INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: Love, Keith (K.A.)
Sent: Tuesday, July 11, 2017 4:39 PM
To: Hansen, Randy (R.F.); Kuhel, Doug (D.G.)
Subject: 1.6L Escape

The following VIN reported a vehicle fire. It was submitted to Ford as a subrogation. The VIN is 1FMCU9GX0EU[redacted]
Build date is 3/24/17. Please verify the head level.

[redacted]
Ford Motor Company
Automotive Safety Office
Fairlane Plaza South, Suite 500
Phone [redacted]
Fax (313) 594-2268
e-mail: klove@ford.com

From: Deb Ursum <dursum@renkim.com>
Sent: Thursday, July 26, 2018 1:08 PM
To: Karbum, Brandon (B.J.); Mceachern, Matthew (M.); Raina, Sidhartha (S.)
Cc: Deb Ursum; Cure, Dan (D.); Pusta, Ionut (I.)
Subject: 3FA6P0HR3DR[redacted] / 17S09/ 08582 / Contact ID: [redacted] /

Importance: High

Good morning, gents:
This is a repeat failure for 17S09. There has been numerous contacts, and there is one pending review. [redacted] I have also been looking into this vehicle and since the repairs have been performed, the vehicle has had a history of overheating and losing coolant. The comments was there is an air pocket. In reviewing OASIS, the campaign was completed 3/23/18, and returned on 4/12/18. AT that time the claim is showing that the EGR kit for the Escape was installed. I do not know if this will contribute to this concern, but wanted to bring it to your attention for the pending review. Thank you for your assistance.

12-APRIL-2018

DEALER: **Epic Ford**
WARRANTY CLAIM NUMBER: [redacted] ODOMETER: **087880M**

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
GV6Z 9P449E	**KIT - EGR**	**001**	**12650D**	**42**	**DOES NOT OPERATE PROPERLY**
		000	**8005D**		
		000	**MT9P449**		

VERIFIED CUSTOMER CONCERN, INSPECTED COOLING SYSTEM NO OBVIOUS LEAKS PRESENT . COOLANT LEVEL WAS UNDER SPECIFICATION, TOPPED FLUID AND INSTALLED COOLANT PRESSURE TESTER. RAN KEOF SELF TEST RETRIEVED P1299 AND P2560. RECHECKED COO LING SYSTEM FOR LEAKS NONE PRESENT. NO DROP IN PRESSURE. RELEASED PRESSURE A ND PERFORMED COOLANT LEVEL SENSOR CHECK, LEVEL WAS WITHIN RANGE AT OPERATING

23-MARCH-2018

DEALER: **Epic Ford**
WARRANTY CLAIM NUMBER: [redacted] ODOMETER: **087382M**

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
DG9Z 9P449A	**KIT - EGR**	**001**	**17S09F**		
GV6Z 9P449C	**KIT - EGR**	**001**			
DG9Z 14A411J	**WIRE ASY MAIN JUMPER**	**001**			
VC 3DILB		**001**			

PERFORMED FSA, PRESSURE TESTED COOLING SYSTEM NO DROP IN PRESSURE OR LEAKS, INSPECTED FOR OIL LEAKS BEHIND VALVE COVER NONE PRESENT. REMOVED ALTERNATOR TO ACCESS THERMOSTAT HOUSING. REMOVED

HOUSING AND REPLACED THERMOSTAT. RETAI NING TAB BROKE ON HOUSING. REPLACED HOUSING, REMOVED COOLANT HOSES FROM DEGA S TO COOLER AND INSTALLED NEW HOSES THAT WERE PROVIDED IN KIT. REPLACED COOL

Escape Vehicles Built on or before August 23, 2014:

Note: These vehicles use a 6-Pin Wiring Harness **Part Number**	**Description**	**Order Quantity**	**Claim Quantity**
GV6Z-9P449-E	Coolant Level Sensor Kit		

Escape Vehicles Built on or after August 24, 2014 and all Transit Connect Vehicles:

Note: These vehicles use a 3-Pin Wiring Harness. **Part Number**	**Description**	**Order Quantity**	**Claim Quantity**
GV6Z-9P449-E	Coolant Level Sensor Kit		

Deb Ursum
Special Service Support Center
1-800-325-5621
734 374 1030 fax
[redacted] direct

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From: Beltramo, Joel (J.J.)
Sent: Tuesday, March 28, 2017 10:58 AM
To: Hansen, Randy (R.F.)
Cc: Taylor, Timothy (T.G.)
Subject: 13S12

Randy,

Please make sure that any cylinder heads from vehicles equipped with 13S12 that shown signs of cracking are returned to Tim Taylor for analysis. This includes both warranty and non-warranty parts.

Thank you,

Joel Beltramo
Manager – Engine Components - B
Phone: [redacted]
Bldg 1 12A044

From: Deb Ursum <dursum@renkim.com>
Sent: Wednesday, April 05, 2017 5:55 PM
To: Pusta, Ionut (I.)
Cc: Burroughs, Mary (M.M.); Deb Ursum; Thomas R. Johnson
Subject: 17S09 Contact ID: [redacted]

Hotline Contact ID: [redacted] Phone Form **Web Form**
2017-04-05 13:42:27.416 -04:00

SE CDS: RLAPLAN6

P&A Code:	05653
Vehicle:	2014 Escape
Build Date:	Oct 18 2013
Engine:	1.6L EcoBoost SCTi 160/182PS-Sigma
Trans:	6 Speed Auto Trans 6F Mid-Range - 2 WHL L/H FRONT DRIVE
Symptom Code	441239
Hotline Group	GAS

Warranty History
Publications
Launch Etis
Get Cost Cap
WebView
Ford Catalog Advantage (FCA)
Check PACO

Description of Vehicle Concern:
VEH HAS BEEN IN MULTIPLE TIMES FOR OVERHEATING AND MISSFIRING

Please list any diagnostics already performed:
FOUND WATER IN OIL, AND MISSFIRE IN #2 AND #3

Parts Replaced:
NONE

Your Question:
FSA IS NOT CLEAR ON REPAIR PROCEDURES BUT ASSUMING THAT ENGINE NEEDS REPLACEMENT AT THIS POINT

Additional Diagnostics/Comments:
WEB (Ext) **Comment by: rlaplan6** - Apr 05 2017 11:46:31

James

Having found water in the oil would indicate the problem that FSA will address once a repair procedure is developed is currently present. With the FSA interim service action saying if cooling system pressure drops during testing, perform the required repairs as necessary, continue with testing to determine the cause of the problem that is present.

Continue with performing the cooling system pressure test procedure that is found in section 303-03A in the online workshop manual, under diagnosis and testing, engine cooling. Once the pressure test procedure has been completed, remove the spark plugs and use a borescope to inspect the cylinders for coolant being present. If coolant is found, as called out in step 11, the engine long block should be replaced. If testing has confirmed that the long block is needed, continue with filling out a SSSC web contact as directed in the FSA dealer bulletin seeing the long block will exceed $500. Follow the direction given by the SSSC contact. If the SSSC center returns with an ok to replace the long block assembly and they say to submit for prior approval, continue with filling out the cost cap tool, selecting the complete short block and cylinder head and continue with submitting for prior approval if the dealer requires prior approval on engine replacements. If the dealer does not require prior approval, continue with the repairs as directed by the SSSC center.

ESCALATED
Escalated Time:
Escalated By:
Escalated Reason:

Entry Date:	Apr 05 2017 08:17:23	**Review Time:**	Apr 05 2017 11:27:01
Technician ID:	JAMES RACKLEY	**Email:**	JRACKLEY@SAMES.NET
VIN:	1FMCU0GX9EU[redacted]	**OASIS ID:**	308171794
RO#:	[redacted]	**RO Date:**	Mar 23 2017
SE CDS:	rlaplan6	**Odometer:**	60039

SAMES CROW FORD (12:42 PM)
[redacted]
CORPUS CHRISTI, TX [redacted] USA
[redacted]

Research Links

Update Symptom Code:

Please fix Symptom Code. Please fix Symptom Code. Please fix Symptom Code. Please fix Symptom Code.

Symptom Code: 441239 Based on GCSC provided, at least one other dealer reported a similar concern.
Click here to review previous Hotline Assistance Requests.

Additional Symptom Description : Please fix Symptom Code.

▻Attach File

During call, tech said: What did Tech say?
You have **3500** characters remaining ...

Deb Ursum
Special Service Support Center
1-800-325-5621
734-374-1030 fax

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From: Thomas R. Johnson <trjohnson@renkim.com>
Sent: Thursday, December 21, 2017 2:08 PM
To: Pusta, Ionut (I.)
Cc: Deb Ursum; Pat Logan
Subject: 17S09 Cylinder head back order

Good morning John,
The cylinder heads BM5Z- 6049-D are currently on back order without a known off date. I have a total of 4 that require the replacement, is there any way to determine a delivery date we may need long term rentals.
Thank you,

Thomas Johnson –Technical lead
Ford Special Service Support Center
1-800-325-5621
734-374-8357 [redacted]
734-374-1030 FAX

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From: Catalano, Martino (M.)
Sent: Wednesday, April 25, 2018 1:44 PM
To: Pusta, Ionut (I.)
Subject: 17S09 Escape Coolant Level Sensor

Hi John , got a call from a dealer, said they installed the kit for Escape , but coolant level sensor is not reading . They attempted to obtain just the sensor , but they are being advised that part is not available separately ? Is that correct ?

Regards

Martino Catalano
Field Service Actions Coordinator
Ford of Canada- [redacted]
Tel: 905-845-2511 [redacted]
Fax: 1-866-637-1270

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From: Pusta, Ionut (I.)
Sent: Monday, February 19, 2018 9:34 AM
To: Beltramo, Joel (J.J.)
Subject: 17S09 Escape Data
Attachments: GB_updated_2013MY Cal in 2014MY Vehicles.xlsx

Joel,

Please see the attached document for VIN information on those 13 Escapes.

Thank you,

[redacted] [redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

HVBOM PCM Part#	2014 PCM SW Part#	Tag# on Window Sticker	Sold/Unsold	GCPB15_VIN_C	GCPB	GCPB22_VEH_LN_X	GCPB15_PROD_Y	GCPB15_VEH_SOLD_Y	M20_DLR_CNTRY_C	CR_COUNTRY_ISO3_C	GCPB05_EVENT_X
DJ5A-12A650-AFA	EJ5A-14C204-UB	[redacted]	Sold to Owner	1FMCU0GX1EU[redacted]	2014	C520 NA (ESCAPE)	4/2/2013	4/11/2013	CAN	CAN	OPEN - LAUNCHED
DJ5A-12A650-AFA	EJ5A-14C204-UB	[redacted]	Sold to Owner	1FMCU0GX0EU[redacted]	2014	C520 NA (ESCAPE)	4/1/2013	4/11/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-ABC	EJ5A-14C204-UB	[redacted]	Sold to Owner	1FMCU0GX4EU[redacted]	2014	C520 NA (ESCAPE)	2/12/2013	2/22/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-AFA	EJ5A-14C204-UB	[redacted]	Sold to Owner	1FMCU0GX4EU[redacted]	2014	C520 NA (ESCAPE)	4/1/2013	4/11/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-AFA	EJ5A-14C204-UB	[redacted]	Sold to Owner	1FMCU0GX4EU[redacted]	2014	C520 NA (ESCAPE)	4/1/2013	4/11/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-AFA	EJ5A-14C204-UB	[redacted]	[redacted]	1FMCU0GX7EU[redacted]	2014	C520 NA (ESCAPE)	4/2/2013	4/11/2013	USA	USA	OPEN - WARRANTY CANCELLED
DJ5A-12A650-ABC	EJ5A-14C204-UB	[redacted]	Sold to Owner	1FMCU0GX8EU[redacted]	2014	C520 NA (ESCAPE)	2/12/2013	3/12/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-AFA	EJ5A-14C204-UB	[redacted]	Sold to Owner	1FMCU0JX5EU[redacted]	2014	C520 NA (ESCAPE)	4/2/2013	4/11/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-ABC	EJ5A-14C204-UB	[redacted]	[redacted]	1FMCU0JX9EU[redacted]	2014	C520 NA (ESCAPE)	2/13/2013	2/22/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-AFA	EJ5A-14C204-UB	[redacted]	Sold to Owner	1FMCU9GX2EU[redacted]	2014	C520 NA (ESCAPE)	4/2/2013	4/11/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-ABC	EJ5A-14C204-UB	[redacted]	[redacted]	1FMCU9GX5EU[redacted]	2014	C520 NA (ESCAPE)	2/12/2013	2/22/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-AFA	EJ5A-14C204-UB	[redacted]	[redacted]	1FMCU9JX2EU[redacted]	2014	C520 NA (ESCAPE)	4/2/2013	4/11/2013	USA	USA	OPEN - WARRANTY CANCELLED
DJ5A-12A650-ABC	EJ5A-14C204-UB	[redacted]	[redacted]	1FMCU9JX5EU[redacted]	2014	C520 NA (ESCAPE)	2/13/2013	3/12/2013	USA	USA	OPEN - LAUNCHED

2013 MY Lineage:		
PCM Part (-12A650-)#	DJ5A-12A650-ABC	DJ5A-12A650-AFA
PCM SW (-14C204-)#	DJ5A-14C204-ABC	DJ5A-14C204-AFA
Emission Standard	T2B5 EMISSION CAL	T2B5 EMISSION CAL
Calibration Number	DM21A10A22	DM21A10A30
Catch Word	EBW2	RLU0
Description	Last 90C T-stat prod cal	1st 82C T-stat prod cal

2014 MY Lineage (all 2014's have MTS sensors and 82C T-stat):			
Calibration Number	PCM SW (-14C204-)#	Catch Word	Description
EM21A10A06	EJ5A-UB	LUG1	R06 was first production 2014 cal shipped (OSM to replace R05)
EM21A10A12	EJ5A-UF	LUG5	Last service cal released for 2014 prior to 17S09 CLS

From: Deb Ursum <dursum@renkim.com>
Sent: Thursday, June 21, 2018 5:47 PM
To: Pusta, Ionut (I.); Cure, Dan (D.)
Cc: Deb Ursum
Subject: 17S09 part backorder Contact ID: [redacted]

Importance: High

Good morning John and Dan:
Here is another part for 17S09 that is on a backorder status. This affects the Transit, Fusion and Escape with the 1.6 and per WSM needs to replace when long block is being replaced due to the sealing washers are only available with the tubes. (or if they leak.

ENG PART: BM5G 9W623 EC_____ ORIGIN: WERS REGION: _ USG STAT: _
Eng Name: TUB ASY TRBCH INLT PT: _ PTO: ____ VL: __
Svc Part: BM5Z- 9W619-B (M) USG IND: _

P	In Out			
t	Vl	Yr	Yr	Feature Descriptions
S	EA	12		ENGINE-EAO
T	M2	13		C520N ESCAPE
				6 SPD AUTO TRANS 6F MID-RANGE
T	M2	13		C520N ESCAPE
				6 SPD AUTO TRANS 6F MID-RANGE

Feature Descriptions
NO P-FEAT FND FOR SWERSVO BE
1.6L 16V DI TC I4 170PS SIGMA
1.6L 16V DI TC I4 170PS SIGMA

Deb Ursum
Special Service Support Center
1-800-325-5621
734 374 1030 fax

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From: Pat Logan <plogan@renkim.com>
Sent: Wednesday, April 25, 2018 4:08 PM
To: Pusta, Ionut (I.); Cure, Dan (D.)
Cc: Burroughs, Mary (M.M.); Pat Logan
Subject: 17S09 Repurchase Unique Escape vehicles. VIN#1FMCU0GX4EU[redacted] VIN# 1FMCU0GX1EU[redacted] VIN#1FMCU0GX0EU[redacted]

Hi John and Dan,

Here are the VIN numbers and Contacts I have so far for the Unique Escape vehicles repurchase for program 17S09.

VIN: 1FMCU0GX4EU[redacted] **Contact ID:** [redacted]

Personnel	**Contact Name:** Jack Hackbarth **Title:** SM - SERVICE MANAGER **Phone Number:** [redacted] **Email:** jackh@burkartford.com

Dealer	**P&A Code:** [redacted] **Name:** Mike Burkart Ford, Inc. **Phone Number:** [redacted] **Country:** USA **Address:** [redacted] PP **City:** Plymouth **State:** WI **Zip Code:** [redacted] **Primary P&A Code:** [redacted]

Customer Information	**First Name:** [redacted]	**Last Name:** [redacted]	
	Address: [redacted]		
	City: ELKHART LAKE	**State:** WI	**Zip Code:** [redacted]

VIN#1FMCU0GX1EU[redacted] **Contact ID:** [redacted]

Personnel	**Contact Name:** ED PENNER **Title:** SM - SERVICE MANAGER **Phone Number:** [redacted] **Email:** epenner@expresswayford.com

Dealer	**P&A Code:** [redacted] **Name:** Expressway Motors Ltd **Phone Number:** [redacted] **Country:** CAN **Address:** 1554 Haysville Rd **City:** New Hamburg **State:** ON **Zip Code:** [redacted] **Primary P&A Code:** [redacted]

Customer Information			
	First Name: [redacted]	**Last Name:** [redacted]	
	Address: [redacted]		
	City: STRATFORD	**State:** ON	**Zip Code:** [redacted]

VIN#1FMCU0GX0EU[redacted] **Contact ID:** [redacted] Dealer has submitted a claim and closed the program. Also received a rental approval code for 38 days of rental. Customer information is no longer available since the contact was closed.

Personnel		
	Contact Name: PATRICK CORDOVA	**Title:** SW - SERVICE WRITER
	Phone Number: [redacted]	**Email:** PATRICK_CORDOVA@HOOSIERFORD.COM

Dealer				
	P&A Code: [redacted]	**Name:** Ray Skillman Hoosier Ford, Inc.	**Phone Number:** [redacted]	**Country:** USA
	Address: 333 Curry Dr.	**City:** Martinsville	**State:** IN	**Zip Code:** [redacted]
	Primary P&A Code: [redacted]			

From: Pat Logan <plogan@renkim.com>
Sent: Tuesday, April 24, 2018 6:53 PM
To: Pusta, Ionut (I.)
Cc: Cure, Dan (D.); Burroughs, Mary (M.M.); Pat Logan
Subject: 17S09 Repurchase, VIN#1FMCU0GX1EU[redacted] Contact ID:[redacted]

Hi John,

Here is another Unique Escape that cannot be repaired.

Vehicle Details			
	VIN: 1FMCU0GX1EU[redacted]	**Odometer:** 53232 KM	**Model Year:** 2014
	Model: Escape	**Body Type:** 5 Door	**Warranty Start Date:** 15 May 2013 **Months: 59**
	Build Date: 2 April 2013	**Transmission/Transaxle:** 6 Speed Auto Trans 6F35	**Engine Size/Description:** 1.6L EcoBoost SCTi 160182PS-Sig
	Plant: LOUISVILLE	**Axle Ratio:** 3.21 Ratio	

Dealer Info:

Personnel		
	Contact Name: ED PENNER	**Title:** SM - SERVICE MANAGER
	Phone Number: [redacted]	**Email:** epenner@expresswayford.com

Dealer				
	P&A Code: [redacted]	**Name:** Expressway Motors Ltd	**Phone Number:** [redacted]	**Country:** CAN
	Address: 1554 Haysville Rd	**City:** New Hamburg	**State:** ON	**Zip Code:** [redacted]
	Primary P&A Code: [redacted]			

Customer Info:

Customer Information			
	First Name: [redacted]	**Last Name:** [redacted]	
	Address: [redacted]		
	City: STRATFORD	**State:** ON	**Zip Code:** [redacted]

Regards,

Pat Logan
SME
Ford Special Service
Support Center
Direct Line: [redacted]
Fax: (734) 374-1030
plogan@renkim.com

Renkim Corporation
13333 Allen Road
Southgate, MI [redacted]
www.renkim.com



From: Love, Keith (K.A.)
Sent: Thursday, September 21, 2017 5:11 PM
To: Schultz, Matthew (M.J.); Page, Kimberly (K.A.); Freeman, Scott (S.T.); Matthews, Steve (S.D.); Fox, Mark (M.D.)
Cc: Wickenheiser, Francis (F.J.); Ott, David (D.J.)
Subject: 2013 - 2014 Escape/Fusion/Fiesta 1.6L GTDI Engine Fires

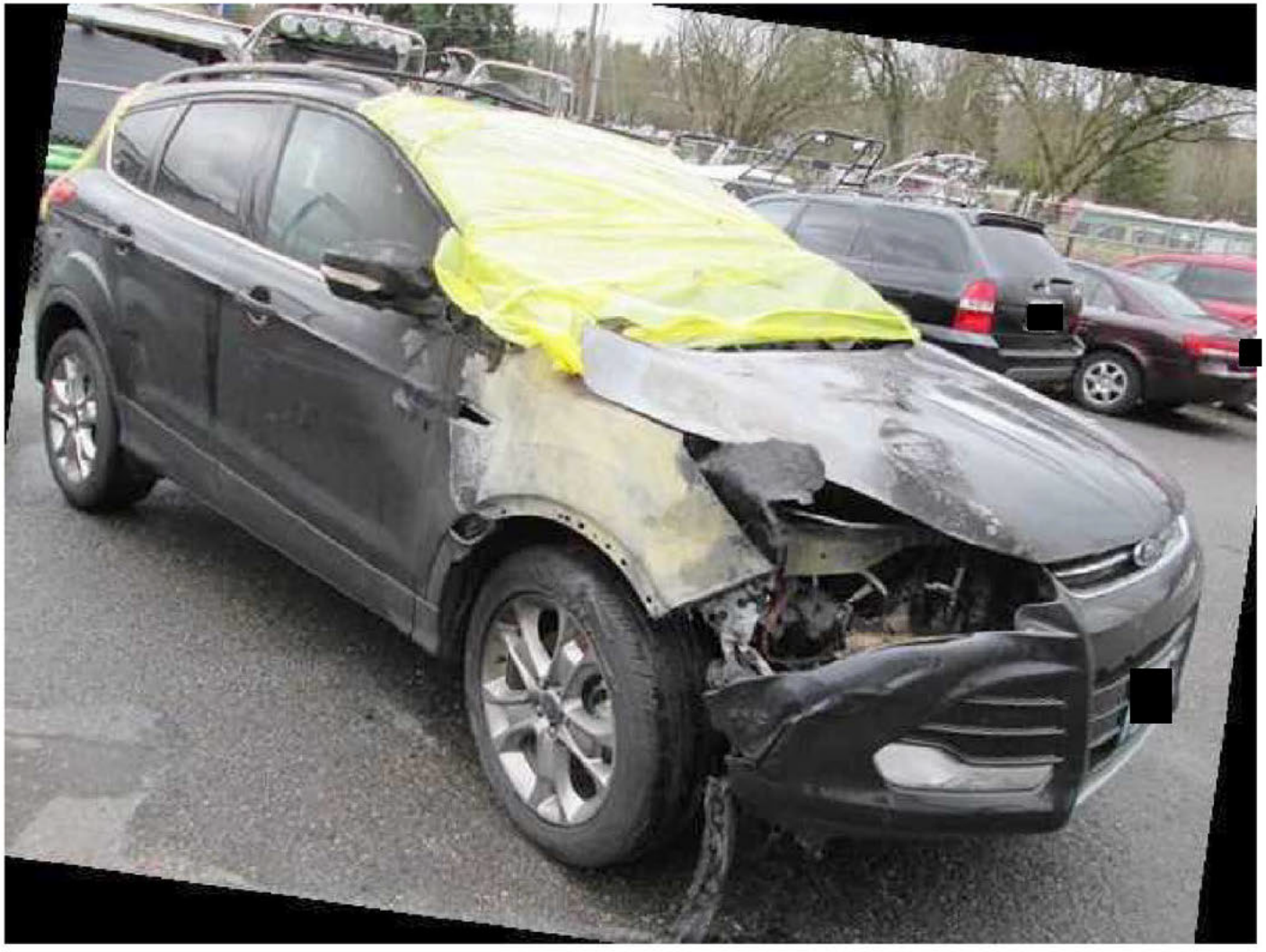
Since 17S09 (March, 2017), I have continued to monitor the noted vehicle lines for allegations of engine fires associated with an overheat/cracked head condition. I am not finding any trends outside the recall population. Effective today, I will suspend monitoring reports. Thank you for your diligence in making sure engine fire reports got to my eyes.

Keith A Love
Ford Motor Company
Automotive Safety Office
Fairlane Plaza South Suite 500
Phone: [redacted]

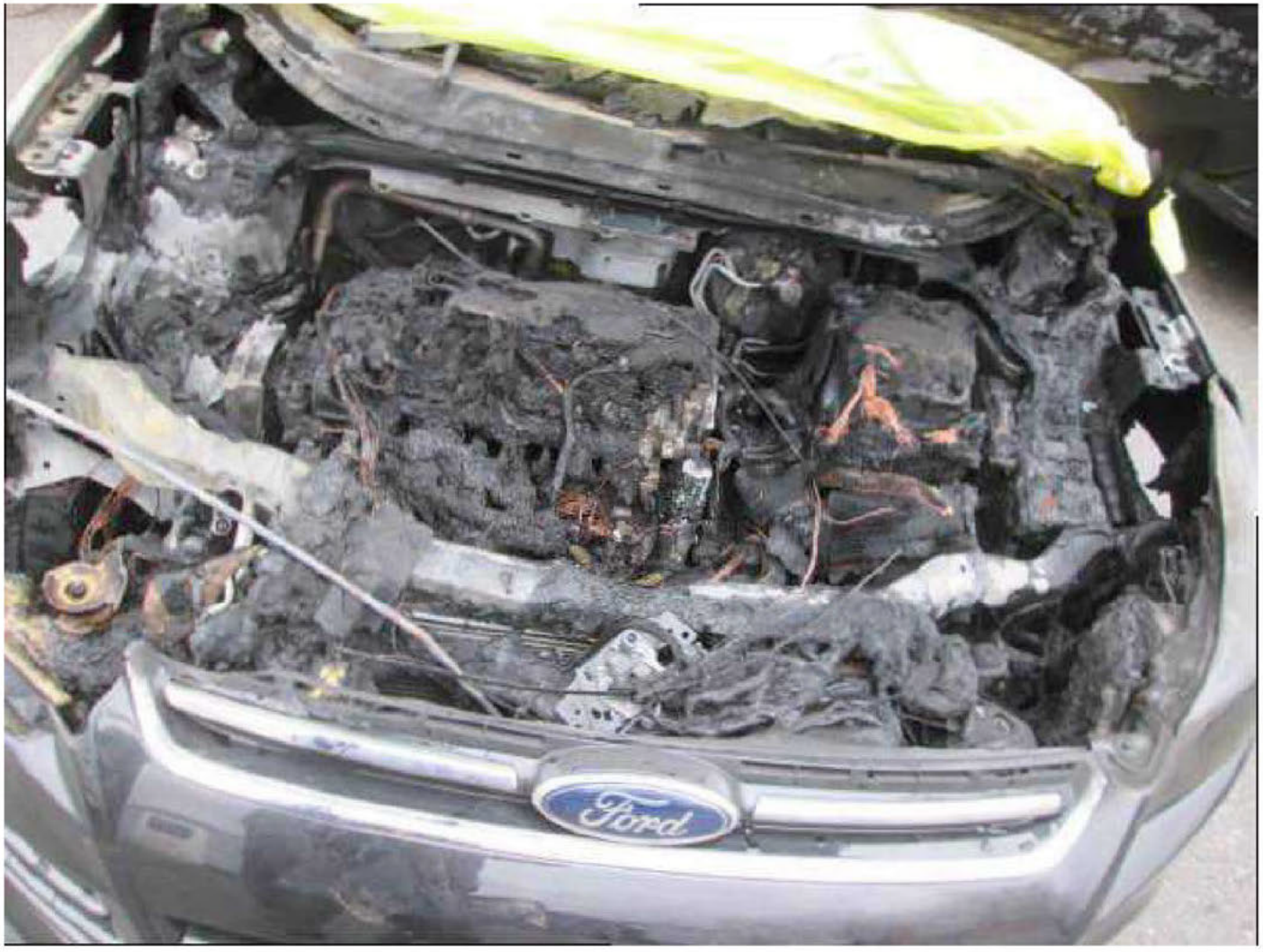
2013 MY Escape 1.6L GTDI
VIN: 1FMCU9HX5DU[redacted]

26 April 2017

VIN: 1FMCU9HX5DU[redacted]



VIN: 1FMCU9HX5DU[redacted]



VIN: 1FMCU9HX5DU[redacted]



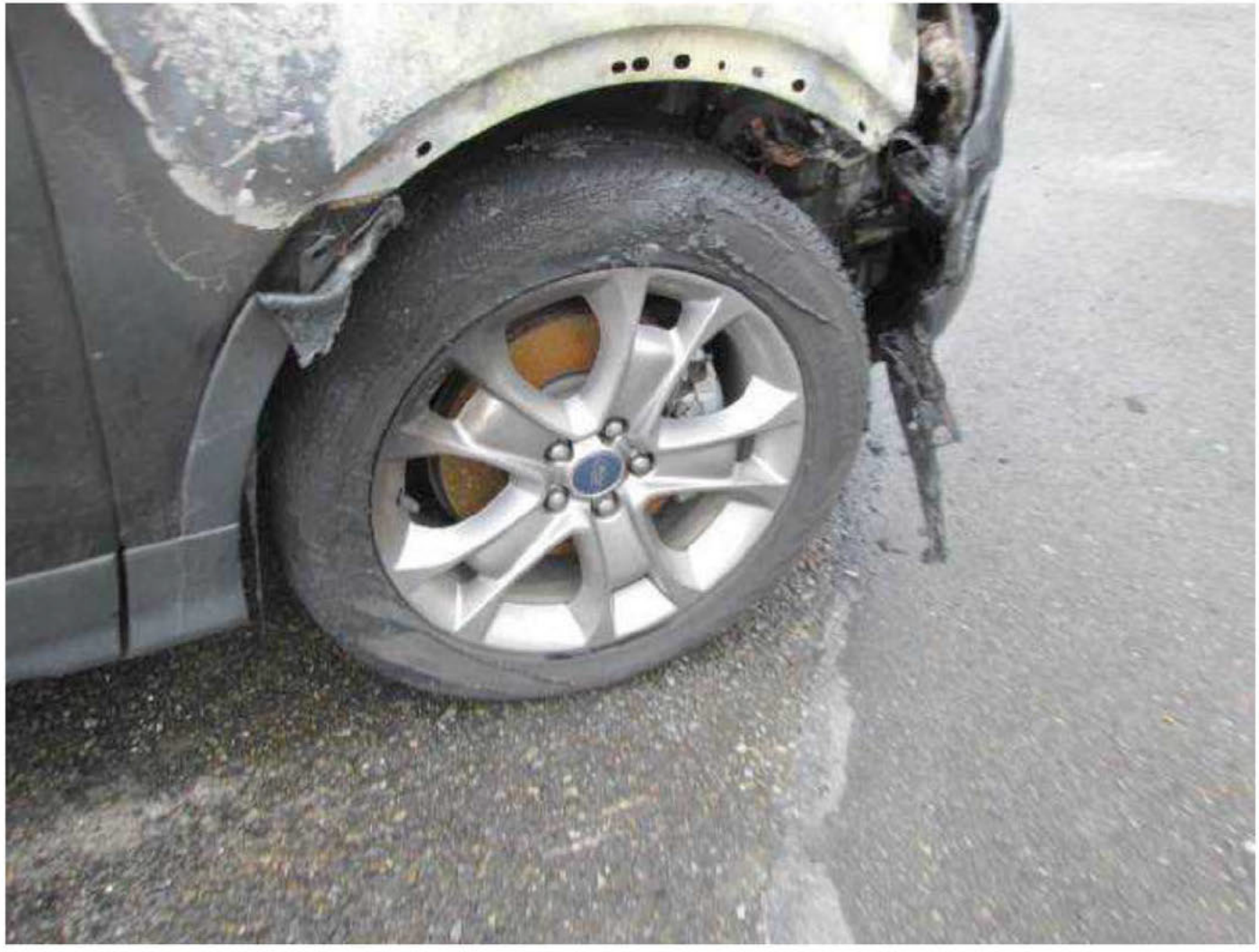
VIN: 1FMCU9HX5DU[redacted]



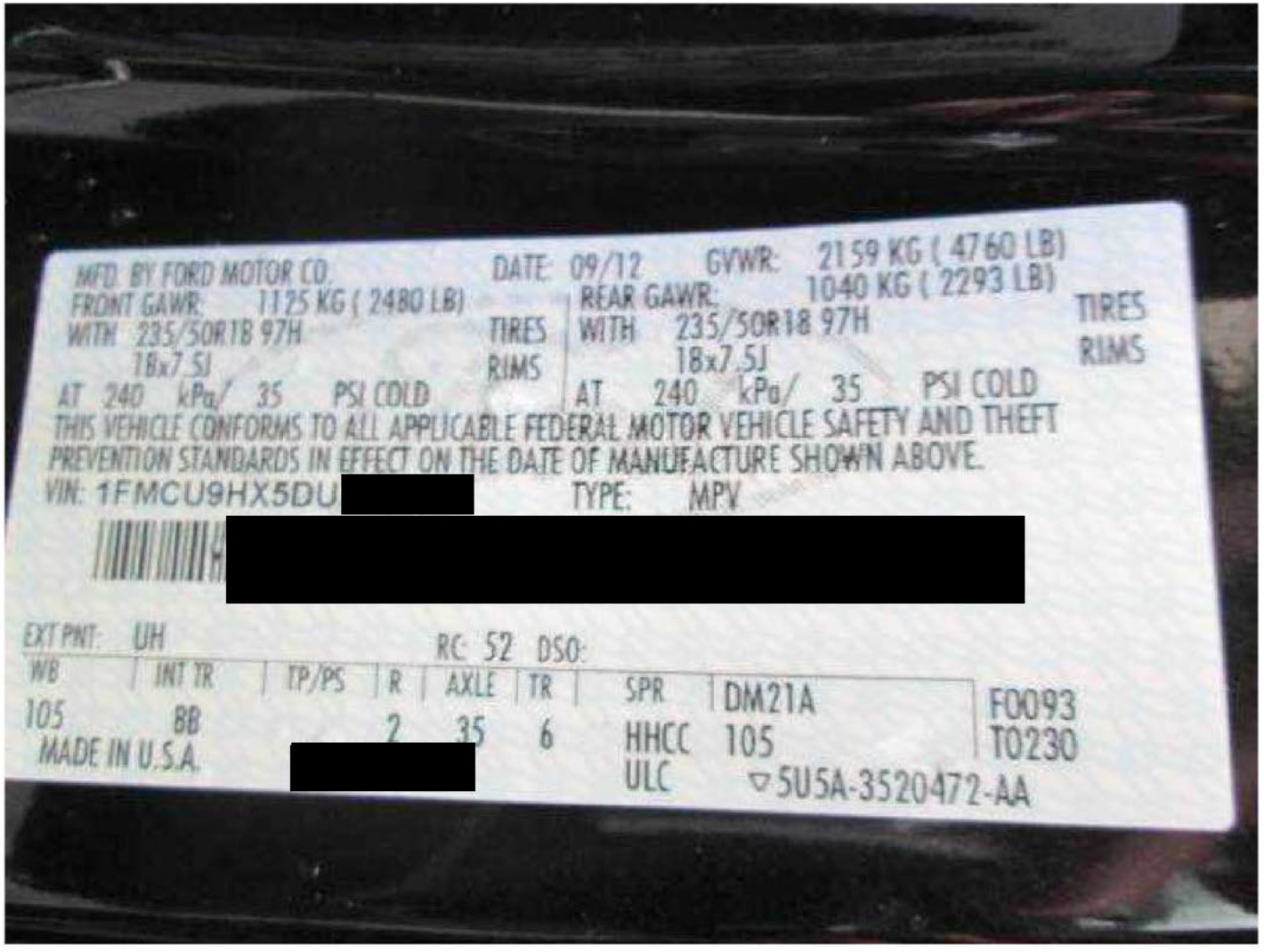
VIN: 1FMCU9HX5DU[redacted]



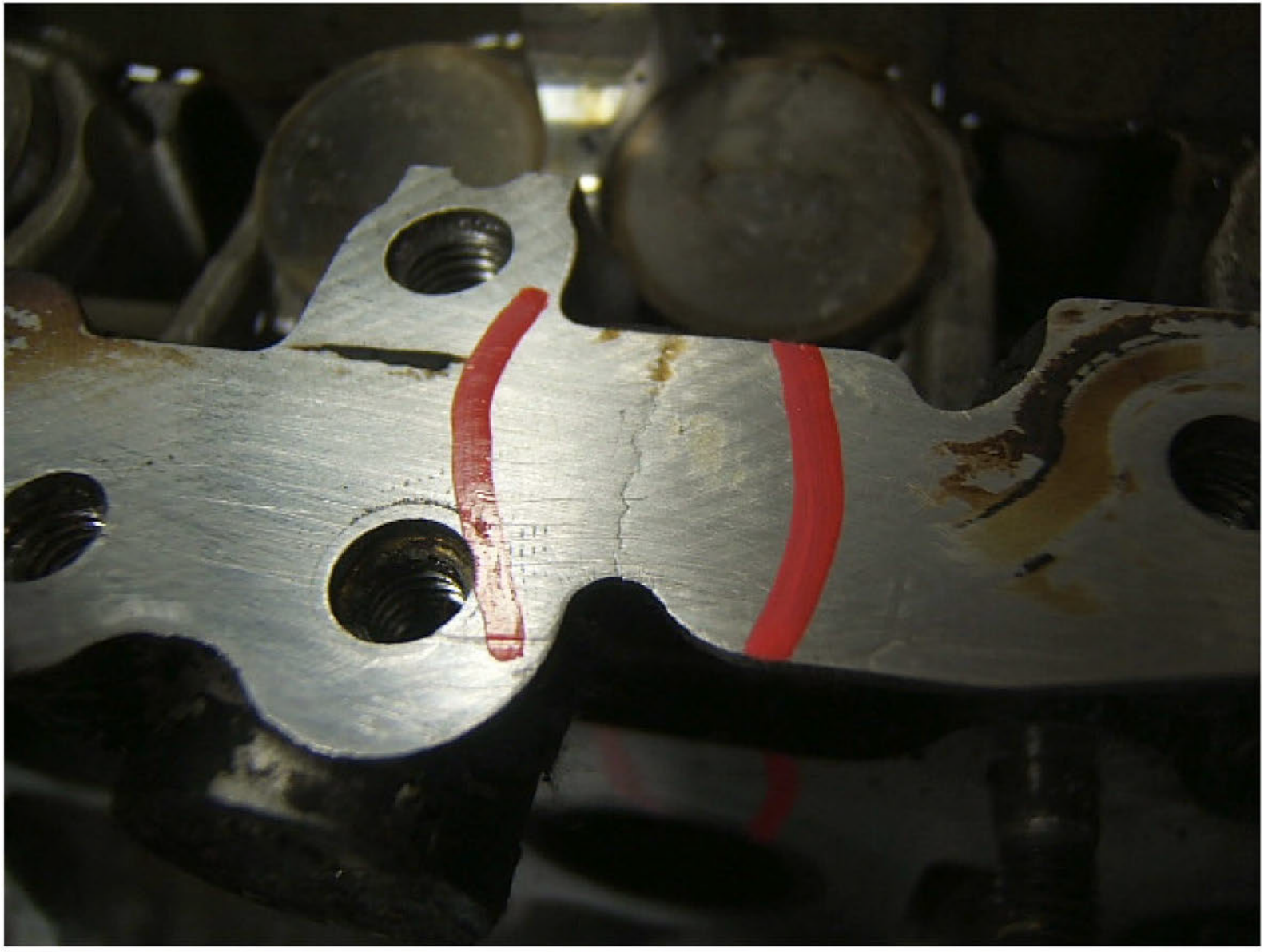
VIN: 1FMCU9HX5DU[redacted]



VIN: 1FMCU9HX5DU[redacted]



VIN: 1FMCU9HX5DU[redacted]







VIN: 1FMCU9HX5DU[redacted]

- Redmond, WA

From: Tuneff, Mark (M.S.)
Sent: Monday, May 21, 2018 8:41 AM
To: Nolte, Angela (A.)
Subject: 2013-2014 Escape VOQs

Follow Up Flag: Follow up
Flag Status: Completed

Angela, the two file attached are related to our discussion. One file is the one we filled out in December 2016 where they only asked which of the recalls they provided applied and were completed on the VIN list. The second list is VOQ/VINs that we just received. Please let me know if you have any questions. Thanks!





ODI_ID	VIN	VIN Release
11093338	1FMCU0GXXDU[redacted]	Yes
11085084	1FMCU9GX2DU[redacted]	Yes
11084633	1FMCU0J94EU[redacted]	Yes
11083236	1FMCUOJ94EU[redacted]	Yes
11081930	1FMCU0GX5EU[redacted]	Yes
11081236	1FMCU0GX8DU[redacted]	Yes
11080223	1FMCU9GX6EU[redacted]	Yes
11079643	1FMCU0HX2DU[redacted]	Yes
11078899	1FMCU0HX6DU[redacted]	Yes

11076578	1FMCU0GX7EU[redacted]	Yes
11075272	1FMCU9H94DU[redacted]	Yes
11075203	1FMCU0GX8EU[redacted]	Yes
11073828	1FMCU0HX5DU[redacted]	Yes
11073435	1FMCU9GX4EU[redacted]	Yes
11072168	1FMCU9GX7DU[redacted]	Yes
11067278	1FMCU9HX3DU[redacted]	Yes
11065481	1FMCU0GX0DU[redacted]	Yes
11064126	1FMCU0JX0EU[redacted]	Yes
11063786	1FMCU9GX4DU[redacted]	Yes

11063688	1FMCU0HX2DU[redacted]	Yes
11062358	1FMCU0GX2DU[redacted]	Yes
11061994	1FMCU9GX1DU[redacted]	Yes
11058164	1FMCU9HX7DU[redacted]	Yes
11055674	1FMCU0GX2DU[redacted]	Yes
11053517	1FMCU0JX2EU[redacted]	Yes
11048369	1FMCU9GX8DU[redacted]	Yes
11046427	1FMCU0GX1EU[redacted]	Yes
11046351	1FMCU9G93DU[redacted]	Yes
11045217	1FMCU9GX9EU[redacted]	Yes

11045080	1FMCU9J99EU[redacted]	Yes
11042753	1FMCU0G94DU[redacted]	Yes
11042247	1FADP3F27EL[redacted]	Yes
11040980	1FMCU9HX5DU[redacted]	Yes
11040584	1FMCU9GXXE[redacted]	Yes
11034123	1FMCU0F75DU[redacted]	Yes
11032273	1FMCU0GX7EU[redacted]	Yes
11023443	1FMCU9G97DU[redacted]	Yes
11014221	1FMCU0GX2EU[redacted]	Yes
11012309	1FMCU9G99EU[redacted]	Yes

11010138	1FMCU9G96EU[redacted]	Yes
10993461	1FMCU9J94EU[redacted]	Yes
10990617	1FMCU9GX3DU[redacted]	Yes
10971670	1FMCU0GX3DU[redacted]	Yes
10968888	1FMCU0HX8DU[redacted]	Yes
10954964	1FMCU9GX9EU[redacted]	Yes
10950362	1FMCU9HX8DU[redacted]	Yes
10946218	1FMCU9J90DU[redacted]	Yes
10929906	1FMCU0H97DU[redacted]	Yes
10920548	1FMCU0GX2DU[redacted]	Yes

10785541	1FMCU9HX7DU[redacted]	Yes

Status as of 12/12/16:

		Recall completion date or Not Applicable (N/A)					
		15V-831*	14V-495	13V-584**	13V-583	12V-551	12V-431
		14S17-S1	14S17	13S12	13S12	12S41***	12S39
	Engine	2.0	2.0	1.6	1.6	1.6	1.6
	Subject		Wire Splice		Oil Leak	Overheat	Cup Plug
	Recall Build dates	10/5/11-4/1/13	10/5/11-4/1/13	10/5/11-7/11/12	10/5/11-6/2/13	10/5/11-11/26/12	10/5/11-8/31/12
VIN	Date of Build						
1FMCU9GX4DU[redacted]	11/27/2012	-	N/A	-	3/27/2014	N/A	N/A
1FMCU0H97DU[redacted]	7/31/2012	-	12/10/2014	-	N/A	N/A	N/A
1FMCU0GX1DU[redacted]	11/8/2012	-	N/A	-	6/2/2014	12/18/2012	N/A
1FMCU0GX2DU[redacted]	6/1/2013	-	N/A	-	5/5/2014	N/A	N/A
1FMCU9HX1DU[redacted]	2/17/2013	-	N/A	-	4/21/2014	N/A	N/A
1FMCU0HX6DU[redacted]	8/18/2012	-	N/A	-	3/25/2014	12/20/2012	N/A
1FMCU9G90DU[redacted]	10/25/2012	-	8/6/2015	-	N/A	N/A	N/A
1FMCU0HX9DU[redacted]	6/25/2012	-	N/A	-	4/16/2014	12/27/2012	N/A
1FMCU9HX0DU[redacted]	2/4/2013	-	N/A	-	4/14/2014	N/A	N/A
1FMCU0H97DU[redacted]	1/5/2013	-	10/14/2014	-	N/A	N/A	N/A
1FMCU9GX2DU[redacted]	7/26/2012	-	N/A	-	11/8/2016	3/9/2013	N/A
1FMCU0GXXDU[redacted]	7/19/2012	-	N/A	-	8/14/2014	4/9/2013	4/9/2013
1FMCU0H95DU[redacted]	11/10/2012	-	10/23/2014	-	N/A	N/A	N/A
1FMCU9GX5DU[redacted]	3/19/2013	-	N/A	-	5/2/2014	N/A	N/A
1FMCU0J97DU[redacted]	11/6/2012	-	2/16/2015	-	N/A	N/A	N/A
1FMCU0GX2DU[redacted]	10/25/2012	-	N/A	-	4/25/2014	12/6/2012	N/A
1FMCU0HX7DU[redacted]	9/16/2012	-	N/A	-	6/2/2014	12/4/2012	N/A
1FMCU9H94DU[redacted]	7/28/2012	-	11/24/2014	-	N/A	N/A	N/A
1FMCU0HX1DU[redacted]	1/17/2013	-	N/A	-	5/7/2014	N/A	N/A
1FMCU9HX0DU[redacted]	8/30/2012	-	N/A	-	6/16/2014	12/14/2012	N/A
1FMCU9HX8DU[redacted]	7/9/2012	-	N/A	-	6/9/2014	12/5/2012	9/7/2012
1FMCU9GX1DU[redacted]	8/12/2012	-	N/A	-	7/17/2014	12/3/2012	N/A
1FMCU0GX5DU[redacted]	6/14/2012	-	N/A	-	10/29/2014	12/11/2012	N/A
1FMCU0HX7DU[redacted]	11/3/2012	-	N/A	-	3/4/2015	12/21/2012	N/A
1FMCU0GX5DU[redacted]	3/6/2013	-	N/A	-	1/13/2015	N/A	N/A
1FMCU0J97DU[redacted]	2/10/2013	-	10/28/2014	-	N/A	N/A	N/A
1FMCU9HX7DU[redacted]	9/23/2012	-	N/A	-	4/2/2014	12/7/2012	N/A
1FMCU9HX4DU[redacted]	9/10/2012	-	N/A	-	6/16/2014	12/28/2012	N/A
1FMCU9HX1DU[redacted]	6/21/2012	-	N/A	-	10/14/2014	12/26/2012	N/A
1FMCU0HX2DU[redacted]	2/26/2013	-	N/A	-	4/17/2014	N/A	N/A
1FMCU9J93DU[redacted]	2/7/2013	-	11/3/2014	-	N/A	N/A	N/A
1FMCU9GX1DU[redacted]	12/6/2012	-	N/A	-	6/16/2014	N/A	N/A
1FMCU9J90DU[redacted]	10/9/2012	-	10/8/2014	-	N/A	N/A	N/A
1FMCU0HX9DU[redacted]	8/30/2012	-	N/A	-	2/10/2015	12/18/2012	N/A
1FMCU9GX0DU[redacted]	9/30/2012	-	N/A	-	6/24/2014	12/17/2012	N/A
1FMCU9HX7DU[redacted]	10/10/2012	-	N/A	-	8/25/2014	12/4/2012	N/A
1FMCU0GX1DU[redacted]	11/3/2012	-	N/A	-	5/23/2014	12/17/2012	N/A
1FMCU9GX8DU[redacted]	3/22/2013	-	N/A	-	4/14/2014	N/A	N/A
1FMCU9J99DU[redacted]	2/19/2013	-	7/11/2015	-	N/A	N/A	N/A
1FMCU9J9XDU[redacted]	11/22/2012	-	1/26/2016	-	N/A	N/A	N/A
1FMCU0G96DU[redacted]	12/11/2012	-	6/25/2015	-	N/A	N/A	N/A
1FMCU9J91DU[redacted]	12/8/2012	-	10/20/2014	-	N/A	N/A	N/A
1FMCU0GX5DU[redacted]	12/4/2012	-	N/A	-	8/2/2014	N/A	N/A
1FMCU0GX8DU[redacted]	11/9/2012	-	N/A	-	5/13/2014	12/4/2012	N/A
1FMCU9J98DU[redacted]	2/12/2013	-	1/22/2016	-	N/A	N/A	N/A
1FMCU9GX4DU[redacted]	8/2/2012	-	N/A	-	5/19/2014	12/10/2012	N/A
1FMCU9HX1DU[redacted]	1/12/2013	-	N/A	-	3/2/2015	N/A	N/A
1FMCU9H97DU[redacted]	8/13/2012	-	10/17/2014	-	N/A	N/A	N/A
1FMCU0H91DU[redacted]	11/25/2012	-	Open ****	-	N/A	N/A	N/A
1FMCU0GX5DU[redacted]	12/4/2012	-	N/A	-	4/16/2014	N/A	N/A
1FMCU0GX5DU[redacted]	4/1/2013	-	N/A	-	5/5/2014	N/A	N/A

* ODI number 15V-831 is for recall on RVs without a carbon monoxide detector. 14S17-S1 vehicles will be listed under 14S17.
** 13V-584 program vehicles will be listed under 13V583 (13S12).
*** Changed 12S-551 to 12S41
**** Last mailing was Nov 2016 to [redacted] FREDERICKSBURG,VA

12V-336
12S35
1.6
Fuel Jumper
10/5/11-7/11/12
N/A
N/A
N/A
N/A
N/A
N/A
N/A
7/19/2012
N/A
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N/A

Subject:	2014 Escape - FSA 17S09 1.6L Coolant Level Sensor Question
Location:	WebEx
Start:	Fri 2/2/2018 5:00 PM
End:	Fri 2/2/2018 5:30 PM
Show Time As:	Tentative
Recurrence:	(none)
Meeting Status:	Not yet responded
Organizer:	Pusta, Ionut (I.)
Required Attendees:	Hansen, Randy (R.F.); Baumgartner, George (G.K.); Pusta, Ionut (I.); Baumeister, Eric (E.); Beltramo, Joel (J.J.); Styron, Joshua (J.P.); Rollinger, John (J.E.); Thompson, Scott (S.); Kramer, Michael (M.T.); Helberg, Ken (K.H.)

All,

We need to have a discussion about a 2014MY Escape vehicle that was built with a 2013MY PCM calibration (currently at a dealer). The direction we were provided was to install the new coolant stand-pipe and program the PCM to a 2014MY calibration. We have one vehicle that fits this scenario and the dealer has installed the kit and programmed the PCM to a 2014MY cal.

The PCM is now setting a CHT DTC and the vehicle is not equipped with the CHT sensor or wiring.

What is our path going forward on this vehicle?

Thank you,

Ionuţ (John) Pusta

Ford Motor Company

FSA Coordinator – Middle East and Africa

Product Concern Analyst – Recall and Service Programs

Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

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Can't join the meeting?

T31MC08

2014 Escape 1.6L Engine Fire Associated with Overheat/Coolant (or Oil) Loss/Cracked Cylinder Head

Original data run: 04/21/2016. Updated 06/16/16, 07/29/16, 9/6/16, 02/28/17

Search Criteria: 2014 1.6L GTDI, significant event flag "fire". All Powertrain records read. Since initial search, all CDR records and "First Notices" funneled through KAL
A responsive report is an actual fire associated with an overheat or coolant/oil loss condition. A cracked cylinder head is not required for a responsiv
Smoke, melt, block breach, and turbo failure are not responsive.
Additionally, independent VOQ search

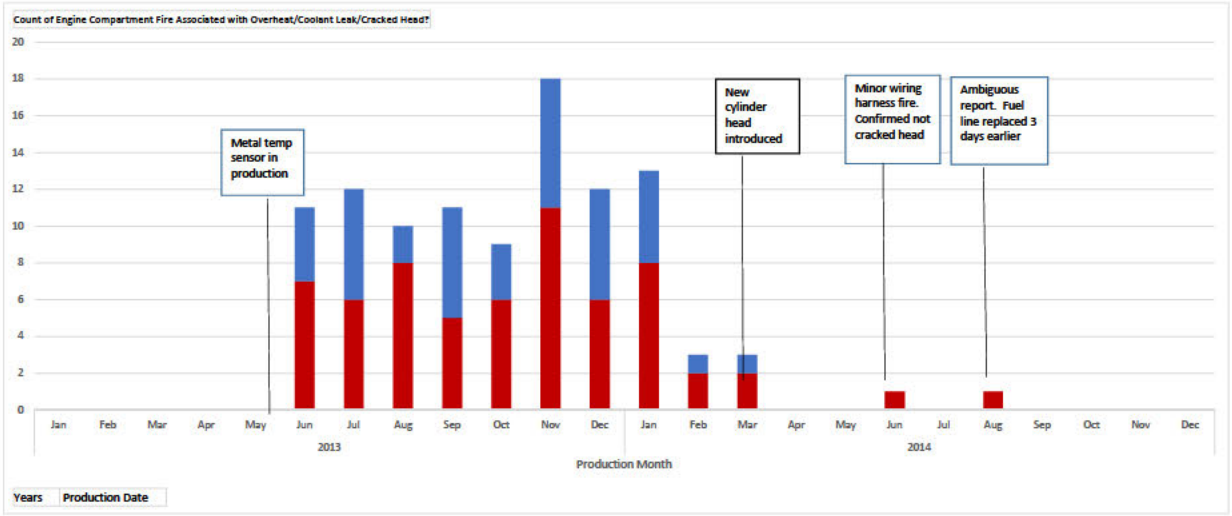
Results:
Responsive reports = 18. Additionally, 31 ambiguous reports are identified. **There is one VOQ.**
One ambiguous allegation of minor injury is noted

	September, 2016 TRG		02/28/17 TRG	
AWS	2		3	
FMC360	10		23	
GCQIS Ford	5		10	
LMMS	7	(Two Ford of Canada)	13	(Two Ford of Canada)
VOQ	0		1	Reported in January, 2017 - not included in charts
Total	24		50	

ɾe report.

2014 Escape 1.6L Engine Fire Associated with Overheat/Coolant Loss/Cracked Cylinder Head (Blue is responsive, Red is Ambiguous)

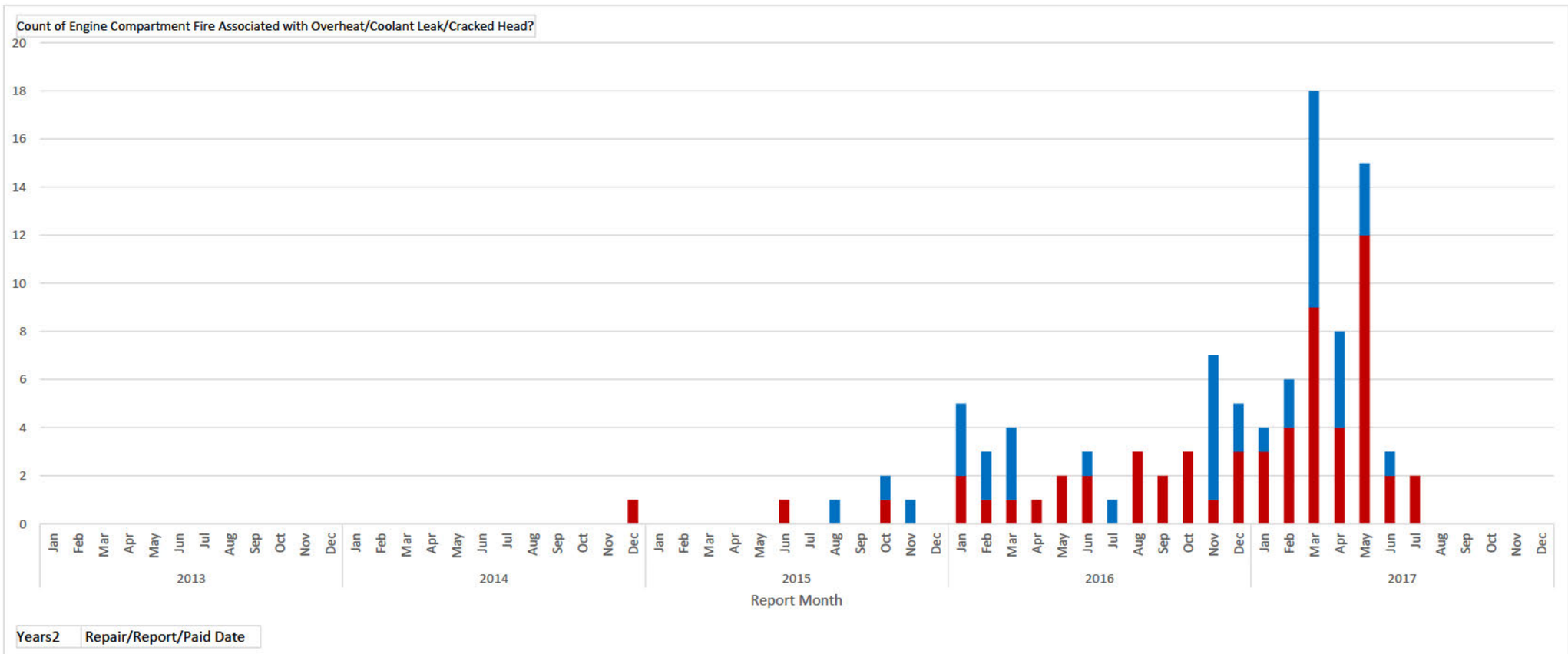
Count of Engine Compartment Fire Associated with Overheat/Coolant Leak/Cracked Head Row Labels	Column Labels ?	y	Grand Total
2013			
Jan			
Feb			
Mar			
Apr			
May			
Jun	7	4	11
Jul	6	6	12
Aug	8	2	10
Sep	5	6	11
Oct	6	3	9
Nov	11	7	18
Dec	6	6	12
2014			
Jan	8	5	13
Feb	2	1	3
Mar	2	1	3
Apr			
May			
Jun	1		1
Jul			
Aug	1		1
Sep			
Oct			
Nov			
Dec			
Grand Total	**63**	**41**	**104**



2014 Escape 1.6L Engine Fire Associated with Overheat/Coolant Loss/Cracked Cylinder Head (Blue is responsive, Red is Ambiguous)

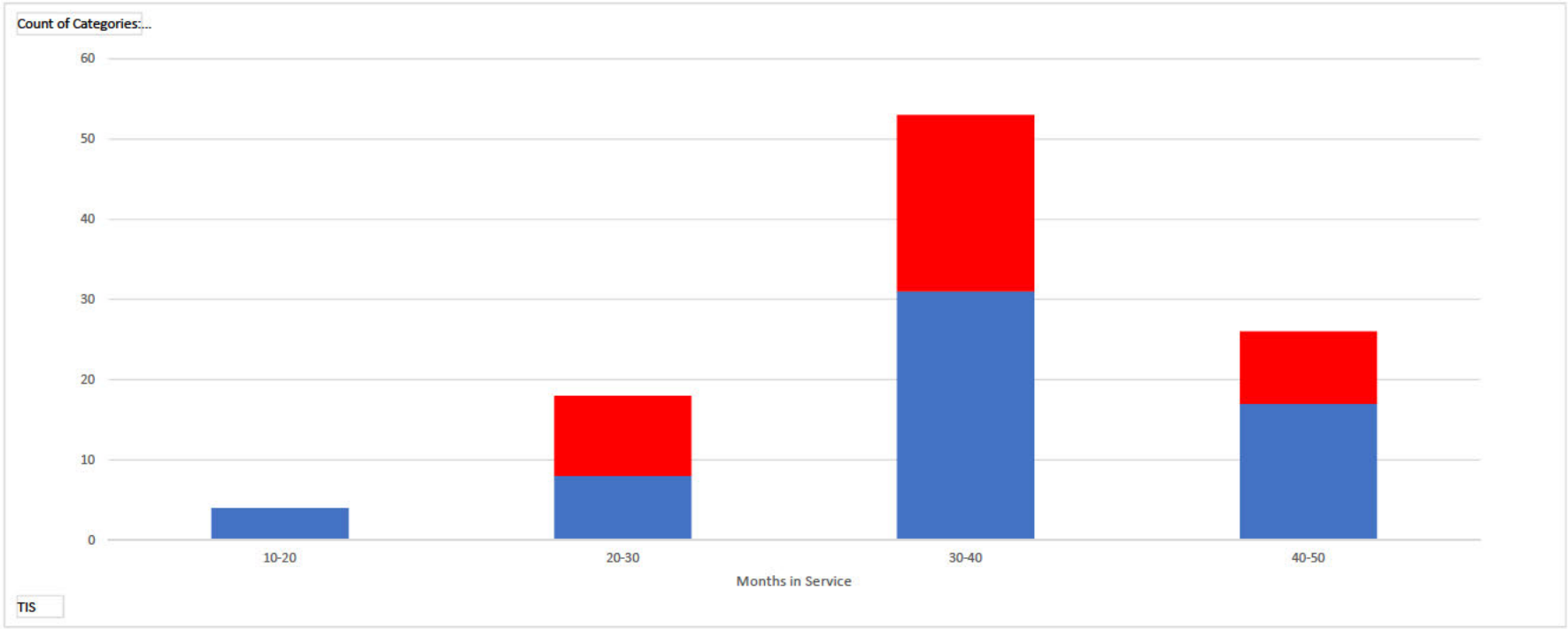
Count of Engine Compartment Fire Associated with Overheat/Coolant Leak/Cracked Head?	Column Labels		
Row Labels	?	y	Grand Total
2014			
Jan			
Feb			
Mar			
Apr			
May			
Jun			
Jul			
Aug			
Sep			
Oct			
Nov			
Dec	1		1
2015			
Jan			
Feb			
Mar			
Apr			
May			
Jun	1		1
Jul			
Aug		1	1
Sep			
Oct	1	1	2
Nov		1	1
Dec			
2016			
Jan	2	3	5
Feb	1	2	3
Mar	1	3	4
Apr	1		1
May	2		2
Jun	2	1	3
Jul		1	1
Aug	3		3
Sep	2		2
Oct	3		3
Nov	1	6	7
Dec	3	2	5
2017			
Jan	3	1	4
Feb	4	2	6

Mar	9	9	18
Oct			
Nov			
Dec			
Grand Total	**60**	**41**	**101**



2014 Escape 1.6L Engine Fire Associated with Overheat/Coolant Loss/Cracked Cylinder Head (Blue is responsive, Red is Ambiguous)

Count of Categories:1 - U/H fire - cracked head2 - U/H fire - work ongoing3 - U/H - vehicle/parts not available4 - U/H fire - not cracked head	Column Labels		
Row Labels	?	y	Grand Total
10-20	4		4
20-30	8	10	18
30-40	31	22	53
40-50	17	9	26
Grand Total	**60**	**41**	**101**



VIN
1FMCU0GX0EU[redacted]
1FMCU0GX0EU[redacted]
1FMCU0GX0EU[redacted]
1FMCU0GX0EU[redacted]
1FMCU0GX0EU[redacted]
1FMCU0GX0EU[redacted]
1FMCU0GX0EU[redacted]
1FMCU0GX0EU[redacted]
1FMCU0GX0EU[redacted]
1FMCU0GX0EU[redacted]
1FMCU0GX1EU[redacted]
1FMCU0GX1EU[redacted]
1FMCU0GX1EU[redacted]
1FMCU0GX1EU[redacted]
1FMCU0GX1EU[redacted]
1FMCU0GX1EU[redacted]
1FMCU0GX2EU[redacted]
1FMCU0GX2EU[redacted]
1FMCU0GX3EU[redacted]
1FMCU0GX3EU[redacted]
1FMCU0GX3EU[redacted]
1FMCU0GX3EU[redacted]
1FMCU0GX4EU[redacted]
1FMCU0GX4EU[redacted]
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1FMCU0GX6EU[redacted]
1FMCU0GX6EU[redacted]
1FMCU0GX6EU[redacted]
1FMCU0GX6EU[redacted]
1FMCU0GX7EU[redacted]
1FMCU0GX7EU[redacted]
1FMCU0GX7EU[redacted]
1FMCU0GX7EU[redacted]
1FMCU0GX8EU[redacted]
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1FMCU0GX9EU[redacted]
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1FMCU0JX4EU[redacted]
1FMCU0JX8EU[redacted]
1FMCU0JX8EU[redacted]
1FMCU0JXXEU[redacted]9
1FMCU0JXXEU[redacted]
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1FMCU9GX0EU[redacted]
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1FMCU9JX6EU[redacted]
1FMCU9JX6EU[redacted]
1FMCU9JXXEU[redacted]
1FMCU9JXXEU[redacted]

This file was created on 2/14/17 from original which had become a large and unreliable excel file.
The original search criteria may be found at "Not Updated 2014 Escape Engine Fire CDR Run Master.xlsx"

From: Pusta, Ionut (I.)
Sent: Tuesday, September 19, 2017 9:35 AM
To: Beltramo, Joel (J.J.)
Cc: Hansen, Randy (R.F.); Pusta, Ionut (I.)
Subject: 2014 MY Escape 1.6L with 2013 MY Cal.
Attachments: 20170919_082616.jpg; 20170919_082553.jpg; 20170919_082538.jpg; 2013MY Cal in 2014MY Vehicles.xlsx

Joel,

The 2014MY vehicle I received from Scot T. has VIN: 1FMCU0JX9EU[redacted]. Attached are images of the vehicle labels including the VECI. Everything shows that this is a 2014MY but according to the screen shots below, the PCM calibration is for a 2013MY.

I attached a list of 13 vehicles with this same issue and their last known status. Most are already sold to customers.

The main issue that we have is that the 2013MY calibration will not work with the new standpipe. If we somehow program the PCM to 2014MY then we can use the new standpipe.

Below is the OASIS information for the VIN

2014 Escape
1FMCU0JX9EU[redacted]

Professional Technician Society

Home | Vehicle ID | OASIS | TSB/GSB/SSM | Workshop | Wiring | PC/ED | Service Tips | Owner Info | PDI | SLTS | ToolBox

Print Page Click Here

OASIS RESULT: 1FMCU0JX9EU[redacted] USA: EN-US 19-SEPTEMBER-2017 / 08:40:44 EST/ E
Local Time: 19-SEPTEMBER-2017 / 8:

VEHICLE INFORMATION Additional Information

VEHICLE DESCRIPTION: 2014 Escape	VERSION/SERIES: BASE #4 SERIES	PAINT COLOR: Tuxedo Black Metallic
BODY STYLE: 5 Door	DRIVE TYPE: 2 WHL L/H FRONT DRIVE	PAINT CODE: UH
ENGINE: 1.6L EcoBoost SCTi 160/182PS-Sigma	AXLE RATIO: 3.21 Ratio	GROSS VEHICLE WEIGHT: 4620 LB. GV
ENGINE CALIBRATION:	AXLE CODE: 3C	RADIO:
TRANSMISSION: 6 Speed Auto Trans 6F Mid-Range	WHEEL SIZE: Style 2 Alloy 7.5J X 18" Wheel	SYNC VERSION: V3 Gen2
FLEX FUEL: N	TIRE: 235/50 R18 97H	VHR ACTIVATED: N
		MODEM:

HVBOM shows a 2013 cal.

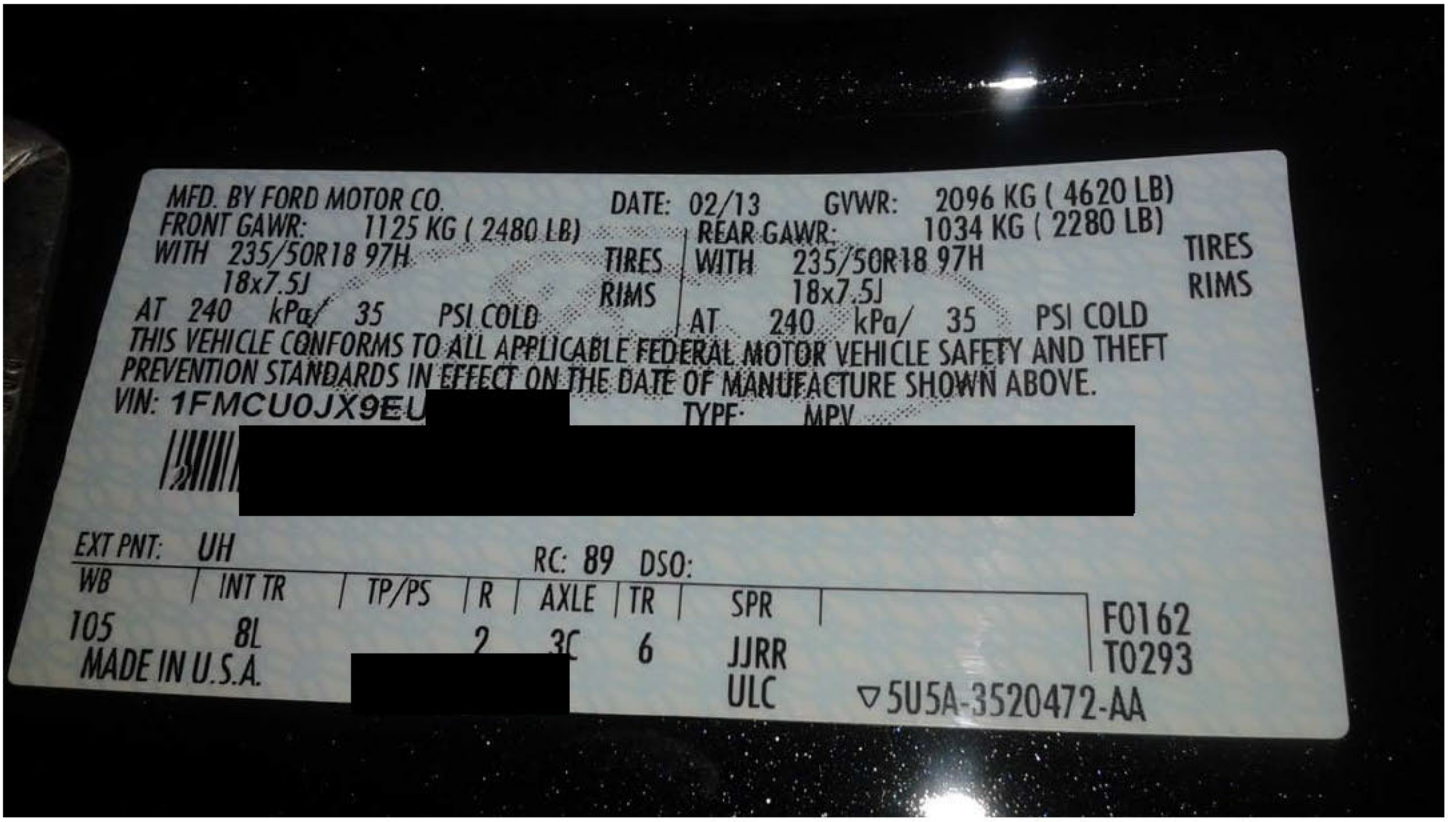


Thank you,

[redacted] [redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]


FoMoCo
Ford Motor Company
VEHICLE EMISSION CONTROL INFORMATION
Conforms to regulations: 2014 MY
U.S. EPA: T2B5 LDT2
OBD: F II
Fuel: Gasoline
California: Not for sale in states with California emissions standards.
TWC/HO2S/AFS/CAC/TC/DFI
No adjustments needed.
1.6L-Group: EFMXT01.62E9
Evap: EFMXR0125NBV
EW7E-9C485-Y C P
[redacted]


TIRE AND LOADING INFORMATION
SEATING CAPACITY
TOTAL : 5
FRONT: 2
REAR: 3
The combined weight of occupants and cargo should never exceed : 375 kg or 827 lbs.
TIRE
SIZE
COLD TIRE PRESSURE
FRONT
235/50R18 97H
240 KPA, 35 PSI
REAR
235/50R18 97H
240 KPA, 35 PSI
SPARE
T165/70R17 114M
415 KPA, 60 PSI
SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION
5U5A-1532-AA (TLU)
1FMCU0JX9EU



PE18-007 000056 ER

HVBOM PCM Part#	Tag# on Window Sticker	Sold/Unsold	GCPB15_VIN_C	GCPB	GCPB22_VEH_LN_X	GCPB15_PROD_Y	GCPB15_VEH_SOLD_Y	M20_DLR_CNTRY_C	CR_COUNTRY_ISO3_C	GCPB05_EVENT_X
DJ5A-12A650-AFA	[redacted]	Sold to Owner	1FMCU0GX1EU[redacted]	2014	C520 NA (ESCAPE)	4/2/2013	4/11/2013	CAN	CAN	OPEN - LAUNCHED
DJ5A-12A650-AFA	[redacted]	Sold to Owner	1FMCU0GX0EU[redacted]	2014	C520 NA (ESCAPE)	4/1/2013	4/11/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-ABC	[redacted]	Sold to Owner	1FMCU0GX4EU[redacted]	2014	C520 NA (ESCAPE)	2/12/2013	2/22/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-AFA	[redacted]	Sold to Owner	1FMCU0GX4EU[redacted]	2014	C520 NA (ESCAPE)	4/1/2013	4/11/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-AFA	[redacted]	Sold to Owner	1FMCU0GX4EU[redacted]	2014	C520 NA (ESCAPE)	4/1/2013	4/11/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-AFA	[redacted]	[redacted]	1FMCU0GX7EU[redacted]	2014	C520 NA (ESCAPE)	4/2/2013	4/11/2013	USA	USA	OPEN - WARRANTY CANCELLED
DJ5A-12A650-ABC	[redacted]	Sold to Owner	1FMCU0GX8EU[redacted]	2014	C520 NA (ESCAPE)	2/12/2013	3/12/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-AFA	[redacted]	Sold to Owner	1FMCU0JX5EU[redacted]	2014	C520 NA (ESCAPE)	4/2/2013	4/11/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-ABC	[redacted]	[redacted]	1FMCU0JX9EU[redacted]	2014	C520 NA (ESCAPE)	2/13/2013	2/22/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-AFA	[redacted]	[redacted]	1FMCU9GX2EU[redacted]	2014	C520 NA (ESCAPE)	4/2/2013	4/11/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-ABC	[redacted]	[redacted]	1FMCU9GX5EU[redacted]	2014	C520 NA (ESCAPE)	2/12/2013	2/22/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-AFA	[redacted]	[redacted]	1FMCU9JX2EU[redacted]	2014	C520 NA (ESCAPE)	4/2/2013	4/11/2013	USA	USA	OPEN - WARRANTY CANCELLED
DJ5A-12A650-ABC	[redacted]	[redacted]	1FMCU9JX5EU[redacted]	2014	C520 NA (ESCAPE)	2/13/2013	3/12/2013	USA	USA	OPEN - LAUNCHED

From: Quality Clinic Team <BulkMail@Ford.Com>
Sent: Monday, October 16, 2017 12:13 PM
To: Employees Striving for Product Improvement
Subject: Attention Drivers of 2013 Ford Escape with the 1.6L Engine! Participants Needed for the Escape Inspection Clinic - October 23!

Consumer Driven Quality *Clinic*
Sponsored by Americas Quality Organization



Attention Drivers of 2013 Ford Escape with the 1.6L Engine!

You can help improve customer satisfaction!

If you currently drive a **2013 Ford Escape with the 1.6L Engine**, you can help improve customer satisfaction. **You WILL need your vehicle.**

To help Ford's Product Development teams design competitive and innovative features for customers, our PD Unibody Quality Team is asking you to participate in an **Escape Inspection Clinic.** Your participation in this clinic will assist Ford in developing the products customers expect.

The clinic is scheduled for **Monday, October 23rd from 8:00am – 3:00pm.** Each appointment time is approximately 60 minutes. This clinic will be held in PDC Design Aid, which is located at 29010 Oakwood in Dearborn. To schedule an appointment, please click on the link below and choose the time that best fits your schedule.

This link also allows you to add your appointment to your Outlook calendar; however, **you will receive a final confirmation and a map before your scheduled appointment.**

schedule an appointment

Survey Results Link: Survey Results Library

Contact for Assistance: Send an email to 6sigmace@ford.com

Thank you!

2014 Escape 1.6L Engine Fire Associated with Overheat/Coolant (or Oil) Loss/Cracked Cylinder Head

Original data run: 04/21/2016. Updated 06/16/16, 07/29/16, 9/6/16, 02/28/17

Search Criteria: 2014 1.6L GTDI, significant event flag "fire". All Powertrain records read. Since initial search, all CDR records and "First
A responsive report is an actual fire associated with an overheat or coolant/oil loss condition. A cracked cylind
Smoke, melt, block breach, and turbo failure are not responsive.
Additionally, independent VOQ search

Results:
Responsive reports = 18. Additionally, 31 ambiguous reports are identified. **There is one VOQ.**
One ambiguous allegation of minor injury is noted

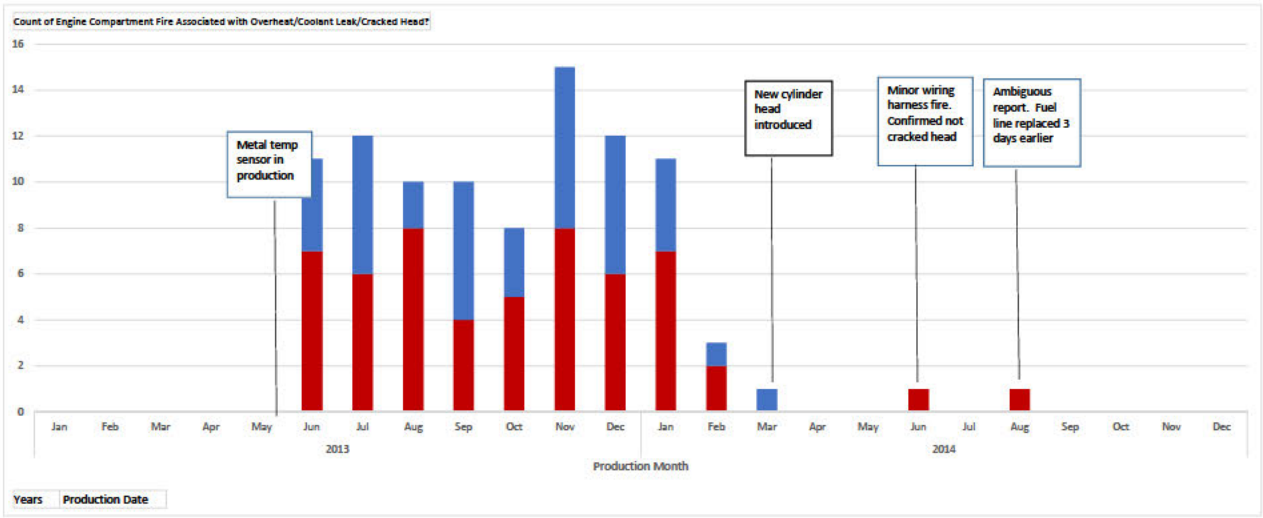
	September, 2016 TRG	02/28/17 TRG
AWS	2	3
FMC360	10	23
GCQIS Ford	5	10
LMMS	7 (Two Ford of Canada)	13 (Two Ford of Canada)
VOQ	0	1 Reported in January, 2017 - not included in cl
Total	24	50

Notices" funneled through KAL
er head is not required for a responsive report.

harts

2014 Escape 1.6L Engine Fire Associated with Overheat/Coolant Loss/Cracked Cylinder Head (Blue is responsive, Red is Ambiguous)

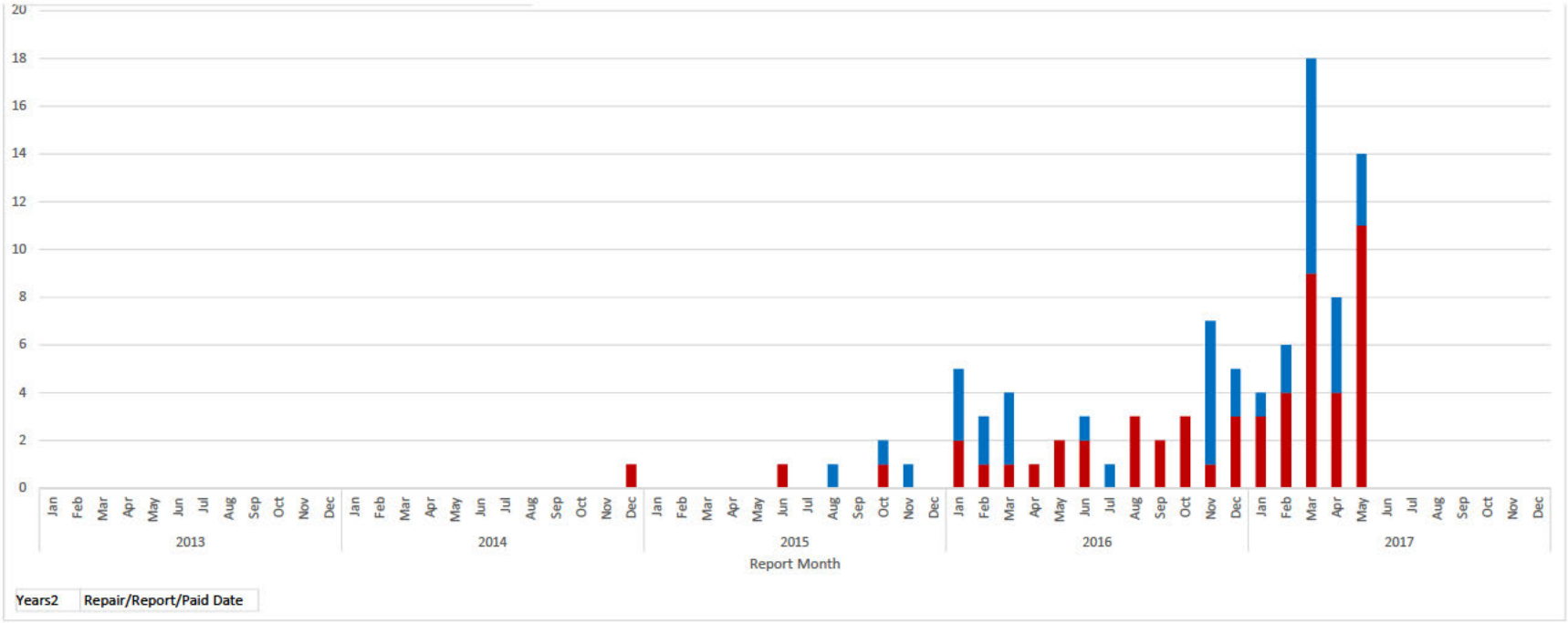
Count of Engine Compartment Fire Associated with Overheat/Coolant Leak/Cracked Head	Column Labels		
Row Labels	?	y	Grand Total
2013			
Jan			
Feb			
Mar			
Apr			
May			
Jun	7	4	11
Jul	6	6	12
Aug	8	2	10
Sep	4	6	10
Oct	5	3	8
Nov	8	7	15
Dec	6	6	12
2014			
Jan	7	4	11
Feb	2	1	3
Mar		1	1
Apr			
May			
Jun	1		1
Jul			
Aug	1		1
Sep			
Oct			
Nov			
Dec			
Grand Total	**55**	**40**	**95**



2014 Escape 1.6L Engine Fire Associated with Overheat/Coolant Loss/Cracked Cylinder Head (Blue is responsive, Red is Ambiguous)

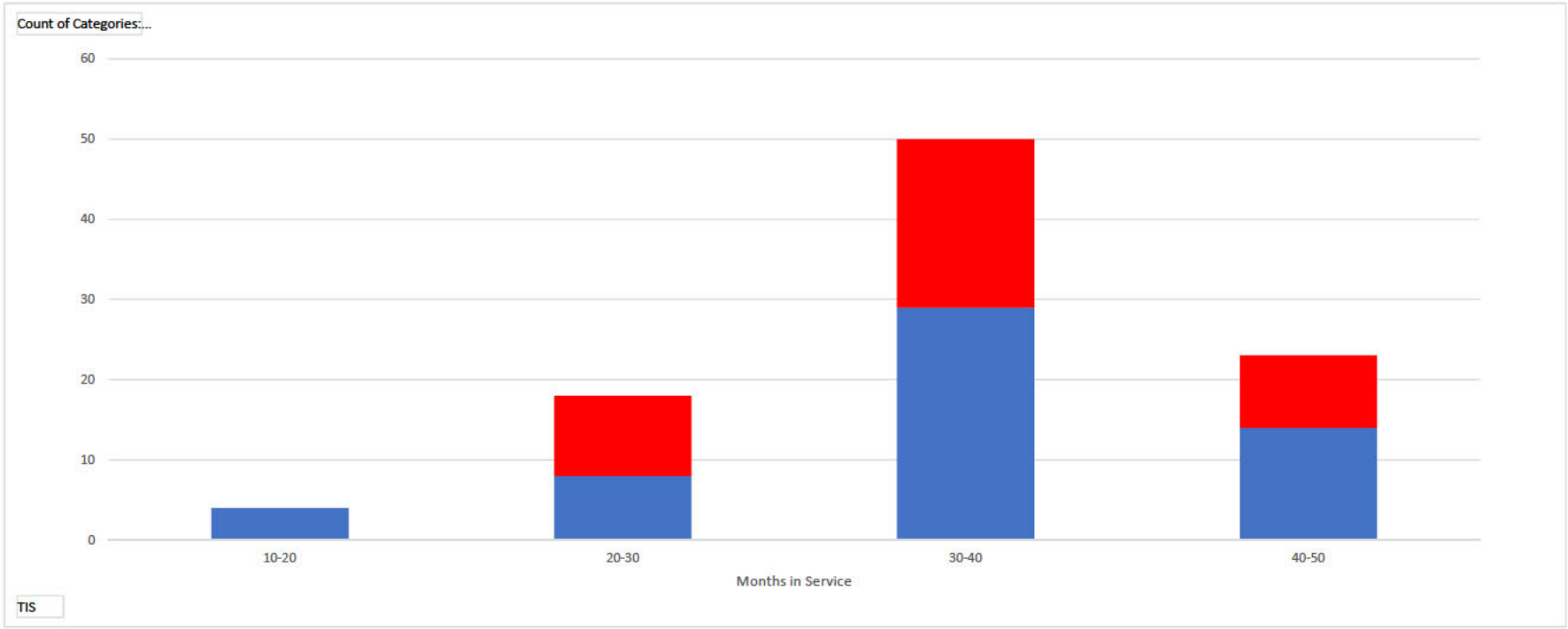
Count of Engine Compartment Fire Associated with Overheat/Coolant Leak/Cracked Head?	Column Labels		
Row Labels	?	y	Grand Total
2014			
Jan			
Feb			
Mar			
Apr			
May			
Jun			
Jul			
Aug			
Sep			
Oct			
Nov			
Dec		1	1
2015			
Jan			
Feb			
Mar			
Apr			
May			
Jun		1	1
Jul			
Aug		1	1
Sep			
Oct		1	1 2
Nov		1	1
Dec			
2016			
Jan		2	3 5
Feb		1	2 3
Mar		1	3 4
Apr		1	1
May		2	2
Jun		2	1 3
Jul			1 1
Aug		3	3
Sep		2	2
Oct		3	3
Nov		1	6 7
Dec		3	2 5
2017			
Jan		3	1 4
Feb		4	2 6
Mar		9	9 18
Oct			
Nov			
Dec			
Grand Total	**55**	**40**	**95**

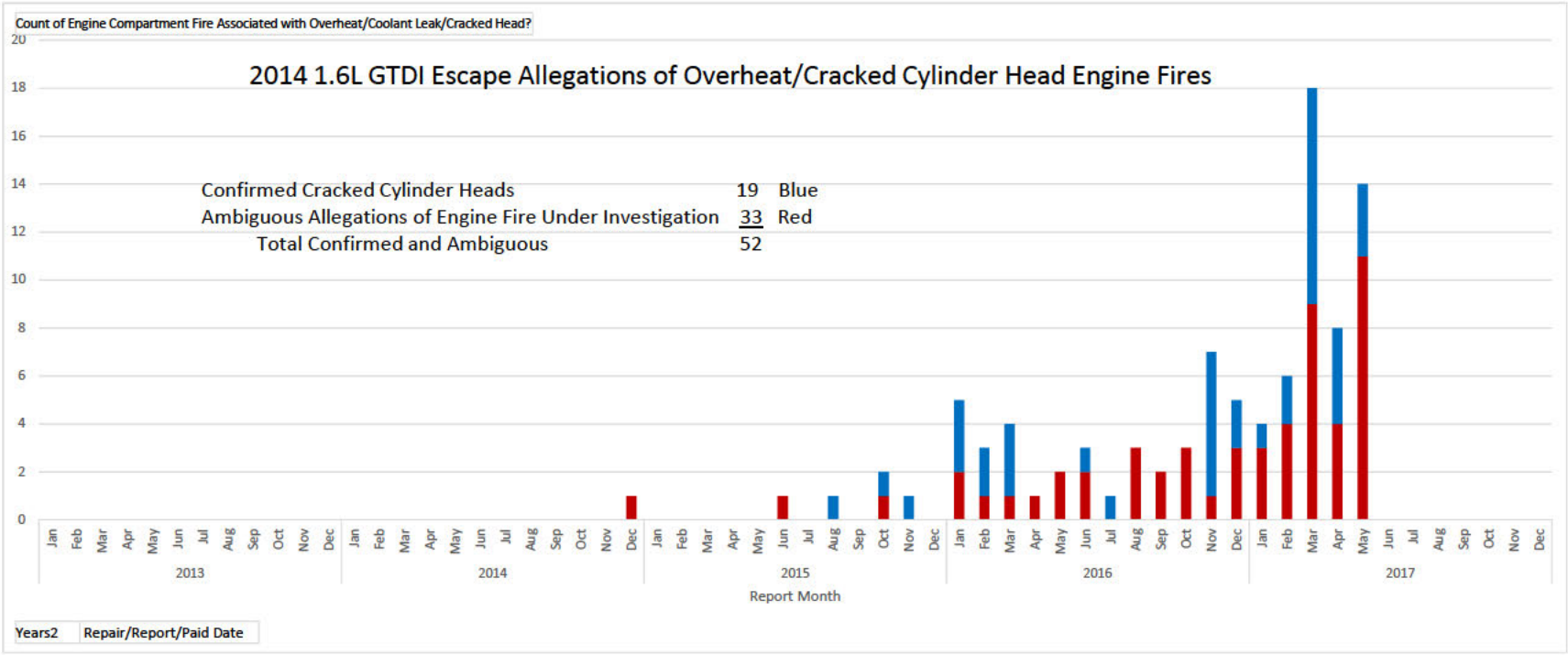


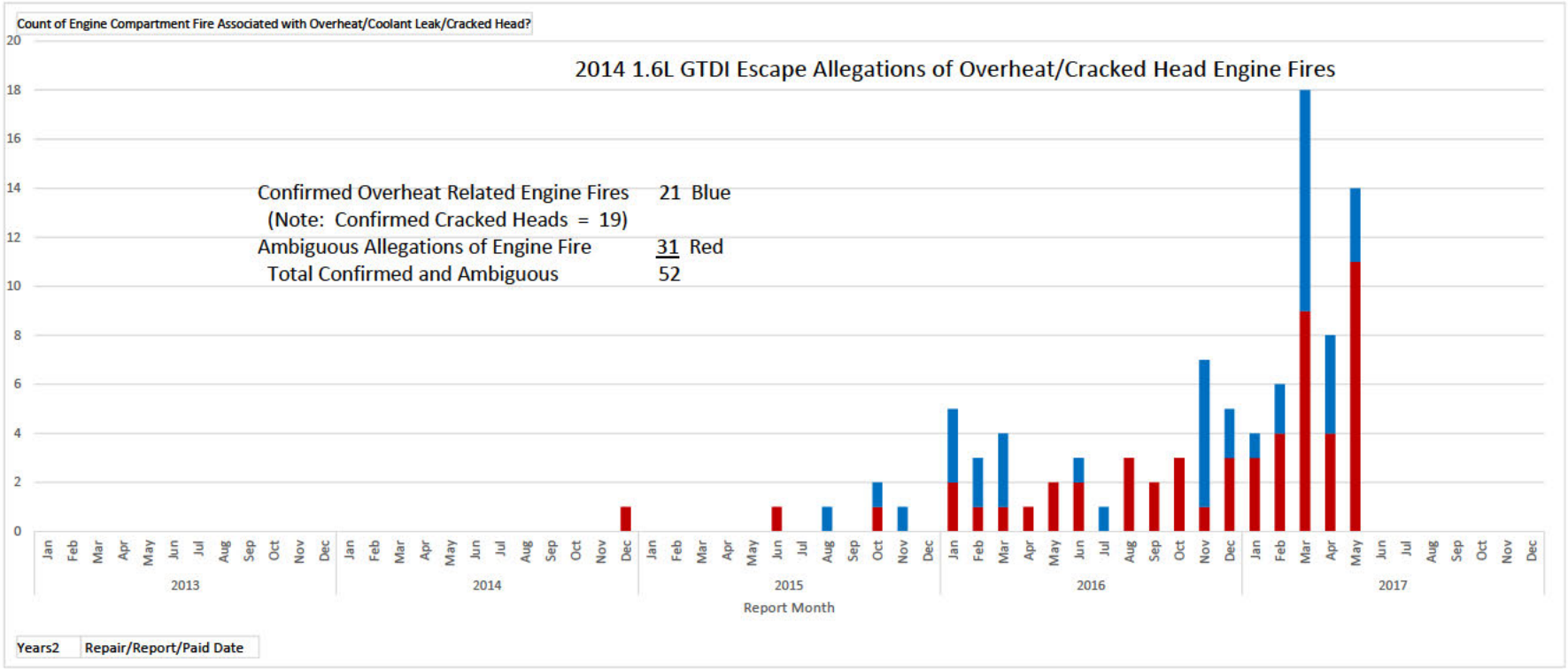

20
18
16
14
12
10
8
6
4
2
0
Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
2013
2014
2015
2016
2017
Report Month
Years2
Repair/Report/Paid Date

2014 Escape 1.6L Engine Fire Associated with Overheat/Coolant Loss/Cracked Cylinder Head (Blue is responsive, Red is Ambiguous)

Count of Categories:1 - U/H fire - cracked head2 - U/H fire - work ongoing3 - U/H - vehicle/parts not available4 - U/H fire - not cracked head	Column Labels		
Row Labels	?	y	Grand Total
10-20	4		4
20-30	8	10	18
30-40	29	21	50
40-50	14	9	23
Grand Total	**55**	**40**	**95**




Count of Engine Compartment Fire Associated with Overheat/Coolant Leak/Cracked Head?
2014 1.6L GTDI Escape Allegations of Overheat/Cracked Cylinder Head Engine Fires
Confirmed Cracked Cylinder Heads 19 Blue
Ambiguous Allegations of Engine Fire Under Investigation 33 Red
Total Confirmed and Ambiguous 52
20
18
16
14
12
10
8
6
4
2
0
Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
2013
2014
2015
2016
2017
Report Month
Years2
Repair/Report/Paid Date


Count of Engine Compartment Fire Associated with Overheat/Coolant Leak/Cracked Head?
2014 1.6L GTDI Escape Allegations of Overheat/Cracked Head Engine Fires
Confirmed Overheat Related Engine Fires 21 Blue
(Note: Confirmed Cracked Heads = 19)
Ambiguous Allegations of Engine Fire 31 Red
Total Confirmed and Ambiguous 52
20
18
16
14
12
10
8
6
4
2
0
Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
2013
2014
2015
2016
2017
Report Month
Years2
Repair/Report/Paid Date

VIN
1FMCU0GX0EU[redacted]
1FMCU0GX0EU[redacted]
1FMCU0GX0EU[redacted]
1FMCU0GX0EU[redacted]
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1FMCU9JXXEU[redacted]
1FMCU9JXXEU[redacted]

This file was created on 2/14/17 from original which had become a large and unreliable excel file.
The original search criteria may be found at "Not Updated 2014 Escape Engine Fire CDR Run Master.xlsx"

2013 MY Escape Loss of Mobility

- 49 VOQ/s with VINs
- Recalls
  - 13S12 – Oil Leak (17S09/12S41)
    - 46 eligible
      - 41 completed prior to complaint
    - Total population/completion %
  - 14S17 – Wire Splice
    - 6 eligible
    - 5 completed prior to complaint
    - Total population/completion %

`

2013 MY Escape Loss of Mobility – FSA's

13S12 (12S41/17S09) – Oil Leak due to Coolant Loss

- Issue
- Remedy
  - Hardware (coolant sensor, ……)
  - PCM Calibration (FMEM ramp-down)

14S17 – Wire Splice

- Issue
- Remedy

13S12 (17S09/12S41) FMEM Levels

Vehicle functioning normally - No FMEM action or indication

Low Coolant Level Detected

1. Low Coolant Message – "Low Engine Coolant – Service Required" (no engine performance degradation)

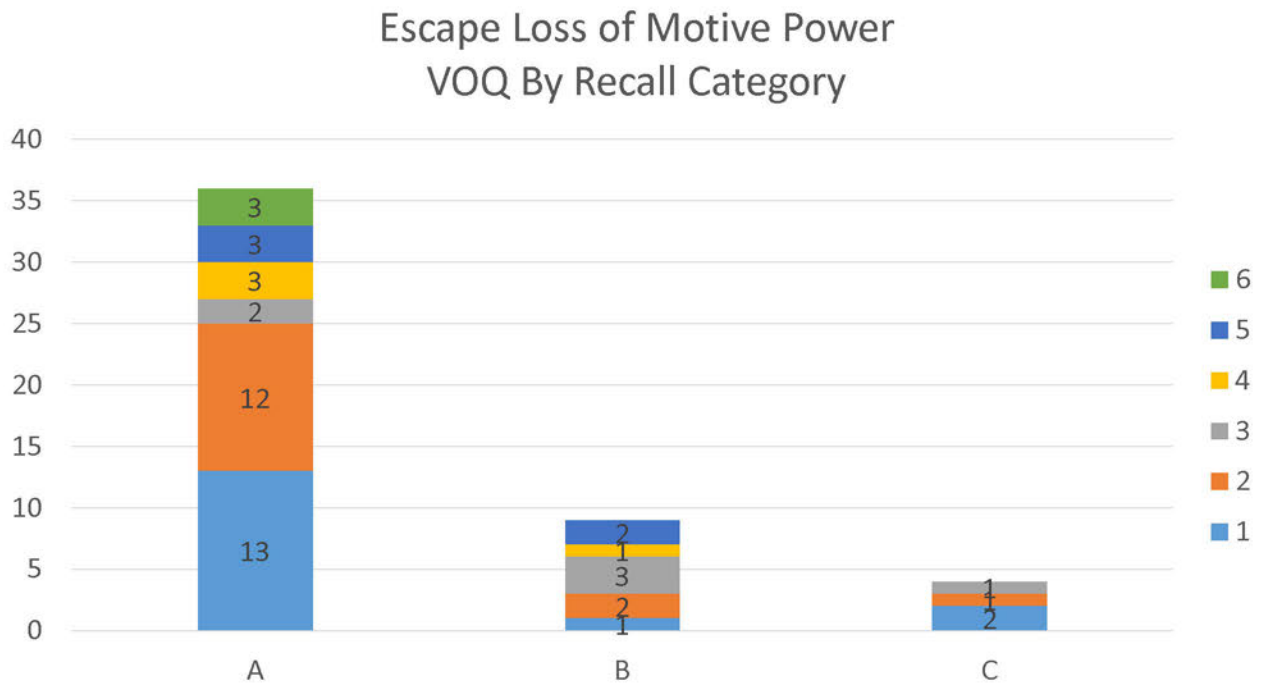
No Coolant Detected/Sensor Issue

1. FMEM 1: (message/chimes) Failsafe Cooling Level 2 (Injector Cut / Load Limit/air cooled strategy – approx. 40 mph) with no forced idle and clearing on each key cycle
2. FMEM 2 : (message/chimes) Failsafe Cooling Level 2 (Injector Cut / Load Limit) with forced idle) and latching of FMEM until dealer code clear

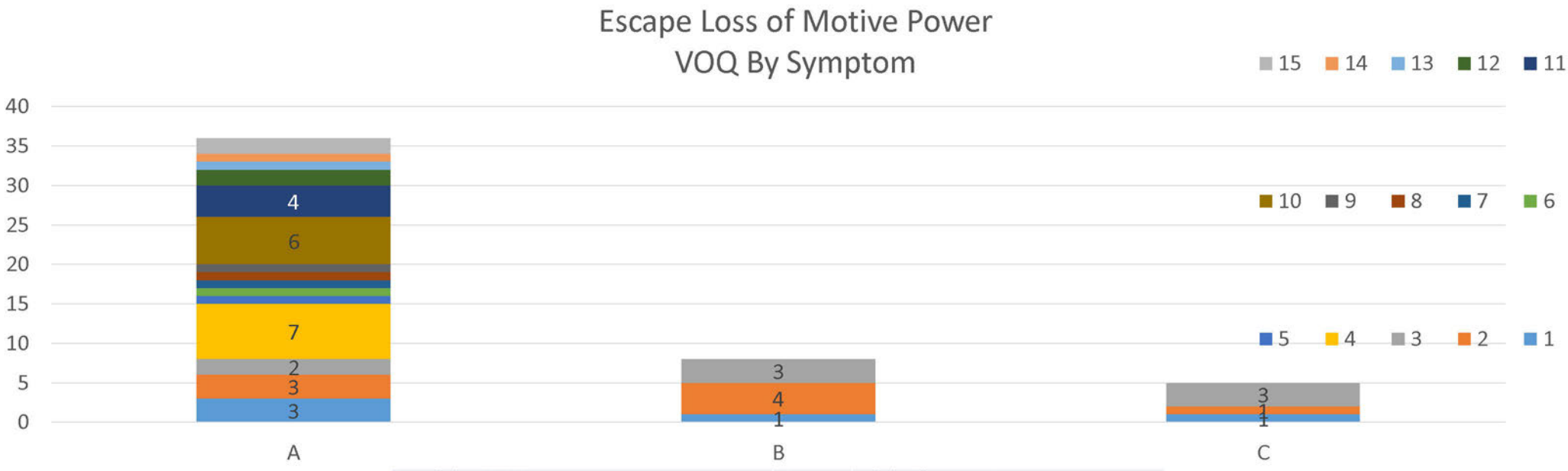
2013 MY Escape Loss of Mobility

Summary

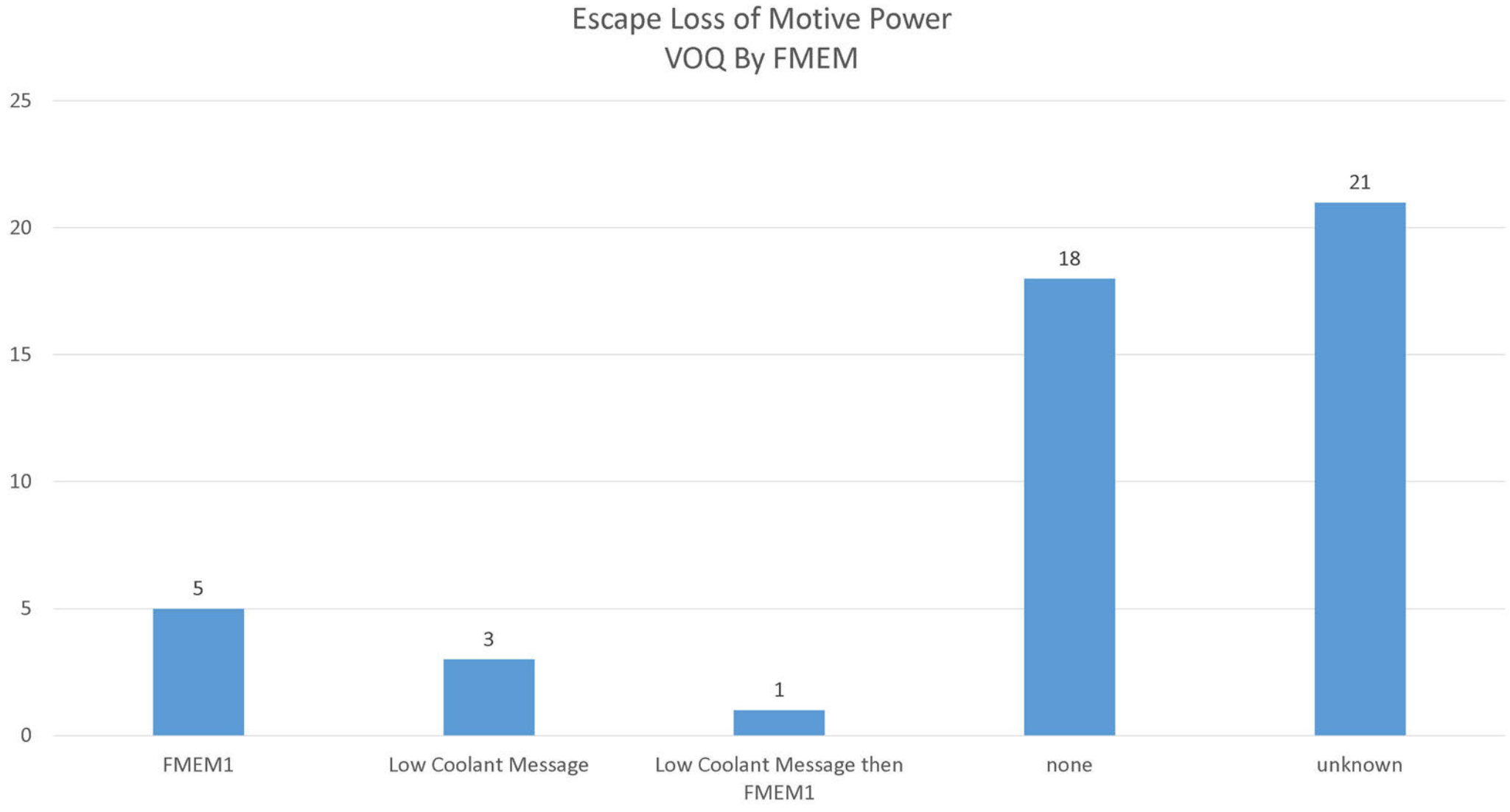
- 46 VOQ's eligible for 13S12 (17S09/12S41), 41 completed prior to complaint
- Remedy included (2) FMEM modes
- Majority of complaints appear to be post-remedy complaints regarding coolant loss/repair
- No identifiable pattern regarding other complaints

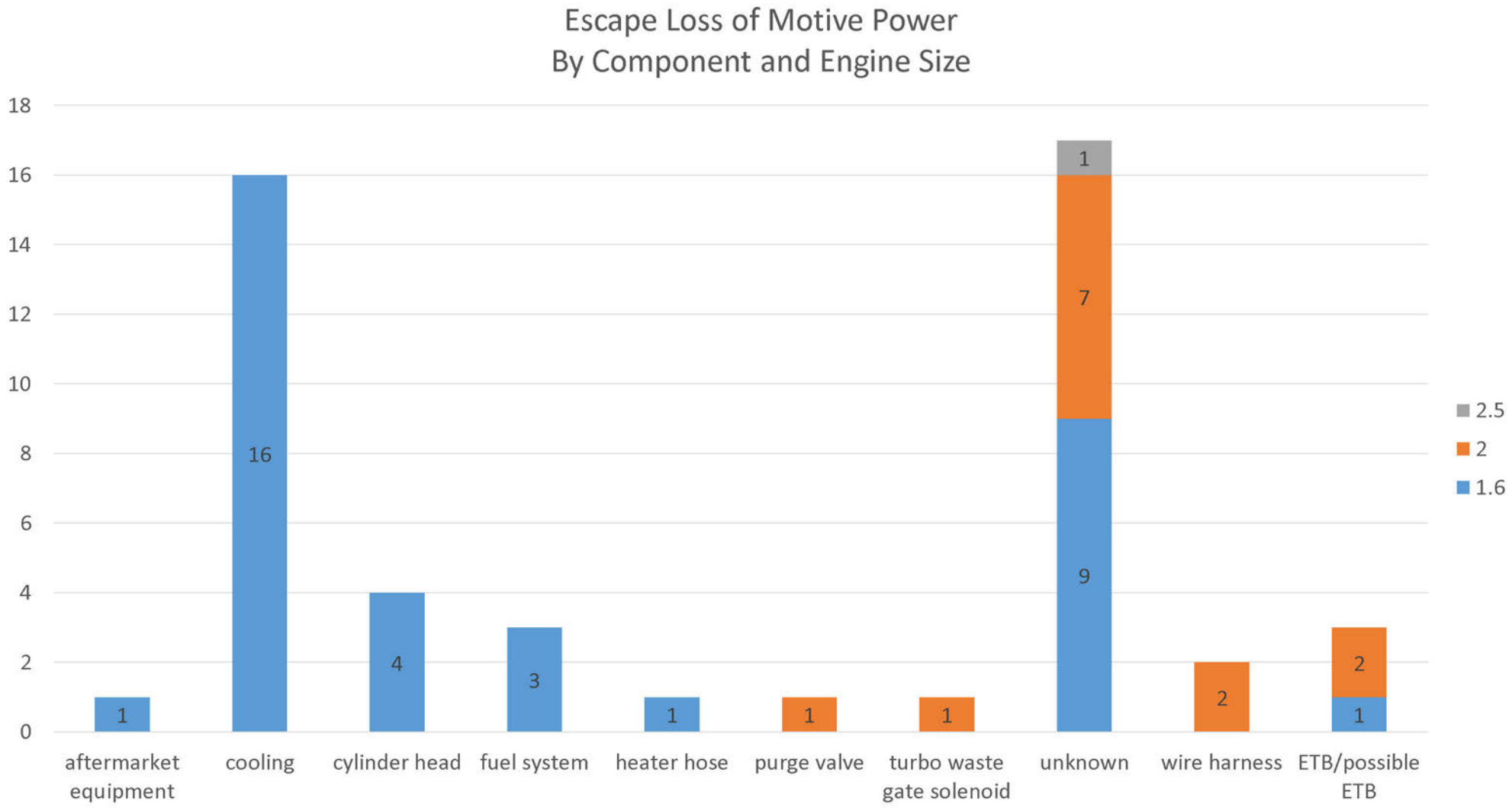


A - Loss of Motive Power	A1	Loss of Motive Power after 13S12, 12S41 and/or 17S09 performed
(36)	A2	Loss of Motive Power but not eligible for any listed recalls
	A3	Loss of Motive Power, eligible for recall but did not perform recall
	A4	Loss of Motive Power related to electronic throttle body
	A5	Loss of Motive Power related to fuel system
	A6	Loss of Motive Power ambiguous
B - Overheat, Coolant Loss and/or Oil Loss	B1	Overheat after 12S41 recall performed
(9)	B2	Overheat but not eligible for 12S41 recall
	B3	Coolant loss after 13S12, 12S41 and/or 17S09 performed
	B4	Oil loss after 13S12 and/or 12S41 performed
	B5	Coolant loss but not eligible for 12S41 or 17S09 recall
C - not related or reconciled with a completed recall	C1	Not related
(4)	C2	Reconciled with a completed recall
	C3	Warranty/Recall/Reimbursement Issue



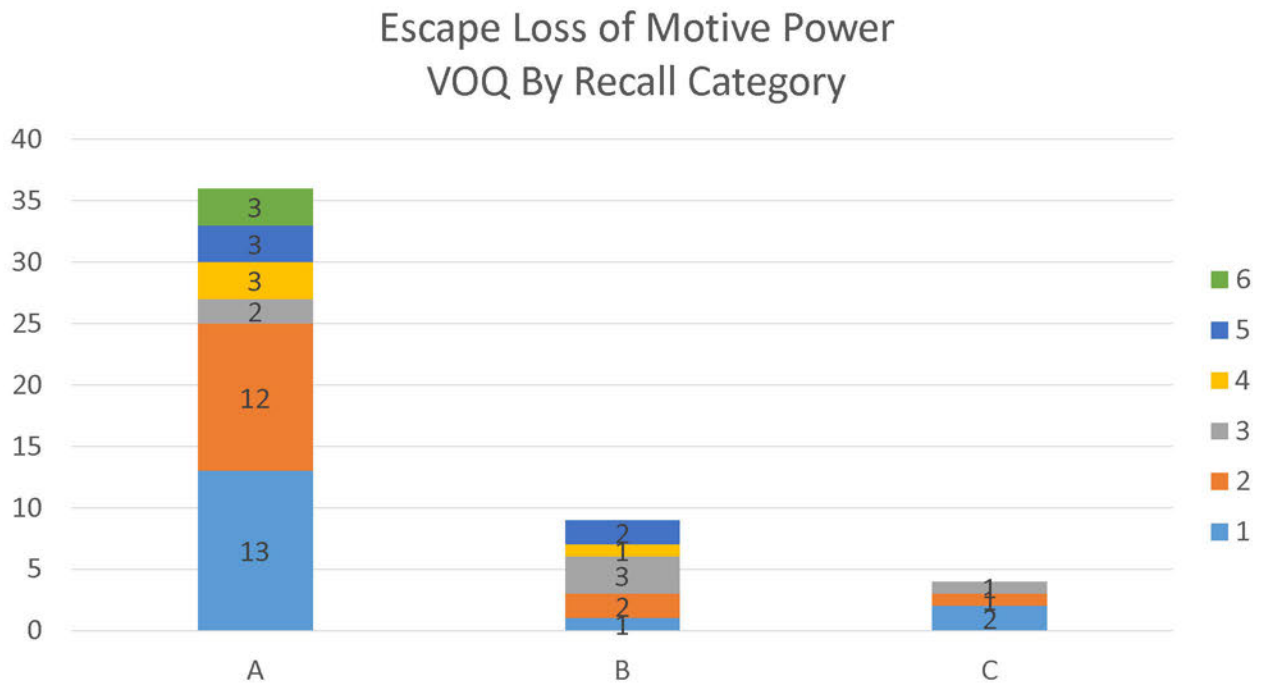
A - stalled or FMEM	A1	stalled without warning
(36)	A2	stalled with CEL/oil/coolant indicator
	A3	stalled on freeway
	A4	stalled while driving
	A5	stalled, no restart
	A6	stalled, difficult to restart
	A7	stalled, hard shifts
	A8	stalled, overheats
	A9	stalled, smoke
	A10	stalled
	A11	chugged/hesitated/sputtered then stalled
	A12	coolant leak, then stalled
	A13	FMEM, no restart
	A14	FMEM, sputtered
	A15	FMEM, overheating
B - coolant leak or overheating	B1	coolant leak, engine indicator
(8)	B2	coolant leak
	B3	overheating
C - other (smoke under hood, burning smell, CEL)	C1	smoke under hood
(5)	C2	burning smell
	C3	CEL


Escape Loss of Motive Power
VOQ By FMEM
25
20
15
10
5
0
5
3
1
18
21
FMEM1
Low Coolant Message
Low Coolant Message then FMEM1
none
unknown

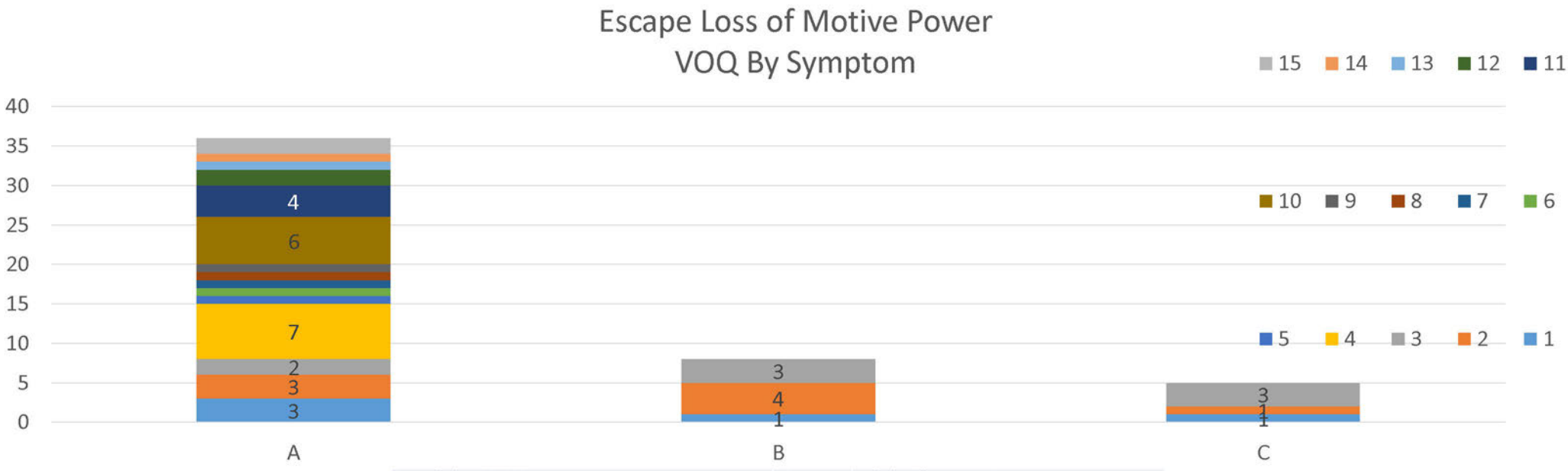

Escape Loss of Motive Power
By Component and Engine Size
18
16
14
12
10
8
6
4
2
0
1
16
4
3
1
1
1
1
7
9
2
2
1
2.5
2
1.6
aftermarket equipment
cooling
cylinder head
fuel system
heater hose
purge valve
turbo waste gate solenoid
unknown
wire harness
ETB/possible ETB

2013 MY Escape Stalls

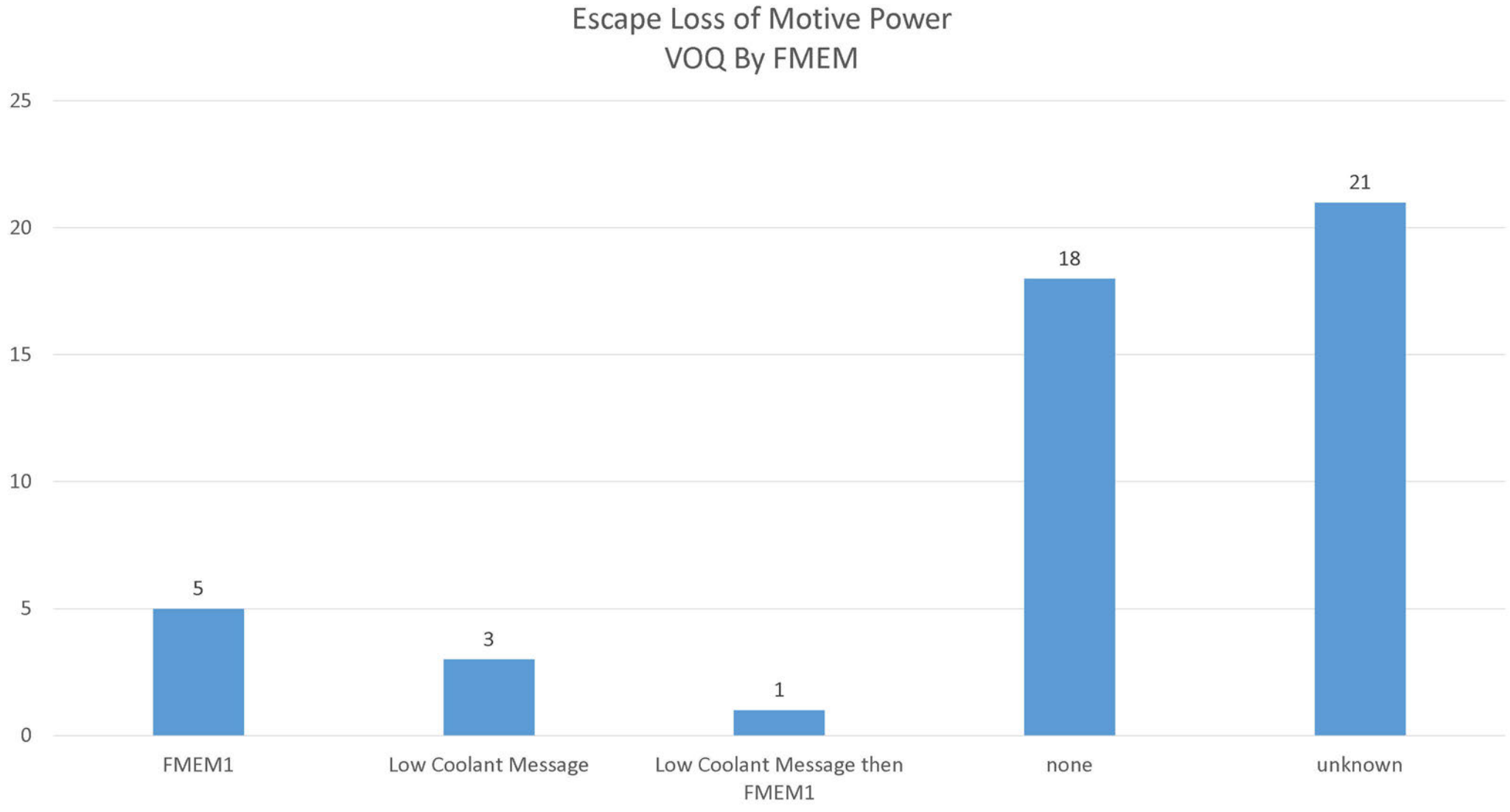
- 49 VINs
  - No accidents or injuries
- Recalls
  - 17S09 – Overheat cylinder head
  - 14S17 – Wire Splice
  - 13S12 – Oil Leak
  - 12S41 – Overheat
  - 12S39 – Cup Plug
  - 12S35 – Fuel Jumper
- VOQ Rate = 0.13 R/1000



A - Loss of Motive Power	A1	Loss of Motive Power after 13S12, 12S41 and/or 17S09 performed
(36)	A2	Loss of Motive Power but not eligible for any listed recalls
	A3	Loss of Motive Power, eligible for recall but did not perform recall
	A4	Loss of Motive Power related to electronic throttle body
	A5	Loss of Motive Power related to fuel system
	A6	Loss of Motive Power ambiguous
B - Overheat, Coolant Loss and/or Oil Loss	B1	Overheat after 12S41 recall performed
(9)	B2	Overheat but not eligible for 12S41 recall
	B3	Coolant loss after 13S12, 12S41 and/or 17S09 performed
	B4	Oil loss after 13S12 and/or 12S41 performed
	B5	Coolant loss but not eligible for 12S41 or 17S09 recall
C - not related or reconciled with a completed recall	C1	Not related
(4)	C2	Reconciled with a completed recall
	C3	Warranty/Recall/Reimbursement Issue

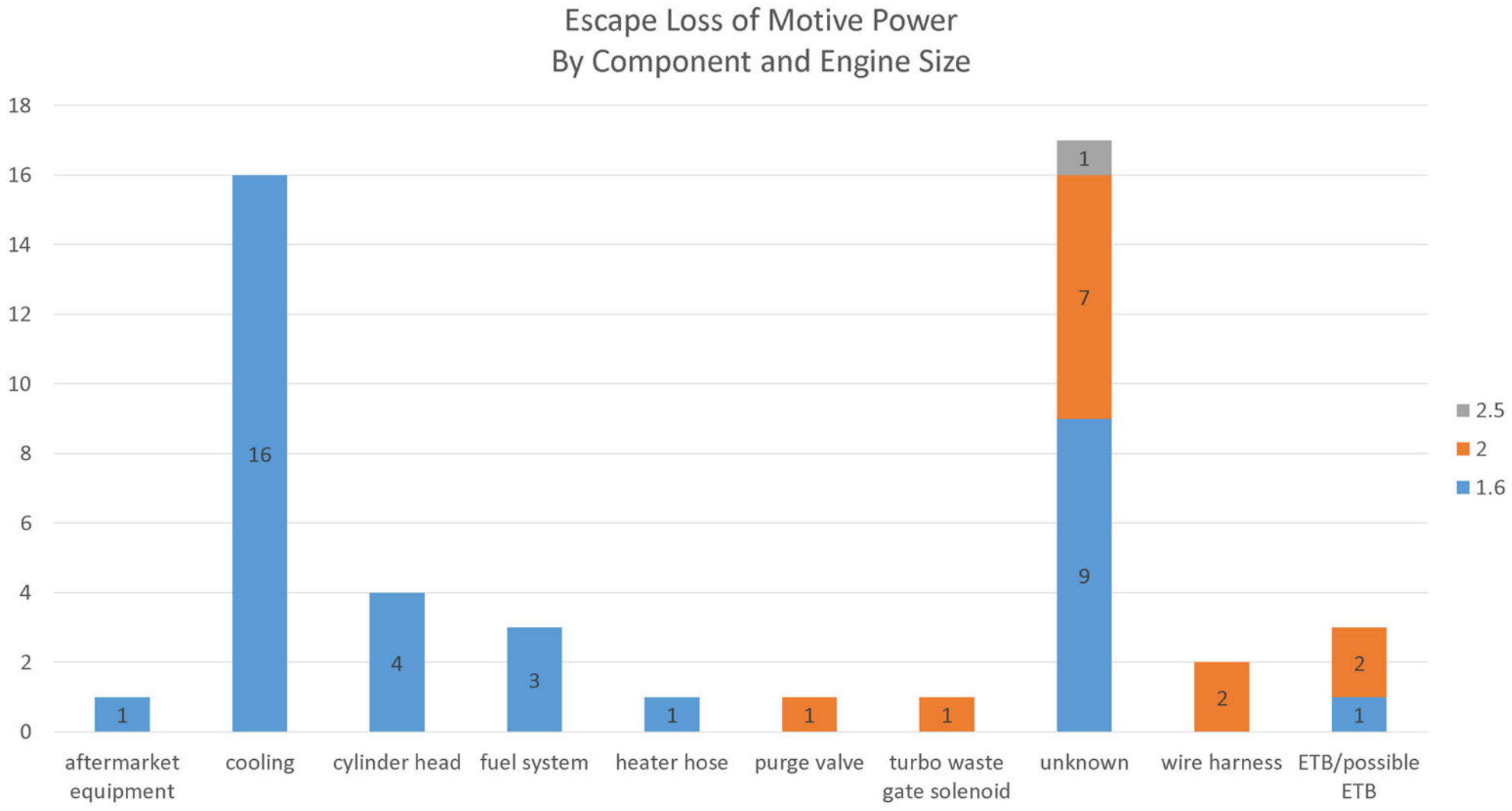


A - stalled or FMEM	A1	stalled without warning
(36)	A2	stalled with CEL/oil/coolant indicator
	A3	stalled on freeway
	A4	stalled while driving
	A5	stalled, no restart
	A6	stalled, difficult to restart
	A7	stalled, hard shifts
	A8	stalled, overheats
	A9	stalled, smoke
	A10	stalled
	A11	chugged/hesitated/sputtered then stalled
	A12	coolant leak, then stalled
	A13	FMEM, no restart
	A14	FMEM, sputtered
	A15	FMEM, overheating
B - coolant leak or overheating	B1	coolant leak, engine indicator
(8)	B2	coolant leak
	B3	overheating
C - other (smoke under hood, burning smell, CEL)	C1	smoke under hood
(5)	C2	burning smell
	C3	CEL


Escape Loss of Motive Power
VOQ By FMEM
25
20
15
10
5
0
5
3
1
18
21
FMEM1
Low Coolant Message
Low Coolant Message then FMEM1
none
unknown

FMEM Level Definitions

- No FMEM action or indication
- Low Coolant Message – “Low Engine Coolant – Service Required”
- FMEM 1 : Failsafe Cooling Level 2 (Injector Cut / Load Limit) with no forced idle and clearing on each key cycle
- FMEM 2 : Failsafe Cooling Level 2 (Injector Cut / Load Limit) with forced idle and latching of FMEM until dealer code clear


Escape Loss of Motive Power
By Component and Engine Size
18
16
14
12
10
8
6
4
2
0
1
16
4
3
1
1
1
1
7
9
2
2
1
2.5
2
1.6
aftermarket equipment
cooling
cylinder head
fuel system
heater hose
purge valve
turbo waste gate solenoid
unknown
wire harness
ETB/possible ETB

From: Wickenheiser, Francis (F.J.)
Sent: Wednesday, June 6, 2018 8:27 AM
To: Nolte, Angela (A.)
Cc: Wickenheiser, Francis (F.J.)
Subject: Escape Stalling VOQs.xlsx
Attachments: Escape Stalling VOQs.xlsx

Hi Angela,

Thanks – the added details are very helpful!

In case it helps, I added a column with the VOQ numbers to the summary tab (file attached).

orig order	Item No	ODI No	Manufacturer	Model Yr	Make	Model	VIN		Included on recall list?	Failure Date	Letter Date	NHTSA File Date	City	State	Miles	Accident	Injured	Fire	Deaths	Occurences	Part Name	Summary	Complaint Type	Police Report	Purch Date	Original Owner	Anti Brakes	Cruise Cont	Number of Cylinders	Drive Train	Fuel System	Fuel Type	Transmission Type	Vehicle Speed	DOT	Tire Size	LOC of Tire	Tire Failure Type	Original Equipment	Manufacture Date	Child Seat Type	Restraint Type	Dealer Name	Dealer Telephone	Dealer City	Dealer State	Dealer Zip	Product Type	Defective Tire Repaired
52	1	11058	Ford Motor Company	2017	FORD	ESCAPE	1FMCU9GX	[redacted]	No	1-Jun-16	27-Oct-17	27-Oct-17	NASHVILL	IN	60000	N		N			ENGINE	PLEASE S	IVOQ	N		N		N																					V	

Recall completion da

Status as of 05/30/18:

					17V-209	15V-831*
					17S09	14S17-S1
				Engine	1.6	2.0
				Subject	overheat cylinder head	
				Recall Build Dates	02/12/13-09/02/14	10/5/11-4/1/13
VOQ #	VIN	Included in previous list?	Engine	Date of Build	17S09	14S17-S1
[redacted]	1FMCU0GXXDU[redacted]	No	1.6	3/9/2013	N/A	N/A
	1FMCU9GX2DU[redacted]	No	1.6	3/2/2013	N/A	N/A
	1FMCU0J94EU[redacted]	No	2.0	2/10/2014	N/A	N/A
	1FMCU0J94EU[redacted]	No	2.0	8/18/2013	N/A	-
	1FMCU0GX5EU[redacted]	No	1.6	12/2/2013	2/6/2018	N/A
	1FMCU0GX8DU[redacted]	No	1.6	2/8/2013	N/A	N/A
	1FMCU9GX6EU[redacted]	No	1.6	4/24/2014	N/A	N/A
	1FMCU0HX2DU[redacted]	No	1.6	11/10/2012	N/A	N/A
	1FMCU0HX6DU[redacted]	No	1.6	8/27/2012	N/A	N/A
	1FMCU0GX7EU[redacted]	No	1.6	9/23/2013	-	N/A
	1FMCU9H94DU[redacted]	No	2.0	7/25/2012	N/A	-
	1FMCU0GX8EU[redacted]	No	1.6	8/23/2013	1/17/2018	N/A
	1FMCU0HX5DU[redacted]	No	1.6	11/26/2012	N/A	N/A
[redacted]	1FMCU9GX4EU[redacted]	No	1.6	1/13/2014	2/13/2018	N/A
	1FMCU9GX7DU[redacted]	No	1.6	8/30/2012	N/A	N/A
[redacted]	1FMCU9HX3DU[redacted]	No	1.6	1/27/2013	N/A	N/A
	1FMCU0GX0DU[redacted]	No	1.6	12/4/2012	N/A	N/A
	1FMCU0JX0EU[redacted]	No	1.6	7/14/2014	N/A	N/A
	1FMCU9GX4DU[redacted]	No	1.6	10/16/2012	N/A	N/A
	1FMCU0HX2DU[redacted]	No	1.6	8/3/2012	N/A	N/A
	1FMCU0GX2DU[redacted]	No	1.6	8/7/2012	N/A	N/A
[redacted]	1FMCU9GX1DU[redacted]	No	1.6	11/20/2012	N/A	N/A
	1FMCU9HX7DU[redacted]	No	1.6	11/14/2012	N/A	N/A
	1FMCU0GX2DU[redacted]	No	1.6	8/7/2012	N/A	N/A
[redacted]	1FMCU0JX2EU[redacted]	No	1.6	10/4/2013	-	N/A
	1FMCU9GX8DU[redacted]	No	1.6	11/29/2012	N/A	N/A
	1FMCU0GX1EU[redacted]	No	1.6	6/20/2014	N/A	N/A
	1FMCU9G93DU[redacted]	No	2.0	4/9/2013	N/A	N/A
	1FMCU9GX9EU[redacted]	No	1.6	8/27/2013	11/3/2017	N/A
	1FMCU9J99EU[redacted]	No	2.0	8/13/2013	N/A	N/A
	1FMCU0G94DU[redacted]	No	2.0	12/15/2012	N/A	-
	1FADP3F27EL[redacted]	No	2.0	8/5/2013	N/A	N/A
	1FMCU9HX5DU[redacted]	No	1.6	9/1/2012	N/A	N/A
[redacted]	1FMCU9GXXE[redacted]					
	1FMCU0F75DU[redacted]	No	2.5	5/14/2012	N/A	N/A
	1FMCU0GX7EU[redacted]	No	1.6	8/4/2014	N/A	N/A
	1FMCU9G97DU[redacted]	No	2.0	5/24/2012	N/A	-

[redacted]	1FMCU0GX2EU[redacted]	No	1.6	5/19/2014	N/A	N/A
	1FMCU9G99EU[redacted]	No	2.0	7/30/2013	N/A	N/A
	1FMCU9G96EU[redacted]	No	2.0	12/17/2013	N/A	N/A
	1FMCU9J94EU[redacted]	No	2.0	6/16/2014	N/A	N/A
	1FMCU9GX3DU[redacted]	No	1.6	7/20/2012	N/A	N/A
[redacted]	1FMCU0GX3DU[redacted]	No	1.6	9/30/2012	N/A	N/A
	1FMCU0HX8DU[redacted]	No	1.6	10/5/2012	N/A	N/A
	1FMCU9GX9EU[redacted]	No	1.6	8/2/2013	-	N/A
	1FMCU9HX8DU[redacted]	No	1.6	10/2/2012	N/A	N/A
	1FMCU9J90DU[redacted]	No	2.0	12/5/2012	N/A	-
	1FMCU0H97DU[redacted]	Yes	2.0	7/31/2012	N/A	-
	1FMCU0GX2DU[redacted]	No	1.6	3/18/2013	N/A	N/A
	1FMCU9HX7DU[redacted]	Yes	1.6	10/10/2012	N/A	N/A

te or Not Applicable (N/A)

14V-495	13V-584**	13V-583	12V-551	12V-431	12V-336		
14S17	13S12	13S12	12S41***	12S39	12S35		
2.0	1.6	1.6	1.6	1.6	1.6		
Wire Splice		Oil Leak	Overheat	Cup Plug	Fuel Jumper		
10/5/11-4/1/13	10/5/11-7/11/12	10/5/11-6/2/13	10/5/11-11/26/12	10/5/11-8/31/12	10/5/11-7/11/12		
14S17	13S12	13S12	12S41***	12S39	12S35	Failure Date	Letter Date
N/A	N/A	5/8/2014	N/A	N/A	N/A	3/1/2014	5/11/2018
N/A	N/A	4/14/2014	N/A	N/A	N/A	3/29/2018	4/14/2018
N/A	N/A	N/A	N/A	N/A	N/A	4/7/2018	4/11/2018
-	N/A	N/A	N/A	N/A	N/A	3/31/2018	4/4/2018
N/A	N/A	N/A	N/A	N/A	N/A	3/2/2018	3/28/2018
N/A	N/A	12/29/2014	N/A	N/A	N/A	3/26/2018	3/26/2018
N/A	N/A	N/A	N/A	N/A	N/A	3/17/2018	3/19/2018
N/A	N/A	5/14/2014	1/11/2013	N/A	N/A	8/2/2017	3/15/2018
N/A	N/A	12/5/2016	12/15/2012	-	N/A	2/6/2018	3/13/2018
N/A	N/A	N/A	N/A	N/A	N/A	11/18/2017	3/6/2018
1/15/2015	N/A	N/A	N/A	N/A	N/A	1/27/2018	2/27/2018
N/A	N/A	N/A	N/A	N/A	N/A	2/17/2018	2/27/2018
N/A	N/A	4/15/2014	-	N/A	N/A	1/30/2018	2/20/2018
N/A	N/A	N/A	N/A	N/A	N/A	1/30/2018	2/17/2018
N/A	N/A	4/28/2014	12/9/2012	-	N/A	3/1/2016	2/11/2018
N/A	N/A	5/1/2014	N/A	N/A	N/A	2/2/2018	2/6/2018
N/A	N/A	4/14/2014	N/A	N/A	N/A	1/7/2018	1/28/2018
N/A	N/A	N/A	N/A	N/A	N/A	12/26/2017	1/22/2018
N/A	N/A	7/31/2014	12/14/2012	N/A	N/A	1/7/2018	1/19/2018
N/A	N/A	8/22/2014	12/7/2012	-	N/A	10/15/2017	1/19/2018
N/A	N/A	1/20/2014	1/21/2013	-	N/A	1/11/2018	1/12/2018
N/A	N/A	3/26/2014	11/30/2012	N/A	N/A	1/5/2018	1/10/2018
N/A	N/A	6/16/2014	12/3/2012	N/A	N/A	8/16/2017	1/2/2018
N/A	N/A	9/9/2015	1/21/2013	-	N/A	12/18/2017	12/20/2017
N/A	N/A	N/A	N/A	N/A	N/A	12/4/2017	12/8/2017
N/A	N/A	5/5/2014	N/A	N/A	N/A	11/20/2017	11/25/2017
N/A	N/A	N/A	N/A	N/A	N/A	11/10/2017	11/15/2017
N/A	N/A	N/A	N/A	N/A	N/A	11/13/2017	11/15/2017
N/A	N/A	N/A	N/A	N/A	N/A	10/17/2017	11/10/2017
N/A	N/A	N/A	N/A	N/A	N/A	10/13/2017	11/10/2017
6/14/2015	N/A	N/A	N/A	N/A	N/A	10/27/2017	11/2/2017
N/A	N/A	N/A	N/A	N/A	N/A	11/1/2017	11/1/2017
N/A	N/A	7/20/2015	-	N/A	N/A	10/28/2017	10/29/2017
N/A	N/A	N/A	N/A	N/A	N/A	10/15/2017	10/17/2017
N/A	N/A	N/A	N/A	N/A	N/A	10/7/2017	10/8/2017
4/12/2016	N/A	N/A	N/A	N/A	N/A	9/14/2017	9/14/2017

N/A	N/A	N/A	N/A	N/A	N/A	8/9/2017	8/10/2017
N/A	N/A	N/A	N/A	N/A	N/A	7/19/2017	8/2/2017
N/A	N/A	N/A	N/A	N/A	N/A	7/23/2017	7/23/2017
N/A	N/A	N/A	N/A	N/A	N/A	5/30/2017	6/6/2017
N/A	N/A	4/7/2014	12/6/2012	-	N/A	5/19/2017	5/19/2017
N/A	N/A	4/29/2014	12/1/2012	N/A	N/A	3/31/2017	4/10/2017
N/A	N/A	10/23/2014	12/7/2012	N/A	N/A	3/8/2017	3/28/2017
N/A	N/A	N/A	N/A	N/A	N/A	10/27/2016	2/15/2017
N/A	N/A	5/1/2014	12/21/2012	N/A	N/A	2/4/2017	2/8/2017
12/29/2014	N/A	N/A	N/A	N/A	N/A	1/11/2017	1/18/2017
12/10/2014	N/A	N/A	N/A	N/A	N/A	12/3/2016	12/5/2016
N/A	N/A	8/18/2014	N/A	N/A	N/A	1/4/2016	11/1/2016
N/A	N/A	8/25/2014	12/3/2012	N/A	N/A	8/10/2015	10/23/2015

N/A = Not Eligible **-** = Eligible, but not completed

Angela's Recall (CDR/VOQ) Comments	Recall Category	Symptom	Component	Symptom Category
coolant leak, not in 12S41 recall	B5	coolant leak	cooling	B2
random stalls, 13S12 performed, no (	A1	stalled while driving	unknown	A4
shut down on freeway, needed tow, n	A2	stalled on freeway	unknown	A3
car died, needed tow, wire splice issu	A3	stalled with CEL	wire harness	A2
car caught on fire, 17S09 completed	A1	noticed smoke while d	cylinder head	C1
car overheated, needed tow, shut dov	A2	stalled with coolant inc	cooling	A2
car consumes too much coolant, not	B5	coolant leak	cooling	B2
car does not accelerate, coolant leak	A1	coolant leak then stall	cooling	A12
car shut off multiple times, coolant lea	A1	coolant leak, engine in	cooling	B1
overheating, not eligible for 12S41 re	B2	overheating	cooling	B3
throttle body issue before recall	A4	FMEM, sputter but did	ETB	A14
repeat stalls after 17S09 performed	A1	chugged/hesitated/spu	fuel pump	A11
stalling concern after non-dealer repa	A3	coolant leak then stall	cooling	A12
eligible for 17S09, engine replacemer	C3	overheating	cylinder head	B3
coolant leak, not eligible for 17S09, b	B3	coolant leak	cooling	B2
FMEM, no restart, battery dead	A6	FMEM, no restart	engine standp	A13
low coolant and stalling after 13S12 p	A1	CEL, low coolant, smo	cooling	C3
faulty fuel sensor, car stops without w	A5	stalled without warning	fuel sensor	A1
overheating after 12S41 performed, n	B1	CEL, coolant low	cooling	C3
coolant leak after 13S12 and 12S41 p	B3	coolant leak	cooling	B2
vehicle stalls, aftermarket equipment	C1	stalled	aftermarket ec	A10
leaks oil after 13S12 and 12S41 perfo	B4	burning smell, leaks o	heater hose	C2
stalls frequently after 13S12 and 12S	A1	stalled while driving	unknown	A4
stops in traffic frequently after 13S12	A1	chugged/hesitated/spu	unknown	A11
car stalls, suspected wire harness fai	A2	stalled while driving	wire harness	A4
overheating, not eligible for 12S41	B2	FMEM, overheating	cooling	A15
multiple stalls, not eligible for any liste	A2	stalled	unknown	A10
stalled while driving, turbo waste gate	A2	stalled while driving	turbo waste ga	A4
overheat, performed 17S09, refund fo	C2	stalled while driving	cooling	A4
multiple stalls, not eligible for any liste	A2	stalled	purge valve	A10
overheat, stall and smoke, not eligible	A2	stalled, smoke	unknown	A9
stalls on freeway, not eligible for any	A2	stalled	unknown	A10
low coolant after 13S12 completed	B3	FMEM, overheating	cooling	A15
VOQ: "MY COMPLAINT FOCUSES ON THE ENGINE OVERHEATING AND THE CONSTANT LOSS OF ENG				
stopped on freeway, no CDR of fault,	A6	stalled on freeway	unknown	A3
coolant warning, no restart, not eligib	A2	overheating	unknown	B3
car stalls after 14S17 performed	A1	stalled without warning	unknown	A1

stalled, fuel pump issue not covered u	A5	stalled, no restart	fuel pump	A5
hesitates and stalls while driving, not	A2	chugged/hesitated/spu	unknown	A11
multiple stalls while driving, not eligib	A2	stalled without warning	unknown	A1
stalls while driving, wiring issue not e	A2	chugged/hesitated/spu	wire harness	A11
CEL, engine coolant bypass valve de	C1	CEL	coolant bypas	C3
stalls multiple times while driving afte	A1	stalled while driving	unknown	A4
engine randomly stalls, warnings, afte	A1	stalled, oil lamp warnir	unknown	A2
multiple stalls, fuel pump issues	A5	stalled	fuel pump	A10
multiple stalls, ETB	A4	stalled	ETB	A10
stalled while driving, needed software	A4	stalled while driving	possible ETB	A4
multiple stalls, noise coming from gas	A5	stalled, difficult to rest	fuel system	A6
stalls, hard shifts, 13S12 performed	A1	stalled, hard shifts	unknown	A7
coolant issues, overheating, stalling,	A1	stalled, overheats	cooling	A8

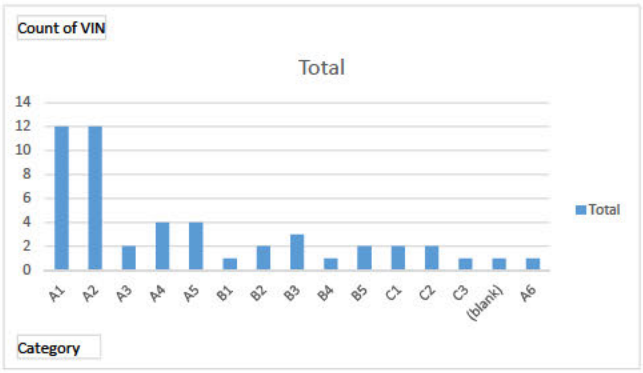
INE COOLANT."

A - Loss of Motive Power	A1	Loss of Motive Power after 13S12, 12S41 and/or 17S09 performed
	A2	Loss of Motive Power but not eligible for any listed recalls
	A3	Loss of Motive Power, elig ble for recall but did not perform recall
	A4	Loss of Motive Power related to electronic throttle body
	A5	Loss of Motive Power related to fuel system
	A6	Loss of Motive Power ambiguous
B - Overheat, Coolant Loss and/or Oil Loss	B1	Overheat after 12S41 recall performed
	B2	Overheat but not eligible for 12S41 recall
	B3	Coolant loss after 13S12, 12S41 and/or 17S09 performed
	B4	Oil loss after 13S12 and/or 12S41 performed
	B5	Coolant loss but not eligible for 12S41 or 17S09 recall
C - not related or reconciled with a completed recall	C1	Not related
	C2	Reconciled with a completed recall
	C3	Warranty/Recall/Reimbursement Issue

A - stalled	A1	stalled without warning
	A2	stalled with CEL/oil/coolant indicator
	A3	stalled on freeway
	A4	stalled while driving
	A5	stalled, no restart
	A6	stalled, difficult to restart
	A7	stalled, hard shifts
	A8	stalled, overheats
	A9	stalled, smoke
	A10	stalled
	A11	chugged/hesitated/sputtered then stalled
	A12	coolant leak, then stalled
	A13	FMEM, no restart
	A14	FMEM, sputtered
	A15	FMEM, overheating
B - coolant leak or overheating	B1	coolant leak, engine indicator
	B2	coolant leak
	B3	overheating
C - other (smoke under hood, burning smell, CEL)	C1	smoke under hood
	C2	burning smell
	C3	CEL

Recall Categories

Row Labels	Count of VIN
A1	12
A2	12
A3	2
A4	4
A5	4
B1	1
B2	2
B3	3
B4	1
B5	2
C1	2
C2	2
C3	1
(blank)	1
A6	1
Grand Total	**50**



Symptom Categories

Row Labels	Count of VIN
A1	3
A10	6
A11	4
A12	2
A13	1
A14	1
A15	2
A2	3
A3	2
A4	7
A5	1
A6	1
A7	1
A8	1
A9	1
B1	1
B2	4
B3	3
C1	1
C2	1
C3	3
(blank)	1
Grand Total	**50**

Component

Row Labels	Count of VIN
aftermarket equipment	1
coolant bypass valve	1
cooling	15
cylinder head	2
engine standpipe	1
ETB	2
fuel pump	3
fuel sensor	1
fuel system	1
heater hose	1
possible ETB	1
purge valve	1
turbo waste gate solenoid	1
unknown	15
wire harness	3
(blank)	1
Grand Total	**50**

to 09/02/14

573.6 (c) (5) – Description of the Defect

In some of the affected vehicles, there may be engine wiring harnesses with splices that were insufficiently compressed during the supplier manufacturing process. Insufficient compression in the engine wiring harness splices to the Manifold Absolute Pressure (MAP) sensor may cause erroneous signals to the PCM that may affect engine performance. This may result in MIL lamps, reduced engine power, hesitation, or other engine driveability symptoms, or engine stall. Engine stalls while driving with no warning may increase the risk of a crash.

No accidents or injuries have been reported to date as a result of the subject condition.

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S17** – ***Supplement #1***
Certain 2013 and 2014 Model Year Focus ST and Escape Vehicles Equipped with a 2.0L Engine
Engine Wiring Splice Repair

REF: DEMONSTRATION / DELIVERY HOLD – Safety Recall 14S17
Dated October 2, 2014

New! REASON FOR THIS SUPPLEMENT
The parts list, claiming instructions and repair technical instructions have been updated to include the use of a new Wire Harness Repair Kit (P/N CU5Z-14A411-A).

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, localized overheating of the engine cylinder head may cause the cylinder head to crack causing an oil leak that may result in a fire in the engine compartment.

In a subset of the affected vehicles built through July 11, 2012; the service fuel line jumper that was installed during Safety Recall 12S35 may have been installed incorrectly. An improperly positioned fuel line jumper may chafe on other engine components over a period of time and leak fuel. A fuel leak in the presence of an ignition source may result in a fire.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, engine overheating can lead to fluid leaks that may come into contact with the hot exhaust system, resulting in a fire.

Prior to a fire, vehicles will have increasing engine temperatures that may be indicated on the instrument cluster or the message "Engine Power Reduced to Lower Temps" or "Engine over temp, stop safely." The instrument cluster may also sound a chime and illuminate a red light.

573.6 (c) (5) – Description of the Defect

Certain 2013 model year Escape and Fusion vehicles equipped with 1.6L engines may experience engine overheating that can lead to fluid leaks that may come in contact with the hot exhaust system that may result in a fire. Ford is aware of nine field reports of fires in the United States on vehicles in customer service.

(Further, Ford is aware of one field report of a pre-delivery vehicle fire in Tennessee, one field report of a vehicle fire in Canada and two fires at the Louisville Assembly Plant (LAP) that were previously described in Ford's Defect Information Reports for 12S35 and 12S39.)

573.6 (c) (5) – Description of the Defect

Certain 2013 model year Escape vehicles equipped with 1.6L engines may have a cylinder head cup plug that may become dislodged. Dislodging of the cylinder head cup plug will result in loss of engine coolant. This may result in subsequent engine overheating, which may be associated with instrument cluster gage, tell-tale, and message warnings. Under certain circumstances with massive coolant loss from the head cup plug bore, water in the 50/50 coolant mix may vaporize, resulting in a higher concentration of glycol (antifreeze). This would be most likely under a high engine load operating condition.

Ford is not aware of any field reports of fires in the United States on vehicles in customer service due to this cause. Ford is aware of one field report of a pre-delivery vehicle fire in Tennessee believed to be the result of the head cup plug becoming dislodged. A vehicle in the custody of the assembly plant also experienced a fire that may relate to a dislodged cup plug.

573.6 (c) (5) – Description of the Defect

Certain 2013 Escape vehicles equipped with 1.6L GTDI engines have an engine compartment fuel line on which the exterior surface may have been mechanically scored during its manufacture. When subsequently installed onto a barbed connector fitting at the supplier, a scored fuel line may develop a split that can result in a leak.

orig order	Item No	ODI No	Manufacturer	Model Yr	Make	Model	VIN	Included on recall list?	Failure Date	Letter Date	NHTSA File Date	City	State	Miles	Accident	Injured	Fire	Deaths	Occurences	Part Name	Summary	Complaint Type	Police Report	Purch Date	Original Owner
24	1	11063786	Ford Motor Company	2013	FORD	ESCAPE	1FMCU9GX4DU[redacted]	No	7-Jan-18	19-Jan-18	19-Jan-18	WILMINGT	MA	38000	N		N			ENGINE	STALLING	IVOQ	N		N

Anti Brakes	Cruise Cont	Number of Cylinders	Drive Train	Fuel System	Fuel Type	Transmission Type	Vehicle Speed	DOT	Tire Size	LOC of Tire	Tire Failure Type	Original Equipment	Manufacture Date	Child Seat Type	Restraint Type	Dealer Name	Dealer Telephone	Dealer City	Dealer State	Dealer Zip	Product Type	Defective Tire Repaired
N	N						30														V	

Status as of 05/30/18:

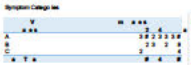
Recall completion date or Not Applicable (N/A)

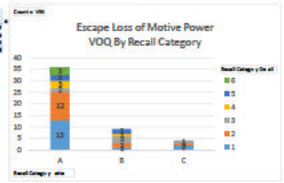
					17V-209	15V-831*	14V-495	13V-584**	13V-583	12V-551	12V-431	12V-336		
					17S09	14S17-S1	14S17	13S12	13S12	12S41***	12S39	12S35		
				Engine	1.6	2.0	2.0	1.6	1.6	1.6	1.6	1.6		
				Subject	overheat cylinder head		Wire Splice		Oil Leak	Overheat	Cup Plug	Fuel Jumper		
				Recall Build Dates	02/12/13-09/02/14	10/5/11-4/1/13	10/5/11-4/1/13	10/5/11-7/11/12	10/5/11-6/2/13	10/5/11-11/26/12	10/5/11-8/31/12	10/5/11-7/11/12		
VOQ #	VIN	Engine	Model Year	Date of Build	17S09	14S17-S1	14S17	13S12	13S12	12S41***	12S39	12S35	Failure Date	Letter Date
[redacted]	1FMCU0GXXDU[redacted]	1.6	2013	3/9/2013	N/A	N/A	N/A	N/A	5/8/2014	N/A	N/A	N/A	3/1/2014	5/11/2018
	1FMCU9GX2DU[redacted]	1.6	2013	3/2/2013	N/A	N/A	N/A	N/A	4/14/2014	N/A	N/A	N/A	3/29/2018	4/14/2018
	1FMCU0J94EU[redacted]	2.0	2014	2/10/2014	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4/7/2018	4/11/2018
	1FMCU0J94EU[redacted]	2.0	2014	8/18/2013	N/A	Open	Open	N/A	N/A	N/A	N/A	N/A	3/31/2018	4/4/2018
	1FMCU0GX5EU[redacted]	1.6	2014	12/2/2013	2/6/2018	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3/2/2018	3/28/2018
[redacted]	1FMCU0GX8DU[redacted]	1.6	2013	2/8/2013	N/A	N/A	N/A	N/A	12/29/2014	N/A	N/A	N/A	3/26/2018	3/26/2018
	1FMCU9GX6EU[redacted]	1.6	2014	4/24/2014	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3/17/2018	3/19/2018
	1FMCU0HX2DU[redacted]	1.6	2013	11/10/2012	N/A	N/A	N/A	N/A	5/14/2014	1/11/2013	N/A	N/A	8/2/2017	3/15/2018
	1FMCU0HX6DU[redacted]	1.6	2013	8/27/2012	N/A	N/A	N/A	N/A	12/5/2016	12/15/2012	Open	N/A	2/6/2018	3/13/2018
	1FMCU0GX7EU[redacted]	1.6	2014	9/23/2013	Open	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11/18/2017	3/6/2018
	1FMCU9H94DU[redacted]	2.0	2013	7/25/2012	N/A	Open	1/15/2015	N/A	N/A	N/A	N/A	N/A	1/27/2018	2/27/2018
	1FMCU0GX8EU[redacted]	1.6	2014	8/23/2013	1/17/2018	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2/17/2018	2/27/2018
[redacted]	1FMCU0HX5DU[redacted]	1.6	2013	11/26/2012	N/A	N/A	N/A	N/A	4/15/2014	Open	N/A	N/A	1/30/2018	2/20/2018
	1FMCU9GX4EU[redacted]	1.6	2014	1/13/2014	2/13/2018	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1/30/2018	2/17/2018
	1FMCU9GX7DU[redacted]	1.6	2013	8/30/2012	N/A	N/A	N/A	N/A	4/28/2014	12/9/2012	Open	N/A	3/1/2016	2/11/2018
	1FMCU9HX3DU[redacted]	1.6	2013	1/27/2013	N/A	N/A	N/A	N/A	5/1/2014	N/A	N/A	N/A	2/2/2018	2/6/2018
	1FMCU0GX0DU[redacted]	1.6	2013	12/4/2012	N/A	N/A	N/A	N/A	4/14/2014	N/A	N/A	N/A	1/7/2018	1/28/2018
[redacted]	1FMCU0JX0EU[redacted]	1.6	2014	7/14/2014	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	12/26/2017	1/22/2018
	1FMCU9GX4DU[redacted]	1.6	2013	10/16/2012	N/A	N/A	N/A	N/A	7/31/2014	12/14/2012	N/A	N/A	1/7/2018	1/19/2018
	1FMCU0HX2DU[redacted]	1.6	2013	8/3/2012	N/A	N/A	N/A	N/A	8/22/2014	12/7/2012	Open	N/A	10/15/2017	1/19/2018
[redacted]	1FMCU0GX2DU[redacted]	1.6	2013	8/7/2012	N/A	N/A	N/A	N/A	1/20/2014	1/21/2013	Open	N/A	1/11/2018	1/12/2018
	1FMCU9GX1DU[redacted]	1.6	2013	11/20/2012	N/A	N/A	N/A	N/A	3/26/2014	11/30/2012	N/A	N/A	1/5/2018	1/10/2018
	1FMCU9HX7DU[redacted]	1.6	2013	11/14/2012	N/A	N/A	N/A	N/A	6/16/2014	12/3/2012	N/A	N/A	8/16/2017	1/2/2018
	1FMCU0GX2DU[redacted]	1.6	2013	8/7/2012	N/A	N/A	N/A	N/A	9/9/2015	1/21/2013	Open	N/A	12/18/2017	12/20/2017
	1FMCU0JX2EU[redacted]	1.6	2014	10/4/2013	Open	N/A	N/A	N/A	N/A	N/A	N/A	N/A	12/4/2017	12/8/2017
	1FMCU9GX8DU[redacted]	1.6	2013	11/29/2012	N/A	N/A	N/A	N/A	5/5/2014	N/A	N/A	N/A	11/20/2017	11/25/2017
	1FMCU0GX1EU[redacted]	1.6	2014	6/20/2014	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11/10/2017	11/15/2017
[redacted]	1FMCU9G93DU[redacted]	2.0	2013	4/9/2013	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11/13/2017	11/15/2017
	1FMCU9GX9EU[redacted]	1.6	2014	8/27/2013	11/3/2017	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10/17/2017	11/10/2017
	1FMCU9J99EU[redacted]	2.0	2014	8/13/2013	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10/13/2017	11/10/2017
	1FMCU0G94DU[redacted]	2.0	2013	12/15/2012	N/A	Open	6/14/2015	N/A	N/A	N/A	N/A	N/A	10/27/2017	11/2/2017
	1FADP3F27EL[redacted]	2.0	2014	8/5/2013	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11/1/2017	11/1/2017
[redacted]	1FMCU9HX5DU[redacted]	1.6	2013	9/1/2012	N/A	N/A	N/A	N/A	7/20/2015	Open	N/A	N/A	10/28/2017	10/29/2017
	1FMCU9GXXE[redacted]													
	1FMCU0F75DU[redacted]	2.5	2013	5/14/2012	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10/15/2017	10/17/2017
	1FMCU0GX7EU[redacted]	1.6	2014	8/4/2014	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10/7/2017	10/8/2017
	1FMCU9G97DU[redacted]	2.0	2013	5/24/2012	N/A	Open	4/12/2016	N/A	N/A	N/A	N/A	N/A	9/14/2017	9/14/2017
	1FMCU0GX2EU[redacted]	1.6	2014	5/19/2014	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	8/9/2017	8/10/2017
	1FMCU9G99EU[redacted]	2.0	2014	7/30/2013	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	7/19/2017	8/2/2017
	1FMCU9G96EU[redacted]	2.0	2014	12/17/2013	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	7/23/2017	7/23/2017
	1FMCU9J94EU[redacted]	2.0	2014	6/16/2014	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5/30/2017	6/6/2017
[redacted]	1FMCU9GX3DU[redacted]	1.6	2013	7/20/2012	N/A	N/A	N/A	N/A	4/7/2014	12/6/2012	Open	N/A	5/19/2017	5/19/2017
	1FMCU0GX3DU[redacted]	1.6	2013	9/30/2012	N/A	N/A	N/A	N/A	4/29/2014	12/1/2012	N/A	N/A	3/31/2017	4/10/2017
	1FMCU0HX8DU[redacted]	1.6	2013	10/5/2012	N/A	N/A	N/A	N/A	10/23/2014	12/7/2012	N/A	N/A	3/8/2017	3/28/2017
	1FMCU9GX9EU[redacted]	1.6	2014	8/2/2013	Open	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10/27/2016	2/15/2017
	1FMCU9HX8DU[redacted]	1.6	2013	10/2/2012	N/A	N/A	N/A	N/A	5/1/2014	12/21/2012	N/A	N/A	2/4/2017	2/8/2017
	1FMCU9J90DU[redacted]	2.0	2013	12/5/2012	N/A	Open	12/29/2014	N/A	N/A	N/A	N/A	N/A	1/11/2017	1/18/2017
	1FMCU0H97DU[redacted]	2.0	2013	7/31/2012	N/A	Open	12/10/2014	N/A	N/A	N/A	N/A	N/A	12/3/2016	12/5/2016
	1FMCU0GX2DU[redacted]	1.6	2013	3/18/2013	N/A	N/A	N/A	N/A	8/18/2014	N/A	N/A	N/A	1/4/2016	11/1/2016
	1FMCU9HX7DU[redacted]	1.6	2013	10/10/2012	N/A	N/A	N/A	N/A	8/25/2014	12/3/2012	N/A	N/A	8/10/2015	10/23/2015

N/A = Not Eligible Open = Eligible, but not completed

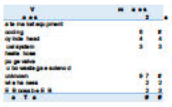


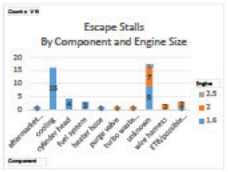

Escape Loss of Motive Power
VOQ By Sumptom

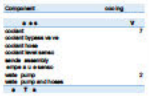



Escape Loss of Motive Power
VOQ By Recall Category



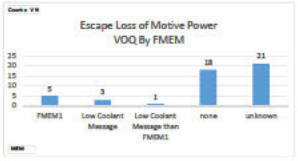


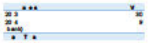

Escape Stalls
By Component and Engine Size




Escape Sts b
Coolant Sub-
Component




Escape Loss of Motive Power
VOQ By FMEM
5
3
1
18
21
FMEM1
Low Coolant Message
Low Coolant Message than FMEM1
none
unknown



Defect/Noncompliance Description

Build Dates: 02/12/13

Describe the defect/noncompliance:

Subject vehicles equipped with 1.6L GTDI engines may experience underhood fires due to localized overheating of the engine cylinder head, potentially leading to cracks and resulting in oil leaks. For this to occur, the vehicle must have a coolant loss well below the minimum level in the coolant (de-gas) bottle at the time of a cool/cold start of the vehicle. When a cool/cold engine is started with insufficient coolant and the vehicle is driven, the cylinder head undergoes rapid heating, which can lead to localized overheating of the cylinder head and resultant cracking.

As of March 17, 2017, Ford was aware of 26 reports of underhood fires with a cracked cylinder head, including localized fires near the turbochargers. Ford is not aware of any reports of accident or injury related to this condition.

Describe the safety risk:

A cracked cylinder head can result in a pressurized oil leak. Oil that comes into contact with a hot engine surface, increases the risk of an underhood fire.

Identify any warning which can precede or occur: A visible coolant leak, an engine overheat warning message in the instrument cluster, repeatedly refilling coolant, or a low level in the coolant bottle are indications of potential conditions that could result in an engine overheat.

to 09/02/14

				13V-583	12V-551								
				13S12	12S41***								
			Engine	1.6	1.6								
			Subject	Oil Leak	Overheat								
			Recall Build Dates	10/5/11-6/2/13	10/5/11-11/26/12								
VOQ #	VIN	Engine	Date of Build	13S12	12S41***	Failure Date	Letter Date	Symptom	Component	Sub-component	Symptom Category	FMEM	Repair
[redacted]	1FMCU0GXXDU[redacted]	1 6	3/9/2013	5/8/2014	N/A	3/1/2014	5/11/2018	coolant leak	cooling	coolant level sensor	B2	unknown	replaced coolant level sensor bled cooling system, excessive air in system
[redacted]	1FMCU0GX8DU[redacted]	1 6	2/8/2013	12/29/2014	N/A	3/26/2018	3/26/2018	stalled with coolant indicator	cooling	water pump	A2	Low Coolant Message then FMEM1	has not been taken to an authorized Ford dealership
[redacted]	1FMCU9GX6EU[redacted]	1 6	4/24/2014	N/A	N/A	3/17/2018	3/19/2018	coolant leak	cooling	coolant	B2	none	none in CDR
[redacted]	1FMCU0HX2DU[redacted]	1 6	11/10/2012	5/14/2014	1/11/2013	8/2/2017	3/15/2018	coolant leak then stalled	cooling	coolant	A12	FMEM1	none in CDR
[redacted]	1FMCU0HX6DU[redacted]	1 6	8/27/2012	12/5/2016	12/15/2012	2/6/2018	3/13/2018	coolant leak, engine indicator	cooling	coolant	B1	FMEM1	none in CDR
[redacted]	1FMCU0GX7EU[redacted]	1 6	9/23/2013	N/A	N/A	11/18/2017	3/6/2018	overheating	cooling	coolant	B3	unknown	none in CDR
[redacted]	1FMCU0HX5DU[redacted]	1 6	11/26/2012	4/15/2014	-	1/30/2018	2/20/2018	coolant leak then stalled	cooling	water pump and hoses	A12	unknown	none in CDR
[redacted]	1FMCU9GX7DU[redacted]	1 6	8/30/2012	4/28/2014	12/9/2012	3/1/2016	2/11/2018	coolant leak	cooling	coolant	B2	unknown	none in CDR
[redacted]	1FMCU0GX0DU[redacted]	1 6	12/4/2012	4/14/2014	N/A	1/7/2018	1/28/2018	CEL, low coolant, smoke	cooling	coolant	C3	Low Coolant Message	none in CDR
[redacted]	1FMCU9GX4DU[redacted]	1 6	10/16/2012	7/31/2014	12/14/2012	1/7/2018	1/19/2018	CEL, coolant low	cooling	sender assembly	C3	FMEM1	PERFORMED TSB 15-0162 - REPLACED TURBO CHARGER WASTE GATE SOLENO D
[redacted]	1FMCU0HX2DU[redacted]	1 6	8/3/2012	8/22/2014	12/7/2012	10/15/2017	1/19/2018	coolant leak	cooling	coolant	B2	Low Coolant Message	none in CDR
[redacted]	1FMCU9GX8DU[redacted]	1 6	11/29/2012	5/5/2014	N/A	11/20/2017	11/25/2017	FMEM, overheating	cooling	coolant hose	A15	FMEM1	FOUND COOLANT TO BE LEAKING FROM FACTORY CRIMP ON DEGAS BOTTLE HOSE. DRA N REMA NING COOLANT AND REMOVE AND REPLACE HOSE. F LL COOLANT SYSTEM AND BLEED. ROAD TEST FOR VER FICATION. TOP OFF COOLANT SYSTEM
[redacted]	1FMCU9HX5DU[redacted]	1 6	9/1/2012	7/20/2015	-	10/28/2017	10/29/2017	FMEM, overheating	cooling	temperature sensor	A15	FMEM1	none in CDR
[redacted]	1FMCU9GX3DU[redacted]	1 6	7/20/2012	4/7/2014	12/6/2012	5/19/2017	5/19/2017	CEL	cooling	coolant bypass valve	C3	none	none in CDR
[redacted]	1FMCU9HX7DU[redacted]	1 6	10/10/2012	8/25/2014	12/3/2012	8/10/2015	10/23/2015	stalled, overheats	cooling	water pump	A8	Low Coolant Message	replaced water pump replaced stat housing seals REPLACED HEAD GASKET AND REF LLED AND BLED COOLING SYSTEM

A - stalled or FMEM	A1	stalled without warning
	A2	stalled with CEL/oil/coolant indicator
	A3	stalled on freeway
	A4	stalled while driving
	A5	stalled, no restart
	A6	stalled, difficult to restart
	A7	stalled, hard shifts
	A8	stalled, overheats
	A9	stalled, smoke
	A10	stalled
	A11	chugged/hesitated/sputtered then stalled
	A12	coolant leak, then stalled
	A13	FMEM, no restart
	A14	FMEM, sputtered
	A15	FMEM, overheating
B - coolant leak or overheating	B1	coolant leak, engine indicator
	B2	coolant leak
	B3	overheating
C - other (smoke under hood, burning smell, CEL)	C1	smoke under hood
	C2	burning smell
	C3	CEL

A - Loss of Motive Power	A1	Loss of Motive Power after 13S12, 12S41 and/or 17S09 performed
	A2	Loss of Motive Power but not eligible for any listed recalls
	A3	Loss of Motive Power, elig ble for recall but did not perform recall
	A4	Loss of Motive Power related to electronic throttle body
	A5	Loss of Motive Power related to fuel system
	A6	Loss of Motive Power ambiguous
B - Overheat, Coolant Loss and/or Oil Loss	B1	Overheat after 12S41 recall performed
	B2	Overheat but not eligible for 12S41 recall
	B3	Coolant loss after 13S12, 12S41 and/or 17S09 performed
	B4	Oil loss after 13S12 and/or 12S41 performed
	B5	Coolant loss but not eligible for 12S41 or 17S09 recall
C - not related or reconciled with a completed recall	C1	Not related
	C2	Reconciled with a completed recall
	C3	Warranty/Recall/Reimbursement Issue

573.6 (c) (5) – Description of the Defect

In some of the affected vehicles, there may be engine wiring harnesses with splices that were insufficiently compressed during the supplier manufacturing process. Insufficient compression in the engine wiring harness splices to the Manifold Absolute Pressure (MAP) sensor may cause erroneous signals to the PCM that may affect engine performance. This may result in MIL lamps, reduced engine power, hesitation, or other engine driveability symptoms, or engine stall. Engine stalls while driving with no warning may increase the risk of a crash.

No accidents or injuries have been reported to date as a result of the subject condition.

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S17** – ***Supplement #1***
Certain 2013 and 2014 Model Year Focus ST and Escape Vehicles Equipped with a 2.0L Engine
Engine Wiring Splice Repair

REF: DEMONSTRATION / DELIVERY HOLD – Safety Recall 14S17
Dated October 2, 2014

New! REASON FOR THIS SUPPLEMENT
The parts list, claiming instructions and repair technical instructions have been updated to include the use of a new Wire Harness Repair Kit (P/N CU5Z-14A411-A).

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, localized overheating of the engine cylinder head may cause the cylinder head to crack causing an oil leak that may result in a fire in the engine compartment.

In a subset of the affected vehicles built through July 11, 2012; the service fuel line jumper that was installed during Safety Recall 12S35 may have been installed incorrectly. An improperly positioned fuel line jumper may chafe on other engine components over a period of time and leak fuel. A fuel leak in the presence of an ignition source may result in a fire.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, engine overheating can lead to fluid leaks that may come into contact with the hot exhaust system, resulting in a fire.

Prior to a fire, vehicles will have increasing engine temperatures that may be indicated on the instrument cluster or the message "Engine Power Reduced to Lower Temps" or "Engine over temp, stop safely." The instrument cluster may also sound a chime and illuminate a red light.

573.6 (c) (5) – Description of the Defect

Certain 2013 model year Escape and Fusion vehicles equipped with 1.6L engines may experience engine overheating that can lead to fluid leaks that may come in contact with the hot exhaust system that may result in a fire. Ford is aware of nine field reports of fires in the United States on vehicles in customer service.

(Further, Ford is aware of one field report of a pre-delivery vehicle fire in Tennessee, one field report of a vehicle fire in Canada and two fires at the Louisville Assembly Plant (LAP) that were previously described in Ford's Defect Information Reports for 12S35 and 12S39.)

573.6 (c) (5) – Description of the Defect

Certain 2013 model year Escape vehicles equipped with 1.6L engines may have a cylinder head cup plug that may become dislodged. Dislodging of the cylinder head cup plug will result in loss of engine coolant. This may result in subsequent engine overheating, which may be associated with instrument cluster gage, tell-tale, and message warnings. Under certain circumstances with massive coolant loss from the head cup plug bore, water in the 50/50 coolant mix may vaporize, resulting in a higher concentration of glycol (antifreeze). This would be most likely under a high engine load operating condition.

Ford is not aware of any field reports of fires in the United States on vehicles in customer service due to this cause. Ford is aware of one field report of a pre-delivery vehicle fire in Tennessee believed to be the result of the head cup plug becoming dislodged. A vehicle in the custody of the assembly plant also experienced a fire that may relate to a dislodged cup plug.

573.6 (c) (5) – Description of the Defect

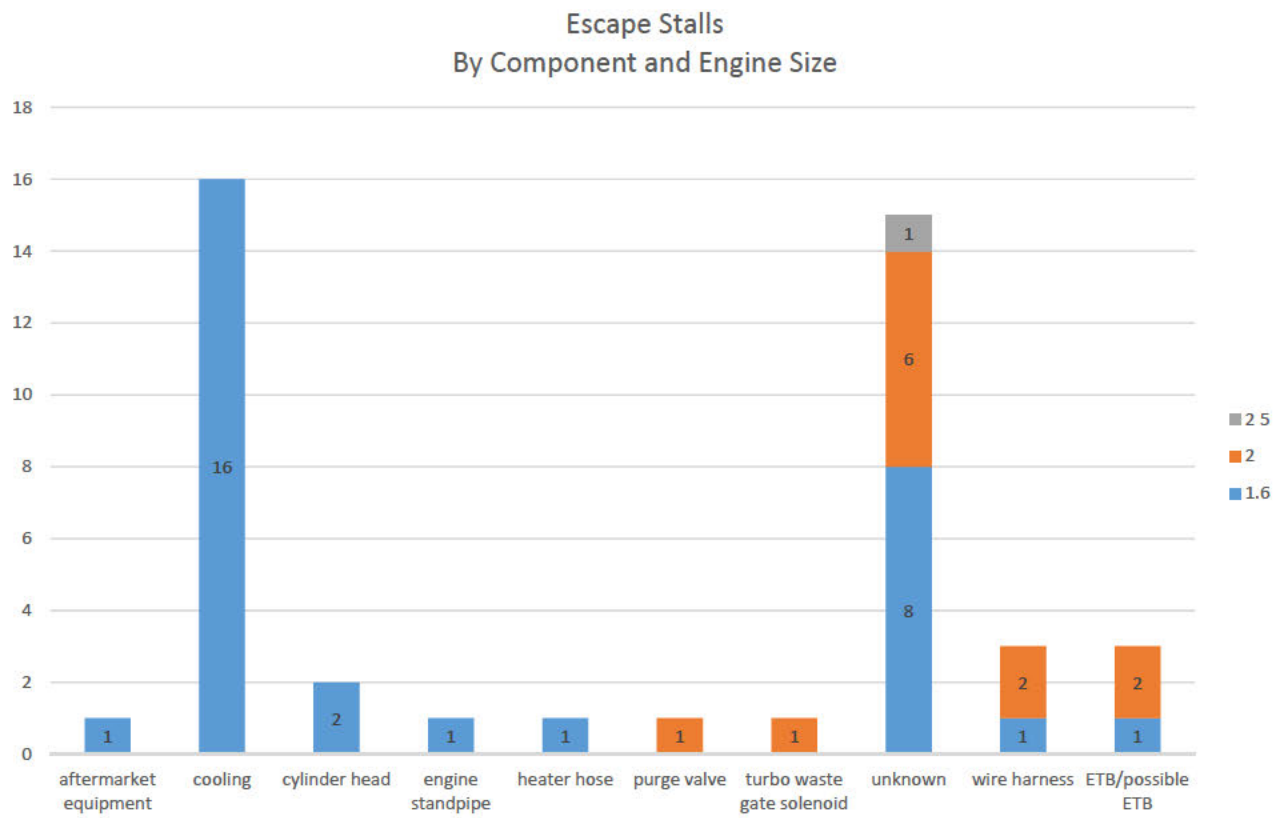
Certain 2013 Escape vehicles equipped with 1.6L GTDI engines have an engine compartment fuel line on which the exterior surface may have been mechanically scored during its manufacture. When subsequently installed onto a barbed connector fitting at the supplier, a scored fuel line may develop a split that can result in a leak.

From: Nolte, Angela (A.)
Sent: Friday, June 8, 2018 3:45 PM
To: Wickenheiser, Francis (F.J.)
Subject: Escape Stalls - Pareto, FMEM and Repair
Attachments: Escape Stall VOQs - Coolant FMEM and Repairs.pptx; Escape Stalling VOQs_1.xlsx

Hi Joe,

Attached is a PowerPoint presentation that includes the pareto chart that Todd asked for – the VOQs whose component is considered "cooling." Also included are details on the FMEM for each of those VOQs and the repair completed if any. I will also include the updated excel file.

Angela M. Nolte
Automotive Safety Office
Senior Safety Investigations Engineer
E-mail: anolte1@ford.com
Phone: [redacted]


Escape Stalls
By Component and Engine Size
18
16
14
12
10
8
6
4
2
0
1
16
2
1
1
1
1
1
6
8
2
1
2
1
2 5
2
1.6
aftermarket equipment
cooling
cylinder head
engine standpipe
heater hose
purge valve
turbo waste gate solenoid
unknown
wire harness
ETB/possible ETB

				13V-583	12V-551							
				13S12	12S41***							
			Engine	1.6	1.6							
			Subject	Oil Leak	Overheat							
			Recall Build	10/5/11-6/2/13	10/5/11-11/26/12							
VOQ #	VIN	Engin	Date of Build	13S1	12S41	Failure Dat	Letter Dat	Symptom	Component	Symptom Categ	FMEM	Repair
[redacted]	1FMCU0GXXDU[redacted]	1.6	3/9/2013	5/8/2014	N/A	3/1/2014	5/11/2018	coolant leak	cooling	B2	unknown	replaced coolant level sensor bled cooling system, excessive air in system
[redacted]	1FMCU0GX8DU[redacted]	1.6	2/8/2013	12/29/2014	N/A	3/26/2018	3/26/2018	stalled with coolant indicator	cooling	A2	Low Coolant Message then FMEM1	has not been taken to an authorized Ford dealership
[redacted]	1FMCU9GX6EU[redacted]	1.6	4/24/2014	N/A	N/A	3/17/2018	3/19/2018	coolant leak	cooling	B2	none	none in CDR
[redacted]	1FMCU0HX2DU[redacted]	1.6	11/10/2012	5/14/2014	1/11/2013	8/2/2017	3/15/2018	coolant leak then stalled	cooling	A12	FMEM1	none in CDR
[redacted]	1FMCU0HX6DU[redacted]	1.6	8/27/2012	12/5/2016	12/15/2012	2/6/2018	3/13/2018	coolant leak, engine indicator	cooling	B1	FMEM1	none in CDR
[redacted]	1FMCU0GX7EL[redacted]	1.6	9/23/2013	N/A	N/A	11/18/2017	3/6/2018	overheating	cooling	B3	unknown	none in CDR
[redacted]	1FMCU0HX5DU[redacted]	1.6	11/26/2012	4/15/2014	-	1/30/2018	2/20/2018	coolant leak then stalled	cooling	A12	unknown	none in CDR
[redacted]	1FMCU9GX7DU[redacted]	1.6	8/30/2012	4/28/2014	12/9/2012	3/1/2016	2/11/2018	coolant leak	cooling	B2	unknown	none in CDR
[redacted]	1FMCU0GX0DU[redacted]	1.6	12/4/2012	4/14/2014	N/A	1/7/2018	1/28/2018	CEL, low coolant, smoke	cooling	C3	Low Coolant Message	none in CDR
[redacted]	1FMCU9GX4DU[redacted]	1.6	10/16/2012	7/31/2014	12/14/2012	1/7/2018	1/19/2018	CEL, coolant low	cooling	C3	FMEM1	PERFORMED TSB 15-0162 - REPLACED TURBO CHARGER WASTE GATE SOLENOID
[redacted]	1FMCU0HX2DU[redacted]	1.6	8/3/2012	8/22/2014	12/7/2012	10/15/2017	1/19/2018	coolant leak	cooling	B2	Low Coolant Message	none in CDR
[redacted]	1FMCU9GX8DU[redacted]	1.6	11/29/2012	5/5/2014	N/A	11/20/2017	11/25/2017	FMEM, overheating	cooling	A15	FMEM1	FOUND COOLANT TO BE LEAKING FROM FACTORY CRIMP ON DEGAS BOTTLE HOSE. DRAIN REMAINING COOLANT AND REMOVE AND REPLACE HOSE. FILL COOLANT SYSTEM AND BLEED. ROAD TEST FOR VERIFICATION. TOP OFF COOLANT SYSTEM
[redacted]	1FMCU9GX9EU[redacted]	1.6	8/27/2013	N/A	N/A	10/17/2017	11/10/2017	stalled while driving	cooling	A4	none	performed 17S09
[redacted]	1FMCU9HX5DU[redacted]	1.6	9/1/2012	7/20/2015	-	10/28/2017	10/29/2017	FMEM, overheating	cooling	A15	FMEM1	none in CDR
[redacted]	1FMCU9GX3DU[redacted]	1.6	7/20/2012	4/7/2014	12/6/2012	5/19/2017	5/19/2017	CEL	cooling	C3	none	none in CDR
[redacted]	1FMCU9HX7DU[redacted]	1.6	10/10/2012	8/25/2014	12/3/2012	8/10/2015	10/23/2015	stalled, overheats	cooling	A8	Low Coolant Message	replaced water pump replaced stat housing seals REPLACED HEAD GASKET AND REFILLED AND BLED COOLING SYSTEM

Recall completion date or Not Applicable (N/A)

Status as of 05/30/18:

				17V-209	15V-831*	14V-495	13V-584**	13V-583	12V-551						
				17S09	14S17-S1	14S17	13S12	13S12	12S41***						
			Engine	1.6	2.0	2.0	1.6	1.6	1.6						
			Subject	overheat cylinder head		Wire Splice		Oil Leak	Overheat						
			Recall Build Dates	02/12/13-09/02/14	10/5/11-4/1/13	10/5/11-4/1/13	10/5/11-7/11/12	10/5/11-6/2/13	10/5/11-11/26/12						
VOQ #	VIN	Included in previous list?	Engine	Date of Build	17S09	14S17-S1	14S17	13S12	13S12	12S41***	Failure Date	Letter Date	Angela's Recall (CDR/VOQ) Comments	Recall Category	Symptom	Component	Symptom Category
	1FMCU0GXXDU	No	1 6	3/9/2013	N/A	N/A	N/A	N/A	5/8/2014	N/A	3/1/2014	5/11/2018	coolant leak not in 12S41 recall	B5	coolant leak	cooling	B2
	1FMCU9GX2DU	No	1 6	3/2/2013	N/A	N/A	N/A	N/A	4/14/2014	N/A	3/29/2018	4/14/2018	random stalls, 13S12 performed, no	A1	stalled while driving	unknown	A4
	1FMCU0J94EU	No	2 0	2/10/2014	N/A	N/A	N/A	N/A	N/A	N/A	4/7/2018	4/11/2018	shut down on freeway, needed tow, r	A2	stalled on freeway	unknown	A3
	1FMCU0J94EU	No	2 0	8/18/2013	N/A	-	-	N/A	N/A	N/A	3/31/2018	4/4/2018	car died, needed tow, wire splice issu	A3	stalled with CEL	wire harness	A2
	1FMCU0GX5EU	No	1 6	12/2/2013	2/6/2018	N/A	N/A	N/A	N/A	N/A	3/2/2018	3/28/2018	car caught on fire, 17S09 completed	A1	noticed smoke while driving, pulled over, flames under hood	cylinder head	C1
	1FMCU0GX8DU	No	1 6	2/8/2013	N/A	N/A	N/A	N/A	12/29/2014	N/A	3/26/2018	3/26/2018	car overheated, needed tow, shut do	A2	stalled with coolant indicator	cooling	A2
	1FMCU9GX6EU	No	1 6	4/24/2014	N/A	N/A	N/A	N/A	N/A	N/A	3/17/2018	3/19/2018	car consumes too much coolant, not	B5	coolant leak	cooling	B2
	1FMCU0HX2DU	No	1 6	11/10/2012	N/A	N/A	N/A	N/A	5/14/2014	1/11/2013	8/2/2017	3/15/2018	car does not accelerate, coolant leak	A1	coolant leak then stalled	cooling	A12
	1FMCU0HX6DU	No	1 6	8/27/2012	N/A	N/A	N/A	N/A	12/5/2016	12/15/2012	2/6/2018	3/13/2018	car shut off multiple times, coolant le	A1	coolant leak, engine indicator	cooling	B1
	1FMCU0GX7EU	No	1 6	9/23/2013	-	N/A	N/A	N/A	N/A	N/A	11/18/2017	3/6/2018	overheating, not eligible for 12S41 re	B2	overheating	cooling	B3
	1FMCU9H94DU	No	2 0	7/25/2012	N/A	-	1/15/2015	N/A	N/A	N/A	1/27/2018	2/27/2018	throttle body issue before recall	A4	FMEM, sputter but didn't stall	ETB/possible	A14
	1FMCU0GX8EU	No	1 6	8/23/2013	1/17/2018	N/A	N/A	N/A	N/A	N/A	2/17/2018	2/27/2018	repeat stalls after 17S09 performed	A1	chugged/hesitated/sputtered then stalled	fuel pump/sen	A11
	1FMCU0HX5DU	No	1 6	11/26/2012	N/A	N/A	N/A	N/A	4/15/2014	-	1/30/2018	2/20/2018	stalling concern after non-dealer repa	A3	coolant leak then stalled	cooling	A12
	1FMCU9GX4EU	No	1 6	1/13/2014	2/13/2018	N/A	N/A	N/A	N/A	N/A	1/30/2018	2/17/2018	eligible for 17S09, engine replacemer	C3	overheating	cylinder head	B3
	1FMCU9GX7DU	No	1 6	8/30/2012	N/A	N/A	N/A	N/A	4/28/2014	12/9/2012	3/1/2016	2/11/2018	coolant leak, not eligible for 17S09, b	B3	coolant leak	cooling	B2
	1FMCU9HX3DU	No	1 6	1/27/2013	N/A	N/A	N/A	N/A	5/1/2014	N/A	2/2/2018	2/6/2018	FMEM, no restart, battery dead	A6	FMEM, no restart	engine standp	A13
	1FMCU0GX0DU	No	1 6	12/4/2012	N/A	N/A	N/A	N/A	4/14/2014	N/A	1/7/2018	1/28/2018	low coolant and stalling after 13S12 p	A1	CEL, low coolant, smoke	cooling	C3
	1FMCU0JX0EU	No	1 6	7/14/2014	N/A	N/A	N/A	N/A	N/A	N/A	12/26/2017	1/22/2018	faulty fuel sensor, car stops without w	A5	stalled without warning	fuel pump/sen	A1
	1FMCU9GX4DU	No	1 6	10/16/2012	N/A	N/A	N/A	N/A	7/31/2014	12/14/2012	1/7/2018	1/19/2018	overheating after 12S41 performed, r	B1	CEL, coolant low	cooling	C3
	1FMCU0HX2DU	No	1 6	8/3/2012	N/A	N/A	N/A	N/A	8/22/2014	12/7/2012	10/15/2017	1/19/2018	coolant leak after 13S12 and 12S41 p	B3	coolant leak	cooling	B2
	1FMCU0GX2DU	No	1 6	8/7/2012	N/A	N/A	N/A	N/A	1/20/2014	1/21/2013	1/11/2018	1/12/2018	vehicle stalls, aftermarket equipment	C1	stalled	aftermarket ec	A10
	1FMCU9GX1DU	No	1 6	11/20/2012	N/A	N/A	N/A	N/A	3/26/2014	11/30/2012	1/5/2018	1/10/2018	leaks oil after 13S12 and 12S41 perf	B4	burning smell, leaks oil, coolant light	heater hose	C2
	1FMCU9HX7DU	No	1 6	11/14/2012	N/A	N/A	N/A	N/A	6/16/2014	12/3/2012	8/16/2017	1/2/2018	stalls frequently after 13S12 and 12S	A1	stalled while driving	unknown	A4
	1FMCU0GX2DU	No	1 6	8/7/2012	N/A	N/A	N/A	N/A	9/9/2015	1/21/2013	12/18/2017	12/20/2017	stops in traffic frequently after 13S12	A1	chugged/hesitated/sputtered then stalled	unknown	A11
	1FMCU0JX2EU	No	1 6	10/4/2013	-	N/A	N/A	N/A	N/A	N/A	12/4/2017	12/8/2017	car stalls suspected wire harness fai	A2	stalled while driving	wire harness	A4
	1FMCU9GX8DU	No	1 6	11/29/2012	N/A	N/A	N/A	N/A	5/5/2014	N/A	11/20/2017	11/25/2017	overheating not eligible for 12S41	B2	FMEM overheating	cooling	A15
	1FMCU0GX1EU	No	1 6	6/20/2014	N/A	N/A	N/A	N/A	N/A	N/A	11/10/2017	11/15/2017	multiple stalls, not eligible for any liste	A2	stalled	unknown	A10
	1FMCU9G93DU	No	2 0	4/9/2013	N/A	N/A	N/A	N/A	N/A	N/A	11/13/2017	11/15/2017	stalled while driving, turbo waste gate	A2	stalled while driving	turbo waste g	A4
	1FMCU9GX9EU	No	1 6	8/27/2013	11/3/2017	N/A	N/A	N/A	N/A	N/A	10/17/2017	11/10/2017	overheat, performed 17S09, refund fo	C2	stalled while driving	cooling	A4
	1FMCU9J99EU	No	2 0	8/13/2013	N/A	N/A	N/A	N/A	N/A	N/A	10/13/2017	11/10/2017	multiple stalls, not eligible for any liste	A2	stalled	purge valve	A10
	1FMCU0G94DU	No	2 0	12/15/2012	N/A	-	6/14/2015	N/A	N/A	N/A	10/27/2017	11/2/2017	overheat, stall and smoke, not eligible	A2	stalled, smoke	unknown	A9
	1FADP3F27EL	No	2 0	8/5/2013	N/A	N/A	N/A	N/A	N/A	N/A	11/1/2017	11/1/2017	stalls on freeway, not eligible for any	A2	stalled	unknown	A10
	1FMCU9HX5DU	No	1 6	9/1/2012	N/A	N/A	N/A	N/A	7/20/2015	-	10/28/2017	10/29/2017	low coolant after 13S12 completed	B3	FMEM, overheating	cooling	A15
	1FMCU9GXXE												VOQ: "MY COMPLA NT FOCUSES ON THE ENG NE OVERHEAT NG AND THE CONSTANT LOSS OF ENGINE COOLANT.				
	1FMCU0F75DU	No	2 5	5/14/2012	N/A	N/A	N/A	N/A	N/A	N/A	10/15/2017	10/17/2017	stopped on freeway, no CDR of fault,	A6	stalled on freeway	unknown	A3
	1FMCU0GX7EU	No	1 6	8/4/2014	N/A	N/A	N/A	N/A	N/A	N/A	10/7/2017	10/8/2017	coolant warning, no restart, not eligib	A2	overheating	unknown	B3
	1FMCU9G97DU	No	2 0	5/24/2012	N/A	-	4/12/2016	N/A	N/A	N/A	9/14/2017	9/14/2017	car stalls after 14S17 performed	A1	stalled without warning	unknown	A1
	1FMCU0GX2EU	No	1 6	5/19/2014	N/A	N/A	N/A	N/A	N/A	N/A	8/9/2017	8/10/2017	stalled fuel pump issue not covered	A5	stalled no restart	fuel pump/sen	A5
	1FMCU9G99EU	No	2 0	7/30/2013	N/A	N/A	N/A	N/A	N/A	N/A	7/19/2017	8/2/2017	hesitates and stalls while driving, not	A2	chugged/hesitated/sputtered then stalled	unknown	A11
	1FMCU9G96EU	No	2 0	12/17/2013	N/A	N/A	N/A	N/A	N/A	N/A	7/23/2017	7/23/2017	multiple stalls while driving, not eligib	A2	stalled without warning	unknown	A1
	1FMCU9J94EU	No	2 0	6/16/2014	N/A	N/A	N/A	N/A	N/A	N/A	5/30/2017	6/6/2017	stalls while driving, wiring issue not e	A2	chugged/hesitated/sputtered then stalled	wire harness	A11
	1FMCU9GX3DU	No	1 6	7/20/2012	N/A	N/A	N/A	N/A	4/7/2014	12/6/2012	5/19/2017	5/19/2017	CEL, engine coolant bypass valve de	C1	CEL	cooling	C3
	1FMCU0GX3DU	No	1 6	9/30/2012	N/A	N/A	N/A	N/A	4/29/2014	12/1/2012	3/31/2017	4/10/2017	stalls multiple times while driving afte	A1	stalled while driving	unknown	A4
	1FMCU0HX8DU	No	1 6	10/5/2012	N/A	N/A	N/A	N/A	10/23/2014	12/7/2012	3/8/2017	3/28/2017	engine randomly stalls, warnings, afte	A1	stalled, oil lamp warning	unknown	A2
	1FMCU9GX9EU	No	1 6	8/2/2013	-	N/A	N/A	N/A	N/A	N/A	10/27/2016	2/15/2017	multiple stalls, fuel pump issues	A5	stalled	fuel pump/sen	A10
	1FMCU9HX8DU	No	1 6	10/2/2012	N/A	N/A	N/A	N/A	5/1/2014	12/21/2012	2/4/2017	2/8/2017	multiple stalls, ETB	A4	stalled	ETB/possible	A10
	1FMCU9J90DU	No	2 0	12/5/2012	N/A	-	12/29/2014	N/A	N/A	N/A	1/11/2017	1/18/2017	stalled while driving, needed software	A4	stalled while driving	ETB/possible	A4
	1FMCU0H97DU	Yes	2 0	7/31/2012	N/A	-	12/10/2014	N/A	N/A	N/A	12/3/2016	12/5/2016	multiple stalls, noise coming from gas	A5	stalled, difficult to restart	fuel pump/sen	A6
	1FMCU0GX2DU	No	1 6	3/18/2013	N/A	N/A	N/A	N/A	8/18/2014	N/A	1/4/2016	11/1/2016	stalls, hard shifts, 13S12 performed	A1	stalled, hard shifts	unknown	A7
	1FMCU9HX7DU	Yes	1 6	10/10/2012	N/A	N/A	N/A	N/A	8/25/2014	12/3/2012	8/10/2015	10/23/2015	coolant issues overheating stalling	A1	stalled overheats	cooling	A8

N/A = Not Eligible - = Eligible, but not completed

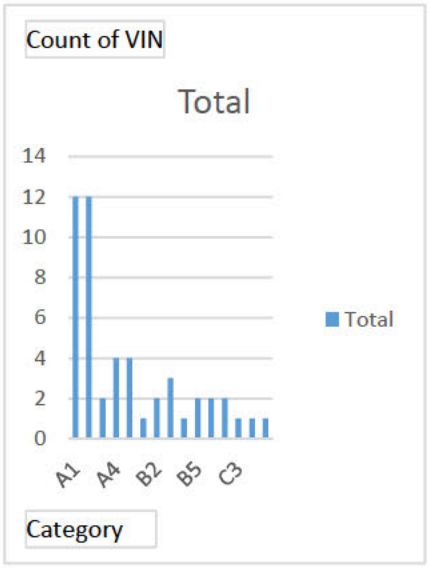
				13V-583	12V-551							
				13S12	12S41***							
			Engine	1.6	1.6							
			Subject	Oil Leak	Overheat							
			Recall Build Dates	10/5/11-6/2/13	10/5/11-11/26/12							
VOQ #	VIN	Engine	Date of Build	13S12	12S41***	Failure Date	Letter Date	Symptom	Component	Symptom Category	FMEM	Repair
[redacted]	1FMCU0GXXDU[redacted]	1.6	3/9/2013	5/8/2014	N/A	3/1/2014	5/11/2018	coolant leak	cooling	B2	unknown	replaced coolant level sensor bled cooling system, excessive air in system
[redacted]	1FMCU0GX8DU[redacted]	1.6	2/8/2013	12/29/2014	N/A	3/26/2018	3/26/2018	stalled with coolant indicator	cooling	A2	Low Coolant Message then FMEM1	has not been taken to an authorized Ford dealership
[redacted]	1FMCU9GX6EU[redacted]	1.6	4/24/2014	N/A	N/A	3/17/2018	3/19/2018	coolant leak	cooling	B2	none	none in CDR
[redacted]	1FMCU0HX2DU[redacted]	1.6	11/10/2012	5/14/2014	1/11/2013	8/2/2017	3/15/2018	coolant leak then stalled	cooling	A12	FMEM1	none in CDR
[redacted]	1FMCU0HX6DU[redacted]	1.6	8/27/2012	12/5/2016	12/15/2012	2/6/2018	3/13/2018	coolant leak, engine indicator	cooling	B1	FMEM1	none in CDR
[redacted]	1FMCU0GX7EU[redacted]	1.6	9/23/2013	N/A	N/A	11/18/2017	3/6/2018	overheating	cooling	B3	unknown	none in CDR
[redacted]	1FMCU0HX5DU[redacted]	1.6	11/26/2012	4/15/2014	-	1/30/2018	2/20/2018	coolant leak then stalled	cooling	A12	unknown	none in CDR
[redacted]	1FMCU9GX7DU[redacted]	1.6	8/30/2012	4/28/2014	12/9/2012	3/1/2016	2/11/2018	coolant leak	cooling	B2	unknown	none in CDR
[redacted]	1FMCU0GX0DU[redacted]	1.6	12/4/2012	4/14/2014	N/A	1/7/2018	1/28/2018	CEL, low coolant, smoke	cooling	C3	Low Coolant Message	none in CDR
[redacted]	1FMCU9GX4DU[redacted]	1.6	10/16/2012	7/31/2014	12/14/2012	1/7/2018	1/19/2018	CEL, coolant low	cooling	C3	FMEM1	PERFORMED TSB 15-0162 - REPLACED TURBO CHARGER WASTE GATE SOLENOID
[redacted]	1FMCU0HX2DU[redacted]	1.6	8/3/2012	8/22/2014	12/7/2012	10/15/2017	1/19/2018	coolant leak	cooling	B2	Low Coolant Message	none in CDR
[redacted]	1FMCU9GX8DU[redacted]	1.6	11/29/2012	5/5/2014	N/A	11/20/2017	11/25/2017	FMEM, overheating	cooling	A15	FMEM1	FOUND COOLANT TO BE LEAKING FROM FACTORY CRIMP ON DEGAS BOTTLE HOSE. DRAIN REMAINING COOLANT AND REMOVE AND REPLACE HOSE. FILL COOLANT SYSTEM AND BLEED. ROAD TEST FOR VERIFICATION. TOP OFF COOLANT SYSTEM
[redacted]	1FMCU9GX9EU[redacted]	1.6	8/27/2013	N/A	N/A	10/17/2017	11/10/2017	stalled while driving	cooling	A4	none	performed 17S09
[redacted]	1FMCU9HX5DU[redacted]5	1.6	9/1/2012	7/20/2015	-	10/28/2017	10/29/2017	FMEM, overheating	cooling	A15	FMEM1	none in CDR
[redacted]	1FMCU9GX3DU[redacted]7	1.6	7/20/2012	4/7/2014	12/6/2012	5/19/2017	5/19/2017	CEL	cooling	C3	none	none in CDR
[redacted]	1FMCU9HX7DU[redacted]	1.6	10/10/2012	8/25/2014	12/3/2012	8/10/2015	10/23/2015	stalled, overheats	cooling	A8	Low Coolant Message	replaced water pump replaced stat housing seals REPLACED HEAD GASKET AND REFILLED AND BLED COOLING SYSTEM

A - Loss of Motive Power	A1	Loss of Motive Power after 13S12, 12S41 and/or 17S09 performed
	A2	Loss of Motive Power but not eligible for any listed recalls
	A3	Loss of Motive Power, elig ble for recall but did not perform recall
	A4	Loss of Motive Power related to electronic throttle body
	A5	Loss of Motive Power related to fuel system
	A6	Loss of Motive Power ambiguous
B - Overheat, Coolant Loss and/or Oil Loss	B1	Overheat after 12S41 recall performed
	B2	Overheat but not eligible for 12S41 recall
	B3	Coolant loss after 13S12, 12S41 and/or 17S09 performed
	B4	Oil loss after 13S12 and/or 12S41 performed
	B5	Coolant loss but not eligible for 12S41 or 17S09 recall
C - not related or reconciled with a completed recall	C1	Not related
	C2	Reconciled with a completed recall
	C3	Warranty/Recall/Reimbursement Issue

A - stalled	A1	stalled without warning
	A2	stalled with CEL/oil/coolant indicator
	A3	stalled on freeway
	A4	stalled while driving
	A5	stalled, no restart
	A6	stalled, difficult to restart
	A7	stalled, hard shifts
	A8	stalled, overheats
	A9	stalled, smoke
	A10	stalled
	A11	chugged/hesitated/sputtered then stalled
	A12	coolant leak, then stalled
	A13	FMEM, no restart
	A14	FMEM, sputtered
	A15	FMEM, overheating
B - coolant leak or overheating	B1	coolant leak, engine indicator
	B2	coolant leak
	B3	overheating
C - other (smoke under hood, burning smell, CEL)	C1	smoke under hood
	C2	burning smell
	C3	CEL

Recall Categories

Row Labels	Count of VIN
A1	12
A2	12
A3	2
A4	4
A5	4
B1	1
B2	2
B3	3
B4	1
B5	2
C1	2
C2	2
C3	1
(blank)	1
A6	1
Grand Total	**50**



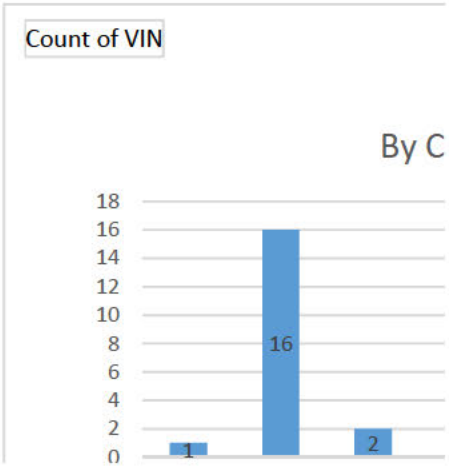
Symptom Categories

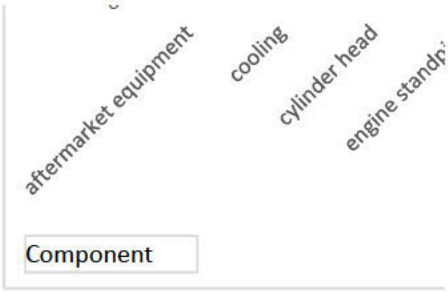
Row Labels	Count of VIN
A1	3
A10	6
A11	4
A12	2
A13	1
A14	1
A15	2
A2	3
A3	2
A4	7
A5	1
A6	1
A7	1
A8	1
A9	1
B1	1
B2	4
B3	3
C1	1
C2	1
C3	3
(blank)	1
Grand Total	**50**

Component

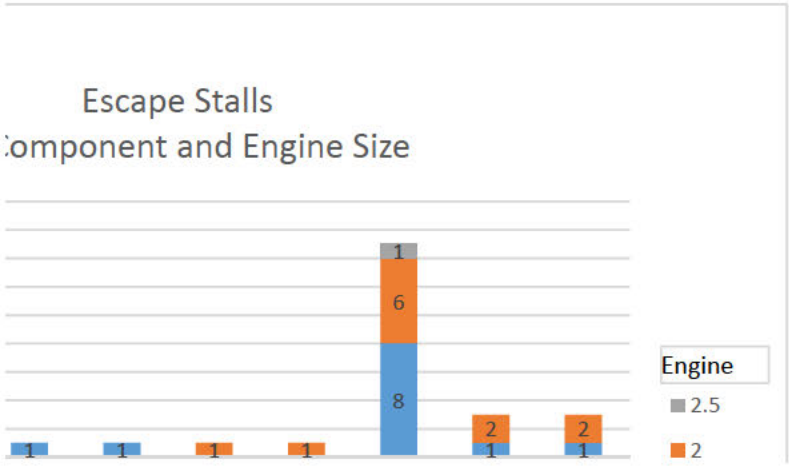
Row Labels	Count of VIN
aftermarket equipment	1
coolant bypass valve	1
cooling	15
cylinder head	2
engine standpipe	1
ETB	2
fuel pump	3
fuel sensor	1
fuel system	1
heater hose	1
possible ETB	1
purge valve	1
turbo waste gate solenoid	1
unknown	15
wire harness	3
(blank)	1
Grand Total	**50**

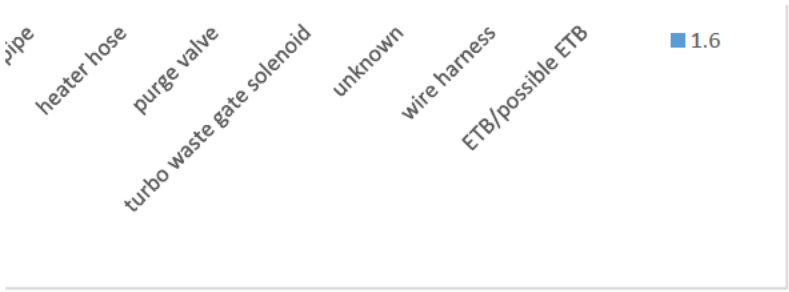
Count of VIN	Column Labels			
Row Labels	**1.6**	**2**	**3**	**Grand Total**
aftermarket equipment	1			1
cooling	16			16
cylinder head	2			2
engine standpipe	1			1
heater hose	1			1
purge valve		1		1
turbo waste gate solenoid		1		1
unknown	8	6	1	15
wire harness	1	2		3
ETB/possible ETB	1	2		3
Grand Total	**31**	**12**	**1**	**44**





Component	cooling
Row Labels	
1FMCU0GX0DU[redacted]	
1FMCU0GX7EU[redacted]	
1FMCU0GX8DU[redacted]	
1FMCU0GXXDU[redacted]	
1FMCU0HX2DU[redacted]	
1FMCU0HX2DU[redacted]	
1FMCU0HX5DU[redacted]	
1FMCU0HX6DU[redacted]	
1FMCU9GX3DU[redacted]	
1FMCU9GX4DU[redacted]	
1FMCU9GX6EU[redacted]	
1FMCU9GX7DU[redacted]	
1FMCU9GX8DU[redacted]	
1FMCU9GX9EU[redacted]	
1FMCU9HX5DU[redacted]	
1FMCU9HX7DU[redacted]	
Grand Total	


Escape Stalls
omponent and Engine Size
1
6
8
2
2
1
1
1
1
1
1
Engine
2.5
2


pipe
heater hose
purge valve
turbo waste gate solenoid
unknown
wire harness
ETB/possible ETB
1.6

Defect/Noncompliance Description

Build Dates: 02/12/13

Describe the defect/noncompliance:

Subject vehicles equipped with 1.6L GTDI engines may experience underhood fires due to localized overheating of the engine cylinder head, potentially leading to cracks and resulting in oil leaks. For this to occur, the vehicle must have a coolant loss well below the minimum level in the coolant (de-gas) bottle at the time of a cool/cold start of the vehicle. When a cool/cold engine is started with insufficient coolant and the vehicle is driven, the cylinder head undergoes rapid heating, which can lead to localized overheating of the cylinder head and resultant cracking.

As of March 17, 2017, Ford was aware of 26 reports of underhood fires with a cracked cylinder head, including localized fires near the turbochargers. Ford is not aware of any reports of accident or injury related to this condition.

Describe the safety risk:

A cracked cylinder head can result in a pressurized oil leak. Oil that comes into contact with a hot engine surface, increases the risk of an underhood fire.

Identify any warning which can precede or occur: A visible coolant leak, an engine overheat warning message in the instrument cluster, repeatedly refilling coolant, or a low level in the coolant bottle are indications of potential conditions that could result in an engine overheat.

to 09/02/14

573.6 (c) (5) – Description of the Defect

In some of the affected vehicles, there may be engine wiring harnesses with splices that were insufficiently compressed during the supplier manufacturing process. Insufficient compression in the engine wiring harness splices to the Manifold Absolute Pressure (MAP) sensor may cause erroneous signals to the PCM that may affect engine performance. This may result in MIL lamps, reduced engine power, hesitation, or other engine driveability symptoms, or engine stall. Engine stalls while driving with no warning may increase the risk of a crash.

No accidents or injuries have been reported to date as a result of the subject condition.

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S17 – *Supplement #1*
Certain 2013 and 2014 Model Year Focus ST and Escape Vehicles Equipped with a 2.0L Engine
Engine Wiring Splice Repair

REF: DEMONSTRATION / DELIVERY HOLD – Safety Recall 14S17
Dated October 2, 2014

New! REASON FOR THIS SUPPLEMENT
The parts list, claiming instructions and repair technical instructions have been updated to include the use of a new Wire Harness Repair Kit (P/N CU5Z-14A411-A).

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, localized overheating of the engine cylinder head may cause the cylinder head to crack causing an oil leak that may result in a fire in the engine compartment.

In a subset of the affected vehicles built through July 11, 2012; the service fuel line jumper that was installed during Safety Recall 12S35 may have been installed incorrectly. An improperly positioned fuel line jumper may chafe on other engine components over a period of time and leak fuel. A fuel leak in the presence of an ignition source may result in a fire.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, engine overheating can lead to fluid leaks that may come into contact with the hot exhaust system, resulting in a fire.

Prior to a fire, vehicles will have increasing engine temperatures that may be indicated on the instrument cluster or the message "Engine Power Reduced to Lower Temps" or "Engine over temp, stop safely." The instrument cluster may also sound a chime and illuminate a red light.

573.6 (c) (5) – Description of the Defect

Certain 2013 model year Escape and Fusion vehicles equipped with 1.6L engines may experience engine overheating that can lead to fluid leaks that may come in contact with the hot exhaust system that may result in a fire. Ford is aware of nine field reports of fires in the United States on vehicles in customer service.

(Further, Ford is aware of one field report of a pre-delivery vehicle fire in Tennessee, one field report of a vehicle fire in Canada and two fires at the Louisville Assembly Plant (LAP) that were previously described in Ford's Defect Information Reports for 12S35 and 12S39.)

573.6 (c) (5) – Description of the Defect

Certain 2013 model year Escape vehicles equipped with 1.6L engines may have a cylinder head cup plug that may become dislodged. Dislodging of the cylinder head cup plug will result in loss of engine coolant. This may result in subsequent engine overheating, which may be associated with instrument cluster gage, tell-tale, and message warnings. Under certain circumstances with massive coolant loss from the head cup plug bore, water in the 50/50 coolant mix may vaporize, resulting in a higher concentration of glycol (antifreeze). This would be most likely under a high engine load operating condition.

Ford is not aware of any field reports of fires in the United States on vehicles in customer service due to this cause. Ford is aware of one field report of a pre-delivery vehicle fire in Tennessee believed to be the result of the head cup plug becoming dislodged. A vehicle in the custody of the assembly plant also experienced a fire that may relate to a dislodged cup plug.

573.6 (c) (5) – Description of the Defect

Certain 2013 Escape vehicles equipped with 1.6L GTDI engines have an engine compartment fuel line on which the exterior surface may have been mechanically scored during its manufacture. When subsequently installed onto a barbed connector fitting at the supplier, a scored fuel line may develop a split that can result in a leak.

Message

From: Redacted for PII/EU Privacy
Sent: 30/05/2017 16:33:10
To: Redacted for PII/EU Privacy @ford.com]; Redacted for PII/EU Privacy @ford.com]; Redacted for PII/EU Privacy Redacted for PII/EU Privacy @ford.com]
Subject: RE: Engine Vent Line Failure Rate

Redacted for PII/EU Privacy

Thank you for clarifying what I actually meant!

Thank you,

Redacted for PII/EU Privacy

From: Redacted for PII/EU Privacy
Sent: Tuesday, May 30, 2017 12:27 PM
To: Redacted for PII/EU Privacy
Subject: RE: Engine Vent Line Failure Rate

For 13 MY ZAF, I would agree.

From: Redacted for PII/EU Privacy
Sent: Tuesday, May 30, 2017 12:16 PM
To: Redacted for PII/EU Privacy
Subject: RE: Engine Vent Line Failure Rate

Redacted for PII/EU Privacy

Thank you. From this I estimate that the 1.6L C-520 will be ~5R/1000 at 60 MIS.

Thank you,

Redacted for PII/EU Privacy

From: Redacted for PII/EU Privacy
Sent: Tuesday, May 30, 2017 11:51 AM
To:
Cc: **Redacted for PII/EU Privacy**
Subject: RE: Engine Vent Line Failure Rate

Please see the attached file.

I ran the data for FNA and ZAF for both C520 only as well as all 1.6L GTDI in each region.

I also included the service part number 8B081, as this is the part that gets binned in warranty here in FNA.

1) 1.6L GTDI C520 FNA

2) 1.6L GTDI C520 ZAF
3) 1.6L GTDI FNA
4) 1.6L GTDI ZAF

<< File: 8C012-8B081 TIS.xlsx >>

From: Redacted for PII/EU Privacy
Sent: Tuesday, May 30, 2017 9:02 AM
To:
Cc: Redacted for PII/EU Privacy
Subject: RE: Engine Vent Line Failure Rate

BV61-8C012-D*

Redacted for PII/EU Privacy

From: Redacted for PII/EU Privacy
Sent: 30 May 2017 14:01
To:
Cc: Redacted for PII/EU Privacy
Subject: Engine Vent Line Failure Rate

Redacted for PII/EU Privacy

Please forward the engine vent line part number to Redacted for PII/EU Privacy so he can do a proper failure rate analysis. Thanks!

Warm Regards,

Redacted for PII/EU Privacy

Message

From: Redacted for PII/EU Privacy
Sent: 30/05/2017 16:09:31
To: Redacted for PII/EU Privacy @ford.com]; Redacted for PII/EU Privacy @ford.com]; Redacted for PII/EU Privacy
Redacted for PII/EU Privacy @ford.com]
Subject: RE: Engine Vent Line Failure Rate

Redacted for PII/EU Privacy

I am only seeing the global graph by model year. How do I see the individual regions?

Thank you,

Redacted for PII/EU Privacy

From: Redacted for PII/EU Privacy
Sent: Tuesday, May 30, 2017 11:51 AM
To:
Cc: **Redacted for PII/EU Privacy**
Subject: RE: Engine Vent Line Failure Rate

Please see the attached file.

I ran the data for FNA and ZAF for both C520 only as well as all 1.6L GTDI in each region.

I also included the service part number 8B081, as this is the part that gets binned in warranty here in FNA.

1) 1.6L GTDI C520 FNA
2) 1.6L GTDI C520 ZAF
3) 1.6L GTDI FNA
4) 1.6L GTDI ZAF

<< File: 8C012-8B081 TIS.xlsx >>

From: Redacted for PII/EU Privacy
Sent: Tuesday, May 30, 2017 9:02 AM
To:
Cc: **Redacted for PII/EU Privacy**
Subject: RE: Engine Vent Line Failure Rate

BV61-8C012-D*

Redacted for PII/EU Privacy

From: Redacted for PII/EU Privacy
Sent: 30 May 2017 14:01

To:
Cc: Redacted for PII/EU Privacy
Subject: Engine Vent Line Failure Rate

Redacted for PII/EU Privacy

Please forward the engine vent line part number to Redacted for PII/EU Privacy so he can do a proper failure rate analysis. Thanks!

Warm Regards,

Redacted for PII/EU Privacy

Message

From: Redacted for PII/EU Privacy
Sent: 25/01/2018 08:40:38
To: Redacted for PII/EU Privacy
Subject: RE: Screen shot of 1.6L GTDI and compressor line

Nope, it seems like an FNA only issue. Awaiting feedback on the CAE analysis first, but one of the options was to clip the hose to the ac line to prevent relative movement.

Do you have a copy of the routing/system difference between FNA & EU that was done during the 1.6GTDi development phase of the standpipe – I can't find the special project temps folder.

Kind Regards

Redacted for PII/EU Privacy
Redacted for PII/EU Privacy @ford.com | Redacted for PII/EU Privacy

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From: Redacted for PII/EU Privacy
Sent: 24 January 2018 17:51
To: Redacted for PII/EU Privacy @ford.com>
Subject: RE: Screen shot of 1.6L GTDI and compressor line

Any investigation requested?

Redacted for PII/EU Privacy
Redacted for PII/EU Privacy @ford.com / Redacted for PII/EU Privacy
Ford Motor Company, Redacted for PII/EU Privacy
Ford Motor Company Limited. Registered in England, No: 235446.Registered Office: Eagle Way, Brentwood, Essex, CM13 3BW, England

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From: Redacted for PII/EU Privacy
Sent: 24 January 2018 15:58
To: Redacted for PII/EU Privacy @ford.com>; Redacted for PII/EU Privacy @ford.com>
Subject: Screen shot of 1.6L GTDI and compressor line

<< OLE Object: Picture (Device Independent Bitmap) >>

Regards,

Redacted for PII/EU Privacy
Redacted for PII/EU Privacy @ford.com
Redacted for PII/EU Privacy

From: Baumeister, Eric (E.)
Sent: Friday, June 29, 2018 7:44 PM
To: Beltramo, Joel (J.J.); Hansen, Randy (R.F.)
Cc: Pusta, Ionut (I.)
Subject: FW: [EXTERNAL] frank matro ford escape
Attachments: frank mastro ford esape.pdf

Joel, Randy,

Do you have anything to add to help our customer support team ensure this customer that they will not have concerns with their 2014 Escape? Please refer to the attached letter from the customer.

Thanks.

[redacted]
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
Phone: [redacted]

From: Baumeister, Eric (E.)
Sent: Friday, June 29, 2018 3:43 PM
To: Arledge, Lynn (L.) <larledge@ford.com>; Perry, Phil (P.J.) <pperry3@ford.com>
Cc: Tansil-Marshall, Robin (R.) <rtansil@ford.com>; Holzheuer, Bill (W.P.) <wholzheu@ford.com>
Subject: RE: [EXTERNAL] frank matro ford escape

Hello Lynn and Phil,

I am working on this one, and would like engineering's input although I do not expect to receive a response from them today yet.

The short answer is no – Ford does not expect customers that own these vehicles to add or check coolant more frequently than any other vehicles. It is always possible for any vehicle to develop coolant leaks, and FSA 17S09 adds capability to the vehicle to inform the customer of a coolant loss concern, if the vehicle were to have a coolant leak, prior to a more significant problem developing. When this FSA is completed, dealers also thoroughly test and inspect the vehicle for coolant loss, and if they find any concerns they make appropriate repairs at that time to further ensure customers will not have any problems.

Best Regards,

[redacted]
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
Phone: [redacted]

From: Arledge, Lynn (L.)
Sent: Friday, June 29, 2018 2:50 PM

To: Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: FW: [EXTERNAL] frank matro ford escape

Hi Eric,
Were you able to review the issue below?

Thanks for any assistance you can provide.

Lynn Arledge
Ford Executive Offices
Ford Motor Company
[redacted]
Email: larledge@ford.com

From: Holzheuer, Bill (W.P.)
Sent: Friday, June 29, 2018 7:48 AM
To: Perry, Phil (P.J.) <pperry3@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Tansil-Marshall, Robin (R.) <rtansil@ford.com>
Subject: RE: [EXTERNAL] frank matro ford escape

Eric,
Can you help Customer Relations address this question related to 17S09?

From: Perry, Phil (P.J.)
Sent: Thursday, June 28, 2018 3:03 PM
To: Holzheuer, Bill (W.P.) <wholzheu@ford.com>
Cc: Tansil-Marshall, Robin (R.) <rtansil@ford.com>; Perry, Phil (P.J.) <pperry3@ford.com>
Subject: FW: [EXTERNAL] frank matro ford escape

Bill:

The attached letter is from an owner of a 2014 Ford Escape covered by recall 17S09 – the customer was referred to us by Jeff Bourgoin – Controller Global Ops. The customer's concern is that the recall – which installs a coolant level sensor system only identifies a symptom (low coolant) and does not repair the vehicle. Can we assure the customer that the likelihood of his 2014 Ford Escape actually having an issue of coolant loss is no more likely than any other Ford vehicle – or are owners of these vehicles expected to add coolant more frequently than others?

Thanks

Phil Perry
Ford U.S. Customer Relations Manager
Regent Court Building 3S314
Office: 313-845-6173
[redacted]
pperry3@ford.com

From: Perry, Phil (P.J.)
Sent: Thursday, June 28, 2018 10:35 AM
To: Tansil-Marshall, Robin (R.) <rtansil@ford.com>
Cc: Perry, Phil (P.J.) <pperry3@ford.com>
Subject: FW: [EXTERNAL] frank matro ford escape

Robin,

Let's review the recall with the customer and understand his concerns – we may need technical support on this one. I will track as we need to respond to Mike Rogers / Jeff Bourgoin.

Phil Perry
Ford U.S. Customer Relations Manager
Regent Court Building 3S314
Office: 313-845-6173
[redacted]
pperry3@ford.com

From: Rogers, Michael (M.H.)
Sent: Thursday, June 28, 2018 9:05 AM
To: Perry, Phil (P.J.) <pperry3@ford.com>; Leary, Mike (M.P.) <mleary@ford.com>
Cc: Bourgoin, Jeff (J.J.) <jbourgoi@ford.com>
Subject: FW: [EXTERNAL] frank matro ford escape

Sorry to bother you guys with this one, but could you pls have someone on the team investigate? This was sent to me by Jeff Bourgoin....Jeff is Joe's CFO.
Thanks...pls let me know what happens and I will keep Jeff up to date. Thanks

Jeff, Mike and Phil are the right people and they are tremendous customer advocates to make sure we handle things appropriately...thanks.

Michael H Rogers
Global Controller, Warranty
mrogers@ford.com
(313) 248-6655 (wk)
[redacted]

From: Bourgoin, Jeff (J.J.)
Sent: Thursday, June 28, 2018 8:55 AM
To: Rogers, Michael (M.H.) <mrogers@ford.com>
Subject: FW: [EXTERNAL] frank matro ford escape

Mike--
This was sent to me by a customer. Can you ask someone about this recall, or give me a name of someone to talk with? Thanks.

Jeff Bourgoin
Controller, Global Operations & PD
Suite 2U-E61
Product Development Center
313-594-6604 (Office)
[redacted]

[redacted]

[redacted]

St. Clair Shores, MI [redacted]

[redacted]

Ford Motor Company

Ford Customer Service Division

Dearborn, MI 48121

RE: 2014 Ford Escape: VIN# 1FMCU9JX9EU[redacted]

Attention: Customer Service

We purchased a 2014 escape for my mom for her to get around town in. (less than 5000 miles a year) This vehicle replaced a Ford Fusion. And also to take a once in a life time planned cross country trip to San Diego with destination stops along the way coordinated with my sisters. Actually, I was to drive out with my mom and two grand kids...and fly back home...as my sister would drive the Escape back to Detroit with her selected stops along the way.

First let me tell you the Escape experience along with the great customer service from Roy O Brian Ford has been excellent...

So, now since we received Safety recall notice 17S09 / NHTSA Recall 17V-209... that trip has been put on hold. Reason is as explained in the recall letter and by Ford service...the repair does not fix the problem of the disappearing coolant which is leaking into the oil and burning up...I really do not think it is prudent to take my 79 year old mom or any family member on a cross country trip with only a coolant level sensor repair as my safety net for this issue. The possible overheating of the engine causing a possible cylinder head to crack that may result in a fire is not a risk I wish to take with my family or become a statistic of...especially in remote areas of the country.

Also, It is my understanding that the leak may never occur or start suddenly...Now I find myself raising the hood once a week to look at the coolant level. Something I have never done In over 40 years of driving.Furthermore it is my understanding that after talking with numerous customers on the subject the only real fix is to replace the engine or the vehicle itself.

I look forward to continuing my long term relationship with Ford and arriving at a mutual permanent remedy to this situation.

Regards,

[redacted]

Ford to fix coolant leaks in vehicles recalled for fire risk

If level is too low, engines can overheat, spew oil

Tom Krisher
ASSOCIATED PRESS

Ford says it will repair any coolant leaks that might be found in more than 200,000 recalled vehicles that are at risk of catching fire.

The repairs, detailed in company documents posted by U.S. safety regulators in December, come 10 months after the company said it would only install a coolant level sensor "with supporting hardware and software."

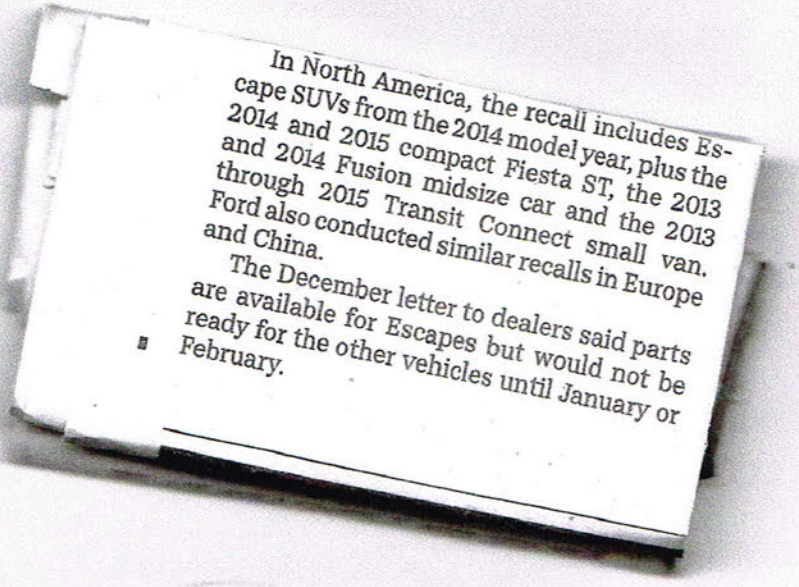
In March, the automaker announced that it would recall the cars, SUVs and vans because their 1.6-liter turbocharged engines can overheat if coolant gets low, causing the cylinder head to crack and spew oil. At the time, Ford had reports of 29 engine fires with no injuries.

Ford Motor Co.'s March news release and recall documents filed with the National Highway Traffic Safety Administration did not mention fixing any leaks but the company now says that was its plan all along.

In a Dec. 13 letter to dealers, Ford said mechanics should check the cars for coolant leaks, and if they find any concerns, they should make repairs that include hose replacements, a new valve and other parts. They'll also replace the coolant reservoir tank and cap if needed, reprogram control software and update messages that are sent to the dashboard. The repairs will be part of the recall, the letter stated.

NHTSA said in December that it "has been in touch with Ford throughout the recall process and the remedy includes hardware and software updates. Affected owners should take action to get the free repair."

Experts say a healthy engine should not leak or consume coolant, which is often called anti-freeze and is circulated through the engine to regulate the temperature.



In North America, the recall includes Escape SUVs from the 2014 model year, plus the 2014 and 2015 compact Fiesta ST, the 2013 and 2014 Fusion midsize car and the 2013 through 2015 Transit Connect small van. Ford also conducted similar recalls in Europe and China.

The December letter to dealers said parts are available for Escapes but would not be ready for the other vehicles until January or February.

[redacted]

PE18-007 000150 ER

2018 Ford Escape fails passenger safety crash test

Phoebe Wall Howard, Detroit Free Press Published 12:02 a.m. ET April 4, 2018



(Photo: Ford Motor Company)

New crash tests show the popular 2018 Ford Escape has the worst safety rating of seven small sport utility models put through the latest round of front passenger-side crash evaluations.

"The occupant survival space was badly compromised" because of airbag problems and a frame design that crushes passengers in the right hip and thigh area, said Becky Mueller, senior research engineer for the Insurance Institute for Highway Safety (IIHS), which released the results Wednesday.

"The side curtain airbag didn't deploy at all in the roof rail near where you might have a grab handle," Mueller said. "You need that to protect occupants' heads from hitting the door trim of the vehicle or hitting outside objects, like a tree."

Read more:

Arab man wins $16.8M in Ford workplace lawsuit

[redacted]

[redacted]

Fuel economy standards for cars to be cut

[redacted]

PE18-007 000151 ER

Ford spokeswoman Elizabeth Weigandt did not directly address the latest crash tests.

"Safety continues to be one of the highest priorities in the design of our vehicles," she wrote in an email. "We are committed to designing and building vehicles that meet or exceed applicable laws and regulations across the globe, incorporating updates and new features into our lineup wherever possible."

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She noted the 2018 Escape has earned five-star New Car Assessment Program ratings in the U.S., Europe, China and Australia. "In all other IIHS crash test modes, the Escape has earned the highest rating of 'good.'"

The Escape is the second biggest seller in the U.S. for the Dearborn-based automaker, behind F-Series pickups. And the small SUV is the largest vehicle segment in the U.S.

While the 2018 Escape scored the worst ratings in the latest crash test, ranked as "poor," the 2018 Mitsubishi Outlander Sport failed the test with a marginal rating for also having airbags that didn't deploy.

Marginal is a failing grade. Poor is the worst. A vehicle must have a lot of different things go wrong or indicating injury in order to get a poor score.

[redacted]

PE18-007 000152 ER



Both the Ford and Mitsubishi models have relatively old designs, Mueller said. "This is the first time we've seen the passenger curtain airbags not deploy in a passenger airbag side test. It's very strange. There were other problems that put occupants at risk, too."

Five of the seven SUVs tested did a good job of protecting people. So consumers have choices among vehicles with good ratings that deliver both driver and passenger protection.

The test focused on conditions that lead to 25% of injuries in front-side crashes.

Consumers bought 308,296 Ford Escapes in 2017, data that includes both 2017 and 2018 model years. The small SUV segment grew to 3.37 million vehicles in 2017, up from 3.15 million in 2016.

Dave Sullivan, product analysis manager at AutoPacific Inc., said he 's surprised Ford didn't make needed adjustments to the Escape after its F-150 pickup crash test disparities were brought to light in 2015.

"It seemed like Ford got the message that crash tests matter, but somehow the Escape has escaped that renewed focus to improve ratings across the lineup," he said. "The Escape was refreshed for the 2017 model year, and the driver's side was improved from poor to acceptable. Ford has had time, just like the other automakers, to make the necessary changes. It's a head-scratcher as to why they left this exposed."

The top safety scores of "good" went to the 2018 models of the Chevrolet Equinox, GMC Terrain, Jeep Compass, BMW X1 and Mitsubishi Outlander.

PE18-007 000153 ER

"Safety is important to crossover customers, since these vehicles are often used to transport families," said GM spokesman Tom Wilkinson, who was pleased by the "good" rating for the Equinox and Terrain, which qualify as "top safety" picks.

The scientific tests, conducted by the independent nonprofit organization funded by insurance companies to find ways to reduce deaths and injuries on highways, tested common crash conditions.

The ratings bring to 16 the number of small SUVs evaluated in the passenger-side small overlap front test, which was begun in 2017 to encourage manufacturers to offer the same level of protection for front-seat passengers as for drivers.

The findings included: "The Escape struggled in the test as intruding structure seriously compromised space for the right-front passenger. Intrusion measured 10 inches at the upper door-hinge pillar, compared with 5 inches in the driver-side test. The passenger-side door sill was pushed 4 inches laterally into the occupant compartment. Measures taken from the dummy indicate the right hip injuries would be likely in a real-world crash of this severity."

Starting with 2017 Escape models, Ford reinforced the structure on the driver side to improve occupant protection in a small overlap front crash, but didn't make the same change to the passenger side, researchers noted. "The Escape earns an acceptable rating in the driver-side small overlap front test."

These disparities are why the researchers started to rate the passenger side, Mueller said. "Manufacturers shouldn't shortchange protection for front-seat passengers."

In the test, a vehicle travels at 40 mph toward a barrier with 25% of the vehicle's front end overlapping the barrier. The test mimics what happens when the front drive-side corner of a vehicle collides with another vehicle or strikes an object such as a utility pole.

Analysts saw the Escape crash test results as significant.

"It's incredibly alarming and disappointing and disconcerting, and wow," said Rebecca Lindland, executive analyst for Kelley Blue Book. "I feel like these are remedial safety advancements. It's all about keeping the occupant safe, especially in the world of distracted driving."

The test results should be upsetting to Ford, she said. "This has to be addressed immediately. It may require more extensive re-engineering, which is expensive and time-consuming and hard to do. It's not an easy fix but it needs to happen. Carrying people safely, having them walk away from a crash, is paramount."

Mark LaNeve, Ford vice president of U.S. marketing, sales and service, said during a sales call on Tuesday that Ford has "great replacement products in

PE18-007 000154 ER

the pipeline" for the Escape and Explorer. "We'll go from one of the oldest utility lineups in the industry to one of the freshest."

Safety officials noted that all current models tend to be safer than all older models, simply because of the safety regulations. So any newer vehicle "puts you in a lower risk of dying," Mueller said. "We really recommend people look at safety ratings when they buy a car."

IIHS safety ratings

These days, consumers expect safety to be a standard feature, Sullivan said. "This segment is right at the heart of where consumers are moving to, from midsize sedans, and the competition is fierce. It's worrisome that some vehicles performed so poorly with the perception that they are safer due to higher ride height."

None of the newly rated 2018 models earns better than acceptable marks for structure. The Honda CR-V and Mazda CX-5 are the only small SUVs evaluated so far to earn good ratings for structure in the passenger side small overlap front test.

"It's important to focus on these black eyes, because they need to make improvements," Mueller said. "But there are a large number of small SUVs that get good crash test ratings. There are safe choices."

Contact Phoebe Wall Howard: phoward@freepress.com Follow her on Twitter @phoebesaid.

Watch: Ford research engineer has great advice for girls

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oto: Charles Krupa, AP)

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Ford is recalling more than 440,000 vehicles in North America to fix problems that can cause engine fires and doors to open unexpectedly.

The first recall covers over 230,000 Escape SUVs, Fiesta ST subcompacts, Fusion midsize cars and Transit Connect vans with 1.6-liter turbocharged ngines from 2013 through 2015.

he company says engines can overheat, causing the cylinder head to crack and eak oil that can catch fire. Ford has 29 reports of fires, but no injuries.

Related:

Ford to invest $1.2 billion in Michigan plants

What Ford did right in Europe as GM faltered

See Ford's triumph over Ferrari at Freep Film Fest

Owners can keep driving the vehicles but should go to a dealer if the cars overheat or frequently need coolant.

The company also is adding 211,000 vehicles to a previous recall to replace faulty door latches. That recall covers the 2014 Fiesta and the 2013 and 2014 Fusion and

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1/26/18	Pre-Invoice
Mileage In	**Mileage Out**
16608	16608
Service Advisor / Tag #	
KRISTEN DUNCAN/3677	

[redacted]
ST CLAIR SHORES, MI [redacted]

Work Phone	Vehicle Identification Number
	1FMCU9JX9EU[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	9/27/13 / 10/02/13

Year	Make	Model	Body	Color	License Number
2014	FORD TRUCK	ESCAPE		GRAY	

[redacted]

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - COOLANT: COOLANT LEAK INSP/DIAG		
PERFORM RECALL 17S09-COOLANT LEVEL SENSOR		
Corrected by		
Tech: STEVEN SHEPIZON (40)		Warranty
Corrected by		
Tech: STEVEN SHEPIZON (40)		Warranty
Installed GV6Z 9P449 A :KIT - EGR SYSTEM MODIFICAT	Qty: 1	Warranty
Installed GV6Z 9P449 E :KIT - EGR SYSTEM MODIFICAT	Qty: 1	Warranty
Installed EV4Z 14A411 F :WIRE ASY	Qty: 1	Warranty
Installed VC 3DIL B :ANTI-FREEZE	Qty: 1	Warranty
INSTALL COOLANT LEVEL SENSOE KIT AND RE CENTER/ NE		
UTRALIZE MOUNTS PER RECALL		

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From: Hansen, Randy (R.F.)
Sent: Monday, August 07, 2017 1:47 PM
To: Selthofer, Adam (A.); Beltramo, Joel (J.J.)
Subject: FW: 1.6L GTDI Turbo inspection.
Attachments: Turbo inspection - 1.6L GTDI.pptx

Please see Doug's turbo inspection report attached. Would you need any additional information or inspection on the units with leaks?

Randy Hansen
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
[redacted]
11D137 Building #1, Dearborn, MI

From: Kuhel, Doug (D.G.)
Sent: Saturday, August 05, 2017 6:04 PM
To: Hansen, Randy (R.F.)
Cc: Sanaski, Adam (A.)
Subject: 1.6L GTDI Turbo inspection.

Inspection was pretty easy. Manheim people were very helpful.

I didn't show pictures of too many engines with no issues. Made a separate page for each engine with possible issues. Please review and comment.

Regards,
Doug Kuhel
1.5L / 1.6L Engine Systems Engineer
Building 1 - Office 11B138
[redacted]
dkuhel@ford.com
Ford Drive one.

1.6L Turbo Inspection

Inspected 30 vehicles for signs of oil on turbo and oil feed line at the turbo.

Aug 5, 2017

VIN	mileage	Coolant level	Oil on turbo or oil feed line to turbo
1FMCU0JX1EU[redacted]	40771	1/2" from bottom	Dry
1FMCU0JX0EU[redacted]	7588	1/2" below min	Dry
1FMCU0JX9EU[redacted]	31357	1" below min	Dry
1FMCU0JXXEU[redacted]	23241	1/2" from bottom	Dry
1FMCU0JX8EU[redacted]	35622	Full	Dry
1FMCU0JX3EU[redacted]	31255	1/4" below min	Dry
1FMCU0GX7EU[redacted]	31976	1/8" from bottom	Dry
1FMCU0GXXEU[redacted]	46222	1/2" from bottom	Oil on turbo. Oil feed dry.
1FMCU0GX1EU[redacted]	35331	Full	Dry
1FMCU0GX6EU[redacted]	12617	1/2" below min	Dry
1FMCU0JX8EU[redacted]	28613	1" below min	Little oil on turbo. Oil feed dry
1FMCU0GXXEU[redacted]	17685	Min Line	Dry
1FMCU0GX7EU[redacted]	9232	Min Line	Dry
1FMCU0GX9EU[redacted]	25859	1/2" below min	Dry
1FMCU9GX7EU[redacted]	32682	Full	Dry
1FMCU0GX5EU[redacted]	65418	1" below min	Dry
1FMCU0GX7EU[redacted]	27731	Max Line	Oil on turbo. Oil on oil feed line
1FMCU0JX7EU[redacted]	41537	Full	Little oil on turbo. Oil feed dry
1FMCU0GX6EU[redacted]	22822	Full	Possible moisture at oil feed
1FMCU0JX2EU[redacted]	27705	1" from bottom	Dry
1FMCU0JX0EU[redacted]	32254	1/8" below min	Dry
1FMCU0JX1EU[redacted]	31251	1" from bottom	Dry
1FMCU9JX5EU[redacted]	25013	1" from bottom	Dry
1FMCU0GX8EU[redacted]	27726	Full	Dry
1FMCU0JX7EU[redacted]	32877	1/2" below min	Dry
1FMCU0GX0EU[redacted]	21116	Min Line	Dry
1FMCU0GX6EU[redacted]	23959	Max Line	Dry
1FMCU0JX1EU[redacted]	24870	1/8" below min	Possible moisture at oil feed
1FMCU0JX2EU[redacted]	18033	Min Line	Dry
1FMCU9JX9EU[redacted]	52834	1/2" from bottom	Dry

Random Samples of Dry Oil Feed Lines at Turbo



1FMCU9GX7EU[redacted]



1FMCU0JX2EU[redacted]



1FMCU0JX0EU[redacted]



1FMCU0JX8EU[redacted]

1FMCU0GXXEU[redacted]

Oil on turbo but the oil feed line is dry









1FMCU0JX8EU[redacted]

Little oil on turbo. Oil feed dry



We called it dry during inspection but the picture makes it look like there may be moisture.



1FMCU0GX7EU[redacted]

Oil on turbo. Oil on oil feed line









1FMCU0JX7EU[redacted]

Little oil on turbo. Oil feed dry







1FMCU0GX6EU[redacted]

Possible moisture at oil feed. Turbo was dry



From: Kramer, Michael (M.T.)
Sent: Monday, April 10, 2017 4:35 PM
To: Elkins, Donly (D.); Thompson, Scott (S.); Baumgartner, George (G.K.)
Cc: Ranger, Mary (M.L.); Wenzel, Todd (T.L.); Southworth, Patrick (P.L.); Styron, Joshua (J.P.); Loebenberg, Jacob (J.R.); Helberg, Ken (K.H.); Kramer, Michael (M.T.)
Subject: FW: 1.6L Vehicles

Donly / Scott / George. Per my note below, we are looking for 1.6L vehicles that get regular usage for coolant evaluation. Ok to work with your teams to do a drain, flush, and refill. We will schedule around the ongoing FSA work.

Mike Kramer
PT Cooling Systems & Methods Supv.
[redacted]
mkramer1@ford.com

From: Kramer, Michael (M.T.)
Sent: Friday, April 07, 2017 3:07 PM
To: Pusta, Ionut (I.); Hansen, Randy (R.F.); Rollinger, John (J.E.)
Cc: Kramer, Michael (M.T.)
Subject: 1.6L Vehicles

We are working on a separate coolant study and looking for 1.6L vehicles. Any objections if we drain, refill, and monitor these vehicles that are part of the FSA work? This coolant is a slight modification of the corrosion inhibitor package that is in our present global coolant and will not interfere with our FSA work.

We would provide all required resources to handle the coolant.

Mike Kramer
PT Cooling Systems & Methods Supv.
[redacted]
mkramer1@ford.com

From: Camaj, Linda (.)
Sent: Thursday, June 22, 2017 6:07 PM
To: Pusta, Ionut (I.)
Subject: FW: 17S09 - Fire

Just FYI.

Linda Camaj
Recall & Service Programs
Service Engineering Operations / FCSD
[redacted]

From: Frommann, Mike (M.W.)
Sent: Wednesday, June 21, 2017 4:15 PM
To: Camaj, Linda (.) <lcamaj@ford.com>
Subject: FW: 17S09 - Fire

Linda,
It looks like dealers are not having issues with 17S09 after the initial couple that we experienced. I don't think a supplement is necessary.

From: Burroughs, Mary (M.M.)
Sent: Wednesday, June 21, 2017 3:13 PM
To: Frommann, Mike (M.W.)
Cc: Burroughs, Mary (M.M.); Pat Logan; Thompson, Mark (M.T.); Ursula Harris
Subject: 17S09 - Fire

Mike,

Per your question this morning after the meeting.

I spoke to Tom (Deb on vacation) and he stated they have not received any contacts dealing with fire damage or dealers charging customers for repairs associated with 17S09. Most of the contacts they are seeing are repairs dealing with engine replacement. Contacts seems to be handled more effectively since SSSC can approve engines and the financial approval button has been added to the website. If you have any additional questions please let me know.

Thank you
Have a great day!

Mary Burroughs - SME
Ford Special Service Support Center
[redacted]
Fax: #734-374-1030

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From: Pat Logan <plogan@renkim.com>
Sent: Tuesday, June 05, 2018 7:39 PM
To: Pusta, Ionut (I.)
Subject: FW: 17S09 Repurchase, VIN: 1FMCU0JX5EU[redacted] Contact ID: [redacted]

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: 14D Call-In Meetings

Hi John,

Dealer wants to know if we have an update on the buyback. Customer has found a vehicle on their lot they would like to purchase.

Regards,
Pat Logan

From: Pat Logan
Sent: Wednesday, May 30, 2018 7:43 AM
To: 'Pusta, Ionut (I.)' <ipusta@ford.com>
Cc: 'Cure, Dan (D.)' <DCURE2@ford.com>; Mary Burroughs <mburroughs@renkim.com>; Pat Logan <plogan@renkim.com>
Subject: 17S09 Repurchase, VIN: 1FMCU0JX5EU[redacted] Contact ID: [redacted]

Hi John,

Here is another Unique Escape that cannot be repaired.

Vehicle Details	**VIN:** 1FMCU0JX5EU[redacted]	**Odometer:** 67444 Miles	**Model Year:** 2014
	Model: Escape	**Body Type:** 5 Door	**Warranty Start Date:** 11 April 2013 **Months: 61**
	Build Date: 2 April 2013	**Transmission/Transaxle:** 6 Speed Auto Trans 6F35	**Engine Size/Description:** 1.6L EcoBoost SCTi 160182PS-Sig
	Plant: LOUISVILLE	**Axle Ratio:** 3.21 Ratio	

Dealer Info:

Personnel	**Contact Name:** NOLAN ARMPRIESTER	**Title:** SM - SERVICE MANAGER
	Phone Number: [redacted]	**Email:** service_manager@manderbachford.com

Dealer	**P&A Code:** [redacted]	**Name:** Manderbach	**Phone Number:** [redacted]	**Country:** USA

		Ford	3683	
	Address: 4450 Fifth Street Highway	**City:** Temple	**State:** PA	**Zip Code:** 195601
	Primary P&A Code: [redacted]			

Customer Information	**First Name:** [redacted]	**Last Name:** [redacted]	
	Address: [redacted]		
	City: MOHRSVILLE	**State:** PA	**Zip Code:** [redacted]

Regards,

Pat Logan
SME
Ford Special Service Support Center
Direct Line: [redacted]
Fax: (734) 374-1030
plogan@renkim.com

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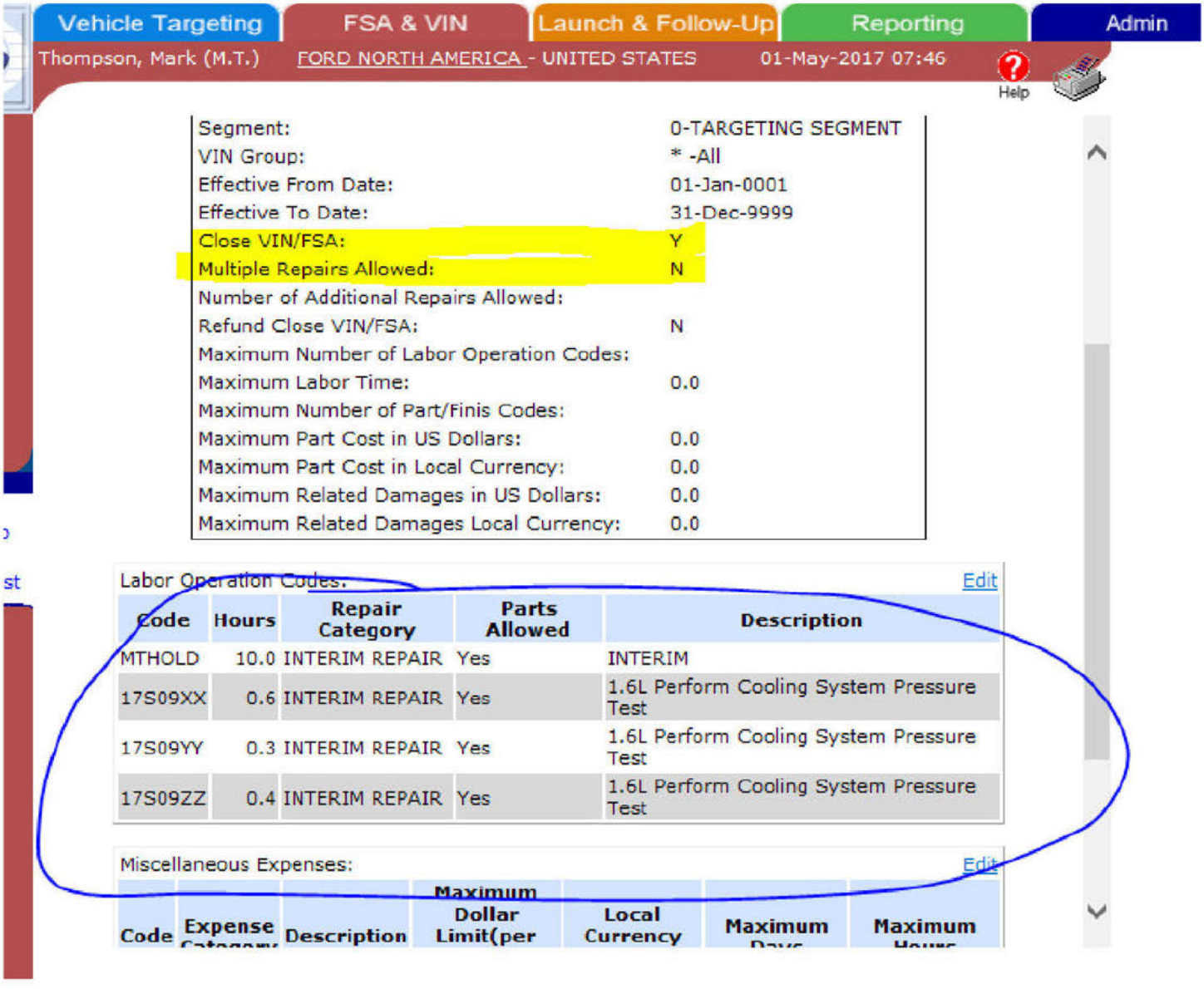
From: Thompson, Mark (M.T.)
Sent: Monday, May 01, 2017 11:49 AM
To: L, Veerappan (.); Philliben, Agnes (.)
Cc: Pusta, Ionut (I.); McSherry, Laurel (L.); Smith, Robert (R.)
Subject: FW: Contact ID: [redacted] 17S09, Claim rejection related damage, P&A [redacted] RO# [redacted] line 01.

Importance: High

Veerappan, Agnes,

We are starting to see claims for related damage on 17S09 bouncing in the warranty system due to the fact this is an interim repair at this time. Usually we pay related damage claims only after the campaign is closed. The GCAMP labor operations are set up as interim repairs as shown below. Is there something else we can use in GCAMP to keep this from occurring until we have the final 17S09 repair available?

Are the Close VIN/FSA and Multiple Repairs Allowed fields set up properly to allow this to occur?



From: McSherry, Laurel (L.)
Sent: Friday, April 28, 2017 2:43 PM
To: Thompson, Mark (M.T.); Smith, Robert (R.)
Cc: Pusta, Ionut (I.)
Subject: RE: Contact ID: [redacted] 17S09, Claim rejection related damage, P&A [redacted] RO# [redacted] line 01.

The errors received on the claim are hard coded, not ones that Robert or I control and displays based on a feed from GCAMP.

I'm not sure how we can only allow related damage if the initial repair is completed and closed, for one FSA and then do the opposite for another FSA.

Laurel McSherry
GACES/OWS Coordinator
1800 Fairlane Drive | Allen Park, MI 48101
[redacted]
lmcsherr@ford.com

From: Thompson, Mark (M.T.)
Sent: Friday, April 28, 2017 2:19 PM
To: McSherry, Laurel (L.); Smith, Robert (R.)
Cc: Pusta, Ionut (I.)
Subject: RE: Contact ID: [redacted] 17S09, Claim rejection related damage, P&A [redacted] RO# [redacted] line 01.

Laurel,

No, it's not GCAMP. The bulletin is out as an interim until parts are available as shown below. The campaign will not close until final repairs are performed. Until then the edits must allow for repairs while leaving the program open. Can this be done? Robert just set this up to allow hotline approvals for interims the other day. See the attached e-mail. Thank you.

In the affected vehicles, localized overheating of the engine cylinder head may cause the cylinder head to crack, causing a pressurized oil leak that may result in a fire in the engine compartment.

SERVICE ACTION

Service parts and repair procedures are not currently available to address this safety recall. A Dealer Bulletin Supplement will be provided to dealers in the fourth quarter 2017 when it is anticipated that parts ordering information and repair instructions will be available to complete this recall.

In the interim period, some customers may arrive at your dealership if their vehicle exhibits a coolant leak, overheating, or frequently needs coolant added. If the vehicle arrives with any of these symptoms, dealers are to use the technical information in Attachment III to perform a cooling system pressure test and repairs, as necessary.

OWNER NOTIFICATION MAILING SCHEDULE

Owners of record will be notified of this safety recall via first-class mail the week of April 18, 2017

From: McSherry, Laurel (L.)
Sent: Friday, April 28, 2017 2:10 PM
To: Smith, Robert (R.); Thompson, Mark (M.T.)
Subject: RE: Contact ID: [redacted] 17S09, Claim rejection related damage, P&A [redacted] RO# [redacted] line 01.

Mark,

These errors are coming out of GCAMP. If you run an OASIS for the VIN of the claim listed in the subject line, 17S09 is still open. Please check with the GCAMP team.

Laurel McSherry
GACES/OWS Coordinator
1800 Fairlane Drive | Allen Park, MI 48101
[redacted]
lmcsherr@ford.com

From: Smith, Robert (R.)
Sent: Friday, April 28, 2017 2:01 PM
To: McSherry, Laurel (L.)
Subject: FW: Contact ID: [redacted] 17S09, Claim rejection related damage, P&A [redacted] RO# [redacted] line 01.

Hello Laurel,

Can you help?

Do you know if dealer just needs to wait for FSA to be closed or is there a system change required to remove the edits?

Regards

Robert Smith
GACES/OWS Coordinator/SME Targeted Claims Assessing
Ford Customer Service Division ~ Warranty ~ SEO
Diagnostic Service Center II
Phone: [redacted] Email: rsmit658@ford.com

From: Thompson, Mark (M.T.)
Sent: Friday, April 28, 2017 12:02 PM
To: Smith, Robert (R.)
Cc: Pat Logan (plogan@renkim.com)
Subject: FW: Contact ID: [redacted] 17S09, Claim rejection related damage, [redacted] RO# [redacted] line 01.

Robert,

Can you please check the edits on 17S09 for related damage? We are getting contacts from dealers wondering why their claims are bouncing. See the information from Pat below. Thank you.

From: Pat Logan [mailto:plogan@renkim.com]
Sent: Friday, April 28, 2017 11:59 AM
To: Thompson, Mark (M.T.)
Subject: Contact ID: [redacted] 17S09, Claim rejection related damage, [redacted] RO# [redacted] line 01.

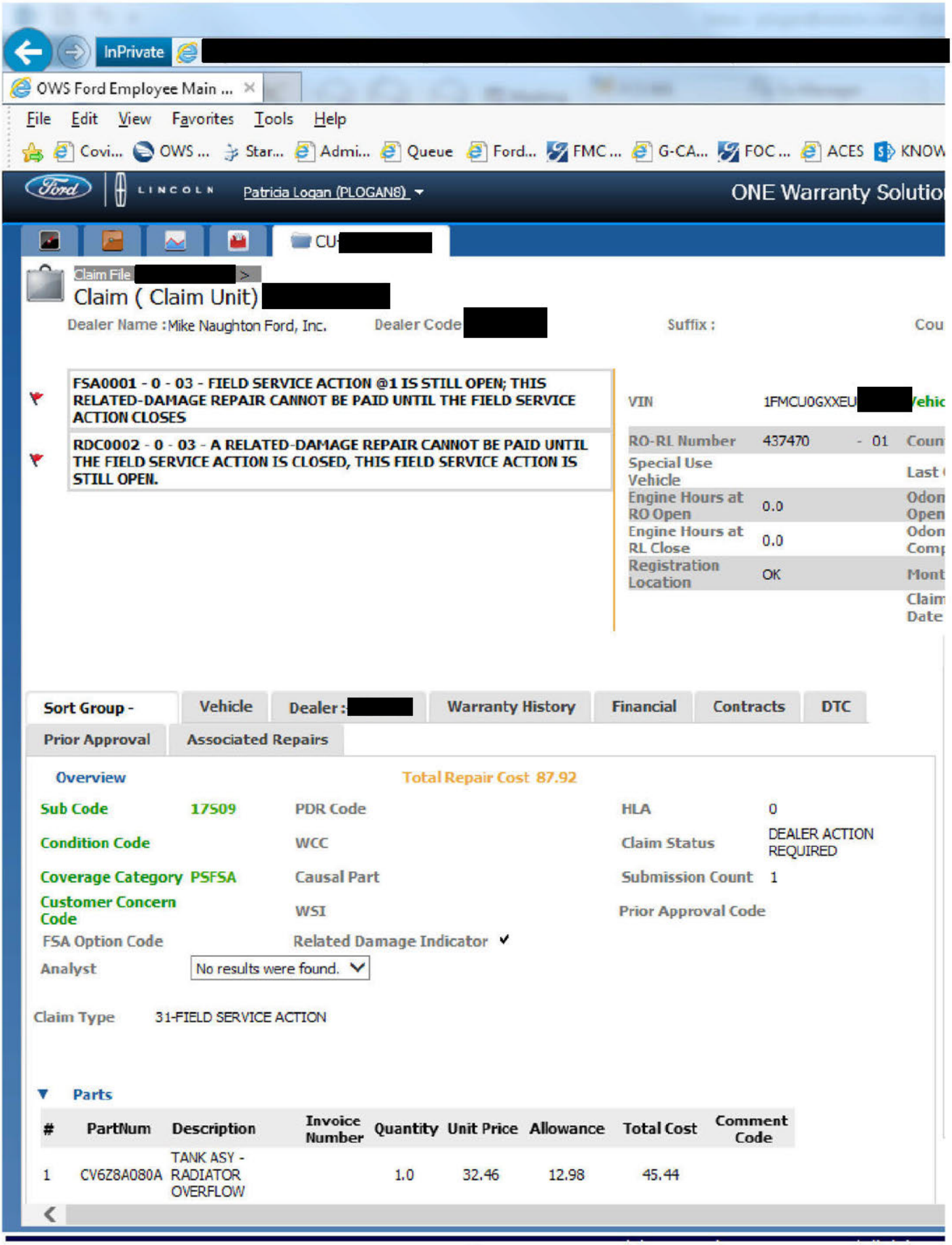
Hi Mark,

We have been seeing a few of these types of claim rejections.

The bulletin advises Dealer's :
For vehicles outside new vehicle bumper-to-bumper warranty coverage, dealers are pre-approved to claim up to $500 in related damage for labor and/or parts.

The interim labor op paid on the program line. Claim for the related damage is rejecting in OWS due to Field Service Action still open. Are the edits set up to allow the Dealer to submit up to $500.00 without an approval code? Please advise.

Regards,
Pat Logan
Special Service Support Center
[redacted]


InPrivate
OWS Ford Employee Main ...
File Edit View Favorites Tools Help
Covi... OWS ... Star... Admi... Queue Ford... FMC ... G-CA... FOC ... ACES KNOW
LINCOLN
Patricia Logan (PLOGAN8)
ONE Warranty Solutio
Claim File >
Claim (Claim Unit)
Dealer Name : Mike Naughton Ford, Inc.
Dealer Code
Suffix :
FSA0001 - 0 - 03 - FIELD SERVICE ACTION @1 IS STILL OPEN; THIS RELATED-DAMAGE REPAIR CANNOT BE PAID UNTIL THE FIELD SERVICE ACTION CLOSES
RDC0002 - 0 - 03 - A RELATED-DAMAGE REPAIR CANNOT BE PAID UNTIL THE FIELD SERVICE ACTION IS CLOSED, THIS FIELD SERVICE ACTION IS STILL OPEN.
VIN 1FMCU0GXXEU
RO-RL Number 437470 - 01
Special Use Vehicle
Engine Hours at RO Open 0.0
Engine Hours at RL Close 0.0
Registration Location OK
Sort Group -
Vehicle
Dealer :
Warranty History
Financial
Contracts
DTC
Prior Approval
Associated Repairs
Overview
Total Repair Cost 87.92
Sub Code 17S09
PDR Code
HLA 0
Condition Code
WCC
Claim Status DEALER ACTION REQUIRED
Coverage Category PSFSA
Causal Part
Submission Count 1
Customer Concern Code
WSI
Prior Approval Code
FSA Option Code
Related Damage Indicator
Analyst
No results were found.
Claim Type 31-FIELD SERVICE ACTION
Parts
PartNum Description Invoice Number Quantity Unit Price Allowance Total Cost Comment Code
1 CV6Z8A080A TANK ASY - RADIATOR OVERFLOW 1.0 32.46 12.98 45.44

From: Nolte, Angela (A.)
Sent: Tuesday, June 5, 2018 3:12 PM
To: Nolte, Angela (A.)
Subject: FW: Escape Stalls VOQs
Attachments: Escape Stalling VOQs.xlsx

From: Nolte, Angela (A.)
Sent: Tuesday, June 05, 2018 3:11 PM
To: Wickenheiser, Francis (F.J.) <fwickenh@ford.com>
Subject: RE: Escape Stalls VOQs

Hi Joe,

I categorized each VIN by symptom category. I defined the categories according to the table below. 36 VINs show symptoms of stalling.

Symptom Category		Symptom Category Description	VINs
A - stalled	A1	stalled without warning	3
	A2	stalled with CEL/oil/coolant indicator	3
	A3	stalled on freeway	2
	A4	stalled while driving	7
	A5	stalled, no restart	1
	A6	stalled, difficult to restart	1
	A7	stalled, hard shifts	1
	A8	stalled, overheats	1
	A9	stalled, smoke	1
	A10	stalled	6
	A11	chugged/hesitated/sputtered then stalled	4
	A12	coolant leak, then stalled	2
	A13	FMEM, no restart	1
	A14	FMEM, sputtered	1
	A15	FMEM, overheating	2
B - coolant leak or overheating	B1	coolant leak, engine indicator	1
	B2	coolant leak	4
	B3	overheating	3
C - other (smoke under hood, burning smell, CEL)	C1	smoke under hood	1
	C2	burning smell	1
	C3	CEL	3

I broke it down by component below.

Row Labels	Count of VIN
aftermarket equipment	1
coolant bypass valve	1
cooling	15
cylinder head	2
engine standpipe	1
ETB	2
fuel pump	3

fuel sensor	1
fuel system	1
heater hose	1
possible ETB	1
purge valve	1
turbo waste gate solenoid	1
unknown	15
wire harness	3
(blank)	1
Grand Total	**50**

Let me know if you need anything else. I am attaching the excel spreadsheet with this email.

-Angela

From: Nolte, Angela (A.)
Sent: Friday, June 01, 2018 1:54 PM
To: Tuneff, Mark (M.S.) <mtuneff@ford.com>; Wickenheiser, Francis (F.J.) <fwickenh@ford.com>
Subject: Escape Stalls VOQs

Hi Mark and Joe,

Attached is my summary for the Escape Stall VOQs that we received from NHTSA.

There are 50 unique VINs but 1 VIN was not complete. I downloaded all of the CDR records for each VIN in the attached file. I categorized them according to the following table:

A - Loss of Motive Power	A1	Loss of Motive Power after 13S12, 12S41 and/or 17S09 performed
	A2	Loss of Motive Power but not eligible for any listed recalls
	A3	Loss of Motive Power, eligible for recall but did not perform recall
	A4	Loss of Motive Power related to electronic throttle body
	A5	Loss of Motive Power related to fuel system
	A6	Loss of Motive Power ambiguous
B - Overheat, Coolant Loss and/or Oil Loss	B1	Overheat after 12S41 recall performed
	B2	Overheat but not eligible for 12S41 recall
	B3	Coolant loss after 13S12, 12S41 and/or 17S09 performed
	B4	Oil loss after 13S12 and/or 12S41 performed
	B5	Coolant loss but not eligible for 12S41 or 17S09 recall
C - not related or reconciled with a completed recall	C1	Not related
	C2	Reconciled with a completed recall
	C3	Warranty/Recall/Reimbursement Issue

Twenty-four VINs fall into 2 categories: loss of motive power after a recall was performed, or was not eligible for recall.

- Category A – Loss of Motive Power – 35 VINs
- Category B – Overheat, Coolant Loss and/or Oil Loss – 9 VINs
- Category C – not related or reconciled with a completed recall – 5 VINs

Row Labels	Count of VIN
A1	12
A2	12
A3	2
A4	4
A5	4
B1	1
B2	2

B3	3
B4	1
B5	2
C1	2
C2	2
C3	1
(blank)	1
A6	1
Grand Total	**50**

Let me know if you have any additional questions or need anything else from me.

Angela M. Nolte
Automotive Safety Office
Senior Safety Investigations Engineer
E-mail: anolte1@ford.com
[redacted]

Status as of 05/30/18:

Recall completion date or Not Applicable (N/A)

		17V-209	15V-831*	14V-495	13V-584**	13V-583	12V-551	12V-431	12V-336
		17S09	14S17-S1	14S17	13S12	13S12	12S41***	12S39	12S35
	Engine	1.6	2.0	2.0	1.6	1.6	1.6	1.6	1.6
	Subject	overheat cylinder head		Wire Splice		Oil Leak	Overheat	Cup Plug	Fuel Jumper
	Recall Build Dates	02/12/13-09/02/14	10/5/11-4/1/13	10/5/11-4/1/13	10/5/11-7/11/12	10/5/11-6/2/13	10/5/11-11/26/12	10/5/11-8/31/12	10/5/11-7/11/12

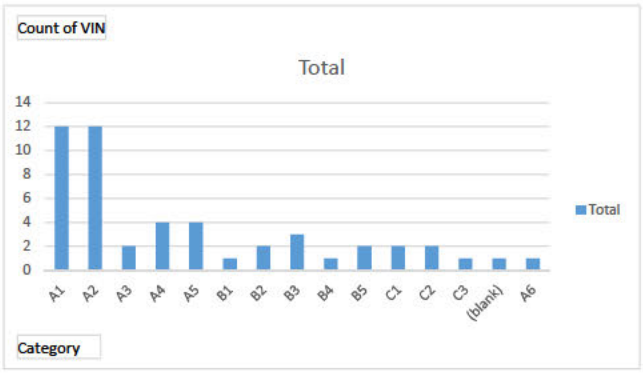
VIN	Included in previous list?	Engine	Date of Build	17S09	14S17-S1	14S17	13S12	13S12	12S41***	12S39	12S35	Failure Date	Letter Date	Angela's Recall (CDR/VOQ) Comments	Recall Category	Symptom	Component	Symptom Category
1FMCU0GXXDU	No	1 6	3/9/2013	N/A	N/A	N/A	N/A	5/8/2014	N/A	N/A	N/A	3/1/2014	5/11/2018	coolant leak, not in 12S41 recall	B5	coolant leak	cooling	B2
1FMCU9GX2DU	No	1 6	3/2/2013	N/A	N/A	N/A	N/A	4/14/2014	N/A	N/A	N/A	3/29/2018	4/14/2018	random stalls 13S12 performed no r	A1	stalled while	unknown	A4
1FMCU0J94EU	No	2 0	2/10/2014	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4/7/2018	4/11/2018	shut down on freeway, needed tow, r	A2	stalled on fre	unknown	A3
1FMCU0J94EU	No	2 0	8/18/2013	N/A	-	-	N/A	N/A	N/A	N/A	N/A	3/31/2018	4/4/2018	car died, needed tow, wire splice issu	A3	stalled with C	wire harness	A2
1FMCU0GX5EU	No	1 6	12/2/2013	2/6/2018	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3/2/2018	3/28/2018	car caught on fire, 17S09 completed	A1	noticed smok	cylinder head	C1
1FMCU0GX8DU	No	1 6	2/8/2013	N/A	N/A	N/A	N/A	12/29/2014	N/A	N/A	N/A	3/26/2018	3/26/2018	car overheated, needed tow, shut do	A2	stalled with c	cooling	A2
1FMCU9GX6EU	No	1 6	4/24/2014	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3/17/2018	3/19/2018	car consumes too much coolant, not	B5	coolant leak	cooling	B2
1FMCU0HX2DU	No	1 6	11/10/2012	N/A	N/A	N/A	N/A	5/14/2014	1/11/2013	N/A	N/A	8/2/2017	3/15/2018	car does not accelerate, coolant leak	A1	coolant leak	cooling	A12
1FMCU0HX6DU	No	1 6	8/27/2012	N/A	N/A	N/A	N/A	12/5/2016	12/15/2012	-	N/A	2/6/2018	3/13/2018	car shut off multiple times, coolant le	A1	coolant leak,	cooling	B1
1FMCU0GX7EU	No	1 6	9/23/2013	-	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11/18/2017	3/6/2018	overheating, not eligible for 12S41 re	B2	overheating	cooling	B3
1FMCU9H94DU	No	2 0	7/25/2012	N/A	-	1/15/2015	N/A	N/A	N/A	N/A	N/A	1/27/2018	2/27/2018	throttle body issue before recall	A4	FMEM, sputt	ETB	A14
1FMCU0GX8EU	No	1 6	8/23/2013	1/17/2018	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2/17/2018	2/27/2018	repeat stalls after 17S09 performed	A1	chugged/hes	fuel pump	A11
1FMCU0HX5DU	No	1 6	11/26/2012	N/A	N/A	N/A	N/A	4/15/2014	-	N/A	N/A	1/30/2018	2/20/2018	stalling concern after non-dealer repa	A3	coolant leak	cooling	A12
1FMCU9GX4EU	No	1 6	1/13/2014	2/13/2018	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1/30/2018	2/17/2018	eligible for 17S09, engine replaceme	C3	overheating	cylinder head	B3
1FMCU9GX7DU	No	1 6	8/30/2012	N/A	N/A	N/A	N/A	4/28/2014	12/9/2012	-	N/A	3/1/2016	2/11/2018	coolant leak, not eligible for 17S09, b	B3	coolant leak	cooling	B2
1FMCU9HX3DU	No	1 6	1/27/2013	N/A	N/A	N/A	N/A	5/1/2014	N/A	N/A	N/A	2/2/2018	2/6/2018	FMEM, no restart, battery dead	A6	FMEM, no re	engine standp	A13
1FMCU0GX0DU	No	1 6	12/4/2012	N/A	N/A	N/A	N/A	4/14/2014	N/A	N/A	N/A	1/7/2018	1/28/2018	low coolant and stalling after 13S12 p	A1	CEL low coo	cooling	C3
1FMCU0JX0EU	No	1 6	7/14/2014	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	12/26/2017	1/22/2018	faulty fuel sensor, car stops without w	A5	stalled withou	fuel sensor	A1
1FMCU9GX4DU	No	1 6	10/16/2012	N/A	N/A	N/A	N/A	7/31/2014	12/14/2012	N/A	N/A	1/7/2018	1/19/2018	overheating after 12S41 performed, r	B1	CEL, coolant	cooling	C3
1FMCU0HX2DU	No	1 6	8/3/2012	N/A	N/A	N/A	N/A	8/22/2014	12/7/2012	-	N/A	10/15/2017	1/19/2018	coolant leak after 13S12 and 12S41	B3	coolant leak	cooling	B2
1FMCU0GX2DU	No	1 6	8/7/2012	N/A	N/A	N/A	N/A	1/20/2014	1/21/2013	-	N/A	1/11/2018	1/12/2018	vehicle stalls, aftermarket equipment	C1	stalled	aftermarket ec	A10
1FMCU9GX1DU	No	1 6	11/20/2012	N/A	N/A	N/A	N/A	3/26/2014	11/30/2012	N/A	N/A	1/5/2018	1/10/2018	leaks oil after 13S12 and 12S41 perf	B4	burning smel	heater hose	C2
1FMCU9HX7DU	No	1 6	11/14/2012	N/A	N/A	N/A	N/A	6/16/2014	12/3/2012	N/A	N/A	8/16/2017	1/2/2018	stalls frequently after 13S12 and 12S	A1	stalled while	unknown	A4
1FMCU0GX2DU	No	1 6	8/7/2012	N/A	N/A	N/A	N/A	9/9/2015	1/21/2013	-	N/A	12/18/2017	12/20/2017	stops in traffic frequently after 13S12	A1	chugged/hes	unknown	A11
1FMCU0JX2EU	No	1 6	10/4/2013	-	N/A	N/A	N/A	N/A	N/A	N/A	N/A	12/4/2017	12/8/2017	car stalls, suspected wire harness fai	A2	stalled while	wire harness	A4
1FMCU9GX8DU	No	1 6	11/29/2012	N/A	N/A	N/A	N/A	5/5/2014	N/A	N/A	N/A	11/20/2017	11/25/2017	overheating, not eligible for 12S41	B2	FMEM, overh	cooling	A15
1FMCU0GX1EU	No	1 6	6/20/2014	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11/10/2017	11/15/2017	multiple stalls, not eligible for any list	A2	stalled	unknown	A10
1FMCU9G93DU	No	2 0	4/9/2013	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11/13/2017	11/15/2017	stalled while driving, turbo waste gate	A2	stalled while	turbo waste ga	A4
1FMCU9GX9EU	No	1 6	8/27/2013	11/3/2017	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10/17/2017	11/10/2017	overheat, performed 17S09, refund fo	C2	stalled while	cooling	A4
1FMCU9J99EU	No	2 0	8/13/2013	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10/13/2017	11/10/2017	multiple stalls, not eligible for any list	A2	stalled	purge valve	A10
1FMCU0G94DU	No	2 0	12/15/2012	N/A	-	6/14/2015	N/A	N/A	N/A	N/A	N/A	10/27/2017	11/2/2017	overheat, stall and smoke, not eligibl	A2	stalled, smok	unknown	A9
1FADP3F27EL	No	2 0	8/5/2013	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11/1/2017	11/1/2017	stalls on freeway not eligible for any	A2	stalled	unknown	A10
1FMCU9HX5DU	No	1 6	9/1/2012	N/A	N/A	N/A	N/A	7/20/2015	-	N/A	N/A	10/28/2017	10/29/2017	low coolant after 13S12 completed	B3	FMEM, overh	cooling	A15
1FMCU9GXXE																		
1FMCU0F75DU	No	2 5	5/14/2012	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10/15/2017	10/17/2017	stopped on freeway, no CDR of fault,	A6	stalled on fre	unknown	A3
1FMCU0GX7EU	No	1 6	8/4/2014	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10/7/2017	10/8/2017	coolant warning, no restart, not eligib	A2	overheating	unknown	B3
1FMCU9G97DU	No	2 0	5/24/2012	N/A	-	4/12/2016	N/A	N/A	N/A	N/A	N/A	9/14/2017	9/14/2017	car stalls after 14S17 performed	A1	stalled withou	unknown	A1
1FMCU0GX2EU	No	1 6	5/19/2014	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	8/9/2017	8/10/2017	stalled, fuel pump issue not covered	A5	stalled, no re	fuel pump	A5
1FMCU9G99EU	No	2 0	7/30/2013	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	7/19/2017	8/2/2017	hesitates and stalls while driving, not	A2	chugged/hes	unknown	A11
1FMCU9G96EU	No	2 0	12/17/2013	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	7/23/2017	7/23/2017	multiple stalls while driving, not eligib	A2	stalled withou	unknown	A1
1FMCU9J94EU	No	2 0	6/16/2014	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5/30/2017	6/6/2017	stalls while driving, wiring issue not e	A2	chugged/hes	wire harness	A11
1FMCU9GX3DU	No	1 6	7/20/2012	N/A	N/A	N/A	N/A	4/7/2014	12/6/2012	-	N/A	5/19/2017	5/19/2017	CEL, engine coolant bypass valve de	C1	CEL	coolant bypas	C3
1FMCU0GX3DU	No	1 6	9/30/2012	N/A	N/A	N/A	N/A	4/29/2014	12/1/2012	N/A	N/A	3/31/2017	4/10/2017	stalls multiple times while driving afte	A1	stalled while	unknown	A4
1FMCU0HX8DU	No	1 6	10/5/2012	N/A	N/A	N/A	N/A	10/23/2014	12/7/2012	N/A	N/A	3/8/2017	3/28/2017	engine randomly stalls, warnings, aft	A1	stalled, oil lar	unknown	A2
1FMCU9GX9EU	No	1 6	8/2/2013	-	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10/27/2016	2/15/2017	multiple stalls, fuel pump issues	A5	stalled	fuel pump	A10
1FMCU9HX8DU	No	1 6	10/2/2012	N/A	N/A	N/A	N/A	5/1/2014	12/21/2012	N/A	N/A	2/4/2017	2/8/2017	multiple stalls, ETB	A4	stalled	ETB	A10
1FMCU9J90DU	No	2 0	12/5/2012	N/A	-	12/29/2014	N/A	N/A	N/A	N/A	N/A	1/11/2017	1/18/2017	stalled while driving needed software	A4	stalled while	possible ETB	A4
1FMCU0H97DU	Yes	2 0	7/31/2012	N/A	-	12/10/2014	N/A	N/A	N/A	N/A	N/A	12/3/2016	12/5/2016	multiple stalls, noise coming from gas	A5	stalled, diffic	fuel system	A6
1FMCU0GX2DU	No	1 6	3/18/2013	N/A	N/A	N/A	N/A	8/18/2014	N/A	N/A	N/A	1/4/2016	11/1/2016	stalls, hard shifts, 13S12 performed	A1	stalled, hard	unknown	A7
1FMCU9HX7DU	Yes	1 6	10/10/2012	N/A	N/A	N/A	N/A	8/25/2014	12/3/2012	N/A	N/A	8/10/2015	10/23/2015	coolant issues, overheating, stalling,	A1	stalled, overh	cooling	A8

A - Loss of Motive Power	A1	Loss of Motive Power after 13S12, 12S41 and/or 17S09 performed
	A2	Loss of Motive Power but not eligible for any listed recalls
	A3	Loss of Motive Power, elig ble for recall but did not perform recall
	A4	Loss of Motive Power related to electronic throttle body
	A5	Loss of Motive Power related to fuel system
	A6	Loss of Motive Power ambiguous
B - Overheat, Coolant Loss and/or Oil Loss	B1	Overheat after 12S41 recall performed
	B2	Overheat but not eligible for 12S41 recall
	B3	Coolant loss after 13S12, 12S41 and/or 17S09 performed
	B4	Oil loss after 13S12 and/or 12S41 performed
	B5	Coolant loss but not eligible for 12S41 or 17S09 recall
C - not related or reconciled with a completed recall	C1	Not related
	C2	Reconciled with a completed recall
	C3	Warranty/Recall/Reimbursement Issue

A - stalled	A1	stalled without warning
	A2	stalled with CEL/oil/coolant indicator
	A3	stalled on freeway
	A4	stalled while driving
	A5	stalled, no restart
	A6	stalled, difficult to restart
	A7	stalled, hard shifts
	A8	stalled, overheats
	A9	stalled, smoke
	A10	stalled
	A11	chugged/hesitated/sputtered then stalled
	A12	coolant leak, then stalled
	A13	FMEM, no restart
	A14	FMEM, sputtered
	A15	FMEM, overheating
B - coolant leak or overheating	B1	coolant leak, engine indicator
	B2	coolant leak
	B3	overheating
C - other (smoke under hood, burning smell, CEL)	C1	smoke under hood
	C2	burning smell
	C3	CEL

Recall Categories

Row Labels	Count of VIN
A1	12
A2	12
A3	2
A4	4
A5	4
B1	1
B2	2
B3	3
B4	1
B5	2
C1	2
C2	2
C3	1
(blank)	1
A6	1
Grand Total	**50**



Symptom Categories

Row Labels	Count of VIN
A1	3
A10	6
A11	4
A12	2
A13	1
A14	1
A15	2
A2	3
A3	2
A4	7
A5	1
A6	1
A7	1
A8	1
A9	1
B1	1
B2	4
B3	3
C1	1
C2	1
C3	3
(blank)	1
Grand Total	**50**

Component

Row Labels	Count of VIN
aftermarket equipment	1
coolant bypass valve	1
cooling	15
cylinder head	2
engine standpipe	1
ETB	2
fuel pump	3
fuel sensor	1
fuel system	1
heater hose	1
possible ETB	1
purge valve	1
turbo waste gate solenoid	1
unknown	15
wire harness	3
(blank)	1
Grand Total	**50**

Defect/Noncompliance Description

Build Dates: 02/12/13

Describe the defect/noncompliance:

Subject vehicles equipped with 1.6L GTDI engines may experience underhood fires due to localized overheating of the engine cylinder head, potentially leading to cracks and resulting in oil leaks. For this to occur, the vehicle must have a coolant loss well below the minimum level in the coolant (de-gas) bottle at the time of a cool/cold start of the vehicle. When a cool/cold engine is started with insufficient coolant and the vehicle is driven, the cylinder head undergoes rapid heating, which can lead to localized overheating of the cylinder head and resultant cracking.

As of March 17, 2017, Ford was aware of 26 reports of underhood fires with a cracked cylinder head, including localized fires near the turbochargers. Ford is not aware of any reports of accident or injury related to this condition.

Describe the safety risk:

A cracked cylinder head can result in a pressurized oil leak. Oil that comes into contact with a hot engine surface, increases the risk of an underhood fire.

Identify any warning which can precede or occur: A visible coolant leak, an engine overheat warning message in the instrument cluster, repeatedly refilling coolant, or a low level in the coolant bottle are indications of potential conditions that could result in an engine overheat.

to 09/02/14

573.6 (c) (5) – Description of the Defect

In some of the affected vehicles, there may be engine wiring harnesses with splices that were insufficiently compressed during the supplier manufacturing process. Insufficient compression in the engine wiring harness splices to the Manifold Absolute Pressure (MAP) sensor may cause erroneous signals to the PCM that may affect engine performance. This may result in MIL lamps, reduced engine power, hesitation, or other engine driveability symptoms, or engine stall. Engine stalls while driving with no warning may increase the risk of a crash.

No accidents or injuries have been reported to date as a result of the subject condition.

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S17 – *Supplement #1*
Certain 2013 and 2014 Model Year Focus ST and Escape Vehicles Equipped with a 2.0L Engine
Engine Wiring Splice Repair

REF: DEMONSTRATION / DELIVERY HOLD – Safety Recall 14S17
Dated October 2, 2014

New! REASON FOR THIS SUPPLEMENT
The parts list, claiming instructions and repair technical instructions have been updated to include the use of a new Wire Harness Repair Kit (P/N CU5Z-14A411-A).

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, localized overheating of the engine cylinder head may cause the cylinder head to crack causing an oil leak that may result in a fire in the engine compartment.

In a subset of the affected vehicles built through July 11, 2012; the service fuel line jumper that was installed during Safety Recall 12S35 may have been installed incorrectly. An improperly positioned fuel line jumper may chafe on other engine components over a period of time and leak fuel. A fuel leak in the presence of an ignition source may result in a fire.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, engine overheating can lead to fluid leaks that may come into contact with the hot exhaust system, resulting in a fire.

Prior to a fire, vehicles will have increasing engine temperatures that may be indicated on the instrument cluster or the message "Engine Power Reduced to Lower Temps" or "Engine over temp, stop safely." The instrument cluster may also sound a chime and illuminate a red light.

573.6 (c) (5) – Description of the Defect

Certain 2013 model year Escape and Fusion vehicles equipped with 1.6L engines may experience engine overheating that can lead to fluid leaks that may come in contact with the hot exhaust system that may result in a fire. Ford is aware of nine field reports of fires in the United States on vehicles in customer service.

(Further, Ford is aware of one field report of a pre-delivery vehicle fire in Tennessee, one field report of a vehicle fire in Canada and two fires at the Louisville Assembly Plant (LAP) that were previously described in Ford's Defect Information Reports for 12S35 and 12S39.)

573.6 (c) (5) – Description of the Defect

Certain 2013 model year Escape vehicles equipped with 1.6L engines may have a cylinder head cup plug that may become dislodged. Dislodging of the cylinder head cup plug will result in loss of engine coolant. This may result in subsequent engine overheating, which may be associated with instrument cluster gage, tell-tale, and message warnings. Under certain circumstances with massive coolant loss from the head cup plug bore, water in the 50/50 coolant mix may vaporize, resulting in a higher concentration of glycol (antifreeze). This would be most likely under a high engine load operating condition.

Ford is not aware of any field reports of fires in the United States on vehicles in customer service due to this cause. Ford is aware of one field report of a pre-delivery vehicle fire in Tennessee believed to be the result of the head cup plug becoming dislodged. A vehicle in the custody of the assembly plant also experienced a fire that may relate to a dislodged cup plug.

573.6 (c) (5) – Description of the Defect

Certain 2013 Escape vehicles equipped with 1.6L GTDI engines have an engine compartment fuel line on which the exterior surface may have been mechanically scored during its manufacture. When subsequently installed onto a barbed connector fitting at the supplier, a scored fuel line may develop a split that can result in a leak.

From: Martin-Coklow, Kovan (K.M.)
Sent: Friday, December 01, 2017 2:36 PM
To: Rollinger, John (J.E.)
Cc: Thompson, Scott (S.)
Subject: FW: glide path

Follow Up Flag: Follow up
Flag Status: Completed

Good morning John, Scott

The glide path for T326 will be over 4 vehicles per Scott for FSA testing.

This needs an approval from you and a LL2 approval.

Can you approve this and get a LL2 approval for the glide path?

Best Regards,
Kovan Martin-Coklow | Vehicle Coordinator –
T326,T327,V700,V780
[redacted] ✉: kmart205@ford.com | **Greenfield Ct. 2 , A802**
Ford VEV

From: Thompson, Scott (S.)
Sent: Thursday, November 30, 2017 2:53 PM
To: Martin-Coklow, Kovan (K.M.) <KMART205@ford.com>
Subject: RE: glide path

Kovan,

We will be moving the 4 – 1.6L vehicles to storage, in the 2nd quarter of 2018. We need a few more months with them until the FSA gets released to costumers and support the launch. After that we will need to maintain the vehicles for a while incase another issue comes up, these vehicles took a lot of effort to acquire and update for the development of the FSA, and we need to make sure there are no field issues before dispositioning.

308W908 Fiesta ST
308W954 Fusion
516W160 Escape 14MY
590W856 Escape 13MY

Scott S. Thompson
[redacted]

From: Martin-Coklow, Kovan (K.M.)
Sent: Thursday, November 30, 2017 2:40 PM
To: Thompson, Scott (S.)
Subject: RE: glide path

Hey Scott,

What 4 will be moved to storage?

Best Regards,
Kovan Martin-Coklow | Vehicle Coordinator –
T326,T327,V700,V780
[redacted] ✉: kmart205@ford.com | **Greenfield Ct. 2 , A802**
Ford VEV

From: Thompson, Scott (S.)
Sent: Thursday, November 30, 2017 2:29 PM
To: Martin-Coklow, Kovan (K.M.) <KMART205@ford.com>
Subject: RE: glide path

Kovan,

I am currently at 22 vehicles (with the VDR today). 4 of the those vehicles are to support the unexpected 1.6L FSA work. The 4 vehicles supporting the FSA will move to storage during 2Q2018.

For next year I am expecting to bring in 10 new vehicles. I have 10 vehicles identified the will be dispositioned next year.

This makes my EOY glide path request 18.

Please let me know if you have any additional questions.

Scott S. Thompson
[redacted]

From: Martin-Coklow, Kovan (K.M.)
Sent: Tuesday, November 28, 2017 12:34 PM
To: Thompson, Scott (S.)
Subject: RE: glide path

Oh ok

Thank you

From: Thompson, Scott (S.)
Sent: Tuesday, November 28, 2017 12:34 PM
To: Martin-Coklow, Kovan (K.M.) <KMART205@ford.com>
Subject: RE: glide path

I have a meeting at 10:30a tomorrow to discuss with Owen/John. Should be able to provide it after that.

Scott S. Thompson
[redacted]

From: Martin-Coklow, Kovan (K.M.)
Sent: Tuesday, November 28, 2017 12:32 PM
To: Thompson, Scott (S.)
Subject: glide path

Scott,

Can you send me the number of vehicles you are expecting to get for next year?

Have to turn in the glide path for next year.

Thanks!

Best Regards,
Kovan Martin-Coklow | Vehicle Coordinator – T326,T327,V700,V780
[redacted] ✉: kmart205@ford.com | **Greenfield Ct. 2 , A802**
Ford VEV

INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: Ciolli, Lisa (L.M.)
Sent: Wednesday, April 25, 2018 6:40 PM
To: Baumeister, Eric (E.)
Subject: FW: [redacted] buyback

FYI

[redacted]
Reacquired Vehicles Coordinator
Ford Customer Service Division
[redacted]
PRIVILEGED AND CONFIDENTIAL If you receive the email in error, please delete and notify sender immediately

Team Ford

Help out in the fight against Multiple Sclerosis.
Sponsor me for the MS Bike tours
[redacted]
Join *Team Ford* and ride along with me:
[redacted]

From: Arauz, Kimberly (K.A.)
Sent: Wednesday, April 25, 2018 2:34 PM
To: Billups, Bill (B.) <bbillups@ford.com>
Cc: Boykin, Ivan (I.B.) <iboykin@ford.com>; Barron, Keith (G.K.) <gbarron@ford.com>; West, Leah (L.) <LWEST46@ford.com>; Mason, David (D.M.) <dmason@lincoln.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Subject: RE: [redacted] buyback

Thanks Bill.

Sincerely,

[redacted]
Parts & Service Operations Manager – Great Lakes Market
Select Dealer Region
[redacted]
Fax: 866-395-7658
khudson2@ford.com

From: Billups, Bill (B.)
Sent: Wednesday, April 25, 2018 2:33 PM
To: Arauz, Kimberly (K.A.) <khudson2@ford.com>
Cc: Boykin, Ivan (I.B.) <iboykin@ford.com>; Barron, Keith (G.K.) <gbarron@ford.com>; West, Leah (L.)

<LWEST46@ford.com>; Mason, David (D.M.) <dmason@lincoln.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Subject: RE: [redacted] buyback

No, we will collect all the sales docs from the customer and selling dealer.

From: Arauz, Kimberly (K.A.)
Sent: Wednesday, April 25, 2018 2:27 PM
To: Billups, Bill (B.) <bbillups@ford.com>
Cc: Boykin, Ivan (I.B.) <iboykin@ford.com>; Barron, Keith (G.K.) <gbarron@ford.com>; West, Leah (L.) <LWEST46@ford.com>; Mason, David (D.M.) <dmason@lincoln.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Subject: RE: [redacted] buyback

Alright, we'll have the COM approve it. Will you need anything else from us to process the case?

Sincerely,

[redacted]
Parts & Service Operations Manager – Great Lakes Market
Select Dealer Region
[redacted]
Fax: 866-395-7658
khudson2@ford.com

From: Billups, Bill (B.)
Sent: Wednesday, April 25, 2018 2:25 PM
To: Arauz, Kimberly (K.A.) <khudson2@ford.com>
Cc: Boykin, Ivan (I.B.) <iboykin@ford.com>; Barron, Keith (G.K.) <gbarron@ford.com>; West, Leah (L.) <LWEST46@ford.com>; Mason, David (D.M.) <dmason@lincoln.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Subject: RE: [redacted] buyback

Kimberly,

Our RAV department would not approve a requester's upload. If the ZM uploads the case, their PSOM would be the approver and if the CRC uploads the case, their COM would be the approver.

Regards,
Bill Billups
Ford Motor Company
RAV Analyst
FCSD - Consumer Affairs
[redacted]
Email: bbillups@ford.com
CONFIDENTIAL If you receive the email in error, please delete and notify sender immediately.

From: Arauz, Kimberly (K.A.)
Sent: Wednesday, April 25, 2018 2:18 PM

To: Ciolli, Lisa (L.M.) <lciolli@ford.com>
Cc: Boykin, Ivan (I.B.) <iboykin@ford.com>; Barron, Keith (G.K.) <gbarron@ford.com>; Billups, Bill (B.) <bbillups@ford.com>; West, Leah (L.) <LWEST46@ford.com>; Mason, David (D.M.) <dmason@lincoln.com>
Subject: RE: [redacted] buyback

Hi Lisa,

My Zone Manager Leah West, has been working with the CRC on getting a case in the system. The current case # is [redacted] The CSM has also offered to upload the RAV request but has asked who will be approving it, so she can upload it to the appropriate person.

Sincerely,

[redacted]
Parts & Service Operations Manager – Great Lakes Market
Select Dealer Region
[redacted]
Fax: 866-395-7658
khudson2@ford.com

From: Ciolli, Lisa (L.M.)
Sent: Wednesday, April 25, 2018 12:52 PM
To: Mason, David (D.M.) <dmason@lincoln.com>; Arauz, Kimberly (K.A.) <khudson2@ford.com>
Cc: Boykin, Ivan (I.B.) <iboykin@ford.com>; Barron, Keith (G.K.) <gbarron@ford.com>; Billups, Bill (B.) <bbillups@ford.com>
Subject: RE: [redacted] buyback

David,
Per our phone conversation, can you please have someone upload a case in FMC360. Once the case is in the system and approved, I can get it expedited in the process.

Bill- This goes with the 17S09 unrepairable unit e-mail from yesterday.

[redacted]
Reacquired Vehicles Coordinator
Ford Customer Service Division
[redacted]
PRIVILEGED AND CONFIDENTIAL If you receive the email in error, please delete and notify sender immediately

Team Ford

Help out in the fight against Multiple Sclerosis.
Sponsor me for the MS Bike tours
[redacted]
Join *Team Ford* and ride along with me:
[redacted]

From: Mason, David (D.M.)
Sent: Wednesday, April 25, 2018 12:42 PM
To: Barron, Keith (G.K.) <gbarron@ford.com>; Arauz, Kimberly (K.A.) <khudson2@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Cc: Boykin, Ivan (I.B.) <iboykin@ford.com>
Subject: [redacted] buyback

Keith, Lisa

I see Keith is out of the office and has Lisa as the contact. I am following up for our Regional Mgr, Ivan Boykin who received a call from Dealer Mike Burkhardt regarding one of his customer's Kathleen Schwarten. Engineering hotline has indicated the Escape has an open recall 17S09 and that it is one that cannot be repaired and thus have indicated the vehicle is to be bought back. The customer is in a loaner since March 8th and has received no contact from the buyback team.

Dealer Contact: Jack (Service Mgr) or Erin Burkhardt
[redacted]
VIN: 1FMCU0GX4EU[redacted]

May we ask for an outreach to Jack at Mark Burkhardt Ford to advise them of timing of the package and also contact with the customer? As you would expect, this is very confusing to the owner. They received a notice to complete an open recall ad now they were told we are going to by the car back but no-one has communicated anything. Let me know if there is anything you would like us to do. We look forward to your communication on next steps. Thank you

Regards,

David M. Mason
Parts & Service Operations Mgr.
[redacted] **email:** dmason@ford.com

From: McCoy, Kevin (K.J.)
Sent: Friday, February 02, 2018 3:21 PM
To: Baumeister, Eric (E.)
Subject: FW: Phone Message - Re: 17S09

FYI

From: McCoy, Kevin (K.J.)
Sent: Thursday, February 01, 2018 9:57 AM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Johnson, David (D.J.) <djohns16@ford.com>; Dwan, Patrick (P.J.) <pdwan@ford.com>; Thompson, Mark (M.T.) <mthomp15@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: Phone Message - Re: 17S09

Good morning Mike,
Yes, we made a call to Carey yesterday and had a good discussion, his biggest concern wasn't with the repair but with the process of getting prior approval through SSSC.
With Mark on the call it provided a great opportunity to gather feedback for the SSSC team.
The dealer's concern was with the number of contacts required, back & forth with SSSC and the time it was taking to get the repair closed out.

We're meeting with the SSSC team today and will share Carey's feedback.
The emphasis will be on the need for the SSSC Contact Agents to call the dealer and speak with them directly when a repair is complex and gets beyond four or more contacts for a given repair.

Regards,

[redacted]
Recall & Service Programs
Business Operations Manager
MS&S PDC5 Business Co-Chair
[redacted]
Desk 313-845-4026
kmccoy1@ford.com

From: Warwood, Mike (J.M.)
Sent: Thursday, February 01, 2018 7:35 AM
To: McCoy, Kevin (K.J.) <kmccoy1@ford.com>
Cc: Johnson, David (D.J.) <djohns16@ford.com>; Dwan, Patrick (P.J.) <pdwan@ford.com>; Thompson, Mark (M.T.) <mthomp15@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: Phone Message - Re: 17S09

Good morning Kevin and John,

Did we learn anything from your discussion with Carey? Thx

Regards,

Mike Warwood
Manager, FCSD Recall & Service Quality
[redacted]
mwarwood@ford.com

From: McCoy, Kevin (K.J.)
Sent: Wednesday, January 31, 2018 8:00 AM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Johnson, David (D.J.) <djohns16@ford.com>; Dwan, Patrick (P.J.) <pdwan@ford.com>; Thompson, Mark (M.T.) <mthomp15@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: Phone Message - Re: 17S09

Mike,
We'll look into this and let you know what we find.

Regards,

[redacted]
Recall & Service Programs
Business Operations Manager
MS&S PDC5 Business Co-Chair
[redacted]
kmccoy1@ford.com

From: Warwood, Mike (J.M.)
Sent: Tuesday, January 30, 2018 7:00 PM
To: McCoy, Kevin (K.J.) <kmccoy1@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Warwood, Mike (J.M.) <mwarwood@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>; Dwan, Patrick (P.J.) <pdwan@ford.com>
Subject: FW: Phone Message - Re: 17S09

John and Kevin,

See note below for background. I just got off the phone with Carey Connell – PSMAC Member from Steve Marsh Ford in Tennessee. He is concerned about having to contact SSSC for prior approval on replacing cylinder heads where oil leaks have been observed in 17S09 (Attachment I). It sounds like there may be some confusion, but I can't tell for sure. His concern is that the SSSC step is adding a lot of time and complexity to the process and he's wondering why we don't know what it will cost to replace the head. Please contact Carey and let him explain what he believes to be the problem with the process we have communicated. Let me know what you learn and corrective actions necessary, if any. Thanks!

Safety Recall 17S09 – *Supplement #2*
Certain 2013-2014 Fusion, 2013-2015 Transit Connect, 2014 Escape, and 2014-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine
Coolant Level Sensor System Installation

New! CLAIMS PREPARATION AND SUBMISSION

- Enter claims using One Warranty Solution (OWS).
- When entering claims in DMS software, select claim type 31: Field Service Action. The FSA number 17S09 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- Dealers are authorized to claim up to $500 of additional labor and/or parts without contactin the SSSC for approval. Follow the Actual Time Usage Guidelines and Service Managemer Responsibilities as identified in the Warranty and Policy Manual.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amoun Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- Submit refunds on a separate repair line.
  - Program Code: 17S09
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repa should be detailed in the comments section of the claim.
- Claims for Escape interim repairs under labor operation code 17S09XX must have a repair date on or before December 13, 2017 to be eligible for payment.
- *Claims for Fusion and Transit Connect interim repairs under labor operation codes 17S09Y and 17S09ZZ must have a repair date on or before January 19, 2018 to be eligible for payment.*

Regards,

Mike Warwood
Manager, FCSD Recall & Service Quality
[redacted]
mwarwood@ford.com

From: Militello, Tina (T.)
Sent: Tuesday, January 30, 2018 4:05 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>
Subject: RE: Phone Message - Re: 17S09



[redacted]
Executive Assistant
to David J. Johnson, Global Director, Service Engineering Operations
[redacted]
Fax: 888-410-3391

From: Warwood, Mike (J.M.)
Sent: Tuesday, January 30, 2018 3:59 PM
To: Militello, Tina (T.); Johnson, David (D.J.)
Subject: RE: Phone Message - Re: 17S09

Tina,

Got it. We will reach out. Thx

Regards,

Mike Warwood
Manager, FCSD Recall & Service Quality
[redacted]
mwarwood@ford.com

From: Militello, Tina (T.)
Sent: Tuesday, January 30, 2018 3:34 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>
Subject: Phone Message - Re: 17S09

Dave & Mike:
Carey called Dave's line because he didn't know who else to reach out to regarding 17S09.
Including you, Mike, because I'm sure you can answer any questions/concerns he may have. I didn't give him your name, simply said I can pass his info to our Recall Manager because Dave is tied up rest of the afternoon. Carey was OK with that.

From: Carey Connell, PSMAC Member
Steve Marsh Ford
Milan, TN
[redacted]
Re: 17S09

[redacted]

Executive Assistant
to David J. Johnson, Global Director, Service Engineering Operations
[redacted]
Fax: 888-410-3391

From: Kuhel, Doug (D.G.)
Sent: Thursday, May 18, 2017 10:56 PM
To: Hansen, Randy (R.F.); Love, Keith (K.A.)
Subject: FW: Report Summary for the CQIS Report# [redacted] from DKUHEL
Attachments: MD1.jpg; MD2.jpg; MD3.jpg

Dealer is reporting the cylinder head is not cracked. However, I can see something in picture 1 but that might be wishful thinking.

Regards,
[redacted]
1.5L / 1.6L Engine Systems Engineer
Building 1 - Office 11B138
[redacted]
dkuhel@ford.com
Drive one.

From: [redacted]
Sent: Thursday, May 18, 2017 5:47 PM
To: Kuhel, Doug (D.G.)
Subject: RE: Report Summary for the CQIS Report# [redacted] from DKUHEL

Doug,

Here are some photos of the 1.6 Escape. I don't see any cracks similar to the ones in the pictures you sent me. As you can see at one point oil did run off on to the manifold cover. Please advise.

Thanks, [redacted]

From: Kuhel, Doug (D.G.) <dkuhel@ford.com>
Sent: Wednesday, May 17, 2017 1:37 PM
To: [redacted]
Subject: FW: Report Summary for the CQIS Report# [redacted] from DKUHEL

[redacted]

Below are notes added to your hotline report asking for an inspection of the cylinder head area. Please compare pictures to finds on damaged cylinder head. Please let me know what you find. Feel free to charge M-time for engineering investigation of root cause for fire.

Feel free to contact me if you have any questions.

Regards,
[redacted]
1.5L / 1.6L Engine Systems Engineer
Building 1 - Office 11B138

[redacted]
dkuhel@ford.com
Drive one.

From: CQIS, Help (.)
Sent: Wednesday, May 17, 2017 1:32 PM
To: Kuhel, Doug (D.G.)
Subject: Report Summary for the CQIS Report#[redacted] from DKUHEL

Attachments : 0

Report# :	[redacted]			**Received:**	05/05/2017
CCRG/EPRC:	S	**Reviewed Status:**		**Date:**	
Vehicle:	2014,ESCAPE 4X4 (2013 -) ,SE ,4X4 ,MPV ,1FMCU9GX5EU[redacted]			**Build Date:**	09/07/2013
Odometer :	86,118 M	**Engine:**	1.6L 170PS	**Calibration:**	EM21A10A
Transmission:	6SP 6F MID	**Axle:**	3.51 RATIO	**A/C:**	YES
Dealer:	USA 04379 Preston Ford, Inc.			**Phone#:**	[redacted]
City:	Burton	**State:**	Ohio	**Country :**	USA
Originator:	[redacted]				
Symptom:	4 46 1 87 ST/RN/MV,FLUIDS,ENGINE OIL,LEAK				
Status:					
VFG:	V44 POWERTRAIN MALFUNCTION				
Additional Symptom:	FSA OIL LEAK				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: SBYRD25 Phone: Regn Cd: G4 Pittsburgh

Engineering: Phone: TAR:

Dlr Contact: [redacted] Phone: Title Cde: SM

Comments :

CONCER 05/05/2017 01:38PM STEVEN BYRD MSS - FCSD - TECH ASSIT CENTER

Web Form Data[redacted] Description of Vehicle Concern: C/S VEHICLE IS FLUID AND CAUSED A SMALL FIRE UNDER HOOD. CHECK AND ADVISE, SEE OPEN FSA 17S09 Please list any diagnostics already performed: TOWED VEHICLE IN SHOP. VERIFRED VEHICLE HAS OIL LEAKS COMING FROM REAR OF CYLINDER HEAD AND TURBO RETURN LINE. PERFORMED OPEN FSA 17S09, PRESSURE CHECKED COOLANT SYSTEM, NO EXTERNAL LEAKS FOUND AT THIS TIME. EXCESSIVE OIL LEAKS

NOTICED. FOUND SOME COOLANT IN CRANKCASE. CONTACTED SSSC PER FSA. CONTACT ID# [redacted] PICTURES OF DAMAGE WERE SENT TO SSSC PER REQUEST. SSSC ADVISED TO PERFORM COST CAP AND CONTACT HOTLINE FOR APPROVAL. COST CAP CAME BACK TO REPLACE ENGINE ASY. THIS REPAIR WOULD BE A EMPTY HOLD ON RECALL PER SSSC. PLEASE NOTE VEHICLE DOES BLOW WHITE SMOKE WHEN RUNNING. Parts Replaced: ENGINE HARNESS, NEW TURBO AND MISC GASKETS WERE REPLACED BY ANOTHER REPAIR SHOP PAID VIA CUSTOMERS INSURANCE COMPANY DUE TO FIRE DAMAGE. THIS REPAIR WAS PERFORMED BEFORE RECALL WAS ANNOUNCED. Your Question: VEHICLE HAS OPEN FSA REGUADING THIS CONCERN. TALKED TO THOMAS AT SSSC AND WAS ADVISED TO GET APPROVAL FOR NEW POWERTRAIN. PLEASE ADVISE.

RECOMM 05/05/2017 01:38PM STEVEN BYRD MSS - FCSD - TECH ASSIT CENTER

Matt, Due to the FSA 17s09, and since it was determined the vehicle needs a long block assembly, proceed with obtaining the long block. If your dealership requires prior approval, continue with filling out the prior approval with the information in this form and any other information on diagnostics that have been performed and ensure to include the SSSC decision.

CONCER 05/08/2017 02:10PM

SSSC HAS ADVISED ME TO OBTAIN AN APPROVAL NUMBER FROM HOTLINE FOR LONG BLOCK REPLACEMENT. SPOKE TO DEB AND THOMAS AT SSSC REGUARDING THIS CLAIM.

RECOMM 05/09/2017 12:44PM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER

[redacted] The Ford Technical Assistance Center has reviewed your request and has determined that it is necessary to discuss this matter verbally over the telephone. You will be contacted shortly by a Ford Technical Assistance Center representative.

CONCER 05/09/2017 02:00PM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER

Outbound call to [redacted], Called to discuss fire affecting vehicle damage. Outside repair shop was repairing vehicle and customer received FSA 17S09 letter. Had vehicle towed to dealership. HAs oil leaks and suspect fire is related to FSA. Can smell coolant burning and loss pressure is present when performing WSM 303-03 Coolants system pressure test. Suspecting coolant intrusion and Per Step 11 of the coolant system pressure test the long block should be replaced. SSSC says to get prior approval.

RECOMM 05/09/2017 02:00PM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER

[redacted] Thank you for taking the time to discuss this matter. When you have a concern alleging a fire, accident, injury, property damage and/or burn has occurred due to an alleged product defect, pursuant to the Warranty and Policy Manual, no repairs should be performed. See below:

-**U.S. Dealerships** should complete a **Dealer/Fleet Request for OGC Review** found on FMCDealer.com - Parts & Service Tab - Customer Satisfaction link.

NOTE: The Technical Assistance Center will not be able to provide further assistance with this issue until after the OGC review. After OGC review has been cleared since technical direction is not required continue with completing the Dealership Prior Approval Process/prior approval form. The Technical Assistance Center Phone Number is 800-826-4694.

CONCER 05/17/2017 10:42AM

Hi, OGC has determined this case does not need to go through them for any review. So, another week has passed and I' am still no where closer to repairing vehicle. I was advised this morning OGC will contact Hotline and advised we continue with repair. Please let me know what we need to do next.... Thanks, [redacted]

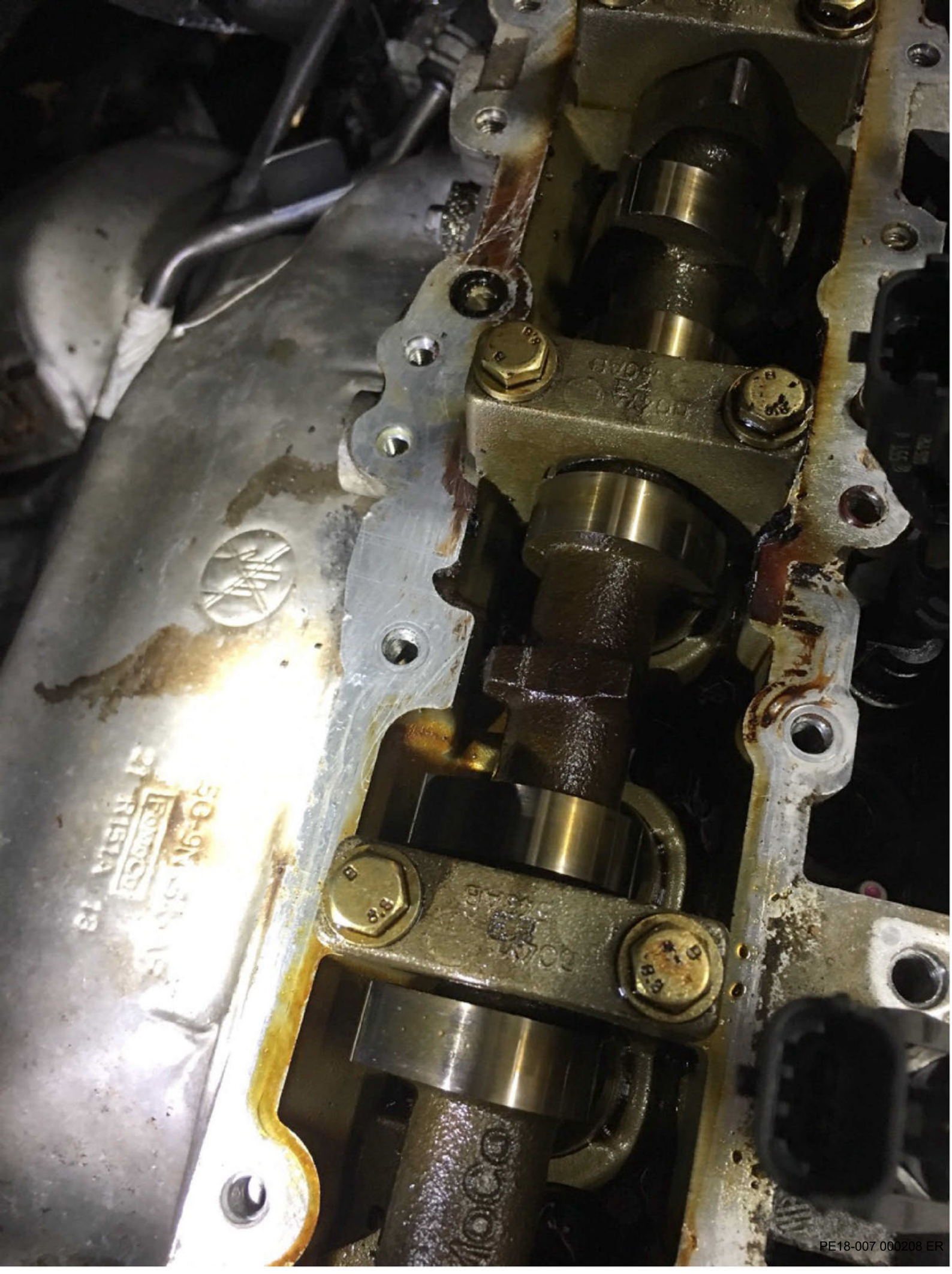
ADD-ON 05/17/2017 01:32PM DOUG KUHEL PTO - ENG - ENGIN PROD MFG EN

ENGINEERING IS ASKING THE DEALER TO PLEASE INSPECT THE BACK PORTION OF THE CYLINDER HEAD TO DETERMINE IF CYLINDER HEAD IS CRACKED. PLEASE REMOVE CAM COVER AND HIGH PRESSURE FUEL PUMP BRACKET AND INSPECT CYLINDER HEAD. I WILL PROVIDE A PICTURE OF WHAT TO LOOK FOR. PLEASE REVIEW AND SEND BACK A PICTURE OF THE CRANKED CYLINDER HEAD.



PE18-007 000206 ER


BN5G-9N455-AF
Ford
21 R15A 13



PE18-007 000208 ER

From: Houston, Willie (W.)
Sent: Tuesday, May 23, 2017 8:59 PM
To: Dwan, Patrick (P.J.)
Subject: FW: Report Summary for the CQIS Report# [redacted], from WHOUST13

Hi Pat,

Thanks for taking my call. Below is the report I was discussing.

The dealer has verified that there is coolant in the cylinders and is attempting to obtain approval from SSSC for a long block assembly. They have done cost cap and applied for SSSC prior approval however they have been referred to the Hotline prior approval form. When the technician completes the form it states that prior approval is not required so he has been unable to successfully obtain an approval code for repairs.

Can you provide a direction for this issue?

Thanks,

Willie Houston
Ford Motor Company
Field Service Engineer
Atlanta Region Zone T09
whoust13@ford.com
[redacted]

Ford | LINCOLN

ROTUNDA

Nothing Happens Unless there are customers

From: CQIS, Help (.)
Sent: Tuesday, May 23, 2017 4:53 PM
To: Houston, Willie (W.) <whoust13@ford.com>
Subject: Report Summary for the CQIS Report# [redacted] from WHOUST13

Attachments : 0

Report# :	[redacted]			**Received:**	05/22/2017
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,ESCAPE 4X2 (2013 -) ,SE ,4X2 ,MPV ,1FMCU0GX5EU[redacted]			**Build Date:**	12/20/2013
Odometer :	104,457 M	**Engine:**	1.6L 170PS	**Calibration:**	EM21A10A
Transmission:	6SP 6F MID	**Axle:**	3.21 RATIO	**A/C:**	YES
Dealer:	USA 05739 Ted Russell Ford Lincoln			**Phone#:**	[redacted]
City:	Knoxville	**State:**	Tennessee	**Country :**	USA

Originator: [redacted]

Symptom: 4 46 3 16 ST/RN/MV,FLUIDS,COOLANT,CONSUMPTION

Status:

VFG: V45 ENGINE COOLING

Additional Symptom: COOLANT CONSUMPTION

Fix: **Causal Component :**

Condition Code:

Hotliner: RLAPLAN6 Phone: Regn Cd: S1 Atlanta

Engineering: Phone: TAR:

Dlr Contact: [redacted] Phone: Title Cde: SF

DTC:

PCM:P0217:00,P0304:00,P0316:00,P1299:00

Comments :

CONCER 05/22/2017 12:09PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER

Web Form Data [redacted] Description of Vehicle Concern: CUSTOMER STATES COOLANT IN THE OIL, Please list any diagnostics already performed: PERFORMED RECALL 17S09. WOULD NOT HOLD PRESSURE. PERF IDS TESTS, SEE CODES PROVIDED. PRESSURE TESTED COOLING SYSTEM, WOULD NOT HOLD PRESSURES, R & R #4 PLUG AND BORE SCOPED FINDING A PUDDLE OF COOLANT IN CYLINDER. Parts Replaced: NONE Your Question: PERFORMED 17S09, STATES IN RECALL IF DOESN'T HOLD AND COOLANT LEAKS TO REPAIR AS NECC. IF COST IS OVER $500 WE NEED TO GET AUTHORIZATION THROUGH SSSC. SERVICE MANUAL STATES IF COOLANT INTRUSION INTO CYLINDERS TO REPLACE THE COMPLETE ENGINE ASSY. WE SUBMITTED THIS TO SSSC AND WAS TOLD WE NEED TO DO A COST CAP FOR APPROVAL THEN CONTACT HOTLINE. DO WE TEAR THIS ENGINE DOWN AND COST CAP WHEN FORD SAYS TO REPLACE THE UNIT?

RECOMM 05/22/2017 12:09PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER

[redacted] Having found coolant in cylinder 4 and the direction in the workshop manual says to replace the engine longblock assembly, further engine teardown is not required at this time. Continue with filling out the cost cap tool, selecting the complete short block, cylinder head and any other necessary parts for this repair. Once the repair or replace decision is received, continue with

following the SSSC direction and submit for prior approval. Due to the workshop direction of replacing the long block, a replace decision is not necessary to complete prior approval process.

CONCER 05/22/2017 03:23PM

AS PER MY FIRST HOTLINE REQUEST, I HAVE DONE THE COST CAP AND WAS INSTRUCTED THAT REPLACEMENT WAS RECOMMENDED. I SENT BACK INTO SSSC AND RECIEVED BACK THAT I NEED AN AUTHORIZATION FROM THE TECH HOTLINE. I WENT TO PRIOR APPROVAL FOR APPROVAL AND IT SHOWS THAT WE DON'T NEED PRIOR APPROVAL. THIS VEH IS IN FOR THE 17S09 RECALL AND HAS 104457 MILES ON IT. THE INSTRUCTIONS FOR APPROVAL ARE VERY VAGUE TO SAY THE LEAST. SSSC SAYS TO CONTACT YOU FOR APPROVAL, YOU SAY TO CONTACT THEM. ANY ASSISTANCE WOULD BE GREATLY APPRECIATED.

RECOMM 05/23/2017 02:07PM JUSTIN SERR MSS - FCSD - TECH ASSIT CENTER

[redacted] Sorry for the confusion, if the SSSC gave you the go ahead for the FSA then you get Approval for the Long Block through here, the Technical Assistance Center, this is done through our Prior Approval Form. This is done by filling out the appropriate symptom coding on PTS and then run an OASIS report on the vehicle. Scroll down to the bottom of the page and click Prior Approval. In the pop-up window, select the type of Prior Approval program that is being used and select the type of claim being filed. Then proceed with following the instructions on the form to provide the necessary information. The Technical Assistance Center will then receive this form and will give approval for Long Block Replacement and you will receive an approval code.

From: Miller, Frederic (F.C.)
Sent: Tuesday, February 27, 2018 8:49 PM
To: Dwan, Patrick (P.J.)
Subject: FW: two concerns at Downs Ford
Attachments: repaci 2.pdf

Importance: High

Hi Pat,

You helped me with 17S09 in the past. I am reaching out for advise on how to proceed with the following appeal for financial assistance from Downs Ford (20681).

Vehicle Info: 2014 Escape, Built on 5-Mar-14
VIN: 1FMCU0JXXEU[redacted]
Concern: 17S09

Summary: Dealer went through what they believed was the correct course of diagnosis/repair for 17S09. They have substantial Actual time in the repair diagnosis which has been deemed not warranted. They are seeking approval for this time in addition to the repair. They claim they followed procedure and did seek guidance/approval throughout the process, the attachment is there as a means of proof of this. I read through the 17S09 S2 document and did not come across a specific line directing long block replacement. I went into PTS/Oasis to look into the Service Manual but do not have access. I quickly looked over the actual time usage guidelines in the W&P manual but only claiming and not appeal procedures are listed.

Desired Outcome: Financial Assistance
Are you able to help me with an appeal for financial assistance or know who can? If you can help does this case meet the criteria for assistance? I need help with information on how to handle.

Thank you,
Fred Miller
Ford Motor Company
Service Zone Manager
[redacted]
Fax: (866) 984 – 5230
Fmille72@ford.com

The concern is the 2014 escape , vin # 1FMCU0JXXEU[redacted]customer name. Seeking authorization to proceed with replacement of long block and time for diagnoses of concern.

17s09 coolant recall. SSSC responses are enclosed in the pdf. The Dealer / technician followed the procedures provided including numerous calls and communications with SSSC to obtain approvals for repair of this vehicle. During the process the dealer had to remove the head and send it to be checked. SSSC finally communicated the procedure they wanted to fix the vehicle after numerous times asking for guidance. They want a long block installed on this vehicle but do not want to pay for the time already spent in diagnosing the concern.
The recall instructions and the Workshop manual were followed, neither one indicate replacement of the long block during normal diagnoses of this concern .

The "tech advisor " from SSSC gave us the answer to where in the workshop manual the statement of replace the long block if there is loss of pressure. If normal diagnoses is used it does not lead you to this statement.

Thank You,

Joe Pati
Downs Ford Inc.

Code:	Name:	Phone Number:
20681	Downs Ford, Inc.	[redacted]

Vehicle Details

VIN: 1FMCU0JXXEU[redacted]	***Odometer** 65249	**Model Year:** 2014
Model: Escape	**Body Type:** 5 Door	**Warranty Start Date:** 24 March 2014
Build Date: 5 March 2014	**Transmission/Transaxle:** 6 Speed Auto Trans 6F35	**Engine Size/Description:** 1.6L EcoBoost SCTi 160182PS-Sig
Plant: LOUISVILLE	**Axle Ratio:** 3.21 Ratio	

Repair Order

RO Number: [redacted] **RO Date:** 01/24/2018

Additional Labor/Parts

Note: Approvals given are based on the exact dollar amount

NOTE: Only use the FSA line if directed from the agent. Otherwise use a different line number

*Line Number	Labor Hours	Misc Expn	Misc Expn Desc	Parts Total	Approval Code	Approval Amount	Add New RO Line
52	25.5	95.00	head inspection/ cleaning	3209.43			Edit Delete

Complete Part Number	Base Part Desc	QTY	Dealer Net Price With Markup	Part Approval Status	Add Another Part
w715309s300	stud	11	3.75	Not Approved	Edit Delete
w702586s347	nut-hex	11	1.29	Not Approved	Edit Delete
cu7z19b508a	sealant	1	45.66	Not Approved	Edit Delete
fl910s	kit- element	1	7.04	Not Approved	Edit Delete
sp532	spark plug	1	11.09	Not Approved	Edit Delete
bm5z9448a	gasket	1	14.36	Not Approved	Edit Delete
bm5z9439a	gasket	1	15.59	Not Approved	Edit Delete
xc5w20bsp	oil	5	4.67	Not Approved	Edit Delete
cj5z6006g	long block	1	3036.90	Not Approved	Edit Delete

Comments

Type: Dealer
Date: 13 Feb 2018
Time: 16:30:39
ID: r-kubwim
Comments: Dealer called in for more details on his request and proper procedures.

Type: Agent
Date: 13 Feb 2018
Time: 16:30:39
ID: r-kubwim
Comments: Please adjust the labor to 14hrs as per discussion with tech and resubmit for approval. Thank you

Type: Agent
Date: 9 Feb 2018
Time: 19:45:14
ID: t-joh420
Comments: If the campaign was followed correctly after the pressure test was complted and coolant found in the cylinders ,the WSM states a long block replacemet was required. The campaign or WSM was not followed and all extra labor is not allowed.

Type: Dealer
Date: 9 Feb 2018
Time: 19:20:58
ID: j-pati
Comments: updating contact per request, includes disassemble of engine, sending head out for inspection, install long block assy, reassemble old engine. also will need rental coverage

Type: Dealer
Date: 9 Feb 2018
Time: 15:39:00
ID: m-whit52
Comments: Waiting for response.

Type: Agent
Date: 9 Feb 2018
Time: 15:39:00
ID: m-whit52
Comments: Per our tech advisor, you should enter the long block # and cost with the list of parts already submitted and send it back.

Type: Dealer **Date:** 13 Feb 2018 **Time:** 16:30:39 **ID:** r-kubwim	**Comments:** Dealer called in for more details on his request and proper procedures.
Type: Agent **Date:** 13 Feb 2018 **Time:** 16:30:39 **ID:** r-kubwim	**Comments:** Please adjust the labor to 14hrs as per discussion with tech and resubmit for approval. Thank you
Type: Agent **Date:** 9 Feb 2018 **Time:** 19:45:14 **ID:** t-joh420	**Comments:** If the campaign was followed correctly after the pressure test was compited and coolant found in the cylinders ,the WSM states a long block replacemet was required. The campaign or WSM was not followed and all extra labor is not allowed.
Type: Dealer **Date:** 9 Feb 2018 **Time:** 19:20:58 **ID:** j-pati	**Comments:** updating contact per request, includes disassemble of engine, sending head out for inspection, install long block assy, reassemble old engine. also will need rental coverage
Type: Dealer **Date:** 9 Feb 2018 **Time:** 15:39:00 **ID:** m-whit52	**Comments:** Waiting for response.
Type: Agent **Date:** 9 Feb 2018 **Time:** 15:39:00 **ID:** m-whit52	**Comments:** Per our tech advisor, you should enter the long block # and cost with the list of parts already submitted and send it back.
Type: Dealer **Date:** 8 Feb 2018 **Time:** 17:26:05 **ID:** k-durha5	**Comments:** Joe called to get next step. Advised if coolant is present in cylinders a Cost Cap must be done because the long block needs to be replaced. Dealer asked for me to stay on call while he did Cost Cap, stayed on the call options were not specific to what needs to be done to vehicle. Advised it does not matter we just need this completed to proceed. Cost Cap completed. Deb advised dealer now needs to make sure repair order tab is complete. Dealer will get information updated and send back.
Type: Agent **Date:** 8 Feb 2018 **Time:** 17:26:05 **ID:** k-durha5	**Comments:** Joe called to get next step. Advised if coolant is present in cylinders a Cost Cap must be done because the long block needs to be replaced. Dealer asked for me to stay on call while he did Cost Cap, stayed on the call options were not specific to what needs to be done to vehicle. Advised it does not matter we just need this completed to proceed. Cost Cap completed. Deb advised dealer now needs to make sure repair order tab is complete. Dealer will get information updated and send back.
Type: Dealer **Date:** 8 Feb 2018 **Time:** 17:21:32 **ID:** j-pati	**Comments:** cost cap was performed. seeking authorization to proceed.
Type: Agent **Date:** 8 Feb 2018 **Time:** 13:29:25 **ID:** dursum	**Comments:** Good afternoon, Joe: If the vehicle was losing coolant, the next step when doing the pressure test was to remove plugs to look for coolant intrusion. If coolant is found in the cylinder, the long block needs to be replaced. Why was the head removed and sent out to be checked. The cost cap is a matter of record, and has not been done on this vehicle. Please advise. Thank you, Deb
Type: Dealer **Date:** 8 Feb 2018 **Time:** 12:32:37 **ID:** j-pati	**Comments:** There was coolant in the cylinder. I misunderstood what was stated on the machine shop bill. "Cleaned and checked for cracks-- no cracks was stated on bill.
Type: Agent **Date:** 6 Feb 2018 **Time:** 18:45:42 **ID:** dursum	**Comments:** Good afternoon, Joe: The aluminum heads do not get resurfaced. When performing the pressure test, was coolant in the cylinder? Please advise. Thank you, Deb
Type: Dealer **Date:** 6 Feb 2018 **Time:** 18:18:42 **ID:** j-pati	**Comments:** updated as requested
Type: Agent **Date:** 6 Feb 2018 **Time:** 17:50:58 **ID:** m-smi921	**Comments:** Please add the information in the RO and resubmit for review.
Type: Dealer **Date:** 6 Feb 2018 **Time:** 17:48:32 **ID:** j-pati	**Comments:** Head was sent out for inspection, the findings were the head was ok, needed to be resurfaced. the total estimate for replacement including OSL of 95.00, parts 280.60, labor of 1518.75. total 1894.35, line number 52, ro [redacted] ro date 01/24/2018
Type: Dealer **Date:** 25 Jan 2018 **Time:** 11:23:01 **ID:** m-washi8	**Comments:** Dealer called to make sure he can get approval for cost cap, asked him if the pressure tests where done he said yes for both. they're checking the WSM to make sure that the Cylinder head or block needs to be replaced or repaired. Told him that the program is for (localized overheating of the engine cylinder head may cause the cylinder head to crack, causing an oil leak that may result in a fire in the engine compartment.) So if they program cost cap and need to repair the cylinder head per the program that is covered.
Type: Agent **Date:** 25 Jan 2018 **Time:** 11:23:01 **ID:** m-washi8	**Comments:** Dealer called to make sure he can get approval for cost cap, asked him if the pressure tests where done he said yes for both. they're checking the WSM to make sure that the Cylinder head or block needs to be replaced or repaired. Told him that the program is for (localized overheating of the engine cylinder head may cause the cylinder head to crack, causing an oil leak that may result in a fire in the engine compartment.) So if they program cost cap and need to repair the cylinder head per the program that is covered.
Type: Agent **Date:** 24 Jan 2018 **Time:** 18:35:47 **ID:** m-smi921	**Comments:** If the technician is doing any major engine work (cylinder head, block, etc.) they need to perform a Cost Cap. The cost cap will tell the dealer if an engine replacement or repair is needed.
Type: Dealer **Date:** 24 Jan 2018 **Time:** 17:55:03 **ID:** j-pati	**Comments:** we have not performed a cost cap due to the engine not fully disassembled to reveal head condition, we were told "$500 of additional labor and/or parts without contacting the SSSC for approval." we are trying to obtain approval before going over the 500.00 limit imposed.
Type: Agent **Date:** 24 Jan 2018	**Comments:** Thank you for your request. Please advise if a cost cap was perform.

	Time: 17:49:33 **ID:** l-fost33
	Type: Dealer **Date:** 24 Jan 2018 **Time:** 17:03:22 **ID:** j-pati **Comments:** Diagnoses of concern reveals a leak from inside the engine, will need at least a head gasket, we will not know if the head is damaged until full disassembly, head gasket repair cost will be 208.28 parts, labor 1563.75, total 1772.03, can we proceed with this repair
	Type: Agent **Date:** 24 Jan 2018 **Time:** 14:40:40 **ID:** a-tho379 **Comments:** Dealers are authorized to claim up to $500 of additional labor and/or parts without contacting the SSSC for approval. Follow the Actual Time Usage Guidelines and Service Management Responsibilities as identified in the Warranty and Policy Manual. If the vehicle failed the pressure test, the technician should be following the Work Shop Manual to diagnosis the vehicle to determine the repair needed. Repairs over $500.00 would require an approval code. Thank you.
	Type: DEALER **Date:** 24 Jan 2018 **Time:** 14:22:39 **ID:** c-porba3 **Comments:** vehicle is using coolant. coolant found in cylinder #2. what is the procedure to get prior approval and labor times to make repairs. or does that all come from sccca (you guys)?
Attachments/ Images	**Valid File Types are .JPG,.ZIP,.TXT,.PDF** **Note: File size must be less than 2 MB.** Browse... Note: It may take up to a minute to upload attachment. Upload
Reply	**Description of Concern (Remaining: 4000)**

Submit

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[redacted]

2/15/2018

PE18-007 000216 ER

From: Kuhel, Doug (D.G.)
Sent: Wednesday, April 26, 2017 5:32 PM
To: Hansen, Randy (R.F.)
Subject: FW: VIN - 1FMCU0GXXDU[redacted]
Attachments: [redacted]

How about these 3 pictures from the same head.

Regards,
Doug Kuhel
1.5L / 1.6L Engine Systems Engineer
Building 1 - Office 11B138
[redacted]
dkuhel@ford.com
Drive one.

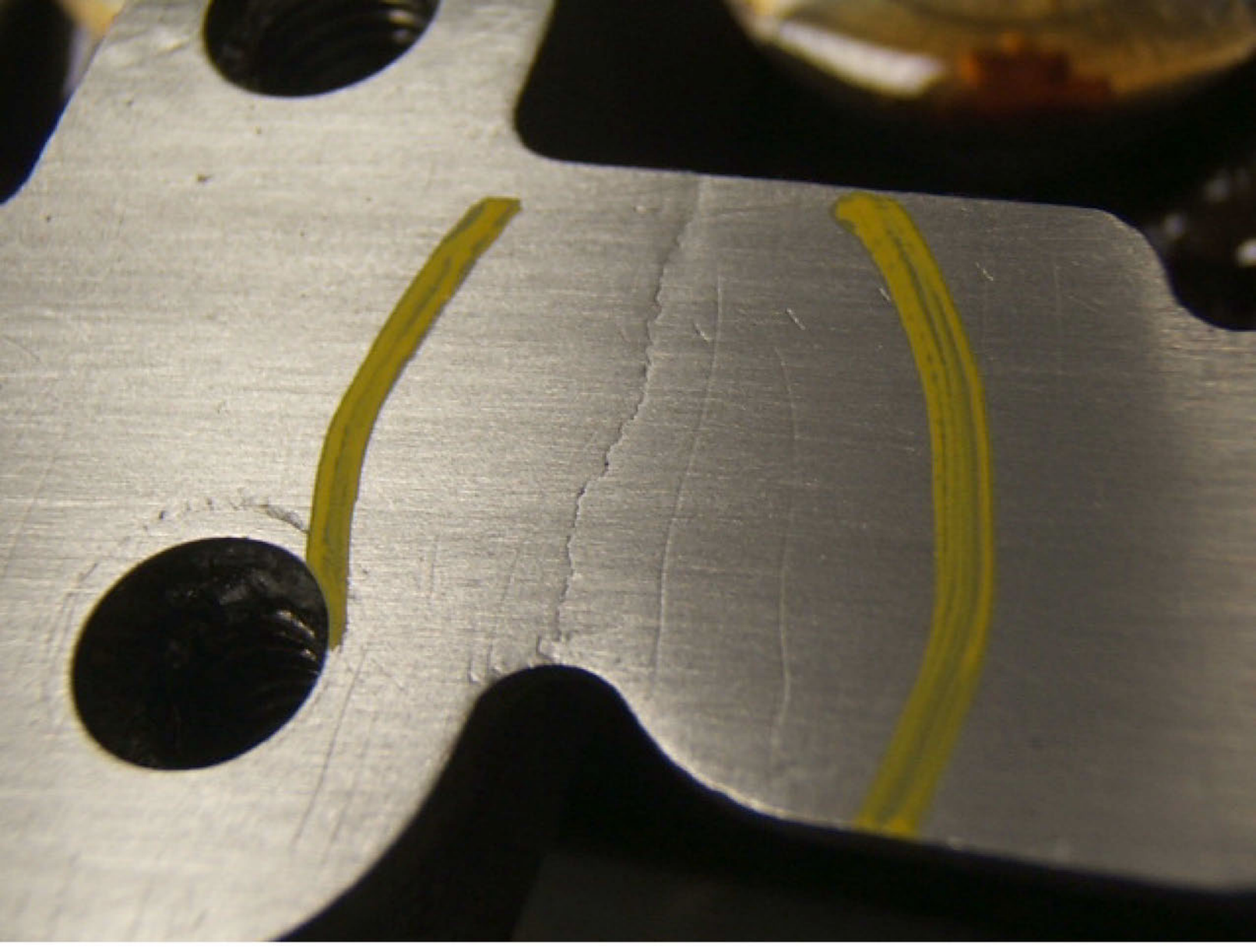
From: Kuhel, Doug (D.G.)
Sent: Monday, March 20, 2017 3:40 PM
To: [redacted]
Subject: VIN - 1FMCU0GXXDU[redacted]

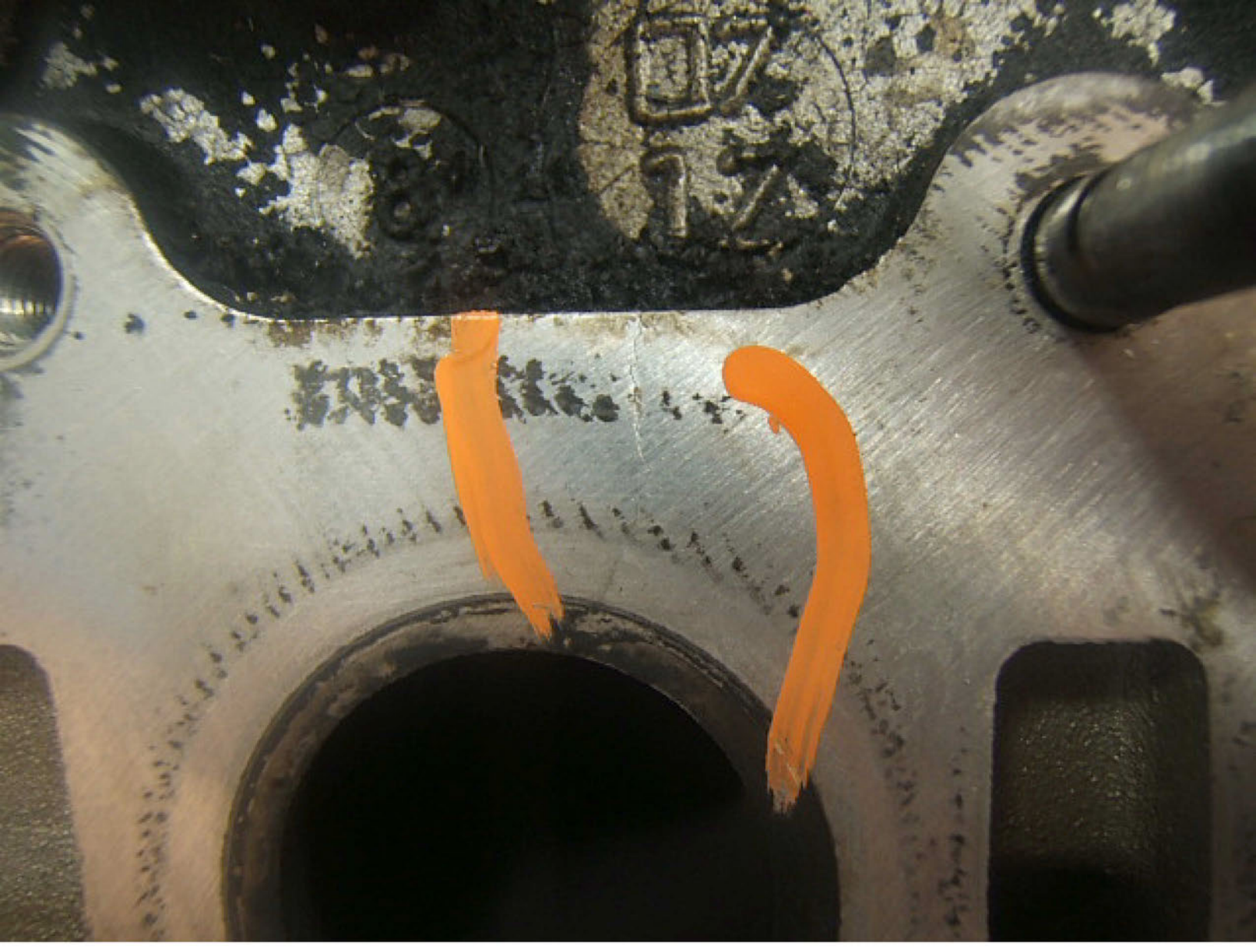
[redacted]

Please see attached pictures. They will show you a crack through the #3 exhaust port and a crack across the top of the cam cover seal. The new cylinder head has been redesigned to eliminate this weak spot in the cylinder head. I would appreciate if you could send me a picture of your cylinder head. Please feel free to contact me if you have any questions.

Regards,
Doug Kuhel
1.5L / 1.6L Engine Systems Engineer
Building 1 - Office 11B138
[redacted]
dkuhel@ford.com







Subject: PwC Testing - 1.6L Engine Recall
Location: TBD - DSCII

Start: Tue 4/11/2017 3:00 PM
End: Tue 4/11/2017 4:00 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: [redacted]
Required Attendees: [redacted]

Hello,

I wanted to set up a brief meeting to discuss background related to the 1.6L Engine Recall as well as go through the components of the cost estimate build-up (volume, labor cost, etc.). Please let me know if this time does not work for you – I understand that you are returning on Tuesday April 11th.

We are happy to meet at your desk!

Thanks,

[redacted]

From: Beltramo, Joel (J.J.)
Sent: Monday, July 02, 2018 12:19 AM
To: Baumeister, Eric (E.); Hansen, Randy (R.F.)
Cc: Pusta, Ionut (I.)
Subject: RE: [EXTERNAL] [redacted] ford escape

Eric,

Your response is accurate and well written in my opinion.

Thank you,

Joel Beltramo
Manager – Large V-8 Gas Engines
[redacted]
Building 1 13B090

From: Baumeister, Eric (E.)
Sent: Friday, June 29, 2018 3:44 PM
To: Beltramo, Joel (J.J.) <jbeltram@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: FW: [EXTERNAL] [redacted] ford escape

Joel, Randy,

Do you have anything to add to help our customer support team ensure this customer that they will not have concerns with their 2014 Escape? Please refer to the attached letter from the customer.

Thanks.

[redacted]
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
[redacted]

From: Baumeister, Eric (E.)
Sent: Friday, June 29, 2018 3:43 PM
To: Arledge, Lynn (L.) <larledge@ford.com>; Perry, Phil (P.J.) <pperry3@ford.com>
Cc: Tansil-Marshall, Robin (R.) <rtansil@ford.com>; Holzheuer, Bill (W.P.) <wholzheu@ford.com>
Subject: RE: [EXTERNAL] [redacted] ford escape

Hello Lynn and Phil,

I am working on this one, and would like engineering's input although I do not expect to receive a response from them today yet.

The short answer is no – Ford does not expect customers that own these vehicles to add or check coolant more frequently than any other vehicles. It is always possible for any vehicle to develop coolant leaks, and FSA 17S09 adds capability to the vehicle to inform the customer of a coolant loss concern, if the vehicle were to have a coolant leak, prior to a more significant problem developing. When this FSA is completed, dealers also thoroughly test and inspect the vehicle for coolant loss, and if they find any concerns they make appropriate repairs at that time to further ensure customers will not have any problems.

Best Regards,

[redacted]
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
[redacted]

From: Arledge, Lynn (L.)
Sent: Friday, June 29, 2018 2:50 PM
To: Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: FW: [EXTERNAL][redacted] ford escape

Hi Eric,
Were you able to review the issue below?

Thanks for any assistance you can provide.

Lynn Arledge
Ford Executive Offices
Ford Motor Company
[redacted]
Email: larledge@ford.com

From: Holzheuer, Bill (W.P.)
Sent: Friday, June 29, 2018 7:48 AM
To: Perry, Phil (P.J.) <pperry3@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Tansil-Marshall, Robin (R.) <rtansil@ford.com>
Subject: RE: [EXTERNAL][redacted] ford escape

Eric,
Can you help Customer Relations address this question related to 17S09?

From: Perry, Phil (P.J.)
Sent: Thursday, June 28, 2018 3:03 PM
To: Holzheuer, Bill (W.P.) <wholzheu@ford.com>
Cc: Tansil-Marshall, Robin (R.) <rtansil@ford.com>; Perry, Phil (P.J.) <pperry3@ford.com>
Subject: FW: [EXTERNAL][redacted] ford escape

Bill:

The attached letter is from an owner of a 2014 Ford Escape covered by recall 17S09 – the customer was referred to us by Jeff Bourgoin – Controller Global Ops. The customer's concern is that the recall – which installs a coolant level sensor system only identifies a symptom (low coolant) and does not repair the vehicle. Can we assure the customer that the likelihood of his 2014 Ford Escape actually having an issue of coolant loss is no more likely than any other Ford vehicle – or are owners of these vehicles expected to add coolant more frequently than others?

Thanks

Phil Perry
Ford U.S. Customer Relations Manager
Regent Court Building 3S314
Office: 313-845-6173
[redacted]
pperry3@ford.com

From: Perry, Phil (P.J.)
Sent: Thursday, June 28, 2018 10:35 AM
To: Tansil-Marshall, Robin (R.) <rtansil@ford.com>
Cc: Perry, Phil (P.J.) <pperry3@ford.com>
Subject: FW: [EXTERNAL] [redacted]ford escape

Robin,

Let's review the recall with the customer and understand his concerns – we may need technical support on this one. I will track as we need to respond to Mike Rogers / Jeff Bourgoin.

Phil Perry
Ford U.S. Customer Relations Manager
Regent Court Building 3S314
Office: 313-845-6173
[redacted]
pperry3@ford.com

From: Rogers, Michael (M.H.)
Sent: Thursday, June 28, 2018 9:05 AM
To: Perry, Phil (P.J.) <pperry3@ford.com>; Leary, Mike (M.P.) <mleary@ford.com>
Cc: Bourgoin, Jeff (J.J.) <jbourgoi@ford.com>
Subject: FW: [EXTERNAL] [redacted]ford escape

Sorry to bother you guys with this one, but could you pls have someone on the team investigate? This was sent to me by Jeff Bourgoin....Jeff is Joe's CFO.
Thanks...pls let me know what happens and I will keep Jeff up to date. Thanks

Jeff, Mike and Phil are the right people and they are tremendous customer advocates to make sure we handle things appropriately...thanks.

Michael H Rogers
Global Controller, Warranty
mrogers@ford.com
(313) 248-6655 (wk)

[redacted]

From: Bourgoin, Jeff (J.J.)
Sent: Thursday, June 28, 2018 8:55 AM
To: Rogers, Michael (M.H.) <mrogers@ford.com>
Subject: FW: [EXTERNAL] frank matro ford escape

Mike--
This was sent to me by a customer. Can you ask someone about this recall, or give me a name of someone to talk with? Thanks.

Jeff Bourgoin
Controller, Global Operations & PD
Suite 2U-E61
Product Development Center
313-594-6604 (Office)
[redacted]

From: Hansen, Randy (R.F.)
Sent: Saturday, June 30, 2018 9:39 PM
To: Baumeister, Eric (E.); Beltramo, Joel (J.J.)
Cc: Pusta, Ionut (I.)
Subject: RE: [EXTERNAL] [redacted] ford escape

Eric,
Your answer is very well written. Nothing to add. Thanks.

[redacted]
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
[redacted]
11D137 Building #1,
20000 Rotunda, Dearborn, MI 48124

From: Baumeister, Eric (E.)
Sent: Friday, June 29, 2018 3:44 PM
To: Beltramo, Joel (J.J.) <jbeltram@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: FW: [EXTERNAL] [redacted] ford escape

Joel, Randy,

Do you have anything to add to help our customer support team ensure this customer that they will not have concerns with their 2014 Escape? Please refer to the attached letter from the customer.

Thanks.

[redacted]
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
[redacted]

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Service Engineering Operations / FCSD
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[redacted]

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Ford Motor Company
[redacted]
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mrogers@ford.com

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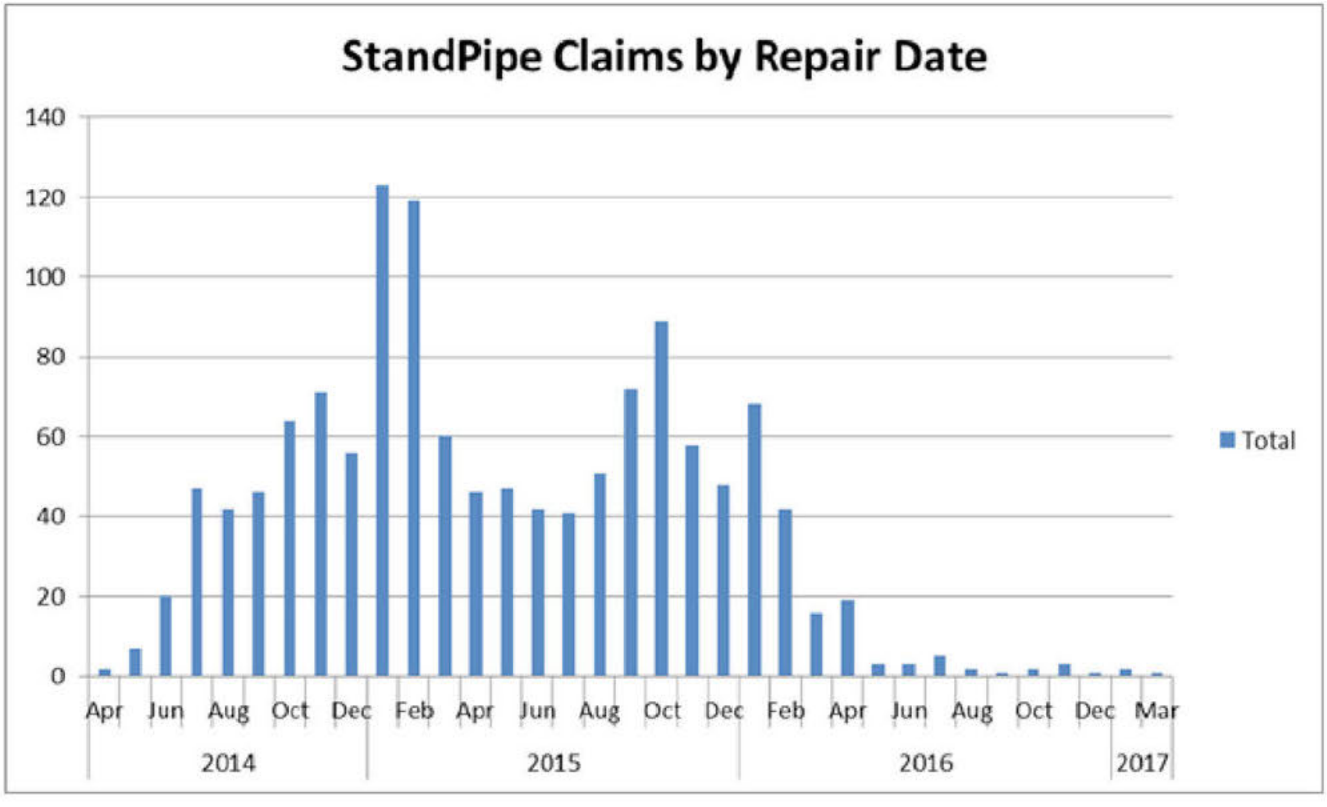
From: Bourgoin, Jeff (J.J.)
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Jeff Bourgoin
Controller, Global Operations & PD
Suite 2U-E61
Product Development Center
313-594-6604 (Office)
[redacted]

From: Helberg, Ken (K.H.)
Sent: Friday, May 12, 2017 1:00 PM
To: Styron, Joshua (J.P.)
Subject: RE: 1.6L Coolant Flush Meeting

Even more information…complements of Tim's pivot table. This essentially shows the PPT report last May captures most all the claims. This chart uses the -8A080- as the causal part so is based on 1319 total claims not the 1711 that includes ALL claims regardless of causal part.



Ken Helberg
PTI Cooling
p: 313-248-4973
[redacted]
khelber1@ford.com

From: Styron, Joshua (J.P.)
Sent: Friday, May 12, 2017 8:54 AM
To: Helberg, Ken (K.H.)
Subject: RE: 1.6L Coolant Flush Meeting

Thanks!

PE18-007 000230 ER

From: Helberg, Ken (K.H.)
Sent: Friday, May 12, 2017 8:48 AM
To: Styron, Joshua (J.P.)
Subject: RE: 1.6L Coolant Flush Meeting

Sorry…not 1771 it is 1711…another 414 or 32% more claims.

Ken Helberg
PTI Cooling
p: 313-248-4973
[redacted]
khelber1@ford.com

From: Helberg, Ken (K.H.)
Sent: Friday, May 12, 2017 8:44 AM
To: Styron, Joshua (J.P.)
Subject: RE: 1.6L Coolant Flush Meeting

OK.

The "good" news is there are 1297 claims in the May 2016 report and now there are 1771 claims…another 474 or 37% more claims.

Since the claim rate has slowed a lot we can probably deduce these 474 claims will closely mirror the 1297 claims and won't show any great shift or new failure mode.

I will work on reviewing the 474 claims and summarize the best I can by 12:30. I will also review for repeats.

Ken Helberg
PTI Cooling
p: 313-248-4973
[redacted]
khelber1@ford.com

From: Styron, Joshua (J.P.)
Sent: Friday, May 12, 2017 8:26 AM
To: Helberg, Ken (K.H.)
Subject: RE: 1.6L Coolant Flush Meeting

We'll use the May data if we can't get newer data in time. The topic was walked into the 6:30 meeting, so the timeline is a bit short. Sorry about that.

From: Helberg, Ken (K.H.)
Sent: Friday, May 12, 2017 8:24 AM

To: Styron, Joshua (J.P.)
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OK, I'm having Tim pull the latest data…the only other data I have is a PPT report from last May.

Ken Helberg
PTI Cooling
p: 313-248-4973
[redacted]
khelber1@ford.com

From: Styron, Joshua (J.P.)
Sent: Friday, May 12, 2017 7:52 AM
To: Helberg, Ken (K.H.)
Subject: 1.6L Coolant Flush Meeting

Ken,

Can you send me the latest warranty info for failed standpipes before the 12:30 meeting?

Josh

From: Helberg, Ken (K.H.)
Sent: Friday, May 12, 2017 1:25 PM
To: Styron, Joshua (J.P.)
Subject: RE: 1.6L Coolant Flush Meeting

I agree…it does not make sense from a deposit formation stand point.
Unless early claims were more related to part failure and installation issues while the underlying deposit formation was a small percentage that remains small?
I have to digest this some more.

Ken Helberg
PTI Cooling
p: 313-248-4973
[redacted]
khelber1@ford.com

From: Styron, Joshua (J.P.)
Sent: Friday, May 12, 2017 9:09 AM
To: Helberg, Ken (K.H.)
Subject: RE: 1.6L Coolant Flush Meeting

I would have thought the rate would have increased over time… I don't know what to make of this.

From: Helberg, Ken (K.H.)
Sent: Friday, May 12, 2017 9:00 AM
To: Styron, Joshua (J.P.)
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<< OLE Object: Picture (Device Independent Bitmap) >>

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Josh

From: Kramer, Michael (M.T.)
Sent: Thursday, March 08, 2018 1:01 PM
To: Hansen, Randy (R.F.)
Cc: Helberg, Ken (K.H.); Correia, Eduardo (E.); Newman, Carl (C.S.); McDonald, Harry (H.J.); Oates, James (J.M.)
Subject: RE: 1.6l GTDi Coolant Level Sensor Warranty

Specific to the 1.6L, deposits from an interaction between the coolant and free aluminum can collect in the standpipe resulting in level sensor reading concerns.

Mike Kramer
PT Cooling Systems & Methods Supv.
[redacted]
mkramer1@ford.com

From: Hansen, Randy (R.F.)
Sent: Thursday, March 08, 2018 7:30 AM
To: Kramer, Michael (M.T.) <mkramer1@ford.com>
Cc: Helberg, Ken (K.H.) <khelber1@ford.com>; Correia, Eduardo (E.) <ecorrei4@ford.com>; Newman, Carl (C.S.) <cnewma18@ford.com>; McDonald, Harry (H.J.) <hmcdona1@ford.com>; Oates, James (J.M.) <joates@ford.com>
Subject: RE: 1.6l GTDi Coolant Level Sensor Warranty

Mike,
If I recall (no pun intended) correctly, the 13S12 coolant level sensor was subject to contamination from Aluminum oxides created in the cylinder head under high temperature conditions. If enough of the contamination coated the sensor it would not function. Did I recall correctly?

[redacted]
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
[redacted]
11D137 Building #1,
20000 Rotunda, Dearborn, MI 48124

From: Newman, Carl (C.S.)
Sent: Thursday, March 8, 2018 1:56 AM
To: Kramer, Michael (M.T.) <mkramer1@ford.com>; McDonald, Harry (H.J.) <hmcdona1@ford.com>; Oates, James (J.M.) <joates@ford.com>
Cc: Helberg, Ken (K.H.) <khelber1@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>; Correia, Eduardo (E.) <ecorrei4@ford.com>
Subject: RE: 1.6l GTDi Coolant Level Sensor Warranty

Mike

We have a task force here looking at engine sensor to ensure robust containment of engine coolant pressure loss, small leak and total coolant loss

As part of this discussion we are considering level sensors but would like to understand if they are as unreliable as other OEMs are finding or if this application was/is ok

Regards

Carl

Carl Newman BEng, CEng, MIMechE
OPD Quality Supervisor | FoE | Engine Engineering
External: 00 44 (0)208 526 6440 | Internal: [redacted] | Mobile: [redacted]
Location: GB-05/00A-O02-C | Ford Motor Company, Dagenham, Essex, RM9 6SA
Email: cnewma18@ford.com << OLE Object: Picture (Device Independent Bitmap) >>

From: Kramer, Michael (M.T.)
Sent: 07 March 2018 15:22
To: McDonald, Harry (H.J.) <hmcdona1@ford.com>
Cc: Newman, Carl (C.S.) <cnewma18@ford.com>; Helberg, Ken (K.H.) <khelber1@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>; Correia, Eduardo (E.) <ecorrei4@ford.com>; Kramer, Michael (M.T.) <mkramer1@ford.com>
Subject: RE: 1.6l GTDi Coolant Level Sensor Warranty

This sensor is used for service only on 1.6L. It is not being used on any other engine application. If you are being asked otherwise, can you please get me in touch with that person. Thx.

Mike Kramer
PT Cooling Systems & Methods Supv.
[redacted]
mkramer1@ford.com

From: McDonald, Harry (H.J.)
Sent: Wednesday, March 07, 2018 10:17 AM
To: Kramer, Michael (M.T.) <mkramer1@ford.com>
Cc: Newman, Carl (C.S.) <cnewma18@ford.com>; Helberg, Ken (K.H.) <khelber1@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>
Subject: RE: 1.6l GTDi Coolant Level Sensor Warranty

I understand the sensor is being considered for another application - not one that I'm involved in, but as I work on Sigma I was asked for any available data on performance and known issues.

Thanks!
Harry

From: Kramer, Michael (M.T.)
Sent: 07 March 2018 15:15
To: McDonald, Harry (H.J.) <hmcdona1@ford.com>
Cc: Newman, Carl (C.S.) <cnewma18@ford.com>; Helberg, Ken (K.H.) <khelber1@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>; Kramer, Michael (M.T.) <mkramer1@ford.com>
Subject: RE: 1.6l GTDi Coolant Level Sensor Warranty

We have looked at this in the past. For what purposes are you looking for this information?

Mike Kramer
PT Cooling Systems & Methods Supv.
[redacted]
mkramer1@ford.com

From: McDonald, Harry (H.J.)
Sent: Wednesday, March 07, 2018 10:02 AM
To: Kramer, Michael (M.T.) <mkramer1@ford.com>
Cc: Newman, Carl (C.S.) <cnewma18@ford.com>
Subject: 1.6l GTDi Coolant Level Sensor Warranty

Hi Mike,
I'm trying to get some warranty or field performance data for the coolant level sensor added to Escape and other 1.6l GTDi applications as part of the recall actions - I've tried to run this myself in AWS but I don't trust the results, and Randy Hansen suggested you might have data and/or background on this.
He mentioned something about aluminium oxide in the coolant coating the sensor and affecting it's performance, do you have any info on this? Is it possible to calculate any sort of r/1000 for this sensor? I'd really appreciate any info you have available.

Many thanks!
Harry McDonald
Sigma OPD Resident Engineer - Bridgend Engine Plant
[redacted]

<< OLE Object: Picture (Device Independent Bitmap) >> << OLE Object: Picture (Device Independent Bitmap) >>

Ford Motor Company Limited
Registered in England: No.235446, Registered Office: Eagle Way, Brentwood, Essex, CM13 3BW, England

From: Kramer, Michael (M.T.)
Sent: Thursday, March 08, 2018 1:29 PM
To: Newman, Carl (C.S.); McDonald, Harry (H.J.); Oates, James (J.M.)
Cc: Helberg, Ken (K.H.); Hansen, Randy (R.F.); Correia, Eduardo (E.); Giunta, Michael (M.J.); Mitchell, Robert (R.A.); Goodwin, William (W.R.); Styron, Joshua (J.P.)
Subject: RE: 1.6l GTDi Coolant Level Sensor Warranty

In addition to specific experience with the 1.6L, we have a couple people with general experience in this area. I would like to suggest we meet to compare notes. I will schedule for 10:30 am – 11:00 am (Dearborn time) tomorrow.

Mike Kramer
PT Cooling Systems & Methods Supv.
[redacted]
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Location: GB-05/00A-002-C | Ford Motor Company, Dagenham, Essex, RM9 6SA
Email: cnewma18@ford.com << OLE Object: Picture (Device Independent Bitmap) >>

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We have looked at this in the past. For what purposes are you looking for this information?

Mike Kramer
PT Cooling Systems & Methods Supv.
[redacted]
mkramer1@ford.com

From: McDonald, Harry (H.J.)
Sent: Wednesday, March 07, 2018 10:02 AM
To: Kramer, Michael (M.T.) <mkramer1@ford.com>

Cc: Newman, Carl (C.S.) <cnewma18@ford.com>
Subject: 1.6l GTDi Coolant Level Sensor Warranty

Hi Mike,
I'm trying to get some warranty or field performance data for the coolant level sensor added to Escape and other 1.6l GTDi applications as part of the recall actions - I've tried to run this myself in AWS but I don't trust the results, and Randy Hansen suggested you might have data and/or background on this.
He mentioned something about aluminium oxide in the coolant coating the sensor and affecting it's performance, do you have any info on this? Is it possible to calculate any sort of r/1000 for this sensor? I'd really appreciate any info you have available.

Many thanks!
Harry McDonald
Sigma OPD Resident Engineer - Bridgend Engine Plant
[redacted]

<< OLE Object: Picture (Device Independent Bitmap) >> << OLE Object: Picture (Device Independent Bitmap) >>

Ford Motor Company Limited
Registered in England: No.235446, Registered Office: Eagle Way, Brentwood, Essex, CM13 3BW, England

From: Hansen, Randy (R.F.)
Sent: Tuesday, April 04, 2017 7:41 PM
To: Kramer, Michael (M.T.); Pusta, Ionut (I.)
Subject: RE: 1.6L GTDI Escape/Kuga

Sensitivity: Private

I agree. We can verbalize tomorrow and follow up with Paul on Thursday. Thanks.

Randy Hansen
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
[redacted]
11D137 Building #1, Dearborn, MI

From: Kramer, Michael (M.T.)
Sent: Tuesday, April 04, 2017 12:58 PM
To: Hansen, Randy (R.F.); Pusta, Ionut (I.)
Subject: RE: 1.6L GTDI Escape/Kuga
Sensitivity: Private

The agenda looks to be directed to parts availability which is Eric. I can show a simply matrix of kit complexity if desired. Let me know. I believe reviewing the specific content of each kit is too much detail for this audience.

Mike Kramer
PT Cooling Systems & Methods Supv.
[redacted]
mkramer1@ford.com

From: Hansen, Randy (R.F.)
Sent: Tuesday, April 04, 2017 12:24 PM
To: Pusta, Ionut (I.); Kramer, Michael (M.T.)
Subject: RE: 1.6L GTDI Escape/Kuga
Sensitivity: Private

John,
Joel puts the meeting agenda together and I send to Phil's admin. I forwarded the agenda to Eric earlier today. Paul Thomas agreed that he is responsible for the parts matrix, but he is in holiday until Thursday.

Mike,
Do you have a handle on the parts complexity/ kits content? Do you have a simple chart you can share tomorrow?

Randy Hansen
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor

Office phone: 313-390-7104
[redacted]
11D137 Building #1, Dearborn, MI

From: Pusta, Ionut (I.)
Sent: Tuesday, April 04, 2017 11:58 AM
To: Hansen, Randy (R.F.)
Cc: Pusta, Ionut (I.)
Subject: FW: 1.6L GTDI Escape/Kuga
Sensitivity: Private

Randy,

Do you know who puts together the meeting agenda for the 6:30am [redacted] meeting?

I see that a parts matrix review is on the agenda but I'm not sure if the required information was communicated to Eric.

Also, will we review a matrix that outlines the complexity between vehicle lines and the different parts required for each vehicle line? We review a lot of information in these meetings and it's hard for most to keep it all straight.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Hansen, Randy (R.F.)
Sent: Monday, August 07, 2017 1:52 PM
To: Beltramo, Joel (J.J.)
Cc: Selthofer, Adam (A.)
Subject: RE: 1.6L GTDI Turbo inspection.

Thanks, Joel. I'll set a 1-1 for Thursday.

Randy Hansen
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
[redacted]
11D137 Building #1, Dearborn, MI

From: Beltramo, Joel (J.J.)
Sent: Monday, August 07, 2017 9:51 AM
To: Hansen, Randy (R.F.); Selthofer, Adam (A.)
Subject: RE: 1.6L GTDI Turbo inspection.

Randy,

We need to decide if we should add anything to the FSA plans to address this while the vehicles are in. We will need to decide before the work instructions are finalized.

Let's discuss this at our next 1:1.

Thank you,

Joel Beltramo
Manager – Engine Components - B
[redacted]
Bldg 1 12A044

From: Hansen, Randy (R.F.)
Sent: Monday, August 07, 2017 9:47 AM
To: Selthofer, Adam (A.); Beltramo, Joel (J.J.)
Subject: FW: 1.6L GTDI Turbo inspection.

Please see Doug's turbo inspection report attached. Would you need any additional information or inspection on the units with leaks?

Randy Hansen
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor

Office phone: 313-390-7104
[redacted]
11D137 Building #1, Dearborn, MI

From: Kuhel, Doug (D.G.)
Sent: Saturday, August 05, 2017 6:04 PM
To: Hansen, Randy (R.F.)
Cc: Sanaski, Adam (A.)
Subject: 1.6L GTDI Turbo inspection.

Inspection was pretty easy. Manheim people were very helpful.

I didn't show pictures of too many engines with no issues. Made a separate page for each engine with possible issues. Please review and comment.

Regards,
Doug Kuhel
1.5L / 1.6L Engine Systems Engineer
Building 1 - Office 11B138
[redacted]
dkuhel@ford.com
Drive one.

From: Loebenberg, Jacob (J.R.)
Sent: Thursday, May 11, 2017 7:13 PM
To: Styron, Joshua (J.P.)
Subject: Re: 1.6L Standpipe Field Issue

Seems that way. Do you think I should have worded my message differently?

Sent from my iPhone

On May 11, 2017, at 2:14 PM, Styron, Joshua (J.P.) <jstyron@ford.com> wrote:

> Didn't you just go full circle?
>
> Josh
>
> ---
>
> **From:** Prescott, Amanda (A.B.)
> **Sent:** Thursday, May 11, 2017 1:34 PM
> **To:** Loebenberg, Jacob (J.R.)
> **Cc:** Styron, Joshua (J.P.); Jewell, Kelly (E.K.); Watson, Joseph (J.W.)
> **Subject:** RE: 1.6L Standpipe Field Issue
>
> Jacob,
> Thank you for your questions. The FCSD team can assist with working with you to develop an alternative to sensor replacement as well as the process for contacting the dealers. I have added Joe Watson (FCSD-PVT for Escape) and Kelly Jewell (FCSD – Product Concern Engineer for Escape).
>
> Amanda
>
> Amanda Prescott
> Automotive Safety Office
> Global Critical Concern Review Group – Senior Safety Investigation Engineer
> [redacted]
> Fairlane Plaza South-Suite 500
>
> ---
>
> **From:** Loebenberg, Jacob (J.R.)
> **Sent:** Thursday, May 11, 2017 12:37 PM
> **To:** Prescott, Amanda (A.B.) <apresco3@ford.com>
> **Cc:** Styron, Joshua (J.P.) <jstyron@ford.com>
> **Subject:** 1.6L Standpipe Field Issue
>
> Amanda,
>
> I am a PT Cooling engineer working on an issue with Standpipe Ultrasonic Level Sensors on 1.6L vehicles. Some of these vehicles are experiencing deposit accumulation on the sensor which causes a fault.
>
> The current procedure for this issue is to simply replace the sensor. However, we believe that there is a better fix for the problem which would involve flushing the coolant system and simply cleaning the sensor rather than replacing it. I am working on having a workshop procedure written to detail steps

that this would entail, but do not have it ready yet. I have already set up a Find-A-Vehicle to identify vehicles affected, but need to get alignment from CCRG, workshop manual, PT Cooling Management before I contact any dealers about this.

I wanted to touch base to get your thoughts on this, could you please let me know what steps I need to take and your thoughts on this?

Thank you,

[redacted]
Powertrain Cooling
4714A Advanced Engineering Center (AEC)
2400 Village Road, Dearborn, MI 48121
[redacted]

From: Novak, Larry (L.P.)
Sent: Wednesday, May 24, 2017 1:26 PM
To: Helberg, Ken (K.H.)
Cc: Gafken, Scott (J.); Goodwin, William (W.R.); Kramer, Michael (M.T.); Thompson, Scott (S.)
Subject: RE: 3D printing of a plastic stand pipe for engine coolant

Ken,
Please submit a RFQ by following the link below. I will get you a quote for cost and timing. After you submit the RFQ please send the data to Scott Gafken via TeamCenter, reference the RFQ number with the data.
Thanks.

[redacted]

Larry Novak
Program Coordinator Rapid Castings
Ford Motor Company
Beech Daly Technical Center
[redacted]
lnovak3@Ford.com

From: Helberg, Ken (K.H.)
Sent: Wednesday, May 24, 2017 8:08 AM
To: Novak, Larry (L.P.)
Cc: Gafken, Scott (J.); Goodwin, William (W.R.); Kramer, Michael (M.T.); Thompson, Scott (S.)
Subject: 3D printing of a plastic stand pipe for engine coolant

Larry,
I work in PTI engine cooling and was referred to you by Scott Gafken. I am in need of several 3D printed parts that we wanted done in nylon however the environment for these parts is pretty harsh so the material Scott offered was questionable.

What I am thinking now is to get these parts in a metal…preferably with a smooth exterior finish because of a sonic level sensor that will be needing to sense coolant level inside and the surface finish may affect readings.

These parts are needed for functional testing for FSA 17S09 recall on the 1.6L Fiesta so we need parts as soon as possible.

How do I go about getting something printed as soon as possible? and what do you need from us to make this happen?

Thanks for your help.

<< Message: RE: 3D printing of a plastic stand pipe for engine coolant - nylon >>

Ken Helberg
PTI Cooling

p: 313-248-4973
[redacted]
khelber1@ford.com

From: McDonald, Harry (H.J.)
Sent: Tuesday, May 9, 2017 2:50 PM
To: Green, Jeffrey (J.T.); Dwan, Patrick (P.J.)
Cc: Bonnici, Jerry (J.P.); McCoy, Kevin (K.J.)
Subject: RE: 12S39 - 1.6 L Engine Cup Plug FSA - VIN list

Jeff / Pat,
Thank you both very much!

Harry

From: Green, Jeffrey (J.T.)
Sent: 09 May 2017 15:37
To: Dwan, Patrick (P.J.); McDonald, Harry (H.J.)
Cc: Bonnici, Jerry (J.P.); McCoy, Kevin (K.J.)
Subject: RE: 12S39 - 1.6 L Engine Cup Plug FSA - VIN list

Harry,
Please find attached a list of USA VINs that have been closed through a repair for 12S39.

From: Dwan, Patrick (P.J.)
Sent: Monday, May 08, 2017 4:42 PM
To: McDonald, Harry (H.J.) <hmcdona1@ford.com>; Green, Jeffrey (J.T.) <jgreen2@ford.com>
Cc: Bonnici, Jerry (J.P.) <jbonnic1@ford.com>; McCoy, Kevin (K.J.) <kmccoy1@ford.com>
Subject: FW: 12S39 - 1.6 L Engine Cup Plug FSA - VIN list

Harry,
FSA 12S39 is currently 98% complete. 151 VINs are still open and eligible for repair.

Jeff,
Please supply to Harry a VIN list for 12S39 for vehicles that have been repaired/closed.

Thanks,
Pat.

From: Bonnici, Jerry (J.P.)
Sent: Wednesday, April 26, 2017 8:45 AM
To: Dwan, Patrick (P.J.) <pdwan@ford.com>
Cc: McDonald, Harry (H.J.) <hmcdona1@ford.com>
Subject: 12S39 - 1.6 L Engine Cup Plug FSA - VIN list

Harry from Bridgend Motor plant just contacted me. He is interested in the success rate of the cup plug FSA (shown above). To do so, he is requesting a VIN list of the vehicles which had the FSA completed, and if the team knows of any issues that occurred in the procedure of the FSA, return repairs, etc.

Can you forward this to the appropriate person/people who can help Harry with this request?

Thanx in Advance for your Assistance:

[redacted]

Critical Concerns Engineer

From: Hansen, Randy (R.F.)
Sent: Monday, February 05, 2018 8:16 PM
To: Baumgartner, George (G.K.); Baumeister, Eric (E.)
Cc: Pusta, Ionut (I.); Woodman, Greg (G.A.)
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Team,
I'm going to put this on the agenda for tomorrow.

[redacted]
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
[redacted]
11D137 Building #1,
20000 Rotunda, Dearborn, MI 48124

From: Baumgartner, George (G.K.)
Sent: Friday, February 2, 2018 2:50 PM
To: Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Hansen, Randy (R.F.) <rhansen2@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Woodman, Greg (G.A.) <gwoodma1@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Oh, that is good. Yes, the cals in the vehicles are one of the ones for the 13 (DM21A10A22/30). So we're good.

Thanks,
[redacted]

3.5L GTDI / 1.6L Sigma GTDI
Powertrain Calibration Supervisor
Truck Engine Engineering (TEE) Bldg – 1AE32,
2000 Enterprise Dr., Allen Park, MI 48101
[redacted]

From: Baumeister, Eric (E.)
Sent: Friday, February 02, 2018 2:38 PM
To: Baumgartner, George (G.K.) <gbaumga1@ford.com>
Cc: Hansen, Randy (R.F.) <rhansen2@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Woodman, Greg (G.A.) <gwoodma1@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

George,

Please see Mike Gabbert's note below. Can we determine what calibrations the 13 affected vehicles were built with, and whether they are included in the 13 MY calibrations certified for use in 2014 MY vehicles? If they are included in the certified calibrations, then performing the 13S12 repairs may be a feasible solution for vehicles without the CHT sensor.

Thanks.

[redacted]
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
[redacted]
eFax: 866-618-6775

From: Gabbert, Michael (M.J.)
Sent: Friday, February 02, 2018 1:38 PM
To: Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Eric, below are the calibrations that are shown in the Certification application for the 2014 MY 1.6L Escape GTDI. Calibrations that start with the letter "D" indicate 2013 MY. Others are 2014 MY.

DM21A10522/30 (50-State)
EM21A10505/06/10/11/12 (50-State)
DM21A10A22/30 (Federal)
EM21A10A05/06/10/11/12 (Federal)

Are one of these calibrations in the vehicle currently? Thanks!

Mike Gabbert
EPRC and CFR Supervisor
Vehicle Homologation and Compliance
Ford Motor Company
[redacted]
mgabbert@ford.com

From: Baumeister, Eric (E.)
Sent: Friday, February 2, 2018 12:46 PM
To: Gabbert, Michael (M.J.) <mgabbert@ford.com>
Subject: FW: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Mike,

I need to discuss with you if there would be a problem with returning some 14MY Escape vehicles to customers with 13MY certified calibrations in them, which is actually what they were built with somehow.

Thanks.

[redacted]
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
[redacted]
eFax: 866-618-6775

From: Baumgartner, George (G.K.)
Sent: Friday, February 02, 2018 12:41 PM
To: Hansen, Randy (R.F.) <rhansen2@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Hi Randy,

Eric is following up with SE & SE to insure there are no concerns with 2014MY VIN's having 2013MY Calibrations in them. If all is well, we'll recommend returning the car to 13S12 (which it already had on it – we think this was originally a marketing vehicle that then became a test vehicle, which got 13S12 parts added to it, and then it somehow was sold to a customer, who then got a recall notice for the 2014MY 17S09 action).

It does not appear that converting it to a 2014 (engine and wiring update) would be a straightforward path to follow (not sure what else changed for the wiring harness and what other issues would arise from trying to update it). So another option could be to buy the vehicle back.

In the table below, you can see that there are as many as 13 vehicles of this build vintage (14MY, but with 13MY engines without CHT and 13MY PCM/Cal's in them). 5 of those are still within the company and 8 were sold to customers. Of the 5 company vehicles, it looks like only one (207Y811) is still a "Y" tag, which means when the team who has it turns it in that it could be sold. The only other one on the list that is not a "W" tag is 516T158, however the list is old now and that one has been converted.

Can we find funds to pay for the loss on resale and convert 207Y811 **to a "W" tag so it will be scrapped and not sold?**
I'm not sure who has it now.

HVBOM PCM Part#	Tag# on Window Sticker	Sold/Unsold	GCPB15_VIN_C	GCPB22_MODEL_
DJ5A-12A650-AFA	[redacted]	Sold to Owner	1FMCU0GX1EU[redacted]	2014
DJ5A-12A650-AFA		Sold to Owner	1FMCU0GX0EU[redacted]	2014
DJ5A-12A650-ABC		Sold to Owner	1FMCU0GX4EU[redacted]	2014
DJ5A-12A650-AFA		Sold to Owner	1FMCU0GX4EU[redacted]	2014
DJ5A-12A650-AFA		Sold to Owner	1FMCU0GX4EU[redacted]	2014
DJ5A-12A650-AFA		DBURRE16	1FMCU0GX7EU[redacted]	2014
DJ5A-12A650-ABC		Sold to Owner	1FMCU0GX8EU[redacted]	2014
DJ5A-12A650-AFA		Sold to Owner	1FMCU0JX5EU[redacted]	2014
DJ5A-12A650-ABC		KMART205	1FMCU0JX9EU[redacted]	2014
DJ5A-12A650-AFA		Sold to Owner	1FMCU9GX2EU[redacted]	2014
DJ5A-12A650-ABC		MICHELE . STEWART	1FMCU9GX5EU[redacted]	2014
DJ5A-12A650-AFA		MSTEWA31	1FMCU9JX2EU[redacted]	2014
DJ5A-12A650-ABC		FORD MOTOR	1FMCU9JX5EU[redacted]	2014

Thanks,

[redacted]
3.5L GTDI / 1.6L Sigma GTDI
Powertrain Calibration Supervisor
Truck Engine Engineering (TEE) Bldg – 1AE32,
2000 Enterprise Dr., Allen Park, MI 48101
[redacted]

From: Hansen, Randy (R.F.)
Sent: Thursday, February 01, 2018 3:41 PM
To: Baumgartner, George (G.K.) <gbaumga1@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Woodman, Greg (G.A.) <gwoodma1@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Agree – install 13S12.

[redacted]
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
[redacted]
11D137 Building #1,
20000 Rotunda, Dearborn, MI 48124

From: Baumgartner, George (G.K.)
Sent: Thursday, February 1, 2018 3:40 PM
To: Hansen, Randy (R.F.) <rhansen2@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Woodman, Greg (G.A.) <gwoodma1@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Since it is not a Titanium, the technically easiest thing would be to install 13S12. I'm not sure what issues that causes with what is required/permitted in the 17S09 or 13S12 actions (i.e. this vehicle sort of falls between the cracks as it is a 2013MY VIN, but clearly has a 2013MY Powertrain). We could discuss at the next Technical meeting, but I would imagine they want to get the car back to the customer.

Regards,

[redacted]
3.5L GTDI / 1.6L Sigma GTDI
Powertrain Calibration Supervisor
Truck Engine Engineering (TEE) Bldg – 1AE32,
2000 Enterprise Dr., Allen Park, MI 48101
[redacted]

From: Hansen, Randy (R.F.)
Sent: Thursday, February 01, 2018 3:37 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Baumgartner, George (G.K.) <gbaumga1@ford.com>
Cc: Woodman, Greg (G.A.) <gwoodma1@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Engine was built on February 20, 2013 – no CHT.

[redacted]
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor

Office phone: 313-390-7104
[redacted]
11D137 Building #1,
20000 Rotunda, Dearborn, MI 48124

From: Pusta, Ionut (I.)
Sent: Thursday, February 1, 2018 3:33 PM
To: Baumgartner, George (G.K.) <gbaumga1@ford.com>
Cc: Woodman, Greg (G.A.) <gwoodma1@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt:[redacted]

George,

Below is the requested information:

1. Is the car a Titanium? This vehicle is an SE
2. Can they find the engine tag and send that to Randy? That should tell us if the engine had a CHT or not, and if it can accept one. Picture of the engine tag provided by technician
3. Can they verify if the engine in the car has a CHT? The technician states that there is not an open port to accept a CHT.
4. Can they verify in the car if the wiring harness has the CHT take out and connector present (note: it may be taped back to the bundle)? The technician states that there is not a CHT sensor connector on the harness.

Attached is (what is left of) the engine tag



The technician also clarified that we do not have a CHT or a slot for it, and we do not have an associated set of wires or connector for it.

How should we proceed with this vehicle: 1FMCU0GX0EU[redacted]

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Baumgartner, George (G.K.)
Sent: Thursday, February 01, 2018 1:31 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Woodman, Greg (G.A.) <gwoodma1@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt:[redacted]

I have a couple of questions to help us figure out a course action:

1. Is the car a Titanium?
2. Can they find the engine tag and send that to Randy? That should tell us if the engine had a CHT or not, and if it can accept one.
3. Can they verify if the engine in the car has a CHT?
4. Can they verify in the car if the wiring harness has the CHT take out and connector present (note: it may be taped back to the bundle)?

We do not have a cal released for 14MY 17S09 that does not have CHT diagnostics enabled. We thought all 2014's had CHT's. When a CHT is present, because it is connected to the PCM, then it needs to have open/short diagnostics enabled. The 14MY 17S09 cals do not use the CHT for any function, but the diagnostic is enabled.

We also do not have a 13MY 13S12 cal released for the new CLS that came with 17S09. 17S09 was needed for Kuga's and Titanium Escapes due to the larger headlight that prevented using the CLS from 13S12.

So if the car is not a Titanium, we could accomplish 17S09 by installing 13S12 since it will fit – and the car would stay with a 13MY cal, which won't set a CHT code.

But, if the car is a Titanium, and has the wiring for the CHT, but the CHT is not present, then we could install a CHT to resolve the issue. It just has to make contact and fall with in the .5 – 4.5 volt range so it does not set open/short circuit codes. It does not even need to be installed in the engine (i.e. could be connected to the wiring and just taped in place).

If the car does happen to have the CHT sensor installed, then the code may have set due to a circuit issue. In that case, the normal diagnostic should be followed to fix it (check the circuit, check the sensor resistance, etc.).

Let me know what you think,

[redacted]
3.5L GTDI / 1.6L Sigma GTDI

Powertrain Calibration Supervisor
Truck Engine Engineering (TEE) Bldg – 1AE32,
2000 Enterprise Dr., Allen Park, MI 48101
[redacted]

From: Pusta, Ionut (I.)
Sent: Thursday, February 01, 2018 11:28 AM
To: Baumgartner, George (G.K.) <gbaumga1@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: FW: 14 Escape 17S09 - GCQIS Rpt:[redacted]

George,

This is the vehicle we spoke about. It is a 2014 VIN and was part of a unique list of VINs that were built in 2014 with 2013MY calibrations. I attached a previous communication where you helped us get a tear tag to program the vehicle to a 2014 cal.

Now the PCM is setting a CHT DTC because it is not equipped with the CHT sensor.

Do we have another tear tag that we can use to clear this DTC? How should we go about addressing this one vehicle?

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Karbum, Brandon (B.J.)
Sent: Thursday, February 01, 2018 11:24 AM
To: Tyda, Ryan (R.) <RTYDA@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Raina, Sidhartha (S.) <sraina1@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt:[redacted]

Doesn't pull up in HVBOM and according to parts catalog here is the part listing

9L8Z-6G004-E	From: 04/22/2013 2013/	1

And the build date is:

BUILD DATE: **01-APRIL-2013**

I would venture to say no it does not have the CHT and the tear tag provided by the SSSC is not correct.

Brandon J. Karbum
Gas Engine/Driveability Subject Matter Expert
Ford Technical Assistance Center, Cube 312
Bkarbum1@Ford.com[redacted]

From: Tyda, Ryan (R.)
Sent: Thursday, February 01, 2018 11:14 AM
To: Karbum, Brandon (B.J.); Pusta, Ionut (I.)
Cc: Raina, Sidhartha (S.)
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

So how do we clear the CHT2 DTC? Does this have a CHT2??

From: Karbum, Brandon (B.J.)
Sent: Thursday, February 01, 2018 11:11 AM
To: Tyda, Ryan (R.); Pusta, Ionut (I.)
Cc: Raina, Sidhartha (S.)
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

That is the test mule 14MY built early 13 with the stand pipe from the factory:



From: Tyda, Ryan (R.)
Sent: Thursday, February 01, 2018 11:01 AM
To: Pusta, Ionut (I.)
Cc: Raina, Sidhartha (S.); Karbum, Brandon (B.J.)
Subject: FW: 14 Escape 17S09 - GCQIS Rpt: [redacted]

John,

Any thoughts on this one?

From: Dalrick, Aaron (A.)
Sent: Thursday, February 01, 2018 10:57 AM

To: Raina, Sidhartha (S.); Tyda, Ryan (R.)
Cc: Graham, Brian (B.); Atkinson, Joseph (J.)
Subject: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Sid, Ryan – attached is a 14 Escape in for FSA 17S09. This VIN fell under the unique repair list. The dealer contacted SSSC and recommended to use LUG1 teartag to satisfy the FSA. When the dealer uses this teartag, the PCM sets a CHT DTC that the vehicle is not equipped with. Currently, the OE teartag is programmed, but sets a low coolant level DTC. I am having the dealer program with LUG1 and rechecking for a software update after, but I suspect this will not resolve it.

This same FSA was completed last year for this VIN. Can we inquire with SSSC if the dealer was given the correct teartag?

Aaron Dalrick
Technical Assistance Center
Escalated Support – Hybrid/BEV & Module Programming
[redacted]

NOTE: *This e-mail, including any attachments, may include Ford Motor Company confidential and/or proprietary information, and may only be used by the individuals whom provided to. If you are not the intended recipient, immediately notify the sender and delete said message.*

From: Gary, Robert (R.)
Sent: Friday, January 26, 2018 11:15 AM
To: Andes, Matt (M.) <MANDES1@ford.com>; Atkinson, Joseph (J.) <jatkin75@ford.com>; Dalrick, Aaron (A.) <ADALRIC1@ford.com>; Downing, Jared (J.) <jdowni15@ford.com>; Gries, Brandon (B.L.) <BGRIES@ford.com>; Irvin, Colby (C.) <CIRVIN11@ford.com>; Robinson, Michael (M.) <MROBI270@ford.com>; Sanders, Kevin (K.) <ksande51@ford.com>; Sheahan, Karen (K.) <ksheahan@ford.com>; Smithers, Devon (D.) <dsmithe4@ford.com>; Sullivan, Scott (S.) <SSULLI46@ford.com>; Tyda, Ryan (R.) <RTYDA@ford.com>; Vanbuskirk, James (J.) <JVANBUS2@ford.com>; Vigil, Vincent (V.) <VVIGIL1@ford.com>; Vore, Jayson (J.) <JVORE1@ford.com>; Wilde, Chris (L.C.) <lwilde@ford.com>
Subject: FW: HL Contact ID: [redacted] Has Been Escalated. HL Group Code: MODPROG. GCQIS Rpt: [redacted]

From: Lsurvey, Hector (H.)
Sent: Friday, January 26, 2018 11:14 AM
To: Gary, Robert (R.) <rgary4@ford.com>
Subject: HL Contact ID: [redacted] Has Been Escalated. HL Group Code: MODPROG. GCQIS Rpt: [redacted]

Report# :	[redacted]			**Received:**	01/20/2018
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	ESCAPE 4X2 (2013 -) ,SE ,4X2 ,MPV			**Build Date:**	04/01/2013
Odometer :	52,873 M	**Engine:**	1.6L 170PS	**Calibration:**	DM21A10A
Engine Serial Number:					
Transmission:	6SP 6F MID	**Axle:**	3.21 RATIO	**A/C:**	YES
Transmission Serial Number:					
Dealer:	Ray Skillman Hoosier Ford, Inc			**Phone#:**	[redacted]
City:	Martinsville	**State:**	Indiana	**Country :**	USA

Originator: [redacted]

Symptom: 4 41 Z 00 ST/RN/MV,RUNNING,NOT LISTED,UNKNOWN

Status:

VFG: POWERTRAIN MALFUNCTION

Additional Symptom: FSA 17S09

Fix: **Causal Component:**

Condition Code:

Hotliner: **Phone:** **Regn Cd:**

Engineering: **Phone:** **TAR:**

Dlr Contact: **Phone:** **Title Cde:**

CONCER **01/20/2018 10:19AM RYAN TYDA MSS - FCSD - TECH ASSIT CENTER**

Web Form Data [redacted] Description of Vehicle Concern: HAS CODE

OF P1023 CHT HIGH AFTER COMPETING 17S09 HAVE BEEN WORKING WITH SSSC TO

GET THIS RECALL PREFORMED THIS VEHICLE FELL UNDER THE UNIQUE PCM

PROGRAMING LIST. THIS VEHICLE ALSO ALREADY HAD A COOLANT LEVEL SENSOR

INSTALLED WITH THE WIRING AND MODULE. WAS ADVISED TO REMOVE OLD SENSOR

AND INSTALL NEW IN NEW LOCATION AND PROGRAM BUY USING A TEAR TAG LUG1

THIS CODE WAS NOT ORIGINALLY THERE AND NOW HAS IT

---------- HERE OS WHAT HAS

BEEN SAID WITH SSSC Type: Dealer Date: 18 Jan 2018 Time: 12:10:21 ID:

p-cord10 Comments: WE HAVE DELETED THE PCM PROGRAMMING AND INSTALLED

THE PROGRAMMING THAT WAS ADVISED AND NOW THE PCM IS STORING A TROUBLE

CODE P1023 CHT SENSOR CIRCUIT HIGH. THIS EARLY BUILD VEHICLE DOES NOT

HAVE A CYLINDER HEAD TEMPERATURE SENSOR. PLEASE VERFIY THE PROGRAMMING

YOU ADVISED TO INSTALL AND ADVISE. AGAIMN THIS VEHICLE DOES NOT HAVE

THE SENSOR AND NOW HAS A PID TO MONITOR THE SENSOR RESULTING IN A NEW

FAULT CODE THAT WE ABSOLUTELY VERIFIED DID NOT EXIST PREVIOUSLY.

BUILD
DATE IS 04/01/2013. PLEASE ADVISE OF THE CORRECT PROGRAMMING? Type: Agent Date: 18 Jan 2018 Time: 12:02:01 ID: t-joh420 Comments: Claim as related damage on a separate line from the campaign just a labor. Type: Dealer Date: 18 Jan 2018 Time: 10:49:23 ID: p-cord10 Comments: OK THANK YOU. CAN YOU PROVIDE APPROVAL CODE PLEASE? WHAT LABOR OPS DO
WE USE? SHALL WE USE THE CAMPAIGN NUMBER OR UTILIZE MT TIME FOR THE
PARTS REMOVED? Type: Agent Date: 18 Jan 2018 Time: 09:11:24 ID: t-joh420 Comments: Ads per the pervious conversation remove all current non campaign items and complete the program extra labor is allowed for removal as related damage Please list any diagnostics already performed: INSPECTED VERIFYED THIS VEHICLE DOES NOT HAVE A CHT SENSOR Parts Replaced: 17S09 parts Your Question: NEED HELP ON GETTING THE CORRECT PROGRAMING FOR THIS VEHICLE. WEB-Ford-INT-pjacob45-Jan 18 2018 16:17:11: Transferred from ELECT to MODPROG

RECOMM **01/20/2018 10:19AM RYAN TYDA MSS - FCSD - TECH ASSIT CENTER**

[redacted] We are not sure why LUG1 was used as a tear tag to program the PCM. That is not correct for this vehicle. The correct tear tag is RLU0. Please refer to Module Programming General Service Bulletin(GSB) G0000150 page 21. Perform the procedure outlined on that page but using tear tag RLU0. You can find the vehicles tear tag yourself by entering the VIN in PTS > OASIS and then when available, double click the VIN at the top left corner. That will open the build sheet information which lists the tear tag for the vehicle.

CONCER **01/23/2018 09:29AM T ECHHOT MSS - FCSD - TECH ASSIT CENTER**

for this recall this vin was on the UNIQUE VEHICLE REPAIRS list saying it got special programing what is that special programing and is there any information on why this vehicle already had a coolant level sensor installed behind the right head light also I did not realize that it did not copy all of the contact with sssc.

RECOMM **01/24/2018 01:30PM ALEC MCENTEE MSS - FCSD - TECH ASSIT CENTER**

[redacted] If the vehicle VIN is listed in the chart under the Unique Vehicle Repairs, it would be recommended to follow the FSA step and create a VIN specific contact to the SSSC for additional repair instructions. The SSSC has moved to a web based form similar to this form used by the Technical Assistance Center. To submit a contact to the SSSC, run an OASIS page for the vehicle and select the SSSC link

at the bottom of the OASIS result page for the VIN to access the new web form (there is no symptom coding required for the SSSC link to appear).

CONCER **01/24/2018 01:53PM T ECHHOT MSS - FCSD - TECH ASSIT CENTER**

I have been in contact with them and they have referred me to you. I programed the vehicle with the correct tear tag and the coolant level is now incorrect its in the programing. plz give me a call at [redacted]

RECOMM **01/26/2018 09:40AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

[redacted] The Ford Technical Assistance Center has reviewed your request and has determined that it is necessary to discuss this matter verbally over the telephone. You will be contacted shortly by a Ford Technical Assistance Center representative.

CONCER **01/26/2018 11:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

Contacted [redacted] by phone to discuss the concern in greater detail. [redacted] stated that he is performing FSA 17S09, he found the vehicle already had a stand pipe installed in the vehicle which was in a different location(lower) that the stand pipe to complete FSA. [redacted] stated that he found the VIN number listed under the 'Escape Unique PCM Programming Required', he contacted the SSSC which provided him with PCM tear tag LUG1 and once the required components were installed and the PCM programming, the check engine light was on with DTC P0123(CHT SENSOR CIRCUIT HIGH). [redacted] stated that he programmed the PCM using the PCM tear tag listed in PTS(RLU0) as recommended which cleared DTC P0123 and a low coolant message populating in the IC. [redacted] confirmed that there is no air in the cooling system, the stand pipe is installed correctly in the mounting bracket(sensor down) and with the supplied PCM tear tag used to program the PCM the low coolant goes out.

RECOMM **01/26/2018 11:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

[redacted] Within the next 4 business days, the assistance request on this vehicle will be reviewed. To further expedite this process, please update the form with the additional information listed when selecting the click here button below (including Service Management information, best phone number, etc.). An Escalated Handling Team Member will contact the Service Manager to obtain additional information and provide recommendations to assist in resolving the customers concern.

We are currently experiencing high

Dealership contact volume, which is resulting in delayed responses. Our management team is fully aware of the issue, and would like to apologize for the current delayed response times as we investigate options to improve our service level. We are committed to restoring the service levels that you are accustomed to, but it will likely take time to implement long-term changes to our process. Dealership personnel can help us in the short-term by adhering to the following suggestions:

- Ensure that all internal published <A< p="">



- Continue to

submit requests to the Technical Assistance Center for support with difficult to resolve technical vehicle issues and repairs requiring Prior Approval.

- Confirm that all diagnostics, including testing

results completed on the vehicle are thoroughly documented and submitted on the request to the Technical Assistance Center.

- Follow all Technical Assistance Center recommendations during the

time you may be waiting for follow up from Escalated Handling Team.

We will continue to work with you and your Dealerships Service Management Team to help get the concern resolved and the vehicle back to the customer.

ADD-ON **01/26/2018 11:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

Consulted Brandon Karbum who provided the correct orientation of the stand pipe when it is installed in the vehicle then advised to escalate the report as this vehicle was a pre-production vehicle. Note to EH: This contact is being escalated for a concern where when performing FSA 17S09, he found the vehicle already had a stand pipe installed in the vehicle which was in a different location(lower) that the stand pipe to complete FSA. The found the VIN number listed under the 'Escape Unique PCM Programming Required', the SSSC was contacted

who provided him with PCM tear tag LUG1 and once the required components were installed and the PCM programming, the check engine light was on with DTC P0123(CHT SENSOR CIRCUIT HIGH). The PCM was programmed using the PCM tear tag listed in PTS(RLU0) as recommended which cleared DTC P0123 with a low coolant message populating in the IC. There is no air in the cooling system, the stand pipe is installed correctly in the mounting bracket(sensor down). It is suspected that with this vehicle being pre-production, the provided components and/or provided calibration is incorrect for he vehicle.

ADD-ON **01/26/2018 11:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

Reason For Escalation: Supervisor Recommendation

From: Thompson, Mark (M.T.)
Sent: Wednesday, January 17, 2018 6:57 PM
To: Pusta, Ionut (I.)
Subject: RE: 17S09 Claiming Unique vehicles, Contact ID: [redacted] VIN# 1FMCU0GX0EU[redacted] Images provided in contact.

Thanks.

From: Pusta, Ionut (I.)
Sent: Wednesday, January 17, 2018 1:55 PM
To: Thompson, Mark (M.T.) <mthomp15@ford.com>; Pat Logan <plogan@renkim.com>
Subject: RE: 17S09 Claiming Unique vehicles, Contact ID:[redacted] VIN#1FMCU0GX0EU[redacted] Images provided in contact.

Mark,

I sent Pat a copy of the programming instructions during the Hot Sheet approval back in December. I attached it again just in case. These instructions can be provided to the dealer as a copy and paste.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Thompson, Mark (M.T.)
Sent: Wednesday, January 17, 2018 1:43 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Pat Logan <plogan@renkim.com>
Subject: RE: 17S09 Claiming Unique vehicles, Contact ID:[redacted] VIN#1FMCU0GX0EU[redacted] Images provided in contact.

Okay we can do that.

How do we get "unique programming instructions" to get the PCM to the proper level?

From: Pusta, Ionut (I.)
Sent: Wednesday, January 17, 2018 1:41 PM
To: Thompson, Mark (M.T.) <mthomp15@ford.com>
Cc: Pat Logan <plogan@renkim.com>
Subject: RE: 17S09 Claiming Unique vehicles, Contact ID:[redacted] VIN#1FMCU0GX0EU[redacted] Images provided in contact.

Mark,

All the vehicles that require the unique programming are early build vehicles. I looked at the pictures and it does have the 13S12 kit installed. Since it has this kit and it was not part of 13S12 I thought to look at the Window Sticker.

The window sticker shows that this was a Ford owned vehicle with tag#[redacted]

This tells me that the vehicle was probably fitted with the 13S12 kit as part of engineering testing. These parts should have been removed when the vehicle was sold, but I guess they left them installed.

They will need to perform FSA 17S09 replacing the standpipe, coolant hoses, and wiring. Then they will need the unique PCM programming instructions to get the PCM updated to the proper level.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Thompson, Mark (M.T.)
Sent: Wednesday, January 17, 2018 1:30 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Pat Logan <plogan@renkim.com>
Subject: FW: 17S09 Claiming Unique vehicles, Contact ID:[redacted] VIN#1FMCU0GX0EU[redacted] Images provided in contact.

John,

This looks like it has a standpipe per the pictures. Vehicle was not in 13S12 and no warranty history of that program being performed.

How should we advise this dealer?

From: Pat Logan [mailto:plogan@renkim.com]
Sent: Wednesday, January 17, 2018 1:03 PM
To: Thompson, Mark (M.T.) <mthomp15@ford.com>
Cc: Burroughs, Mary (M.M.) <mburroughs@renkim.com>; Pat Logan <plogan@renkim.com>
Subject: 17S09 Claiming Unique vehicles, Contact ID: [redacted] VIN#1FMCU0GX0EU[redacted] Images provided in contact.

Mark,

It appears no parts need to be installed per Thomas Johnson, only the program needed to be done. How would the dealer claim just the programming for the unique VIN# identified in the bulletin?

Please advise,
Pat Logan
SME

INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Support Center
Direct Line: (734) 374-8330
Fax: (734) 374-1030
plogan@renkim.com

Renkim Corporation
13333 Allen Road
Southgate, MI 48195
www.renkim.com



From: Karbum, Brandon (B.J.)
Sent: Monday, January 08, 2018 5:43 PM
To: Pusta, Ionut (I.)
Cc: Nader, Robert (R.N.); Hopping, Steven (S.D.)
Subject: RE: 17S09 coolant level sensor DTCs

John,

That's good, that's what I was looking for. We have been using and directing the field to reference the 13 escape for now. I just wanted to make sure the ball was rolling on the other vehicles. Thanks again!

Brandon J. Karbum
Gas Engine/Driveability Subject Matter Expert
Ford Technical Assistance Center, Cube 312
Bkarbum1@Ford.com [redacted]

From: Pusta, Ionut (I.)
Sent: Monday, January 08, 2018 12:40 PM
To: Karbum, Brandon (B.J.)
Cc: Nader, Robert (R.N.); Hopping, Steven (S.D.)
Subject: RE: 17S09 coolant level sensor DTCs

Brandon,

Yes, the WSM and WD are in process of being updated for the 2014 MY Escape. I do not have a timing of when the changes will be implemented but the folks across the street are actively working on it.

The 2013 MY WSM and WD was updated back when FSA 13S12 was launched and those diagnostics are the same. The wiring is all the same also. Please use the 2013 Escape WSM for diagnostics while the 2014 manuals are being updated.

I hope this helps.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Karbum, Brandon (B.J.)
Sent: Monday, January 08, 2018 11:56 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>

Cc: Nader, Robert (R.N.) <rnader@ford.com>; Hopping, Steven (S.D.) <shopping@ford.com>
Subject: 17S09 coolant level sensor DTCs

John,

Sorry to bug you again but do you know is the WSM being updated for the 14 escape to include the additional coolant level sensor DTCs that can be set after performing FSA 17S09? If this is already in process do we have any timing? Thanks!

Brandon J. Karbum
Gas Engine/Driveability Subject Matter Expert
Ford Technical Assistance Center, [redacted]
Bkarbum1@Ford.com [redacted]

From: Beltramo, Joel (J.J.)
Sent: Monday, February 19, 2018 3:13 PM
To: Pusta, Ionut (I.)
Subject: RE: 17S09 Escape Data

Thank you

Joel Beltramo
Manager – Large V-8 Gas Engines
[redacted]
Building 1 13B090

From: Pusta, Ionut (I.)
Sent: Monday, February 19, 2018 9:34 AM
To: Beltramo, Joel (J.J.) <jbeltram@ford.com>
Subject: 17S09 Escape Data

Joel,

Please see the attached document for VIN information on those 13 Escapes.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Beltramo, Joel (J.J.)
Sent: Monday, March 05, 2018 7:56 PM
To: Baumgartner, George (G.K.)
Subject: RE: 17S09 Escape Info

Thank you

Joel Beltramo
Manager – Large V-8 Gas Engines
[redacted]
Building 1 13B090

From: Baumgartner, George (G.K.)
Sent: Monday, March 5, 2018 12:18 PM
To: Beltramo, Joel (J.J.) <jbeltram@ford.com>
Subject: RE: 17S09 Escape Info

Here's the summary (below and in the attached file):

Has 2014MY Cal with CLS (17S09):							
	MY	VIN	SW	Cal MY	CLS SW?	Description	P
4	2014	1FMCU0JX9EU[redacted]	EJ5A-14C204-AEA	2014MY Cal	CLS	17S09 Service 2	P U
6	2014	1FMCU0GX0EU[redacted]	EJ5A-14C204-AHA	2014MY Cal	CLS	17S09 Service 2	P s
Has 2014MY Cal without CLS:							
	MY	VIN	SW	Cal MY	CLS SW?		P
1	2014	1FMCU9GX5EU[redacted]	EJ5A-14C204-UF	2014MY Cal	No CLS	Service 1, PI	P K P w
2	2014	1FMCU0GX4EU[redacted]	EJ5A-14C204-UC	2014MY Cal	No CLS	R10, J2	P P
3	2014	1FMCU0GX8EU[redacted]	EJ5A-14C204-UB	2014MY Cal	No CLS	R06 (orig OKTB cal)	-
Has 2013MY Cal with CLS (13S12):							
	MY	VIN	SW	Cal MY	CLS SW?		P

7	2014	1FMCU0GX4EU[redacted]	DJ5A-14C204-AFC	2013MY Cal	CLS	13S12, Service 2	-
Has 2013MY Cal without CLS:							
	MY	VIN	SW	Cal MY	CLS SW?		P
5	2014	1FMCU9JX5EU[redacted]	DJ5A-14C204-ABC	2013MY Cal	No CLS	90C T-Stat, R22 (remove trans live-in-drive from 12S41 R21)	P
8	2014	1FMCU0GX4EU[redacted]	DJ5A-14C204-ABC	2013MY Cal	No CLS	90C T-Stat, R22 (remove trans live-in-drive from 12S41 R21)	-
9	2014	1FMCU0JX5EU[redacted]	DJ5A-14C204-ABC	2013MY Cal	No CLS	90C T-Stat, R22 (remove trans live-in-drive from 12S41 R21)	-
10	2014	1FMCU9GX2EU[redacted]	DJ5A-14C204-AFA	2013MY Cal	No CLS	R30, add 82C T-Stat	P
11	2014	1FMCU0GX1EU[redacted]	DJ5A-14C204-ABC	2013MY Cal	No CLS	90C T-Stat, R22 (remove trans live-in-drive from 12S41 R21)	-
12	2014	1FMCU0GX7EU[redacted]	DJ5A-14C204-AFA	2013MY Cal	No CLS	R30, add 82C T-Stat	P P
13	2014	1FMCU9JX2EU[redacted]	DJ5A-14C204-AFA	2013MY Cal	No CLS	R30, add 82C T-Stat	-

Please let me know if you have any questions.

Thanks,

[redacted]
3.5L GTDI / 1.6L Sigma GTDI
Powertrain Calibration Supervisor
Truck Engine Engineering (TEE) Bldg – 1AE32,
2000 Enterprise Dr., Allen Park, MI 48101
[redacted]

From: Beltramo, Joel (J.J.)
Sent: Monday, March 05, 2018 10:18 AM
To: Baumgartner, George (G.K.) <gbaumga1@ford.com>
Subject: FW: 17S09 Escape Info

George,

I need a bit of help for a project I am doing.

From these files, can you tell me if these vehicles have MY2013 or 2014 calibrations and if any are 2013 do they have the stand pipe software? If yes, please forward this Email back to me with the VINS that fall into each category.

Thank you,

Joel Beltramo
Manager – Large V-8 Gas Engines
[redacted]
Building 1 13B090

From: Pusta, Ionut (I.)
Sent: Monday, March 5, 2018 9:57 AM
To: Beltramo, Joel (J.J.) <jbeltram@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: FW: 17S09 Escape Info

Joel,

Attached are vehicle sessions from the last time these vehicles were identified using IDS.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Baumeister, Eric (E.)
Sent: Tuesday, February 27, 2018 9:25 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 17S09 Escape Info

John,

Please find the latest session file for all VINs attached.

Best Regards,

Eric Baumeister
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
[redacted]

From: Pusta, Ionut (I.)
Sent: Thursday, February 22, 2018 8:44 AM
To: Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: 17S09 Escape Info

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Flores, David (MX.)
Sent: Wednesday, January 24, 2018 4:22 PM
To: Baumeister, Eric (E.)
Subject: RE: 17S09 Escape

Eric,
Glad the family is great in [redacted] I don't know if I told you but I sold the townhome and bought a stand alone house with 3 car garage and lots of parking space and 1/3 acre lot. We are doing really good here in [redacted] lots of changes but the sun does good for us. [redacted] can count to 100 and knows his abc's by heart. He is starting to read small words so I am very happy about that. Mustang is almost done, [redacted] moved to [redacted] so now I have someone to help me with it.

So going back to this field action. Do you think it makes a difference if the PCM is flashed first before the IP? That is the only difference that I can tell. We tried neutralizing the mount but didn't make a difference. I think is software but don't know why It would do this just to some units. I am going to open a TAR on this one since I spend several hours yesterday on it and apparently in the tech forum there are others that are having this issue.

thanks

DAVID FLORES
FIELD SERVICE ENGINEER
TFO CALIFORNIA MARKET
FCSD, SERVICE ENGINEERING OPERATIONS
[redacted] FAX: 888-833-1607
DFLORES9@FORD.COM

Ford | LINCOLN
ROTUNDA

From: [redacted]
Sent: Wednesday, January 24, 2018 5:20 AM
To: Flores, David (MX.) <dflores9@ford.com>
Subject: RE: 17S09 Escape

Hello David.

My family is doing well, and [redacted] is growing so fast! [redacted] How are you and your family doing? How is [redacted] treating you?

I am not aware of any concerns with the FSA that would cause this condition. However, we do instruct dealers to remove an engine mount bolt for inspection and neutralize the powertrain mounts as required. I would recommend neutralizing the powertrain mounts then torque all powertrain mount bolts then retest for the concern. See page 6 of the Escape technical instructions.

Best Regards,

[redacted]
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
[redacted]
eFax: 866-618-6775

From: Flores, David (MX.)
Sent: Tuesday, January 23, 2018 6:18 PM
To: Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: 17S09 Escape
Importance: High

Eric,
How are you and the family?
I am getting reports of a harsh engagement on escapes after 17S09, I am at one of the dealers and half of them have harsh R to D engagement. Is just happens that half were done by one tech and the other half by another. I can't as of yet figure out what they did different in the procedure or if there is a real issue with software.
There is a hotline request open on one of the units , info below.
Let me know if you have some advise on this one.
Thanks

Hotline Assistance Request

Contact Date:	Jan 23 2018 14:08:17		
Technician:	GERARDO LOPEZ-CHAVEZ	**VIN:**	1FMCU0GX0EU[redacted]
P&A Code:	05236	**R. O. Number:**	[redacted]
Vehicle:	2014 Escape		

Description of Vehicle Concern:
AFTER 17S09 RECALL PDM AND IPC REPROGRAMMING WAS DONE VEHICLE NOW SHIFTING HARSHLY INTO DRIVE.

Please list any diagnostics already performed:
ALREADY VERIFIED UPPER MOTOR MOUNT NOT THE ISSUE OR ANYTHING OTHER THAN THE PROGRAMMING ITSELF BECAUSE THIS IS THE 3RD VEHICLE IN THE SHOP WITH THE SAME CONCERN AFTER THE RECALL. ONLY HAPPENS IN DRIVE AND WHEN THE VEHICLE IS DOWNSHIFTING INTO 2ND GEAR AT 30MPH YOU CAN FEEL A SLIGHT HARSH DOWNSHIFT. HAVE TALKED TO TECHS AT OTHER FORD DEALER AND THEY ARE EXPERIENCING THE SAME CONCERN. HAVE ALREADY TRIED REPRGRAMMING MULTIPLE TIMES WITH 3 DIFFERENT COMPUTERS 2 AT 108.01 AND 1 AT 108.03 SOFTWARE LEVELS AND EVEN TRIED STARTING FROM SCRATCH USING TEAR TAG INFO AS RECOMMENDED BY THE FSE. ALSO ATTEMPTED RELEARNING KAM AND PERFORMING TRANSMISSION ADAPTIVE LEARNING DRIVE CYCLE. SERVICE MANAGER DROVE VEHICLE FOR 100 MILES AND STILL NO CHANGE.

Parts Replaced:
NONE

Your Question:
IM NOT GOING ANY FURTHER INTO DIAGNOSING THIS ISSUE UNTIL FORD COMES UP WITH A FIX. CLEARLY ITS A PROGRAMMING ISSUE ON FORDS END AND WERE HAVING TO DEAL WITH THE ISSUE. GET WHOEVER YOU HAVE TO ON THIS CAUSE IM NO LONGER WASTING MY TIME THAT FORD WILL NOT EVEN CARE TO PAY ME IN THE END.

Upload Files

Please describe repair and/or any additional comments:
You have **1800** characters remaining for your response...
Please wait for a response before updating this form.

DAVID FLORES
FIELD SERVICE ENGINEER
TFO CALIFORNIA MARKET
FCSD, SERVICE ENGINEERING OPERATIONS
[redacted] FAX: 888-833-1607
DFLORES9@FORD.COM



From: Pusta, Ionut (I.)
Sent: Thursday, April 20, 2017 5:59 PM
To: Linda Shaw; Camaj, Linda (.); Green, Jeffrey (J.T.); Beaker, Melinda (M.); Rooker, Heather (H.R.); Philliben, Agnes (.)
Cc: Linda Webster; Hayes, Sheila (S.); Michele Jackson
Subject: RE: 17S09 FCSD Escape Owner Letter Samples

Linda,

Michele asked if we can combine the check sheet with the rest of the owner letter, earlier today. We reviewed and agreed that we can combine the check sheet with the owner letter.

In my review of these samples I noticed blank pages. If this is for my review only and the pages will be consolidated, then I approve the mailing as I verified the information in the samples.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Linda Shaw [mailto:lshaw@renkim.com]
Sent: Thursday, April 20, 2017 1:31 PM
To: Camaj, Linda (.) <lcamaj@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Green, Jeffrey (J.T.) <jgreen2@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Rooker, Heather (H.R.) <hrooker@ford.com>; Philliben, Agnes (.) <aphillib@ford.com>
Cc: Linda Webster <lwebster@renkim.com>; Hayes, Sheila (S.) <shayes@renkim.com>; Michele Jackson <mjackson@renkim.com>
Subject: 17S09 FCSD Escape Owner Letter Samples

Good Afternoon,

Attached are the 17S09 FCSD Escape owner letter samples for your review. We have verified 5 records in GCAMP to confirm vehicle involvement and customer name and address.

Please advise of changes or your approval.

Thank you,

Linda Shaw
Project Manager

Renkim Corporation
(734) 374-8300 [redacted]
lshaw@renkim.com
www.renkim.com

Renkim
Print and Electronic Mail Solutions

From: Fleis, Carolyn (C.L.)
Sent: Thursday, December 14, 2017 9:46 PM
To: Ludlow, Jamie (J.M.)
Cc: Beltramo, Joel (J.J.); Hansen, Randy (R.F.); Stemzynski, William (W.J.)
Subject: RE: 17S09 FSA VOCF Fleet Vehicle Purchase Approval

I concur.

From: Ludlow, Jamie (J.M.)
Sent: Thursday, December 14, 2017 4:26 PM
To: Fleis, Carolyn (C.L.)
Cc: Beltramo, Joel (J.J.); Hansen, Randy (R.F.); Stemzynski, William (W.J.)
Subject: FW: 17S09 FSA VOCF Fleet Vehicle Purchase Approval

Hi Carolyn,

Have you had a chance to review this?

Thanks,

Jamie Ludlow
Business Operations
Global Engine Engineering (GEE)
jludlow1@ford.com [redacted]

From: Ludlow, Jamie (J.M.)
Sent: Thursday, November 30, 2017 9:20 AM
To: Fleis, Carolyn (C.L.) <cfleis@ford.com>
Cc: Stemzynski, William (W.J.) <wstemzyn@ford.com>; Lugo, Felicita (F.) <flugo1@ford.com>
Subject: 17S09 FSA VOCF Fleet Vehicle Purchase Approval

Carolyn,

Attached is a PSR for your approval. It is to purchase 4 vehicles that will be used to help confirm corrective actions for an imminent vehicle recall (FSA). The vehicles will be purchased from DST who will buy the desired used vehicles at auction. We expect the cost per vehicle will be $20K or less per vehicle.

Thanks,
Jamie Ludlow
Business Operations
Global Engine Engineering (GEE)
jludlow1@ford.com [redacted]

From: Hopping, Steven (S.D.)
Sent: Tuesday, January 16, 2018 8:03 PM
To: Karbum, Brandon (B.J.); Pusta, Ionut (I.)
Subject: RE: 17s09 harness and junction block

Thanks John!

Steven Hopping
Team Leader
Ford Technical Assistance Center
Diagnostic Service Center 1
1700 Fairlane Drive, Allen Park, MI 48101

[redacted]
Email: shopping@ford.com
Desk: 329

From: Karbum, Brandon (B.J.)
Sent: Tuesday, January 16, 2018 3:00 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Hopping, Steven (S.D.) <shopping@ford.com>
Subject: RE: 17s09 harness and junction block

Awesome. I'm in cube 312 if you want to drop off whatever you want to give me. Or I can swing by your cube, whatever works for you.

From: Pusta, Ionut (I.)
Sent: Tuesday, January 16, 2018 2:58 PM
To: Karbum, Brandon (B.J.)
Cc: Hopping, Steven (S.D.)
Subject: RE: 17s09 harness and junction block

Brandon,

Yes, I have 2 harnesses (with 6 pin and 3 pin inline connectors). I also have a full kit for the Escape with all the parts.

What cube number are you in or where do you want me to drop them off?

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Karbum, Brandon (B.J.)
Sent: Tuesday, January 16, 2018 9:04 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Hopping, Steven (S.D.) <shopping@ford.com>
Subject: 17s09 harness and junction block

John,

Would you happen to have or would you be able to get a harness and junction block installed in the 17s09 FSA that I could have as a reference part? Let me know, thanks!

Brandon J. Karbum
Gas Engine/Driveability Subject Matter Expert
Ford Technical Assistance Center, [redacted]
Bkarbum1@Ford.com [redacted]

From: Polsinelli, Antonietta (A.)
Sent: Sunday, July 8, 2018 2:05 PM
To: Baumeister, Eric (E.); Barron, Keith (G.K.)
Subject: RE: 17S09 Repurchase, Unrepairable Unit

Hi Eric,

The vehicle donation program is currently targeted toward High Schools.

Our **Regional Specialists** are our feet on the ground, trying to assist Dealers build the necessary relationships with their local automotive schools. If we see that a Dealership is already fully engaged with their local automotive school, we would then consider donating a vehicle to that school on behalf of that Dealership. Here are some of the Dealership engagement levels we are looking at prior to donating a vehicle to their local automotive school:

- Active member on the school's automotive advisory board
- In-person visit to speak with the automotive students each semester (twice a year)
- Attend or host a student career event annually, and support automotive vocational program recruiting within the high school network
- Provide opportunity for technician job shadowing within the dealership
- Offer Internships/Part-time work to students to encourage hands-on learning
- Offer the following incentives to students who accept a position at your dealership upon graduation
    - Sponsorship in ASSET
    - Tuition assistance or reimbursement
    - Tool assistance or reimbursement
    - Offer D-plan vehicle purchase
- Develop on-boarding process consisting of a job description, career path map, and mentoring program
- Dealership branded promotional items for giveaways

Do you want this vehicle to be donated to a particular school?

Thanks,

Antonietta Polsinelli
Technical Placement Manager
Co-President of Women in Marketing Sales and Service
abravo1@ford.com
[redacted]

www.newfordtech.com
Follow us on Facebook or Twitter
[redacted]

From: Baumeister, Eric (E.)
Sent: Tuesday, July 03, 2018 5:53 PM
To: Barron, Keith (G.K.) <gbarron@ford.com>; Polsinelli, Antonietta (A.) <abravo1@ford.com>
Subject: Re: 17S09 Repurchase, Unrepairable Unit

Thanks Keith!

Antonietta,

How should I advise a school to apply for donor vehicles next time I get asked? Also is this program open to requests from all types of schools (college, trade school, high school, etc..)?

Thanks.

Eric Baumeister
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
[redacted]

-------- Original Message --------
From: "Barron, Keith (G.K.)" <gbarron@ford.com>
Date: Tue, Jul 3, 2018, 4:55 PM
To: "Baumeister, Eric (E.)" <ebaumei2@ford.com>,"Polsinelli, Antonietta (A.)" <abravo1@ford.com>
Subject: RE: 17S09 Repurchase, Unrepairable Unit

Hi Eric,
Donation requests are coordinated through the SPARK program. Antonietta is my counterpart for that and can advise on how to get schools approved. Thanks.

From: Baumeister, Eric (E.)
Sent: Tuesday, July 3, 2018 4:53 PM
To: Barron, Keith (G.K.) <gbarron@ford.com>
Subject: RE: 17S09 Repurchase, Unrepairable Unit

Keith,

On a side note here... Who makes the donation requests? I know of a few colleges that would love some donated vehicles, and if you have a contact who can support those requests it would be very much appreciated.

Thanks and have a happy Independence Day!

[redacted]
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
[redacted]

From: Barron, Keith (G.K.)
Sent: Tuesday, July 03, 2018 4:35 PM
To: Renee Wynglass <Renee.Wynglass@concentrix.com>; Ravdealershipescalation <ravdealershipescalation@concentrix.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>; Saxon, John (J.) <jsaxon1@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Subject: RE: 17S09 Repurchase, Unrepairable Unit

Thanks. Consider it as a possible donation vehicle if it is available when we get our next requests.

From: Renee Wynglass <Renee.Wynglass@concentrix.com>
Sent: Tuesday, July 3, 2018 10:24 AM
To: Ravdealershipescalation <ravdealershipescalation@concentrix.com>; Barron, Keith (G.K.) <gbarron@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>; Saxon, John (J.) <jsaxon1@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Subject: RE: 17S09 Repurchase, Unrepairable Unit

Keith, I changed the disposition for this case to scrap it is too early in the process to determine if this will be a quick turn-around for documents.
Best Wishes,

Renee Wynglass | *Ford Team Manager*
Ford Lincoln Reacquired Vehicle Program Headquarters
[redacted] 248.488.3703 (F)

You can get up to date case information by logging onto [redacted] with your case number and last 8 of your VIN.

This email message may contain proprietary, private and confidential information. The information transmitted is intended only for the person(s) or entities to which it is addressed. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited and may be illegal. If you received this in error, please contact the sender and delete the message from your system.

From: Ravdealershipescalation
Sent: Tuesday, July 03, 2018 9:46 AM
To: Barron, Keith (G.K.) <gbarron@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>; Saxon, John (J.) <jsaxon1@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>; Ravdealershipescalation <ravdealershipescalation@concentrix.com>
Cc: Renee Wynglass <Renee.Wynglass@concentrix.com>
Subject: RE: 17S09 Repurchase, Unrepairable Unit

Sherry Hines the case handler has reached out to customer twice and had to leave a voice message.
I have asked her to reach out the dealership today

Angel Johnson/SR. Escalation Analyst
Ford Lincoln Reacquired Vehicle Program Headquarters

1-800-3673050 [redacted]
Business Hours: 8:30 am - 4:30 pm (EST)

From: Barron, Keith (G.K.) [mailto:gbarron@ford.com]
Sent: Tuesday, July 03, 2018 8:10 AM
To: Baumeister, Eric (E.) <ebaumei2@ford.com>; Saxon, John (J.) <jsaxon1@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>; Ravdealershipescalation <ravdealershipescalation@concentrix.com>
Cc: Renee Wynglass <Renee.Wynglass@concentrix.com>; Barron, Keith (G.K.) <gbarron@ford.com>
Subject: RE: 17S09 Repurchase, Unrepairable Unit
Importance: High

** EXTERNAL EMAIL **
RAV team,
Please ensure both customer and dealership are contacted today regarding the RAV that was approved and uploaded the week before last.

Also, please check to ensure that the vehicle is marked for scrap or donation as it cannot be repaired.

From: Baumeister, Eric (E.)
Sent: Tuesday, July 3, 2018 7:22 AM
To: Barron, Keith (G.K.) <gbarron@ford.com>; Saxon, John (J.) <jsaxon1@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Subject: RE: 17S09 Repurchase, Unrepairable Unit

Keith, John,

This dealer contacted our recall hotline again yesterday, and stated that nobody has contacted them yet about this vehicle repurchase. Can you provide timing for when the dealer should expect to be contacted?

Thanks.

Eric Baumeister
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
[redacted]

From: Barron, Keith (G.K.)
Sent: Friday, June 22, 2018 12:05 PM
To: Saxon, John (J.) <jsaxon1@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 17S09 Repurchase, Unrepairable Unit

Thanks John.

From: Saxon, John (J.)
Sent: Friday, June 22, 2018 12:04 PM
To: Barron, Keith (G.K.) <gbarron@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 17S09 Repurchase, Unrepairable Unit

Thanks Keith,

I've created case [redacted] and asked the CSM to reach out to the customer and advise of the rav and to upload the rav. I will let you know once it has been submitted.

John Saxon
Ford Motor Company - FCRS
Customer Relationship Center
[redacted] **Fax: 888-835-7042**
jsaxon1@ford.com

From: Barron, Keith (G.K.)
Sent: Friday, June 22, 2018 11:41 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>; Saxon, John (J.) <jsaxon1@ford.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>; Barron, Keith (G.K.) <gbarron@ford.com>
Subject: RE: 17S09 Repurchase, Unrepairable Unit

John,
We need to RAV this unit as it cannot be repaired. You helped with one before. Can you open or have a CSM open the buyback case and then reach out to the customer to advise them the vehicle cannot be repaired and Ford will offer them a replacement or refund.

We will need to have the RAV uploaded. Also, include in the comments that the mileage fees should be 100% waived. Let us know when you can get the RAV uploaded so we can ensure it is expedited.

From: Pusta, Ionut (I.)
Sent: Friday, June 22, 2018 11:08 AM
To: Barron, Keith (G.K.) <gbarron@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: FW: 17S09 Repurchase, Unrepairable Unit
Importance: High

Keith and/or Lisa,

This is another VIN from FSA 17S09 that cannot be repaired and needs to be RAV'd. The VIN is 1FMCU0JX5EU[redacted]
The VIN and dealer contact information is listed below.

Can you please contact the customer/dealer to repurchase the vehicle.

Thank you in advance for your assistance.

Vehicle Details	**VIN:** 1FMCU0JX5EU[redacted]	**Odometer:** 67444 Miles	**Model Year:** 2014
	Model: Escape	**Body Type:** 5 Door	**Warranty Start Date:** 11 April 2013 **Months: 61**
	Build Date: 2 April 2013	**Transmission/Transaxle:** 6 Speed Auto Trans 6F35	**Engine Size/Description:** 1.6L EcoBoost SCTi 160182PS-Sig

	Plant: LOUISVILLE **Axle Ratio:** 3.21 Ratio

Dealer Info:

Personnel	**Contact Name:** [redacted] **Title:** SM - SERVICE MANAGER **Phone Number:** [redacted] **Email:** service_manager@manderbachford.com

Dealer	**P&A Code:** [redacted]	**Name:** Manderbach Ford	**Phone Number** [redacted]	**Country:** USA
	Address: 4450 Fifth Street Highway	**City:** Temple	**State:** PA	**Zip Code:** 195601
	Primary P&A Code [redacted]			

Customer Information	**First Name:** [redacted]	**Last Name:** [redacted]	
	Address: [redacted]		
	City: MOHRSVILLE	**State:** PA	**Zip Code:** [redacted]

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Barron, Keith (G.K.)
Sent: Wednesday, June 27, 2018 6:35 PM
To: Saxon, John (J.); Pusta, Ionut (I.); Ciolli, Lisa (L.M.)
Cc: Baumeister, Eric (E.)
Subject: RE: 17S09 Repurchase, Unrepairable Unit

Great, thanks John!

From: Saxon, John (J.)
Sent: Friday, June 22, 2018 1:28 PM
To: Barron, Keith (G.K.) <gbarron@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 17S09 Repurchase, Unrepairable Unit

FYI, the CSM has uploaded the RAV in rav online.

John Saxon
Ford Motor Company - FCRS
Customer Relationship Center
[redacted] **| Fax: 888-835-7042**
jsaxon1@ford.com

From: Barron, Keith (G.K.)
Sent: Friday, June 22, 2018 12:05 PM
To: Saxon, John (J.) <jsaxon1@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 17S09 Repurchase, Unrepairable Unit

Thanks John.

From: Saxon, John (J.)
Sent: Friday, June 22, 2018 12:04 PM
To: Barron, Keith (G.K.) <gbarron@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 17S09 Repurchase, Unrepairable Unit

Thanks Keith,

I've created case [redacted] and asked the CSM to reach out to the customer and advise of the rav and to upload the rav. I will let you know once it has been submitted.

John Saxon
Ford Motor Company - FCRS
Customer Relationship Center
[redacted] **Fax: 888-835-7042**
jsaxon1@ford.com

From: Barron, Keith (G.K.)
Sent: Friday, June 22, 2018 11:41 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>; Saxon, John (J.) <jsaxon1@ford.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>; Barron, Keith (G.K.) <gbarron@ford.com>
Subject: RE: 17S09 Repurchase, Unrepairable Unit

John,
We need to RAV this unit as it cannot be repaired. You helped with one before. Can you open or have a CSM open the buyback case and then reach out to the customer to advise them the vehicle cannot be repaired and Ford will offer them a replacement or refund.

We will need to have the RAV uploaded. Also, include in the comments that the mileage fees should be 100% waived. Let us know when you can get the RAV uploaded so we can ensure it is expedited.

From: Pusta, Ionut (I.)
Sent: Friday, June 22, 2018 11:08 AM
To: Barron, Keith (G.K.) <gbarron@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: FW: 17S09 Repurchase, Unrepairable Unit
Importance: High

Keith and/or Lisa,

This is another VIN from FSA 17S09 that cannot be repaired and needs to be RAV'd. The VIN is 1FMCU0JX5EU[redacted] The VIN and dealer contact information is listed below.

Can you please contact the customer/dealer to repurchase the vehicle.

Thank you in advance for your assistance.

Vehicle Details	**VIN:** 1FMCU0JX5EU[redacted]	**Odometer:** 67444 Miles	**Model Year:** 2014
	Model: Escape	**Body Type:** 5 Door	**Warranty Start Date:** 11 April 2013 **Months: 61**
	Build Date: 2 April 2013	**Transmission/Transaxle:** 6 Speed Auto Trans 6F35	**Engine Size/Description:** 1.6L EcoBoost SCTi 160182PS-Sig
	Plant: LOUISVILLE	**Axle Ratio:** 3.21 Ratio	

Dealer Info:

Personnel	**Contact Name:** NOLAN ARMPRIESTER	**Title:** SM - SERVICE MANAGER
	Phone Number: [redacted]	**Email:** service_manager@manderbachford.com

Dealer	**P&A Code:** [redacted]	**Name:** Manderbach Ford	**Phone Number:** [redacted]	**Country:** USA

	Address: 4450 Fifth Street Highway **Primary P&A Code:** [redacted]	**City:** Temple	**State:** PA	**Zip Code:** 195601

Customer Information	**First Name:** [redacted]	**Last Name:** [redacted]	
	Address: [redacted]		
	City: MOHRSVILLE	**State:** PA	**Zip Code:** [redacted]

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Pusta, Ionut (I.)
Sent: Friday, June 22, 2018 3:09 PM
To: Baumeister, Eric (E.)
Subject: RE: 17S09 Repurchase, VIN: 1FMCU0JX5EU[redacted] Contact ID: [redacted]

Eric,

I thought this was one of the units that I sent over but I cannot find an email. I have just sent it over to Keith.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Baumeister, Eric (E.)
Sent: Friday, June 22, 2018 10:04 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 17S09 Repurchase, VIN: 1FMCU0JX5EU[redacted] Contact ID: [redacted]

John,

Is this the VIN you sent over to Keith Barron? I can't find any e-mails showing that we notified Keith.

Thanks.

Eric Baumeister
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
[redacted]

From: Deb Ursum <dursum@renkim.com>
Sent: Friday, June 22, 2018 9:37 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Cure, Dan (D.) <DCURE2@ford.com>; Burroughs, Mary (M.M.) <mburroughs@renkim.com>; Pat Logan <plogan@renkim.com>
Subject: RE: 17S09 Repurchase, VIN: 1FMCU0JX5EU[redacted] Contact ID: [redacted]
Importance: High

Good morning, John and Eric:
Is there a determination yet. I would like to personally update the customer on the step, since he had been advised by Pat on 5/30/18, and then on 6/21/18, the dealer has not heard anything. Please advise if there is a contact at RAV that would be following up with Nolan.

Thank you for your time.

Deb Ursum
Special Service Support Center
1-800-325-5621
734 374 1030 fax
[redacted]

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From: Deb Ursum
Sent: Thursday, June 21, 2018 8:45 AM
To: John Pusta <ipusta@ford.com>
Cc: Deb Ursum <dursum@renkim.com>; Cure, Dan (D.) <DCURE2@ford.com>; Mary Burroughs <mburroughs@renkim.com>; Pat Logan <plogan@renkim.com>
Subject: RE: 17S09 Repurchase, VIN: 1FMCU0JX5EU[redacted] Contact ID:[redacted]
Importance: High

Good morning, John:

I am sorry but Pat is out and this dealer is upset. There was a response from Pat on 6/5/18. The dealer is still waiting to find out what is going on with this RAV. Could you please find out and advise how this should be responded to. I would appreciate it. I would like to call him and give him the info directly since this has been going on for an extended period of time.

Thank you for your time.

Deb Ursum
Special Service Support Center
1-800-325-5621
734 374 1030 fax
[redacted]

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From: Mary Burroughs
Sent: Thursday, June 21, 2018 8:40 AM
To: Deb Ursum <dursum@renkim.com>
Subject: FW: 17S09 Repurchase, VIN: 1FMCU0JX5EU[redacted] Contact ID:[redacted]

FYI

Mary Burroughs
SME / Ford Special
Service Support Center

Direct Line: [redacted]
Fax: (734) 374-1030
mburroughs@renkim.com

Renkim Corporation
13333 Allen Road
Southgate, MI 48195
www.renkim.com

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From: Pat Logan
Sent: Wednesday, May 30, 2018 7:43 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Cure, Dan (D.) <DCURE2@ford.com>; Mary Burroughs <mburroughs@renkim.com>; Pat Logan <plogan@renkim.com>
Subject: 17S09 Repurchase, VIN: 1FMCU0JX5EU[redacted] Contact ID: [redacted]

Hi John,

Here is another Unique Escape that cannot be repaired.

Vehicle Details	**VIN:** 1FMCU0JX5EU[redacted]	**Odometer:** 67444 Miles	**Model Year:** 2014
	Model: Escape	**Body Type:** 5 Door	**Warranty Start Date:** 11 April 2013 **Months: 61**
	Build Date: 2 April 2013	**Transmission/Transaxle:** 6 Speed Auto Trans 6F35	**Engine Size/Description:** 1.6L EcoBoost SCTi 160182PS-Sig
	Plant: LOUISVILLE	**Axle Ratio:** 3.21 Ratio	

Dealer Info:

Personnel	**Contact Name:** NOLAN ARMPRIESTER	**Title:** SM - SERVICE MANAGER
	Phone Number: [redacted]	**Email:** service_manager@manderbachford.com

Dealer	**P&A Code:** [redacted]	**Name:** Manderbach Ford	**Phone Number:** [redacted]	**Country:** USA
	Address: 4450 Fifth Street Highway	**City:** Temple	**State:** PA	**Zip Code:** 195601
	Primary P&A Code: [redacted]			

Customer Information	**First Name:** [redacted]	**Last Name:** [redacted]	
	Address: [redacted]		

	City: [redacted]	State: PA	Zip Code: [redacted]

Regards,

Pat Logan
SME
Ford Special Service
Support Center
[redacted]
Fax: (734) 374-1030
plogan@renkim.com

Renkim Corporation
13333 Allen Road
Southgate, MI 48195
www.renkim.com



From: Kramer, Michael (M.T.)
Sent: Monday, July 09, 2018 12:22 PM
To: Helberg, Ken (K.H.)
Subject: RE: 17S09 Stand Pipe and Sensor

What about standpipes from 13S12?

Mike Kramer
PT Cooling Systems & Methods Supv.
[redacted]
mkramer1@ford.com

From: Helberg, Ken (K.H.)
Sent: Monday, July 09, 2018 8:18 AM
To: Isaacson, James (J.W.) <jisaacso@ford.com>; Kramer, Michael (M.T.) <mkramer1@ford.com>
Cc: Hansen, Randy (R.F.) <rhansen2@ford.com>; Teller, John (J.E.) <jteller1@ford.com>; Kumar, Praveen (K.) <kpravee4@ford.com>
Subject: RE: 17S09 Stand Pipe and Sensor

James,
I have not placed a 700 tag in the system for the 17S09 stand pipes.

I will discuss with Mike Kramer to see how we want to track warranty on this.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Isaacson, James (J.W.)
Sent: Friday, June 29, 2018 8:07 AM
To: Helberg, Ken (K.H.) <khelber1@ford.com>; Teller, John (J.E.) <jteller1@ford.com>; Kumar, Praveen (K.) <kpravee4@ford.com>; Kramer, Michael (M.T.) <mkramer1@ford.com>
Cc: Hansen, Randy (R.F.) <rhansen2@ford.com>
Subject: Re: 17S09 Stand Pipe and Sensor

Ken, Michael,
Can you provide an update?

James W. Isaacson
SPW Quick Strike

[redacted]

jisaacso@ford.com

From: Isaacson, James (J.W.)
Sent: Monday, June 25, 2018 1:20 PM
To: Helberg, Ken (K.H.); Teller, John (J.E.); Kumar, Praveen (K.); Kramer, Michael (M.T.)
Cc: Hansen, Randy (R.F.)
Subject: 17S09 Stand Pipe and Sensor

Afternoon gents!
Any updates on the failure mode on this issue?
I know John Teller has been working with the Hotline on a FAV for coolant samples from the field.
I am unaware of what if anything is going on yet with part returns. I am assuming you guys have placed a 700 blanket tag in the system already?

I need to check with Praveen on status of the pricing review as well..

Please let me know.

James W. Isaacson
SPW Quick Strike

[redacted]
jisaacso@ford.com

From: Pat Logan <plogan@renkim.com>
Sent: Monday, April 16, 2018 3:41 PM
To: Cure, Dan (D.)
Subject: RE: 17S09 VIN: 1FMCU0GX4EU[redacted] Contact ID: [redacted]

Yes, I will let the dealer know.

Thank you,
Pat

From: Cure, Dan (D.) [mailto:DCURE2@ford.com]
Sent: Monday, April 16, 2018 11:37 AM
To: Pat Logan <plogan@renkim.com>
Subject: RE: 17S09 VIN: 1FMCU0GX4EU[redacted] Contact ID: [redacted]

Hi Pat,

John just informed me that this case was "sent to CRC to process the buyback."

Is this enough information to share with the dealer and close out the contact?

Dan Cure
Recall & Service Programs
SSSC Contact Center Program
[redacted]
1800 Fairlane Drive DCSII
Allen Park, MI 48101
dcure2@ford.com

From: Pat Logan <plogan@renkim.com>
Sent: Friday, April 13, 2018 3:27 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Cure, Dan (D.) <DCURE2@ford.com>
Subject: RE: 17S09 VIN: 1FMCU0GX4EU[redacted] Contact ID: [redacted]

Hi John,

Dealer has contacted us again today stating customer has been in a rental for 45 days and is upset about his vehicle. Has someone reached out to the dealer regarding the buyback?

Please advise,
Pat Logan

Personnel		
	Contact Name: Jack Hackbarth	**Title:** SM - SERVICE MANAGER
	Phone Number: [redacted]	**Email:** jackh@burkartford.com

Dealer	P&A Code: [redacted]	Name: Mike Burkart Ford, Inc.	Phone Number: [redacted]	Country: USA
	Address: 3110 County Road PP	City: Plymouth	State: WI	Zip Code: 530734
	Primary P&A Code: [redacted]			

Customer Information	First Name: [redacted]	Last Name: [redacted]	
	Address: [redacted]		
	City: ELKHART LAKE	State: WI	Zip Code: [redacted]

From: Pat Logan
Sent: Monday, March 19, 2018 4:59 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Thompson, Mark (M.T.) <mthomp15@ford.com>; 'Cure, Dan (D.)' <DCURE2@ford.com>
Subject: FW: 17S09 VIN: 1FMCU0GX4EU[redacted] Contact ID: [redacted]

Hi John,

Dealer has contacted us seeking more information on the buyback for this vehicle. Customer is in a rental.

Regards,
Pat Logan

From: Pat Logan
Sent: Thursday, March 08, 2018 12:52 PM
To: 'Pusta, Ionut (I.)' <ipusta@ford.com>
Cc: Thompson, Mark (M.T.) <mthomp15@ford.com>; Mary Burroughs <mburroughs@renkim.com>; Thomas R. Johnson <trjohnson@renkim.com>; Deb Ursum <dursum@renkim.com>; ebaumei <ebaumei2@ford.com>
Subject: RE: 17S09 Supplement #2 Hotsheet, VIN: 1FMCU0GX4EU[redacted] Contact ID: [redacted]

John,

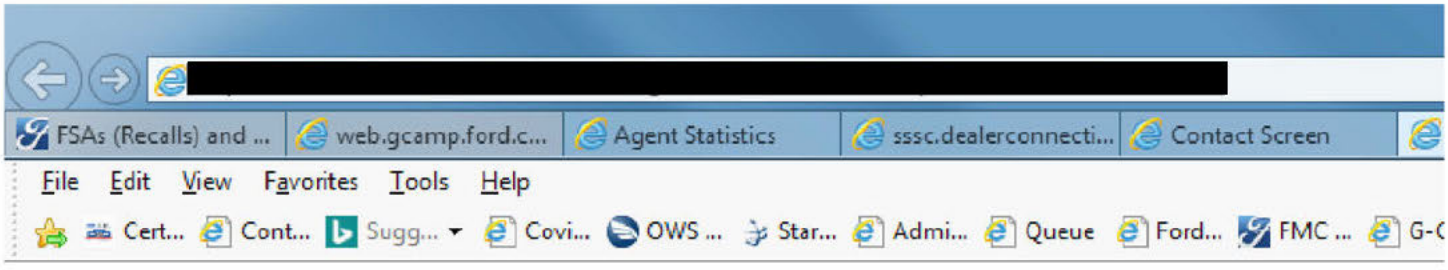
Here is one of the Unique VIN#'s for program 17S09. Customer Information is in the contact and matches the customer information in g-camp.

Regards,
Pat Logan
SME
Ford Special Service
Support Center
[redacted]
Fax: (734) 374-1030

plogan@renkim.com

Renkim Corporation
13333 Allen Road
Southgate, MI 48195
www.renkim.com





Special Service Support Cent
Contact Screen

18A01 - Long-term Rental is NOT available for *2010/2011 Musta

Submit

* Denotes a required f

Contact ID: [redacted]	FSA: 17S09 Bulletin	Create Date: 11:16 Thursday 8 March 2018

Contact Info | Vehicle | Comments | Contact History | Q&A | Parts | Repair Order Info | Repair Order History | Claiming C

Personnel	**Contact Name:** Jack Hackbarth **Phone Number:** [redacted]
Dealer	**P&A Code:** [redacted] **Name:** Mike Burkart Ford, Inc. **Address:** 3110 County Road PP **City:** Plymouth **Primary P&A Code:** [redacted]

Last Comment: CUSTOMER INFORMATION UPDATED

☑ Requires Follow-up

Approval Request With Rental

Status Rental Pending

Cancel Rental

Disposition Lv1 Rental / Towing

Disposition Lv2 Pending Dealer

* **Agent Reply (Remaining: 3747) Public**

Thank you for the information. Please be advised this vehicle cannot be repaired. Pleas
rental vehicle. Ford will be in contact with you and the customer to repurchase this ve
assistance with this matter.

Internal Comments (Remaining: 4000) Private

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Tuesday, February 13, 2018 4:01 PM
To: Pat Logan <plogan@renkim.com>
Cc: Thompson, Mark (M.T.) <mthomp15@ford.com>; Mary Burroughs <mburroughs@renkim.com>; Thomas R. Johnson <trjohnson@renkim.com>; Deb Ursum <dursum@renkim.com>; ebaumei <ebaumei2@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 17S09 Supplement #2 Hotsheet

Pat,

We previously provided Unique PCM Reprogramming instructions for Escape vehicles identified in ATTACHMENT VI. We are changing our repair direction for these 13 unique Escape vehicles. Please do not recommend the reprogramming instructions going forward.

Instead of reprogramming the PCM, we want to advise the dealer that the vehicle cannot be repaired and we need to put the customer in a rental vehicle. Please let the dealer know that Ford will be in contact with them and the customer to repurchase the vehicle. Once this information is provided to the dealer, please send me an email so we can work on the next steps to contact the dealer and customer.

I already spoke to Thomas about one of these vehicles and he is reaching out to the dealer with this information.

Please let me know if you have any questions.

Thank you,

[redacted]

Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Thompson, Scott (S.)
Sent: Monday, September 11, 2017 7:29 PM
To: Pusta, Ionut (I.)
Cc: Less, Edward (E.G.); Ali-Zaher, Houda (H.); Hancock, David (D.M.)
Subject: RE: 2014 Escape 1.6L for IDS trial

John,

Dave can set you up with the vehicle after the 7:15-8:00 meeting tomorrow.

We do have a little ongoing testing with it, so whenever you are done with it, please get it back to us ASAP!

Scott S. Thompson
[redacted]

From: Pusta, Ionut (I.)
Sent: Monday, September 11, 2017 3:21 PM
To: Thompson, Scott (S.)
Cc: Less, Edward (E.G.); Ali-Zaher, Houda (H.)
Subject: RE: 2014 Escape 1.6L for IDS trial

Scott,

Thank you for your help in finding a vehicle. We would not need to drive the vehicle around the area, just to our building for testing. I could come and pick it up either today or early tomorrow morning.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Thompson, Scott (S.)
Sent: Monday, September 11, 2017 2:14 PM
To: Woodman, Greg (G.A.) <gwoodma1@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Hancock, David (D.M.) <dhanco31@ford.com>
Cc: Baumgartner, George (G.K.) <gbaumga1@ford.com>; Less, Edward (E.G.) <eless@ford.com>; Ali-Zaher, Houda (H.) <halizahe@ford.com>
Subject: RE: 2014 Escape 1.6L for IDS trial

John.

We could share ours. It was about to head out for new brakes (they are really bad) so I wouldn't recommend driving it around, but this would be higher priority.

We can flash the development module with production SW, but it has not been PATs matched. I can send the production module along if you prefer it, it would have the original production SW with matching PATs, so all you need to do is reinstall in into the vehicle for your trial.

Scott S. Thompson
[redacted]

From: Woodman, Greg (G.A.)
Sent: Monday, September 11, 2017 1:58 PM
To: Pusta, Ionut (I.); Thompson, Scott (S.); Hancock, David (D.M.)
Cc: Baumgartner, George (G.K.); Less, Edward (E.G.); Ali-Zaher, Houda (H.)
Subject: RE: 2014 Escape 1.6L for IDS trial

John,

We only have 1 vehicle in the 2014 configuration, and it is currently loaned out. I'm working to find out it's availability.

Scott, Dave,

Do you have a C520 1.6L with CHT sensor and CLS that could be used to prove out the Field Service IDS? It would need PATS active.

From: Pusta, Ionut (I.)
Sent: Monday, September 11, 2017 12:46 PM
To: Woodman, Greg (G.A.)
Cc: Pusta, Ionut (I.); Baumgartner, George (G.K.); Less, Edward (E.G.); Ali-Zaher, Houda (H.)
Subject: 2014 Escape 1.6L for IDS trial

Greg,

I left you a voicemail a few minutes ago.

We are looking for a 2014 Escape fitted with the 1.6L coolant level sensor. We need this vehicle to perform IDS software validation testing. We would be reprogramming the PCM during this trial.

Please let me know if you have the Escape available either tomorrow or Wednesday.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Hansen, Randy (R.F.)
Sent: Wednesday, June 14, 2017 12:25 PM
To: Love, Keith (K.A.); Kuhel, Doug (D.G.); Prescott, Amanda (A.B.); Miles, Felicia (F.)
Subject: RE: 2014 MY Escape/ 2013 Fusion

That is correct. Thanks for all of your help.

Randy Hansen
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
[redacted]
11D137 Building #1, Dearborn, MI

From: Love, Keith (K.A.)
Sent: Wednesday, June 14, 2017 8:25 AM
To: Hansen, Randy (R.F.); Kuhel, Doug (D.G.); Prescott, Amanda (A.B.); Miles, Felicia (F.)
Subject: RE: 2014 MY Escape/ 2013 Fusion

Does this mean that you no longer wish me to send you reports that allege engine fires in the subject vehicles unless the cylinder head design is post PCA, the vehicle has had 17S09 performed, or there is a request for review of a specific vehicle?

From: Hansen, Randy (R.F.)
Sent: Wednesday, June 14, 2017 8:13 AM
To: Kuhel, Doug (D.G.) <dkuhel@ford.com>; Love, Keith (K.A.) <klove@ford.com>; Prescott, Amanda (A.B.) <apresco3@ford.com>; Miles, Felicia (F.) <fmiles@ford.com>
Subject: FW: 2014 MY Escape/ 2013 Fusion

FYI.

Randy Hansen
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
[redacted]
11D137 Building #1, Dearborn, MI

From: Beltramo, Joel (J.J.)
Sent: Wednesday, June 14, 2017 8:12 AM
To: Hansen, Randy (R.F.)

Cc: Renwick, Rick (R.J.)
Subject: RE: 2014 MY Escape/ 2013 Fusion

Randy,

Let's stop blanket vehicle investigations of pre-PCA cylinder head fires that do not have the coolant level sensor installed unless we get a specific request for event analysis. This means that we will continue to investigate any potential events that may have had the PCA head or a coolant level sensor fitted.

Thank you,

Joel Beltramo
Manager – Engine Components - B
[redacted]
Bldg 1 12A044

From: Hansen, Randy (R.F.)
Sent: Wednesday, June 14, 2017 7:58 AM
To: Beltramo, Joel (J.J.)
Subject: 2014 MY Escape/ 2013 Fusion

Joel,
My team and I have continued to investigate and inspect 2013 MY Fusions and 2014 MY Escape under hood fires with the ASO and DAE teams. Summary:

- The majority of localized overheat events that have been examined have a cracked cylinder head.
- No cylinder heads that were assembled to engines at BEP on or after February 14, 2014 have cracked.

Keith Love will continue to track and add all fires that meet the localized overheat criteria. Should I continue to send Doug Kuhel to inspect each vehicle?

Randy Hansen
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
[redacted]
11D137 Building #1, Dearborn, MI

The abridged version of the tracked Fusion 1.6L vehicles.
70 total reports on list (column AC, confirmed =y, ambiguous=?)
14 meet ASO criteria for engine fire associated with overheat/coolant loss/cracked head (y).
The remainder remain ambiguous (?).
Of the 14, 11 were inspected and all had cracked heads
Of the 3 not inspected:
1 was a 2014 legal claim that noted "cylinder head dislodged". Vehicle not available for inspection.

1 was a total loss. Unable to locate carcass
1 is recent event. No inspection scheduled.

<< File: 2014 Escape 1.6L for Engrg June 13 2017.xlsx >>

The abridged version of the tracked Escape 1.6L vehicles.
94 total reports on list (column AC, confirmed =y, ambiguous=?)
40 meet ASO criteria for engine fire associated with overheat/coolant loss/cracked head (y).
The remainder remain ambiguous (?).
Of the 40, 35 were confirmed to have a cracked head
Of the 5 that have not yet been confirmed as cracked heads:
1 was closed by OGC because of lack of response from complainant.
4 have not been scheduled for inspection.

<< File: 2013 Fusion 1.6L For Engrg June 13 2017.xlsx >>

Keith A. Love
Ford Motor Company
Automotive Safety Office
Fairlane Plaza South, Suite 500
[redacted]
Fax (313) 594-2268
e-mail: klove@ford.com

From: Ursula Harris <uharris@renkim.com>
Sent: Saturday, February 24, 2018 1:24 PM
To: Goodlow, Guye (G.)
Subject: RE: CLIENT [redacted] 1FMCU9GX7EU[redacted] vin#

Guye,

The dealer did contact us and we did not see a correlation for a transmission failure under 17S09. The dealer can open a contact with the Tech Hotline to see if they can help diagnose the concern. If the hotline comes up with more compelling data we would have the engineer take a look to see if this concern would be possible.

Contact ID: [redacted]	FSA: 17S09 Bulletin	Create Date: 01:08 Monday 19 February 2018

Contact Info | Vehicle | Comments | Contact History | Q&A | Parts | Repair Order Info | Repair Order History | Claiming Concern Info | Attachments

Type: DEALER - Web
Date: 19 Feb 2018
Time: 13:28:23
Visibility: PUB
ID: r-goodw9

Comments: DURING RECALL 17S09 WHEN POWER RECONNECTED TRANSMISSION FAULT CAME ON FOR
BEFORE RECALL WE ARE NONE THE WISER BUT LIKE CUSTOMER STATED THEY DROVE TH
POWER SOURCE REENGAGED STARTED A UNDERLYING PROBLEM BUT THEY DID DRIVE IT

Type: Agent - Trans
Date: 19 Feb 2018
Time: 13:57:51
Visibility: PRI
ID: r-kubwim

Comments: Please review. Thanks

Type: Agent - Web
Date: 19 Feb 2018
Time: 14:08:26
Visibility: PUB
ID: t-joh420

Comments: The Transmission concern is not related the 17S09 campaign, reconnection t
unfortunate the transmission is not covered by the 17S09 campaign, and any

Last Comment: The Transmission concern is not related the 17S09 campaign, reconnection the battery should not cause total transmission failure. A preexisti

Ursula A. Harris
Contact Center Operations Manager
[redacted]
Fax: (734) 374-1030
Uharris@renkim.com

Renkim Corporation
13333 Allen Road
Southgate, MI 48195
www.renkim.com

Renkim
Print and Electronic Mail Solutions

From: Goodlow, Guye (G.) [mailto:GGOODLOW@ford.com]
Sent: Friday, February 23, 2018 8:13 PM

To: Ursula Harris <uharris@renkim.com>
Subject: FW: CLIENT [redacted] 1FMCU9GX7EU [redacted] vin#

Is this you? Lincoln dealer?

From: Northgate Ford Lincoln Service [mailto:fixit@northgateford.com]
Sent: Friday, February 23, 2018 5:58 PM
To: Goodlow, Guye (G.) <GGOODLOW@ford.com>
Subject: CLIENT [redacted] !1FMCU9GX7EU [redacted] vin#

HELLO GUY!
The 2014 escape ro# [redacted] during recall 17s09 coolant sensor replacement,part of recall is unhook battery we did,performed recall

Test drove 1 mile approximate milage 105,141 was ok when customer picked up 2 blocks showed trans fault we rechecked and found will not with

Fault in computer go through drive cycle learning for it to drive right it did drive in no warning lights were on per client but needs a transmission 5k

Related damage I contacted declined no relation to recall per ford,but I have a ace in the hole his name is magic guy goodlow!!!!

All help would be appreciated ron Goodwin.

From: Ravdealershipescalation <ravdealershipescalation@concentrix.com>
Sent: Wednesday, May 16, 2018 8:31 PM
To: Saxon, John (J.); Barron, Keith (G.K.); Baumeister, Eric (E.)
Cc: Ciolli, Lisa (L.M.)
Subject: RE: Customer [redacted] for 17S09 unrepairable unit

Good afternoon

I have spoken with customer and he is still rejecting worksheet.
Customer rejecting worksheet.
Customer said he was told by John they were waiving the negative equity of $3650 due to the inconvenience.
Customer had concerns of why he hasn't received the sales tax, license fee and original registration fee I will inform customer with payments being returned those fees are included within every payment made to payoff loan.

Please advise...

Angel Johnson/SR. Escalation Analyst
Ford Lincoln Reacquired Vehicle Program Headquarters
1-800-3673050 [redacted]
Business Hours: 8:30 am - 4:30 pm (EST)

From: Saxon, John (J.) [mailto:jsaxon1@ford.com]
Sent: Tuesday, May 15, 2018 1:17 PM
To: Barron, Keith (G.K.) <gbarron@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Ciolli, Lisa (L.M.) <lciolli@ford.com>; Ravdealershipescalation <ravdealershipescalation@concentrix.com>
Subject: RE: Customer [redacted] for 17S09 unrepairable unit

** EXTERNAL EMAIL **
Thank you Keith

John Saxon
Ford Motor Company - FCRS
Customer Relationship Center
[redacted] **| Fax: 888-835-7042**
jsaxon1@ford.com

From: Barron, Keith (G.K.)
Sent: Tuesday, May 15, 2018 12:59 PM
To: Saxon, John (J.) <jsaxon1@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Ciolli, Lisa (L.M.) <lciolli@ford.com>; Ravdealershipescalation <ravdealershipescalation@concentrix.com>
Subject: RE: Customer [redacted] or 17S09 unrepairable unit

I will waive that. The case handler should have not included that. I will communicate with the team today. Please advise customer of the oversite and that the mileage charges are being waived.

From: Saxon, John (J.)
Sent: Tuesday, May 15, 2018 11:40 AM
To: Barron, Keith (G.K.) <gbarron@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Ciolli, Lisa (L.M.) <lciolli@ford.com>
Subject: RE: Customer [redacted] for 17S09 unrepairable unit

Good day Keith,

[redacted] has contacted me again regarding his Escape, he stated he got his worksheet offer from Minacs and his being charged around $4300 for mileage. Between the mileage charge and balance he owes on his Escape it is costing [redacted] $2500 out of pocket for us to buyback his vehicle.
[redacted] is fairly upset, he said his car has been seized by us stating it is unsafe to drive and we can't repair it under the recall and now charging him to repurchase his vehicle.
Are we charging mileage on voluntary buybacks? Any additional information you can provide to help ease [redacted] would be beneficial.

Sincerely,
John Saxon
Ford Motor Company - FCRS
Customer Relationship Center
[redacted] **| Fax: 888-835-7042**
jsaxon1@ford.com

From: Barron, Keith (G.K.)
Sent: Thursday, March 01, 2018 7:14 AM
To: Baumeister, Eric (E.) <ebaumei2@ford.com>; patrick_cordova@hoosierford.com
Cc: Saxon, John (J.) <jsaxon1@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Subject: RE: Customer [redacted] for 17S09 unrepairable unit

Thanks Eric.

Pat, please work with SSSC on the 48 day rental. RAV will cover the balance.

From: Baumeister, Eric (E.)
Sent: Wednesday, February 28, 2018 5:34 PM
To: Barron, Keith (G.K.) <gbarron@ford.com>; patrick_cordova@hoosierford.com
Cc: Saxon, John (J.) <jsaxon1@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Subject: Re: Customer [redacted] for 17S09 unrepairable unit

Please have the dealer submit a SSSC contact for the rental days up to today and I will ensure it gets paid under the FSA.

Best Regards,

Eric Baumeister
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
[redacted]

-------- Original Message --------
From: "Barron, Keith (G.K.)" <gbarron@ford.com>
Date: Wed, Feb 28, 2018, 4:23 PM
To: "patrick_cordova@hoosierford.com" <patrick_cordova@hoosierford.com>
CC: "Barron, Keith (G.K.)" <gbarron@ford.com>,"Saxon, John (J.)" <jsaxon1@ford.com>,"Baumeister, Eric (E.)" <ebaumei2@ford.com>,"Ciolli, Lisa (L.M.)" <lciolli@ford.com>
Subject: Customer [redacted] for 17S09 unrepairable unit

John,
We do have the 1 unit ready to RAV under the 17S09 campaign. It is at the dealership listed below. Pat Cordova is the service writer.

The customer contact:

[redacted]

The customer was advised that their vehicle is unrepairable and they should be expecting us to offer a buyback. Please contact or have your CSM contact the customer and process a RAV upload. Let me know when this is done so we can expedite the process.

Eric,
Customer has been in a loaner for 48 days. Can SSSC cover the rental. RAV will cover it going forward.

VIN **1FMCU0GX0EU**[redacted] is currently at a dealer with the owner in a rental vehicle, and the owner has been informed that Ford will be in contact with them directly to buy their vehicle back. Please see dealer contact information below.

Personnel	**Contact Name:** PATRICK CORDOVA	T
	Phone Number: [redacted]	E
Dealer	**P&A Code:** [redacted]	**Name:** Ray Skillman Hoosier Ford, Inc.
	Address: 333 Curry Dr.	**City:** Martinsville
	Primary P&A Code: [redacted]	

From: Pusta, Ionut (I.)
Sent: Tuesday, April 17, 2018 2:10 AM
To: Thayer, Cary (C.G.)
Cc: Holzheuer, Bill (W.P.); Dwan, Patrick (P.J.); Cure, Dan (D.)
Subject: RE: Downs Ford

Cary,

I have reviewed the SSSC contact for this VIN and I also looked in GCQIS but I didn't see any reports for this VIN.

According to the SSSC contact, the last dealer communication was on February 13. In that last contact, the dealer was advised to replace the engine long block, as outlined in the WSM for coolant intrusion into the cylinder.

I'm not sure what repair was performed as that information was not provided to the SSSC or in this email. The WSM recommended repair would have been to replace the engine long block.

Do we have the detail from the dealer to explain the repair that was performed?

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Dwan, Patrick (P.J.)
Sent: Monday, April 16, 2018 5:24 PM
To: Cure, Dan (D.) <DCURE2@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Holzheuer, Bill (W.P.) <wholzheu@ford.com>; Thayer, Cary (C.G.) <cthayer1@ford.com>
Subject: FW: Downs Ford

Dan and John,
Please review this question regarding the 17S09 repair and provide any additional direction or advice to Cary.
Thanks,
Pat.

From: Thayer, Cary (C.G.)
Sent: Tuesday, April 3, 2018 9:46 AM
To: Dwan, Patrick (P.J.) <pdwan@ford.com>
Subject: RE: Downs Ford

Good morning Patrick, checking to see if you have had a chance to review this case/request. I spoke with the dealer on Thursday and the repair is still effective. If you or someone on your team could provide the okay for this to be a reliable repair the dealer will submit the claim. Please advise if more information is needed.

Regards, Cary

From: Thayer, Cary (C.G.)
Sent: Thursday, March 15, 2018 10:45 AM
To: Dwan, Patrick (P.J.) <pdwan@ford.com>
Cc: Miller, Frederic (F.C.) <fmille72@ford.com>
Subject: RE: Downs Ford

Good morning Pat, have you had a chance to review this yet? Thanks for your time, I know everyone has a full plate.

Regards,
Cary

From: Thayer, Cary (C.G.)
Sent: Monday, March 12, 2018 12:57 PM
To: Dwan, Patrick (P.J.) <pdwan@ford.com>
Subject: FW:Downs Ford

Pat, thank you for considering the appeal by one of our ZM's. Is there any chance we can get the repair that was done deemed as "a reliable repair"? I understand the dealer did not complete a cost cap and funds were denied. It's my understanding the issue was repaired (without replacing the long block) and the vehicle is performing without issue. If not, we will advise the dealer to complete the replacement of the long block.

Thanks again for your time.

Cary

From: Miller, Frederic (F.C.)
Sent: Monday, March 12, 2018 11:18 AM
To: Thayer, Cary (C.G.) <cthayer1@ford.com>
Subject: FW: two concerns at Downs Ford

From: Dwan, Patrick (P.J.)
Sent: Wednesday, February 28, 2018 2:40 PM
To: Miller, Frederic (F.C.) <FMILLE72@ford.com>
Subject: FW: two concerns at Downs Ford

Frederic,
Please see the response from my team below.

I reviewed and agree with the SSSC direction. The dealer did not follow the published WSM instructions to replace the engine long block but instead sent the cylinder head out for additional work.
I would recommend to have the dealer complete the request for long block replacement through the SSSC and replace the engine long block. Unfortunately they would not be eligible for the additional work they did.

Pat.

From: Pusta, Ionut (I.)
Sent: Wednesday, February 28, 2018 2:35 PM
To: Dwan, Patrick (P.J.) <pdwan@ford.com>; Thompson, Mark (M.T.) <mthomp15@ford.com>
Subject: RE: two concerns at Downs Ford

Pat,

I looked at the SSSC contact and I also spoke to Thomas at the SSSC about this contact. I only see one VIN and one contact on this email.

Just to summarize:

- The vehicle came in with loss of coolant
- The dealer contacted the SSSC and they were told to follow WSM diag
- The dealer disassembled the engine and sent the cylinder head to a shop to check flatness and resurfacing
- The dealer contacted requesting cylinder head resurfacing.
- We informed the dealer that we don't resurface the heads and that per the WSM the long block requires replacement because coolant was found in a cylinder. The Cooling System Pressure Test in the WSM section 303-03A step 11 recommends to replace the long block if coolant is found in the cylinder.

  11. If the pressure drops more than the expected range of 2-4 psi and no external leaks are found, the leak may be interna inspect the cylinder combustion chambers for coolant intrusion. If coolant instrusion is found install a new engine long

- The dealer was told to perform a cost cap for the long block without the cylinder head inspection and resurfacing, because this was done outside of WSM direction.
- The SSSC is currently waiting for the dealer to resubmit for long block approval without the additional diag and repairs that were not needed.

I reviewed and agree with the SSSC direction. The dealer did not follow the published WSM instructions to replace the engine long block but instead sent the cylinder head out for additional work.

I would recommend to have the dealer complete the request for long block replacement through the SSSC and replace the engine long block. Unfortunately they would not be eligible for the additional work they did.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Dwan, Patrick (P.J.)
Sent: Tuesday, February 27, 2018 10:48 PM
To: Thompson, Mark (M.T.) <mthomp15@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: FW: two concerns at Downs Ford
Importance: High

Hi Mark,
Hope all is going well in the new job.
In the transition, kindly requesting you give these two 17S09 contacts a look and provide any thoughts.
From a quick read, it seems that the dealer may not have fully followed the FSA / WSM instructions.
Thanks,
Pat.

From: Miller, Frederic (F.C.)
Sent: Tuesday, February 27, 2018 3:49 PM
To: Dwan, Patrick (P.J.) <pdwan@ford.com>

Subject: FW: two concerns at Downs Ford
Importance: High

Hi Pat,

You helped me with 17S09 in the past. I am reaching out for advise on how to proceed with the following appeal for financial assistance from Downs Ford (20681).

Vehicle Info: 2014 Escape, Built on 5-Mar-14
VIN: 1FMCU0JXXEU[redacted]
Concern: 17S09

Summary: Dealer went through what they believed was the correct course of diagnosis/repair for 17S09. They have substantial Actual time in the repair diagnosis which has been deemed not warranted. They are seeking approval for this time in addition to the repair. They claim they followed procedure and did seek guidance/approval throughout the process, the attachment is there as a means of proof of this. I read through the 17S09 S2 document and did not come across a specific line directing long block replacement. I went into PTS/Oasis to look into the Service Manual but do not have access. I quickly looked over the actual time usage guidelines in the W&P manual but only claiming and not appeal procedures are listed.

Desired Outcome: Financial Assistance
Are you able to help me with an appeal for financial assistance or know who can? If you can help does this case meet the criteria for assistance? I need help with information on how to handle.

Thank you,
Fred Miller
Ford Motor Company
Service Zone Manager
[redacted]
Fax: (866) 984 – 5230
Fmille72@ford.com

The concern is the 2014 escape , vin # 1FMCU0JXXEU[redacted]customer name. Seeking authorization to proceed with replacement of long block and time for diagnoses of concern.

17s09 coolant recall. SSSC responses are enclosed in the pdf. The Dealer / technician followed the procedures provided including numerous calls and communications with SSSC to obtain approvals for repair of this vehicle. During the process the dealer had to remove the head and send it to be checked. SSSC finally communicated the procedure they wanted to fix the vehicle after numerous times asking for guidance. They want a long block installed on this vehicle but do not want to pay for the time already spent in diagnosing the concern.
The recall instructions and the Workshop manual were followed, neither one indicate replacement of the long block during normal diagnoses of this concern .
The "tech advisor " from SSSC gave us the answer to where in the workshop manual the statement of replace the long block if there is loss of pressure. If normal diagnoses is used it does not lead you to this statement.

Thank You,

Joe Pati
Downs Ford Inc.

From: Carlson, Daniel <daniel.j.carlson@ssitech.com>
Sent: Tuesday, August 01, 2017 5:21 PM
To: Helberg, Ken (K.H.)
Cc: Britton, Mike; Kramer, Michael (M.T.)
Subject: RE: Engine Coolant Level Sensor DVP&R

Ken,

I'm just following up to see if a determination was made on the DV test results.

Thank you,

Daniel Carlson
Product Engineer
44736 Helm St.
Plymouth, MI 48170
Office: (734) 738-1670
daniel.j.carlson@ssitech.com

SSI Technologies, Inc.
CONTROLS TECHNOLOGIES DIVISION

From: Helberg, Ken (K.H.) [mailto:khelber1@ford.com]
Sent: Thursday, July 20, 2017 10:24 AM
To: Carlson, Daniel <daniel.j.carlson@ssitech.com>
Cc: Britton, Mike <mjb@ssitech.com>; Kramer, Michael (M.T.) <mkramer1@ford.com>
Subject: RE: Engine Coolant Level Sensor DVP&R

Dan,
FYI…I just set the meeting for July 28th as Bill is out of the office until the middle of next week and his only availability is next Friday.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Helberg, Ken (K.H.)
Sent: Thursday, July 20, 2017 10:19 AM
To: 'Carlson, Daniel'
Cc: Britton, Mike; Kramer, Michael (M.T.)
Subject: RE: Engine Coolant Level Sensor DVP&R

Good morning Dan.
I will set up a meeting with Bill Goodwin and our cooling team to review your results so you can complete your PPAP.
Sorry about this delay…seems we dropped the ball here.

If I recall the tests results basically showed a pass all requirements except for a few outlier points… is that correct?
Is this anything SSI is are concerned about? Or are these points anomalies? I am not a sensor expert, this is why I want to defer to Bill for his comment.

Thanks for bringing this to my attention.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Carlson, Daniel [mailto:daniel.j.carlson@ssitech.com]
Sent: Thursday, July 20, 2017 10:07 AM
To: Helberg, Ken (K.H.)
Cc: Britton, Mike
Subject: Engine Coolant Level Sensor DVP&R

Good morning Ken,

I have still not received a determination on the DV test results. As we have shipped production parts, I still need the signed DVP&R as part of our PPAP. Are you able to sign-off on the DVP&R that the sensors met test requirements, or can you bring this to the group that can make a determination and provide DVP&R signoff?

Thank you,

Daniel Carlson
Product Engineer
44736 Helm St.
Plymouth, MI 48170
Office: (734) 738-1670
daniel.j.carlson@ssitech.com



From: Nolte, Angela (A.)
Sent: Thursday, June 14, 2018 9:57 AM
To: Wickenheiser, Francis (F.J.)
Subject: RE: Escape Stalls - Pareto, FMEM and Repair
Attachments: Escape Stall VOQs - Coolant FMEM and Repairs.pptx; Escape Stalling VOQs_1.xlsx

Hi Joe,

Here is the data broken down by sub-component.

-Angela

From: Wickenheiser, Francis (F.J.)
Sent: Friday, June 08, 2018 3:54 PM
To: Nolte, Angela (A.) <anolte1@ford.com>
Subject: RE: Escape Stalls - Pareto, FMEM and Repair

Thanks Angela !

On Monday, let's chat about the components that you found in the CDR records, vs what the VOQs said.

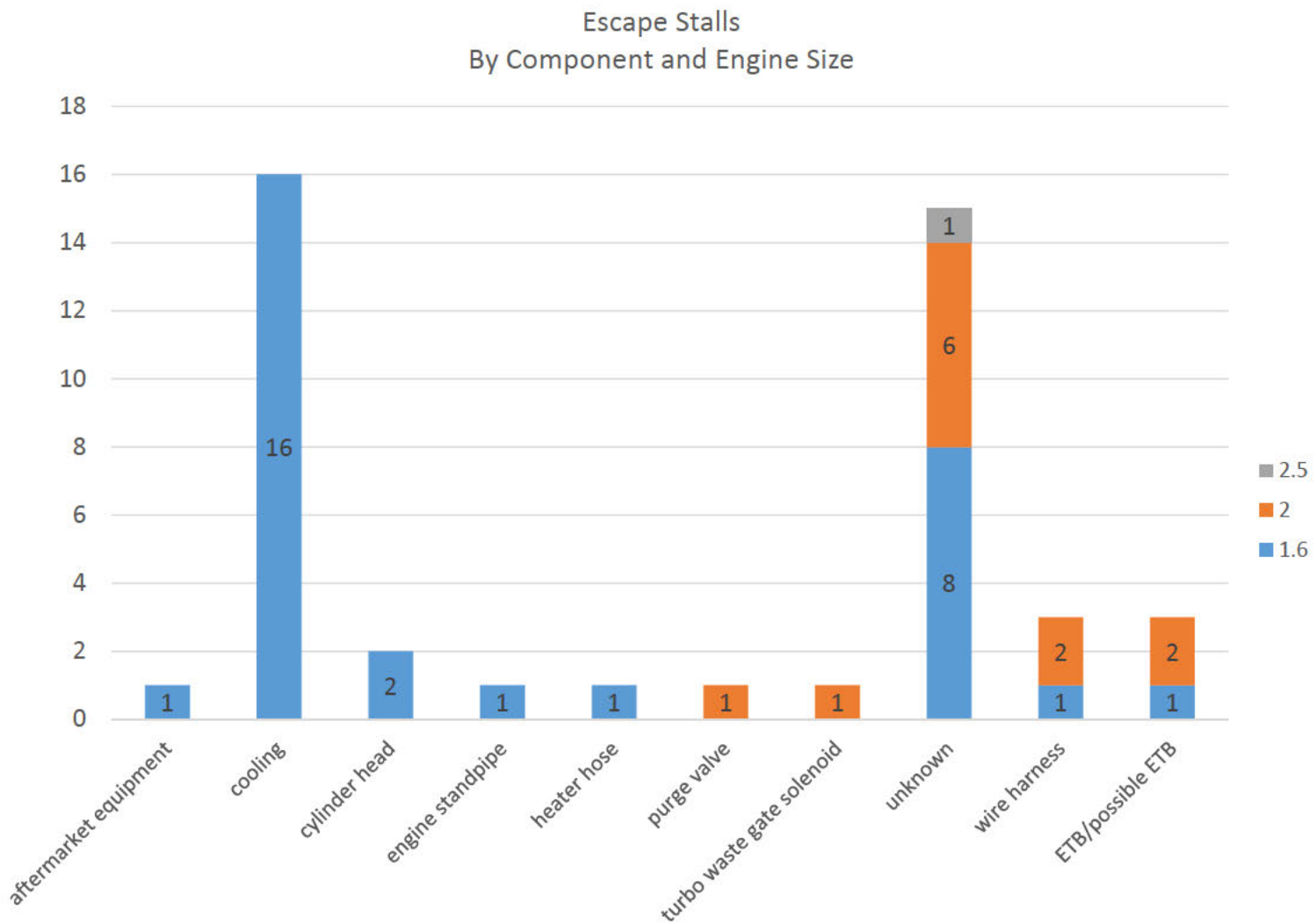
Have a great weekend

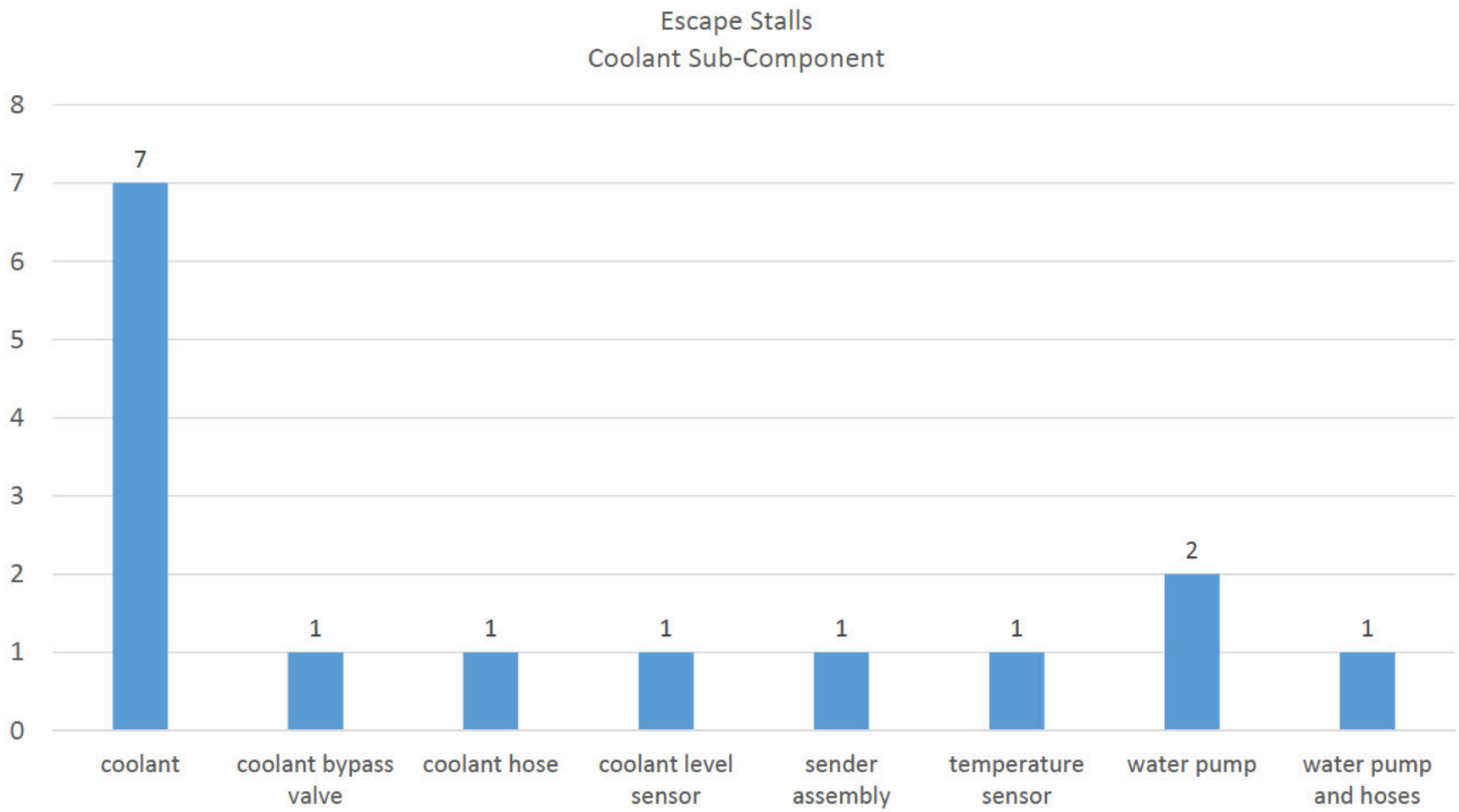
From: Nolte, Angela (A.)
Sent: Friday, June 8, 2018 3:45 PM
To: Wickenheiser, Francis (F.J.) <fwickenh@ford.com>
Subject: Escape Stalls - Pareto, FMEM and Repair

Hi Joe,

Attached is a PowerPoint presentation that includes the pareto chart that Todd asked for – the VOQs whose component is considered "cooling." Also included are details on the FMEM for each of those VOQs and the repair completed if any. I will also include the updated excel file.

Angela M. Nolte
Automotive Safety Office
Senior Safety Investigations Engineer
E-mail: anolte1@ford.com
[redacted]


Escape Stalls
By Component and Engine Size
18
16
14
12
10
8
6
4
2
0
1
16
2
1
1
1
1
1
6
8
2
2
1
1
2.5
2
1.6
aftermarket equipment
cooling
cylinder head
engine standpipe
heater hose
purge valve
turbo waste gate solenoid
unknown
wire harness
ETB/possible ETB


Escape Stalls
Coolant Sub-Component
8
7
6
5
4
3
2
1
0
7
1
1
1
1
1
2
1
coolant
coolant bypass valve
coolant hose
coolant level sensor
sender assembly
temperature sensor
water pump
water pump and hoses

				13V-583	12V-551								
				13S12	12S41***								
			Engine	1.6	1.6								
			Subject	Oil Leak	Overheat								
			Recall Build	10/5/11-6/2/13	10/5/11-11/26/12								
VOQ #	VIN	Engin	Date of Build	13S1	12S41	Failu... Dat...	Lett... Dat...	Symptom	Compo... nt	Sub-compo	Sympto... Categ...	FMEM	Repair
[redacted]	1FMCU0GXXDU[redacted]	1.6	3/9/2013	5/8/2014	N/A	3/1/2014	5/11/2018	coolant leak	cooling	coolant level sensor	B2	unknown	replaced coolant level sensor bled cooling system, excessive air in system
	1FMCU0GX8DU[redacted]	1.6	2/8/2013	12/29/2014	N/A	3/26/2018	3/26/2018	stalled with coolant indicator	cooling	water pump	A2	Low Coolant Message then FMEM1	has not been taken to an authorized Ford dealership
	1FMCU9GX6EU[redacted]	1.6	4/24/2014	N/A	N/A	3/17/2018	3/19/2018	coolant leak	cooling	coolant	B2	none	none in CDR
	1FMCU0HX2DU[redacted]	1.6	11/10/2012	5/14/2014	1/11/2013	8/2/2017	3/15/2018	coolant leak then stalled	cooling	coolant	A12	FMEM1	none in CDR
	1FMCU0HX6DU[redacted]	1.6	8/27/2012	12/5/2016	12/15/2012	2/6/2018	3/13/2018	coolant leak, engine indicator	cooling	coolant	B1	FMEM1	none in CDR
	1FMCU0GX7EU[redacted]	1.6	9/23/2013	N/A	N/A	11/18/2017	3/6/2018	overheating	cooling	coolant	B3	unknown	none in CDR
	1FMCU0HX5DU[redacted]	1.6	11/26/2012	4/15/2014	-	1/30/2018	2/20/2018	coolant leak then stalled	cooling	water pump and hoses	A12	unknown	none in CDR
	1FMCU9GX7DU[redacted]	1.6	8/30/2012	4/28/2014	12/9/2012	3/1/2016	2/11/2018	coolant leak	cooling	coolant	B2	unknown	none in CDR
	1FMCU0GX0DU[redacted]	1.6	12/4/2012	4/14/2014	N/A	1/7/2018	1/28/2018	CEL, low coolant, smoke	cooling	coolant	C3	Low Coolant Message	none in CDR
	1FMCU9GX4DU[redacted]	1.6	10/16/2012	7/31/2014	12/14/2012	1/7/2018	1/19/2018	CEL, coolant low	cooling	sender assembly	C3	FMEM1	PERFORMED TSB 15-0162 - REPLACED TURBO CHARGER WASTE GATE SOLENOID
	1FMCU0HX2DU[redacted]	1.6	8/3/2012	8/22/2014	12/7/2012	10/15/2017	1/19/2018	coolant leak	cooling	coolant	B2	Low Coolant Message	none in CDR
	1FMCU9GX8DU[redacted]	1.6	11/29/2012	5/5/2014	N/A	11/20/2017	11/25/2017	FMEM, overheating	cooling	coolant hose	A15	FMEM1	FOUND COOLANT TO BE LEAKING FROM FACTORY CRIMP ON DEGAS BOTTLE HOSE. DRAIN REMAINING COOLANT AND REMOVE AND REPLACE HOSE. FILL COOLANT SYSTEM AND BLEED. ROAD TEST FOR VERIFICATION. TOP OFF COOLANT SYSTEM
	1FMCU9HX5DU[redacted]	1.6	9/1/2012	7/20/2015	-	10/28/2017	10/29/2017	FMEM, overheating	cooling	temperature sensor	A15	FMEM1	none in CDR
	1FMCU9GX3DU[redacted]	1.6	7/20/2012	4/7/2014	12/6/2012	5/19/2017	5/19/2017	CEL	cooling	coolant bypass	C3	none	none in CDR
	1FMCU9HX7DU[redacted]	1.6	10/10/2012	8/25/2014	12/3/2012	8/10/2015	10/23/2015	stalled, overheats	cooling	water pump	A8	Low Coolant Message	replaced water pump replaced stat housing seals REPLACED HEAD GASKET AND REFILLED AND BLED COOLING SYSTEM

Recall completion date or Not App icable (N/A)

Status as of 05/30/18:

	17V 209	15V 831*	14V 495	13V 584**	13V 583	12V 551
	17S09	14S17 S1	14S17	13S12	13S12	12S41***
Engine	1 6	2 0	2 0	1 6	1 6	1 6
Subject	overheat cylinder head		Wire Splice		Oil Leak	Overheat
Recall Build Dates	02/12/13 09/02/14	10/5 11 4/1/13	10/5/11 4/1/13	10/5/11 7/11/12	10/5/11 6/2/13	10 5/11 11/26/12

VOQ #	VIN	Included in previous list?	Eng ne	Date of Build	17S09	14S17 S1	14S17	13S12	13S12	12S41***	Failure Date	Letter Date	Angela's Recall (CDR/VOQ) Comments	Recall Category	Symptom	Component	Symptom Category
[redacted]	1FMCU0GXXDU[redacted]	No	1.6	3/9/2013	N/A	N/A	N/A	N/A	5/8/201	N/A	3/1/201	5/11/2018	coolant leak, not in 12S 1 recall	B5	coolant leak	cooling	B2
	1FMCU9GX2DU[redacted]	No	1.6	3/2/2013	N/A	N/A	N/A	N/A	/1 /201	N/A	3/29/2018	/1 /2018	random sta ls, 13S12 performed, no	A1	stalled while driving	unknown	A
	1FMCU0J9 EU[redacted]	No	2.0	2/10/201	N/A	N/A	N/A	N/A	N/A	N/A	/7/2018	/11/2018	shut down on freeway, needed tow, r	A2	stalled on freeway	unknown	A3
	1FMCU0J9 EU[redacted]	No	2.0	8/18/2013	N/A	-	-	N/A	N/A	N/A	3/31/2018	/ /2018	car died, needed tow, wire splice ss	A3	stalled with CEL	wire harness	A2
	1FMCU0GX5EU[redacted]	No	1.6	12/2/2013	2/6/2018	N/A	N/A	N/A	N/A	N/A	3/2/2018	3/28/2018	car caught on fire, 17S09 comp eted	A1	noticed smoke while driving, pul ed over, flames under hood	cylinder head	C1
	1FMCU0GX8DU[redacted]	No	1.6	2/8/2013	N/A	N/A	N/A	N/A	12/29/201	N/A	3/26/2018	3/26/2018	car overheated, needed tow, shut do	A2	stalled with coolant ind cator	cooling	A2
	1FMCU9GX6EU[redacted]	No	1.6	/2 /201	N/A	N/A	N/A	N/A	N/A	N/A	3/17/2018	3/19/2018	car consumes too much coo ant, not	B5	coolant leak	cooling	B2
	1FMCU09HX2DU[redacted]	No	1.6	11/10/2012	N/A	N/A	N/A	N/A	5/1 /201	1/11/2013	8/2/2017	3/15/2018	car does not acce erate, coolant leak	A1	coolant leak then stalled	cooling	A12
	1FMCU0HX6DU[redacted]	No	1.6	8/27/2012	N/A	N/A	N/A	N/A	12/5/2016	12/15/2012	2/6/2018	3/13/2018	car shut off multip e times, coolant le	A1	coolant leak, engine indicator	cooling	B1
	1FMCU0GX7EU[redacted]	No	1.6	9/23/2013	-	N/A	N/A	N/A	N/A	N/A	11/18/2017	3/6/2018	overheating, not eligible for 12S 1 re	B2	overheating	cooling	B3
	1FMCU9H9 DU[redacted]	No	2.0	7/25/2012	N/A	-	1/15/2015	N/A	N/A	N/A	1/27/2018	2/27/2018	throttle body issue before recall	A	FMEM, sputter but didn t stall	ETB/possib e	A1
	1FMCU0GX8EU[redacted]	No	1.6	8/23/2013	1/17/2018	N/A	N/A	N/A	N/A	N/A	2/17/2018	2/27/2018	repeat sta ls after 17S09 performed	A1	chugged/hesitated/sputtered then stal ed	fuel pump/sen	A11
	1FMCU0HX5DU[redacted]	No	1.6	11/26/2012	N/A	N/A	N/A	N/A	/15/201	-	1/30/2018	2/20/2018	stal ing concern after non-dealer repa	A3	coolant leak then stalled	cooling	A12
	1FMCU9GX EU[redacted]	No	1.6	1/13/201	2/13/2018	N/A	N/A	N/A	N/A	N/A	1/30/2018	2/17/2018	eligible for 17S09, engine replaceme	C3	overheating	cylinder head	B3
	1FMCU9GX7DU[redacted]	No	1.6	8/30/2012	N/A	N/A	N/A	N/A	/28/201	12/9/2012	3/1/2016	2/11/2018	coolant leak, not eligib e for 17S09, b	B3	coolant leak	cooling	B2
	1FMCU9HX3DU[redacted]	No	1.6	1/27/2013	N/A	N/A	N/A	N/A	5/1/201	N/A	2/2/2018	2/6/2018	FMEM, no restart, battery dead	A6	FMEM, no restart	engine standp	A13
	1FMCU0GX0DU[redacted]	No	1.6	12/ /2012	N/A	N/A	N/A	N/A	/1 /201	N/A	1/7/2018	1/28/2018	low coolant and stalling after 13S12 r	A1	CEL, low coolant, smoke	cooling	C3
	1FMCU0JX0EU[redacted]	No	1.6	7/1 /201	N/A	N/A	N/A	N/A	N/A	N/A	12/26/2017	1/22/2018	faulty fuel sensor, car stops without w	A5	stalled without warning	fuel pump/sen	A1
	1FMCU9GX DU[redacted]	No	1.6	10/16/2012	N/A	N/A	N/A	N/A	7/31/201	12/1 /2012	1/7/2018	1/19/2018	overheating after 12S 1 performed,	B1	CEL, coolant low	cooling	C3
	1FMCU0HX2DU[redacted]	No	1.6	8/3/2012	N/A	N/A	N/A	N/A	8/22/201	12/7/2012	10/15/2017	1/19/2018	coolant leak after 13S12 and 12S 1	B3	coolant leak	cooling	B2
	1FMCU0GX2DU[redacted]	No	1.6	8/7/2012	N/A	N/A	N/A	N/A	1/20/201	1/21/2013	1/11/2018	1/12/2018	vehicle sta ls, aftermarket equipment	C1	stalled	aftermarket eq	A10
	1FMCU9GX1DU[redacted]	No	1.6	11/20/2012	N/A	N/A	N/A	N/A	3/26/201	11/30/2012	1/5/2018	1/10/2018	leaks oil after 13S12 and 12S 1 per s	B	burning sme l, leaks oil, coolant l ght	hea er hose	C2
	1FMCU09HX7DU[redacted]	No	1.6	11/1 /2012	N/A	N/A	N/A	N/A	6/16/201	12/3/2012	8/16/2017	1/2/2018	stal s frequently after 13S12 and 12S	A1	stalled while driving	unknown	A
	1FMCU0GX2DU[redacted]	No	1.6	8/7/2012	N/A	N/A	N/A	N/A	9/9/2015	1/21/2013	12/18/2017	12/20/2017	stops in traffic frequently after 13S12	A1	chugged/hesitated/sputtered then stal ed	unknown	A11
	1FMCU0JX2EU[redacted]	No	1.6	10/ /2013	-	N/A	N/A	N/A	N/A	N/A	12/ /2017	12/8/2017	car sta ls, suspected wire harness fa	A2	stalled while driving	wire harness	A
	1FMCU9GX8DU[redacted]	No	1.6	11/29/2012	N/A	N/A	N/A	N/A	5/5/201	N/A	11/20/2017	11/25/2017	overheating, not eligible for 12S 1	B2	FMEM, overheating	cooling	A15
	1FMCU0GX1EU[redacted]	No	1.6	6/20/201	N/A	N/A	N/A	N/A	N/A	N/A	11/10/2017	11/15/2017	multiple stal s, not el gible for any lis	A2	stalled	unknown	A10
	1FMCU9G93DU[redacted]	No	2.0	/9/2013	N/A	N/A	N/A	N/A	N/A	N/A	11/13/2017	11/15/2017	stal ed wh le driving, turbo waste gate	A2	stalled while driving	turbo waste g	A
	1FMCU9GX9EU[redacted]	No	1.6	8/27/2013	11/3/2017	N/A	N/A	N/A	N/A	N/A	10/17/2017	11/10/2017	overheat, performed 17S09, refund fi	C2	stalled while driving	cylinder head	A
	1FMCU9J99EU[redacted]	No	2.0	8/13/2013	N/A	N/A	N/A	N/A	N/A	N/A	10/13/2017	11/10/2017	multiple stal s, not el gible for any lis	A2	stalled	purge valve	A10
	1FMCU0G9 DU[redacted]	No	2.0	12/15/2012	N/A	-	6/1 /2015	N/A	N/A	N/A	10/27/2017	11 2/2017	overheat, stall and smoke, not e igib	A2	stalled, smoke	unknown	A9
	1FADP3F27EL[redacted]	No	2.0	8/5/2013	N/A	N/A	N/A	N/A	N/A	N/A	11/1/2017	11/1/2017	stal s on freeway, not el gible for any	A2	stalled	unknown	A10
	1FMCU9HX5DU[redacted]	No	1.6	9/1/2012	N/A	N/A	N/A	N/A	7/20/2015	-	10/28/2017	10/29/2017	low coolant a ter 13S12 completed	B3	FMEM, overheating	cooling	A15
	1FMCU9GXXE[redacted]												VOQ: MY COMPLAINT FOCUSES ON THE ENGINE OVERHEATING AND THE CONSTANT LOSS OF ENGINE COOLANT.				
	1FMCU0F75DU[redacted]	No	2.5	5/1 /2012	N/A	N/A	N/A	N/A	N/A	N/A	10/15/2017	10/17/2017	stopped on freeway, no CDR of fau t,	A6	stalled on freeway	unknown	A3
	1FMCU0GX7EU[redacted]	No	1.6	8/ /201	N/A	N/A	N/A	N/A	N/A	N/A	10/7/2017	10 8/2017	coolant warning, no restart, not el gib	A2	overheating	unknown	B3
	1FMCU9G97DU[redacted]	No	2.0	5/2 /2012	N/A	-	/12/2016	N/A	N/A	N/A	9/1 /2017	9/1 /2017	car sta ls after 1 S17 performed	A1	stalled without warning	unknown	A1
	1FMCU0GX2EU[redacted]	No	1.6	5/19/201	N/A	N/A	N/A	N/A	N/A	N/A	8/9/2017	8/10/2017	stal ed, fuel pump issue not covered	A5	stalled, no restart	fuel pump/sen	A5
	1FMCU9G99EU[redacted]	No	2.0	7/30/2013	N/A	N/A	N/A	N/A	N/A	N/A	7/19/2017	8/2/2017	hesitates and sta ls while driving, not	A2	chugged/hesitated/sputtered then stal ed	unknown	A11
	1FMCU9G96EU[redacted]	No	2.0	12/17/2013	N/A	N/A	N/A	N/A	N/A	N/A	7/23/2017	7/23/2017	multiple stal s while driving, not el gib	A2	stalled without warning	unknown	A1
	1FMCU9J9 EU[redacted]	No	2.0	6/16/201	N/A	N/A	N/A	N/A	N/A	N/A	5/30/2017	6/6/2017	stal s wh le driving, wiring issue not e	A2	chugged/hesitated/sputtered then stal ed	wire harness	A11
	1FMCU9GX3DU[redacted]	No	1.6	7/20/2012	N/A	N/A	N/A	N/A	/7/201	12/6/2012	5/19/2017	5/19/2017	CEL, engine coolant bypass valve de	C1	CEL	cooling	C3
	1FMCU0GX3DU[redacted]	No	1.6	9/30/2012	N/A	N/A	N/A	N/A	/29/201	12/1/2012	3/31/2017	/10/2017	stal s multiple times whi e driving afte	A1	stalled while driving	unknown	A
	1FMCU0HX8DU[redacted]	No	1.6	10/5/2012	N/A	N/A	N/A	N/A	10/23/201	12/7/2012	3/8/2017	3/28/2017	engine randomly sta ls, warnings, af	A1	stalled, oil lamp warning	unknown	A2
	1FMCU9GX9EU[redacted]	No	1.6	8/2/2013	-	N/A	N/A	N/A	N/A	N/A	10/27/2016	2/15/2017	multiple stal s, fuel pump issues	A5	stalled	fuel pump/sen	A10
	1FMCU9HX8DU[redacted]	No	1.6	10/2/2012	N/A	N/A	N/A	N/A	5/1/201	12/21/2012	2/ /2017	2/8/2017	multiple stal s, ETB	A	stalled	ETB/possib e	A10
	1FMCU9J90DU[redacted]	No	2.0	12/5/2012	N/A	-	12/29/201	N/A	N/A	N/A	1/11/2017	1/18/2017	stal ed wh le driving, needed software	A	stalled while driving	ETB/possib e	A
	1FMCU0H97DU[redacted]	Yes	2.0	7/31/2012	N/A	-	12/10/201	N/A	N/A	N/A	12/3/2016	12 5/2016	multiple stal s, noise coming from gat	A5	stalled, difficu t to restart	fuel pump/sen	A6
	1FMCU0GX2DU[redacted]	No	1.6	3/18/2013	N/A	N/A	N/A	N/A	8/18/201	N/A	1/ /2016	11 1/2016	stal s, hard sh fts, 13S12 performed	A1	stalled, hard shifts	unknown	A7
	1FMCU9HX7DU[redacted]	Yes	1.6	10/10/2012	N/A	N/A	N/A	N/A	8/25/201	12/3/2012	8/10/2015	10/23/2015	coolant issues, overheating, stal ing,	A1	stalled, overheats	cooling	A8

N/A = Not El gible - = Eligib e, but not completed

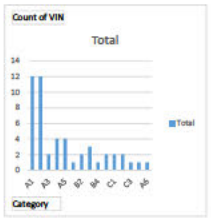
			13V-583	12V-551								
			13S12	12S41***								
		Engine	1.6	1.6								
		Subject	Oil Leak	Overheat								
		Recall Build Dates	10/5/11-6/2/13	10/5/11-11/26/12								
VOQ #	VIN	Engine	Date of Build	13S12	12S41***	Failure Date	Letter Date	Symptom	Component	Sub-component	Symptom Category	FMEM	Repair
[redacted]	1FMCU0GXXDU[redacted]	1.6	3/9/2013	5/8/2014	N/A	3/1/2014	5/11/2018	coolant leak	cooling	coolant level sensor	B2	unknown	replaced coolant level sensor bled cooling system, excessive air in system
	1FMCU0GX8DU[redacted]	1.6	2/8/2013	12/29/2014	N/A	3/26/2018	3/26/2018	stalled with coolant indicator	cooling	water pump	A2	Low Coolant Message then FMEM1	has not been taken to an authorized Ford dealership
	1FMCU9GX6EU[redacted]	1.6	4/24/2014	N/A	N/A	3/17/2018	3/19/2018	coolant leak	cooling	coolant	B2	none	none in CDR
	1FMCU0HX2DU[redacted]	1.6	11/10/2012	5/14/2014	1/11/2013	8/2/2017	3/15/2018	coolant leak then stalled	cooling	coolant	A12	FMEM1	none in CDR
	1FMCU0HX6DU[redacted]	1.6	8/27/2012	12/5/2016	12/15/2012	2/6/2018	3/13/2018	coolant leak, engine indicator	cooling	coolant	B1	FMEM1	none in CDR
	1FMCU0GX7EU[redacted]	1.6	9/23/2013	N/A	N/A	11/18/2017	3/6/2018	overheating	cooling	coolant	B3	unknown	none in CDR
	1FMCU0HX5DU[redacted]	1.6	11/26/2012	4/15/2014	-	1/30/2018	2/20/2018	coolant leak then stalled	cooling	water pump and hoses	A12	unknown	none in CDR
	1FMCU9GX7DU[redacted]	1.6	8/30/2012	4/28/2014	12/9/2012	3/1/2016	2/11/2018	coolant leak	cooling	coolant	B2	unknown	none in CDR
	1FMCU0GX0DU[redacted]	1.6	12/4/2012	4/14/2014	N/A	1/7/2018	1/28/2018	CEL, low coolant, smoke	cooling	coolant	C3	Low Coolant Message	none in CDR
	1FMCU9GX4DU[redacted]	1.6	10/16/2012	7/31/2014	12/14/2012	1/7/2018	1/19/2018	CEL, coolant low	cooling	sender assembly	C3	FMEM1	PERFORMED TSB 15-0162 - REPLACED TURBO CHARGER WASTE GATE SOLENOID
	1FMCU0HX2DU[redacted]	1.6	8/3/2012	8/22/2014	12/7/2012	10/15/2017	1/19/2018	coolant leak	cooling	coolant	B2	Low Coolant Message	none in CDR
	1FMCU9GX8DU[redacted]	1.6	11/29/2012	5/5/2014	N/A	11/20/2017	11/25/2017	FMEM, overheating	cooling	coolant hose	A15	FMEM1	FOUND COOLANT TO BE LEAKING FROM FACTORY CRIMP ON DEGAS BOTTLE HOSE. DRAIN REMAINING COOLANT AND REMOVE AND REPLACE HOSE. FILL COOLANT SYSTEM AND BLEED. ROAD TEST FOR VERIFICATION. TOP OFF COOLANT SYSTEM
	1FMCU9HX5DU[redacted]	1.6	9/1/2012	7/20/2015	-	10/28/2017	10/29/2017	FMEM, overheating	cooling	temperature sensor	A15	FMEM1	none in CDR
	1FMCU9GX3DU[redacted]	1.6	7/20/2012	4/7/2014	12/6/2012	5/19/2017	5/19/2017	CEL	cooling	coolant bypass valve	C3	none	none in CDR
	1FMCU9HX7DU[redacted]	1.6	10/10/2012	8/25/2014	12/3/2012	8/10/2015	10/23/2015	stalled, overheats	cooling	water pump	A8	Low Coolant Message	replaced water pump replaced stat housing seals REPLACED HEAD GASKET AND REFILLED AND BLED COOLING SYSTEM

A - Loss of Motive Power	A1	Loss of Motive Power after 13S12, 12S41 and/or 17S09 performed
	A2	Loss of Motive Power but not eligible for any listed recalls
	A3	Loss of Motive Power, elig ble for recall but did not perform recall
	A4	Loss of Motive Power related to electronic throttle body
	A5	Loss of Motive Power related to fuel system
	A6	Loss of Motive Power ambiguous
B - Overheat, Coolant Loss and/or Oil Loss	B1	Overheat after 12S41 recall performed
	B2	Overheat but not eligible for 12S41 recall
	B3	Coolant loss after 13S12, 12S41 and/or 17S09 performed
	B4	Oil loss after 13S12 and/or 12S41 performed
	B5	Coolant loss but not eligible for 12S41 or 17S09 recall
C - not related or reconciled with a completed recall	C1	Not related
	C2	Reconciled with a completed recall
	C3	Warranty/Recall/Reimbursement Issue

A - stalled	A1	stalled without warning
	A2	stalled with CEL/oil/coolant indicator
	A3	stalled on freeway
	A4	stalled while driving
	A5	stalled, no restart
	A6	stalled, difficult to restart
	A7	stalled, hard shifts
	A8	stalled, overheats
	A9	stalled, smoke
	A10	stalled
	A11	chugged/hesitated/sputtered then stalled
	A12	coolant leak, then stalled
	A13	FMEM, no restart
	A14	FMEM, sputtered
	A15	FMEM, overheating
B - coolant leak or overheating	B1	coolant leak, engine indicator
	B2	coolant leak
	B3	overheating
C - other (smoke under hood, burning smell, CEL)	C1	smoke under hood
	C2	burning smell
	C3	CEL

Recall Categories

Row Labels	Count of VIN
A1	12
A2	12
A3	2
A4	4
A5	4
B1	1
B2	2
B3	3
B4	1
B5	2
C1	2
C2	2
C3	1
(blank)	1
A6	1
Grand Total	60



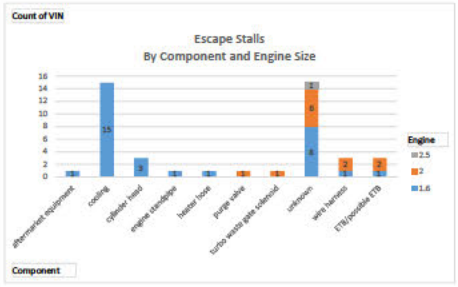
Symptom Categories

Row Labels	Count of VIN
A1	3
A10	6
A11	4
A12	2
A13	1
A14	1
A15	2
A2	3
A3	2
A4	7
A5	1
A6	1
A7	1
A8	1
A9	1
B1	1
B2	4
B3	3
C1	1
C2	1
C3	3
(blank)	1
Grand Total	60

Component

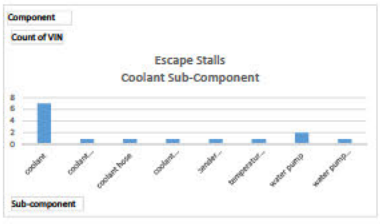
Row Labels	Count of VIN
aftermarket equipment	1
coolant bypass valve	1
cooling	15
cylinder head	2
engine standpipe	1
ETB	2
fuel pump	3
fuel sensor	1
fuel system	1
heater hose	1
possible ETB	1
purge valve	1
turbo waste gate solenoi	1
unknown	15
wire harness	3
(blank)	1
Grand Total	60

Count of VIN	Column Labels			
Row Labels	1.8	2	2.6	Grand Total
aftermarket equipment	1			1
cooling	15			15
cylinder head	3			3
engine standpipe	1			1
heater hose	1			1
purge valve		1		1
turbo waste gate solenoid		1		1
unknown	8	6	1	15
wire harness	1	2		3
ETB/possible ETB	1	2		3
Grand Total	31	12	1	44



Component	cooling

Row Labels	Count of VIN
coolant	7
coolant bypass valve	1
coolant hose	1
coolant level sensor	1
sender assembly	1
temperature sensor	1
water pump	2
water pump and hoses	1
Grand Total	16



Defect/Noncompliance Description

Build Dates: 02/12/13

Describe the defect/noncompliance:

Subject vehicles equipped with 1.6L GTDI engines may experience underhood fires due to localized overheating of the engine cylinder head, potentially leading to cracks and resulting in oil leaks. For this to occur, the vehicle must have a coolant loss well below the minimum level in the coolant (de-gas) bottle at the time of a cool/cold start of the vehicle. When a cool/cold engine is started with insufficient coolant and the vehicle is driven, the cylinder head undergoes rapid heating, which can lead to localized overheating of the cylinder head and resultant cracking.

As of March 17, 2017, Ford was aware of 26 reports of underhood fires with a cracked cylinder head, including localized fires near the turbochargers. Ford is not aware of any reports of accident or injury related to this condition.

Describe the safety risk:

A cracked cylinder head can result in a pressurized oil leak. Oil that comes into contact with a hot engine surface, increases the risk of an underhood fire.

Identify any warning which can precede or occur: A visible coolant leak, an engine overheat warning message in the instrument cluster, repeatedly refilling coolant, or a low level in the coolant bottle are indications of potential conditions that could result in an engine overheat.

to 09/02/14

573.6 (c) (5) – Description of the Defect

In some of the affected vehicles, there may be engine wiring harnesses with splices that were insufficiently compressed during the supplier manufacturing process. Insufficient compression in the engine wiring harness splices to the Manifold Absolute Pressure (MAP) sensor may cause erroneous signals to the PCM that may affect engine performance. This may result in MIL lamps, reduced engine power, hesitation, or other engine driveability symptoms, or engine stall. Engine stalls while driving with no warning may increase the risk of a crash.

No accidents or injuries have been reported to date as a result of the subject condition.

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S17 – *Supplement #1*
Certain 2013 and 2014 Model Year Focus ST and Escape Vehicles Equipped with a 2.0L Engine
Engine Wiring Splice Repair

REF: DEMONSTRATION / DELIVERY HOLD – Safety Recall 14S17
Dated October 2, 2014

New! REASON FOR THIS SUPPLEMENT
The parts list, claiming instructions and repair technical instructions have been updated to include the use of a new Wire Harness Repair Kit (P/N CU5Z-14A411-A).

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, localized overheating of the engine cylinder head may cause the cylinder head to crack causing an oil leak that may result in a fire in the engine compartment.

In a subset of the affected vehicles built through July 11, 2012; the service fuel line jumper that was installed during Safety Recall 12S35 may have been installed incorrectly. An improperly positioned fuel line jumper may chafe on other engine components over a period of time and leak fuel. A fuel leak in the presence of an ignition source may result in a fire.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, engine overheating can lead to fluid leaks that may come into contact with the hot exhaust system, resulting in a fire.

Prior to a fire, vehicles will have increasing engine temperatures that may be indicated on the instrument cluster or the message "Engine Power Reduced to Lower Temps" or "Engine over temp, stop safely." The instrument cluster may also sound a chime and illuminate a red light.

573.6 (c) (5) – Description of the Defect

Certain 2013 model year Escape and Fusion vehicles equipped with 1.6L engines may experience engine overheating that can lead to fluid leaks that may come in contact with the hot exhaust system that may result in a fire. Ford is aware of nine field reports of fires in the United States on vehicles in customer service.

(Further, Ford is aware of one field report of a pre-delivery vehicle fire in Tennessee, one field report of a vehicle fire in Canada and two fires at the Louisville Assembly Plant (LAP) that were previously described in Ford's Defect Information Reports for 12S35 and 12S39.)

573.6 (c) (5) – Description of the Defect

Certain 2013 model year Escape vehicles equipped with 1.6L engines may have a cylinder head cup plug that may become dislodged. Dislodging of the cylinder head cup plug will result in loss of engine coolant. This may result in subsequent engine overheating, which may be associated with instrument cluster gage, tell-tale, and message warnings. Under certain circumstances with massive coolant loss from the head cup plug bore, water in the 50/50 coolant mix may vaporize, resulting in a higher concentration of glycol (antifreeze). This would be most likely under a high engine load operating condition.

Ford is not aware of any field reports of fires in the United States on vehicles in customer service due to this cause. Ford is aware of one field report of a pre-delivery vehicle fire in Tennessee believed to be the result of the head cup plug becoming dislodged. A vehicle in the custody of the assembly plant also experienced a fire that may relate to a dislodged cup plug.

573.6 (c) (5) – Description of the Defect

Certain 2013 Escape vehicles equipped with 1.6L GTDI engines have an engine compartment fuel line on which the exterior surface may have been mechanically scored during its manufacture. When subsequently installed onto a barbed connector fitting at the supplier, a scored fuel line may develop a split that can result in a leak.

From: Helberg, Ken (K.H.)
Sent: Thursday, April 20, 2017 5:58 PM
To: Styron, Joshua (J.P.); Loebenberg, Jacob (J.R.)
Subject: RE: Find A Vehicle Notification for 2013 ESCAPE (1.6L 16V DI TC I4 170PS SIGMA) matching ...

Agreed.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Styron, Joshua (J.P.)
Sent: Thursday, April 20, 2017 1:38 PM
To: Loebenberg, Jacob (J.R.); Helberg, Ken (K.H.)
Subject: RE: Find A Vehicle Notification for 2013 ESCAPE (1.6L 16V DI TC I4 170PS SIGMA) matching ...

If it doesn't have specific standpipe codes, I don't think I'm interested...

From: Loebenberg, Jacob (J.R.)
Sent: Thursday, April 20, 2017 1:29 PM
To: Styron, Joshua (J.P.); Helberg, Ken (K.H.)
Subject: FW: Find A Vehicle Notification for 2013 ESCAPE (1.6L 16V DI TC I4 170PS SIGMA) matching ...

Looks like the first one that popped up locally has real overheat problem, P26B7 comes up as a coolant bypass solenoid C fault. I was hoping for a nearby vehicle to pop up that we could use to evaluate potential standpipe fixes, but this one does not look like an ideal candidate. Wanted to see if either of you had any other ideas of things we might learn from this vehicle since it is so close?

Thanks,

-JL

From: Avmatch, F (F.M.)
Sent: Thursday, April 20, 2017 12:30 PM
To: Loebenberg, Jacob (J.R.); Helberg, Ken (K.H.)
Subject: Find A Vehicle Notification for 2013 ESCAPE (1.6L 16V DI TC I4 170PS SIGMA) matching ...

Ford ONE Warranty Solution

You received this notification from FAV because a dealership ran OASIS on this VIN with one or more requested symptom codes and or DTCs.

This notification came from Find A Vehicle for the request :C520 - 1.6L Overheat

Dealer Code	[redacted]
Dealer Name	Bill Brown Ford Inc
Dealer Address	32222 Plymouth Rd Livonia MI 481501925
Geographical Region	Detroit
Country of Dealer	USA
Phone # of Dealer	734-421-7000
VIN	1FMCU0GX6DU[redacted]
Model Year	2013
Model	ESCAPE
Build Date	Dec-03-2012
Body Style	5 DOOR LIGHT TRUCK
Axle Ratio	
Transmission	6 SPD AUTO TRANS 6F MID-RANGE
Plant	LOUISVILLE PLANT BUILD
Engine	1.6L 16V DI TC I4 170PS SIGMA
Codes used by dealer	P0219,P065C,P1299,P26B7
Codes you specified to monitor	P2556,U1035,P2557,P2560,P1940

If this notification yields a concern vehicle, where the dealership has been engaged to perform testing or direct repairs, the FCSD PVT Representative MUST document the results using this special GCQIS report. If a GCQIS report already exists for this vehicle, specific to this concern, creation of a new report is not necessary, document your efforts with the dealer in the existing report.

Any questions related to required documentation should be directed to your local Find a Vehicle Co-ordinator.

Click to Submit Survey Form

Click to View Dealer Contact Information.

Click to View the vehicle warranty history in AWS

This is an automated email. Please DO NOT Reply.

Ford Motor Company Confidential

From: Watson, Joseph (J.W.)
Sent: Tuesday, April 18, 2017 8:09 PM
To: Merrell, Robert (R.J.)
Cc: McDonagh, Scot (S.M.); Helberg, Ken (K.H.); Loebenberg, Jacob (J.R.)
Subject: RE: Find-A-Vehicle - 2013-2015 Escape 1.6L Cooling System DTCs

Thanks Robert. I'll remove you. Currently have Ken & Jacob on it. Do I need to add anyone else?

Joseph W. Watson
FCSD-Service Engineering Operations-PVT/Launch Support
Escape/Lincoln MKC Program Mgr
Louisville Assembly Plant
Plant Ph. (502) 357-1862 (dialnet 689-1862)
[redacted]
FAX (502) 364-3480 (dialnet 689-3480)
jwatson1@ford.com

From: Merrell, Robert (R.J.)
Sent: Tuesday, April 18, 2017 3:59 PM
To: Watson, Joseph (J.W.)
Cc: Helberg, Ken (K.H.); McDonagh, Scot (S.M.)
Subject: RE: Find-A-Vehicle - 2013-2015 Escape 1.6L Cooling System DTCs

Please remove me I no longer do gas engine only diesel .

From: Watson, Joseph (J.W.)
Sent: Tuesday, April 18, 2017 3:06 PM
To: McDonagh, Scot (S.M.)
Cc: Helberg, Ken (K.H.); Merrell, Robert (R.J.); Loebenberg, Jacob (J.R.)
Subject: Find-A-Vehicle - 2013-2015 Escape 1.6L Cooling System DTCs

Hi Scot.....FAV is activated.

Joseph W. Watson
FCSD-Service Engineering Operations-PVT/Launch Support
Escape/Lincoln MKC Program Mgr
Louisville Assembly Plant
Plant Ph. (502) 357-1862 (dialnet 689-1862)
[redacted]
FAX (502) 364-3480 (dialnet 689-3480)
jwatson1@ford.com

From: McDonagh, Scot (S.M.)
Sent: Tuesday, April 18, 2017 2:57 PM
To: Watson, Joseph (J.W.)
Cc: Helberg, Ken (K.H.); Merrell, Robert (R.J.); Loebenberg, Jacob (J.R.)
Subject: RE: Find-A-Vehicle?

13-15MY 1.6L C520 ... Please

Scot McDonagh
PT Quality Engineering
[redacted]
smcdonag@ford.com

From: McDonagh, Scot (S.M.)
Sent: Thursday, April 13, 2017 10:32 AM
To: Loebenberg, Jacob (J.R.)
Cc: Helberg, Ken (K.H.); Merrell, Robert (R.J.); Watson, Joseph (J.W.); Jewell, Kelly (E.K.)
Subject: RE: Find-A-Vehicle?

What Model Year(s) ?

Scot McDonagh
PT Quality Engineering
[redacted]
smcdonag@ford.com

From: Loebenberg, Jacob (J.R.)
Sent: Thursday, April 13, 2017 9:46 AM
To: McDonagh, Scot (S.M.)
Cc: Helberg, Ken (K.H.); Merrell, Robert (R.J.)
Subject: RE: Find-A-Vehicle?

P2556 - Engine Coolant Level Sensor/Switch Circuit
P2557 - Engine Coolant Level Sensor/Switch Circuit Range/Performance
P2558 - Engine Coolant Level Sensor/Switch Circuit Low
P2559 - Engine Coolant Level Sensor/Switch Circuit High
P2560 - Engine Coolant Level Low
P1940 - Engine Coolant Level Signal Not Available Due To Driving Conditions
U1035 - Lost Communication with Engine Coolant Level Sensor/Switch
U0121 - Lost Communication With Anti-Lock Brake System (ABS) Control Module
P1299 – Cylinder Head Overtemp Protection Active [Failsafe Injector Cut / Load Limit]

From: McDonagh, Scot (S.M.)
Sent: Thursday, April 13, 2017 9:45 AM
To: Loebenberg, Jacob (J.R.)
Cc: Helberg, Ken (K.H.); Merrell, Robert (R.J.)
Subject: RE: Find-A-Vehicle?

If I remember correctly Bob Merrell had FAV for this issue. Do you have DTCs that can be used for FAV ?

Scot McDonagh
PT Quality Engineering
[redacted]
smcdonag@ford.com

From: Loebenberg, Jacob (J.R.)
Sent: Thursday, April 13, 2017 9:30 AM
To: McDonagh, Scot (S.M.)
Cc: Helberg, Ken (K.H.)
Subject: RE: Find-A-Vehicle?

Scott,

Just wanted to inquire about how the FAV is set up. We are looking for any 1.6L vehicles that come in for Standpipe/Ultrasonic Level Sensor issues and I just want to make sure we are on the same page. I am also curious about how the process in general since this is the first time I have been involved with FAV.

Also, Ken Helberg has asked to be included in any communication regarding this going forward.

Thanks,

-Jake Loebenberg

From: McDonagh, Scot (S.M.)
Sent: Tuesday, April 11, 2017 9:46 AM
To: Loebenberg, Jacob (J.R.)
Subject: RE: Find-A-Vehicle?

OK- You will receive automatic FAV notifications. Stay tuned

Scot McDonagh
PT Quality Engineering
[redacted]
smcdonag@ford.com

From: Loebenberg, Jacob (J.R.)
Sent: Tuesday, April 11, 2017 9:42 AM
To: McDonagh, Scot (S.M.)
Subject: RE: Find-A-Vehicle?

Scot,

Please let me know anything I can do to help get this FAV going. Also, please send any notifications to me, I will keep my team updated.

Thanks,

-Jake Loebenberg

From: McDonagh, Scot (S.M.)
Sent: Tuesday, April 11, 2017 7:24 AM
To: Dihle, Ken (K.M.)
Cc: Loebenberg, Jacob (J.R.); Watson, Joseph (J.W.); Jewell, Kelly (E.K.)
Subject: RE: Find-A-Vehicle?

Will ask Joe and Kelly for help with FAV. (5) contacts maximum on FAV notifications. Anyone else that should be included ?

Scot McDonagh
PT Quality Engineering
[redacted]
smcdonag@ford.com

From: Dihle, Ken (K.M.)
Sent: Tuesday, April 11, 2017 7:23 AM
To: McDonagh, Scot (S.M.)
Cc: Loebenberg, Jacob (J.R.)
Subject: RE: Find-A-Vehicle?

Scot, Is it the PCE who can help set up a FAV? If so, Do you know who the PCE for Escape is that can help Jake? Thanks for your help.

Ken Dihle
Powertrain Installations Quality Supervisor
PTIM Quality Engineering
313-39-06468 Desk
[redacted]

From: Loebenberg, Jacob (J.R.)
Sent: Monday, April 10, 2017 5:19 PM
To: Dihle, Ken (K.M.)
Subject: Find-A-Vehicle?

Ken,

I am working with a team in PT Cooling on an FSA for 1.6L ULS Standpipe issues, we are interested in setting up an FAV for this issue.

Can you help me with this?

Thanks,

Jake Loebenberg

From: McDonagh, Scot (S.M.)
Sent: Thursday, July 27, 2017 7:32 PM
To: Loebenberg, Jacob (J.R.)
Cc: Helberg, Ken (K.H.); Watson, Joseph (J.W.); Dihle, Ken (K.M.)
Subject: RE: Find-A-Vehicle?

Any discoveries worth noting from FAV Dealer call backs ?

Scot McDonagh
PT Quality Engineering
[redacted]
smcdonag@ford.com

From: Watson, Joseph (J.W.)
Sent: Thursday, July 27, 2017 3:31 PM
To: Loebenberg, Jacob (J.R.); McDonagh, Scot (S.M.)
Cc: Helberg, Ken (K.H.)
Subject: RE: Find-A-Vehicle?

FAV turned off.

Joseph W. Watson
FCSD-Service Engineering Operations-PVT/Launch Support
Escape/Lincoln MKC Program Mgr
Louisville Assembly Plant
Plant Ph. (502) 357-1862 (dialnet 689-1862)
[redacted]
FAX (502) 364-3480 (dialnet 689-3480)
jwatson1@ford.com

From: Loebenberg, Jacob (J.R.)
Sent: Thursday, July 27, 2017 3:00 PM
To: McDonagh, Scot (S.M.); Watson, Joseph (J.W.)
Cc: Helberg, Ken (K.H.)
Subject: RE: Find-A-Vehicle?

Scott/Joseph,

Can you turn off this FAV?

Thanks,

-JL

From: Loebenberg, Jacob (J.R.)
Sent: Thursday, April 20, 2017 2:22 PM
To: Watson, Joseph (J.W.)
Subject: RE: Find-A-Vehicle?

Yes I should have chosen a bit more wisely… Sorry about that.

From: Watson, Joseph (J.W.)
Sent: Thursday, April 20, 2017 2:21 PM
To: Loebenberg, Jacob (J.R.); McDonagh, Scot (S.M.)
Cc: Helberg, Ken (K.H.)
Subject: RE: Find-A-Vehicle?

Hi Jake…….The FAV contact is only triggered by the DTCs you gave us. I'll remove the P1299 & U0121.

Joseph W. Watson
FCSD-Service Engineering Operations-PVT/Launch Support
Escape/Lincoln MKC Program Mgr
Louisville Assembly Plant
Plant Ph. (502) 357-1862 (dialnet 689-1862)
[redacted]
FAX (502) 364-3480 (dialnet 689-3480)
jwatson1@ford.com

From: Loebenberg, Jacob (J.R.)
Sent: Thursday, April 20, 2017 2:17 PM
To: McDonagh, Scot (S.M.); Watson, Joseph (J.W.)
Cc: Helberg, Ken (K.H.)
Subject: RE: Find-A-Vehicle?

Scott/Joseph,

We have noticed many of the vehicles coming in from FAV don't fit the profile of what we are looking for. Is it possible to narrow the results that we are getting by removing some of the DTC filters that we gave you?

If so, we would like to remove P1299 and U0121, please advise.

Thanks,

-JL

From: McDonagh, Scot (S.M.)
Sent: Tuesday, April 18, 2017 2:57 PM
To: Watson, Joseph (J.W.)
Cc: Helberg, Ken (K.H.); Merrell, Robert (R.J.); Loebenberg, Jacob (J.R.)
Subject: RE: Find-A-Vehicle?

13-15MY 1.6L C520 … Please

Scot McDonagh
PT Quality Engineering

[redacted]
smcdonag@ford.com

From: McDonagh, Scot (S.M.)
Sent: Thursday, April 13, 2017 10:32 AM
To: Loebenberg, Jacob (J.R.)
Cc: Helberg, Ken (K.H.); Merrell, Robert (R.J.); Watson, Joseph (J.W.); Jewell, Kelly (E.K.)
Subject: RE: Find-A-Vehicle?

What Model Year(s) ?

Scot McDonagh
PT Quality Engineering
[redacted]
smcdonag@ford.com

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Sent: Thursday, April 13, 2017 9:46 AM
To: McDonagh, Scot (S.M.)
Cc: Helberg, Ken (K.H.); Merrell, Robert (R.J.)
Subject: RE: Find-A-Vehicle?

P2556 - Engine Coolant Level Sensor/Switch Circuit
P2557 - Engine Coolant Level Sensor/Switch Circuit Range/Performance
P2558 - Engine Coolant Level Sensor/Switch Circuit Low
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P2560 - Engine Coolant Level Low
P1940 - Engine Coolant Level Signal Not Available Due To Driving Conditions
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Scot McDonagh
PT Quality Engineering
[redacted]
smcdonag@ford.com

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Subject: RE: Find-A-Vehicle?

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Just wanted to inquire about how the FAV is set up. We are looking for any 1.6L vehicles that come in for Standpipe/Ultrasonic Level Sensor issues and I just want to make sure we are on the same page. I am also curious about how the process in general since this is the first time I have been involved with FAV.

Also, Ken Helberg has asked to be included in any communication regarding this going forward.

Thanks,

-Jake Loebenberg

From: McDonagh, Scot (S.M.)
Sent: Tuesday, April 11, 2017 9:46 AM
To: Loebenberg, Jacob (J.R.)
Subject: RE: Find-A-Vehicle?

OK- You will receive automatic FAV notifications. Stay tuned

Scot McDonagh
PT Quality Engineering
[redacted]
smcdonag@ford.com

From: Loebenberg, Jacob (J.R.)
Sent: Tuesday, April 11, 2017 9:42 AM
To: McDonagh, Scot (S.M.)
Subject: RE: Find-A-Vehicle?

Scot,

Please let me know anything I can do to help get this FAV going. Also, please send any notifications to me, I will keep my team updated.

Thanks,

-Jake Loebenberg

From: McDonagh, Scot (S.M.)
Sent: Tuesday, April 11, 2017 7:24 AM
To: Dihle, Ken (K.M.)
Cc: Loebenberg, Jacob (J.R.); Watson, Joseph (J.W.); Jewell, Kelly (E.K.)
Subject: RE: Find-A-Vehicle?

Will ask Joe and Kelly for help with FAV. (5) contacts maximum on FAV notifications. Anyone else that should be included ?

Scot McDonagh
PT Quality Engineering
[redacted]
smcdonag@ford.com

From: Dihle, Ken (K.M.)
Sent: Tuesday, April 11, 2017 7:23 AM
To: McDonagh, Scot (S.M.)
Cc: Loebenberg, Jacob (J.R.)
Subject: RE: Find-A-Vehicle?

Scot, Is it the PCE who can help set up a FAV? If so, Do you know who the PCE for Escape is that can help Jake? Thanks for your help.

Ken Dihle
Powertrain Installations Quality Supervisor
PTIM Quality Engineering
313-39-06468 Desk
[redacted]

From: Loebenberg, Jacob (J.R.)
Sent: Monday, April 10, 2017 5:19 PM
To: Dihle, Ken (K.M.)
Subject: Find-A-Vehicle?

Ken,

I am working with a team in PT Cooling on an FSA for 1.6L ULS Standpipe issues, we are interested in setting up an FAV for this issue.

Can you help me with this?

Thanks,

Jake Loebenberg

From: Thompson, Mark (M.T.)
Sent: Tuesday, June 06, 2017 5:54 PM
To: Weigandt, Elizabeth (E.M.); Frommann, Mike (M.W.)
Cc: Dwan, Patrick (P.J.)
Subject: RE: Ford e-mail
Attachments: Nance Fusion Invoice.pdf

Elizabeth,

Based upon the response below from the regional representatives response as to why the dealer replaced the engine and the information, also shown below, from the bulletin I believe this should have been covered under the 17S09 recall. I have attached the invoice from the dealer.

How do you want to go about covering this expense?

Mark,

Jim told me the technician tested and found an overheating failure that caused damage to the cylinder head and engine block. The original diagnostic found excessive pressure in the cooling system upon start up as well as coolant in cylinders 1 and 4. The cylinder head and block showed signs of excessive overheating. The team was unable to pinpoint an original point of failure due to excessive damage. Due to the cost of engine repair and determination of internal failure/damage, an engine replacement was recommended.

Hope this helps. Please let me know if you need more details.

Dominic DeSantis
FCSD Zone Manager | Zone A02
Atlanta Region | Southeast Market Area
ddesan16@ford.com | [redacted]

INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

SUBJECT: **Safety Recall 17S09**
Certain 2013-2014 Fusion, 2013-2015 Transit Connect, 2014 Escape, Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine Coolant Level Sensor System Installation

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2014	Louisville	February 12, 2013 through Se
Fiesta ST	2014-2015	Cuautitlan	January 22, 2013 through
Fusion	2013-2014	Hermosillo	February 15, 2012 through
Transit Connect	2013-2015	Valencia	June 13, 2013 through Dece

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, localized overheating of the engine cylinder head may cause head to crack, causing a pressurized oil leak that may result in a fire in the engine co

SERVICE ACTION

Service parts and repair procedures are not currently available to address this safety Bulletin Supplement will be provided to dealers in the fourth quarter 2017 when it is a parts ordering information and repair instructions will be available to complete this rec

In the interim period, some customers may arrive at your dealership if their vehicle ex leak, overheating, or frequently needs coolant added. If the vehicle arrives with any c symptoms, dealers are to use the technical information in Attachment III to perform a pressure test and repairs, as necessary.

OWNER NOTIFICATION MAILING SCHEDULE

From: [redacted]
Sent: Tuesday, June 06, 2017 1:43 PM
To: [redacted]
Subject: RE: Ford e-mail

Hi, Mark – Any update on this?

From: [redacted]
Sent: Monday, June 05, 2017 11:32 AM
To: [redacted]
Subject: RE: Ford e-mail

Well Thomas has already reached out to the Atlanta field office. See attached.

From: [redacted]
Sent: Monday, June 05, 2017 11:25 AM
To: [redacted]
Subject: RE: Ford e-mail

Makes sense. Hopefully the field can get them to respond quickly. Please keep me posted in case we need to pursue other means.

From: [redacted]
Sent: Monday, June 05, 2017 11:18 AM
To: [redacted]
Subject: RE: Ford e-mail

[redacted]

I spoke to my agent and she advised that after 4 contacts with the dealer we still have not received a response. Therefore my supervisor has reached out to the field organization, see attached e-mail, to ask them to get the dealer to respond.

If we can review the repair order we can decide if the repair should have been covered but until we get that paperwork we cannot make the proper decision. I'm hoping this action will help.

From: [redacted]
Sent: Monday, June 05, 2017 11:08 AM
To: [redacted]
Subject: RE: Ford e-mail

Thanks, Mark. I appreciate it.

From: [redacted]
Sent: Monday, June 05, 2017 10:46 AM
To: [redacted]
Cc: [redacted]
Subject: RE: Ford e-mail

The SSSC reached out to Auto Nation several times last week to get the dealer to send us the Repair Order so we could review it. My agent at the SSSC advised last Thursday that the dealer was dodging her calls and not getting back to her. I will check with her again and see if we have made contact yet.

From: [redacted]
Sent: Monday, June 05, 2017 10:43 AM
To: [redacted]
Cc: [redacted]
Subject: RE: Ford e-mail

Checking in – What's the status with this customer's query and did we determine if we should have had their concern covered under warranty? Many thanks, [redacted]

From: [redacted]
Sent: Tuesday, May 30, 2017 12:10 PM
To: [redacted]
Cc: [redacted]
Subject: RE: Ford e-mail

Thanks Robin. I found their information as shown below. I will have the SSSC reach out to them today.

Contact Name: [redacted] **Title:** PM - PART

Phone Number: [redacted] **Email:** [redacted]

P&A Code: [redacted] **Name:** AutoNation Ford-Lincoln Auburn

Address: [redacted] **City:** Auburn

Primary P&A Code [redacted]

From: [redacted]
Sent: Tuesday, May 30, 2017 12:07 PM
To: [redacted]
Cc: [redacted]
Subject: RE: Ford e-mail

Mark,

The comments in FMC360 indicate the customer was traveling at the time of the vehicle overheating.

Auto Nation Ford (P&A Code [redacted].

From: [redacted]
Sent: Tuesday, May 30, 2017 12:01 PM
To: [redacted]
Cc: [redacted]
Subject: RE: Ford e-mail

All,

I can have the SSSC reach out to the dealer but I need to know which dealer. I see AutoNation Ford and I notice the attorney is from Huntsville ,AL. but I don't know exactly what Auto Nation dealership for them to contact. Can anybody provide addition information regarding the dealer?

From: [redacted]
Sent: Tuesday, May 30, 2017 11:54 AM
To: [redacted]
Cc: [redacted]
Subject: Re: Ford e-mail

Thanks [redacted] I realize we need to speak to the dealer directly for their POV but confidentially is it possible that this should have been covered?

Sent from my iPhone

On May 30, 2017, at 11:43 AM, [redacted]ford.com> wrote:

Elizabeth – The dealer has not contacted the Special Service Support Center (Recall Hotline) regarding this VIN.

Mark – Please have the SSSC reach out to the dealership to discuss.

VIN 3FA6P0HR0DR[redacted]
2013 Fusion 1.6L
FSA 17S09 is open.
Customer states in email below: "Mine overheated and blew a head gasket."

Possible related damage.

Pat.

From: [redacted]
Sent: Tuesday, May 30, 2017 11:32 AM
To: [redacted]ford.com>
Cc: [redacted]ford.com>; [redacted]@ford.com>
Subject: Re: Ford e-mail

Everyone- Need an update on this ASAP. Why didn't we cover this customer's issue? Reporter is following up with me. Thanks!

Sent from my iPhone

On May 25, 2017, at 2:47 PM, [redacted]ford.com> wrote:

> Hello,
>
> We are reviewing the information regarding the recall.
>
> ---
>
> **From:** [redacted]
> **Sent:** Thursday, May 25, 2017 2:44 PM
> **To:** [redacted]
> **Subject:** RE: Ford e-mail
>
> I was able to pull the VIN 3FA6P0HR0DR[redacted]
>
> ---
>
> **From:** [redacted]
> **Sent:** Thursday, May 25, 2017 1:59 PM
> **To:** [redacted]
> **Cc:** [redacted]
> **Subject:** RE: Ford e-mail
>
> Hi Garbrielle,
> I would also like the VIN of this vehicle so I can review any contacts to the Special Service Support Center (Recall Hotline).
> Thanks,
> Pat.
>
> ---
>
> **From:** [redacted]
> **Sent:** Thursday, May 25, 2017 1:43 PM
> **To:** [redacted]ford.com>
> **Cc:** [redacted]ford.com>; [redacted]@ford.com>
> **Subject:** FW: Ford e-mail
>
> Hi, Gabrielle – I've been contacted by a local news outlet for this customer. Could you tell me why the cylinder heads on his vehicle weren't covered under warranty? Need to respond to the reporter today. Many thanks
>
> ---
>
> **From:** [redacted]
> **Sent:** Thursday, May 25, 2017 12:48 PM
> **To:** [redacted]
> **Subject:** Fw: Ford e-mail

Hi Ms. Weigand,

This is Cat Reid with WAAY 31. Below you will find the email correspondence the Ford customer we discussed had with Gabrielle Colimon, a Ford Customer Service Manager.

Thank you so much for looking into this!

From: [redacted]
Sent: Thursday, May 25, 2017 11:32 AM
To: [redacted]
Subject: Fw: Ford e-mail

Cat,

This is the only real correspondence I have had with Ford. I sent several more e-mails, but they have not responded other than to say they will "follow up" in another week.

I really appreciate you looking into this.

[redacted]

On Wednesday, April 19, 2017 8:51 AM, [redacted]ford.com> wrote:

Hello [redacted]

I have reached out to AutoNation Ford. They advised that the recall for your vehicle is for the coolant sensor.
This does not cover the repair to replace the cylinder heads. Regrettably, this will not be a repair that is covered under warranty.

The dealership advised that they will reach out to you today to discuss the pricing and the repair.
I sincerely apologize for any inconvenience. Due to your vehicle being outside of warranty, regrettably, Ford is unable to provide financial assistance. Although, I will be happy to facilitate the repair.

I will follow up with you once more on 4/25/2017 to provide updates on the repairs.

Please find my contact information below if needed.

Thank you.

Ford Motor Company ®
Gabrielle Colimon | Customer Service Manager | FCSD
866-631-3788 [redacted] eFax: 1-888-314-7380
[redacted]ford.com | www.ford.com

<image001.jpg>

From: [redacted]
Sent: Wednesday, April 12, 2017 2:20 PM
To: Colimon, Gabrielle (G.)
Subject: Re: [redacted]

What is the hold up? I am trying to be patient, but I can't just go without a car indefinitely. It has been a week and a half now with my car half-way across the state, and it doesn't seem to be any closer to being fixed. Now you're telling me it could be another week before I even get any answers, much less fix it?

Ford issued a recall for my car because of a coolant circulation issue causing them to overheat and even catch on fire. Mine overheated and blew a head gasket. I don't understand the delay or confusion.

Phone or e-mail is normally fine, but I am in court most of today and unable to answer the phone.

[redacted]

On Wednesday, April 12, 2017 12:45 PM, [redacted]ford.com> wrote:

Hello [redacted]

I have reached out to the dealership. I was advised that they have not received any updates as of yet.

Although, I was advised that they will be reaching out to Ford for further Technical Assistance to resolve your concern.

I sincerely apologize that there are no new updates regarding your vehicle. I am still attempting to gain clarification from the dealership on how they will be proceeding once they have more information. I will follow up with you once more on Wednesday, April 19, 2017.

Would you prefer to be contacted via email from this point forward?

Please find my contact information below if needed.

Thank you!

Ford Motor Company ®
Gabrielle Colimon | Customer Service Manager | FCSD
866-631-3788 [redacted] | eFax: 1-888-314-7380
[redacted] www.ford.com

<image001.jpg>

From: [redacted]
Sent: Wednesday, April 12, 2017 1:20 PM
To: Colimon, Gabrielle (G.)
Subject: Re: [redacted]

Just checking in to see if there are any updates on my car.

[redacted]

On Friday, April 7, 2017 9:27 AM, [redacted] ford.com> wrote:

Hello,

You may find my contact information below.

Thank you!

Ford Motor Company ®
Gabrielle Colimon | Customer Service Manager | FCSD
866-631-3788 [redacted] | eFax: 1-888-314-7380
[redacted] ford.com | www.ford.com

<image001.jpg>

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

AutoNation

Ford Lincoln Auburn

2305 South College Street
Auburn, AL 36832
Phone (334) 887-8571

[redacted]

BUS: CELL: SERVICE ADVISOR: 4835 DAVID RUSK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	13	FORD FUSION	3FA6P0HR0DR[redacted]		71978/71978	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN13 DD			19:00 05APR17		0.00	VMC	17MAY17

R.O. OPENED	READY	OPTIONS:
08:14 05APR17	18:05 17MAY17	DLR:07919 ENG:1.6_Liter_GTDI

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	VECH HAS OVERHEATED AND CUSTOMER PULLED OVER AND TRY TO RESTART VECH WAS RUNNING ROUG							
	CS001				VECH HAS OVERHEATED AND CUSTOMER PULLED OVER AND TRY TO RESTART VECH WAS RUNNING ROUG			
	9739		CF				2643.95	2643.95
1	CJ5Z*6006*G				SERVICE ENGINE ASY	3971.34	3971.34	3971.34
1	BM5Z*9439*A				GASKET - INTAKE MANIFOLD	18.28	18.28	18.28
1	BM5Z*9448*A				GASKET	16.83	16.83	16.83
1	2S6Z*9E936*A				GASKET	23.36	23.36	23.36
2	*W715309*S300				STUD	6.11	6.11	12.22
2	*W702586*S437				NUT - HEX.	3.52	3.52	7.04
2	*W520103*S442				NUT - HEX.	1.27	1.27	2.54
1	VC*3*B				ANTI-FREEZE	36.87	36.87	36.87
PARTS: 4088.48 LABOR: 2643.95 OTHER: 0.00 TOTAL LINE A: 6732.43								
B	CUSTOMER REQUESTED TO HAVE VEHICLE SAFETY CONDITION INSPECTION PERFORMED THIS VISIT							
	MULTI-A				CUSTOMER REQUESTED TO HAVE VEHICLE SAFETY CONDITION INSPECTION PERFORMED THIS VISIT			
	9739CFMPI						0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00								
C	SUBLET				BIG BLUE TOW [redacted]			
	SUB		SUBLET					
	999		CF				0.00	0.00
SUBL PO [redacted] BIG BLUE TOWING [redacted] TOW BILL PO# [redacted]								
			CF				305.00	305.00
PARTS: 0.00 LABOR: 0.00 OTHER: 305.00 TOTAL LINE C: 305.00								
D	RECALL				15S16 DOOR LATCH RECALL			
	RECALL		PERFORM		RECALL			
	999		WF					(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00								

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

AutoNation
Ford Lincoln Auburn
2305 South College Street
Auburn, AL 36832
Phone (334) 887-8571

[redacted]

BUS: CELL: SERVICE ADVISOR: 4835 DAVID RUSK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	13	FORD FUSION	3FA6P0HR0DR[redacted]		71978/71978	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN13 DD			19:00 05APR17		0.00	VMC	17MAY17

R.O. OPENED	READY	OPTIONS:
08:14 05APR17	18:05 17MAY17	DLR:07919 ENG:1.6_Liter_GTDI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
E	RECALL 16S42 DRIVERS AND PASSENGER FRONT SEATBELT PRETENSIONER CABLE SEPARATION						
	RECALL	PERFORM RECALL					
		999	WF				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00
	**********						
F	RECALL 17S09 COOLANT LEVEL SENSOR SYSTEM INSTALLTION						
	RECALL	PERFORM RECALL					
		999	WF				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00
	**********						
G	**Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer. 100% of your donation goes to BCRF. Please visit DrivePink.com for more info.*						
	DDRV	AutoNation Supports BCRF...If you decide to donate at later time please visit www.drivepink.com. Thank you for your support!					
		999	CF			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:	0.00
	**********						
H	We are proud to offer our customers parts options that fit all budgets and all circumstances! If you chose a Non-Original Equipment (OE) part, an "AP*" will be in the part number, which identifies this part is a high quality Non-OE part that was...						
	APDISCLAIMER	We are proud to offer our customers parts options that fit all budgets and all circumstances! If you chose a Non-Original Equipment (OE) part, an "AP*" will be in the part number, which identifies this part is a high quality Non-OE part that was...					
		999	CF			0.00	0.00

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 3

AutoNation
Ford Lincoln Auburn
2305 South College Street
Auburn, AL 36832
Phone (334) 887-8571

[redacted]

BUS: CELL: SERVICE ADVISOR: 4835 DAVID RUSK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	13	FORD FUSION	3FA6P0HR0DR[redacted]		71978/71978	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN13 DD			19:00 05APR17		0.00	VMC	17MAY17

R.O. OPENED	READY	OPTIONS:
08:14 05APR17	18:05 17MAY17	DLR:07919 ENG:1.6_Liter_GTDI

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H:								0.00
**********								
I** Alignment Check								
	FS00C			Alignment Check				
	999IFEPS							(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I:								0.00
**********								

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	2643.95
PARTS AMOUNT	4088.48
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	305.00
MISC. CHARGES	0.00
TOTAL CHARGES	7037.43
LESS INSURANCE	0.00
SALES TAX	367.96
PLEASE PAY THIS AMOUNT	7405.39

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CUSTOMER COPY

From: [redacted]
Sent: Wednesday, June 07, 2017 10:38 AM
To: [redacted]
Cc:
Subject: RE: Ford e-mail

Dominic,

I looked in the SSSC system this morning and I do not see a contact from yesterday on this VIN. Can you please follow up with him today and see if he is having any problems? Thanks.

From: [redacted]
Sent: Tuesday, June 06, 2017 3:27 PM
To: [redacted]
Cc:
Subject: RE: Ford e-mail

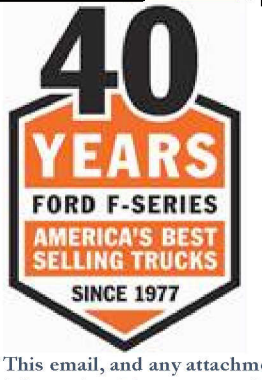
All,

I sent Jim instructions on how to complete the request and walked him through it over the phone to the best of my abilities (obviously I could not duplicate everything he was seeing in PTS because I do not have a P&A code). I took Jim to the final step where he had to fill out the information as requested – he said he would finish it up and submit. Hopefully the SSSC will receive his request today and reach out to him.

Just wanted to give you all the update. Please let me know if you need anything else.

Best,

Dominic DeSantis
FCSD Zone Manager | Zone A02
Atlanta Region | Southeast Market Area
[redacted]ford.com | [redacted]



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From [redacted]
Sent: Tuesday, June 06, 2017 2:27 PM
To: [redacted]ford.com>; [redacted]@ford.com>; [redacted]
[redacted]ford.com>
Cc: [redacted]@ford.com>
Subject: RE: Ford e-mail

[redacted]

I have advised my agents at the SSSC to be on the lookout for the AutoNation's contact and to provide approval for the repair under 17S09. This will allow the dealer to be reimbursed thru the proper warranty channels. Once we hear back from Dominic in regards to the dealer I think we can move forward.

From: [redacted]
Sent: Tuesday, June 06, 2017 2:14 PM
To: [redacted]
Cc: [redacted]
Subject: RE: Ford e-mail

Makes sense. I'll stand by for the update on when the dealer has been informed and is processing and then for when we've informed the customer. The journalist has not followed up with me today and I informed her last that we are working on this. If she calls me today, I'll tell her we'll have an update soon but I won't tell her what until we've informed the customer. Having said that, we've kept this journalist waiting a while (normally, they don't wait this long for us and just go to press with whatever they have at the time) so it would be helpful to get this done in the next 24 hrs so we have a good outcome to share. Best, [redacted]

From: [redacted]
Sent: Tuesday, June 06, 2017 2:11 PM
To: [redacted]
Cc: [redacted]
Subject: RE: Ford e-mail

Elizabeth,

I think we, Ford Motor Company, should reach out to the customer. I don't want to do that until I am sure the dealer is working on the refund to the customer. I have added the regional representative Dominic DeSantis on this note so we are all aligned. Once that happens we can work out the details.

From: [redacted]
Sent: Tuesday, June 06, 2017 2:07 PM
To: [redacted]
Cc: [redacted]
Subject: RE: Ford e-mail

Thanks for all your help, Mark. Will Ford reach out to the customer directly to let him know that this will now be covered under warranty or are we relying on the dealer to do that?

From: [redacted]
Sent: Tuesday, June 06, 2017 2:06 PM
To: [redacted]
Cc: [redacted]
Subject: RE: Ford e-mail

[redacted]

I have forwarded all of the information to the Executive liaison team and spoken with my supervisor Mike Frommann. We believe the dealer should contact the SSSC to get approval for this repair under the 17S09 recall as it is a covered condition. The dealer will get reimbursed thru the warranty system and should reimburse the customer for the amount charged on the invoice. Can you please ask the dealer to contact the SSSC and start the process rolling on this? Please let me know if you have any questions.

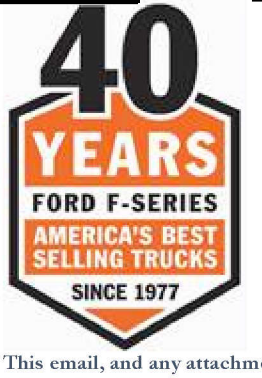
From: [redacted]
Sent: Tuesday, June 06, 2017 1:30 PM
To: [redacted]
Cc: [redacted]
Subject: RE: Ford e-mail

Mark,

[redacted] told me the technician tested and found an overheating failure that caused damage to the cylinder head and engine block. The original diagnostic found excessive pressure in the cooling system upon start up as well as coolant in cylinders 1 and 4. The cylinder head and block showed signs of excessive overheating. The team was unable to pinpoint an original point of failure due to excessive damage. Due to the cost of engine repair and determination of internal failure/damage, an engine replacement was recommended.

Hope this helps. Please let me know if you need more details.

Dominic DeSantis
FCSD Zone Manager | Zone A02
Atlanta Region | Southeast Market Area
[redacted]ford.com | [redacted]



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From: [redacted]
Sent: Tuesday, June 06, 2017 12:51 PM
To: [redacted]ford.com>
Cc: [redacted]ford.com>; [redacted]ford.com>
Subject: RE: Ford e-mail

Dominic,

Can you ask the dealer what lead to them changing the engine? Was there coolant in the cylinders or did they perform a coolant system pressurization and find coolant in the cylinders? Thanks.

From: [redacted]
Sent: Tuesday, June 06, 2017 11:59 AM
To: [redacted]
Cc: [redacted]
Subject: FW: Ford e-mail

Mike,

Is this what you're looking for?

Kind regards,

[redacted]
Field Operations Specialist
Ford Motor Company
[redacted] | Fax: 866.400.7169
[redacted]ford.com

From: [redacted]
Sent: Tuesday, June 06, 2017 11:58 AM
To: [redacted]ford.com>
Subject: RE: Ford e-mail

Tom,

Please see the attached email chain and RO. Let me know if you need anything else.

Dominic DeSantis
FCSD Zone Manager | Zone A02
Atlanta Region | Southeast Market Area
@ford.com | [redacted]

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From: [redacted]
Sent: Monday, June 05, 2017 12:20 PM
To: [redacted]ford.com>

Cc: [redacted]ford.com>
Subject: FW: Ford e-mail
Importance: High

Dominic,

Please follow-up on this…..thanks!

Mark A. Street
Ford Motor Company
Southeast Market Area
Atlanta Region
[redacted]
[redacted]ord.com

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From: [redacted]
Sent: Monday, June 05, 2017 11:25 AM
To: [redacted]
Subject: FW: Ford e-mail

Hi Mark,

Autonation of Auburn has a customer that has contacted the media in regards a cylinder head failure that occurred on his unit. The vehicle has an open recall related to overheating, but it is not related to the cylinder head. The SSSC has reached out to the dealer several times in order to review the repair order associated with the claim, but unfortunately, they are not getting a response. Can you please have the ZM get in touch with the dealer and have the repair order information sent?

VIN 3FA6P0HR0DR[redacted]
2013 Fusion 1.6L
FSA[redacted]

Kind regards,

[redacted]
Field Operations Specialist
Ford Motor Company
[redacted]Fax: 866.400.7169
[redacted]ford.com

From: Frommann, Mike (M.W.)
Sent: Monday, June 05, 2017 11:11 AM
To: [redacted]ord.com>
Cc: [redacted]ford.com>
Subject: FW: Ford e-mail

Hi Tom,
We have been trying to get ahold of a dealer to take care of a customer that has contacted a lawyer and gone to the media. The dealer has not returned the SSSCs calls. I think it is time to get the Region involved. Can you send to the Zone Manager?

Dealer AutoNation Ford Lincoln Auburn P&A CODE [redacted]

Thanks!

From: [redacted]
Sent: Monday, June 05, 2017 10:46 AM
To: [redacted]
Cc: [redacted]
Subject: RE: Ford e-mail

The SSSC reached out to Auto Nation several times last week to get the dealer to send us the Repair Order so we could review it. My agent at the SSSC advised last Thursday that the dealer was dodging her calls and not getting back to her. I will check with her again and see if we have made contact yet.

From: [redacted]
Sent: Monday, June 05, 2017 10:43 AM
To: [redacted]
Cc: [redacted]
Subject: RE: Ford e-mail

Checking in – What's the status with this customer's query and did we determine if we should have had their concern covered under warranty? Many thanks, [redacted]

From: [redacted]
Sent: Tuesday, May 30, 2017 12:10 PM
To: [redacted]
Cc: [redacted]
Subject: RE: Ford e-mail

Thanks Robin. I found their information as shown below. I will have the SSSC reach out to them today.

Contact Name: [redacted] **Title:** F
Phone Number [redacted] **Email:**

P&A Code: [redacted] **Name:** AutoNation Ford-Lincoln Auburn
Address: 2305 South College **City:** Auburn
Primary P&A Code: [redacted]

From: [redacted]
Sent: Tuesday, May 30, 2017 12:07 PM
To: [redacted]
Cc: [redacted]
Subject: RE: Ford e-mail

Mark,

The comments in FMC360 indicate the customer was traveling at the time of the vehicle overheating.

Auto Nation Ford (P&A Code [redacted].

From: [redacted]
Sent: Tuesday, May 30, 2017 12:01 PM
To: [redacted]
Cc: [redacted]
Subject: RE: Ford e-mail

All,

I can have the SSSC reach out to the dealer but I need to know which dealer. I see AutoNation Ford and I notice the attorney is from Huntsville ,AL. but I don't know exactly what Auto Nation dealership for them to contact. Can anybody provide addition information regarding the dealer?

From: [redacted]
Sent: Tuesday, May 30, 2017 11:54 AM
To: [redacted]
Cc: [redacted]
Subject: Re: Ford e-mail

Thanks, [redacted] I realize we need to speak to the dealer directly for their POV but confidentially is it possible that this should have been covered?

Sent from my iPhone

On May 30, 2017, at 11:43 AM, [redacted]ford.com> wrote:

> [redacted] – The dealer has not contacted the Special Service Support Center (Recall Hotline) regarding this VIN.
>
> Mark – Please have the SSSC reach out to the dealership to discuss.
>
> VIN 3FA6P0HR0DR[redacted]
> 2013 Fusion 1.6L
> FSA [redacted] is open.
> Customer states in email below: "Mine overheated and blew a head gasket."
> Possible related damage.
>
> [redacted]
>
> ---
>
> **From:** [redacted]
> **Sent:** Tuesday, May 30, 2017 11:32 AM
> **To:** [redacted]ord.com>
> **Cc:** [redacted]ford.com>; [redacted]ford.com>
> **Subject:** Re: Ford e-mail

Everyone- Need an update on this ASAP. Why didn't we cover this customer's issue? Reporter is following up with me. Thanks!

Sent from my iPhone

On May 25, 2017, at 2:47 PM, [redacted]ford.com> wrote:

> Hello,
>
> We are reviewing the information regarding the recall.
>
> ---
>
> **From:** [redacted]
> **Sent:** Thursday, May 25, 2017 2:44 PM
> **To:** [redacted]
> **Subject:** RE: Ford e-mail
>
> I was able to pull the VIN 3FA6P0HR0DR[redacted]
>
> ---
>
> **From:** [redacted]
> **Sent:** Thursday, May 25, 2017 1:59 PM
> **To:** [redacted]
> **Cc:** [redacted]
> **Subject:** RE: Ford e-mail
>
> Hi Garbrielle,
> I would also like the VIN of this vehicle so I can review any contacts to the Special Service Support Center (Recall Hotline).
> Thanks,
> [redacted]
>
> ---
>
> **From:** [redacted]
> **Sent:** Thursday, May 25, 2017 1:43 PM
> **To:** [redacted]ford.com>
> **Cc:** [redacted]ford.com>; [redacted]
> [redacted]ord.com>
> **Subject:** FW: Ford e-mail
>
> Hi, Gabrielle – I've been contacted by a local news outlet for this customer. Could you tell me why the cylinder heads on his vehicle weren't covered under warranty? Need to respond to the reporter today. Many thanks
>
> ---
>
> **From:** [redacted]
> **Sent:** Thursday, May 25, 2017 12:48 PM
> **To:** [redacted]
> **Subject:** Fw: Ford e-mail
>
> Hi Ms. [redacted]
>
> This is Cat Reid with WAAY 31. Below you will find the email correspondence the Ford customer we discussed had with [redacted] a Ford Customer Service Manager.

Thank you so much for looking into this!

From: [redacted]
Sent: Thursday, May 25, 2017 11:32 AM
To: Reid, Catherine
Subject: Fw: Ford e-mail

Cat,

This is the only real correspondence I have had with Ford. I sent several more e-mails, but they have not responded other than to say they will "follow up" in another week.

I really appreciate you looking into this.

[redacted]

On Wednesday, April 19, 2017 8:51 AM, [redacted] ford.com> wrote:

Hello [redacted]

I have reached out to AutoNation Ford. They advised that the recall for your vehicle is for the coolant sensor.
This does not cover the repair to replace the cylinder heads. Regrettably, this will not be a repair that is covered under warranty.

The dealership advised that they will reach out to you today to discuss the pricing and the repair.
I sincerely apologize for any inconvenience. Due to your vehicle being outside of warranty, regrettably, Ford is unable to provide financial assistance. Although, I will be happy to facilitate the repair.

I will follow up with you once more on 4/25/2017 to provide updates on the repairs.

Please find my contact information below if needed.

Thank you.

Ford Motor Company ®
Gabrielle Colimon | Customer Service Manager | FCSD
866-631-3788 [redacted] eFax: 1-888-314-7380

[redacted]ford.com | www.ford.com

<image001.jpg>

From: [redacted]
Sent: Wednesday, April 12, 2017 2:20 PM
To: [redacted]
Subject: Re: [redacted]

What is the hold up? I am trying to be patient, but I can't just go without a car indefinitely. It has been a week and a half now with my car half-way across the state, and it doesn't seem to be any closer to being fixed. Now you're telling me it could be another week before I even get any answers, much less fix it?

Ford issued a recall for my car because of a coolant circulation issue causing them to overheat and even catch on fire. Mine overheated and blew a head gasket. I don't understand the delay or confusion.

Phone or e-mail is normally fine, but I am in court most of today and unable to answer the phone.

[redacted]

On Wednesday, April 12, 2017 12:45 PM, [redacted]ford.com> wrote:

Hello [redacted]

I have reached out to the dealership. I was advised that they have not received any updates as of yet.

Although, I was advised that they will be reaching out to Ford for further Technical Assistance to resolve your concern.

I sincerely apologize that there are no new updates regarding your vehicle. I am still attempting to gain clarification from the dealership on how they will be proceeding once they have more information. I will follow up with you once more on Wednesday, April 19, 2017.

Would you prefer to be contacted via email from this point forward?

Please find my contact information below if needed.

Thank you!

Ford Motor Company ®
Gabrielle Colimon | Customer Service Manager | FCSD
866-631-3788 [redacted] eFax: 1-888-314-7380
[redacted]ford.com | www.ford.com

<image001.jpg>

From: [redacted]
Sent: Wednesday, April 12, 2017 1:20 PM
To: [redacted]
Subject: Re: [redacted]

Just checking in to see if there are any updates on my car.

[redacted]

On Friday, April 7, 2017 9:27 AM, [redacted]@ford.com> wrote:

Hello,

You may find my contact information below.

Thank you!

Ford Motor Company ®
Gabrielle Colimon | Customer Service Manager | FCSD
866-631-3788 [redacted] eFax: 1-888-314-7380
[redacted]ford.com | www.ford.com

<image001.jpg>

From: [redacted]
Sent: Thursday, June 22, 2017 11:49 AM
To: [redacted]
Cc:
Subject: RE: FSA

Thank you

Joel Beltramo
Manager – Engine Components - B
Phone: [redacted]
Bldg 1 12A044

From: [redacted]
Sent: Thursday, June 22, 2017 7:49 AM
To: [redacted]
Cc:
Subject: RE: FSA

Ok Joel,

I will make sure I pay special attention to this in the service instruction.

Thank you.

Regards,

[redacted]

Recall Program Coordinator

15/GB-A02-D

Ext [redacted]

<< OLE Object: Picture (Device Independent Bitmap) >>

Ford of Europe. An unlimited liability company registered in England and Wales: No [redacted] Registered Office: Eagle Way, Brentwood, Essex, CM13 3BW, England

---

From: [redacted]
Sent: 22 June 2017 12:28
To: [redacted]
Cc:
Subject: FSA

[redacted]

One recall step that was missed in the US by a handful of techs in North America on 13S12 was the final calibration download completion/verification step. It is imperative that dealers complete this action so they know that the level sensor system is functional before they return the vehicle to the customer.

Thank you,

Joel Beltramo
Manager – Engine Components - B
Phone: [redacted]
Bldg 1 12A044

From: [redacted]
Sent: Tuesday, February 13, 2018 1:55 PM
To: [redacted]
Subject: RE: FSA 17S09 Status Meeting.

[redacted]

I showed the pictures of you handiwork o cutting the boss and dressing with emery cloth/sand paper. Plus explained that next step was to fit to a vehicle with other CLS parts.

Joel

Advised that he was pushing the mounts team to work with us and come up with the right decision.

Ro

From: [redacted]
Sent: Tuesday, February 13, 2018 1:01 PM
To: [redacted]ford.com>; [redacted]ford.com>; [redacted]ford.com>; [redacted]ford.com>
Subject: FSA 17S09 Status Meeting.

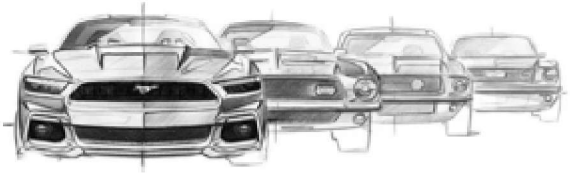
Hi All,
Sorry I was late for the meeting had some WebEx problems, I joined as the meeting was closed. Is there anything you need from me today or shall we just catch up tomorrow?

Regards,

[redacted]

Recall Program Coordinator

15/GB-A02-D
[redacted]



Ford of Europe. An unlimited liability company registered in England and Wales: No[redacted] Registered Office: Eagle Way, Brentwood, Essex, CM13 3BW, England

From: [redacted]
Sent: Tuesday, April 24, 2018 7:35 PM
To: [redacted]
Cc:
Subject: RE: FSA 17S09 wiring diagram

Mike,

The wiring diagram has been updated for the 2014 Escape in North America. I am not sure if the EU wiring diagrams were updated yet.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
[redacted]@ford.com
[redacted]

From: [redacted]
Sent: Tuesday, April 24, 2018 7:41 AM
To: [redacted]ford.com>
Cc [redacted]ford.com>
Subject: FW: FSA 17S09 wiring diagram

Hi John. Please see email string below. Is the needed wiring information readily available through service?

Mike Kramer
PT Cooling Systems & Methods Supv.
[redacted]ford.com

From [redacted]
Sent: Tuesday, April 24, 2018 7:14 AM
To: [redacted]ford.com>; Hansen, Randy (R.F.) [redacted]ford.com>; Ottinger, Martin (M.) [redacted]ford.com>; [redacted]ford.com>; [redacted]ford.com>
Cc: [redacted]fordsollers.ford.com>; [redacted]@ford.com>; [redacted]ford.com>; [redacted]@ford.com>; [redacted]ford.com>
Subject: RE: FSA 17S09 wiring diagram

For hose routing and physical support, you can work through Mike Kramer and Mike Giunta.

For software diagnostics, Scott Thompson is the best contact.

Wiring???

Warm Regards,
Joshua Styron, Ph.D.
Manager Engine Components Engineering C
Global Engine Engineering
Ford Motor Company
Bldg 1 12B046
[redacted]
[redacted]ord.com

From: [redacted]
Sent: Tuesday, April 24, 2018 2:52 AM
To: [redacted]ford.com>; [redacted]ford.com>; [redacted]ord.com>; [redacted]ord.com>; [redacted]ford.com>
Cc: [redacted]fordsollers.ford.com>; [redacted]
Subject: RE: FSA 17S09 wiring diagram

Hi All,
I have some help needed with regards some of the questions Andrey is sending me. I understand he would like some wiring diagrams and pin out information for the CLS sensor, CLS loom and splice box (attached to the battery) for C-car. I am not sure who to send this request to so need some help.
The Russian market have seen several CLS failures and wiring issues, so they need some support to help them diagnose these issues.#

Andrey's Questions

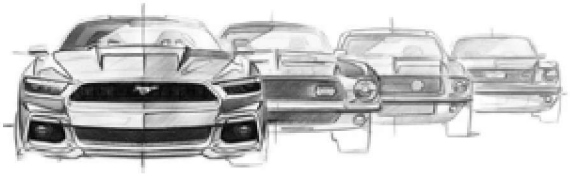
1. Is it possible to get wiring diagrams of 17S09 components' integration into vehicle electrical structure for all vehicle lines affected? Will Etis be amended to account CLS installed? Is it also possible to get pinout of coolant level control module (fixed to the battery box)?
2. Could you help me with contact of engineer responsible for CLS. I would like to get details of CSL diagnostic procedure
3. Will CLS be available as a spare part? Should it be damaged say in road accident how dealer would be able to order replacement?

Regards,

[redacted]

Recall Program Coordinator

15/GB-A02-D
[redacted]



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---

From: [redacted]
Sent: Tuesday, 24 April, 2018 7:08 AM
To: [redacted]ford.com>
Subject: FW: FSA 17S09 wiring diagram

Hi Charlie,

Looks like 17S09 will be a long lasting fun for all of us)))))

Is it possible to get wiring diagrams of 17S09 components' integration into vehicle electrical structure for all vehicle lines affected? Will Etis be amended to account CLS installed? Is it also possible to get pinout of coolant level control module (fixed to the battery box)?

Thanking in advance

Best Regards
[redacted]

From [redacted]
Sent: 23 апреля 2018 г. 17:19
To: [redacted]fordsollers.ford.com>
Subject: FSA 17S09 wiring diagram

Андрей,
Можно ли получить электро-схему подключения жгута и модулей согласно FSA 17S09 на Кугу и Фокус + распиновка модуля контроля уровня ОЖ.

Best regards,

Alexander Orlov
Technical HotLine Engineer, Russia
[redacted]

FordSollers

A joint venture between
Ford Motor Company & Sollers

From: [redacted]
Sent: Thursday, June 22, 2017 11:49 AM
To: [redacted]
Cc:
Subject: RE: FSA

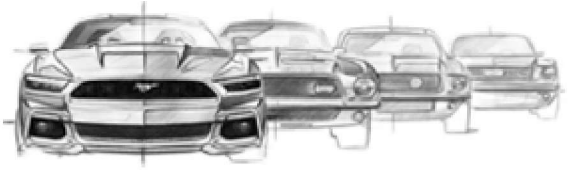
Ok Joel,
I will make sure I pay special attention to this in the service instruction.
Thank you.

Regards,

[redacted]

Recall Program Coordinator

15/GB-A02-D
[redacted]



Ford of Europe. An unlimited liability company registered in England and Wales: No. [redacted] Registered Office: Eagle Way, Brentwood, Essex, CM13 3BW, England

From: [redacted]
Sent: 22 June 2017 12:28
To: [redacted]
Cc:
Subject: FSA

Charlie,

One recall step that was missed in the US by a handful of techs in North America on 13S12 was the final calibration download completion/verification step. It is imperative that dealers complete this action so they know that the level sensor system is functional before they return the vehicle to the customer.

Thank you,

Joel Beltramo
Manager – Engine Components - B
Phone: [redacted]
Bldg 1 12A044

From: [redacted]
Sent: Wednesday, March 14, 2018 3:17 PM
To: Styron, Joshua (J.P.)
Subject: RE: FW: Cooling System Review

Yes.

Thanks!
Alexis Barthlow
Global PTI – Cooling
[redacted]ord.com
[redacted]
ONE FORD: ONE Team – ONE Plan – ONE Goal

-----Original Appointment-----
From: [redacted]
Sent: Wednesday, March 14, 2018 11:13 AM
To: [redacted]
Subject: Tentative: FW: Cooling System Review
When: Friday, March 16, 2018 9:00 AM-11:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx[redacted]

Can the level sensor topic be towards the end of the meeting?

From: [redacted]
Sent: Monday, June 18, 2018 3:05 AM
To: Pusta, Ionut (I.)
Subject: RE: Global Announcement: Safety Recall 17S09 - Supplement #3

Hi John, how are you?

Are you still leading this program from FCSD?

Does the rework procedure apply to all vehicles from all markets or just FNA?
I know the wiring harness part number is different for LHD/RHD. Is there any difference in repair procedure?

Thanks!
David

From: [redacted]
Sent: Friday, 8 June 2018 5:13 AM
To: [redacted]ford.com>; Irekawa, Ricardo (R.I.) <rirekawa@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>;
Cc: [redacted]
Subject: Global Announcement: Safety Recall 17S09 - Supplement #3

Global Announcement: **Safety Recall 17S09-S3**

Attached are updated:
***USA Dealer Bulletin**
***Technical Instructions**
***Other attachments**

To: All Ford Regional Hubs

Date: June 7, 2018

FSA Approved By: North American Field Review Committee

Program Coordinator: Ionut Pusta

FSA Number – Type: Safety Recall 17S09-S3

FSA Description: Coolant Level Sensor System Installation

Dealer Action: See Attached Dealer Bulletin for details.

Affected Vehicles: Certain 2013-2014 Fusion, 2013-2015 Transit Connect, 2014 Escape, and 2014-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine

Affected Regions
Europe: **__Y__**
North America: **__Y__**

- **United States - Y**
- **Mexico - Y**
- **Canada - Y**

Export & Growth: **__Y __**
South America: **__ Y __**
Asia Pacific & Africa: **__ Y __**

Launch Dates: Full Bulletin: 28-Mar-2017
Supplement #1: 13-Dec-2017
Supplement #2: 19-Jan-2018
Supplement #3: 07-Jun-2018

From: [redacted]renkim.com>
Sent: Wednesday, February 14, 2018 8:17 PM
To: [redacted]
Cc:
Subject: RE: GV6Z-9P449-E Coolant Level Sensor Kit

That's what I was trying to convey to the dealer that it's part of the kit and they should order another one and a mistake was made in packing. The Ford manage didn't think it was an acceptable answer , I will try again to convince the dealer to reorder the kit . Thanks for all your help.

From: [redacted]ford.com]
Sent: Wednesday, February 14, 2018 3:10 PM
To: [redacted]renkim.com>
Cc: [redacted]renkim.com>
Subject: RE: GV6Z-9P449-E Coolant Level Sensor Kit

Thomas,

The part number you provided is the main kit for the 17S09 FSA. This and all other main kits will not have the junction box. The junction box comes with the harness. The junction box plugs into the harness and is released as a part in the harness contents.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
[redacted]ford.com
[redacted]

From: [redacted][mailto:[redacted]renkim.com]
Sent: Wednesday, February 14, 2018 3:05 PM
To: Pusta, Ionut (I.)[redacted]ford.com>
Cc: [redacted]renkim.com>
Subject: GV6Z-9P449-E Coolant Level Sensor Kit

John,
I have a dealer who has ordered 4 of the GV6Z-9P449-E kits and all were missing the junction box that attaches to the battery tray. A Sara Sinmon who stated she was a regional manage for Ford called on behalf of the dealer and was informed by PACO the junction box is not part of the BOM ,and is ordered separately. I instructed the dealer to order another kit but they are reluctant to do so until this is resolved, is there a problem with the kits going our it's the first time I've heard of it.

Thank you,

Thomas Johnson –Technical lead
Ford Special Service Support Center
1-800-325-5621
734-374-8357 [redacted]
734-374-1030 FAX

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From: Baumeister, Eric (E.)
Sent: Wednesday, April 25, 2018 6:55 PM
To: Ciolli, Lisa (L.M.)
Cc: Pusta, Ionut (I.)
Subject: RE: [redacted] buyback

Thanks Lisa. I appreciate your help with this concern.

Eric Baumeister
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
Phone: [redacted]

From: Ciolli, Lisa (L.M.)
Sent: Wednesday, April 25, 2018 2:40 PM
To: Baumeister, Eric (E.) [redacted]ford.com>
Subject: FW: [redacted] buyback

FYI

[redacted]
Reacquired Vehicles Coordinator
Ford Customer Service Division
Phone: [redacted]
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Team Ford

Help out in the fight against Multiple Sclerosis.
Sponsor me for the MS Bike tours
[redacted]
Join *Team Ford* and ride along with me:
https://pd1.spt.ford.com/sites/fordmsteam/Pages/MS-Bike.aspx

From: Arauz, Kimberly (K.A.)
Sent: Wednesday, April 25, 2018 2:34 PM
To: Billups, Bill (B.) [redacted]ford.com>
Cc: Boykin, Ivan (I.B.) [redacted]ford.com>; Barron, Keith (G.K.) [redacted]ford.com>; West, Leah (L.) [redacted]ford.com>; Mason, David (D.M.) [redacted]incoln.com>; Ciolli, Lisa (L.M.) [redacted]ford.com>
Subject: RE: Kathleen Schwarten buyback

Thanks Bill.

Sincerely,

[redacted]
Parts & Service Operations Manager – Great Lakes Market

Select Dealer Region
Phone: [redacted]
Fax: 866-395-7658
[redacted]*ford.com*

From: Billups, Bill (B.)
Sent: Wednesday, April 25, 2018 2:33 PM
To: [redacted]ford.com>
Cc [redacted]ford.com>; [redacted]ford.com>; [redacted]ford.com>; [redacted]lincoln.com>; [redacted]ford.com>
Subject: RE: [redacted]buyback

No, we will collect all the sales docs from the customer and selling dealer.

From: Arauz, Kimberly (K.A.)
Sent: Wednesday, April 25, 2018 2:27 PM
To: Billups, Bill (B.)[redacted]ford.com>
Cc: Boykin, Ivan (I.B.)[redacted]ford.com>; Barron, Keith (G.K.) [redacted]ford.com>; West, Leah (L.) [redacted]ford.com>; Mason, David (D.M.)[redacted]lincoln.com>; Ciolli, Lisa (L.M.) [redacted]ford.com>
Subject: RE: [redacted]buyback

Alright, we'll have the COM approve it. Will you need anything else from us to process the case?

Sincerely,

[redacted]
Parts & Service Operations Manager – Great Lakes Market
Select Dealer Region
Phone: 321-435-1262
Fax: 866-395-7658
[redacted]*@ford.com*

From: Billups, Bill (B.)
Sent: Wednesday, April 25, 2018 2:25 PM
To: [redacted]@ford.com>
Cc [redacted]ford.com>; [redacted]ford.com>; [redacted]ford.com>; [redacted]lincoln.com>; [redacted]ford.com>
Subject: RE: [redacted]buyback

Kimberly,

Our RAV department would not approve a requester's upload. If the ZM uploads the case, their PSOM would be the approver and if the CRC uploads the case, their COM would be the approver.

Regards,
Bill Billups
Ford Motor Company
RAV Analyst
FCSD - Consumer Affairs
PH [redacted]
Email: [redacted] *ford.com*
CONFIDENTIAL If you receive the email in error, please delete and notify sender immediately.

From: Arauz, Kimberly (K.A.)
Sent: Wednesday, April 25, 2018 2:18 PM
To: [redacted]@ford.com>
Cc [redacted] ford.com>; [redacted] ford.com>; [redacted] ford.com>; [redacted] ford.com>; [redacted] lincoln.com>
Subject: RE: [redacted] buyback

Hi Lisa,

My Zone Manager Leah West, has been working with the CRC on getting a case in the system. The current case # is [redacted] The CSM has also offered to upload the RAV request but has asked who will be approving it, so she can upload it to the appropriate person.

Sincerely,

Kimberly Arauz
Parts & Service Operations Manager – Great Lakes Market
Select Dealer Region
Phone: [redacted]
Fax: 866-395-7658
[redacted]*@ford.com*

From: Ciolli, Lisa (L.M.)
Sent: Wednesday, April 25, 2018 12:52 PM
To: [redacted] lincoln.com>; [redacted] ford.com>
Cc: [redacted] ford.com>; [redacted] ford.com>; [redacted] ford.com>
Subject: RE: [redacted] buyback

David,
Per our phone conversation, can you please have someone upload a case in FMC360. Once the case is in the system and approved, I can get it expedited in the process.

Bill- This goes with the 17S09 unrepairable unit e-mail from yesterday.

Lisa Ciolli
Reacquired Vehicles Coordinator
Ford Customer Service Division
Phone: [redacted]
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Team Ford



Help out in the fight against Multiple Sclerosis.
Sponsor me for the MS Bike tours
[redacted]
Join *Team Ford* and ride along with me:
https://pd1.spt.ford.com/sites/fordmsteam/Pages/MS-Bike.aspx

From: Mason, David (D.M.)
Sent: Wednesday, April 25, 2018 12:42 PM
To: Barron, Keith (G.K.) [redacted]ford.com>; Arauz, Kimberly (K.A.) [redacted]ford.com>; Ciolli, Lisa (L.M.) [redacted]ford.com>
Cc: Boykin, Ivan (I.B.) [redacted]ford.com>
Subject: [redacted] buyback

Keith, Lisa

I see Keith is out of the office and has Lisa as the contact. I am following up for our Regional Mgr, Ivan Boykin who received a call from Dealer Mike Burkhardt regarding one of his customer's Kathleen Schwarten. Engineering hotline has indicated the Escape has an open recall 17S09 and that it is one that cannot be repaired and thus have indicated the vehicle is to be bought back. The customer is in a loaner since March 8th and has received no contact from the buyback team.

Dealer Contact: Jack (Service Mgr) or Erin Burkhardt
[redacted]
VIN: 1FMCU0GX4EU[redacted]

May we ask for an outreach to Jack at Mark Burkhardt Ford to advise them of timing of the package and also contact with the customer? As you would expect, this is very confusing to the owner. They received a notice to complete an open recall ad now they were told we are going to by the car back but no-one has communicated anything. Let me know if there is anything you would like us to do. We look forward to your communication on next steps. Thank you

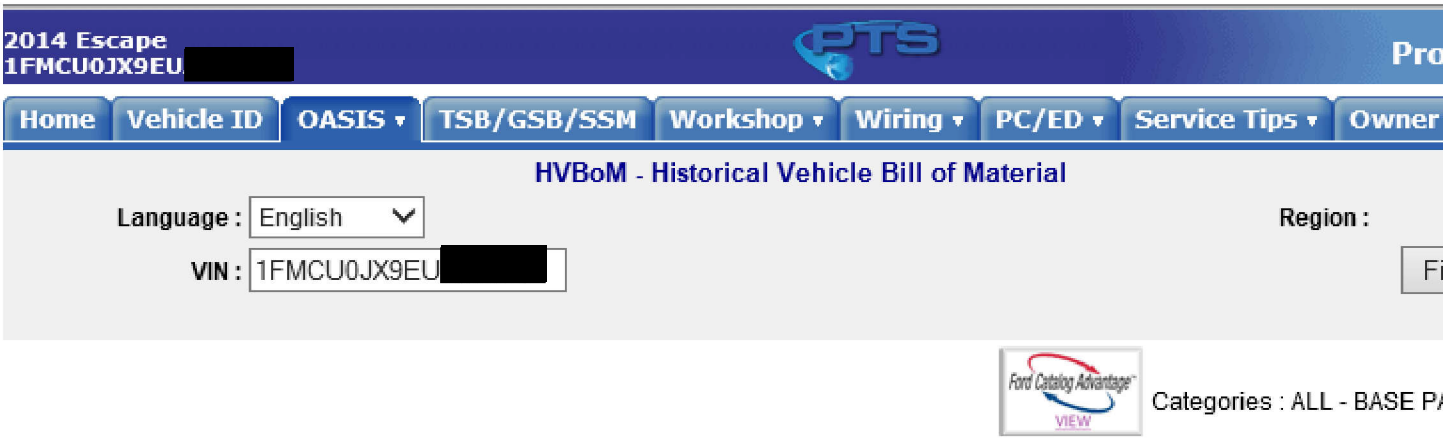
Regards,

David M. Mason
Parts & Service Operations Mgr.
Ph: [redacted] **email:** [redacted]ford.com

From: Pusta, Ionut (I.)
Sent: Thursday, September 14, 2017 12:24 PM
To: Thompson, Scott (S.); Woodman, Greg (G.A.); Baumgartner, George (G.K.); Rollinger, John (J.E.)
Cc: Hansen, Randy (R.F.); Sherrington, John (J.); Styron, Joshua (J.P.); Camaj, Linda (.)
Subject: RE: MY14 Escape PCM swap

All,

Below is the information from HVBOM for this VIN. It shows that it was built with the 2013MY cal.



ENGINEERING PART		SERVICE PART	MTRCRAFT
DJ5A12A650ABC	☐	DJ5Z12A650ABC	

Speaking with John Sherrington it appears that this is a TT build vehicle. We have about 13 of these vehicles in our VIN list with 2013MY Calibrations.

1FMCU0GX1EU[redacted]
1FMCU0GX0EU[redacted]
1FMCU0GX4EU[redacted]
1FMCU0GX4EU[redacted]
1FMCU0GX4EU[redacted]
1FMCU0GX7EU[redacted]
1FMCU0GX8EU[redacted]
1FMCU0JX5EU[redacted]
1FMCU0JX9EU[redacted]
1FMCU9GX2EU[redacted]
1FMCU9GX5EU[redacted]
1FMCU9JX2EU[redacted]
1FMCU9JX5EU[redacted]

We were in a meeting with Philip Ojong and he was able to look at IVS and see that some of these calibrations were used in the 2013MY vehicles in FSA 13S12.

It looks like the PCM could have the calibration updated for a CLS sensor, but it would be the CLS sensor in the 13S12 kit. According to Josh S. the new CLS sensor cannot be used with this 2013MY Cal.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
[redacted]ford.com
[redacted]

From: Thompson, Scott (S.)
Sent: Thursday, September 14, 2017 8:01 AM
To: Woodman, Greg (G.A.)[redacted]ford.com>; Pusta, Ionut (I.)[redacted]ford.com>; Baumgartner, George (G.K.)[redacted]ford.com>; Rollinger, John (J.E.)[redacted]ford.com>
Cc: Hansen, Randy (R.F.)[redacted]ford.com>; Sherrington, John (J.)[redacted]ford.com>
Subject: RE: MY14 Escape PCM swap

I am not the original owner of the vehicle. This is the PCM installed when I transferred the vehicle into my group.

Scott S. Thompson
Cell:[redacted]

From: Woodman, Greg (G.A.)
Sent: Thursday, September 14, 2017 7:58 AM
To: Thompson, Scott (S.); Pusta, Ionut (I.); Baumgartner, George (G.K.); Rollinger, John (J.E.)
Cc: Hansen, Randy (R.F.); Sherrington, John (J.)
Subject: RE: MY14 Escape PCM swap

DJ5A-14C204-ABC is a 2013MY running calibration (R22). Is the PCM the original from the build?

From: Thompson, Scott (S.)
Sent: Wednesday, September 13, 2017 5:58 PM
To: Pusta, Ionut (I.); Baumgartner, George (G.K.); Woodman, Greg (G.A.); Rollinger, John (J.E.)
Cc: Hansen, Randy (R.F.); Sherrington, John (J.)
Subject: RE: MY14 Escape PCM swap

Randy,
Do you know of any way to check the build level of this vehicle? My thought is that this vehicle is pre-production and the software on the production PCM was never released, so not recognized by IDS as a valid FSA vehicle.

John S,
Any assistance you can give on the part number below and if we could experience this in the field would be very helpful.

Scott S. Thompson
Cell: [redacted]

From: Pusta, Ionut (I.)
Sent: Wednesday, September 13, 2017 2:53 PM
To: Baumgartner, George (G.K.); Woodman, Greg (G.A.); Thompson, Scott (S.); Rollinger, John (J.E.)
Cc: Hansen, Randy (R.F.)
Subject: FW: MY14 Escape PCM swap

All,

We are working on a 2014MY Escape with VIN: 1FMCU0JX9EU[redacted]

Our IDS team is running into some issues. They are saying that this vehicle was built with a file that is not included in our FSA development: DJ5A-14C204-ABC

The issue we have is that this VIN is actually in our FSA 17S09 but the PCM file is not.

If a vehicle with this same PCM file shows up at a dealer we will not be able to program with the file needed to operate the sensor.

I'm not sure who can help but your assistance is appreciated.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
[redacted]ford.com
[redacted]

From: Ali-Zaher, Houda (H.)
Sent: Wednesday, September 13, 2017 1:34 PM
To: Less, Edward (E.G.) [redacted]ord.com>; Marlewitz, Tommy (T.) [redacted]ford.com>; Pusta, Ionut (I.) [redacted]ford.com>
Subject: RE: MY14 Escape PCM swap

John,

We need a MY14 vehicle that is eligible for the FSA. This one was built with DJ5A-14C204-ABC file that is not included in the FSA. So in order to do run the right test, we need the right vehicle.

Thanks John.

Thanks.

From: Ali-Zaher, Houda (H.)
Sent: Wednesday, September 13, 2017 1:11 PM

To: Less, Edward (E.G.) [redacted]ford.com>; Marlewitz, Tommy (T.) [redacted]ford.com>; Pusta, Ionut (I.) [redacted]ford.com>
Subject: RE: MY14 Escape PCM swap

Ed,

I checked the VIN and It is 2014 vehicle built with DJ5A-ABC part.

From: Less, Edward (E.G.)
Sent: Wednesday, September 13, 2017 12:49 PM
To: Ali-Zaher, Houda (H.[redacted]ford.com>; Marlewitz, Tommy (T.)[redacted]ford.com>; Pusta, Ionut (I.) [redacted]ford.com>
Subject: RE: MY14 Escape PCM swap

From: Ali-Zaher, Houda (H.)
Sent: Wednesday, September 13, 2017 12:48 PM
To: Marlewitz, Tommy (T.); Pusta, Ionut (I.)
Cc: Less, Edward (E.G.)
Subject: RE: MY14 Escape PCM swap

Ed,

Send me the session that we created for this vehicle. I will check the VIN if it is built as MY14 or not.

From: Marlewitz, Tommy (T.)
Sent: Wednesday, September 13, 2017 12:06 PM
To: Ali-Zaher, Houda (H.) <[redacted]ford.com>; Pusta, Ionut (I.) <[redacted]ford.com>
Cc: Less, Edward (E.G.)[redacted]ford.com>
Subject: RE: MY14 Escape PCM swap

I believe the vehicle is a MY14, but the PCM that I installed is MY13. I will check to see if we have a MY14 C520 PCM that will work for this vehicle. Unless anyone else has any other suggestions.

From: Ali-Zaher, Houda (H.)
Sent: Wednesday, September 13, 2017 11:21 AM
To: Pusta, Ionut (I.) [redacted]ford.com>; Marlewitz, Tommy (T.) <[redacted]ford.com>
Cc: Less, Edward (E.G.)[redacted]ford.com>
Subject: RE: MY14 Escape PCM swap

This is not a 2014 vehicle. It's 2013 C520.

From: Pusta, Ionut (I.)
Sent: Tuesday, September 12, 2017 12:29 PM
To: Marlewitz, Tommy (T.)[redacted]ford.com>; Ali-Zaher, Houda (H.)[redacted]ford.com>
Subject: RE: MY14 Escape PCM swap

Thank you Tommy. Good job.

Houda,

I am across the street in a trial but if you need any help, please let me know.

I believe we want to program the PCM by answering the question both ways yes/no. Would you also be able to program the IPC? The IPC software is already released since 2014. We just want to make sure there are no programming errors.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
[redacted]ford.com
[redacted]

From: Marlewitz, Tommy (T.)
Sent: Tuesday, September 12, 2017 12:03 PM
To: Pusta, Ionut (I.)[redacted]ford.com>; Ali-Zaher, Houda (H.)[redacted]ford.com>
Subject: MY14 Escape PCM swap

John, the original PCM is installed and the vehicle starts. I did NOT have to perform a Parameter reset.

Houda, you are all set to do your testing. The vehicle (black Escape) is in the back corner of the garage by the golf cart.

Thanks,
Tommy Marlewitz
Module Programming Coordinator
Diagnostic Service Products/FCSD
[redacted]ford.com

From: Thompson, Scott (S.)
Sent: Friday, September 15, 2017 12:11 PM
To: Baumgartner, George (G.K.); Hansen, Randy (R.F.); Eddins, Chuck (C.E.); Nief, Mark (M.)
Cc: Sherrington, John (J.); Pusta, Ionut (I.); Woodman, Greg (G.A.); Rollinger, John (J.E.)
Subject: RE: MY14 Escape PCM swap

George / John,

Looking at all of the information we have here, I think we all agree that is a likely a cause of the vehicle being an early TT-Build. It was built (13-Feb-13) before the release of the 14MY software (7-May-13) we expect find on the production vehicles, and appears the PCM was never updated. Sorry, I guess it wasn't the best candidate for you test, but there are not many 14MY C520s left around here anymore.

I am pretty sure the vehicle does have MTS sensor on it as I believe I have run 14MY software w a development PCM before. I can help flash the VBF of the S/W that we expect the production 14MY vehicles to have, and verify the presence of the MTS sensor, if you need assistance. Let me know if you want me to come over, I should be free 10-1 today.

Thanks for everyone's help!

Scott S. Thompson
Cell: [redacted]

From: Baumgartner, George (G.K.)
Sent: Thursday, September 14, 2017 10:55 PM
To: Hansen, Randy (R.F.); Eddins, Chuck (C.E.); Nief, Mark (M.)
Cc: Sherrington, John (J.); Thompson, Scott (S.); Pusta, Ionut (I.); Woodman, Greg (G.A.); Rollinger, John (J.E.)
Subject: RE: MY14 Escape PCM swap

I'm a little confused about this string of notes.

The vehicle is a 2014 (VIN with …EUA…) and with the low number, which means it is likely TT. No issue. The Cal that is in the PCM is a released 2013 cal. It is not 2014 pre-production. It is the production 2013MY R22 that was released in January 2013. It was released right after we had released the 2013MY R21 in December of 2012, which was used in production and for FSA 12S41. This is a mismatch of MY's and cals. The car should have had a 2014 cal in it (EJ5A-14C204-**) instead of a 2013 cal (DJ5A-***).

Since there is no way to know what has happened to the PCM or the car over the past 4 years, I would suggest it should get flashed with the cal I sent in yesterday's note (attached), which was the last production 2014 cal. IDS should recognize it as a 2014MY cal and update it for the CLS install with 17S09.

A 2014 car can run a 2013 cal with no issue. The engine in a 2014 car should have a Metal Temp Sensor (CHT2). It should be able to run a 2014 cal. If it sets a circuit code for the MTS, or goes into fail safe with a 2014 cal, then the engine does not have the MTS. Perhaps the early TT's didn't have the MTS installed? That could be a bigger issue as the only fix it could take then is the 13MY FSA 13S11 (original CLS install). Also we should determine if any other cars like this exist (like are any in the field, or are they only TT's that remained within Ford). I don't recall for sure when the engines with MTS were at LAP, but I thought the engines had all been gone through and had been updated to have MTS so they could

run the 2014 TT build with the R05 cal (EJ5A-14C204-UA, released on May 7, 2013), which used MTS. An OSM should have updated any cars built with older cals. But if the car was shipped, then the OSM may not have been completed.

We can discuss if you'd like.

Regards,

[redacted]
1.5L Dragon GTDI / 1.6L Sigma GTDI
Powertrain Calibration Supervisor
Truck Engine Engineering (TEE) Bldg – 1AE32,
2000 Enterprise Dr., Allen Park, MI 48101
Mobile: [redacted]

From: Hansen, Randy (R.F.)
Sent: Thursday, September 14, 2017 5:18 PM
To: Eddins, Chuck (C.E.)[redacted]ford.com>; Nief, Mark (M.)[redacted]ford.com>
Cc: Sherrington, John (J.)[redacted]ford.com>; Thompson, Scott (S.)[redacted]ford.com>; Pusta, Ionut (I.)[redacted]ford.com>; Baumgartner, George (G.K.)[redacted]ford.com>; Woodman, Greg (G.A.)[redacted]ford.com>; Rollinger, John (J.E.)[redacted]ford.com>
Subject: RE: MY14 Escape PCM swap

I think we're all aligned, thanks.

Randy Hansen
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
Mobile phone: [redacted](voicemail)
11D137 Building #1,
20000 Rotunda, Dearborn, MI 48124

From: Eddins, Chuck (C.E.)
Sent: Thursday, September 14, 2017 2:11 PM
To: Hansen, Randy (R.F.)[redacted]ford.com>; Nief, Mark (M.)[redacted]ford.com>
Cc: Sherrington, John (J.) <jsherri7@ford.com>; Thompson, Scott (S.)[redacted]ford.com>; Pusta, Ionut (I.)[redacted]ford.com>; Baumgartner, George (G.K.)[redacted]ford.com>; Woodman, Greg (G.A.)[redacted]ford.com>; Rollinger, John (J.E.)[redacted]ford.com>
Subject: RE: MY14 Escape PCM swap

Based on the VIN, I would say that it is probably a TT unit. Our QLS system does not go back that far so I cannot be 100% sure.

Chuck Eddins
Escape/MKC Plant Vehicle Team
Powertrain Supervisor
Ford Louisville Assembly Plant
Office: (502) 357-1631

Cellphone: [redacted]
Life is a journey - Your actual mileage may vary.
生命是一個旅程。您的實際里程可能會有所不同。
La vida es un viaje. El rendimiento real puede variar.
Жизнь это путешествие - Ваш фактический пробег может варьироваться.



From: Hansen, Randy (R.F.)
Sent: Thursday, September 14, 2017 7:34 AM
To: Eddins, Chuck (C.E.); Nief, Mark (M.)
Cc: Sherrington, John (J.); Thompson, Scott (S.); Pusta, Ionut (I.); Baumgartner, George (G.K.); Woodman, Greg (G.A.); Rollinger, John (J.E.)
Subject: RE: MY14 Escape PCM swap

Chuck, Mark,
The FCSD team is working on the 2014 MY global 1.6L GTDI FSA. Can you confirm that the vehicle with VIN 1FMCU0JX9EU[redacted] is a TT level build? Thanks.

Randy Hansen
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
Mobile phone: [redacted]
11D137 Building #1,
20000 Rotunda, Dearborn, MI 48124

From: Thompson, Scott (S.)
Sent: Wednesday, September 13, 2017 5:58 PM
To: Pusta, Ionut (I.) [redacted]ford.com>; Baumgartner, George (G.K.) [redacted]ford.com>; Woodman, Greg (G.A.) [redacted]ford.com>; Rollinger, John (J.E.) [redacted]ford.com>
Cc: Hansen, Randy (R.F.) [redacted]ford.com>; Sherrington, John (J.) [redacted]ford.com>
Subject: RE: MY14 Escape PCM swap

Randy,
Do you know of any way to check the build level of this vehicle? My thought is that this vehicle is pre-production and the software on the production PCM was never released, so not recognized by IDS as a valid FSA vehicle.

John S,
Any assistance you can give on the part number below and if we could experience this in the field would be very helpful.

Scott S. Thompson
Cell: [redacted]

From: Pusta, Ionut (I.)
Sent: Wednesday, September 13, 2017 2:53 PM
To: Baumgartner, George (G.K.); Woodman, Greg (G.A.); Thompson, Scott (S.); Rollinger, John (J.E.)
Cc: Hansen, Randy (R.F.)
Subject: FW: MY14 Escape PCM swap

All,

We are working on a 2014MY Escape with VIN: 1FMCU0JX9EU[redacted]

Our IDS team is running into some issues. They are saying that this vehicle was built with a file that is not included in our FSA development: DJ5A-14C204-ABC

The issue we have is that this VIN is actually in our FSA 17S09 but the PCM file is not.

If a vehicle with this same PCM file shows up at a dealer we will not be able to program with the file needed to operate the sensor.

I'm not sure who can help but your assistance is appreciated.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
[redacted]ford.com
[redacted]

From: Ali-Zaher, Houda (H.)
Sent: Wednesday, September 13, 2017 1:34 PM
To: Less, Edward (E.G.)[redacted]ford.com>; Marlewitz, Tommy (T.)[redacted]ford.com>; Pusta, Ionut (I.)[redacted]ford.com>
Subject: RE: MY14 Escape PCM swap

John,

We need a MY14 vehicle that is eligible for the FSA. This one was built with DJ5A-14C204-ABC file that is not included in the FSA. So in order to do run the right test, we need the right vehicle.

Thanks John.

Thanks.

From: Ali-Zaher, Houda (H.)
Sent: Wednesday, September 13, 2017 1:11 PM
To: Less, Edward (E.G.)[redacted]ford.com>; Marlewitz, Tommy (T.)[redacted]ord.com>; Pusta, Ionut (I.)[redacted]ford.com>
Subject: RE: MY14 Escape PCM swap

Ed,

I checked the VIN and It is 2014 vehicle built with DJ5A-ABC part.

From: Less, Edward (E.G.)
Sent: Wednesday, September 13, 2017 12:49 PM
To: Ali-Zaher, Houda (H.) [redacted]ford.com>; Marlewitz, Tommy (T.) [redacted]ford.com>; Pusta, Ionut (I.) [redacted]ford.com>
Subject: RE: MY14 Escape PCM swap

From: Ali-Zaher, Houda (H.)
Sent: Wednesday, September 13, 2017 12:48 PM
To: Marlewitz, Tommy (T.); Pusta, Ionut (I.)
Cc: Less, Edward (E.G.)
Subject: RE: MY14 Escape PCM swap

Ed,

Send me the session that we created for this vehicle. I will check the VIN if it is built as MY14 or not.

From: Marlewitz, Tommy (T.)
Sent: Wednesday, September 13, 2017 12:06 PM
To: Ali-Zaher, Houda (H.) [redacted]ford.com>; Pusta, Ionut (I.) [redacted]ford.com>
Cc: Less, Edward (E.G.) [redacted]ord.com>
Subject: RE: MY14 Escape PCM swap

I believe the vehicle is a MY14, but the PCM that I installed is MY13. I will check to see if we have a MY14 C520 PCM that will work for this vehicle. Unless anyone else has any other suggestions.

From: Ali-Zaher, Houda (H.)
Sent: Wednesday, September 13, 2017 11:21 AM
To: Pusta, Ionut (I.) [redacted]ford.com>; Marlewitz, Tommy (T.) [redacted]ford.com>
Cc: Less, Edward (E.G.) [redacted]ord.com>
Subject: RE: MY14 Escape PCM swap

This is not a 2014 vehicle. It's 2013 C520.

From: Pusta, Ionut (I.)
Sent: Tuesday, September 12, 2017 12:29 PM
To: Marlewitz, Tommy (T.) [redacted]ford.com>; Ali-Zaher, Houda (H.) [redacted]ford.com>
Subject: RE: MY14 Escape PCM swap

Thank you Tommy. Good job.

Houda,

I am across the street in a trial but if you need any help, please let me know.

I believe we want to program the PCM by answering the question both ways yes/no. Would you also be able to program the IPC? The IPC software is already released since 2014. We just want to make sure there are no programming errors.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
[redacted]ford.com
[redacted]

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Sent: Tuesday, September 12, 2017 12:03 PM
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Subject: MY14 Escape PCM swap

John, the original PCM is installed and the vehicle starts. I did NOT have to perform a Parameter reset.

Houda, you are all set to do your testing. The vehicle (black Escape) is in the back corner of the garage by the golf cart.

Thanks,
Tommy Marlewitz
Module Programming Coordinator
Diagnostic Service Products/FCSD
[redacted]ford.com

From: Sherrington, John (J.)
Sent: Thursday, September 14, 2017 8:32 AM
To: Thompson, Scott (S.); Pusta, Ionut (I.); Baumgartner, George (G.K.); Woodman, Greg (G.A.); Rollinger, John (J.E.)
Cc: Hansen, Randy (R.F.)
Subject: RE: MY14 Escape PCM swap

Morning all, I'm not sure I can add much but this is what I have.

From ETIS the VIN is for a Tuxedo Black, Titanium, Escape vehicle built on **13th Feb 2013** so if this is a 14MY vehicle it is a very early build - **possibly a TT build**. The Start Asy TT phase for 14MY in Louisville plant was timed at 11th Feb 2013 (S4PELG). I can't comment on how many of these might have escaped in to the field (no pun intended)

DJ5A-12A650-ABC is a **13MY PCM** so is an incorrect level for a 14MY build (unless it was re-flashed with a 14MY S/W and cal. and not re-labelled??) It was not released for 14MY production. However the ABC was released for 13MY production and is still released for 13MY Service applications (ABD suffix now)

14MY PCMs are prefixed EJ5A but have the same PCM hardware as the 13MY PCMs (CV6A-12B684-CA).

The 13MY C520 FNA main S/W path ranged from GHBJ to GHBK to GHBM and the 14MY main path is GHBQ. The 14MY CLS S/W path is also GHBQ. I do not know if there are any subtle S/W differences beyond the first 4 characters of each.

We did not release any 13MY C520 FNA CLS cals for FSA 17S09 because the 13 MY vehicles in the field should have already been updated with a similar fix. We have only released 14MY CLS versions for FNA.

From White Paper Cert review on 5/10/2017:

Release PCM calibrations for Global Field Service Action 17S09 to add an engine coolant level sensor, and associated software and hardware, to notify the customer of low coolant level, and to invoke Fail Safe Cooling FMEM to limit engine speed and power if coolant level becomes too low. **This replicates the action previously implemented on 2013MY FNA 1.6L GTDI/6F35 C520 w.p. 03.14.01-6065. This release adds 2014MY FNA C520,** and a portion of 2013MY EU and China C520, and all export markets - the FSA is managing the complete list by affected VIN.

The **14MY** equivalent to **DJ5A-12A650-ABC** is **EJ5A-12A650-U(F)** and **the CLS equivalent to UF is EJ5A-12A650-AHA.**

The 14MY EJ5A-UA release also supported the introduction of MTS so if the DJ5A-ABC was fitted to the 14MY TT build then it must have been re-flashed with EJ5A-12A650-UA for the MTS function to work. If it was not re-flashed then presumably the PCM is not looking for the MTS signal and would not flag a MIL / de-rate in the event of overheat. Scott, does the vehicle have MTS? Does it work as intended?

George, Greg, Firmware shows all 14MY applications as backwards compatible. Do you agree that the 13MY PCM (DJ5A-12A650-ABC) could be successfully re-flashed with EJ5A-12A650-UF and AHA??

That's about all I have to offer.

Regards,

John Sherrington

OPD Project Control Engineer - Fox 1.0L & Sigma 1.5L GTDI PCM
Powertrain Calibration Controls NVH (PCCN)
Dunton Technical Centre
Mail Drop: GB-15/GE-CO7-B. Ford E-mail: [redacted]ford.com
Tel: [redacted]

Semcon UK on behalf of Ford Motor Company
Semcon E-Mail: john.sherrington@semcon.com

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From: Thompson, Scott (S.)
Sent: 13 September 2017 22:58
To: Pusta, Ionut (I.); Baumgartner, George (G.K.); Woodman, Greg (G.A.); Rollinger, John (J.E.)
Cc: Hansen, Randy (R.F.); Sherrington, John (J.)
Subject: RE: MY14 Escape PCM swap

Randy,
Do you know of any way to check the build level of this vehicle? My thought is that this vehicle is pre-production and the software on the production PCM was never released, so not recognized by IDS as a valid FSA vehicle.

John S,
Any assistance you can give on the part number below and if we could experience this in the field would be very helpful.

Scott S. Thompson
Cell: [redacted]

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All,

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Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
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Subject: RE: MY14 Escape PCM swap

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Cc: Less, Edward (E.G.) [redacted]ford.com>
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Subject: RE: MY14 Escape PCM swap

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Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
[redacted]ford.com
[redacted]

From: Marlewitz, Tommy (T.)
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To: Pusta, Ionut (I.) [redacted]ford.com>; Ali-Zaher, Houda (H.) [redacted]ord.com>
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Houda, you are all set to do your testing. The vehicle (black Escape) is in the back corner of the garage by the golf cart.

Thanks,
Tommy Marlewitz
Module Programming Coordinator
Diagnostic Service Products/FCSD
[redacted]ford.com

From: Baker, Donna (D.J.)
Sent: Tuesday, April 04, 2017 12:21 PM
To: Pusta, Ionut (I.)
Cc: Camaj, Linda (.)
Subject: RE: NHTSA Review for FSA 17S09 - No Parts Owner Letter and Engine Coolant Check Docs

NHTSA approved your letter. # is [redacted]

From: Pusta, Ionut (I.)
Sent: Tuesday, March 28, 2017 4:32 PM
To: Baker, Donna (D.J.) [redacted]ford.com>
Cc: Pusta, Ionut (I.) [redacted]ford.com>; Camaj, Linda (.) [redacted]ford.com>
Subject: NHTSA Review for FSA 17S09 - No Parts Owner Letter and Engine Coolant Check Docs

Donna,

The attached owner letter and engine coolant check documents, for FSA 17S09, have been approved and are ready for NHTSA review. We would appreciate your help getting these documents to NHTSA for review.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
[redacted]ford.com
[redacted]

From: Thompson, Scott (S.)
Sent: Friday, June 15, 2018 4:25 AM
To: Pusta, Ionut (I.)
Subject: RE: Overheats after 2 consecutive remote starts - after 17S09

John,

FYI, I got this through a few FWDs. They are thinking it might be related to 17S09. I do not think it is related, but I thought you might want to track it.

P0116 is rationality test on ECT sensor.

Scott S. Thompson
Cell: (313) 418-7219

From: Hancock, David (D.M.)
Sent: Thursday, June 14, 2018 3:37 PM
To: Teller, John (J.E.); Dixon, Brandon (B.A.)
Cc: Jewell, Kelly (E.K.); Isaacson, James (J.W.); Thompson, Scott (S.)
Subject: RE: Overheats after 2 consecutive remote starts - after 17S09

[redacted]

I'm not sure if the vehicle is at the dealer currently, but the next thing to do would be to start the car normally (NOT using remote start) let it idle until it automatically shuts down (with the original 15 minute timeout), and see if the problem still happens. If the dealer could take data while doing this and send the .csv file to us, that would be best.

What # attempt is this for the dealer trying to fix the issue/how many times has the car been back to the dealer for this specific issue? Also, are there any other codes and does the P0116 code happen every time? How repeatable is the issue?

Depending on how things go, the last step would be to replace the Bitron valve and the thermostat, but they need to do the idle test without the remote start first.

Thank you,

Dave

From: Teller, John (J.E.)
Sent: Thursday, June 14, 2018 10:44 AM
To: Jewell, Kelly (E.K.) [redacted]ford.com>; Isaacson, James (J.W.) [redacted]ford.com>; Hancock, David (D.M.) [redacted]ford.com>
Subject: RE: Overheats after 2 consecutive remote starts - after 17S09
Importance: High

Dave,

I remember your team was working on the 17S09 Recall late last year. I received this note this morning about a vehicle that the dealer has verified the following: left vehicle sit overnight and use the factory remote start and let it timeout after 15 mins. Remote start again and timeout after 15 mins. Then pushbutton start vehicle in normal manner and temp gauge will pin hot message 'vehicle is unsafe to drive.' Limp mode and P1299 and P0116. Per customer, concern started after 17s09. Dealer does NOT feel that the engine is actually overheating .

Any ideas or suggestions?

Regards,
John E. Teller
Service Engineer for I-3 & I-4 Global Engine Programs.
Ford Motor Company. BLD 1 5060,
20000 Rotunda Drive
Dearborn, MI 48124
Cube 13A007
MD 1151
Desk [redacted]
Mobile [redacted]
Email [redacted]ford.com

"We can't solve problems by using the same kind of thinking we used when we created them."
-Albert Einstein

From: Jewell, Kelly (E.K.)
Sent: Wednesday, June 13, 2018 4:59 PM
To: Teller, John (J.E.) [redacted]ford.com>; Isaacson, James (J.W.) [redacted]ford.com>
Cc: Jewell, Kelly (E.K.) [redacted]ford.com>
Subject: FW: Overheats after 2 consecutive remote starts - after 17S09

I thought I would send this to you also since you are involved with concerns after 17S09.

Sincerely,
[redacted]
FCSD PVT Program Manager Escape/MKC
Louisville Assembly Plant
[redacted]ford.com
502-357-1862
[redacted]

From: Jewell, Kelly (E.K.)
Sent: Wednesday, June 13, 2018 9:54 AM
To: Dixon, Brandon (B.A.) [redacted]ford.com>; Johnson, Seth (S.) [redacted]ford.com>; Whobrey, Timothy (T.A.) [redacted]ford.com>; Hardin, Dwayne (D.) [redacted]ford.com>; Suddeth, Michael (M.) [redacted]ford.com>;

Nief, Mark (M.) [redacted]ford.com>
Cc: Jewell, Kelly (E.K.) [redacted]ford.com>
Subject: RE: Overheats after 2 consecutive remote starts - after 17S09

Do you guys have any information about this type of concern?

Sincerely,
[redacted]
FCSD PVT Program Manager Escape/MKC
Louisville Assembly Plant
[redacted]ford.com
502-357-1862
[redacted]

From: Dixon, Brandon (B.A.)
Sent: Wednesday, June 13, 2018 8:54 AM
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Cc: Jewell, Kelly (E.K.) [redacted]ford.com>
Subject: Overheats after 2 consecutive remote starts - after 17S09

Seth, Kelly,

I'm looking at this vehicle today. Could I get your thoughts? Hotline appears at a loss.

The dealer has verified the following: left vehicle sit overnight and use the factory remote start and let it timeout after 15 mins. Remote start again and timeout after 15 mins. Then pushbutton start vehicle in normal manner and temp gauge will pin hot message 'vehicle is unsafe to drive.' Limp mode and P1299 and P0116. Per customer, concern started after 17s09. Dealer does NOT feel that the engine is actually overheating.

Is this a normal part of the new strategy with 17S09? Hard to find a similar stock unit with similar situation and equipment.

Brandon A. Dixon
Ford Motor Company
Field Service Engineer
North and Central Wisconsin and Michigan UP

From: CQIS, Help (.)
Sent: Wednesday, June 13, 2018 7:49 AM
To: Dixon, Brandon (B.A.) [redacted]ford.com>
Subject: Report Summary for the CQIS Report# [redacted] from BDIXON5

Attachments : 1

Report# :	[redacted]	**Received:**	04/09/2018
CCRG/EPRC:	**Reviewed Status:**	**Date:**	
Vehicle:	2014,ESCAPE 4X4 (2013 -) ,TITAN ,4X4 ,MPV ,1FMCU9JX1EU[redacted]	**Build Date:**	01/09/2014

Odometer :	66,000 M	**Engine:**	1.6L 170PS	**Calibration:**	EM21A10A
Transmission:	6SP 6F MID	**Axle:**	3.51 RATIO	**A/C:**	YES
Dealer:	USA 06176 Dave Marston Motors, Inc.			**Phone#:**	[redacted]
City:	Minocqua	**State:**	Wisconsin	**Country :**	USA

Originator: [redacted]

Symptom: 2 28 F 36 AID/INFO,INSTRUMENT/DIS,COOLANT TEMP,INACCURATE

Status:

VFG: V83 INSTRUMENTATION FUNCTION

Additional Symptom: OVERHEAT AFTER 2 REMOTE STARTS

Fix: **Causal Component :**

Condition Code:

Hotliner: DGENTIL5 Phone: Regn Cd: G1 Chicago

Engineering: Phone: TAR:

Dlr Contact: [redacted] Phone: Title Cde: SM

DTC:

UNKNOWN:P1299

Comments :

CONCER 04/09/2018 05:07PM DANIEL GENTILESCO MSS - FCSD - TECH ASSIT CENTER

Web Form Data [redacted] Description of Vehicle Concern: eversince recall 17s09 was performed. customer remote starts vehicle (set for 15 minutes) lets it time out and then re remote starts it and lets it time out. she goes to start vehicle with push button. after it starts display shows that vehicle is overheating and to stop safely. temp guage goes to full hot and cooling fans go into hear gear. is intermittent. vehicle will go into limp mode until codes are cleared. Please list any diagnostics already performed: inspected and verified coolant levels to be ok. Replaced all recall parts again. verified concern and that vehicle was no overheating. ECT showed in the 170 range when concern was happening. Parts Replaced: recall parts Your Question: Any thoughts not sure where to go. It is intermittent. it has only happened while using the remote start for 2 starts at a time. Cust drove the vehicle for almost 4,000 miles to florida and never used remote start and the concern never happened. We attempted to change remote start time out feature to 5 minutes and concern did not happened. though we are not sure it this was just part of the intermittent happenings. while concern was happening and vehicle running we cleared codes and cooling fans shut off and we could watch temp gauge drop down to normal. WEB-Ford-INT-ayoun165-Apr 09 2018 16:19:18: Transferred from ELECT to GAS

RECOMM 04/09/2018 05:07PM DANIEL GENTILESCO MSS - FCSD - TECH ASSIT CENTER

[redacted] This vehicle is equipped with both a CHT and ECT sensor since in is a late build vehicle. This means a high CHT reading could also cause this P1299 to set. If able to recreate the concern check the CHT reading as well as the ECT reading to see if the CHT temperature might be causing this concern to occur. If the CHT reading is high leading to this code setting it could be due to a lack of flow coolant flow through the engine since the engine has been idling for a long period of time. It could also be due to a intermittent fault with this sensor. To determine which is more likely an inferred thermometer can be used to check the sensor reading to the thermometer reading. They should be very similar. If the measured temperature is cooler than the PID reading diagnose a CHT concern. If no CHT concerns are present it could be due to the level sensor reading a lower level then the PCM desires for the current operation of the engine. With being able to clear the code

immediately after it sets it likely to low for starting but normal for the actual engine coolant temperature. With how irregularly it occurs it may be due the weather conditions mean that in colder temperatures the coolant temperature may not raise as high as they do when its warmer and idling for the same amount of time. With the increased pressure present with warmer coolant this may lead the PCM to believe the coolant is lower then is should be causing this to occur. If this is what is occurring shorter remote start run times will be needed in warmer temperatures to prevent this form occurring.

ADD-ON 04/09/2018 05:07PM DANIEL GENTILESCO MSS - FCSD - TECH ASSIT CENTER

Consulted SME Adam Snider, Wanted to talk through the possible causes for this concern since it only started occurring after the recall was performed and only intermittently occurs after 2 consecutive remote start cycles. He agreed that it could be caused by an high cylinder head temperature reading since this is a late build vehicle equipped with both sensors or due to a coolant level reading the PCM does not like based on the engine operation.

AUDIT 04/09/2018 08:33PM

SYNC: Gen2 V3 MODEM:

CONCER 04/16/2018 01:51PM

From what we can tell the vehicle only has ECT and CHT2. I've uploaded a picture of the readings when the concern is happening. The ECT temp and the CHT2 seem to be pretty close to each other. We have performed the coolant level test and that appears to be in the normal through out the vehicle heating up process. The concern has not been happening the last couple of days. Any other thoughts or directions?

RECOMM 04/17/2018 11:54AM FRANK PEREZ MSS - FCSD - TECH ASSIT CENTER

[redacted] Looking at the Window Sticker for this vehicle, it did not come equipped with a Remote Start from the factory. This indicates that the Remote Start on this vehicle is an installed accessory. If we look at FSA 17S09, there is a cautionary note stating that Escape's with an Accessory Remote Start system had been encountering concerns with the IPC module update and that the accessory needed to be disconnected prior to attempting IPC reprogramming. With there being no concerns found mechanically, and the unique nature of how this fault occurs, it is suspected that this is a result of a programming concern. It is recommended to disconnect the Accessory Remote Start, perform an As-Built PMI on the IPC, and then update it again to the latest calibration. Once complete, reconnect the Accessory Remote Start and re-evaluate. Review GSB G0000150 for information on performing module programming.

CONCER 04/17/2018 03:41PM

I thought you were on to something. Unfortunetly we just figured out this vehicle did come with remote start from factory. The Titanium package comes standard with remote start. So there is not module to disconnect from what we can see. Any other thoughts? Should we still try a as built pmi on the IPC?

RECOMM 04/18/2018 12:56PM ADAM HOPPER MSS - FCSD - TECH ASSIT CENTER

[redacted] We apologize for the information regarding the remote starter on this vehicle. The window sticker for this vehicle does not show a remote start option, but the build sheet information available when double clicking the VIN in PTS does indicate that this vehicle was equipped with a remote starter from the factory. When the PCM sets the P1299 DTC, there should be other DTCs setting with it. This DTC only indicates that the PCM is entering into the cylinder head over temperature protection mode, but does not show the actual fault that is present. Perform a self-test of the PCM again to determine what other DTCs are setting in order to properly diagnose this concern. Once the DTCs have been identified, follow the testing given in WSM 303-03A for those DTCs.

CONCER 04/30/2018 02:30PM

INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

The other code that came up was a p0116. we followed thru testing and have replaced the CHT sensor. The concern is still present. One other detail- When we first did 17s09 on this vehicle we used an IDS version that was lower then 108.03. We then forced in a version 108.3 after the fact. Could that be related??

RECOMM 04/30/2018 04:50PM SEAN POWERS MSS - FCSD - TECH ASSIT CENTER

Steve, If the PCM and IPC were not updated with IDS at level 108.03 or higher, then it would be recommended to then continue to update the modules with the appropriate level of software. Also it is likely that the cause of the fault is the P0116 code, as having a circuit fault will cause the PCM to miss a message from the senor and with this occurring, the PCM will go into overheat protection to prevent engine damage. It was noticed that the CHT was replaced, but this code is for the ECT not the CHT. If it the testing hasnt been performed for the ECT then continue with performing the testing the circuitry and senor for this system. IF led to sensor replacement, then refer to the WSM, section 303-14A, removal and installation, ECT.

CONCER 05/09/2018 12:47PM

We have replaced the ECT ,updated pcm with 109.1 ,and have pmi'd the instrument cluster. Concern is still present. We are at a lose. Can we request our FSE to come out and get involved? Customer is getting pretty irate.

RECOMM 05/10/2018 10:00AM JOSEPH PASAKARNIS MSS - FCSD - TECH ASSIT CENTER

Steve, It is likely that this programming concern related to the FSA as there all vehicles with this program would exhibit this concern. With the P0116 present, this indicates that there is a physical fault present. When looking into the P0116 it has seen that this DTC has been caused by coolant leaking past the ECT sensor and into the connector causing this concern. With the vehicle idling for 15 minutes, this is likely sufficient enough time for coolant to slowly leak pas the ECT into the connector. The ECT connector likely has coolant and is intermittently causing this DTC which will cause this concern. This connector pigtail should be replaced. The same is possible for the CHT sensor the pigtail should be inspected and replaced. When replacing the pigtails for these sensors. It is recommended to load test the circuit between the PCM and the sensors. This will be the best way to identify a circuit fault. Wiggle testing the harness will also help identify any intermittent circuit faults. Pin fitment should also be checked at the PCM as this can also cause intermittent concerns. If a fault the pin in the PCM should be replaced. Please continue with making these repairs and reevaluate the concern.

ADD-ON 05/10/2018 10:00AM JOSEPH PASAKARNIS MSS - FCSD - TECH ASSIT CENTER

Consulted SME Brandon Karbum, we talked about coolant getting into the ECT sensor connector and casing this concern. We talked about how the P0116 should be followed. We decided to hold off on escalation.

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

[redacted]

From: Hariharan, Gopalakrishnan (G.)
Sent: Monday, February 26, 2018 2:03 PM
To: Barlage, Richard (R.P.); Hanley, Joseph (J.)
Cc: Anand, Srimathi (A.); Pusta, Ionut (I.); Ramanathan, Suresh (R.)
Subject: RE: P&A Code: R0M69 / WF0AXXWPMAD[redacted] / RO No : [redacted] / Repair Line : 02
Attachments: R17S09APEMS2.pdf

Hi Joe,

Find the screen shot of the GCamp for this VIN. With the first repair, the FSA is closed on 7/11/17. It is re-opened in 1st Feb again. The repair date is 15/1/18. Not sure, whether, this could be the reason for the error. However, I would like to inform that this recall FSA is having multiple repairs in many VINs.
The dealer completed the first recommended repair last year some time. Then the vehicle reports with engine overheating and consequentially required to replacement of engine assy.
Now the fitment of sensor requires as per the latest supplement bulletin (refer attachment). Please confirm how to handle this multiple repairs on this Kuga models.

In AP markets like Australia/China where we use Servis2, there is no limitations set in GCamp for this FSA and allows multiple repairs as per recall team suggestions.

The error message does not allow the multiple repairs. Moreover, just to keep you informed that all AP EMS markets has ordered the sensor, etc. as per the supplement and they are yet to receive the parts in some markets.



Thanks & regards,

G.Hariharan
Fordnet-[redacted]

From: Barlage, Richard (R.P.)
Sent: Monday, February 26, 2018 7:02 PM
To: Hariharan, Gopalakrishnan (G.) <GHARIHA7@ford.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>; Hanley, Joseph (J.) <jhanle17@ford.com>
Cc: Anand, Srimathi (A.) <ASRIMATH@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Ramanathan, Suresh (R.) <rsures14@ford.com>; Hansen, Karen (K.L.) <khansen4@ford.com>
Subject: RE: P&A Code: R0M69 / WF0AXXWPMAD[redacted] / RO No :[redacted] / Repair Line : 02

Hari

Joe Hanley will coordinate this issue with the recall people.

Please send future correspondence to Joe.

Thank you

Richard Barlage

From: Hariharan, Gopalakrishnan (G.)
Sent: Monday, February 26, 2018 8:18 AM
To: McSherry, Laurel (L.) <lmcsherr@ford.com>; Barlage, Richard (R.P.) <rbarlag1@ford.com>
Cc: Anand, Srimathi (A.) <ASRIMATH@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Ramanathan, Suresh (R.) <rsures14@ford.com>
Subject: FW: P&A Code: R0M69 / WF0AXXWPMAD[redacted] / RO No :[redacted] / Repair Line : 02

Hi Laurel,

Refer to the reply from John on the FSA exception message for this FSA; please confirm the way forward.
The dealer need to submit more than one claim under this FSA. In most of VINs, the dealers completed the repair#1 (tank replacement) sometime back.
Repair#2 (sensor replacement) is launched this month only in AP EMS market.

Thanks & regards,

G.Hariharan
Fordnet-[redacted]

From: Pusta, Ionut (I.)
Sent: Monday, February 26, 2018 6:35 PM
To: Hariharan, Gopalakrishnan (G.) <GHARIHA7@ford.com>
Cc: Anand, Srimathi (A.) <ASRIMATH@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: P&A Code: R0M69 / WF0AXXWPMAD[redacted] / RO No :[redacted] / Repair Line : 02

Hari,

I don't think we need an exception on this one. The permanent repair is available for this vehicle under FSA 17S09. The dealer should install the coolant level sensor onto the vehicle and close the FSA. In doing so, they can then claim the related damage.

It looks like the OWS message is not allowing related damage because the FSA has not been completed.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Hariharan, Gopalakrishnan (G.)
Sent: Monday, February 26, 2018 7:24 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Anand, Srimathi (A.) <ASRIMATH@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: FW: P&A Code: R0M69 / WF0AXXWPMAD[redacted] / RO No : [redacted] Repair Line : 02

Hi John,

Can you please check on the below and revert with your views on the exception message of 17S09?

Thanks & regards,

G.Hariharan
Fordnet [redacted]

From: McSherry, Laurel (L.)
Sent: Monday, February 26, 2018 5:50 PM
To: Hariharan, Gopalakrishnan (G.) <GHARIHA7@ford.com>; Barlage, Richard (R.P.) <rbarlag1@ford.com>
Cc: Hansen, Karen (K.L.) <khansen4@ford.com>; Anand, Srimathi (A.) <ASRIMATH@ford.com>; Ramanathan, Suresh (R.) <rsures14@ford.com>
Subject: RE: P&A Code: R0M69 / WF0AXXWPMAD[redacted] / RO No : [redacted] Repair Line : 02

Exception messages that begin with "FSA" are related to GCAMP setup. Who is your GCAMP contact for EMS?

Laurel McSherry
GACES/OWS Coordinator
1800 Fairlane Drive | Allen Park, MI 48101
[redacted]
lmcsherr@ford.com

From: Hariharan, Gopalakrishnan (G.)
Sent: Monday, February 26, 2018 4:46 AM
To: Barlage, Richard (R.P.) <rbarlag1@ford.com>
Cc: Hansen, Karen (K.L.) <khansen4@ford.com>; Anand, Srimathi (A.) <ASRIMATH@ford.com>; Ramanathan, Suresh (R.) <rsures14@ford.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>
Subject: FW: P&A Code: R0M69 / WF0AXXWPMAD[redacted] / RO No : [redacted] Repair Line : 02

Hi Rick,

Refer to the below mail, please check and confirm the reason for this error message. This is repeating across most of the VINs whenever repair#2 is performed or any consequential damages are submitted. As you are aware, 17S09 is multiple time FSA and needs to be performed 2 repairs and in many cases, it is having consequential damages.

The error message pops up even though the FSA is performed earlier. We have force pulled and processed few claims this month, as the dealer is unable to submit these claims.

Can we have certain fix for allowing these 17S09 FSA claims multiple times?

Thanks & regards,

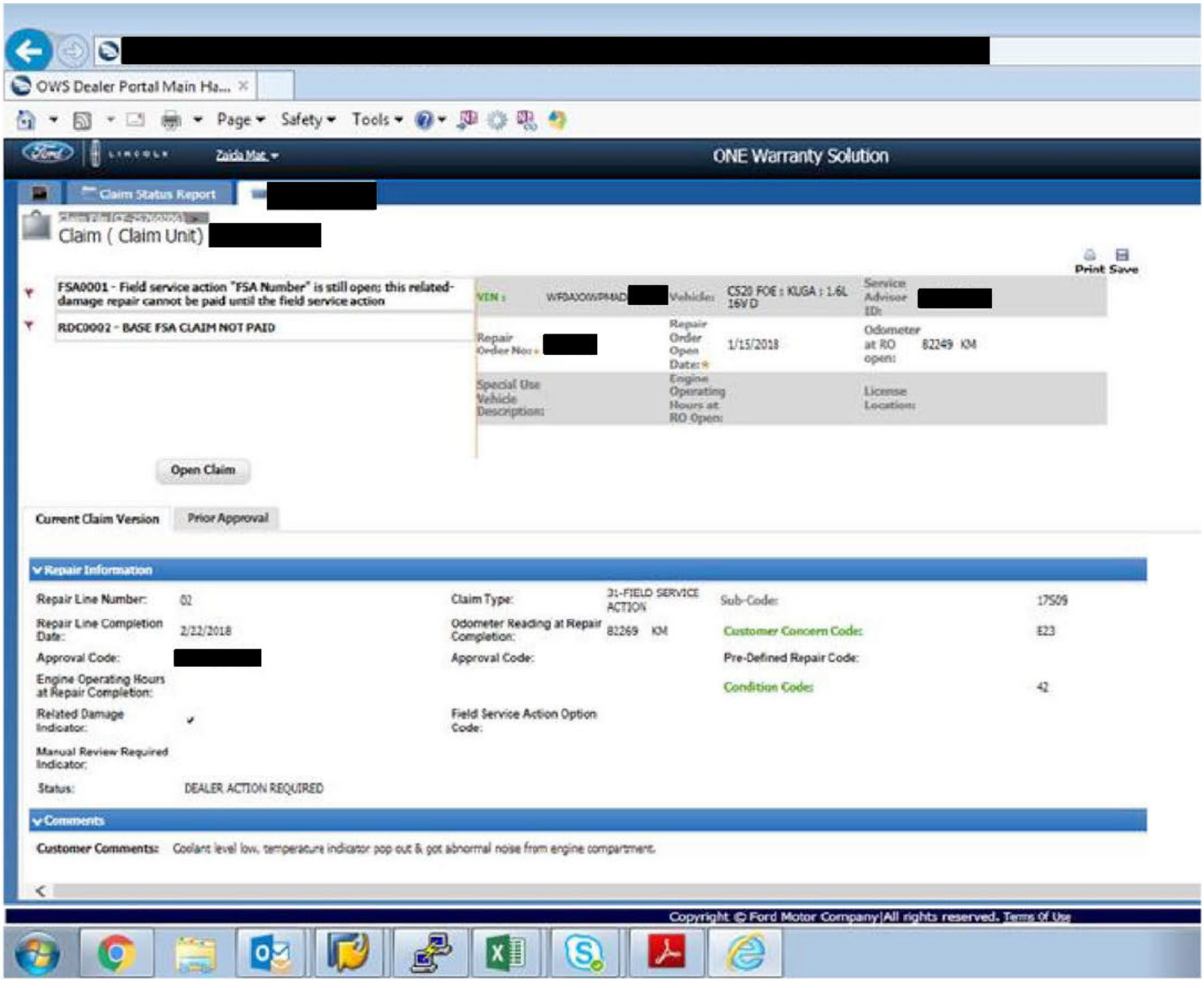
G.Hariharan
Fordnet-[redacted]

From: Zaida Mat [mailto:zaida.mat@simedarby.com]
Sent: Monday, February 26, 2018 2:41 PM
To: Hariharan, Gopalakrishnan (G.) <GHARIHA7@ford.com>
Cc: Ramanathan, Suresh (R.) <rsures14@ford.com>; Mogan Maniam <mogan.maniam@simedarby.com>; Sukmansyah, Eka (E.) <ESUKMAN1@ford.com>
Subject: FW: P&A Code:[redacted] WF0AXXWPMAD[redacted] / RO No :[redacted] / Repair Line : 02

Hi Mr Hari,

We can't submit this claims in OWS due to error : **FSA0001 - Field service action "FSA Number" is still open; this related-damage repair cannot be paid until the field service action.**
For your info FSA 17S09 is submitted under RO:[redacted] / Rep. Line : 01 & Paid dated 06th Nov 2017.

Now we submit claim for consequential damage but claim error & can't submit in OWS due to : **FSA0001 - Field service action "FSA Number" is still open; this related-damage repair cannot be paid until the field service action.**


OWS Dealer Portal Main Ha...
Page
Safety
Tools
Zaida Mat
ONE Warranty Solution
Claim Status Report
Claim (Claim Unit)
Print
Save
FSA0001 - Field service action "FSA Number" is still open; this related-damage repair cannot be paid until the field service action
RDC0002 - BASE FSA CLAIM NOT PAID
VIN :
Vehicle:
CS20 FOE : KUGA : 1.6L 16V D
Service Advisor ID:
Repair Order No:
Repair Order Open Date:
1/15/2018
Odometer at RO open:
82249 KM
Special Use Vehicle Description:
Engine Operating Hours at RO Open:
License Location:
Open Claim
Current Claim Version
Prior Approval
Repair Information
Repair Line Number:
02
Claim Type:
31-FIELD SERVICE ACTION
Sub-Code:
17S09
Repair Line Completion Date:
2/22/2018
Odometer Reading at Repair Completion:
82269 KM
Customer Concern Code:
E23
Approval Code:
Approval Code:
Pre-Defined Repair Code:
Engine Operating Hours at Repair Completion:
Condition Code:
42
Related Damage Indicator:
Field Service Action Option Code:
Manual Review Required Indicator:
Status:
DEALER ACTION REQUIRED
Comments
Customer Comments:
Coolant level low, temperature indicator pop out & got abnormal noise from engine compartment.
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Dealer Name : Sime Darby Auto Connexion Sdn Bhd (PJ 2) Dealer Code : [redacted] Suffix :

VIN0005 - 0 - 09 - SELLING AREA OF RESPONSIBILITY IS DIFFERENT THAN THE REPAIRING AREA OF RESPONSIBILITY
- - -

VIN	WF0AXXWPMAD[redacted]	Vehicle	
RO-RL Number	[redacted] - 01	Country	
Special Use Vehicle		Last Odo	
Engine Hours at RO Open		Odomete Open	
Engine Hours at RL Close		Odomete Repair C	
Registration Location		Months I	
		Claim Su Date	

Sort Group - | Vehicle | Dealer :-R0M69 | **Warranty History** | Financial | Contracts | DTC | Prior Approv

▼ **Warranty History**

Area Of Responsibility	Country	Dealer :	Suffix	Odometer	RO - RL	Repair Order OpenDate	Register Date	Status	Sub Code	Caus Part
WD	MYS	[redacted]		82269.0	[redacted]	1/15/2018	2/26/2018	DEALERACTIONREQUIRED	17S09	8005
WD	MYS			50245.0		3/8/2016	4/7/2016	PAID	QCM	5430
WD	MYS			50245.0		3/8/2016	4/7/2016	PAID	ESP	5470
WD	MYS			59900.0		10/5/2016	11/2/2016	PAID	QCM	5430
WD	MYS			60625.0		10/24/2016	11/21/2016	PAID		1849
WD	MYS			74870.0		10/19/2017	11/6/2017	PAID	17S09	
WD	MYS			74870.0		10/19/2017	11/6/2017	PAID	14S21	

Regards

February 1, 2018

TO: Emerging Market Dealers

SUBJECT: **Safety Recall 17S09** ***- Supplement #2***
Certain 2012-2015 Kuga, 2013-2014 Fusion, 2014 Escape, and 2013-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine
Coolant Level Sensor System Installation

REF: **Safety Recall 17S09 - Supplement #1**
Dated August 8, 2017

New! *REASON FOR THIS SUPPLEMENT*

- ***Service Action:*** *Parts are now available to perform the second / final repair for Kuga, Escape, and Fusion vehicles.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2014	Louisville (USA)	June 10, 2013 through March 14, 2014
Fiesta ST	2013-2015	Cologne (Germany)	February 15, 2013 through November 11, 2014
Fusion	2013-2014	Hermosillo (Mexico)	February 15, 2012 through June 6, 2014
Kuga	2012-2014	Valencia (Spain)	November 30, 2012 through September 9, 2014
Kuga	2012-2014	Chongqing (China)	July 18, 2012 through November 5, 2014
Kuga	2013-2015	Lio Ho (Taiwan)	February 25, 2013 through January 26, 2015

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, localized overheating of the engine cylinder head may cause the cylinder head to crack, causing a pressurized oil leak that may result in a fire in the engine compartment.

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New! ***SERVICE ACTION***

For Kuga, Escape *and Fusion* vehicles

Parts are now available for the second, final repair. This repair should be carried out on all vehicles immediately.

Second Repair

Dealers are to:

- *Inspect the cooling system and cylinder head and repair defects as required.*
- *Apply Coroplast® tape to the turbocharger wire harness to prevent entry/buildup of fluids and debris in the convolute, which could ignite from an ignition source.*
- *Replace 90°C thermostat with an updated 82°C thermostat where required.*
- *Install a coolant stand pipe assembly and associated wiring, coolant hoses and software.*

The coolant stand pipe fitted during this procedure provides coolant level information to the PCM and IPC via the CAN network. This prevents overheat issues due to low coolant level by controlling the engine and informing the driver when the coolant level is low.

For Fiesta vehicles

Parts are now available for the First Repair. This repair should be carried out on all vehicles immediately.

First Repair

Dealers are to perform a complete inspection of the cooling system as described in the Recommended Rework Procedure. Any cooling system defects are to be repaired as required.

All vehicles are to be fitted with a new degas bottle, degas bottle support bracket and cap. The production degas bottle hose and engine degas hose are to be replaced with updated hose assemblies.

Second Repair

A further supplement to this FSA will be provided to dealers in the first quarter 2018 (Q1), when it is anticipated that parts ordering information and repair instructions will be available to support the second, final repair for this safety recall.

New! **OWNER NOTIFICATION MAILING SCHEDULE**

In applicable countries, owners of record were notified of this safety recall via first-class mail *in February 2018*. Owners will be notified again after repair instructions and parts ordering information have been provided to dealers.

In the interim period, dealers are to address customer symptoms described in the Service Action, whether or not the customer has received a letter.

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PLEASE NOTE:

- **In applicable countries, U.S. Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to $21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**
- **Dealers must complete this recall service before a new vehicle is delivered to a buyer or lessee. The Dealer sales and service agreement ("Dealer Agreement") requires Dealers to perform all campaign, recall, and program service as specified in campaign, recall or program instructions issued by the Company from time to time. In addition, Dealers must comply with all applicable laws, rules, and regulations in the sales and service of Company Products pertaining to motor vehicle safety and emissions control. If a Dealer fails to comply with this requirement, Ford may take action pursuant to the Dealer Agreement. In addition, violations could subject Dealer to significant penalties under local law. Correct all vehicles in your new vehicle inventory before delivery.**

New! ATTACHMENTS

Attachment I: *Administrative Information*
Attachment II: *Labor Allowances and Parts Ordering Information*
Attachment III: *Technical Information (Fiesta ST)*
Attachment IV: *Technical Information (Escape and Kuga - Non-European)*
Attachment V: *Inspection / Check Sheet*
Attachment VI: *Unique Vehicle Repairs*
Attachment VII: *Instructional Video Links*
Attachment VIII: *Technical Information (Fusion)*
Attachment IX: *Technical Information (Kuga - European)*
Owner Notification Letters
Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

Ford Customer Service Division

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Safety Recall 17S09 - *Supplement #2*
Certain2012-2015 Kuga, 2013-2014 Fusion, 2014 Escape, and
2013-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine
Coolant Level Sensor System Installation

OASIS ACTIVATION

OASIS was activated on April 3, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through [redacted] on April 3, 2017. Owner names and addresses will be available in the fourth quarter 2017.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of U.S. law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

New! SOLD VEHICLES

- *Owners of affected vehicles will be directed to dealers for repairs.*
- *Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.*
- *Correct other affected vehicles identified in OASIS which are brought to your dealership.*
- *Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.*

New! *STOCK VEHICLES*

Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

A new U.S. law prohibits a Rental Company from selling, renting or leasing vehicles subject to a safety or compliance recall. This could impact dealer-operated rental fleets of 35 vehicles or more, including FRAC, LRAC, and DDR vehicles. Please see EFC04833 for details and consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No approval is required for these vehicles:
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, dealers are pre-approved to claim up to $500 in related damage for labor and/or parts.
    - For claims exceeding the pre-approved amount, submit a Warranty Inquiry Assistance form through FMC Dealer prior to completing the repair.

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Safety Recall 17S09 - *Supplement #2*
Certain2012-2015 Kuga, 2013-2014 Fusion, 2014 Escape, and
2013-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine
Coolant Level Sensor System Installation

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with an engine coolant leak or overheat.

RENTAL VEHICLES

Ford Motor Company will provide reimbursement for rental vehicle costs of up to $55 per day, which includes tax and damage waiver. Prior approval is also required for special rental needs and costs above $55 per day, submit a Warranty Inquiry Assistance form through FMC Dealer prior to completing the repair.

New! CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Additional labor and/or parts must be claimed as related damage on a repair line that is separate from the repair line on which the FSA is claimed.
- Dealers are authorized to claim up to $500 of additional labor and/or parts without requiring prior approval. Additional labor and/or parts over $500 require prior approval. Dealers must submit a Warranty Inquiry Assistance from through FMC dealer prior to completing the repair.
- For rental vehicle claiming, the maximum daily amount is $55. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- Submit refunds on a separate repair line.
  - Program Code: 17S09
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- If repairs include replacement of any component listed on a Prior Approval list, obtain Prior Approval before undertaking the repair.
- *Claims for Escape, Fusion, and Kuga interim repairs under labor operation codes 17S09XX, 17S09YY, and A2 must have a repair date on or before February 1, 2018 to be eligible for payment.*
- ***NOTE:** Once the second, final repair is completed, no further cooling system related claims may be made under this Field Service Action.*

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Safety Recall 17S09 - *Supplement #2*
Certain2012-2015 Kuga, 2013-2014 Fusion, 2014 Escape, and
2013-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine
Coolant Level Sensor System Installation

New! LABOR ALLOWANCES

Escape, Fusion, and Kuga Vehicles:

Description		*Labor Operation*	*Labor Time*
Install Coolant Level Sensor System - Escape		*17S09B*	*3.8 Hours*
Install Coolant Level Sensor System - Kuga (Includes Thermostat Replacement)		*A3*	*4.3 Hours*
Install Coolant Level Sensor System - Kuga (Without Thermostat Replacement)		*A5*	*2.7 Hours*
Powertrain assembly mount neutralizing - Claim as needed - Use in combination with 17S09B, A3, and A5	*Escape, and Kuga*	*17S09D*	*0.2 Hours*
	Fusion	*17S09E*	*0.3 Hours*

Fiesta ST Vehicles:

Description	*Labor Operation*	*Labor Time*
Check cooling system and install Stage One parts (this is an interim repair)	*A6*	*1.2 Hours*

Interim Repairs:

Must have a repair date on/before February 1, 2018 to be eligible for payment
NOTE: This is an interim labor operation and will NOT close the safety recall.

Description	Labor Operation	Labor Time
Perform cooling system pressure test and add coolant as needed - Fiesta ST *(must have a repair date on/before February 1, 2018 to be eligible for payment)*	17S09YY	0.3 Hours
Perform cooling system pressure test and add coolant as needed - Fusion *(must have a repair date on/before February 1, 2018 to be eligible for payment)*		
Perform cooling system pressure test and add coolant as needed - Escape *(must have a repair date on/before February 1, 2018 to be eligible for payment)*	17S09XX	0.6 Hours
Replace degas bottle assembly as per TSB 17-2023 - Includes cooling system pressure test - Kuga Only *(must have a repair date on/before February 1, 2018 to be eligible for payment)*	A2	1.0 Hours

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Safety Recall 17S09 - *Supplement #2*
Certain2012-2015 Kuga, 2013-2014 Fusion, 2014 Escape, and
2013-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine
Coolant Level Sensor System Installation

New! PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: *The majority of vehicles will require a 6-Pin EPAS connector coolant stand-pipe wire harness and Thermostat Kit, however a small number of vehicles may require a 3-Pin EPAS connector coolant stand-pipe wire harness. The 3-Pin harness will need to be ordered separately. Less than 7% of the affected vehicle population is expected to require a 3-Pin harness. Also some vehicles will not require a Thermostat Kit. A Ford Recall website* [redacted] *has been developed to identify necessary parts by VIN number. Please use the website and the instructions below to view the list of required parts for each VIN.*

- *Enter the 17 digit vehicle VIN*
- *Enter the FSA reference:* ***17S09***
- *Enter the system password:* ***fordrecall***
- *Select English*

For Kuga and Escape vehicles

List of parts to be ordered only as required

Part Number	Description	Order Quantity	Claim Quantity
GV6Z-9P449-E	Coolant Level Sensor Kit	1	1
GV6Z-9P449-A	Degas Bottle and Cap Kit	1	1
EV4Z-14A411-F	6-Pin EPAS Connector Coolant Stand-pipe Wire Harness - Escape and Kuga	1	1
EV4Z-14A411-G	6-Pin EPAS Connector Coolant Stand-pipe Wire Harness - Focus	1	1
EV4Z-14A411-H	3-Pin EPAS Connector Coolant Stand-pipe Wire Harness	1	1
GV6Z-9P449-C	Thermostat Kit	1	1
VC-3DIL-B (US) CVC-3DIL-B (Canada)	Motorcraft Orange Antifreeze / Coolant Prediluted	1 Gallon	1 Gallon

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Safety Recall 17S09 - *Supplement #2*
Certain2012-2015 Kuga, 2013-2014 Fusion, 2014 Escape, and
2013-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine
Coolant Level Sensor System Installation

New! PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

For Fusion vehicles

Part Number	*Description*	*Order Quantity*	*Claim Quantity*
DG9Z-9P449-A	*Coolant Level Sensor Kit*	*1*	*1*
GV6Z-9P449-C	*Thermostat Kit*	*1*	*1*
DG9Z-14A411-J	*Coolant Stand-pipe Wire Harness*	*1*	*1*
VC-3DIL-B (US) *CVC-3DIL-B (Canada)*	*Motorcraft Orange Antifreeze / Coolant Prediluted*	*1 Gallon*	*1 Gallon*
DG9Z-14A666-L	*PCM Connector Back Shell Kit – **Fusion Vehicles with Manual Transmission Only***	*1*	*1*

For Fiesta vehicles

Part Number	*Description*	*Order Quantity*	*Claim Quantity*
WSS-M97B44-D	*Motorcraft Orange Antifreeze / Coolant Prediluted*	*As Required*	*As Required*
H1BZ-9P449-B	*Fiesta ST First Repair Parts Kit*	*1*	*1*

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to current Dealer Price List.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

DISPLACED PARTS

All displaced parts must be handled in accordance with the APA Warranty and Policy Manual (Section G, Attachment G).

NB: To prevent any further use, displaced parts must be destroyed at the end of the retention period.

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From: Baumgartner, George (G.K.)
Sent: Tuesday, May 16, 2017 4:18 PM
To: Less, Edward (E.G.); Saylor, Eric (E.L.); Ali-Zaher, Houda (H.); Rajarajan Meera (AA-AS/EDS6.52); Pusta, Ionut (I.)
Cc: Woodman, Greg (G.A.)
Subject: RE: PCM Release Workplan -- 2013/2014 1.6L C520 Service Fix [redacted]

OK, thanks. Helps me plan what to do with the vehicles.

Regards,

[redacted]
1.5L Dragon GTDI / 1.6L Sigma GTDI
Powertrain Calibration Supervisor
Truck Engine Engineering (TEE) Bldg – 1AE32,
2000 Enterprise Dr., Allen Park, MI 48101
[redacted]

From: Less, Edward (E.G.)
Sent: Tuesday, May 16, 2017 11:34 AM
To: Baumgartner, George (G.K.); Saylor, Eric (E.L.); Ali-Zaher, Houda (H.); Rajarajan Meera (AA-AS/EDS6.52); Pusta, Ionut (I.)
Subject: RE: PCM Release Workplan -- 2013/2014 1.6L C520 Service Fix [redacted]

George
We need to get the question added to IVS before we can test, hoping to have the question by end of the week with testing early next week.
Ed

From: Baumgartner, George (G.K.)
Sent: Tuesday, May 16, 2017 7:44 AM
To: Saylor, Eric (E.L.); Less, Edward (E.G.)
Subject: RE: PCM Release Workplan -- 2013/2014 1.6L C520 Service Fix [redacted]

Hi guys,

I see the telegrams just came out for these releases (and the V408 one). Let me know when you want vehicles to test and we'll make them available.

Regards,

[redacted]
1.5L Dragon GTDI / 1.6L Sigma GTDI

Powertrain Calibration Supervisor
Truck Engine Engineering (TEE) Bldg – 1AE32,
2000 Enterprise Dr., Allen Park, MI 48101
[redacted]

From: Peters, Robin (R.S.)
Sent: Thursday, May 11, 2017 9:46 AM
[redacted]
Subject: PCM Release Workplan -- 2013/2014 1.6L C520 Service Fix [redacted]

The attached PCM release workplan was developed at today's 9:00 a.m. meeting covering 2013/2014 1.6L C520 Service Fix [redacted] Please contact me ASAP with any questions or timing concerns.

<< File: 2013 2014 1.6L C520N Service Fix.xlsm >>

Robin Peters
Ford Motor Company
Truck PCM Timing Analyst
Certification Programs Dept., VEE
[redacted]

From: Beltramo, Joel (J.J.)
Sent: Friday, June 09, 2017 5:39 PM
To: Hansen, Randy (R.F.)
Subject: RE: PDF's of 14D's

Thank you

Joel Beltramo
Manager – Engine Components - B
[redacted]
Bldg 1 12A044

From: Hansen, Randy (R.F.)
Sent: Friday, June 09, 2017 1:39 PM
To: Beltramo, Joel (J.J.)
Subject: FW: PDF's of 14D's

Per your request.

Randy Hansen
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
[redacted]
11D137 Building #1, Dearborn, MI

From: Beaker, Melinda (M.)
Sent: Friday, June 09, 2017 1:34 PM
To: Hansen, Randy (R.F.); Bonnici, Jerry (J.P.); Green, Jeffrey (J.T.)
Cc: Beaker, Melinda (M.)
Subject: RE: PDF's of 14D's

Randy,

Here is the 14D for 13S12.

<< File: [Untitled].pdf >>

Regards,

Melinda Beaker
FSA Coordinator, N.A.
Recall/Service Programs

[redacted]
mbeaker@ford.com
Never go thru life saying "I should have". If you want to do something - you do it. "If I do it and I fail, I tried. If I do it and I succeed - Better for me!"
<< OLE Object: Picture (Device Independent Bitmap) >> << OLE Object: Picture (Device Independent Bitmap) >>

From: Hansen, Randy (R.F.)
Sent: Friday, June 09, 2017 12:11 PM
To: Bonnici, Jerry (J.P.) <jbonnic1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Green, Jeffrey (J.T.) <jgreen2@ford.com>
Subject: RE: PDF's of 14D's

Jerry,
Thanks.

Melinda,
Can you please send me the 14D that led to 13S12? Thanks.

Randy Hansen
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
[redacted]
11D137 Building #1, Dearborn, MI

From: Bonnici, Jerry (J.P.)
Sent: Friday, June 09, 2017 10:53 AM
To: Hansen, Randy (R.F.); Beaker, Melinda (M.); Green, Jeffrey (J.T.)
Subject: PDF's of 14D's

Randy – attached is the 14D for 17S09. As always, these pdf's should not be distributed and treated as confidential.

In the future, when you go to your 14D dashboard, there is a blue button below Ford logo that says printable view, click on that and when it comes up, hit print but send it to the PDF designation instead of your normal printer and it will ask where to save the file to.

On the 14D that led to 13S12, it has been archived and to get it, you need Jeff or Melinda to pull it and send it your way.

<< File: 17S09 14D.pdf >>

Thanx in Advance for your Assistance:

[redacted]

Critical Concerns Engineer

From: Baumeister, Eric (E.)
Sent: Friday, February 02, 2018 3:26 PM
To: Pusta, Ionut (I.)
Subject: RE: Phone Message - Re: 17S09

Great thanks.

[redacted]
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
[redacted]
eFax: 866-618-6775

From: Pusta, Ionut (I.)
Sent: Friday, February 02, 2018 10:25 AM
To: Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: Phone Message - Re: 17S09

Eric,

Yes we called the dealer. Kevin, Mark and I placed a conference call. Please see his response to Mike. I attached it.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Baumeister, Eric (E.)
Sent: Friday, February 02, 2018 10:16 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: Phone Message - Re: 17S09

John,

Have you contacted this dealer, or do you know if someone has?

Thanks.

[redacted]
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD

Ford Motor Company
[redacted]
eFax: 866-618-6775

From: Dwan, Patrick (P.J.)
Sent: Tuesday, January 30, 2018 7:45 PM
To: Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: Fwd: Phone Message - Re: 17S09

Sharing.
Pat

Sent from my iPhone

Begin forwarded message:

> **From:** "Warwood, Mike (J.M.)" <mwarwood@ford.com>
> **Date:** January 30, 2018 at 7:00:10 PM EST
> **To:** "McCoy, Kevin (K.J.)" <kmccoy1@ford.com>, "Pusta, Ionut (I.)" <ipusta@ford.com>
> **Cc:** "Warwood, Mike (J.M.)" <mwarwood@ford.com>, "Johnson, David (D.J.)" <djohns16@ford.com>, "Dwan, Patrick (P.J.)" <pdwan@ford.com>
> **Subject: FW: Phone Message - Re: 17S09**
>
> John and Kevin,
>
> See note below for background. I just got off the phone with Carey Connell – PSMAC Member from Steve Marsh Ford in Tennessee. He is concerned about having to contact SSSC for prior approval on replacing cylinder heads where oil leaks have been observed in 17S09 (Attachment I). It sounds like there may be some confusion, but I can't tell for sure. His concern is that the SSSC step is adding a lot of time and complexity to the process and he's wondering why we don't know what it will cost to replace the head. Please contact Carey and let him explain what he believes to be the problem with the process we have communicated. Let me know what you learn and corrective actions necessary, if any. Thanks!

Safety Recall 17S09 – *Supplement #2*
Certain 2013-2014 Fusion, 2013-2015 Transit Connect, 2014 Escape, and 2014-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine Coolant Level Sensor System Installation

New! CLAIMS PREPARATION AND SUBMISSION

- Enter claims using One Warranty Solution (OWS).
- When entering claims in DMS software, select claim type 31: Field Service Action. TI number 17S09 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repa from the FSA.
- Dealers are authorized to claim up to $500 of additional labor and/or parts without cc the SSSC for approval. Follow the Actual Time Usage Guidelines and Service Mana Responsibilities as identified in the Warranty and Policy Manual.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar Enter the total amount of the rental expense under Miscellaneous Expense code RE
- Submit refunds on a separate repair line.
  - Program Code: 17S09
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for ea should be detailed in the comments section of the claim.
- Claims for Escape interim repairs under labor operation code 17S09XX must have a date on or before December 13, 2017 to be eligible for payment.
- *Claims for Fusion and Transit Connect interim repairs under labor operation codes 1 and 17S09ZZ must have a repair date on or before January 19, 2018 to be eligible fc payment.*

Regards,

Mike Warwood
Manager, FCSD Recall & Service Quality
[redacted]
mwarwood@ford.com

From: Militello, Tina (T.)
Sent: Tuesday, January 30, 2018 4:05 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>
Subject: RE: Phone Message - Re: 17S09



Tina Militello
Executive Assistant
to David J. Johnson, Global Director, Service Engineering Operations
[redacted]
Fax: 888-410-3391

From: Warwood, Mike (J.M.)
Sent: Tuesday, January 30, 2018 3:59 PM
To: Militello, Tina (T.); Johnson, David (D.J.)
Subject: RE: Phone Message - Re: 17S09

Tina,

Got it. We will reach out. Thx

Regards,

Mike Warwood
Manager, FCSD Recall & Service Quality
[redacted]
mwarwood@ford.com

From: Militello, Tina (T.)
Sent: Tuesday, January 30, 2018 3:34 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>
Subject: Phone Message - Re: 17S09

Dave & Mike:
Carey called Dave's line because he didn't know who else to reach out to regarding 17S09. Including you, Mike, because I'm sure you can answer any questions/concerns he may have. I didn't give him your name, simply said I can pass his info to our Recall Manager because Dave is tied up rest of the afternoon. Carey was OK with that.

From: Carey Connell, PSMAC Member
Steve Marsh Ford
Milan, TN
[redacted]
Re: 17S09

[redacted]

Executive Assistant
to David J. Johnson, Global Director, Service Engineering Operations
[redacted]
Fax: 888-410-3391

From: Pusta, Ionut (I.)
Sent: Friday, February 2, 2018 3:25 PM
To: Baumeister, Eric (E.)
Subject: RE: Phone Message - Re: 17S09
Attachments: RE: Phone Message - Re: 17S09 (98.7 KB)

Eric,

Yes we called the dealer. Kevin, Mark and I placed a conference call. Please see his response to Mike. I attached it.

Thank you,

[redacted]

Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Baumeister, Eric (E.)
Sent: Friday, February 02, 2018 10:16 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: Phone Message - Re: 17S09

John,

Have you contacted this dealer, or do you know if someone has?

Thanks.

[redacted]

Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
[redacted]
eFax: 866-618-6775

From: Dwan, Patrick (P.J.)
Sent: Tuesday, January 30, 2018 7:45 PM
To: Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: Fwd: Phone Message - Re: 17S09

Sharing.
Pat

Sent from my iPhone

Begin forwarded message:

From: "Warwood, Mike (J.M.)" <mwarwood@ford.com>
Date: January 30, 2018 at 7:00:10 PM EST
To: "McCoy, Kevin (K.J.)" <kmccoy1@ford.com>, "Pusta, Ionut (I.)" <ipusta@ford.com>
Cc: "Warwood, Mike (J.M.)" <mwarwood@ford.com>, "Johnson, David (D.J.)" <djohns16@ford.com>, "Dwan, Patrick (P.J.)" <pdwan@ford.com>
Subject: FW: Phone Message - Re: 17S09

John and Kevin,

See note below for background. I just got off the phone with Carey Connell – PSMAC Member from Steve Marsh Ford in Tennessee. He is concerned about having to contact SSSC for prior approval on replacing cylinder heads where oil leaks have been observed in 17S09 (Attachment I). It sounds like there may be some confusion, but I can't tell for sure. His concern is that the SSSC step is adding a lot of time and complexity to the process and he's wondering why we don't know what it will cost to replace the head. Please contact Carey and let him explain what he believes to be the problem with the process we have communicated. Let me know what you learn and corrective actions necessary, if any. Thanks!

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Certain 2013-2014 Fusion, 2013-2015 Transit Connect, 2014 Escape, and 2014-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine Coolant Level Sensor System Installation

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- Submit refunds on a separate repair line.
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  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.
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- *Claims for Fusion and Transit Connect interim repairs under labor operation codes 1 and 17S09ZZ must have a repair date on or before January 19, 2018 to be eligible fc payment.*

Regards,

Mike Warwood
Manager, FCSD Recall & Service Quality
[redacted]
mwarwood@ford.com

From: Militello, Tina (T.)
Sent: Tuesday, January 30, 2018 4:05 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>
Subject: RE: Phone Message - Re: 17S09



Tina Militello
Executive Assistant
to David J. Johnson, Global Director, Service Engineering Operations
[redacted]
Fax: 888-410-3391

From: Warwood, Mike (J.M.)
Sent: Tuesday, January 30, 2018 3:59 PM
To: Militello, Tina (T.); Johnson, David (D.J.)
Subject: RE: Phone Message - Re: 17S09

Tina,

Got it. We will reach out. Thx

Regards,

Mike Warwood
Manager, FCSD Recall & Service Quality
[redacted]
mwarwood@ford.com

From: Militello, Tina (T.)
Sent: Tuesday, January 30, 2018 3:34 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>
Subject: Phone Message - Re: 17S09

Dave & Mike:
Carey called Dave's line because he didn't know who else to reach out to regarding 17S09. Including you, Mike, because I'm sure you can answer any questions/concerns he may have. I didn't give him your name, simply said I can pass his info to our Recall Manager because Dave is tied up rest of the afternoon. Carey was OK with that.

From: Carey Connell, PSMAC Member
Steve Marsh Ford
Milan, TN
[redacted]
Re: 17S09

[redacted]

Executive Assistant
to David J. Johnson, Global Director, Service Engineering Operations
[redacted]
Fax: 888-410-3391

From: McCoy, Kevin (K.J.) <kmccoy1@ford.com>
Sent: Thursday, February 01, 2018 2:57 PM
To: Warwood, Mike (J.M.)
Cc: Johnson, David (D.J.); Dwan, Patrick (P.J.); Thompson, Mark (M.T.); Pusta, Ionut (I.)
Subject: RE: Phone Message - Re: 17S09

Good morning Mike,
Yes, we made a call to Carey yesterday and had a good discussion, his biggest concern wasn't with the repair but with the process of getting prior approval through SSSC.
With Mark on the call it provided a great opportunity to gather feedback for the SSSC team.
The dealer's concern was with the number of contacts required, back & forth with SSSC and the time it was taking to get the repair closed out.

We're meeting with the SSSC team today and will share Carey's feedback.
The emphasis will be on the need for the SSSC Contact Agents to call the dealer and speak with them directly when a repair is complex and gets beyond four or more contacts for a given repair.

Regards,

[redacted]
Recall & Service Programs
Business Operations Manager
MS&S PDC5 Business Co-Chair
[redacted]
Desk 313-845-4026
kmccoy1@ford.com

From: Warwood, Mike (J.M.)
Sent: Thursday, February 01, 2018 7:35 AM
To: McCoy, Kevin (K.J.) <kmccoy1@ford.com>
Cc: Johnson, David (D.J.) <djohns16@ford.com>; Dwan, Patrick (P.J.) <pdwan@ford.com>; Thompson, Mark (M.T.) <mthomp15@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: Phone Message - Re: 17S09

Good morning Kevin and John,

Did we learn anything from your discussion with Carey? Thx

Regards,

Mike Warwood
Manager, FCSD Recall & Service Quality
[redacted]
mwarwood@ford.com

From: McCoy, Kevin (K.J.)
Sent: Wednesday, January 31, 2018 8:00 AM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Johnson, David (D.J.) <djohns16@ford.com>; Dwan, Patrick (P.J.) <pdwan@ford.com>; Thompson, Mark (M.T.)

<mthomp15@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: Phone Message - Re: 17S09

Mike,
We'll look into this and let you know what we find.

Regards,

[redacted]
Recall & Service Programs
Business Operations Manager
MS&S PDC5 Business Co-Chair
[redacted]
Desk 313-845-4026
kmccoy1@ford.com

From: Warwood, Mike (J.M.)
Sent: Tuesday, January 30, 2018 7:00 PM
To: McCoy, Kevin (K.J.) <kmccoy1@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Warwood, Mike (J.M.) <mwarwood@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>; Dwan, Patrick (P.J.) <pdwan@ford.com>
Subject: FW: Phone Message - Re: 17S09

John and Kevin,

See note below for background. I just got off the phone with Carey Connell – PSMAC Member from Steve Marsh Ford in Tennessee. He is concerned about having to contact SSSC for prior approval on replacing cylinder heads where oil leaks have been observed in 17S09 (Attachment I). It sounds like there may be some confusion, but I can't tell for sure. His concern is that the SSSC step is adding a lot of time and complexity to the process and he's wondering why we don't know what it will cost to replace the head. Please contact Carey and let him explain what he believes to be the problem with the process we have communicated. Let me know what you learn and corrective actions necessary, if any. Thanks!

Safety Recall 17S09 – *Supplement #2*
Certain 2013-2014 Fusion, 2013-2015 Transit Connect, 2014 Escape, and
2014-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine
Coolant Level Sensor System Installation

New! CLAIMS PREPARATION AND SUBMISSION

- Enter claims using One Warranty Solution (OWS).
- When entering claims in DMS software, select claim type 31: Field Service Action. The FSA number 17S09 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- Dealers are authorized to claim up to $500 of additional labor and/or parts without contacting the SSSC for approval. Follow the Actual Time Usage Guidelines and Service Management Responsibilities as identified in the Warranty and Policy Manual.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- Submit refunds on a separate repair line.
  - Program Code: 17S09
  - Misc. Expense: REFUND
  - Misc. Expense: ADMIN
  - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- Claims for Escape interim repairs under labor operation code 17S09XX must have a repair date on or before December 13, 2017 to be eligible for payment.
- *Claims for Fusion and Transit Connect interim repairs under labor operation codes 17S09YY and 17S09ZZ must have a repair date on or before January 19, 2018 to be eligible for payment.*

Regards,

Mike Warwood
Manager, FCSD Recall & Service Quality
[redacted]
mwarwood@ford.com

From: Militello, Tina (T.)
Sent: Tuesday, January 30, 2018 4:05 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>
Subject: RE: Phone Message - Re: 17S09



[redacted]
Executive Assistant
to David J. Johnson, Global Director, Service Engineering Operations
[redacted]
Fax: 888-410-3391

From: Warwood, Mike (J.M.)
Sent: Tuesday, January 30, 2018 3:59 PM
To: Militello, Tina (T.); Johnson, David (D.J.)
Subject: RE: Phone Message - Re: 17S09

Tina,

Got it. We will reach out. Thx

Regards,

Mike Warwood
Manager, FCSD Recall & Service Quality
[redacted]
mwarwood@ford.com

From: Militello, Tina (T.)
Sent: Tuesday, January 30, 2018 3:34 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>
Subject: Phone Message - Re: 17S09

Dave & Mike:
Carey called Dave's line because he didn't know who else to reach out to regarding 17S09.
Including you, Mike, because I'm sure you can answer any questions/concerns he may have. I didn't give him your name, simply said I can pass his info to our Recall Manager because Dave is tied up rest of the afternoon. Carey was OK with that.

From: Carey Connell, PSMAC Member
Steve Marsh Ford
Milan, TN
[redacted]
Re: 17S09

[redacted]
Executive Assistant
to David J. Johnson, Global Director, Service Engineering Operations
[redacted]

Fax: 888-410-3391

From: Suetterlin, Terry (T.D.)
Sent: Wednesday, February 28, 2018 4:54 PM
To: Teller, John (J.E.); Baumeister, Eric (E.); Crawford, Randall (R.K.); Beltramo, Joel (J.J.); Pusta, Ionut (I.); Hansen, Randy (R.F.)
Cc: Selthofer, Sara (S.); Broome, Albert (AWB.); Cabrera, Dana (D.); Poploskie, Jeannette (J.M.); White, Eric (E.)
Subject: RE: Recall 17s09

None of the Catalog features will work if we do that.

From: Teller, John (J.E.)
Sent: Wednesday, February 28, 2018 11:46 AM
To: Suetterlin, Terry (T.D.) <tsuetter@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>; Crawford, Randall (R.K.) <rcrawfo2@ford.com>; Beltramo, Joel (J.J.) <jbeltram@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>
Cc: Selthofer, Sara (S.) <sselthof@ford.com>; Broome, Albert (AWB.) <abroome1@ford.com>; Cabrera, Dana (D.) <dnguye14@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; White, Eric (E.) <ewhite43@ford.com>
Subject: RE: Recall 17s09

Terry,

I am just thinking outside of the box, would it be possible to create a section in the parts catalog that just lists the parts by the Recall number?

Regards,
John E. Teller
Service Engineer for I-3 & I-4 Global Engine Programs.
Ford Motor Company. BLD 1 5060,
20000 Rotunda Drive
Dearborn, MI 48124
Cube 13A007
MD 1151
Desk
313-322-0793
[redacted]
Email Jteller1@ford.com

"We can't solve problems by using the same kind of thinking we used when we created them."
-Albert Einstein

From: Suetterlin, Terry (T.D.)
Sent: Wednesday, February 28, 2018 11:15 AM

To: Baumeister, Eric (E.) <ebaumei2@ford.com>; Crawford, Randall (R.K.) <rcrawfo2@ford.com>; Beltramo, Joel (J.J.) <jbeltram@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Teller, John (J.E.) <jteller1@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>
Cc: Selthofer, Sara (S.) <sselthof@ford.com>; Broome, Albert (AWB.) <abroome1@ford.com>; Cabrera, Dana (D.) <dnguye14@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; White, Eric (E.) <ewhite43@ford.com>
Subject: RE: Recall 17s09

This is true.
Keep in mind; the catalog show the service parts AS BUILT.
This is why we are adding a comment to the production part that will address the recall and to refer to the recall for service replacement (2nd repair parts).

From: Baumeister, Eric (E.)
Sent: Wednesday, February 28, 2018 11:06 AM
To: Crawford, Randall (R.K.) <rcrawfo2@ford.com>; Beltramo, Joel (J.J.) <jbeltram@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Teller, John (J.E.) <jteller1@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>
Cc: Selthofer, Sara (S.) <sselthof@ford.com>; Broome, Albert (AWB.) <abroome1@ford.com>; Cabrera, Dana (D.) <dnguye14@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; White, Eric (E.) <ewhite43@ford.com>; Suetterlin, Terry (T.D.) <tsuetter@ford.com>
Subject: RE: Recall 17s09

Randy Crawford,

Once a dealer performs the FSA on a vehicle and the FSA closes for that vehicle it is not apparent to the dealer during the normal repair process that a FSA exists in which new parts may have been retrofitted to the vehicle. Therefore this is not a robust path that would direct dealers to the appropriate parts during future repairs. Also, the FSA uses kits with the new parts to be installed onto vehicles during the retrofit, but the components within the kits are not called out with individual part numbers within the FSA.

From my perspective, with my service background, the proper thing for the team to do would be to include these new parts in the catalog for dealers to intuitively find.

Randy Hanson, John Teller,

Can you set up a meeting with the affected teams to discuss this together and determine the most appropriate way to resolve this concern?

Thanks.

Eric Baumeister
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
[redacted]

From: Crawford, Randall (R.K.)
Sent: Wednesday, February 28, 2018 9:18 AM
To: Beltramo, Joel (J.J.) <jbeltram@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Teller, John (J.E.) <jteller1@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>
Cc: Selthofer, Sara (S.) <sselthof@ford.com>; Broome, Albert (AWB.) <abroome1@ford.com>; Cabrera, Dana (D.) <dnguye14@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>;

White, Eric (E.) <ewhite43@ford.com>; Suetterlin, Terry (T.D.) <tsuetter@ford.com>
Subject: RE: Recall 17s09

Hi Joel, we will stock the parts for service so they will be available to order. The dealer will just have to refer to the recall for part number information.

Regards,
Randy Crawford
Manager, Powertrain/Chassis/Sheetmetal/New Model Support
New Model Parts Mgr.: F150, Super Duty, Stripped Chassis & Medium Truck
FCSD – PS&L - Global Service and Quality Dept.
[redacted]
Email: rcrawfo2@ford.com

From: Beltramo, Joel (J.J.)
Sent: Tuesday, February 27, 2018 3:42 PM
To: Crawford, Randall (R.K.) <rcrawfo2@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Teller, John (J.E.) <jteller1@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>
Cc: Selthofer, Sara (S.) <sselthof@ford.com>; Broome, Albert (AWB.) <abroome1@ford.com>; Cabrera, Dana (D.) <dnguye14@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>; White, Eric (E.) <ewhite43@ford.com>; Suetterlin, Terry (T.D.) <tsuetter@ford.com>
Subject: RE: Recall 17s09

Randall,

Thank you for laying out our standard process.

What do we do with FSA safety mandated parts that must be available as a spare part? This is not the first time that we have done regulatory driven recalls that resulted in a revised part content versus the original bill of material. I think you know that if we exceed the federal threshold for vehicle down time, we can just be told to buy back all the impacted vehicles. I have had to work through one of these before and would prefer not to go through that process again.

Thank you,

Joel Beltramo
Manager – Large V-8 Gas Engines
[redacted]
Building 1 13B090

From: Crawford, Randall (R.K.)
Sent: Tuesday, February 27, 2018 3:18 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Teller, John (J.E.) <jteller1@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>
Cc: Selthofer, Sara (S.) <sselthof@ford.com>; Broome, Albert (AWB.) <abroome1@ford.com>; Cabrera, Dana (D.) <dnguye14@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>; White, Eric (E.) <ewhite43@ford.com>; Beltramo, Joel (J.J.) <jbeltram@ford.com>; Suetterlin, Terry (T.D.) <tsuetter@ford.com>
Subject: RE: Recall 17s09

Traditionally we do not publish unique TSB parts in our parts catalog and we don't reference TSBs in our catalog.

Part that are unique to a TSB are normally symptom driven parts. The TSB addresses a specific vehicle concern and the unique part(s) that address it.

When a vehicle comes into a dealership any good dealer with run the VIN for recalls and specific published fixes base on the symptoms that the vehicle is exhibiting.

We don't publish unique TSB related parts because we don't want dealers using the catalog to identify TSB specific parts.

Example: A TSB that addresses cold weather starting concern (below 30 degrees ambient temperature) for a 2009 Escape. Engineering released a new sensor that addresses the concern. A vehicle goes to a dealer in Florida where the diagnosis instructs the technician to replace the sensor. If we published TSB unique components the parts person would find two sensors listed in the catalog. One references a TSB. He may tell the technician or he may believe the TSB part is the better of the 2 and orders it. He may also call our PACO team and ask what the difference is between the two parts. All of these scenarios just create more confusion. Dealers need to use the correct tools to determine if a TSB, Recall or SSM are applicable to the vehicle they have in their dealership.

The bottom line is TSBs address specific vehicles, specific model years, specific built dates, specific vehicle attributes and specific systems and they don't belong in our parts catalog for that reason.
We publish the parts that the vehicle was built with and Ford designed accessories only.

On very rare occasions we will reference a TSB when we receive a large number of dealer inquiries for a given part number and we are aware that a TSB fix is available. Most of these instances will be where a part is obsolete and there is a repair available to make another part work in its place with some modification or with the use of several parts.

I hope this aids in the teams understanding as to why we don't publish or reference unique TSB, Recall or SSM parts in our parts catalog.

Regards,
Randy Crawford
Manager, Powertrain/Chassis/Sheetmetal/New Model Support
New Model Parts Mgr.: F150, Super Duty, Stripped Chassis & Medium Truck
FCSD – PS&L - Global Service and Quality Dept.
[redacted]
Email: rcrawfo2@ford.com

From: Pusta, Ionut (I.)
Sent: Tuesday, February 27, 2018 3:07 PM
To: Teller, John (J.E.) <jteller1@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>
Cc: Selthofer, Sara (S.) <sselthof@ford.com>; Crawford, Randall (R.K.) <rcrawfo2@ford.com>; Broome, Albert (AWB.) <abroome1@ford.com>; Cabrera, Dana (D.) <dnguye14@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>; White, Eric (E.) <ewhite43@ford.com>; Beltramo, Joel (J.J.) <jbeltram@ford.com>; Suetterlin, Terry (T.D.) <tsuetter@ford.com>
Subject: RE: Recall 17s09

John,

Have you had a chance to review the Parts Catalog (FCA) concern with Randy?

If I am reading this response correctly, there are no plans to add any of the coolant level sensor system components to the parts catalog. I am concerned that dealers will not know how to order individual parts that are needed for future repairs.

Please take a look at this response again and see what can be done.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Suetterlin, Terry (T.D.)
Sent: Wednesday, February 14, 2018 1:04 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Teller, John (J.E.) <jteller1@ford.com>
Cc: Selthofer, Sara (S.) <sselthof@ford.com>; Crawford, Randall (R.K.) <rcrawfo2@ford.com>; Broome, Albert (AWB.) <abroome1@ford.com>; Cabrera, Dana (D.) <dnguye14@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>
Subject: Recall 17s09

Team,
It has been determined by our management that the individual part for this recall will not be cataloged in FCA.

Part of the reasoning is that the part will not VIN match. Our catalog uses "As built" information to direct dealers to the proper parts.

Our concern is with a "Second Repair". Who should dealers contact in order to procure individual parts in case of Failure, Accident or any other reason?

All of the component do have service part numbers and will be stocked in the Parts Depots for dealers to order.

We have already seen an increase in Part Inquiries associated with this recall.

We would need contact information on who would provide repair information to the dealers.

Thank you.

From: Doss, LaWanda (L.)
Sent: Thursday, July 19, 2018 2:17 PM
To: Cure, Dan (D.)
Subject: RE: Recall 17S09- 2014 Escape- 1FMCU9GX2EU[redacted]

Dan,

Thank you for the update. This does help.
Have a great day!

LaWanda Doss
Select Fleet Zone Manager (West)
Ford Fleet Service Operations
[redacted]
E-mail: ldoss4@ford.com

From: Cure, Dan (D.)
Sent: Thursday, July 19, 2018 9:10 AM
To: Doss, LaWanda (L.) <ldoss4@ford.com>
Subject: RE: Recall 17S09- 2014 Escape- 1FMCU9GX2EU[redacted]

Hi LaWanda,

I understand the customer's inquiry, as the relationship between involvement criteria and build dates in the bulletin is a common question.
The important thing to know is that the vast majority of FSAs rely on unique VIN-specific lists, while the make/model/build dates serve more to help summarize those VINs in the bulletin.

Taking FSA 17S09 as an example, its VIN-specific list was established by engineering based on trace data of engine serial numbers. Each affected engine serial number was traced to an affected VIN. This is the actual criteria that was used when determining which vehicle is involved in the FSA.

Of course, this is too much information and complexity to include in the 17S09 bulletin. The solution is to publish vehicle line information that shows the range of the VINs, which is easier to understand, even if this doesn't tell the entire story. This is also why after the build date table, the bulletin clearly states: "affected vehicles are identified in OASIS and FSA VIN Lists." These interfaces draw from the VIN-specific list directly.

If your fleet customer would like a comparison, refer them to the bulletin for 17B30. The criteria for involvement in that program relies on the vehicle's vocation. In fact, there are instructions to contact SSSC with a request to involve the vehicle if the vocation matches.

I hope this is the information that you were looking for, LaWanda. Have a great day!

Dan Cure
Recall & Service Programs
SSSC Contact Center Program
[redacted]
1800 Fairlane Drive DCSII
Allen Park, MI 48101
dcure2@ford.com

From: Doss, LaWanda (L.)
Sent: Wednesday, July 18, 2018 3:58 PM
To: Cure, Dan (D.) <DCURE2@ford.com>
Cc: Doss, LaWanda (L.) <ldoss4@ford.com>
Subject: Recall 17S09- 2014 Escape- 1FMCU9GX2EU[redacted]
Importance: High

Hello Dan,

We have a fleet customer that believes this vehicle should have been covered under 17S09. The recall does not showing up in PTS/ Oasis for this Vin, however it appears the repair done by the dealer, (see attachment) meets all the criteria set forth in the 17S09 program (build date, plant location and repairs). The dealer charged the customer out of pocket, because this Vin is not tied to the recall.

Can you advise why this unit is not showing in PTS/ OASIS and if in-fact the recall should be applicable?

2014 Escape
VIN# 1FMCU9GX2EU[redacted]
Build date: 5/9/14
Louisville Plant

Thank you,
LaWanda Doss
Select Fleet Zone Manager (West)
Ford Fleet Service Operations
[redacted]
E-mail: ldoss4@ford.com

From: Thompson, Mark (M.T.)
Sent: Wednesday, May 24, 2017 6:04 PM
To: Houston, Willie (W.); Mceachern, Matthew (M.); Morse, Margaret (A.); Dwan, Patrick (P.J.)
Subject: RE: Report Summary for the CQIS Report# [redacted] from WHOUST13

Willie,

I just spoke to the Lead agent at the SSSC. They are calling the dealer now. He should have approval soon. Sorry for the delay.

From: Houston, Willie (W.)
Sent: Wednesday, May 24, 2017 2:00 PM
To: Thompson, Mark (M.T.); Mceachern, Matthew (M.); Morse, Margaret (A.); Dwan, Patrick (P.J.)
Subject: RE: Report Summary for the CQIS Report# [redacted] from WHOUST13

Hi All,

Thanks so much for your assistance with this issue. I think the problem is that the vehicle is out of base warranty and the recall bulletin specifically states to contact SSSC for approval should the repairs exceed $500.00.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follow:

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing and policy guidelines for related damage claims. No SSSC approval is required for th vehicles:
  - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, dealers are p approved to claim up to $500 in related damage for labor and/or parts.
  - For claims exceeding the pre-approved amount, submit an Approval Request SSSC Web Contact Site prior to completing the repair.

Since this dealer does not require prior approval for long block replacement under base warranty, they are unable to submit to the Technical Assistance Center for an approval code because the form will not allow a submission. Does anyone know if the dealer has the necessary code now?

Thanks,

Willie Houston

Ford Motor Company
Field Service Engineer
Atlanta Region Zone T09
whoust13@ford.com
[redacted]

ROTUNDA

Nothing Happens Unless there are customers

From: Thompson, Mark (M.T.)
Sent: Wednesday, May 24, 2017 11:23 AM
To: Mceachern, Matthew (M.) <mmceach6@ford.com>; Morse, Margaret (A.) <mmorse3@ford.com>; Dwan, Patrick (P.J.) <pdwan@ford.com>
Cc: Houston, Willie (W.) <whoust13@ford.com>
Subject: RE: Report Summary for the CQIS Report# [redacted] from WHOUST13

Matt,

Thanks for the input. I wish I knew why the dealers contacted us for a lot of things that are quite evident but that's a question for another day. In this case I have advised the SSSC to provide approvals for all situations where they fully understand the issue and are confident in their decision. For those situations that fall outside this I have asked them to engage the Technical Hotline for their technical expertise.

I believe that will simplify the process and hopefully reduce any redundancy in contacting 2 hotlines. If you have any questions please let me know and we can work together to resolve them. Thanks.

From: Mceachern, Matthew (M.)
Sent: Wednesday, May 24, 2017 10:59 AM
To: Thompson, Mark (M.T.); Morse, Margaret (A.); Dwan, Patrick (P.J.)
Cc: Houston, Willie (W.)
Subject: RE: Report Summary for the CQIS Report# [redacted] from WHOUST13

Based on prior conversations, the SSSC is not readily equipped to make the determinations between whether a short block or long block is the correct technical direction, which is why they send those approvals our way. One caveat in this case is that the WSM direction for when coolant is found in the cylinders is to replace the long block. So for this program, it likely doesn't make much sense to send them over to us for Prior Approval if the Dealer is indicating that is what they found after performing the procedure correctly.

Mark – Probably not something we've discussed as it really hasn't come up since 07M08 (5.4L 3v injectors). In those cases, we all knew quite well what the failure modes were and what would be required, so additional technical assistance/expertise wasn't needed except in unique cases; so the SSSC would handle providing approval assuming they were given the necessary details (E.g. Bent Connecting rods, bearings washed, cam caps grooved, etc.).

Given the repair direction is pretty straight-forward in these (17S09) cases, we should probably just handle at the SSSC level rather than have them submit another contact. Along with that, it may be beneficial to remind the SSSC to inform the Dealer that they should complete a Cost Cap and then a Prior Approval request to us, regardless of the results from the Cost Cap or their normal PA status. That was supposed to be part of the process, but the reality in a center is that it likely needs some calibration, I know that we frequently need to calibrate our team with what to do when they receive these requests.

With all that said, I'm curious why we want the Dealer to contact either of us, as the directions in the FSA state to replace the Long Block essentially.

FSA:
1. Perform a cooling system pressure test per Workshop Manual Section 303-03_Diagnosis and Testing.
- If the cooling system pressure does not drop, add coolant, as necessary, and release the vehicle.
- If the cooling system pressure drops, perform required repairs and add coolant, as necessary.

WSM:
If the pressure drops more than the expected range of 2-4 psi and no external leaks are found, the leak may be internal to the engine. Using a borescope remove the spark plugs and inspect the cylinder combustion chambers for coolant intrusion. If coolant intrusion is found install a new engine long block assembly

Matt McEachern
Technical Service Supervisor
Ford Technical Assistance Center

Our Goal:

To be the highest quality diagnostic technical assistance center in the industry.

From: Thompson, Mark (M.T.)
Sent: Wednesday, May 24, 2017 7:49 AM
To: Morse, Margaret (A.); Dwan, Patrick (P.J.)
Cc: Houston, Willie (W.); Mceachern, Matthew (M.)
Subject: RE: Report Summary for the CQIS Report# [redacted] from WHOUST13

Thanks for the input Maggie. I will get with Ursula at the SSSC and we will provide the approval today. I will also discuss with the SSSC during our weekly meeting tomorrow and see if we can change how we address this to eliminate these issues going forward.

From: Morse, Margaret (A.)
Sent: Wednesday, May 24, 2017 7:44 AM
To: Thompson, Mark (M.T.); Dwan, Patrick (P.J.)
Cc: Houston, Willie (W.); Mceachern, Matthew (M.)
Subject: RE: Report Summary for the CQIS Report# [redacted] from WHOUST13

I agree with Mark's assessment.

From a customer's standpoint, I would see value in the SSSC providing the code as the two centers (TAC and SSSC) do not have the ability to seamlessly work together (i.e. it requires one call to the SSSC and then another to TAC). I say this

with the assumption that the SSSC is able to properly document the code and there would be no issues when the dealer tries to submit a claim for reimbursement.

To be honest, I am not clear on what the SSSCs capabilities for this are, so if I am speaking out of turn and this can't be done please, don't hesitate to tell me this.

From: Thompson, Mark (M.T.)
Sent: Wednesday, May 24, 2017 6:50 AM
To: Dwan, Patrick (P.J.); Morse, Margaret (A.)
Cc: Houston, Willie (W.); Mceachern, Matthew (M.)
Subject: RE: Report Summary for the CQIS Report# [redacted] from WHOUST13

Pat, Maggie,

I have asked about this before and have found we(SSSC) usually defer to the Technical Hotline for prior approval on Engine assemblies since these items are specifically mentioned in the chart below which is taken from the W&P manual (pg. 195). I personally think we are splitting hairs here as I believe the line below it in the chart gives the SSSC the ability to approve for Related Damage on a S, C or E recall program. In this situation either would apply.

I have also spoken with Matt Mceachern about this in the past and he said he didn't care who provided the authorization as long as the vehicle was repaired. I tend to agree with that assessment.

I think the SSSC is working off of precedence here in advising the dealer to get Technical Hotline approval since they generally refer to the Technical Hotline for engine assemblies. I can advise the SSSC to provide an approval code if that is the course of action we want to take. As long as the vehicle and customer are fixed it doesn't really matter where the approval comes from.

Please let me know if you need any more information.

Prior Approval Chart

CATEGORY	DEPARTMENT	RE
Accident , Fire Claims, Property Damage, Personal Injury, or Air Bag	Office of General Council	FM Sa rev
Customer Loyalty Program Non-Empowered Dealers	Customer Relations Center	FM (86
ESP Repairs regardless of Dealer Prior Approval Level: ESP claims over $250, when the claim date is less than 30 days from the ESP contract start date. This includes the 3 month/3,000 mile CPO Premium CARE plan. ESP rental coverage claims over five (5) days. •17682, 17683, 17D743 Exterior Mirror Assembly •1007, 1015 Wheel Assy. •9E527 Diesel Fuel Injectors •9H307 Gas Engine Fuel Pump Module •502C22 Sunroof Assy. (ESP covers electrical and mechanical moving parts only)	ESP Headquarters	Alv on rec • • •
Gas Engine Assemblies Diesel Engine Assemblies Wiring Harness Ford Performance Engines Hybrid / Battery Electric Vehicle Interior and Exterior Components	Technical Assistance Center	FM W: Inf
Recall Related Damage (S & E & C Campaigns)	Special Service Support Center	SS pa
Shortage & Damage Claims –Section 2 (Over $1000.00 Disclosable Damage)	Regional Review Required	Re

From: Dwan, Patrick (P.J.)
Sent: Tuesday, May 23, 2017 5:30 PM
To: Thompson, Mark (M.T.); Morse, Margaret (A.)
Cc: Houston, Willie (W.)
Subject: FW: Report Summary for the CQIS Report#H5VC4007, from WHOUST13

Hi Mark & Maggie,

Might need some help on the contact below.

2014 Escape 1.6L Escape affected by 17S09 1.6L EcoBoost Engine - Coolant Level Sensor System Installation.

Your thoughts on best way to handle for dealer & customer?

Thanks,
Pat.

From: Houston, Willie (W.)
Sent: Tuesday, May 23, 2017 4:59 PM
To: Dwan, Patrick (P.J.) <pdwan@ford.com>
Subject: FW: Report Summary for the CQIS Report# [redacted] from WHOUST13

Hi Pat,

Thanks for taking my call. Below is the report I was discussing.

The dealer has verified that there is coolant in the cylinders and is attempting to obtain approval from SSSC for a long block assembly. They have done cost cap and applied for SSSC prior approval however they have been referred to the Hotline prior approval form. When the technician completes the form it states that prior approval is not required so he has been unable to successfully obtain an approval code for repairs.

Can you provide a direction for this issue?

Thanks,

Willie Houston
Ford Motor Company
Field Service Engineer
Atlanta Region Zone T09
whoust13@ford.com
[redacted]

Ford | LINCOLN

ROTUNDA

Nothing Happens Unless there are customers

From: CQIS, Help (.)
Sent: Tuesday, May 23, 2017 4:53 PM

To: Houston, Willie (W.) <whoust13@ford.com>
Subject: Report Summary for the CQIS Report# [redacted] from WHOUST13

Attachments : 0

Report# :	[redacted]			**Received:**	05/22/2017
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,ESCAPE 4X2 (2013 -) ,SE ,4X2 ,MPV ,1FMCU0GX5EU[redacted]			**Build Date:**	12/20/2013
Odometer :	104,457 M	**Engine:**	1.6L 170PS	**Calibration:**	EM21A10A
Transmission:	6SP 6F MID	**Axle:**	3.21 RATIO	**A/C:**	YES
Dealer:	USA 05739 Ted Russell Ford Lincoln			**Phone#:**	[redacted]
City:	Knoxville	**State:**	Tennessee	**Country :**	USA

Originator: KEN HAYES
Symptom: 4 46 3 16 ST/RN/MV,FLUIDS,COOLANT,CONSUMPTION
Status:
VFG: V45 ENGINE COOLING
Additional Symptom: COOLANT CONSUMPTION
Fix: **Causal Component :**
Condition Code:

Hotliner: RLAPLAN6 Phone: Regn Cd: S1 Atlanta
Engineering: Phone: TAR:
Dlr Contact: KEN HAYES Phone: Title Cde: SF

DTC:
PCM:P0217:00,P0304:00,P0316:00,P1299:00
Comments :

CONCER 05/22/2017 12:09PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER

Web Form Data [redacted] Description of Vehicle Concern: CUSTOMER STATES COOLANT IN THE OIL, Please list any diagnostics already performed: PERFORMED RECALL 17S09. WOULD NOT HOLD PRESSURE. PERF IDS TESTS, SEE CODES PROVIDED. PRESSURE TESTED COOLING SYSTEM, WOULD NOT HOLD PRESSURES, R & R #4 PLUG AND BORE SCOPED FINDING A PUDDLE OF COOLANT IN CYLINDER. Parts Replaced: NONE Your Question: PERFORMED 17S09, STATES IN RECALL IF DOESN'T HOLD AND COOLANT LEAKS TO REPAIR AS NECC. IF COST IS OVER $500 WE NEED TO GET AUTHORIZATION THROUGH SSSC. SERVICE MANUAL STATES IF COOLANT INTRUSION INTO CYLINDERS TO REPLACE THE COMPLETE ENGINE ASSY. WE SUBMITTED THIS TO SSSC AND WAS TOLD WE NEED TO DO A COST CAP FOR APPROVAL THEN CONTACT HOTLINE. DO WE TEAR THIS ENGINE DOWN AND COST CAP WHEN FORD SAYS TO REPLACE THE UNIT?

RECOMM 05/22/2017 12:09PM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER

Ken Having found coolant in cylinder 4 and the direction in the workshop manual says to replace

the engine longblock assembly, further engine teardown is not required at this time. Continue with filling out the cost cap tool, selecting the complete short block, cylinder head and any other necessary parts for this repair. Once the repair or replace decision is received, continue with following the SSSC direction and submit for prior approval. Due to the workshop direction of replacing the long block, a replace decision is not necessary to complete prior approval process.

CONCER 05/22/2017 03:23PM

AS PER MY FIRST HOTLINE REQUEST, I HAVE DONE THE COST CAP AND WAS INSTRUCTED THAT REPLACEMENT WAS RECOMMENDED. I SENT BACK INTO SSSC AND RECIEVED BACK THAT I NEED AN AUTHORIZATION FROM THE TECH HOTLINE. I WENT TO PRIOR APPROVAL FOR APPROVAL AND IT SHOWS THAT WE DON'T NEED PRIOR APPROVAL. THIS VEH IS IN FOR THE 17S09 RECALL AND HAS 104457 MILES ON IT. THE INSTRUCTIONS FOR APPROVAL ARE VERY VAGUE TO SAY THE LEAST. SSSC SAYS TO CONTACT YOU FOR APPROVAL, YOU SAY TO CONTACT THEM. ANY ASSISTANCE WOULD BE GREATLY APPRECIATED.

RECOMM 05/23/2017 02:07PM JUSTIN SERR MSS - FCSD - TECH ASSIT CENTER

Ken, Sorry for the confusion, if the SSSC gave you the go ahead for the FSA then you get Approval for the Long Block through here, the Technical Assistance Center, this is done through our Prior Approval Form. This is done by filling out the appropriate symptom coding on PTS and then run an OASIS report on the vehicle. Scroll down to the bottom of the page and click Prior Approval. In the pop-up window, select the type of Prior Approval program that is being used and select the type of claim being filed. Then proceed with following the instructions on the form to provide the necessary information. The Technical Assistance Center will then receive this form and will give approval for Long Block Replacement and you will receive an approval code.

From: Isaacson, James (J.W.)
Sent: Wednesday, June 20, 2018 11:15 AM
To: Hansen, Randy (R.F.); Beltramo, Joel (J.J.); Trancoso, Andre (A.); Correia, Eduardo (E.); Cragel, Daniel (D.M.); Selthofer, Sara (S.); Kramer, Michael (M.T.); Helberg, Ken (K.H.)
Cc: Corbett, Sandy (S.M.); Crawford, Randall (R.K.); Suetterlin, Terry (T.D.); Robledo, Vincente (V.R.)
Subject: Re: Sensor and Stand Pipe release for 17S09
Attachments: Sensor Claims from 15-17CY.xlsx

Per Ken's comments today regarding the SPW Spend on 13S12, I pulled data from 2015 Claim year through the end of 2017 Claim year.
Study attached for your review.

James W. Isaacson
SPW Quick Strike

[redacted]
jisaacso@ford.com

From: Isaacson, James (J.W.)
Sent: Wednesday, June 20, 2018 9:08 AM
To: Hansen, Randy (R.F.); Beltramo, Joel (J.J.); Trancoso, Andre (A.); Correia, Eduardo (E.); Cragel, Daniel (D.M.); Selthofer, Sara (S.); Kramer, Michael (M.T.); Helberg, Ken (K.H.)
Cc: Corbett, Sandy (S.M.); Crawford, Randall (R.K.); Suetterlin, Terry (T.D.); Robledo, Vincente (V.R.)
Subject: Re: Sensor and Stand Pipe release for 17S09

As requested.

James W. Isaacson
SPW Quick Strike

[redacted]
jisaacso@ford.com

From: Hansen, Randy (R.F.)
Sent: Tuesday, June 12, 2018 9:02 AM
To: Hansen, Randy (R.F.); Beltramo, Joel (J.J.); Isaacson, James (J.W.); Trancoso, Andre (A.); Correia, Eduardo (E.); Cragel, Daniel (D.M.); Selthofer, Sara (S.); Kramer, Michael (M.T.); Helberg, Ken (K.H.)
Cc: Corbett, Sandy (S.M.); Crawford, Randall (R.K.); Suetterlin, Terry (T.D.); Robledo, Vincente (V.R.)
Subject: Sensor and Stand Pipe release for 17S09
When: Wednesday, June 20, 2018 8:30 AM-9:00 AM.
Where: WebEx

PE18-007 000460 ER

Discuss 17S09 standpipe and sensor issues associated with release and service of sensor only – contamination and leak potential.

1. **Cost to release and service separately**
2. **Concerns – leak and residual contamination**
3. **Pricing of stand pipe assembly**

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

Join Meeting

Meeting number (access code): 718 183 582

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 718183582@ford.webex.com

You can also dial 173.243.2.68 and enter your meeting number.

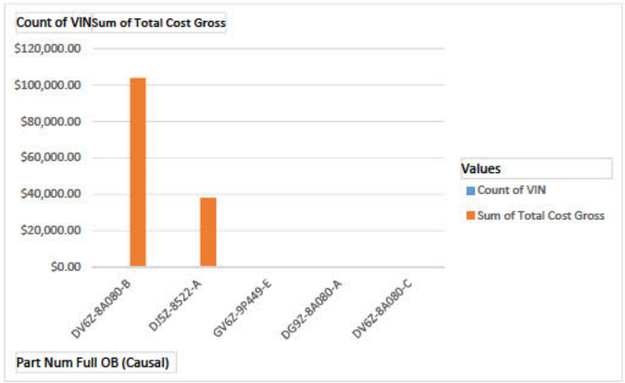
If you are a host, go here to view host information.

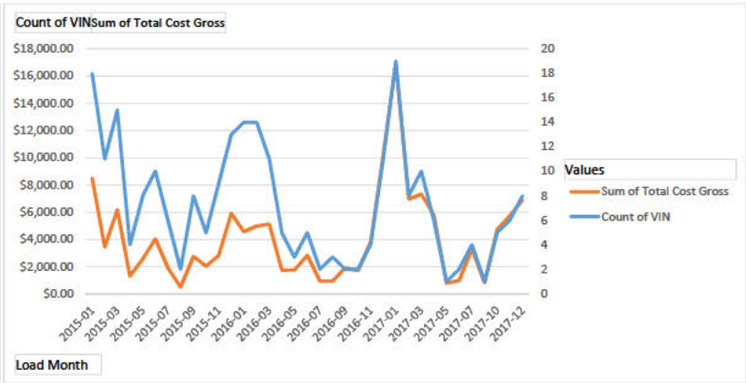
NOTICE: ***This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video:*** click here

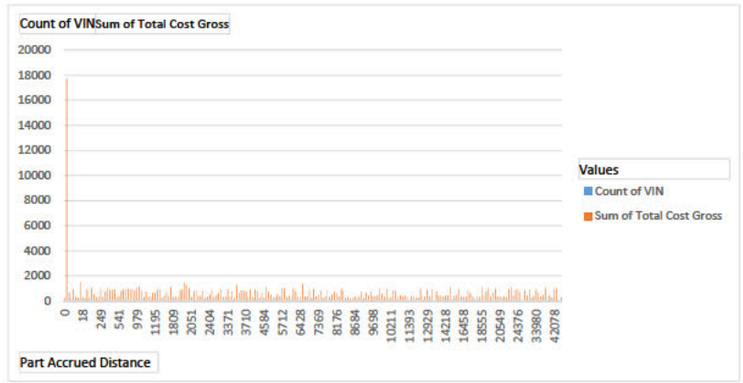
For additional help with WebEx, Ford users can click on the Digital Worker link: WebEx Support

Can't join the meeting? Contact support.

T32MC04
</table







Row Labels	Count of VIN	Sum of Total Cost Gross
DV6Z-8A080-B	193	$103,833.40
DJ5Z-8522-A	57	$37,943 24
GV6Z-9P449-E	1	$472.78
DG9Z-8A080-A	3	$327 59
DV6Z-8A080-C	1	$126 04
Grand Total	**255**	**$142,703.05**

Row Labels	Count of VIN	Sum of Total Cost Gross
2015-01	18	$8,502.62
2015-02	11	$3,431.19
2015-03	15	$6,187.24
2015-04	4	$1,303.13
2015-05	8	$2,572.16
2015-06	10	$4,029.75
2015-07	6	$1,899.05
2015-08	2	$504.94
2015-09	8	$2,738.41
2015-10	5	$2,035.92
2015-11	9	$2,806.25
2015-12	13	$5,904.36
2016-01	14	$4,568.71
2016-02	14	$4,993.24
2016-03	11	$5,131.89
2016-04	5	$1,729.73
2016-05	3	$1,764.90
2016-06	5	$2,842.60
2016-07	2	$939.46
2016-08	3	$950.97
2016-09	2	$1,899.65
2016-10	2	$1,710.54
2016-11	4	$3,809.61
2016-12	11	$10,235.24
2017-01	19	$16,893.65
2017-02	8	$6,966.66
2017-03	10	$7,320.36
2017-04	6	$5,772.02
2017-05	1	$785.02
2017-06	2	$990.74
2017-07	4	$3,313.80
2017-09	1	$803.69
2017-10	5	$4,733.29
2017-11	6	$5,744.48
2017-12	8	$6,887.78
Grand Total	**255**	**$142,703.05**

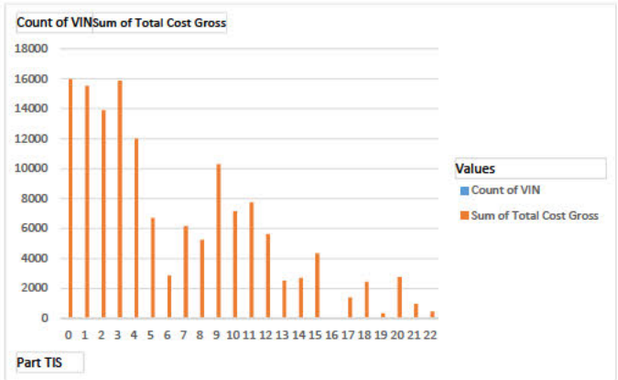
Row Labels	Count of VIN	Sum of Total Cost Gross
0	1	$274.33
1	33	$17,707 02
2	1	$650.75
3	1	$311.61
5	1	$912.34
7	1	$337.76
11	1	$231 50
17	2	$1,451 99
18	1	$275 96
28	1	$212 84
45	1	$884 59
93	1	$263 01
124	1	$1,023.41
134	1	$528 84
165	1	$270 02
221	1	$374 26
249	1	$876 51
312	1	$299.75
324	1	$716 30
369	1	$1,031 55
376	1	$863.19
406	1	$842.45
440	1	$940.62
472	1	$360.79
541	1	$319.66
581	1	$801 05
601	1	$891.65
615	1	$872 89
685	1	$982 55
732	1	$921 52
742	1	$909 80
975	1	$793.19
979	1	$1,060 21
981	1	$1,153 27
1052	1	$801 05
1120	1	$248 26
1126	1	$771 25
1142	1	$294 98

1157	1	$340 02
1168	1	$661.50
1195	1	$664.13
1226	1	$887.17
1234	1	$913.70
1239	1	$224.11
1391	1	$387.12
1443	1	$676.94
1679	1	$432.26
1797	1	$1,092.25
1809	1	$281.60
1830	1	$295.01
1835	1	$251.36
1865	1	$843.61
1882	1	$886.77
1902	1	$1,419.09
1906	1	$1,229.45
1922	1	$1,030.61
2051	1	$293.13
2097	1	$785.29
2148	1	$810.37
2187	1	$417.43
2273	1	$396.69
2283	2	$821.64
2365	1	$214.89
2387	1	$311.77
2404	1	$488.06
2443	1	$854.06
2479	1	$272.76
2535	1	$471.95
2714	1	$607.54
2738	1	$908.85
3007	1	$290.95
3257	1	$353.46
3371	1	$939.92
3386	1	$360.16
3420	1	$742.82
3427	1	$219.36
3492	1	$1,231.59
3500	1	$612.50
3515	1	$828.07
3701	1	$829.49
3710	1	$750.45
3794	1	$311.36
3823	1	$885.82
3888	1	$272.65
3974	1	$890.55
4022	1	$794.87
4480	1	$238.13
4581	1	$612.79
4584	1	$253.18
4667	1	$1,088.98
4683	1	$743.03
4914	1	$464.84
5298	1	$271.36
5339	1	$283.18
5349	1	$533.59
5680	1	$383.38

5712	1	$1,047 82
5796	1	$1,007.45
5937	1	$275 34
6000	1	$425.11
6112	1	$418.96
6226	1	$974.66
6253	1	$762.90
6354	1	$299.83
6428	1	$295.74
6622	2	$1,339 26
6715	1	$353.90
6756	1	$331.65
6924	1	$863.21
7039	1	$228.99
7103	1	$978.65
7128	1	$356.45
7369	1	$491.83
7381	1	$790.11
7479	1	$231.28
7629	1	$350.01
7630	1	$819.99
7677	1	$327.97
7745	1	$510.80
7814	1	$779.51
8176	1	$613.42
8396	1	$335.04
8491	1	$976.97
8617	1	$798.81
8651	1	$209.96
8662	1	$293.07
8664	1	$167.09
8678	1	$201.69
8684	1	$322.26
8718	1	$310.55
8804	1	$302.89
8850	1	$713.75
9003	1	$216.65
9372	1	$652.36
9433	1	$414.21
9547	1	$790.25
9698	1	$374.30
9791	1	$317.81
9930	1	$467.30
10047	1	$893.08
10075	1	$538.96
10115	1	$329.75
10126	1	$951.83
10207	1	$281.90
10211	1	$283.23
10376	1	$823.99
10622	1	$805.08
10901	1	$306.97
10925	1	$433.43
10995	1	$332.31
11261	1	$424.95
11321	1	$381.08
11393	1	$0.00
11589	1	$353.42

11679	1	$319.78
11867	1	$310.66
11887	1	$226 00
11913	1	$949 24
12918	1	$362.64
12922	1	$338 29
12929	1	$853.74
13072	1	$322 93
13413	1	$934 23
13742	1	$0.00
14007	1	$778.15
14053	1	$416 55
14091	1	$410.68
14120	1	$352.61
14218	1	$428.40
14329	1	$451 97
14403	1	$1,120 31
14534	1	$126 04
14607	1	$374.68
15026	1	$482.64
15489	1	$911.74
16039	1	$362.61
16458	1	$314.41
16811	1	$285 50
16991	1	$818.46
17738	1	$584.77
17804	1	$349.78
17930	1	$83.98
18045	1	$300.44
18299	1	$305 93
18555	1	$1,066.13
18835	1	$424 50
19416	1	$779 06
19740	1	$1,002 07
19959	1	$370 24
19985	1	$680 52
20182	1	$973.45
20278	1	$367 83
20549	1	$305 93
20841	1	$281 54
21559	1	$344 96
21733	1	$269.72
21962	1	$949 24
22133	1	$1,094 20
22293	1	$388 35
24340	1	$842 94
24376	1	$895 31
25703	1	$684 59
26484	1	$0.00
26578	1	$789 05
29201	1	$417.76
31135	1	$910.16
31347	1	$239 05
32431	1	$414.46
33980	1	$877 51
35296	1	$628 23
36358	1	$324 53
36408	1	$465 36

37571	1	$1,057.44
38307	1	$322.44
38663	1	$469.43
41575	1	$229 20
42078	1	$970 21
48310	1	$1,008 00
49148	1	$0.00
66143	1	$282 37
Grand Total	**255**	**$142,703.05**



Row Labels	Count of VIN	Sum of Total Cost Gross
0	30	$15,955 52
1	26	$15,522.42
2	23	$13,892.64
3	25	$15,859 20
4	20	$11,999 81
5	15	$6,692 00
6	9	$2,840 31
7	13	$6,139 28
8	8	$5,217 81
9	19	$10,294 00
10	11	$7,148 98
11	12	$7,735 05
12	10	$5,616.70
13	6	$2,509.49
14	5	$2,676.69
15	7	$4,324 01
16	1	$0 00
17	2	$1,363.70
18	5	$2,453.14
19	1	$324 53
20	5	$2,739.16
21	1	$970 21
22	1	$428.40
Grand Total	255	$142,703.05

From: Helberg, Ken (K.H.)
Sent: Tuesday, May 16, 2017 4:19 PM
To: White, Eric (E.); Pusta, Ionut (I.)
Cc: Kramer, Michael (M.T.)
Subject: RE: Service orders for 13S12 stand pipe

Thank you Eric…this helps a lot!

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: White, Eric (E.)
Sent: Tuesday, May 16, 2017 12:00 PM
To: Helberg, Ken (K.H.); Pusta, Ionut (I.)
Cc: Kramer, Michael (M.T.)
Subject: RE: Service orders for 13S12 stand pipe

Ken,
Please attached. This is far back as the monthly goes.
<< File: DV6Z-8A080-B (svc part demand) 5-16-17.xlsx >>

From: Helberg, Ken (K.H.)
Sent: Tuesday, May 16, 2017 7:16 AM
To: White, Eric (E.) <ewhite43@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Kramer, Michael (M.T.) <mkramer1@ford.com>
Subject: RE: Service orders for 13S12 stand pipe

Thank you Eric, this is good.
I hate to trouble you further but we would like a little more granularity to track it against our warranty claims…would it be possible to get this data by month? Or let me know where I can look it up myself to save you the trouble.

Thanks.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: White, Eric (E.)
Sent: Monday, May 15, 2017 3:14 PM
To: Helberg, Ken (K.H.); Pusta, Ionut (I.)
Cc: Kramer, Michael (M.T.)
Subject: RE: Service orders for 13S12 stand pipe

Ken,
Service demand below

DV6Z- 8A080-B

YEAR	Quantity
2017	451
2016	1588
2015	2160
2014	890

From: Helberg, Ken (K.H.)
Sent: Monday, May 15, 2017 3:06 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>; White, Eric (E.) <ewhite43@ford.com>
Cc: Kramer, Michael (M.T.) <mkramer1@ford.com>
Subject: RE: Service orders for 13S12 stand pipe

Thanks John.

Eric,
Would it be possible to get the sales by month of service part number DV6Z-8A080-B (the 2013 13S12 stand pipe) since January 2015 when the majority of 13S12 kits had been installed. I am trying to get a good sense if the replacements are accelerating, decelerating or staying roughly the same.

I had a decent handle on this while most of these cars (2013 C520s) were still under warranty but now most if not all of them are out of warranty so the Ford Warranty system is not showing very many replacements we think there are still a large number being replaced. in gathering this data along with field returns we are trying to put together a business case for a cleaning procedure or new coolant or some other service action for these customers once we have a better understanding of what is going on.

Thanks.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Pusta, Ionut (I.)
Sent: Monday, May 15, 2017 2:50 PM

To: Helberg, Ken (K.H.)
Subject: RE: Service orders for 13S12 stand pipe

Ken,

Ken,

I believe Joseph Watson (Escape PVT) was the one sharing his screen. It was not WERS but the IMS2 screen. Joe is used to reviewing GCQIS claims and emerging trends.

Eric White is our parts logistics contact for the 1.6L and if you need more assistance with the part sales, he may also be able to help.

Thank you,

[redacted]

Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Helberg, Ken (K.H.)
Sent: Monday, May 15, 2017 2:40 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: Service orders for 13S12 stand pipe

John,
At Josh's meeting last Friday someone brought up a WERS screen that showed the order history of service part number DV6Z-8A080-B for the 13S12 stand pipe warranty.
Do you know who that was?

I would like to see that data in more detail and try to understand how well those order numbers correlate to the actual number of stand pipes being replaced in customer cars. In other words is it 1:1 where all parts ordered are being put into customers cars or are they being stockpiled for some reason.

The reason I am asking is our warranty data has dropped off drastically since most of these cars are now out of their warranty period so I don't have a real good sense anymore of what the service rate really is. I am hoping I can learn something from the order numbers.

Thanks,

Ken Helberg
PTI Cooling
[redacted]

[redacted]
khelber1@ford.com

From: Montgomery, Kerry (K.P.)
Sent: Wednesday, May 23, 2018 5:44 PM
To: Osepchook, William (W.R.); Pusta, Ionut (I.)
Cc: Sujeeth kumar, Ganesan (G.); Rivera, Santos (S.); Nader, Robert (R.N.)
Subject: RE: tracker Alert: Issue Id [redacted] Created in Project SERVIS2 Requests

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: MEA

Escape/Kuga WSM updates required for 17S09 are complete.

However, at least one of the China Kuga VINS below shows in OASIS as a 2013 MY, but FSA 17S09 is open on the unit. I understood that 17S09 only covered Escape/Kuga vehicles back to the 2014 MY. And that 2013 MY Escape/Kuga were addressed by the earlier 13S12 FSA.

John – Do you know the reason for this apparent discrepancy?

Kerry Montgomery
Svc Information Development Commodity Lead
Service Engineering Operations
Ford Motor Company

Fairlane Business Park III (FBP3)
1555 Fairlane Dr.
Allen Park, MI 48101
[redacted]

From: Osepchook, William (W.R.)
Sent: Tuesday, May 22, 2018 7:40 AM
To: Montgomery, Kerry (K.P.) <kmontgo1@ford.com>; Nader, Robert (R.N.) <rnader@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Sujeeth kumar, Ganesan (G.) <GSUJEETH@ford.com>
Subject: FW: tracker Alert: Issue Id [redacted] Created in Project SERVIS2 Requests

See below in bold. Can you provide a status?

From: Rivera, Santos (S.)
Sent: Tuesday, May 22, 2018 7:29 AM
To: Osepchook, William (W.R.) <wosepcho@ford.com>
Cc: Sujeeth kumar, Ganesan (G.) <GSUJEETH@ford.com>
Subject: FW: tracker Alert: Issue Id [redacted] Created in Project SERVIS2 Requests

Ganesan,

Bill will investigate this let you know the status. I'll since have move on to a new position within Ford and no longer involve with SLTS. Please keep Bill in contact for future needs.

Bill,

Can you find out from Kerry, Ron, Rob, and John Pusta are with the updates for the WSM and EVTM which were impacted from this coolant system recall 17S09. Also ask John if the parts have been release for service. AP needs to know ASAP.

Thanks

From: Sujeeth kumar, Ganesan (G.)
Sent: Tuesday, May 22, 2018 2:50 AM
To: Rivera, Santos (S.) <srivera5@ford.com>
Cc: Cyrus, Alfred thyagaraj (A.) <ACYRUS3@ford.com>; King Dennis (AA-AS/EDS6.25) <dennis.king2@us.bosch.com>; Umamaheshwaran, Jayaprabhu (U.) <ujayapra@ford.com>
Subject: RE: tracker Alert: Issue Id [redacted] Created in Project SERVIS2 Requests

Hi Santos,

Do you have any update?
Please provide your feedback.

Regards
Sujeeth kumar G

From: Sujeeth kumar, Ganesan (G.)
Sent: Tuesday, March 27, 2018 5:32 PM
To: Rivera, Santos (S.) <srivera5@ford.com>
Cc: Valdez Ray (AA-AS/EDS6.25) <Ray.Valdez@us.bosch.com>; Cyrus, Alfred thyagaraj (A.) <acyrus3@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; King Dennis (AA-AS/EDS6.25) <dennis.king2@us.bosch.com>; Umamaheshwaran, Jayaprabhu (U.) <ujayapra@ford.com>
Subject: RE: tracker Alert: Issue Id [redacted] Created in Project SERVIS2 Requests

Hi Santos,

Do you have any update?
Please provide your feedback.

Regards
Sujeeth kumar G

From: Rivera, Santos (S.)
Sent: Tuesday, January 02, 2018 6:50 PM
To: Sujeeth kumar, Ganesan (G.) <GSUJEETH@ford.com>
Cc: Valdez Ray (AA-AS/EDS6.25) <Ray.Valdez@us.bosch.com>; Cyrus, Alfred thyagaraj (A.) <ACYRUS3@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; King Dennis (AA-AS/EDS6.25) <dennis.king2@us.bosch.com>
Subject: RE: tracker Alert: Issue Id [redacted] Created in Project SERVIS2 Requests

Ganesan,

This one is work in process. It is going to take some time to correct this one (a few months) because of what's involved. I'll keep you inform

From: Sujeeth kumar, Ganesan (G.)
Sent: Thursday, December 28, 2017 1:59 AM
To: Rivera, Santos (S.) <srivera5@ford.com>
Cc: Valdez Ray (AA-AS/EDS6.25) <Ray.Valdez@us.bosch.com>; Cyrus, Alfred thyagaraj (A.) <ACYRUS3@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; King Dennis (AA-AS/EDS6.25) <dennis.king2@us.bosch.com>
Subject: RE: tracker Alert: Issue Id [redacted] Created in Project SERVIS2 Requests

Hi Santos,

Please provide your feedback.

Regards
Sujeeth kumar G

From: Sujeeth kumar, Ganesan (G.)
Sent: Monday, December 11, 2017 1:44 PM
To: Rivera, Santos (S.)
Cc: Valdez Ray (AA-AS/EDS6.25); Cyrus, Alfred thyagaraj (A.); Pusta, Ionut (I.); King Dennis (AA-AS/EDS6.25)
Subject: RE: tracker Alert: Issue Id [redacted] Created in Project SERVIS2 Requests

Hi Santos,

Any updates on below request,

Please provide your feedback.

Regards
Sujeeth kumar G

From: Rivera, Santos (S.)
Sent: Thursday, November 16, 2017 6:36 PM
To: Sujeeth kumar, Ganesan (G.); King Dennis (AA-AS/EDS6.25)
Cc: Valdez Ray (AA-AS/EDS6.25); Cyrus, Alfred thyagaraj (A.); Pusta, Ionut (I.)
Subject: RE: tracker Alert: Issue Id [redacted] Created in Project SERVIS2 Requests

Sujeeth,

This one will be a very hard one to do at this time. If this hose is failing the FSA should be performed. The FSA 17S09 has the dealerships replacing this hose with a revise one. As far as I know the new revise hose has not been release for service yet , Its work in process. The FSA currently is the most important thin g to do. Please take a look at the FSA 17S09 that was release for the 2014 Kuga. I will let my counterpart that is working very close with EU and find out if and when these parts will be release for service. I'll get back with you ASAP. For now I will put this request on hold.

From: Sujeeth kumar, Ganesan (G.)
Sent: Thursday, November 16, 2017 5:13 AM
To: King Dennis (AA-AS/EDS6.25) <dennis.king2@us.bosch.com>
Cc: Valdez Ray (AA-AS/EDS6.25) <Ray.Valdez@us.bosch.com>; Cyrus, Alfred thyagaraj (A.) <ACYRUS3@ford.com>; Rivera, Santos (S.) <srivera5@ford.com>
Subject: RE: eTracker Alert: Issue Id [redacted] Created in Project SERVIS2 Requests

Hello Dennis,

INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Please create a new LOP code for this part number,

Just now we got the warranty claim details from requestor.

Part number - **CV618C012AA & CV618C012TE** _ Hose

Total claims – **180**

Attached the new LOP request form..

Thanks for your support.

Regards
Sujeeth kumar G

From: King Dennis (AA-AS/EDS6.25) [mailto:dennis.king2@us.bosch.com]
Sent: Monday, October 09, 2017 3:48 PM
To: Sujeeth kumar, Ganesan (G.)
Cc: Valdez Ray (AA-AS/EDS6.25); Cyrus, Alfred thyagaraj (A.)
Subject: RE: eTracker Alert: Issue Id [redacted] Created in Project SERVIS2 Requests

Hello Sujeeth,
There is no labor operation for that part. You can request a labor operation, however this should possibly be a TSB.

Remember all request must also be sent to Santos Rivera

Best regards

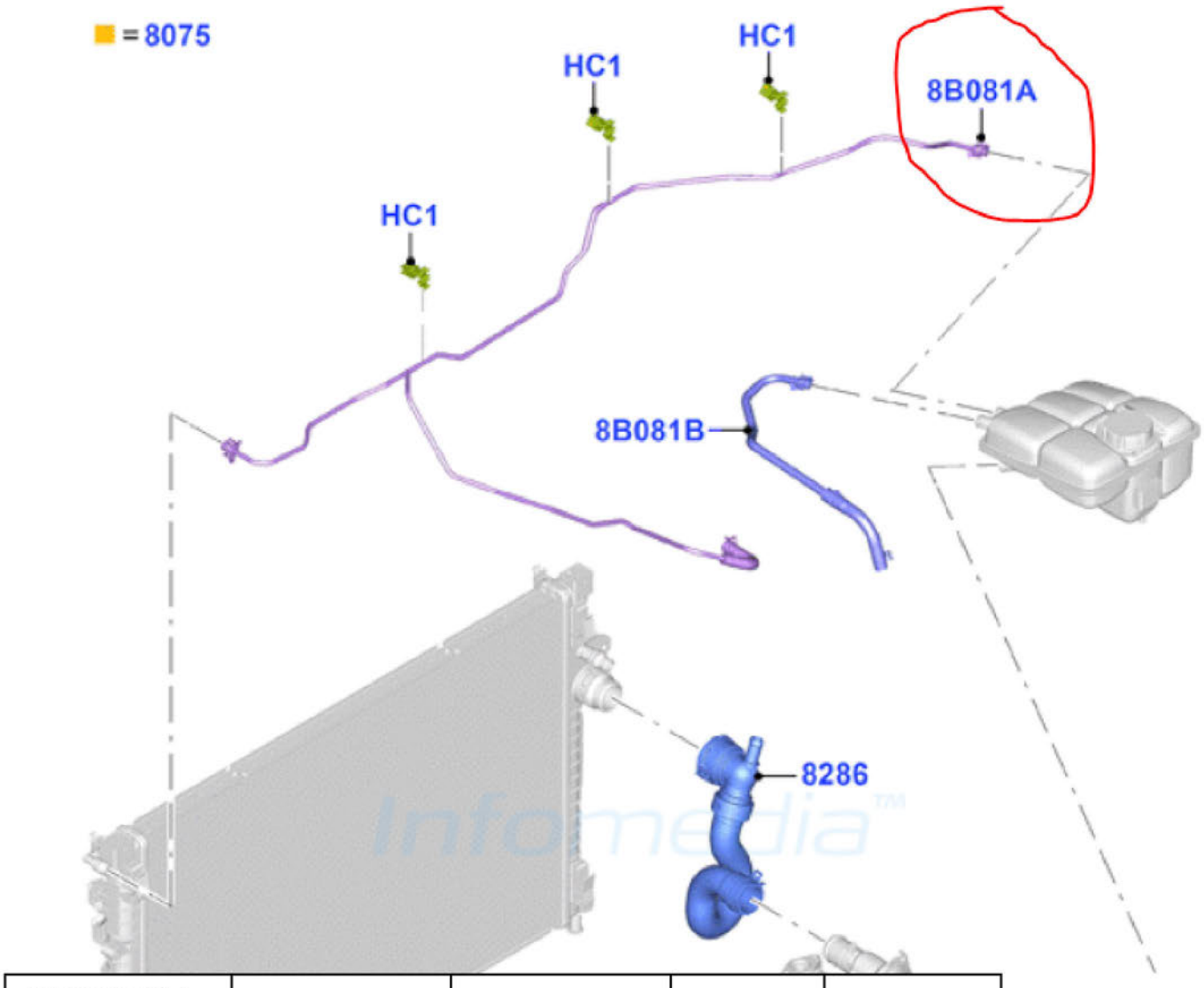
Dennis King
AA-AS/EDS6.25

Tel. [redacted]

From: Sujeeth kumar, Ganesan (G.) [mailto:GSUJEETH@ford.com]
Sent: Monday, October 09, 2017 5:49 AM
To: King Dennis (AA-AS/EDS6.25) <dennis.king2@us.bosch.com>
Cc: Valdez Ray (AA-AS/EDS6.25) <Ray.Valdez@us.bosch.com>; Cyrus, Alfred thyagaraj (A.) <ACYRUS3@ford.com>
Subject: FW: eTracker Alert: Issue Id [redacted] Created in Project SERVIS2 Requests

Hi Dennis,

We couldn't find the LOP code for this part number (**CV618C012AA** & **CV618C012TE**)



CV618C012AA CV618C012TE	8C012	Hose	CK	138

Vehicle Details:

Vehicle Line – CK_C520
Engine – 1.6L(JT)_Sigma
Part number - CV618C012AA & CV618C012TE
Total claims – **138**

Can we push this request to new LOP creation or If do you have any alternative LOP code for this concern

Please provide your feedback.

Regards
Sujeeth kumar G

From: Tracker, E (E.)
Sent: Wednesday, July 12, 2017 3:51 PM
To: Umamaheshwaran, Jayaprabhu (U.); Cyrus, Alfred thyagaraj (A.); Govindasamy, Manikandan (G.); Manoharan, Suresh Kumar (S.); Ppubs, A (A.); S, Sugumar (S.); Sujeeth kumar, Ganesan (G.); N, Anbukumar (N.)
Subject: eTracker Alert: Issue Id [redacted] Created in Project SERVIS2 Requests

eTracker New Issue Alert

Issue Id [redacted] has been created by Anbukumar N (NANBUKUM) in Project: SERVIS2 Requests

- **Description:**

  10 Labour code Request (NANBUKUM) (12-Jul-2017 06:21 AM)

- **Created By :** NANBUKUM

- **Market:** China CAF

- **Type of Request** Labor code/hour Request (999X)

- **Assigned to** GMANIKA5

- **Status:** New

- **VIN:**

  LVSHJCAB9DE[redacted]
  LVSHJCAB4EE
  LVSHJCAB7DE
  LVSHJCAB2DE
  LVSHJCAB5DE
  LVSHJCAB6DE
  LVSHJCAB5EE
  LVSHJCAB2DE
  LVSHJCAB0DE
  LVSHJCAL9GE

- **Part Number**

  SWITCH AUDIO REM CTL
  Hose
  DRV LFT/GT PWR LH
  STEERING RACK
  BEARING FRT HUB OUT
  SCREEN ASY
  INSULATOR ENGINE MTG
  DISC BRAKE
  SNS PRK AID
  EVAPORATOR + BLOWER

- **Vehicle Line:** CK

- **Vehicle Type** Car

- **Minimum of 50 claims in the past 12 consecutive months** 100

- **Average Claimed Hours** 0.4

- **Created Date:** Jul-12-2017

From: Miller, Frederic (F.C.)
Sent: Wednesday, February 28, 2018 7:49 PM
To: Dwan, Patrick (P.J.)
Subject: RE: two concerns at Downs Ford

Hi Pat,

Thank you for getting back to me I will inform the dealer.

Thanks again,

Fred Miller
Ford Motor Company
Service Zone Manager
[redacted]
Fax: (866) 984 – 5230
Fmille72@ford.com

From: Dwan, Patrick (P.J.)
Sent: Wednesday, February 28, 2018 2:40 PM
To: Miller, Frederic (F.C.) <FMILLE72@ford.com>
Subject: FW: two concerns at Downs Ford

Frederic,
Please see the response from my team below.

I reviewed and agree with the SSSC direction. The dealer did not follow the published WSM instructions to replace the engine long block but instead sent the cylinder head out for additional work.
I would recommend to have the dealer complete the request for long block replacement through the SSSC and replace the engine long block. Unfortunately they would not be eligible for the additional work they did.

Pat.

From: Pusta, Ionut (I.)
Sent: Wednesday, February 28, 2018 2:35 PM
To: Dwan, Patrick (P.J.) <pdwan@ford.com>; Thompson, Mark (M.T.) <mthomp15@ford.com>
Subject: RE: two concerns at Downs Ford

Pat,

I looked at the SSSC contact and I also spoke to Thomas at the SSSC about this contact. I only see one VIN and one contact on this email.

Just to summarize:

- The vehicle came in with loss of coolant
- The dealer contacted the SSSC and they were told to follow WSM diag
- The dealer disassembled the engine and sent the cylinder head to a shop to check flatness and resurfacing

- The dealer contacted requesting cylinder head resurfacing.
- We informed the dealer that we don't resurface the heads and that per the WSM the long block requires replacement because coolant was found in a cylinder. The Cooling System Pressure Test in the WSM section 303-03A step 11 recommends to replace the long block if coolant is found in the cylinder.

    11. If the pressure drops more than the expected range of 2-4 psi and no external leaks are found, the leak may be interna inspect the cylinder combustion chambers for coolant intrusion. If coolant instrusion is found install a new engine long

- The dealer was told to perform a cost cap for the long block without the cylinder head inspection and resurfacing, because this was done outside of WSM direction.
- The SSSC is currently waiting for the dealer to resubmit for long block approval without the additional diag and repairs that were not needed.

I reviewed and agree with the SSSC direction. The dealer did not follow the published WSM instructions to replace the engine long block but instead sent the cylinder head out for additional work.

I would recommend to have the dealer complete the request for long block replacement through the SSSC and replace the engine long block. Unfortunately they would not be eligible for the additional work they did.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Dwan, Patrick (P.J.)
Sent: Tuesday, February 27, 2018 10:48 PM
To: Thompson, Mark (M.T.) <mthomp15@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: FW: two concerns at Downs Ford
Importance: High

Hi Mark,
Hope all is going well in the new job.
In the transition, kindly requesting you give these two 17S09 contacts a look and provide any thoughts.
From a quick read, it seems that the dealer may not have fully followed the FSA / WSM instructions.
Thanks,
Pat.

From: Miller, Frederic (F.C.)
Sent: Tuesday, February 27, 2018 3:49 PM
To: Dwan, Patrick (P.J.) <pdwan@ford.com>
Subject: FW: two concerns at Downs Ford
Importance: High

Hi Pat,

You helped me with 17S09 in the past. I am reaching out for advise on how to proceed with the following appeal for financial assistance from Downs Ford (20681).

Vehicle Info: 2014 Escape, Built on 5-Mar-14
VIN: 1FMCU0JXXEU[redacted]

Concern: 17S09

Summary: Dealer went through what they believed was the correct course of diagnosis/repair for 17S09. They have substantial Actual time in the repair diagnosis which has been deemed not warranted. They are seeking approval for this time in addition to the repair. They claim they followed procedure and did seek guidance/approval throughout the process, the attachment is there as a means of proof of this. I read through the 17S09 S2 document and did not come across a specific line directing long block replacement. I went into PTS/Oasis to look into the Service Manual but do not have access. I quickly looked over the actual time usage guidelines in the W&P manual but only claiming and not appeal procedures are listed.

Desired Outcome: Financial Assistance
Are you able to help me with an appeal for financial assistance or know who can? If you can help does this case meet the criteria for assistance? I need help with information on how to handle.

Thank you,
Fred Miller
Ford Motor Company
Service Zone Manager
[redacted]
Fax: (866) 984 – 5230
Fmille72@ford.com

The concern is the 2014 escape , vin # 1FMCU0JXXEU[redacted] customer name. Seeking authorization to proceed with replacement of long block and time for diagnoses of concern.

17s09 coolant recall. SSSC responses are enclosed in the pdf. The Dealer / technician followed the procedures provided including numerous calls and communications with SSSC to obtain approvals for repair of this vehicle. During the process the dealer had to remove the head and send it to be checked. SSSC finally communicated the procedure they wanted to fix the vehicle after numerous times asking for guidance. They want a long block installed on this vehicle but do not want to pay for the time already spent in diagnosing the concern.
The recall instructions and the Workshop manual were followed, neither one indicate replacement of the long block during normal diagnoses of this concern .
The "tech advisor " from SSSC gave us the answer to where in the workshop manual the statement of replace the long block if there is loss of pressure. If normal diagnoses is used it does not lead you to this statement.

Thank You,

Joe Pati
Downs Ford Inc.

From: Thompson, Mark (M.T.)
Sent: Wednesday, February 28, 2018 1:59 PM
To: Dwan, Patrick (P.J.)
Subject: RE: two concerns at Downs Ford

Pat,

The dealer contacted the SSSC and advised them there was coolant in cylinder 2. I assume they found this while performing the Coolant System Pressure Check in the SM. In that test, under step 11, it says to replace engine long block assembly. Screen captures are below. Let me know if you need anything else.

Contact ID: [redacted] FSA: 17S09 Bulletin Create Date: 02:19 Wednesday 24 January 201

Contact Info | Vehicle | Comments | Contact History | Q&A | Parts | Repair Order Info | Repair Order History | Claiming

Type: DEALER - Web
Date: 24 Jan 2018
Time: 14:22:39
Visibility: PUB
ID: c-porba3

Comments: vehicle is using coolant. coolant found in cylinder #2. v
to make repairs. or does that all come from sccca (you gu

Type: Agent - Web
Date: 24 Jan 2018
Time: 14:40:40
Visibility: PUB
ID: a-tho379

Comments: Dealers are authorized to claim up to $500 of additional
approval. Follow the Actual Time Usage Guidelines and Se
Warranty and Policy Manual. If the vehicle failed the pre
Manual to diagnosis the vehicle to determine the repair r
Thank you.

A2 CHECK THE ENGINE COOLANT LEVEL AND PRESSURE TEST THE ENGINE COOLING SYSTEM

NOTE: *Allow the engine to cool before checking the engine coolant level.*

- Ignition OFF
- Visually inspect the engine coolant level at the degas bottle and adjust as necessary. Pressure test the engine cooling sy
  Tests, Cooling System Pressure Test in this section.

Does the engine cooling system leak externally?

Yes	REPAIR or INSTALL new components.
No	GO to A3

NOTE: *If the plunger of the pressure tester is pressed too fast, an erroneous pressure reading will result.*

9. To pressurize the engine cooling system, slowly press the plunger of the pressure test pump and increase the press system to stabilize for approximately 2 minutes. Re-pressurize to 21 psi. Pressure should not drop within the next 2 for external leaks and repair as necessary.

10. Allow the vehicle to sit for a minimum of 5 hours, or overnight.

NOTE: *2-4 psi of pressure drop is normal and expected after engine cool down.*

11. If the pressure drops more than the expected range of 2-4 psi and no external leaks are found, the leak may be inte remove the spark plugs and inspect the cylinder combustion chambers for coolant intrusion. If coolant instrusion is f assembly.

12. If pressure remains in the cooling system, remove the cooling system pressure tester and adaptor from the degas b

13. Install the degas bottle cap until it contacts the hard stop.

From: Dwan, Patrick (P.J.)
Sent: Tuesday, February 27, 2018 10:48 PM
To: Thompson, Mark (M.T.) <mthomp15@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: FW: two concerns at Downs Ford
Importance: High

Hi Mark,
Hope all is going well in the new job.
In the transition, kindly requesting you give these two 17S09 contacts a look and provide any thoughts.
From a quick read, it seems that the dealer may not have fully followed the FSA / WSM instructions.
Thanks,
Pat.

From: Miller, Frederic (F.C.)
Sent: Tuesday, February 27, 2018 3:49 PM
To: Dwan, Patrick (P.J.) <pdwan@ford.com>
Subject: FW: two concerns at Downs Ford
Importance: High

Hi Pat,

You helped me with 17S09 in the past. I am reaching out for advise on how to proceed with the following appeal for financial assistance from Downs Ford (20681).

Vehicle Info: 2014 Escape, Built on 5-Mar-14
VIN: 1FMCU0JXXEU[redacted]
Concern: 17S09

Summary: Dealer went through what they believed was the correct course of diagnosis/repair for 17S09. They have substantial Actual time in the repair diagnosis which has been deemed not warranted. They are seeking approval for this time in addition to the repair. They claim they followed procedure and did seek guidance/approval throughout the process, the attachment is there as a means of proof of this. I read through the 17S09 S2 document and did not come across a specific line directing long block replacement. I went into PTS/Oasis to look into the Service Manual but do not

have access. I quickly looked over the actual time usage guidelines in the W&P manual but only claiming and not appeal procedures are listed.

Desired Outcome: Financial Assistance
Are you able to help me with an appeal for financial assistance or know who can? If you can help does this case meet the criteria for assistance? I need help with information on how to handle.

Thank you,
Fred Miller
Ford Motor Company
Service Zone Manager
[redacted]
Fax: (866) 984 – 5230
Fmille72@ford.com

The concern is the 2014 escape , vin # 1FMCU0JXXEU[redacted]customer name. Seeking authorization to proceed with replacement of long block and time for diagnoses of concern.

17s09 coolant recall. SSSC responses are enclosed in the pdf. The Dealer / technician followed the procedures provided including numerous calls and communications with SSSC to obtain approvals for repair of this vehicle. During the process the dealer had to remove the head and send it to be checked. SSSC finally communicated the procedure they wanted to fix the vehicle after numerous times asking for guidance. They want a long block installed on this vehicle but do not want to pay for the time already spent in diagnosing the concern.
The recall instructions and the Workshop manual were followed, neither one indicate replacement of the long block during normal diagnoses of this concern .
The "tech advisor " from SSSC gave us the answer to where in the workshop manual the statement of replace the long block if there is loss of pressure. If normal diagnoses is used it does not lead you to this statement.

Thank You,

Joe Pati
Downs Ford Inc.

From: Barron, Keith (G.K.)
Sent: Friday, April 13, 2018 2:58 PM
To: Baumeister, Eric (E.)
Subject: RE: VINS that cannot complete 17S09 repairs

Eric,
I'm following up again to check RAV status on the new unit you sent over earlier this month, but I cannot find that email. Do you have it or the VINs that need to be repurchased. I'm checking with the CRC to see if they completed.

From: Saxon, John (J.)
Sent: Friday, March 02, 2018 3:15 PM
To: Barron, Keith (G.K.) <gbarron@ford.com>
Subject: RE: VINS that cannot complete 17S09 repairs

Keith,

The RAV has been submitted for this vin 1FMCU0GX0EU[redacted] the system would not let me save as a draft and upload the rav so I had the CSM submit it.

Sincerely,

John Saxon
Ford Motor Company - FCRS
Customer Relationship Center
[redacted] **Fax: 888-835-7042**
jsaxon1@ford.com

From: Barron, Keith (G.K.)
Sent: Wednesday, February 28, 2018 5:05 PM
To: Saxon, John (J.) <jsaxon1@ford.com>
Subject: RE: VINS that cannot complete 17S09 repairs

Thank you sir

From: Saxon, John (J.)
Sent: Wednesday, February 28, 2018 5:03 PM
To: Barron, Keith (G.K.) <gbarron@ford.com>
Cc: Warren, Tena (T.M.) <twarre13@ford.com>
Subject: RE: VINS that cannot complete 17S09 repairs

Keith, I've opened up case [redacted] for the RAV. I've called Mr. Somers and left a voicemail with my contact info, once they advise me if they want a refund or replacement I will upload the rav. FYI Mr. Somers comes up as a subowner from what we discussed earlier.

John Saxon
Ford Motor Company - FCRS
Customer Relationship Center
[redacted] **| Fax: 888-835-7042**
jsaxon1@ford.com

From: Barron, Keith (G.K.)
Sent: Wednesday, February 28, 2018 4:24 PM
To: Saxon, John (J.) <jsaxon1@ford.com>
Cc: Warren, Tena (T.M.) <twarre13@ford.com>
Subject: RE: VINS that cannot complete 17S09 repairs

Thanks Tena and John.

John,
We do have the 1 unit ready to RAV. It is at the dealership listed below. I'm sending a separate email on that one.

From: Warren, Tena (T.M.)
Sent: Wednesday, February 28, 2018 2:51 PM
To: Barron, Keith (G.K.) <gbarron@ford.com>; Saxon, John (J.) <jsaxon1@ford.com>
Cc: Warren, Tena (T.M.) <twarre13@ford.com>
Subject: RE: VINS that cannot complete 17S09 repairs

Keith –
I'd like John Saxon to lead this in place of the CSM. I will fill him in on the details and you can work directly with him if one of these units are identified.

John – See me for more direction.

From: Barron, Keith (G.K.)
Sent: Wednesday, February 28, 2018 2:42 PM
To: Warren, Tena (T.M.) <twarre13@ford.com>
Cc: Barron, Keith (G.K.) <gbarron@ford.com>
Subject: FW: VINS that cannot complete 17S09 repairs

Hi Tena,
We have an unusual RAV situation. The following units cannot be repaired per the new 17s09 campaign. The customers are receiving 17S09 notices and when they come into the dealership to have the campaign completed the dealership will see a special message to contact recall. At that point, we will be notified the vehicle is at the dealership and we will want to advise the customer the unit cannot be repaired and we will offer a RAV replacement or refund on the vehicle.

Here is where we want to get CCT assistance.

1. When the unit is identified by Recall and is at the dealership, we will notify ~~CCT~~ John to contact the dealership to advise them of the inability to repair and offer to open the RAV
2. CCT opens and approves a RAV for the unit.
3. CCT notifies RAV operations (Lisa, Bill, and I) of the RAV so that we can offer special handling to waive any fees for the customer.
4. RAV will process the RAV for the customer.
5. RAV will scrap the unit as unrepairable

From: Baumeister, Eric (E.)
Sent: Tuesday, February 27, 2018 9:01 AM
To: Barron, Keith (G.K.) <gbarron@ford.com>
Subject: VINS that cannot complete 17S09 repairs

Keith,

Please find the 8 VINs we discussed below. These vehicles are early-build units that we are unable to perform 17S09 repairs on, and the cross-functional team for this recall has determined the most appropriate action would be to repurchase these vehicles from the current owners.

VIN
1FMCU0GX1EU[redacted]
1FMCU0GX0EU[redacted]
1FMCU0GX4EU[redacted]
1FMCU0GX4EU[redacted]
1FMCU0GX4EU[redacted]
1FMCU0GX8EU[redacted]
1FMCU0JX5EU[redacted]
1FMCU9GX2EU[redacted]

VIN **1FMCU0GX0EU**[redacted] is currently at a dealer with the owner in a rental vehicle, and the owner has been informed that Ford will be in contact with them directly to buy their vehicle back. Please see dealer contact information below.

Personnel	**Contact Name:** PATRICK CORDOVA	T
	Phone Number: [redacted]	E
Dealer	**P&A Code:** [redacted]	**Name:** Ray Skillman Hoosier Ford, Inc.
	Address: 333 Curry Dr.	**City:** Martinsville
	Primary P&A Code: [redacted]	

I will continue to send notifications to you as dealers contact the SSSC (recall hotline) when these vehicles arrive at dealers for repairs.

Best Regards,

[redacted]
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
[redacted]

From: Doss, LaWanda (L.)
Sent: Wednesday, July 18, 2018 7:58 PM
To: Cure, Dan (D.)
Cc: Doss, LaWanda (L.)
Subject: Recall 17S09- 2014 Escape- 1FMCU9GX2EU[redacted]
Attachments: Car A-5 recall & invoice.pdf

Importance: High

Hello Dan,

We have a fleet customer that believes this vehicle should have been covered under 17S09. The recall does not showing up in PTS/ Oasis for this Vin, however it appears the repair done by the dealer, (see attachment) meets all the criteria set forth in the 17S09 program (build date, plant location and repairs). The dealer charged the customer out of pocket, because this Vin is not tied to the recall.

Can you advise why this unit is not showing in PTS/ OASIS and if in-fact the recall should be applicable?

2014 Escape
VIN# 1FMCU9GX2EU[redacted]
Build date: 5/9/14
Louisville Plant

Thank you,

LaWanda Doss
Select Fleet Zone Manager (West)
Ford Fleet Service Operations
[redacted]
E-mail: ldoss4@ford.com

[redacted]

Service History | Maintenance Parameters | PM Schedule

Service History

PM Details

Maintenance Analytics | Hide Details | Show Voided POs | Filters: Apply

No Filter
Accidents
AC & Heating

Maintenance POs that include

2014 FORD ESCAPE

Client:	5JJ5	**DIVISION:** 01	**PREFIX:**			**Lic Plate : AV7793**	
ARI Vehicle:	D51867	**MTA Vehicle#** A5	**Operating Expenses:**			**Fixed Expenses:**	
CLIENT DATA1:		**CLIENT DATA2:**		**EQUIP ID:**	[redacted]	**CLIENT DATA4:**	
CLIENT DATA5:		**CLIENT DATA6:**		**CLIENT DATA7:**			
Coupon Issued:			**Service Card Issued:**				
Coupon Book No		**Coupon Schedule**	54490	**Prior Coupon Book No.**		**Prior Coupon Schedule**	
Coupon Name	A4						

PO #	Date	Repair	Estimated Repair Start Date	Actual Repair Start Date	Odometer	Hour Meter	Amount	Status	Process Date	Invoice #	Vendor
Message	06/29/2018 1:39 PM										
Auto_response: Client Authorization Process has been started, REQUESTED AMOUNT $1,359.13 including PO (72924427)											
[redacted]	06/26/2018 11:00 AM	[redacted]		06/26/2018	56189		$1,236.30	Paid	07/03/2018	[redacted]	

06/26/2018 11:08 A.M.: DRVR STATES TOWED IN NO START CEL RUNNING ROUGH // FOUND CODES P1940, FOUND DEGAS BOTTLE AND SENSOR....
06/26/2018 11:11 A.M.: IV STEVEN PUT ME ON HOLD TO FIND OUT WHAT THE ISSUE IS WITH THE REC REPAIRS.... HE PUT ME ON HOLD... THEN GOT BACK ONO THE LINE TO ADVISE THE DEGAS BOTTLE COMES A A KIT WITH THE HARNESS... I AGAIN ASKED WHAT WAS THE DIAG AND WHY DOE WE NEED TO REPLACE THESE ITEMS... IV THEN PROCEEDED TO HANG UP ON ME
06/29/2018 01:18 P.M.: P 1940, ENGINE COOLANT SIGNAL NOT AVAILABLE,, NEEDS DEGAS BOTTLE,, AND SENSOR KIT,, ALONG WITH HARNESS
06/29/2018 01:38 P.M.: ASKED VENDOR IF THIS REPAIR WOULD NOT BE A PART OF THE 17S09 RECALL, THEY SAID IT WAS NOT... I TAGGED THE REPAIR FOR WARRANTY,, BECAUSE I BELIEVE THIS MAY BE COVERED BY THIS RECALL
06/29/2018 01:39 P.M.: AUTO_RESPONSE: CLIENT AUTHORIZATION PROCESS HAS BEEN STARTED, REQUESTED AMOUNT $1,359.13 INCLUDING PO (72924427)
06/29/2018 01:51 P.M.: FA GEORGE CEASER (S) CB TO REVIEW. SAVED$122.83
06/29/2018 02:07 P.M.: PO APPROVED FOR $1,236.30 BY GEORGE CEASER ON 06/29/2018
06/29/2018 02:08 P.M.: PARTS ARE NEGO AS PER FLEET DISCOUNT OF 20% OFF OF LIST. SAVED $122.83
07/02/2018 01:48 P.M.: ISSUED PO TO ALEX - CLOSED EXCEPTION
07/03/2018 02:01 P.M.: SA STEVEN CB TO CLOSE DOES NOT KNOW WHO THE CONTACT IS AND VEHICLE READY CLD FA GEORGE CEASER (S) - INFORMED READY FOR P/U

Quantity	Description	ATA Code	Type	Reason	Extended Cost	Status
1	COOLANT OVERFLOW TANK - (COOLANT TANK)	42002009	PART	REPLACE	$357.10	Approved
1	COOLANT LEVEL SENSOR	03001052	PART	REPLACE	$10.74	Approved
7	COOLANT OVERFLOW TANK - (COOLANT TANK)	42002009	LABOR	REPLACE	$630.00	Approved
1	COOLANT LEVEL SENSOR	03001052	LABOR	REPLACE	$0.00	Approved
1	ENGINE WIRE HARNESS	45002074	PART	REPLACE	$123.46	Approved

HASSETT FORD/LINC/MERC INC IV

HASSETT FORD/LINC/MERC INC
3530 SUNRISE HIGHWAY
WANTAGH NY 11793
Phone: (516) 785-7800 [redacted]
Fax: (516) 785-7694

[redacted]

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3530 Sunrise Highway, Wantagh, NY 11793
www.hassettautomotive.com
NYS R/S NO. R - 700 3673

Truck Service Center
1886 Seaford Avenue, Wantagh, NY 11793
NYS R/S NO. R - [redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	STEVEN MURILLO 1515	[redacted]	07/03/18	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] JAMAICA, NY [redacted]	135.00		56,189	/	

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
	14/FORD TRUCK/ESCAPE/4DR SE 4WD		

	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
NONE	1 F M C U 9 G X 2 E U [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
NYPD		06/22/18

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]	[redacted]	MO: [redacted]

LABOR & PARTS----------

J# [redacted] ENGINE TECH(S):1120 733.90

CHECK ENGINE LIGHT IS ON ---------VEHICLE RUNNING ROUGH .
INSPECTED AND FOUND CODE P1940
FOR DEGAS BOTTLE,SENSOR AND ENGINE HARNESS , KIT
TECH REMOVED AND REPLACED NEEDED PARTS , CLEAR CODES . ROAD
TESTED AND FOUND ALL OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	GV6Z-9P449-E	KIT - E 290812	357.10	357.10
JOB # 1	1	GV6Z-9P449-A	KIT - E 227363	10.74	10.74
JOB # 1	1	EV4Z-14A411-F	WIRE AS 230102	123.46	123.46
JOB # 1	1	VC-3DIL-B	ANTI-FR 582866	11.10	11.10

JOB # 1 TOTAL PARTS 502.40

JOB # 1 TOTAL LABOR & PARTS 1236.30

J# 2 06FOZ ENGINE TECH(S):1120 0.00

CAR DOES NOT START AT TIMES .
----------TOW IN ----------
RELATED TO JOB#1

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 [redacted] *MULTI POINT INSP TECH(S):1120 0.00

PERFORM MULTI POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $1237.00 (+TAX) ON 07/03/18 AT 10:58am
BY MTA PD - ARI FLEET COMMENTS

CUSTOMER

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. SELLER HEREBY LIMITS ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, TO THE SAME PERIOD. SELLER SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH, AND THE EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT.

WARRANTY

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE: UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

PARTS SUB TOTAL	ALLOWANCE	DEALER PARTICIPATION	CUSTOMER PARTICIPATION OR DEDUCTIBLE
CLAIM CHGD OR DENIED	CLAIM RETURNED		

PRO RATE PERCENT	TOTAL LABOR	CORRECTED LABOR
PRO RATE PERCENT	TOTAL PARTS	CORRECTED PARTS
	TOTAL CLAIM	CORRECTED TOTAL

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

The Reynolds and Reynolds Company EPAINTINVE
PE18-007 000490 ER

[redacted]

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Parts/Wholesale: 516-785-7200

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www.hassettautomotive.com
NYS R/S NO. R - 700 3673

Truck Service Center
1886 Seaford Avenue, Wantagh, NY 11793
NYS R/S NO. R - 710 3950

[redacted]

CUSTOMER NO. [redacted]	ADVISOR STEVEN MURILLO 1515		TAG NO. [redacted]	INVOICE DATE 07/03/18	INVOICE NO. [redacted]
[redacted]	LABOR RATE 135.00	LICENSE NO.	MILEAGE 56,189	COLOR /	STOCK NO.
JAMAICA, NY [redacted]	YEAR / MAKE / MODEL 14/FORD TRUCK/ESCAPE/4DR SE 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 F M C U 9 G X 2 E U [redacted]			SELLING DEALER NO.	PRODUCTION DATE
NONE	F.T.E. NO. NYPD	P.O. NO.		R.O. DATE 06/22/18	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS MO: [redacted]			

TOTALS----------

CHECK OUT OUR WEBSITE AT WWW.HASSETTAUTOMOTIVE.COM
*** ASK ABOUT OUR AFTERNOON QUICK LUBE SERVICE HOURS ***
CONVENIENT SERVICE HOURS: M-F 7:30 A.M. TO 6:00 P.M.
SATURDAY SERVICE 8:00 A.M. 3:00 P.M.
VISIT OUR TRUCK SERVICE CENTER LOCATED AT 1886 SEAFORD AVE
WANTAGH. ONE BLOCK WEST OF OUR MAIN FACILITY
YOUR COMPLETE SATISFACTION IS OUR FIRST PRIORITY

********** HASSETT GIVES BACK TO OUR CUSTOMERS **********
ASK ABOUT OUR EXCLUSIVE OWNER ADVANTAGE REWARDS PROGRAM THAT
ALLOWS YOU TO EARN REWARD DOLLARS TOWARD FUTURE PURCHASES!!

TOTAL LABOR....	733.90
TOTAL PARTS....	502.40
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**1236.30**

CUSTOMER SIGNATURE

Inspected by Tech of Buy of [redacted] 7-3-18

CUSTOMER

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. SELLER HEREBY LIMITS ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, TO THE SAME PERIOD. SELLER SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH, AND THE EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT.

WARRANTY

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE: UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

PARTS SUB TOTAL	ALLOWANCE	DEALER PARTICIPATION	CUSTOMER PARTICIPATION OR DEDUCTIBLE
CLAIM CHGD OR DENIED	CLAIM RETURNED		

PRO RATE PERCENT	TOTAL LABOR	CORRECTED LABOR
PRO RATE PERCENT	TOTAL PARTS	CORRECTED PARTS
	TOTAL CLAIM	CORRECTED TOTAL

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

The Reynolds and Reynolds Company EPAINTINVE

PE18-007 000491 ER

Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

December 13, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 17S09** – ***Supplement #1***
Certain 2013-2014 Fusion, 2013-2015 Transit Connect, 2014 Escape, and 2014-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine
Coolant Level Sensor System Installation

REF: **Safety Recall 17S09**
Dated March 28, 2017

New! ***REASON FOR THIS SUPPLEMENT***

- ***Service Action Update:*** *Parts are available to complete this safety recall on Escape vehicles. A Dealer Bulletin Supplement will be provided to dealers in January 2018 when it is anticipated that parts ordering information and repair instructions will be available to complete this safety recall on Transit Connect and Fusion vehicles and again in February 2018 for Fiesta ST vehicles.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2014	Louisville	February 12, 2013 through September 2, 2014
Fiesta ST	2014-2015	Cuautitlan	January 22, 2013 through May 27, 2014
Fusion	2013-2014	Hermosillo	February 15, 2012 through June 6, 2014
Transit Connect	2013-2015	Valencia	June 13, 2013 through December 14, 2014

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, localized overheating of the engine cylinder head may cause the cylinder head to crack, causing a pressurized oil leak that may result in a fire in the engine compartment.

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New! SERVICE ACTION

Escape Vehicles:

Parts ordering information and repair instructions are now available to complete this safety recall. Dealers are to perform repairs following the technical information (Attachment IV) that include enhancements to the engine cooling and control systems. This service must be performed on all affected vehicles at no charge to the vehicle owner.

A small number of Escape vehicles will require unique PCM programming instructions. Please refer to Attachment VI prior to carrying out any repairs, as certain VINs will require a contact to the Special Service Support Center (SSSC) for additional repair instructions.

Prepare your dealership to efficiently perform the repair:

- *Review the repair instructions, which include 11 modular sub-procedures as identified in the Escape technical information (Attachment IV).*
- *Watch the instructional videos and become familiar with the repair instructions and parts.*

Transit Connect, Fusion and Fiesta ST Vehicles:

Service parts and repair procedures are not currently available to address this safety recall. *A Dealer Bulletin Supplement will be provided to dealers in January 2018 when it is anticipated that parts ordering information and repair instructions will be available to complete this recall for Transit Connect and Fusion vehicles and again in February 2018 for Fiesta ST vehicles.*

In the interim period, some customers may arrive at your dealership if their vehicle exhibits a coolant leak, overheating, or frequently needs coolant added. If the vehicle arrives with any of these symptoms, dealers are to use the *Transit Connect, Fusion and Fiesta ST* technical information in Attachment III to perform a cooling system pressure test and repairs, as necessary.

OWNER NOTIFICATION MAILING SCHEDULE

Owners of record were notified of this safety recall via first-class mail the week of April 24, 2017.

Owners of Escape vehicles will be notified of the final repair the week of January 1, 2018.

For all others, in the interim period, dealers are to address customer symptoms described in the Service Action, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to $21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

New! ATTACHMENTS

Attachment I:	*Administrative Information*
Attachment II:	*Labor Allowances and Parts Ordering Information*
Attachment III:	*Technical Information (Transit Connect, Fusion and Fiesta ST Interim Repairs)*
Attachment IV:	*Technical Information (Escape)*
Attachment V:	*Inspection / Check Sheet*
Attachment VI:	*Unique Vehicle Repairs*
Attachment VII:	*Instructional Video Links*

Owner Notification Letters
Recall Reimbursement Plan

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QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

[redacted]

Michael A. Berardi

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Safety Recall 17S09 – *Supplement #1*
Certain 2013-2014 Fusion, 2013-2015 Transit Connect, 2014 Escape, and 2014-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine
Coolant Level Sensor System Installation

OASIS ACTIVATION

OASIS was activated on March 28, 2017.

New! FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through [redacted] on March 28, 2017. *Owner names and addresses will be available by January 12, 2018 for Escape vehicle owners and in the first quarter of 2018 for Transit Connect, Fusion and Fiesta ST vehicle owners.*

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

New! SOLD VEHICLES

Escape Vehicles:

- *Owners of affected vehicles will be directed to dealers for repairs.*
- *Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.*
- *Correct other affected vehicles identified in OASIS which are brought to your dealership.*
- *Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.*

Transit Connect, Fusion and Fiesta ST Vehicles:

Until repair instructions and parts ordering information are available to complete this recall, owners of affected vehicles will be directed to dealers ONLY if their vehicle exhibits a coolant leak, overheating, or frequently needs coolant added.

New! *STOCK VEHICLES*

Escape Vehicles:

Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

A new law prohibits a Rental Company from selling, renting or leasing vehicles subject to a safety or compliance recall. This could impact dealer-operated rental fleets of 35 vehicles or more, including FRAC, LRAC, and DDR vehicles. Please see EFC04833 for details and consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

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Safety Recall 17S09 – *Supplement #1*
Certain 2013-2014 Fusion, 2013-2015 Transit Connect, 2014 Escape, and
2014-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine
Coolant Level Sensor System Installation

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
  - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, dealers are pre-approved to claim up to $500 in related damage for labor and/or parts.
  - For claims exceeding the pre-approved amount, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with an engine coolant leak or overheat.

RENTAL VEHICLES

Dealers are pre-approved for up to 1 day for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day is required from the SSSC via the SSSC Web Contact Site.

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Safety Recall 17S09 – ***Supplement #1***
Certain 2013-2014 Fusion, 2013-2015 Transit Connect, 2014 Escape, and
2014-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine
Coolant Level Sensor System Installation

New! CLAIMS PREPARATION AND SUBMISSION

- Enter claims using One Warranty Solution (OWS).
- When entering claims in DMS software, select claim type 31: Field Service Action. The FSA number 17S09 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- Dealers are authorized to claim up to $500 of additional labor and/or parts without contacting the SSSC for approval. Follow the Actual Time Usage Guidelines and Service Management Responsibilities as identified in the Warranty and Policy Manual.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- Submit refunds on a separate repair line.
  - Program Code: 17S09
  - Misc. Expense: REFUND
  - Misc. Expense: ADMIN
  - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- *Claims for Escape interim repairs under labor operation code 17S09XX must have a repair date on or before December 13, 2017 to be eligible for payment.*

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Safety Recall 17S09 – ***Supplement #1***
Certain 2013-2014 Fusion, 2013-2015 Transit Connect, 2014 Escape, and 2014-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine
Coolant Level Sensor System Installation

New! LABOR ALLOWANCES

Escape Vehicles:

Description	*Labor Operation*	*Labor Time*
Install Coolant Level Sensor System - Escape	*17S09B*	*3.8 Hours*
Powertrain assembly mount neutralizing - Claim as needed Use in combination with 17S09B	*17S09D*	*0.2 Hours*

Transit Connect, Fusion and Fiesta ST Vehicles:
NOTE: This is an interim labor operation and will NOT close the safety recall.

Description	Labor Operation	Labor Time
Perform cooling system pressure test and add coolant as needed - Escape *(must have a repair date on/before December 13, 2017 to be eligible for payment)*	17S09XX	0.6 Hours
Perform cooling system pressure test and add coolant as needed - Fiesta ST and Fusion	17S09YY	0.3 Hours
Perform cooling system pressure test and add coolant as needed - Transit Connect	17S09ZZ	0.4 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Escape Vehicles Built on or before August 23, 2014:
Note: *These vehicles use a 6-Pin Wiring Harness*

Part Number	*Description*	*Order Quantity*	*Claim Quantity*
GV6Z-9P449-E	*Coolant Level Sensor Kit*	*1*	*1*
GV6Z-9P449-A	*Degas Bottle and Cap Kit*	*1*	*1*
EV4Z-14A411-F	*6-Pin EPAS Connector Coolant Stand-pipe Wire Harness*	*1*	*1*
VC-3DIL-B (US) CVC-3DIL-B (Canada)	*Motorcraft Orange Antifreeze / Coolant Prediluted*	*1 Gallon*	*1 Gallon*

Escape Vehicles Built on or after August 24, 2014:
Note: *These vehicles use a 3-Pin Wiring Harness.*

Part Number	*Description*	*Order Quantity*	*Claim Quantity*
GV6Z-9P449-E	*Coolant Level Sensor Kit*	*1*	*1*
GV6Z-9P449-A	*Degas Bottle and Cap Kit*	*1*	*1*
EV4Z-14A411-H	*3-Pin EPAS Connector Coolant Stand-pipe Wire Harness*	*1*	*1*
VC-3DIL-B (US) CVC-3DIL-B (Canada)	*Motorcraft Orange Antifreeze / Coolant Prediluted*	*1 Gallon*	*1 Gallon*

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Safety Recall 17S09 – ***Supplement #1***
Certain 2013-2014 Fusion, 2013-2015 Transit Connect, 2014 Escape, and
2014-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine
Coolant Level Sensor System Installation

New! PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

Transit Connect, Fusion and Fiesta ST Vehicles:

Part Number	Description	Order Quantity	Claim Quantity
VC-3DIL-B (US) CVC-3DIL-B (Canada)	Motorcraft Orange Antifreeze / Coolant Prediluted	Up to 1 Gallon (only as required)	Up to 1 Gallon (only as required)

Less than 5% of the affected vehicle population is expected to require an interim repair for an engine coolant leak or overheat.

All Vehicles:

The DOR/COR number for this recall is 51077.

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

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From: Prescott, Amanda (A.B.)
Sent: Friday, May 05, 2017 3:38 PM
To: Dunahay, John (J.C.)
Subject: repair description

The remedy for action 17S09 (17V-209) includes replacement of the degas bottle and cap, turbo return hoses and bitron valve and the addition of the coolant level sensor and standpipe, a wiring harness, and new powertrain control module software and instrument panel cluster software. For applications affected by this action that do not have the 82 deg C thermostat, the thermostat will be replaced. The 2014 Escape has the 82 deg C thermostat installed.

The 13S12 (13V-583) action included all the items listed above and also included a fuel line jumper inspection, installation of an engine shield, replacement of the engine oil dipstick, air deflector modifications, and active grill shutter modifications. Explanation of those actions and why they are not required are provided below:

Amanda Prescott
Automotive Safety Office
Global Critical Concern Review Group – Senior Safety Investigation Engineer
[redacted]
Fairlane Plaza South-Suite 500

From: Kramer, Michael (M.T.)
Sent: Thursday, April 06, 2017 2:52 PM
To: Reid, Alice (A.D.); White, Eric (E.); Camaj, Linda (.)
Cc: Kramer, Michael (M.T.); Styron, Joshua (J.P.); Helberg, Ken (K.H.); Correia, Eduardo (E.); Madej, Jeanette (J.)
Subject: URGENT. 24K parts be week rate for 17S09

Hi Alice. At yesterday's Phil Yuhasz meeting, the request was made to kick SSI off for the subject. We further discussed at our internal PT Cooling team meeting this morning. Can you please issue the RFQ. Will the RFQ go directly to SSI or to Norma?

Mike Kramer
PT Cooling Systems & Methods Supv.
[redacted]
mkramer1@ford.com

From: Green, Jeffrey (J.T.)
Sent: Thursday, April 13, 2017 7:40 PM
To: Linda Shaw; Linda Webster; Mary Tabin; Michele jackson; Hayes, Sheila (S.)
Cc: Camaj, Linda (.); Pusta, Ionut (I.); Beaker, Melinda (M.); Catalano, Martino (M.); Green, Jeffrey (J.T.); Mueller, Renee (R.); Philliben, Agnes (.); Rooker, Heather (H.R.); Thompson, Mark (M.T.); Wilde, Chris (L.C.)
Subject: USA Owner Mailing - 17S09

Renkim,

The following contains the FTP location* for Safety Program 17S09 USA Owner Mailing. Owner letter and instruction sheets will be sent over today.
(*Release File Info: Instock (sold date = 0001-01-01) units are included. Some Instock units will have owner information; please mail to these owners. Do NOT mail to dealers for Instock units.)

The releases are by vehicle line. Each vehicle line will receive a different instruction sheet along with a common owner letter. These will be sent over today. The last VIN group is foreign produced vehicles assigned to the USA. Please only send the owner letter with this group.

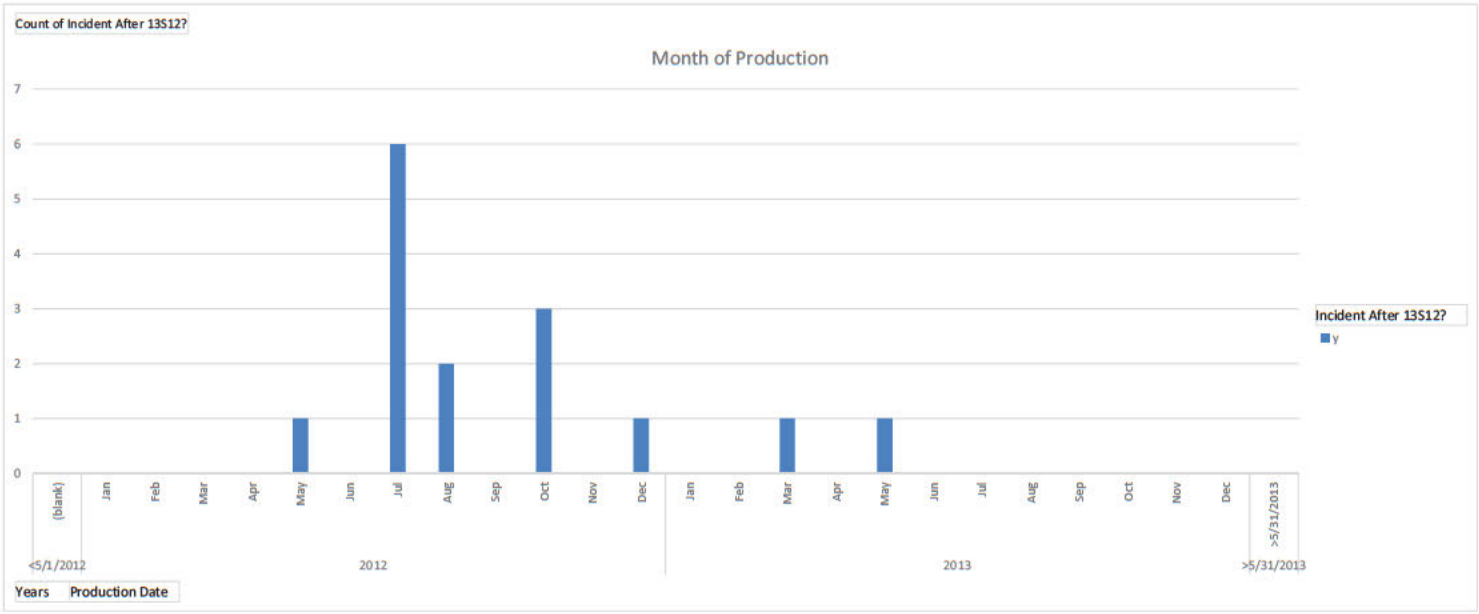
Safety Recall 17S09
Certain 2013-2014 Fusion, 2013-2015 Transit Connect, 2014 Escape, and 2014-2015 Fiesta ST Vehicles Equipped with a 1.6L EcoBoost Engine - Coolant Level Sensor System Installation

Fiesta – 3,506 VINs
CSGC.PROD.CS0191F1.RENKIM.OWNER.G0948V00
==========
Fusion - 82,914 VINs
CSGC.PROD.CS0191F1.RENKIM.OWNER.G0949V00
==========
CSGC.PROD.CS0191F1.RENKIM.OWNER.G0950V00
Escape - 121,390 VINS
==========
Transit Connect – 656 VINs
CSGC.PROD.CS0191F1.RENKIM.OWNER.G0951V00
==========
Overseas production (no instruction sheet) – 118 VINs
CSGC.PROD.CS0191F1.RENKIM.OWNER.G0952V00

Regards,

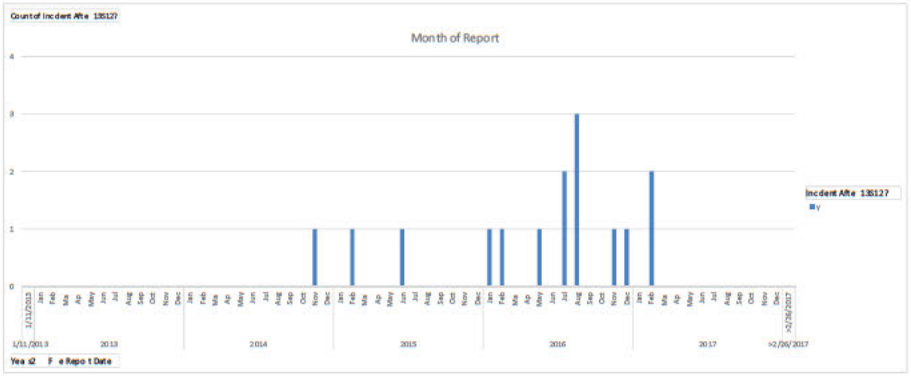
Jeff Green
FSA Coordinator, N.A.
Recall/Service Programs
[redacted]

Count of Incident After 13S12?	Column Labels	
Row Labels	y	Grand Total
<5/1/2012		
(blank)		
2012		
Jan		
Feb		
Mar		
Apr		
May	1	1
Jun		
Jul	6	6
Aug	2	2
Sep		
Oct	3	3
Nov		
Dec	1	1
2013		
Jan		
Feb		
Mar	1	1
Apr		
May	1	1
Jun		
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		
>5/31/2013		
>5/31/2013		
Grand Total	**15**	**15**



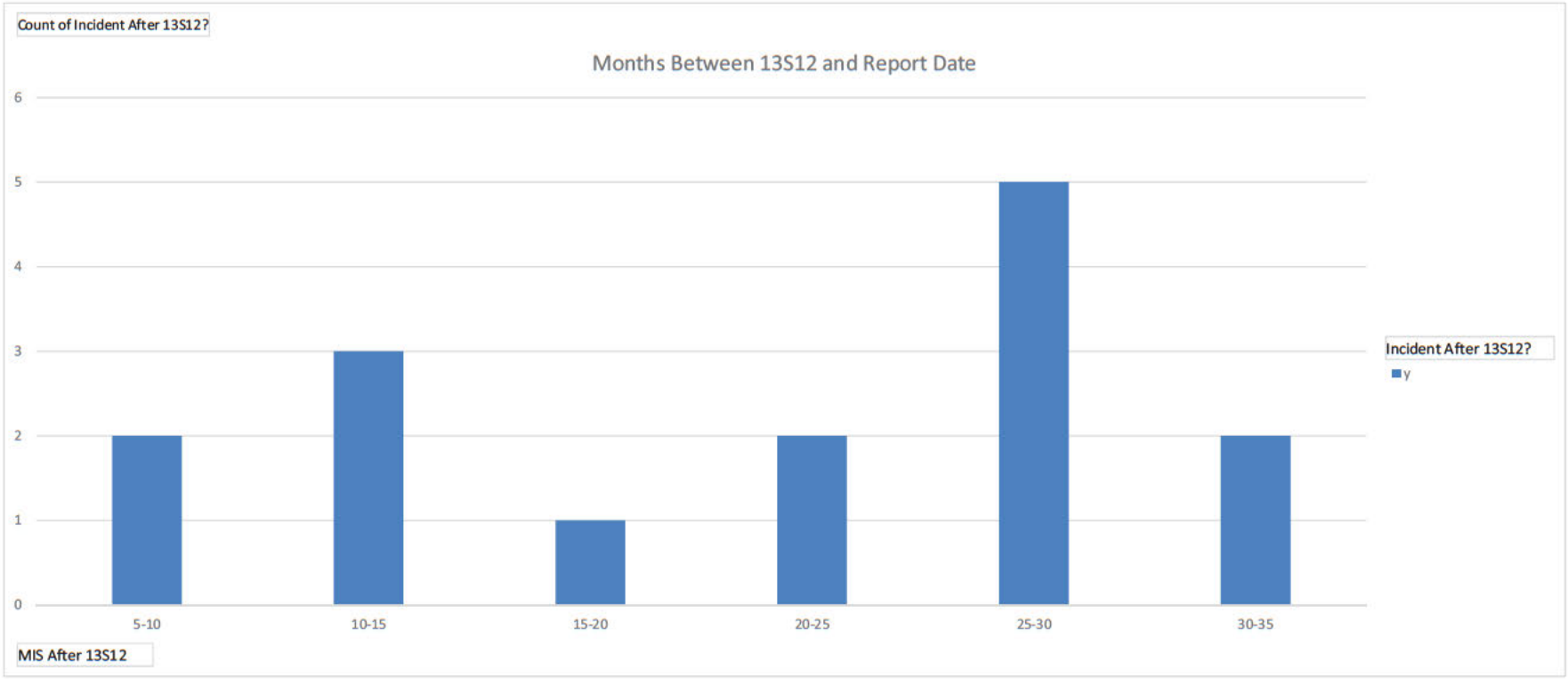
PE18-007 000503 ER

Count of Incident After 135127 Row Labels	Column Labels y	Grand otal
< 1/11/2013		
<1/11/2013		
2013		
Jan		
Feb		
Mar		
Apr		
May		
Jun		
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		
2014		
Jan		
Feb		
Mar		
Apr		
May		
Jun		
Jul		
Aug		
Sep		
Oct		
Nov	1	1
Dec		
2015		
Jan		
Feb	1	1
Mar		
Apr		
May		
Jun	1	1
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		
2016		
Jan	1	1
Feb	1	1
Mar		
Apr		
May	1	1
Jun		
Jul	2	2
Aug	3	3
Sep		
Oct		
Nov	1	1
Dec	1	1
2017		
Jan		
Feb	2	2
Mar		
Apr		
May		
Jun		
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		
> 2/26/2017		
>2/26/2017		
Grand otal	15	15



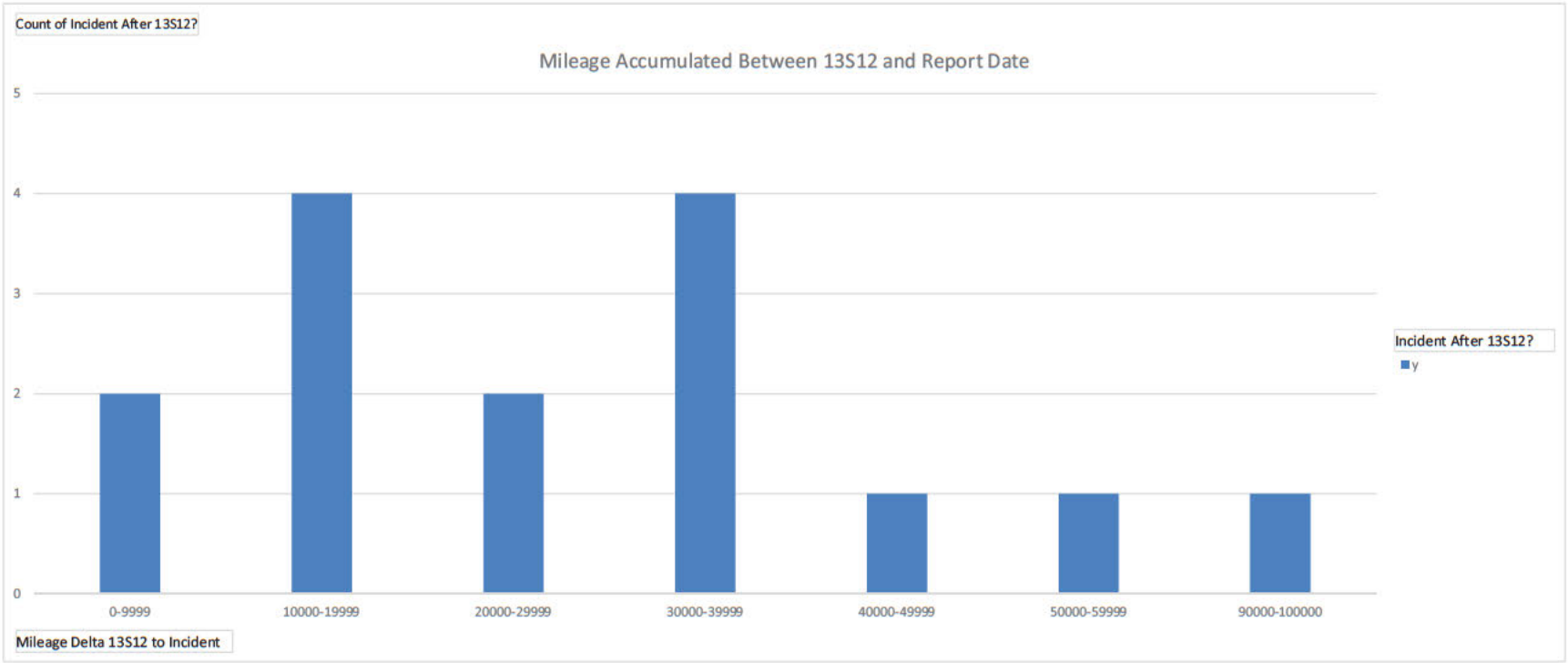
PE18-007 000504 ER

Count of Incident After 13S12?	Column Labels	
Row Labels	y	Grand Total
5-10	2	2
10-15	3	3
15-20	1	1
20-25	2	2
25-30	5	5
30-35	2	2
Grand Total	**15**	**15**



PE18-007 000505 ER

Count of Incident After 13S12?	Column Labels	
Row Labels	y	Grand Total
0-9999	2	2
10000-19999	4	4
20000-29999	2	2
30000-39999	4	4
40000-49999	1	1
50000-59999	1	1
90000-100000	1	1
Grand Total	**15**	**15**



PE18-007 000506 ER

Model Yea	VIN	Production Date	WSD	13S12 Repair Da	Mileage at 13S	Labor Oper	Correct Ca	Cracked He	Repairabl	Fire Report Da	Mileage at Tir	cident After 13S1	MIS After 1	Mileage Delta 13S	Comment	Removed after reading
2013	1FMCU0GX4DU[redacted]	10/23/2012	2/16/2013	7/21/2014	26,841	13S12D	?	?	y	8/19/2016	58,139	y	25	31,298	Cylinder head replaced April, 2016. This vehicle would likely have the new cylinder head at time of fire. Engrg. cannot confirm correct cal thru OWS. LMMS only. [redacted]	1FMCU9GX0DU[redacted]
2013	1FMCU0GX6DU[redacted]	7/17/2012	8/8/2012	6/16/2014	39,637	13S12D	y	?	n	7/8/2016	72,500	y	25	32,863	[redacted] Engrg. believes correct call is in vehicle per OWS.	1FMCU9GX0DU[redacted]
2013	1FMCU9GX1DU[redacted]	7/12/2012	8/20/2012	5/7/2014	44,118	13S12D	y	?	?	5/30/2016	86,000	y	25	41,882	Unknown if head cracked. Engrg. believes correct cal per OWS.	1FMCU0GX6DU[redacted]
2013	1FMCU0GX3DU[redacted]	8/11/2012	9/28/2012	3/19/2015	26,310	13S12D	?	?	y	2/9/2016	30,114	y	11	3,804	Unknown if head cracked. Unknown if correct cal. LMMS only. [redacted]	1FMCU0GX8DU[redacted]
2013	1FMCU0HX0DU[redacted]	7/17/2012	8/3/2012	5/5/2014	43,761	13S12D	y	?	?	2/16/2015	54,000	y	10	10,239	[redacted] Engrg. believes correct cal installed. LMMS only [redacted]	1FMCU0GX9DU[redacted]
2013	1FMCU9GX5DU[redacted]	10/29/2012	8/16/2013	1/12/2015	18,282	13S12D	y	n	n	7/28/2016	30,000	y	19	11,718	Cylinder head is not cracked. Engineering has requested vehicle be shipped to DTC. Engrg. believes correct cal installed.	
2013	1FMCU0GX1DU[redacted]	5/30/2013	7/25/2013	12/3/2014	16,108	13S12E	y	?	?	1/26/2016	31,499	y	14	15,391	No information on repair. Engrg. believes correct cal installed. LMMS only. [redacted]	
2013	1FMCU0HX6DU[redacted]	7/20/2012	8/4/2012	4/1/2014	29,297	13S12D	y	?	n	11/9/2014	35,000	y	7	5,703	[redacted] Upon further review, it appears this incident occurred after 13S12. Engrg believes correct cal installed.	
2013	1FMCU0GX9DU[redacted]	10/29/2012	11/13/2012	5/13/2014	29,771	13S12D	y	?	n	8/4/2016	120,000	y	27	90,229	Customer reported she drove less than 5 miles, low coolant light came on and simultaneously vehicle began to smoke. Fire shortly after.	
2013	1FMCU0HX0DU[redacted]	7/17/2012	8/3/2012	5/8/2014	51,038	13S12D	y	?	n	6/19/2015	62,145	y	14	11,107	OGC First Notice only. Received by OGC on 9/6/16. No other information available.	
2013	1FMCU0HXXDU[redacted]	7/17/2012	8/3/2012	4/7/2014	45,438	13S12D	y	n	n	8/31/2016	76,000	y	29	30,562	OGC First Notice only. Received by OGC on 10/5/16. 03/03/17: To be [redacted]	
2013	1FMCU9GX6DU[redacted]	8/17/2012	8/28/2012	11/12/2014	53,372	13S12D	y	?	y	11/28/2016	106,663	y	25	53,291	Found in 12/1/16 CDR push. Customer reported engine started smoking - then fire.	
2013	1FMCU9HXXDU[redacted]	5/1/2012	6/25/2012	4/10/2014	77,128	13S12D	y	?	n	12/5/2016	100,000	y	32	22,872	Found in 12/19/16 CDR push. While driving. Customer noted fire started "bottom front of vehicle near the engine."	
2013	1FMCU0GX0DU[redacted]	12/5/2012	4/22/2013	8/13/2014	15,605	13S12D	?	?	y	2/16/2017	49,669	y	31	34,064	Found by CDR analyst from 2/27/17 push. Per tech, severe oil leak. Coolant and fan codes - vehicle has caught on fire and burnt wiring. Engrg. does not recognize the PCM cal level noted in OWS.	
2013	1FMCU0GXXDU[redacted]	3/22/2013	4/30/2013	5/27/2015	31,451	13S12D	?	?	y	2/25/2017	55,000	y	21	23,549	Found by CDR analyst 3/15/17. Vehicle caught on fire. Took it to dealer, caught fire again.	

2013	1FMCU0GX3DU[redacted]	11/26/2012	1/16/2013	12/10/2014	24,613	13S12D	n	y	y	11/9/2015	38,058	y	11	13,445	KAL alerted to this old report by Engineering on 03/21/17. I found in initial search earlier this year, but cannot determine why I excluded from master list at that time. Found by CDR analyst in 3/28/17 push. Last known mileage = 61,570 in May, 2016. 03/29/17: Engrg reports correct cal. Correct mileage found in Dealer Fleet request.
2013	1FMCU0HX3DU[redacted]	11/14/2012	11/30/2012	10/31/2014	33,898	13S12D	y	?	n	3/14/2017	78,000	y	29	44,102	
2013	1FMCU0HX7DU[redacted]	8/1/2012	9/8/2012	5/5/2014	25,745	13S12D	?	?	?	4/24/2017	71,200	y	36	45,455	Found by CDR analyst in 5/8/17 push.
2013	1FMCU9HX0DU[redacted]	8/2/2012	8/12/2012	8/5/2014	19,064	13S12D	?	?	n	5/9/2017	115,585	y	34	96,521	Found by CDR analyst in 5/17/17 push
2013	1FMCU9GX6DU[redacted]	7/12/2012	9/4/2012	5/16/2014	36,951	13S12D	?	?	n	6/11/2017	70,000	y	37	33,049	Found by CDR analyst in 6/20/17 push
2013	1FMCU0GX9DU[redacted]	10/18/2013	6/4/2013	7/14/2014	32,483	13S12D	?	?	?	6/29/2017	108,000	y	36	75,517	Found by CDR analyst in dealer/fleet request
2013	1fmcu0hx2du[redacted]	1/28/2013	2/12/2013	8/18/2014	35,658	13S12D	?	?	?	?	?	y			Forwarded by OGC on 7/7/14. Nothing available beyond subrogation notice. This is a placeholder until more information received.
2013	1FMCU9GXXDU[redacted]	6/1/2012	6/22/2012	5/27/2014	48,230	13S12D	?	?	n	8/17/2017	88,000	y	39	39,770	Found by CDR analyst in daily push
2013	1FMCU9HX4DU[redacted]	4/8/2013	4/25/2013	5/19/2015	21,584	13S12D	?	?	?	8/27/2017	58,000	y	28	36,416	Found by CDR analyst in daily push
2013	1FMCU0HX2DU[redacted]	5/9/2012	1/28/2013	4/18/2014	19,471	13S12D	?	?	n	8/7/2017	50,610	y	40	31,139	Found by CDR analyst in daily push
2013	1FMCU9GX9DU[redacted]	6/8/2012	6/27/2012	8/13/2014	35,805	13S12D	?	?	n	9/1/2017	110,000	y	37	74,195	Found by CDR analyst in daily push

PE18-007 000508 ER

VIN	Prod Date	WSD	Fleet?	Selling Dealer	13S12 Completed Where?	Date of 13S12
1FMCU0GX6DU[redacted]	7/17/2012	8/8/2012	n	Dave Sinclair Ford, MO.	Dave Sinclair Ford, MO.	6/16/2014
1FMCU0HX0DU[redacted]	7/17/2012	8/3/2012	y	Holman Ford, NJ	Ford Autonation, CA.	5/5/2014
1FMCU0HX0DU[redacted]	7/17/2012	8/3/2012	y	Holman Ford, NJ	McCoy & Mills Ford, CA	5/8/2014
1FMCU0HXXDU[redacted]	7/17/2012	8/3/2012	y	Holman Ford, NJ	Lithia Ford, CA	4/7/2014
1FMCU9GX5DU[redacted]	10/29/2012	8/16/2013	y	Al Packers Ford, MD	Fullerton Ford, NJ	1/12/2015
1FMCU0GX9DU[redacted]	10/29/2012	11/13/2012	y	Sunnyvale Ford, CA	Flood Ford, RI	5/13/2014



Repo t n cS atus= n Request N Desc ip ion Run Date / Comple ion ob D [redacted] cu ion ecu o [redacted] Dat cad Date= [redacted] E Game ated By
Data Se ec Model ea Vehic e n ato Ope Vin [cped] = MCUGGX0[redacted] MCUGGX0[redacted] MCUGGX0[redacted] MCUGGX0[redacted] MCUGGX0[redacted] MCUGGX D[redacted] MCUGGX D[redacted] MCUGGX0[redacted] MCUGGX0[redacted] MCUGGX0[redacted] MCUGGX0

I 38 MCUGGXED [redacted] MCUEGXED [redacted] MCUGGXEC [redacted] MCUGGXEB [redacted] MCUGGXEA [redacted] MCUGGXEC [redacted] MCUGCXCE [redacted] MCUEGCXTE [redacted] MCUEGCXTC [redacted] MCUGGXTD [redacted] MCUEGXTD [redacted] MCUGGXBE [redacted] MCUGGXBC [redacted] MCUEGXBC [redacted] MCU

PE18-007 000512 ER

From: Love, Keith (K.A.)
Sent: Tuesday, April 25, 2017 1:35 PM
To: Hansen, Randy (R.F.); Kuhel, Doug (D.G.); Miles, Felicia (F.)
Subject: 2014 Escape

Attached is a first notice subrogation alleging an engine fire in the subject vehicle. The owner has not made contact with Ford directly REDACTED FOR PRIVILEGE



2014 Escape 1.6L
Fort Pierce F...

Keith A. Love
Ford Motor Company
Automotive Safety Office
Fairlane Plaza South, Suite 500
[redacted]
Fax (313) 594-2268
e-mail: klove@ford.com

[redacted]

Date March 24, 2017

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

APR 11 2017

OFFICE OF THE
GENERAL COUNSEL

Ford Motor Company

Customer Relationship Center

P.O. Box 6248

Dearborn, MI 48126

Re: 2014 Ford Escape
Vin: 1FMCU0GX4EU[redacted]
Owner: [redacted]
Operator: [redacted]
Date of Loss: February 13, 2017
Claim #: [redacted]

To Whom It May Concern,

Please be advised that I represent Progressive Insurance Company and [redacted] The above vehicle was involved in Fire which resulted from alleged Engine Failure The Fire occurred on February 13, 2017 [redacted]

To determine the cause of the Fire, including a determination as to whether any defect in the vehicle was in existence at the time of the Fire, an inspection and testing of the vehicle will be conducted by North Eastern Technical Services, Inc., an authorized representative of the above. This inspection will take place at IAA 400 North Rock Road, Fort Pierce FL 34945

As you may have an interest in this matter, from both a safety precaution standpoint and as potential defendants in litigation, you are invited to have an expert attend and participate in the inspection and testing procedures.

To coordinate the inspection date and time, please contact North Eastern Technical Services, Inc. at [redacted] Should you have any questions pertaining to this matter, or wish to discuss the same in further detail, you may contact the undersigned at [redacted] Failure to respond to this notification within ten business days from the date of this letter will be construed as forfeiture of your right to be present at this examination.

I would like to caution that should your expert fail to appear at the examination, you will forfeit any right to subsequently claim prejudice/spoliation under Nally vs. Volkswagen of America, Inc., 405 Mass 191 (1989).

Sincerely,

[redacted]

Kelly Blau [redacted]
Claims Representative

From: Hansen, Randy (R.F.)
Sent: Wednesday, June 14, 2017 7:58 AM
To: Beltramo, Joel (J.J.)
Subject: 2014 MY Escape/ 2013 Fusion

Joel,

My team and I have continued to investigate and inspect 2013 MY Fusions and 2014 MY Escape under hood fires with the ASO and DAE teams. Summary:

- The majority of localized overheat events that have been examined have a cracked cylinder head.
- No cylinder heads that were assembled to engines at BEP on or after February 14, 2014 have cracked.

Keith Love will continue to track and add all fires that meet the localized overheat criteria. Should I continue to send Doug Kuhel to inspect each vehicle?

Randy Hansen
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
[redacted]
11D137 Building #1, Dearborn, MI

The abridged version of the tracked Fusion 1.6L vehicles.
70 total reports on list (column AC, confirmed =y, ambiguous=?)
14 meet ASO criteria for engine fire associated with overheat/coolant loss/cracked head (y). The remainder remain ambiguous (?).
Of the 14, 11 were inspected and all had cracked heads
Of the 3 not inspected:
1 was a 2014 legal claim that noted "cylinder head dislodged". Vehicle not available for inspection.
1 was a total loss. Unable to locate carcass
1 is recent event. No inspection scheduled.



The abridged version of the tracked Escape 1.6L vehicles.
94 total reports on list (column AC, confirmed =y, ambiguous=?)
40 meet ASO criteria for engine fire associated with overheat/coolant loss/cracked head (y). The remainder remain ambiguous (?).
Of the 40, 35 were confirmed to have a cracked head
Of the 5 that have not yet been confirmed as cracked heads:
REDACTED FOR PRIVILEGE
4 have not been scheduled for inspection.



Keith A. Love
Ford Motor Company
Automotive Safety Office
Fairlane Plaza South, Suite 500
[redacted]
Fax (313) 594-2268
e-mail: klove@ford.com

Source Co	Commodit	Symptoms	Significant	Repair/Repo	Dealer Co	Dealer Na	Dealer Cit	Dealer Sta	Dealer Co	Dealer Ph	VIN	Production Da	Model Yea	Vehicle De	Engine Se	Engine De	Transmiss	Body Cab	Drive Line	Plant Desc	Build Regi	Build Cour	Warranty S	Mileage
AWS	powertrain;	damage-m	fire;	12/9/2014	[redacted]	[redacted]	MANCHES	NH	USA	6.04E+09	1FMCU9GX4EU[redacted]	1/24/2014	2014	ESCAPE	[redacted]	1.6L 16V D	6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE	PLANT BUILD		[redacted]	10,152
LMMS	unknown	fire	property da	6/24/2015	"UNKNOW"				USA		1FMCU0GX7EU[redacted]	8/20/2013	2014	ESCAPE	[redacted]	1.6L 16V D	6 SPD AU	5 DOOR LI	2 WHL L/H	LOUISVILLE	PLANT BUILD		[redacted]	0
LMMS	unknown	fire	property da	1/20/2016	"UNKNOW"				USA		1FMCU9GX6EU[redacted]	1/20/2014	2014	ESCAPE	[redacted]	1.6L 16V D	6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE	PLANT BUILD		[redacted]	0
LMMS	electrical	fire	property da	2/16/2016	"UNKNOW"				USA		1FMCU9GX6EU[redacted]	11/18/2013	2014	ESCAPE	[redacted]	.6L 16V D	6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE	PLANT BUILD		[redacted]	0
FOC		fire		11/18/2015					CAN		1FMCU0GX6EU[redacted]	12/14/2013	2014	ESCAPE		1.6L 16V DI TC	I4 170PS	SIGMA		LOUISVILLE	PLANT BUILD		[redacted]	46,557
FOC		fire		1/14/2016					CAN		1FMCU0GX3EU[redacted]	9/24/2013	2014	ESCAPE		1.6L 16V DI TC	I4 170PS	SIGMA		LOUISVILLE	PLANT BUILD		[redacted]	91,000
GCQIS For	body;locks/	damage;da	fire;	8/12/2015	[redacted]	[redacted]	OLD BRID	NJ	USA	7.33E+09	1FMCU9GX2EU[redacted]	8/7/2013	2014	ESCAPE	[redacted]	.6L 16V D	6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE	PLANT BUILD		[redacted]	23,776

PE18-007 000519 ER

GCQIS For powertrain; appearanc fire;	10/16/2015 [redacted] " [redacted]	MIDLAND	TX	USA	4.33E+09	1FMCU0JX1EU[redacted]	6/28/2014	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU 5 DOOR LI 2 WHL L/H	LOUISVILLE PLANT BUILD	8/1/2014	7,134
GCQIS For powertrain; compressic fire;	1/11/2016 [redacted] " [redacted]	CAPITOL H	MD	USA	3.01E+09	1FMCU9GX5EU[redacted]	6/4/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU 5 DOOR LI 4 WHL L/H	LOUISVILLE PLANT BUILD	6/20/2013	37,213

GCQIS	For	powertrain; damage;da	fire;	3/1/2016	"04880 "	[redacted]	JACKSON'	FL	USA	9.05E+09	1FMCU0GX0EU	[redacted]	1/16/2014	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU	5 DOOR LI	2 WHL L/H	LOUISVILLE PLANT BUILD	2/6/2014	14,682
FMC360	unknown	fire;functior property da		10/20/2015	"UNKNOW"				USA		1FMCU0GX1EU	[redacted]	7/26/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU	5 DOOR LI	2 WHL L/H	LOUISVILLE PLANT BUILD	7/31/2013	30,000

FMC360	powertrain; damage-bu fire;	1/28/2016	[redacted]	[redacted]	USA	4.24E+09	1FMCU0JX8EU[redacted]	8/31/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU15 DOOR LI2 WHL L/H	LOUISVILLE PLANT BUILD	9/19/2013	88,000	

PE18-007 000522 ER

FMC360	body;locks/	damage;fir	fire;	2/15/2016	[redacted]	[redacted]	OSWELL	PA	USA	8.15E+09	1FMCU9GX0EU	[redacted]	11/26/2013	2014	ESCAPE	[redacted]	1.6L 16V D	6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	########	29,000
FMC360	unknown	fire	fire;	2/23/2016	[redacted]	[redacted]	GOSHEN	NY	USA	8.45E+09	1FMCU9GX6EU	[redacted]	11/4/2013	2014	ESCAPE	[redacted]	.6L 16V D	6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	3/10/2014	25,000

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FMC360	body;locks/ circuit-shor fire;	5/13/2016	[redacted]	[redacted]	FORT PAY AL	USA	2.57E+09	1FMCU0GXXEU	[redacted]	8/19/2014	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU	5 DOOR LI	2 WHL L/H	LOUISVILLE PLANT	BUILD	########	9,000

FMC360	body;locks/	damage;da	property da	5/26/2016	[redacted]	[redacted]	SOUTHGA	MI	USA	7.34E+09	1FMCU0GX9EU[redacted]		7/30/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU 5 DOOR LI 2 WHL L/H	LOUISVILLE PLANT BUILD	8/22/2013	18,000
FMC360	powertrain;	administrat	fire;	6/28/2016	[redacted]	"	[redacted]	MATTESO	IL	USA	7.09E+09	1FMCU0JXXEU[redacted]		3/8/2014	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU 5 DOOR LI 2 WHL L/H	LOUISVILLE PLANT BUILD	3/31/2014	27,844
AWS	powertrain;	engine pow	fire;	7/6/2016	[redacted]	"	[redacted]	LONGMON	CO	USA	3.04E+09	1FMCU9GX3EU[redacted]		6/26/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU 5 DOOR LI 4 WHL L/H	LOUISVILLE PLANT BUILD	8/1/2013	57,084

GCQIS For	powertrain; damage-cr	fire;	6/29/2016	[redacted]	[redacted]	COLMA	CA	USA	6.51E+09	1FMCU0GX9EU[redacted]		7/22/2013	2014	ESCAPE	" [redacted]	1.6L 16V D6 SPD AU	5 DOOR LI	2 WHL L/H	LOUISVILLE PLANT BUILD	8/6/2013	54,678
1st Notice			1/3/2016				IN	USA		1FMCU0JX4EU[redacted]		11/2/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU	5 DOOR LI	2 WHL L/H	LOUISVILLE PLANT BUILD	2/22/2014	25,000
FMC360	body;locks	damage;en	fire;	8/9/2016	[redacted]	[redacted]	BROOKLY	NY	USA		1FMCU0GX8EU[redacted]		1/10/2014	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU	5 DOOR LI	2 WHL L/H	LOUISVILLE PLANT BUILD	3/12/2014	15

1st Notice			8/3/2016		USA	1FMCU9JX4EU[redacted]	10/18/2013	2014	ESCAPE				########	
FMC360	body;locks;	damage;fir	property da	8/11/2016	"UNKNOW"	USA	1FMCU0JX2EU[redacted]	7/17/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU15 DOOR LI2 WHL L/H	LOUISVILLE PLANT BUILD	8/30/2013	26,000

FMC360	body;locks;	damage;fir	property da	10/27/2016	"UNKNOW"	USA	1FMCU0GX9EU[redacted]	8/5/2013	2014	ESCAPE	[redacted]	1.6L 16V D	6 SPD AU	5 DOOR LI	2 WHL L/H	LOUISVILLE PLANT BUILD	########	0

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FMC360	body;locks/	damage;fin	personal in	10/27/2016	[redacted]	[redacted]	KATY	TX	USA	2.82E+09	1FMCU0JX1EU[redacted]		6/5/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU	5 DOOR LI	2 WHL L/H	LOUISVILLE PLANT BUILD	6/22/2013	44,000
GCQIS For	electrical;in	damage;fie	personal in	11/10/2016	[redacted]	[redacted]	FREMONT	MI	USA	2.32E+09	1FMCU9GX1EU[redacted]		10/21/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	11/5/2013	73,845

OGC				9/17/2016				USA		1FMCU0GX1EU[redacted]	8/12/2013	2014	Escape									8/30/2013	109,000
FMC360	powertrain; fire		fire;	11/15/2016	[redacted]	[redacted]	STONEHA	MA	USA	7.81E+09	1FMCU9GX5EU[redacted]	12/19/2013	2014	ESCAPE	[redacted]	1.6L	16V	D6	SPD	AU	5	DOOR LI	4 WHL L/H LOUISVILLE PLANT BUILD	1/29/2014	14,775
FMC360	powertrain; administrat		fire;	11/18/2016	[redacted]	[redacted]	WILMINGT	DE	USA	3.03E+09	1FMCU9GX8EU[redacted]	12/17/2013	2014	ESCAPE	[redacted]	1.6L	16V	D6	SPD	AU	5	DOOR LI	4 WHL L/H LOUISVILLE PLANT BUILD	1/1/2014	94,000
1st Notice				4/2/2016				USA		1FMCU9GX5EU[redacted]	7/19/2013	2014	ESCAPE	[redacted]	1.6L	16V	D6	SPD	AU	5	DOOR LI	4 WHL L/H LOUISVILLE PLANT BUILD	8/15/2013	
LMMS	unknown	fire	property da	3/30/2016	"UNKNOW"			USA		1FMCU9GX4EU[redacted]	12/22/2013	2014	ESCAPE	[redacted]	1.6L	16V	D6	SPD	AU	5	DOOR LI	4 WHL L/H LOUISVILLE PLANT BUILD	2/17/2014	0

LMMS	unknown	fire	property da	9/16/2016	"UNKNOW"			USA		1FMCU9GX7EU[redacted]	2/26/2014	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU15 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	4/12/2014	16,000
OGC				6/28/2016				USA		1FMCU9GX2EU[redacted]	11/5/2013	2014	ESCAPE		1.6L 16V DI TC I4 170PS SIGMA			3/30/2014	28,000
FMC360	unknown	appearanc	fire;	11/15/2016	[redacted]	[redacted]	HUNTSVIL AL	USA	2.57E+09	1FMCU0JX1EU[redacted]	9/16/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU15 DOOR LI	2 WHL L/H	LOUISVILLE PLANT BUILD	########	63,000
FMC360	powertrain;	engine pow	property da	12/8/2016	[redacted]	[redacted]	SOUTHAM NY	USA	6.31E+09	1FMCU0GX6EU[redacted]	8/21/2013	2014	ESCAPE	[redacted]	.6L 16V D6 SPD AU15 DOOR LI	2 WHL L/H	LOUISVILLE PLANT BUILD	########	59,200

FMC360	body;locks;	damage-bu	property da	12/9/2016	[redacted]	EAST-COL	TORONTO	ON	CAN	4.16E+09	1FMCU9GX8EU[redacted]		7/19/2013	2014	ESCAPE	[redacted]	1.6L 16V D	6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	9/24/2013	55,000
FMC360	powertrain;	damage;fir	fatality;proj	12/15/2016	"UNKNOW"				USA		1FMCU9GX9EU[redacted]		11/22/2013	2014	ESCAPE	[redacted]	1.6L 16V D	6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	1/7/2014	55,000

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FMC360	powertrain; circuit-poor property da	10/1/2016	"UNKNOW"	USA	1FMCU0GX4EU[redacted]	12/22/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU	5 DOOR LI	2 WHL L/H LOUISVILLE PLANT BUILD	1/25/2014	68,000

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GCQIS For body;locks/ circuit-oper fire;	12/21/2016 [redacted]	[redacted]	MONTICEL IA	USA	3.19E+09	1FMCU9JX6EU[redacted]	9/10/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU 5 DOOR LI 4 WHL L/H	LOUISVILLE PLANT BUILD	3/31/2014	29,385
Dealer/Fleet Request	1/19/2017			USA		1FMCU9GX2EU[redacted]	10/2/2013	2014	ESCAPE		1.6L 16V D6 SPD AUTO TRANS 6F MID-RANGE		########	38,000
FMC360 powertrain; no keywor property da	1/11/2017	"UNKNOW"		USA		1FMCU9GX2EU[redacted]	1/28/2014	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU 5 DOOR LI 4 WHL L/H	LOUISVILLE PLANT BUILD	3/7/2014	34,000

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GCQIS	For	powertrain; damage;da	fire;	2/2/2017	[redacted]	[redacted]	PLATTSBL	NY	USA	5.19E+09	1FMCU9GX7EU	[redacted]	6/20/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	7/31/2013	54,520
AWS		powertrain; damage;da	fire;	11/7/2016	[redacted]	" [redacted]	RALEIGH	NC	USA	9.2E+09	1FMCU0GX0EU	[redacted]	9/16/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU	5 DOOR LI	2 WHL L/H	LOUISVILLE PLANT BUILD	10/2/2013	41,779

FMC360	powertrain; damage;fir property da	12/3/2016	"UNKNOW"	USA	1FMCU0GX3EU[redacted]	11/25/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU15 DOOR LI2 WHL L/H	LOUISVILLE PLANT BUILD	########	43,000

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GCQIS	For	powertrain;	burned out	fire;	2/10/2017	[redacted]	[redacted]	LEESBUR	VA	USA	7.04E+09	1FMCU9JX3EU	[redacted]	10/2/2013	2014	ESCAPE	[redacted]	1.6L 16V D	6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	########	37,551
FMC360	chassis;ser	fire;mod-lo	property da		2/25/2017	[redacted]	[redacted]	SAN ANTC	TX	USA	2.11E+09	1FMCU0GX9EU	[redacted]	9/16/2013	2014	ESCAPE	[redacted]	1.6L 16V D	6 SPD AU	5 DOOR LI	2 WHL L/H	LOUISVILLE PLANT BUILD	########	62,000

GCQIS	For	powertrain; appearanc	fire;	2/27/2017	[redacted]	[redacted] RIVERSIDI	CA	USA	9.52E+09	1FMCU0GX4EU[redacted]		12/13/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU 5 DOOR LI 2 WHL L/H	LOUISVILLE PLANT BUILD	########	83,617
FMC360		powertrain; damage;en	personal in	3/2/2017	"UNKNOW"			USA		1FMCU0GX2EU[redacted]		12/20/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU 5 DOOR LI 2 WHL L/H	LOUISVILLE PLANT BUILD	1/5/2014	40,000
1st Notice				3/8/2017				USA		1FMCU0JX2EU[redacted]		10/18/2013	2014	Escape				11/2/2013	69,000
FMC360		unknown	no keyword found	2/15/2017	"UNKNOW"			USA		1FMCU9GX5EU[redacted]		7/17/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU 5 DOOR LI 4 WHL L/H	LOUISVILLE PLANT BUILD	8/13/2013	56,934

FOC Email		3/13/2017			CAN		1FMCU0GXXEU[redacted]	7/31/2013	2014	ESCAPE		1.6L 16V DI TC I4 170PS SIGMA	########		
FMC360	body;locks/	damage;da	property da	3/23/2017 [redacted]	MID-STATI	SUMMERS	WV	USA	3.05E+09	1FMCU9GX4EU[redacted]	12/4/2013	2014	ESCAPE	[redacted] .6L 16V D6 SPD AU	15 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	1/25/2014	60,000
Email from OGC/Engr g				11/18/2016				USA		1FMCU9GX7EU[redacted]	9/9/2013	2014	ESCAPE	[redacted] 1.6L 16V D6 SPD AU	15 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	9/27/2013	

FMC360	body;locks/	administrat	property da	3/31/2017	[redacted]	[redacted]	INVER GR MN	USA	6.51E+09	1FMCU9JXXE	[redacted]	11/14/2013	2014	ESCAPE	[redacted]	1.6L 16V D	6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE PLANT	BUILD	########	60400

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FMC360	body;locks/	administrat	property da	3/1/2017	[redacted]	FORD LIN(	JAMAICA	NY	USA	7.19E+09	1FMCU9GX7EU	[redacted]	10/22/2013	2014	ESCAPE	[redacted]	1.6L 16V D	6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	6/30/2014	26000
1st Notice				3/11/2017		Lakeview	NY	USA			1FMCU9GX1EU	[redacted]	11/30/2013	2014	ESCAPE	[redacted]	1.6L 16V D	6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	1/2/2014	69400

GCQIS Ford	powertrain; compressic fire;	4/6/2017 [redacted]	[redacted]	[redacted]	NATIONAL CA	USA	6.19E+09	1FMCU0JX4EU[redacted]	12/5/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU15 DOOR LI2 WHL L/H	LOUISVILLE PLANT BUILD	1/9/2014	46071
GCQIS Ford	powertrain; damage-bu fire;	4/4/2017 [redacted]	QUALITY / RUTHERF	NJ	USA	2.02E+09	1FMCU9GX0EU[redacted]		7/25/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU15 DOOR LI4 WHL L/H	LOUISVILLE PLANT BUILD	8/9/2013	86327
Complaint Detail Report		3/27/2017			CAN		1FMCU9GX1EU[redacted]		1/2/2014	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU15 DOOR LI4 WHL L/H	LOUISVILLE PLANT BUILD	7/30/2014	105000

GCQIS Ford	powertrain; contaminat fire;	3/27/2017	[redacted]	[redacted]	WESTBRC	ME	USA	2.08E+09	1FMCU9GX3EU	[redacted]	6/27/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU 5 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	8/30/2013	50187
GCQIS Ford	powertrain; damage; da fire;	3/9/2017	[redacted]	[redacted]	JASPER	GA	USA	7.07E+09	1FMCU0GX0EU	[redacted]	8/5/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU 5 DOOR LI	2 WHL L/H	LOUISVILLE PLANT BUILD	9/11/2013	47862

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FMC360	powertrain; damage;en fire;	3/12/2017 [redacted]	CROSSRC	CARY	NC	USA	9.19E+09	1FMCU0GX7EU [redacted]		1/28/2014	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU 5 DOOR LI 2 WHL L/H	LOUISVILLE PLANT BUILD		7/12/2014	157000

GCQIS Ford	electrical;sl	circuit-shor	fire;	4/4/2017	[redacted]	[redacted]	JANESVILI	WI	USA	6.09E+09	1FMCU9GX8EU	[redacted]	11/12/2013	2014	ESCAPE	[redacted]	1.6L 16V D	6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	4/18/2014	49286

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FMC360	body;locks/	circuit-poor	property da	3/11/2017	[redacted]	[redacted]	WICHITA	KS	USA	3.16E+09	1FMCU0GX0EU	[redacted]	9/11/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU	5 DOOR LI	2 WHL L/H	LOUISVILLE PLANT	BUILD	########	55000
FMC360	chassis;ste	field servic	property da	3/29/2017	[redacted]		GARY	AB	CAN	4.03E+09	1FMCU9GX5EU	[redacted]	8/2/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE PLANT	BUILD	########	

FMC360	powertrain;	administrat	personal in	3/15/2017	[redacted]	[redacted]	SALEM	VA	USA	5.4E+09	1FMCU9GX4EU	[redacted]	6/9/2013	2014	ESCAPE	[redacted]	1.6L 16V D	6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	8/17/2013	60000
FMC360	powertrain;	fire	property da	4/4/2017	"UNKNOW"				CAN		1FMCU0GX1EU	[redacted]	6/26/2013	2014	ESCAPE	[redacted]	1.6L 16V D	6 SPD AU	5 DOOR LI	2 WHL L/H	LOUISVILLE PLANT BUILD	7/19/2013	0
FMC360	unknown	fire	fire;	4/11/2017	[redacted]	[redacted]	EAST WEI	WA	USA	5.1E+09	1FMCU9GX4EU	[redacted]	11/3/2013	2014	ESCAPE	[redacted]	1.6L 16V D	6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	1/17/2014	0

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GCQIS Ford	powertrain; circuit-shor	fire;	11/17/2016	[redacted]	[redacted]	MIL	PA	USA	8.15E+09	1FMCU9GX2EU	[redacted]	11/22/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	1/27/2014	70376

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FMC360	body;locks/	damage;fie	property da	3/19/2017	"UNKNOW"		USA		1FMCU9JX0EUE[redacted]	11/18/2013	2014	ESCAPE	"21101323	1.6L 16V D6 SPD AU15 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	########	36000
1st Notice				2/13/2017			USA		1FMCU0GX4EU[redacted]	1/2/2014	2014	ESCAPE		1.6L 16V D6 SPD AU15 DOOR LIGHT TRUCK			9/20/2014	
LMMS	unknown	fire	property da	3/20/2017	"UNKNOW"		USA		1FMCU9GX7EU[redacted]	9/9/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU15 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	9/27/2013	0
1st Notice				1/15/2017			USA		1FMCU9GX9EU[redacted]	6/7/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU15 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	8/12/2013	33800
FMC360	body;locks/	field servic	property da	4/22/2017	[redacted]	[redacted] BIRMINGH AL	USA	2.06E+09	1FMCU0GX2EU[redacted]	11/24/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU15 DOOR LI	2 WHL L/H	LOUISVILLE PLANT BUILD	1/22/2014	16000

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FMC360	powertrain; damage;da	property da	4/28/2017	[redacted]	[redacted]	SMYRNA	GA	USA	7.7E+09	1FMCU0GX5EU	[redacted]	12/9/2013	2014	ESCAPE	"(	[redacted]	1.6L 16V D6 SPD AU 5 DOOR LI 2 WHL L/H	LOUISVILLE PLANT BUILD	4/23/2014	72000
AWS	powertrain; damage;da	fire;	5/1/2017	[redacted]	[redacted]	HOUSTON	TX	USA	7.13E+09	1FMCU0GX1EU	[redacted]	11/30/2013	2014	ESCAPE	[redacted]		1.6L 16V D6 SPD AU 5 DOOR LI 2 WHL L/H	LOUISVILLE PLANT BUILD	2/28/2014	49702

FMC360	body;restra	damage;fie	property da	4/30/2017	[redacted]	[redacted]	PARSIPPA	NJ	USA	3.1E+09	1FMCU0GX7EU	[redacted]	7/26/2013	2014	ESCAPE	[redacted]	1.6L 16V D	6 SPD AU	5 DOOR LI	2 WHL L/H	LOUISVILLE PLANT	BUILD	8/10/2013	80691

GCQIS Ford	powertrain; damage;da fire;	5/5/2017	[redacted]	[redacted]	BURTON	OH	USA	4.41E+09	1FMCU9GX5EU	[redacted]	9/7/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU 5 DOOR LI 4 WHL L/H	LOUISVILLE PLANT BUILD	10/3/2013	86118				

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FMC360	body;locks/	damage;fie	personal in	5/4/2017	[redacted]	[redacted]	NEW CAS	PA	USA	7.25E+09	1FMCU9JX7EU[redacted]		10/2/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	2/18/2014	69603
AWS	powertrain;	damage-ca	fire;	5/10/2017	[redacted]	[redacted]	ORLANDO	FL	USA	4.07E+09	1FMCU0GX1EU[redacted]		7/17/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU	5 DOOR LI	2 WHL L/H	LOUISVILLE PLANT BUILD	########	71810

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FMC360	body;locks/ damage;fir property da	5/10/2017	"UNKNOW"	USA	1FMCU0GX7EU[redacted]	6/4/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU 5 DOOR LI 2 WHL L/H	LOUISVILLE PLANT BUILD	8/10/2013	46000
		5/17/2017		CAN	1FMCU0GX8EU[redacted]	1/29/2014	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU 5 DOOR LI 2 WHL L/H	LOUISVILLE PLANT BUILD	4/22/2014	

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FMC360	body;locks/	damage;da	property da	5/27/2017 [redacted]	WAYNE	MI	USA	7.35E+09	1FMCU0JX5EU [redacted]	12/17/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU	5 DOOR LI	2 WHL L/H	LOUISVILLE PLANT BUILD	2/24/2014	35000
1st Notice				3/30/2017			USA		1FMCU9GX7EU [redacted]	1/18/2014	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	6/16/2014	

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FMC360	body;locks/	damage;da	property da	5/17/2017	"UNKNOW"		USA		1FMCU0GXXEU[redacted]		6/25/2013	2014	ESCAPE	[redacted]	1.6L 16V D	6 SPD AU	5 DOOR LI	2 WHL L/H	LOUISVILLE PLANT BUILD	8/6/2013	36503
GCQIS For	powertrain;	damage;fie	personal in	5/24/2017	[redacted]	[redacted]	PLATTSM(	NE	USA	4.02E+09	1FMCU9JX7EU[redacted]		2/5/2014	2014	ESCAPE	[redacted]	1.6L 16V D	6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	5/23/2014	83689

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FMC360	powertrain; field servic fire;	5/17/2017 [redacted]	[redacted]	PORT CO(BC	CAN	6.04E+09	1FMCU0GX8EU [redacted]	1/24/2014	2014	ESCAPE	[redacted]	1.6L 16V D 6 SPD AU 5 DOOR LI 2 WHL L/H	LOUISVILLE PLANT BUILD	3/20/2014	111000
FMC360	powertrain; field servic fire;	5/23/2017 "07313 "	WASHING	WASHING PA	USA	7.24E+09	1FMCU9GXXEU [redacted]	10/11/2013	2014	ESCAPE	[redacted]	1.6L 16V D 6 SPD AU 5 DOOR LI 4 WHL L/H	LOUISVILLE PLANT BUILD	########	86000

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FMC360	body;locks;	damage;fir	personal in	3/1/2017	"UNKNOW"	USA	1FMCU9GX4EU[redacted]	8/21/2013	2014	ESCAPE	[redacted]	1.6L 16V D6 SPD AU	5 DOOR LI	4 WHL L/H	LOUISVILLE PLANT BUILD	9/6/2013	72000

Customer Comments	Technician Comments	CQIS Recommendations	Engine Co	Comments	Repairable head Crac	Inspected?
VEHICLE OVERHEATED, FIRE STARTED AND MELTED WIREHARNESS AND CONNECTOR. PLEASE CHECK AND ADVISE. ARI FLEET VEHICLE, NOTE FROM DRIVE I JUST WANTEDTO SHOW YOU A PHOTO OF THE HARNESS CONNECTOR	VERIFIED CONCERN CONNECTOR WAS UNPLUGGED TO COOLANT BY PASS VALVE P26B7 AND P0217 WSM PPT D YES CONNECTOR HAS CONCERN IS MELTED CHECKED RESISTANCE IN BY PASS VALVE OUT OF SPEC NEEDS VALVE AND PIGTAIL CONNECTOR REPAIRED REPLACED COOLANT BY PASS VALVE AS PER WSM 303-03A REPLACED CONNECTOR PINS IN CONNECTOR ADDED COOLANT BLED AIR FROM SYSTEM RAN KOER SELF TEST SYSTEM PASSED		?	Engrg. states this report is not consistent with an engine overheat and fire. P0217 indicates that it may be an overheat. Only bitron valve replaced and it is not uncommon for a customer to describe a melt condition as a fire. Continue to carry as ambiguous.	y	n	n
			?	Possible overheat	n	?	n
			y	[redacted] Engrg has requested return of this vehicle. Vehicle ready for pick up 7/26/16. 8/12/16, Engineering confirmed cracked head in usual location.	n	y	y
			y	[redacted]	n	y	y
			y	Reported by FOC - cracked cylinder head	n	y	y
			?	Reported by FOC (root cause undetermined). Engineering has requested inspection.	n	?	requested
WEB FORM DATA DESCRIPTION OF VEHICLE CONCERN: CUST STATED CHECK ENGINE LITE CAME ON, VEHICLE SHUDDERED,STALLED AND SMOKE FROM UNDER HOOD PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED: VERIFIED MULIPLE FAULT CODES, CONFIRMED FIRE WAS PRESENT AT THE CRANKSHAFT POSITION SENSOR AND BURNED UP THE HARNESS TO THE TURBO AND ALL LINES AND CONNECTIONS AT TE TURBO PARTS REPLACED: NONE YOUR QUESTION: ANY KNOWNS FOR CONCERN? OUR DEALERSHIP HAS BEEN ADVISED FROM OGC THAT THERE INVOLVEMENT IS NOT NEECESSARY AND CAN BE HANDLED UNDER NORMAL WARRANTY PROVISIONS. (SERVICE MANAGER ADVISED VEHICLE IS OUT OF BASE WARRANTY 38,624 MILES) THE MAIN CONCERN IS NOT KNOWING WHAT STARTED THE FIRE TO BEGIN WITH, THE WIRE HARNESS IS BURNED UP, ALL CONNECTIONS AROUND THE TURBO. SERVICE MANAGER IS CONCERNED ABOUT RECENT REPAIRS BEING COMPLETED TO THE VEHICLE WITH THE TRANSMISSION AND THE QUALITY OF THE WORK PERFORMED, THERE ARE MANY INDICATORS THAT A LEAK MAY HAVE GENERATED FROM THE WORKMANSHIP THAT WAS COMPLETED. THE VEHICLE CURRENTLY DOES NOT RUN, AND MY MANAGER WOULD LIKE TO KNOW WHERE	ARTICLE ISM 1207003 REPORTED FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE &/OR BURN HAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT CONSULTED CHAD GLENNIE(TEAM LEAD) ABOUT OGC REVIEW. OGC DID RELEASE THE VEHICLE FOR REPAIR PREVIOUSLY.	[redacted] AT THIS TIME SINCE THERE IS A CONCERN ALLEGING A FIRE HAS OCCURRED DUE TO A PRODUCT DEFECT, PURSUANT TO THE WARRANTY AND POLICY MANUAL, NO REPAIRS SHOULD BE MADE. RECOMMEND COMPLETING A DEALER REQUEST FOR OGC REVIEW. THIS IS FOUND ON FMCDEALER.COM>PARTS & SERVICE TAB>CUSTOMER SATISFACTION LINK. THE TECHNICAL SERVICE HOTLINE WILL NOT BE ABLE TO PROVIDE FURTHER ASSISTANCE WITH THIS ISSUE UNTIL AFTER THE OGC/PRODUCT LIABILITY DEPARTMENT REVIEW. [redacted] IT IS HARD TO DIAGNOSE HOW AND WHERE THE FIRE WAS STARTED. BUT IF OGC HAS CLEARED IT, THE VEHICLE SHOULD BE REPAIRED BY REPLACING ALL THE COMPONENTS THAT ARE DAMAGED DURING THE EVENT. ONCE ALL THE REPAIRS ARE PERFORMED ENSURE THAT THERE ARE NO LEAKS OR BROKEN COMPONENTS FROM THE PREVIOUS REPAIRS WHICH COULD CAUSE REPEAT FAILURES. CHANGE ALL THE HARNESSES THAT ARE BURNED ALONG WITH THE LINES AT THE TURBOCHARGER. ALSO ENSURE THAT THE TURBOCHARGER SPINS FREELY AND IS NOT BROKEN. IF THE TURBOCHARGER IS BROKEN PLEASE INSPECT BOTH THE INTAKE AND EXHAUST SIDE FOR BROKEN COMPONENTS AND REPLACE AS NECESSARY. EVEN THOUGH THE VEHICLE IS OUT OF BASE WARRANTY, IF ANY WARRANTY RELATED QUESTIONS ARISE DURING THE REPAIR FOLLOW THE PROCESS MENTIONED BELOW. TO BETTER ASSIST YOU ON WARRANTY RELATED QUESTIONS, THE TECHNICAL SERVICE HOTLINE RECOMMENDS THAT YOU REFER TO THE DEALERSHIP WARRANTY ADMINISTRATOR, THE WARRANTY AND POLICY MANUAL, OR YOU MAY CONTACT THE WARRANTY ASSISTANCE CENTER FOR CLARIFICATION. [redacted] THE PREVIOUS DEALER WENT THROUGH THE OGC REVIEW	y	Per Engrg., claim states cracked cylinder head. Cyl head was not requested to be returned. This VIN is in Engineering's list of head replacements compiled on July 27, 2016.	y	y	n

WEB FORM DATA DESCRIPTION OF VEHICLE CONCERN: ENGINE CAUGHT FIRE AT LOWER RIGHT FRONT BY TURBO - SATURATED WITH ENGINE OIL - OIL LEAK LOCATED AT RIGHT FRONT OF HEAD GASKET PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED: CLEANED AND INSPECTED FOR OIL LEAK PARTS REPLACED: NONE YOUR QUESTION: WHEN REMOVING CYLINDER HEAD TO INSPECT IS THERE ANY THING TO LOOK FOR BESIDES CYLINDER HEAD AND BLOCK WARPAGE FOR CAUSE OF LEAK? ONLY FIRE DAMAGE WAS TO THE WIRING HARNESS BY CRANK SENSOR AND TURBO. THE CAC TUBE AT TURBO HAS SOME HEAT MARKS ON IT - NO OTHER DAMAGE FROM THE SMALL FIRE IS PRESENT - DAMAGE CAN BE REPAIRED BY REPLACING HARNESS AND CAC TUBE - THE CAUSE OF FIRE WAS THE OIL LEAK FROM THE HEAD GASKET	CONSULTED DAVID PRATT SME: ASKED HOW TO RESPOND TO THIS WITH THE CONCERN OF A SMALL FIRE. HE ADVISED IF THE CUSTOMER STATES THAT A FIRE WAS PRESENT OGC WILL NEED TO BE CONTACTED. IF THE CUSTOMER DID NOT STATE THAT A FIRE IS PRESENT, A FIRE MAY NOT HAVE OCCURRED AND THIS COULD JUST BE HEAT DAMAGE, WE CAN PROCEED WITH DIAGNOSTICS IN THIS CASE.	[redacted], WHEN YOU HAVE A CONCERN ALLEGING A FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE AND/OR BURN&NBSPHAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT, PURSUANT TO THE WARRANTY AND POLICY MANUAL, NO REPAIRS SHOULD BE PERFORMED. SEE BELOW: -<B><U>U.S. DEALERSHIPS</U></B> SHOULD COMPLETE A <B>DEALER/FLEET REQUEST FOR OGC REVIEW</B> FOUND ON FMCDEALER.COM - PARTS &AMP SERVICE TAB - CUSTOMER SATISFACTION LINK. <B><U>NOTE:</U></B> THE TECHNICAL SERVICE HOTLINE WILL NOT BE ABLE TO PROVIDE FURTHER ASSISTANCE WITH THIS ISSUE UNTIL AFTER THE OGC REVIEW. [redacted] IF THE CUSTOMER STATED THAT A FIRE OCCURRED, OGC WILL NEED TO CLEAR THE VEHICLE BEFORE ANY REPAIRS CAN BE PERFORMED. IF THE CUSTOMER DID NOT STATE A FIRE OCCURRED AND THIS IS A SPECULATION DUE TO HEAT AT THE CAC AND WIRING HARNESS THE REPAIRS CAN BE PERFORMED. IF THIS IS THE CASE INSPECT THE CYLINDER HEAD GASKET FOR A FAULT THAT WOULD HAVE ALLOWED THE LEAK. IF A FAULT IS NOT SEEN INSPECT THE CYLINDER HEAD AND ENGINE BLOCK FOR CRACKS AND WARPAGE AS OUTLINED IN THE WSM (WORKSHOP MANUAL) 303-00 > DIAGNOSIS AND TESTING.	?	Oil leak from head gasket. Engineering is aware of this one. This also has an OGC contact.	y	n	y
RO#[redacted] RO DATE:1/5/2016 12:00:00 AM WARRANTY TYPE:FACTORY WARRANTY REQUEST SPW INSTALL MILEAGE: SPW INSTALL DATE: 1. PLEASE DESCRIBE CUSTOMERS CONCERN. INCLUDE AS MANY DETAILS AS POSSIBLE. CUSTOMER CONERN VEHICLE CAUGHT ON FIRE WHILE DRIVING 2. IF APPLICABLE, PLEASE LIST ANY PRIOR REPAIR ATTEMPTS (DRIVEABILITY OR TRANSMISSION RELATED) WHICH MAY HAVE CONTRIBUTED TO THE CUSTOMER SYMPTOM. VECHICLE WAS LOWER IN COOLANT AND OVERHEATED WHICH CAUGHT ON FIRE 3. PLEASE PROVIDE THE DIAGNOSTIC STEPS THAT WERE PERFORMED TO DETERMINE THAT THE ASSEMBLY NEEDED TO BE REPLACED. PLEASE LIST THE PINPOINT TESTS COMPLETED AND INCLUDE TEST RESULTS (PRESSURE READINGS, ELECTRICAL MEASUREMENTS, ETC.). CYLINDER #2 AND #3 HAS LOW COMPRESSION AND THE CYLINDER HEAD IS CRACKED, TURBO OVERHEATED 4. PLEASE LIST PART (BY NAME, NOT PART#) THAT WAS ROOT CAUSE OF FAILURE: LOW ON COOLANT ENGINE OVERHEATED 5. LIST MAJOR COMPONENTS (BY NAME, NOT PART#) NEEDED FOR REPAIR: ENGINE HARNESS, ENGINE BLOCK, CYLINDER HEAD, TURBO 6. ARE THERE INDICATIONS OF VEHICLE OR COMPONENT ABUSE,		[redacted], WHEN YOU HAVE A CONCERN ALLEGING A FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE AND/OR BURN&NBSPHAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT, PURSUANT TO THE WARRANTY AND POLICY MANUAL, NO REPAIRS SHOULD BE PERFORMED. SEE BELOW: -<B><U>U.S. DEALERSHIPS</U></B> SHOULD COMPLETE A <B>DEALER/FLEET REQUEST FOR OGC REVIEW</B> FOUND ON FMCDEALER.COM - PARTS &AMP SERVICE TAB - CUSTOMER SATISFACTION LINK. <B><U>NOTE:</U></B> THE TECHNICAL SERVICE HOTLINE WILL NOT BE ABLE TO PROVIDE FURTHER ASSISTANCE WITH THIS ISSUE UNTIL AFTER THE OGC REVIEW. GASPA ADDITIONAL INFORMATION REQUIRED [redacted] THE OGC WILL CONTACT YOU WITH FURTHER INFORMATION. ONCE THE VEHICLE IS CLEARED SERVICE ON THE VEHICLE CAN BE RE-ESTABLISHED. GASPA ADDITIONAL INFORMATION REQUIRED [redacted], IF THE VEHICLE HAS BEEN CLEARED FROM OGC, RECOMMEND CONTINUING WITH FOLLOWING THE DIRECTION OF THE COST CAP TOOL TO REPAIR THE ENGINE WITH THE PARTS LISTED IN THE COST CAP TOOL. PRIOR APPROVAL IS NOT NECESSARY TO REPAIR THE VEHICLE. GASPA NOT APPROVED [redacted], TO BETTER ASSIST YOU ON THIS WARRANTY RELATED QUESTION, THE TECHNICAL&NBSPASSISTANCE CENTER&NBSPRECOMMENDS THAT YOU REFER TO THE DEALERSHIP WARRANTY ADMINISTRATOR, THE WARRANTY AND POLICY MANUAL, OR YOU MAY CONTACT THE WARRANTY ASSISTANCE CENTER FOR CLARIFICATION. GASPA NOT APPROVED	y	Per Engrg., AWS claims cylinder head was cracked. Cylinder head returned to Ford. Confirmed head is warped and cracked. This VIN is in Engineering's list of head replacements compiled on July 27, 2016	y	y	y

WEB FORM DATA DESCRIPTION OF VEHICLE CONCERN: CRANK NO START. CAR WAS SMOKING UNDER THE HOOD. PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED: EEC TEST. RAISED CAR TO INSPECT. FOUND TURBO HAD A EXHAUST LEAK AND OIL LEAK. MELTED CRANK SENSOR, ENGINE HARNESS, AND VALVES ON THE TURBO. AND DAMAGED THE INNER CV BOOT ON THE PASSENGER SIDE PARTS REPLACED: NONE. YOUR QUESTION: DO I NEED A SPECIAL APPROVAL FOR THE HARNESS? IT LOOKS TO ME THAT THERE WAS A FIRE THAT CAUSED THE DAMAGE FROM THE EXHAUST AND OIL LEAK	[redacted], IT DOES NOT APPEAR THAT THE 12A690 ENGINE HARNESS REQUIRES PRIOR APPROVAL TO ORDER AND RESOLVE THE CONCERN. IF MAJORITY OF THE HARNESS IS DAMAGED OR MELTED THEN IT IS RECOMMENDED TO REPLACE TO RESOLVE THE CONCERN. ALSO, IT IS RECOMMENDED TO DETERMINE THE CAUSE OF THE OIL LEAK THAT CAUSED THE DAMAGE. IT IS RECOMMEND TO TRACE THE OIL TO THE SOURCE OF THE LEAK AND INSPECT FOR A FAULT THAT IS PRESENT AND DETERMINE THE CAUSE. INSPECT FOR DAMAGE AND REMOVE COMPONENTS AS NECESSARY TO DETERMINE THE FAULT. IF DAMAGE IS FOUND THEN REPAIR AS NECESSARY TO RESOLVE THE OIL LEAK. [redacted] WHEN YOU HAVE A CONCERN ALLEGING A FIRE HAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT, PURSUANT TO THE WARRANTY AND POLICY MANUAL, NO REPAIRS SHOULD BE PERFORMED. SEE BELOW: -<B><U>U.S. DEALERSHIPS</U></B> SHOULD COMPLETE A <B>DEALER/FLEET REQUEST FOR OGC REVIEW</B> FOUND ON FMCDEALER.COM - PARTS &AMP SERVICE TAB - CUSTOMER SATISFACTION LINK. <B><U>NOTE:</U></B> THE TECHNICAL ASSISTANCE CENTER WILL NOT BE ABLE TO PROVIDE FURTHER ASSISTANCE WITH THIS ISSUE UNTIL AFTER THE OGC REVIEW.	y	Engrg teardown indicated minor fire. Cylinder head cracked across exhaust pan rail.	y	y	y
2015-10-20-18.47.28.000000 CUSTOMER SAYS: ON WEDNESDAY THE VEHICLE CAUGHT ON FIRE. EVERYONES OK AND WAS ABLE TO MAKE IT OUT. THERE WAS NO WARNING. IT STARTED SMOKING THEN THERE WAS A VISIBLE FLAME. THE ENGINE COMPARTMENT WAS IN FLAMES. WEVE CONTACTED THE INSURANCE COMPANY. THE VEHICLE IS A TOTAL LOSS AND THE CLAIM IS PENDING. THE DEALER WAS ABLE TO CANCEL THE LEASE OF THIS VEHICLE AND GET US INTO A NEW CAR. WE LOST SOME THINGS IN THE FIRE LIKE KIDS CLOSE AND MUSIC. THE DEALER REPLACED THE VEHICLE. IM NOT SURE IF MY INSURANCE COMPANY IS GOING TO BE LIABLE FOR THIS OR NOT BUT I DONT FEEL LIKE THEY SHOULD BE SINCE THIS IS FAULT OF FORD.PER CUST, DLR SAYS: N/ACRC ADVISED: I ADVISED HIM TO CONTINUE TO WORK WITH HIS INSURANCE COMPANY AND THAT THEY HAVE THE ABILITY TO SUB ON HIS BEHALF IF THEY FEEL ITS AT FAULT OF FORD.	2015-10-20-18.47.28.000000		y	Engineering confirmed cracked head	n	y	y

2016-01-29-19.21.07.000000 CUST SAYS:I NEED UPDATE ON MY CASE.PER CUST,DLR SAY:NACRC ADVISED:PLEASE WORK WITH THE SM TODD. TRANSFERRED CUST TO DLR. 2016-01-28-19.04.15.000000 CUST SAYS: HIS DAUGHTER WAS DRIVING DOWN THE ROAD WHEN HE VEH LOST POWER. SHE TOOK THE VEH TO HER LOCAL DLR AND THEY ADVISED THAT THE REPAIR WOULD COST $880.00. CUST WANTED TO KNOW IF THERE IS ANY ASSISTANCE THAT FMC COULD PROVIDE. PER CUST, DLR SAYS: THE REPAIRS ARE GOING TO COST $880.00. CRC ADVISED: I WILL ESCALATE YOUR CASE TO OUR FORD SERVICE MANAGER. THEY WILL REVIEW THE INFORMATION THAT YOU HAVE PROVIDED TO ME AND DO A THOROUGH REVIEW ON YOUR BEHALF. THE CASE NUMBER THAT I HAVE ESTABLISHED FOR YOU TODAY IS CAS-[redacted] YOUR SM WILL BE THE ONE WHO UPDATES YOU. ** NOTE TO SM**CSM WILL NOT SEE MEDIUM LEVEL CASES. IM SENDING THIS TO YOU TO SEE IF YOU CAN PROVIDE ANY ASSISTANCE. IF YOU NEED ADDITIONAL ASSISTANCE, PLEASE CONTACT YOUR CSM AT 866-631-3788, OPTION 2, ENTER MAKE AND MODEL, ENTER P&A CODE. 2016-01-28-23.11.41.000000 CUSTOMER SAYS: WANTED AN UPDATE, DIDNT KNOW ABOUT THE ACCIDENT PER CUST, DLR ADVISED: N/A CRC ADVISED: READ THE UPDATE IN THE NOTES, PROVIDED THIS INFORMATION AND TOLD HIM TO KEEP IN TOUCH WITH THE SERVICE MANAGER 2016-01-28-21.17.02.000000 BY TODD LANDERS - MORE TO THE STORY. VEHICLE HAS BLOWN OIL ALL OVER ENGINE COMPARTMENT POSSIBLE TURBO OR SERIOUS ENGINE FAILURE. THE OIL HAS CAUGHT FIRE AND BURNED ENGINE HARNESS. JUST TO GET ENGINE TO TURN OVER WOULD NEED TO REPLACE ENGINE HARNESS $2000.00 PARTS AND LABOR. AFTER THAT WOULD BE ABLE TO DETERMINE	2016-01-29-19.21.07.000000 2016-01-28-19.04.15.000000 2016-01-28-23.11.41.000000 2016-01-28-21.17.02.000000		?	No confirmation of cause and no record of repair. Engineering has requested inspection but OGC has had no customer contact	y	?	requested

2016-02-23-21.43.19.000000 CSM REVIEWED CASE PER Z/M KIM [redacted] REQUEST. FORD WILL NOT BE ABLE TO OFFER ASSISTANCE FOR CUST SATISFACTION IN THIS CASE SINCE IT IS AN INSURANCE CLAIM AND NO DEFECT WAS DETERMINED. ASSIST DENIED. 2016-02-15-19.50.55.000000 CUST SAYS: SAYS HIS WIFES VEHICLE HAD A CONCERN THE OTHER DAY. THE VEHICLE HAD A WARNING LIGHTS COME ON. SHE TRIED TO PULL OVER. IT SHUT OFF IN AN INTERSECTION. AS SHE WAS TRYING TO CONTACT FOR A TOW SHE NOTICED SMOKE UNDER HOOD THEN FLAMES. HE CONTACTED HIS INSURANCE COMPANY AND A DLR WHO TOLD HIM TO REPORT THIS TO US1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANYYES 2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIMSTILL INVESTING3. WHEN DID THE VEHICLE CATCH FIRE2/14 AROUND 1 PM4. WHERE DID THE FIRE ORIGINATE IN THE VEHICLEUNDER HOOD5. WHERE IS THE VEHICLE CURRENTLY LOCATEDTOW YARD BUT INSURANCE COMPANY WILL BE MOVING IT6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT NOT SURE7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGSN/A8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILEDN/A9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURREDJEROME PA10. WERE ANY INJURIES SUSTAINED IF YES, PROVIDE THE FIRST AND LAST NAME OF ALL INJURED PARTIES.NO11. IS THE VEHICLE REPAIRABLENOT REPAIRABLE 12. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANYINSURANCE COMPANY DIRECTED TO DOCUMENT WITH US13. WHAT MAILING ADDRESS WOULD YOU LIKE OUR OFFICE OF GENERAL COUNCIL TO SEND YOUR WRITTEN RESPONSE TO	2016-02-23-21.43.19.000000 2016-02-15-19.50.55.000000	?	Insurance company did not subrogate	n	?	n
2016-02-23-22.56.46.000000 CUST SAYS:SHE HAS A 2014 FORD ESCAPE. THE VEHICLE ENGULFED IN FLAMES. THIS HAPPENED IN KILLINGTON, VERMONT LAST FRIDAY, 02/19/2016. SHE CONTACTED THE INSURANCE COMPANY AND THE DLR. THE VEHICLE WAS PICKED UP BY THE INSURANCE COMPANY TODAY. SHE IS CONCERNED ABOUT WHAT CAUSED THIS. SHE DOES NOT WANT THIS TO HAPPEN TO ANYONE ELSE. PER CUST, DEALER SAYS:N/ACRC ADVISED:THE INFORMATION YOU HAVE PROVIDED HAS BEEN DOCUMENTED. ADV CUSTOMER TO CONTINUE TO WORK WITH HER INSURANCE COMPANY REGARDING THIS. THE INSURANCE COMPANY WILL CONTACT FMC IS NECESSARY.	2016-02-23-22.56.46.000000	y	CUSTOMER	n	y	y

2016-03-29-17.13.26.000000 CSM CLOSING CASE- OPENED INCORRECTLY 2016-03-29-14.40.46.000000 BY JOHN CHALLACOMBE - VEHICLE TOWED TO THIS SHOP FROM FORD DEALERSHIP IN BRONX. VEHICLE CAUGHT ON FIRE IN THE ENGINE COMPARTMENT. VERIFIED FIRE SEEMS TO BE FROM ENGINE OIL ISSUE(POSSIBLE HEAD LEAK) HOW WOULD FMC LIKE TO PROCEED 2016-03-29-17.13.13.000000 EMAIL CREATED ON: 3/29/2016 1:13:09 PMFROM: ANGELA KEEVISTO: [redacted] PLEASANTVILLE FORD, INCSUBJECT: [redacted] ACCIDENT OR FIRE CLAIMTHIS INVOLVES ANY CONDITION WHICH COULD HAVE CONTRIBUTED TO PERSONAL INJURY OR PROPERTY DAMAGE. IN SUCH A CASE: CONTACT THE OFFICE OF THE GENERAL COUNSEL (OGC) AT FMCDEALER/PARTS SERVICE/CUSTOMER SATISFACTION/REQUEST FOR CONSUMER AFFAIRS REVIEW. FAILURE TO OBTAIN PRIOR AUTHORIZATION FROM OGC MAY RESULT IN DENIAL OF THE WARRANTY CLAIM.DO NOT BEGIN NO-CHARGE REPAIRS UNTIL AUTHORIZED BY THE COMPANY.PARTS INVOLVED IN ACCIDENT, PERSONAL INJURY, OR PROPERTY DAMAGE MUST NOT BE SCRAPPED UNTIL AUTHORIZED BY THE COMPANY.DO NOT OPEN IN FMC360. PLEASE FOLLOW ABOVE DIRECTIONS AS CSM ADVISED THIS MORNING. FORD MOTOR COMPANY (R) ANGELA KEEVIS FCSD CCT FCSD866-6313788 X 77712AKEEVIS@FORD.COM WWW.FORD.COM	2016-03-29-17.13.26.000000 ACCIDENT OR FIRE CLAIM THIS INVOLVES ANY CONDITION WHICH COULD HAVE CONTRIBUTED TO PERSONAL INJURY OR PROPERTY DAMAGE. IN SUCH A CASE: CONTACT THE OFFICE OF THE GENERAL COUNSEL (OGC) AT FMCDEALER/PARTS & SERVICE/CUSTOMER SATISFACTION/REQUEST FOR CONSUMER AFFAIRS REVIEW. FAILURE TO OBTAIN PRIOR AUTHORIZATION FROM OGC MAY RESULT IN DENIAL OF THE WARRANTY CLAIM. DO NOT BEGIN NO-CHARGE REPAIRS UNTIL AUTHORIZED BY THE COMPANY. PARTS INVOLVED IN ACCIDENT, PERSONAL INJURY, OR PROPERTY DAMAGE MUST NOT BE SCRAPPED UNTIL AUTHORIZED BY THE COMPANY. DO NOT OPEN IN FMC360. PLEASE FOLLOW ABOVE DIRECTIONS AS CSM ADVISED THIS MORNING. FORD MOTOR COMPANY (R) ANGELA KEEVIS FCSD CCT FCSD 866-6313788 X 77712 AKEEVIS@FORD.COM WWW.FORD.COM 2016-03-29-14.40.46.000000 ACCIDENT OR FIRE CLAIM THIS INVOLVES ANY CONDITION WHICH COULD HAVE CONTRIBUTED TO PERSONAL INJURY OR PROPERTY DAMAGE. IN SUCH A CASE: CONTACT THE OFFICE OF THE GENERAL COUNSEL (OGC) AT FMCDEALER/PARTS & SERVICE/CUSTOMER SATISFACTION/REQUEST FOR CONSUMER AFFAIRS REVIEW. FAILURE TO OBTAIN PRIOR AUTHORIZATION FROM OGC MAY RESULT IN DENIAL OF THE WARRANTY CLAIM. DO NOT BEGIN NO-CHARGE REPAIRS UNTIL AUTHORIZED BY THE COMPANY. PARTS INVOLVED IN ACCIDENT, PERSONAL INJURY, OR PROPERTY DAMAGE MUST NOT BE SCRAPPED UNTIL AUTHORIZED BY THE COMPANY. DO NOT OPEN IN FMC360. PLEASE FOLLOW ABOVE DIRECTIONS AS CSM ADVISED THIS MORNING. FORD MOTOR COMPANY (R) ANGELA KEEVIS FCSD CCT FCSD 866-6313788 X 77712 AKEEVIS@FORD.COM WWW.FORD.COM	y	En ineerin is investi ating [redacted] y [redacted] Engineering confirmed cracked head. Also, attempting to get parts back.	y	y

2016-03-30-14.42.29.000000 CSM NEAL (77757 OBC DLR CAROLYN (3673) DLR STATED VALVE COVER LEAKED AND CAUGHT FIRE, AND CYLINDER HEAD WAS CRACKED. DLR STATED CUST HEARD ABOUT A RECALL BUT NOT FOR HER VEHICLE. DLR STATED CUST STATED CUST FEELS HER VEHICLE SHOULD HAVE BEEN INCLUDED DUE TO MANUFACTURING TIME AND LOCATION. CSM ADVISED CUST CAR INSURANCE NEEDS TO BE INVOLVED DUE TO VEHICLE FIRE. DLR STATED INSURANCE ALREADY PAID FOR THE VEHICLE TO BE REPAIRED, CYLINDER HEAD BEING CRACKED IS A SEPARATE UNRELATED ISSUE TO THE FIRE. DLR STATED FIRST TIME CUST AT DLR. REPAIR PARTS 1089.54 LABOR 1832.54 TOTAL 2922.08. FOLLOW UP WITH DLR 3/31/2016. 2016-03-30-13.36.52.000000 TICKET NUMBER: [redacted] [redacted]CUSTOMER: [redacted]BUSINESS PHONE: [redacted]HOME PHONE[redacted]MOBILE PHONE: NULLLTV SCORE: A/ZVEHICLE PURCHASE STATUS: NULLDEALER NAME: DITSCHMAN/FLEMINGTON FORD-LINCOLNDEALER P&A: NULLDEALER PHONE: NULLVIN: 1FMCU9GX6EU[redacted]YEAR : 2014MAKE: FORDMODEL: ESCAPEMILEAGE: 74292WARRANTY START DATE: 08-OCTOBER-2013ENGINES SPECIFICATION: 1.6L 16V DI TC I4 170PS SIGMAOPEN RECALL/FSA: NONEESP: NONEHOTLINE CONTACT: NOWARRANTY HISTORY: NOT RELATED 2016-03-31-19.36.21.000000 DEALER TO CONTACT OGC 2016-03-31-19.35.25.000000 CSM JSAPORITA EXT[redacted] OBC TO DEALER (908) 782-3673 SPOKE WITH CAROLINE S/M SPOKE WITH CHAD S/A CSM SEEKING WHAT DEALER IS SEEKING S/A ADVISED HEAD CRACKED AND MELTED HARNESS S/A ADVISED INSURANCE COMPANY PAYING FOR WIRING HARNESS ONLY DUE TO THERE IS NO DAMAGE TO HEAD DEALER IS SEEKING ASSISTANCE WITH HEAD CSM	2016-03-30-14.42.29.000000 2016-03-30-13.36.52.000000 2016-03-31-19.36.21.000000 2016-03-31-19.35.25.000000 2016-03-29-12.23.11.000000			y	Hotline claims cylinder head cracked. [redacted] Crack confirmed by Engineering.	y	y	y

PE18-007 000570 ER

2016-05-13-21.39.36.000000	CUST SAYS: 14 ESCAPE 9000 MILES THE DLR THERE WAS A BUSTED GAS LINE SO YOU TOOK IT TO THE DLR 05/02/16 RECEIVED THE VEH ON THE 4TH ON THE 9TH THE VEH CAUGHT FIRE. THEY CALLED THE FIRE DEPARTMENT AND GEICO WHOM SENT OUT A INSURANCE ADJUSTER AND THEY DEEMED IT A TOTAL LOST. PER CUST, DLR SAYS: N/A CRC ADVISED: 1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY YES O IF NO - ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY. NO FURTHER QUESTIONS ARE NEEDED AN ESCALATION TO OGC WILL NOT OCCUR).O IF YES CONTINUE WITH REMAINING QUESTIONS2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM ADJUSTER IS STILL EVALUATING THE VEH.WILL NOT OCCUR).3. WHEN DID THE VEHICLE CATCH FIRE 5/9/164. WHERE DID THE FIRE ORIGINATE IN THE VEHICLE UNDER THE HOOD5. WHERE IS THE VEHICLE CURRENTLY LOCATED 24/7 TOWING IMPOUND LOT FT PAYNE, AL [redacted] WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT YES7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGS NOT SURE, MAYBE A SHORTAGE IN THE WIRING8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILED FT PAYNE AL DEKALB9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURRED FT PAYNE, AL10. WERE ANY INJURIES SUSTAINED IF YES, PROVIDE THE FIRST AND LAST NAME OF ALL INJURED PARTIES. NO11. IS THE VEHICLE REPAIRABLE NO12. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANY TRYING TO FIGURE13. WHAT MAILING ADDRESS WOULD YOU LIKE OUR OFFICE OF GENERAL COUNCIL TO SEND YOUR WRITTEN RESPONSE TO (531 COUNTY RD 15 GAYLESVILLE, AL 35973).14. OTHER THAN THE VEHICLE,	2016-05-13-21.39.36.000000 2016-05-27-20.42.51.000000		?	Found in 6/16/16 search. FILE FILE FILE Engineering has requested an inspection. FMC 360 report suggests OGC involvement has been initiated. 03/13/17: Matter has not come to OGC - no info.	n	?	requested

2016-05-26-12.42.48.000000 CUSTOMER SAYS:CUSTOMER IS CALLING IN REGARDS TO HER 2014 ESCAPE. ON MONDAY NIGHT HER HUSBAND WAS DRIVING TO THE AIRPORT AND ALL THE SUDDEN THE VEHICLE BURST INTO FLAMES AND DRIVE AND DOG WERE BARELY ABLE TO ESCAPE. HUSBAND SAW FLAMES ON PASSENGER SIDE FLOORBOARD.1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY YES2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM OPEN AND STARTED PROCESSING 3. WHEN DID THE VEHICLE CATCH FIRE 5/23/2016 4. WHERE DID THE FIRE ORIGINATE IN THE VEHICLE PASSENGER SIDE FLOOR BOARD5. WHERE IS THE VEHICLE CURRENTLY LOCATED INSURANCE ADJUSTERS LOCATION.6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT YES 7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGS N/A 8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILED IL STATE POLICE REPORT [redacted] WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURRED LAKE FORREST IL10. WERE ANY INJURIES SUSTAINED IF YES, PROVIDE THE FIRST AND LAST NAME OF ALL INJURED PARTIES. NO11. IS THE VEHICLE REPAIRABLE NO12. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANY COMPENSATION FOR NEW VEHICLE, LOST ALL ADD ONS, WANTS TO REPLACE WHAT IS LOST 13. WHAT MAILING ADDRESS WOULD YOU LIKE OUR OFFICE OF GENERAL COUNCIL TO SEND YOUR WRITTEN RESPONSE TO [redacted] ZION IL [redacted] OTHER THAN THE VEHICLE, WERE THERE ANY OTHER DAMAGES NO15. WHAT IS THE NAME AND ADDRESS OF THE CUSTOMERS ATTORNEY (ASK THIS QUESTION ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT/RETAINED AN ATTORNEY).NO16. WAS THE	2016-05-26-12.42.48.000000	?	Owner noted flames on pass side floorboard. En ineerin has requested inspection [redacted] File is presently closed.	n	?	requested
2016-06-28-12.42.45.000000 BY ERIK BUIKEMA - IN SHORT-CST BROUGHT VEHICLE IN DUE TO A POOR ACCELERATION CONCERN, ON TECH TEST DRIVE, THE VEHICLE SHUT OFF WHILE DRIVING, PULLED OVER AND THE FRONT OF THE CAR WAS ON FIRE. MINOR DAMAGE AS A RESULT. ENGINEERING STATES TO REPLACE ENGINE ASSY (A CRACK IN THE CYLINDER HEAD ALLOWED ENGINE OIL TO LEAK ONTO THE EXHAUST AND IGNITE). THE CAR WILL NEED A WIRE HARNESS THAT BURNED, A TURBO AND A REPLACEMENT PLASTIC SHIELD THAT GOES UNDER THE ENGINE ASSY. LONG TERM RENTAL IS REQUESTED. 2016-06-28-15.18.32.000000 CSM CONTACTED BY S/A PRIOR TO OOPENING CASECSM REQUESTING INFO ON ANY B/O PARTWIILL ASSIST WITH RENTALSETTING 7-1 TO REVIEW POSSIBLE PARTS ISSUES		y	Engrg. confirmed cracked head. This VIN is in Engineering's list of long block replacements compiled on July 27, 2016. [redacted]	y	y	y
REPAIR / CONCERN C/S ENGINE IS LEAKING A FLUID. NOT SURE WHAT, C/A	VERIFIED LEAK COMING FROM CYLINDER HEAD AREA. ADDED DIE TO ENGINE OIL AND TEST DROVE VEHICLE DURING TEST DRIVE VEHICLE AND VERIFIED FAILING TURBO MAKING SEVERE LOUD NOISE. DUE TO EXCESSIVE HEAT FROM TURBO FAILURE AND OIL LEAK, VEHICLE HAD THERMAL EVENT. FURTHER INSPECTION FOUND WIRE HARNESS TO CRANK SENSOR, WASTE GATE ACTUATOR, BOTH OXYGEN SENSORS, FUEL PUMP AND EXHAUST VARIABLE CAM ACTUATOR. REPL	y	Engineering confirmed cracked head	y	y	y

WEB FORM DATA [redacted] DESCRIPTION OF VEHICLE CONCERN: VEHICLE WAS CAUGHT ON FIRE FROM ENGINE COMPARTMENT PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED: INSPECTED FOUND THE BURNING SPOT SEEM STARTED FROM THE HIGH PRESSURE FUEL PUMP AREA AND BURNED OFF THE NEAR BY COMPONENTS SUCH AS AIR DUCT TUBES , ELECTRICAL WIRINGS, VALVE COVER, IGNITION COILS. CHECK WORK HISTORY FOUND THE VEHICLE HAS 5K SERVICE ON JUNE 15TH 2016 AT 54676 MILES. PARTS REPLACED: NONE. YOUR QUESTION: UNABLE TO DETERMINE THE ROOT CAUSE OF FIRE. WHAT SHOULD BE DONE NEXT? THANKS.	I CALLED DEALER AND SPOKE WITH HENRY. HENRY ADVISED THAT VEHICLE APPEARS TO BE REPAIRABLE. ENGINE ENGINEERING IS REQUESTING THE DEALER TO INSPECT THE CYLINDER HEAD FOR A POSSIBLE CRACK IN THE TOP RAIL. PLEASE REMOVED THE HIGH PRESSURE FUEL PUMP MOUNTING BRACKET AND THE CAM COVER TO INSPECT THE TOP OF THE CYLINDER HEAD ON THE EXHAUST SIDE ABOVE THE #3 EXHAUST PORT. I WILL SUPPLY HENRY AN EXAMPLE OF WHAT TO LOOK FOR ON THE CYLINDER HEAD. ENGINEERING IS AUTHORIZING THE DEALER TO CHARGE M-TIME TO PERFORM THE INSPECTION ON BEHALF OF ENGINEERING. I ASKED HENRY TO PLEASE SUPPLY A PHOTO OF THE SAME AREA OF THE CYLINDER HEAD AS THE PICTURE I SUPPLIED TO HIM.	[redacted] WHEN YOU HAVE A CONCERN ALLEGING A FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE AND/OR BURN&NBSPHAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT, PURSUANT TO THE WARRANTY AND POLICY MANUAL, NO REPAIRS SHOULD BE PERFORMED. SEE BELOW: -<B><U>U.S. DEALERSHIPS</U></B> SHOULD COMPLETE A <B>DEALER/FLEET REQUEST FOR OGC REVIEW</B> FOUND ON FMCDEALER.COM - PARTS &AMP SERVICE TAB - CUSTOMER SATISFACTION LINK. <B><U>NOTE:</U></B> THE TECHNICAL ASSISTANCE CENTER WILL NOT BE ABLE TO PROVIDE FURTHER ASSISTANCE WITH THIS ISSUE UNTIL AFTER THE OGC REVIEW.	?	Engrg has made multiple attempts to secure pictures. Dealer has not responded. Vehicle was repaired. There is a LMMS notice. [redacted]	y	n	n
			y	1st notice that alleges driver heard noise while driving, saw smoke, and then flames which engulfed vehicle. This is a place holder until FMC report comes in. En ineerin has requested inspection. [redacted] Inspected by Engineering on 03/04/17. Cracked head. 03/09/17: Vehicle ready for pick up.	n	y	y
2016-08-09-15.10.10.000000 CUSTOMER SAYS:HE WAS DRIVING ON THE HWY HOME FROM WORK AND SAW A LITTLE SMOKE COMING FROM UNDER THE HOOD. THE THE SERVICE ENGINE SOON LIGHT CAME ON AND THE CAR STALLED OUT. THE THEN PULLED OFF THE ROAD TO GET RA CAR AND AS HE WAS LOOKING IN THE THE GLOVE BOX HE SAW FLAMES COMING FROM UNDER THE HOOD IN THE MIDDLE CLOSE TO THE WINDSHIELDPER CUST DLR SAYS:N/ACRC ADV:YOUR INSURANCE COMPANY HAS THE RIGHT TO PURSUE CLAIMS FOR REIMBURSEMENT AGAINST FORD. IF THEY DO PURSUE A CLAIM AGAINST FORD, REIMBURSEMENT WILL BE BETWEEN YOU AND YOUR INSURANCE COMPANY.1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY (YES OR NO)YESO IF NO - ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY. NO FURTHER QUESTIONS ARE NEEDED AN ESCALATION TO OGC WILL NOT OCCUR).O IF YES CONTINUE WITH REMAINING QUESTIONS2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIMPENDING - ADJUSTER HAD YET TO SEE VEH .3. WHEN DID THE VEHICLE CATCH FIRE8/9/2016 4. WHERE DID THE FIRE ORIGINATE IN THE VEHICLEUNDER THE HOOD 5. WHERE IS THE VEHICLE CURRENTLY LOCATED[redacted]QUEENS, NY6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT (YES OR NO)YES7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGSDOES NOT KNOW AS HE HAS NOT RECEIVE REPORT YET 8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILEDN/A9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURREDQUEENS, NY 10. WERE ANY INJURIES SUSTAINED IF YES, PROVIDE THE FIRST AND LAST NAME OF ALL INJURED PARTIES.NO 11. IS THE VEHICLE REPAIRABLENO12. WHAT ARE YOU SEEKING FROM FORD			?	FMC 360 report forwarded to Engrg. 8/12/16. En ineerin has requested inspection. [redacted]	n	?	requested

PE18-007 000573 ER

2016-09-16-22.10.05.000000 CUSTOMER SAYS:1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY (YES OR NO)YES2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIMTHEY WILL PAY FOR THE VEHICLE, BUT ONLY THE VEHICLE.3. WHEN DID THE VEHICLE CATCH FIRE8/11/164. WHERE DID THE FIRE ORIGINATE IN THE VEHICLEENGINE5. WHERE IS THE VEHICLE CURRENTLY LOCATEDINSURANCE AUTO AUCTION, IN PHOENIX AZ6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT (YES OR NO)YES7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGSN/A8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILED2016[redacted]POLICE REPORT NUMBER)QUARTZSITE AZ, LA PAZ COUNTY9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURREDQUARTZSITE, AZ10. WERE ANY INJURIES SUSTAINED IF YES, PROVIDE THE FIRST AND LAST NAME OF ALL INJURED PARTIES.NO11. IS THE VEHICLE REPAIRABLENO12. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANYITEMS OF VALUE FROM INSIDE THE VEHICLE, THAT THE INSURANCE WOULD NOT PAY FOR.THE DEDUCTABLE FROM STATE FARM.13. WHAT MAILING ADDRESS WOULD YOU LIKE OUR OFFICE OF GENERAL COUNCIL TO SEND YOUR WRITTEN RESPONSE TO (DOCUMENT THE FULL ADDRESS).[redacted]SEAL BEACH, CA[redacted]OTHER THAN THE VEHICLE, WERE THERE ANY OTHER DAMAGESNO15. WHAT IS THE NAME AND ADDRESS OF THE CUSTOMERS ATTORNEY (ASK THIS QUESTION ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT/RETAINED AN ATTORNEY).N/A16. WAS THE VEHICLE RUNNING WHEN THE FIRE STARTEDYESDLR ADVISED:N/ACRC ADVISED:I WILL FORWARD YOUR INFORMATION TO FORDS

?	1st notice from OGC hard copy delivery. En ineerin has requested inspection. FREE DAMAGE CTED FOR PRIVILEGED	?	?	requested
?	FREE DAMAGE CTED FOR PRIVILEGED Engineering has requested vehicle for inspection. FREE DAMAGE CTED FOR PRIVILEGED	n	?	requested

PE18-007 000574 ER

2016-11-01-17.20.24.000000 CUST SAYS 1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY*YES, VEH NOT PAID OFF NEED TO CONTACT FORD. 2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM*INSURANCE COMPANY IS GOING TO SETTLE WITH HER 3. WHEN DID THE VEHICLE CATCH FIRE*10/27/20164. WHERE DID THE FIRE ORIGINATE IN THE VEHICLE*UNDER THE HOOD 5. WHERE IS THE VEHICLE CURRENTLY LOCATED*VEH IS AT A BODY SHOP 6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT*YES7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGS*NO8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILEDLATTA CITY, DILLON COUNTY 9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURREDLATTA, SC.10. WERE ANY INJURIES SUSTAINED *NO11. IS THE VEHICLE REPAIRABLE*NO12. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANY*SHE IS SEEKING COMPENSATION TO PAY OFF THE VEH BECAUSE THE INSURANCE ISNT COVERING WHAT THEY STILL OWE 13. WHAT MAILING ADDRESS WOULD YOU LIKE OUR OFFICE OF GENERAL COUNCIL TO SEND YOUR WRITTEN RESPONSE TO [redacted] LATTA SC [redacted], OTHER THAN THE VEHICLE, WERE THERE ANY OTHER DAMAGES*NO15. WHAT IS THE NAME AND ADDRESS OF THE CUSTOMERS ATTORNEY*N/A16. WAS THE VEHICLE RUNNING WHEN THE FIRE STARTED*YES, HER SON WAS DRIVING IT CUST SAYS, PER DLR N/ACRC ADVI WILL FORWARD THE INFO TO FMC OGC WHO WILL SEND YOU WRITTEN CORRESPONDENCE WITHIN 15 BUS DAYS

?

Found in 11/10/16 CDR search. Forwarded to n Engrg. and OGC. Text indicates October, 2016 event. CDR indicates November, 2016. Changed CDR date for accuracy

?

requested

2016-11-07-21.26.39.000000 CUSTOMER SAYS:CUST WAS DRIVING AND HER VEH STARTED SLOWING. SHE PULLED OVER BC SHE STATED TO SEE SMOKE. VEH STARTED SMOKING MORE AND THEN FIRE CAME OUT AND SHE RAN OUT OF THE CAR PER CUST DLR SAYS:N/ACRC ADV:I WILL FORWARD YOUR INFORMATION TO FORDS OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 DAYS BUSINESS DAYS TO YOUR CONCERN. 1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY (YES OR NO)O IF NO - ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY. NO FURTHER QUESTIONS ARE NEEDED AN ESCALATION TO OGC WILL NOT OCCUR).O IF YES CONTINUE WITH REMAINING QUESTIONS2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIMWILL NOT OCCUR).3. WHEN DID THE VEHICLE CATCH FIRE10/27/16 4. WHERE DID THE FIRE ORIGINATE IN THE VEHICLEUNDER THE HOOD 5. WHERE IS THE VEHICLE CURRENTLY LOCATEDIN STORAGE FOR INSURANCE COMPANY SO THEY CAN INVESTIGATE 6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT (YES OR NO)YES 7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGSTHEY DONT ISSUE AN ACTUAL REPORT TO CUST JUST PUT A DESCRIPTION OF WHAT HAPPENED 8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILEDN/A HOUSTON, TX HARRIS COUNTY 9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURREDHOUSTON, TX10. WERE ANY INJURIES SUSTAINED IF YES, PROVIDE THE FIRST AND LAST NAME OF ALL INJURED PARTIES.NO BUT THERE WAS A SMALL BRUISE ON HER BACK FROM GETTING OUT OF THE CAR 11. IS THE VEHICLE REPAIRABLENO12. WHAT ARE YOU SEEKING FROM FORD			?	Found in 11/10/16 CDR search. Forwarded to n Engrg. and OGC. While it was stated that there were no injuries, there was also a comment, " ...THERE WAS A SMALL BRUISE ON HER BACK FROM GETTING OUT OF THE CAR." Text indicates October, 2016 event. CDR indicates November, 2016. Changed CDR date for accuracy. 01/20/16: Insurance company has not subrogated.	?	requested
WEB FORM DATA: [redacted] DESCRIPTION OF VEHICLE CONCERN: VEHICLE CAUGHT FIRE AFTER ENGINE OVERHEAT MESSAGE WAS DISPLAYED PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED: TRY TO ISOLATE WHERE FIRE STARTED FROM. APPEARS TO BE AN OIL LEAK FROM SOMEWHERE IN THE CYL HEAD AREA PARTS REPLACED: NONE YOUR QUESTION: I KNOW THERE WAS A RECALL FOR ENGINE FIRES ON THESE ESCAPES BUT I DON T SEE WHERE ANY RECALL WAS PERFORMED OR ANY OPEN RECALLS ON THIS VEHICLE. THE VEHICLE WAS LOW ON COOLANT WHEN IT CAME IN. THE CUSTOMER SAID THE OVERHEAT WARNING MESSAGE CAME ON AND THEY PULLED OVER IN THE DEALERSHIP. WHILE TALKING TO THE SERVICE WRITER THE CAR STARTED ON FIRE. I PUT THE FIRE OUT AND WE PUSHED THE CAR OUT BACK. THERE IS OIL ALL OVER THE UNDERSIDE OF THE CAR AND I PRESSURE TESTED THE COOLING SYSTEM BUT I HAVE NO PRESSURE DROP. WHERE WOULD YOU LIKE ME TO GO FROM HERE. ANY HELP WOULD BE APPRECIATED.	CONSULTED BRANDON KARBUM TO REVIEW THE PROCESS FOR CONTACTS SPECIFYING FIRE RELATED INCIDENTS. ARTICLE ISM[redacted] REPORTED FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE &/OR BURN HAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT	[redacted]WHEN YOU HAVE A CONCERN ALLEGING A FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE AND/OR BURN&NBSPHAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT, PURSUANT TO THE WARRANTY AND POLICY MANUAL, NO REPAIRS SHOULD BE PERFORMED. SEE BELOW: -<B><U>U.S. DEALERSHIPS</U></B> SHOULD COMPLETE A <B>DEALER/FLEET REQUEST FOR OGC REVIEW</B> FOUND ON FMCDEALER.COM - PARTS &AMP SERVICE TAB - CUSTOMER SATISFACTION LINK. <B><U>NOTE:</U></B> THE TECHNICAL ASSISTANCE CENTER WILL NOT BE ABLE TO PROVIDE FURTHER ASSISTANCE WITH THIS ISSUE UNTIL AFTER THE OGC REVIEW.	y	Found in 11/14/16 CDR push. Notified Engineerin . OGC has received first notice 11/17/16. FEDERAL EMPLOYEE	y	?	requested

	2016-11-15-18.56.58.000000 ENGINE SEEMS TO HAVE CAUGHT FIRE. PHOTOS INCLUDED.				
?		REDACTED FOR PRIVILEGE	n	?	requested
		Driver noted check engine light just prior to fire. Pics and mileage suggest this is not repairable. Notified Engineering.			
y		Found in 11/22/16 CDR push. REDACTED FOR PRIVILEGE 12/9/16, Engineering has confirmed cracked head. 03/22/17: REDACTED FOR PRIVILEGE	y	y	y
	2016-11-18-15.58.11.000000 PLEASE HAVE DEALER REVIEW FOR POSSIBLE NEXT LEVEL ASSEMBLY. 2016-11-18-15.58.04.000000 OFF BACKORDER DATE: 02/21/17 2016-11-18-15.57.54.000000 SUPPLIER PROMISES TO SHIP PAST DUES ON 11/28 2016-11-18-15.52.57.000000 CSM MILDRED COOPER X77756 OBC TO CUST AT [redacted] CSM INFORMED CUST THAT PART HAS BEEN ESCALATED.CSM IS ESCALATING PART. CSM WILL CHECK ON PART STATUS 11/23. 2016-11-18-15.47.31.000000 CUST TRANSFERRED FROM FLT-VEH HAS BEEN AT THE DLRSHP ABOUT A WEEK. PART WILL NOT BE IN TILL DEC. 3. CUST IS IN A RENTAL RIGHT NOW BUT IS A NON FORD VEH. CSM ADVISED OF RENTAL COVERAGE UNDER ESP BUT IF HE WANTS CSM TO ASSIST THEN HE WILL NEED TO BE IN A FORD RENTAL. CSM MILDRED COOPER [redacted] OBC TO DLR AT [redacted] PACO [redacted] [redacted] 11/15 MDSR. HANDLING TICKET NUMBER: [redacted] Q1Y6J0CUSTOMER: P H H ARVAL LSEBUSINESS PHONE: NONEHOME PHONE: NONEMOBILE PHONE: [redacted] TV SCORE: N/SVEHICLE PURCHASE STATUS: ORIGINAL OWNERDEALER NAME: SHERIDAN FORD SALESDEALER P&A: 01402DEALER PHONE: (302) 999-0261VIN: 1FMCU9GX8EU [redacted] YEAR : 2014MAKE: FORDMODEL: ESCAPEMILEAGE: 94000WARRANTY START DATE: 01/01/2014ENGINES SPECIFICATION: 1.6L 16V DI TC I4 170PS SIGMAOPEN RECALL/FSA: 12M02, 16S30ESP: USA 2014 NEW 60/100,000 PTRAINCARE W/ROADSIDEHOTLINE CONTACT: NOWARRANTY HISTORY: NONE ASSOCIATED 2016-11-18-15.02.04.000000 CONTACT VIA PHONEDAVID DEBSK [redacted] SALES CUST SAYSENGINE CAUGHT FIRE A WHILE AGO AND THEN AFTER REPAIR THERE WAS STILL ON OIL LEAK. WORKING WITH CHUCK S/A DEC 9TH FOR A NEW				
y		Found in 11/22/16 CDR push. This may not be a true fire, but is included here because of the allegation. There was no contact with Ford wrt alleged fire "a while ago". Since there is no indication of when the alleged fire may have occurred, the report date of this FMC report will be used. 11/22/16, Engineering contacted dearler to confirm minor fire. Oil leak at back of cylinder head indicated. Ambiguous changed to "y" because of oil leak comment. No definitive confirmation of cracked head. 01/05/17: Unsuccessful in obtaining engine return. Engineering will consider this cracked head based on review of photos.	y	y	y
	2016-11-18-15.58.11.000000 PLEASE REFER TO THE ABOVE REGARDING CASE FOR DETAILS ABOUT THIS PARTS SME ASSISTANCE REQUEST 2016-11-18-15.58.04.000000 PLEASE REFER TO THE ABOVE REGARDING CASE FOR DETAILS ABOUT THIS PARTS SME ASSISTANCE REQUEST 2016-11-18-15.57.54.000000 PLEASE REFER TO THE ABOVE REGARDING CASE FOR DETAILS ABOUT THIS PARTS SME ASSISTANCE REQUEST 2016-11-18-15.52.57.000000 PLEASE REFER TO THE ABOVE REGARDING CASE FOR DETAILS ABOUT THIS PARTS SME ASSISTANCE REQUEST 2016-11-18-15.47.31.000000 PLEASE REFER TO THE ABOVE REGARDING CASE FOR DETAILS ABOUT THIS PARTS SME ASSISTANCE REQUEST 2016-11-18-15.02.04.000000 PLEASE REFER TO THE ABOVE REGARDING CASE FOR DETAILS ABOUT THIS PARTS SME ASSISTANCE REQUEST				
?		Received first notice on 11/23/16, indicating engine fire. Fleet vehicle belonging to Manhattan Beer Distributors, LLC. No other information available. REDACTED FOR PRIVILEGE	n	?	requested
?		Received first notice on 11/23/16, indicating engine fire. Fleet vehicle belonging to Manhattan Beer Distributors, LLC. REDACTED FOR PRIVILEGE	n	?	requested

?	Received contact from OGC on 12/1/16. There is a LMMS record in CDR. FMC contact in 12/19/16 push.	n	?	requested
?	[redacted]	?	?	requested
?	There is no LMMS record in CDR. Found in 12/6/16 CDR push.	y	?	requested

2016-12-02-00.23.52.000000 CUST SAYS:WEEK BEFORE THANKSGIVING VEH HAD SMOKE. HAD IT TOWED TO THE MECH. THERE WAS FIRE IN ENGINE COMPARTMENT. LOST OIL. $3500 OF REPAIR COST. CUSTSEEKING FIN ASST. ASKING FOR ASSISTANCE IN TRADE IN. STILL INTERESTED TO TAKE A NEW FORD VEH. PER CUST, DLR SAYS:DLR VERIFIED CONCERN. ADVISED CUST THAT VEH HAS NO RECALL AND WARRANTY. CRC ADVISED:SOUGHT TL ASSISTANCE FOR CSAT OFFER. ADVISED CUST THAT AFTER REVIEWING MY RESOURCES, THERE ARE NO WARRANTIES OR PROGRAMS IN EFFECT THAT WOULD PROVIDE COVERAGE OF YOUR CURRENT CONCERN. I RECOMMEND THAT YOU KEEP YOUR RECEIPTS IN CASE FORD INITIATES A PROGRAM IN THE FUTURE BASED ON YOUR SITUATION. TRADE-IN AND RESALE VALUES FOR VEHICLES ARE DETERMINED BY MARKET TRENDS, VEHICLE APPEARANCE AND AGE. ULTIMATELY, DEALERSHIPS MAKE THE FINAL DECISION AS TO THE TRADE-IN VALUE OF EACH VEHICLE, USING THIRD-PARTY RESOURCES, WHICH TAKE MANY FACTORS INTO ACCOUNT.

?	Found in 12/12/16 CDR push. Not likely overheat. May be block breach. Carry as ambiguous until confirmed through Engineering.	?	?	requested

2016-12-08-22.11.04.000000 ***ATTENTION SERVICE MANAGERS: YOUR CSM (CUSTOMER SERVICE MANAGER) DOES NOT SEE THIS CASE. IF YOU ARE SEEKING ASSISTANCE FROM FORD MOTOR COMPANY ON THIS CASE, PLEASE REACH OUT TO YOUR CSM DIRECTLY.***CUST SAYS:HAVING LARGE ISSUE REGARDING STORM FORD, DEALER WAS ORIGINALLY CONTACTED TO REPLACE A SENSOR AS PER A RECALL, DEALERSHIP REPLACED OIL WITHOUT CUSTOMER CONSENT, CUSTOMER WAS UPSET TO FIND OUT THE SENSOR WASNT ACTUALLY REPLACED BUT THE DEALERSHIP PREFORMED TWO OTHER RECALLS. THEY PREFORMED A RECALL ON THE AIRBAG WHICH LEFT THE CUSTOMERS DASHBOARD INOPERATIVE AND REPLACED A ROD IN THE ENGINE WHICH THEN CAUSED THE ENGINE TO KNOCK. CUSTOMER CALLED THE CRC TO COMPLAIN AND WAS CONTACTED BY THE OWNER OF THE DEALERSHIP. OWNER OFFERED TO REPLACE THE ENGINE FOR THE CUSTOMER AND COVERED IT UNDER WARRANTY. THE ENGINE SMOKES AND RUNS ROUGH AND THE CUSTOMER BROUGHT THAT TO THE ATTENTION OF THE SERVICE DEPARTMENT, TWICE AND IT WAS NOT FIXED. TOOK TO AN ALTERNATE DEALER WHO REFUSED TO LOOK AT IT, WENT TO TAKE IT TO A THIRD PARTY TO SEE WHAT WAS GOING ON AND ON HER WAY THERE THE ENGINE DROPPED OUT OF THE VEHICLE AND CAUGHT FIRE. VEHICLE WAS TOWED BY ROADSIDE TO NEAREST DEALER AND WAS HEAVILY LEAKING OIL. CUSTOMER IS UNSURE OF WHAT TO DO, WANTS A CSM TO ASSIST HER IN THIS, AND RENTAL ASSISTANCEPERCUST, DEALER SAYS:CRC ADVISED:YOU ARE CURRENTLY OUTSIDE OF ALL WARRANTY COVERAGE FOR YOUR CONCERN. I WILL ESCALATE YOUR CASE TO THE SERVICE MANAGER AT YOUR DEALERSHIP. THE SERVICE MANAGER WILL REVIEW YOUR

2016-12-09-20.21.30.000000 CUST SAYS: VEHICLE BURNED UP YESTERDAY A 2014 FORD ESCAPE. VEHICLE IS NOT BEING LEASED THRU FORD. INSURANCE COMPANY HAS BEEN CONTACTED. WHAT DOES FORD DO IN SITUATIONS LIKE THIS. PER CUST, DLR SAYS: OBC TO (EX: DLR): CRC ADVISED: RECALL 16R01 SIDE DOOR LATCH. ADVISE THE CUSTOMER TO SUBMIT A CLAIM TO THEIR INSURANCE CARRIER, AND THEY WILL ASSESS THE SITUATION TO DETERMINE IF FORD OF CANADA NEEDS TO BE INVOLVED IN THE ISSUE. INFO IS SENT OVER TO THE ENGINEERS FOR REVIEW.	y	Found in 12/15/16 CDR push. Engrg. has requested return of the vehicle. 12/21/16: FOC has made contact with vehicle owner and is attempting to get more information, including pictures and video. 02/9/17: Per FOC, repurchase underway. 02/27/17: Engrg. confirmed cracked head.	n	y	requested
2016-12-15-21.28.22.000000 CUST SAYS:I HAVE A 2014 FORD ESCAPE AND YESTERDAY WAS DRIVING TO WORK IT DIED AND WAS SMOKING. I OPENED THE HOOD AND THE BACK OF THE ENGINE BY THE WINDSHIELD WAS IN FLAMES. THE INSURANCE COMPANY SAYS THEY ARE GOING TO TOTAL THE CAR. I HAD THE OIL CHANGED ON FRIDAY. I JUST WANTED TO LET YOU KNOW. CUST SAYS DLR SAYS: N/ACRC ADVISED:1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY YESO IF NO - ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY. NO FURTHER QUESTIONS ARE NEEDED AN ESCALATION TO OGC WILL NOT OCCUR).O IF YES CONTINUE WITH REMAINING QUESTIONS2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIMINSURANCE SAID IT WILL MOST LIKELY WILL TOTAL IT3. WHEN DID THE VEHICLE CATCH FIRE 12/14/164. WHERE DID THE FIRE ORIGINATE IN THE VEHICLE ENGINE COMPARTMENT BEHIND ENGINE BY WINDSHIELD5. WHERE IS THE VEHICLE CURRENTLY LOCATEDDAVES TOWING SERVICE IN HORSEHEAD NY6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT YES7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGSTHERE WERE A LOT OF PICTURES TAKEN BUT ON FINDINGS8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILED BIG FLATS, NY9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURREDBIG FLATS, NY10. WERE ANY INJURIES SUSTAINED IF YES, PROVIDE THE FIRST AND LAST NAME OF ALL INJURED PARTIES.NO11. IS THE VEHICLE REPAIRABLE MORE THAN LIKELY TOTALED. 12. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANY NOTHING JUST WANTED TO LET YOU KNOW. 13. WHAT MAILING ADDRESS WOULD YOU LIKE OUR OFFICE OF GENERAL COUNCIL TO	?	Found in 12/19/16 CDR push.	n	?	requested

2016-12-19-20.47.54.000000 CUST SAYS: IN OCTOBER, MY 2014 ESCAPE CAUGHT FIRE WHILE DRIVING DOWN I-94. THE LIGHT CAME ON SAYING TO PULL OVER; ENGINE HEAT. IT WAS A TOTAL LOSS. I CALLED AAA, THROUGH MY INSURANCE COMPANY. NOW, ITS ALMOST JANUARY, AND THIS IS STILL NOT SETTLED. IM STILL HAVING TO MAKE $500/MONTH PAYMENTS ON THE VEHICLE AS WELL, BECAUSE OF A FAULTY ENGINE. IS THERE ANYTHING YOU CAN DO TO HELP ME I THINK THAT ITS HORRIBLE THAT I WAS NEVER EVENT SENT ANYTHING ABOUT AN ENGINE FIRE OR ANYTHING LIKE THAT.PER CUST, DLR SAYS: N/ACRC ADVISED:I ADVISED CUSTOMER OF 14S04, 14S03, AND 16S30. I ADVISED THAT THERES NO RECALL ON THE VEHICLE THAT WOULD BE RELATED TO AN ENGINE FIRE. I ADVISED CUSTOMER THAT RECALLS ARE VIN SPECIFIC, BECAUSE THERE IS A VERY LARGE AMOUNT OF VARIABLES THAT GO INTO ANNOUNCING A RECALL.ADVISED [redacted] THAT I HAVE DOCUMENTED OUR CONVERSATION TODAY, AND IT HAS BEEN SAVED TO OUR SYSTEM. ADVISED THAT SINCE THEY HAVE ALREADY BEGUN WORKING WITH THEIR INSURANCE COMPANY, THEN THEY WILL NOT RECEIVE CONTACT FROM OUR OFFICE OF THE GENERAL COUNSEL. ADVISED TO CONTINUE WORKING WITH THEIR INSURANCE COMPANY. ADVISED THAT IF THEIR INSURANCE COMPANY DEEMS THAT THIS ACCIDENT WAS CAUSED BY A FACTORY DEFECT, THEN THEY CAN FILE SUBROGATION WITH FORD MOTOR COMPANY. IF REIMBURSEMENT BECOMES NECESSARY, THEN THEY WILL RECEIVE THAT FROM THEIR INSURANCE COMPANY, WHO WILL RECEIVE IT FROM FORD.FIRE TEMPLATE 1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY (YES OR NO)YES.2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE	?	Found in 12/22/16 CDR push. Repair date manually changed from December, 2016 to October, 2016, based on customer verbatim. This is a Dearborn, MI event. OGC has been notified.	n	?	requested		

2017-01-07-19.17.50.000000 CUST SAYS:SAW TEMPERATURE GO UP ON THE VEH AND PULLED OVER. THE VEH OVERHEATED, THERE WAS SMOKE. VEH CAUGHT FIRE AND BURNED UP COMPLETELY. CUSTOMER IS SEEKING FINANCIAL ASSISTANCE/COMPENSATION FOR THE COST OF THE VEH1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY YES2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM ONLY HAS LIABILITY, THERES NOTHING WE CAN DO.3. WHEN DID THE VEHICLE CATCH FIRE 1/5/20174. WHERE DID THE FIRE ORIGINATE IN THE VEHICLE UNDER THE HOOD5. WHERE IS THE VEHICLE CURRENTLY LOCATED[redacted] COLTSNECK NJ[redacted] WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT YES7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGS N/A WONT BE FINISHED FOR 5-7 DAYS8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILED NO FIRE REPORT NUMBER. CITY WAS COLTSNECK, COUNTY WAS MONMOUTH9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURRED COLTSNECK NJ10. WERE ANY INJURIES SUSTAINED NO11. IS THE VEHICLE REPAIRABLE NO12. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANY FINANCIAL COMPENSATION FOR A NEW VEH13. WHAT MAILING ADDRESS WOULD YOU LIKE OUR OFFICE OF GENERAL COUNCIL TO SEND YOUR WRITTEN RESPONSE TO[redacted] OTHER THAN THE VEHICLE, WERE THERE ANY OTHER DAMAGES PROPERTY DAMAGE, TREES CAUGHT ON FIRE, GROUND CAUGHT ON FIRE. 15. WHAT IS THE NAME AND ADDRESS OF THE CUSTOMERS ATTORNEY N/A 16. WAS THE VEHICLE RUNNING WHEN THE FIRE STARTED NOPER CUST. DEALER SAYS:N/ACRC ADVISED:ADVISED CUSTOMER THAT	y	1st notice to OGC and FMC360 record. Engineering notified 1/20/17. Considered overheat based on customer verbatim.	n	?

WEB FORM DATA (111340745) DESCRIPTION OF VEHICLE CONCERN: VEHICLE ORIGINALLY TOWED IN STALLED MESSAGE CENTER DISPLAY ENGINE FAULT, CUST. SMELLED OIL, OIL ON GROUND UNDER VEHICLE PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED: OIL LEAK FOUND TO BE CRACKED CYL. HEAD, ENGINE STALLED BECAUSE FIRE HAD STARTED FROM OIL ON EXHAUST AND TURBO HAD BURNED HARNESS TO CRANK SENSOR AND TURBO SOLENOIDS. TURBO ELBOW AND SOLENOID MELTED. REPLACED TURBO AND CYL. HEAD, REPAIRED HARNESS TO SENSORS AND SOLENOIDS. STARTS AND RUNS SETS CODES EITHER SHORTLY AFTER STARTUP OR ON SECOND STARTUP. HAVE DONE PINPOINT TEST DR MULTIPLE TIMES, TORE BACK DOWN AND RECHECKED CAM TIMING TWICE. HAVE SWITCHED INTAKE AND EXHAUST CAM SENSORS, DOUBLE CHECKED HARNESS REPAIR WORK T0 CRK SENSOR AND TURBO SOLINOIDS PARTS REPLACED: HEAD, TURBO, TURBO INLET TUBE, HARNESS ENDS, AND NECESSARY WIRE, TURBO COOLANT AND OIL LINES YOUR QUESTION: WHERE TOO KNOW? NOTICED WHILE DOING TESTING INT. AND EXH. CMP PIDS ALWAYS SHOW NO FAULT ALL VCT PIDS SHOW NO FAULT, VCT ANGLES NEVER CHANGE ROCK SOLID 0 ALL THE TIME. MY GUT	ARTICLE ISM [redacted] REPORTED FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE &/OR BURN HAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT ARTICLE ISM [redacted] REPORTED FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE &/OR BURN HAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT CONSULTED SME BRANDON KARBUM TO DISCUSS WHETHER ESCALATION WAS NECESSARY. DETERMINED IT BEST TO PLACE AN OUTBOUND CALL TO DETERMINE IF ESCALATION WAS NECESSARY. TECH IDENTIFIED THAT HE ONLY WORKS A FEW DAYS A WEEK AND THAT THIS VEHICLE MAY NOT BE ADDRESSED UNTIL NEXT WEEK. AS PER THE PREVIOUS CONSULTATION, TECHNICAL DIRECTION IS PRESENT AND DEALERSHIP OWNS THE VEHICLE, THUS IT WAS DETERMINED THAT ESCALATION WAS NOT NECESSARY AT THIS TIME. NOTE TO EH: VEHICLE IS OWNED BY DEALERSHIP. TECH CANNOT FIGURE OUT THE FAULT SUSPECTING TIMING OR A PHASER FAULT. RECOMMENDED TO INSPECT AND REPLACE PHASER IF NO FAULTS CAN BE FOUND AND RE-TEST. REASON FOR ESCALATION: TECHNICAL PROGRESS	[redacted] SINCE A FIRE OCCURRED THE OGC PROCESS NEEDS TO BE FOLLOWED PRIOR TO ANY REPAIRS OR DIAGNOSTICS. SINCE A FIRE OCCURRED THE TECHNICAL ASSISTANCE CENTER CANNOT PROVIDE TECHNICAL INFORMATION UNTIL THE OGC CONTACTED AND THE PROCESS IS COMPLETED. WHEN YOU HAVE A CONCERN ALLEGING A FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE AND/OR BURN&NBSPHAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT, PURSUANT TO THE WARRANTY AND POLICY MANUAL, NO REPAIRS SHOULD BE PERFORMED. SEE BELOW: -<B><U>U.S. DEALERSHIPS</U></B> SHOULD COMPLETE A <B>DEALER/FLEET REQUEST FOR OGC REVIEW</B> FOUND ON FMCDEALER.COM - PARTS &AMP SERVICE TAB - CUSTOMER SATISFACTION LINK. <B><U>NOTE:</U></B> THE TECHNICAL ASSISTANCE CENTER WILL NOT BE ABLE TO PROVIDE FURTHER ASSISTANCE WITH THIS ISSUE UNTIL AFTER THE OGC REVIEW. [redacted] THANK YOU FOR UPDATING THE FORM WITH THE REASON FOR YOUR RESPONSE, BUT UNFORTUNATELY NO FURTHER TECHNICAL OR DIAGNOSTIC DIRECTION CAN BE GIVEN UNTIL OGC HAS CLEARED THE VEHICLE TO BE REPAIRED. PLEASE FOLLOW THE PROCESS GIVEN IN THE PREVIOUS FORM TO CONTACT OGC FOR THIS CONCERN. ONCE WHEN OGC HAS CLEARED THE VEHICLE THEN UPDATE THIS FORM (GOOD FOR 90DAYS) TO CONTINUE WITH TECHNICAL AND DIAGNOSTIC DIRECTION FOR THIS CONCERN. [redacted] THE FORD TECHNICAL ASSISTANCE CENTER HAS REVIEWED YOUR REQUEST AND HAS DETERMINED THAT IT IS NECESSARY TO DISCUSS THIS MATTER VERBALLY OVER THE TELEPHONE. YOU WILL BE CONTACTED SHORTLY BY A FORD TECHNICAL ASSISTANCE CENTER REPRESENTATIVE. TOM, THE PCM MONITORS THE	y	01/24/17: Initiall excluded from ASO list because FEE AA CO JL EE DD FF Since this is now has an FMC report and is a confirmed cracked head, it is added for consistency with Engineering.	y	y	y
customer left work, within 7 minutes, vehicle lost power,dash warning lights came on// owner pulled off road immeditely, smoke started coming out from sides and back of hood area, then flames started coming outfrom under hood at w/s area// At that time, owner got out of vehicle, and within minutes the entire engine area was engulfed in flames/// complete front end/engine area/			?	Provided by OGC dealer/fleet request for OGC n review on 1/31/17. FMC report received in 2/14/17 push.	?	
2017-01-11-15.57.24.000000 CUST SAYS: 2014 ESCAPE ENGINE FIRE WHEN SHE PULLED INTO HER DRIVE WAY AND WHEN THEY OPENED THE HOOD THERE WAS A FIRE. CUST HAS NOT WENT TO INSURANCE COMPANY YET PER CUST DLR SAYS: N/A CRC ADVISED: ADVISED CUSTOMER THAT SHE WOULD NEED TO FILE A CLAIM WITH HER INSURANCE COMPANY BEFORE WE COULD MOVE FORWARD.			?	Found from Subrogation letter received 2/1/17. Also CDR push. 02/03/17: OGC contacted DAE for inspection. Paul DeMarois assigned. 04/24/17: Inspected b En ineerin and RE DA CT ED FO R PR IVI LE	y	y

WEB FORM DATA [redacted] DESCRIPTION OF VEHICLE CONCERN: QUIT GOING DOWN ROAD CRANK NO START PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED: PULLED CODES VISUAL ISNP. FOUND VALVE COVER LEAKING DOWN BACK OF MOTOR. ENGINE HARNESS BURNT TURBO ELBOW MELTED RF INNER CV BOOT BURNT PARTS REPLACED: NONE YOUR QUESTION: WHAT IS THE NEXT STEP? IN-BOUND CALL FROM ROGER, HE STATED THE VEHICLE HAD A UNDER HOOD FIRE DUE TO LEAKING FLUIDS (OIL) AT THE REAR OF THE VALVE COVER. THE ENGINE WIRING HARNESS, TURBOCHARGER ELBOW AND RIGHT INNER CV BOOT HAVE BEEN DAMAGED.		[redacted] THANK YOU FOR THE CLARIFICATION OF THE ENGINE DAMAGE. WHEN THERE HAS BEEN A CONCERNS LIKE A VEHICLE FIRE, ACCIDENT INJURY OR PROPERTY DAMAGE IT IS NECESSARY TO FILE AN OGC REVIEW FORM. OGC WILL REVIEW THE INFORMATION AND GET BACK WITH THE DEALER AND ADVISE IF ANY REPAIR ATTEMPTS SHOULD BE MADE. THE TECHNICAL ASSISTANCE CENTER WILL NOT BE ABLE TO PROVIDE ANY TECHNICAL ASSISTANCE UNTIL THERE HAS BEEN AN OGC RELEASE FOR THE VEHICLE. WHEN YOU HAVE A CONCERN ALLEGING A FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE AND/OR BURN&NBSPHAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT, PURSUANT TO THE WARRANTY AND POLICY MANUAL, NO REPAIRS SHOULD BE PERFORMED. SEE BELOW: -<B><U>U.S. DEALERSHIPS</U></B> SHOULD COMPLETE A <B>DEALER/FLEET REQUEST FOR OGC REVIEW</B> FOUND ON FMCDEALER.COM - PARTS &AMP SERVICE TAB - CUSTOMER SATISFACTION LINK. <B><U>NOTE:</U></B> THE TECHNICAL ASSISTANCE CENTER WILL NOT BE ABLE TO PROVIDE FURTHER ASSISTANCE WITH THIS ISSUE UNTIL AFTER THE OGC REVIEW.	?	Found in CDR push.	y	?
CUSTOMER STATES:OIL LEAK / CHECK & ADVISE (TOWEDIN)	INSTALLED ENGINE OIL DIE AND FOUND OIL SPRAYING OUT OF THE CYLINDER HEAD. REMOVED THE HEAT SHIELD FROM THE EXHAUST. REMOVED THE VALVE COVERS AND FOUND THE CYLINDER HEAD HAD A CRACK IN IT NEAR THE #3 EXHAUST PORT. WAS GOING TO REMOVE AND REPLACED THE CYLINDER HEAD. THE HEAD WAS D99 AND SENT A PACO. THE PACO REQUEST TOLD ME TO REPLACED THE ENGINE ASSY. REMOVED AND REPLACED THE ENGINE ASSY. THE ENGINE CAUGHT FIRE AT SOME POINT THE TURBO WAS BURNT THE AIR INLET TUBE WAS MELTED THE WIRE HARNESS WAS BURT AND THE RIGHT HAND HALF SHAFT BOOT WAS MELTED AS WELL. REPLACED ALL DAMAGED COMPONENTS AND REPLACED THE ENGINE ASSY AND RETESTED AND EVERYTHING WAS OK.		y	Event date October, 2016, or earlier. Tech reported cracked head. Engrg. spoke with tech and is confident the crack is consistent with others. Part not available. This is a dupe of a November, 2016 entry. Keep this and delete earlier entry because this is more complete.	y	y

2017-02-10-17.07.20.000000 CUST SAYS: 2014 FORD ESCAPE THAT CAUGHT FIRE AND THE INSURANCE WONT TAKE CARE OF IT BECAUSE CUST DOES NOT HAVE INSURANCE SHE STATES. CUST WANTS A REPLACEMENT VEH PER CUST DLR SAYS CRC ADVISED: 1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY (YES OR NO)CUST DOES NOT HAVE INSURANCE2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM NO INSURANCE3. WHEN DID THE VEHICLE CATCH FIRE DECEMBER 3RD 20164. WHERE DID THE FIRE ORIGINATE IN THE VEHICLE UNDER THE HOOD5. WHERE IS THE VEHICLE CURRENTLY LOCATED CUSTOMERS DRIVEWAY6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT (YES OR NO) YES7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGS THAT THE FIRE WAS ENGULFED IN FIRE8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILED POLICE REPORT NUMBER [redacted] MONROE TN OVERTON COUNTY9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURRED MONROE TN10. WERE ANY INJURIES SUSTAINED IF YES, PROVIDE THE FIRST AND LAST NAME OF ALL INJURED PARTIES. NO11. IS THE VEHICLE REPAIRABLE NO12. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANY REPLACEMENT VEH 13. WHAT MAILING ADDRESS WOULD YOU LIKE OUR OFFICE OF GENERAL COUNCIL TO SEND YOUR WRITTEN RESPONSE TO (DOCUMENT THE FULL ADDRESS) [redacted] BYRDSTOWN TN [redacted]. OTHER THAN THE VEHICLE, WERE THERE ANY OTHER DAMAGES NO15. WHAT IS THE NAME AND ADDRESS OF THE CUSTOMERS ATTORNEY (ASK THIS QUESTION ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT/RETAINED AN ATTORNEY)16. WAS THE VEHICLE RUNNING WHEN THE FIRE STARTED YES,

? Found in 2/15/17 CDR push n ?

WEB FORM DATA[redacted] DESCRIPTION OF VEHICLE CONCERN: VEHICLE HAS OIL LEAK, IF RUNNING STARTS SMOKING UNDER HOOD, MULTIPLE FAILURE LIGHT ON IN DASH PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED: INSPECT VEHICLE PARTS REPLACED: NONE YOUR QUESTION: VEHICLE IS LEAKING OIL VERY BAD, DURING INSPECTION OIL LEAKING FROM MULTIPLE AREAS, UNABLE TO DETERMINE EXACT CAUSE OF OIL LEAK. FOUND VEHICLE CAUGHT ON FIRE AND MELTED CHARGE TUBE, ENGINE HARNESS, AND MULTIPLE COMPONENTS SHOW SIGNS OF BEING ON FIRE. WOULD LIKE FSE TO INSPECT VEHICLE DUE TO FIRE DAMAGE. CUSTOMER DID NOT ALLEGE A FIRE, THE CUSTOMER STATED LEAKING OIL AND SMOKING. I INSPECTED AND SEE VISUAL SIGNS OF A FIRE.	ARTICLE ISM[redacted] REPORTED FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE &/OR BURN HAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT. CONSULTED DAVID PRATT	JASON, A FSE INSPECTION WOULD NOT BE NECESSARY AT THIS TIME. WHEN IT IS REPORTED THAT THERE HAS BEEN A VEHICLE FIRE, ACCIDENT, INJURY, OR PROPERTY DAMAGE IT WILL BE NECESSARY TO FILL OUT AN OGC REPORT. THE TECHNICAL ASSISTANCE CENTER WILL NOT BE ABLE TO PROVIDE ANY TECHNICAL REPAIR DIRECTION UNTIL OGC PROVIDES A RELEASE. NO REPAIRS SHOULD BE MADE ON THE VEHICLE UNTIL OGC HAS RELEASED THE VEHICLE FOR REPAIRS. WHEN YOU HAVE A CONCERN ALLEGING A FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE AND/OR BURN&NBSPHAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT, PURSUANT TO THE WARRANTY AND POLICY MANUAL, NO REPAIRS SHOULD BE PERFORMED. SEE BELOW: -<B><U>U.S. DEALERSHIPS</U></B> SHOULD COMPLETE A <B>DEALER/FLEET REQUEST FOR OGC REVIEW</B> FOUND ON FMCDEALER.COM - PARTS &AMP SERVICE TAB - CUSTOMER SATISFACTION LINK. <B><U>NOTE:</U></B> THE TECHNICAL ASSISTANCE CENTER WILL NOT BE ABLE TO PROVIDE FURTHER ASSISTANCE WITH THIS ISSUE UNTIL AFTER THE OGC REVIEW. JASON, THANK YOU FOR THE UPDATE. THE CUSTOMER MAY NOT HAVE SEEN THE FIRE BUT SINCE SIGNS FIRE DAMAGE WAS FOUND THE OGC PROCESS STILL NEEDS TO BE COMPLETED IN FULL. THE PROCESS SHOULD BE COMPLETED PRIOR TO ANY REPAIRS , DIAGNOSIS OR BEFORE THE TECHNICAL ASSISTANCE CENTER IS ABLE TO PROVIDE TECHNICAL DIRECTION/ASSISTANCE. AT THIS TIME CONTINUE COMPLETING THE OGC PROCESS AS OUTLINED IN THE LAST RESPONSE.	y	Found 2/21/17 in dealer fleet request 1st notice. 03/07/17: Engineering confirmed cracked head. Engine to be returned for storage.	y	y
2017-02-25-20.47.59.000000 CUST SAYS: HOW DO I REPORT A DEFECT WITH OUR VEH MY VEH EXPLODED. I ONLY HAD IT FOR TWO YEARS, THERE WAS NO WARNING, AND THE VEH EXPLODED. THERES NO MORE VEH LEFT. NO WARNINGS ON MY DASH. I JUST DROVE FOR FIVE MINS. I DIDNT NOTICE MY VEH SMOKING FROM THE FRONT UNTIL I PULLED OVER AT A STOP LIGHT, NOT MORE THAN 1 MINUTE LATER MY VEH WAS ENGULFED IN FLAMES. I LOST $4000-5000 IN EQUIPMENT. I WAS IN TOUCH WITH MY INSURANCE CO AND POLICE, THEY FILED A POLICE REPORT. I THOUGHT ITD BE BEST TO CALL FORD AS WELL. I WASNT EXPECTING A NEW VEH TO BLOW UP LIKE THAT. PER CUST, DLR SAYS:N/ACRC ADVISED:YOUR INSURANCE COMPANY HAS THE RIGHT TO PURSUE CLAIMS FOR REIMBURSEMENT AGAINST FORD. IF THEY DO PURSUE A CLAIM AGAINST FORD, REIMBURSEMENT WILL BE BETWEEN YOU AND YOUR INSURANCE COMPANY.ALSO PROVIDED INFO PER AAF INSURANCE AGENCY SUBROGATION			?	Found 3/1/17 by CDR analyst. 03/13/17: Contact has been made with OGC.	n	?

WEB FORM DATA [redacted] DESCRIPTION OF VEHICLE CONCERN: CRANK NO START AFTER VEHICLE CAUGHT FIRE. PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED: CONFIRMED VEHICLE CAUGHT FIRE: BURNT THREW TURBOCHARGER CAC TUBE AND NEARBY COMPONENTS. OIL LEAKING FROM CYLINDER HEAD GASKET. PARTS REPLACED: NONE YOUR QUESTION: THIS SOUNDS LIKE THE SAME SYMPTOMS OF RECALL 13S12. THIS VEHICLES VIN DOES NOT APPLY. IS THERE A PROCEDURE FOR THIS TYPE OF DAMAGE?	MARK - ENGINEERING IS REQUESTING THAT YOU REMOVE THE CAM COVER AND HIGH PRESSURE FUEL PUMP BRACKET AND INSPECT THE CYLINDER HEAD FOR POSSIBLE CRACKS ON THE TOP OF THE FUEL RAIL BY THE #3 EXHAUST LOCATION. I WILL PROVIDE YOU A COUPLE OF PICTURES TO USE AS EXAMPLES OF WHAT TO LOOK FOR. WE WOULD APPRECIATE IF YOU COULD TAKE A PICTURE OF THE SAME LOCATION AND RETURN TO DOUG KUHEL. DEALER IS AUTHORIZED TO CHARGE M-TIME TO PERFORM THIS INSPECTION FOR ENGINEERING. I YOU HAVE ANY QUESTIONS, PLEASE CONTACT DOUG KUHEL AT DKUHEL@FORD.COM OR [redacted]	JUSTIN WHEN YOU HAVE A CONCERN ALLEGING A FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE AND/OR BURN&NBSPHAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT, PURSUANT TO THE WARRANTY AND POLICY MANUAL, NO REPAIRS SHOULD BE PERFORMED. SEE BELOW: -<B><U>U.S. DEALERSHIPS</U></B> SHOULD COMPLETE A <B>DEALER/FLEET REQUEST FOR OGC REVIEW</B> FOUND ON FMCDEALER.COM - PARTS &AMP SERVICE TAB - CUSTOMER SATISFACTION LINK. <B><U>NOTE:</U></B> THE TECHNICAL ASSISTANCE CENTER WILL NOT BE ABLE TO PROVIDE FURTHER ASSISTANCE WITH THIS ISSUE UNTIL AFTER THE OGC REVIEW.	y	Received as Dealer Fleet request on 3/3/17. Engineering is aware and has made contact with dealer. Vehicle is repairable. 03/15/17: Engrg. confirmed cracked head (pics available).	y	y	
2017-03-02-17.03.39.000000 CUSTOMER SAYS:2014 ESCAPE. THE VEHICLE LOST POWER WHILE DRIVE AND THEN THE VEHICLE CAUGHT ON FIRE AFTER THEY PUSHED IT OUT OF THE INTERSECTION. THE VEHICLE IS CURRENTLY AT A WRECKER SERVICE WAIT FOR AN ADJUSTER TO COME LOOK AT IT. HER HUSBAND JOHN PUCKETT WAS DRIVING THE VEHICLE WHEN THIS HAPPENED. DEALER SAYS:N/ACRC ADVISED:INSURANCE COMPANY HAS TO COMPLETE THE CLAIM. YOUR INSURANCE COMPANY HAS THE RIGHT TO PURSUE CLAIMS FOR REIMBURSEMENT AGAINST FORD AND SUBROGATE ON HER BEHALF. 1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY (YES OR NO) YES2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM OPEN THEY HAVENT GONE OPUT TO LOOK AT THE VEHICLE YET3. WHEN DID THE VEHICLE CATCH FIRE TODAY THURSDAY 3/2/20174. WHERE DID THE FIRE ORIGINATE IN THE VEHICLE NO ONE COULD TELL WHERE IT ORIGINATED5. WHERE IS THE VEHICLE CURRENTLY LOCATED THE VEHICLE IS CURRENTLY WITH FAYETTE WRECKER SERVICE.6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT (YES OR NO) YES7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGS THEY DIDNT KNOW HOW IT STARTED8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILEDTHEY HAVENT GOTTEN THE REPORT IT WILL TAKE A COUPLE OF DAY. FAYETTEVILLE, GA IN FAYETTE COUNTY9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURREDFAYETTEVILLE, GA10. WERE ANY INJURIES SUSTAINED IF YES, PROVIDE THE FIRST AND LAST NAME OF ALL INJURED PARTIES. NO11. IS THE VEHICLE REPAIRABLECUSTOMER DOESNT KNOW YET BECAUSE THE INSURANCE COMPANY ADJUSTER HASNT COME OUT12. WHAT			?	Found in 3/6/17 CDR push	?	?	
"I was driving on the highway when my engine stalled and the engine light turned on."			y	Received as 1st Notice on 3/9/17. Incident date is 3/5/17. This is the GSK fleet vehicle that Engineering and DAE will inspect on 3/10/17. 3/10/17: [redacted]	n	y	y
2017-02-15-13.34.50.000000 INSURANCE COMPANY SEEKING TO SCHEDULE AN INSPECTION.			?	This is a placeholder to acknowledge notification of 1st notice from OGC on 03/09/17. No available information	?	?	

		y	FOC (Gilles Barriere) made contact with Engineering. Incident date is 3/13/17 Step sister of dealer tech experienced engine fire. Saw smoke from hood, pulled over, caught on fire. Pics available. 03/29/17	n	y	y
2017-03-23-21.49.08.000000 CUST SAYS:THE VEHICLE CAUGHT ON FIRE. INSURANCE DID COVER SOME BUT I HAVE TO PAY TO HAVE THE VEHICLE REPAIRED. I ALSO ONLY HAVE A RENTAL CAR UNTIL MONDAY. THERE WAS A CRACK IN THE HEAD. THE CRACK ALLOWED OIL TO LEAK WHICH CAUSED THE FIRE.CUST SAYS DLR SAYS:N/ACRC ADVISED:1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANYYES 2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIMTHEY ARE DONE DOING WHAT THEY ARE GOING TO DO. THEY ARE HAVING THE VEHICLE TOWED TO FORD TOMORROW AND I HAVE A RENTAL UNTIL MONDAY.3. WHEN DID THE VEHICLE CATCH FIREIT WAS EITHER MARCH 15TH OR 16TH4. WHERE DID THE FIRE ORIGINATE IN THE VEHICLEFROM A CRACKED HEAD.5. WHERE IS THE VEHICLE CURRENTLY LOCATED TOMORROW IT WILL BE AT BROCK FORD IN TRENTON, NC6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT NO7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGSN/A8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILEDN/A9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURREDNEW BERN, NC10. WERE ANY INJURIES SUSTAINEDNO11. IS THE VEHICLE REPAIRABLETHE CLAIMS ADJUSTER SAYS IT IS.12. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANYI DONT THINK I SHOULD HAVE TO PAY $4000 TO HAVE THE VEHICLE FIXED. 13. WHAT MAILING ADDRESS WOULD YOU LIKE OUR OFFICE OF GENERAL COUNCIL TO SEND YOUR WRITTEN RESPONSE TO[redacted] NEW BERN, NC[redacted] OTHER THAN THE VEHICLE, WERE THERE ANY OTHER DAMAGESNO15. WHAT IS THE NAME AND ADDRESS OF THE CUSTOMERS ATTORNEY N/A16. WAS THE VEHICLE RUNNING WHEN THE		y	Found by CDR analyst in 3/27/17 push. Not yet inspected by Engineering.	y	y	n
		y	Initial notification to OGC and DAE only.	n	y	y

FEE LEVEL A CLAIM FILE

REDACTED FOR PRIVILEGE

2017-03-31-19.24.52.000000 CUST SAYS:THREE WEEKS AGO TODAY HE HAD AN ENGINE FIRE. THE DLR FIRST SAID THE WATER PUMP WENT BAD. THEN IT WAS THE CYLINDER HEAD HAD GONE BAD. THEN THE RECALL 17S09 CAME OUT. THE CAR HAS BEEN AT THE DLR FOR 3 WEEKS. AT FIRST HE HAD A RENTAL. NOW HE DOESNT THE DLR HAD THE APPROVAL FROM THE INSURANCE COMPANY FOR THE WATER PUMP. NOW SINCE THE RECALL CAME OUT, IT LOOKS LIKE THE CAUSE OF THE FIRE WAS THE RECALL. DLR HAS NOT GIVEN HIM A DATE FOR REPAIR YET. HE IS STILL BATTLING WITH THE INSURANCE COMPANY. HE ASKS FOR FINANCIAL/REPAIR ASSISTANCE ON THIS, CYLINDER HEAD WAS DAMAGED DURING THE FIRE. THE DLR/INSURANCE IS GOING BACK AND FORTH ON WHAT ACTUALLY DAMAGED THE WATER PUMP. HE WANTS HIS EXPENSES COVERED. HE WANTS HIS INSURANCE DEDUCTIBLE COVERED. HIS RENTAL COVERED IF HE RENTS A VEHICLE. 1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY YES2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIMACTIVE/PENDING3. WHEN DID THE VEHICLE CATCH FIREMARCH 10, 2017 4. WHERE DID THE FIRE ORIGINATE IN THE VEHICLEENGINE COMPARTMENT, LOWER LEFT SIDE 5. WHERE IS THE VEHICLE CURRENTLY LOCATEDINVER GROVE FORD, INVER GROVE HEIGHTS MN [redacted] 6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENTNO 7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGSN/A8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILEDN/A 9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURREDEAGAN, MN 10. WERE ANY INJURIES SUSTAINED NO11. IS THE VEHICLE REPAIRABLEYES12. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANYALL

y Found on 4/4/17 by CDR analyst y ?

PE18-007 000588 ER

2017-03-31-19.05.20.000000 CUST. SAYS: A COUPLE OF WEEKS BACK MY CAR WAS ON FIRE. INSURANCE SAID TO FILE A CLAIM. DRIVING OVER THE BRIDGE AND THE ENGINE STARTED SMOKING AND FIRE CAME OUT OF THE HOOD. PER CUST./DLR SAYS.:N/ACRC ADVISED:I WILL FORWARD YOUR INFORMATION TO FORDS OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 DAYS BUSINESS DAYS TO YOUR CONCERN.1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY YES2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM ADJUSTER HAS PULLED ENGINE AND IT LOOKS LIKE FORDS FAULT. ALOT OF THOSE MODELS HAVE BEEN CATCHING FIRE. 3. WHEN DID THE VEHICLE CATCH FIRE 3/01/20174. WHERE DID THE FIRE ORIGINATE IN THE VEHICLE THE ENGINE, UNDER THE HOOD. 5. WHERE IS THE VEHICLE CURRENTLY LOCATED [redacted] QUEENS VILLAGE, NY [redacted] WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT YES7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGS SMALL ENGINE FIRE8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILED FIRE REPORT NUMBER [redacted] HOWARD BEACH, QUEENS COUNTY. 9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURRED HOWARD BEACH, QUEENS COUNTY. 10. WERE ANY INJURIES SUSTAINED NO. 11. IS THE VEHICLE REPAIRABLE AT SHOP, DONT THINK SO. 12. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANY I WANT TO OPEN A CLAIM BECAUSE I ADVISED THE FIRE WAS A DEFECT FROM FORD. I WILL ALSO NEED A RENTAL BECAUSE I ONLY HAVE EIGHT MORE DAYS WITH RENTAL SO I NEED A RENTAL. 13. WHAT MAILING ADDRESS WOULD YOU LIKE OUR OFFICE OF GENERAL	?	Found by CDR analyst in 4/5/17 push. 04/27/17: Subsequent FMC report stated event occurred 3/1/17.	?	?
	?	Dealer Fleet request from CDR analyst on 4/7/17.	?	?

WEB FORM DATA [redacted] DESCRIPTION OF VEHICLE CONCERN: CUSTOMER STATES ENGINE STARTED ON FIRE CHECK AND ADVISE OF PIOSSIBLE CAUSE PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED: ATTEMPTED TO START VEHICLE CRANK NO START NO COMPRESSION, VERIFIED FIRE IN ENGINE ON RIGHT SIDE OF ENGINE BY TURBO AREA EXCESSIVE OIL LEAK BY EXHAUST PORT NUMBER 1 AND TURBO INSPECTED HEAD FOR CRACKS PER FSA17S09 NO VISIBLE CRACKS THAT WOULD CAUSE PRESSURIZED OIL LEAK DID FIND LOOSE OIL RETURN TUBE FROM TURBO LOOSE AND WITH SIGNS OF POSSIBLE LEAK THRU TUBE, COOLANT LEVEL LOW ENGINE OVERHEAR HEAT CODES AND FAULTY COOLANT BYPASS SOLENOID VALVE AND CRACKED RESERVOIR REMOVED CYLINDER HEAD TO INSPECT FOUND SCORING CYLINDERS AND CRACKED CYLINDER HEAD BETWEEN VALVES CYLINDERS 1-4 ENGINE HARNESS DAMAGED DUE TO FIRE AND OTHER COMPONENTS NEAR TURBO PARTS REPLACED: NONE YOUR QUESTION: AT THIS POINT IT IS IM UNABLE TO TELL IF THE FIRE STARTED FIRST AND THEN ENGINE OVERHEATED OR OVERHEATED AND THEN CAUGHT ON FIRE, IM WONDERING PER FSA 17S09 IT STATES CYLINDER HEAD WILL CREATE A HEAT SPOT AND	CONSULTED WITH SECTION LEAD ASHTON O DAY REGARDING SENDING THIS TO OGC. IT WAS DETERMINED THAT IT SHOULD BE SENT TO OGC TO BE CLEARED	[redacted] WHEN YOU HAVE A CONCERN ALLEGING A FIRE, ACCIDI	y	Dealer Fleet request from CDR analyst on 4/7/17.	y	y
WEB FORM DATA [redacted] DESCRIPTION OF VEHICLE CONCERN: C/S THAT VEHICLE STALLED WHILE DRIVING STARTED SEEING SMOKE COMING FROM UNDERNEATH ENGINE COMPARTMENT BURNING SMELL. PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED: VERIFIED CUSTOMERS CONCERN MASSIVE OIL LEAK VEHICLE CAUGH ON FIRE AND BURNED THE ENGINE HARNESS AND FUSE 34 IS BLOWN. REPLACED HARNESS AND FUSE CONTINUE DIAG. FOUND CYLINDER HEAD CRACKED CAUSING THE OIL LEAK VEHICLE OVER HEATED. PARTS REPLACED: ENGINE HARNESS PART #EV4Z-12A690-C AND FUSE 34 IN ORDER TO START VEHICLE. YOUR QUESTION: WAS ADVISED BY SSSC CONTACT # [redacted] TO INITIATE HOTLINE REQUEST TO GET APPROVAL FOR ENGINE REPLACEMENT. PART # CJ5Z-6006-G.	CONSULTED WITH SME BRANDON KARBUM OVER THIS CONCERN, WAS DETERMINED TO SEND TO OGC EVEN THOUGH REPAIRS HAVE BEEN STARTED.	[redacted] WHEN YOU HAVE A CONCERN ALLEGING A FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE AND/OR BURN&NBSPHAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT, PURSUANT TO THE WARRANTY AND POLICY MANUAL, NO REPAIRS SHOULD BE PERFORMED. SEE BELOW: -<B><U>U.S. DEALERSHIPS</U></B> SHOULD COMPLETE A <B>DEALER/FLEET REQUEST FOR OGC REVIEW</B> FOUND ON FMCDEALER.COM - PARTS &AMP SERVICE TAB - CUSTOMER SATISFACTION LINK. <B><U>NOTE:</U></B> THE TECHNICAL ASSISTANCE CENTER WILL NOT BE ABLE TO PROVIDE FURTHER ASSISTANCE WITH THIS ISSUE UNTIL AFTER THE OGC REVIEW.	y	Dealer Fleet request from CDR analyst on 4/7/17. Engineering received pic that indicates this is a crack in the usual place.	y	y
			y	Sent as Complaint Detail Report from Transport Canada on 4/7/17. Engineering was contacted directly by FOC	y	?

PE18-007 000590 ER

RO#: [redacted] RO DATE:3/23/2017 12:00:00 AM WARRANTY TYPE:POWERTRAIN WARRANTY SPW INSTALL MILEAGE: SPW INSTALL DATE: 1. PLEASE DESCRIBE CUSTOMERS CONCERN. VEHICLE CAUGHT ON FIRE 2. PLEASE PROVIDE THE DIAGNOSTIC STEPS THAT WERE PERFORMED TO DETERMINE THAT THE ASSEMBLY NEEDED TO BE REPLACED. PLEASE LIST THE PINPOINT TESTS COMPLETED AND INCLUDE TEST RESULTS (PRESSURE READINGS, ELECTRICAL MEASUREMENTS, ETC.). DUE TO COOLANT LEAK AT WATERPUMP AND OIL LEAK AT TURBO CHARGER, FIRE COMBUSTED BURNING WIRE HARNESS 3. PLEASE LIST PART THAT WAS ROOT CAUSE OF FAILURE: WATERPUMP, CAUSING OVERHEAT LEADING TO FIRE DUE TO OIL LEAK 4. LIST MAJOR COMPONENTS NEEDED FOR REPAIR: TURBO CHARGER, WATERPUMP, MAIN HARNESS 5. PROVIDE ANY ADDITIONAL DETAILS NECESSARY. PLEASE INCLUDE ANY TECHNICAL INFORMATION THAT YOU FEEL WILL HELP THE HOTLINE PROCESS YOUR PRIOR APPROVAL REQUEST TECHNICIAN UNSURE IF ANY FURTHER LEAKS. NOTES HEAVY OIL LEAK, POTENTIAL HEAD GASKET LEAK BUT CANNOT CONFIRM UNTIL ENGINE IS RUNNING. NOTES IF IT NEEDS HEAD GASKET, WILL NEED NEW ENGINE. WEB FORM DATA [redacted] DESCRIPTION OF VEHICLE CONCERN: C/S WAS SMELLING BURNED OIL AND WAS SMOKING FROM ENGINE COMPARTMENT BEFORE IT QUIT AND WOULD NOT RE-START. PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED: IDS SCAN FOUND MULTIPLE CODES PO035,PO246,PO322. VISUAL INSPECTION FOUND THAT ENGINE HARNESS AT CKP AND TURBO WAS DAMAGED DUE TO THERMAL EVENT CAUSED FROM ENGINE OIL ON EXHAUST MANIFOLD. FOUND LARGE CRACK IN CASTING ABOVE EXHAUST MANIFOLD. PARTS REPLACED: V/C GASKET TURBOCHARGER 3 SENSOR PIGTAILS. YOUR QUESTION: HAD VEHICLE SINCE 2-3-17. CYLINDER HEAD IS NOT AVAILABLE. REQUEST LONG BLOCK REPLACEMENT FOR CUSTOMER SATISFACTION..	MAY BE RELATED TO THE 13S12 FSA CONDITION, EVEN THOUGH THAT FSA APPLIES TO ONLY 2013 ESCAPES WITH 1.6L. NO FMC360 CASE, BUT I WOULD STILL RATHER THAT OGC SORTS THIS ONE OUT FIRST. ARTICLE ISM [redacted] REPORTED FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE &/OR BURN HAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT MAIN INQUIRY: PART NUMBER: 12A690 (WIRING ASY EC SENSOR) REPAIR DATE: 03/23/2017 REPAIR DISTANCE 50187 MILES COUNTRY: USA STATE: ME NO COVERAGE FOUND CONSULTED IEPA WILLIAM COUTURE ON APPROVAL DIRECTION MAIN INQUIRY: PART NUMBER: 8501 (PUMP ASY WATER) REPAIR DATE: 03/23/2017 REPAIR DISTANCE 50187 MILES COUNTRY: USA STATE: ME IS COVERED UNDER - POWERTRAIN WARRANTY MAIN INQUIRY: PART NUMBER: 6K682 (TURBO CHG-EXH DRIVE) REPAIR DATE: 03/20/2017 REPAIR DISTANCE 50187 MILES COUNTRY: USA STATE: ME IS COVERED UNDER - POWERTRAIN WARRANTY	[redacted], WHEN YOU HAVE A CONCERN ALLEGING A FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE AND/OR BURN&NBSPHAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT, PURSUANT TO THE WARRANTY AND POLICY MANUAL, NO REPAIRS SHOULD BE PERFORMED. SEE BELOW: -<B><U>U.S. DEALERSHIPS</U></B> SHOULD COMPLETE A <B>DEALER/FLEET REQUEST FOR OGC REVIEW</B> FOUND ON FMCDEALER.COM - PARTS &AMP SERVICE TAB - CUSTOMER SATISFACTION LINK. <B><U>NOTE:</U></B> THE TECHNICAL ASSISTANCE CENTER WILL NOT BE ABLE TO PROVIDE FURTHER ASSISTANCE WITH THIS ISSUE UNTIL AFTER THE OGC REVIEW. ECPA INCORRECT FORM USED [redacted] THANKS FOR THE UPDATED INFORMATION. AFTER USING THE PARTS COVERAGE TOOL UNDER THE OASIS TAB IN PTS, IT HAS BEEN DETERMINED THAT THERE IS NO COVERAGE FOR THE 12A690 HARNESS. WITH THERE BEING NO COVERAGE FOR THE 12A690 HARNESS, THIS CONTACT WILL BE MARKED NOT APPROVED ECPA NOT APPROVED [redacted] WE ONLY HANDLE BASE COVERAGE, WHICH THE PARTS COVERAGE SHOWS NO COVERAGE FOUND. FOR RARE CIRCUMSTANCES SUCH AS THIS ONE, IT MAY NEED TO BE ADDRESSED THROUGH THE SSSC. FOR QUESTIONS AND ASSISTANCE, CONTACT THE SPECIAL SERVICE SUPPORT CENTER (SSSC) VIA THE SSSC WEB CONTACT SITE. THE SSSC WEB CONTACT SITE CAN BE ACCESSED THROUGH THE PROFESSIONAL TECHNICIAN SOCIETY (PTS) WEBSITE USING THE SSSC LINK LISTED AT THE BOTTOM OF THE OASIS VIN REPORT SCREEN OR LISTED UNDER THE SSSC TAB. THE TECHNICAL&NBSPASSISTANCE CENTER&NBSPRECOMMENDS THAT YOU ALSO REFER TO THE DEALERSHIP WARRANTY ADMINISTRATOR, THE WARRANTY AND POLICY MANUAL, OR MATT, IF THE CYLINDER HEAD IS NOT AVAILABLE, IT MAY BE NECESSARY TO REPLACE THE LONG BLOCK. A LONG BLOCK REQUIRES PRIOR APPROVAL. SUBMIT A PRIOR APPROVAL FOR THIS VEHICLE, AND WE WILL REVIEW THE SUBMISSION, AND PROVIDE A PA CODE IF DEEMED APPROPRIATE IN THIS SITUATION.	y	Dealer Fleet request from CDR analyst on 4/3/17. Claimant stated location of fire as [redacted]. 04/13/17: Tech updated this report and noted cracked cylinder head.	y	y
			y	Found by CDR analyst in 4/4/17 push	y	?

2017-04-05-20.11.52.000000 *CUST WILL CALL BACK TO PROVIDE FIRE REPORT NUMBER/FINDINGS TO INCLUDE IN CASE.CUSTOMER SAYS:CUST IS CALLING BECAUSE HIS COMPANYS VEHICLE CAUGHT FIRE AND HE IS LOOKING TO FILE A CLAIM. CUST HAD AN EMPLOYEE WHO HAD THEIR ESCAPE AND THEY WERE DRIVING DOWN THE ROAD AND IT CAUGHT ON FIRE ON 3/12. THE VEHICLE LOST POWER, SLOWED TO 10 MPH, AND AN ENGINE FAULT LIGHT CAME ON, AND SMOKE STARTED COMING OUT OF THE HOOD, AND WHEN HE OPENED THE HOOD IT WAS ENGULFED IN FLAMES. CUST STATES THAT THEY RECEIVED A RECALL LETTER FOR THE SAME THING. CUST IS CALLING TO SEE IF THERES ANYTHING THAT FORD CAN DO BECAUSE OBVIOUSLY THIS IS A KNOWN PROBLEM. THE COMPANY DID NOT CONTACT INSURANCE BECAUSE OF HIGH DEDUCTIBLE, AND IS SEEKING FINANCIAL COMPENSATION FROM FORD BECAUSE THE VEHICLE IS A TOTAL LOSS.PER CUSTOMER DEALER SAYS:N/ACRC ADVISED:I WILL FORWARD YOUR INFORMATION TO FORDS OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 DAYS BUSINESS DAYS TO YOUR CONCERN.1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANYNO, UNWILLING TO WORK WITH INSURANCE.2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIMN/A3. WHEN DID THE VEHICLE CATCH FIRE3/12/17 IN PRINCETON, NC4. WHERE DID THE FIRE ORIGINATE IN THE VEHICLEUNDER HOOD 5. WHERE IS THE VEHICLE CURRENTLY LOCATED[redacted] RALEIGH NC[redacted] WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENTYES, THERE WAS A HIGHWAY PATROL REPORT FILED.7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGSCUST IS UNSURE, WILL CALL BACK WITH INFO FROM REPORT.8.				?	Found by CDR analyst in 4/10/17 push. Earlier fire reported to Ford after customer receipt of 17S09.	n	?

WEB FORM DATA[redacted] DESCRIPTION OF VEHICLE CONCERN: I HAVE AN ESCAPE THAT HAS THE NEW RECALL 17S09, THE VEHICLE WAS TOWED TO THE DEALERSHIP NOT RUNNING, DIED WHILE DRIVING. PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED: I INSPECTED THE VEHICLE AND FOUND THE WATER PUMP WAS LEAKING AND THE VEHICLE WAS LOW ON COOLANT. I RAISED THE VEHICLE ON THE HOIST AND FOUND THE PRESENCE OF OIL ON THE BACK OF THE ENGINE, THE VEHICLE WAS CRANKING AND NOT STARTING. I CHECKED CODES AND FOUND I HAD CODES FOR NO CRANK SIGNAL, INSPECTED FURTHER AND FOUND THE VEHICLE HAD BEEN ON FIRE AND MELTED THE WIRE HARNESS FOR THE SIDE OF THE ENGINE SHORTING OUT THE CRANK SIGNAL AND THE TURBO SOLENOIDS. THE FIRE WAS LOCALIZED TO THE BACK OF THE ENGINE AREA AND FRESH AIR INLET TO THE TURBO. PARTS REPLACED: WATER PUMP WAS REPLACED TO FIX THE COOLANT LEAK, AND THE FRESH AIR TUBE WAS REPLACED DUE TO THE FIRE AND THE PIG TAIL WIRE ENDS THAT WERE MELTED AND THE WASTE GATE SOLENOID. YOUR QUESTION: THE DESCRIPTION FOR THE NEW RECALL STATES THAT THERE CAN BE LOCALIZED OVERHEATING OF THE CYLINDER HEAD AND MAY	CHAD WHEN YOU HAVE A CONCERN ALLEGING A FIRE, ACCIDE	y	Found by CDR analyst in daily push. 04/12/17: Engineering has confirmed cracked head.	y	y

PE18-007 000593 ER

2017-04-04-21.30.40.000000 CUST SAYS:CUST NEEDS TO FOLLOW UP ON A CASE UNDER C[redacted].HIS INSURANCE COMPANY ADVISED HIM TO CALL FORD. THE SUBJECTOR GUY CALLED FORD AND HAS NOT GOTTEN ANYWHERE BUT THEY AGREED TO PAY THE DAMAGE CAUSED BY THE FIRE.PER CUST; DLR SAYS:N/ACRC ADVISED:I WILL FORWARD YOUR INFORMATION TO FORDS OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 DAYS BUSINESS DAYS TO YOUR CONCERN.1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY YES2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM THEY WILL PAY FOR THE DAMAGE CAUSED BY THE FIRE BUT NOT THE MECHANICAL FAILURE3. WHEN DID THE VEHICLE CATCH FIRE MARCH 11, 20174. WHERE DID THE FIRE ORIGINATE IN THE VEHICLE THE ENGINE OIL LEAK AND ITS SHOOTING OUT OF THE ENGINE BECAUSE OF THE CRACK HEAD AND PULLED TO THE REAR WIRING HARNESS.5. WHERE IS THE VEHICLE CURRENTLY LOCATED THE VEH IS AT MCCORMICK AUTO (INDEPENDENT REPAIR SHOP CONTACT NUMBER[redacted] ANDY IS THE MECHANIC WORKING WITH HIS VEH (CONTACT NUMBER: [redacted]) LOCATED IN [redacted] WHITEWATER KS[redacted] WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT NO BECAUSE IT DID NOT BURNED THE ENTIRE CAR.7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGS N/A8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILED N/A9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURRED BENTON KS[redacted]. WERE ANY INJURIES SUSTAINED NO11. IS THE VEHICLE REPAIRABLE YES12. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANYHIS VEH IS 3 YEARS OLD AND THEY ARE CERTIFIED PREOWNED WITH	y	Found by CDR analyst in daily push.	y	y	n
2017-03-29-18.44.27.000000 CUST SAYS: THE CUSTOMER STATED THAT THERE IS A RECALL ON ESCAPES DUE TO A CHANCE OF A FIRE IN THE CABIN AREA OF THE VEHICLE. THE CUSTOMER STATED THAT HIS VEHICLE CAUGHT ON FIRE AND WAS DEEMED A TOTAL LOSS. THE CUSTOMER WANTED TO KNOW WHAT HIS NEXT STEPS WERE, HE ALREADY CONTACTED FORD CREDIT AS WELL AS HIS INSURANCE COMPANY. PER CUST, DLR SAYS: OBC TO (EX: DLR): CRC ADVISED: I ADVISED THE CUSTOMER THAT HE WOULD NEED TO HAVE HIS INSURANCE COMPANY ISSUE A WRITING TO OUR PRODUCT LIABILITY, WHICH IS OUR LEGAL DEPARTMENT THAT HANDLES FIRES AND ACCIDENTS. I ADVISED THE CUSTOMER THAT THE ADDRESS FOR THIS IS: FORD OF CANADAATTENTION: PRODUCT LIABILITYONE CANADIAN ROADPO BOX 2000OAKVILLE, ONTARIO L6K 0C8	?	Found by CDR analyst in daily push. Date of actual fire is unknown. Use report date until further information becomes available.	n	?	n

2017-03-31-16.03.48.000000 CUST SAYS:THE VEHICLE CAUGHT ON FIRE THREE WEEKS AGO. MY HUSBAND WAS DRIVING THE VEH AND HE STARTED NOTICING ISSUES AND THE VEH STARTED SMOKING AND CAUGHT FIRE. I WANT TO MAKE FMC AWARE OF THE INCIDENT. I FILED A CLAIM WITH INSURANCE AND I JUST WASNT SURE WHAT TO DO. WE ARE GETTING TOWARDS THE END OF OUR RENTAL COVERAGE AND STRUGGLING TO FIND A NEW VEHICLE. WE ALSO HAD PERSONAL BELONGINGS NOT COVERED BY CAR INSURANCE SO WE WOULD HAVE HAD TO DO A HOME OWNERS CLAIM. WE OPTED NOT TO DO THAT BECAUSE OF THE $500 DEDUCTIBLE. THE PERSONAL BELONGINGS WERE PROBABLY WORTH LESS THAN $500 SO IT DIDNT MAKE SENSE TO FILE THAT. WE ARE GOING TO BE OUT $2000 DOLLARS OR MORE ON THE PURCHASE OF A NEW VEH BECAUSE OF WHAT WAS OFFERED BY INSURANCE. I WILL LET MY HUSBAND DECIDE IF HE WANTS PERSONAL BELONGINGS COVERED.PER CUST DLR SAYS:N/ACRC ADVISED:ADV I WILL DOCUMENT THIS TO THE OGC. THEY WILL CONTACT YOU IF ANY ADDITIONAL INFO IS NEEDED. 1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY YES2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM THE VEHICLE IS A TOTAL LOSS.3. WHEN DID THE VEHICLE CATCH FIRE 3/15/174. WHERE DID THE FIRE ORIGINATE IN THE VEHICLE SOMEWHERE IN THE ENGINE, MORE TOWARD THE PASSENGER SIDE5. WHERE IS THE VEHICLE CURRENTLY LOCATED THE INSURANCE COMPANY TOOK IT AWAY, THE VEH WAS ORIGINALLY AT BERGLUND FORD IN SALEM, VA6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT YES7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGS CUST IS UNSURE8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND	?	Found by CDR analyst in daily push.	n	?	n
2017-04-04-16.29.35.000000 CUST SAYS:HIS ESCAPE CAUGHT ON FIRE; HE HAS CONTACTED HIS INSURANCE COMPANY. PER CUST, DEALER SAYS: CRC ADVISED: AGENT YOU HAVE ALREADY PROVIDED TO YOUR INSURANCE COMPANY THE FOC PRODUCT LIABILITY ADDRESS, YOU CAN WAIT FOR THEIR DECISION.	y	Found by CDR analyst in daily push. Unknown when this alleged fire occurred or if it is an engine fire. 04/13/17: later contact concludes engine fire with cracked head.	y	y	n
2017-04-11-15.17.36.000000 CUSTOMER IS CONCERNED ON WHAT CAUSED THE FIRE. DOES NOT KNOW WHAT SPECIFIC COMPONENT CAUSE THE FIRE.	?	Found by CDR analyst in daily push. Ambiguous report.	?	?	?

WEB FORM DATA [redacted]) DESCRIPTION OF VEHICLE CONCERN: CUSTOMER STATES NO START PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED: RUN ODDTCS SELFTEST AND VISUAL INSPECTION PARTS REPLACED: NON YET YOUR QUESTION: ATTACHED ARE SOME PICTURES OF WHAT APPEARS TO BE A FIRE THAT MAY HAVE ORIGINATED FROM THE TURBOCHARGER BYPASS VALVE BUT IS UNCLEAR, MELTED THE LOWER HARNESS TO THE WASTEGATE SOLENOID CKP AND BYPASS VALVE, FRONT COVER IS MELTED AND LEAKING OIL, MELTED A HOLE IN THE INNER RH CV BOOT AND LEAKED ALL THE GREASE, CURIOUS IF ANY REPORTS OR COMMON KNOWN AREAS THAT A FIRE MAY HAVE STARTED, UPPER HOSES TO INTAKE BLACK WITH WHAT APPEARS TO BE SMOKE DAMAGE, SEEMS TO ME THAT WAS A SHORT IN THE BYPASS SOLENOID BUT WANTED A SECOND OPINION ON HOW TO ADDRESS THIS CONCERN, NOT KNOWING WHAT ALL MAY HAVE BEEN DAMAGED. I APOLOGIZE UPON FURTHER INSPECTION AND HEAT SHIELD REMOVAL, WAS ABLE TO SEPARATE THE MELTED WIRES ON THE CKP TO ALLOW IT TO START, AND THE CYLINDER HEAD IS CRACKED IN THE MIDDLE RIGHT ABOVE THE EXHAUST MANIFOLD, AND WHEN RUNNING FOR A MINUTE IT FILLS THE DIP IN THE	CONSULTED THOMAS BIALCZYK: ADVISED TO SEND TO OGC FOR ADDITIONAL REVIEW.	[redacted], WHEN YOU HAVE A CONCERN ALLEGING A FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE AND/OR BURN&NBSPHAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT, PURSUANT TO THE WARRANTY AND POLICY MANUAL, NO REPAIRS SHOULD BE PERFORMED. SEE BELOW: -<B><U>U.S. DEALERSHIPS</U></B> SHOULD COMPLETE A <B>DEALER/FLEET REQUEST FOR OGC REVIEW</B> FOUND ON FMCDEALER.COM - PARTS &AMP SERVICE TAB - CUSTOMER SATISFACTION LINK. <B><U>NOTE:</U></B> THE TECHNICAL ASSISTANCE CENTER WILL NOT BE ABLE TO PROVIDE FURTHER ASSISTANCE WITH THIS ISSUE UNTIL AFTER THE OGC REVIEW. [redacted] WE WOULD STILL RECOMMEND YOU CONTACT (OGC) - OFFICE OF THE GENERAL COUNSEL TO HAVE THE INCIDENT CLEARED BEFORE MOVING FORWARD.	y	Founf by CDR analyst in daily push in November but did not forward.	y	y	n

2017-04-07-14.47.02.000000 CUST SAYS: I HAVE A FORD RECALL ON MY VEHICLE. THE VEHICLE CAUGHT FIRE ON MARCH 19TH. WE WERE SITTING AT A STOP LIGHT AND THE MOTOR CAUGHT ON FIRE. THE INSURANCE HAS DONE ALL THEY CAN, I HAVE WENT TO MY DEALER 2-3 TIMES AND THE SM GAVE ME THIS NUMBER. I DONT HAVE A VEHICLE RIGHT NOW AND IM SEEKING A REPLACEMENT VEHICLE.CUST STATES DLR SAYS:N/ACRC ADVISED: ADVISED CUST I WILL FORWARD YOUR INFORMATION TO FORDS OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 DAYS BUSINESS DAYS TO YOUR CONCERN.1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY (YES OR NO) YES2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM THEY HAVE PAID ME VALVE OF THE VEHICLE AS TOTAL3. WHEN DID THE VEHICLE CATCH FIRE MARCH 19 2016 AT 12:45 PM4. WHERE DID THE FIRE ORIGINATE IN THE VEHICLE THE MOTOR5. WHERE IS THE VEHICLE CURRENTLY LOCATED AT CROSS ROADS FORD6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT (YES OR NO) I DONT KNOW, THE POLICE WAS THERE AND THE FIRE TRUCK WAS THERE7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGS N\A8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILEDN/A9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURRED FRANKFORT KY10. WERE ANY INJURIES SUSTAINED IF YES, PROVIDE THE FIRST AND LAST NAME OF ALL INJURED PARTIES. NO ONE11. IS THE VEHICLE REPAIRABLE NO12. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANY A NEW VEHICLE LIKE THE I HAD FREE OF CHARGE 13. WHAT MAILING ADDRESS WOULD YOU LIKE OUR OFFICE OF GENERAL COUNCIL TO SEND YOUR WRITTEN	?	Found by CDR analyst in 4/11/17 push. Although customer notes 2016, I believe 2017 was intended.	n	?	
	?	Subrogation notice. Owner has not made contact with Ford.	?	?	
	y	This was known to Engineering in March. No CDR record until mid-April (LMMS only). Inspected and determined to be cracked head.	n	y	y
2017-04-24-17.18.09.000000 BEST CONTACT/CONTACT VIA:CUST SAYS [redacted] RE: RECALL 17S09 WHILE DRIVING THE VEH 4/22 THE VEH CAUGHT FIRE UNDER THE HOOD. BY THE TIME THE FIRE DEPT CAME IT HAD GONE OUT SO IT WAS TOWED TO A PRIVATE MECHANIC AND THEY SAID IT WAS DUE TO THE COOLANT LEVEL SENSOR AND THEIR IS A RECALL ON IT SO FORD HAS TO BE THE ONES TO REPAIR IT. SO WHO PAYS FOR TOWING TO THE FORD DEALERSHIP AND WILL THEY REPAIR IT PER CUST, DLR SAYS: N/A CRC ADVISED: WITH TL MIKES HELP HE ADVISED AS LONG AS IT IS WITHIN 5/60,000 WE CAN HAVE IT TOWED THRU ROADSIDE AND THE VEH WILL HAVE TO BE DIAGNOSED TO SEE IF THE FIRE WAS A RESULT OF THE RECALL 17S09 THAT IS ON HER VIN# AND THEN THEY WILL LET HER KNOW WHO PAYS FOR THE REPAIR. I GAVE HER ROADSIDE # AND GOT HER TRANSFERRED OVER. I ADVISED THE SM IS THE POINT OF CONTACT	?	Received as first notice from OGC. Noted as Carteret, NJ on 1st Notice.	n	?	
	?	Found by analyst in daily push.	y	?	

2017-04-28-18.13.34.000000 CUST SAYS: VEH HAD TWO RECALLS THAT THEY WERENT AWARE OF. THEY CALLED THE INSURANCE COMPANY. THEY GOT THE VEH AND SAID THEY WOUDL SEAL IT AND IF FORD NEEDS TO INVESTIGATE THAT THE VEH WILL BE AVAILABLE TO FORD.1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY (YES OR NO) YES2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM OPEN3. WHEN DID THE VEHICLE CATCH FIRE 4/26/174. WHERE DID THE FIRE ORIGINATE IN THE VEHICLE IN THE ENGINE COMPARTMENT5. WHERE IS THE VEHICLE CURRENTLY LOCATED IT IS AT A YARD THE INSURANCE COMPANY HAS. 6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT (YES OR NO) YES7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGS HE HAS NOT RECEIVED THE REPORT YET.8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILED DECALB COUNTY, ATLANTA. FIRE REPORT NUMBER - TBD9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURRED ATLANTA, GA10. WERE ANY INJURIES SUSTAINED NO. 11. IS THE VEHICLE REPAIRABLE NO. THE WHOLE ENGINE COMPARTMENT IS COMPLETELY MELTED.12. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANY HE NEEDS A REPLACEMENT VEH. 13. WHAT MAILING ADDRESS WOULD YOU LIKE OUR OFFICE OF GENERAL COUNCIL TO SEND YOUR WRITTEN RESPONSE TO (DOCUMENT THE FULL ADDRESS) [redacted] ATLANTA, GA [redacted] 14. OTHER THAN THE VEHICLE, WERE THERE ANY OTHER DAMAGES NO.15. WHAT IS THE NAME AND ADDRESS OF THE CUSTOMERS ATTORNEY (ASK THIS QUESTION ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT/RETAINED AN ATTORNEY)16. WAS THE VEHICLE RUNNING WHEN THE FIRE STARTED			?	Found by analyst in daily push.	n	?	
VEHICLE SOMKING FROM ENGINE AREA AND SMELLS LIKE SOMETHING BURNING	D50/D4/PART 6049/6007D .6HR/6051A10 .2HR/6051A 13.0HR/6051A8 1.6HR/NEED .9HR OF M-TIME TO CLEAN OIL OFF ENGINE AND TRANS/ VERIFIED CONCERN DIAG FOUND ENGINE WAS LEAKING OIL . FOUND NECESSARY TO ADD OIL DYE TO ENGINE OIL. CHECK FOR LEAK WITH A BLOCK LIGHT. FOUND CYLINDER HEAD WAS CRACKED ON BACK SIDE OF HEAD. CAUSING OIL TO LEAK ON EXHAUST MANIFOLD CAUSING FIRE. SO REPLACE DEFECTED CYLINDER HEAD. ALSO HAD TO REPLACE TURBO TUBES, ENGINE COVER, REPLACE FUEL RAIL INJECTION FUEL PUMP, PCM AND FIX BUNT WIRING ON ENGINE HARNESS DUE TO FIRE. HAD TO REPLACE TWO FUEL INJECTOR AS WELL DUE TO INJECTOR BEING SEIZED IN CYLINDER HEAD CAUSING DAMAGE. RETEST CODE P2135 PINPOINT TEST DK1 YES DK2 NO FOUND HEAT FORM FIRE MELTED THROTTLE BODY SEIZED REPLACED THROTTLE BODY THEN TEST DROVE 15 MILES FOUND DEGAS BOTTLE WAS LEAKING COOLANT. SO REPLACE DEFECTED DEGAS BOTTLE. RETEST FOUND ALL OK AT THIS TIME.		y	Found by CDR analyst in daily push. 05/11/17: Engineering received head and confirmed cracked.	y	y	y

2017-05-01-21.56.09.000000 CUST SAYS: ORIGINALLY THOUGHT VEH WAS OVERHEATING BECAUSE THEY SAW SMOKE.CAUGHT FIRE. DOES HAVE $500 DEDUCTABLEFIRE TEMPLATE (ENSURE YOU DOCUMENT BOTH THE QUESTION AND ANSWERS IN THE CASE NOTES)1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY (YES OR NO)YES2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM ADJUSTER STILL HAS TO LOOK AT IT3. WHEN DID THE VEHICLE CATCH FIRE APRIL 30, 20174. WHERE DID THE FIRE ORIGINATE IN THE VEHICLE UNDER HOOD5. WHERE IS THE VEHICLE CURRENTLY LOCATED EXPRESS TOWING PICKED IT UP, AND TOOK IT TO THEIR LOT6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT (YES OR NO) YES, BELIEVE SO, TOOK INFORMATION7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGS CUST DOES NOT HAVE REPORT8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILED LOUISVILLE, KY JEFFERSON COUNTY9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURRED LOUISVILLE, KY JEFFERSON COUNTY10. WERE ANY INJURIES SUSTAINED IF YES, PROVIDE THE FIRST AND LAST NAME OF ALL INJURED PARTIES. NO11. IS THE VEHICLE REPAIRABLE12. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANY LET US KNOW THAT IT HAPPENED, RECEIVED RECALL LETTER LAST WEEKEND13. WHAT MAILING ADDRESS WOULD YOU LIKE OUR OFFICE OF GENERAL COUNCIL TO SEND YOUR WRITTEN RESPONSE TO (DOCUMENT THE FULL ADDRESS) [redacted] LOUISVILLE, KY [redacted] . OTHER THAN THE VEHICLE, WERE THERE ANY OTHER DAMAGES NO15. WHAT IS THE NAME AND ADDRESS OF THE CUSTOMERS ATTORNEY (ASK THIS QUESTION ONLY IF THE CUSTOMER MENTIONS THEY HAVE	?	Found by CDR analyst in daily push	?	?

WEB FORM DATA[redacted] DESCRIPTION OF VEHICLE CONCERN: C/S VEHICLE IS FLUID AND CAUSED A SMALL FIRE UNDER HOOD. CHECK AND ADVISE, SEE OPEN FSA 17S09 PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED: TOWED VEHICLE IN SHOP. VERIFRED VEHICLE HAS OIL LEAKS COMING FROM REAR OF CYLINDER HEAD AND TURBO RETURN LINE. PERFORMED OPEN FSA 17S09, PRESSURE CHECKED COOLANT SYSTEM, NO EXTERNAL LEAKS FOUND AT THIS TIME. EXCESSIVE OIL LEAKS NOTICED. FOUND SOME COOLANT IN CRANKCASE. CONTACTED SSSC PER FSA. CONTACT ID[redacted] PICTURES OF DAMAGE WERE SENT TO SSSC PER REQUEST. SSSC ADVISED TO PERFORM COST CAP AND CONTACT HOTLINE FOR APPROVAL. COST CAP CAME BACK TO REPLACE ENGINE ASY. THIS REPAIR WOULD BE A EMPTY HOLD ON RECALL PER SSSC. PLEASE NOTE VEHICLE DOES BLOW WHITE SMOKE WHEN RUNNING. PARTS REPLACED: ENGINE HARNESS, NEW TURBO AND MISC GASKETS WERE REPLACED BY ANOTHER REPAIR SHOP PAID VIA CUSTOMERS INSURANCE COMPANY DUE TO FIRE DAMAGE. THIS REPAIR WAS PERFORMED BEFORE RECALL WAS ANNOUNCED. YOUR QUESTION: VEHICLE HAS OPEN FSA REGUADING THIS CONCERN. TALKED TO THOMAS AT SSSC	MATT, DUE TO THE FSA 17S09, AND SINCE IT WAS DETERMINED THE VEHICLE NEEDS A LONG BLOCK ASSEMBLY, PROCEED WITH OBTAINING THE LONG BLOCK. IF YOUR DEALERSHIP REQUIRES PRIOR APPROVAL, CONTINUE WITH FILLING OUT THE PRIOR APPROVAL WITH THE INFORMATION IN THIS FORM AND ANY OTHER INFORMATION ON DIAGNOSTICS THAT HAVE BEEN PERFORMED AND ENSURE TO INCLUDE THE SSSC DECISION.	?	Found by analyst in daily push. 05/18/17: Pictures sent to Engrg cannot confirm cracked head.	y	?

2017-05-04-16.34.55.000000 CONTACT VIA: [redacted] CUST SAYS:I KNOW THERE ARE RECALLS AND CLASS ACTION LAWSUITS OUT FOR THE VEH BUT I NEVER RECEIVED ANYTHING ABOUT EITHER. THE VEH CAUGHT FIRE IN MY DRIVEWAY. AS SOON AS I SAW IT SMOKING FROM UNDER THE HOOD I TURNED IT OFF AND EVERYTHING JUST WENT UP IN FLAMES. EVERYTHING THAT WAS IN THE VEH IS GONE. FIRE AND POLICE REPORT WERE FILED, I JUST DONT HAVE THAT INFORMATION WITH ME AT THE MOMENT. MY INSURANCE COMPANY DECLARED IT TOTALLED AND TOOK THE VEH AWAY, PROBABLY TO A JUNKYARD. IM REQUESTING ADDITIONAL FINANCIAL ASSISTANCE THAT WAS NOT COVERED BY INSURANCE COMPANY IF ITS POSSIBLE.PER CUST, DLR SAYS:N/ACSR ADV:FIRE TEMPLATE1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY YES2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM STATUS - CLAIM IS CLOSED.3. WHEN DID THE VEHICLE CATCH FIRE CANNOT REMEMBER, WILL HAVE TO CONTACT POLICE/FIRE DEPARTMENT TO CHECK FOR EXACT DATE.4. WHERE DID THE FIRE ORIGINATE IN THE VEHICLE UNDER THE HOOD, NOT SURE OF SPECIFIC PART. FILED IN REPORT. THEY SAID IT LOOKED LIKE IT STARTED BEHIND PASSENGER HEADLIGHT. 5. WHERE IS THE VEHICLE CURRENTLY LOCATED INSURANCE COMPANY JUNKED VEH, IT WAS TOTALLED.6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT YES7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGS IM NOT SURE WHAT THE FINDINGS WERE EXACTLY, I AM STILL WAITING ON SOMEONE TO CONTACT ME ABOUT IT. 8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILED UNSURE OF REPORT NUMBER; NEW CASTLE, PA IN LAWRENT COUNTY. 9. WHAT		?	Found by analyst in daily push.	n	?	n
CS OVERHEATED AND WILL NOT START	TECH FOUND VEHICLE WITH NO START CONCERN. TECH FOUND ENGINE HARNESS MELTED FROM FIRE. INSPECTED AND FOUND OIL LEAK COMING FROM RIGHT SIDE OF CYL HEAD ONTO TURBO. TECH WAS ASKED TO REMOVE CYL HEAD AND INSPECT ENGINE FOR DAMAGE. NO DAMAGE FOUND. WAS ADVISED TO REPLACE ENGINE ASSEMBLY. EXTRA TIME TO REPLACE ENGINE WIRING HARNESS, TURBO, AND BOOST PIPE DUE TO FIRE DAMAGE. TEST DROVE VEHICLE TO VERIFY REPAIRparts 8620 and 9c623 were melted from engine fire. see above tech comments about fire	y	Found by Engrg on 5/11/17.	y	y	n

2017-05-10-19.03.03.000000 CUST SAYS:I OWN A 2014 ESCAPE AND I JUST RECEIVED A LETTER LAST WEEK ABOUT A RECALL. THIS WAS RELATED TO A POSSIBLE OIL LEAK AND FIRE. THAT IS EXACTLY WHAT JUST HAPPENED TO MY VEH. IT IS AT A DLRSHIP NOW BUT I WAS TOLD THE CAMPAIGN IS ONLY TO INSTALL A SENSOR AND NOT TO REPAIR THE ISSUE. MY VEH CAUGHT ON FIRE SO I DONT HAVE A CAR.PER CUST DLR SAYS:N/ACRC ADVISED:ADV CUST TO WORK WITH INSURANCE, CUST REFUSES. I WILL ESCALATE YOUR CASE TO THE OGC. YOU WILL RECEIVE A WRITTEN RESPONSE IN APPROXIMATELY 15 BUSINESS DAYS.1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY NO, BUT I TOLD MY INSURANCE COMPANY WHAT HAPPENED. I DONT THINK THIS SHOULD BE COVERED BY MY INSURANCE. I THINK FORD SHOULD PAY FOR THIS. 2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM N/A3. WHEN DID THE VEHICLE CATCH FIRE 5/9/174. WHERE DID THE FIRE ORIGINATE IN THE VEHICLE UNDER THE HOOD ON TOP OF THE EXHAUST MANIFOLD.5. WHERE IS THE VEHICLE CURRENTLY LOCATED WETZEL FORD6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT YES7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGS THE FIRE WAS ALREADY OUT BY THE TIME THE FIRE DEPT. ARRIVED.8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILED NUMBER U/K, NEW MADISON, OH DARKE COUNTY9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURRED MADISON, OH10. WERE ANY INJURIES SUSTAINED NO11. IS THE VEHICLE REPAIRABLE YES12. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANY TO HAVE THE VEH REPAIRED OR REPLACED BY FMC.13. WHAT MAILING ADDRESS WOULD YOU LIKE OUR OFFICE OF GENERAL	?	Found by CDR analyst in 5/12/17 push.	y	?

2017-05-10-18.21.00.000000 1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY (YES OR NO) YES2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM TBD3. WHEN DID THE VEHICLE CATCH FIRE MAY 10, 2017 (BEFORE 8AM)4. WHERE DID THE FIRE ORIGINATE IN THE VEHICLE ENGINE (FRONT)5. WHERE IS THE VEHICLE CURRENTLY LOCATED PLC TOWING AND RECOVERY IN SHAFER, MN [redacted] WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT (YES OR NO) YES7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGS TBD8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILED CHISAGO, MN9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURRED [redacted] NORTHBRANCH, MN10. WERE ANY INJURIES SUSTAINED IF YES, PROVIDE THE FIRST AND LAST NAME OF ALL INJURED PARTIES. NONE11. IS THE VEHICLE REPAIRABLE NO12. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANY VEHICLE REPLACEMENT OR FINANCIAL ASSISTANCE13. WHAT MAILING ADDRESS WOULD YOU LIKE OUR OFFICE OF GENERAL COUNCIL TO SEND YOUR WRITTEN RESPONSE TO (DOCUMENT THE FULL ADDRESS) [redacted] NORTH BRANCH, MN [redacted] OTHER THAN THE VEHICLE, WERE THERE ANY OTHER DAMAGES NONE15. WHAT IS THE NAME AND ADDRESS OF THE CUSTOMERS ATTORNEY (ASK THIS QUESTION ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT/RETAINED AN ATTORNEY) N/A16. WAS THE VEHICLE RUNNING WHEN THE FIRE STARTED YESCUST SAYS: DELEGATE: WHILE HER FIANCE WAS DRIVING THE VEHICLE, TURNING LEFT ONTO THE MAIN ROAD, NOT A BLOCK AWAY FROM THEIR HOME, SMOKE CAME OUT OF THE VENT. WHEN HE STOPPED, THE VEHICLE JUST BLEW INTO FLAMES. REGISTERED OWNER:	?	Found by CDR analyst in 5/12/17 push.	n	?	
	y	Reported by FOC 5/17/17. Photos show cracked head. Added manually until CDR report received.	y	y	n

2017-05-30-13.15.33.000000 CUST. SAYS: THE VEHICLE CAUGHT ON FIRE ON SATURDAY. THE PART WAS NOT AVAILABLE TO THE END OF THIS YEAR. THE FIRE RESULTED FROM RECALL 17S09. INSURANCE IS TELLING CUSTOMER NOT TO PURCHASE ANOTHER FORD VEHICLE AFTER THIS BECAUSE OF ALL THE ISSUES THAT THESE VEHICLES HAVE. CUSTOMER IS WORKING WITH HER INSURANCE BUT IS NOT SURE WHAT TO DO ABOUT THE SITUATION. CUSTOMER DOESNT HAVE MUCH INFORMATION BECAUSE MOST OF IT WAS BURNED UP IN THE VEHICLE. 1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY (YES OR NO)YES2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIMOPEN3. WHEN DID THE VEHICLE CATCH FIREMAY 27, 20174. WHERE DID THE FIRE ORIGINATE IN THE VEHICLEENGINE COMPARTMENT, NEAR THE WINDSHIELD. 5. WHERE IS THE VEHICLE CURRENTLY LOCATEDWITH INSURANCE6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT (YES OR NO)YES7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGSENGINE FIRE, VEHICLE IS MOST LIKE TOTALED.8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILEDWAS NOT AVAILABLE9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURREDREDFORD TOWNSHIP, MI10. WERE ANY INJURIES SUSTAINED NO11. IS THE VEHICLE REPAIRABLENO12. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANYSEEKING ASSISTANCE WITH COMPENSATION FOR VEHICLE LOSS13. WHAT MAILING ADDRESS WOULD YOU LIKE OUR OFFICE OF GENERAL COUNCIL TO SEND YOUR WRITTEN RESPONSE TO (DOCUMENT THE FULL ADDRESS [redacted] DETROIT, MI. [redacted] . OTHER THAN THE VEHICLE, WERE THERE ANY	?	Found by CDR analyst in daily push	n	?
	?	Subrogation notice. Owner has not made contact with Ford.	n	?

2017-06-06-16.52.37.000000 FIRE TEMPLATE (ENSURE YOU DOCUMENT BOTH THE QUESTION AND ANSWERS IN THE CASE NOTES)1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY (YES OR NO)YESIF YES, CONTINUE WITH REMAINING QUESTIONS.IF NO, ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY (NO FURTHER QUESTIONS ARE NEEDED AN ESCALATION TO OGC WILL NOT OCCUR). IF CUSTOMER DOES NOT HAVE INSURANCE, OR IS REFUSING TO CONTACT INSURANCE - CONTINUE WITH REMAINING QUESTIONS.2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM3. WHEN DID THE VEHICLE CATCH FIRE5/17/174. WHERE DID THE FIRE ORIGINATE IN THE VEHICLEIT STARTED UNDER THE HOOD5. WHERE IS THE VEHICLE CURRENTLY LOCATEDSAME FORD6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT (YES OR NO)YES7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGSNO INFORMATION8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILED DOESNT HAVE THE NUMBER9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURREDLAREDO TX10. WERE ANY INJURIES SUSTAINED IF YES, PROVIDE THE FIRST AND LAST NAME OF ALL INJURED PARTIES. NO THEY NARROWLY ESCAPED11. IS THE VEHICLE REPAIRABLETHEY ARE TRYING TO DETERMINE 12. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANY13. WHAT MAILING ADDRESS WOULD YOU LIKE OUR OFFICE OF GENERAL COUNCIL TO SEND YOUR WRITTEN RESPONSE TO[redacted] LAREDO TX[redacted] (DOCUMENT THE FULL ADDRESS)14. OTHER THAN THE VEHICLE, WERE THERE ANY OTHER DAMAGES NO OTHER VEH.15. WHAT IS THE NAME AND ADDRESS OF THE CUSTOMERS ATTORNEY (ASK THIS QUESTION ONLY IF THE WEB FORM DATA[redacted] DESCRIPTION OF VEHICLE CONCERN: CUSTOMER HAD VEHICLE TOWED IN WITH A CONCERN OF THE ENGINE COMPARTMENT CATCHING ON FIRE. THE TECHNICIAN HAS INSPECTED THE VEHICLE AND HAS SEEN AN OIL LEAK FROM THE BACK SIDE OF THE ENGINE THAT IS VISIBLE WHEN ENGINE IS RUNNING. THIS SEEMS TO BE CONSISTENT WITH THE RECALL 17S09 ACTIVE ON THE VEHICLE. THE CUSTOMER HAS EXTENSIVE DAMAGE TO BOTH THE ENGINE COMPARTMENT AS WELL AS THE BODY & UNDER CARRIAGE OF THE VEHICLE. ENGINE WILL START & RUN BUT DOES NOT RUN SMOOTHLY. IT WILL RUN LONG ENOUGH TO SEE THE OIL VISUALLY LEAKING ON THE BACK PSGR SIDE OF ENGINE COMPARTMENT. PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED: REMOVAL OF ENGINE COVER AND MANIFOLD COVER TO VIEW OIL LEAK ON BACK SIDE OF THE ENGINE, NO OTHER DIAGNOSTICS CAN BE PERFORMED IN VEHICLES CURRENT CONDITION. PARTS REPLACED: N/A YOUR QUESTION: WHAT ARE THE NEXT STEPS FOR THIS CUSTOMER CONCERNING BOTH THE MECHANICAL AND BODY REPAIRS?				?	Originally entered as Dealer/Fleet request. On 6/8/17 updated with CDR report.	?	?
	CONSULTED WITH SME SID RAINA ABOUT CONFIRMING THE PROPER STEPS FOR OGC. ARTICLE ISM[redacted] REPORTED FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE &/OR BURN HAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT	MICHAEL, WHEN YOU HAVE A CONCERN ALLEGING A FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE AND/OR BURN&NBSPHAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT, PURSUANT TO THE WARRANTY AND POLICY MANUAL, NO REPAIRS SHOULD BE PERFORMED. SEE BELOW: -<B><U>U.S. DEALERSHIPS</U></B> SHOULD COMPLETE A <B>DEALER/FLEET REQUEST FOR OGC REVIEW</B> FOUND ON FMCDEALER.COM - PARTS &AMP SERVICE TAB - CUSTOMER SATISFACTION LINK. <B><U>NOTE:</U></B> THE TECHNICAL ASSISTANCE CENTER WILL NOT BE ABLE TO PROVIDE FURTHER ASSISTANCE WITH THIS ISSUE UNTIL AFTER THE OGC REVIEW.	?	Found by CDR analyst in daily push.	y	?

2017-05-17-15.33.54.000000 CUST SAYS:THE VEH STARTED TO OVER HEAT. SHE PULLED OVER AND OPENED THE HOOD AND THERE WERE FLAMES. THE VEH IS AT THE DLR NOW. THEY HAVE NOT CONTACTED HER REGARDING THE STATUS. SHE IS ALSO UPSET THAT SHE WAS NOT PROVIDED A VEH TO DRIVE IN THE MEANTIME. THE RECALL THAT SHE RECEIVED DESCRIBES THE ISSUE COMPLETELY. PER CUST, DLR SAYS:N/ACRC ADVISED:THE DLR HAS BEEN PROVIDED INSTRUCTIONS AS WHAT TO DO IF ANYTHING HAPPENS WITH THE VEH PRIOR TO THE PARTS BEING AVAILABLE. THE CRC DOES NOT HAVE ACCESS TO THESE INSTRUCTION. YOUR SA WILL BE THE BEST POINT OF CONTACT REGARDING THE NEXT STEPS TO BE MADE.	?	Found by CDR analyst in daily push	y	?
2017-05-23-14.24.53.000000 CUST SAYS: IM CALLING BECAUSE OUR COMPANY OWNS A 2014 ESCAPE. A RECALL CAME OUT, PRELIMINARY NOTICE, AN ISSUE WITH OVERHEATING THAT CAN CAUSE AN ENGINE FIRE. UNFORTUNATELY, I HAD A FIRE LAST WEEK. I WAS WORKING WITH MY INSURANCE COMPANY, THEY TOLD ME TO GO TO THE FORD DLR, BUT THE DLR SAID THEY CANT GET THE PARTS FOR THE RECALL OR FOR THE FIRE REPAIRS.PER CUST, DLR SAYS:N/ACRC ADVISED:AGENTS NOTE: DELIVERY TYPE E, NO FIN CODE FOUND, TREAT AS RETAIL.PROVIDED CASE #. THIS CASE WILL BE ESCALATED TO THE SERVICE MANAGER AT YOUR DLRSHP. THEY WILL UTILIZE ALL OF FORDS RESOURCES TO ASSIST YOU REGARDING THIS SITUATION. YOUR BEST POINT OF CONTACT FOR THIS CASE IS THE SM AT YOUR DLR. I RECOMMEND THAT YOU REMAIN IN TOUCH WITH YOUR SM FOR ANY CASE UPDATES. ** NOTE TO SM**CSM WILL NOT SEE MEDIUM LEVEL CASES. IM SENDING THIS TO YOU TO SEE IF YOU CAN PROVIDE ANY ASSISTANCE. IF YOU NEED ADDITIONAL ASSISTANCE, PLEASE CONTACT YOUR CSM AT 866-631-3788, OPTION [redacted] ENTER MAKE AND MODEL, ENTER P&A CODE.	?	Found by CDR analyst in daily push	y	?

BECAUSE SHE WAS SUPPOSED TO HEAR BACK ABOUT HER CASE IN REGARDS TO HER VEHICLE CATCHING ON FIRE BUT NEVER DID. PER CUSTOMER DEALER SAYS:N/ACRC ADVISED:ADVISED CUST THAT THERE WAS A CLERICAL ERROR AND THE CASE WAS NEVER SUBMITTED TO OUR OGC. ADVISED THAT I HAVE CORRECTED AND UPDATED THE CASE, AND SHE WILL RECEIVE A RESPONSE IN ABOUT 15 BUSINESS DAYS.**NOTES FROM FIRST CASE [redacted] ARE BELOW(UPDATED INSURANCE QUESTION PER CUST): *CUST STATES*HAD A FIRE WITH MY 2014 ESCAPE ABOUT A WEEK AND A HALF AGO*PER CUST, DLR ADV*N/A*CRC ADV*I WILL FORWARD YOUR INFORMATION TO FORDS OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 DAYS BUSINESS DAYS TO YOUR CONCERN.1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY YES.2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIMTOTALED THE VEHICLE AND PROVIDED SETTLEMENT BUT CUST IS SEEKING MORE ASSISTANCE.3. WHEN DID THE VEHICLE CATCH FIRE4/18/20174. WHERE DID THE FIRE ORIGINATE IN THE VEHICLEUNDER THE HOOD5. WHERE IS THE VEHICLE CURRENTLY LOCATEDINSURANCE CO HAS IT IN CASE IT NEEDS TO BE VIEWED6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENTYES7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGSFIRE MAN SAID IT WAS STARTED IN THE ENGINE AND HE FOUND THE RECALL NOTICE AND SAID HE FELT IT FOLLOWED THE RECALL8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILEDDO NOT HAVE # RIGHT NOW BUT WAS FILED IN MONROE COUNTY ROCHESTER NY [redacted] WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURREDROCHESTER NY10. WERE ANY	?	Found by CDR analyst in daily push	n	?

NOTICE ON MY VEH ABOUT THE ENGINE OVERHEATING. THE ENGINE CAUGHT ON FIRE ON MARCH 1ST. I TOOK IT TO A REPAIR FACILITY AND HAD THE ENGINE REPLACED. I CONTACTED MY INSURANCE COMPANY AND THEY ONLY PAID FOR PART OF IT, I HAD TO PAY FOR THE REST. I PAID $871.33 AND FOR SIX DAYS ON A RENTAL VEH. THE INSURANCE ONLY COVERED FIVE DAYS OF IT SINCE THATS WHEN I CONTACTED THEM. I AM SEEKING REIMBURSEMENT FOR THE PART OF THE REPAIRS I PAID AND FOR SIX DAYS OF RENTAL.PER CUST DLR SAYS:N/ACRC ADVISED:PER TL SAM NO ESCALATION TO OGC. ADV CUST I WILL FULLY DOCUMENT THIS INCIDENT. PLEASE WORK WITH YOUR INSURANCE COMPANY FOR EXPENSES INCURRED, THEY CAN SUBROGATE ON YOUR BEHALF.1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY YES2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM CLAIM IS CLOSED, A PORTION OF THE REPAIRS WERE PAID BY THE INSURANCE COMPANY. 3. WHEN DID THE VEHICLE CATCH FIRE MARCH 1ST 4. WHERE DID THE FIRE ORIGINATE IN THE VEHICLE ENGINE 5. WHERE IS THE VEHICLE CURRENTLY LOCATED IN CUSTOMERS POSSESSION. 6. WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT NO 7. IF A FIRE REPORT WAS FILED, WHAT WERE THE FINDINGSN/A 8. WHAT IS THE FIRE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILED N/A 9. WHAT WAS THE CITY AND STATE WHERE THE FIRE OCCURRED LOGAN COUNTY, EDMOND OK 10. WERE ANY INJURIES SUSTAINED NO 11. IS THE VEHICLE REPAIRABLE YES, WAS REPAIRED. 12. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANY THE OTHER PORTION OF THE REPAIRS TO BE REIMBURSED AS WELL AS SIX DAYS OF RENTAL THAT WAS NOT COVERED BY INSURANCE. 13. WHAT	?	Found by CDR analyst in daily push	y	?	n		

Categories:	TIS
1 - U/H fire -	
4	10
3	17
1	24
1	27
1	22
2	28
1	24

PE18-007 000609 ER

15

4

31

1

1 30

2 17

34	3
27	1
36	1

3 35

1 23

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33 36

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2 36

3 41

3 37

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39	36
1	2

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43

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38

1

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PE18-007 000632 ER

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1

44	45
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2 34

2	40
2	29
1	42
2	42
2	40

PE18-007 000642 ER

2 45

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42

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46

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37

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40

2

34

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46

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37

2

38	43
2	2

2 45

2 42

From: West, Gregory (G.S.)
Sent: Thursday, November 09, 2017 1:50 PM
To: Beltramo, Joel (J.J.)
Cc: Hansen, Randy (R.F.)
Subject: FW: FW: Dealer/Fleet Request for OGC Review

Joel, here is the info you were looking for. Pictures aren't good but you can contact the service manager for more information.

From: Taylor, Alma (A.)
Sent: Monday, November 06, 2017 12:50 PM
To: West, Gregory (G.S.) <gwest2@ford.com>
Subject: FW: FW: Dealer/Fleet Request for OGC Review

REDACTED FOR PRIVILEGE

Thank you,

[redacted]
Legal Analyst

Office of the General Counsel- Product Claims

Phone: [redacted]
Fax: 888 683-9898

PRIVILEGED AND CONFIDENTIAL

This email contains privileged and confidential communications.

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

From: Hoss Simons [mailto:hsimons@stanleyautogroup.com]
Sent: Monday, November 06, 2017 11:21 AM
To: Taylor, Alma (A.) <ataylo29@ford.com>
Subject: Re: FW: Dealer/Fleet Request for OGC Review

I see that. I was wondering if I could get the pcm calibration and see if it was reflashed at that dealership. To see if they did the recall properly.but even if it was reflashed. I found that coolant is low. And also that the heat shield that was installed for this recall wasn't not installed properly. The bolt on the drivers side is cross threaded and there is a 1/8 in gap between the washer and the shield. The bolt is tight but it is because it is cross threaded. Basically meaning that the heat shield is not held up against the head properly I'll send pics of this.



On Mon, Nov 6, 2017 at 5:58 AM Taylor, Alma (A.) <ataylo29@ford.com> wrote:

> Does the damage appear to be related to 13S12? According to AWS, 13S12 was completed on 5-28-2014.
>
> Thanks,

[redacted]
Legal Analyst

Office of the General Counsel- Product Claims

Phone: [redacted]
Fax: 888 683-9898

PRIVILEGED AND CONFIDENTIAL

This email contains privileged and confidential communications.

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

From: Hoss Simons [mailto:hsimons@stanleyautogroup.com]
Sent: Friday, November 03, 2017 3:59 PM

To: Taylor, Alma (A.) <ataylo29@ford.com>

Subject: Re: FW: Dealer/Fleet Request for OGC Review

I don't believe I clicked on recall 17s09. I reverted back to the recall that was done for over heating issues. 13s12.

On Fri, Nov 3, 2017 at 12:07 PM Taylor, Alma (A.) <ataylo29@ford.com> wrote:

> Hello Connie,
>
> This vehicle is not included in FSA 17S09. Please provide me with photos of the vehicle damage.
>
> Thank you,

[redacted]
Legal Analyst

Office of the General Counsel- Product Claims

Phone: [redacted]
Fax: 888 683-9898

PRIVILEGED AND CONFIDENTIAL

This email contains privileged and confidential communications.

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

From: Clark, Jessica (J.E.)
Sent: Friday, November 03, 2017 9:14 AM
To: Taylor, Alma (A.) <ataylo29@ford.com>
Cc: hsimons@stanleyautogroup.com
Subject: FW: Dealer/Fleet Request for OGC Review

Alma,

Here is a new claim.

Note to Dealer

DO NOT PUT THE VEHICLE IN STORAGE OR PROVIDE LOANERS WITHOUT THE APPROVAL OF THE OFFICE OF THE GENERAL COUNSEL

NOTE: SEND AUTHORIZATION REQUEST TO FORDCALP@FORD.COM

ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CUSTOMER WILL BE NOTIFIED OF OUR DECISION

***EVALUATIONS MAY TAKE UP TO 90 DAYS ***

From: DCPFORM, FMCDealer (.)
Sent: Thursday, November 2, 2017 12:20:17 PM (UTC-05:00) Eastern Time (US & Canada)
To: Ordcalp, F (F.); Taylor, Alma (A.)
Cc: hsimons@stanleyautogroup.com
Subject: Dealer/Fleet Request for OGC Review

Dealer/Fleet Request for OGC Review

Email Subject: Dealer/Fleet Request for OGC Review
DEALER INFORMATION:
Dealership Fleet Name: Stanley Ford-McGregor
Requesting Dealer Fleet: stanley ford mcgregor
PA Code: [redacted]
Contact Person: connie simons
Title: shop forman
Phone Number: [redacted]
Fax Number:
Email: hsimons@stanleyautogroup.com
Region: dallas
Address: 1280 east mcgregor drive
City: mcgregor
State: Texas
Zip Code: 76655
CUSTOMER VEHICLE INFORMATION:
Warranty Start Date: 09/01/2012
Vehicle Year: 2013
Vehicle Model: escape
Vehicle VIN: 1fmcu9gx0du[redacted]
Mileage: 105803
customer Fleet Name: [redacted]
Street Address: [redacted]
City : gatesville
State : Texas
Zip Code : [redacted]
Home Phone: [redacted]
Work Phone: [redacted]
Customer Region: dallas
DETAILS OF INCIDENT:
Fire
Date of Incident: 2017-10-24
County incident occurred: coryell
Is customer alleging a component defect CAUSED the incident? YES
Details: vehicle over heated and all the customer knows about is the recall for the overheating causeing a cracked head and a possible fire. so that is what they think happened.
Was a police report filed? NO

Details :
Has the insurance company been contacted? NO
Insurance company advised:
Insurance company contact information: geico insurance no agent name. 1-800-841-3000
Coach builder:
City :
State :
Zip Code :
Vehicle Location: vehicle is currently at our shop? the fire happened at the Gatesville [redacted] if that is what this is suppose to be asking.
Attorney information: none
CVO Contact:
Resolution Customer is seeking: customer is just trying to get there vehicle fixed. they are asking us if it will be covered by ford.
Comments: vehicle has evidence that there was a small fire at the back of the cylinder head more on the drivers side. the vehicle has low compression and bubbles are pouring into degas bottle when we start vehicle. like it has head gasket issues. the degas bottle cap came apart when we removed it. the top came off leaving the bottle part in the degas bottle. the o2 sensor wiring is burnt to a crisp along with a bunch of shields and hoses. the engine is in pretty bad shape. takes like 8 seconds to start and spins over like it has compression issues.

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Stanley Automotive Group

Stanley Automotive Group

From: Beltramo, Joel (J.J.)
Sent: Wednesday, February 21, 2018 9:56 PM
To: Frascaroli, Emily (E.E.)
Subject: FW: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Emily,

REDACTED FOR PRIVILEGE

Thank you,

Joel Beltramo
Manager – Large V-8 Gas Engines
Phone: [redacted]
Building 1 13B090

From: Hansen, Randy (R.F.)
Sent: Wednesday, February 21, 2018 2:41 PM
To: Beltramo, Joel (J.J.) <jbeltram@ford.com>
Subject: FW: 14 Escape 17S09 - GCQIS Rpt: [redacted]

I thought all but one were scrapped, it turns out only 1 was scrapped. Please see below and let me know what to do. Thanks.

[redacted]
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
Mobile phone: [redacted]
11D137 Building #1,
20000 Rotunda, Dearborn, MI 48124

From: Stewart, Michele (M.)
Sent: Wednesday, February 21, 2018 2:37 PM
To: Hansen, Randy (R.F.) <rhansen2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Randy I am so sorry for the late reply

590W626 still active
516W160 still active

516T158 sent to auction 2015
184W440/184H440 crashed and send to scrap 2017
207Y811/516T144 sent to auction 2016

From: Hansen, Randy (R.F.)
Sent: Tuesday, February 20, 2018 3:30 PM
To: Stewart, Michele (M.) <mstewa31@ford.com>
Subject: FW: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Hello Michele,

Can you please confirm that the Ford owned vehicles highlighted in the list below have been scrapped? We are following up as part of a safety field service action. Thanks.

[redacted]
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
Mobile phone: [redacted]
11D137 Building #1,
20000 Rotunda, Dearborn, MI 48124

HVBOM PCM Part#	Tag# on Window Sticker	Sold/Unsold	GCPB15_VIN_C	GCPB22_M
DJ5A-12A650-AFA	[redacted]	Sold to Owner	1FMCU0GX1EU[redacted]	2014
DJ5A-12A650-AFA		Sold to Owner	1FMCU0GX0EU[redacted]	2014
DJ5A-12A650-ABC		Sold to Owner	1FMCU0GX4EU[redacted]	2014
DJ5A-12A650-AFA		Sold to Owner	1FMCU0GX4EU[redacted]	2014
DJ5A-12A650-AFA		Sold to Owner	1FMCU0GX4EU[redacted]	2014
DJ5A-12A650-AFA		DBURRE16	1FMCU0GX7EU[redacted]	2014
DJ5A-12A650-ABC		Sold to Owner	1FMCU0GX8EU[redacted]	2014
DJ5A-12A650-AFA		Sold to Owner	1FMCU0JX5EU[redacted]	2014
DJ5A-12A650-ABC		KMART205	1FMCU0JX9EU[redacted]	2014
DJ5A-12A650-AFA		Sold to Owner	1FMCU9GX2EU[redacted]	2014
DJ5A-12A650-ABC		MICHELE . STEWART	1FMCU9GX5EU[redacted]	2014
DJ5A-12A650-AFA		MSTEWA31	1FMCU9JX2EU[redacted]	2014
DJ5A-12A650-ABC		FORD MOTOR	1FMCU9JX5EU[redacted]	2014

Thanks,

[redacted]
3.5L GTDI / 1.6L Sigma GTDI
Powertrain Calibration Supervisor
Truck Engine Engineering (TEE) Bldg – 1AE32,
2000 Enterprise Dr., Allen Park, MI 48101

Mobile: [redacted]

From: Hansen, Randy (R.F.)
Sent: Thursday, February 01, 2018 3:41 PM
To: Baumgartner, George (G.K.) <gbaumga1@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Woodman, Greg (G.A.) <gwoodma1@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Agree – install 13S12.

[redacted]
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
Mobile phone: [redacted]
11D137 Building #1,
20000 Rotunda, Dearborn, MI 48124

From: Baumgartner, George (G.K.)
Sent: Thursday, February 1, 2018 3:40 PM
To: Hansen, Randy (R.F.) <rhansen2@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Woodman, Greg (G.A.) <gwoodma1@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Since it is not a Titanium, the technically easiest thing would be to install 13S12. I'm not sure what issues that causes with what is required/permitted in the 17S09 or 13S12 actions (i.e. this vehicle sort of falls between the cracks as it is a 2013MY VIN, but clearly has a 2013MY Powertrain). We could discuss at the next Technical meeting, but I would imagine they want to get the car back to the customer.

Regards,

[redacted]
3.5L GTDI / 1.6L Sigma GTDI
Powertrain Calibration Supervisor
Truck Engine Engineering (TEE) Bldg – 1AE32,
2000 Enterprise Dr., Allen Park, MI 48101
[redacted]

From: Hansen, Randy (R.F.)
Sent: Thursday, February 01, 2018 3:37 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Baumgartner, George (G.K.) <gbaumga1@ford.com>
Cc: Woodman, Greg (G.A.) <gwoodma1@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: J1TAS013

Engine was built on February 20, 2013 – no CHT.

[redacted]
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine

North American Applications Engineering Supervisor
Office phone: 313-390-7104
[redacted]
11D137 Building #1,
20000 Rotunda, Dearborn, MI 48124

From: Pusta, Ionut (I.)
Sent: Thursday, February 1, 2018 3:33 PM
To: Baumgartner, George (G.K.) <gbaumga1@ford.com>
Cc: Woodman, Greg (G.A.) <gwoodma1@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt:[redacted]

George,

Below is the requested information:

1. Is the car a Titanium? This vehicle is an SE
2. Can they find the engine tag and send that to Randy? That should tell us if the engine had a CHT or not, and if it can accept one. Picture of the engine tag provided by technician
3. Can they verify if the engine in the car has a CHT? The technician states that there is not an open port to accept a CHT.
4. Can they verify in the car if the wiring harness has the CHT take out and connector present (note: it may be taped back to the bundle)? The technician states that there is not a CHT sensor connector on the harness.

Attached is (what is left of) the engine tag



The technician also clarified that we do not have a CHT or a slot for it, and we do not have an associated set of wires or connector for it.

How should we proceed with this vehicle: 1FMCU0GX0EU[redacted]

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Baumgartner, George (G.K.)
Sent: Thursday, February 01, 2018 1:31 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Woodman, Greg (G.A.) <gwoodma1@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt:[redacted]

I have a couple of questions to help us figure out a course action:

1. Is the car a Titanium?
2. Can they find the engine tag and send that to Randy? That should tell us if the engine had a CHT or not, and if it can accept one.
3. Can they verify if the engine in the car has a CHT?
4. Can they verify in the car if the wiring harness has the CHT take out and connector present (note: it may be taped back to the bundle)?

We do not have a cal released for 14MY 17S09 that does not have CHT diagnostics enabled. We thought all 2014's had CHT's. When a CHT is present, because it is connected to the PCM, then it needs to have open/short diagnostics enabled. The 14MY 17S09 cals do not use the CHT for any function, but the diagnostic is enabled.

We also do not have a 13MY 13S12 cal released for the new CLS that came with 17S09. 17S09 was needed for Kuga's and Titanium Escapes due to the larger headlight that prevented using the CLS from 13S12.

So if the car is not a Titanium, we could accomplish 17S09 by installing 13S12 since it will fit – and the car would stay with a 13MY cal, which won't set a CHT code.

But, if the car is a Titanium, and has the wiring for the CHT, but the CHT is not present, then we could install a CHT to resolve the issue. It just has to make contact and fall with in the .5 – 4.5 volt range so it does not set open/short circuit codes. It does not even need to be installed in the engine (i.e. could be connected to the wiring and just taped in place).

If the car does happen to have the CHT sensor installed, then the code may have set due to a circuit issue. In that case, the normal diagnostic should be followed to fix it (check the circuit, check the sensor resistance, etc.).

Let me know what you think,

[redacted]
3.5L GTDI / 1.6L Sigma GTDI
Powertrain Calibration Supervisor
Truck Engine Engineering (TEE) Bldg – 1AE32,
2000 Enterprise Dr., Allen Park, MI 48101
[redacted]

From: Pusta, Ionut (I.)
Sent: Thursday, February 01, 2018 11:28 AM
To: Baumgartner, George (G.K.) <gbaumga1@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: FW: 14 Escape 17S09 - GCQIS Rpt:[redacted]

George,

This is the vehicle we spoke about. It is a 2014 VIN and was part of a unique list of VINs that were built in 2014 with 2013MY calibrations. I attached a previous communication where you helped us get a tear tag to program the vehicle to a 2014 cal.

Now the PCM is setting a CHT DTC because it is not equipped with the CHT sensor.

Do we have another tear tag that we can use to clear this DTC? How should we go about addressing this one vehicle?

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Karbum, Brandon (B.J.)
Sent: Thursday, February 01, 2018 11:24 AM
To: Tyda, Ryan (R.) <RTYDA@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Raina, Sidhartha (S.) <sraina1@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Doesn't pull up in HVBOM and according to parts catalog here is the part listing

9L8Z-6G004-E	From: 04/22/2013 2013/	1

And the build date is:

BUILD DATE: **01-APRIL-2013**

I would venture to say no it does not have the CHT and the tear tag provided by the SSSC is not correct.

Brandon J. Karbum
Gas Engine/Driveability Subject Matter Expert
Ford Technical Assistance Center, Cube 312
Bkarbum1@Ford.com [redacted]

From: Tyda, Ryan (R.)
Sent: Thursday, February 01, 2018 11:14 AM
To: Karbum, Brandon (B.J.); Pusta, Ionut (I.)
Cc: Raina, Sidhartha (S.)
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

So how do we clear the CHT2 DTC? Does this have a CHT2??

From: Karbum, Brandon (B.J.)
Sent: Thursday, February 01, 2018 11:11 AM
To: Tyda, Ryan (R.); Pusta, Ionut (I.)
Cc: Raina, Sidhartha (S.)
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

That is the test mule 14MY built early 13 with the stand pipe from the factory:



From: Tyda, Ryan (R.)
Sent: Thursday, February 01, 2018 11:01 AM
To: Pusta, Ionut (I.)
Cc: Raina, Sidhartha (S.); Karbum, Brandon (B.J.)
Subject: FW: 14 Escape 17S09 - GCQIS Rpt: [redacted]

John,

Any thoughts on this one?

From: Dalrick, Aaron (A.)
Sent: Thursday, February 01, 2018 10:57 AM
To: Raina, Sidhartha (S.); Tyda, Ryan (R.)
Cc: Graham, Brian (B.); Atkinson, Joseph (J.)
Subject: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Sid, Ryan – attached is a 14 Escape in for FSA 17S09. This VIN fell under the unique repair list. The dealer contacted SSSC and recommended to use LUG1 teartag to satisfy the FSA. When the dealer uses this teartag, the PCM sets a CHT DTC that the vehicle is not equipped with. Currently, the OE teartag is programmed, but sets a low coolant level DTC. I am having the dealer program with LUG1 and rechecking for a software update after, but I suspect this will not resolve it.

This same FSA was completed last year for this VIN. Can we inquire with SSSC if the dealer was given the correct teartag?

Aaron Dalrick
Technical Assistance Center
Escalated Support – Hybrid/BEV & Module Programming
[redacted]

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From: Gary, Robert (R.)
Sent: Friday, January 26, 2018 11:15 AM
To: Andes, Matt (M.) <MANDES1@ford.com>; Atkinson, Joseph (J.) <jatkin75@ford.com>; Dalrick, Aaron (A.) <ADALRIC1@ford.com>; Downing, Jared (J.) <jdowni15@ford.com>; Gries, Brandon (B.L.) <BGRIES@ford.com>; Irvin, Colby (C.) <CIRVIN11@ford.com>; Robinson, Michael (M.) <MROBI270@ford.com>; Sanders, Kevin (K.) <ksande51@ford.com>; Sheahan, Karen (K.) <ksheahan@ford.com>; Smithers, Devon (D.) <dsmithe4@ford.com>; Sullivan, Scott (S.) <SSULLI46@ford.com>; Tyda, Ryan (R.) <RTYDA@ford.com>; Vanbuskirk, James (J.) <JVANBUS2@ford.com>; Vigil, Vincent (V.) <VVIGIL1@ford.com>; Vore, Jayson (J.) <JVORE1@ford.com>; Wilde, Chris (L.C.) <lwilde@ford.com>
Subject: FW: HL Contact ID: [redacted] Has Been Escalated. HL Group Code: MODPROG. GCQIS Rpt: [redacted]

From: Lsurvey, Hector (H.)
Sent: Friday, January 26, 2018 11:14 AM
To: Gary, Robert (R.) <rgary4@ford.com>
Subject: HL Contact ID: [redacted] Has Been Escalated. HL Group Code: MODPROG. GCQIS Rpt: [redacted]

Report# :	[redacted]			**Received:**	01/20/2018
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	ESCAPE 4X2 (2013 -) ,SE ,4X2 ,MPV			**Build Date:**	04/01/2013
Odometer :	52,873 M	**Engine:**	1.6L 170PS	**Calibration:**	DM21A10A
Engine Serial Number:					
Transmission:	6SP 6F MID	**Axle:**	3.21	**A/C:**	YES

RATIO

Transmission Serial Number:

Dealer: Ray Skillman Hoosier Ford, Inc **Phone#:** [redacted]

City: Martinsville **State:** Indiana **Country :** USA

Originator: [redacted]

Symptom: 4 41 Z 00 ST/RN/MV,RUNNING,NOT LISTED,UNKNOWN

Status:

VFG: POWERTRAIN MALFUNCTION

Additional Symptom: FSA 17S09

Fix: **Causal Component:**

Condition Code:

Hotliner: **Phone:** **Regn Cd:**

Engineering: **Phone:** **TAR:**

Dlr Contact: **Phone:** **Title Cde:**

CONCER **01/20/2018 10:19AM RYAN TYDA MSS - FCSD - TECH ASSIT CENTER**

Web Form Data [redacted] Description of Vehicle Concern: HAS CODE OF P1023 CHT HIGH AFTER COMPETING 17S09 HAVE BEEN WORKING WITH SSSC TO

GET THIS RECALL PREFORMED THIS VEHICLE FELL UNDER THE UNIQUE PCM

PROGRAMING LIST. THIS VEHICLE ALSO ALREADY HAD A COOLANT LEVEL SENSOR

INSTALLED WITH THE WIRING AND MODULE. WAS ADVISED TO REMOVE OLD SENSOR

AND INSTALL NEW IN NEW LOCATION AND PROGRAM BUY USING A TEAR TAG LUG1

THIS CODE WAS NOT ORIGINALLY THERE AND NOW HAS IT

---------- HERE OS WHAT HAS

BEEN SAID WITH SSSC Type: Dealer Date: 18 Jan 2018 Time: 12:10:21 ID:

p-cord10 Comments: WE HAVE DELETED THE PCM PROGRAMMING AND INSTALLED

THE PROGRAMMING THAT WAS ADVISED AND NOW THE PCM IS STORING A TROUBLE

CODE P1023 CHT SENSOR CIRCUIT HIGH. THIS EARLY BUILD

VEHICLE DOES NOT

HAVE A CYLINDER HEAD TEMPERATURE SENSOR. PLEASE VERFIY THE PROGRAMMING

YOU ADVISED TO INSTALL AND ADVISE. AGAIMN THIS VEHICLE DOES NOT HAVE

THE SENSOR AND NOW HAS A PID TO MONITOR THE SENSOR RESULTING IN A NEW

FAULT CODE THAT WE ABSOLUTELY VERIFIED DID NOT EXIST PREVIOUSLY. BUILD

DATE IS 04/01/2013. PLEASE ADVISE OF THE CORRECT PROGRAMMING? Type:

Agent Date: 18 Jan 2018 Time: 12:02:01 ID: t-joh420 Comments: Claim as related damage on a separate line from the campaign just a labor.

Type: Dealer Date: 18 Jan 2018 Time: 10:49:23 ID: p-cord10 Comments:

OK THANK YOU. CAN YOU PROVIDE APPROVAL CODE PLEASE? WHAT LABOR OPS DO

WE USE? SHALL WE USE THE CAMPAIGN NUMBER OR UTILIZE MT TIME FOR THE

PARTS REMOVED? Type: Agent Date: 18 Jan 2018 Time: 09:11:24 ID: t-joh420 Comments: Ads per the pervious conversation remove all current non campaign items and complete the program extra labor is allowed for removal as related damage Please list any diagnostics already performed: INSPECTED VERIFYED THIS VEHICLE DOES NOT HAVE A CHT

SENSOR Parts Replaced: 17S09 parts Your Question: NEED HELP ON GETTING THE CORRECT PROGRAMING FOR THIS VEHICLE.

WEB-Ford-INT-pjacob45-Jan 18 2018 16:17:11: Transferred from ELECT to MODPROG

RECOMM **01/20/2018 10:19AM RYAN TYDA MSS - FCSD - TECH ASSIT CENTER**

[redacted] We are not sure why LUG1 was used as a tear tag to program the PCM. That is not correct for this vehicle. The correct tear tag is RLU0. Please refer to Module Programming General Service Bulletin(GSB) G0000150 page 21. Perform the procedure outlined on that page but using tear tag RLU0. You can find the vehicles tear tag yourself by entering the VIN in PTS > OASIS and then when available, double click the VIN at the top left corner. That will open the build sheet information which lists the tear tag for the vehicle.

CONCER **01/23/2018 09:29AM T ECHHOT MSS - FCSD - TECH ASSIT CENTER**

for this recall this vin was on the UNIQUE VEHICLE REPAIRS list saying it got special programing what is that special programing and is there any information on why this vehicle already had a coolant level sensor

installed behind the right head light also I did not realize that it did not copy all of the contact with sssc.

RECOMM **01/24/2018 01:30PM ALEC MCENTEE MSS - FCSD - TECH ASSIT CENTER**

[redacted] If the vehicle VIN is listed in the chart under the Unique Vehicle Repairs, it would be recommended to follow the FSA step and create a VIN specific contact to the SSSC for additional repair instructions. The SSSC has moved to a web based form similar to this form used by the Technical Assistance Center. To submit a contact to the SSSC, run an OASIS page for the vehicle and select the SSSC link at the bottom of the OASIS result page for the VIN to access the new web form (there is no symptom coding required for the SSSC link to appear).

CONCER **01/24/2018 01:53PM T ECHHOT MSS - FCSD - TECH ASSIT CENTER**

I have been in contact with them and they have referred me to you. I programed the vehicle with the correct tear tag and the coolant level is now incorrect its in the programing. plz give me a call at [redacted]

RECOMM **01/26/2018 09:40AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

[redacted]The Ford Technical Assistance Center has reviewed your request and has determined that it is necessary to discuss this matter verbally over the telephone. You will be contacted shortly by a Ford Technical Assistance Center representative.

CONCER **01/26/2018 11:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

Contacted [redacted] by phone to discuss the concern in greater detail. [redacted] stated that he is performing FSA 17S09, he found the vehicle already had a stand pipe installed in the vehicle which was in a different location(lower) that the stand pipe to complete FSA. [redacted] stated that he found the VIN number listed under the 'Escape Unique PCM Programming Required', he contacted the SSSC which provided him with PCM tear tag LUG1 and once the required components were installed and the PCM programming, the check engine light was on with DTC P0123(CHT SENSOR CIRCUIT HIGH). [redacted] stated that he programmed the PCM using the PCM tear tag listed in PTS(RLU0) as recommended which cleared DTC P0123 and a low coolant message populating in the IC. [redacted] confirmed that there is no air in the cooling system, the stand pipe is installed correctly in the mounting bracket(sensor down) and with the supplied PCM tear tag used to program the PCM the low

coolant goes out.

RECOMM **01/26/2018 11:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

[redacted] Within the next 4 business days, the assistance request on this vehicle will be reviewed. To further expedite this process, please update the form with the additional information listed when selecting the click here button below (including Service Management information, best phone number, etc.). An Escalated Handling Team Member will contact the Service Manager to obtain additional information and provide recommendations to assist in resolving the customers concern.

We are currently experiencing high
Dealership contact volume, which is resulting in delayed responses. Our management team is fully aware of the issue, and would like to apologize for the current delayed response times as we investigate options to improve our service level. We are committed to restoring the service levels that you are accustomed to, but it will likely take time to implement long-term changes to our process. Dealership personnel can help us in the short-term by adhering to the following suggestions:

- Ensure that all internal published <A< p="">

href='https://www.fmcdealer.dealerconnection.com/sites/CanadaFinEn/parts_service/servicesupport/Dealership%20Repair%20Process/Service%20Repair%20and%20Technical%20Assistance%20Process.pdf' target=_blank>Service Repair and Technical Assistance Process steps have been followed prior to contacting the Technical Assistance Center.

- Continue to
submit requests to the Technical Assistance Center for support with difficult to resolve technical vehicle issues and repairs requiring Prior Approval.

- Confirm that all diagnostics, including testing
results completed on the vehicle are thoroughly documented and submitted on the request to the Technical Assistance Center.
- Follow all Technical Assistance Center recommendations during the time you may be waiting for follow up from Escalated Handling Team.

We will continue to work with you and your Dealerships Service Management Team to help get the concern resolved and the vehicle back to the customer.

ADD-ON **01/26/2018 11:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

Consulted Brandon Karbum who provided the correct orientation of the stand pipe when it is installed in the vehicle then advised to escalate the report as this vehicle was a pre-production vehicle. Note to EH: This contact is being escalated for a concern where when performing FSA 17S09, he found the vehicle already had a stand pipe installed in the vehicle which was in a different location(lower) that the stand pipe to complete FSA. The found the VIN number listed under the 'Escape Unique PCM Programming Required', the SSSC was contacted who provided him with PCM tear tag LUG1 and once the required components were installed and the PCM programming, the check engine light was on with DTC P0123(CHT SENSOR CIRCUIT HIGH). The PCM was

programmed using the PCM tear tag listed in PTS(RLU0) as recommended which cleared DTC P0123 with a low coolant message populating in the IC. There is no air in the cooling system, the stand pipe is installed correctly in the mounting bracket(sensor down). It is suspected that with this vehicle being pre-production, the provided components and/or provided calibration is incorrect for he vehicle.

ADD-ON **01/26/2018 11:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

Reason For Escalation: Supervisor Recommendation

REDACTED FOR PRIVILEGE

REDACTED FOR PRIVILEGE

[redacted]

REDACTED FOR PRIVILEGE

Please let me know if you have any questions.

Thanks,

[redacted]
3.5L GTDI / 1.6L Sigma GTDI
Powertrain Calibration Supervisor
Truck Engine Engineering (TEE) Bldg – 1AE32,
2000 Enterprise Dr., Allen Park, MI 48101
[redacted]

From: Beltramo, Joel (J.J.)
Sent: Monday, March 05, 2018 10:18 AM
To: Baumgartner, George (G.K.) <gbaumga1@ford.com>
Subject: FW: 17S09 Escape Info

George,

I need a bit of help for a project I am doing.

[redacted]

REDACTED FOR PRIVILEGE

Thank you,

Joel Beltramo
Manager – Large V-8 Gas Engines
[redacted]
Building 1 13B090

PE18-007 000676 ER

From: Pusta, Ionut (I.)
Sent: Monday, March 5, 2018 9:57 AM
To: Beltramo, Joel (J.J.) <jbeltram@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: FW: 17S09 Escape Info

Joel,

Attached are vehicle sessions from the last time these vehicles were identified using IDS.

Thank you,

[redacted]

Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Baumeister, Eric (E.)
Sent: Tuesday, February 27, 2018 9:25 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 17S09 Escape Info

John,

Please find the latest session file for all VINs attached.

Best Regards,

[redacted]
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
[redacted]

From: Pusta, Ionut (I.)
Sent: Thursday, February 22, 2018 8:44 AM

PE18-007 000677 ER

To: Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: 17S09 Escape Info

Thank you,

[redacted]

Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

PE18-007 000678 ER

REDACTED FOR PRIVILEGE

From: Beltramo, Joel (J.J.)
Sent: Monday, March 5, 2018 10:18 AM
To: Baumgartner, George (G.K.)
Subject: FW: 17S09 Escape Info
Attachments: 1FMCU0GX4EU[redacted]pdf; 1FMCU0GX4EU[redacted]pdf; 1FMCU0GX4EU[redacted]pdf; 1FMCU0GX0EU[redacted]pdf; 1FMCU0GX1EU[redacted]pdf; 1FMCU9JX5EU[redacted]pdf; 1FMCU9JX2EU[redacted]pdf; 1FMCU9GX5EU[redacted]pdf; 1FMCU9GX2EU[redacted]pdf; 1FMCU0JX9EU[redacted]pdf; 1FMCU0JX5EU[redacted]pdf; 1FMCU0GX8EU[redacted]pdf; 1FMCU0GX7EU[redacted]pdf

George,

I need a bit of help for a project I am doing.

[redacted]

RED ACTED FOR PRIVILEGE

Thank you,

Joel Beltramo
Manager – Large V-8 Gas Engines
[redacted]
Building 1 13B090

From: Pusta, Ionut (I.)
Sent: Monday, March 5, 2018 9:57 AM
To: Beltramo, Joel (J.J.) <jbeltram@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: FW: 17S09 Escape Info

Joel,

Attached are vehicle sessions from the last time these vehicles were identified using IDS.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs

PE18-007 000680 ER

Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Baumeister, Eric (E.)
Sent: Tuesday, February 27, 2018 9:25 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 17S09 Escape Info

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Please find the latest session file for all VINs attached.

Best Regards,

[redacted]
Program Manager, Recall and Service Programs
Service Engineering Operations / FCSD
Ford Motor Company
[redacted]

From: Pusta, Ionut (I.)
Sent: Thursday, February 22, 2018 8:44 AM
To: Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: 17S09 Escape Info

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

PE18-007 000681 ER

One Warranty Reporting Solution

Details for Session File Number [redacted]

Report Created: 02/22/2018

Session Header Information

Session Open Date	2018/02/12 11:41:58
Session Upload Date	2018/02/12 14:01:26
Dealer GEO Sales Code	USA
Dealer PA Code	[redacted]
Dealer Sub Code	
Previous Version of Session File	.
Odometer Reading	52874 miles
IDS Software Level	IDS-108.04
Oil Life Remaining Level %	.00
Repair Order Number	

Module List

Module Name	Software Part Number	Responded
ABS - Antilock braking system	CV61-2C405-AF	Yes
ACM - Audio Control Module	CJ5T-14D099-DG	Yes
APIM - Accessory Protocol Interface Module	DM5T-14D205-AF	Yes
BdyCM - Body Control Module	F1FT-14C094-XA	Yes
DDM - Driver's Door Module	????	No
DSM - Driver's Seat Module	????	No
DSP - (Audio) Digital Signal Processing Module	????	No
FCDIM - Front Control/Display Interface Module	????	No
FCIM - Front Controls Interface Module	????	Yes
GPSM - Global Positioning System Module	DE8T-14F055-AC	Yes
HCM - Headlamp Control Module	????	No
HVAC - Heating Ventilation Air Conditioning	CJ5T-18D619-AF	Yes
IPC - Instrument Panel Control Module	CV4T-14C026-BYB	Yes
OCS - Occupant Classification System Module	CJ54-S603B16-AG	Yes
PAM - Parking Aid Module	????	Yes
PCM - Powertrain Control Module	EJ5A-14C204-AHA	Yes
PDM - Passenger's Door Module	????	No
PSCM - Power Steering Control Module	CV6T-14C217-AH	Yes
RCM - Restraint Control Module	CJ5T-14C028-AH	Yes
RFA - Remote Function Actuator	????	No
RGTM - Rear Gate/Trunk Module	CJ5T-14B673-AL	Yes
SASM - Steering Angle Sensor Module	????	Yes
SODL - Side Obstacle Detection Control Module - Left	????	No
SODR - Side Obstacle Detection Control Module - Right	????	No
TRM - Trailer Module	????	No

DTC Codes Present

Type	Module	DTC Code	Time Stamp	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Description
Ne work Tes	BdyCM	**B1D01**		GGDS	R gh hand Low Beam C rcu	2F	15	C rcu Shor To Ba ery Or Open
	GPSM	**U0140**		GGDS	Los Commun ca on W h Body Con rol Module	88	00	No Add onal Fa lure Type n roma on or h s DTC
	HVAC	**B10B9**		GGDS	Blower Con rol	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U0140		GGDS	Los Commun ca on W h Body Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC

DTC Codes Present

Ne work Tes	HVAC	**U0422**	GGDS	nval d Da a Rece ved rom Body Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U2100	GGDS	n al Con gura on No Comple e	28	00	No Add onal Fa lure Type n roma on or h s DTC
	PC	**U0401**	GGDS	nval d Da a Rece ved From %%h(ECM)/%%h(PCM)	08	64	S gnal Plaus b l y Fa lure
	PCM	**P1023**	GGDS	%%h(CHT) Sensor 2 C rcu H gh	2F	00	No Add onal Fa lure Type n roma on or h s DTC
	RGTM	**U0140**	GGDS	Los Commun ca on W h Body Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U2100	GGDS	n al Con gura on No Comple e	28	00	No Add onal Fa lure Type n roma on or h s DTC

Tools Used

Tool Name	Entry	Exit
SELFTEST	2018/02/12 11:49:42	2018/02/12 11:50:35

Data Logger - Tool not used

DataLoggerCategory	TimeStamp

Fuel System - Tool not used

Engine Pump Result	Timestamp	FuelPressure	Unit
Leak Down Result			
Injector Flow Result			

Module Programming - Tool not used

RIF Test - Tool not used

FPLD Test - Tool not used

Freeze Frame (IDS Classic only) - Tool not used

Type	DTC	Parameter	Value	Description

Mode 6 Test Results (IDS Classic only) - Tool Not Used

Timestamp	Description	Test	Component	Limits	Value

PID Results in IDS Classic Self Test

Logical Address	Value	PID Description
D137	0	Number of Continuous DTCs with Pending or Confirmed Statu

Technician Selected Symptoms (ETIS IDS only) - Tool not used

Symptom

Diagnosed Modules / Components (ETIS IDS only) - Tool not used

Component	RVC	WCC	Diagnosed Method

Vehicle Information

VIN	1FMCU0GX0EU[redacted]
Model Year	2014
Vehicle Line Description	ESCAPE
Engine Description	1.6L 16V DI TC I4 170PS SIGMA
Engine Trace Number	[redacted]
Transmission Description	6 SPD AUTO TRANS 6F MID-RANGE
Transmission Trace Number	[redacted]
Production Date	2013-04-01
Warranty Start Date	2013-04-11
Plant Description	LOUISVILLE PLANT BUILD

Vehicle WERS Feature Codes

FS B - SEAT-INDIVIDUAL-L/B DRV/PASS
AC G - DUAL ZONE AUTO TEMP CONTROL AC
SE C4 - BASE #2 SERIES
CA WE - 5 DOOR LIGHT TRUCK
DR A - 2 WHL L/H FRONT DRIVE

Links to Other Session Files for this VIN

Vehicle Investigation Links

Warranty Claim (AWS)
GCQIS Reports
OWS Find a Vehicle Homepage
Additional Vehicle Information from SAVE

One Warranty Reporting Solution

Details for Session File Number 77167045

Report Created: 02/22/2018

Session Header Information

Session Open Date	2015/11/17 11:16:28
Session Upload Date	2015/11/20 13:50:12
Dealer GEO Sales Code	CAN
Dealer PA Code	[redacted]
Dealer Sub Code	
Previous Version of Session File	.
Odometer Reading	18939 miles
IDS Software Level	IDS-98.01
Oil Life Remaining Level %	.00
Repair Order Number	

Module List

Module Name	Software Part Number	Responded
ABS - Antilock braking system	CV61-2C405-AF	Yes
ACM - Audio Control Module	CJ5T-14D099-DG	Yes
APIM - Accessory Protocol Interface Module	DM5T-14D205-AG	Yes
BdyCM - Body Control Module	DV6T-14C094-BD	Yes
DDM - Driver's Door Module	????	No
DSM - Driver's Seat Module	????	No
DSP - (Audio) Digital Signal Processing Module	????	No
FCDIM - Front Control/Display Interface Module	????	No
FCIM - Front Controls Interface Module	CJ5T-14F565-HF	Yes
GPSM - Global Positioning System Module	DE8T-14F055-AC	Yes
HCM - Headlamp Control Module	????	No
HVAC - Heating Ventilation Air Conditioning	CJ5T-18D619-AF	Yes
IPC - Instrument Panel Control Module	CV4T-14C026-BU	Yes
IPMB - Image Processing Module B	????	No
OCS - Occupant Classification System Module	????	No
PAM - Parking Aid Module	????	Yes
PCM - Powertrain Control Module	DJ5A-14C204-ABC	Yes
PDM - Passenger's Door Module	????	No
PSCM - Power Steering Control Module	CV6T-14C217-AH	Yes
RCM - Restraint Control Module	????	No
RFA - Remote Function Actuator	????	No
RGTM - Rear Gate/Trunk Module	CJ5T-14C121-AL	Yes
SASM - Steering Angle Sensor Module	????	Yes
SODL - Side Obstacle Detection Control Module - Left	????	No
SODR - Side Obstacle Detection Control Module - Right	????	No
TRM - Trailer Module	????	No

DTC Codes Present

Type	Module	DTC Code	Time Stamp	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Description
Ne work Tes	ABS	**U0151**		GGDS	Los Commun ca on W h Res ra n s Con rol Module	2B	00	No Add onal Fa lure Type n roma on or h s DTC
	AP M	**B1215**		GGDS	Ex ernal Memory Card	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U0151		GGDS	Los Commun ca on W h Res ra n s Con rol Module	2B	00	No Add onal Fa lure Type n roma on or h s DTC

DTC Codes Present

Ne work Tes	AP M	**U0256**		GGDS	Los Commun ca on W h Fron Con rols n er ace Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
	BdyCM	**B10A2**		GGDS	Crash npu	2F	02	General S gnal Fa lure
		B1D38		GGDS	Fron W per Mo or Connec on C rcu	2C	19	C rcu Curren Above Threshold
	PC	**U0151**		GGDS	Los Commun ca on W h Res ra n s Con rol Module	0A	00	No Add onal Fa lure Type n roma on or h s DTC
	PSCM	**U0415**		GGDS	nval d Da a Rece ved From %%h(ABS) Con rol Module	0A	00	No Add onal Fa lure Type n roma on or h s DTC
	RGTM	**C2006**		GGDS	Le Ac ua or	68	19	C rcu Curren Above Threshold

Type	Module	DTC Code	Time Stamp	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Description
UNKNOWN	AP M	**B1215**	2015/11/17 11 27 14	GGDS	Ex ernal Memory Card	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U0151	2015/11/17 11 27 14	GGDS	Los Commun ca on W h Res ra n s Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U0256	2015/11/17 11 27 14	GGDS	Los Commun ca on W h Fron Con rols n er ace Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
	BdyCM	**B10A2**	2015/11/17 11 27 14	GGDS	Crash npu	28	02	General S gnal Fa lure
		B1D38	2015/11/17 11 27 14	GGDS	Fron W per Mo or Connec on C rcu	28	19	C rcu Curren Above Threshold
		U0151	2015/11/17 11 27 14	GGDS	Los Commun ca on W h Res ra n s Con rol Module	68	00	No Add onal Fa lure Type n roma on or h s DTC
	PC	**U0151**	2015/11/17 11 27 14	GGDS	Los Commun ca on W h Res ra n s Con rol Module	08	00	No Add onal Fa lure Type n roma on or h s DTC
	PSCM	**U0415**	2015/11/17 11 27 14	GGDS	nval d Da a Rece ved From %%h(ABS) Con rol Module	08	00	No Add onal Fa lure Type n roma on or h s DTC
	RGTM	**C2006**	2015/11/17 11 27 14	GGDS	Le Ac ua or	68	19	C rcu Curren Above Threshold

Tools Used

Tool Name	Entry	Exit
SELFTEST	2015/11/17 11:26:49	2015/11/17 11:29:05

Data Logger - Tool not used

DataLoggerCategory	TimeStamp

Fuel System - Tool not used

Engine Pump Result	Timestamp	FuelPressure	Unit

Leak Down Result

Injector Flow Result

Module Programming

Timestamp (2015/11/17 11:24:29)

Type	ModuleName	ModuleOldSw	ModuleNewSw	FailedModuleName
PM	RCM	Unknown	Unknown	

RIF Test - Tool not used

FPLD Test - Tool not used

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Snapshot	B10A2:02-28	DIST_TOT_VEH	30477.565km	Total Vehicle Distance

Snapshot	B10A2:02-28	IN-CAR_TEMP	103C	Inside Car Temperature
Snapshot	B10A2:02-28	MOD_SUP_V	11.5V	Module Supply Voltage
Snapshot	B10A2:02-28	PWR_MODE_KEY	Ignition On	Power Mode Key State
Snapshot	B10A2:02-28	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	B10A2:02-28	REALTIME	15863:35:20	Total time (ECU) has been active
Snapshot	B1D38:19-28	DIST_TOT_VEH	25286.658km	Total Vehicle Distance
Snapshot	B1D38:19-28	IN-CAR_TEMP	44C	Inside Car Temperature
Snapshot	B1D38:19-28	MOD_SUP_V	11.25V	Module Supply Voltage
Snapshot	B1D38:19-28	PWR_MODE_KEY	Running	Power Mode Key State
Snapshot	B1D38:19-28	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	B1D38:19-28	REALTIME	9353:45:50	Total time (ECU) has been active
Snapshot	C2006:19-68	DIST_TOT_VEH	19541.868km	Total Vehicle Distance
Snapshot	C2006:19-68	ECU_Int_Temp	18C	ECU Internal Temperature
Snapshot	C2006:19-68	MAIN_RGTM_V	12V	RGTM Main Voltage Supply
Snapshot	C2006:19-68	OUTDR_TMP	12C	Outdoor Air Temperature
Snapshot	C2006:19-68	PWR_MODE_KEY	Key Approved Power Mode	Power Mode Key State
Snapshot	C2006:19-68	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	C2006:19-68	REALTIME	80:43:41.900	Total time (ECU) has been active
Snapshot	C2006:19-68	VPWR_RGTM	11.22V	RGTM Main Voltage Supply
Snapshot	U0151:00-68	DIST_TOT_VEH	30477.565km	Total Vehicle Distance
Snapshot	U0151:00-68	IN-CAR_TEMP	103C	Inside Car Temperature
Snapshot	U0151:00-68	MOD_SUP_V	11.5V	Module Supply Voltage
Snapshot	U0151:00-68	PWR_MODE_KEY	Ignition On	Power Mode Key State
Snapshot	U0151:00-68	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	U0151:00-68	REALTIME	15863:35:20	Total time (ECU) has been active
Snapshot	U0415:00-08	GLOBTIM	15863:44:00	Global real time
Snapshot	U0415:00-08	MOD_SUP_V	14V	Module Supply Voltage
Snapshot	U0415:00-08	OUTTMP	17C	External Temperature From Sensor
Snapshot	U0415:00-08	PSCM_INT_TEMP	14C	(PSCM) Internal Temperature
Snapshot	U0415:00-08	PWR_MODE_KEY	Ignition On	Power Mode Key State
Snapshot	U0415:00-08	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	U0415:00-08	SSHFT_TQ_S2	-0.2Nm	Steering Shaft Torque Sensor #2
Snapshot	U0415:00-08	TOTDIST	30465.063km	Total Vehicle Distance
Snapshot	U0415:00-08	VS	0KPH	Vehicle Speed

Mode 6 Test Results (IDS Classic only) - Tool Not Used

Timestamp	Description	Test	Component	Limits	Value

PID Results in IDS Classic Self Test

Logical Address	Value	PID Description
FFFF02	C2006,TSB 13-06-21,11-3-2015,98.01	** Not Valid **
FFFF02	U0151,SSM 44676,11-3-2015,98.01	** Not Valid **
FFFF02	U0256,SSM 44676,11-3-2015,98.01	** Not Valid **
FFFF02	U0256,TSB 13-08-11,11-3-2015,98.01	** Not Valid **

Technician Selected Symptoms (ETIS IDS only) - Tool not used

Symptom

Diagnosed Modules / Components (ETIS IDS only) - Tool not used

Component	RVC	WCC	Diagnosed Method

Vehicle Information

VIN	1FMCU0GX1EU[redacted]
Model Year	2014
Vehicle Line Description	ESCAPE
Engine Description	1.6L 16V DI TC I4 170PS SIGMA
Engine Trace Number	[redacted]
Transmission Description	6 SPD AUTO TRANS 6F MID-RANGE
Transmission Trace Number	[redacted]
Production Date	2013-04-02
Warranty Start Date	2013-05-15
Plant Description	LOUISVILLE PLANT BUILD

Vehicle WERS Feature Codes

FS B - SEAT-INDIVIDUAL-L/B DRV/PASS
AC G - DUAL ZONE AUTO TEMP CONTROL AC
SE C4 - BASE #2 SERIES
CA WE - 5 DOOR LIGHT TRUCK
DR A - 2 WHL L/H FRONT DRIVE

Links to Other Session Files for this VIN

Vehicle Investigation Links

Warranty Claim (AWS)
GCQIS Reports
OWS Find a Vehicle Homepage
Additional Vehicle Information from SAVE

One Warranty Reporting Solution

Details for Session File Number [redacted]

Report Created: 02/22/2018

Session Header Information

Session Open Date	2018/02/12 13:10:12
Session Upload Date	2018/02/13 09:28:03
Dealer GEO Sales Code	
Dealer PA Code	
Dealer Sub Code	
Previous Version of Session File	.
Odometer Reading	72577 miles
IDS Software Level	IDS-108.04
Oil Life Remaining Level %	.00
Repair Order Number	

Module List

Module Name	Software Part Number	Responded
ABS - Antilock braking system	CV61-2C405-AF	Yes
ACM - Audio Control Module	CJ5T-14D099-BG	Yes
APIM - Accessory Protocol Interface Module	DG1T-14D205-AB	Yes
BdyCM - Body Control Module	DV6T-14C094-BD	Yes
DDM - Driver's Door Module	????	No
DSM - Driver's Seat Module	????	No
DSP - (Audio) Digital Signal Processing Module	????	No
FCDIM - Front Control/Display Interface Module	EM5T-14D358-GA	Yes
FCIM - Front Controls Interface Module	????	No
GPSM - Global Positioning System Module	DE8T-14F055-AC	Yes
HCM - Headlamp Control Module	????	No
HVAC - Heating Ventilation Air Conditioning	CJ5T-14C178-CM	Yes
IPC - Instrument Panel Control Module	CV4T-14C026-BU	Yes
OCS - Occupant Classification System Module	CJ54-S603B16-AG	Yes
PAM - Parking Aid Module	????	No
PCM - Powertrain Control Module	EJ5A-14C204-UC	Yes
PDM - Passenger's Door Module	????	No
PSCM - Power Steering Control Module	CV6T-14C217-AG	Yes
RCM - Restraint Control Module	CJ5T-14C028-AH	Yes
RFA - Remote Function Actuator	????	No
RGTM - Rear Gate/Trunk Module	????	No
SASM - Steering Angle Sensor Module	????	Yes
SODL - Side Obstacle Detection Control Module - Left	????	No
SODR - Side Obstacle Detection Control Module - Right	????	No
TRM - Trailer Module	????	No

DTC Codes Present

Type	Module	DTC Code	Time Stamp	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Description
Ne work Tes	BdyCM	**B112D**		GGDS	Rear w ndow de ros %%h(LED)	2C	15	C rcu Shor To Ba ery Or Open
	PCM	**P0113**		GGDS	%%h(AT) Sensor 1 C rcu H gh npu	27	00	No Add onal Fa lure Type n roma on or h s DTC
		P26B7		GGDS	Eng ne Coolan Bypass Valve C Con rol C rcu Open	27	00	No Add onal Fa lure Type n roma on or h s DTC

DTC Codes Present

Ne work Tes	RCM	**C0064**	GGDS	Roll Ra e Sensor	28	68	Even n orma on

Tools Used

Tool Name	Entry	Exit

Data Logger - Tool not used

DataLoggerCategory	TimeStamp

Fuel System - Tool not used

Engine Pump Result	Timestamp	FuelPressure	Unit
Leak Down Result			
Injector Flow Result			

Module Programming - Tool not used

RIF Test - Tool not used

FPLD Test - Tool not used

Freeze Frame (IDS Classic only) - Tool not used

Type	DTC	Parameter	Value	Description

Mode 6 Test Results (IDS Classic only) - Tool Not Used

Timestamp	Description	Test	Component	Limits	Value

PID Results in IDS Classic Self Test - Tool not used

Logical Address	Value	PID Description

Technician Selected Symptoms (ETIS IDS only) - Tool not used

Symptom

Diagnosed Modules / Components (ETIS IDS only) - Tool not used

Component	RVC	WCC	Diagnosed Method

Vehicle Information

VIN	1FMCU0GX4EU[redacted]
Model Year	2014
Vehicle Line Description	ESCAPE
Engine Description	1.6L 16V DI TC I4 170PS SIGMA
Engine Trace Number	[redacted]
Transmission Description	6 SPD AUTO TRANS 6F MID-RANGE
Transmission Trace Number	[redacted]
Production Date	2013-02-12
Warranty Start Date	2013-02-22
Plant Description	LOUISVILLE PLANT BUILD

Vehicle WERS Feature Codes

FS B - SEAT-INDIVIDUAL-L/B DRV/PASS
SE C4 - BASE #2 SERIES
CA WE - 5 DOOR LIGHT TRUCK
DR A - 2 WHL L/H FRONT DRIVE
AC S - MANUAL ELECTRIC AIR COND

Links to Other Session Files for this VIN

Vehicle Investigation Links

Warranty Claim (AWS)
GCQIS Reports
OWS Find a Vehicle Homepage
Additional Vehicle Information from SAVE

One Warranty Reporting Solution

Details for Session File Number [redacted]

Report Created: 02/22/2018

Session Header Information

Session Open Date	2017/10/20 14:04:24
Session Upload Date	2017/11/17 10:29:49
Dealer GEO Sales Code	USA
Dealer PA Code	[redacted]
Dealer Sub Code	
Previous Version of Session File	.
Odometer Reading	37103 miles
IDS Software Level	IDS-107.03
Oil Life Remaining Level %	.00
Repair Order Number	

Module List

Module Name	Software Part Number	Responded
ABS - Antilock braking system	CV61-2C405-AF	Yes
ACM - Audio Control Module	CJ5T-14D099-BG	Yes
APIM - Accessory Protocol Interface Module	DG1T-14D205-AB	Yes
BdyCM - Body Control Module	DV6T-14C094-BD	Yes
DDM - Driver's Door Module	????	No
DSM - Driver's Seat Module	????	No
DSP - (Audio) Digital Signal Processing Module	????	No
FCDIM - Front Control/Display Interface Module	CM5T-18B955-GF	Yes
FCIM - Front Controls Interface Module	????	No
GPSM - Global Positioning System Module	DE8T-14F055-AC	Yes
HCM - Headlamp Control Module	????	No
HVAC - Heating Ventilation Air Conditioning	CJ5T-14C178-CM	Yes
IPC - Instrument Panel Control Module	CV4T-14C026-BYB	Yes
IPMB - Image Processing Module B	????	No
OCS - Occupant Classification System Module	CJ54-S603B16-AG	Yes
PAM - Parking Aid Module	????	No
PCM - Powertrain Control Module	DJ5A-14C204-AFC	Yes
PDM - Passenger's Door Module	????	No
PSCM - Power Steering Control Module	CV6T-14C217-AH	Yes
RCM - Restraint Control Module	CJ5T-14C028-AH	Yes
RFA - Remote Function Actuator	????	No
RGTM - Rear Gate/Trunk Module	????	No
SASM - Steering Angle Sensor Module	????	Yes
SODL - Side Obstacle Detection Control Module - Left	????	No
SODR - Side Obstacle Detection Control Module - Right	????	No
TRM - Trailer Module	????	No

DTC Codes Present

Tools Used

Tool Name	Entry	Exit

Data Logger

DataLoggerCategory	TimeStamp
LiveDisplayEntry Selected Parameters: TCBP(PRESS), TCBP_DSD(PRESS), TCBP_UR(FAULT), TCBP_V(VOLT), TURBO_BPASS #(MODE), TURBO_OVER(FAULT), TURBO_UNDER(FAULT), TURBO_WGATE #(PER) LiveDisplayEntry	2017/10/20 14:06:51
AIRMANAGE	2017/10/20 14:06:08

Fuel System - Tool not used

Engine Pump Result	Timestamp	FuelPressure	Unit

Leak Down Result

Injector Flow Result

Module Programming - Tool not used

RIF Test - Tool not used

FPLD Test - Tool not used

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Snapshot	P0106:00-60	APP1	0.78V	Accelerator pedal position sensor 1
Snapshot	P0106:00-60	APP2	0.4V	Accelerator pedal position sensor 2
Snapshot	P0106:00-60	APP_FLT	No Fault	Accelerator Pedal Position Sensor Status
Snapshot	P0106:00-60	BARO	156.1Hz	Barometric pressure
Snapshot	P0106:00-60	DIST_FIRST_MFF	734.463mi	Distance since First Snapshot Freeze Frame
Snapshot	P0106:00-60	DIST_LAST_MFF	734.463mi	Distance since Last Snapshot Freeze Frame
Snapshot	P0106:00-60	DIST_TOT_VEH	36360.87mi	Total Vehicle Distance
Snapshot	P0106:00-60	ECT	71.6F	Engine coolant temperature
Snapshot	P0106:00-60	ECT_F	No Fault	Engine Coolant Temperature Status
Snapshot	P0106:00-60	ENGOFF_TIMER	18:12:15	Timer since Engine Off
Snapshot	P0106:00-60	ETC_TRIM_LRN	Yes	Throttle Angle Offset has Learned
Snapshot	P0106:00-60	EVAPPCT	0%	Commanded Evaporative Purge
Snapshot	P0106:00-60	FLI	89.41%	Fuel Level Input
Snapshot	P0106:00-60	FRP	1463.05psi	Fuel Rail Pressure
Snapshot	P0106:00-60	FTP_H20	0.068	Fuel Tank Pressure displayed as inches of water
Snapshot	P0106:00-60	FUELSYS	Open Loop	Fuel System Status (Open/Closed Loop)
Snapshot	P0106:00-60	GEAR	1	Gear Commanded
Snapshot	P0106:00-60	IAT	69.8F	Intake Air Temperature
Snapshot	P0106:00-60	IAT_F	No Fault	Inlet Air Temperature Sensor Status
Snapshot	P0106:00-60	LOAD	65.1%	Engine load
Snapshot	P0106:00-60	LONGFT1	3.91%	Long term fuel trim 1
Snapshot	P0106:00-60	MAP	8.99psi	Manifold absolute pressure sensor
Snapshot	P0106:00-60	MAP_F	Yes Fault	Manifold Absolute Pressure Sensor Status
Snapshot	P0106:00-60	MISFIRE	No	Engine Misfire currently detected
Snapshot	P0106:00-60	MP_LRN	Yes	Misfire Profile Correction Learned
Snapshot	P0106:00-60	O2S12	0.37V	Heated Exhaust Gas Oxygen Sensor (bank 1, sensor 2)
Snapshot	P0106:00-60	OSS_SRC	0RPM	Actual Output Shaft Speed
Snapshot	P0106:00-60	PROG_FLOWTRACE1	0	Program Flow Trace Information - 1
Snapshot	P0106:00-60	PROG_FLOWTRACE2	0	Program Flow Trace Information - 2

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Snapshot	P0106:00-60	REALTIME	37764:43:20	Total time (ECU) has been active
Snapshot	P0106:00-60	RPM	1270RPM	Engine RPM
Snapshot	P0106:00-60	RPMDSD	1250RPM	Desired Idle Speed (RPM)
Snapshot	P0106:00-60	RUNTM	00:00	Engine Run Time
Snapshot	P0106:00-60	SHRTFT1	0%	Short term fuel trim 1
Snapshot	P0106:00-60	SPARKADV	-17	Spark Advance
Snapshot	P0106:00-60	TAC_PCT	11.37%	Commanded Throttle Actuator Control
Snapshot	P0106:00-60	TFT	71.6F	Transmission Fluid Temperature
Snapshot	P0106:00-60	TP1	4.14V	Throttle position (%)
Snapshot	P0106:00-60	TP2	0.88V	Absolute Throttle Position B
Snapshot	P0106:00-60	TP_F	No Fault	Throttle Position Sensor Status
Snapshot	P0106:00-60	TP_REL	8.63%	Relative Throttle Position
Snapshot	P0106:00-60	TQ_CNTRL	Idle Speed Control	Torque Control Requested
Snapshot	P0106:00-60	TR	Park	Transmission range
Snapshot	P0106:00-60	TRIPS_FIRST_MFF	1	Number of Trips since First Snapshot Freeze Frame
Snapshot	P0106:00-60	TSS_SRC	1214RPM	Actual Turbine Shaft Speed
Snapshot	P0106:00-60	VPWR	11.08V	Control Module Voltage
Snapshot	P0106:00-60	VSS	0MPH	Vehicle Speed

Mode 6 Test Results (IDS Classic only) - Tool Not Used

Timestamp	Description	Test	Component	Limits	Value

PID Results in IDS Classic Self Test - Tool not used

Logical Address	Value	PID Description

Technician Selected Symptoms (ETIS IDS only) - Tool not used

Symptom

Diagnosed Modules / Components (ETIS IDS only) - Tool not used

Component	RVC	WCC	Diagnosed Method

Vehicle Information

VIN	1FMCU0GX4EU[redacted]
Model Year	2014
Vehicle Line Description	ESCAPE
Engine Description	1.6L 16V DI TC I4 170PS SIGMA
Engine Trace Number	[redacted]
Transmission Description	6 SPD AUTO TRANS 6F MID-RANGE
Transmission Trace Number	[redacted]
Production Date	2013-04-01
Warranty Start Date	2013-04-11
Plant Description	LOUISVILLE PLANT BUILD

Vehicle WERS Feature Codes

FS B - SEAT-INDIVIDUAL-L/B DRV/PASS
SE C4 - BASE #2 SERIES
CA WE - 5 DOOR LIGHT TRUCK
DR A - 2 WHL L/H FRONT DRIVE

Vehicle WERS Feature Codes

AC S - MANUAL ELECTRIC AIR COND

Links to Other Session Files for this VIN

Vehicle Investigation Links

Warranty Claim (AWS)
GCQIS Reports
OWS Find a Vehicle Homepage
Additional Vehicle Information from SAVE

One Warranty Reporting Solution

Details for Session File Number [redacted]

Report Created: 02/22/2018

Session Header Information

Session Open Date	2015/10/01 09:12:33
Session Upload Date	2015/10/22 01:17:34
Dealer GEO Sales Code	USA
Dealer PA Code	[redacted]
Dealer Sub Code	
Previous Version of Session File	.
Odometer Reading	37956 miles
IDS Software Level	IDS-97.03
Oil Life Remaining Level %	.00
Repair Order Number	

Module List

Module Name	Software Part Number	Responded
ABS - Antilock braking system	CV61-2C405-AF	Yes
ACM - Audio Control Module	CJ5T-14D099-DG	Yes
APIM - Accessory Protocol Interface Module	DM5T-14D205-AF	Yes
BdyCM - Body Control Module	DV6T-14C094-BD	Yes
DDM - Driver's Door Module	????	No
DSM - Driver's Seat Module	????	No
DSP - (Audio) Digital Signal Processing Module	????	No
FCDIM - Front Control/Display Interface Module	????	No
FCIM - Front Controls Interface Module	CJ5T-14F565-HG	Yes
GPSM - Global Positioning System Module	DE8T-14F055-AC	Yes
HCM - Headlamp Control Module	????	No
HVAC - Heating Ventilation Air Conditioning	CJ5T-18D619-AF	Yes
IPC - Instrument Panel Control Module	CV4T-14C026-BU	Yes
IPMB - Image Processing Module B	????	No
OCS - Occupant Classification System Module	CJ54-S603B16-AG	Yes
PAM - Parking Aid Module	????	Yes
PCM - Powertrain Control Module	DJ5A-14C204-ABC	Yes
PDM - Passenger's Door Module	????	No
PSCM - Power Steering Control Module	CV6T-14C217-AH	Yes
RCM - Restraint Control Module	CJ5T-14C028-AH	Yes
RFA - Remote Function Actuator	????	No
RGTM - Rear Gate/Trunk Module	CJ5T-14C121-AN	Yes
SASM - Steering Angle Sensor Module	????	Yes
SODL - Side Obstacle Detection Control Module - Left	????	No
SODR - Side Obstacle Detection Control Module - Right	????	No
TRM - Trailer Module	????	No

DTC Codes Present

Type	Module	DTC Code	Time Stamp	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Description
Ne work Tes	BdyCM	**B10EF**		GGDS	Sunroo Speed Ou pu	68	12	C rcu Shor To Ba ery
Type	**Module**	**DTC Code**	**Time Stamp**	**DTC Version**	**DTC Description**	**Status Byte**	**Failure Byte**	**Failure Byte Description**
UNKNOWN	BdyCM	**B10A2**	2015/10/01 09 36 36	GGDS	Crash npu	28	02	General S gnal Fa lure
		B10EF	2015/10/01 09 36 36	GGDS	Sunroo Speed Ou pu	68	12	C rcu Shor To Ba ery

DTC Codes Present

UNKNOWN	PSCM	**U0415**	2015/10/01 09 36 36	GGDS	nval d Da a Rece ved From %%h(ABS) Con rol Module	08	00	No Add onal Fa lure Type n roma on or h s DTC

Tools Used

Tool Name	Entry	Exit
SELFTEST	2015/10/01 09:36:08	2015/10/01 09:38:43

Data Logger - Tool not used

DataLoggerCategory	TimeStamp

Fuel System - Tool not used

Engine Pump Result	Timestamp	FuelPressure	Unit
Leak Down Result			
Injector Flow Result			

Module Programming

Timestamp (2015/10/01 09:34:42)

Type	ModuleName	ModuleOldSw	ModuleNewSw	FailedModuleName
PM	RCM	Unknown	Unknown	

RIF Test - Tool not used

FPLD Test - Tool not used

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Snapshot	B10A2:02-28	DIST_TOT_VEH	19787.62mi	Total Vehicle Distance
Snapshot	B10A2:02-28	IN-CAR_TEMP	249.8F	Inside Car Temperature
Snapshot	B10A2:02-28	MOD_SUP_V	12.75V	Module Supply Voltage
Snapshot	B10A2:02-28	PWR_MODE_KEY	Ignition On	Power Mode Key State
Snapshot	B10A2:02-28	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	B10A2:02-28	REALTIME	2351:59:56	Total time (ECU) has been active
Snapshot	B10EF:12-68	DIST_TOT_VEH	19734.8mi	Total Vehicle Distance
Snapshot	B10EF:12-68	IN-CAR_TEMP	246.2F	Inside Car Temperature
Snapshot	B10EF:12-68	MOD_SUP_V	14.5V	Module Supply Voltage
Snapshot	B10EF:12-68	PWR_MODE_KEY	Running	Power Mode Key State
Snapshot	B10EF:12-68	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	B10EF:12-68	REALTIME	17:07:04.100	Total time (ECU) has been active
Snapshot	U0415:00-08	GLOBTIM	14585:33:50	Global real time
Snapshot	U0415:00-08	MOD_SUP_V	12.5V	Module Supply Voltage
Snapshot	U0415:00-08	OUTTMP	53.6F	External Temperature From Sensor
Snapshot	U0415:00-08	PSCM_INT_TEMP	77F	(PSCM) Internal Temperature
Snapshot	U0415:00-08	PWR_MODE_KEY	Ignition On	Power Mode Key State
Snapshot	U0415:00-08	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	U0415:00-08	SSHFT_TQ_S2	0Nm	Steering Shaft Torque Sensor #2
Snapshot	U0415:00-08	TOTDIST	37940.37mi	Total Vehicle Distance
Snapshot	U0415:00-08	VS	0MPH	Vehicle Speed

Mode 6 Test Results (IDS Classic only) - Tool Not Used

Timestamp	Description	Test	Component	Limits	Value

PID Results in IDS Classic Self Test - Tool not used

Logical Address	Value	PID Description

Technician Selected Symptoms (ETIS IDS only) - Tool not used

Symptom

Diagnosed Modules / Components (ETIS IDS only) - Tool not used

Component	RVC	WCC	Diagnosed Method

Vehicle Information

VIN	1FMCU0GX4EU[redacted]
Model Year	2014
Vehicle Line Description	ESCAPE
Engine Description	1.6L 16V DI TC I4 170PS SIGMA
Engine Trace Number	[redacted]
Transmission Description	6 SPD AUTO TRANS 6F MID-RANGE
Transmission Trace Number	[redacted]
Production Date	2013-04-01
Warranty Start Date	2013-04-11
Plant Description	LOUISVILLE PLANT BUILD

Vehicle WERS Feature Codes

FS B - SEAT-INDIVIDUAL-L/B DRV/PASS
AC G - DUAL ZONE AUTO TEMP CONTROL AC
SE C4 - BASE #2 SERIES
CA WE - 5 DOOR LIGHT TRUCK
DR A - 2 WHL L/H FRONT DRIVE

Links to Other Session Files for this VIN

Vehicle Investigation Links

Warranty Claim (AWS)
GCQIS Reports
OWS Find a Vehicle Homepage
Additional Vehicle Information from SAVE

One Warranty Reporting Solution

Details for Session File Number [redacted]

Report Created: 02/22/2018

Session Header Information

Session Open Date	2017/07/17 15:27:29
Session Upload Date	2017/07/19 11:03:05
Dealer GEO Sales Code	
Dealer PA Code	
Dealer Sub Code	
Previous Version of Session File	.
Odometer Reading	20590 miles
IDS Software Level	IDS-106.02
Oil Life Remaining Level %	.00
Repair Order Number	NONOZZLE

Module List

Module Name	Software Part Number	Responded
ABS - Antilock braking system	CV61-2C405-AF	Yes
ACM - Audio Control Module	CJ5T-14D099-BG	Yes
APIM - Accessory Protocol Interface Module	DG1T-14D205-AB	Yes
BdyCM - Body Control Module	DV6T-14C094-BC	Yes
DDM - Driver's Door Module	????	No
DSM - Driver's Seat Module	????	No
DSP - (Audio) Digital Signal Processing Module	????	No
FCDIM - Front Control/Display Interface Module	CM5T-18B955-GF	Yes
FCIM - Front Controls Interface Module	????	No
GPSM - Global Positioning System Module	DE8T-14F055-AC	Yes
HCM - Headlamp Control Module	????	No
HVAC - Heating Ventilation Air Conditioning	CJ5T-14C178-CM	Yes
IPC - Instrument Panel Control Module	CV4T-14C026-BT	Yes
IPMB - Image Processing Module B	????	No
OCS - Occupant Classification System Module	CJ54-S603B16-AG	Yes
PAM - Parking Aid Module	????	No
PCM - Powertrain Control Module	DJ5A-14C204-AFA	Yes
PDM - Passenger's Door Module	????	No
PSCM - Power Steering Control Module	CV6T-14C217-AL	Yes
RCM - Restraint Control Module	CJ5T-14C028-AH	Yes
RFA - Remote Function Actuator	????	No
RGTM - Rear Gate/Trunk Module	????	No
SASM - Steering Angle Sensor Module	????	Yes
SODL - Side Obstacle Detection Control Module - Left	????	No
SODR - Side Obstacle Detection Control Module - Right	????	No
TRM - Trailer Module	????	No

DTC Codes Present

Type	Module	DTC Code	Time Stamp	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Description
Ne work Tes	BdyCM	**C111A**		GGDS	R gh S op Lamp	28	15	C rcu Shor To Ba ery Or Open
		C111B		GGDS	Le S op Lamp	28	15	C rcu Shor To Ba ery Or Open
	PC	**U2100**		GGDS	n al Con gura on No Comple e	0A	00	No Add onal Fa lure Type n roma on or h s DTC
	PCM	**P0715**		GGDS	Turb ne/ npu Sha Speed Sensor A C rcu	EC	00	No Add onal Fa lure Type n roma on or h s DTC

DTC Codes Present

Ne work Tes	PCM	**P0717**		GGDS	Turb ne/ npu Sha Speed Sensor A C rcu No S gnal	6C	00	No Add onal Fa lure Type n roma on or h s DTC
	RCM	**U3000**		GGDS	Con rol Module	E8	49	n ernal Elec ron c Fa lure

Type	Module	DTC Code	Time Stamp	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Description
UNKNOWN	BdyCM	**C111A**	2017/07/17 15 28 25	GGDS	R gh S op Lamp	28	15	C rcu Shor To Ba ery Or Open
		C111B	2017/07/17 15 28 25	GGDS	Le S op Lamp	28	15	C rcu Shor To Ba ery Or Open
	PC	**U2100**	2017/07/17 15 28 25	GGDS	n al Con gura on No Comple e	0A	00	No Add onal Fa lure Type n roma on or h s DTC
	PCM	**P0715**	2017/07/17 15 28 25	GDS	Turb ne/ npu Sha Speed Sensor A C rcu			
				GGDS	Turb ne/ npu Sha Speed Sensor A C rcu	EC	00	No Add onal Fa lure Type n roma on or h s DTC
			2017/07/17 15 36 01	GGDS	Turb ne/ npu Sha Speed Sensor A C rcu	27	00	No Add onal Fa lure Type n roma on or h s DTC
		P0717	2017/07/17 15 28 25	GGDS	Turb ne/ npu Sha Speed Sensor A C rcu No S gnal	6C	00	No Add onal Fa lure Type n roma on or h s DTC
			2017/07/17 15 36 01	GGDS	Turb ne/ npu Sha Speed Sensor A C rcu No S gnal	AF	00	No Add onal Fa lure Type n roma on or h s DTC
	RCM	**U3000**	2017/07/17 15 28 25	GGDS	Con rol Module	E8	49	n ernal Elec ron c Fa lure

Tools Used

Tool Name	Entry	Exit

Data Logger - Tool not used

DataLoggerCategory	TimeStamp

Fuel System - Tool not used

Engine Pump Result	Timestamp	FuelPressure	Unit

Leak Down Result

Injector Flow Result

Module Programming - Tool not used

RIF Test - Tool not used

FPLD Test - Tool not used

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Mode2	P0715	AAT	82.4F	Ambient Air Temperature
Mode2	P0715	ALV	61.96%	Absolute Load Value
Mode2	P0715	APP_D	31.37%	Accelerator Pedal Position D
Mode2	P0715	APP_E	15.69%	Accelerator Pedal Position E
Mode2	P0715	BARO	14.355psi	Barometric pressure
Mode2	P0715	CATTEMP11	1.08kF	Catalyst Temperature Bank 1, Sensor 1
Mode2	P0715	CLRDIST	0ft	Distance Since Diagnostic Trouble Codes Cleared
Mode2	P0715	ECT	194F	Engine coolant temperature
Mode2	P0715	EQ_RAT	14.26:1	Desired Equivalence Ratio (Lambda)
Mode2	P0715	EQ_RAT11	14.51:1	Equivalence Ratio (Lambda) (Bank 1, Sensor 1)
Mode2	P0715	EVAPPCT	96.08%	Commanded Evaporative Purge

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Mode2	P0715	FLI	37.26%	Fuel Level
Mode2	P0715	FRP	1654.45psi	Fuel Rail Pressure
Mode2	P0715	FTP	-0.127psi	(EVAP) System Vapor Pressure
Mode2	P0715	FUELSYS1	Closed Loop	Fuel system status (Open/Closed loop) - Bank 1
Mode2	P0715	IAT	98.6F	Intake Air Temperature
Mode2	P0715	LFT1	-1.56%	Long term fuel trim 1
Mode2	P0715	LOAD	35.69%	Engine load
Mode2	P0715	MAP	11.455psi	Manifold absolute pressure sensor
Mode2	P0715	O2S11	4uA	Heated Exhaust Gas Oxygen Sensor (bank 1, sensor 1)
Mode2	P0715	O2S12	0.52V	Heated Exhaust Gas Oxygen Sensor (bank 1, sensor 2)
Mode2	P0715	RPM	4098.5RPM	Engine RPM
Mode2	P0715	RUNTM	05:44	Engine Run Time
Mode2	P0715	SFT1	4.69%	Short term fuel trim 1
Mode2	P0715	SPARKADV	21.5	Spark Advance
Mode2	P0715	TAC_PCT	18.43%	Commanded Throttle Actuator Control
Mode2	P0715	TP	23.53%	Absolute Throttle Position
Mode2	P0715	TP_B	23.92%	Absolute Throttle Position B
Mode2	P0715	TP_REL	14.12%	Relative Throttle Position
Mode2	P0715	VPWR	14.14V	Control Module Voltage
Mode2	P0715	VS	20.51MPH	Vehicle Speed
Mode2	P0715	WARMUPS	0	Number Of Warm-ups Since (DTCs) Cleared
Snapshot	C111A:15-28	DIST_TOT_VEH	20190.26mi	Total Vehicle Distance
Snapshot	C111A:15-28	IN-CAR_TEMP	248F	Inside Car Temperature
Snapshot	C111A:15-28	MOD_SUP_V	14.25V	Module Supply Voltage
Snapshot	C111A:15-28	PWR_MODE_KEY	Running	Power Mode Key State
Snapshot	C111A:15-28	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	C111A:15-28	REALTIME	10885:39:00	Total time (ECU) has been active
Snapshot	C111B:15-28	DIST_TOT_VEH	20190.26mi	Total Vehicle Distance
Snapshot	C111B:15-28	IN-CAR_TEMP	248F	Inside Car Temperature
Snapshot	C111B:15-28	MOD_SUP_V	14.25V	Module Supply Voltage
Snapshot	C111B:15-28	PWR_MODE_KEY	Running	Power Mode Key State
Snapshot	C111B:15-28	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	C111B:15-28	REALTIME	10885:39:00	Total time (ECU) has been active
Snapshot	P0715:00-27	APP1	1.58V	Accelerator pedal position sensor 1
Snapshot	P0715:00-27	APP2	0.8V	Accelerator pedal position sensor 2
Snapshot	P0715:00-27	APP_FLT	No Fault	Accelerator Pedal Position Sensor Status
Snapshot	P0715:00-27	BARO	156.1Hz	Barometric pressure
Snapshot	P0715:00-27	DIST_FIRST_MFF	6.835mi	Distance since First Snapshot Freeze Frame
Snapshot	P0715:00-27	DIST_LAST_MFF	6.835mi	Distance since Last Snapshot Freeze Frame
Snapshot	P0715:00-27	DIST_TOT_VEH	20590.43mi	Total Vehicle Distance
Snapshot	P0715:00-27	ECT	194F	Engine coolant temperature
Snapshot	P0715:00-27	ECT_F	No Fault	Engine Coolant Temperature Status
Snapshot	P0715:00-27	ENGOFF_TIMER	00:03	Timer since Engine Off
Snapshot	P0715:00-27	ETC_TRIM_LRN	Yes	Throttle Angle Offset has Learned
Snapshot	P0715:00-27	EVAPPCT	96.08%	Commanded Evaporative Purge
Snapshot	P0715:00-27	FLI	37.26%	Fuel Level
Snapshot	P0715:00-27	FTP_H20	-3.516	Fuel Tank Pressure displayed as inches of water
Snapshot	P0715:00-27	FUELSYS	Closed Loop	Fuel System Status (Open/Closed Loop)
Snapshot	P0715:00-27	GEAR	4	Gear Commanded
Snapshot	P0715:00-27	IAT	98.6F	Intake Air Temperature
Snapshot	P0715:00-27	IAT_F	No Fault	Inlet Air Temperature Sensor Status
Snapshot	P0715:00-27	LOAD	35.69%	Engine load
Snapshot	P0715:00-27	LONGFT1	-1.56%	Long term fuel trim 1
Snapshot	P0715:00-27	MAP	11.455psi	Manifold absolute pressure sensor
Snapshot	P0715:00-27	MAP_F	No Fault	Manifold Absolute Pressure Sensor Status
Snapshot	P0715:00-27	MISFIRE	No	Engine Misfire currently detected
Snapshot	P0715:00-27	MP_LRN	Yes	Misfire Profile Correction Learned
Snapshot	P0715:00-27	O2S12	0.52V	Heated Exhaust Gas Oxygen Sensor (bank 1, sensor 2)
Snapshot	P0715:00-27	OSS_SRC	844RPM	Actual Output Shaft Speed

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Snapshot	P0715:00-27	PROG_FLOWTRACE1	0	Program Flow Trace Information - 1
Snapshot	P0715:00-27	PROG_FLOWTRACE2	0	Program Flow Trace Information - 2
Snapshot	P0715:00-27	REALTIME	11347:05:00	Total time (ECU) has been active
Snapshot	P0715:00-27	RPM	4098.5RPM	Engine RPM
Snapshot	P0715:00-27	RPMDSD	817RPM	Desired Idle Speed (RPM)
Snapshot	P0715:00-27	RUNTM	05:44	Engine Run Time
Snapshot	P0715:00-27	SHRTFT1	4.69%	Short term fuel trim 1
Snapshot	P0715:00-27	SPARKADV	21.5	Spark Advance
Snapshot	P0715:00-27	TAC_PCT	18.43%	Commanded Throttle Actuator Control
Snapshot	P0715:00-27	TFT	165.2F	Transmission Fluid Temperature
Snapshot	P0715:00-27	TP1	3.82V	Throttle position (%)
Snapshot	P0715:00-27	TP2	1.2V	Absolute Throttle Position B
Snapshot	P0715:00-27	TP_F	No Fault	Throttle Position Sensor Status
Snapshot	P0715:00-27	TP_REL	14.12%	Relative Throttle Position
Snapshot	P0715:00-27	TQ_CNTRL	Transmission Shift	Torque Control Requested
Snapshot	P0715:00-27	TR	Drive/OverDrive	Transmission range
Snapshot	P0715:00-27	TRIPS_FIRST_MFF	1	Number of Trips since First Snapshot Freeze Frame
Snapshot	P0715:00-27	TSS_SRC	0RPM	Actual Turbine Shaft Speed
Snapshot	P0715:00-27	VPWR	14.14V	Control Module Voltage
Snapshot	P0715:00-27	VSS	20.51MPH	Vehicle Speed
Snapshot	P0717:00-AF	APP1	1.58V	Accelerator pedal position sensor 1
Snapshot	P0717:00-AF	APP2	0.8V	Accelerator pedal position sensor 2
Snapshot	P0717:00-AF	APP_FLT	No Fault	Accelerator Pedal Position Sensor Status
Snapshot	P0717:00-AF	BARO	156.1Hz	Barometric pressure
Snapshot	P0717:00-AF	DIST_FIRST_MFF	6.835mi	Distance since First Snapshot Freeze Frame
Snapshot	P0717:00-AF	DIST_LAST_MFF	6.835mi	Distance since Last Snapshot Freeze Frame
Snapshot	P0717:00-AF	DIST_TOT_VEH	20590.43mi	Total Vehicle Distance
Snapshot	P0717:00-AF	ECT	194F	Engine coolant temperature
Snapshot	P0717:00-AF	ECT_F	No Fault	Engine Coolant Temperature Status
Snapshot	P0717:00-AF	ENGOFF_TIMER	00:03	Timer since Engine Off
Snapshot	P0717:00-AF	ETC_TRIM_LRN	Yes	Throttle Angle Offset has Learned
Snapshot	P0717:00-AF	EVAPPCT	96.08%	Commanded Evaporative Purge
Snapshot	P0717:00-AF	FLI	37.26%	Fuel Level
Snapshot	P0717:00-AF	FTP_H20	-3.516	Fuel Tank Pressure displayed as inches of water
Snapshot	P0717:00-AF	FUELSYS	Closed Loop	Fuel System Status (Open/Closed Loop)
Snapshot	P0717:00-AF	GEAR	4	Gear Commanded
Snapshot	P0717:00-AF	IAT	98.6F	Intake Air Temperature
Snapshot	P0717:00-AF	IAT_F	No Fault	Inlet Air Temperature Sensor Status
Snapshot	P0717:00-AF	LOAD	35.69%	Engine load
Snapshot	P0717:00-AF	LONGFT1	-1.56%	Long term fuel trim 1
Snapshot	P0717:00-AF	MAP	11.455psi	Manifold absolute pressure sensor
Snapshot	P0717:00-AF	MAP_F	No Fault	Manifold Absolute Pressure Sensor Status
Snapshot	P0717:00-AF	MISFIRE	No	Engine Misfire currently detected
Snapshot	P0717:00-AF	MP_LRN	Yes	Misfire Profile Correction Learned
Snapshot	P0717:00-AF	O2S12	0.52V	Heated Exhaust Gas Oxygen Sensor (bank 1, sensor 2)
Snapshot	P0717:00-AF	OSS_SRC	844RPM	Actual Output Shaft Speed
Snapshot	P0717:00-AF	PROG_FLOWTRACE1	0	Program Flow Trace Information - 1
Snapshot	P0717:00-AF	PROG_FLOWTRACE2	0	Program Flow Trace Information - 2
Snapshot	P0717:00-AF	REALTIME	11347:05:00	Total time (ECU) has been active
Snapshot	P0717:00-AF	RPM	4098.5RPM	Engine RPM
Snapshot	P0717:00-AF	RPMDSD	817RPM	Desired Idle Speed (RPM)
Snapshot	P0717:00-AF	RUNTM	05:44	Engine Run Time

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Snapshot	P0717:00-AF	SHRTFT1	4.69%	Short term fuel trim 1
Snapshot	P0717:00-AF	SPARKADV	21.5	Spark Advance
Snapshot	P0717:00-AF	TAC_PCT	18.43%	Commanded Throttle Actuator Control
Snapshot	P0717:00-AF	TFT	165.2F	Transmission Fluid Temperature
Snapshot	P0717:00-AF	TP1	3.82V	Throttle position (%)
Snapshot	P0717:00-AF	TP2	1.2V	Absolute Throttle Position B
Snapshot	P0717:00-AF	TP_F	No Fault	Throttle Position Sensor Status
Snapshot	P0717:00-AF	TP_REL	14.12%	Relative Throttle Position
Snapshot	P0717:00-AF	TQ_CNTRL	Transmission Shift	Torque Control Requested
Snapshot	P0717:00-AF	TR	Drive/OverDrive	Transmission range
Snapshot	P0717:00-AF	TRIPS_FIRST_MFF	1	Number of Trips since First Snapshot Freeze Frame
Snapshot	P0717:00-AF	TSS_SRC	0RPM	Actual Turbine Shaft Speed
Snapshot	P0717:00-AF	VPWR	14.14V	Control Module Voltage
Snapshot	P0717:00-AF	VSS	20.51MPH	Vehicle Speed

Mode 6 Test Results (IDS Classic only) - Tool Not Used

Timestamp	Description	Test	Component	Limits	Value

PID Results in IDS Classic Self Test

Logical Address	Value	PID Description
FFFF02	U3000,TSB 13-06-21,6-26-2017,106.02	** Not Valid **
FFFF02	U3000,TSB 13-08-03,6-26-2017,106.02	** Not Valid **
FFFF02	U3000,TSB 13-09-22,6-26-2017,106.02	** Not Valid **
FFFF02	U3000,TSB 14-0123,6-26-2017,106.02	** Not Valid **

Technician Selected Symptoms (ETIS IDS only) - Tool not used

Symptom

Diagnosed Modules / Components (ETIS IDS only) - Tool not used

Component	RVC	WCC	Diagnosed Method

Vehicle Information

VIN	1FMCU0GX7EU[redacted]
Model Year	2014
Vehicle Line Description	ESCAPE
Engine Description	1.6L 16V DI TC I4 170PS SIGMA
Engine Trace Number	[redacted]
Transmission Description	6 SPD AUTO TRANS 6F MID-RANGE
Transmission Trace Number	[redacted]
Production Date	2013-04-02
Warranty Start Date	2013-04-11
Plant Description	LOUISVILLE PLANT BUILD

Vehicle WERS Feature Codes

FS B - SEAT-INDIVIDUAL-L/B DRV/PASS
SE C4 - BASE #2 SERIES
CA WE - 5 DOOR LIGHT TRUCK
DR A - 2 WHL L/H FRONT DRIVE

Vehicle WERS Feature Codes

AC S - MANUAL ELECTRIC AIR COND

Links to Other Session Files for this VIN

Vehicle Investigation Links

Warranty Claim (AWS)
GCQIS Reports
OWS Find a Vehicle Homepage
Additional Vehicle Information from SAVE

One Warranty Reporting Solution

Details for Session File Number 79185439

Report Created: 02/27/2018

Session Header Information

Session Open Date	2015/12/22 14:19:17
Session Upload Date	2015/12/23 07:33:51
Dealer GEO Sales Code	USA
Dealer PA Code	[redacted]
Dealer Sub Code	
Previous Version of Session File	.
Odometer Reading	48235 miles
IDS Software Level	IDS-98.03
Oil Life Remaining Level %	.00
Repair Order Number	

Module List

Module Name	Software Part Number	Responded
ABS - Antilock braking system	CV61-2C405-AF	Yes
ACM - Audio Control Module	CJ5T-14D099-DG	Yes
APIM - Accessory Protocol Interface Module	DM5T-14D205-AF	Yes
BdyCM - Body Control Module	DV6T-14C094-BD	Yes
DDM - Driver's Door Module	????	No
DSM - Driver's Seat Module	????	No
DSP - (Audio) Digital Signal Processing Module	????	No
FCDIM - Front Control/Display Interface Module	????	No
FCIM - Front Controls Interface Module	????	Yes
GPSM - Global Positioning System Module	DE8T-14F055-AC	Yes
HCM - Headlamp Control Module	????	No
HVAC - Heating Ventilation Air Conditioning	CJ5T-18D619-AF	Yes
IPC - Instrument Panel Control Module	CV4T-14C026-BT	Yes
OCS - Occupant Classification System Module	CJ54-S603B16-AG	Yes
PAM - Parking Aid Module	????	Yes
PCM - Powertrain Control Module	EJ5A-14C204-UB	Yes
PDM - Passenger's Door Module	????	No
PSCM - Power Steering Control Module	CV6T-14C217-AG	Yes
RCM - Restraint Control Module	CJ5T-14C028-AH	Yes
RFA - Remote Function Actuator	????	No
RGTM - Rear Gate/Trunk Module	CJ5T-14B673-AJ	Yes
SASM - Steering Angle Sensor Module	????	Yes
SODL - Side Obstacle Detection Control Module - Left	????	No
SODR - Side Obstacle Detection Control Module - Right	????	No
TRM - Trailer Module	????	No

DTC Codes Present

Type	Module	DTC Code	Time Stamp	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Description
Ne work Tes	BdyCM	**B112D**		GGDS	Rear w ndow de ros %%h(LED)	28	15	C rcu Shor To Ba ery Or Open
		B1D38		GGDS	Fron W per Mo or Connec on C rcu	28	19	C rcu Curren Above Threshold
	PSCM	**U0415**		GGDS	nval d Da a Rece ved From %%h(ABS) Con rol Module	08	00	No Add onal Fa lure Type n roma on or h s DTC

DTC Codes Present

Type	Module	DTC Code	Time Stamp	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Description
UNKNOWN	BdyCM	**B112D**	2015/12/22 14 19 49	GGDS	Rear w ndow de ros %%h(LED)	28	15	C rcu Shor To Ba ery Or Open
		B1D38	2015/12/22 14 19 49	GGDS	Fron W per Mo or Connec on C rcu	28	19	C rcu Curren Above Threshold
	PSCM	**U0415**	2015/12/22 14 19 49	GGDS	nval d Da a Rece ved From %%h(ABS) Con rol Module	08	00	No Add onal Fa lure Type n roma on or h s DTC

Tools Used

Tool Name	Entry	Exit
SELFTEST	2015/12/22 14:19:27	2015/12/22 14:22:07

Data Logger - Tool not used

DataLoggerCategory	TimeStamp

Fuel System - Tool not used

Engine Pump Result	Timestamp	FuelPressure	Unit
Leak Down Result			
Injector Flow Result			

Module Programming - Tool not used

RIF Test - Tool not used

FPLD Test - Tool not used

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Snapshot	B112D:15-28	DIST_TOT_VEH	48181.24mi	Total Vehicle Distance
Snapshot	B112D:15-28	IN-CAR_TEMP	255.2F	Inside Car Temperature
Snapshot	B112D:15-28	MOD_SUP_V	12V	Module Supply Voltage
Snapshot	B112D:15-28	PWR_MODE_KEY	Running	Power Mode Key State
Snapshot	B112D:15-28	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	B112D:15-28	REALTIME	23833:10:10	Total time (ECU) has been active
Snapshot	B1D38:19-28	DIST_TOT_VEH	48180.62mi	Total Vehicle Distance
Snapshot	B1D38:19-28	IN-CAR_TEMP	253.4F	Inside Car Temperature
Snapshot	B1D38:19-28	MOD_SUP_V	14.25V	Module Supply Voltage
Snapshot	B1D38:19-28	PWR_MODE_KEY	Running	Power Mode Key State
Snapshot	B1D38:19-28	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	B1D38:19-28	REALTIME	23813:13:10	Total time (ECU) has been active
Snapshot	U0415:00-08	GLOBTIM	23829:18:00	Global real time
Snapshot	U0415:00-08	MOD_SUP_V	12V	Module Supply Voltage
Snapshot	U0415:00-08	OUTTMP	68F	External Temperature From Sensor
Snapshot	U0415:00-08	PSCM_INT_TEMP	71.6F	(PSCM) Internal Temperature
Snapshot	U0415:00-08	PWR_MODE_KEY	Ignition On	Power Mode Key State
Snapshot	U0415:00-08	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	U0415:00-08	SSHFT_TQ_S2	0.1Nm	Steering Shaft Torque Sensor #2
Snapshot	U0415:00-08	TOTDIST	48160.87mi	Total Vehicle Distance
Snapshot	U0415:00-08	VS	0MPH	Vehicle Speed

Mode 6 Test Results (IDS Classic only) - Tool Not Used

Timestamp	Description	Test	Component	Limits	Value

PID Results in IDS Classic Self Test - Tool not used

Logical Address	Value	PID Description

Technician Selected Symptoms (ETIS IDS only) - Tool not used

Symptom

Diagnosed Modules / Components (ETIS IDS only) - Tool not used

Component	RVC	WCC	Diagnosed Method

Vehicle Information

VIN	1FMCU0GX8EU[redacted]
Model Year	2014
Vehicle Line Description	ESCAPE
Engine Description	1.6L 16V DI TC I4 170PS SIGMA
Engine Trace Number	[redacted]
Transmission Description	6 SPD AUTO TRANS 6F MID-RANGE
Transmission Trace Number	[redacted]
Production Date	2013-02-12
Warranty Start Date	2013-03-12
Plant Description	LOUISVILLE PLANT BUILD

Vehicle WERS Feature Codes

FS B - SEAT-INDIVIDUAL-L/B DRV/PASS
AC G - DUAL ZONE AUTO TEMP CONTROL AC
SE C4 - BASE #2 SERIES
CA WE - 5 DOOR LIGHT TRUCK
DR A - 2 WHL L/H FRONT DRIVE

Links to Other Session Files for this VIN

Vehicle Investigation Links

Warranty Claim (AWS)
GCQIS Reports
OWS Find a Vehicle Homepage
Additional Vehicle Information from SAVE

One Warranty Reporting Solution

Details for Session File Number [redacted]

Report Created: 02/27/2018

Session Header Information

Session Open Date	2016/08/06 08:58:36
Session Upload Date	2016/08/08 07:48:21
Dealer GEO Sales Code	USA
Dealer PA Code	[redacted]
Dealer Sub Code	
Previous Version of Session File	.
Odometer Reading	47746 miles
IDS Software Level	IDS-101.03
Oil Life Remaining Level %	.00
Repair Order Number	

Module List

Module Name	Software Part Number	Responded
ABS - Antilock braking system	CV61-2C405-AF	Yes
ACM - Audio Control Module	CJ5T-14D099-CG	Yes
APIM - Accessory Protocol Interface Module	DM5T-14D205-AF	Yes
BdyCM - Body Control Module	DV6T-14C094-BD	Yes
DDM - Driver's Door Module	????	Yes
DSM - Driver's Seat Module	????	Yes
DSP - (Audio) Digital Signal Processing Module	CT4T-18B849-AE	Yes
FCDIM - Front Control/Display Interface Module	????	No
FCIM - Front Controls Interface Module	CJ5T-14F565-FB	Yes
GPSM - Global Positioning System Module	DE8T-14F055-AC	Yes
HCM - Headlamp Control Module	????	No
HVAC - Heating Ventilation Air Conditioning	CJ5T-18D619-AF	Yes
IPC - Instrument Panel Control Module	CV4T-14C026-BU	Yes
IPMB - Image Processing Module B	????	No
OCS - Occupant Classification System Module	CJ54-S603B16-AG	Yes
PAM - Parking Aid Module	????	Yes
PCM - Powertrain Control Module	DJ5A-14C204-ABC	Yes
PDM - Passenger's Door Module	????	Yes
PSCM - Power Steering Control Module	CV6T-14C217-AH	Yes
RCM - Restraint Control Module	CJ5T-14C028-AH	Yes
RFA - Remote Function Actuator	????	Yes
RGTM - Rear Gate/Trunk Module	CJ5T-14C121-AL	Yes
SASM - Steering Angle Sensor Module	????	Yes
SODL - Side Obstacle Detection Control Module - Left	????	No
SODR - Side Obstacle Detection Control Module - Right	????	No
TRM - Trailer Module	????	No

DTC Codes Present

Type	Module	DTC Code	Time Stamp	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Description
Ne work Tes	ABS	**C0061**		GGDS	La eral Accelera on Sensor	2B	54	M ss ng Cal bra on
		C0062		GGDS	Long ud nal Accelera on Sensor	2B	54	M ss ng Cal bra on
	BdyCM	**B10EF**		GGDS	Sunroo Speed Ou pu	68	12	C rcu Shor To Ba ery
		B1249		GGDS	S ar Bu on llum na on	2C	14	C rcu Shor To Ground Or Open

DTC Codes Present

Ne work Tes	PSCM	**U0415**		GGDS	nval d Da a Rece ved From %%h(ABS) Con rol Module	0A	00	No Add onal Fa lure Type n roma on or h s DTC
	RCM	**U2100**		GGDS	n al Con gura on No Comple e	AF	00	No Add onal Fa lure Type n roma on or h s DTC
		U2300		GGDS	Cen ral Con gura on	AF	55	No Con gured
	RFA	**B1399**		GGDS	Personal sed Key Synchron sa on	6C	05	Sys em Programm ng Fa lures
	RGTM	**C2006**		GGDS	Le Ac ua or	68	19	C rcu Curren Above Threshold
Type	Module	DTC Code	Time Stamp	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Description
UNKNOWN	AP M	**B1215**	2016/08/06 09 03 23	GGDS	Ex ernal Memory Card	2A	00	No Add onal Fa lure Type n roma on or h s DTC
	BdyCM	**B10A2**	2016/08/06 09 03 23	GGDS	Crash npu	28	02	General S gnal Fa lure
		B10EF	2016/08/06 09 03 23	GGDS	Sunroo Speed Ou pu	68	12	C rcu Shor To Ba ery
		B1249	2016/08/06 09 03 23	GGDS	S ar Bu on llum na on	28	14	C rcu Shor To Ground Or Open
	PSCM	**U0415**	2016/08/06 09 03 23	GGDS	nval d Da a Rece ved From %%h(ABS) Con rol Module	08	00	No Add onal Fa lure Type n roma on or h s DTC
	RFA	**B1399**	2016/08/06 09 03 23	GGDS	Personal sed Key Synchron sa on	6C	05	Sys em Programm ng Fa lures
	RGTM	**C2006**	2016/08/06 09 03 23	GGDS	Le Ac ua or	68	19	C rcu Curren Above Threshold

Tools Used

Tool Name	Entry	Exit
SELFTEST	2016/08/06 09:02:58	2016/08/06 09:05:42

Data Logger - Tool not used

DataLoggerCategory	TimeStamp

Fuel System - Tool not used

Engine Pump Result	Timestamp	FuelPressure	Unit

Leak Down Result

Injector Flow Result

Module Programming

Timestamp (2016/08/06 09:00:10)

Type	ModuleName	ModuleOldSw	ModuleNewSw	FailedModuleName
PM	RCM	Unknown	Unknown	

RIF Test - Tool not used

FPLD Test - Tool not used

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Snapshot	B10A2:02-28	DIST_TOT_VEH	20135.58mi	Total Vehicle Distance
Snapshot	B10A2:02-28	IN-CAR_TEMP	262.4F	Inside Car Temperature
Snapshot	B10A2:02-28	MOD_SUP_V	12V	Module Supply Voltage
Snapshot	B10A2:02-28	PWR_MODE_KEY	Ignition On	Power Mode Key State
Snapshot	B10A2:02-28	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	B10A2:02-28	REALTIME	3003:30:10	Total time (ECU) has been active
Snapshot	B10EF:12-68	DIST_TOT_VEH	20129.99mi	Total Vehicle Distance

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Snapshot	B10EF:12-68	IN-CAR_TEMP	242.6F	Inside Car Temperature
Snapshot	B10EF:12-68	MOD_SUP_V	14.5V	Module Supply Voltage
Snapshot	B10EF:12-68	PWR_MODE_KEY	Running	Power Mode Key State
Snapshot	B10EF:12-68	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	B10EF:12-68	REALTIME	2612:53:30	Total time (ECU) has been active
Snapshot	B1249:14-28	DIST_TOT_VEH	47746.28mi	Total Vehicle Distance
Snapshot	B1249:14-28	MOD_SUP_V	11.75V	Module Supply Voltage
Snapshot	B1249:14-28	PWR_MODE_KEY	Key Recently Out	Power Mode Key State
Snapshot	B1249:14-28	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	B1249:14-28	REALTIME	21835:37:40	Total time (ECU) has been active
Snapshot	B1399:05-6C	GLOBTIM	3479:14:10	Global real time
Snapshot	B1399:05-6C	MAINECUV	11.5V	Main ECU voltage supply
Snapshot	B1399:05-6C	TOTDIST	20462.11mi	Total Vehicle Distance
Snapshot	C2006:19-68	DIST_TOT_VEH	37135.1mi	Total Vehicle Distance
Snapshot	C2006:19-68	ECU_Int_Temp	80.6F	ECU Internal Temperature
Snapshot	C2006:19-68	MAIN_RGTM_V	14.5V	RGTM Main Voltage Supply
Snapshot	C2006:19-68	OUTDR_TMP	46.4F	Outdoor Air Temperature
Snapshot	C2006:19-68	PWR_MODE_KEY	Running	Power Mode Key State
Snapshot	C2006:19-68	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	C2006:19-68	REALTIME	14811:17:20	Total time (ECU) has been active
Snapshot	C2006:19-68	VPWR_RGTM	13.84V	RGTM Main Voltage Supply
Snapshot	U0415:00-08	GLOBTIM	21836:04:10	Global real time
Snapshot	U0415:00-08	MOD_SUP_V	11.75V	Module Supply Voltage
Snapshot	U0415:00-08	OUTTMP	77F	External Temperature From Sensor
Snapshot	U0415:00-08	PSCM_INT_TEMP	98.6F	(PSCM) Internal Temperature
Snapshot	U0415:00-08	PWR_MODE_KEY	Ignition On	Power Mode Key State
Snapshot	U0415:00-08	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	U0415:00-08	SSHFT_TQ_S2	-0.1Nm	Steering Shaft Torque Sensor #2
Snapshot	U0415:00-08	TOTDIST	47726.71mi	Total Vehicle Distance
Snapshot	U0415:00-08	VS	0MPH	Vehicle Speed

Mode 6 Test Results (IDS Classic only) - Tool Not Used

Timestamp	Description	Test	Component	Limits	Value

PID Results in IDS Classic Self Test

Logical Address	Value	PID Description
FFFF02	C2006,TSB 13-06-21,7-11-2016,101.03	** Not Valid **

Technician Selected Symptoms (ETIS IDS only) - Tool not used

Symptom

Diagnosed Modules / Components (ETIS IDS only) - Tool not used

Component	RVC	WCC	Diagnosed Method

Vehicle Information

VIN	1FMCU0JX5EU[redacted]
Model Year	2014
Vehicle Line Description	ESCAPE
Engine Description	[redacted]
Engine Trace Number	[redacted]

Vehicle Information

Transmission Description	6 SPD AUTO TRANS 6F MID-RANGE
Transmission Trace Number	[redacted]
Production Date	2013-04-02
Warranty Start Date	2013-04-11
Plant Description	LOUISVILLE PLANT BUILD

Vehicle WERS Feature Codes

FS B - SEAT-INDIVIDUAL-L/B DRV/PASS
AC G - DUAL ZONE AUTO TEMP CONTROL AC
CA WE - 5 DOOR LIGHT TRUCK
DR A - 2 WHL L/H FRONT DRIVE
SE C6 - BASE #4 SERIES

Links to Other Session Files for this VIN

Vehicle Investigation Links

Warranty Claim (AWS)
GCQIS Reports
OWS Find a Vehicle Homepage
Additional Vehicle Information from SAVE

One Warranty Reporting Solution

Details for Session File Number [redacted]

Report Created: 02/27/2018

Session Header Information

Session Open Date	2017/09/19 08:52:42
Session Upload Date	2017/09/20 12:40:17
Dealer GEO Sales Code	
Dealer PA Code	
Dealer Sub Code	
Previous Version of Session File	.
Odometer Reading	35548 miles
IDS Software Level	IDS-107.61
Oil Life Remaining Level %	.00
Repair Order Number	IPC

Module List

Module Name	Software Part Number	Responded
ABS - Antilock braking system	CV61-2C405-AF	Yes
ACM - Audio Control Module	CJ5T-14D099-CH	Yes
APIM - Accessory Protocol Interface Module	EM5T-14D205-AD	Yes
BdyCM - Body Control Module	F1FT-14C094-XA	Yes
DDM - Driver's Door Module	????	Yes
DSM - Driver's Seat Module	????	Yes
DSP - (Audio) Digital Signal Processing Module	CT4T-18B849-AF	Yes
FCDIM - Front Control/Display Interface Module	????	No
FCIM - Front Controls Interface Module	????	Yes
GPSM - Global Positioning System Module	DE8T-14F055-AC	Yes
HCM - Headlamp Control Module	????	No
HVAC - Heating Ventilation Air Conditioning	CJ5T-18D619-AF	Yes
IPC - Instrument Panel Control Module	CV4T-14C026-BU	Yes
OCS - Occupant Classification System Module	CJ54-S603B16-AG	Yes
PAM - Parking Aid Module	????	Yes
PCM - Powertrain Control Module	EJ5A-14C204-AEA	Yes
PDM - Passenger's Door Module	????	Yes
PSCM - Power Steering Control Module	CV6T-14C217-AH	Yes
RCM - Restraint Control Module	CJ5T-14C028-AH	Yes
RFA - Remote Function Actuator	????	Yes
RGTM - Rear Gate/Trunk Module	CJ5T-14B673-AJ	Yes
SASM - Steering Angle Sensor Module	????	Yes
SODL - Side Obstacle Detection Control Module - Left	????	No
SODR - Side Obstacle Detection Control Module - Right	????	No
TRM - Trailer Module	????	No

DTC Codes Present

Type	Module	DTC Code	Time Stamp	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Description
Ne work Tes	AP M	**B108E**		GGDS	D splay	28	01	General Elec r cal Fa lure
		B1215		GGDS	Ex ernal Memory Card	28	00	No Add onal Fa lure Type n roma on or h s DTC
	BdyCM	**B1088**		GGDS	L N Bus B	28	86	S gnal nval d
		B112B		GGDS	S eer ng Wheel Module	28	07	Mechan cal Fa lures
		B112D		GGDS	Rear w ndow de ros %%h(LED)	2E	15	C rcu Shor To Ba ery Or Open

DTC Codes Present

Ne work Tes	DDM	**U0140**		GGDS	Los Commun ca on W h Body Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
	GPSM	**U0140**		GGDS	Los Commun ca on W h Body Con rol Module	88	00	No Add onal Fa lure Type n roma on or h s DTC
	HVAC	**B10B9**		GGDS	Blower Con rol	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U0140		GGDS	Los Commun ca on W h Body Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U2100		GGDS	n al Con gura on No Comple e	28	00	No Add onal Fa lure Type n roma on or h s DTC
	PC	**P1607**		GGDS	%%h(M L) Ou pu C rcu	08	87	M ss ng Message
		U0100		GGDS	Los Commun ca on W h %%h(ECM)/%%h(PCM) A	08	00	No Add onal Fa lure Type n roma on or h s DTC
		U0121		GGDS	Los Commun ca on W h %%h(ABS) Con rol Module	48	00	No Add onal Fa lure Type n roma on or h s DTC
		U0131		GGDS	Los Commun ca on W h %%h(PSCM)	08	00	No Add onal Fa lure Type n roma on or h s DTC
		U0140		GGDS	Los Commun ca on W h Body Con rol Module	08	00	No Add onal Fa lure Type n roma on or h s DTC
		U0151		GGDS	Los Commun ca on W h Res ra n s Con rol Module	08	00	No Add onal Fa lure Type n roma on or h s DTC
		U0159		GGDS	Los Commun ca on W h Park ng Ass s Con rol Module A	08	00	No Add onal Fa lure Type n roma on or h s DTC
		U0401		GGDS	nval d Da a Rece ved From %%h(ECM)/%%h(PCM)	08	64	S gnal Plaus b l y Fa lure
		U0422		GGDS	nval d Da a Rece ved rom Body Con rol Module	08	68	Even n orma on
	PAM	**U0140**		GGDS	Los Commun ca on W h Body Con rol Module	28	87	M ss ng Message
		U0415		GGDS	nval d Da a Rece ved From %%h(ABS) Con rol Module	28	86	S gnal nval d
		U0422		GGDS	nval d Da a Rece ved rom Body Con rol Module	28	86	S gnal nval d
	PDM	**U0140**		GGDS	Los Commun ca on W h Body Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
	RFA	**U0140**		GGDS	Los Commun ca on W h Body Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
	RGTM	**U0140**		GGDS	Los Commun ca on W h Body Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U2100		GGDS	n al Con gura on No Comple e	28	00	No Add onal Fa lure Type n roma on or h s DTC

Type	Module	DTC Code	Time Stamp	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Description
UNKNOWN	ABS	**C0040**	2017/09/19 09 56 11	GGDS	Brake Pedal Sw ch A	28	87	M ss ng Message
		C1109	2017/09/19 09 56 11	GGDS	Veh cle Dynam cs Con rol Sw ch	68	64	S gnal Plaus b l y Fa lure
		U0100	2017/09/19 09 56 11	GGDS	Los Commun ca on W h %%h(ECM)/%%h(PCM) A	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U0101	2017/09/19 09 56 11	GGDS	Los Commun ca on w h %%h(TCM)	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U0126	2017/09/19 09 56 11	GGDS	Los Commun ca on W h %%h(SASM)	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U0140	2017/09/19 09 56 11	GGDS	Los Commun ca on W h Body Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
	AP M	**B108E**	2017/09/19 08 53 18	GGDS	D splay	28	01	General Elec r cal Fa lure
		B1215	2017/09/19 08 53 18	GGDS	Ex ernal Memory Card	28	00	No Add onal Fa lure Type n roma on or h s DTC
			2017/09/19 09 58 36	GGDS	Ex ernal Memory Card	2A	00	No Add onal Fa lure Type n roma on or h s DTC
	BdyCM	**B1088**	2017/09/19 08 53 18	GGDS	L N Bus B	28	86	S gnal nval d
		B112B	2017/09/19 08 53 18	GGDS	S eer ng Wheel Module	28	07	Mechan cal Fa lures
		B112D	2017/09/19 08 53 18	GGDS	Rear w ndow de ros %%h(LED)	2E	15	C rcu Shor To Ba ery Or Open
			2017/09/19 12 38 28	GGDS	Rear w ndow de ros %%h(LED)	28	15	C rcu Shor To Ba ery Or Open
			2017/09/19 15 03 19	GGDS	Rear w ndow de ros %%h(LED)	2C	15	C rcu Shor To Ba ery Or Open

DTC Codes Present

UNKNOWN	DDM	**U0140**	2017/09/19 08 53 18	GGDS	Los Commun ca on W h Body Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
	DSM	**U2100**	2017/09/19 09 56 11	GGDS	n al Con gura on No Comple e	2E	00	No Add onal Fa lure Type n roma on or h s DTC
	GPSM	**U0140**	2017/09/19 08 53 18	GGDS	Los Commun ca on W h Body Con rol Module	88	00	No Add onal Fa lure Type n roma on or h s DTC
	HVAC	**B10B9**	2017/09/19 08 53 18	GGDS	Blower Con rol	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U0140	2017/09/19 08 53 18	GGDS	Los Commun ca on W h Body Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U0155	2017/09/19 09 56 11	GGDS	Los Commun ca on W h ns rumen Panel Clus er Con rol Module	2E	00	No Add onal Fa lure Type n roma on or h s DTC
		U2100	2017/09/19 08 53 18	GGDS	n al Con gura on No Comple e	28	00	No Add onal Fa lure Type n roma on or h s DTC
	PC	**P1607**	2017/09/19 08 53 18	GGDS	%%h(M L) Ou pu C rcu	08	87	M ss ng Message
		U0100	2017/09/19 08 53 18	GGDS	Los Commun ca on W h %%h(ECM)/%%h(PCM) A	08	00	No Add onal Fa lure Type n roma on or h s DTC
		U0121	2017/09/19 08 53 18	GGDS	Los Commun ca on W h %%h(ABS) Con rol Module	48	00	No Add onal Fa lure Type n roma on or h s DTC
		U0131	2017/09/19 08 53 18	GGDS	Los Commun ca on W h %%h(PSCM)	08	00	No Add onal Fa lure Type n roma on or h s DTC
		U0140	2017/09/19 08 53 18	GGDS	Los Commun ca on W h Body Con rol Module	08	00	No Add onal Fa lure Type n roma on or h s DTC
		U0151	2017/09/19 08 53 18	GGDS	Los Commun ca on W h Res ra n s Con rol Module	08	00	No Add onal Fa lure Type n roma on or h s DTC
		U0159	2017/09/19 08 53 18	GGDS	Los Commun ca on W h Park ng Ass s Con rol Module A	08	00	No Add onal Fa lure Type n roma on or h s DTC
		U0401	2017/09/19 08 53 18	GGDS	nval d Da a Rece ved From %%h(ECM)/%%h(PCM)	08	64	S gnal Plaus b l y Fa lure
		U0422	2017/09/19 08 53 18	GGDS	nval d Da a Rece ved rom Body Con rol Module	08	68	Even n orma on
	PAM	**U0100**	2017/09/19 09 56 11	GGDS	Los Commun ca on W h %%h(ECM)/%%h(PCM) A	2C	87	M ss ng Message
		U0101	2017/09/19 09 56 11	GGDS	Los Commun ca on w h %%h(TCM)	2C	87	M ss ng Message
		U0140	2017/09/19 08 53 18	GGDS	Los Commun ca on W h Body Con rol Module	28	87	M ss ng Message
			2017/09/19 09 56 11	GGDS	Los Commun ca on W h Body Con rol Module	2C	87	M ss ng Message
		U0402	2017/09/19 09 56 11	GGDS	nval d Da a Rece ved From %%h(TCM)	2C	86	S gnal nval d
		U0415	2017/09/19 08 53 18	GGDS	nval d Da a Rece ved From %%h(ABS) Con rol Module	28	86	S gnal nval d
		U0422	2017/09/19 08 53 18	GGDS	nval d Da a Rece ved rom Body Con rol Module	28	86	S gnal nval d
			2017/09/19 09 56 11	GGDS	nval d Da a Rece ved rom Body Con rol Module	2C	86	S gnal nval d
	PCM	**P2610**	2017/09/19 09 56 11	GGDS	%%h(ECM)/%%h(PCM) n ernal Eng ne O T mer Per ormance	2F	00	No Add onal Fa lure Type n roma on or h s DTC
		U0422	2017/09/19 09 56 11	GGDS	nval d Da a Rece ved rom Body Con rol Module	2E	00	No Add onal Fa lure Type n roma on or h s DTC
	PDM	**U0140**	2017/09/19 08 53 18	GGDS	Los Commun ca on W h Body Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
	PSCM	**U0140**	2017/09/19 09 56 11	GGDS	Los Commun ca on W h Body Con rol Module	08	00	No Add onal Fa lure Type n roma on or h s DTC
	RCM	**U0140**	2017/09/19 09 56 11	GGDS	Los Commun ca on W h Body Con rol Module	2E	00	No Add onal Fa lure Type n roma on or h s DTC
	RFA	**U0140**	2017/09/19 08 53 18	GGDS	Los Commun ca on W h Body Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
	RGTM	**U0140**	2017/09/19 08 53 18	GGDS	Los Commun ca on W h Body Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U2100	2017/09/19 08 53 18	GGDS	n al Con gura on No Comple e	28	00	No Add onal Fa lure Type n roma on or h s DTC
	SASM	**C1B00**	2017/09/19 09 56 11	GGDS	S eer ng angle sensor	2E	87	M ss ng Message
		U0140	2017/09/19 09 56 11	GGDS	Los Commun ca on W h Body Con rol Module	2E	00	No Add onal Fa lure Type n roma on or h s DTC

Tools Used

Tool Name	Entry	Exit

Data Logger - Tool not used

DataLoggerCategory	TimeStamp

Fuel System - Tool not used

Engine Pump Result	Timestamp	FuelPressure	Unit

Leak Down Result

Injector Flow Result

Module Programming

Timestamp (2017/09/19 09:55:39)

Type	ModuleName	ModuleOldSw	ModuleNewSw	FailedModuleName
MR	IC	DJ5T-10849-TF	DV4T-10849-YA	

RIF Test - Tool not used

FPLD Test - Tool not used

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Snapshot	B1088:86-28	DIST_TOT_VEH	32819.67mi	Total Vehicle Distance
Snapshot	B1088:86-28	MOD_SUP_V	12.5V	Module Supply Voltage
Snapshot	B1088:86-28	PWR_MODE_KEY	Key Out	Power Mode Key State
Snapshot	B1088:86-28	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	B1088:86-28	REALTIME	33445:08:20	Total time (ECU) has been active
Snapshot	B112B:07-28	DIST_TOT_VEH	35461.12mi	Total Vehicle Distance
Snapshot	B112B:07-28	FRNT_WPR_VOR	FALSE	Front Wiper Voltage Out Of Range
Snapshot	B112B:07-28	FRNT_WSH_VOR	FALSE	Front Washer Voltage Out Of Range
Snapshot	B112B:07-28	HI_LOW_ICOM	FALSE	High Low Beam Illegal Combination
Snapshot	B112B:07-28	IN-CAR_TEMP	53.6F	Inside Car Temperature
Snapshot	B112B:07-28	LSWPK_AD_VOR	FALSE	Left Switch Pack A/D Convertor Voltage Out Of Range
Snapshot	B112B:07-28	LSWPK_CC_STK	FALSE	Left Switch Pack Cruise Control Button Stuck
Snapshot	B112B:07-28	MOD_SUP_V	11.5V	Module Supply Voltage
Snapshot	B112B:07-28	PWR_MODE_KEY	Ignition On	Power Mode Key State
Snapshot	B112B:07-28	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	B112B:07-28	REALTIME	36316:58:20	Total time (ECU) has been active
Snapshot	B112B:07-28	REAR_WPR_VOR	FALSE	Rear Wiper Voltage Out Of Range
Snapshot	B112B:07-28	RSWPK_AD_VOR	FALSE	Right Switch Pack A/D Convertor Voltage Out Of Range
Snapshot	B112B:07-28	RSWPK_CC_STK	FALSE	Right Switch Pack Cruise Control Button Stuck
Snapshot	B112B:07-28	SWPK_INCMPTL	FALSE	Switch Pack Incompatible With Vehicle
Snapshot	B112B:07-28	TRN_BM_ICOM	FALSE	Turn and High/Low Beam Illegal Combination
Snapshot	B112B:07-28	TRN_SIG_ICOM	FALSE	Side Turn Illegal Combination
Snapshot	B112B:07-28	TURN_SW_ICOM	FALSE	Turn Stalk Illegal Combination
Snapshot	B112B:07-28	TURN_SW_STK	TRUE	Turn Stalk Stuck Position or Button
Snapshot	B112B:07-28	VOICE_B_STK	FALSE	Voice Control Button Stuck
Snapshot	B112B:07-28	WPR_ADJ_VOR	FALSE	Wiper Adjust Voltage Out Of Range
Snapshot	B112B:07-28	WPR_SW_ICOM	FALSE	Wiper Sta k Illegal Combination
Snapshot	B112B:07-28	WPR_SW_STK	FALSE	Wiper Sta k Stuck Position or Button
Snapshot	B112D:15-2C	DIST_TOT_VEH	35548.11mi	Total Vehicle Distance
Snapshot	B112D:15-2C	IN-CAR_TEMP	73.4F	Inside Car Temperature

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Snapshot	B112D:15-2C	MOD_SUP_V	14.25V	Module Supply Voltage
Snapshot	B112D:15-2C	PWR_MODE_KEY	Key Recently Out	Power Mode Key State
Snapshot	B112D:15-2C	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	B112D:15-2C	REALTIME	36748:38:20	Total time (ECU) has been active
Snapshot	C0040:87-28	ABS	Inactive	(ABS)
Snapshot	C0040:87-28	AYC	Inactive	(AYC)
Snapshot	C0040:87-28	BST_REL_SW	Inactive	Booster Release Switch State
Snapshot	C0040:87-28	BTC	Inactive	(BTC)
Snapshot	C0040:87-28	BTCS	Inactive	BTCS -201D
Snapshot	C0040:87-28	GLOBTIM	36748:33:20	Global real time
Snapshot	C0040:87-28	HDC	Inactive	(HDC)
Snapshot	C0040:87-28	HYD_PMP_ST	Inactive	Hydraulic Pump State
Snapshot	C0040:87-28	MAINECUV	14.75V	Main ECU voltage supply
Snapshot	C0040:87-28	OUTTMP	69.8F	External Temperature From Sensor
Snapshot	C0040:87-28	POWER_MODE	Ignition on power mode	Power Mode Status
Snapshot	C0040:87-28	RSC	Inactive	(RSC)
Snapshot	C0040:87-28	TOTDIST	35533.54mi	Total Vehicle Distance
Snapshot	C0040:87-28	VAC_BST_ST	Inactive	Active Vacuum Booster State
Snapshot	C0040:87-28	VPWR_ABS	12.4V	Module supply voltage
Snapshot	C0040:87-28	VSS_ABS	0MPH	Vehicle Speed
Snapshot	C1109:64-68	ABS	Inactive	(ABS)
Snapshot	C1109:64-68	AYC	Inactive	(AYC)
Snapshot	C1109:64-68	BST_REL_SW	Inactive	Booster Release Switch State
Snapshot	C1109:64-68	BTC	Inactive	(BTC)
Snapshot	C1109:64-68	BTCS	Inactive	BTCS -201D
Snapshot	C1109:64-68	GLOBTIM	36748:33:20	Global real time
Snapshot	C1109:64-68	HDC	Inactive	(HDC)
Snapshot	C1109:64-68	HYD_PMP_ST	Inactive	Hydraulic Pump State
Snapshot	C1109:64-68	MAINECUV	14.75V	Main ECU voltage supply
Snapshot	C1109:64-68	OUTTMP	69.8F	External Temperature From Sensor
Snapshot	C1109:64-68	POWER_MODE	Ignition on power mode	Power Mode Status
Snapshot	C1109:64-68	RSC	Inactive	(RSC)
Snapshot	C1109:64-68	TOTDIST	35533.54mi	Total Vehicle Distance
Snapshot	C1109:64-68	VAC_BST_ST	Inactive	Active Vacuum Booster State
Snapshot	C1109:64-68	VPWR_ABS	15.4V	Module supply voltage
Snapshot	C1109:64-68	VSS_ABS	0MPH	Vehicle Speed
Snapshot	C1B00:87-2E	GLOBTIM	36748:33:20	Global real time
Snapshot	C1B00:87-2E	INCARTMP	71.6F	In car temperature
Snapshot	C1B00:87-2E	MAINECUV	15V	Main ECU voltage supply
Snapshot	C1B00:87-2E	OUTTMP	69.8F	External Temperature From Sensor
Snapshot	C1B00:87-2E	PWR_MODE_KEY	Ignition On	Power Mode Key State
Snapshot	C1B00:87-2E	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	C1B00:87-2E	TOTDIST	35533.54mi	Total Vehicle Distance
Snapshot	P2610:00-2F	BARO	156.1Hz	Barometric pressure
Snapshot	P2610:00-2F	DIST_TOT_VEH	35548.11mi	Total Vehicle Distance
Snapshot	P2610:00-2F	ECT	78.8F	Engine coolant temperature
Snapshot	P2610:00-2F	ENGOFF_TIMER	01:07	Timer since Engine Off
Snapshot	P2610:00-2F	EVAPPCT	0%	Commanded Evaporative Purge
Snapshot	P2610:00-2F	FLI	21.96%	Fuel Level Input
Snapshot	P2610:00-2F	FRP	1718.25psi	Fuel Rail Pressure (Absolute)
Snapshot	P2610:00-2F	FUELSYS	Open Loop	Fuel System Status (Open/Closed Loop)
Snapshot	P2610:00-2F	IAT	73.4F	Intake Air Temperature
Snapshot	P2610:00-2F	LOAD	0%	Engine load
Snapshot	P2610:00-2F	LONGFT1	0%	Long term fuel trim 1
Snapshot	P2610:00-2F	MAP	14.355psi	Manifold absolute pressure sensor
Snapshot	P2610:00-2F	O2S12	0.38V	Heated Exhaust Gas Oxygen Sensor (bank 1, sensor 2)
Snapshot	P2610:00-2F	RPM	0RPM	Engine RPM
Snapshot	P2610:00-2F	RPMDSD	1250RPM	Desired Idle Speed (RPM)
Snapshot	P2610:00-2F	RUNTM	00:00	Engine Run Time

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Snapshot	P2610:00-2F	SHRTFT1	0%	Short term fuel trim 1
Snapshot	P2610:00-2F	SPARKADV	0	Spark Advance
Snapshot	P2610:00-2F	TAC_PCT	9.41%	Commanded Throttle Actuator Control
Snapshot	P2610:00-2F	TP_REL	6.28%	Relative Throttle Position
Snapshot	P2610:00-2F	TQ_CNTRL	Anti-Theft	Torque Control Requested
Snapshot	P2610:00-2F	VPWR	15.63V	Module supply voltage
Snapshot	P2610:00-2F	VSS	0MPH	Vehicle Speed
Snapshot	U0100:00-28	ABS	Inactive	(ABS)
Snapshot	U0100:00-28	AYC	Inactive	(AYC)
Snapshot	U0100:00-28	BST_REL_SW	Inactive	Booster Release Switch State
Snapshot	U0100:00-28	BTC	Inactive	(BTC)
Snapshot	U0100:00-28	BTCS	Inactive	BTCS -201D
Snapshot	U0100:00-28	GLOBTIM	36748:33:20	Global real time
Snapshot	U0100:00-28	HDC	Inactive	(HDC)
Snapshot	U0100:00-28	HYD_PMP_ST	Inactive	Hydraulic Pump State
Snapshot	U0100:00-28	MAINECUV	14.75V	Main ECU voltage supply
Snapshot	U0100:00-28	OUTTMP	69.8F	External Temperature From Sensor
Snapshot	U0100:00-28	POWER_MODE	Ignition on power mode	Power Mode Status
Snapshot	U0100:00-28	RSC	Inactive	(RSC)
Snapshot	U0100:00-28	TOTDIST	35533.54mi	Total Vehicle Distance
Snapshot	U0100:00-28	VAC_BST_ST	Inactive	Active Vacuum Booster State
Snapshot	U0100:00-28	VPWR_ABS	12.4V	Module supply voltage
Snapshot	U0100:00-28	VSS_ABS	0MPH	Vehicle Speed
Snapshot	U0101:00-28	ABS	Inactive	(ABS)
Snapshot	U0101:00-28	AYC	Inactive	(AYC)
Snapshot	U0101:00-28	BST_REL_SW	Inactive	Booster Release Switch State
Snapshot	U0101:00-28	BTC	Inactive	(BTC)
Snapshot	U0101:00-28	BTCS	Inactive	BTCS -201D
Snapshot	U0101:87-2C	DIST_TOT_VEH	35548.11mi	Total Vehicle Distance
Snapshot	U0101:00-28	GLOBTIM	36748:33:20	Global real time
Snapshot	U0101:00-28	HDC	Inactive	(HDC)
Snapshot	U0101:00-28	HYD_PMP_ST	Inactive	Hydraulic Pump State
Snapshot	U0101:87-2C	IN-CAR_TEMP	71.6F	Inside Car Temperature
Snapshot	U0101:00-28	MAINECUV	14.75V	Main ECU voltage supply
Snapshot	U0101:87-2C	MAINPCM_V	15V	Control Module Voltage
Snapshot	U0101:87-2C	OUTDR_TMP	69.8F	Outdoor Air Temperature
Snapshot	U0101:00-28	OUTTMP	69.8F	External Temperature From Sensor
Snapshot	U0101:00-28	POWER_MODE	Ignition on power mode	Power Mode Status
Snapshot	U0101:87-2C	PWR_MODE_KEY	Ignition On	Power Mode Key State
Snapshot	U0101:87-2C	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	U0101:87-2C	REALTIME	36748:33:20	Total time (ECU) has been active
Snapshot	U0101:00-28	RSC	Inactive	(RSC)
Snapshot	U0101:00-28	TOTDIST	35533.54mi	Total Vehicle Distance
Snapshot	U0101:00-28	VAC_BST_ST	Inactive	Active Vacuum Booster State
Snapshot	U0101:00-28	VPWR_ABS	12.4V	Module supply voltage
Snapshot	U0101:00-28	VSS_ABS	0MPH	Vehicle Speed
Snapshot	U0126:00-28	ABS	Inactive	(ABS)
Snapshot	U0126:00-28	AYC	Inactive	(AYC)
Snapshot	U0126:00-28	BST_REL_SW	Inactive	Booster Release Switch State
Snapshot	U0126:00-28	BTC	Inactive	(BTC)
Snapshot	U0126:00-28	BTCS	Inactive	BTCS -201D
Snapshot	U0126:00-28	GLOBTIM	36748:33:20	Global real time
Snapshot	U0126:00-28	HDC	Inactive	(HDC)
Snapshot	U0126:00-28	HYD_PMP_ST	Inactive	Hydraulic Pump State
Snapshot	U0126:00-28	MAINECUV	14.75V	Main ECU voltage supply
Snapshot	U0126:00-28	OUTTMP	69.8F	External Temperature From Sensor
Snapshot	U0126:00-28	POWER_MODE	Ignition on power mode	Power Mode Status
Snapshot	U0126:00-28	RSC	Inactive	(RSC)
Snapshot	U0126:00-28	TOTDIST	35533.54mi	Total Vehicle Distance

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Snapshot	U0126:00-28	VAC_BST_ST	Inactive	Active Vacuum Booster State
Snapshot	U0126:00-28	VPWR_ABS	15.5V	Module supply voltage
Snapshot	U0126:00-28	VSS_ABS	0MPH	Vehicle Speed
Snapshot	U0140:00-28	ABS	Inactive	(ABS)
Snapshot	U0140:00-28	AYC	Inactive	(AYC)
Snapshot	U0140:00-28	BST_REL_SW	Inactive	Booster Release Switch State
Snapshot	U0140:00-28	BTC	Inactive	(BTC)
Snapshot	U0140:00-28	BTCS	Inactive	BTCS -201D
Snapshot	U0140:87-2C	DIST_TOT_VEH	35548.11mi	Total Vehicle Distance
Snapshot	U0140:00-28	ECU_Int_Temp	86F	ECU Internal Temperature
Snapshot	U0140:00-2E	GLOBTIM	36748:33:20	Global real time
Snapshot	U0140:00-28	HDC	Inactive	(HDC)
Snapshot	U0140:00-28	HYD_PMP_ST	Inactive	Hydraulic Pump State
Snapshot	U0140:87-2C	IN-CAR_TEMP	71.6F	Inside Car Temperature
Snapshot	U0140:00-2E	INCARTMP	71.6F	In car temperature
Snapshot	U0140:00-2E	MAINECUV	15V	Main ECU voltage supply
Snapshot	U0140:87-2C	MAINPCM_V	15V	Control Module Voltage
Snapshot	U0140:00-28	MAIN_RGTM_V	13V	RGTM Main Voltage Supply
Snapshot	U0140:00-08	MOD_SUP_V	15V	Module Supply Voltage
Snapshot	U0140:87-2C	OUTDR_TMP	69.8F	Outdoor Air Temperature
Snapshot	U0140:00-2E	OUTTMP	69.8F	External Temperature From Sensor
Snapshot	U0140:00-28	POWER_MODE	Ignition on power mode	Power Mode Status
Snapshot	U0140:00-08	PSCM_INT_TEMP	73.4F	(PSCM) Internal Temperature
Snapshot	U0140:00-2E	PWR_MODE_KEY	Ignition On	Power Mode Key State
Snapshot	U0140:00-2E	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	U0140:87-2C	REALTIME	36748:33:20	Total time (ECU) has been active
Snapshot	U0140:00-28	RSC	Inactive	(RSC)
Snapshot	U0140:00-08	SSHFT_TQ_S2	-0.1Nm	Steering Shaft Torque Sensor #2
Snapshot	U0140:00-2E	TOTDIST	35533.54mi	Total Vehicle Distance
Snapshot	U0140:00-28	VAC_BST_ST	Inactive	Active Vacuum Booster State
Snapshot	U0140:00-28	VPWR_ABS	15.4V	Module supply voltage
Snapshot	U0140:00-28	VPWR_RGTM	13.27V	RGTM Main Voltage Supply
Snapshot	U0140:00-08	VS	0MPH	Vehicle Speed
Snapshot	U0140:00-28	VSS_ABS	0MPH	Vehicle Speed
Snapshot	U0402:86-2C	DIST_TOT_VEH	35548.11mi	Total Vehicle Distance
Snapshot	U0402:86-2C	IN-CAR_TEMP	71.6F	Inside Car Temperature
Snapshot	U0402:86-2C	MAINPCM_V	15V	Control Module Voltage
Snapshot	U0402:86-2C	OUTDR_TMP	69.8F	Outdoor Air Temperature
Snapshot	U0402:86-2C	PWR_MODE_KEY	Ignition On	Power Mode Key State
Snapshot	U0402:86-2C	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	U0402:86-2C	REALTIME	36748:33:20	Total time (ECU) has been active
Snapshot	U0422:00-2E	BARO	156.1Hz	Barometric pressure
Snapshot	U0422:00-2E	DIST_TOT_VEH	35548.11mi	Total Vehicle Distance
Snapshot	U0422:00-2E	ECT	78.8F	Engine coolant temperature
Snapshot	U0422:00-2E	ENGOFF_TIMER	01:08	Timer since Engine Off
Snapshot	U0422:00-2E	EVAPPCT	0%	Commanded Evaporative Purge
Snapshot	U0422:00-2E	FLI	21.96%	Fuel Level
Snapshot	U0422:00-2E	FRP	1721.15psi	Fuel Rail Pressure
Snapshot	U0422:00-2E	FUELSYS	Open Loop	Fuel System Status (Open/Closed Loop)
Snapshot	U0422:00-2E	IAT	73.4F	Intake Air Temperature
Snapshot	U0422:86-2C	IN-CAR_TEMP	71.6F	Inside Car Temperature
Snapshot	U0422:00-2E	LOAD	0%	Engine load
Snapshot	U0422:00-2E	LONGFT1	0%	Long term fuel trim 1
Snapshot	U0422:86-2C	MAINPCM_V	15V	Control Module Voltage
Snapshot	U0422:00-2E	MAP	14.355psi	Manifold absolute pressure sensor
Snapshot	U0422:00-2E	O2S12	0.38V	Heated Exhaust Gas Oxygen Sensor (bank 1, sensor 2)
Snapshot	U0422:86-2C	OUTDR_TMP	69.8F	Outdoor Air Temperature
Snapshot	U0422:86-2C	PWR_MODE_KEY	Ignition On	Power Mode Key State
Snapshot	U0422:86-2C	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Snapshot	U0422:86-2C	REALTIME	36748:33:20	Total time (ECU) has been active
Snapshot	U0422:00-2E	RPM	0RPM	Engine RPM
Snapshot	U0422:00-2E	RPMDSD	1250RPM	Desired Idle Speed (RPM)
Snapshot	U0422:00-2E	RUNTM	00:00	Engine Run Time
Snapshot	U0422:00-2E	SHRTFT1	0%	Short term fuel trim 1
Snapshot	U0422:00-2E	SPARKADV	0	Spark Advance
Snapshot	U0422:00-2E	TAC_PCT	9.41%	Commanded Throttle Actuator Control
Snapshot	U0422:00-2E	TP_REL	6.28%	Relative Throttle Position
Snapshot	U0422:00-2E	TQ_CNTRL	Anti-Theft	Torque Control Requested
Snapshot	U0422:00-2E	VPWR	15.46V	Control Module Voltage
Snapshot	U0422:00-2E	VSS	0MPH	Vehicle Speed
Snapshot	U2100:00-28	DIST_TOT_VEH	35548.11mi	Total Vehicle Distance
Snapshot	U2100:00-28	ECU_Int_Temp	86F	ECU Internal Temperature
Snapshot	U2100:00-2E	GLOBTIM	36748:33:20	Global real time
Snapshot	U2100:00-2E	MAINECUV	12.5V	Main ECU voltage supply
Snapshot	U2100:00-28	MAIN_RGTM_V	13V	RGTM Main Voltage Supply
Snapshot	U2100:00-28	OUTDR_TMP	71.6F	Outdoor Air Temperature
Snapshot	U2100:00-28	PWR_MODE_KEY	Ignition on power mode	Power Mode Key State
Snapshot	U2100:00-28	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	U2100:00-28	REALTIME	36610:53:20	Total time (ECU) has been active
Snapshot	U2100:00-2E	TOTDIST	0mi	Total Vehicle Distance
Snapshot	U2100:00-28	VPWR_RGTM	13.34V	RGTM Main Voltage Supply

Mode 6 Test Results (IDS Classic only) - Tool Not Used

Timestamp	Description	Test	Component	Limits	Value

PID Results in IDS Classic Self Test

Logical Address	Value	PID Description
FFFF02	P2610,SSM 44707,9-5-2017,107.61	** Not Valid **

Technician Selected Symptoms (ETIS IDS only) - Tool not used

Symptom

Diagnosed Modules / Components (ETIS IDS only) - Tool not used

Component	RVC	WCC	Diagnosed Method

Vehicle Information

VIN	1FMCU0JX9EU[redacted]
Model Year	2014
Vehicle Line Description	ESCAPE
Engine Description	1.6L 16V DI TC I4 170PS SIGMA
Engine Trace Number	[redacted]
Transmission Description	6 SPD AUTO TRANS 6F MID-RANGE
Transmission Trace Number	[redacted]
Production Date	2013-02-13
Warranty Start Date	2013-02-22
Plant Description	LOUISVILLE PLANT BUILD

Vehicle WERS Feature Codes

FS B - SEAT-INDIVIDUAL-L/B DRV/PASS
AC G - DUAL ZONE AUTO TEMP CONTROL AC
CA WE - 5 DOOR LIGHT TRUCK
DR A - 2 WHL L/H FRONT DRIVE
SE C6 - BASE #4 SERIES

Links to Other Session Files for this VIN

Vehicle Investigation Links

Warranty Claim (AWS)
GCQIS Reports
OWS Find a Vehicle Homepage
Additional Vehicle Information from SAVE

One Warranty Reporting Solution

Details for Session File Number [redacted]

Report Created: 02/27/2018

Session Header Information

Session Open Date	2018/02/26 08:52:50
Session Upload Date	2018/02/26 10:59:15
Dealer GEO Sales Code	USA
Dealer PA Code	[redacted]
Dealer Sub Code	
Previous Version of Session File	.
Odometer Reading	31453 miles
IDS Software Level	IDS-108.05
Oil Life Remaining Level %	.00
Repair Order Number	

Module List

Module Name	Software Part Number	Responded
ABS - Antilock braking system	CV61-2C405-AF	Yes
ACM - Audio Control Module	CJ5T-14D099-BG	Yes
APIM - Accessory Protocol Interface Module	DG1T-14D205-AB	Yes
BdyCM - Body Control Module	DV6T-14C094-BD	Yes
DDM - Driver's Door Module	????	No
DSM - Driver's Seat Module	????	No
DSP - (Audio) Digital Signal Processing Module	????	No
FCDIM - Front Control/Display Interface Module	CM5T-18B955-GF	Yes
FCIM - Front Controls Interface Module	????	No
GPSM - Global Positioning System Module	DE8T-14F055-AC	Yes
HCM - Headlamp Control Module	????	No
HVAC - Heating Ventilation Air Conditioning	CJ5T-14C178-CM	Yes
IPC - Instrument Panel Control Module	FV4T-14C026-BD	Yes
IPMB - Image Processing Module B	????	No
OCS - Occupant Classification System Module	CJ54-S603B16-AG	Yes
PAM - Parking Aid Module	????	No
PCM - Powertrain Control Module	DJ5A-14C204-AFA	Yes
PDM - Passenger's Door Module	????	No
PSCM - Power Steering Control Module	CV6T-14C217-AH	Yes
RCM - Restraint Control Module	CJ5T-14C028-AH	Yes
RFA - Remote Function Actuator	????	No
RGTM - Rear Gate/Trunk Module	????	No
SASM - Steering Angle Sensor Module	????	Yes
SODL - Side Obstacle Detection Control Module - Left	????	No
SODR - Side Obstacle Detection Control Module - Right	????	No
TRM - Trailer Module	????	No

DTC Codes Present

Type	Module	DTC Code	Time Stamp	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Description
Ne work Tes	BdyCM	**B1098**		GGDS	Le Pos on L gh	2C	15	C rcu Shor To Ba ery Or Open
		B1099		GGDS	R gh Pos on L gh	2C	15	C rcu Shor To Ba ery Or Open
		B1C77		GGDS	Rear W per Relay Co l C rcu	28	14	C rcu Shor To Ground Or Open
	HVAC	**B1A69**		GGDS	Hum d y Sensor C rcu	08	15	C rcu Shor To Ba ery Or Open
	PC	**B1A84**		GGDS	Car Con gura on Da a	0A	51	No Programmed

DTC Codes Present

Ne work Tes	PCM	**P0113**	GGDS	%%h(AT) Sensor 1 C rcu H gh npu	27	00	No Add onal Fa lure Type n roma on or h s DTC

Tools Used

Tool Name	Entry	Exit

Data Logger - Tool not used

DataLoggerCategory	TimeStamp

Fuel System - Tool not used

Engine Pump Result	Timestamp	FuelPressure	Unit

Leak Down Result

Injector Flow Result

Module Programming

Timestamp (2018/02/26 08:58:38)

Type	ModuleName	ModuleOldSw	ModuleNewSw	FailedModuleName
MR	PCM	DJ5A-12A650-AFA	DJ5A-12A650-AFD	

RIF Test - Tool not used

FPLD Test - Tool not used

Freeze Frame (IDS Classic only) - Tool not used

Type	DTC	Parameter	Value	Description

Mode 6 Test Results (IDS Classic only) - Tool Not Used

Timestamp	Description	Test	Component	Limits	Value

PID Results in IDS Classic Self Test - Tool not used

Logical Address	Value	PID Description

Technician Selected Symptoms (ETIS IDS only) - Tool not used

Symptom

Diagnosed Modules / Components (ETIS IDS only) - Tool not used

Component	RVC	WCC	Diagnosed Method

Vehicle Information

VIN	1FMCU9GX2EU[redacted]
Model Year	2014
Vehicle Line Description	ESCAPE
Engine Description	1.6L 16V DI TC I4 170PS SIGMA
Engine Trace Number	[redacted] [redacted]
Transmission Description	6 SPD AUTO TRANS 6F MID-RANGE
Transmission Trace Number	[redacted]

Vehicle Information

Production Date	2013-04-02
Warranty Start Date	2013-04-11
Plant Description	LOUISVILLE PLANT BUILD

Vehicle WERS Feature Codes

FS B - SEAT-INDIVIDUAL-L/B DRV/PASS
DR E - 4 WHL L/H PART TIME DRIVE
SE C4 - BASE #2 SERIES
CA WE - 5 DOOR LIGHT TRUCK
AC S - MANUAL ELECTRIC AIR COND

Links to Other Session Files for this VIN

Vehicle Investigation Links

Warranty Claim (AWS)
GCQIS Reports
OWS Find a Vehicle Homepage
Additional Vehicle Information from SAVE

One Warranty Reporting Solution

Details for Session File Number [redacted]

Report Created: 02/27/2018

Session Header Information

Session Open Date	2017/11/03 09:04:35
Session Upload Date	2017/11/20 09:41:27
Dealer GEO Sales Code	CAN
Dealer PA Code	[redacted]
Dealer Sub Code	
Previous Version of Session File	.
Odometer Reading	45159 miles
IDS Software Level	IDS-107.04
Oil Life Remaining Level %	.00
Repair Order Number	

Module List

Module Name	Software Part Number	Responded
ABS - Antilock braking system	CV61-2C405-AF	Yes
ACM - Audio Control Module	CJ5T-14D099-DG	Yes
APIM - Accessory Protocol Interface Module	DM5T-14D205-AF	Yes
BdyCM - Body Control Module	DV6T-14C094-BD	Yes
DDM - Driver's Door Module	????	Yes
DSM - Driver's Seat Module	????	No
DSP - (Audio) Digital Signal Processing Module	????	No
FCDIM - Front Control/Display Interface Module	????	No
FCIM - Front Controls Interface Module	????	Yes
GPSM - Global Positioning System Module	DE8T-14F055-AC	Yes
HCM - Headlamp Control Module	????	No
HVAC - Heating Ventilation Air Conditioning	CJ5T-18D619-AF	Yes
IPC - Instrument Panel Control Module	CV4T-14C026-BY	Yes
OCS - Occupant Classification System Module	CJ54-S603B16-AG	Yes
PAM - Parking Aid Module	????	Yes
PCM - Powertrain Control Module	EJ5A-14C204-UF	Yes
PDM - Passenger's Door Module	????	Yes
PSCM - Power Steering Control Module	CV6T-14C217-AK	Yes
RCM - Restraint Control Module	CJ5T-14C028-AH	Yes
RFA - Remote Function Actuator	????	No
RGTM - Rear Gate/Trunk Module	????	No
SASM - Steering Angle Sensor Module	????	Yes
SODL - Side Obstacle Detection Control Module - Left	????	No
SODR - Side Obstacle Detection Control Module - Right	????	No
TRM - Trailer Module	????	No

DTC Codes Present

Type	Module	DTC Code	Time Stamp	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Description
Ne work Tes	BdyCM	**B112D**		GGDS	Rear w ndow de ros %%h(LED)	28	15	C rcu Shor To Ba ery Or Open

Type	Module	DTC Code	Time Stamp	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Description
Sel Tes - KOER	PCM	**P1116**	2017/11/17 14 28 49	GGDS	%%h(ECT) sensor ou o sel es range		00	No Add onal Fa lure Type n roma on or h s DTC

DTC Codes Present

Sel Tes - KOER	PCM	**P1127**	2017/11/17 14 28 49	GGDS	Exhaus Tempera ure Ou o Range %%h(O2) Sensor Tes s No Comple ed		00	No Add onal Fa lure Type n roma on or h s DTC

Type	Module	DTC Code	Time Stamp	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Description
UNKNOWN	PCM	**P0113**	2017/11/17 14 22 53	GDS	n ake A r Tempera ure Sensor 1 C rcu H gh			
				GGDS	%%h(AT) Sensor 1 C rcu H gh npu	26	00	No Add onal Fa lure Type n roma on or h s DTC

Tools Used

Tool Name	Entry	Exit
EVAPTEST	2017/11/17 14:29:25	2017/11/17 14:33:40
SELFTEST	2017/11/17 14:22:15	2017/11/17 14:23:48
SELFTEST	2017/11/17 14:27:32	2017/11/17 14:33:51
SELFTEST	2017/11/17 14:27:05	2017/11/17 14:29:03
SELFTEST	2017/11/03 09:05:59	2017/11/03 09:06:47
SELFTEST	2017/11/03 09:04:44	2017/11/03 09:05:42

Data Logger - Tool not used

DataLoggerCategory	TimeStamp

Fuel System - Tool not used

Engine Pump Result	Timestamp	FuelPressure	Unit
Leak Down Result			
Injector Flow Result			

Module Programming

Timestamp (2017/11/17 13:55:24)

Type	ModuleName	ModuleOldSw	ModuleNewSw	FailedModuleName
PM	RCM	Unknown	Unknown	

RIF Test - Tool not used

FPLD Test - Tool not used

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Mode2	P0113	AAT	48.2F	Ambient Air Temperature
Mode2	P0113	ALV	0%	Absolute Load Value
Mode2	P0113	APP_D	14.9%	Accelerator Pedal Position D
Mode2	P0113	APP_E	7.45%	Accelerator Pedal Position E
Mode2	P0113	BARO	14.355psi	Barometric pressure
Mode2	P0113	CATTEMP11	208.4F	Catalyst Temperature Bank 1, Sensor 1
Mode2	P0113	CLRDIST	240km	Distance Since Diagnostic Trouble Codes Cleared
Mode2	P0113	ECT	75.2F	Engine coolant temperature
Mode2	P0113	EQ_RAT	14.64:1	Desired Equivalence Ratio (Lambda)
Mode2	P0113	EQ_RAT11	0:1	Equivalence Ratio (Lambda) (Bank 1, Sensor 1)
Mode2	P0113	EVAPPCT	0%	Commanded Evaporative Purge
Mode2	P0113	FLI	34.12%	Fuel Level Input
Mode2	P0113	FRP	1668.95psi	Fuel Rail Pressure
Mode2	P0113	FTP	0.009psi	(EVAP) System Vapor Pressure

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Mode2	P0113	FUELSYS1	Open Loop	Fuel system status (Open/Closed loop) - Bank 1
Mode2	P0113	IAT	55.4F	Intake Air Temperature
Mode2	P0113	LFT1	-7.81%	Long term fuel trim 1
Mode2	P0113	LOAD	0%	Engine load
Mode2	P0113	MAP	14.5psi	Manifold absolute pressure sensor
Mode2	P0113	O2S11	0uA	Heated Exhaust Gas Oxygen Sensor (bank 1, sensor 1)
Mode2	P0113	O2S12	0.38V	Heated Exhaust Gas Oxygen Sensor (bank 1, sensor 2)
Mode2	P0113	RPM	0RPM	Engine RPM
Mode2	P0113	RUNTM	00:00	Engine Run Time
Mode2	P0113	SFT1	0%	Short term fuel trim 1
Mode2	P0113	SPARKADV	0	Spark Advance
Mode2	P0113	TAC_PCT	9.41%	Commanded Throttle Actuator Control
Mode2	P0113	TP	15.29%	Absolute Throttle Position
Mode2	P0113	TP_B	15.69%	Absolute Throttle Position B
Mode2	P0113	TP_REL	6.67%	Relative Throttle Position
Mode2	P0113	VPWR	12.07V	Control Module Voltage
Mode2	P0113	VS	0KPH	Vehicle Speed
Mode2	P0113	WARMUPS	22	Number Of Warm-ups Since (DTCs) Cleared
Snapshot	P0113:00-26	APP1	0.76V	Accelerator pedal position sensor 1
Snapshot	P0113:00-26	APP2	0.39V	Accelerator pedal position sensor 2
Snapshot	P0113:00-26	APP_FLT	No Fault	Accelerator Pedal Position Sensor Status
Snapshot	P0113:00-26	BARO	156.1Hz	Barometric pressure
Snapshot	P0113:00-26	DIST_FIRST_MFF	0km	Distance since First Snapshot Freeze Frame
Snapshot	P0113:00-26	DIST_LAST_MFF	0km	Distance since Last Snapshot Freeze Frame
Snapshot	P0113:00-26	DIST_TOT_VEH	72915.6km	Total Vehicle Distance
Snapshot	P0113:00-26	ECT	75.2F	Engine coolant temperature
Snapshot	P0113:00-26	ECT_F	No Fault	Engine Coolant Temperature Status
Snapshot	P0113:00-26	ENGOFF_TIMER	20:47	Timer since Engine Off
Snapshot	P0113:00-26	ETC_TRIM_LRN	No	Throttle Angle Offset has Learned
Snapshot	P0113:00-26	EVAPPCT	0%	Commanded Evaporative Purge
Snapshot	P0113:00-26	FLI	34.12%	Fuel Level
Snapshot	P0113:00-26	FTP_H20	0.241	Fuel Tank Pressure displayed as inches of water
Snapshot	P0113:00-26	FUELSYS	Open Loop	Fuel System Status (Open/Closed Loop)
Snapshot	P0113:00-26	GEAR	1	Gear Commanded
Snapshot	P0113:00-26	IAT	55.4F	Intake Air Temperature
Snapshot	P0113:00-26	IAT_F	No Fault	Inlet Air Temperature Sensor Status
Snapshot	P0113:00-26	LOAD	0%	Engine load
Snapshot	P0113:00-26	LONGFT1	-7.81%	Long term fuel trim 1
Snapshot	P0113:00-26	MAP	14.5psi	Manifold absolute pressure sensor
Snapshot	P0113:00-26	MAP_F	No Fault	Manifold Absolute Pressure Sensor Status
Snapshot	P0113:00-26	MISFIRE	No	Engine Misfire currently detected
Snapshot	P0113:00-26	MP_LRN	Yes	Misfire Profile Correction Learned
Snapshot	P0113:00-26	O2S12	0.38V	Heated Exhaust Gas Oxygen Sensor (bank 1, sensor 2)
Snapshot	P0113:00-26	OSS_SRC	0RPM	Actual Output Shaft Speed
Snapshot	P0113:00-26	PROG_FLOWTRACE1	0	Program Flow Trace Information - 1
Snapshot	P0113:00-26	PROG_FLOWTRACE2	0	Program Flow Trace Information - 2
Snapshot	P0113:00-26	REALTIME	41568:21:40	Total time (ECU) has been active
Snapshot	P0113:00-26	RPM	0RPM	Engine RPM
Snapshot	P0113:00-26	RPMDSD	1250RPM	Desired Idle Speed (RPM)
Snapshot	P0113:00-26	RUNTM	00:00	Engine Run Time
Snapshot	P0113:00-26	SHRTFT1	0%	Short term fuel trim 1
Snapshot	P0113:00-26	SPARKADV	0	Spark Advance
Snapshot	P0113:00-26	TAC_PCT	9.41%	Commanded Throttle Actuator Control
Snapshot	P0113:00-26	TFT	57.2F	Transmission Fluid Temperature
Snapshot	P0113:00-26	TP1	4.22V	Throttle position (%)

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Snapshot	P0113:00-26	TP2	0.79V	Absolute Throttle Position B
Snapshot	P0113:00-26	TP_F	No Fault	Throttle Position Sensor Status
Snapshot	P0113:00-26	TP_REL	6.67%	Relative Throttle Position
Snapshot	P0113:00-26	TQ_CNTRL	Anti-Theft	Torque Control Requested
Snapshot	P0113:00-26	TR	Park	Transmission range
Snapshot	P0113:00-26	TRIPS_FIRST_MFF	1	Number of Trips since First Snapshot Freeze Frame
Snapshot	P0113:00-26	TSS_SRC	0RPM	Actual Turbine Shaft Speed
Snapshot	P0113:00-26	VPWR	12.07V	Control Module Voltage
Snapshot	P0113:00-26	VSS	0KPH	Vehicle Speed

Mode 6 Test Results (IDS Classic only) - Tool Not Used

Timestamp	Description	Test	Component	Limits	Value

PID Results in IDS Classic Self Test - Tool not used

Logical Address	Value	PID Description

Technician Selected Symptoms (ETIS IDS only) - Tool not used

Symptom

Diagnosed Modules / Components (ETIS IDS only) - Tool not used

Component	RVC	WCC	Diagnosed Method

Vehicle Information

VIN	1FMCU9GX5EU[redacted]
Model Year	2014
Vehicle Line Description	ESCAPE
Engine Description	1.6L 16V DI TC I4 170PS SIGMA
Engine Trace Number	[redacted]
Transmission Description	6 SPD AUTO TRANS 6F MID-RANGE
Transmission Trace Number	[redacted]
Production Date	2013-02-12
Warranty Start Date	2013-03-15
Plant Description	LOUISVILLE PLANT BUILD

Vehicle WERS Feature Codes

FS B - SEAT-INDIVIDUAL-L/B DRV/PASS
DR E - 4 WHL L/H PART TIME DRIVE
AC G - DUAL ZONE AUTO TEMP CONTROL AC
SE C4 - BASE #2 SERIES
CA WE - 5 DOOR LIGHT TRUCK

Links to Other Session Files for this VIN

Vehicle Investigation Links

Warranty Claim (AWS)

GCQIS Reports
OWS Find a Vehicle Homepage
Additional Vehicle Information from SAVE

One Warranty Reporting Solution

Details for Session File Number [redacted]

Report Created: 02/27/2018

Session Header Information

Session Open Date	2016/04/13 08:50:49
Session Upload Date	2016/04/14 07:42:32
Dealer GEO Sales Code	
Dealer PA Code	
Dealer Sub Code	
Previous Version of Session File	.
Odometer Reading	12998 miles
IDS Software Level	IDS-99.05
Oil Life Remaining Level %	.00
Repair Order Number	

Module List

Module Name	Software Part Number	Responded
ABS - Antilock braking system	CV61-2C405-AF	Yes
ACM - Audio Control Module	CJ5T-14D099-CG	Yes
APIM - Accessory Protocol Interface Module	EM5T-14D205-AD	Yes
BdyCM - Body Control Module	DV6T-14C094-BC	Yes
DDM - Driver's Door Module	????	Yes
DSM - Driver's Seat Module	????	Yes
DSP - (Audio) Digital Signal Processing Module	CT4T-18B849-AE	Yes
FCDIM - Front Control/Display Interface Module	????	No
FCIM - Front Controls Interface Module	CJ5T-14F565-FB	Yes
GPSM - Global Positioning System Module	DE8T-14F055-AC	Yes
HCM - Headlamp Control Module	????	Yes
HVAC - Heating Ventilation Air Conditioning	CJ5T-18D619-AF	Yes
IPC - Instrument Panel Control Module	CV4T-14C026-BU	Yes
IPMB - Image Processing Module B	????	No
OCS - Occupant Classification System Module	CJ54-S603B16-AG	Yes
PAM - Parking Aid Module	????	Yes
PCM - Powertrain Control Module	DJ5A-14C204-AFA	Yes
PDM - Passenger's Door Module	????	Yes
PSCM - Power Steering Control Module	CV6T-14C217-AN	Yes
RCM - Restraint Control Module	CJ5T-14C028-AH	Yes
RFA - Remote Function Actuator	????	Yes
RGTM - Rear Gate/Trunk Module	CJ5T-14C121-AS	Yes
SASM - Steering Angle Sensor Module	????	Yes
SODL - Side Obstacle Detection Control Module - Left	????	Yes
SODR - Side Obstacle Detection Control Module - Right	????	Yes
TRM - Trailer Module	????	No

DTC Codes Present

Type	Module	DTC Code	Time Stamp	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Description
Ne work Tes	ABS	**U0151**		GGDS	Los Commun ca on W h Res ra n s Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U0428		GGDS	nval d Da a Rece ved From %%h(SASM)	68	62	S gnal Compare Fa lure
		U0452		GGDS	nval d Da a Rece ved From Res ra n s Con rol Module	28	86	S gnal nval d

DTC Codes Present

Ne work Tes	AP M	**B108E**	GGDS	D splay	28	01	General Elec r cal Fa lure
		B1215	GGDS	Ex ernal Memory Card	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U0151	GGDS	Los Commun ca on W h Res ra n s Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U2100	GGDS	n al Con gura on No Comple e	2B	00	No Add onal Fa lure Type n roma on or h s DTC
	BdyCM	**B10A2**	GGDS	Crash npu	2F	02	General S gnal Fa lure
		U0151	GGDS	Los Commun ca on W h Res ra n s Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
	DSM	**U0140**	GGDS	Los Commun ca on W h Body Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U2100	GGDS	n al Con gura on No Comple e	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U3003	GGDS	Ba ery Vol age	28	16	C rcu Vol age Below Threshold
	GPSM	**U0422**	GGDS	nval d Da a Rece ved rom Body Con rol Module	88	00	No Add onal Fa lure Type n roma on or h s DTC
	PC	**U0121**	GGDS	Los Commun ca on W h %%h(ABS) Con rol Module	48	00	No Add onal Fa lure Type n roma on or h s DTC
		U0151	GGDS	Los Commun ca on W h Res ra n s Con rol Module	08	00	No Add onal Fa lure Type n roma on or h s DTC
		U0232	GGDS	Los Commun ca on W h S de Obs acle De ec on Con rol Module - Le	08	00	No Add onal Fa lure Type n roma on or h s DTC
		U0233	GGDS	Los Commun ca on W h S de Obs acle De ec on Con rol Module - R gh	08	00	No Add onal Fa lure Type n roma on or h s DTC
	OCS	**U0151**	GGDS	Los Commun ca on W h Res ra n s Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
	PAM	**B1B44**	GGDS	Rear R gh Ou er Sensor	28	14	C rcu Shor To Ground Or Open
		B1B46	GGDS	Rear R gh nner Sensor	28	14	C rcu Shor To Ground Or Open
		B1B48	GGDS	Rear Le Ou er Sensor	28	14	C rcu Shor To Ground Or Open
		B1B50	GGDS	Rear Le nner Sensor	28	14	C rcu Shor To Ground Or Open
		U0415	GGDS	nval d Da a Rece ved From %%h(ABS) Con rol Module	28	86	S gnal nval d
		U100B	GGDS	Sem -Au oma c Parallel Park ng Sys em	28	00	No Add onal Fa lure Type n roma on or h s DTC
	PSCM	**U0415**	GGDS	nval d Da a Rece ved From %%h(ABS) Con rol Module	08	00	No Add onal Fa lure Type n roma on or h s DTC
	RCM	**B0090**	GGDS	Le Fron al Res ra n s Sensor	AF	11	C rcu Shor To Ground
		B0091	GGDS	Le S de Res ra n s Sensor 1	AF	11	C rcu Shor To Ground
		B0095	GGDS	R gh Fron al Res ra n s Sensor	AF	11	C rcu Shor To Ground
		B0096	GGDS	R gh S de Res ra n s Sensor 1	AF	11	C rcu Shor To Ground
		B00A0	GGDS	Occupan Class ca on Sys em	28	63	C rcu / Componen Pro ec on T me-Ou
		B11D8	GGDS	Res ra n Even No ca on	2F	14	C rcu Shor To Ground Or Open
		U3000	GGDS	Con rol Module	ED	49	n ernal Elec ron c Fa lure
	RFA	**U0140**	GGDS	Los Commun ca on W h Body Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC

Tools Used

Tool Name	Entry	Exit

Data Logger - Tool not used

DataLoggerCategory	TimeStamp

Fuel System - Tool not used

Engine Pump Result	Timestamp	FuelPressure	Unit

Leak Down Result

Injector Flow Result

Module Programming - Tool not used

RIF Test - Tool not used

FPLD Test - Tool not used

Freeze Frame (IDS Classic only) - Tool not used

Type	DTC	Parameter	Value	Description

Mode 6 Test Results (IDS Classic only) - Tool Not Used

Timestamp	Description	Test	Component	Limits	Value

PID Results in IDS Classic Self Test - Tool not used

Logical Address	Value	PID Description

Technician Selected Symptoms (ETIS IDS only) - Tool not used

Symptom

Diagnosed Modules / Components (ETIS IDS only) - Tool not used

Component	RVC	WCC	Diagnosed Method

Vehicle Information

VIN	1FMCU9JX2EU[redacted]
Model Year	2014
Vehicle Line Description	ESCAPE
Engine Description	1.6L 16V DI TC I4 170PS SIGMA
Engine Trace Number	[redacted]
Transmission Description	6 SPD AUTO TRANS 6F MID-RANGE
Transmission Trace Number	[redacted]
Production Date	2013-04-02
Warranty Start Date	2013-04-11
Plant Description	LOUISVILLE PLANT BUILD

Vehicle WERS Feature Codes

FS B - SEAT-INDIVIDUAL-L/B DRV/PASS
DR E - 4 WHL L/H PART TIME DRIVE
AC G - DUAL ZONE AUTO TEMP CONTROL AC
CA WE - 5 DOOR LIGHT TRUCK
SE C6 - BASE #4 SERIES

Links to Other Session Files for this VIN

Vehicle Investigation Links

Warranty Claim (AWS)
GCQIS Reports
OWS Find a Vehicle Homepage
Additional Vehicle Information from SAVE

One Warranty Reporting Solution

Details for Session File Number [redacted]

Report Created: 02/27/2018

Session Header Information

Session Open Date	2018/01/18 08:46:16
Session Upload Date	2018/01/19 09:45:56
Dealer GEO Sales Code	USA
Dealer PA Code	[redacted]
Dealer Sub Code	
Previous Version of Session File	.
Odometer Reading	46965 miles
IDS Software Level	IDS-108.01
Oil Life Remaining Level %	.00
Repair Order Number	

Module List

Module Name	Software Part Number	Responded
ABS - Antilock braking system	CV61-2C405-AF	Yes
ACM - Audio Control Module	CJ5T-14D099-CG	Yes
APIM - Accessory Protocol Interface Module	DM5T-14D205-AF	Yes
BdyCM - Body Control Module	DV6T-14C094-BD	Yes
DDM - Driver's Door Module	????	Yes
DSM - Driver's Seat Module	????	Yes
DSP - (Audio) Digital Signal Processing Module	CT4T-18B849-AD	Yes
FCDIM - Front Control/Display Interface Module	????	No
FCIM - Front Controls Interface Module	CJ5T-14F565-FB	Yes
GPSM - Global Positioning System Module	DE8T-14F055-AC	Yes
HCM - Headlamp Control Module	????	Yes
HVAC - Heating Ventilation Air Conditioning	CJ5T-18D619-AF	Yes
IPC - Instrument Panel Control Module	CV4T-14C026-BU	Yes
IPMB - Image Processing Module B	????	No
OCS - Occupant Classification System Module	CJ54-S603B16-AG	Yes
PAM - Parking Aid Module	????	Yes
PCM - Powertrain Control Module	DJ5A-14C204-ABC	Yes
PDM - Passenger's Door Module	????	Yes
PSCM - Power Steering Control Module	CV6T-14C217-AG	Yes
RCM - Restraint Control Module	CJ5T-14C028-AH	Yes
RFA - Remote Function Actuator	????	Yes
RGTM - Rear Gate/Trunk Module	CJ5T-14C121-AJ	Yes
SASM - Steering Angle Sensor Module	????	Yes
SODL - Side Obstacle Detection Control Module - Left	????	Yes
SODR - Side Obstacle Detection Control Module - Right	????	Yes
TRM - Trailer Module	????	No

DTC Codes Present

Type	Module	DTC Code	Time Stamp	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Description
Ne work Tes	BdyCM	**B112D**		GGDS	Rear w ndow de ros %%h(LED)	28	15	C rcu Shor To Ba ery Or Open
	DSM	**U2100**		GGDS	n al Con gura on No Comple e	2E	00	No Add onal Fa lure Type n roma on or h s DTC
	PAM	**B129D**		GGDS	R gh Fron S de Sensor	2F	14	C rcu Shor To Ground Or Open
		U0131		GGDS	Los Commun ca on W h %%h(PSCM)	28	87	M ss ng Message

DTC Codes Present

Ne work Tes	PAM	**U0420**		GGDS	nval d Da a Rece ved From %%h(PSCM)	28	86	S gnal nval d
		U100B		GGDS	Sem -Au oma c Parallel Park ng Sys em	28	00	No Add onal Fa lure Type n roma on or h s DTC
	PCM	**P0113**		GGDS	%%h(AT) Sensor 1 C rcu H gh npu	27	00	No Add onal Fa lure Type n roma on or h s DTC
	RCM	**C0064**		GGDS	Roll Ra e Sensor	28	68	Even n orma on
	RFA	**B1367**		GGDS	R gh Rear Door Handle Unlock C rcu	6C	31	No S gnal
		B1372		GGDS	Le Rear Door Handle Unlock C rcu	6C	31	No S gnal
		B1399		GGDS	Personal sed Key Synchron sa on	68	05	Sys em Programm ng Fa lures
	RGTM	**C2006**		GGDS	Le Ac ua or	68	19	C rcu Curren Above Threshold

Type	Module	DTC Code	Time Stamp	DTC Version	DTC Description	Status Byte	Failure Byte	Failure Byte Description
UNKNOWN	BdyCM	**B112D**	2018/01/18 11 21 12	GGDS	Rear w ndow de ros %%h(LED)	28	15	C rcu Shor To Ba ery Or Open
	DDM	**U0140**	2018/01/18 11 21 12	GGDS	Los Commun ca on W h Body Con rol Module	2E	00	No Add onal Fa lure Type n roma on or h s DTC
	DSM	**U0140**	2018/01/18 11 21 12	GGDS	Los Commun ca on W h Body Con rol Module	2E	00	No Add onal Fa lure Type n roma on or h s DTC
		U2100	2018/01/18 11 21 12	GGDS	n al Con gura on No Comple e	2E	00	No Add onal Fa lure Type n roma on or h s DTC
	GPSM	**U0140**	2018/01/18 11 21 12	GGDS	Los Commun ca on W h Body Con rol Module	88	00	No Add onal Fa lure Type n roma on or h s DTC
	HVAC	**B10B9**	2018/01/18 11 21 12	GGDS	Blower Con rol	68	00	No Add onal Fa lure Type n roma on or h s DTC
		U0140	2018/01/18 11 21 12	GGDS	Los Commun ca on W h Body Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
		U2100	2018/01/18 11 21 12	GGDS	n al Con gura on No Comple e	28	00	No Add onal Fa lure Type n roma on or h s DTC
	PAM	**B129D**	2018/01/18 11 21 12	GGDS	R gh Fron S de Sensor	28	14	C rcu Shor To Ground Or Open
		U0131	2018/01/18 11 21 12	GGDS	Los Commun ca on W h %%h(PSCM)	28	87	M ss ng Message
		U0420	2018/01/18 11 21 12	GGDS	nval d Da a Rece ved From %%h(PSCM)	28	86	S gnal nval d
		U100B	2018/01/18 11 21 12	GGDS	Sem -Au oma c Parallel Park ng Sys em	28	00	No Add onal Fa lure Type n roma on or h s DTC
	PDM	**U0140**	2018/01/18 11 21 12	GGDS	Los Commun ca on W h Body Con rol Module	2E	00	No Add onal Fa lure Type n roma on or h s DTC
	RCM	**C0064**	2018/01/18 11 21 12	GGDS	Roll Ra e Sensor	28	68	Even n orma on
	RFA	**B1367**	2018/01/18 11 21 12	GGDS	R gh Rear Door Handle Unlock C rcu	6C	31	No S gnal
		B1372	2018/01/18 11 21 12	GGDS	Le Rear Door Handle Unlock C rcu	6C	31	No S gnal
		B1399	2018/01/18 11 21 12	GGDS	Personal sed Key Synchron sa on	68	05	Sys em Programm ng Fa lures
		U0140	2018/01/18 11 21 12	GGDS	Los Commun ca on W h Body Con rol Module	28	00	No Add onal Fa lure Type n roma on or h s DTC
	RGTM	**C2006**	2018/01/18 11 21 12	GGDS	Le Ac ua or	68	19	C rcu Curren Above Threshold
		U0140	2018/01/18 11 21 12	GGDS	Los Commun ca on W h Body Con rol Module	2E	00	No Add onal Fa lure Type n roma on or h s DTC
		U2100	2018/01/18 11 21 12	GGDS	n al Con gura on No Comple e	2E	00	No Add onal Fa lure Type n roma on or h s DTC

Tools Used

Tool Name	Entry	Exit
SELFTEST	2018/01/18 11:20:49	2018/01/18 11:22:37

Data Logger

DataLoggerCategory	TimeStamp
PCM LiveDisplayEntry Selected Parameters: ECT(TEMP), RPM #(RPM) LiveDisplayEntry	2018/01/18 11:26:16 2018/01/18 11:26:51

Fuel System - Tool not used

Engine Pump Result	Timestamp	FuelPressure	Unit

Leak Down Result

Injector Flow Result

Module Programming

Timestamp (2018/01/18 11:17:57)

Type	ModuleName	ModuleOldSw	ModuleNewSw	FailedModuleName
MR	PCM	DJ5A-12A650-ABC	DJ5A-12A650-AFC	

RIF Test - Tool not used

FPLD Test - Tool not used

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Snapshot	B112D:15-28	DIST_TOT_VEH	34386.77mi	Total Vehicle Distance
Snapshot	B112D:15-28	IN-CAR_TEMP	276.8F	Inside Car Temperature
Snapshot	B112D:15-28	MOD_SUP_V	14.75V	Module Supply Voltage
Snapshot	B112D:15-28	PWR_MODE_KEY	Running	Power Mode Key State
Snapshot	B112D:15-28	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	B112D:15-28	REALTIME	34599:45:00	Total time (ECU) has been active
Snapshot	B129D:14-28	DIST_TOT_VEH	46965.22mi	Total Vehicle Distance
Snapshot	B129D:14-28	IN-CAR_TEMP	217.4F	Inside Car Temperature
Snapshot	B129D:14-28	MAINPCM_V	12.5V	Control Module Voltage
Snapshot	B129D:14-28	OUTDR_TMP	55.4F	Outdoor Air Temperature
Snapshot	B129D:14-28	PWR_MODE_KEY	Ignition On	Power Mode Key State
Snapshot	B129D:14-28	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	B129D:14-28	REALTIME	41539:46:40	Total time (ECU) has been active
Snapshot	B1367:31-6C	GLOBTIM	32985:18:20	Global real time
Snapshot	B1367:31-6C	MAINECUV	14.75V	Main ECU voltage supply
Snapshot	B1367:31-6C	TOTDIST	34231.06mi	Total Vehicle Distance
Snapshot	B1372:31-6C	GLOBTIM	32985:18:20	Global real time
Snapshot	B1372:31-6C	MAINECUV	14.75V	Main ECU voltage supply
Snapshot	B1372:31-6C	TOTDIST	34231.06mi	Total Vehicle Distance
Snapshot	B1399:05-68	GLOBTIM	36829:58:20	Global real time
Snapshot	B1399:05-68	MAINECUV	11V	Main ECU voltage supply
Snapshot	B1399:05-68	TOTDIST	36034.16mi	Total Vehicle Distance
Snapshot	C2006:19-68	DIST_TOT_VEH	34257.52mi	Total Vehicle Distance
Snapshot	C2006:19-68	ECU_Int_Temp	60.8F	ECU Internal Temperature
Snapshot	C2006:19-68	MAIN_RGTM_V	14.75V	RGTM Main Voltage Supply
Snapshot	C2006:19-68	OUTDR_TMP	48.2F	Outdoor Air Temperature
Snapshot	C2006:19-68	PWR_MODE_KEY	Running	Power Mode Key State
Snapshot	C2006:19-68	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	C2006:19-68	REALTIME	33633:31:40	Total time (ECU) has been active
Snapshot	C2006:19-68	VPWR_RGTM	14.18V	RGTM Main Voltage Supply
Snapshot	U0131:87-28	DIST_TOT_VEH	46965.22mi	Total Vehicle Distance
Snapshot	U0131:87-28	IN-CAR_TEMP	190.4F	Inside Car Temperature
Snapshot	U0131:87-28	MAINPCM_V	11V	Control Module Voltage
Snapshot	U0131:87-28	OUTDR_TMP	50F	Outdoor Air Temperature
Snapshot	U0131:87-28	PWR_MODE_KEY	Ignition On	Power Mode Key State
Snapshot	U0131:87-28	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	U0131:87-28	REALTIME	41535:21:40	Total time (ECU) has been active
Snapshot	U0140:00-2E	DIST_TOT_VEH	46965.22mi	Total Vehicle Distance
Snapshot	U0140:00-2E	ECU_Int_Temp	64.4F	ECU Internal Temperature
Snapshot	U0140:00-28	GLOBTIM	41542:20:00	Global real time

Freeze Frame (IDS Classic only)

Type	DTC	Parameter	Value	Description
Snapshot	U0140:00-2E	INCARTMP	224.6F	In car temperature
Snapshot	U0140:00-28	MAINECUV	11.75V	Main ECU voltage supply
Snapshot	U0140:00-2E	MAIN_RGTM_V	11.75V	RGTM Main Voltage Supply
Snapshot	U0140:00-2E	OUTDR_TMP	57.2F	Outdoor Air Temperature
Snapshot	U0140:00-2E	OUTTMP	57.2F	External Temperature From Sensor
Snapshot	U0140:00-2E	POWER_MODE		Power Mode Status
Snapshot	U0140:00-2E	PWR_MODE_KEY	Ignition on power mode	Power Mode Key State
Snapshot	U0140:00-2E	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	U0140:00-2E	REALTIME	41542:20:00	Total time (ECU) has been active
Snapshot	U0140:00-28	TOTDIST	46945.96mi	Total Vehicle Distance
Snapshot	U0140:00-2E	VPWR_RGTM	11.97V	RGTM Main Voltage Supply
Snapshot	U0420:86-28	DIST_TOT_VEH	46371.81mi	Total Vehicle Distance
Snapshot	U0420:86-28	IN-CAR_TEMP	264.2F	Inside Car Temperature
Snapshot	U0420:86-28	MAINPCM_V	14.75V	Control Module Voltage
Snapshot	U0420:86-28	OUTDR_TMP	10.4F	Outdoor Air Temperature
Snapshot	U0420:86-28	PWR_MODE_KEY	Running	Power Mode Key State
Snapshot	U0420:86-28	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	U0420:86-28	REALTIME	41195:40:00	Total time (ECU) has been active
Snapshot	U100B:00-28	DIST_TOT_VEH	34279.89mi	Total Vehicle Distance
Snapshot	U100B:00-28	IN-CAR_TEMP	240.8F	Inside Car Temperature
Snapshot	U100B:00-28	MAINPCM_V	14.75V	Control Module Voltage
Snapshot	U100B:00-28	OUTDR_TMP	37.4F	Outdoor Air Temperature
Snapshot	U100B:00-28	PWR_MODE_KEY	Running	Power Mode Key State
Snapshot	U100B:00-28	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	U100B:00-28	REALTIME	34258:06:40	Total time (ECU) has been active
Snapshot	U2100:00-2E	DIST_TOT_VEH	46965.22mi	Total Vehicle Distance
Snapshot	U2100:00-2E	ECU_Int_Temp	64.4F	ECU Internal Temperature
Snapshot	U2100:00-2E	GLOBTIM	41539:40:00	Global real time
Snapshot	U2100:00-2E	MAINECUV	11.75V	Main ECU voltage supply
Snapshot	U2100:00-2E	MAIN_RGTM_V	11.75V	RGTM Main Voltage Supply
Snapshot	U2100:00-2E	OUTDR_TMP	57.2F	Outdoor Air Temperature
Snapshot	U2100:00-2E	PWR_MODE_KEY	Ignition on power mode	Power Mode Key State
Snapshot	U2100:00-2E	PWR_MODE_QF	Power Mode OK	Power Mode Quality Factor
Snapshot	U2100:00-2E	REALTIME	41542:20:00	Total time (ECU) has been active
Snapshot	U2100:00-2E	TOTDIST	46945.96mi	Total Vehicle Distance
Snapshot	U2100:00-2E	VPWR_RGTM	12.29V	RGTM Main Voltage Supply

Mode 6 Test Results (IDS Classic only) - Tool Not Used

Timestamp	Description	Test	Component	Limits	Value

PID Results in IDS Classic Self Test

Logical Address	Value	PID Description
D137	0	Number of Continuous DTCs with Pending or Confirmed Statu
FFFF02	C2006,TSB 13-06-21,12-12-2017,108.01	** Not Valid **

Technician Selected Symptoms (ETIS IDS only) - Tool not used

Symptom

Diagnosed Modules / Components (ETIS IDS only) - Tool not used

Component	RVC	WCC	Diagnosed Method

Vehicle Information

VIN	1FMCU9JX5EU[redacted]
Model Year	2014
Vehicle Line Description	ESCAPE
Engine Description	1.6L 16V DI TC I4 170PS SIGMA
Engine Trace Number	[redacted]
Transmission Description	6 SPD AUTO TRANS 6F MID-RANGE
Transmission Trace Number	[redacted]
Production Date	2013-02-13
Warranty Start Date	2013-03-12
Plant Description	LOUISVILLE PLANT BUILD

Vehicle WERS Feature Codes

FS B - SEAT-INDIVIDUAL-L/B DRV/PASS
DR E - 4 WHL L/H PART TIME DRIVE
AC G - DUAL ZONE AUTO TEMP CONTROL AC
CA WE - 5 DOOR LIGHT TRUCK
SE C6 - BASE #4 SERIES

Links to Other Session Files for this VIN

Vehicle Investigation Links

Warranty Claim (AWS)
GCQIS Reports
OWS Find a Vehicle Homepage
Additional Vehicle Information from SAVE

REDACTED FOR PRIVILEGE

Subject: Kenneth A Macalpine / NYCM Insurance // [redacted]

Please open the attached document. This document was digitally sent to you using an HP Digital Sending device.

nycm INSURANCE

New York Central Mutual Fire Insurance Company
1899 Central Plaza East, Edmeston NY 13335-1899
800-234-6926 nycm.com

06/27/2017

FORD MOTOR CO
PO BOX 70
DEERBORN MI 48121

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

JUL 10 2017

OFFICE OF THE
GENERAL COUNSEL

OGC Lit
Product Claims

JUL - 5 2017

Re: Policy No: [redacted]
D/L: 05/18/2017
Our File: [redacted]
Agent: 1K 8162 HARRIS HILL AGENCY INC
Insured: [redacted]

Dear SIR OR MADAME:

We are putting you on notice of our subrogation rights for our above captioned claim.

Our initial investigation has determined that A 2014 Ford Escape SE started on fire causing a total loss to the vehicle.

Our current reserve is $ 16,139.52.

We are writing to provide you with notice of New York Central Mutual's potential claim.

Should you require any further information, please feel free to contact the undersigned at 800-234-6926, extension [redacted]

Very truly yours,

[redacted]

Therese R. Silicato
Examiner II

TRS:trs

PLEASE CONTACT ME AS SOON AS POSSIBLE REGARDING THIS FIRE. REGARDING
YOUR COMPANY SENDING A REPRESENTATIVE TO BE INCLUDED IN THE INSPECTION OF THE FIRE FOR CAUSE AND ORIGIN. 800-234-6926 [redacted]

SINT (09/13)

CCC ONE MARKET VALUATION REPORT

Prepared for NEW YORK CENTRAL MUTUAL

REPORT SUMMARY

CLAIM INFORMATION

Owner	[redacted]
	Varysburg, NY [redacted]
Loss Vehicle	2014 Ford Escape SE 4WD
Loss Incident Date	05/18/2017
Claim Reported	05/24/2017

The CCC ONE® Market Valuation Report reflects CCC Information Services Inc.'s opinion as to the value of the loss vehicle, based on information provided to CCC by NEW YORK CENTRAL MUTUAL.

Loss vehicle has 11% greater than average mileage of 45,000.

INSURANCE INFORMATION

Report Reference Number	[redacted]
Claim Reference	
Adjuster	Examiner, Nycm
Appraiser	Comsearch, Inc
Odometer	50,000
Last Updated	06/05/2017 02:54 PM

VALUATION SUMMARY

Base Vehicle Value	**$ 14,662.00**
Condition Adjustment	+ $ 282.00
Adjusted Vehicle Value	**$ 14,944.00**
Vehicular Tax (8%)	+ $ 1,195.52
Tax reflects applicable state, county and municipal taxes.	
Value before Deductible	**$ 16,139.52**
Deductible	-$ 200.00
Total	**$ 15,939.52**

The total may not represent the total of the settlement as other factors (e.g. license and fees) may need to be taken into account.

BASE VEHICLE VALUE

This is derived from comparable vehicle(s) available or recently available in the marketplace at the time of valuation, per our valuation methodology described on the next page.

ADJUSTED VEHICLE VALUE

This is determined by adjusting the Base Vehicle Value to account for the actual condition of the loss vehicle and certain other reported attributes, if any, such as refurbishments and after factory equipment.

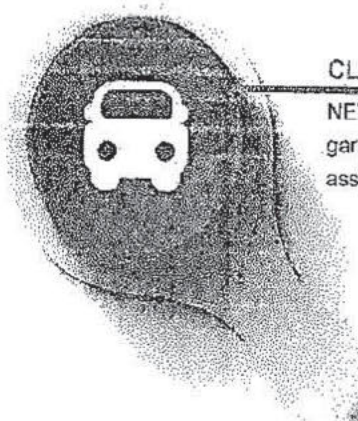
Inside the Report

Valuation Methodology....2
Vehicle Information....3
Vehicle Condition....6
Comparable Vehicles....7
Valuation Notes....11
Supplemental Information....12

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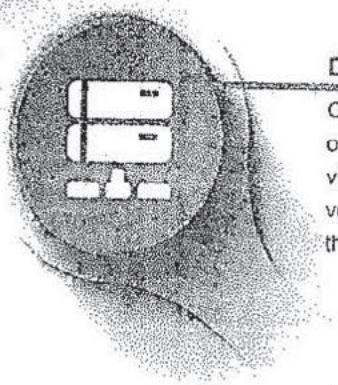
VALUATION METHODOLOGY

How was the valuation determined?



CLAIM INSPECTION

NEW YORK CENTRAL MUTUAL has provided CCC with the zip code where the loss vehicle is garaged, loss vehicle VIN, mileage, equipment, as well as loss vehicle condition, which is used to assist in determining the value of the loss vehicle.

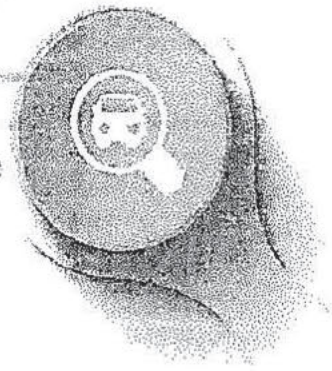


DATABASE REVIEW

CCC maintains an extensive database of vehicles that currently are or recently were available for sale in the U.S. This database includes vehicles that CCC employees have physically inspected, as well as vehicles advertised for sale by dealerships or private parties. All of these sources are updated regularly.

SEARCH FOR COMPARABLES

When a valuation is created the database is searched and comparable vehicles in the area are selected. The zip code where the loss vehicle is garaged determines the starting point for the search. Comparable vehicles are similar to the loss vehicle based on relevant factors.

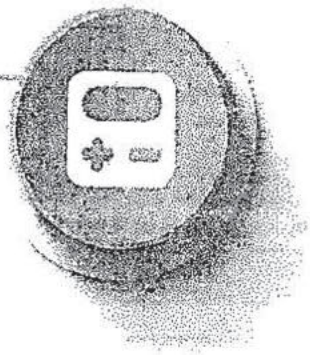


CALCULATE BASE VEHICLE VALUE

Adjustments to the price of the selected comparable vehicles are made to reflect differences in vehicle attributes, including mileage and options. Dollar adjustments are based upon market research.

Finally, the Base Vehicle Value is the weighted average of the adjusted values of the comparable vehicles based on the following factors:

- Source of the data (such as inspected versus advertised)
- Similarity (such as equipment, mileage, and year)
- Proximity to the loss vehicle's primary garage location
- Recency of information



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VEHICLE INFORMATION

VEHICLE DETAILS

Location	VARYSBURG, NY 14167
VIN	1FMCU9GX0EU[redacted]
Year	2014
Make	Ford
Model	Escape
Trim	SE
Body Style	4WD
Body Type	Sports Utility
Engine -	
Cylinders	4
Displacement	1.6L
Induction	Turbocharged
Fuel Type	Gasoline
Carburation	Gasoline Direct Injection
Transmission	Automatic Transmission Overdrive 4 Wheel Drive
Curb Weight	3645 lbs

Vehicles sold in the United States are required to have a manufacturer assigned Vehicle Identification Number(VIN). This number provides certain specifications of the vehicle.

Please review the information in the Vehicle Information Section to confirm the reported mileage and to verify that the information accurately reflects the options, additional equipment or other aspects of the loss vehicle that may impact the value.

VEHICLE HISTORY SUMMARY

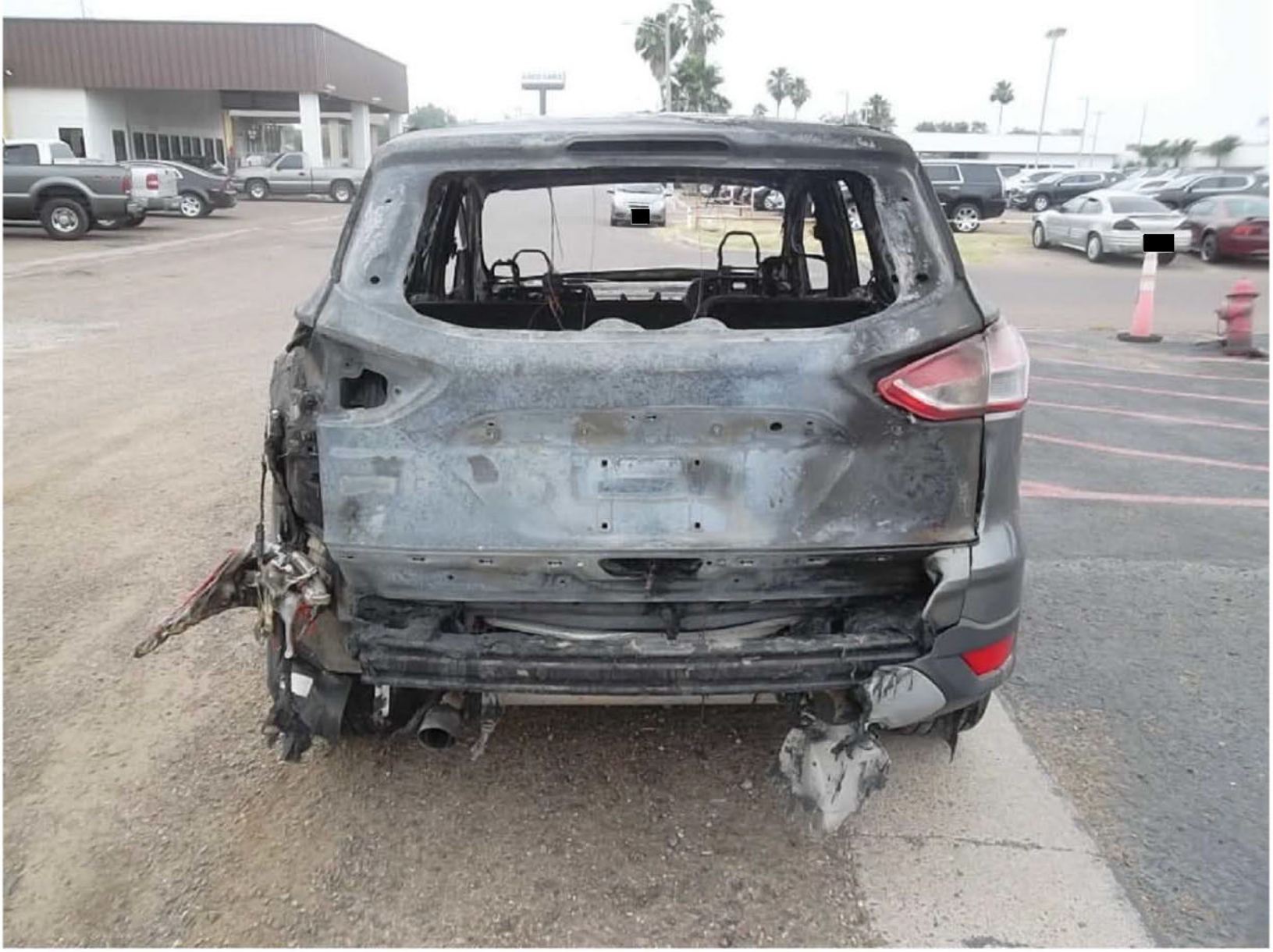
Experian AutoCheck	Title Check
National Highway Traffic Safety Administration	11 Recalls

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REDACTED FOR PRIVILEGE







REDACTED FOR PRIVILEGE

REDACTED FOR PRIVILEGE

Keith,

Engine build date is March 14, 2014, post cylinder head change. We'd like to get more detail and examine the vehicle. Thanks.

[redacted]

Randy Hansen
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
[redacted]
11D137 Building #1, Dearborn, MI

From: Love, Keith (K.A.)
Sent: Tuesday, July 11, 2017 12:39 PM
To: Hansen, Randy (R.F.); Kuhel, Doug (D.G.)
Subject: 1.6L Escape

The following VIN reported a vehicle fire. It was submitted to Ford as a subrogation. The VIN is 1FMCU9GX0EU[redacted]
Build date is 3/24/17. Please verify the head level.

[redacted]
Ford Motor Company
Automotive Safety Office
Fairlane Plaza South, Suite 500
[redacted]
Fax (313) 594-2268
e-mail: klove@ford.com

COMSEARCH, INC
308 Market Street
Warren, RI 02885
Phone: (800) 966-7334

Workfile ID: [redacted]

For:

NEW YORK CENTRAL MUTUAL
[redacted]EDMS- EDMESTON
Phone: (607) 965-8321

Estimate of Record

Owner: Macalpine, Melissa **Job Number:**

Written By: Makana Delovio ext: [redacted] NY 1317424
Adjuster: Examiner, NYCM, (607) 965-8321 Business

Insured:	[redacted]	Policy #:	[redacted]	Claim #:	[redacted]
Type of Loss:	COLLINJ - Comprehensive	Date of Loss:	5/18/2017 4:00 AM	Days to Repair:	0
Point of Impact:	22 Total Burn				

Owner:
[redacted]
VARYSBURG, NY [redacted]

Inspection Location:
1156CLINTON RD
BENNINGTON, NY 14037
Other [redacted]

Repair Facility:
TOTAL LOSS
Varysburg, NY [redacted]

VEHICLE

2014 FORD Escape SE 4WD 4D UTV 4-1.6L Turbocharged Gasoline Gasoline Direct Injection Red

VIN:	1FMCU9GX0EU[redacted]	Production Date:		Interior Color:	Black
License:		Odometer:	50,000	Exterior Color:	Red
State:	NY	Condition:	Good		

TRANSMISSION
Automatic Transmission
Overdrive
4 Wheel Drive
POWER
Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Power Driver Seat
DECOR
Dual Mirrors
Body Side Moldings
Privacy Glass
Overhead Console
CONVENIENCE
Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel
Backup Camera w/Parking Sensors
RADIO
AM Radio
Stereo
Search/Seek
CD Player
Auxiliary Audio Connection
Satellite Radio
Equalizer
SAFETY
Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device
Positraction
SEATS
Cloth Seats
Bucket Seats
Reclining/Lounge Seats
WHEELS
Aluminum/Alloy Wheels
PAINT
Clear Coat Paint
OTHER
Fog Lamps
Rear Spoiler
TRUCK
Power Trunk/Gate Release

Owner: Macalpine, Melissa **Job Number:**

2014 FORD Escape SE 4WD 4D UTV 4-1.6L Turbocharged Gasoline Gasoline Direct Injection Red

Console/Storage	FM Radio	Communications System

Owner: Macalpine, Melissa **Job Number:**

2014 FORD Escape SE 4WD 4D UTV 4-1.6L Turbocharged Gasoline Gasoline Direct Injection Red

Line		Oper	Description	Part Number	Qty	Extended Price $	Labor	Paint
1	#		OBVIOUS TOTAL LOSS - FIRE DAMAGE - BURN VEHICLE Note: OBVIOUS TOTAL LOSS - FIRE DAMAGE - BURN VEHICLE Open Items: - Exterior Panels / Inner Structural / Mechanical / Electrical / Safety Restraints / Drive Train System Components / Cabin Interior Components ect... Lic.[redacted]		1	12,860.00		
2	#		OPEN ITEMS: EXTERIOR PANELS / INNER STRUCTURAL / UNDER		1			
3	#		CARRIAGE / MECHANICAL / ELECTRICAL / CABIN INTERIOR		1			
4	#		COMPONENTS ECT...		1			
				SUBTOTALS		**12,860.00**	**0.0**	**0.0**

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				12,860.00
Subtotal				12,860.00
Sales Tax	$ 12,860.00	@	8.0000 %	1,028.80
Total Cost of Repairs				**13,888.80**
Deductible				200.00
Total Adjustments				**200.00**
Net Cost of Repairs				**13,688.80**

This is a visible damage estimate written by ComSearch, Inc. for the insurance company listed at the top of this estimate. It is not an authorization to repair, confirmation of claim coverage or acceptance of liability. The insurance company will determine claim coverage or liability, the actual cash value of this vehicle and if it will be deemed repairable or a total loss. All supplemental charges require prior approval.
All inquires should be directed to the insurance company on Page 1.

*******For all supplements, please contact our Customer Service Team at 800-234-6926. No supplements will be accepted without prior approval.*******

Owner: [redacted] **Job Number:**

2014 FORD Escape SE 4WD 4D UTV 4-1.6L Turbocharged Gasoline Gasoline Direct Injection Red

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR COMMERCIAL INSURANCE OR A STATEMENT OF CLAIM FOR ANY COMMERCIAL OR PERSONAL INSURANCE BENEFITS CONTAINING ANY MATERIALLY FALSE INFORMATION, OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO, AND ANY PERSON WHO, IN CONNECTION WITH SUCH APPLICATION OR CLAIM, KNOWINGLY MAKES OR KNOWINGLY ASSISTS, ABETS, SOLICITS OR CONSPIRES WITH ANOTHER TO MAKE A FALSE REPORT OF THE THEFT, DESTRUCTION, DAMAGE OR CONVERSION OF ANY MOTOR VEHICLE TO A LAW ENFORCEMENT AGENCY, THE DEPARTMENT OF MOTOR VEHICLES OR AN INSURANCE COMPANY, COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME, AND SHALL ALSO BE SUBJECT TO A CIVIL PENALTY NOT TO EXCEED FIVE THOUSAND DOLLARS AND THE VALUE OF THE SUBJECT MOTOR VEHICLE OR STATED CLAIM FOR EACH VIOLATION.

You are entitled to the return of all replaced parts, except warranty and exchange parts, but you must ask for them in writing before any work is done. If you authorize work by phone, the shop must keep any replaced parts, and make them available when you pick up the vehicle.

Owner: Macalpine, Melissa **Job Number:**

2014 FORD Escape SE 4WD 4D UTV 4-1.6L Turbocharged Gasoline Gasoline Direct Injection Red

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR2MK13, CCC Data Date 5/16/2017, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2017 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:
m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:
D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:
Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:
BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

Owner: Macalpine, Melissa **Job Number:**

2014 FORD Escape SE 4WD 4D UTV 4-1.6L Turbocharged Gasoline Gasoline Direct Injection Red

PURSUANT TO SECTION 2610 OF THE INSURANCE LAW, AN INSURANCE COMPANY CANNOT REQUIRE THAT REPAIRS BE MADE TO A MOTOR VEHICLE IN A PARTICULAR PLACE OR REPAIR SHOP. YOU HAVE THE RIGHT TO HAVE YOUR VEHICLE REPAIRED IN THE SHOP OF YOUR CHOICE.

1 Take Pic	[Image] 
Any tears, stains, or rips in interior? Please remove seat covers prior to taking photo if applicable	No
VIN Plate (if unreadable, explain)	[Image] 
Door VIN (if unreadable, explain)	[Image] 
Any obvious fluid leaks from the engine or transmission?	No

Passenger side front tire	[Image] 
Driver front tire	[Image] 
Driver rear tire	[Image] 
Passenger rear tire	[Image] 

Tire condition

5/24/2017

NADA Used Cars/Trucks

Vehicle Information

Vehicle:	2014 Ford Escape Utility 4D SE EcoBoost 4WD 1.6L I4 Turbo
Region:	Eastern
Period:	May 18, 2017
VIN:	1FMCU9GX0EU[redacted]
Mileage:	50,000
Weight:	3,645



NADA Used Cars/Trucks Values

	Base	Mileage Adj.	Option Adj.	Adjusted Value
Clean Retail	$16,075	N/A	N/A	**$16,075**

Selected Options

	Trade-In/Loan	Retail
Aluminum/Alloy Wheels	w/body	w/body

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©2017 J.D. Power and Associates

Steering Wheel	[Image] 
Overhead Console Area	[Image] 
Odometer (if unreadable explain)	[Image] 
Any Broken, Chipped or scratched glass?	Yes

Take Pic

Photos of decal and emblems (if applicable)	[Image] 
Photo of air bag and front seats from driver side, please remove seat covers prior to taking photo if applicable	[Image] 
Center Console	[Image] 

ProQuote

Broker Code	[redacted]	Country	United States
Claim Number			
VIN	[redacted]		
Year	2014		
Make	Ford	Model	Escape Se
Body Style	4dr Sport Utility		
Engine size	1.6L 4	DriveTrain	Four By Four
Loss Type	Burn	Primary Damage	Burn
Keys Available	No	Drivability Rating	Non-Start
Vehicle Location	[redacted]	Doc Type	
Repair Cost	[redacted]	ACV	[redacted]

ProQuote Result

$319

Low $319

High [redacted]

Quote ID [redacted]

Generated

[redacted]

5/24/2017

PE18-007 000762 ER

Driver side rear	[Image] 
Passenger side rear	[Image] 
Any parts or equipment not related to the loss missing?	No
Any external damage or rust NOT related to the accident?	No
Photos of decal and emblems	[Image] 

Engine	[Image] 
Inner fender aprons	[Image] 
Radiator support	[Image] 

NEW YORK CENTRAL MUTUAL FIRE - Monday, May 22, 2017 8:39:06 PM (**Yard035 NY - ROCHESTER**)

User Name	Yard035 NY - ROCHESTER
User #	127
Form Started	5/22/2017 8:39:06 PM
Form Submitted	5/22/2017 8:49:17 PM
Lot Number	[redacted]
Claim Number	[redacted]
Passenger side front	[Image] 
Driver side front	[Image] 

06/05/2017 09:47:07

WIELAND AUTOMOTIVE

[redacted] DEPEW, NEW YORK [redacted] * PHONE [redacted] FACILITY [redacted]

Customer	Vehicle	PO #	Date Printed	Invoice
[redacted]			5/18/2017	[redacted]

[redacted] VARYSBURG, NY [redacted]
Phone: Ext: Cell:
Phone2: Fax:
Writer:

Plate: [redacted]
VIN: 1FMCU9GX0EU[redacted]
Make: 2014 FORD
Model: ESCAPE

Motor Hrs:
Motor:
Unit #:
Miles: 50424
Date Created: 5/18/2017

Work to be Performed

LOF

Qty	Part / Tech	Description	Parts	Labor
5.00	5W20	BULK OIL	9.00	
1.00	130	OIL FILTER	7.00	
	ANDY/ 18EE	DRAIN AND REFILL WITH SEMI-SYNTHETIC OIL , REPLACE OIL FILTER, LUBE CHASSIS(IF POSSIBLE) TOP OFF FLUIDS, CHECK AND RESET TIRE PRESSURES, INSPECT BELTS AND HOSES, CHECK AIR FILTER.		15.95

PAID

MC

Service Recommendations

Labor	15.95
Parts	16.00
Addl Charges	0.00
	0.00
	0.00
Towing	0.00
Sublet	0.00
Sales Tax	2.80
Shop Chg	0.00
F.E.T.	0.00
Inspection	0.00
Amount Pd	0.00
Total Due	$34.75

Cars must be picked up within 48 hours after completion, otherwise storage charges will be incurred.
Invoices unpaid after 45 days are subject to 2% interest per month.
If your check is returned for non-sufficient funds, you expressly authorize your account to be electronically

I hereby authorize you to perform the above repair work including necessary parts and materials set forth. Additional labor, parts or materials may be required to repair the vehicle, and further such repairs shall not be performed until I have authorized them either in writing or verbally. You and your employees are authorized to operate the vehicle on streets, highways or elsewhere at my risk for the purpose of test inspection and delivery. It is understood and agreed the repair facility is not responsible for any loss or damage to vehicle.

X _____
Received By

34.75

NEW YORK CENTRAL MUTUAL
AUTO LOSS NOTICE
Transmitted From NYCM Fax#: 607-965-2136

Claim No.:	[redacted]
Claims Image Territory:	1K
Agent Name:	HARRIS HILL AGENCY INC
Agent Phone:	[redacted]
Date/Time Submitted:	05-18-2017 12:23:19 PM
Policy Number:	[redacted]
Insured Name:	[redacted]
Insured Address:	[redacted] VARYSBURG NY, [redacted]
Insured Phone:	[redacted]
Claim Contact	
Contact Name:	[redacted]
Contact Address:	[redacted] VARYSBURG NY, [redacted]
Contact Phone:	[redacted]
Date/Time of Loss:	05-18-2017
Trip over 100 Miles from home:	NO
Trip Delayed:	NO
Unexpected Lodging:	
Alcohol Involvement:	NO
Tickets Issued for DWI:	
Tickets Issued To:	
Accident Forgivness Plus:	NO
LOCATION OF ACCIDENT	[redacted] bennington NY,
Primary Loss Cause:	FIRE DAMAGE TO VEHICLE
Catastrophe Loss?:	NO
SIU DETAILS	
Suspicious Claim:	NO
Vehicle Fled Scene:	NO

REPORTER 1

Reported by:	CUSTOMER SERVICE CENTER
Reported Date/Time:	05-18-2017 12:03 PM
Reported Role:	INSURED
Reported By Name:	Kenneth A Macalpine
Reported By Address:	[redacted] VARYSBURG NY, [redacted]
Reported By Phone:	[redacted]
Loss Statment:	INSD HAD JUST GIT OIL CHANGED ON TRANSIT RD LANCASTER WAS DRIVING VEH HOME WHEN VEH CAUGHT FIRE.

AUTHORITY 1

What type of Department:	FIRE DEPARTMENT
Reported Date:	05-18-2017
Reported Number:	
Department Name:	Cowelsville Fire Co
Injuries on Report:	NO
Did they respond to the scene:	YES
Report Available:	

COVERED RISK 1

2014 FORD ESCAPE SE

Class:	48NFMP20
Liability:	100000
OTC:	200.00
Collision:	200.00
Premium:	

VEHICLE 1

Customer Type:	INSURED
Vehicle Type:	INSURED VEHICLE
Body Style:	SUV
Color:	
Odometer Value:	50000
Risk:	FORD ESCAPE SE 2014
Owner Name:	[redacted]
Owner Address:	[redacted] VARYSBURG NY, [redacted]
Owner Phone:	[redacted]
VIN:	1FMCU9GX0EU[redacted]
License Plate Number:	
License Plate State:	NY
Vehicle Parked:	NO
Driver Name:	[redacted]

Driver Address:	[redacted] VARYSBURG NY, [redacted]
Driver Phone:	[redacted]
Claimant Liable for Damages:	NO
Damage Amount:	UNKNOWN
Total Number of Occupants:	1
Vehicle Driveable:	NO
Glass Damage:	UNKNOWN
Towed from Scene:	YES
Unrecovered Theft:	NO
After Market Installation:	UNKNOWN
Sound Reproducing Equipment:	NO
Electronic Equipment:	NO
Custom Accessories:	NO
Discs, Tapes, Audio:	NO
Airbags Deployed:	NO
Total Loss:	YES
Permission to Move Vehicle:	UNKNOWN
Primary Point of Contact:	22. Total Burn
Secondary Point of Contact:	
Severity of Damage:	
Prior Damage:	
Vehicle Location:	OTHER
Other Vehicle Location:	UNKN
Address:	NY,
Phone:	
Permission to Pay Repair Facility Directly:	UNKNOWN
Predicted Method of Inspection:	
Rental Vehicle:	UNKNOWN

NOTICE: Any person who knowingly and with intent to defraud any insurance company or other person files a statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall also be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation.

REDACTED FOR PRIVILEGE

REDACTED FOR PRIVILEGE

Safeco Insurance™
A Liberty Mutual Company

Safeco Insurance Company of Illinois

Mailing Address:
P.O. Box 515097
Los Angeles, CA 90051-5097

Phone: (800) 332-3226
(636) 326-8711
Fax: (888) 268-8840

April 28, 2017

OGC Lit
Product Claims

MAY 4 2017

Ford Motor Company
Attn: Liability Claims
Po Box 70
Dearborn, MI 48121

[redacted]

Claim Number: [redacted]
Insured Name:
Date of Loss: March 29, 2017
Policy Number: [redacted]
Underwriting Company: Safeco Insurance Company of Illinois
Your Insured: Ford Motor Company
Your Claim Number: [redacted]

To whom it may concern:

You should have received a report from your insured concerning the loss which caused damage to our insured's property. The facts we have developed reveal your insured's negligence was the cause of this damage.

We provide coverage to our insured for damages resulting from this loss. Should any payment be made under our policy, we have the legal right of our insured to recover from your policyholder. Should you make any settlement direct with our insured, it must provide for reimbursement of any amount paid by us.

Our insured's vehicle was determined to be a total loss. To date, salvage is still pending. Your office will be notified immediately once the salvage process is resolved so that the claim amount can be adjusted accordingly.

Our insured's vehicle is currently being retained as evidence at Copart-Wheeling IL. If you would like to inspect the vehicle please contact me to schedule a time.

If you have any questions or concerns, please contact **Meredith Woods at (800) 332-3226 Ext.** [redacted] Thank you for your attention to this matter.

Sincerely,

Meredith Woods, AIC-M
[redacted]
(800) 332-3226 [redacted] Fax: (888) 268-8840
meredith.woods@libertymutual.com

Safeco Insurance
A Liberty Mutual Company

Safeco Insurance Company of Illinois

Mailing Address:
P.O. Box 515097
Los Angeles, CA 90051-5097

Phone: (800) 332-3226
Fax: (888) 268-8840

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
APR 26 2017

OFFICE OF THE,
GENERAL COUNSEL
APR 26 2017

OGC Lit
Product Claims

April 19, 2017

Ford Motor Company
Po Box 70
Dearborn, MI 48121

Claim Number:	[redacted]
Insured Name:	
Date of Loss:	March 29, 2017
Policy Number:	[redacted]
Underwriting Company:	Safeco Insurance Company of Illinois
Your Insured:	Ford Motor Company
Your Claim Number:	[redacted]

Dear Ford Motor Company:

You should have received a report from your insured concerning the loss which caused damage to our insured's property. The facts we have developed reveal your insured's negligence was the cause of this damage.

Our insured's vehicle was determined to be a total loss. To date, salvage is still pending. Your office will be notified immediately once the salvage process is resolved so that the claim amount can be adjusted accordingly.

Recovery breakdown:

[redacted]

incident State?

CPR 11397.78
LOU $118.88
TOW
OTHER
DED 500.00
SALV Pending
TOTAL Pending

If you have any questions or concerns, please contact at **(800) 332-3226** . Thank you for your attention to this matter.

Sukhbir Chadha
Subrogation Personal Lines auto
1400 S Hwy Dr/ suite 100
Fenton, Mo 63026
800-332-3226 [redacted] or
[redacted]
Sukhbir.Chadha@safeco.com

[redacted]

ERSKINELAW

MICHIGAN

April 28, 2017

Mr. Sukhbie Chadha
Safeco Insurance
P.O. Box 515097
Los Angeles, CA 90051-5097

via Email

Re: Your Claim No.: [redacted]
Your Insured: [redacted]
DOL: 03-29-2017

Dear Mr. Chadha,

Please be advised that Ford Motor Company has retained our office to handle your recently submitted subrogation claim regarding the above-referenced customer. In order to efficiently process and consider your claim, we request that you provide us with the following information: (Please note that the information requested is in regard to the Ford manufactured vehicle.)

1. Your insured's statement with a complete description of the incident, including events that occurred prior to and subsequent to the loss.
2. A copy of the police and/or fire department report.
3. Clear color photographs of the vehicle's collision/fire damage & the alleged defective parts, from several different angles.
4. Color photographs of the inside of the vehicle showing the steering wheel, dash and roof areas.
5. Color photographs of the accident/fire scene from several different angles.
6. A copy of your expert's report and the expert's color photographs.
7. Attach the repair estimate, repair order, or your total loss worksheet for the vehicle's damage and any losses associated with this incident, and copies of draft payments.
8. Attach the complete service history for the subject vehicle, including any tune-ups or oil changes.
9. Attach a complete damage listing and proofs.

Please answer the following below or on a separate page. If you need additional space, please use another page.

10. What was the city and state of occurrence? Deerfield IL
11. The 17 digit vehicle identification number: 3FA6P0HR6DR[redacted]
12. What was the mileage at time of occurrence?

12. What was the mileage at time of occurrence?

Unk

13. What is the alleged defect?

Coolant Level Sensor System

14. Has the alleged defective part been repaired or replaced? (circle one) **Yes** or **No**

15. What is the current location of the vehicle, and the alleged defective part(s)?

Copart [redacted] Wheeling IL [redacted]

16. List all after market additions or modifications that were made to the vehicle: None

17. Were the keys in the ignition? (circle one) **Yes** or **No**

18. Was the engine running? (circle one) **Yes** or **No**

19. Was this vehicle purchased new or used?

NEW

20. If purchased used, provide the date of purchase, mileage at the time of purchase, and from whom the vehicle was purchased:

June 2013

21. Does the insured's vehicle have any type of sensors or driver monitoring/tracking device from the vehicle insurer? NO If yes, please provide a copy of any data/report recorded from the loss.

Once you have compiled the requested information regarding this matter, please send it to the address above. If you prefer to send the information electronically, you can e-mail it to me at merskine@erskinelawgroup.com. Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 90 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until the above information has been submitted and a determination has been made as to whether an inspection is warranted.

Please be advised that all necessary steps should be taken to ensure that the incident scene, the subject vehicle, and all of its components parts are maintained and preserved. Ford Motor Company has the right to inspect the scene and the vehicle, remove and test any vehicle component part that you claim to be defective, and to be presented with the vehicle and subject component part(s) at the time of trial, should litigation ensue from this informal claim.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Thank you for your attention to these matters. Should you have any questions, please feel free to e-mail me at your convenience, merskine@erskinelawgroup.com. I look forward to working with you on this matter.

Very truly yours,

[redacted]

Margaret Mason Erskine



108

Claim Reference Id:	[redacted]
File Name:	PHOTO29
File Date:	04/04/2017
Label:	108
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber:[redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



124

Claim Reference Id:	[redacted]
File Name:	PHOTO22
File Date:	04/04/2017
Label:	124
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber [redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



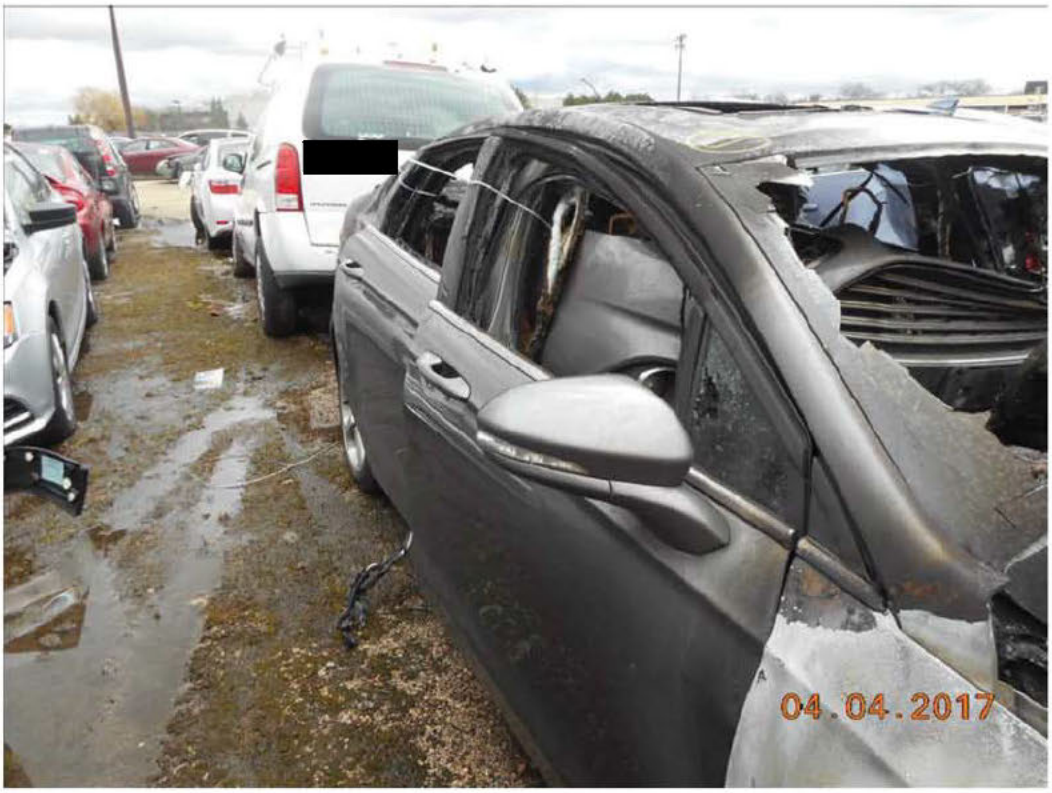
130

Claim Reference Id:	[redacted]
File Name:	PHOTO21
File Date:	04/04/2017
Label:	130
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber [redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



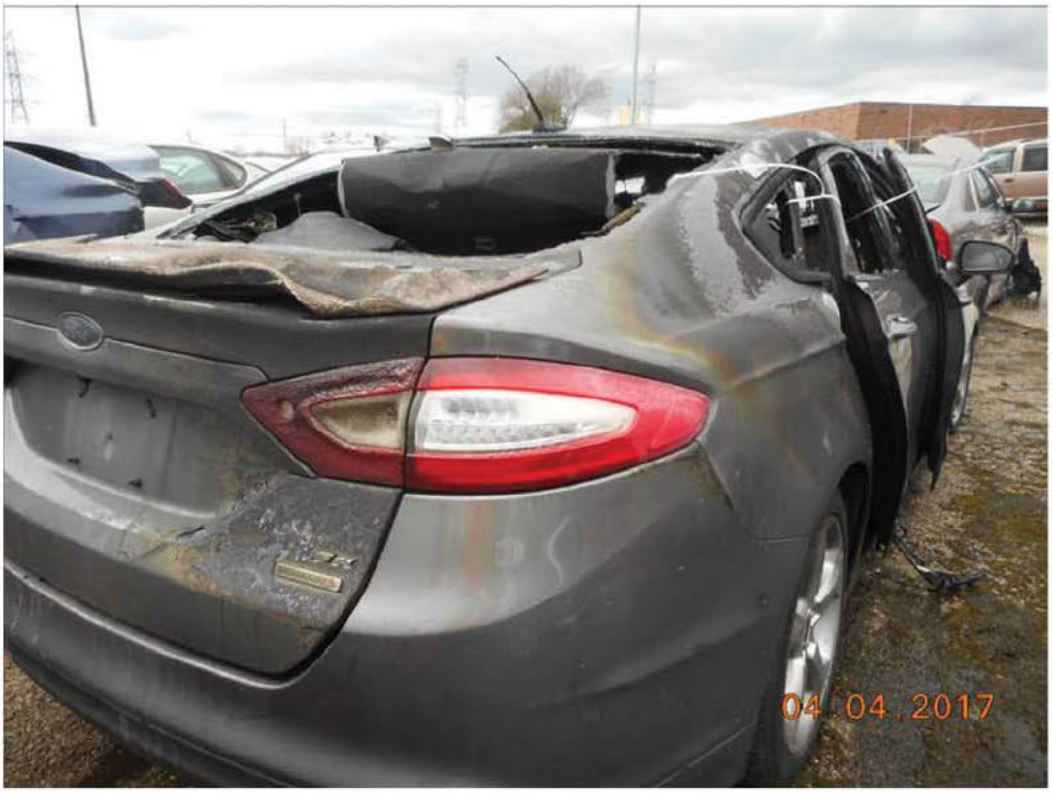
121

Claim Reference Id:	[redacted]
File Name:	PHOTO28
File Date:	04/04/2017
Label:	121
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber:[redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



103

Claim Reference Id:	[redacted]
File Name:	PHOTO25
File Date:	04/04/2017
Label:	103
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber:[redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



110

Claim Reference Id:	[redacted]
File Name:	PHOTO18
File Date:	04/04/2017
Label:	110
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber:[redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



116

Claim Reference Id: [redacted]
File Name: PHOTO27
File Date: 04/04/2017
Label: 116
Note: Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber:[redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location: Copart Wheeling
Photo Taken By: JULIE OTTO
Estimate Indicator: E01



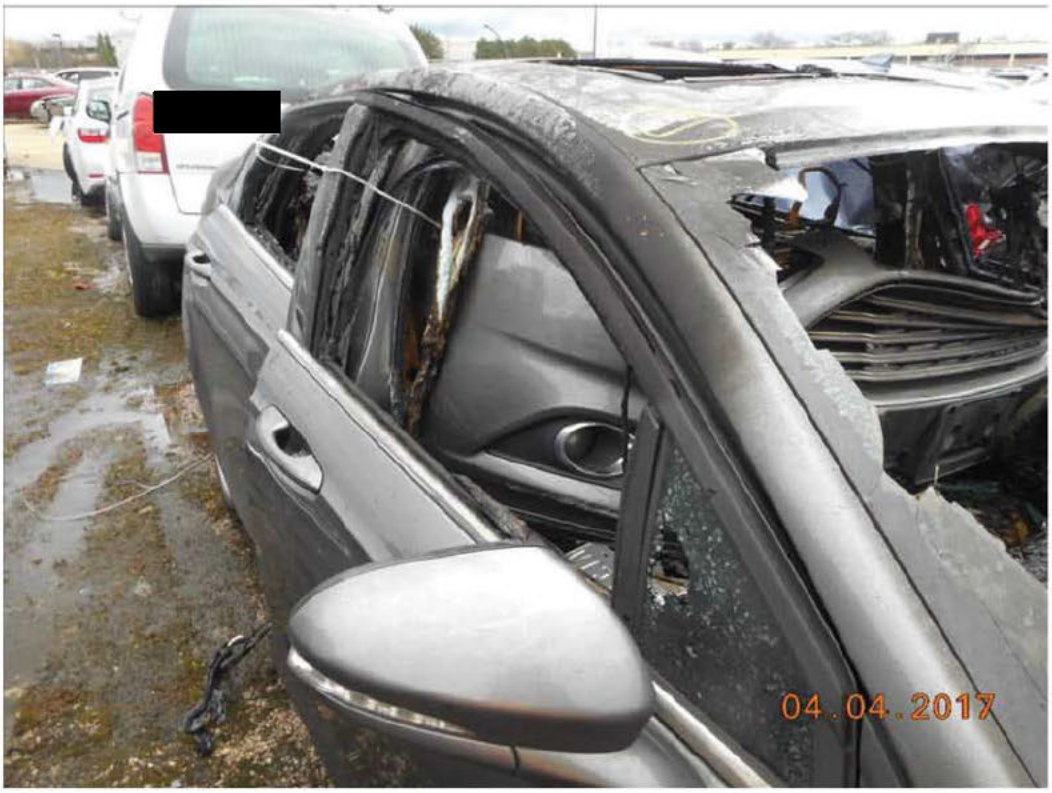
118

Claim Reference Id:	[redacted]
File Name:	PHOTO26
File Date:	04/04/2017
Label:	118
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber:[redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



127

Claim Reference Id:	[redacted]
File Name:	PHOTO20
File Date:	04/04/2017
Label:	127
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber:[redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



106

Claim Reference Id:	[redacted]
File Name:	PHOTO19
File Date:	04/04/2017
Label:	106
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber [redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



117

Claim Reference Id:	[redacted]
File Name:	PHOTO17
File Date:	04/04/2017
Label:	117
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber [redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



113

Claim Reference Id: [redacted]
File Name: PHOTO24
File Date: 04/04/2017
Label: 113
Note: Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber:[redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location: Copart Wheeling
Photo Taken By: JULIE OTTO
Estimate Indicator: E01



125

Claim Reference Id:	[redacted]
File Name:	PHOTO15
File Date:	04/04/2017
Label:	125
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber [redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



128

Claim Reference Id:	[redacted]
File Name:	PHOTO23
File Date:	04/04/2017
Label:	128
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber:[redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



109

Claim Reference Id: [redacted]
File Name: PHOTO16
File Date: 04/04/2017
Label: 109
Note: Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber:[redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location: Copart Wheeling
Photo Taken By: JULIE OTTO
Estimate Indicator: E01



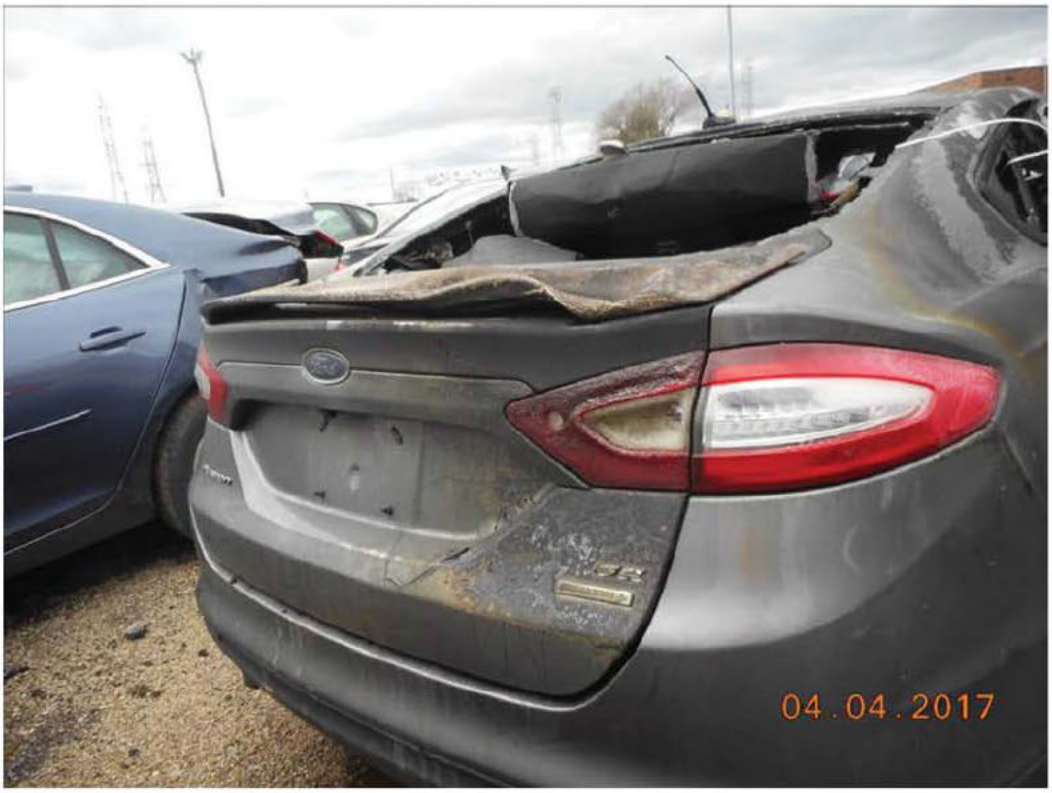
107

Claim Reference Id: [redacted]
File Name: PHOTO14
File Date: 04/04/2017
Label: 107
Note: Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber:[redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location: Copart Wheeling
Photo Taken By: JULIE OTTO
Estimate Indicator: E01



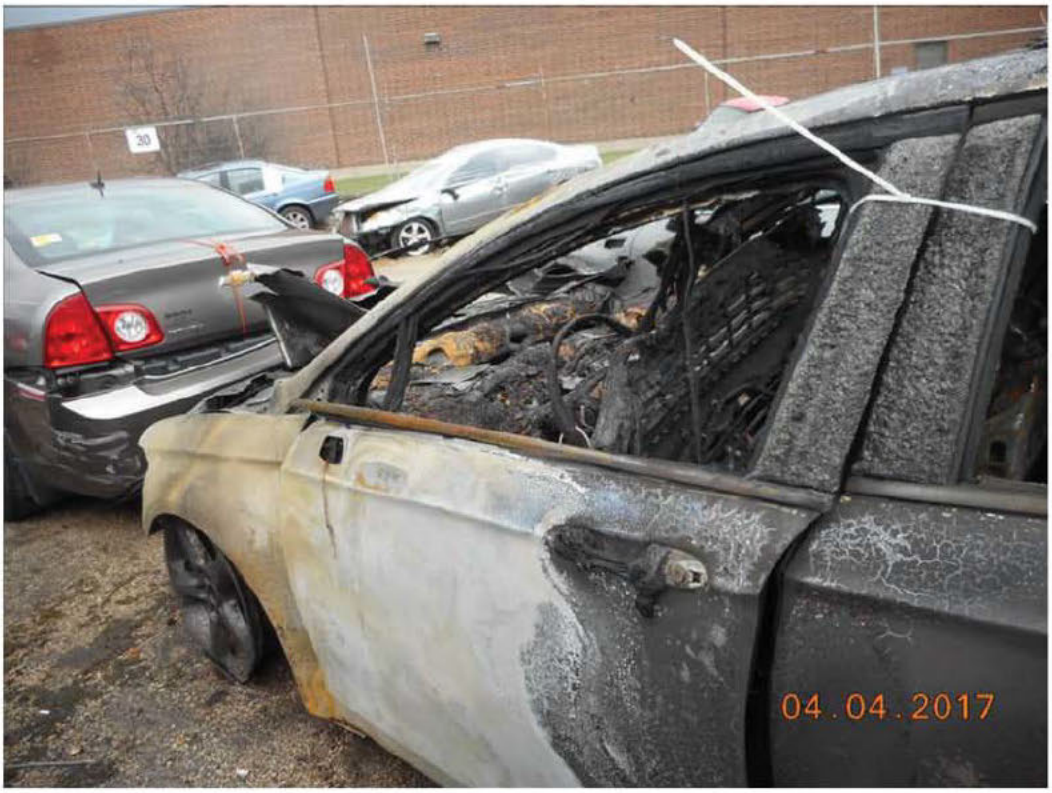
102

Claim Reference Id: [redacted]
File Name: PHOTO5
File Date: 04/04/2017
Label: 102
Note: Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber [redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location: Copart Wheeling
Photo Taken By: JULIE OTTO
Estimate Indicator: E01



112

Claim Reference Id:	[redacted]
File Name:	PHOTO6
File Date:	04/04/2017
Label:	112
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber:[redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



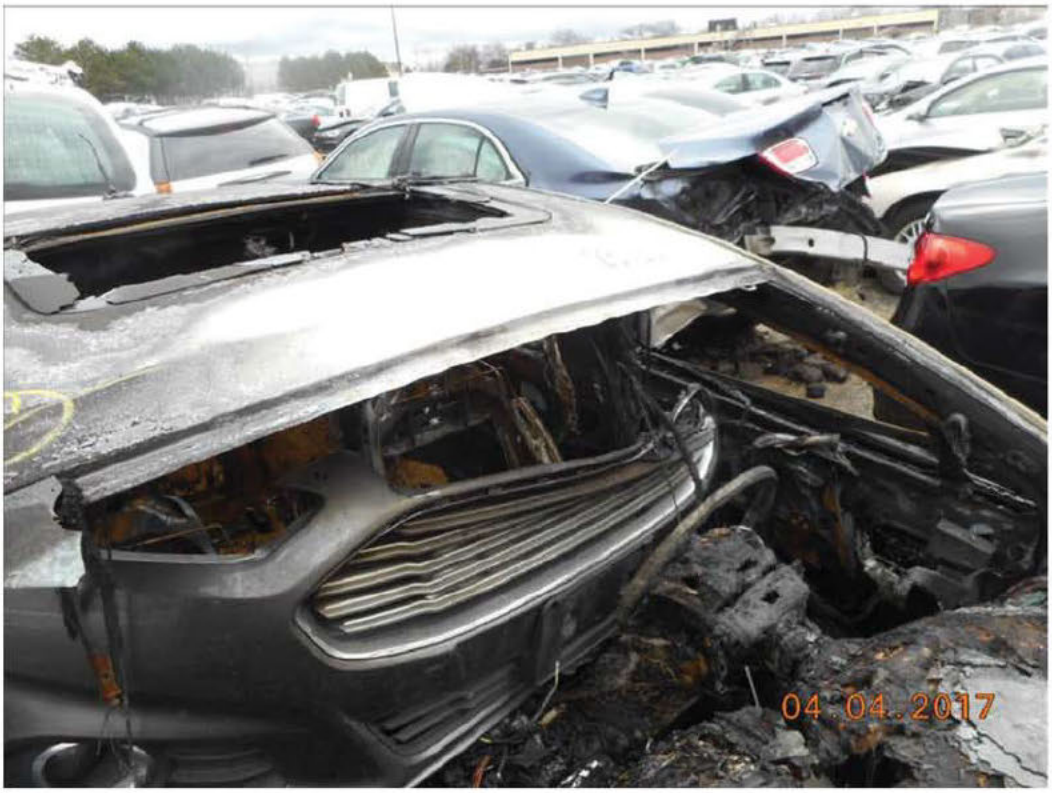
119

Claim Reference Id:	[redacted]
File Name:	PHOTO3
File Date:	04/04/2017
Label:	119
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber:[redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



105

Claim Reference Id:	[redacted]
File Name:	PHOTO13
File Date:	04/04/2017
Label:	105
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber:[redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



104

Claim Reference Id:	[redacted]
File Name:	PHOTO12
File Date:	04/04/2017
Label:	104
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber [redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



120

Claim Reference Id:	[redacted]
File Name:	PHOTO4
File Date:	04/04/2017
Label:	120
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber [redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



129

Claim Reference Id:	[redacted]
File Name:	PHOTO9
File Date:	04/04/2017
Label:	129
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber [redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



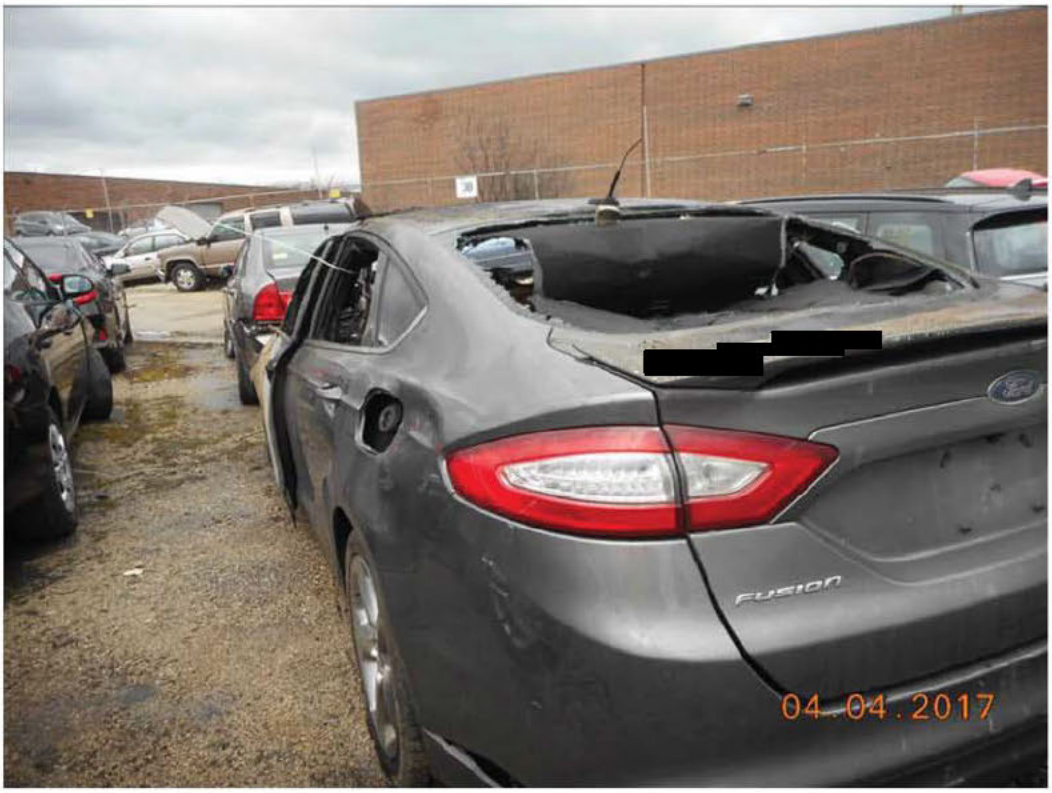
123

Claim Reference Id:	[redacted]
File Name:	PHOTO11
File Date:	04/04/2017
Label:	123
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber:[redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



111

Claim Reference Id: [redacted]
File Name: PHOTO2
File Date: 04/04/2017
Label: 111
Note: Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber [redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location: Copart Wheeling
Photo Taken By: JULIE OTTO
Estimate Indicator: E01



114

Claim Reference Id:	[redacted]
File Name:	PHOTO10
File Date:	04/04/2017
Label:	114
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber[redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



126

Claim Reference Id: [redacted]
File Name: PHOTO7
File Date: 04/04/2017
Label: 126
Note: Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber [redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location: Copart Wheeling
Photo Taken By: JULIE OTTO
Estimate Indicator: E01



115

Claim Reference Id:	[redacted]
File Name:	PHOTO1
File Date:	04/04/2017
Label:	115
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber[redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01



122

Claim Reference Id:	[redacted]
File Name:	PHOTO8
File Date:	04/04/2017
Label:	122
Note:	Style:2013,FORD,Fusion SE FWD|LossDate:03/29/2017|PolicyNumber [redacted] aimRepresentative:QUIANA MCKINNEY|ShopName:Copart Wheeling|VIN:3FA
Photo Location:	Copart Wheeling
Photo Taken By:	JULIE OTTO
Estimate Indicator:	E01

CCC ONE MARKET VALUATION REPORT

Prepared for SAFECO INSURANCE COMPANY OF ILLINOIS

REPORT SUMMARY

CLAIM INFORMATION

Owner	[redacted]
	Saint Louis, MO [redacted]
Loss Vehicle	2013 Ford Fusion SE FWD
Loss Incident Date	03/29/2017
Claim Reported	04/04/2017

INSURANCE INFORMATION

Report Reference Number	[redacted]
Claim Reference	
Adjuster	Moore, Quiana
Odometer	UNKNOWN
Last Updated	04/05/2017 08:02 AM

VALUATION SUMMARY

Base Vehicle Value	**$ 11,423.00**
Condition Adjustment	- $ 315.00
Adjusted Vehicle Value	**$ 11,108.00**
Vehicular Tax (7.11%)	+ $ 790.11
Tax reflects applicable state, county and municipal taxes.	
Value before Deductible	**$ 11,898.11**
Deductible	- $ 500.00
Total	**$ 11,398.11**

The total may not represent the total of the settlement as other factors (e.g. license and fees) may need to be taken into account.

The CCC ONE® Market Valuation Report reflects CCC Information Services Inc.'s opinion as to the value of the loss vehicle, based on information provided to CCC by SAFECO INSURANCE COMPANY OF ILLINOIS.

Valuation was calculated assuming average mileage of 64,300 since no odometer value was provided.

BASE VEHICLE VALUE

This is derived from comparable vehicle(s) available or recently available in the marketplace at the time of valuation, per our valuation methodology described on the next page.

ADJUSTED VEHICLE VALUE

This is determined by adjusting the Base Vehicle Value to account for the actual condition of the loss vehicle and certain other reported attributes, if any, such as refurbishments and after factory equipment.

Inside the Report

Valuation Methodology..... 2
Vehicle Information..... 3
Vehicle Condition..... 6
Comparable Vehicles..... 7
Valuation Notes..... 11
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VALUATION METHODOLOGY

How was the valuation determined?



CLAIM INSPECTION

SAFECO INSURANCE COMPANY OF ILLINOIS has provided CCC with the zip code where the loss vehicle is garaged, loss vehicle VIN, mileage, equipment, as well as loss vehicle condition, which is used to assist in determining the value of the loss vehicle.



DATABASE REVIEW

CCC maintains an extensive database of vehicles that currently are or recently were available for sale in the U.S. This database includes vehicles that CCC employees have physically inspected, as well as vehicles advertised for sale by dealerships or private parties. All of these sources are updated regularly.

SEARCH FOR COMPARABLES

When a valuation is created the database is searched and comparable vehicles in the area are selected. The zip code where the loss vehicle is garaged determines the starting point for the search. Comparable vehicles are similar to the loss vehicle based on relevant factors.



CALCULATE BASE VEHICLE VALUE

Adjustments to the price of the selected comparable vehicles are made to reflect differences in vehicle attributes, including mileage and options. Dollar adjustments are based upon market research.

Finally, the Base Vehicle Value is the weighted average of the adjusted values of the comparable vehicles based on the following factors:

- Source of the data (such as inspected versus advertised)
- Similarity (such as equipment, mileage, and year)
- Proximity to the loss vehicle's primary garage location
- Recency of information



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VEHICLE INFORMATION

VEHICLE DETAILS

Location	SAINT LOUIS, MO [redacted]
VIN	3FA6P0HR6DR [redacted]
Year	2013
Make	Ford
Model	Fusion
Trim	SE
Body Style	FWD
Body Type	Sedan
Engine -	
Cylinders	4
Displacement	1.6L
Induction	Turbocharged
Fuel Type	Gasoline
Carburation	Direct Injection
Transmission	Automatic Transmission Overdrive
Curb Weight	3323 lbs

Vehicles sold in the United States are required to have a manufacturer assigned Vehicle Identification Number(VIN). This number provides certain specifications of the vehicle.

Please review the information in the Vehicle Information Section to confirm the reported mileage and to verify that the information accurately reflects the options, additional equipment or other aspects of the loss vehicle that may impact the value.

VEHICLE ALLOWANCES

Odometer	UNKNOWN	
Options		
Electric Glass Roof	Reported*	+ 500

Reported* Option(s) added after initial valuation

Allowances are factors influencing the value of the loss vehicle when compared to a typical vehicle. The typical vehicle is a vehicle of the same year, make, and model as the loss vehicle, including average mileage, and all standard equipment. These allowances are displayed for illustrative purposes only.

The Base Vehicle Value is calculated from the comparable vehicles with adjustments to reflect the loss vehicle configuration

VEHICLE HISTORY SUMMARY

Experian AutoCheck	No Title Problem Found
National Highway Traffic Safety Administration	10 Recalls

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Owner: [redacted]
Claim: [redacted]

VEHICLE INFORMATION

VEHICLE EQUIPMENT

Odometer	UNKNOWN	
Transmission	Automatic Transmission	✓
	Overdrive	📋
Power	Power Steering	✓
	Power Brakes	✓
	Power Windows	✓
	Power Locks	✓
	Power Mirrors	✓
	Power Driver Seat	✓
	Power Trunk/Gate Release	✓
Decor/Convenience	Air Conditioning	✓
	Climate Control	✓
	Tilt Wheel	✓
	Cruise Control	✓
	Rear Defogger	✓
	Intermittent Wipers	✓
	Console/Storage	✓
	Overhead Console	✓
	Keyless Entry	✓
	Telescopic Wheel	✓
	Message Center	✓
Seating	Cloth Seats	✓
	Bucket Seats	✓
Radio	AM Radio	✓
	FM Radio	✓
	Stereo	✓
	Search/Seek	✓
	CD Player	✓
	Steering Wheel Touch Controls	✓
	Auxiliary Audio Connection	✓
	Satellite Radio	✓
Wheels	Aluminum/Alloy Wheels	✓

To the left is the equipment of the loss vehicle that SAFECO INSURANCE COMPANY OF ILLINOIS provided to CCC.

✓ **Standard** This equipment is included in the base configuration of the vehicle at time of purchase.

📋 **Additional** Equipment that is not Standard but was noted to be on the loss vehicle.

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VEHICLE INFORMATION

VEHICLE EQUIPMENT

Roof	Electric Glass Roof	
Safety/Brakes	Air Bag (Driver Only)	✓
	Passenger Air Bag	✓
	Anti-lock Brakes (4)	✓
	4-wheel Disc Brakes	✓
	Front Side Impact Air Bags	✓
	Head/Curtain Air Bags	✓
	Hands Free	✓
	Alarm	✓
	Traction Control	✓
	Stability Control	✓
Exterior/Paint/Glass	Dual Mirrors	✓
	Heated Mirrors	✓
	Body Side Moldings	✓
	Tinted Glass	✓
	Signal Integrated Mirrors	✓
	Clearcoat Paint	

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VEHICLE CONDITION

COMPONENT CONDITION

	Condition	Inspection Notes	Value Impact
INTERIOR			
Seats	NORMAL WEAR		$ 0
Carpets	NORMAL WEAR		$ 0
Dashboard	NORMAL WEAR		$ 0
Headliner	NORMAL WEAR		$ 0
EXTERIOR			
Sheet Metal	NORMAL WEAR		$ 0
Trim	MAJOR WEAR	scrapes on the rear cover	- $ 315
Paint	NORMAL WEAR		$ 0
Glass	NORMAL WEAR		$ 0
MECHANICAL			
Engine	NORMAL WEAR		$ 0
Transmission	NORMAL WEAR		$ 0
TIRES			
Front Tires	NORMAL WEAR		$ 0
Rear Tires	NORMAL WEAR		$ 0
Total Condition Adjustments			**- $ 315**

SAFECO INSURANCE COMPANY OF ILLINOIS uses condition inspection guidelines to determine the condition of key components of the loss vehicle prior to the loss. The guidelines describe physical characteristics for these key components, for the condition selected based upon age. Inspection Notes reflect observations from the appraiser regarding the loss vehicle's condition.

CCC makes dollar adjustments that reflect the impact the reported condition has on the value of the loss vehicle as compared to Normal Wear condition. These dollar adjustments are based upon interviews with dealerships across the United States.

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Owner: [redacted]
Claim: [redacted]

COMPARABLE VEHICLES

Options	Loss Vehicle	Comp 1	Comp 2	Comp 3
Odometer	UNKNOWN	85,798	55,463	46,600
Automatic Transmission	✓	✓	✓	✓
Overdrive	✓	✗	✗	✗
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Mirrors	✓	✓	✓	✓
Power Driver Seat	✓	✓	✓	✓
Power Trunk/Gate Release	✓	✓	✓	✓
Air Conditioning	✓	✓	✓	✓
Climate Control	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	✓	✓
Console/Storage	✓	✓	✓	✓
Overhead Console	✓	✓	✓	✓
Keyless Entry	✓	✓	✓	✓
Telescopic Wheel	✓	✓	✓	✓
Message Center	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
Steering Wheel Touch Controls	✓	✓	✓	✓
Auxiliary Audio Connection	✓	✓	✓	✓
Satellite Radio	✓	✓	✓	✓
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	✗	✗	✗
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Anti-lock Brakes (4)	✓	✓	✓	✓
4-wheel Disc Brakes	✓	✓	✓	✓
Front Side Impact Air Bags	✓	✓	✓	✓
Head/Curtain Air Bags	✓	✓	✓	✓
Parking Sensors	✗	✗	✓	✗

Comp 1 Updated Date: 03/11/2017
2013 Ford Fusion Se Fwd 4 2.5l Gasoline Electronic Fuel Injection
VIN 3FA6P0H72DR[redacted]
Dealership Drivetime Pershall
Telephone (301) 824-1170
Source Autotrader
Stock # [redacted]
Distance from Saint Louis, MO
4 Miles - Saint Louis, MO

Comp 2 Updated Date: 03/17/2017
2013 Ford Fusion Se Fwd 4 2.5l Gasoline Electronic Fuel Injection
VIN 3FA6P0H70DR[redacted]
Dealership Weber Chevrolet
Telephone (618) 451-7913
Source Autotrader
Stock # [redacted]
Distance from Saint Louis, MO
6 Miles - Granite City, IL

Comp 3 Updated Date: 03/15/2017
2013 Ford Fusion Se Fwd 4 1.6l Gasoline Turbocharged Direct Injection
VIN 3FA6P0HR4DR[redacted]
Dealership Weber Ford
Telephone (618) 452-5400
Source Autotrader
Stock # [redacted]
Distance from Saint Louis, MO
6 Miles - Granite City, IL

Comparable vehicles used in the determination of the Base Vehicle Value are not intended to be replacement vehicles but are reflective of the market value, and may no longer be available for sale.

List Price is the sticker price of an inspected dealer vehicle and the advertised price for the advertised vehicle.

Distance is based upon a straight line between loss and comparable vehicle locations.

[1]The **Condition Adjustment** sets that comparable vehicle to Normal Wear condition, which the loss vehicle is also

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COMPARABLE VEHICLES

Options	Loss Vehicle	Comp 1	Comp 2	Comp 3
Rear Side Impact Air Bags	✗	✗	✓	✓
Hands Free	✓	✓	✓	✓
Alarm	✓	✓	✓	✓
Traction Control	✓	✓	✓	✓
Stability Control	✓	✓	✓	✓
Dual Mirrors	✓	✓	✓	✓
Heated Mirrors	✓	✓	✓	✓
Body Side Moldings	✓	✓	✓	✓
Tinted Glass	✓	✓	✓	✓
Signal Integrated Mirrors	✓	✓	✓	✓
Clearcoat Paint	✓	✗	✗	✗
Metallic Paint	✗	✗	✗	✓
Three Stage Paint	✗	✗	✗	✓
Trailer Hitch	✗	✗	✓	✗
List Price		$ 9,488	$ 12,444	$ 13,990
Adjustments:				
	Make/Model/Trim	+ $ 150	+ $ 150	
	Options	+ $ 500	+ $ 418	+ $ 500
	Mileage	+ $ 1,310	- $ 712	- $ 1,359
	Condition[1]	- $ 1,073	- $ 1,073	- $ 1,073
Adjusted Comparable Value		**$ 10,375**	**$ 11,227**	**$ 12,058**

compared to in the Vehicle Condition section.

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COMPARABLE VEHICLES

ADDITIONAL COMPARABLE VEHICLES

Source	Vehicle	Price	Adjusted Comparable Value
Comp 4			
Source: Inspected Inventory Johnny Londoff Chevrolet Florissant, MO (314) 837-1800 7 Miles From Saint Louis, MO	**2013 Ford Fusion Se Fwd 4 2.5l Gasoline Electronic Fuel Injection** Odometer: 107,684 VIN: 3FA6P0H73DR[redacted] Stock #: [redacted] Updated Date: 10/17/2016	$ 9,990 (Take)	$ 11,393
Comp 5			
Source: Inspected Inventory Suntrup Ford Kirkwood Saint Louis, MO (314) 822-9300 17 Miles From Saint Louis, MO	**2013 Ford Fusion Se Fwd 4 1.6l Gasoline Turbocharged Direct Injection** Odometer: 67,082 VIN: 3FA6P0HR4DR[redacted] Stock #: 16420A Updated Date: 12/09/2016	$ 11,990 (Take)	$ 11,311
Comp 6			
Source: Inspected Inventory St Clair Automall Preowned O Fallon, IL (618) 624-2277 20 Miles From Saint Louis, MO	**2013 Ford Fusion Se Fwd 4 1.6l Gasoline Turbocharged Direct Injection** Odometer: 54,877 VIN: 3FA6P0HRXDR[redacted] Stock #: [redacted] Updated Date: 08/23/2016	$ 12,756 (Take)	$ 11,344
Comp 7			
Source: Inspected Inventory St Clair Automall Preowned O Fallon, IL (618) 624-2277 20 Miles From Saint Louis, MO	**2013 Ford Fusion Se Fwd 4 1.6l Gasoline Turbocharged Direct Injection** Odometer: 52,105 VIN: 3FA6P0HR9DR[redacted] Stock #: [redacted] Updated Date: 07/03/2016	$ 12,949 (Take)	$ 11,283
Comp 8			

Additional Comparable Vehicles are in summary format, but are adjusted the same as those on the previous page.

Comparable vehicles used in the determination of the Base Vehicle Value are not intended to be replacement vehicles but are reflective of the market value, and may no longer be available for sale.

List Price is the sticker price of an inspected dealer vehicle and the advertised price for the advertised vehicle.

Take Price is the amount that the dealership will accept to sell the inspected vehicle, though a lower price may be obtainable through negotiation.

Distance is based upon a straight line between loss and comparable vehicle locations.

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COMPARABLE VEHICLES

ADDITIONAL COMPARABLE VEHICLES

Source: Dealer Ad Autocenters Nissan Wood River, IL (618) 251-3000 8 Miles From Saint Louis, MO	**2013 Ford Fusion Se Fwd 4 1.6l Gasoline Turbocharged Direct Injection** Odometer: 42,616 VIN: 3FA6P0HR5DR[redacted] Stock #:[redacted] Updated Date: 03/27/2017	$ 14,003 (List)	$ 11,800
Comp 9 Source: Autotrader Weber Ford Granite City, IL (618) 452-5400 6 Miles From Saint Louis, MO	**2013 Ford Fusion Se Fwd 4 1.6l Gasoline Turbocharged Direct Injection** Odometer: 19,442 VIN: 3FA6P0HRXDR[redacted] Stock #:[redacted] Updated Date: 02/21/2017	$ 16,995 (List)	$ 13,220
Comp 10 Source: Autotrader Weber Ford Granite City, IL (618) 452-5400 6 Miles From Saint Louis, MO	**2013 Ford Fusion Se Fwd 4 1.6l Gasoline Turbocharged Direct Injection** Odometer: 15,309 VIN: 3FA6P0HR5DR[redacted] Stock #:[redacted] Updated Date: 02/21/2017	$ 17,995 (List)	$ 13,461
Comp 11 Source: Autotrader Dave Sinclair Buick Gmc Saint Louis, MO (314) 842-4200 17 Miles From Saint Louis, MO	**2013 Ford Fusion Se Fwd 4 2.5l Gasoline Electronic Fuel Injection** Odometer: 38,642 VIN: 3FA6P0H76DR[redacted] Stock #:[redacted] Updated Date: 01/24/2017	$ 12,639 (List)	$ 10,199
Comp 12 Source: Truecar Premier Car Connection Belleville, IL (618) 416-8722 20 Miles From Saint Louis, MO	**2013 Ford Fusion Se Fwd 4 1.6l Gasoline Turbocharged Direct Injection** Odometer: 49,895 VIN: 3FA6P0HR0DR[redacted] Stock #:[redacted] Updated Date: 01/04/2017	$ 13,300 (List)	$ 11,317

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VALUATION NOTES

04/05/2017 08:02 - POADJ CHANGE REQUESTED BY: MOORE,QUIANA

04/05/2017 08:02 - Post Valuation Adjustment entered for:

04/05/2017 08:02 - Options added :[Overdrive,Electric Glass Roof]

04/05/2017 08:02 - LossCategoryCode changed, Old : COMPREHENSIVE with New : OTHER

04/05/2017 08:02 - AppraiserLastName changed, Old : OTTO with New :

04/05/2017 08:02 - AppraiserFirstName changed, Old : JULIE with New :

04/05/2017 08:02 - VehicleInsuredFirstName changed, Old : with New : [redacted]

04/05/2017 08:02 - VehicleInsuredLastName changed, Old : [redacted] HORNER,CHRISTOPHER with New : [redacted]

04/05/2017 08:02 - VehicleOwnerLastName changed, Old : [redacted] HORNER,CHRISTOPHER with New : [redacted]

04/05/2017 08:02 - VehicleOwnerFirstName changed, Old : with New : [redacted]

04/05/2017 08:02 - User has changed one or more of the below mentioned items: Appraiser, Insured, Owner, Loss Type, Coverage, Lease, Third Party

This Market Valuation Report has been prepared exclusively for use by SAFECO INSURANCE COMPANY OF ILLINOIS, and no other person or entity is entitled to or should rely upon this Market Valuation Report and/or any of its contents. CCC is one source of vehicle valuations, and there are other valuation sources available.

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America First Insurance, Colorado Casualty, Golden Eagle Insurance, Indiana Insurance, Liberty Agency Underwriters, Liberty Northwest, Montgomery Insurance, Ohio Casualty, Peerless Insurance and Safeco Insurance are part of Liberty Mutual Agency Markets, a business unit of Liberty Mutual Group.

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Owner: [redacted]

Claim: [redacted]

SUPPLEMENTAL INFORMATION

CARRIER INFORMATION

Prepared for: SAFECO INSURANCE COMPANY OF ILLINOIS

Personal Lines East Field

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Owner: [redacted]

Claim: [redacted]

SUPPLEMENTAL INFORMATION

EXPERIAN® AUTOCHECK® VEHICLE HISTORY REPORT

TITLE CHECK	RESULTS FOUND
Abandoned	✓ No Abandoned Record Found
Damaged	✓ No Damaged Record Found
Fire Damage	✓ No Fire Damage Record Found
Grey Market	✓ No Grey Market Record Found
Hail Damage	✓ No Hail Damage Record Found
Insurance Loss	✓ No Insurance Loss Record Found
Junk	✓ No Junk Record Found
Rebuilt	✓ No Rebuilt Record Found
Salvage	✓ No Salvage Record Found

EVENT CHECK	RESULTS FOUND
NHTSA Crash Test Vehicle	✓ No NHTSA Crash Test Vehicle Record Found
Frame Damage	✓ No Frame Damage Record Found
Major Damage Incident	✓ No Major Damage Incident Record Found
Manufacturer Buyback/Lemon	✓ No Manufacturer Buyback/Lemon Record Found
Odometer Problem	✓ No Odometer Problem Record Found
Recycled	✓ No Recycled Record Found
Water Damage	✓ No Water Damage Record Found
Salvage Auction	✓ No Salvage Auction Record Found

VEHICLE INFORMATION	RESULTS FOUND
Accident	✓ No Accident Record Found
Corrected Title	✓ No Corrected Title Record Found
Driver Education	✓ No Driver Education Record Found
Fire Damage Incident	✓ No Fire Damage Incident Record Found
Lease	✓ No Lease Record Found
Lien	✓ No Lien Record Found
Livery Use	✓ No Livery Use Record Found
Government Use	✓ No Government Use Record Found
Police Use	✓ No Police Use Record Found
Fleet	✓ No Fleet Record Found
Rental	✓ No Rental Record Found
Fleet and/or Rental	✓ No Fleet and/or Rental Record Found
Repossessed	✓ No Repossessed Record Found
Taxi use	✓ No Taxi use Record Found
Theft	✓ No Theft Record Found
Fleet and/or Lease	✓ No Fleet and/or Lease Record Found
Emissions Safety Inspection	✓ No Emissions Safety Inspection Record Found
Duplicate Title	✓ No Duplicate Title Record Found

CCC provides SAFECO INSURANCE COMPANY OF ILLINOIS information reported by Experian regarding the **2013 Ford Fusion (3FA6P0HR6DR291222)**. This data is provided for informational purposes. Unless otherwise noted in this Valuation Detail, CCC does not adjust the value of the loss vehicle based upon this information.

LEGEND :

✓ No Event Found

⛔ Event Found

📋 Information Needed

TITLE CHECK

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no significant title events. When found, events often indicate automotive damage or warnings associated with the vehicle.

EVENT CHECK

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no historical events that indicate a significant automotive problem. These problems can indicate past previous car damage, theft, or other significant problems.

VEHICLE INFORMATION

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no vehicle information that indicate a significant automotive problem. These problems can indicate past previous car damage, theft, or other significant problems.

ODOMETER CHECK

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no indication of odometer rollback or tampering was found. AutoCheck determines odometer rollbacks by searching for records that indicate odometer readings less than a previously reported value. Other odometer events can report events of tampering, or possible odometer breakage.

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SUPPLEMENTAL INFORMATION

FULL HISTORY REPORT RUN DATE: 04/05/2017

Below are the historical events for this vehicle listed in chronological order.

EVENT DATE	RESULTS FOUND	ODOMETER READING	DATA SOURCE	EVENT DETAIL
04/02/2013			Independent Source	VEHICLE MANUFACTURED AND SHIPPED TO DEALER
08/03/2013	SAINT LOUIS, MO		Motor Vehicle Dept.	REGISTRATION EVENT/ RENEWAL
08/06/2013	SAINT LOUIS, MO	25	Motor Vehicle Dept.	TITLE
06/29/2015	SAINT LOUIS, MO		Motor Vehicle Dept.	REGISTRATION EVENT/ RENEWAL

AUTOCHECK TERMS AND CONDITIONS:

Experian's Reports are compiled from multiple sources. It is not always possible for Experian to obtain complete discrepancy information on all vehicles; therefore, there may be other title brands, odometer readings or discrepancies that apply to a vehicle that are not reflected on that vehicle's Report. Experian searches data from additional sources where possible, but all discrepancies may not be reflected on the Report.

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Owner: [redacted]

Claim: [redacted]

SUPPLEMENTAL INFORMATION

NHTSA VEHICLE RECALL

The National Highway Traffic Safety Administration has issued 10 safety related recall notices that may apply to the above valued vehicle.

NHTSA Campaign ID : 12V553000

Mfg's Report Date : NOV 30, 2012

Component : EXTERIOR LIGHTING:HEADLIGHTS

Potential Number Of Units Affected : 19,106

Summary : Ford is recalling certain model year 2013 Fusion vehicles, manufactured from February 3, 2012, through October 20, 2012, for failing to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 108, "Lamps, Reflective Devices, and Associated Equipment." The affected vehicles may not have had the low beam headlamp projector coating properly cured during its manufacturing process.

Consequence : An improperly cured projector coating will become hazy through operation, over time, reducing the brightness of the low-beam lamp. This may decrease driver visibility and increase the risk of a vehicle crash.

Remedy : Ford will notify owners, and dealers will replace the headlamp assembly. The recall is expected to begin on December 10, 2012. Owners may contact Ford Motor Company Customer Relationship Center at 1-866-436-7332.

Notes : Ford's recall campaign number is 12C27. Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

NHTSA Campaign ID : 12V551000

Mfg's Report Date : DEC 03, 2012

Component : ENGINE AND ENGINE COOLING

Potential Number Of Units Affected : 80,057

Summary : Ford is recalling certain 2013 Escape vehicles manufactured from October 5, 2011, through November 26, 2012 equipped with 1.6L engines; and 2013 Fusion vehicles manufactured from February 3, 2012, through November 29, 2012 equipped with 1.6L engines. The engines may overheat leading to fluid leaks that may come in contact with the hot exhaust system.

Consequence : Fluid leaks in the presence of an ignition source such as a hot exhaust system may result in a fire.

Remedy : The remedy for this recall campaign is still under development. Until the recall remedy has been performed, Ford is advising owners to contact their dealer or call the Ford telephone hotline to arrange alternate transportation. The safety recall is expected to begin on, or before, December 7, 2012. Owners may contact Ford Motor Company Customer Relationship Center at 1-866-436-7332.

Notes : Ford's recall campaign number is 12S41. Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

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SUPPLEMENTAL INFORMATION

NHTSA Campaign ID : 13V232000

Mfg's Report Date : MAY 31, 2013

Component : STEERING

Summary : Ford is recalling certain model year 2013 Fusion vehicles manufactured April 19, 2013, through April 23, 2013. The steering gears may be missing an internal retaining clip. If the clip is missing, components inside the steering gear may become dislodged inside the gear assembly.

Consequence : This could result in impaired steering, including the loss of steering control, increasing the risk of a crash.

Remedy : Ford will notify owners, and dealers will replace the steering gear, free of charge. The recall is expected to begin in mid-June 2013. Ford's recall number is 13S06.

Notes : Owners may contact the Ford customer relationship center at 1-866-436-7332.

NHTSA Campaign ID : 13V227000

Component : FUEL SYSTEM, GASOLINE

Potential Number Of Units Affected : 390,783

Summary : Ford is recalling certain model year 2013 Explorer, Taurus, Flex, Fusion, Police Interceptor Sedan and Police Interceptor Utility vehicles; and certain model year 2013 Lincoln MKS, MKT, and MKZ vehicles. In the affected vehicles, the fuel delivery module may develop a crack, allowing fuel to leak.

Consequence : A fuel leak in the presence of an ignition source may result in a fire.

Remedy : Ford will notify owners, and dealers will replace the fuel delivery module, free of charge. The recall began on July 20, 2013. Owners may contact Ford Motor Company Customer Relationship Center at 1-866-436-7332. Ford's recall campaign number is 13S04.

Notes : Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 or go to www.safercar.gov.

NHTSA Campaign ID : 14V164000

Mfg's Report Date : APR 01, 2014

Component : SEATS:FRONT ASSEMBLY:RECLINER

Potential Number Of Units Affected : 43135

Summary : Ford Motor Company (Ford) is recalling certain model year 2013-2014 Ford Fusion and Lincoln MKZ vehicles manufactured August 15, 2012, through September 10, 2013, 2013-2014 Ford Escape vehicles manufactured June 5, 2012, through August 12, 2013, and 2013-2014 Ford C-Max vehicles manufactured from July 23, 2012, through May 28, 2013. The driver and passenger seatback assemblies may have been produced with sub-standard weld joints used to attach the seat back recliner mechanism to the seat frame. The affected seat backs may have insufficient strength to meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 207, "Seating Systems."

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SUPPLEMENTAL INFORMATION

Consequence : The back of the subject seats may become loose or lean while driving and potentially increase the risk of injury in certain crashes.

Remedy : Ford will notify owners, and dealers will replace the seatback, free of charge. The recall is expected to begin around May 19, 2014. Owners may contact Ford at 1-800-392-3673. Ford's number for this recall is 14C03.

Dates Of Manufacture : AUG 14, 2012 to SEP 09, 2013

Manufacturer Recall No. : 14C03

NHTSA Campaign ID : 14V597000

Mfg's Report Date : SEP 25, 2014

Component : AIR BAGS

Potential Number Of Units Affected : 746842

Summary : Ford Motor Company (Ford) is recalling certain model year 2013-2014 Ford C-Max vehicles manufactured January 19, 2012, to November 21, 2013; Ford Fusion vehicles manufactured February 3, 2012, to August 24, 2013; Ford Escape vehicles manufactured October 5, 2011, to November 1, 2013; and Lincoln MKZ vehicles manufactured April 25, 2012, to September 30, 2013. The coating on portions of the Restraint Control Module (RCM) may crack, and when exposed to humidity, circuits on the printed circuit board may short.

Consequence : The short circuits could cause the frontal air bags, side curtain air bags and the seat belt pretensioners to not function as intended when needed, increasing the risk of occupant injury in the event of a crash.

Remedy : Ford will notify owners, and dealers will replace the RCM, free of charge. Parts are not currently available. Owners will be sent an interim notification in mid-November 2014. A second notification will be sent when the remedy parts are available. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 14S21.

Dates Of Manufacture : FEB 02, 2012 to AUG 23, 2013

Manufacturer Recall No. : 14S21

NHTSA Campaign ID : 15V250000

Mfg's Report Date : APR 27, 2015

Component : STEERING:ELECTRIC POWER ASSIST SYSTEM

Potential Number Of Units Affected : 487301

Summary : Ford Motor Company (Ford) is recalling certain model year 2013-2015 Ford Fusion and Lincoln MKZ vehicles manufactured February 3, 2012, to March 20, 2015, and 2015 Ford Edge vehicles manufactured February 26, 2015, to February 28, 2015, and originally sold, or currently registered in, Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, Wisconsin and the District of Columbia. In the affected vehicles, snow or water containing road salt or other contaminants may corrode the electric power steering gear motor attachment bolts.

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SUPPLEMENTAL INFORMATION

Consequence : If the bolts corrode, the steering gear motor may detach from the gear housing resulting in a loss of power steering assist. Loss of power steering assist would require a higher steering effort, especially at lower speeds, which may increase the risk of a crash.

Remedy : Ford will notify owners, and dealers will apply sealer and replace the steering gear motor bolts as required. If one or more of the steering gear motor attachment bolts are broken or missing, a new steering gear will be installed in the vehicle. These repairs will be performed free of charge. The recall began on June 24, 2015. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 15S14.

Dates Of Manufacture : FEB 02, 2012 to MAR 19, 2015

Manufacturer Recall No. : 15S14

NHTSA Campaign ID : 15V246000

Mfg's Report Date : APR 23, 2015

Component : LATCHES/LOCKS/LINKAGES:DOORS:LATCH

Potential Number Of Units Affected : 456440

Summary : Ford Motor Company (Ford) notified the agency on April 23, 2015, that they are recalling certain model year 2013-2014 Ford Fusion and Lincoln MKZ vehicles manufactured July 1, 2012, to May 31, 2013, and 2012-2014 Fiesta vehicles manufactured February 1, 2012, to May 31, 2013. On April 30, 2015, Ford expanded the recall to cover an additional 119,567 vehicles, including certain model year 2011 Ford Fiestas manufactured from November 11, 2009, to May 31, 2013 and certain model year 2013 Ford Fusion and Lincoln MKZ vehicles manufactured from February 1, 2012, to June 30, 2012. A component within the door latches may break making the doors difficult to latch and/or leading the driver or a passenger to believe a door is securely closed when, in fact, it is not.

Consequence : A door that is not securely latched could open while the vehicle is in motion, increasing the risk of injury to a vehicle occupant.

Remedy : Ford will notify owners, and dealers will replace all four door latches with an improved part, free of charge. Interim notifications were mailed to owners on June 5, 2015. Owners will receive a second notice when remedy parts are available. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 15S16

Dates Of Manufacture : JAN 31, 2015 to MAY 30, 2013

Manufacturer Recall No. : 15S16

NHTSA Campaign ID : 15V813000

Mfg's Report Date : DEC 01, 2015

Component : ELECTRICAL SYSTEM

Potential Number Of Units Affected : 9017

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SUPPLEMENTAL INFORMATION

Summary : Ford Motor Company (Ford) is recalling certain model year 2013 Escape vehicles manufactured January 11, 2012, to April 1, 2013, and 2013-2014 Focus ST vehicles manufactured May 03, 2012, to October 14, 2013. Insufficient compression in the engine wiring harness splices to the Manifold Absolute Pressure (MAP) sensor may provide incorrect signals to the powertrain control module (PCM).

Consequence : The incorrect signals could cause the vehicle to hesitate or the engine to stall, increasing the risk of a crash.

Remedy : Ford will notify owners, and dealers will replace the current crimped splices with new splices, free of charge. The recall began on January 7, 2016. Owners may contact Ford customer service 1-866-436-7332. Ford's number for this recall is 14S17-S1.

Notes : Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

NHTSA Campaign ID : 16V875000

Mfg's Report Date : DEC 05, 2016

Component : SEAT BELTS

Potential Number Of Units Affected : 603,392

Summary : Ford Motor Company (Ford) is recalling certain model year 2013-2016 Ford Fusion vehicles manufactured November 2, 2012, to July 31, 2014, and 2013-2015 Lincoln MKZ vehicles manufactured November 14, 2012, to July 31, 2014. In the event of a crash, heat from the deployment of a seat belt pretensioner may cause a front seat belt anchor cable to fail.

Consequence : If the driver or front passenger seatbelt cables cannot properly restrain the front seat occupants, they would be at an increased risk of injury.

Remedy : Ford will notify owners, and dealers will apply a protective coating to the seat belt cable, free of charge. Remedy parts are currently unavailable. Owners will be notified of the safety issue beginning on January 20, 2017. Remedy parts are expected to be available by the second quarter of 2017, and at that time, owners will be mailed a second notice. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 16S42.

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SAFECO INSURANCE COMPANY OF ILLINOIS

PLSA
RENTAL AND SUPPLEMENT INFORMATION
IS LISTED BELOW
All other questions, call 800-332-3226
PO BOX 515097
Los Angeles, CA 90051
Phone: (331) 223-2652

Claim #: [redacted]
Workfile ID:

Estimate of Record

Written By: JULIE OTTO, 4/4/2017 12:06:24 PM
Adjuster: QUIANA MCKINNEY

Insured:	[redacted]	Owner Policy #:	[redacted]	Claim #:	[redacted]
Type of Loss:	Comprehensive	Date of Loss:	03/29/2017 06:45 PM	Days to Repair:	0
Point of Impact:	15 Total Loss	Deductible:	500.00		

Owner (Insured):
[redacted]
SAINT LOUIS, MO [redacted]

Inspection Location:
Copart Wheeling
110 E. Palatine Road
Wheeling, IL 60090
Repair Facility

Appraiser Information:
julie.otto@libertymutual.com
[redacted]

Repair Facility:
Copart Wheeling
110 E. Palatine Road
Wheeling, IL 60090

VEHICLE

2013 FORD Fusion SE FWD 4D SED 4-1.6L Turbocharged Gasoline Direct Injection gray

VIN:	3FA6P0HR6DR[redacted]	Production Date:		Interior Color:	
License:	none	Odometer:	UNK	Exterior Color:	gray
State:	IL	Condition:			

TRANSMISSION
Automatic Transmission

POWER
Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat

DECOR
Dual Mirrors
Body Side Moldings
Tinted Glass

Console/Storage
Overhead Console

CONVENIENCE
Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Telescopic Wheel
Climate Control

RADIO
AM Radio
FM Radio
Stereo
Search/Seek
CD Player
Auxiliary Audio Connection
Satellite Radio

SAFETY
Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device

SEATS
Cloth Seats
Bucket Seats

WHEELS
Aluminum/Alloy Wheels

PAINT
Clear Coat Paint

OTHER
Traction Control
Stability Control
Signal Integrated Mirrors
Power Trunk/Gate Release

Estimate of Record

2013 FORD Fusion SE FWD 4D SED 4-1.6L Turbocharged Gasoline Direct Injection gray

Line		Oper	Description	Part Number	Qty	Extended Price $	Labor	Paint
1	#	Repl	Complete Burn, vehicle is a total loss		1	10,608.00		
				SUBTOTALS		**10,608.00**	**0.0**	**0.0**

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				10,608.00
Subtotal				10,608.00
Sales Tax	$ 10,608.00	@	10.0000 %	1,060.80
Total Cost of Repairs				**11,668.80**
Deductible				500.00
Total Adjustments				**500.00**
Net Cost of Repairs				**11,168.80**

-- THIS IS NOT AN AUTHORIZATION TO REPAIR
-- ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL BY LIBERTY MUTUAL/SAFECO INSURANCE
Submit all Supplement Requests to Julie Otto:
email: julie.otto@libertymutual.com, phone [redacted]
Please present this Appraisal to the repair facility before repairs begin. Liberty Mutual/Safeco reserves the right to inspect any additional damage.

ILLINOIS LAW REQUIRES THAT VEHICLE REPAIRERS MUST BE LICENSED IN ACCORDANCE WITH SECTION 5-301 OF THE ILLINOIS VEHICLE CODE.

Estimate of Record

2013 FORD Fusion SE FWD 4D SED 4-1.6L Turbocharged Gasoline Direct Injection gray

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR2JP13, CCC Data Date 3/17/2017, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2017 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:
m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:
D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:
Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:
BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

Estimate of Record

2013 FORD Fusion SE FWD 4D SED 4-1.6L Turbocharged Gasoline Direct Injection gray

THIS IS NOT AN AUTHORIZATION TO REPAIR. ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL
Please present this Appraisal to the repair facility before repairs begin.
We reserve the right to inspect any additional damage.
Supplement requests must include customer name and claim number.
Please provide any available supporting documentation with your request including invoices and photos.
****

If you have RENTAL COVERAGE or are entitled to a Rental due to this loss, Rental will be allowed for the reasonable period necessary to repair your vehicle, subject to any applicable policy provisions, laws or regulations.
If a rental vehicle has not been pre-authorized or you have any questions regarding your rental coverage or eligibility, please contact your adjuster prior to securing a rental vehicle.
Additional rental costs offered through the rental agency are not covered.
****

THE INSURER GUARANTEES THAT IT WILL REPLACE ANY PART IDENTIFIED IN THIS ESTIMATE WHICH IS NOT A NEW ORIGINAL EQUIPMENT MANUFACTURER PART, INCLUDING RECYCLED PARTS MANUFACTURED BY THE ORIGINAL EQUIPMENT MANUFACTURER OR NEW PARTS NOT MANUFACTURED BY THE ORIGINAL EQUIPMENT MANUFACTURER, IF A DEFECT IS DISCOVERED.
THIS GUARANTEE WILL BE IN EFFECT FOR AS LONG AS YOU OWN THE VEHICLE DESCRIBED IN THIS ESTIMATE, BUT IT IS NOT TRANSFERABLE TO ANY OTHER PARTY AT ANY TIME. THIS GUARANTEE COVERS THE COST OF THE PART, LABOR TO INSTALL, AND PAINT AND MATERIALS, IF REQUIRED, AS WELL AS THE COST OF RENTAL OF A TEMPORARY REPLACEMENT VEHICLE DURING THE REPAIRS. THIS GUARANTEE DOES NOT COVER CONSEQUENTIAL DAMAGES.
IF A DEFECT IS DISCOVERED IN ANY RECYCLED PARTS MANUFACTURED BY THE ORIGINAL EQUIPMENT MANUFACTURER OR NEW PARTS NOT MANUFACTURED BY THE ORIGINAL EQUIPMENT MANUFACTURER THAT ARE USED IN REPAIR OF YOUR VEHICLE, CONTACT YOUR ADJUSTER OR AGENT IMMEDIATELY, AND WE WILL REPLACE THE PART WITH A NEW ORIGINAL EQUIPMENT MANUFACTURER PART.

2013 FORD Fusion SE FWD 4D SED 4-1.6L Turbocharged Gasoline Direct Injection gray

ALTERNATE PARTS USAGE

2013 FORD Fusion SE FWD 4D SED 4-1.6L Turbocharged Gasoline Direct Injection gray

VIN:	3FA6P0HR6DR[redacted]	Production Date:		Interior Color:	
License:	none	Odometer:	UNK	Exterior Color:	gray
State:	IL	Condition:			

Alternate Part Type	# Of Available Parts	# Of Parts Selected
Aftermarket	0	0
Optional OEM	0	0
Reconditioned	0	0
Recycled	0	0

ARMS YOUR RENTAL CLAIMS HANDLER

Rental Company: Enterprise Rent-A-Car
Invoice: [redacted]
Alternate Invoice Number: [redacted]

Bill To: SAF77NR
YOUR RENTAL CLAIMS HANDLER
ATTN [redacted]
P.O. BOX 515097
LOS ANGELES, CA 900515097

RENTER INFORMATION:
Renter: [redacted]
Address: [redacted]
KENOSHA, WI [redacted]
Home Phone: [redacted]
Office Phone:

RENTAL INFORMATION:

Rental Branch Location:
ENTERPRISE RENT-A-CAR(4430)
7600 75TH STREET, SUITE 104
KENOSHA, WI 531427697

ADDITIONAL CLAIM INFORMATION:
Claim Number: [redacted]
Claim Type: Insured
Vehicle Condition: Total Loss
Date Of Loss: 03/29/2017
Insured Name: [redacted]
Owner's Vehicle: 2013 FORD OTHER
Repair Shop ID:
Coverage: Comprehensive (CPR)
Policy Number:
Involved Cust ID:
Letter Sent:
Date Assigned to TL:
Labor Hours Per Day: 0.00
ERAC Ref Only Pol Max:
Appointment Date:
Marketing Company: Safeco
Loss State: IL
Valet: No
Total amount as of date above: 0.00
C/ I #: 2
Inspection channel: Field
Follow Up Reason: T/L assignment
Follow Up Date: 04142017
Date Escalated: 04142017
PACIFIC Time Escalated: 11:00 AM
Labor Hours Per Day:

Repair Facility:
TOTAL LOSS
ST. LOUIS, MO 63105
(999) 999-9999

RENTAL DETAIL:
Rental Period: 04/10/2017 to 05/02/2017 (23 days)
Billed Period: 04/10/2017 to 04/26/2017 (17 days)

Description	Rate	Amount
23 TIME & DISTANCE	$41.49	$954.27
1 REFUELING CHARGE	$0.00	$0.00
23 TITLE AND REGISTRATION FEES	$0.68	$15.64
1 SALES TAX	5.50%	$53.35
	Total Charges:	$1023.26
	Less Amount Received:	$266.94
	Total Amount Due:	**$756.32**

VEHICLES RENTED:

Effective Date	Time	Year	Make	Model	VIN	Mileage
04/10/2017	8:41 AM	2017	DODG	GCAR	2C4RDGCG2HR[redacted]	3264

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR
P.O. BOX 840086
KANSAS CITY, MO 641840086
Federal ID: [redacted]

Total Charges:	$1023.26
Less Amount Received:	$266.94
Total Amount Due.....	**$756.32**

Please Include on your Check:
Invoice: [redacted]

ARMS YOUR RENTAL CLAIMS HANDLER

Rental Company: Enterprise Rent-A-Car
Invoice: [redacted]
Alternate Invoice Number: [redacted]

Bill To: SAF77NR
YOUR RENTAL CLAIMS HANDLER
ATTN:RESERVATION * NEW
P.O. BOX 515097
LOS ANGELES, CA 900515097

RENTER INFORMATION:
Renter: [redacted]
Address: [redacted]
KENOSHA, WI [redacted]
Home Phone: [redacted]
Office Phone:

RENTAL INFORMATION:

Rental Branch Location:
ENTERPRISE RENT-A-CAR(4430)
7600 75TH STREET, SUITE 104
KENOSHA, WI 531427697

ADDITIONAL CLAIM INFORMATION:
Claim Number: [redacted]
Claim Type: Insured
Vehicle Condition: Non-Driveable
Date Of Loss: 03/29/2017
Insured Name: [redacted]
Owner's Vehicle: [redacted]
Repair Shop ID:
Coverage: Comprehensive (CPR)
Policy Number: [redacted]
Involved Cust ID: [redacted]
Letter Sent:
Date Assigned to TL:
Labor Hours Per Day: 0.00
ERAC Ref Only Pol Max:
Appointment Date: 01011900
Marketing Company: Safeco
Loss State: IL
Valet: No
Total amount as of date above: 0.00
C/ I #: 1
Inspection channel: Field
Follow Up Reason:
Follow Up Date:
Date Escalated:
PACIFIC Time Escalated:
Labor Hours Per Day:

Repair Facility:
UNKNOWN SHOP
ST. LOUIS, MO 63105
(999) 999-9999

RENTAL DETAIL:
Rental Period: 03/30/2017 to 04/02/2017 (4 days)
Billed Period: 03/30/2017 to 04/02/2017 (4 days)

Description	Rate	Amount
4 TIME & DISTANCE	$27.49	$109.96
1 REFUELING CHARGE	$0.00	$0.00
4 TITLE AND REGISTRATION FEES	$0.68	$2.72
1 SALES TAX	5.50%	$6.20
	Total Charges:	$118.88
	Less Amount Received:	$0.00
	Total Amount Due:	**$118.88**

VEHICLES RENTED:

Effective Date	Time	Year	Make	Model	VIN	Mileage
03/30/2017	10:58 AM	2016	NISS	ALTI	1N4AL3AP6GC[redacted]	403

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR
P.O. BOX 840086
KANSAS CITY, MO 641840086
Federal ID: [redacted]

Total Charges:	$118.88
Less Amount Received:	$0.00
Total Amount Due.....	**$118.88**

Please Include on your Check:
Invoice [redacted]

LexisNexis®

For Customer Support refer to the appropriate platform below:

OrderPoint
800-934-9698
Orderpoint.support@lexisnexis.com

Accurint for Insurance
866-277-8407
Accurint.support@lexisnexis.com

Lexis.com
Law Firm accounts
800-543-6862

PAGE COUNT: 2

CLIENT : [redacted]
DIVISION :
ADJUSTER : MERROW
CLAIM : [redacted]

TRANSACTION # : [redacted]
DATE : 05/18/2017

DATE OF LOSS : 03/29/2017 TIME OF LOSS :
STREET : [redacted]
CITY : DEERFIELD
COUNTY : LAKE
STATE : IL

INVESTIGATING AGENCY : ILLINOIS TOLL HIGHWAY HP
REPORT NUMBER : [redacted]
REPORT TYPE : Fire Car
PARTY 1 : [redacted]
PARTY 2 :
PARTY 3 :

CAR : MAKE : YEAR :
TAG :

DRIVER LICENSE :
ADDITIONAL INFO :

POLICY #:
POLICY STATE:
LOSS KIND:

NOTE :

THANK YOU FOR YOUR ORDER!

ILLINOIS STATE POLICE
INCIDENT REPORT

1.* Type of Report	ROC # / 2.* How Notified	3 Initial Notification	4 Incident Occurrence	5 Number
1	2	Date 03/29/17 Time 6:48PM	Date 03/29/17 Time 6:48PM	[redacted]

1 TYPE OF REPORT	2. HOW ISP INITIALLY NOTIFIED	7. SYMBOL
1 Incident Report 2 Loss or Damage of ISP equipment	1 On View 3 In Person 5 Other Agency 2 Telephone 4 U S Mail 6 C B Radio	V Victim DR Driver C Complainant O Other

6. Brief Description: CAR FIRE

a Location: [redacted] | City: --- | County / Township: LAKE/WEST DEERFIELD

DR *7. a Name - Last, First, Middle	b DOB	c Sex	d Driver's License Number	e State
[redacted]	[redacted]	MALE	[redacted]	MO

f Home Address: [redacted] LOIUS, MO [redacted] | g Telephone: [redacted]

VEHICLE OR BOAT INFORMATION

8. a Color	b Year	c Mfg Trade Name	d Body/Hull Style	e License No.	f Year/State	g VIN / HIN
GRAY	13	FORD	SEDAN	ML5E1M	17 MO	3FA6P0HR6DR[redacted]

h Owner: [redacted] | i Address: [redacted] LOIUS, MO [redacted] | j Telephone: [redacted]

NARRATIVE

THE PURPOSE OF THIS INCIDENT REPORT IS TO DOCUMENT A CAR FIRE THAT OCCURRED ON 03/29/17 ON [redacted]

I TROOPER MULE' [redacted] WAS DISPATCHED TO A VEHICLE FIRE. UPON ARRIVING ON SCENE. THE DRIVER [redacted] WAS OUTSIDE OF THE VEHICLE. HORNER STATED AS HE WAS DRIVING HIS VEHICLE THERE WAS A LIGHT THAT CAME UP ON THE DASH BOARD. HE STATED ANOTHER VEHICLE NEXT TO HIM STATED HIS VEHICLE WAS ON FIRE. HORNER THEN PULLED OVER TO THE RIGHT SHOULDER. THE VEHICLE THEN CAUGHT FIRE AND BECAME COMPLETELY ENGULFED.

DEERFIELD FIRE DEPARTMENT DISTINGUISHED THE FIRE AND ERNIE'S WRECKER SERVICE TOWED THE VEHICLE. INSURANCE INFORMATION WAS LEFT INSIDE THE VEHICLE

Owners List of Items Attached ? YES (NO)

a Investigating Officer (Print or Type) - Last, First, Middle	b I D No	c Dist No	d Quality Check Initials
TPR MULE'	6295	15	[redacted]

[redacted] | f Date 03/29/17 | g Copies To

Statement
v1.1 -- 5/1/14 2:20 pm PT

Who are you speaking with:	[redacted]
What number are you reaching them at:	[redacted]

Statement Opening
This is
QUIANA MCKINNEY
with Safeco Insurance speaking with
[redacted]
on Claim Number
[redacted]
Today's Date is
30-Mar-17
and the time is approximately
1118am est
We are discussing an incident that occurred on
29-Mar-17

Verification	
Do you understand today's conversation is being recorded:	YES
Do I have your permission to record the conversation:	YES

Party Being Recorded	
Name (State and Spell Full Name)	[redacted]
Address:	[redacted] ST LOUIS MO [redacted]
Is that your Physical or Mailing Address or both (If not both, please input other address):	BOTH
Phone Number:	[redacted]
Email Address:	IN FILE

Basic Facts	
Date of Loss:	Wednesday, March 29, 2017
Time of Loss:	APPROX 645PM
Location of Loss:	[redacted] IN ILLINOIS
County:	LAKE

Insured Vehicle:	
Insured Vehicle:	2013 FORD FUSION
Color:	GRAY
Registered Owner:	[redacted]
Any other insurance on the vehicle:	NO
Car Seats/Booster Seats:	NO

Do you ever use your car to drive for any transportation network companies, such as Uber or Lyft:	NO
Were you using your car to drive for them at the time of the loss:	NO

Financials:	
How long have you lived there (If less than 1 year, what was your prior address:	23YRS
Do you rent or own:	OWN

What is your monthly payment:	APPROX 700.00
Do you own any vehicles not on this policy:	NO

Date of Birth:	8/31/1960
Social Security Number:	LAST 4 7220
Marital Status:	MARRIED
Spouse Name:	[redacted]
Any dependents (Name/Age/Residence):	YES..5 CHILDRE AND 3 ARE DEPENDENTS
Who else is of driving age in your household:	YES, [redacted]

Currently Employed:	YES
With who and how long:	TAKEDA PHARMACEUTICALS--ABOUT 1 YR
Is Spouse Employed:	NO

Combined Annual Salary:	APPROX 150K
Any other Sources of Income:	NO
Any bills that are currently past due or in collections:	NOT THAT I AM AWARE OF
Any past due bills in the last 6 months:	NO
Any issues with foreclosure or bankruptcy:	NO

When did you purchase the vehicle:	Jun-13
How much did you pay:	APPROX 26K
Is there a loan/lien:	NO
Have you tried to sell this car:	NO

Any Recent Service Work:	WE HAD IT IN FOR OIL CHANGE THIS PAST SATURDAY---OIL CHANGE WAS DONE AT RONSICK AUTO REPAIR
Any aftermarket equipment/alterations done on the vehicle:	NO
Remote Start:	NO
Lojack/Teletrac/Onstar:	NO
Alarm:	NO

How many sets of keys did you originally have:	2
How many do you have now:	2

Current Mileage:	RIGHT AT 100K
How was the vehicle running:	UP UNTIL YESTERDAY IT WAS RUNNING FINE
Were there any nicks, chips or cracks in the glass:	NO
Any scrapes, scratches or fading to the paint:	NOTHING SIGNIFICANT
Any fading, wear or staining on the interior:	NO
When was the last time you replaced the tires:	THEY WERE REPLACED AROUND DECEMBER 2016
Any other body damage to the vehicle:	NO

Where is the vehicle currently:	ERNIES WRECKER SERVICE IN ILLINOIS
Has it ever been involved in an accident:	I DON'T BELIEVE SO

Have you ever had a vehicle stolen/catch fire before:	NO

Auto Vehicle Features	
I will be asking a lot of questions about the features of the vehicle for our records in the event that the vehicle is not recovered	
How many doors does your vehicle have (Does it have a hatchback):	4
Any special packages (Like Eddie Bauer, etc…):	SE MODEL
Automatic/Manual:	AUTOMATIC
Air Conditioning, if so 2 controls or one (Anything special):	1
What kind of stereo:	FACTORY
How many seats:	2 FRONT SEATS AND A REAR SEAT
Are the seats powered or heated:	POWER DRIVER SEAT

Power Windows/Locks:	YES BOTH
Any electronics in the dash (Such as Nav or DVD)	NO
Are the wheels anything special (Such as chrome, large, etc..)	FACTORY WHEELS
Any sunroof or moonroof (If so, what):	YES MOONROOF
Do you know where you have Airbags:	NO
Are the mirrors powered and/or heated:	POWERED
Any tinting:	NO
Is there anything else special that isn't on a standard car that we have not discussed:	NO

Other Damaged Property

Loss Description	
In your own words please tell me what happened:	YESTERDAY MORNING I NOTICED THAT THERE WAS A BIT OF A NOICE THAT I HADNT HEARD BEFORE WHEN I ACCELEARATED, SOUNDED LIKE GRINDING NOISE, SEEMS IT CAME FROM AREA OF FRONT PAX TIRE AREA OR COMPARTMENT DOWN THE SECTION OF VEH, I GOT TO WHERE I WAS GOING IN MORNING, I SAW BATTERY INDICATOR LIGHT AND TEMP OF VEH LIGHT COME ON DASH, I ARRIVED AT LOCATION I TURNED VEH OFF, WENT TO WHAT I WAS DOING FOR SEV HOURS, STARTED AGAIN DIDNT NOTICE ANYTHING, I CHECKED ALL THE INDICATORS AND DIDNT SEEM TO SHOW THE WARNINGS THAT I SAW BEFORE. I CONTINUED TO DRIVE

Additional Facts of Loss:	THE VEHICLE, WOULD HEAR THE NOISE. AT THE TIME OF INCIDENT I WAS ON [redacted] AND A VEH NEXT TO ME FLAGGED ME I ROLLED DOWN WINDOW, SHE SAID CAR IS ON FIRE, I PULLED OVER SMOKE STARTED FROM PAX SIDE FRONT UNDER HOOD, I CLEARED MY PERSONALS FROM CAR TOOK AWAY FROM VEH CALLED 911--THEN FIRE DEPT CAME OUT, BY THAT TIME IT WAS FULLY ENGOLFED IN FLAMES

Fire Details	
How did you become aware of the fire:	SEE ABOVE
Was it parked or moving when it caught fire:	MOVING
If driven, how far:	MAYBE DRIVEN FOR 5-10 MINS
Did you notice any issues with how the vehicle was running:	SEE ABOVE
Were any lights on in the dash:	SEE ABOVE
Have there been any recalls:	YES THERE WAS A RECALL ON FORDS. I RESEARCHED AFTER THE INCIDENT AND FORD ISSUED RECALL FOR POTENTIAL ENGINE FIRES--THE RECALL WAS JUST ISSUED WITHIN A DAY OR SO
Were they resolved:	NO
Have you ever had any warranty work done:	NOT THAT I RECALL BUT WOULD HAVE TO CHECK RECORD TO MAKE SURE

Any strange sounds or smells prior to or during the fire:	SEE ABOVE
Where did the fire start:	SEEMS ORIGINATED FROM ENGINE COMPARTMENT NEAR FRONT PAX TIRE
What color were the flames/smoke:	UNSURE
What Fire Department came out:	DEERFIELD VANNOCKBURN FIRE DEPT
Did they tell you anything about the cause and origin:	NO

Additional Questions identified based on Info obtained

Wrap-Up	
In your own words, do you know why this happened:	RECALL--ASSUMING
Is there anything else you would like to add to your statement:	I JUST WANT TO SAY THAT THERE IS A SLIGHT DISREPANCY ON P/R, THEY SAY I SAW INDICATOR AS DRIVING BUT IT WAS NOT ON THE TIME OF THE FIRE

Verification	
Do you attest that all information provided is true and correct to the best of your knowledge:	YES
Is it true that we have made this recording with your full knowledge and consent:	YES
Verification #	[redacted]

Total Loss Worksheet

Version 0.972 - Effective 10/15/14

1531 5435 6010/Insd/Horner/2013 Ford - MO	State you are Settling In:	MO

Basic Claim Info/Coverages		
Date of Loss		03/29/17
Coverage		CPR
Applicable Liability Percentage		100%
Deductible		$500.00
Deductions, i.e. Storage (Notate below)		$0.00
Endorsements	N/A	
Any Applicable Limit		$0.00

Valuation Info	
ACV (RI Only: Pre Condition)	$11,108.00
Sales Tax	7.11%
CCC Condition (RI Only)	$0.00
UPD Adjustments (RI Only)	$0.00
NADA Value (RI Only)	$0.00

Lien holder payoff	
Lien holder payoff	$0.00

Registration Info/Additional Fees		
Registration Paid Through		
Registration -OR- Settlement to Owner for CA		$0.00
CA Prorated Licensing		$0.00
Additional Fees Owed/State	Safeco	Owner
Fees/Equipment fees	$0.00	$0.00

Salvage/State Info	
Salvage Value:	$429.00
Registration State:	MO
Loss State (If Different):	
Residence State (If Different):	

Value Breakdown		
Pre-Condition Value		n/a
Adjusted ACV Per Condition/UPD		$11,108.00
Modified Value	N/A	
Subtotal		$11,108.00

Notes
Proquote in file

Registraton/Title & Fees Breakdown	
Registration	$0.00
CA Prorated Licensing	$0.00
Licensing Fees	$0.00
Daily Value	$0.00
Date of Loss:	3/29/2017
Registration Paid Through:	
Unused Registration	OWED

Payment Deductions	
Deductible	$500.00
Other Deductions, (See notes)	$0.00
Total Deductions:	$500.00

Company Retain Totals	
Title Transfer Fee	$0.00
Additonal Fees Owed	$0.00
Unused Registration total	$0.00
Sales Tax	$789.78
Total Taxes and Fees	$789.78
Salvage	$429.00
Total Value	$11,897.78
Total Minus Deductions	$11,397.78

Owner Retain Totals	
Title Transfer Fee	$0.00
Additional Fees Owed	$0.00
Unused License Total	$0.00
Sales Tax	$789.78
Total Taxes and Fees	$789.78
Salvage	$429.00
Total Value	$11,897.78
Total Minus Deductions	$10,968.78

Total Due Lien	$0.00
Total Due Customer	$11,397.78

Owner retain	No

First Payment to Lienholder	$0.00
Remaining available First Pmt	$10,968.78
Balance Payment	$429.00

Endorsement	N/A
Endorsement Value (Pre Tax If applicable)	$0.00
Tax Percentage (If applicable)	0.00%
Final Endorsement Value (Refer to Total Due)	$0.00
Additional Payment Per Endorsement	$0.00

Payment Plan	Amount	Payment status and disposition
Payment 1	$0.00	
Payment 2	$0.00	

Payment 3	$0.00	
Balance Remaining	$11,397.78	

REDACTED FOR PRIVILEGE

REDACTED FOR PRIVILEGE

To: Beltramo, Joel (J.J.) <jbeltram@ford.com>
Subject: 17S09 Escape Data

Joel,

Please see the attached document for VIN information on those 13 Escapes.

Thank you,

[redacted]

Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

REDACTED FOR PRIVILEGE

REDACTED FOR PRIVILEGE

From: Pusta, Ionut (I.)
Sent: Monday, February 19, 2018 9:34 AM
To: Beltramo, Joel (J.J.) <jbeltram@ford.com>
Subject: 17S09 Escape Data

Joel,

Please see the attached document for VIN information on those 13 Escapes.

Thank you,

[redacted]

Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

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Sent: Monday, February 19, 2018 9:34 AM
To: Beltramo, Joel (J.J.) <jbeltram@ford.com>
Subject: 17S09 Escape Data

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Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs

Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Thompson, Mark (M.T.)
Sent: Friday, March 31, 2017 6:04 PM
To: Pusta, Ionut (I.)
Cc: Burroughs, Mary (M.M.); Voronnie Murriel (vmurriel@renkim.com); Ursula Harris (uharris@renkim.com); Frommann, Mike (M.W.); Camaj, Linda (.)
Subject: RE: 17S09

Thank you John. I'm sure this will help us to answer many of the questions that are surely to come from the dealers. I think we have enough to work with for now, unless Mary or Voronnie have any specific scenarios they have questions about. We appreciate your help and will let you know if any further assistance is needed.

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REDACTED FOR PRIVILEGE

Explain your complaint in detail:

Was not made aware of open recall that was not fixed before purchasing vehicle. Open recall on November 25, 2013 for risk of localized overheating of the engine cylinder head that may lead to oil leak fires. Car was purchased March 22, 2014. Was not made aware of 4 additional recalls on vehicle after purchase despite having car regularly maintenance at the dealership the vehicle was purchased at. on Monday 6/5/17 car engine turned off while traveling on [redacted] in Pasco. Upon opening the hood there was smoke and I noticed a glow coming from under the engine were the fire was present. I then put out fire with drink that was inside my car. The dealership was very condescending to me the day the insistent occurred. Was contacted by dealership on 6/7/17 and was told that what happened to my vehicle was due directly to the open recall for oil leak fires. I am concerned with the depreciation of the vehicle and personal finacial loss including time losed at work. I am also concerned with the honesty of the dealership due to the fact that they did not follow through on their responsibility when selling the vehicle and disclosing the recall. I no longer feel I can be safe when driving this vehicle. Vin # 1fmcu9hx5du[redacted]Ford Escape 2013

What do you think the business should do to resolve your complaint?

Explain if you have circled 'Other':

SIGNATURE

I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party(ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes.

Signature [redacted] **Date** 6/9/17

Received via the Internet

City and State where signed Pasco, WA

PLEASE NOTE FORD IS NOT LIABLE FOR ANY RENTAL OR STORAGE CHARGES WHILE MATTER IS BEING INVESTIGATED

ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CONTACT PERSON LISTED ON THIS FORM WILL BE NOTIFIED OF OUR DECISION

EVALUATIONS MAY TAKE UP TO 90 DAYS TO COMPLETE*

*** THIS E-MAIL CONTAINS PRIVILEGED AND CONFIDENTIAL INFORMATION THAT IS ATTORNEY WORK PRODUCT SO PLEASE DO NOT DISSEMINATE, FORWARD OR PRINT***

[redacted]
Legal Analyst
Office Of The General Counsel - Product Litigation
Ford Motor Company
World Headquarters
[redacted]
Fax: (866) 639-0382

CONFIDENTIAL
This email may contain privileged or confidential information.
If you received it in error, please delete it immediately and notify the sender.

Publish Date: September 13, 2016 Due Date (If Applicable): N/A

Information: *EFC05135 Explanation of Ford's Indemnity Policy with Respect to Used Vehicle Sales*

Target Dealer Group: All Ford & Lincoln Dealerships

Target Audience: Dealer Principals, Sales Managers, and Sales Consultants

Target Dept(s): ☒ New Sales ☒ CPO/Used Sales ☐ Fleet Sales ☐ Finance ☐ Parts ☒ Service

SUMMARY

At the request of Dealer Council, Ford Motor Company is providing an explanation of the Company's Indemnity Policy as it relates to the sale of all used vehicles with open recalls.

As a reminder, used vehicles with open recalls cannot be certified under the Certified Pre-Owned (CPO) program. For the purpose of this communication all language refers to non-CPO units.

Federal law prohibits the delivery of new motor vehicles with open safety or emissions recalls. Although federal law permits trading, selling and delivering used vehicles with open recalls, disclosure of the recall is required. State laws, however, may prohibit or restrict the sale of vehicles with open recalls or impose differing disclosure requirements. Because the rules are complex, differ by state, and are evolving rapidly, and because of potential liability, dealers should consult with their legal counsel before selling used vehicles with open recalls and to develop appropriate disclosure practices.

With some exceptions as noted in the Dealer Sales and Service Agreement, it is Ford's policy to indemnify dealers with respect to legal claims based solely on production or design defects in its vehicles. Ford does not indemnify dealers for claims of independent negligence, such as negligent repairs or unfair or deceptive sales practices. Claims based on sales of used vehicles with open recalls can allege both product defects and dealer negligence. Requests for indemnity, therefore, must be evaluated on a case-by-case basis after considering the allegations and facts of each particular case and applicable law. In most cases where we determine that the dealer made an appropriate disclosure to the purchaser of a used vehicle, it will be appropriate to indemnify the dealer. In general, therefore, Ford will indemnify dealers when all of the following are true:

1. The claim alleges that the dealership is liable because it sold a vehicle with an open safety or emissions recall.
2. There are no other allegations of independent negligence by the dealer.
3. The sale was permitted under federal, state and local law.
4. The recall notification did not include advice from Ford or the National Highway Traffic Administration not to drive the vehicle until it is repaired.
5. The dealer (a) discloses the recall to the purchaser by providing a copy of the sample owner notification letter for the recall, if available, or the dealer advance recall bulletin, (b)satisfies, in writing, any additional local requirements concerning disclosures of recalls, and (c) obtains a signed, written acknowledgement from the purchaser substantially in the following form:

   > "I acknowledge that I have received and read the attached notification that the vehicle I am about to purchase has been recalled by Ford Motor Company for a safety or emissions defect. I understand that parts are not immediately available to perform the repair, that I will be contacted when parts become available, and that I should return the vehicle for a free repair at that time."
6. There are no unusual circumstances that would make indemnity inappropriate or unlawful.

This bulletin is intended to provide guidance to dealers with respect to Ford's indemnity policy in the particular situation involving sales of used vehicles with open recalls. It is not intended to change the terms of the Dealer Sales and Service Agreement in any way. Ford reserves the right to amend this guidance at any time. We will give dealers advance notice of any changes.

Questions
Please contact Tom Turgeon – Field Operations Specialist – tturgeo2@ford.com

From: Kuhel, Doug (D.G.)
Sent: Wednesday, April 12, 2017 9:23 PM
To: Love, Keith (K.A.); Hansen, Randy (R.F.); Miles, Felicia (F.)
Subject: RE: 2014 Escape
Attachments: Re: Report Summary for the CQIS Report# [redacted] from DKUHEL

Dealer inspected engine and found a cracked cylinder head.

REDACTED FOR PRIVILEGE

Regards,
[redacted]
1.5L / 1.6L Engine Systems Engineer
Building 1 - Office 11B138
[redacted]
dkuhel@ford.com
Ford Drive one.

From: Love, Keith (K.A.)
Sent: Tuesday, April 11, 2017 7:47 AM
To: Hansen, Randy (R.F.); Kuhel, Doug (D.G.); Miles, Felicia (F.)
Subject: 2014 Escape

REDACTED FOR PRIVILEGE

[redacted]
Ford Motor Company
Automotive Safety Office
Fairlane Plaza South, Suite 500
[redacted]
Fax (313) 594-2268
e-mail: klove@ford.com

From: [redacted]
Sent: Wednesday, April 12, 2017 9:04 PM
To: Kuhel, Doug (D.G.)
Subject: Re: Report Summary for the CQIS Report# [redacted] from DKUHEL
Attachments: cylinder head 2JPG; cylinder head.JPG

hello Doug,
here are the photos we need for the cracked cylinder head.
what is the procedure I need to follow now, do I have to do a cost cap and prior approval? do I order a complete engine on my end? do I just reference the report number in the war paper work ? sorry this is the first time anyone here has had to deal with this
thanks [redacted]

From: Kuhel, Doug (D.G.) <dkuhel@ford.com>
Sent: Tuesday, April 11, 2017 4:48 PM
To: [redacted]
Subject: FW: Report Summary for the CQIS Report# [redacted] from DKUHEL

[redacted]

Below is a copy of your hotline report with my comments added asking you to perform a cylinder inspection on my behalf. Please send a picture of the suspect area no matter if it is or is not cracked. Let me know if you have any questions. Thanks.

Regards,
[redacted]
1.5L / 1.6L Engine Systems Engineer
Building 1 - Office 11B138
Tel: 313-805-9226
dkuhel@ford.com
Ford Drive one.

From: CQIS, Help (.)
Sent: Tuesday, April 11, 2017 12:40 PM
To: Kuhel, Doug (D.G.)
Subject: Report Summary for the CQIS Report# [redacted] from DKUHEL

Attachments : 0

Report# :	[redacted]			**Received:**	04/04/2017
CCRG/EPRC:	S	**Reviewed Status:**		**Date:**	
Vehicle:	2014,ESCAPE 4X4 (2013 -) ,SE ,4X4 ,MPV ,1FMCU9GX8EU[redacted]			**Build Date:**	11/12/2013
Odometer :	49,286 M	**Engine:**	1.6L 170PS	**Calibration:**	EM21A10A

Transmission:	6SP 6F MID	**Axle:**	3.51 RATIO	**A/C:**	YES
Dealer:	USA 06183 Gordie Boucher Ford Lincoln of			**Phone#:**	[redacted]
City:	Janesville	**State:**	Wisconsin	**Country :**	USA
Originator:	CHAD SCHULTZ				
Symptom:	8 89 1 34 SAFE/SEC,SMOKE/ODOR,UNDERHOOD,HOT				
Status:					
VFG:	V99 ALL OTHER				
Additional Symptom:	DIED WHILE DRIVING				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: RLAPLAN6 Phone: Regn Cd: G1 Chicago

Engineering: Phone: TAR:

Dlr Contact: CHAD SCHULTZ Phone: Title Cde: T

Comments :

CONCER 04/04/2017 09:41AM RICHARD LAPLANTE MSS - FCSD - TECH SVC HOTLINE

Web Form Data [redacted] Description of Vehicle Concern: i have an escape that has the new recall 17S09, the vehicle was towed to the dealership not running, died while driving. Please list any diagnostics already performed: I inspected the vehicle and found the water pump was leaking and the vehicle was low on coolant. I raised the vehicle on the hoist and found the presence of oil on the back of the engine, the vehicle was cranking and not starting. I checked codes and found I had codes for no crank signal, inspected further and found the vehicle had been on fire and melted the wire harness for the side of the engine shorting out the crank signal and the turbo solenoids. the fire was localized to the back of the engine area and fresh air inlet to the turbo. Parts Replaced: water pump was replaced to fix the coolant leak, and the fresh air tube was replaced due to the fire and the pig tail wire ends that were melted and the waste gate solenoid. Your Question: the description for the new recall states that there can be localized overheating of the cylinder head and may cause a fire in the engine compartment, which has happed to this vehicle. my question is this are we seeing cracking of the cylinder head on the backside of the engine or head gasket ? I have oil on the back side of the engine, I have cleaned off several times and the oil looks like its coming from the exhaust studs, but I removed 2 and the holes for the studs seem dry inside. I have removed the heat shield over the exhaust and i am going to clean the whole area again and add dye.

RECOMM 04/04/2017 09:41AM RICHARD LAPLANTE MSS - FCSD - TECH SVC HOTLINE

Chad When you have a concern alleging a fire, accident, injury, property damage and/or burn has occurred due to an alleged product defect, pursuant to the Warranty and Policy Manual, no repairs should be performed. See below:

-**U.S. Dealerships** should complete a **Dealer/Fleet Request for OGC Review** found on FMCDealer.com - Parts & Service Tab - Customer Satisfaction link.

NOTE: The Technical Assistance Center will not be able to provide further assistance with this

issue until after the OGC review.

CONCER 04/07/2017 11:27AM RICHARD LAPLANTE MSS - FCSD - TECH SVC HOTLINE

Outbound call to Chad During the call the vehicle concern was discussed after OGC released the vehicle for repairs. It was found that the vehicle came in with a no start concern. During testing is was found that there was oil on the rear of the engine and the engine harness had melted. Repairs were made to the wiring harness to get the vehicle running to continue diagnosis. It was also found that the cooling system was low on coolant and a leak at the water pump was found. The water pump was replaced and testing continued to determine the source of the oil leak. The vehicle was driven and allowed to cool and it was found that the cylinder head is cracked. The cracked cylinder head is the cause of the oil leak that is found and it has been determined this vehicle falls under FSA 17S09

RECOMM 04/07/2017 11:27AM RICHARD LAPLANTE MSS - FCSD - TECH SVC HOTLINE

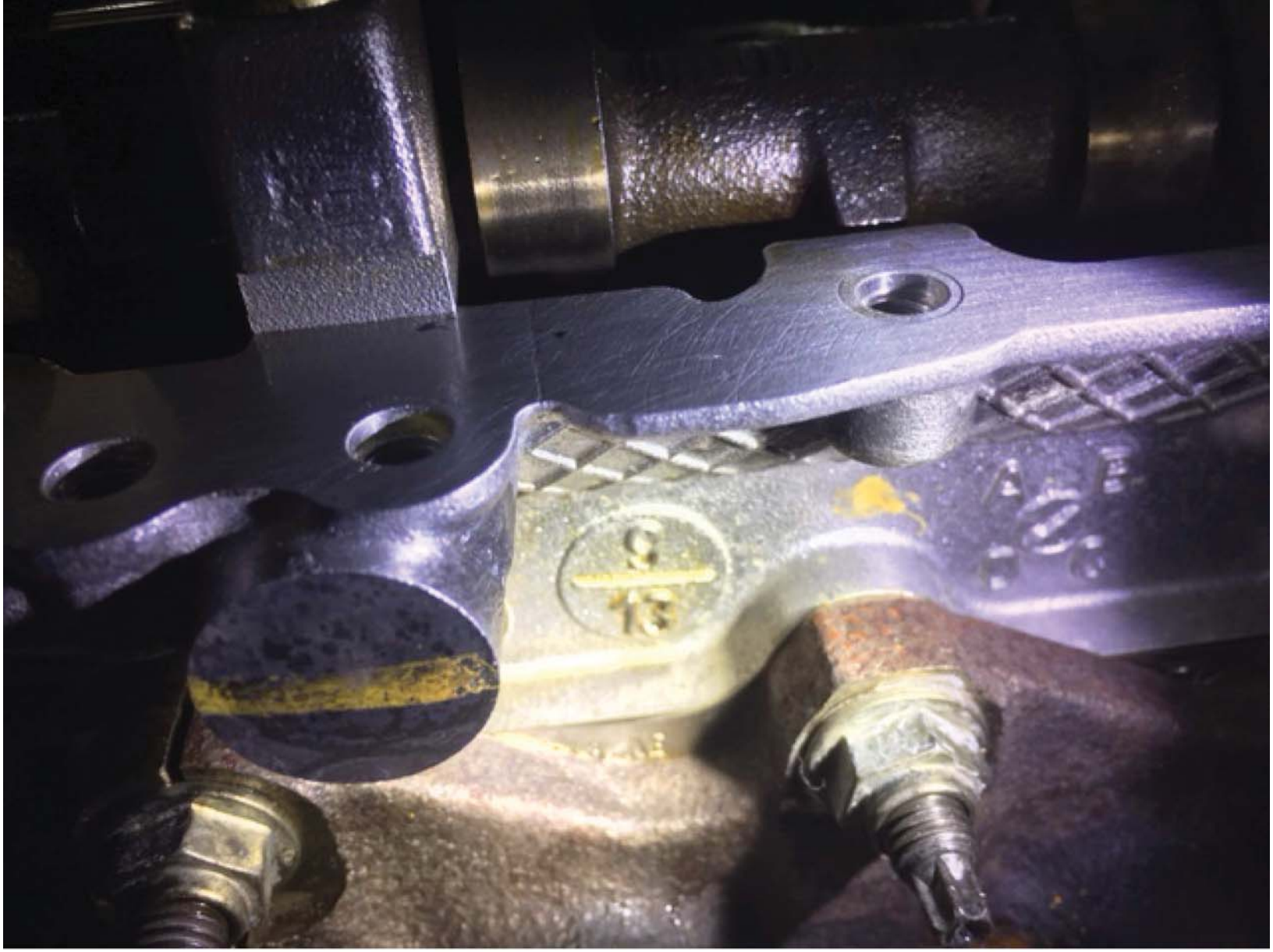
Chad As discussed on the phone. With the overheat concern that was present and the oil leak that is found to be due to a cracked cylinder head, continue with performing the cooling system pressure testing found in section 303-03A in the online workshop manual, under diagnosis and testing, engine cooling. Once the pressure testing has been performed, remove the spark plugs and inspect for coolant in one or more combustion chambers. If coolant is found, refer to step 11 of the cooling system pressure test procedure and replace the engine long block. With the cracked cylinder head that is present, continue with contacting the special services support center (SSSC) since this repair will exceed 500 to determine the repair direction that should be followed. With the harness damage that was present and has been repaired, note that along with the cracked cylinder head that is present and if coolant was found in the combustion chambers. Continue with the repairs ad directed by the SSSC. If an engine replacement is directed and/or wiring harness replacement, continue with getting the necessary prior approvals completed before continuing with repairs. When filling out the cost cap form for the engine replacement, select the short block and cylinder head then submit for prior approval, even if a repair decision is received. The cost cap can be overridden due to direction from the SSSC.

ADD-ON 04/11/2017 12:39PM DOUG KUHEL PTO - ENG - ENGIN PROD MFG EN

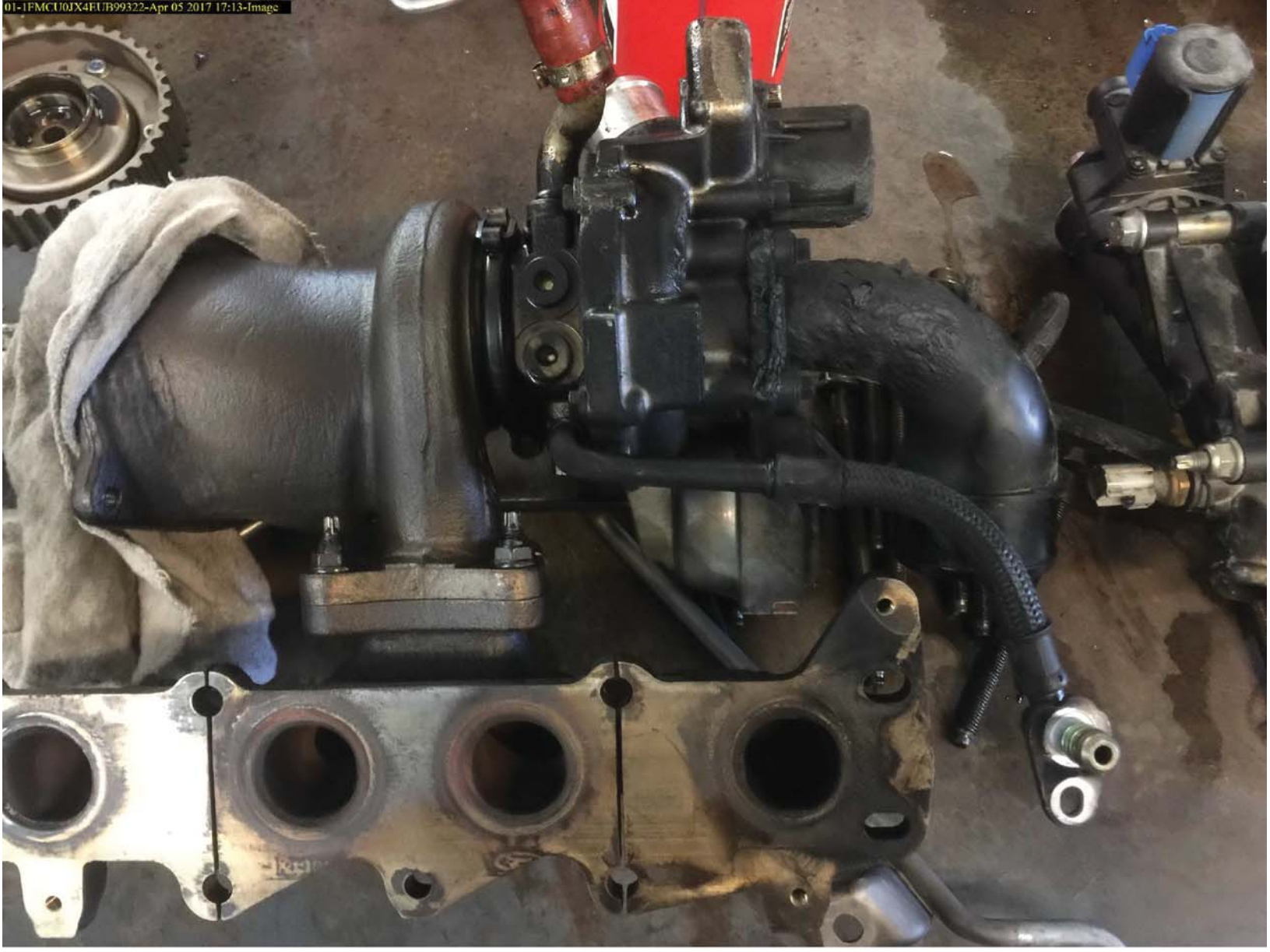
CALLED DEALER AND SPOKE WITH CHAD. ENGINEERING IS GOING TO ASK CHAD TO REMOVE THE CAM COVER AND HIGH PRESSURE FUEL RAIL CAP TO INSPECT THE CYLINDER HEAD FOR A POSSIBLE CRACK. ENGINEERING WILL SUPPLY A PICTURE OF CRACKED CYLINDER HEAD TO USE AS AN EXAMPLE. WE ASK THAT THE DEALER PLEASE TAKE A PICTURE OF THE AREA HIGHLIGHTED AND RETURN TO DOUG KUHEL (DKUHEL@FORD.COM) DEALER IS AUTHORIZED TO CHARGE M-TIME FOR PERFORM THIS INSPECTION ON ENGINEERINGS BEHALF.

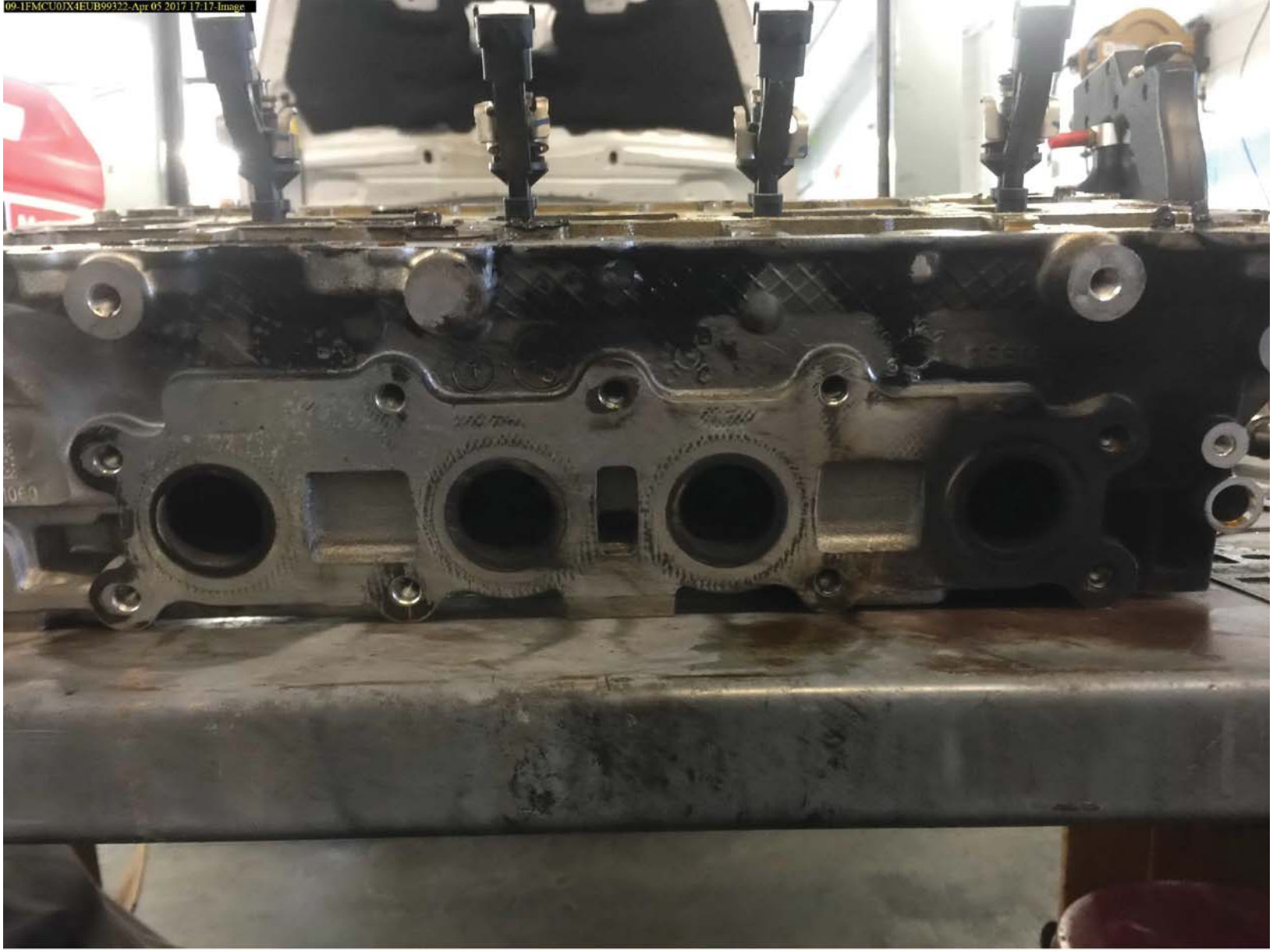


PE18-007 000864 ER


9
13

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01-1FMCU0JX4EUB99322-Apr 05 2017 17:13-Image


09-1FMCU0JX4EUB99322-Apr 05 2017 17:17-Image

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REDACTED FOR PRIVILEGE

L. G.

AMERICAN FAMILY INSURANCE

6000 American Pkwy | Madison, WI 53783-0001 | 1-800-MY AMFAM (692-6326) | amfam.com

MAY 9, 2017

FORD MOTOR COMPANY
PARKLANE TOWERS WEST #300
THREE PARKLANE BLVD
DEARBORN, MI 48126

RE Our Claim Number: [redacted]
Our Insured:
Date of Accident: 02/16/2017
Claim Damages: $12,732.90

Dear Sir/Madam:

We have been informed that you are the seller and or manufacturer of a motor vehicle owned by our insured, [redacted] that was involved in the above listed claim. It appears from our investigation that the vehicle sustained damage from a fire due to an internal failure of the vehicle. The vehicle in question is a 2013 Ford Fusion SE Ecoboost VIN #3FA6P0HR1DR[redacted]

Please accept this letter as notice of a potential claim against Ford Motor Company by American Family Insurance in regards to the damage caused to our insured's property.

The vehicle is secured at Insurance Auto Auction and can be made available for inspection by a Ford representative for confirmation of defect.

Please contact me to discuss how you would like to proceed.

Respectfully,

Aaron Kaetterhenry
Madison Subrogation
American Family Insurance
6000 AMERICAN PKWY, MADISON, WI 53783
1-800-MYAMFAM (1-800-692-6326) [redacted]
akaetter@amfam.com
Basic claims information, when you want it.. [redacted]

FMCC LEGAL 2017 JUL 5 PM1:26

L. G.

AMERICAN FAMILY INSURANCE

6000 American Pkwy | Madison, WI 53783-0001 | 1-800-MY AMFAM (692-6326) | amfam.com

MAY 9, 2017

FORD MOTOR COMPANY
PARKLANE TOWERS WEST #300
THREE PARKLANE BLVD
DEARBORN, MI 48126

RE Our Claim Number: [redacted]
Our Insured:
Date of Accident: 02/16/2017
Claim Damages: $12,732.90

Dear Sir/Madam:

We have been informed that you are the seller and or manufacturer of a motor vehicle owned by our insured, [redacted] that was involved in the above listed claim. It appears from our investigation that the vehicle sustained damage from a fire due to an internal failure of the vehicle. The vehicle in question is a 2013 Ford Fusion SE Ecoboost VIN #3FA6P0HR1DR[redacted]

Please accept this letter as notice of a potential claim against Ford Motor Company by American Family Insurance in regards to the damage caused to our insured's property.

The vehicle is secured at Insurance Auto Auction and can be made available for inspection by a Ford representative for confirmation of defect.

Please contact me to discuss how you would like to proceed.

Respectfully,

Aaron Kaetterhenry
Madison Subrogation
American Family Insurance
6000 AMERICAN PKWY, MADISON, WI 53783
1-800-MYAMFAM (1-800-692-6326) [redacted]
akaetter@amfam.com
Basic claims information, when you want it.. [redacted]

FMCC LEGAL 2017 JUL 5 PM1:26

GEICO
Government Employees Insurance Company
GEICO General Insurance Company
GEICO Indemnity Company
GEICO Casualty Company
P.O. Box 9091 ■ Macon, GA 31208-9091

[redacted]

SUB

June 20, 2017

OGC Lit
Product Claims

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

JUN 29 2017
FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

JUN 30 2017
OFFICE OF THE
GENERAL COUNSEL

Re: Vehicle Fire Vehicle: 2014 FORD ESCAPE SE
Vin #: 1FMCU0GX1EU[redacted]
Owner: [redacted]
Date of Loss: 06/17/2017
Claim Number: [redacted]

Dear To Whom it may concern:

Please be advised that I represent GEICO Insurance Company and Marlen Long.
The above vehicle was involved in a fire which resulted in damage to another vehicle and residence at [redacted] City Mulberry State Florida Zip[redacted]

In order to determine the cause of the fire, including a determination as to whether any defect in the vehicle was in existence at the time of the fire, an inspection and testing of the vehicle will be conducted by North Eastern Technical Services, Inc., an authorized representative of the above. This inspection will take place at IAA-Tampa [redacted] East-Palmetto, FL [redacted]

As you may have an interest in this matter, from both a safety precaution standpoint and as potential defendants in litigation, you are invited to have an expert attend and participate in the inspection and testing procedures.

To coordinate the inspection date and time, please contact North Easter Technical Services, Inc. at [redacted] Should you have any questions pertaining to this matter, or wish to discuss the same in further detail, you may contact the undersigned at (800) 648-2493, [redacted] Failure to respond to this notification within ten business days from the date of this letter will be construed as forfeiture of your right to be present at this examination.

I would like to caution that should you expert fail to appear at the inspection, you will forfeit any right to subsequently claim prejudice/spoliation under Nally vs. Volkswagen of America, inc., 405 Mass 191 (1989).

Sincerely,

[redacted]

Ralph Maldonado
Total Theft/Fire Claims Examiner

Cc: North Eastern Technical Services, Inc.
P.O. Box 5150
Fall River, MA. 02723

REDACTED FOR PRIVILEGE

Mike Ohly

ERSKINELAW

342 South Main Street
Rochester | Michigan | 48307
[redacted]
F: (248) 601-4497

***Please note that as of October 1, 2017, my email address will be** mohly@erskinelaw.com

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July 11, 2017

OGC Lit
Product Claims

Ford Motor Company
PO Box 70
Dearborn MI 48121-0070

State Farm Auto Claims
P.O. Box 52250
Phoenix AZ 85072-2250

JUL 19 2017

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

JUL 19 2017

OFFICE OF THE
GENERAL COUNSEL

RE: Claim Number: [redacted]
Date of Loss: 06/28/2017
Our Insured: [redacted]
City and State of Loss: Shippenville, PA
Vehicle: Ford ESCAPE 2014
Vin: 1FMCU9GX0EU[redacted]
Mileage: Approximately 57,263

[redacted]

To Whom It May Concern:

This notice is to advise of a fire loss that occurred to our insured vehicle. Our preliminary investigation indicates that Ford may be responsible for this loss. Please consider this as our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the vehicle.

The vehicle is being held at an offsite location in Copart and is available for your inspection by appointment only. There is no authorization to inspect this vehicle outside the presence of a specified State Farm® representative. Any violation of this authorization is not permitted.

In order to assist you in evaluating and processing our subrogation claim, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Your cooperation is appreciated. If you have any questions, or would like to set up an appointment to inspect evidence/salvage, please contact us.

[redacted]

REDACTED FOR PRIVILEGE

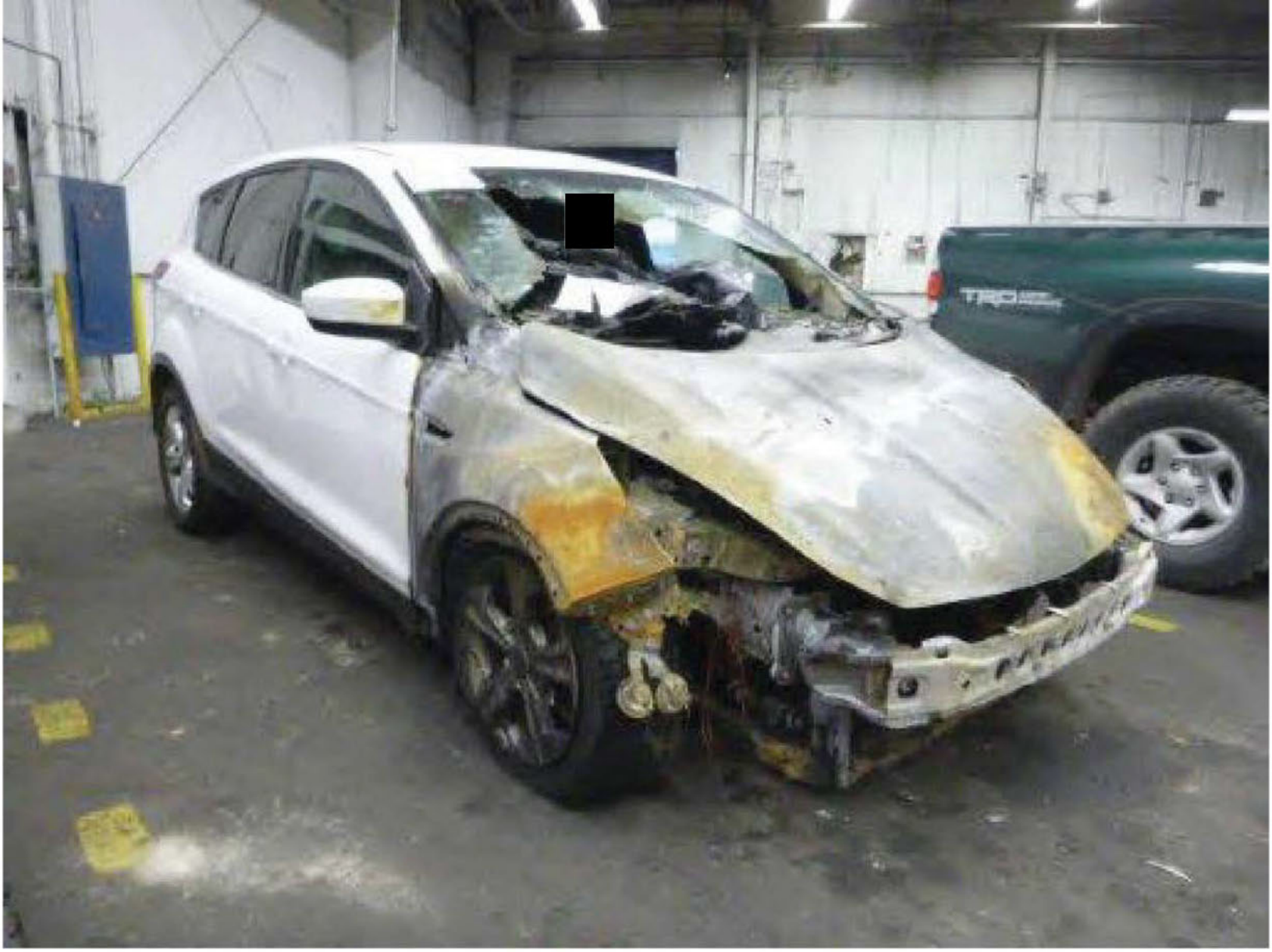
REDACTED FOR PRIVILEGE

[redacted]
Legal Analyst
Office Of The General Counsel - Product Litigation
Ford Motor Company
World Headquarters
[redacted]
Fax: (866) 639-0382

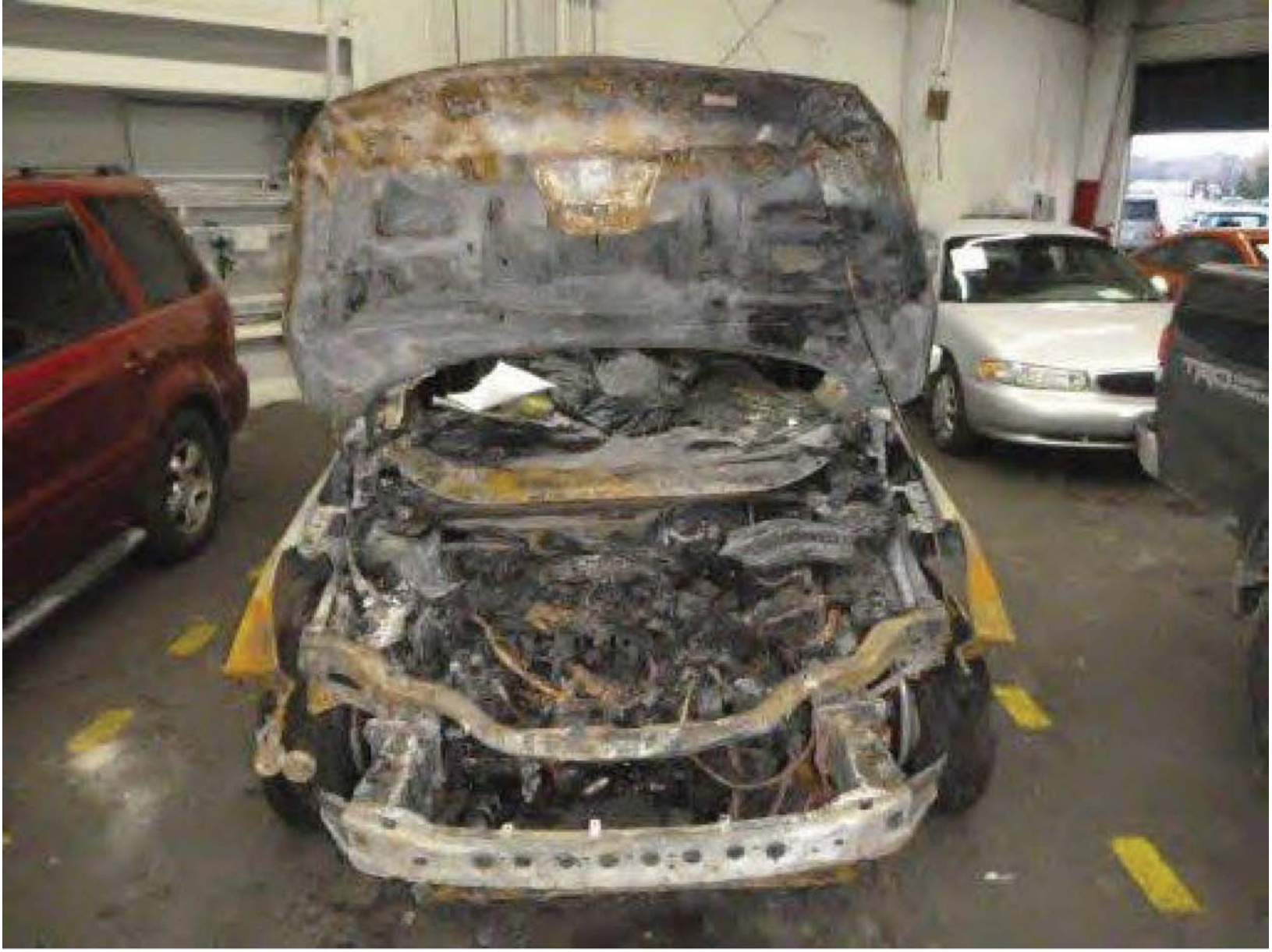
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If you received it in error, please delete it immediately and notify the sender.

REDACTED FOR PRIVILEGE









REDACTED FOR PRIVILEGE

Thanks,
[redacted]

REDACTED FOR PRIVILEGE

From: Baumgartner, George (G.K.)
Sent: Friday, February 02, 2018 5:41 PM
To: Hansen, Randy (R.F.)
Cc: Pusta, Ionut (I.); Baumeister, Eric (E.)
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Hi Randy,

Eric is following up with SE & SE to insure there are no concerns with 2014MY VIN's having 2013MY Calibrations in them. If all is well, we'll recommend returning the car to 13S12 (which it already had on it – we think this was originally a marketing vehicle that then became a test vehicle, which got 13S12 parts added to it, and then it somehow was sold to a customer, who then got a recall notice for the 2014MY 17S09 action).

It does not appear that converting it to a 2014 (engine and wiring update) would be a straightforward path to follow (not sure what else changed for the wiring harness and what other issues would arise from trying to update it). So another option could be to buy the vehicle back.

In the table below, you can see that there are as many as 13 vehicles of this build vintage (14MY, but with 13MY engines without CHT and 13MY PCM/Cal's in them). 5 of those are still within the company and 8 were sold to customers. Of the 5 company vehicles, it looks like only one (207Y811) is still a "Y" tag, which means when the team who has it turns it in that it could be sold. The only other one on the list that is not a "W" tag is [redacted] however the list is old now and that one has been converted.

Can we find funds to pay for the loss on resale and convert 207Y811 to a "W" tag so it will be scrapped and not sold?
I'm not sure who has it now.

HVBOM PCM Part#	Tag# on Window Sticker	Sold/Unsold	GCPB15_VIN_C	GCPB22_MODEL_
DJ5A-12A650-AFA	[redacted]	Sold to Owner	1FMCU0GX1EU[redacted]	2014
DJ5A-12A650-AFA		Sold to Owner	1FMCU0GX0EU[redacted]	2014
DJ5A-12A650-ABC		Sold to Owner	1FMCU0GX4EU[redacted]	2014
DJ5A-12A650-AFA		Sold to Owner	1FMCU0GX4EU[redacted]	2014
DJ5A-12A650-AFA		Sold to Owner	1FMCU0GX4EU[redacted]	2014
DJ5A-12A650-AFA		DBURRE16	1FMCU0GX7EU[redacted]	2014
DJ5A-12A650-ABC		Sold to Owner	1FMCU0GX8EU[redacted]	2014
DJ5A-12A650-AFA		Sold to Owner	1FMCU0JX5EU[redacted]	2014
DJ5A-12A650-ABC		KMART205	1FMCU0JX9EU[redacted]	2014
DJ5A-12A650-AFA		Sold to Owner	1FMCU9GX2EU[redacted]	2014
DJ5A-12A650-ABC		MICHELE . STEWART	1FMCU9GX5EU[redacted]	2014
DJ5A-12A650-AFA		MSTEWA31	1FMCU9JX2EU[redacted]	2014
DJ5A-12A650-ABC		FORD MOTOR	1FMCU9JX5EU[redacted]	2014

Thanks,

[redacted]
3.5L GTDI / 1.6L Sigma GTDI

Powertrain Calibration Supervisor
Truck Engine Engineering (TEE) Bldg – 1AE32,
2000 Enterprise Dr., Allen Park, MI 48101
[redacted]

From: Hansen, Randy (R.F.)
Sent: Thursday, February 01, 2018 3:41 PM
To: Baumgartner, George (G.K.) <gbaumga1@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Woodman, Greg (G.A.) <gwoodma1@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Agree – install 13S12.

[redacted]
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
[redacted]
11D137 Building #1,
20000 Rotunda, Dearborn, MI 48124

From: Baumgartner, George (G.K.)
Sent: Thursday, February 1, 2018 3:40 PM
To: Hansen, Randy (R.F.) <rhansen2@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Woodman, Greg (G.A.) <gwoodma1@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: J1TAS013

Since it is not a Titanium, the technically easiest thing would be to install 13S12. I'm not sure what issues that causes with what is required/permitted in the 17S09 or 13S12 actions (i.e. this vehicle sort of falls between the cracks as it is a 2013MY VIN, but clearly has a 2013MY Powertrain). We could discuss at the next Technical meeting, but I would imagine they want to get the car back to the customer.

Regards,

[redacted]
3.5L GTDI / 1.6L Sigma GTDI
Powertrain Calibration Supervisor
Truck Engine Engineering (TEE) Bldg – 1AE32,
2000 Enterprise Dr., Allen Park, MI 48101
[redacted]

From: Hansen, Randy (R.F.)
Sent: Thursday, February 01, 2018 3:37 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Baumgartner, George (G.K.) <gbaumga1@ford.com>
Cc: Woodman, Greg (G.A.) <gwoodma1@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Engine was built on February 20, 2013 – no CHT.

[redacted]
Ford Motor Company - Global Engine Engineering
Sigma/ Fox/ Puma/ Gemini/ Dragon/ Panther Engine
North American Applications Engineering Supervisor
Office phone: 313-390-7104
[redacted]
11D137 Building #1,
20000 Rotunda, Dearborn, MI 48124

From: Pusta, Ionut (I.)
Sent: Thursday, February 1, 2018 3:33 PM
To: Baumgartner, George (G.K.) <gbaumga1@ford.com>
Cc: Woodman, Greg (G.A.) <gwoodma1@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

George,

Below is the requested information:

1. Is the car a Titanium? This vehicle is an SE
2. Can they find the engine tag and send that to Randy? That should tell us if the engine had a CHT or not, and if it can accept one. Picture of the engine tag provided by technician
3. Can they verify if the engine in the car has a CHT? The technician states that there is not an open port to accept a CHT.
4. Can they verify in the car if the wiring harness has the CHT take out and connector present (note: it may be taped back to the bundle)? The technician states that there is not a CHT sensor connector on the harness.

Attached is (what is left of) the engine tag



The technician also clarified that we do not have a CHT or a slot for it, and we do not have an associated set of wires or connector for it.

How should we proceed with this vehicle: 1FMCU0GX0EU[redacted]

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Baumgartner, George (G.K.)
Sent: Thursday, February 01, 2018 1:31 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Woodman, Greg (G.A.) <gwoodma1@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt:[redacted]

I have a couple of questions to help us figure out a course action:

1. Is the car a Titanium?
2. Can they find the engine tag and send that to Randy? That should tell us if the engine had a CHT or not, and if it can accept one.
3. Can they verify if the engine in the car has a CHT?

4. Can they verify in the car if the wiring harness has the CHT take out and connector present (note: it may be taped back to the bundle)?

We do not have a cal released for 14MY 17S09 that does not have CHT diagnostics enabled. We thought all 2014's had CHT's. When a CHT is present, because it is connected to the PCM, then it needs to have open/short diagnostics enabled. The 14MY 17S09 cals do not use the CHT for any function, but the diagnostic is enabled.

We also do not have a 13MY 13S12 cal released for the new CLS that came with 17S09. 17S09 was needed for Kuga's and Titanium Escapes due to the larger headlight that prevented using the CLS from 13S12.

So if the car is not a Titanium, we could accomplish 17S09 by installing 13S12 since it will fit – and the car would stay with a 13MY cal, which won't set a CHT code.

But, if the car is a Titanium, and has the wiring for the CHT, but the CHT is not present, then we could install a CHT to resolve the issue. It just has to make contact and fall with in the .5 – 4.5 volt range so it does not set open/short circuit codes. It does not even need to be installed in the engine (i.e. could be connected to the wiring and just taped in place).

If the car does happen to have the CHT sensor installed, then the code may have set due to a circuit issue. In that case, the normal diagnostic should be followed to fix it (check the circuit, check the sensor resistance, etc.).

Let me know what you think,

[redacted]
3.5L GTDI / 1.6L Sigma GTDI
Powertrain Calibration Supervisor
Truck Engine Engineering (TEE) Bldg – 1AE32,
2000 Enterprise Dr., Allen Park, MI 48101
[redacted]

From: Pusta, Ionut (I.)
Sent: Thursday, February 01, 2018 11:28 AM
To: Baumgartner, George (G.K.) <gbaumga1@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: FW: 14 Escape 17S09 - GCQIS Rpt:[redacted]

George,

This is the vehicle we spoke about. It is a 2014 VIN and was part of a unique list of VINs that were built in 2014 with 2013MY calibrations. I attached a previous communication where you helped us get a tear tag to program the vehicle to a 2014 cal.

Now the PCM is setting a CHT DTC because it is not equipped with the CHT sensor.

Do we have another tear tag that we can use to clear this DTC? How should we go about addressing this one vehicle?

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs

Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
[redacted]

From: Karbum, Brandon (B.J.)
Sent: Thursday, February 01, 2018 11:24 AM
To: Tyda, Ryan (R.) <RTYDA@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Raina, Sidhartha (S.) <sraina1@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt:[redacted]

Doesn't pull up in HVBOM and according to parts catalog here is the part listing

9L8Z-6G004-E From: 04/22/2013 2013/ 1

And the build date is:

BUILD DATE: **01-APRIL-2013**

I would venture to say no it does not have the CHT and the tear tag provided by the SSSC is not correct.

Brandon J. Karbum
Gas Engine/Driveability Subject Matter Expert
Ford Technical Assistance Center, Cube 312
Bkarbum1@Ford.com Ph: 313-317-4490

From: Tyda, Ryan (R.)
Sent: Thursday, February 01, 2018 11:14 AM
To: Karbum, Brandon (B.J.); Pusta, Ionut (I.)
Cc: Raina, Sidhartha (S.)
Subject: RE: 14 Escape 17S09 - GCQIS Rpt:[redacted]

So how do we clear the CHT2 DTC? Does this have a CHT2??

From: Karbum, Brandon (B.J.)
Sent: Thursday, February 01, 2018 11:11 AM
To: Tyda, Ryan (R.); Pusta, Ionut (I.)
Cc: Raina, Sidhartha (S.)
Subject: RE: 14 Escape 17S09 - GCQIS Rpt:[redacted]

That is the test mule 14MY built early 13 with the stand pipe from the factory:



From: Tyda, Ryan (R.)
Sent: Thursday, February 01, 2018 11:01 AM
To: Pusta, Ionut (I.)
Cc: Raina, Sidhartha (S.); Karbum, Brandon (B.J.)
Subject: FW: 14 Escape 17S09 - GCQIS Rpt: [redacted]

John,

Any thoughts on this one?

From: Dalrick, Aaron (A.)
Sent: Thursday, February 01, 2018 10:57 AM
To: Raina, Sidhartha (S.); Tyda, Ryan (R.)
Cc: Graham, Brian (B.); Atkinson, Joseph (J.)
Subject: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Sid, Ryan – attached is a 14 Escape in for FSA 17S09. This VIN fell under the unique repair list. The dealer contacted SSSC and recommended to use LUG1 teartag to satisfy the FSA. When the dealer uses this teartag, the PCM sets a CHT DTC that the vehicle is not equipped with. Currently, the OE teartag is programmed, but sets a low coolant level DTC. I am having the dealer program with LUG1 and rechecking for a software update after, but I suspect this will not resolve it.

This same FSA was completed last year for this VIN. Can we inquire with SSSC if the dealer was given the correct teartag?

Aaron Dalrick
Technical Assistance Center
Escalated Support – Hybrid/BEV & Module Programming
[redacted]

NOTE: *This e-mail, including any attachments, may include Ford Motor Company confidential and/or proprietary information, and may only be used by the individuals whom provided to. If you are not the intended recipient, immediately notify the sender and delete said message.*

From: Gary, Robert (R.)
Sent: Friday, January 26, 2018 11:15 AM
To: Andes, Matt (M.) <MANDES1@ford.com>; Atkinson, Joseph (J.) <jatkin75@ford.com>; Dalrick, Aaron (A.) <ADALRIC1@ford.com>; Downing, Jared (J.) <jdowni15@ford.com>; Gries, Brandon (B.L.) <BGRIES@ford.com>; Irvin, Colby (C.) <CIRVIN11@ford.com>; Robinson, Michael (M.) <MROBI270@ford.com>; Sanders, Kevin (K.) <ksande51@ford.com>; Sheahan, Karen (K.) <ksheahan@ford.com>; Smithers, Devon (D.) <dsmithe4@ford.com>; Sullivan, Scott (S.) <SSULLI46@ford.com>; Tyda, Ryan (R.) <RTYDA@ford.com>; Vanbuskirk, James (J.) <JVANBUS2@ford.com>; Vigil, Vincent (V.) <VVIGIL1@ford.com>; Vore, Jayson (J.) <JVORE1@ford.com>; Wilde, Chris (L.C.) <lwilde@ford.com>
Subject: FW: HL Contact ID: [redacted] Has Been Escalated. HL Group Code: MODPROG. GCQIS Rpt: [redacted]

From: Lsurvey, Hector (H.)
Sent: Friday, January 26, 2018 11:14 AM
To: Gary, Robert (R.) <rgary4@ford.com>
Subject: HL Contact ID: [redacted] Has Been Escalated. HL Group Code: MODPROG. GCQIS Rpt: [redacted]

Report# :	[redacted]			**Received:**	01/20/2018
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	ESCAPE 4X2 (2013 -) ,SE ,4X2 ,MPV			**Build Date:**	04/01/2013
Odometer :	52,873 M	**Engine:**	1.6L 170PS	**Calibration:**	DM21A10A
Engine Serial Number:					
Transmission:	6SP 6F MID	**Axle:**	3.21 RATIO	**A/C:**	YES
Transmission Serial Number:					
Dealer:	Ray Skillman Hoosier Ford, Inc			**Phone#:**	[redacted]
City:	Martinsville	**State:**	Indiana	**Country :**	USA
Originator:	ZACK CLARK				
Symptom:	4 41 Z 00 ST/RN/MV,RUNNING,NOT LISTED,UNKNOWN				
Status:					
VFG:	POWERTRAIN MALFUNCTION				
Additional Symptom:	FSA 17S09				
Fix:		**Causal Component:**			
Condition Code:					

Hotliner:	**Phone:**	**Regn Cd:**
Engineering:	**Phone:**	**TAR:**
Dlr Contact:	**Phone:**	**Title Cde:**

CONCER **01/20/2018 10:19AM RYAN TYDA MSS - FCSD - TECH ASSIT CENTER**

Web Form Data [redacted] Description of Vehicle Concern: HAS CODE OF P1023 CHT HIGH AFTER COMPETING 17S09 HAVE BEEN WORKING WITH SSSC TO GET THIS RECALL PREFORMED THIS VEHICLE FELL UNDER THE UNIQUE PCM PROGRAMING LIST. THIS VEHICLE ALSO ALREADY HAD A COOLANT LEVEL SENSOR INSTALLED WITH THE WIRING AND MODULE. WAS ADVISED TO REMOVE OLD SENSOR AND INSTALL NEW IN NEW LOCATION AND PROGRAM BUY USING A TEAR TAG LUG1 THIS CODE WAS NOT ORIGINALLY THERE AND NOW HAS IT

---------- HERE OS WHAT HAS BEEN SAID WITH SSSC Type: Dealer Date: 18 Jan 2018 Time: 12:10:21 ID: p-cord10 Comments: WE HAVE DELETED THE PCM PROGRAMMING AND INSTALLED THE PROGRAMMING THAT WAS ADVISED AND NOW THE PCM IS STORING A TROUBLE CODE P1023 CHT SENSOR CIRCUIT HIGH. THIS EARLY BUILD VEHICLE DOES NOT HAVE A CYLINDER HEAD TEMPERATURE SENSOR. PLEASE VERFIY THE PROGRAMMING YOU ADVISED TO INSTALL AND ADVISE. AGAIMN THIS VEHICLE DOES NOT HAVE THE SENSOR AND NOW HAS A PID TO MONITOR THE SENSOR RESULTING IN A NEW FAULT CODE THAT WE ABSOLUTELY VERIFIED DID NOT EXIST PREVIOUSLY. BUILD DATE IS 04/01/2013. PLEASE ADVISE OF THE CORRECT PROGRAMMING? Type: Agent Date: 18 Jan 2018 Time: 12:02:01 ID: t-joh420 Comments: Claim as related damage on a separate line from the campaign just a labor.

Type: Dealer Date: 18 Jan 2018 Time: 10:49:23 ID: p-cord10 Comments: OK THANK YOU. CAN YOU PROVIDE APPROVAL CODE PLEASE? WHAT LABOR OPS DO WE USE? SHALL WE USE THE CAMPAIGN NUMBER OR UTILIZE MT TIME FOR THE PARTS REMOVED? Type: Agent Date: 18 Jan 2018 Time: 09:11:24 ID: t-joh420 Comments: Ads per the pervious conversation remove all current non campaign items and complete the program extra labor is allowed for removal as related damage Please list any diagnostics already performed: INSPECTED VERIFYED THIS VEHICLE DOES NOT HAVE A CHT SENSOR Parts Replaced: 17S09 parts Your Question: NEED HELP ON GETTING THE CORRECT PROGRAMING FOR THIS VEHICLE.

WEB-Ford-INT-pjacob45-Jan 18 2018 16:17:11: Transferred from ELECT to MODPROG

RECOMM **01/20/2018 10:19AM RYAN TYDA MSS - FCSD - TECH ASSIT CENTER**

Zack, We are not sure why LUG1 was used as a tear tag to program the PCM. That is not correct for this vehicle. The correct tear tag is RLU0. Please refer to Module Programming General Service Bulletin(GSB) G0000150 page 21. Perform the procedure outlined on that page but using tear tag RLU0. You can find the vehicles tear tag yourself by entering the VIN in PTS > OASIS and then when available, double click the VIN at the top left corner. That will open the build sheet information which lists the tear tag for the vehicle.

CONCER **01/23/2018 09:29AM T ECHHOT MSS - FCSD - TECH ASSIT CENTER**

for this recall this vin was on the UNIQUE VEHICLE REPAIRS list saying it got special programing what is that special programing and is there any information on why this vehicle already had a coolant level sensor installed behind the right head light also I did not realize that it did not copy all of the contact with sssc.

RECOMM **01/24/2018 01:30PM ALEC MCENTEE MSS - FCSD - TECH ASSIT CENTER**

Zack, If the vehicle VIN is listed in the chart under the Unique Vehicle Repairs, it would be recommended to follow the FSA step and create a VIN specific contact to the SSSC for additional repair instructions. The SSSC has moved to a web based form similar to this form used by the Technical Assistance Center. To submit a contact to the SSSC, run an OASIS page for the vehicle and select the SSSC link at the bottom of the OASIS result page for the VIN to access the new web form (there is no symptom coding required for the SSSC link to appear).

CONCER **01/24/2018 01:53PM T ECHHOT MSS - FCSD - TECH ASSIT CENTER**

I have been in contact with them and they have referred me to you. I programed the vehicle with the correct tear tag and the coolant level is now incorrect its in the programing. plz give me a call at 1(812)320-5621.

RECOMM **01/26/2018 09:40AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

Zack, The Ford Technical Assistance Center has reviewed your request and has determined that it is necessary to discuss this matter verbally over the telephone. You will be contacted shortly by a Ford Technical Assistance Center representative.

CONCER **01/26/2018 11:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

Contacted Zack by phone to discuss the concern in greater detail. Zach stated that he is performing FSA 17S09, he found the vehicle already had a stand pipe installed in the vehicle which was in a

different location(lower) that the stand pipe to complete FSA. Zach stated that he found the VIN number listed under the 'Escape Unique PCM Programming Required', he contacted the SSSC which provided him with PCM tear tag LUG1 and once the required components were installed and the PCM programming, the check engine light was on with DTC P0123(CHT SENSOR CIRCUIT HIGH). Zach stated that he programmed the PCM using the PCM tear tag listed in PTS(RLU0) as recommended which cleared DTC P0123 and a low coolant message populating in the IC. Zach confirmed that there is no air in the cooling system, the stand pipe is installed correctly in the mounting bracket(sensor down) and with the supplied PCM tear tag used to program the PCM the low coolant goes out.

RECOMM **01/26/2018 11:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

Zach, Within the next 4 business days, the assistance request on this vehicle will be reviewed. To further expedite this process, please update the form with the additional information listed when selecting the click here button below (including Service Management information, best phone number, etc.). An Escalated Handling Team Member will contact the Service Manager to obtain additional information and provide recommendations to assist in resolving the customers concern.

We are currently experiencing high
Dealership contact volume, which is resulting in delayed responses. Our management team is fully aware of the issue, and would like to apologize for the current delayed response times as we investigate options to improve our service level. We are committed to restoring the service levels that you are accustomed to, but it will likely take time to implement long-term changes to our process. Dealership personnel can help us in the short-term by adhering to the following suggestions:

- Ensure that all internal published <A< p="">

[redacted] Service Repair and Technical Assistance Process steps have been followed prior to contacting the Technical Assistance Center.

- Continue to

submit requests to the Technical Assistance Center for support with difficult to resolve technical vehicle issues and repairs requiring

Prior Approval.

- Confirm that all diagnostics, including testing results completed on the vehicle are thoroughly documented and submitted on the request to the Technical Assistance Center.
- Follow all Technical Assistance Center recommendations during the time you may be waiting for follow up from Escalated Handling Team.

We will continue to work with you and your Dealerships Service Management Team to help get the concern resolved and the vehicle back to the customer.

ADD-ON **01/26/2018 11:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

Consulted Brandon Karbum who provided the correct orientation of the stand pipe when it is installed in the vehicle then advised to escalate the report as this vehicle was a pre-production vehicle. Note to EH: This contact is being escalated for a concern where when performing FSA 17S09, he found the vehicle already had a stand pipe installed in the vehicle which was in a different location(lower) that the stand pipe to complete FSA. The found the VIN number listed under the 'Escape Unique PCM Programming Required', the SSSC was contacted who provided him with PCM tear tag LUG1 and once the required components were installed and the PCM programming, the check engine light was on with DTC P0123(CHT SENSOR CIRCUIT HIGH). The PCM was programmed using the PCM tear tag listed in PTS(RLU0) as recommended which cleared DTC P0123 with a low coolant message populating in the IC. There is no air in the cooling system, the stand pipe is installed correctly in the mounting bracket(sensor down). It is suspected that with this vehicle being pre-production, the provided components and/or provided calibration is incorrect for he vehicle.

ADD-ON **01/26/2018 11:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

Reason For Escalation: Supervisor Recommendation