

(Address as of April 2019)

SPRINGVILLE, California

(Address prior to March of 2019)

PORTERVILLE, California

Thayne N. Hansen

North America Recall Manager

Ford Motor Company

Dearborn, MI 48126

Office:

Mobile:

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

-3FA6P0HRXDR

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

-3FA6P0H74ER

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:

From: Itoh, Jorji (J.D.)
Sent: Friday, April 3, 2020 1:30 PM
To: Harrier, Nathan (N.)
Subject: RE: C1A Door Latch Inspections 4-2

Great, thanks!

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

From: Harrier, Nathan (N.) <nharrier@ford.com>
Sent: Friday, April 03, 2020 9:27 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: C1A Door Latch Inspections 4-2

Hi Jorji,

I assume you are referring to the equations? Not sure why those are there but I have inquired.

1108A5	210615	1408
530817	2108	2608
261015	291015	2210
2406F5 1807D5	2107A5	
230815	6.08E+07	2.31E+
0109h5	60915	2108
110715 2206A5	0208b5	
41115	3.10E+07	2810

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Friday, April 3, 2020 9:04 AM
To: Harrier, Nathan (N.) <nharrier@ford.com>
Subject: RE: C1A Door Latch Inspections 4-2

Hi Nate,

A few inputs are formatted incorrectly.

Can you take a look at rows:

270

272
275
277
278

Thanks.

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

From: Harrier, Nathan (N.) <nharrier@ford.com>
Sent: Friday, April 03, 2020 8:37 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: C1A Door Latch Inspections 4-2

Good Morning Jorji,

Attached are an incremental 35 door latch inspections.

Sincerely,
Nathan Harrier
Ford Motor Company
Recall & Service Programs
nharrier@ford.com
Phone [REDACTED]



From: Itoh, Jorji (J.D.)
Sent: Tuesday, April 14, 2020 1:02 PM
To: Harrier, Nathan (N.)
Subject: RE: C1A Door Latch Inspections

Thanks Nate!

I hope you enjoyed your time off.
Back to work!

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

From: Harrier, Nathan (N.) <nharrier@ford.com>
Sent: Tuesday, April 14, 2020 8:59 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Hansen, Thayne (T.) <thansen1@ford.com>
Subject: C1A Door Latch Inspections

Good Morning Jorji,

Attached is the latest door latch inspection report. The 4.3 tab includes 8 incremental inspections since the previous report. Due to cost saving measures the team is currently furloughed until May so no additional inspections will be completed in the next two weeks.

Sincerely,
Nathan Harrier
Ford Motor Company
Recall & Service Programs
nharrier@ford.com
Phone [REDACTED]



From: Mullins, Ernie <Ernie.Mullins@kiekert.com>
Sent: Thursday, September 26, 2019 1:10 PM
To: Robinson, Hue (H.M.); Hietbrink, Mike; Latimer, Ron
Cc: Briggs, Erin Rose (E.R.); Albu, Doru (D.C.); Okeh, Christopher (C.)
Subject: RE: C1A Fiesta Latch Investigation

Hello Hue,
Mike H. gave me a call this morning regarding this.

Ron and I will pull the requested information together and get it to as soon as possible. We understand the urgency of the request.

Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Kiekert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: + [REDACTED]
M: + [REDACTED]
F: +1 248 960 5390
Ernie.Mullins@kiekert.com

www.kiekert.com
kiekert
TECHNOLOGY THAT LEADS

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Thursday, September 26, 2019 8:49 AM
To: Hietbrink, Mike <Mike.Hietbrink@kiekert.com>; Mullins, Ernie <Ernie.Mullins@kiekert.com>; Latimer, Ron <Ron.Latimer@kiekert.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>
Subject: C1A Fiesta Latch Investigation
Importance: High

CAUTION: This email originated outside of Kiekert. Do not click or open attachments unless you recognize the sender and know the content is safe.

Hi Mike/Ernie,

We have been notified by NHTSA that they are investigating customer complaints in regards to the C1A latch on Fiesta. We need your help on a few things and I will schedule a meeting tomorrow to discuss further.

- Previous history of C1A latch recall

- Design fix(es) and implementation dates to address previous issues
- Current warranty/GCARS data – need analysis on repeat repairs and OWD claims
- Current and past parts return analysis
- Other vehicle lines affected and other regions affected

This will be escalated quickly so we need to get aligned on the data ASAP. I'm scheduled to report out Tuesday morning in an internal Ford meeting to the safety team. I'm attaching the data that was provided to me by our safety office that identifies all the customer complaints to NHTSA, for your reference.

Thanks,

HUE ROBINSON

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

Headquarters: Kiekert AG, Hoeseler Platz 2, 42579 Heiligenhaus/Germany

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Registered in Heiligenhaus; Company Register Wuppertal HRB No 17915

Executive Board: Dr. Guido Hanel (Chairman), Jérôme Debreu

Supervisory Board: Yancheng Zhao (Chairman)

>

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From: Mullins, Ernie <Ernie.Mullins@kiekert.com>
Sent: Friday, September 27, 2019 3:28 PM
To: Robinson, Hue (H.M.); Latimer, Ron; Hietbrink, Mike; Briggs, Erin Rose (E.R.); Okeh, Christopher (C.); Albu, Doru (D.C.)
Cc: Ayyash, Khaled (K.A.)
Subject: RE: C1A Fiesta Latch Review

Hello Hue,

We are in the process of putting together the additional requested information and will send it all over to you at the same time a little later this afternoon.

I will also forward our regularly scheduled Monday Warranty review meeting invite to a couple of others at Kiekert that don't typically attend but probably should for this discussion.

Regards,

Ernie Mullins
Senior Manager
Customer/Supplier Quality
Kiekert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: +
M:
F: +1 248 960 5390
Ernie.Mullins@kiekert.com

www.kiekert.com
kiekert
TECHNOLOGY THAT LEADS

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Friday, September 27, 2019 10:23 AM
To: Mullins, Ernie <Ernie.Mullins@kiekert.com>; Latimer, Ron <Ron.Latimer@kiekert.com>; Hietbrink, Mike <Mike.Hietbrink@kiekert.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>
Cc: Ayyash, Khaled (K.A.) <kayyash@ford.com>
Subject: RE: C1A Fiesta Latch Review

CAUTION: This email originated outside of Kiekert. Do not click or open attachments unless you recognize the sender and know the content is safe.

Hi Ernie,

Can you please send the presentation we reviewed this morning? Also, the engineering data I had requested in regards to previous testing and results. I'll schedule this into our Monday quality meeting to discuss any additional information.

Thanks,

HUE ROBINSON

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

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

From: Robinson, Hue (H.M.)

Sent: Thursday, September 26, 2019 8:54 AM

To: Robinson, Hue (H.M.); Mullins, Ernie; Latimer, Ron; Hietbrink, Mike; Briggs, Erin Rose (E.R.); Okeh, Christopher (C.); Albu, Doru (D.C.)

Subject: C1A Fiesta Latch Review

When: Friday, September 27, 2019 9:00 AM-10:00 AM (UTC-05:00) Eastern Time (US & Canada).

Where: WebEx

Per my emails, we need to review/discuss the following items:

- Previous history of C1A latch recall
- Design fix(es) and implementation dates to address previous issues
- Current warranty/GCARS data – need analysis on repeat repairs and OWD claims
- Current and past parts return analysis
- Other vehicle lines affected and other regions affected

-- 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

+ [REDACTED] US Toll Free Number

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

Join from a video system or application

Dial [REDACTED] [@ford.webex.com](https://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.](#)

Headquarters: Kiekert AG, Hoeseler Platz 2, 42579 Heiligenhaus/Germany

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Registered in Heiligenhaus; Company Register Wuppertal HRB No 17915

Executive Board: Dr. Guido Hanel (Chairman), Jérôme Debreu

Supervisory Board: Yancheng Zhao (Chairman)

>

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From: Itoh, Jorji (J.D.)
Sent: Thursday, March 26, 2020 3:01 PM
To: Diaz, Adrian (A.D.); Landry, Mike (M.P.)
Subject: RE: C1A Five State Canvas - Update 3/26/2020

Included in today's data is 193.

Today's data indicates that only 64 vehicles were reviewed on 3/18, where my previous analysis was on 84 vehicles reviewed on 3/18.

Nathan and team are currently working to understand the why there is a difference.

Currently, I am unable to determine how many vehicles have actually been sampled.

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: Thursday, March 26, 2020 10:56 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: C1A Five State Canvas - Update 3/26/2020

Interesting... What is the total of vehicles sampled? Nathan indicated to me that they were around 193.

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Thursday, March 26, 2020 10:49 AM
To: Diaz, Adrian (A.D.) <adiaz41@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: C1A Five State Canvas - Update 3/26/2020

Good morning Adrian, Good morning Mike,

Today I received the additional canvas data from FCSD.

The original data set (3/18) included 84 vehicles, but today's update only showed 64 vehicles for 3/18.

I've sent this back to FCSD for further investigation on the variance.

I'll provide another update as we progress.

Kind regards,

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

From: Itoh, Jorji (J.D.)
Sent: Tuesday, December 10, 2019 7:03 PM
To: Robinson, Hue (H.M.); Mustapic, Marinko (M.)
Cc: Ruddell, Terri (T.); Briggs, Erin Rose (E.R.)
Subject: RE: C1A Ford Customer Clinic

Thank you Hue and team.

Steve Lenhart will be our contact at the garage.

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

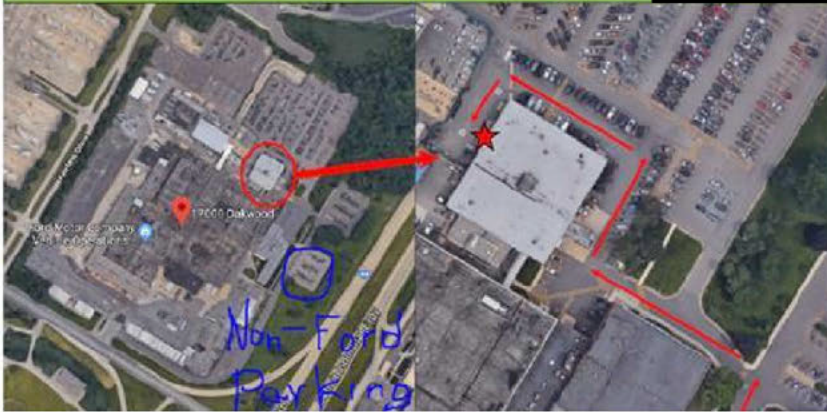
From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, December 10, 2019 1:41 PM
To: Mustapic, Marinko (M.) <mmustap1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Ruddell, Terri (T.) <truddell@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: C1A Ford Customer Clinic

Here's the Excel file for the customers with appointments for the next couple of days. The team will be filling out columns R through U with the date code on the fishmouth stamping. The instructions for the latch date code is on the last tab of this file. I would recommend that the team use a dry erase board or something to show the last 8 VIN digits and door position when taking a picture of the latch so there's no confusion. I'll have one for the team to use.

Marinko – Please plan to arrive to the clinic location by 7:30 am so we can discuss process prior to the appointments coming in and bring your laptop to record the latch dates. If you're driving a non-Ford vehicle you will need to park in a different location than what was sent earlier for parking. Parking for non-Ford vehicles will be the first parking lot as you enter the complex, which is a little bit further of a walk to the VOGO garage, it's the area circled in blue in the pic below.

VEHICLE INSPECTION CLINIC

Clinic Location: VOGO Executive Garage
Clinic Address: 17000 Oakwood Blvd., Allen Park
On-Site Contact: Jorgi Itoh [REDACTED]



Instructions:

- Enter VOGO Complex off Oakwood Blvd.
- Drive around building, on the drive adjacent to 94, past the main lobby and visitor parking.
- You will see a fenced in area in the rear that says "authorized vehicles only".
- Proceed through and drive around the back of the garage (indicated by arrows).
- The garage should open for you, if not, honk or contact the on-site team member (indicated above).

HUE ROBINSON

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

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

From: Robinson, Hue (H.M.)

Sent: Tuesday, December 10, 2019 10:03 AM

To: Briggs, Erin Rose (E.R.); Mustapic, Marinko (M.); Itoh, Jorji (J.D.)

Subject: C1A Ford Customer Clinic

When: Wednesday, December 11, 2019 12:00 AM to Friday, December 13, 2019 12:00 AM (UTC-05:00) Eastern Time (US & Canada).

Where: VOGO Exec Garage 17000 Oakwood Blvd., Allen Park

Multi vehicle door latch clinic will run from 8:00 – 3:00 on Wednesday 12/11/19 and Thursday 12/12/19 with a break between 11:00 – 11:30 both days. The appointment times are not completely full and I will send out the Excel sheet.

From: Mustapic, Marinko (M.)
Sent: Tuesday, December 10, 2019 3:28 AM
To: Briggs, Erin Rose (E.R.)
Cc: Robinson, Hue (H.M.)
Subject: Re: C1A Ford Customer Clinic

Yes, I will coordinate with Nancy and Doru first thing tomorrow morning and I will be available for the clinic.

Sent from my iPhone

On Dec 9, 2019, at 5:49 PM, Briggs, Erin Rose (E.R.) <ebriggs7@ford.com> wrote:

Hi Hue,

I think Marinko would be a great person to assist with the clinic. He traveled to one of our dealers last week and did a great job documenting that trip. He's responsible for our MAP PVT conversations and since Ranger uses C1A, this could be a good learning opportunity as well.

Marinko – I know you have Stabilus reviews on Wednesday mornings typically. I can ask Nancy or Doru cover this week if you were helping with the clinic.

We can discuss together in our Quality Team Meeting tomorrow morning.

Thank you,

Erin Rose

Erin Rose Briggs

Ford | Body Exterior
Quality & Campaign Prevent Supervisor
(M) [REDACTED]
PDC 2B-K46

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Thursday, December 5, 2019 5:34 PM
To: Robinson, Hue (H.M.); Briggs, Erin Rose (E.R.)
Subject: C1A Ford Customer Clinic
When: Wednesday, December 11, 2019 12:00 AM to Friday, December 13, 2019 12:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: VOGO Garage

We will need to identify someone in our group to cover this clinic. It will involve taking pictures of all door latches and documenting information in a file. Not sure on exact times but wanted to get this placeholder out to you. Let me know who you would want to support the clinic and forward this meeting notice to them. I plan on dropping in at the clinic as much as I can throughout the 2 days.

From: Itoh, Jorji (J.D.)
Sent: Tuesday, October 8, 2019 7:10 PM
To: Robinson, Hue (H.M.)
Subject: RE: C1A Info

Hue,

thank you.

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, October 08, 2019 2:26 PM
To: Fox, Mark (M.D.) <mfox1@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Parrish, Will (W.F.) <wparris1@ford.com>; Brezee, Shane (S.B.) <sbreeze@ford.com>
Subject: C1A Info

Mike – Attached are the slides you requested with GSARs info (PPT was still too big so I removed the Dec 2014 flags and PDF'd the slides so let me know if you want other changes) and Kiekert detailed info. Brose sent me info but it was lacking information so I requested more information from them. As soon as I receive their complete data, I will send to you.

Jorji – Excel file attached for the VOQ information.

Mark – I pulled the summary below for all affected vehicles with build dates for the data run that you were going to help us with. Let me know if you need anything else to get the data we need. The vehicles without the country would be for North America population.

Vehicle	Model Year	Build Date Range	Programs Approved
Fiesta	2011 – 2014	J1 2011MY to 1-Oct-2013	15X33 / 15S16, 17X09 / 15S16-S1
Fusion	2013 – 2014	J1 2013MY to 31-Oct-2013	15X33 / 15S16, 17X09 / 15S16-S1
MKZ	2013 – 2014	J1 2013MY to 31-Oct-2013	15X33 / 15S16, 17X09 / 15S16-S1
C-MAX	2013 – 2015	19-Jan-2012 to 31-Jan-2015	16x54 / 16S30, 16X59 / 16R01, 16x54? / 16S30
Escape	2013 – 2015	5-Oct-2011 to 31-Jan-2015	16x54 / 16S30, 16X59 / 16R01, 16x54? / 16S30
MKC	2015	20-Aug-2013 to 31-Jan-2015	16x54 / 16S30, 16X59 / 16R01, 16x54? / 16S30
Focus	2012 – 2015	1-Aug-2010 to 31-Jan-2015	16x54 / 16S30, 16X59 / 16R01, 16x54? / 16S30
Mustang	2015	11-Feb-2014 to 30-Apr-2015	16x54 / 16S30, 16X59 / 16R01, 16x54? / 16S30
Transit Connect Valencia	2014 – 2016	1-Aug-2013 to 1-Feb-2016	16x54 / 16S30, 16X59 / 16R01, 16x54? / 16S30
Fiesta ASEAN	2010 – 2017	2-May-2010 to 10-Sep-2016	18x03 / 18S06
Fiesta Vietnam	2011 – 2017	1-Sep-2010 to 10-Sep-2016	18x03 / 18S06

Fiesta India	2011 – 2015	1-Oct-2010 to 30-Apr-2015	18x03 / 18S06
Fiesta Taiwan	2012 – 2017	1-Sep-2011 to 6-Sep-2016	18x03 / 18S06
Ranger Thailand	2011 – 2015	1-May-2011 to 20-May-2015	18x03 / 18S06
Ranger South Africa	2011 – 2015	1-May-2011 to 10-Sep-2015	18x03 / 18S06
Ranger Argentina	2011 – 2015	1-May-2011 to 31-Dec-2015	18x03 / 18S06

HUE ROBINSON

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

From: Poploskie, Jeannette (J.M.)
Sent: Monday, March 9, 2020 2:31 PM
To: Baker, Zachary (Z.)
Cc: Willard, Jeremy (J.); Marquardt, Eric (E.W.); Kaminski, Nicole (N.M.)
Subject: RE: C1A Latch - Analyst needed

Eric had been assigned to some of these, but since I now understand the links to 15S16 and 16S30, we'll move these to Nicole as she has the history.

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: Friday, March 06, 2020 2:38 PM
To: Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: C1A Latch - Analyst needed

Jeannette,

We need to get a parts analyst assigned to the following programs (which are related to prior programs 15S16 and 16S30). There is a TRG Monday to discuss, and I anticipate being kicked off for a preauth.

19Y07: Multiple Vehicle Lines - Door Latch (Hot Weather/High Solar Loading)
20X24: Multiple Vehicle Lines - Door Latch (Cool Weather States)
19Y33: Multiple Vehicle Lines - Door Latch (Previously Repaired Under 15S16 or 16S30)

Zachary Baker

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

From: Robinson, Hue (H.M.)
Sent: Thursday, November 14, 2019 9:55 PM
To: Rabourn, Todd (T.R.); Brezee, Shane (S.B.)
Cc: Caris, John (J.C.)
Subject: RE: C1A Latch 14D

15S16 and 16S30 were the ones we discussed today. There was also 18S06 for the AP built (less China) vehicles.

HUE ROBINSON

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

From: Rabourn, Todd (T.R.) <trabourn@ford.com>
Sent: Thursday, November 14, 2019 4:34 PM
To: Brezee, Shane (S.B.) <sbreeze@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>; Caris, John (J.C.) <jcaris@ford.com>
Subject: RE: C1A Latch 14D

Can you confirm the two recall campaigns that are involved? I believe one is 16S30. Thanks.

From: Brezee, Shane (S.B.) <sbreeze@ford.com>
Sent: Thursday, November 14, 2019 1:59 PM
To: Rabourn, Todd (T.R.) <trabourn@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>; Caris, John (J.C.) <jcaris@ford.com>
Subject: C1A Latch 14D

Hi Todd, Thayne Hansen offered your name to help with a CCRG investigation / 14D. Hue Robinson has been leading the 14D development for PD and recent information is indicating we will need help or possible lead from FCSD. We attended a meeting yesterday with NHTSA and ASO and they are looking for a quick response. A director level TRG will be scheduled for Dec. 4th and I will include you on the distribution. Please support the 14D meetings and let me know if there is anyone else you would like to have included. Thanks.

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

From: Robinson, Hue (H.M.)
Sent: Friday, January 24, 2020 5:31 PM
To: Okeh, Christopher (C.)
Subject: RE: C1A Latch Summary File

I think Erin Rose did a little bit of re-arranging in the quality folder. LOL.

Quality → 00 – Quality Data & Returns Analysis → 02 – Cross Program Analysis → C1A

HUE ROBINSON

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

From: Okeh, Christopher (C.) <cokeh@ford.com>
Sent: Friday, January 24, 2020 10:31 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: C1A Latch Summary File

Is the C1A file moved?. I couldn't find it in SharePoint.

Chris Okeh

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Thursday, January 23, 2020 10:37 PM
To: Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: C1A Latch Summary File

Hi Chris – the subject Excel file needs some updates. Please review and update as needed with the required information. Thanks!

Count	Source	Supplier	Vehicle Line	Vin#	Vehicle Built Date	Latch built/Julian Date	Recent Repair Date	Upda
20	WPAC	Brose	Focus	1FAHP3H21CL [REDACTED]	4/4/2011		10/1/2019	Missi
25	WPAC	Brose	Focus	1FADP3K2XDL [REDACTED]	4/21/2013		10/5/2019	Missi
49	FAV	Kiekert	Fiesta	3FADP4EJXEM [REDACTED]	1/17/2014		11/18/2019	Missi
63	WPAC	Brose	Focus	1FADP3K2EL [REDACTED]	9/5/2014	2/26/2014	11/20/2019	Invali
215	WPAC	Brose	Focus	1FAHP3N3XCL [REDACTED]	11/4/2011	8/17/2013	11/25/2019	Invali
339	WPAC	Brose	Focus	1FAHP326CL [REDACTED]	4/30/2012	9/12/2014	11/6/2019	Invali
444	WPAC	Kiekert	Focus	1FADP3K29DL [REDACTED]	1/9/2013	***	11/14/2019	Missi
445	WPAC	Kiekert	Focus		1/9/2013	***	11/14/2019	Missi
446	WPAC	Kiekert	Focus		1/9/2013	***	11/14/2019	Missi
447	WPAC	Kiekert	Focus		1/9/2013	***	11/14/2019	Missi
604	WPAC	Brose	Focus	1FADP3K2XEL [REDACTED]	8/14/2013	11B1713	11/20/2019	Deco
605	WPAC	Brose	Focus		8/14/2013	07B17B	11/20/2019	Deco

606	WPAC	Brose	Focus		8/14/2013	09B17B	11/20/2019	Deco
607	WPAC	Brose	Focus		8/14/2013	06B17B	11/20/2019	Deco
652	WPAC	Brose	Focus	1FADP3E27EL	2/25/2014	8/8/2014	11/21/2019	Purpl
653	WPAC	Brose	Focus		2/25/2014	8/18/2014	11/21/2019	Purpl
654	WPAC	Brose	Focus		2/25/2014	7/28/2014	11/21/2019	Purpl
655	WPAC	Brose	Focus		2/25/2014	8/19/2014	11/21/2019	Purpl
668	WPAC	Brose	Focus	1FADP3E27EL	2/25/2014	3/26/2013	11/21/2019	Purpl
669	WPAC	Brose	Focus		2/25/2014	3/22/2013	11/21/2019	Purpl
670	WPAC	Brose	Focus		2/25/2014	4/2/2013	11/21/2019	Purpl
671	WPAC	Brose	Focus		2/25/2014	4/1/2013	11/21/2019	Purpl
946	WPAC	Brose	Focus	1FAHP3J26CL	1/12/2012	8/15/2014	11/22/2019	Blue
947	WPAC	Brose	Focus		1/12/2012	8/14/2014	11/22/2019	Blue
948	WPAC	Brose	Focus		1/12/2012	7/30/2014	11/22/2019	Blue
949	WPAC	Brose	Focus		1/12/2012	8/14/2014	11/22/2019	Blue
954	WPAC	Brose	Focus	1FAHP3J26CL	1/12/2012	5/1/2012	11/22/2019	Blue
955	WPAC	Brose	Focus		1/12/2012	4/30/2012	11/22/2019	Blue
956	WPAC	Brose	Focus		1/12/2012	4/11/2012	11/22/2019	Blue
957	WPAC	Brose	Focus		1/12/2012	5/2/2012	11/22/2019	Blue
1026	WPAC	Brose	Focus	1HADP3F2XEL	12/4/2013	11/18/2013	11/11/2019	Invali
1066	WPAC	Kiekert	Focus	1FAHP3K221CL	6/28/2012	10/18/2017	11/19/2019	Invali
1142	WPAC	Brose	Focus	1HADP3K23EL	7/31/2014	7/5/2013	11/18/2019	Invali
1150	WPAC	Brose	Focus	1FADP3F2CDL	2/21/2013	2/7/2013	11/15/2019	Invali
1190	WPAC	Brose	Focus	1FAHP3F25CL	5/18/2012	5/10/2012	12/10/2019	Invali
1236	WPAC	Brose	Focus	1FADP5F23DL	4/3/2013	3/14/2013	11/13/2019	Invali
1244	WPAC	Brose	Focus	1FAHP324CL	3/31/2011	3/8/2011	11/18/2019	Invali
1276	WPAC	Brose	Focus	1FAHP3K24CL	5/4/2012	3/27/2012	11/19/2019	Invali

HUE ROBINSON

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

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226)
<external.Tara.Kaminski@us.bosch.com>
Sent: Wednesday, February 26, 2020 1:25 PM
To: Baker, Zachary (Z.)
Cc: Willard, Jeremy (J.); Grove David (AA-AS/EDS226)
Subject: RE: C1A latch vehicles

Zach,

For time study purposes which slows down the process checking and timing steps, and if we are replacing all the latches on the vehicle. At this time based on previous replacements I would say a day or a day and a half for each vehicle at the most.

Best regards

Tara Kaminski
AA-AS/EDS2221

Tel. [REDACTED]

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, February 26, 2020 7:34 AM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: C1A latch vehicles

Tara,

We have a line on the two Lincolns we need to time study. The owners want to know how long we need them – is half a day reasonable?

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

From: Robinson, Hue (H.M.)
Sent: Tuesday, February 4, 2020 6:42 PM
To: Wepler, Carole (C.); Bustamante, Chris (C.T.)
Subject: RE: C1A Latch warranty data

Hi Carole – thanks for all the reports. You don't need to do the other MY's after 2015. 😊

HUE ROBINSON

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

From: Wepler, Carole (C.) <cwepler2@ford.com>
Sent: Tuesday, February 4, 2020 1:11 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>
Subject: C1A Latch warranty data

Last but not least, 2015 MY.

Link to **2015MY 15S16 &1630.xlsx** (too big to send):

<https://pd1.spt.ford.com/sites/bodyengineering/BE/Quality%20Data/Forms/AllItems.aspx>

From: Robinson, Hue (H.M.)
Sent: Wednesday, September 25, 2019 2:24 PM
To: Wepler, Carole (C.)
Cc: Briggs, Erin Rose (E.R.); Bustamante, Chris (C.T.)
Subject: RE: C1A Latch warranty data

Interesting... please include the V99 filter with V07.

HUE ROBINSON

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

From: Wepler, Carole (C.) <cwepler2@ford.com>
Sent: Wednesday, September 25, 2019 8:21 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>
Subject: RE: C1A Latch warranty data

The reason that part number 16S30 (I am assuming that this is a recall part number) didn't show up in the file that I sent last night is because the claims for that part don't show up under V07, they show up under V99:

Part Number	VFG Code	VFG Desc
16S30	V99	ALL OTHER

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, September 24, 2019 3:59 PM
To: Wepler, Carole (C.) <cwepler2@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>
Subject: RE: C1A Latch warranty data

That was the original list of service part numbers I got from the 8D so let's stick with these numbers for now. The 15x, 16x, and 18x numbers are for the recalls out there.

HUE ROBINSON

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

From: Wepler, Carole (C.) <cwepler2@ford.com>
Sent: Tuesday, September 24, 2019 3:21 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>
Subject: RE: C1A Latch warranty data

Are you sure about part numbers %21612%, %21613%, %15S16%, %16S30%, %16R01%, %18S06%? The only ones that AWS recognized from that group was %21612% and %21613% and these weren't latch parts:

Base Part Number	Base Part Description	WCC Code	WCC Description	QB Global Hardware	QB GI
3321612	AUTOMATIC TRANS	9AAA	EUROPEAN DEFAULT WCC (AAAA)		
5021613	*	7B02	ALTERNATOR	GQB2	ELEC

%21812% and %21813 are the only ones recognized as latch parts.

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

Sent: Tuesday, September 24, 2019 1:48 PM

To: Wepler, Carole (C.) <cwepler2@ford.com>

Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>

Subject: C1A Latch warranty data

Importance: High

Hi Carole – can you please run these reports for me? I need them as quickly as possible. Below are the filters and number of files I need. I realize this is a lot of reports so please let me know if you have any questions.

Filters to use:

- Corporate logic
- All vehicle coverages
- VFG = V07
- Part base causal = %21812%, %21813%, %21612%, %21613%, %15S16%, %16S30%, %16R01%, %18S06%
- Build region = North America

R/1000 trend chart and claims for the following vehicles lines (corporate logic, standard coverage, V07). The ones in red font are the ones I need immediately and the others can follow.

1. 2011MY+ Fiesta
2. 2013MY+ Fusion
3. 2013MY+ MKZ
4. 2013MY+ C-Max
5. 2012MY+ Focus
6. 2013MY+ Escape
7. 2015MY+ MKC
8. 2015MY+ Mustang
9. 2014MY+ Transit
10. 2010MY+ Fiesta (Global/All regions built)
11. 2011MY+ Ranger (Global/All regions built)

HUE ROBINSON

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

[REDACTED]@vtext.com

From: Robinson, Hue (H.M.)
Sent: Tuesday, September 24, 2019 6:27 PM
To: Briggs, Erin Rose (E.R.)
Subject: RE: C1A Latch warranty data

Our team needs to be running this data too. Can you request them to run it and then compare it to what Carole pulls? I hate to test them on this stuff but they need to learn how to use GCARS/AWS instead of relying on Carole. I recall that a user can share their reports with other users so they can pull the same data so maybe we have Carole share her reports with them? But then they have to understand what the filters are and what it means...

HUE ROBINSON

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

From: Robinson, Hue (H.M.)
Sent: Tuesday, September 24, 2019 1:48 PM
To: Wepler, Carole (C.) <cwepler2@ford.com>
Cc: Briggs, Erin Rose (E.R.) <eriggs7@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>
Subject: C1A Latch warranty data
Importance: High

Hi Carole – can you please run these reports for me? I need them as quickly as possible. Below are the filters and number of files I need. I realize this is a lot of reports so please let me know if you have any questions.

Filters to use:

- Corporate logic
- All vehicle coverages
- VFG = V07
- Part base causal = %21812%, %21813%, %21612%, %21613%, %15S16%, %16S30%, %16R01%, %18S06%
- Build region = North America

R/1000 trend chart and claims for the following vehicles lines (corporate logic, standard coverage, V07). The ones in red font are the ones I need immediately and the others can follow.

1. 2011MY+ Fiesta
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3. 2013MY+ MKZ
4. 2013MY+ C-Max
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7. 2015MY+ MKC
8. 2015MY+ Mustang
9. 2014MY+ Transit
10. 2010MY+ Fiesta (Global/All regions built)
11. 2011MY+ Ranger (Global/All regions built)

HUE ROBINSON

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

[REDACTED]@vtext.com

From: Albu, Doru (D.C.)
Sent: Monday, September 30, 2019 8:22 PM
To: Robinson, Hue (H.M.)
Cc: Briggs, Erin Rose (E.R.); Okeh, Christopher (C.)
Subject: RE: C1A Latch warranty data

Hue – Here's the link for the B299 claims, including the repeat repairs.

<https://pd3.spt.ford.com/sites/HLMSharepoint/SitePages/Home.aspx?RootFolder=%2Fsites%2FHLMSharepoint%2FShared%20Documents%2FQuality%2FD%5FALBU&FolderCTID=0x01200094CD5379C840A642A8CD9C58513387E6&View=%7B1AD34A9D%2D4631%2D4BF3%2D80F6%2DA733B3889EB9%7D>

Regards,

Doru Albu

VFG Quality/ V07 Latching & Security | PDC 2B-J19

(Mobile) | dalbu2@ford.com

From: Wepler, Carole (C.) <cwepler2@ford.com>
Sent: Monday, September 30, 2019 10:42 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>
Subject: RE: C1A Latch warranty data

Link to the second file, **C1A Latches-Global Vehicles.xlsx**:

<https://pd1.spt.ford.com/sites/bodyengineering/BE/Quality%20Data/Forms/AllItems.aspx>

Again, I recommend downloading the file to your hard drive as the file may be deleted in the near future due to space limitations in our SharePoint site.

From: Wepler, Carole (C.)
Sent: Friday, September 27, 2019 1:39 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>
Subject: RE: C1A Latch warranty data

Link to first file, C1A Latches-North America Vehicles_092719.xlsx (North America built vehicles):

<https://pd1.spt.ford.com/sites/bodyengineering/BE/Quality%20Data/Forms/AllItems.aspx>

I recommend downloading the file to your hard drive as the file may be deleted in the near future due to space limitations in our SharePoint site.

Adding the new part numbers and the new VFG added almost 30,000 claims!

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Friday, September 27, 2019 10:05 AM
To: Wepler, Carole (C.) <cwepler2@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>
Subject: RE: C1A Latch warranty data

Hi Carole,

I found the correct part numbers needed for the run. They should be the following – %21812%, %21813%, %26412%, %26413%, %15S16%, %16S30%, %16R01%, %18S06%. Please also include V99, along with V07.

Thanks for your help.

HUE ROBINSON

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

From: Wepler, Carole (C.) <cwepler2@ford.com>
Sent: Wednesday, September 25, 2019 8:21 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>
Subject: RE: C1A Latch warranty data

The reason that part number 16S30 (I am assuming that this is a recall part number) didn't show up in the file that I sent last night is because the claims for that part don't show up under V07, they show up under V99:

Part Number	VFG Code	VFG Desc
16S30	V99	ALL OTHER

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, September 24, 2019 3:59 PM
To: Wepler, Carole (C.) <cwepler2@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>
Subject: RE: C1A Latch warranty data

That was the original list of service part numbers I got from the 8D so let's stick with these numbers for now. The 15x, 16x, and 18x numbers are for the recalls out there.

HUE ROBINSON

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

From: Wepler, Carole (C.) <cwepler2@ford.com>
Sent: Tuesday, September 24, 2019 3:21 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>

Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>

Subject: RE: C1A Latch warranty data

Are you sure about part numbers %21612%, %21613%, %15S16%, %16S30%, %16R01%, %18S06%? The only ones that AWS recognized from that group was %21612% and %21613% and these weren't latch parts:

Base Part Number	Base Part Description	WCC Code	WCC Description	QB Global Hardware	QB GI
3321612	AUTOMATIC TRANS	9AAA	EUROPEAN DEFAULT WCC (AAAA)		
5021613	*	7B02	ALTERNATOR	GQB2	ELEC

%21812% and %21813 are the only ones recognized as latch parts.

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

Sent: Tuesday, September 24, 2019 1:48 PM

To: Wepler, Carole (C.) <cwepler2@ford.com>

Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>

Subject: C1A Latch warranty data

Importance: High

Hi Carole – can you please run these reports for me? I need them as quickly as possible. Below are the filters and number of files I need. I realize this is a lot of reports so please let me know if you have any questions.

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- VFG = V07
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R/1000 trend chart and claims for the following vehicles lines (corporate logic, standard coverage, V07). The ones in red font are the ones I need immediately and the others can follow.

1. 2011MY+ Fiesta
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4. 2013MY+ C-Max
5. 2012MY+ Focus
6. 2013MY+ Escape
7. 2015MY+ MKC
8. 2015MY+ Mustang
9. 2014MY+ Transit
10. 2010MY+ Fiesta (Global/All regions built)
11. 2011MY+ Ranger (Global/All regions built)

HUE ROBINSON

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

[REDACTED]@vtext.com

From: Robinson, Hue (H.M.)
Sent: Tuesday, October 15, 2019 8:36 PM
To: Itoh, Jorji (J.D.)
Subject: RE: C1A Latch: Part Allocation

From an engineering standpoint, the more parts we get back the better. We would need a decent sample size (minimum of 5) from each model year to analyze the failure mode of the latches. At this point, I'm not too concerned about door location.

HUE ROBINSON

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

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Tuesday, October 15, 2019 3:50 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: C1A Latch: Part Allocation

Hello Hue,

Assuming we are successful negotiating help with getting parts back, how many parts do you feel would be sufficient for analysis?

Would we want a particular amount for each model year?

And/or a particular number for each door location?

I'm hoping to provide some estimates of our needs for the teams that we're asking for help from so they can scope their workload/strategy.

Thanks!

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

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

From: Microsoft Outlook <MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@ford.com> On Behalf Of Robinson, Hue (H.M.)
Sent: Tuesday, October 15, 2019 1:49 PM
To: Itoh, Jorji (J.D.)
Subject: Meeting Forward Notification: C1A Latch: Part Allocation
When: Friday, October 18, 2019 10:30 AM-11:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Your meeting was forwarded

[Robinson, Hue \(H.M.\)](#) has forwarded your meeting request to additional recipients.

Meeting

C1A Latch: Part Allocation

Meeting Time

Friday, October 18, 2019 10:30 AM-11:00 AM.

Recipients

[Briggs, Erin Rose \(E.R.\)](#)

All times listed are in the following time zone: (UTC-05:00) Eastern Time (US & Canada)

Sent by Microsoft Exchange Server

From: Landry, Mike (M.P.)
Sent: Tuesday, May 12, 2020 11:07 AM
To: Diaz, Adrian (A.D.)
Cc: Itoh, Jorji (J.D.)
Subject: RE: C1A NHTSA Presentations/Documents

Jorji, Can we add what Adrian asked for?

Adrian,

To date the plan has been for the website to do all validation for all latches. We'll need positive buy off from the customer either way to close the action for their vehicle.

Regards,

Mike Landry

**Manager, Car & Small Utility Vehicle Investigations
Automotive Safety Office**

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



From: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Sent: Monday, May 11, 2020 6:41 PM
To: Landry, Mike (M.P.) <mlandry@ford.com>
Cc: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: C1A NHTSA Presentations/Documents

Mike... in the back-up, can we add the decoding procedure for the Brose latches with a picture on how the code looks like in a vehicle? My understanding is that the Brose latches are easy to decode and the customer may not even need to go to the website, correct? We would still give them the website option but some may be comfortable just looking at the part itself. Are we adding this to the process / customer letter or not?

From: Landry, Mike (M.P.) <mlandry@ford.com>
Sent: Monday, May 11, 2020 3:21 PM
To: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Cc: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: FW: C1A NHTSA Presentations/Documents

Here's what we plan to share with NHTSA tomorrow.

Note: the Presentation is on my one drive, I think you can edit it from that location.

Regards,

Mike Landry

Manager, Car & Small Utility Vehicle Investigations
Automotive Safety Office

DESK:

CELL:

E-MAIL: mlandry@ford.com



SUSTAINABILITY
ENVIRONMENT &
SAFETY ENGINEERING

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

Sent: Monday, May 11, 2020 1:40 PM

To: Landry, Mike (M.P.) <mlandry@ford.com>

Subject: C1A NHTSA Presentations/Documents

Mike,

Please see the attached.

Jorji D. Itoh

Production Vehicle Safety
Automotive Safety Office

330 Town Center Drive, Suite 500

Dearborn, MI 48126

Phone: [REDACTED]

From: Robinson, Hue (H.M.)
Sent: Tuesday, November 26, 2019 8:19 PM
To: Okeh, Christopher (C.); Briggs, Erin Rose (E.R.); Albu, Doru (D.C.)
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

No problem. Can you also note the notice/CR numbers of when each was released?

Thanks for your help!

HUE ROBINSON

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

From: Okeh, Christopher (C.) <cokeh@ford.com>
Sent: Tuesday, November 26, 2019 3:09 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

I just saw you note, I am at WPAC for part review. I have to go through the notices to confirm when and suffix for the release **pawl spring tab change**.

Brose and Kiekert have different time.

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

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From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, November 26, 2019 1:56 PM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

Hi Chris – I need to understand when and what suffix bump was with the new "bridge" design for the parts in your matrix? I need this information quickly if possible. Call me if you have any questions.

Thanks,

HUE ROBINSON

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

From: Okeh, Christopher (C.) <cokeh@ford.com>

Sent: Wednesday, October 23, 2019 3:47 PM

To: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>

Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

<< File: C1A-fiesta-fusion-lathces-Lmm-.xlsx >>

Below are C1A latch and LMM part numbers. Also see attached file

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
LMMs	DE83-54219A65-D	-	Latch Module - FRT LH w/ PEPS

	DE83-54264A27-C	-	Latch Module - RR LH
	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
LMMs	D3BB-A264A27-B	D3BZ-58264A27-C	Latch Module - RR LH
	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

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

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From: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Sent: Wednesday, October 23, 2019 11:29 AM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>
Subject: C1A Part numbers - Fiesta, Fusion/MKZ
Importance: High

Chris, Doru,

Please provide Hue and I with a list of C1A / LMM part numbers by EOD today for Fiesta, Fusion/MKZ to help support our 14D conversations/investigations. Thank you!

Chris,

Zachary Baker from FCSD has asked for support regarding C1A investigation. I would like for you to help with those efforts, as you have experience and background with the system, contacting dealers, etc. When we have provided Zach with the list of part numbers, he will circle back with additional details. Please lean on Doru, Paul and Marinko to cover WPAC meetings with suppliers to ensure we maintain full coverage as you take on this additional responsibility.

Thank you,
Erin Rose

Erin Rose Briggs

Ford | Body Exterior
Quality & Campaign Prevent Supervisor
(M) [REDACTED]
PDC 2B-K46

From: Poploskie, Jeannette (J.M.)
Sent: Tuesday, November 26, 2019 8:42 PM
To: Robinson, Hue (H.M.); Vance, Linda (L.L.); Okeh, Christopher (C.)
Cc: Rabourn, Todd (T.R.)
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

The STA team (Linda) would need to provide information on QCN disposition.
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: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, November 26, 2019 3:19 PM
To: Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; Vance, Linda (L.L.) <lvance1@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Rabourn, Todd (T.R.) <trabourn@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

I'm looking for stock disposition at the time of the recall. Per Linda's note below, it should state that in the notice/CR when the service parts were released. I was just looking for someone to confirm that disposition or if there was another way to verify if the previous stock level was scrapped or exhausted.

HUE ROBINSON

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

From: Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>
Sent: Tuesday, November 26, 2019 3:13 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Vance, Linda (L.L.) <lvance1@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Rabourn, Todd (T.R.) <trabourn@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

Hue,

We are unable to determine historical inventory levels. It's not something we store.
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: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, November 26, 2019 2:49 PM
To: Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; Vance, Linda (L.L.) <lvance1@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Rabourn, Todd (T.R.) <trabourn@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

Hi Jeannette – thank you for the information you sent. The team is still looking for information on stock inventory at the time of the recalls noted below. I just realized that I didn't have the suffix level information back to you.

Chris – per an earlier email I sent to you, we need to understand the different suffix levels of the part numbers in your matrix and what suffix levels went into the kits for the recalls. Can you please send that information to the team on this email so we can try to figure out the service stock at the time of the recall?

Thanks,

HUE ROBINSON

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

From: Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>
Sent: Thursday, November 21, 2019 3:34 PM
To: Vance, Linda (L.L.) <lvance1@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

Hue,
Sorry for the delay. Here is the demand history for the parts that had full service part numbers provided and the 4 16S30 latch kits as I'm certain of those part numbers. If data is needed for others, please provide the full service part numbers.

Please note, we can only provide demand data for what the US depots fulfilled. You will need to work with the other regions if their data is needed. We do not exist on a global platform. The US demand is in 4 categories. "US Dealers" is self-explanatory. The other 3 categories are what those regions ordered from the US shipped and is not necessarily what those regions provided to their dealers. (i.e. Ford of CN ordered X pieces, not that dealers in CN ordered X pieces)

Thanks!

Affiliate Regions (Ford of ...)
US Dealers
Export Customers (Not "Ford of...")
Ford of Mexico

<< File: 2019-11-21 Latch Demand Request.xlsx >>

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: Vance, Linda (L.L.) <lvance1@ford.com>
Sent: Wednesday, November 06, 2019 2:01 PM
To: Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

Hue,
I am hoping Jeanette's team is able to assist with your inquiry.

Regards,
Linda Vance
Supplier Technical Assistance (STA) Manager
FCSD North American Quality Office
Phone [REDACTED]
<< OLE Object: Picture (Device Independent Bitmap) >>

From: Vance, Linda (L.L.)
Sent: Monday, November 04, 2019 8:37 AM
To: Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>
Subject: FW: C1A Part numbers - Fiesta, Fusion/MKZ

Jeannette,
Can you confirm you are able to support the request for information from Hue below?

Thanks,
Linda

From: Vance, Linda (L.L.)
Sent: Friday, November 01, 2019 8:21 AM
To: Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>
Subject: FW: C1A Part numbers - Fiesta, Fusion/MKZ

Good Morning Jeannette,
Would you be able to assist Hue in answering her questions below? In my initial review, I realized there were several gaps in the information provided so I tried to get as much information as possible.

Linda

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Friday, November 01, 2019 8:05 AM
To: Vance, Linda (L.L.) <lvance1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

My apologies, I thought I had hit 'Send' yesterday but apparently I didn't. Please see my responses below in red font.

HUE ROBINSON

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

<< File: C1A-fiesta-fusion-lathces-Lmm-.xlsx >>

From: Vance, Linda (L.L.) <lvance1@ford.com>
Sent: Thursday, October 31, 2019 8:52 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

- Hue,
- At the time of recall, was the existing service inventory purged of old level parts?
 - What is the recall number **15S16**
 - What date was the recall effective

2011-2014MY Fiesta	J1 2011MY to 31-Oct-2013
2013-2014MY Fusion/MKZ	J1 2013MY to 31-Oct-2013
 - What are the old level part numbers **Will get back to you**
 - When the recall was launched was the WERS disposition to scrap the existing level service parts? **Will get back to you**
 - What is the quantity sold of the part numbers

- Is there an excel file with part numbers? **Excel file contains the same information as pasted in the email but is attached.**
 - << File: C1A-fiesta-fusion-lathces-Lmm-.xlsx >>
 - List below are not valid full engineering numbers see screen print below (spot checked a couple)
 - Supply full engineering and service part numbers **Will get back to you**
- below and the kits (part number question to Zach above) by month? If you have this info going back to at the time of recall, this would be helpful.
 - Confirm date
 - I am trying to figure out how to get monthly sales data, this is an open item.

Who is the supplier (GSDB) ? **Supplier is Kiekert, will get the GSDB code to you.**

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

Regards,
Linda Vance
Supplier Technical Assistance (STA) Manager
FCSD North American Quality Office
Phone [REDACTED]

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Wednesday, October 30, 2019 5:13 PM
To: Vance, Linda (L.L.) <lvance1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Itoh, Jorji (J.D.) <jito@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

Zach – would you happen to have the kit part numbers that were used for the previous recall?

Linda – We need some help from your team please, in regards to a NHTSA investigation. The part numbers below were used in a past recall and we need to understand the following:

- At the time of recall, was the existing service inventory purged of old level parts?
- What is the quantity sold of the part numbers below and the kits (part number question to Zach above) by month? If you have this info going back to at the time of recall, this would be helpful.

Please let me know if you need further clarification.

HUE ROBINSON

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

From: Okeh, Christopher (C.) <cokeh@ford.com>
Sent: Wednesday, October 23, 2019 3:47 PM
To: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Albu, Doru (D.C.)

<dalbu2@ford.com>

Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

Below are C1A latch and LMM part numbers. Also see attached file

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

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

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From: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Sent: Wednesday, October 23, 2019 11:29 AM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>
Subject: C1A Part numbers - Fiesta, Fusion/MKZ
Importance: High

Chris, Doru,

Please provide Hue and I with a list of C1A / LMM part numbers by EOD today for Fiesta, Fusion/MKZ to help support our 14D conversations/investigations. Thank you!

Chris,

Zachary Baker from FCSD has asked for support regarding C1A investigation. I would like for you to help with those efforts, as you have experience and background with the system, contacting dealers, etc. When we have provided Zach with the list of part numbers, he will circle back with additional details. Please lean on Doru, Paul and Marinko to cover WPAC meetings with suppliers to ensure we maintain full coverage as you take on this additional responsibility.

Thank you,
Erin Rose

Erin Rose Briggs
Ford | Body Exterior
Quality & Campaign Prevent Supervisor
(M) [REDACTED]
PDC 2B-K46

From: Okeh, Christopher (C.)
Sent: Sunday, November 3, 2019 8:31 PM
To: Robinson, Hue (H.M.)
Cc: Briggs, Erin Rose (E.R.)
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

See my response to your three questions below

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

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From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Friday, November 1, 2019 9:13 AM
To: Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

Hi Chris – I need your help please with the part number questions Linda had below.

- **CR# for the production PCA of this change and stock position indicator on CR (for all versions and all doors)**

The core notice release for the change: AB00-E-12779298-242.

- **CR# for the service kit release, service part numbers with exact levels for the kit, and stock disposition indicator (for all versions and all doors)**

C12999634

C12999634 → CR for Engineering KIT(F) release with Engineering Kit and latch(C) part#s							
Engineering Part #			Service Part #			Part Names	
DE83	54218C02	BA	DE8Z	54264A26	B	KIT LAT DR	Kit Assembly for B229 with keyless entry
AE8A	5421812	BH	BE8Z	5421812	B	LAT ASY FRT DR RH	
AE8A	5421813	BH	AE8Z	5421813	D	LAT ASY FRT DR LH	
AE8A	5426412	BH	AE8Z	5426412	A	LAT ASY RR DR RH	
AE8A	5426413	BH	AE8Z	5426413	A	LAT ASY RR DR LH	
DE83	54218C02	AA	DE8Z	54264A26	A	KIT LAT DR	Kit Assembly for B229 less keyless entry
AE8A	5421812	CH	AE8Z	5421812	A	LAT ASY FRT DR RH	
AE8A	5421813	BH	AE8Z	5421813	D	LAT ASY FRT DR LH	
AE8A	5426412	BH	AE8Z	5426412	A	LAT ASY RR DR RH	
AE8A	5426413	BH	AE8Z	5426413	A	LAT ASY RR DR LH	
DS73	54218C02	AA	DS7Z	54264A26	A	KIT LAT DR	Kit Assembly for CD391 N and CD533
AE8A	5421812	BA	BE8Z	5421812	B	LAT ASY FRT DR RH	
AE8A	5421813	CF	FE8Z	5421813	C	LAT ASY FRT DR LH	
AE8A	5426412	BH	AE8Z	5426412	A	LAT ASY RR DR RH	
AE8A	5426413	BH	AE8Z	5426413	A	LAT ASY RR DR LH	

- Can you please find the Kiekert GSDB code for these parts? It should be on the WPAC parts request.

Do you mean Kiekert SITE CODE? If Yes, The site code: [REDACTED]

HUE ROBINSON

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

From: Robinson, Hue (H.M.)

Sent: Friday, November 1, 2019 8:05 AM

To: Vance, Linda (L.L.) <lvance1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>

Cc: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>

Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

My apologies, I thought I had hit 'Send' yesterday but apparently I didn't. Please see my responses below in red font.

HUE ROBINSON

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

From: Vance, Linda (L.L.) <lvance1@ford.com>
Sent: Thursday, October 31, 2019 8:52 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

Hue,

- At the time of recall, was the existing service inventory purged of old level parts?
 - What is the recall number **15S16**
 - What date was the recall effective

2011-2014MY Fiesta	J1 2011MY to 31-Oct-2013
2013-2014MY Fusion/MKZ	J1 2013MY to 31-Oct-2013
 - What are the old level part numbers **Will get back to you**
 - When the recall was launched was the WERS disposition to scrap the existing level service parts? **Will get back to you**
- What is the quantity sold of the part numbers
 - Is there an excel file with part numbers? **Excel file contains the same information as pasted in the email but is attached.**
 - << File: C1A-fiesta-fusion-lathces-Lmm-.xlsx >>
 - List below are not valid full engineering numbers see screen print below (spot checked a couple)
 - Supply full engineering and service part numbers **Will get back to you**
- below and the kits (part number question to Zach above) by month? If you have this info going back to at the time of recall, this would be helpful.
 - Confirm date
 - I am trying to figure out how to get monthly sales data, this is an open item.

Who is the supplier (GSDB) ? **Supplier is Kiekert, will get the GSDB code to you.**

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

Regards,
Linda Vance
Supplier Technical Assistance (STA) Manager
FCSD North American Quality Office
Phone [REDACTED]

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Wednesday, October 30, 2019 5:13 PM
To: Vance, Linda (L.L.) <lvance1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

Zach – would you happen to have the kit part numbers that were used for the previous recall?

Linda – We need some help from your team please, in regards to a NHTSA investigation. The part numbers below were used in a past recall and we need to understand the following:

- At the time of recall, was the existing service inventory purged of old level parts?
- What is the quantity sold of the part numbers below and the kits (part number question to Zach above) by month? If you have this info going back to at the time of recall, this would be helpful.

Please let me know if you need further clarification.

HUE ROBINSON

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

[REDACTED]@vtext.com

From: Okeh, Christopher (C.) <cokeh@ford.com>

Sent: Wednesday, October 23, 2019 3:47 PM

To: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>

Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

Below are C1A latch and LMM part numbers. Also see attached file

CD4.1 (FUSION & MKZ)			
	Ford Engineering	Ford Service	Description
LMMs	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
	FP53-F264A27-A	-	Latch Module - Rear Door w/Peps LH
	LATCHES	AE8A-5421812-B	BE8Z 5421812 B
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
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

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

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From: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Sent: Wednesday, October 23, 2019 11:29 AM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>
Subject: C1A Part numbers - Fiesta, Fusion/MKZ
Importance: High

Chris, Doru,

Please provide Hue and I with a list of C1A / LMM part numbers by EOD today for Fiesta, Fusion/MKZ to help support our 14D conversations/investigations. Thank you!

Chris,

Zachary Baker from FCSD has asked for support regarding C1A investigation. I would like for you to help with those efforts, as you have experience and background with the system, contacting dealers, etc. When we have provided Zach with the list of part numbers, he will circle back with additional details. Please lean on Doru, Paul and Marinko to cover WPAC meetings with suppliers to ensure we maintain full coverage as you take on this additional responsibility.

Thank you,
Erin Rose

Erin Rose Briggs

Ford | Body Exterior
Quality & Campaign Prevent Supervisor
(M) [REDACTED]
PDC 2B-K46

From: Okeh, Christopher (C.)
Sent: Friday, November 1, 2019 9:09 PM
To: Robinson, Hue (H.M.)
Cc: Briggs, Erin Rose (E.R.)
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

Ok I am working on it.

Thanks

Chris Okeh

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Friday, November 1, 2019 9:13 AM
To: Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

Hi Chris – I need your help please with the part number questions Linda had below.

- CR# for the production PCA of this change and stock position indicator on CR (for all versions and all doors)
- CR# for the service kit release, service part numbers with exact levels for the kit, and stock disposition indicator (for all versions and all doors)
- Can you please find the Kiekert GSDB code for these parts? It should be on the WPAC parts request.

HUE ROBINSON

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

From: Robinson, Hue (H.M.)
Sent: Friday, November 1, 2019 8:05 AM
To: Vance, Linda (L.L.) <lvance1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Itoh, Jorji (J.D.) <jito@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

My apologies, I thought I had hit 'Send' yesterday but apparently I didn't. Please see my responses below in red font.

HUE ROBINSON

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

From: Vance, Linda (L.L.) <lvance1@ford.com>
Sent: Thursday, October 31, 2019 8:52 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Itoh, Jorji (J.D.) <jito@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

Hue,

- At the time of recall, was the existing service inventory purged of old level parts?
 - What is the recall number **15S16**
 - What date was the recall effective

2011-2014MY Fiesta	J1 2011MY to 31-Oct-2013
2013-2014MY Fusion/MKZ	J1 2013MY to 31-Oct-2013
 - What are the old level part numbers **Will get back to you**
 - When the recall was launched was the WERS disposition to scrap the existing level service parts? **Will get back to you**
- What is the quantity sold of the part numbers
 - Is there an excel file with part numbers? **Excel file contains the same information as pasted in the email but is attached.**
 - << File: C1A-fiesta-fusion-lathces-Lmm-.xlsx >>
 - List below are not valid full engineering numbers see screen print below (spot checked a couple)
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Regards,
Linda Vance
Supplier Technical Assistance (STA) Manager
FCSD North American Quality Office
Phone [REDACTED]

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From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Wednesday, October 30, 2019 5:13 PM

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Cc: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
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Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

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	AE8A-5421813-B	AE8Z 5421813 D	LAT Asy CL FD DD Alarm LH Acoustic
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	D3BB-A219A65-C	D3BZ-58219A65-D	Latch Module - FRT LH w/Peps
	D3BB-A264A27-B	D3BZ-58264A27-C	Latch Module - RR LH
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Chris Okeh
Hardware Quality Engineer
V07-VFG
cell

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Subject: C1A Part numbers - Fiesta, Fusion/MKZ
Importance: High