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OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

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From: Fox, Charlie (C.)
Sent: Monday, June 19, 2017 1:16 PM
To: Pusta, Ionut (I.); Deverson, Ben (B.G.); Hansen, Randy (R.F.); Styron, Joshua (J.P.); Camaj, Linda (.); Kramer, Michael (M.T.); Helberg, Ken (K.H.); Correia, Eduardo (E.); Teller, John (J.E.); Goddu, George (G.A.); Vasconcellos, Evan (E.); Verster, Pieter (J.P.)
Cc: King, Rowland (R.S.); Galvin, Mark (M.V.)
Subject: 17S09 1.6 GTDI Service Instruction Draft
Attachments: FSA 17S09 1.6L EcoBoost.docx

Hi All,
Please find attached the first draft of the 17S09 service instruction. Please review ahead of a discussion on Thursday.

Regards,

[redacted]

Recall Program Coordinator

15/GB-A02-D
[redacted]



Ford of Europe. An unlimited liability company registered in England and Wales: No.3853720, Registered Office: Eagle Way, Brentwood, Essex, CM13 3BW, England

From: Karbum, Brandon (B.J.)
Sent: Wednesday, February 14, 2018 3:13 PM
To: Pusta, Ionut (I.)
Cc: Tyda, Ryan (R.); Hopping, Steven (S.D.)
Subject: 17S09 and a message to the field.

John,

It looks like we are taking around 175 contacts a week currently in regards to 17S09. The contacts to us range from lack of understanding of why the vehicle is in overtemp protection, to coolant level sensor related DTCs/Installation and a slew of different programming concerns. For 13S12 we had an extensive ISM covering a full gamut of concerns that technicians were running into. At this point I think a similar message for 17S09 would be beneficial, however what would be even better than an internal message would be a message published directly to the field so that we could hopefully cut down on some of the volume coming in to the Technical Assistance Center. I think the previous ISM is a good starting point however some of the information in there does not apply and then there are a few unique concerns we are running into with 17s09 which are not covered. However the DTC information is good since the 13/14 fusion, transit and fiesta currently contain none of this information in the WSM for the DTCs.

If you have time this week I think me you and Ryan should sit down and discuss options on what we could do to try and curb some of these incoming contacts. Let me know, thanks!

This is the ISM published for 13S12:

PE18-007 000054 DFC

2013 ESCAPE - FSA 13S12: P2556/P2557/P2560/P1940/U1035 :

Some 2013 Escape vehicles equipped with a 1.6L engine may exhibit the following concerns during or after completing FSA 13S12.

NOTE: The IDS must be updated to software level 89.04A or later to perform the FSA. If the IDS is not updated when the FSA is performed, it may result in various DTCs and drivability concerns.

NOTE: The following DTCs will be defined with IDS software level 89.05 or later. If an earlier software level is utilized, these DTCs will not be defined.

Coolant Level Sensor Check not available in IDS	The IDS is not updated to 89.04A or later. Ensure the IPC and PCM Module Programming procedures are performed at the latest IDS level.
IDS Cannot Detect The PCM Parameters For The Coolant Level Sensor	The PCM is not updated to the latest calibration using 89.04A or later.
File Not Found during IPC reprogramming	The IDS is not updated to 89.04A or later. Ensure the IPC and PCM Module Programming procedures are performed at the latest IDS level.
P2556 – Engine Coolant Level Sensor/Switch Circuit	Sets when there is an internal sensor fault. The sensor is still communicating on the CAN bus, but is unable to detect coolant level due to the internal circuit fault.
P2557 – Engine Coolant Level Sensor/Switch Circuit Range/Performance	Sets when the signal is irrational for a calibrated time (e.g. too noisy or too unchanging for the conditions). A pinched hose causing no transfer of fluid to/from the bottle could set it (too calm) or aeration due to low coolant level/fluid churn (too noisy) could set it.
P2560 – Engine Coolant Level Low	Sets when the detected level is below a calibrated threshold between empty and the min full line. When this one sets the message center will also display "Coolant Level Low – Service Required" and a chime sounds. The driver can clear it by adding coolant.
P1940 – Engine Coolant Level Signal Not Available Due To Driving Conditions	Sets when the vehicle is on a very steep grade (significantly higher than any US interstate) or is accelerating at a high rate for long enough time (fault timer exceeds calibrated fault time) and the engine has been operating long enough in a condition that would cause overheating if the coolant level was low (exceeds a model threshold). Typically rapid acceleration or steep grade operation at high power are relatively short duration events and as soon as that condition clears permitting reading valid coolant level again, the fault timer resets.

U1035 – Lost Communication with Engine Coolant Level Sensor/Switch **And/Or** **P1299 - Cylinder Head Over Temperature Protection Active**	These DTCs typically set together, however one may be present without the other. The P1299 will set when the PCM detects a fault with the cooling system, and force the vehicle into Failure Mode Effects Management (FMEM). Continue with the following diagnostics. If only the P1299 remains, continue with Workshop Manual diagnostics. **Refer to the Wiring Diagram Cell 25-013 - Electronic Engine Controls - 1.6L** • **Verify Power and Ground at the Coolant Level Sensor.** • **Verify the HS-CAN circuits are not shorted to power or ground:** Use a DVOM and verify no continuity between the HS-CAN circuits pin 2 and 3 and power and grounds. • **Verify the HS-CAN circuit continuity:** Use a DVOM and verify continuity is present across the HS-CAN circuits between the Engine Coolant Level Sensor, C1061 and the Splice Block connector, C1760. Replace the harness if the HS-CAN circuits are faulted. • If power, ground and HS-CAN are verified, this indicates the Coolant Level Sensor is faulted.
Coolant Level Low message	The final step in the FSA is to top off the coolant *after* the vehicle has been allowed to cold soak. The FSA also states to refer to the Workshop Manual for the appropriate cooling system vacuum filling procedure, which a portion of the procedure must be completed 10 times. If these two steps are followed closely, the coolant level message will not occur on a properly operating system.

Coolant Level Sensor Check
Available in IDS 89.04A or later. Located in the Toolbox > Powertrain > Service Functions > Coolant Level Sensor Check. The following screenshots are now available within the IDS for the Coolant Level Sensor Check for the new Coolant Level Sensor.
IDS Menu Selection
Coolant Level Check Pass
Coolant Level Out of Range
Engine has not Reached Operating Temperature (at least 185°)
IDS Cannot Detect Parameters

IPC/PCM Reprogramming

- If the IPC and/or VCM loose communication during programming, inspect carefully for any aftermarket devices tied into the vehicle. These devices include, but are not limited to, aftermarket remote starters, perimeter alarms, GPS units, etc. **NOTE:** *These components may utilize the factory equipment and key fobs and may be very difficult to locate. Remove the glove box completely and inspect around the BCM and BCM wiring.*
- If all or multiple modules do not communicate on network after installation of the FSA components, disconnect jumper harness at C133 and inspect for damage, pushed out or bent pins.
- After the IPC is reprogrammed on this vehicle, if you navigate again to 'Module Reprogramming>IPC, the IDS may indicate there is still an update available. Then when selecting this, the process takes a very short amount of time. This is because there are multiple IPC's available for the vehicle and IDS needs to begin the 'Module Reprogramming' to check the calibration and compare to the part number installed. No programming is set into the IPC during this attempt because IDS does not proceed if it is already at the latest level. This is also why the reprogram attempt is significantly shorter.
- When programming the IPC on page 26 and PCM on page 53, step 11, it is important to note the battery charger settings. This programming can result in an amperage draw of 10-20 amps. It is important to have the battery charger set to at least 10 amps, no higher than 20 amps during programming.

IPC/Message Center Layout change

- After FSA 13S12 the bottom left section of the Four Quadrant Message Center on the Instrument Cluster will change from a Trip Timer to an Instant Fuel Economy (IFE) reading if the FSA has been performed between IDS levels 89.04a and levels 90.02. If IDS level 90.03 or later is utilized, the Trip Timer will remain in the Four Quadrant Message Center. If the IPC is updated at IDS 90.03 or later, the Trip Timer will return to the Four Quadrant Message Center. Please see the attached picture for an example of the message center before and after the FSA.

IPC layout changes, Before and After

Transmission SelectShift "Live in Drive" Feature No Longer Operational:

- The "Live In Drive" feature allows the driver to temporarily manually shift the transmission using the paddle shifters while the vehicle is in drive. Per TSB 13-3-15, it is normal for the Live In Drive feature to not operate after any PCM calibration update. This is because the feature was actually a "glitch" and was never meant to be available for this vehicle. The SelectShift feature, which operates when the gear selector is placed in Sport mode, will continue to operate normally. The Live in Drive feature cannot be re-enabled.

PIDs

ENGCOOL_CANMSG: Indicates Fault or No Fault for the coolant level sent via the Controller Area Network (CAN).
ENGCOOL_LVL: Displays the engine coolant level in inches on a bar graph in the Engine Coolant Level Check.

Brandon J. Karbum
Gas Engine/Driveability Subject Matter Expert
Ford Technical Assistance Center, [redacted]
Bkarbum1@Ford.com [redacted]

From: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Monday, April 09, 2018 8:23 PM
To: Baumeister, Eric (E.)
Cc: Brown Darren (AA-AS/EDS6.22); Pusta, Ionut (I.)
Subject: 17S09 Complete Draft
Attachments: 17S09-S2 Fiesta - Coolant Level Sensor D2.pdf

Attached is the completed draft 2.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Grove Dave (AA-AS/EDS6.22)
Sent: Friday, April 06, 2018 2:17 PM
To: Baumeister, Eric (E.) (ebaumei2@ford.com) <ebaumei2@ford.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>; Pusta, Ionut (I.) (ipusta@ford.com) <ipusta@ford.com>
Subject: RE: 17S09 Incomplete Draft

Eric, I have updated page 15 Figure 10. Sorry for the mix up.

PE18-007 000058 DFC

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Wednesday, February 21, 2018 5:07 PM
To: Pusta, Ionut (I.); Brown Darren (AA-AS/EDS6.22)
Cc: Mazzola Vince (AA-AS/EDS6.22); FIXED-TERM OConnor Sean (AA-AS/EDS6.22)
Subject: 17S09 Draft 1 Complete
Attachments: 17S09-S2 Fiesta - Coolant Level Sensor D1.pdf

John/Darren attached is the finished first draft. I do still have a few pictures I need to capture but this should be in good shape for engineering and the time study.

Let me know if any issues/comments.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Wednesday, August 23, 2017 8:39 PM
To: FIXED-TERM Brown Darren (AA-AS/EDS6.22); Pusta, Ionut (I.)
Cc: Mazzola Vince (AA-AS/EDS6.22); FIXED-TERM Patrick Johnathon (AA-AS/EDS6.22)
Subject: 17S09 Escape D1
Attachments: 17S09 Escape Coolant Level Sensor D1.pdf

Attached is draft 1. I will review closer and make any required revisions when I return Monday.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Linda Shaw <lshaw@renkim.com>
Sent: Thursday, April 20, 2017 5:31 PM
To: Camaj, Linda (.); Pusta, Ionut (I.); Green, Jeffrey (J.T.); Beaker, Melinda (M.); Rooker, Heather (H.R.); Phillíben, Agnes (.)
Cc: Linda Webster; Hayes, Sheila (S.); Michele Jackson
Subject: 17S09 FCSD Escape Owner Letter Samples
Attachments: 17S09 FCSD Escape Owner Letter Samples.pdf

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



From: Warwood, Mike (J.M.)
Sent: Wednesday, April 12, 2017 4:11 PM
To: Dwan, Patrick (P.J.); Morse, Margaret (A.); Pusta, John (J.); Camaj, Linda (.)
Cc: Warwood, Mike (J.M.)
Subject: 17S09 Recall Technical Support
Attachments: 17S09 Recall Technical Support.docx

Team,

I have drafted the dealership technical support framework for 17S09. Please provide your input and return to me. Thanks!

Mike Warwood

From: Pusta, Ionut (I.)
Sent: Thursday, January 11, 2018 2:16 PM
To: Mueller, John (F.); Gopalan, Nikhil (N.)
Cc: Pusta, Ionut (I.)
Subject: 17S09 Technical Instructions
Attachments: 17S09 Service Instruction Final Draft Excluding Fiesta ST 20-11-2017.docx; 17S09-S1 Escape - Coolant Level Sensor D10.pdf; 17S09-S2 1.6L ATTACHMENT V Inspection Sheet D1.pdf

John and Nikhil,

Attached are the Kuga, Focus, and Escape technical instructions. I included Escape because the Kuga draft may not have all the images.

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, August 11, 2017 12:14 PM
To: Camaj, Linda (.); Pusta, Ionut (I.); Green, Jeffrey (J.T.)
Subject: 17S09 vehicle?
Attachments: 17S09 targetting report.xls

Linda, John, Jeff,

The SSSC received the report number shown below on a 2014 Escape that seems to fit the targeting report (see attachment) criteria but it is not in the 17S09 campaign. I also copied the engine code data from PTS and attached it below.

I declined adding the vehicle to the program for now but I have questions regarding why it is not included. It has the correct engine code, it's within the build date range for Louisville, and seems to meet the requirements. Could this be an anomaly?



Special Service Support Center Queue

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Agent Status Available | Contacts Today: 0 | Average Completion Time: 0:0:0 | Agent Status Change Select

VIN	Contact ID		P&A Code	FSA	Contact Type	Status	Language		Submit Date/Time	Wait Time	Owner/Agent	
1FMCU9JX4EU[redacted]	[redacted]		[redacted]	17S09	General	Under Review	EN-US		08/11/2017 10:47:19	79		T

Refresh

© Copyright 2017 Ford Motor Company. All rights reserved. Confidential Friday, August 11, 2017 11:33 AM - FCCVWS856D - mthomp15



[redacted]
Ford Motor Company
MTHOMP15@Ford.com
[redacted]

From: Pusta, Ionut (I.)
Sent: Wednesday, December 06, 2017 3:59 PM
To: Thompson, Mark (M.T.); Green, Jeffrey (J.T.); Rivera, Santos (S.); McSherry, Laurel (L.); Poploskie, Jeannette (J.M.); White, Eric (E.); Smith, Robert (R.); Abela, Matt (M.); Teller, John (J.E.); Hansen, Randy (R.F.); Styron, Joshua (J.P.); Kramer, Michael (M.T.); Helberg, Ken (K.H.)
Cc: Catalano, Martino (M.); Philliben, Agnes (.); Hagemans, Robert (R.G.); Collard, Brian (B.J.); McDonnell, William (W.J.); Humphries, Glenn (G.L.); Mercau, Jose Eliseo (J.E.); King, Rowland (R.S.); Garcia San Juan, Angelina (A.); Stokes, Rosie (R.S.); Sprunger, Jon (J.L.); Cottrell, Gregory (G.L.); Foley, Elizabeth (E.); Rooker, Heather (H.R.); Hansen, Karen (K.L.); Osepchook, William (W.R.); Cangany, John (J.); Baumeister, Eric (E.); Willard, Jeremy (J.); Hanson, Chris (C.); O'Connor, Tammy (T.A.); Koerschner, Michelle (M.M.); Hopwood, Heidi (H.); Harrier, Nathan (N.); Bunting, Ross (R.); Hill, Teresa (T.L.); Hamilton, Steven (S.C.); McCoy, Kevin (K.J.); Stiles, David (D.); Fox, Charlie (C.); Baker, Zachary (Z.)
Subject: Action Request: FSA Concurrence and/or Comment - 17S09 - Supplement #1
Attachments: 17S09-S1 1.6L Inspection Sheet Attachment IV D2.pdf; 17S09-S1 Escape - Coolant Level Sensor D7.pdf; 16X85 - 17S09-S1 1.6 Engine Overheat D1.pdf; 17S09-S1 - Dealer Bulletin.docx; 17S09-S1 Owner Letter - Repair Available.docx; 17S09-S1 - ATTACHMENT V - Unique Vehicle Table.docx; 17S09-S1 - ATTACHMENT VI Escape Video Links.docx

Importance: High

Your concurrence and/or comment is required to publish the following Field Service Action:

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

Please review the FSA Title Description, Dealer Bulletin, Owner Letter Technical Instructions, and Attachments V & VI and provide your approval/concurrence to me with any changes and comments **by 11:00 AM 12/07**.

This program was previously sent to collab with Transit Connect having a final repair. The Transit Connect software will not be available in time for launch and has been removed from the supplement documents. The collab time is 24 hours due to the late changes.

NOTE: Please respond directly to the sender only and do not use the "Reply To All" function.

This program is scheduled to be posted to FMCDealer within the next week. Your timely review 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
ipusta@ford.com
[redacted]

From:	Pusta, Ionut (I.)
Sent:	Wednesday, January 10, 2018 3:58 PM
To:	Thompson, Mark (M.T.); Green, Jeffrey (J.T.); Rivera, Santos (S.); McSherry, Laurel (L.); Poploskie, Jeannette (J.M.); White, Eric (E.); Smith, Robert (R.); Teller, John (J.E.); Hansen, Randy (R.F.); Styron, Joshua (J.P.); Kramer, Michael (M.T.); Helberg, Ken (K.H.); Kuhel, Doug (D.G.)
Cc:	Catalano, Martino (M.); Philliben, Agnes (.); Hagemans, Robert (R.G.); Collard, Brian (B.J.); McDonnell, William (W.J.); Humphries, Glenn (G.L.); Baker, Zachary (Z.); Mercau, Jose Eliseo (J.E.); King, Rowland (R.S.); Garcia San Juan, Angelina (A.); Stokes, Rosie (R.S.); Sprunger, Jon (J.L.); Cottrell, Gregory (G.L.); Foley, Elizabeth (E.); Rooker, Heather (H.R.); Hansen, Karen (K.L.); Osepchook, William (W.R.); Cangany, John (J.); Baumeister, Eric (E.); Pusta, Ionut (I.); Willard, Jeremy (J.); O'Connor, Tammy (T.A.); Koerschner, Michelle (M.M.); Hopwood, Heidi (H.); Harrier, Nathan (N.); Bunting, Ross (R.); Hill, Teresa (T.L.); Hamilton, Steven (S.C.); McCoy, Kevin (K.J.); Weigandt, Elizabeth (E.M.); Perry, Phil (P.J.)
Subject:	Action Request: FSA Concurrence and/or Comment - 17S09-Supplment #2
Attachments:	17S09-S2 - Dealer Bulletin V2.docx; 17S09-S2 ATTACHMENT IV Escape - Transit Connect D9.pdf; 17S09-S2 - ATTACHMENT VI - Unique Vehicle Table.docx; 17S09 ATTACHMENT VIII Fusion - Coolant Level Sensor D2 IP Markup.pdf
Importance:	High

Your concurrence and/or comment is required to publish the following Field Service Action:

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

Please review the FSA Title Description, Dealer Bulletin, Owner Letter and Technical Instructions and provide your approval/concurrence to me with any changes and comments **by 11:00 AM 1/12**.

Supplement #2 to include Fusion and Transit Connect repairs. All other attachments are unchanged.

NOTE: Please respond directly to the sender only and do not use the "Reply To All" function.

This program is scheduled to be posted to FMCDealer within the next week. Your timely review 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
ipusta@ford.com
[redacted]

From: Pusta, Ionut (I.)
Sent: Wednesday, May 23, 2018 12:28 PM
To: Green, Jeffrey (J.T.); Osepchook, William (W.R.); McSherry, Laurel (L.); Poploskie, Jeannette (J.M.); White, Eric (E.); Smith, Robert (R.); Pat Logan; Burroughs, Mary (M.M.); Cure, Dan (D.); Hansen, Randy (R.F.); Kramer, Michael (M.T.); Helberg, Ken (K.H.); Correia, Eduardo (E.)
Cc: Catalano, Martino (M.); Hagemans, Robert (R.G.); Collard, Brian (B.J.); McDonnell, William (W.J.); Baker, Zachary (Z.); Mercau, Jose Eliseo (J.E.); King, Rowland (R.S.); Garcia San Juan, Angelina (A.); Stokes, Rosie (R.S.); Sprunger, Jon (J.L.); Cottrell, Gregory (G.L.); Rooker, Heather (H.R.); Hansen, Karen (K.L.); Cangany, John (J.); Baumeister, Eric (E.); Pusta, Ionut (I.); Willard, Jeremy (J.); O'Connor, Tammy (T.A.); Koerschner, Michelle (M.M.); Hopwood, Heidi (H.); Harrier, Nathan (N.); Bunting, Ross (R.); Hill, Teresa (T.L.); Nowaczyk, Rick (R.J.); Hamilton, Steven (S.C.); McCoy, Kevin (K.J.); Weigandt, Elizabeth (E.M.); Perry, Phil (P.J.); Hochgraber, Brent (B.); Lamonde, Sebastien (S.); Rudish, Karen (K.L.); Mueller, Renee (R.); Hanson, Chris (C.); Black, Kevin (K.W.)
Subject: Action Request: FSA Concurrence and/or Comment
Attachments: 17S09-S3 Fiesta - Coolant Level Sensor D3.pdf; 17S09-S3 - DRAFT Dealer Bulletin.docx

Importance: High

Your concurrence and/or comment is required to publish the following Field Service Action:

Safety Recall 17S09 – *Supplement #3*
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

Please review the FSA Title Description, Dealer Bulletin, Owner Letter and Technical Instructions and provide your approval/concurrence to me with any changes and comments **by 3:30 PM 5/24**.

Parts are now available to complete this safety recall on Fiesta ST vehicles.

NOTE: Please respond directly to the sender only and do not use the "Reply To All" function.

This program is scheduled to be posted to FMCDealer within the next week. Your timely review 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
ipusta@ford.com
[redacted]

comparable rental vehicle **ANALYST: JOHN PUSTA** **SME: PAT LOGAN**	

ANALYST: JOHN PUSTA **SME: PAT LOGAN**	

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 48195
www.renkim.com



	Engineering Part #								Vehicle Lines								
Description	Prefix	Base	Suffix	Service Part #	Quantity Per Vehicle	Service Procedure Section	Concern Nr.	Carryover, New, or Existing Part	Kuga	Kuga -South Africa	Escape	Fusion	Fiesta	Transit Connect	Focus	C-MAX	Total Volume
CAP ASY-PRESS RLEF - Degas Bottle Cap	DG93	8101	AA	DG9Z-8100-A	1		C13336944	C	133251	0	137364	89239	17241	1100	54299	32306	464800
CTNR ASY RAD OVR/FL - Degas Bottle	8V61	8K218	AE	CV6Z-8A080-A	1		C13336944	C	133251	0	137364				54299	32306	357220
CTNR ASY RAD OVR/FL - Degas Bottle -	?	8K218	?		1			N									0
CTNR ASY RAD OVR/FL - Degas Bottle -	?	8K218	?		1			?									0
RET-WIR NG - White Christmas Tree Clip (loose in bag)	E9DB	14A163	CA	F1TZ-14A163-E	1		C13336944	C									0
SHLD-INTK MANF - Protective Foam Pad - Junction Box	EV4T	9L493	AA	EV4Z-9F460-A	1		C13336944	C									0
WIR ASY MN JMPR - Molex 6-Way	EV4T	14A411	CA		1		C13336944	N									0
WIR ASY MN JMPR - Yazaki 6-Way	EV4T	14A411	DA		1			N									0
WIR ASY MN JMPR - Yazaki 3-Way	EV4T	14A411	EA		1			N									0
WIR ASY MN JMPR - Stand Alone for South Africa	EV4T	14A411	FA		1			N									0
WIR ASY MN JMPR - Fusion	?	14A411	?		1			N									0
SCREW M6X16 HF 010 - Jumper Ground Fastener		W505253	S450L	W505253-S450L	1		C13336944	C									0
SPEC W R HRNS TPE P - Wire Harness Tape	ESAC3T	1A303	AA		1		C13336944	C									0
CLP WIR - Turbo Wire Harness Retainer (Christmas tree/tie strap)	8V5T	14197	KA	8V5Z-14197-A	1		C13336944	C									0
KIT THERMO - Thermostat Kit	BM5G	8570	AA	BM5Z-6750-B	1		C13336944	C									0
GSKT ENG COOL VLV P - Thermostat Gasket	BM5G	8B561	AA	BM5Z-8C309-A	1		C13336944	C									0
O/RG CONN QCK - Quick Connect Coolant Line O-Ring	FL34	8D058	AB	FL3Z-8590-A	1		C13336944	E									0
HOSE & CLMP ASSY - Lower	GV61	8K276	AA		1		C13336944	N									0
HOSECLAMP SPRING 27X15 - Degas Outlet and 3-Port Tee		W525862	S444		2		C13336944	C									0
RESVR ASY-RAD COOL - Stand Pipe	GV61	8C045	AA		1		C13336944	N									0
BRKT RLY MTNG OTR - Stand Pipe Bracket	GV61	14A301	AA		1		C13336944	N									0
BRKT RLY MTNG OTR - Stand Pipe Bracket - Fiesta ST	?	14A301	?		1			N									0
BRKT RLY MTNG OTR - Stand Pipe Bracket - Fusion	?	14A301	?		1			N									0
HOS ASY RAD OVR/FLO - Upper	GV61	8W005	AA		1		C13336944	N									0
RET W R HRNS TIE ST	CU5T	14E047	CA	CU5Z-14A163-B	3		C13336944	C									0
HOSECLAMP SPRING 16X12 - Stand Pipe Inlet & Outlet Ports		W525979	S444		2		C13336944	C									0
BOLT&WSHR M6X20 HF -		W716329	S300	W716329-S300	1		C13336944	E									0

BOLT&WSHR M12X40 HF FL 8 - Stand Pipe to Engine Mount		W708728	S442	W708728-S442	1		C13336944	E									0
HOSECLAMP SPRING 14X12 PO - Clamp to Turbo		W527301	S444	W527301-S444	1		C13336944	E									0
HOSECLAMP.SPRING 30X12.PO -		W525964	S444		1		C13336944	E									0
STRAP 4 BUNDL NG AD - Battery Cable Tie Strap		95875	S	WA-14-SBA	1		C13336944	C									0
CLP WIR - PCV Tube Wire Tie (Clamp and Strap)	KTDJ5E	14197	AA		1		C13336944	C									0
VLV ASY-HTR.WTR.CONTR - Coolant Bypass Valve	BM5G	18495	EA	BM5Z-18495-C	1		C13336944	E									0
MAN 150PS Europe Denso OCV (non MTS, with S/S)	DV4A	12A650	AEA				C13327567										
150PS Russia Denso OCV (non MTS, non S/S)	DV4A	12A650	AFA				C13327567										
150PS Husco OCV - Elabuga Build (non MTS, with S/S)	DV4A	12A650	ABA				C13327567										
150PS Russia Husco OCV - Elabuga Build (non MTS, non s/s)	DV4A	12A650	ADA				C13327567										
Mountune Special dealer upgrade Denso OCV (non MTS)	DV4A	12A650	AGA				C13327567										
200PS Mountune dealer upgrade Husco OCV (non MTS)	DV4A	12A650	ACA				C13327567										
RHD 180 PS (non-MTS)	DV4A	12A650	VA				C13327601										
RHD 180 PS (MTS)	DV4A	12A650	AAA				C13327601										
LHD 180PS (non-MTS)	DV4A	12A650	UA				C13327601										
LHD 180PS (MTS)	DV4A	12A650	ZA				C13327601										
LHD 150PS (non-MTS)	DV4A	12A650	XA				C13327601										
LHD 150PS (MTS)	DV4A	12A650	YA				C13327601										
Instrument Cluster Software Part Numbers and Timing?		C-Car															
Instrument Cluster Software Part Numbers and Timing?		B-Car															
Instrument Cluster Software Part Numbers and Timing?		CD-Car															
WSM Update																	
PC/ED Update																	
Wiring Diagram Update																	

Affected Model Years 2012-2014
Volume 40067

Calibration
Critical
On Plan
Complete
Needs Data Update

Kit Part #														
XXXX-8B580-XX Fusion	XXXX-8B580-XX Fiesta ST	GV61-8B580-AA GV6Z-9P449-A Kuga - South Africa Only	GV61-8B580-CA C-Car Degas Bottle & Cap	GV61-8B580-EA Thermostat Kit	GV61-8B580-DA C-Car Molex	Responsibility	Alternate Contact	Design Complete	WERS Release Status	OK to Ship from Supplier	Suppliler	First Parts to kitter	30% of Parts at kitter	Production Part to FCSD for Trial
		X	X			J.Styron	E.Correia	Complete	Complete	Complete	Reutter (EU)	14-Apr	28-Jul	In 13S12 Kit
		X	X			J.Styron	E.Correia	Complete	Complete	Complete	Roechling (EU)	17-Apr	28-Jul	In 13S12 Kit
						J.Styron	E.Correia	Complete	Complete	Complete				Parts Needed
						J.Styron	E.Correia	Complete	Complete	Complete				Parts Needed
		X			X	M.Ottinger	R.Hinrichs	Complete	Complete	Complete	ITW (US)	15-Apr	12-May	In 13S12 Kit
		X			X	M.Ottinger	R.Hinrichs	Complete	Complete	Complete	Creative Foam (US)	15-Apr	13-Aug	In 13S12 Kit
		X				M.Ottinger	R.Hinrichs	Complete	Complete	Complete	STI (US)	21-Jul	6-Oct	Alvin Senerpieda provided
						M.Ottinger	R.Hinrichs				STI (US)			Not built yet
						M.Ottinger	R.Hinrichs				STI (US)			Can use same as SA Only
						M.Ottinger	R.Hinrichs				STI (US)	5-May	5-May	In process of being built
														TBD - No timing
		X			X	M.Ottinger	R.Hinrichs	Complete	Complete	Complete	ITW (US)	21-Apr	23-Jun	In 13S12 Kit
		X			X	E.Sun		Complete	Complete	Complete	Eurotech (US)	9-Jun	18-Aug	in 13S12 Kit
		X			X	E.Sun		Complete	Complete	Complete	HellermannTyton (US)	9-Jun	25-Aug	In 13S12 Kit
		X		X		E.Sun		Complete	Complete	Complete	Borg-Warner (EU)	28-Jul	28-Jul	In 13S12 Kit
		X		X		E.Sun		Complete	Complete	Complete	Bitron (EU)	28-Jul	28-Jul	In 13S12 Kit
		X			X	J.Styron	E.Correia	Complete	Complete	Complete	Norma (US)	15-Apr	30-Jun	On Order
		X			X	J.Styron	E.Correia	21-Apr-17	Complete		Cooper Standard (US)			TBD - being designed
		X			X	J.Styron	E.Correia	Complete	Complete	Complete	Mubea (US)	15-Apr	26-May	In 13S12 Kit
		X			X	J.Styron	E.Correia	21-Apr-17	Complete		Norma (US)	8-Jul	28-Sep	Non-Functional Prototype
		X			X	J.Styron	E.Correia	21-Apr-17	Complete		Araymond (US)	21-Jul	25-Aug	Engineering has parts
						J.Styron	E.Correia	21-Apr-17	Complete		Araymond (US)			TBD
						J.Styron	E.Correia	21-Apr-17	Complete		Araymond (US)			TBD
		X			X	J.Styron	E.Correia	21-Apr-17	Complete		Cooper Standard (US)			TBD - being designed
		X			X	M.Ottinger	R.Hinrichs	Complete	Complete	Complete	HellermannTyton (US)			Remove from kits
		X			X	J.Styron	E.Correia	Complete	Complete	Complete	Mubea (US)	15-Apr	11-Aug	In 13S12 Kit
		X			X	J.Styron	E.Correia	Complete	Complete	Complete	Bulten (EU)	15-Apr	4-Aug	On Order

		X			X	J.Styron	E.Correia	Complete	Complete	Complete	Cold Heading (US)	19-May	9-Jun	On Order
		X			X	J.Styron	E.Correia	Complete	Complete	Complete	Hutchinson (MX)	21-Apr	4-Aug	On Order
		X			X	J.Styron	E.Correia	Complete	Complete	Complete	Mubea (US)	2-Jun	18-Aug	Source from HLM
		X			X	M.Ottinger	R.Hinrichs	Complete	Complete	Complete	Avery Dennison (US)	14-Apr	21-Jul	In 13S12 Kit
		X			X	E.Sun		Complete	Complete	Complete	HellermannTyton (US)	14-Apr	4-Aug	In 13S12 Kit
		X			X	E.Sun		Complete	Complete	Complete	Bitron (EU)	14-Apr	28-Jul	On Order
		Man			Man	J.Sherrington		12-May-17	A Status	26-May-17				
		Man			Man	J.Sherrington		12-May-17	A Status	26-May-17				
		Man			Man	J.Sherrington		12-May-17	A Status	26-May-17				
		Man			Man	J.Sherrington		12-May-17	A Status	26-May-17				
		Man			Man	J.Sherrington		12-May-17	A Status	26-May-17				
		Man			Man	J.Sherrington		12-May-17	A Status	26-May-17				
		Auto			Auto	J.Sherrington		26-Apr-17	Complete	10-May-17				
		Auto			Auto	J.Sherrington		26-Apr-17	Complete	10-May-17				
		Auto			Auto	J.Sherrington		26-Apr-17	Complete	10-May-17				
		Auto			Auto	J.Sherrington		26-Apr-17	Complete	10-May-17				
		Auto			Auto	J.Sherrington		26-Apr-17	Complete	10-May-17				
		Auto			Auto	J.Sherrington		26-Apr-17	Complete	10-May-17				

Notes
Looking at Sundram as an alternate supplier
Pushing Degas Supplier - October/February?
TBD
Harness to be released independently from kit
Harness to be released independently from kit
Harness to be released independently from kit
3 Way Yazaki (Stand Alone for South Africa) - 300 pieces Status: STI will have the build complete week of 5-1
Combine into one hose? Design approved by John R (Cal). Awaiting information from suppliers for build of new hose.
Unchanged Stand-pipe and Sensor
Ken has brackets in hand. Same for all C-Car. Bracket is constrained until July build.
Combine into one hose? Design approved by John R (Cal). Awaiting information from suppliers for build of new hose.
Remove part from BOM. No longer needed as per engineering concurrence.

Call Don Kercher at HLM to get 4-10 pieces
Sensor differences that could cause circuit/DTCs for vehicles

From: Hayes, Sheila (S.)
Sent: Friday, December 01, 2017 6:45 PM
To: Pusta, Ionut (I.); Rooker, Heather (H.R.); Philliben, Agnes (.); McCoy, Kevin (K.J.); Green, Jeffrey (J.T.); Beaker, Melinda (M.)
Cc: Michele Jackson; Linda Webster; Linda Shaw
Subject: EMS 17S09 Escape Owner letters for your review. PLEASE RESPOND.
Attachments: 1413_001.pdf

Good Afternoon All,

Attached are the EMS 17S09 Escape owner letters samples for your review. We have verified 5 records in GCAMP to confirm vehicle involvement and customer name/address. Please advise of changes or your approval.

Thanks

Sheila Hayes
Project Manager
Direct Line: [redacted]
Fax: (734) 374-8004
shayes@renkim.com
Renkim Corporation
13333 Allen Road
Southgate, MI 48195
www.renkim.com



From: Hayes, Sheila (S.)
Sent: Thursday, January 04, 2018 8:02 PM
To: Baumeister, Eric (E.); Pusta, Ionut (I.); Rooker, Heather (H.R.); Philliben, Agnes (.); Green, Jeffrey (J.T.); Beaker, Melinda (M.); McCoy, Kevin (K.J.)
Cc: Linda Webster; Linda Shaw; Michele Jackson
Subject: FCSD 17S09 Escape owner letters for your review. PLEASE RESPOND.
Attachments: 0044_001.pdf

Good afternoon All,
Attached are the FCSD 17S09 Escape owner letters samples for your review. We have verified 5 records in GCAMP to confirm vehicle involvement and customer name/address. Please advise of changes or your approval.

Thank you!

Sheila Hayes
Project Manager
Direct Line: [redacted]
Fax: (734) 374-8004
shayes@renkim.com

Renkim Corporation
13333 Allen Road
Southgate, MI 48195
www.renkim.com



Assuming you will be coming from [redacted] turn onto [redacted] then turn right onto [redacted] and turn left into parking lot, then enter the fenced parking lot and go to the far right garage door. Knock on it for someone to let you in.

Thank you,

Ionuţ (John) Pusta

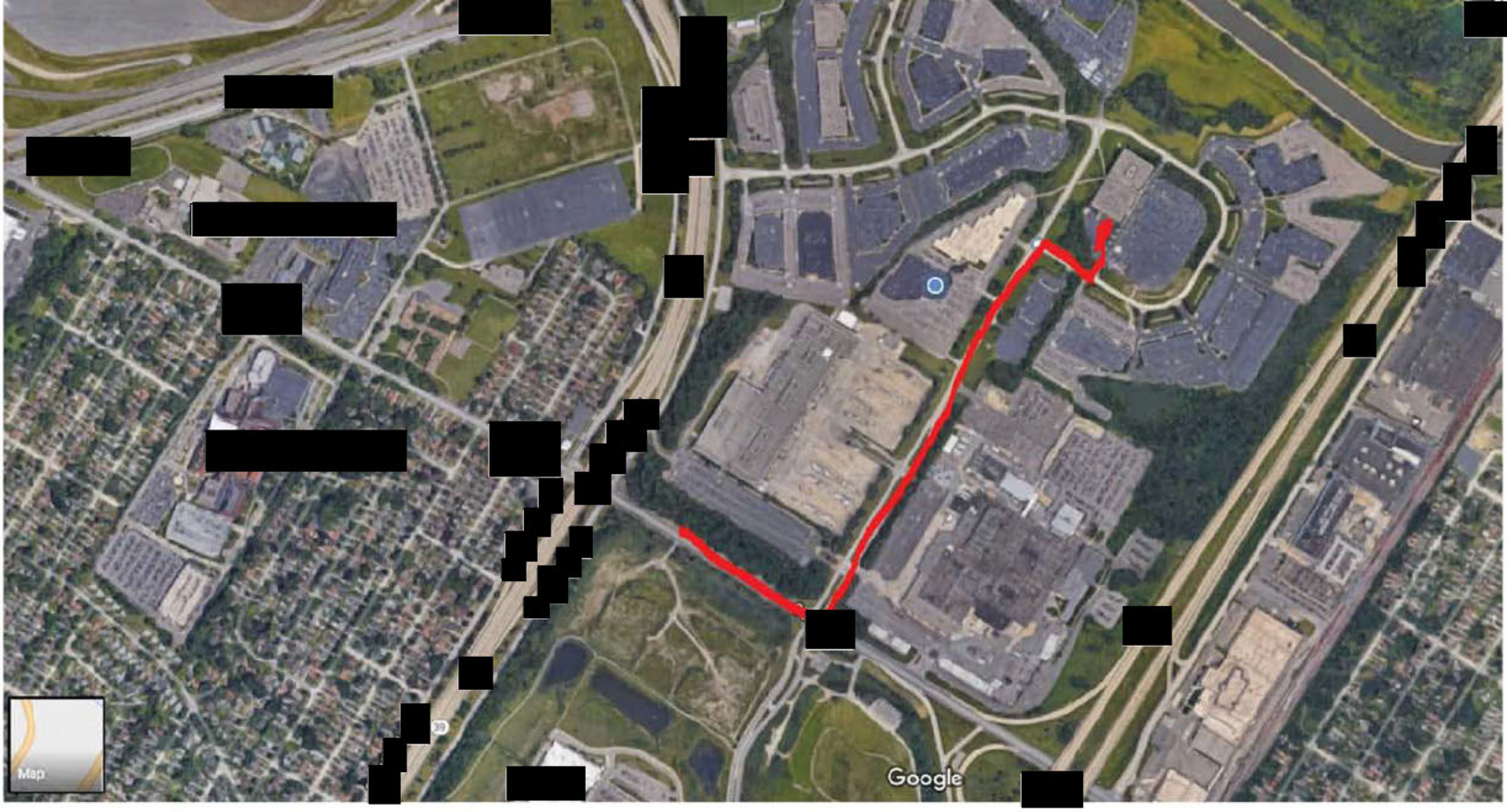
Ford Motor Company

FSA Coordinator – Middle East and Africa

Product Concern Analyst – Recall and Service Programs

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




Map
Google

From: Reid, Alice (A.D.)
Sent: Thursday, May 04, 2017 2:03 PM
To: Styron, Joshua (J.P.)
Cc: Kramer, Michael (M.T.)
Subject: FSA 17S09 Rate and Flow 4-27
Attachments: FSA 17S09 Rate and Flow 4-27.docx

Josh,

For your meeting with Joel and Rick. Please let me know if you require a meeting with Chris Burford and I, has to be today.

As he is out of the office tomorrow for a China AP visit all next week.

Regards,

Alice Reid
Ford Global Purchasing
FCSD Purchasing Manager
[redacted]



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From: Kramer, Michael (M.T.)
Sent: Tuesday, June 20, 2017 1:57 PM
To: Giunta, Michael (M.J.)
Subject: FW: 17S09 1.6 GTDI Service Instruction Draft
Attachments: FSA 17S09 1.6L EcoBoost.docx

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Cooling

Can you please also take a look

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

From: Fox, Charlie (C.)
Sent: Monday, June 19, 2017 9:16 AM
To: Pusta, Ionut (I.); Deverson, Ben (B.G.); Hansen, Randy (R.F.); Styron, Joshua (J.P.); Camaj, Linda (.); Kramer, Michael (M.T.); Helberg, Ken (K.H.); Correia, Eduardo (E.); Teller, John (J.E.); Goddu, George (G.A.); Vasconcellos, Evan (E.); Verster, Pieter (J.P.)
Cc: King, Rowland (R.S.); Galvin, Mark (M.V.)
Subject: 17S09 1.6 GTDI Service Instruction Draft

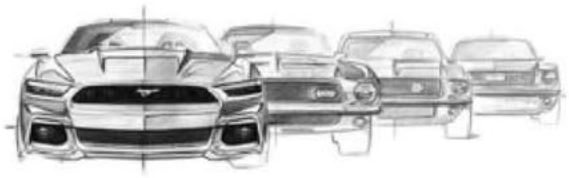
Hi All,
Please find attached the first draft of the 17S09 service instruction. Please review ahead of a discussion on Thursday.

Regards,

[redacted]

Recall Program Coordinator

15/GB-A02-D
[redacted]



Ford of Europe. An unlimited liability company registered in England and Wales: No.3853720, Registered Office: Eagle Way, Brentwood, Essex, CM13 3BW, England

From: Pusta, Ionut (I.)
Sent: Tuesday, March 28, 2017 12:02 PM
To: Rivera, Santos (S.); Smith, Robert (R.); McSherry, Laurel (L.); Osepchook, William (W.R.)
Cc: Pusta, Ionut (I.)
Subject: FW: Action Request: FSA Concurrence and/or Comment - 17S09 - 1.6L
Attachments: 17S09 - Dealer Bulletin APPROVED.docx; 16X85 - 17S09 1.6 Engine Overheat D2.pdf; 17S09 - Escape - ENGINE COOLANT CHECK.docx; 17S09 - Fiesta ST - ENGINE COOLANT CHECK.docx; 17S09 - Fusion - ENGINE COOLANT CHECK.docx; 17S09 - No Parts Owner Letter.docx; 17S09 - Transit Connect - ENGINE COOLANT CHECK.docx; 17S09 - Dealer Executive Summary.docx

Importance: High

All,

This program has been approved but we have had some changes to the labor operations and claiming. Attached are the approved documents for your review.

We are planning to launch this program this evening.

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: Tuesday, March 21, 2017 9:06 AM
To: Thompson, Mark (M.T.) <mthomp15@ford.com>; Green, Jeffrey (J.T.) <jgreen2@ford.com>; Rivera, Santos (S.) <srivera5@ford.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; White, Eric (E.) <ewhite43@ford.com>; Smith, Robert (R.) <rsmit658@ford.com>; Beltramo, Joel (J.J.) <jbeltram@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>; Styron, Joshua (J.P.) <jstyron@ford.com>
Cc: Catalano, Martino (M.) <mcatalan@ford.com>; Philliben, Agnes (.) <aphillib@ford.com>; Hagemans, Robert (R.G.) <rhageman@ford.com>; Collard, Brian (B.J.) <bcollard@ford.com>; Frommann, Mike (M.W.) <mfromman@ford.com>; McDonnell, William (W.J.) <wmcdonne@ford.com>; Humphries, Glenn (G.L.) <ghumphri@ford.com>; Eveland, Marty (M.) <meveland@ford.com>; Camaj, Linda (.) <lcamaj@ford.com>; Mercau, Jose Eliseo (J.E.) <jmercau@ford.com>; King, Rowland (R.S.) <rking15@ford.com>; Newbound, Justin (J.) <jnewboun@ford.com>; Garcia San Juan, Angelina (A.) <agarc279@ford.com>; Stokes, Rosie (R.S.) <rstokes9@ford.com>; Sprunger, Jon (J.L.) <jsprunge@ford.com>; Cottrell, Gregory (G.L.) <gcottrel@ford.com>; Foley, Elizabeth (E.) <efoley2@ford.com>; Rooker, Heather (H.R.) <hrooker@ford.com>; Hansen, Karen (K.L.) <khansen4@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Cangany, John (J.) <jcangany@ford.com>; Wilde, Chris (L.C.) <lwilde@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Hanson, Chris (C.) <chanson3@ford.com>; O'Connor, Tammy (T.A.) <toconnor@ford.com>; Koerschner, Michelle (M.M.)

<mkoersch@lincoln.com>; Hopwood, Heidi (H.) <hhopwood@ford.com>
Subject: Action Request: FSA Concurrence and/or Comment - 17Sxx - 1.6L
Importance: High

This program was approved at the 3/20/2017 FRC but an FSA number has not yet been assigned.

Your concurrence and/or comment is required to publish the following Field Service Action:

Advance Notice – Safety Recall *17Sxx*
Certain 2013-2014 Fusion, 2014 Escape, 2014-2015 Fiesta, and 2014? Transit Connect Vehicles Equipped with a 1.6L Engine
Risk of Localized Overheating of the Engine Cylinder Head that May Lead to Oil Leak Fires

Please review the FSA Title Description, Advance Notice Dealer Bulletin, Owner Letter and Customer Cooling System Inspection Instructions and provide your approval/concurrence to me with any changes and comments **by 9:00 AM 3/22**.

The time for collab is less than 48 hours.

NOTE: Please respond directly to the sender only and do not use the "Reply To All" function.

This program is scheduled to be posted to FMCDealer within the next week. Your timely review 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
ipusta@ford.com
[redacted]

From: Pusta, Ionut (I.)
Sent: Tuesday, March 28, 2017 11:58 AM
To: Smith, Robert (R.); McSherry, Laurel (L.); Rivera, Santos (S.); Osepchook, William (W.R.)
Cc: Pusta, Ionut (I.)
Subject: FW: Action Request: FSA Concurrence and/or Comment - 17S09 - 1.6L
Attachments: 17S09 - Dealer Bulletin APPROVED.docx

Importance: High

Tracking:

Recipient	Recall
Smith, Robert (R.)	Succeeded: 3/28/2017 11:59 AM
McSherry, Laurel (L.)	Failed: 3/28/2017 12:47 PM
Rivera, Santos (S.)	Succeeded: 3/28/2017 11:59 AM
Osepchook, William (W.R.)	Succeeded: 3/28/2017 11:59 AM
Pusta, Ionut (I.)	Failed: 3/28/2017 11:59 AM

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: Tuesday, March 21, 2017 9:06 AM
To: Thompson, Mark (M.T.) <mthomp15@ford.com>; Green, Jeffrey (J.T.) <jgreen2@ford.com>; Rivera, Santos (S.) <srivera5@ford.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; White, Eric (E.) <ewhite43@ford.com>; Smith, Robert (R.) <rsmit658@ford.com>; Beltramo, Joel (J.J.) <jbeltram@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>; Styron, Joshua (J.P.) <jstyron@ford.com>
Cc: Catalano, Martino (M.) <mcatalan@ford.com>; Philliben, Agnes (.) <aphillib@ford.com>; Hagemans, Robert (R.G.) <rhageman@ford.com>; Collard, Brian (B.J.) <bcollard@ford.com>; Frommann, Mike (M.W.) <mfromman@ford.com>; McDonnell, William (W.J.) <wmcdonne@ford.com>; Humphries, Glenn (G.L.) <ghumphri@ford.com>; Eveland, Marty (M.) <meveland@ford.com>; Camaj, Linda (.) <lcamaj@ford.com>; Mercau, Jose Eliseo (J.E.) <jmercau@ford.com>; King, Rowland (R.S.) <rking15@ford.com>; Newbound, Justin (J.) <jnewboun@ford.com>; Garcia San Juan, Angelina (A.) <agarc279@ford.com>; Stokes, Rosie (R.S.) <rstokes9@ford.com>; Sprunger, Jon (J.L.) <jsprunge@ford.com>; Cottrell, Gregory (G.L.) <gcottrel@ford.com>; Foley, Elizabeth (E.) <efoley2@ford.com>; Rooker, Heather (H.R.) <hrooker@ford.com>; Hansen, Karen (K.L.) <khansen4@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Cangany, John (J.) <jcangany@ford.com>; Wilde, Chris (L.C.) <lwilde@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Hanson, Chris (C.) <chanson3@ford.com>; O'Connor, Tammy (T.A.) <toconnor@ford.com>; Koerschner, Michelle (M.M.)

PE18-007 001957 DFC

<mkoersch@lincoln.com>; Hopwood, Heidi (H.) <hhopwood@ford.com>
Subject: Action Request: FSA Concurrence and/or Comment - 17Sxx - 1.6L
Importance: High

This program was approved at the 3/20/2017 FRC but an FSA number has not yet been assigned.

Your concurrence and/or comment is required to publish the following Field Service Action:

Advance Notice – Safety Recall *17Sxx*
Certain 2013-2014 Fusion, 2014 Escape, 2014-2015 Fiesta, and 2014? Transit Connect Vehicles Equipped with a 1.6L Engine
Risk of Localized Overheating of the Engine Cylinder Head that May Lead to Oil Leak Fires

Please review the FSA Title Description, Advance Notice Dealer Bulletin, Owner Letter and Customer Cooling System Inspection Instructions and provide your approval/concurrence to me with any changes and comments **by 9:00 AM 3/22**.

The time for collab is less than 48 hours.

NOTE: Please respond directly to the sender only and do not use the "Reply To All" function.

This program is scheduled to be posted to FMCDealer within the next week. Your timely review 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
ipusta@ford.com
[redacted]

From: Catalano, Martino (M.)
Sent: Thursday, December 07, 2017 3:54 PM
To: Pusta, Ionut (I.)
Subject: FW: Action Request: FSA Concurrence and/or Comment - 17S09 - Supplement #1
Attachments: 17S09-S1 1.6L Inspection Sheet Attachment IV D2.pdf; 17S09-S1 Escape - Coolant Level Sensor D7.pdf; 16X85 - 17S09-S1 1.6 Engine Overheat D1.pdf; 17S09-S1 - Dealer Bulletin.docx; 17S09-S1 Owner Letter - Repair Available.docx; 17S09-S1 - ATTACHMENT V - Unique Vehicle Table.docx; 17S09-S1 - ATTACHMENT VI Escape Video Links.docx

Importance: High

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Red Category

Hi John , I made a few comments on the bulletin . Looks like attachment numbers need to be changed
Also , do you have the inspect sheet in word or InDesign format – need original file for translation .
On attachment 3 , possible to get French language screen shots for page 42 and 42 ?

John , the VINs in attachment 5 – Are those all the VINS ? If so , consider listing them in Tech Instructions as well , so techs don't miss it ?

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: December 6, 2017 10:59 AM
To: Thompson, Mark (M.T.) <mthomp15@ford.com>; Green, Jeffrey (J.T.) <jgreen2@ford.com>; Rivera, Santos (S.) <srivera5@ford.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; White, Eric (E.) <ewhite43@ford.com>; Smith, Robert (R.) <rsmit658@ford.com>; Abela, Matt (M.) <mabela3@ford.com>; Teller, John (J.E.) <jteller1@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>; Styron, Joshua (J.P.) <jstyron@ford.com>; Kramer, Michael (M.T.) <mkramer1@ford.com>; Helberg, Ken (K.H.) <khelber1@ford.com>
Cc: Catalano, Martino (M.) <mcatalan@ford.com>; Philliben, Agnes (.) <aphillib@ford.com>; Hagemans, Robert (R.G.) <rhageman@ford.com>; Collard, Brian (B.J.) <bcollard@ford.com>; McDonnell, William (W.J.) <wmcdonne@ford.com>; Humphries, Glenn (G.L.) <ghumphri@ford.com>; Mercau, Jose Eliseo (J.E.) <jmercau@ford.com>; King, Rowland (R.S.) <rking15@ford.com>; Garcia San Juan, Angelina (A.) <agarc279@ford.com>; Stokes, Rosie (R.S.) <rstokes9@ford.com>; Sprunger, Jon (J.L.) <jsprunge@ford.com>; Cottrell, Gregory (G.L.) <gcottrel@ford.com>; Foley, Elizabeth (E.) <efoley2@ford.com>; Rooker, Heather (H.R.) <hrooker@ford.com>; Hansen, Karen (K.L.) <khansen4@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Cangany, John (J.) <jcangany@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Hanson, Chris (C.) <chanson3@ford.com>; O'Connor, Tammy (T.A.) <toconnor@ford.com>; Koerschner, Michelle (M.M.) <mkoersch@lincoln.com>; Hopwood, Heidi (H.) <hhopwood@ford.com>; Harrier, Nathan (N.) <nharrier@ford.com>; Bunting, Ross (R.) <rbunting@ford.com>; Hill, Teresa (T.L.) <tcolquit@ford.com>; Hamilton, Steven (S.C.) <shamilt3@lincoln.com>; McCoy, Kevin (K.J.) <kmccoy1@ford.com>; Stiles, David (D.) <dstiles8@ford.com>; Fox, Charlie (C.) <CFOX40@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: Action Request: FSA Concurrence and/or Comment - 17S09 - Supplement #1
Importance: High

Your concurrence and/or comment is required to publish the following Field Service Action:

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

Please review the FSA Title Description, Dealer Bulletin, Owner Letter Technical Instructions, and Attachments V & VI and provide your approval/concurrence to me with any changes and comments **by 11:00 AM 12/07**.

This program was previously sent to collab with Transit Connect having a final repair. The Transit Connect software will not be available in time for launch and has been removed from the supplement documents. The collab time is 24 hours due to the late changes.

NOTE: Please respond directly to the sender only and do not use the "Reply To All" function.

This program is scheduled to be posted to FMCDealer within the next week. Your timely review 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
ipusta@ford.com
[redacted]

Semcon UK on behalf of Ford Motor Company
Semcon E-Mail: john.sherrington@semcon.com

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1.6 GTDI CLS Introduction

Concern at C

Region	Carl ne	rans	Software M ke Burche t/ ohn Roll nger im ng Final Path for CLS	Prelim / est	Final / Main	Ca ibration Paul Cole/George Baumgartner Current 12A650 Part Nr.	RP or ADD Part in WERS	New 12A650 Part Nr for CLS Kit	Concern Number	Description	ming Cal Freeze	Hardlock	.VBF in FWDB	PUBLISH TELEGRAM	ESTIMATED IDS CONTENT DELIVERY	IDS CONTENT DELIVERY FREEZE	Esimate for IDS / RELEASE LEVEL	RELEASE STATUS
South Africa & EU (RHD)	C520	Man	0L30_06E 0L31_06E (Bosch DCR B3791) 0L32_06E (Bosch DCR B4023)	Compe e n/a Availa e	Compe e Compe e 02 May 2017 Compe e	DV4A AF	RP	DV4A AEA	C13327567	150PS Europe Denso OCV (non MTS, with S/S)	12 May 17	15 May 17	26 May 17 6 cals		2 un 17	7 un 17	21 un 17 R106 01	Concern at C (25/0 /17) HL Plan available Hard locked 15/05 2017 Not ce he d on WACTS ine 30 (Judy Mcrae)	
		Auto	GHBMF GHBQA	Availa e Availa e	Ava able Ava able	DV4A DK DV4A KE	RP AP	DV4A VA DV4A AAA	C13327601	RHD 180 PS (non-MTS) RHD 180 PS MTS)	10 May 17	12 May 17	15 May 17	16 May 17	22 May 17	24 May 17	7 un 17 R105 05	Concern at C Asy Freeze n IVS 16/05/2017 Not ce he d on WACTS ine 30 (Judy Mcrae) Re ease Meeting Wo kplan ava able
urope	C520	Man	0L30_06E 0L31_06E (Bosch DCR B3791) 0L32_06E (Bosch DCR B4023)	Compe e n/a Availa e	Compe e Compe e 02 May 2017 Compe e	~~DV4A AF~~ DV4A BC DV4A MD DV4A ND DV4A HA DV4A PB	RP AP AP RP AP	DV4A AFA DV4A ABA DV4A ADA DV4A AGA DV4A ACA	C13327567	~~150PS E - c e Die se OCV~~ 150PS Russia Denso OCV (non MTS, non S/S) 150PS Husco OCV - E abuga Bui d (non MTS, with S S) 150PS Russia Husco OCV - Elabuga Bui d (non MTS, non s/s) Mountune Special dea er upgrade Denso OCV (non MTS) 200PS Mountune dealer upgrade Husco OCV (non MTS)	~~31 May 17~~ 12 May 17	15 May 17	~~1 ---- 17~~ 26 May 17		2 un 17	7 un 17	21 un 17 R106 01	Concern at C (25/0 /17) HL Plan available Hard locked 15/05 2017 Not ce he d on WACTS ine 30 (Judy Mcrae)
		Auto	~~GHBMF - BD~~ GHBMF GHBQA GHBMF GHBQA	Availa e Availa e Availa e Availa e Availa e	Ava able Ava able Ava able Ava able Ava able	~~DV4A BJK, DV4A RJK~~ DV4A CJ DV4A JE DV4A EJ DV4A LE	RP AP RP AP	DV4A UA DV4A ZA DV4A XA DV4A YA	C13327601	~~RHD 180 PS (n- MTS)~~ ~~RHD - 80 PS M- S)~~ LHD 180PS (non-MTS) LHD 180PS (MTS) LHD 150PS (non-MTS) LHD 150PS (MTS)	~~2--- 17~~ ~~7 Apr - 7~~ 10 May 17	12 May 17	~~23 --- 17~~ ~~8 - Apr - 7~~ 15 May 17	16 May 17	22 May 17	24 May 17	7 un 17 R105 05	Concern at C Asy Freeze n IVS 16/05/2017 Not ce he d on WACTS ine 30 (Judy Mcrae) Re ease Meeting Wo kplan ava able
	C3 6	Man	0D07_06D (Bosch DCR B387) Ba ch 1	20-Apr-17 (0L31 content) 05-May-17 (0L32 content)	25 May 17	BV61 CXC BV61 CYC BV61 DYB BV61 EBB	RP RP AP AP	BV61 EMA BV61 ENA BV61 EHA BV61 EJA	C13376234	Phase 3 car y back engine 150 PS, w th stop/start Denso OCV Phase 3 car y back engine 180 PS, w th stop/start Denso OCV Husco OCV 150 PS, w th stop/start Husco OCV 180 PS, w th stop/start	8 un 17	Batch 1 13 un 17	8 cals 27 un 17		4 ul 17	5 ul 17	19 ul 17 R106 03	Concern at C s atus 09/05/17 HLP ava la e
			0D032_06D (Bosch DCR B387) Ba ch 2		8 un 17	BV61 ASB BV61 AUB	RP RP	BV61 EXA BV61 EYA	C13376857	Phase 1 car y back engine 150 PS (Denso OCV) Phase 1 car y back engine 180 PS (Denso OCV)	15 un 17	Batch 2 20 un 17	6 cals 6 ul 17		13 ul 17	19 ul 17	2 Aug 17 R106 04	HLP ava la e Concern at C s atus 15/05/17
			0D022_06D (Bosch DCR B387) Ba ch 4		6 ul 17	BV61 BKC BV61 BLC	RP RP	BV61 FGA BV61 FHA	C13376898	PV engine 150 PS (Denso OCV) PV engine 180 PS (Denso OCV)	13 ul 17	Batch 4 18 ul 17	6 cals 27 ul 17		3 Aug 17	16 Aug 17	30 Aug 17 R 06 06	n Planning Concern at W s atus HL Plan ava la e
			0D60_06D (Bosch DCR B387) Batch 5 for FFV Added star er: 200PS S/W 0D07_06D Batch 5 for 200PS		20 ul 17	EM5A KB BV61 DAA BV61 DBA	AP RP AP	EM5A AVA BV61 FFA BV61 FEA	C13377027	FFV 150 PS Husco OCV) 200PS Mountune, B6 Man, Stg V, Stop Start, Denso OCV 200PS Mountune, B6 Man, Stg V, Stop Start, Husco OCV	27 ul 17	Batch 5 1 Aug 17	3 calS 9 Aug 17		16 Aug 17	16 Aug 17	30 Aug 17 R106 06	n Planning Concern at W s atus
	C3	Man	0D20_06D (Bosch DCR B387) Ba ch 3		22 un 17	BV61 DZC BV61 ECC BV61 DVB BV61 DXB	AP AP AP AP	BV61 EZA BV61 FCA BV61 FBA BV61 FDA	C13376878	Husco OCV 150PS s/s Husco OCV 180PS s/s Husco OCV 150PS non-s/s Husco OCV 180PS non-s/s	29 un 17	Batch 3 4 ul 17	cals 14 ul 17		21 ul 17	2 Aug 17	16 Aug 17 R106 05	HL Plan ava la e Concern at C s atus 15/05/17
			0D07_06D (Bosch DCR B387) Ba ch 1	20-Apr-17 (0L31 content) 05-May-17 (0L32 content)	25 May 17	BV61 CUC BV61 CVC BV61 CSB BV61 CTB	RP RP RP RP	BV61 EKA BV61 ELA BV61 EPA BV61 ERA	C13376234	Phase 3 car y back engine 150 PS, s/s, Denso OCV Phase 3 car y back engine 180 PS, s/s, Denso OCV Phase 3 car y back engine 150 PS non-s/s, Denso OCV Phase 3 car y back engine 180 PS non s s, Denso OCV	8 un 17	Batch 1 13 un 17	27 un 17		4 ul 17 7 DAYS TO STAGE 5	5 ul 17	19 ul 17 R106 03	Concern at C s atus 09/05/17 HLP ava la e
			0D032_06D (Bosch DCR B387) Ba ch 2		8 un 17	BV61 CDC BV61 CEC BV61 AMB BV61 APB	RP RP RP RP	BV61 ESA BV61 EUA BV61 ETA BV61 EVA	C13376857	Phase 1 car y back engine 150 PS s/s Phase 1 car y back engine 180 PS s/s Phase 1 car y back engine 150 PS non-s s Phase 1 car y back engine 180 PS non-s s	15 un 17	Batch 2 20 un 17	6 ul 17		13 ul 17	19 ul 17	2 Aug 17 R106 04	HL Plan ava la e Concern at C s atus 15/05/17
			0D022_06D (Bosch DCR B387) Ba ch 4		6 ul 17	BV61 AHG BV61 AJG BV61 AKE BV61 ALE	RP RP RP RP	BV61 FKA BV61 FMA BV61 FJA BV61 FLA	C13376898	PV engine 150 PS non-s/s St.V (Denso OCV) PV engine 180 PS non-s/s (Denso OCV) PV engine 150 PS s/s (Denso OCV) PV engine 180 PS s/s (Denso OCV)	13 ul 17	Batch 4 18 ul 17	27 ul 17		3 Aug 17	16 Aug 17	30 Aug 17 R106 06	n Planning Concern at W s atus
North America	C520	Auto	GHBQA GHBQA GHBQA GHBQA	Availa e Availa e Availa e Availa e	########## ########## ########## ##########	EJ5A SF EJ5A TF EJ5A UF EJ5A ADA	AP AP AP AP	EJ5A AEA EJ5A AGA EJ5A AHA EJ5A AFA	C13339124 C13339124	Export 1 MY MTS 50s - Green s ate 1 MY MTS Fed - 9S non-Green state 1 MY MTS 1 MY EU COOLING PACK SERVICE KIT FOR CENTRAL AMERICA - MTS	10 May 17	12 May 17	15 May 17	16 May 17	24 May 17	24 May 17	7 un 17 R105 05	Concern at C Asy Freeze n IVS 16/05/2017 Not ce he d on WACTS ine 30 (Judy Mcrae) Re ease Meeting Wo kplan ava able HL Plan ava la e
China & aiwan	C520	Auto	GHBM9 GHBMF GHBQA GHBMF GHBQA	Availa e Availa e Availa e Availa e Availa e	Ava able ########## ########## ########## ##########	~~DV61 AVG~~ DV61 BTC DV61 BYE DV61 CTA DV61 CUA	RP AP RP AP	DV61 CZA DV61 CYA DV61 CXA DV61 CVA	C 13339139	~~80C stat/n n M- S RV EFFCU and rep ace by bel 82 C n n M- S~~ 82C T-stat/non-MTS MTS & 82C T-stat) 82C T-stat/non-MTS - EU cooling pack MTS & 82C T-stat) - EU coo ing pack	10 May 17	12 May 17	15 May 17	16 May 17	24 May 17	24 May 17	7 un 17 R105 05	Concern at C Asy Freeze n IVS 16/05/2017 Not ce he d on WACTS ine 30 (Judy Mcrae) Re ease Meeting Wo kplan ava able HL Plan ava la e
urope/NA	V408	Auto	GHBQA	Availa e	##########	DV61 BVE DV61 BUD	AP AP	DV61 DAA DV61 DBA	C13360189	180PS, MTS - Last US product on cal (no service cals) 150PS, MTS - Last EU serv ce cal	10 May 17	12 May 17	15 May 17	16 May 17	24 May 17	24 May 17	7 un 17 R105 05	Concern at C s atus 28/0 /17 Asy Freeze n IVS 16/05/2017 HL Plan ava la e Not ce he d on WACTS ine 30 (Judy Mcrae) Re ease Meeting Wo kplan ava able
urope/NA	B299S	Manual	0L20_06E (in tial) ref Preveen Ravi 11/0 /17 0L32_06F (Final)	DCR Required 22 un 17 o be conf rmed with Bosch	DCR Required 27 ul 17	C1BY AD C1BY BA C1BY CA C1BY DC C1BY EC C1BY FB			CTBD1	Eu 182PS DENSO OCV CHINA 182PS DENSO OCV Mountune DENSO OCV Eu 180PS HUSCO OCV CHINA 180PS HUSCO OCV Mountune HUSCO OCV	25 Sep 17							
			BS KA	1 May 17	24 ul 17	EA6A JJ			CTBD2	North America	4 Sep 17							
NA	CD391	Manual	GHMKE	8 May 17	17 ul 17	DS7A AGM DS7A AHM ES7A AKC ES7A ALC			CTBD3	BDR S-50S - 13MY non MTS US-FED - 13MY non MTS BDR S-50S - 1 MY MTS US-FED - 1 MY MTS	28 Aug 17							
		Auto	GHFK	9 May 17	18 ul 17	DS7A AJN DS7A AKP DS7A ALN DS7A AMP DS7A ANN DS7A APP			CTBD3	US-GS US-GS STP ST BDR S-50 BDR S-50 STP ST US-FED US-FED STP ST	28 Aug 17							

From: Correia, Eduardo (E.)
Sent: Friday, May 26, 2017 2:13 PM
To: Sykes, Matt (M.); Horseman, Jon (J.)
Cc: Kramer, Michael (M.T.); Helberg, Ken (K.H.); Deverson, Ben (B.G.)
Subject: FW: C520 FCSD installation trial May 24

Importance: High

Matt, Jon,

I need to have a short discussion with you on the topic below as I need your concurrence .
I have put something in your calendars for Tuesday morning so we can discuss.

Thanks.

Eduardo Correia
PTI Cooling Supervisor
CD4x Panther EU / C1MCA / Quality
ecorrei4@ford.com / [redacted]
Ford Motor Company, Dunton Technical Centre, , Essex, SS156EE
Ford Motor Company Limited. Registered in England, No: 235446.Registered Office: Eagle Way, Brentwood, Essex, CM13 3BW, England

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From: Correia, Eduardo (E.)
Sent: 25 May 2017 18:22
To: Sykes, Matt (M.)
Cc: Kramer, Michael (M.T.); Helberg, Ken (K.H.); Deverson, Ben (B.G.)
Subject: FW: C520 FCSD installation trial May 24
Importance: High

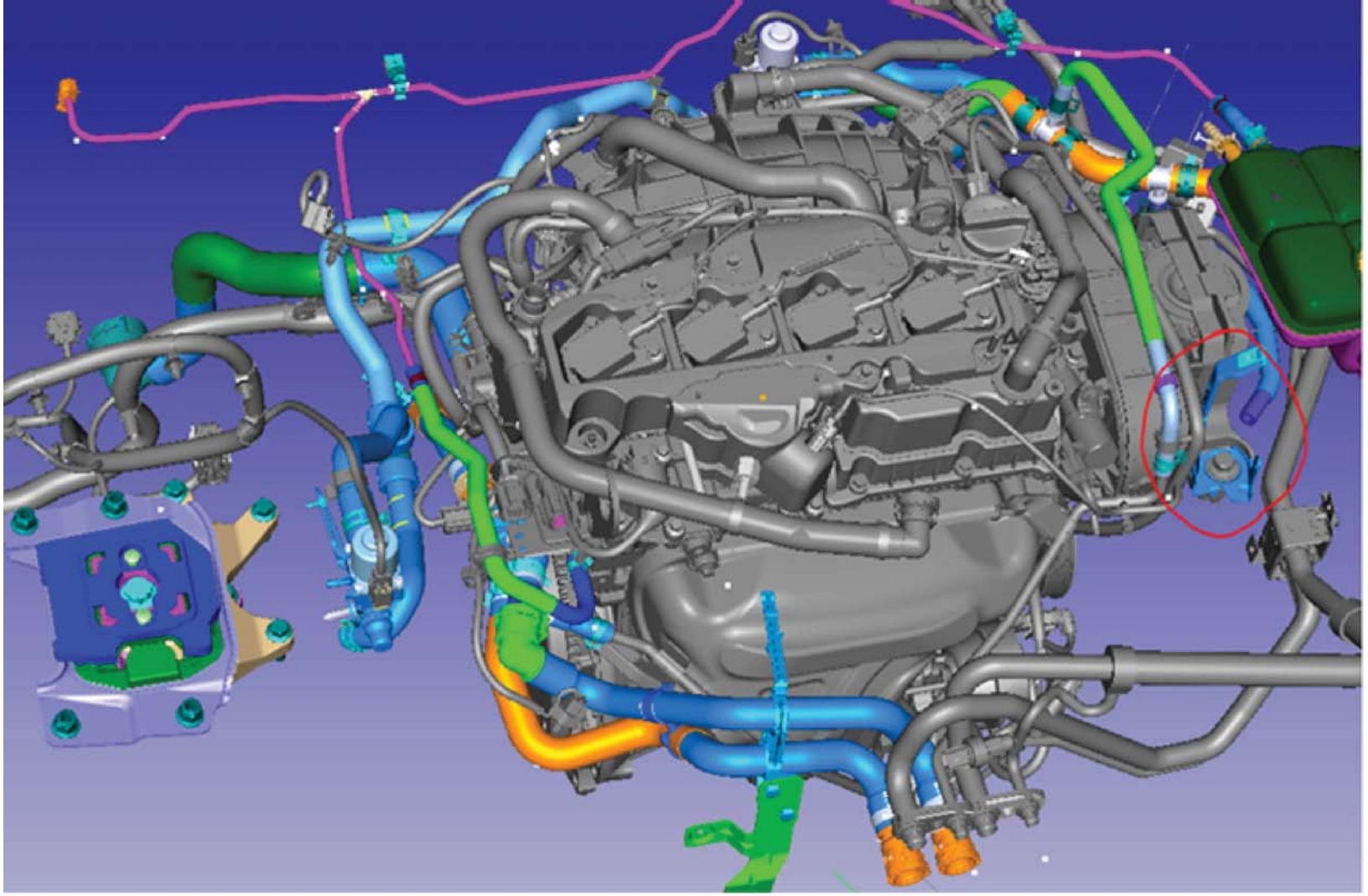
Hi Matt,

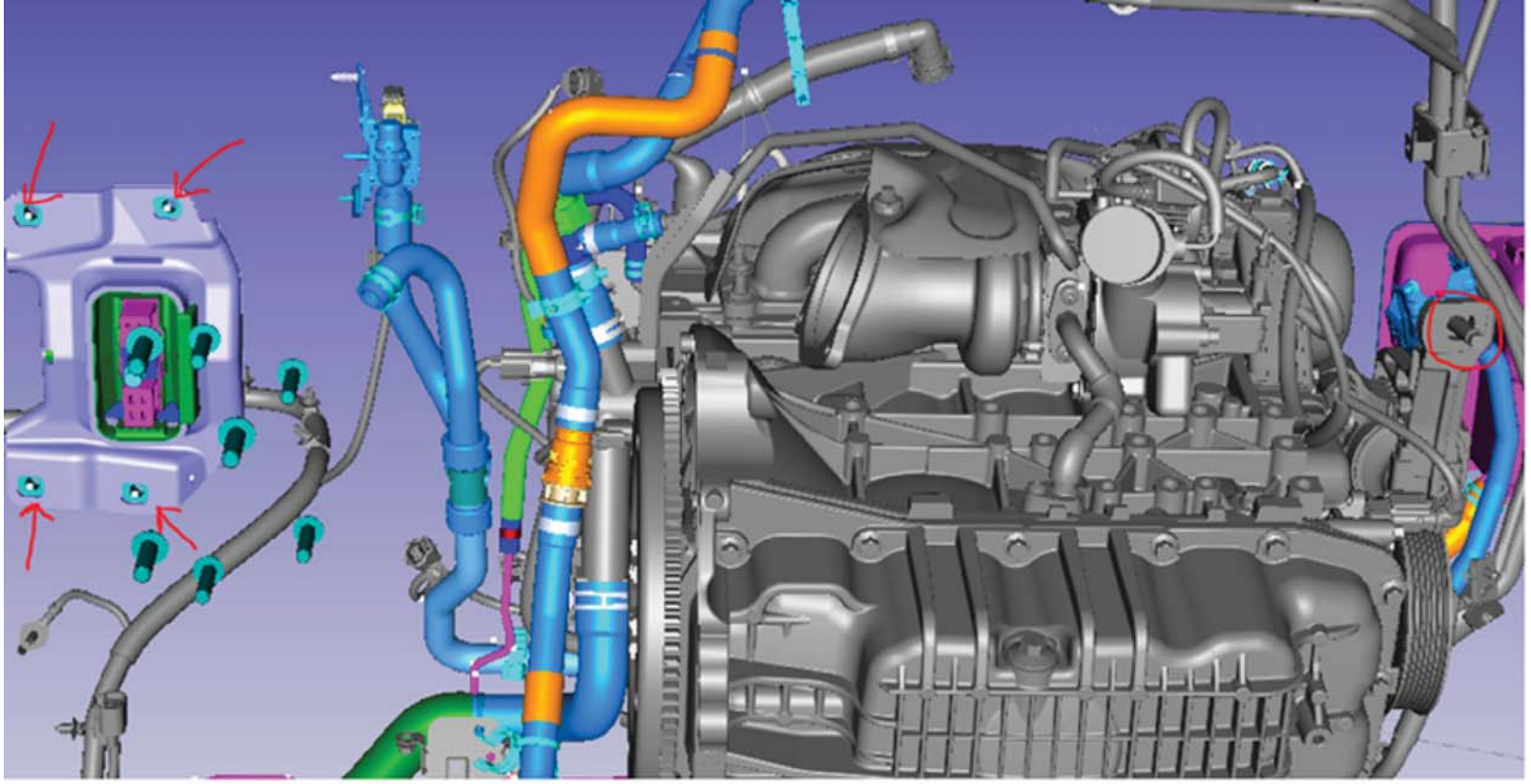
Need your advice / buy-in into the following:

1) We are doing a FSA to add a coolant level sensor on C520 1.6GTDi.
2) This coolant level sensor will be fixed by a bracket that will seat in the engine mount (we discussed this before and got the ok to go) – area circled in red on picture below

PE18-007 002028 DFC







From: Humphries, Glenn (G.L.)
Sent: Wednesday, October 25, 2017 7:11 PM
To: Camaj, Linda (.); Pusta, Ionut (I.)
Subject: FW: copy of story from april
Attachments: QA FINAL 17S09 Recall 16L GTDI 3.30.17.docx

FYI…..

From: Weigandt, Elizabeth (E.M.)
Sent: Wednesday, October 25, 2017 3:08 PM
To: Dwan, Patrick (P.J.) <pdwan@ford.com>; Humphries, Glenn (G.L.) <ghumphri@ford.com>
Cc: Denholm, Jennifer (J.S.) <jdenholm@ford.com>; Logel, Jay (J.D.) <jlogel@ford.com>; Baker, Christin (C.) <cbake117@ford.com>; Cangany, John (J.) <jcangany@ford.com>; Ott, David (D.J.) <dott@ford.com>
Subject: FW: copy of story from april

Pat & Glenn - Tom Krisher of the Associated Press is following up on the 17S09 recall from March (1.6L Escape, Fiesta ST, etc.) because he obtained some AQSIQ info (China) on Ford Fiesta STs included in the recall that he believes shows they are receiving a more thorough repair. He wants to know why. I believe the QA below will address his questions, however, in the meantime, could you provide an update on the timing of kit availability in the U.S. and other markets? Would help to know where we are on completing interim repairs, offering kits, etc. Many thanks!

AQSIQ May Communique: ""Ford Motor (China) Co. will replace the auxiliary fluid kettle, kettle cover and turbocharger water pipe and coolant liquid level sensor and refresh (or refurbish) the power control module and instrument software in the vehicles included in the scope of the recall to eliminate the defects."

Q. Are the repairs all the same?
A. The final repair is the same. While we are waiting for the final repair to become available, we are working with the local markets and/or regulatory authorities to determine what interim actions are appropriate. *[If pressed: In Asia Pacific, dealers will replace the coolant bottle and cap and reroute the turbo coolant return line. In North America and South America, Ford will mail customers with instructions from the owner's manual on how to check and refill coolant. When service kits are available, dealers will install a coolant level sensor with supporting hardware and software at no charge to the customer.]*

Q. Why do you have an interim action in some countries but not others?
A. Our data shows the safety risk is not the same in every country/market. Different markets and different engine configurations are experiencing different rates of reports. We are working with regulatory authorities in every market to manage the safety risk appropriately. Interim actions may help to reduce the risk of fire while waiting for parts, but are not a replacement for the final recall repair.

From: Krisher, Tom [mailto:tkrisher@ap.org]
Sent: Wednesday, October 25, 2017 2:46 PM
To: Weigandt, Elizabeth (E.M.) <eweigand@ford.com>
Subject: copy of story from april

DETROIT (AP) — The U.S. government's auto safety agency is reviewing a Ford Motor Co. recall of thousands of cars, SUVs and vans that can run low on coolant and potentially

PE18-007 002035 DFC

overheat and catch fire after the company proposed a remedy that doesn't fix the coolant problem.

Ford notified the agency about the recall, which has caused 29 engine fires, in paperwork dated last week. The automaker said it would install a sensor that warns owners when coolant is low in the 1.6-Liter turbocharged engines. The sensor does not solve the underlying problem of vanishing coolant.

The National Highway Traffic Safety Administration said Tuesday it is reviewing the recall. "The agency will take appropriate action as necessary," an agency spokeswoman said in a statement. She would not provide further details. The agency confirmed the review after The Associated Press raised questions about Ford's remedy.

NHTSA could determine that the fix solves the fire problem, or it could open an investigation to see if more repairs are needed.

Experts say coolant shouldn't become depleted in newer cars, and that Ford may be cutting costs by shifting responsibility for the problem to owners. Coolant could be leaking from a number of places, or the engine could be burning it, both of which could cause significant engine trouble down the road — especially if owners don't religiously watch coolant levels and act immediately if they get low.

"All you're doing is monitoring a symptom, not solving a problem," said John Nielsen, managing director of automotive engineering for AAA. "A healthy engine doesn't leak coolant at all. Ever."

The recall includes about 230,000 vehicles in North America. Ford said engines can overheat if coolant gets low, causing the cylinder head to crack and spew oil that can catch fire. No injuries have been reported in any of the fires.

Parts won't be available to install the coolant-level sensor until later this year. In the meantime, Ford will send letters to owners telling them how to check coolant and add some if it gets low.

Elizabeth Weigandt, a company spokeswoman, said the sensor solves the safety problem. "You would stay informed as to how much coolant you have in the engine," she said. "That would address the unique risk of the cylinder head cracking."

The new sensor would turn on a dashboard warning light, she said.

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. In Europe, the recall covers the 2010 through 2015 C-Max hybrid and Focus small car, and the 2013 through 2015 Transit Connect.

Sean Kane, president of Safety Research and Strategies Inc., a Massachusetts firm that does auto testing for plaintiffs' lawyers and other clients, said Ford likely is trying to avoid costly engine repairs that would cure the coolant leaks. "It sounds like they have a bigger issue. More likely than not they don't want to repair that issue," he said.

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Ford | Q&A

Ford Issues Safety Recall for Certain 2013-15 Ford Escape, Fiesta ST, Fusion and Transit Connect 1.6L GTDI Vehicles for Under-Hood Fire Risk

[Situation: Starting the week of Mar. 27, Ford will begin communicating, first in North America and then in other regions around the world, with regulatory groups, dealers and media on a safety recall for approximately 464,800 2010-15 Ford C-MAX, Escape, Fiesta ST, Focus, Fusion, Kuga and Transit Connect 1.6L GTDI (EcoBoost) vehicles for risk of localized overheating of the engine cylinder head leading to cracks that may cause an oil leak and fire. Ford has investigated 101 reports of fires resulting from this condition in NA, AP, EU and MEA. Some markets will implement the corrective action in two stages, while others will follow a single-stage approach. Final repair parts are not estimated to be available until the end of the fourth quarter 2017].

Embargo & Timing summary:

Region	Lead Up	Mon (3/27)	Tues (3/28)	Wed (3/29)	Post & Q4
NA		Reg. Filing (NHTSA)	Dealer Notice	Media Release (8:30 a.m. EDT) Reg. Filing (Canada)	
AP	3/22 - Australia Govt. Notification (verbal)			ANZ/MALAYSIA: Media notification (via phone) to select media. No release China: No release.	Reg. Filings Australia/NZ/Malaysia 5-days. Notify customers immediately. Reg. Brief China (AQSIQ- 5-days post NHTSA.)
MEA				Govt. Notification S. Africa OGC informs NCC Dealer notice (morning) Media release COB	
EU			Govt. Notification (Germany, U.K.)	Media statement provided on request	Media, Dealers/Customers Alert when parts @ 40%
SA				Reg. Filing (Argentina, Paraguay, Uruguay	Media, Dealers/Customers Alert when parts @ 40%

Main Messages

- The safety of our customers is our top priority. Our decisions are driven by the available data and we move quickly on behalf of our customers when we determine a safety recall is needed.

- Ford is taking precautions to protect its customers by issuing a safety recall in North America for approximately 230,000 2014 Ford Escape, 2014-15 Fiesta ST, 2013-14 Fusion and 2013-15 Transit Connect vehicles equipped with 1.6L GTDI engines. Ford's investigation of these vehicles has identified a risk of under-hood fires.

- In the affected vehicles, a lack of coolant circulation could cause an engine to overheat resulting in a crack in the cylinder head. 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 a fire in the engine compartment.

- We are aware of 29 reports of fire associated with this issue in the U.S. and Canada. No injuries have been reported.

- Ford will mail customers with instructions from the owner's manual on how to check and refill coolant. Customers can continue to drive their vehicles but should see their dealer if their vehicle exhibits a coolant leak or overheating or frequently needs coolant added. When service kits are available, dealers will install a coolant level sensor with supporting hardware and software at no charge to the customer.

- Ford is committed to providing our customers with top quality vehicles. We are equally committed to addressing potential issues and responding quickly for our customers.

Q. What exactly is the issue with this recall?

A. In the affected vehicles, a lack of coolant circulation could cause an engine to overheat resulting in a crack in the cylinder head. 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 a fire in the engine compartment.

Q. Why isn't coolant circulating? Is there an issue with the parts related to coolant delivery and maintenance in the engine?

A. Over the service life of any vehicle, coolant loss can occur for any number reasons. There is no single root cause for coolant loss over the years in service for these vehicles. Our recall addresses a unique risk of cylinder head cracking and subsequent fire from a loss of coolant. That is why checking coolant levels and refilling as needed is a normal part of routine vehicle maintenance.

Q. Have there been any fires, accidents, or injuries related to this condition?

A. Ford is aware of 29 reports of fire associated with this issue in the U.S. and Canada. No injuries have been reported.

Q. Which vehicles have experienced fires?

A. 21 reports in Escape and 8 reports in Fusion in U.S. and Canada.

Q. What is the expected repair?

A. When service kits are available, dealers will install a coolant level sensor with supporting hardware and software at no charge to the customer. In the interim, customers will receive a letter with instructions about how to check their coolant and what to do if it is low.

Q. Are there other recalls occurring or planned globally for this issue?
A. This announcement pertains to North America but other markets are affected as well.

Q. What other markets are issuing recalls?
A. Recalls are planned in Asia Pacific, Europe, Middle East, Africa, and South America.

Q. How many total vehicles are involved in this recall globally?
A. A total of 464,800 vehicles are involved globally.

Q. Are there additional vehicle lines involved?
A. 2013-15 Ford Fiesta ST and 2012-15 Ford Kuga – AP, SA and MEA.
2010-15 C-MAX and Focus and 2013-2015 Transit Connect – EU.

Q. When will recalls be issued in each country?
A. We are in the process of informing regulatory authorities. Customer announcements will follow in the near term.

Q. What are the vehicles involved and what are the volumes?
A. Vehicle volumes will be confirmed and announced in each respective market.

Q. Are the repairs all the same?
A. The final repair is the same. While we are waiting for the final repair to become available, we are working with the local markets and/or regulatory authorities to determine what interim actions are appropriate. *[If pressed: In Asia Pacific, dealers will replace the coolant bottle and cap and reroute the turbo coolant return line. In North America and South America, Ford will mail customers with instructions from the owner's manual on how to check and refill coolant. When service kits are available, dealers will install a coolant level sensor with supporting hardware and software at no charge to the customer.]*

Q. Why do you have an interim action in some countries but not others?
A. Our data shows the safety risk is not the same in every country/market. Different markets and different engine configurations are experiencing different rates of reports. We are working with regulatory authorities in every market to manage the safety risk appropriately. Interim actions may help to reduce the risk of fire while waiting for parts, but are not a replacement for the final recall repair.

Q. You said a new engine temperature sensor would fix this concern, starting with the 2014 Escapes. Why isn't it working?
A. The metal temperature sensor on the 2014 Escape vehicles successfully identified a potential overheat in our testing, avoiding a cracked cylinder head and the risk of fire. While it did substantially reduce the risk of fires, over time, the field data showed that it was not fully effective. We continuously monitor our field data for potential concerns.

Q. The previous recall for 2013 Escape excluded the 2013 Fusion citing "differences that influence engine performance" including under-hood airflow, cooling system and hose routing". Were you wrong to exclude Fusion then?
A. At the time of that decision, the field data did not indicate a safety concern on Fusion. We continuously monitor our field data for potential concerns, even if we believe that there is

no concern at a given time. We move quickly on behalf of our customers when we determine a safety recall is needed.

Q. Are vehicles safe to drive? Should customers stop driving their vehicles?
A. We do not believe the safety risk requires customers to stop driving their vehicles. As soon as service kits are available, customers should have the recall performed. In the interim, we are advising customers of ways to reduce the risk by checking coolant levels and seeing a dealer if their vehicle exhibits a coolant leak or overheating or frequently needs coolant added.

Q. Is this a condition that can occur when the vehicle is turned off?
A. No.

Q. Are vehicles safe to park and leave inside garages?
A. Yes.

Q. What is the step-by-step process for customers to check their coolant levels themselves?
A. (See section on how to refill coolant)

Q. Will you provide loaner vehicles?
A. Ford Motor Company is not providing long-term loaner vehicles at this time.

Q. How will this recall impact residual values for these vehicles?
A. We do not believe it will have an effect on residual values.

Q. What vehicles are affected in North America?
A. Affected vehicles include certain vehicles equipped with 1.6L GTDI engines:

- 2014 Escape vehicles built at Louisville Assembly Plant, Feb. 12, 2013 to Sept. 2, 2014
- 2014-15 Fiesta ST vehicles built at Cuautitlan Assembly Plant, Jan. 22, 2013 to May 27, 2014;
- 2013-14 Fusion vehicles built at Hermosillo Assembly Plant, Feb. 15, 2012 to June 6, 2014
- 2013-2015 Transit Connect vehicles built at Valencia Assembly Plant, June 13, 2013 to Dec. 14, 2014

Q. What vehicles are affected globally?
A. Affected vehicles include certain vehicles equipped with 1.6L GTDI engines:

- 2014 Escape vehicles built at Louisville Assembly Plant, Feb. 12, 2013 to Sept. 2, 2014
- 2014-15 Fiesta ST vehicles built at Cuautitlan Assembly Plant, Jan. 22, 2013 to May 27, 2014; and built in Cologne Assembly Plant, Sept. 19, 2012 to Dec. 16, 2014
- 2013-14 Fusion vehicles built at Hermosillo Assembly Plant, Feb. 15, 2012 to June 6, 2014
- 2013-2015 Transit Connect vehicles built at Valencia Assembly Plant, June 13, 2013 to Dec. 14, 2014
- 2010-2014 C-MAX vehicles built at Valencia Assembly Plant, June 2, 2010 to July 22, 2014, and built in Saarlouis Assembly Plant from Sept. 7, 2014 to Dec. 22, 2014
- Focus vehicles built in Saarlouis Assembly Plant from July 23, 2010 to Sept. 21, 2014
- Kuga vehicles built at Valencia Assembly Plant, May 08, 2012 to Sept. 27, 2014, and built in Elabuga Assembly Plant, July 1, 2013 to Nov. 21, 2014 and at Chongqing Assembly Plant, July 18, 2012 to Nov. 5, 2014

Q. How many vehicles are affected and where are they?

A. This recall involves approximately 208,584 vehicles equipped with 1.6L GTDI engines located in the U.S. and federalized territories, 21,854 in Canada and 318 in Mexico.

Q. How was this issue identified?

A. As part of our normal processes, we identified reports of fires on certain 2014 Escape vehicles starting June 2016. Our team has been investigating these reports and has identified this cause of the fires.

Q. Why didn't you act sooner? Why don't you take the risk of fire more seriously and recall every vehicle that could be associated immediately?

A. After an exhaustive engineering evaluation, we have identified the issue and as a result we are recalling these vehicles. Our decisions are driven by the available data and we move quickly on behalf of our customers when we determine a safety recall is needed.

Q. How confident are you that this really is the fix since you've fixed it before?

A. This recall addresses the same condition that was addressed on 2013 Escapes with safety recall 13S12 and, based on the field data, is an effective repair.

Q. When did you become aware of this issue?

A. Our decisions are driven by the available data and we move quickly on behalf of our customers when we determine a safety recall is needed. In this case, we made that determination on Mar. 20, 2017 and notified NHTSA on Mar. 27, 2017.

Q. Are there any open investigations on this issue?

A. No. *[Note: Other investigations were opened and are now complete in Australia and New Zealand but no investigations are open in North America.]*

Q. Is this a design issue or a supplier issue?

A. This is a design issue.

Q. Are there any symptoms that the customer might notice that could indicate they might have an issue?

A. A visible coolant leak, a low coolant level in the coolant reservoir and/or an engine overheat warning message in the instrument cluster are indications of a potential engine overheat that could result in this condition.

Q. Are parts available?

A. Parts required to complete the recall remedy are not immediately available. Ford will mail customers with instructions from the owner's manual on how to check and refill coolant. Customers should see their dealer if their vehicle exhibits a coolant leak or overheating or frequently needs coolant added. We are working with our suppliers to expedite parts as quickly as possible.

Q. When will parts be available?

A. Ford expects parts to be available in fourth quarter 2017.

Q. If a customer had their vehicles repaired for this issue already, can he/she be reimbursed?

A. Yes. Refunds only will be provided for engine coolant leak or overheating. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you. Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

Q. When did you notify NHTSA of this safety recall?

A. NHTSA was notified on Mon., Mar. 27, 2017.

Q. When were dealers notified about the safety recall and the recommended fix?

A. We notified our dealers about the safety recall on Tues., Mar. 28, 2017.

Q. When did/will you notify customers?

A. We will be notifying customers by mail the week of April 18.

Q. What is Ford's reference number for this recall?

A. The Ford reference number for this recall is 17S09.

Q. Is there a Web site customers can visit to determine if their vehicle is included in the recall?

A. We have a simple online tool for customers to determine if their Ford vehicle is included in any recall. Customers can go to Ford.com and click on 'Safety Recalls' near the bottom of the page. Customers can enter their Vehicle Identification Number (VIN) to see open safety, compliance or emissions recalls. Ford created this online database in 2002; it contains information dating back to 1986.

Q. What is your recall process?

A. We take the safety of our customers very seriously. While we continuously evaluate our processes for potential improvements, we are confident in our current methods for quickly identifying and addressing potential vehicle issues. *[If pressed: Our decisions are driven by the data available. When the data indicates a safety recall is needed, we move quickly on behalf of our customers. Sometimes the data provides a clear indication that an action is needed. Other issues can only be identified after detailed reviews of volumes of data that evolves over time.]*

Q. Are you worried what this recall will do to your reputation?

A. We recognize the inconvenience recalls cause our customers. Yet customers also know these actions help ensure their safety and improve quality and customer satisfaction. We are absolutely committed to launching products with top quality and addressing issues when we see them.

Q. Why is Ford having such difficulty with its new product launches?

A. We are absolutely committed to launching products with top quality. Launches are complex, and every one of them presents different challenges and opportunities. Our process is to work through any issues and ensure that our customers receive a quality product.

N.A. Financial

Q. How much is this recall costing Ford?

A. The total cost of the recall is estimated to be about $168 million.

Q. Is this recall financially material, and does it affect your 2017 guidance?

A. This recall is not financially material, however, from time to time, we elect to disclose in Form 8-K filings information that we believe is helpful to investors. As the 8-K states, these costs have already been factored into the EPS guidance for the first quarter of 2017 that we disclosed in the March 23, 2017 Form 8-Ks filed by Ford and Ford Credit. In addition, it does not impact our full year guidance.

Q. What is your 2017 guidance?

A. We continue to expect total company adjusted pre-tax profit to be about $9 billion in 2017, which is lower than in 2016 driven by our planned investments in emerging opportunities, and to improve in 2018.

N.A. Escape Recalls

Q. How many times now has this 1.6L engine been recalled on the Escape?

A. Four different root causes for 2013 Escape fires in North America were previously identified and addressed in production and in the field with recalls 12S35 (July 2012), 12S39 (September 2012), 12S41 (November 2012) and 13S12 (November 2013).

Q. How many times has the Escape been recalled in total?

A. There have been 17 safety or safety compliance recalls for 2013-17 Escapes in North America, not including this action.

Q. How is it possible that you have five different recalls on the same engine configuration for different issues? Why do you continue to offer such a poor quality engine?

A. Ford is committed to providing our customers with top quality vehicles. We are equally committed to addressing potential issues and responding quickly for our customers. This is a voluntary recall that we have chosen to initiate because we believe it is the right thing to do. While we recognize the inconvenience recalls cause our customers, we believe they will appreciate these actions, which we are taking on their behalf to help ensure their safety.

Q. What were the engine-related recalls for Escape and when?

- **12S35** – July 2012 – We recalled approximately 11,500 2013 Ford Escapes with 1.6L engines to replace an engine compartment fuel line which could split and leak fuel, potentially resulting in an engine compartment fire.

- **12S39** – September 2012 – We recalled approximately 7,600 2013 Ford Escapes with the 1.6L engine, due to an issue with the installation of cup plugs in the engine cylinder head, which could result in a significant loss of coolant, leading to potential engine overheating and a possible coolant-related engine compartment fire

- **12S41** – November 2012 – We recalled approximately 73,300 2013 Ford Escapes and Fusions and approximately 15,800 Fusions with 1.6L engines for risk of overheating that may result in engine fires. On December 10, 2012 we announced a corrective action to make software updates to better manage engine temperatures during a unique overheating condition that could occur under unique operating conditions.

- **13S12** – November 2013 – We recalled approximately 161,300 2013 Ford Escapes with the 1.6L engine due to a risk of localized overheating of the engine cylinder head that may lead to oil leak fires.

N.A. 1.6L / Powertrain

Q. Is this 1.6L your EcoBoost engine?
A. Yes.

Q. What Ford vehicles on sale now have the 1.6L engine?
A. Fiesta ST.

Q. Do you have a systemic issue with EcoBoost engines?
A. No.

Q. How many EcoBoost engines do you have on the road?
A. Since October 2011 we have sold 802,423 vehicles with 1.6 liter engine in the U.S. market.

Q. You have such a halo around your engine technology. Are you concerned about how this recall issue may affect customer perception and/or acceptance of your technology?
A. Ford is committed to providing our customers with top quality vehicles. We are equally committed to addressing potential issues and responding quickly for our customers.

N.A. Customer Satisfaction

Q. What if a customer refuses to drive their vehicle? Will you give them a rental vehicle?
A. Ford Motor Company is not providing long-term loaner vehicles at this time.

Q. Will you buy back vehicles from customers who no longer want to drive them?
A. Ford and its dealers are committed to taking care of our customers and will work with customers to ensure their satisfaction.

How to Refill Coolant

[Note: This section is from Ford.owner.com and is designed to address specific customer-oriented Qs on how to check coolant levels.]

When an engine is running, it makes power - but it also makes heat. And that's where engine coolant comes in. Coolant circulates through the engine and absorbs heat, helping keep the engine at the right operating temperature. Coolant also helps keep an engine working as efficiently as possible, helps keep its emissions low, and even helps provide that toasty heater air on cold days.

Before you start

1. Check the owner's manual to find your vehicle's correct engine coolant—different engine types require different coolants.
2. Locate or buy a gallon of the correct coolant.
3. Roll up or remove loose clothing, and keep your arms away from the cooling fan(s). Fans can turn on automatically, even when the engine is off.
4. Never remove the coolant reservoir cap when the engine is running or still hot. Let it cool down first.
5. Put a towel or a thick cloth on the reservoir cap before removing it, as the cap is under pressure.

How to refill coolant:

1. Make sure your engine is off and cool, the vehicle is in Park or Neutral, and the parking brake is set.
2. Open the hood and locate the engine coolant reservoir. It is often a translucent white color, and has hose(s) connecting it to the radiator.
3. The reservoir has a fill range marked on the side. If your engine is cold, the coolant level should be up to the cold fill line.
4. Loosen the reservoir cap just a little, then step back while the pressure releases. Then, remove the cap completely.
5. If the coolant level is low, add the correct coolant to the reservoir (not the radiator itself). You can use diluted coolant by itself or a 50/50 mixture of concentrated coolant and distilled water.
6. When the coolant rises to the cold fill line, replace the cap and tighten it until you feel it click. Close the hood.

Ford South Africa/Kuga

Q. Is this related to the issue involving engine fires in the Kuga in South Africa?

A. Similar issues were found in South Africa with certain Ford Kuga 1.6L vehicles. A recall was approved in January 2017 (17S02) in the South Africa market only for approximately 4,500 vehicles.

Based on the current data, we have determined that the fires are due to engine overheating caused by a lack of coolant circulation, which can lead to cracking in the cylinder head and, therefore, an oil leak. If the leaking oil reaches a hot engine surface, it can potentially catch fire. We have started a voluntary safety recall for the affected vehicles to address the engine overheating condition. This action will be completed in two steps: an enhanced dealer safety action, followed by an additional parts repair action. We will continue to work with customers to verify and maintain the integrity of the engine coolant system. With this safety action and proper maintenance of the engine coolant

system – including using the approved coolant at the required concentration level – the vehicles are safe to drive.

Q. What vehicles are affected in South Africa?

A. Affected vehicles include certain Ford Fiesta ST vehicles equipped with 1.6L GTDI engines:

- 2014-15 Fiesta ST vehicles built at Cuautitlan Assembly Plant, Jan. 22, 2013 to May 27, 2014; and built in Cologne Assembly Plant, Sept. 19, 2012 to Dec. 16, 2014

Q. Didn't someone die in one of the vehicles associated with the Ford Kuga recall in South Africa?

A. No. There have not been any injuries or fatalities associated with that recall. While the death of [redacted] is a tragedy that saddens us greatly, it is important to note that the death of [redacted] has nothing to do with our recall to address the risk of engine fires. The engine in [redacted] vehicle was undamaged in the fire. The physical evidence of the [redacted] Kuga shows this unequivocally.

Q. How can you be sure [redacted] death was not the result of the same Kuga fire?

A. Both Ford's investigators and the [redacted] family's investigators came to the conclusion that the fire in [redacted] car was not an engine fire which was the type of fire that led to the recall. The physical evidence of the [redacted] Kuga shows this unequivocally.

Asia Pacific

Main Messages - AP

- The safety of our customers is our top priority. Our decisions are driven by the available data and we move quickly on behalf of our customers when we determine a safety recall is needed.

- Ford is taking precautions to protect its customers by issuing a safety recall for approximately 95,539 2014 Ford Escape, 2013-15 Ford Fiesta, 2013 Ford Fusion, 2012-15 Ford Kuga vehicles equipped with 1.6L GTDI engines. Ford's investigation of these vehicles has identified a risk of under-hood fires. *[Note: AP Markets to customize this section with their market's specific info.]*

    - Australia – 4450 Kuga, 400 Fiesta ST
    - China – 82,970 Kuga, 435 Fiesta ST
    - Japan – 1271 Kuga
    - New Zealand – 911 Kuga, 69 Fiesta ST
    - Taiwan – 2975 Kuga
    - Cambodia – 8 Escape
    - French Polynesia – 24 Kuga, 1 Fiesta ST
    - Hong Kong – 124 Kuga, 174 Fiesta ST
    - Korea – 172 Fusion, 39 Escape
    - Malaysia – 1381 Kuga
    - New Caledonia – 60 Kuga, 4 Fiesta ST
    - Singapore – 34 Kuga

- In the affected vehicles, a lack of coolant circulation could cause an engine to overheat resulting in a crack in the cylinder head. 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 a fire in the engine compartment.

- We will implement the recall in two stages. At the first stage, dealers will replace the coolant bottle and cap and re-route the turbo coolant return line. The second stage of the recall will involve dealers installing a coolant level sensor system and wiring harness, and will also reflash the PCM and instrument cluster with updated software.

- The first stage of the recall will be implemented in the second quarter and the second stage in the fourth quarter. Ford will contact customers at each stage, including providing instructions from the owner's manual on how to check and refill coolant. Customers can continue to drive their vehicles but should see their dealer if their vehicle exhibits a coolant leak or overheating or frequently needs coolant added.

- Ford is committed to providing our customers with top quality vehicles. We are equally committed to addressing potential issues and responding quickly for our customers.

Q. Have there been any fires, accidents, or injuries related to this condition?

A. *Markets to use their local market number and only use the Asia Pacific answer if pressed.*

AP: We are aware of 29 reports of fire associated with this issue across Asia Pacific. No injuries have been reported.

Australia: We are aware of seven (7) fires associated with this issue in Australia. No injuries have been reported.
NZ: We are aware of two (2) fires associated with this issue in New Zealand. No injuries have been reported.
Malaysia: We are aware of three (3) fires associated with this issue in Malaysia. No injuries have been reported.
Hong Kong: We are aware of one (1) fire associated with this issue in Hong Kong. No injuries have been reported.
China: We are aware of 16 fires associated with this issues in China. No injuries have been reported.

Q. We have seen reports of more fires in (insert market) than what you are confirming. What is the difference?

A. Vehicle fires can be caused by a range of different reasons. The (insert relevant number) is the number we have been able to investigate and confirm are linked to this issue. In some cases, we haven't been given access to the vehicle or able to determine a link to this issue.

Q. Which vehicles have experienced fires?

A. Most reports relate to the Ford Kuga. There has been one report on Fiesta ST.

Q. Have any Fiesta STs experienced fires in Asia Pacific or globally?

A. Yes, there have been five fires associated with this issue globally and 1 in Asia Pacific (Hong Kong).

Q. What is the expected repair?

A. We will implement the recall in two stages. At the first stage, dealers will replace the coolant bottle and cap and re-route the turbo coolant return line. The second stage of the recall will involve dealers installing a coolant level sensor system and wiring harness, and will also reflash the PCM and instrument cluster with updated software.

Q. Are vehicles safe to drive? Should customers stop driving their vehicles?

A. We do not believe the safety risk requires customers to stop driving their vehicles. As soon as service kits are available, customers should have the recall performed. In the

interim, we are advising customers of ways to reduce the risk by checking coolant levels and seeing a dealer if their vehicle exhibits a coolant leak or overheating or frequently needs coolant added.

Q. When will parts be available?

A. We expect that parts should be available for the first stage of the repair in the second quarter and the second, final stage of the repair in the fourth quarter. We will write to customers again when parts are available for both of these stages. In the interim, customers will receive a letter with instructions about how to check their coolant and what to do if it is low.

Q. When did you inform AQSIQ?

A. AQSIQ will be informed of the details pertaining to China within the required five-day timeframe.

Q. ANZ: Does the Department of Infrastructure and Regional Development (DIRD) or the Australian Competition and Consumer Commission (ACCC) know?

A. DIRD: We are keeping DIRD updated and they are aware of our intent/recall filing.
ACCC: ACCC has not requested any discussions with Ford on this topic at this stage.

Q. What vehicles are affected (AP)?

A. Affected vehicles certain vehicles equipped with 1.6L GTDI engines:

- 2014 Ford Escape vehicles produced in Louisville (USA) from June 10, 2013 to Mar. 14, 2014.
- 2013-15 Ford Fiesta ST vehicles produced in Cologne (Germany) from Feb. 15, 2013 to Nov. 11, 2014.
- 2013 Ford Fusion vehicles produced in Hermosillo (Mexico) from July 7, 2012 to Nov. 26, 2012.
- 2012-14 Kuga vehicles produced in Valencia (Spain) from Nov. 30, 2012 to July 2, 2014.
- 2012-14 Kuga vehicles produced in Chonqing (China) from July 18, 2012to Nov. 5, 2014.
- 2013-15 Kuga vehicles produced in Taiwan from Feb. 25, 2013 to Jan. 26, 2015.

Q. Are there reports of fires in other parts of the world? If so, how many?

A. Yes, we have investigated fire reports in other markets. Our decisions are driven by the available data and we move quickly on behalf of our customers when we determine a safety recall is needed.

Q Why the delay with recalling in our markets? How many incidents have there been?

A. We take the safety of our customers very seriously. While we continuously evaluate our processes for potential improvements, we are confident in our current methods for quickly identifying and addressing potential vehicle issues. *[If pressed: Our decisions are driven by the data available. When the data indicates a safety recall is needed, we move quickly on behalf of our customers. Sometimes the data provides a clear indication that an action is needed. Other issues can only be identified after detailed reviews of volumes of data that evolves over time.]*

Q. Can water be used as a replacement for coolant?

A. No. Customers should refer to their Owner's Manual for the appropriate coolant for their vehicle.

Europe

Ford is initiating a safety recall in a number of markets as part of a coordinated campaign among different regions on certain Ford vehicles equipped with the 1.6 L GTDi EcoBoost engine. A lack of coolant circulation in the affected vehicles could cause an engine to overheat resulting in a crack in the cylinder head. 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 a fire in the engine compartment.

Of the 464,800 vehicles affected globally, nearly 130,000 vehicles are in Europe. These are C-MAX, Fiesta ST, Focus, Kuga and Transit Connect models built at various times between 2010 and 2015. Safety is our number one priority -- we want to reassure our customers that the affected vehicles remain safe to drive. However, customers should see their dealer if their vehicle exhibits a coolant leak or overheating, or frequently needs coolant added.

Ford will contact customers later in the year with details on service kit availability and installation at dealers. Any action carried out on affected vehicles will be free of charge. We remain committed to providing our customers with safe and high quality vehicles, addressing potential issues and responding quickly for our customers.

Q. What exactly is the issue with this recall?

A. In the affected vehicles, a lack of coolant circulation could cause an engine to overheat resulting in a crack in the cylinder head. 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 a fire in the engine compartment.

Q. What is the expected repair?
A. When service kits are available, dealers will install a coolant level sensor with supporting hardware and software at no charge to the customer. In the interim, customers will receive a letter with instructions about how to check their coolant and what to do if it is low.

Q. What other markets are issuing recalls?
A. Recalls are planned in North America, Asia Pacific, Europe, Middle East, Africa and South America.

Q. How many total vehicles are involved in this recall globally?
A. A total of 464,800 vehicles are involved globally.

Q. Which vehicle lines are involved?
A. In Europe C-MAX, Fiesta ST, Focus, Kuga and Transit Connect.

Q. When will recalls be issued in each country?
A. Regulatory authorities have already been notified and we are advising media of this action today in China and South Africa. Customer announcements will follow in the near term.

Q. Are the repairs all the same?
A. The final repair is the same. While we are waiting for the final repair to become available, we are working with the local markets and/or regulatory authorities to determine what interim actions are appropriate. *[If pressed: In Asia Pacific, dealers will replace the coolant bottle and cap and reroute the turbo coolant return line. In North America and South America, Ford will mail customers with instructions from the owner's manual on how to check and refill coolant. When service kits are available, dealers will install a coolant level sensor with supporting hardware and software at no charge to the customer.]*

Q. Why didn't you act sooner?
A. After an exhaustive engineering evaluation, we have identified the issue and as a result we are recalling these vehicles. Our decisions are driven by the available data and we move quickly on behalf of our customers when we determine a safety recall is needed.

Q. Are vehicles safe to drive? Should customers stop driving their vehicles?
A. We do not believe the safety risk requires customers to stop driving their vehicles. As soon as service kits are available, customers should have the recall performed. Customers should see their dealer if their vehicle exhibits a coolant leak or overheating or frequently needs coolant added.

Q. What can customers do in the interim?
A. In general it is important customers follow the maintenance instruction in the individual driver's manual with a special focus on the coolant assuring an appropriate coolant level.

Q. Is this a condition that can occur when the vehicle is turned off?
A. No.

Q. Are vehicles safe to park and leave inside garages?
A. Yes.

Q. Will you provide loaner vehicles?
A. Ford Motor Company is not providing long-term loaner vehicles at this time.

Q. How will this recall impact residual values for these vehicles?
A. We do not believe it will have an effect on residual values.

Q. What vehicles are affected in Europe?

A. Affected vehicles certain vehicles equipped with 1.6L GTDI engines:

- 2014-15 Fiesta ST vehicles built in Cologne Assembly Plant, September 19, 2012 to December 16, 2014
- 2013-2015 Transit Connect vehicles built at Valencia Assembly Plant, June 13, 2013 to December 14, 2014
- 2010-2014 C-MAX vehicles built at Valencia Assembly Plant, June 02, 2010 to July 22, 2014, and built in Saarlouis Assembly Plant from September 07, 2014 to December 22, 2014
- Focus vehicles built in Saarlouis Assembly Plant from July 23, 2010 to September 21, 2014
- Kuga vehicles built at Valencia Assembly Plant, May 08, 2012 to September 27, 2014, and built in Elabuga Assembly Plant, July 01, 2013 to November 21, 2014

Q. How many vehicles are affected and where are they?

A. This recall involves approximately 129,946 vehicles equipped with 1.6L GTDI engines located in Europe.

Q. How was this issue identified?

A. As part of our normal processes, we identified reports of fires on certain vehicles involved in this action. Our team has been investigating these reports and has identified this cause of the fires.

Q. Is this a design issue or a supplier issue?

A. This is a design issue.

Q. Are there any symptoms that the customer might notice that could indicate they might have an issue?

A. A visible coolant leak, a low coolant level in the coolant reservoir and/or an engine overheat warning message in the instrument cluster are indications of a potential engine overheat that could result in this condition.

Overall N.A. Recall Totals – To be updated

Q. How many safety recalls has NHTSA posted for Ford in 2017 (including safety compliance)?

A. There are currently 5 recalls posted to the NHTSA site for 2017 for Ford.

Q. How many safety recalls has Ford done in 2017 (including safety compliance)?

A. Ford has issued 9 safety recalls in 2017.

Q. How many vehicles did you recall in 2017 for safety concerns?

A. We have recalled approximately 1.1 million vehicles in the U.S. for 9 safety-related concerns in 2017.

Q. How many safety recalls have you done each year beginning in 2000 and how many vehicles have you recalled?

A. This information reflects what is included on the NHTSA Web site and includes safety recalls, safety compliance recalls, vendor safety recalls, safety equipment recalls and certain customer satisfaction programs:

Year	# Recalls	# vehicles recalled (U.S.)
2000	60	7,098,216 (w/Firestone)
2001	37	23,291,309
2002	17	2,672,932
2003	16	3,405,403
2004	21	5,035,095
2005	17	6,705,309
2006	11	1,737,420
2007	15	5,533,853
2008	11	1,604,819
2009	8	4,521,993
2010	9	581,107
2011	16	3,478,803
2012	24	1,505,189
2013	16	1,188,133
2014	38	4,278,317
2015	40	4,994,288
2016	33	5,972,585
2017	9	1,095,114

Q. Why are your numbers different than NHTSA?

A. Ford numbers involving U.S. vehicles are consistent with what is published on NHTSA site as of March 23, 2017 with the addition of actions we have taken that might not be reflected on the NHTSA site yet. (*Note: NHTSA sometimes will publish additional field service actions that we might not include in our recall numbers, including some customer service actions.*) In addition, sometimes the historical numbers might change due to changes in the status of an action (e.g. if NHTSA denies a Petition for Inconsequentiality, that action might be backdated to when the request was submitted.)

March 28, 2017

Contacts: Elizabeth Weigandt [redacted] eweigand@ford.com

John Cangany [redacted] jcangany@ford.com

From: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Tuesday, September 12, 2017 2:17 PM
To: Camaj, Linda (.)
Subject: FW: FSA 17S09 Main Repair Development - Transit Connect 1.6L
Attachments: 17S09 Escape Coolant Level Sensor D2.pdf

Sensitivity: Private

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Grove Dave (AA-AS/EDS6.22)
Sent: Tuesday, September 12, 2017 9:00 AM
To: 'Pusta, Ionut (I.)' <ipusta@ford.com>; FIXED-TERM Brown Darren (AA-AS/EDS6.22) <fixed-term.Darren.Brown@us.bosch.com>
Subject: RE: FSA 17S09 Main Repair Development - Transit Connect 1.6L
Sensitivity: Private

Made some more tweaks.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Grove Dave (AA-AS/EDS6.22)
Sent: Tuesday, September 12, 2017 8:50 AM
To: 'Pusta, Ionut (I.)' <ipusta@ford.com>; FIXED-TERM Brown Darren (AA-AS/EDS6.22) <fixed-term.Darren.Brown@us.bosch.com>
Subject: RE: FSA 17S09 Main Repair Development - Transit Connect 1.6L
Sensitivity: Private

Updated draft for escape attached.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

From: Catalano, Martino (M.)
Sent: Tuesday, March 28, 2017 1:50 PM
To: Pusta, Ionut (I.)
Subject: FW: Tech Instructions for 17S09

Importance: High

Hi John , can you advise if the bulletin final is avail yet ?

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: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Tuesday, March 28, 2017 9:06 AM
To: Pusta, Ionut (I.); Mazzola Vince (AA-AS/EDS6.22)
Cc: Catalano, Martino (M.)
Subject: RE: Tech Instructions for 17S09

Final files attached.

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Tuesday, March 28, 2017 7:33 AM
To: Mazzola Vince (AA-AS/EDS6.22)
Cc: Grove Dave (AA-AS/EDS6.22); Pusta, Ionut (I.)
Subject: RE: Tech Instructions for 17S09
Importance: High

Dave or Vince,

This program has been approved. Can you please incorporate the attached changes and make the technical instructions final. Please upload a copy to the FTP for Martino.

D1 has my markup of your document. D2 is a document that was approved, which I made changes to. I also included the dealer bulletin for your review.

As for the 4 vehicle specific word documents, for the inspections, I will make those into PDFs.

We are launching this program today.

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: Mazzola Vince (AA-AS/EDS6.22) [mailto:vince.mazzola@us.bosch.com]
Sent: Thursday, March 23, 2017 12:39 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Subject: RE: Tech Instructions for 17S09

John,

Attached is draft 1 of 17S09.

Best regards

Vince Mazzola

Bosch Automotive Aftermarket
Automotive Service Solutions
Technical Author (AA-AS)

1555 Fairlane Circle
Allen Park, MI 48101
USA
www.bosch.com

[redacted]
vince.mazzola@us.bosch.com

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From: Grove Dave (AA-AS/EDS6.22)
Sent: Thursday, March 23, 2017 12:05 PM
To: Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>

From: Baumeister, Eric (E.)
Sent: Wednesday, January 17, 2018 1:43 PM
To: 'dave.grove@us.bosch.com'
Cc: Pusta, Ionut (I.); 'vince.mazzola@us.bosch.com'
Subject: HOT - 17S09 Escape Transit Connect - Red Folder
Attachments: 17S09-S2 ATTACHMENT IV Escape - Transit Connect D9 EB.pdf

Importance: High

Dave,

Please make the attached revisions to the Escape and Transit Connect technical instructions and provide an updated version ASAP. This program is in red folder now.

Thanks.

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

From: Pusta, Ionut (I.)
Sent: Thursday, December 14, 2017 5:25 PM
To: Baker, Donna (D.J.)
Cc: Pusta, Ionut (I.); Baumeister, Eric (E.)
Subject: NHTSA Review for FSA 17S09 - Escape Repair Available Owner Letter
Attachments: 17S09-S1 Owner Letter - Repair Available.docx

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Red Category

Donna,

The attached owner letter for FSA 17S09 has been approved and is ready for NHTSA review. This is the repair available letter for Escape, letters for the other vehicle lines will follow in the first quarter 2018 when parts are available. We previously mailed a no parts letter 17V209. We would appreciate your help getting this document 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
ipusta@ford.com
[redacted]

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Friday, December 08, 2017 7:23 AM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Subject: RE: 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

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: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Thursday, December 07, 2017 2:30 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>
Subject: RE: 17S09

John/Eric some questions/comments I have so far.

As far as timing, still working on the changes, this is looking like it will go into tomorrow possibly end of day tomorrow.

[redacted]

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Thursday, December 07, 2017 12:26 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 17S09

Dave,

Attached are the changes to the tech instructions.

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: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Thursday, December 07, 2017 12:24 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: 17S09

John, just letting you know I'm back from lunch. Didn't see anything yet.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Friday, December 08, 2017 3:25 PM
To: Pusta, Ionut (I.)
Subject: RE: 17S09
Attachments: 17S09-S1 1.6L Inspection Sheet Attachment V D3.pdf

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Friday, December 08, 2017 9:00 AM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Subject: RE: 17S09

Dave,

Can you please make the inspection check sheet ATTACHMENT V. Please send that to me once modified.

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: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Friday, December 08, 2017 7:30 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 17S09

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Friday, December 08, 2017 7:23 AM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Subject: RE: 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

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: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Thursday, December 07, 2017 2:30 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>
Subject: RE: 17S09

John/Eric some questions/comments I have so far.

As far as timing, still working on the changes, this is looking like it will go into tomorrow possibly end of day tomorrow.

[redacted]

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Thursday, December 07, 2017 12:26 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 17S09

Dave,

Attached are the changes to the tech instructions.

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: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Thursday, December 07, 2017 12:24 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: 17S09

John, just letting you know I'm back from lunch. Didn't see anything yet.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Friday, December 08, 2017 9:11 PM
To: Baumeister, Eric (E.)
Cc: Pusta, Ionut (I.); Mazzola Vince (AA-AS/EDS6.22); FIXED-TERM Patrick Johnathon (AA-AS/EDS6.22); FIXED-TERM OConnor Sean (AA-AS/EDS6.22)
Subject: RE: 17S09
Attachments: 17S09-S1 Escape - Coolant Level Sensor D9.pdf

Updated,

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Baumeister, Eric (E.) [mailto:ebaumei2@ford.com]
Sent: Friday, December 08, 2017 3:31 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 17S09
Importance: High

Dave,

Please make the attached edits to the 17S09 technical instructions. Just a few text changes this time. This is in red folder now.

Thanks.

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

From: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Friday, December 08, 2017 1:09 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 17S09

Updated draft attached.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Thursday, December 07, 2017 12:26 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 17S09

Dave,

Attached are the changes to the tech instructions.

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: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Thursday, December 07, 2017 12:24 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: 17S09

John, just letting you know I'm back from lunch. Didn't see anything yet.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.)
Sent: Tuesday, December 12, 2017 2:46 PM
To: Grove Dave (AA-AS/EDS6.22); Baumeister, Eric (E.)
Cc: Mazzola Vince (AA-AS/EDS6.22); FIXED-TERM Patrick Johnathon (AA-AS/EDS6.22); FIXED-TERM OConnor Sean (AA-AS/EDS6.22); Pusta, Ionut (I.)
Subject: RE: 17S09
Attachments: 17S09-S1 Escape - Coolant Level Sensor D9 IP Markup.pdf

Dave,

We have a few edits to the procedure based on Red Folder comments. Can you please incorporate the changes and send back.

One minor comment about the trash can size. If we look over all pages the trash can seems to change sizes. Would it be possible to make the trash can size consistent?

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: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Friday, December 08, 2017 4:11 PM
To: Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>; FIXED-TERM Patrick Johnathon (AA-AS/EDS6.22) <fixed-term.Johnathon.Patrick@us.bosch.com>; FIXED-TERM OConnor Sean (AA-AS/EDS6.22) <fixed-term.Sean.OConnor@us.bosch.com>
Subject: RE: 17S09

Updated,

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Baumeister, Eric (E.) [mailto:ebaumei2@ford.com]
Sent: Friday, December 08, 2017 3:31 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>

Cc: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 17S09
Importance: High

Dave,

Please make the attached edits to the 17S09 technical instructions. Just a few text changes this time. This is in red folder now.

Thanks.

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

From: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Friday, December 08, 2017 1:09 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 17S09

Updated draft attached.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Thursday, December 07, 2017 12:26 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 17S09

Dave,

Attached are the changes to the tech instructions.

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: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Thursday, December 07, 2017 12:24 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: 17S09

John, just letting you know I'm back from lunch. Didn't see anything yet.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>
Sent: Wednesday, December 13, 2017 6:33 PM
To: Pusta, Ionut (I.); Grove Dave (AA-AS/EDS6.22)
Cc: FIXED-TERM OConnor Sean (AA-AS/EDS6.22); Baumeister, Eric (E.); FIXED-TERM Patrick Johnathon (AA-AS/EDS6.22); Catalano, Martino (M.)
Subject: RE: 17S09
Attachments: 17S09-S1 1.6L Inspection Sheet Attachment V Final.pdf; 17S09-S1 Escape - Coolant Level Sensor Final.pdf; 16X85 - 17S09-S1 1.6 Engine Overheat Final.pdf

John,

Attached are the finals for 17S09. I will also upload the InDesign files for Canada.

Best regards

Vince Mazzola

Bosch Automotive Aftermarket
Automotive Service Solutions
Technical Author (AA-AS)

1555 Fairlane Circle
Allen Park, MI 48101
USA
www.bosch.com

[redacted]
vince.mazzola@us.bosch.com

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From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Wednesday, December 13, 2017 12:36 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>; Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>; FIXED-TERM Patrick Johnathon (AA-AS/EDS6.22) <fixed-term.Johnathon.Patrick@us.bosch.com>
Cc: FIXED-TERM OConnor Sean (AA-AS/EDS6.22) <fixed-term.Sean.OConnor@us.bosch.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 17S09

Dave and Vince,

We have received Red Folder approval to publish FSA 17S09-S1 today.

Can you please finalize the 3 attached documents for me.

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: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Tuesday, December 12, 2017 4:24 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>; FIXED-TERM Patrick Johnathon (AA-AS/EDS6.22) <fixed-term.Johnathon.Patrick@us.bosch.com>; FIXED-TERM OConnor Sean (AA-AS/EDS6.22) <fixed-term.Sean.OConnor@us.bosch.com>
Subject: RE: 17S09

Updated,

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Tuesday, December 12, 2017 9:46 AM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>; FIXED-TERM Patrick Johnathon (AA-AS/EDS6.22) <fixed-term.Johnathon.Patrick@us.bosch.com>; FIXED-TERM OConnor Sean (AA-AS/EDS6.22) <fixed-term.Sean.OConnor@us.bosch.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 17S09

Dave,

We have a few edits to the procedure based on Red Folder comments. Can you please incorporate the changes and send back.

[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: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Friday, December 08, 2017 4:11 PM
To: Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>; FIXED-TERM Patrick Johnathon (AA-AS/EDS6.22) <fixed-term.Johnathon.Patrick@us.bosch.com>; FIXED-TERM OConnor Sean (AA-AS/EDS6.22) <fixed-term.Sean.OConnor@us.bosch.com>
Subject: RE: 17S09

Updated.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Baumeister, Eric (E.) [mailto:ebaumei2@ford.com]
Sent: Friday, December 08, 2017 3:31 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 17S09
Importance: High

Dave,

Please make the attached edits to the 17S09 technical instructions. Just a few text changes this time. This is in red folder now.

Thanks.

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

From: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Friday, December 08, 2017 1:09 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 17S09

Updated draft attached.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Thursday, December 07, 2017 12:26 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 17S09

Dave,

Attached are the changes to the tech instructions.

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: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Thursday, December 07, 2017 12:24 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: 17S09

John, just letting you know I'm back from lunch. Didn't see anything yet.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Friday, December 22, 2017 1:42 PM
To: Baumeister, Eric (E.); Pusta, Ionut (I.)
Cc: Mazzola Vince (AA-AS/EDS6.22)
Subject: RE: 17S09
Attachments: 16X85 - 17S09-S2 1.6 Engine Overheat D1.pdf; 17S09-S2 1.6L Inspection Sheet Attachment V D1.pdf

Here are the other two S2 drafts. Working on Fusion now.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Mazzola Vince (AA-AS/EDS6.22)
Sent: Wednesday, December 13, 2017 1:33 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: FIXED-TERM OConnor Sean (AA-AS/EDS6.22) <fixed-term.Sean.OConnor@us.bosch.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>; FIXED-TERM Patrick Johnathon (AA-AS/EDS6.22) <fixed-term.Johnathon.Patrick@us.bosch.com>; 'mcatalan@ford.com' <mcatalan@ford.com>
Subject: RE: 17S09

John,

Attached are the finals for 17S09. I will also upload the InDesign files for Canada.

Best regards

Vince Mazzola

Bosch Automotive Aftermarket
Automotive Service Solutions
Technical Author (AA-AS)

1555 Fairlane Circle
Allen Park, MI 48101
USA
www.bosch.com

[redacted]
vince.mazzola@us.bosch.com

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From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Wednesday, December 13, 2017 12:36 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>; Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>; FIXED-TERM Patrick Johnathon (AA-AS/EDS6.22) <fixed-term.Johnathon.Patrick@us.bosch.com>
Cc: FIXED-TERM OConnor Sean (AA-AS/EDS6.22) <fixed-term.Sean.OConnor@us.bosch.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 17S09

Dave and Vince,

We have received Red Folder approval to publish FSA 17S09-S1 today.

Can you please finalize the 3 attached documents for me.

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: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Tuesday, December 12, 2017 4:24 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>; FIXED-TERM Patrick Johnathon (AA-AS/EDS6.22) <fixed-term.Johnathon.Patrick@us.bosch.com>; FIXED-TERM OConnor Sean (AA-AS/EDS6.22) <fixed-term.Sean.OConnor@us.bosch.com>
Subject: RE: 17S09

Updated,

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Tuesday, December 12, 2017 9:46 AM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>; FIXED-TERM Patrick Johnathon (AA-AS/EDS6.22) <fixed-term.Johnathon.Patrick@us.bosch.com>; FIXED-TERM OConnor Sean (AA-AS/EDS6.22) <fixed-term.Sean.OConnor@us.bosch.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 17S09

Dave,

We have a few edits to the procedure based on Red Folder comments. Can you please incorporate the changes and send back.

One minor comment about the trash can size. If we look over all pages the trash can seems to change sizes. Would it be possible to make the trash can size consistent?

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: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Friday, December 08, 2017 4:11 PM
To: Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>; FIXED-TERM Patrick Johnathon (AA-AS/EDS6.22) <fixed-term.Johnathon.Patrick@us.bosch.com>; FIXED-TERM OConnor Sean (AA-AS/EDS6.22) <fixed-term.Sean.OConnor@us.bosch.com>
Subject: RE: 17S09

Updated,

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Baumeister, Eric (E.) [mailto:ebaumei2@ford.com]
Sent: Friday, December 08, 2017 3:31 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 17S09
Importance: High

Dave,

Please make the attached edits to the 17S09 technical instructions. Just a few text changes this time. This is in red folder now.

Thanks.

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

From: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Friday, December 08, 2017 1:09 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 17S09

Updated draft attached.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Thursday, December 07, 2017 12:26 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 17S09

Dave,

Attached are the changes to the tech instructions.

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: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Thursday, December 07, 2017 12:24 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: 17S09

John, just letting you know I'm back from lunch. Didn't see anything yet.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Correia, Eduardo (E.)
Sent: Monday, June 19, 2017 2:03 PM
To: Fox, Charlie (C.); Pusta, Ionut (I.); Styron, Joshua (J.P.); Kramer, Michael (M.T.); Helberg, Ken (K.H.)
Cc: King, Rowland (R.S.); Galvin, Mark (M.V.)
Subject: RE: 17S09 1.6 GTDI Service Instruction Draft
Attachments: FSA 17S09 1.6L EcoBoost - [redacted]

Charlie,

You will find my mark ups in red on pages; 3, 4, 7, 8, 27, 30, 32.
Nothing major by the way.

Eduardo Correia
PTI Cooling Supervisor
CD4x Panther EU / C1MCA / Quality
ecorrei4@ford.com / [redacted]
Ford Motor Company, Dunton Technical Centre, , Essex, SS156EE
Ford Motor Company Limited. Registered in England, No: 235446.Registered Office: Eagle Way, Brentwood, Essex, CM13 3BW, England

---

From: Fox, Charlie (C.)
Sent: 19 June 2017 14:16
To: Pusta, Ionut (I.); Deverson, Ben (B.G.); Hansen, Randy (R.F.); Styron, Joshua (J.P.); Camaj, Linda (.); Kramer, Michael (M.T.); Helberg, Ken (K.H.); Correia, Eduardo (E.); Teller, John (J.E.); Goddu, George (G.A.); Vasconcellos, Evan (E.); Verster, Pieter (J.P.)
Cc: King, Rowland (R.S.); Galvin, Mark (M.V.)
Subject: 17S09 1.6 GTDI Service Instruction Draft

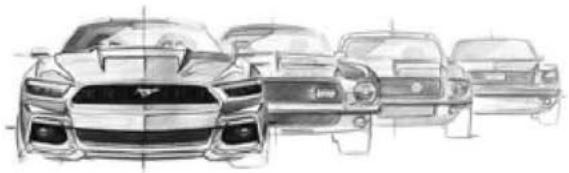
Hi All,
Please find attached the first draft of the 17S09 service instruction. Please review ahead of a discussion on Thursday.

Regards,

[redacted]

Recall Program Coordinator

15/GB-A02-D
[redacted]



Ford of Europe. An unlimited liability company registered in England and Wales: No.3853720, Registered Office: Eagle Way, Brentwood, Essex, CM13 3BW, England

From: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Thursday, June 07, 2018 4:49 PM
To: Pusta, Ionut (I.)
Cc: Brown Darren (AA-AS/EDS6.22)
Subject: RE: 17S09 Complete Draft
Attachments: 17S09-S3 Fiesta - Coolant Level Sensor FINAL.pdf; 17S09-S3 1.6L Inspection Sheet Attachment V FINAL.pdf

Attached is Fiesta, and the inspection sheet.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Thursday, June 07, 2018 12:23 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Dave,

Attached is the draft for the Fiesta with one minor change. Please make the change and make the document final. Please also send me Supplement #3 revisions for the following documents:

- 17S09-S3 Fiesta - Coolant Level Sensor
- 17S09-S3 Escape - Transit Connect FINAL
- 17S09-S3 1.6L Inspection Sheet Attachment V FINAL
- 17S09-S3 Fusion - Coolant Level Sensor FINAL

Please send FTP files to Martino.

We are publishing this FSA today.

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: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Wednesday, June 06, 2018 12:50 PM

To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Updated,

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Tuesday, June 05, 2018 2:10 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Dave,

Attached are some additional changes for the technical instructions. Please let me know what you think of the changes.

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: Tuesday, June 05, 2018 1:39 PM
To: 'Grove Dave (AA-AS/EDS6.22)' <Dave.Grove@us.bosch.com>
Cc: 'Brown Darren (AA-AS/EDS6.22)' <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

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: Tuesday, June 05, 2018 11:08 AM
To: 'Grove Dave (AA-AS/EDS6.22)' <Dave.Grove@us.bosch.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Dave,

Just an FYI. I am placing this bulletin in Red Folder shortly. If I have any updates or changes they will be for the Red Folder with a target dealer publish date of June 7.

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: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Wednesday, May 23, 2018 9:57 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Fiesta draft S3-D4 attached.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Grove Dave (AA-AS/EDS6.22)
Sent: Wednesday, May 23, 2018 9:35 AM
To: 'Pusta, Ionut (I.)' <ipusta@ford.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Here are the first three. Ill update Fiesta next. Let me know if you need any other of the original documents changed.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Wednesday, May 23, 2018 8:50 AM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Dave,

Thank you for the updates. Can you please make this document a Supplement #3 and also Attachment III.

Please also update all other 17S09 technical instructions with supplement #3.

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: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Wednesday, May 23, 2018 8:41 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

John, I have updated a few things Darren had caught. Attached is an updated draft.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Brown Darren (AA-AS/EDS6.22)
Sent: Tuesday, May 22, 2018 5:36 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Dave,

I have sent you the 17S09 Case [redacted] Below are things I noticed in the tech instructions.

[redacted]

I will be unavailable tomorrow by email until after 6pm but if you call my cell I will get back with you ASAP.

Best regards

Darren Brown
AA-AS/EDS6.22

[redacted]

From: Grove Dave (AA-AS/EDS6.22)
Sent: Tuesday, May 22, 2018 9:38 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Attached is the updated draft.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Monday, May 21, 2018 9:07 AM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Dave,

I have reviewed the Fiesta ST 17S09 procedure. The wiring section looks really good. I have some updates in the attached document. Please make the changes and return the document as we are starting collab as soon as we get them back.

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: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Monday, April 09, 2018 4:23 PM
To: Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: 17S09 Complete Draft

Attached is the completed draft 2.

From: Grove Dave (AA-AS/EDS6.22)
Sent: Friday, April 06, 2018 10:40 AM
To: Baumeister, Eric (E.) (ebaumei2@ford.com) <ebaumei2@ford.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>; Pusta, Ionut (I.) (ipusta@ford.com) <ipusta@ford.com>
Subject: RE: 17S09 Incomplete Draft

Eric, I believe I messed up on the diagram/its incomplete I'm working on getting a corrected version now.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Grove Dave (AA-AS/EDS6.22)
Sent: Thursday, April 05, 2018 2:01 PM
To: Baumeister, Eric (E.) (ebaumei2@ford.com) <ebaumei2@ford.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>; Pusta, Ionut (I.) (ipusta@ford.com) <ipusta@ford.com>
Subject: 17S09 Incomplete Draft

Eric, attached is what I have so far.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Thursday, June 07, 2018 4:50 PM
To: Pusta, Ionut (I.)
Cc: Brown Darren (AA-AS/EDS6.22)
Subject: RE: 17S09 Complete Draft
Attachments: 17S09-S3 Fusion - Coolant Level Sensor FINAL.pdf; 17S09-S3 Escape - Transit Connect FINAL.pdf

Escape/Transit Connect and Fusion Attached.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Thursday, June 07, 2018 12:23 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Dave,

Attached is the draft for the Fiesta with one minor change. Please make the change and make the document final.
Please also send me Supplement #3 revisions for the following documents:

- 17S09-S3 Fiesta - Coolant Level Sensor
- 17S09-S3 Escape - Transit Connect FINAL
- 17S09-S3 1.6L Inspection Sheet Attachment V FINAL
- 17S09-S3 Fusion - Coolant Level Sensor FINAL

Please send FTP files to Martino.

We are publishing this FSA today.

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: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Wednesday, June 06, 2018 12:50 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Updated,

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Tuesday, June 05, 2018 2:10 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Dave,

Attached are some additional changes for the technical instructions. Please let me know what you think of the changes.

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: Tuesday, June 05, 2018 1:39 PM
To: 'Grove Dave (AA-AS/EDS6.22)' <Dave.Grove@us.bosch.com>
Cc: 'Brown Darren (AA-AS/EDS6.22)' <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

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: Tuesday, June 05, 2018 11:08 AM
To: 'Grove Dave (AA-AS/EDS6.22)' <Dave.Grove@us.bosch.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Dave,

Just an FYI. I am placing this bulletin in Red Folder shortly. If I have any updates or changes they will be for the Red Folder with a target dealer publish date of June 7.

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: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Wednesday, May 23, 2018 9:57 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Fiesta draft S3-D4 attached.

Best regards,

Dave Grove
AA-AS/EDS6.22
[redacted]

What drives you, drives us!

From: Grove Dave (AA-AS/EDS6.22)
Sent: Wednesday, May 23, 2018 9:35 AM
To: 'Pusta, Ionut (I.)' <ipusta@ford.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Here are the first three. Ill update Fiesta next. Let me know if you need any other of the original documents changed.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Wednesday, May 23, 2018 8:50 AM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Dave,

Thank you for the updates. Can you please make this document a Supplement #3 and also Attachment III.

Please also update all other 17S09 technical instructions with supplement #3.

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: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Wednesday, May 23, 2018 8:41 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

John, I have updated a few things Darren had caught. Attached is an updated draft.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Brown Darren (AA-AS/EDS6.22)
Sent: Tuesday, May 22, 2018 5:36 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Dave,

I have sent you the 17S09 Case [redacted] Below are things I noticed in the tech instructions.

[redacted]

I will be unavailable tomorrow by email until after 6pm but if you call my cell I will get back with you ASAP.

Best regards

Darren Brown
AA-AS/EDS6.22

[redacted]

From: Grove Dave (AA-AS/EDS6.22)
Sent: Tuesday, May 22, 2018 9:38 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Attached is the updated draft.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Monday, May 21, 2018 9:07 AM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Dave,

I have reviewed the Fiesta ST 17S09 procedure. The wiring section looks really good. I have some updates in the attached document. Please make the changes and return the document as we are starting collab as soon as we get them back.

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: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Monday, April 09, 2018 4:23 PM
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Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: 17S09 Complete Draft

Attached is the completed draft 2.

Best regards,

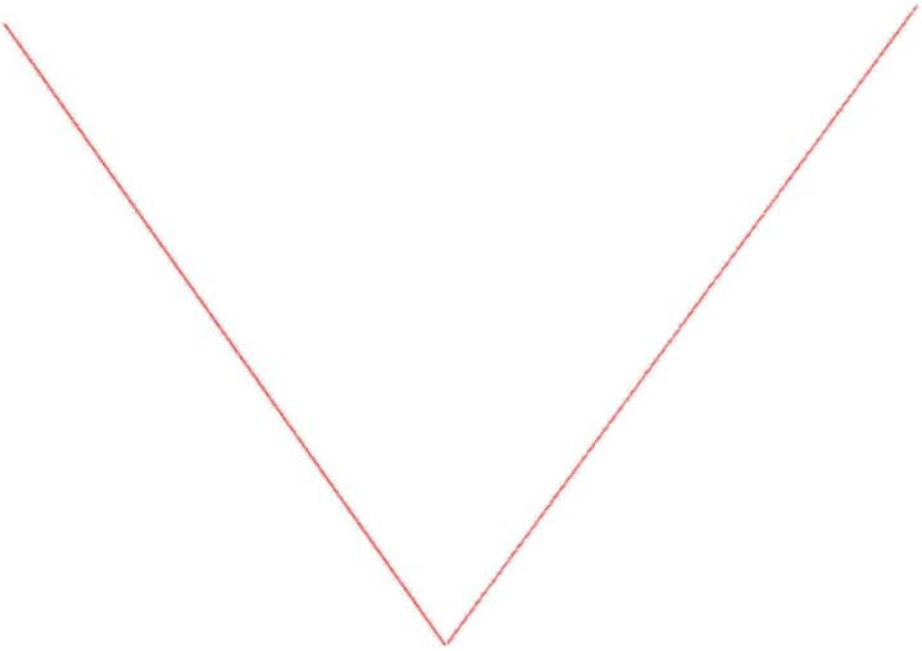
Dave Grove
AA-AS/EDS6.22

[redacted]

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Sent: Friday, April 06, 2018 2:17 PM
To: Baumeister, Eric (E.) (ebaumei2@ford.com) <ebaumei2@ford.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>; Pusta, Ionut (I.) (ipusta@ford.com) <ipusta@ford.com>
Subject: RE: 17S09 Incomplete Draft

Eric, I have updated page 15 Figure 10. Sorry for the mix up.



Eric, attached is what I have so far.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

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Sent: Wednesday, May 23, 2018 12:41 PM
To: Pusta, Ionut (I.)
Cc: Brown Darren (AA-AS/EDS6.22)
Subject: RE: 17S09 Complete Draft
Attachments: 17S09-S2 Fiesta - Coolant Level Sensor D3.pdf

John, I have updated a few things Darren had caught. Attached is an updated draft.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Brown Darren (AA-AS/EDS6.22)
Sent: Tuesday, May 22, 2018 5:36 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Dave,

I have sent you the 17S09 Case [redacted] Below are things I noticed in the tech instructions.

[redacted]

I will be unavailable tomorrow by email until after 6pm but if you call my cell I will get back with you ASAP.

Best regards

Darren Brown
AA-AS/EDS6.22

[redacted]

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Thank you,

[redacted]

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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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Subject: 17S09 Complete Draft

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Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

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Sent: Friday, April 06, 2018 2:17 PM
To: Baumeister, Eric (E.) (ebaumei2@ford.com) <ebaumei2@ford.com>

<ipusta@ford.com>
Subject: 17S09 Incomplete Draft

Eric, attached is what I have so far.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Wednesday, May 23, 2018 1:57 PM
To: Pusta, Ionut (I.)
Cc: Brown Darren (AA-AS/EDS6.22)
Subject: RE: 17S09 Complete Draft
Attachments: 17S09-S3 Fiesta - Coolant Level Sensor D4.pdf

Fiesta draft S3-D4 attached.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Grove Dave (AA-AS/EDS6.22)
Sent: Wednesday, May 23, 2018 9:35 AM
To: 'Pusta, Ionut (I.)' <ipusta@ford.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Here are the first three. Ill update Fiesta next. Let me know if you need any other of the original documents changed.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Wednesday, May 23, 2018 8:50 AM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Dave,

Thank you for the updates. Can you please make this document a Supplement #3 and also Attachment III.

Please also update all other 17S09 technical instructions with supplement #3.

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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Subject: RE: 17S09 Complete Draft

John, I have updated a few things Darren had caught. Attached is an updated draft.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

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[redacted]

I will be unavailable tomorrow by email until after 6pm but if you call my cell I will get back with you ASAP.

Best regards

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AA-AS/EDS6.22

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Subject: RE: 17S09 Complete Draft

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Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

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To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
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Subject: RE: 17S09 Complete Draft

Dave,

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Thank you,

[redacted]

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FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
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From: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Monday, April 09, 2018 4:23 PM
To: Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: 17S09 Complete Draft

Attached is the completed draft 2.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Grove Dave (AA-AS/EDS6.22)
Sent: Thursday, April 05, 2018 2:01 PM
To: Baumeister, Eric (E.) (ebaumei2@ford.com) <ebaumei2@ford.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>; Pusta, Ionut (I.) (ipusta@ford.com) <ipusta@ford.com>
Subject: 17S09 Incomplete Draft

Eric, attached is what I have so far.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Wednesday, June 06, 2018 4:50 PM
To: Pusta, Ionut (I.)
Cc: Brown Darren (AA-AS/EDS6.22)
Subject: RE: 17S09 Complete Draft
Attachments: 17S09-S3 Fiesta - Coolant Level Sensor D5.pdf

Updated,

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Tuesday, June 05, 2018 2:10 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Dave,

Attached are some additional changes for the technical instructions. Please let me know what you think of the changes.

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: Tuesday, June 05, 2018 1:39 PM
To: 'Grove Dave (AA-AS/EDS6.22)' <Dave.Grove@us.bosch.com>
Cc: 'Brown Darren (AA-AS/EDS6.22)' <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

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: Tuesday, June 05, 2018 11:08 AM
To: 'Grove Dave (AA-AS/EDS6.22)' <Dave.Grove@us.bosch.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Dave,

Just an FYI. I am placing this bulletin in Red Folder shortly. If I have any updates or changes they will be for the Red Folder with a target dealer publish date of June 7.

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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Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>
Subject: RE: 17S09 Complete Draft

Fiesta draft S3-D4 attached.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

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Please also update all other 17S09 technical instructions with supplement #3.

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Product Concern Analyst – Recall and Service Programs
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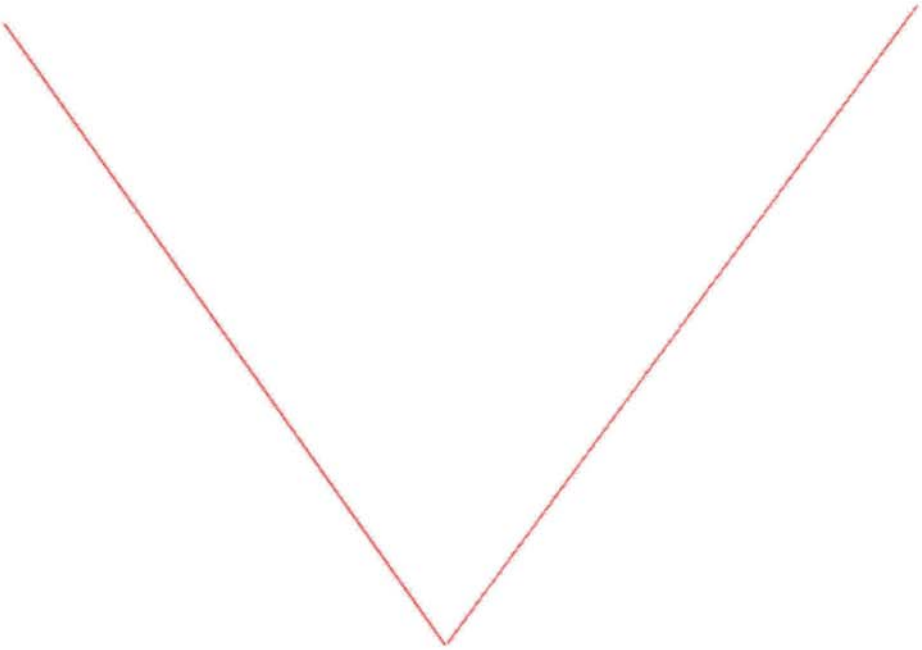
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Eric, I have updated page 15 Figure 10. Sorry for the mix up.



Eric, attached is what I have so far.

Best regards,

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ipusta@ford.com
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Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: 17S09 Complete Draft

Attached is the completed draft 2.

Best regards,

Dave Grove
AA-AS/EDS6.22

Eric, I believe I messed up on the diagram/its incomplete I'm working on getting a corrected version now.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Grove Dave (AA-AS/EDS6.22)
Sent: Thursday, April 05, 2018 2:01 PM
To: Baumeister, Eric (E.) (ebaumei2@ford.com) <ebaumei2@ford.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>; Pusta, Ionut (I.) (ipusta@ford.com) <ipusta@ford.com>
Subject: 17S09 Incomplete Draft

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Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

[redacted]

What drives you, drives us!

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To: Baumeister, Eric (E.) (ebaumei2@ford.com) <ebaumei2@ford.com>
Cc: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>; Pusta, Ionut (I.) (ipusta@ford.com) <ipusta@ford.com>
Subject: 17509 Incomplete Draft

Eric, attached is what I have so far.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

CPR © 2018 FORD MOTOR COMPANY
DEARBORN, MICHIGAN 48121
3/2018

From: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Wednesday, April 04, 2018 5:19 PM
To: Baumeister, Eric (E.)
Subject: RE: 17S09 Instructions
Attachments: 17S09-S2 Fiesta - Coolant Level Sensor D1.pdf

Attached is the current version, I am still working in the changes to the wiring based on our last trial.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Baumeister, Eric (E.) [mailto:ebaumei2@ford.com]
Sent: Wednesday, April 04, 2018 1:16 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Subject: 17S09 Instructions

Dave,

Please send me the current version of 17S09 Fiesta ST technical instructions.

Thanks.

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

From: Morse, Margaret (A.)
Sent: Thursday, April 20, 2017 12:41 PM
To: Warwood, Mike (J.M.); Dwan, Patrick (P.J.); Pusta, John (J.); Camaj, Linda (.); King, Rowland (R.S.)
Subject: RE: 17S09 Recall Technical Support

Only one point of clarification on 5e.

[redacted]

From: Warwood, Mike (J.M.)
Sent: Wednesday, April 19, 2017 7:45 AM
To: Dwan, Patrick (P.J.); Morse, Margaret (A.); Pusta, John (J.); Camaj, Linda (.); King, Rowland (R.S.)
Cc: Warwood, Mike (J.M.)
Subject: RE: 17S09 Recall Technical Support

Maggie and Pat,

Attached is the revised 17S09 Technical Support File capturing your input and comments. Revisions are in Red Text. Open items are Italicized. Please update as the open items change and provide your feedback to me.

John and Linda: Provide comments and updates as appropriate. Thx!

Rowland: FYI and thoughts.

Regards,

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

From: Dwan, Patrick (P.J.)
Sent: Tuesday, April 18, 2017 11:34 AM
To: Morse, Margaret (A.) <mmorse3@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>; Pusta, John (J.) <jpusta@ford.com>; Camaj, Linda (.) <lcamaj@ford.com>
Subject: RE: 17S09 Recall Technical Support

Thank Mike,

I like the approach you've laid out for following normal process escalation with Regional SMEs and the listed Level 1,2,3 support.

I don't think I understand what you mean by "Publish SPOC contact instructions in all 17S09 Dealer Bulletins".

Pat.

From: Morse, Margaret (A.)
Sent: Tuesday, April 18, 2017 10:24 AM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>; Dwan, Patrick (P.J.) <pdwan@ford.com>; Pusta, John (J.) <jpusta@ford.com>; Camaj, Linda (.) <lcamaj@ford.com>
Subject: RE: 17S09 Recall Technical Support

Mike,
I think your draft provides a good overview for the team. A couple of comments only:



From: Warwood, Mike (J.M.)
Sent: Wednesday, April 12, 2017 12:11 PM
To: Dwan, Patrick (P.J.); Morse, Margaret (A.); Pusta, John (J.); Camaj, Linda (.)
Cc: Warwood, Mike (J.M.)
Subject: 17S09 Recall Technical Support

Team,

I have drafted the dealership technical support framework for 17S09. Please provide your input and return to me. Thanks!

Mike Warwood

From: Warwood, Mike (J.M.)
Sent: Thursday, May 04, 2017 7:55 PM
To: Camaj, Linda (.)
Cc: Pusta, Ionut (I.)
Subject: RE: 17S09 Recall Technical Support

Linda / John,

Thanks!

John: Let me know the training plan as it becomes clear. Thank you.

Regards,

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

From: Camaj, Linda (.)
Sent: Thursday, May 04, 2017 2:40 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 17S09 Recall Technical Support

Hi Mike,

John and I reviewed the document and are aligned. In terms of training, John will determine the type of training once we are closer to launch and ensure the team is prepared.

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

From: Warwood, Mike (J.M.)
Sent: Wednesday, April 19, 2017 7:45 AM
To: Dwan, Patrick (P.J.) <pdwan@ford.com>; Morse, Margaret (A.) <mmorse3@ford.com>; Pusta, John (J.) <jpusta@ford.com>; Camaj, Linda (.) <lcamaj@ford.com>; King, Rowland (R.S.) <rking15@ford.com>
Cc: Warwood, Mike (J.M.) <mwarwood@ford.com>
Subject: RE: 17S09 Recall Technical Support

Maggie and Pat,

Attached is the revised 17S09 Technical Support File capturing your input and comments. Revisions are in Red Text. Open items are Italicized. Please update as the open items change and provide your feedback to me.

John and Linda: Provide comments and updates as appropriate. Thx!

PE18-007 002862 DFC

Rowland: FYI and thoughts.

Regards,

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

From: Dwan, Patrick (P.J.)
Sent: Tuesday, April 18, 2017 11:34 AM
To: Morse, Margaret (A.) <mmorse3@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>; Pusta, John (J.) <jpusta@ford.com>; Camaj, Linda (.) <lcamaj@ford.com>
Subject: RE: 17S09 Recall Technical Support

Thank Mike,

I like the approach you've laid out for following normal process escalation with Regional SMEs and the listed Level 1,2,3 support.

I don't think I understand what you mean by "Publish SPOC contact instructions in all 17S09 Dealer Bulletins".

Pat.

From: Morse, Margaret (A.)
Sent: Tuesday, April 18, 2017 10:24 AM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>; Dwan, Patrick (P.J.) <pdwan@ford.com>; Pusta, John (J.) <jpusta@ford.com>; Camaj, Linda (.) <lcamaj@ford.com>
Subject: RE: 17S09 Recall Technical Support

Mike,
I think your draft provides a good overview for the team. A couple of comments only:

[redacted]

MM

From: Warwood, Mike (J.M.)
Sent: Wednesday, April 12, 2017 12:11 PM
To: Dwan, Patrick (P.J.); Morse, Margaret (A.); Pusta, John (J.); Camaj, Linda (.)
Cc: Warwood, Mike (J.M.)
Subject: 17S09 Recall Technical Support

Team,

I have drafted the dealership technical support framework for 17S09. Please provide your input and return to me. Thanks!

Mike Warwood

From: Pat Logan <plogan@renkim.com>
Sent: Thursday, March 08, 2018 5:52 PM
To: Pusta, Ionut (I.)
Cc: Thompson, Mark (M.T.); Burroughs, Mary (M.M.); Thomas R. Johnson; Deb Ursum; Baumeister, Eric (E.)
Subject: RE: 17S09 Supplement #2 Hotsheet, VIN: 1FMCU0GX4EU[redacted] Contact ID: [redacted]

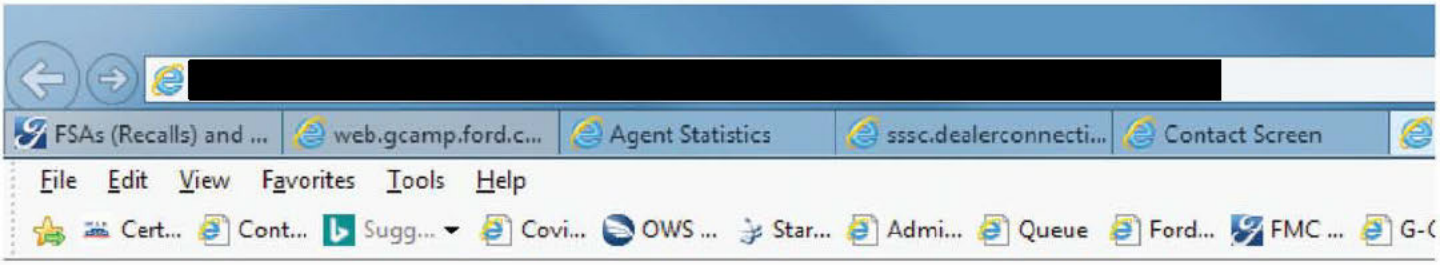
John,

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: [redacted] 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

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



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: Baumeister, Eric (E.)
Sent: Friday, December 08, 2017 8:31 PM
To: 'Grove Dave (AA-AS/EDS6.22)'
Cc: Pusta, Ionut (I.)
Subject: RE: 17S09
Attachments: 17S09-S1 Escape - Coolant Level Sensor D8 EB edits.pdf

Importance: High

Dave,

Please make the attached edits to the 17S09 technical instructions. Just a few text changes this time. This is in red folder now.

Thanks.

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

From: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Friday, December 08, 2017 1:09 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 17S09

Updated draft attached.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Thursday, December 07, 2017 12:26 PM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Baumeister, Eric (E.) <ebaumei2@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 17S09

Dave,

Attached are the changes to the tech instructions.

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: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Thursday, December 07, 2017 12:24 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Subject: 17S09

John, just letting you know I'm back from lunch. Didn't see anything yet.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Rivera, Santos (S.)
Sent: Tuesday, March 28, 2017 12:44 PM
To: Pusta, Ionut (I.)
Subject: RE: Action Request: FSA Concurrence and/or Comment - 17S09 - 1.6L

This one is Approved from the SLTS team

From: Pusta, Ionut (I.)
Sent: Tuesday, March 28, 2017 8:02 AM
To: Rivera, Santos (S.); Smith, Robert (R.); McSherry, Laurel (L.); Osepchook, William (W.R.)
Cc: Pusta, Ionut (I.)
Subject: FW: Action Request: FSA Concurrence and/or Comment - 17S09 - 1.6L
Importance: High

All,

This program has been approved but we have had some changes to the labor operations and claiming. Attached are the approved documents for your review.

We are planning to launch this program this evening.

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: Tuesday, March 21, 2017 9:06 AM
To: Thompson, Mark (M.T.) <mthomp15@ford.com>; Green, Jeffrey (J.T.) <jgreen2@ford.com>; Rivera, Santos (S.) <srivera5@ford.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; White, Eric (E.) <ewhite43@ford.com>; Smith, Robert (R.) <rsmit658@ford.com>; Beltramo, Joel (J.J.) <jbeltram@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>; Styron, Joshua (J.P.) <jstyron@ford.com>
Cc: Catalano, Martino (M.) <mcatalan@ford.com>; Philliben, Agnes (.) <aphillib@ford.com>; Hagemans, Robert (R.G.) <rhageman@ford.com>; Collard, Brian (B.J.) <bcollard@ford.com>; Frommann, Mike (M.W.) <mfromman@ford.com>; McDonnell, William (W.J.) <wmcdonne@ford.com>; Humphries, Glenn (G.L.) <ghumphri@ford.com>; Eveland, Marty (M.) <meveland@ford.com>; Camaj, Linda (.) <lcamaj@ford.com>; Mercau, Jose Eliseo (J.E.) <jmercau@ford.com>; King, Rowland (R.S.) <rking15@ford.com>; Newbound, Justin (J.) <jnewboun@ford.com>; Garcia San Juan, Angelina (A.) <agarc279@ford.com>; Stokes, Rosie (R.S.) <rstokes9@ford.com>; Sprunger, Jon (J.L.) <jsprunge@ford.com>; Cottrell, Gregory (G.L.) <gcottrel@ford.com>; Foley, Elizabeth (E.) <efoley2@ford.com>; Rooker, Heather (H.R.) <hrooker@ford.com>; Hansen, Karen (K.L.) <khansen4@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Cangany, John (J.) <jcangany@ford.com>; Wilde, Chris (L.C.) <lwilde@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Hanson, Chris

(C.) <chanson3@ford.com>; O'Connor, Tammy (T.A.) <toconnor@ford.com>; Koerschner, Michelle (M.M.) <mkoersch@lincoln.com>; Hopwood, Heidi (H.) <hhopwood@ford.com>
Subject: Action Request: FSA Concurrence and/or Comment - 17Sxx - 1.6L
Importance: High

This program was approved at the 3/20/2017 FRC but an FSA number has not yet been assigned.

Your concurrence and/or comment is required to publish the following Field Service Action:

Advance Notice – Safety Recall *17Sxx*
Certain 2013-2014 Fusion, 2014 Escape, 2014-2015 Fiesta, and 2014? Transit Connect Vehicles Equipped with a 1.6L Engine
Risk of Localized Overheating of the Engine Cylinder Head that May Lead to Oil Leak Fires

Please review the FSA Title Description, Advance Notice Dealer Bulletin, Owner Letter and Customer Cooling System Inspection Instructions and provide your approval/concurrence to me with any changes and comments **by 9:00 AM 3/22**.

The time for collab is less than 48 hours.

NOTE: Please respond directly to the sender only and do not use the "Reply To All" function.

This program is scheduled to be posted to FMCDealer within the next week. Your timely review 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
ipusta@ford.com
[redacted]

From: Smith, Robert (R.)
Sent: Friday, June 08, 2018 12:14 PM
To: Pusta, Ionut (I.)
Cc: McSherry, Laurel (L.)
Subject: RE: Action Request: FSA Concurrence and/or Comment - 17S09

It was released yesterday

Regards

[redacted]
Global OWS Advanced Edit Lead
Ford Customer Service Division, DSC-II, 668
Phone: [redacted]
Email: rsmit658@ford.com

From: Pusta, Ionut (I.)
Sent: Friday, June 08, 2018 7:58 AM
To: Smith, Robert (R.) <rsmit658@ford.com>
Cc: McSherry, Laurel (L.) <lmcsherr@ford.com>
Subject: RE: Action Request: FSA Concurrence and/or Comment - 17S09

Robert,

Good catch. Thank you very much for the feedback. Sorry about that error. I will get it corrected right away and send you the updated version.

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: Smith, Robert (R.)
Sent: Friday, June 08, 2018 7:54 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: McSherry, Laurel (L.) <lmcsherr@ford.com>
Subject: RE: Action Request: FSA Concurrence and/or Comment - 17S09

Hi,

There is an issue with 17S09 Supplement 3.

[redacted]

Sorry missed it when reviewing it the first time around.

Many regards

[redacted]
Global OWS Advanced Edit Lead
Ford Customer Service Division, DSC-II, 668
[redacted]
Email: rsmit658@ford.com

From: Pusta, Ionut (I.)
Sent: Friday, June 01, 2018 7:30 AM
To: McSherry, Laurel (L.) <lmcsherr@ford.com>; Smith, Robert (R.) <rsmit658@ford.com>
Subject: RE: Action Request: FSA Concurrence and/or Comment - 17S09

Yes, GSLTS will be adding an expiration for 17S09YY and 17S09B. Please see the attached updated draft with the changes to 17S09B and 17S09YY.

Please provide your concurrence/comments. Your timely review 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
ipusta@ford.com
[redacted]

From: McSherry, Laurel (L.)
Sent: Wednesday, May 23, 2018 1:25 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Smith, Robert (R.) <rsmit658@ford.com>
Subject: RE: Action Request: FSA Concurrence and/or Comment

Will GSLTS be adding an "expiration" date for the 17S09YY labor op?

Laurel McSherry
Global Corporate Warranty Administrator
1800 Fairlane Drive | Allen Park, MI 48101
[redacted]
lmcsherr@ford.com

From: Pusta, Ionut (I.)
Sent: Wednesday, May 23, 2018 8:28 AM
To: Green, Jeffrey (J.T.) <jgreen2@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; McSherry, Laurel (L.)

<lmcsherr@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; White, Eric (E.) <ewhite43@ford.com>; Smith, Robert (R.) <rsmit658@ford.com>; Pat Logan <plogan@renkim.com>; Burroughs, Mary (M.M.) <mburroughs@renkim.com>; Cure, Dan (D.) <DCURE2@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>; Kramer, Michael (M.T.) <mkramer1@ford.com>; Helberg, Ken (K.H.) <khelber1@ford.com>; Correia, Eduardo (E.) <ecorrei4@ford.com>

Cc: Catalano, Martino (M.) <mcatalan@ford.com>; Hagemans, Robert (R.G.) <rhageman@ford.com>; Collard, Brian (B.J.) <bcollard@ford.com>; McDonnell, William (W.J.) <wmcdonne@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Mercau, Jose Eliseo (J.E.) <jmercau@ford.com>; King, Rowland (R.S.) <rking15@ford.com>; Garcia San Juan, Angelina (A.) <agarc279@ford.com>; Stokes, Rosie (R.S.) <rstokes9@ford.com>; Sprunger, Jon (J.L.) <jsprunge@ford.com>; Cottrell, Gregory (G.L.) <gcottrel@ford.com>; Rooker, Heather (H.R.) <hrooker@ford.com>; Hansen, Karen (K.L.) <khansen4@ford.com>; Cangany, John (J.) <jcangany@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; O'Connor, Tammy (T.A.) <toconnor@ford.com>; Koerschner, Michelle (M.M.) <mkoersch@lincoln.com>; Hopwood, Heidi (H.) <hhopwood@ford.com>; Harrier, Nathan (N.) <nharrier@ford.com>; Bunting, Ross (R.) <rbunting@ford.com>; Hill, Teresa (T.L.) <tcolquit@ford.com>; Nowaczyk, Rick (R.J.) <rnowaczy@ford.com>; Hamilton, Steven (S.C.) <shamilt3@lincoln.com>; McCoy, Kevin (K.J.) <kmccoy1@ford.com>; Weigandt, Elizabeth (E.M.) <eweigand@ford.com>; Perry, Phil (P.J.) <pperry3@ford.com>; Hochgraber, Brent (B.) <bhochgra@ford.com>; Lamonde, Sebastien (S.) <slamond1@ford.com>; Rudish, Karen (K.L.) <KRUDISH1@ford.com>; Mueller, Renee (R.) <rmuell17@ford.com>; Hanson, Chris (C.) <chanson3@ford.com>; Black, Kevin (K.W.) <kblack4@ford.com>

Subject: Action Request: FSA Concurrence and/or Comment

Importance: High

Your concurrence and/or comment is required to publish the following Field Service Action:

Safety Recall 17S09 – *Supplement #3*

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

Please review the FSA Title Description, Dealer Bulletin, Owner Letter and Technical Instructions and provide your approval/concurrence to me with any changes and comments **by 3:30 PM 5/24**.

Parts are now available to complete this safety recall on Fiesta ST vehicles.

NOTE: Please respond directly to the sender only and do not use the "Reply To All" function.

This program is scheduled to be posted to FMCDealer within the next week. Your timely review 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

ipusta@ford.com

[redacted]

From: White, Eric (E.)
Sent: Wednesday, May 23, 2018 2:56 PM
To: Pusta, Ionut (I.)
Subject: RE: Action Request: FSA Concurrence and/or Comment

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Red Category

John,

I concur.

One update to consider...

[redacted]

Eric White
Part Supply & Logistics – (Recall Programs)
Ford Customer Service Division
[redacted]

From: Pusta, Ionut (I.)
Sent: Wednesday, May 23, 2018 8:28 AM
To: Green, Jeffrey (J.T.) <jgreen2@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; White, Eric (E.) <ewhite43@ford.com>; Smith, Robert (R.) <rsmit658@ford.com>; Pat Logan <plogan@renkim.com>; Burroughs, Mary (M.M.) <mburroughs@renkim.com>; Cure, Dan (D.) <DCURE2@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>; Kramer, Michael (M.T.) <mkramer1@ford.com>; Helberg, Ken (K.H.) <khelber1@ford.com>; Correia, Eduardo (E.) <ecorrei4@ford.com>
Cc: Catalano, Martino (M.) <mcatalan@ford.com>; Hagemans, Robert (R.G.) <rhageman@ford.com>; Collard, Brian (B.J.) <bcollard@ford.com>; McDonnell, William (W.J.) <wmcdonne@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Mercau, Jose Eliseo (J.E.) <jmercau@ford.com>; King, Rowland (R.S.) <rking15@ford.com>; Garcia San Juan, Angelina (A.) <agarc279@ford.com>; Stokes, Rosie (R.S.) <rstokes9@ford.com>; Sprunger, Jon (J.L.) <jsprunge@ford.com>; Cottrell, Gregory (G.L.) <gcottrel@ford.com>; Rooker, Heather (H.R.) <hrooker@ford.com>; Hansen, Karen (K.L.) <khansen4@ford.com>; Cangany, John (J.) <jcangany@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; O'Connor, Tammy (T.A.) <toconnor@ford.com>; Koerschner, Michelle (M.M.) <mkoersch@lincoln.com>; Hopwood, Heidi (H.) <hhopwood@ford.com>; Harrier, Nathan (N.) <nharrier@ford.com>; Bunting, Ross (R.) <rbunting@ford.com>; Hill, Teresa (T.L.) <tcolquit@ford.com>; Nowaczyk, Rick (R.J.) <rnowaczy@ford.com>; Hamilton, Steven (S.C.) <shamilt3@lincoln.com>; McCoy, Kevin (K.J.) <kmccoy1@ford.com>; Weigandt, Elizabeth (E.M.) <eweigand@ford.com>; Perry, Phil (P.J.) <pperry3@ford.com>; Hochgraber, Brent (B.) <bhochgra@ford.com>; Lamonde, Sebastien (S.) <slamond1@ford.com>; Rudish, Karen (K.L.) <KRUDISH1@ford.com>; Mueller, Renee (R.) <rmuell17@ford.com>; Hanson, Chris (C.) <chanson3@ford.com>; Black, Kevin (K.W.) <kblack4@ford.com>
Subject: Action Request: FSA Concurrence and/or Comment
Importance: High

Your concurrence and/or comment is required to publish the following Field Service Action:

Safety Recall 17S09 – *Supplement #3*
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

Please review the FSA Title Description, Dealer Bulletin, Owner Letter and Technical Instructions and provide your approval/concurrence to me with any changes and comments **by 3:30 PM 5/24**.

Parts are now available to complete this safety recall on Fiesta ST vehicles.

NOTE: Please respond directly to the sender only and do not use the "Reply To All" function.

This program is scheduled to be posted to FMCDealer within the next week. Your timely review 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
ipusta@ford.com
[redacted]

-----Original Appointment-----
From: Lawson, Pat (P.W.)
Sent: Tuesday, November 14, 2017 9:44 AM
To: Lawson, Pat (P.W.); Pusta, Ionut (I.); Swanson, Bruce (.); Giles, Philip (P.R.); Less, Edward (E.G.)
Cc: Camaj, Linda (.)
Subject: C520 Discussion
When: Tuesday, November 14, 2017 1:30 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Webex

Changing to Webex for easier sharing. I can't get a room with a projector.

Discuss status and next steps with C520 1.6L FSA

Ford Mobile Users and Guests: Join WebEx meeting
Ford PC/Laptop Users: Join WebEx meeting
Meeting number (access code): 715 455 650

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 715455650@ford.webex.com

If you are a host, go here to view host information.

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

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

Can't join the meeting?

T31MC08

			Current Engineering Part # Base 12A650 PCM or 10849 IPC or 14C094 BCM			New Engineering Part # Base 12A650 PCM or 10849 IPC or 14C094 BCM																				
Carline	rans	Description	Prefix	Suff x	Replaced or Add Part n WERS	Prefix	Suff x	Sample V n	Concern Nr	Respons bil ty	A ternate Contact	Des gn Complete	Notice to R status Date	WERS Re ease Status	Supplier	Service Action Number	Respons ble Person to Raise Service Action	Serv ce Action Set up Schedule (Date)	Serv ce Ac ion Status	es ing to be comp ete (Date)	Software esting Complete	Service Action Frozen n IVS	IDS V FDRS	Avai able in FDRS (Da e)	DS Version Re eased to Dea ers	Notes
Kuga	Manual	MAN 150PS Europe Denso OCV (non MTS, with S/S)	DV A	AF	RP	DV A	AEA	WF0AXXWPMA[redacted]	C13327567	J.Sherring on	M. Townsend	12-May-17	No ice o R status: 02 06/2017	Comp e e	Bosch	SRV0000870,AP	Sumitha Santhanam	N/A	Comp e e	N/A	Yes	Yes	FDRS & DS	N/A	IDS R106 01	Comp ete
		50PS Russia Denso OCV (non MTS, non S S)	DV A	BC	RP	DV A	AFA	Z6FAXXESMA[redacted]	C13327567	J.Sherring on	M. Townsend	12-May-17	No ice o R status: 02 06/2017	Comp e e	Bosch	SRV0000870,AS	Sumitha Santhanam	7/31/2017	Comp e e	8/21/2017	Yes	Yes	FDRS	8/1 /2017	IDS R107 01	Comp ete
		50PS Husco OCV - Elabuga Build (non MTS, with S/S)	DV A	MD	AP	DV A	ABA	No Vin	C13327567	J.Sherring on	M. Townsend	12-May-17	No ice o R status: 02 06/2017	Comp e e	Bosch	SRV0000870,AP	Sumitha Santhanam	N/A	Comp e e	N/A	Yes	Yes	FDRS & DS	N/A	IDS R106 01	Comp ete
		50PS Russia Husco OCV - Elabuga Build (non MTS, non s/s)	DV A	ND	AP	DV A	ADA	Z6FAXXESMA[redacted]	C13327567	J.Sherring on	M. Townsend	12-May-17	No ice o R status: 02 06/2017	Comp e e	Bosch	SRV0000870,AS	Sumitha Santhanam	7/31/2017	Comp e e	8/21/2017	Yes	Yes	FDRS	8/1 /2017	IDS R107 01	Comp ete
		Mountune Special dealer upgrade Denso OCV (non MTS)	DV A	HA	RP	DV A	AGA	No Vin	C13327567	J.Sherring on	M. Townsend	12-May-17	No ice o R status: 02 06/2017	Comp e e	Bosch	SRV0000870,AS	Sumitha Santhanam	7/31/2017	Comp e e	8/21/2017	Yes	Yes	FDRS	8/1 /2017	IDS R107 01	Comp ete
		00PS Mountune dealer upgrade Husco OCV (non MTS)	DV A	PB	AP	DV A	ACA	No Vin	C13327567	J.Sherring on	M. Townsend	12-May-17	No ice o R status: 02 06/2017	Comp e e	Bosch	SRV0000870,AS	Sumitha Santhanam	7/31/2017	Comp e e	8/21/2017	Yes	Yes	FDRS	8/1 /2017	IDS R107 01	Comp ete
	Auto	RHD 150 PS (non-MTS)	DV A	DK	RP	DV A	VA	WF0AXXWPMA[redacted]	C13327601	J.Sherring on	M. Townsend	10-May-17	No ice at R status: 17 05/2017	Comp e e	Bosch	SRV0000870,AP	Sumitha Santhanam	N/A	Comp e e	N/A	Yes	Yes	FDRS & DS	N/A	IDS R106 02	Comp ete
		RHD 180 PS (MTS)	DV A	KE	AP	DV A	AAA	WF0AXXWPMA[redacted]	C13327601	J.Sherring on	M. Townsend	10-May-17	No ice at R status: 17 05/2017	Comp e e	Bosch	SRV0000870,AP	Sumitha Santhanam	N/A	Comp e e	N/A	Yes	Yes	FDRS & DS	N/A	IDS R106 02	Comp ete
		HD 180PS (non-MTS)	DV A	CJ	RP	DV A	UA	WF0AXXWPMA[redacted]	C13327601	J.Sherring on	M. Townsend	10-May-17	No ice at R status: 17 05/2017	Comp e e	Bosch	SRV0000870,AT	Sumitha Santhanam	8/15/2017	Comp e e	8/21/2017	Yes	Yes	FDRS	8/28/2017	IDS R107 02	Comp ete
		HD 180PS (MTS)	DV A	JE	AP	DV A	ZA	WF0AXXWPMA[redacted]	C13327601	J.Sherring on	M. Townsend	10-May-17	No ice at R status: 17 05/2017	Comp e e	Bosch	SRV0000870,AT	Sumitha Santhanam	8/15/2017	Comp e e	8/21/2017	Yes	Yes	FDRS	8/28/2017	IDS R107 02	Comp ete
		HD 150PS (non-MTS)	DV A	EJ	RP	DV A	XA	WF0AXXWPMA[redacted]	C13327601	J.Sherring on	M. Townsend	10-May-17	No ice at R status: 17 05/2017	Comp e e	Bosch	SRV0000870,AT	Sumitha Santhanam	8/15/2017	Comp e e	8/21/2017	Yes	Yes	FDRS	8/28/2017	IDS R107 02	Comp ete
		HD 150PS (MTS)	DV A	LE	AP	DV A	YA	Z6FAXXESMA[redacted]	C13327601	J.Sherring on	M. Townsend	10-May-17	No ice at R status: 17 05/2017	Comp e e	Bosch	SRV0000870,AT	Sumitha Santhanam	8/15/2017	Comp e e	8/21/2017	Yes	Yes	FDRS	8/28/2017	IDS R107 02	Comp ete
Focus	Manual	Phase 3 carry back engine 150 PS	BV61	CXC	RP	BV61	EMA	WF0LXXGCBL[redacted]CXB)	C1337623	J.Sherring on	M. Townsend	8-Jun-17	No ice o R status: 30 06/2017	Comp e e	Bosch	SRV0000810,AX/AY	Beth Hinman	8/29/2017	Comp e e	9 8 2017	Yes	Yes	FDRS	8/28/2017	IDS R106 06	Comp ete
		Phase 3 carry back engine 180 PS	BV61	CYC	RP	BV61	ENA	WF0XXXGCBK[redacted]CYA)	C1337623	J.Sherring on	M. Townsend	8-Jun-17	No ice o R status: 30 06/2017	Comp e e	Bosch	SRV0000810,AX/AY	Beth Hinman	8/29/2017	Comp e e	9 8 2017	Yes	Yes	FDRS	8/28/2017	IDS R106 06	Comp ete
		Husco OCV 150 PS	BV61	DYB	AP	BV61	EHA	WF0KXXGCBK[redacted]DYA)	C1337623	J.Sherring on	M. Townsend	8-Jun-17	No ice o R status: 30 06/2017	Comp e e	Bosch	SRV0000810,AX/AY	Beth Hinman	8/29/2017	Comp e e	9 8 2017	Yes	Yes	FDRS	8/28/2017	IDS R106 06	Comp ete
		Husco OCV 180 PS	BV61	EBB	AP	BV61	EJA	WF0MXXGCBM[redacted]EBA)	C1337623	J.Sherring on	M. Townsend	8-Jun-17	No ice o R status: 30 06/2017	Comp e e	Bosch	SRV0000810,AX/AY	Beth Hinman	8/29/2017	Comp e e	9 8 2017	Yes	Yes	FDRS	8/28/2017	IDS R106 06	Comp ete
		Phase 1 carry back engine 150 PS (Denso OCV	BV61	ASB	RP	BV61	EXA	WF0MXXGCBM[redacted]ASA)	C13376857	J.Sherring on	M. Townsend	15-Jun-17	No ice o R status: 1 07/2017	Comp e e	Bosch	SRV0000810,AX/AY	Beth Hinman	8/29/2017	Comple e	9 8 2017	Yes	Yes	FDRS	8/28/2017	IDS R106 06	Comp ete
		Phase 1 carry back engine 180 PS (Denso OCV	BV61	AUB	RP	BV61	EYA	WF0MXXGCBM[redacted]AUA)	C13376857	J.Sherring on	M. Townsend	15-Jun 17	No ice o R status: 1 07/2017	Comp e e	Bosch	SRV0000810,AX/AY	Beth Hinman	8/29/2017	Comple e	9 8 2017	Yes	Yes	FDRS	8/28/2017	IDS R106 06	Comp ete
		PV engine 150 PS	BV61	BKC	RP	BV61	FGA	WF0MXXGCBM[redacted]BKA)	C13376898	J.Sherring on	M. Townsend	13-Jul-17	No ice o R status: 03 08/2017	Comp e e	Bosch	SRV0000610,AY	Beth Hinman	8/29/2017	Comple e	9 8 2017	Yes	Yes	FDRS	8/28/2017	IDS R106 06	Comp ete
		PV engine 180 PS	BV61	BLC	RP	BV61	FHA	WF0MXXGCB[redacted]BLA)	C13376898	J.Sherring on	M. Townsend	13-Jul-17	No ice o R status: 03 08/2017	Comp e e	Bosch	SRV0000610,AY	Beth Hinman	8/29/2017	Comple e	9 8 2017	Yes	Yes	FDRS	8/28/2017	IDS R106 06	Comp ete
		PV 150 PS	EMSA	KB	AP	EMSA	AVA	WF0LXXGCBL[redacted]KA)	C13377027	J.Sherring on	M. Townsend	27-Jul-17	No ice o R status: 1 08/2017	Comp e e	Bosch	SRV0000610,AY	Beth Hinman	8/29/2017	Comple e	9 8 2017	Yes	Yes	FDRS	8/28/2017	IDS R106 06	Comp ete
		00PS Mountune, B6 Man, Sig V, Stop/Start, Denso OCV	BV61	DAA	RP	BV61	FFA	WF0LXXGCBL[redacted]DAA)	C13377027	J.Sherring on	M. Townsend	27-Jul-17	No ice o R status: 1 08/2017	Comp e e	Bosch	SRV0000610,AY	Beth Hinman	8/29/2017	Comple e	9 8 2017	Yes	Yes	FDRS	8/28/2017	IDS R106 06	Comp ete
		00PS Mountune, B6 Man, Sig V, Stop/Start, Husco OCV	BV61	DBA	AP	BV61	FEA	Not Found	C13377027	J.Sherring on	M. Townsend	27-Jul-17	No ice o R status: 1 08/2017	Comp e e	Bosch	SRV0000610,AY	Beth Hinman	8/29/2017	Comp e e	9 8 2017	Yes	Yes	FDRS	8/28/2017	IDS R106 06	Comp ete
C-MAX	Manual	Husco OCV 150PS a/s	BV61	DZC	AP	BV61	EZA	WF0JXXWPBJ[redacted]EZA)	C13376878	J.Sherring on	M. Townsend	29-Jun-17	Notice to R status : 19/07 2017	Comp e e	Bosch	SRV0000697 X/Y Z/AA	Beth Hinman	9/18/2017	Comp e e	9/29/2017	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS using RDS MCPR table for programming and has not been updated
		Husco OCV 180PS a/s	BV61	ECC	AP	BV61	FCA	WF0JXXGCBJ[redacted]ECB)	C13376878	J.Sherring on	M. Townsend	29-Jun-17	Notice to R status : 19/07 2017	Comp e e	Bosch	SRV0000697 X/Y Z/AA	Beth Hinman	9/18/2017	Comp e e	9/29/2017	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS using RDS MCPR table for programming and has not been updated
		Husco OCV 150PS non-a/s	BV61	DVB	AP	BV61	FBA	Not Found	C13376878	J.Sherring on	M. Townsend	29-Jun 17	Notice to R status : 19/07 2017	Comp e e	Bosch	SRV0000697 X/Y Z/AA	Beth Hinman	9/18/2017	Comp e e	9/29/2017	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS using RDS MCPR table for programming and has not been updated
		Husco OCV 180PS non-a/s	BV61	DXB	AP	BV61	FDA	WF0XXXGCBF[redacted]	C13376878	J.Sherring on	M. Townsend	29-Jun 17	Notice to R status : 19/07 2017	Comp e e	Bosch	SRV0000697 X/Y Z/AA	Beth Hinman	9/18/2017	Comp e e	9/29/2017	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS using RDS MCPR table for programming and has not been updated
		Phase 3 carry back engine 150 PS a/s	BV61	CUC	RP	BV61	EKA	WF0JXXWPBJ[redacted]CUB)	C1337623	J.Sherring on	M. Townsend	29-Jun-17	No ice o R status: 30 06/2017	Comp e e	Bosch	SRV0000697,W/X Y/Z/AA	Beth Hinman	9/18/2017	Comple e	9/29/2017	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS using RDS MCPR table for programming and has not been updated
		Phase 3 carry back engine 180 PS a/s	BV61	CVC	RP	BV61	ELA	WF0AXXWPBA[redacted]CVB)	C1337623	J.Sherring on	M. Townsend	29-Jun 17	No ice o R status: 30 06/2017	Comp e e	Bosch	SRV0000697,W/X Y/Z/AA	Beth Hinman	9/18/2017	Comple e	9/29/2017	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS using RDS MCPR table for programming and has not been updated
		Phase 3 carry back engine 150 PS non-a/s	BV61	CSB	RP	BV61	EPA	Not Found	C1337623	J.Sherring on	M. Townsend	29-Jun 17	No ice o R status: 30 06/2017	Comp e e	Bosch	SRV0000697,W/X Y/Z/AA	Beth Hinman	9/18/2017	Comple e	9/29/2017	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS using RDS MCPR table for programming and has not been updated
		Phase 3 carry back engine 180 PS non a/s	BV61	CTB	RP	BV61	ERA	Not Found	C1337623	J.Sherring on	M. Townsend	29-Jun 17	No ice to R status: 30 06/2017	Comp e e	Bosch	SRV0000697,W/X Y/Z/AA	Beth Hinman	9/18/2017	Comple e	9/29/2017	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS using RDS MCPR table for programming and has not been updated
		Phase 1 carry back engine 150 PS a/s	BV61	CDC	RP	BV61	ESA	WF0JXXWPBJ[redacted]CDB)	C13376857	J.Sherring on	M. Townsend	15-Jun-17	No ice o R status: 1 07/2017	Comp e e	Bosch	SRV0000697,W/X Y/Z/AA	Beth Hinman	9/18/2017	Comple e	9/29/2017	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS using RDS MCPR table for programming and has not been updated
		Phase 1 carry back engine 180 PS a/s	BV61	CEC	RP	BV61	EUA	WF0AXXWPBA[redacted]CEB)	C13376857	J.Sherring on	M. Townsend	15-Jun 17	No ice o R status: 1 07/2017	Comp e e	Bosch	SRV0000697,W/X Y/Z/AA	Beth Hinman	9/18/2017	Comple e	9/29/2017	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS using RDS MCPR table for programming and has not been updated
		Phase 1 carry back engine 150 PS non-a/s	BV61	AMB	RP	BV61	ETA	Not Found	C13376857	J.Sherrington	M. Townsend	15-Jun 17	No ice to R status: 1 07/2017	Comp e e	Bosch	SRV0000697,W/X Y/Z/AA	Beth Hinman	9/18/2017	Comple e	9/29/2017	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS using RDS MCPR table for programming and has not been updated
		Phase 1 carry back engine 180 PS non-a/s	BV61	APB	RP	BV61	EVA	Not Found	C13376857	J.Sherring on	M. Townsend	15-Jun 17	No ice to R status: 1 07/2017	Comp e e	Bosch	SRV0000697,W/X Y/Z/AA	Beth Hinman	9/18/2017	Comp e e	9/29/2017	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS using RDS MCPR table for programming and has not been updated
		PV engine 150 PS non-a/s St.V	BV61	AHG	RP	BV61	FKA	WF0JXXWPBJ[redacted]AHE)	C13376898	J.Sherring on	M. Townsend	13-Jul-17	No ice o R status: 03 08/2017	Comp e e	Bosch	SRV0000697,Y/Z/AA	Beth Hinman	9/18/2017	Comp e e	9/29/2017	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS using RDS MCPR table for programming and has not been updated
		PV engine 180 PS non-a/s	BV61	AJG	RP	BV61	FMA	WF0JXXWPBJ[redacted]AJF)	C13376898	J.Sherring on	M. Townsend	13-Jul-17	No ice o R status: 03 08/2017	Comp e e	Bosch	SRV0000697,Y/Z/AA	Beth Hinman	9/18/2017	Comp e e	9/29/2017	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS using RDS MCPR table for programming and has not been updated
		PV engine 150 PS a/s	BV61	AKE	RP	BV61	FJA	WF0JXXWPBJC[redacted]AKD)	C13376898	J.Sherring on	M. Townsend	13-Jul-17	No ice o R status: 03 08/2017	Comp e e	Bosch	SRV0000697,Y/Z/AA	Beth Hinman	9/18/2017	Comp e e	9/29/2017	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS using RDS MCPR table for programming and has not been updated
		PV engine 180 PS a/s	BV61	ALE	RP	BV61	FLA	WF0JXXWPBJ[redacted]ALD)	C13376898	J.Sherring on	M. Townsend	13-Jul-17	No ice o R status: 03 08/2017	Comp e e	Bosch	SRV0000697,Y/Z/AA	Beth Hinman	9/18/2017	Comp e e	9/29/2017	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS using RDS MCPR table for programming and has not been updated
Europe	Auto	xport 1 MY MTS	EJSA	SF	AP	EJSA	AEA	1FMCU9JXXE[redacted]SE)	C1333912	J.Sherring on	M. Townsend	10-May-17	No ice at R status: 17 05/2017	Comp e e	Bosch	SRV0000888 M	Sumitha Santhanam	9/6/2017	Comp e e	9/29/2017	Yes	Yes	DS		IDS R107.03	Comp ete
		Ds - Green state 1 MY MTS	EJSA	TF	AP	EJSA	AGA	1FMCU9JXXE[redacted]TE)	C1333912	J.Sherring on	M. Townsend	10-May-17	No ice at R status: 17 05/2017	Comp e e	Bosch	SRV0000888 M	Sumitha Santhanam	9/6/2017	Comp e e	9/29/2017	Yes	Yes	DS		IDS R107.03	Comp ete
		ed - 9S non-Green state 1 MY MTS	EJSA	UF	AP	EJSA	AHA	1FMCU9JXXE[redacted]UE)	C1333912	J.Sherring on	M. Townsend	10-May-17	No ice at R status: 17 05/2017	Comp e e	Bosch	SRV0000888 M	Sumitha Santhanam	9/6/2017	Comp e e	9/29/2017	Yes	Yes	DS		IDS R107.03	Comp ete
		MY EU COOLING PACK SERVICE KIT FOR CENTRAL AMERICA - MTS	EJSA	ADA	AP	EJSA	AFA	1FMCUOGX[redacted]ADA)	C1333912	J.Sherring on	M. Townsend	10-May-17	No ice at R status: 17 05/2017	Comp e e	Bosch	SRV0000888 M	Sumitha Santhanam	9/6/2017	Comp e e	9/29/2017	Yes	Yes	DS		IDS R107.03	Comp ete
Kuga	Auto	82C T-ast/non-MTS	DV61	BTC	RP	DV61	CZA	LVSHJCA8XE[redacted]	C13339139	J.Sherring on	M. Townsend	10-May-17	Notice at R status: 19 05/2017	Comp e e	Bosch	SRV0000870,AU	Sumitha Santhanam	9/6/2017	Comp e e	9/13/2017	Yes	Yes	DS		IDS R107 02	Comp ete
		MTS & 82C T-sta)	DV61	BYE	AP	DV61	CYA	LVSHJCA8XE[redacted]	C13339139	J.Sherring on	M. Townsend	10-May-17	Notice at R status: 19 05/2017	Comp e e	Bosch	SRV0000870,AU	Sumitha Santhanam	9/6/2017	Comple e	9/13/2017	Yes	Yes	DS		IDS R107 02	Comp ete
		82C T-ast/non-MTS - EU cooling pack	DV61	CTA	RP	DV61	CXA	Part not in GIVIS warehouse	C13339139	J.Sherring on	M. Townsend	10-May-17	Notice at R status: 19 05/2017	Comp e e	Bosch	SRV0000870,AU	Sumitha Santhanam	9/6/2017	Comple e	9/13/2017	No	Yes	DS		IDS R107 02	Comp ete
		MTS & 82C T-sta) - EU cooling pack	DV61	CUA	AP	DV61	CVA	Part not in GIVIS warehouse	C13339139	J.Sherring on	M. Townsend	10-May-17	Notice at R status: 19 05/2017	Comp e e	Bosch	SRV0000870,AU	Sumitha Santhanam	9/6/2017	Comple e	9/13/2017	No	Yes	DS		IDS R107 02	Comp ete
Transit	Auto	60PS, MTS - Last US production cal (no service als)	DV61	BVE	AP	DV61	DAA	NM0LS7FXXE1[redacted]	C13360189	J.Sherring on	M. Townsend	10-May-17	No ice at R status: 18 05/2017	Comp e e	Bosch	SRV0000890,G	Sumitha Santhanam	9/7/2017	Comp e e	9/29/2017	Yes	Yes	FDRS & DS		IDS R107.03	Comp ete
		50PS, MTS - Last EU service cal	DV61	BUD	AP	DV61	DBA	WF0UXXWPG[redacted]	C13360189	J.Sherring on	M. Townsend	10-May-17	No ice at R status: 18 05/2017	Comp e e	Bosch	SRV0001033,G	Sumitha Santhanam	9/7/2017	Status 3	9/15/2017	Yes	Yes	FDRS & DS	9/11/2017	IDS R105.05	Comp ete
Fiesta ST	Manual	u 182PS DENSO OCV	C1BY	AD	RP	C1BY	GA	WF0CXXGAK[redacted]	C13 22536	J.Sherring on	M. Townsend	25-Sep-17		C S atus	Bosch		Beth Hinman				No	No	FDRS & DS		IDS R107.0	
		CHINA 182PS DENSO OCV	C1BY	BA	RP	C1BY	LA	WF0AKGCC [redacted]	C13 22536	J.Sherring on	M. Townsend	25-Sep-17		C S atus	Bosch		Beth Hinman				No	No	FDRS & DS		IDS R107.0	
		Mountune DENSO OCV	C1BY	CA	RP	C1BY	MA	No Vin	C13 22536	J.Sherring on	M. Townsend	25-Sep-17		C S atus	Bosch		Beth Hinman				No	No	FDRS & DS		IDS R107.0	
		u 180PS HUSCO OCV	C1BY	DC	AP	C1BY	JA	WF0CXXGAK[redacted]	C13 22536	J.Sherring on	M. Townsend	25-Sep-17		C S atus	Bosch		Beth Hinman				No	No	FDRS & DS		IDS R107.0	
		CHINA 180PS HUSCO OCV	C1BY	EC	AP	C1BY	HA	No Vin	C13 22536	J.Sherring on	M. Townsend	25-Sep-17		C S atus	Bosch		Beth Hinman				No	No	FDRS & DS		IDS R107.0	
		Mountune HUSCO OCV	C1BY	FB	AP	C1BY	KA	No Vin	C13 22536	J.Sherring on	M. Townsend	25-Sep-17		C S atus	Bosch		Beth Hinman				No	No	FDRS & DS		IDS R107.0	
		North America	EAGA	JJ	AP	EAGA	AJA	3FADP GX5EM[redacted]	C13 200 6	J.Sherring on	M. Townsend	-Sep-17		C S atus	Bosch		Beth Hinman				No	No	FDRS & DS		IDS R107.03	
Fusion		BDR S-80S - 13MY non MTS	DS7A	AGM	RP	DS7A	BTA	Not Needed	C13 1 291	J.Sherring on	M. Townsend	28-Aug-17		C S atus	Bosch		Beth Hinman		Comp e e	10 15/2017	Yes	Yes	DS	N/A	IDS R107.0	Comp ete
		US-FED - 13MY non MTS	DS7A	AHM	RP	DS7A	BUA	Not Needed	C13 1 291	J.Sherring on	M. Townsend	28-Aug-17		C S atus	Bosch		Beth Hinman		Comp e e	10 15/2017	Yes	Yes	DS	N/A	IDS R107.0	Comp ete
		BDR S-80S - 1 MY non MTS	ES7A	AKC	AP	ES7A	DGA	Not Needed	C13 1 291	J.Sherring on	M. Townsend	28-Aug-17		C S atus	Bosch		Beth Hinman		Comp e e	10 15/2017	Yes	Yes	DS	N/A	IDS R107.0	Comp ete
		US-FED - 1 MY non MTS	ES7A	ALC	AP	ES7A	DHA	Not Needed	C13 1 291	J.Sherring on	M. Townsend	28-Aug-17		C S atus	Bosch		Beth Hinman		Comp e e	10 15/2017	Yes	Yes	DS	N/A	IDS R107.0	Comp ete
		US-GS	DS7A	AJN	RP	DS7A	BVA	Not Needed	C13 1 291	J.Sherring on	M. Townsend	28-Aug-17		C S atus	Bosch		Beth Hinman		Comp e e	10 15/2017	Yes	Yes	DS	N/A	IDS R107.0	Comp ete
		US-GS STP ST	DS7A	AKP	RP	DS7A	BXA	Not Needed	C13 1 291	J.Sherring on	M. Townsend	28-Aug-17		C S atus	Bosch		Beth Hinman		Comp e e	10 15/2017	Yes	Yes	DS	N/A	IDS R107.0	Comp ete
		BDR S-80	DS7A	ALN	RP	DS7A	BZA	Not Needed	C13 1 291	J.Sherring on	M. Townsend	28-Aug-17		C S atus	Bosch		Beth Hinman		Comple e	10 15/2017	Yes	Yes	DS	N/A	IDS R107.0	Comp ete
		BDR S-80 STP ST	DS7A	AMP	RP	DS7A	CBA	Not Needed	C13 1 291	J.Sherring on	M. Townsend	28-Aug-17		C S atus	Bosch		Beth Hinman		Comp e e	10 15/2017	Yes	Yes	DS	N/A	IDS R107.0	Comp ete
		US-FED	DS7A	ANN	RP	DS7A	CCA	Not Needed	C13 1 291	J.Sherring on	M. Townsend	28-Aug-17		C S atus	Bosch		Beth Hinman		Comp e e	10 15/2017	Yes	Yes	DS	N/A	IDS R107.0	Comp ete
		US-FED STP ST	DS7A	APP	RP	DS7A	CDA	Not Needed	C13 1 291	J.Sherring on	M. Townsend	28-Aug-17		C S atus	Bosch		Beth Hinman		Comp e e	10 15/2017	Yes	Yes	DS	N/A	IDS R107.0	Comp ete
KUGA	TBD	nstrument Cluster Software - C520								E. Wessenborn	W. Krug					SRV0000961,L										
		nstrument Cluster Software - C520								E. Wessenborn	W. Krug					SRV0000961,L										
		nstrument Cluster Software - C520								E. Wessenborn	W. Krug					SRV0000961,L										
		nstrument Cluster Software - C520								E. Wessenborn	W. Krug					SRV0000961,L										
CMAX	Manual	nstrument Cluster Software - C3	AM5T	AU	AP	AM5T	AV	WF0JXXWPBJ[redacted]AK)	C13 16721	E. Wessenborn	W. K ug	Comp e e		R S atus	Visteon	SRV0000573,K		9/ /2017		9/15/2017			FDRS			
		nstrument Cluster Software - C3	AM5T	BU	AP	AM5T	BV	WF0JXXWPBJ[redacted]CK)	C13 16721	E. Wessenborn	W. K ug	Comp e e		R S atus	Visteon	SRV0000573,K		9/ /2017		9/15/2017			FDRS			
		nstrument Cluster Software - C3	AM5T	CU	AP	AM5T	CV	WF0JXXWPBJ[redacted]CK)	C13 16721	E. Wessenborn	W. K ug	Comp e e		R S atus	Visteon	SRV0000573,K		9/ /2017		9/15 2017			FDRS			
		nstrument Cluster Software - C3	AM5T	DU	AP	AM5T	DV	WF0JXXWPBJ[redacted]DK)	C13 16721	E. Wessenborn	W. K ug	Comp e e		R S atus	Visteon	SRV0000573,K		9/ /2017		9/15 2017			FDRS			
		nstrument Cluster Software - C3	AM5T	JU	AP	AM5T	JV	WF0JXXWPBJ[redacted]JL)	C13 16721	E. Wessenborn	W. K ug	Comp e e		R S atus	Visteon	SRV0000573,K		9/ /2017		9/15 2017			FDRS			
		nstrument Cluster Software - C3	AM5T	KU	AP	AM5T	KV	WF0JXXWPBJ[redacted]KD)	C13 16721	E. Wessenborn	W. K ug	Comp ete		R S atus	Visteon	SRV0000573,K		9/ /2017		9/15 2017			FDRS			
		nstrument Cluster Software - C3	AM5T	LU	AP	AM5T	LV	WF0JXXWPBJ[redacted]LL)	C13 16721	E. Wessenborn	W. K ug	Comp ete		R S atus	Visteon	SRV0000573,K		9/ /2017		9/15 2017			FDRS			
		nstrument Cluster Software - C3	AM5T	MU	AP	AM5T	MV	WF0JXXWPBJ[redacted]MU)	C13 16721	E. Wessenborn	W. K ug	Comp ete		R S atus	Visteon	SRV0000573,K		9/ /2017		9/15 2017			FDRS			
Focus	Manual	nstrument Cluster Software - C3 6	BM5T	BEL	AP	BM5T	BEM	none found	C13 16721	E. Wessenborn	W. K ug	Comp ete		A S atus	Visteon	SRV0000676,J		9/11/2017		9/22 2017			FDRS			
		nstrument Cluster Software - C3 6	BM5T	BFL	AP	BM5T	BFM	none found	C13 16721	E. Wessenborn	W. K ug	Comp ete		A S atus	Visteon	SRV0000676,J		9/11/2017		9/22 2017			FDRS			
		nstrument Cluster Software - C3 6	BM5T	BGL	AP	BM5T	BGM	none found	C13 16721	E. Wessenborn	W. K ug	Comp ete		A S atus	Visteon	SRV0000676,J		9/11/2017		9/22 2017			FDRS			
		nstrument Cluster Software - C3 6	BM5T	BHL	AP	BM5T	BHM	none found	C13 16721	E. Wessenborn	W. K ug	Comp ete		A S atus	Visteon	SRV0000676,J		9/11/2017		9/22 2017			FDRS			
		nstrument Cluster Software - C3 6	BM5T	BAL	AP	BM5T	BAM	none found	C13 16721	E. Wessenborn	W. Krug	Comp ete		A S atus	Visteon	SRV0000676,J		9/11/2017		9/22 2017			FDRS			
		nstrument Cluster Software - C3 6	BM5T	BBL	AP	BM5T	BBM	none found	C13 16721	E. Wessenborn	W. K ug	Comp ete		A Status	Visteon	SRV0000676,J		9/11/2017		9/22/2017			FDRS			
		nstrument Cluster Software - C3 6	BM5T	BCL	AP	BM5T	BCM	none found	C13 16721	E. Wessenborn	W. K ug	Comp e e		A Status	Visteon	SRV0000676,J		9/11/2017		9/22 2017			FDRS			
		nstrument Cluster Software - C3 6	BM5T	BDL	AP	BM5T	BDM	none found	C13 16721	E. Wessenborn	W. K ug	Comp ete		A Status	Visteon	SRV0000676,J		9/11/2017		9/22 2017			FDRS			
		nstrument Cluster Software - C3 6	BM5T	BJM	AP	BM5T	BJN	none found	C13 16721	E. Wessenborn	W. K ug	Comp ete		A Status	Visteon	SRV0000676,J		9/11/2017		9/22 2017			FDRS			
		nstrument Cluster Software - C3 6	BM5T	BKM	AP	BM5T	BKN	none found	C13 16721	E. Wessenborn	W. K ug	Comp ete		A S atus	Visteon	SRV0000676,J		9/11/2017		9/22 2017			FDRS			
		nstrument Cluster Software - C3 6	BM5T	BLM	AP	BM5T	BLN	none found	C13 16721	E. Wessenborn	W. K ug	Comp ete		A S atus	Visteon	SRV0000676,J		9/11/2017		9/22 2017			FDRS			
		nstrument Cluster Software - C3 6	BM5T	BMM	AP	BM5T	BMN	none found	C13 16721	E. Wessenborn	W. K ug	Comp ete		A S atus	Visteon	SRV0000676,J		9/18/2017		9/29 2017			FDRS			
		nstrument Cluster Software - C3 6	CM5T	CSL	AP	CM5T	CSM	1FADP3E2X[redacted]SE)	C13 16721	E. Wessenborn	W. K ug	Comp ete		A S atus	Visteon	SRV0000676,J		9/18/2017		9/29 2017			FDRS			
		nstrument Cluster Software - C3 6	CM5T	CVL	AP	CM5T	CVM	1FADP3E2XD[redacted]VB)	C13 16721	E. Wessenborn	W. Krug	Comp ete		A S atus	Visteon	SRV0000676,J		9/18/2017		9/29 2017			FDRS			
		nstrument Cluster Software - C3 6	CM5T	CTL	AP	CM5T	CTM	1FADP3N2X[redacted]TC)	C13 16721	E. Wessenborn	W. Krug	Comp ete		A S atus	Visteon	SRV0000676,J		9/18/2017		9/29 2017			FDRS			
		nstrument Cluster Software - C3 6	CM5T	CXL	AP	CM5T	CXM	1FADP3K2 [redacted]XR)	C13 16721	E. Wessenborn	W. Krug	Comp ete		A S atus	Visteon	SRV0000676,J		9/18/2017		9/29 2017			FDRS			
		nstrument Cluster Software - C3 6	CM5T	AAQ	AP	CM5T	AAR	none found	C13 16721	E. Wessenborn	W. Krug	Comp ete		A S atus	Visteon	SRV0000676,J		9/18/2017		9/29 2017			FDRS			
		nstrument Cluster Software - C3 6	CM5T	ABQ	AP	CM5T	ABR	none found	C13 16721	E. Wessenborn	W. Krug	Comp ete		A S atus	Visteon	SRV0000676,J		9/18/2017		9/29 2017			FDRS			
		nstrument Cluster Software - C3 6	CM5T	AJR	AP	CM5T	AJS	1FAIP3R X[redacted]AJ)	C13 16721	E. Wessenborn	W. Krug	Comp ete		A S atus	Visteon	SRV0000676,J		9/18/2017		9/29 2017			FDRS			
		nstrument Cluster Software - C3 6	CM5T	ANR	AP	CM5T	AKS	none found	C13 16721	E. Wessenborn	W. Krug	Comp ete		A S atus	Visteon	SRV0000676,J		9/18/2017		9/29/2017			FDRS			
		nstrument Cluster Software - C3 6	CM5T	ASQ	AP	CM5T	ASR	1FADP3L9[redacted]ASK)	C13 16721	E. Wessenborn	W. K ug	Comp e e		A Status	Visteon	SRV0000676,J		9/18/2017		9/29/2017			FDRS			
		nstrument Cluster Software - C3 6	CM5T	AXQ	AP	CM5T	AXR	1FADP3L9[redacted]AXK)	C13 16721	E. Wessenborn	W. K ug	Comp ete		A Status	Visteon	SRV0000676,J		9/18/2017		9/29 2017			FDRS			
Transit	Auto	nstrument Cluster Software - V 08	FT1T	VA	RP	FT1T	VB		C13360381	E. Wessenborn	W. K ug	Comp e e		A Status	Visteon	SRV0001296,C		9/25/2017		10/6/2017			FDRS & DS			
		nstrument Cluster Software - V 08	FT1T	YA	RP	FT1T	YB		C13360381	E. Wessenborn	W. K ug	Comp e e		A Status	Visteon	SRV0001296,C		9/25/2017		10/6/2017			FDRS & DS			
		nstrument Cluster Software - V 08	FT1T	XA	RP	FT1T	XB		C13360381	E. Wessenborn	W. K ug	Comp e e		A Status	Visteon	SRV0001296,C		9/25/2017		10/6/2017			FDRS & DS			
		nstrument Cluster Software - V 08	FT1T	ZA	RP	FT1T	ZB		C13360381	E. Wessenborn	W. K ug	Comp e e		A Status	Visteon	SRV0001296,C		9/25/2017		10/6/2017			FDRS & DS			
		nstrument Cluster Software - V 08	DT1T	YC	RP	DT1T	YD		C13360381	E. Wessenborn	W. K ug	Comp e e		A Status	Visteon	SRV0001296,C		9/25/2017		10/6/2017			FDRS & DS			
		nstrument Cluster Software - V 08	DT1T	ZC	RP	DT1T	ZD		C13360381	E. Wessenborn	W. K ug	Comp e e		A Status	Visteon	SRV0001296,C		9/25/2017		10/6/2017			FDRS & DS			
Fusion		nstrument Cluster Software - 13MY CD391	DS7T	CJ	??	DS7T	CK		C13360367	I. Moraes	W. K ug	Comp e e		R S atus	Continental						N/A	08/31/2017	DS	N/A		
		nstrument Cluster Software - 13MY CD391	DS7T	DJ	??	DS7T	DK		C13360367	I. Moraes	W. K ug	Comp e e		R S atus	Continental						N/A	08/31/2017	DS	N/A		
		nstrument Cluster Software - 13MY CD391	DS7T	EJ	??	DS7T	EKA		C13360367	I. Moraes	W. K ug	Comp e e		R S atus	Continental						N/A	08/31/2017	DS	N/A		
		nstrument Cluster Software - 13MY CD391	DS7T	FJ	??	DS7T	FKA		C13360367	I. Moraes	W. K ug	Comp e e		R S atus	Continental						N/A	08/31/2017	DS	N/A		
		nstrument Cluster Software - 13MY CD391	DS7T	GM	??	DS7T	GN		C13360368	I. Moraes	W. K ug	Comp e e		R S atus	Denso						N/A	08/31/2017	DS	N/A		
		nstrument Cluster Software - 13MY CD391	DS7T	HM	??	DS7T	HN		C13360368	I. Moraes	W. K ug	Comp e e		R S atus	Denso						N/A	08/31/2017	DS	N/A		
		nstrument Cluster Software - 13MY CD391	DS7T	JM	??	DS7T	JN		C13360368	I. Moraes	W. K ug	Comp e e		R S atus	Denso						N/A	08/31/2017	DS	N/A		
		nstrument Cluster Software - 13MY CD391	DS7T	KM	??	DS7T	KN		C13360368	I. Moraes	W. K ug	Comp e e		R S atus	Denso						N/A	08/31/2017	DS	N/A		
		nstrument Cluster Software - 1 MY CD391	ES7T	CF	??	ES7T	CG		C13360367	I. Moraes	W. K ug	Comp e e		R S atus	Continental						N/A	08/31/2017	DS	N/A		
		nstrument Cluster Software - 1 MY CD391	ES7T	DF	??	ES7T	DG		C13360367	I. Moraes	W. K ug	Comp e e		R S atus	Continental						N/A	08/31/2017	DS	N/A		
		nstrument Cluster Software - 1 MY CD391	ES7T	GE	??	ES7T	GF		C13373 09	I. Moraes	W. K ug	Comp e e		R S atus	Denso						N/A	08/31/2017	DS	N/A		
		nstrument Cluster Software - 1 MY CD391	ES7T	HE	??	ES7T	HF		C13373 09	I. Moraes	W. K ug	Comp e e		R S atus	Denso						N/A	08/31/2017	DS	N/A		
CMAX	Manual	BCM Software - C3 HNS	AV6N	AX	??	AV6N	XA		C13393686	D. Doeppel		Comp e e				SRV0000579,J		9/25/2017	Comple e	10/6/2017	Yes	11/1/2017	FDRS	11/6/2017		
Focus / CMAX	Manual	BCM Software - C3 / C3 6 HW -EU	BV6N	AX	??	BV6N	XA		C13393687	D. Doeppel		Comp e e				SRV0000579,J		9/25/2017	Comp e e	10/6/2017	Yes	11/1/2017	FDRS	11/6/2017		
		BCM Software - C3 N / C3 6N HW -NA	BV6N	BN	??	BV6N	ZA		C13393688	D. Doeppel						SRV0001661,B		9/25/2017		10/6/2017	No	No	FDRS			

Set up Date	Complete Date	E-Tracker No.	Description	Comments
19/07/217	8/7/2017	[redacted]	Please update the CCC data for IPC, #13 Value needs to be '0x01' This Update is for C520 affected by FSA 17S09 in South Africa, Botswana, Namibia and Swaziland. This update fixes an issue after IPC calibration DTC U2101 is set and cannot be deleted.	This has been completed and tested in the field.
8/9/2017		[redacted]5	C520 China. Please update the CCC data for IPC, #13 Value needs to be '0x01' This Update is for C520 affected by FSA 17S09. This update fixes an issue after PC calibration DTC U2101 is set and cannot be deleted.	
8/9/2017		[redacted]	C520 FoE. Please update the CCC data for PC, #13 Value needs to be '0x01' This Update is for C520 affected by FSA 17S09. This update fixes an issue after PC calibration DTC U2101 is set and cannot be deleted.	
8/9/2017		[redacted]	C520 NA (Escape). Please update the CCC data for IPC, #13 Value needs to be '0x01' This Update is for C520 affected by FSA 17S09. This update fixes an issue after IPC calibration DTC U2101 is set and cannot be deleted.	
8/9/2017		[redacted]	C520 Taiwan. Please update the CCC data for IPC, #13 Value needs to be '0x01' This Update is for C520 affected by FSA 17S09. This update fixes an issue after PC calibration DTC U2101 is set and cannot be deleted.	
8/9/2017		[redacted]	V408 EU. Please update the CCC data for IPC, #13 Value needs to be '0x01' This Update is for C520 affected by FSA 17S09. This update fixes an issue after PC calibration DTC U2101 is set and cannot be deleted.	
8/17/2017	8/29/2017	[redacted]	C346 EU. To enable Saad Saud to complete the testing of the Cal installation a representative VIN for each affected Cal needs to be allocated. In the attachment is a list of 11 (Eleven) Cal's that each need a V N assigned for testing.	Completed
8/29/2017	9/6/2017	[redacted]	C344 EU. To enable Saad Saud to complete the testing of the Cal installation a representative VIN for each affected Cal needs to be allocated. In the attachment is a list of 16 (Sixteen) Cal's that each need a VIN assigned for testing.	Completed
9/7/2017	9/12/2017	[redacted]	C520 EU and FNA. To enable Saad Saud to complete the testing of the Cal installation a representative VIN for each affected Cal needs to be allocated. In the attachment is a list of 16 (Sixteen) Cal's that each need a VIN assigned for testing.	Completed
9/21/2017	9/26/2017	[redacted]	C344 CMAX. To enable Saad Saud to complete the testing of the Cal installation a representative VIN for each affected IPC Cal needs to be allocated. In the attachment is a list of 8 (Eight) Cal's that each need a V N assigned for testing. In the Excel sheet this is rows 69-76.	Completed
10/9/2017	10/10/2017	[redacted]	C346 FOCUS. To enable Saad Saud to complete the testing of the Cal installation a representative VIN for each affected PC Cal needs to be allocated. In the attachment is a list of 22 (Twenty two) Cal's that each need a VIN assigned for testing. In the Excel sheet this is rows 77-96.	Completed

				New Engineering Part # Base 12A650 PCM or 10849 IPC or 14C094 BCM													PD % Complete	DSP % Complete
Region	Carline	Trans	Description	Prefix	Suffix	Concern Nr.	WERS Release Status	Service Action Number	Service Action Set up Schedule (Date)	Service Action Status	Software Testing Compleat	Service Action Frozen in IVS	IDS V FDRS	Available in FDRS (Date)	IDS Version Released to Dealers	Notes	93%	26%
South Africa & EU (RHD)	Kuga	Manual	MAN 150PS Europe Denso OCV (non MTS, with S/S)	DV4A	AEA	C13327567	Complete	SRV0000870,AP	N/A	Complete	Yes	Yes	FDRS & IDS	N/A	IDS R106.01	Complete	100%	90%
Europe			150PS Russia Denso OCV (non MTS, non S/S)	DV4A	AFA	C13327567	Complete	SRV0000870,AS	7/31/2017	Complete	Yes	Yes	FDRS	8/14/2017	IDS R107.01	Complete		
			150PS Husco OCV - Elabuga Bu ld (non MTS, with S/S)	DV4A	ABA	C13327567	Complete	SRV0000870,AP	N/A	Complete	Yes	Yes	FDRS & IDS	N/A	IDS R106.01	Complete		
			150PS Russia Husco OCV - Elabuga Build (non MTS non s/s)	DV4A	ADA	C13327567	Complete	SRV0000870,AS	7/31/2017	Complete	Yes	Yes	FDRS	8/14/2017	IDS R107.01	Complete		
			Mountune Special dealer upgrade Denso OCV (non MTS)	DV4A	AGA	C13327567	Complete	SRV0000870,AS	7/31/2017	Complete	Yes	Yes	FDRS	8/14/2017	IDS R107.01	Complete		
			200PS Mountune dealer upgrade Husco OCV (non MTS)	DV4A	ACA	C13327567	Complete	SRV0000870,AS	7/31/2017	Complete	Yes	Yes	FDRS	8/14/2017	IDS R107.01	Complete		
South Africa & EU (RHD)		Auto	RHD 180 PS (non-MTS)	DV4A	VA	C13327601	Complete	SRV0000870,AP	N/A	Complete	Yes	Yes	FDRS & IDS	N/A	IDS R106.02	Complete		
			RHD 180 PS (MTS)	DV4A	AAA	C13327601	Complete	SRV0000870 AP	N/A	Complete	Yes	Yes	FDRS & IDS	N/A	IDS R106 02	Complete		
Europe			LHD 180PS (non-MTS)	DV4A	UA	C13327601	Complete	SRV0000870 AT	8/15/2017	Complete	Yes	Yes	FDRS	8/28/2017	IDS R107 02	Complete		
			LHD 180PS (MTS)	DV4A	ZA	C13327601	Complete	SRV0000870,AT	8/15/2017	Complete	Yes	Yes	FDRS	8/28/2017	IDS R107.02	Complete		
			LHD 150PS (non-MTS)	DV4A	XA	C13327601	Complete	SRV0000870,AT	8/15/2017	Complete	Yes	Yes	FDRS	8/28/2017	IDS R107.02	Complete		
			LHD 150PS (MTS)	DV4A	YA	C13327601	Complete	SRV0000870 AT	8/15/2017	Complete	Yes	Yes	FDRS	8/28/2017	IDS R107 02	Complete		
Europe	Focus	Manual	Phase 3 carry back engine 150 PS	BV61	EMA	C13376234	Complete	SRV0000610 AX/AY	8/29/2017	Complete	Yes	Yes	FDRS	8/28/2017	IDS R106 06	Complete	100%	90%
			Phase 3 carry back engine 180 PS	BV61	ENA	C13376234	Complete	SRV0000610 AX/AY	8/29/2017	Complete	Yes	Yes	FDRS	8/28/2017	IDS R106.06	Complete		
			Husco OCV 150 PS	BV61	EHA	C13376234	Complete	SRV0000610 AX/AY	8/29/2017	Complete	Yes	Yes	FDRS	8/28/2017	IDS R106 06	Complete		
			Husco OCV 180 PS	BV61	EJA	C13376234	Complete	SRV0000610 AX/AY	8/29/2017	Complete	Yes	Yes	FDRS	8/28/2017	IDS R106 06	Complete		
			Phase 1 carry back engine 150 PS (Denso OCV)	BV61	EXA	C13376857	Complete	SRV0000610.AX/AY	8/29/2017	Complete	Yes	Yes	FDRS	8/28/2017	IDS R106.06	Complete		
			Phase 1 carry back engine 180 PS (Denso OCV)	BV61	EYA	C13376857	Complete	SRV0000610.AX/AY	8/29/2017	Complete	Yes	Yes	FDRS	8/28/2017	IDS R106.06	Complete		
			PV engine 150 PS	BV61	FGA	C13376898	Complete	SRV0000610.AY	8/29/2017	Complete	Yes	Yes	FDRS	8/28/2017	IDS R106.06	Complete		
			PV engine 180 PS	BV61	FHA	C13376898	Complete	SRV0000610 AY	8/29/2017	Complete	Yes	Yes	FDRS	8/28/2017	IDS R106 06	Complete		
			FFV 150 PS	EM5A	AVA	C13377027	Complete	SRV0000610 AY	8/29/2017	Complete	Yes	Yes	FDRS	8/28/2017	IDS R106 06	Complete		
			200PS Mountune, B6 Man, Stg V, Stop/Start, Denso OCV	BV61	FFA	C13377027	Complete	SRV0000610.AY	8/29/2017	Complete	Yes	Yes	FDRS	8/28/2017	IDS R106.06	Complete		
			200PS Mountune, B6 Man, Stg V, Stop/Start, Husco OCV	BV61	FEA	C13377027	Complete	SRV0000610.AY	8/29/2017	Complete	Yes	Yes	FDRS	8/28/2017	IDS R106.06	Complete		
	C MAX	Manual	Husco OCV 150PS s/s	BV61	EZA	C13376878	Complete	SRV0000697 X/Y/Z/AA	9/18/2017	Complete	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS useing RDS MCPR table for programming and has not been updated	100%	90%
			Husco OCV 180PS s/s	BV61	FCA	C13376878	Complete	SRV0000697 X/Y/Z/AA	9/18/2017	Complete	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS useing RDS MCPR table for programming and has not been updated		
			Husco OCV 150PS non-s/s	BV61	FBA	C13376878	Complete	SRV0000697 X/Y/Z/AA	9/18/2017	Complete	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS useing RDS MCPR table for programming and has not been updated		
			Husco OCV 180PS non-s/s	BV61	FDA	C13376878	Complete	SRV0000697 X/Y/Z/AA	9/18/2017	Complete	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS useing RDS MCPR table for programming and has not been updated		
			Phase 3 carry back engine 150 PS s/s	BV61	EKA	C13376234	Complete	SRV0000697 W/X/Y/Z/AA	9/18/2017	Complete	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS useing RDS MCPR table for programming and has not been updated		
			Phase 3 carry back engine 180 PS s/s	BV61	ELA	C13376234	Complete	SRV0000697 W/X/Y/Z/AA	9/18/2017	Complete	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS useing RDS MCPR table for programming and has not been updated		
			Phase 3 carry back engine 150 PS non-s/s	BV61	EPA	C13376234	Complete	SRV0000697 W/X/Y/Z/AA	9/18/2017	Complete	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS useing RDS MCPR table for programming and has not been updated		
			Phase 3 carry back engine 180 PS non s/s	BV61	ERA	C13376234	Complete	SRV0000697 W/X/Y/Z/AA	9/18/2017	Complete	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS useing RDS MCPR table for programming and has not been updated		
			Phase 1 carry back engine 150 PS s/s	BV61	ESA	C13376857	Complete	SRV0000697 W/X/Y/Z/AA	9/18/2017	Complete	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS useing RDS MCPR table for programming and has not been updated		
			Phase 1 carry back engine 180 PS s/s	BV61	EUA	C13376857	Complete	SRV0000697.W/X/Y/Z/AA	9/18/2017	Complete	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS useing RDS MCPR table for programming and has not been updated		
			Phase 1 carry back engine 150 PS non-s/s	BV61	ETA	C13376857	Complete	SRV0000697 W/X/Y/Z/AA	9/18/2017	Complete	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS useing RDS MCPR table for programming and has not been updated		
			Phase 1 carry back engine 180 PS non-s/s	BV61	EVA	C13376857	Complete	SRV0000697 W/X/Y/Z/AA	9/18/2017	Complete	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS useing RDS MCPR table for programming and has not been updated		
			PV engine 150 PS non-s/s SLV	BV61	FKA	C13376898	Complete	SRV0000697.Y/Z/AA	9/18/2017	Complete	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS useing RDS MCPR table for programming and has not been updated		
			PV engine 180 PS non-s/s	BV61	FMA	C13376898	Complete	SRV0000697 Y/Z/AA	9/18/2017	Complete	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS useing RDS MCPR table for programming and has not been updated		
			PV engine 150 PS s/s	BV61	FJA	C13376898	Complete	SRV0000697 Y/Z/AA	9/18/2017	Complete	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS useing RDS MCPR table for programming and has not been updated		
			PV engine 180 PS s/s	BV61	FLA	C13376898	Complete	SRV0000697 Y/Z/AA	9/18/2017	Complete	Yes	Yes	FDRS	9/25/2017	FDRS only	IDS useing RDS MCPR table for programming and has not been updated		
North America	Escape	Auto	Export 14MY MTS	EJ5A	AEA	C13339124	Complete	SRV0000888,M	9/6/2017	Complete	Yes	Yes	IDS	0	IDS R107.03	Complete	100%	25%
			50s - Green state 14MY MTS	EJ5A	AGA	C13339124	Complete	SRV0000888 M	9/6/2017	Complete	Yes	Yes	IDS	0	IDS R107 03	Complete		
			Fed - 49S non-Green state 14MY MTS	EJ5A	AHA	C13339124	Complete	SRV0000888 M	9/6/2017	Complete	Yes	Yes	IDS	0	IDS R107 03	Complete		
			14MY EU COOLING PACK SERVICE KIT FOR CENTRAL AMERICA - MTS	EJ5A	AFA	C13339124	Complete	SRV0000888,M	9/6/2017	Complete	Yes	Yes	IDS	0	IDS R107.03	Complete		
China & Taiwan	Kuga	Auto	82C T-stat/non-MTS	DV61	CZA	C13339139	Complete	SRV0000870 AU	9/6/2017	Complete	Yes	Yes	IDS	0	IDS R107 02	Complete	100%	25%
			MTS (& 82C T-stat)	DV61	CYA	C13339139	Complete	SRV0000870 AU	9/6/2017	Complete	Yes	Yes	IDS	0	IDS R107 02	Complete		
			82C T-stat/non-MTS - EU cooling pack	DV61	CXA	C13339139	Complete	SRV0000870,AU	9/6/2017	Complete	No	Yes	IDS	0	IDS R107.02	Complete		
			MTS (& 82C T-stat) - EU cooling pack	DV61	CVA	C13339139	Complete	SRV0000870 AU	9/6/2017	Complete	No	Yes	IDS	0	IDS R107 02	Complete		
Noth America	Transit	Auto	180PS, MTS - Last US production cal (no service cals)	DV61	DAA	C13360189	Complete	SRV0000890,G	9/7/2017	Complete	Yes	Yes	FDRS & IDS	0	IDS R107.03	Complete	100%	25%
Europe			150PS MTS - Last EU service cal	DV61	DBA	C13360189	Complete	SRV0001033 Q	9/7/2017	Status 3	Yes	Yes	FDRS & IDS	42989	IDS R105 05	Complete		
Europe / AP	Fiesta ST	Manual	Eu 182PS DENSO OCV	C1BY	GA	C13422536	C Status	0	0	0	No	No	FDRS & IDS	0	IDS R107.04	0	65%	15%
			CHINA 182PS DENSO OCV	C1BY	LA	C13422536	C Status	0	0	0	No	No	FDRS & IDS	0	IDS R107.04	0		
Mountune			Mountune DENSO OCV	C1BY	MA	C13422536	C Status	0	0	0	No	No	FDRS & IDS	0	IDS R107.04	0		
Europe / AP			Eu 180PS HUSCO OCV	C1BY	JA	C13422536	C Status	0	0	0	No	No	FDRS & IDS	0	IDS R107 04	0		
			CHINA 180PS HUSCO OCV	C1BY	HA	C13422536	C Status	0	0	0	No	No	FDRS & IDS	0	IDS R107 04	0		
Mountune			Mountune HUSCO OCV	C1BY	KA	C13422536	C Status	0	0	0	No	No	FDRS & IDS	0	IDS R107 04	0		
Noth America			North America	EA6A	AJA	C13420046	C Status	0	0	0	No	No	FDRS & IDS	0	IDS R107 03	0		
Noth America	Fusion		BDR S-50S - 13MY non MTS	DS7A	BTA	C13414291	C Status	0	0	Complete	Yes	Yes	IDS	N/A	IDS R107.04	Comp ete	65%	0%
			US-FED - 13MY non MTS	DS7A	BUA	C13414291	C Status	0	0	Complete	Yes	Yes	IDS	N/A	IDS R107 04	Complete		
			BDR S-50S - 14MY non MTS	ES7A	CEA	C13414291	C Status	0	0	Complete	Yes	Yes	IDS	N/A	IDS R107 04	Complete		
			US-FED - 14MY non MTS	ES7A	CFA	C13414291	C Status	0	0	Complete	Yes	Yes	IDS	N/A	IDS R107.04	Complete		
			US-GS	DS7A	BVA	C13414291	C Status	0	0	Complete	Yes	Yes	IDS	N/A	IDS R107 04	Complete		
			US-GS STP ST	DS7A	BXA	C13414291	C Status	0	0	Complete	Yes	Yes	IDS	N/A	IDS R107 04	Complete		
			BDR S-50	DS7A	BZA	C13414291	C Status	0	0	Complete	Yes	Yes	IDS	N/A	IDS R107.04	Complete		
			BDR S-50 STP ST	DS7A	CBA	C13414291	C Status	0	0	Complete	Yes	Yes	IDS	N/A	IDS R107.04	Complete		
			US-FED	DS7A	CCA	C13414291	C Status	0	0	Complete	Yes	Yes	IDS	N/A	IDS R107 04	Complete		
			US-FED STP ST	DS7A	CDA	C13414291	C Status	0	0	Complete	Yes	Yes	IDS	N/A	IDS R107 04	Complete		
	CMAX	Manual	Instrument Cluster Software - C344	AM5T	AV	C13418721	R Status	SRV0000573,K	9/4/2017	0	0	0	FDRS	0	0-Jan-00	0	85%	10%
			Instrument Cluster Software - C344	AM5T	BV	C13418721	R Status	SRV0000573 K	9/4/2017	0	0	0	FDRS	0	0-Jan-00	0		
			Instrument Cluster Software - C344	AM5T	CV	C13418721	R Status	SRV0000573 K	9/4/2017	0	0	0	FDRS	0	0-Jan-00	0		
			Instrument Cluster Software - C344	AM5T	DV	C13418721	R Status	SRV0000573,K	9/4/2017	0	0	0	FDRS	0	0-Jan-00	0		
			Instrument Cluster Software - C344	AM5T	JV	C13418721	R Status	SRV0000573,K	9/4/2017	0	0	0	FDRS	0	0-Jan-00	0		
			Instrument Cluster Software - C344	AM5T	KV	C13418721	R Status	SRV0000573 K	9/4/2017	0	0	0	FDRS	0	0-Jan-00	0		
			Instrument Cluster Software - C344	AM5T	LV	C13418721	R Status	SRV0000573 K	9/4/2017	0	0	0	FDRS	0	0-Jan-00	0		
			Instrument Cluster Software - C344	AM5T	MV	C13418721	R Status	SRV0000573 K	9/4/2017	0	0	0	FDRS	0	0-Jan-00	0		
			Instrument Cluster Software - C346	BM5T	BEM	C13418721	A Status	SRV0000676 J	9/11/2017	0	0	0	FDRS	0	0-Jan-00	0		
			Instrument Cluster Software - C346	BM5T	BFM	C13418721	A Status	SRV0000676 J	9/11/2017	0	0	0	FDRS	0	0-Jan-00	0		
			Instrument Cluster Software - C346	BM5T	BGM	C13418721	A Status	SRV0000676,J	9/11/2017	0	0	0	FDRS	0	0-Jan-00	0		
			Instrument Cluster Software - C346	BM5T	BHM	C13418721	A Status	SRV0000676 J	9/11/2017	0	0	0	FDRS	0	0-Jan-00	0		
			Instrument Cluster Software - C346	BM5T	BAM	C13418721	A Status	SRV0000676 J	9/11/2017	0	0	0	FDRS	0	0-Jan-00	0		
			Instrument Cluster Software - C346	BM5T	BBM	C13418721	A Status	SRV0000676,J	9/11/2017	0	0	0	FDRS	0	0-Jan-00	0		
			Instrument Cluster Software - C346	BM5T	BCM	C13418721	A Status	SRV0000676 J	9/11/2017	0	0	0	FDRS	0	0-Jan-00	0		

Focus	Manual	Instrument Cluster Software - C346	BM5T	BDM	C13418721	A Status	SRV0000676 J	9/11/2017	0	0	0	FDRS	0	0-Jan-00	0	85%	0%
		Instrument Cluster Software - C346	BM5T	BJN	C13418721	A Status	SRV0000676,J	9/11/2017	0	0	0	FDRS	0	0-Jan-00	0		
		Instrument Cluster Software - C346	BM5T	BKN	C13418721	A Status	SRV0000676 J	9/11/2017	0	0	0	FDRS	0	0-Jan-00	0		
		Instrument Cluster Software - C346	BM5T	BLN	C13418721	A Status	SRV0000676 J	9/11/2017	0	0	0	FDRS	0	0-Jan-00	0		
		Instrument Cluster Software - C346	BM5T	BMN	C13418721	A Status	SRV0000676,J	9/18/2017	0	0	0	FDRS	0	0-Jan-00	0		
		Instrument Cluster Software - C346	CM5T	CSM	C13418721	A Status	SRV0000676 J	9/18/2017	0	0	0	FDRS	0	0-Jan-00	0		
		Instrument Cluster Software - C346	CM5T	CVM	C13418721	A Status	SRV0000676 J	9/18/2017	0	0	0	FDRS	0	0-Jan-00	0		
		Instrument Cluster Software - C346	CM5T	CTM	C13418721	A Status	SRV0000676,J	9/18/2017	0	0	0	FDRS	0	0-Jan-00	0		
		Instrument Cluster Software - C346	CM5T	CXM	C13418721	A Status	SRV0000676,J	9/18/2017	0	0	0	FDRS	0	0-Jan-00	0		
		Instrument Cluster Software - C346	CM5T	AAR	C13418721	A Status	SRV0000676 J	9/18/2017	0	0	0	FDRS	0	0-Jan-00	0		
		Instrument Cluster Software - C346	CM5T	ABR	C13418721	A Status	SRV0000676 J	9/18/2017	0	0	0	FDRS	0	0-Jan-00	0		
		Instrument Cluster Software - C346	CM5T	AJS	C13418721	A Status	SRV0000676,J	9/18/2017	0	0	0	FDRS	0	0-Jan-00	0		
		Instrument Cluster Software - C346	CM5T	AKS	C13418721	A Status	SRV0000676 J	9/18/2017	0	0	0	FDRS	0	0-Jan-00	0		
		Instrument Cluster Software - C346	CM5T	ASR	C13418721	A Status	SRV0000676 J	9/18/2017	0	0	0	FDRS	0	0-Jan-00	0		
		Instrument Cluster Software - C346	CM5T	AXR	C13418721	A Status	SRV0000676 J	9/18/2017	0	0	0	FDRS	0	0-Jan-00	0		
Transit	Auto	Instrument Cluster Software - V408	FT1T	VB	C13360381	A Status	SRV0001296 C	9/25/2017	0	0	0	FDRS & IDS	0	0-Jan-00	0	100%	0%
		Instrument Cluster Software - V408	FT1T	YB	C13360381	A Status	SRV0001296 C	9/25/2017	0	0	0	FDRS & IDS	0	0-Jan-00	0		
		Instrument Cluster Software - V408	FT1T	XB	C13360381	A Status	SRV0001296,C	9/25/2017	0	0	0	FDRS & IDS	0	0-Jan-00	0		
		Instrument Cluster Software - V408	FT1T	ZB	C13360381	A Status	SRV0001296 C	9/25/2017	0	0	0	FDRS & IDS	0	0-Jan-00	0		
		Instrument Cluster Software - V408	DT1T	YD	C13360381	A Status	SRV0001296 C	9/25/2017	0	0	0	FDRS & IDS	0	0-Jan-00	0		
		Instrument Cluster Software - V408	DT1T	ZD	C13360381	A Status	SRV0001296 C	9/25/2017	0	0	0	FDRS & IDS	0	0-Jan-00	0		
Fusion		Instrument Cluster Software - 13MY CD391	DS7T	CK	C13388387	R Status	0	0	0	N/A	08/31/2017	IDS	N/A	0-Jan-00	0	85%	0%
		Instrument Cluster Software - 13MY CD391	DS7T	DK	C13388387	R Status	0	0	0	N/A	08/31/2017	IDS	N/A	0-Jan-00	0		
		Instrument Cluster Software - 13MY CD391	DS7T	EKA	C13388387	R Status	0	0	0	N/A	08/31/2017	IDS	N/A	0-Jan-00	0		
		Instrument Cluster Software - 13MY CD391	DS7T	FKA	C13388387	R Status	0	0	0	N/A	08/31/2017	IDS	N/A	0-Jan-00	0		
		Instrument Cluster Software - 13MY CD391	DS7T	GN	C13388388	R Status	0	0	0	N/A	08/31/2017	IDS	N/A	0-Jan-00	0		
		Instrument Cluster Software - 13MY CD391	DS7T	HN	C13388388	R Status	0	0	0	N/A	08/31/2017	IDS	N/A	0-Jan-00	0		
		Instrument Cluster Software - 13MY CD391	DS7T	JN	C13388388	R Status	0	0	0	N/A	08/31/2017	IDS	N/A	0-Jan-00	0		
		Instrument Cluster Software - 13MY CD391	DS7T	KN	C13388388	R Status	0	0	0	N/A	08/31/2017	IDS	N/A	0-Jan-00	0		
		Instrument Cluster Software - 14MY CD391	ES7T	CG	C13388387	R Status	0	0	0	N/A	08/31/2017	IDS	N/A	0-Jan-00	0		
		Instrument Cluster Software - 14MY CD391	ES7T	DG	C13388387	R Status	0	0	0	N/A	08/31/2017	IDS	N/A	0-Jan-00	0		
		Instrument Cluster Software - 14MY CD391	ES7T	GF	C13373409	R Status	0	0	0	N/A	08/31/2017	IDS	N/A	0-Jan-00	0		
		Instrument Cluster Software - 14MY CD391	ES7T	HF	C13373409	R Status	0	0	0	N/A	08/31/2017	IDS	N/A	0-Jan-00	0		
CMAX	Manual	BCM Software - C344 HW3	AV6N	XA	C13393686	0	SRV0000579 J	9/25/2017	Complete	Yes	43040	FDRS	43045	0-Jan-00	0	100%	0%
Focus / CMAX	Manual	BCM Software - C344 / C346 HW4-EU	BV6N	XA	C13393687	0	SRV0000579 J	9/25/2017	Complete	Yes	43040	FDRS	43045	0-Jan-00	0	100%	0%
		BCM Software - C344N / C346N HW4-NA	BV6N	ZA	C13393688	0	SRV0001661 B	9/25/2017	0	No	No	FDRS	0	0-Jan-00	0		
		Gateway Module Software - Fusion			0	0	0	0	0	0	0	0	0	0-Jan-00	0		
		IDS Service Tool to test new sensor			0	0	0	0	0	0	0	0	0	0-Jan-00	0		
		WSM Update													Sensor d fferences that could cause circuit/DTCs for vehicles		
		PC/ED Update															
		Wiring Diagram Update															
																92%	26%

Affected Model Years:
Volume:

PCM - SW & Cal bration
Cluster / BCM - SW
Critical/Past Due
On Plan
Complete
Needs Data Update

Carline	Trans	Description	Prefix	Suffix	Sample Vin	Service Action Number	Software Testing Compleat	Service Action Frozen in IVS	Available in FDRS (Date)	IDS V FDRS	Service Action Set up Schedule (Date)	Testing to be complete (Date)	Concern Nr.	Notes
					New Engineering Part # Base 12A650 PCM or 14C026 IPC or 14C094 BCM									
Kuga	Manual	MAN 150PS Europe Denso OCV (non MTS, with S/S)	DV4A	AEA	WF0AXXWPMA[redacted]	SRV0000870,AP	Yes	Yes	N/A	FDRS & IDS R106.01	N/A	N/A	C13327567	Complete
		150PS Russia Denso OCV (non MTS, non S/S)	DV4A	AFA	Z6FAXXESMA[redacted]	SRV0000870,AS	Yes	Yes	8/14/2017	FDRS	7/31/2017	8/21/2017	C13327567	Waiting for CCC Data to be Updated E-Tracker[redacted] Dan Lomax
		150PS Husco OCV - Elabuga Build (non MTS, with S/S)	DV4A	ABA	No Vin	SRV0000870,AP	Yes	Yes	N/A	FDRS & IDS R106.01	N/A	N/A	C13327567	Complete
		150PS Russia Husco OCV - Elabuga Build (non MTS, non s/s)	DV4A	ADA	ZBFAXXESMA[redacted]	SRV0000870,AS	Yes	Yes	8/14/2017	FDRS	7/31/2017	8/21/2017	C13327567	Waiting for CCC Data to be Updated E-Tracker[redacted] Dan Lomax
		Mountune Special dealer upgrade Denso OCV (non MTS)	DV4A	AGA	No Vin	SRV0000870,AS	Yes	Yes	8/14/2017	FDRS	7/31/2017	8/21/2017	C13327567	Waiting for CCC Data to be Updated E-Tracker[redacted] Dan Lomax
		200PS Mountune dealer upgrade Husco OCV (non MTS)	DV4A	ACA	No Vin	SRV0000870,AS	Yes	Yes	8/14/2017	FDRS	7/31/2017	8/21/2017	C13327567	Waiting for CCC Data to be Updated E-Tracker[redacted] Dan Lomax
	Auto	RHD 180 PS (non-MTS)	DV4A	VA	WF0AXXWPMA[redacted]	SRV0000870,AP	Yes	Yes	N/A	FDRS & IDS R106.02	N/A	N/A	C13327601	Complete
		RHD 180 PS (MTS)	DV4A	AAA	WF0AXXWPMA[redacted]	SRV0000870,AP	Yes	Yes	N/A	FDRS & IDS R106.02	N/A	N/A	C13327601	Complete
		LHD 180PS (non-MTS)	DV4A	UA	WF0AXXWPMA[redacted]	SRV0000870,AT	Yes	Yes	8/28/2017	FDRS	8/15/2017	8/21/2017	C13327601	Waiting for CCC Data to be Updated E-Tracker[redacted] Dan Lomax
		LHD 180PS (MTS)	DV4A	ZA	WF0AXXWPMA[redacted]	SRV0000870,AT	Yes	Yes	8/28/2017	FDRS	8/15/2017	8/21/2017	C13327601	Waiting for CCC Data to be Updated E-Tracker[redacted] Dan Lomax
		LHD 150PS (non-MTS)	DV4A	XA	WF0AXXWPMA[redacted]	SRV0000870,AT	Yes	Yes	8/28/2017	FDRS	8/15/2017	8/21/2017	C13327601	Waiting for CCC Data to be Updated E-Tracker[redacted] Dan Lomax
		LHD 150PS (MTS)	DV4A	YA	ZBFAXXESMA[redacted]	SRV0000870,AT	Yes	Yes	8/28/2017	FDRS	8/15/2017	8/21/2017	C13327601	Waiting for CCC Data to be Updated E-Tracker[redacted] Dan Lomax
Focus	Manual	Phase 3 carry back engine 150 PS	BV61	EMA	WF0LXXGCBL[redacted] (CXB)	SRV0000610 AX/AY	Yes	Yes	TBC	FDRS	8/29/2017	9/8/2017	C13376234	With Richard Shippton Waiting for testing to be compleat
		Phase 3 carry back engine 180 PS	BV61	ENA	WF0KXXGCBK[redacted] (CYA)	SRV0000610 AX/AY	Yes	Yes	TBC	FDRS	8/29/2017	9/8/2017	C13376234	With Richard Shippton Waiting for testing to be compleat
		Husco OCV 150 PS	BV61	EHA	WF0KXXGCBK[redacted] (DYA)	SRV0000610 AX/AY	Yes	Yes	TBC	FDRS	8/29/2017	9/8/2017	C13376234	With Richard Shippton Waiting for testing to be compleat
		Husco OCV 180 PS	BV61	EJA	WF0MXXGCBM[redacted] (EBA)	SRV0000610 AX/AY	Yes	Yes	TBC	FDRS	8/29/2017	9/8/2017	C13376234	With Richard Shippton Waiting for testing to be compleat
		Phase 1 carry back engine 150 PS (Denso OCV)	BV61	EXA	WF0MXXGCBM[redacted] (ASA)	SRV0000610 AX/AY	Yes	Yes	TBC	FDRS	8/29/2017	9/8/2017	C13376857	With Richard Shippton, Waiting for testing to be compleat.
		Phase 1 carry back engine 180 PS (Denso OCV)	BV61	EYA	WF0MXXGCBM[redacted] (AUA)	SRV0000610 AX/AY	Yes	Yes	TBC	FDRS	8/29/2017	9/8/2017	C13376857	With Richard Shippton, Waiting for testing to be compleat.
		PV engine 150 PS	BV61	FGA	WF0MXXGCBM[redacted] (BKA)	SRV0000610 AY	Yes	Yes	8/29/2017	FDRS	8/29/2017	9/8/2017	C13376898	Complete
		PV engine 180 PS	BV61	FHA	WF0MXXGCBM[redacted] (BLA)	SRV0000610 AY	Yes	Yes	8/29/2017	FDRS	8/29/2017	9/8/2017	C13376898	Complete
		FFV 150 PS	EM5A	AVA	WF0LXXGCBL[redacted] (KA)	SRV0000610 AY	Yes	Yes	8/29/2017	FDRS	8/29/2017	9/8/2017	C13377027	Complete
		200PS Mountune, B6 Man, Stg V, Stop/Start, Denso OCV	BV61	FFA	WF0LXXGCBL[redacted] (DAA)	SRV0000610,AY	Yes	Yes	8/28/2017	FDRS	8/29/2017	9/8/2017	C13377027	Complete
		200PS Mountune, B6 Man, Stg V, Stop/Start, Husco OCV	BV61	FEA	Not Found	SRV0000610,AY	Yes	Yes	8/28/2017	FDRS	8/29/2017	9/8/2017	C13377027	Complete
C MAX	Manual	Husco OCV 150PS s/s	BV61	EZA	WF0JXXWPBJ[redacted] (DZA)		No	No		FDRS	9/11/2017	9/18/2017	C13376878	E-Tracker[redacted] raised and with Dan Lomax 29/08/2017 Complete 06/09/2017
		Husco OCV 180PS s/s	BV61	FCA	WF0JXXGCBJ[redacted] (ECB)		No	No		FDRS	9/11/2017	9/18/2017	C13376878	E-Tracker[redacted] raised and with Dan Lomax 29/08/2017 Complete 06/09/2017
		Husco OCV 150PS non-s/s	BV61	FBA	Not Found		No	No		FDRS	9/11/2017	9/18/2017	C13376878	E-Tracker[redacted] raised and with Dan Lomax 29/08/2017 Complete 06/09/2017
		Husco OCV 180PS non-s/s	BV61	FDA	WF0HXXGCBJ[redacted]		No	No		FDRS	9/11/2017	9/18/2017	C13376878	E-Tracker[redacted] raised and with Dan Lomax 29/08/2017 Complete 06/09/2017
		Phase 3 carry back engine 150 PS s/s	BV61	EKA	WF0JXXWPBJ[redacted] (CUB)		No	No		FDRS	9/11/2017	9/18/2017	C13376234	E-Tracker[redacted] raised and with Dan Lomax 29/08/2017 Complete 06/09/2017
		Phase 3 carry back engine 180 PS s/s	BV61	ELA	WF0JXXWPBJ[redacted] (CVB)		No	No		FDRS	9/11/2017	9/18/2017	C13376234	E-Tracker[redacted] raised and with Dan Lomax 29/08/2017 Complete 06/09/2017
		Phase 3 carry back engine 150 PS non-s/s	BV61	EPA	Not Found		No	No		FDRS	9/11/2017	9/18/2017	C13376234	E-Tracker[redacted] raised and with Dan Lomax 29/08/2017 Complete 06/09/2017
		Phase 3 carry back engine 180 PS non s/s	BV61	ERA	Not Found		No	No		FDRS	9/11/2017	9/18/2017	C13376234	E-Tracker[redacted] raised and with Dan Lomax 29/08/2017 Complete 06/09/2017
		Phase 1 carry back engine 150 PS s/s	BV61	ESA	WF0JXXWPBJ[redacted] (CDB)		No	No		FDRS	9/11/2017	9/18/2017	C13376857	E-Tracker[redacted] raised and with Dan Lomax 29/08/2017 Complete 06/09/2017
		Phase 1 carry back engine 180 PS s/s	BV61	EUA	WF0JXXWPBJ[redacted] (CEB)		No	No		FDRS	9/11/2017	9/18/2017	C13376857	E-Tracker[redacted] raised and with Dan Lomax 29/08/2017 Complete 06/09/2017
		Phase 1 carry back engine 150 PS non-s/s	BV61	ETA	Not Found		No	No		FDRS	9/11/2017	9/18/2017	C13376857	E-Tracker[redacted] raised and with Dan Lomax 29/08/2017 Complete 06/09/2017
		Phase 1 carry back engine 180 PS non-s/s	BV61	EVA	Not Found		No	No		FDRS	9/11/2017	9/18/2017	C13376857	E-Tracker[redacted] raised and with Dan Lomax 29/08/2017 Complete 06/09/2017
		PV engine 150 PS non-s/s St V	BV61	FKA	WF0JXXWPBJ[redacted] (AHE)		No	No		FDRS	9/11/2017	9/18/2017	C13376898	E-Tracker[redacted] raised and with Dan Lomax 29/08/2017 Complete 06/09/2017
		PV engine 180 PS non-s/s	BV61	FMA	WF0JXXWPBJ[redacted] (AJF)		No	No		FDRS	9/11/2017	9/18/2017	C13376898	E-Tracker[redacted] raised and with Dan Lomax 29/08/2017 Complete 06/09/2017
		PV engine 150 PS s/s	BV61	FJA	WF0JXXWPBJ[redacted] (AKD)		No	No		FDRS	9/11/2017	9/18/2017	C13376898	E-Tracker[redacted] raised and with Dan Lomax 29/08/2017 Complete 06/09/2017
		PV engine 180 PS s/s	BV61	FLA	WF0JXXWPBJ[redacted] (ALD)		No	No		FDRS	9/11/2017	9/18/2017	C13376898	E-Tracker[redacted] raised and with Dan Lomax 29/08/2017 Complete 06/09/2017
Escape	Auto	Export 14MY MTS	EJ5A	AEA		SRV0000888	No	No		IDS	9/6/2017	9/20/2017	C13339124	Beth Hinman Loading Service Action & GIVIS Data to be modified Dan Lomax E-Tracker[redacted]
		50s - Green state 14MY MTS	EJ5A	AGA		SRV0000888	No	No		IDS	9/6/2017	9/20/2017	C13339124	Beth Hinman Loading Service Action & GIVIS Data to be modified Dan Lomax E-Tracker[redacted]
		Fed - 49S non-Green state 14MY MTS	EJ5A	AHA		SRV0000888	No	No		IDS	9/6/2017	9/20/2017	C13339124	Beth Hinman Loading Service Action & GIVIS Data to be modified Dan Lomax E-Tracker[redacted]
		14MY EU COOLING PACK SERVICE KIT FOR CENTRAL AMERICA - MTS	EJ5A	AFA		SRV0000888	No	No		IDS	9/6/2017	9/20/2017	C13339124	Beth Hinman Loading Service Action & GIVIS Data to be modified Dan Lomax E-Tracker[redacted]
Kuga	Auto	82C T-stat/non-MTS	DV61	CZA		SRV0000870	No	No		IDS	9/6/2017	9/20/2017	C13339139	Beth Hinman Loading Service Action & GIVIS Data to be modified Dan Lomax E-Tracker[redacted]
		MTS (& 82C T-stat)	DV61	CYA		SRV0000870	No	No		IDS	9/6/2017	9/20/2017	C13339139	Beth Hinman Loading Service Action & GIVIS Data to be modified Dan Lomax E-Tracker[redacted]
		82C T-stat/non-MTS - EU cooling pack	DV61	CXA		SRV0000870	No	No		IDS	9/6/2017	9/20/2017	C13339139	Beth Hinman Loading Service Action & GIVIS Data to be modified Dan Lomax E-Tracker[redacted]
		MTS (& 82C T-stat) - EU cooling pack	DV61	CVA		SRV0000870	No	No		IDS	9/6/2017	9/20/2017	C13339139	Beth Hinman Loading Service Action & GIVIS Data to be modified Dan Lomax E-Tracker[redacted]
Transit	Auto	180PS, MTS - Last US production cal (no service cals)	DV61	DAA	NM0LS7FXXE[redacted]	SRV0000890	Scheduled	No		FDRS & IDS	9/6/2017	9/15/2017	C13360189	Sumitha Santhanam to load Cal's to service action
		150PS MTS - Last EU service cal	DV61	DBA	WF0UXXWPGU[redacted]	SRV0001033	Scheduled	No		FDRS & IDS	9/6/2017	9/15/2017	C13360189	Sumitha Santhanam to load Cal's to service action
Fiesta ST	Manual	Eu 182PS DENSO OCV	C1BY	GA	WF0CXXGAKC[redacted]		No	No		FDRS & IDS			C13422536	
		CHINA 182PS DENSO OCV	C1BY	LA	WF0AK9CC4E[redacted]		No	No		FDRS & IDS			C13422536	
		Mountune DENSO OCV	C1BY	MA	No Vin		No	No		FDRS & IDS			C13422536	
		Eu 180PS HUSCO OCV	C1BY	JA	WF0CXXGAKC[redacted]		No	No		FDRS & IDS			C13422536	
		CHINA 180PS HUSCO OCV	C1BY	HA	No Vin		No	No		FDRS & IDS			C13422536	
		Mountune HUSCO OCV	C1BY	KA	No Vin		No	No		FDRS & IDS			C13422536	
		North America	EA8A	AJA	3FADP4GX5EM[redacted]		No	No		FDRS & IDS			C13420048	
Fusion		BDR S-50S - 13MY non MTS	DS7A	BTA		N/A	N/A	N/A	N/A	IDS			C13414291	
		US-FED - 13MY non MTS	DS7A	BUA		N/A	N/A	N/A	N/A	IDS			C13414291	
		BDR S-50S - 14MY non MTS	ES7A	CEA		N/A	N/A	N/A	N/A	IDS			C13414291	
		US-FED - 14MY non MTS	ES7A	CFA		N/A	N/A	N/A	N/A	IDS			C13414291	
		US-GS	DS7A	BVA		N/A	N/A	N/A	N/A	IDS			C13414291	
		US-GS STP ST	DS7A	BXA		N/A	N/A	N/A	N/A	IDS			C13414291	
		BDR S-50	DS7A	BZA		N/A	N/A	N/A	N/A	IDS			C13414291	
		BDR S-50 STP ST	DS7A	CBA		N/A	N/A	N/A	N/A	IDS			C13414291	
		US-FED	DS7A	CCA		N/A	N/A	N/A	N/A	IDS			C13414291	
		US-FED STP ST	DS7A	CDA		N/A	N/A	N/A	N/A	IDS			C13414291	
CMAX	Manual	Instrument Cluster Software - C344	AM5T	AV			No	No		FDRS	9/4/2017	9/15/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C344	AM5T	BV			No	No		FDRS	9/4/2017	9/15/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C344	AM5T	CV			No	No		FDRS	9/4/2017	9/15/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C344	AM5T	DV			No	No		FDRS	9/4/2017	9/15/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C344	AM5T	JV			No	No		FDRS	9/4/2017	9/15/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C344	AM5T	KV			No	No		FDRS	9/4/2017	9/15/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C344	AM5T	LV			No	No		FDRS	9/4/2017	9/15/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???

		Instrument Cluster Software - C344	AM5T	MV			No	No		FDRS	9/4/2017	9/15/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
Focus	Manual	Instrument Cluster Software - C346	BM5T	BEM			No	No		FDRS	9/11/2017	9/22/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	BM5T	BFM			No	No		FDRS	9/11/2017	9/22/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	BM5T	BGM			No	No		FDRS	9/11/2017	9/22/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	BM5T	BHM			No	No		FDRS	9/11/2017	9/22/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	BM5T	BAM			No	No		FDRS	9/11/2017	9/22/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	BM5T	BBM			No	No		FDRS	9/11/2017	9/22/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	BM5T	BCM			No	No		FDRS	9/11/2017	9/22/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	BM5T	BDM			No	No		FDRS	9/11/2017	9/22/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	BM5T	BJN			No	No		FDRS	9/11/2017	9/22/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	BM5T	BKN			No	No		FDRS	9/11/2017	9/22/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	BM5T	BLN			No	No		FDRS	9/11/2017	9/22/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	BM5T	BMN			No	No		FDRS	9/18/2017	9/29/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	CM5T	CSM			No	No		FDRS	9/18/2017	9/29/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	CM5T	CVM			No	No		FDRS	9/18/2017	9/29/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	CM5T	CTM			No	No		FDRS	9/18/2017	9/29/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	CM5T	CXM			No	No		FDRS	9/18/2017	9/29/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	CM5T	AAR			No	No		FDRS	9/18/2017	9/29/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	CM5T	ABR			No	No		FDRS	9/18/2017	9/29/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	CM5T	AJS			No	No		FDRS	9/18/2017	9/29/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	CM5T	AKS			No	No		FDRS	9/18/2017	9/29/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	CM5T	ASR			No	No		FDRS	9/18/2017	9/29/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
		Instrument Cluster Software - C346	CM5T	AXR			No	No		FDRS	9/18/2017	9/29/2017	C13418721	Should these be Add Parts or Replaced Parts in WERS???
Transit	Auto	Instrument Cluster Software - V408	FT1T	VB			No	No		FDRS & IDS	9/25/2017	10/6/2017	C13360381	
		Instrument Cluster Software - V408	FT1T	YB			No	No		FDRS & IDS	9/25/2017	10/6/2017	C13360381	
		Instrument Cluster Software - V408	FT1T	XB			No	No		FDRS & IDS	9/25/2017	10/6/2017	C13360381	
		Instrument Cluster Software - V408	FT1T	ZB			No	No		FDRS & IDS	9/25/2017	10/6/2017	C13360381	
		Instrument Cluster Software - V408	DT1T	YD			No	No		FDRS & IDS	9/25/2017	10/6/2017	C13360381	
		Instrument Cluster Software - V408	DT1T	ZD			No	No		FDRS & IDS	9/25/2017	10/6/2017	C13360381	
Fusion		Instrument Cluster Software - 13MY CD391	DS7T	CK		N/A	N/A	N/A	N/A	IDS				
		Instrument Cluster Software - 13MY CD391	DS7T	DK		N/A	N/A	N/A	N/A	IDS				
		Instrument Cluster Software - 13MY CD391	DS7T	EKA		N/A	N/A	N/A	N/A	IDS				
		Instrument Cluster Software - 13MY CD391	DS7T	FKA		N/A	N/A	N/A	N/A	IDS				
		Instrument Cluster Software - 13MY CD391	DS7T	GN		N/A	N/A	N/A	N/A	IDS				
		Instrument Cluster Software - 13MY CD391	DS7T	HN		N/A	N/A	N/A	N/A	IDS				
		Instrument Cluster Software - 13MY CD391	DS7T	JN		N/A	N/A	N/A	N/A	IDS				
		Instrument Cluster Software - 13MY CD391	DS7T	KN		N/A	N/A	N/A	N/A	IDS				
		Instrument Cluster Software - 14MY CD391	ES7T	CG		N/A	N/A	N/A	N/A	IDS				
		Instrument Cluster Software - 14MY CD391	ES7T	DG		N/A	N/A	N/A	N/A	IDS				
		Instrument Cluster Software - 14MY CD391	ES7T	GF		N/A	N/A	N/A	N/A	IDS				
		Instrument Cluster Software - 14MY CD391	ES7T	HF		N/A	N/A	N/A	N/A	IDS				
CMAX	Manual	BCM Software - C344 HW3	AV6N	XA		SRV0000579 J	No	No		FDRS	9/25/2017	10/6/2017	C13393686	
Focus / CMAX	Manual	BCM Software - C344 / C346 HW4-EU	BV6N	XA		SRV0000579 J	No	No		FDRS	9/25/2017	10/6/2017	C13393687	
		BCM Software - C344N / C346N HW4-NA	BV6N	ZA		SRV0001661 B	No	No		FDRS	9/25/2017	10/6/2017	C13393688	

From: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Sent: Monday, February 19, 2018 4:07 PM
To: Brown Darren (AA-AS/EDS6.22); Pusta, Ionut (I.)
Subject: RE: Current 17S09 Draft
Attachments: 17S09-S2 Fiesta - Coolant Level Sensor D1.pdf

Updated with what I have so far. About done with the wiring section.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Grove Dave (AA-AS/EDS6.22)
Sent: Friday, February 16, 2018 2:09 PM
To: Brown Darren (AA-AS/EDS6.22) <Darren.Brown@us.bosch.com>; Pusta, Ionut (I.) (ipusta@ford.com) <ipusta@ford.com>
Subject: Current 17S09 Draft

Here is what I have so far. Need to know what pin we are splicing for C210. I have spent most of the last two days on the wiring (especially page 14). Once I finish that up I should be able to pick up speed on the remainder.

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

PE18-007 002957 DFC

From: Beltramo, Joel (J.J.)
Sent: Thursday, February 15, 2018 3:58 PM
To: King, Rowland (R.S.)
Cc: Galvin, Mark (M.V.)
Subject: RE: FSA 17S09 Software Complexity Data Analysis Against PCM GIVIS Run.

Rowland,

I will work on this today.

Thank you,

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

From: King, Rowland (R.S.)
Sent: Thursday, February 15, 2018 2:31 AM
To: Beltramo, Joel (J.J.) <jbeltram@ford.com>
Cc: Galvin, Mark (M.V.) <mgalvin@ford.com>
Subject: FW: FSA 17S09 Software Complexity Data Analysis Against PCM GIVIS Run.

Joel

[redacted]

Ro

From: Fox, Charlie (C.)
Sent: Thursday, February 15, 2018 12:08 AM
To: King, Rowland (R.S.) <rking15@ford.com>; Galvin, Mark (M.V.) <mgalvin@ford.com>; Jameson, Philip (P.) <pjameson@ford.com>; Cole, Paul (P.J.) <pcole12@ford.com>; King, Rowland (R.S.) <rking15@ford.com>; Cox, Steve (S.) <scox71@ford.com>; Sherrington, John (J.) <jsherri7@ford.com>; Harvey, Marcus (M.P.) <mharvey4@ford.com>; Hinman, Beth (B.) <bhinman2@ford.com>; Hogg, David (D.) <dhogg11@ford.com>
Cc: Taberham, Paul (P.) <ptaberha@ford.com>; Saud, Saad (S.) <ssaud@ford.com>
Subject: FSA 17S09 Software Complexity Data Analysis Against PCM GIVIS Run.

Hi All,

From: Pusta, Ionut (I.)
Sent: Thursday, January 18, 2018 1:32 PM
To: Grove Dave (AA-AS/EDS6.22); Baumeister, Eric (E.)
Cc: Mazzola Vince (AA-AS/EDS6.22); FIXED-TERM OConnor Sean (AA-AS/EDS6.22); Pusta, Ionut (I.)
Subject: RE: HOT - 17S09 Escape Transit Connect - Red Folder
Attachments: 17S09-S2 ATTACHMENT III D1 IP Markup.pdf; 17S09-S2 ATTACHMENT IV Escape - Transit Connect D10 IP Markup.pdf

Dave,

We have received some revisions as part of the Red Folder review process. I have attached revisions for 2 documents and I am working on changes for the Fusion procedure now and will have those to you shortly. Please make the attached revisions and provide updated versions ASAP.

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: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Wednesday, January 17, 2018 10:51 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>; FIXED-TERM OConnor Sean (AA-AS/EDS6.22) <fixed-term.Sean.OConnor@us.bosch.com>
Subject: RE: HOT - 17S09 Escape Transit Connect - Red Folder

Updated,

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Wednesday, January 17, 2018 10:38 AM
To: Baumeister, Eric (E.) <ebaumei2@ford.com>; Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>; FIXED-TERM OConnor Sean (AA-AS/EDS6.22)

<fixed-term.Sean.OConnor@us.bosch.com>
Subject: RE: HOT - 17S09 Escape Transit Connect - Red Folder

Dave,

Please make the revisions to ATTACHMENT III and provide an updated version. This program is in Red Folder.

The markup document is the original with revisions. The V2 document is my attempt at what it should look like.

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: Wednesday, January 17, 2018 10:15 AM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>; FIXED-TERM OConnor Sean (AA-AS/EDS6.22) <fixed-term.Sean.OConnor@us.bosch.com>
Subject: RE: HOT - 17S09 Escape Transit Connect - Red Folder

Thanks Dave.

[redacted]

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

From: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Wednesday, January 17, 2018 10:14 AM
To: Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>; FIXED-TERM OConnor Sean (AA-AS/EDS6.22) <fixed-term.Sean.OConnor@us.bosch.com>
Subject: RE: HOT - 17S09 Escape Transit Connect - Red Folder

Updated,

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Baumeister, Eric (E.) [mailto:ebaumei2@ford.com]
Sent: Wednesday, January 17, 2018 8:43 AM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>
Subject: HOT - 17S09 Escape Transit Connect - Red Folder
Importance: High

Dave,

Please make the attached revisions to the Escape and Transit Connect technical instructions and provide an updated version ASAP. This program is in red folder now.

Thanks.

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

From: Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>
Sent: Thursday, January 18, 2018 2:25 PM
To: Pusta, Ionut (I.)
Cc: FIXED-TERM OConnor Sean (AA-AS/EDS6.22); Grove Dave (AA-AS/EDS6.22); Baumeister, Eric (E.)
Subject: RE: HOT - 17S09 Escape Transit Connect - Red Folder
Attachments: 17S09-S2 Escape - Transit Connect D11.pdf; 16X85 - 17S09-S2 1.6 Engine Overheat D2.pdf

John,

Attached are updated drafts for Escape / Transit Connect and the interim repair.

Best regards

Vince Mazzola

Bosch Automotive Aftermarket
Automotive Service Solutions
Technical Author (AA-AS)

1555 Fairlane Circle
Allen Park, MI 48101
USA
www.bosch.com

[redacted]
vince.mazzola@us.bosch.com

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From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Thursday, January 18, 2018 8:32 AM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>; FIXED-TERM OConnor Sean (AA-AS/EDS6.22) <fixed-term.Sean.OConnor@us.bosch.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: HOT - 17S09 Escape Transit Connect - Red Folder

Dave,

We have received some revisions as part of the Red Folder review process. I have attached revisions for 2 documents and I am working on changes for the Fusion procedure now and will have those to you shortly. Please make the attached revisions and provide updated versions ASAP.

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: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Wednesday, January 17, 2018 10:51 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>; FIXED-TERM OConnor Sean (AA-AS/EDS6.22) <fixed-term.Sean.OConnor@us.bosch.com>
Subject: RE: HOT - 17S09 Escape Transit Connect - Red Folder

Updated,

Best regards,

Dave Grove
AA-AS/EDS6.22
[redacted]

What drives you, drives us!

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Wednesday, January 17, 2018 10:38 AM
To: Baumeister, Eric (E.) <ebaumei2@ford.com>; Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>; FIXED-TERM OConnor Sean (AA-AS/EDS6.22) <fixed-term.Sean.OConnor@us.bosch.com>
Subject: RE: HOT - 17S09 Escape Transit Connect - Red Folder

Dave,

Please make the revisions to ATTACHMENT III and provide an updated version. This program is in Red Folder.

The markup document is the original with revisions. The V2 document is my attempt at what it should look like.

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: Wednesday, January 17, 2018 10:15 AM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>; FIXED-TERM

OConnor Sean (AA-AS/EDS6.22) <fixed-term.Sean.OConnor@us.bosch.com>
Subject: RE: HOT - 17S09 Escape Transit Connect - Red Folder

Thanks Dave.

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

From: Grove Dave (AA-AS/EDS6.22) [mailto:Dave.Grove@us.bosch.com]
Sent: Wednesday, January 17, 2018 10:14 AM
To: Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>; FIXED-TERM OConnor Sean (AA-AS/EDS6.22) <fixed-term.Sean.OConnor@us.bosch.com>
Subject: RE: HOT - 17S09 Escape Transit Connect - Red Folder

Updated,

Best regards,

Dave Grove
AA-AS/EDS6.22

[redacted]

What drives you, drives us!

From: Baumeister, Eric (E.) [mailto:ebaumei2@ford.com]
Sent: Wednesday, January 17, 2018 8:43 AM
To: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>
Subject: HOT - 17S09 Escape Transit Connect - Red Folder
Importance: High

Dave,

Please make the attached revisions to the Escape and Transit Connect technical instructions and provide an updated version ASAP. This program is in red folder now.

Thanks.

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

Regards,

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

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Regards,

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

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From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Wednesday, December 13, 2017 12:17 PM
To: Pat Logan <plogan@renkim.com>; ebaumei <ebaumei2@ford.com>
Cc: Thompson, Mark (M.T.) <mthomp15@ford.com>; Mary Burroughs <mburroughs@renkim.com>
Subject: RE: Hot Sheet 17S09 Supplement #1

Pat,

I have updated the Hot Sheet.

I also attached a set of instructions for the SSSC to provide dealers that call for the VINs identified in Attachment VI.

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: Pat Logan [mailto:plogan@renkim.com]
Sent: Friday, December 08, 2017 2:19 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Cc: Thompson, Mark (M.T.) <mthomp15@ford.com>; Burroughs, Mary (M.M.) <mburroughs@renkim.com>; Pat Logan <plogan@renkim.com>
Subject: RE: Hot Sheet 17S09 Supplement #1

HI John,

Please review updated Hotsheet for 17S09. Please review and approve.

Regards,
Pat Logan

LAUNCH DATE:	PART REQUIREMENTS/Order Information

From: Pat Logan
Sent: Tuesday, November 14, 2017 11:27 AM
To: 'Pusta, Ionut (I.)' <ipusta@ford.com>
Cc: Thompson, Mark (M.T.) <mthomp15@ford.com>; Mary Burroughs <mburroughs@renkim.com>; Pat Logan

Regards,

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

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From: Johnson, Seth (S.)
Sent: Friday, July 27, 2018 7:12 PM
To: Tyda, Ryan (R.); Pusta, Ionut (I.); gsiplus@marketingassociates.com; Karbum, Brandon (B.J.); Newton, Brad (W.)
Subject: RE: ISM (US) Courtesy Copy: [redacted] PCM DTCs P0116, P1299 and Over Temperature Protection using Remote Start after FSA 17S09

You should include Kelly on these. I forwarded it his way as an F.Y.I.

Seth Johnson
Concern Identification and Resolution
Process and Reporting Analyst
Phone: [redacted] SJOHN274@ford.com

From: Tyda, Ryan (R.)
Sent: Friday, July 27, 2018 3:11 PM
To: Johnson, Seth (S.) <sjohn274@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; gsiplus@marketingassociates.com; Karbum, Brandon (B.J.) <bkarbum1@ford.com>; Newton, Brad (W.) <wnewto16@ford.com>
Subject: RE: ISM (US) Courtesy Copy: [redacted] PCM DTCs P0116, P1299 and Over Temperature Protection using Remote Start after FSA 17S09

Seth,

Do you still approve the Escape ISMs or do I need to get Kelly involved? I forgot to add him to the ISM notifications list.

From: Johnson, Seth (S.)
Sent: Friday, July 27, 2018 2:23 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>; gsiplus@marketingassociates.com; Karbum, Brandon (B.J.) <bkarbum1@ford.com>; Tyda, Ryan (R.) <RTYDA@ford.com>; Newton, Brad (W.) <wnewto16@ford.com>
Subject: RE: ISM (US) Courtesy Copy: [redacted] PCM DTCs P0116, P1299 and Over Temperature Protection using Remote Start after FSA 17S09

Looks good to me, nice job!

Seth Johnson
Concern Identification and Resolution
Process and Reporting Analyst
Phone: [redacted] SJOHN274@ford.com

From: Pusta, Ionut (I.)
Sent: Wednesday, March 29, 2017 10:16 PM
To: Voronnie Murriel
Cc: Burroughs, Mary (M.M.); Thompson, Mark (M.T.); Camaj, Linda (.); Frommann, Mike (M.W.); Ursula Harris (uharris@renkim.com)
Subject: RE: MT for FSA 17S09

Voronnie,

Thank you for sending the concerns we are starting to see.

I noticed that we have a few dealers that are claiming there was a fire.

What is the SSSC process for a contact that alleges a vehicle fire?

Do you provide direction to the dealer for FSA repair or do you request the dealer fill out a Dealer Request for Consumer Affairs Review?

If we should be directing dealers to fill out the Consumer Affairs Review form, should we add this as a reminder for the contact center reps?

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: Voronnie Murriel [mailto:vmurriel@renkim.com]
Sent: Wednesday, March 29, 2017 4:15 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Burroughs, Mary (M.M.) <mburroughs@renkim.com>; Thompson, Mark (M.T.) <mthomp15@ford.com>; Camaj, Linda (.) <lcamaj@ford.com>
Subject: RE: MT for FSA 17S09
Importance: High

John,

Here are some concerns that we are starting to see from dealers as of today 03/29/2017. Thank you.

1. Heater Hose is leaking at a T Connector
2. Vehicle misfiring which found coolant leaking into cylinder head.
3. Vehicle experience problem with a small fire which dealer replaced the Motor.
4. Vehicle had under hood engine fire that destroyed complete engine area.

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Wednesday, March 29, 2017 3:22 PM
To: Voronnie Murriel <vmurriel@renkim.com>
Cc: Mary Burroughs <mburroughs@renkim.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Thompson, Mark (M.T.) <mthomp15@ford.com>; Camaj, Linda (.) <lcamaj@ford.com>
Subject: FW: MT for FSA 17S09

Voronnie,

[redacted]

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: Green, Jeffrey (J.T.)
Sent: Wednesday, March 29, 2017 11:23 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Camaj, Linda (.) <lcamaj@ford.com>
Subject: RE: MT for FSA 17S09

This is ready

From: Pusta, Ionut (I.)
Sent: Wednesday, March 29, 2017 10:48 AM
To: Green, Jeffrey (J.T.) <jgreen2@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Camaj, Linda (.) <lcamaj@ford.com>
Subject: MT for FSA 17S09

Jeff,

Can you please create an MTHOLD labor operation for FSA 17S09. This labor operation will allow to pay up to 10 labor hours. It will not close the FSA.

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: McSherry, Laurel (L.)
Sent: Wednesday, March 29, 2017 5:02 PM
To: Pusta, Ionut (I.); Smith, Robert (R.)
Cc: Camaj, Linda (.)
Subject: RE: MT for FSA 17S09

John,

Robert and I do not believe there are any edits we need to update. We allow related damage without approval code, because OWS cannot determine when the vehicle is within warranty on recall claims.

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

From: Pusta, Ionut (I.)
Sent: Wednesday, March 29, 2017 12:32 PM
To: Smith, Robert (R.); McSherry, Laurel (L.)
Cc: Pusta, Ionut (I.); Camaj, Linda (.)
Subject: FW: MT for FSA 17S09

Robert and/or Laurel,

[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: Green, Jeffrey (J.T.)
Sent: Wednesday, March 29, 2017 11:23 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Camaj, Linda (.) <lcamaj@ford.com>
Subject: RE: MT for FSA 17S09

This is ready

From: Pusta, Ionut (I.)
Sent: Wednesday, March 29, 2017 10:48 AM
To: Green, Jeffrey (J.T.) <jgreen2@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Camaj, Linda (.) <lcamaj@ford.com>
Subject: MT for FSA 17S09

Jeff,

Can you please create an MTHOLD labor operation for FSA 17S09. This labor operation will allow to pay up to 10 labor hours. It will not close the FSA.

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: Tuesday, March 28, 2017 11:33 AM
To: Mazzola Vince (AA-AS/EDS6.22)
Cc: Grove Dave (AA-AS/EDS6.22); Pusta, Ionut (I.)
Subject: RE: Tech Instructions for 17S09
Attachments: 17S09 - Dealer Bulletin.docx; 16X85 - 17S09 1.6 Engine Overheat D1 IP Markup.pdf; 16X85 - 17S09 1.6 Engine Overheat D2.pdf

Importance: High

Dave or Vince,

This program has been approved. Can you please incorporate the attached changes and make the technical instructions final. Please upload a copy to the FTP for Martino.

D1 has my markup of your document. D2 is a document that was approved, which I made changes to. I also included the dealer bulletin for your review.

As for the 4 vehicle specific word documents, for the inspections, I will make those into PDFs.

We are launching this program today.

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: Mazzola Vince (AA-AS/EDS6.22) [mailto:vince.mazzola@us.bosch.com]
Sent: Thursday, March 23, 2017 12:39 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Grove Dave (AA-AS/EDS6.22) <Dave.Grove@us.bosch.com>
Subject: RE: Tech Instructions for 17S09

John,

Attached is draft 1 of 17S09.

Best regards

Vince Mazzola

Bosch Automotive Aftermarket
Automotive Service Solutions
Technical Author (AA-AS)

1555 Fairlane Circle
Allen Park, MI 48101
USA
www.bosch.com

[redacted]
vince.mazzola@us.bosch.com

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From: Grove Dave (AA-AS/EDS6.22)
Sent: Thursday, March 23, 2017 12:05 PM
To: Mazzola Vince (AA-AS/EDS6.22) <vince.mazzola@us.bosch.com>
Cc: Pusta, Ionut (I.) (ipusta@ford.com) <ipusta@ford.com>
Subject: FW: Tech Instructions for 17S09
Importance: High

Vince, can you put this together for John real quick? In this meeting until 1pm. Labor times are already done.

From: Pusta, Ionut (I.) [mailto:ipusta@ford.com]
Sent: Thursday, March 23, 2017 12:02 PM
To: Grove Dave (AA-AS/EDS6.22)
Cc: Pusta, Ionut (I.); Mazzola Vince (AA-AS/EDS6.22)
Subject: Tech Instructions for 17S09

Dave,

[redacted]

Sent: 07 April 2017 13:03
To: Renwick, Rick (R.J.); Thomas, Paul (P.A.)
Cc: Mazzella, Kendel (K.); Beltramo, Joel (J.J.); Warwood, Mike (J.M.)
Subject: RE: Timing of 1.6L FSA Implementation Plan

What I'd like to know for each component is - what is the planned date for part production readiness? I don't know the GPDS milestone names, but I'd basically like to know when the supplier can start producing clean parts – I assume design has to be finalized, testing complete and a PPAP is complete.

The list below is for C-car, we'll need the same for Fusion and Fiesta ST.

Thank-you.

Regards,
Helmut Nittmann
Global Director, Parts Supply & Logistics
Ford Customer Service Division
T: 313-390-4949 [redacted]

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

_____

From: Renwick, Rick (R.J.)
Sent: Friday, April 07, 2017 6:50 AM
To: Nittmann, Helmut (H.) <hnittman@ford.com>; Wolfe, Brian (B.C.) <bwolfe@ford.com>; Yuhasz, Philip (P.D.) <pyuhasz@ford.com>; Thomas, Paul (P.A.) <pthoma12@ford.com>
Cc: Mazzella, Kendel (K.) <kmcwilli@ford.com>; Beltramo, Joel (J.J.) <jbeltram@ford.com>
Subject: Timing of 1.6L FSA Implementation Plan

Paul, please send the timing matrix for the global action to Helmut. Helmut, if you need to get up to speed on any of the aspects of the action, we'd be happy to walk through it with you.

Regards,

Rick Renwick
Chief Engineer
Global Engine Engineering
Ford Motor Company

20000 Rotunda Dr. Dearborn MI 48124
Bldg 1, 13G089, MD #1150
External Ph: 01 313 390-9938
[redacted]
EMail: rrenwick@ford.com

Kuga Europe Kit Content

GV61-8B580-CA (C13336944)

Prefix	Base	Suffix	Quantity	Total Quantity Kuga Europe	Concern Nr.	Description	Responsibility	Production Readiness Status
DG93	8101	AA	1	40067	C13336944	CAP ASY-PRESS RLEF	J.Styron	Complete
8V61	8K218	AE	1	40067	C13336944	CTNR ASY RAD OVR/FL	J.Styron	Complete

GV61-8B580-DA (C13336944)

Prefix	Base	Suffix	Quantity	Total Quantity Kuga Europe	Concern Nr.	Description	Responsibility	Production Readiness Status
E9DB	14A163	CA	1	40067	C13336944	RET-WIRING	M.Ottinger	Complete
EV4T	9L493	AA	1	40067	C13336944	SHLD-INTK MANF	M.Ottinger	Complete
EV4T	14A411	CA	1	40067	C13336944	WIR ASY MN JMPR	M.Ottinger	Complete
	W505253	S450L	1	40067	C13336944	SCREW M6X16 HF 010	M.Ottinger	Complete
ESAC3T	1A303	AA	1	40067	C13336944	SPEC WIR HRNS TPE P	E.Sun	Complete
8V5T	14197	KA	1	40067	C13336944	CLP WIR	E.Sun	Complete
BM5G	8570	AA	1	40067	C13336944	KIT THERMO	E.Sun	Complete
BM5G	8B561	AA	1	40067	C13336944	GSKT ENG COOL VLV P	E.Sun	Complete
FL34	8D058	AB	1	40067	C13336944	O/RG CONN QCK	J.Styron	Complete
GV61	8K276	AA	1	40067	C13336944	HOSE & CLMP ASSY -	J.Styron	Complete
	W525862	S444	2	80134	C13336944	HOSECLAMP SPRING 27X15	J.Styron	Complete
GV61	8C045	AA	1	40067	C13336944	RESVR ASY-RAD COOL	J.Styron	Complete
GV61	14A301	AA	1	40067	C13336944	BRKT RLY MTNG OTR	J.Styron	Complete
GV61	8W005	AA	1	40067	C13336944	HOS ASY RAD OVR/FLO	J.Styron	Complete
CU5T	14E047	CA	3	120201	C13336944	RET WIR HRNS TIE ST	M.Ottinger	Complete
	W525979	S444	2	80134	C13336944	HOSECLAMP SPRING 16X12	J.Styron	Complete
	W716329	S300	1	40067	C13336944	BOLT&WSHR M6X20 HF	J.Styron	Complete
	W708728	S442	1	40067	C13336944	BOLT&WSHR M12X40 HF FL 8	J.Styron	Complete
	W527301	S444	1	40067	C13336944	HOSECLAMP SPRING 14X12 PO	J.Styron	Complete
	W525964	S444	1	40067	C13336944	HOSECLAMP.SPRING.30X12 PO	J.Styron	Complete
	95875	S	1	40067	C13336944	STRAP 4 BUNDLING AD	M.Ottinger	Complete
KTDJ5E	14197	AA	1	40067	C13336944	CLP WIR	E.Sun	Complete
BM5G	18495	EA	1	40067	C13336944	VLV.ASY-HTR.WTR.CONTR	E.Sun	Complete

Kuga Europe - EPAS connector complexity
(Molex 6-pin/Yazaki 3-pin) will drive 2 looms for C520
Yazaki 3-pin required for: C520 built after Feb 3, 2014

EV4T 141411 CA level	6 Way MOLEX
EV4T 141411 EA Level	3 Way YAZAKI

Affected Model Years	2012-2014
Volume	40067

	New Part Design
	Carryover Part included 13MY Escape Kit
	Carryover Part not included in 13MY Escape Kit

Kuga APA Kit Content

GV61-8B580-CA (C13336944)

Prefix	Base	Suffix	Quantity	Total Quantity Kuga APA	Concern Nr.	Description	Responsibility	Production Readiness Status
DG93	8101	AA	1	85951	C13336944	CAP ASY-PRESS RLEF	J.Styron	Complete
8V61	8K218	AE	1	85951	C13336944	CTNR ASY RAD OVR/FL	J.Styron	Complete

GV61-8B580-DA (C13336944)

Prefix	Base	Suffix	Quantity	Total Quantity Kuga APA	Concern Nr.	Description	Responsibility	Production Readiness Status
E9DB	14A163	CA	1	85951	C13336944	RET-WIRING	M.Ottinger	Complete
EV4T	9L493	AA	1	85951	C13336944	SHLD-INTK MANF	M.Ottinger	Complete
EV4T	14A411	CA	1	85951	C13336944	WIR ASY MN JMPR	M.Ottinger	Complete
	W505253	S450L	1	85951	C13336944	SCREW M6X16 HF 010	M.Ottinger	Complete
ESAC3T	1A303	AA	1	85951	C13336944	SPEC WIR HRNS TPE P	E.Sun	Complete
8V5T	14197	KA	1	85951	C13336944	CLP WIR	E.Sun	Complete
BM5G	8570	AA	1	85951	C13336944	KIT THERMO	E.Sun	Complete
BM5G	8B561	AA	1	85951	C13336944	GSKT ENG COOL VLV P	E.Sun	Complete
FL34	8D058	AB	1	85951	C13336944	O/RG CONN QCK	J.Styron	Complete
GV61	8K276	AA	1	85951	C13336944	HOSE & CLMP ASSY -	J.Styron	Complete
	W525862	S444	2	171902	C13336944	HOSECLAMP SPRING 27X15	J.Styron	Complete
GV61	8C045	AA	1	85951	C13336944	RESVR ASY-RAD COOL	J.Styron	Complete
GV61	14A301	AA	1	85951	C13336944	BRKT RLY MTNG OTR	J.Styron	Complete
GV61	8W005	AA	1	85951	C13336944	HOS ASY RAD OVR/FLO	J.Styron	Complete
CU5T	14E047	CA	3	257853	C13336944	RET WIR HRNS TIE ST	M.Ottinger	Complete
	W525979	S444	2	171902	C13336944	HOSECLAMP SPRING 16X12	J.Styron	Complete
	W716329	S300	1	85951	C13336944	BOLT&WSHR M6X20 HF	J.Styron	Complete
	W708728	S442	1	85951	C13336944	BOLT&WSHR M12X40 HF FL 8	J.Styron	Complete
	W527301	S444	1	85951	C13336944	HOSECLAMP SPR NG 14X12 PO	J.Styron	Complete
	W525964	S444	1	85951	C13336944	HOSECLAMP.SPR NG 30X12.PO	J.Styron	Complete
	95875	S	1	85951	C13336944	STRAP 4 BUNDLING AD	M.Ottinger	Complete
KTDJ5E	14197	AA	1	85951	C13336944	CLP WIR	E.Sun	Complete
BM5G	18495	EA	1	85951	C13336944	VLV.ASY-HTR.WTR.CONTR	E.Sun	Complete

Affected Model Years 2013-2014
Volume 85951 (China 82976 and Taiwan 2975)

New Part Design
Carryover Part included 13MY Escape Kit
Carryover Part not included in 13MY Escape Kit

14MY NA Escape Kit Content

GV61-8B580-CA (C13336944)

Prefix	Base	Suffix	Quantity	Total Quantity 14MY Escape NA	Concern Nr.	Description	Responsibility	Production Readiness Status
DG93	8101	AA	1	137033	C13336944	CAP ASY-PRESS RLEF	J.Styron	Complete
8V61	8K218	AE	1	137033	C13336944	CTNR ASY RAD OVR/FL	J.Styron	Complete

GV61-8B580-TBC (delete water bypass valve for 14MY Escape)

Prefix	Base	Suffix	Quantity	Total Quantity 14MY Escape NA	Concern Nr.	Description	Responsibility	Production Readiness Status
E9DB	14A163	CA	1	137033		RET-WIRING	M.Ottinger	Complete
EV4T	9L493	AA	1	137033		SHLD-INTK MANF	M.Ottinger	Complete
EV4T	14A411	CA	1	137033		WIR ASY MN JMPR	M.Ottinger	Complete
	W505253	S450L	1	137033		SCREW M6X16 HF 010	M.Ottinger	Complete
ESAC3T	1A303	AA	1	137033		SPEC WIR HRNS TPE P	E.Sun	Complete
8V5T	14197	KA	1	137033		CLP WIR	E.Sun	Complete
BM5G	8570	AA	1	137033		KIT THERMO	E.Sun	Complete
BM5G	8B561	AA	1	137033		GSKT ENG COOL VLV P	E.Sun	Complete
FL34	8D058	AB	1	137033		O/RG CONN QCK	J.Styron	Complete
GV61	8K276	AA	1	137033		HOSE & CLMP ASSY -	J.Styron	Complete
	W525862	S444	2	274066		HOSECLAMP SPRING 27X15	J.Styron	Complete
GV61	8C045	AA	1	137033		RESVR ASY-RAD COOL	J.Styron	Complete
GV61	14A301	AA	1	137033		BRKT RLY MTNG OTR	J.Styron	Complete
GV61	8W005	AA	1	137033		HOS ASY RAD OVR/FLO	J.Styron	Complete
CU5T	14E047	CA	3	411099		RET WIR HRNS TIE ST	M.Ottinger	Complete
	W525979	S444	2	274066		HOSECLAMP SPRING 16X12	J.Styron	Complete
	W716329	S300	1	137033		BOLT&WSHR M6X20 HF	J.Styron	Complete
	W708728	S442	1	137033		BOLT&WSHR M12X40 HF FL 8	J.Styron	Complete
	W527301	S444	1	137033		HOSECLAMP SPRING 14X12 PO	J.Styron	Complete
	W525964	S444	1	137033		HOSECLAMP.SPRING.30X12.PO	J.Styron	Complete
	95875	S	1	137033		STRAP 4 BUNDLING AD	M.Ottinger	Complete
KTDJ5E	14197	AA	1	137033		CLP WIR	E.Sun	Complete

Affected Model Years: 2014
Volume: 137033

New Part Design
Carryover Part included 13MY Escape Kit
Carryover Part not included in 13MY Escape Kit

Focus C346 EU Kit Content

GV61-8B580-CA (C13336944)

Prefix	Base	Suffix	Quantity	Total Quantity Focus Europe	Concern Nr.	Description	Responsibility	Production Readiness Status
DG93	8101	AA	1	53744	C13336944	CAP ASY-PRESS RLEF	J.Styron	Complete
8V61	8K218	AE	1	53744	C13336944	CTNR ASY RAD OVR/FL	J.Styron	Complete

GV61-8B580-TBC (unique wiring jumper loom)

Prefix	Base	Suffix	Quantity	Total Quantity Focus Europe	Concern Nr.	Description	Responsibility	Production Readiness Status
E9DB	14A163	CA	1	53744		RET-WIRING	M.Ottinger	Complete
EV4T	9L493	AA	1	53744		SHLD-INTK MANF	M.Ottinger	Complete
EV4T	14A411	DA	1	53744		WIR ASY MN JMPR	M.Ottinger	
	W505253	S450L	1	53744		SCREW M6X16 HF 010	M.Ottinger	Complete
ESAC3T	1A303	AA	1	53744		SPEC WIR HRNS TPE P	E.Sun	Complete
8V5T	14197	KA	1	53744		CLP WIR	E.Sun	Complete
BM5G	8570	AA	1	53744		KIT THERMO	E.Sun	Complete
BM5G	8B561	AA	1	53744		GSKT ENG COOL VLV P	E.Sun	Complete
FL34	8D058	AB	1	53744		O/RG CONN QCK	J.Styron	Complete
GV61	8K276	AA	1	53744		HOSE & CLMP ASSY -	J.Styron	Complete
	W525862	S444	2	107488		HOSECLAMP SPRING 27X15	J.Styron	Complete
GV61	8C045	AA	1	53744		RESVR ASY-RAD COOL	J.Styron	Complete
GV61	14A301	AA	1	53744		BRKT RLY MTNG OTR	J.Styron	Complete
GV61	8W005	AA	1	53744		HOS ASY RAD OVR/FLO	J.Styron	Complete
CU5T	14E047	CA	3	161232		RET WIR HRNS TIE ST	M.Ottinger	Complete
	W525979	S444	2	107488		HOSECLAMP SPRING 16X12	J.Styron	Complete
	W716329	S300	1	53744		BOLT&WSHR M6X20 HF	J.Styron	Complete
	W708728	S442	1	53744		BOLT&WSHR M12X40 HF FL 8	J.Styron	Complete
	W527301	S444	1	53744		HOSECLAMP SPRING 14X12 PO	J.Styron	Complete
	W525964	S444	1	53744		HOSECLAMP.SPRING.30X12.PO	J.Styron	Complete
	95875	S	1	53744		STRAP 4 BUNDLING AD	M.Ottinger	Complete
KTDJ5E	14197	AA	1	53744		CLP WIR	E.Sun	Complete
BM5G	18495	EA	1	53744		VLV ASY-HTR.WTR.CONTR	E.Sun	Complete

Eu Focus EPAS connector complexity
(Yazaki 6-pin/Yazaki 3-pin) will drive 2 looms for C34X
Yazaki 3-pin required for: C346 built after Jan 13, 2014

EV4T 141411 DA level	6 Way YAZAKI
EV4T 141411 EA Level	3 Way YAZAKI

Affected Model Years	2010-2014
Volume	53744

	New Part Design
	Carryover Part included 13MY Escape Kit
	Carryover Part not included in 13MY Escape Kit

C Max C344 EU Kit Content

GV61-8B580-CA (C13336944)

Prefix	Base	Suffix	Quantity	Total Quantity CMax Europe	Concern Nr.	Description	Responsibility	Production Readiness Status
DG93	8101	AA	1	31873	C13336944	CAP ASY-PRESS RLEF	J.Styron	Complete
8V61	8K218	AE	1	31873	C13336944	CTNR ASY RAD OVR/FL	J.Styron	Complete

GV61-8B580-TBC (unique wiring jumper loom)

Prefix	Base	Suffix	Quantity	Total Quantity CMax Europe	Concern Nr.	Description	Responsibility	Production Readiness Status
E9DB	14A163	CA	1	31873		RET-WIRING	M.Ottinger	Complete
EV4T	9L493	AA	1	31873		SHLD-INTK MANF	M.Ottinger	Complete
EV4T	14A411	DA	1	31873		WIR ASY MN JMPR	M.Ottinger	
	W505253	S450L	1	31873		SCREW M6X16 HF 010	M.Ottinger	Complete
ESAC3T	1A303	AA	1	31873		SPEC WIR HRNS TPE P	E.Sun	Complete
8V5T	14197	KA	1	31873		CLP WIR	E.Sun	Complete
BM5G	8570	AA	1	31873		KIT THERMO	E.Sun	Complete
BM5G	8B561	AA	1	31873		GSKT ENG COOL VLV P	E.Sun	Complete
FL34	8D058	AB	1	31873		O/RG CONN QCK	J.Styron	Complete
GV61	8K276	AA	1	31873		HOSE & CLMP ASSY -	J.Styron	Complete
	W525862	S444	2	63746		HOSECLAMP SPRING 27X15	J.Styron	Complete
GV61	8C045	AA	1	31873		RESVR ASY-RAD COOL	J.Styron	Complete
GV61	14A301	AA	1	31873		BRKT RLY MTNG OTR	J.Styron	Complete
GV61	8W005	AA	1	31873		HOS ASY RAD OVR/FLO	J.Styron	Complete
CU5T	14E047	CA	3	95619		RET WIR HRNS TIE ST	M.Ottinger	Complete
	W525979	S444	2	63746		HOSECLAMP SPRING 16X12	J.Styron	Complete
	W716329	S300	1	31873		BOLT&WSHR M6X20 HF	J.Styron	Complete
	W708728	S442	1	31873		BOLT&WSHR M12X40 HF FL 8	J.Styron	Complete
	W527301	S444	1	31873		HOSECLAMP SPR NG 14X12 PO	J.Styron	Complete
	W525964	S444	1	31873		HOSECLAMP.SPR NG.30X12.PO	J.Styron	Complete
	95875	S	1	31873		STRAP 4 BUNDLING AD	M.Ottinger	Complete
KTDJ5E	14197	AA	1	31873		CLP WIR	E.Sun	Complete
BM5G	18495	EA	1	31873		VLV.ASY-HTR.WTR.CONTR	E.Sun	Complete

Eu C Max EPAS connector complexity
(Yazaki 6-pin/Yazaki 3-pin) will drive 2 looms for C34X
Yazaki 3-pin required for: C344 built after Jul 7, 2014

EV4T 141411 DA level 6 Way YAZAKI
EV4T 141411 EA Level 3 Way YAZAKI

Affected Model Years 2010-2014
Volume 31873

New Part Design
Carryover Part included 13MY Escape Kit
Carryover Part not included in 13MY Escape Kit

V408 Kit Content

GV61-8B580-CA (C13336944)

Prefix	Base	Suffix	Quantity	Total Quantity CMax Europe	Concern Nr.	Description	Responsibility	Production Readiness Status
DG93	8101	AA	1	1100	C13336944	CAP ASY-PRESS RLEF	J.Styron	Complete
8V61	8K218	AE	1	1100	C13336944	CTNR ASY RAD OVR/FL	J.Styron	Complete

GV61-8B580-TBC (unique wiring jumper loom)

Prefix	Base	Suffix	Quantity	Total Quantity CMax Europe	Concern Nr.	Description	Responsibility	Production Readiness Status
E9DB	14A163	CA	1	1100		RET-WIRING	M.Ottinger	Complete
EV4T	9L493	AA	1	1100		SHLD-INTK MANF	M.Ottinger	Complete
EV4T	14A411	EA	1	1100		WIR ASY MN JMPR	M.Ottinger	
	W505253	S450L	1	1100		SCREW M6X16 HF 010	M.Ottinger	Complete
ESAC3T	1A303	AA	1	1100		SPEC WIR HRNS TPE P	E.Sun	Complete
8V5T	14197	KA	1	1100		CLP WIR	E.Sun	Complete
BM5G	8570	AA	1	1100		KIT THERMO	E.Sun	Complete
BM5G	8B561	AA	1	1100		GSKT ENG COOL VLV P	E.Sun	Complete
FL34	8D058	AB	1	1100		O/RG CONN QCK	J.Styron	Complete
GV61	8K276	AA	1	1100		HOSE & CLMP ASSY -	J.Styron	Complete
	W525862	S444	2	2200		HOSECLAMP SPRING 27X15	J.Styron	Complete
GV61	8C045	AA	1	1100		RESVR ASY-RAD COOL	J.Styron	Complete
GV61	14A301	AA	1	1100		BRKT RLY MTNG OTR	J.Styron	Complete
GV61	8W005	AA	1	1100		HOS ASY RAD OVR/FLO	J.Styron	Complete
CU5T	14E047	CA	3	3300		RET WIR HRNS TIE ST	M.Ottinger	Complete
	W525979	S444	2	2200		HOSECLAMP SPRING 16X12	J.Styron	Complete
	W716329	S300	1	1100		BOLT&WSHR M6X20 HF	J.Styron	Complete
	W708728	S442	1	1100		BOLT&WSHR M12X40 HF FL 8	J.Styron	Complete
	W527301	S444	1	1100		HOSECLAMP SPR NG 14X12 PO	J.Styron	Complete
	W525964	S444	1	1100		HOSECLAMP.SPR NG.30X12.PO	J.Styron	Complete
	95875	S	1	1100		STRAP 4 BUNDLING AD	M.Ottinger	Complete
KTDJ5E	14197	AA	1	1100		CLP WIR	E.Sun	Complete
BM5G	18495	EA	1	1100		VLV.ASY-HTR.WTR.CONTR	E.Sun	Complete

Affected Model Years 2013-2014
Volume 1100

New Part Design
Carryover Part included 13MY Escape Kit
Carryover Part not included in 13MY Escape Kit

B299 ST Kit Content

GV61 8B580 TBC

Prefix	Base	Suffix	13S12 Procedure	Quantity	Total Quantity B299ST Europe	Concern Nr.	Description	Common C Car	Unique B299 ST	Production Readiness Status	Comment	Responsibility
DG93	8101	AA	I - Coolant Degas Bottle Degas Bottle Cap and Coolant Hose Replacement	1	12280	C13336944	CAP ASY-PRESS RLEF				Degas Bottle Cap	J Styron
8V61	8K218	AE	I - Coolant Degas Bottle Degas Bottle Cap and Coolant Hose Replacement	1	12280	C13336944	CTNR ASY RAD OVR/FL		X		Degas Bottle	J Styron

GV61 8B580 TBC

Prefix	Base	Suffix	13S12 Procedure	Quantity	Total Quantity B299ST Europe	Concern Nr.	Description	Common C Car	Unique B299 ST	Production Readiness Status	Comment	Responsibility
E9DB	14A163	CA	D - Battery Tray Modification	1	12280		RET-WIRING					M Ottinger
EV4T	9L493	AA	E - Coolant Stand-pipe Wire Harness Installation	1	12280		SHLD-INTK MANF				Protectivce foam pad	M.Ottinger
EV4T	14A411	CA	E - Coolant Stand-pipe Wire Harness Installation	1	12280		WIR ASY MN JMPR		X		Revised loom for new stand-pipe location	M.Ottinger
	W505253	S450L	E - Coolant Stand-pipe Wire Harness Installation	1	12280		SCREW M6X16 HF 010					M.Ottinger
ESAC3T	1A303	AA	G - Turbocharger Wire Harness Taping	1	12280		SPEC WIR HRNS TPE P				Turbo wire harness tape	E.Sun
8V5T	14197	KA	G - Turbocharger Wire Harness Taping	1	12280		CLP WIR					E Sun
BM5G	8570	AA	H - Thermostat Replacement	1	12280		KIT THERMO	X			BM5G-9K462-AA BM5G-9K478-A-PIA06 BM5G-9K478-B-PIA20	E Sun
BM5G	8B561	AA	H - Thermostat Replacement	1	12280		GSKT ENG COOL VLV P	X				E Sun
FL34	8D058	AB	I - Coolant Degas Bottle Degas Bottle Cap and Coolant Hose Replacement	1	12280		O/RG CONN QCK					J Styron
GV61	8K276	AA	I - Coolant Degas Bottle Degas Bottle Cap and Coolant Hose Replacement	1	12280		HOSE & CLMP ASSY -		X		Revised stand-pipe location	J.Styron
	W525862	S444	I - Coolant Degas Bottle Degas Bottle Cap and Coolant Hose Replacement	2	24560		HOSECLAMP SPRING 27X15					J.Styron
GV61	8C045	AA	J - Coolant Stand-pipe Installation	1	12280		RESVR ASY-RAD COOL		X		Revised stand-pipe design	J.Styron
GV61	14A301	AA	J - Coolant Stand-pipe Installation	1	12280		BRKT RLY MTNG OTR		X		Revised stand-pipe bracket design	J.Styron
GV61	8W005	AA	J - Coolant Stand-pipe Installation	1	12280		HOS ASY RAD OVR/FLO		X		Revised stand-pipe location	J Styron
CU5T	14E047	CA	J - Coolant Stand-pipe Installation	3	36840		RET WIR HRNS TIE ST					M Ottinger
	W525979	S444	J - Coolant Stand-pipe Installation	2	24560		HOSECLAMP SPRING 16X12					J Styron
	W716329	S300	J - Coolant Stand-pipe Installation	1	12280		BOLT&WSHR M6X20 HF				BOLT&WSHR M6X20 HF	J Styron
	W708728	S442	J - Coolant Stand-pipe Installation	1	12280		BOLT&WSHR M12X40 HF FL 8				Bolt - stand-pipe to engine mount	J Styron
	W527301	S444	J - Coolant Stand-pipe Installation	1	12280		HOSECLAMP SPRING 14X12 PO				Clamp 8K276 to turbo	J.Styron
	W525964	S444	J - Coolant Stand-pipe Installation	1	12280		HOSECLAMP.SPRING.30X12.PO					J.Styron
	95875	S	M - Battery B Terminal Cable Routing Inspection and Tie-Strap Retention	1	12280		STRAP 4 BUNDLING AD					M.Ottinger
KTDJ5E	14197	AA	N - Vehicle Reassembly and PCV Tube Retention Powertrain Control Module	1	12280		CLP WIR	X			DJ5E-14197-AA and E863102	E.Sun
BM5G	18495	EA		1	12280		VLV ASY-HTR WTR CONTR	X			Coolant bypass (BITRON) valve	E Sun

Affected Model Years: 2012-2014
Volume: 12280 Eu Built

New Part Design New Part Design
Carryover Part includ Carryover Part included 13MY Escape Kit
Carryover Part not in Carryover Part not included in 13MY Escape Kit

Fusion NA Kit Content

GV61 8B580 TBC

Prefix	Base	Suffix	13S12 Procedure	Quantity	Total Quantity B299ST Europe	Concern Nr.	Description	Common C Car	Unique Fusion NA	Production Readiness Status	Comment	Responsibility
E9DB	14A163	CA	D - Battery Tray Modification	1	0		RET-WIRING					M Ottinger
EV4T	9L493	AA	E - Coolant Stand-pipe Wire Harness Installation	1	0		SHLD-INTK MANF				Protectivce foam pad	M Ottinger
EV4T	14A411	CA	E - Coolant Stand-pipe Wire Harness Installation	1	0		WIR ASY MN JMPR				Revised loom for new stand-pipe location	M Ottinger
	W505253	S450L	E - Coolant Stand-pipe Wire Harness Installation	1	0		SCREW M6X16 HF 010					M.Ottinger
ESAC3T	1A303	AA	G - Turbocharger Wire Harness Taping	1	0		SPEC WIR HRNS TPE P				Turbo wire harness tape	E.Sun
8V5T	14197	KA	G - Turbocharger Wire Harness Taping	1	0		CLP WIR					E.Sun
BM5G	8570	AA	H - Thermostat Replacement	1	0		KIT THERMO				BM5G-9K462-AA BM5G-9K478-A-PIA06 BM5G-9K478-B-PIA20	E.Sun
BM5G	8B561	AA	H - Thermostat Replacement	1	0		GSKT ENG COOL VLV P					E Sun
FL34	8D058	AB	I - Coolant Degas Bottle Degas Bottle Cap and Coolant Hose Replacement	1	0		O/RG CONN QCK					J Styron
GV61	8K276	AA	I - Coolant Degas Bottle Degas Bottle Cap and Coolant Hose Replacement	1	0		HOSE & CLMP ASSY -				Revised stand-pipe location	J Styron
	W525862	S444	I - Coolant Degas Bottle Degas Bottle Cap and Coolant Hose Replacement	2	0		HOSECLAMP SPRING 27X15					J Styron
GV61	8C045	AA	J - Coolant Stand-pipe Installation	1	0		RESVR ASY-RAD COOL				Revised stand-pipe design	J.Styron
GV61	14A301	AA	J - Coolant Stand-pipe Installation	1	0		BRKT RLY MTNG OTR				Revised stand-pipe bracket design	J.Styron
GV61	8W005	AA	J - Coolant Stand-pipe Installation	1	0		HOS ASY RAD OVR/FLO				Revised stand-pipe location	J.Styron
CU5T	14E047	CA	J - Coolant Stand-pipe Installation	3	0		RET WIR HRNS TIE ST					M.Ottinger
	W525979	S444	J - Coolant Stand-pipe Installation	2	0		HOSECLAMP SPRING 16X12					J Styron
	W716329	S300	J - Coolant Stand-pipe Installation	1	0		BOLT&WSHR M6X20 HF				BOLT&WSHR M6X20 HF	J Styron
	W708728	S442	J - Coolant Stand-pipe Installation	1	0		BOLT&WSHR M12X40 HF FL 8				Bolt - stand-pipe to engine mount	J Styron
	W527301	S444	J - Coolant Stand-pipe Installation	1	0		HOSECLAMP SPRING 14X12 PO				Clamp 8K276 to turbo	J Styron
	W525964	S444	J - Coolant Stand-pipe Installation	1	0		HOSECLAMP.SPRING.30X12.PO					J.Styron
	95875	S	M - Battery B Terminal Cable Routing Inspection and Tie-Strap Retention	1	0		STRAP 4 BUNDLING AD					M.Ottinger
KTDJ5E	14197	AA	N - Vehicle Reassembly and PCV Tube Retention Powertrain Control Module	1	0		CLP WIR				DJ5E-14197-AA and E863102	E.Sun
BM5G	18495	EA		1	0		VLV.ASY-HTR.WTR.CONTR				Coolant bypass (BITRON) valve	E.Sun

Affected Model Years:

Volume:

New Part Design — New Part Design

Carryover Part includ — Carryover Part included 13MY Escape Kit

Carryover Part not in — Carryover Part not included in 13MY Escape Kit

1.6 GTDI CLS Introduction

Region Built	Carline	rans	Cooling Eduardo Correia/ osh Styron			Software Mike Burchett/ ohn Ro linger			Calibration Paul Cole/George Baumgartner				Cluster Peter Geffers			EDS Rolf Hinrichs	
			Content	Functional	Volume	Path	est	Main	Part Nr	Description	Cal Freeze	vbf	Content	Engineering	Final	Content	iming
South Africa	C520	Man	Stand-pipe including sensor S and-p pe bracket Stand-p pe return Hose Degas bottle return hose	Available Available Available Available	2-May-17 2-May-17 1 -Apr-17 1 -Apr-17 First 2,000 parts 25 Apr. Remaining 3,000 parts 2 May.	0L30_06E 0L31_06E (Bosch DCR B3791) 0L32_06E (Bosch DCR B 023)	9-Mar-17 n/a 18-Apr-17	30-Mar-17 10-Apr-17 2-May-17	DV A-AF	150PS Europe Denso OCV	12-May-17	26-May-17	2 stage low coolant level message - Power reduced to lower engine emp - Engine coolant level low serv ce required	Avai able	Avai able	Revised design to accommodate new stand-p pe ocat on (Part nr: EV T 1 A 11 CA) (Molex 6-pin EPAS connector)	18-Apr-17 (5000 parts)
		Auto				GHBMF GHBQA	Available Available	31-Mar-17 31-Mar-17	DV A-DK DV A-KE	RHD 180 PS (non-MTS) RHD 180 PS (MTS)	26-Apr-17	10-May-17					
Europe	C520	Man	Stand-pipe including sensor S and-p pe bracket Stand-p pe return Hose Degas bottle return hose	Available Available Available Available	23-Nov-17 18-Sep-17 21-Aug-17 21-Aug-17 Staggered delivery. Dates represent avai abi ity of 200,000 parts.	0L30_06E 0L31_06E (Bosch DCR B3791) 0L32_06E (Bosch DCR B 023)	9-Mar-17 n/a 18-Apr-17	30-Mar-17 10-Apr-17 2-May-17	DV A-AF DV A-BC DV A-MD DV 1-ND DV A-HA DV A-PB	150PS Europe Denso OCV 150PS Russia Denso OCV 150PS Husco OCV - E abuga Build 150PS Husco OCV - E abuga Build Mountune upgrade Denso OCV (non MTS) Mountune upgrade Husco OCV (non MTS)	12-May-17	26-May-17	2 stage low coolant level message - Power reduced to lower engine emp - Engine coolant level low serv ce required	Avai able	Avai able	Revised design to accommodate new stand-p pe ocat on (Part nr: EV T 1 A 11 CA) EPAS connector complexity (Molex 6-pin/Yazaki 3-pin) w ll drive 2 looms for C520 Yazaki 3-pin required for: C520 bu lt after Feb 3, 201	28-Aug-17 (20,000 parts) 1-Jan-18 (200,000 parts)
		Auto				GHBMF GHBQA GHBMF GHBQA GHBMF GHBQA	Available Available Available Available Available Available	31-Mar-17 31-Mar-17 31-Mar-17 31-Mar-17 31-Mar-17 31-Mar-17	DV A-DK DV A-KE DV A-CJ DV A-JE DV A-EJ DV A-LE	RHD 180 PS (non-MTS) RHD 180 PS (MTS) LHD 180PS (non-MTS) LHD 180PS (MTS) LHD 150PS (non-MTS) LHD 150PS (MTS)	26-Apr-17	10-May-17					
	C3 6	Man				0D07_06D (Bosch DCR B387) Batch 2	20-Apr-17 (0L31 conten) 05-May-17 (0L32 conten)	11-May-17 To be rev ewed due to 0L3x additional	BV61-CXC BV61-CYC BV61-DYB BV61-EBB	Phase 3 carry back engine 150 PS Phase 3 carry back engine 180 PS Husco OCV 150 PS Husco OCV 180 PS	8-Jun-17	28-Jun-17	2 stage low coolant level message - Power reduced to lower engine emp - Engine coolant level low serv ce required	DCR issued C3 6 (ex China) 27-Mar-17 C3 (pre C3 6 J#1) 2 -Apr-17	DCR issued C3 6 (ex China) 17-Apr-17 C3 (pre C3 6 J#1) 8-May-17	Revised design to accommodate new stand-p pe ocat on EPAS connector complexity (Yazaki 6-pin/Yazaki 3-pin) wi l drive 2 ooms for C3 X Yazaki 3-pin required for: C3 6 bu lt af er Jan 13, 201 C3 built after Jul 7, 201	28-Aug-17 (20,000 parts) 1-Jan-18 (200,000 parts)
						0D032_06D (Bosch DCR B387) Batch 3		2 -May-17 To be rev ewed due to 0L3x additional release	BV61-ASB BV61-AUB	Phase 1 carry back engine 150 PS Phase 1 carry back engine 180 PS	15-Jun-17	12-Jul-17					
						0D022_06D (Bosch DCR B387) Batch		08-Jun-17 To be rev ewed due to 0L3x additional release	BV61-BKC BV61-BLC	PV engine 150 PS PV engine 180 PS	22-Jun-17	26-Jul-17					
						0D60_06D (Bosch DCR B387) Batch		22-Jun-17 To be rev ewed due to 0L3x additional release	EM5A-KB	FFV 150 PS	29-Jun-17	9-Aug-17					
	C3	Man				0D20_06D (Bosch DCR B387) Batch 1		27-Apr-17 To be rev ewed due to 0L3x additional release	BV61-DZC BV61-ECC BV61-DVB BV61-DXB	Husco OCV 150PS s/s Husco OCV 180PS s/s Husco OCV 150PS non-s/s Husco OCV 180PS non-s/s	8-Jun-17	28-Jun-17					
						0D07_06D (Bosch DCR B387) Batch 2	20-Apr-17 (0L31 conten) 05-May-17 (0L32 conten)	11-May-17 To be rev ewed due to 0L3x additional release	BV61-CUC BV61-CVC BV61-CSB BV61-CTB	Phase 3 carry back engine 150 PS s/s Phase 3 carry back engine 180 PS s/s Phase 3 carry back engine 150 PS non-s/s Phase 3 carry back engine 180 PS non-s/s	15-Jun-17	12-Jul-17					
						0D032_06D (Bosch DCR B387) Batch 3		2 -May-17 To be rev ewed due to 0L3x additional release	BV61-CDC BV61-CEC BV61-AMB BV61-APB	Phase 1 carry back engine 150 PS s/s Phase 1 carry back engine 180 PS s/s Phase 1 carry back engine 150 PS non-s/s Phase 1 carry back engine 180 PS non-s/s	22-Jun-17	26-Jul-17					
						0D022_06D (Bosch DCR B387) Batch		08-Jun-17 To be rev ewed due to 0L3x additional release	BV61-AHG BV61-AJG BV61-AKE BV61-ALE	PV engine 150 PS non-s/s St.V PV engine 180 PS non-s/s PV engine 150 PS s/s PV engine 180 PS s/s	29-Jun-17	9-Aug-17					
Noth America	C520	Auto				GHBQA	3/20/2017	31-Mar-17	EJ5A-SF EJ5A-TF EJ5A-UF EJ5A-ADA	Export 50s - Green s ate Fed - non-Green state Export Service Kit	12-Apr-17	2 -Apr-17	2 stage low coolant level message - Power reduced to lower engine emp - Engine coolant level low serv ce required	Avai able	Avai able	Revised design to accommodate new stand-pipe ocat on (Part nr: EV T 1 A 11 CA)	28-Aug-17 (20,000 parts) 1-Jan-18 (200,000 parts)
China/Taiwan	C520	Auto				GHBM9 GHBMF GHBQA GHBMF GHBQA	Available Available Available Available	31-Mar-17 31-Mar-17 31-Mar-17 31-Mar-17	——— DV61-BTC DV61-BYE DV61-CTA DV61-CUA	——— 82C T-stat/non-MTS MTS (& 82C T-stat) 82C T-stat/non-MTS - EU coo ing pack MTS (& 82C T-stat) - EU cooling pack	12-Apr-17	2 -Apr-17	2 stage low coolant level message - Power reduced to lower engine emp - Engine coolant level low serv ce required	Avaiab e	Avaiab e	Revised design to accommodate new stand-pipe ocat on (Part nr: EV T 1 A 11 CA)	28-Aug-17 (20,000 parts) 1-Jan-18 (200,000 parts)
Europe/NA	V 08	Auto	Stand-pipe including sensor S and-p pe bracket Stand-p pe return Hose Degas bottle return hose (Common design to C520/C3 X)	Available Available Available Available	23-Nov-17 18-Sep-17 21-Aug-17 21-Aug-17 Staggered delivery. Dates represent avai abi ity of 200,000 parts.	GHBQA	Available	31-Mar-17	DV61-BVE DV61-BUD	MTS - Last US production cal (no service cals) MTS - Last EU service cal	3-May-17		2 stage low coolant level message - Power reduced to lower engine emp - Engine coolant level low serv ce required	DCR Required	DCR Required	EPAS connector (Yazaki 3-Pin) drives unique loom for V 08 Also required for: C520 bui t after Feb 3, 201 C3 6 bu lt af er Jan 13, 201 C3 built after Jul 7, 201	
Europe/NA	B299ST	Manual	Stand-pipe including sensor S and-p pe bracket Stand-p pe return Hose Degas bottle return hose	28-Apr-17 (TBC)		Bosch to confirm BSTKA	DCR Required 22-Jun-17 To be confirmed w th Bosch 1-May-17	DCR Required 27-Jul-17 2 -Jul-17	C1BY-AD C1BY-BA C1BY-CA C1BY-DC C1BY-EC C1BY-FB EA6A-JJ	Eu 182PS DENSO OCV CH NA 182PS DENSO OCV Mountune DENSO OCV Eu 180PS HUSCO OCV CHINA 180PS HUSCO OCV Mountune HUSCO OCV North America	25-Sep-17 -Sep-17		2 stage low coolant level message - Power reduced to lower engine emp - Engine coolant level low serv ce required Investigate use of avai able tell tales/messaging	TBC	TBC	New jumper oom design required	
NA	CD391	Manual	Stand-pipe including sensor S and-p pe bracket Stand-p pe return Hose Degas bottle return hose			GHMKE	8-May-17	17-Jul-17	DS7A-AGM DS7A-AHM ES7A-AKC ES7A-ALC	BDR S-50S - 13MY non MTS US-FED - 13MY non MTS BDR S-50S - 1 MY MTS US-FED - 1 MY MTS	28-Aug-17		2 stage low coolant level message - Power reduced to lower engine emp - Engine coolant level low serv ce required	TBC	TBC	New jumper oom design required	
		Auto				GHFKJ	9-May-17	18-Jul-17	DS7A-AJN DS7A-AKP DS7A-ALN DS7A-AMP DS7A-ANN DS7A-APP	US-GS US-GS STP ST BDR S-50 BDR S-50 STP ST US-FED US-FED STP ST	28-Aug-17						

C Use s p homa 2 ORDEU Documen s og ams 6 G DI
6 G DI C SI tot oduct on Ian 0704 7 (002) -

C eated By pthoma 2
Pa ed Ma ified

From: Pusta, Ionut (I.)
Sent: Tuesday, February 13, 2018 12:31 PM
To: Beltramo, Joel (J.J.)
Cc: Pusta, Ionut (I.); Baumeister, Eric (E.)
Subject: Review general repairs for FSA 17S09

Joel,

Can you please review the following notes published in FSA 17S09:

NOTE: Perform an underhood visual inspection for any obvious coolant, oil, transmission, or fuel leaks.

NOTE: If any concerns are identified repair as related damage before proceeding. If the coolant pressure test identifies concerns with the degas bottle, turbocharger return tube, upper section of the degas bottle return hose, or quick connect T-fitting at the coolant shutoff solenoid valve; note the condition. These items will be replaced as part of this recall. Refer to Dealer Bulletin Attachment I, Related Damage, for related damage claiming.

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]

1.6L ECOBOOST - OVERHEAT UP STEEP GRADES	TSB 16-02-NA

FORD:

2013-2014 Escape

ISSUE

Some 2013-2014 Escape vehicles equipped with a 1.6L EcoBoost engine and located in Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, Haiti, and Panama may exhibit an engine and/or transmission overheat condition while driving up a steep grade.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

Perform normal Workshop Manual (WSM) diagnostics for the overheating condition, coolant loss (if applicable), and the visual inspections outlined in the WSM section 303-03A > Diagnosis And Testing > Engine Cooling > Inspection and Verification. If normal workshop manual diagnostics do not reveal a concern and the vehicle is low on coolant or the customer states they have had to add coolant, perform the following pressure test:

- Run the engine until it reaches normal operating temperature.
- Pressurize the cooling system and allow the vehicle to cold soak for a minimum of 4 hours.
- Once the cold soak is completed, remove all of the spark plugs and inspect the cylinders with a bore scope for any sign of coolant intrusion.
- If coolant intrusion in any of the cylinder is confirmed, it will be necessary to replace the long block assembly (6006). Engine disassembly is not necessary in this instance.

If the overheating concern still exists after performing normal diagnostics and the coolant system pressure test, then proceed with this article after obtaining prior approval from your Dealer Operations Manager (DOM).

1. Is this a 2014 model year vehicle?
   a. Yes - proceed to Step 3.
   b. No - proceed to Step 2.
2. Has FSA 13S12 been completed?
   a. Yes - proceed to Step 3.
   b. No - complete FSA 13S12. Proceed to Step 3.
3. Remove the cooling module assembly. Refer to WSM, Section 303-03A.
4. Remove the air tube and air inlet pipe from the turbocharger. Refer to WSM, Section 303-04D.
5. Remove the left front fender splash shield. Refer to WSM, Section 501-02.
6. Remove and discard the transmission fluid cooler. Refer to WSM, Section 307-02.
7. Remove and discard the transmission fluid cooler tubes. Refer to WSM, Section 307-02.
8. Remove and discard the degas bottle. Refer to WSM, Section 303-03A.
9. Remove and discard the transmission fluid cooler coolant control valve. Refer to WSM, Section 303-03A.
10. Remove and discard the transmission fluid heater coolant control valve. Refer to WSM, Section 303-03A.
11. Remove and discard the coolant bypass solenoid valve. Refer to WSM, Section 303-03A.
12. Remove the remaining hoses indicated by asterisk. (Figure 1)

NOTE: The information contained in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

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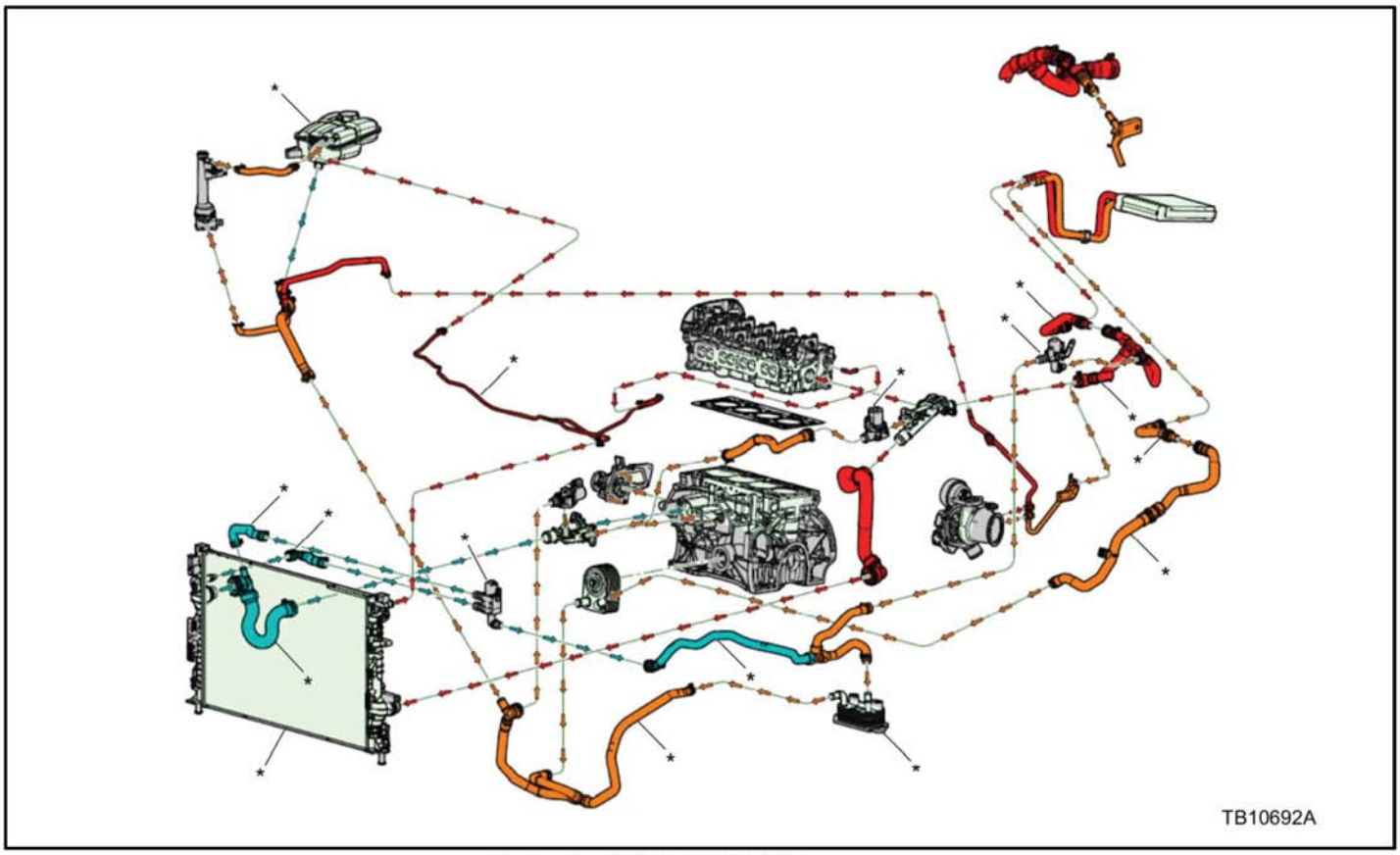


Figure 1 - Article 16-02-NA

a. Discard all hoses except the engine coolant reservoir hose.

13. Disable the transmission fluid heater coolant control valve electrical connections by performing the steps below.

a. Cut off and discard the electrical connectors for the transmission fluid heater coolant control valve and the transmission fluid cooler coolant control valve at 5 cm (2 in.) from electrical connectors.

b. Cut each wire back at different lengths and individually wrap each wire with ES-1 double walled heat shrink tubing. Locate the end of the wire in the middle of the heat shrink tube. Pinch the end of the heated tube to seal the end of the opening. Confirm both ends are sealed with melted sealant. (Figure 2)

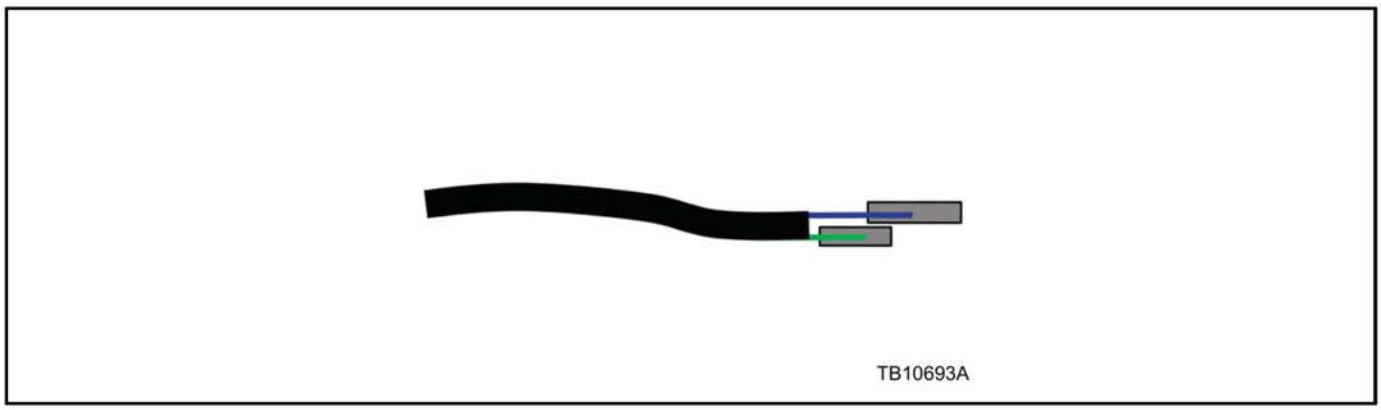


Figure 2 - Article 16-02-NA

c. Secure the disabled circuits to the main harness using cable ties.

14. Install the heater inlet hose.

15. Install the heater outlet hose.
16. Install the heater hose.
17. Install the new coolant bypass solenoid valve. Refer to WSM, Section 303-03A.
18. For 2013 model year vehicles, modify the existing engine coolant reservoir hose installed during FSA 13S12 and removed during Step 12 of this article.
    a. Cut the band on the new engine coolant reservoir hose at the location shown. (Figure 3)

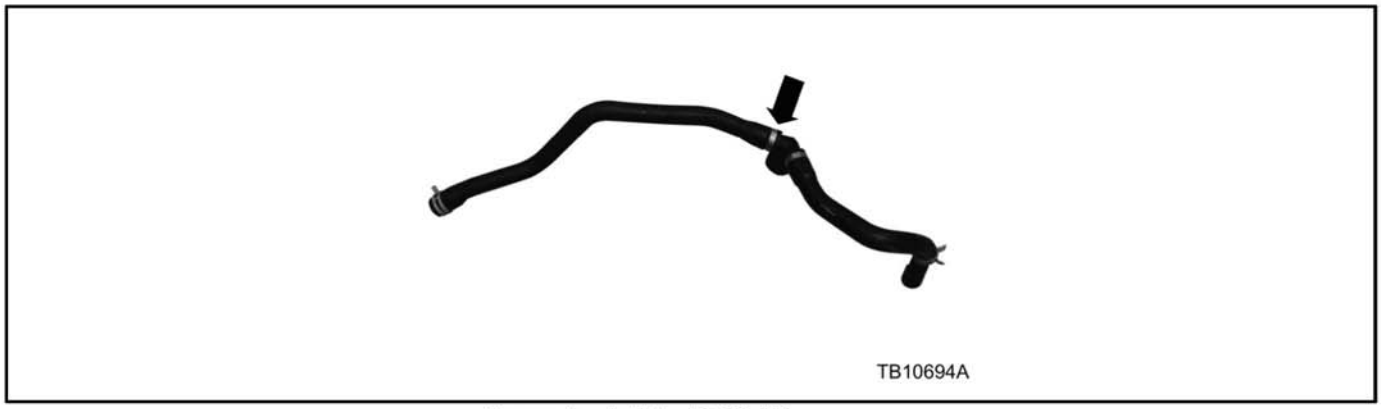


Figure 3 - Article 16-02-NA

    b. Remove and discard the upper section of the new coolant hose, leaving the lower portion as shown. (Figure 4)



Figure 4 - Article 16-02-NA

    c. Remove the clamp from the existing engine coolant reservoir hose near the quick connect on the coolant overflow side and then separate the hose from the quick connect housing. (Figure 5)

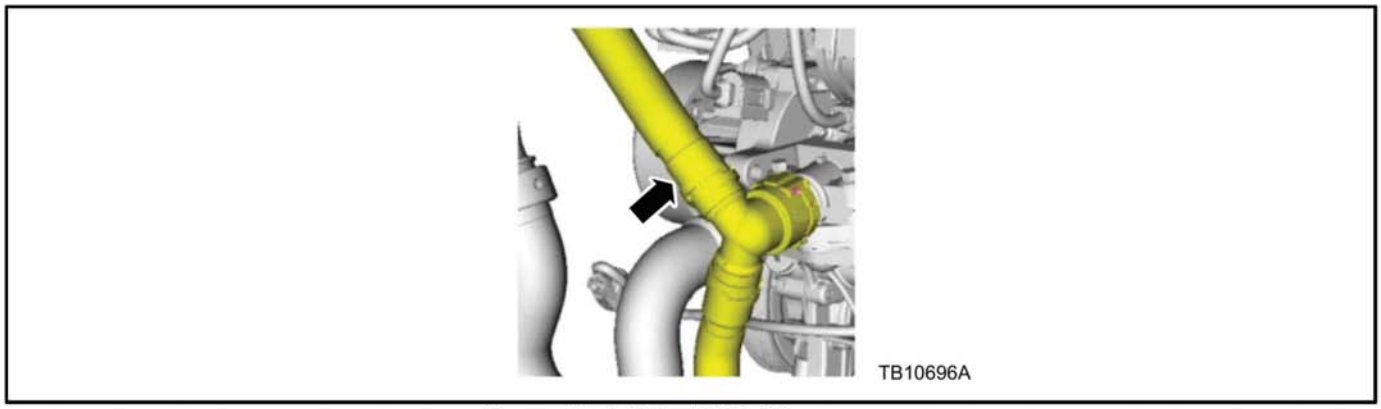


Figure 5 - Article 16-02-NA

d. Install the modified engine coolant reservoir hose onto the existing coolant reservoir hose using the worm clamp. (Figures 6 and 7)

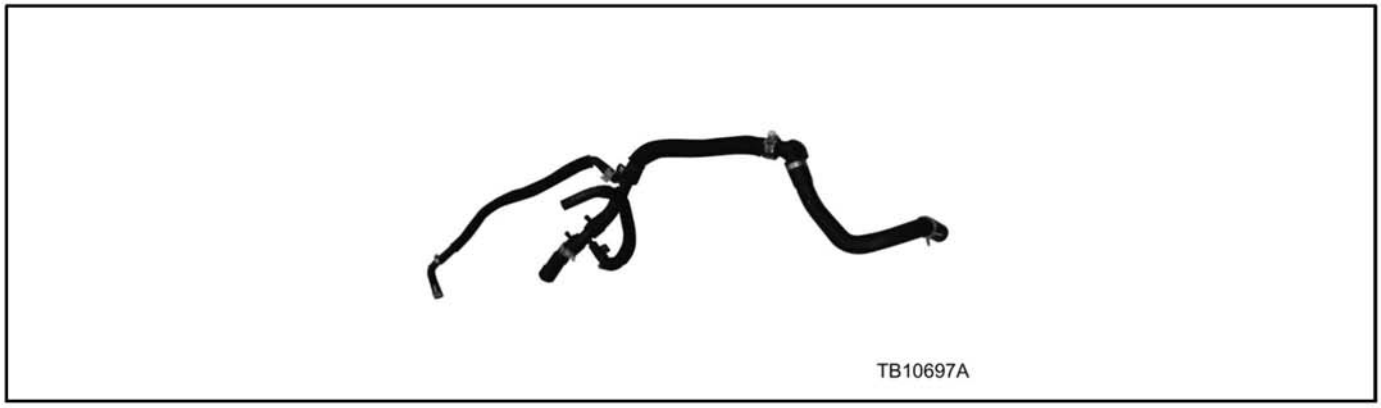


Figure 6 - Article 16-02-NA



Figure 7 - Article 16-02-NA

e. Connect the lower end of the coolant hose to the oil cooler. (Figure 8)

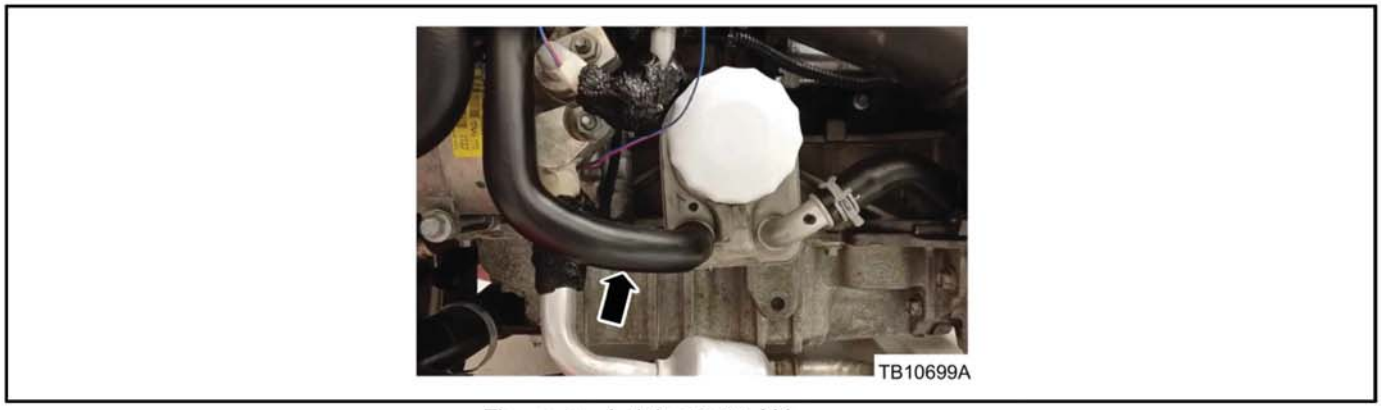


Figure 8 - Article 16-02-NA

19. Install new transmission cooler lines and bypass valve as illustrated. (Figure 9)

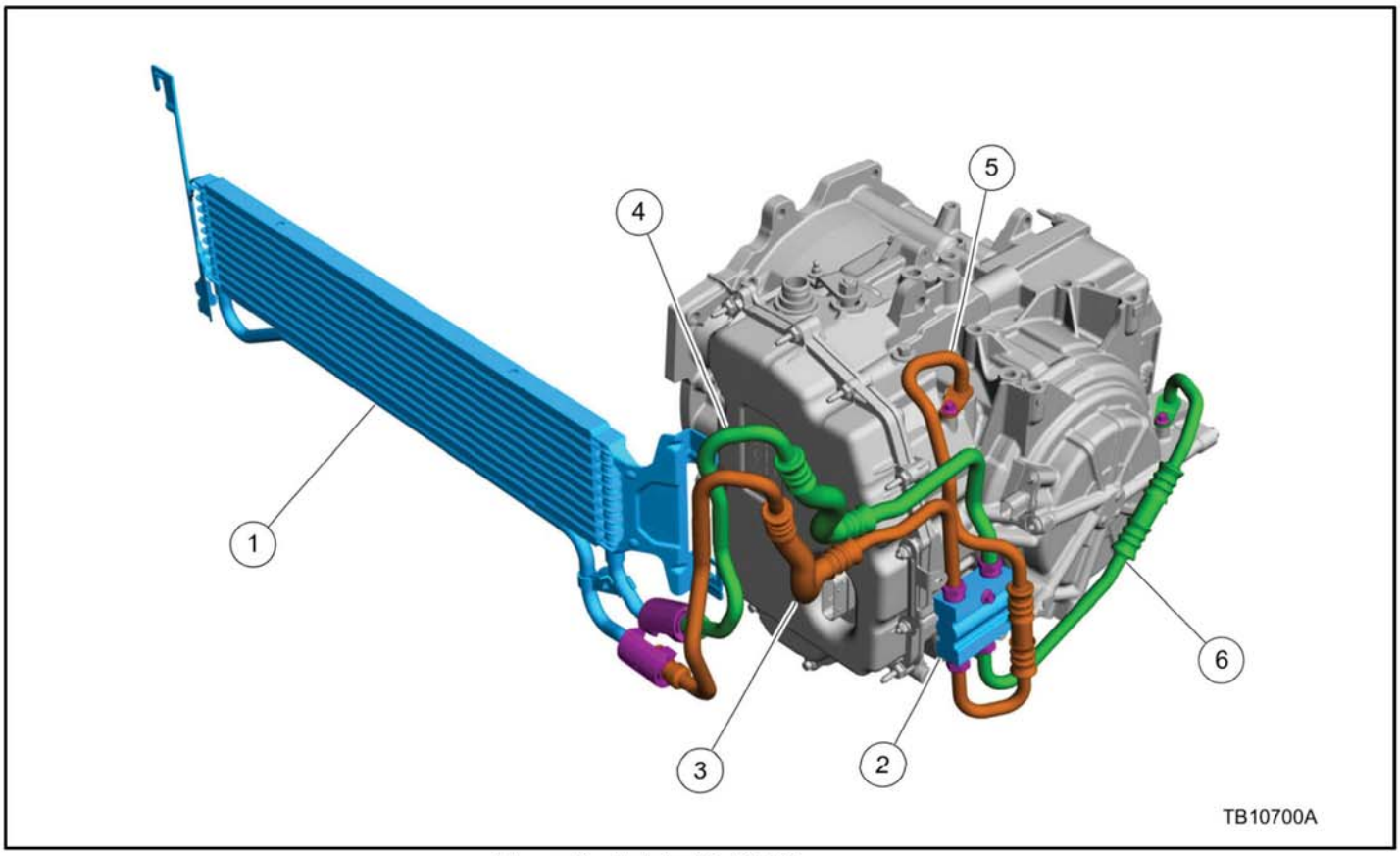


Figure 9 - Article 16-02-NA

a. Install the transmission line onto the transmission as shown and secure with M6 nuts. (Figure 10)

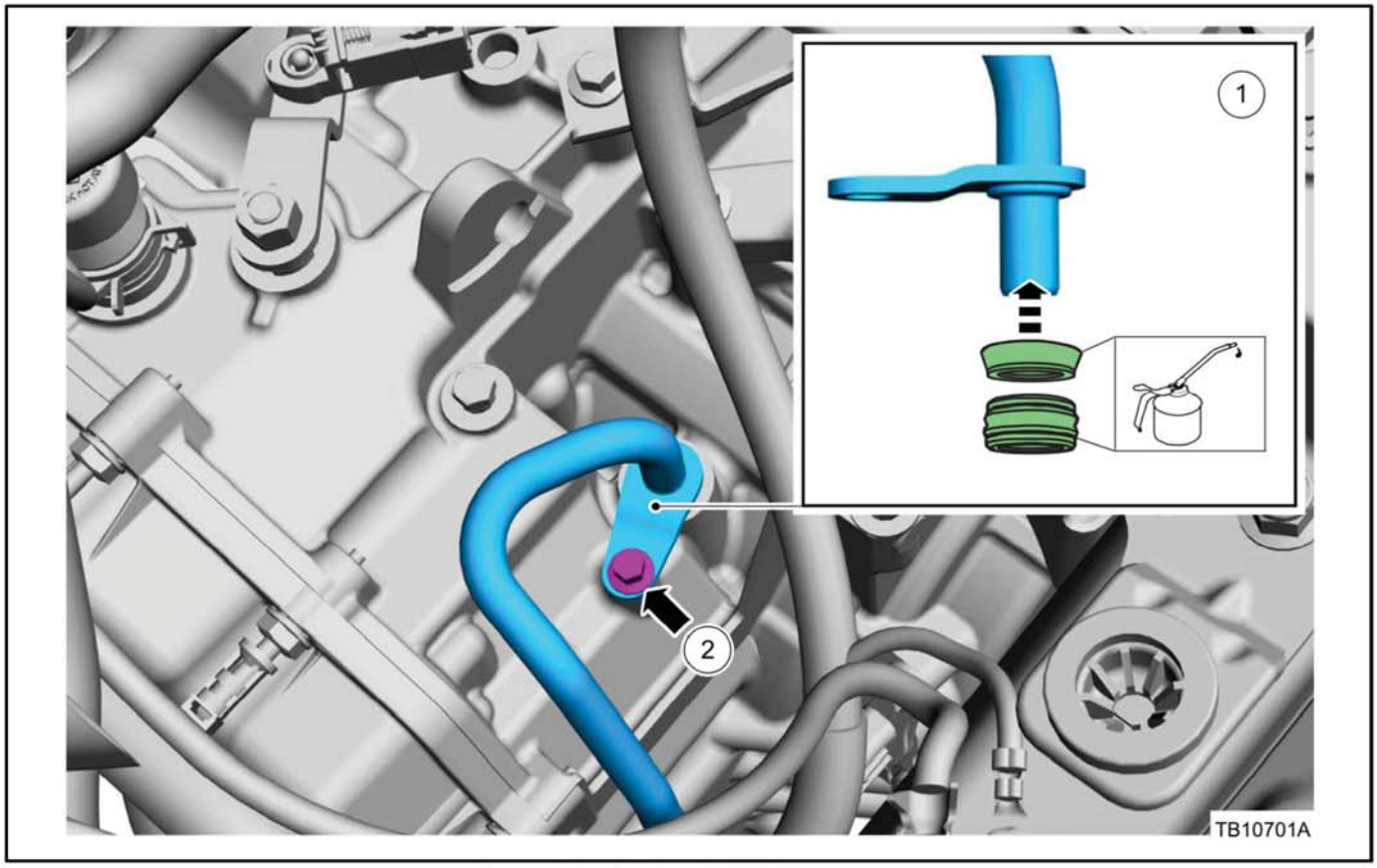


Figure 10 - Article 16-02-NA

b. Install and route the new transmission lines as shown. (Figures 11 and 12)

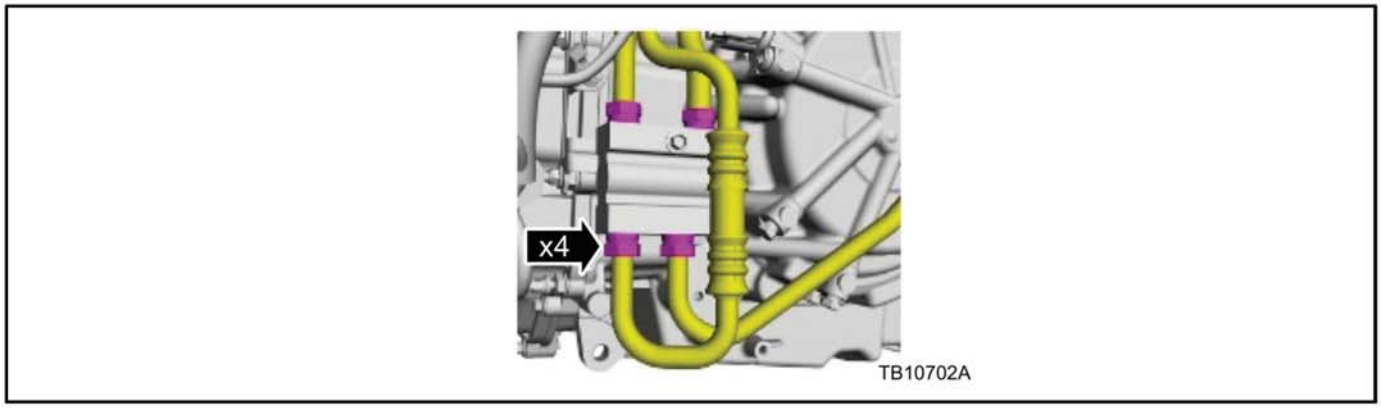


Figure 11 - Article 16-02-NA

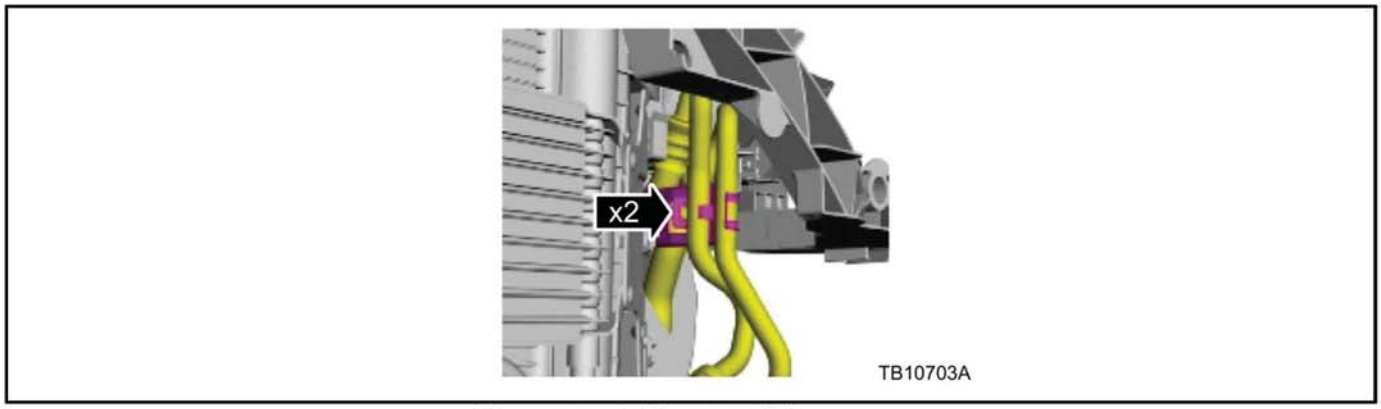


Figure 12 - Article 16-02-NA

20. Install the degas bottle. Refer to WSM, Section 303-03A.
21. Install the air aspirator hose.
22. For 2014 model year vehicles, install the radiator air aspirator hose.
23. Connect the lower radiator hose to the water outlet connector.
24. Install the oil cooler inlet hose.
25. Install air tube and air inlet pipe from air cleaner to turbo charger. Refer to WSM, Section 303-04D.
26. Install battery tray. Refer to WSM, Section 414-01.
27. Install battery. Refer to WSM, Section 414-01.
28. Mount the new radiator, cooling fan motor and shroud on the cooling module assembly.
29. Install foam pad.
30. Mount the new transmission cooler on the cooling module assembly on a bench. (Figure 13)

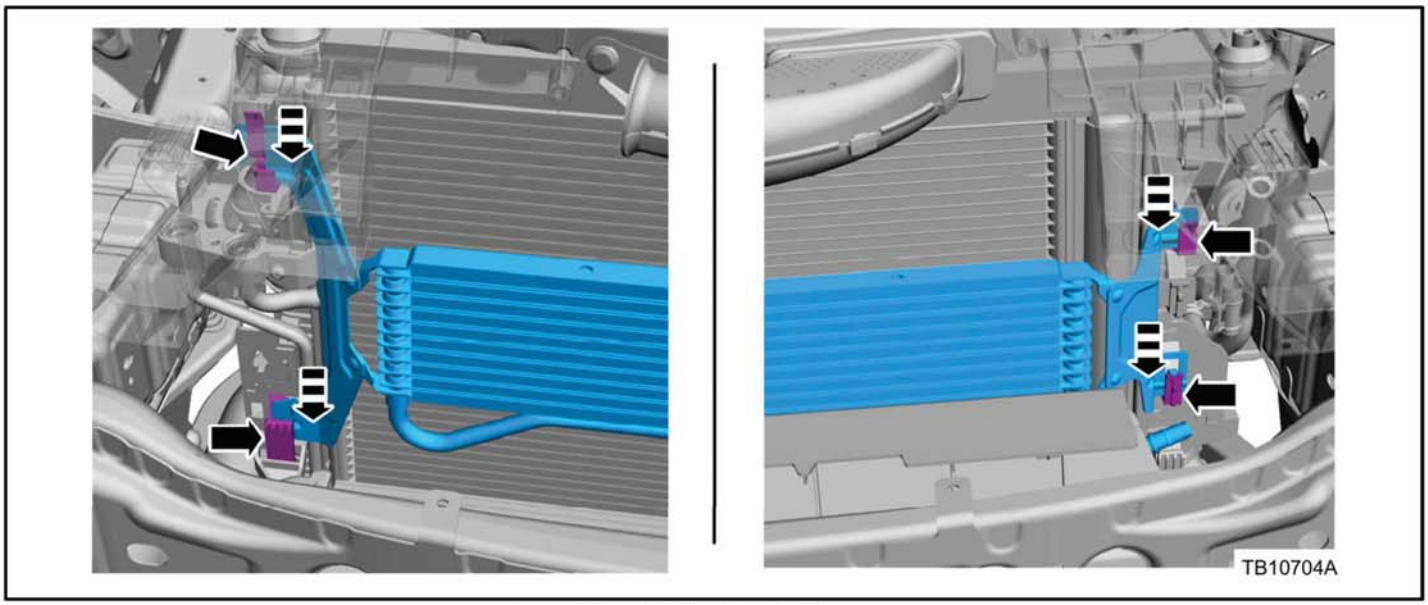


Figure 13 - Article 16-02-NA

31. Install the lower radiator support grommets.
32. Install the new cooling module assembly. Refer to WSM, Section 303-03A.
33. Trim the active grille shutter (AGS) housing prior to installation to make room for the new modifications. (Figures 14-18)

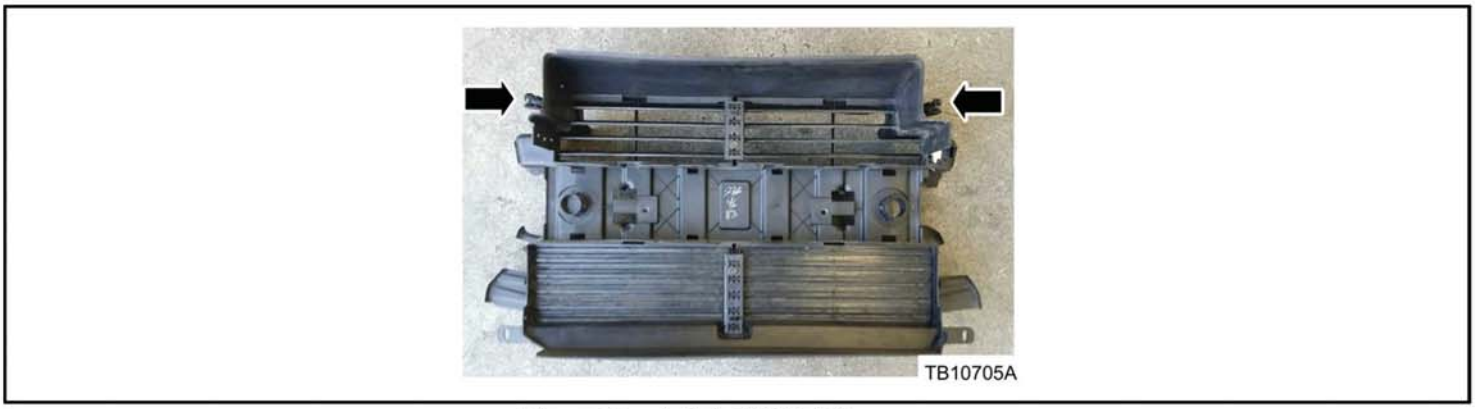


Figure 14 - Article 16-02-NA

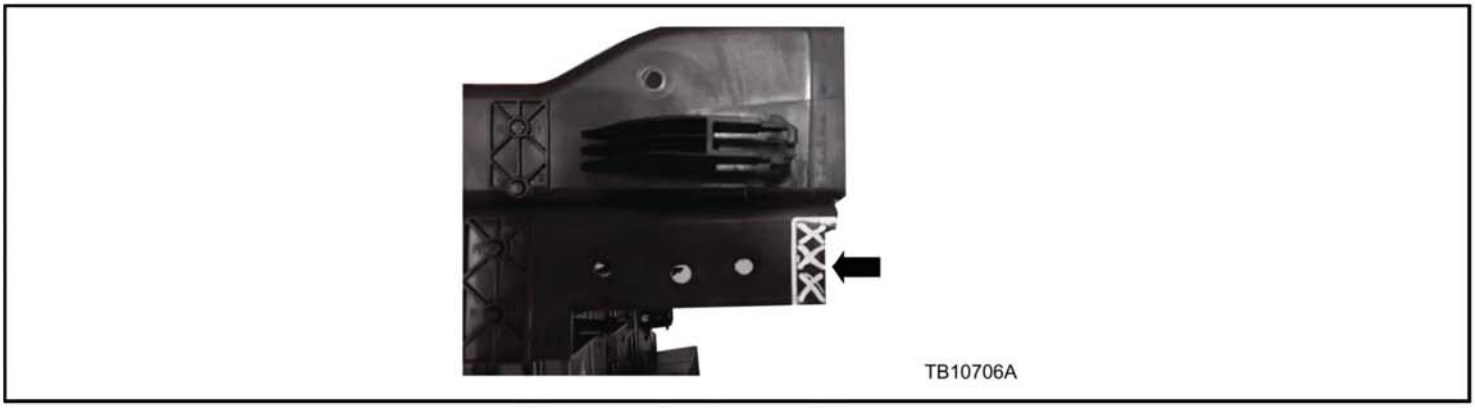


Figure 15 - Article 16-02-NA

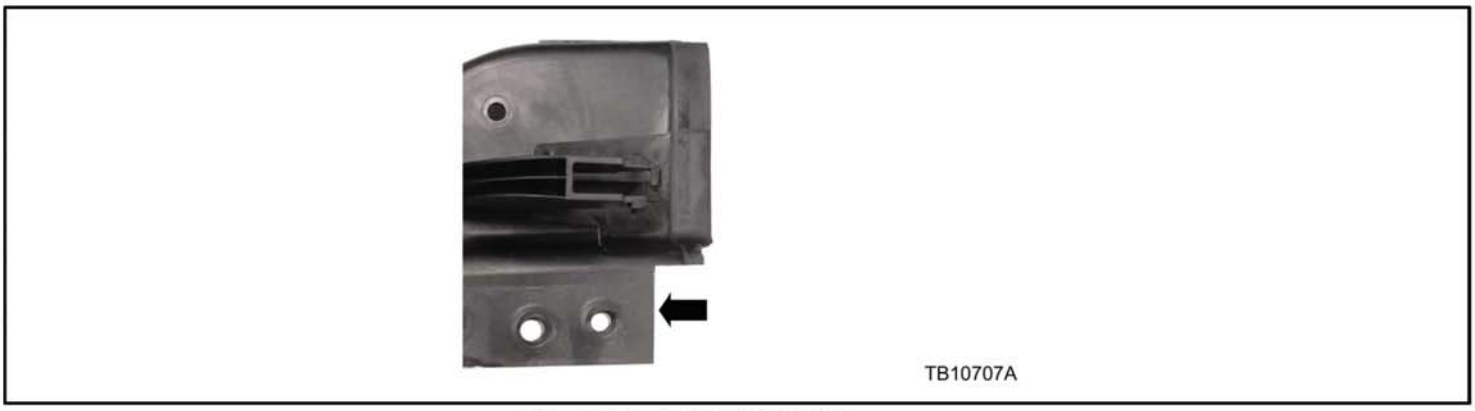


Figure 16 - Article 16-02-NA

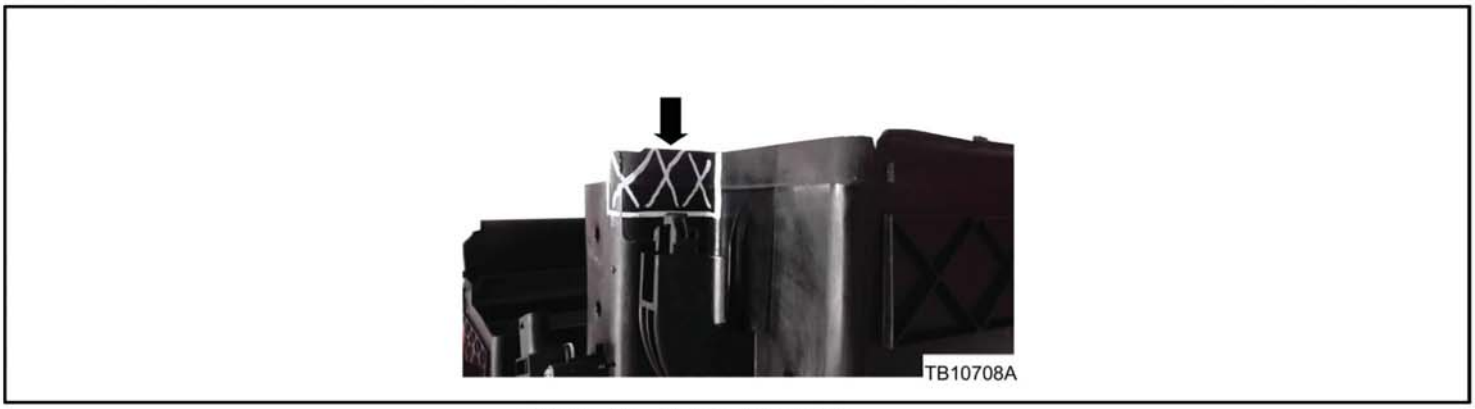


Figure 17 - Article 16-02-NA



Figure 18 - Article 16-02-NA

34. Trim any other portions of the AGS housing as needed.
35. After installing the AGS housing, trim the side-sealing components using scissors or a similar tool for cutting rubber.

a. Before trimming. (Figure 19)



TB10710A

Figure 19 - Article 16-02-NA



TB10711A

Figure 20 - Article 16-02-NA

b. After trimming. (Figure 20)

36. Install the cooler tube retaining clips to where the transmission lines and cooler meet.
37. Install the clip and screw onto the transmission lines.
38. Install the air cleaner. Refer to WSM, Section 303-12A.
39. Reprogram the powertrain control module (PCM) to the latest calibration using IDS release 96.01 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com.
40. Perform the Transmission Fluid Level Check. Refer to WSM, Section 307-01.

Obtain Locally
Part Description
Cable Ties ES-1 Double Walled Heat Shrink Tubing as found in 3U2Z-14A088-AB or equivalent

PART NUMBER	PART NAME
CV6Z-8005-Y	Engine Kit
W520101-S442	M6 nut (2 Req)

OPERATION	DESCRIPTION	TIME
MT1602NA	2013-2014 Escape 1.6L EcoBoost: Update The Cooling System Following The Service Procedure (Do Not Use With Any Other Labor Operations)	5.5 Hrs.

WARRANTY STATUS:
Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
8005	42

OASIS CODES:
400000
402000
500000
501000
502000
503000
504000
510000
4*****
441***
4412**
441239

WHITE PAPER NUMBER: SRV0000837,Q

WHITE PAPER NUMBER: SRV0000888,L

From: Krisher, Tom [mailto:tkrisher@ap.org]
Sent: Wednesday, October 25, 2017 2:46 PM
To: Weigandt, Elizabeth (E.M.) <eweigand@ford.com>
Subject: copy of story from april

DETROIT (AP) — The U.S. government's auto safety agency is reviewing a Ford Motor Co. recall of thousands of cars, SUVs and vans that can run low on coolant and potentially overheat and catch fire after the company proposed a remedy that doesn't fix the coolant problem.

Ford notified the agency about the recall, which has caused 29 engine fires, in paperwork dated last week. The automaker said it would install a sensor that warns owners when coolant is low in the 1.6-Liter turbocharged engines. The sensor does not solve the underlying problem of vanishing coolant.

The National Highway Traffic Safety Administration said Tuesday it is reviewing the recall. "The agency will take appropriate action as necessary," an agency spokeswoman said in a statement. She would not provide further details. The agency confirmed the review after The Associated Press raised questions about Ford's remedy.

NHTSA could determine that the fix solves the fire problem, or it could open an investigation to see if more repairs are needed.

Experts say coolant shouldn't become depleted in newer cars, and that Ford may be cutting costs by shifting responsibility for the problem to owners. Coolant could be leaking from a number of places, or the engine could be burning it, both of which could cause significant engine trouble down the road — especially if owners don't religiously watch coolant levels and act immediately if they get low.

"All you're doing is monitoring a symptom, not solving a problem," said John Nielsen, managing director of automotive engineering for AAA. "A healthy engine doesn't leak coolant at all. Ever."

The recall includes about 230,000 vehicles in North America. Ford said engines can overheat if coolant gets low, causing the cylinder head to crack and spew oil that can catch fire. No injuries have been reported in any of the fires.

Parts won't be available to install the coolant-level sensor until later this year. In the meantime, Ford will send letters to owners telling them how to check coolant and add some if it gets low.

Elizabeth Weigandt, a company spokeswoman, said the sensor solves the safety problem. "You would stay informed as to how much coolant you have in the engine," she said. "That would address the unique risk of the cylinder head cracking."

The new sensor would turn on a dashboard warning light, she said.

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. In Europe, the recall covers the 2010 through 2015 C-Max hybrid and Focus small car, and the 2013 through 2015 Transit Connect.

Sean Kane, president of Safety Research and Strategies Inc., a Massachusetts firm that does auto testing for plaintiffs' lawyers and other clients, said Ford likely is trying to avoid costly engine repairs that would cure the coolant leaks. "It sounds like they have a bigger issue. More likely than not they don't want to repair that issue," he said.

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To: Beltramo, Joel (J.J.)
Subject: FW: Recall Q: What is ultimate root cause?

Joel – If you need to chat, just give me a ring on my cell at [redacted]

From: Prescott, Amanda (A.B.)
Sent: Tuesday, April 04, 2017 10:50 AM
To: Weigandt, Elizabeth (E.M.); Beltramo, Joel (J.J.)
Cc: Cangany, John (J.); Fronckowiak, Todd (T.M.); Denholm, Jennifer (J.S.); Dwan, Patrick (P.J.)
Subject: RE: Recall Q: What is ultimate root cause?

I'll defer to Joel as he is best equipped to answer these technical questions.

Amanda Prescott
Automotive Safety Office
Global Critical Concern Review Group – Senior Safety Investigation Engineer
[redacted]
Fairlane Plaza South-Suite 500

From: Weigandt, Elizabeth (E.M.)
Sent: Tuesday, April 04, 2017 10:47 AM
To: Beltramo, Joel (J.J.) <jbeltram@ford.com>; Prescott, Amanda (A.B.) <apresco3@ford.com>
Cc: Cangany, John (J.) <jcangany@ford.com>; Fronckowiak, Todd (T.M.) <tfroncko@ford.com>; Denholm, Jennifer (J.S.) <jdenholm@ford.com>; Dwan, Patrick (P.J.) <pdwan@ford.com>
Subject: HOT: Recall Q: What is ultimate root cause?
Importance: High

[redacted]

From: Prescott, Amanda (A.B.)
Sent: Wednesday, May 24, 2017 12:03 PM
To: Pusta, Ionut (I.)
Subject: FW: Question needed for 1.6L IDS Service Fix

Amanda Prescott
Automotive Safety Office
Global Critical Concern Review Group – Senior Safety Investigation Engineer
[redacted]
Fairlane Plaza South-Suite 500

From: Bell, Darren (D.)
Sent: Tuesday, May 23, 2017 9:54 PM
To: Prescott, Amanda (A.B.) <apresco3@ford.com>; Brambilla, Thiago (T.B.) <tbrambil@ford.com>; Hahn, Uwe (U.) <uhahn1@ford.com>; Bourne, Aaron (A.) <abourne5@ford.com>
Cc: Cooper, Andy (A.H.) <acoope49@ford.com>
Subject: RE: Question needed for 1.6L IDS Service Fix

Hi Amanda,

REDACTED FOR PRIVILEGE

Regards,
Darren

Darren Bell | Senior Engineer – Vehicle Investigations | Ford Motor Company, Asia Pacific
[redacted] email: dbell134@ford.com

From: Prescott, Amanda (A.B.)
Sent: Tuesday, 23 May 2017 2:30 AM
To: Brambilla, Thiago (T.B.) <tbrambil@ford.com>; Hahn, Uwe (U.) <uhahn1@ford.com>; Bell, Darren (D.) <DBELL134@ford.com>; Lindner, Paul (P.) <plindner@ford.com>
Cc: Cooper, Andy (A.H.) <acoope49@ford.com>
Subject: FW: Question needed for 1.6L IDS Service Fix
Importance: High

I have already provided feedback that I am ok with the proposal.

Please advise if you have any issues with this question.

Amanda Prescott
Automotive Safety Office
Global Critical Concern Review Group – Senior Safety Investigation Engineer
[redacted]
Fairlane Plaza South-Suite 500

From: Pusta, Ionut (I.)
Sent: Monday, May 22, 2017 11:48 AM
To: Denholm, Jennifer (J.S.) <jdenholm@ford.com>; Prescott, Amanda (A.B.) <apresco3@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Camaj, Linda (.) <lcamaj@ford.com>
Subject: Question needed for 1.6L IDS Service Fix
Importance: High

Jennifer and Amanda,

REDACTED FOR PRIVILEGE

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: Thursday, May 11, 2017 1:43 PM
To: Baumgartner, George (G.K.) <gbaumga1@ford.com>; Less, Edward (E.G.) <eless@ford.com>; Peters, Robin (R.S.) <rpeters@ford.com>; Santhanam, Sumitha (S.) <ssanth14@ford.com>; Sherrington, John (J.)

<< File: Project Control High Level Plan C520 ICA PCM UPDATE FOR CLS.XLSX >> << File: Project Control High Level Plan V408E & N PCM UPDATE FOR CLS.XLSX >>

Regards,

[redacted]

1.5L Dragon GTDI / 1.6L Sigma GTDI

Powertrain Calibration Supervisor

1AE32 Truck Engine Engineering (TEE),

2000 Enterprise Dr., Allen Park, MI 48101

[redacted]

From: Less, Edward (E.G.)
Sent: Thursday, May 11, 2017 10:20 AM
To: Peters, Robin (R.S.); Santhanam, Sumitha (S.); Baumgartner, George (G.K.); Sherrington, John (J.); Ali-Zaher, Houda (H.)
Cc: Sroka, Joseph (J.)
Subject: FW: PCM Release Workplan -- 2013/2014 1.6L C520 Service Fix [redacted]

Robin

My understanding was that these are just a chain up you get the recall and then program, these are stand-alone files. How do I get the old (which I don't know what it is) to the new file shouldn't there be two paths one that says it doesn't need the recall so it stays in that linage and a file that states if you do the recall go here. We need some direction on how to get to these files.

Ed

From: Peters, Robin (R.S.)
Sent: Thursday, May 11, 2017 9:46 AM
To: Leaman, James (James.Leaman@us.bosch.com); Rangaswamy K (RBEI/BSP2); Samuel Sebastian (Sebastian.Szamiel@us.bosch.com); sarahi.reynoso@us.bosch.com; Ted Pregitzer (Ted.Pregitzer@us.bosch.com); Valdez Bejarano Roselee (DGS-EC/ENU2-NA); Vipin Nair (RBEI/EEN2); Andrews, Lee (L.A.); Arango, Scott (S.A.); Arbanas, Kelly (K.M.); Bailey, Owen (O.R.); Balsis, Jeff (J.A.); Banners, Eric (E.F.); Barwick, Matt (M.E.); Baumgartner, George (G.K.); Bayryamov, Tundzhay (T.); Beecham, Winfred (A.); Benedetti, Dario (D.); Beretz, Paul (P.D.); Borthwick, Duncan (D.); Castellano, James (.); Celikkilinc, Melis (M.); Cianciolo, David (D.A.); Ciolli, Lisa (L.M.); Clary, Brian (B.S.); Cseh, Damon (D.M.); Davis, Charles (C.); DeBrule, Peter (P.E.); Deeb, Joe (J.S.); Diaz, Ever (E.); Douglas, Jason (J.); Dries, Jason (J.M.); Duffy, Matthew (.); Eddins, Chuck (C.E.); Elhaddi, Akram (A.); England, Mike (M.); Estradas Ollinger, Maria (MFEO.); Femster, Alvin (A.J.); Ferguson, Rick (R.M.); Fillary, Donna (D.); Fischer, Troy (T.A.); Fleming, Mark (M.D.); Fletcher-Cook, Angela (A.R.); Ford, Keri (K.A.); Frederick, Kenneth (K.J.); Fredericks, Edward (E.W.); Godula, Gary (G.M.); Graham, Brennan (B.K.); Grando, Anthony (A.W.); Guilbert, William (W.); Hathaway, Rich (R.R.); Hinman, Beth (B.); Hoffmann, Ulrike (U.); Houston, Randy (R.J.); Howells, Steven (S.); Kahn, Jason (J.); Kaminski, Leonard (L.J.); Kantrow, Mary Ann (M.A.); Keep, Jamie (D.); Kelley, Bill (W.S.); Kempf, Gregory (G.J.); Kowalske, Robert (R.K.); Kropf, Tim (T.J.); Kruse, Nicole (N.A.); Krygowski, Richard (R.J.); Kuchta, Gerard (G.P.); LaVigne, Richard (L.); Leon, Carlos (C.L.); Less, Edward (E.G.); Lovelace, Ronald (R.); Luke, Darrin (D.B.); McDonagh, Scot (S.M.); McRae, Judy (.); Mogasala, Murali (M.); Mohal, Monica (M.); Moore, William (W.M.); Mosley, Melissa (M.); Nathan, Branden (B.); Nelson,

Ryan (R.T.); Payne, Nicholas (N.R.); Piontek, Timothy (T.A.); Pope, Amy (A.L.); Puschaver, James (J.B.); Raymond, Dennis (D.J.); Rees-Evans, Steve (S.); Righettini, Donald (D.V.); Riley, Buddy (D.); Rinkevich, Daniel (D.J.); Riordan, Paul (P.R.); Roskelly, Christopher (C.); Royal, Matthew (M.E.); Santhanam, Sumitha (S.); Saylor, Eric (E.L.); Schalk, Mark (M.E.); Schubert, Tom (T.A.); Shay, Toni (T.M.); Shelton, Randy (R.); Sherrington, John (J.); Shuter, Nick (N.); Sims, Ivan (I.D.); Skinner, LaVonne (L.L.); Socia, Chuck (C.); Stalsberg, Jamey (J.L.); Starnes, Samantha (S.); Suddeth, Michael (M.); ENC1-NA Software Launch Coordination DGS-EC (RBEI/BSM) (DGS-EC.ENC1-NASoftwareLaunchCoordination@in.bosch.com); Fletcher Jason (DGS-EC/ENC1-NA); Taylor, Toary (T.D.); Thomas, Steven (S.W.); Tran, Dan (D.H.); Trupiano, Vito (V.A.); Waldock, Lisa (L.M.); Ward, Sheila (S.A.); Watson, Joseph (J.W.); Webb, Sara (S.); Weber, Chris (C.R.); Wells, Thomas (T.W.); White, Katherine (K.); Willette, Paul (P.R.); Williams, Christopher (C.M.); Wroblewski, Amy (A.M.); Yuhase, Nicole (L.)
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

Desk Phone: 313-39-**04218**

Work Cell: 313-805-3628

REDACTED FOR PRIVILEGE

REDACTED FOR PRIVILEGE

From: Beltramo, Joel (J.J.)
Sent: Tuesday, April 04, 2017 2:02 PM
To: Weigandt, Elizabeth (E.M.)
Cc: Denholm, Jennifer (J.S.); Logel, Jay (J.D.); Renwick, Rick (R.J.)
Subject: RE: Recall Q: What is ultimate root cause?

Elizabeth,

It has been ages since I have had any training for media interviews and back then it was purely product and technology related. If I do this, I want to be sitting with the media experts when it occurs.

Thank you,

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

From: Weigandt, Elizabeth (E.M.)
Sent: Tuesday, April 04, 2017 1:58 PM
To: Beltramo, Joel (J.J.)
Subject: RE: Recall Q: What is ultimate root cause?

Joel – We are considering setting up an interview between you and Tom today to go through these Qs. Have you been media trained? Best, Elizabeth

---

From: Beltramo, Joel (J.J.)
Sent: Tuesday, April 04, 2017 1:28 PM
To: Weigandt, Elizabeth (E.M.); Rollinger, John (J.E.); Bailey, Owen (O.R.)
Subject: RE: Recall Q: What is ultimate root cause?

Owen,

Please see Elizabeth's question below. Looking for the key text for all three sections.

To: Rollinger, John (J.E.)
Cc: Weigandt, Elizabeth (E.M.)
Subject: FW: Recall Q: What is ultimate root cause?
Importance: High

John,

Need some quick help for Elizabeth getting back to the press.

She needs the messages that get displayed in Escape and Fusion as the coolant level sensor and PCM recognize the coolant going low. Exact wording that will be used is strongly preferred. I am assuming this is the same as 13S12.

She also needs the information around the very low coolant where we limit vehicle performance to protect the customer. She is interested in the details around maximum speed or performance reductions that are invoked to protect the customer..

Thank you,

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

From: Weigandt, Elizabeth (E.M.)
Sent: Tuesday, April 04, 2017 10:56 AM
To: Beltramo, Joel (J.J.)
Subject: FW: Recall Q: What is ultimate root cause?

Joel – If you need to chat, just give me a ring on my cell at [redacted]

From: Prescott, Amanda (A.B.)
Sent: Tuesday, April 04, 2017 10:50 AM
To: Weigandt, Elizabeth (E.M.); Beltramo, Joel (J.J.)
Cc: Cangany, John (J.); Fronckowiak, Todd (T.M.); Denholm, Jennifer (J.S.); Dwan, Patrick (P.J.)
Subject: RE: Recall Q: What is ultimate root cause?

I'll defer to Joel as he is best equipped to answer these technical questions.

Amanda Prescott
Automotive Safety Office
Global Critical Concern Review Group – Senior Safety Investigation Engineer
[redacted]
Fairlane Plaza South-Suite 500

From: Weigandt, Elizabeth (E.M.)
Sent: Tuesday, April 04, 2017 10:47 AM
To: Beltramo, Joel (J.J.) <jbeltram@ford.com>; Prescott, Amanda (A.B.) <apresco3@ford.com>

REDACTED FOR PRIVILEGE

REDACTED FOR PRIVILEGE

From: Cangany, John (J.)
Sent: Monday, March 27, 2017 6:49 PM
To: Holycross, Bob (R.T.); Williams, Cynthia (.); Schmidt, Wulf-Peter Dr (W.P.); Cooper, Andy (A.H.); Taylor, Andy (A.); Ribeiro, Emerson (E.B.); Hahn, Uwe (U.)
Cc: Fronckowiak, Todd (T.M.); Prescott, Amanda (A.B.); Weigandt, Elizabeth (E.M.)
Subject: Fwd: 1.6L Strategy & QA

Hi everyone - we are a couple of hours behind but attached is the latest QA with input from the team here (ASO, FCSD, OGC, GA and COM) and from the global comms teams in their markets. We have two outstanding items that should be resolved in the morning (FoE and Ford South America reactive statements for media). Would you mind taking a look at this document and sending Elizabeth and me your feedback? Our plan is to update and wrap up by tomorrow afternoon ahead of Weds announcement. Thank you.

Sent from my iPhone

Begin forwarded message:

From: "Weigandt, Elizabeth (E.M.)" <eweigand@ford.com>
Date: March 27, 2017 at 5:58:00 PM EDT
To: "von Essen, Craig (C.L.)" <cvonesse@ford.com>, "Trotta, Sebastian (S.T.)" <strotta@ford.com>, "Lee-gracey, Michelle (M.)" <MGRACEY1@ford.com>, "Bernardes, Rella (R.N.)" <rgiurici@ford.com>, "Galvao, Celio Jose (C.O.)" <cgalvao@ford.com>, "Arik Ben-Zvi (Arik@gpg.com) (Arik@gpg.com)" <Arik@gpg.com>, "Bhagaloo, Minesh (M.)" <MBHAGALO@ford.com>, "Eis, Volker (V.)" <veis@ford.com>, "Baumann, Michael (M.)" <mbauman9@ford.com>, "Gardiner, John (J.S.)" <jgardin2@ford.com>, "Phipps, Sinead (S.)" <sphipps6@ford.com>
Cc: "Cangany, John (J.)" <jcangany@ford.com>, "Baker, Christin (C.)" <cbake117@ford.com>, "Levine, Michael (M.)" <mlevine5@ford.com>
Subject: RE: 1.6L Strategy & QA

Everyone – See attached updated QA. As you'll see, we need some detail on what our plan is for notifying media in South America as well as the statement from Europe to ensure it's aligned with our other messaging. Please respond as soon as you can with input, edits or additions. Once this is finalized, we will be able to prepare and circulate our release for Wednesday. Best, Elizabeth

---

From: Weigandt, Elizabeth (E.M.)
Sent: Monday, March 27, 2017 6:56 AM
To: von Essen, Craig (C.L.); Trotta, Sebastian (S.T.); Lee-gracey, Michelle (M.); Bernardes, Rella (R.N.); Galvao, Celio Jose (C.O.); Arik Ben-Zvi (Arik@gpg.com) (Arik@gpg.com); Bhagaloo, Minesh (M.); Eis, Volker (V.); Baumann, Michael (M.); Gardiner, John (J.S.); Phipps, Sinead (S.)
Cc: Cangany, John (J.); Baker, Christin (C.); Levine, Michael (M.)
Subject: RE: 1.6L Strategy & QA

Everyone – See attached fact sheet on 17S09 as an addendum to the materials I sent Friday.
<< File: FRC 1.6L Fact Sheet 3.20.17.pdf >>

From: Weigandt, Elizabeth (E.M.)
Sent: Friday, March 24, 2017 3:16 PM
To: von Essen, Craig (C.L.); Trotta, Sebastian (S.T.); Lee-gracey, Michelle (M.); Bernardes, Rella (R.N.); Galvao, Celio Jose (C.O.); Arik Ben-Zvi (Arik@gpg.com) (Arik@gpg.com); Bhagaloo, Minesh (M.); Eis, Volker (V.); Baumann, Michael (M.); Gardiner, John (J.S.); Phipps, Sinead (S.)

Cc: Cangany, John (J.); Baker, Christin (C.); Levine, Michael (M.)
Subject: 1.6L Strategy & QA

Everyone – In preparation for next week, please see attached an updated communications strategy and QA. Please note, Ray has signed off on the high-level messaging REDACTED FOR PRIVILEGE REDACTED FOR PRIVILEGE Outside of a few additional tweaks, these are close finals. We would appreciate your input on added questions you anticipate in your market and any thoughts on messaging for your region.

Looking forward to connecting Monday morning. Just let us know if you have questions in the meantime.

Elizabeth Weigandt - Safety Communications Manager - 313-845-4147 (O) [redacted]
eweigand@ford.com
<< File: QA DRAFT 17S09 Recall 16L GTDI 3.24.17 v3.docx >> << File: 17S09 Recall Strategy Summary 3.24.17.doc >>

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Cc: Fronckowiak, Todd (T.M.); Prescott, Amanda (A.B.); Weigandt, Elizabeth (E.M.)
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Cc: "Cangany, John (J.)" <jcangany@ford.com>, "Baker, Christin (C.)" <cbake117@ford.com>, "Levine, Michael (M.)" <mlevine5@ford.com>
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Looking forward to connecting Monday morning. Just let us know if you have questions in the meantime.

Elizabeth Weigandt - Safety Communications Manager - 313-845-4147 (O) [redacted]
eweigand@ford.com

<< File: QA DRAFT 17S09 Recall 16L GTDI 3.24.17 v3.docx >> << File: 17S09 Recall Strategy Summary 3.24.17.doc >>

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From: Weigandt, Elizabeth (E.M.)
Sent: Friday, March 24, 2017 11:12 AM
To: Prescott, Amanda (A.B.); Fronckowiak, Todd (T.M.); Ott, David (D.J.)
Cc: Logel, Jay (J.D.); Denholm, Jennifer (J.S.); Dwan, Patrick (P.J.); Camaj, Linda (.); Roussel, Gerald (G.M.); Baker, Christin (C.); Cangany, John (J.)
Subject: RE: 17S09 QA Round 2 (OGC)
Importance: High

Thanks for your detailed input, Amanda. Very helpful. Regarding, which Escapes for recalls, we'd like the number of times the Escape has been recalled since the redesign, which I believe was 2010, right? Previous QAs said there have been something like 16+ recalls for Escape and I know media will ask. Also, no fires in Mexico, correct? Finally, I've added a section on how to add coolant which will be helpful to the global comms leads. Note: this language is verbatim from this page on fordowner.com.

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From: Prescott, Amanda (A.B.)
Sent: Thursday, March 23, 2017 7:36 PM
To: Weigandt, Elizabeth (E.M.); Fronckowiak, Todd (T.M.); Ott, David (D.J.)
Cc: Logel, Jay (J.D.); Denholm, Jennifer (J.S.); Dwan, Patrick (P.J.); Camaj, Linda (.); Roussel, Gerald (G.M.); Baker, Christin (C.); Cangany, John (J.)
Subject: RE: 17S09 QA Round 1 (ASO)

Elizabeth,
See attached. JFYI, Todd and Dave are out of the office.

Thanks for pulling this together.

Amanda Prescott
Automotive Safety Office
Global Critical Concern Review Group – Senior Safety Investigation Engineer
[redacted]
Fairlane Plaza South-Suite 500

From: Weigandt, Elizabeth (E.M.)
Sent: Thursday, March 23, 2017 2:54 PM
To: Fronckowiak, Todd (T.M.) <tfroncko@ford.com>; Ott, David (D.J.) <dott@ford.com>; Prescott, Amanda (A.B.)

Sorry I wasn't more specific. If a customer made repairs previously for this issue, before the recall was announced, what should customers do to be compensated?

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[redacted]
Fairlane Plaza South-Suite 500

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Subject: 17S09 QA Round 1 (ASO)
Importance: High

[redacted]

Elizabeth Weigandt - Safety Communications Manager - 313-845-4147 (O)[redacted]
eweigand@ford.com

<<...>>

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

[redacted]

From: Weigandt, Elizabeth (E.M.)
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Importance: High

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Subject: 17S09 QA Round 1 (ASO)
Importance: High

[redacted]

Elizabeth Weigandt - Safety Communications Manager - 313-845-4147 (O) [redacted]
eweigand@ford.com

<<...>>

REDACTED FOR PRIVILEGE

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From: Weigandt, Elizabeth (E.M.)
Sent: Friday, March 24, 2017 11:12 AM
To: Prescott, Amanda (A.B.); Fronckowiak, Todd (T.M.); Ott, David (D.J.)
Cc: Logel, Jay (J.D.); Denholm, Jennifer (J.S.); Dwan, Patrick (P.J.); Camaj, Linda (.); Roussel, Gerald (G.M.); Baker, Christin (C.); Cangany, John (J.)
Subject: RE: 17S09 QA Round 2 (OGC)
Importance: High

Thanks for your detailed input, Amanda. Very helpful. Regarding, which Escapes for recalls, we'd like the number of times the Escape has been recalled since the redesign, which I believe was 2010, right? Previous QAs said there have been something like 16+ recalls for Escape and I know media will ask. Also, no fires in Mexico, correct? Finally, I've added a section on how to add coolant which will be helpful to the global comms leads. Note: this language is verbatim from this page on fordowner.com.

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From: Prescott, Amanda (A.B.)
Sent: Thursday, March 23, 2017 7:36 PM
To: Weigandt, Elizabeth (E.M.); Fronckowiak, Todd (T.M.); Ott, David (D.J.)

Cc: Logel, Jay (J.D.); Denholm, Jennifer (J.S.); Dwan, Patrick (P.J.); Camaj, Linda (.); Roussel, Gerald (G.M.); Baker, Christin (C.); Cangany, John (J.)
Subject: RE: 17S09 QA Round 1 (ASO)

Elizabeth,
See attached. JFYI, Todd and Dave are out of the office.

Thanks for pulling this together.

Amanda Prescott
Automotive Safety Office
Global Critical Concern Review Group – Senior Safety Investigation Engineer
[redacted]
Fairlane Plaza South-Suite 500

From: Weigandt, Elizabeth (E.M.)
Sent: Thursday, March 23, 2017 2:54 PM
To: Fronckowiak, Todd (T.M.) <tfroncko@ford.com>; Ott, David (D.J.) <dott@ford.com>; Prescott, Amanda (A.B.) <apresco3@ford.com>
Cc: Logel, Jay (J.D.) <jlogel@ford.com>; Denholm, Jennifer (J.S.) <jdenholm@ford.com>; Dwan, Patrick (P.J.) <pdwan@ford.com>; Camaj, Linda (.) <lcamaj@ford.com>; Roussel, Gerald (G.M.) <groussel@ford.com>; Baker, Christin (C.) <cbake117@ford.com>; Cangany, John (J.) <jcangany@ford.com>
Subject: 17S09 QA Round 1 (ASO)
Importance: High

[redacted]

Elizabeth Weigandt - Safety Communications Manager - 313-845-4147 (O) - [redacted]
eweigand@ford.com

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[redacted]
Fairlane Plaza South-Suite 500

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To: Fronckowiak, Todd (T.M.) <tfroncko@ford.com>; Ott, David (D.J.) <dott@ford.com>; Prescott, Amanda (A.B.) <apresco3@ford.com>

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From: Pusta, Ionut (I.)
Sent: Friday, January 12, 2018 5:38 PM
To: Ludington, Julie (J.L.)
Cc: Carey, Danielle (D.M.); Ott, David (D.J.); Baumeister, Eric (E.)
Subject: RE: Action Request: FSA Concurrence and/or Comment - 17S09-Supplment #2
Attachments: 17S09-S2 ATTACHMENT IV Escape - Transit Connect D9.pdf; 17S09-S2 - ATTACHMENT VI - Unique Vehicle Table.docx; 17S09-S2 - Dealer Bulletin V2.docx; 17S09- NHTSA APPROVED Owner Letter - Repair Available.docx; 17S09 ATTACHMENT VIII Fusion - Coolant Level Sensor D2 IP Markup.pdf

Julie,

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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: Pusta, Ionut (I.)
Sent: Friday, January 12, 2018 8:47 AM
To: Ott, David (D.J.) <dott@ford.com>
Cc: Carey, Danielle (D.M.) <dcarey26@ford.com>
Subject: RE: Action Request: FSA Concurrence and/or Comment - 17S09-Supplment #2

Dave,

You are correct. The only difference is we are adding a PCA for Fusion and Transit Connect.

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: Ott, David (D.J.)
Sent: Friday, January 12, 2018 8:46 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Carey, Danielle (D.M.) <dcarey26@ford.com>
Subject: FW: Action Request: FSA Concurrence and/or Comment - 17S09-Supplment #2
Importance: High

Hi John, I presume these follow the same proforma as our other 1.6L documents. I quickly scanned these and they appear fine to me.

David J. Ott
Internal Investigations Manager (CCRG) - Automotive Safety Office
Ford Motor Company
Fairlane Plaza South, Suite 500
330 Town Center Drive
Dearborn, MI 48126

Desk: 313-33-76645
[redacted]

From: Carey, Danielle (D.M.)
Sent: Friday, January 12, 2018 8:31 AM
To: Ott, David (D.J.) <dott@ford.com>
Subject: FW: Action Request: FSA Concurrence and/or Comment - 17S09-Supplment #2
Importance: High

Dave,
Have you reviewed or provided ASO concurrence on this topic to John yet? It is due to him this morning. As I understand this process, typically the person who writes the Part 573 (Amanda) is who reviews these documents. I haven't been through any of these processes and I'm not sure I'm able to adequately review and provide the overall ASO concurrence on these reviews. Please let me know your thoughts.

Danielle Carey
Global Critical Concern Review Group (CCRG)
ASO - Internal Investigations
Phone: 313-845-5651 | [redacted]

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From: Poploskie, Jeannette (J.M.)
Sent: Monday, November 20, 2017 8:40 AM
To: Beltramo, Joel (J.J.) <jbeltram@ford.com>; White, Eric (E.) <ewhite43@ford.com>
Cc: Hansen, Randy (R.F.) <rhansen2@ford.com>; Liddle, Preston (P.) <pliddle@ford.com>; Camaj, Linda (.) <lcamaj@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Dwan, Patrick (P.J.) <pdwan@ford.com>
Subject: RE: C-Car launch timing / parts position

Joel,
That would be the timing if the is the risk proves true.

Thanks.

[redacted]
Recall/Field Fix Manager
N.A. Supply Chain, Parts, Supply & Logistics
Ford Customer Service Division
[redacted]
jpoplosk@ford.com

From: Beltramo, Joel (J.J.)
Sent: Monday, November 20, 2017 8:38 AM
To: Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; White, Eric (E.) <ewhite43@ford.com>
Cc: Hansen, Randy (R.F.) <rhansen2@ford.com>; Liddle, Preston (P.) <pliddle@ford.com>; Camaj, Linda (.) <lcamaj@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Dwan, Patrick (P.J.) <pdwan@ford.com>
Subject: RE: C-Car launch timing / parts position

Jeanette,

Does the two weeks delay on C-platform here mean the Fusion would go out the first week in January?

Thank you,

Joel Beltramo
Manager – Large V-8 Gas Engines
[redacted]
Building 1 12A044

From: Poploskie, Jeannette (J.M.)
Sent: Monday, November 20, 2017 8:37 AM
To: Beltramo, Joel (J.J.) <jbeltram@ford.com>; White, Eric (E.) <ewhite43@ford.com>
Cc: Hansen, Randy (R.F.) <rhansen2@ford.com>; Liddle, Preston (P.) <pliddle@ford.com>; Camaj, Linda (.) <lcamaj@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Dwan, Patrick (P.J.) <pdwan@ford.com>
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From: Weigandt, Elizabeth (E.M.)
Sent: Tuesday, April 04, 2017 2:06 PM
To: Beltramo, Joel (J.J.)
Cc: Denholm, Jennifer (J.S.); Logel, Jay (J.D.); Renwick, Rick (R.J.); Fronckowiak, Todd (T.M.); Prescott, Amanda (A.B.); Cangany, John (J.)
Subject: RE: Recall Q: What is ultimate root cause?

From: Weigandt, Elizabeth (E.M.)
Sent: Tuesday, April 04, 2017 1:58 PM
To: Beltramo, Joel (J.J.)
Subject: RE: Recall Q: What is ultimate root cause?

Joel – We are considering setting up an interview between you and Tom today to go through these Qs. Have you been media trained? Best, Elizabeth

From: Beltramo, Joel (J.J.)
Sent: Tuesday, April 04, 2017 1:28 PM
To: Weigandt, Elizabeth (E.M.); Rollinger, John (J.E.); Bailey, Owen (O.R.)
Subject: RE: Recall Q: What is ultimate root cause?

Owen,

Please see Elizabeth's question below. Looking for the key text for all three sections.

Thank you,

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

From: Weigandt, Elizabeth (E.M.)
Sent: Tuesday, April 04, 2017 1:23 PM
To: Beltramo, Joel (J.J.); Rollinger, John (J.E.)
Subject: RE: Recall Q: What is ultimate root cause?
Importance: High

[redacted]

From: Beltramo, Joel (J.J.)
Sent: Tuesday, April 04, 2017 11:22 AM
To: Rollinger, John (J.E.)

Cc: Weigandt, Elizabeth (E.M.)
Subject: RE: Recall Q: What is ultimate root cause?

John,

Please be clear that the messaging for Fiesta ST has not been finalized at this time since the instrument clusters are a bit different in these vehicles around the world..

Thank you,

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

From: Beltramo, Joel (J.J.)
Sent: Tuesday, April 04, 2017 11:20 AM
To: Rollinger, John (J.E.)
Cc: Weigandt, Elizabeth (E.M.)
Subject: FW: Recall Q: What is ultimate root cause?
Importance: High

John,

Need some quick help for Elizabeth getting back to the press.

She needs the messages that get displayed in Escape and Fusion as the coolant level sensor and PCM recognize the coolant going low. Exact wording that will be used is strongly preferred. I am assuming this is the same as 13S12.

She also needs the information around the very low coolant where we limit vehicle performance to protect the customer. She is interested in the details around maximum speed or performance reductions that are invoked to protect the customer..

Thank you,

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

From: Weigandt, Elizabeth (E.M.)
Sent: Tuesday, April 04, 2017 10:56 AM
To: Beltramo, Joel (J.J.)
Subject: FW: Recall Q: What is ultimate root cause?

Joel – If you need to chat, just give me a ring on my cell at [redacted]

From: Prescott, Amanda (A.B.)
Sent: Tuesday, April 04, 2017 10:50 AM
To: Weigandt, Elizabeth (E.M.); Beltramo, Joel (J.J.)
Cc: Cangany, John (J.); Fronckowiak, Todd (T.M.); Denholm, Jennifer (J.S.); Dwan, Patrick (P.J.)
Subject: RE: Recall Q: What is ultimate root cause?

I'll defer to Joel as he is best equipped to answer these technical questions.

Amanda Prescott
Automotive Safety Office
Global Critical Concern Review Group – Senior Safety Investigation Engineer
[redacted]
Fairlane Plaza South-Suite 500

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Subject: HOT: Recall Q: What is ultimate root cause?
Importance: High

[redacted]

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Sent: Tuesday, April 04, 2017 2:02 PM
To: Weigandt, Elizabeth (E.M.)
Cc: Denholm, Jennifer (J.S.); Logel, Jay (J.D.); Renwick, Rick (R.J.)
Subject: RE: Recall Q: What is ultimate root cause?

Elizabeth,

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Thank you,

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

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To: Beltramo, Joel (J.J.)
Subject: RE: Recall Q: What is ultimate root cause?

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

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Amanda Prescott
Automotive Safety Office
Global Critical Concern Review Group – Senior Safety Investigation Engineer
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Fairlane Plaza South-Suite 500

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

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Amanda Prescott
Automotive Safety Office
Global Critical Concern Review Group – Senior Safety Investigation Engineer
[redacted]
Fairlane Plaza South-Suite 500

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Sent: Tuesday, April 04, 2017 1:28 PM
To: Weigandt, Elizabeth (E.M.); Rollinger, John (J.E.); Bailey, Owen (O.R.)
Subject: RE: Recall Q: What is ultimate root cause?

Owen,

Please see Elizabeth's question below. Looking for the key text for all three sections.

Thank you,

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

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Automotive Safety Office
Global Critical Concern Review Group – Senior Safety Investigation Engineer
[redacted]
Fairlane Plaza South-Suite 500

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[redacted]

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Sent: Tuesday, April 04, 2017 9:16 PM
To: Weigandt, Elizabeth (E.M.)
Cc: Fronckowiak, Todd (T.M.); Denholm, Jennifer (J.S.); Beltramo, Joel (J.J.); Cangany, John (J.); Logel, Jay (J.D.); Renwick, Rick (R.J.)
Subject: Re: Recall Q: What is ultimate root cause?

I am ok. Thanks.

Sent from my iPhone

On Apr 4, 2017, at 5:14 PM, Weigandt, Elizabeth (E.M.) <eweigand@ford.com> wrote:

[redacted]

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Assistant Director, Global Automotive Safety Compliance
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Cc: Denholm, Jennifer (J.S.) <jdenholm@ford.com>; Beltramo, Joel (J.J.) <jbeltram@ford.com>; Cangany, John (J.) <jcangany@ford.com>; Logel, Jay (J.D.) <jlogel@ford.com>; Renwick, Rick (R.J.) <rrenwick@ford.com>; Fronckowiak, Todd (T.M.) <tfroncko@ford.com>
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[redacted]
Fairlane Plaza South-Suite 500

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OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

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313-845-7295
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From: Prescott, Amanda (A.B.)
Sent: Tuesday, April 04, 2017 10:50 AM
To: Weigandt, Elizabeth (E.M.); Beltramo, Joel (J.J.)

Cc: Cangany, John (J.); Fronckowiak, Todd (T.M.); Denholm, Jennifer (J.S.); Dwan, Patrick (P.J.)
Subject: RE: Recall Q: What is ultimate root cause?

I'll defer to Joel as he is best equipped to answer these technical questions.

Amanda Prescott
Automotive Safety Office
Global Critical Concern Review Group – Senior Safety Investigation Engineer
313-845-7295
Fairlane Plaza South-Suite 500

From: Weigandt, Elizabeth (E.M.)
Sent: Tuesday, April 04, 2017 10:47 AM
To: Beltramo, Joel (J.J.) <jbeltram@ford.com>; Prescott, Amanda (A.B.) <apresco3@ford.com>
Cc: Cangany, John (J.) <jcangany@ford.com>; Fronckowiak, Todd (T.M.) <tfroncko@ford.com>; Denholm, Jennifer (J.S.) <jdenholm@ford.com>; Dwan, Patrick (P.J.) <pdwan@ford.com>
Subject: HOT: Recall Q: What is ultimate root cause?
Importance: High

[redacted]