

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.)



MFD. BY FORD MOTOR CO. DATE: 02/14 GVWR: 2096 KG (4620 LB)
FRONT GAWR: 1098 KG (2420 LB) REAR GAWR: 1006 KG (2218 LB)
WITH 235/55R17 99H TIRES WITH 235/55R17 99H
17X7.5J RIMS 17X7.5J
AT 240 kPa/ 35 PSI COLD AT 240 kPa/ 35 PSI COLD
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT
PREV. STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: MCU0F75EU [REDACTED] TYPE: MPV

EXT PNT: 7 RC: 52 DSO:
WB INT TR TP/PS R AXLE TR SPR EM21A
105 7B 3 35 6 MMPP 50A
MADE IN U.S.A. 1201402285928 ULC 5U5A-3520472-AA

F0079
T0318

From: Hansen, Thayne (T.)
Sent: Wednesday, May 20, 2020 12:47 AM
To: Roberts, Michael (M.J.)
Cc: Baker, Zachary (Z.); Warwood, Mike (J.M.)
Subject: 15S16 and 16S30 Special Data Runs

Importance: High

Mike,

We need some of your magic! If possible, we need it before the end of the week.

For 15S16 and 16S30, we need the following:

- Total number of vehicles in the US showing to have the FSAs completed for each program.
- We need to know the average total claim cost for each program. There were a couple of different periods where the costs were different. We simply need to know the average cost for each program for the total repaired population.
- We need the data pivot tabled so that we know how many closed repairs there are in each state (by program)
- Is there a way to know by overall programs & at the state level how many were closed in the last:
 - 12 month
 - 13-24 months
 - 25-36 months
 - 37+ months

Please call if this doesn't make sense.... I will expect a call ☺

Thanks

Thayne N. Hansen

North America Recall Manager

Ford Motor Company

Dearborn, MI 48126

Office:

Mobile:

From: Cure, Dan (D.)
Sent: Thursday, October 31, 2019 5:51 PM
To: Baker, Zachary (Z.)
Subject: 15S16 October contacts
Attachments: 15S16 defective.pdf

I apologize for the delay.

See attached for the contact PDF printouts.

VIN	CONTACT	SUBMISSION DATE	REPAIRING P&A	Repair Date	System Trans Date	Labor Code
3FADP4CJ0CM [REDACTED]	102198456	10/4/2019	09938	3/29/2019	4/20/2019	15S16BB
3FA6P0HR5DR [REDACTED]	102198771	10/7/2019	05677	2/7/2018	3/7/2018	15S16CC
3FA6P0H76DR [REDACTED]	102199093	10/7/2019	09586	7/12/2019	7/13/2019	15S16CC
3FADP4EJ8BM [REDACTED]	102199164	10/7/2019	04798	5/7/2018	5/10/2018	15S16BB
3FA6P0H74DR [REDACTED]	102199639	10/8/2019	20686	11/27/2018	12/11/2018	15S16CC
3FA6P0K97DR [REDACTED]	102202249	10/10/2019	05134	10/31/2017	11/14/2017	15S16CC
3FADP4EJXDM [REDACTED]	102203636	10/14/2019	04843	12/29/2015	1/2/2016	15S16B
3FA6P0H71DR [REDACTED]	102204936	10/15/2019	05456	8/9/2019	8/23/2019	15S16CC
3FADP4AJ0CM [REDACTED]	102205280	10/15/2019	20639	1/19/2018	1/23/2018	15S16BB
3FADP4BJXDM [REDACTED]	102205610	10/15/2019	09098	8/14/2015	9/4/2015	15S16B
3LN6L2LU6DR [REDACTED]	102206910	10/16/2019	07908	3/12/2018	3/28/2018	15S16CC
3FADP4BJ8BM [REDACTED]	102218582	10/30/2019	08727	3/9/2016	3/24/2016	15S16B

Dan Cure

Recall & Service Programs
SSSC Contact Center Program
Desk: [REDACTED]
1800 Fairlane Drive DCSII
Allen Park, MI 48101
dcure2@ford.com

Special Service Support Center
Contact Screen

Help Time Remaining:
-642:53:34
Contact Time:
0:0:48

Submit

* Denotes a required field

Contact ID: 102198456	FSA: 15S16 Bulletin	Create Date: 03:35 Friday 4 October 2019	Contact Type: General	Status: Agent Closed
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Contact Info	Vehicle	Comments	Contact History	Q&A	Parts	Repair Order Info	Repair Order History	Claiming Concern Info	Attachments	Notes/15S16	1
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GCamp											
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Type: DEALER - Web Date: 4 Oct 2019 Time: 15:44:49 Visibility: PUB ID: [REDACTED]	Comments: CUSTOMER STATES IS STATING PASSENGER REAR DOOR WILL NOT STAY CLOSED, FOUND THE LATCH HAS FAILED HOW DO WE GET LATCH REPLACED. RECALL 15S16 IS CLOSED.
Type: Agent - Web Date: 4 Oct 2019 Time: 15:49:22 Visibility: PUB ID: [REDACTED]	Comments: Thank you for contacting SSSC. 15S16 has been closed since April, no further action can be taken under the program. Not Approved. This request is beyond a reasonable amount of time for a subsequent failure. Thank you

Last Comment: Thank you for contacting SSSC. 15S16 has been closed since April, no further action can be taken under the program. Not Approved. This request is beyond a reasonable amount of time

Status Select	Approval Request With Rental	Approval Request W/O Rental	Request Customer Information	FMC 360
Disposition Lv1 Select	Allow Rental Request	Request RO Information	Outbound Call	Transfer
Disposition Lv2 Select				

* Agent Reply (Remaining: 4000) Public

Select

Mar

Internal Comments (Remaining: 4000) Private

Subn

Submit

Special Service Support Center Contact Screen



Submit

* Denotes a required field

Contact ID: 102198456	FSA: 15S16 Bulletin	Create Date: 03:35 Friday 4 October 2019	Contact Type: General	Status: Agent Closed
-----------------------	---	--	-----------------------	----------------------

Contact Info
Vehicle
Comments
Contact History
Q&A
Parts
Repair Order Info
Repair Order History
Claiming Concern Info
Attachments
Notes/15S16
1

GCamp

	FSA FSA Description 15S16 DOOR LATCH REPLACEMENT	FSA Status CLOSE
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Repair Eligibility	N
Repair Update	2019-04-20
Display Eligibility	N
Display Update	2019-04-20
Orig Mail Eligibility	N
Orig Mail Update	2019-04-20
Follow-Up Eligibility	N
Follow-Up Update	2019-04-20

Number of Mailings

+ 5

Number of Repairs

1

Repair Status	Dealer Code	Repair Date	System Trans Date	Labor Code	Option Code
CLOSE - INSPECT REPAIR	09938	03/29/2019	04/20/2019	15S16BB	

	12C26 REPROGRAM RESTRAINT CONTROL MODULE TRANSMISSION CLUTCH SHUDDER /	CLOSE
	14M01 TRANSMISSION INPUT SHAFT SEAL WARRANTY EXTENSION TRANSMISSION CONTROL MODULE	OPEN
	15B22 REPROGRAMMING FOR OVERT TCM FAILURE WARNING TRANSMISSION CONTROL MODULE EXTENDED WARRANTY COVERAGE	CLOSE
		OPEN

Last Comment: Thank you for contacting SSSC. 15S16 has been closed since April, no further action can be taken under the program. Not Approved. This request is beyond a reasonable amount of time

Status Select ▼

Disposition Lv1 Select ▼

Disposition Lv2 ▼

Approval Request With Rental
 Allow Rental Request

Approval Request W/O Rental
 Request RO Information

Request Customer Information
 Outbound Call

FMC 360
 Transfer

* Agent Reply (Remaining: 4000) Public

Internal Comments (Remaining: 4000) Private

Special Service Support Center
Contact Screen



Submit

* Denotes a required field

Contact ID: 102198771	FSA: 15S16 Bulletin	Create Date: 08:13 Monday 7 October 2019	Contact Type: Approval Request	Status: Agent Closed Not App
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- [Contact Info](#)
- [Vehicle](#)
- [Comments](#)
- [Contact History](#)
- [Q&A](#)
- [Parts](#)
- [Repair Order Info](#)
- [Repair Order History](#)
- [Claiming Concern Info](#)
- [Attachments](#)
- [Notes/15S16](#)
- [Tracker](#)
- [Customer Information](#)
- [GCamp](#)

Type: DEALER - Web
Date: 7 Oct 2019
Time: 08:15:26
Visibility: PUB
ID: [REDACTED]

Comments: VEH WAS IN HERE 2/7/18 TO GET RECALL 15S16 COMPLETED. VEH BROUGHT IN AND DRIVER FRONT DOOR LATCH HAS FAILED, CAUSING SHUT. VEHICLE NEEDS DOOR LATCH, REQUESTING APPROVAL PER BEING A RECALL AT ONE POINT.

Type: Agent - Web
Date: 7 Oct 2019
Time: 08:19:29
Visibility: PUB
ID: [REDACTED]

Comments: Not Approved. This request is beyond a reasonable amount of time for a subsequent failure. Thank you

Type: Dealer - Web
Date: 7 Oct 2019
Time: 08:21:06
Visibility: PUB
ID: [REDACTED]

Comments: What is considered a "reasonable amount of time for subsequent failure?" This is a known safety issue with these vehicles.

Type: Agent - Web
Date: 7 Oct 2019
Time: 08:32:59
Visibility: PUB
ID: [REDACTED]

Comments: Thank you Tanner. I'm sorry, unfortunately, this Vehicle has Exceeded the Parameters for a Related Damage Repair under the FSA. Ford does not have a set time when this happens for every case for all FSA'S. This Vehicle had the FSA Completed at your Dealership on 2-7-18. Further Repair will be the Owner's Responsibility. Thank you for contacting SSSC.

Last Comment: Thank you Tanner. I'm sorry, unfortunately, this Vehicle has Exceeded the Parameters for a Related Damage Repair under the FSA. Ford does not have a set time when this happens for every case for all FSA'S. This Vehicle had the FSA Completed at your Dealership on 2-7-18. Further Repair will be the Owner's Responsibility. Thank you for contacting SSSC.

Approval Request With Rental	Approval Request W/O Rental	Request Customer Information
Allow Rental Request	Request RO Information	Outbound Call

Status

Disposition Lv1 Disposition Lv2

* Agent Reply (Remaining: 4000) Public

Select

Mar

Internal Comments (Remaining: 4000) Private

Subn

Submit

Special Service Support Center
Contact Screen



Submit

* Denotes a required field

Contact ID: 102198771 FSA: 15S16 Bulletin Create Date: 08:13 Monday 7 October 2019 Contact Type: Approval Request Status: Agent Closed Not App

- [Contact Info](#)
- [Vehicle](#)
- [Comments](#)
- [Contact History](#)
- [Q&A](#)
- [Parts](#)
- [Repair Order Info](#)
- [Repair Order History](#)
- [Claiming Concern Info](#)
- [Attachments](#)
- [Notes/15S16](#)
- [Tracker](#)
- [Customer Information](#)
- [GCamp](#)

FSA FSA Description FSA Status
15S16 DOOR LATCH REPLACEMENT CLOSE

Repair Eligibility	N
Repair Update	2018-03-07
Display Eligibility	N
Display Update	2018-03-07
Orig Mail Eligibility	N
Orig Mail Update	2018-03-07
Follow-Up Eligibility	N
Follow-Up Update	2018-03-07

Number of Mailings

4

Number
of
Repairs
1

Repair Status	Dealer Code	Repair Date	System Trans Date	Labor Code	Option Code
CLOSE - INSPECT REPAIR	05677	02/07/2018	03/07/2018	15S16CC	

12S41 RISK OF OVERHEATING THAT MAY RESULT IN ENGINE FIRES CLOSE
13S04 FUEL DELIVERY MODULE REPLACEMENT CLOSE
14N02 EXTENDED WARRANTY COVERAGE FOR PCM REPROGRAMING IN THE EVENT OF ABS VEHICLE SPEED SIGNAL RELATED COMMUNICATION LOSS THAT DISABLES OBDII SYSTEM MONITORS OPEN
14S21 RESTRAINTS CONTROL MODULE REPLACEMENT CLOSE
15S14 STEERING GEAR MOTOR BOLT CORROSION CLOSE
15R01 EPS MOTOR BOLTS - REGIONAL CLOSE
16S42 DRIVER AND PASSENGER FRONT SEATBELT PRETENSIONER CABLE SEPARATION CLOSE
17S09 COOLANT LEVEL SENSOR SYSTEM INSTALLATION CLOSE
19K02 TAKATA AIRBAG INFLATOR EXTENDED COVERAGE OPEN

Last Comment: Thank you Tanner. I'm sorry, unfortunately, this Vehicle has Exceeded the Parameters for a Related Damage Repair under the FSA. Ford does not have a set time when this happens for the FSA Completed at your Dealership on 2-7-18. Further Repair will be the Owner's Responsibility. Thank you for contacting SSSC.

Status

Disposition Lv1 Disposition Lv2

* Agent Reply (Remaining: 4000) Public

SI

Special Service Support Center
Contact Screen

Help Time Remaining:
-575:50:37
Contact Time:
0:0:15

Submit

* Denotes a required field

Contact ID: 102199093	FSA: 15S16 Bulletin	Create Date: 12:20 Monday 7 October 2019	Contact Type: Approval Request	Status: Agent Closed Not App
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Contact Info	Vehicle	Comments	Contact History	Q&A	Parts	Repair Order Info	Repair Order History	Claiming Concern Info	Attachments	Notes/15S16	1
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GCamp											
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Type: DEALER - Web Date: 7 Oct 2019 Time: 12:26:17 Visibility: PUB ID: [REDACTED]	Comments: RELATED DAMAGE ON RECALL 15S16
Type: Agent - Web Date: 7 Oct 2019 Time: 12:28:10 Visibility: PUB ID: [REDACTED]	Comments: Not Approved. This request is beyond a reasonable amount of time for a subsequent failure.

Last Comment: Not Approved. This request is beyond a reasonable amount of time for a subsequent failure.

Status Select	Approval Request With Rental	Approval Request W/O Rental	Request Customer Information
Disposition Lv1 Select	Allow Rental Request	Request RO Information	Outbound Call
* Agent Reply (Remaining: 4000) Public			
Internal Comments (Remaining: 4000) Private			

Select	Mar
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Subn

Submit

Special Service Support Center
Contact Screen



Submit

* Denotes a required field

Contact ID: 102199093

FSA: 15S16

Bulletin

Create Date: 12:20 Monday 7 October 2019

Contact Type: Approval Request

Status: Agent Closed Not App

Contact Info

Vehicle

Comments

Contact History

Q&A

Parts

Repair Order Info

Repair Order History

Claiming Concern Info

Attachments

Notes/15S16

1

GCamp

Repair Order

Number: 066981

Date: Thursday 3 October 2019

Line Number	Labor Hours	Labor Rate	Misc Expn	Misc Expn Desc	Requested Days	Daily Rental Rate	Start Date	End Date	Parts Total	Approval Status
01	0.4		0.00		0	0.00			96.66	
Complete Part Number	Base Part Desc	QTY	Price	Status						
54264A26 LATCH		1	96.66	Not Approved						
					Not Approved		Approved			

Last Comment: Not Approved. This request is beyond a reasonable amount of time for a subsequent failure.

Status

Select

Disposition Lv1

Select

Disposition Lv2

Approval Request With Rental

Approval Request W/O Rental

Request Customer Information

Allow Rental Request

Request RO Information

Outbound Call

* Agent Reply (Remaining: 4000) Public

Select

Mar

Internal Comments (Remaining: 4000) Private

Subn

Submit

Special Service Support Center
Contact Screen



Submit

* Denotes a required field

Contact ID: 102199093	FSA: 15S16 Bulletin	Create Date: 12:20 Monday 7 October 2019	Contact Type: Approval Request	Status: Agent Closed Not App
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[Contact Info](#) |
 [Vehicle](#) |
 [Comments](#) |
 [Contact History](#) |
 [Q&A](#) |
 [Parts](#) |
 [Repair Order Info](#) |
 [Repair Order History](#) |
 [Claiming Concern Info](#) |
 [Attachments](#) |
 [Notes/15S16](#) |
 1

[GCamp](#)

FSA	FSA Description	FSA Status
15S16	DOOR LATCH REPLACEMENT	CLOSE

Repair Eligibility	N
Repair Update	2019-07-13
Display Eligibility	N
Display Update	2019-07-13
Orig Mail Eligibility	N
Orig Mail Update	2019-07-13
Follow-Up Eligibility	N
Follow-Up Update	2019-07-13

Number of Mailings

+ 5

Number of Repairs

1

Repair Status	Dealer Code	Repair Date	System Trans Date	Labor Code	Option Code
CLOSE - INSPECT REPAIR	09586	07/12/2019	07/13/2019	15S16CC	

+	14N02 EXTENDED WARRANTY COVERAGE FOR PCM REPROGRAMING IN THE EVENT OF ABS VEHICLE SPEED SIGNAL RELATED COMMUNICATION LOSS THAT DISABLES OBDII SYSTEM MONITORS	OPEN
+	14S21 RESTRAINTS CONTROL MODULE REPLACEMENT	CLOSE
+	15S14 STEERING GEAR MOTOR BOLT CORROSION	CLOSE
+	16S42 DRIVER AND PASSENGER FRONT SEATBELT PRETENSIONER CABLE SEPARATION	CLOSE
+	19K02 TAKATA AIRBAG INFLATOR EXTENDED COVERAGE	OPEN
+	19S16 SHIFTER CABLE BUSHINGS	OPEN

Last Comment: Not Approved. This request is beyond a reasonable amount of time for a subsequent failure.

Status Select

Disposition Lv1 Select

Disposition Lv2 Select

Approval Request With Rental

Allow Rental Request

Approval Request W/O Rental

Request RO Information

Request Customer Information

Outbound Call

* Agent Reply (Remaining: 4000) Public

Internal Comments (Remaining: 4000) Private

Submit

Time Remaining:
-575:51:23
Contact Time:
0:1:1

Special Service Support Center
Contact Screen

Help Time Remaining:
:574:56:24
Contact Time:
0:0:16

Submit

* Denotes a required field

Contact ID: 102199164	FSA: 15S16 Bulletin	Create Date: 01:25 Monday 7 October 2019	Contact Type: Approval Request	Status: Agent Closed Not Ap
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Contact Info	Vehicle	Comments	Contact History	Q&A	Parts	Repair Order Info	Repair Order History	Claiming Concern Info	Attachments	Notes/15S16	1
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GCamp

Type: DEALER - Web
Date: 7 Oct 2019
Time: 13:28:06
Visibility: PUB
ID: [REDACTED]

Comments: p/s rear door is opening on it's own and will not stay closed. recall was already performed so this is the updated part causing the same concern this repair as a related damage. recall was performed 05/07/2018.

Type: Agent - Web
Date: 7 Oct 2019
Time: 13:28:50
Visibility: PUB
ID: [REDACTED]

Comments: Not Approved. This request is beyond a reasonable amount of time for a subsequent failure.

Last Comment: Not Approved. This request is beyond a reasonable amount of time for a subsequent failure.

Status

Disposition Lv1 Disposition Lv2

Approval Request With Rental

Approval Request W/O Rental

Request Customer Information

Allow Rental Request

Request RO Information

Outbound Call

* Agent Reply (Remaining: 4000) Public

Select

Mar

Internal Comments (Remaining: 4000) Private

Subn

Submit

Special Service Support Center Contact Screen



* Denotes a required field

Contact ID: 102199164	FSA: 15S16 Bulletin	Create Date: 01:25 Monday 7 October 2019	Contact Type: Approval Request	Status: Agent Closed Not Ap
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Contact Info
Vehicle
Comments
Contact History
Q&A
Parts
Repair Order Info
Repair Order History
Claiming Concern Info
Attachments
Notes/15S16

Repair Eligibility

Repair Eligibility	N
Repair Update	2018-05-10
Display Eligibility	N
Display Update	2018-05-10
Orig Mail Eligibility	N
Orig Mail Update	2018-05-10
Follow-Up Eligibility	N
Follow-Up Update	2018-05-10

Number of Mailings

2

Number of Repairs

1

Repair Status	Dealer Code	Repair Date	System Trans Date	Labor Code	Option Code
CLOSE - INSPECT REPAIR	04798	05/07/2018	05/10/2018	15S16BB	

+	FSA	FSA Description	FSA Status
+	15S16	DOOR LATCH REPLACEMENT	CLOSE
+	12C26	REPROGRAM RESTRAINT CONTROL MODULE	CLOSE
+	14M01	TRANSMISSION CLUTCH SHUDDER / TRANSMISSION INPUT SHAFT SEAL WARRANTY EXTENSION	OPEN
+	15B22	TRANSMISSION CONTROL MODULE REPROGRAMMING FOR OVERT TCM FAILURE WARNING	CLOSE
+	14M02	TRANSMISSION CONTROL MODULE EXTENDED WARRANTY COVERAGE	OPEN

Last Comment: Not Approved. This request is beyond a reasonable amount of time for a subsequent failure.

Status

Disposition Lv1 Disposition Lv2

* Agent Reply (Remaining: 4000) Public

Internal Comments (Remaining: 4000) Private

Special Service Support Center
Contact Screen

Help Time Remaining:
-55:16:17
Contact Time:
0:0:11

* Denotes a required field

Contact ID: 102199639	FSA: 15S16 Bulletin	Create Date: 08:59 Tuesday 8 October 2019	Contact Type: General	Status: Agent Close
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Contact Info	Vehicle	Comments	Contact History	Q&A	Parts	Repair Order Info	Repair Order History	Claiming Concern Info	Attachments	Notes/15S16	1
--------------	---------	----------	-----------------	-----	-------	-------------------	----------------------	-----------------------	-------------	-------------	---

GCamp											
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Type: DEALER - Web Date: 8 Oct 2019 Time: 09:03:16 Visibility: PUB ID: [REDACTED]	Comments: Front passenger door latch (door) won't stay closed, latch is faulty (internally) Latch was previously replaced on 11/27/18 at 78480 mi. The vehicle is beyond SPVW of 12 months or 12000 mi. Please advise if Ford will cover cost of replacement.
Type: Agent - Web Date: 8 Oct 2019 Time: 09:11:00 Visibility: PUB ID: [REDACTED]	Comments: The vehicle was repaired using the approved process, per the recall, and the recall is now closed. Any repairs at this time will be at owners expense.

Last Comment: The vehicle was repaired using the approved process, per the recall, and the recall is now closed. Any repairs at this time will be at owners expense.

Status Select	Approval Request With Rental	Approval Request W/O Rental	Request Customer Information	FMC 360
Disposition Lv1 Select	Allow Rental Request	Request RO Information	Outbound Call	Transfer
Disposition Lv2 Select				

* Agent Reply (Remaining: 4000) Public

Select

Internal Comments (Remaining: 4000) Private

Special Service Support Center
Contact Screen



Submit

* Denotes a required field

Contact ID: 102199639	FSA: 15S16 Bulletin	Create Date: 08:59 Tuesday 8 October 2019	Contact Type: General	Status: Agent Close
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Contact Info

Vehicle

Comments

Contact History

Q&A

Parts

Repair Order Info

Repair Order History

Claiming Concern Info

Attachments

Notes/15S16

1

GCamp

Repair Eligibility

Repair Update

Display Eligibility

Display Update

Orig Mail Eligibility

Orig Mail Update

Follow-Up Eligibility

Follow-Up Update

N

2018-12-11

N

2018-12-11

N

2018-12-11

N

2018-12-11

Number of Mailings

5

Repair Status

Dealer Code

Repair Date

System Trans Date

Labor Code

Option Code

CLOSE - INSPECT REPAIR

20686

11/27/2018

12/11/2018

15S16CC

Number of Repairs

1

13B16

REPROGRAM PCM TO CORRECT ABS/OSS FAULTS THAT DISABLE OBD MONITORS WITHOUT ILLUMINATING THE MIL

CLOSE

13N03

ELECTRONIC THROTTLE BODY EXTENDED COVERAGE

OPEN

14N02

EXTENDED WARRANTY COVERAGE FOR PCM REPROGRAMING IN THE EVENT OF ABS VEHICLE SPEED SIGNAL RELATED COMMUNICATION LOSS THAT DISABLES OBDII SYSTEM MONITORS

OPEN

14S21

RESTRAINTS CONTROL MODULE REPLACEMENT

CLOSE

15S14

STEERING GEAR MOTOR BOLT CORROSION

CLOSE

16S42

DRIVER AND PASSENGER FRONT SEATBELT PRETENSIONER CABLE SEPARATION

CLOSE

19K02

TAKATA AIRBAG INFLATOR EXTENDED COVERAGE

OPEN

19S16

SHIFTER CABLE BUSHINGS

CLOSE

Last Comment: The vehicle was repaired using the approved process, per the recall, and the recall is now closed. Any repairs at this time will be at owners expense.

Approval Request With Rental

Approval Request W/O Rental

Request Customer Information

FMC 360

Status

Select

Allow Rental Request

Request RO Information

Outbound Call

Transfer

Disposition Lv1

Select

Disposition Lv2

* Agent Reply (Remaining: 4000) Public

Select

Mar

Internal Comments (Remaining: 4000) Private

Subn

https://www.sssc.dealerconnection.com/AgentSSSC/SSSCTSRedit.aspx?sssccontactid=102199639&review=y

1/2
RQ19-005 000016 ER

Special Service Support Center
Contact Screen

Help Time Remaining:
-501:41:19
Contact Time:
0:0:21

* Denotes a required field

Contact ID: 102202249	FSA: 15S16 Bulletin	Create Date: 02:38 Thursday 10 October 2019	Contact Type: Approval Request	Status: Agent Closed Not Ap
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Contact Info

Vehicle

Comments

Contact History

Q&A

Parts

Repair Order Info

Repair Order History

Claiming Concern Info

Attachments

Notes/15S16

GCamp

Type: DEALER - Web
Date: 10 Oct 2019
Time: 14:46:00
Visibility: PUB
ID: [REDACTED]

Comments: The driver door latch will not latch at all. appears to be a defective latch. The recall was performed on 11/13/17.

Type: Agent - Web
Date: 10 Oct 2019
Time: 14:48:45
Visibility: PUB
ID: [REDACTED]

Comments: Thank you for contacting SSSC. Not Approved. This request is beyond a reasonable amount of time for a subsequent failure. Thank you

Last Comment: Thank you for contacting SSSC. Not Approved. This request is beyond a reasonable amount of time for a subsequent failure. Thank you

Status

Disposition Lv1

Disposition Lv2

* Agent Reply (Remaining: 4000) Public

Select

Mar

Internal Comments (Remaining: 4000) Private

Subn

Special Service Support Center
Contact Screen



Submit

* Denotes a required field

Contact ID: 102202249 FSA: 15S16 Bulletin Create Date: 02:38 Thursday 10 October 2019 Contact Type: Approval Request Status: Agent Closed Not Ap

Contact Info Vehicle Comments Contact History Q&A Parts Repair Order Info Repair Order History Claiming Concern Info Attachments Notes/15S16 1

GCamp

FSA FSA Description

15S16 DOOR LATCH REPLACEMENT

FSA Status

CLOSE

Repair Eligibility	N
Repair Update	2017-11-14
Display Eligibility	N
Display Update	2017-11-14
Orig Mail Eligibility	N
Orig Mail Update	2017-11-14
Follow-Up Eligibility	N
Follow-Up Update	2017-11-14

Number of Mailings

4

Number of Repairs

1

Repair Status	Dealer Code	Repair Date	System Trans Date	Labor Code	Option Code
CLOSE - INSPECT REPAIR	05134	10/31/2017	11/14/2017	15S16CC	

12M02	SYNC WITH MYFORD MYLINCOLN TOUCH WARRANTY EXTENSION COVERING ACCESSORY PROTOCOL INTERFACE MODULE APIM	OPEN
13B16	REPROGRAM PCM TO CORRECT ABS/OSS FAULTS THAT DISABLE OBD MONITORS WITHOUT ILLUMINATING THE MIL	CLOSE
14N02	EXTENDED WARRANTY COVERAGE FOR PCM REPROGRAMING IN THE EVENT OF ABS VEHICLE SPEED SIGNAL RELATED COMMUNICATION LOSS THAT DISABLES OBDII SYSTEM MONITORS	OPEN
14S21	RESTRAINTS CONTROL MODULE REPLACEMENT	CLOSE
15S14	STEERING GEAR MOTOR BOLT CORROSION	CLOSE
15R01	EPS MOTOR BOLTS - REGIONAL	OPEN
16S42	DRIVER AND PASSENGER FRONT SEATBELT PRETENSIONER CABLE SEPARATION	CLOSE
19K02	TAKATA AIRBAG INFLATOR EXTENDED COVERAGE	OPEN

Last Comment: Thank you for contacting SSSC. Not Approved. This request is beyond a reasonable amount of time for a subsequent failure. Thank you

Status
 Approval Request With Rental
 Approval Request W/O Rental
 Request Customer Information
 Allow Rental Request
 Request RO Information
 Outbound Call

Disposition Lv1
 Disposition Lv2

* Agent Reply (Remaining: 4000) Public

Select
 Mar

Special Service Support Center
Contact ScreenHelp Time Remaining:
-410:8:40
Contact Time:
0:0:13

Submit

* Denotes a required field

Contact ID: 102203636	FSA: 15S16 Bulletin	Create Date: 10:00 Monday 14 October 2019	Contact Type: Claiming Concern	Status: Dealer Pe
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Contact Info	Vehicle	Comments	Contact History	Q&A	Parts	Repair Order Info	Repair Order History	Claiming Concern Info	Attachments	Notes/15S16	1
--------------	---------	----------	-----------------	-----	-------	-------------------	----------------------	-----------------------	-------------	-------------	---

GCamp											
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Type: DEALER - Web Date: 14 Oct 2019 Time: 10:20:52 Visibility: PUB ID: [REDACTED]	Comments: THE CUSTOMER HAD THE LATCH RECALL PERFORMED AT THIS DEALER 10/13/2016 AT 6616 MILES HE HAS SUBMITTED A REPA THE RECALL LATCHES REQUESTING REIMBURSEMENT FOR THE REPAIR. THE REPAIR WAS COMPLETED 10/17/2017 AT A NON-F STATION. IS THIS A COVERED REPAIR UNDER THE PROVISIONS OF THE RECALL? I WOULD BELIEVE THAT THERE IS COVEREAG RECALLED LATCH FOR 12 MONTHS OR 12000 MILES. THIS WOULD BE COVERED UNDER SERVICE PART WARRANTY UP TO 10/13 OTHER COVERAGE AFFORDED BY THE RECALL PARTS?
Type: Agent - Web Date: 14 Oct 2019 Time: 10:24:59 Visibility: PUB ID: [REDACTED]	Comments: The vehicle was repaired using the approved process, per the recall, and the recall is now closed. Any repairs at this time will be at owners ex coverage, please contact warranty.

Last Comment: The vehicle was repaired using the approved process, per the recall, and the recall is now closed. Any repairs at this time will be at owners expense. Any additional coverage, please cont

Status Select	Approval Request With Rental	Approval Request W/O Rental	Request Customer Information	FMC 360
Disposition Lv1 Select	Allow Rental Request	Request RO Information	Outbound Call	Transfer
Disposition Lv2 Select				

* Agent Reply (Remaining: 4000) Public

Select

Mar

Internal Comments (Remaining: 4000) Private

Subn

Submit

Special Service Support Center
Contact Screen



Submit

* Denotes a required field

Contact ID: 102203636		FSA: 15S16 Bulletin	Create Date: 10:00 Monday 14 October 2019		Contact Type: Claiming Concern	Status: Dealer Pe
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[Contact Info](#) |
 [Vehicle](#) |
 [Comments](#) |
 [Contact History](#) |
 [Q&A](#) |
 [Parts](#) |
 [Repair Order Info](#) |
 [Repair Order History](#) |
 [Claiming Concern Info](#) |
 [Attachments](#) |
 [Notes/15S16](#) |
 1

[GCamp](#)

FSA	FSA Description	FSA Status
15S16	DOOR LATCH REPLACEMENT	CLOSE

Repair Eligibility

Repair Eligibility	N
Repair Update	2016-01-02
Display Eligibility	N
Display Update	2016-01-02
Orig Mail Eligibility	N
Orig Mail Update	2016-01-02
Follow-Up Eligibility	N
Follow-Up Update	2016-01-02

Number of Mailings

+ 2

Number of Repairs

1

Repair Status	Dealer Code	Repair Date	System Trans Date	Labor Code	Option Code
CLOSE - INSPECT REPAIR	04843	12/29/2015	01/02/2016	15S16B	

+	14M01 TRANSMISSION CLUTCH SHUDDER / TRANSMISSION INPUT SHAFT SEAL WARRANTY EXTENSION	OPEN
+	15B22 TRANSMISSION CONTROL MODULE REPROGRAMMING FOR OVERT TCM FAILURE WARNING	CLOSE
+	14E08 REPROGRAM POWERTRAIN CONTROL MODULE	CLOSE
+	14M02 TRANSMISSION CONTROL MODULE EXTENDED WARRANTY COVERAGE	OPEN
+	19B22 BATTERY JUNCTION BOX USA CORROSION STATE	CONFIRM

Last Comment: The vehicle was repaired using the approved process, per the recall, and the recall is now closed. Any repairs at this time will be at owners expense. Any additional coverage, please cont

Status Select ▼

Disposition Lv1 Select ▼ Disposition Lv2 ▼

Approval Request With Rental

Allow Rental Request

Approval Request W/O Rental

Request RO Information

Request Customer Information

Outbound Call

FMC 360

Transfer

* Agent Reply (Remaining: 4000) Public

Select

Mar

Internal Comments (Remaining: 4000) Private

Subn

https://www.sssc.dealerconnection.com/AgentSSSC/SSSCTSRedit.aspx?sssccontactid=102203636&review=y

1/2
RQ19-005 000020 ER

Special Service Support Center
Contact ScreenHelp Time Remaining:
-385:18:50
Contact Time:
0:1:30

Submit

* Denotes a required field

Contact ID: 102204936	FSA: 15S16 Bulletin	Create Date: 10:52 Tuesday 15 October 2019	Contact Type: Approval Request	Status: Agent Closed Not App
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Contact Info	Vehicle	Comments	Contact History	Q&A	Parts	Repair Order Info	Repair Order History	Claiming Concern Info	Attachments	Notes/15S16	1
--------------	---------	----------	-----------------	-----	-------	-------------------	----------------------	-----------------------	-------------	-------------	---

GCamp											
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Type: DEALER - Web Date: 15 Oct 2019 Time: 11:11:23 Visibility: PUB ID: [REDACTED]	Comments: CUSTOMER STATES SINCE RECALL PERFORMED DOOR INOP-PASS FRONT WILL NOT OPEN FROM INSIDE
Type: Agent - Web Date: 15 Oct 2019 Time: 11:26:19 Visibility: PUB ID: [REDACTED]	Comments: Thank you for contacting SSSC. Not Approved. This request is beyond a reasonable amount of time for a subsequent failure. Thank you

Last Comment: Thank you for contacting SSSC. Not Approved. This request is beyond a reasonable amount of time for a subsequent failure. Thank you

Status Select	Approval Request With Rental	Approval Request W/O Rental	Request Customer Information
Disposition Lv1 Select	Allow Rental Request	Request RO Information	Outbound Call
Disposition Lv2 Select			

* Agent Reply (Remaining: 4000) Public

Select

Mar

Internal Comments (Remaining: 4000) Private

Subn

Submit

Special Service Support Center
Contact Screen

Submit

* Denotes a required field

Contact ID: 102204936	FSA: 15S16 Bulletin	Create Date: 10:52 Tuesday 15 October 2019	Contact Type: Approval Request	Status: Agent Closed Not App
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Contact InfoVehicleCommentsContact HistoryQ&APartsRepair Order InfoRepair Order HistoryClaiming Concern InfoAttachmentsNotes/15S161

Repair Order

Number: 13242 Date: Friday 11 October 2019

Line Number	Labor Hours	Labor Rate	Misc Expn	Misc Expn Desc	Requested Days	Daily Rental Rate	Start Date	End Date	Parts Total	Approval Status
1	0.5		93.98	p/f door latch to handle cable broke	0	0.00			40.21	
Complete Part Number Base Part Desc					QTY	Price	Status			
DS7Z54221A00A CABLE ASSY					1	40.21	Not Approved	Not Approved Approved		

Last Comment: Thank you for contacting SSSC. Not Approved. This request is beyond a reasonable amount of time for a subsequent failure. Thank you

Status

Select ▼

Disposition Lv1

Select ▼

Approval Request With Rental

Approval Request W/O Rental

Request Customer Information

Allow Rental Request

Request RO Information

Outbound Call

* Agent Reply (Remaining: 4000) Public

Select SI

Mar

Internal Comments (Remaining: 4000) Private

Subn

Submit

Special Service Support Center
Contact Screen



Submit

* Denotes a required field

Contact ID: 102204936 FSA: 15S16 Bulletin Create Date: 10:52 Tuesday 15 October 2019 Contact Type: Approval Request Status: Agent Closed Not App

Contact Info Vehicle Comments Contact History Q&A Parts Repair Order Info Repair Order History Claiming Concern Info Attachments Notes/15S16 1

GCamp

FSA FSA Description

15S16 DOOR LATCH REPLACEMENT

FSA Status

CLOSE

Repair Eligibility	N
Repair Update	2019-08-23
Display Eligibility	N
Display Update	2019-08-23
Orig Mail Eligibility	N
Orig Mail Update	2019-08-23
Follow-Up Eligibility	N
Follow-Up Update	2019-08-23

Number of Mailings

5

Number of Repairs

1

Repair Status	Dealer Code	Repair Date	System Trans Date	Labor Code	Option Code
CLOSE - INSPECT REPAIR	05456	08/09/2019	08/23/2019	15S16CC	

13N03 ELECTRONIC THROTTLE BODY EXTENDED COVERAGE

OPEN

14N02 EXTENDED WARRANTY COVERAGE FOR PCM REPROGRAMING IN THE EVENT OF ABS VEHICLE SPEED SIGNAL RELATED COMMUNICATION LOSS THAT DISABLES OBDII SYSTEM MONITORS

OPEN

14S21 RESTRAINTS CONTROL MODULE REPLACEMENT

CLOSE

15R01 EPS MOTOR BOLTS - REGIONAL

OPEN

16S42 DRIVER AND PASSENGER FRONT SEATBELT PRETENSIONER CABLE SEPARATION

CLOSE

19K02 TAKATA AIRBAG INFLATOR EXTENDED COVERAGE

OPEN

19S16 SHIFTER CABLE BUSHINGS

OPEN

Last Comment: Thank you for contacting SSSC. Not Approved. This request is beyond a reasonable amount of time for a subsequent failure. Thank you

Approval Request With Rental

Approval Request W/O Rental

Request Customer Information

Status Select

Allow Rental Request

Request RO Information

Outbound Call

Disposition Lv1 Select

Disposition Lv2

* Agent Reply (Remaining: 4000) Public

Select

Si

Mar

Internal Comments (Remaining: 4000) Private

Subn

Special Service Support Center Contact Screen



Submit

* Denotes a required field

Contact ID: 102205280		FSA: 15S16 Bulletin	Create Date: 01:49 Tuesday 15 October 2019	Contact Type: Approval Request	Status: Agent Closed Not A
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Contact Info	Vehicle	Comments	Contact History	Q&A	Parts	Repair Order Info	Repair Order History	Claiming Concern Info	Attachments	Notes/15S16	1
--------------	---------	-----------------	-----------------	-----	-------	-------------------	----------------------	-----------------------	-------------	-------------	---

GCamp

Type: DEALER - Web
Date: 15 Oct 2019
Time: 13:54:13
Visibility: PUB
ID: [REDACTED]

Comments: CUST HAD FSA 15S16 DONE 1/20/2018 AT 12644 MILES (1442 SERVICE MILES) RO 639330 AND NOW SHE IS STATING THE D/S RE
CLOSE OR LOCK, THE LATCH IS STUCK CLOSED AND CUSTOMER HAS THE DOOR SHUT BY TYING THE DOOR DOWN WITH THE S
OVER THE 12/12 COVERAGE, CAN WE PROCEED WITH REPAIR AS RELATED DAMAGES TO FSA 15S16? THANKS

Type: Agent - Web
Date: 15 Oct 2019
Time: 14:08:30
Visibility: PUB
ID: [REDACTED]

Comments: Not Approved. This request is beyond a reasonable amount of time for a subsequent failure.

Type: Dealer - Web
Date: 15 Oct 2019
Time: 14:14:25
Visibility: PUB
ID: [REDACTED]

Comments: PLEASE CLAIRIFY, HOW DO YOU DETERMINE WHEN THE PREMATURE FAILURE SHOULD HAPPEN? WHAT IS EXPECTED TO BE OK
REASONABLE

Type: Agent - Web
Date: 15 Oct 2019
Time: 14:24:13
Visibility: PUB
ID: [REDACTED]

Comments: Please be advised this recall was completed on 01/23/18. We typically give Dealers 30 Days for any related damage claims. Thanks SSSC

Last Comment: Please be advised this recall was completed on 01/23/18. We typically give Dealers 30 Days for any related damage claims. Thanks SSSC

Approval Request With Rental Approval Request W/O Rental Request Customer Information	
Status Select	Allow Rental Request Request RO Information Outbound Call
Disposition Lvl Select	Disposition Lvl2 Select

* Agent Reply (Remaining: 4000) Public

Internal Comments (Remaining: 4000) Private

Submit

Special Service Support Center
Contact Screen

Submit

* Denotes a required field

Contact ID: 102205280	FSA: 15S16 Bulletin	Create Date: 01:49 Tuesday 15 October 2019	Contact Type: Approval Request	Status: Agent Closed Not A
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Contact Info	Vehicle	Comments	Contact History	Q&A	Parts	Repair Order Info	Repair Order History	Claiming Concern Info	Attachments	Notes/15S16	1
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GCamp

Repair Order	Number: 678055	Date: Tuesday 15 October 2019
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Line Number	Labor Hours	Labor Rate	Misc Expn	Misc Expn Desc	Requested Days	Daily Rental Rate	Start Date	End Date	Parts Total	Approval Status
A	1.1		0.00		0	0.00			124.74	

Complete Part Number	Base Part Desc	QTY	Price	Status
FT4Z5826413E	LOCK ASSY	1	124.74	Not Approved

Not Approved Approved

Last Comment: Please be advised this recall was completed on 01/23/18. We typically give Dealers 30 Days for any related damage claims. Thanks SSSC

Status Select	Approval Request With Rental	Approval Request W/O Rental	Request Customer Information
Disposition Lv1 Select	Allow Rental Request	Request RO Information	Outbound Call
Disposition Lv2 Select			

* Agent Reply (Remaining: 4000) Public

Select

Mar

Internal Comments (Remaining: 4000) Private

Subn

Submit

Special Service Support Center
Contact Screen



Submit

* Denotes a required field

Contact ID: 102205280 FSA: 15S16 Bulletin Create Date: 01:49 Tuesday 15 October 2019 Contact Type: Approval Request Status: Agent Closed Not A

Contact Info Vehicle Comments Contact History Q&A Parts Repair Order Info Repair Order History Claiming Concern Info Attachments Notes/15S16 1

GCamp

FSA FSA Description FSA Status
15S16 DOOR LATCH REPLACEMENT CLOSE

Repair Eligibility	N
Repair Update	2018-01-23
Display Eligibility	N
Display Update	2018-01-23
Orig Mail Eligibility	N
Orig Mail Update	2018-01-23
Follow-Up Eligibility	N
Follow-Up Update	2018-01-23

Number of Mailings

2

Number of Repairs

1

Repair Status	Dealer Code	Repair Date	System Trans Date	Labor Code	Option Code
CLOSE - INSPECT REPAIR	20639	01/19/2018	01/23/2018	15S16BB	

12C26 REPROGRAM RESTRAINT CONTROL MODULE CLOSE

14M01 TRANSMISSION CLUTCH SHUDDER / TRANSMISSION INPUT SHAFT SEAL WARRANTY EXTENSION OPEN

15B22 TRANSMISSION CONTROL MODULE REPROGRAMMING FOR OVERT TCM FAILURE WARNING OPEN

14M02 TRANSMISSION CONTROL MODULE EXTENDED WARRANTY COVERAGE OPEN

19B22 BATTERY JUNCTION BOX USA CORROSION STATE CONFIRM

19N07 TRANSMISSION CONTROL MODULE EXTENDED WARRANTY COVERAGE OPEN

Last Comment: Please be advised this recall was completed on 01/23/18. We typically give Dealers 30 Days for any related damage claims. Thanks SSSC

Approval Request With Rental

Approval Request W/O Rental

Request Customer Information

Status Select

Allow Rental Request

Request RO Information

Outbound Call

Disposition Lv1 Select

Disposition Lv2

* Agent Reply (Remaining: 4000) Public

Select

Si

Mar

Internal Comments (Remaining: 4000) Private

Subn

Special Service Support Center
Contact Screen

Help Time Remaining:
-380:26:26
Contact Time:
0:0:17

Submit

* Denotes a required field

Contact ID: 102205610	FSA: 15S16 Bulletin	Create Date: 04:09 Tuesday 15 October 2019	Contact Type: Approval Request	Status: Agent C
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Contact Info	Vehicle	Comments	Contact History	Q&A	Parts	Repair Order Info	Repair Order History	Claiming Concern Info	Attachments	Notes/15S16	1
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GCamp

Type: DEALER - Web
Date: 15 Oct 2019
Time: 16:17:25
Visibility: PUB
ID: [REDACTED]

Comments: customer is here waiting due to drivers ft door will not close has a bungie cord holding door closed this is a stick shift vehicle recall 15s16 was ford 08/14/2015 oasis states pass side door latch replace only recall calls for all 4 doors the latches need replacing in all 3 doors what should

Type: Agent - Web
Date: 15 Oct 2019
Time: 16:24:25
Visibility: PUB
ID: [REDACTED]

Comments: The vehicle is beyond the time and/or mileage limits of this FSA. Thanks.

Last Comment: The vehicle is beyond the time and/or mileage limits of this FSA. Thanks.

Status Select	Approval Request With Rental	Approval Request W/O Rental	Request Customer Information
Disposition Lv1 Select	Allow Rental Request	Request RO Information	Outbound Call
Disposition Lv2 Select			

* Agent Reply (Remaining: 4000) Public

Select

Mar

Internal Comments (Remaining: 4000) Private

Subn

Submit

Special Service Support Center Contact Screen



Submit

* Denotes a required field

Contact ID: 102205610	FSA: 15S16 Bulletin	Create Date: 04:09 Tuesday 15 October 2019	Contact Type: Approval Request	Status: Agent C
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Contact Info
Vehicle
Comments
Contact History
Q&A
Parts
Repair Order Info
Repair Order History
Claiming Concern Info
Attachments
Notes/15S16

GCamp

	FSA	FSA Description	FSA Status												
Repair Eligibility N Repair Update 2015-09-04 Display Eligibility N Display Update 2015-09-04 Orig Mail Eligibility N Orig Mail Update 2015-09-04 Follow-Up Eligibility N Follow-Up Update 2015-09-04 Number of Mailings + 1 Number of Repairs + 1 <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 15%;">Repair Status</th> <th style="width: 10%;">Dealer Code</th> <th style="width: 10%;">Repair Date</th> <th style="width: 10%;">System Trans Date</th> <th style="width: 10%;">Labor Code</th> <th style="width: 10%;">Option Code</th> </tr> </thead> <tbody> <tr> <td>CLOSE - INSPECT REPAIR</td> <td style="background-color: yellow;">09098</td> <td style="background-color: yellow;">08/14/2015</td> <td style="background-color: yellow;">09/04/2015</td> <td style="background-color: yellow;">15S16B</td> <td></td> </tr> </tbody> </table>	Repair Status	Dealer Code	Repair Date	System Trans Date	Labor Code	Option Code	CLOSE - INSPECT REPAIR	09098	08/14/2015	09/04/2015	15S16B		15S16	DOOR LATCH REPLACEMENT	CLOSE
Repair Status	Dealer Code	Repair Date	System Trans Date	Labor Code	Option Code										
CLOSE - INSPECT REPAIR	09098	08/14/2015	09/04/2015	15S16B											
	12C26	REPROGRAM RESTRAINT CONTROL MODULE	CLOSE												
	14E08	REPROGRAM POWERTRAIN CONTROL MODULE	CLOSE												

Last Comment: The vehicle is beyond the time and/or mileage limits of this FSA. Thanks.

Status Select ▼

Disposition Lv1 Select ▼

Disposition Lv2 ▼

* Agent Reply (Remaining: 4000) Public

Select ▼

Mar ▼

Internal Comments (Remaining: 4000) Private

Subn

Submit

Special Service Support Center
Contact Screen

Help Time Remaining:
-354:59:29
Contact Time:
0:0:14

Submit

* Denotes a required field

Contact ID: 102206910	FSA: 15S16 Bulletin	Create Date: 05:40 Wednesday 16 October 2019	Contact Type: Approval Request	Status: Agent
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Contact Info	Vehicle	Comments	Contact History	Q&A	Parts	Repair Order Info	Repair Order History	Claiming Concern Info	Attachments	Notes/15S16	1
--------------	---------	----------	-----------------	-----	-------	-------------------	----------------------	-----------------------	-------------	-------------	---

GCamp

Type: DEALER - Web Date: 16 Oct 2019 Time: 17:48:17 Visibility: PUB ID: [REDACTED]	Comments: recall performed 15s16 03/12/18 @ 84907 miles performed at another dealer. Vehicle came in with a door latch on drivers door that has failed separate with part number ae8z.5421813.1 - This is within time limits for SPW. Do I claim this as a related damage claim?
Type: Agent - Web Date: 16 Oct 2019 Time: 17:52:42 Visibility: PUB ID: [REDACTED]	Comments: This request is beyond a reasonable amount of time for a subsequent failure. Will not be approved as related damage. If dealer can do SPW to go. Thank you

Last Comment: This request is beyond a reasonable amount of time for a subsequent failure. Will not be approved as related damage. If dealer can do SPW that would be the way to go. Thank you

Status Select	Approval Request With Rental	Approval Request W/O Rental	Request Customer Information
Disposition Lv1 Select	Allow Rental Request	Request RO Information	Outbound Call
Disposition Lv2 Select			

* Agent Reply (Remaining: 4000) Public

Select

Mar

Internal Comments (Remaining: 4000) Private

Subn

Submit

Special Service Support Center
Contact Screen

Submit

* Denotes a required field

Contact ID: 102206910	FSA: 15S16 Bulletin	Create Date: 05:40 Wednesday 16 October 2019	Contact Type: Approval Request	Status: Agent
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Contact InfoVehicleCommentsContact HistoryQ&APartsRepair Order InfoRepair Order HistoryClaiming Concern InfoAttachmentsNotes/15S161

Repair Order

Number: 332905

Date: Wednesday 16 October 2019

Line Number	Labor Hours	Labor Rate	Misc Expn	Misc Expn Desc	Requested Days	Daily Rental Rate	Start Date	End Date	Parts Total	Approval Status
A	0.7		0.00		0	0.00			144.58	
Complete Part Number ae8z5421813f latch Base Part Desc QTY 1 Price 144.58 Status Not Approved Not Approved Approved										

Last Comment: This request is beyond a reasonable amount of time for a subsequent failure. Will not be approved as related damage. If dealer can do SPW that would be the way to go. Thank you

Status Select ▼

Approval Request With Rental

Allow Rental Request

Approval Request W/O Rental

Request RO Information

Request Customer Information

Outbound Call

Disposition Lv1 Select ▼

Disposition Lv2 ▼

* Agent Reply (Remaining: 4000) Public

Select
Mar
Subn

Submit

Special Service Support Center
Contact Screen



Submit

* Denotes a required field

Contact ID: 102206910	FSA: 15S16 Bulletin	Create Date: 05:40 Wednesday 16 October 2019	Contact Type: Approval Request	Status: Agent
-----------------------	---------------------	--	--------------------------------	---------------

[Contact Info](#) |
 [Vehicle](#) |
 [Comments](#) |
 [Contact History](#) |
 [Q&A](#) |
 [Parts](#) |
 [Repair Order Info](#) |
 [Repair Order History](#) |
 [Claiming Concern Info](#) |
 [Attachments](#) |
 [Notes/15S16](#) |
 1

[GCamp](#)

	FSA FSA Description	FSA Status																																		
<table style="width:100%; border-collapse: collapse;"> <tr><td>Repair Eligibility</td><td>N</td></tr> <tr><td>Repair Update</td><td>2018-03-28</td></tr> <tr><td>Display Eligibility</td><td>N</td></tr> <tr><td>Display Update</td><td>2018-03-28</td></tr> <tr><td>Orig Mail Eligibility</td><td>N</td></tr> <tr><td>Orig Mail Update</td><td>2018-03-28</td></tr> <tr><td>Follow-Up Eligibility</td><td>N</td></tr> <tr><td>Follow-Up Update</td><td>2018-03-28</td></tr> </table> Number of Mailings 4 <table style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>Repair Status</th> <th>Dealer Code</th> <th>Repair Date</th> <th>System Trans Date</th> <th>Labor Code</th> <th>Option Code</th> </tr> </thead> <tbody> <tr> <td>CLOSE - INSPECT REPAIR</td> <td>07908</td> <td>03/12/2018</td> <td>03/28/2018</td> <td>15S16CC</td> <td></td> </tr> <tr> <td>CLOSE - INSPECT REPAIR</td> <td>07908</td> <td>03/12/2018</td> <td>04/03/2018</td> <td></td> <td></td> </tr> </tbody> </table>	Repair Eligibility	N	Repair Update	2018-03-28	Display Eligibility	N	Display Update	2018-03-28	Orig Mail Eligibility	N	Orig Mail Update	2018-03-28	Follow-Up Eligibility	N	Follow-Up Update	2018-03-28	Repair Status	Dealer Code	Repair Date	System Trans Date	Labor Code	Option Code	CLOSE - INSPECT REPAIR	07908	03/12/2018	03/28/2018	15S16CC		CLOSE - INSPECT REPAIR	07908	03/12/2018	04/03/2018			15S16 DOOR LATCH REPLACEMENT	CLOSE
Repair Eligibility	N																																			
Repair Update	2018-03-28																																			
Display Eligibility	N																																			
Display Update	2018-03-28																																			
Orig Mail Eligibility	N																																			
Orig Mail Update	2018-03-28																																			
Follow-Up Eligibility	N																																			
Follow-Up Update	2018-03-28																																			
Repair Status	Dealer Code	Repair Date	System Trans Date	Labor Code	Option Code																															
CLOSE - INSPECT REPAIR	07908	03/12/2018	03/28/2018	15S16CC																																
CLOSE - INSPECT REPAIR	07908	03/12/2018	04/03/2018																																	
+	12M02 SYNC WITH MYFORD MYLINCOLN TOUCH WARRANTY EXTENSION COVERING ACCESSORY PROTOCOL INTERFACE MODULE APIM	OPEN																																		
+	13B07 POWERTRAIN CONTROL MODULE (PCM) CALIBRATION	CLOSE																																		
+	13C09 HYBRID POWERTRAIN CONTROL MODULE RECALIBRATION FOR TRANSMISSION INTERLOCK REPAIR	CLOSE																																		
+	14B03 FUEL ECONOMY CUSTOMER SATISFACTION	CLOSE																																		
+	14E02 POWERTRAIN CONTROL MODULE REPROGRAMMING	CLOSE																																		
+	14S21 RESTRAINTS CONTROL MODULE REPLACEMENT	CLOSE																																		
+	15E03 POWERTRAIN CONTROL MODULE REPROGRAMMING	CLOSE																																		
+	15R01 EPS MOTOR BOLTS - REGIONAL	CLOSE																																		
+	16S42 DRIVER AND PASSENGER FRONT SEATBELT PRETENSIONER CABLE SEPARATION	CLOSE																																		
+	19K02 TAKATA AIRBAG INFLATOR EXTENDED COVERAGE	OPEN																																		

Last Comment: This request is beyond a reasonable amount of time for a subsequent failure. Will not be approved as related damage. If dealer can do SPW that would be the way to go. Thank you

Status Select

Disposition Lv1 Select Disposition Lv2 Select

Approval Request With Rental

Approval Request W/O Rental

Request Customer Information

Allow Rental Request

Request RO Information

Outbound Call

* Agent Reply (Remaining: 4000) Public

Special Service Support Center
Contact ScreenHelp Time Remaining:
:25:27:48
Contact Time:
0:1:2

Submit

* Denotes a required field

Contact ID: 102218582	FSA: 15S16 Bulletin	Create Date: 11:10 Wednesday 30 October 2019	Contact Type: Approval Request	Status: Agent Closed Not /
-----------------------	---------------------	--	--------------------------------	----------------------------

Contact Info	Vehicle	Comments	Contact History	Q&A	Parts	Repair Order Info	Repair Order History	Claiming Concern Info	Attachments	Notes/15S16	1
--------------	---------	----------	-----------------	-----	-------	-------------------	----------------------	-----------------------	-------------	-------------	---

GCamp

Type: DEALER - Web Date: 30 Oct 2019 Time: 11:14:45 Visibility: PUB ID: [REDACTED]	Comments: vehicle has right rear door latch broken, recall shows it was claimed and paid in 2016. however door latch has failed again compared broken recall and it appears that the latches in vehicle are the original latches. requested approval to replace all four to ensure that the vehicle is safe concern does not occur.
Type: Agent - Web Date: 30 Oct 2019 Time: 11:28:16 Visibility: PUB ID: [REDACTED]	Comments: Not Approved. This request is beyond a reasonable amount of time for a subsequent failure.

Last Comment: Not Approved. This request is beyond a reasonable amount of time for a subsequent failure.

Status Select	Approval Request With Rental	Approval Request W/O Rental	Request Customer Information
Disposition Lv1 Select	Allow Rental Request	Request RO Information	Outbound Call
Disposition Lv2 Select			

* Agent Reply (Remaining: 4000) Public

Select

Mar

Internal Comments (Remaining: 4000) Private

Subn

Submit

Special Service Support Center
Contact Screen



Submit

* Denotes a required field

Contact ID: 102218582	FSA: 15S16 Bulletin	Create Date: 11:10 Wednesday 30 October 2019	Contact Type: Approval Request	Status: Agent Closed Not /
-----------------------	---------------------	--	--------------------------------	----------------------------

[Contact Info](#) |
 [Vehicle](#) |
 [Comments](#) |
 [Contact History](#) |
 [Q&A](#) |
 [Parts](#) |
 [Repair Order Info](#) |
 [Repair Order History](#) |
 [Claiming Concern Info](#) |
 [Attachments](#) |
 [Notes/15S16](#) |
 1

[GCamp](#)

FSA	FSA Description	FSA Status
15S16	DOOR LATCH REPLACEMENT	CLOSE

Repair Eligibility	N
Repair Update	2016-03-30
Display Eligibility	N
Display Update	2016-03-30
Orig Mail Eligibility	N
Orig Mail Update	2016-03-30
Follow-Up Eligibility	N
Follow-Up Update	2016-03-30

Number of Mailings

+ 2

Number of Repairs

2

Repair Status	Dealer Code	Repair Date	System Trans Date	Labor Code	Option Code
CLOSE - INSPECT REPAIR	08727	03/09/2016	03/24/2016	15S16B	
CLOSE - INSPECT REPAIR	08727	03/09/2016	03/30/2016	15S16B	

+	12C26 REPROGRAM RESTRAINT CONTROL MODULE	CLOSE
+	TRANSMISSION CLUTCH SHUDDER /	
+	14M01 TRANSMISSION INPUT SHAFT SEAL WARRANTY EXTENSION	OPEN
+	TRANSMISSION CONTROL MODULE	
+	15B22 REPROGRAMMING FOR OVERT TCM FAILURE WARNING	CLOSE
+	TRANSMISSION CONTROL MODULE EXTENDED WARRANTY COVERAGE	
	14M02	OPEN

Last Comment: Not Approved. This request is beyond a reasonable amount of time for a subsequent failure.

Status Select

Disposition Lv1 Select

Disposition Lv2 Select

Approval Request With Rental

Approval Request W/O Rental

Request Customer Information

Allow Rental Request

Request RO Information

Outbound Call

* Agent Reply (Remaining: 4000) Public

Select
Mar

Internal Comments (Remaining: 4000) Private

Subn

From: Cure, Dan (D.)
Sent: Friday, March 27, 2020 12:32 PM
To: Baker, Zachary (Z.); Willard, Jeremy (J.)
Subject: 15S16

Look, we're on the right track. This dealer supplied the date codes without even being asked.

<https://www.sssc.dealerconnection.com/AgentSSSC/SSSCTSRedit.aspx?sssccontactid=102339607>

Are you guys ok with re-opening the FSA and (re)performing it in its entirety?

Dan Cure

Recall & Service Programs
SSSC Contact Center Program
Desk: [REDACTED]
1800 Fairlane Drive DCSII
Allen Park, MI 48101
dcure2@ford.com

From: Cure, Dan (D.)
Sent: Thursday, January 9, 2020 4:46 PM
To: Willard, Jeremy (J.)
Cc: Baker, Zachary (Z.)
Subject: 16S30 old parts?

Jeremy,

Can you confirm if this is the old / original part?

Dealer believes the repair was never performed on this closed VIN by another dealer on 9/10/19.

<https://www.sssc.dealerconnection.com/AgentSSSC/SSSCTSRedit.aspx?sssccontactid=102270673>



Dan Cure

Recall & Service Programs

SSSC Contact Center Program

Desk: [REDACTED]

1800 Fairlane Drive DCSII

Allen Park, MI 48101

dcure2@ford.com

From: Cure, Dan (D.)
Sent: Monday, May 18, 2020 12:39 PM
To: Baker, Zachary (Z.); Willard, Jeremy (J.)
Subject: 16S30 self service

We are already have eight contacts submitted for 16S30

Dan Cure

Recall & Service Programs
SSSC Contact Center Program
Desk: [REDACTED]
1800 Fairlane Drive DCSII
Allen Park, MI 48101
dcure2@ford.com

From: Cure, Dan (D.)
Sent: Friday, June 5, 2020 2:24 PM
To: Pusta, Ionut (I.); Kaminski, Nicole (N.M.)
Subject: 20S15 in Puerto Rico

John, Nicole

<https://www.sssc.dealerconnection.com/AgentSSSC/SSSCTSRedit.aspx?sssccontactid=102386824>

We typically do not support repairs under the advance. Is there any other guidance to share with dealer other than encouraging to procure individual latch part from third party source?

Contact ID: 102386824		FSA: 20S15	Bulletin	Create Date: 11:27 Mon			
Contact Info	Vehicle	Comments	Contact History	Q&A	Parts	Repair Order Info	Repair Order H
Type: DEALER - Web Date: 1 Jun 2020 Time: 11:50:57 Visibility: PUB ID: [REDACTED]		Comments: Good morning this vehicle was received in our shop with a rear left door the concern please let us know how to proceeded to fix customer concern					
Last Comment: Good morning this vehicle was received in our shop with a rear left door failed causing door dont close custom thanks							
				Approval Request With Rental		Approval Rec	

Dan Cure

Recall & Service Programs
SSSC Contact Center Program
Desk: [REDACTED]
1800 Fairlane Drive DCSII
Allen Park, MI 48101
dcure2@ford.com

From: Cure, Dan (D.)
Sent: Friday, June 5, 2020 3:20 PM
To: Baker, Zachary (Z.); Willard, Jeremy (J.)
Subject: 20S15 Puerto Rico

Zach, Jeremy

<https://www.sssc.dealerconnection.com/AgentSSSC/SSSCTSRedit.aspx?sssccontactid=102386824>

Do you want to support this repair under the advance?

Contact ID: 102386824	FSA: 20S15 Bulletin	Create Date: 11:27 Monday					
Contact Info	Vehicle	Comments	Contact History	Q&A	Parts	Repair Order Info	Repair Order Hist
Type: DEALER - Web Date: 1 Jun 2020 Time: 11:50:57 Visibility: PUB ID: [REDACTED]		Comments: Good morning this vehicle was received in our shop with a rear left door fail the concern please let us know how to proceeded to fix customer concern.					

Dan Cure

Recall & Service Programs
SSSC Contact Center Program
Desk: [REDACTED]
1800 Fairlane Drive DCSII
Allen Park, MI 48101
dcure2@ford.com

From: Cure, Dan (D.)
Sent: Friday, June 5, 2020 2:47 PM
To: Ursula Harris; Pat Logan
Subject: 20S15

Are we able to order any parts for Puerto Rico?

<https://www.sssc.dealerconnection.com/AgentSSSC/SSSCTSRedit.aspx?sssccontactid=102386824>

Dan Cure

Recall & Service Programs
SSSC Contact Center Program
Desk: [REDACTED]
1800 Fairlane Drive DCSII
Allen Park, MI 48101
dcure2@ford.com

From: Itoh, Jorji (J.D.)
Sent: Wednesday, March 18, 2020 11:42 AM
To: Landry, Mike (M.P.)
Subject: C1A Fact Sheets

Mike,

I worked with Zach yesterday and corrected the states on the Fact Sheet as well as an error with the production start date on the Fusion.

Just an FYI.

Kind regards,

Jorji D. Itoh
Production Vehicle Safety
Automotive Safety Office
330 Town Center Drive, Suite 500
Dearborn, MI 48126
Phone: [REDACTED]

Itoh, Jorji (J.D.)

From: Itoh, Jorji (J.D.)
Sent: Thursday, February 20, 2020 9:36 AM
To: Diaz, Adrian (A.D.)
Cc: Landry, Mike (M.P.)
Subject: C1A Latch Completion Rates

Hi Adrian,

The data below is pulled from GCAMP and is current as of today, 2/20/2020:

15S16 (Kiekert)

84% Complete
Original Population – 641,227
Completed - 536,518
Still to be repaired - 104,709

16S30 (Brose)

77% Complete
Original Population - 2,036,944
Completed - 1,564,276
Still to be repaired - 472,668

C1A Latch Totals (15S16+16S30)

78% Complete
Original Population – 2,678,171
Completed – 2,100,794
Still to be repaired – 577,377

Best of luck with your discussions today.

Kind regards,
Jorji D. Itoh
Production Vehicle Safety
Automotive Safety Office
330 Town Center Drive, Suite 500

From: Robinson, Hue (H.M.)
Sent: Tuesday, October 1, 2019 2:35 PM
To: Baker, Zachary (Z.); Hamilton, Steven (S.C.); Baumeister, Eric (E.)
Cc: Briggs, Erin Rose (E.R.)
Subject: C1A Latch Investigation

Not sure which one of you will be working on an open investigation that NHTSA has notified us about but I need your help please. This is in regards to the C1A side door latches on several vehicle lines but the current open investigation is on Fiesta (98 VOQs) and Fusion (? VOQs). We discussed this in today's CCRG and there were a few open assignments. Where I need help is with any customers that may come into the dealer for the repair but if it's a repeat repair or out of warranty, the dealer may turn them down due to them not being eligible. If the dealer contacts the hotline for help, Engineering needs to be notified immediately and we will need the parts back for analysis. This would be for complaints of doors opening while driving or cannot shut doors.

Please let me know if you can help and call me if you need further information.

HUE ROBINSON

Ford Motor Co. | HLM Campaign Prevent/Quality Manager | mobile: [REDACTED] | text page:
[REDACTED]@vtext.com

From: Robinson, Hue (H.M.)
Sent: Thursday, March 19, 2020 5:18 PM
To: Rein, Brigitte
Cc: Hietbrink, Mike
Subject: C1A Latch Parts for Service

Importance: High

Hi Brigitte,

Can you please help me with the following information? I'm looking for service parts that you have shipped to Ford service locations. I'd like this request with the following details:

- Requesting information beginning 2016 to now and by month/year
- Identify quantities shipped to various global service locations
- Requesting information by C1A unique part numbers

If you have any questions in regards to the request above, please call me so we can discuss. I realize there's a lot going on right now but please let me know when you can get this information to me.

Thanks for your help,

HUE ROBINSON

Ford Motor Co. | HLM Campaign Prevent/Quality Manager | mobile: [REDACTED] text page:
[REDACTED]@vtext.com

From: Okeh, Christopher (C.)
Sent: Wednesday, December 4, 2019 12:45 PM
To: Robinson, Hue (H.M.); Briggs, Erin Rose (E.R.)
Subject: C1A latches Review at WPAC

Updates:

We reviewed 360 latches(90 Kits) yesterday. Most of them are latches off Focus/C-max. We still have about 250 kits as of yesterday and more are coming in..

The review is scheduled daily ref. my previous emails. Also I have to update the file with detailed information as we go along with the review.

I request for Nancy's help if possible. I know everybody is busy.

Thanks

Chris Okeh
Hardware Quality Engineer
V07-VFG
[REDACTED] cell

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From: Halonen, Aaron (A.M.)
Sent: Friday, January 3, 2020 4:07 PM
To: Robinson, Hue (H.M.)
Subject: C1A Latches
Attachments: IMG_2033.jpg; ATT00001.txt

Hue - I was at the Return Center today, and they advised of how overwhelming it is to process all our latch returns. This photo shows just the current C1A returns. Certainly we dont want to limit our investigation in any way, given the seriousness of the issue, but do we have an identified point, where we will return the C1A returns off?



Aaron Halonen - Global Exterior and Interior Quality Manager



From: Robinson, Hue (H.M.)
Sent: Tuesday, February 11, 2020 3:42 PM
To: Okeh, Christopher (C.)
Subject: C1A VIN

Did we actually get these latches in for the same VIN and the same repair date twice? How does this happen?

Count	Source	Supplier	Vehicle Line	Vin#	Vehicle Built Date	Latch built/Julian Date	Recent Repair Date
565	WPAC	Brose	Focus	1FADP3F20DL [REDACTED]	6/9/2013	9/13/2012	11/21/2019
566	WPAC	Brose	Focus		6/9/2013	9/10/2012	11/21/2019
567	WPAC	Brose	Focus		6/9/2013	9/12/2012	11/21/2019
568	WPAC	Kiekert	Focus		6/9/2013	5/16/2017	11/21/2019
1923	WPAC	Brose	Focus	1FADP3F20DL [REDACTED]	6/9/2013	5/16/2012	11/21/2019
1924	WPAC	Brose	Focus		6/9/2013	5/21/2012	11/21/2019
1925	WPAC	Brose	Focus		6/9/2013	5/19/2012	11/21/2019
1926	WPAC	Brose	Focus		6/9/2013	5/21/2012	11/21/2019

HUE ROBINSON

Ford Motor Co. | HLM Campaign Prevent/Quality Manager | mobile: [REDACTED] | text page: [REDACTED]
[REDACTED]@vtext.com

From: Itoh, Jorji (J.D.)
Sent: Tuesday, May 5, 2020 6:14 PM
To: Baker, Zachary (Z.); Hansen, Thayne (T.)
Cc: Landry, Mike (M.P.)
Subject: C1a: NHTSA Discussion

Hello Thayne, Hello Zach,

Just wanted to keep you in the loop with our touchpoint with NHTSA today. They are going to review this with their leadership next Monday and we will meet again after that (still to be scheduled).

I felt their responses showed interest and I am optimistic.
Thank you for everything you're doing on your end to make this possible.

Jorji D. Itoh
Production Vehicle Safety
Automotive Safety Office
330 Town Center Drive, Suite 500
Dearborn, MI 48126
Phone: [REDACTED]

From: Itoh, Jorji (J.D.)
Sent: Friday, September 20, 2019 3:07 PM
To: Landry, Mike (M.P.); Ott, David (D.J.); Fox, Mark (M.D.); Carey, Danielle (D.M.)
Subject: Data Review Request
Attachments: Door Latch Data JOB AIDE.docx

Hello Dave, Mike, Mark and Danielle,

Would you mind forwarding this request for assistance to your teams?

We have received an inquiry from NHTSA in regards to an elevated rate of VOQs on Fiesta and Fusion vehicles with C1A latches.

We're going to be reviewing data in stages and are kicking off the first stage;
2011-14 Fiesta/2013-14 Fusion/MKZ (with more than one report/VIN)

Any help reviewing these reports would be appreciated.
A description of the categories has been attached (Door Latch Data JOB AID.docx).

Laura V and Mark F have set up SNAP for us (Thank you!).

<https://snap.apps-pcf04v2i.cf.ford.com/>

If you're able to help or have any questions, please let me, Mark Fox or Laura VanBelle know and we will add you as a reader on the SNAP file.

Thank you in advance,

Jorji D. Itoh
Production Vehicle Safety
Automotive Safety Office
330 Town Center Drive
Dearborn, MI 48126
Phone: [REDACTED]

MA19-042

Fiesta/Fusion/MKZ Door Latch Repairs after 15S16

– Data Set 1 –

Alleged Defect: Doors may not close or allegations of doors opening while driving after 15S16 was performed

A1 – 15S16 Recall

- AWS reports identifying the dealer completing 15S16
- Please use A1 if the customer has an allegation of “open while driving” or “door will not fully latch when closed” and the dealer repairs the vehicle under 15S16

A2 – Door opens while driving

- Customer allegation that they believed the door was closed but while driving, the door opened

A3 – Door does not fully latch when closed (bounce back)

- Unable to close the door
- The door bounces back when attempting to close

B – Ambiguous Allegation

- A latch was replaced but no information pertaining to the behavior of the latch

C – Unrelated

- N/A reports (reports that do not meet any of the above criteria)
- Door will not open

D – Not Sure

Subject: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Location: WebEx

Start: 5/20/2020 7:00 PM

End: 5/20/2020 8:00 PM

Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Willard, Jeremy (J.)

Required Attendees: Cure, Dan (D.); Michele Jackson; Linda Webster; Baker, Zachary (Z.)

Resources: WebEx

Dan / Linda / Michele –

Zach and I would like to have short discussion around how the new Dealer Self Service process is going so far. We know it hasn't been long, but Dan provide a LOT of feedback in a very short couple mins in the meeting this morning.

With all of the hard work your team has put in to this to get it going in such a short period of time, we felt it is only fair to provide you with some more time to discuss in lower detail if you so choose.

Here are some questions and thoughts I've had from the few contacts I've spot checked:

- what you're seeing coming in
- anything we can do to help
- anything we should know about
- how to communicate? (is a supplement necessary for anything or continue to monitor at this time?)
- survey results (easiest way to find/view/mine/etc.)
- anything else that you'd like to discuss related to Dealer Self Service?

- ~~~~~
~~~~~
- Future Decoder Tool discussion

Thank you,

Jeremy Willard

Recall & Service Programs

Ford Motor Company – Customer Service Division

Service Engineering Operations

Diagnostic Service Center II – 794

[REDACTED]

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

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[REDACTED] US Toll Free Number

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**Subject:** Discuss 19Y07 & 19Y33 needs

**Location:** WebEx

**Start:** 2/13/2020 6:00 PM

**End:** 2/13/2020 6:30 PM

**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**Organizer:** Willard, Jeremy (J.)

**Required Attendees:** Grove Dave; Osepchook, William (W.R.)

**Optional Attendees:** Hallmark Khristopher (AA-AS/EDS6.22); Hausmann, William (W.)

**Resources:** WebEx

Bill / Dave –

Quick meeting to align on recently requested labor times/service trial(s) related to C1A latches.

Sorry for late notice, but I was just made aware myself of the timing required.

Dave –

Feel free to forward to the author you'll be assigning.

Thank you,

Jeremy Willard

Recall & Service Programs

Ford Motor Company – Customer Service Division

Service Engineering Operations

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[REDACTED]

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**Subject:** discuss draft Tech Instructions for upcoming latch programs

**Location:** WebEx

**Start:** 4/30/2020 2:30 PM

**End:** 4/30/2020 3:30 PM

**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**Organizer:** Willard, Jeremy (J.)

**Required Attendees:** Dave.Grove@us.bosch.com; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS2221; Cure, Dan (D.)

**Optional Attendees:** Baker, Zachary (Z.)

**Resources:** WebEx

Moving the start time back ½ to accommodate Zach.

Thank you!

Tara / Dave –

If you've been following along in our weekly FSA status meetings, or reading the report that is sent out, you're aware of the multiple upcoming latch programs I'm working on.

In addition to what's on the tracker, we'll be kicking off the implementation of the new steps on 15S16 & 16S30. We'll be implementing the new procedure to capture the extra info that we trialed a few weeks ago.

There is a tracker the dealers will be submitting the info into, that Renkim has created/set up for us that is initiated via an SSSC contact. Dan Cure will join us to give a quick, high-level, look at what/how the dealers will be sending the info in, so we can ensure our tech instructions are appropriately instructing how they'll be doing that, in addition to the physical capturing of data.

Please join the WebEx so we can talk through any questions and get the supplement drafts kicked off ASAP.

Thank you,

Jeremy Willard

Recall & Service Programs

Ford Motor Company – Customer Service Division

Service Engineering Operations

Diagnostic Service Center II – 794



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Meeting number (access code):



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Can't join the meeting? [Contact support.](#)



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**From:** Itoh, Jorji (J.D.)  
**Sent:** Tuesday, October 8, 2019 11:32 AM  
**To:** Robinson, Hue (H.M.)  
**Cc:** Landry, Mike (M.P.)  
**Subject:** Fusion VOQs  
**Attachments:** MY13 Ford Fusion Latch Failures (2).docx

Hello Hue,

Attached are the recent VOQ#s that NHTSA sent us.  
Unfortunately, I have not downloaded the verbatims as of yet.

I'll send you an update once complete.  
In the meantime, there are some VINs that NHTSA has been able to provide and their requested related info.

Kind regards,

Jorji D. Itoh  
Production Vehicle Safety  
Automotive Safety Office  
330 Town Center Drive  
Dearborn, MI 48126  
Phone: [REDACTED]

## MY13 Ford Fusion

| Door Latch Failure Allegations                                                 |             |                                |                                  |                                  |                                                       |                                           |
|--------------------------------------------------------------------------------|-------------|--------------------------------|----------------------------------|----------------------------------|-------------------------------------------------------|-------------------------------------------|
| VOQ                                                                            | VIN         | Production Date?<br>(MM/DD/YY) | Included in<br>15V-246?<br>(Y/N) | Included in<br>17V-210?<br>(Y/N) | Was the Vehicle<br>Fixed according<br>to 15S16? (Y/N) | Fix Date? (if<br>applicable,<br>MM/DD/YY) |
| 11256505                                                                       | 3FA6P0HR1DR |                                |                                  |                                  |                                                       |                                           |
| 11255187                                                                       | 3FA6P0H75DR | 11/17/12                       | Y                                | N                                | Y                                                     | 03/18/16                                  |
| 11241022                                                                       | 3FA6P0HR1DR | 09/26/12                       | Y                                | N                                | Y                                                     | 11/27/15                                  |
| 11232953                                                                       | 3FA6P0H75DR |                                |                                  |                                  |                                                       |                                           |
| 11219251                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11210633                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11196057                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11170226                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11162882                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11154174                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11142327                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11128063                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11121776                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11114619                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11110462                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11104227                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11064678                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11046980                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11033568                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11030865                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11005972                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11005882                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 10995226                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| Door Latch Failure Allegations with Door(s) Opening Unintended While in Motion |             |                                |                                  |                                  |                                                       |                                           |
| VOQ                                                                            | VIN         | Production Date?<br>(MM/DD/YY) | Included in<br>15V-246?<br>(Y/N) | Included in<br>17V-210?<br>(Y/N) | Was the Vehicle<br>Fixed according<br>to 15S16? (Y/N) | Fix Date? (if<br>applicable,<br>MM/DD/YY) |
| 11257827                                                                       | 3FA6P0H78DR |                                |                                  |                                  |                                                       |                                           |
| 11254659                                                                       | 3FA6P0H77DR | 09/14/12                       | Y                                | N                                | Y                                                     | 01/11/16                                  |
| 11246005                                                                       | 3FA6P0HR5DR | 11/21/12                       | Y                                | N                                | Y                                                     | 02/15/16                                  |
| 11245549                                                                       | 3FA6P0K98DR | 10/02/12                       | Y                                | N                                | Y                                                     | 01/09/18                                  |
| 11243246                                                                       | 3FA6P0H73DR | 12/14/12                       | Y                                | N                                | Y                                                     | 03/19/16                                  |
| 11242379                                                                       | 3FA6P0HR8DR | 01/04/13                       | Y                                | N                                | Y                                                     | 06/11/18                                  |
| 11240698                                                                       | 3FA6P0HR4DR | 11/20/12                       | Y                                | N                                | Y                                                     | 02/19/18                                  |
| 11240352                                                                       | 3FA6P0LU8DR | 02/06/13                       | Y                                | N                                | Y                                                     | 08/10/17                                  |
| 11240361                                                                       | 3FA6P0HR5DR | 10/02/12                       | Y                                | N                                | Y                                                     | 08/31/18                                  |
| 11240296                                                                       | 3FA6P0HR3DR | 10/31/12                       | Y                                | N                                | Y                                                     | 01/06/16                                  |
| 11233106                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11231931                                                                       | 3FA6P0K91DR |                                |                                  |                                  |                                                       |                                           |
| 11228552                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11206507                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11204019                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |
| 11193224                                                                       | Requested   |                                |                                  |                                  |                                                       |                                           |



|          |             |  |  |  |  |  |
|----------|-------------|--|--|--|--|--|
| 11186619 | Requested   |  |  |  |  |  |
| 11174466 | Requested   |  |  |  |  |  |
| 11165554 | Requested   |  |  |  |  |  |
| 11161932 | Requested   |  |  |  |  |  |
| 11144146 | Requested   |  |  |  |  |  |
| 11123409 | Requested   |  |  |  |  |  |
| 11122241 | Requested   |  |  |  |  |  |
| 11111507 | Requested   |  |  |  |  |  |
| 11110706 | Requested   |  |  |  |  |  |
| 11110155 | Requested   |  |  |  |  |  |
| 11105213 | 3FA6P0K9XDR |  |  |  |  |  |
| 11103085 | Requested   |  |  |  |  |  |
| 11097174 | Requested   |  |  |  |  |  |
| 11033325 | Requested   |  |  |  |  |  |
| 11023308 | Requested   |  |  |  |  |  |
| 11019391 | Requested   |  |  |  |  |  |
| 11018911 | Requested   |  |  |  |  |  |
| 11016443 | Requested   |  |  |  |  |  |
| 11013999 | Requested   |  |  |  |  |  |
| 11011218 | Requested   |  |  |  |  |  |
| 11002377 | Requested   |  |  |  |  |  |
| 10971872 | Requested   |  |  |  |  |  |
| 10971906 | 3FA6P0H70DR |  |  |  |  |  |
| 10969526 | Requested   |  |  |  |  |  |
| 10967043 | Requested   |  |  |  |  |  |
| 10965935 | Requested   |  |  |  |  |  |

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**From:** Cure, Dan (D.)  
**Sent:** Wednesday, October 30, 2019 7:23 PM  
**To:** Baker, Zachary (Z.)  
**Subject:** FW: 15S16 DOOR LATCH REPLACEMENT

See below.

I am still compiling the individual VINs into a single PDF.

## Dan Cure

Recall & Service Programs  
SSSC Contact Center Program  
Desk: [REDACTED]  
1800 Fairlane Drive DCSII  
Allen Park, MI 48101  
dcure2@ford.com

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**From:** Pat Logan <plogan@renkim.com>  
**Sent:** Wednesday, October 30, 2019 1:22 PM  
**To:** Cure, Dan (D.) <dcure2@ford.com>  
**Cc:** Mary Burroughs <mburroughs@renkim.com>; Pat Logan <plogan@renkim.com>  
**Subject:** 15S16 DOOR LATCH REPLACEMENT

Dan,

As per our conversation this morning, here is a list of VINs and Contact ID #s where dealer requested a latch after program was performed. The contacts listed below came in the month of October 2019. Total of contacts is 12 for October 2019.

VIN: 3FADP4CJ0CM [REDACTED] Contact ID: 102198456 Create Date: 03:35 Friday 4 October 2019

DEALER: CUSTOMER STATES IS STATING PASSENGER REAR DOOR WILL NOT STAY CLOSED, FOUND THE LATCH HAS FAILED. HOW DO WE FILE A CLAIM TO GET LATCH REPLACED. RECALL 15S16 IS CLOSED. (G-camp shows program closed 29-Mar-2019.)

SSSC: Thank you for contacting SSSC. 15S16 has been closed since April, no further action can be taken under the program. Not Approved. This request is beyond a reasonable amount of time for a subsequent failure. Thank you

VIN: 3FA6P0HR5DR [REDACTED] Contact ID: 102198771 Create Date: 08:13 Monday 7 October 2019

DEALER: VEH WAS IN HERE 2/7/18 TO GET RECALL 15S16 COMPLETED. VEH BROUGHT IN AND DRIVER FRONT DOOR LATCH HAS FAILED, CAUSING DOOR NOT TO LATCH SHUT. VEHICLE NEEDS DOOR LATCH, REQUESTING APPROVAL PER BEING A RECALL AT ONE POINT.

SSSC: Not Approved. This request is beyond a reasonable amount of time for a subsequent failure. Thank you

VIN: 3FA6P0H76DR [REDACTED] Contact ID: 102199093 Create Date: 12:20 Monday 7 October 2019

DEALER: RELATED DAMAGE ON RECALL 15S16 (G-camp shows program closed on July 12, 2019.)

SSSC: Not Approved. This request is beyond a reasonable amount of time for a subsequent failure.

VIN: 3FADP4EJ8BM [REDACTED] Contact ID: 102199164 Create Date: 01:25 Monday 7 October 2019

DEALER: p/s rear door is opening on its own and will not stay closed. recall was already performed so this is the updated part causing the same concern. will ford assist with this repair as a related damage. recall was performed 05/07/2018. SSSC: Not Approved. This request is beyond a reasonable amount of time for a subsequent failure.

VIN: 3FA6P0H74DR [REDACTED] Contact ID: 102199639 Create Date: 08:59 Tuesday 8 October 2019

DEALER: Front passenger door latch (door)won't stay closed, latch is faulty(internally) Latch was previously replaced on 11/27/18 at 78480 mi. The vehicle has 92114 mi and is beyond SPW of 12 months or 12000 mi. Please advise if Ford will cover cost of replacement.

SSSC: The vehicle was repaired using the approved process, per the recall, and the recall is now closed. Any repairs at this time will be at owners expense.

VIN: 3FA6P0K97DR [REDACTED] Contact ID: 102202249 Create Date: 02:38 Thursday 10 October 2019

DEALER: The driver door latch will not latch at all. appears to be a defective latch. The recall was performed on 11/13/17.

SSSC: Thank you for contacting SSSC. Not Approved. This request is beyond a reasonable amount of time for a subsequent failure. Thank you

VIN: 3FADP4EJXDM [REDACTED] Contact ID: 102203636 Create Date: 10:00 Monday 14 October 2019

DEALER: THE CUSTOMER HAD THE LATCH RECALL PERFORMED AT THIS DEALER 10/13/2016 AT 6616 MILES. HE HAS SUBMITTED A REPAIR BILL FOR ONE OF THE RECALL LATCHES REQUESTING REIMBURSEMENT FOR THE REPAIR. THE REPAIR WAS COMPLETED 10/17/2017 AT A NON-FORD REPAIR STATION. IS THIS A COVERED REPAIR UNDER THE PROVISIONS OF THE RECALL? I WOULD BELIEVE THAT THERE IS COVERAGE ON THE RECALLED LATCH FOR 12 MONTHS OR 12000 MILES. THIS WOULD BE COVERED UNDER SERVICE PART WARRANTY UP TO 10/13/2017. IS THERE ANY OTHER COVERAGE AFFORDED BY THE RECALL PARTS?

SSSC: The vehicle was repaired using the approved process, per the recall, and the recall is now closed. Any repairs at this time will be at owners expense. Any additional coverage, please contact warranty.

VIN: 3FA6P0H71DR [REDACTED] Contact ID: 102204936 Create Date: 10:52 Tuesday 15 October 2019

DEALER: CUSTOMER STATES SINCE RECALL PERFORMED DOOR INOP-PASS FRONT WILL NOT OPEN FROM INSIDE. (CLOSED PER G-CAMP 09-Aug-2019)

SSSC: Thank you for contacting SSSC. Not Approved. This request is beyond a reasonable amount of time for a subsequent failure. Thank you

VIN: 3FADP4AJ0CM [REDACTED] Contact ID: 102205280 Create Date: 01:49 Tuesday 15 October 2019

DEALER: CUST HAD FSA 15S16 DONE 1/20/2018 AT 12644 MILES ( 1442 SERVICE MIILES) RO 639330 AND NOW SHE IS STATING THE D/S REAR DOOR DOES NOT CLOSE OR LOCK, THE LATCH IS STUCK CLOSED AND CUSTOMER HAS THE DOOR SHUT BY TYING THE DOOR DOWN WITH THE SEATBELT. IT'S OVER THE 12/12 COVERAGE, CAN WE PROCEED WITH REPAIR AS RELATED DAMAGES TO FSA 15S16? THANKS

SSSC: Not Approved. This request is beyond a reasonable amount of time for a subsequent failure.

VIN: 3FADP4BJXDM [REDACTED] Contact ID: 102205610 Create Date: 04:09 Tuesday 15 October 2019

DEALER: customer is here waiting due to drivers ft door will not close has a bungie cord holding door closed this is a stick shift vehicle recall 15s16 was performed at Chantilly ford 08/14/2015 oasis states pass side door latch replace only recall calls for all 4 doors the latches need replacing in all 3 doors what should I do

SSSC: The vehicle is beyond the time and/or mileage limits of this FSA. Thanks. (new agent)

VIN: 3LN6L2LU6DR [REDACTED] Contact ID: 102206910

Create Date: 05:40 Wednesday 16 October 2019



DEALER: recall performed 15s16 03/12/18 @ 84907 miles performed at another dealer. Vehicle came in with a door latch on driver's door that has failed. The part is available separate with part number ae8z.5421813.f - This is within time limits for SPW. Do I claim this as a related damage claim?

SSSC: This request is beyond a reasonable amount of time for a subsequent failure. Will not be approved as related damage. If dealer can do SPW that would be the way to go. Thank you

VIN: 3FADP4BJ8BM [REDACTED] Contact ID: 102218582 Create Date: 11:10 Wednesday 30 October 2019

DEALER: vehicle has right rear door latch broken, recall shows it was claimed and paid in 2016. however door latch has failed again. compared broken latch to new kit for recall and it appears that the latches in vehicle are the original latches. requested approval to replace all four to ensure that the vehicle is safe and that a future concern does not occur.

SSSC: Not Approved. This request is beyond a reasonable amount of time for a subsequent failure.

**Pat Logan**

SME  
Ford Special Service  
Support Center

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