
From: McCarthy, Lisa (L.P.)
Sent: Friday, March 27, 2020 3:41 PM
To: Cure, Dan (D.); Eggen, Alan (A.W.); Baker, Zachary (Z.)
Cc: Willard, Jeremy (J.)
Subject: RE: 15S16

I just spoke with Thayne –

Dan – the preference is to re-open the FSA and have the dealer repair the vehicle. I would like to discuss the re-open process to see if we can get alignment with some things we put in place to ID these re-opens as DIRRP – we can use the meeting today for this.

Alan – this information (SSSC) and the WPRC data should be kept for this dealer in order to use as evidence to support their inclusion in the DIRRP process.

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>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>
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
+ [REDACTED] aeggen@ford.com

 Please consider the environment before printing this email

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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

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: Cure, Dan (D.)
Sent: Thursday, May 14, 2020 3:01 PM
To: Willard, Jeremy (J.)
Subject: RE: 15S16-S4 & 16S30-S7

Jeremy,

Don't forget to give me the good word when ready to activate new contact type.

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: Wednesday, May 13, 2020 3:12 PM
To: Broom, Lucille (L.E.) <lbroom1@ford.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>; Cure, Dan (D.) <dcure2@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>
Subject: 15S16-S4 & 16S30-S7
Importance: High

FYI –

The two subject FSA's will not be launching until tomorrow.

Thank you,

Jeremy Willard

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

From: Willard, Jeremy (J.)
Sent: Thursday, May 14, 2020 3:14 PM
To: Cure, Dan (D.)
Subject: RE: 15S16-S4 & 16S30-S7

For sure. Right now the RF is with Mike. He should be sending to DJ very soon.
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: Thursday, May 14, 2020 11:01 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 15S16-S4 & 16S30-S7

Jeremy,

Don't forget to give me the good word when ready to activate new contact type.

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: Wednesday, May 13, 2020 3:12 PM
To: Broom, Lucille (L.E.) <lbroom1@ford.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>; Cure, Dan (D.) <dcure2@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>
Subject: 15S16-S4 & 16S30-S7
Importance: High

FYI –
The two subject FSA's will not be launching until tomorrow.
Thank you,

Jeremy Willard

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


From: Cure, Dan (D.)
Sent: Friday, May 15, 2020 6:55 PM
To: Willard, Jeremy (J.)
Subject: RE: 15S16-S4 and 16S30-S7

Activate new contact type?

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, May 15, 2020 2:53 PM
To: Cure, Dan (D.) <dcure2@ford.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>; Broom, Lucille (L.E.) <lbroom1@ford.com>; Smith, Robert (R.) <rsmit658@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: 15S16-S4 and 16S30-S7

All –
Due to Dave Johnson requesting us delay the launch of these two programs yesterday, so he could review with Frederick Toney, Linda Cash and Elena Ford, we're just about to launch these programs this afternoon.
Please ensure the claim payment dates align with the revised dates in the bulletins.
Thank you,

Jeremy Willard

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

From: Johnson, Jordan (J.D.)
Sent: Wednesday, May 27, 2020 3:40 PM
To: Hansen, Thayne (T.)
Cc: Baker, Zachary (Z.); Willard, Jeremy (J.)
Subject: Re: 16S30 Clarification

It does, thanks!

Jordan Johnson
FCSD Zone Manager
Ford Motor Company
[REDACTED]

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Wednesday, May 27, 2020 4:16:31 AM
To: Johnson, Jordan (J.D.) <jjoh1059@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 16S30 Clarification

Jordan,

The "survey questions" are answered as part of filling out the SSSC Dealer Self Service Contact Type. If a dealer attempts to complete the SSSC contact they will realize that the "survey" information is required to move forward on the contact type.

Hope that helps.

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

From: Johnson, Jordan (J.D.) <jjoh1059@ford.com>
Sent: Tuesday, May 26, 2020 6:50 PM
To: Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Johnson, David (D.J.) <djohns16@ford.com>
Subject: 16S30 Clarification

Good Afternoon Thayne,

Just so you're aware, there have been some questions from dealers/the region about the wording in 16S30:

David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

Previous

Next

May 15, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S30 - Supplement #7**
Certain 2013-2015 Model Year C-MAX and Escape, 2012-2015 Focus, 2015 MKC
and Mustang, and 2014-2016 Transit Connect Vehicles
Side Door Latch Replacement

New! REASON FOR THIS SUPPLEMENT

*Ford Motor Company has determined that some vehicles claimed by dealers as repaired under Safety Recall 16S30 did not receive the claimed repairs. To ensure repairs are completed as directed, dealers are required to provide enhanced documentation supporting the completeness of repairs with repair order open dates of May 15, 2020 and later. **This information must be submitted via a new Dealer Self Service contact type through the SSSC, and will require the following on all repairs:***

- *Latch date codes of both the old and new latches*
- *Photos of the new latches installed in the vehicle, along with a photo of the VIN*
- *Responses to several survey questions about the vehicle and repair*
- *Documentation of Service Manager sign-off on the repair order (image, scan, or PDF).*

This might just be our own issue not being up-to-date on SSSC wording, but the third bullet point led us to believe that there was a survey with questions that had to be answered, and then uploaded into the Dealer Self Service contact type through the SSSC. The technical info, however, leads me to believe that the contact forum with the SSSC is the survey. Let me know if we're way off track and there is a separate survey out there.

Thanks,

Jordan Johnson

FCSD Zone Manager

San Francisco Region | A02

jjoh1059@ford.com | [REDACTED]

BUILT TO LEND A HAND | BUILT *Ford* PROUD

From: Cure, Dan (D.)
Sent: Friday, May 8, 2020 12:59 PM
To: Baker, Zachary (Z.); Willard, Jeremy (J.)
Subject: RE: 16S30 force closed

Yes – I opened it yesterday when I realized that it was never supposed to close in the first place.

It would be good to know if other VINs were force closed at the same time, as that looks like a batch job.

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.) <zbaker1@ford.com>
Sent: Thursday, May 7, 2020 8:37 PM
To: Cure, Dan (D.) <dcure2@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 16S30 force closed

That is strange!

Did we reopen to replace all the latches?

Zachary Baker

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

From: Cure, Dan (D.) <dcure2@ford.com>
Sent: Thursday, May 07, 2020 5:19 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: 16S30 force closed

Zach, Jeremy

A 16S30 case I worked on earlier today revealed that the repair from 2016 (087947) only replaced one door latch that was currently failing while the part kit with all four latches was yet unavailable. Dealer then errantly used MTCLOSE instead of MTHOLD. While I thought this errant labor op closed the FSA, but then I saw this note in GCAMP that shows it was actually force closed.

See the original contact from November 2016 that shows SSSC approved single latch replacement prior to parts availability and advised to use MTHOLD.

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

web.gcamp.ford.com - Microsoft Edge

https://web.gcamp.ford.com/gcamp/SingleVINMaintenance.do

Single VIN Maintenance

SUCCESS
VIN has been Closed / ReOpened for the FSA

VIN:	1FAHP3F21CL [REDACTED]
Global FSA:	00016045 - DOOR LATCH REPLACEMENT
Local FSA:	16S30 - SIDE DOOR LATCH REPLACEMENT

Close/Re-Open VIN for FSA*

☐ Close -Force Complete
☒ Re -Open

Remarks:*

Repair [REDACTED] only replaced one door latch that was currently failing while part kit were unavailable and errantly used MTCLOSE instead of MTHOLD to keep program open; refer to SSSC contact ID # [REDACTED]

Remarks History			
Actions	Remarks	Date	CDS ID
Opened	REPAIR [REDACTED] ONLY REPLACED ONE DOOR LATCH THAT WAS CURRENTLY FAILING WHILE PART KIT WERE UNAVAILABLE AND ERRANTLY USED MTCLOSE INSTEAD OF MTHOLD TO KEEP PROGRAM OPEN; REFER TO SSSC CONTACT ID # [REDACTED]	2020-05-07	DCURE2
Closed	CLAIM SHOULD HAVE CLOSED RECALL.CLAIM SETUP INITIALLY INCORRECT.	2017-01-25	CSGCB011

Note :
 OK - Submit the request for system Validation.
 Cancel - Close the popup screen and Refresh the VIN/FSA Details screen.

Need Help? [Report a Problem](#)
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Dan Cure

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

From: Cure, Dan (D.)
Sent: Monday, January 13, 2020 12:41 PM
To: Baker, Zachary (Z.); Willard, Jeremy (J.)
Subject: RE: 16S30 old parts?

Yes – dealer was advised to take pictures of the remaining three.

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.) <zbaker1@ford.com>
Sent: Friday, January 10, 2020 4:18 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Cure, Dan (D.) <dcure2@ford.com>
Subject: FW: 16S30 old parts?

Looks like this is an old part. Can we get photos of the dates on the other 3 latches through the fish mouths?

Zachary Baker

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Friday, January 10, 2020 3:14 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 16S30 old parts?

The date of the latch is in the lower left hand area "21.09.11", which is September 21, 2011.

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: Friday, January 10, 2020 11:10 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: FW: 16S30 old parts?

Hue,

Can you decode this?

Zachary Baker

Program Manager, Recall and Service Programs

DSC2 #802
[REDACTED]

From: Cure, Dan (D.) <dcure2@ford.com>

Sent: Friday, January 10, 2020 10:47 AM

To: Willard, Jeremy (J.) <jwillar1@ford.com>

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

Subject: RE: 16S30 old parts?

Back:

[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: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Thursday, January 9, 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=\[REDACTED\]](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: Cure, Dan (D.)
Sent: Friday, January 10, 2020 3:47 PM
To: Willard, Jeremy (J.)
Cc: Baker, Zachary (Z.)
Subject: RE: 16S30 old parts?

[Back:](#)

[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: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Thursday, January 9, 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=\[REDACTED\]](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: Ursula Harris <uharris@renkim.com>
Sent: Thursday, May 21, 2020 6:50 PM
To: Baker, Zachary (Z.); Willard, Jeremy (J.)
Cc: Cure, Dan (D.); Mary Burroughs; Toya Dantzler
Subject: RE: 16S30 Rentals

Zach,

Thanks for the clarification. FYI the last owner letter 2017 is still posted so the dealers have access to it.

Ursula A. Harris
Contact Center Operations
Manager

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

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



From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, May 21, 2020 2:23 PM
To: Ursula Harris <uharris@renkim.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: dcure2 <dcure2@ford.com>; Mary Burroughs <mburroughs@renkim.com>; Toya Dantzler <tdantzler@renkim.com>
Subject: RE: 16S30 Rentals

OK – so here is my advice currently.

If the customer has a letter that says they are owed a rental, then I think we are obliged to cover it. However, the rental information was only contained in the original owner mailing (not any follow up mailings) so I highly doubt that any customer is bringing in a 4 year old letter (at any appreciable rate, anyway). My guess is this is a dealership asking. In that case, we have agreement up through Dave Johnson that the current state of those recalls does not justify the rentals we were previously offering, and we are aligned that we are no longer offering rental on ROs opened after the supplement. For ROs opened before the supplement, we should pay rental in good faith.

Zachary Baker

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

From: Ursula Harris <uharris@renkim.com>
Sent: Thursday, May 21, 2020 1:18 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Cure, Dan (D.) <dcure2@ford.com>; Mary Burroughs <mburroughs@renkim.com>; Toya Dantzler <tdantzler@renkim.com>
Subject: RE: 16S30 Rentals

This is the second one I have had the dealer isn't clear if the customer is demanding a rental. The dealer is 05534 Friendly Ford in Las Vegas. The first dealer I assume ate the cost when we reiterated what was in the current bulletin.

Contact ID: [REDACTED]	FSA: 16S30	Bulletin	Create Date: 12:42 Thursday					
Contact Info	Vehicle	Comments	Contact History	Q&A	Parts	Repair Order Info	Repair Order History	Claiming
Personnel	Contact Name: Michelle Heidt Phone Number: [REDACTED]							
Dealer	P&A Code: 05534 Address: 660 N Decatur Blvd Primary P&A Code: 05534 Name: Friendly Ford City: Las Vegas							

Contact ID: [REDACTED]	FSA: 16S30	Bulletin	Create Date: 12:42 Thursday					
Contact Info	Vehicle	Comments	Contact History	Q&A	Parts	Repair Order Info	Repair Order History	Claiming
Type: DEALER - Web Date: 21 May 2020 Time: 12:44:33 Visibility: PUB ID: [REDACTED] Comments: The 15s16 and 16s30 used to have a one day rental provision, since the new update that ad Can we get this addressed ASAP?								
Type: Agent - Trans Date: 21 May 2020 Time: 12:47:38 Visibility: PRI ID: [REDACTED] Comments: Researching								
Type: Agent - Web Date: 21 May 2020 Time: 13:06:20 Visibility: PUB ID: [REDACTED] Comments: Escalated for review								
Last Comment: Escalated for review								

Ursula A. Harris
Contact Center Operations
Manager

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

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



From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, May 21, 2020 1:14 PM
To: Ursula Harris <uharris@renkim.com>; Willard, Jeremy (J.) <jwillar1@ford.com>

Cc: dcure2 <dcure2@ford.com>; Mary Burroughs <mburroughs@renkim.com>; Toya Dantzler <tdantzler@renkim.com>
Subject: RE: 16S30 Rentals

Is this a theoretical, or actual scenario? And if actual, is a customer demanding, or is a dealer asking?

Zachary Baker

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

From: Ursula Harris <uharris@renkim.com>
Sent: Thursday, May 21, 2020 12:47 PM
To: Willard, Jeremy (J.) <jwillard1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Cure, Dan (D.) <dcure2@ford.com>; Mary Burroughs <mburroughs@renkim.com>; Toya Dantzler <tdantzler@renkim.com>
Subject: 16S30 Rentals
Importance: High

Jeremy and Zach,

We have a small problem. The owner letter that is posted still provides a 1 day rental but the bulletin states no rental available. How do you want to handle?

Ursula A. Harris
Contact Center Operations
Manager

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

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



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From: Willard, Jeremy (J.)
Sent: Friday, May 15, 2020 9:28 PM
To: Beaker, Melinda (M.)
Subject: RE: 16s30

I didn't see this before. Did you end up leaving them? I'm fine with that if you did.

Jeremy Willard

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

From: Beaker, Melinda (M.) <mbeaker@ford.com>
Sent: Friday, May 15, 2020 3:03 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: 16s30

There are labor operations B through K in 16S30 in addition to L,M,P,Q,R. Do you want to keep B-K, even though they are no longer in the bulletin? I added 16S30AA.

Regards,

Melinda Beaker
FSA Coordinator, N.A.
Recall/Service Programs
[REDACTED]

mbeaker@ford.com

Never go thru life saying "I should have". If you want to do something - you do it. "If I do it and I fail, I tried. If I do it and I succeed - Better for me!"



From: Itoh, Jorji (J.D.)
Sent: Tuesday, March 17, 2020 8:50 PM
To: Baker, Zachary (Z.)
Subject: RE: 19Y11 Volume Request

You're the best, thank you!

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: Tuesday, March 17, 2020 4:46 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: 19Y11 Volume Request

Vehicle Line	Country	Total
B299N FIESTA MCA	GUAM	7
	NORTHERN MARIANA ISLANDS	13
	PUERTO RICO	1807
	UNITED STATES	58773
	VIRGIN ISLANDS (US	72
B299N FIESTA MCA Total		60672
CD391N FUSION	GUAM	8
	PUERTO RICO	292
	UNITED STATES	182003
	VIRGIN ISLANDS (US	21
CD391N FUSION Total		182324
CD533N MKZ	PUERTO RICO	20
	UNITED STATES	18381
	VIRGIN ISLANDS (US	2
CD533N MKZ Total		18403
Grand Total		261399

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

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Tuesday, March 17, 2020 3:21 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: 19Y11 Volume Request

Hi Zach,

Can you help me with some detail for my submission to NHTSA?

I'm looking for volumes of each vehicle line for the US and US territories only:

Fiesta

Fusion

MKZ

If this is something I can find on my own, please let me know.

Kind regards,

Jorji D. Itoh

Production Vehicle Safety

Automotive Safety Office

330 Town Center Drive, Suite 500

Dearborn, MI 48126

Phone: [REDACTED]

From: Rabourn, Todd (T.R.)
Sent: Wednesday, May 20, 2020 12:09 AM
To: Hansen, Thayne (T.)
Cc: Baker, Zachary (Z.)
Subject: Re: 19Y33 - C1A Latch Targeting FRC June 1 - Presenter

Ok, thanks.

Zach,
Can we please connect quickly? I do not have much open on my calendar and have limited time to pull any needed materials together for a June 1st mtg.

Thanks.

Thanks.

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Tuesday, May 19, 2020 8:05 PM
To: Rabourn, Todd (T.R.)
Cc: Baker, Zachary (Z.)
Subject: RE: 19Y33 - C1A Latch Targeting FRC June 1 - Presenter

I simply wanted to give you a heads up that the wheels were moving again on this item. Zach and the team will get you the information on the meetings and draft fact sheet. Thanks

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

From: Rabourn, Todd (T.R.) <trabourn@ford.com>
Sent: Tuesday, May 19, 2020 7:38 PM
To: Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: Re: 19Y33 - C1A Latch Targeting FRC June 1 - Presenter

What time is the meeting and what fact sheet to I need to read?

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Tuesday, May 19, 2020 7:37 PM
To: Rabourn, Todd (T.R.)
Cc: Baker, Zachary (Z.)
Subject: RE: 19Y33 - C1A Latch Targeting FRC June 1 - Presenter

Correct - C1A latch (the already repaired population).

Thayne N. Hansen

North America Recall Manager

Ford Motor Company

Dearborn, MI 48126

Office: [REDACTED]

Mobile: [REDACTED]

From: Rabourn, Todd (T.R.) <trabourn@ford.com>

Sent: Tuesday, May 19, 2020 7:36 PM

To: Hansen, Thayne (T.) <thansen1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>

Subject: Re: 19Y33 - C1A Latch Targeting FRC June 1 - Presenter

Is 19Y33 the C1A Latch?

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

Sent: Tuesday, May 19, 2020 7:34:35 PM

To: Rabourn, Todd (T.R.) <trabourn@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>

Subject: 19Y33 - C1A Latch Targeting FRC June 1 - Presenter

Todd,

I just received word that 19Y33 is being targeted for the June 1st FRC. We need to get together and update you on the latest information and developments.

By process, the Fact Sheet is presented by the Root Cause Responsibility. Will you be presenting or assigning to someone else to present?

Zach, who (CCM/CCAs etc.) do we need to connect Todd with for the Fact Sheet reviews and prep?

Thanks

Thayne N. Hansen

North America Recall Manager

Ford Motor Company

Dearborn, MI 48126

Office: [REDACTED]

Mobile: [REDACTED]

From: Willard, Jeremy (J.)
Sent: Thursday, May 28, 2020 3:50 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226)
Cc: Grove David (AA-AS/EDS226)
Subject: RE: 19Y33 Tech Instructions

Yes, to my understanding, it will follow the same general directions as those two FSAs.
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: Thursday, May 28, 2020 7:48 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Subject: 19Y33 Tech Instructions

Jeremy,

As far as the inspection instructions go, I want to just follow up on a few things so I guarantee that I am including all information needed.

Are we directing them to follow FSA 15S16 and 16S30 along with photo submission to the SSSC web questionnaire?

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: Baker, Zachary (Z.)
Sent: Thursday, April 30, 2020 6:38 PM
To: Robinson, Hue (H.M.); Brezee, Shane (S.B.); Itoh, Jorji (J.D.)
Subject: RE: 20S01 and 20R01

SC got included in Safety as requested.

Zachary Baker

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Thursday, April 30, 2020 1:57 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Brezee, Shane (S.B.) <sbreezee@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: 20S01 and 20R01

Another question...

Does the volume for the safety recall include SC? Or did SC get pushed to the customer sat program?

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: Tuesday, April 28, 2020 4:46 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Brezee, Shane (S.B.) <sbreezee@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: 20S01 and 20R01

Attached.

Zachary Baker

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, April 28, 2020 4:38 PM
To: Brezee, Shane (S.B.) <sbreezee@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: 20S01 and 20R01

Hi Zach,

Can you please send me the updated financials? It's not attached to the 14D yet.

Thanks,

HUE ROBINSON

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

From: Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>

Sent: Friday, April 24, 2020 5:03 PM

To: Baker, Zachary (Z.) <zbaker1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>

Subject: RE: 20S01 and 20R01

Thanks. The attached files have been added to the 14D.

Regards,

Shane B. Brezee

Critical Concerns Manager - Car

Ford Motor Company
2B-F77 PDC
20901 Oakwood, Dearborn, MI 48124

 **PH:** [REDACTED]

 **cell:** [REDACTED]

 **e-mail :** [sbreeze@ford.com](mailto:sbrezee@ford.com)

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

Sent: Thursday, April 23, 2020 8:59 AM

To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>

Subject: FW: 20S01 and 20R01

Attached are the revised extracts after being processed by IHS to determine history of registration. These also account for the change in volume caused by the shortening of the Fiesta build window and adding 2016MY Fusion/MKZ.

Zachary Baker

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

From: Beaker, Melinda (M.) <mbeaker@ford.com>

Sent: Tuesday, April 21, 2020 10:03 AM

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

Cc: Beaker, Melinda (M.) <mbeaker@ford.com>

Subject: FW: 20S01 and 20R01

Zach,

Extract and fact sheet for 20S15 and 20R01 attached.

Regards,

Melinda Beaker
FSA Coordinator, N.A.
Recall/Service Programs

mbeaker@ford.com

Never go thru life saying "I should have". If you want to do something - you do it. "If I do it and I fail, I tried. If I do it and I succeed - Better for me!"



From: Beaker, Melinda (M.) <mbeaker@ford.com>

Sent: Tuesday, April 21, 2020 10:00 AM

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

Cc: Beaker, Melinda (M.) <mbeaker@ford.com>

Subject: 20S01 and 20R01

Zach,

Attached are the extracts and fact sheet for 20S01 and 20R01.

Regards,

Melinda Beaker
FSA Coordinator, N.A.
Recall/Service Programs

mbeaker@ford.com

Never go thru life saying "I should have". If you want to do something - you do it. "If I do it and I fail, I tried. If I do it and I succeed - Better for me!"



From: Cure, Dan (D.)
Sent: Friday, June 5, 2020 2:53 PM
To: Pusta, Ionut (I.); Kaminski, Nicole (N.M.)
Subject: RE: 20S15 in Puerto Rico

I guess SSSC doesn't place orders for Puerto Rico.

I'll check with Jeremy and Zach.

Thanks!

Dan Cure

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

From: Pusta, Ionut (I.) <ipusta@ford.com>
Sent: Friday, June 5, 2020 10:34 AM
To: Cure, Dan (D.) <dcure2@ford.com>; Kaminski, Nicole (N.M.) <nkaminsk@ford.com>
Subject: RE: 20S15 in Puerto Rico

Dan,

I would treat this the same as you would a U.S. dealer. I noticed that PTS has a landing page message to contact SSSC for issues before parts are available. If there is specific guidance provided by the Analyst/PM on this FSA, then let's follow that same guidance here.

Yes, they should repair the vehicle if a single part is available. I don't see why they couldn't order a single latch.

Thank you,

John Pusta

Ford Motor Company
ipusta@ford.com
[REDACTED]

From: Cure, Dan (D.) <dcure2@ford.com>
Sent: Friday, June 05, 2020 10:24 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>; Kaminski, Nicole (N.M.) <nkaminsk@ford.com>
Subject: 20S15 in Puerto Rico

John, Nicole

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

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

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

Dan Cure

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

From: Cure, Dan (D.)
Sent: Wednesday, June 10, 2020 9:00 PM
To: Mary Burroughs
Subject: RE: 20S30

Thanks Mary.

I've sent over to Zach for review.

Dan Cure

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

From: Mary Burroughs <mburroughs@renkim.com>
Sent: Wednesday, June 10, 2020 4:14 PM
To: Cure, Dan (D.) <dcure2@ford.com>
Cc: Mary Burroughs <mburroughs@renkim.com>
Subject: 20S30

Dan,

FYI...

We have received our first 20S30 Prior FSA request. # [REDACTED]

Had to go back and forth to obtain correct photos.

Thank you

Mary Burroughs
SME / Ford Special
Service Support Center
Direct Line: [REDACTED]
Fax: (734) 374-1030
mburroughs@renkim.com
Renkim Corporation
13333 Allen Road
Southgate, MI 48195
www.renkim.com



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From: Baker, Zachary (Z.)
Sent: Tuesday, June 9, 2020 8:06 PM
To: Rajendran, Jennifer (J.); Willard, Jeremy (J.)
Cc: Poploskie, Jeannette (J.M.)
Subject: RE: 20S30/19Y33 parts list

Sure – I put the list together hastily and should have caught that.

I updated the parts tracker accordingly.

Zachary Baker

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

From: Rajendran, Jennifer (J.) <jrajend3@ford.com>
Sent: Tuesday, June 09, 2020 4:02 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>
Subject: RE: 20S30/19Y33 parts list

Hi Zach/Jeremy,
Part DE8Z-54264A26-A is now linked to a successor part DE8Z-54264A26-C
I am in the process of getting a ship plan for the C level of the part.
Do you usually update the parts tracker with the updated part number?

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Monday, June 08, 2020 2:43 PM
To: Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; Rajendran, Jennifer (J.) <jrajend3@ford.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 20S30/19Y33 parts list

Agree. And I have made no statements about part availability for this program yet – my comments were observational, only.

Zachary Baker

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

From: Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>
Sent: Monday, June 08, 2020 2:29 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Rajendran, Jennifer (J.) <jrajend3@ford.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 20S30/19Y33 parts list

Thanks, Zach. For the most part, I'm not concerned, but we do need to be cautious about assuming the on-hand amounts are sufficient as we need to consider unlaunched 20S15 volumes. I'm not saying that there will be an issue, just that we need to check.

Thanks.

Jeannette Poploskie

Recall/Field Fix Manager
N.A. Supply Chain, Parts, Supply & Logistics
Ford Customer Service Division
RCB 3N400
Phone: [REDACTED]
jpoplosk@ford.com

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Monday, June 08, 2020 1:15 PM
To: Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; Rajendran, Jennifer (J.) <jrajend3@ford.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: 20S30/19Y33 parts list

Jeannette and Jennifer,

I realized that, in the craziness of this thing getting rushed to FRC last week, we had never established a parts list. I remedied that today in the collaboration shared drive ☺. Looks like we have a fair number of parts on hand, with the exception being one of the Fiesta parts.

As a point of note, we are launching an advance notice tomorrow (no parts/repair) and will launch the program once we get the customer facing website and dealer facing website up and running, as we anticipate that the bulk of vehicles will require inspection only.

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

From: Osepchook, William (W.R.)
Sent: Monday, May 11, 2020 9:52 AM
To: Willard, Jeremy (J.)
Cc: Kahn, Jason (J.); Hallmark Khristopher (AA-AS/EDS6.22)
(Khristopher.Hallmark@us.bosch.com); McSherry, Laurel (L.); Smith, Robert (R.);
Broom, Lucille (L.E.)
Subject: RE: Action Request: FSA 15S16-Supplement #4 Concurrence and/or Comment

Hi Jeremy,

SLTS approves as written. The new labor operation 15S16AA has been set to pay starting May 12.

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, May 8, 2020 4:21 PM
To: Green, Jeffrey (J.T.) <jgreen2@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; Kaminski, Nicole (N.M.) <nkaminsk@ford.com>; Marquardt, Eric (E.W.) <emarqua1@ford.com>; Morrow, Michelle (M.A.) <mmorrow6@ford.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>; Smith, Robert (R.) <rsmit658@ford.com>; Broom, Lucille (L.E.) <lbroom1@ford.com>; Pat Logan <plogan@renkim.com>; Burroughs, Mary (M.M.) <mburroughs@renkim.com>; Cure, Dan (D.) <dcure2@ford.com>; Hallmark Khristopher (AA-AS/EDS6.22) <Khristopher.Hallmark@us.bosch.com>
Cc: Catalano, Martino (M.) <mcatalan@ford.com>; Hagemans, Robert (R.G.) <rhageman@ford.com>; Collard, Brian (B.J.) <bcollard@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Garcia San Juan, Angelina (A.) <agarc279@ford.com>; Stokes, Rosie (R.S.) <rstokes9@ford.com>; Sprunger, Jon (J.L.) <jsprunge@ford.com>; Rooker, Heather (H.R.) <hrooker@ford.com>; Hansen, Karen (K.L.) <khansen4@ford.com>; Cangany, John (J.) <jcangany@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; O'Connor, Tammy (T.A.) <toconnor@ford.com>; Koerschner, Michelle (M.M.) <mkoersch@lincoln.com>; Hopwood, Heidi (H.) <hhopwood@ford.com>; Harrier, Nathan (N.) <nharrier@ford.com>; Bunting, Ross (R.) <rbunting@ford.com>; Perry, Phil (P.J.) <pperry3@ford.com>; Hochgraber, Brent (B.) <bhochgra@ford.com>; Lamonde, Sebastien (S.) <slamond1@ford.com>; Mueller, Renee (R.) <rmuell17@ford.com>; Hanson, Chris (C.) <chanson3@lincoln.com>; Black, Kevin (K.W.) <kblack4@lincoln.com>; Martin, Kevin (K.) <kmart171@ford.com>; MacDonald, Mitch (M.W.) <mmacdo12@ford.com>; Kahn, Jason (J.) <jkahn4@ford.com>; Brentley, Monique (M.) <mbrentle@ford.com>; Carter, Daniel (D.) <dcarte13@ford.com>; Bialk, Brian (B.J.) <bbialk@ford.com>; McCarthy, Lisa (L.P.) <lmccarth@ford.com>; Field, Martin (M.) <mfield1@lincoln.com>; Ciolli, Lisa (L.M.) <lcioilli@ford.com>; Goettsch, David (D.) <dgoettsc@ford.com>; Fleury, Chris (C.) <cfleury@ford.com>; Cook, Austin (A.M.) <acook113@ford.com>; Queiroz, Alexandre (G.A.) <aqueiro3@ford.com>; Costa, Bruno (B.C.) <bcosta15@ford.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>; Buelow, Steve (S.E.) <sbuelow@ford.com>; Bardell, Art (.) <abardell@ford.com>
Subject: Action Request: FSA 15S16-Supplement #4 Concurrence and/or Comment
Importance: High

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

Safety Recall 15S16 – Supplement #4

Certain 2011-2014 Model Year Fiesta and 2013-2014 Model Year Fusion and MKZ Vehicles
Door Latch Replacement

Please review the FSA Title Description, Dealer Bulletin and Technical Instructions and provide your approval/concurrence to me with any changes and comments **by 12:00 PM 5/11**.

<collab timing compressed due to supplement and to meet 5/12 launch timing>

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

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

Thank you,

Jeremy Willard

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

From: Osepchook, William (W.R.)
Sent: Monday, May 11, 2020 10:01 AM
To: Willard, Jeremy (J.)
Cc: Kahn, Jason (J.); Hallmark Khristopher (AA-AS/EDS6.22) (Khristopher.Hallmark@us.bosch.com); McSherry, Laurel (L.); Smith, Robert (R.); Broom, Lucille (L.E.)
Subject: RE: Action Request: FSA 16S30-Supplement #7 Concurrence and/or Comment

Hi Jeremy,

SLTS approves as written. The new labor operation 16S30AA has been set to pay starting May 12.

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, May 8, 2020 4:43 PM
To: Beaker, Melinda (M.) <mbeaker@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; Kaminski, Nicole (N.M.) <nkaminsk@ford.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>; Smith, Robert (R.) <rsmit658@ford.com>; Broom, Lucille (L.E.) <lbroom1@ford.com>; Pat Logan <plogan@renkim.com>; 'Burroughs, Mary (M.M.)' <mburroughs@renkim.com>; Cure, Dan (D.) <dcure2@ford.com>; Hallmark Khristopher (AA-AS/EDS6.22) <Khristopher.Hallmark@us.bosch.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Catalano, Martino (M.) <mcatalan@ford.com>; Hagemans, Robert (R.G.) <rhageman@ford.com>; Collard, Brian (B.J.) <bcollard@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Garcia San Juan, Angelina (A.) <agarc279@ford.com>; Stokes, Rosie (R.S.) <rstokes9@ford.com>; Sprunger, Jon (J.L.) <jsprunge@ford.com>; Rooker, Heather (H.R.) <hrooker@ford.com>; Hansen, Karen (K.L.) <khansen4@ford.com>; Cangany, John (J.) <jcangany@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; O'Connor, Tammy (T.A.) <toconnor@ford.com>; Koerschner, Michelle (M.M.) <mkoersch@lincoln.com>; Hopwood, Heidi (H.) <hhopwood@ford.com>; Harrier, Nathan (N.) <nharrier@ford.com>; Bunting, Ross (R.) <rbunting@ford.com>; Perry, Phil (P.J.) <pperry3@ford.com>; Hochgraber, Brent (B.) <bhochgra@ford.com>; Lamonde, Sebastien (S.) <slamond1@ford.com>; Mueller, Renee (R.) <rmuell17@ford.com>; Hanson, Chris (C.) <chanson3@lincoln.com>; Black, Kevin (K.W.) <kblack4@lincoln.com>; Martin, Kevin (K.) <kmart171@ford.com>; MacDonald, Mitch (M.W.) <mmacdo12@ford.com>; Kahn, Jason (J.) <jkahn4@ford.com>; Brentley, Monique (M.) <mbrentle@ford.com>; Carter, Daniel (D.) <dcarte13@ford.com>; Bialk, Brian (B.J.) <bbialk@ford.com>; McCarthy, Lisa (L.P.) <lmccarth@ford.com>; Field, Martin (M.) <mfield1@lincoln.com>; Ciolli, Lisa (L.M.) <lcioilli@ford.com>; Goettsch, David (D.) <dgoettsc@ford.com>; Fleury, Chris (C.) <cfleury@ford.com>; Cook, Austin (A.M.) <acook113@ford.com>; Queiroz, Alexandre (G.A.) <aqueiro3@ford.com>; Costa, Bruno (B.C.) <bcosta15@ford.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>; Buelow, Steve (S.E.) <sbuelow@ford.com>; Bardell, Art (.) <abardell@ford.com>
Subject: RE: Action Request: FSA 16S30-Supplement #7 Concurrence and/or Comment
Importance: High

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

DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S30 - Supplement #7

Certain 2013-2015 Model Year C-MAX and Escape, 2012-2015 Focus, 2015 MKC and Mustang, and 2014-2016 Transit Connect Vehicles
Side Door Latch Replacement

Please review the FSA Title Description, Dealer Bulletin and Technical Instructions and provide your approval/concurrence to me with any changes and comments **by 12:00 PM 5/11**.

<collab timing compressed due to supplement and to meet 5/12 launch timing>

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

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

Thank you,

Jeremy Willard

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

From: Willard, Jeremy (J.)
Sent: Friday, May 1, 2020 6:17 PM
To: Osepchook, William (W.R.)
Subject: RE: Action Request: FSA 20S15 Concurrence and/or Comment

Importance: High

Hey Bill –
Can you call me about latch labor times when you get a chance.
Thank you!

Jeremy Willard

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

From: Osepchook, William (W.R.) <wosepcho@ford.com>
Sent: Wednesday, March 18, 2020 6:48 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Hallmark Khristopher (AA-AS/EDS6.22) (Khristopher.Hallmark@us.bosch.com) <Khristopher.Hallmark@us.bosch.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>; Smith, Robert (R.) <rsmit658@ford.com>; Broom, Lucille (L.E.) <lbroom1@ford.com>
Subject: RE: Action Request: FSA 20S15 Concurrence and/or Comment

Hi Jeremy,

SLTS approves as no labor times published at this time.

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, March 17, 2020 5:14 PM
To: Beaker, Melinda (M.) <mbeaker@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; Kaminski, Nicole (N.M.) <nkaminsk@ford.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>; Smith, Robert (R.) <rsmit658@ford.com>; Broom, Lucille (L.E.) <lbroom1@ford.com>; Pat Logan <plogan@renkim.com>; Burroughs, Mary (M.M.) <mburroughs@renkim.com>; Cure, Dan (D.) <dcure2@ford.com>; Hallmark Khristopher (AA-AS/EDS6.22) <Khristopher.Hallmark@us.bosch.com>
Cc: Catalano, Martino (M.) <mcatalan@ford.com>; Hagemans, Robert (R.G.) <rhageman@ford.com>; Collard, Brian (B.J.) <bcollard@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Garcia San Juan, Angelina (A.) <agarc279@ford.com>; Stokes, Rosie (R.S.) <rstokes9@ford.com>; Sprunger, Jon (J.L.) <jsprunge@ford.com>; Rooker, Heather (H.R.) <hrooker@ford.com>; Hansen, Karen (K.L.) <khansen4@ford.com>; Cangany, John (J.) <jcangany@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; O'Connor, Tammy (T.A.) <toconnor@ford.com>; Koerschner, Michelle (M.M.) <mkoersch@lincoln.com>; Hopwood, Heidi (H.) <hhopwood@ford.com>; Harrier, Nathan (N.) <nharrier@ford.com>; Bunting, Ross (R.) <rbunting@ford.com>; Perry, Phil (P.J.) <pperry3@ford.com>; Hochgraber, Brent (B.) <bhochgra@ford.com>; Lamonde, Sebastien (S.) <slamond1@ford.com>; Mueller, Renee (R.) <rmuell17@ford.com>; Hanson, Chris (C.) <chanson3@lincoln.com>; Black, Kevin (K.W.) <kblack4@lincoln.com>;

Martin, Kevin (K.) <kmart171@ford.com>; MacDonald, Mitch (M.W.) <mmacdo12@ford.com>; Kahn, Jason (J.) <jkahn4@ford.com>; Brentley, Monique (M.) <mbrentle@ford.com>; Carter, Daniel (D.) <dcarte13@ford.com>; Bialk, Brian (B.J.) <bbialk@ford.com>; McCarthy, Lisa (L.P.) <lmccarth@ford.com>; Field, Martin (M.) <mfield1@lincoln.com>; Ciolli, Lisa (L.M.) <lcioilli@ford.com>; Goettsch, David (D.) <dgoettsc@ford.com>; Fleury, Chris (C.) <cfleury@ford.com>; Cook, Austin (A.M.) <acook113@ford.com>; Queiroz, Alexandre (G.A.) <aqueiro3@ford.com>; Costa, Bruno (B.C.) <bcosta15@ford.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>; Buelow, Steve (S.E.) <sbuelow@ford.com>; Bardell, Art (.) <abardell@ford.com>

Subject: Action Request: FSA 20S15 Concurrence and/or Comment

Importance: High

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

Advance Notice – Safety Recall 20S15

Certain 2014-2015 Model Year Fiesta, Fusion and Lincoln MKZ Vehicles
Door Latch Replacement

Please review the FSA Title Description and the Advance Notice and provide your approval/concurrence to me with any changes and comments **by 5:00PM 3/19**.

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

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

Thank you,

Jeremy Willard

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


From: Diaz, Adrian (A.D.)
Sent: Tuesday, March 24, 2020 1:22 PM
To: Itoh, Jorji (J.D.)
Cc: Landry, Mike (M.P.)
Subject: RE: Additional Signature: C1A Part 573

Understood... thanks for clarifying Jorji.

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Tuesday, March 24, 2020 9:21 AM
To: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: Additional Signature: C1A Part 573

Adrian, thank you very much.

Yes, we did file with NHTSA, meeting all requirements and agreements.
I identified the error prior to submission, so I was able to correct it and submit the correct information.

It was just our internal document that required your signature.
We do not submit the signed document to NHTSA.
NHTSA has an online portal where we separately input each section of information.

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.) <adiaz41@ford.com>
Sent: Tuesday, March 24, 2020 9:15 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: Additional Signature: C1A Part 573

I just signed it Jorji. In the future, please, do bother me as we need to be compliant with the timeframes provided by NHTSA.

Did we file anything yesterday at all?

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Tuesday, March 24, 2020 8:40 AM
To: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: Additional Signature: C1A Part 573

Good morning Adrian,

I apologize; I need to request your signature on the C1A Part 573 again.

I realized an error in the document after you signed it.

I identified the error prior to submitting to NHTSA, so we do not have a concern with our submittal.

I didn't want to bother you last night for another signature as this is not as time constrained as the submission to NHTSA.

Previous:

Vehicles Information

Model yr Start: 2014
Model yr End: 2015
Make: Ford
Model: Fiesta
Production date Begin: 11/01/2013
Production date End: 12/04/2014
Type: LIGHT VEHICLES
Body Style: N/A
Powertrain: N/A

Descriptive Information:

The recalled part was introduced into production on 11/01/2013 date and was taken out of production on 7/10/2015.

'Production End Date' was updated and is correct, but the date shown in 'Descriptive Information' was not updated.

Current:

Vehicles Information

Model yr Start: 2014
Model yr End: 2015
Make: Ford
Model: Fiesta
Production date Begin: 11/01/2013
Production date End: 12/04/2014
Type: LIGHT VEHICLES
Body Style: N/A
Powertrain: N/A

Descriptive Information:

The recalled part was introduced into production on 11/01/2013 date and was taken out of production on 12/04/2014.

You will see a separate DocuSign document in your email to address this.

Kind regards,

Jorji D. Itoh

Production Vehicle Safety
Automotive Safety Office

330 Town Center Drive, Suite 500
Dearborn, MI 48126

Phone: [REDACTED]

From: Boehk, Karen (K.S.)
Sent: Tuesday, January 28, 2020 6:35 PM
To: Parrish, Will (W.F.)
Cc: Robinson, Hue (H.M.); Brezee, Shane (S.B.)
Subject: RE: C1A 14D

I can look in the old records tomorrow but FCSD keeps all the files including the attachments in their paper records.

Karen S. Boehk

NA Truck Critical Concern Manager

Cell: [REDACTED]

CDSID: kboehk E-mail: kboehk@ford.com

From: Parrish, Will (W.F.) <wparris1@ford.com>
Sent: Tuesday, January 28, 2020 1:31 PM
To: Brezee, Shane (S.B.) <sbrezee@ford.com>; Boehk, Karen (K.S.) <kboehk@ford.com>
Subject: RE: C1A 14D

This 14D was closed before Kris/Jerry left if I remember correctly. The only thing may be a hard copy Kris may have kept in his files.

Will Parrish

Critical Concerns

PDC GC-D26A, Mail Drop #327

Desk: [REDACTED] / Mobile: [REDACTED]

E-Mail: wparris1@ford.com

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From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, January 28, 2020 10:26 AM
To: Brezee, Shane (S.B.) <sbrezee@ford.com>; Parrish, Will (W.F.) <wparris1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Rabourn, Todd (T.R.) <trabourn@ford.com>
Subject: C1A 14D

Can someone give me access to the old 14D for the previous recall for C1A? It looks like it may have been under Bhupendra's name but not sure. Here's a clip of the PDF he had saved. I think there's info in there for the test data for Scope #1 that will be useful.

DRAFT - CONFIDENTIAL

This is an uncontrolled document that may contain unconfirmed or inaccurate data.

Printed on: 02-Sep-2015 11:01:49 EST Time

Printed by: [REDACTED]

Content

Title:
Multiple Vehicle Lines - 2011 - 2013 Door Latching - C1A Door Latch

Sub Section:
Body

Critical Concern Manager Group:
NA CCM Small Cars & Utilities

X Number 1 X Number 2 X Number 3

FSA Number 1 FSA Number 2 FSA Number 3

FRC Date

Thanks,

HUE ROBINSON

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

From: Robinson, Hue (H.M.)
Sent: Tuesday, January 28, 2020 6:50 PM
To: Baker, Zachary (Z.); Brezee, Shane (S.B.); Parrish, Will (W.F.); Itoh, Jorji (J.D.)
Cc: Rabourn, Todd (T.R.)
Subject: RE: C1A 14D

I really need the 15S16 file and attachments. This is the one that was associated with Kiekert where they identified the spring leg angle change. 16S30 was with Brose and they did not have this condition. Are you able to send me the file via WebEx Teams?

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: Tuesday, January 28, 2020 1:43 PM
To: Brezee, Shane (S.B.) <sbrezee@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Parrish, Will (W.F.) <wparris1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Rabourn, Todd (T.R.) <trabourn@ford.com>
Subject: RE: C1A 14D

Hue,

See attached for 16S30. 15S16 is too large to send (even on its own) – did we transfer that file a while back?

Zachary Baker

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

From: Brezee, Shane (S.B.) <sbrezee@ford.com>
Sent: Tuesday, January 28, 2020 1:31 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Parrish, Will (W.F.) <wparris1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Rabourn, Todd (T.R.) <trabourn@ford.com>
Subject: RE: C1A 14D

This 14D is no longer in the 14D database. Maybe Zach can pull the files.

Regards,

Shane B. Brezee

Critical Concerns Manager - Car
Ford Motor Company
2B-F77 PDC

20901 Oakwood, Dearborn, MI 48124

PH: [REDACTED]

cell: [REDACTED]

e-mail : [sbreeze@ford.com](mailto:sbrezee@ford.com)

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

Sent: Tuesday, January 28, 2020 10:26 AM

To: Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>; Parrish, Will (W.F.) <wparris1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>

Cc: Rabourn, Todd (T.R.) <trabourn@ford.com>

Subject: C1A 14D

Can someone give me access to the old 14D for the previous recall for C1A? It looks like it may have been under Bhupendra's name but not sure. Here's a clip of the PDF he had saved. I think there's info in there for the test data for Scope #1 that will be useful.

DRAFT - CONFIDENTIAL

This is an uncontrolled document that may contain unconfirmed or inaccurate data.

Printed on: 02-Sep-2015 11:01:49 EST Time

Printed by: [REDACTED]

Content

Title:
Multiple Vehicle Lines - 2011 - 2013 Door Latching - C1A Door Latch

Sub Section:
Body

Critical Concern Manager Group:
NA CCM Small Cars & Utilities

X Number 1	X Number 2	X Number 3
FSA Number 1	FSA Number 2	FSA Number 3
FRC Date		

Thanks,

HUE ROBINSON

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

From: Diaz, Adrian (A.D.)
Sent: Friday, June 5, 2020 4:37 PM
To: Itoh, Jorji (J.D.); Nolte, Angela (A.)
Cc: Wickenheiser, Francis (F.J.); Ott, David (D.J.); Landry, Mike (M.P.)
Subject: RE: C1A Actions - Please Confirm

Hi Angela... also include the recall Jorji is referring to as part of the C1A Latch group.

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Friday, June 5, 2020 11:53 AM
To: Nolte, Angela (A.) <anolte1@ford.com>
Cc: Wickenheiser, Francis (F.J.) <fwickenh@ford.com>; Diaz, Adrian (A.D.) <adiaz41@ford.com>; Ott, David (D.J.) <dott@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: C1A Actions - Please Confirm

Hi Angela,

The actions listed below are accurate.

One other action, which may not be applicable because it was due to dealers properly completing the repairs for 15S16 and 16S30, so ultimately, this action is not due to the quality of the part. I'll include the information just in case it is needed.

20S30 19Y33 Door Latch (Previously Repaired Under 15S16 or 16S30)

We will be submitting the Part 573 for 20S30 to NHTSA on Monday, 6/8.

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.) <adiaz41@ford.com>
Sent: Friday, June 05, 2020 11:41 AM
To: Nolte, Angela (A.) <anolte1@ford.com>; Ott, David (D.J.) <dott@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Wickenheiser, Francis (F.J.) <fwickenh@ford.com>
Subject: RE: C1A Actions - Please Confirm

Jorji... can you support Angela on this? It is quite urgent.

From: Nolte, Angela (A.) <anolte1@ford.com>
Sent: Friday, June 5, 2020 11:31 AM
To: Ott, David (D.J.) <dott@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Cc: Diaz, Adrian (A.D.) <adiaz41@ford.com>; Wickenheiser, Francis (F.J.) <fwickenh@ford.com>
Subject: C1A Actions - Please Confirm

Hi Dave and Mike,

I need your help with this list of C1A actions taken by Ford for a project that Adrian is working on with Joe to give to the Quality organization. If this list is complete or is missing any actions I need to know as soon as possible. Thank you!

C1A

FSA Number		Tracking Num	NHTSA Number	FSA Code	FSA Action Type	Action Title Or Description
15S16		15X33	15V246000	S	Safety	C1A Side Door Latch
16R01		16X59	N/A	R	Customer Satisfaction	C1A Side Door Latch
16S30		16X54	16V643000	S	Safety	C1A Side Door Latch
18S06		18X03	N/A	S	Safety	Passenger (C1A) Door Latch (AP Built Only, Less
20S15		19Y07	20V177	S	Safety	C1A Side Door Latch (Hot Weather)
20R01		20X24	N/A	R	Customer Satisfaction	C1A Side Door Latch (Non-Hot Weather)

Angela M. Nolte

Automotive Safety Office

Senior Safety Engineer – Business Office

E-mail: anolte1@ford.com

Phone: [REDACTED]

From: Itoh, Jorji (J.D.)
Sent: Monday, November 25, 2019 9:13 PM
To: Hansen, Thayne (T.)
Cc: Landry, Mike (M.P.); Ludington, Julie (J.L.); Willard, Jeremy (J.); Baker, Zachary (Z.); Williams, Cynthia (.)
Subject: RE: C1A Door Latch - NHTSA Customer Information
Attachments: Customer Info Request 20191125 (2).docx

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]

3FA6P0H74ER [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]

(Address as of May 2019)

ATLANTA Georgia [REDACTED]

(Address prior to May 2019)

SMYRNA, Georgia [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

3FA6POHRXDR [REDACTED]

(Customer and Address as of March 2019)

BROOKSVILLE, Mississippi [REDACTED]

UNITED STATES

(Customer and Address prior to March 2019)

MONTGOMERY, Alabama [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

3FA6POH74ER [REDACTED]

(Address as of April 2019)

SPRINGVILLE, California [REDACTED]

(Address prior to March of 2019)

PORTERVILLE, California [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

From: Itoh, Jorji (J.D.)
Sent: Tuesday, November 26, 2019 1:02 PM
To: Baker, Zachary (Z.); Hansen, Thayne (T.)
Cc: Landry, Mike (M.P.); Ludington, Julie (J.L.); Willard, Jeremy (J.); Williams, Cynthia (.)
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.) <jitoh@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]

(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]

3FA6P0H74ER [REDACTED]