

To: Wagaman Betsy (AA-AS/EDS2) <Betsy.Wagaman@us.bosch.com>

Subject: Re: Recall Vehicle Needed

I have a 13 Focus but it won't be available until after 2/24.

Sent from my iPhone

On Feb 14, 2020, at 12:41 PM, Wagaman Betsy (AA-AS/EDS2) <Betsy.Wagaman@us.bosch.com> wrote:

<image001.jpg>

Good Afternoon,

The Recall team needs to trial Door Latch inspection and perform R+I for WSM validation on the vehicles below.

The vehicle will be restored to original condition. We will need the vehicle for a full day.

2013-2015 C-MAX

2012-2015 FOCUS

2015 MKC

2015 MUSTANG

2013-2014 FUSION / MKZ

Please contact me if you have any questions, or if you are willing to let us utilize your vehicle for this validation need.

Best regards,

David Grove

Bosch Automotive Aftermarket
Automotive Service Solutions
Team Lead (AA-AS)

1555 Fairlane Circle
Allen Park, MI 48101
USA

www.bosch.com

Tel. + [REDACTED]
Dave.Grove@us.bosch.com

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: Itoh, Jorji (J.D.)
Sent: Thursday, January 9, 2020 4:13 PM
To: Ujkashevic, Desi (D.); Diaz, Adrian (A.D.)
Cc: Landry, Mike (M.P.); Ludington, Julie (J.L.)
Subject: Internet Article: C1A Door Latch
Attachments: INOA-RQ19005-5454.pdf; 11268297.pdf; 11015973.pdf; 11240352.pdf

Good morning Desi, Good Morning Adrian,

An article on www.carcomplaints.com was issued on December 26, 2019 focused on the NHTSA RQ for the C1A door latches.

The article can be accessed here:

<https://www.carcomplaints.com/news/2019/ford-door-latch-recall-investigated-doors-opening.shtml>

For your reference, I've attached the RQ and the referenced VOQs.

VOQ Summaries:

11268297 – Injury allegation- arm and hand “swollen, bruised and sore” when door swung open and back closed.
(15S16 was performed on 7/19/2016. The VOQ incident date was 10/14/2019)

11015973 – Injury allegation- Child in car seat “small bruise on his right cheek from the lash of his car seat being secured by the seatbelt and bumped his face against the car seat”
(VIN not available. It is difficult to associate a child injury from a car seat being associated with the door opening; both could occur due to driving behavior and independent of each other)

11240352 – debris allegation- “flew open on highway expelling contents of passenger seat onto busy highway.”
(15S16 was performed on 8/10/2017. The VOQ incident date was 7/15/2019)

Kind regards,

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



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION

NHTSA

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Investigation: RQ 19-005
Date Opened: 12/19/2019
Investigator: Matthew Yandrick
Approver: Stephen Ridella
Subject: Door Latch Failure

Reviewer: Paul Simmons

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company
Products: MY12-14 Ford Fiesta, MY13-14 Ford Fusion/Lincoln MKZ
Population: 528,305 (Estimated)

Problem Description: The door(s) fail to latch and/or inadvertently open while driving.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	235	TBD	TBD
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	2	TBD	TBD
Number of Injuries:	2	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD

ACTION / SUMMARY INFORMATION

Action: A Recall Query has been opened.

Summary:

On April 23, 2015, Ford Motor Company issued safety recall 15V-246 to remedy the latch pawl spring tab of approximately 336,873 model year (MY) 2012-2014 Fiesta, MY 2013-2014 Fusion and MY 2013-2014 Lincoln MKZ vehicles manufactured between February 1, 2012 and May 31, 2013. The recall was in response to the Office of Defects Investigation (ODI) investigation EA15-002 which concluded the latch pawl spring tab can break, potentially causing the door to open while driving. On March 27, 2017, Ford Motor Company issued safety recall 17V-210 expanding the population from Recall 15V-246 of approximately 191,432 model year (MY) 2014 Fiesta, MY 2013-2014 Fusion, MY 2013-2014 Lincoln MKZ vehicles manufactured between June 1, 2013 and October 31, 2013.

ODI has received 109 complaints alleging incidents of doors opening while driving in the subject vehicles. Many of the complaints occur on vehicles that have been previously under Recall 15V-246 and 17V-210. In addition, ODI has received multiple complaints on vehicles that fall outside the recall population. ODI has received 2 complaints alleging minor injuries due to the door opening while driving (ODI# 11268297, 11015973) and 1 complaint alleging debris exiting the vehicle on the freeway (ODI# 11240352). A recall query has been opened to assess the scope and remedy for Recall 15V-246 and 17V-210.

The ODI complaints cited above involved door latch failures can be viewed at www.safercar.gov under the following ODI identification numbers: 11288232, 11282831, 11282621, 11282489, 11282344, 11280788, 11280495, 11278552, 11278502, 11271749, 11271230, 11269527, 11268995, 11268809, 11268416, 11268362, 11268297, 11267611, 11266459, 11266428, 11266107, 11266074, 11265835, 11265625, 11265364, 11259118, 11258954, 11257827, 11257726, 11256505, 11256430, 11255187, 11254659, 11254652, 11254554, 11253666, 11253159, 11253072, 11252650, 11252300, 11251888, 11246181, 11246029, 11246009, 11246005, 11245859, 11245549, 11245543, 11245483, 11245408, 11245316, 11245013, 11244425, 11244327, 11244257, 11243246, 11242379, 11241837, 11241022, 11240698, 11240361, 11240352, 11240296, 11234292, 11233716, 11233106, 11232953, 11232538,

11232024, 11231931, 11231898, 11231485, 11231430, 11230733, 11230426, 11230092, 11229320, 11229163, 11228818, 11228757, 11228552, 11228547, 11228541, 11228262, 11223154, 11222994, 11222949, 11222666, 11222247, 11222087, 11220591, 11220536, 11220193, 11219501, 11219251, 11218065, 11217778, 11217500, 11217211, 11217134, 11210633, 11210568, 11207018, 11206507, 11205805, 11205013, 11204019, 11203700, 11197348, 11196057, 11195269, 11195262, 11193224, 11193111, 11190876, 11189677, 11186619, 11174466, 11173589, 11172614, 11170525, 11165554, 11165270, 11164185, 11163773, 11162882, 11162644, 11161932, 11157214, 11156517, 11154533, 11154174, 11153083, 11152515, 11150076, 11144925, 11144146, 11142327, 11141454, 11139062, 11138955, 11133543, 11132966, 11132400, 11131930, 11131608, 11130818, 11130449, 11129834, 11129559, 11129364, 11129264, 11128849, 11124295, 11124280, 11124124, 11123590, 11123409, 11123250, 11122241, 11121776, 11121300, 11120607, 11119807, 11119675, 11118474, 11118380, 11115298, 11114619, 11111514, 11111507, 11110706, 11110462, 11110155, 11109921, 11109798, 11105213, 11104896, 11104591, 11104227, 11103552, 11103085, 11102701, 11097174, 11092326, 11091306, 11090102, 11089616, 11088626, 11084624, 11082264, 11075384, 11074513, 11066974, 11065957, 11065615, 11064678, 11046980, 11034381, 11034178, 11033951, 11033568, 11033325, 11032716, 11032674, 11032563, 11031770, 11031663, 11030865, 11023308, 11021035, 11020575, 11020450, 11020332, 11019391, 11018911, 11016477, 11016443, 11016358, 11015973, 11014518, 11013999, 11013316, 11012362, 11012181, 11011218, 11010740, 11006452, 11005972, 11005882, 11005057, 11004142, 11002377, 11002372, 11001149

NHTSA's Vehicle Owner Questionnaire (VOQ) Database
Detail Report From
ODI No : 11268297
Total No of Records found (1)

Item No	ODI No	Manufacturer	Model Yr	Make	Model	Vin #	City	State	Component
1	11268297	Ford Motor Company	2013	FORD	FUSION	3FA6P0LU7DR	FAYETTEVILLE	NC	ELECTRICAL SYSTEM
Fail Date : 14-OCT-19			Letter Date : 14-OCT-19				Date Added to NHTSA File : 14-OCT-19		
Crash: N	Injured: 1			Fire: N		Deaths:	Occurrences:		Miles: 160000
Summary	I WAS DRIVING ABOUT 45 MPH AND THE DRIVER SIDE DOOR OPENED ON IT'S OWN AND I CAN NOT GET IT TO SHUT NOW. WHEN THE DOOR OPENED I GRABBED FOR IT AND IT SWUNG BACK AND SMACKED MY ARM AND HAND AND THEY ARE SWOLLEN BRUISED AND SORE. THE DOOR AJAR INDICATOR LIGHT UP AND THE DINGING STARTED TO ALERT ME THE DOOR WAS OPEN. WENT TO A NEAR BY FORD DEALERSHIP AND THEY INFORMED ME THAT MY VEHICLE WAS NOT LISTED ON THE RECALL. THIS HAS BEEN AN ONGOING ISSUE WITH THE WHOLE ELECTRICAL SYSTEM NOT FUNCTIONING PROPERLY. ONE EVENING I PUT MY CAR IN DRIVE TO LEAVE A PARKING GARAGE AND IT WOULD GO IN REVERSE WHILE IN DRIVE (REVERSE CAMERA IS ON THE WHOLE TIME) AND WHEN I PUT IT IN DRIVE IT WOULD DRIVE IN REVERSE. I HAD TO DRIVE HOME WITH MY GEAR IN REVERSE JUST SO I COULD DRIVE FORWARD.								



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Data Content Contact: [David Ott](#)
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NHTSA's Vehicle Owner Questionnaire (VOQ) Database

Detail Report From

ODI No : 11015973

Total No of Records found (1)

Form No. 1 of Records (Rev. 12-17)									
Item No	ODI No	Manufacturer	Model Yr	Make	Model	Vin #	City	State	Component
1	11015973	Ford Motor Company	2014	FORD	FUSION		WINNSBORO	SC	UNKNOWN OR OTHER
Fail Date : 04-AUG-17			Letter Date : 17-AUG-17			Date Added to NHTSA File : 17-AUG-17			
Crash: N	Injured: 1			Fire: N		Deaths:	Occurrences:		Miles: 44148
Summary	2 WEEKS AGO AS I'M DRIVING AND MAKE A LEFT TURN THE REAR PASSENGER DOOR FLIES OPEN NEARLY CAUSING MY 10 MONTH OLD NEPHEW TO FALL OUT OF THE MOVING VEHICLE. MY NIECE HAD TO GRAB HIS CARSEAT FROM THE SHEER FEAR AND PANIC OF THE INCIDENT. I IMMEDIATELY PULL OVER TO CONSOLE AND CALM DOWN MY NEPHEW AND REALIZED THE DOOR LATCH IS BROKEN AND THE DOOR WON'T CLOSE AND STAY SHUT. AND ALSO REALIZED HE HAD A SMALL BRUISE ON HIS RIGHT CHEEK FROM THE LASH OF HIS CAR SEAT BEING SECURED BY THE SEATBELT AND BUMPED HIS FACE AGAINST THE CAR SEAT. SO I HAD TO PURCHASE BUNGEE CORDS TO KEEP THE DOOR FROM FLYING OPEN AS I DRIVE. SO THEREFORE NOW, THE LIGHTS CONSTANTLY STAY ON BECAUSE THE DOOR IS ALWAYS OPEN AND ALSO BECAUSE THE DOOR IS STILL OPEN AND CAN'T LOCK, I'M AT RISK OF AUTO THEFT OR MY BELONGINGS BEING STOLEN. I'VE TALKED TO BOTH FORD CORPORATE AND THE DEALERSHIP I PURCHASED THE CAR FROM AND THEY ARE AWARE OF THE RECALLS FOR THE 2013-2015 FORD FUSION DOOR LATCH ISSUES. BUT BECAUSE MY VIN# TO MY CAR DOESN'T POPULATE AS ONE TO BE RECALLED THEY SAY I HAVE TO PAY OUT OF POCKET FOR THE REPAIRS AND IT COSTS NEARLY \$400 TO GET THE ONE DOOR REPAIRED. I'VE DONE ALL I'VE COULD TO GET THEM TO REPAIR IT BUT THEY DON'T CARE AND TOLD ME EITHER I PAY FOR IT OR IT WON'T GET FIXED.								



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NHTSA's Vehicle Owner Questionnaire (VOQ) Database

Detail Report From

ODI No : 11240352

Total No of Records found (1)

Total No of Records found (1)									
Item No	ODI No	Manufacturer	Model Yr	Make	Model	Vin #	City	State	Component
1	11240352	Ford Motor Company	2013	FORD	FUSION	3FA6P0LU8DR	WALKERSVILLE	MD	UNKNOWN OR OTHER
Fail Date : 15-JUL-19			Letter Date : 29-JUL-19				Date Added to NHTSA File : 29-JUL-19		
Crash: N		Injured:		Fire: N		Deaths:		Occurrences:	
								Miles: 77000	
Summary		PASSENGER SIDE DOOR LATCH BROKE AND FLEW OPEN ON HIGHWAY EXPPELLING CONTENTS OF PASSENGER SEAT ONTO BUSY HIGHWAY. DEALER STATED THAT THE SAFETY RECALL FOR THE DEFECTIVE DOOR LATCH WAS ALREADY PERFORMED ON VEHICLE IN 8/2017. THAT THEY "FORD" ONLY WARANTEES PARTS REPLACED BY A SAFETY RECALL FOR 1 YEAR OR 12,000 MILES, SO I AM RESPONSIBLE FOR THE REPAIR AS IT IS NOW SIMPLY A MAINTENANCE ISSUE. WHEN I ORIGINALLY CALLED THE SERVICE DEPARTMENT THE GUYS ASKED ME IF I HAD ALREADY HAD THE RECALL PERFORMED. I TOLD HIM TO CHECK THE COMPUTER AND SEE, THAT I ONLY BRING MY VEHICLE TO THEM, WHILE HE WAS LOOKING HE MENTIONED THAT THEY HAVE BEEN STARTING TO SEE VEHICLES COMING IN AGAIN FOR THE SAME REPAIR EVEN AFTER THE RECALL. LATER HE DENIED EVER SAYING THAT ME. SO WHAT IS THERE TO STOP COMPANIES LIKE FORD FROM REPLACING A PART RECALLED FOR SAFETY REASONS, WITH ANOTHER DEFECTIVE PART AND THEN SIMPLY STATING THAT THE WARANTEE ON THE NEW PART IS ONLY 12 MONTHS. THIS MAKES ABSOLUTELY NO SENSE TO ME, IS THERE SUCH A THING AS A SAFETY RECALL ON THE SAFETY RECALL OR IS I GO THROUGH THE MOTIONS AND MY LIABILITY IS GONE? HOW AM I TO KNOW IF THE DEALER EVEN DID THE RECALL IN THE FIRST PLACE AND NOT JUST MARKED IT COMPLETE? WHAT ARE THE ODDS THAT THE EXACT PART THAT WAS DEFECTIVE AND RECALLED AND REPLACED WOULD FAIL AGAIN FOR THE EXACT SAME THING IT WAS RECALLED FOR TO BEGIN WITH? TRIED FORD NOT JUST DEALER AND GOT THE SAME RESPONSE ON THE 12 MONTHS OR 12,000 MILES RESPONSE.							



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Data Content Contact: [David Ott](#)

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05-JAN-20

This Report Generated :Thu Jan 9 16:09:02 2020

From: Itoh, Jorji (J.D.)
Sent: Tuesday, January 28, 2020 9:43 PM
To: Robinson, Hue (H.M.)
Subject: Kiekert 8D

Hello Hue,

Would you mind sharing that 8D that we looked at during the 14D meeting today?

Thanks!

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

Subject: Kiekert Equipment Report Submission: C1A Latch

Location: Webex/Adrian's Office

Start: 3/4/2020 3:45 PM

End: 3/4/2020 4:15 PM

Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Itoh, Jorji (J.D.)

Required Attendees: Logel, Jay (J.D.); Ludington, Julie (J.L.); Landry, Mike (M.P.); Diaz, Adrian (A.D.)

Resources: Webex/Adrian's Office

Please see the attached.

Adrian,

I see you have a conflict.

Please let me know if there is another time that you are available.

Kind regards,

Jorji

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

[Join Meeting](#)

Meeting number (access code): [REDACTED]

Join by phone

Tap to call in from a mobile device (attendees only)

[REDACTED] FordNet [REDACTED] / Toll

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

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Kiekert USA

Equipment Report

Transaction ID: 20-0028289-24270-11 ()

Required fields indicated with *

Manufacturer: Kiekert USA

46941 Liberty Drive
Wixom MI 48393Mike.Hietbrink@kiekert.com General Manager
9605391,

This is a Safety Defect Report.

Equipment Information

Kiekert C1A Varied (Fiesta)

* Brand/Trade: Kiekert

* Model: C1A

Production Dates Begin: 04/01/2010
End: 12/06/2014* Part No.: Varied (Fiesta)
Size:

Function:

Descriptive Information:

Door latches supplied as part of original equipment door systems in certain 2012-2015 Ford Fiesta vehicles (see 15V-246 and 17v-210)

Kiekert C1A Varied (Volvo)

* Brand/Trade: Kiekert

* Model: C1A

Production Dates Begin: 08/01/2010
End: 11/07/2016* Part No.: Varied (Volvo)
Size:

Function:

Descriptive Information:

Certain door latches supplied as part of original equipment door systems in 2011-2017 Volvo S60, S60I, V60, S60CC, V60CC vehicles (see 19V-849)

Kiekert Varied Varied (MKZ)

* Brand/Trade: Kiekert

* Model: Varied

Production Dates Begin: 10/01/2012
End: 04/27/2015* Part No.: Varied (MKZ)
Size:

Function:

Descriptive Information:

Door latches supplied as part of original equipment door systems in certain 2013-2015 Ford Fusion and certain 2013-2015 Lincoln MKZ vehicles (see 15V-246 and 17v-210)

Kiekert C1A Varied (Fusion)

* Brand/Trade: Kiekert

* Model: C1A

Production Dates Begin: 08/01/2012
End: 04/27/2015* Part No.: Varied (Fusion)
Size:

Function:

Descriptive Information:

Door latches supplied as part of original equipment door systems in certain 2013-2015 Ford Fusion and certain 2013-2015 Lincoln MKZ vehicles (see 15V-246 and 17v-210)

Number potentially involved: 5641577

Estimated percentage of involved with defect: 1%

Defect / Noncompliance Description

For this Defect/Noncompliance:

*** Describe the defect or noncompliance:**

When the vehicle door cavity temperatures exceed the customer specified maximum temperature of 80°C, the retention hook for the latch pawl spring may separate, resulting in a "door will not close" condition. Depending on the vehicle specific door design, position, and the vehicle color; door cavity temperatures above 80°C can occur when the vehicle is exposed over time to extremely hot ambient temperatures combined with high solar irradiance and low wind (such as occurs in desert regions).

If a noncompliance, provide the applicable FMVSS:

If applicable, provide any further FMVSS affected:

Describe the cause:

Extremely high door cavity temperatures over time affect the ordinary stress relaxation of the retention hook material and cause it to have lower effective yield strength.

*** Describe the safety risk:**

A door system containing a latch with a separated pawl spring tab typically results in a "door will not close" condition. Driving a vehicle with a door which will not close increases the risk of injury, especially for an unbelted occupant.

Identify any warning which can precede or occur:

Difficulty latching a door while closing or a door that rebounds while attempting to shut it and the triggering of the open door warning (AJAR switch) and accompanying warning lights are signals to the driver that the door system needs service.

This Recall affects all vehicles.

If applicable, identify the manufacturer of the defective or noncompliant component. If the manufacturer of the component is unknown, provide the information for the company that supplied the subject component.

Component manufacturer

Company Information

Company Name:

Country:

Address 1:

Address 2:

City:

State:

Zip/Postal Code:

Company Contact Information

First Name:

Last Name:

Position:

Email:

Phone:

Purchaser Information

Company: Volvo Car Corporation (via a Tier 1)

Country: Sweden

Address 1: 405 31 Göteborg

Address 2:

City: Göteborg

State: FOREIGN STATES

Zip/Postal Code:

First Name:

Last Name:

Position:

Email:

Phone:

Company: Ford Motor Company

Country: United States

Address 1: 330 Town Center Drive

Address 2: Suite 500

City: Dearborn

State: MICHIGAN

Zip/Postal Code: 48126-2735

First Name:

Last Name:

Position:

Email:

Phone:

Chronology of Defect / Noncompliance Determination

Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.:

July 2014: Upon information provided in Ford recall 15V246, Ford's Critical Concern Review Group (CCRG) opened an investigation into a report alleging a Fiesta door opening while driving. September 2014: NHTSA opened an investigation (PE14-028) regarding doors not latching and doors opening while driving on 2011-2013 model year Ford Fiestas. February 2015: NHTSA upgraded its investigation to EA15-002 and expanded the scope to include other vehicles (2013 model year Ford Fusion and Lincoln MKZ). March – April 2015: Kiekert supported Ford Motor Company in its investigation. April 23, 2015: Ford Motor Company filed a 573 report with NHTSA (15V246). March 27, 2017: Ford Motor Company filed a second 573 report with NHTSA (17V-210), supplementing its April 2015 report and expanding it to cover Ford Fiesta, Ford Fusion, and Lincoln MKZ vehicles built from June 1, 2013 - October 31, 2013. October 14, 2019 – November 19, 2019: Kiekert supported Volvo in its investigation. November 26, 2019: Volvo filed a 573 letter with NHTSA (19V849). January 10, 2020: NHTSA requested Kiekert to file this report by January 31, 2020.

Identify the Remedy

Describe the defect/noncompliance remedy program, including the manufacturer's plan for reimbursement.

The remedy programs have been determined by Ford and Volvo and reported in their respective 573 reports.

Describe what distinguishes the remedy component from the recalled component.

Replacement components have a different design for the pawl spring retention device ("Bridge Design"). All subject door latch components have date codes visible through the aperture in the door frame. Replacement components for Ford Fusion vehicles assembled at the Ford plant in Flat Rock, Michigan have

manufacturing date codes later than December 3, 2014; replacement components for Ford Fiesta vehicles have date codes after December 6, 2014; replacement components for Ford Fusion vehicles assembled at the Ford plant in Hermosillo, Mexico have manufacturing date codes later than April 27, 2015; and replacement latches for all Volvo vehicles have date codes after November 7, 2016.

Identify and describe how and when the recall condition was corrected in production.

Kiekert began supplying latches with the Bridge Design to Ford for Fusion vehicles assembled at Flat Rock, Michigan on December 3, 2014; to Ford for Fiesta vehicles on December 5 and 6, 2014; to Ford for Fusion and MKZ vehicles assembled at the Ford plant in Hermosillo, Mexico on April 27, 2015; and to Volvo for its S60 vehicles on November 7, 2016.

Identify the Recall Schedule**Describe the recall schedule for notifications.:**

All vehicle recalls are being handled by Ford and Volvo, respectively.

Planned Dealer Notification Begin Date:**Planned Dealer Notification End Date:****Planned Owner Notification Begin Date:****Planned Owner Notification End Date:****Manufacturer's identification code for this recall (if applicable):**

Please be reminded that owner notification letters must be mailed no more than 60 days from submission of this report.

Manufacturer Comments to NHTSA Staff

* The "number of potentially involved" latches is Kiekert's best determination at this time of the number of "hook style" C1A latches sold to Ford and Volvo for the vehicle models subject to the recalls from these manufacturers. ** Kiekert does not believe that any of the C1A latches it manufactured contain a safety defect. The door will not close condition (e.g., separated pawl spring post) only occurs when the latches are exposed to door cavity temperatures in excess of customer specified temperatures of 80C for prolonged periods of time. The frequency of this condition varies by vehicle type, door position, and even vehicle color, and it principally occurs only in geographic areas of high ambient temperature and high solar irradiance (desert areas in Arizona and California). Kiekert's analysis of Ford warranty data is based on manual filtering and analysis of repair descriptions and thus is not precise. Kiekert's understanding is that the frequency of the condition occurring in Fiesta vehicles is ~0.9% and in Fusion and MKZ vehicles is ~0.1%, determined by dividing the number of repairs determined by Kiekert to constitute the condition by the total number of production latches sold for each vehicle model. Kiekert has no warranty data indicating the frequency of the occurrence of this condition from Volvo.

From: Justice, Rocklen <rocjustice@marketsource.com>
Sent: Tuesday, March 17, 2020 6:53 PM
To: Harrier, Nathan (N.)
Subject: Latch Instructions

Hi Nathan

Could you please send out the step by step instructions that you presented today. I will pass on to my team and we will be ready to proceed tomorrow.

Thank you.

Best Regards,
Rocky Justice

Regional Manager
Takata Recall Program
Cell: [REDACTED]
rocjustice@marketsource.com

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MA19-042 Fiesta Catla

FCSD Rep Recall parts = PAF PCA parts

2011?

2012-14 Fiesta

2/1/2012 - 5/31/2013

2012-15 Fiesta	2015 MKC
2013-14 Fusion	2014-15 TRANSIT
2013-14 MKZ	2015 Mustang
2013-15 Escape	2013-15 CMAI

From: Brentley, Monique (M.)
Sent: Thursday, March 26, 2020 1:33 PM
To: Landry, Mike (M.P.); Hansen, Thayne (T.)
Cc: Itoh, Jorji (J.D.)
Subject: MEDIA INQUIRY: Kiekert door latch recall
Attachments: RCLRPT-20E010-2226.PDF

Importance: High

Mike & Thayne,

I've gotten two media inquiries (Associated Press and Consumer Reports) on this item this morning. Can you tell me which Ford safety recalls are reflected in the attached Kiekert safety recall 20E-010? The document notes 5.6M Ford and Volvo vehicles. It also states that the remedy programs have been determined by Ford and Volvo and reported in their respective 573 reports.

- Have all of the Ford vehicles been recalled?
- If so, what are the recalls numbers?
- How many Ford vehicles are impacted?

Any other info you can quickly provide would be greatly appreciated.

Thank you,
Monique
[REDACTED] mobile

Part 573 Safety Recall Report

20E-010

Manufacturer Name : Kiekert USA

Submission Date : MAR 02, 2020

NHTSA Recall No. : 20E-010

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Kiekert USA

Address : 46941 Liberty Drive

Wixom MI 48393

Company phone : 9605366

Population :

Number of potentially involved : 5,641,577

Estimated percentage with defect : 1 %

Equipment Information :

Brand / Trade 1 : Kiekert

Model : C1A

Part No. : Varied

Size : NR

Function : NR

Descriptive Information : Door latches supplied as part of original equipment door systems in certain 2012-2015 Ford Fiesta vehicles (see 15V-246 and 17v-210)

Production Dates : APR 01, 2010 - DEC 06, 2014

Brand / Trade 2 : Kiekert

Model : C1A

Part No. : Varied (Fusion)

Size : NR

Function : NR

Descriptive Information : Door latches supplied as part of original equipment door systems in certain 2013-2015 Ford Fusion and certain 2013-2015 Lincoln MKZ vehicles (see 15V-246 and 17v-210)

Production Dates : AUG 01, 2012 - APR 27, 2015

Brand / Trade 3 : Kiekert

Model : Varied

Part No. : Varied (MKZ)

Size : NR

Function : NR

Descriptive Information : Door latches supplied as part of original equipment door systems in certain

Descriptive Information : 2013-2015 Ford Fusion and certain 2013-2015 Lincoln MKZ vehicles (see 15V-246 and 17v-210)

Production Dates : OCT 01, 2012 - APR 27, 2015

Brand / Trade 4 : Kiekert

Model : C1A

Part No. : Varied (Volvo)

Size : NR

Function : NR

Descriptive Information : Certain door latches supplied as part of original equipment door systems in 2011-2017 Volvo S60, S60I, V60, S60CC, V60CC vehicles (see 19V-849)

Production Dates : AUG 01, 2010 - NOV 07, 2016

Description of Defect :

Description of the Defect : When the vehicle door cavity temperatures exceed the customer specified maximum temperature of 80 C, the retention hook for the latch pawl spring may separate, resulting in a "door will not close" condition. Depending on the vehicle specific door design, position, and the vehicle color; door cavity temperatures above 80°C can occur when the vehicle is exposed over time to extremely hot ambient temperatures combined with high solar irradiance and low wind (such as occurs in desert regions).

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A door system containing a latch with a separated pawl spring tab typically results in a "door will not close" condition. Driving a vehicle with a door which will not close increases the risk of injury, especially for an unbelted occupant.

Description of the Cause : Extremely high door cavity temperatures over time affect the ordinary stress relaxation of the retention hook material and cause it to have lower effective yield strength.

Identification of Any Warning that can Occur : Difficulty latching a door while closing or a door that rebounds while attempting to shut it and the triggering of the open door warning (AJAR switch) and accompanying warning lights are signals to the driver that the door system needs service.

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

July 2014: Upon information provided in Ford recall 15V246, Ford's Critical Concern Review Group (CCRG) opened an investigation into a report alleging a Fiesta door opening while driving.

September 2014: NHTSA opened an investigation (PE14-028) regarding doors not latching and doors opening while driving on 2011-2013 model year Ford Fiestas.

February 2015: NHTSA upgraded its investigation to EA15-002 and expanded the scope to include other vehicles (2013 model year Ford Fusion and Lincoln MKZ).

March – April 2015: Kiekert supported Ford Motor Company in its investigation.

April 23, 2015: Ford Motor Company filed a 573 report with NHTSA (15V246).

March 27, 2017: Ford Motor Company filed a second 573 report with NHTSA (17V-210), supplementing its April 2015 report and expanding it to cover Ford Fiesta, Ford Fusion, and Lincoln MKZ vehicles built from June 1, 2013 - October 31, 2013.

October 14, 2019 – November 19, 2019: Kiekert supported Volvo in its investigation.

November 26, 2019: Volvo filed a 573 letter with NHSTA (19V849).

January 10, 2020: NHTSA requested Kiekert to file this report by January 31, 2020.

Description of Remedy :

Description of Remedy Program : The remedy programs have been determined by Ford and Volvo and reported in their respective 573 reports.

How Remedy Component Differs from Recalled Component : Replacement components have a different design for the pawl spring retention device ("Bridge Design"). All subject door latch components have date codes visible through the aperture in the door frame. Replacement components for Ford Fusion vehicles assembled at the Ford plant in Flat Rock, Michigan have manufacturing date codes later than December 3, 2014; replacement components for Ford Fiesta vehicles have date codes after December 6, 2014; replacement components for Ford Fusion vehicles assembled at the Ford plant in Hermosillo, Mexico have manufacturing date codes later than April 27, 2015; and replacement latches for all Volvo vehicles have date codes after November 7, 2016.

Identify How/When Recall Condition was Corrected in Production : Kiekert began supplying latches with the Bridge Design to Ford for Fusion vehicles assembled at Flat Rock, Michigan on December 3, 2014; to Ford for Fiesta vehicles on December 5 and 6, 2014; to Ford for Fusion and MKZ vehicles assembled at the Ford plant in Hermosillo, Mexico on April 27, 2015; and to Volvo for its S60 vehicles on November 7, 2016.

Recall Schedule :

Description of Recall Schedule : All vehicle recalls are being handled by Ford and Volvo, respectively.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR

Address : NR

NR

Country : NR

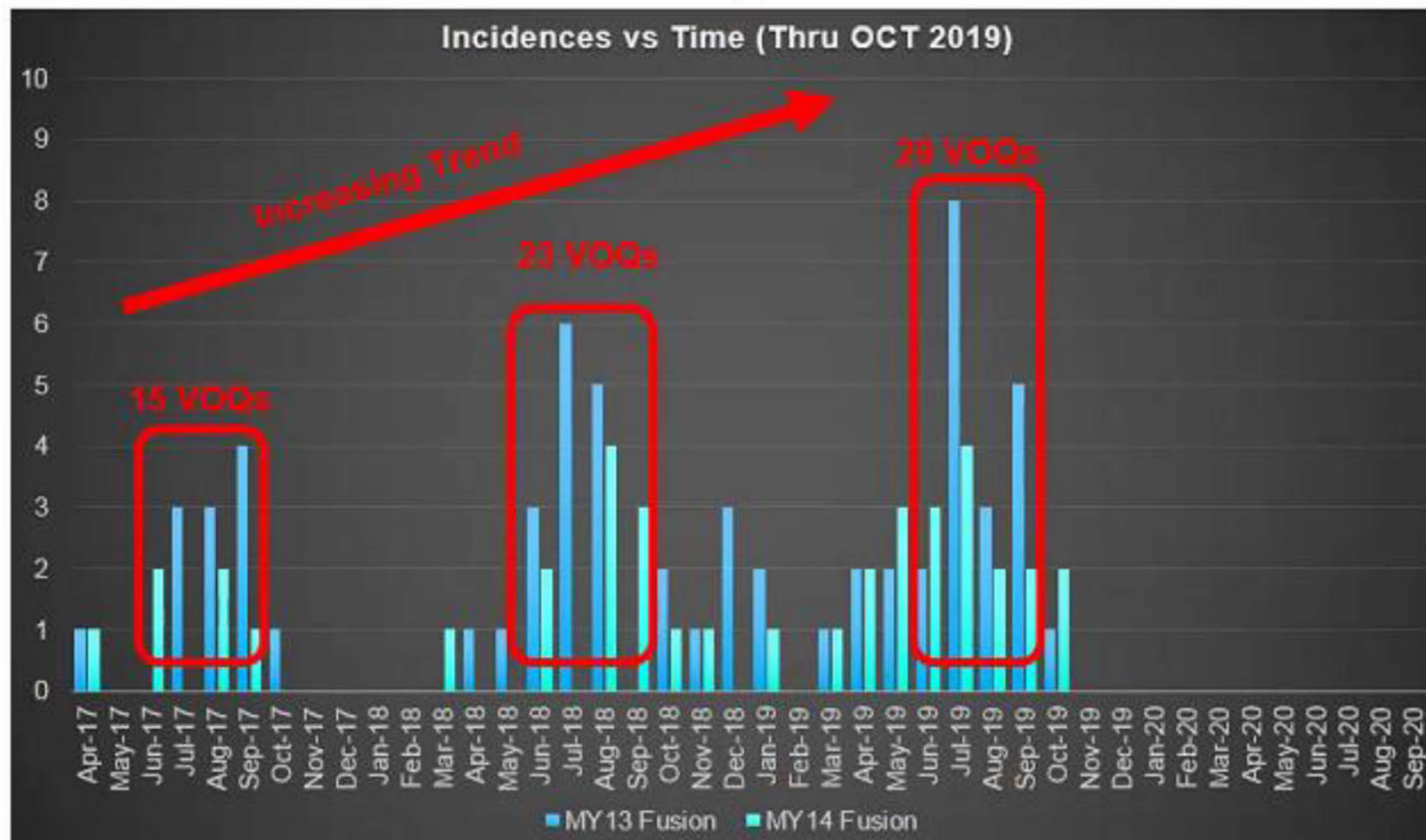
Company Phone : NR

* NR - Not Reported

From: Itoh, Jorji (J.D.)
Sent: Wednesday, October 23, 2019 3:25 PM
To: Robinson, Hue (H.M.)
Subject: NHTSA Slides 20191009.pptx
Attachments: NHTSA Slides 20191009.pdf

NHTSA screenshots attached.

INCIDENT TIMELINE



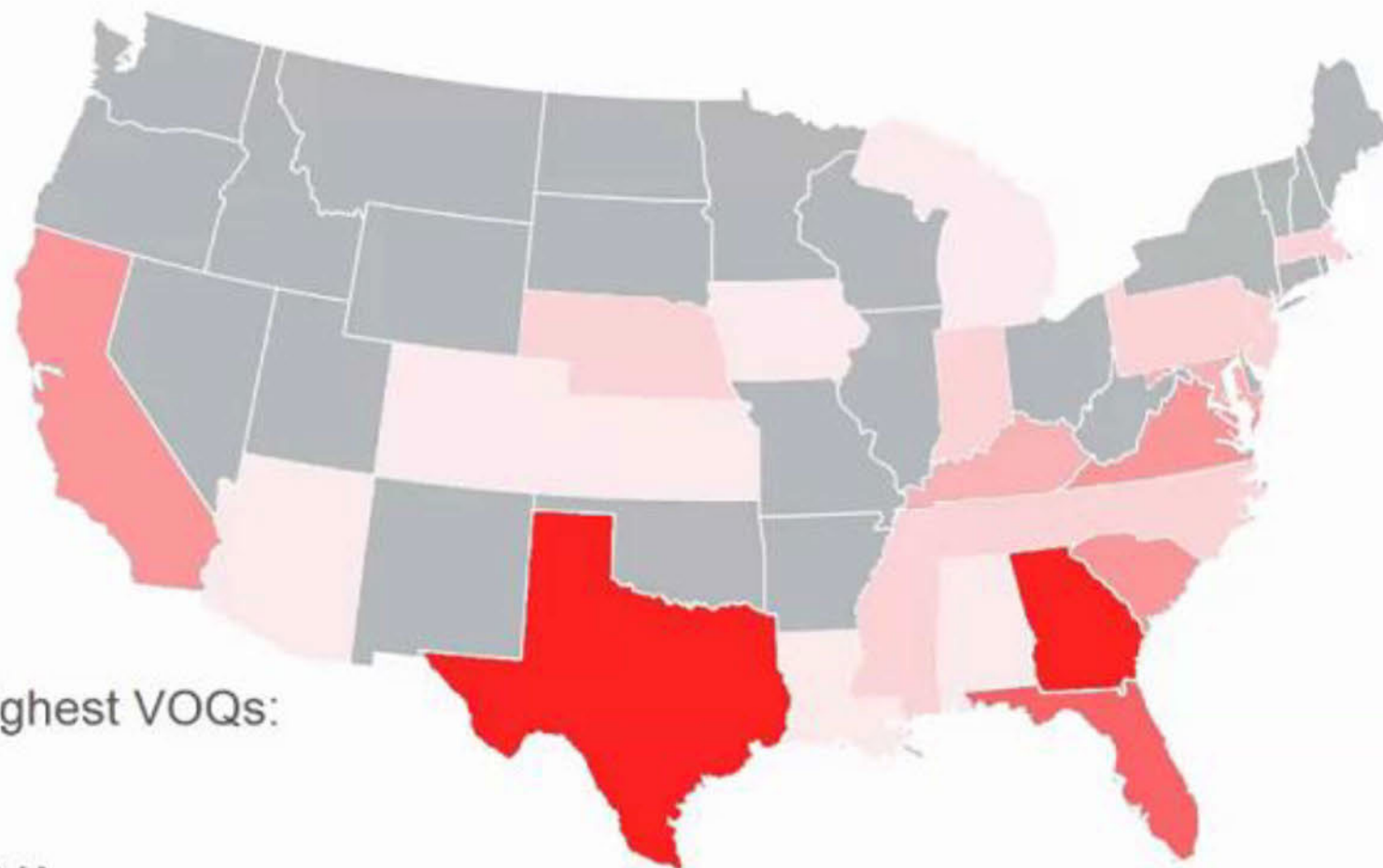
For Official Use Only

Example VOQs

- ODI (11246005) Received (8/23/2019) WAS DRIVING IN TOWN (LESS THAN 45 MPH) WHEN I TURNED A CORNER MY BACK DOOR CAME OPEN ON ITS OWN. THANKFULLY, MY 5YR OLD WAS BUCKLED IN TIGHT HIS BOOSTER BECAUSE HE WAS SITTING RIGHT THERE. THERE WAS NO AJAR LIGHTS OR SOUNDS THAT THE DOOR MAY HAVE BEEN OPEN WHILE I WAS DRIVING...
- ODI (11242379) Received (8/7/2019) THE CONTACT OWNS A 2013 FORD FUSION. THE CONTACT TOOK THE VEHICLE TO BROWN'S AUTO WORLD...TO BE SERVICED PER NHTSA CAMPAIGN NUMBER: 17V210000 (LATCHES/ LOCKS/ LINKAGES). AFTER THE REPAIRS WERE MADE, WHILE DRIVING 25 MPH, THE PASSENGER DOOR OPENED ON ITS OWN. THE CONTACT TOOK THE VEHICLE BACK TO THE DEALER AND HAD THE DOOR LATCH REPLACED A SECOND TIME. SOON AFTER THE SECOND REPAIR, THE DRIVER'S DOOR EXPERIENCED THE SAME FAILURE. THE DRIVER'S DOOR WAS NOT REPAIRED.
- ODI (11210633) Incident (5/7/2019) WHILE ENTERING THE VEHICLE AND CLOSING THE DRIVER'S DOOR, THE DOOR FAILED TO LATCH AND REMAINED OPEN. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE CONTACT TOOK THE VEHICLE TO MIKE FITZPATRICK FORD...WHERE IT WAS DIAGNOSED THAT THE DOOR LATCH FAILED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND INFORMED THE CONTACT THAT THE VIN WAS NOT INCLUDED IN A RECALL...
- ODI (11240352) Incident (7/15/2019) PASSENGER SIDE DOOR LATCH BROKE AND FLEW OPEN ON HIGHWAY EXPELLING CONTENTS OF PASSENGER SEAT ONTO BUSY HIGHWAY. DEALER STATED THAT THE SAFETY RECALL FOR THE DEFECTIVE DOOR LATCH WAS ALREADY PERFORMED ON VEHICLE IN 8/2017. THAT THEY "FORD" ONLY WARANTEES PARTS REPLACED BY A SAFETY RECALL FOR 1 YEAR OR 12,000 MILES...



ALLEGED VOQs BY STATE



States With Highest VOQs:

(9) – GA, TX

(6) – FL

(4) – CA, SC, VA

(3) – KY, MD

(2) – IN, MA, MO, MS, NC, PA, TN

For Official Use Only

From: Robinson, Hue (H.M.)
Sent: Tuesday, October 1, 2019 2:51 PM
To: Fox, Mark (M.D.); Landry, Mike (M.P.)
Subject: NHTSA VOQ Monitoring Process

I was told you guys could help me understand the NHTSA/VOQ monitoring process. In looking at the recently notified 98 VOQ's for C1A latches for Fiesta – 21 filed in 2019, 32 filed in 2018, and 45 filed in 2017. I'm trying to understand how this data is being monitored and is there a threshold that the team would be notified of a potential issue? Or do we only react when NHTSA notifies us that they have an open investigation? I believe the VOQs are public information and we have access to them at any time. I realize everyone is extremely busy and there are many investigations currently out there right now but I'm just looking to understand the process myself since this is all relatively new to me and I want to make sure I'm not missing anything.

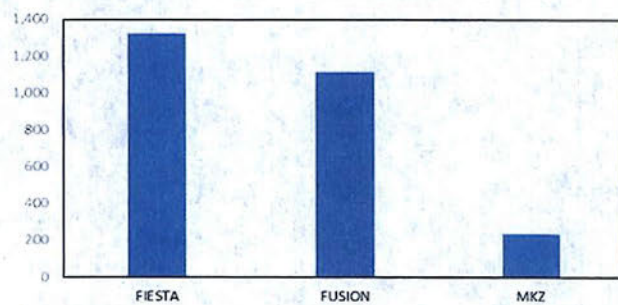
Thanks for your help,

HUE ROBINSON

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

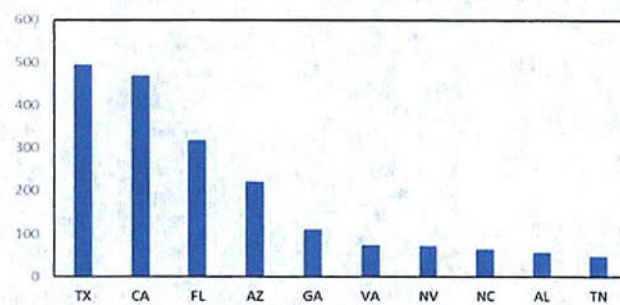
Row Labels	A2/A3	Grand Total
FIESTA	1,322	1,322
FUSION	1,112	1,112
MKZ	233	233
Grand Total	2,667	2,667

Number of Repeat Repairs by Vehicle (15516)



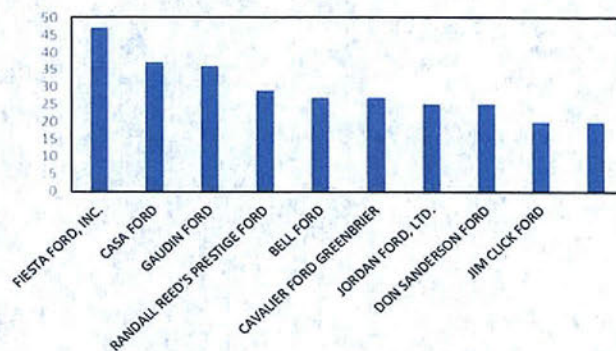
Row Labels	A2/A3	Grand Total
TX	495	495
CA	469	469
FL	319	319
AZ	222	222
GA	111	111
VA	74	74
NV	72	72
NC	65	65
AL	57	57
TN	48	48
Grand Total	1,932	1,932

Number of Repeat Repairs by State (15516)

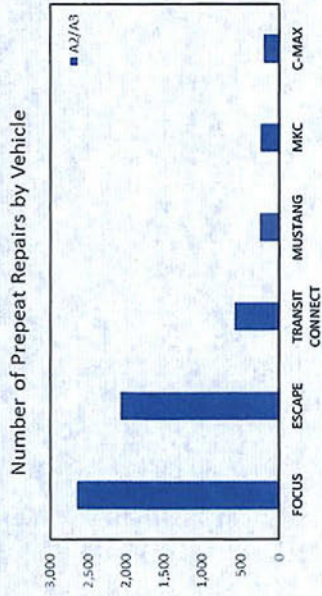


Row Labels	A2/A3	Grand Total
FIESTA FORD, INC.	47	47
CASA FORD	37	37
GAUDIN FORD	36	36
RANDALL REED'S PRES	29	29
BELL FORD	27	27
CAVALIER FORD GREEN	27	27
JORDAN FORD, LTD.	25	25
DON SANDERSON FORD	25	25
JIM CLICK FORD	20	20
	20	20
Grand Total	293	293

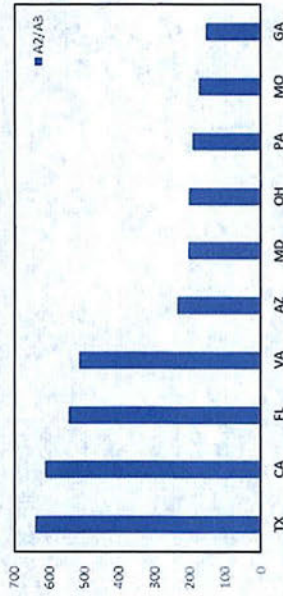
Number of Repeat Repairs by Dealer (15516)



Vehicle Lines	A1	A2/A3	C	D	#N/A	Grand Total
C-MAX	430	199	688	8	207	1,532
ESCAPE	4,586	2,078	5,237	49	1,624	13,574
FOCUS	5,657	2,650	8,194	43	2,271	18,815
MKC	17	240	144	6	61	468
MUSTANG	214	254	126	12	108	714
TRANSIT CONNECT	370	584	1,087	3	566	2,610
Grand Total	11,274	6,005	15,476	121	4,837	37,713

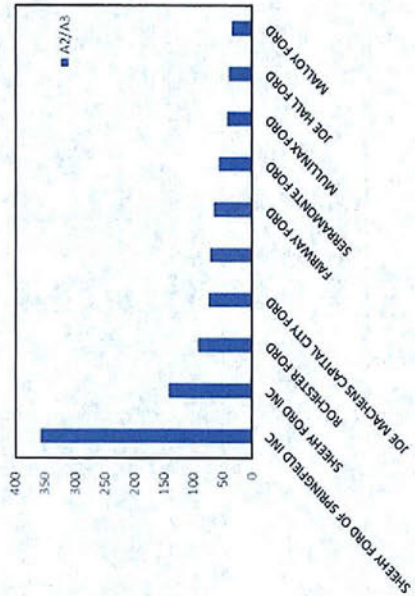


Top 10
Number of Prepeat Repairs by State (16S30)



States	A2/A3	Grand Total
TX	642	642
CA	613	613
FL	546	546
VA	516	516
AZ	235	235
MD	206	206
OH	203	203
PA	192	192
MO	175	175
GA	157	157
Grand Total	3485	3485

Number of Prepeat Repairs by Dealer (16S30)



Row Labels	A2/A3	Grand Total
SHEEHY FORD OF SPRINGFIELD INC	357	357
SHEEHY FORD INC	141	141
ROCHESTER FORD	91	91
JOE MACHENS CAPITAL CITY FORD	73	73
FAIRWAY FORD	71	71
SERRAMONTE FORD	64	64
MULLINAX FORD	55	55
JOE HALL FORD	42	42
MALLOY FORD	39	39
Grand Total	967	967

Completed:
15S16-
16S30-76%
~~1.5M~~
1.5M

1,800,000
6000

Scope 1: Data Review (Source)

FIESTA (PROD NOV2013-DEC2014)					
SOURCE	WON'T CLOSE	OWD	NA VOL	R/1000 WON'T CLOSE	R/1000 OWD
AWS	77	12	80907	0.95	0.15
FMC360	28	18		0.35	0.22
GCQIS	0	1		0.00	0.01
VOQ	21	14		0.26	0.17
TOTAL	126	45	80907	1.56	0.56

FUSION (PROD NOV.2013-MAY2015)					
SOURCE	WON'T CLOSE	OWD	NA VOL	R/1000 WON'T CLOSE	R/1000 OWD
AWS	122	15	446761	0.27	0.03
FMC360	63	19		0.14	0.04
GCQIS	0	0		0.00	0.00
VOQ	18	16		0.04	0.04
TOTAL	203	50	446761	0.45	0.11

MKZ (PROD NOV2013-MAY2015)					
SOURCE	WON'T CLOSE	OWD	NA VOL	R/1000 WON'T CLOSE	R/1000 OWD
AWS	31	1	45394	0.68	0.02
FMC360	7	2		0.15	0.04
GCQIS	0	0		0.00	0.00
VOQ	3	0		0.07	0.00
TOTAL	41	3	45394	0.90	0.07

- NA Data reflected above
- Not all data was read.
 - Data categorized based on word search results focused on allegations of doors that will not close and doors that open while driving.

From: Itoh, Jorji (J.D.)
Sent: Thursday, January 16, 2020 9:00 PM
To: Landry, Mike (M.P.)
Subject: RE: C1A - NHTSA Customers Parts Replacement

FYI, VIN [REDACTED]
PD contacted dealer and parts were scrapped.

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

From: Itoh, Jorji (J.D.)
Sent: Wednesday, January 15, 2020 2:03 PM
To: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: C1A - NHTSA Customers Parts Replacement

We would like to provide an update on the three VINs that were shared with us on November 13, 2019. These three VINs were originally identified by VOQs where the customers provided the suspect part to NHTSA for review.

We appreciate Matt's assistance with confirming the contact information and we have successfully contacted all three customers.

While we have been in contact with one customer in 2019 and in 2020, we are still working together to find a convenient date for their latches to be replaced.

The other two customers have successfully had the remaining latches in the vehicles exchanged and installed.

3FA6P0HRXDR2 [REDACTED] (Included in the 15S16 population) - Customer has been contacted, awaiting customer availability
3FA6P0H71DR [REDACTED] (Included in the 15S16 population) – repaired December 4, 2019
3FA6P0H74ER [REDACTED] (Out of Scope) – repaired November 29, 2019

Mike,

I didn't mention anything about parts being returned to us because PD is not confident they will receive them

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

From: Robinson, Hue (H.M.)
Sent: Friday, October 25, 2019 12:00 PM
To: Baker, Zachary (Z.); Brezee, Shane (S.B.); Ludington, Julie (J.L.); Itoh, Jorji (J.D.); Landry, Mike (M.P.); Newlin, Andrea (A.M.); Cemalovic, Vanja (V.); Ayyash, Khaled (K.A.); Briggs, Erin Rose (E.R.); Parrish, Will (W.F.)
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Attachments: C1A-fiesta-fusion-lathces-Lmm-.xlsx

Sensitivity: Private

Attached are the part numbers for C1A latches.

For the email notifications, please include myself, Erin Rose Briggs, and Chris Okeh from Engineering.

HUE ROBINSON

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, October 25, 2019 11:52 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Brezee, Shane (S.B.) <sbreeze@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Newlin, Andrea (A.M.) <anewlin@ford.com>; Cemalovic, Vanja (V.) <vcemalo1@ford.com>; Ayyash, Khaled (K.A.) <kayyash@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Parrish, Will (W.F.) <wparris1@ford.com>
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Team,

As an update, I have not been able to kick off any workstreams for part procurement. I still do not have a list of service part numbers.

Also, besides Hue, please remind me who wanted to receive the emails for our find-a-vehicle notification.

Zachary Baker

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

-----Original Appointment-----

From: Robinson, Hue (H.M.) <hrobin18@ford.com>

Sent: Friday, October 18, 2019 7:52 AM

To: Robinson, Hue (H.M.); Brezee, Shane (S.B.); Ludington, Julie (J.L.); Itoh, Jorji (J.D.); Landry, Mike (M.P.); Newlin, Andrea (A.M.); Cemalovic, Vanja (V.); Ayyash, Khaled (K.A.); Briggs, Erin Rose (E.R.); Baker, Zachary (Z.); Parrish, Will (W.F.)

Subject: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch

When: Occurs every Wednesday effective 10/23/2019 until 1/29/2020 from 11:00 AM to 11:30 AM (UTC-05:00) Eastern

Time (US & Canada).

Where: WebEx

Sensitivity: Private

*** Team Members – SE&SE, OGC, FCSD-R&SP, FCSD-PS&L, CCM, PD, ~~VO~~, STA**

*** Next Steps**

- > **Weekly Meeting Cadence (14D Author)**
- > **Develop & Track Open Issues list to ensure timely closure (14D Author)**
- > **Regular debrief to Manager, Chief, Director & VP (14D Author)**

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

Join Meeting

Meeting number (access code): [REDACTED]

Join by phone

Tap to call in from a mobile device (attendees only)

+1 [REDACTED] FordNet [REDACTED] / Toll

+1 [REDACTED] US Toll Free Number

[Global call-in numbers](#) | [Toll-free calling restrictions](#)

Join from a video system or application

Dial [REDACTED] 1@ford.webex.com

You can also dial [REDACTED] and enter your meeting number.

If you are a host, [go here](#) to view host information.

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

For additional help with WebEx, Ford users can click on the Digital Worker link:

[WebEx Support](#)

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

[REDACTED]

CD4.1 (FUSION & MKZ)		
Ford Engineering	Ford Service	Description
FS73-F219A64-A	-	Latch Module - Front Door RH
FS73-F219A65-A	-	Latch Module - Front Door LH
FS73-F219A64-B	-	Latch Module - Front Door w/Peps RH
FS73-F219A65-B	-	Latch Module - Front Door w/Peps LH
FP53-F219A64-A	-	Latch Module - Front Door w/Peps RH
FP53-F219A65-A	-	Latch Module - Front Door w/Peps LH
FS73-F264A26-C	-	Latch Module - Rear Door RH
FS73-F264A27-C	-	Latch Module - Rear Door LH
FP53-F264A26-A	-	Latch Module - Rear Door w/Peps RH
LMMs FP53-F264A27-A	-	Latch Module - Rear Door w/Peps LH
AE8A-5421812-B	BE8Z 5421812 B	LAT Asy CL FD PD w/ U-SW RH Acoustic
FS7A-5421813-C	FS7Z 5421813 C	LAT Asy Central Lock FRT DD Acoustic
AE8A-5426412-B	AE8Z 5426412 A	LAT Asy CL RD w/ U-SW RH Acoustic
LATCHES AE8A-5426413-B	AE8Z 5426413 A	LAT Asy CL RD w/ U-SW LH Acoustic

B299N		
Ford Engineering	Ford Service	Description
DE83-54219A65-C	-	Latch Module - FRT LH
DE83-54219A64-C	-	Latch Module - FRT RH
DE83-54219A64-E	-	Latch Module - FRT RH w/ PEPS
DE83-54219A65-D	-	Latch Module - FRT LH w/ PEPS
DE83-54264A27-C	-	Latch Module - RR LH
LMMs DE83-54264A26-C	-	Latch Module - RR RH
AE8A-5421812-B	BE8Z 5421812 B	LAT Asy CL FD PD w/ U-SW RH Acoustic
AE8A-5421813-B	AE8Z 5421813 D	LAT Asy CL FD DD Alarm LH Acoustic
AE8A-5426413-B	AE8Z 5426413 A	LAT Asy CL RD w/ U-SW LH Acoustic
LATCHES AE8A-5426412-B	AE8Z 5426412 A	LAT Asy CL RD w/ U-SW RH Acoustic

B299S		
Ford Engineering	Ford Service	Description
D3BB-A219A65-B	D3BZ-58219A65-C	Latch Module - FRT LH
D3BB-A219A64-B	D3BZ-58219A64-C	Latch Module - FRT RH
D3BB-A219A64-C	D3BZ-58219A64-D	Latch Module - FRT RH w/Peps
D3BB-A219A65-C	D3BZ-58219A65-D	Latch Module - FRT LH w/Peps
D3BB-A264A27-B	D3BZ-58264A27-C	Latch Module - RR LH
LMMs D3BB-A264A26-B	D3BZ-54264A26-C	Latch Module - RR RH
AE8A-5421812-B	BE8Z- 5421812 B	LAT Asy CL FD PD w/ U-SW RH Acoustic
AE8A-5421813-B	AE8Z- 5421813 D	LAT Asy CL FD DD Alarm LH Acoustic
AE8A-5426413-B	AE8Z - 5426413 A	LAT Asy CL RD w/ U-SW LH Acoustic
LATCHES AE8A-5426412-B	AE8Z- 5426412 A	LAT Asy CL RD w/ U-SW RH Acoustic

NOTE: LMMs are not servicable

From: Baker, Zachary (Z.)
Sent: Friday, November 15, 2019 11:24 PM
To: Robinson, Hue (H.M.)
Cc: Itoh, Jorji (J.D.); Landry, Mike (M.P.)
Subject: RE: 15S16 DOOR LATCH REPLACEMENT

See below. Sorry it took so long to get this back to you.

Zachary Baker

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Thursday, November 14, 2019 10:02 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Itoh, Jorji (J.D.) <jitoh@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: 15S16 DOOR LATCH REPLACEMENT

Hi Zach – can you please get me the dealer contact info for all of the claims below (except the one you already provided me)? I'd like to take a shot at calling the dealer to see if they would be willing to reach out to the customer. I know it's a slim chance but all the repairs below are considered repeat repairs after the recall was performed.

Thanks,

HUE ROBINSON

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, October 30, 2019 3:43 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Itoh, Jorji (J.D.) <jitoh@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: 15S16 DOOR LATCH REPLACEMENT

From today's contact:

Dealer	P&A Code: 08727	Name: Four Seasons Ford Inc.	Phone Number: (828) 693-4281	Country: USA
	Address: 601 Duncan Hill Rd	City: Hendersonville	State: NC	Zip Code: 287922

	Primary P&A Code: 08727
--	----------------------------

Zachary Baker

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

From: Baker, Zachary (Z.)
Sent: Wednesday, October 30, 2019 3:26 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Itoh, Jorji (J.D.) <jito@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: FW: 15S16 DOOR LATCH REPLACEMENT

FYI. Let me know.

Zachary Baker

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

From: Cure, Dan (D.) <dcure2@ford.com>
Sent: Wednesday, October 30, 2019 3:23 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
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

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: [REDACTED] 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

Dealer	P&A Code: 09938	Name: Ferton Ford of Pampa	Phone
	Address: 123 N. Hobart	City: Pampa	State: T
	Primary P&A Code: 09938		

VIN: 3FA6P0HR5DR [REDACTED] Contact ID: [REDACTED] 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

Dealer	P&A Code: 05677	Name: Ford of Murfreesboro	P
	Address: 1550 N.W. Broad St	City: Murfreesboro	S
	Primary P&A Code: 05677		

VIN: 3FA6P0H76DR [REDACTED] Contact ID: [REDACTED] 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.

Dealer	P&A Code: 09586	Name: Sandy Sansing Ford	Phone
	Address: 27180 Highway 98	City: Daphne	State:
	Primary P&A Code: 09586		

VIN: 3FADP4EJ8BM [REDACTED] Contact ID: [REDACTED] 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.

Dealer	P&A Code: 04798	Name: Weikert Ford Inc	Phone Num
	Address: 21399 Highway 27	City: Lake Wales	State: FL
	Primary P&A Code: 04798		

VIN: 3FA6P0H74DR [REDACTED] Contact ID: [REDACTED] 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.

Dealer	P&A Code: 20686	Name: Mahwah Ford Sales & Service, Inc.
	Address: 55 Franklin Turnpike	City: Mahwah
	Primary P&A Code: 20686	

VIN: 3FA6P0K97DR [REDACTED] Contact ID: [REDACTED] 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

Dealer	P&A Code: 05134	Name: Glen SainFord, Inc.
	Address: 1301 Highway 49 North	City: Paragould
	Primary P&A Code: 05134	

VIN: 3FADP4EJXDM [REDACTED] Contact ID: [REDACTED] 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.

Dealer	P&A Code: 03926	Name: Park Ford of Mahopac, Inc.
	Address: 276 Route 6	City: Mahopac
	Primary P&A Code: 03926	

VIN: 3FA6P0H71DR [REDACTED] Contact ID: [REDACTED] 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

Dealer	P&A Code: 05456	Name: Cook Ford, Inc.	Ph
	Address: 801 West Victory Way	City: Craig	Sta
	Primary P&A Code: 05456		

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

DEALER: CUST HAD FSA 15S16 DONE 1/20/2018 AT 12644 MILES (1442 SERVICE MILES) 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.

Dealer	P&A Code: 20639	Name: Tom's Ford	Phone Number:
	Address: 200 State Hwy 35	City: Keyport	State: NJ
	Primary P&A Code: 20639		

VIN: 3FADP4BJXDM [REDACTED] Contact ID: [REDACTED] 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)

Dealer	P&A Code: 08735	Name: Summerville Ford
	Address: 9700 Dorchester Road	City: Summerville
	Primary P&A Code: 08735	

VIN: 3LN6L2LU6DR [REDACTED] Contact ID: [REDACTED] 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

Dealer	P&A Code: 04596	Name: Windward Ford of Hawaii
	Address: 725 Kailua Road	City: Kailua
	Primary P&A Code: 04596	

VIN: 3FADP4BJ8BM [REDACTED] Contact ID: [REDACTED] 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

Direct Line: [REDACTED]
Fax: (734) 374-1030
plogan@renkim.com

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



From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226)
<external.Tara.Kaminski@us.bosch.com>
Sent: Wednesday, May 6, 2020 12:30 PM
To: Willard, Jeremy (J.)
Cc: Grove David (AA-AS/EDS226)
Subject: RE: 15S16 & 16S30

Working on them now.
Did we ever get a solid date (on or before) to look for when doing the date code inspection?

Best regards,

Tara Kaminski

Automotive Service Solutions, Engineering Diagnostic Services OEM (AA-AS/EDS226)
Bosch Automotive Service Solutions Inc. | 1555 Fairlane Drive | Allen Park, MI 48101 | USA | www.bosch.us
Tel [REDACTED] | external.Tara.Kaminski@us.bosch.com

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, May 5, 2020 5:38 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Subject: 15S16 & 16S30
Importance: High

Thanks!

When do you think you'll have the two subject draft tech instructions available? I need to get a collab started asap if we're going to meet the Friday deadline.

Even if we don't have the video link working yet, you can just drop a placeholder in for the time being.

Thank you!

Jeremy Willard

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

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Sent: Tuesday, May 05, 2020 9:49 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>
Subject: FW:

Jeremy,

Here are all the part numbers of the different cables on all latches.
These are part numbers of cables that are to be transferred during removal and replacement of new latches.

Best regards,

Tara Kaminski

Automotive Service Solutions, Engineering Diagnostic Services OEM (AA-AS/EDS226)
Bosch Automotive Service Solutions Inc. | 1555 Fairlane Drive | Allen Park, MI 48101 | USA | www.bosch.us
Tel. [REDACTED] | external.Tara.Kaminski@us.bosch.com

From: EXTERNAL Adams Joseph (IPG, AA-AS/EDS226) <external.Joseph.Adams@us.bosch.com>
Sent: Tuesday, May 5, 2020 9:10 AM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Subject:

Best regards,

Joseph Adams

Automotive Service Solutions, Engineering Diagnostics Services OEM (AA-AS/EDS6.22)
Bosch Automotive Service Solutions Inc. | 17574 Laurel Park Drive North
Suite 320E | Livonia, MI 48152 | USA | www.bosch.us
Tel. + [REDACTED] Fax +1 313 425-3955 | fixed-term.Joseph.Adams@us.bosch.com

From: Cure, Dan (D.)
Sent: Friday, March 27, 2020 2:31 PM
To: McCarthy, Lisa (L.P.); Eggen, Alan (A.W.); Baker, Zachary (Z.)
Cc: Willard, Jeremy (J.)
Subject: RE: 15S16

I wouldn't think so, Lisa. This is a current contact (created on Wed) that requires resolution.

From an SSSC operations perspective, we would still need to give the dealer guidance on the current repair direction in the contact so we can close out it out.

I can think of two alternatives to consider:

- Dealer replaces the OLD latch(es) that still require replacement and labor / parts covered as related damage via SSSC approval code
- Dealer proceeds with performing the entire FSA, which will be re-opened as part of a batch job in GCAMP (dealer would have to wait to claim whatever that interval is and the VIN shows active on OASIS again)

Does any have a preference for how to close out this current one?

[https://www.sssc.dealerconnection.com/AgentSSSC/SSSCTSRedit.aspx?sssccontactid=\[REDACTED\]](https://www.sssc.dealerconnection.com/AgentSSSC/SSSCTSRedit.aspx?sssccontactid=[REDACTED])

Dan Cure

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

From: McCarthy, Lisa (L.P.) <lmccarth@ford.com>
Sent: Friday, March 27, 2020 10:18 AM
To: Eggen, Alan (A.W.) <aeggen@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Cure, Dan (D.) <dcure2@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 15S16
Importance: High

Now that we have DIRRP – we should not be re-opening VINs in a one by one fashion. Alan – Please set up a meeting to discuss these situations and the best way to handle them in the context of DIRRP.

Is this the same VIN as identified on the other list? We may need to escalate adding this dealer to DIRRP.

Lisa McCarthy
Recall & Service Programs
Operations & Class Action Settlement Manager

[REDACTED]

From: Eggen, Alan (A.W.) <aeggen@ford.com>
Sent: Friday, March 27, 2020 10:11 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; McCarthy, Lisa (L.P.) <lmccarth@ford.com>
Cc: Cure, Dan (D.) <dcure2@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 15S16

The original repairing dealership for 15S16 on this unit is Wade Ford, in Smyrna GA. They are already on our DIRRP candidate list for a 15S16 repair.

Alan W. Eggen
FCSD Class Action Administration
+1 [REDACTED] aeggen@ford.com

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From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, March 27, 2020 9:56 AM
To: McCarthy, Lisa (L.P.) <lmccarth@ford.com>; Eggen, Alan (A.W.) <aeggen@ford.com>
Cc: Cure, Dan (D.) <dcure2@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 15S16

We should let Lisa and Alan weight in, as this is a DIRRP situation.

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

From: Cure, Dan (D.) <dcure2@ford.com>
Sent: Friday, March 27, 2020 9:54 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16

I'll wait for Hue's response.

If it is the older latch build and presumably was not replaced, is it best to reopen the program completely or cover the one latch and labor as related damage?

My initial approach to these NOT REPAIRED / INCOMPLETE reports was to reopen the program completely. That might still be the best approach to demonstrate to NHTSA, etc about our response. But it does seem a waste of parts and labor if the other three latches are good.

Your thoughts?

Dan Cure

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

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, March 27, 2020 9:48 AM
To: Cure, Dan (D.) <dcure2@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16
Importance: High

Dan –

Looks like 3 are good, with the 17 build dates. The other one needs to be decoded, but I think it may be a Feb 2013 build date? Let's decide how to handle after PD weighs in.

Hue –

Can you please advise what the build date is on the attached latch picture? I'm probably off on how I'm interpreting the date.



Thank you,

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: Friday, March 27, 2020 8:32 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
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=\[REDACTED\]](https://www.sssc.dealerconnection.com/AgentSSSC/SSSCTSRedit.aspx?sssccontactid=[REDACTED])

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: Willard, Jeremy (J.)
Sent: Friday, March 27, 2020 2:12 PM
To: Eggen, Alan (A.W.); Baker, Zachary (Z.); McCarthy, Lisa (L.P.)
Cc: Cure, Dan (D.)
Subject: RE: 15S16

For Alan and Lisa, PD replied advising the latch in question has a build date of April 25, 2013.

Jeremy Willard

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

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Alan W. Eggen
FCSD Class Action Administration
+ [REDACTED] aeggen@ford.com

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

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Recall & Service Programs
SSSC Contact Center Program
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Allen Park, MI 48101
dcure2@ford.com

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To: Cure, Dan (D.) <dcure2@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>
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Recall & Service Programs
Ford Motor Company – Customer Service Division
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[REDACTED]

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1800 Fairlane Drive DCSII
Allen Park, MI 48101
dcure2@ford.com

From: McCarthy, Lisa (L.P.)
Sent: Friday, March 27, 2020 3:15 PM
To: Cure, Dan (D.); Eggen, Alan (A.W.); Baker, Zachary (Z.)
Cc: Willard, Jeremy (J.)
Subject: RE: 15S16

What has been the normal handling of a situation like this?

Lisa McCarthy
Recall & Service Programs
Operations & Class Action Settlement Manager
[REDACTED]

From: Cure, Dan (D.) <dcure2@ford.com>
Sent: Friday, March 27, 2020 10:31 AM
To: McCarthy, Lisa (L.P.) <lmccarth@ford.com>; Eggen, Alan (A.W.) <aeggen@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
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SSSC Contact Center Program
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Lisa McCarthy
Recall & Service Programs
Operations & Class Action Settlement Manager
[REDACTED]

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Subject: RE: 15S16

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Alan W. Eggen
FCSD Class Action Administration
+ [REDACTED] | aeggen@ford.com

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DSC2 #802
[REDACTED]

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SSSC Contact Center Program
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Subject: RE: 15S16
Importance: High

Dan –

Looks like 3 are good, with the 17 build dates. The other one needs to be decoded, but I think it may be a Feb 2013 build date? Let's decide how to handle after PD weighs in.

Hue –

Can you please advise what the build date is on the attached latch picture? I'm probably off on how I'm interpreting the date.



Thank you,

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: Friday, March 27, 2020 8:32 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
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=\[REDACTED\]](https://www.sssc.dealerconnection.com/AgentSSSC/SSSCTSRedit.aspx?sssccontactid=[REDACTED])

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: Itoh, Jorji (J.D.)
Sent: Wednesday, November 20, 2019 9:24 PM
To: Willard, Jeremy (J.)
Subject: RE: 15S16 and 16S30 Dealer bulletins

Jeremy,

You're awesome!

Thank you!

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

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Wednesday, November 20, 2019 3:52 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: 15S16 and 16S30 Dealer bulletins

Jorji –
Hopefully this is what you're looking for.
Let me know if not.
Thank you,

Jeremy Willard

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

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Wednesday, November 20, 2019 10:52 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: 15S16 and 16S30 Dealer bulletins

Hi Jeremy,

Last week, Zach showed us all the diff supplements for 15S16 and 16S30 in regards to dealer bulletins.
Looks like he had them saved.

I'm trying to put together a historical timeline;
-Can you send me all the supplements for Dealer Bulletins for 15S16 and 16S30?

I hope it's not a lot of work. Hoping Zach had them in a shared folder that you could grab quickly.

Kind regards,

Jorji D. Itoh

**Production Vehicle Safety
Automotive Safety Office**

330 Town Center Drive

Dearborn, MI 48126

Phone: [REDACTED]

From: McSherry, Laurel (L.)
Sent: Monday, May 18, 2020 3:20 PM
To: Baker, Zachary (Z.); Broom, Lucille (L.E.); Cure, Dan (D.)
Cc: Willard, Jeremy (J.); Baker, Cynthia (C.); Osepchook, William (W.R.); Hansen, Karen (K.L.); Michalakakis, Peter (P.)
Subject: RE: 15S16 and 16S30 Launch Issues

Lucille – Are you able to make the updates? Please “respond all” when complete.

Laurel McSherry
Global Corporate Warranty Administrator
1800 Fairlane Drive | Allen Park, MI 48101

lmcsherr@ford.com

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Monday, May 18, 2020 10:47 AM
To: Broom, Lucille (L.E.) <lbroom1@ford.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>; Cure, Dan (D.) <dcure2@ford.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>; Baker, Cynthia (C.) <cbake154@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: 15S16 and 16S30 Launch Issues
Importance: High

Team,

Due to some last-minute VP-level reviews, we did not get the 15S16 and 16S30 supplements out until Friday afternoon. As you can imagine, dealers had already completed a number of repairs before the new publications were announced. As such, our requirement for approvals for those ROs isn't valid.

Very quickly, we need to adjust the warranty requirements for the non-financial approval code to be effective for ROs dated **May 18, 2020** and later. The labor op codes should continue to pay on ROs dated May 150, 2020 and later.

Jeremy is creating a landing page message and broadcast message alerting dealers of these changes.

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

From: Rooker, Heather (H.R.)
Sent: Wednesday, May 20, 2020 7:03 PM
To: Baker, Zachary (Z.)
Cc: Hansen, Thayne (T.); Rooker, Heather (H.R.)
Subject: RE: 15S16 and 16S30 Letters - C1A

Good Afternoon-

We actually meet tomorrow afternoon regarding the OSU, so your request came up at the perfect time. Gathering the text now, ample time to alter in anyway, if you chose.

Thank you and have a wonderful afternoon.

Heather Rooker
Ford Motor Company
Recall & Service Programs
DSCII 775

hrooker@ford.com

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, May 20, 2020 2:50 PM
To: Rooker, Heather (H.R.) <hrooker@ford.com>
Cc: Hansen, Thayne (T.) <thansen1@ford.com>
Subject: FW: 15S16 and 16S30 Letters - C1A

Heather,

Due to some ongoing workstreams related to door latches, I need your help to execute the following in the June OSU (if possible). If we are past the point of no return on June OSU (IHS data, etc.) please let me know ASAP.

- Pull ahead the 16S30 OSU to June
- Mail all open 15S16 VINs in June

Please let me know if you have any questions.

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


From: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Sent: Wednesday, May 20, 2020 2:44 PM
To: Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Warwood, Mike (J.M.) <mwarwood@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Landry, Mike (M.P.)

<mldry@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>

Subject: RE: 15S16 and 16S30 Letters - C1A

Both.

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

Sent: Wednesday, May 20, 2020 2:44 PM

To: Diaz, Adrian (A.D.) <adiaz41@ford.com>

Cc: Warwood, Mike (J.M.) <mwarwood@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Landry, Mike (M.P.) <mldry@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>

Subject: RE: 15S16 and 16S30 Letters - C1A

Just 16S30 or both?

Thayne N. Hansen

North America Recall Manager

Ford Motor Company

Dearborn, MI 48126

Office: [REDACTED]

Mobile: [REDACTED]

From: Diaz, Adrian (A.D.) <adiaz41@ford.com>

Sent: Wednesday, May 20, 2020 2:43 PM

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

Cc: Warwood, Mike (J.M.) <mwarwood@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Landry, Mike (M.P.) <mldry@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>

Subject: RE: 15S16 and 16S30 Letters - C1A

I would suggest to issue the next mailing early June based on the feedback from NHTSA. I think that should address their question.

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

Sent: Wednesday, May 20, 2020 2:41 PM

To: Diaz, Adrian (A.D.) <adiaz41@ford.com>

Cc: Warwood, Mike (J.M.) <mwarwood@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Landry, Mike (M.P.) <mldry@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>

Subject: RE: 15S16 and 16S30 Letters - C1A

We have the ability to do anything that we need with mailings.

Thayne N. Hansen

North America Recall Manager

Ford Motor Company

Dearborn, MI 48126

Office: [REDACTED]

Mobile: [REDACTED]

From: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Sent: Wednesday, May 20, 2020 2:40 PM
To: Hansen, Thayne (T.) <thansen1@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Warwood, Mike (J.M.) <mwarwood@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16 and 16S30 Letters - C1A

Thayne... do you think we can pull ahead the date of the November 2020 mailing?

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Wednesday, May 20, 2020 2:39 PM
To: Landry, Mike (M.P.) <mlandry@ford.com>; Diaz, Adrian (A.D.) <adiaz41@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Warwood, Mike (J.M.) <mwarwood@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: FW: 15S16 and 16S30 Letters - C1A

All,

Last Friday, it was stated that NHTSA requested a follow-up mailing for 15S16 and 16S30s unrepaired population. As a normal part of our process, we have follow-up mailings for the first few years.

- 15S16's final follow-up mailing was 11/6/19
- 16S30 mailed a follow-up mailing 1/9/19
- There is one more mailing planned for 16S30 in November 2020.

Do these mailings (historical and planned) satisfy NHTSA's request to send a reminder mailing or do we need to send an additional reminder for both programs?

Thanks

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