

From: Baker, Zachary (Z.)
Sent: Thursday, October 31, 2019 6:03 PM
To: Robinson, Hue (H.M.); Briggs, Erin Rose (E.R.); Okeh, Christopher (C.)
Cc: Landry, Mike (M.P.); Itoh, Jorji (J.D.)
Subject: FW: 15S16 October contacts
Attachments: 15S16 defective.pdf

Updated with dealer contact information for all contacts.

Zachary Baker

Program Manager, Recall and Service Programs
DSC2 #802
[REDACTED]

From: Cure, Dan (D.) <dcure2@ford.com>
Sent: Thursday, October 31, 2019 1:51 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: 15S16 October contacts

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

* Denotes a required field

Contact ID: [REDACTED]	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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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

* Agent Reply (Remaining: 4000) **Public**

Internal Comments (Remaining: 4000) **Private**

Special Service Support Center Contact Screen



Submit

* Denotes a required field

Contact ID: [REDACTED]	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

GCamp

FSA	FSA Description	FSA Status
15S16	DOOR LATCH REPLACEMENT	CLOSE

Repair Eligibility

Repair Update

Display Eligibility

Display Update

Orig Mail Eligibility

Orig Mail Update

Follow-Up Eligibility

Follow-Up Update

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

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: 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

Allow Rental Request

Request RC Information

Outbound Call

Transfer

Disposition Lv1 Select

Disposition Lv2 Select

* Agent Reply (Remaining: 4000) Public

Select

Mar

Internal Comments (Remaining: 4000) Private

Subn

Submit

Special Service Support Center
Contact ScreenHelp Time Remaining:
-579:41:41
Contact Time:
0:0:18

Submit

* Denotes a required field

Contact ID: [REDACTED]	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 the customer.

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



* Denotes a required field

Contact ID: [REDACTED]	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

15S16 DOOR LATCH REPLACEMENT

**FSA
Status**
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.

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 Select

* Agent Reply (Remaining: 4000) Public

SI

Special Service Support Center
Contact Screen

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

* Denotes a required field

Contact ID: [REDACTED]	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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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**

Select

Internal Comments (Remaining: 4000) **Private**

Special Service Support Center
Contact ScreenHelp Time Remaining:
-575:50:56
Contact Time:
0:0:34

Submit

* Denotes a required field

Contact ID: [REDACTED]	FSA: 15S16 Bulletin	Create Date: 12:20 Monday 7 October 2019	Contact Type: Approval Request	Status: Agent Closed Not App
------------------------	---------------------	--	--------------------------------	------------------------------

Contact InfoVehicleCommentsContact HistoryQ&APartsRepair Order InfoRepair Order HistoryClaiming Concern InfoAttachmentsNotes/15S161

Repair Order

Number: [REDACTED] 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 54264A26 LATCH Base Part Desc QTY 1 Price 96.66 Status Not Approved Not Approved Approved										

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

Status Select ▼

Approval Request With Rental

Allow Rental Request

Approval Request W/O Rental

Request RO Information

Disposition Lv1 Select ▼

Request Customer Information

Outbound Call

Request Customer Information

Outbound Call

*** Agent Reply (Remaining: 4000) Public**

Internal Comments (Remaining: 4000) Private

Select

Mar

Subn

Submit

Special Service Support Center
Contact Screen



Submit

* Denotes a required field

Contact ID: [REDACTED]	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

Approval Request W/O Rental

Request Customer Information

Allow Rental Request

Request RO Information

Outbound Call

* Agent Reply (Remaining: 4000) Public

Select

Ma

Internal Comments (Remaining: 4000) Private

Subn

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

* Denotes a required field

Contact ID: [REDACTED]	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

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

* 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: [REDACTED]	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

[GCamp](#)

	FSA	FSA Description	FSA Status
	15S16	DOOR LATCH REPLACEMENT	CLOSE

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	

+	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 Select ▼

Disposition Lv1 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

Select
Mar

Internal Comments (Remaining: 4000) Private

Subn

Submit

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

1/2
RQ19-005 000081 ER

Special Service Support Center
Contact ScreenHelp Time Remaining:
-55:16:17
Contact Time:
0:0:11

Submit

* Denotes a required field

Contact ID: [REDACTED]	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
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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 SPW 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

Mar

Internal Comments (Remaining: 4000) Private

Subn

Submit

Special Service Support Center
Contact Screen



Submit

* Denotes a required field

Contact ID: [REDACTED]	FSA: 15S16 Bulletin	Create Date: 08:59 Tuesday 8 October 2019	Contact Type: General	Status: Agent Close
------------------------	---------------------	---	-----------------------	---------------------

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	2018-12-11
Display Eligibility	N
Display Update	2018-12-11
Orig Mail Eligibility	N
Orig Mail Update	2018-12-11
Follow-Up Eligibility	N
Follow-Up Update	2018-12-11

Number of Mailings

5

Number of Repairs

1

Repair Status	Dealer Code	Repair Date	System Trans Date	Labor Code	Option Code
CLOSE - INSPECT REPAIR	20686	11/27/2018	12/11/2018	15S16CC	

FSA	FSA Description	FSA Status
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 REPROGRAMMING 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 WO Rental	Request Customer Information	FMC 360
Allow Rental Request	Request RC Information	Outbound Call	Transfer

Status: Select

Disposition Lv1: Select Disposition Lv2: Select

* Agent Reply (Remaining: 4000) Public

Select

Mar

Internal Comments (Remaining: 4000) Private

Subn

Special Service Support Center
Contact Screen

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

* Denotes a required field

Contact ID: [REDACTED]	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	1
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GCamp											
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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 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

Internal Comments (Remaining: 4000) Private

Special Service Support Center
Contact Screen



Submit

* Denotes a required field

Contact ID: [REDACTED]	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

1

GCamp

FSA	FSA Description	FSA Status
15S16	DOOR LATCH REPLACEMENT	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	

FSA	FSA Description	FSA Status
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 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

Special Service Support Center
Contact Screen

Submit

* Denotes a required field

Contact ID: [REDACTED]	FSA: 15S16 Bulletin	Create Date: 10:00 Monday 14 October 2019	Contact Type: Claiming Concern	Status: Dealer Pe
------------------------	---------------------	---	--------------------------------	-------------------

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: 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

Disposition Lv1

Select

Disposition Lv2

Approval Request With Rental

Approval Request W/O Rental

Request Customer Information

FMC 360

Allow Rental Request

Request RO Information

Outbound Call

Transfer

* Agent Reply (Remaining: 4000) Public

Select

Mar

Internal Comments (Remaining: 4000) Private

Subn

Submit

Special Service Support Center
Contact ScreenHelp Time Remaining:
-410:17:46
Contact Time:
0:9:19

Submit

* Denotes a required field

Contact ID: [REDACTED]	FSA: 15S16 Bulletin	Create Date: 10:00 Monday 14 October 2019	Contact Type: Claiming Concern	Status: Dealer Pe
------------------------	---------------------	---	--------------------------------	-------------------

Contact InfoVehicleCommentsContact HistoryQ&APartsRepair Order InfoRepair Order HistoryClaiming Concern InfoAttachmentsNotes/15S161

GCamp

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

FSA FSA Description FSA Status

15S16 DOOR LATCH REPLACEMENT CLOSE

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

Number of Repairs

1

+		TRANSMISSION CLUTCH SHUDDER / 14M01 TRANSMISSION INPUT SHAFT SEAL WARRANTY EXTENSION OPEN
+		TRANSMISSION CONTROL MODULE 15B22 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

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

* Agent Reply (Remaining: 4000) Public

Internal Comments (Remaining: 4000) Private

Special Service Support Center
Contact Screen

Submit

* Denotes a required field

Contact ID: [REDACTED]	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											
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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: [REDACTED]	FSA: 15S16 Bulletin	Create Date: 10:52 Tuesday 15 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

Repair Order	Number: [REDACTED]	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	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: [REDACTED]	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	FSA Status
15S16	DOOR LATCH REPLACEMENT	CLOSE

Repair Eligibility

Repair Update

Display Eligibility

Display Update

Orig Mail Eligibility

Orig Mail Update

Follow-Up Eligibility

Follow-Up Update

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

Status

Select

Approval Request With Rental

Approval Request W/O Rental

Request Customer Information

Allow Rental Request

Request RO Information

Outbound Call

Disposition Lv1

Select

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: [REDACTED]	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

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 MIILES) 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 CX
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

Status Select	Approval Request With Rental	Approval Request W/O Rental	Request Customer Information
Disposition Lvl Select	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: [REDACTED]	FSA: 15S16 Bulletin	Create Date: 01:49 Tuesday 15 October 2019	Contact Type: Approval Request	Status: Agent Closed Not A
------------------------	---------------------	--	--------------------------------	----------------------------

Contact InfoVehicleCommentsContact HistoryQ&APartsRepair Order InfoRepair Order HistoryClaiming Concern InfoAttachmentsNotes/15S161

Repair OrderNumber: [REDACTED]Date: Tuesday 15 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	1.1		0.00		0	0.00			124.74	
Complete Part Number FT4Z5826413E LOCK ASSY Base Part Desc QTY 1 Price 124.74 Status 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

Disposition Lv1 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

Special Service Support Center
Contact Screen



Submit

* Denotes a required field

Contact ID: [REDACTED]	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	

FSA	FSA Description	FSA Status
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

Status Select

Disposition Lv1 Select

Approval Request With Rental

Allow Rental Request

Approval Request W/O Rental

Request RC Information

Request Customer Information

Outbound Call

* Agent Reply (Remaining: 4000) Public

Select SI

Mar

Internal Comments (Remaining: 4000) Private

Subn

Special Service Support Center
Contact ScreenHelp Time Remaining:
-380:26:26
Contact Time:
0:0:17

Submit

* Denotes a required field

Contact ID: [REDACTED]	FSA: 15S16 Bulletin	Create Date: 04:09 Tuesday 15 October 2019	Contact Type: Approval Request	Status: Agent C
------------------------	---------------------	--	--------------------------------	-----------------

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: 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 coors 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: [REDACTED]	FSA: 15S16 Bulletin	Create Date: 04:09 Tuesday 15 October 2019	Contact Type: Approval Request	Status: Agent C
--	---	--	--------------------------------	-----------------

[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>2015-09-04</td></tr> <tr><td>Display Eligibility</td><td>N</td></tr> <tr><td>Display Update</td><td>2015-09-04</td></tr> <tr><td>Orig Mail Eligibility</td><td>N</td></tr> <tr><td>Orig Mail Update</td><td>2015-09-04</td></tr> <tr><td>Follow-Up Eligibility</td><td>N</td></tr> <tr><td>Follow-Up Update</td><td>2015-09-04</td></tr> </table> Number of Mailings + 1 <table style="width:100%; border-collapse: collapse;"> <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>09098</td> <td>08/14/2015</td> <td>09/04/2015</td> <td>15S16B</td> <td></td> </tr> </tbody> </table> Number of Repairs 1	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	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 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																														
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 Select

* Agent Reply (Remaining: 4000) Public

Select SI

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

* Denotes a required field

Contact ID:	FSA: 15S16	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
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GCamp											
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Type: DEALER - Web Date: 16 Oct 2019 Time: 17:48:17 Visibility: PUB ID:	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:	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

Internal Comments (Remaining: 4000) **Private**

Special Service Support Center
Contact Screen

Submit

* Denotes a required field

Contact ID: [REDACTED]	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
--------------	---------	----------	-----------------	-----	-------	-------------------	----------------------	-----------------------	-------------	-------------	---

Repair Order	Number: [REDACTED]	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	Base Part Desc	QTY	Price	Status
ae8z5421813f latch		1	144.58	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

Approval Request With Rental Approval Request W/O Rental Request Customer Information

Status

Allow Rental Request Request RO Information Outbound Call

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: [REDACTED]	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> Number of Repairs 2	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: [REDACTED]	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											
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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: [REDACTED]	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](#)

[GCamp](#)

<table border="1" style="width:100%; border-collapse: collapse;"> <tr><td>Repair Eligibility</td><td>N</td></tr> <tr><td>Repair Update</td><td>2016-03-30</td></tr> <tr><td>Display Eligibility</td><td>N</td></tr> <tr><td>Display Update</td><td>2016-03-30</td></tr> <tr><td>Orig Mail Eligibility</td><td>N</td></tr> <tr><td>Orig Mail Update</td><td>2016-03-30</td></tr> <tr><td>Follow-Up Eligibility</td><td>N</td></tr> <tr><td>Follow-Up Update</td><td>2016-03-30</td></tr> </table> Number of Mailings + 2 Number of Repairs 2 <table border="1" 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>08727</td> <td>03/09/2016</td> <td>03/24/2016</td> <td>15S16B</td> <td></td> </tr> <tr> <td>CLOSE - INSPECT REPAIR</td> <td>08727</td> <td>03/09/2016</td> <td>03/30/2016</td> <td>15S16B</td> <td></td> </tr> </tbody> </table>	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	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		<table style="width:100%;"> <tr> <th>FSA</th> <th>FSA Description</th> <th>FSA Status</th> </tr> <tr> <td>15S16</td> <td>DOOR LATCH REPLACEMENT</td> <td>CLOSE</td> </tr> <tr><td colspan="3"> </td></tr> <tr> <td>12C26</td> <td>REPROGRAM RESTRAINT CONTROL MODULE</td> <td>CLOSE</td> </tr> <tr> <td>14M01</td> <td>TRANSMISSION CLUTCH SHUDDER / TRANSMISSION INPUT SHAFT SEAL WARRANTY EXTENSION</td> <td>OPEN</td> </tr> <tr> <td>15B22</td> <td>TRANSMISSION CONTROL MODULE REPROGRAMMING FOR OVERT TCM FAILURE WARNING</td> <td>CLOSE</td> </tr> <tr> <td>14M02</td> <td>TRANSMISSION CONTROL MODULE EXTENDED WARRANTY COVERAGE</td> <td>OPEN</td> </tr> </table>	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
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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

* Agent Reply (Remaining: 4000) Public

Select SI

Mar

Internal Comments (Remaining: 4000) Private

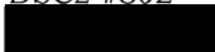
Approval Request With Rental Approval Request W/O Rental Request Customer Information

Allow Rental Request Request RO Information Outbound Call

Subn

From: Baker, Zachary (Z.)
Sent: Thursday, January 9, 2020 8:39 PM
To: Robinson, Hue (H.M.)
Subject: FW: 16S30 old parts?

This is what I am talking about.

Zachary Baker
Program Manager, Recall and Service Programs
DSC2 #802


From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Thursday, January 09, 2020 3:28 PM
To: Cure, Dan (D.) <dcure2@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 16S30 old parts?

I've tried to enlarge the photo and rotate to be able to read it, but unfortunately, cannot see anything clear enough to attempt to decipher a date?



Jeremy Willard

Recall & Service Programs
Ford Motor Company – Customer Service Division
Service Engineering Operations
Diagnostic Service Center II – 794
[REDACTED]

From: Cure, Dan (D.) <dcure2@ford.com>
Sent: Thursday, January 09, 2020 11:46 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>
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=>





Dan Cure

Recall & Service Programs

SSSC Contact Center Program

Desk: [REDACTED]

1800 Fairlane Drive DCSII

Allen Park, MI 48101

dcure2@ford.com

From: Baker, Zachary (Z.)
Sent: Wednesday, May 27, 2020 8:09 PM
To: Willard, Jeremy (J.)
Subject: FW: 19Y33 Customer inspection sheets

FYI

Zachary Baker

Program Manager, Recall and Service Programs
DSC2 #802
[REDACTED]

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Wednesday, May 27, 2020 4:08 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 19Y33 Customer inspection sheets

Thank you much. Appreciate it.

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, May 27, 2020 4:07 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: 19Y33 Customer inspection sheets

Yes, we will get those added. It will take some work and may not be ready in the proof of concept video, but we will get it worked in there.

Zachary Baker

Program Manager, Recall and Service Programs
DSC2 #802
[REDACTED]

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Wednesday, May 27, 2020 3:36 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 19Y33 Customer inspection sheets

Zach,

I just spoke with Mike.

Can we include a check for the rear Child Safety Latches to the Letter and Video please?

Kind regards,

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: Wednesday, May 27, 2020 3:06 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 19Y33 Customer inspection sheets

NHTSA asks about it every meeting.

Keep it in mind as far as complexity.

I'll talk to mike and Adrian and get their thoughts.

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, May 27, 2020 2:48 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: 19Y33 Customer inspection sheets

Yowza. No, that fell off the radar.

We want customers to do that inspection too, then?

Zachary Baker
Program Manager, Recall and Service Programs
DSC2 #802
[REDACTED]

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Wednesday, May 27, 2020 2:42 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 19Y33 Customer inspection sheets

Thanks Zach!

Has your team been looking into anything in regard to the child safety latch confirmation in the rear doors?
I apologize, I should have asked during the meeting but didn't think about it until now.

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

Dearborn, MI 48126

Phone: [REDACTED]

From: Baker, Zachary (Z.) <zbaker1@ford.com>

Sent: Wednesday, May 27, 2020 2:17 PM

To: Itoh, Jorji (J.D.) <jitoh@ford.com>

Subject: 19Y33 Customer inspection sheets

See attached.

Zachary Baker

Program Manager, Recall and Service Programs

DSC2 #802

[REDACTED]

From: Itoh, Jorji (J.D.)
Sent: Monday, July 29, 2019 2:50 PM
To: Landry, Mike (M.P.)
Subject: FW: 2011-2014 Ford Fiesta-Out Of Scope/Remedy Failure for 15V-246 Recall

Mike,

Desi mentioned we should reply to NHTSA in two weeks (from wed, July 24) on this item.
There are 96 VOQs in regards to the C1A latch, which in preliminary looks, was something Ford addressed over multiple actions and multiple times.

I think we will need more time to look into this and need to discuss what our desired output is.

Kind regards,

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

From: Britton, Eric (E.J.) <ebritton@ford.com>
Sent: Wednesday, July 17, 2019 4:04 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: FW: 2011-2014 Ford Fiesta-Out Of Scope/Remedy Failure for 15V-246 Recall

Are you taking this?

Eric Britton
External Investigations
Tel. [REDACTED]

From: Baker, Donna (D.J.) <dbaker86@ford.com>
Sent: Thursday, July 11, 2019 7:45 AM
To: Britton, Eric (E.J.) <ebritton@ford.com>
Subject: RE: 2011-2014 Ford Fiesta-Out Of Scope/Remedy Failure for 15V-246 Recall

MA19-042

From: Britton, Eric (E.J.) <ebritton@ford.com>
Sent: Wednesday, July 10, 2019 10:21 AM
To: Baker, Donna (D.J.) <dbaker86@ford.com>
Subject: FW: 2011-2014 Ford Fiesta-Out Of Scope/Remedy Failure for 15V-246 Recall

MA please. 2011-2014 Fiesta Latch – 15S16 Recall Effectiveness

Eric Britton
External Investigations
Tel. [REDACTED]

From: Landry, Mike (M.P.) <mlandry@ford.com>
Sent: Tuesday, July 09, 2019 2:52 PM
To: Britton, Eric (E.J.) <ebritton@ford.com>
Subject: FW: 2011-2014 Ford Fiesta-Out Of Scope/Remedy Failure for 15V-246 Recall

Eric,
Please review and develop a response for NHTSA.

Please see the recent response semi-related.

Regards,
Mike Landry
Manager, Car & Small Utility Vehicle Investigations
Automotive Safety Office

DESK: [REDACTED]
CELL: [REDACTED]
E-MAIL: mlandry@ford.com



SUSTAINABILITY
ENVIRONMENT &
SAFETY ENGINEERING

From: Torres Diaz, Arnaldo (NHTSA) <arnaldo.torresdiaz@dot.gov>
Sent: Tuesday, July 9, 2019 1:41 PM
To: Landry, Mike (M.P.) <mlandry@ford.com>
Cc: Kirksey, Donte (NHTSA) <donte.kirksey@dot.gov>; Yandrick, Matthew (NHTSA) <matthew.yandrick@dot.gov>
Subject: 2011-2014 Ford Fiesta-Out Of Scope/Remedy Failure for 15V-246 Recall

Good afternoon Mike,
Please advise if you have any warranty data related to the following VOQs below we received during a 30 month span. Can you advise if Ford Motor Co. is working on an extension of this recall to cover consumers that were out of scope of the 18V-246 recall or consumers that allegedly had a 18V-246 recall performed but the remedy was not sufficient or deficient?
Please see below:

30 Month Screen Ford Fiesta Latch Failure Out of Scope 15V-246 Model Year 2011

11218800	3FADP4BJ4BM	[REDACTED]
11210236	3FADP4EJ2BM	[REDACTED]
11207261	3FADP4FJ6BM	[REDACTED]
11161750	3FADP4EJ3BM	[REDACTED]

11123783	3FADP4CJ8BM	
11079871	3FADP4BJ9BM	
11019839	3FADP4BJ2BM	
11015856	3FADP4AJ9BM	
11015211	3FADP4FJXBM	
11002333	No VIN	
11010590	3FADP4BJXBM	

Model Year 2012

11217211	3FADP4BJ1CM	
11170525	3FADP4EJ0CM	
11217211	3FADP4BJ1CM	
11170525	3FADP4EJ0CM	
11157214	3FADP4AJ7CM	
11156517	3FADP4BJ6CM	
11139062	3FADP4BJ9CM	
11119807	3FADP4BJ3CM	
11089264	3FADP4AJ7CM	
11082264	3FADP4AJ5CM	
11034178	3FADP4BJ7CM	
11020450	3FADP4BJ7CM	
11014518		
11004142	3FADP4BJXCM	
11002372	3FADP4CJ5CM	
10992235	3FADP4BJ5CM	
10985928		
10985006	3FADP4AJ1CM	
10981250	3FADP4AJ8CM	

Model Year 2013

11228818	3FADP4BJ4DM	
11228547	3FADP4EJXDM	
11222994	3FADP4BJ2D	
11172614	3FADP4BJ1DM	
11164185	3FADP4BJ2DM	
11138955	3FADP4AJ6DM	
11130449	3FADP4BJ1DM	
11129559	3FADP4BJ1DM	
11115298	3FADP4BJ7DM	
11104591	3FADP4BJ5DM	
11084624	3FADP4BJ4DM	
11035881	3FADP4TJXDM	
11032716	3FADP4EJ8DM	
11022464	3FADP4EJ2DM	
11010406	3FADP4AJ2DM	
10970006	3FADP4EJ4DM	
10747360		

Model Year 2014

11228757	3FADP4EJXEM	
11228262	3FADP4BJ1EM	
11222949	3FADP4BJ4EM	
11217778	3FADP4FJ8EM	
11195262	3FADP4BE5EM	
11193111	3FADP4BJ0EM	
11162644	3FADP4BJ2EM	
11133543	3FADP4EJ8EM	
11131608	3FADP4GX1EM	
11120607	3FADP4EJ4EM	
11102701	3FADP4BJ4EM	
11089616	3FADP4BJ9EM	
11074513	3FADP4EJ0EM	
11065957	3FADP4BJ4EM	
11042759	3FADP4EJ2EM	
11032674	3FADP4FJ0EM	
11031770	3FADP4CJ8EM	
11020575	3FADP4BJ0EM	
11013132	3FADP4CJ4EM	
10994529	3FADP4BJ6EM	
10992103	3FADP4BJ5EM	
10983326	3FADP4FJ1EM	
10981499	3FADP4FJ4EM	
10968803	3FADP4TJXEM	
10958131	3FADP4BJ9EM	
10955651	3FADP4EJ1EM	
10945747	3FADP4BJ9EM	
10944984	3FADP4FJ9EM	
10938269	3FADP4BJ9EM	

Failed Remedy 15V-246

Year 2011

11229773	3FADP4FJ4BM	
11123101	3FADP4BJ1BM	
10995527	3FADP4FJ7BM	
10897769	3FADP4AJ3BM	

Year 2012

11165270	3FADP4AJ2CM	
11129834	3FADP4EJ4CM	
11111514	3FADP4CJ0CM	
10971887	3FADP4AJ2CM	

Year 2013

11222247	3FADP4BJXDM	[REDACTED]
11222087	3FADP4BJ3DM	[REDACTED]
11124124	3FS4BJ7DM	[REDACTED]
11119675	3FADP4BJ6DM	[REDACTED]
11109798	3FADP4BJ2DM	[REDACTED]
11090102	3FADP4AJ8DM	[REDACTED]
11012181	3FADP4AJ9DM	[REDACTED]
11006452	3FADP4BJ8DM	[REDACTED]
11001521	3FADP4AJ7DM	[REDACTED]
11001149	3FADP4BJXDM	[REDACTED]
11000832	3FADP4BJXDM	[REDACTED]
10979082	3FADP4BJ1DM	[REDACTED]
10954864	3FADP4BJ4DM	[REDACTED]
10954853	3FADP4BJXDM	[REDACTED]

Best regards,



Arnaldo Torres Diaz
Electronics Engineer
Department of Transportation
National Highway Traffic Safety Administration
W46-464
1200 New Jersey Avenue SE., Washington, DC 20590
Office: 202-366-0574

From: Itoh, Jorji (J.D.)
Sent: Wednesday, November 20, 2019 1:39 PM
To: Landry, Mike (M.P.)
Subject: FW: C1A Door Latch - NHTSA Customer Information

Sensitivity: Confidential

Info has been sent to NHTSA and request made.



Request File

Your e-mail has been sent to matthew.yandrick@dot.gov with the following files:

- Customer Info Request [REDACTED].docx (12.38 KB)

** You will receive a copy of this e-mail and get an e-mail notification when your file is downloaded.*

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

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Wednesday, November 20, 2019 7:17 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: C1A Door Latch - NHTSA Customer Information
Sensitivity: Confidential

Jorji,

Following is the customer information that we have for the VINs that NHTSA provided. We only have the Name and Street Address for these customers. Could you confirm with NHTSA that the person that contacted them is the same that we show (2nd VIN shows two customers).

It would also be very helpful if NHTSA had the Phone number and/or email address so that we can contact them directly vs. just sending them a letter.

3FA6P0H71DR [REDACTED] - [REDACTED]

(Address as of May 2019)

[REDACTED]
ATLANTA Georgia [REDACTED]

(Address prior to May 2019)

[REDACTED]
SMYRNA, Georgia [REDACTED]

3FA6P0HRXDR [REDACTED]

(Customer and Address as of March 2019)

[REDACTED]
BROOKSVILLE, Mississippi [REDACTED]
UNITED STATES

(Customer and Address prior to March 2019)

[REDACTED]
\$ [REDACTED]
MONTGOMERY, Alabama [REDACTED]

3FA6P0H74ER3 [REDACTED]

(Address as of April 2019)

[REDACTED]
SPRINGVILLE, California [REDACTED]

(Address prior to March of 2019)

[REDACTED]
PORTERVILLE, California [REDACTED]

Thayne N. Hansen

North America Recall Manager

Ford Motor Company

Dearborn, MI 48126

Office: [REDACTED]

Mobile: [REDACTED]

From: Itoh, Jorji (J.D.) <jitoh@ford.com>

Sent: Monday, November 18, 2019 1:20 PM

To: Hansen, Thayne (T.) <thansen1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>

Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>

Subject: C1A Door Latch - NHTSA Customer Information

Hello Thane and Jeremy,

NHTSA has retrieved parts from three vehicles during their investigation of the C1A door latch.
Of these three vehicles:

-Two had previously had 15S16 performed and returned to the dealer for a subsequent repair.

-3FA6P0H71DR [REDACTED]

-3FA6P0HRXDR [REDACTED]

-One vehicle was built outside of the scope of 15S16, but initial part inspection indicates a similar failure mode as previously recalled parts.

-3FA6P0H74ER [REDACTED]

We would like to inspect each of these vehicles.

-Could you please provide the customer information that Ford has on file for each of these VINs?

ASO will provide the supplied information to NHTSA and request they confirm their accuracy; and if they are not accurate, we will request that they provide the contact information so that we can proceed to our next steps.

Kind regards,

Jorji D. Itoh

Production Vehicle Safety

Automotive Safety Office

330 Town Center Drive

Dearborn, MI 48126

Phone: [REDACTED]

From: Itoh, Jorji (J.D.)
Sent: Tuesday, November 26, 2019 8:27 PM
To: Baker, Zachary (Z.)
Subject: FW: C1A Door Latch - NHTSA Customer Information
Attachments: Customer Info Request [REDACTED] incl email and phone numbers.docx

Sensitivity: Confidential

Hi Zach,

Attached with notes in blue highlight state door latch position.

Kind regards,

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

From: Itoh, Jorji (J.D.)
Sent: Tuesday, November 26, 2019 8:02 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Williams, Cynthia (.) <cwilli96@ford.com>
Subject: RE: C1A Door Latch - NHTSA Customer Information
Sensitivity: Confidential

Hi Zach,

If possible, we would like a timeline or plan to contact these customers and have them return to the dealer for an inspection and potentially a part replacement.

Two of the VINs were included in 15S16. The other VIN was outside of the population.

We met with Thane while you were on vacation and received agreement to proceed with this but were requested to obtain the contact info from NHTSA.

Please give me a call with any questions.

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Monday, November 25, 2019 4:36 PM
To: Itoh, Jorji (J.D.) <jito@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>; Willard, Jeremy (J.)

<jwillar1@ford.com>; Williams, Cynthia (.) <cwilli96@ford.com>

Subject: RE: C1A Door Latch - NHTSA Customer Information

Sensitivity: Confidential

I am a bit out of the loop on this initiative...what info is the team looking for before 2:30 tomorrow?

Zachary Baker

Program Manager, Recall and Service Programs

DSC2 #802

[REDACTED]

From: Itoh, Jorji (J.D.) <jitoh@ford.com>

Sent: Monday, November 25, 2019 4:13 PM

To: Hansen, Thayne (T.) <thansen1@ford.com>

Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Williams, Cynthia (.) <cwilli96@ford.com>

Subject: RE: C1A Door Latch - NHTSA Customer Information

Sensitivity: Confidential

Thayne, Zach and Jeremy,

Attached is the contact confirmation from NHTSA, including email address and phone number.

We will be meeting with NHTSA tomorrow (Tuesday, 11/26) at 2:30pm.

-if any info, timing, etc. is available prior to our meeting, I would like to be able to share it with NHTSA.

Kind regards,

Jorji D. Itoh

Production Vehicle Safety

Automotive Safety Office

330 Town Center Drive

Dearborn, MI 48126

Phone: [REDACTED]

From: Hansen, Thayne (T.) <thansen1@ford.com>

Sent: Wednesday, November 20, 2019 7:17 AM

To: Itoh, Jorji (J.D.) <jitoh@ford.com>

Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>

Subject: RE: C1A Door Latch - NHTSA Customer Information

Sensitivity: Confidential

Jorji,

Following is the customer information that we have for the VINs that NHTSA provided. We only have the Name and Street Address for these customers. Could you confirm with NHTSA that the person that contacted them is the same that we show (2nd VIN shows two customers).

It would also be very helpful if NHTSA had the Phone number and/or email address so that we can contact them directly vs. just sending them a letter.

3FA6P0H71DR [REDACTED] - [REDACTED]

(Address as of May 2019)

[REDACTED]
ATLANTA Georgia [REDACTED]

(Address prior to May 2019)
[REDACTED]

SMYRNA, Georgia [REDACTED]

3FA6P0HRXDR [REDACTED]

(Customer and Address as of March 2019)

[REDACTED]
BROOKSVILLE, Mississippi [REDACTED]
UNITED STATES

(Customer and Address prior to March 2019)

[REDACTED]
MONTGOMERY, Alabama [REDACTED]

3FA6P0H74ER3 [REDACTED]

(Address as of April 2019)

[REDACTED]
SPRINGVILLE, California [REDACTED]

(Address prior to March of 2019)

[REDACTED]
PORTERVILLE, California [REDACTED]

Thayne N. Hansen

North America Recall Manager

Ford Motor Company

Dearborn, MI 48126

Office: [REDACTED]

Mobile: [REDACTED]

From: Itoh, Jorji (J.D.) <jitoh@ford.com>

Sent: Monday, November 18, 2019 1:20 PM

To: Hansen, Thayne (T.) <thansen1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>

Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>

Subject: C1A Door Latch - NHTSA Customer Information

Hello Thane and Jeremy,

NHTSA has retrieved parts from three vehicles during their investigation of the C1A door latch.
Of these three vehicles:

-Two had previously had 15S16 performed and returned to the dealer for a subsequent repair.

-3FA6P0H71DR [REDACTED]

-3FA6P0HRXDR [REDACTED]

-One vehicle was built outside of the scope of 15S16, but initial part inspection indicates a similar failure mode as previously recalled parts.

-3FA6P0H74ER [REDACTED]

We would like to inspect each of these vehicles.

-Could you please provide the customer information that Ford has on file for each of these VINs?

ASO will provide the supplied information to NHTSA and request they confirm their accuracy; and if they are not accurate, we will request that they provide the contact information so that we can proceed to our next steps.

Kind regards,

Jorji D. Itoh

Production Vehicle Safety

Automotive Safety Office

330 Town Center Drive

Dearborn, MI 48126

Phone: [REDACTED]

Please confirm the accuracy of Ford records.
Ford does not have phone numbers or email addresses for these customers.
-please provide if available.

-Yellow highlight indicates the address the consumer added when submitting the VOQ to NHTSA

3FA6POH71DR[REDACTED] - Left Front replaced

(Address as of May 2019)

[REDACTED]
ATLANTA Georgia [REDACTED]

(Address prior to May 2019)

[REDACTED]
SMYRNA, Georgia [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

3FA6POHRXDR[REDACTED] - Left Front replaced

(Customer and Address as of March 2019)

[REDACTED]
BROOKSVILLE, Mississippi [REDACTED]
UNITED STATES

(Customer and Address prior to March 2019)

[REDACTED]
MONTGOMERY, Alabama [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

3FA6POH74ER[REDACTED] - Right Rear replaced

(Address as of April 2019)

[REDACTED]
SPRINGVILLE, California [REDACTED]

(Address prior to March of 2019)

[REDACTED]
PORTERVILLE, California [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

From: Itoh, Jorji (J.D.)
Sent: Wednesday, February 26, 2020 5:21 PM
To: Landry, Mike (M.P.)
Subject: FW: C1A Latch Completion Rates

Here is some numbers for now (see below).

I've reached out to Shane for the OOS volume breakdown since he has the VERN already.

I've reached out to Zach on suggestions on how to pull the volumes of DIRRP dealers and vehicles they have already recalled.

If there is another volume set that I'm overlooking, please let me know.

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: Thursday, February 20, 2020 9:36 AM
To: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
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

Dearborn, MI 48126

Phone: [REDACTED]

From: Diaz, Adrian (A.D.)
Sent: Friday, January 31, 2020 10:16 PM
To: Lingamneni, Jeanette (J.)
Subject: FW: C1A Repair, NHTSA Questions

Hi Jeanette... can you help me to set up a meeting with those in the distribution list below and me for late next week?
Thanks! Please, add webex and also my office info.

From: Landry, Mike (M.P.) <mlandry@ford.com>
Sent: Friday, January 31, 2020 5:03 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Itoh, Jorji (J.D.) <jitoh@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>; Diaz, Adrian (A.D.) <adiaz41@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: C1A Repair, NHTSA Questions

Mike W,

As discussed today, NHTSA requested we get back with them by February 14th with Ford's proposal to the following three items related to the C1A latch investigation:

- (1) How does Ford propose to ensure all vehicles that have had 15S16 completed received the proper and complete remedy?
- (2) For all vehicles that have 15S16 open, what can Ford do to provide positive confirmation that the remedy is proper and complete at the time of completion? (NHTSA recommendation was 100% Service Manager signature)
- (3) What action does Ford propose to address "open while driving" concerns on the out of scope vehicles?

Who can we work with from your team to develop proposals for (1) and (2) above?

Regards,

Mike Landry

Manager, Car & Small Utility Vehicle Investigations
Automotive Safety Office

DESK: [REDACTED]
CELL: [REDACTED]
E-MAIL: mlandry@ford.com



From: Rooker, Heather (H.R.)
Sent: Monday, May 11, 2020 4:04 PM
To: Nicholas, Roberta
Cc: Willard, Jeremy (J.); Rooker, Heather (H.R.)
Subject: FW: FAVOR 20S15

Good Afternoon Roberta-

I believe Bart has limited e-mail access right now, would you please assist in getting our latest translation request expedited for FSA 20S15?

Thank you for your time in advance,

jHeather Rooker
Ford Motor Company
Recall & Service Programs
DSCII 775
[REDACTED]
hrooker@ford.com

From: Rooker, Heather (H.R.) <hrooker@ford.com>
Sent: Monday, May 11, 2020 11:58 AM
To: Szczepaniak, Bartosz <Bartosz.Szczepaniak@lionbridge.com>
Cc: Rooker, Heather (H.R.) <hrooker@ford.com>
Subject: FAVOR 20S15
Importance: High

Good Afternoon Bart

Any way you or a team member could expediate Jeremy's request for FSA 20S15 to get back late today or early morning? We have a NHTSA deadline to mail this week.

As always, we GREATLY appreciate Lionbridge going above and beyond.

Hope you have a great day!

Heather Rooker
Ford Motor Company
Recall & Service Programs
DSCII 775
[REDACTED]
hrooker@ford.com

From: Hansen, Thayne (T.)
Sent: Monday, May 18, 2020 12:54 AM
To: Baker, Zachary (Z.)
Subject: FW: Message Boards - 16S30-15S16.pdf

And it has begun.

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Sunday, May 17, 2020 8:52 PM
To: Johnson, David (D.J.) <djohns16@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>
Subject: RE: Message Boards - 16S30-15S16.pdf

Resending to add the thread from the Parts message boards.



Message Boards - Message Boards -
16S30-15S16.p... 16S30-15S16 P...

Thayne N. Hansen
North America Recall Manager
Ford Motor Company
Dearborn, MI 48126
Office: [REDACTED]
Mobile: [REDACTED]

16S30 update

Technician

#1 May 15, 2020, 7:31pm

Check that out. Wow.

#2 May 15, 2020, 7:33pm

I guess you do get an extra 1.1 for all that mess.

#3 May 15, 2020, 7:34pm

Wow, apparently Ford has decided to find a way to push the last remaining techs out the door. 🙄

2 Likes

#4 May 15, 2020, 8:05pm

Its an extra 1.1 to prove you performed the repairs. Id just go after the dealers who started this mess

#5 May 15, 2020, 8:22pm

Cut the labor down by 60% and then act surprised when the latches go into the trash... What do you expect?

2 Likes

[REDACTED] #6 May 15, 2020, 8:25pm

DING DING DING

WHERE IS THAT GUY THAT MADE THE VIDEO

1 Like

[REDACTED] #7 May 15, 2020, 8:30pm

Why in the [REDACTED] are we doing a door latch functionality test on the old latches? How about this, FORD/SSSC CALL THE OLD DOOR LATCHES BACK AND TEST THEM FOR YOURSELF AND THIS WILL ALSO PROVE IT WAS DONE.

4 Likes

[REDACTED] #8 May 15, 2020, 9:59pm

You would think that shipping cost back to them would be cheaper then the 1.1 of course it used to pay more than the total before they knocked it down

[REDACTED] #9 May 15, 2020, 10:33pm

no its caused plausible deniability

if your dealer makes a mistake on the date code they charge the original dealer back

[REDACTED] #10 May 15, 2020, 10:33pm

Yeah, but think about all the claims they'll be able to deny for lack of all the new requirements.

1 Like

[REDACTED] #11 May 15, 2020, 10:47pm

Looks like this only applies to vehicle that haven't had the recall done already, correct?
Or are they going to have a recall of the recall like they did with windstar rear axles?

#12 May 15, 2020, 11:06pm

Only on ones that haven't been done. The only times I've seen them recall a recall (only been doing this 13 years) is when they messed up; e.g. not giving accurate info on *exactly* where the windstar brackets were to be installed, or putting the fuse on the wrong circuit for cruise deactivation switches. But, who knows anymore.

#13 May 16, 2020, 1:16pm

We now know, without question, exactly what FMC thinks about it's technicians. I've been doing this for over 20 years. Even though I don't like it, I long ago had made peace with the fact that many in the general public look at us with disdain, and question our honesty. However, to get that same treatment from FMC is a wound I was not prepared for, and am not sure how to wrap my mind around. Like many of us techs, I have mused and batted the idea around about changing careers. They were more wishful thinking, day dreaming, or perhaps slightly more serious pondering after an especially bad day. I never in 100 years expected to have my dignity, my work ethic, my pride in my workmanship challenged at its core like this. I am not one who is easily offended. Like most of us, I've learned to develop extraordinary thick skin. I was not prepared for this. This cuts in a way that I've never experienced professionally. I have a lot of thinking to do.

2 Likes

#14 May 16, 2020, 1:14pm

On a side note (rant): did we not think this through, FMC? How are you going to convince the public to trust Ford service centers, when this gets out and the public sees that you don't trust your own service employees? I'm certainly no expert, but it seems to me this has "public relations nightmare" written all over it...and fresh off the heals of the DPS6 mess... well done.



2 Likes

 #15 May 16, 2020, 1:33pm

it will happen when the customers repair is delayed and informed that prior approval is required to perform their safety recall , dealers wont hesitate to tell them due to surveys

2 Likes

16S30 Update

Parts

[REDACTED] #1 May 15, 2020, 7:25pm



[REDACTED] #2 May 15, 2020, 7:35pm

Yep what a joke lol

[REDACTED] #3 May 15, 2020, 7:36pm

that explains a few months ago when they started calling them back

[REDACTED] #4 May 15, 2020, 7:45pm

WOW. This is going to go over well in the shop here.

[REDACTED] #5 May 15, 2020, 7:46pm

Already has here

[REDACTED] #6 May 15, 2020, 8:00pm

Classic Friday news dump

#7 May 15, 2020, 8:01pm

When they can put the right latches in the box they can start to question our competence, more than once the CJ5Z-A had used old latches or two left latches in the box etc etc.

2 Likes

#8 May 15, 2020, 8:07pm

Same for 16s15 also , fun times

#9 May 15, 2020, 8:20pm

Thank you for posting this, it salvaged the one that we did today.

2 Likes

#10 May 15, 2020, 8:28pm

All from some bad eggs out there that said they did the recall and really didn't. This is why we can't have anything nice.

4 Likes

#11 May 15, 2020, 8:28pm

That's the first thing I did was check if we'd done one. You would think that if your RO was from 10AM and the email is time stamped 3:30 they would have to give it to you

#12 May 15, 2020, 9:04pm

That was the exact argument the tech used. The SM didn't buy t tho... lol

 #13 May 15, 2020, 9:30pm

I can see this extra work being dumped on the parts dept, but service is getting extra labor, so this should be their baby all the way.

1 Like

 #14 May 16, 2020, 12:22pm

I kinda understand it. We have a 6.7 fleet rental truck here that had the 6a785, oil cooler, and oil pan leak all fixed under warranty at another dealership. We are now doing all that work here, and NONE of those things were actually replaced by the other dealer. I know the majority of us are probably hard working honest people, but it just takes one dishonest person to ruin it for all of us.

1 Like

From: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Sent: Monday, February 17, 2020 11:51 AM
To: Willard, Jeremy (J.); EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226)
Cc: Baker, Zachary (Z.); Osepchook, William (W.R.); Hausmann, William (W.)
Subject: FW: Recall Vehicle Needed

We have a lead on a 2013 focus. Will not be available until 2/24. I will work on arranging.

Best regards

David Grove
AA-AS/EDS6.22

Tel. + [REDACTED]

From: Wagaman Betsy (AA-AS/EDS2) <Betsy.Wagaman@us.bosch.com>
Sent: Friday, February 14, 2020 12:45 PM
To: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Subject: FW: Recall Vehicle Needed

See email below

Mit freundlichen Grüßen / Best regards

Betsy Wagaman

Bosch Automotive Aftermarket
Automotive Service Solutions
Project Coordinator (AA-AS)

1700 Fairlane Drive, (Cube 13)
1555 Fairlane Drive, (Cube 154I)
Allen Park, MI 48101
USA
www.bosch.com

Cell phone [REDACTED]
betsy.wagaman@us.bosch.com

From: Lindauer Mark (AA-AS/EDS21) <mark.lindauer@us.bosch.com>
Sent: Friday, February 14, 2020 12:44 PM