

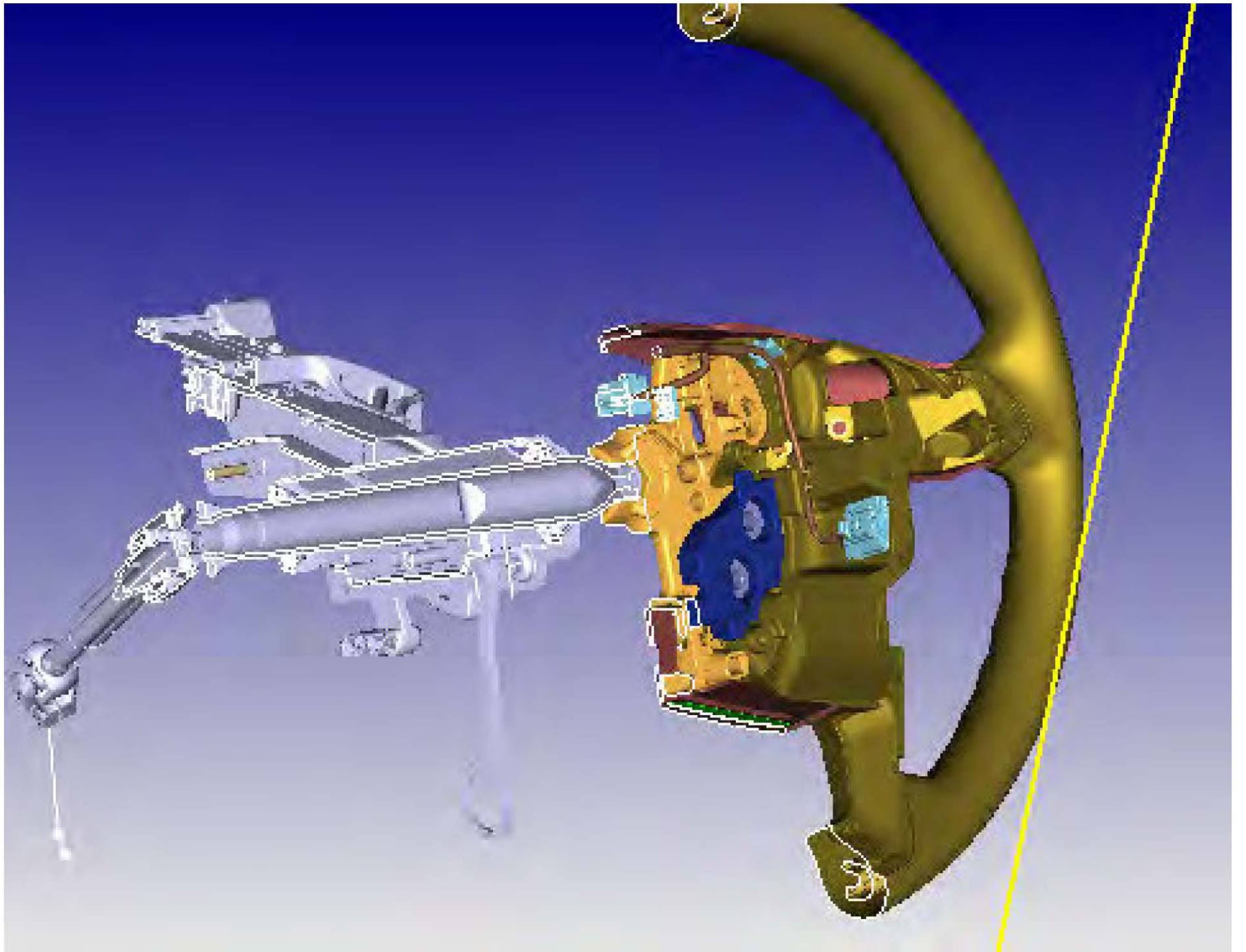
PE17-007
FORD
12/15/2017
Appendix F

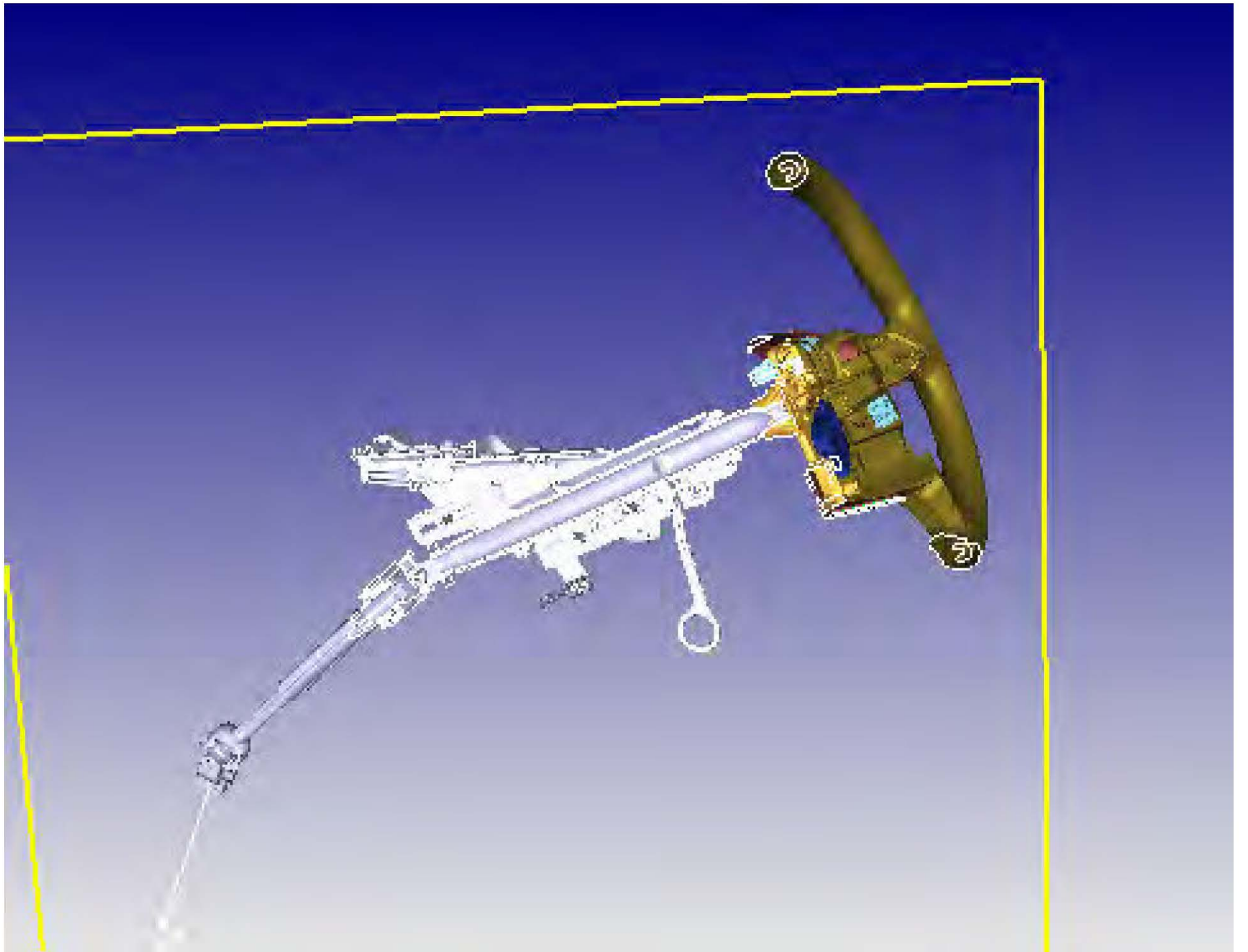
PE17-007

FORD

12/15/2017

Appendix F Non-Confidential
Engineering Review





From: Bonnici, Jerry (J.P.)
Sent: Wednesday, October 18, 2017 9:38 AM
To: Porter, Alan (A.J.)
Cc: Stanley, Daniel (D.J.)
Subject: 2013 - 2016 Fusion Steering Wheel Attachment

Hi Alan, I left a voice message too.

Do you know who would have some responsibility for the steering wheel attachment for 2013 – 2016 Fusions. We have reports of them coming loose and we need to add engineering to the team to discuss and investigate.

Thanx in Advance for your Assistance:

Jerry Bonnici (jbonnic1) **313-805-5599**
Critical Concerns Engineer

2013 Fusion Steering Wheel Loose

Agenda

Photos
Records searched
Unique VINs
Concerns by Category
Concerns by Data Source
Concerns by Report Date
Concerns by Month of Production
Concerns by Time In Service
Concerns by Significant Events
Concerns by Customer Concern
Concerns by Mileage
Concerns by Province/State
Recent Report Trend
Review Sample Records

*investigate later launch MKZ, New Edge, China,

New Euro/China Mondeo

2013-2014 MY Fusion/MKZ

CDR record searches:

- 1. EPAS base part number 3504**
- 2. Steering concerns**

* investigate trac control light

Key word - word search

Bolt/EPAS Concerns:

Bolt

Broken

Corroded

Sheared

Separated

Steering Concerns (Voice of Customer):

A1 - Steering Loss

A2 - Loss Power Steering/High Effort

A3 - Shudder/Vibration

A4 - Noise

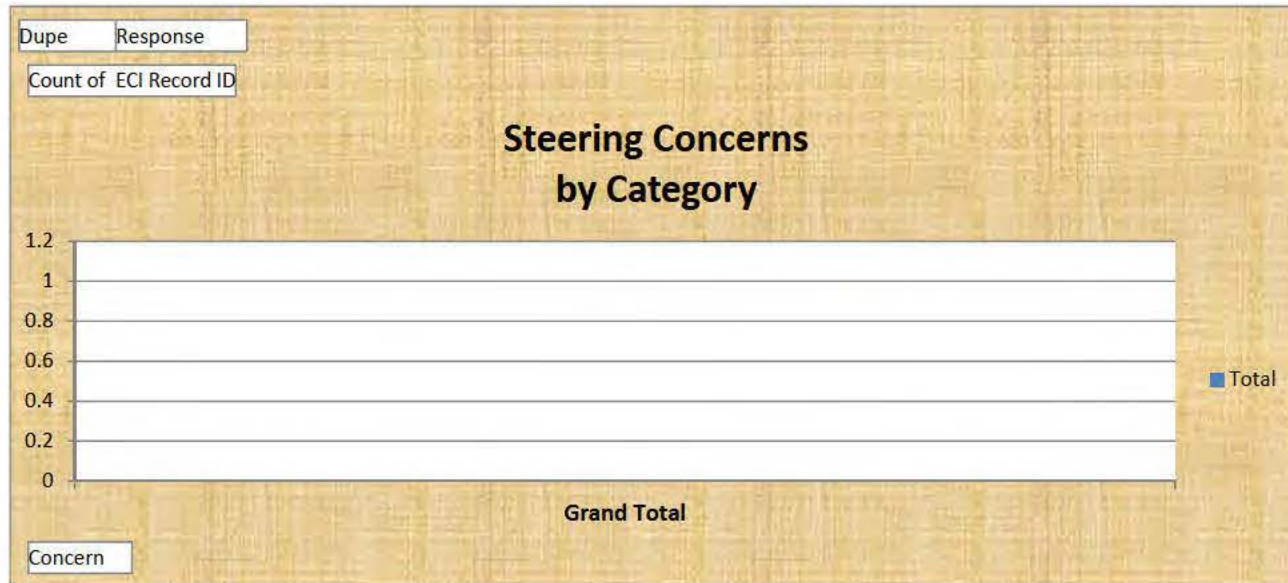
A5 - Others

Unique vins

Response A

Row Labels	Count of ECI Record ID
(blank)	6
Grand Total	6

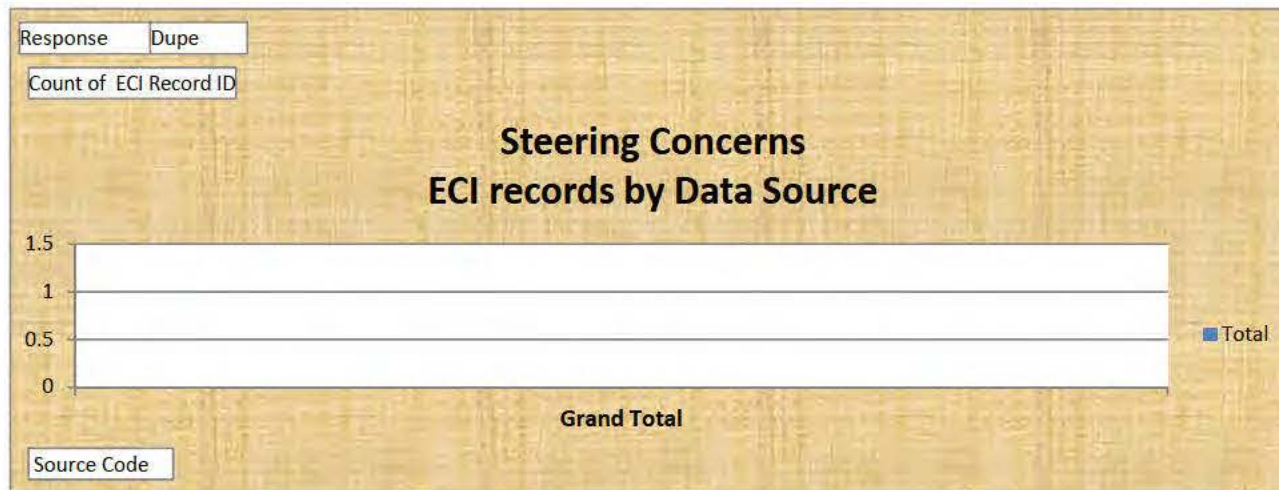
Unique VINS
Duplicate reports
Total reports for bolt concerns



* No tread reportable events have been identified

Dupe	(Multiple Items)
Response	A

Count of	ECI Record ID
Concern	Total
Grand Total	



* LMMS records were searched. No subject concerns were identified in the LMMS records.
Zero VOQ reports have been identified

Total Concerns Without Duplicates by Record Source

Response	A
Dupe	(Multiple Items)

Row Labels	Count of ECI Record ID
------------	------------------------

Grand Total

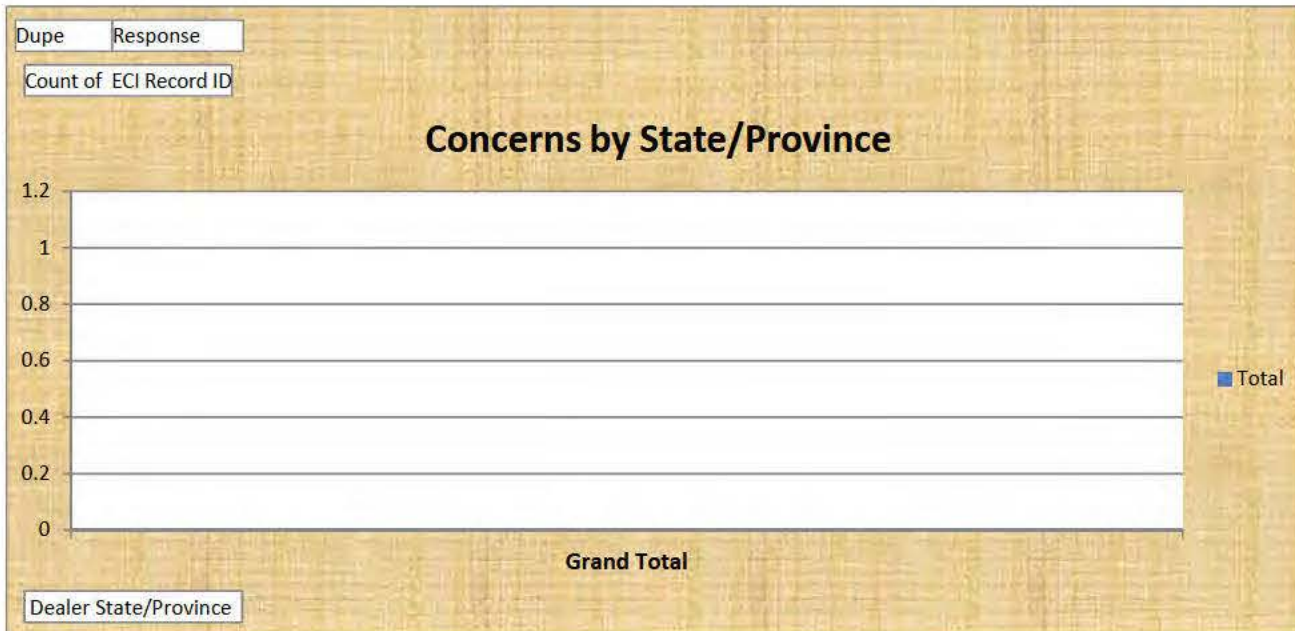
Total records with Duplicates by Record Source

Response A

Count of ECI R Column Labels

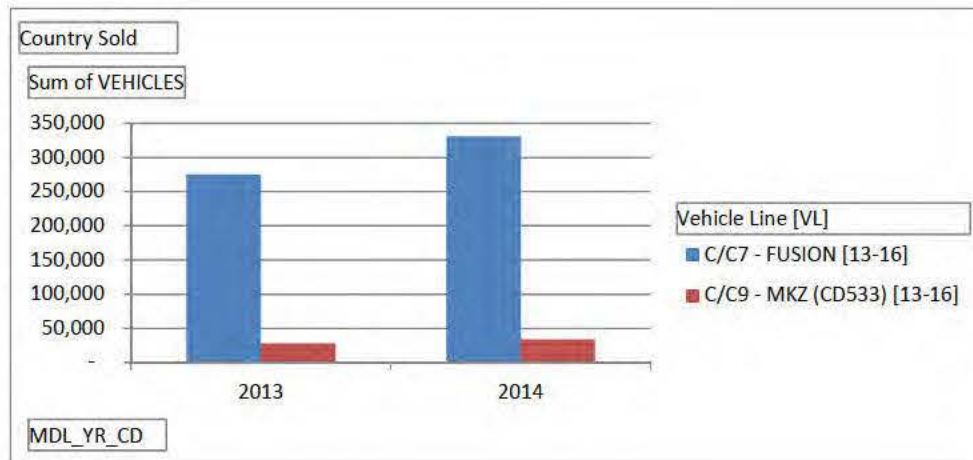
Row Labels Grand Total

Grand Total



				States with at least 1 Concerns	2013 Volume	State code	Sample FSA
CAN - CANAC	20,771	18,725	Fed				
AB - ALBER	2,245	1,921			-	AB	
BC - BRITIS	1,858	1,453			-	BC	
MB - MANIT	515	447			-	MB	
NB - NEW E	529	488		1	529	NB	1
NL - NEWFO	244	255		1	244	NL	1
NS - NOVA	475	540		1	475	NS	1
NT - NORTH	24	22			-	NT	
ON - ONTAR	10,607	10,250		1	10,607	ON	1
PE - PRINC	87	84			-	PE	
QC - QUEBE	3,681	2,786		1	3,681	QC	1
SK - SASKA	498	471			-	SK	
YT - YUKON	8	8			-	YT	
USA - UNITEC	283,008	345,521				US	
*	2	18			-	*	
AK - ALASK	256	241			-	AK	
AL - ALABA	2,450	3,058			-	AL	
AR - ARKAN	1,169	1,402			-	AR	
AZ - ARIZO	3,209	4,385			-	AZ	
CA - CALIF	39,619	52,111			-	CA	
CO - COLO	2,025	2,417			-	CO	
CT - CONN	1,801	2,125	1		1,801	CT	1
DC - DISTRICT OF COLUMBIA		11	1		-	DC	1
DE - DELAV	801	981	1		801	DE	1
FL - FLORID	12,147	16,014		1	12,147	FL	
GA - GEOR	9,732	11,788			-	GA	
HI - HAWAII	311	558			-	HI	
IA - IOWA	2,270	2,854	1		2,270	IA	1
ID - IDAHO	559	913			-	ID	
IL - ILLINOIS	12,375	14,393	1		12,375	IL	1
IN - INDIAN	4,843	5,491	1		4,843	IN	1
KS - KANSAS	2,257	2,406			-	KS	
KY - KENTUCKY	2,952	3,256			-	KY	1
LA - LOUISIANA	1,942	2,636			-	LA	
MA - MASSACHUSETTS	3,978	4,657	1	1	3,978	MA	1
MD - MARYLAND	3,907	4,605	1	1	3,907	MD	1
ME - MAINE	737	871	1	1	737	ME	1
MI - MICHIGAN	34,026	39,063	1	1	34,026	MI	1
MN - MINNESOTA	9,196	10,630	1		9,196	MN	1
MO - MISSOURI	4,991	6,716	1		4,991	MO	1
MS - MISSISSIPPI	1,150	1,889			-	MS	
MT - MONTANA	346	533			-	MT	
NC - NORTH CAROLINA	5,731	7,029			-	NC	
ND - NORTH DAKOTA	488	613			-	ND	
NE - NEBRASKA	1,421	1,882			-	NE	

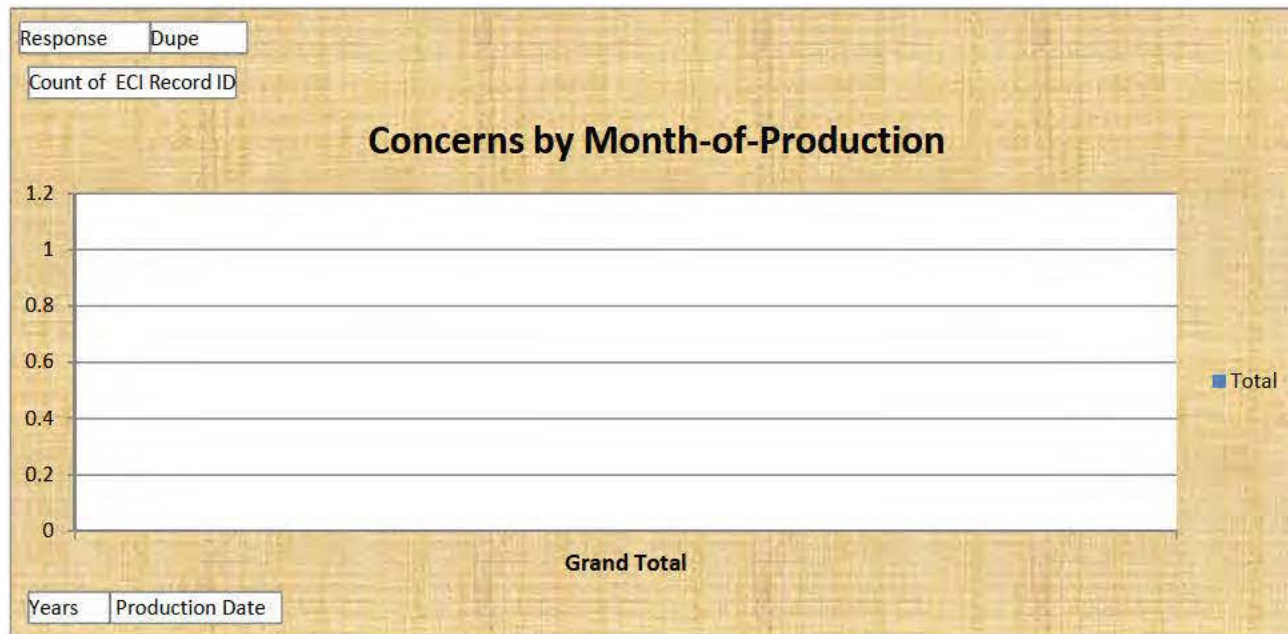
NH - NEW H	1,127	1,364	1	1	1,127	NH	1
NJ - NEW J	21,456	31,130	1	1	21,456	NJ	1
NM - NEW M	1,229	1,358			-	NM	
NV - NEVA	1,194	1,474			-	NV	
NY - NEW Y	15,138	16,680	1	1	15,138	NY	1
OH - OHIO	12,821	16,446	1	1	12,821	OH	1
OK - OKLA	6,166	2,709			-	OK	
OR - OREG	1,690	2,066			-	OR	
PA - PENNE	12,054	13,936	1	1	12,054	PA	1
RI - RHODE	827	940	1		827	RI	1
SC - SOUTH	2,047	2,745			-	SC	
SD - SOUTH	582	732			-	SD	
TN - TENNE	3,533	4,166			-	TN	
TX - TEXAS	16,755	22,369			-	TX	
UT - UTAH	875	1,219			-	UT	
VA - VIRGIN	9,882	9,991			-	VA	
VT - VERMONT	463	560	1		463	VT	1
WA - WASH	2,736	3,210			-	WA	
WI - WISCONSIN	4,323	5,202	1		4,323	WI	1
WV - WEST	1,219	1,333	1		1,219	WV	1
WY - WYOMING	200	345			-	WY	
Grand Total	303,779	364,246	21	15	176,036		27



Country Sold (Multiple Items)

Sum of VEHICL Column Labels
 Row Labels C/C7 - FUSION [13-16] C/C9 - MKZ (CD533) [13-16] Grand Total

2013	275,532	28,247	303,779
2014	330,550	33,696	364,246
Grand Total	606,082	61,943	668,025



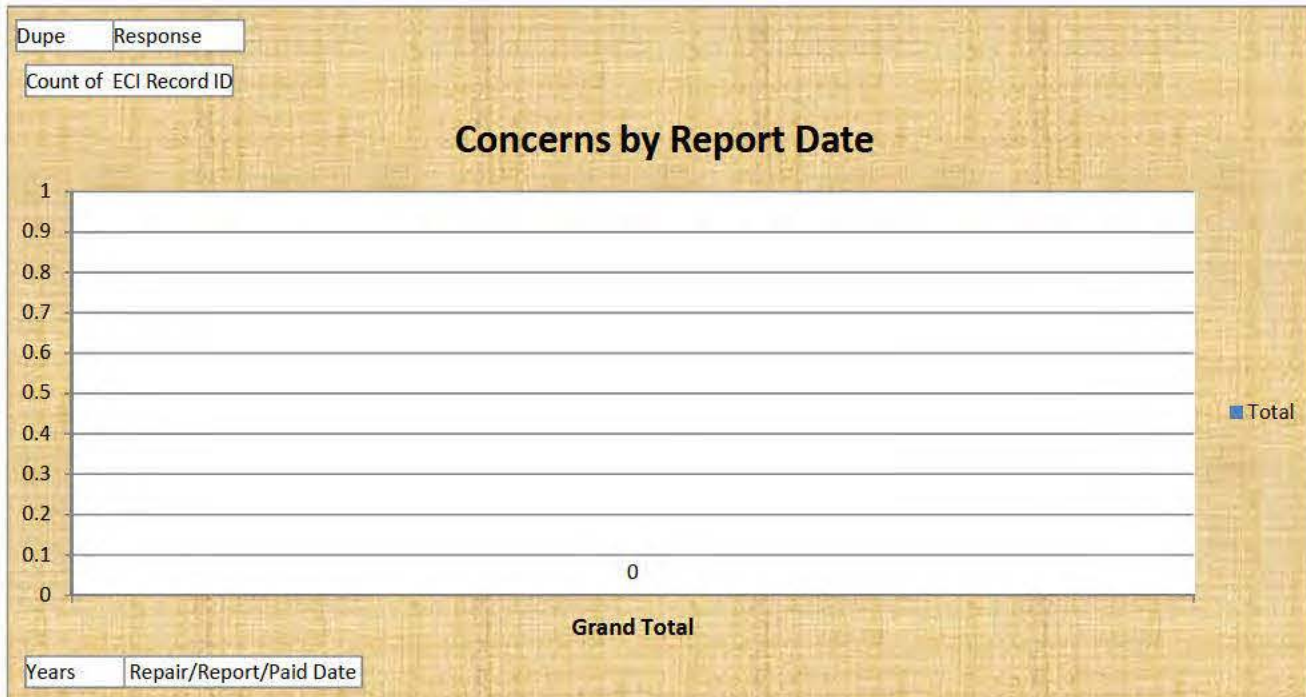
Response	A
Dupe	(Multiple Items)

Row Labels	Count of ECI Record ID
Grand Total	



Dupe	(Multiple Items)
Response	A

Count of ECI R	Column Labels
Row Labels	Grand Total
Grand Total	



Dupe	(Multiple Items)
Response	A

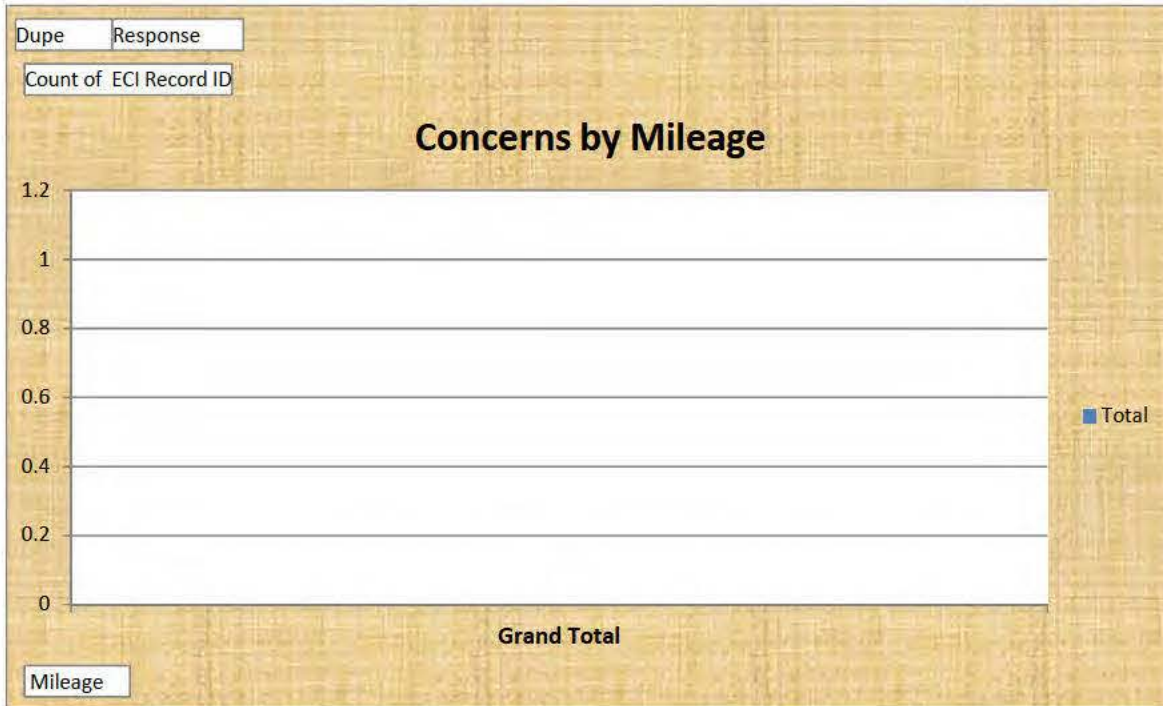
Row Labels	Count of ECI Record ID
Grand Total	0

####

Dupe	(Multiple Items)
Response	A

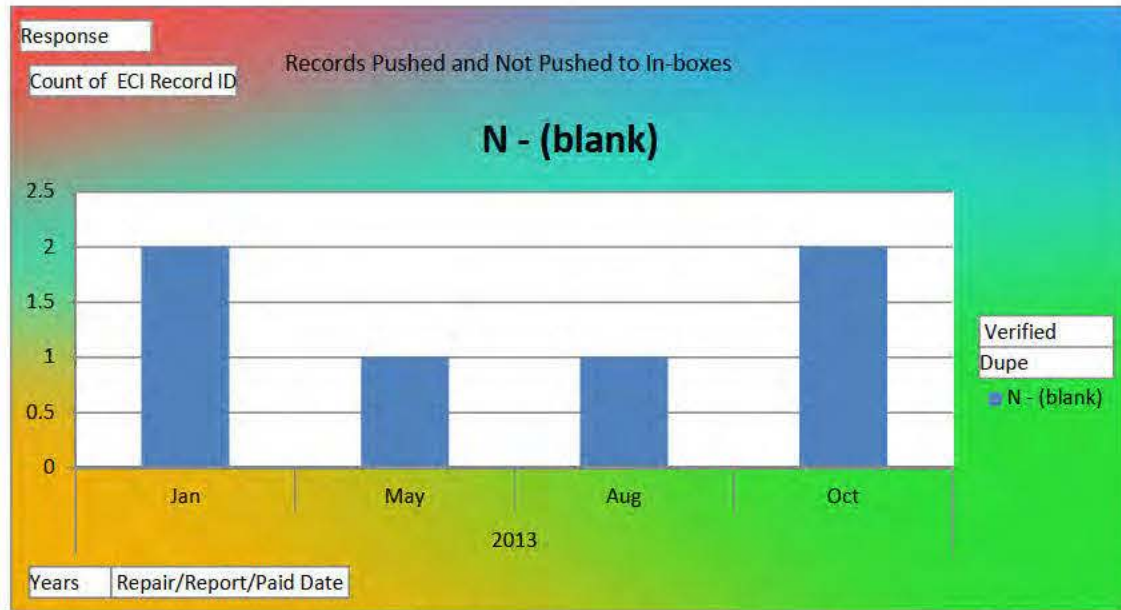
Count of	ECI R	Column Labels
Row Labels		Grand Total
Grand Total		

These report do not state tow-in
These reports state tow-in



Dupe	(Multiple Items)
Response	A

Row Labels	Count of ECI Record ID
Grand Total	



Which records were pushed to inboxes by report month

Records pushed (verified = Y) vs. non-pushed (N). By Duplicate (1) and Unique (0) report. For Response -- A

Response	Unique VIN	Duplicate VIN	All reports	Pushed Unique VIN	Pushed Duplicate VIN	Pushed reports
A	2	1	3	2	1	3
Grand Total						

Count of ECI R	Column Labels	N Total	Grand Total
Row Labels	N (blank)		
2013			
Jan	2	2	2
May	1	1	1
Aug	1	1	1
Oct	2	2	2
Grand Total	6	6	6

Percent Pushed to inbox

###

Unique VIN list - Vehicles with Concern

Dupe	(Multiple Items)
Response	A

Row Labels	Count of	ECI Record ID
Grand Total		

Selection Summary
make
model year
vehicle line
commodity level1
source system key
Selections
Selections
Selections
Selections
Selections
Selections
Selections
Selections
Selections

Ford LM;
2013;
FUSION;
steering;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total

run - Jan. 06, 2015

Selection Summary
make
model year
vehicle line
commodity level1
source system key
Selections
Selections
Selections
Selections
Selections
Selections
Selections
Selections
Selections

Ford LM;
2013;
MKZ;
steering;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total

run - Jan. 16, 2015

Warranty - database summary - volumes by state
Report Information for Result ID 90680223:
Data Selection Criteria:
Report Selection Criteria:

Status=Finished Request N: Description Run Date #Completion Job Size=1 Execution 1Precalc Prt Cut Off Dat Load Date= Currency E Generated By=SFREEMA1
Model Year = MY_1: Cost Categ Region Bui Vehicle Line Wers [v] = FUSION [13-16][C/C7], MKZ (CD533) [13-16][C/C9]
Report Name=Data: Model Yea Destination Csv Name= Logic=Non Order By=\ Options=Y Cost Type= Minimum C Use Group Requested Requested Reported C Reported C Descriptions=Yes

run - Jan. 16, 2015

Report Information for Result ID 90680225:
Data Selection Criteria:
Report Selection Criteria:
Minimum Divisor Selected: 100

Status=Finished Request N: Description Run Date #Completion Job Size=2 Execution 1Precalc Prt Cut Off Dat Load Date= Currency E Generated By=SFREEMA1
Model Year = MY_1: Cost Categ Region Bui Vehicle Lin Vfg = STEERING[V87]
Report Name=TIS M Model Yea Destination Csv Name= Order By=(Tis Rows S Ytd Columr Minimum C Logic=Cor; Cost Type= Use Group Requested Requested Reported C Reported C Descriptions=Yes

run - Jan. 16, 2015

Selection Summary
make
model year
vehicle line
commodity level1
source system key

Ford LM;
2014; 2013;
FUSION; MKX;
steering;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;

load date
Selections
Selections
Selections
Selections

2015-01-06; 2015-01-28;
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total

run - January 28 2015

Selection Summary
make
model year
vehicle line
commodity level1
load date
source system key
Selections
Selections
Selections

Ford LM;
2014; 2013;
FUSION; MKZ;
steering;
2015-01-28; 2015-01-30;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total

run - January 30 2015

Selection Summary
make
model year
vehicle line
commodity level1
load date
source system key
Selections
Selections
Selections

Ford LM;
2014; 2013;
FUSION; MKZ;
steering;
2015-01-30; 2015-02-16;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total

run - Feb 16 2015

Selection Summary
make
model year
vehicle line
commodity level1
load date
source system key
Selections
Selections
Selections
Selections

Ford LM;
2014; 2013;
FUSION; MKZ;
steering;
2015-01-30; 2015-02-23;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total

run - Feb 23 2015

Selection Summary
make
model year
vehicle line
commodity level1
load date
source system key
Selections

Ford LM;
2014; 2013;
FUSION; MKZ;
steering;
2015-02-23; 2015-02-27;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis - steering -> Total

Selections
Selections

chassis - steering -> Total
chassis - steering -> Total

run - Feb 27 2015

Selection Summary
make
model year
vehicle line
commodity level1
load date
source system key
Selections
Selections
Selections
Selections

Ford LM;
2014; 2013;
FUSION; MKZ;
steering;
2015-02-27; 2015-03-04;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total
chassis - steering -> Total

run - Mar 4 2015

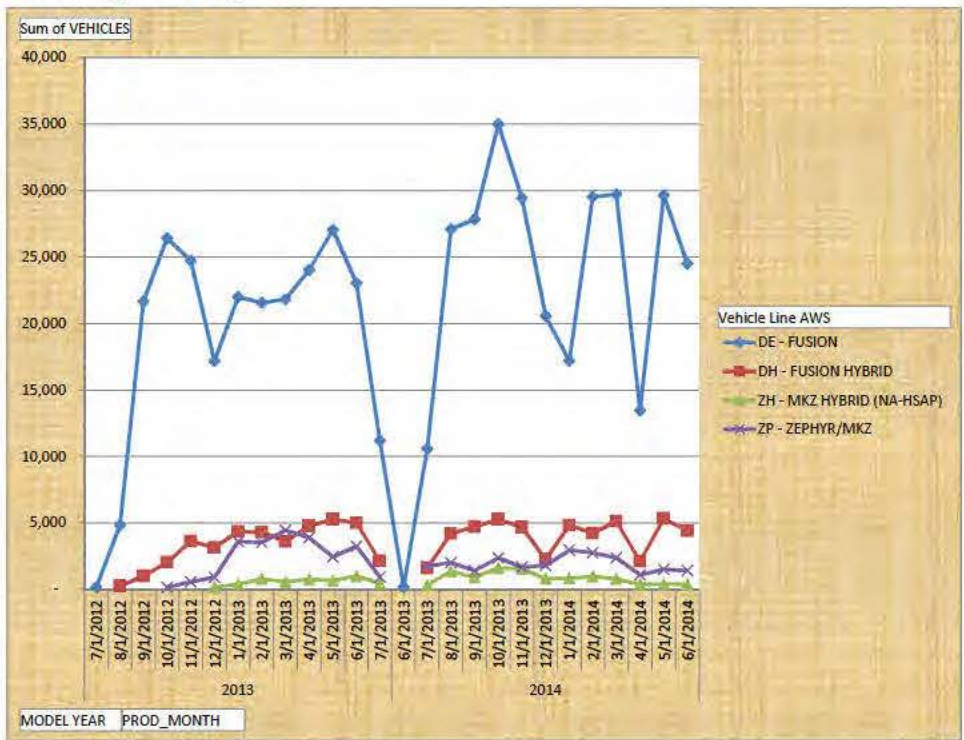
LMSS search:
2013-2015 Model Year
Fusion and MKZ
Commodity – Steering
Alleged Symptom – Loss of assist or loss of steering
Alleged cause -- Gear/Motor separated caused by bolts concerns, or corrosion.

LMMS Search completed -- March 9, 2015
LMMS Records reviewed - March 9, 2015

MATRIX_N	PROD_MC	REPAIRS	COSTS	VEHICLES	MDL_YR_CD	Vehicle Lin	Country	Sold	Sell Dealer	State	LOGIC
8		0	0	2091	2013	C/C7 - FU	CAN - CANADA		AB - ALBERTA		no logic
9		0	0	1751	2013	C/C7 - FU	CAN - CANADA		BC - BRITISH COLUMBIA		no logic
10		0	0	491	2013	C/C7 - FU	CAN - CANADA		MB - MANITOBA		no logic
11		0	0	496	2013	C/C7 - FU	CAN - CANADA		NB - NEW BRUNSWICK		no logic
12		0	0	239	2013	C/C7 - FU	CAN - CANADA		NL - NEWFOUNDLAND		no logic
13		0	0	462	2013	C/C7 - FU	CAN - CANADA		NS - NOVA SCOTIA		no logic
14		0	0	24	2013	C/C7 - FU	CAN - CANADA		NT - NORTHWEST		no logic
15		0	0	9875	2013	C/C7 - FU	CAN - CANADA		ON - ONTARIO		no logic
16		0	0	77	2013	C/C7 - FU	CAN - CANADA		PE - PRINCE EDWARD		no logic
17		0	0	3369	2013	C/C7 - FU	CAN - CANADA		QC - QUEBEC		no logic
18		0	0	479	2013	C/C7 - FU	CAN - CANADA		SK - SASKATCHEWAN		no logic
19		0	0	8	2013	C/C7 - FU	CAN - CANADA		YT - YUKON TERRITORIES		no logic
120		0	0	154	2013	C/C9 - MK	CAN - CANADA		AB - ALBERTA		no logic
121		0	0	107	2013	C/C9 - MK	CAN - CANADA		BC - BRITISH COLUMBIA		no logic
122		0	0	24	2013	C/C9 - MK	CAN - CANADA		MB - MANITOBA		no logic
123		0	0	33	2013	C/C9 - MK	CAN - CANADA		NB - NEW BRUNSWICK		no logic
124		0	0	5	2013	C/C9 - MK	CAN - CANADA		NL - NEWFOUNDLAND		no logic
125		0	0	13	2013	C/C9 - MK	CAN - CANADA		NS - NOVA SCOTIA		no logic
126		0	0	732	2013	C/C9 - MK	CAN - CANADA		ON - ONTARIO		no logic
127		0	0	10	2013	C/C9 - MK	CAN - CANADA		PE - PRINCE EDWARD		no logic
128		0	0	312	2013	C/C9 - MK	CAN - CANADA		QC - QUEBEC		no logic
129		0	0	19	2013	C/C9 - MK	CAN - CANADA		SK - SASKATCHEWAN		no logic
209		0	0	1791	2014	C/C7 - FU	CAN - CANADA		AB - ALBERTA		no logic
210		0	0	1403	2014	C/C7 - FU	CAN - CANADA		BC - BRITISH COLUMBIA		no logic
211		0	0	427	2014	C/C7 - FU	CAN - CANADA		MB - MANITOBA		no logic
212		0	0	469	2014	C/C7 - FU	CAN - CANADA		NB - NEW BRUNSWICK		no logic
213		0	0	251	2014	C/C7 - FU	CAN - CANADA		NL - NEWFOUNDLAND		no logic
214		0	0	537	2014	C/C7 - FU	CAN - CANADA		NS - NOVA SCOTIA		no logic
215		0	0	22	2014	C/C7 - FU	CAN - CANADA		NT - NORTHWEST		no logic
216		0	0	9504	2014	C/C7 - FU	CAN - CANADA		ON - ONTARIO		no logic
217		0	0	77	2014	C/C7 - FU	CAN - CANADA		PE - PRINCE EDWARD		no logic
218		0	0	2388	2014	C/C7 - FU	CAN - CANADA		QC - QUEBEC		no logic
219		0	0	448	2014	C/C7 - FU	CAN - CANADA		SK - SASKATCHEWAN		no logic
220		0	0	8	2014	C/C7 - FU	CAN - CANADA		YT - YUKON TERRITORIES		no logic
333		0	0	130	2014	C/C9 - MK	CAN - CANADA		AB - ALBERTA		no logic
334		0	0	50	2014	C/C9 - MK	CAN - CANADA		BC - BRITISH COLUMBIA		no logic
335		0	0	20	2014	C/C9 - MK	CAN - CANADA		MB - MANITOBA		no logic
336		0	0	19	2014	C/C9 - MK	CAN - CANADA		NB - NEW BRUNSWICK		no logic
337		0	0	4	2014	C/C9 - MK	CAN - CANADA		NL - NEWFOUNDLAND		no logic
338		0	0	3	2014	C/C9 - MK	CAN - CANADA		NS - NOVA SCOTIA		no logic
339		0	0	746	2014	C/C9 - MK	CAN - CANADA		ON - ONTARIO		no logic
340		0	0	7	2014	C/C9 - MK	CAN - CANADA		PE - PRINCE EDWARD		no logic
341		0	0	398	2014	C/C9 - MK	CAN - CANADA		QC - QUEBEC		no logic
342		0	0	23	2014	C/C9 - MK	CAN - CANADA		SK - SASKATCHEWAN		no logic

Sum of VEHICLES	Column Labels			
Row Labels	DE - FUSION	DH - FUSION HYBRID	ZH - MKZ HYBRID (NA-HSAP)	ZP - ZEPHYR/MKZ
2013	245,623	39,601	4,877	23,808
7/1/2012	167			
8/1/2012	4,827	269		
9/1/2012	21,647	1,017		
10/1/2012	26,411	2,036		160
11/1/2012	24,727	3,630		571
12/1/2012	17,180	3,147	166	918
1/1/2013	21,987	4,347	399	3,613
2/1/2013	21,547	4,308	806	3,529
3/1/2013	21,819	3,622	582	4,462
4/1/2013	24,042	4,769	760	3,899
5/1/2013	27,054	5,302	683	2,457
6/1/2013	23,021	5,017	1,022	3,252
7/1/2013	11,194	2,137	459	947
2014	294,756	48,799	10,443	23,237
6/1/2013	185			
7/1/2013	10,589	1,602	348	1,768
8/1/2013	27,100	4,210	1,370	2,016
9/1/2013	27,842	4,722	916	1,421
10/1/2013	34,980	5,274	1,620	2,375
11/1/2013	29,420	4,681	1,574	1,689
12/1/2013	20,567	2,255	816	1,799
1/1/2014	17,205	4,847	832	2,964
2/1/2014	29,531	4,231	976	2,763
3/1/2014	29,719	5,125	795	2,383
4/1/2014	13,470	2,123	394	1,107
5/1/2014	29,651	5,332	412	1,527
6/1/2014	24,497	4,397	390	1,425

Volumes by Vehicle by MOP



MATRIX_N	PROD_MOTIS	VEHICLES	CPR	MODEL YE	Vehicle Line	AWS	LOGIC
1	7/1/2012	0	167	0	2013 DE - FUSION		Corporate
1	8/1/2012	0	4827	1287.47	2013 DE - FUSION		Corporate
1	9/1/2012	0	21647	758.09	2013 DE - FUSION		Corporate
1	10/1/2012	0	26411	868.25	2013 DE - FUSION		Corporate
1	11/1/2012	0	24727	696.22	2013 DE - FUSION		Corporate
1	12/1/2012	0	17180	703.37	2013 DE - FUSION		Corporate
1	1/1/2013	0	21987	1234.74	2013 DE - FUSION		Corporate
1	2/1/2013	0	21547	923.42	2013 DE - FUSION		Corporate
1	3/1/2013	0	21819	1516.65	2013 DE - FUSION		Corporate
1	4/1/2013	0	24042	511.32	2013 DE - FUSION		Corporate
1	5/1/2013	0	27054	977.31	2013 DE - FUSION		Corporate
1	6/1/2013	0	23021	721.26	2013 DE - FUSION		Corporate
1	7/1/2013	0	11194	1093.2	2013 DE - FUSION		Corporate
2	8/1/2012	0	269	0	2013 DH - FUSION HYBR D		Corporate
2	9/1/2012	0	1017	46.47	2013 DH - FUSION HYBR D		Corporate
2	10/1/2012	0	2036	52.94	2013 DH - FUSION HYBR D		Corporate
2	11/1/2012	0	3630	121.18	2013 DH - FUSION HYBR D		Corporate
2	12/1/2012	0	3147	0	2013 DH - FUSION HYBR D		Corporate
2	1/1/2013	0	4347	1464.35	2013 DH - FUSION HYBR D		Corporate
2	2/1/2013	0	4308	1381.48	2013 DH - FUSION HYBR D		Corporate
2	3/1/2013	0	3622	1505.02	2013 DH - FUSION HYBR D		Corporate
2	4/1/2013	0	4769	677.73	2013 DH - FUSION HYBR D		Corporate
2	5/1/2013	0	5302	1557.67	2013 DH - FUSION HYBR D		Corporate
2	6/1/2013	0	5017	0	2013 DH - FUSION HYBR D		Corporate
2	7/1/2013	0	2137	0	2013 DH - FUSION HYBR D		Corporate
3	12/1/2012	0	166	0	2013 ZH - MKZ HYBR D (NA-HSAP)		Corporate
3	1/1/2013	0	399	937.36	2013 ZH - MKZ HYBR D (NA-HSAP)		Corporate
3	2/1/2013	0	806	0	2013 ZH - MKZ HYBR D (NA-HSAP)		Corporate
3	3/1/2013	0	582	1326.64	2013 ZH - MKZ HYBR D (NA-HSAP)		Corporate
3	4/1/2013	0	760	0	2013 ZH - MKZ HYBR D (NA-HSAP)		Corporate
3	5/1/2013	0	683	0	2013 ZH - MKZ HYBR D (NA-HSAP)		Corporate
3	6/1/2013	0	1022	0	2013 ZH - MKZ HYBR D (NA-HSAP)		Corporate
3	7/1/2013	0	459	0	2013 ZH - MKZ HYBR D (NA-HSAP)		Corporate
4	10/1/2012	0	160	0	2013 ZP - ZEPHYR/MKZ		Corporate
4	11/1/2012	0	571	0	2013 ZP - ZEPHYR/MKZ		Corporate
4	12/1/2012	0	918	0	2013 ZP - ZEPHYR/MKZ		Corporate
4	1/1/2013	0	3613	1255.57	2013 ZP - ZEPHYR/MKZ		Corporate
4	2/1/2013	0	3529	0	2013 ZP - ZEPHYR/MKZ		Corporate
4	3/1/2013	0	4462	1082.84	2013 ZP - ZEPHYR/MKZ		Corporate
4	4/1/2013	0	3899	0	2013 ZP - ZEPHYR/MKZ		Corporate
4	5/1/2013	0	2457	1602.09	2013 ZP - ZEPHYR/MKZ		Corporate
4	6/1/2013	0	3252	1295.66	2013 ZP - ZEPHYR/MKZ		Corporate
4	7/1/2013	0	947	0	2013 ZP - ZEPHYR/MKZ		Corporate
6	6/1/2013	0	185	0	2014 DE - FUSION		Corporate
6	7/1/2013	0	10589	575.37	2014 DE - FUSION		Corporate
6	8/1/2013	0	27100	828.07	2014 DE - FUSION		Corporate
6	9/1/2013	0	27842	519.4	2014 DE - FUSION		Corporate
6	10/1/2013	0	34980	387.12	2014 DE - FUSION		Corporate
6	11/1/2013	0	29420	818.44	2014 DE - FUSION		Corporate
6	12/1/2013	0	20567	905.4	2014 DE - FUSION		Corporate
6	1/1/2014	0	17205	1380.5	2014 DE - FUSION		Corporate
6	2/1/2014	0	29531	1018.75	2014 DE - FUSION		Corporate
6	3/1/2014	0	29719	1078.3	2014 DE - FUSION		Corporate
6	4/1/2014	0	13470	0	2014 DE - FUSION		Corporate
6	5/1/2014	0	29651	0	2014 DE - FUSION		Corporate
6	6/1/2014	0	24497	692.54	2014 DE - FUSION		Corporate
7	7/1/2013	0	1602	0	2014 DH - FUSION HYBR D		Corporate
7	8/1/2013	0	4210	870.93	2014 DH - FUSION HYBR D		Corporate
7	9/1/2013	0	4722	0	2014 DH - FUSION HYBR D		Corporate
7	10/1/2013	0	5274	883.17	2014 DH - FUSION HYBR D		Corporate
7	11/1/2013	0	4681	0	2014 DH - FUSION HYBR D		Corporate
7	12/1/2013	0	2255	0	2014 DH - FUSION HYBR D		Corporate
7	1/1/2014	0	4847	39.2	2014 DH - FUSION HYBR D		Corporate
7	2/1/2014	0	4231	0	2014 DH - FUSION HYBR D		Corporate
7	3/1/2014	0	5125	0	2014 DH - FUSION HYBR D		Corporate
7	4/1/2014	0	2123	0	2014 DH - FUSION HYBR D		Corporate
7	5/1/2014	0	5332	275.33	2014 DH - FUSION HYBR D		Corporate
7	6/1/2014	0	4397	0	2014 DH - FUSION HYBR D		Corporate
8	7/1/2013	0	348	1259.83	2014 ZH - MKZ HYBR D (NA-HSAP)		Corporate
8	8/1/2013	0	1370	154.93	2014 ZH - MKZ HYBR D (NA-HSAP)		Corporate
8	9/1/2013	0	916	0	2014 ZH - MKZ HYBR D (NA-HSAP)		Corporate
8	10/1/2013	0	1620	0	2014 ZH - MKZ HYBR D (NA-HSAP)		Corporate
8	11/1/2013	0	1574	0	2014 ZH - MKZ HYBR D (NA-HSAP)		Corporate
8	12/1/2013	0	816	578.15	2014 ZH - MKZ HYBR D (NA-HSAP)		Corporate
8	1/1/2014	0	832	0	2014 ZH - MKZ HYBR D (NA-HSAP)		Corporate
8	2/1/2014	0	976	72.22	2014 ZH - MKZ HYBR D (NA-HSAP)		Corporate
8	3/1/2014	0	795	0	2014 ZH - MKZ HYBR D (NA-HSAP)		Corporate
8	4/1/2014	0	394	0	2014 ZH - MKZ HYBR D (NA-HSAP)		Corporate
8	5/1/2014	0	412	0	2014 ZH - MKZ HYBR D (NA-HSAP)		Corporate
8	6/1/2014	0	390	0	2014 ZH - MKZ HYBR D (NA-HSAP)		Corporate
9	7/1/2013	0	1768	886.2	2014 ZP - ZEPHYR/MKZ		Corporate
9	8/1/2013	0	2016	1475.26	2014 ZP - ZEPHYR/MKZ		Corporate
9	9/1/2013	0	1421	0	2014 ZP - ZEPHYR/MKZ		Corporate
9	10/1/2013	0	2375	0	2014 ZP - ZEPHYR/MKZ		Corporate
9	11/1/2013	0	1689	0	2014 ZP - ZEPHYR/MKZ		Corporate
9	12/1/2013	0	1799	0	2014 ZP - ZEPHYR/MKZ		Corporate
9	1/1/2014	0	2964	1763.82	2014 ZP - ZEPHYR/MKZ		Corporate
9	2/1/2014	0	2763	938.74	2014 ZP - ZEPHYR/MKZ		Corporate
9	3/1/2014	0	2383	0	2014 ZP - ZEPHYR/MKZ		Corporate
9	4/1/2014	0	1107	0	2014 ZP - ZEPHYR/MKZ		Corporate
9	5/1/2014	0	1527	0	2014 ZP - ZEPHYR/MKZ		Corporate
9	6/1/2014	0	1425	0	2014 ZP - ZEPHYR/MKZ		Corporate

2013-14 Fusion Steering Wheel Loose

Agenda

Photos
Records searched
Unique VINs
Concerns by Category
Concerns by Data Source
Concerns by Report Date
Concerns by Month of Production
Concerns by Time In Service
Concerns by Significant Events
Concerns by Customer Concern
Concerns by Mileage
Concerns by Province/State
Recent Report Trend
Review Sample Records

*investigate later launch MKZ, New Edge, China,
New Euro/China Mondeo

2013-2014 MY Fusion CDR record searches:

1. Steering concerns

Key word - word search

Concerns:

Wheel

Loose

Tighten

Nut

Bolt

Steering Concerns (Voice of Customer)

A1 Steering Wheel bolt detached

A2 Steering Wheel Loose

* rattle, excessive play, clunk, wobbling

shakes while driving, not straight (mis-aligned)

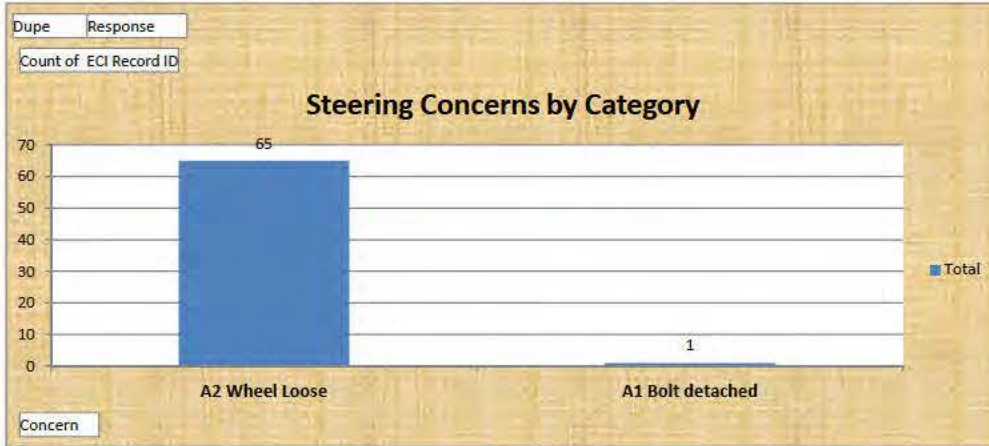
POWER STEERING IS OUT, LAST NIGHT GOT A MESSAGE IN MESSAGE CENTER

"FOUND STEERING WHEEL RETAINING BOLT LAYING BETWEEN STEERING WHEEL AND AIR BAG.

Unique vins

Response	A
Row Labels	Count of ECI Record ID
0	66
1	5
(blank)	32
Grand Total	103

Unique VINS
Duplicate reports
Total reports for bolt concerns



* The personal injury is alleged on the LMMS report

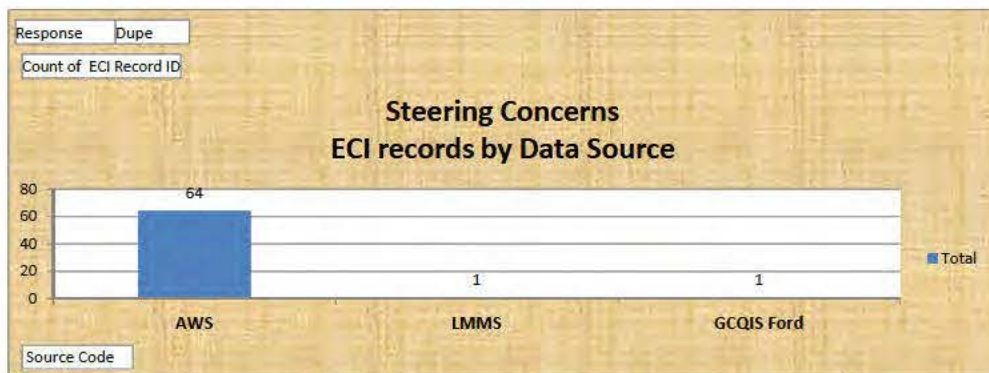
Dupe	0
Response	A
Count of ECI Record ID	
Concern	Total
A2 Wheel Loose	65
A1 Bolt detached	1
Grand Total	66



* The personal injury is alleged on the LMMS report

Dupe	0
Response	A
Count of ECI Record ID	
Significant Eve Total	
(blank)	65
personal injury;	1
Grand Total	66

There are no significant events on these reports

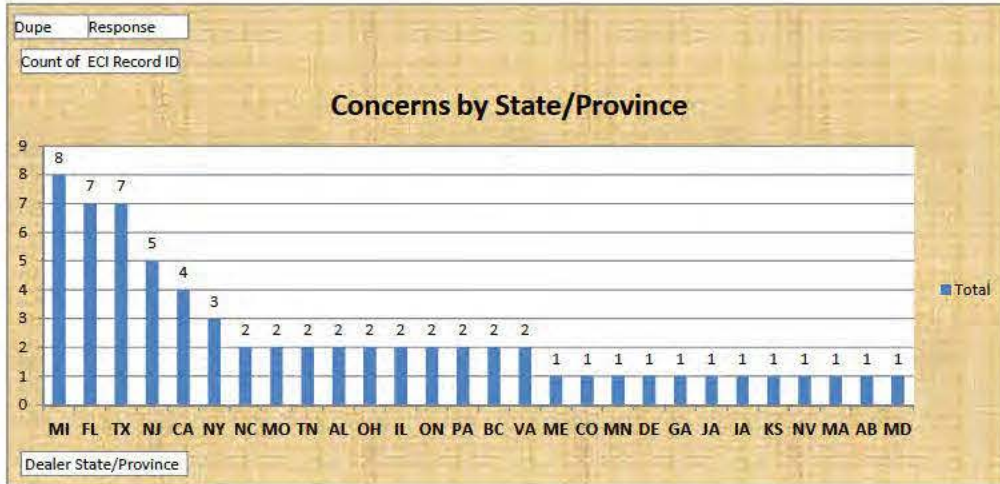


Zero VOQ reports have been identified

Total Concerns Without Duplicates by Record Source

Response	A
Dupe	0
Row Labels	Count of ECI Record ID
AWS	64
LMMS	1

GCOIS Ford	1
Grand Total	66



Dupe	0
Response	A

Row Labels	Count of ECI Record ID	2013 vehicle volume	R/1000 vehicles
MI	8	29,574	0.27
FL	7	9,830	0.71
TX	7	14,717	0.48
NJ	5	19,634	0.25
CA	4	36,870	0.11
NY	3	13,307	0.23
NC	2	5,197	0.38
MO	2	4,579	0.44
TN	2	3,241	0.62
AL	2	2,137	0.94
OH	2	11,597	0.17
IL	2	11,493	0.17
ON	2	9,875	0.20
PA	2	10,963	0.18
BC	2	1,751	1.14
VA	2	9,442	0.21
ME	1	4,173	0.24
CO	1	1,751	0.57
MN	1	8,842	0.11
DE	1	703	1.42
GA	1	9,336	0.11
JA	1	421	2.38
IA	1	2,120	0.47
KS	1	2,123	0.47
NV	1	981	1.02
MA	1	3,603	0.28
AB	1	2,091	0.48
MD	1	3,585	0.28
Grand Total	66		

Vehicle Volumes by State/ Province Fusion

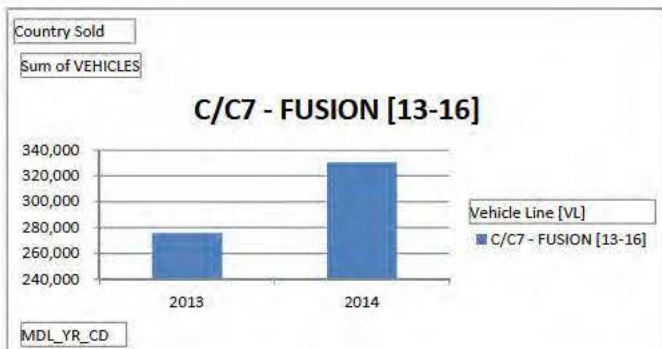
Vehicle Line [VL] C/C7 - FUSION [13-16]

Sum of VEHICL Column Labels	2013	2014	State code
CAN - CANAD	19,362	17,325	
AB - ALBER	2,091	1,791	AB
BC - BRITIS	1,751	1,403	BC
MB - MANIT	491	427	MB
NB - NEW E	496	469	NB
NL - NEWFO	239	251	NL
NS - NOVA	462	537	NS
NT - NORTH	24	22	NT
ON - ONTAR	9,875	9,504	ON
PE - PRINC	77	77	PE
QC - QUEBE	3,369	2,388	QC
SK - SASKA	479	448	SK
YT - YUKON	8	8	YT
MEX - MEXIC	4,173	4,076	
AG - MEXIC	32	37	AG
BG - MEXIC	34	21	BG
BJ	54	38	BJ
BS - MEXIC	17	14	BS
CH - MEXIC	48	24	CH
CI - MEXIC	120	138	CI
CL - MEXIC	17	12	CL
CP - MEXIC	6	9	CP
CU - MEXIC	202	186	CU

DF - MEXIC	867	836
DG - MEXIC	44	40
EM - MEXIC	628	658
GJ - MEXIC	181	193
GR - MEXIC	12	24
JA - MEXIC	421	342
MH - MEXIC	94	85
MR - MEXIC	35	39
NA - MEXIC	12	8
NL - MEXIC	341	344
OA - MEXIC	22	25
PU - MEXIC	137	126
QA	77	74
QR - MEXIC	66	58
SI - MEXIC	94	83
SL - MEXIC	57	34
SO - MEXIC	176	225
TA - MEXIC	53	57
TL - MEXIC	7	16
TM - MEXIC	121	143
VL - MEXIC	111	96
YC	65	76
ZT - MEXIC	22	15
USA - UNITED	256,170	313,225
*	2	18
AK - ALASK	230	221
AL - ALABA	2,137	2,829
AR - ARKAN	1,085	1,311
AZ - ARIZO	2,771	3,944
CA - CALIF	36,870	49,309
CO - COLO	1,751	2,179
CT - CONN	1,564	1,860
DC - DISTRICT OF COLUMBIA		11
DE - DELAV	703	838
FL - FLORID	9,830	13,017
GA - GEOR	9,336	11,330
HI - HAWAII	275	518
IA - IOWA	2,120	2,657
ID - IDAHO	508	848
IL - ILLINOIS	11,493	13,289
IN - INDIAN	4,533	5,066
KS - KANSAS	2,123	2,224
KY - KENTU	2,678	2,986
LA - LOUISI	1,685	2,359
MA - MASS	3,603	4,268
MD - MARY	3,585	4,314
ME - MAINE	711	838
MI - MICHIG	29,574	38,579
MN - MINNE	8,842	10,285
MO - MISSO	4,579	6,280
MS - MISSI	1,028	1,745
MT - MONT.	315	498
NC - NORTH	5,197	6,474
ND - NORTH	463	576
NE - NEBR	1,254	1,673
NH - NEW H	980	1,229
NJ - NEW J	19,634	28,183
NM - NEW M	1,081	1,217
NV - NEVAD	981	1,263
NY - NEW Y	15,307	14,818
OH - OHIO	11,597	14,779
OK - OKLAH	5,895	2,396
OR - OREG	1,540	1,973
PA - PENNS	10,963	12,594
RI - RHODE	685	740
SC - SOUTH	1,837	2,499
SD - SOUTH	520	674
TN - TENNE	3,241	3,804
TX - TEXAS	14,717	20,290
UT - UTAH	758	1,137
VA - VIRGIN	9,442	9,585
VT - VERMONT	431	525
WA - WASH	2,465	3,025
WI - WISCONSIN	3,968	4,792
WV - WEST	1,125	1,247
WY - WYOM	158	317
Grand Total	279,705	334,626

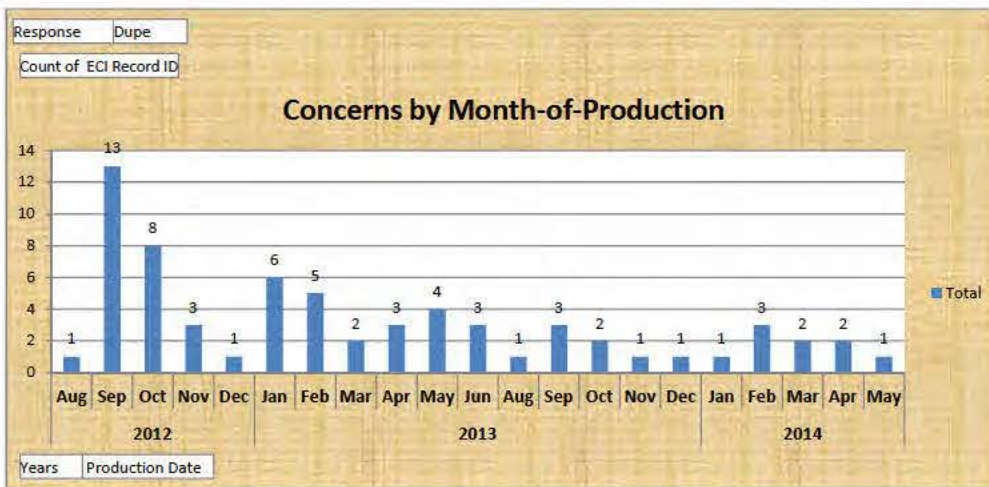
DF
DG
EM
GJ
GR
JA
MH
MR
NA
NL
OA
PU
QA
QR
SI
SL
SO
TA
TL
TM
VL
YC
ZT
US
*

AK
AL
AR
AZ
CA
CO
CT
DC
DE
FL
GA
HI
IA
ID
IL
IN
KS
KY
LA
MA
MD
ME
MI
MN
MO
MS
MT
NC
ND
NE
NH
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NV
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OH
OK
OR
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RI
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SD
TN
TX
UT
VA
VT
WA
WI
WV
WY



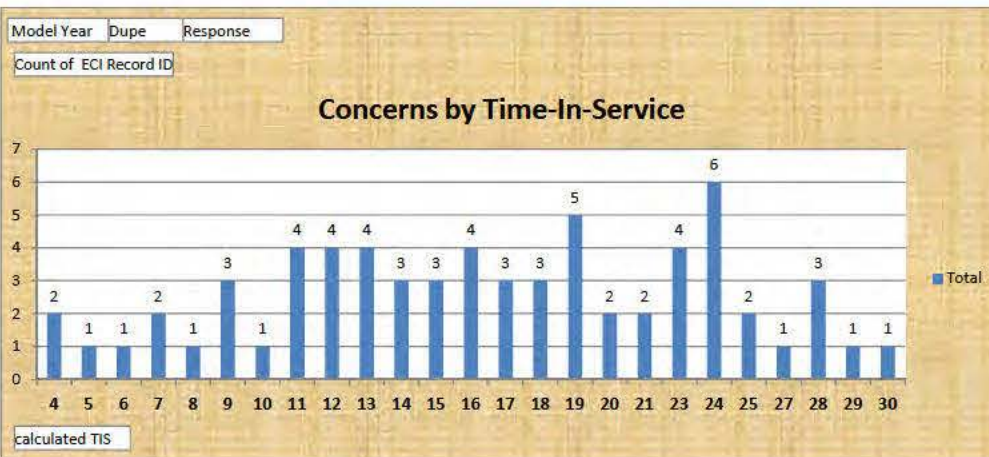
Country Sold (Multiple Items)

Row Labels	C/C7 - FUSION [13-16]	Grand Total
2013	275,532	275,532
2014	330,550	330,550
Grand Total	606,082	606,082



Response A
Dupe 0

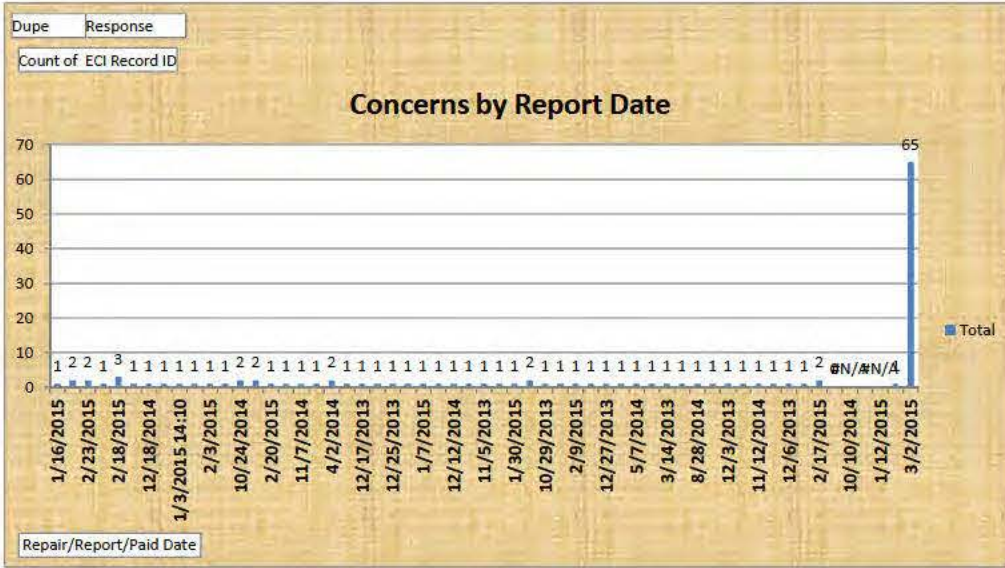
Row Labels	Count of ECI Record ID
2012	
Aug	1
Sep	13
Oct	8
Nov	3
Dec	1
2013	
Jan	6
Feb	5
Mar	2
Apr	3
May	4
Jun	3
Aug	1
Sep	3
Oct	2
Nov	1
Dec	1
2014	
Jan	1
Feb	3
Mar	2
Apr	2
May	1
Grand Total	66



Model Year (All)
Dupe 0
Response A

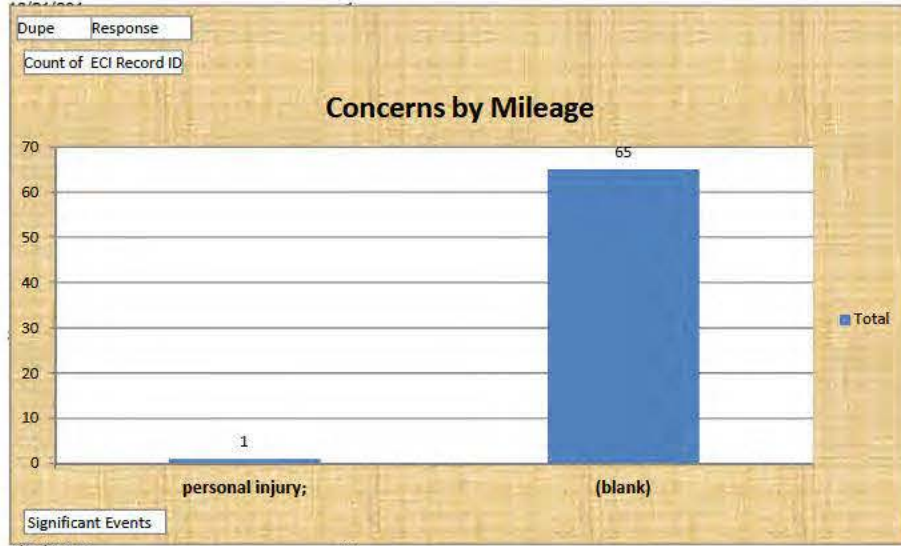
Row Labels	Count of ECI Record ID
4	2
5	1
6	1
7	2
8	1
9	3
10	1
11	4
12	4
13	4
14	3
15	3
16	4
17	3
18	3
19	5
20	2
21	2
23	4
24	6
25	2

27	1
28	3
29	1
30	1
Grand Total	66



Dupe	0
Response	A

Row Labels	Count of ECI Record ID
1/16/2015	1
2/6/2015	2
2/23/2015	2
1/15/2015	1
2/18/2015	3
1/20/2015	1
12/18/2014	1
9/18/2014	1
1/3/2015 14:10	1
9/17/2014	1
2/3/2015	1
5/28/2014	1
10/24/2014	2
9/30/2014	2
2/20/2015	1
12/26/2014	1
11/7/2014	1
10/27/2014	1
4/2/2014	2
1/28/2015	1
12/17/2013	1
8/2/2013	1
12/25/2013	1
2/12/2015	1
1/7/2015	1



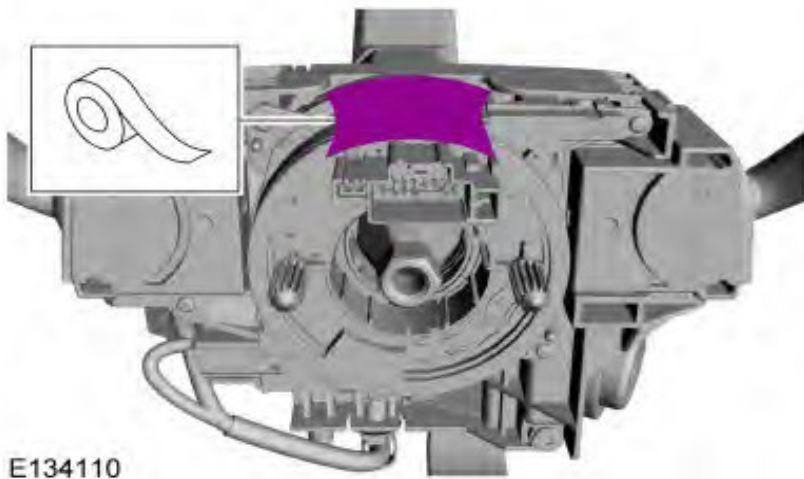
2/17/2015	2
Dupe	0
Response	A

Row Labels	Count of ECI Record ID
personal injury;	1
(blank)	65
Grand Total	66



E157815

3. *Torque*: 35 lb.ft (48 Nm)



E134110

Selection Summary
make
model year
vehicle line
commodity level1
source system key
Selections
Selections
Selections
Selections
Selections
Selections
Selections
Selections

Ford LM;
2013;
FUSION;
steering;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total

run Jan 06 2015

Selection Summary
make
model year
vehicle line
commodity level1
source system key
Selections
Selections
Selections
Selections
Selections
Selections
Selections
Selections

Ford LM;
2013;
MKZ;
steering;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total

run Jan 16 2015

Warranty database summary volumes by state
Report Information for Result ID 90680223
Data Selection Criteria
Report Selection Criteria

Status: Finished Request N:Descriptor Run Date / Completion Job Size 1 Execution 1Precalc Prn Cut Off Da Load Date Currency E Generated By SFREEMA1
Model Year MY 14Cost Categ Region Bu Vehicle Line Wers [V] FUSION [13 16][C/C] MKZ (CD533) [13 16][C/C]
Report Name Datab Model Year Destination Csv Name Logic Non Order By \Options Y Cost Type Minimum E Use Group Requested Reported C Reported D Descriptions Yes

run Jan 16 2015

Report Information for Result ID 90680225
Data Selection Criteria
Report Selection Criteria
Minimum Divisor Selected 100

Status: Finished Request N:Descriptor Run Date / Completion Job Size 2 Execution 1Precalc Prn Cut Off Da Load Date Currency E Generated By SFREEMA1
Model Year MY 14Cost Categ Region Bu Vehicle Lin Vlg STEERING[V87]
Report Name TIS M Model Year Destination Csv Name Order By <Tis Rows \$Ytd Column Minimum C Logic Corj Cost Type Use Group Requested Reported C Reported D Description

run Jan 16 2015

Selection Summary
make
model year
vehicle line
commodity level1
source system key
load date
Selections
Selections
Selections
Selections

Ford LM;
2014; 2013;
FUSION; MKZ;
steering;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
2015 01 06; 2015 01 28;
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total

run January 28 2015

Selection Summary
make
model year
vehicle line
commodity level1
load date
source system key
Selections
Selections
Selections

Ford LM;
2014; 2013;
FUSION; MKZ;
steering;
2015 01 28; 2015 01 30;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis steering > Total
chassis steering > Total
chassis steering > Total

run January 30 2015

Selection Summary
make
model year
vehicle line
commodity level1
load date
source system key
Selections
Selections
Selections

Ford LM;
2014; 2013;
FUSION; MKZ;
steering;
2015 01 30; 2015 02 16;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis steering > Total
chassis steering > Total
chassis steering > Total

run Feb 16 2015

Selection Summary
make
model year
vehicle line
commodity level1
load date
source system key
Selections
Selections
Selections

Ford LM;
2014; 2013;
FUSION; MKZ;
steering;
2015 01 30; 2015 02 23;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis steering > Total
chassis steering > Total
chassis steering > Total

run Feb 23 2015

Selection Summary
make
model year
vehicle line
commodity level1
load date
source system key
Selections
Selections
Selections

Ford LM;
2014; 2013;
FUSION; MKZ;
steering;
2015 02 23; 2015 02 27;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis steering > Total
chassis steering > Total
chassis steering > Total

run Feb 27 2015

Selection Summary
make
model year
vehicle line
commodity level1
load date
source system key
Selections
Selections
Selections
Selections

Ford LM;
2014; 2013;
FUSION; MKZ;
steering;
2015 02 27; 2015 03 04;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total

run Mar 4 2015

LMSS search
2013 2015 Model Year
Fusion and MKZ
Commodity Steering
Alleged Symptom Loss of assist or loss of steering
Alleged cause Gear/Motor separated caused by bolts concerns or corrosion

LMMS Search completed March 9 2015
LMMS Records reviewed March 9 2015

Selection Summary
make
model year
vehicle line
commodity level1
load date
source system key
Selections
Selections
Selections
Selections
Selections
Selections

Ford LM;
2014; 2013;
FUSION; MKZ;
steering;
2015 03 04; 2015 06 23;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total

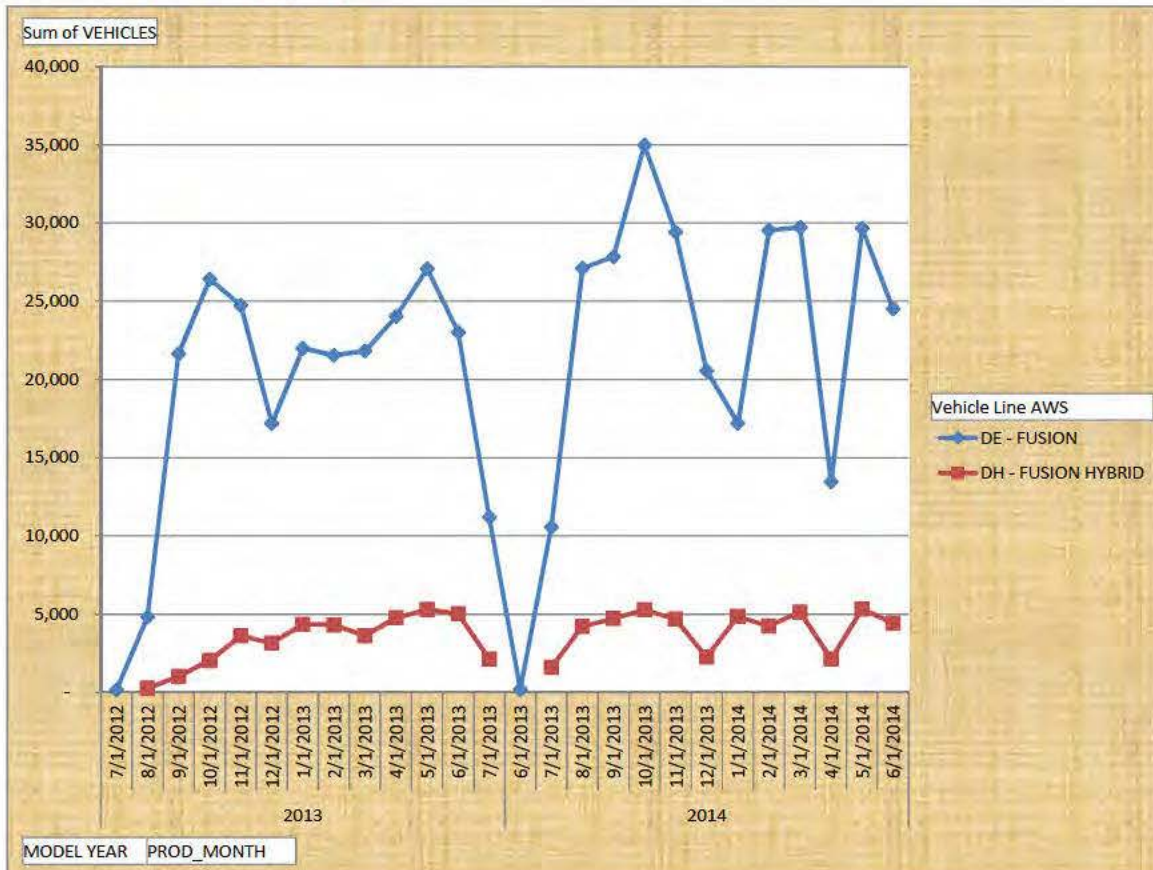
run June 23 2015

MATRIX_N	PROD_MC	REPAIRS	COSTS	VEHICLES	MDL_YR_CD	Vehicle Line [VL]
8		0	0	2091	2013	C/C7 - FUSION [13-16]
9		0	0	1751	2013	C/C7 - FUSION [13-16]
10		0	0	491	2013	C/C7 - FUSION [13-16]
11		0	0	496	2013	C/C7 - FUSION [13-16]
12		0	0	239	2013	C/C7 - FUSION [13-16]
13		0	0	462	2013	C/C7 - FUSION [13-16]
14		0	0	24	2013	C/C7 - FUSION [13-16]
15		0	0	9875	2013	C/C7 - FUSION [13-16]
16		0	0	77	2013	C/C7 - FUSION [13-16]
17		0	0	3369	2013	C/C7 - FUSION [13-16]
18		0	0	479	2013	C/C7 - FUSION [13-16]
19		0	0	8	2013	C/C7 - FUSION [13-16]
120		0	0	154	2013	C/C9 - MKZ (CD533) [13-16]
121		0	0	107	2013	C/C9 - MKZ (CD533) [13-16]
122		0	0	24	2013	C/C9 - MKZ (CD533) [13-16]
123		0	0	33	2013	C/C9 - MKZ (CD533) [13-16]
124		0	0	5	2013	C/C9 - MKZ (CD533) [13-16]
125		0	0	13	2013	C/C9 - MKZ (CD533) [13-16]
126		0	0	732	2013	C/C9 - MKZ (CD533) [13-16]
127		0	0	10	2013	C/C9 - MKZ (CD533) [13-16]
128		0	0	312	2013	C/C9 - MKZ (CD533) [13-16]
129		0	0	19	2013	C/C9 - MKZ (CD533) [13-16]
209		0	0	1791	2014	C/C7 - FUSION [13-16]
210		0	0	1403	2014	C/C7 - FUSION [13-16]
211		0	0	427	2014	C/C7 - FUSION [13-16]
212		0	0	469	2014	C/C7 - FUSION [13-16]
213		0	0	251	2014	C/C7 - FUSION [13-16]
214		0	0	537	2014	C/C7 - FUSION [13-16]
215		0	0	22	2014	C/C7 - FUSION [13-16]
216		0	0	9504	2014	C/C7 - FUSION [13-16]
217		0	0	77	2014	C/C7 - FUSION [13-16]
218		0	0	2388	2014	C/C7 - FUSION [13-16]
219		0	0	448	2014	C/C7 - FUSION [13-16]
220		0	0	8	2014	C/C7 - FUSION [13-16]
333		0	0	130	2014	C/C9 - MKZ (CD533) [13-16]
334		0	0	50	2014	C/C9 - MKZ (CD533) [13-16]
335		0	0	20	2014	C/C9 - MKZ (CD533) [13-16]
336		0	0	19	2014	C/C9 - MKZ (CD533) [13-16]
337		0	0	4	2014	C/C9 - MKZ (CD533) [13-16]
338		0	0	3	2014	C/C9 - MKZ (CD533) [13-16]
339		0	0	746	2014	C/C9 - MKZ (CD533) [13-16]
340		0	0	7	2014	C/C9 - MKZ (CD533) [13-16]
341		0	0	398	2014	C/C9 - MKZ (CD533) [13-16]
342		0	0	23	2014	C/C9 - MKZ (CD533) [13-16]

Country Sold	Sell Dealer State	LOGIC
CAN - CANADA	AB - ALBERTA	no logic
CAN - CANADA	BC - BRITISH COLUMBIA	no logic
CAN - CANADA	MB - MANITOBA	no logic
CAN - CANADA	NB - NEW BRUNSWICK	no logic
CAN - CANADA	NL - NEWFOUNDLAND	no logic
CAN - CANADA	NS - NOVA SCOTIA	no logic
CAN - CANADA	NT - NORTHWEST	no logic
CAN - CANADA	ON - ONTARIO	no logic
CAN - CANADA	PE - PRINCE EDWARD	no logic
CAN - CANADA	QC - QUEBEC	no logic
CAN - CANADA	SK - SASKATCHEWAN	no logic
CAN - CANADA	YT - YUKON TERRITORIES	no logic
CAN - CANADA	AB - ALBERTA	no logic
CAN - CANADA	BC - BRITISH COLUMBIA	no logic
CAN - CANADA	MB - MANITOBA	no logic
CAN - CANADA	NB - NEW BRUNSWICK	no logic
CAN - CANADA	NL - NEWFOUNDLAND	no logic
CAN - CANADA	NS - NOVA SCOTIA	no logic
CAN - CANADA	ON - ONTARIO	no logic
CAN - CANADA	PE - PRINCE EDWARD	no logic
CAN - CANADA	QC - QUEBEC	no logic
CAN - CANADA	SK - SASKATCHEWAN	no logic
CAN - CANADA	AB - ALBERTA	no logic
CAN - CANADA	BC - BRITISH COLUMBIA	no logic
CAN - CANADA	MB - MANITOBA	no logic
CAN - CANADA	NB - NEW BRUNSWICK	no logic
CAN - CANADA	NL - NEWFOUNDLAND	no logic
CAN - CANADA	NS - NOVA SCOTIA	no logic
CAN - CANADA	NT - NORTHWEST	no logic
CAN - CANADA	ON - ONTARIO	no logic
CAN - CANADA	PE - PRINCE EDWARD	no logic
CAN - CANADA	QC - QUEBEC	no logic
CAN - CANADA	SK - SASKATCHEWAN	no logic
CAN - CANADA	YT - YUKON TERRITORIES	no logic
CAN - CANADA	AB - ALBERTA	no logic
CAN - CANADA	BC - BRITISH COLUMBIA	no logic
CAN - CANADA	MB - MANITOBA	no logic
CAN - CANADA	NB - NEW BRUNSWICK	no logic
CAN - CANADA	NL - NEWFOUNDLAND	no logic
CAN - CANADA	NS - NOVA SCOTIA	no logic
CAN - CANADA	ON - ONTARIO	no logic
CAN - CANADA	PE - PRINCE EDWARD	no logic
CAN - CANADA	QC - QUEBEC	no logic
CAN - CANADA	SK - SASKATCHEWAN	no logic

Sum of VEHICLES Row Labels	Column Labels DE - FUSION	DH - FUSION HYBRID
2013	245,623	39,601
7/1/2012	167	
8/1/2012	4,827	269
9/1/2012	21,647	1,017
10/1/2012	26,411	2,036
11/1/2012	24,727	3,630
12/1/2012	17,180	3,147
1/1/2013	21,987	4,347
2/1/2013	21,547	4,308
3/1/2013	21,819	3,622
4/1/2013	24,042	4,769
5/1/2013	27,054	5,302
6/1/2013	23,021	5,017
7/1/2013	11,194	2,137
2014	294,756	48,799
6/1/2013	185	
7/1/2013	10,589	1,602
8/1/2013	27,100	4,210
9/1/2013	27,842	4,722
10/1/2013	34,980	5,274
11/1/2013	29,420	4,681
12/1/2013	20,567	2,255
1/1/2014	17,205	4,847
2/1/2014	29,531	4,231
3/1/2014	29,719	5,125
4/1/2014	13,470	2,123
5/1/2014	29,651	5,332
6/1/2014	24,497	4,397

Volumes by Vehicle by MOP



MATRIX_N	PROD_MOTIS	VEHICLES	CPR	MODEL YE	Vehicle Line	AWS	LOGIC
1	7/1/2012	0	167	0	2013 DE - FUSION		Corporate
1	8/1/2012	0	4827	1287.47	2013 DE - FUSION		Corporate
1	9/1/2012	0	21647	758.09	2013 DE - FUSION		Corporate
1	10/1/2012	0	26411	868.25	2013 DE - FUSION		Corporate
1	11/1/2012	0	24727	696.22	2013 DE - FUSION		Corporate
1	12/1/2012	0	17180	703.37	2013 DE - FUSION		Corporate
1	1/1/2013	0	21987	1234.74	2013 DE - FUSION		Corporate
1	2/1/2013	0	21547	923.42	2013 DE - FUSION		Corporate
1	3/1/2013	0	21819	1516.65	2013 DE - FUSION		Corporate
1	4/1/2013	0	24042	511.32	2013 DE - FUSION		Corporate
1	5/1/2013	0	27054	977.31	2013 DE - FUSION		Corporate
1	6/1/2013	0	23021	721.26	2013 DE - FUSION		Corporate
1	7/1/2013	0	11194	1093.2	2013 DE - FUSION		Corporate
2	8/1/2012	0	269	0	2013 DH - FUSION HYBRID		Corporate
2	9/1/2012	0	1017	46.47	2013 DH - FUSION HYBRID		Corporate
2	10/1/2012	0	2036	52.94	2013 DH - FUSION HYBRID		Corporate
2	11/1/2012	0	3630	121.18	2013 DH - FUSION HYBRID		Corporate
2	12/1/2012	0	3147	0	2013 DH - FUSION HYBRID		Corporate
2	1/1/2013	0	4347	1464.35	2013 DH - FUSION HYBRID		Corporate
2	2/1/2013	0	4308	1381.48	2013 DH - FUSION HYBRID		Corporate
2	3/1/2013	0	3622	1505.02	2013 DH - FUSION HYBRID		Corporate
2	4/1/2013	0	4769	677.73	2013 DH - FUSION HYBRID		Corporate
2	5/1/2013	0	5302	1557.67	2013 DH - FUSION HYBRID		Corporate
2	6/1/2013	0	5017	0	2013 DH - FUSION HYBRID		Corporate
2	7/1/2013	0	2137	0	2013 DH - FUSION HYBRID		Corporate
3	12/1/2012	0	166	0	2013 ZH - MKZ HYBRID (NA-HSAP)		Corporate
3	1/1/2013	0	399	937.36	2013 ZH - MKZ HYBRID (NA-HSAP)		Corporate
3	2/1/2013	0	806	0	2013 ZH - MKZ HYBRID (NA-HSAP)		Corporate
3	3/1/2013	0	582	1326.64	2013 ZH - MKZ HYBRID (NA-HSAP)		Corporate
3	4/1/2013	0	760	0	2013 ZH - MKZ HYBRID (NA-HSAP)		Corporate
3	5/1/2013	0	683	0	2013 ZH - MKZ HYBRID (NA-HSAP)		Corporate
3	6/1/2013	0	1022	0	2013 ZH - MKZ HYBRID (NA-HSAP)		Corporate
3	7/1/2013	0	459	0	2013 ZH - MKZ HYBRID (NA-HSAP)		Corporate
4	10/1/2012	0	160	0	2013 ZP - ZEPHYR/MKZ		Corporate
4	11/1/2012	0	571	0	2013 ZP - ZEPHYR/MKZ		Corporate
4	12/1/2012	0	918	0	2013 ZP - ZEPHYR/MKZ		Corporate
4	1/1/2013	0	3613	1255.57	2013 ZP - ZEPHYR/MKZ		Corporate
4	2/1/2013	0	3529	0	2013 ZP - ZEPHYR/MKZ		Corporate
4	3/1/2013	0	4462	1082.84	2013 ZP - ZEPHYR/MKZ		Corporate
4	4/1/2013	0	3899	0	2013 ZP - ZEPHYR/MKZ		Corporate
4	5/1/2013	0	2457	1602.09	2013 ZP - ZEPHYR/MKZ		Corporate
4	6/1/2013	0	3252	1295.66	2013 ZP - ZEPHYR/MKZ		Corporate
4	7/1/2013	0	947	0	2013 ZP - ZEPHYR/MKZ		Corporate
6	6/1/2013	0	185	0	2014 DE - FUSION		Corporate
6	7/1/2013	0	10589	575.37	2014 DE - FUSION		Corporate
6	8/1/2013	0	27100	828.07	2014 DE - FUSION		Corporate
6	9/1/2013	0	27842	519.4	2014 DE - FUSION		Corporate
6	10/1/2013	0	34980	387.12	2014 DE - FUSION		Corporate
6	11/1/2013	0	29420	818.44	2014 DE - FUSION		Corporate
6	12/1/2013	0	20567	905.4	2014 DE - FUSION		Corporate
6	1/1/2014	0	17205	1380.5	2014 DE - FUSION		Corporate
6	2/1/2014	0	29531	1018.75	2014 DE - FUSION		Corporate
6	3/1/2014	0	29719	1078.3	2014 DE - FUSION		Corporate
6	4/1/2014	0	13470	0	2014 DE - FUSION		Corporate
6	5/1/2014	0	29651	0	2014 DE - FUSION		Corporate
6	6/1/2014	0	24497	692.54	2014 DE - FUSION		Corporate
7	7/1/2013	0	1602	0	2014 DH - FUSION HYBRID		Corporate
7	8/1/2013	0	4210	870.93	2014 DH - FUSION HYBRID		Corporate
7	9/1/2013	0	4722	0	2014 DH - FUSION HYBRID		Corporate
7	10/1/2013	0	5274	883.17	2014 DH - FUSION HYBRID		Corporate
7	11/1/2013	0	4681	0	2014 DH - FUSION HYBRID		Corporate
7	12/1/2013	0	2255	0	2014 DH - FUSION HYBRID		Corporate
7	1/1/2014	0	4847	39.2	2014 DH - FUSION HYBRID		Corporate
7	2/1/2014	0	4231	0	2014 DH - FUSION HYBRID		Corporate
7	3/1/2014	0	5125	0	2014 DH - FUSION HYBRID		Corporate
7	4/1/2014	0	2123	0	2014 DH - FUSION HYBRID		Corporate
7	5/1/2014	0	5332	275.33	2014 DH - FUSION HYBRID		Corporate
7	6/1/2014	0	4397	0	2014 DH - FUSION HYBRID		Corporate
8	7/1/2013	0	348	1259.83	2014 ZH - MKZ HYBRID (NA-HSAP)		Corporate
8	8/1/2013	0	1370	154.93	2014 ZH - MKZ HYBRID (NA-HSAP)		Corporate
8	9/1/2013	0	916	0	2014 ZH - MKZ HYBRID (NA-HSAP)		Corporate
8	10/1/2013	0	1620	0	2014 ZH - MKZ HYBRID (NA-HSAP)		Corporate
8	11/1/2013	0	1574	0	2014 ZH - MKZ HYBRID (NA-HSAP)		Corporate
8	12/1/2013	0	816	578.15	2014 ZH - MKZ HYBRID (NA-HSAP)		Corporate
8	1/1/2014	0	832	0	2014 ZH - MKZ HYBRID (NA-HSAP)		Corporate
8	2/1/2014	0	976	72.22	2014 ZH - MKZ HYBRID (NA-HSAP)		Corporate
8	3/1/2014	0	795	0	2014 ZH - MKZ HYBRID (NA-HSAP)		Corporate
8	4/1/2014	0	394	0	2014 ZH - MKZ HYBRID (NA-HSAP)		Corporate
8	5/1/2014	0	412	0	2014 ZH - MKZ HYBRID (NA-HSAP)		Corporate
8	6/1/2014	0	390	0	2014 ZH - MKZ HYBRID (NA-HSAP)		Corporate
9	7/1/2013	0	1768	886.2	2014 ZP - ZEPHYR/MKZ		Corporate
9	8/1/2013	0	2016	1475.26	2014 ZP - ZEPHYR/MKZ		Corporate
9	9/1/2013	0	1421	0	2014 ZP - ZEPHYR/MKZ		Corporate
9	10/1/2013	0	2375	0	2014 ZP - ZEPHYR/MKZ		Corporate
9	11/1/2013	0	1689	0	2014 ZP - ZEPHYR/MKZ		Corporate
9	12/1/2013	0	1799	0	2014 ZP - ZEPHYR/MKZ		Corporate
9	1/1/2014	0	2964	1763.82	2014 ZP - ZEPHYR/MKZ		Corporate
9	2/1/2014	0	2763	938.74	2014 ZP - ZEPHYR/MKZ		Corporate
9	3/1/2014	0	2383	0	2014 ZP - ZEPHYR/MKZ		Corporate
9	4/1/2014	0	1107	0	2014 ZP - ZEPHYR/MKZ		Corporate
9	5/1/2014	0	1527	0	2014 ZP - ZEPHYR/MKZ		Corporate
9	6/1/2014	0	1425	0	2014 ZP - ZEPHYR/MKZ		Corporate

Unique VIN list - Vehicles with Concern

Dupe	0
Response	A

Row Labels	Count of ECI Record ID
3FA6P0LUXD	1
3FA6P0HR6D	1
3FA6P0HR2D	1
1FA6P0H72E	1
3FA6P0HRXD	1
1FA6P0H77E	1
3FA6P0H9XD	1
1FA6P0HD0E	1
3FA6P0HR3D	1
1FA6P0HD5E	1
3FA6P0HR7D	1
3FA6P0D90D	1
3FA6P0K95E	1
3FA6P0D90D	1
3FA6P0H95D	1
3FA6P0D92D	1
3FA6P0HD0E	1
3FA6P0D94D	1
3FA6P0HR3D	1
3FA6P0D95D	1
3FA6P0HR4D	1
3FA6P0G70D	1
3FA6P0HR7D	1
3FA6P0G70D	1
3FA6P0HR9D	1
3FA6P0G73E	1
3FA6P0K91D	1
3FA6P0G77D	1
3FA6P0K98D	1
3FA6P0G7XD	1
3FA6P0H7XE	1
3FA6P0G7XE	1
3FA6P0H97E	1
3FA6P0H70D	1
3FA6P0HD0E	1
3FA6P0H71D	1
3FA6P0HD2E	1
3FA6P0H71D	1
3FA6P0HR2D	1
3FA6P0H71D	1
3FA6P0HR3D	1
3FA6P0H71D	1
3FA6P0HR3D	1
3FA6P0H72D	1
3FA6P0HR5D	1
3FA6P0H73D	1
3FA6P0HR6D	1
3FA6P0H73D	1
3FA6P0HR7D	1
3FA6P0H74D	1
3FA6P0HR8D	1
3FA6P0H74D	1
3FA6P0HR9D	1
3FA6P0H74E	1
3FA6P0K90E	1
3FA6P0H75D	1
3FA6P0K91D	1
3FA6P0H78D	1
3FA6P0K96D	1
3FA6P0H7XD	1
3FA6P0LU7D	1
3FA6P0H7XD	1
3FA6P0LUXE	1
3FA6P0H90D	1
1FA6P0H71E	1
3FA6P0H94E	1
Grand Total	66

2013-14 Fusion Steering Wheel Loose

Agenda

Review Sample Records
Records Searched
Key Words Searched
Voice of the Customer
Total Report Count
Concerns by Category
Concerns by Significant Events
Concerns by Data Source
Concerns by Province/State
Vehicle Volumes
Concerns by Month of Production
Concerns by Time In Service
Concerns by Report Date
Concerns by Mileage

Records Searched

2013-2014 MY Fusion
CDR record searches:

1. Steering concerns

Key Words Searched

Concerns:

Wheel

Loose

Tighten or Torque

Nut or Bolt

Newtons or lbs

Voice of the Customer

Steering Concerns

A1 Steering Wheel bolt detached

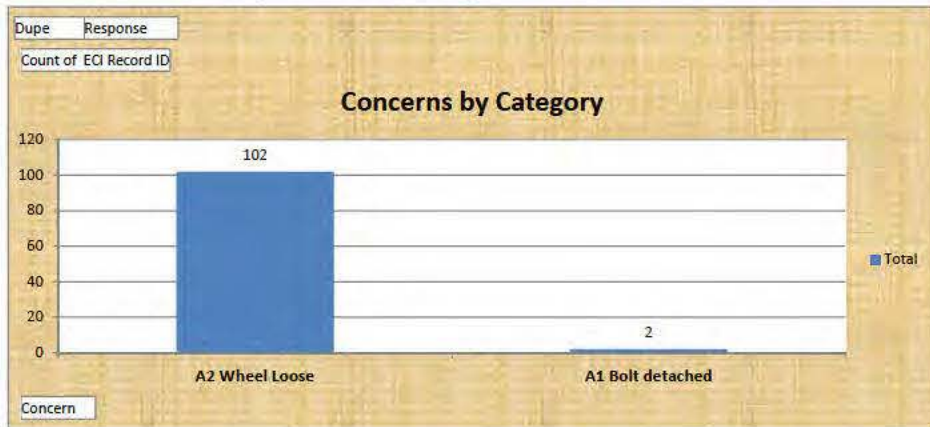
A2 Steering Wheel Loose

Total Report Count

Response	A
Row Labels	Count of ECI Record ID
0	104
1	7
Grand Total	111

Unique VINS
Duplicate reports
Total reports for bolt concerns

Concerns by Category



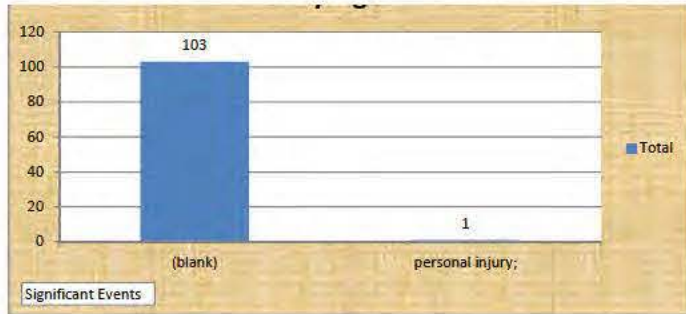
* The one Personal Injury is alleged on the one single LMMS report

Dupe	0
Response	A

Concern	Total
A2 Wheel Loose	102
A1 Bolt detached	2
Grand Total	104

Concerns by Significant Events





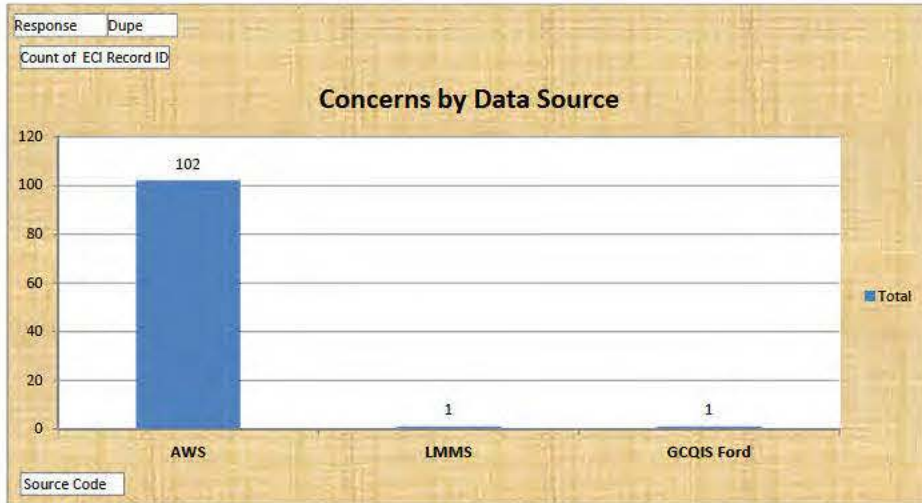
* The personal injury is alleged on the LMMS report

Dupe	0
Response	A

Count of ECI Record ID	
Significant Events	Total
(blank)	103
personal injury;	1
Grand Total	104

There are no significant events on these reports

Concerns by Data Source



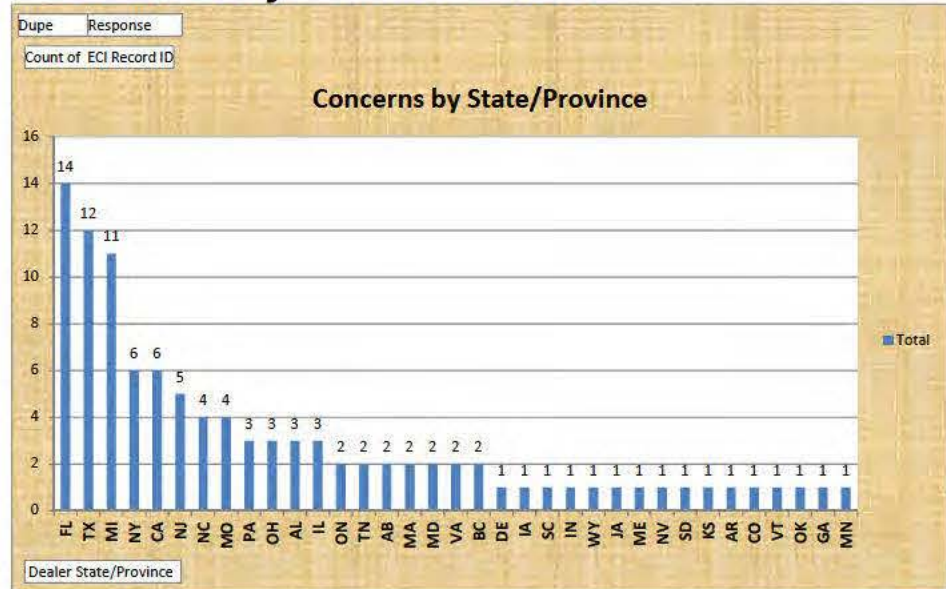
Zero VOQ reports have been identified

Total Concerns Without Duplicates by Record Source

Response	A
Dupe	0

Row Labels	Count of ECI Record ID
AWS	102
LMMS	1
GCQIS Ford	1
Grand Total	104

Concerns by State/Province



Dupe	0
Response	A

Row Labels	Count of ECI Record ID	2013 vehicle volume	R/1000 vehicles
FL	14	9,830	1.42
TX	12	14,717	0.82
MI	11	29,574	0.37
NY	6	13,307	0.45
CA	6	36,870	0.16
NJ	5	19,634	0.25
NC	4	5,197	0.77
MO	4	4,579	0.87
PA	3	10,963	0.27
OH	3	11,597	0.26
AL	3	2,137	1.40
IL	3	11,493	0.26
ON	2	9,875	0.20
TN	2	3,241	0.62
AB	2	2,091	0.96
MA	2	3,603	0.56
MD	2	3,585	0.56
VA	2	9,442	0.21
BC	2	1,751	1.14
DE	1	703	1.42
IA	1	2,120	0.47
SC	1	1,837	0.54
IN	1	4,533	0.22
WY	1	158	6.33
JA	1	421	2.38
ME	1	4,173	0.24
NV	1	981	1.02
SD	1	520	1.92
KS	1	2,123	0.47
AR	1	1,085	0.92
CO	1	1,751	0.57
VT	1	431	2.32
OK	1	5,895	0.17
GA	1	9,336	0.11
MN	1	8,842	0.11
Grand Total	104		

Vehicle Volumes by State/ Province

Vehicle Line [VL] C/C7 - FUSION [13-16]

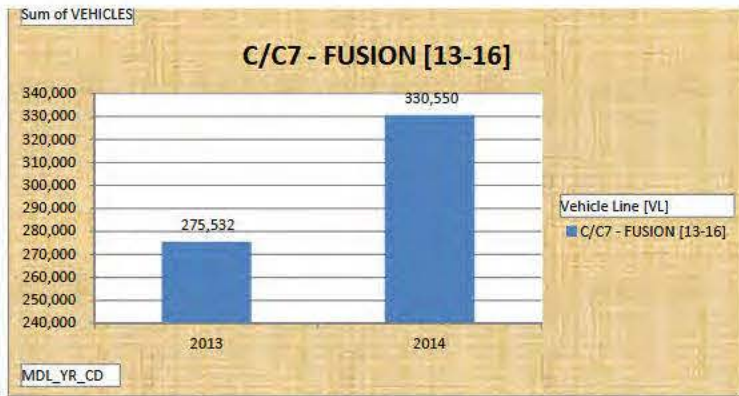
Sum of VEHICLES Row Labels	Column Labels		State code
	2013	2014	
CAN - CANADA	19,362	17,325	
AB - ALBERTA	2,091	1,791	AB
BC - BRITISH CO	1,751	1,403	BC
MB - MANITOBA	491	427	MB
NB - NEW BRUNSW	496	469	NB
NL - NEWFOUND	239	251	NL
NS - NOVA SCOT	462	537	NS
NT - NORTHWES	24	22	NT
ON - ONTARIO	9,875	9,504	ON
PE - PRINCE EDW	77	77	PE
QC - QUEBEC	3,369	2,388	QC
SK - SASKATCHE	479	448	SK
YT - YUKON TER	8	8	YT
MEX - MEXICO	4,173	4,076	ME
AG - MEXICO	32	37	AG
BG - MEXICO	34	21	BG
BJ	54	38	BJ
BS - MEXICO	17	14	BS
CH - MEXICO	48	24	CH
CI - MEXICO	120	138	CI
CL - MEXICO	17	12	CL
CP - MEXICO	6	9	CP
CU - MEXICO	202	186	CU
DF - MEXICO	867	836	DF
DG - MEXICO	44	40	DG
EM - MEXICO	628	658	EM
GJ - MEXICO	181	193	GJ
GR - MEXICO	12	24	GR
JA - MEXICO	421	342	JA
MH - MEXICO	94	85	MH
MR - MEXICO	35	39	MR
NA - MEXICO	12	8	NA
NL - MEXICO	341	344	NL
OA - MEXICO	22	25	OA
PU - MEXICO	137	126	PU
QA	77	74	QA
QR - MEXICO	66	58	QR
SI - MEXICO	94	83	SI
SL - MEXICO	57	34	SL
SO - MEXICO	176	225	SO
TA - MEXICO	53	57	TA
TL - MEXICO	7	16	TL
TM - MEXICO	121	143	TM
VL - MEXICO	111	96	VL
YC	65	76	YC
ZT - MEXICO	22	15	ZT

USA - UNITED STA*	256,170	313,225
*	2	18
AK - ALASKA	230	221
AL - ALABAMA	2,137	2,829
AR - ARKANSAS	1,085	1,311
AZ - ARIZONA	2,771	3,944
CA - CALIFORNIA	36,870	49,309
CO - COLORADO	1,751	2,179
CT - CONNECTIC	1,564	1,860
DC - DISTRICT OF COLUMBIA		11
DE - DELAWARE	703	838
FL - FLORIDA	9,830	13,017
GA - GEORGIA	9,336	11,330
HI - HAWAII	275	518
IA - IOWA	2,120	2,657
ID - IDAHO	508	848
IL - ILLINOIS	11,493	13,289
IN - INDIANA	4,533	5,066
KS - KANSAS	2,123	2,224
KY - KENTUCKY	2,678	2,986
LA - LOUISIANA	1,685	2,359
MA - MASSACHU	3,603	4,268
MD - MARYLAND	3,585	4,314
ME - MAINE	711	838
MI - MICHIGAN	29,574	32,575
MN - MINNESOTA	8,842	10,285
MO - MISSOURI	4,579	6,280
MS - MISSISSIPP	1,028	1,745
MT - MONTANA	315	498
NC - NORTH CAR	5,197	6,474
ND - NORTH DAK	463	576
NE - NEBRASKA	1,254	1,673
NH - NEW HAMPSH	980	1,229
NJ - NEW JERSEY	19,634	28,183
NM - NEW MEXICO	1,081	1,217
NV - NEVADA	981	1,263
NY - NEW YORK	13,307	14,616
OH - OHIO	11,597	14,779
OK - OKLAHOMA	5,895	2,396
OR - OREGON	1,540	1,973
PA - PENNSYLVAN	10,963	12,594
RI - RHODE ISLAND	685	740
SC - SOUTH CAROL	1,837	2,499
SD - SOUTH DAKOTA	520	674
TN - TENNESSEE	3,241	3,804
TX - TEXAS	14,717	20,290
UT - UTAH	758	1,137
VA - VIRGINIA	9,442	9,585
VT - VERMONT	431	525
WA - WASHINGTON	2,465	3,025
WI - WISCONSIN	3,968	4,792
WV - WEST VIRGINIA	1,125	1,247
WY - WYOMING	158	317
Grand Total	279,705	334,626

US
*
AK
AL
AR
AZ
CA
CO
CT
DC
DE
FL
GA
HI
IA
ID
IL
IN
KS
KY
LA
MA
MD
ME
MI
MN
MO
MS
MT
NC
ND
NE
NH
NJ
NM
NV
NY
OH
OK
OR
PA
RI
SC
SD
TN
TX
UT
VA
VT
WA
WI
WV
WY

Total Vehicle Volume by Model Year

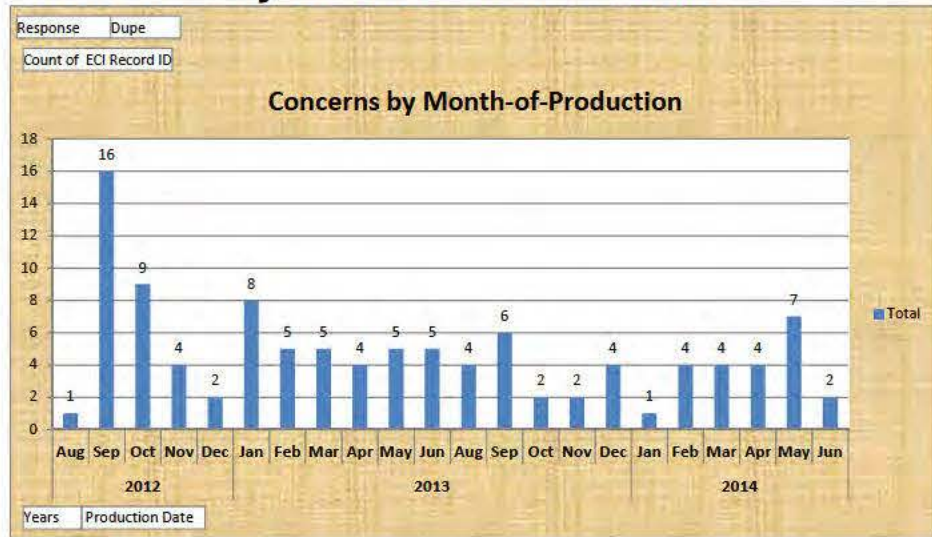
Country Sold



Country Sold (Multiple Items)

Sum of VEHICLES	Column Labels	Grand Total
Row Labels	C/C7 - FUSION [13-16]	
2013	275,532	275,532
2014	330,550	330,550
Grand Total	606,082	606,082

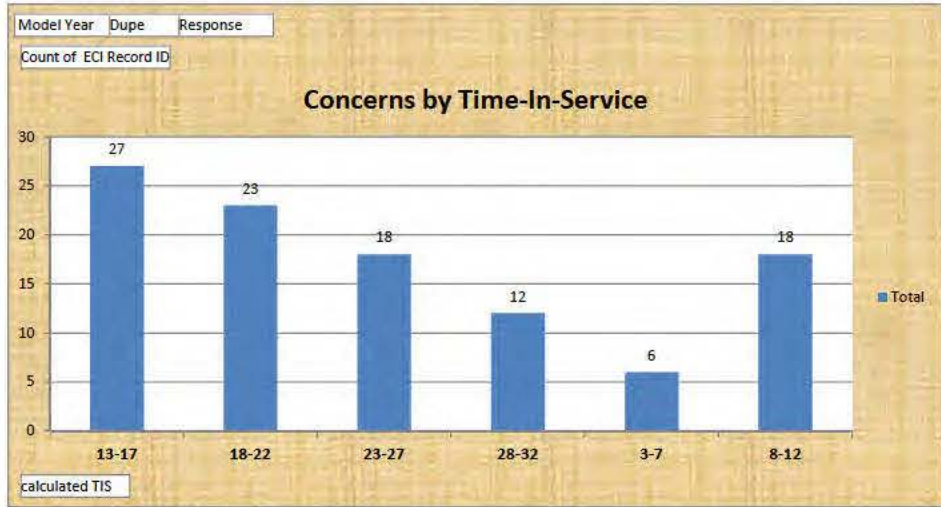
Concerns by Month Of Production



Response: A
Dupe: 0

Row Labels	Count of ECI Record ID
2012	
Aug	1
Sep	16
Oct	9
Nov	4
Dec	2
2013	
Jan	8
Feb	5
Mar	5
Apr	4
May	5
Jun	5
Aug	4
Sep	6
Oct	2
Nov	2
Dec	4
2014	
Jan	1
Feb	4
Mar	4
Apr	4
May	7
Jun	2
Grand Total	104

Concerns by Time In Service

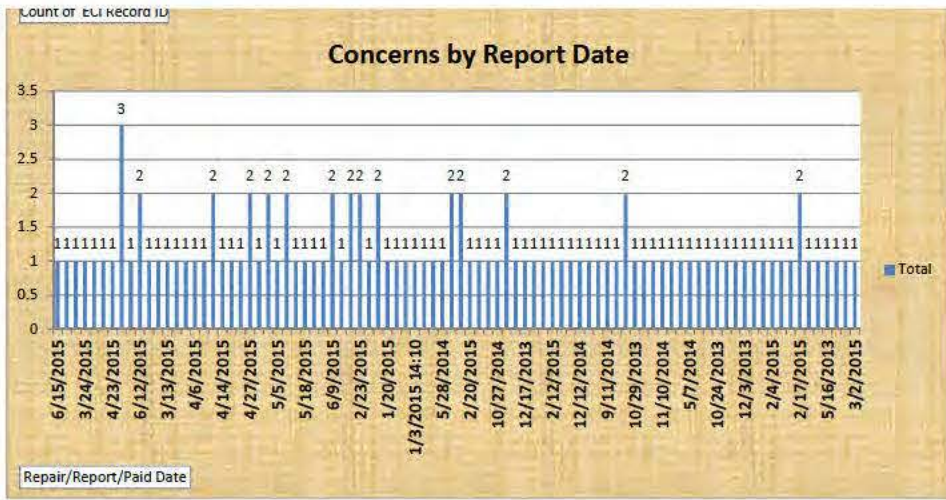


Model Year	(All)
Dupe	0
Response	A

Row Labels	Count of ECI Record ID
13-17	27
18-22	23
23-27	18
28-32	12
3-7	6
8-12	18
Grand Total	104

Concerns by Report Date

Dupe	Response
Count of ECI Record ID	

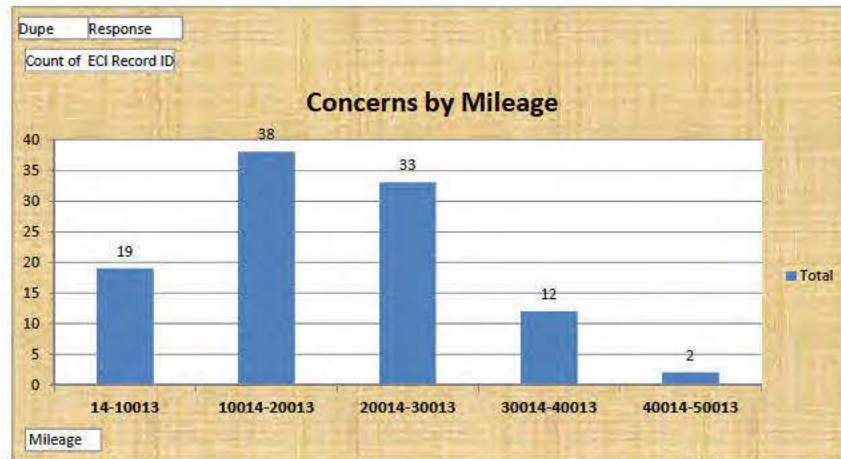


Dupe	0
Response	A

Row Labels	Count of ECI Record ID
6/15/2015	1
1/16/2015	1
3/19/2015	1
3/24/2015	1
4/1/2015	1
4/2/2015	1
4/23/2015	1
5/20/2015	3
6/8/2015	1
6/12/2015	2
6/17/2015	1
3/10/2015	1
3/13/2015	1
3/17/2015	1
3/25/2015	1
4/6/2015	1
4/8/2015	1
4/9/2015	2
4/14/2015	1
4/15/2015	1
4/21/2015	1
4/27/2015	2
4/29/2015	1
4/30/2015	2
5/5/2015	1

5/11/2015	2
5/14/2015	1
5/18/2015	1
5/22/2015	1
5/27/2015	1
6/9/2015	2
6/16/2015	1
2/6/2015	2
2/23/2015	2
1/15/2015	1
2/18/2015	2
1/20/2015	1
12/18/2014	1
9/18/2014	1
1/3/2015 14:10	1
9/17/2014	1
2/3/2015	1
5/28/2014	1
10/24/2014	2
9/30/2014	2
2/20/2015	1
12/26/2014	1
11/7/2014	1
10/27/2014	1
4/2/2014	2
1/28/2015	1
12/17/2013	1
8/2/2013	1
12/25/2013	1
2/12/2015	1
1/7/2015	1
10/31/2014	1
12/12/2014	1
10/18/2013	1
11/5/2013	1
9/11/2014	1
1/30/2015	1
1/26/2015	2
10/29/2013	1
2/2/2015	1
2/9/2015	1
11/10/2014	1
12/27/2013	1
4/1/2014	1
5/7/2014	1
11/4/2014	1
3/14/2013	1
10/24/2013	1
8/28/2014	1
4/30/2014	1
12/3/2013	1
4/8/2014	1
11/12/2014	1
2/4/2015	1
12/6/2013	1
2/6/2014	1
2/17/2015	2
1/25/2013	1
10/10/2014	1
5/16/2013	1
1/12/2015	1
1/5/2015	1
3/2/2015	1
Grand Total	104

Concerns by Mileage



Dupe	0
Response	A

Row Labels	Count of ECI Record ID
14-10013	19
10014-20013	38
20014-30013	33
30014-40013	12
40014-50013	2
Grand Total	104

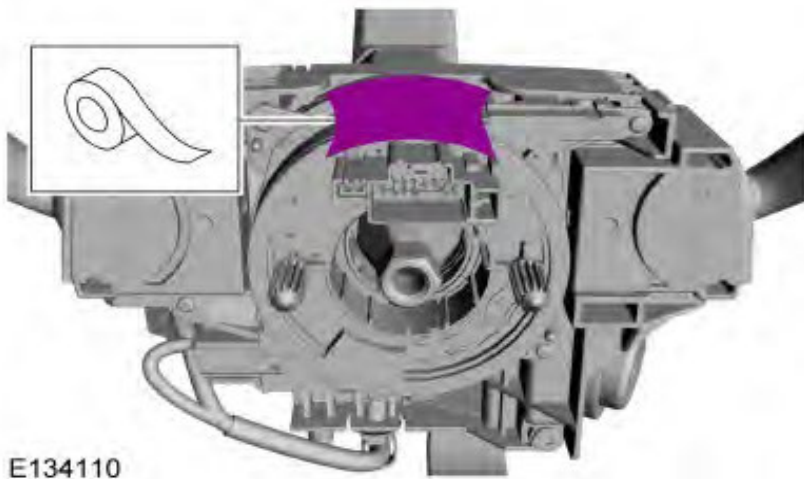
Unique VIN list - Vehicles with Concern

Row Labels	Count of ECI Record ID
3FA6P0H72DR	2
3FA6P0LUXER	1
1FA6P0HD4E5	1
3LN6L2LU4ER	1
1FA6P0H77E5	1
3FA6P0K90ER	1
1FA6P0HD0E5	1
3FA6P0HD4E	1
1FA6P0HD5E5	1
3FA6P0H7XDF	1
3FA6P0D90DR	1
3FA6P0HR8D	1
3FA6P0D90DR	1
3FA6P0K96DR	1
3FA6P0D92DR	1
1FA6P0G73E5	1
3FA6P0D94DR	1
3FA6P0H76DR	1
3FA6P0D95DR	1
3FA6P0H78DR	1
3FA6P0G70DF	1
1FA6P0H72E5	1
3FA6P0G70DF	1
1FA6P0H71E5	1
3FA6P0G73ER	1
3FA6P0HR9D	1
3FA6P0G76DR	1
3FA6P0K91DR	1
3FA6P0G77DF	1
3FA6P0LU7DR	1
3FA6P0G7XD	1
3FA6P0H71ER	1
3FA6P0G7XEF	1
1FA6P0H75E5	1
3FA6P0H70DR	1
3FA6P0K95DR	1
3FA6P0H71DR	1
3FA6P0HD7E	1
3FA6P0H71DR	1
3FA6P0G77DR	1
3FA6P0H71DR	1
1FA6P0H72E5	1
3FA6P0H71DR	1
1FA6P0H76E5	1
3FA6P0H7XEF	1
3FA6P0H73ER	1
3FA6P0LU4ER	1
3FA6P0H73DR	1
3FA6P0HR5D	1
3FA6P0H73DR	1
3FA6P0HR7D	1
3FA6P0H74DR	1
3FA6P0HR9D	1
3FA6P0H74DR	1
3FA6P0HRXD	1
3FA6P0H74ER	1
3FA6P0K91DR	1
3FA6P0H75DR	1
3FA6P0K95ER	1
3FA6P0H78DR	1
3FA6P0K98DR	1
3FA6P0H7XDF	1
3FA6P0LUXDF	1
3FA6P0H7XDF	1
1FA6P0G7XE5	1
3FA6P0H90DR	1
3FA6P0H76DR	1
3FA6P0H94ER	1
3FA6P0H73ER	1
3FA6P0H95DR	1
3FA6P0H75DR	1
3FA6P0H97ER	1
3FA6P0HD5E	1
3FA6P0H9XDF	1
3FA6P0UJ6E	1
3FA6P0HD0E	1
3FA6P0H74ER	1
3FA6P0HD0E	1
3FA6P0HR7D	1
3FA6P0HD2E	1
3FA6P0H78DR	1
3FA6P0HR2D	1
3FA6P0G77ER	1
3FA6P0HR2D	1
3FA6P0HD1E	1
3FA6P0HR3D	1
3FA6P0HR5D	1
3FA6P0HR3D	1
3FA6P0G70DF	1
3FA6P0HR3D	1
3FA6P0PU1D	1
3FA6P0HR3D	1
3FA6P0G76ER	1
3FA6P0HR4D	1
3FA6P0D93ER	1
3FA6P0HR5D	1
3LN6L2GK1ER	1
3FA6P0HR6D	1
3FA6P0H79ER	1
3FA6P0HR6D	1
3FA6P0H7XEF	1
3FA6P0HR7D	1
3FA6P0HR7D	1
Grand Total	104



E157815

3. *Torque*: 35 lb.ft (48 Nm)



E134110

Selection Summary
make
model year
vehicle line
commodity level1
source system key
Selections
Selections
Selections
Selections
Selections
Selections
Selections
Selections

Ford LM;
2013;
FUSION;
steering;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total

run Jan 06 2015

Selection Summary
make
model year
vehicle line
commodity level1
source system key
Selections
Selections
Selections
Selections
Selections
Selections
Selections
Selections

Ford LM;
2013;
MKZ;
steering;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total

run Jan 16 2015

Warranty database summary volumes by state
Report Information for Result ID 90680223
Data Selection Criteria
Report Selection Criteria

Status: Finished Request N:Descriptor Run Date / Completion Job Size 1 Execution 1Precalc Prn Cut Off Da Load Date Currency E Generated By SFREEMA1
Model Year MY 14Cost Categ Region Bu Vehicle Line Wers [V] FUSION [13 16][C/C] MKZ (CD533) [13 16][C/C]
Report Name Datab Model Year Destination Csv Name Logic Non Order By \Options Y Cost Type Minimum E Use Group Requested Reported C Reported D Descriptions Yes

run Jan 16 2015

Report Information for Result ID 90680225
Data Selection Criteria
Report Selection Criteria
Minimum Divisor Selected 100

Status: Finished Request N:Descriptor Run Date / Completion Job Size 2 Execution 1Precalc Prn Cut Off Da Load Date Currency E Generated By SFREEMA1
Model Year MY 14Cost Categ Region Bu Vehicle Lin Vlg STEERING[V87]
Report Name TIS M Model Year Destination Csv Name Order By <Tis Rows \$Ytd Column Minimum C Logic Corj Cost Type Use Group Requested Reported C Reported D Description

run Jan 16 2015

Selection Summary
make
model year
vehicle line
commodity level1
source system key
load date
Selections
Selections
Selections
Selections

Ford LM;
2014; 2013;
FUSION; MKZ;
steering;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
2015 01 06; 2015 01 28;
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total

run January 28 2015

Selection Summary
make
model year
vehicle line
commodity level1
load date
source system key
Selections
Selections
Selections

Ford LM;
2014; 2013;
FUSION; MKZ;
steering;
2015 01 28; 2015 01 30;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis steering > Total
chassis steering > Total
chassis steering > Total

run January 30 2015

Selection Summary
make
model year
vehicle line
commodity level1
load date
source system key
Selections
Selections
Selections

Ford LM;
2014; 2013;
FUSION; MKZ;
steering;
2015 01 30; 2015 02 16;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis steering > Total
chassis steering > Total
chassis steering > Total

run Feb 16 2015

Selection Summary
make
model year
vehicle line
commodity level1
load date
source system key
Selections
Selections
Selections

Ford LM;
2014; 2013;
FUSION; MKZ;
steering;
2015 01 30; 2015 02 23;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis steering > Total
chassis steering > Total
chassis steering > Total

run Feb 23 2015

Selection Summary
make
model year
vehicle line
commodity level1
load date
source system key
Selections
Selections
Selections

Ford LM;
2014; 2013;
FUSION; MKZ;
steering;
2015 02 23; 2015 02 27;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis steering > Total
chassis steering > Total
chassis steering > Total

run Feb 27 2015

Selection Summary
make
model year
vehicle line
commodity level1
load date
source system key
Selections
Selections
Selections
Selections

Ford LM;
2014; 2013;
FUSION; MKZ;
steering;
2015 02 27; 2015 03 04;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total

run Mar 4 2015

LMSS search
2013 2015 Model Year
Fusion and MKZ
Commodity Steering
Alleged Symptom Loss of assist or loss of steering
Alleged cause Gear/Motor separated caused by bolts concerns or corrosion

LMMS Search completed March 9 2015
LMMS Records reviewed March 9 2015

Selection Summary
make
model year
vehicle line
commodity level1
load date
source system key
Selections
Selections
Selections
Selections
Selections
Selections

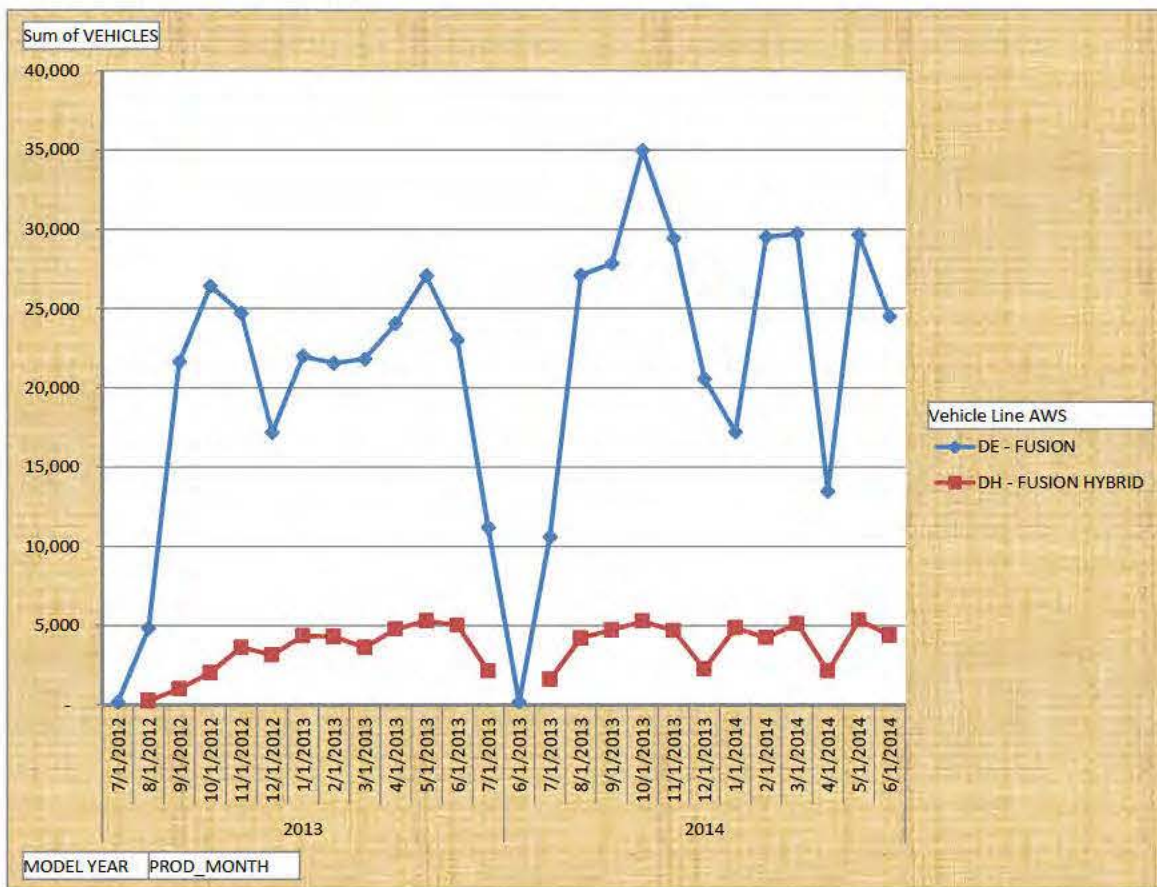
Ford LM;
2014; 2013;
FUSION; MKZ;
steering;
2015 03 04; 2015 06 23;
AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total
chassis steering > Total

run June 23 2015

MATRIX_NPROD_MOREPAIRS	COSTS	VEHICLES	MDL_YR_CD	Vehicle Line [VL]	Country Sold	Sell Dealer State	LOGIC
8	0	0	2091	2013 C/C7 - FUSION [13-16]	CAN - CANADA	AB - ALBERTA	no logic
9	0	0	1751	2013 C/C7 - FUSION [13-16]	CAN - CANADA	BC - BRITISH COLUMBIA	no logic
10	0	0	491	2013 C/C7 - FUSION [13-16]	CAN - CANADA	MB - MANITOBA	no logic
11	0	0	496	2013 C/C7 - FUSION [13-16]	CAN - CANADA	NB - NEW BRUNSWICK	no logic
12	0	0	239	2013 C/C7 - FUSION [13-16]	CAN - CANADA	NL - NEWFOUNDLAND	no logic
13	0	0	462	2013 C/C7 - FUSION [13-16]	CAN - CANADA	NS - NOVA SCOTIA	no logic
14	0	0	24	2013 C/C7 - FUSION [13-16]	CAN - CANADA	NT - NORTHWEST	no logic
15	0	0	9875	2013 C/C7 - FUSION [13-16]	CAN - CANADA	ON - ONTARIO	no logic
16	0	0	77	2013 C/C7 - FUSION [13-16]	CAN - CANADA	PE - PRINCE EDWARD	no logic
17	0	0	3369	2013 C/C7 - FUSION [13-16]	CAN - CANADA	QC - QUEBEC	no logic
18	0	0	479	2013 C/C7 - FUSION [13-16]	CAN - CANADA	SK - SASKATCHEWAN	no logic
19	0	0	8	2013 C/C7 - FUSION [13-16]	CAN - CANADA	YT - YUKON TERRITORIES	no logic
120	0	0	154	2013 C/C9 - MKZ (CD533) [13-16]	CAN - CANADA	AB - ALBERTA	no logic
121	0	0	107	2013 C/C9 - MKZ (CD533) [13-16]	CAN - CANADA	BC - BRITISH COLUMBIA	no logic
122	0	0	24	2013 C/C9 - MKZ (CD533) [13-16]	CAN - CANADA	MB - MANITOBA	no logic
123	0	0	33	2013 C/C9 - MKZ (CD533) [13-16]	CAN - CANADA	NB - NEW BRUNSWICK	no logic
124	0	0	5	2013 C/C9 - MKZ (CD533) [13-16]	CAN - CANADA	NL - NEWFOUNDLAND	no logic
125	0	0	13	2013 C/C9 - MKZ (CD533) [13-16]	CAN - CANADA	NS - NOVA SCOTIA	no logic
126	0	0	732	2013 C/C9 - MKZ (CD533) [13-16]	CAN - CANADA	ON - ONTARIO	no logic
127	0	0	10	2013 C/C9 - MKZ (CD533) [13-16]	CAN - CANADA	PE - PRINCE EDWARD	no logic
128	0	0	312	2013 C/C9 - MKZ (CD533) [13-16]	CAN - CANADA	QC - QUEBEC	no logic
129	0	0	19	2013 C/C9 - MKZ (CD533) [13-16]	CAN - CANADA	SK - SASKATCHEWAN	no logic
209	0	0	1791	2014 C/C7 - FUSION [13-16]	CAN - CANADA	AB - ALBERTA	no logic
210	0	0	1403	2014 C/C7 - FUSION [13-16]	CAN - CANADA	BC - BRITISH COLUMBIA	no logic
211	0	0	427	2014 C/C7 - FUSION [13-16]	CAN - CANADA	MB - MANITOBA	no logic
212	0	0	469	2014 C/C7 - FUSION [13-16]	CAN - CANADA	NB - NEW BRUNSWICK	no logic
213	0	0	251	2014 C/C7 - FUSION [13-16]	CAN - CANADA	NL - NEWFOUNDLAND	no logic
214	0	0	537	2014 C/C7 - FUSION [13-16]	CAN - CANADA	NS - NOVA SCOTIA	no logic
215	0	0	22	2014 C/C7 - FUSION [13-16]	CAN - CANADA	NT - NORTHWEST	no logic
216	0	0	9504	2014 C/C7 - FUSION [13-16]	CAN - CANADA	ON - ONTARIO	no logic
217	0	0	77	2014 C/C7 - FUSION [13-16]	CAN - CANADA	PE - PRINCE EDWARD	no logic
218	0	0	2388	2014 C/C7 - FUSION [13-16]	CAN - CANADA	QC - QUEBEC	no logic
219	0	0	448	2014 C/C7 - FUSION [13-16]	CAN - CANADA	SK - SASKATCHEWAN	no logic
220	0	0	8	2014 C/C7 - FUSION [13-16]	CAN - CANADA	YT - YUKON TERRITORIES	no logic
333	0	0	130	2014 C/C9 - MKZ (CD533) [13-16]	CAN - CANADA	AB - ALBERTA	no logic
334	0	0	50	2014 C/C9 - MKZ (CD533) [13-16]	CAN - CANADA	BC - BRITISH COLUMBIA	no logic
335	0	0	20	2014 C/C9 - MKZ (CD533) [13-16]	CAN - CANADA	MB - MANITOBA	no logic
336	0	0	19	2014 C/C9 - MKZ (CD533) [13-16]	CAN - CANADA	NB - NEW BRUNSWICK	no logic
337	0	0	4	2014 C/C9 - MKZ (CD533) [13-16]	CAN - CANADA	NL - NEWFOUNDLAND	no logic
338	0	0	3	2014 C/C9 - MKZ (CD533) [13-16]	CAN - CANADA	NS - NOVA SCOTIA	no logic
339	0	0	746	2014 C/C9 - MKZ (CD533) [13-16]	CAN - CANADA	ON - ONTARIO	no logic
340	0	0	7	2014 C/C9 - MKZ (CD533) [13-16]	CAN - CANADA	PE - PRINCE EDWARD	no logic
341	0	0	398	2014 C/C9 - MKZ (CD533) [13-16]	CAN - CANADA	QC - QUEBEC	no logic
342	0	0	23	2014 C/C9 - MKZ (CD533) [13-16]	CAN - CANADA	SK - SASKATCHEWAN	no logic

Sum of VEHICLES	Column Labels	
Row Labels	DE - FUSION	DH - FUSION HYBRID
2013	245,623	39,601
7/1/2012	167	
8/1/2012	4,827	269
9/1/2012	21,647	1,017
10/1/2012	26,411	2,036
11/1/2012	24,727	3,630
12/1/2012	17,180	3,147
1/1/2013	21,987	4,347
2/1/2013	21,547	4,308
3/1/2013	21,819	3,622
4/1/2013	24,042	4,769
5/1/2013	27,054	5,302
6/1/2013	23,021	5,017
7/1/2013	11,194	2,137
2014	294,756	48,799
6/1/2013	185	
7/1/2013	10,589	1,602
8/1/2013	27,100	4,210
9/1/2013	27,842	4,722
10/1/2013	34,980	5,274
11/1/2013	29,420	4,681
12/1/2013	20,567	2,255
1/1/2014	17,205	4,847
2/1/2014	29,531	4,231
3/1/2014	29,719	5,125
4/1/2014	13,470	2,123
5/1/2014	29,651	5,332
6/1/2014	24,497	4,397

Volumes by Vehicle by MOP



MATRIX_NPROD_MCTIS	VEHICLES CPR	MODEL YE	Vehicle Line	AWS	LOGIC	
1	7/1/2012	0	167	0	2013 DE - FUSION	Corporate
1	8/1/2012	0	4827	1287.47	2013 DE - FUSION	Corporate
1	9/1/2012	0	21647	758.09	2013 DE - FUSION	Corporate
1	10/1/2012	0	26411	868.25	2013 DE - FUSION	Corporate
1	11/1/2012	0	24727	696.22	2013 DE - FUSION	Corporate
1	12/1/2012	0	17180	703.37	2013 DE - FUSION	Corporate
1	1/1/2013	0	21987	1234.74	2013 DE - FUSION	Corporate
1	2/1/2013	0	21547	923.42	2013 DE - FUSION	Corporate
1	3/1/2013	0	21819	1516.65	2013 DE - FUSION	Corporate
1	4/1/2013	0	24042	511.32	2013 DE - FUSION	Corporate
1	5/1/2013	0	27054	977.31	2013 DE - FUSION	Corporate
1	6/1/2013	0	23021	721.26	2013 DE - FUSION	Corporate
1	7/1/2013	0	11194	1093.2	2013 DE - FUSION	Corporate
2	8/1/2012	0	269	0	2013 DH - FUSION HYBRID	Corporate
2	9/1/2012	0	1017	46.47	2013 DH - FUSION HYBRID	Corporate
2	10/1/2012	0	2036	52.94	2013 DH - FUSION HYBRID	Corporate
2	11/1/2012	0	3630	121.18	2013 DH - FUSION HYBRID	Corporate
2	12/1/2012	0	3147	0	2013 DH - FUSION HYBRID	Corporate
2	1/1/2013	0	4347	1464.35	2013 DH - FUSION HYBRID	Corporate
2	2/1/2013	0	4308	1381.48	2013 DH - FUSION HYBRID	Corporate
2	3/1/2013	0	3622	1505.02	2013 DH - FUSION HYBRID	Corporate
2	4/1/2013	0	4769	677.73	2013 DH - FUSION HYBRID	Corporate
2	5/1/2013	0	5302	1557.67	2013 DH - FUSION HYBRID	Corporate
2	6/1/2013	0	5017	0	2013 DH - FUSION HYBRID	Corporate
2	7/1/2013	0	2137	0	2013 DH - FUSION HYBRID	Corporate
3	12/1/2012	0	166	0	2013 ZH - MKZ HYBRID (NA-HSAF	Corporate
3	1/1/2013	0	399	937.36	2013 ZH - MKZ HYBRID (NA-HSAF	Corporate
3	2/1/2013	0	806	0	2013 ZH - MKZ HYBRID (NA-HSAF	Corporate
3	3/1/2013	0	582	1326.64	2013 ZH - MKZ HYBRID (NA-HSAF	Corporate
3	4/1/2013	0	760	0	2013 ZH - MKZ HYBRID (NA-HSAF	Corporate
3	5/1/2013	0	683	0	2013 ZH - MKZ HYBRID (NA-HSAF	Corporate
3	6/1/2013	0	1022	0	2013 ZH - MKZ HYBRID (NA-HSAF	Corporate
3	7/1/2013	0	459	0	2013 ZH - MKZ HYBRID (NA-HSAF	Corporate
4	10/1/2012	0	160	0	2013 ZP - ZEPHYR/MKZ	Corporate
4	11/1/2012	0	571	0	2013 ZP - ZEPHYR/MKZ	Corporate
4	12/1/2012	0	918	0	2013 ZP - ZEPHYR/MKZ	Corporate
4	1/1/2013	0	3613	1255.57	2013 ZP - ZEPHYR/MKZ	Corporate
4	2/1/2013	0	3529	0	2013 ZP - ZEPHYR/MKZ	Corporate
4	3/1/2013	0	4462	1082.84	2013 ZP - ZEPHYR/MKZ	Corporate
4	4/1/2013	0	3899	0	2013 ZP - ZEPHYR/MKZ	Corporate
4	5/1/2013	0	2457	1602.09	2013 ZP - ZEPHYR/MKZ	Corporate
4	6/1/2013	0	3252	1295.66	2013 ZP - ZEPHYR/MKZ	Corporate
4	7/1/2013	0	947	0	2013 ZP - ZEPHYR/MKZ	Corporate
6	6/1/2013	0	185	0	2014 DE - FUSION	Corporate
6	7/1/2013	0	10589	575.37	2014 DE - FUSION	Corporate
6	8/1/2013	0	27100	828.07	2014 DE - FUSION	Corporate
6	9/1/2013	0	27842	519.4	2014 DE - FUSION	Corporate
6	10/1/2013	0	34980	387.12	2014 DE - FUSION	Corporate
6	11/1/2013	0	29420	818.44	2014 DE - FUSION	Corporate
6	12/1/2013	0	20567	905.4	2014 DE - FUSION	Corporate
6	1/1/2014	0	17205	1380.5	2014 DE - FUSION	Corporate
6	2/1/2014	0	29531	1018.75	2014 DE - FUSION	Corporate
6	3/1/2014	0	29719	1078.3	2014 DE - FUSION	Corporate
6	4/1/2014	0	13470	0	2014 DE - FUSION	Corporate
6	5/1/2014	0	29651	0	2014 DE - FUSION	Corporate
6	6/1/2014	0	24497	692.54	2014 DE - FUSION	Corporate
7	7/1/2013	0	1602	0	2014 DH - FUSION HYBRID	Corporate
7	8/1/2013	0	4210	870.93	2014 DH - FUSION HYBRID	Corporate
7	9/1/2013	0	4722	0	2014 DH - FUSION HYBRID	Corporate
7	10/1/2013	0	5274	883.17	2014 DH - FUSION HYBRID	Corporate
7	11/1/2013	0	4681	0	2014 DH - FUSION HYBRID	Corporate
7	12/1/2013	0	2255	0	2014 DH - FUSION HYBRID	Corporate
7	1/1/2014	0	4847	39.2	2014 DH - FUSION HYBRID	Corporate
7	2/1/2014	0	4231	0	2014 DH - FUSION HYBRID	Corporate
7	3/1/2014	0	5125	0	2014 DH - FUSION HYBRID	Corporate
7	4/1/2014	0	2123	0	2014 DH - FUSION HYBRID	Corporate
7	5/1/2014	0	5332	275.33	2014 DH - FUSION HYBRID	Corporate
7	6/1/2014	0	4397	0	2014 DH - FUSION HYBRID	Corporate
8	7/1/2013	0	348	1259.83	2014 ZH - MKZ HYBRID (NA-HSAF	Corporate
8	8/1/2013	0	1370	154.93	2014 ZH - MKZ HYBRID (NA-HSAF	Corporate
8	9/1/2013	0	916	0	2014 ZH - MKZ HYBRID (NA-HSAF	Corporate
8	10/1/2013	0	1620	0	2014 ZH - MKZ HYBRID (NA-HSAF	Corporate
8	11/1/2013	0	1574	0	2014 ZH - MKZ HYBRID (NA-HSAF	Corporate
8	12/1/2013	0	816	578.15	2014 ZH - MKZ HYBRID (NA-HSAF	Corporate
8	1/1/2014	0	832	0	2014 ZH - MKZ HYBRID (NA-HSAF	Corporate
8	2/1/2014	0	976	72.22	2014 ZH - MKZ HYBRID (NA-HSAF	Corporate
8	3/1/2014	0	795	0	2014 ZH - MKZ HYBRID (NA-HSAF	Corporate
8	4/1/2014	0	394	0	2014 ZH - MKZ HYBRID (NA-HSAF	Corporate
8	5/1/2014	0	412	0	2014 ZH - MKZ HYBRID (NA-HSAF	Corporate
8	6/1/2014	0	390	0	2014 ZH - MKZ HYBRID (NA-HSAF	Corporate
9	7/1/2013	0	1768	886.2	2014 ZP - ZEPHYR/MKZ	Corporate
9	8/1/2013	0	2016	1475.26	2014 ZP - ZEPHYR/MKZ	Corporate
9	9/1/2013	0	1421	0	2014 ZP - ZEPHYR/MKZ	Corporate
9	10/1/2013	0	2375	0	2014 ZP - ZEPHYR/MKZ	Corporate
9	11/1/2013	0	1689	0	2014 ZP - ZEPHYR/MKZ	Corporate
9	12/1/2013	0	1799	0	2014 ZP - ZEPHYR/MKZ	Corporate
9	1/1/2014	0	2964	1763.82	2014 ZP - ZEPHYR/MKZ	Corporate
9	2/1/2014	0	2763	938.74	2014 ZP - ZEPHYR/MKZ	Corporate
9	3/1/2014	0	2383	0	2014 ZP - ZEPHYR/MKZ	Corporate
9	4/1/2014	0	1107	0	2014 ZP - ZEPHYR/MKZ	Corporate
9	5/1/2014	0	1527	0	2014 ZP - ZEPHYR/MKZ	Corporate
9	6/1/2014	0	1425	0	2014 ZP - ZEPHYR/MKZ	Corporate

2013-14 Fusion Steering Wheel Loose

Agenda

Review Sample Records
Records Searched
Key Words Searched
Voice of the Customer
Total Report Count
Concerns by Category
Concerns by Significant Events
Concerns by Data Source
Concerns by Province/State
Vehicle Volumes
Concerns by Month of Production
Concerns by Time In Service
Concerns by Report Date
Concerns by Mileage

Records Searched

2013-2014 MY Fusion
CDR record searches:

1. Steering concerns

Key Words Searched

Concerns:
Wheel
Loose
Tighten
Torque
Nut
Bolt
Newton's

Voice of the Customer

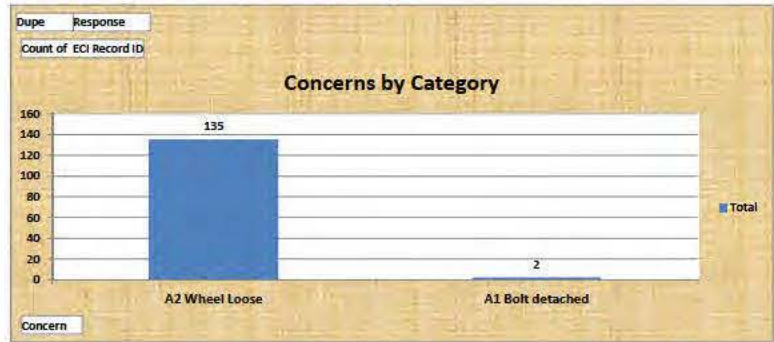
Steering Concerns
 A1 Steering Wheel bolt detached
 A2 Steering Wheel Loose

Total Report Count

Response	A
Row Labels	Count of ECI Record ID
B	137
1	10
Grand Total	147

Unique VINS
 Duplicate reports
 Total reports for bolt concerns

Concerns by Category



Dupe	0
Response	A

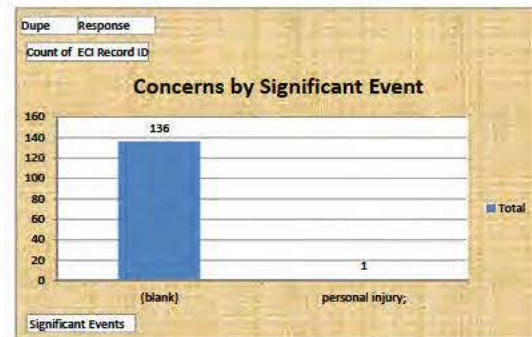
Concern	Total
A2 Wheel Loose	135
A1 Bolt detachec	2
Grand Total	137

Dupe	0
------	---

Response A

Count of Concern	ECI Record ID Model Year	Plant Description	FLATROCK #	HERMOSILL	Grand Total
A2 Wheel Loo	2013		64		64
	2014		47		71
A1 Bolt detacl	2014		2		2
Grand Total			26	111	137

Concerns by Significant Events



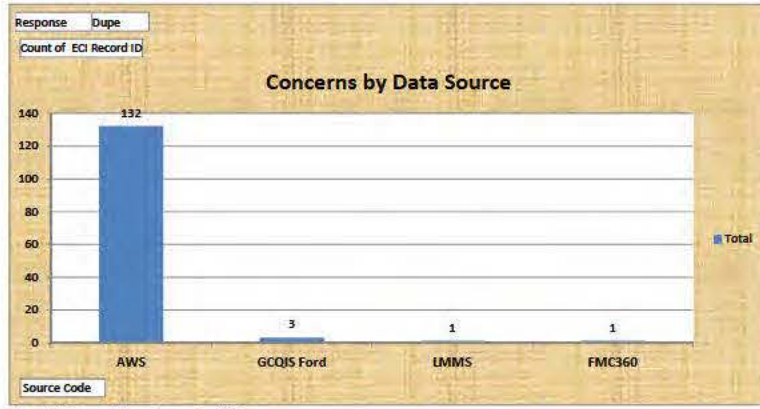
* The personal injury is alleged on the LMMS report

Dupe 0
Response A

Count of Significant Eve Total	ECI Record ID
(blank)	136
personal injury;	1
Grand Total	137

There are no significant events on these reports

Concerns by Data Source



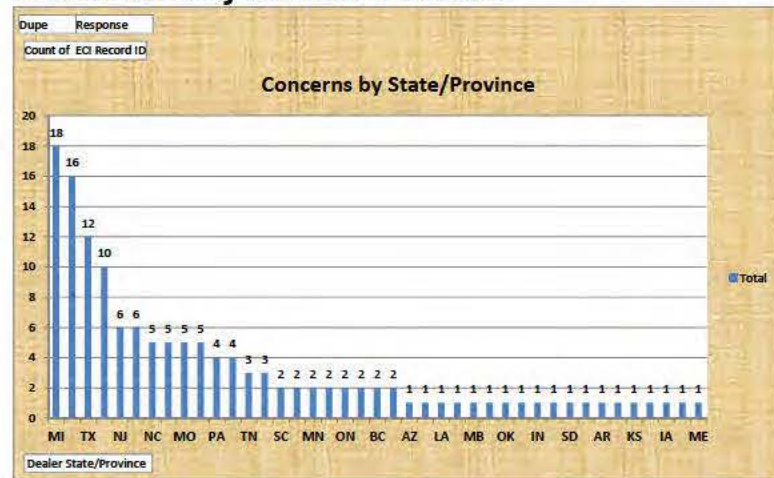
Zero VOQ reports have been identified

Total Concerns Without Duplicates by Record Source

Response A
 Dupe 0

Row Labels	Count of ECI Record ID
AWS	132
GCQIS Ford	3
LMMS	1
FMC360	1
Grand Total	137

Concerns by State/Province



Dupe 0
Response A

Row Labels	Count of ECI Record ID	Vehicle Volumes			R/1000
		2013	2014	Total	
MI	18	29,574	32,575	62,149	0.29
FL	16	9,830	13,017	22,847	0.70
TX	12	14,717	20,290	35,007	0.34
CA	10	36,870	49,309	86,179	0.12
NJ	6	19,634	28,183	47,817	0.13
NY	6	13,307	14,616	27,923	0.21
NC	5	5,197	6,474	11,671	0.43
IL	5	11,493	13,289	24,782	0.20
MO	5	4,579	6,280	10,859	0.46
MD	5	3,585	4,314	7,899	0.63
PA	4	10,963	12,594	23,557	0.17
OH	4	11,597	14,779	26,376	0.15
TN	3	3,241	3,804	7,045	0.43
AL	3	2,137	2,829	4,966	0.60
SC	2	1,837	2,499	4,336	0.46
VA	2	9,442	9,585	19,027	0.11
MN	2	8,842	10,285	19,127	0.10
MA	2	3,603	4,268	7,871	0.25
ON	2	9,875	9,504	19,379	0.10
AB	2	2,091	1,791	3,882	0.52
BC	2	1,751	1,403	3,154	0.63
GA	2	9,336	11,330	20,666	0.10
AZ	1	2,771	3,944	6,715	0.15
KY	1	2,678	2,986	5,664	0.18
LA	1	1,685	2,359	4,044	0.25
WY	1	158	317	475	2.11
MB	1	491	427	918	1.09
JA	1	421	342	763	1.31
OK	1	5,895	2,396	8,291	0.12
UT	1	758	1,137	1,895	0.53
IN	1	4,533	5,066	9,599	0.10
DE	1	703	838	1,541	0.65
SD	1	520	674	1,194	0.84
NV	1	981	1,263	2,244	0.45
AR	1	1,085	1,311	2,396	0.42
VT	1	431	525	956	1.05
KS	1	2,123	2,224	4,347	0.23
NH	1	980	1,229	2,209	0.45
IA	1	2,120	2,657	4,777	0.21
CO	1	1,751	2,179	3,930	0.25
ME	1	4,173	4,076	8,249	0.12
Grand Total	137				

Vehicle Volumes by State/ Province

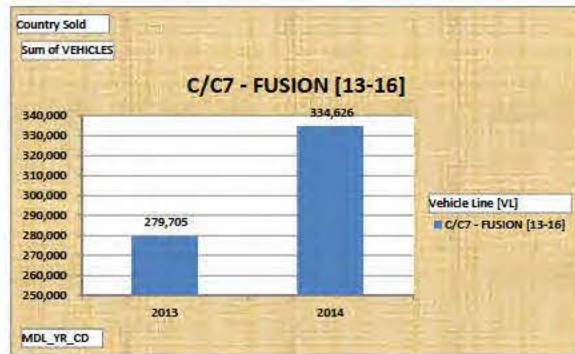
United States - Canada - Mexico

Vehicle Line [VL] C/C7 - FUSION [13-16]

Sum of VEHICL Column Labels				State
Row Labels	2013	2014	Grand Total	code
CAN - CANAD	19,362	17,325	36,687	
AB - ALBER	2,091	1,791	3,882	AB
BC - BRITIS	1,751	1,403	3,154	BC
MB - MANIT	491	427	918	MB
NB - NEW F	496	469	965	NB
NL - NEWFI	239	251	490	NL
NS - NOVA	462	537	999	NS
NT - NORTH	24	22	46	NT
ON - ONTAR	9,875	9,504	19,379	ON
PE - PRINC	77	77	154	PE
QC - QUEB	3,369	2,388	5,757	QC
SK - SASKA	479	448	927	SK
YT - YUKON	8	8	16	YT
MEX - MEXIC	4,173	4,076	8,249	
AG - MEXIC	32	37	69	AG
BG - MEXIC	34	21	55	BG
BJ	54	38	92	BJ
BS - MEXIC	17	14	31	BS
CH - MEXIC	48	24	72	CH
CI - MEXIC	120	138	258	CI
CL - MEXIC	17	12	29	CL
CP - MEXIC	6	9	15	CP
CU - MEXIC	202	186	388	CU
DF - MEXIC	867	836	1,703	DF
DG - MEXIC	44	40	84	DG
EM - MEXIC	628	658	1,286	EM
GJ - MEXIC	181	193	374	GJ
GR - MEXIC	12	24	36	GR
JA - MEXIC	421	342	763	JA
MH - MEXIC	94	85	179	MH
MR - MEXIC	35	39	74	MR
NA - MEXIC	12	8	20	NA
NL - MEXIC	341	344	685	NL
OA - MEXIC	22	25	47	OA
PU - MEXIC	137	126	263	PU
QA	77	74	151	QA
QR - MEXIC	66	58	124	QR
SI - MEXIC	94	83	177	SI
SL - MEXIC	57	34	91	SL
SO - MEXIC	176	225	401	SO
TA - MEXIC	53	57	110	TA
TL - MEXIC	7	16	23	TL
TM - MEXIC	121	143	264	TM
VL - MEXIC	111	96	207	VL
YC	65	76	141	YC
ZT - MEXIC	22	15	37	ZT

USA - UNITEC	256,170	313,225	569,395	US
*	2	18	20	*
AK - ALASKA	230	221	451	AK
AL - ALABAMA	2,137	2,829	4,966	AL
AR - ARKANSAS	1,085	1,311	2,396	AR
AZ - ARIZONA	2,771	3,944	6,715	AZ
CA - CALIFORNIA	36,870	49,309	86,179	CA
CO - COLORADO	1,751	2,179	3,930	CO
CT - CONNECTICUT	1,564	1,860	3,424	CT
DC - DISTRICT OF COLUMBIA		11	11	DC
DE - DELAWARE	703	838	1,541	DE
FL - FLORIDA	9,830	13,017	22,847	FL
GA - GEORGIA	9,336	11,330	20,666	GA
HI - HAWAII	275	518	793	HI
IA - IOWA	2,120	2,657	4,777	IA
ID - IDAHO	508	848	1,356	ID
IL - ILLINOIS	11,493	13,289	24,782	IL
IN - INDIANA	4,533	5,066	9,599	IN
KS - KANSAS	2,123	2,224	4,347	KS
KY - KENTUCKY	2,678	2,986	5,664	KY
LA - LOUISIANA	1,685	2,359	4,044	LA
MA - MASSACHUSETTS	3,603	4,268	7,871	MA
MD - MARYLAND	3,585	4,314	7,899	MD
ME - MAINE	711	838	1,549	ME
MI - MICHIGAN	29,574	32,575	62,149	MI
MN - MINNESOTA	8,842	10,285	19,127	MN
MO - MISSOURI	4,579	6,280	10,859	MO
MS - MISSISSIPPI	1,028	1,745	2,773	MS
MT - MONTANA	315	498	813	MT
NC - NORTH CAROLINA	5,197	6,474	11,671	NC
ND - NORTH DAKOTA	463	576	1,039	ND
NE - NEBRASKA	1,254	1,673	2,927	NE
NH - NEW HAMPSHIRE	980	1,229	2,209	NH
NJ - NEW JERSEY	19,634	28,183	47,817	NJ
NM - NEW MEXICO	1,081	1,217	2,298	NM
NV - NEVADA	981	1,263	2,244	NV
NY - NEW YORK	13,307	14,616	27,923	NY
OH - OHIO	11,597	14,779	26,376	OH
OK - OKLAHOMA	5,895	2,396	8,291	OK
OR - OREGON	1,540	1,973	3,513	OR
PA - PENNSYLVANIA	10,963	12,594	23,557	PA
RI - RHODE ISLAND	685	740	1,425	RI
SC - SOUTH CAROLINA	1,837	2,499	4,336	SC
SD - SOUTH DAKOTA	520	674	1,194	SD
TN - TENNESSEE	3,241	3,804	7,045	TN
TX - TEXAS	14,717	20,290	35,007	TX
UT - UTAH	758	1,137	1,895	UT
VA - VIRGINIA	9,442	9,585	19,027	VA
VT - VERMONT	431	525	956	VT
WA - WASHINGTON	2,465	3,025	5,490	WA
WI - WISCONSIN	3,968	4,792	8,760	WI
WV - WEST VIRGINIA	1,125	1,247	2,372	WV
WY - WYOMING	158	317	475	WY
Grand Total	279,705	334,626	614,331	

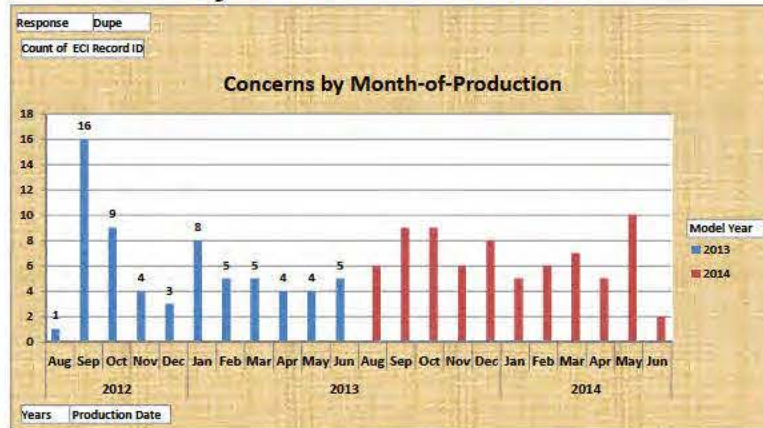
Total Vehicle Volume by Model Year



Country Sold (Multiple Items)

Row Labels	C/C7 - FUSION [13-16]	Grand Total
2013	279,705	279,705
2014	334,626	334,626
Grand Total	614,331	614,331

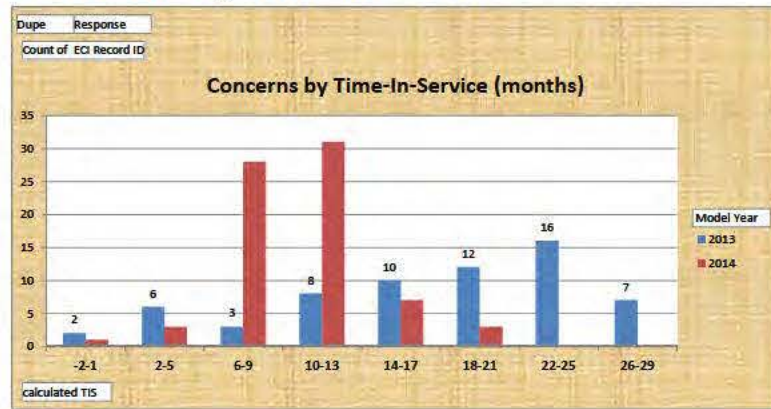
Concerns by Month Of Production



Response A
Dupe 0

Count of ECI R Column Labels	2013	2014	Grand Total
2012			
Aug	1		1
Sep	16		16
Oct	9		9
Nov	4		4
Dec	3		3
2013			
Jan	8		8
Feb	5		5
Mar	5		5
Apr	4		4
May	4		4
Jun	5		5
Aug		6	6
Sep		9	9
Oct		9	9
Nov		6	6
Dec		8	8
2014			
Jan		5	5
Feb		6	6
Mar		7	7
Apr		5	5
May		10	10
Jun		2	2
Grand Total	64	73	137

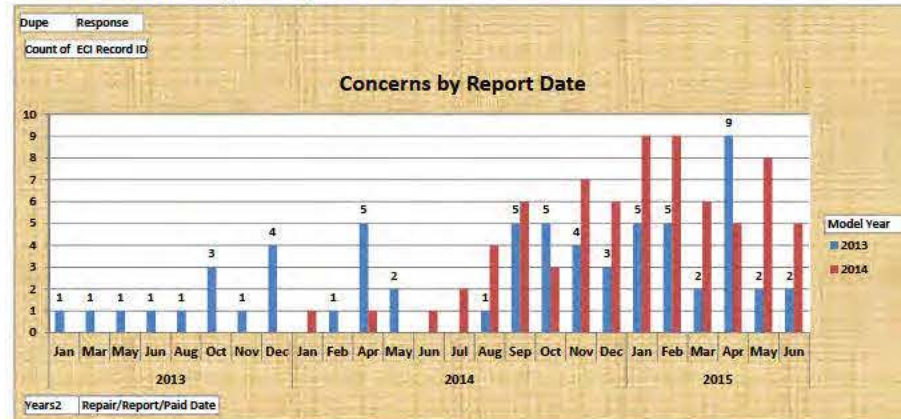
Concerns by Time In Service



Dupe 0
Response A

Count of ECI R Column Labels	2013	2014	Grand Total
Row Labels			
-2-1	2	1	3
2-5	6	3	9
6-9	3	28	31
10-13	8	31	39
14-17	10	7	17
18-21	12	3	15
22-25	16		16
26-29	7		7
Grand Total	64	73	137

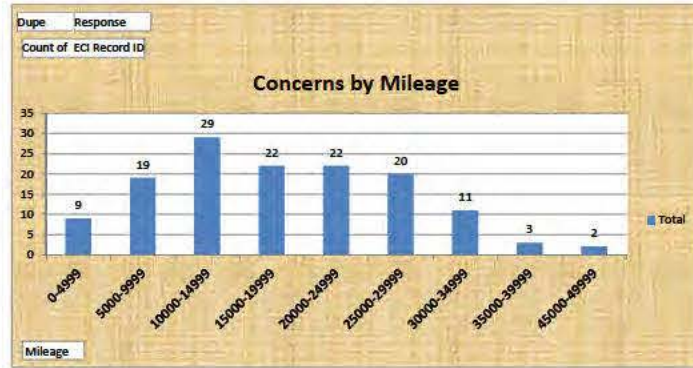
Concerns by Report Date



Dupe Response 0 (All)

Count of ECI R Column Labels	2013	2014	Grand Total
Row Labels			
2013			
Jan	1		1
Mar	1		1
May	1		1
Jun	1		1
Aug	1		1
Oct	3		3
Nov	1		1
Dec	4		4
2014			
Jan		1	1
Feb	1		1
Apr	5	1	6
May	2		2
Jun		1	1
Jul		2	2
Aug	1	4	5
Sep	5	6	11
Oct	5	3	8
Nov	4	7	11
Dec	3	6	9
2015			
Jan	5	9	14
Feb	5	9	14
Mar	2	6	8
Apr	9	5	14
May	2	8	10
Jun	2	5	7
Grand Total	64	73	137

Concerns by Mileage



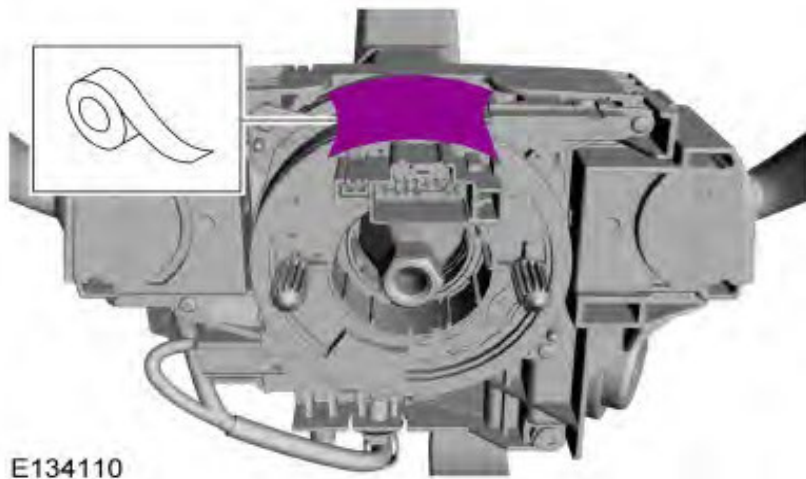
Dupe 0
Response A

Row Labels	Count of ECI Record ID
0-4999	9
5000-9999	19
10000-14999	29
15000-19999	22
20000-24999	22
25000-29999	20
30000-34999	11
35000-39999	3
45000-49999	2
Grand Total	137



E157815

3. *Torque*: 35 lb.ft (48 Nm)



E134110

2013-14 Fusion Steering Wheel Loose

Agenda

Review Sample Records
Records Searched
Key Words Searched
Voice of the Customer
Total Report Count
Concerns by Category
Concerns by Significant Events
Concerns by Data Source
Vehicle Volumes
Concerns by Month of Production
Concerns by Time In Service
Concerns by Report Date
Concerns by Mileage
Concerns by Province/State

Records Searched

2013-2014 MY Fusion
CDR record searches:

1. Steering concerns

Key Words Searched

Concerns:
 Wheel
 Loose
 Tighten
 Torque
 Nut
 Bolt
 Newton's

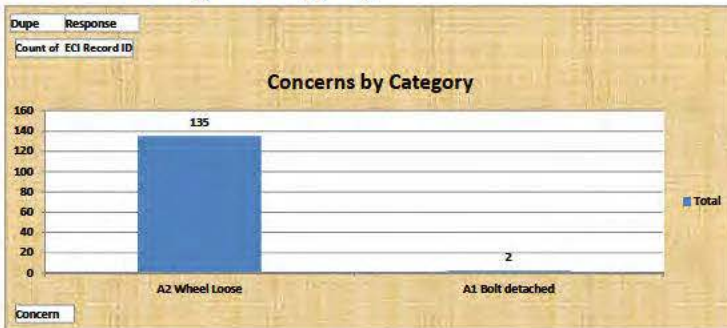
Voice of the Customer

Steering Concerns
 A1 Steering Wheel bolt detached
 A2 Steering Wheel Loose

Total Report Count

Response	A	
Row Labels	Count of ECI Record ID	Unique VINS
0	137	
1	10	Duplicate reports
Grand Total	147	Total reports for bolt concerns

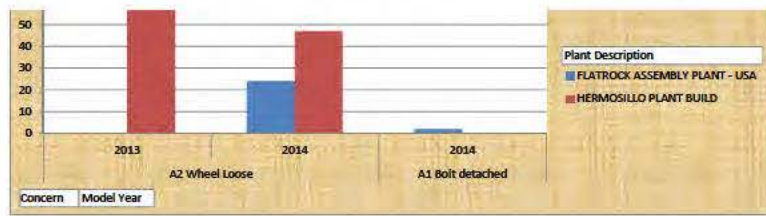
Concerns by Category



Dupe	0
Response	A
Count of ECI Record ID	Total
Concern	
A2 Wheel Loose	135
A1 Bolt detached	2
Grand Total	137

Concerns by Category by Assembly Plant





Dupe	0
Response	A

Count of ECI Record ID Concern	Model Year	Plant Description		
		FLATROCK HERMOSILLO P	Grand Total	
A2 Wheel Loose	2013	64	64	
	2014	24	47	71
A1 Bolt detached	2014	2	2	2
Grand Total		26	111	137

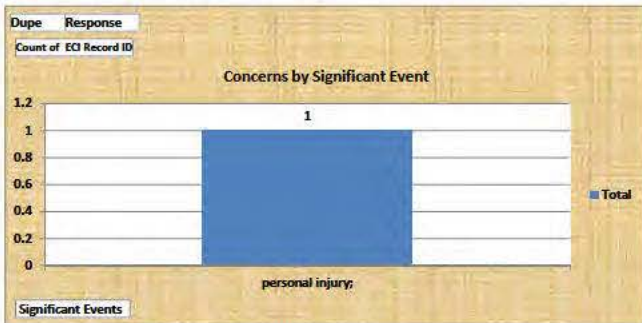
Dupe	0
Response	A

Count of ECI Record ID Concern	Plant Description		
	FLATROCK ASSEM HERMOSILI	Grand Total	
A2 Wheel Loose	24	111	135
A1 Bolt detached	2	2	2
Grand Total	26	111	137

Dupe	0
Response	A

Count of ECI Record ID Concern	Model Year	Plant Description		
		FLATROCK HERMOSILLO P	Grand Total	
A2 Wheel Loose	2013	64	64	
	2014	24	47	71
A1 Bolt detached	2014	2	2	2
Grand Total		26	111	137

Concerns by Significant Events



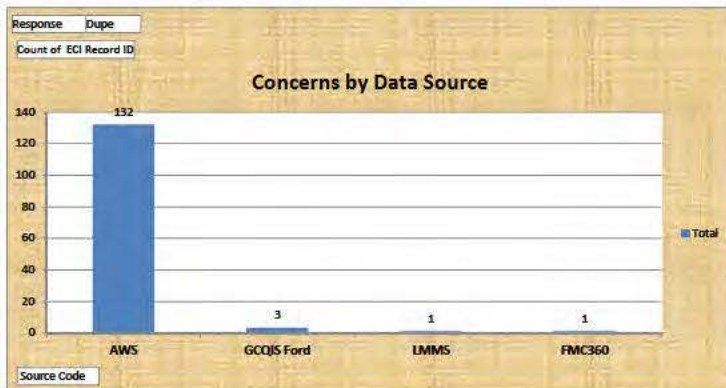
* The personal injury is alleged on the LMMS report

Dupe	0
Response	A

Count of ECI Record ID Significant Events	Total
personal injury;	1
Grand Total	1

There are no significant events on these reports

Concerns by Data Source



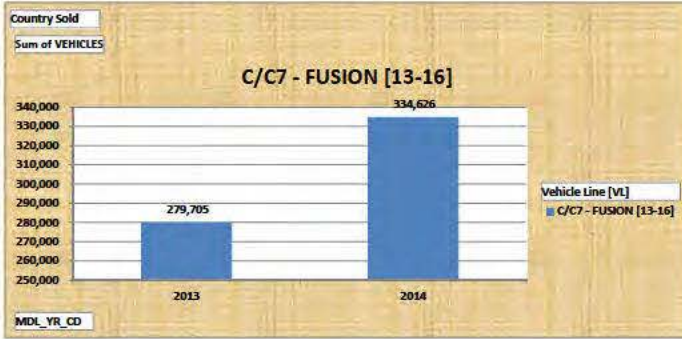
Zero VOQ reports have been identified

Total Concerns Without Duplicates by Record Source

Response	A
Dupe	0

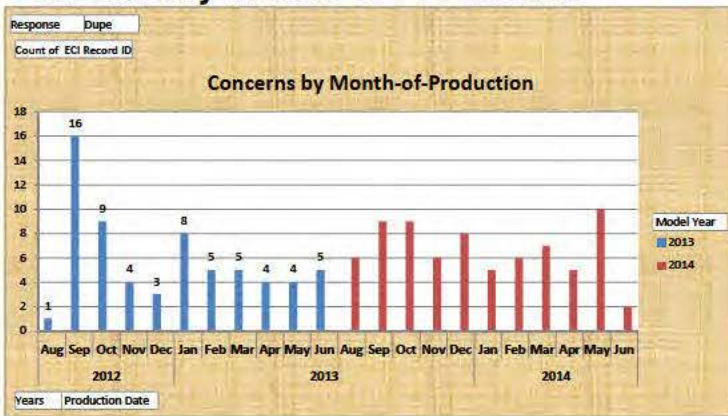
Row Labels	Count of ECI Record ID
AWS	132
GCQIS Ford	3
LMMS	1
FMC360	1
Grand Total	137

Total Vehicle Volume by Model Year



Country Sold	(Multiple Items)
Sum of VEHICLES	Column Labels
Row Labels	C/C7 - FUSION [13- Grand Total
2013	279,705 279,705
2014	334,626 334,626
Grand Total	614,331 614,331

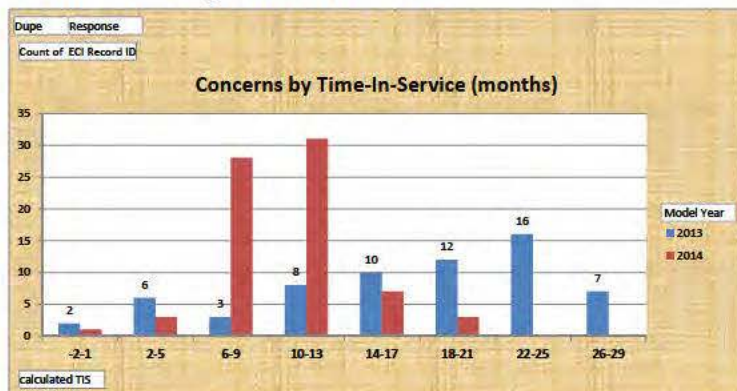
Concerns by Month Of Production



Response	A
Dupe	0

Count of ECI Record ID	Column Labels	
Row Labels	2013	2014 Grand Total
2012		
Aug	1	1
Sep	16	16
Oct	9	9
Nov	4	4
Dec	3	3
2013		
Jan	8	8
Feb	5	5
Mar	5	5
Apr	4	4
May	4	4
Jun	5	5
Aug		6
Sep		9
Oct		9
Nov		6
Dec		8
2014		
Jan		5
Feb		6
Mar		7
Apr		5
May		10
Jun		2
Grand Total	64	73
		137

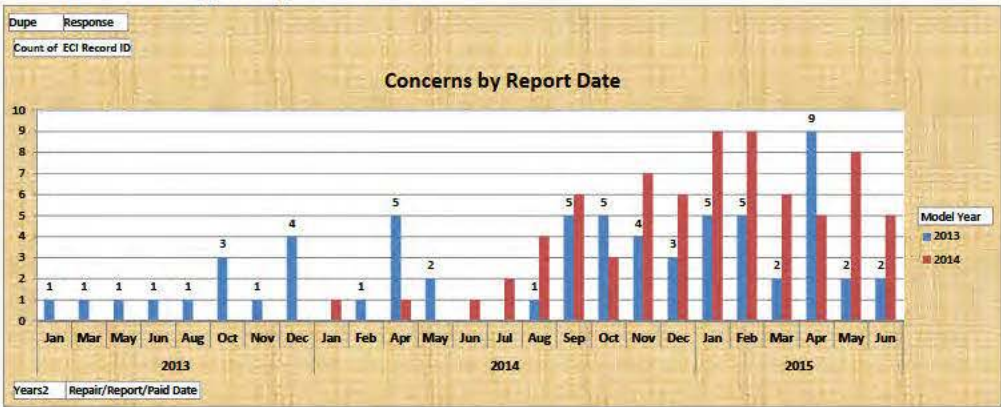
Concerns by Time In Service



Dupe	0
Response	A

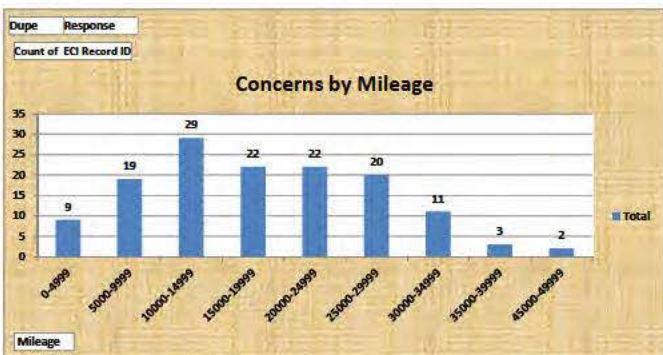
Count of ECI Record ID	Column Labels	
Row Labels	2013	2014 Grand Total
-2-1	2	1
2-5	6	3
6-9	3	28
10-13	8	31
14-17	10	7
18-21	12	3
22-25	16	0
26-29	7	0
Grand Total	64	73
		137

Concerns by Report Date



Count of ECI Record ID	Column Labels	2013	2014	Grand Total
2013				
Jan		1		1
Mar		1		1
May		1		1
Jun		1		1
Aug		1		1
Oct		3		3
Nov		1		1
Dec		4		4
2014				
Jan			1	1
Feb		1		1
Apr		5	1	6
May		2		2
Jun			1	1
Jul			2	2
Aug		1	4	5
Sep		5	6	11
Oct		5	3	8
Nov		4	7	11
Dec		3	6	9
2015				
Jan		5	9	14
Feb		5	9	14
Mar		2	6	8
Apr		9	5	14
May		2	8	10
Jun		2	5	7
Grand Total		64	73	137

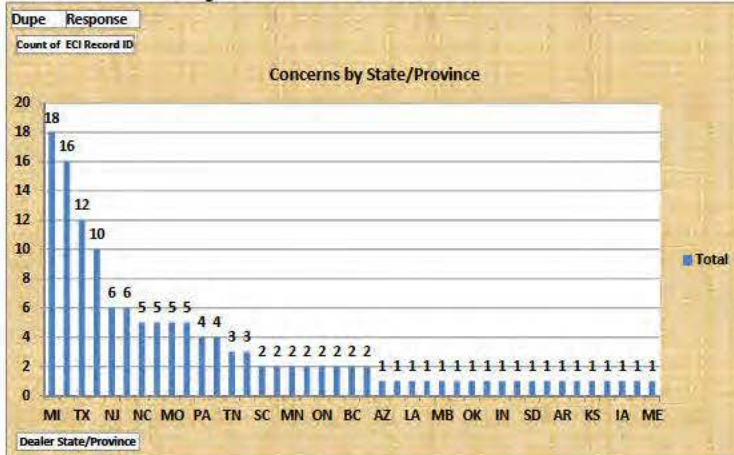
Concerns by Mileage



Dupe	0
Response	A

Row Labels	Count of ECI Record ID
0-4999	9
5000-9999	19
10000-14999	29
15000-19999	22
20000-24999	22
25000-29999	20
30000-34999	11
35000-39999	3
40000-49999	2
Grand Total	137

Concerns by State/Province



Dupe	0
Response	A

Row Labels	Count of ECI Record ID	Vehicle Volumes			R/1000
		2013	2014	Total	
MI	18	29,574	32,575	62,149	0.29
FL	16	9,830	13,017	22,847	0.70
TX	12	14,717	20,290	35,007	0.34
CA	10	36,870	49,309	86,179	0.12
NJ	6	19,634	28,183	47,817	0.13
NY	6	13,307	14,616	27,923	0.21
NC	5	5,197	6,474	11,671	0.43
IL	5	11,493	13,289	24,782	0.20
MO	5	4,579	6,280	10,859	0.46
MD	5	3,585	4,314	7,899	0.63
PA	4	10,963	12,594	23,557	0.17
OH	4	11,597	14,779	26,376	0.15
TN	3	3,241	3,804	7,045	0.43
AL	3	2,137	2,829	4,966	0.60
SC	2	1,837	2,499	4,336	0.46
VA	2	9,442	9,585	19,027	0.11
MN	2	8,842	10,285	19,127	0.10
MA	2	3,603	4,268	7,871	0.25
ON	2	9,875	9,504	19,379	0.10
AB	2	2,091	1,791	3,882	0.52
BC	2	1,751	1,403	3,154	0.63
GA	2	9,336	11,330	20,666	0.10
AZ	1	2,771	3,944	6,715	0.15
KY	1	2,678	2,986	5,664	0.18
LA	1	1,685	2,359	4,044	0.25
WY	1	158	317	475	2.11
MB	1	491	427	918	1.09
JA	1	421	342	763	1.31
OK	1	5,895	2,396	8,291	0.12
UT	1	758	1,137	1,895	0.53
IN	1	4,533	5,066	9,599	0.10
DE	1	703	838	1,541	0.65
SD	1	520	674	1,194	0.84
NV	1	981	1,263	2,244	0.45
AR	1	1,085	1,311	2,396	0.42
VT	1	431	525	956	1.05
KS	1	2,123	2,224	4,347	0.23
NH	1	980	1,229	2,209	0.45
IA	1	2,120	2,657	4,777	0.21
CO	1	1,751	2,179	3,930	0.25
ME	1	4,173	4,076	8,249	0.12
Grand Total	137				

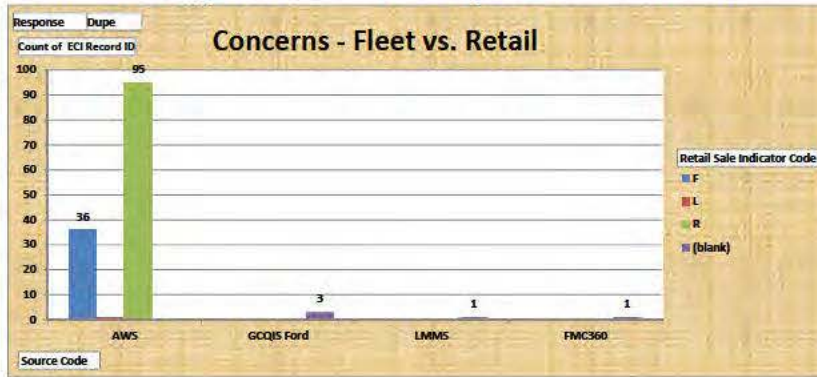
Vehicle Volumes by State/ Province

United States - Canada - Mexico

Vehicle Line [VL] C/C7 - FUSION [13-16]

Sum of VEHICLES Row Labels	Column Labels		2014 Grand Total	State code
	2013	2014		
CAN - CANADA	19,362	17,325	36,687	
AB - ALBERTA	2,091	1,791	3,882	AB
BC - BRITISH COLUMBIA	1,751	1,403	3,154	BC
MB - MANITOBA	491	427	918	MB
NB - NEW BRUNSWICK	496	469	965	NB
NL - NEWFOUNDLAND	239	251	490	NL
NS - NOVA SCOTIA	462	537	999	NS
NT - NORTHWEST	24	22	46	NT
ON - ONTARIO	9,875	9,504	19,379	ON
PE - PRINCE EDWARD	77	77	154	PE
QC - QUEBEC	3,369	2,368	5,757	QC
SK - SASKATCHEWAN	479	448	927	SK
YT - YUKON TERRITORIES	8	8	16	YT
MEX - MEXICO	4,173	4,076	8,249	
AG - MEXICO	32	37	69	AG
BG - MEXICO	34	21	55	BG
BJ - MEXICO	54	38	92	BJ
BS - MEXICO	17	14	31	BS
CH - MEXICO	48	24	72	CH
CI - MEXICO	120	138	258	CI
CL - MEXICO	17	12	29	CL
CP - MEXICO	6	9	15	CP
CU - MEXICO	202	186	388	CU
DF - MEXICO	867	836	1,703	DF
DG - MEXICO	44	40	84	DG
EM - MEXICO	628	658	1,286	EM
GJ - MEXICO	181	193	374	GJ
GR - MEXICO	12	24	36	GR
JA - MEXICO	421	342	763	JA
MH - MEXICO	94	85	179	MH
MR - MEXICO	35	39	74	MR
NA - MEXICO	12	8	20	NA
NL - MEXICO	341	344	685	NL
OA - MEXICO	22	25	47	OA
PU - MEXICO	137	126	263	PU
QA - MEXICO	77	74	151	QA
QR - MEXICO	66	58	124	QR
SI - MEXICO	94	83	177	SI
SL - MEXICO	57	34	91	SL
SO - MEXICO	176	225	401	SO
TA - MEXICO	53	57	110	TA
TL - MEXICO	7	16	23	TL
TM - MEXICO	121	143	264	TM
VL - MEXICO	111	96	207	VL
YC - MEXICO	65	76	141	YC
ZT - MEXICO	22	15	37	ZT
USA - UNITED STATES	256,170	313,225	569,395	
AK - ALASKA	230	221	451	AK
AL - ALABAMA	2,137	2,829	4,966	AL
AR - ARKANSAS	1,085	1,311	2,396	AR
AZ - ARIZONA	2,771	3,944	6,715	AZ
CA - CALIFORNIA	36,870	49,309	86,179	CA
CO - COLORADO	1,751	2,179	3,930	CO
CT - CONNECTICUT	1,564	1,860	3,424	CT
DC - DISTRICT OF COLUMBIA		11	11	DC
DE - DELAWARE	703	838	1,541	DE
FL - FLORIDA	9,830	13,017	22,847	FL
GA - GEORGIA	9,336	11,330	20,666	GA
HI - HAWAII	275	518	793	HI
IA - IOWA	2,120	2,657	4,777	IA
ID - IDAHO	508	848	1,356	ID
IL - ILLINOIS	11,493	13,289	24,782	IL
IN - INDIANA	4,533	5,066	9,599	IN
KS - KANSAS	2,123	2,224	4,347	KS
KY - KENTUCKY	2,678	2,986	5,664	KY
LA - LOUISIANA	1,686	2,359	4,044	LA
MA - MASSACHUSETTS	3,603	4,268	7,871	MA
MD - MARYLAND	3,585	4,314	7,899	MD
ME - MAINE	711	838	1,549	ME
MI - MICHIGAN	29,574	32,575	62,149	MI
MN - MINNESOTA	8,842	10,285	19,127	MN
MO - MISSOURI	4,579	6,280	10,859	MO
MS - MISSISSIPPI	1,028	1,745	2,773	MS
MT - MONTANA	315	498	813	MT
NC - NORTH CAROLINA	5,197	6,474	11,671	NC
ND - NORTH DAKOTA	463	576	1,039	ND
NE - NEBRASKA	1,254	1,673	2,927	NE
NH - NEW HAMPSHIRE	980	1,229	2,209	NH
NJ - NEW JERSEY	19,634	28,183	47,817	NJ
NM - NEW MEXICO	1,081	1,217	2,298	NM
NV - NEVADA	981	1,263	2,244	NV
NY - NEW YORK	13,307	14,616	27,923	NY
OH - OHIO	11,597	14,779	26,376	OH
OK - OKLAHOMA	5,895	2,396	8,291	OK
OR - OREGON	1,540	1,973	3,513	OR
PA - PENNSYLVANIA	10,963	12,594	23,557	PA
RI - RHODE ISLAND	685	740	1,425	RI
SC - SOUTH CAROLINA	1,837	2,499	4,336	SC
SD - SOUTH DAKOTA	520	674	1,194	SD
TN - TENNESSEE	3,241	3,804	7,045	TN
TX - TEXAS	14,717	20,290	35,007	TX
UT - UTAH	758	1,137	1,895	UT
VA - VIRGINIA	9,442	9,585	19,027	VA
VT - VERMONT	431	525	956	VT
WA - WASHINGTON	2,465	3,025	5,490	WA
WI - WISCONSIN	3,968	4,792	8,760	WI
WV - WEST VIRGINIA	1,125	1,247	2,372	WV
WY - WYOMING	158	317	475	WY
Grand Total	279,705	334,626	614,331	

Concerns by Data Source by Fleet vs. Retail



Zero VOQ reports have been identified

Total Concerns Without Duplicates by Record Source

Response	A
Dupe	0

Count of ECI Record ID	Column Labels				Grand Total
Row Labels	F	L	R	(blank)	Grand Total
AWS	36	1	95	0	132
GCQIS Ford	0	0	0	3	3
LMMS	0	0	0	1	1
FMC360	0	0	0	1	1
Grand Total	36	1	95	5	137
	26%	1%	69%	4%	100%

Volumes for Fleet/Lease/Retail

Sum of VEHICLES	Column Labels			Grand Total	Fleet	Lease	Retail	
	F	L	R					
DE - FUSION	152,192	4,485	396,071	552,748	28%	1%	72%	100%
2013	72,591	1,882	174,563	249,036	29%	1%	70%	100%
2014	79,601	2,603	221,508	303,712	26%	1%	73%	100%
DH - FUSION HYBRID	16,943	2,267	71,379	90,589	19%	3%	79%	100%
2013	7,120	861	31,811	39,792	18%	2%	80%	100%
2014	9,823	1,406	39,568	50,797	19%	3%	78%	100%
Grand Total	169,135	6,752	467,450	643,337	26%	1%	73%	100%

2013-14 Fusion Steering Wheel Loose

Agenda

Review Sample Records
Records Searched
Key Words Searched
Voice of the Customer
Total Report Count
Concerns by Category
Concerns by Significant Events
Concerns by Data Source
Concerns by Province/State
Vehicle Volumes
Concerns by Month of Production
Concerns by Time In Service
Concerns by Report Date
Concerns by Mileage

Records Searched

2013-2014 MY Fusion
CDR record searches:

1. Steering concerns

Key Words Searched

Concerns:
Wheel
Loose
Tighten or Torque
Nut or Bolt
Newton's or lbs.

Voice of the Customer

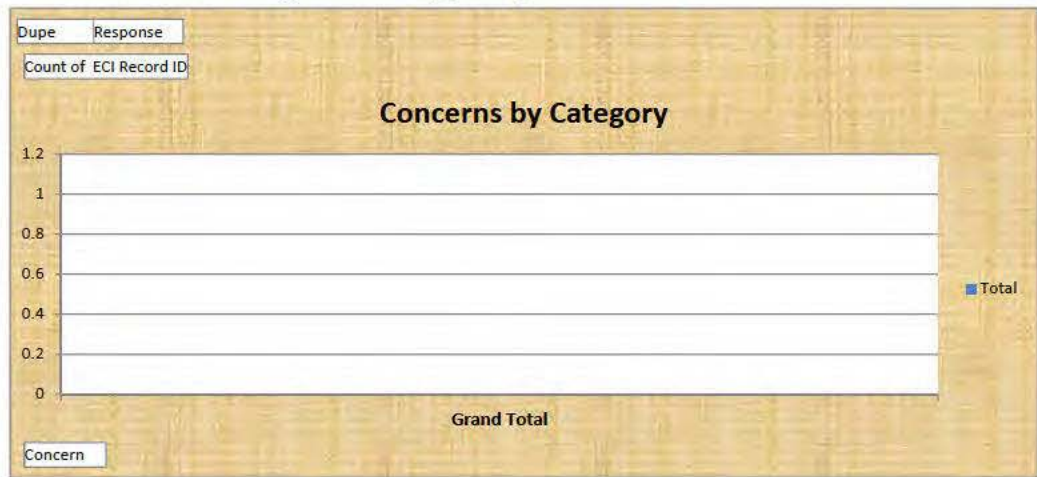
Steering Concerns
A1 Steering Wheel bolt detached
A2 Steering Wheel Loose

Total Report Count

Response	(blank)
Row Labels	Count of ECI Record ID
(blank)	25133
Grand Total	25133

Unique VINS
 Duplicate reports
 Total reports for bolt concerns

Concerns by Category



* The one Personal Injury is alleged on the one single LMMS report

Dupe	(Multiple Items)
Response	(blank)
Count of ECI Record ID	
Concern	Total
Grand Total	

Concerns by Significant Events



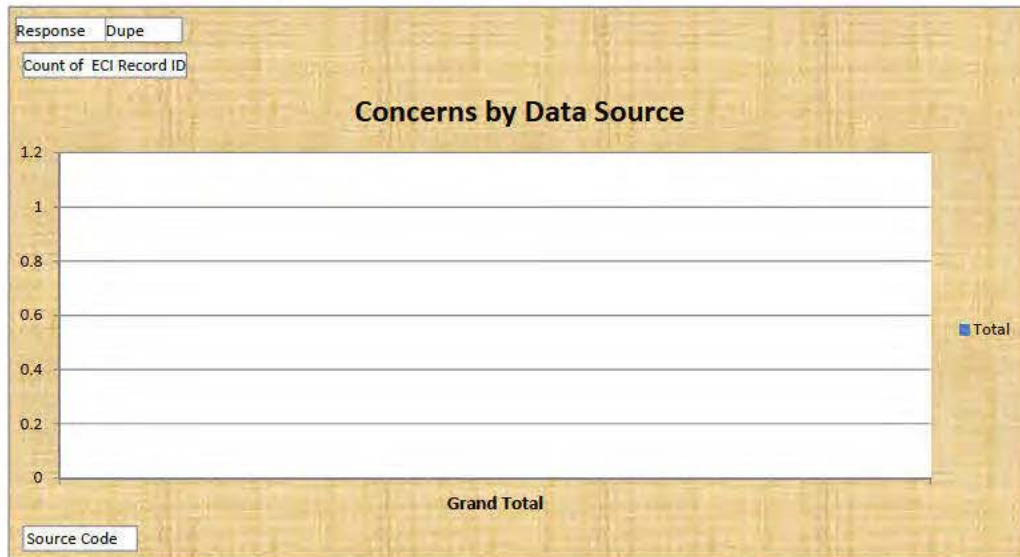
* The personal injury is alleged on the LMMS report

Dupe (Multiple Items)
Response (blank)

Count of ECI Record ID
Significant Eve Total
Grand Total

There are no significant events on these reports

Concerns by Data Source



Zero VOQ reports have been identified

Total Concerns Without Duplicates by Record Source
Response (blank)

#N/A	#N/A	#N/A	#REF!
#N/A	#N/A	#N/A	#REF!
#N/A	#N/A	#N/A	#REF!
#N/A	#N/A	#N/A	#REF!
#N/A	#N/A	#N/A	#REF!
#N/A	#N/A	#N/A	#REF!
#N/A	#N/A	#N/A	#REF!
#N/A	#N/A	#N/A	#REF!
#N/A	#N/A	#N/A	#REF!
#N/A	#N/A	#N/A	#REF!

Vehicle Volumes by State/ Province

Vehicle Line [VL] C/C7 - FUSION [13-16]

Sum of VEHICL Column Labels

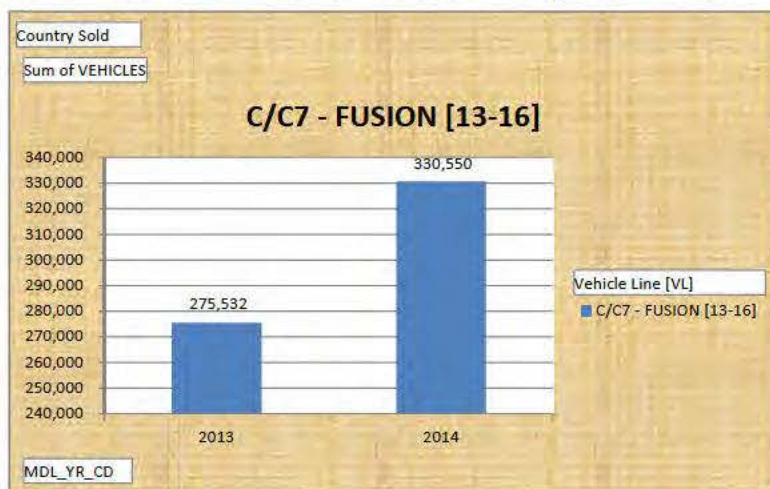
Row Labels 2013 2014

Row Labels	2013	2014	State code
CAN - CANAD	19,362	17,325	
AB - ALBER	2,091	1,791	AB
BC - BRITIS	1,751	1,403	BC
MB - MANIT	491	427	MB
NB - NEW E	496	469	NB
NL - NEWFO	239	251	NL
NS - NOVA	462	537	NS
NT - NORT	24	22	NT
ON - ONTA	9,875	9,504	ON
PE - PRINC	77	77	PE
QC - QUEBI	3,369	2,388	QC
SK - SASKA	479	448	SK
YT - YUKON	8	8	YT
MEX - MEXIC	4,173	4,076	ME
AG - MEXIC	32	37	AG
BG - MEXIC	34	21	BG
BJ	54	38	BJ
BS - MEXIC	17	14	BS
CH - MEXIC	48	24	CH
CI - MEXIC	120	138	CI
CL - MEXIC	17	12	CL
CP - MEXIC	6	9	CP
CU - MEXIC	202	186	CU
DF - MEXIC	867	836	DF
DG - MEXIC	44	40	DG
EM - MEXIC	628	658	EM
GJ - MEXIC	181	193	GJ
GR - MEXIC	12	24	GR
JA - MEXIC	421	342	JA
MH - MEXIC	94	85	MH
MR - MEXIC	35	39	MR
NA - MEXIC	12	8	NA
NL - MEXIC	341	344	NL
OA - MEXIC	22	25	OA
PU - MEXIC	137	126	PU
QA	77	74	QA
QR - MEXIC	66	58	QR
SI - MEXIC	94	83	SI
SL - MEXIC	57	34	SL
SO - MEXIC	176	225	SO
TA - MEXIC	53	57	TA
TL - MEXIC	7	16	TL
TM - MEXIC	121	143	TM
VL - MEXIC	111	96	VL
YC	65	76	YC
ZT - MEXIC	22	15	ZT
USA - UNITED	256,170	313,225	US
*	2	18	*
AK - ALASK	230	221	AK
AL - ALABA	2,137	2,829	AL
AR - ARKAN	1,085	1,311	AR
AZ - ARIZOI	2,771	3,944	AZ
CA - CALIF	36,870	49,309	CA
CO - COLO	1,751	2,179	CO

CT - CONN	1,564	1,860
DC - DISTRICT OF COLUMBIA		11
DE - DELAV	703	838
FL - FLORID	9,830	13,017
GA - GEOR	9,336	11,330
HI - HAWAII	275	518
IA - IOWA	2,120	2,657
ID - IDAHO	508	848
IL - ILLINOI	11,493	13,289
IN - INDIAN	4,533	5,066
KS - KANSAS	2,123	2,224
KY - KENTU	2,678	2,986
LA - LOUISI	1,685	2,359
MA - MASS.	3,603	4,268
MD - MARY	3,585	4,314
ME - MAINE	711	838
MI - MICHIG	29,574	32,575
MN - MINNE	8,842	10,285
MO - MISSO	4,579	6,280
MS - MISSI	1,028	1,745
MT - MONT	315	498
NC - NORTI	5,197	6,474
ND - NORTI	463	576
NE - NEBR	1,254	1,673
NH - NEW H	980	1,229
NJ - NEW J	19,634	28,183
NM - NEW M	1,081	1,217
NV - NEVAD	981	1,263
NY - NEW Y	13,307	14,616
OH - OHIO	11,597	14,779
OK - OKLAH	5,895	2,396
OR - OREG	1,540	1,973
PA - PENNS	10,963	12,594
RI - RHODE	685	740
SC - SOUTH	1,837	2,499
SD - SOUTH	520	674
TN - TENNE	3,241	3,804
TX - TEXAS	14,717	20,290
UT - UTAH	758	1,137
VA - VIRGIN	9,442	9,585
VT - VERMONT	431	525
WA - WASH	2,465	3,025
WI - WISCONS	3,968	4,792
WV - WEST	1,125	1,247
WY - WYOM	158	317
Grand Total	279,705	334,626

CT
DC
DE
FL
GA
HI
IA
ID
IL
IN
KS
KY
LA
MA
MD
ME
MI
MN
MO
MS
MT
NC
ND
NE
NH
NJ
NM
NV
NY
OH
OK
OR
PA
RI
SC
SD
TN
TX
UT
VA
VT
WA
WI
WV
WY

Total Vehicle Volume by Model Year

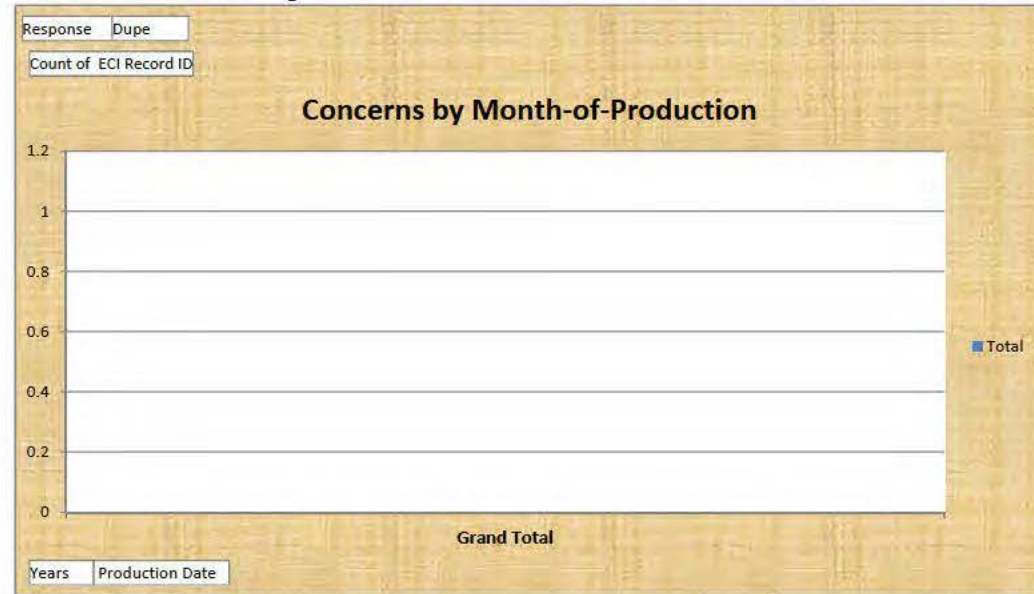


Country Sold (Multiple Items)

Sum of VEHICL Column Labels

Row Labels	C/C7 - FUSION [13-16]	Grand Total
2013	275,532	275,532
2014	330,550	330,550
Grand Total	606,082	606,082

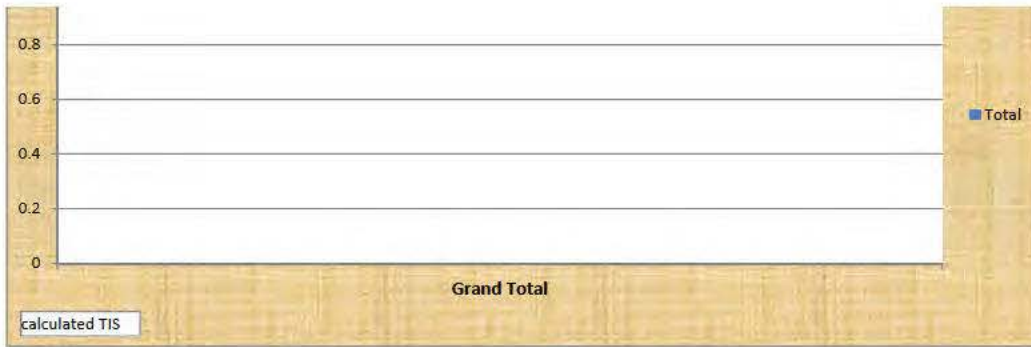
Concerns by Month Of Production



Response	(blank)
Dupe	(Multiple Items)
Row Labels	Count of ECI Record ID
Grand Total	

Concerns by Time In Service

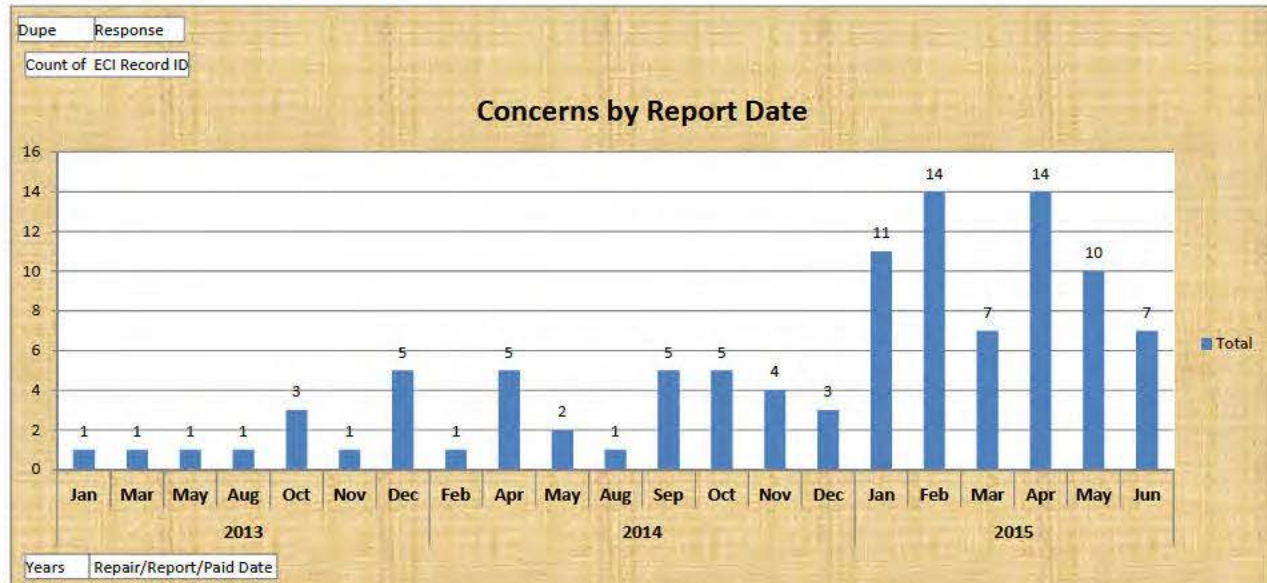




Model Year	(All)
Dupe	(Multiple Items)
Response	(blank)

Row Labels	Count of ECI Record ID
Grand Total	

Concerns by Report Date

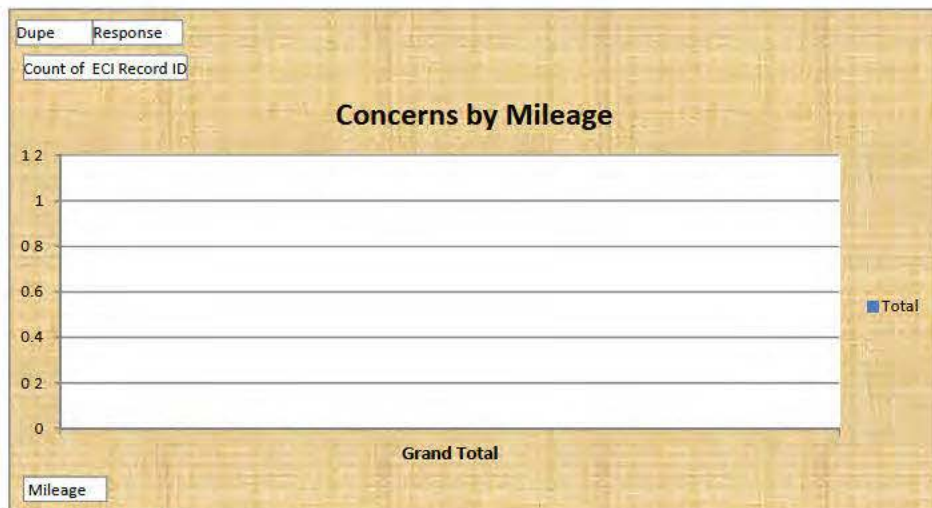


Dupe	0
Response	(All)

Row Labels	Count of ECI Record ID
2013	
Jan	1
Mar	1
May	1
Aug	1

Oct	3
Nov	1
Dec	5
2014	
Feb	1
Apr	5
May	2
Aug	1
Sep	5
Oct	5
Nov	4
Dec	3
2015	
Jan	11
Feb	14
Mar	7
Apr	14
May	10
Jun	7
Grand Total	102

Concerns by Mileage



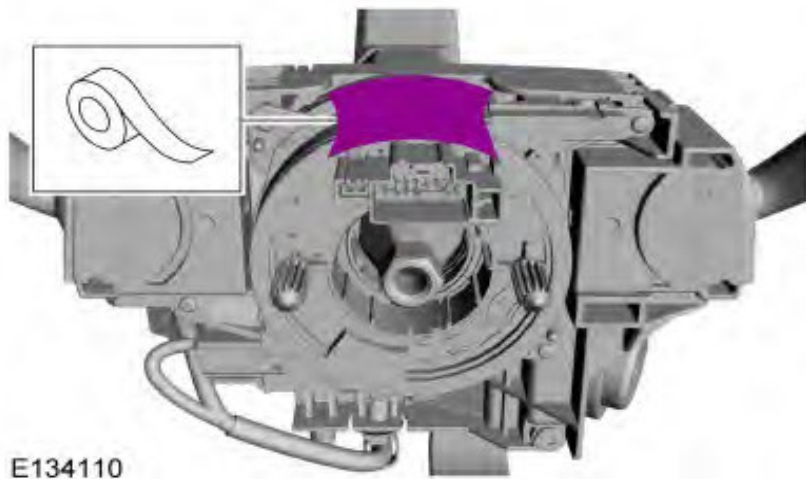
Dupe	(Multiple Items)
Response	(blank)

Row Labels	Count of ECI Record ID
Grand Total	



E157815

3. *Torque*: 35 lb.ft (48 Nm)



E134110

2013-14 Fusion Steering Wheel Loose

Agenda

- Review Sample Records
- Records Searched
- Key Words Searched
- Voice of the Customer
- Total Report Count
- Concerns by Category
- Concerns by Significant Events
- Concerns by Data Source
- Concerns by Province/State
- Vehicle Volumes
- Concerns by Month of Production
- Concerns by Time In Service
- Concerns by Report Date
- Concerns by Mileage

Records Searched

2013-2014 MY Fusion
CDR record searches:

1. Steering concerns

Key Words Searched

Concerns:
Wheel
Loose
Tighten
Torque
Nut
Bolt
Newton's

Voice of the Customer

Steering Concerns
A1 Steering Wheel bolt detached
A2 Steering Wheel Loose

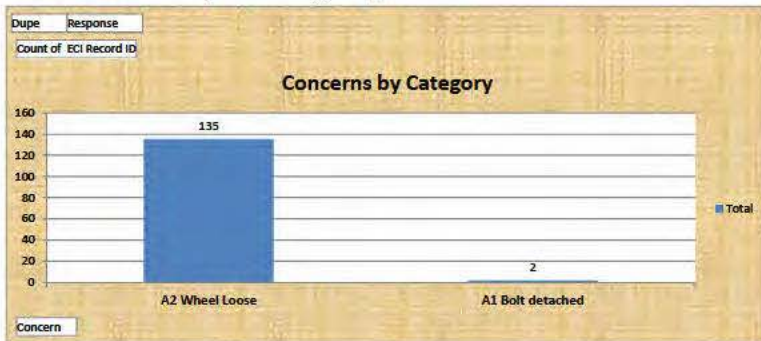
Total Report Count

Response	A
Row Labels	Count of ECI Record ID
0	137
	Unique VINS

1	10
Grand Total	147

Duplicate reports
Total reports for bolt concerns

Concerns by Category



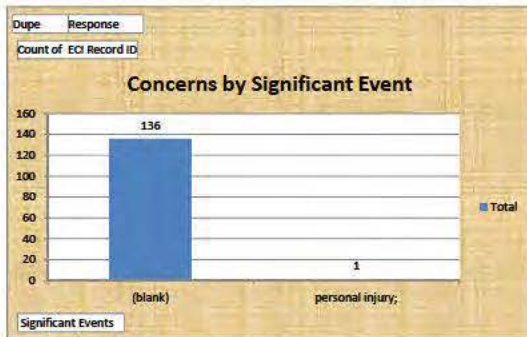
Dupe	0
Response	A

Count of ECI Record ID	
Concern	Total
A2 Wheel Loose	135
A1 Bolt detached	2
Grand Total	137

Dupe	0
Response	A

Count of Concern	ECI Record ID Model Year	Plant Description	FLATROCK A HERMOSILLC	Grand Total
A2 Wheel Loo	2013		64	64
	2014		47	71
A1 Bolt detach	2014		2	2
Grand Total			111	137

Concerns by Significant Events



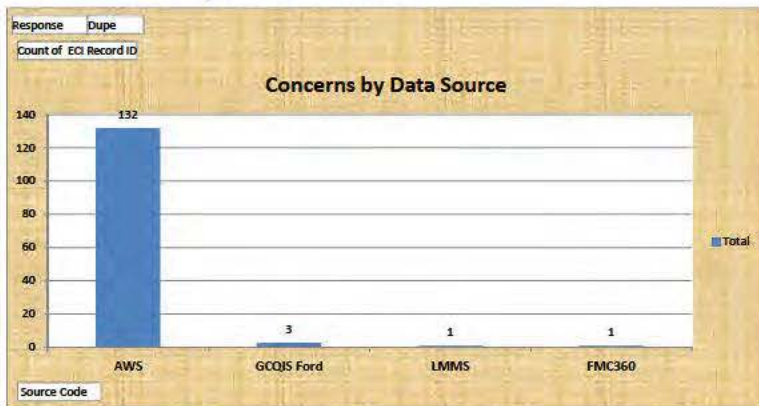
* The personal injury is alleged on the LMMS report

Dupe	0
Response	A

Count of ECI Record ID	Significant Event Total
(blank)	136
personal injury;	1
Grand Total	137

There are no significant events on these reports

Concerns by Data Source



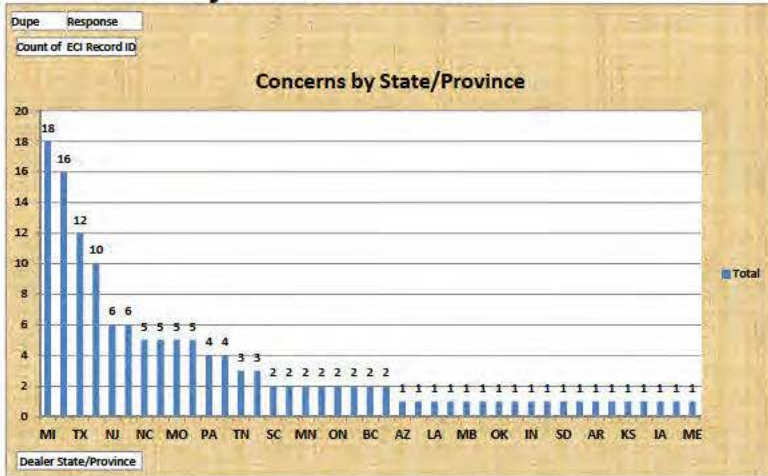
Zero VOQ reports have been identified

Total Concerns Without Duplicates by Record Source

Response	A
Dupe	0

Row Labels	Count of ECI Record ID
AWS	132
GCOIS Ford	3
LMMS	1
FMC360	1
Grand Total	137

Concerns by State/Province



Dupe	0
Response	A

Row Labels	Count of ECI Record ID	Vehicle Volumes			
		2013	2014	Total	R/1000
MI	18	29,574	32,575	62,149	0.29
FL	16	9,830	13,017	22,847	0.70
TX	12	14,717	20,290	35,007	0.34
CA	10	36,870	49,309	86,179	0.12
NJ	6	19,634	28,183	47,817	0.13
NY	6	13,307	14,616	27,923	0.21
NC	5	5,197	6,474	11,671	0.43
IL	5	11,493	13,289	24,782	0.20
MO	5	4,579	6,280	10,859	0.46
MD	5	3,585	4,314	7,899	0.63
PA	4	10,963	12,594	23,557	0.17
OH	4	11,597	14,779	26,376	0.15
TN	3	3,241	3,804	7,045	0.43
AL	3	2,137	2,829	4,966	0.60
SC	2	1,837	2,499	4,336	0.46
VA	2	9,442	9,585	19,027	0.11
MN	2	8,842	10,285	19,127	0.10
MA	2	3,603	4,268	7,871	0.25
ON	2	9,875	9,504	19,379	0.10
AB	2	2,091	1,791	3,882	0.52
BC	2	1,751	1,403	3,154	0.63
GA	2	9,336	11,330	20,666	0.10
AZ	1	2,771	3,944	6,715	0.15
KY	1	2,678	2,986	5,664	0.18
LA	1	1,685	2,359	4,044	0.25
WY	1	158	317	475	2.11
MB	1	491	427	918	1.09
JA	1	421	342	763	1.31
OK	1	5,895	2,396	8,291	0.12
UT	1	758	1,137	1,895	0.53
IN	1	4,533	5,066	9,599	0.10
DE	1	703	838	1,541	0.65
SD	1	520	674	1,194	0.84
NV	1	981	1,263	2,244	0.45
AR	1	1,085	1,311	2,396	0.42
VT	1	431	525	956	1.05
KS	1	2,123	2,224	4,347	0.23
NH	1	980	1,229	2,209	0.45
IA	1	2,120	2,657	4,777	0.21
CO	1	1,751	2,179	3,930	0.25
ME	1	4,173	4,076	8,249	0.12
Grand Total	137				

Vehicle Volumes by State/ Province

United States - Canada - Mexico

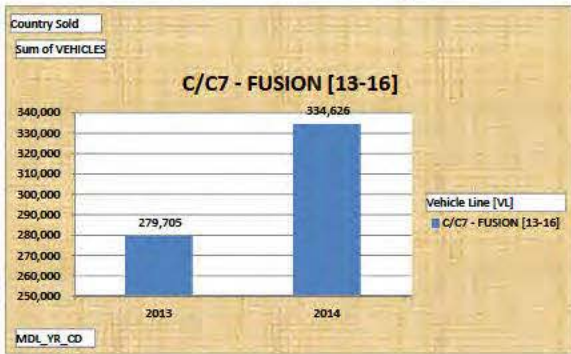
Vehicle Line [VL] C/C7 - FUSION [13-16]

Sum of VEHICLE Column Labels	2013	2014	Grand Total	State code
CAN - CANAD	19,362	17,325	36,687	
AB - ALBER	2,091	1,791	3,882	AB
BC - BRITIS	1,751	1,403	3,154	BC
MB - MANIT	491	427	918	MB
NB - NEW B	496	469	965	NB
NL - NEWFC	239	251	490	NL
NS - NOVA	462	537	999	NS
NT - NORTH	24	22	46	NT
ON - ONTAR	9,875	9,504	19,379	ON
PE - PRINCI	77	77	154	PE
QC - QUEBE	3,369	2,388	5,757	QC
SK - SASKA	479	448	927	SK
YT - YUKON	8	8	16	YT
MEX - MEXIC	4,173	4,076	8,249	
AG - MEXIC	32	37	69	AG
BG - MEXIC	34	21	55	BG
BJ - MEXIC	54	38	92	BJ
BS - MEXIC	17	14	31	BS
CH - MEXIC	48	24	72	CH
CI - MEXIC	120	138	258	CI
CL - MEXIC	17	12	29	CL
CP - MEXIC	6	9	15	CP
CU - MEXIC	202	186	388	CU
DF - MEXIC	867	836	1,703	DF
DG - MEXIC	44	40	84	DG
EM - MEXIC	628	658	1,286	EM
GJ - MEXIC	181	193	374	GJ
GR - MEXIC	12	24	36	GR
JA - MEXIC	421	342	763	JA
MH - MEXIC	94	85	179	MH
MR - MEXIC	35	39	74	MR
NA - MEXIC	12	8	20	NA
NL - MEXIC	341	344	685	NL
OA - MEXIC	22	25	47	OA
PU - MEXIC	137	126	263	PU
QA - MEXIC	77	74	151	QA
QR - MEXIC	66	58	124	QR
SI - MEXIC	94	83	177	SI
SL - MEXIC	57	34	91	SL
SO - MEXIC	176	225	401	SO
TA - MEXIC	53	57	110	TA
TL - MEXIC	7	16	23	TL
TM - MEXIC	121	143	264	TM
VL - MEXIC	111	96	207	VL
YC - MEXIC	65	76	141	YC
ZT - MEXIC	22	15	37	ZT
USA - UNITED	256,170	313,225	569,395	
*	2	18	20	*
AK - ALASK	230	221	451	AK
AL - ALABAI	2,137	2,829	4,966	AL
AR - ARKAN	1,085	1,311	2,396	AR
AZ - ARIZON	2,771	3,944	6,715	AZ
CA - CALIFC	36,870	49,309	86,179	CA
CO - COLOF	1,751	2,179	3,930	CO
CT - CONNE	1,564	1,860	3,424	CT
DC - DISTRICT OF COLUMBIA		11	11	DC
DE - DELAV	703	838	1,541	DE
FL - FLORID	9,830	13,017	22,847	FL
GA - GEORG	9,336	11,330	20,666	GA
HI - HAWAII	275	518	793	HI
IA - IOWA	2,120	2,657	4,777	IA
ID - IDAHO	508	848	1,356	ID
IL - ILLINOIS	11,493	13,289	24,782	IL
IN - INDIANA	4,533	5,066	9,599	IN
KS - KANSAS	2,123	2,224	4,347	KS
KY - KENTU	2,678	2,986	5,664	KY
LA - LOUISIS	1,685	2,359	4,044	LA
MA - MASSA	3,603	4,268	7,871	MA
MD - MARYL	3,585	4,314	7,899	MD
ME - MAINE	711	838	1,549	ME
MI - MICHIG	29,574	32,575	62,149	MI
MN - MINNE	8,842	10,285	19,127	MN
MO - MISSO	4,579	6,280	10,859	MO
MS - MISSIS	1,028	1,745	2,773	MS
MT - MONTA	315	498	813	MT
NC - NORTH	5,197	6,474	11,671	NC
ND - NORTH	463	576	1,039	ND
NE - NEBRAS	1,254	1,673	2,927	NE
NH - NEW H	980	1,229	2,209	NH
NJ - NEW JI	19,634	28,183	47,817	NJ
NM - NEW M	1,081	1,217	2,298	NM
NV - NEVAD	981	1,263	2,244	NV
NY - NEW Y	13,307	14,616	27,923	NY
OH - OHIO	11,597	14,779	26,376	OH
OK - OKLAH	5,895	2,396	8,291	OK
OR - OREGO	1,540	1,973	3,513	OR
PA - PENNS	10,963	12,594	23,557	PA
RI - RHODE	685	740	1,425	RI
SC - SOUTH	1,837	2,499	4,336	SC
SD - SOUTH	520	674	1,194	SD
TN - TENNE	3,241	3,804	7,045	TN
TX - TEXAS	14,717	20,290	35,007	TX
UT - UTAH	758	1,137	1,895	UT
VA - VIRGIN	9,442	9,585	19,027	VA
VT - VERMONT	431	525	956	VT
WA - WASH	2,465	3,025	5,490	WA
WI - WISCO	3,968	4,792	8,760	WI

WV - WEST	1,125	1,247	2,372
WY - WYOM	158	317	475
Grand Total	279,705	334,626	614,331

WV
WY

Total Vehicle Volume by Model Year

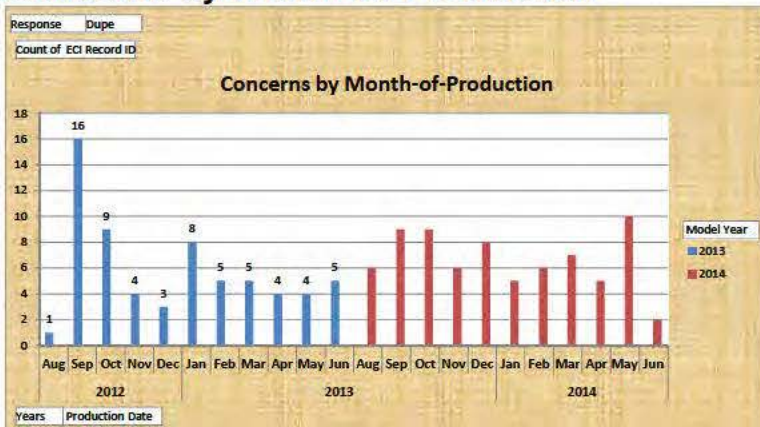


Country Sold (Multiple Items)

Sum of VEHICLES Column Labels

Row Labels	C/C7 - FUSION [13-16]	Grand Total
2013	279,705	279,705
2014	334,626	334,626
Grand Total	614,331	614,331

Concerns by Month Of Production

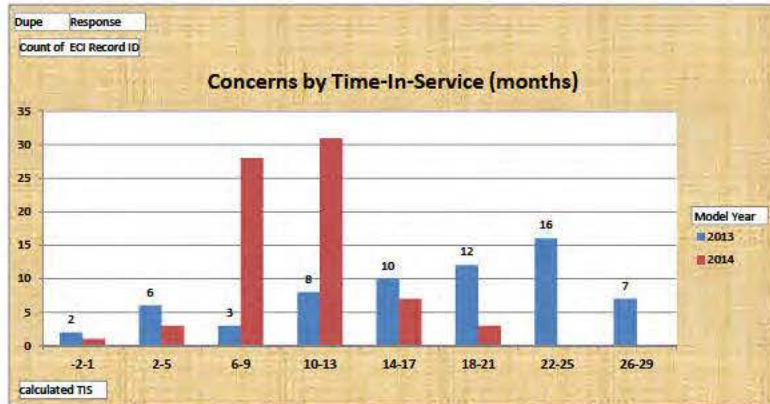


Response A
Dupe 0

Count of ECI Rk Column Labels

Row Labels	2013	2014	Grand Total
2012			
Aug	1		1
Sep	16		16
Oct	9		9
Nov	4		4
Dec	3		3
2013			
Jan	8		8
Feb	5		5
Mar	5		5
Apr	4		4
May	4		4
Jun	5		5
Aug		6	6
Sep		9	9
Oct		9	9
Nov		6	6
Dec		8	8
2014			
Jan		5	5
Feb		6	6
Mar		7	7
Apr		5	5
May		10	10
Jun		2	2
Grand Total	64	73	137

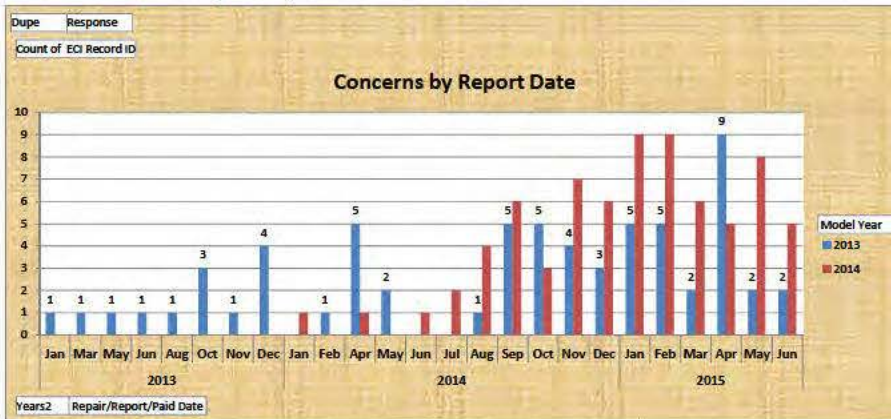
Concerns by Time In Service



Dupe: 0
Response: A

Count of ECI Rk Column Labels	2013	2014	Grand Total
-2-1	2	1	3
2-5	6	3	9
6-9	3	28	31
10-13	8	31	39
14-17	10	7	17
18-21	12	3	15
22-25	16	0	16
26-29	7	0	7
Grand Total	64	73	137

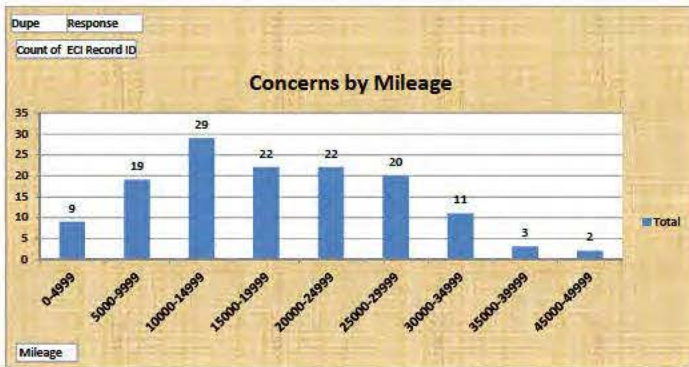
Concerns by Report Date



Dupe: 0
Response: (All)

Count of ECI Rk Column Labels	2013	2014	Grand Total
2013			
Jan	1	0	1
Mar	1	0	1
May	1	0	1
Jun	1	0	1
Aug	1	0	1
Oct	3	0	3
Nov	1	0	1
Dec	4	0	4
2014			
Jan	0	1	1
Feb	1	0	1
Apr	5	1	6
May	2	0	2
Jun	0	1	1
Jul	0	2	2
Aug	1	4	5
Sep	5	6	11
Oct	5	3	8
Nov	4	7	11
Dec	3	6	9
2015			
Jan	5	9	14
Feb	5	9	14
Mar	2	6	8
Apr	9	5	14
May	2	8	10
Jun	2	5	7

Concerns by Mileage



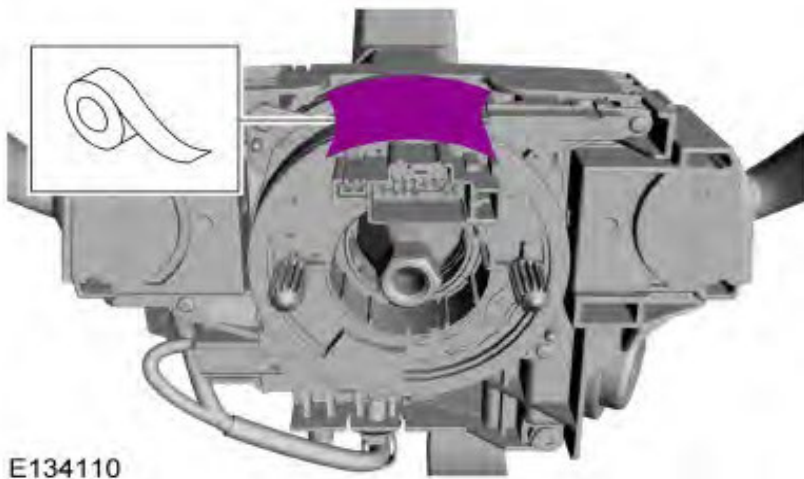
Dupe	0
Response	A

Row Labels	Count of ECI Record ID
0-4999	9
5000-9999	19
10000-14999	29
15000-19999	22
20000-24999	22
25000-29999	20
30000-34999	11
35000-39999	3
40000-49999	2
Grand Total	137



E157815

3. *Torque*: 35 lb.ft (48 Nm)

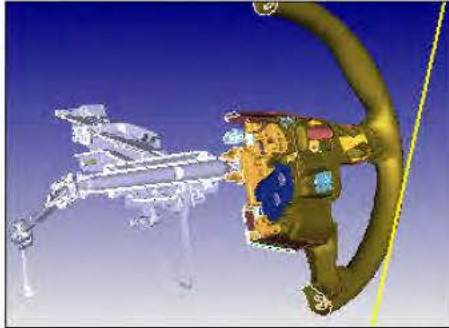


E134110

2013-14 Fusion/MKZ/Mustang/Taurus/MKS/Explorer Steering Wheel Loose

Agenda

Records Searched
Key Words Searched
Voice of the Customer
Total Report Count
Concerns by Category
Concerns by Significant Events
Concerns by Data Source
Vehicle Volumes
Concerns by Month of Production
Concerns by Time In Service
Concerns by Report Date
Concerns by Mileage



Six Vehicle Lines

2013-2014 MY

Fusion
MKZ
Mustang
Taurus
MKS

Vehicles Produced 2,254,424

Records Searched

CDR record searches

Steering concerns:

1. Part number 3600
2. Part number 3C529
3. VOQ/FMC: Steering concerns
4. LMMS: Product reports

Key Words Searched

Concerns

Wheel
 Loose
 Tighten
 Torque
 Nut
 Bolt
 Newton's
 lbs.

Voice of the Customer

Steering Concerns

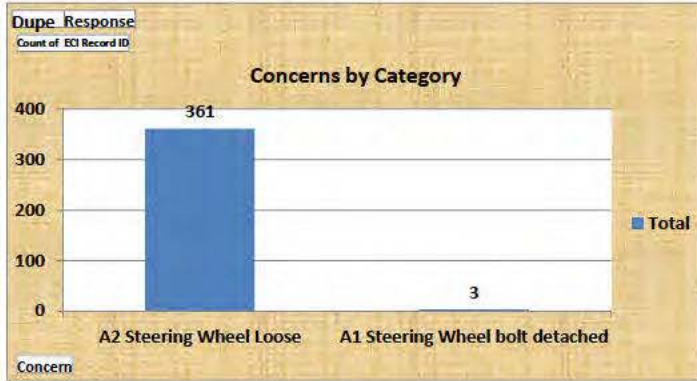
A1 Steering Wheel bolt detached
 A2 Steering Wheel Loose

Total Report Count

Response	A	
Row Labels	Count of ECI Record ID	Unique VINS
0	364	
1	4	Duplicate reports
Grand Total	368	Total reports for bolt concerns

Note: Two of the vehicles appear to be repeat repairs

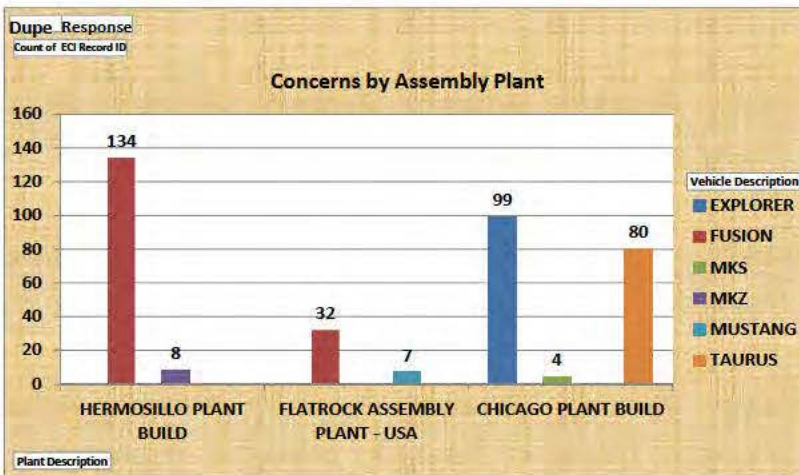
Concerns by Category



Dupe Response	0
Response	A

Count of ECI Record ID	Total
A2 Steering Wheel Loose	361
A1 Steering Wheel bolt detached	3
Grand Total	364

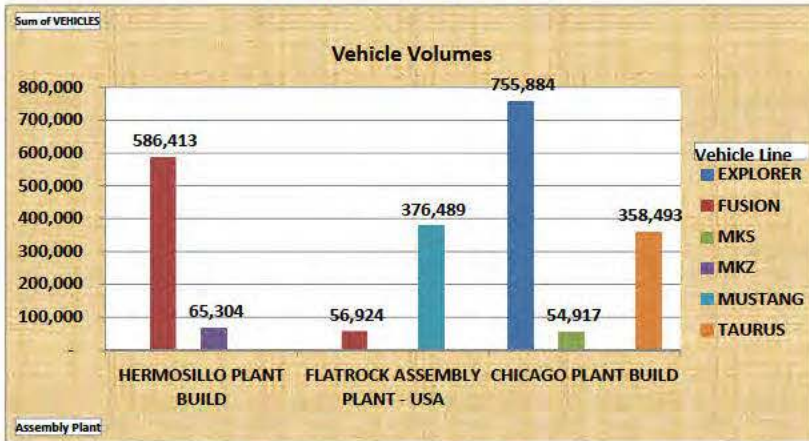
Concerns by Assembly Plant



Dupe Response	0
Response	A

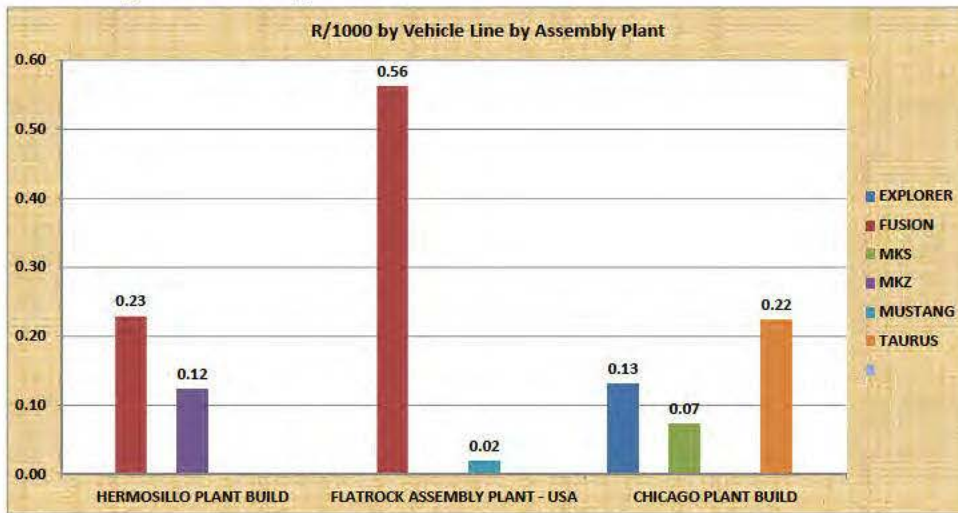
Count of ECI Record ID	Vehicle Description	FUSION	MKS	MKZ	MUSTANG	TAURUS	Grand Total
HERMOSILLO PLANT BUILD	EXPLORER		134		8		142
FLATROCK ASSEMBLY PLANT - USA	EXPLORER		32			7	39
CHICAGO PLANT BUILD	EXPLORER	99		4		80	183
Grand Total		99	166	4	8	7	364

Vehicle Volumes by Assembly Plant



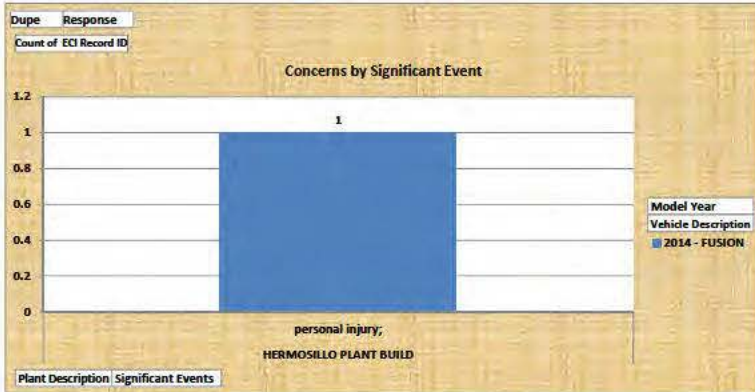
Sum of VEHICLES	Column Labels	FUSION	MKS	MKZ	MUSTANG	TAURUS	Grand Total
HERMOSILLO PLANT BUILD	EXPLORER	586,413	0	65,304	0	0	651,717
FLATROCK ASSEMBLY PLANT - USA	EXPLORER	56,924	0	0	376,489	0	433,413
CHICAGO PLANT BUILD	EXPLORER	0	54,917	0	0	358,493	1,189,294
Grand Total	EXPLORER	643,337	54,917	65,304	376,489	358,493	2,254,424

R/1000 by Assembly Plant



	EXPLORER	FUSION	MKS	MKZ	MUSTANG	TAURUS
HERMOSILLO PLANT BUILD	0	0.23	0	0.12	0	0
FLATROCK ASSEMBLY PLANT - USA	0	0.56	0	0	0.02	0
CHICAGO PLANT BUILD	0.13	0	0.07	0	0	0.22

Concerns by Significant Events

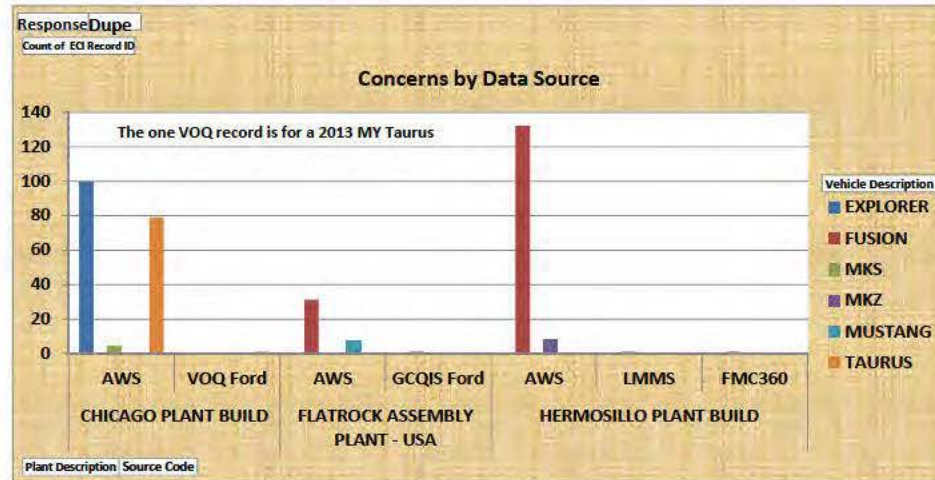


* The personal injury is alleged on the LMMS report

Dupe: 0
Response: A

Plant Description	Significant Events	Model Year	Vehicle Description		Grand Total
			2014	2014 Total	
HERMOSILLO PLANT BUILD	personal injury;	FUSION	1	1	1
HERMOSILLO PLANT BUILD Total			1	1	1
Grand Total			1	1	1

Concerns by Data Source

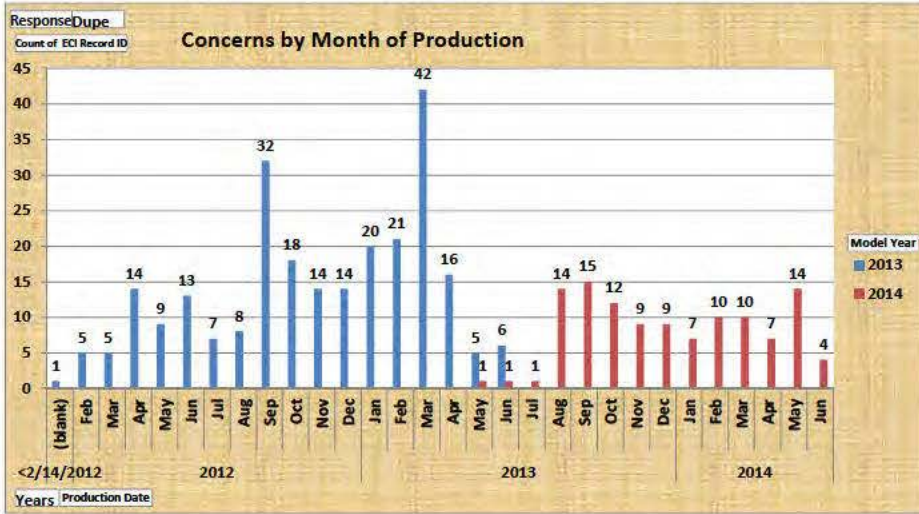


Total Concerns Without Duplicates by Record Source

Response: A
Dupe: 0

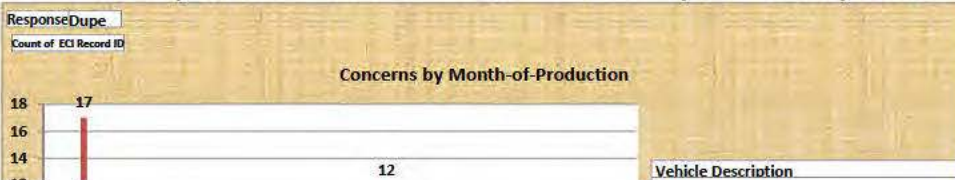
Row Labels	Column Labels	FUSION	MKS	MKZ	MUSTANG	TAURUS	Grand Total
CHICAGO PLANT BUILD	EXPLORER	99		4			103
CHICAGO PLANT BUILD	AWS	99		4			103
CHICAGO PLANT BUILD	VOQ Ford			4			4
FLATROCK ASSEMBLY PLANT - USA	AWS		32			7	39
FLATROCK ASSEMBLY PLANT - USA	GCQIS Ford		31			7	38
HERMOSILLO PLANT BUILD	AWS		134		8		142
HERMOSILLO PLANT BUILD	LMMS		1				1
HERMOSILLO PLANT BUILD	FMC360		1				1
Grand Total		99	166	4	8	7	364

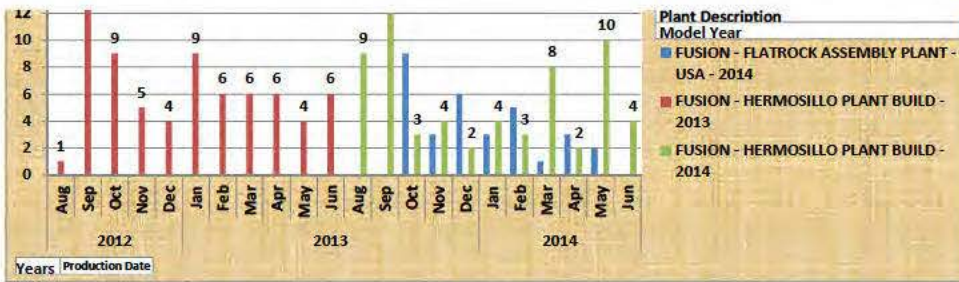
Concerns by Month Of Production - All Six Vehicle Lines



Response Dupe	(All)	0		
Count of ECI Record ID	Column Labels	2013	2014	Grand Total
<2/14/2012	(blank)	1		1
2012	Feb	5		5
	Mar	5		5
	Apr	14		14
	May	9		9
	Jun	13		13
	Jul	7		7
	Aug	8		8
	Sep	32		32
	Oct	18		18
	Nov	14		14
	Dec	14		14
2013	Jan	20		20
	Feb	21		21
	Mar	42		42
	Apr	16		16
	May	5	1	6
	Jun	6	1	7
	Jul		1	1
	Aug		14	14
	Sep		15	15
	Oct		12	12
	Nov		9	9
	Dec		9	9
2014	Jan		7	7
	Feb		10	10
	Mar		10	10
	Apr		7	7
	May		14	14
	Jun		4	4
Grand Total		250	114	364

Concerns by Month Of Production - Fusion by Assembly Plant

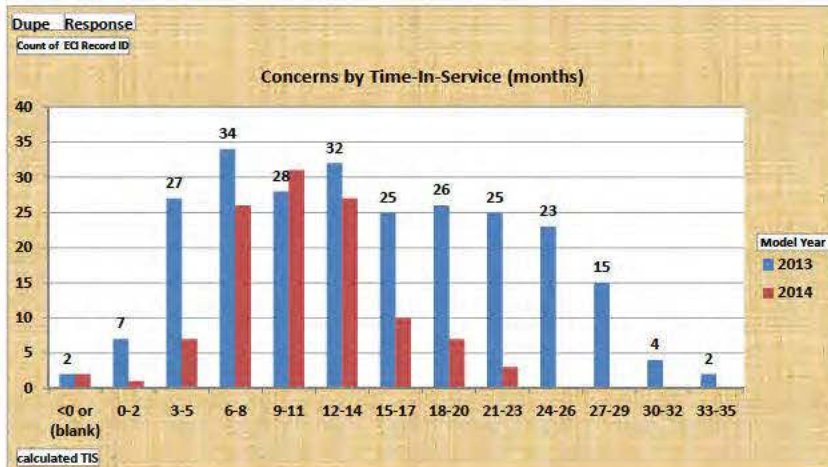




Response (All)
 Dupe 0

Count of ECI Record ID	Column Labels	FUSION Total	Grand Total
Row Labels	FUSION FLATROCK ASSEMBL 2014	HERMOSILLO PLANT BUILD 2013	HERMOSILLO PLANT BUILD 2014
2012			
Aug		1	1
Sep		17	17
Oct		9	9
Nov		5	5
Dec		4	4
2013			
Jan		9	9
Feb		6	6
Mar		6	6
Apr		6	6
May		4	4
Jun		6	6
Aug		9	9
Sep		12	12
Oct	9	3	12
Nov	3	4	7
Dec	6	2	8
2014			
Jan	3	3	4
Feb	5	3	8
Mar	1	8	9
Apr	3	2	5
May	2	10	12
Jun		4	4
Grand Total	32	32	73
			61
			134
			166

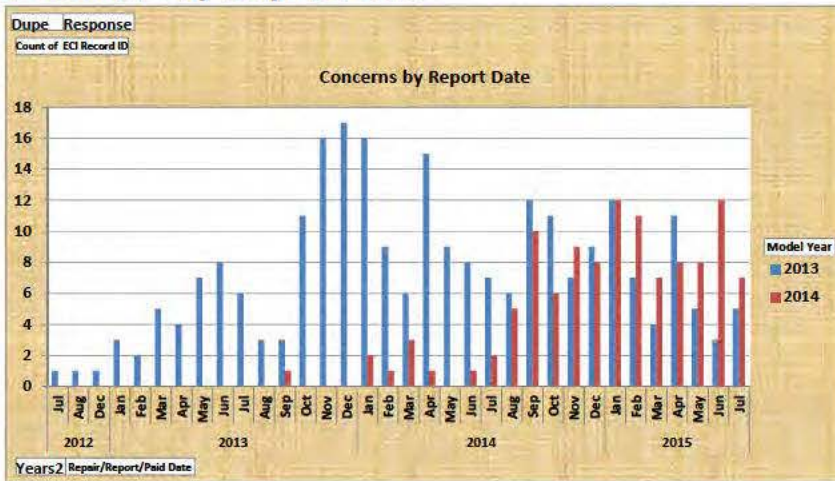
Concerns by Time In Service



Dupe 0
 Response A

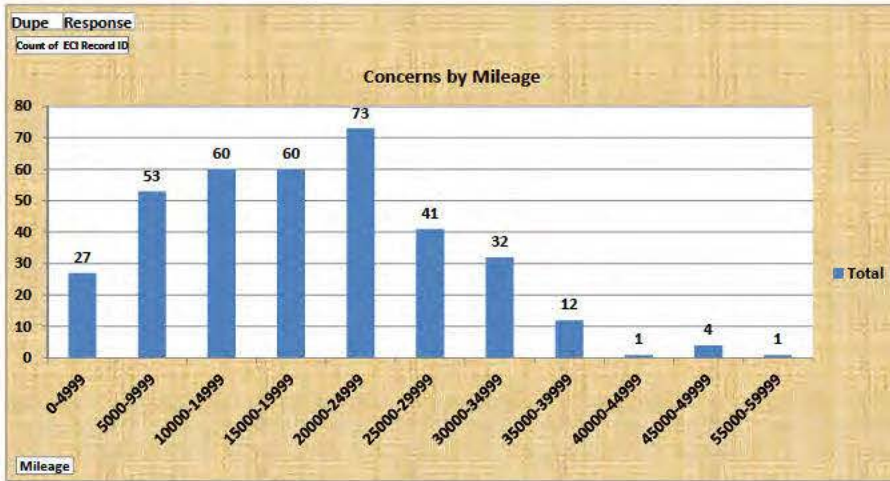
Count of ECI Record ID	Column Labels	2013	2014	Grand Total
<0 or (blank)		2	2	4
0-2		7	1	8
3-5		27	7	34
6-8		34	26	60
9-11		28	31	59
12-14		32	27	59
15-17		25	10	35
18-20		26	7	33
21-23		25	3	28
24-26		23		23
27-29		15		15
30-32		4		4
33-35		2		2
Grand Total		250	114	364

Concerns by Report Date



Count of ECI Record ID	Column Labels	2013	2014	Grand Total
2012				
Jul		1		1
Aug		1		1
Dec		1		1
2013				
Jan		3		3
Feb		2		2
Mar		5		5
Apr		4		4
May		7		7
Jun		8		8
Jul		6		6
Aug		3		3
Sep		3	1	4
Oct		11		11
Nov		16		16
Dec		17		17
2014				
Jan		16	2	18
Feb		9	1	10
Mar		6	3	9
Apr		15	1	16
May		9		9
Jun		8		8
Jul		7	2	9
Aug		6		6
Sep		12	10	22
Oct		11	6	17
Nov		7	9	16
Dec		9	8	17
2015				
Jan		12	12	24
Feb		7	11	18
Mar		4	7	11
Apr		11	8	19
May		5	8	13
Jun		3	12	15
Jul		5	7	12
Grand Total		250	114	364

Concerns by Mileage

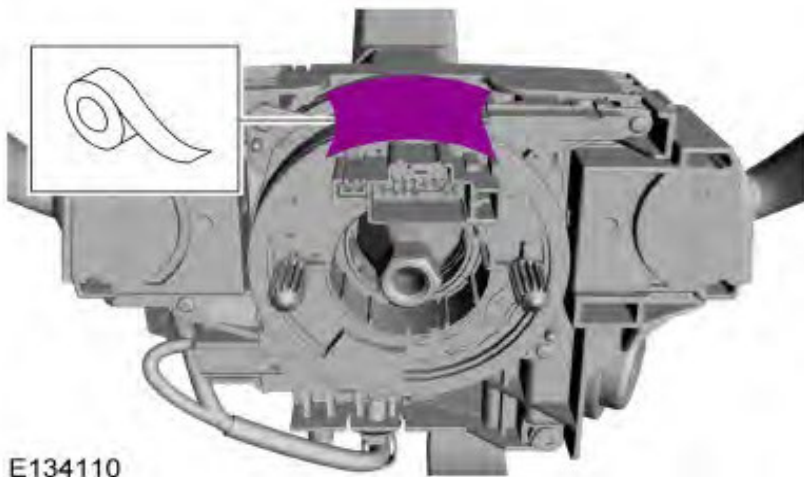


Row Labels	Count of ECI Record ID
0-4999	27
5000-9999	53
10000-14999	60
15000-19999	60
20000-24999	73
25000-29999	41
30000-34999	32
35000-39999	12
40000-44999	1
45000-49999	4
55000-59999	1
Grand Total	364



E157815

3. *Torque*: 35 lb.ft (48 Nm)



E134110

2014-16 Ford Fusion

Wednesday, October 25, 2017 2:01 PM

THINGS TO DO

10/27/2017 :

- Call Taylor Ford Get the Steering Column and everything they replace, Spoke to Tammy Dixon 506-857-3552. Waiting on Susan to send the paperwork. R.O [REDACTED]; VIN# 3FA6P0G71HR [REDACTED] 2017 Fusion; Mileage 8,653
- Wheel and bolt was shipped back, Column has been ordered and old one will be shipped back to us once that is received. Column received 11/7/2017
- Spoke with Donna Reiner to help expedite, returning gear back from Canada (Taylor Ford)

11/8/2017

Kick Off Meeting

Subject Vehicles: 2013-2016 MY Fusion

Alleged Defect: Steering wheel fastening bolt loosens

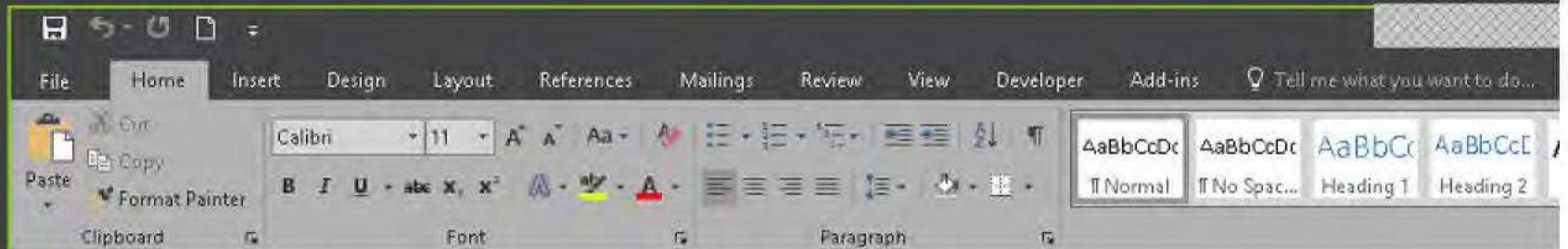
Should look at 13-16 MKZ for our analysis

3 VOQ- Customer reporting loose steering

1 VOQ- Steering hanging from clock springs NHTSA shared pictures (IS the same part still installed on the car?)

Return No:	RO	Dealer	VIN	Pictures Available	Shipping Status	Tracking No
1	██████	Taylor Ford 506-857-2300	3FA6P0G71HR██████	Yes	Shipped	770608023574
2						
3						
4						
5						

Part No's	Fusion
Steering Column	110401-3C529
Bolt	W705985S303
Steering Wheel	DS7Z-3600-AH



NHTSA ID# 10875757 – Loose SW

2014 Fusion

VIN: 3FA6P0H98HR****

Incident Date: 6/15/2016



NHTSA ID# 11025321 – Detached SW

2015 Fusion





























VIN: 3FA6P0G73FR [REDACTED]

Incident Date: 9/23/2017

NHTSA ID# 11013849 – Loose SW

Participants  

Speaker: Alvin Matti

-   Michael Dean (me, internal)   
-   Dan Stanley, Critical Conce... (Host...)
-   Angela Nolte (ASO)
-   Alan Porter
-   Alvin Matti
-   Dahmane Alem
-   Guruveer Chawla
-   Hardeep Singh (internal)
-   Jim Chascsa (internal)
-   Mary Mason (ASO)
-   Oscar Ixtla Garrido 
-   Scott Freeman

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Item No	ODI No	Manufactu	Model Yr	Make	Model	Vin	Failure Dat	Letter Date	File Date	City	State	
2													
3	1	11025321	Ford Motor	2015	FORD	FUSION	3FA6P0G7	23-Sep-17	25-Sep-17	25-Sep-17	EAST DUEGA		
4													
5													
6													
7													
8													
9													
10													
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13													
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15													
16													
17													
18													
19													
20													
21													
22													

From: Pascarella, Robert (R.)
Sent: Friday, July 17, 2015 9:12 AM
To: Freeman, Scott (S.T.); Jones, Rick (W.P.)
Subject: CCRG

I forgot one thing to bring up on Tuesday.....

In the process sheets for the Fusion FOE had a different process.

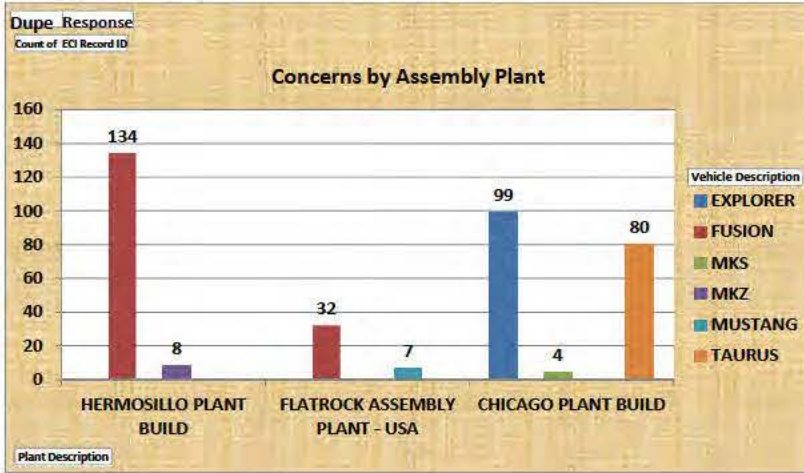
If other vehicle lines with the same corporate column are to be evaluated maybe we need to verify the assembly process to see if there are any differences.

Let me know if you want any assistance going forward on this.

Have a great weekend.

Robert Pascarella
Design Analysis
Ford Motor Company
World Headquarters
One American Road - Cube 0114-E3
Dearborn, MI 48126-2701
734-516-4553

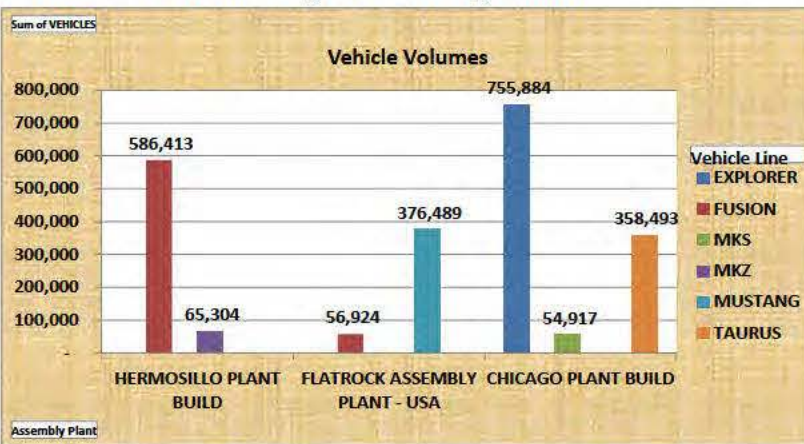
Concerns by Assembly Plant



Dupe Response 0
A

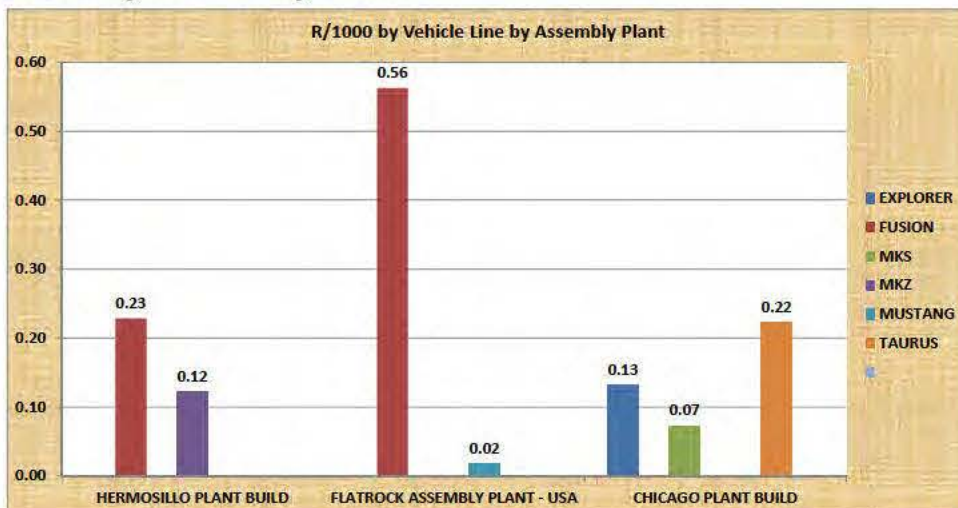
Plant Description	EXPLORER	FUSION	MKS	MKZ	MUSTANG	TAURUS	Grand Total
HERMOSILLO PLANT BUILD			134		8		142
FLATROCK ASSEMBLY PLANT - USA		32			7		39
CHICAGO PLANT BUILD	99		4			80	183
Grand Total	99	166	4	4	8	7	364

Vehicle Volumes by Assembly Plant



Row Labels	EXPLORER	FUSION	MKS	MKZ	MUSTANG	TAURUS	Grand Total
HERMOSILLO PLANT BUILD		586,413		65,304			651,717
FLATROCK ASSEMBLY PLANT - USA		56,924			376,489		433,413
CHICAGO PLANT BUILD	755,884		54,917			358,493	1,169,294
Grand Total	755,884	643,337	54,917	65,304	376,489	358,493	2,254,424

R/1000 by Assembly Plant



Assembly Plant	EXPLORER	FUSION	MKS	MKZ	MUSTANG	TAURUS
HERMOSILLO PLANT BUILD		0.23		0.12		
FLATROCK ASSEMBLY PLANT - USA		0.56			0.02	
CHICAGO PLANT BUILD	0.13		0.07			0.22

From: Freeman, Scott (S.T.)
Sent: Tuesday, July 21, 2015 2:29 PM
To: Landis, Kenneth (K.M.); Bushman, Thomas (T.S.); Patel, Bharat (B.J.); Adamo, Tony (T.)
Subject: Data Analysis - Reports of Loose Steering Wheel - 2013-2014 MY
Attachments: 2013-14 Strg Wheel Loose footprint.xlsx

Team,

The attached file is an analysis of the loose steering wheels reports by assembly plants.

This analysis was requested at the July 14th, CCRG.

<<...>>

Please contact me if you have any questions. If you would like a meeting to go through the analysis, I am available.

Scott T. Freeman

Automotive Safety Office
Fairlane Plaza South, Suite 500

330 Town Center Drive

Dearborn, Mi 48126
Phone: 313.805.7410

2013-14 Fusion/MKZ/Mustang/Taurus/MKS/Explorer Steering Wheel Loose

Agenda

Records Searched
Key Words Searched
Voice of the Customer
Total Report Count
Concerns by Category
Concerns by Significant Events
Concerns by Data Source
Vehicle Volumes
Concerns by Month of Production
Concerns by Time In Service
Concerns by Report Date
Concerns by Mileage

Six Vehicle Lines

2013-2014 MY

Fusion
MKZ
Mustang
Taurus
MKS

Records Searched

CDR record searches

Steering concerns:

1. Part number 3600
2. Part number 3C529
3. VOQ/FMC: Steering concerns
4. LMMS: Product reports

Key Words Searched

Concerns

Wheel
Loose
Tighten
Torque
Nut
Bolt
Newton's
lbs.



Voice of the Customer

Steering Concerns

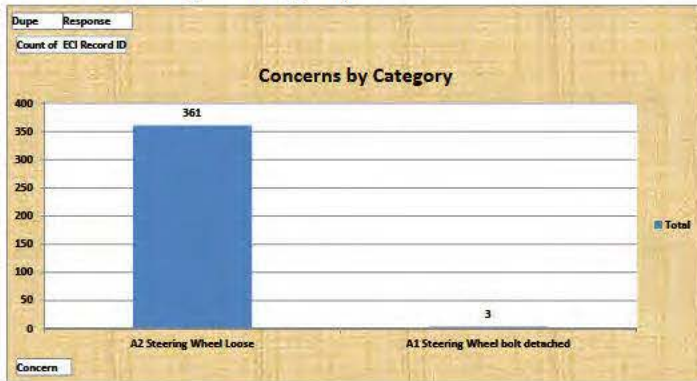
- A1 Steering Wheel bolt detached
- A2 Steering Wheel Loose

Total Report Count

Response	A	Count of ECI Record ID	Unique VINS
0		364	
1		4	Duplicate reports
Grand Total		368	Total reports for bolt concerns

Note: Two of the vehicles appear to be repeat repairs

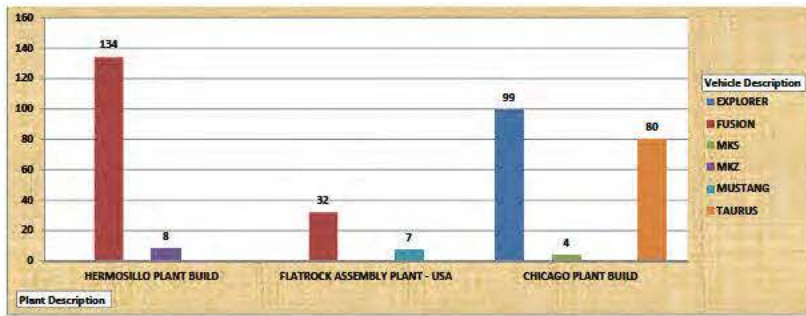
Concerns by Category



Dupe	Response	Count of ECI Record ID
0	A	
		Total
A2 Steering Wheel Loose		361
A1 Steering Wheel bolt detached		3
Grand Total		364

Concerns by Assembly Plant

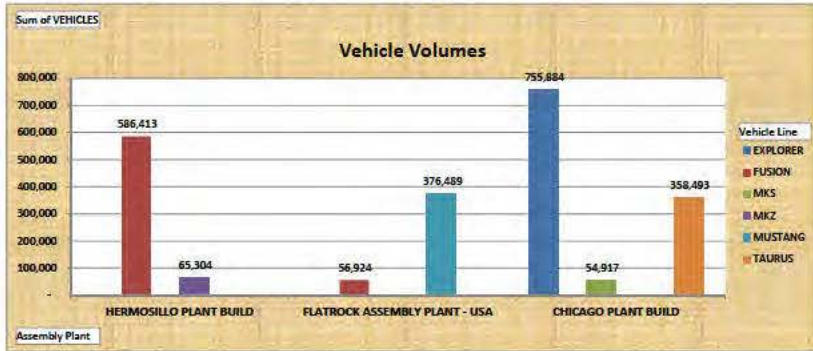




Dupe	0
Response	A

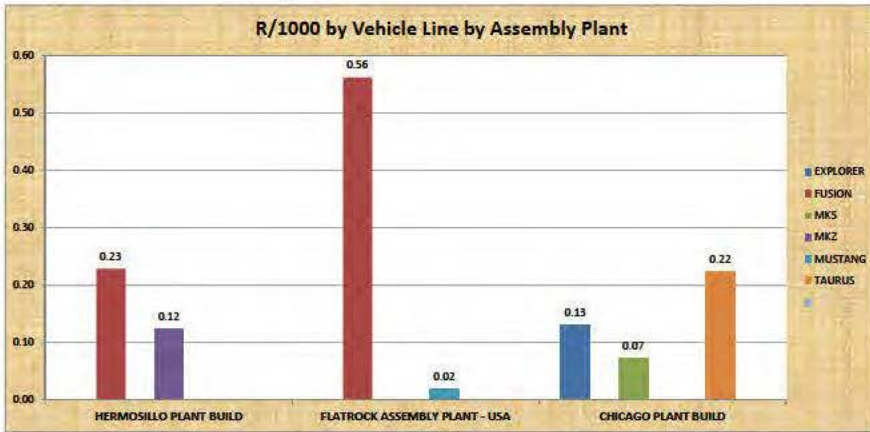
Count of ECI Record ID	Vehicle Description	MKS	MKZ	MUSTANG	TAURUS	Grand Total
Plant Description	EXPLORER					
HERMOSILLO PLANT BUILD		134		8		142
FLATROCK ASSEMBLY PLANT - USA		32			7	39
CHICAGO PLANT BUILD	99		4		80	183
Grand Total	99	166	4	8	7	364

Vehicle Volumes by Assembly Plant



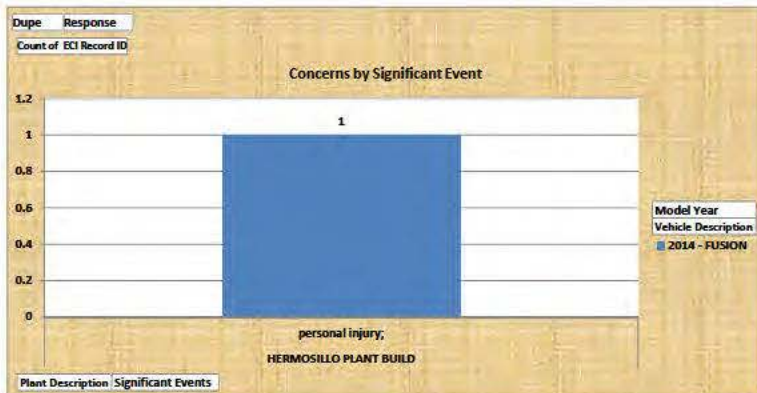
Sum of VEHICLES	Column Labels	EXPLORER	FUSION	MKS	MKZ	MUSTANG	TAURUS	Grand Total
Row Labels	EXPLORER							
HERMOSILLO PLANT BUILD			586,413		65,304			651,717
FLATROCK ASSEMBLY PLANT - USA			56,924			376,489		433,413
CHICAGO PLANT BUILD	755,884			54,917			358,493	1,169,294
Grand Total	755,884	643,337	54,917	65,304	376,489	358,493	2,254,424	

R/1000 by Assembly Plant



	EXPLORER	FUSION	MKS	MKZ	MUSTANG	TAURUS
HERMOSILLO PLANT BUILD		0.23		0.12		
FLATROCK ASSEMBLY PLANT - USA		0.56			0.02	
CHICAGO PLANT BUILD	0.13		0.07			0.22

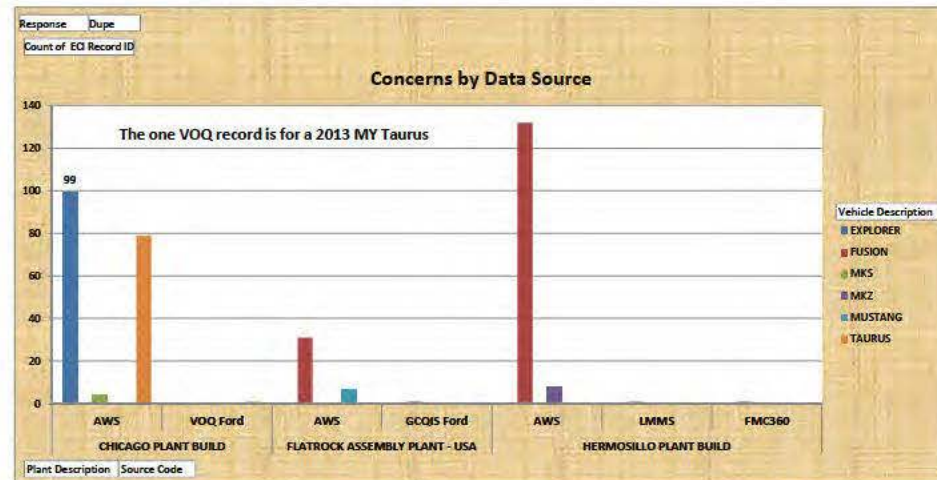
Concerns by Significant Events



* The personal injury is alleged on the LMMs report

Count of ECI Record ID	Model Year	Vehicle Description	2014	2014 Total	Grand Total
HERMOSILLO PLANT BUILD	FUSION	personal injury;	1	1	1
HERMOSILLO PLANT BUILD Total			1	1	1
Grand Total			1	1	1

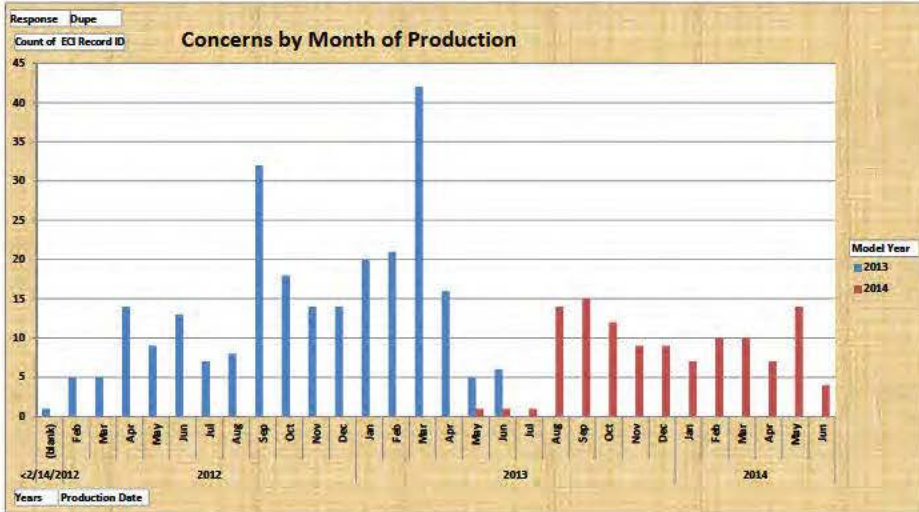
Concerns by Data Source



Total Concerns Without Duplicates by Record Source

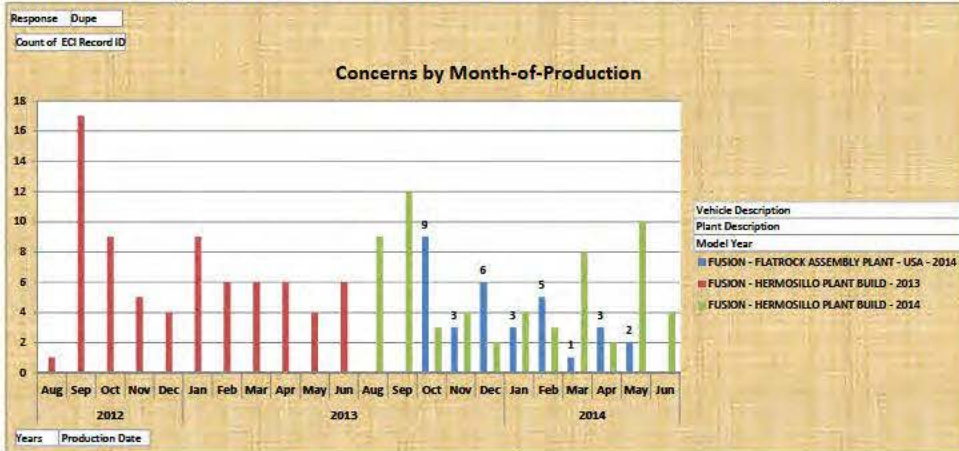
Count of ECI Record ID	Column Labels	FUSION	MKS	MKZ	MUSTANG	TAURUS	Grand Total
CHICAGO PLANT BUILD	EXPLORER	99		4			103
AWS		99		4			103
VOQ Ford						1	1
FLATROCK ASSEMBLY PLANT - USA			32		7		39
AWS			31		7		38
GCOIS Ford			1				1
HERMOSILLO PLANT BUILD			134		8		142
AWS			132		8		140
LMMs			1				1
FMC360			1				1
Grand Total		99	166	4	8	7	364

Concerns by Month Of Production - All Six Vehicle Lines



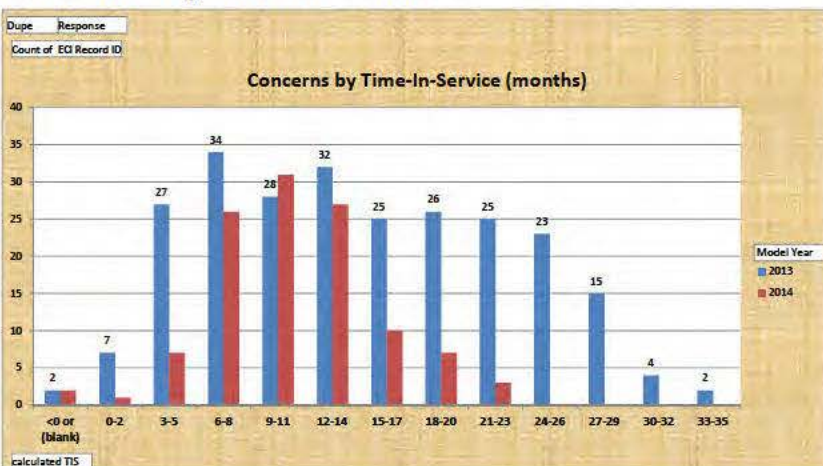
Response	(All)	
Dupe	0	
Count of ECI Record ID	Column Labels	
Row Labels	2013	2014 Grand Total
<2/14/2012		
(blank)	1	1
2012		
Feb	5	5
Mar	5	5
Apr	14	14
May	9	9
Jun	13	13
Jul	7	7
Aug	8	8
Sep	32	32
Oct	18	18
Nov	14	14
Dec	14	14
2013		
Jan	20	20
Feb	21	21
Mar	42	42
Apr	16	16
May	5	6
Jun	6	7
Jul		1
Aug		14
Sep		15
Oct		12
Nov		9
Dec		9
2014		
Jan		7
Feb		10
Mar		10
Apr		7
May		14
Jun		4
Grand Total	250	364

Concerns by Month Of Production - Fusion by Assembly Plant



Response	(All)					
Dupe	0					
Count of ECI Record ID						
Row Labels	Column Labels	FUSION Total	Grand Total			
	FUSION FLATROCK ASSEMBLY PLANT 2014	HERMOSILLO PLANT BUILD 2013	HERMOSILLO PLANT BUILD 2014	FUSION Total	Grand Total	
2012						
Aug		1		1	1	
Sep		17		17	17	
Oct		9		9	9	
Nov		5		5	5	
Dec		4		4	4	
2013						
Jan		9		9	9	
Feb		6		6	6	
Mar		6		6	6	
Apr		6		6	6	
May		4		4	4	
Jun		6		6	6	
Aug				9	9	
Sep				12	12	
Oct	9		9	3	12	
Nov	3		3	4	7	
Dec	6		6	2	8	
2014						
Jan	3	3	4	4	7	
Feb	5	5	3	3	8	
Mar	1	1	8	8	9	
Apr	3	3	2	2	5	
May	2	2	10	10	12	
Jun			4	4	4	
Grand Total	32	32	73	61	134	166

Concerns by Time In Service

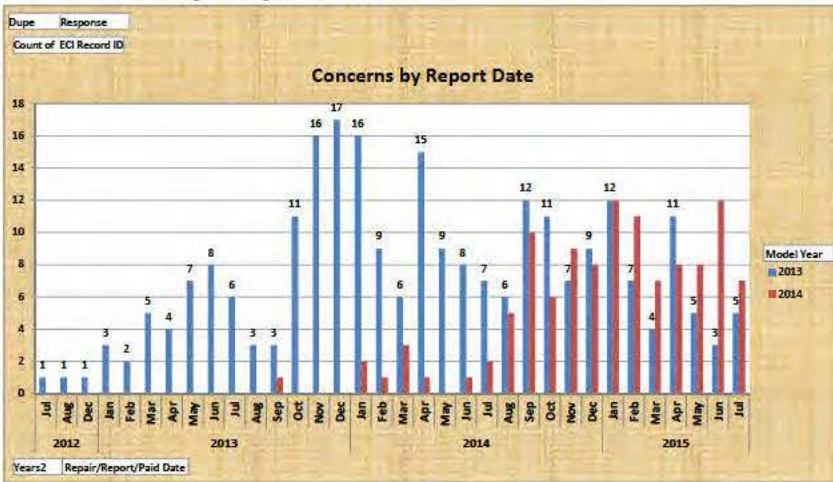




Dupe	0
Response	A

Count of ECI Record ID	Column Labels	2013	2014	Grand Total
Row Labels				
<0 or (blank)		2	2	4
0-2		7	1	8
3-5		27	7	34
6-8		34	26	60
9-11		28	31	59
12-14		32	27	59
15-17		25	10	35
18-20		26	7	33
21-23		25	3	28
24-26		23		23
27-29		15		15
30-32		4		4
33-35		2		2
Grand Total		250	114	364

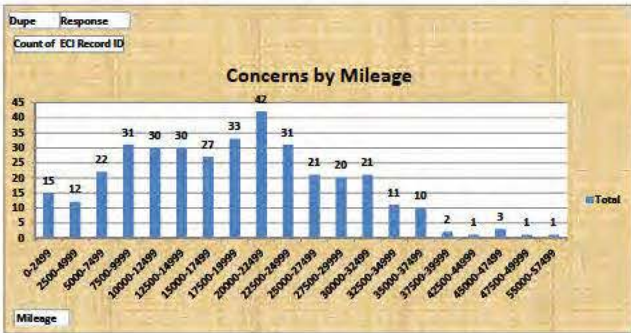
Concerns by Report Date



Dupe	0
Response	A

Count of ECI Record ID	Column Labels	2013	2014	Grand Total
Row Labels				
2012				
Jul		1		1
Aug		1		1
Dec		1		1
2013				
Jan		3		3
Feb		2		2
Mar		5		5
Apr		4		4
May		7		7
Jun		8		8
Jul		6		6
Aug		3		3
Sep		3		4
Oct		11		11
Nov		16		16
Dec		17		17
2014				
Jan		16	2	18
Feb		9	1	10
Mar		6	3	9
Apr		15	1	16
May		9		9
Jun		8	1	9
Jul		7	2	9
Aug		6	5	11
Sep		12	10	22
Oct		11	6	17
Nov		7	9	16
Dec		9	8	17
2015				
Jan		12	12	24
Feb		7	11	18
Mar		4	7	11
Apr		11	8	19
May		5	8	13
Jun		3	12	15
Jul		5	7	12

Concerns by Mileage



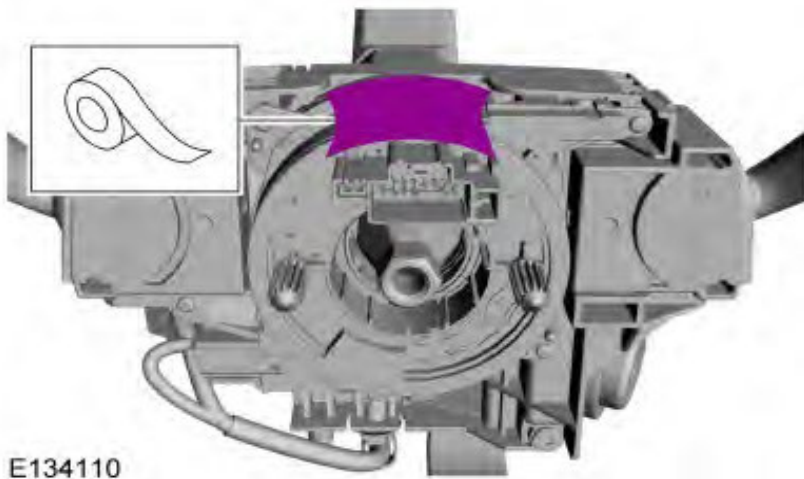
Dupe	0
Response	A

Row Labels	Count of ECI Record ID
0-2499	15
2500-4999	12
5000-7499	22
7500-9999	31
10000-12499	30
12500-14999	30
15000-17499	27
17500-19999	33
20000-22499	42
22500-24999	31
25000-27499	21
27500-29999	20
30000-32499	21
32500-34999	11
35000-37499	10
37500-39999	2
42500-44999	1
45000-47499	3
47500-49999	1
55000-57499	1
Grand Total	364



E157815

3. *Torque*: 35 lb.ft (48 Nm)



E134110





2017-10-18 Email Printout

Wednesday, October 18, 2017 9:41 AM

Nolte, Angela (A.)

From: Tuneff, Mark (M.S.)
Sent: Wednesday, October 18, 2017 9:39 AM
To: Nolte, Angela (A.); Britton, Eric (E.J.); Mason, Mary (M.A.)
Cc: Ott, David (D.J.)
Subject: FW: VOQ numbers related to Ford Fusion My14-16 Steering Wheel

All, below is the information that I have so far for the Fusion steering wheel topic. The VOQ and VIN in the second note down is new information - they are reluctant to share VINs without permission right now. The VIN alleging the wheel came off is 3FA6P0K92G [REDACTED] could not locate any information in our system related to the event. NHTSA shared yesterday that the owner reported to them that the Dublin Ford dealership repaired the vehicle. Angela and Eric, could you reach out to the dealer and see what information they have? I have a CarFax on the vehicle and there isn't anything that appears relevant in the history.

The three VOQ numbers are at the bottom of the chain. That is all NHTSA has right now. I have one other VIN that they provided for one of the VOQs and I'm going to dig it out and share so we may have all three VINs for the VOQs now.

From: Ong, Nathan (NHTSA) [mailto:nathan.ong@dot.gov]
Sent: Tuesday, October 17, 2017 3:26 PM
To: Tuneff, Mark (M.S.) <mtuneff@ford.com>
Cc: Fronckowiak, Todd (T.M.) <tfroncko@ford.com>; Simmons, Paul (NHTSA) <Paul.Simmons@dot.gov>
Subject: RE: VOQ numbers related to Ford Fusion My14-16 Steering Wheel

Mark and Todd,

I have from my notes that the dealer which the vehicle was towed to is listed as Dublin Ford / Lincoln, Georgia .

-Nathan

From: Ong, Nathan (NHTSA)
Sent: Wednesday, October 04, 2017 7:50 AM
To: Tuneff, Mark (M.S.) <mtuneff@ford.com>
Cc: Fronckowiak, Todd (T.M.) <tfroncko@ford.com>
Subject: RE: VOQ numbers related to Ford Fusion My14-16 Steering Wheel

Mark,

I spoke to the complainant of VOQ 11025321 yesterday who provided consent to share her vehicle's VIN: 3FA6P0G73F [REDACTED]

Regards,
-Nathan

From: Ong, Nathan (NHTSA)
Sent: Tuesday, October 03, 2017 11:45 AM
To: Tuneff, Mark (M.S.) <mtuneff@ford.com>
Cc: Fronckowiak, Todd (T.M.) <tfroncko@ford.com>
Subject: VOQ numbers related to Ford Fusion My14-16 Steering Wheel

Mark,

Listed below are the VOQs related to the conversation about the 14-16 Ford Fusion. Upon your review, if we could reconvene next opportunity or discuss an update timeline that would be great. Thanks again. Have a good one!

VOQs:

10875757

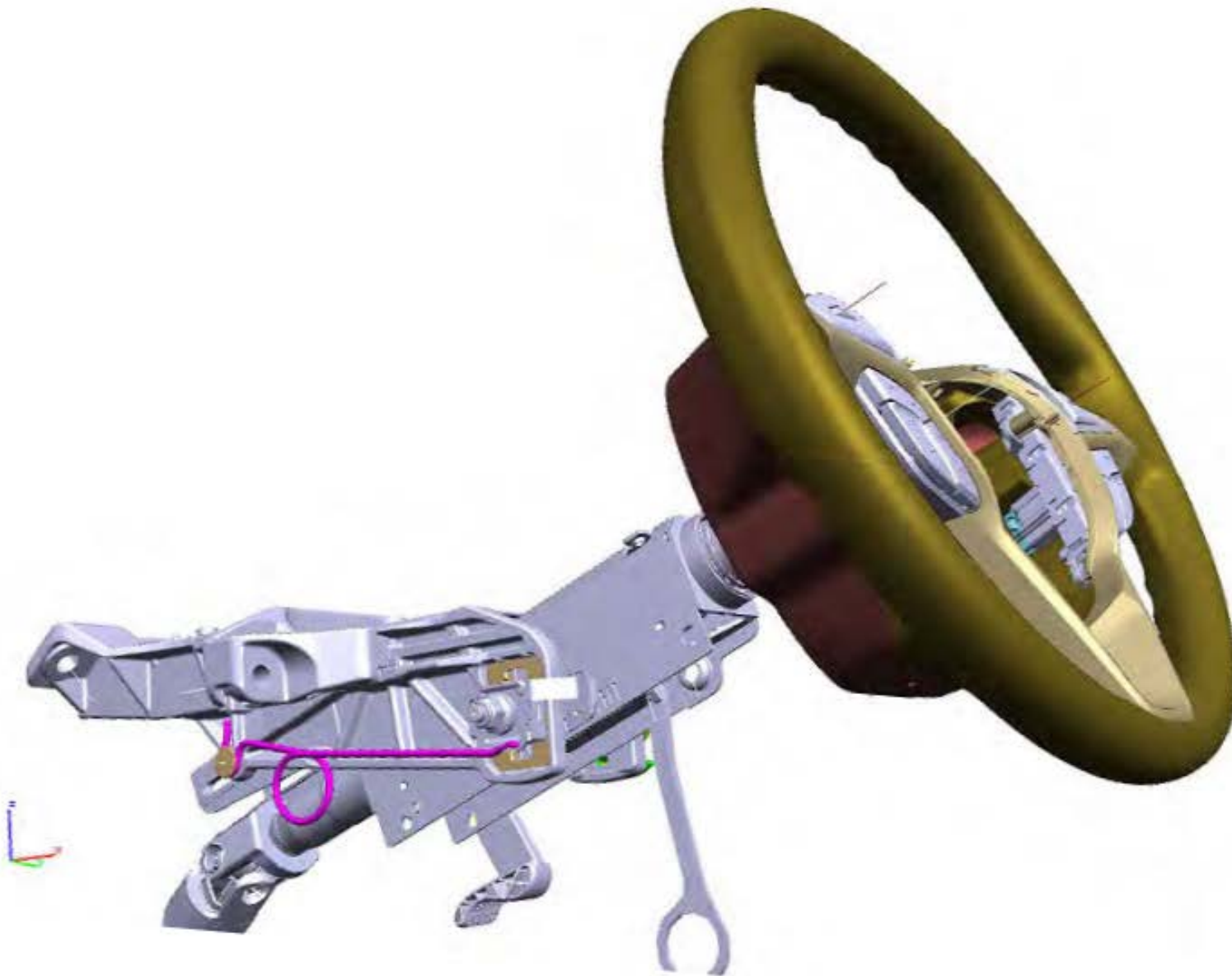
11013849

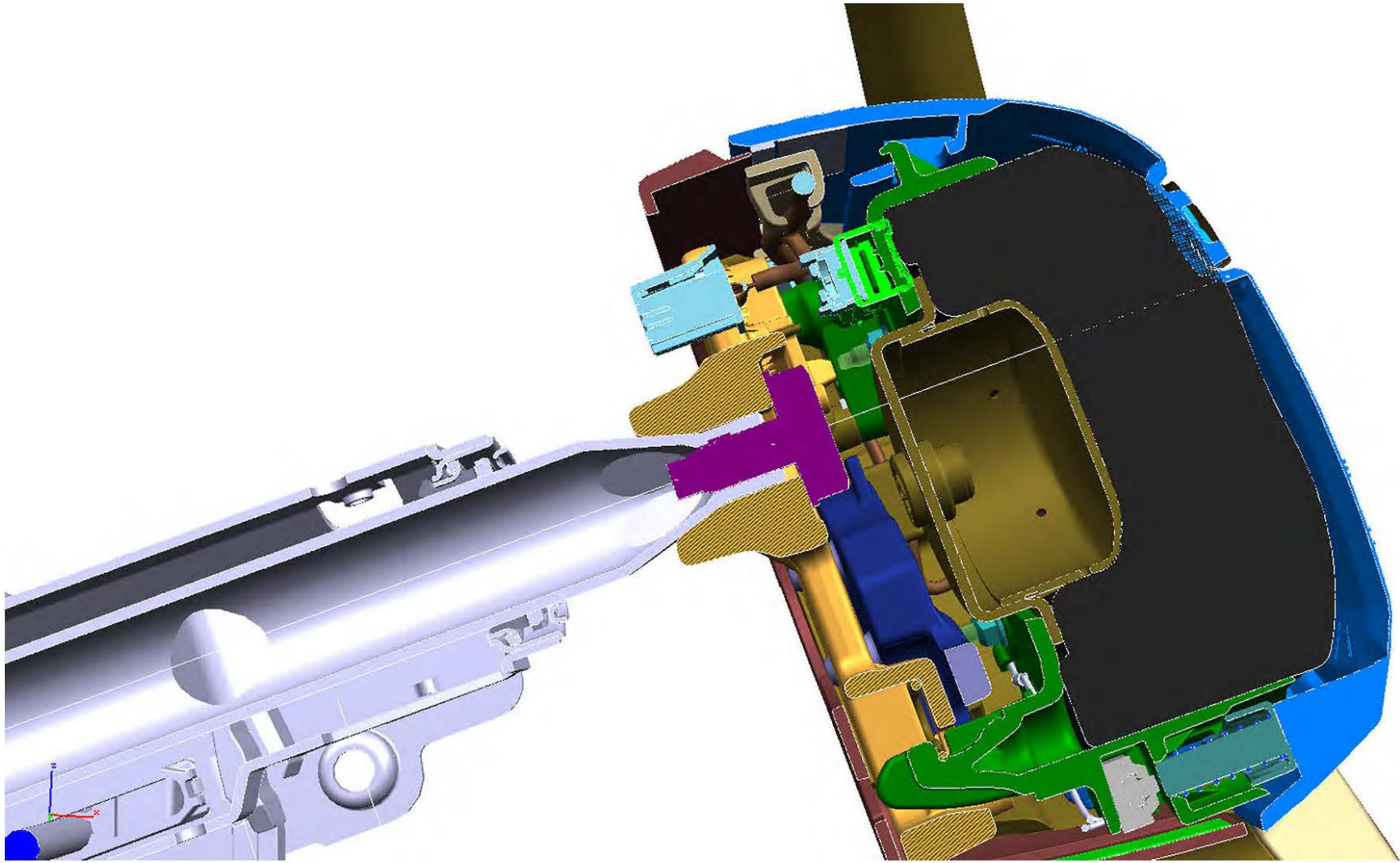
11025321

Regards,
Nathan Ong

Safety Defect Investigator
Office of Defects Investigation
National Highway Traffic Safety Administration
Washington, DC
202-366-1661







From: Freeman, Scott (S.T.)
Sent: Monday, July 13, 2015 7:45 AM
To: Stanley, Daniel (D.J.)
Cc: Jones, Rick (W.P.)
Subject: FW: Fusion Steering Wheel files
Attachments: 2013-14 Fusion Strg Wheel Loose.xlsx

Dan,

Here is the current file

As of June 24th, there were 137 unique VINS.

<<...>>

Scott T. Freeman

Automotive Safety Office
Fairlane Plaza South, Suite 500

330 Town Center Drive

Dearborn, Mi 48126
Phone: 313.805.7410

From: Jones, Rick (W.P.)
Sent: Wednesday, July 08, 2015 3:59 PM
To: Freeman, Scott (S.T.)
Subject: Fusion Steering Wheel files

Hi Scott, welcome back. Please send your latest files on this issue to Dan Stanley. This is going to be on the agenda for CCRG on Tuesday.

Let me know if you have any questions.

Thanks,

Rick

2013-14 Fusion Steering Wheel Loose

Agenda

- Review Sample Records
- Records Searched
- Key Words Searched
- Voice of the Customer
- Total Report Count
- Concerns by Category
- Concerns by Significant Events
- Concerns by Data Source
- Vehicle Volumes
- Concerns by Month of Production
- Concerns by Time In Service
- Concerns by Report Date
- Concerns by Mileage
- Concerns by Province/State

Records Searched

2013-2014 MY Fusion
CDR record searches:

1. Steering concerns

Key Words Searched

Concerns:
Wheel
Loose
Tighten
Torque
Nut
Bolt
Newton's

Voice of the Customer

Steering Concerns
A1 Steering Wheel bolt detached
A2 Steering Wheel Loose

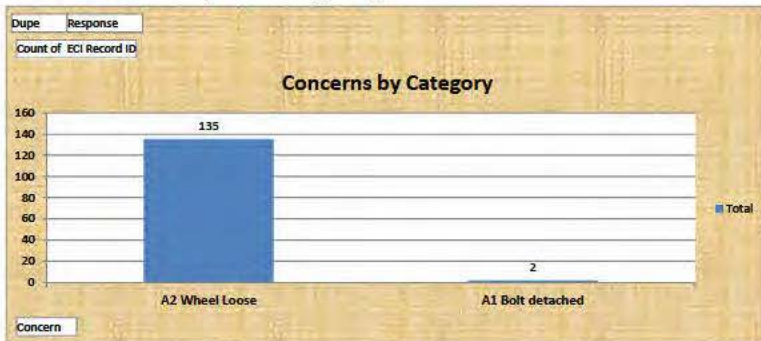
Total Report Count

Response	A
Row Labels	Count of ECI Record ID
0	137
	Unique VINS

1	10
Grand Total	147

Duplicate reports
Total reports for bolt concerns

Concerns by Category



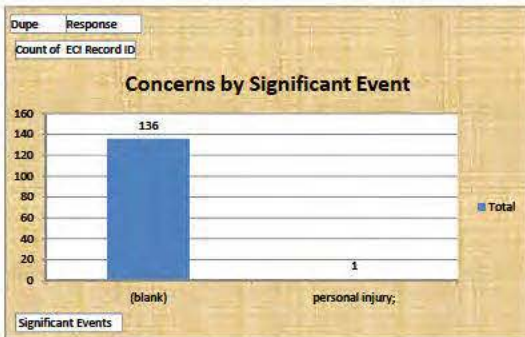
Dupe	0
Response	A

Count of ECI Record ID	
Concern	Total
A2 Wheel Loose	135
A1 Bolt detached	2
Grand Total	137

Dupe	0
Response	A

Count of Concern	ECI Record ID Model Year	Plant Description	FLATROCK A HERMOSILLC	Grand Total
A2 Wheel Loo	2013		64	64
	2014		47	71
A1 Bolt detach	2014		2	2
Grand Total			26	137

Concerns by Significant Events



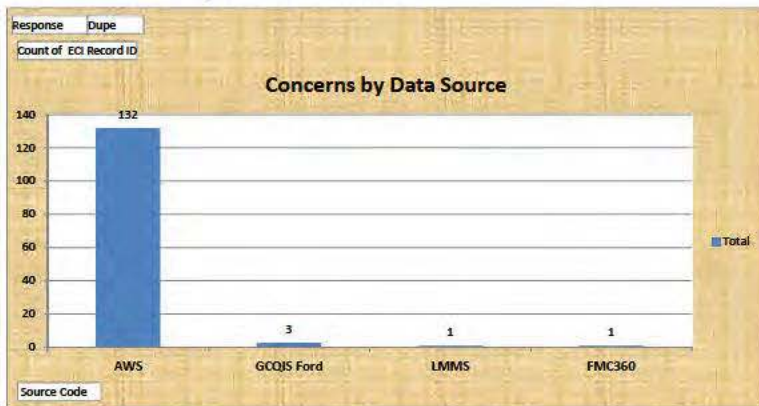
* The personal injury is alleged on the LMMS report

Dupe	0
Response	A

Count of ECI Record ID	Significant Event Total
(blank)	136
personal injury;	1
Grand Total	137

There are no significant events on these reports

Concerns by Data Source



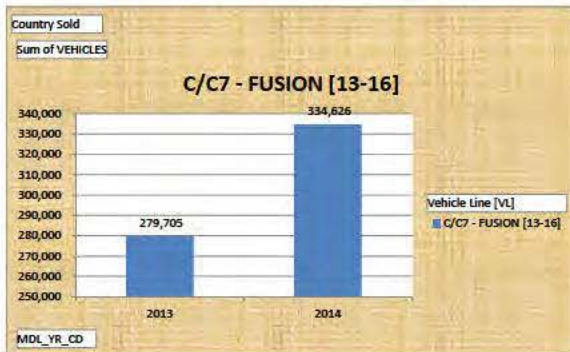
Zero VOQ reports have been identified

Total Concerns Without Duplicates by Record Source

Response	A
Dupe	0

Row Labels	Count of ECI Record ID
AWS	132
GCOIS Ford	3
LMMS	1
FMC360	1
Grand Total	137

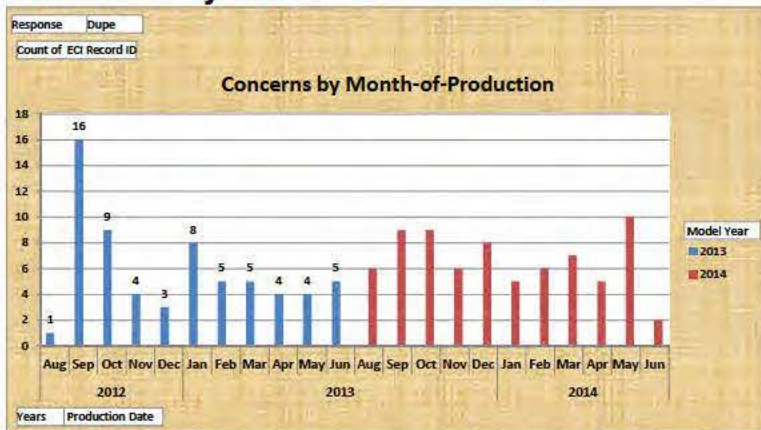
Total Vehicle Volume by Model Year



Country Sold (Multiple Items)

Sum of VEHICLES	Column Labels	Grand Total
Row Labels	C/C7 - FUSION [13-16]	
2013	279,705	279,705
2014	334,626	334,626
Grand Total	614,331	614,331

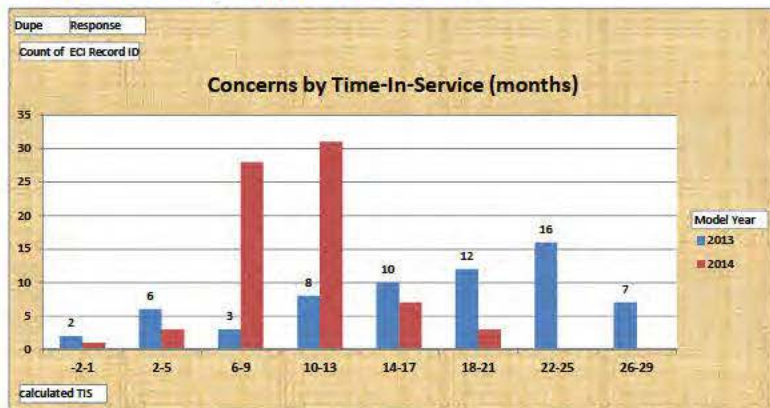
Concerns by Month Of Production



Response	A
Dupe	0

Count of ECI Rk Column Labels	2013	2014	Grand Total
2012			
Aug	1		1
Sep	16		16
Oct	9		9
Nov	4		4
Dec	3		3
2013			
Jan	8		8
Feb	5		5
Mar	5		5
Apr	4		4
May	4		4
Jun	5		5
Aug		6	6
Sep		9	9
Oct		9	9
Nov		6	6
Dec		8	8
2014			
Jan		5	5
Feb		6	6
Mar		7	7
Apr		5	5
May		10	10
Jun		2	2
Grand Total	64	73	137

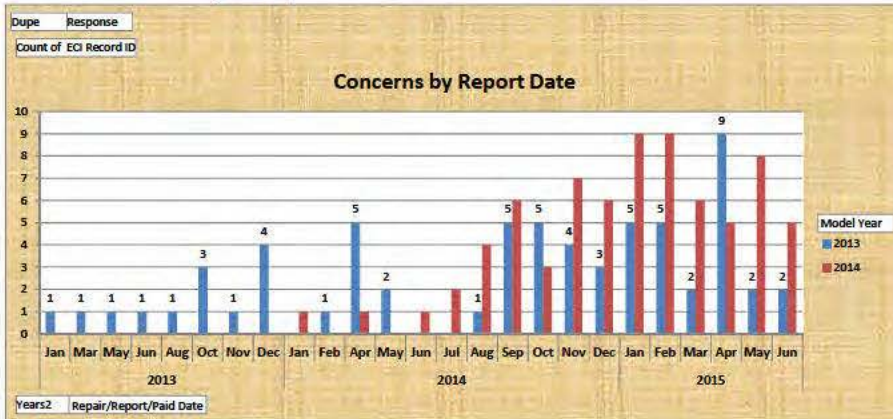
Concerns by Time In Service



Dupe: 0
Response: A

Count of ECI Rk Column Labels	2013	2014	Grand Total
-2-1	2	1	3
2-5	6	3	9
6-9	3	28	31
10-13	8	31	39
14-17	10	7	17
18-21	12	3	15
22-25	16		16
26-29	7		7
Grand Total	64	73	137

Concerns by Report Date

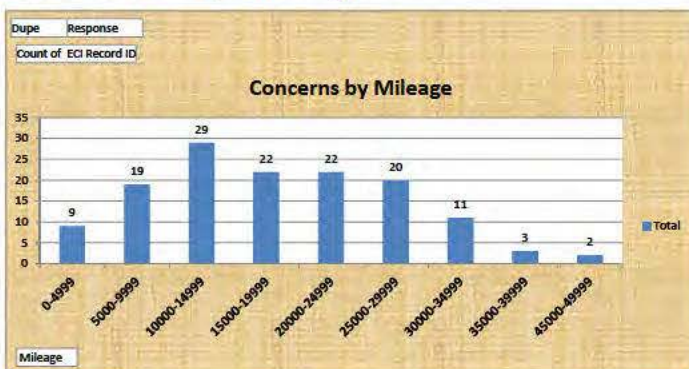


Dupe: 0
 Response: (All)

Count of ECI R# Column Labels

Row Labels	2013	2014	Grand Total
2013			
Jan	1		1
Mar	1		1
May	1		1
Jun	1		1
Aug	1		1
Oct	3		3
Nov	1		1
Dec	4		4
2014			
Jan		1	1
Feb	1		1
Apr	5	1	6
May	2		2
Jun		1	1
Jul		2	2
Aug	1	4	5
Sep	5	6	11
Oct	5	3	8
Nov	4	7	11
Dec	3	6	9
2015			
Jan	5	9	14
Feb	5	9	14
Mar	2	6	8
Apr	9	5	14
May	2	8	10
Jun	2	5	7
Grand Total	64	73	137

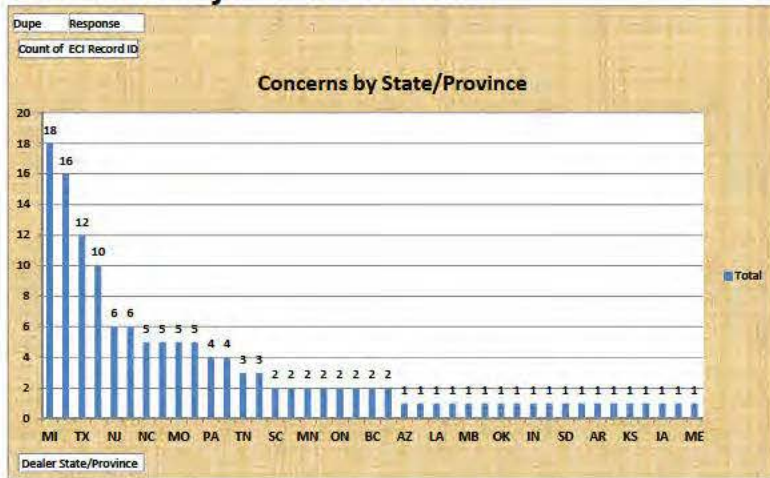
Concerns by Mileage



Dupe: 0
 Response: A

Row Labels	Count of ECI Record ID
0-4999	9
5000-9999	19
10000-14999	29
15000-19999	22
20000-24999	22
25000-29999	20
30000-34999	11
35000-39999	3
45000-49999	2
Grand Total	137

Concerns by State/Province



Dupe	0
Response	A

Row Labels	Count of ECI Record ID	Vehicle Volumes			
		2013	2014	Total	R/1000
MI	18	29,574	32,575	62,149	0.29
FL	16	9,830	13,017	22,847	0.70
TX	12	14,717	20,290	35,007	0.34
CA	10	36,870	49,309	86,179	0.12
NJ	6	19,634	28,183	47,817	0.13
NY	6	13,307	14,616	27,923	0.21
NC	5	5,197	6,474	11,671	0.43
IL	5	11,493	13,289	24,782	0.20
MO	5	4,579	6,280	10,859	0.46
MD	5	3,585	4,314	7,899	0.63
PA	4	10,963	12,594	23,557	0.17
OH	4	11,597	14,779	26,376	0.15
TN	3	3,241	3,804	7,045	0.43
AL	3	2,137	2,829	4,966	0.60
SC	2	1,837	2,499	4,336	0.46
VA	2	9,442	9,585	19,027	0.11
MN	2	8,842	10,285	19,127	0.10
MA	2	3,603	4,268	7,871	0.25
ON	2	9,875	9,504	19,379	0.10
AB	2	2,091	1,791	3,882	0.52
BC	2	1,751	1,403	3,154	0.63
GA	2	9,336	11,330	20,666	0.10
AZ	1	2,771	3,944	6,715	0.15
KY	1	2,678	2,985	5,664	0.18
LA	1	1,685	2,359	4,044	0.25
WY	1	158	317	475	2.11
MB	1	491	427	918	1.09
JA	1	421	342	763	1.31
OK	1	5,895	2,396	8,291	0.12
UT	1	758	1,137	1,895	0.53
IN	1	4,533	5,066	9,599	0.10
DE	1	703	838	1,541	0.65
SD	1	520	674	1,194	0.84
NV	1	981	1,263	2,244	0.45
AR	1	1,085	1,311	2,396	0.42
VT	1	431	525	956	1.05
KS	1	2,123	2,224	4,347	0.23
NH	1	980	1,229	2,209	0.45
IA	1	2,120	2,657	4,777	0.21
CO	1	1,751	2,179	3,930	0.25
ME	1	4,173	4,076	8,249	0.12
Grand Total	137				

Vehicle Volumes by State/ Province

United States - Canada - Mexico

Vehicle Line [VL] C/C7 - FUSION [13-16]

Sum of VEHICLE Column Labels	2013	2014	Grand Total	State code
CAN - CANAD	19,362	17,325	36,687	
AB - ALBER	2,091	1,791	3,882	AB
BC - BRITIS	1,751	1,403	3,154	BC
MB - MANIT	491	427	918	MB
NB - NEW B	496	469	965	NB
NL - NEWFC	239	251	490	NL
NS - NOVA	462	537	999	NS
NT - NORTH	24	22	46	NT
ON - ONTAR	9,875	9,504	19,379	ON
PE - PRINCI	77	77	154	PE
QC - QUEBE	3,369	2,388	5,757	QC
SK - SASKA	479	448	927	SK
YT - YUKON	8	8	16	YT
MEX - MEXIC	4,173	4,076	8,249	
AG - MEXIC	32	37	69	AG
BG - MEXIC	34	21	55	BG
BJ - MEXIC	54	38	92	BJ
BS - MEXIC	17	14	31	BS
CH - MEXIC	48	24	72	CH
CI - MEXIC	120	138	258	CI
CL - MEXIC	17	12	29	CL
CP - MEXIC	6	9	15	CP
CU - MEXIC	202	186	388	CU
DF - MEXIC	867	836	1,703	DF
DG - MEXIC	44	40	84	DG
EM - MEXIC	628	658	1,286	EM
GJ - MEXIC	181	193	374	GJ
GR - MEXIC	12	24	36	GR
JA - MEXIC	421	342	763	JA
MH - MEXIC	94	85	179	MH
MR - MEXIC	35	39	74	MR
NA - MEXIC	12	8	20	NA
NL - MEXIC	341	344	685	NL
OA - MEXIC	22	25	47	OA
PU - MEXIC	137	126	263	PU
QA - MEXIC	77	74	151	QA
QR - MEXIC	66	58	124	QR
SI - MEXIC	94	83	177	SI
SL - MEXIC	57	34	91	SL
SO - MEXIC	176	225	401	SO
TA - MEXIC	53	57	110	TA
TL - MEXIC	7	16	23	TL
TM - MEXIC	121	143	264	TM
VL - MEXIC	111	96	207	VL
YC - MEXIC	65	76	141	YC
ZT - MEXIC	22	15	37	ZT
USA - UNITED	256,170	313,225	569,395	
*	2	18	20	*
AK - ALASK	230	221	451	AK
AL - ALABAI	2,137	2,829	4,966	AL
AR - ARKAN	1,085	1,311	2,396	AR
AZ - ARIZON	2,771	3,944	6,715	AZ
CA - CALIF	36,870	49,309	86,179	CA
CO - COLOF	1,751	2,179	3,930	CO
CT - CONNE	1,564	1,860	3,424	CT
DC - DISTRICT OF COLUMBIA		11	11	DC
DE - DELAV	703	838	1,541	DE
FL - FLORID	9,830	13,017	22,847	FL
GA - GEORG	9,336	11,330	20,666	GA
HI - HAWAII	275	518	793	HI
IA - IOWA	2,120	2,657	4,777	IA
ID - IDAHO	508	848	1,356	ID
IL - ILLINOIS	11,493	13,289	24,782	IL
IN - INDIANA	4,533	5,066	9,599	IN
KS - KANSAS	2,123	2,224	4,347	KS
KY - KENTU	2,678	2,986	5,664	KY
LA - LOUISIS	1,685	2,359	4,044	LA
MA - MASSA	3,603	4,268	7,871	MA
MD - MARYL	3,585	4,314	7,899	MD
ME - MAINE	711	838	1,549	ME
MI - MICHIG	29,574	32,575	62,149	MI
MN - MINNE	8,842	10,285	19,127	MN
MO - MISSO	4,579	6,280	10,859	MO
MS - MISSIS	1,028	1,745	2,773	MS
MT - MONTA	315	498	813	MT
NC - NORTH	5,197	6,474	11,671	NC
ND - NORTH	463	576	1,039	ND
NE - NEBRAS	1,254	1,673	2,927	NE
NH - NEW H	980	1,229	2,209	NH
NJ - NEW JERSEY	19,634	28,183	47,817	NJ
NM - NEW MEXICO	1,081	1,217	2,298	NM
NV - NEVAD	981	1,263	2,244	NV
NY - NEW YORK	13,307	14,616	27,923	NY
OH - OHIO	11,597	14,779	26,376	OH
OK - OKLAHOMA	5,895	2,396	8,291	OK
OR - OREGON	1,540	1,973	3,513	OR
PA - PENNSYLVANIA	10,963	12,594	23,557	PA
RI - RHODE ISLAND	685	740	1,425	RI
SC - SOUTH CAROLINA	1,837	2,499	4,336	SC
SD - SOUTH DAKOTA	520	674	1,194	SD
TN - TENNESSEE	3,241	3,804	7,045	TN
TX - TEXAS	14,717	20,290	35,007	TX
UT - UTAH	758	1,137	1,895	UT
VA - VIRGINIA	9,442	9,585	19,027	VA
VT - VERMONT	431	525	956	VT
WA - WASHINGTON	2,465	3,025	5,490	WA
WI - WISCONSIN	3,968	4,792	8,760	WI

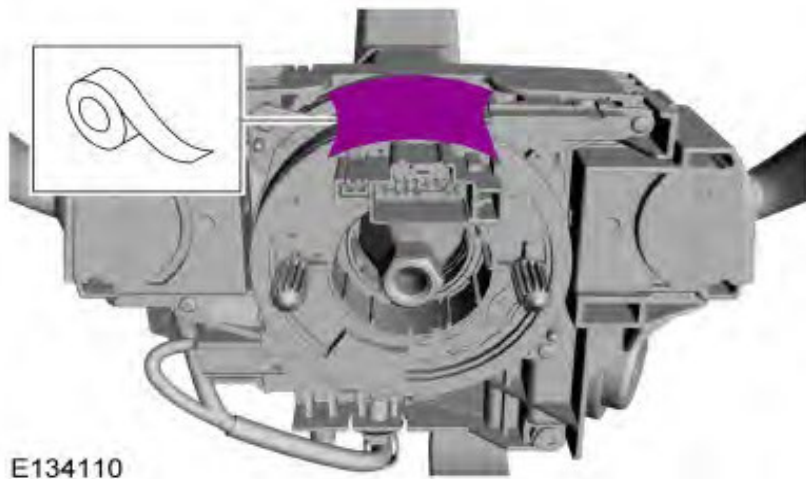
WV - WEST	1,125	1,247	2,372
WY - WYOM	158	317	475
Grand Total	279,705	334,626	614,331

WV
WY



E157815

3. *Torque*: 35 lb.ft (48 Nm)



E134110

From: Mason, Mary (M.A.)
Sent: Wednesday, October 18, 2017 9:46 AM
To: Tuneff, Mark (M.S.); Britton, Eric (E.J.); Nolte, Angela (A.)
Cc: Ott, David (D.J.)
Subject: FW: Fusion SW

I searched the NHTSA site last night and came up with the 3 VOQ reports and a 4th that may fall under the same category.

I searched steering for 2014, 2015 and 2016 Fusion.

From: Mason, Mary (M.A.) **Sent:** Tuesday, October 17, 2017 5:22 PM
To: Ott, David (D.J.) <dott@ford.com>
Subject: FW: Fusion SW

June 22, 2016 NHTSA ID NUMBER: 10875757 -

Components: STEERING

NHTSA ID Number: 10875757

Incident Date June 15, 2016

Consumer Location DE PERE, WI

Vehicle Identification Number 3FA6P0H98HR****

Summary of Complaint

CRASH	No	STEERING WHEEL CAME LOSE. DICOVED DURING DRIVING. DEALER REMOVED AIRBAG AND APPLIED LOCK-TITE TO BUT IN STEERING COLUM AND RE-TOURQED.
FIRE	No	
INJURIES	0	
DEATHS	0	

1 Affected Product ▾

From: Mason, Mary (M.A.)
Sent: Tuesday, October 17, 2017 5:19 PM
To: Ott, David (D.J.) <dott@ford.com>
Subject: FW: Fusion SW

November 30, 2016 NHTSA ID NUMBER: 10928891



Components: STEERING

NHTSA ID Number: 10928891

Incident Date November 30, 2016

Consumer Location YOUNGSVILLE, NC

Vehicle Identification Number 3FA6P0G70ER****

Summary of Complaint

CRASH	No	STEERING BOLTS HAVE LOOSENED, RESULTING IN SOME LOSS OF CONTROL OF VEHICLE. VEHICLE WAS TRAVELING STRAIGHT ON A LEVEL HIGHWAY WHEN THIS OCCURRED. THIS IS A PERSISTENT STATE.
FIRE	No	
INJURIES	0	
DEATHS	0	

1 Affected Product -

Request Research (Services fees apply)

From: Mason, Mary (M.A.)

Sent: Tuesday, October 17, 2017 5:14 PM

To: Ott, David (D.J.) <dott@ford.com>

Subject: FW: Fusion SW

August 9, 2017 NHTSA ID NUMBER: 11013849



Components: STEERING

NHTSA ID Number: 11013849

Incident Date August 8, 2017

Consumer Location COLUMBIA, SC

Vehicle Identification Number 3FA6P0K92GR****

Summary of Complaint

CRASH	No	THE STEERING WHEEL CAME LOOSE. I WAS ABLE TO TURN, TILT, ROTATE, ETC ON MULTIPLE AXIS (LEFT AND RIGHT AS NORMAL, DIAGONAL, UP AND DOWN, FORWARD AND BACKWARD) UP TO ONE INCH BEFORE RESISTANCE WAS MET. THE MOTION OCCURRED IN THE UPPER PART OF THE STEERING COLUMN, ONLY AFFECTING THE STEERING WHEEL. I WAS STILL ABLE TO TURN THE CAR, AS I COULD FEEL THE LOWER PART OF THE STEERING COLUMN RESPOND IN THE FLOOR. THE STEERING WHEELS INCREASED MOVEMENT OCCURRED REGARDLESS OF DRIVING OR STATIONARY STATUS. I HAVE ATTACHED THE INVOICE FROM THE MECHANIC. IT SHOWS THAT THE NUT HOLDING THE STEERING WHEEL TO THE COLUMN, WHICH IS BEHIND THE AIRBAG ASSEMBLY, HAD A COME LOOSE.
FIRE	No	
INJURIES	0	
DEATHS	0	

1 Affected Product ▾

From: Mason, Mary (M.A.)

Sent: Tuesday, October 17, 2017 5:08 PM

To: Ott, David (D.J.) <dott@ford.com>

Subject: FW: Fusion SW

October 14, 2015 NHTSA ID NUMBER: 10782046



Components: STEERING

NHTSA ID Number: 10782046

Incident Date October 4, 2015

Consumer Location KLAMATH FALLS, OR

Vehicle Identification Number 1FA6P0H7XF5****

Summary of Complaint

CRASH	No	TL* THE CONTACT OWNS A 2015 FORD FUSION. WHILE DRIVING 25 MPH, THE CENTER UNKNOWN PART OF THE STEERING COLUMN DETACHED FROM THE VEHICLE AS WELL AS THE AIR BAG. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 8,000.
FIRE	No	
INJURIES	0	
DEATHS	0	

1 Affected Product -

Vehicle

MAKE	MODEL	YEAR
FORD	FUSION	2015

From: Mason, Mary (M.A.)
 Sent: Tuesday, October 17, 2017 5:02 PM
 To: Ott, David (D.J.) <dott@ford.com>
 Subject: Fusion SW

September 25, 2017 NHTSA ID NUMBER: 11025321



Components: **STEERING**

NHTSA ID Number: 11025321

Incident Date September 23, 2017

Consumer Location EAST DUBLIN, GA

Vehicle Identification Number 3FA6P0G73FR****

Summary of Complaint

CRASH	No	THE STEERING BECAME A LITTLE WOBBLY OVER THE PAST TWO WEEKS AND ON SATURDAY 9/23)17 WHILE DRIVING TO ATHENS WENT TO TURN IN GAS STATION AND THE STEERING WHEEL FELL OFF IN MY LAP. MY INSURANCE AGENT HAPPENED TO BE RIDING IN THE DARK WHEN IT HAPPENED AS WAS MY GRANDSON. I HAVE AT LEAST 6 OTHER WITNESSES.
FIRE	No	
INJURIES	0	
DEATHS	0	

1 Affected Product ▾

Vehicle

MAKE	MODEL	YEAR
FORD	FUSION	2015

Request Research (Services fees apply)

From: Landis, Kenneth (K.M.)
Sent: Tuesday, August 4, 2015 9:41 AM
To: Cox, William (W.B.)
Subject: FW: Steering Wheel loose report
Attachments: 2013-14 Strg Wheel Loose footprint.xlsx

[Per our discussion.](#)

From: Freeman, Scott (S.T.)
Sent: Tuesday, August 04, 2015 9:03 AM
To: Landis, Kenneth (K.M.); Prescott, Amanda (A.B.); Adamo, Tony (T.); Stanley, Daniel (D.J.); Bushman, Thomas (T.S.)
Subject: Steering Wheel loose report

Ken,

If you could, may I have a copy of the torque information that you shared today?

Attached is the report that was presented in CCRG today.

<<...>>

If you have any questions or comments please let me know.

Scott T. Freeman

Automotive Safety Office
Fairlane Plaza South, Suite 500

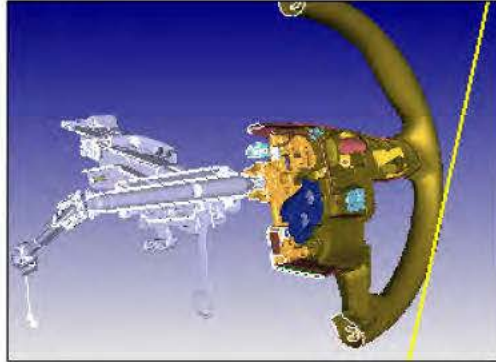
330 Town Center Drive

Dearborn, Mi 48126
Phone: 313.805.7410

2013-14 Fusion/MKZ/Mustang/Taurus/MKS/Explorer Steering Wheel Loose

Agenda

Records Searched
Key Words Searched
Voice of the Customer
Total Report Count
Concerns by Category
Concerns by Significant Events
Concerns by Data Source
Vehicle Volumes
Concerns by Month of Production
Concerns by Time In Service
Concerns by Report Date
Concerns by Mileage



Six Vehicle Lines

2013-2014 MY

Fusion
MKZ
Mustang
Taurus
MKS
Explorer

Vehicles Produced

2,254,424

Records Searched

CDR record searches

Steering concerns:

1. Part number 3600
2. Part number 3C529
3. VOQ/FMC: Steering concerns
4. LMMS: Product reports

Key Words Searched

Concerns

Wheel
 Loose
 Tighten
 Torque
 Nut
 Bolt
 Newton's
 lbs.

Voice of the Customer

Steering Concerns

A1 Steering Wheel bolt detached
 A2 Steering Wheel Loose

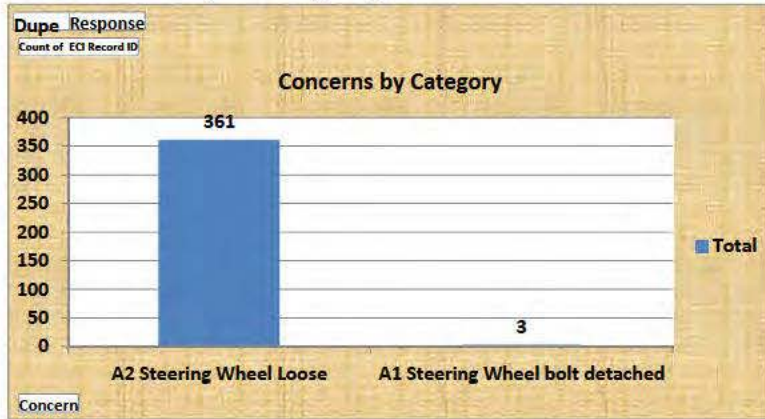
Total Report Count

Response	A
Row Labels	Count of ECI Record ID
0	364
1	4
Grand Total	368

Unique VINS
364
4
Total reports for bolt concerns

Note: Two of the vehicles appear to be repeat repairs

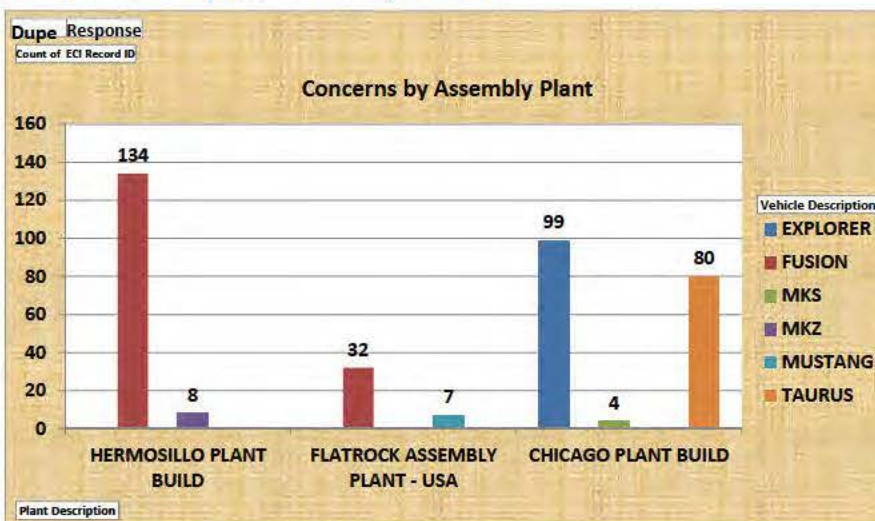
Concerns by Category



Dupe Response	0
Response	A

Concern	Total
A2 Steering Wheel Loose	361
A1 Steering Wheel bolt detached	3
Grand Total	364

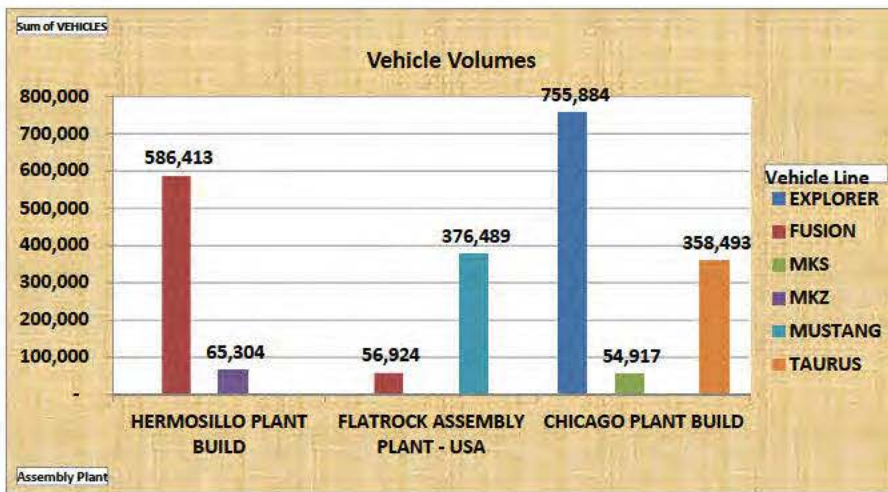
Concerns by Assembly Plant



Dupe Response	0
Response	A

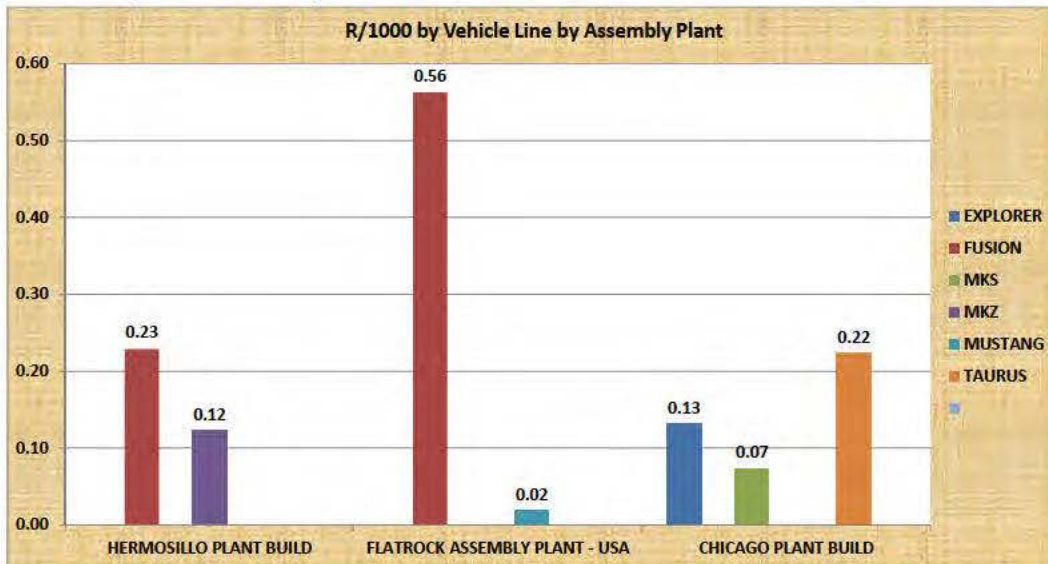
Plant Description	EXPLORER	FUSION	MKS	MKZ	MUSTANG	TAURUS	Grand Total
HERMOSILLO PLANT BUILD	8	134	0	0	0	0	142
FLATROCK ASSEMBLY PLANT - USA	0	32	0	0	7	0	39
CHICAGO PLANT BUILD	99	0	4	0	0	80	183
Grand Total	99	166	4	0	7	80	364

Vehicle Volumes by Assembly Plant



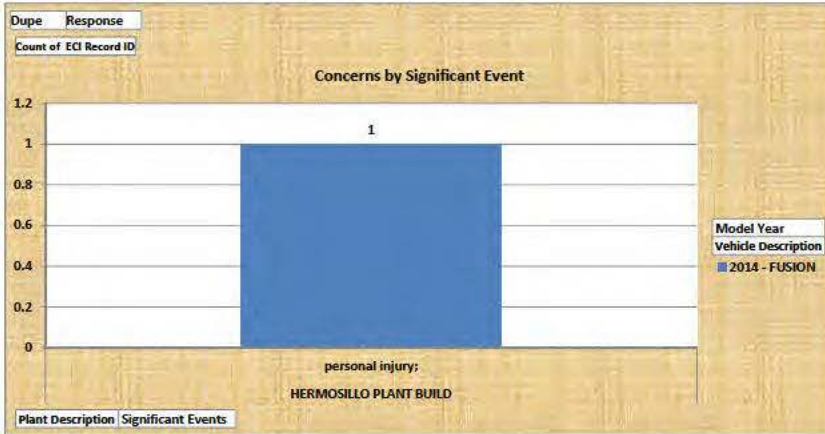
Sum of VEHICLES	Column Labels	FUSION	MKS	MKZ	MUSTANG	TAURUS	Grand Total
Row Labels	EXPLORER						
HERMOSILLO PLANT BUILD		586,413		65,304			651,717
FLATROCK ASSEMBLY PLANT - USA		56,924			376,489		433,413
CHICAGO PLANT BUILD	755,884		54,917			358,493	1,169,294
Grand Total	755,884	643,337	54,917	65,304	376,489	358,493	2,254,424

R/1000 by Assembly Plant



	EXPLORER	FUSION	MKS	MKZ	MUSTANG	TAURUS
HERMOSILLO PLANT BUILD		0.23		0.12		
FLATROCK ASSEMBLY PLANT - USA		0.56			0.02	
CHICAGO PLANT BUILD	0.13		0.07			0.22

Concerns by Significant Events

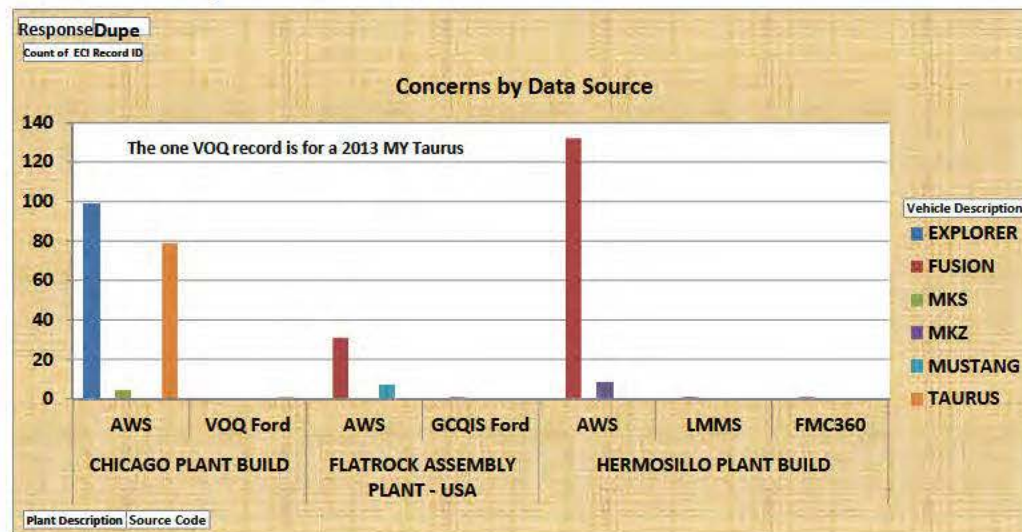


* The personal injury is alleged on the LMMS report

Dupe	0
Response	A

Plant Description	Significant Events	Model Year FUSION	Vehicle Description		
			2014	2014 Total	Grand Total
HERMOSILLO PLANT BUILD	personal injury;		1	1	1
HERMOSILLO PLANT BUILD Total			1	1	1
Grand Total			1	1	1

Concerns by Data Source

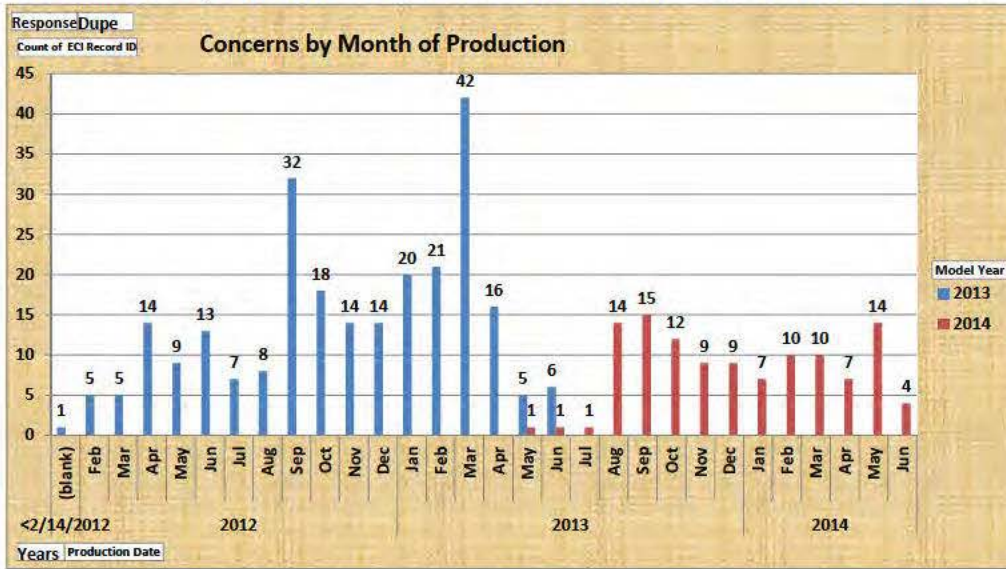


Total Concerns Without Duplicates by Record Source

Response A
 Dupe 0

Count of ECI Record ID Row Labels	Column Labels	FUSION	MKS	MKZ	MUSTANG	TAURUS	Grand Total
CHICAGO PLANT BUILD	EXPLORER	99		4			183
AWS		99		4			182
VOO Ford						1	1
FLATROCK ASSEMBLY PLANT - USA			32			7	39
AWS			31			7	38
GCOIS Ford			1				1
HERMOSILLO PLANT BUILD			134		8		142
AWS			132		8		140
LMMS			1				1
FMC360			1				1
Grand Total		99	166	4	8	7	364

Concerns by Month Of Production - All Six Vehicle Lines

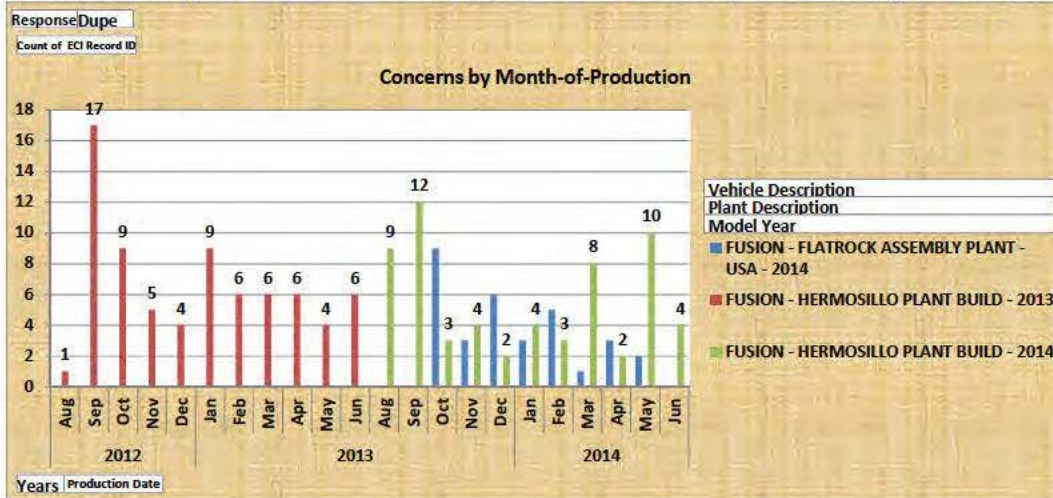


Response (All)
 Dupe 0

Count of ECI Record ID Row Labels	Column Labels	2013	2014 Grand Total
<2/14/2012			
(blank)		1	1
2012			
Feb		5	5
Mar		5	5
Apr		14	14
May		9	9
Jun		13	13
Jul		7	7
Aug		8	8
Sep		32	32
Oct		18	18
Nov		14	14
Dec		14	14
2013			
Jan		20	20
Feb		21	21
Mar		42	42
Apr		16	16
May		5	5
Jun		6	6
Jul		1	1
Aug			14
Sep			15
Oct			12
Nov			9
Dec			9
2014			
Jan			7
Feb			10
Mar			10
Apr			7
May			14

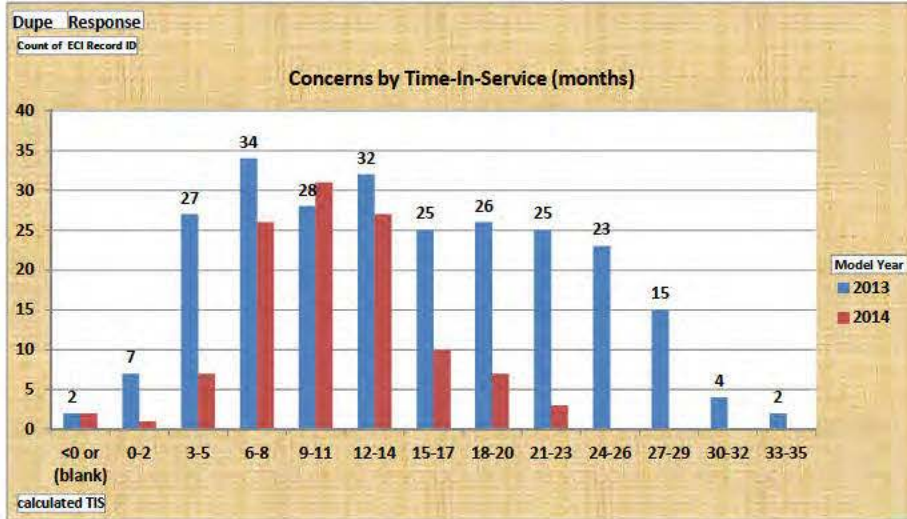
Jun		4	4
Grand Total	250	114	364

Concerns by Month Of Production - Fusion by Assembly Plant



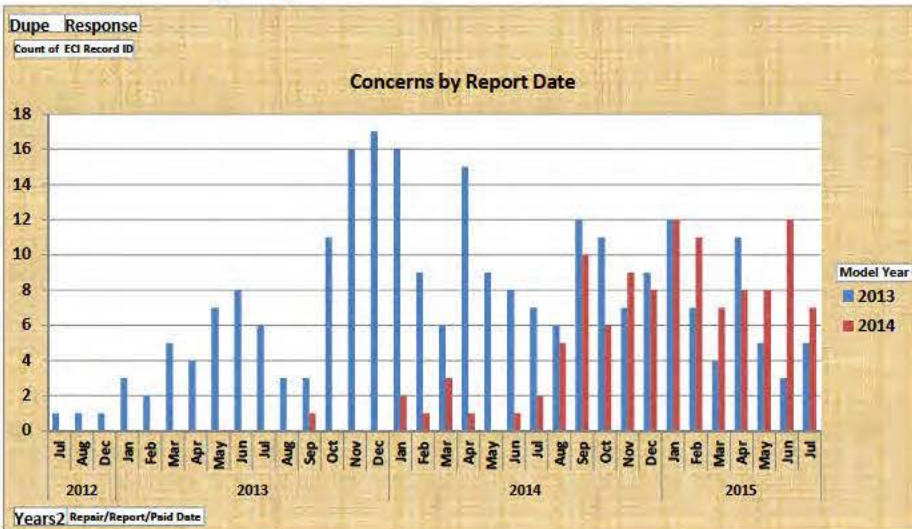
Response	(All)
Dupe	0
Count of ECI Record ID	
Column Labels	FUSION
Row Labels	FLATROCK ASSEMBLY PLANT 2014
	HERMOSILLO PLANT BUILD 2013
	HERMOSILLO PLANT BUILD 2014
	FUSION Total
	Grand Total
2012	
Aug	1
Sep	17
Oct	9
Nov	5
Dec	4
2013	
Jan	9
Feb	6
Mar	6
Apr	6
May	4
Jun	6
Aug	9
Sep	12
Oct	9
Nov	3
Dec	4
2014	
Jan	3
Feb	5
Mar	1
Apr	3
May	2
Jun	2
Grand Total	32

Concerns by Time In Service



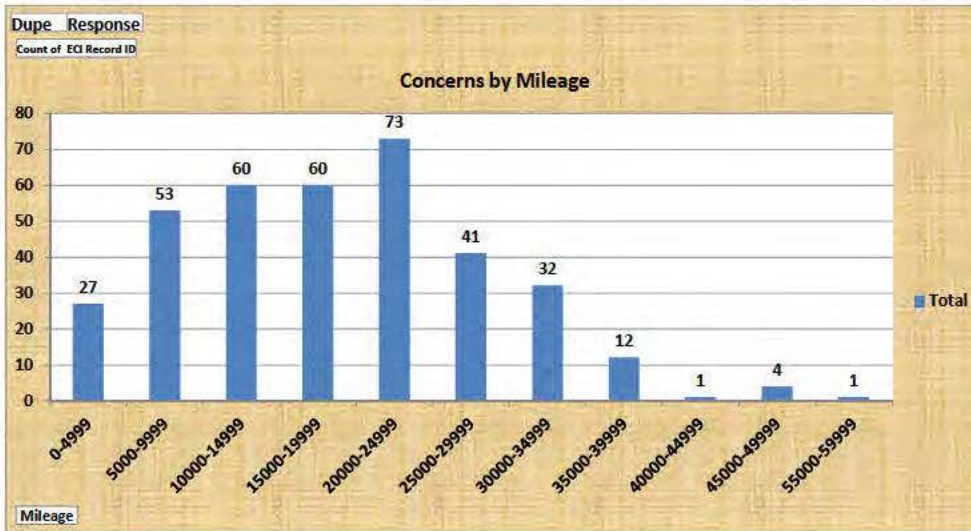
Count of ECI Record ID	Column Labels	2013	2014	Grand Total
<0 or (blank)		2	2	4
0-2		7	1	8
3-5		27	7	34
6-8		34	26	60
9-11		28	31	59
12-14		32	27	59
15-17		25	10	35
18-20		26	7	33
21-23		25	3	28
24-26		23	0	23
27-29		15	0	15
30-32		4	0	4
33-35		2	0	2
Grand Total		250	114	364

Concerns by Report Date



Count of ECI Record ID	Column Labels		
Row Labels	2013	2014	Grand Total
2012			
Jul	1		1
Aug	1		1
Dec	1		1
2013			
Jan	3		3
Feb	2		2
Mar	5		5
Apr	4		4
May	7		7
Jun	8		8
Jul	6		6
Aug	3		3
Sep	3	1	4
Oct	11		11
Nov	16		16
Dec	17		17
2014			
Jan	16	2	18
Feb	9	1	10
Mar	6	3	9
Apr	15	1	16
May	9		9
Jun	8	1	9
Jul	7	2	9
Aug	6	5	11
Sep	12	10	22
Oct	11	6	17
Nov	7	9	16
Dec	9	8	17
2015			
Jan	12	12	24
Feb	7	11	18
Mar	4	7	11
Apr	11	8	19
May	5	8	13
Jun	3	12	15
Jul	5	7	12
Grand Total	250	114	364

Concerns by Mileage

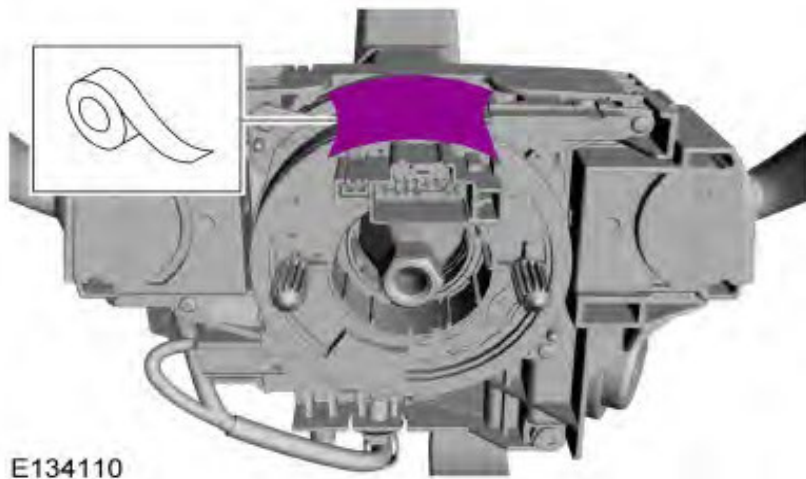


Row Labels	Count of ECI Record ID
0-4999	27
5000-9999	53
10000-14999	60
15000-19999	60
20000-24999	73
25000-29999	41
30000-34999	32
35000-39999	12
40000-44999	1
45000-49999	4
55000-59999	1
Grand Total	364



E157815

3. *Torque*: 35 lb.ft (48 Nm)



E134110

From: Tuneff, Mark (M.S.)
Sent: Wednesday, October 18, 2017 9:43 AM
To: Nolte, Angela (A.); Britton, Eric (E.J.); Mason, Mary (M.A.)
Subject: FW: CarFax

This is the CarFax report. It turns out that we only have two of the VINs associated with the three VOQs.

From: Philliben, Agnes (.)
Sent: Tuesday, October 10, 2017 1:14 PM
To: Tuneff, Mark (M.S.) <mtuneff@ford.com>
Subject: RE: CarFax

Hi Mark- Here you go.



Sincerely,
Agnes M. Philliben
Recall & Service Programs
DSCII 776
(313) 390-2787
aphilib@ford.com

From: Tuneff, Mark (M.S.)
Sent: Tuesday, October 10, 2017 11:37 AM
To: Philliben, Agnes (.)
Subject: CarFax

Hi Agnes, we would appreciate learning whatever CarFax has on:

3fa6p0k92gr [REDACTED]

Thanks!

UNIQUE HISTORY, UNIQUE VALUE.

CARFAX History-Based Retail Value

- New from CARFAX:**
- VIN-specific value report
 - Not part of the Vehicle History Report

\$17,720
(3FA6P0K92GR135739)

No Accidents Reported Service History Non-Personal Vehicle

CARFAX[®] Vehicle History Report[™]

An independent company established in 1986

US \$39.99

Vehicle Information:
 2016 FORD FUSION TITANIUM
 VIN: 3FA6P0K92GR[REDACTED]
 SEDAN 4 DR
 2.0L I4 DJR DOHC 16V
 GASOLINE
 FRONT WHEEL DRIVE
[Standard Equipment](#) | [Safety Options](#)

CARFAX Report Provided By:
 Ford Motor Company- Free Prod
 1800 Fairlane Dr
 Allen Park, MI 48101
 313-322-3000

	No accidents reported to CARFAX
	No other damage reported to CARFAX
	2 Previous owners
	3 Service history records
	Types of owners: Rental, Personal
	103,617 Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/10/17 at 1:11:36 PM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Ownership History	Owner 1	Owner 2
<small>The number of owners is estimated</small>		
Year purchased	2015	2016
Type of owner	Rental	Personal
Estimated length of ownership	11 months	1 yr. 1 mo.
Owned in the following states/provinces	North Carolina	South Carolina
Estimated miles driven per year	33,201/yr	—
Last reported odometer reading	32,945	103,617

CARFAX Title History	Owner 1	Owner 2
<small>CARFAX guarantees the information in this section</small>		
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem
GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms		

CARFAX Additional History	Owner 1	Owner 2
<small>Not all accidents / issues are reported to CARFAX</small>		
Total Loss No total loss reported to CARFAX.	No Issues Reported	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported
Odometer Check	No Issues Indicated	No Issues Indicated

No indication of an odometer rollback.		
Accident / Damage No accidents or damage reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Manufacturer Recall A current list of recalls is available at Ford Motor Company .	<input checked="" type="checkbox"/> No Recalls Reported	<input checked="" type="checkbox"/> No Recalls Reported

CARFAX Detailed History		Glossary	
Owner 1 Purchased: 2015 Type: Rental Where: North Carolina Est. miles/year: 33,201/yr Est. length owned: 5/4/15 - 4/8/16 (11 months)			
Date:	Mileage:	Source:	Comments:
Not Reported		NICB	Vehicle manufactured and shipped to original dealer
05/04/2015	10	North Carolina Motor Vehicle Dept. Tulsa, OK	Odometer reading reported Titled or registered as rental vehicle
05/29/2015		North Carolina Motor Vehicle Dept. Tulsa, OK Title [REDACTED]	Title or registration issued First owner reported
04/08/2016	30,937	Fleet/Lease Company	Vehicle sold
04/15/2016	32,945	Dealer Inventory	Vehicle offered for sale
Owner 2 Purchased: 2016 Type: Personal Where: South Carolina Est. length owned: 8/15/16 - present (1 yr., 1 mo.)			
Date:	Mileage:	Source:	Comments:
08/15/2016		South Carolina Motor Vehicle Dept.	Vehicle purchase reported
08/30/2016	33,146	South Carolina Motor Vehicle Dept. Columbia, SC Title [REDACTED]	Title issued or updated Registration issued or renewed New owner reported Loan or lien reported
01/02/2017	59,485	Service Facility	Alignment checked Alignment performed
03/28/2017	76,180	Service Facility	Four tires balanced Four tires mounted
06/23/2017		South Carolina Motor Vehicle Dept. Columbia, SC Title [REDACTED]	Registration issued or renewed
08/08/2017	103,617	Suddeth Automotive Service Columbia, SC 803-256-2110 suddethautoservice.com	Vehicle washed/detailed

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

CARFAX Glossary		View Full Glossary	
First Owner			
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.			
Ford or Lincoln Mercury Recall			
The Ford Motor Company provides Carfax with Field Service Action and recall information regarding safety, compliance and emissions programs announced since 2000 for a specific vehicle. For complete information regarding programs or concerns about this vehicle, please contact a local Ford or Lincoln Mercury Dealer.			
New Owner Reported			
When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.			
Ownership History			
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.			
Rental			
Vehicle was registered by a rental agency.			
Title Issued			
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.			

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
10/10/17 1:11:36 PM (EDT)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2016 FORD FUSION vehicle (VIN: 3FA6P0K92GR[REDACTED]), which is based on information supplied to CARFAX and available as of 10/10/17 at 1:11 PM (EDT).

Customer Signature

Date

Dealer Signature

Date

From: Tuneff, Mark (M.S.)
Sent: Friday, November 3, 2017 2:30 PM
To: Nolte, Angela (A.); Britton, Eric (E.J.)
Subject: FW: Information Request Related to Investigation# PE17-007
Attachments: PE17-007 IR.pdf

Info. There don't appear to be any surprises. We may need to think about and have a chat with the Agency on their exemplar parts request. A wheel (without the airbag module) and a bolt should be straight forward, not sure how to handle the steering shaft. Also, these requests usually expect a failed or broken part and I'm not sure how to find one that came loose and could just be retightened.

From: Fronckowiak, Todd (T.M.)
Sent: Friday, November 03, 2017 2:22 PM
To: Tuneff, Mark (M.S.) <mtuneff@ford.com>; Baker, Donna (D.J.) <dbaker86@ford.com>
Cc: Bahr, Wayne (W.E.) <wbahr@ford.com>
Subject: FW: Information Request Related to Investigation# PE17-007

For processing.

Best Regards,

Todd Fronckowiak

Assistant Director, Global Automotive Safety Compliance
Automotive Safety Office

From: McMahon, Mary Kay (NHTSA) [<mailto:marykay.mcmahon@dot.gov>]
Sent: Friday, November 03, 2017 1:47 PM
To: Fronckowiak, Todd (T.M.) <tfroncko@ford.com>; Bahr, Wayne (W.E.) <wbahr@ford.com>
Cc: Ong, Nathan (NHTSA) <nathan.ong@dot.gov>; Frings, Evan (NHTSA) <evan.frings@dot.gov>; Simmons, Paul (NHTSA) <Paul.Simmons@dot.gov>
Subject: Information Request Related to Investigation# PE17-007

Good afternoon,

Attached please find an Information Request Related to Investigation# PE17-007.

Thank you,

Mary Kay McMahon
Administrative Staff Assistant, Office of Defects Investigation
National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue, S.E., Room W45-208
Washington, D.C. 20590
(202) 493-2631



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



1200 New Jersey Avenue SE.
Washington, DC 20590

NOV - 3 2017

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mr. Todd Fronckowiak, Assistant Director
Automotive Safety Office
Ford Motor Company
Fairlane Plaza South
330 Town Center Drive, Suite 400
Dearborn, MI 48126-2738

NEF-108no
PE17-007

Dear Mr. Fronckowiak:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE17-007) to investigate allegations of the steering wheel attachment bolt loosening in certain model year (MY) 2013-2016 Ford Fusion vehicles manufactured by the Ford Motor Company (Ford), and to request certain information.

The Office of Defects Investigation (ODI) has received four Vehicle Owner Questionnaire (VOQ) reports alleging the steering wheel attachment bolt became loose in model years 2013 through 2016 Ford Fusion vehicles. ODI has received one report on each model year. The VOQs stated that the steering wheel became loose while the vehicle was in operation. Three of the complainants reported that the bolt attaching the wheel to the steering column had to be re-tightened at a repair facility. The fourth complainant alleged that while attempting to turn into a gas station, the steering wheel became completely detached from the steering column.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** all 2013-2016 Ford Fusion vehicles manufactured for sale or lease in the United States, including, but not limited to, the District of Columbia, and current U.S. territories and possessions that utilize the subject component.
- **Subject component:** all steering wheel fastening systems and related components manufactured on MY 2013-2016 Ford Fusion vehicles.
- **Alleged defect:** steering wheel fastening bolt loosens
- **Ford:** Ford Motor Company, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of

their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Ford (including all business units and persons previously referred to), who are or, on or after Jan 1, 2011, were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- a. Design, engineering, analysis, modification or production (e.g. quality control);
 - b. Testing, assessment or evaluation;
 - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
 - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Ford, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be

provided in color. Furnish all documents whether verified by Ford or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms “claim,” “consumer complaint,” “dealer field report,” “field report,” “fire,” “fleet,” “good will,” “make,” “model,” “model year,” “notice,” “property damage,” “property damage claim,” “rollover,” “type,” “warranty,” “warranty adjustment,” and “warranty claim,” whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Ford has previously provided a document to ODI, Ford may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Ford’s response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model and model year, the number of subject vehicles Ford has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Ford, state the following:
 - a. Vehicle identification number (VIN);
 - b. Model Year;
 - c. Subject component part number and design version installed as original equipment;
 - d. Date of manufacture;
 - e. Date warranty coverage commenced; and
 - f. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2010, or a compatible format, entitled “PRODUCTION DATA.”

2. State the number of each of the following, received by Ford, or of which Ford is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;

- c. Reports involving a crash, injury or fatality;
- d. Reports involving a fire;
- e. Property damage claims;
- f. Third-party arbitration proceedings where Ford is or was a party to the arbitration; and
- g. Lawsuits, both pending and closed, in which Ford is or was a defendant or codefendant.

For subparts "a" through "f, / g," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f, / g," provide a summary description of the alleged problem and causal and contributing factors and Ford's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e/f" and "f, / g," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
 - a. Ford's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), street address, email address and telephone number;
 - d. Vehicle's VIN;
 - e. Model year;
 - f. Vehicle's mileage at time of incident;
 - g. Incident date;
 - h. Report or claim date;
 - i. Whether a crash is alleged;
 - j. Whether property damage is alleged;
 - k. Number of alleged injuries, if any; and
 - l. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "REQUEST NUMBER TWO DATA."

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Ford used for organizing the documents. Describe in detail the search methods and search criteria used by Ford to identify the items in response to Request No. 2.
5. State, by model-year, a total count for all of the following categories of claims, collectively, that have been paid by Ford to date that relate to, or may relate to, the alleged defect in the

subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Ford's claim number;
- b. Vehicle owner or fleet name (and fleet contact person), street address, email address and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number(s);
- h. Problem code(s);
- i. Diagnostic trouble code(s);
- j. Replacement part number(s) and description(s);
- k. Concern stated by customer;
- l. Cause as stated on the repair order;
- m. Correction as stated on the repair order; and
- n. Additional comments, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "WARRANTY DATA".

6. Describe in detail the search methods and search criteria used by Ford to identify the claims in response to Request No. 5, including the labor operations, problem codes, diagnostic trouble codes, part numbers and any other pertinent parameters used.

Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions, diagnostic trouble codes and diagnostic trouble code descriptions applicable to the alleged defect in the subject vehicles. State whether the diagnostic trouble codes are automatically reported to the warranty database electronically or manually entered into the warranty database by a claims administrator.

State, by make and model year, the terms of the new vehicle warranty coverage offered by Ford on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Ford offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Ford has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or

communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Ford is planning to issue within the next 120 days.

8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Ford. For each such action, provide the following information:
 - a. Action title or identifier;
 - b. The actual or planned start date;
 - c. The actual or expected end date;
 - d. Brief summary of the subject and objective of the action;
 - e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
 - f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

9. Provide a list of all vehicles (models and model years) that use the same steering fastening system as the subject vehicles.
10. Describe all modifications or changes made by, or on behalf of, Ford in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
 - a. The date or approximate date on which the modification or change was incorporated into vehicle production;
 - b. A detailed description of the modification or change;
 - c. The reason(s) for the modification or change;
 - d. The part number(s) (service and engineering) of the original component;
 - e. The part number(s) (service and engineering) of the modified component;
 - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
 - g. When the modified component was made available as a service component; and
 - h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Ford is aware of which may be incorporated into vehicle production within the next 120 days.

11. Produce one of each of the following:
 - a. Exemplar samples of each design version of the subject component;
 - b. Field return samples of the subject component exhibiting the subject failure mode; and

- c. Any kits that have been released, or developed, by Ford for use in service repairs to the subject component/assembly which relate, or may relate, to the alleged defect in the subject vehicles.

12. State the number of each of the following that Ford has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (*including the cut-off date for sales, if applicable*):

- a. Subject component;
- b. Any kits that have been released, or developed, by Ford for use in service repairs to the subject component/assembly.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which Ford is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

13. Furnish Ford's assessment of the alleged defect in the subject vehicle, including:

- a. The causal or contributory factor(s);
- b. The failure mechanism(s);
- c. The failure mode(s);
- d. The risk to motor vehicle safety that it poses;
- e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
- f. The reports included with this inquiry.

Legal Authority for This Request

This letter is being sent to Ford pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information.

Civil Penalties

Ford's failure to respond promptly and fully to this letter could subject Ford to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) The Vehicle Safety Act, as amended, 49 U.S.C. § 30165(a)(3), provides for civil penalties of up to \$21,000 per violation per day, with a maximum of \$105,000,000 for a related series of daily violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. *See* 49 CFR 578.6 (as amended by Fixing America's Surface Transportation Act (the "FAST Act"), Pub. L. 114-94, § 24110(a)(2), 129 Stat. 1312 (Dec. 4, 2015)). This includes failing to respond completely, accurately, and in a timely manner to ODI information requests.

If Ford cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Ford does not submit one or more requested documents or items of information in response to this information request, Ford must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Confidential Business Information

All business confidential information must be submitted directly to the Office of Chief Counsel as described in the following paragraph and should not be sent to this office. In addition, do not submit any business confidential information in the body of the letter submitted to this office. Please refer to PE17-007 in Ford's response to this letter and in any confidentiality request submitted to the Office of Chief Counsel.

If Ford claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Ford must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended, to the Office of Chief Counsel (NCC-100), National Highway Traffic Safety Administration, Room W41-227, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. Ford is required to **submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.** Please remember that the phrase "ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION" or "CONTAINS CONFIDENTIAL BUSINESS INFORMATION" (as appropriate) must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 49 CFR 512.6. If you submit a request for confidentiality for all or part of your response to this IR, that is in an electronic format (e.g., CD-ROM), your request and associated submission must conform to the new requirements in NHTSA's Confidential Business Information Rule regarding submissions in electronic formats. See 49 CFR 512.6(c) (as amended by 72 Fed. Reg. 59434 (October 19, 2007)).

If you have any questions regarding submission of a request for confidential treatment, contact Otto Matheke, Senior Attorney, Office of Chief Counsel at otto.matheke@dot.gov or (202) 366-5253.

Due Date

Ford's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by **December 15, 2017**. Ford's response must include all non-confidential attachments and a redacted version of all documents that contain confidential information. If Ford finds that it is unable to provide all of the information requested within the time allotted, Ford must request an extension from me at (202) 366-2315 no later than five

business days before the response due date. If Ford is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Ford then has available, even if an extension has been granted.

Please send email notification to Nathan Ong at Nathan.Ong@dot.gov and to ODI_IRresponse@dot.gov when Ford sends its response to this office and indicate whether there is confidential information as part of Ford's response.

If you have any technical questions concerning this matter, please call Nathan Ong of my staff at (202) 366-1161.

Sincerely,



Evan Frings, Acting Chief
Vehicle Defects Division
Office of Defects Investigation

The reports cited in the introduction of this letter are identified by the following ODI reference numbers: 10875757, 11013849, 110252321, and 11036029.

PE17-007

2014-2016 MY Ford Fusion

Steering Wheel Fastening Bolt Loosens

Subject Vehicles: 2014-2016 MY Ford Fusion

Peer Vehicles:

Alleged Defect any one or more of the following:

- The steering wheel fastening bolt becomes loose while the vehicle is in operation
- The steering wheel becomes detached from the steering column

Resume date: October 23, 2017

Information Request Received: N/A

Response Date: N/A

Investigation Opening Data:

- 3 consumer complaints with alleged steering wheel bolt loose to NHTSA with the following:
 - 0 crashes
 - 0 injuries

NHTSA Investigator: Nathan Ong

Production [NHTSA] Volumes

Model	Type	2014 MY	2015 MY	2016 MY	Total
Fusion	Subject Vehicles	Subject Vehicles			841,000
		Peer Vehicles			
Total					841,000 (estimated)

History

- July 14, 2015 this concern is added to the CCRG agenda. It was closed in CCRG on August 4, 2015 after a data search of 6 vehicle lines showed that Fusion is not distinct in its field performance.

Vehicle Volumes

Sum of VEHICLES Column Labels			
Row Labels	2013	2014	Grand Total
C/C7 - FUSION [288,828	354,509	643,337
A3 - HERMOS	288,828	297,585	586,413
CL - FLATROCK ASSEMBLY PLAN		56,924	56,924
C/C9 - MKZ (CD	29,123	36,181	65,304
A3 - HERMOS	29,123	36,181	65,304
C/PH - TAURUS	135,614	87,003	222,617
AD - CHICAGO	135,614	87,003	222,617
C/ZF - MUSTANG	84,705	134,346	219,051
CL - FLATROCK	84,705	134,346	219,051
Grand Total	538,270	612,039	1,150,309

Record Count

Concern (All)

Count of VIN_CD Column Labels			
Row Labels	2013	2014	Grand Total
C/C7	277	302	579
A3	277	261	538
CL		41	41
C/C9	75	32	107
A3	75	32	107
C/PH	258	90	348
AD	258	90	348
C/ZF	91	58	149
CL	91	58	149
Grand Total	701	482	1,183

	Loose	
	Count	R/1000
Fusion	579	0.90
Hermosillo	538	0.92
Flatrock	41	0.72
MKZ	107	1.64
Taurus	348	1.56
Mustang	149	0.68

ref:137

Subject: PE17-007 2014-2016 Ford Fusion Steering Wheel Fastening Bolt Loosens
Location: WebEx

Start: Fri 11/3/2017 12:30 PM
End: Fri 11/3/2017 1:00 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Britton, Eric (E.J.)
Required Attendees: Nolte, Angela (A.); Tuneff, Mark (M.S.); Dean, Michael (M.J.); Spahn, Brian (B.R.); Wedepohl, Andrew (A.T.); Porter, Alan (A.J.); Alem, Dahmane (D.); Matti, Alvin (.); Chawla, Guruveer (G.); Chascsa, Jim (JRCII.); Minnich, Kathy (K.P.); Perri, Ron (R.J.)

[Attached is the Opening Resume for the 2014-16MY Fusion steering wheel loose if you have not already seen it. A formal kick-off meeting will be scheduled once we receive the Information Request \(IR\), which we have not yet received; however, there are some work streams we can start.](#)

- [Root cause](#)
- [A list of engineering and service part numbers and design changes](#)
- [Associated symptoms other than loose steering wheel](#)
- [Gathering files and emails that may be related to this issue](#)
- [Gathering exemplar parts and their mating components](#)
- [Engineering drawings](#)

[You will receive an invite to the kick-off meeting once we receive the IR. We have 60 days to respond to the agency after receiving the IR.](#)



11/3/2017 12:30 PM
@11/3/2017 12:30 PM

[Ford Mobile Users and Guests: Join WebEx meeting](#)

[Ford PC/Laptop Users: Join WebEx meeting](#)

[Meeting number \(access code\): 713 504 606](#)

-
[Join by phone](#)

[+1-313-248-3668 FordNet 248-3668 / Toll](#)

[+1-888-628-3668 US Toll Free Number](#)

[Global call-in numbers | Toll-free calling restrictions](#)

-
[Join from a video system or application](#)

[Dial 713504606@ford.webex.com](#)

-
[If you are a host, go here to view host information.](#)

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

For additional help with WebEx, Ford users can click on the Digital Worker link How Do I...Conferencing

Can't join the meeting?

-

T31MC08



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION
NHTSA
Authentic US Government Information
National Highway Traffic Safety Administration
uses a digital certificate to ensure
the content has remained unchanged

Investigation: PE 17-007
Date Opened: 10/23/2017
Investigator: Nathan Ong **Reviewer:** Paul Simmons
Approver: Stephen Ridella
Subject: Steering Wheel Fastening Bolt Loosens

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company
Products: 2014-2016 Ford Fusion
Population: 841,000 (Estimated)
Problem Description: The steering wheel fastening bolt loosens.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	3	TBD	TBD
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	0	TBD	TBD
Number of Injuries:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD

ACTION / SUMMARY INFORMATION

Action: Open Preliminary Evaluation

Summary:

The Office of Defects Investigation (ODI) has received three (3) Vehicle Owner Questionnaire (VOQ) reports alleging the steering wheel fastening bolt became loose in model years 2014 through 2016 Ford Fusion vehicles. ODI has received one (1) report on each model year. The VOQs stated that the steering wheel became loose while the vehicle was in operation. Two of the complainants reported that the bolt attaching the wheel to the steering column had to be re-tightened at a repair facility. The third complainant alleged that while attempting to turn into a gas station, the steering wheel became completely detached from the steering column.

A detached steering wheel can result in a loss of vehicle control that may lead to a crash. A Preliminary Evaluation has been opened to assess the scope, frequency, and safety-related consequence of the alleged defect.

The ODI reports cited above can be viewed at <http://www-odi.nhtsa.gov/complaints> under the following identification numbers: 10875757, 11013849, and 110252321

From: Freeman, Scott (S.T.)
Sent: Monday, August 3, 2015 9:42 AM
To: Stanley, Daniel (D.J.); Prescott, Amanda (A.B.)
Subject: RE: 2013-14 Fusion Steering Lawsuit and Claims Review for CCRG
Attachments: 2013-14 Strg Wheel Loose footprint.xlsx

This is my latest report for 2013-2014 Loose Steering wheel.

There was only 1 legal (LMMS) report that was in scope (responsive).

This is the same vehicle/report that Bob Pascarella brought in.

All other 24 legal reports were not responsive, and removed from my report.

<<...>>

If you have questions, or would like to go through the data, let me know.

If you would like the list of non-responsive reports, let me know.

Scott T. Freeman

Automotive Safety Office
Fairlane Plaza South, Suite 500

330 Town Center Drive

Dearborn, Mi 48126
Phone: 313.805.7410

From: Miller, Jessica (.)
Sent: Monday, August 03, 2015 9:17 AM
To: Stanley, Daniel (D.J.)
Cc: Prescott, Amanda (A.B.); Freeman, Scott (S.T.)
Subject: 2013-14 Fusion Steering Lawsuit and Claims Review for CCRG

PRIVILEGED AND CONFIDENTIAL

This e-mail may contain privileged communications.

If you have received it in error, please delete it immediately and notify the sender.

Hi Dan,

I received your VM from Friday on the lawsuit and claims review for 2013-14 Fusion steering. I ran a search for Amanda and Scott on July 14th for the following vehicles lines and Scott came over to review the files. I will have to defer you to Scott on what he determine was responsive.

2013-2014 MY

- Fusion
- MKZ
- Mustang
- Taurus
- MKS
- Explorer

Scott, Dan wanted an update on this for the CCRG meeting tomorrow. Can you please let him know what you found? Thanks.

Best Regards,

Jessica Miller

Legal Assistant

(313) 84-51332

Facsimile 1-888-325-9664

Office of the General Counsel

World Headquarters

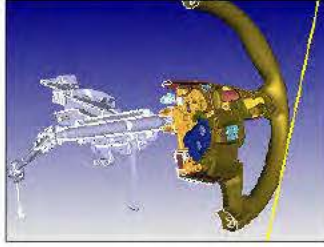
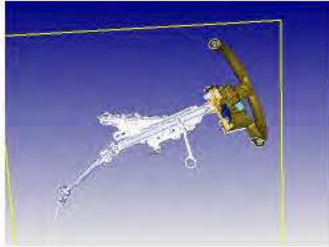
One American Road, Suite 435-E6

Dearborn, Michigan 48126

2013-14 Fusion/MKZ/Mustang/Taurus/MKS/Explorer Steering Wheel Loose

Agenda

Records Searched
Key Words Searched
Voice of the Customer
Total Report Count
Concerns by Category
Concerns by Significant Events
Concerns by Data Source
Vehicle Volumes
Concerns by Month of Production
Concerns by Time In Service
Concerns by Report Date
Concerns by Mileage



Six Vehicle Lines

2013-2014 MY

Fusion
MKZ
Mustang
Taurus
MKS
Explorer

Records Searched

CDR record searches

Steering concerns:

1. Part number 3600
2. Part number 3C529
3. VOQ/FMC: Steering concerns
4. LMMS: Product reports

Key Words Searched

Concerns

Wheel
Loose
Tighten
Torque
Nut
Bolt
Newton's
lbs.

Voice of the Customer

Steering Concerns

A1 Steering Wheel bolt detached
A2 Steering Wheel Loose

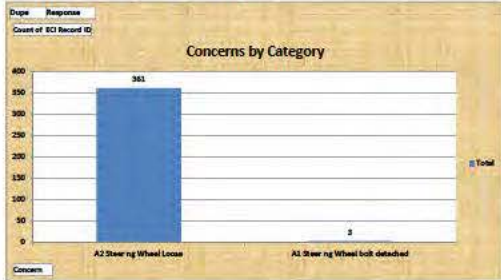
Total Report Count

Response	A
Row Labels	Count of ECI Record ID
Grand Total	364

Unique VINS
Duplciate reports
Total reports for bolt concerns

Note: Two of the vehicles appear to be repeat reports

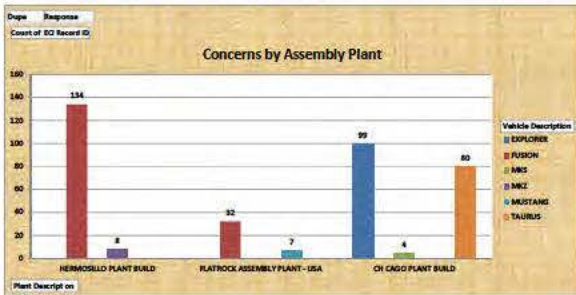
Concerns by Category



Dupe	Response
0	A

Count of ECI Record ID	Concern	Total
361	A2 Steering Wheel Loose	361
3	A1 Steering Wheel bolt detached	3
364	Grand Total	364

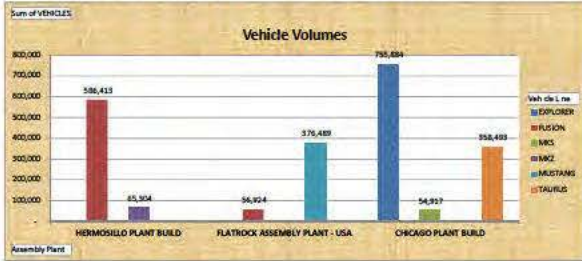
Concerns by Assembly Plant



Dupe Response
 0 A

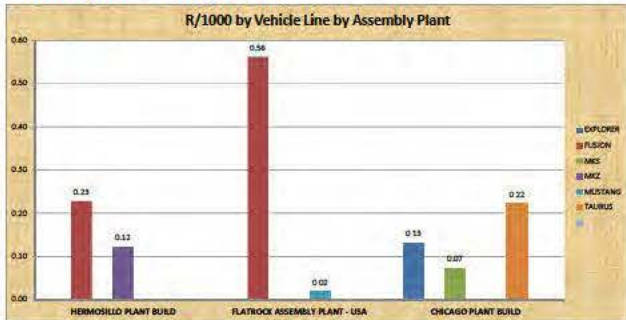
Count of ECI Record ID	Vehicle Description	FUSION	MKS	MKZ	MUSTANG	TAURUS	Grand Total
HERMOSILLO PLANT BUILD	EXPLORER		194		8		142
FLATROCK ASSEMBLY PLANT USA		99	22			7	92
CHICAGO PLANT BUILD				4			80
Grand Total		99	196	4	8	7	304

Vehicle Volumes by Assembly Plant



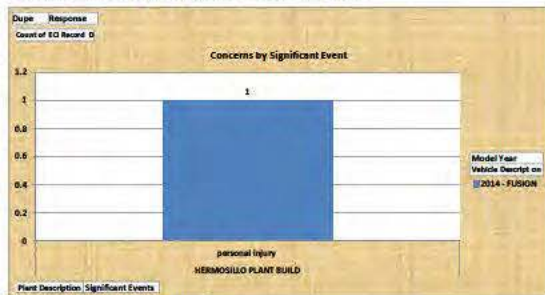
Sum of VEHICLES	Column Labels	EXPLORER	FUSION	MKS	MKZ	MUSTANG	TAURUS	Grand Total
HERMOSILLO PLANT BUILD		586,413			85,304			651,717
FLATROCK ASSEMBLY PLANT USA			56,924			376,489		433,413
CHICAGO PLANT BUILD				54,917			358,493	413,410
Grand Total		755,884	643,337	54,917	85,304	376,489	358,493	2,254,424

R/1000 by Assembly Plant



	EXPLORER	FUSION	MKS	MKZ	MUSTANG	TAURUS
HERMOSILLO PLANT BUILD						
FLATROCK ASSEMBLY PLANT USA		0.56			0.12	
CHICAGO PLANT BUILD			0.15		0.07	0.22

Concerns by Significant Events

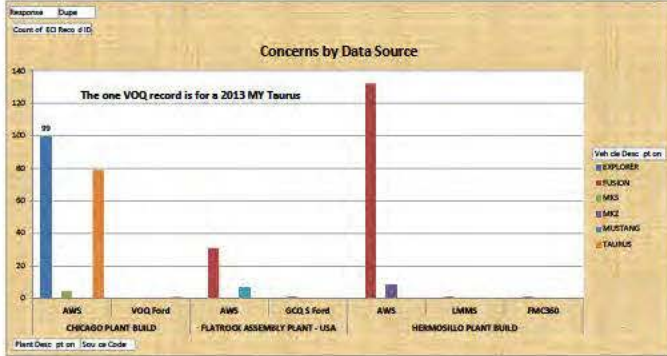


* The personal injury is alleged on the LMMS report

Response: 0
 Dupe: A

Count of ECI Record ID	Model Year	Vehicle Description	2014	2014 Total	Grand Total
Plant Description	Significant Events	FUSION	1	1	1
HERMOSILLO PLANT BUILD	personal injury		1	1	1
HERMOSILLO PLANT BUILD Total			1	1	1
Grand Total			1	1	1

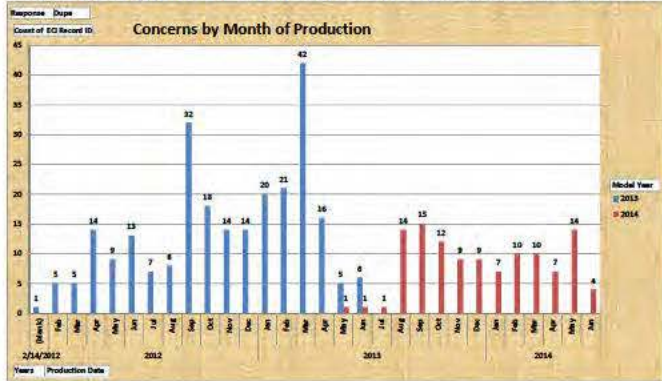
Concerns by Data Source



Total Concerns Without Duplicates by Record Source
 Response: A
 Dupe: 0

Count of ECI Record ID	Column Labels	EXPLORER	FUSION	MKS	MKZ	MUSTANG	TAURUS	Grand Total
CHICAGO PLANT BUILD		99			4			103
AWFS		99			4			103
VOQ Ford							1	1
FLATROCK ASSEMBLY PLANT - USA				32			7	39
AWFS				31			7	38
GCOS Ford				1				1
HERMOSILLO PLANT BUILD				134		8		142
AWFS				132		8		140
LIMS				1				1
FMC360				1				1
Grand Total		99		166	4	8	7	384

Concerns by Month Of Production - All Six Vehicle Lines

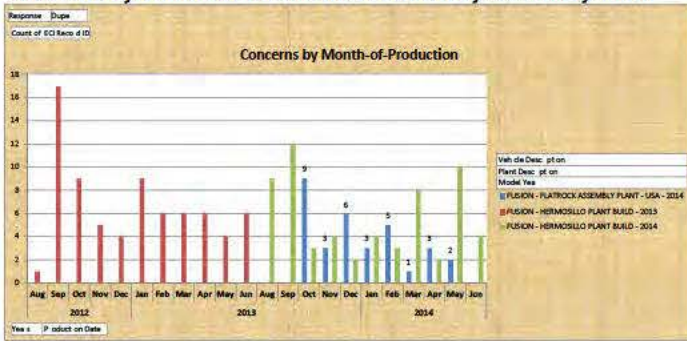


Response: (A)
 Dupe: 0

Count of ECI Record ID	Column Labels	2013	2014 Grand Total
Row Labels			
-2/14/2012			
(Blank)		1	1
2012			
Feb		5	5
Mar		5	5
Apr		14	14
May		9	9
Jun		13	13
Jul		7	7
Aug		8	8
Sep		32	32
Oct		18	18
Nov		14	14
Dec		14	14
2013			
Jan		20	20
Feb		21	21
Mar		42	42
Apr		16	16
May		5	5
Jun		5	1
Jul		1	1
Aug		14	14
Sep		15	15
Oct		12	12
Nov		9	9
Dec		9	9
2014			
Jan		7	7
Feb		10	10

Mar		10	10
Apr		7	7
May		14	14
Jun		4	4
Grand Total	250	114	364

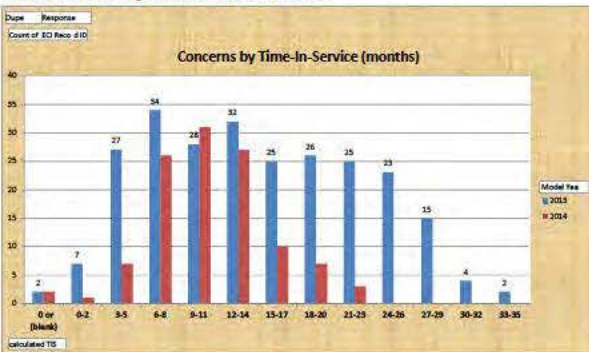
Concerns by Month Of Production - Fusion by Assembly Plant



Response: A/B
Dups: 0

Count of ECI Record ID	Column Labels	FUSION Total	Grand Total
Row Labels	FLATROCK ASSEMBLY PLANT 2014	HERMOSILLO PLANT BUILD 2013	HERMOSILLO PLANT BUILD 2014
2012			
Aug		1	1
Sep		17	17
Oct		9	9
Nov		5	5
Dec		4	4
2013			
Jan		9	9
Feb		6	6
Mar		6	6
Apr		6	6
May		4	4
Jun		6	6
Aug		9	9
Sep		12	12
Oct		9	9
Nov	9	3	12
Dec	3	4	7
2014			
Jan	9	3	7
Feb	6	5	8
Mar	1	1	2
Apr	3	3	6
May	2	2	4
Jun	6	4	4
Grand Total	32	52	73

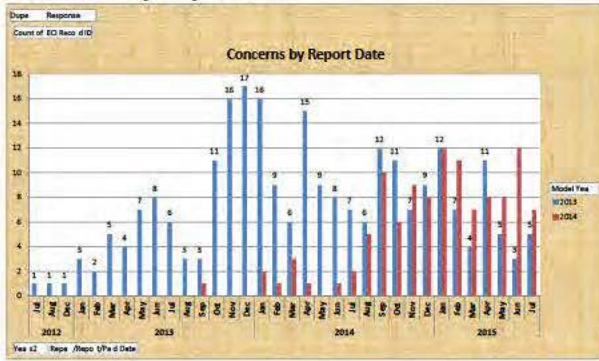
Concerns by Time In Service



Response: A
Dups: 0

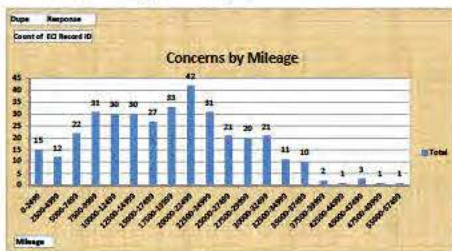
Count of ECI Record ID	Column Labels	2013	2014	Grand Total
0 or (blank)		2	2	4
0-2		7	1	8
3-5		27	6	34
6-8		34	26	60
9-11		28	31	59
12-14		32	27	59
15-17		25	10	35
18-20		26	6	33
21-23		25	3	29
24-26		23	4	28
27-29		15	0	15
30-32		4	0	4
33-35		2	0	2
Grand Total		269	114	384

Concerns by Report Date



Year	Month	Count	2014 Grand Total
2012	Jan	1	1
2012	Aug	1	1
2012	Dec	1	1
2013	Jan	3	3
2013	Feb	2	2
2013	Mar	6	6
2013	Apr	4	4
2013	May	7	7
2013	Jun	8	8
2013	Jul	6	6
2013	Aug	3	3
2013	Sep	3	3
2013	Oct	11	11
2013	Nov	16	16
2013	Dec	17	17
2014	Jan	16	2
2014	Feb	9	1
2014	Mar	15	3
2014	Apr	15	1
2014	May	9	9
2014	Jun	8	1
2014	Jul	7	2
2014	Aug	6	5
2014	Sep	12	10
2014	Oct	11	6
2014	Nov	7	9
2014	Dec	9	8
2015	Jan	12	12
2015	Feb	7	11
2015	Mar	4	7
2015	Apr	11	19
2015	May	5	8
2015	Jun	3	12
2015	Jul	6	7
Grand Total		250	114
Grand Total			964

Concerns by Mileage

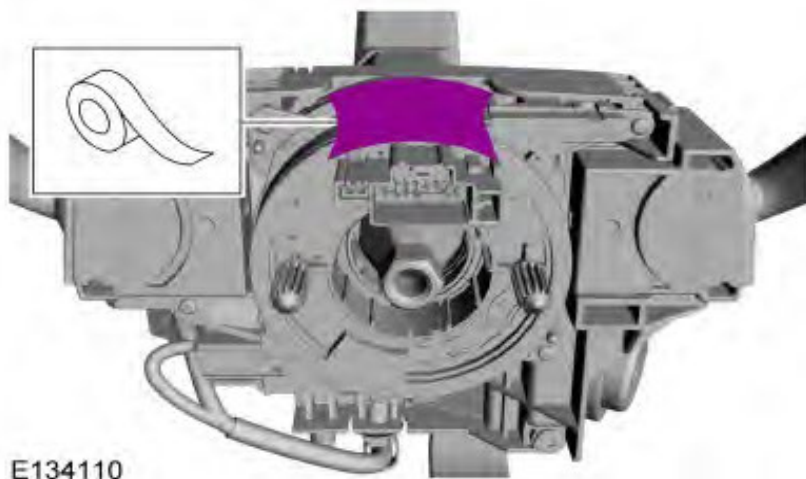


Row Labels	Count of ECI Record ID
0 2499	15
2500 4999	12
5000 7499	22
7500 9999	31
10000 12499	30
12500 14999	30
15000 17499	27
17500 19999	33
20000 22499	42
22500 24999	31
25000 27499	21
27500 29999	20
30000 32499	21
32500 34999	11
35000 37499	10
37500 39999	2
40000 42499	1
42500 44999	1
45000 47499	3
47500 49999	1
50000 52499	1
Grand Total	364



E157815

3. *Torque*: 35 lb.ft (48 Nm)



E134110

From: Ulloa, Fernando (F.F.)
Sent: Monday, August 3, 2015 11:25 AM
To: Stanley, Daniel (D.J.); Bushman, Thomas (T.S.)
Cc: Nunez, Cesar (C.); Landis, Kenneth (K.M.); Parrish, Will (W.F.); Gastelum, Miguel (.)
Subject: RE: 2013-14MY Fusion Steering Wheel Loose
Attachments: Column.pptx

Here is a picture of what the change was in order to help the operator at the work station to avoid the improper installation, the green area is a taller part which is the element that helped to interfere in the Steering Wheel pocket that receives the shaft if the steering wheel unintentionally was installed in the wrong position.

I hope this helps to understand.

From: Stanley, Daniel (D.J.)
Sent: Monday, August 03, 2015 6:10 AM
To: Bushman, Thomas (T.S.)
Cc: Nunez, Cesar (C.); Ulloa, Fernando (F.F.); Landis, Kenneth (K.M.); Parrish, Will (W.F.)
Subject: FW: 2013-14MY Fusion Steering Wheel Loose

Tom,

The information in the email below still concerns me. Cesar indicates that there was an engineering change, but engineering indicates otherwise. I'd like to get this better understood. I have a 2pm review with Ken Landis to review his current torque studies. Perhaps there is additional information from HSAP that needs to be understood?

Daniel J. Stanley

Ford Motor Company

Critical Concern Engineer

Dstanle1@ford.com

PDC 2CE30

313.805.9717

From: Nunez, Cesar (C.)
Sent: Thursday, July 09, 2015 6:38 PM
To: Stanley, Daniel (D.J.)
Cc: Bushman, Thomas (T.S.); Ulloa, Fernando (F.F.); Corella, Claudia (C.I.)
Subject: RE: 2013-14MY Fusion Steering Wheel Loose

Hi, do you have the VIN numbers? We had an issue in the plant about this matter and an engineering change was done to correct this condition.

Please let me know the VIN numbers so we can check if it was built before the PCA.

Fernando is our Chassis Engineer and he will help us on this.

Cesar Nunez

HSAP VE/Chassis

(662) 259-8214

Ford net 456-8214

From: Stanley, Daniel (D.J.)
Sent: Thursday, July 09, 2015 7:00 AM
To: Nunez, Cesar (C.); Corella, Claudia (C.I.)
Cc: Bushman, Thomas (T.S.)
Subject: 2013-14MY Fusion Steering Wheel Loose

The following was identified as a high mileage concern. Customers have indicated a loose, rocking, wiggling steering wheel. This is scheduled for review at the CCRG on Tuesday July 14th. Do you have any knowledge or background on this concern? Were there any plant or supplier concerns relating to this item?

Daniel J. Stanley

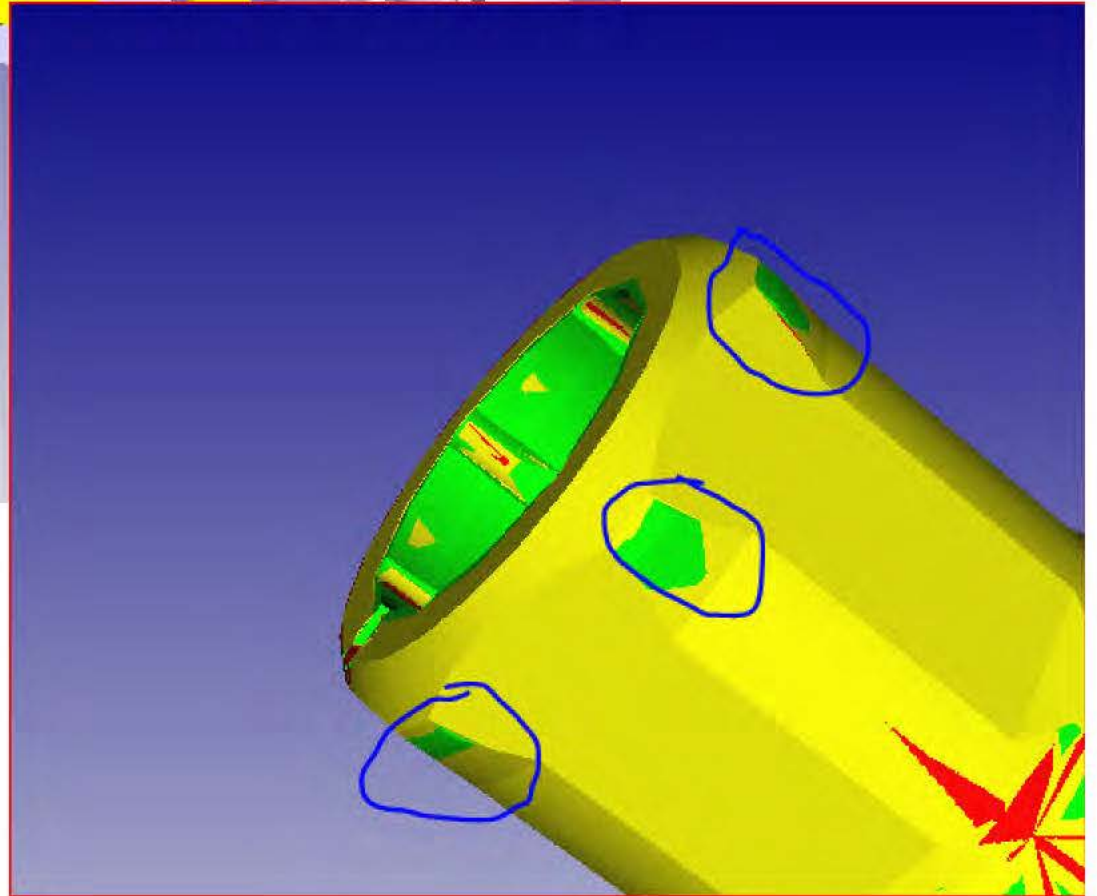
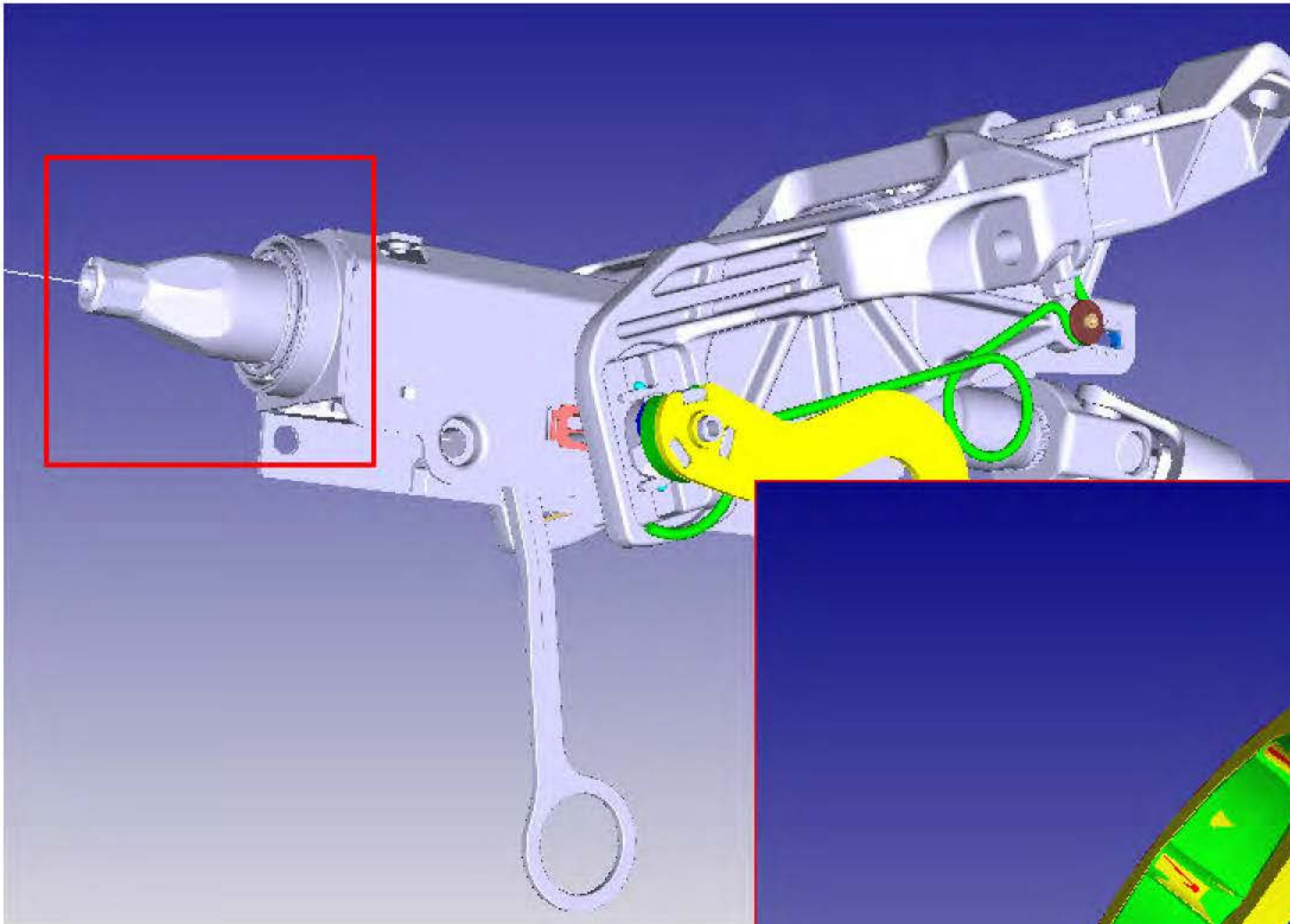
Ford Motor Company

Critical Concern Engineer

Dstanle1@ford.com

PDC 2CE30

313.805.9717



From: Stanley, Daniel (D.J.)
Sent: Monday, August 3, 2015 11:55 AM
To: Ulloa, Fernando (F.F.)
Cc: Nunez, Cesar (C.); Landis, Kenneth (K.M.); Gastelum, Miguel (.); Bushman, Thomas (T.S.)
Subject: RE: 2013-14MY Fusion Steering Wheel Loose

What was the timing of this change at the assembly process level, and what was the affect if improperly installed?
Did this change have any affect upon the torque retention of the Steering Wheel?

Daniel J. Stanley

Ford Motor Company

Critical Concern Engineer

Dstanle1@ford.com

PDC 2CE30

313.805.9717

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Sent: Monday, August 03, 2015 11:25 AM
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Daniel J. Stanley

Ford Motor Company

Critical Concern Engineer

Dstanle1@ford.com

PDC 2CE30

313.805.9717

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Fernando is our Chassis Engineer and he will help us on this.

Cesar Nunez
HSAP VE/Chassis
(662) 259-8214
Ford net 456-8214

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Daniel J. Stanley

Ford Motor Company

Critical Concern Engineer

Dstanle1@ford.com

PDC 2CE30

313.805.9717

From: Matti, Alvin (.)
Sent: Friday, October 27, 2017 10:39 AM
To: Porter, Alan (A.J.); Chasca, Jim (JRCII.); Dean, Michael (M.J.)
Subject: RE: 2014-16MY Fusion Steering Wheel Attachment

Guru from my team to get the parts back.

Regards
Alvin Matti
EPAS TE
Steering Campaign Prevention Supv
FN3 GS008 / 313 805-3152

From: Porter, Alan (A.J.)
Sent: Friday, October 27, 2017 10:28 AM
To: Chasca, Jim (JRCII.) <jchasca@ford.com>; Matti, Alvin (.) <amatti@ford.com>; Dean, Michael (M.J.) <mdean6@ford.com>
Subject: RE: 2014-16MY Fusion Steering Wheel Attachment

We should get these parts back. Who will make the contact and take the steps?

Regards,
Alan Porter (313-805-3180)
Steering Engineering Supervisor
Ford Motor Company
6200 Mercury Drive.
Dearborn MI, 48126
Bldg. FN3, Cube 2B-F70

From: Krawczyk, Kevin (R.)
Sent: Friday, October 27, 2017 9:34 AM
To: Matti, Alvin (.); Dean, Michael (M.J.); Porter, Alan (A.J.)
Cc: Chasca, Jim (JRCII.); Spahn, Brian (B.R.)
Subject: RE: 2014-16MY Fusion Steering Wheel Attachment

Team, please see attached. This vehicle was in the dealership yesterday.
<< Message: Report Summary for the CQIS Report#HQZDD006, from KKRAWCZY >>

Kevin Krawczyk
Product Concern Engineer
Fusion/MKZ/Continental
Ford Motor Company
313-248-6022

-----Original Appointment-----

From: Matti, Alvin (.)
Sent: Wednesday, October 25, 2017 11:28 AM
To: Matti, Alvin (.); Krawczyk, Kevin (R.); Dean, Michael (M.J.); Porter, Alan (A.J.)
Cc: Chasca, Jim (JRCII.) (jchasca@ford.com); Spahn, Brian (B.R.)

Subject: FW: 2014-16MY Fusion Steering Wheel Attachment

When: Wednesday, October 25, 2017 1:30 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Webex

Kevin

Per our discussion, below is the meeting notice.

-----Original Appointment-----

From: Matti, Alvin (.)

Sent: Tuesday, October 24, 2017 6:52 AM

To: Matti, Alvin (.); Dean, Michael (M.J.); Porter, Alan (A.J.)

Cc: Chascsa, Jim (JRCII.) (jchascsa@ford.com); Spahn, Brian (B.R.)

Subject: 2014-16MY Fusion Steering Wheel Attachment

When: Wednesday, October 25, 2017 1:30 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Webex

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Ford PC/Laptop Users: [Join WebEx meeting](#)

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+1-313-248-3668 FordNet 248-3668 / Toll

+1-888-628-3668 US Toll Free Number

[Global call-in numbers](#) | [Toll-free calling restrictions](#)

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Dial [715107208@ford.webex.com](tel:715107208@ford.webex.com)

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T31MC08

From: Nolte, Angela (A.)
Sent: Friday, October 27, 2017 1:20 PM
To: Dean, Michael (M.J.); Mason, Mary (M.A.); Stanley, Daniel (D.J.)
Subject: RE: 2014-16MY Fusion Steering Wheel Attachment

We have only received an opening resume from the agency. We do not have the questions they will be asking yet.

From: Dean, Michael (M.J.)
Sent: Friday, October 27, 2017 12:25 PM
To: Mason, Mary (M.A.) <mmason37@ford.com>; Nolte, Angela (A.) <anolte1@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>
Subject: FW: 2014-16MY Fusion Steering Wheel Attachment

Hello Mary / Angela / Dan,

I believe you already know about this, has NHSTA officially declared this as a external investigation to Ford?

Thanks!

Have a great day,
"Teamwork Leads to Success!"

Michael J. Dean
Ford Global Core Restraints Engineering
SME SW/DAB/Inflator Engineer

ONE FORD • ONE TEAM • ONE PLAN • ONE GOAL

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From: Matti, Alvin (.)
Sent: Friday, October 27, 2017 12:13 PM
To: Dean, Michael (M.J.); Porter, Alan (A.J.); Chascsa, Jim (JRCII.); Spahn, Brian (B.R.)
Cc: Krawczyk, Kevin (R.); Alem, Dahmane (D.); Chawla, Guruveer (G.); Alem, Dahmane (D.)
Subject: RE: 2014-16MY Fusion Steering Wheel Attachment

Team

NHSTA broke the new to the media regarding Fusion loose wheel <https://www.cbsnews.com/news/ford-fusion-loose-steering-wheel-nhtsa-probe/> . The pressure is on now.

Regards
Alvin Matti
EPAS TE
Steering Campaign Prevention Supv
FN3 GS008 / 313 805-3152

-----Original Appointment-----

From: Matti, Alvin (.)
Sent: Tuesday, October 24, 2017 6:52 AM
To: Matti, Alvin (.); Dean, Michael (M.J.); Porter, Alan (A.J.)
Cc: Chascsa, Jim (JRCII.) (jchascsa@ford.com); Spahn, Brian (B.R.); Krawczyk, Kevin (R.); Alem, Dahmane (D.) (dalem@ford.com)
Subject: 2014-16MY Fusion Steering Wheel Attachment
When: Wednesday, October 25, 2017 1:30 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Webex

Hi Dean

Please forward the meeting to Jim (I couldn't find his CDSID).

Also, can you forward the note to your FCSD contact. We will need their help to put a bulletin to ask the dealer to replace the wheel/airbag, column and the bolt so we can get them back for analysis.

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Ford PC/Laptop Users: [Join WebEx meeting](#)

Meeting number (access code): 715 107 208

Join by phone

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+1-888-628-3668 US Toll Free Number

[Global call-in numbers](#) | [Toll-free calling restrictions](#)

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Dial [715107208@ford.webex.com](tel:715107208@ford.webex.com)

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T31MC08

From: Frankstein, Michael (M.)
Sent: Wednesday, August 26, 2015 12:37 PM
To: Freeman, Scott (S.T.)
Cc: Nutt, Marvin (M.E.); Henry, Scott (S.G.)
Subject: RE: Control Limit question
Attachments: 2013-14 Strg Wheel Loose Fusion Plants 08-26-2015.xlsb

Scott,

I'm attaching a file with confidence limit calculations as requested. Marvin will set up a meeting to discuss the results.

Thanks.


Scott H., regarding your observation about some unusual summary data like this:

Plant_Desc	Model_Year	TIS	Count
FLATROCK ASSEMBLY PLANT - USA	2014	0	1
FLATROCK ASSEMBLY PLANT - USA	2014	0	4
FLATROCK ASSEMBLY PLANT - USA	2014	0	14

It turned out that SQL Group by TIS treated values +0, 0 and -0 as three separate groups. Strange, but no adverse effect on end results. The issue was fixed by the use of Abs(TIS) function.

Michael Frankstein

Ford Motor Company
Safety Data Analysis

 Telephone: (313) 62-16285

 E-Mail Address: mfrankst@ford.com

From: Freeman, Scott (S.T.)
Sent: Tuesday, August 25, 2015 10:31 AM
To: Frankstein, Michael (M.); Nutt, Marvin (M.E.)
Subject: Control Limit question

Hi.

I'm Scott Freeman, I work in ASO.

I would like to know if I can add control limits to my R/1000 values.

Would you need a meeting to review this attached data?

<< File: Control Limit question.xlsx >>

Scott T. Freeman

Automotive Safety Office
Fairlane Plaza South, Suite 500

330 Town Center Drive

Dearborn, Mi 48126
Phone: 313.805.7410

UNIT

Table with columns: Unit No., Unit Name, Unit Type, Unit Status, Unit Location, Unit Description, Unit Remarks, Unit Date, Unit Author, Unit Approver.

UNIT

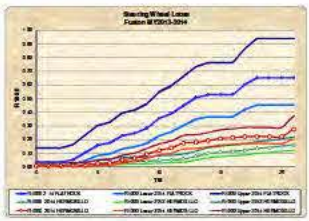
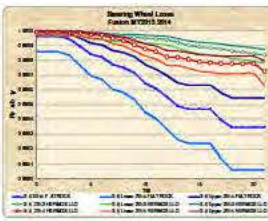
Table with columns: Unit No., Unit Name, Unit Type, Unit Status, Unit Location, Unit Description, Unit Remarks, Unit Date, Unit Author, Unit Approver.

UNIT

Table with columns: Unit No., Unit Name, Unit Type, Unit Status, Unit Location, Unit Description, Unit Remarks, Unit Date, Unit Author, Unit Approver.

UNIT

Table with columns: Unit No., Unit Name, Unit Type, Unit Status, Unit Location, Unit Description, Unit Remarks, Unit Date, Unit Author, Unit Approver.



From: Adamo, Tony (T.)
Sent: Wednesday, July 22, 2015 4:18 PM
To: Freeman, Scott (S.T.)
Subject: RE: Data Analysis - Reports of Loose Steering Wheel - 2013-2014 MY

But with a loose steering wheel, it should still be drivable, correct?

From: Freeman, Scott (S.T.)
Sent: Wednesday, July 22, 2015 1:00 PM
To: Adamo, Tony (T.)
Subject: RE: Data Analysis - Reports of Loose Steering Wheel - 2013-2014 MY

Yes.

One vehicle where the wheel came off. The vehicle was towed in. 2014 MY Fusion.

Two vehicles where the bolt was laying loose. Unknown if they were towed in. Both 2014 MY Fusion.

All other vehicles were only loose steering wheel. Four of these vehicles were towed in.

Scott T. Freeman
Automotive Safety Office
Fairlane Plaza South, Suite 500
330 Town Center Drive
Dearborn, Mi 48126
Phone: 313.805.7410

From: Adamo, Tony (T.)
Sent: Wednesday, July 22, 2015 12:50 PM
To: Freeman, Scott (S.T.)
Subject: RE: Data Analysis - Reports of Loose Steering Wheel - 2013-2014 MY

Scott,

Amanda wanted to know what the symptoms were. Is it safe to say that only 1 had a situation where the wheel came off and all the rest of them were just "steering wheel loose"? If so, were they all able to still drive the vehicle?

Thanks,

Tony Adamo
Automotive Safety Office
Safety Investigations Engineer
313-805-3070
Fairlane Plaza South-Suite 500

From: Freeman, Scott (S.T.)
Sent: Tuesday, July 21, 2015 2:29 PM

To: Landis, Kenneth (K.M.); Bushman, Thomas (T.S.); Patel, Bharat (B.J.); Adamo, Tony (T.)

Subject: Data Analysis - Reports of Loose Steering Wheel - 2013-2014 MY

Team,

The attached file is an analysis of the loose steering wheels reports by assembly plants.

This analysis was requested at the July 14th, CCRG.

<<...>>

Please contact me if you have any questions. If you would like a meeting to go through the analysis, I am available.

Scott T. Freeman

Automotive Safety Office
Fairlane Plaza South, Suite 500

330 Town Center Drive

Dearborn, Mi 48126
Phone: 313.805.7410

From: Freeman, Scott (S.T.)
Sent: Wednesday, July 29, 2015 1:13 PM
To: Landis, Kenneth (K.M.); Bushman, Thomas (T.S.); Patel, Bharat (B.J.); Adamo, Tony (T.); Stanley, Daniel (D.J.)
Subject: RE: Data Analysis - Reports of Loose Steering Wheel - 2013-2014 MY
Attachments: 2013-14 Strg Wheel Loose footprint.xlsx

Team,

Attached is the most recent copy of the subject file.

No reports have been added. I have just cleaned up some of the formatting of the file.

<<...>>

Please contact me if you have any questions. If you would like a meeting to go through the analysis, I am available.

Scott T. Freeman

Automotive Safety Office
Fairlane Plaza South, Suite 500

330 Town Center Drive

Dearborn, Mi 48126
Phone: 313.805.7410

From: Freeman, Scott (S.T.)
Sent: Tuesday, July 21, 2015 2:29 PM
To: Landis, Kenneth (K.M.); Bushman, Thomas (T.S.); Patel, Bharat (B.J.); Adamo, Tony (T.)
Subject: Data Analysis - Reports of Loose Steering Wheel - 2013-2014 MY

Team,

The attached file is an analysis of the loose steering wheels reports by assembly plants.

This analysis was requested at the July 14th, CCRG.

<<...>>

Please contact me if you have any questions. If you would like a meeting to go through the analysis, I am available.

Scott T. Freeman

Automotive Safety Office
Fairlane Plaza South, Suite 500

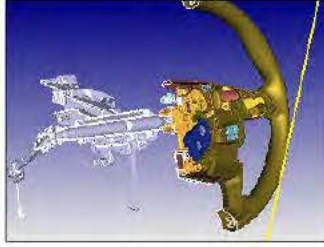
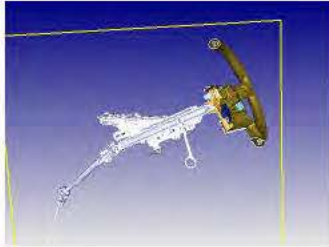
330 Town Center Drive

Dearborn, Mi 48126
Phone: 313.805.7410

2013-14 Fusion/MKZ/Mustang/Taurus/MKS/Explorer Steering Wheel Loose

Agenda

Records Searched
Key Words Searched
Voice of the Customer
Total Report Count
Concerns by Category
Concerns by Significant Events
Concerns by Data Source
Vehicle Volumes
Concerns by Month of Production
Concerns by Time In Service
Concerns by Report Date
Concerns by Mileage



Six Vehicle Lines

2013-2014 MY

Fusion
MKZ
Mustang
Taurus
MKS
Explorer

Records Searched

CDR record searches

Steering concerns:

1. Part number 3600
2. Part number 3C529
3. VOQ/FMC: Steering concerns
4. LMMS: Product reports

Key Words Searched

Concerns

Wheel
Loose
Tighten
Torque
Nut
Bolt
Newton's
lbs.

Voice of the Customer

Steering Concerns
A1 Steering Wheel bolt detached
A2 Steering Wheel Loose

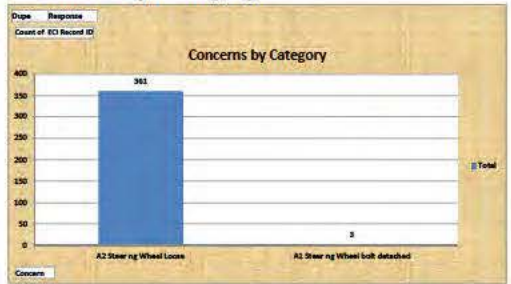
Total Report Count

Response	A
Row Labels	Count of ECI Record ID
1	364
2	4
Grand Total	368

Un qua VINs
 Dup info reports
 Total reports for both concerns

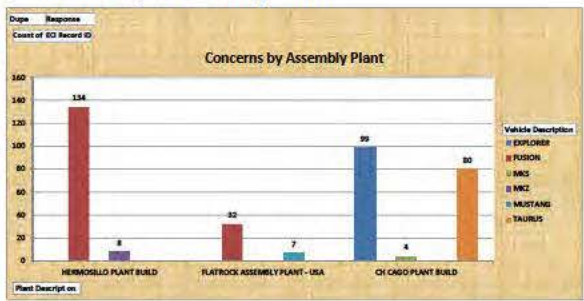
Note: Two of the vehicles appear to be repeat reports

Concerns by Category



Dupe	Response	B	A
Count of ECI Record ID			
Concern		Total	
A2 Steering Wheel Loose		361	
A1 Steering Wheel bolt detached		7	
Grand Total		368	

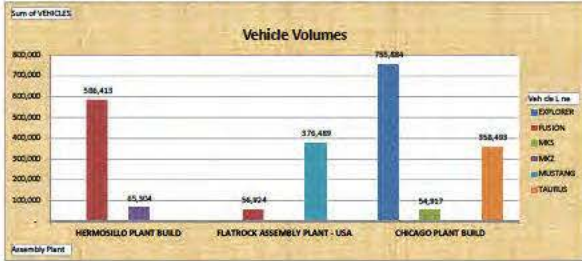
Concerns by Assembly Plant



Dupe Response
0 A

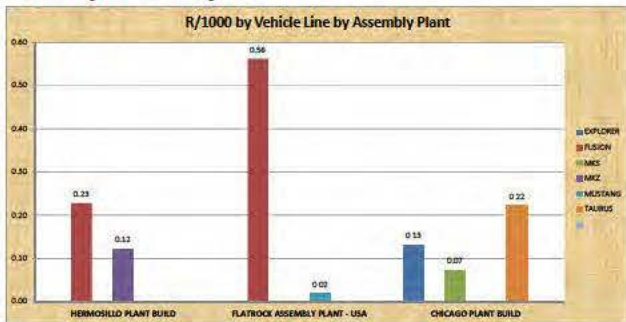
Count of ECI Record ID	Vehicle Description	FUSION	MKS	MKZ	MUSTANG	TAURUS	Grand Total
HERMOSILLO PLANT BUILD	EXPLORER		194		8		142
FLATROCK ASSEMBLY PLANT - USA		99	22			7	90
CHICAGO PLANT BUILD				4			80
Grand Total		99	196	4	8	7	304

Vehicle Volumes by Assembly Plant



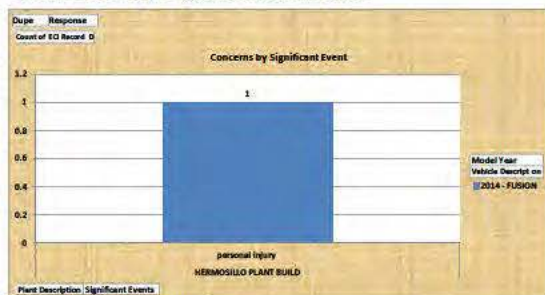
Sum of VEHICLES	Column Labels	FUSION	MKS	MKZ	MUSTANG	TAURUS	Grand Total
HERMOSILLO PLANT BUILD	EXPLORER		586,413				586,413
FLATROCK ASSEMBLY PLANT - USA		56,924					56,924
CHICAGO PLANT BUILD				54,917			54,917
Grand Total		755,884	643,337	54,917	85,304	376,489	2,254,424

R/1000 by Assembly Plant



	EXPLORER	FUSION	MKS	MKZ	MUSTANG	TAURUS
HERMOSILLO PLANT BUILD			0.23			
FLATROCK ASSEMBLY PLANT - USA		0.56			0.12	
CHICAGO PLANT BUILD			0.13		0.07	0.22

Concerns by Significant Events

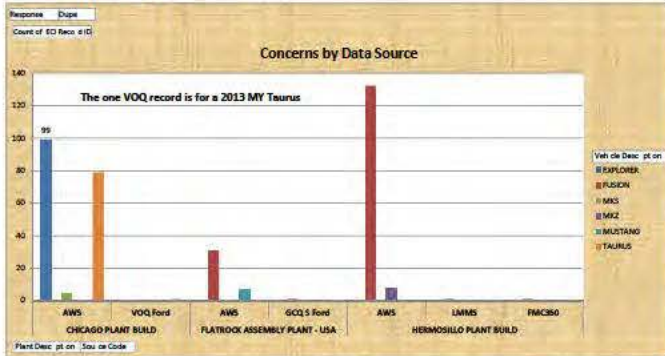


* The personal injury is alleged on the LMMS report

Response	0
Dupe	A

Count of ECI Record ID	Model Year	Vehicle Description	2014 2014 Total	Grand Total
Plant Description	Significant Events	FUSION	1	1
HERMOSILLO PLANT BUILD	personal injury		1	1
HERMOSILLO PLANT BUILD Total			1	1
Grand Total			1	1

Concerns by Data Source

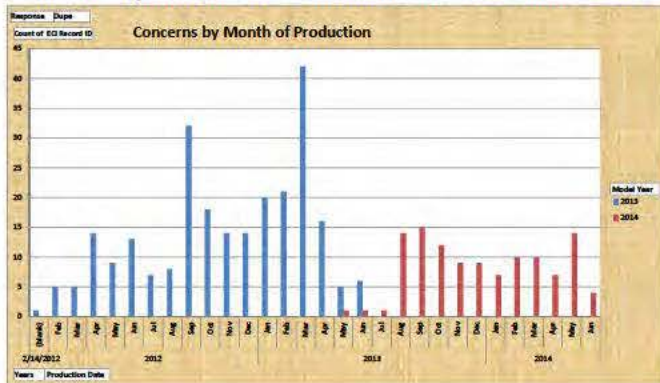


Total Concerns Without Duplicates by Record Source

Response	0
Dupe	A

Count of ECI Record ID	Column Labels	FUSION	MKS	MKZ	MUSTANG	TAURUS	Grand Total
Row Labels	EXPLORER						
CHICAGO PLANT BUILD		99		4			103
AWS		99		4			103
VVOQ Ford						79	79
FLATROCK ASSEMBLY PLANT - USA			32			7	39
AWS			31			7	38
GCQS Ford			1				1
HERMOSILLO PLANT BUILD			134		8		142
AWS			132		8		140
LAIMS			1				1
FMC360			1				1
Grand Total		99	196	4	8	7	314

Concerns by Month Of Production - All Six Vehicle Lines

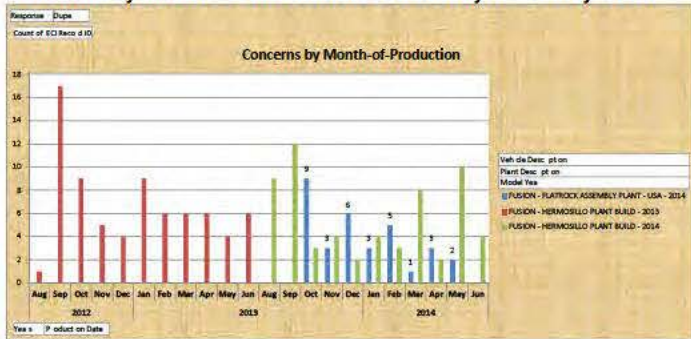


Response	0
Dupe	A

Count of ECI Record ID	Column Labels	2013	2014 Grand Total
Row Labels			
-2/14/2012			
(blank)		1	1
2012			
Feb		5	5
Mar		5	5
Apr		14	14
May		9	9
Jun		13	13
Jul		7	7
Aug		8	8
Sep		32	32
Oct		18	18
Nov		14	14
Dec		14	14
2013			
Jan		20	20
Feb		21	21
Mar		42	42
Apr		16	16
May		5	5
Jun		5	5
Jul		1	1
Aug		14	14
Sep		15	15
Oct		12	12
Nov		9	9
Dec		9	9
2014			
Jan		7	7

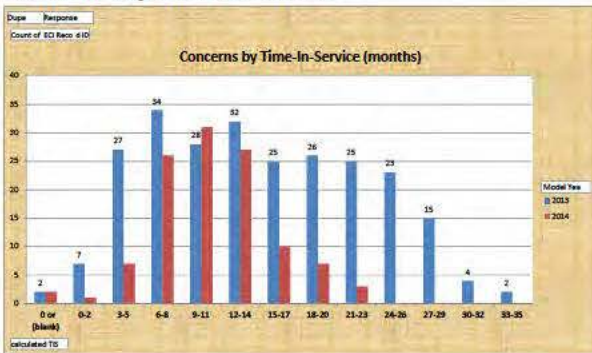
Feb		10	10
Mar		10	10
Apr		7	7
May		14	14
Jun		4	4
Grand Total	250	114	364

Concerns by Month Of Production - Fusion by Assembly Plant



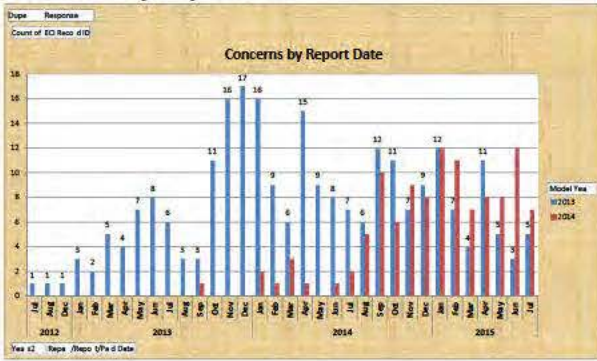
Response	Dupe	Count of ECI Record ID	Column Labels	FUSION ON Total	Grand Total
Response	(A)		FUSION		
Dupe	0		FLATROCK ASSEMBLY PLANT - USA - 2014	HERMOSILLO PLANT BUILD - 2013	HERMOSILLO PLANT BUILD - 2014
Row Labels			2014	2013	2014
2012					
Aug				1	1
Sep				17	17
Oct				9	9
Nov				5	5
Dec				4	4
2013					
Jan				9	9
Feb				5	5
Mar				5	5
Apr				5	5
May				4	4
Jun				6	6
Aug				9	9
Sep				12	12
Oct			9	3	12
Nov			3	4	7
Dec			6	2	8
2014					
Jan			3	3	4
Feb			5	5	3
Mar			1	1	8
Apr			3	3	2
May			2	2	10
Jun			0	0	4
Grand Total			32	92	73
				91	134
					166

Concerns by Time In Service



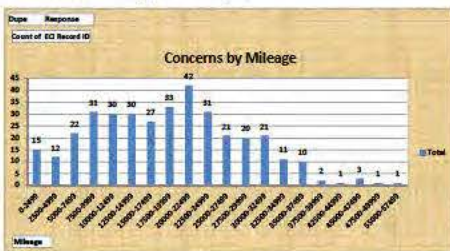
Response	Dupe	Count of ECI Record ID	Column Labels	2013	2014	Grand Total
Response	0					
Dupe	A					
Row Labels						
<0 or (blank)				2	2	4
0-2				7	1	8
3-5				27	7	34
6-8				34	26	60
9-11				28	31	59
12-14				32	27	59
15-17				25	10	35
18-20				26	7	33
21-23				25	9	34
24-26				23	23	46
27-29				15	15	30
30-32				4	4	8
33-35				2	2	4
Grand Total				250	114	364

Concerns by Report Date



Year	Month	Count	2014 Grand Total	
2012	Jan	1	1	
2012	Aug	1	1	
2012	Dec	1	1	
2013	Jan	3	3	
2013	Feb	2	2	
2013	Mar	5	5	
2013	Apr	4	4	
2013	May	7	7	
2013	Jun	8	8	
2013	Jul	6	6	
2013	Aug	3	3	
2013	Sep	3	3	
2013	Oct	11	11	
2013	Nov	16	16	
2013	Dec	17	17	
2014	Jan	16	2	18
2014	Feb	9	1	10
2014	Mar	1	3	3
2014	Apr	15	1	16
2014	May	9	0	9
2014	Jun	8	1	9
2014	Jul	7	2	9
2014	Aug	6	5	11
2014	Sep	12	10	22
2014	Oct	11	6	17
2014	Nov	7	9	16
2014	Dec	9	8	17
2015	Jan	12	12	24
2015	Feb	7	11	18
2015	Mar	4	7	11
2015	Apr	11	8	19
2015	May	5	8	13
2015	Jun	3	12	15
2015	Jul	6	7	13
Grand Total		250	114	364

Concerns by Mileage

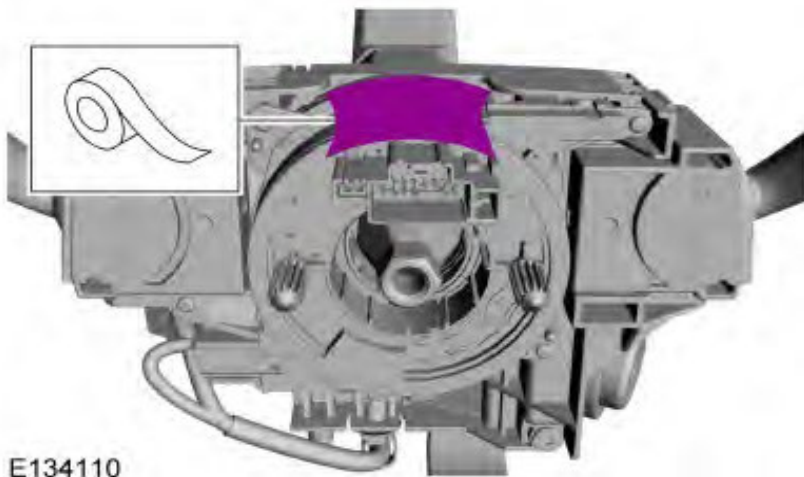


Row Labels	Count of EO Record ID
0 2499	15
2500 4999	12
5000 7499	22
7500 9999	31
10000 12499	30
12500 14999	30
15000 17499	27
17500 19999	33
20000 22499	42
22500 24999	31
25000 27499	21
27500 29999	20
30000 32499	21
32500 34999	11
35000 37499	10
37500 39999	2
40000 42499	1
42500 44999	1
45000 47499	3
47500 49999	1
50000 52499	1
Grand Total	364



E157815

3. *Torque*: 35 lb.ft (48 Nm)



E134110

From: Stanley, Daniel (D.J.)
Sent: Tuesday, October 24, 2017 5:40 PM
To: Britton, Eric (E.J.)
Cc: Mason, Mary (M.A.); Nolte, Angela (A.)
Subject: Re: F/U: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment

Thanks Eric

Sent from my iPhone

On Oct 24, 2017, at 5:08 PM, Britton, Eric (E.J.) <ebritton@ford.com> wrote:

Thanks for all of your help Dan. The Opening Resume is attached.

Eric Britton

Internal Investigations
Tel. 313-323-2966

From: Stanley, Daniel (D.J.)
Sent: Tuesday, October 24, 2017 3:56 PM
To: Mason, Mary (M.A.) <mmason37@ford.com>; Nolte, Angela (A.) <anolte1@ford.com>; Freeman, Scott (S.T.) <sfreema1@ford.com>; Porter, Alan (A.J.) <aporter@ford.com>; Ixtla Garrido, Oscar (O.) <oixtlaga@ford.com>; Tellez, Jorge Carlos (J.) <jtellezv@ford.com>; Dean, Michael (M.J.) <mdean6@ford.com>; Matti, Alvin (.) <amatti@ford.com>; McElmeel, Edward (E.F.) <emcelmee@ford.com>; Landis, Kenneth (K.M.) <klandis1@ford.com>; Castellano, James (.) <jcastel2@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Spahn, Brian (B.R.) <bspahn@ford.com>; Singh, Hardeep (H.) <HSINGH97@ford.com>; Chawla, Guruveer (G.) <GCHAWLA@ford.com>; Reese, Chuck (C.R.) <creese@ford.com>; Alem, Dahmane (D.) <dalem@ford.com>
Cc: Tuneff, Mark (M.S.) <mtuneff@ford.com>; Luikart, Tim (T.E.) <tluikart@ford.com>; Britton, Eric (E.J.) <ebritton@ford.com>
Subject: F/U: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment

I'd like to thank all the team members that were able to join in our discussion yesterday afternoon.

This is an External Investigation which will be led by Angela Nolte.

A few key points from yesterday's discussion:

- Reference (3) VOQ concerns captured by NHTSA and conveyed to Ford.
- The Steering wheel to column "Joint" is owned by "Core Restraints"
- Determine if these three vehicles were manufactured at HSAP, FRAP or both.
- Determine if the steering wheel installation was done in Assembly or as an Off-Line process.
- This is an Inverted Delta item, with Torque and Angle specifications. Assembly Plant data may be available.
- FOE has a slightly different process.
- Engineering indicated requesting a Find-A-Vehicle (FAV) to capture an entire steering column, wheel and bolt for analysis.
- Review bolt type, thread, thread pitch, thread lock (Loctite) and batch information.

- Investigate whether the wrong bolts could be supplied online and used.
- ASO currently processing reports of field concerns
- Engineering needs to review warranty returns, and what claim rate and trends might exist.

NHTSA may soon be sending Ford a **PE** - Preliminary Evaluation Resume, at which time I believe the **ASO External Investigation Team** will schedule a meeting for review.

Daniel J. Stanley

Critical Concern Engineering

Ford Motor Company

Dstanle1@ford.com

PDC 2CE30

313.805.9717

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<mime-attachment>

From: Britton, Eric (E.J.)
Sent: Wednesday, October 25, 2017 11:23 AM
To: Grezeszak, Dennis (D.A.); Stanley, Daniel (D.J.)
Cc: Porter, Alan (A.J.); Nolte, Angela (A.); Mason, Mary (M.A.); Matti, Alvin (.); Warwood, Mike (J.M.); Spahn, Brian (B.R.); Chhina, Avtar (AC.); Kan, Michael (Y.); Dean, Michael (M.J.); Krawczyk, Kevin (R.); Holzheuer, Bill (W.P.)
Subject: RE: F/U: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment

Thanks Dennis that is very helpful.

Eric Britton

Internal Investigations
Tel. 313-323-2966

From: Grezeszak, Dennis (D.A.)
Sent: Wednesday, October 25, 2017 10:23 AM
To: Stanley, Daniel (D.J.) <dstanle1@ford.com>
Cc: Porter, Alan (A.J.) <aporter@ford.com>; Britton, Eric (E.J.) <ebritton@ford.com>; Nolte, Angela (A.) <anolte1@ford.com>; Mason, Mary (M.A.) <mmason37@ford.com>; Matti, Alvin (.) <amatti@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>; Spahn, Brian (B.R.) <bspahn@ford.com>; Chhina, Avtar (AC.) <achhina@ford.com>; Kan, Michael (Y.) <mkan@ford.com>; Dean, Michael (M.J.) <mdean6@ford.com>; Krawczyk, Kevin (R.) <kkrawczy@ford.com>; Holzheuer, Bill (W.P.) <wholzheu@ford.com>
Subject: RE: F/U: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment

FAV (Find A Vehicle) is a system to find a customer's vehicle exhibiting a specific concern. Here is a link the FAV Q&A link that talks about how FAV should be used.

<https://www.serviceevent.ford.com/ServiceEventWeb/fav/html/FavFaq.html>

Here is the link to the FAV System:

<https://www.serviceevent.ford.com/ServiceEventWeb/homePageBegin.do?method=navigateBegin>

In reading the original note from Daniel Stanly, it appears that you want to extract an entire steering column from a vehicle. If this is correct, you can not use the FAV system to find a customer's vehicle and remove the steering column system.

If you need a steering column assembly from a Fusion you should probably look in FMS (Fleet Management System) to find a Company owned vehicle to work with. The FMS system is currently showing that there are 142 2014 through 2016 Fusions owned by the Company. The web link for FMS is:

<http://www.fms.ford.com>

If your needs are different than my understand, please contact me with clarification.

Dennis Grezeszak
Concern ID & Resolution Supervisor
Service Engineering Operations

From: Kan, Michael (Y.)
Sent: Wednesday, October 25, 2017 8:49 AM
To: Dean, Michael (M.J.) <mdean6@ford.com>; Krawczyk, Kevin (R.) <kkrawczy@ford.com>
Cc: Porter, Alan (A.J.) <aporter@ford.com>; Britton, Eric (E.J.) <ebritton@ford.com>; Nolte, Angela (A.) <anolte1@ford.com>; Mason, Mary (M.A.) <mmason37@ford.com>; Matti, Alvin (.) <amatti@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>; Spahn, Brian (B.R.) <bspahn@ford.com>; Chhina, Avtar (AC.) <achhina@ford.com>; Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>
Subject: RE: F/U: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment

Hi Mike D.,
I'm afraid you've contacted the wrong person help you with that, but perhaps Kevin can assist.

Kevin,
Please see notes below – looks like the CCE team wants to use FAV to find Fusion steering components for an investigation.

Thanks,
Michael Kan

Manager, Customer Service Engineering & Global Process
FCSD Service Engineering Operations
PDC GB A59
mkan@ford.com
313-269-6422

From: Dean, Michael (M.J.)
Sent: Wednesday, October 25, 2017 8:38 AM
To: Kan, Michael (Y.) <mkan@ford.com>
Cc: Porter, Alan (A.J.) <aporter@ford.com>; Britton, Eric (E.J.) <ebritton@ford.com>; Nolte, Angela (A.) <anolte1@ford.com>; Mason, Mary (M.A.) <mmason37@ford.com>; Matti, Alvin (.) <amatti@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>; Spahn, Brian (B.R.) <bspahn@ford.com>; Chhina, Avtar (AC.) <achhina@ford.com>
Subject: RE: F/U: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment

Hello Michael,

Hope your morning is going well.

Can you assist the team on this investigation in regards to the FAV system.

Please review and advise.

Many thanks for your support.

Have a great day,
"Teamwork Leads to Success!"

Michael J. Dean
Ford Global Core Restraints Engineering
SME SW/DAB/Inflator Engineer

ONE FORD • ONE TEAM • ONE PLAN • ONE GOAL

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From: Stanley, Daniel (D.J.)
Sent: Wednesday, October 25, 2017 7:57 AM
To: Warwood, Mike (J.M.)
Cc: Dean, Michael (M.J.); Porter, Alan (A.J.); Britton, Eric (E.J.); Nolte, Angela (A.); Mason, Mary (M.A.); Matti, Alvin (.)
Subject: RE: F/U: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment

Mike,

There is a new External Investigation and engineering needs to secure parts using the Find-A-Vehicle (FAV) system. Can you point them in the right direction. They will need to obtain Steering Columns/Steering Wheels and the attachment both to investigate the "Joint" for root cause determination of Loose Steering Wheels. The FAV may be the only means to get what they require.

Daniel J. Stanley

Critical Concern Engineering

Ford Motor Company

Dstanle1@ford.com

PDC 2CE30

313.805.9717

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From: Matti, Alvin (.)
Sent: Wednesday, October 25, 2017 7:32 AM
To: Stanley, Daniel (D.J.); Mason, Mary (M.A.); Nolte, Angela (A.); Britton, Eric (E.J.)
Cc: Dean, Michael (M.J.); Porter, Alan (A.J.)
Subject: RE: F/U: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment

Dan, Mary, Angela, Eric

Who from FCSD can support this project? Need FCSD to put a request in the system to get the assemblies in question back to engineering for analysis.

Regards
Alvin Matti
EPAS TE
Steering Campaign Prevention Supv
FN3 GS008 / 313 805-3152

From: Stanley, Daniel (D.J.)
Sent: Tuesday, October 24, 2017 3:56 PM
To: Mason, Mary (M.A.) <mmason37@ford.com>; Nolte, Angela (A.) <anolte1@ford.com>; Freeman, Scott (S.T.) <sfreema1@ford.com>; Porter, Alan (A.J.) <aporter@ford.com>; Ixtla Garrido, Oscar (O.) <oixtlaga@ford.com>; Tellez, Jorge Carlos (J.) <jtellezv@ford.com>; Dean, Michael (M.J.) <mdean6@ford.com>; Matti, Alvin (.) <amatti@ford.com>; McElmeel, Edward (E.F.) <emcelmee@ford.com>; Landis, Kenneth (K.M.) <klandis1@ford.com>; Castellano, James (.) <jcastel2@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Spahn, Brian (B.R.) <bspahn@ford.com>; Singh, Hardeep (H.) <HSINGH97@ford.com>; Chawla, Guruveer (G.) <GCHAWLA@ford.com>; Reese, Chuck (C.R.) <creese@ford.com>; Alem, Dahmane (D.) <dalem@ford.com>
Cc: Tuneff, Mark (M.S.) <mtuneff@ford.com>; Luikart, Tim (T.E.) <tluikart@ford.com>; Britton, Eric (E.J.) <ebritton@ford.com>
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- Investigate whether the wrong bolts could be supplied online and used.
- ASO currently processing reports of field concerns
- Engineering needs to review warranty returns, and what claim rate and trends might exist.

NHTSA may soon be sending Ford a **PE** - Preliminary Evaluation Resume, at which time I believe the **ASO External Investigation Team** will schedule a meeting for review.

Daniel J. Stanley

Critical Concern Engineering

Ford Motor Company

Dstanle1@ford.com

PDC 2CE30

313.805.9717

This e-mail transmission, and any documents, files or previous e-mail messages attached to it, contain confidential information and are intended only for the use of the individual or entity named above. Do not read this email if you are not the intended recipient. If you are not the intended recipient, or if the person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of any of the information contained or attached to this transmission is STRICTLY PROHIBITED. If you have received this transmission in error, please immediately notify the sender by forwarding this e-mail and destroy the original transmission and its attachments without reading or saving in any manner. Thank you.

From: Miller, Jessica (.)
Sent: Wednesday, July 15, 2015 7:46 AM
To: Freeman, Scott (S.T.)
Subject: RE: file for the vehicle 3FA6P0H7XER [REDACTED]

Hi Scott,

Yes, there is an Early Notice that is open in our system. It will be included in the file pull that we are doing for you. The notes in our system are pretty vague, Midway is alleging just property damage but it says that the driver when asked if they were injured allegedly said yes. There are no specifics, just another note that said that they were "hesitant to give information out" on it. It is still open so we will see if there is anything other than that in the file when we get it. For your records, the matter is D109021 – Midway Rent A Car.

From: Freeman, Scott (S.T.)
Sent: Wednesday, July 15, 2015 6:52 AM
To: Miller, Jessica (.)
Subject: file for the vehicle 3FA6P0H7XER [REDACTED]

Jessica,
Do you have a file for the vehicle 3FA6P0H7XER [REDACTED] ?

It is a 2014 Fusion that Bob reviewed.

In our CDR system, it shows up as an LMMS recorded with "Injury" Flag

Scott T. Freeman
Automotive Safety Office
Fairlane Plaza South, Suite 500
330 Town Center Drive
Dearborn, Mi 48126
Phone: 313.805.7410

From: Jones, Rick (W.P.)
Sent: Monday, June 22, 2015 2:02 PM
To: Freeman, Scott (S.T.)
Subject: FW: Call me when you get a chance.

FYI.

From: Pascarella, Robert (R.)
Sent: Thursday, June 18, 2015 3:48 PM
To: Jones, Rick (W.P.)
Subject: Call me when you get a chance.

Robert Pascarella
Design Analysis
Ford Motor Company
World Headquarters
One American Road - Cube 0114-E3
Dearborn, MI 48126-2701
734-516-4553

From: Krawczyk, Kevin (R.)
Sent: Friday, October 27, 2017 12:59 PM
To: Matti, Alvin (.)
Cc: Chawla, Guruveer (G.); Alem, Dahmane (D.); Porter, Alan (A.J.)
Subject: RE: Fusion Loose Steering Wheels

Thanks Alvin. I'll set the FAV up for the models below and include them U.S and Canada markets.

Kevin Krawczyk
Product Concern Engineer
Fusion/MKZ/Continental
Ford Motor Company
313-248-6022

From: Matti, Alvin (.)
Sent: Friday, October 27, 2017 12:58 PM
To: Krawczyk, Kevin (R.)
Cc: Chawla, Guruveer (G.); Alem, Dahmane (D.); Porter, Alan (A.J.)
Subject: RE: Fusion Loose Steering Wheels

Dahmane Alem is the designated person and Guruveer Chawla is back up, also include Alvin Matti and Alan Porter also. The programs/model years below and all markets:

1. CD391 13MY-17MY
2. CD533 13MY-17MY
3. U502 11MY-17MY
4. CD539 15MY-Current

Regards
Alvin Matti
EPAS TE
Steering Campaign Prevention Supv
FN3 GS008 / 313 805-3152

From: Krawczyk, Kevin (R.)
Sent: Friday, October 27, 2017 12:46 PM
To: Matti, Alvin (.) <amatti@ford.com>
Cc: Chawla, Guruveer (G.) <GCHAWLA@ford.com>; Alem, Dahmane (D.) <dalem@ford.com>; Porter, Alan (A.J.) <aporter@ford.com>
Subject: RE: Fusion Loose Steering Wheels

Alvin,
We need a designated person and a back-up person who will contact dealers to gather information. After those are selected, we can set-up the FAV for all the vehicles you want contacts on.

Kevin Krawczyk
Product Concern Engineer
Fusion/MKZ/Continental
Ford Motor Company

From: Matti, Alvin (.)
Sent: Friday, October 27, 2017 12:43 PM
To: Krawczyk, Kevin (R.)
Cc: Chawla, Guruveer (G.); Alem, Dahmane (D.); Porter, Alan (A.J.)
Subject: RE: Fusion Loose Steering Wheels

Kevin
What do you need from engineering to set up the FAV in place?

Regards
Alvin Matti
EPAS TE
Steering Campaign Prevention Supv
FN3 GS008 / 313 805-3152

From: Krawczyk, Kevin (R.)
Sent: Friday, October 27, 2017 12:40 PM
To: Matti, Alvin (.) <amatti@ford.com>
Cc: Chawla, Guruveer (G.) <GCHAWLA@ford.com>; Alem, Dahmane (D.) <dalem@ford.com>; Porter, Alan (A.J.) <aporter@ford.com>
Subject: RE: Fusion Loose Steering Wheels

Alvin,
There is no FAV in place. The "talking page" has not been provided. In addition no FAV filtering (what model years, vehicle equipment, country, etc.) has been provided. In addition I have no knowledge of this steering wheel or the concern that is being experienced. My recommendation is that if engineering wants feedback, they get that directly from dealers.

Kevin Krawczyk
Product Concern Engineer
Fusion/MKZ/Continental
Ford Motor Company
313-248-6022

From: Matti, Alvin (.)
Sent: Friday, October 27, 2017 12:06 PM
To: Krawczyk, Kevin (R.)
Cc: Chawla, Guruveer (G.); Alem, Dahmane (D.); Porter, Alan (A.J.)
Subject: Fusion Loose Steering Wheels

Kevin
Please include Guruveer and Dahmane on the email/call list when the dealer put in this symptom code.

Regards
Alvin Matti
EPAS TE
Steering Campaign Prevention Supv
FN3 GS008 / 313 805-3152

From: Krawczyk, Kevin (R.)
Sent: Friday, October 27, 2017 1:13 PM
To: Matti, Alvin (.)
Cc: Chawla, Guruveer (G.); Alem, Dahmane (D.); Porter, Alan (A.J.)
Subject: RE: Fusion Loose Steering Wheels

Alvin,

The FAV is set-up. Should start getting contacts after an over-night load. A quick 15-minute discussion on the FAV system and when to call would be good.

Kevin Krawczyk
Product Concern Engineer
Fusion/MKZ/Continental
Ford Motor Company
313-248-6022

From: Matti, Alvin (.)
Sent: Friday, October 27, 2017 12:58 PM
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Cc: Chawla, Guruveer (G.); Alem, Dahmane (D.); Porter, Alan (A.J.)
Subject: RE: Fusion Loose Steering Wheels

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Fusion/MKZ/Continental
Ford Motor Company
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Subject: RE: Fusion Loose Steering Wheels

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Kevin Krawczyk
Product Concern Engineer
Fusion/MKZ/Continental
Ford Motor Company
313-248-6022

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Cc: Chawla, Guruveer (G.); Alem, Dahmane (D.); Porter, Alan (A.J.)
Subject: Fusion Loose Steering Wheels

Kevin
Please include Guruveer and Dahmane on the email/call list when the dealer put in this symptom code.

Regards
Alvin Matti
EPAS TE
Steering Campaign Prevention Supv
FN3 GS008 / 313 805-3152

From: Dean, Michael (M.J.)
Sent: Friday, October 20, 2017 12:34 PM
To: Nolte, Angela (A.)
Cc: Mason, Mary (M.A.)
Subject: RE: Investigate on Fusion Vehicle
Attachments: 3FA6P0G73FR2[REDACTED]_AWS_Claims_Detail_Report_11130606.pdf

Hello Angela,

Is there a CARFAX report on the other vehicle 3FA6P0G73FR[REDACTED] ?

That was the one that the CARFAX site indicated that there was 23 records of info.

Also the AWS claim [REDACTED] (see attached PDF) indicates that a qty of four fasteners were used during this service action

The fastener number indicated is the fastener used to attach the steering wheel to the steering column, this fastener is not used on the clock spring assembly.

It may be beneficial to contact the service area of this dealership to find out if this was a typo or if 4 fasteners had to be used (i.e. maybe the technician cross threaded the initial fastener and needed three additional new fasteners to get a good torque down on the joint)?

Thanks!

Have a great day,
"Teamwork Leads to Success!"

Michael J. Dean
Ford Global Core Restraints Engineering
SW/DAB/Inflator Engineer

ONE FORD • ONE TEAM • ONE PLAN • ONE GOAL

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From: Nolte, Angela (A.)
Sent: Friday, October 20, 2017 12:17 PM
To: Dean, Michael (M.J.); Mason, Mary (M.A.)
Subject: RE: Investigate on Fusion Vehicle

Hi Michael,

I already pulled AWS and QLS for the 2 VINs that we have. I will attach them with this email. I will also attach the 1 Carfax report we received.

Thanks for your support!

-Angela

From: Dean, Michael (M.J.)
Sent: Friday, October 20, 2017 12:04 PM
To: Nolte, Angela (A.) <anolte1@ford.com>; Mason, Mary (M.A.) <mmason37@ford.com>
Subject: Investigate on Fusion Vehicle

Hello Angela / Mary,

Hope your Friday is going well.

So I am getting the production plant records on this vehicle via the VIN.

I will also research AWS in regards to any claims shown.

I have not used CARFAX so when I went to its site and indicated the VIN it had a report on this vehicle with 23 records.

Since the reports require purchasing, is there a previously purchased report that I can review?

Definitely will support the meeting on Monday.

Many thanks for your support.

Have a great day,

"Teamwork Leads to Success!"

Michael J. Dean

Ford Global Core Restraints Engineering

SME SW/DAB/Inflator Engineer

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From: Nolte, Angela (A.)
Sent: Friday, October 20, 2017 10:12 AM
To: Dean, Michael (M.J.)
Subject: FW: Photos regarding steering detachment

Hi Michael,

Attached are pictures and this is the VIN for the 2015 Fusion 3FA6P0G73FR2 [REDACTED]

-Angela

From: Tuneff, Mark (M.S.)
Sent: Wednesday, October 18, 2017 9:39 AM
To: Nolte, Angela (A.) <anolte1@ford.com>; Britton, Eric (E.J.) <ebritton@ford.com>; Mason, Mary (M.A.) <mmason37@ford.com>
Cc: Ott, David (D.J.) <dott@ford.com>
Subject: FW: Photos regarding steering detachment

Info.

From: Ong, Nathan (NHTSA) [<mailto:nathan.ong@dot.gov>]
Sent: Thursday, October 05, 2017 3:15 PM
To: Tuneff, Mark (M.S.) <mtuneff@ford.com>
Cc: Simmons, Paul (NHTSA) <Paul.Simmons@dot.gov>
Subject: Photos regarding steering detachment

Mark,

Attached are the photos of the steering wheel detachment sent to us by complainant.

-Nathan

Server: AWS Prod
Claims loaded through: 19-OCT-2017

Claim Detail Report

Note All costs are in US dollars

Model Year = 2015; Claim Key = 11130606

Vehicle Information

Model Year: 2015
Market Derived: F - FORD
Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
Version/Series: C/DA-SERIES 5
Drive Type: C/A-2 WHL L/H FRONT DRIVE
Vehicle Line: C/C7-FUSION [13-18]
Warranty Start Date: 21-FEB-2015
Production Date: 29-JAN-2015
VIN: 3FA6P0G73FR231191

Claim Information

Document: [REDACTED]
Repair Date: 26-SEP-2017
Distance: 84799
TIS: 32
FCC Auth: B
AWS Load Date: 02-OCT-2017

Dealer Information

Dealer Name: DUBLIN FORD LINCOLN
Dealer Code: 07532 - *
Address: 2265 VETERANS BLVD.
City: DUBLIN
State: GA Zip Code: 310212909
Country: USA Region Code: NA
Phone: (478)272-0511

Expense Information

Customer Paid Amount: 322.06
Deductible Amount: .00
Dealer Paid Amount: .00
Labor Cost: 313.89
Misc. Expense Amount: .00
Part Markup Amount: 62.06
Material Cost: 186.17
Total Cost Gross: 500.06

Cust. Concern Code: C50 - OTHER STEERING/HANDLING AND RIDE TROUBLES

Condition Code: 24 - LOOSE FASTENER

Technician Comment: CHECKED AND REPLACED CLOCK SPRING AND RETAINING WASHER AND SCREW.

Customer Comment: CUSTOMER STATES STEERING WHEEL CAME OFF

Labor Op Code Labor Op Description Labor Op Cost

Labor Op Code	Labor Op Description	Labor Op Cost
MT14A664		313.89

Causal Flag	Full Part Number	Part Description	Part CPSC	Part Quantity	Extended Amount
Y	EG9Z 14A664 B	AIR BAG CLOCK SPRING	110600	1	179.81
N	* W705985 S303		*	4	6.36

DTC Sections: Mil. Light On = *

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

Any comments? You can contact



[webmaster](#)

38734

From: Nolte, Angela (A.)
Sent: Friday, October 20, 2017 12:17 PM
To: Dean, Michael (M.J.); Mason, Mary (M.A.)
Subject: RE: Investigate on Fusion Vehicle
Attachments: 3FA6P0K92GR[REDACTED]9 Carfax.pdf; 3FA6P0K92GR[REDACTED]9 QLS Concern List.pdf;
3FA6P0G73FR[REDACTED] QLS Concern List.pdf; 3FA6P0G73FR[REDACTED] CDR.xlsx

Hi Michael,

I already pulled AWS and QLS for the 2 VINs that we have. I will attach them with this email. I will also attach the 1 Carfax report we received.

Thanks for your support!

-Angela

From: Dean, Michael (M.J.)
Sent: Friday, October 20, 2017 12:04 PM
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Subject: Investigate on Fusion Vehicle

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Michael J. Dean

Ford Global Core Restraints Engineering

SME SW/DAB/Inflator Engineer

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From: Nolte, Angela (A.)
Sent: Friday, October 20, 2017 10:12 AM
To: Dean, Michael (M.J.)
Subject: FW: Photos regarding steering detachment

Hi Michael,

Attached are pictures and this is the VIN for the 2015 Fusion 3FA6P0G73FR [REDACTED]

-Angela

From: Tuneff, Mark (M.S.)
Sent: Wednesday, October 18, 2017 9:39 AM
To: Nolte, Angela (A.) <anolte1@ford.com>; Britton, Eric (E.J.) <ebritton@ford.com>; Mason, Mary (M.A.) <mmason37@ford.com>
Cc: Ott, David (D.J.) <dott@ford.com>
Subject: FW: Photos regarding steering detachment

Info.

From: Ong, Nathan (NHTSA) [<mailto:nathan.ong@dot.gov>]
Sent: Thursday, October 05, 2017 3:15 PM
To: Tuneff, Mark (M.S.) <mtuneff@ford.com>
Cc: Simmons, Paul (NHTSA) <Paul.Simmons@dot.gov>
Subject: Photos regarding steering detachment

Mark,

Attached are the photos of the steering wheel detachment sent to us by complainant.

-Nathan

UNIQUE HISTORY, UNIQUE VALUE.

CARFAX History-Based Retail Value

- New from CARFAX:**
- VIN-specific value report
 - Not part of the Vehicle History Report

\$17,720
(3FA6P0K92GR135739)

No Accidents Reported Service History Non-Personal Vehicle

CARFAX[®] Vehicle History Report[™]

An independent company established in 1986

US \$39.99

Vehicle Information:
 2016 FORD FUSION TITANIUM
 VIN: 3FA6P0K92G[REDACTED]
 SEDAN 4 DR
 2.0L I4 DJR DOHC 16V
 GASOLINE
 FRONT WHEEL DRIVE
[Standard Equipment](#) | [Safety Options](#)

CARFAX Report Provided By:
 Ford Motor Company- Free Prod
 1800 Fairlane Dr
 Allen Park, MI 48101
 313-322-3000

	No accidents reported to CARFAX
	No other damage reported to CARFAX
	2 Previous owners
	3 Service history records
	Types of owners: Rental, Personal
	103,617 Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/10/17 at 1:11:36 PM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Ownership History	Owner 1	Owner 2
<small>The number of owners is estimated</small>		
Year purchased	2015	2016
Type of owner	Rental	Personal
Estimated length of ownership	11 months	1 yr. 1 mo.
Owned in the following states/provinces	North Carolina	South Carolina
Estimated miles driven per year	33,201/yr	—
Last reported odometer reading	32,945	103,617

CARFAX Title History	Owner 1	Owner 2
<small>CARFAX guarantees the information in this section</small>		
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem
GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms		

CARFAX Additional History	Owner 1	Owner 2
<small>Not all accidents / issues are reported to CARFAX</small>		
Total Loss No total loss reported to CARFAX.	No Issues Reported	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported
Odometer Check	No Issues Indicated	No Issues Indicated

No indication of an odometer rollback.		
Accident / Damage No accidents or damage reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Manufacturer Recall A current list of recalls is available at Ford Motor Company .	<input checked="" type="checkbox"/> No Recalls Reported	<input checked="" type="checkbox"/> No Recalls Reported

Detailed History
Glossary

	Date:	Mileage:	Source:	Comments:
Owner 1 Purchased: 2015 Type: Rental Where: North Carolina Est. miles/year: 33,201/yr Est. length owned: 5/4/15 - 4/8/16 (11 months)	Not Reported		NICB	Vehicle manufactured and shipped to original dealer
	05/04/2015	10	North Carolina Motor Vehicle Dept. Tulsa, OK	Odometer reading reported Titled or registered as rental vehicle
	05/29/2015		North Carolina Motor Vehicle Dept. Tulsa, OK Title #77528915149932S	Title or registration issued First owner reported
	04/08/2016	30,937	Fleet/Lease Company	Vehicle sold
	04/15/2016	32,945	Dealer Inventory	Vehicle offered for sale
Owner 2 Purchased: 2016 Type: Personal Where: South Carolina Est. length owned: 8/15/16 - present (1 yr. 1 mo.)	08/15/2016		South Carolina Motor Vehicle Dept.	Vehicle purchase reported
	08/30/2016	33,146	South Carolina Motor Vehicle Dept. Columbia, SC Title #770070317716507	Title issued or updated Registration issued or renewed New owner reported Loan or lien reported
	01/02/2017	59,485	Service Facility	Alignment checked Alignment performed
	03/28/2017	76,180	Service Facility	Four tires balanced Four tires mounted
	06/23/2017		South Carolina Motor Vehicle Dept. Columbia, SC Title #770070317716507	Registration issued or renewed
	08/08/2017	103,617	Suddeth Automotive Service Columbia, SC 803-256-2110 suddethautoservice.com	Vehicle washed/detailed

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

Glossary
View Full Glossary

First Owner
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Ford or Lincoln Mercury Recall
The Ford Motor Company provides Carfax with Field Service Action and recall information regarding safety, compliance and emissions programs announced since 2000 for a specific vehicle. For complete information regarding programs or concerns about this vehicle, please contact a local Ford or Lincoln Mercury Dealer.

New Owner Reported
When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Rental
Vehicle was registered by a rental agency.

Title Issued
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
10/10/17 1:11:36 PM (EDT)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2016 FORD FUSION vehicle (VIN: 3FA6P0K92GR[REDACTED]) which is based on information supplied to CARFAX and available as of 10/10/17 at 1:11 PM (EDT).

Customer Signature

Date

Dealer Signature

Date

Server: **AWS Prod**
 Claims loaded through: **17-OCT-2017**

QLS CONCERN LIST

AWS Online Report

Run Date: 18-OCT-17
 Server Name: AWS Prod
 Claims Loaded Through: 17-OCT-2017

Vehicle Information (FCPA/TGW)

Model Year: 2016	VL Global: DB - FUSION CD391 (LESS HYBRID) (NA-HSAP)	Drive Type: C/A - 2 WHL L/H FRONT DRIVE
VIN: 3FA6P0K92GR [REDACTED]	Engine: C/R9 - 2.0L TiVCT GTDI T/C 240PS GAS	Version Series: C/DD - SERIES 20
Assembly Plant: A3 - HERMOSILLO PLANT BUILD	Transmission: C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE	Paint: PNYW3 - OXFORD WHITE SOLID C/C
Production Date: 09-MAY-2015	Warranty Start Date: 24-MAY-2015	Trim: 000DW - CHARCOAL BLACK

QLS Key/Status	Date	Item/Part	Concern	Concern Type	Pos A	Pos B	Pos C	Pos D	Pos ARB	Area	Sub Area	Sub Area Process	CCC	VFG	Function
----------------	------	-----------	---------	--------------	-------	-------	-------	-------	---------	------	----------	------------------	-----	-----	----------

Any comments? You can contact



[webmaster](#)

Server: **AWS Prod**
 Claims loaded through: **17-OCT-2017**

QLS CONCERN LIST

AWS Online Report

Run Date: **18-OCT-17**
 Server Name: **AWS Prod**
 Claims Loaded Through: **17-OCT-2017**

Vehicle Information [\(FCPA/TGW\)](#)

Model Year:	2015	VL Global:	DB - FUSION CD391 (LESS HYBRID) (NA-HSAP)	Drive Type:	C/A - 2 WHL L/H FRONT DRIVE
VIN:	3FA6P0G73FR231191	Engine:	C/S7 - 2.5L DOHC PFI 4 CYL GAS	Version Series:	C/DA - SERIES 5
Assembly Plant:	A3 - HERMOSILLO PLANT BUILD	Transmission:	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE	Paint:	PN4B3 - TECTONIC SILVER
Production Date:	29-JAN-2015	Warranty Start Date:	21-FEB-2015	Trim:	000Q8 - EARTH GRAY

	QLS Key/Status	Date	Item/Part	Concern	Concern Type	Pos A	Pos B	Pos C	Pos D	Pos ARB	Area	Sub Area	Sub Area Process	CCC	VFG	Function
UC:	158358657	28-JAN-2015	Door	Hits	N/A	L	R	# 7	N/A	0	QUALITY PROCESS	N/A	N/A	B02	V31	F8
Reported:	C	28-JAN-2015	Door	Hits	N/A	L	R	# 7	N/A	0	BODY	N/A	N/A			
Evaluation Comments:																
Repair Comments:																
UC:	158358658	29-JAN-2015	QuarterPanel	Warped	N/A	R	N/A	# 6	N/A	0	PAINT	N/A	N/A	F07	V33	F6
Reported:	C	29-JAN-2015	QuarterPanel	Warped	N/A	R	N/A	# 6	N/A	0	PAINT	N/A	N/A			
Evaluation Comments:																
Repair Comments:																

Any comments? You can contact



Selection Summary

VIN 3FA6P0G73FR

source sys: AP; AW; CA; CQ; CT; CU; DU; EP; FM; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VO; VP; WL;

Selections chassis - steering -> Total

Selections chassis - wheel assy -> Total

Selections electrical - accessories/entertainment -> Total

Selections electrical - horn system -> Total

Selections chassis - wheel assy -> Total

Selections electrical - driving controls/multifunction switches -> Total

ECI Recor	Source Co	Commodity	Symptoms	Significant	Verified	Source Cla	VOQ	ODI	Warranty (Corporate	Time In	Se	Customer	V	Funcion	Version	St	Source Sy	Repair/Rej	Load Date	Maintenance Date	Causal Pa	Causal Pa	Causal Pa	Causal Pa	Non Causa	Fault Code	Diagnostic	Labor Ope	Dealer Co	Dealer Na
5.97E+08	AWS	chassis;ste	corroded/rusted;field s	N		1583242	"*	"	"99"		5	*	V00	VS	DA			7/21/2015	7/22/2015 20:10	7/22/2015 20:10	*				[N/A]	-	-		"04951 "	VIDALIA FC	
5.98E+08	AWS	electrical;a	damage-distorted/warp	N		1816597	"7W15"				6	A71	V17	VS	DA			8/7/2015	8/10/2015 20:10	8/10/2015 20:10	ES7Z	19G490	A		CMR RR F	-	-		"07532 "	DUBLIN FC	
7.52E+08	GQCIS	For chassis;wh	function-malfunction/in	Y		F9HDJ007								VS	DA	HD		9/8/2015	9/9/2015 20:10	9/9/2015 20:10		Unknown			Unknown	-	-		"07532 "	DUBLIN FC	
9.02E+08	FMC360	electrical;d	flaw in material ;func	N		725CA610-7B								VS	DA			9/28/2017	9/30/2017 14:10	10/7/2017 14:36					NOT PRO	-	-		"07532 "	DUBLIN FC	
9.81E+08	AWS	chassis;wh	function-malfunction/in	N		2384897	"5K01"				7	TB6	V88	VS	DA			9/16/2015	9/17/2015 20:10	9/17/2015 20:10	DS7Z		1007	P	WHEEL A	-	-		"07532 "	DUBLIN FC	
1.02E+09	AWS	electrical;a	function-malfunction/in	N		11130606	"7F11"				32	C50	V89	VS	DA			10/2/2017	10/3/2017 20:10	10/3/2017 20:10	EG9Z	14A664	B		AIR BAG C	-	-		"07532 "	DUBLIN FC	

Disclaimer:

This data is for use as one of several potential awareness indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer word search of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary

Dealer Cit	Dealer Sta	Dealer Co	Dealer Ph	Tread Cat	Tread Cat	Reported i	Attachmen	Communic	VOQ Com	GCQIS Sa	Tire Manu	Tire Size	Tire Brand	Wheel	DOT Left F	DOT Right	DOT Left F	DOT Right	DOT Left I	DOT Right	DOT Spar	VIN	Production	Model Year	Vehicle De	Engine Se	Engine De	Transmiss
VIDALIA	GA	USA	9.13E+09								Unknown	215/60 R16 95H TYRE										3FA6P0G7	1/29/2015	2015	FUSION	"15121415-2.5L DOHC 6 SPD AUT		
DUBLIN	GA	USA	4.78E+09	"11"	electrical	Q3 2015					Unknown	215/60 R16 95H TYRE										3FA6P0G7	1/29/2015	2015	FUSION	"15121415-2.5L DOHC 6 SPD AUT		
DUBLIN	GA	USA	4.78E+09	"19;20"	Tires Relat	Q3 2015	Y				Unknown	215/60 R16 95H TYRE										3FA6P0G7	1/29/2015	2015	FUSION	"15121415-2.5L DOHC 6 SPD AUT		
DUBLIN	GA	USA	4.78E+09	"11"	electrical	Q3 2017	N	PH			Unknown	215/60 R16 95H TYRE										3FA6P0G7	1/29/2015	2015	FUSION	"15121415-2.5L DOHC 6 SPD AUT		
DUBLIN	GA	USA	4.78E+09	"20"	wheels	Q3 2015					Unknown	215/60 R16 95H TYRE										3FA6P0G7	1/29/2015	2015	FUSION	"15121415-2.5L DOHC 6 SPD AUT		
DUBLIN	GA	USA	4.78E+09								Unknown	215/60 R16 95H TYRE										3FA6P0G7	1/29/2015	2015	FUSION	"15121415-2.5L DOHC 6 SPD AUT		

Body Cab	Drive Line	Transmiss	Vehicle Ax	Vehicle Re	Retail Sale	Reacquire	Plant Desc	Build Regi	Build Cour	Warranty !	Mileage	Customer	Techniciar	CQIS Recr	Mazda Symptom	Comment
Unknown	2 WHL L/H	"155016458113"		R			HERMOSILLO PLANT BUILD		2/21/2015		10873	PERFORM	PERFORMED	RECALL 15R01.	INSPECTED STEERING GEAR HOUSING. WAS NOT SEPARATED. REMOVED AND REPLACED 3 SPECIFIED BOLTS. SPRYAED ANIT- RUST AND	
Unknown	2 WHL L/H	"155016458113"		R			HERMOSILLO PLANT BUILD		2/21/2015		12510	CUSTOME	DIAG CAMERA.		REPLACED BACK UP CAMERA.	
Unknown	2 WHL L/H	"155016458113"					HERMOSILLO PLANT BUILD		2/21/2015		11220	RO#:	CBVDI_OC	FRANK,	 THE CLOSE-UP IMAGES PROVIDED (IMAGES NUMBERED 3 AND 4) SHOW THERE IS AN AIR LEAK FROM POROSITY (OR CONTAMINATION) RE	
Unknown	2 WHL L/H	"155016458113"					HERMOSILLO PLANT BUILD		2/21/2015		69759	2017-10-				
Unknown	2 WHL L/H	"155016458113"		R			HERMOSILLO PLANT BUILD		2/21/2015		18058	CUSTOME	R&R RIM.	WATER CHECK AND SOAP CHECK AND FOUND LEAK AT SEAM ON INSIDE OF RIM. CONTACT HOTLINE. HOTLINE CONTACT ID 109101370. REPLACED DRIVER R		
Unknown	2 WHL L/H	"155016458113"		R			HERMOSILLO PLANT BUILD		2/21/2015		84799	CUSTOME	CHECKED AND REPLACED CLOCK SPRING AND RETAINING WASHER AND SCREW.			

) SEALER IN DESIGNATED PLACES. TESTED OK

ESULTING FROM THE CASTING PROCESS ON THE INSIDE OF THE RIM. THESE CLOSE-UP IMAGES AND THE OVERALL IMAGES DO NOT SHOW ANY DENTS, GOUGES, CRACKS, OR OTHER INDICATIONS OF DAMAGE FROM AN OUTSIDE SOURCE. THEREFORE, THE LEFT REAR WHEEL (BASE PART NUMBER 100
EAR WHEEL, MOUNT AND REBALANCE TIRE.

07) HAS A WARRANTABLE AIR LEAK CONCERN PRESENT.

IN ORDER TO ASSIST IN ROOT CAUSE INVESTIGATION OF RETURNED PARTS AT THE WARRANTY PARTS ANALYSIS CENTER, THE AFFECTED AREA OF THE WHEEL MUST BE IDENTIFIED BY CIRCLING IT WITH A PERMANENT MARKER OR G

REASE PENCIL. PLEASE MAKE SURE TO RETURN THE WHEEL IN THE CONTAINER IN WHICH THE REPLACEMENT WAS RECEIVED. DIPA APPROVED* PAA90

UNIQUE HISTORY, UNIQUE VALUE.

CARFAX History-Based Retail Value

- New from CARFAX:**
- VIN-specific value report
 - Not part of the Vehicle History Report

\$17,720
(3FA6P0K92GR135739)

No Accidents Reported Service History Non-Personal Vehicle

CARFAX[®] Vehicle History Report[™]

An independent company established in 1986

US \$39.99

Vehicle Information:
 2016 FORD FUSION TITANIUM
 VIN: 3FA6P0K92GR135739
 SEDAN 4 DR
 2.0L I4 DJR DOHC 16V
 GASOLINE
 FRONT WHEEL DRIVE
[Standard Equipment](#) | [Safety Options](#)

CARFAX Report Provided By:
 Ford Motor Company- Free Prod
 1800 Fairlane Dr
 Allen Park, MI 48101
 313-322-3000

	No accidents reported to CARFAX
	No other damage reported to CARFAX
	2 Previous owners
	3 Service history records
	Types of owners: Rental, Personal
	103,617 Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/10/17 at 1:11:36 PM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Ownership History	Owner 1	Owner 2
<small>The number of owners is estimated</small>		
Year purchased	2015	2016
Type of owner	Rental	Personal
Estimated length of ownership	11 months	1 yr. 1 mo.
Owned in the following states/provinces	North Carolina	South Carolina
Estimated miles driven per year	33,201/yr	—
Last reported odometer reading	32,945	103,617

CARFAX Title History	Owner 1	Owner 2
<small>CARFAX guarantees the information in this section</small>		
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem
GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms		

CARFAX Additional History	Owner 1	Owner 2
<small>Not all accidents / issues are reported to CARFAX</small>		
Total Loss No total loss reported to CARFAX.	No Issues Reported	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported
Odometer Check	No Issues Indicated	No Issues Indicated

No indication of an odometer rollback.		
Accident / Damage No accidents or damage reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Manufacturer Recall A current list of recalls is available at Ford Motor Company .	<input checked="" type="checkbox"/> No Recalls Reported	<input checked="" type="checkbox"/> No Recalls Reported

Detailed History
Glossary

	Date:	Mileage:	Source:	Comments:
Owner 1 Purchased: 2015 Type: Rental Where: North Carolina Est. miles/year: 33,201/yr Est. length owned: 5/4/15 - 4/8/16 (11 months)	Not Reported		NICB	Vehicle manufactured and shipped to original dealer
	05/04/2015	10	North Carolina Motor Vehicle Dept. Tulsa, OK	Odometer reading reported Titled or registered as rental vehicle
	05/29/2015		North Carolina Motor Vehicle Dept. Tulsa, OK Title #77528915149932S	Title or registration issued First owner reported
	04/08/2016	30,937	Fleet/Lease Company	Vehicle sold
	04/15/2016	32,945	Dealer Inventory	Vehicle offered for sale
Owner 2 Purchased: 2016 Type: Personal Where: South Carolina Est. length owned: 8/15/16 - present (1 yr., 1 mo.)	08/15/2016		South Carolina Motor Vehicle Dept.	Vehicle purchase reported
	08/30/2016	33,146	South Carolina Motor Vehicle Dept. Columbia, SC Title #770070317716507	Title issued or updated Registration issued or renewed New owner reported Loan or lien reported
	01/02/2017	59,485	Service Facility	Alignment checked Alignment performed
	03/28/2017	76,180	Service Facility	Four tires balanced Four tires mounted
	06/23/2017		South Carolina Motor Vehicle Dept. Columbia, SC Title #770070317716507	Registration issued or renewed
	08/08/2017	103,617	Suddeth Automotive Service Columbia, SC 803-256-2110 suddethautoservice.com	Vehicle washed/detailed

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

Glossary
View Full Glossary

First Owner
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Ford or Lincoln Mercury Recall
The Ford Motor Company provides Carfax with Field Service Action and recall information regarding safety, compliance and emissions programs announced since 2000 for a specific vehicle. For complete information regarding programs or concerns about this vehicle, please contact a local Ford or Lincoln Mercury Dealer.

New Owner Reported
When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Rental
Vehicle was registered by a rental agency.

Title Issued
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
10/10/17 1:11:36 PM (EDT)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2016 FORD FUSION vehicle (VIN: 3FA6P0K92GR [REDACTED]) which is based on information supplied to CARFAX and available as of 10/10/17 at 1:11 PM (EDT).

Customer Signature

Date

Dealer Signature

Date

From: Mason, Mary (M.A.)
Sent: Friday, October 20, 2017 3:04 PM
To: Nolte, Angela (A.); Dean, Michael (M.J.)
Subject: RE: Investigate on Fusion Vehicle

Mike, the pictures were provided to ASO by NHTSA.

It is unknown who took the pictures, but since VOQ is a complaint by the customer, I will surmise that the customer took the pictures and supplied them to NHTSA.

The vehicle was towed to a dealer in Dublin, GA.

Angela has reached out to the dealer.

Observation- the side profile view of the SW, it looks like a vehicle hoist in the background.

From: Nolte, Angela (A.)
Sent: Friday, October 20, 2017 2:05 PM
To: Dean, Michael (M.J.) <mdean6@ford.com>
Cc: Mason, Mary (M.A.) <mmason37@ford.com>
Subject: RE: Investigate on Fusion Vehicle

Hi Michael,

I don't know the answer to that question. We received the pictures from the agency as part of the VOQ. I'm not sure if the customer took the pictures or the dealer took the pictures.

From: Dean, Michael (M.J.)
Sent: Friday, October 20, 2017 1:03 PM
To: Nolte, Angela (A.) <anolte1@ford.com>
Cc: Mason, Mary (M.A.) <mmason37@ford.com>
Subject: RE: Investigate on Fusion Vehicle

Hello Angela,

So the pictures that you sent me earlier – were these from the dealership at the time of servicing?

Thanks!

Have a great day,
"Teamwork Leads to Success!"
Michael J. Dean
Ford Global Core Restraints Engineering
SME SW/DAB/Inflator Engineer
ONE FORD • ONE TEAM • ONE PLAN • ONE GOAL

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From: Nolte, Angela (A.)
Sent: Friday, October 20, 2017 12:57 PM
To: Dean, Michael (M.J.)

Cc: Mason, Mary (M.A.)
Subject: RE: Investigate on Fusion Vehicle

Hi Michael,

I do not have a Carfax report for *231191. The vehicle was serviced on October 3. I called the dealership on Wednesday and the service manager indicated that the bolt backed out of the steering column and it appeared to not have Loctite on it. In his opinion, the steering wheel had never been serviced. He looked up the Carfax himself (but cannot share this with me unless he gets permission from the owner of the vehicle) to see if the vehicle had been in any accidents and it had not. I am surprised the claim says 4 fasteners because all he mentioned was a bolt. I do have his contact info if we need to speak with him again.

-Angela

From: Dean, Michael (M.J.)
Sent: Friday, October 20, 2017 12:34 PM
To: Nolte, Angela (A.) <anolte1@ford.com>
Cc: Mason, Mary (M.A.) <mmason37@ford.com>
Subject: RE: Investigate on Fusion Vehicle

Hello Angela,

Is there a CARFAX report on the other vehicle 3FA6P0G73FR [REDACTED]

That was the one that the CARFAX site indicated that there was 23 records of info.

Also the AWS claim [REDACTED] (see attached PDF) indicates that a qty of four fasteners were used during this service action

The fastener number indicated is the fastener used to attach the steering wheel to the steering column, this fastener is not used on the clock spring assembly.

It may be beneficial to contact the service area of this dealership to find out if this was a typo or if 4 fasteners had to be used (i.e. maybe the technician cross threaded the initial fastener and needed three additional new fasteners to get a good torque down on the joint)?

Thanks!

Have a great day,
"Teamwork Leads to Success!"
Michael J. Dean
Ford Global Core Restraints Engineering
SW/DAB/Inflator Engineer
ONE FORD • ONE TEAM • ONE PLAN • ONE GOAL

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From: Nolte, Angela (A.)
Sent: Friday, October 20, 2017 12:17 PM
To: Dean, Michael (M.J.); Mason, Mary (M.A.)
Subject: RE: Investigate on Fusion Vehicle

Hi Michael,

I already pulled AWS and QLS for the 2 VINs that we have. I will attach them with this email. I will also attach the 1 Carfax report we received.

Thanks for your support!

-Angela

From: Dean, Michael (M.J.)
Sent: Friday, October 20, 2017 12:04 PM
To: Nolte, Angela (A.) <anolte1@ford.com>; Mason, Mary (M.A.) <mmason37@ford.com>
Subject: Investigate on Fusion Vehicle

Hello Angela / Mary,

Hope your Friday is going well.

So I am getting the production plant records on this vehicle via the VIN.

I will also research AWS in regards to any claims shown.

I have not used CARFAX so when I went to its site and indicated the VIN it had a report on this vehicle with 23 records.

Since the reports require purchasing, is there a previously purchased report that I can review?

Definitely will support the meeting on Monday.

Many thanks for your support.

Have a great day,

"Teamwork Leads to Success!"

Michael J. Dean

Ford Global Core Restraints Engineering

SME SW/DAB/Inflator Engineer

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From: Nolte, Angela (A.)
Sent: Friday, October 20, 2017 10:12 AM
To: Dean, Michael (M.J.)
Subject: FW: Photos regarding steering detachment

Hi Michael,

Attached are pictures and this is the VIN for the 2015 Fusion 3FA6P0G73FR2 [REDACTED]

-Angela

From: Tuneff, Mark (M.S.)
Sent: Wednesday, October 18, 2017 9:39 AM
To: Nolte, Angela (A.) <anolte1@ford.com>; Britton, Eric (E.J.) <ebritton@ford.com>; Mason, Mary (M.A.) <mmason37@ford.com>
Cc: Ott, David (D.J.) <dott@ford.com>
Subject: FW: Photos regarding steering detachment

Info.

From: Ong, Nathan (NHTSA) [<mailto:nathan.ong@dot.gov>]
Sent: Thursday, October 05, 2017 3:15 PM
To: Tuneff, Mark (M.S.) <mtuneff@ford.com>

Cc: Simmons, Paul (NHTSA) <Paul.Simmons@dot.gov>

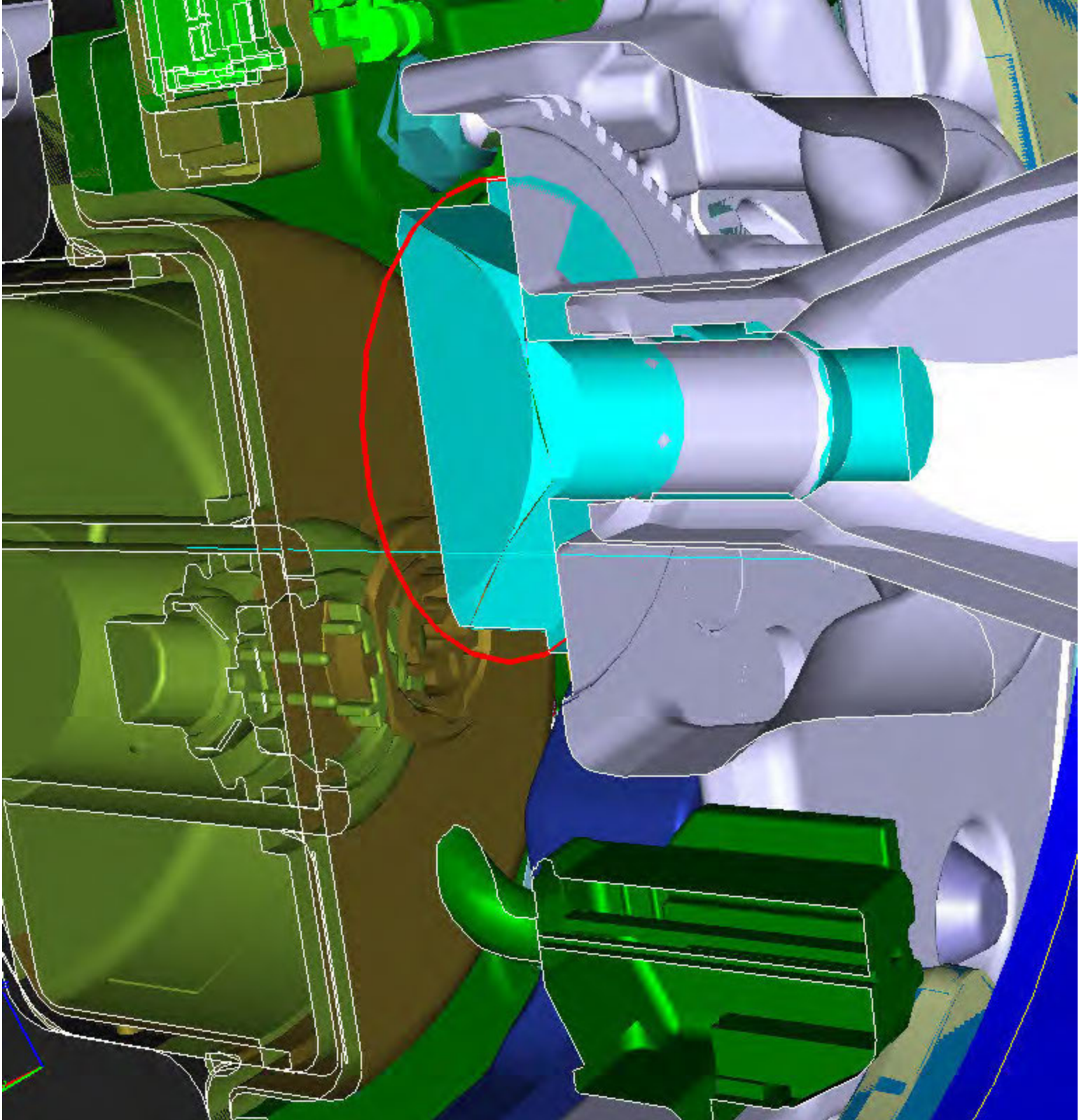
Subject: Photos regarding steering detachment

Mark,

Attached are the photos of the steering wheel detachment sent to us by complainant.

-Nathan

From: Adamo, Tony (T.)
Sent: Friday, August 7, 2015 3:20 PM
To: Freeman, Scott (S.T.)
Subject: RE: MP or MA



From: Freeman, Scott (S.T.)
Sent: Friday, August 07, 2015 2:40 PM
To: Adamo, Tony (T.)
Subject: RE: MP or MA

I found the folder, but did not know where to dive in.

I mean, I know that a Fusion is a CD4.1 program, but I can be sure which item to select, and when I do , the labels don't make sense, or don't describe systems, like the CPSC would.

Scott T. Freeman
Automotive Safety Office
Fairlane Plaza South, Suite 500
330 Town Center Drive
Dearborn, Mi 48126
Phone: 313.805.7410

From: Adamo, Tony (T.)
Sent: Friday, August 07, 2015 2:38 PM
To: Freeman, Scott (S.T.)
Subject: RE: MP or MA

Did this work for you?

From: Adamo, Tony (T.)
Sent: Thursday, August 06, 2015 8:56 AM
To: Freeman, Scott (S.T.)
Subject: RE: MP or MA

Scott,

I can swing by, but first try this: In Teamcenter, click on "Master xxxx xx xxx" This will take you to platforms.

From: Freeman, Scott (S.T.)
Sent: Thursday, August 06, 2015 8:03 AM
To: Adamo, Tony (T.)
Subject: MP or MA

When you have a moment, I would like to know how you found the Master Package / MA.

I can find parts, from the part number.

Scott T. Freeman
Automotive Safety Office
Fairlane Plaza South, Suite 500
330 Town Center Drive

Dearborn, Mi 48126
Phone: 313.805.7410

From: Alem, Dahmane (D.)
Sent: Friday, October 27, 2017 1:46 PM
To: Hefner, Rachel (R.); Matti, Alvin (.)
Cc: Chawla, Guruveer (G.); Porter, Alan (A.J.); McElmeel, Edward (E.F.)
Subject: RE: Report Summary for the CQIS Report#HQZDD006, from KKRAWCZY

CD391 Fusion
CD533 MKZ
CD539 Edge
U502 Explorer

Best Regards,
Dahmane Alem
V408/C489/S550/VN127/U&D Steering Column D&R Engineer
FN3 GP-006
Tel: (313) 805-3870

From: Hefner, Rachel (R.)
Sent: Friday, October 27, 2017 1:05 PM
To: Matti, Alvin (.)
Cc: Chawla, Guruveer (G.); Porter, Alan (A.J.); Alem, Dahmane (D.); McElmeel, Edward (E.F.)
Subject: RE: Report Summary for the CQIS Report#HQZDD006, from KKRAWCZY

Alvin
Please provide actual commercial vehicle names CD 533, CD 539 is unknown to me and AWS. ☺☺☺

From: Matti, Alvin (.)
Sent: Friday, October 27, 2017 12:46 PM
To: Hefner, Rachel (R.) <rhefner@ford.com>
Cc: Chawla, Guruveer (G.) <GCHAWLA@ford.com>; Porter, Alan (A.J.) <aporter@ford.com>; Alem, Dahmane (D.) <dalem@ford.com>; McElmeel, Edward (E.F.) <emcelmee@ford.com>
Subject: FW: Report Summary for the CQIS Report#HQZDD006, from KKRAWCZY

Hi Rachel
Please run warranty analysis on loose steering wheel (similar to the one below) for several programs.

1. Start with the Fusion: CD391 13MY-17MY
2. CD533 13MY-17MY
3. U502 11MY-17MY
4. CD539 15MY-current

Regards
Alvin Matti
EPAS TE
Steering Campaign Prevention Supv
FN3 GS008 / 313 805-3152

From: CQIS, Help (.)
Sent: Friday, October 27, 2017 9:32 AM
To: Krawczyk, Kevin (R.) <kkrawczyk@ford.com>
Subject: Report Summary for the CQIS Report#HQZDD006, from KKRAWCZY

Attachments : 5

Report# :	██████████	Received:	10/26/2017		
CCRG/EPRC:	S	Reviewed Status:	Date:		
Vehicle:	2017,FUSION ,S FWD ,4 DOOR ,SEDAN ,3FA6P0G71HR ██████████		Build Date: 06/09/2016		
Odometer :	8,653 M	Engine:	2.5L IVCT	Calibration:	HC71A10A
Transmission:	6SPD 6F	Axle:	3.066RATIO	A/C:	YES
Dealer:	CAN B3278 Taylor Ford Sales Ltd		Phone#:	506-857-2300	
City:	Moncton	Province	New Brunswick	Country :	CAN
Originator:	ROGER JAILLET				
Symptom:	6 62 4 02 SP/ST/RD,STEER/STER WHL,PERFORMANCE,ALWAYS				
Status:					
VFG:	V87 STEERING				
Additional Symptom:	STEERING WHEEL LOOSE				
Fix:	Causal Component :				
Condition Code:					

Region Code: 03

Region Name: 03 Atlantic District

Comments :

CONCER 10/26/2017 09:00AM RICHARD MATIYOW MSS - FCSD - TECH ASSIT CENTER

RO#: ██████████ RO Date:26/10/2017 12:00:00 AM Warranty Type:New Vehicle Warranty SPW Install Mileage: SPW Install Date: 1. Please describe customers concern. CUSTOMER CONCERN LOOSENESS IN STEERING WHEEL 2. What is the intended repair, list all components needed for repair? STEERING WHEEL BOLT BACKED OFF AND STEERING WHEEL READY TO FALL OFF 3. Provide any additional details necessary. Please include any available technical information that you believe will help process your prior approval request. **NEED NEW STEERING WHEEL AND BOLT**

RECOMM 10/26/2017 09:00AM RICHARD MATIYOW MSS - FCSD - TECH ASSIT CENTER

Roger Your comments state that the steering wheel bolt is loose. Please inspect the bolt for any signs of markings that indicate that it was previously removed and reinstalled. If this bolt has been removed this concern is not warrantable. if there are no signs of previous removal the steering wheel (3600) is warrantable. Please note that the bolt does not require prior approval. DIPA Conditional Approval - See Comments* THIE136360

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=HQZDD006

From: Matti, Alvin (.)
Sent: Friday, October 27, 2017 11:55 AM
To: Tracy, Susan (S.); Chawla, Guruveer (G.)
Cc: Krawczyk, Kevin (R.); Porter, Alan (A.J.)
Subject: RE: Report Summary for the CQIS Report#HQZDD006, from KKRAWCZY

Importance: High

Hi Susan

We can't wait until late next week. The news already hit the media. We need these parts ASAP. What can we do to help so we can get them send to us tonight and we should get them over the weekend.

Regards
Alvin Matti
EPAS TE
Steering Campaign Prevention Supv
FN3 GS008 / 313 805-3152

From: Tracy, Susan (S.)
Sent: Friday, October 27, 2017 11:18 AM
To: Chawla, Guruveer (G.) <GCHAWLA@ford.com>
Cc: Krawczyk, Kevin (R.) <kkrawczyk@ford.com>; Matti, Alvin (.) <amatti@ford.com>
Subject: RE: Report Summary for the CQIS Report#HQZDD006, from KKRAWCZY

After reading the tech comments, we are not sure if they will replace a bolt or the whole steering wheel.

I will follow up with them late next week to find out the repair detail to see what parts were replaced.

Regards,

Susan Tracy
Warranty Parts Expeditor
Phone: 313-390-2410

From: Chawla, Guruveer (G.)
Sent: Friday, October 27, 2017 11:07 AM
To: Tracy, Susan (S.)
Cc: Krawczyk, Kevin (R.); Matti, Alvin (.)
Subject: FW: Report Summary for the CQIS Report#HQZDD006, from KKRAWCZY

Hello Susan,

As requested, below is the CQIS report and the RAC code is CHAS-JH.

Kevin- Please, include Susan on these reports as she's the expeditor for Fusion.

Alvin- Please, let us know if we need to expedite this part or we should wait for the normal warranty process to take place (which could take up to 30 days)

concern is not warrantable. if there are no signs of previous removal the steering wheel (3600) is warrantable. Please note that the bolt does not require prior approval. DIPA Conditional Approval - See Comments* THIE136360

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=HQZDD006

From: Matti, Alvin (.)
Sent: Wednesday, November 1, 2017 7:41 AM
To: Dean, Michael (M.J.)
Cc: Spahn, Brian (B.R.); Chascsa, Jim (JRCII.); Porter, Alan (A.J.)
Subject: RE: Str Assembly from Vehicle

Hi Mike
The returned parts are stuck in customs (coming from Canada).

Regards
Alvin Matti
EPAS TE
Steering Campaign Prevention Supv
FN3 GS008 / 313 805-3152

From: Dean, Michael (M.J.)
Sent: Wednesday, November 01, 2017 4:58 AM
To: Matti, Alvin (.) <amatti@ford.com>
Cc: Spahn, Brian (B.R.) <bspahn@ford.com>; Chascsa, Jim (JRCII.) <jchascsa@ford.com>; Porter, Alan (A.J.) <aporter@ford.com>
Subject: Str Assembly from Vehicle

Hello Alvin,

Hope your morning is going well.

Any status on the steering assembly that was being replaced in the customer's vehicle?

Thanks!

Have a great day,
"Teamwork Leads to Success!"
Michael J. Dean
Global Core Restraints Engineering
SME SW/DAB/Inflator Engineer
PDC 1D-E27
Ford Cell Ph : (313) 805-7890
Email Addr : mdean6@ford.com

ONE FORD • ONE TEAM • ONE PLAN • ONE GOAL

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From: Nolte, Angela (A.)
Sent: Monday, October 23, 2017 3:04 PM
To: Stanley, Daniel (D.J.); Mason, Mary (M.A.); Freeman, Scott (S.T.); Porter, Alan (A.J.); Ixtla Garrido, Oscar (O.); Tellez, Jorge Carlos (J.); Dean, Michael (M.J.); Matti, Alvin (.); McElmeel, Edward (E.F.)
Cc: Landis, Kenneth (K.M.); Castellano, James (.)
Subject: RE: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment
Attachments: VOQs.xlsx

Sensitivity: Private

<<...>>

-----Original Appointment-----

From: Stanley, Daniel (D.J.)
Sent: Thursday, October 19, 2017 10:53 AM
To: Stanley, Daniel (D.J.); Mason, Mary (M.A.); Nolte, Angela (A.); Freeman, Scott (S.T.); Porter, Alan (A.J.); Ixtla Garrido, Oscar (O.); Tellez, Jorge Carlos (J.); Dean, Michael (M.J.); Matti, Alvin (.); McElmeel, Edward (E.F.)
Cc: Landis, Kenneth (K.M.); Castellano, James (.)
Subject: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment
When: Monday, October 23, 2017 2:00 PM-3:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx
Importance: High
Sensitivity: Private

This will be a brief review for the various workstream required for the aforementioned concern.

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T31MC08

Item No	ODI No	Manufacturer	Model Yr	Make	Model	Vin	Failure Date	Letter Date	File Date	City	State	Miles	Accident	Injured	Fire	Deaths	Occurrence	Part Name	Summary
1	10782046	Ford Motor	2015	FORD	FUSION	1FA6P0H7	4-Oct-15	14-Oct-15	14-Oct-15	KLAMATH	OR	8000	N		N			STEERING TL*	THE CONTACT OWNS A 2015 FORD FU

SION. WHILE DRIVING 25 MPH THE CENTER UNKNOWN PART OF THE STEERING COLUMN DETACHED FROM THE VEHICLE AS WELL AS THE AIR BAG. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWA

RE OF THE FAILURE. THE FAILURE MILEAGE WAS 8000.

Item No	ODI No	Manufacturer	Model Yr	Make	Model	Vin	Failure Dat	Letter Date	File Date	City	State	Miles	Accident	Injured	Fire	Deaths	Occurence	Part Name	Summary
1	10928891	Ford Motor	2014	FORD	FUSION	3FA6P0G7	30-Nov-16	30-Nov-16	30-Nov-16	YOUNG	SV NC	81000	N		N			STEERING	STEERING BOLTS HAVE LOOSENED RESU

ILTING IN SOME LOSS OF CONTROL OF VEHICLE. VEHICLE WAS TRAVELING STRAIGHT ON A LEVEL HIGHWAY WHEN THIS OCCURRED. THIS IS A PERSISTENT STATE.

Item No	ODI No	Manufacturer	Model Yr	Make	Model	Vin	Failure Date	Letter Date	File Date	City	State	Miles	Accident	Injured	Fire	Deaths	Occurrence Part Name Summary
1	11025321	Ford Motor	2015	FORD	FUSION	3FA6P0G7	23-Sep-17	25-Sep-17	25-Sep-17	EAST DUB	GA	84000	N		N		STEERING THE STEERING BECAME A LITTLE WOBBL

.Y OVER THE PAST TWO WEEKS AND ON SATURDAY 9/23)17 WHILE DRIVING TO ATHENS WENT TO TURN IN GAS STATION AND THE STEERING WHEEL FELL OFF IN MY LAP. MY INSURANCE AGENT HAPPENED TO BE RIDING IN THE DARK WH

EN IT HAPPENED AS WAS MY GRANDSON. I HAVE AT LEAST 6 OTHER WITNESSES.

Item No	ODI No	Manufacturer	Model Yr	Make	Model	Vin	Failure Date	Letter Date	File Date	City	State	Miles	Accident	Injured	Fire	Deaths	Occurrence Part Name Summary
1	11013849	Ford Motor	2016	FORD	FUSION	3FA6P0K9	8-Aug-17	9-Aug-17	9-Aug-17	COLUMBI	SC	103617	N		N		STEERING THE STEERING WHEEL CAME LOOSE. I W

/AS ABLE TO TURN TILT ROTATE ETC ON MULTIPLE AXIS (LEFT AND RIGHT AS NORMAL DIAGONAL UP AND DOWN FORWARD AND BACKWARD) UP TO ONE INCH BEFORE RESISTANCE WAS MET. THE MOTION OCCURRED IN THE UPPER PART

OF THE STEERING COLUMN ONLY AFFECTING THE STEERING WHEEL. I WAS STILL ABLE TO TURN THE CAR AS I COULD FEEL THE LOWER PART OF THE STEERING COLUMN RESPOND IN THE FLOOR. THE STEERING WHEELS INCREASED M

MOVEMENT OCCURRED REGARDLESS OF DRIVING OR STATIONARY STATUS. I HAVE ATTACHED THE INVOICE FROM THE MECHANIC. IT SHOWS THAT THE NUT HOLDING THE STEERING WHEEL TO THE COLUMN WHICH IS BEHIND THE AIRBAG

ASSEMBLY HAD A COME LOOSE.

Item No	ODI No	Manufacturer	Model Yr	Make	Model	Vin	Failure Dat	Letter Date	File Date	City	State	Miles	Accident	Injured	Fire	Deaths	Occurence Part Name Summary
1	10875757	Ford Motor	2014	FORD	FUSION	3FA6P0H9	15-Jun-16	22-Jun-16	22-Jun-16	DE PERE	WI	34500	N		N		STEERING STEERING WHEEL CAME LOSE. DICOVERD

DURING DRIVING. DEALER REMOVED AIRBAG AND APPLIED LOCK-TITE TO BUT IN STEERING COLUM AND RE-TOURQED.

From: Mason, Mary (M.A.)
Sent: Friday, October 20, 2017 9:06 AM
To: Freeman, Scott (S.T.); Nolte, Angela (A.)
Subject: RE: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment

Sensitivity: Private

Thanks Scott!!

From: Freeman, Scott (S.T.)
Sent: Friday, October 20, 2017 8:38 AM
To: Mason, Mary (M.A.) <mmason37@ford.com>; Nolte, Angela (A.) <anolte1@ford.com>
Subject: RE: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment
Sensitivity: Private

Mary,

If you are looking for my files on this subject, I have renamed the folder to reflect the scope update.

W:\GASC\common\sfreema1\Investigations\2013-16 Fusion Loose strg wheel

I will be out of the office this afternoon, and will return on Monday morning.

The additional model years added 8,000 records that I will need to review.

Thanks

Scott T. Freeman
Automotive Safety Office
Fairlane Plaza South, Suite 500
330 Town Center Drive
Dearborn, Mi 48126
Phone: 313.805.7410

From: Stanley, Daniel (D.J.)
Sent: Friday, October 20, 2017 8:08 AM
To: Freeman, Scott (S.T.) <sfreema1@ford.com>; Nolte, Angela (A.) <anolte1@ford.com>; Mason, Mary (M.A.) <mmason37@ford.com>
Subject: RE: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment
Sensitivity: Private

Scott,

Sorry that I had to move the meeting, it was to accommodate additional key engineering members. I believe we are trying to address the 2014-16MY Fusion from HSAP, which should be included in your analysis. Historical 2013MY information would be beneficial.

Daniel J. Stanley

Critical Concern Engineering

Ford Motor Company

Dstanle1@ford.com

PDC 2CE30

313.805.9717

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From: Freeman, Scott (S.T.)
Sent: Friday, October 20, 2017 8:05 AM
To: Stanley, Daniel (D.J.); Nolte, Angela (A.); Mason, Mary (M.A.)
Subject: RE: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment
Sensitivity: Private

Dan,

Sorry, I cannot attend the meeting at 2:00 on Monday.

The report I prepared from 2 years ago, is still available if you need it for the meeting. That report focuses on the 2013-14 MY.

Just recently, I started my update of the 2013-2014 MY data review.

My work-in-progress is available (on our network drive), though I have not reviewed all the records return from my recent search.

Scott T. Freeman

Automotive Safety Office
Fairlane Plaza South, Suite 500

330 Town Center Drive

Dearborn, Mi 48126
Phone: 313.805.7410

-----Original Appointment-----

From: Stanley, Daniel (D.J.)
Sent: Thursday, October 19, 2017 3:55 PM

To: Mason, Mary (M.A.); Nolte, Angela (A.); Freeman, Scott (S.T.); Porter, Alan (A.J.); Ixtla Garrido, Oscar (O.); Tellez, Jorge Carlos (J.); Dean, Michael (M.J.)

Cc: Landis, Kenneth (K.M.); Castellano, James (.)

Subject: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment

When: Monday, October 23, 2017 2:00 PM-3:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: WebEx

Importance: High

Sensitivity: Private

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T31MC08

From: Matti, Alvin (.)
Sent: Friday, October 27, 2017 4:19 PM
To: Nolte, Angela (A.); Stanley, Daniel (D.J.); Mason, Mary (M.A.)
Cc: Porter, Alan (A.J.)
Subject: RE: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment

Sensitivity: Private

Thanks Angela. Please send us the closure paper too. Thanks

Regards
Alvin Matti
EPAS TE
Steering Campaign Prevention Supv
FN3 GS008 / 313 805-3152

From: Nolte, Angela (A.)
Sent: Friday, October 27, 2017 1:21 PM
To: Matti, Alvin (.) <amatti@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Mason, Mary (M.A.) <mmason37@ford.com>
Cc: Porter, Alan (A.J.) <aporter@ford.com>
Subject: RE: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment
Sensitivity: Private

[See below](#)

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Matti, Alvin (.)
Sent: Friday, October 27, 2017 1:01 PM
To: Stanley, Daniel (D.J.) <dstanle1@ford.com>; Mason, Mary (M.A.) <mmason37@ford.com>; Nolte, Angela (A.) <anolte1@ford.com>
Cc: Porter, Alan (A.J.) <aporter@ford.com>; Matti, Alvin (.) <amatti@ford.com>
Subject: RE: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment
Sensitivity: Private

Hi Dan, Mary, Angela
In the meeting, I believe it was Mary, presented R/1000 numbers for different program with the same Loose Steering Wheel Issue. Please forward that information over to us. Thanks

Regards
Alvin Matti
EPAS TE
Steering Campaign Prevention Supv
FN3 GS008 / 313 805-3152

-----Original Appointment-----

From: Stanley, Daniel (D.J.)

Sent: Friday, October 20, 2017 8:37 AM

To: Stanley, Daniel (D.J.); Mason, Mary (M.A.); Nolte, Angela (A.); Freeman, Scott (S.T.); Porter, Alan (A.J.); Ixtla Garrido, Oscar (O.); Tellez, Jorge Carlos (J.); Dean, Michael (M.J.); Matti, Alvin (.); McElmeel, Edward (E.F.)

Cc: Landis, Kenneth (K.M.); Castellano, James (.)

Subject: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment

When: Monday, October 23, 2017 2:00 PM-3:00 PM (UTC-05:00) Eastern Time (US & Canada).

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Importance: High

Sensitivity: Private

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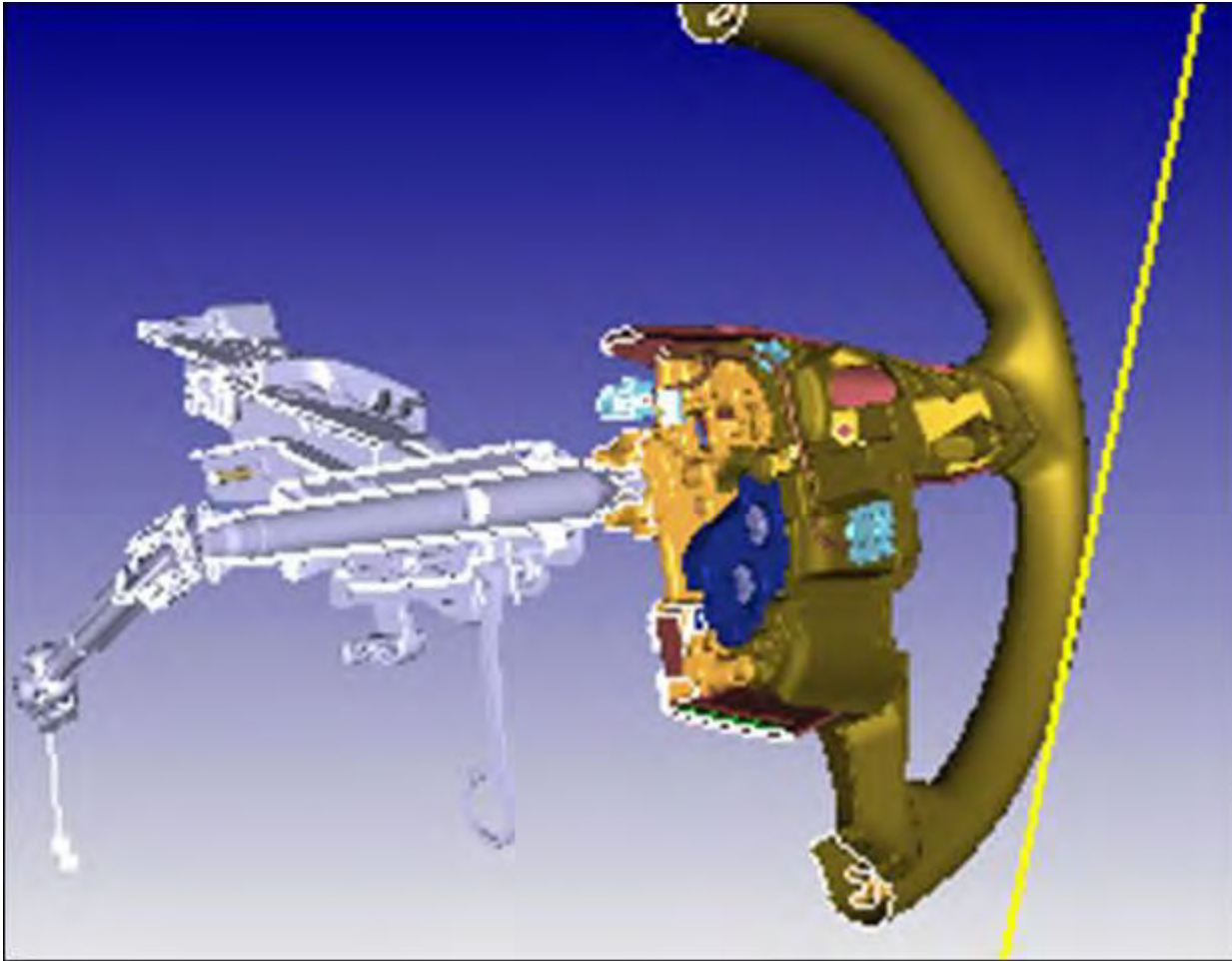
[Can't join the meeting?](#)

T31MC08

From: Mason, Mary (M.A.)
Sent: Monday, October 30, 2017 9:04 AM
To: Stanley, Daniel (D.J.); Matti, Alvin (.)
Cc: Nolte, Angela (A.); Porter, Alan (A.J.)
Subject: RE: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment

Alvin, I think this is the section that you are referring to.

If not, let me.



From: Stanley, Daniel (D.J.)
Sent: Monday, October 30, 2017 6:54 AM
To: Matti, Alvin (.) <amatti@ford.com>
Cc: Nolte, Angela (A.) <anolte1@ford.com>; Mason, Mary (M.A.) <mmason37@ford.com>; Porter, Alan (A.J.) <aporter@ford.com>
Subject: Re: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment

As I recall that was the presentation from Design Analysis that Mary reviewed with us during the meeting. She should be able to forward a copy.

Sent from my iPhone

On Oct 29, 2017, at 7:36 PM, Matti, Alvin (.) <amatti@ford.com> wrote:

Somebody presented a picture of a section cut through wheel, column shaft and bolt and I can't remember who was presenting at that time. It was either you, Dan or Mary.

Regards
Alvin Matti
EPAS TE
Steering Campaign Prevention Supv
FN3 GS008 / 313 805-3152

From: Nolte, Angela (A.)
Sent: Sunday, October 29, 2017 6:48 PM
To: Matti, Alvin (.) <amatti@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Mason, Mary (M.A.) <mmason37@ford.com>
Cc: Porter, Alan (A.J.) <aporter@ford.com>
Subject: RE: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment
Sensitivity: Private

This issue closed on notes and not a paper; what I sent below is the closure notes.

From: Nolte, Angela (A.)
Sent: Friday, October 27, 2017 1:20 PM
To: Matti, Alvin (.) <amatti@ford.com>; Stanley, Daniel (D.J.) <dstanle1@ford.com>; Mason, Mary (M.A.) <mmason37@ford.com>
Cc: Porter, Alan (A.J.) <aporter@ford.com>
Subject: RE: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment
Sensitivity: Private

See below

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Matti, Alvin (.)
Sent: Friday, October 27, 2017 1:01 PM
To: Stanley, Daniel (D.J.) <dstanle1@ford.com>; Mason, Mary (M.A.) <mmason37@ford.com>; Nolte, Angela (A.) <anolte1@ford.com>
Cc: Porter, Alan (A.J.) <aporter@ford.com>; Matti, Alvin (.) <amatti@ford.com>
Subject: RE: Team Meeting - 2014-16MY Fusion Steering Wheel Attachment
Sensitivity: Private

Hi Dan, Mary, Angela

In the meeting, I believe it was Mary, presented R/1000 numbers for different program with the same Loose Steering Wheel Issue. Please forward that information over to us. Thanks

Regards
Alvin Matti

EPAS TE

Steering Campaign Prevention Supv

FN3 GS008 / 313 805-3152

-----Original Appointment-----

From: Stanley, Daniel (D.J.)

Sent: Friday, October 20, 2017 8:37 AM

To: Stanley, Daniel (D.J.); Mason, Mary (M.A.); Nolte, Angela (A.); Freeman, Scott (S.T.); Porter, Alan (A.J.); Ixtla Garrido, Oscar (O.); Tellez, Jorge Carlos (J.); Dean, Michael (M.J.); Matti, Alvin (.); McElmeel, Edward (E.F.)

Cc: Landis, Kenneth (K.M.); Castellano, James (.)

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T31MC08

From: Ott, David (D.J.)
Sent: Wednesday, October 18, 2017 10:08 AM
To: Nolte, Angela (A.); Britton, Eric (E.J.); Mason, Mary (M.A.)
Subject: RE: VOQ numbers related to Ford Fusion My14-16 Steering Wheel

Eric and Angela, we'll be bringing this topic into tomorrow's CCRG if you want to call in.

Thanks,

DJO

From: Tuneff, Mark (M.S.)
Sent: Wednesday, October 18, 2017 9:39 AM
To: Nolte, Angela (A.) <anolte1@ford.com>; Britton, Eric (E.J.) <ebritton@ford.com>; Mason, Mary (M.A.) <mmason37@ford.com>
Cc: Ott, David (D.J.) <dott@ford.com>
Subject: FW: VOQ numbers related to Ford Fusion My14-16 Steering Wheel

All, below is the information that I have so far for the Fusion steering wheel topic. The VOQ and VIN in the second note down is new information - they are reluctant to share VINs without permission right now. The VIN alleging the wheel came off is 3FA6P0K92GR[REDACTED]. I could not locate any information in our system related to the event. NHTSA shared yesterday that the owner reported to them that the Dublin Ford dealership repaired the vehicle. Angela and Eric, could you reach out to the dealer and see what information they have? I have a CarFax on the vehicle and there isn't anything that appears relevant in the history.

The three VOQ numbers are at the bottom of the chain. That is all NHTSA has right now. I have one other VIN that they provided for one of the VOQs and I'm going to dig it out and share so we may have all three VINs for the VOQs now.

From: Ong, Nathan (NHTSA) [<mailto:nathan.ong@dot.gov>]
Sent: Tuesday, October 17, 2017 3:26 PM
To: Tuneff, Mark (M.S.) <mtuneff@ford.com>
Cc: Fronckowiak, Todd (T.M.) <tfroncko@ford.com>; Simmons, Paul (NHTSA) <Paul.Simmons@dot.gov>
Subject: RE: VOQ numbers related to Ford Fusion My14-16 Steering Wheel

Mark and Todd,

I have from my notes that the dealer which the vehicle was towed to is listed as Dublin Ford / Lincoln, Georgia .

-Nathan

From: Ong, Nathan (NHTSA)
Sent: Wednesday, October 04, 2017 7:50 AM
To: Tuneff, Mark (M.S.) <mtuneff@ford.com>
Cc: Fronckowiak, Todd (T.M.) <tfroncko@ford.com>
Subject: RE: VOQ numbers related to Ford Fusion My14-16 Steering Wheel

Mark,

I spoke to the complainant of VOQ 11025321 yesterday who provided consent to share her vehicle's VIN:
3FA6P0G73FR2 [REDACTED]

Regards,
-Nathan

From: Ong, Nathan (NHTSA)
Sent: Tuesday, October 03, 2017 11:45 AM
To: Tuneff, Mark (M.S.) <mtuneff@ford.com>
Cc: Fronckowiak, Todd (T.M.) <tfroncko@ford.com>
Subject: VOQ numbers related to Ford Fusion My14-16 Steering Wheel

Mark,

Listed below are the VOQs related to the conversation about the 14-16 Ford Fusion. Upon your review, if we could reconvene next opportunity or discuss an update timeline that would be great. Thanks again. Have a good one!

VOQs:
10875757
11013849
11025321

Regards,
Nathan Ong

Safety Defect Investigator
Office of Defects Investigation
National Highway Traffic Safety Administration
Washington, DC
202-366-1661

From: Cox, William (W.B.)
Sent: Thursday, October 29, 2015 2:14 PM
To: Romain, Eric (E.D.); Dean, Michael (M.J.); Kiefer, Karl (K.D.); Dubaisi, Adnan (A.N.); Zaman, Ishak (I.A.); Shaeff, Nathan (N.); Huang, Emma (A.); Sargood, Michael (M.D.); Fassbender, Martin (.); Costa, Bruno (B.A.); Hernandez, Victor Horacio (V.)
Cc: Landis, Kenneth (K.M.); Dietsch, Heiko (H.D.); Yin, Laurence (Yue.); Oslender, Michael (M.)
Subject: Steering Wheel_Column Joint Matrix

Follow Up Flag: Follow up
Flag Status: Flagged

Good Day Team,

Please see below the updated Matrix reviewed at today's SW TDR;
https://team.sp.ford.com/sites/SeatRestr/RestrainsCore/SW%20%20DAB/Benchmarking/Steering%20Wheel_Column%20Joint.xlsx

Please make every effort to complete this matrix for your assemblies by next week.

Items we will specifically need from your appropriate plant VO concerning this joint:

- 1) What size socket drive is in use for this joint, Thin Walled or Thick Walled?
- 2) What DC nut runner is in use for this joint, Size and Make?
- 3) Are there any assembly Aides used for this joint, such as a "Reaction Bar"?
- 4) What is the Torque Process? Ie: Hand start? Speed "A" to torque value "b" then speed "C" to final torque? Any pauses?
- 5) What Torque control is in place? Ie: Torque Monitor only, Angle Monitor only, Angle and Torque Monitor?
- 6) What are the running residual Torques for this joint (This CC joint should be getting residual torques verified on an ongoing basis)
- 7) Any other notes, or issues that should be known about this joint?

Please remember to "Check-out" the document while you are updating it to be sure there are no duplicate entries that are lost. Also, be sure to "Check-In" the document once you are finished and up-load your updated version so the other team members can actively update the document as well.

Please let me know if you have any questions or concerns.

Thank You,

William Cox

Steering Wheel & DAB Engineer
PD/Body Interior - Ford Restraints
PCD 1D-L46

From: Porter, Alan (A.J.)
Sent: Monday, October 30, 2017 7:18 PM
To: Toor, Simret (S.); Cordeau, Roger (T.)
Subject: Urgent Request for Assembly Information

Roger,

I am comparing the HSAP & OAP processes for steering wheel and I-shaft attachments. I need your response ASAP please.

1. Is the wheel attached to the column on the I/P line or vehicle assembly line?
2. Is the steering column pointing up or out when the wheel is attached? Please send picture.
3. Is the Wheel attached to the column before or after the I-shaft is attached to the column? Please send picture.
4. Is a reaction bar used against the steering wheel when the steering wheel fastener is torqued? Please send picture of tool.
5. Is the steering column Anti-Rotation pin in the column when the wheel bolt is torqued? Please send picture.
6. Is the steering shaft/I-shaft restricted from rotating when the wheel bolt is torqued? Please send picture.

Please send separate or combine common responses for:

- CD539 Non-AFS
- CD539 AFS
- U540 Non-AFS
- U540 AFS
- D471 manual column
- D471 Power column
- D472

Thanks.

Regards,
Alan Porter (313-805-3180)
Steering Engineering Supervisor
Ford Motor Company
6200 Mercury Drive.
Dearborn MI, 48126
Bldg. FN3, Cube 2B-F70

PE17-007

FORD

12/15/2017

Appendix F Non-Confidential
Vehicle Inspections

From: Freeman, Scott (S.T.)
Sent: Wednesday, July 15, 2015 6:52 AM
To: Miller, Jessica (.)
Subject: file for the vehicle 3FA6P0H7XER[REDACTED]
Attachments: Midway Rental VI Report 052014 for vin 3FA6P0H7XER[REDACTED] 3 (2).pdf

Jessica,
Do you have a file for the vehicle 3FA6P0H7XE[REDACTED]?

It is a 2014 Fusion that Bob reviewed.

In our CDR system, it shows up as an LMMS recorded with "Injury" Flag

Scott T. Freeman
Automotive Safety Office
Fairlane Plaza South, Suite 500
330 Town Center Drive
Dearborn, Mi 48126
Phone: 313.805.7410

From: Jones, Rick (W.P.)
Sent: Monday, June 22, 2015 2:02 PM
To: Freeman, Scott (S.T.)
Subject: FW: Call me when you get a chance.

FYI.

From: Pascarella, Robert (R.)
Sent: Thursday, June 18, 2015 3:48 PM
To: Jones, Rick (W.P.)
Subject: Call me when you get a chance.

Robert Pascarella
Design Analysis
Ford Motor Company
World Headquarters
One American Road - Cube 0114-E3
Dearborn, MI 48126-2701
734-516-4553

RJ HUGHES ENGINEERING, INC.
10472 Sunday Dr.
Huntington Beach, CA 92646

INSPECTION REPORT

To: Candiss Clenton
Sr. Claims Representative
Midway Car Rental
2001 S. Figueroa St., 2nd Floor
Los Angeles, CA 90007

Date: February 8, 2015

Subject: Midway Auto Rental Ford Fusion

Per your instructions, I conducted an inspection of the subject vehicle in this matter on 02/06/2015 at Chosen Auto Body, 2454 W. Washington Blvd., in Los Angeles, CA. The following is a summary of my examination of the collision damage and steering system, and my inspection findings.

Subject Vehicle

The subject vehicle is a 2014 Ford Fusion SE.

- VIN is 3FA6P0H7XER2 [REDACTED]
- Manufactured: 02/14
- Mileage: 18,937
- Tires: Three of the four road tires were Michelin Energy P235/50R17 sized tires, built the forty third week of 2013. The RF tire was a Hankook V4ES P235/50R17 sized tire, built the fourteenth week of 2011.
- Per the safecar.gov website, the vehicle was not subject to any recalls, or relevant service bulletins.

Vehicle Inspection

Exterior

The vehicle was parked outside the facility, where it was photographed and documented. Front end damage was consistent with a minor frontal collision. The front bumper cover, hood, RF headlight, and RF fender were involved. Also noted were multiple scrapes to the LF fender and LF door panel.

The vehicle was not drivable, and thus was not moved to a hoist for examination. A cursory view of the undercarriage showed no significant contacts of damage. As noted above, the RF tire

was a different make than the other three, and had approximately 4/32" tread remaining. The RF wheel rim showed several contact marks, but no rim damage.







RF wheel rim smudge mark.

Interior

The interior was found with undamaged, with both front seatbelts in the stowed position, and the buckles functioning normally when the latchplates were inserted, and then released. No occupant contact marks were observed on the seatbelt webbing.

The steering wheel was found loose, and turning the wheel produced no movement at the front tires. The steering wheel rim would rock back and forth on the column. No damage was observed to the wheel rim, and the center cover area was uniform and undamaged. The center cover was then removed, and I documented the condition of the wheel retaining bolt and mounting area. I found the retaining bolt was loose, and uneven wear marks were found on the steering wheel base under the bolt and washer.



View showing large gap between wheel and column.



Steering wheel with center cover and SRS module removed.



Retaining bolt as found, and shadow illustrating amount bolt was loose.



Steering wheel base, with uneven wearing around washer area of the bolt.



Steering column wear and aluminum particles.



Close-up of the retaining bolt.

Conclusions

- Based on my inspection, I found evidence that the steering wheel retaining bolt had loosened and allowed the steering wheel to twist freely on the steering shaft.
- Evidence on the steering wheel base, and the shaft showed that this had occurred over a period of time shown by the wearmarks on the base and the aluminum particles from the column.
- If the vehicle were being driven with this condition, the driver would not have maintained steering control.

If you have any questions, please let me know.

Raymond J. Hughes

From: Jones, Rick (W.P.)
Sent: Friday, June 26, 2015 2:41 PM
To: Freeman, Scott (S.T.)
Subject: FW: For Monday's Meeting
Attachments: MIDWAY Car Rental.pptx

From: Pascarella, Robert (R.)
Sent: Friday, June 26, 2015 1:53 PM
To: Jones, Rick (W.P.)
Subject: For Monday's Meeting

I am scheduled to land at 10:50 am Houston time (11:50am) eastern. I will call in but was hoping you could bring this up in the Webex to make my 5 minute introduction quicker/easier.

Robert Pascarella
Design Analysis
Ford Motor Company
World Headquarters
One American Road - Cube 0114-E3
Dearborn, MI 48126-2701
734-516-4553

MIDWAY Car Rental
Claim
Case Number [REDACTED]

Vehicle : 2014 Ford Fusion SE

VIN : 3FA6P0H7XER [REDACTED]

Production Date : February 24, 2014

Mileage : 18, 937

Date of Incident : February 5, 2015



Claim : Steering Wheel “loose”, turning the wheel produces no movement of the front wheels.

Minor accident with minor front collision damage and additional scrapes on left front fender and left front door panel.

Rental Company had investigator out the following day. Found Steering wheel “lose”.



Investigator photo showing large gap between wheel and column.

Additional Photos from investigator



“Gap” observed between bolt and washer.

Additional Photos from investigator



Wear and Aluminum
"shavings" observed.

Additional Photos from investigator



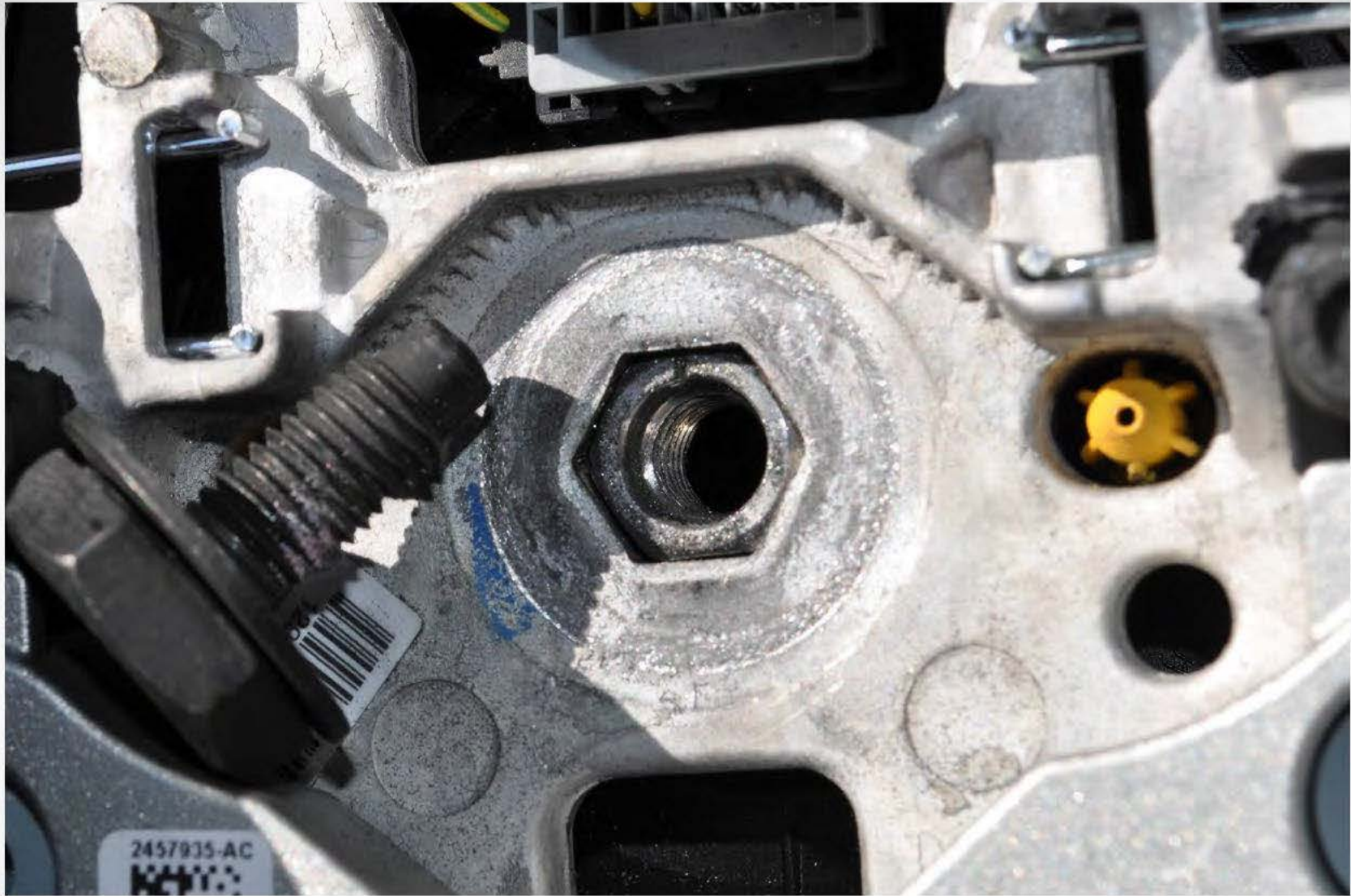
Wheel removed with significant aluminum material observed.

- Claim vehicle was inspected by DAE on June 22, 2015
Inspection found no evidence of previous repair or removal.

Review of QLS found no documentation of any plant “rework” on the affected components.

Review of AWS found no documentation of any work or maintenance on the affected components.

No event information was found upon download of the RCM.



Subject vehicle with bolt removed



Subject vehicle bolt showing “locking” patch

Bolt installation is an inverted delta item. 100% checked and recorded. Nominal Torque 47.5Nm (35 ft-lb)

Ele	Element text	C/S/K	Insp	ROS	Type	Freq	AI TIME	C/S	Nbr	TOOLS		TORQUE			
										Qty	Description	Nom	Var	Min	
0210	HANDSTART 1 BOLT		N	N	M	1	0.03870								
	Element UCC's								Plants: CQ1, FLR, HMO, STP		MCT:				
	CC7-----														
	CC9-----														
	CNG-----														
	CNH-----														
0220	TIGHTEN 1 BOLT AT STATION		▽	N	N	M	1	0.10750	▽	CA N12 -2BT	1	RT ANGLE NUTRUNNER	47.50	7.20	0.00
	Element Remarks: delta torque														
	Element UCC's								Plants: CQ1, FLR, HMO, STP		MCT:				
	CC7-----														
	CC9-----														
	CNG-----														
	CNH-----														
0230	BACKUP-TIGHTEN 1 BOLT USING BACK-UP WRENCH AT STATION		▽	N	N	M	1	0.11180	▽	050T-RJD-E-06	1	3/8" RATCHET DRIVE	47.50	0.00	0.00
	Element Remarks: FoE only BREAK-BACK HAND WRENCH 47NM														
	Element UCC's								Plants: CQ1, STP		MCT:				
	CC7-----														
	CC9-----														
	CNG-----														
	CNH-----														
0240	MARK 1 BOLT WITH PAINT			N	N	M	1	0.03440		STORES F1146	1	PAINT MARKER	0.00	0.00	0.00
	Element Remarks: FoE only TO SHOW BACK-UP TIGHTENING														
	Element UCC's								Plants: CQ1, STP		MCT:				
	CC7-----														
	CC9-----														

Why does Europe have a different process?

Contacted Hermosillo PVT and obtained the following information.

This are the records regarding of this 2014 fusion

Torque = 48.2nm, Angle = 208.2. Son datos normales.

2/27/2014	21:51:24	8438	ok	Torque	48.2	ok	208.2	ok	56	ok	2	539746	1	1	32	0
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Per above information the bolt on the subject vehicle was torqued to specification at time of assembly.

Previous CCRG issue on 2011 Taurus/MKT/Edge/MKX/Explorer
Concern Number 11-0510-01 for Steering Wheel Lose.

Reviewed Warranty Information/Analysis on Fusion conducted by Rick Jones and Scott Freeman and there are additional similar claims of “loose” steering wheel.

On a surrogate vehicle and the subject vehicle, I conducted a series of evaluations with the bolt hand tighten and then with the bolt “loosened” in 90 degree increments.

Additionally with the bolt only hand tight, with the vehicle running the vehicle was steered 20 cycles of approximately plus and minus 30 degrees. After which it was observed that the bolt had “backed out” about 30 degrees. “Locking Patch” didn’t prevent the rotation. (Of course it had already been removed)

At 90 degrees the wheel feels very lose both for and aft and rotationally.
(Approximately 15 degrees deadband) With vehicle running (power assist) when wheel is steered the road wheels still rotate.

At 720 degrees (two full turns) extremely for/aft and now the steering wheel rotates on the column shaft with no transfer of movement to the road wheels.

Evaluations are clear in that the condition of loose steering should be quite obvious to any operator including the subject rental prior to it progressing to point where the movement of the steering wheel will have minimal transfer of motion to the road wheels.