Doss, Jacob (J.E.); Dobbs, Dan (K.D.)
Subject: FW: will call you

Jason,

Can you help us understand the nature of this GCQIS report?

Was this just created based off a customer call to the CRC?

Is it still at the Dealer?

I do not see any Warranty Claims for previous repairs?

Engineering has some interest in this particular vehicle/concern if it's a legitimate leak.

Please advise?

Thank you!

Kevin Black

F-150 Product Concern Engineer

Ford Motor Company

Ph # 1-313-323-9500

Fax # 1-888-593-2996

kblack4@ford.com

From: Pierce, Warren (W.B.)
Sent: Tuesday, July 28, 2015 9:02 AM
To: Black, Kevin (K.W.)
Subject: FW: will call you

Can you call me at 9-1-414-5689.

THNX

Warren B. Pierce
VEHICLE/CHASSIS ENGINEERING

KCAP F150 PVT
CELL: 313.805.6268

OFFICE: 816.414.5689

wpierce@ford.com

From: Pierce, Warren (W.B.)
Sent: Tuesday, July 28, 2015 7:58 AM
To: Dobbs, Dan (K.D.)
Subject: will call you

Attachments : 0

Report# : F71HJ001 NHL **Received:** 07/27/2015
CCRG/EPRC: **Reviewed Status:** **Date:**

Vehicle: 2015,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTEW1EG6FK[redacted] **Build Date:** 07/11/2015
Odometer : 10 M **Engine:** 3.5L GTDI **Calibration:**
Transmission: 6R80E **Axle:** **A/C:** YES
Dealer: USA 03924 Crown Ford **Phone#:** 910-867-1121
City: Fayetteville **State:** North Caroli **Country :** USA
Originator: JASON CLARK
Symptom: 6 66 2 87 SP/ST/RD,FLUIDS,BRAKE FLUID,VISIBLE LEAK
Status:
VFG: V86 SUSPENSION & FRAME
Additional Symptom: BRAKE FLUID LEAKING
Fix: **Causal Component :** --
Condition Code:

Hotliner: JCLAR380

Phone: 001-321-4351000

Regn Cd: S2 Charlotte

Engineering:

Phone:

TAR:

Dlr Contact:

Phone:

Title Cde: OT

DTCs:
KOEO:
KOEC:
KOER:

Comments :
ADD-ON 07/27/201501:59PM JASON CLARK (CCT PRG) MSS - FCSD - TECH SVC HOTLINE
CUSTOMER REPORTED BRAKE FLUID LEAKING. DEALER HAD REPLACED LEAKING MASTER CYLINDER. CUSTOMER REPORTS BRAKE FLUID STILL LEAKING. DIAGNOSISHAS NOT BEEN COMPLETED.

Warren B. Pierce
VEHICLE/CHASSIS ENGINEERING

KCAP F150 PVT
CELL: 313.805.6268

OFFICE: 816.414.5689

wpierce@ford.com

From: Pierce, Warren (W.B.)
Sent: Tuesday, August 04, 2015 2:34 PM
To: Lamontagne, Daniel (D.); Phillips, Michelle (M.R.); Dobbs, Dan (K.D.); Stauffer, Eric (E.L.)
Cc: Williams, Dan (DW.); Kosztowny, Brian (B.P.)
Subject: RE: will call you

Thanks.

Eric,
Can you get this part and have the Hitachi rep inspect this today.

THNX

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

From: Lamontagne, Daniel (D.)
Sent: Tuesday, August 04, 2015 9:33 AM
To: Pierce, Warren (W.B.); Phillips, Michelle (M.R.); Black, Kevin (K.W.); Dobbs, Dan (K.D.)
Cc: Stauffer, Eric (E.L.); Williams, Dan (DW.); Kosztowny, Brian (B.P.)
Subject: RE: will call you

Delivered.

Your package has been delivered

Tracking # [redacted]

Ship date:
Mon, 8/3/15

Joe Johnson
Crown Ford
FAYETTEVILLE, NC 28303
US

Delivered

Delivery date:
Tue, 8/4/15 10:17 am

Dan Dobbs
Ford Motor Company
3001 Miller Rd
DEARBORN, MI 48120
US

Shipment Facts

Our records indicate that the following package has been delivered.

Tracking number:	[redacted]
Status:	Delivered: 08/04/2015 10:17 AM Signed for By: T.MCCONNELL
Reference:	VIN 1FTEW1EG6FK[redacted]
Signed for by:	T.MCCONNELL
Delivery location:	DEARBORN, MI

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

Go Further

From: Lamontagne, Daniel (D.)
Sent: Monday, August 03, 2015 11:17 AM
To: Pierce, Warren (W.B.); Phillips, Michelle (M.R.); Black, Kevin (K.W.); Dobbs, Dan (K.D.)
Cc: Stauffer, Eric (E.L.); Williams, Dan (DW.); Kosztowny, Brian (B.P.)
Subject: RE: will call you

I've scheduled FedEx to pick up today, with delivery expected Tuesday 8/4.

Shipping to DTP, Attn: Dan Dobbs.

Tracking #[redacted]

Thank you,

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

Go Further

From: Pierce, Warren (W.B.)
Sent: Friday, July 31, 2015 5:43 PM
To: Lamontagne, Daniel (D.); Phillips, Michelle (M.R.); Black, Kevin (K.W.); Dobbs, Dan (K.D.)
Cc: Stauffer, Eric (E.L.); Williams, Dan (DW.); Kosztowny, Brian (B.P.)
Subject: RE: will call you

You could have gotten this with a call to the parts department, except for the email. But I looked it up and called Parts this afternoon, the details are below.

Please advise when you get this set up.

THNX

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

From: Lamontagne, Daniel (D.)
Sent: Friday, July 31, 2015 2:57 PM
To: Phillips, Michelle (M.R.); Pierce, Warren (W.B.); Black, Kevin (K.W.); Dobbs, Dan (K.D.)
Cc: Stauffer, Eric (E.L.); Williams, Dan (DW.); Kosztowny, Brian (B.P.)
Subject: RE: will call you

Status update:

Left a voicemail for Joe earlier. Haven't heard back yet. I'll touch base again Monday.

If anybody else has any luck getting in touch with him, here's the info I need to set up FedEx:

Dealer: Crown Ford
Address: ?? 256 Swain St, Fayetteville, NC 28303
Contact: Joe Johnson
Ph#: 910-867-1121
Email: ?? JLJohnson@crownauto.com

VIN: 1FTEW1EG6FK[redacted]
Part#: ?? FL34-2A032-AC for production, service part will be different; I called it's FL3Z-2140-A
Weight: ?? (about 3 lbs, it's aluminum)

Thank you,

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

Go Further

From: Phillips, Michelle (M.R.)
Sent: Friday, July 31, 2015 9:16 AM
To: Lamontagne, Daniel (D.); Pierce, Warren (W.B.); Black, Kevin (K.W.); Dobbs, Dan (K.D.)
Cc: Stauffer, Eric (E.L.); Williams, Dan (DW.); Kosztowny, Brian (B.P.)
Subject: RE: will call you

Hi Dan,
If you would please contact the Service manager, Joe Johnson and send him Ford authorization and schedule Fedex to have this leaking master cyclinder returned. Have the part sent back to DTP so the Hitachi rep can take it to their office for teardown analysis. Make sure to get the service part number and put in a VIN specific request.

Thank you,

Michelle Phillips
Warranty Parts Expeditor
Ford Motor Company
Desk: 502-429-2560
Email: mphil167@ford.com

Go Further

From: Pierce, Warren (W.B.)
Sent: Friday, July 31, 2015 8:07 AM
To: Phillips, Michelle (M.R.); Black, Kevin (K.W.); Vanlandingham, Kim (K.); Lamontagne, Daniel (D.); Dobbs, Dan (K.D.)
Cc: Stauffer, Eric (E.L.); Williams, Dan (DW.); Kosztowny, Brian (B.P.)
Subject: RE: will call you

The repair has already been done, and the service manage, Joe Johnson, actually called me again last night indicating they were still holding onto the part. To satisfy the customer, and something I don't think is really recommended, they robbed the master cylinder off a stock unit to satisfy the customer while waiting on the service part. That part was received and repair completed yesterday.

We just need the part back for analysis ASAP, PLEASE. I've been asking for this since Tuesday and we're still waiting (Michelle, thanks for jumping in to help).

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

From: Phillips, Michelle (M.R.)
Sent: Thursday, July 30, 2015 5:10 PM
To: Black, Kevin (K.W.); Pierce, Warren (W.B.); Vanlandingham, Kim (K.); Lamontagne, Daniel (D.)
Cc: Stauffer, Eric (E.L.); Williams, Dan (DW.); Kosztowny, Brian (B.P.); Dobbs, Dan (K.D.)
Subject: RE: will call you

Hi Kevin,
Kim Vanlandingham is no longer with the company, (Dan) Daniel Lamontagne is the new expeditor I have trained to take her place and have .cc him on this email. What you have listed below is a GCQIS request which is basically a pre-approval from Ford telling the dealer to go ahead on the repair. You will need to get the service part number and submit a VIN specific request in the PRS (Link listed below). When the dealer is finished with the repair and they submit the claim to Ford for payment a tag will issue for the dealer to return the part back to you. Dan will expedite that part when the tag issues via the normal process. Let me know if you have any other questions.

GCQIS requests should be coming from PEP process only. This would primarily be for engine and transmission replacements, or hybrid batteries. The IEPA process or other PA programs are not included in PEP process.

http://www.wpac.ford.com/PRS/PRS_Request_Choice.asp

Thank you,

Michelle Phillips
Warranty Parts Expeditor
Ford Motor Company
Desk: 502-429-2560
Email: mphil167@ford.com

Ford
Go Further

From: Black, Kevin (K.W.)
Sent: Thursday, July 30, 2015 2:10 PM
To: Pierce, Warren (W.B.); Vanlandingham, Kim (K.); Phillips, Michelle (M.R.)
Cc: Stauffer, Eric (E.L.); Williams, Dan (DW.); Kosztowny, Brian (B.P.); Dobbs, Dan (K.D.); Black, Kevin (K.W.)
Subject: RE: will call you

If it doesn't come back through the WPRC channels, there is no chance of charge back.

Kim or Michelle,
Can you help get this part back?

Kevin Black
F-150 Product Concern Engineer
Ford Motor Company
Ph # 1-313-323-9500
Fax # 1-888-593-2996
kblack4@ford.com

From: Pierce, Warren (W.B.)
Sent: Thursday, July 30, 2015 9:24 AM
To: Black, Kevin (K.W.); Dobbs, Dan (K.D.)
Cc: Stauffer, Eric (E.L.); Williams, Dan (DW.); Kosztowny, Brian (B.P.)
Subject: RE: will call you

I'm not seeing a warranty claim yet for this vehicle. We need to get this master cylinder back ASAP. The service manager there is Joe Johnson. Can you guys make an arrangement to have this returned ASAP? I'd suggest sending it back to DTP and having the Hitachi rep take it to their office for teardown analysis.

THNX

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

From: Black, Kevin (K.W.)
Sent: Tuesday, July 28, 2015 11:30 AM
To: Pierce, Warren (W.B.)
Subject: RE: will call you

Tag-your turn!

I just tried that ph# and there was no answer.

Kevin Black

F-150 Product Concern Engineer

Ford Motor Company

Ph # 1-313-323-9500

Fax # 1-888-593-2996

kblack4@ford.com

From: Pierce, Warren (W.B.)
Sent: Tuesday, July 28, 2015 9:02 AM
To: Black, Kevin (K.W.)
Subject: FW: will call you

Can you call me at 9-1-414-5689.

THNX

Warren B. Pierce
VEHICLE/CHASSIS ENGINEERING

KCAP F150 PVT
CELL: 313.805.6268

OFFICE: 816.414.5689

wpierce@ford.com

From: Pierce, Warren (W.B.)
Sent: Tuesday, July 28, 2015 7:58 AM
To: Dobbs, Dan (K.D.)
Subject: will call you

Attachments : 0

Report# : F71HJ001 NHL **Received:** 07/27/2015
CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2015,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTEW1EG6FKE[redacted] **Build Date:** 07/11/2015
Odometer : 10 M **Engine:** 3.5L GTDI **Calibration:**
Transmission: 6R80E **Axle:** **A/C:** YES
Dealer: USA 03924 Crown Ford **Phone#:** 910-867-1121
City: Fayetteville **State:** North Caroli **Country :** USA
Originator: JASON CLARK
Symptom: 6 66 2 87 SP/ST/RD,FLUIDS,BRAKE FLUID,VISIBLE LEAK
Status:
VFG: V86 SUSPENSION & FRAME
Additional Symptom: BRAKE FLUID LEAKING
Fix: **Causal Component :** --
Condition Code:

Hotliner: JCLAR380

Phone: 001-321-4351000

Regn Cd: S2 Charlotte

Engineering:

Phone:

TAR:

Dlr Contact:

Phone:

Title Cde: OT

DTCs:
KOEO:
KOEC:
KOER:

Comments :
ADD-ON 07/27/201501:59PM JASON CLARK (CCT PRG) MSS - FCSD - TECH SVC HOTLINE
CUSTOMER REPORTED BRAKE FLUID LEAKING. DEALER HAD REPLACED LEAKING MASTER CYLINDER. CUSTOMER REPORTS BRAKE FLUID STILL LEAKING. DIAGNOSISHAS NOT BEEN COMPLETED.

Warren B. Pierce
VEHICLE/CHASSIS ENGINEERING

KCAP F150 PVT
CELL: 313.805.6268

OFFICE: 816.414.5689

wpierce@ford.com

From: Siddiqui, Saif (S.S.)
Sent: Thursday, July 28, 2016 3:23 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 (.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.); Mills, Eric (E.)
Subject: RP552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1CF2G[redacted]

Team

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

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

****

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

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

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

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

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

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

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

Updated Response
After part is received/analyzed

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

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

Regards

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

Server: **AWS Prod**
Claims loaded through: **27-JUL-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1667588

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	206165A
Market Derived:	F - FORD	Repair Date:	09-JUL-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	6018
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:	22-JUL-2016
Warranty Start Date:	16-APR-2016		
Production Date:	26-FEB-2016		
VIN:	1FTEW1CF2GF[redacted]		

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

Address:		Labor Cost:	108.88
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	.00
Country:		Material Cost:	110.06
Phone:		Total Cost Gross:	218.94

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: HOOK UP SCAN TOOL FOUND NO DTCS,FOR BRAKE SYSTEM. PERFORM BRAKE SYSTEM PRESSURE BLEEDING,DID NOT HELP. PERFORM COMPONENT TEST. FOUND MASTER CYLINDER TO BE BLEEDING DOWN. REPLACE MASTER CYLINDER,BLEED MASTER CYLINDER AND SYSTEM. PERFORM ROAD TEST BRAKES WORK PROPERLY AT THIS TIME.

Customer Comment: CUSTOMER STATES THE BRAKE PEDAL GOES ALL THE WAYTO THE FLOOR. BRAKE FLUID LOOKS FULL-ADVISE

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	89.08
2140AXQ		19.80

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	FL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	89.70
N	PM	20	*		000057	2	20.36

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

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

Any comments? You can contact

webmaster

1064

From: Siddiqui, Saif (S.S.)
Sent: Thursday, July 28, 2016 11:23 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'; Stuart Ray (Stuart.Ray@hitachi-automotive.us)
Cc: Daanyal, Shaji (.); Herman, Jerome (J.A.) (jherman5@ford.com); Harris, Jonathan (J.E.) (jharr176@ford.com); Mills, Eric (E.) (emills21@ford.com)
Subject: RP552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1CF2GF[redacted]

Categories: Hitachi MC

Team

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

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

****

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

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

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

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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.

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   - 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: **27-JUL-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1667588

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	206165A
Market Derived:	F - FORD	Repair Date:	09-JUL-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	6018
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:	22-JUL-2016
Warranty Start Date:	16-APR-2016		
Production Date:	26-FEB-2016		
VIN:	1FTEW1CF2GF[redacted]		

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

Address:		Labor Cost:	108.88
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	.00
Country:		Material Cost:	110.06
Phone:		Total Cost Gross:	218.94

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

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Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	89.08
2140AXQ		19.80

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	FL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	89.70
N	PM	20	*		000057	2	20.36

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

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

Any comments? You can contact

webmaster

1064

From: Siddiqui, Saif (S.S.)
Sent: Thursday, July 28, 2016 3:23 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 (.); Herman, Jerome (J.A.); Harris, Jonathan (J.E.); Mills, Eric (E.)
Subject: RP552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1CF2G[redacted]

Team

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

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****

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When warranty claim is received, prior to part being received

1. **Review claim information.**
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   - 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: **27-JUL-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1667588

Vehicle Information		Claim Information	
Model Year:	2016	Document Number:	206165A
Market Derived:	F - FORD	Repair Date:	09-JUL-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	6018
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:	22-JUL-2016
Warranty Start Date:	16-APR-2016		
Production Date:	26-FEB-2016		
VIN:	1FTEW1CF2GF[redacted]		

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

Address:		Labor Cost:	108.88
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	.00
Country:		Material Cost:	110.06
Phone:		Total Cost Gross:	218.94

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: HOOK UP SCAN TOOL FOUND NO DTCS,FOR BRAKE SYSTEM. PERFORM BRAKE SYSTEM PRESSURE BLEEDING,DID NOT HELP. PERFORM COMPONENT TEST. FOUND MASTER CYLINDER TO BE BLEEDING DOWN. REPLACE MASTER CYLINDER,BLEED MASTER CYLINDER AND SYSTEM. PERFORM ROAD TEST BRAKES WORK PROPERLY AT THIS TIME.

Customer Comment: CUSTOMER STATES THE BRAKE PEDAL GOES ALL THE WAYTO THE FLOOR. BRAKE FLUID LOOKS FULL-ADVISE

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	89.08
2140AXQ		19.80

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	FL3Z	2140	A	CYLINDER ASY-BRK MST	060601	1	89.70
N	PM	20	*		000057	2	20.36

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

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

Any comments? You can contact

webmaster

1064

From: Siddiqui, Saif (S.S.)
Sent: Friday, July 15, 2016 2:39 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.)
Subject: RP552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EF5GF[redacted]

This one is before the cutoff.

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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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: **14-JUL-2016**

Claim Detail Report

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

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

Dealer Information		Expense Information	
		Customer Paid Amount:	.00
Dealer Name:	AL TAYER MOTORS LLC - ABU DHAB	Deductible Amount:	.00
Dealer Code:	K0T12 - *	Dealer Paid Amount:	.00

Address:	GHARHOUD ATRIUMPO BOX 7310	Labor Cost:	47.16
City:	DUBAI	Misc. Expense Amount:	.00
State: * Zip Code:*		Part Markup Amount:	22.30
Country:	ARE Region Code: WD	Material Cost:	71.79
Phone:	(*)*-*	Total Cost Gross:	118.95

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

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

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

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

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

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

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

Any comments? You can contact



webmaster

85980

From: Siddiqui, Saif (S.S.)
Sent: Friday, July 15, 2016 10:39 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.)
Subject: RP552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EF5GF[redacted]

Categories: Hitachi MC

This one is before the cutoff.

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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Updated Response
After part is received/analyzed

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   - Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
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2. **If part received and/or Failure Mode/Defect is verified:**
   - Coordinate with IQ to confirm stock certification requirements.
   - Complete the 8D.

Regards

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

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

Claim Detail Report

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

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

Dealer Information		Expense Information	
		Customer Paid Amount:	.00
Dealer Name:	AL TAYER MOTORS LLC - ABU DHAB	Deductible Amount:	.00
Dealer Code:	K0T12 - *	Dealer Paid Amount:	.00

Address:	GHARHOUD ATRIUMPO BOX 7310	Labor Cost:	47.16
City:	DUBAI	Misc. Expense Amount:	.00
State:	* Zip Code:*	Part Markup Amount:	22.30
Country:	ARE Region Code: WD	Material Cost:	71.79
Phone:	(*)*-*	Total Cost Gross:	118.95

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

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

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

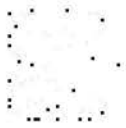
Labor Op Code	Labor Op Description	Labor Op Cost
2140A		47.16

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

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

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

Any comments? You can contact



webmaster

85980

From: Siddiqui, Saif (S.S.)
Sent: Friday, July 15, 2016 2:24 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.)
Subject: RP552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EF8GF[redacted]

Team

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

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

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

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
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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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   - Complete the 8D.

Regards

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

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

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1482896

Vehicle Information		Claim Information	
Model Year:	2016	Document Number:	356377A
Market Derived:	F - FORD	Repair Date:	21-JUN-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	1947
Version/Series:	T/AM-150 SERIES	TIS:	1
Drive Type:	T/E-4 WHL L/H PART TIME DRIVE	FCC Auth:	1
Vehicle Line:	T/FC-P552 F150 [15-17]	AWS Load Date:	30-JUN-2016
Warranty Start Date:	23-MAY-2016		
Production Date:	30-APR-2016		
VIN:	1FTEW1EF8GF[redacted]		

Dealer Information		Expense Information	
		Customer Paid Amount:	.00
Dealer Name:		Deductible Amount:	.00
Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	191.91

City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	43.13
Country:		Material Cost:	99.95
Phone:		Total Cost Gross:	291.86

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: ROAD TEST TO VERIFY CUSTOMER CONCERN. BLED BRAKE FLUID SYSTEM TO ASSURE NO AIR IN SYSTEM. PEDAL STILL SEEMS SOFT. DID SIDE BY SIDE COMPARISON WITH SAME EQUIPPED VEHICLE AND ROAD TESTED. REMOVED & REPLACED MASTER CYLINDER. BLED BRAKES & ROAD TEST TO ASSURE PROPER OPERAT ION.

Customer Comment: C/S THAT HE FEELS THAT THE MASTER CYLN. IS GOINGBAD IN THIS TRUCK. HE STATES THAT THE BRAKEPEDAL WILL GO TO THE FLOOR AND YOU HAVE TO PUMPTHEM TO GET THE VEHICLE TO STOP. DIAG ANDADVISE

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	78.51
2140AXQ		17.45
MT2140		95.95

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	94.67
N	PM	1	C	BATTERY ASY	*	1	5.28

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

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

Any comments? You can contact

webmaster

85926

From: Siddiqui, Saif (S.S.)
Sent: Friday, July 15, 2016 10:24 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.)
Subject: RP552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EF8GP[redacted]

Categories: Hitachi MC

Team

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

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When warranty claim is received, prior to part being received

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After part is received/analyzed

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Regards

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

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

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1482896

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:	23-MAY-2016
Production Date:	30-APR-2016
VIN:	1FTEW1EF8GF[redacted]

Claim Information

Document Number:	356377A
Repair Date:	21-JUN-2016
Distance:	1947
TIS:	1
FCC Auth:	1
AWS Load Date:	30-JUN-2016

Dealer Information

Dealer Name:	
Dealer Code:	
Address:	

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	191.91

City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	43.13
Country:		Material Cost:	99.95
Phone:		Total Cost Gross:	291.86

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

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MT2140		95.95

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	94.67
N	PM	1	C	BATTERY ASY	*	1	5.28

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

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

Any comments? You can contact

webmaster

85926

From: Siddiqui, Saif (S.S.)
Sent: Friday, July 15, 2016 2:31 PM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.)
Subject: RP552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EGXGF[redacted]

Here is another one!

Team

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

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Updated Response
After part is received/analyzed

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   - Update 8D.

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

Regards

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

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

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1489806

Vehicle Information		Claim Information	
Model Year:	2016	Document Number:	200296A
Market Derived:	F - FORD	Repair Date:	08-JUN-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	3085
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:	01-JUL-2016
Warranty Start Date:	13-MAR-2016		
Production Date:	22-JAN-2016		
VIN:	1FTEW1EGXGF[redacted]		

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

Dealer Code:		Dealer Paid Amount:	.00
Address:		Labor Cost:	118.47
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	48.87
Country:		Material Cost:	114.91
Phone:		Total Cost Gross:	233.38

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: D8 - FAILED GASKET/SEAL

Technician Comment: VERIFY CONCERN . FOUND MASTER BYPASSING, REPLACE MASRTERCYLINDER, BLED BRAKES, ROAD TEST VEHICLE OK . COND CODE D1

Customer Comment: BRAKES CUSTOMER STATE THAT THE BRAKE PEDAL GOES TO THE FLOOR

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	96.93
2140AXQ		21.54

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	93.65
N	PM	20	*		000057	2	21.26

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

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

Any comments? You can contact

webmaster

85943

From: Siddiqui, Saif (S.S.)
Sent: Friday, July 15, 2016 10:31 AM
To: 'Ralph Wagers'; 'Fred Schwendenmann'; 'Alex Rojas'; 'Donnie.Cook@hitachi-automotive.us'; 'Casey.Brown@hitachi-automotive.us'
Cc: Daanyal, Shaji (.)
Subject: RP552 - Ford Motor Company - Warranty Claim - Hitachi (T407P) - 1FTEW1EGXGF[redacted]

Categories: Hitachi MC

Here is another one!

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: **14-JUL-2016**

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2016; **Claim Key** = 1489806

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	200296A
Market Derived:	F - FORD	Repair Date:	08-JUN-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	3085
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:	01-JUL-2016
Warranty Start Date:	13-MAR-2016		
Production Date:	22-JAN-2016		
VIN:	1FTEW1EGXGF[redacted]		

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

Address:		Labor Cost:	118.47
City:		Misc. Expense Amount:	.00
State:		Part Markup Amount:	48.87
Country:		Material Cost:	114.91
Phone:		Total Cost Gross:	233.38

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY

Condition Code: D8 - FAILED GASKET/SEAL

Technician Comment: VERIFY CONCERN . FOUND MASTER BYPASSING, REPLACE MASRTERCYLINDER, BLED BRAKES, ROAD TEST VEHICLE OK . COND CODE D1

Customer Comment: BRAKES CUSTOMER STATE THAT THE BRAKE PEDAL GOES TO THE FLOOR

Labor Op Code	Labor Op Description	Labor Op Cost
2140A	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	96.93
2140AXQ		21.54

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	93.65
N	PM	20	*		000057	2	21.26

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

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

Any comments? You can contact



webmaster

85943

From: Harris, Jonathan (J.E.)
Sent: Friday, October 28, 2016 1:38 PM
To: Casey.Brown@hitachi-automotive.us
Cc: aman.gupta@hitachi-automotive.us; Sandra Granfors; Williams, Dan (DW.); Daanyal, Shaji (.); jeremy.wilson@hitachi-automotive.us; ralph.wagers@hitachi-automotive.us; Siddiqui, Saif (S.S.); Jordan.Monger@hitachi-automotive.us; Fred.Schwendenmann@hitachi-automotive.us; Milz, Kevin (K.W.); Dudley, Jeff (J.A.); Pierce, Warren (W.B.); Harris, Jonathan (J.E.)
Subject: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEW1EP0GK[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.**

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 the distribution.

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

Updated Response

After part is received/analyzed

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

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

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

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

Thank you for your cooperation.

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** = 2712028

Vehicle Information		**Claim Information**	
Model Year:	2016	Document Number:	86410001
Market Derived:	F - FORD	Repair Date:	18-OCT-2016
Body/Cab Type:	T/BC - DOUBLE CAB (CREW CAB)	Distance:	1988
Version/Series:	T/AM-150 SERIES	TIS:	1
Drive Type:	T/E-4 WHL L/H PART TIME DRIVE	FCC Auth:	1
Vehicle Line:	T/FC-P552 F150 [15-17]	AWS Load Date:	26-OCT-2016
Warranty Start Date:	29-SEP-2016		
Production Date:	26-AUG-2016		
VIN:	1FTEW1EP0GK[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:	UT Zip Code	Part Markup Amount:	
Country:	USA Region Code: NA	Material Cost:	
Phone:		Total Cost Gross:	

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY
Condition Code: 63 - WEAK/SOFT/SAGGED (INSUFFICIENT PRESSURE)
Technician Comment: DIAG FOUND NO LEAKS PPT FOUND BRAKE MASTER FAULT CC63 BASE MASTER REMOVED AND REPLACED MASTER RETEST ALL PASS
Customer Comment: CUSTOMER STATES BRAKE PEDAL IS SOFT

Labor Op Code	**Labor Op Description**	**Labor Op Cost**
	MASTER CYLINDER REMOVE AND INSTALL OR REPLACE	

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

From: Harris, Jonathan (J.E.)
Sent: Friday, November 06, 2015 6:53 PM
To: chris.lee@hitachi-automotive.us
Cc: jeremy wilson; aman.gupta@hitachi-automotive.us; casey.brown@hitachi-automotive.us; Sandra Granfors; Williams, Dan (DW.); Pierce, Warren (W.B.); Daanyal, Shaji (.); Harris, Jonathan (J.E.)
Subject: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTEW1EP7FK[redacted]

Chris,

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.**

This item will be reviewed on Nov 11th, 2015.

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 = 2015; **Claim Key** = 3016621

Vehicle Information

Model Year: 2015
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-16]
Warranty Start Date: 28-OCT-2015
Production Date: 31-AUG-2015
VIN: 1FTEW1EP7FK[redacted]

Claim Information

Document Number: 11515701
Repair Date: 02-NOV-2015
Distance: 601
TIS: 1
FCC Auth: 1
AWS Load Date: 05-NOV-2015

Dealer Information

Dealer Name:
Dealer Code:
Address:
City:
State: MN Zip Code:
Country: USA Region Code: NA
Phone:

Expense Information

Customer Paid Amount:
Deductible Amount:
Dealer Paid Amount:
Labor Cost:
Misc. Expense Amount:
Part Markup Amount:
Material Cost:
Total Cost Gross:

Cust. Concern Code: H19 - BRAKE-ABS/TRACTION/ESC TROUBLES
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: CONFIRM CONDITION ATTACH IDS RETRIEVE CODES B1048 01 GO TO PPT S1 NO S2 YES S8 NO S9 YES S10 YES S11 YES S12 YES REPLACE BRAKE FLUID LEVEL SWITCH RETE ST PASS
Customer Comment: ELECTRICAL DIAGNOSIS $139.99 RED BRAKE INDICATOR LIGHT IS ON. INSPECT AND ADVIS E

Labor Op Code	Labor Op Description	Labor Op Cost

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
Y	FL3Z	2C251	A	CAP/SNS-RESERVOIR			

From: Harris, Jonathan (J.E.)
Sent: Thursday, October 06, 2016 6:56 PM
To: Casey.Brown@hitachi-automotive.us
Cc: aman.gupta@hitachi-automotive.us; Sandra Granfors; Williams, Dan (DW.); Daanyal, Shaji (.); jeremy.wilson@hitachi-automotive.us; ralph.wagers@hitachi-automotive.us; Siddiqui, Saif (S.S.); Jordan.Monger@hitachi-automotive.us; Jordan.Monger@hitachi-automotive.us; Fred.Schwendenmann@hitachi-automotive.us; Harris, Jonathan (J.E.); Milz, Kevin (K.W.); Dudley, Jeff (J.A.)
Subject: T407P, Hitachi, - Warranty Claim - TMC issue- VIN - 1FTMF1EF2GK[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.**

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 the distribution.

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

Updated Response

After part is received/analyzed

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

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

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

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

Thank you for your cooperation.

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** = 2445715

Vehicle Information

Model Year: 2016
Market Derived: F - FORD
Body/Cab Type: T/BB - SINGLE CAB (REGULAR CAB)
Version/Series: T/AM-150 SERIES
Drive Type: T/E-4 WHL L/H PART TIME DRIVE
Vehicle Line: T/FC-P552 F150 [15-17]
Warranty Start Date: 13-JUL-2016
Production Date: 14-JUN-2016
VIN: 1FTMF1EF2GK[redacted]

Claim Information

Document Number: 557414A
Repair Date: 03-OCT-2016
Distance: 6730
TIS: 3
FCC Auth: 1
AWS Load Date: 04-OCT-2016

Dealer Information

Dealer Name:
Dealer Code:
Address:
City:
State: FL Zip Code:
Country: USA Region Code: NA
Phone:

Expense Information

Customer Paid Amount:
Deductible Amount:
Dealer Paid Amount:
Labor Cost:
Misc. Expense Amount:
Part Markup Amount:
Material Cost:
Total Cost Gross:

Cust. Concern Code: H15 - BRAKE PEDAL SPONGY
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: PERFORM DIAG MASTER CYL BYPASSING REPLACE MASTER CYL AND BLEED SYSTEM
Customer Comment: THE CUSTOMER STATES THAT THE BRAKE PEDAL GOES TO THE FLOOR.

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

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

From: Kapanowski, Martin C (M.C.)
Sent: Monday, March 21, 2016 8:06 PM
To: Kapanowski, Martin C (M.C.)
Attachments: IMG_0023.JPG; ATT00001.txt; IMG_0025.JPG; ATT00002.txt; IMG_0026.JPG; ATT00003.txt; IMG_0028.JPG; ATT00004.txt



RQ16-001 001192 ER

RQ16-001 001193 ER



RQ16-001 001194 ER



From: Siddiqui, Saif (S.S.)
Sent: Tuesday, August 23, 2016 11:30 AM
To: Stuart.Ray@hitachi-automotive.us; Ralph Wagers (ralph.wagers@hitachi-automotive.us)
Cc: Daanyal, Shaji (.)
Subject: Warranty Part Returns - STATUS UPDATE
Attachments: MC Return Parts Status - 082316.xlsx

Stuart and Ralph,

Kindly update status on the following VINs.

Part (Item)	Plant Code	VIN Code	Production Date	Repair Date	8D / 3D submitted	STATUS
MASTER CYLINDER	AF	1FTEW1EG1GF	1/11/2016	7/16/2016		
MASTER CYLINDER	AJ	1FTMF1CF0GK	1/20/2016	6/15/2016		
MASTER CYLINDER	AF	1FTEW1EGXGF	1/22/2016	6/8/2016		
MASTER CYLINDER	AJ	1FTEW1CG6GK	1/23/2016	5/21/2016		
MASTER CYLINDER	AF	1FTFX1EG5GF	1/25/2016	6/6/2016		
MASTER CYLINDER	AF	1FTEW1EG3GF	1/26/2016	5/20/2016		
MASTER CYLINDER	AF	1FTEW1EG7GF	1/27/2016	6/9/2016		
MASTER CYLINDER	AJ	1FTEW1CGXGK	2/4/2016	6/13/2016		
MASTER CYLINDER	AJ	1FTEW1EG8GK	2/23/2016	7/11/2016		
MASTER CYLINDER	AF	1FTEW1CF2GF	2/26/2016	7/9/2016		
MASTER CYLINDER	AJ	1FTEW1E88GK	3/17/2016	6/27/2016		
MASTER CYLINDER	AJ	1FTEW1EF5GK	3/29/2016	7/22/2016		
MASTER CYLINDER	AF	1FTEW1EF9GF	4/8/2016	8/5/2016		
MASTER	AF	1FTFX1EF0GFC	4/10/2016	8/9/2016		

CYLINDER						
MASTER CYLINDER	AJ	1FTEX1CF5G[redacted]	5/4/2016	7/25/2016		
MASTER CYLINDER	AJ	1FTEW1EP8G[redacted]	5/7/2016	7/8/2016		
MASTER CYLINDER	AF	1FTFW1EG6[redacted]	5/24/2016	6/14/2016		
MASTER CYLINDER	AJ	1FTMF1C8XG[redacted]	6/16/2016	8/4/2016		

From: Stuart.Ray@hitachi-automotive.us [mailto:Stuart.Ray@hitachi-automotive.us]
Sent: Friday, August 19, 2016 4:44 PM
To: Siddiqui, Saif (S.S.); Daanyal, Shaji (.)
Cc: ralph.wagers@hitachi-automotive.us
Subject: RE: MC Contamination Issue - Action Items Implementation Dates

Saif,

I had a doctor's appointment this afternoon.

I have added a column for shipping clean point regarding contamination, scratched piston and damaged cups. Please let me know if you would like it in a different format.

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

From: "Siddiqui, Saif (S.S.)" <ssiddi11@ford.com>
To: "Stuart.Ray@hitachi-automotive.us" <Stuart.Ray@hitachi-automotive.us>,
Cc: "Daanyal, Shaji (.)" <suddin1@ford.com>, "ralph.wagers@hitachi-automotive.us" <ralph.wagers@hitachi-automotive.us>
Date: 08/19/2016 10:13 AM
Subject: RE: MC Contamination Issue - Action Items Implementation Dates

---

Thanks! Kindly reply to clean point dates as well.

From: Stuart.Ray@hitachi-automotive.us [mailto:Stuart.Ray@hitachi-automotive.us]
Sent: Friday, August 19, 2016 9:47 AM
To: Siddiqui, Saif (S.S.)
Cc: Daanyal, Shaji (.); ralph.wagers@hitachi-automotive.us
Subject: RE: MC Contamination Issue - Action Items Implementation Dates

Saif,

My apology, I have been in the assembly room and just seeing this.

Attached is the CA list.

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 (Stuart.Ray@hitachi-automotive.us)" <Stuart.Ray@hitachi-automotive.us>,
Cc: "Daanyal, Shaji (.)" <suddin1@ford.com>
Date: 08/18/2016 10:49 PM
Subject: RE: MC Contamination Issue - Action Items Implementation Dates

---

Stuart,

Kindly send me the info as requested in email below.

Thanks
Saif

From: Siddiqui, Saif (S.S.)
Sent: Tuesday, August 16, 2016 11:45 AM
To: Stuart Ray (Stuart.Ray@hitachi-automotive.us)
Subject: MC Contamination Issue - Action Items Implementation Dates
Importance: High

Stuart,

Can you kindly send me the action items implementation dates on MC contamination issue. I have a review will plant at 1:00. Plant added MC to list at the last minute.

Regards
Saif Shareef Siddiqui
DTP - Resident STA Engineer
Chassis & Vehicle Engineering
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Part (Item)	Plant Code	VIN Code	Production Date	Repair Date	8D / 3D submitted	STATUS
MASTER CYLINDER	AF	1FTEW1EG1G	1/11/2016	7/16/2016		
MASTER CYLINDER	AJ	1FTMF1CF0G	1/20/2016	6/15/2016		
MASTER CYLINDER	AF	1FTEW1EGXG	1/22/2016	6/8/2016		
MASTER CYLINDER	AJ	1FTEW1CG6G	1/23/2016	5/21/2016		
MASTER CYLINDER	AF	1FTFX1EG5G	1/25/2016	6/6/2016		
MASTER CYLINDER	AF	1FTEW1EG3G	1/26/2016	5/20/2016		
MASTER CYLINDER	AF	1FTEW1EG7G	1/27/2016	6/9/2016		
MASTER CYLINDER	AJ	1FTEW1CGXG	2/4/2016	6/13/2016		
MASTER CYLINDER	AJ	1FTEW1EG8G	2/23/2016	7/11/2016		
MASTER CYLINDER	AF	1FTEW1CF2G	2/26/2016	7/9/2016		
MASTER CYLINDER	AJ	1FTEW1E88G	3/17/2016	6/27/2016		
MASTER CYLINDER	AJ	1FTEW1EF5G	3/29/2016	7/22/2016		
MASTER CYLINDER	AF	1FTEW1EF9G	4/8/2016	8/5/2016		
MASTER CYLINDER	AF	1FTFX1EF0G	4/10/2016	8/9/2016		
MASTER CYLINDER	AJ	1FTEX1CF5G	5/4/2016	7/25/2016		
MASTER CYLINDER	AJ	1FTEW1EP8G	5/7/2016	7/8/2016		
MASTER CYLINDER	AF	1FTFW1EG6G	5/24/2016	6/14/2016		
MASTER CYLINDER	AJ	1FTMF1C8XG	6/16/2016	8/4/2016		