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PE18-007

FORD

11-2-2018

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

PART 3 OF 3

Workplan Continued:	**Step**	**Date**	**Lead**

Subject:	Canceled: Technical Steering Team Meetings
Location:	WebEx
Start:	Tue 5/23/2017 11:00 AM
End:	Tue 5/23/2017 12:00 PM
Show Time As:	Free
Recurrence:	Weekly
Recurrence Pattern:	every Tuesday from 7:00 AM to 8:00 AM
Meeting Status:	Not yet responded
Organizer:	Hansen, Randy (R.F.)
Required Attendees:	Beltramo, Joel (J.J.); Styron, Joshua (J.P.); Tallio, Kevin (K.V.); Brewer, Todd (T.J.); Giunta, Michael (M.J.); Baumgartner, George (G.K.); Rollinger, John (J.E.); Wearing, Jim (J.); Camaj, Linda (.); Frenz, Stephan (S.); Senerpida, Alvin (A.O.); White, Eric (E.); DeTombeur, Michele (M.); Ottinger, Martin (M.); Mueller, Kay (K.C.); Walter, Jens (J.); Bernemann, Klemens (K.A.); Stroven, Jeffrey (J.J.); Goodwin, William (W.R.); Kramer, Michael (M.T.)
Optional Attendees:	Renwick, Rick (R.J.); Dwan, Patrick (P.J.); Trent, Matt (M.); Thomas, Paul (P.A.); Deverson, Ben (B.G.); Warwood, Mike (J.M.); Wolff, Hardy (H.); Ziadeh, Elias (E.); Hinrichs, Rolf (R.); Fleming, Mark (M.D.); Sherrington, John (J.); Pusta, Ionut (I.); King, Rowland (R.S.); Fox, Charlie (C.); Thompson, Scott (S.); Beygo, Caglar (C.); Pelzer, Wolfgang (W.); Torzewski, Bartlomiej (B.); Timmers, Carlo (C.)
Importance:	High

This meeting cancelled to enable testing.

Adding Jeff Stroven for CD391 wiring
Adding Bernemann, Klemens (K.A.) for Fiesta ST wiring per Martin Ottinger request.
Adding Mueller, Kay (K.C.); Walter, Jens (J.) per Paul Thomas request.

PLEASE DO NOT FORWARD

Recurring Technical Steering Team Meeting Agenda:

Key Areas to be addressed:

Failure Analysis and Information Retention

[redacted]

[redacted]

Distribute the technical direction

Buy in from each region along with their timing plans

Subject: FW: 1.6L Coolant Flush
Location: webex

Start: Fri 5/12/2017 4:30 PM
End: Fri 5/12/2017 5:00 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Styron, Joshua (J.P.)

-----Original Appointment-----
From: Styron, Joshua (J.P.)
Sent: Friday, May 12, 2017 7:33 AM
To: Styron, Joshua (J.P.); Hansen, Randy (R.F.); Beltramo, Joel (J.J.); Southworth, Patrick (P.L.); Helberg, Ken (K.H.); Pusta, Ionut (I.); Jewell, Kelly (E.K.); Watson, Joseph (J.W.)
Cc: Ranger, Mary (M.L.); Kramer, Michael (M.T.); Loebenberg, Jacob (J.R.)
Subject: 1.6L Coolant Flush
When: Friday, May 12, 2017 12:30 PM-1:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: webex

We'll discuss the pros and cons of adding a coolant flush to the global recall procedure vs changing the service procedure for failed coolant level sensors.

-- Do not delete or change any of the following text. --

Ford Users: Join WebEx meeting

Guest and Mobile Users: Join WebEx meeting

Meeting number: 714 305 887

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

Join by phone
+1-313-248-3668 FordNet 248-3668 / Toll

+1-888-628-3668 US Toll Free Number
Access code: 714 305 887
Global call-in numbers | Toll-free calling restrictions

Can't join the meeting? Contact support.

MC07

From: Elkins, Donly (D.)
Sent: Tuesday, February 06, 2018 3:15 PM
To: Hansen, Randy (R.F.)
Cc: Pusta, Ionut (I.); Baumeister, Eric (E.); Baumgartner, George (G.K.)
Subject: FW: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Randy,

I just talked to Michele Stewart in vehicle control, Tag #[redacted] was turned to DST for resale back in October of 2016. It had 34, 257 miles at that time. It is no longer available.

[redacted]
delkins1@ford.com

Cell Phone: [redacted]
or
Text: [redacted]
N.A. Sigma/ Fox/ Puma Engine Technologist
Global Engine Engineering - Ford Motor Co.

From: Elkins, Donly (D.)
Sent: Tuesday, February 06, 2018 9:54 AM
To: Stewart, Michele (M.)
Subject: FW: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Good Morning Michele,

Not sure who to ask for help on this, but do you know where this vehicle is at or what happened to it?

207Y811	FORD MOTOR	1FMCU9JX5EU[redacted]	2014	C520

My supervisor wants me to track it down and transfer to my department as a "W" tag. We don't want it sold to the public.

Thank you

[redacted]
delkins1@ford.com

Cell Phone: [redacted]
or
Text: [redacted]
N.A. Sigma/ Fox/ Puma Engine Technologist

From: Rogers, Lisa (D.)
Sent: Monday, February 05, 2018 3:00 PM
To: Elkins, Donly (D.)
Cc: Pusta, Ionut (I.); Baumeister, Eric (E.); Baumgartner, George (G.K.); Hansen, Randy (R.F.)
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Donly,
You don't own any Y tags. If you are transferring it from VO to your department, than a Transfer PSR needs to be completed with manager and finance approval.

Thank you.

[redacted]
Global FMS Analyst / Team Lead
PDC 1G-P15
313-621-4451
lroger11@ford.com
Vehicle Control Sharesite: [redacted]

From: Elkins, Donly (D.)
Sent: Monday, February 05, 2018 10:37 AM
To: Rogers, Lisa (D.) <lroger11@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>; Baumgartner, George (G.K.) <gbaumga1@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Good Morning Lisa,

The team wants to convert a "Y" tag to a "W" tag so the vehicle can be scrapped. I have looked at Vehicle Control Website on how to scrap a resalable unit but wanted to confirm with you first.

Does the requesting activity have the vehicle coordinator: completer VDR, get managers signature? Do they need a finance signature as well? Is the charge to the department around $20Kto scrap a vehicle?

Thank you.

[redacted]
delkins1@ford.com

Cell Phone: [redacted]
or
Text: [redacted]
N.A. Sigma/ Fox/ Puma Engine Technologist
Global Engine Engineering - Ford Motor Co.

From: Hansen, Randy (R.F.)
Sent: Friday, February 02, 2018 12:55 PM
To: Elkins, Donly (D.)
Cc: Pusta, Ionut (I.); Baumeister, Eric (E.); Baumgartner, George (G.K.)
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Donly,
Will you please check with Vehicle Control and find out how to convert [redacted] to a "W" tag so it will be scrapped and not sold? What level of approval is needed? Thanks.

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

From: Baumgartner, George (G.K.)
Sent: Friday, February 2, 2018 12:41 PM
To: Hansen, Randy (R.F.) <rhansen2@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Hi Randy,

[redacted]

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

HVBOM PCM Part#	Tag# on Window Sticker	Sold/Unsold	GCPB15_VIN_C	GCPB22_MODEL_
DJ5A-12A650-AFA	[redacted]	Sold to Owner	1FMCU0GX1EU[redacted]	2014
DJ5A-12A650-AFA	[redacted]	Sold to Owner	1FMCU0GX0EU[redacted]	2014
DJ5A-12A650-ABC	[redacted]	Sold to Owner	1FMCU0GX4EU[redacted]	2014
DJ5A-12A650-AFA	[redacted]	Sold to Owner	1FMCU0GX4EU[redacted]	2014

DJ5A-12A650-AFA	[redacted]	Sold to Owner	1FMCU0GX4EU[redacted]	2014
DJ5A-12A650-AFA	[redacted]	DBURRE16	1FMCU0GX7EU[redacted]	2014
DJ5A-12A650-ABC	[redacted]	Sold to Owner	1FMCU0GX8EU[redacted]	2014
DJ5A-12A650-AFA	[redacted]	Sold to Owner	1FMCU0JX5EU[redacted]	2014
DJ5A-12A650-ABC	[redacted]	KMART205	1FMCU0JX9EU[redacted]	2014
DJ5A-12A650-AFA	[redacted]	Sold to Owner	1FMCU9GX2EU[redacted]	2014
DJ5A-12A650-ABC	[redacted]	MICHELE . STEWART	1FMCU9GX5EU[redacted]	2014
DJ5A-12A650-AFA	[redacted]	MSTEWA31	1FMCU9JX2EU[redacted]	2014
DJ5A-12A650-ABC	[redacted]	FORD MOTOR	1FMCU9JX5EU[redacted]	2014

Thanks,

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

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

Agree – install 13S12.

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

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

Since it is not a Titanium, the technically easiest thing would be to install 13S12. I'm not sure what issues that causes with what is required/permitted in the 17S09 or 13S12 actions (i.e. this vehicle sort of falls between the cracks as it is a 2013MY VIN, but clearly has a 2013MY Powertrain). We could discuss at the next Technical meeting, but I would imagine they want to get the car back to the customer.

Regards,

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

From: Hansen, Randy (R.F.)
Sent: Thursday, February 01, 2018 3:37 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Baumgartner, George (G.K.) <gbaumga1@ford.com>
Cc: Woodman, Greg (G.A.) <gwoodma1@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: J1TAS013

Engine was built on February 20, 2013 – no CHT.

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

From: Pusta, Ionut (I.)
Sent: Thursday, February 1, 2018 3:33 PM
To: Baumgartner, George (G.K.) <gbaumga1@ford.com>
Cc: Woodman, Greg (G.A.) <gwoodma1@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

George,

Below is the requested information:

1. Is the car a Titanium? This vehicle is an SE
2. Can they find the engine tag and send that to Randy? That should tell us if the engine had a CHT or not, and if it can accept one. Picture of the engine tag provided by technician
3. Can they verify if the engine in the car has a CHT? The technician states that there is not an open port to accept a CHT.
4. Can they verify in the car if the wiring harness has the CHT take out and connector present (note: it may be taped back to the bundle)? The technician states that there is not a CHT sensor connector on the harness.

Attached is (what is left of) the engine tag



The technician also clarified that we do not have a CHT or a slot for it, and we do not have an associated set of wires or connector for it.

How should we proceed with this vehicle: 1FMCU0GX0EU[redacted]

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
1(313)322-7119

From: Baumgartner, George (G.K.)
Sent: Thursday, February 01, 2018 1:31 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Woodman, Greg (G.A.) <gwoodma1@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt:[redacted]

I have a couple of questions to help us figure out a course action:

1. Is the car a Titanium?
2. Can they find the engine tag and send that to Randy? That should tell us if the engine had a CHT or not, and if it can accept one.
3. Can they verify if the engine in the car has a CHT?

4. Can they verify in the car if the wiring harness has the CHT take out and connector present (note: it may be taped back to the bundle)?

We do not have a cal released for 14MY 17S09 that does not have CHT diagnostics enabled. We thought all 2014's had CHT's. When a CHT is present, because it is connected to the PCM, then it needs to have open/short diagnostics enabled. The 14MY 17S09 cals do not use the CHT for any function, but the diagnostic is enabled.

We also do not have a 13MY 13S12 cal released for the new CLS that came with 17S09. 17S09 was needed for Kuga's and Titanium Escapes due to the larger headlight that prevented using the CLS from 13S12.

So if the car is not a Titanium, we could accomplish 17S09 by installing 13S12 since it will fit – and the car would stay with a 13MY cal, which won't set a CHT code.

But, if the car is a Titanium, and has the wiring for the CHT, but the CHT is not present, then we could install a CHT to resolve the issue. It just has to make contact and fall with in the .5 – 4.5 volt range so it does not set open/short circuit codes. It does not even need to be installed in the engine (i.e. could be connected to the wiring and just taped in place).

If the car does happen to have the CHT sensor installed, then the code may have set due to a circuit issue. In that case, the normal diagnostic should be followed to fix it (check the circuit, check the sensor resistance, etc.).

Let me know what you think,

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

From: Pusta, Ionut (I.)
Sent: Thursday, February 01, 2018 11:28 AM
To: Baumgartner, George (G.K.) <gbaumga1@ford.com>
Cc: Pusta, Ionut (I.) <ipusta@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>
Subject: FW: 14 Escape 17S09 - GCQIS Rpt: [redacted]

George,

This is the vehicle we spoke about. It is a 2014 VIN and was part of a unique list of VINs that were built in 2014 with 2013MY calibrations. I attached a previous communication where you helped us get a tear tag to program the vehicle to a 2014 cal.

Now the PCM is setting a CHT DTC because it is not equipped with the CHT sensor.

Do we have another tear tag that we can use to clear this DTC? How should we go about addressing this one vehicle?

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs

Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
1(313)322-7119

From: Karbum, Brandon (B.J.)
Sent: Thursday, February 01, 2018 11:24 AM
To: Tyda, Ryan (R.) <RTYDA@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Raina, Sidhartha (S.) <sraina1@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Doesn't pull up in HVBOM and according to parts catalog here is the part listing

9L8Z-6G004-E From: 04/22/2013 2013/ 1

And the build date is:

BUILD DATE: **01-APRIL-2013**

I would venture to say no it does not have the CHT and the tear tag provided by the SSSC is not correct.

[redacted]
Gas Engine/Driveability Subject Matter Expert
Ford Technical Assistance Center, Cube 312
Bkarbum1@Ford.com Ph: 313-317-4490

From: Tyda, Ryan (R.)
Sent: Thursday, February 01, 2018 11:14 AM
To: Karbum, Brandon (B.J.); Pusta, Ionut (I.)
Cc: Raina, Sidhartha (S.)
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

So how do we clear the CHT2 DTC? Does this have a CHT2??

From: Karbum, Brandon (B.J.)
Sent: Thursday, February 01, 2018 11:11 AM
To: Tyda, Ryan (R.); Pusta, Ionut (I.)
Cc: Raina, Sidhartha (S.)
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

That is the test mule 14MY built early 13 with the stand pipe from the factory:


LOU-000003 15027 9203

Ford Go Further

ESCAPE

EU A00015

2014 ESCAPE SE FWD
1.6L GTDI ECOBOOST ENGINE
6-SPEED SELECTSHIFT AUTO TR

EXTERIOR
RUBY RED TINTED CC METALLIC
INTERIOR
MED LIGHT STONE CLOTH SEATS

VEHICLE NOT FOR SALE

CC16

LOUISVILLE

CONVOY

TOTAL MSRP

From: Tyda, Ryan (R.)
Sent: Thursday, February 01, 2018 11:01 AM
To: Pusta, Ionut (I.)
Cc: Raina, Sidhartha (S.); Karbum, Brandon (B.J.)
Subject: FW: 14 Escape 17S09 - GCQIS Rpt: [redacted]

John,

Any thoughts on this one?

From: Dalrick, Aaron (A.)
Sent: Thursday, February 01, 2018 10:57 AM
To: Raina, Sidhartha (S.); Tyda, Ryan (R.)
Cc: Graham, Brian (B.); Atkinson, Joseph (J.)
Subject: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Sid, Ryan – attached is a 14 Escape in for FSA 17S09. This VIN fell under the unique repair list. The dealer contacted SSSC and recommended to use LUG1 teartag to satisfy the FSA. When the dealer uses this teartag, the PCM sets a CHT DTC that the vehicle is not equipped with. Currently, the OE teartag is programmed, but sets a low coolant level DTC. I am having the dealer program with LUG1 and rechecking for a software update after, but I suspect this will not resolve it.

This same FSA was completed last year for this VIN. Can we inquire with SSSC if the dealer was given the correct teartag?

Aaron Dalrick
Technical Assistance Center
Escalated Support – Hybrid/BEV & Module Programming
Ext. 77044

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From: Gary, Robert (R.)
Sent: Friday, January 26, 2018 11:15 AM
To: Andes, Matt (M.) <MANDES1@ford.com>; Atkinson, Joseph (J.) <jatkin75@ford.com>; Dalrick, Aaron (A.) <ADALRIC1@ford.com>; Downing, Jared (J.) <jdowni15@ford.com>; Gries, Brandon (B.L.) <BGRIES@ford.com>; Irvin, Colby (C.) <CIRVIN11@ford.com>; Robinson, Michael (M.) <MROBI270@ford.com>; Sanders, Kevin (K.) <ksande51@ford.com>; Sheahan, Karen (K.) <ksheahan@ford.com>; Smithers, Devon (D.) <dsmithe4@ford.com>; Sullivan, Scott (S.) <SSULLI46@ford.com>; Tyda, Ryan (R.) <RTYDA@ford.com>; Vanbuskirk, James (J.) <JVANBUS2@ford.com>; Vigil, Vincent (V.) <VVIGIL1@ford.com>; Vore, Jayson (J.) <JVORE1@ford.com>; Wilde, Chris (L.C.) <lwilde@ford.com>
Subject: FW: HL Contact ID: [redacted] Has Been Escalated. HL Group Code: MODPROG. GCQIS Rpt: [redacted]

From: Lsurvey, Hector (H.)
Sent: Friday, January 26, 2018 11:14 AM
To: Gary, Robert (R.) <rgary4@ford.com>
Subject: HL Contact ID: [redacted] Has Been Escalated. HL Group Code: MODPROG. GCQIS Rpt: [redacted]

Report# :	[redacted]			**Received:**	01/20/2018
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	ESCAPE 4X2 (2013 -) ,SE ,4X2 ,MPV			**Build Date:**	04/01/2013
Odometer :	52,873 M	**Engine:**	1.6L 170PS	**Calibration:**	DM21A10A
Engine Serial Number:					
Transmission:	6SP 6F MID	**Axle:**	3.21 RATIO	**A/C:**	YES
Transmission Serial Number:					
Dealer:	Ray Skillman Hoosier Ford, Inc			**Phone#:**	[redacted]
City:	Martinsville	**State:**	Indiana	**Country :**	USA
Originator:	[redacted]				
Symptom:	4 41 Z 00 ST/RN/MV,RUNNING,NOT LISTED,UNKNOWN				
Status:					
VFG:	POWERTRAIN MALFUNCTION				
Additional Symptom:	FSA 17S09				
Fix:		**Causal Component:**			
Condition Code:					

Hotliner:	**Phone:**	**Regn Cd:**
Engineering:	**Phone:**	**TAR:**
Dlr Contact:	**Phone:**	**Title Cde:**

CONCER **01/20/2018 10:19AM RYAN TYDA MSS - FCSD - TECH ASSIT CENTER**

Web Form Data [redacted] Description of Vehicle Concern: HAS CODE
OF P1023 CHT HIGH AFTER COMPETING 17S09 HAVE BEEN WORKING WITH SSSC TO
GET THIS RECALL PREFORMED THIS VEHICLE FELL UNDER THE UNIQUE PCM
PROGRAMING LIST. THIS VEHICLE ALSO ALREADY HAD A COOLANT LEVEL SENSOR
INSTALLED WITH THE WIRING AND MODULE. WAS ADVISED TO REMOVE OLD SENSOR
AND INSTALL NEW IN NEW LOCATION AND PROGRAM BUY USING A TEAR TAG LUG1
THIS CODE WAS NOT ORIGINALLY THERE AND NOW HAS IT

---------- HERE OS WHAT HAS
BEEN SAID WITH SSSC Type: Dealer Date: 18 Jan 2018 Time: 12:10:21 ID:
p-cord10 Comments: WE HAVE DELETED THE PCM PROGRAMMING AND INSTALLED
THE PROGRAMMING THAT WAS ADVISED AND NOW THE PCM IS STORING A TROUBLE
CODE P1023 CHT SENSOR CIRCUIT HIGH. THIS EARLY BUILD VEHICLE DOES NOT
HAVE A CYLINDER HEAD TEMPERATURE SENSOR. PLEASE VERFIY THE PROGRAMMING
YOU ADVISED TO INSTALL AND ADVISE. AGAIMN THIS VEHICLE DOES NOT HAVE
THE SENSOR AND NOW HAS A PID TO MONITOR THE SENSOR RESULTING IN A NEW
FAULT CODE THAT WE ABSOLUTELY VERIFIED DID NOT EXIST PREVIOUSLY. BUILD
DATE IS 04/01/2013. PLEASE ADVISE OF THE CORRECT PROGRAMMING? Type:
Agent Date: 18 Jan 2018 Time: 12:02:01 ID: t-joh420 Comments: Claim as
related damage on a separate line from the campaign just a labor.
Type: Dealer Date: 18 Jan 2018 Time: 10:49:23 ID: p-cord10 Comments:
OK THANK YOU. CAN YOU PROVIDE APPROVAL CODE PLEASE? WHAT LABOR OPS DO
WE USE? SHALL WE USE THE CAMPAIGN NUMBER OR UTILIZE MT TIME FOR THE
PARTS REMOVED? Type: Agent Date: 18 Jan 2018 Time: 09:11:24 ID:
t-joh420 Comments: Ads per the pervious conversation remove all
current non campaign items and complete the program extra labor is
allowed for removal as related damage Please list any diagnostics
already performed: INSPECTED VERIFYED THIS VEHICLE DOES NOT HAVE A CHT
SENSOR Parts Replaced: 17S09 parts Your Question: NEED HELP ON
GETTING THE CORRECT PROGRAMING FOR THIS VEHICLE.

WEB-Ford-INT-[redacted]-Jan 18 2018 16:17:11: Transferred from ELECT to MODPROG

RECOMM **01/20/2018 10:19AM RYAN TYDA MSS - FCSD - TECH ASSIT CENTER**

[redacted] We are not sure why LUG1 was used as a tear tag to program the PCM. That is not correct for this vehicle. The correct tear tag is RLU0. Please refer to Module Programming General Service Bulletin(GSB) G0000150 page 21. Perform the procedure outlined on that page but using tear tag RLU0. You can find the vehicles tear tag yourself by entering the VIN in PTS > OASIS and then when available, double click the VIN at the top left corner. That will open the build sheet information which lists the tear tag for the vehicle.

CONCER **01/23/2018 09:29AM T ECHHOT MSS - FCSD - TECH ASSIT CENTER**

for this recall this vin was on the UNIQUE VEHICLE REPAIRS list saying it got special programing what is that special programing and is there any information on why this vehicle already had a coolant level sensor installed behind the right head light also I did not realize that it did not copy all of the contact with sssc.

RECOMM **01/24/2018 01:30PM ALEC MCENTEE MSS - FCSD - TECH ASSIT CENTER**

[redacted] If the vehicle VIN is listed in the chart under the Unique Vehicle Repairs, it would be recommended to follow the FSA step and create a VIN specific contact to the SSSC for additional repair instructions. The SSSC has moved to a web based form similar to this form used by the Technical Assistance Center. To submit a contact to the SSSC, run an OASIS page for the vehicle and select the SSSC link at the bottom of the OASIS result page for the VIN to access the new web form (there is no symptom coding required for the SSSC link to appear).

CONCER **01/24/2018 01:53PM T ECHHOT MSS - FCSD - TECH ASSIT CENTER**

I have been in contact with them and they have referred me to you. I programed the vehicle with the correct tear tag and the coolant level is now incorrect its in the programing. plz give me a call at [redacted]

RECOMM **01/26/2018 09:40AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

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

CONCER **01/26/2018 11:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

Contacted [redacted] by phone to discuss the concern in greater detail. [redacted] stated that he is performing FSA 17S09, he found the vehicle already had a stand pipe installed in the vehicle which was in a

different location(lower) that the stand pipe to complete FSA [redacted] stated that he found the VIN number listed under the 'Escape Unique PCM Programming Required', he contacted the SSSC which provided him with PCM tear tag LUG1 and once the required components were installed and the PCM programming, the check engine light was on with DTC P0123(CHT SENSOR CIRCUIT HIGH). [redacted] stated that he programmed the PCM using the PCM tear tag listed in PTS(RLU0) as recommended which cleared DTC P0123 and a low coolant message populating in the IC. Zach confirmed that there is no air in the cooling system, the stand pipe is installed correctly in the mounting bracket(sensor down) and with the supplied PCM tear tag used to program the PCM the low coolant goes out.

RECOMM **01/26/2018 11:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

[redacted] Within the next 4 business days, the assistance request on this vehicle will be reviewed. To further expedite this process, please update the form with the additional information listed when selecting the click here button below (including Service Management information, best phone number, etc.). An Escalated Handling Team Member will contact the Service Manager to obtain additional information and provide recommendations to assist in resolving the customers concern.

We are currently experiencing high
Dealership contact volume, which is resulting in delayed responses. Our management team is fully aware of the issue, and would like to apologize for the current delayed response times as we investigate options to improve our service level. We are committed to restoring the service levels that you are accustomed to, but it will likely take time to implement long-term changes to our process. Dealership personnel can help us in the short-term by adhering to the following suggestions:

- Ensure that all internal published <A< p="">

[redacted] Service Repair and Technical Assistance Process steps have been followed prior to contacting the Technical Assistance Center.

- Continue to

submit requests to the Technical Assistance Center for support with difficult to resolve technical vehicle issues and repairs requiring

Prior Approval.

- Confirm that all diagnostics, including testing results completed on the vehicle are thoroughly documented and submitted on the request to the Technical Assistance Center.
- Follow all Technical Assistance Center recommendations during the time you may be waiting for follow up from Escalated Handling Team.

We will continue to work with you and your Dealerships Service Management Team to help get the concern resolved and the vehicle back to the customer.

ADD-ON **01/26/2018 11:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

Consulted Brandon Karbum who provided the correct orientation of the stand pipe when it is installed in the vehicle then advised to escalate the report as this vehicle was a pre-production vehicle. Note to EH: This contact is being escalated for a concern where when performing FSA 17S09, he found the vehicle already had a stand pipe installed in the vehicle which was in a different location(lower) that the stand pipe to complete FSA. The found the VIN number listed under the 'Escape Unique PCM Programming Required', the SSSC was contacted who provided him with PCM tear tag LUG1 and once the required components were installed and the PCM programming, the check engine light was on with DTC P0123(CHT SENSOR CIRCUIT HIGH). The PCM was programmed using the PCM tear tag listed in PTS(RLU0) as recommended which cleared DTC P0123 with a low coolant message populating in the IC. There is no air in the cooling system, the stand pipe is installed correctly in the mounting bracket(sensor down). It is suspected that with this vehicle being pre-production, the provided components and/or provided calibration is incorrect for he vehicle.

ADD-ON **01/26/2018 11:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

Reason For Escalation: Supervisor Recommendation

From: Pusta, Ionut (I.)
Sent: Thursday, February 1, 2018 11:28 AM
To: Baumgartner, George (G.K.)
Cc: Pusta, Ionut (I.); Baumeister, Eric (E.)
Subject: FW: 14 Escape 17S09 - GCQIS Rpt: [redacted]
Attachments: RE: 2014 MY Escape 1.6L with 2013 MY Cal.

George,

This is the vehicle we spoke about. It is a 2014 VIN and was part of a unique list of VINs that were built in 2014 with 2013MY calibrations. I attached a previous communication where you helped us get a tear tag to program the vehicle to a 2014 cal.

Now the PCM is setting a CHT DTC because it is not equipped with the CHT sensor.

Do we have another tear tag that we can use to clear this DTC? How should we go about addressing this one vehicle?

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
1(313)322-7119

From: Karbum, Brandon (B.J.)
Sent: Thursday, February 01, 2018 11:24 AM
To: Tyda, Ryan (R.) <RTYDA@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Raina, Sidhartha (S.) <sraina1@ford.com>
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Doesn't pull up in HVBOM and according to parts catalog here is the part listing

9L8Z-6G004-E	From: 04/22/2013 2013/	1

And the build date is:

BUILD DATE: **01-APRIL-2013**

I would venture to say no it does not have the CHT and the tear tag provided by the SSSC is not correct.

Brandon J. Karbum
Gas Engine/Driveability Subject Matter Expert
Ford Technical Assistance Center, Cube 312
Bkarbum1@Ford.com Ph: 313-317-4490

From: Tyda, Ryan (R.)
Sent: Thursday, February 01, 2018 11:14 AM
To: Karbum, Brandon (B.J.); Pusta, Ionut (I.)

Cc: Raina, Sidhartha (S.)
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

So how do we clear the CHT2 DTC? Does this have a CHT2??

From: Karbum, Brandon (B.J.)
Sent: Thursday, February 01, 2018 11:11 AM
To: Tyda, Ryan (R.); Pusta, Ionut (I.)
Cc: Raina, Sidhartha (S.)
Subject: RE: 14 Escape 17S09 - GCQIS Rpt: [redacted]

That is the test mule 14MY built early 13 with the stand pipe from the factory:



From: Tyda, Ryan (R.)
Sent: Thursday, February 01, 2018 11:01 AM
To: Pusta, Ionut (I.)
Cc: Raina, Sidhartha (S.); Karbum, Brandon (B.J.)
Subject: FW: 14 Escape 17S09 - GCQIS Rpt: [redacted]

John,

Any thoughts on this one?

From: Dalrick, Aaron (A.)
Sent: Thursday, February 01, 2018 10:57 AM
To: Raina, Sidhartha (S.); Tyda, Ryan (R.)
Cc: Graham, Brian (B.); Atkinson, Joseph (J.)
Subject: 14 Escape 17S09 - GCQIS Rpt: [redacted]

Sid, Ryan – attached is a 14 Escape in for FSA 17S09. This VIN fell under the unique repair list. The dealer contacted SSSC and recommended to use LUG1 teartag to satisfy the FSA. When the dealer uses this teartag, the PCM sets a CHT DTC that the vehicle is not equipped with. Currently, the OE teartag is programmed, but sets a low coolant level DTC. I am having the dealer program with LUG1 and rechecking for a software update after, but I suspect this will not resolve it.

This same FSA was completed last year for this VIN. Can we inquire with SSSC if the dealer was given the correct teartag?

Aaron Dalrick
Technical Assistance Center
Escalated Support – Hybrid/BEV & Module Programming
Ext. 77044

NOTE: *This e-mail, including any attachments, may include Ford Motor Company confidential and/or proprietary information, and may only be used by the individuals whom provided to. If you are not the intended recipient, immediately notify the sender and delete said message.*

From: Gary, Robert (R.)
Sent: Friday, January 26, 2018 11:15 AM
To: Andes, Matt (M.) <MANDES1@ford.com>; Atkinson, Joseph (J.) <jatkin75@ford.com>; Dalrick, Aaron (A.) <ADALRIC1@ford.com>; Downing, Jared (J.) <jdowni15@ford.com>; Gries, Brandon (B.L.) <BGRIES@ford.com>; Irvin, Colby (C.) <CIRVIN11@ford.com>; Robinson, Michael (M.) <MROBI270@ford.com>; Sanders, Kevin (K.) <ksande51@ford.com>; Sheahan, Karen (K.) <ksheahan@ford.com>; Smithers, Devon (D.) <dsmithe4@ford.com>; Sullivan, Scott (S.) <SSULLI46@ford.com>; Tyda, Ryan (R.) <RTYDA@ford.com>; Vanbuskirk, James (J.) <JVANBUS2@ford.com>; Vigil, Vincent (V.) <VVIGIL1@ford.com>; Vore, Jayson (J.) <JVORE1@ford.com>; Wilde, Chris (L.C.) <lwilde@ford.com>
Subject: FW: HL Contact ID: [redacted] Has Been Escalated. HL Group Code: MODPROG. GCQIS Rpt: [redacted]

From: Lsurvey, Hector (H.)
Sent: Friday, January 26, 2018 11:14 AM
To: Gary, Robert (R.) <rgary4@ford.com>
Subject: HL Contact ID: [redacted] Has Been Escalated. HL Group Code: MODPROG. GCQIS Rpt: [redacted]

Report# :	[redacted]			**Received:**	01/20/2018
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	ESCAPE 4X2 (2013 -) ,SE ,4X2 ,MPV			**Build Date:**	04/01/2013
Odometer :	52,873 M	**Engine:**	1.6L 170PS	**Calibration:**	DM21A10A
Engine Serial Number:					
Transmission:	6SP 6F MID	**Axle:**	3.21 RATIO	**A/C:**	YES
Transmission Serial Number:					
Dealer:	Ray Skillman Hoosier Ford, Inc			**Phone#:**	[redacted]
City:	Martinsville	**State:**	Indiana	**Country :**	USA
Originator:	[redacted]				
Symptom:	4 41 Z 00 ST/RN/MV,RUNNING,NOT LISTED,UNKNOWN				
Status:					
VFG:	POWERTRAIN MALFUNCTION				
Additional Symptom:	FSA 17S09				
Fix:		**Causal Component:**			
Condition Code:					

Hotliner: **Phone:** **Regn Cd:**

Engineering: **Phone:** **TAR:**

Dlr Contact: **Phone:** **Title Cde:**

CONCER **01/20/2018 10:19AM RYAN TYDA MSS - FCSD - TECH ASSIT CENTER**

Web Form Data [redacted] Description of Vehicle Concern: HAS CODE
OF P1023 CHT HIGH AFTER COMPETING 17S09 HAVE BEEN WORKING WITH SSSC TO
GET THIS RECALL PREFORMED THIS VEHICLE FELL UNDER THE UNIQUE PCM
PROGRAMING LIST. THIS VEHICLE ALSO ALREADY HAD A COOLANT LEVEL SENSOR
INSTALLED WITH THE WIRING AND MODULE. WAS ADVISED TO REMOVE OLD SENSOR
AND INSTALL NEW IN NEW LOCATION AND PROGRAM BUY USING A TEAR TAG LUG1
THIS CODE WAS NOT ORIGINALLY THERE AND NOW HAS IT

---------- HERE OS WHAT HAS
BEEN SAID WITH SSSC Type: Dealer Date: 18 Jan 2018 Time: 12:10:21 ID:
p-cord10 Comments: WE HAVE DELETED THE PCM PROGRAMMING AND INSTALLED
THE PROGRAMMING THAT WAS ADVISED AND NOW THE PCM IS STORING A TROUBLE
CODE P1023 CHT SENSOR CIRCUIT HIGH. THIS EARLY BUILD VEHICLE DOES NOT
HAVE A CYLINDER HEAD TEMPERATURE SENSOR. PLEASE VERFIY THE PROGRAMMING
YOU ADVISED TO INSTALL AND ADVISE. AGAIMN THIS VEHICLE DOES NOT HAVE
THE SENSOR AND NOW HAS A PID TO MONITOR THE SENSOR RESULTING IN A NEW
FAULT CODE THAT WE ABSOLUTELY VERIFIED DID NOT EXIST PREVIOUSLY. BUILD
DATE IS 04/01/2013. PLEASE ADVISE OF THE CORRECT PROGRAMMING? Type:
Agent Date: 18 Jan 2018 Time: 12:02:01 ID: t-joh420 Comments: Claim as
related damage on a separate line from the campaign just a labor.
Type: Dealer Date: 18 Jan 2018 Time: 10:49:23 ID: p-cord10 Comments:
OK THANK YOU. CAN YOU PROVIDE APPROVAL CODE PLEASE? WHAT LABOR OPS DO
WE USE? SHALL WE USE THE CAMPAIGN NUMBER OR UTILIZE MT TIME FOR THE
PARTS REMOVED? Type: Agent Date: 18 Jan 2018 Time: 09:11:24 ID:
t-joh420 Comments: Ads per the pervious conversation remove all
current non campaign items and complete the program extra labor is
allowed for removal as related damage Please list any diagnostics
already performed: INSPECTED VERIFYED THIS VEHICLE DOES NOT HAVE A CHT
SENSOR Parts Replaced: 17S09 parts Your Question: NEED HELP ON
GETTING THE CORRECT PROGRAMING FOR THIS VEHICLE.
WEB-Ford-INT-[redacted]-Jan 18 2018 16:17:11: Transferred from ELECT to
MODPROG

RECOMM **01/20/2018 10:19AM RYAN TYDA MSS - FCSD - TECH ASSIT CENTER**

[redacted] We are not sure why LUG1 was used as a tear tag to program the PCM. That is not correct for this vehicle. The correct tear tag is RLU0. Please refer to Module Programming General Service Bulletin(GSB) G0000150 page 21. Perform the procedure outlined on that page but using tear tag RLU0. You can find the vehicles tear tag yourself by entering the VIN in PTS > OASIS and then when available, double click the VIN at the top left corner. That will open the build sheet information which lists the tear tag for the vehicle.

CONCER **01/23/2018 09:29AM T ECHHOT MSS - FCSD - TECH ASSIT CENTER**

for this recall this vin was on the UNIQUE VEHICLE REPAIRS list saying it got special programing what is that special programing and is there any information on why this vehicle already had a coolant level sensor installed behind the right head light also I did not realize that it did not copy all of the contact with sssc.

RECOMM **01/24/2018 01:30PM ALEC MCENTEE MSS - FCSD - TECH ASSIT CENTER**

[redacted] If the vehicle VIN is listed in the chart under the Unique Vehicle Repairs, it would be recommended to follow the FSA step and create a VIN specific contact to the SSSC for additional repair instructions. The SSSC has moved to a web based form similar to this form used by the Technical Assistance Center. To submit a contact to the SSSC, run an OASIS page for the vehicle and select the SSSC link at the bottom of the OASIS result page for the VIN to access the new web form (there is no symptom coding required for the SSSC link to appear).

CONCER **01/24/2018 01:53PM T ECHHOT MSS - FCSD - TECH ASSIT CENTER**

I have been in contact with them and they have referred me to you. I programed the vehicle with the correct tear tag and the coolant level is now incorrect its in the programing. plz give me a call at [redacted]

RECOMM **01/26/2018 09:40AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

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

CONCER **01/26/2018 11:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

Contacted [redacted] by phone to discuss the concern in greater detail. [redacted] stated that he is performing FSA 17S09, he found the vehicle already had a stand pipe installed in the vehicle which was in a different location(lower) that the stand pipe to complete FSA. [redacted] stated that he found the VIN number listed under the 'Escape Unique PCM Programming Required', he contacted the SSSC which provided him with PCM tear tag LUG1 and once the required components were installed and the PCM programming, the check engine light was on with DTC P0123(CHT SENSOR CIRCUIT HIGH). [redacted] stated that he programmed the

PCM using the PCM tear tag listed in PTS(RLU0) as recommended which cleared DTC P0123 and a low coolant message populating in the IC. [redacted] confirmed that there is no air in the cooling system, the stand pipe is installed correctly in the mounting bracket(sensor down) and with the supplied PCM tear tag used to program the PCM the low coolant goes out.

RECOMM **01/26/2018 11:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

[redacted], Within the next 4 business days, the assistance request on this vehicle will be reviewed. To further expedite this process, please update the form with the additional information listed when selecting the click here button below (including Service Management information, best phone number, etc.). An Escalated Handling Team Member will contact the Service Manager to obtain additional information and provide recommendations to assist in resolving the customers concern.

We are currently experiencing high
Dealership contact volume, which is resulting in delayed responses. Our management team is fully aware of the issue, and would like to apologize for the current delayed response times as we investigate options to improve our service level. We are committed to restoring the service levels that you are accustomed to, but it will likely take time to implement long-term changes to our process. Dealership personnel can help us in the short-term by adhering to the following suggestions:

- Ensure that all internal published <A< p="">

- [redacted]

Repair and Technical Assistance Process steps have been followed prior to contacting the Technical Assistance Center.

- Continue to
submit requests to the Technical Assistance Center for support with difficult to resolve technical vehicle issues and repairs requiring Prior Approval.

- Confirm that all diagnostics, including testing
results completed on the vehicle are thoroughly documented and submitted on the request to the Technical Assistance Center.
- Follow all Technical Assistance Center recommendations during the time you may be waiting for follow up from Escalated Handling

Team.

We will continue to work with you and your Dealerships
Service Management Team to help get the concern resolved and the
vehicle back to the customer.

ADD-ON **01/26/2018 11:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

Consulted Brandon Karbum who provided the correct orientation of the
stand pipe when it is installed in the vehicle then advised to
escalate the report as this vehicle was a pre-production vehicle. Note
to EH: This contact is being escalated for a concern where when
performing FSA 17S09, he found the vehicle already had a stand pipe
installed in the vehicle which was in a different location(lower) that
the stand pipe to complete FSA. The found the VIN number listed under
the 'Escape Unique PCM Programming Required', the SSSC was contacted
who provided him with PCM tear tag LUG1 and once the required
components were installed and the PCM programming, the check engine
light was on with DTC P0123(CHT SENSOR CIRCUIT HIGH). The PCM was
programmed using the PCM tear tag listed in PTS(RLU0) as recommended
which cleared DTC P0123 with a low coolant message populating in the
IC. There is no air in the cooling system, the stand pipe is installed
correctly in the mounting bracket(sensor down). It is suspected that
with this vehicle being pre-production, the provided components and/or
provided calibration is incorrect for he vehicle.

ADD-ON **01/26/2018 11:14AM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER**

Reason For Escalation: Supervisor Recommendation

Do you have someone that could help me find which 2014MY calibration and Tear Tag we need to have for each of these 13 vehicles?

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
1(313)322-7119

From: Beltramo, Joel (J.J.)
Sent: Wednesday, September 20, 2017 6:23 AM
To: Baumgartner, George (G.K.) <gbaumga1@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Hansen, Randy (R.F.) <rhansen2@ford.com>
Subject: RE: 2014 MY Escape 1.6L with 2013 MY Cal.

Thank you George.

Thank you,

Joel Beltramo
Manager – Engine Components - B
Phone: 313-323-0621
Bldg 1 12A044

From: Baumgartner, George (G.K.)
Sent: Wednesday, September 20, 2017 12:57 AM
To: Beltramo, Joel (J.J.); Pusta, Ionut (I.)
Cc: Hansen, Randy (R.F.)
Subject: RE: 2014 MY Escape 1.6L with 2013 MY Cal.

Hi Joel,

[redacted]

Regards,

[redacted]
1.5L Dragon GTDI / 1.6L Sigma GTDI
Powertrain Calibration Supervisor
Truck Engine Engineering (TEE) Bldg – 1AE32,
2000 Enterprise Dr., Allen Park, MI 48101
Mobile: [redacted]

From: Beltramo, Joel (J.J.)
Sent: Tuesday, September 19, 2017 1:01 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Baumgartner, George (G.K.) <gbaumga1@ford.com>
Cc: Hansen, Randy (R.F.) <rhansen2@ford.com>
Subject: RE: 2014 MY Escape 1.6L with 2013 MY Cal.

John and George,

I think we need to make these vehicles functional to MY2014 specifications. As such with the recall we would need to replace the PCM's in the vehicles if we can't find any other way to get the right calibration into them. We don't want to set up the system to over write 2013 calibrations with 2014's, so that may be the only way to deal with it.

What do you think?

Thank you,

Joel Beltramo
Manager – Engine Components - B
Phone: 313-323-0621
Bldg 1 12A044

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

Joel,

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

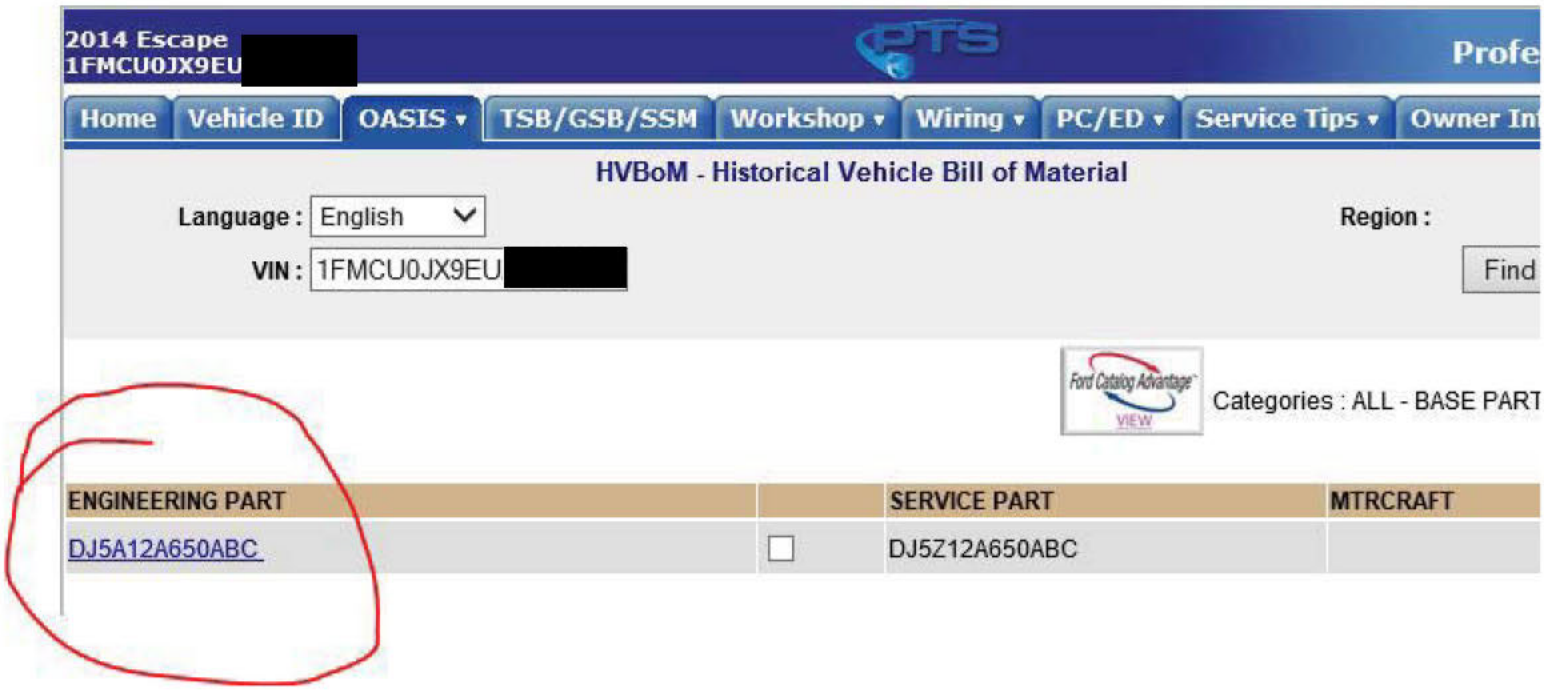
I attached a list of 13 vehicles with this same issue and their last known status. Most are already sold to customers.

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

Below is the OASIS information for the VIN



HVBOM shows a 2013 cal.



Thank you,

[redacted]

Ford Motor Company

FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
1(313)322-7119

HVBOM PCM Part#	2014 PCM SW Part#	Tag# on Window Sticker	Sold/Unsold	GCPB15 VIN C	GCPB	GCPB22 VEH LN X	GCPB15 PROD Y	GCPB15 VEH SOLD Y	M20 DLR CNTRY C	CR COUNTRY ISO3 C	GCPB05 EVENT X
DJ5A-12A650-AFA	EJ5A-14C204-UB	[redacted]	Sold to Owner	1FMCU0GX1EU[redacted]	2014	C520 NA (ESCAPE)	4/2/2013	4/11/2013	CAN	CAN	OPEN - LAUNCHED
DJ5A-12A650-AFA	EJ5A-14C204-UB	[redacted]	Sold to Owner	1FMCU0GX0EU[redacted]	2014	C520 NA (ESCAPE)	4/1/2013	4/11/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-ABC	EJ5A-14C204-UB	[redacted]	Sold to Owner	1FMCU0GX4EU[redacted]	2014	C520 NA (ESCAPE)	2/12/2013	2/22/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-AFA	EJ5A-14C204-UB	[redacted]	Sold to Owner	1FMCU0GX4EU[redacted]	2014	C520 NA (ESCAPE)	4/1/2013	4/11/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-AFA	EJ5A-14C204-UB	[redacted]	Sold to Owner	1FMCU0GX4EU[redacted]	2014	C520 NA (ESCAPE)	4/1/2013	4/11/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-AFA	EJ5A-14C204-UB	[redacted]	DBURRE16	1FMCU0GX7EU[redacted]	2014	C520 NA (ESCAPE)	4/2/2013	4/11/2013	USA	USA	OPEN - WARRANTY CANCELLED
DJ5A-12A650-ABC	EJ5A-14C204-UB	[redacted]	Sold to Owner	1FMCU0GX8EU[redacted]	2014	C520 NA (ESCAPE)	2/12/2013	3/12/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-AFA	EJ5A-14C204-UB	200Y765[redacted]	Sold to Owner	1FMCU0JX5EU[redacted]	2014	C520 NA (ESCAPE)	4/2/2013	4/11/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-ABC	EJ5A-14C204-UB	[redacted]	[redacted]	1FMCU0JX9EU[redacted]	2014	C520 NA (ESCAPE)	2/13/2013	2/22/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-AFA	EJ5A-14C204-UB	[redacted]	Sold to Owner	1FMCU9GX2EU[redacted]	2014	C520 NA (ESCAPE)	4/2/2013	4/11/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-ABC	EJ5A-14C204-UB	[redacted]	[redacted]	1FMCU9GX5EU[redacted]	2014	C520 NA (ESCAPE)	2/12/2013	2/22/2013	USA	USA	OPEN - LAUNCHED
DJ5A-12A650-AFA	EJ5A-14C204-UB	[redacted]	[redacted]	1FMCU0JX2EU[redacted]	2014	C520 NA (ESCAPE)	4/2/2013	4/11/2013	USA	USA	OPEN - WARRANTY CANCELLED
DJ5A-12A650-ABC	EJ5A-14C204-UB	[redacted]	[redacted]	1FMCU0JX5EU[redacted]	2014	C520 NA (ESCAPE)	2/13/2013	3/12/2013	USA	USA	OPEN - LAUNCHED

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

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

From: Fronckowiak, Todd (T.M.)
Sent: Tuesday, May 29, 2018 2:57 PM
To: Wickenheiser, Francis (F.J.); Nolte, Angela (A.); Tuneff, Mark (M.S.)
Subject: Fwd: Fail Safe Cooling
Attachments: Untitled attachment 00023.htm; FSC_ECL_STATES_updatedv4b.pptx

FYI.

Best Regards,
Todd Fronckowiak
Assistant Director
Automotive Safety Office
Ford Motor Company
Sent from my iPad

Begin forwarded message:

> **From:** "Bailey, Owen (O.R.)" <obailey@ford.com>
> **Date:** May 29, 2018 at 9:49:36 AM EDT
> **To:** "Fronckowiak, Todd (T.M.)" <tfroncko@ford.com>
> **Cc:** "Rollinger, John (J.E.)" <jrolling@ford.com>
> **Subject: Fail Safe Cooling**
>
> Todd,
> Per your request, attached is summary describing the FMEM modes and high level flow chart of how you get into the modes.
> If you have any technical questions John can answer for you. Hope this helps.
>
> **Owen Bailey**
> ***Assistant Chief Engineer & Gasoline Software Manager – Powertrain Controls***
> **Powertrain Calibration Controls NVH [PCCN]**
> Building 2
> Room 22K23
> E-mail obailey@ford.com
> Tel: 313-248-8118
> Mob: [redacted]
> **ONE FORD: ONE Plan - ONE Team - ONE Goal**

FMEM Level Definitions

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

From: Rollinger, John (J.E.)
Sent: Tuesday, May 29, 2018 1:12 PM
To: Bailey, Owen (O.R.)
Subject: Presentation documents for 1.6L Ultrasonic Level Sensing FMEM

Owen,

Please find attached the finalized overview presentation decks for the 1.6L GTDI Ultrasonic level sensing and FMEM levels used in Fail Safe Cooling with the sensor.

General deck that has summary of sensor and sensing conditions as well as FMEM:



Functional Overview of Ultr...

Deck specifically dealing with failsafe cooling FMEM only without background on processing/interpreting the level sensor reading.



FSC_ECL_STATE...

John Rollinger
Technical Leader – Powertrain & Gas Engine Controls
Powertrain Controls Calibration NVH [PCCN]
Building 2
Room 22H31
E-mail jrolling@ford.com
Mob: [redacted]
ONE FORD: ONE Plan - ONE Team - ONE Goal

Overview of Coolant Level Sensing and Mitigation

8 January 2014

Definition of FMEM Types

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

PE18-007 000062 RC

OBD and DTC's

Added DTC's specific to ULS Sensor:

P2556 - Engine Coolant Level Sensor/Switch Circuit
P2557 - Engine Coolant Level Sensor/Switch Circuit Range/Performance
P2558 - Engine Coolant Level Sensor/Switch Circuit Low
P2559 - Engine Coolant Level Sensor/Switch Circuit High
P2560 - Engine Coolant Level Low
P1940 - Engine Coolant Level Signal Not Available Due To Driving Conditions
U1035 - Lost Communication with Engine Coolant Level Sensor/Switch

Existing DTC's set relative to inputs or output interaction with ULS Sensor:

U0121 - Lost Communication With Anti-Lock Brake System (ABS) Control Module
P1299 – Cylinder Head Overtemp Protection Active [Failsafe Injector Cut / Load Limit]

PE18-007 000065 RC

FMEM Level Definitions

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

From: Verster, Pieter (J.P.)
Sent: Friday, May 05, 2017 1:19 PM
To: Hansen, Randy (R.F.)
Cc: Logel, Jay (J.D.); Prescott, Amanda (A.B.); Beltramo, Joel (J.J.); Galvin, Mark (M.V.); Wade, Robert (R.A.); Brewer, Todd (T.J.); Renwick, Rick (R.J.)
Subject: RE: 1.6L GTDI Cylinder Head Crack Mechanism

Sensitivity: Private

Hi Rick, the direct questions from the NCC was:

[redacted]

In essence I need to go back to the NCC with detail on the 2 questions.

Thanks for the support.

Pieter (J.P.) Verster | Director, Service Engineering Operations, MEA | Tel: +27 12 842 2663 | Fax: +27 12 842 2136 | Mobile: [redacted]
www.fordmotorcompany.co.za
Ford Motor Company of Southern Africa | Simon Vermooten Road, Silverton, Pretoria | P.O. Box 411, Pretoria, 0001, South Africa

This transmission is intended solely for the person or organization to whom it is addressed and it may contain privileged and confidential information. If you are not the intended recipient you should not copy, distribute or take any action in reliance on it. If you believe you received this transmission in error please notify the sender.

From: Hansen, Randy (R.F.)
Sent: 05 May 2017 02:36 PM
To: Verster, Pieter (J.P.)
Cc: Logel, Jay (J.D.); Prescott, Amanda (A.B.); Beltramo, Joel (J.J.); Galvin, Mark (M.V.); Wade, Robert (R.A.); Brewer, Todd (T.J.); Renwick, Rick (R.J.)
Subject: RE: 1.6L GTDI Cylinder Head Crack Mechanism
Sensitivity: Private

Pieter,
Will you please summarize for Rick? Thanks.

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

From: Renwick, Rick (R.J.)
Sent: Friday, May 05, 2017 8:31 AM
To: Hansen, Randy (R.F.); Verster, Pieter (J.P.)
Cc: Logel, Jay (J.D.); Prescott, Amanda (A.B.); Beltramo, Joel (J.J.); Galvin, Mark (M.V.); Wade, Robert (R.A.); Brewer, Todd (T.J.)
Subject: RE: 1.6L GTDI Cylinder Head Crack Mechanism
Sensitivity: Private

I thought that we had responded as a team. What does detail mean?

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
Mobile Ph: [redacted]
EMail: rrenwick@ford.com

From: Hansen, Randy (R.F.)
Sent: Friday, May 05, 2017 7:59 AM
To: Renwick, Rick (R.J.) <rrenwick@ford.com>; Verster, Pieter (J.P.) <pverste1@ford.com>
Cc: Logel, Jay (J.D.) <jlogel@ford.com>; Prescott, Amanda (A.B.) <apresco3@ford.com>; Beltramo, Joel (J.J.) <jbeltram@ford.com>; Galvin, Mark (M.V.) <mgalvin@ford.com>; Wade, Robert (R.A.) <rwade6@ford.com>; Brewer, Todd (T.J.) <tbrewer1@ford.com>
Subject: RE: 1.6L GTDI Cylinder Head Crack Mechanism
Sensitivity: Private

Rick,
The South African authorities have asked for detail about the conditions causing the cylinder head to crack.

Pieter,
When do you need to respond? Can I book the meeting for Tuesday or Wednesday?

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

From: Renwick, Rick (R.J.)
Sent: Friday, May 05, 2017 7:26 AM
To: Hansen, Randy (R.F.); Wade, Robert (R.A.); Brewer, Todd (T.J.); Verster, Pieter (J.P.); Logel, Jay (J.D.); Prescott, Amanda (A.B.); Beltramo, Joel (J.J.); Galvin, Mark (M.V.)
Subject: RE: 1.6L GTDI Cylinder Head Crack Mechanism
Sensitivity: Private

Todd is out and I am double booked in this timeslot. What is desired outcome? Who is critical to discussion?

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
Mobile Ph: [redacted]
EMail: rrenwick@ford.com

-----Original Appointment-----
From: Hansen, Randy (R.F.)
Sent: Friday, May 05, 2017 7:25 AM
To: Wade, Robert (R.A.); Brewer, Todd (T.J.); Verster, Pieter (J.P.); Logel, Jay (J.D.); Prescott, Amanda (A.B.); Beltramo, Joel (J.J.); Renwick, Rick (R.J.); Galvin, Mark (M.V.)
Subject: 1.6L GTDI Cylinder Head Crack Mechanism
When: Monday, May 08, 2017 7:00 AM-7:30 AM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx
Sensitivity: Private

Adding Mark Galvin.

To discuss conditions which cause the cylinder head to crack.

-- Do not delete or change any of the following text. --

Ford Users: Join WebEx meeting

Guest and Mobile Users: Join WebEx meeting

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+1-888-628-3668 US Toll Free Number
Access code: 711 864 722
Global call-in numbers | Toll-free calling restrictions

Can't join the meeting? Contact support.

MC07

From: [redacted]
Sent: Monday, April 10, 2017 4:45 PM
To: Kramer, Michael (M.T.); Elkins, Donly (D.); Baumgartner, George (G.K.)
Cc: Ranger, Mary (M.L.); Wenzel, Todd (T.L.); Southworth, Patrick (P.L.); Styron, Joshua (J.P.); Loebenberg, Jacob (J.R.); Helberg, Ken (K.H.)
Subject: RE: 1.6L Vehicles

Right now I only have 1 Kuga and 1 Escape. I am fine with a coolant change, if you can provide me extra coolant as I regularly do part changes and drains on the system that results in some spillage.

Mid-April I expect to have 1 or 2 Fiestas with sensors and a Fusion with sensors. Let me know when you want to come get cars. The Kuga, I won't need today/tonight. The Escape I will need today/tonight but you can have it Tomorrow or Wednesday.

[redacted]
Cell: [redacted]

From: Kramer, Michael (M.T.)
Sent: Monday, April 10, 2017 12:35 PM
To: Elkins, Donly (D.); [redacted] Baumgartner, George (G.K.)
Cc: Ranger, Mary (M.L.); Wenzel, Todd (T.L.); Southworth, Patrick (P.L.); Styron, Joshua (J.P.); Loebenberg, Jacob (J.R.); Helberg, Ken (K.H.); Kramer, Michael (M.T.)
Subject: FW: 1.6L Vehicles

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

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

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

[redacted]

We would provide all required resources to handle the coolant.

Mike Kramer
PT Cooling Systems & Methods Supv.
[redacted]

mkramer1@ford.com

From: Hansen, Randy (R.F.)
Sent: Friday, April 07, 2017 9:58 PM
To: Kramer, Michael (M.T.)
Cc: [redacted] Pusta, Ionut (I.); Rollinger, John (J.E.); Elkins, Donly (D.)
Subject: RE: 1.6L Vehicles

Mike,
We have a Fusion, Fiesta ST and 2 Escapes. Contact Donly Elkins.

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

From: Rollinger, John (J.E.)
Sent: Friday, April 07, 2017 3:20 PM
To: Kramer, Michael (M.T.); Pusta, Ionut (I.); Hansen, Randy (R.F.)
Cc: [redacted]
Subject: RE: 1.6L Vehicles

Mike,

Just work out any of this for our vehicles with [redacted]

John Rollinger
Technical Leader – Powertrain & Gas Engine Controls
Powertrain Controls Calibration NVH [PCCN]
Building 2
Room 22H31
E-mail jrolling@ford.com
Mob: [redacted]
ONE FORD: ONE Plan - ONE Team - ONE Goal

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

[redacted]

We would provide all required resources to handle the coolant.

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

From: Tyda, Ryan (R.)
Sent: Thursday, February 08, 2018 9:03 PM
To: Karbum, Brandon (B.J.); Pusta, Ionut (I.)
Cc: Newton, Brad (W.); Graham, Brian (B.)
Subject: RE: 17S09 information

Importance: High

Brandon,

We need to get with John next week

John,

Please let us know when you are available for a meeting next week. We are getting a lot of questions across all vehicle lines effected by 17S09

Thank you,

Ryan Tyda
Module Programming Subject Matter Expert
Technical Assistance Center
1700 Fairlane Dr. Allen Park, Mi 48101
Cube 182
[redacted]
Ryan's Webex Meeting Room

From: Karbum, Brandon (B.J.)
Sent: Thursday, February 08, 2018 4:02 PM
To: Tyda, Ryan (R.)
Subject: 17S09 information

Ryan,

[redacted]

From: Less, Edward (E.G.)
Sent: Tuesday, October 10, 2017 11:56 AM
To: DeBorde, Tim (T.B.); Pusta, Ionut (I.); Huspen, Timothy (T.F.)
Subject: RE: 2014 MY Escape 1.6L with 2013 MY Cal.

Tim
Thanks for the help on these.

Ed

From: DeBorde, Tim (T.B.)
Sent: Tuesday, October 10, 2017 7:54 AM
To: Pusta, Ionut (I.); Less, Edward (E.G.); Huspen, Timothy (T.F.)
Subject: RE: 2014 MY Escape 1.6L with 2013 MY Cal.

OK
F188 will be EJ5A-14C204-UB
F113 will be EJ5A-12A650-UB

I'll get these in today

Tim

From: Pusta, Ionut (I.)
Sent: Tuesday, October 10, 2017 7:53 AM
To: DeBorde, Tim (T.B.); Less, Edward (E.G.); Huspen, Timothy (T.F.)
Subject: RE: 2014 MY Escape 1.6L with 2013 MY Cal.

Tim,

I spoke with Ed and we agree that both F113 and F188 need to be updated.

Looking at the file provided, we need these bits updated to:

EJ5A-14C204-UB

Both the F113 and F188 should be changed to reflect this new 2014MY level.

Thank you,

[redacted]
Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs

Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
1(313)322-7119

From: DeBorde, Tim (T.B.)
Sent: Tuesday, October 10, 2017 7:47 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Less, Edward (E.G.) <eless@ford.com>; Huspen, Timothy (T.F.) <thuspen@ford.com>
Subject: RE: 2014 MY Escape 1.6L with 2013 MY Cal.

F188 and F113 should both be changed to reflect the desired part number. If F113 is changed and not F188, we risk returning the vehicles to the original cal in service.

Tim

From: Pusta, Ionut (I.)
Sent: Tuesday, October 10, 2017 7:41 AM
To: Less, Edward (E.G.); DeBorde, Tim (T.B.); Huspen, Timothy (T.F.)
Subject: RE: 2014 MY Escape 1.6L with 2013 MY Cal.

Ed and Tim,

I spoke with engineering and they said the F188 represents the current part number and the F113 represents the original part number. I do not know enough about these bits and rely on your expertise in this area.

They said they think only the F188 needs to be updated but they are not sure how it will affect the programming method we want to use.

Because we need to program the vehicles with a Tear Tag, to change the PCM to the 2014MY cal, we should update whichever bit will allow this programming method to be successful.

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
1(313)322-7119

From: Less, Edward (E.G.)
Sent: Tuesday, October 10, 2017 6:04 AM
To: DeBorde, Tim (T.B.) <tdeborde@ford.com>; Huspen, Timothy (T.F.) <thuspen@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 2014 MY Escape 1.6L with 2013 MY Cal.

I will let John give you that info
Ed

From: DeBorde, Tim (T.B.)
Sent: Monday, October 09, 2017 6:31 PM
To: Less, Edward (E.G.); Huspen, Timothy (T.F.); Pusta, Ionut (I.)
Subject: RE: 2014 MY Escape 1.6L with 2013 MY Cal.

I assume all of these need ...
PCM
F188 = DJ5A-14c204-AFA
F113 = DJ5A-12A650-AFA

Tim

From: Less, Edward (E.G.)
Sent: Monday, October 09, 2017 6:00 PM
To: Huspen, Timothy (T.F.); DeBorde, Tim (T.B.); Pusta, Ionut (I.)
Subject: FW: 2014 MY Escape 1.6L with 2013 MY Cal.

Tim
Here is the list John sent me.

Ed

From: Pusta, Ionut (I.)
Sent: Monday, October 09, 2017 2:44 PM
To: Less, Edward (E.G.)
Subject: FW: 2014 MY Escape 1.6L with 2013 MY Cal.

Ed,

The attached file has the corresponding 2014MY PCM part numbers that should have been programmed into the vehicles. Who do we need to work with to update the As-Built, to look for the correct part number during future programming?

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
1(313)322-7119

From: Baumgartner, George (G.K.)
Sent: Tuesday, September 26, 2017 3:37 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Beltramo, Joel (J.J.) <jbeltram@ford.com>; Hansen, Randy (R.F.) <rhansen2@ford.com>; Thompson, Scott (S.) <sthom340@ford.com>; Rollinger, John (J.E.) <jrolling@ford.com>
Subject: RE: 2014 MY Escape 1.6L with 2013 MY Cal.

Hi John,

FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs
Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
1(313)322-7119

From: Beltramo, Joel (J.J.)
Sent: Wednesday, September 20, 2017 6:23 AM
To: Baumgartner, George (G.K.) <gbaumga1@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Hansen, Randy (R.F.) <rhansen2@ford.com>
Subject: RE: 2014 MY Escape 1.6L with 2013 MY Cal.

Thank you George.

Thank you,

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

From: Baumgartner, George (G.K.)
Sent: Wednesday, September 20, 2017 12:57 AM
To: Beltramo, Joel (J.J.); Pusta, Ionut (I.)
Cc: Hansen, Randy (R.F.)
Subject: RE: 2014 MY Escape 1.6L with 2013 MY Cal.

Hi Joel,

[redacted]

Regards,

[redacted]
1.5L Dragon GTDI / 1.6L Sigma GTDI
Powertrain Calibration Supervisor

Truck Engine Engineering (TEE) Bldg – 1AE32,
2000 Enterprise Dr., Allen Park, MI 48101
Mobile: [redacted]

From: Beltramo, Joel (J.J.)
Sent: Tuesday, September 19, 2017 1:01 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Baumgartner, George (G.K.) <gbaumga1@ford.com>
Cc: Hansen, Randy (R.F.) <rhansen2@ford.com>
Subject: RE: 2014 MY Escape 1.6L with 2013 MY Cal.

John and George,

I think we need to make these vehicles functional to MY2014 specifications. As such with the recall we would need to replace the PCM's in the vehicles if we can't find any other way to get the right calibration into them. We don't want to set up the system to over write 2013 calibrations with 2014's, so that may be the only way to deal with it.

What do you think?

Thank you,

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

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

Joel,

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

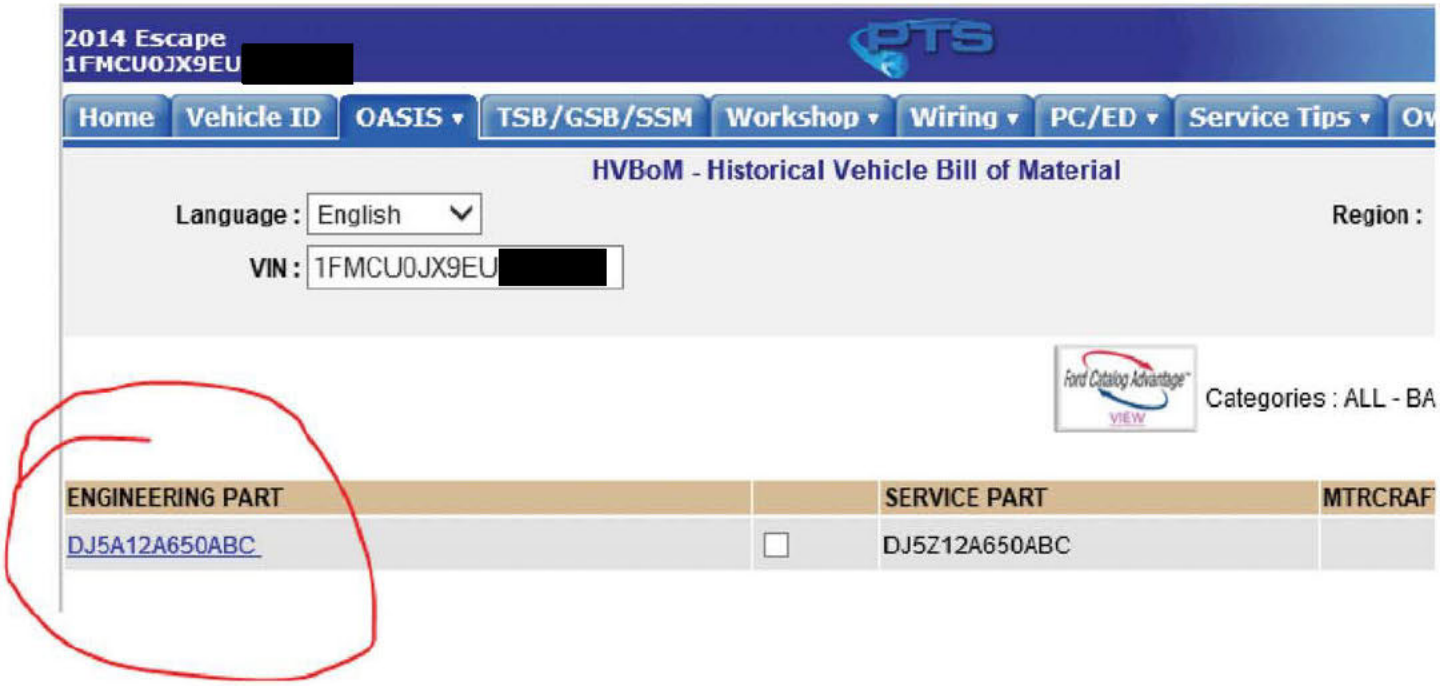
I attached a list of 13 vehicles with this same issue and their last known status. Most are already sold to customers.

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

Below is the OASIS information for the VIN



HVBOM shows a 2013 cal.



Thank you,

[redacted]

Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs

Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
1(313)322-7119

Cc: Hansen, Randy (R.F.) <rhansen2@ford.com>
Subject: RE: 2014 MY Escape 1.6L with 2013 MY Cal.

Thank you George.

Thank you,

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

From: Baumgartner, George (G.K.)
Sent: Wednesday, September 20, 2017 12:57 AM
To: Beltramo, Joel (J.J.); Pusta, Ionut (I.)
Cc: Hansen, Randy (R.F.)
Subject: RE: 2014 MY Escape 1.6L with 2013 MY Cal.

Hi Joel,

[redacted]

Regards,

[redacted]
1.5L Dragon GTDI / 1.6L Sigma GTDI
Powertrain Calibration Supervisor
Truck Engine Engineering (TEE) Bldg – 1AE32,
2000 Enterprise Dr., Allen Park, MI 48101
Mobile: [redacted]

From: Beltramo, Joel (J.J.)
Sent: Tuesday, September 19, 2017 1:01 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Baumgartner, George (G.K.) <gbaumga1@ford.com>

Cc: Hansen, Randy (R.F.) <rhansen2@ford.com>
Subject: RE: 2014 MY Escape 1.6L with 2013 MY Cal.

John and George,

I think we need to make these vehicles functional to MY2014 specifications. As such with the recall we would need to replace the PCM's in the vehicles if we can't find any other way to get the right calibration into them. We don't want to set up the system to over write 2013 calibrations with 2014's, so that may be the only way to deal with it.

What do you think?

Thank you,

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

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

Joel,

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

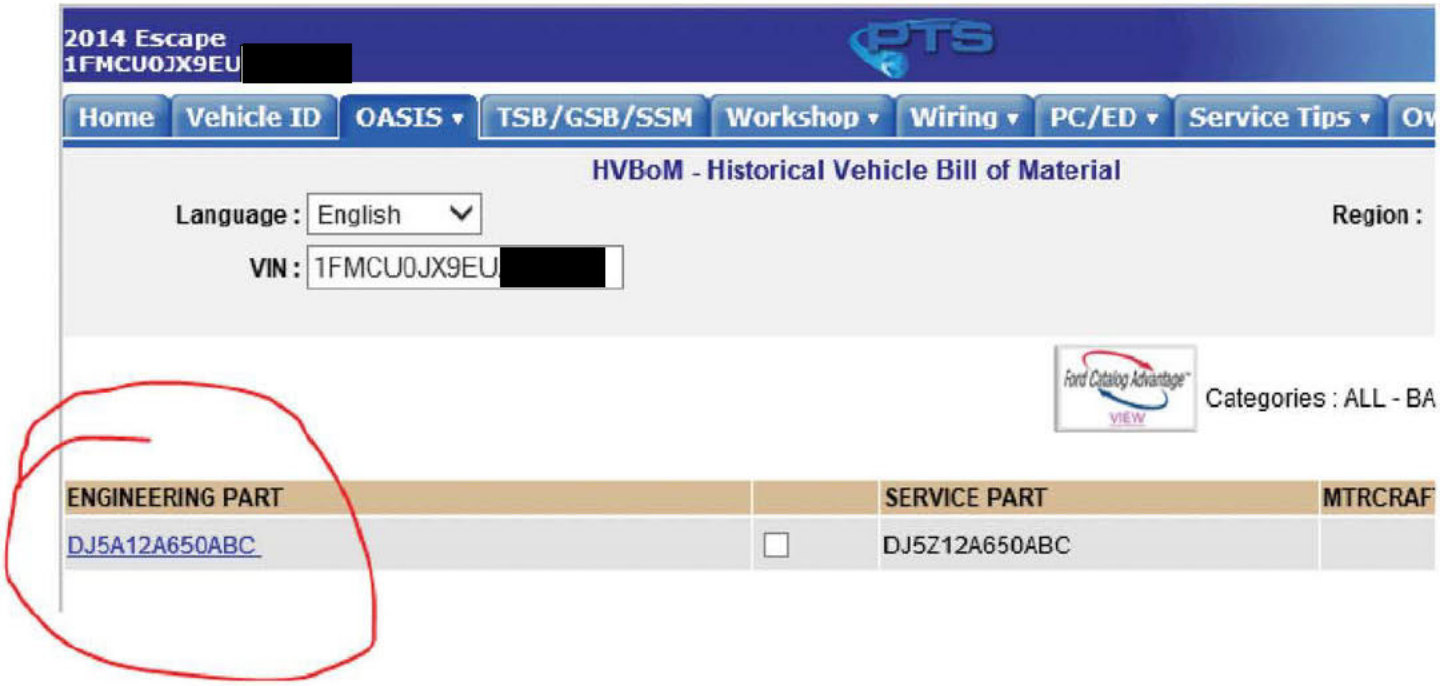
I attached a list of 13 vehicles with this same issue and their last known status. Most are already sold to customers.

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

Below is the OASIS information for the VIN



HVBOM shows a 2013 cal.



Thank you,

[redacted]

Ford Motor Company
FSA Coordinator – Middle East and Africa
Product Concern Analyst – Recall and Service Programs

Ford Customer Service Division – Service Engineering Operations
ipusta@ford.com
1(313)322-7119

From: Correia, Eduardo (E.)
Sent: Tuesday, May 30, 2017 9:36 AM
To: Sykes, Matt (M.); Horseman, Jon (J.); Kramer, Michael (M.T.); Helberg, Ken (K.H.); Deverson, Ben (B.G.)
Subject: RE: C520 FCSD installation trial May 24

Thank you for your help Jon.

As discussed, there is a risk when servicing these parts and making adjustments to them but the risk is no bigger than it if for "normal service" of your parts.
With that said and although not ideal you are ok with the adjustments discussed to allow centering the mount where our bracket will fit.

Thanks.

Eduardo Correia
PTI Cooling Supervisor
CD4x Panther EU / C1MCA / Quality
ecorrei4@ford.com / +44 (0) 1268401548 / GB-15/2A-Z06-B
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: Correia, Eduardo (E.)
Sent: 26 May 2017 15:13
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 / +44 (0) 1268401548 / GB-15/2A-Z06-B
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: Correia, Eduardo (E.)
Sent: 25 May 2017 18:22

From: Nolte, Angela (A.)
Sent: Friday, June 15, 2018 1:33 PM
To: Fronckowiak, Todd (T.M.) <tfroncko@ford.com>
Subject: Escape LOMP Presentation - Feedback

Hi Todd,

I made changes to the presentation based on the discussion from yesterday. I kept the component slide as the last slide, do you want me to delete the "unknown" column? Let me know what other changes you would like. Thanks.

Angela M. Nolte
Automotive Safety Office
Senior Safety Investigations Engineer
E-mail: anolte1@ford.com
Phone: 313-322-1084

<Escape Stall VOQs - Coolant FMEM and Repairs.pptx>

From: Fronckowiak, Todd (T.M.)
Sent: Thursday, April 06, 2017 1:52 PM
To: Baumgartner, George (G.K.); Beltramo, Joel (J.J.)
Subject: RE: FMEM

George, great summary. Thank you!

Best Regards,

[redacted]

Assistant Director, Global Automotive Safety Compliance
Automotive Safety Office

From: Baumgartner, George (G.K.)
Sent: Thursday, April 06, 2017 9:36 AM
To: Beltramo, Joel (J.J.) <jbeltram@ford.com>; Fronckowiak, Todd (T.M.) <tfroncko@ford.com>
Subject: RE: FMEM

Here's the progression:

[redacted]

From: Dwan, Patrick (P.J.)
Sent: Wednesday, June 07, 2017 12:49 PM
To: Wickenheiser, Francis (F.J.)
Subject: RE: Global FSA - Lessons learned

Joe,
Attached is the latest update to the FCSD lessons learned.
Sorry – not in your proforma template.



FCSD Lessons Learned.docx

Pat.

From: Wickenheiser, Francis (F.J.)
Sent: Friday, May 26, 2017 3:40 PM
To: Marrocco, Chris (C.) <cmarrocc@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>; Dwan, Patrick (P.J.) <pdwan@ford.com>; Christensen, Kris (K.S.) <kchrist1@ford.com>; Denholm, Jennifer (J.S.) <jdenholm@ford.com>; Kizyma, Dave (D.E.) <dkizyma@ford.com>; Prescott, Amanda (A.B.) <apresco3@ford.com>
Cc: Camaj, Linda (.) <lcamaj@ford.com>; Ott, David (D.J.) <dott@ford.com>
Subject: RE: Global FSA - Lessons learned

Hi Everyone,

Thanks for your continuing support of the "Lessons Learned Project," and I hope you have a great Memorial Day weekend!

I plan to be on vacation until Thursday, so I'm sending the topics for next week's discussion early:

- Review each team's draft Lessons Learned proforma
- Dave Ott will be sharing an emerging CCRG issue that has the potential to be global in nature... let's discuss what lessons we can implement on this topic now.
- Next Steps / Workplan
- Walk-Ins

-----Original Appointment-----
From: Wickenheiser, Francis (F.J.)
Sent: Monday, April 03, 2017 9:22 AM
To: Wickenheiser, Francis (F.J.); Marrocco, Chris (C.); Warwood, Mike (J.M.); Dwan, Patrick (P.J.); Christensen, Kris (K.S.); Denholm, Jennifer (J.S.); Kizyma, Dave (D.E.); Prescott, Amanda (A.B.)
Cc: Camaj, Linda (.)
Subject: Global FSA - Lessons learned
When: Thursday, June 01, 2017 1:00 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx / 500 FPS

Meeting now scheduled for every other Thursday through 2017.

Thank you for your support,
Joe Wickenheiser
[redacted]

-- Do not delete or change any of the following text. --

Ford Users: Join WebEx meeting

Guest and Mobile Users: Join WebEx meeting

Meeting number: 352 071 766

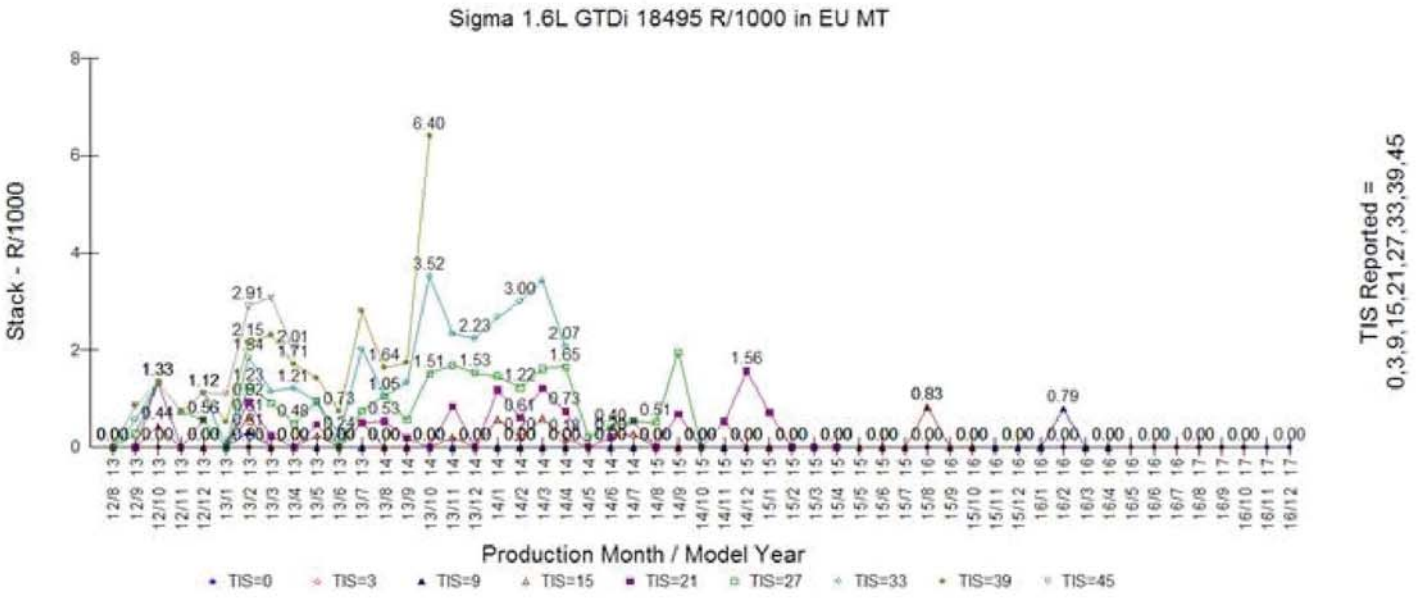
NOTICE: ***This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video:*** click here

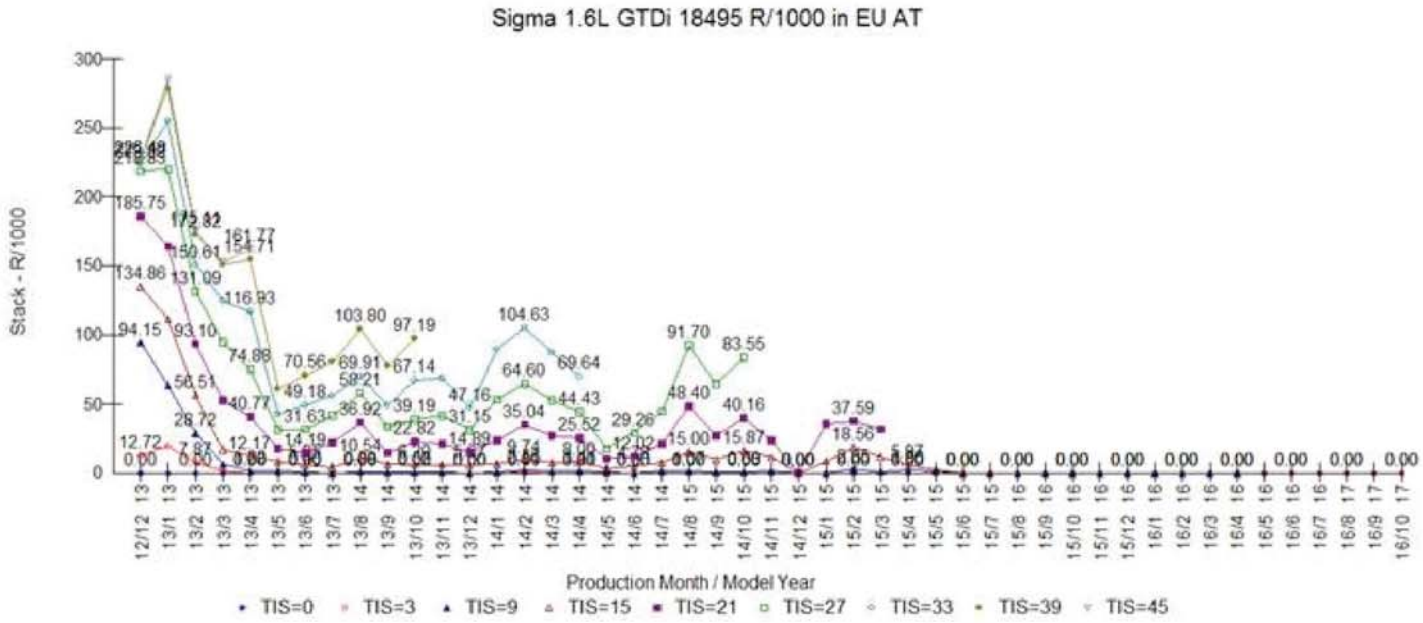
For additional help with WebEx, Ford users can click on the Digital Worker link How Do I...Conferencing
If you are a host, go here to view host information.

Join by phone
+1-313-248-3668 FordNet 248-3668 / Toll
+1-888-628-3668 US Toll Free Number
Access code: 352 071 766
Global call-in numbers | Toll-free calling restrictions

Can't join the meeting? Contact support.

MC07





Regards,

Chao He / 何超

China Engine OPD Engineer(Sigma GTDi)
Asia-Pacific Engine Engineering
Ford Research & Engineering (Nanjing) Co., Ltd

Tel: +86-25-8492-2783
Fax: +86-25-8492-2448
No.118 General Road, Jiangning Development Zone, Nanjing 211100, China.

From: McDonald, Harry (H.J.)
Sent: Thursday, March 16, 2017 15:05
To: He, Chao (C.); Sun, Echo (Y.G.); Thomas, Paul (P.A.); Li, Bruce (L.)
Subject: Re: Wolfe Assignment

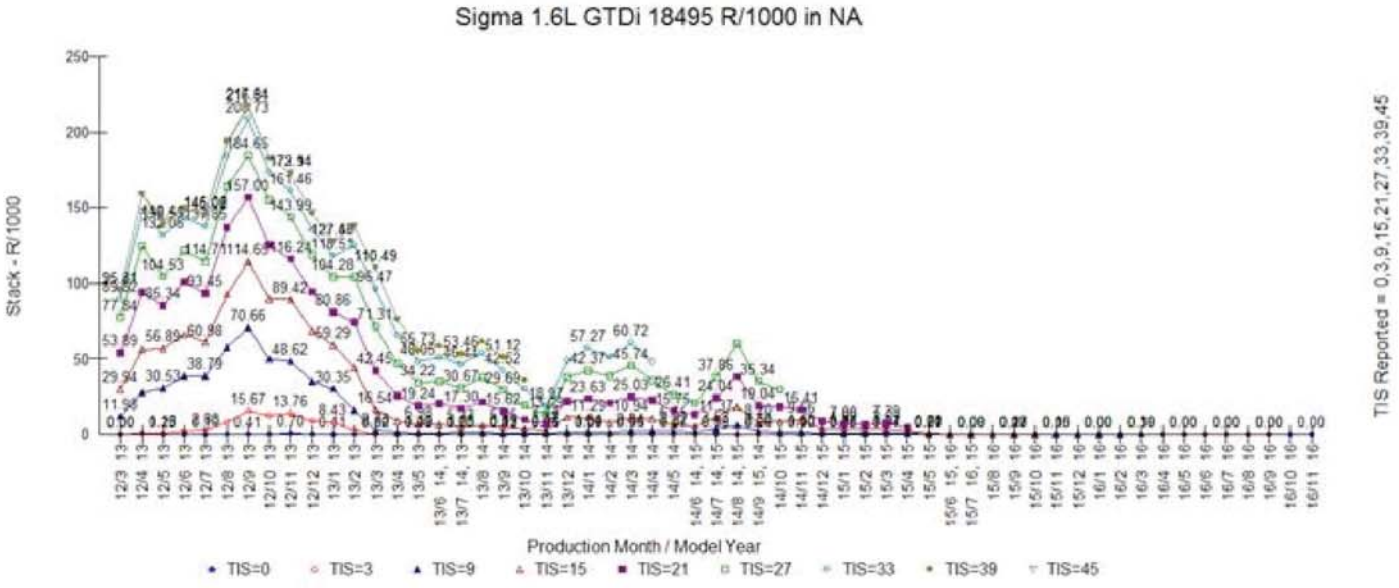
Hi Chao,
Can you please rerun the EU data split by transmission type? The auto trans is essentially the same vehicle as sold in the US (with FGEC), the manual had a different strategy (Bosch). You should see almost no warranty on the EU manual, demonstrating this issue is driven by the application rather than supplier quality or design.

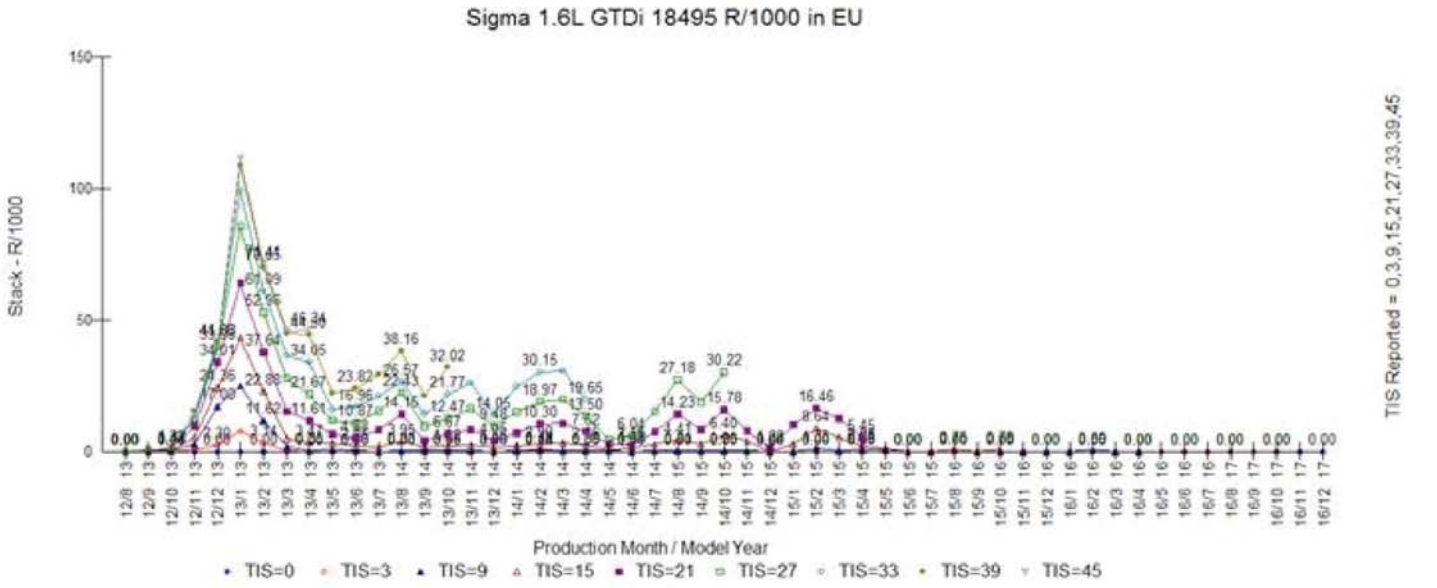
Thanks,
Harry

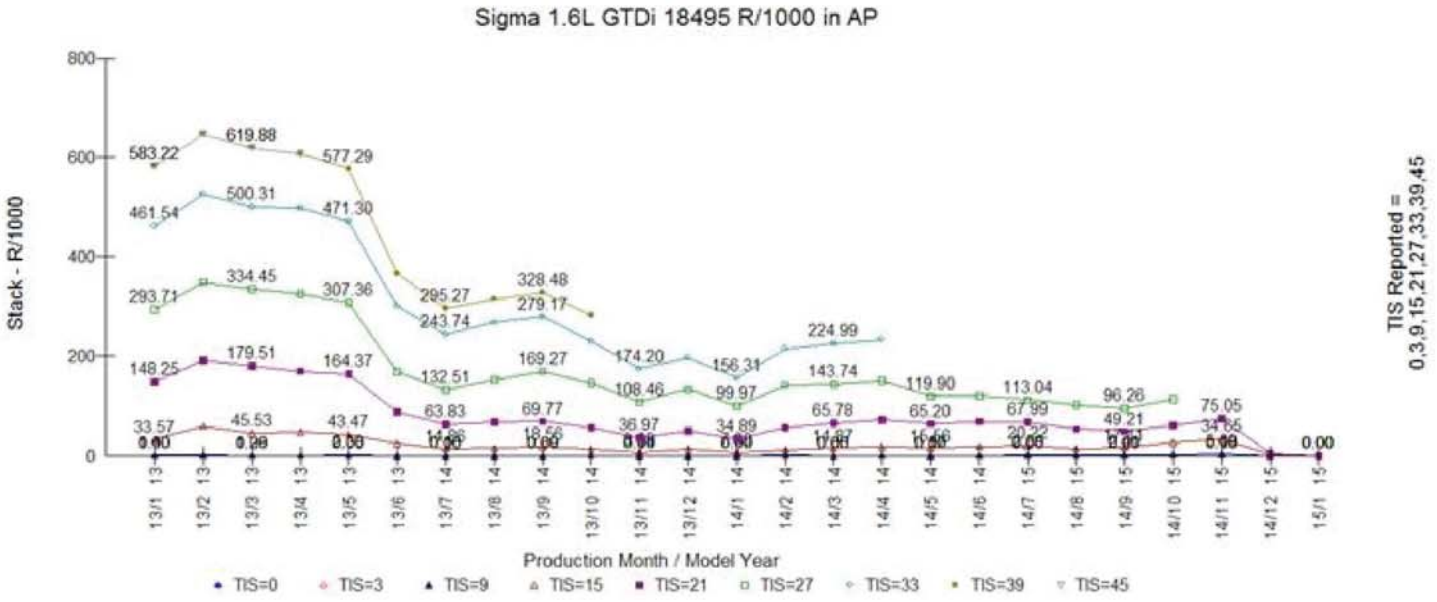
From: "He, Chao (C.)" <che16@ford.com>
Date: Thursday, 16 March 2017 at 01:49:19
To: "Sun, Echo (Y.G.)" <ysun12@ford.com>, "Thomas, Paul (P.A.)" <pthoma12@ford.com>, "Li, Bruce (L.)" <lli78@ford.com>, "McDonald, Harry (H.J.)" <hmcdona1@ford.com>
Subject: RE: Wolfe Assignment

Here is the latest R/1000 data:

TIS	2013MY			2014MY			2015MY			2016MY	
	NA	EU	AP	NA	EU	AP	NA	EU	AP	NA	EU
3	6.15	0.99	0.05	0.12	0.01	0.03	0.13	0	0.06	0.06	0
9	29.05	4.05	1.51	1.94	0.26	0.66	0.96	0.36	3	0.1	0.14
15	54.7	8.38	42.21	8.43	2.17	14.42	4.22	3.76	21.87	0.15	0.3
21	81.58	15.7	152.78	20.36	6.91	58.88	8.88	9.92	60		
27	105.78	24.11	287.91	35.03	13.3	133.88	19.5	20.7	110.27		







Regards,

Chao He / 何超

China Engine OPD Engineer(Sigma GTDi)
Asia-Pacific Engine Engineering
Ford Research & Engineering (Nanjing) Co., Ltd

Tel: +86-25-8492-2783
Fax: +86-25-8492-2448
No.118 General Road, Jiangning Development Zone, Nanjing 211100, China.

From: Sun, Echo (Y.G.)
Sent: Wednesday, March 15, 2017 19:58

To: Thomas, Paul (P.A.); Li, Bruce (L.); He, Chao (C.); McDonald, Harry (H.J.)
Subject: RE: Wolfe Assignment

Paul, we didn't separate the R/1000 by region in the summary, all actions are global.

Chao, Harry, can you pull the R/1000 stack chart on 3,9,15,21,27MIS for the 3 regions respectively? List the numbers also to see the difference clearly. Thanks.

<< File: 5D_1.6L GTDi Coolant Bypass Valve Failure_2014-9-24 Final.pptx >>

Thanks.

Echo Sun / 孙玉刚

China Engine OPD Supervisor
Asia-Pacific Engine Engineering
Ford Research & Engineering (Nanjing) Co., Ltd

Tel: +86-5118-7789
Fax: +86-5118-7327
No.118 General Road, Jiangning Development Zone, Nanjing 211100, China.

From: Thomas, Paul (P.A.)
Sent: Wednesday, March 15, 2017 6:55 PM
To: Sun, Echo (Y.G.)
Subject: FW: Wolfe Assignment

Echo,
I have been asked for the Eu specific warranty performance on the coolant bypass valve – do you have that available?

Thanks,
Paul

Regards,

Paul Thomas
Manager
Tel: +44 (0) 1268 405404
Mail: GB-15/3A-P02
Email: mailto:pthoma12@ford.com

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

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

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From: Hansen, Randy (R.F.)
Sent: 09 February 2017 12:50
To: Thomas, Paul (P.A.); Giunta, Michael (M.J.); Galvin, Mark (M.V.)
Subject: FW: Wolfe Assignment

Bitron Valve Updates

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

From: Sun, Echo (Y.G.)
Sent: Tuesday, September 27, 2016 3:02 AM
To: Xiong, Paul (J.); Valencia, Frank (F.); Billings, Thomas (T.P.); Selthofer, Sara (S.); Hansen, Randy (R.F.); Cheng, Jack (Y.)
Subject: RE: Wolfe Assignment

1st two charts can be run out of AWS, last one from Mark and Endin.

[redacted]

Thanks.

Echo Sun / 孙玉刚

China Engine OPD Supervisor
Asia-Pacific Engine Engineering
Ford Research & Engineering (Nanjing) Co., Ltd

Tel: +86-5118-7789
Fax: +86-5118-7327
No.118 General Road, Jiangning Development Zone, Nanjing 211100, China.

From: Xiong, Paul (J.)
Sent: Tuesday, September 27, 2016 7:54 AM
To: Sun, Echo (Y.G.)
Cc: Valencia, Frank (F.); Billings, Thomas (T.P.); Selthofer, Sara (S.); Hansen, Randy (R.F.)
Subject: FW: Wolfe Assignment

Add Echo in loop.

Hi, Echo are you aware of below chart? Thanks.

Regards
Paul

From: Billings, Thomas (T.P.)
Sent: Tuesday, September 27, 2016 5:17 AM
To: Valencia, Frank (F.); Xiong, Paul (J.)
Cc: Selthofer, Sara (S.); Hansen, Randy (R.F.)
Subject: Wolfe Assignment

Frank, Paul,

Just checking, is someone on your team filling out the 1.6L chart for this?

Thanks

Tom

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

From: Watkins, Scott (S.)
Sent: Monday, September 11, 2017 11:30 AM
To: Griffin, Chad (E.); Rollinger, John (J.E.); Thompson, Scott (S.); Moffat, John (J.); Leck, Chris (C.); Applebee, Dion (D.)
Cc: Palehepitiya, Matti (M.); Bailey, Owen (O.R.)
Subject: RE: Working Level updates on ECT Message workstreams

[redacted]



5250_1.6lGDTI_e...

Thank you,

Scott Watkins
Driver Information Subsystem Architecture Technical Expert
Ford Motor Company
swatkins@ford.com
cell: 313-805-7333

From: Griffin, Chad (E.)
Sent: Monday, September 11, 2017 6:29 AM
To: Watkins, Scott (S.) <swatkins@ford.com>; Rollinger, John (J.E.) <jrolling@ford.com>; Thompson, Scott (S.) <sthom340@ford.com>; Moffat, John (J.) <jmoffat@ford.com>; Leck, Chris (C.) <cleck@ford.com>; Applebee, Dion (D.) <dappleb6@ford.com>
Cc: Palehepitiya, Matti (M.) <mpalehep@ford.com>; Bailey, Owen (O.R.) <obailey@ford.com>
Subject: RE: Working Level updates on ECT Message workstreams

Scott,

How is the "Stop Safely" message activated.

Regards,

[redacted]

Supervisor, Thermal & Oil Mgmt. Powertrain Functions
PD - PTE - PCCN - Powertrain Controls - Diesel & Gas Engine
Phone: (313)805-8537
cgriff16@ford.com

From: Watkins, Scott (S.)
Sent: Wednesday, September 6, 2017 11:49 AM
To: Rollinger, John (J.E.) <jrolling@ford.com>; Thompson, Scott (S.) <sthom340@ford.com>; Moffat, John (J.) <jmoffat@ford.com>; Griffin, Chad (E.) <cgriff16@ford.com>; Leck, Chris (C.) <cleck@ford.com>; Applebee, Dion (D.) <dappleb6@ford.com>
Cc: Palehepitiya, Matti (M.) <mpalehep@ford.com>; Bailey, Owen (O.R.) <obailey@ford.com>
Subject: RE: Working Level updates on ECT Message workstreams

Hi everyone,

It was requested this morning that I list out all the coolant related warnings (temperature and level) in the cluster and what triggers them.
I put together a quick Word file.

<< File: Coolant related warnings in cluster.docx >>

Thank you,

Scott Watkins
Driver Information Subsystem Architecture Technical Expert
Ford Motor Company
swatkins@ford.com
cell: 313-805-7333

-----Original Appointment-----
From: Rollinger, John (J.E.)
Sent: Thursday, August 31, 2017 2:34 PM
To: Rollinger, John (J.E.); Thompson, Scott (S.); Moffat, John (J.); Watkins, Scott (S.); Griffin, Chad (E.); Leck, Chris (C.); Applebee, Dion (D.)
Cc: Palehepitiya, Matti (M.)
Subject: Working Level updates on ECT Message workstreams
When: Wednesday, September 06, 2017 7:30 AM-8:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: webex

Agenda:

[redacted]

-- Do not delete or change any of the following text. --

Ford Users: Join WebEx meeting

Guest and Mobile Users: Join WebEx meeting

Meeting number: 717 485 681

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

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Access code: 717 485 681
Global call-in numbers | Toll-free calling restrictions

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MC07

Subject:	Technical Steering Team Meetings
Location:	WebEx
Start:	Tue 3/28/2017 11:00 AM
End:	Tue 3/28/2017 12:00 PM
Show Time As:	Tentative
Recurrence:	Weekly
Recurrence Pattern:	every Tuesday from 7:00 AM to 8:00 AM
Meeting Status:	Not yet responded
Organizer:	Hansen, Randy (R.F.)
Required Attendees:	Beltramo, Joel (J.J.); Styron, Joshua (J.P.); Tallio, Kevin (K.V.); Brewer, Todd (T.J.); Giunta, Michael (M.J.); Baumgartner, George (G.K.); Rollinger, John (J.E.); Wearing, Jim (J.); Camaj, Linda (.); Frenz, Stephan (S.); Senerpida, Alvin (A.O.); White, Eric (E.); DeTombeur, Michele (M.); Ottinger, Martin (M.); Mueller, Kay (K.C.); Walter, Jens (J.); Bernemann, Klemens (K.A.)
Optional Attendees:	Renwick, Rick (R.J.); Dwan, Patrick (P.J.); Trent, Matt (M.); Thomas, Paul (P.A.); Deverson, Ben (B.G.); Warwood, Mike (J.M.); Wolff, Hardy (H.); Ziadeh, Elias (E.); Hinrichs, Rolf (R.); Fleming, Mark (M.D.); Sherrington, John (J.); Pusta, Ionut (I.); King, Rowland (R.S.); Fox, Charlie (C.); Thompson, Scott (S.); Beygo, Caglar (C.)

Agenda for 28 March:

- Calibration and controls matrix – Rollinger/ Baumgartner
- Fiesta ST messaging alignment progress - Rollinger
- Fiesta ST standpipe design status and target completion date supporting release - Styron
- Fiesta ST wiring design status and target completion date supporting release - Bernemann

Adding Pelzer, Wolfgang (W.) per Paul Thomas request.
Adding Mueller, Kay (K.C.); Walter, Jens (J.) per Paul Thomas request.

PLEASE DO NOT FORWARD

Recurring Technical Steering Team Meeting Agenda:

Key Areas to be addressed:

Failure Analysis and Information Retention

Define the issue

PE18-007 000124 RC

[redacted]

Distribute the technical direction

Buy in from each region along with their timing plans

-- Do not delete or change any of the following text. --

Ford Users: Join WebEx meeting

Guest and Mobile Users: Join WebEx meeting

Meeting number: 718 740 490

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

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Access code: 718 740 490
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Can't join the meeting? Contact support.

MC07

Design / Production Verification Plan and Report

Date Originated: March 29, 2017
Date Revised: June 23, 2017

System	Assembly	Program	Design Engineer
03.03.** COOLING SYSTEM	COOLING SYSTEM		Daniel Carlson
Subsystem	**Component**	**Latest Design Level**	**Concurred**
03.03.04 COOLANT LEVEL SENSOR	GV61-8C045-AA RESVR ASY RAD COOL RECVR (LWR)	GV61-8C045-AA	

Item Num.	Test Name/Source	Test Detail	Acceptance Criteria	Test Responsibility	Test Results	Design Level Tested	Sample Size		Timing		Test Report Number / Remarks
							Required	Tested	Sched.	Actual	

Message

From: Redacted for PII/EU Privacy
Sent: 31/10/2017 17:09:09
To:
CC: Redacted for PII/EU Privacy
Subject: RE: C520 1.6L GTDI TASE information.

Thank you Redacted for PII/EU Privacy

This should help.

Have a great day!

Redacted for PII/EU Privacy

From: Redacted for PII/EU Privacy
Sent: Tuesday, October 31, 2017 12:42 PM
To: Redacted for PII/EU Privacy @ford.com>
Cc: Redacted for PII/EU Privacy @ford.com>; Redacted for PII/EU Privacy @ford.com>; Redacted for PII/EU Privacy Redacted for PII/EU Privacy @ford.com>; Redacted for PII/EU Privacy @ford.com>; Redacted for PII/EU Privacy @ford.com>; Redacted for PII/EU Privacy @ford.com>; Redacted for PII/EU Privacy @ford.com>
Subject: RE: C520 1.6L GTDI TASE information.

Redacted for PII/EU Privacy

I plotted the chart from APDM. The data files should still be there (I just get into the folder follow the link below). If you go to folder Over_Temp_Graphs, there are files called Sign_off_issue_summary ..., maybe they are what you are looking for? If not, I do not know who has report of the program.

Sign_off_issues_summary_C489_23L_M1_11_26_12.xls

Sign_off_issues_summary_C520_1.6L_FoE_5_10_12.xls

Sign_off_issues_summary_C520_1.6L_FoE_5_8_12.xls

Sign_off_issues_summary_C520_1.6L_FoE_5_9_12.xls

Sign_off_issues_summary_C520_1.6L_FoE_ENGINE 5_8_12.xls

Upload Files][View Properties][View Parent Folder]

Regards,

Redacted for PII/EU Privacy

From: Redacted for PII/EU Privacy
Sent: Tuesday, October 31, 2017 12:04 PM
To:
Cc: Redacted for PII/EU Privacy
Redacted for PII/EU Privacy
Subject: RE: C520 1.6L GTDI TASE information.

Redacted for PII/EU Privacy

Where did you find the data you sent to [redacted] in your e-mail below? It is that report that I am looking for.

If you don't have the report do you know who we could get it from?

Thank you.

Redacted for PII/EU Privacy

From: Redacted for PII/EU Privacy
Sent: Tuesday, October 31, 2017 11:00 AM
To: Redacted for PII/EU Privacy @ford.com>
Cc: Redacted for PII/EU Privacy @ford.com>; Redacted for PII/EU Privacy @ford.com>; Redacted for PII/EU Privacy
[redacted] @ford.com>; Redacted for PII/EU Privacy @ford.com>; Redacted for PII/EU Privacy @ford.com>; [redacted]
Redacted for PII/EU Privacy @ford.com>; Redacted for PII/EU Privacy @ford.com>
Subject: RE: C520 1.6L GTDI TASE information.

[redacted]

Hi.

I do not have information you mentioned because I joined the group after the program being signed off.

Thank you.

Regards,

Redacted for PII/EU Privacy

From: Redacted for PII/EU Privacy
Sent: Monday, October 30, 2017 9:20 AM
To: Redacted for PII/EU Privacy
Cc: Redacted for PII/EU Privacy
Subject: RE: C520 1.6L GTDI TASE information.

Redacted for PII/EU Privacy

Would it be possible to get the test procedure and report for the test data referenced below so it can be referenced in our DVP&R for the coolant level stand pipe referred to.

I do not have access to the web address listed below to get this information myself.

Thank you.

Redacted for PII/EU Privacy

From: Redacted for PII/EU Privacy
Sent: Friday, March 24, 2017 11:38 AM
To: Redacted for PII/EU Privacy @ford.com>
Cc: Redacted for PII/EU Privacy @ford.com>; Redacted for PII/EU Privacy @ford.com>; Redacted for PII/EU Privacy @ford.com>
Subject: FW: C520 1.6L GTDI TASE information.

[redacted]

Redacted for PII/EU Privacy

From: Zhao, Yonglu (Y.)
Sent: 30 January 2017 15:46
To: [redacted] ford.com>; [redacted] @ford.com>; [redacted] @ford.com>
Cc: [redacted] @ford.com>; [redacted] @ford.com>
Subject: RE: C520 1.6L GTDI TASE information.

Regards,

Redacted for PII/EU Privacy

From: Redacted for PII/EU Privacy
Sent: Monday, January 30, 2017 9:42 AM
To:
Cc: Redacted for PII/EU Privacy
Subject: RE: C520 1.6L GTDI TASE information.

Hi John, That sounds sufficient for our needs. Thanks!

Regards,

Redacted for PII/EU Privacy

From: Jakupco, John (J.M.)
Sent: 30 January 2017 14:21
To: [redacted]@ford.com>; [redacted]@ford.com>; [redacted]
[redacted]@ford.com>
Cc: [redacted]@ford.com>
Subject: RE: C520 1.6L GTDI TASE information.

So your looking for the air temperature in the general area? We have engine compartment temperatures, Thermal couples that hand down from the hood (bonnet). We can provide the temperature from the TC closest to your area of concern. It will be above that area of concern.

Will that work ?

Redacted for PII/EU Privacy

If that is sufficient for him, can you provide data from various tests on the 1.6L GTDI, tests in APDM ? Use the Right Hand Front Thermal couple.

Thank you.

Redacted for PII/EU Privacy

From: Redacted for PII/EU Privacy
Sent: Monday, January 30, 2017 8:55 AM
To:
Cc: **Redacted for PII/EU Privacy**
Subject: RE: C520 1.6L GTDI TASE information.

Hi

They are the new hardware we are looking to implement (Coolant Level Sensor).

They are currently not a part of C520 1.6LGTDI and as such we wish to complete relevant DV testing. For that we'd like to know the temperature range in this area of the engine bay for our testing. Thanks.

Regards,

Redacted for PII/EU Privacy

Redacted for PII/EU Privacy

From: Redacted for PII/EU Privacy
Sent: 30 January 2017 13:50
To: Redacted for PII/EU Privacy @ford.com>; Redacted for PII/EU Privacy @ford.com>; Redacted for PII/EU Privacy
Redacted for PII/EU Privacy @ford.com>
Cc: Redacted for PII/EU Privacy @ford.com>
Subject: RE: C520 1.6L GTDI TASE information.

Redacted for PII/EU Privacy

Can't tell from the picture below, what is the Green and Red things ?

Redacted for PII/EU Privacy

FYI, may need to collect some more temperature information on C520 1.6L GTDI.

Thank you.

Redacted for PII/EU Privacy

From: Redacted for PII/EU Privacy
Sent: Friday, January 27, 2017 8:46 AM
To:
Cc: Redacted for PII/EU Privacy
Subject: RE: C520 1.6L GTDI TASE information.

Hi Redacted for PII/EU Privacy

Have you had chance to look at this? Thanks!

Regards,

Redacted for PII/EU Privacy

Redacted for PII/EU Privacy

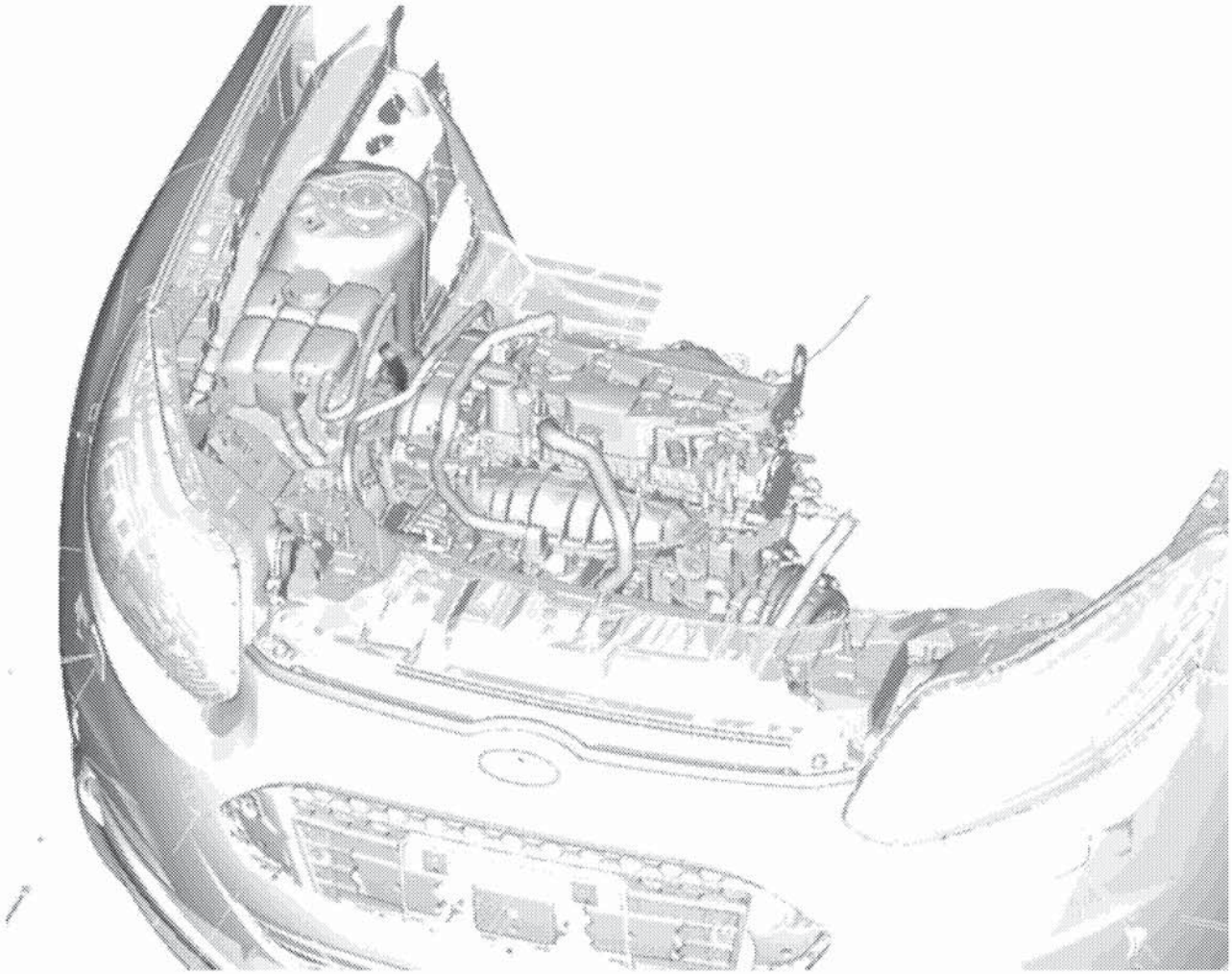
From: Redacted for PII/EU Privacy
Sent: 25 January 2017 15:08
To: Redacted for PII/EU Privacy @ford.com>; Redacted for PII/EU Privacy @ford.com>
Cc: Redacted for PII/EU Privacy @ford.com>; Redacted for PII/EU Privacy @ford.com>; Redacted for PII/EU Privacy Redacted for PII/EU Privacy @ford.com>
Subject: C520 1.6L GTDI TASE information.

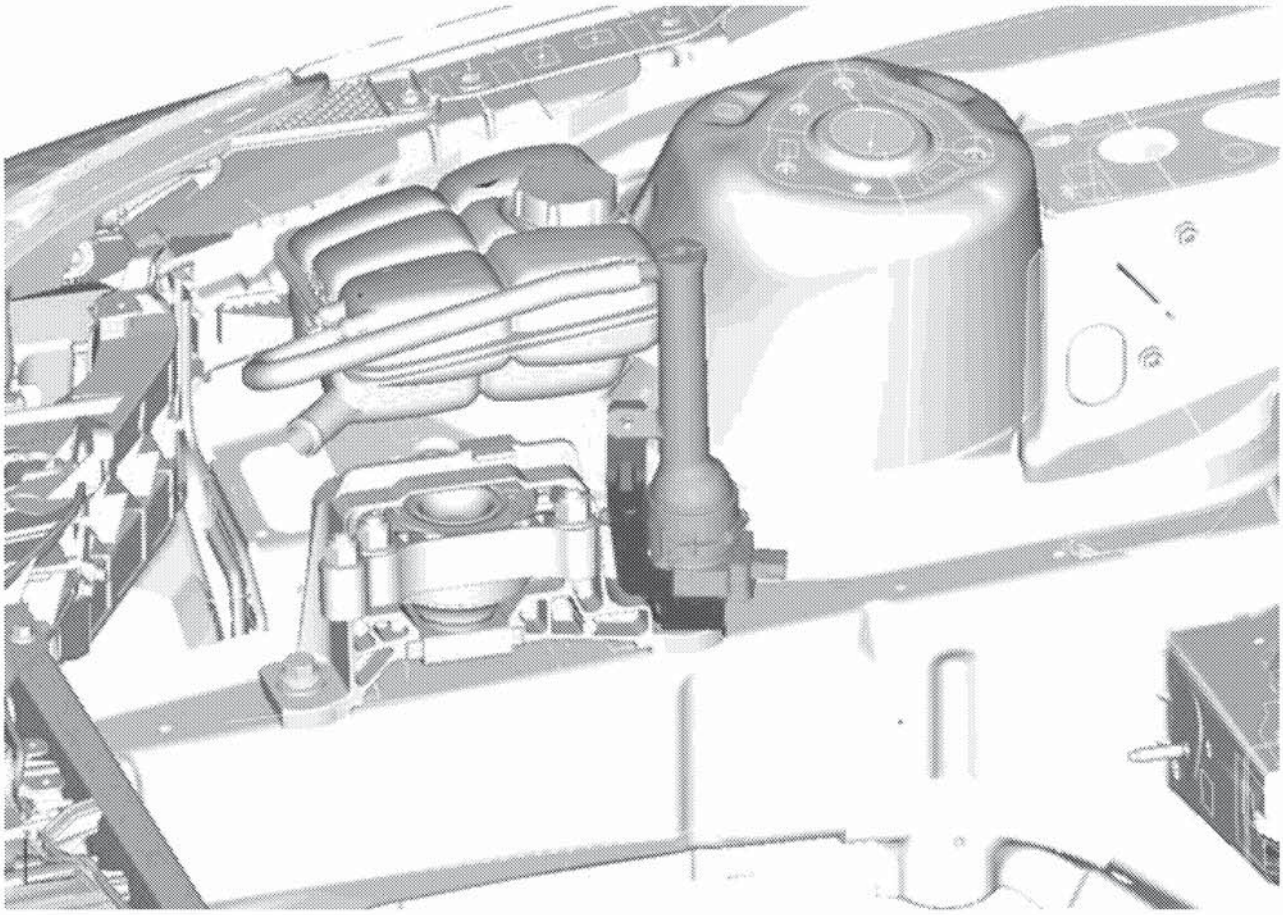
Hello Redacted for PII/EU Privacy

I am looking for an assessment of the temperatures seen in the below highlighted area of the engine bay on C520 1.6L GTDI. Do you have or are you able to get hold of this information?

We are looking at adding some new hardware as a service fix for these vehicles and want to understand the temperatures we are likely to see to develop our DV plan.

Thanks in advance!





Regards,

Redacted for PII/EU Privacy

Please keep me updated on the decision and we can perform needed tests as parts are made available.

Scott S. Thompson
Cell: [redacted]

From: Styron, Joshua (J.P.)
Sent: Thursday, July 27, 2017 7:09 AM
To: Thompson, Scott (S.); Rollinger, John (J.E.)
Subject: FW: Engine Coolant Level EOL test change request.
Importance: High

Scott and John,

[redacted]

Warm Regards,
Joshua Styron, Ph.D.
Manager Analytical Design CAD/CAE
Global Engine Engineering
Ford Motor Company
Bldg 1 Rm 12B050
[redacted] mobile
(313) 322-9883 desk
jstyron@ford.com

From: [redacted]
Sent: Wednesday, July 26, 2017 11:41 PM
To: Styron, Joshua (J.P.); Murphy, Greg; Goodwin, William (W.R.)
Cc: Helberg, Ken (K.H.); Britton, Mike; Warner, Jeff
Subject: RE: Engine Coolant Level EOL test change request.

Josh,

I saved the attachment as a PDF. Hopefully, this will make it through the firewall.

Best Regards,

Dave Denstaedt
Engineering Manager
SSI Technologies, Inc.
44736 Helm St.
Plymouth, MI 48170
[redacted]
dwd@ssitech.com

SSI Technologies, Inc.
—CONTROLS TECHNOLOGIES DIVISION—

From: Styron, Joshua (J.P.) [mailto:jstyron@ford.com]
Sent: Wednesday, July 26, 2017 4:13 PM
To: Murphy, Greg <GPM@ssitech.com>; Goodwin, William (W.R.) <wgoodwin@ford.com>
Cc: Denstaedt, Dave <dwd@ssitech.com>; Helberg, Ken (K.H.) <khelber1@ford.com>; Britton, Mike <mjb@ssitech.com>; Warner, Jeff <jkw@ssitech.com>
Subject: RE: Engine Coolant Level EOL test change request.

Greg,
I can't see the attachment as "Outlook has blocked the potentially unsafe attachment:" .

Ken,
Can you see it?

Josh

From: Murphy, Greg [mailto:GPM@ssitech.com]
Sent: Wednesday, July 26, 2017 2:57 PM
To: Goodwin, William (W.R.)
Cc: Denstaedt, Dave; Styron, Joshua (J.P.); Helberg, Ken (K.H.); Britton, Mike; Warner, Jeff
Subject: Engine Coolant Level EOL test change request.

Bill, attached is a presentation on a proposed EOL test change request. Please let me know your availability to discuss.

Thanks,
Greg

Global Engine Engineering
Phone: [redacted]
Email : MMANDJAC@FORD.COM

From: Thompson, Scott (S.)
Sent: Thursday, July 26, 2018 2:29 PM
To: Pusta, Ionut (I.)
Subject: RE: 2014 Escape, 17S09

John,

What is the viewer for these files? I don't think I have it. Can you export to CSV?

Scott S. Thompson
Cell: [redacted]

From: Pusta, Ionut (I.)
Sent: Thursday, July 26, 2018 9:17 AM
To: Thompson, Scott (S.)
Subject: FW: 2014 Escape, 17S09

FYI,

This is another example of the coolant fault coming on after remote start events.

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
1(313)322-7119

From: Tyda, Ryan (R.)
Sent: Tuesday, July 24, 2018 4:29 PM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Johnson, Seth (S.) <sjohn274@ford.com>
Cc: Karbum, Brandon (B.J.) <bkarbum1@ford.com>; Newton, Brad (W.) <wnewto16@ford.com>
Subject: RE: 2014 Escape, 17S09

John,

[redacted]

limited operating strategy. This only started occurring after FSA 17S09 was performed. The DTC only sets if the vehicle is remote started and then allowed to time out and shut off before a driver enters the vehicle to transition from remote start running to key start running. Other vehicles that have had 17S09 performed do the same thing per the technician.

Is this something we've seen, are investigating or have any resolution to?
We aren't sure how to help address the customers concern at this time.

Thank you,

Ryan Tyda
Technical Assistance Center
Module Programming Subject Matter Expert
Diagnostic Service Center 1
[redacted]
Cube 182

From: CQIS, Help (.)
Sent: Wednesday, July 18, 2018 3:58 PM
To: Tyda, Ryan (R.) <RTYDA@ford.com>
Subject: Report Summary for the CQIS Report# [redacted] from RTYDA

Attachments : 0

Report# :	[redacted]			**Received:**	07/17/2018
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,ESCAPE 4X2 (2013 -) ,TITAN ,4X2 ,MPV ,1FMCU0JX8EU[redacted]			**Build Date:**	08/19/2013
Odometer :	41,235 M	**Engine:**	1.6L 170PS	**Calibration:**	EM21A10A
Transmission:	6SP 6F MID	**Axle:**	3.21 RATIO	**A/C:**	YES
Dealer:	USA 07488 San Tan Ford			**Phone#:**	[redacted]
City:	Gilbert	**State:**	Arizona	**Country :**	USA
Originator:	eric mueller				
Symptom:	2 27 F 68 AID/INFO,WNG IND/MESS/C,COOLANT,STAYS ON				
Status:					
VFG:	V83 INSTRUMENTATION FUNCTION				
Additional Symptom:	ENGINE OVERTEMP P1299 P0116				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: SBYRD25 Phone: Regn Cd: W3 Phoenix

Engineering: Phone: TAR:

Dlr Contact: eric mueller Phone: Title Cde: T

DTC:

PCM:P0116,P0219,P1299

Comments :

CONCER 07/17/2018 12:10PM STEVEN BYRD MSS - FCSD - TECH ASSIT CENTER

Web Form Data [redacted] Description of Vehicle Concern: engine overtemp message displays in cluster. veh goes to idle only default. Please list any diagnostics already performed: performed pinpoint test DL in pced for code p0116. dl1, p0116 present, dl2, cooling system full and ok and fan operating properly. dl3, 20.14k ohms, dl4, 2.1ohms. dl5, O.L. dl6, no voltage. dl7, 2.86k ohms. dl10, wiggle test did not indicate any faults-no change in ect voltage pid. performed pinpoint test 'Z' in pced. started veh several times while monitoring ect voltage and temp and iat temp. no abnormal reading verified, road tested several times monitoring same pids and no concerns verified. Parts Replaced: ECT sensor Your Question: I am having a very hard time verifying this fault. first concern, the pced pinpoint test keeps referring me to a 'CHT or CHT-2' sensor which this veh does not appear to have. (wiring diagram shows it used only in late build however no cutoff date is listed for me to know what is 'late build' vs. 'early build'. so all my testing has been performed on ECT sensor. next, the description of the fault P0116 says it sets on initial start only after aprox 6 hour soak. customer says it happened to him on start up after only a 5-10 minute hot soak. we performed all tests and when could not identify any faults we put a ECT sensor in. veh sat on out parking lot for over 1 day. customer came to pick it up and never made it out of the parking lot. so this would go along with 6 hour soak. however snap-shot data recorded ECT @ 198 degrees and IAT at 131 degrees. this is Arizona and these are typical short, hot soak, readings. all codes were cleared before this occurred so it should have recorded cold soak readings. and I still cannot duplicate. need some help here. customer wants buy back. have someone call me PLEASE.

RECOMM 07/17/2018 12:10PM STEVEN BYRD MSS - FCSD - TECH ASSIT CENTER

Eric, Referring to the PC/ED section 4, this DTC P0116 sets when the ECT is higher than a calibrated value and can prevent other OBDII monitors from completing. This DTC will set after a cold soak of 6 hours or more and the IAT and ECT do not differ by more than a set value. In this DTC it also lists possible causes that can get the DTC to occur. Proceed with testing these areas, engine ECT exceeds the IAT on cold start by more than 30degrees, the fuel system and heated 02 and misfire monitors have not completed. Therefore, proceed with testing these possible causes. This DTC also lists the CHT, which it was not stated if you confirmed this vehicle has a CHT or not. Refer to the WSM 303-14A removal and installation of the CHT, and determine if there is a CHT for this vehicle. If no faults are found, then since the ECT was replaced, refer to the PC/ED section 5 and perform PPT DX for the engine coolant temperature sensor. perform this test and confirm if there is an ECT circuit fault. if you confirm this vehicle is equipped with the CHT, then perform PPT DL for the CHT and repair as necessary. During circuit testing ensure to reference the wiring diagrams 25-4, wiggle and tap the ECT, CHT, connectors, splice S123, and C1551E to induce a fault. If the concern doesnt occur, ensure to monitor those PIDs available for those sensors and re-perform the test. Along with this test, inspect those connectors and splice for corrosion, water intrusion, and check pin fit for loose, damaged and stretched pins. If no concern is found, then inspect the circuits for chafes, pinched wires, exposed circuits, etc. If no concern is found, then replace the CHT. If the concern returns, then replace the splice S123. If no concern is found, then perform this same testing on the FSA components that were installed. Verify the coolant level sensor is operating correctly, check its connectors, network circuits, power, and ground. This FSA was designed to prevent overheating, if the PCM detects the coolant sensor as a fault, it can cause the P1299 to set.

CONCER 07/17/2018 02:23PM DAVID LYONS MSS - FCSD - TECH ASSIT CENTER

Inbound Call from Technician Eric: Eric stated that FSA 17S09 was performed around 1200 miles ago. Since then, the customer has returned multiple times with the vehicle on a tow truck because it has set DTC's P0116, P0219, and P1299 which puts the vehicle in Over-Temperature Protection mode. After multiple different attempts at duplicating the concern, Eric found that after remote starting the vehicle and allowing it to time out after 15 minutes and then starting the vehicle using the push button will the DTCs set. While looking at the freeze frame data for the DTCs, Eric stated that the CHT, ECT, and IAT were reading normal for the area as it is between 105 and 110 degrees there. If he only allows the remote start event to take place for 8 minutes and starts the vehicle while it is still running during the remote start, the DTCs do not occur and the concern is not present. The ECT sensor has been replaced due to it being thought that there was contamination present in the pigtail.

RECOMM 07/17/2018 02:23PM DAVID LYONS MSS - FCSD - TECH ASSIT CENTER

Eric, As we discussed, it is suspect that the ECT pigtail has been contaminated which may create excessive resistance in the circuit and cause an incorrect reading. Please continue replacing the pigtail since the sensor has already been replaced as this will likely resolve the concern. If further assistance is necessary, please update this form or call back in to the Technical Assistance Center so that we can continue to assist you on this concern.

ADD-ON 07/17/2018 02:23PM DAVID LYONS MSS - FCSD - TECH ASSIT CENTER

Consulted SME Brandon Karbum about this concern. Brandon advised that he has seen multiple vehicles with this concern be resolved with replacement of the ECT and pigtail as coolant may seep through the sensor and contaminate the pigtail to cause excessive resistance.

CONCER 07/17/2018 05:15PM ADAM HOPPER MSS - FCSD - TECH ASSIT CENTER

Inbound phone call from Technician Eric. Eric had replaced the ECT sensor and connector pigtail as previously directed, and the vehicle would still set the P0116 DTC. Eric left the vehicle outside when performing this repair as to not reset the PCM engine-off timer so that he could start the vehicle immediately afterwards with the remote start system and verify the concern. Eric could get the DTC to set every time that the remote start was used and allowed to time out after the 15-minute period. Once the vehicle was started with the key, the DTC would set. The P0116 DTC would not set under any other circumstances and there were no other drivability concerns present. No DTCs are present in any other modules. The BCM, IPC, and PCM were all self-tested and no problems found. The ECT and IAT PIDs after a cold soak would read very close to each other, and when the remote start was used they would read around 60° different from each other, much like any vehicle while idling for an extended period of time would. Eric did not have a vehicle to compare this concern to, but was going to try and find one to see if the concern could be duplicated on that vehicle as well.

RECOMM 07/17/2018 05:15PM ADAM HOPPER MSS - FCSD - TECH ASSIT CENTER

Eric, It is possible that the PCM is not receiving the proper voltage on the ISP-R circuit or the PCM Wake-Up circuit. This system is seen on wiring diagram cell 25-1. These circuits should be load tested using a bulb to ensure that they are capable of providing the proper voltage to the PCM. If the PCM is seeing incorrect voltage on either of these circuits, it may not register an ignition event, resulting in the 6-hour soak period not being exited. If any faults can be found on these circuits, perform the necessary repairs and re-evaluate the concern. If the concern can be duplicated on another similar vehicle, please update this form or call in with that information to further discuss this vehicle. Within the next 4 business days, the assistance request on this vehicle will be reviewed. To further expedite this process, please update the form with the additional information listed when selecting the click here button below (including Service Management information, best phone number, etc.). An Escalated Handling Team Member will contact the Service Manager to obtain additional information and provide recommendations to assist in resolving the customers

concern.

We are currently experiencing high Dealership contact volume, which is resulting in delayed responses. Our management team is fully aware of the issue, and would like to apologize for the current delayed response times as we investigate options to improve our service level. We are committed to restoring the service levels that you are accustomed to, but it will likely take time to implement long-term changes to our process. Dealership personnel can help us in the short-term by adhering to the following suggestions:

- Ensure that all internal published Service Repair and Technical Assistance Process steps have been followed prior to contacting the Technical Assistance Center.
- Continue to submit requests to the Technical Assistance Center for support with difficult to resolve technical vehicle issues and repairs requiring Prior Approval.
- Confirm that all diagnostics, including testing results completed on the vehicle are thoroughly documented and submitted on the request to the Technical Assistance Center.
- Follow all Technical Assistance Center recommendations during the time you may be waiting for follow up from Escalated Handling Team.

We will continue to work with you and your Dealerships Service Management Team to help get the concern resolved and the vehicle back to the customer.

ADD-ON 07/17/2018 05:15PM ADAM HOPPER MSS - FCSD - TECH ASSIT CENTER

Consulted with SME [redacted] about the possible causes of this concern only occurring on remote start events. [redacted] agreed that this is most likely not due to a sensor fault, and may be due to a PCM power fault or incorrect programming. Sid and Ryan advised to escalate this contact. Note to EH: This vehicle sets a P0116 DTC after a remote start event is allowed to time out after 15 minutes. The ECT sensor and pigtail have been replaced. This problem appears to only have occurred after 17S09, but the information from the customer is difficult to obtain by the dealer. The vehicle will run properly under all other circumstances with no other symptoms present.

ADD-ON 07/17/2018 05:15PM ADAM HOPPER MSS - FCSD - TECH ASSIT CENTER

Reason For Escalation: Supervisor Recommendation

AUDIT 07/17/2018 08:33PM

SYNC: Gen2 V3 MODEM:

CONCER 07/18/2018 12:57PM

so I do have an update for you. after voltage dropping and load testing the ISP-R and pcm WAKE circuits and finding no concerns, I finally found a used car in our bull pin (1FMCU0JXXEU[redacted]). I went out to it and set the remote start timer in cluster for 15 minutes. I remote started the veh and let it time out. started it with push button after time out and within 30 seconds it went into 'engine overheat-failsafe' just like out subject veh. I now have 2 doing the same thing and was told how to verify by someone on the message boards who has also experienced this concern on a completely separate veh in another part of the country. this is a programming error!!!!!! there are no parts I can throw at this car or circuits I can test/repair that is going to resolve this concern. I am putting the ball in Ford's court now. thank you so very much for your assistance thus far!! looking forward to hearing from you.

PFSL test report attached to this email.
Please keep it for your own record. We will save the report and data for up to 2 years.

Regards,

Odissei Touzanov
Vibration Test Engineer
FORD PFSL, Desk: A150-O
Work Number: 313-378-3349

<image001.jpg>

<image002.jpg>

<AF2213.0103.pdf>

From: Touzanov, Odissei (O.)
Sent: Friday, April 13, 2018 10:57 AM
To: Helberg, Ken (K.H.)
Cc: Koltowicz, Nikolai (N.)
Subject: RE: AP2554 1.6L Stand Pipe PVT test
Attachments: AP2554 Standpipe WB.PDF; AP2553 Cooling Module WB.PDF; AP2069 Pressure Decay WB.PDF

Odissei Touzanov
Vibration Test Engineer
FORD PFSL, Vibration lab: B260
Work Number: 313-378-3349

PFSL guidelines:
1- Please note that TRs will NOT be scheduled to go on a test stand until : parts become available AND all test fixtures are manufactured.
2- Please attach ALL relevant information to the TR. This includes information that is essential to properly assemble, fixture and test the samples per an ES or otherwise.
3- In order to avoid downtime, please answer promptly in the event that PFSL is requesting further information for testing. Test setups will be teared down and TRs will be moved to the back of the queue if they are stalled for more than 3 days due to lack of communication from requesters.

From: Helberg, Ken (K.H.)
Sent: Thursday, April 12, 2018 12:47 PM
To: Touzanov, Odissei (O.) <OTOUZANO@ford.com>
Cc: Koltowicz, Nikolai (N.) <nkoltowi@ford.com>
Subject: RE: AP2554 1.6L Stand Pipe PVT test

Odissei, Niko,
Can you please send me a copy of the test report for:

AP2554
AP2553
AP2069

I don't think I ever got copies of the first two and I can't seem to find the third one.

Thanks.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Touzanov, Odissei (O.)
Sent: Thursday, October 12, 2017 1:06 PM
To: Helberg, Ken (K.H.) <khelber1@ford.com>

Cc: Koltowicz, Nikolai (N.) <nkoltowi@ford.com>; Kramer, Michael (M.T.) <mkramer1@ford.com>
Subject: Re: AP2554 1.6L Stand Pipe PVT test

Ken, we are doing some more troubleshooting, one of the lines was not flowing. Hopefully this gets resolved today.

Odissei Touzanov
Vibration Test Engineer
PFSL
[redacted]

On Oct 12, 2017, at 12:42 PM, Helberg, Ken (K.H.) <khelber1@ford.com> wrote:

> Odissei, Niko,
> Please provide the current test status.
>
> ***Ken Helberg***
> **PTI Cooling**
> [redacted]
> **khelber1@ford.com**
>
> **From:** Helberg, Ken (K.H.)
> **Sent:** Friday, October 6, 2017 8:10 AM
> **To:** Touzanov, Odissei (O.) <otouzano@ford.com>; Koltowicz, Nikolai (N.) <nkoltowi@ford.com>
> **Cc:** Kramer, Michael (M.T.) <mkramer1@ford.com>
> **Subject:** RE: AP2554 1.6L Stand Pipe PVT test
>
> Thanks Odissei.
> Please let me know when the test is back running again.
>
> ***Ken Helberg***
> **PTI Cooling**
> [redacted]
> **khelber1@ford.com**
>
> **From:** Touzanov, Odissei (O.)
> **Sent:** Thursday, October 5, 2017 10:24 AM
> **To:** Helberg, Ken (K.H.) <khelber1@ford.com>; Koltowicz, Nikolai (N.) <nkoltowi@ford.com>
> **Cc:** Kramer, Michael (M.T.) <mkramer1@ford.com>
> **Subject:** RE: AP2554 1.6L Stand Pipe PVT test
>
> Ken, we have the new heater, plumbing is done and we are getting ready to start the test.
>
> Odissei Touzanov
> Vibration Test Engineer
> FORD PFSL, Desk: A150-O
> Work Number: [redacted]
>
> **From:** Helberg, Ken (K.H.)
> **Sent:** Thursday, October 05, 2017 10:23 AM

To: Touzanov, Odissei (O.) <OTOUZANO@ford.com>; Koltowicz, Nikolai (N.) <nkoltowi@ford.com>
Cc: Kramer, Michael (M.T.) <mkramer1@ford.com>
Subject: RE: AP2554 1.6L Stand Pipe PVT test

Good morning Odissei, Niko,
I have not heard from you in a while…please provide the status of the new heater and the PVT test restart?
Right on the heels of this test we will have another system that needs to be tested and those parts are coming in now.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Helberg, Ken (K.H.)
Sent: Monday, September 25, 2017 8:39 AM
To: Touzanov, Odissei (O.) <otouzano@ford.com>; Koltowicz, Nikolai (N.) <nkoltowi@ford.com>
Subject: RE: AP2554 1.6L Stand Pipe PVT test

OK, thanks.
Please keep me posted on when you get the test running again.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Touzanov, Odissei (O.)
Sent: Monday, September 25, 2017 8:30 AM
To: Koltowicz, Nikolai (N.) <nkoltowi@ford.com>; Helberg, Ken (K.H.) <khelber1@ford.com>
Subject: RE: AP2554 1.6L Stand Pipe PVT test

Ken, we should have the heater and tank on the 27 or 28.

Odissei Touzanov
Vibration Test Engineer
FORD PFSL, Desk: A150-O
Work Number: 313-378-3349

From: Koltowicz, Nikolai (N.)
Sent: Thursday, September 21, 2017 3:09 PM
To: Helberg, Ken (K.H.) <khelber1@ford.com>; Touzanov, Odissei (O.) <OTOUZANO@ford.com>
Subject: RE: AP2554 1.6L Stand Pipe PVT test

Hi Ken, I am contacting the supplier to get an ETA. It's been over a week since it was approved, so I expect it any day now.

From: Helberg, Ken (K.H.)
Sent: Thursday, September 21, 2017 11:23 AM
To: Koltowicz, Nikolai (N.) <nkoltowi@ford.com>; Touzanov, Odissei (O.) <OTOUZANO@ford.com>
Subject: RE: AP2554 1.6L Stand Pipe PVT test

Niko,
Where do we stand with the new heater? And the test restart date?
Thanks.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Koltowicz, Nikolai (N.)
Sent: Wednesday, September 13, 2017 12:55 PM
To: Helberg, Ken (K.H.) <khelber1@ford.com>; Touzanov, Odissei (O.) <OTOUZANO@ford.com>
Subject: RE: AP2554 1.6L Stand Pipe PVT test

Hi Ken, we are trying to order another stainless heater. I am waiting on approval for the order. If approved, it will take 10 days to arrive.

Thanks,

Niko Koltowicz
PFSL Vibration and Components Lab
Ford Motor Company
[redacted]

From: Helberg, Ken (K.H.)
Sent: Tuesday, September 12, 2017 4:25 PM
To: Touzanov, Odissei (O.) <OTOUZANO@ford.com>; Koltowicz, Nikolai (N.) <nkoltowi@ford.com>
Subject: RE: AP2554 1.6L Stand Pipe PVT test

I agree…looks like you need a bigger heater in order to maintain the coolant temperature.
Let me know when you have one.
What test procedure are you working to? ES DV61-8C045-AA?

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Touzanov, Odissei (O.)
Sent: Tuesday, September 12, 2017 8:58 AM

To: Helberg, Ken (K.H.) <khelber1@ford.com>; Koltowicz, Nikolai (N.) <nkoltowi@ford.com>
Subject: RE: AP2554 1.6L Stand Pipe PVT test

Ken, here is the current status:

[redacted]

Niko ordered a new heater, however it will take about 1 week to get here. How should we proceed?

Odissei Touzanov
Vibration Test Engineer
FORD PFSL, Desk: A150-O
Work Number: 313-378-3349

From: Helberg, Ken (K.H.)
Sent: Monday, September 11, 2017 9:40 AM
To: Touzanov, Odissei (O.) <OTOUZANO@ford.com>; Koltowicz, Nikolai (N.) <nkoltowi@ford.com>
Subject: RE: AP2554 1.6L Stand Pipe PVT test

OK, thanks for the update.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Touzanov, Odissei (O.)
Sent: Monday, September 11, 2017 9:33 AM
To: Helberg, Ken (K.H.) <khelber1@ford.com>; Koltowicz, Nikolai (N.) <nkoltowi@ford.com>
Subject: RE: AP2554 1.6L Stand Pipe PVT test

Hi Ken, we are having trouble maintaining temperature of the coolant while the chamber is cold. In addition, the viscosity of the coolant drops and the pressure increases during the pulses. We are trying to figure out a solution at the moment.

Odissei

From: Helberg, Ken (K.H.)
Sent: Monday, September 11, 2017 9:25 AM
To: Koltowicz, Nikolai (N.) <nkoltowi@ford.com>; Touzanov, Odissei (O.) <OTOUZANO@ford.com>
Subject: RE: AP2554 1.6L Stand Pipe PVT test

Nike, Odissei,
Just looking for a status update on this test after the weekend.
Thanks.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Helberg, Ken (K.H.)
Sent: Friday, September 8, 2017 3:23 PM
To: Koltowicz, Nikolai (N.) <nkoltowi@ford.com>; Touzanov, Odissei (O.) <otouzano@ford.com>
Subject: RE: AP2554 1.6L Stand Pipe PVT test

OK, thanks Niko.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Koltowicz, Nikolai (N.)
Sent: Friday, September 8, 2017 3:09 PM
To: Helberg, Ken (K.H.) <khelber1@ford.com>; Touzanov, Odissei (O.) <OTOUZANO@ford.com>
Subject: RE: AP2554 1.6L Stand Pipe PVT test

Hi Ken, we have a few hours of testing done. We have to shut down for the night due to a power shutdown. We will resume the test tomorrow morning.

Thanks,

Niko Koltowicz
PFSL Vibration and Components Lab
Ford Motor Company
[redacted]

From: Helberg, Ken (K.H.)
Sent: Friday, September 08, 2017 3:02 PM
To: Touzanov, Odissei (O.) <OTOUZANO@ford.com>; Koltowicz, Nikolai (N.) <nkoltowi@ford.com>
Subject: RE: AP2554 1.6L Stand Pipe PVT test

Odissei, Niko,
How is the coolant stand pipe PVT test going?
Please call me if there are any issues that come up.
Have a good weekend.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Helberg, Ken (K.H.)
Sent: Tuesday, August 8, 2017 9:29 AM
To: Touzanov, Odissei (O.) <otouzano@ford.com>
Subject: RE: AP2554 1.6L Stand Pipe PVT test

Ok, I will be in the lobby at 12:00

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Touzanov, Odissei (O.)
Sent: Tuesday, August 8, 2017 9:27 AM
To: Helberg, Ken (K.H.) <khelber1@ford.com>
Cc: Koltowicz, Nikolai (N.) <nkoltowi@ford.com>
Subject: RE: AP2554 1.6L Stand Pipe PVT test

Ken, 12:00 works best.

Odissei Touzanov
Vibration Test Engineer
FORD PFSL, Desk: A150-O
Work Number: 313-378-3349

From: Helberg, Ken (K.H.)
Sent: Tuesday, August 08, 2017 9:27 AM
To: Touzanov, Odissei (O.) <OTOUZANO@ford.com>
Cc: Koltowicz, Nikolai (N.) <nkoltowi@ford.com>
Subject: RE: AP2554 1.6L Stand Pipe PVT test

Thanks Odissei.
I can be over there at 12:00 or after 2:00 today.
What works for you?

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Touzanov, Odissei (O.)
Sent: Tuesday, August 8, 2017 9:23 AM
To: Helberg, Ken (K.H.) <khelber1@ford.com>
Cc: Koltowicz, Nikolai (N.) <nkoltowi@ford.com>
Subject: Re: AP2554 1.6L Stand Pipe PVT test

Ken,

You can bring the parts to us and we'll discussing plumbing. We'll check them in after our discussion.

Odissei Touzanov
Vibration Test Engineer
PFSL
[redacted]

On Aug 8, 2017, at 8:01 AM, Helberg, Ken (K.H.) <khelber1@ford.com> wrote:

> Odissei, Niko,

Good morning guys!
I have all the parts for the PVT test and a drawing to show which hose connections to make and which to plug off.
Would you like me to bring the parts to you or should I check them in the back and then we can meet to discuss the plumbing?

Thanks.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Touzanov, Odissei (O.)
Sent: Monday, July 31, 2017 10:02 AM
To: Helberg, Ken (K.H.) <khelber1@ford.com>
Cc: Koltowicz, Nikolai (N.) <nkoltowi@ford.com>; Kramer, Michael (M.T.) <mkramer1@ford.com>
Subject: Re: AP2553 1.6L Stand Pipe Key Life Test

Hi Ken, yes I got your message regarding the degas bottle, this will make the setup easier.

We are still waiting on the heater but were told we should get it today.

Odissei Touzanov
Vibration Test Engineer
PFSL
[redacted]

On Jul 31, 2017, at 9:32 AM, Helberg, Ken (K.H.) <khelber1@ford.com> wrote:

> Odissei,
> I hope you got this note last week…the degas bottle will not be in the coolant circuit for this test so no fixturing for that is needed.
>
> How is the heater procurement / delivering going?
>
> I anticipate hoses today or tomorrow, as soon as those get here I will deliver the parts to PFSL shipping / receiving. Hopefully we can get this test up and running in the next few days.
>
> *Ken Helberg*
> **PTI Cooling**
> [redacted]
> **khelber1@ford.com**
>
> **From:** Helberg, Ken (K.H.)
> **Sent:** Wednesday, July 26, 2017 7:54 AM
> **To:** Touzanov, Odissei (O.) <otouzano@ford.com>
> **Cc:** Koltowicz, Nikolai (N.) <nkoltowi@ford.com>
> **Subject:** RE: AP2553 1.6L Stand Pipe Key Life Test

Odissei,
Good morning.

[redacted]

Let me know if you would like for me to come over to discuss this with Brad. Also would you like a copy of the old test that was run several years ago to set the test up in a similar configuration?

Let me know what you think.

Thanks.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Helberg, Ken (K.H.)
Sent: Tuesday, July 25, 2017 8:14 AM
To: Touzanov, Odissei (O.)
Cc: Koltowicz, Nikolai (N.)
Subject: RE: AP2553 1.6L Stand Pipe Key Life Test

Sorry no…I have meetings at from 10 to 11. Maybe after lunch?

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Touzanov, Odissei (O.)
Sent: Tuesday, July 25, 2017 8:09 AM
To: Helberg, Ken (K.H.)
Cc: Koltowicz, Nikolai (N.)
Subject: RE: AP2553 1.6L Stand Pipe Key Life Test

Ken, would 10 work?

Odissei Touzanov
Vibration Test Engineer
PFSL, Desk: A150-O
Work Number: 313-378-3349

From: Helberg, Ken (K.H.)
Sent: Tuesday, July 25, 2017 8:08 AM
To: Touzanov, Odissei (O.) <OTOUZANO@ford.com>
Cc: Koltowicz, Nikolai (N.) <nkoltowi@ford.com>
Subject: RE: AP2553 1.6L Stand Pipe Key Life Test

Odissei,
I would like to stop by today to pick up the brackets from this key life test and discuss the PVT test set up with some sample parts. What time would be good for you?

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Touzanov, Odissei (O.)
Sent: Monday, July 17, 2017 2:50 PM
To: Helberg, Ken (K.H.)
Cc: Koltowicz, Nikolai (N.); Kramer, Michael (M.T.)
Subject: Re: AP2553 1.6L Stand Pipe Key Life Test

Ken, the parts are ready for pick up.

Odissei Touzanov
Vibration Test Engineer
PFSL
[redacted]

On Jul 17, 2017, at 1:05 PM, Helberg, Ken (K.H.) <khelber1@ford.com> wrote:

> Thanks Odissei.
> Let me know when they are in shipping receiving for pick up.
>
> *Ken Helberg*
> **PTI Cooling**
> [redacted]
> **khelber1@ford.com**
>
> **From:** Touzanov, Odissei (O.)
> **Sent:** Monday, July 17, 2017 12:32 PM
> **To:** Helberg, Ken (K.H.); Koltowicz, Nikolai (N.)
> **Cc:** Kramer, Michael (M.T.)
> **Subject:** RE: AP2553 1.6L Stand Pipe Key Life Test
>
> Ken,

[redacted]

We should get a quote for the stainless steel heater later today hopefully.

Odissei Touzanov
Vibration Test Engineer
PFSL, Desk: A150-O
Work Number: 313-378-3349

From: Helberg, Ken (K.H.)
Sent: Monday, July 17, 2017 9:59 AM
To: Touzanov, Odissei (O.) <OTOUZANO@ford.com>; Koltowicz, Nikolai (N.) <nkoltowi@ford.com>
Cc: Kramer, Michael (M.T.) <mkramer1@ford.com>
Subject: RE: AP2553 1.6L Stand Pipe Key Life Test

Thanks for the update Odissei.
Let me know when I can pick up the parts.

I will let you know when the parts are available for the PVT test as soon as I make contact with the hose supplier.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Touzanov, Odissei (O.)
Sent: Monday, July 17, 2017 9:51 AM
To: Helberg, Ken (K.H.); Koltowicz, Nikolai (N.)
Cc: Kramer, Michael (M.T.)
Subject: RE: AP2553 1.6L Stand Pipe Key Life Test

Good morning Ken,

[redacted]

Odissei Touzanov
Vibration Test Engineer
PFSL, Desk: A150-O
Work Number: 313-378-3349

From: Helberg, Ken (K.H.)
Sent: Monday, July 17, 2017 9:04 AM
To: Touzanov, Odissei (O.) <OTOUZANO@ford.com>; Koltowicz,

Nikolai (N.) <nkoltowi@ford.com>
Cc: Kramer, Michael (M.T.) <mkramer1@ford.com>
Subject: RE: AP2553 1.6L Stand Pipe Key Life Test

Good morning Odissei and Niko,
I am back in the office as of this morning.

How did this key life test turn out? Is it complete and did the parts pass?

I would like to come collect the parts if they are available.

Also, regarding the PVT test…how is the set up coming along? I do have to follow up on parts for this test and deliver them to you yet.
I will be working on that today and let you know where things stand.

Thanks.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Helberg, Ken (K.H.)
Sent: Monday, June 26, 2017 7:57 AM
To: Touzanov, Odissei (O.)
Cc: Koltowicz, Nikolai (N.); Kramer, Michael (M.T.)
Subject: RE: AP2553 1.6L Stand Pipe Key Life Test

Good morning Odissei,
So where is the test now in the test cycle?
Did Brad shut it down or restart with where the pump stopped working or some other point?
We will want to add that 5 hours back in to the test somewhere.

Thanks.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Touzanov, Odissei (O.)
Sent: Monday, June 26, 2017 7:39 AM
To: Helberg, Ken (K.H.)
Cc: Koltowicz, Nikolai (N.); Kramer, Michael (M.T.)
Subject: Re: AP2553 1.6L Stand Pipe Key Life Test

Odissei Touzanov
Vibration Test Engineer
PFSL
[redacted]

On Jun 23, 2017, at 7:16 AM, Helberg, Ken (K.H.) <khelber1@ford.com> wrote:

> Odissei, Niko,
> Per our discussion yesterday this test was to start yesterday. How is it going and how many hours do we have on it now?
>
> Thanks.
>
> *Ken Helberg*
> **PTI Cooling**
> [redacted]
> **khelber1@ford.com**
>
> **From:** Touzanov, Odissei (O.)
> **Sent:** Thursday, June 22, 2017 10:03 AM
> **To:** Helberg, Ken (K.H.)
> **Subject:** Re: AP2553 1.6L Stand Pipe Key Life Test
>
> Yes we are ready.
>
> Odissei Touzanov
> Vibration Test Engineer
> PFSL
> [redacted]
>
> On Jun 22, 2017, at 10:02 AM, Helberg, Ken (K.H.) <khelber1@ford.com> wrote:
>
> > Odissei,
> > It is 10:00 a.m. are you ready for me to come over yet?
> >
> > *Ken Helberg*
> > **PTI Cooling**
> > [redacted]

(313) 322-9883 desk
jstyron@ford.com

From: Denstaedt, Dave [mailto:dwd@ssitech.com]
Sent: Wednesday, July 26, 2017 11:41 PM
To: Styron, Joshua (J.P.); Murphy, Greg; Goodwin, William (W.R.)
Cc: Helberg, Ken (K.H.); Britton, Mike; Warner, Jeff
Subject: RE: Engine Coolant Level EOL test change request.

Josh,

I saved the attachment as a PDF. Hopefully, this will make it through the firewall.

Best Regards,

Dave Denstaedt
Engineering Manager
SSI Technologies, Inc.
44736 Helm St.
Plymouth, MI 48170
[redacted]
dwd@ssitech.com



From: Styron, Joshua (J.P.) [mailto:jstyron@ford.com]
Sent: Wednesday, July 26, 2017 4:13 PM
To: Murphy, Greg <GPM@ssitech.com>; Goodwin, William (W.R.) <wgoodwin@ford.com>
Cc: Denstaedt, Dave <dwd@ssitech.com>; Helberg, Ken (K.H.) <khelber1@ford.com>; Britton, Mike <mjb@ssitech.com>; Warner, Jeff <jkw@ssitech.com>
Subject: RE: Engine Coolant Level EOL test change request.

Greg,
I can't see the attachment as "Outlook has blocked the potentially unsafe attachment:" .

Ken,
Can you see it?

Josh

From: [redacted]
Sent: Wednesday, July 26, 2017 2:57 PM
To: Goodwin, William (W.R.)
Cc: Denstaedt, Dave; Styron, Joshua (J.P.); Helberg, Ken (K.H.); Britton, Mike; Warner, Jeff
Subject: Engine Coolant Level EOL test change request.

Bill, attached is a presentation on a proposed EOL test change request. Please let me know your availability to discuss.

Thanks,
Greg

Luke Cardinale
FCG – Product Development, PCCN
[redacted]

From: Jewell, Kelly (E.K.)
Sent: Wednesday, June 13, 2018 4:59 PM
To: Teller, John (J.E.) <jteller1@ford.com>; Isaacson, James (J.W.) <jisaacso@ford.com>
Cc: Jewell, Kelly (E.K.) <ejewell@ford.com>
Subject: FW: Overheats after 2 consecutive remote starts - after 17S09

I thought I would send this to you also since you are involved with concerns after 17S09.

Sincerely,

[redacted]

FCSD PVT Program Manager Escape/MKC
Louisville Assembly Plant
ejewell@ford.com
502-357-1862

[redacted]

From: Jewell, Kelly (E.K.)
Sent: Wednesday, June 13, 2018 9:54 AM
To: Dixon, Brandon (B.A.) <bdixon5@ford.com>; Johnson, Seth (S.) <sjohn274@ford.com>; Whobrey, Timothy (T.A.) <twhobrey@ford.com>; Hardin, Dwayne (D.) <dhardin6@ford.com>; Suddeth, Michael (M.) <msuddeth@ford.com>; Nief, Mark (M.) <mnief@ford.com>
Cc: Jewell, Kelly (E.K.) <ejewell@ford.com>
Subject: RE: Overheats after 2 consecutive remote starts - after 17S09

Do you guys have any information about this type of concern?

Sincerely,

[redacted]

FCSD PVT Program Manager Escape/MKC
Louisville Assembly Plant
ejewell@ford.com
502-357-1862

[redacted]

From: Dixon, Brandon (B.A.)
Sent: Wednesday, June 13, 2018 8:54 AM
To: Johnson, Seth (S.) <sjohn274@ford.com>
Cc: Jewell, Kelly (E.K.) <ejewell@ford.com>
Subject: Overheats after 2 consecutive remote starts - after 17S09

Seth, Kelly,

I'm looking at this vehicle today. Could I get your thoughts? Hotline appears at a loss.

The dealer has verified the following: left vehicle sit overnight and use the factory remote start and let it timeout after 15 mins. Remote start again and timeout after 15 mins. Then pushbutton start vehicle in normal manner and temp

gauge will pin hot message 'vehicle is unsafe to drive.' Limp mode and P1299 and P0116. Per customer, concern started after 17s09. Dealer does NOT feel that the engine is actually overheating.

Is this a normal part of the new strategy with 17S09? Hard to find a similar stock unit with similar situation and equipment.

Brandon A. Dixon
Ford Motor Company
Field Service Engineer
North and Central Wisconsin and Michigan UP

From: CQIS, Help (.)
Sent: Wednesday, June 13, 2018 7:49 AM
To: Dixon, Brandon (B.A.) <bdixon5@ford.com>
Subject: Report Summary for the CQIS Report# [redacted] from BDIXON5

Attachments : 1

Report# :	[redacted]			**Received:**	04/09/2018
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,ESCAPE 4X4 (2013 -) ,TITAN ,4X4 ,MPV ,1FMCU9JX1EU[redacted]			**Build Date:**	01/09/2014
Odometer :	66,000 M	**Engine:**	1.6L 170PS	**Calibration:**	EM21A10A
Transmission:	6SP 6F MID	**Axle:**	3.51 RATIO	**A/C:**	YES
Dealer:	USA 06176 Dave Marston Motors, Inc.			**Phone#:**	[redacted]
City:	Minocqua	**State:**	Wisconsin	**Country :**	USA
Originator:	[redacted]				
Symptom:	2 28 F 36 AID/INFO,INSTRUMENT/DIS,COOLANT TEMP,INACCURATE				
Status:					
VFG:	V83 INSTRUMENTATION FUNCTION				
Additional Symptom:	OVERHEAT AFTER 2 REMOTE STARTS				
Fix:	**Causal Component :**				

Condition Code:

Hotliner: DGENTIL5 Phone: Regn Cd: G1 Chicago

Engineering: Phone: TAR:

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

DTC:

UNKNOWN:P1299

Comments :

CONCER 04/09/2018 05:07PM DANIEL GENTILESCO MSS - FCSD - TECH ASSIT CENTER

Web Form Data [redacted] Description of Vehicle Concern: eversince recall 17s09 was performed. customer remote starts vehicle (set for 15 minutes) lets it time out and then re remote starts it and lets it time out. she goes to start vehicle with push button. after it starts display shows that vehicle is overheating and to stop safely. temp guage goes to full hot and cooling fans go into hear gear. is intermittent. vehicle will go into limp mode until codes are cleared. Please list any diagnostics already performed: inspected and verified coolant levels to be ok. Replaced all recall parts again. verified concern and that vehicle was no overheating. ECT showed in the 170 range when concern was happening. Parts Replaced: recall parts Your Question: Any thoughts not sure where to go. It is intermittent. it has only happened while using the remote start for 2 starts at a time. Cust drove the vehicle for almost 4,000 miles to florida and never used remote start and the concern never happened. We attempted to change remote start time out feature to 5 minutes and concern did not happened. though we are not sure it this was just part of the intermittent happenings. while concern was happening and vehicle running we cleared codes and cooling fans shut off and we could watch temp gauge drop down to normal. WEB-Ford-INT-ayoun165-Apr 09 2018 16:19:18: Transferred from ELECT to GAS

RECOMM 04/09/2018 05:07PM DANIEL GENTILESCO MSS - FCSD - TECH ASSIT CENTER

Steve, This vehicle is equipped with both a CHT and ECT sensor since in is a late build vehicle. This means a high CHT reading could also cause this P1299 to set. If able to recreate the concern check the CHT reading as well as the ECT reading to see if the CHT temperature might be causing this concern to occur. If the CHT reading is high leading to this code setting it could be due to a lack of flow coolant flow through the engine since the engine has been idling for a long period of time. It could also be due to a intermittent fault with this sensor. To determine which is more likely an inferred thermometer can be used to check the sensor reading to the thermometer reading. They should be very similar. If the measured temperature is cooler than the PID reading diagnose a CHT concern. If no CHT concerns are present it could be due to the level sensor reading a lower level then the PCM desires for the current operation of the engine. With being able to clear the code immediately after it sets it likely to low for starting but normal for the actual engine coolant temperature. With how irregularly it occurs it may be due the weather conditions mean that in colder temperatures the coolant temperature may not raise as high as they do when its warmer and idling for the same amount of time. With the increased pressure present with warmer coolant this may lead the PCM to believe the coolant is lower then is should be causing this to occur. If this is what is occurring shorter remote start run times will be needed in warmer temperatures to prevent this form occurring.

ADD-ON 04/09/2018 05:07PM DANIEL GENTILESCO MSS - FCSD - TECH ASSIT CENTER

Consulted SME Adam Snider, Wanted to talk through the possible causes for this concern since it only started occurring after the recall was performed and only intermittently occurs after 2 consecutive remote start cycles. He agreed that it could be caused by an high cylinder head temperature reading since this is a late build vehicle equipped with both sensors or due to a coolant level reading the PCM does not like based on the engine operation.

AUDIT 04/09/2018 08:33PM

SYNC: Gen2 V3 MODEM:

CONCER 04/16/2018 01:51PM

From what we can tell the vehicle only has ECT and CHT2. I've uploaded a picture of the readings when the concern is happening. The ECT temp and the CHT2 seem to be pretty close to each other. We have performed the coolant level test and that appears to be in the normal through out the vehicle heating up process. The concern has not been happening the last couple of days. Any other thoughts or directions?

RECOMM 04/17/2018 11:54AM FRANK PEREZ MSS - FCSD - TECH ASSIT CENTER

Steve, Looking at the Window Sticker for this vehicle, it did not come equipped with a Remote Start from the factory. This indicates that the Remote Start on this vehicle is an installed accessory. If we look at FSA 17S09, there is a cautionary note stating that Escape's with an Accessory Remote Start system had been encountering concerns with the IPC module update and that the accessory needed to be disconnected prior to attempting IPC reprogramming. With there being no concerns found mechanically, and the unique nature of how this fault occurs, it is suspected that this is a result of a programming concern. It is recommended to disconnect the Accessory Remote Start, perform an As-Built PMI on the IPC, and then update it again to the latest calibration. Once complete, reconnect the Accessory Remote Start and re-evaluate. Review GSB G0000150 for information on performing module programming.

CONCER 04/17/2018 03:41PM

I thought you were on to something. Unfortunetly we just figured out this vehicle did come with remote start from factory. The Titanium package comes standard with remote start. So there is not module to disconnect from what we can see. Any other thoughts? Should we still try a as built pmi on the IPC?

RECOMM 04/18/2018 12:56PM ADAM HOPPER MSS - FCSD - TECH ASSIT CENTER

[redacted] We apologize for the information regarding the remote starter on this vehicle. The window sticker for this vehicle does not show a remote start option, but the build sheet information available when double clicking the VIN in PTS does indicate that this vehicle was equipped with a remote starter from the factory. When the PCM sets the P1299 DTC, there should be other DTCs setting with it. This DTC only indicates that the PCM is entering into the cylinder head over temperature protection mode, but does not show the actual fault that is present. Perform a self-test of the PCM again to determine what other DTCs are setting in order to properly diagnose this concern. Once the DTCs have been identified, follow the testing given in WSM 303-03A for those DTCs.

CONCER 04/30/2018 02:30PM

The other code that came up was a p0116. we followed thru testing and have replaced the CHT sensor. The concern is still present. One other detail- When we first did 17s09 on this vehicle we used an IDS version that was lower then 108.03. We then forced in a version 108.3 after the fact. Could that be related??

RECOMM 04/30/2018 04:50PM SEAN POWERS MSS - FCSD - TECH ASSIT CENTER

[redacted] If the PCM and IPC were not updated with IDS at level 108.03 or higher, then it would be recommended to then continue to update the modules with the appropriate level of software. Also it is likely that the cause of the fault is the P0116 code, as having a circuit fault will cause the PCM to miss a message from the senor and with this occurring, the PCM will go into overheat protection to prevent engine damage. It was noticed that the CHT was replaced, but this code is for the ECT not the CHT. If it the testing hasnt been performed for the ECT then continue with performing the testing the circuitry and senor for this system. IF led to sensor replacement, then refer to the WSM, section 303-14A, removal and installation, ECT.

CONCER 05/09/2018 12:47PM

We have replaced the ECT ,updated pcm with 109.1 ,and have pmi'd the instrument cluster. Concern is still present. We are at a lose. Can we request our FSE to come out and get involved? Customer is getting pretty irate.

RECOMM 05/10/2018 10:00AM JOSEPH PASAKARNIS MSS - FCSD - TECH ASSIT CENTER

[redacted] It is likely that this programming concern related to the FSA as there all vehicles with this program would exhibit this concern. With the P0116 present, this indicates that there is a physical fault present. When looking into the P0116 it has seen that this DTC has been caused by coolant

leaking past the ECT sensor and into the connector causing this concern. With the vehicle idling for 15 minutes, this is likely sufficient enough time for coolant to slowly leak pas the ECT into the connector. The ECT connector likely has coolant and is intermittently causing this DTC which will cause this concern. This connector pigtail should be replaced. The same is possible for the CHT sensor the pigtail should be inspected and replaced. When replacing the pigtails for these sensors. It is recommended to load test the circuit between the PCM and the sensors. This will be the best way to identify a circuit fault. Wiggle testing the harness will also help identify any intermittent circuit faults. Pin fitment should also be checked at the PCM as this can also cause intermittent concerns. If a fault the pin in the PCM should be replaced. Please continue with making these repairs and reevaluate the concern.

ADD-ON 05/10/2018 10:00AM JOSEPH PASAKARNIS MSS - FCSD - TECH ASSIT CENTER

Consulted SME Brandon Karbum, we talked about coolant getting into the ECT sensor connector and casing this concern. We talked about how the P0116 should be followed. We decided to hold off on escalation.

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

[redacted]

DRIVE		
DR E	4 WHL L/H PART TIME DRIVE	☐
DR U	ALL 4 WHEEL LEFT HAND DRIVE	☐
DR 1	ALL LEFT HAND DRIVE	☐
DR 4	ALL 4 WHEEL DRIVE	☐
DR 7	ALL 4 WHL AND REAR WHL DRIVE	☐
DR 8	ALL LH 4 WHL AND LH RR WHL DR	☐
ELECTRONIC PACKAGE		
HKLAA	LESS ELECTRONIC PACKAGE	☐
ENGINE		
EN JT	1.6L 16V DI TC I4 170PS SIGMA	☐
EN 0G	ALL GAS/GASEOUS ENGINES	☐
EN 0T	ALL TURBO ENGINES	☐
EN 04	ALL 4 CYLINDER GAS ENGINES	☐
EN 09	ALL 4 AND 5 CYLINDER ENGINES	☐
EN 1D	ALL FUEL INJECTED GAS ENGS	☐
EN 1H	ALL NON 3.5L ENGINES	☐
EN 1J	ALL SIGMA 1.6L GTDI ENGINES	☐
EN 47	ALL C1 SIGMA ENGINES	☐
EN 8A	ALL ENG EXCLUDING 2.2L DIESEL	☐
EN 8B	ALL ENG EXCL 2.2L DSL 5CYL G	☐
ENGINE - BLOCK HEATER RECEPTACLE		
DAQAB	BLOCK HEATER RECEPT-FRNT MTD	☐
ENGINE - EMISSION COMPLIANCE LEVEL		
DGGAH	EMISSION COMPLIANCE-USA	☐
ENGINE - EMISSION REQUIREMENTS		
DGAAB	49 STATE/NON GREEN STATE REQ.	☐
ENGINE - REMOTE STARTER		
DEEAB	REMOTE STARTER	☐
ENGINE - STARTER EQUIPMENT		
DEAAA	LESS STARTER EQUIPMENT	☐
ENTERTAINMENT - DVD PLAYER/VIDEO SCREEN		
YKTAA	LESS MK CB-DVD PLAY/VID SCR	☐
EXHAUST SYSTEMS		
F2ACG	DUAL BRIGHT HORZ PIPE	☐
EXTERIOR - DOOR HANDLE		
CAAAC	EXT DOOR HANDLE-BODY COLOR	☐
EXTERIOR OPTION PACKAGE		
YQ8ZZ	NO POS SEL FROM THIS FAMILY	☐
EXTERIOR PAINT - 2003/04/05/06 EXTERIOR		
PNJKQ	TUXEDO BLACK METALLIC	☐
FEATURE CONTENT GROUP		
AD2AU	FEATURE CONTENT GROUP 19	☐
FLEET		

From: Goodwin, William (W.R.)
Sent: Friday, September 01, 2017 12:37 PM
To: Senerpida, Alvin (A.O.); Toscano coahuila, Cristina (C.); Styron, Joshua (J.P.); Trejo, Gerardo (G.); Baiz, Simon (S.); Mayers, Bob (R.F.)
Cc: Rios Rendon, Juan Pablo (J.); Johnson, Stephen (S.); Rossi, Roberto (R.A.); Schumaker, Allen (A.C.); McDaniel, Jerry (J.); Bingham, Blaine (B.C.)
Subject: RE: Ultrasonic Coolant level sensor

[redacted]

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Powertrain Calibration Controls NVH [PCCN]
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: [redacted]
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Senerpida, Alvin (A.O.)
Sent: Thursday, August 31, 2017 4:54 PM
To: Toscano coahuila, Cristina (C.); Goodwin, William (W.R.); Styron, Joshua (J.P.); Trejo, Gerardo (G.); Baiz, Simon (S.); Mayers, Bob (R.F.)
Cc: Rios Rendon, Juan Pablo (J.); Johnson, Stephen (S.); Rossi, Roberto (R.A.); Schumaker, Allen (A.C.); McDaniel, Jerry (J.); Bingham, Blaine (B.C.)
Subject: RE: Ultrasonic Coolant level sensor

Bill,
Do you have records of this assessment when fix was introduced to Escape vehicle?

Adding EDS systems.

Alvin Senerpida
EDS – S650
Ford Motor Company
[redacted]

From: Toscano coahuila, Cristina (C.)
Sent: Thursday, August 31, 2017 2:06 PM

To: Goodwin, William (W.R.) <wgoodwin@ford.com>; Styron, Joshua (J.P.) <jstyron@ford.com>; Trejo, Gerardo (G.) <GTREJO8@ford.com>; Baiz, Simon (S.) <SBAEZ4@ford.com>; Senerpida, Alvin (A.O.) <asenerpi@ford.com>
Cc: Rios Rendon, Juan Pablo (J.) <jriosren@ford.com>; Johnson, Stephen (S.) <SJOHNS23@ford.com>; Rossi, Roberto (R.A.) <rrossi1@ford.com>
Subject: RE: Ultrasonic Coolant level sensor

Hello Alvin,

Do you have some information regarding:

Ultrasonic Coolant Level Sensor failure modes – risk for EPAS no assist for sensor failure.?

I think for Kuga the ultrasonic coolant sensor also is connected to EPAS.

Cualquier duda por favor dime
Gracias
Saludos
Cristina Toscano C.
Ford Net [redacted]
Systems EDS CD4.1 NA, China, Lincoln

From: Goodwin, William (W.R.)
Sent: Monday, August 07, 2017 11:14 AM
To: Styron, Joshua (J.P.); Trejo, Gerardo (G.); Toscano coahuila, Cristina (C.); Baiz, Simon (S.); Senerpida, Alvin (A.O.)
Cc: Rios Rendon, Juan Pablo (J.); Johnson, Stephen (S.); Rossi, Roberto (R.A.)
Subject: RE: Ultrasonic Coolant level sensor

The coolant sensor must be powered from switched ignition as it does not take CAN commands for sleep...it does not listen on the network at all. If it is on PCM power, it can keep the network alive continuously as it will continue to report data on CAN after ignition off.

Regards,
Bill Goodwin
Powertrain Sensors Technical Specialist
Powertrain Calibration Controls NVH [PCCN]
Ford Motor Company / Building #2 / 22B19
E-mail: wgoodwin@ford.com
Tel: [redacted]
ONE FORD: ONE Plan - ONE Team - ONE Goal

From: Styron, Joshua (J.P.)
Sent: Monday, August 07, 2017 11:55 AM
To: Trejo, Gerardo (G.); Toscano coahuila, Cristina (C.); Goodwin, William (W.R.); Baiz, Simon (S.); Senerpida, Alvin (A.O.)
Cc: Rios Rendon, Juan Pablo (J.); Johnson, Stephen (S.); Rossi, Roberto (R.A.)
Subject: RE: Ultrasonic Coolant level sensor

Bill... I think you are best positioned to speak to the sensor electrical requirements mentioned below.

From: Trejo, Gerardo (G.)
Sent: Monday, August 07, 2017 11:25 AM

To: Toscano coahuila, Cristina (C.); Goodwin, William (W.R.); Baiz, Simon (S.); Senerpida, Alvin (A.O.); Styron, Joshua (J.P.)
Cc: Rios Rendon, Juan Pablo (J.); Johnson, Stephen (S.); Rossi, Roberto (R.A.)
Subject: RE: Ultrasonic Coolant level sensor

Hello Alvin/Josh/Simon;

[redacted]

Thanks!

GERARDO TREJO
EDS D&R Engineer - CD4.1 1463X, 17N400 & 2B254
FordNet: [redacted]
gtrejo8@ford.com

From: Toscano coahuila, Cristina (C.)
Sent: Tuesday, August 01, 2017 8:47 AM
To: Goodwin, William (W.R.) <wgoodwin@ford.com>
Cc: Trejo, Gerardo (G.) <GTREJO8@ford.com>; Rios Rendon, Juan Pablo (J.) <jriosren@ford.com>; Johnson, Stephen (S.) <SJOHNS23@ford.com>; Rossi, Roberto (R.A.) <rrossi1@ford.com>
Subject: FW: Ultrasonic Coolant level sensor

Hello William,

As the D&R of Ultrasonic Coolant Sensor (GV61-8C045-AA), could you please answer Stephen' questions?

Thank you in advance

Cristina Toscano C.
[redacted]
Systems EDS CD4.1 NA, China, Lincoln

From: Johnson, Stephen (S.)
Sent: Tuesday, August 01, 2017 8:54 AM
To: Toscano coahuila, Cristina (C.)
Cc: Rossi, Roberto (R.A.)
Subject: FW: Ultrasonic Coolant level sensor

Roberto Rossi and myself reviewed the EC-0244 Stand Piper Jumper ECAE.
Please provide information for:



[redacted]
Product Development Engineer
Ford Motor Company
Product Development
Chassis Electronics
BLDG5
3C006
CDS ID: [redacted]
email: sjohns23@ford.com

From: O'brien, Gary (G.R.)
Sent: Tuesday, July 11, 2017 2:15 PM
To: Johnson, Stephen (S.)
Subject: FW: Ultrasonic Coolant level sensor

From: Toscano coahuila, Cristina (C.)
Sent: Tuesday, July 11, 2017 1:51 PM
To: O'brien, Gary (G.R.)
Cc: Trejo, Gerardo (G.); Rios Rendon, Juan Pablo (J.)
Subject: Ultrasonic Coolant level sensor

Hello Gary,

1.5L

Tuesday, January 29, 2013
7:47 AM

CD391

Monday, February 04, 2013
8:16 AM



CD41_VP_T
urboCoola...

From Gary Martin, 1/24/13

- [ ] Data for LT vent line and degas bottle?

- [x] Need to confirm - TC's were in metal lines or rubber lines? Metal

? Possibility that metal lines are more representative of local metal/turbo temps than coolant temperature after shutdown, with little/no thermal siphoning occurring.

1.6L

Tuesday, January 29, 2013
7:47 AM

From Keith Davenport

Von: Kaulen, Wilfried (.)
Gesendet: Montag, 4. Februar 2013 07:36
An: Dinkel, Heiko (H.); Nyiregyhazi, Zoltan (Z.); Arslan, Ozgur (O.A.)
Betreff: WG: GTDI Turbo Degas Temperatures

Heiko & Zoltan,
Can you please summarize the data Michael ask for and sent them to him.

Ozgur,
can you provide as requested for B460 Fox?
Thanks!
Regards

Wilfried Kaulen
Supervisor
Thermal & Aero System Engineering B&CD-Car
Phone: [redacted]
Mail: mailto:WKAULEN@ford.com WKAULEN@ford.com

Ford-Werke GmbH
Henry-Ford-Straße 1, 50735 Köln
Sitz der Gesellschaft: Köln
Registergericht Köln, HRB 54183
Vorsitzender des Aufsichtsrats: Stephen Odell
Geschäftsführung: Bernhard Mattes (Vorsitzender), Wolfgang Booms, Dirk Heller,
Caspar Hohage, Dr. Hermann H. Hollmann, Rainer Ludwig, Rüdiger Minrath, Dr. Wolfgang Schneider

---

Von: Giunta, Michael (M.J.)
Gesendet: Freitag, 1. Februar 2013 21:21
An: Kaulen, Wilfried (.); Dilgen, Peter (P.)
Cc: Willenberg, Johannes (J.)
Betreff: GTDI Turbo Degas Temperatures

Hi Wilfried, Peter,

Could you forward information on the peak turbo coolant outlet temps (and hose/bottle temps if you have them) on the 1.0L GTDI, 1.5L GTDI and 1.6L GTDI in the various B, C and CD cars that you have responsibility for?

[redacted]

Below is the specific programs I am interested in that I believe that you had/have responsibility for:
B299, B299N, B232, B515, B460
C344, C346
CD340, CD345

Thank you for your help!

Regards,
Michael Giunta
PTI Cooling - PT Cooling Systems Technical Specialist
Phone: [redacted]

[redacted]

Monday, February 04, 2013
2:23 PM

Subject	**FW: Turbo temp data 1.0L/1.5L GTDI**
From	Zenas, Jeff (J.F.)
To	Giunta, Michael (M.J.)
Sent	Monday, February 04, 2013 1:44 PM
Attachments	578W661... 578W661...

Plots shown below note

Mike – Temp data for 1.6L GTDI.

Regards,
Jeff Zenas
CD4.1/C344 HEV PT Cooling Supervisor
Mail: Building 2, Room 23H05
[redacted]

From: Ambaye, Yohannes (Y.A.)
Sent: Monday, February 04, 2013 9:52 AM
To: Zenas, Jeff (J.F.)
Subject: FW: Turbo temp data 1.0L/1.5L GTDI

Jeff-

Attached please find the requested temp data I got from Tony for 1.6L.

Yohannes Ambaye
CD4.1 PT Cooling
BLDG#2 23E38
Email:HYPERLINK "mailto:yambaye1@ford.com" yambaye1@ford.com
[redacted]

From: Mangiaracina, Anthony (A.)
Sent: Monday, February 04, 2013 9:43 AM
To: Ambaye, Yohannes (Y.A.)
Subject: RE: Turbo temp data 1.0L/1.5L GTDI

Yohannes, from what I understand turbo design change post M1.

Thank you,
Anthony Mangiaracina
Ford Motor Company
Product Development Engineer
Thermal Systems Engineering – CD4.1/CD4.2
[redacted]

From: Ambaye, Yohannes (Y.A.)
Sent: Friday, February 01, 2013 8:15 AM
To: Mangiaracina, Anthony (A.)
Subject: FW: Turbo temp data 1.0L/1.5L GTDI
Importance: High

Tony –

Do you have coolant temp data for CD391 1.6L GTDI at the turbo outlet and degas bottle? Thar

Yohannes Ambaye
CD4.1 PT Cooling
BLDG#2 23E38
Email: mailto:yambaye1@ford.com yambaye1@ford.com

Subject	**FW: Turbo Cooling Strategy - ROWP/Revision B/C/CD car - next steps/help needed**
From	Bennett, Mike (M.L.)
To	Giunta, Michael (M.J.)
Sent	Wednesday, March 13, 2013 9:04 AM
Attachments	Turbo Coo... 590W218...

F.Y.I.

From: Martin, Gary (G.)
Sent: Wednesday, March 13, 2013 9:01 AM
To: Bennett, Mike (M.L.)
Subject: RE: Turbo Cooling Strategy - ROWP/Revision B/C/CD car - next steps/help needed

Mike,

Attached is the spread sheet for the turbo cooling info. The CD4.2 (294W831) was the only vehicle that was instrumented for the coolant temp at the bottle.

There was also a "degas return" on the CD4.1, VP, manual (see attached photo – 590W218). I don't know if that makes sense to report, but I included it.

The 1.6L data is from 578W661. It looks to be a CD4.1, M1 vehicle.

Sincerely,

Gary Martin

Product Development Engineer
Vehicle Energy Management Engineering - Cube: AA05
[redacted] e-mail: HYPERLINK "mailto:gmart265@ford.com" gmart265@ford.com

---

From: Bennett, Mike (M.L.)
Sent: Tuesday, March 12, 2013 12:43 PM
To: Giunta, Michael (M.J.)
Cc: Martin, Gary (G.)
Subject: FW: Turbo Cooling Strategy - ROWP/Revision B/C/CD car - next steps/help needed

Mike,

Gary Martin will mine the data we have on 1.6L GTDI and 1.5L GTDI.

What is the 85 mph LAP cycle?

Mike Bennett

From: Kaulen, Wilfried (.)
Sent: Tuesday, March 12, 2013 8:39 AM
To: Giunta, Michael (M.J.)
Cc: Dilgen, Peter (P.); Jakupco, John (J.M.); Bennett, Mike (M.L.); Widmann, Carl (C.A.); Madej, Jeanette (J.); Ladd, John (J.R.); Hoffmann, Ralf (R.); Arslan, Ozgur (O.A.)
Subject: AW: Turbo Cooling Strategy - ROWP/Revision B/C/CD car - next steps/help needed

Michael,
Please find the update I can provide up to now with the input from B-Car, CD34x and CD391 European content.
<< File: Turbo Cooling Temp Summary_2013-03-12_WKaulen.xlsx >>
Some further comments on that:
[redacted]

1.0L

Tuesday, January 29, 2013
7:47 AM

Without RoWP

CD391 1.0L data:

Subject: WG: GTDI Turbo Degas Temperatures

Heiko & Zoltan,
Can you please summarize the data Michael ask for and sent them to him.

Ozgur,
can you provide as requested for B460 Fox?
Thanks!
Regards

Wilfried Kaulen
Supervisor
Thermal & Aero System Engineering B&CD-Car
Phone: [redacted]
Mail: mailto:WKAULEN@ford.com WKAULEN@ford.com

Ford-Werke GmbH
Henry-Ford-Straße 1, 50735 Köln
Sitz der Gesellschaft: Köln
Registergericht Köln, HRB 54183
Vorsitzender des Aufsichtsrats: Stephen Odell
Geschäftsführung: Bernhard Mattes (Vorsitzender), Wolfgang Bcoms, Dirk Heller,
Caspar Hohage, Dr. Hermann H. Hollmann, Rainer Ludwig, Rüdiger Minrath, Dr. Wolfgang Schneider

---

Von: Giunta, Michael (M.J.)
Gesendet: Freitag, 1. Februar 2013 21:21
An: Kaulen, Wilfried (.); Dilgen, Peter (P.)
Cc: Willenberg, Johannes (J.)
Betreff: GTDI Turbo Degas Temperatures

Hi Wilfried, Peter,

Could you forward information on the peak turbo coolant outlet temps (and hose/bottle temps if you have them) on the 1.0L GTDI, 1.5L GTDI and 1.6L GTDI in the various B, C and CD cars that you have responsibility for?

[redacted]

Below is the specific programs I am interested in that I believe that you had/have responsibility for:
B299, B299N, B232, B515, B460
C344, C346
CD340, CD345

Thank you for your help!

Regards,
Michael Giunta
PTI Cooling - PT Cooling Systems Technical Specialist
[redacted]

[redacted]

Monday, February 04, 2013
8:18 AM

Subject	**AW: GTDI Turbo Degas Temperatures**
From	Nyiregyhazi, Zoltan (Z.)
To	Giunta, Michael (M.J.)
Cc	Kaulen, Wilfried (.); Dinkel, Heiko (H.)
Sent	Monday, February 04, 2013 7:14 AM
Attachments	 CD391-10GT DI-VP-TAS...

Michael,

please find below

~~1. CD34X-16GTDI sign-off data and cooling layout, as the first application with ROWP. Incl up to 15min run-on time and 135C hose/130C bottle temp limit for soak.~~

2. CD391-10GTDI related report, recently prepared for Jeff Zenas. [redacted]

[redacted]

From: Helberg, Ken (K.H.)
Sent: Wednesday, September 06, 2017 7:53 PM
To: Nelson, Edward (E.W.); Rankel, David (D.J.)
Cc: Kramer, Michael (M.T.); Luther, Jeff (J.P.); Styron, Joshua (J.P.)
Subject: Ford FSA 17S09 testing

Dave,

[redacted]

Thanks.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Styron, Joshua (J.P.)
Sent: Wednesday, September 6, 2017 3:27 PM
To: Helberg, Ken (K.H.) <khelber1@ford.com>
Cc: Kramer, Michael (M.T.) <mkramer1@ford.com>; Luther, Jeff (J.P.) <jluther@ford.com>
Subject: RE: Mt Sterling address

Can we run this in our rig at PFSL?

Josh

From: Helberg, Ken (K.H.)
Sent: Wednesday, September 06, 2017 3:21 PM
To: Zakrzewski, Joseph <JZakrzewski@cooperstandard.com>; Lovik, Gary <GLovik@cooperstandard.com>
Cc: Kramer, Michael (M.T.) <mkramer1@ford.com>; Styron, Joshua (J.P.) <jstyron@ford.com>; Luther, Jeff (J.P.) <jluther@ford.com>
Subject: RE: Mt Sterling address

Yes please.
Do you or Gary happen to know where within Cooper that can be run? Or would it be outside Cooper?

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Zakrzewski, Joseph [mailto:JZakrzewski@cooperstandard.com]
Sent: Wednesday, September 6, 2017 3:19 PM
To: Helberg, Ken (K.H.) <khelber1@ford.com>
Cc: Lovik, Gary <GLovik@cooperstandard.com>; Kramer, Michael (M.T.) <mkramer1@ford.com>; Styron, Joshua (J.P.) <jstyron@ford.com>; Luther, Jeff (J.P.) <jluther@ford.com>
Subject: Re: Mt Sterling address

Ken,

We don't have equipment for that test in Mount Sterling. I can send some hoses to another location if you would like.

Thanks

Joe Zakrzewski

On Sep 6, 2017, at 3:16 PM, Helberg, Ken (K.H.) <khelber1@ford.com> wrote:

> Joe,
> I just talked to Jeff Luther.
>
> [redacted]
>
> Does Mt. Sterling have that test capability? Please let me know when this test can be run.
>
> Thank you for your help.
>
> *Ken Helberg*
> **PTI Cooling**
> [redacted]
> **khelber1@ford.com**
>
> **From:** Helberg, Ken (K.H.)
> **Sent:** Wednesday, September 06, 2017 1:19 PM
> **To:** Zakrzewski, Joseph <JZakrzewski@cooperstandard.com>; Lovik, Gary <GLovik@cooperstandard.com>
> **Cc:** Niemiec, Roger <Roger.Niemiec@mubea.com>; Cain, Mark <Mark.Cain@mubea.com>; roger niemiec <niemiecr@yahoo.com>; Jent, Toby <Toby.Jent@cooperstandard.com>; Kramer, Michael (M.T.)

<mkramer1@ford.com>; Luther, Jeff (J.P.) <jluther@ford.com>; Styron, Joshua (J.P.) <jstyron@ford.com>
Subject: RE: Mt Sterling address

Thank you Joe.
This is good news.
I can't think of anything else at this time.
I will run this by Mike Kramer and Jeff Luther and get back with you on if there is anything else they may request of your lab.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Zakrzewski, Joseph [mailto:JZakrzewski@cooperstandard.com]
Sent: Wednesday, September 6, 2017 12:57 PM
To: Helberg, Ken (K.H.) <khelber1@ford.com>; Lovik, Gary <GLovik@cooperstandard.com>
Cc: Niemiec, Roger <Roger.Niemiec@mubea.com>; Cain, Mark <Mark.Cain@mubea.com>; roger niemiec <niemiecr@yahoo.com>; Jent, Toby <Toby.Jent@cooperstandard.com>
Subject: RE: Mt Sterling address

Ken,

[redacted]

Is there anything else you need from these samples?

Thanks,

Joe Zakrzewski
Product Launch Manager
Cooper Standard Automotive
250 Oak Grove Drive
Mount Sterling, KY 40353
859-497-9600 [redacted]
[redacted]

From: Helberg, Ken (K.H.) [mailto:khelber1@ford.com]
Sent: Wednesday, September 06, 2017 11:51 AM
To: Zakrzewski, Joseph <JZakrzewski@cooperstandard.com>; Lovik, Gary <GLovik@cooperstandard.com>
Cc: Niemiec, Roger <Roger.Niemiec@mubea.com>; Cain, Mark <Mark.Cain@mubea.com>; roger niemiec <niemiecr@yahoo.com>
Subject: RE: Mt Sterling address

Joe, Gary,

Good morning.

Did the parts show up and when can they be tested?
As it turns out based on our meeting with SSI, Norma and PT Tech this morning these test results will determine if we kick off production of the stand pipe now or need some more tweaks so timing is urgent.

Please let me know this status as soon as possible.

Thanks.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Zakrzewski, Joseph [mailto:JZakrzewski@cooperstandard.com]
Sent: Tuesday, September 5, 2017 8:23 AM
To: Helberg, Ken (K.H.) <khelber1@ford.com>; Lovik, Gary <GLovik@cooperstandard.com>
Cc: Niemiec, Roger <Roger.Niemiec@mubea.com>; Cain, Mark <Mark.Cain@mubea.com>; roger niemiec <niemiecr@yahoo.com>
Subject: RE: Mt Sterling address

They are scheduled to be delivered to Mount Sterling today.

Joe Zakrzewski
Product Launch Manager
Cooper Standard Automotive
250 Oak Grove Drive
Mount Sterling, KY 40353
859-497-9600 [redacted]
[redacted]

From: Helberg, Ken (K.H.) [mailto:khelber1@ford.com]
Sent: Tuesday, September 05, 2017 8:12 AM
To: Lovik, Gary <GLovik@cooperstandard.com>; Zakrzewski, Joseph <JZakrzewski@cooperstandard.com>
Cc: Niemiec, Roger <Roger.Niemiec@mubea.com>; Cain, Mark <Mark.Cain@mubea.com>; roger niemiec <niemiecr@yahoo.com>
Subject: RE: Mt Sterling address

Good morning all.
I hope you had a good Labor Day weekend.

Did the stand pipes and clamps make it to Mt. Sterling? When would we expect to see the test results?

Thanks.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: roger niemiec [mailto:niemiecr@yahoo.com]
Sent: Friday, September 1, 2017 1:49 PM
To: Cain, Mark <Mark.Cain@mubea.com>
Cc: Lovik, Gary <GLovik@cooperstandard.com>; Niemiec, Roger <Roger.Niemiec@mubea.com>; Helberg, Ken (K.H.) <khelber1@ford.com>
Subject: Re: Mt Sterling address

Thank you, Mark!

Sent from my iPhone

On Sep 1, 2017, at 12:16 PM, Cain, Mark <Mark.Cain@mubea.com> wrote:

> Roger,
>
> Clamps to deliver on Tuesday.
>
> UPS tracking no. 1Z7WX7040151[redacted]
>
> Regards,
>
> <image001.gif>
>
> Mr. Mark Cain
> Development Engineer – Hose Clamps
>
> Mubea Precision Springs Inc.
> 8252 Dixie Highway, Dock 2
> Florence, Ky. 41042 USA
>
> Office: +859 746 1711[redacted]
> Direct:
> Mobile: [redacted]
> Fax: +859 746 6413
> E-mail: Mark.Cain@mubeausa.com
> www.mubea.com

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From: Helberg, Ken (K.H.)
Sent: Wednesday, September 06, 2017 8:01 PM
To: Styron, Joshua (J.P.)
Cc: Luther, Jeff (J.P.); Kramer, Michael (M.T.)
Subject: FW: Ford FSA 17S09 testing

Josh,
Mike is out of the office at a private appointment according to his calendar.

I can call Dave Rankel at PFSL who I just sent this note to however if you called we might get further faster.
Let me know how to handle.

I also have notes out and voice mail at Cooper to follow up on their capabilities possibly here at their local facility.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Helberg, Ken (K.H.)
Sent: Wednesday, September 6, 2017 3:53 PM
To: Nelson, Edward (E.W.) <enelso10@ford.com>; Rankel, David (D.J.) <drankel@ford.com>
Cc: Kramer, Michael (M.T.) <mkramer1@ford.com>; Luther, Jeff (J.P.) <jluther@ford.com>; Styron, Joshua (J.P.) <jstyron@ford.com>
Subject: Ford FSA 17S09 testing

Dave,
[redacted]

We are hoping PFSL might be able to quickly help us.

Thanks.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Styron, Joshua (J.P.)
Sent: Wednesday, September 6, 2017 3:27 PM
To: Helberg, Ken (K.H.) <khelber1@ford.com>
Cc: Kramer, Michael (M.T.) <mkramer1@ford.com>; Luther, Jeff (J.P.) <jluther@ford.com>
Subject: RE: Mt Sterling address

Can we run this in our rig at PFSL?

Josh

From: Helberg, Ken (K.H.)
Sent: Wednesday, September 06, 2017 3:21 PM
To: Zakrzewski, Joseph <JZakrzewski@cooperstandard.com>; Lovik, Gary <GLovik@cooperstandard.com>
Cc: Kramer, Michael (M.T.) <mkramer1@ford.com>; Styron, Joshua (J.P.) <jstyron@ford.com>; Luther, Jeff (J.P.) <jluther@ford.com>
Subject: RE: Mt Sterling address

Yes please.
Do you or Gary happen to know where within Cooper that can be run? Or would it be outside Cooper?

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Zakrzewski, Joseph [mailto:JZakrzewski@cooperstandard.com]
Sent: Wednesday, September 6, 2017 3:19 PM
To: Helberg, Ken (K.H.) <khelber1@ford.com>
Cc: Lovik, Gary <GLovik@cooperstandard.com>; Kramer, Michael (M.T.) <mkramer1@ford.com>; Styron, Joshua (J.P.) <jstyron@ford.com>; Luther, Jeff (J.P.) <jluther@ford.com>
Subject: Re: Mt Sterling address

Ken,

We don't have equipment for that test in Mount Sterling. I can send some hoses to another location if you would like.

Thanks

Joe Zakrzewski

On Sep 6, 2017, at 3:16 PM, Helberg, Ken (K.H.) <khelber1@ford.com> wrote:

> Joe,

I just talked to Jeff Luther.

[redacted]

Does Mt. Sterling have that test capability? Please let me know when this test can be run.

Thank you for your help.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Helberg, Ken (K.H.)
Sent: Wednesday, September 06, 2017 1:19 PM
To: Zakrzewski, Joseph <JZakrzewski@cooperstandard.com>; Lovik, Gary <GLovik@cooperstandard.com>
Cc: Niemiec, Roger <Roger.Niemiec@mubea.com>; Cain, Mark <Mark.Cain@mubea.com>; roger niemiec <niemiecr@yahoo.com>; Jent, Toby <Toby.Jent@cooperstandard.com>; Kramer, Michael (M.T.) <mkramer1@ford.com>; Luther, Jeff (J.P.) <jluther@ford.com>; Styron, Joshua (J.P.) <jstyron@ford.com>
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Thank you Joe.
This is good news.
I can't think of anything else at this time.
I will run this by Mike Kramer and Jeff Luther and get back with you on if there is anything else they may request of your lab.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Zakrzewski, Joseph [mailto:JZakrzewski@cooperstandard.com]
Sent: Wednesday, September 6, 2017 12:57 PM
To: Helberg, Ken (K.H.) <khelber1@ford.com>; Lovik, Gary <GLovik@cooperstandard.com>
Cc: Niemiec, Roger <Roger.Niemiec@mubea.com>; Cain, Mark <Mark.Cain@mubea.com>; roger niemiec <niemiecr@yahoo.com>; Jent, Toby <Toby.Jent@cooperstandard.com>
Subject: RE: Mt Sterling address

Ken,

[redacted]

Is there anything else you need from these samples?

Thanks,

Joe Zakrzewski
Product Launch Manager
Cooper Standard Automotive
250 Oak Grove Drive
Mount Sterling, KY 40353
859-497-9600 [redacted]
[redacted]

From: Helberg, Ken (K.H.) [mailto:khelber1@ford.com]
Sent: Wednesday, September 06, 2017 11:51 AM
To: Zakrzewski, Joseph <JZakrzewski@cooperstandard.com>; Lovik, Gary <GLovik@cooperstandard.com>
Cc: Niemiec, Roger <Roger.Niemiec@mubea.com>; Cain, Mark <Mark.Cain@mubea.com>; roger niemiec <niemiecr@yahoo.com>
Subject: RE: Mt Sterling address

Joe, Gary,
Good morning.

Did the parts show up and when can they be tested?
As it turns out based on our meeting with SSI, Norma and PT Tech this morning these test results will determine if we kick off production of the stand pipe now or need some more tweaks so timing is urgent.

Please let me know this status as soon as possible.

Thanks.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

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Cc: Niemiec, Roger <Roger.Niemiec@mubea.com>; Cain, Mark <Mark.Cain@mubea.com>; roger niemiec <niemiecr@yahoo.com>
Subject: RE: Mt Sterling address

They are scheduled to be delivered to Mount Sterling today.

Joe Zakrzewski

Product Launch Manager
Cooper Standard Automotive
250 Oak Grove Drive
Mount Sterling, KY 40353
859-497-9600 [redacted]
[redacted]

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Cc: Niemiec, Roger <Roger.Niemiec@mubea.com>; Cain, Mark <Mark.Cain@mubea.com>; roger niemiec <niemiecr@yahoo.com>
Subject: RE: Mt Sterling address

Good morning all.
I hope you had a good Labor Day weekend.

Did the stand pipes and clamps make it to Mt. Sterling? When would we expect to see the test results?

Thanks.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: roger niemiec [mailto:niemiecr@yahoo.com]
Sent: Friday, September 1, 2017 1:49 PM
To: Cain, Mark <Mark.Cain@mubea.com>
Cc: Lovik, Gary <GLovik@cooperstandard.com>; Niemiec, Roger <Roger.Niemiec@mubea.com>; Helberg, Ken (K.H.) <khelber1@ford.com>
Subject: Re: Mt Sterling address

Thank you, Mark!

Sent from my iPhone

On Sep 1, 2017, at 12:16 PM, Cain, Mark <Mark.Cain@mubea.com> wrote:

> Roger,
>
> Clamps to deliver on Tuesday.
>
> UPS tracking no. 1Z7WX7040151[redacted]
>
> Regards,



Mr. Mark Cain
Development Engineer – Hose Clamps

Mubea Precision Springs Inc.
8252 Dixie Highway, Dock 2
Florence, Ky. 41042 USA

Office: +859 746 1711 [redacted]
[redacted]
Fax: +859 746 6413
E-mail: Mark.Cain@mubeausa.com
www.mubea.com

HINWEIS: Diese Nachricht ist vertraulich und nur für den Adressaten bestimmt. Sollten Sie irrtümlich diese Nachricht erhalten haben, bitte ich um Ihre Mitteilung per E-Mail oder unter der oben angegebenen Telefonnummer.

ATTENTION: This message is confidential and intended only for the person(s) named above. If you have received this message by mistake, please notify me immediately.

<mime-attachment>

This e-mail message is confidential and is intended only for the person(s) named above. If you have received this message in error, please notify the sender immediately and delete/remove it from your computer system. Any reading, distribution, printing or disclosure of this message is strictly prohibited if you are not the intended recipient of this message. Neither this information block, the typed name of the sender, nor anything else in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

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From: Ladd, John (J.R.)
Sent: Tuesday, April 04, 2017 11:18 AM
To: Bellile, David (D.E.); Radke, Allen (A.E.)
Cc: Ranger, Mary (M.L.); Loebenberg, Jacob (J.R.); Styron, Joshua (J.P.); Madej, Jeanette (J.)
Subject: RE: Central Lab Testing, Carboxylate Salts Analysis

This testing is linked to the recent announced recall:

Ford issues safety recall for certain 2013-15 Ford Escape, Ford Fiesta ST, Ford Fusion and Ford Transit Connect 1.6-liter GTDI vehicles for under-hood fire risk.

[redacted]

Regards,
John Ladd
Supervisor – PTI Core Hydraulic Engineering
Ph: (313) 62-16626 [redacted]

From: Loebenberg, Jacob (J.R.)
Sent: Monday, April 03, 2017 3:10 PM
To: Bellile, David (D.E.); Radke, Allen (A.E.)
Cc: Ladd, John (J.R.); Ranger, Mary (M.L.)
Subject: Central Lab Testing, Carboxylate Salts Analysis

David/Allen,

[redacted]

Can you please let me know how I can go about getting these tests performed?

Thanks,

Jake Loebenberg

From: Styron, Joshua (J.P.)
Sent: Wednesday, September 06, 2017 8:07 PM
To: Helberg, Ken (K.H.); Loebenberg, Jacob (J.R.)
Cc: Luther, Jeff (J.P.); Kramer, Michael (M.T.)
Subject: RE: Ford FSA 17S09 testing

Importance: High

[redacted]

Josh

From: Helberg, Ken (K.H.)
Sent: Wednesday, September 06, 2017 4:01 PM
To: Styron, Joshua (J.P.) <jstyron@ford.com>
Cc: Luther, Jeff (J.P.) <jluther@ford.com>; Kramer, Michael (M.T.) <mkramer1@ford.com>
Subject: FW: Ford FSA 17S09 testing

Josh,
Mike is out of the office at a private appointment according to his calendar.

I can call Dave Rankel at PFSL who I just sent this note to however if you called we might get further faster.
Let me know how to handle.

I also have notes out and voice mail at Cooper to follow up on their capabilities possibly here at their local facility.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Helberg, Ken (K.H.)
Sent: Wednesday, September 6, 2017 3:53 PM
To: Nelson, Edward (E.W.) <enelso10@ford.com>; Rankel, David (D.J.) <drankel@ford.com>
Cc: Kramer, Michael (M.T.) <mkramer1@ford.com>; Luther, Jeff (J.P.) <jluther@ford.com>; Styron, Joshua (J.P.) <jstyron@ford.com>
Subject: Ford FSA 17S09 testing

Dave,
[redacted]

[redacted]

We are hoping PFSL might be able to quickly help us.

Thanks.

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

From: Styron, Joshua (J.P.)
Sent: Wednesday, September 6, 2017 3:27 PM
To: Helberg, Ken (K.H.) <khelber1@ford.com>
Cc: Kramer, Michael (M.T.) <mkramer1@ford.com>; Luther, Jeff (J.P.) <jluther@ford.com>
Subject: RE: Mt Sterling address

Can we run this in our rig at PFSL?

Josh

From: Helberg, Ken (K.H.)
Sent: Wednesday, September 06, 2017 3:21 PM
To: Zakrzewski, Joseph <JZakrzewski@cooperstandard.com>; Lovik, Gary <GLovik@cooperstandard.com>
Cc: Kramer, Michael (M.T.) <mkramer1@ford.com>; Styron, Joshua (J.P.) <jstyron@ford.com>; Luther, Jeff (J.P.) <jluther@ford.com>
Subject: RE: Mt Sterling address

Yes please.
Do you or Gary happen to know where within Cooper that can be run? Or would it be outside Cooper?

Ken Helberg
PTI Cooling
[redacted]
khelber1@ford.com

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Sent: Wednesday, September 6, 2017 3:19 PM
To: Helberg, Ken (K.H.) <khelber1@ford.com>
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Subject: Re: Mt Sterling address

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>
> [redacted]
>
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>
> Thank you for your help.
>
> *Ken Helberg*
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> [redacted]
> **khelber1@ford.com**
>
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> [redacted]

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Subject: RE: Mt Sterling address

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Is there anything else you need from these samples?

Thanks,

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[redacted]
khelber1@ford.com

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Cc: Lovik, Gary <GLovik@cooperstandard.com>; Niemiec, Roger <Roger.Niemiec@mubea.com>; Helberg, Ken (K.H.) <khelber1@ford.com>
Subject: Re: Mt Sterling address

Thank you, Mark!

Sent from my iPhone

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> Roger,
>
> Clamps to deliver on Tuesday.
>
> UPS tracking no. 1Z7WX7040151[redacted]
>
> Regards,
>
> <image001.gif>
>
> Mr. Mark Cain
> Development Engineer – Hose Clamps
>
> Mubea Precision Springs Inc.
> 8252 Dixie Highway, Dock 2
> Florence, Ky. 41042 USA
>
> Office: +859 746 1711[redacted]
> [redacted]
> Fax: +859 746 6413
> E-mail: Mark.Cain@mubeausa.com
> www.mubea.com
>
> ---
>
> HINWEIS: Diese Nachricht ist vertraulich und nur für den Adressaten bestimmt. Sollten Sie irrtümlich diese Nachricht erhalten haben, bitte ich um Ihre Mitteilung per E-Mail oder unter der oben angegebenen Telefonnummer.
>
> ATTENTION: This message is confidential and intended only for the person(s) named above. If you have received this message by mistake, please notify me immediately.
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> <mime-attachment>

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Desi Ujkashevic, Director
Automotive Safety Office
Sustainability, Environment & Safety Engineering

Fairlane Plaza South, Suite 400
330 Town Center Drive
Dearborn, MI 48126-2738

November 2, 2018

Mr. Johnathan C. Morrison
Chief Counsel
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Room W41-227
Washington, DC 20590

Re: PE18-007 Request for Confidential Treatment

Dear Mr. Morrison:

Today, Ford Motor Company ("Ford") is submitting its response to the information request in the above-referenced investigation. Because the response includes confidential business information that should be withheld from disclosure, Ford is submitting the response through your office with this request for confidential treatment pursuant to 49 C.F.R. Part 512 and Exemption 4 of the Freedom of Information Act ("FOIA"), 5 U.S.C. § 552(b)(4).

The supporting information required by your regulations is set forth below.

A. Description of the Information (49 C.F.R. § 512.8(a))

The documents and pages for which Ford is requesting confidential treatment are outlined in Attachment 1. We are supplying two copies of the entire confidential submission, together with a "public" copy that does not include the confidential information. Two compact discs containing copies of the documents are labeled "CONFIDENTIAL" and documents contained in the electronic files are marked "ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION" or "CONFIDENTIAL BUSINESS INFORMATION" in the top margin as appropriate. The third compact disc is labeled "PUBLIC" and contains a "public" copy of the documents. Ford notes that these PDF documents were created using Adobe Acrobat 9.0 Professional and must be printed by selecting "document and comments" or "document and markups" in order to print the appropriate bracket markings. The confidential business information in the submission consists of engineering specifications, standards, and drawings;

test standards, test procedures, and information about the scope of Ford testing; internal analyses, product evaluation process and capacities information; warranty costs, and other cost information. It also includes certain confidential information of suppliers to Ford.

B. Confidentiality Standard (49 C.F.R. § 512.8(b))

This submission is subject to the substantial-competitive-harm standard (49 C.F.R. § 512.15(b)).

C. Justification for Confidential Treatment (49 C.F.R. § 512.8(c))

Part 512 and FOIA Exemption 4 protect the confidentiality of information that, if disclosed, would be likely to cause substantial competitive harm to the submitter. *See* 49 C.F.R. § 512.15(b); *see also, e.g., Nat'l Parks & Conservation Ass'n v. Morton*, 498 F.2d 765, 770 (D.C. Cir. 1974). Under FOIA Exemption 4, a submitter need not establish a certainty that competitive harm will result from a disclosure. Rather, a submitter need establish only that competitive harm is a *likely* result of a disclosure. *See, e.g., Judicial Watch, Inc. v. Export-Import Bank*, 108 F. Supp. 2d 19, 29 (D.D.C. 2000).

FOIA Exemption 4 was enacted to prevent disclosures that would "eliminate much of the time and effort that would otherwise be required to bring to market a product competitive with the [submitter's] product." *Public Citizen Health Research Grp. v. FDA*, 185 F.3d 898, 905 (D.C. Cir. 1999). "Because competition in business turns on the relative costs and opportunities faced by members of the same industry, there is a potential windfall for competitors to whom valuable information is released under FOIA. If those competitors are charged only minimal FOIA retrieval costs for the information, rather than the considerable costs of private reproduction, they may be getting quite a bargain. Such bargains could easily have competitive consequences not contemplated as part of FOIA's principal aim of promoting openness in government." *Worthington Compressors, Inc. v. Costle*, 662 F.2d 45, 51 (D.C. Cir. 1981).

In addition, courts have recognized that Exemption 4 may be invoked to prevent the substantial competitive harm that can be expected from disclosures that would inform competitors about a firm's "operational strengths and weaknesses." *See Nat'l Parks & Conservation Ass'n v. Kleppe*, 547 F.2d 673, 684 (D.C. Cir. 1976); *People for the Ethical Treatment of Animals v. U.S. Dep't of Agric.*, No. Civ-03 C 195-SBC, 2005 WL 1241141, at *7 (D.D.C. May 24, 2005). Furthermore, information about costs and related financial matters can readily be used for competitive advantage against submitters and, therefore, has long been protected from disclosure under the FOIA. *See, e.g., Gulf & W. Indus., Inc. v. United States*, 615 F.2d 527, 529-530 & n.6 (D.C. Cir. 1979); *Braintree Elec. Light Dep't v. Dep't of Energy*, 494 F. Supp. 287, 290 (D.D.C. 1980); *Fisher v Renegotiation Bd.*, 355 F. Supp. 1171, 1175 (D.D.C. 1973).

The information provides a window into Ford's design validation and evaluation processes. Such process information would be extremely valuable to competitors in benchmarking their own design processes and evaluating the operational capacities of Ford, which, in turn, could inform decisions about resource allocation and the development of design capacities necessary to compete more effectively against Ford.

The submission also includes numerous detailed engineering standards, specifications and drawings. Such information would enable competitors to replicate Ford's products at a fraction of the cost of reverse engineering and to evaluate Ford's operational capacities and approach to engineering issues. Similarly, Ford's failure mode analyses would reveal competitively valuable information about Ford's product development processes and the benefits and disadvantages of various design, engineering, and manufacturing processes and approaches.

The disclosure of information about the scope of Ford testing and Ford's testing procedures and test standards also would be competitively harmful. Competitors could use such information to discern the scope of Ford testing in connection with product development, validation, and evaluation. In addition, the information reveals specific proprietary test procedures used by Ford in a variety of contexts. Because testing is essential to motor vehicle manufacturing, and because the development of testing expertise requires significant time and money, the disclosure of this information would provide a windfall to Ford's competitors at Ford's expense.

The submission also includes a great deal of information about how Ford conducts internal analyses, approaches quality control issues, tracks emerging trends in product quality issues, and engages in product evaluation and remediation processes. The disclosure of such information would cause Ford substantial competitive harm. As the D.C. Circuit has noted, information that could be used by competitors "to improve their own manufacturing and quality control systems" merits protection under FOIA Exemption 4. *See United Technologies Corp. v. U.S. Dep't of Def. & Def. Contracting Mgmt. Agency*, 601 F.3d 557, 564 (D.C. Cir. 2010). Every vehicle manufacturer must perform internal analyses and address product quality issues. A disclosure revealing how Ford addresses these matters would enable competitors to develop analytic techniques and product evaluation processes at far less cost and in far less time than independent development efforts would involve. As a result, competitors could use the information to bring competitive products to market faster and at less expense, and to address product evaluation issues at lower cost, than they otherwise could. Like much of the other information at issue in this request, this information also would shed light on Ford's operational capabilities.

The non-public sales and cost information in the submission also should be protected from disclosure. Information that provides detailed breakdowns of sales can be used by competitors in competing against Ford. Thus, in enacting the FOIA, Congress was particularly concerned about the competitive significance of sales data, specifically mentioning "business sales statistics" as one of the types of information that Exemption 4 was intended to protect. *See* H.R. Rep. No. 1497, 89th Cong., 2d Sess. 10, *reprinted in* 1966 U.S.C.C.A.N. 2418, 2427. Similarly, cost information falls within the heartland of the "commercial or financial information" (5 U.S.C. § 552(b)(4)) that FOIA Exemption 4 was intended to protect.

D. Class Determination (49 C.F.R. § 512.8(d))

The submission contains a number of engineering drawings that are exempt from disclosure under the Class Determination set forth in paragraph 1 of Appendix B of Part 512.

E. Duration For Which Confidential Treatment Is Sought (49 C.F.R. § 512.8(e))

Because the information for which confidential treatment is being sought is the kind of information that Ford does not anticipate ever customarily disclosing to the public, and because the information is likely to retain its competitive value indefinitely, Ford requests that the information be accorded confidential treatment on a permanent or indefinite basis.

F. Contact Information (49 C.F.R. § 512.8(f))

Please direct all written notices to me at Ford Motor Company, Suite 400, Fairlane Plaza South, 330 Town Center Drive, Dearborn, Michigan 48126. Please direct all non-written communication to Ms. Brittany M. Schultz, Esq. in Ford's Office of the General Counsel who may be contacted by telephone at [redacted]

* * *

Ford is supplying two copies of the entire submission, together with a "public" copy that does not include the confidential information. As noted above, we are also supplying an overview to assist in the identification of the documents for which Ford is requesting confidential treatment as Attachment 1. A certificate in support of confidentiality executed on behalf of Ford is included as Attachment 2. Additionally, certificates obtained from several suppliers are included in Attachment 3.

If you receive a request for disclosure of the information for which confidential treatment is being sought before you have completed your review of our request, Ford respectfully requests notification of the request(s) and an opportunity to provide further justification for the confidential treatment of this information, if warranted. In the event that the agency should conclude that all or part of the submitted information is not to be given confidential treatment, Ford asks the agency to provide reasonable notice prior to any contemplated disclosure in order that Ford may pursue such legal remedies as it may choose.

Sincerely,

[redacted]

Enclosures

Document Type	Document Description	Reason for Confidential Treatment
14 D	Studies by Ford Motor Company in an effort to determine the root cause of the alleged defect which is the basis of this investigation, the steps taken by suppliers or Ford to resolve the underlying issues.	Information concerning the internal process by which Ford and its suppliers study and resolve issues communicated to Ford by its customers is commercially sensitive information developed at the expense of Ford, and could be used by competitors to improve their own products and processes without the need to invest the substantial resources invested by Ford.
Critical Concern Review Group (CCRG)	Documents generated by the CCRG containing information regarding potential critical product concerns or potential compliance concerns.	Information concerning Ford's confidential business practices concerning methods for recognizing, determining root cause, preventing future concerns, and other commercially sensitive information concerning Ford's internal business processes was developed at the expense of Ford, and could be used by competitors to improve their own products and processes without the need to invest the substantial resources invested by Ford.
Cost	Documents reflecting Ford Motor Company financial information.	Information concerning the financial impact to Ford of the underlying issue that could be used by competitors to identify quality issues and modify competitive strategies to the detriment of Ford
Draft Field Review Committee (FRC)	Documents generated by the FRC containing information regarding potential product recall campaings.	Information concerning Ford's confidential business practices concerning methods for recognizing, determining root cause, preventing future concerns, and other commercially sensitive information concerning Ford's internal business processes was developed at the expense of Ford, and could be used by competitors to improve their own products and processes without the need to invest the substantial resources invested by Ford.
Draft Recall/Field Communications	Internal Ford Motor Company documents developing the final draft of communications to the public regarding specific Recall Campaigns.	Information concerning Ford's confidential business practices concerning methods for recognizing, determining root cause, preventing future concerns, and other commercially sensitive information concerning Ford's internal business processes was developed at the expense of Ford, and could be used by competitors to improve their own products and processes without the need to invest the substantial resources invested by Ford.
Design Verification Plan and Report (DVP&R)	Internal Ford Motor Company documents reflecting test plans, procedures and results conducted by Ford Motor Company, or on behalf of Ford Motor Company by a third party vendor or supplier.	Information concerning or revealing Ford's testing programs, including test requests, specifications and results could be used by competitors to improve their own products and processes without the need to invest the substantial resources invested by Ford.
Engineering Design Specifications	Internal Ford Motor Company document containing necessary information to be used by Ford and its suppliers to produce or evaluate parts which are usually issued in conjunction with engineering drawings during the design and development of its vehicles.	Information concerning Ford's engineering design processes could be used by competitors to develop or improve their own products and processes without the need to invest the substantial resources invested by Ford.

Document Type	Document Description	Reason for Confidential Treatment
Root Cause Analysis	Internal studies by Ford Motor Company engineers, or on behalf of Ford Motor Company by a third party vendor or supplier conducted in an effort to determine the root cause of the alleged defect which is the basis of this investigation.	Information concerning assessments and evaluations conducted by suppliers or Ford could be used by competitors to improve or modify their products, processes, or supplier base without the need to invest the substantial resources invested by Ford to develop the information.
Test Procedures or Specifications	Internal test procedures developed by Ford Motor Company to be used by Ford and its suppliers to during the design and development of its vehicles.	Information concerning or revealing Ford's testing programs, including test requests, specifications and results could be used by competitors to improve their own products and processes without the need to invest the substantial resources invested by Ford.
Test Results / Reports / Analysis	Documents reflecting the results of engineering testing conducted by Ford Motor Company, or on behalf of Ford Motor Company by a third party vendor or supplier.	Information concerning or revealing Ford's testing programs, including test requests, specifications and results could be used by competitors to improve their own products and processes without the need to invest the substantial resources invested by Ford.
Supplier Engineering Design Specifications	Internal Ford Motor Company supplier documents containing necessary information to be used by Ford and its suppliers to produce or evaluate parts which are usually issued in conjunction with engineering drawings during the design and development of its vehicles.	Information concerning Ford's suppliers' engineering design processes could be used by competitors to develop or improve their own products and processes without the need to invest the substantial resources invested by Ford or the supplier.
Supplier Root Cause Analysis	Internal studies by Ford Motor Company suppliers conducted in an effort to determine the root cause of the alleged defect which is the basis of this investigation.	Information concerning assessments and evaluations conducted by suppliers or Ford could be used by competitors to improve or modify their products, processes, or supplier base without the need to invest the substantial resources invested by Ford to develop the information.
Supplier Test Results / Reports / Analysis	Documents reflecting the results of engineering testing conducted by Ford Motor Company's suppliers, or on behalf of Ford Motor Company by a third party vendor or supplier.	Information concerning or revealing Ford's suppliers' testing programs, including test requests, specifications and results could be used by competitors to improve their own products and processes without the need to invest the substantial resources invested by Ford.
Engineering Drawings	Ford Motor Company's and its suppliers' release level drawings of its vehicles, systems, sub-systems, and components.	The details contained in release level drawings contain Ford proprietary intellectual property and could be used by competitors to develop or improve their own products and processes without the need to invest the substantial resources invested by Ford.

CERTIFICATE IN SUPPORT OF REQUEST FOR CONFIDENTIALITY

I, T. M. Fronckowiak, pursuant to the provisions of 49 CFR Part 512, state as follows:

1. I am Assistant Director, Global Automotive Safety Compliance, Automotive Safety Office, and I am authorized by Ford Motor Company ("Ford") to execute this certificate on its behalf;

2. The information attached to Ford's letter to NHTSA's Office of the Chief Counsel dated November 2, 2018 contains confidential and proprietary data and is submitted with the claim that it is entitled to confidential treatment under 5 U.S.C. §552(b)(4);

3. I hereby request that the information contained in the indicated documents be protected permanently;

4. This certification is based on information provided by the responsible Ford personnel who have authority in the normal course of business to release the type of information for which a claim of confidentiality has been made to ascertain whether such information has ever been released outside Ford;

5. Based upon such inquiries, to the best of my knowledge, information and belief, the information for which Ford has claimed confidential treatment has never been released or become available outside Ford except as hereinafter specified:

    a. Portions of these documents may be shared with Ford suppliers with the expectation that they will be kept confidential.

    b. During the course of defending itself in litigation, Ford may have been, or may be required to produce such information subject to a protective order.

6. I make no representations beyond those contained in this certificate and, in particular, I make no representations as to whether this information may become available outside Ford because of unauthorized or inadvertent disclosure, except as stated in Paragraph 5; and

7. I certify under penalty of perjury that the foregoing is true and correct.

Executed on this the 2nd day of November, 2018



Certificate in Support of Request for Confidentiality

I, Christian Zimmermann, pursuant to the provisions of 49 CFR part 512, state as follows:

(1) I am Christian Zimmermann, for Robert Bosch LLC, (Bosch), and I am authorized to execute documents on behalf of Bosch.

(2) I certify that the information contained in this confidential treatment request related Bosch documents, which are being submitted to NHTSA pursuant to PE18-007 is confidential and proprietary and is being submitted with the claim that it is entitled to confidential treatment under 5 U.S.C. 552(b)(4) (as incorporated by reference in and modified by the statute under which the information is being submitted). The design and other information reflected in the documents is the product of the creative efforts of Bosch engineers. Public disclosure of this design information would cause competitive harm to Bosch.

(3) I hereby request that the information contained in the attached documents be Protected indefinitely. Bosch still manufactures for automotive use the ECU MED17.01 to which the documents relate.

(4) This certification is based on the information provided by the responsible Bosch personnel who have authority in the normal course of business to release the information for which a claim of confidentiality has been made to ascertain whether such information has ever been released outside of the Bosch group.

(5) Based upon that information, to the best of my knowledge, information and belief, the information for which Bosch has claimed confidential treatment has never been released or become available outside the Bosch group, and would only be shared to the extent it is covered by agreement to protect its confidentiality or it fell within the scope of confidential customer-supplier relationships.

(6) I make no representations beyond those contained in this certificate and, in particular, I make no representations as to whether this information may become available outside Bosch because of unauthorized or inadvertent disclosure (except as stated in paragraph 5).

(7) I certify under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Executed on this 15th day of October, 2018.



Name

Certificate in Support of Request for Confidentiality

I, Dave Denstaedt, pursuant to the provisions of 49 CFR part 512, state as follows:

(1) I am Dave Denstaedt, Engineering Manager, for SSI Technologies, Inc. and I am authorized by SSI Technologies, Inc. to execute this certificate on its behalf.

(2) I certify that the information contained in the documents titled "Engine Coolant Level Sensor.pdf" and "Engine Coolant Level Sensor DVP&R test data.pdf" submitted with this certification is confidential and proprietary data that it is entitled to confidential treatment under 5 U.S.C. 552(b)(4) (as incorporated by reference in and modified by the statute under which the information is being submitted). Specifically, that document contains proprietary trade secret data concerning software processing and interpretation of acoustic signals. The Engine Coolant Level (ECL) Sensor has been sold to Ford for use in motor vehicles. The document(s) also reflect(s) the materials used in the manufacture of that ECL Sensor. The design and other information reflected in the document is the product of the creative efforts of SSI Technologies engineers. Public disclosure of this design information would cause competitive harm to SSI Technologies.

(3) I hereby request that the information contained in the documents "Engine Coolant Level Sensor.pdf" and "Engine Coolant Level Sensor DVP&R test data.pdf" be protected for a period of ten years. SSI Technologies still manufactures for automotive use the ECL Sensor to which the documents relate.

(4) This certification is based on the information provided by the responsible SSI Technologies personnel who have authority in the normal course of business to release the information for which a claim of confidentiality has been made to ascertain whether such information has ever been released outside of SSI Technologies.

(5) Based upon that information, to the best of my knowledge, information and belief, the information for which SSI Technologies has claimed confidential treatment has never been released or become available outside SSI Technologies, except suppliers of the material used in the manufacture of the ECL Sensor by SSI Technologies under circumstances such that the shared information is retained as confidential by those suppliers and to the best of my knowledge has not been shared with other persons or entities.

(6) I make no representations beyond those contained in this certificate and, in particular, I make no representations as to whether this information may become available outside SSI Technologies.

(7) I certify under penalty of perjury that the foregoing is true and correct.
Executed on this 11th day of October, 2018.



Name: [redacted]