

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: Vance, Linda (L.L.)
Sent: Thursday, October 31, 2019 12:52 PM
To: Robinson, Hue (H.M.); Baker, Zachary (Z.)
Cc: Okeh, Christopher (C.); Briggs, Erin Rose (E.R.); Itoh, Jorji (J.D.); Landry, Mike (M.P.)
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
 - What date was the recall effective
 - What are the old level part numbers
 - When the recall was launched was the WERS disposition to scrap the existing level service parts?
- What is the quantity sold of the part numbers
 - Is there an excel file with part numbers?
 - List below are not valid full engineering numbers see screen print below (spot checked a couple)
 - Supply full engineering and service 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.
 - Confirm date
 - I am trying to figure out how to get monthly sales data, this is an open item.

Who is the supplier (GSDB) ?

```
SMMPPRFA                      Global Part Screen
==>
ENG PART:  FS73  F219A65  A          ORIGIN:  WERS
Eng Name:
Region:    WQ Reas:    Rcmd Serv:    Svc Rsn:    QOS Rsn:
Region:    WQ Reas:    Rcmd Serv:    Svc Rsn:    QOS Rsn:
Region:    WQ Reas:    Rcmd Serv:    Svc Rsn:    QOS Rsn:
Region:    WQ Reas:    Rcmd Serv:    Svc Rsn:    QOS Rsn:
Rat To:
Partner Part No :
Proprietary No :
Shown On Drawing:
Commodity Remark:
Design Remark :
Lst Fnc Rmk:
A
C ENGINEER PART (REPLACED)    FUNCTION    R A E N S
-----
F1=Help F2=Del0 F4=PrvPt F5=NxtPt F6=SIFA F9=USFA F10=SCFA F11=
F14=DNFA F15=SVFA F16=EPEA F17=ARFA F18=SUFA F19=PNFA F20=NAFA
INVALID PART NUMBER
```

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

Phone [REDACTED]



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]
[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
LMMs 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
	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: Robinson, Hue (H.M.)
Sent: Thursday, January 9, 2020 9:31 PM
To: Okeh, Christopher (C.)
Subject: RE: C1A Project File

Can you please tell me the julian date for this latch? If we don't have a julian date, we may have to remove this line item.

Count	Source	Supplier	Vehicle Line	Vin#	Vehicle Built Date	Latch built/Julian Date	Recent Repair Date
17	WPAC	Brose	Focus	1FAHP3H21CL [REDACTED]	4/4/2011		10/1/2019

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: Thursday, January 9, 2020 9:01 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: C1A Project File

I am done , file unlock

Thanks

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

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From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Thursday, January 9, 2020 7:54 AM
To: Okeh, Christopher (C.) <cokeh@ford.com>
Subject: RE: C1A Project File

I've saved and returned the file. Let me know when you're done with it because it needs a lot of updates.

Thanks,

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: Thursday, January 9, 2020 7:51 AM

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

Subject: C1A Project File

When you are done with the file in SharePoint it unlock to continue the update.

Thanks

Chris Okeh

From: Baker, Zachary (Z.)
Sent: Tuesday, February 11, 2020 8:16 PM
To: Robinson, Hue (H.M.); Rabourn, Todd (T.R.)
Subject: RE: C1A Repeat Recall for VIN

The first claim was a refund for previous owner-paid repairs (customer RO was [REDACTED]). The second claim was for the recall.

Zachary Baker

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, February 11, 2020 10:55 AM
To: Rabourn, Todd (T.R.) <trabourn@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: C1A Repeat Recall for VIN

While I was updating our parts return matrix, I came across the VIN below that it looks like they had the recall performed a couple of times. Do you know how this could happen? Also, it looks like the first recall only replaced 1 latch and not all 4 since the second time the recall was performed 3 of the 4 latches were the original build date.

Count	Source	Supplier	Vehicle Line	Vin#	Vehicle Built Date	Latch built/Julian Date	Recent Repair Date	State	Customer Concern	Tech A
1859	WPAC	Brose	Focus	1FAHP3K23CL[REDACTED]	5/16/2012	5/13/2015	11/11/2019	TX	16S30	Perform
1860	WPAC	Brose	Focus		5/16/2012	5/5/2012	11/11/2019	TX	16S30	Perform
1861	WPAC	Brose	Focus		5/16/2012	5/1/2012	11/11/2019	TX	16S30	Perform
1862	WPAC	Brose	Focus		5/16/2012	5/4/2012	11/11/2019	TX	16S30	Perform

HUE ROBINSON

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

From: Itoh, Jorji (J.D.)
Sent: Thursday, December 12, 2019 2:10 PM
To: Mullen, Jim (J.W.); Ruddell, Terri (T.)
Cc: Robinson, Hue (H.M.)
Subject: RE: Confirmation for Vehicle Inspection Clinic ~ Thursday, December 12, 2019

Thanks Jim.

Give me a call if you have any issues finding us.



Kind regards,

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

From: Mullen, Jim (J.W.) <jmullen3@ford.com>
Sent: Thursday, December 12, 2019 8:49 AM
To: Ruddell, Terri (T.) <truddell@ford.com>
Cc: Itoh, Jorji (J.D.) <jitoh@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Confirmation for Vehicle Inspection Clinic ~ Thursday, December 12, 2019

Thanks Terri. I can do the 2:30 to 2:45 time slot. -Jim

From: Ruddell, Terri (T.) <truddell@ford.com>
Sent: Thursday, December 12, 2019 8:47 AM
To: Mullen, Jim (J.W.) <jmullen3@ford.com>
Cc: Itoh, Jorji (J.D.) <jitoh@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Confirmation for Vehicle Inspection Clinic ~ Thursday, December 12, 2019

Absolutely; what time do you prefer? Please reply to all so the team on site knows.

Thank you,

TERRI RUDELL
PROJECT SPECIALIST | Internal Clinics & Surveys, External Clinics

PD QUALITY | FORD MOTOR COMPANY | 15010 COMMERCE DRIVE SOUTH, DEARBORN, MI 48120 USA
CELL [REDACTED] | DESK [REDACTED] | 6-SIGMA BLDG 1H077 | TRUDELL@FORD.COM

Looking ahead: I will be out of the office on the following dates in December: Thursday, Dec 5, Friday, Dec 6, Friday Dec 13 through the end of the year.

From: Mullen, Jim (J.W.) <jmullen3@ford.com>
Sent: Thursday, December 12, 2019 8:34 AM

To: Ruddell, Terri (T.) <truddell@ford.com>

Subject: RE: Confirmation for Vehicle Inspection Clinic ~ Thursday, December 12, 2019

Terri,

I was out yesterday afternoon and missed my reminder for this morning. Could I try to reschedule for this afternoon?

Thanks-Jim Mullen

From: Ruddell, Terri (T.) <truddell@ford.com>

Sent: Wednesday, December 11, 2019 1:10 PM

To: Travis, Michele (M.P.) <mtravi11@ford.com>; Waterbury, Edwin (E.J.) <ewaterbu@ford.com>; Mullen, Jim (J.W.) <jmullen3@ford.com>; Rhyndress, Aidan (A.E.) <arhyndre@ford.com>; Crimando, Michael (M.) <mcriman1@ford.com>; Gordon, Cheryl (C.) <cgordo44@ford.com>; Naef, Patty (A.) <pnaef@ford.com>; Weitzmon, David (D.) <dweitzmo@ford.com>; Chan, Ewen (E.) <echan17@ford.com>; Montgomery, Kerry (K.P.) <kmontgo1@ford.com>; Bukowski, Kevin (K.J.) <kbukowsk@ford.com>

Cc: Itoh, Jorji (J.D.) <jitoh@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Lenhart, Steven (S.J.) <slenhart@ford.com>; Ruddell, Terri (T.) <truddell@ford.com>

Subject: Confirmation for Vehicle Inspection Clinic ~ Thursday, December 12, 2019

This is to confirm your appointment on **Thursday, December 12** for the **Vehicle Inspection Clinic** to be held at the VOGO Garage which is located at 17000 Oakwood Blvd in Allen Park. Follow the instructions in the attached map. The clinic location is indicated with a red star. If you have difficulties finding the building or the clinic location, please contact Jorji Itoh at [REDACTED]. The vehicle you answered the survey with is required for this clinic (see list at bottom of email for vehicle list).

You may find it helpful to print this confirmation for map and contact information.

PARTICIPANT NAME	PARTICIPANT CDS	PARTICIPANT PHONE	START TIME	END TIME
Michele Travis	mtravi11@ford.com	[REDACTED]	12/12/19 8:00 AM	12/12/19 8:15 AM
Ed Waterbury	ewaterbu	[REDACTED]	12/12/19 8:15 AM	12/12/19 8:30 AM
Jim Mullen	jmullen3	[REDACTED]	12/12/19 8:30 AM	12/12/19 8:45 AM
Aidan Rhyndress	arhyndre	[REDACTED]	12/12/19 8:45 AM	12/12/19 9:00 AM
			12/12/19 9:00 AM	12/12/19 9:15 AM
Michael Crimando	mcriman1	[REDACTED]	12/12/19 9:15 AM	12/12/19 9:30 AM
			12/12/19 9:30 AM	12/12/19 9:45 AM
			12/12/19 9:45 AM	12/12/19 10:00 AM
			12/12/19 10:00 AM	12/12/19 10:15 AM
			12/12/19 10:15 AM	12/12/19 10:30 AM
Cheryl Gordon	CGORDO44	[REDACTED]	12/12/19 10:30 AM	12/12/19 10:45 AM
patty naef	pnaef	[REDACTED]	12/12/19 10:45 AM	12/12/19 11:00 AM
NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE	12/12/19 11:00 AM	12/12/19 11:30 AM
David Weitzmon	dweitzmo	[REDACTED]	12/12/19 11:30 AM	12/12/19 11:45 AM
			12/12/19 11:45 AM	12/12/19 12:00 PM
			12/12/19 12:00 PM	12/12/19 12:15 PM
			12/12/19 12:15 PM	12/12/19 12:30 PM
			12/12/19 12:30 PM	12/12/19 12:45 PM
			12/12/19 12:45 PM	12/12/19 1:00 PM
Ewen Chan	echan17	[REDACTED]	12/12/19 1:00 PM	12/12/19 1:15 PM
			12/12/19 1:15 PM	12/12/19 1:30 PM
			12/12/19 1:30 PM	12/12/19 1:45 PM
			12/12/19 1:45 PM	12/12/19 2:00 PM
Kerry Montgomery	kmontgo1		12/12/19 2:00 PM	12/12/19 2:15 PM
			12/12/19 2:15 PM	12/12/19 2:30 PM
			12/12/19 2:30 PM	12/12/19 2:45 PM
Kevin Bukowski	kbukowsk	[REDACTED]	12/12/19 2:45 PM	12/12/19 3:00 PM



Consumer Driven Quality **Survey**

Sponsored by Americas Quality Organization



Attention Drivers of Specific Ford/Lincoln Vehicles (see below)

You can help improve customer satisfaction!

What You Need to Do

This survey will assist our Product Development Teams to identify participants for a future **VEHICLE INSPECTION CLINIC**. Using feedback collected from you, we will continuously improve our vehicle products and services.

~~Below is the Eligibility Criteria~~ to participate in this Clinic Recruitment.

Required Vehicle/Model Year:

2011-2014 Ford Fiesta
2012-2015 Ford Focus
2013-2014 Ford Fusion
2013-2014 Lincoln MKZ
2013-2015 Ford CMAX
2013-2015 Ford Escape
2014-2016 Ford Transit Connect
2015 Lincoln MKC
2015 Ford Mustang

Process:

- If your responses meet our criteria, you will be invited through an email to participate in the clinic.

Thank you,

TERRI RUDELL

PROJECT SPECIALIST | **External Clinics, Internal Surveys & Clinics**

AMERICA'S QUALITY | FORD MOTOR COMPANY 15010 COMMERCE DRIVE SOUTH, DEARBORN, MI 48120 USA
CELLULAR: [REDACTED] DESK [REDACTED] | 6-SIGMA BLDG 1H077 | TRUDELL@FORD.COM

From: Linda Webster <lwebster@renkim.com>
Sent: Friday, May 29, 2020 1:07 PM
To: Baker, Zachary (Z.); Willard, Jeremy (J.); Cure, Dan (D.); Michele Jackson; Phillip Sanders; Saiprassad Gunasegaran
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Good morning,
I did a quick search on godaddy; they both appear to be available. We will purchase today and I will confirm once secured.
Thank you!

Linda Webster
Sales Manager/
Account Specialist
Direct Line: [REDACTED]
Mobile: [REDACTED]
Fax: (734) 374-8004
lwebster@renkim.com
Renkim Corporation
13333 Allen Road
Southgate, MI 48195
www.renkim.com



From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, May 29, 2020 8:11 AM
To: Linda Webster <lwebster@renkim.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; dcure2 <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Phillip Sanders <psanders@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Linda,

I promised you an answer yesterday and neglected to do so – I apologize.

I talked with Thayne, and if we can get the following domains, then we would be OK working outside the ford.com umbrella. Can you let me know if these are available?

Fordlatchrecall.com
Lincolnatchrecall.com

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

From: Linda Webster <lwebster@renkim.com>
Sent: Tuesday, May 26, 2020 9:01 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Cure, Dan (D.)

<dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Phillip Sanders <psanders@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>

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

Hi Zach,

We will let you know tomorrow. Sounds like it maybe possible, but we may lose some flexibility.

Linda Webster
Sales Manager/
Account Specialist

Direct Line: [REDACTED]
Cell: [REDACTED]
Fax: (734) 374-8004
lwebster@renkim.com

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



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

Sent: Tuesday, May 26, 2020 4:01 PM

To: Linda Webster <lwebster@renkim.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; dcure2 <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Phillip Sanders <psanders@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>

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

I will get the model code information to you asap.

Is it possible to get this under the xxxxxxxx.ford.com umbrella? Or do we have to come up with a unique domain outside the company?

Zachary Baker

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

From: Linda Webster <lwebster@renkim.com>

Sent: Tuesday, May 26, 2020 2:37 PM

To: Willard, Jeremy (J.) <jwillar1@ford.com>; Cure, Dan (D.) <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Phillip Sanders <psanders@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>

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

Another question for the team...we also need to decide on a domain; FordDoorLatch.com, or Doorlatchinspection.com is available.

Is there a more generic domain name you may want? We would like to secure the domain asap. Thank you!

From: Linda Webster

Sent: Tuesday, May 26, 2020 1:52 PM

To: Willard, Jeremy (J.) <jwillar1@ford.com>; dcure2 <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Zachary Baker <zbaker1@ford.com>; Phillip Sanders <psanders@renkim.com>; Saiprassad Gunasegaran

<sgunasegaran@Renkim.com>

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

Hello Jeremy and Zach,

Hope you had a great long weekend! Would it be possible to get the list of involved model codes for this program from Melinda or Jeff?

We need it to build the web programs. I attached sample model code reports from 2015 for 15S16.

Thank you!

Linda Webster

Sales Manager/
Account Specialist

Direct Line: [REDACTED]

Mobile: [REDACTED]

Fax: (734) 374-8004

lwebster@renkim.com

Renkim Corporation

13333 Allen Road
Southgate, MI 48195

www.renkim.com



From: Linda Webster

Sent: Wednesday, May 20, 2020 3:02 PM

To: Willard, Jeremy (J.) <jwillar1@ford.com>; dcure2 <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Zachary Baker <zbaker1@ford.com>; Phillip Sanders <psanders@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@Renkim.com>

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

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

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

Sent: Wednesday, May 20, 2020 12:05 PM

To: Willard, Jeremy (J.); dcure2; Michele Jackson; Linda Webster; Zachary Baker

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

When: Wednesday, May 20, 2020 3:00 PM-4:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: WebEx

Dan / Linda / Michele –

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

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

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

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

- ~~~~~
- Future Decoder Tool discussion

Thank you,

Jeremy Willard

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

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From: Beaker, Melinda (M.)
Sent: Friday, May 29, 2020 2:04 PM
To: Linda Webster; Baker, Zachary (Z.); Phillip Sanders; Saiprassad Gunasegaran; Michele Jackson
Subject: RE: Door Latch Involved Models

Ahh. Great news. Thanks Linda and all involved.

Regards,

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

mbaker@ford.com

Opportunities are like sunrises. If you wait too long, you miss them.

From: Linda Webster <lwebster@renkim.com>
Sent: Friday, May 29, 2020 10:02 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Phillip Sanders <psanders@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>; Michele Jackson <mjackson@renkim.com>
Subject: Door Latch Involved Models

Good morning Zach and Melinda,

I just wanted to let you know we were able to retrieve the all the Model Code Reports for 15S16 and 16S30 from when they first launched. We took them all and put into a comprehensive table.

We are all set.

Thank you!

Linda Webster

Sales Manager/
Account Specialist

Direct Line: [REDACTED]

Mobile: [REDACTED]

Fax: (734) 374-8004

lwebster@renkim.com

Renkim Corporation

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



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should check this email and attachments for threats. Please do not print this email unless necessary; every unprinted email helps the environment.

From: Humphries, Glenn (G.L.)
Sent: Thursday, October 17, 2019 7:38 PM
To: Grezeszak, Dennis (D.A.); Baker, Zachary (Z.)
Cc: Hansen, Thayne (T.)
Subject: RE: Door Latch Replacements

Follow Up Flag: Follow up
Flag Status: Completed

Sorry for the delay. This fell thru the cracks today.

Alejandro probably has some capacity at this time, but historically a ASO rep tracked these down and we simply enabled payment. Do we want to set a new precedent here?

Glenn Humphries
FCSD – Customer Service Engineering Manager
ghumphri@ford.com
[REDACTED]

From: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>
Sent: Wednesday, October 16, 2019 7:04 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Humphries, Glenn (G.L.) <ghumphri@ford.com>
Cc: Hansen, Thayne (T.) <thansen1@ford.com>
Subject: RE: Door Latch Replacements

Zach

In the chart showing the volume of parts needed, does the 5 in each cell mean 5 door handles or 5 door handle sets? Find a vehicle is a good tool to find one or two vehicles with a specific concern. What is the expected time frame to retrieve these parts?

Would engineering be generating 700 tags to retrieve the parts?

Glenn

Would you be willing to assign Alejandro Fernandez to monitor FAV and contact dealers?

Dennis Grezeszak
Concern ID & Resolution Supervisor
Service Engineering Operations

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, October 16, 2019 2:08 PM
To: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>
Cc: Humphries, Glenn (G.L.) <ghumphri@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>

Subject: Door Latch Replacements

Importance: High

Dennis,

Some vehicles that have been repaired (all 4 door latches replaced) under safety recall 15S16 are now exhibiting door latch failures that, from appearances, mirror the issue that the recall was intended to address. We have been asked to investigate the cause of these subsequent failures, but to do so engineering needs parts to study. This is where you may be able to help – we need to know if you can support this initiative.

Help needed:

I spoke briefly with Glenn about utilizing your resources for a low volume engineering study. We would need someone from your team to reach out to dealers (based on Find A Vehicle or other triggers) to authorize funding to replace latches based on the criteria below. As you know, this will allow engineering to retrieve and study the parts.

- Vehicles that were previously repaired under 15S16 (build date ranges are shown below, but check AWS to determine if the vehicle was repaired under 15S16)

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta	2011-2014	Cuautitlan	Job-1 2011 model year to 31-Oct-2013
Fusion	2013-2014	Hermosillo	Job-1 2013 model year to 31-Oct-2013
Fusion	2014	Flat Rock	Job-1 2014 model year to 31-Oct-2013
MKZ	2013-2014	Hermosillo	Job-1 2013 model year to 31-Oct-2013

- And exhibit door latch failure (door will not stay latched)
- And have no other coverages

We need the following volumes of parts:

MY	Fiesta	Fusion	MKZ
2011	5	--	--
2012	5	--	--
2013	5	5	5
2014	5	5	5

Please let me know as soon as possible if you can help support this – and if you need any clarifying information, don't hesitate to ask. Thank you very much.

Zachary Baker

Program Manager, Recall and Service Programs
DSC2 #802



From: Itoh, Jorji (J.D.)
Sent: Wednesday, March 25, 2020 1:26 PM
To: Harrier, Nathan (N.)
Subject: RE: Door Latches / COVID - 19

Thanks for the update Nate.

Thayne answered your question, but if you have any concerns, let me know.

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: Wednesday, March 25, 2020 9:06 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: FW: Door Latches / COVID - 19

Good Morning Team,

Below is a good update from the canvassing team on the door latch inspections. One thing they are running into is some of these door latches appear to have rough engraved markings on them for a build date (see below). Are we able to still use these numbers and interpret them as a build date? I plan to meet with the canvassing team today or tomorrow to review and will hopefully have a cleaned up report of the first 200 inspections over to you.



Thank you,

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



From: Wooley, Lynn <lwooley@marketsource.com>
Sent: Wednesday, March 25, 2020 8:06 AM
To: Harrier, Nathan (N.) <nharrier@ford.com>
Cc: Pisciotta, Tony <apisciot@marketsource.com>
Subject: Door Latches / COVID - 19

Good Morning Nathan,

Door Latches

I just wanted to show how a lot of the door latch codes have been stamped. You may have seen this but some of these are poorly stamped almost like it was done with a hammer and chisel – lol

This is one I would check the CR and if it looks to match I would approve. We have several that myself and the managers have not approved. Curious how you would like to review those as some may pass for your purposes. We could take an hour and run through the ones we did not approve possibly if you had the time? At the moment:

- We have approved 190
- We have 14 currently left to audit by the managers
- We have 34 that were rejected by the managers due to the following reasons:
 - the poor quality of the images
 - missing VIN tag
 - missing image of the child locks – child locks are marked on the CR but images were not taken

Our plan is to continue to reach out by phone and if confirmed on site – go to dealer and inspect until we reach 300. Apologies that this is taking longer than anticipated.

COVID – 19

With Texas moving county by county to a “Stay at Home” order, we have decided to move all Texas canvassers to working from home. Mimi has created a phone layer that we will assign to the canvassers in the same way we would the addresses for routes. We seen some success in CA over the weekend where they were able to schedule 114 appointments so we hope to see similar success in Texas. We have also routed around the city of Atlanta. Diego has folks going to parts of Texas on a prearranged trip for Oreily’s Auto Parts which I told him to continue as that encompasses about 60 vehicles in total.

Thanks

Lynn



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From: Baker, Zachary (Z.)
Sent: Thursday, May 21, 2020 3:57 PM
To: Robinson, Hue (H.M.)
Cc: Hansen, Thayne (T.)
Subject: RE: Excel macro for latch identification
Attachments: C1A Traceability System.xlsm

Hue,

I want to talk with you about this and whether or not we can leverage the logic to run the decoder on the customer website. We may need help from Kiekert to get the formulas they are using, which would prevent our web developers from trying to create it from scratch.

This is promising!

Zachary Baker

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

From: Hietbrink, Mike <Mike.Hietbrink@kiekert.com>
Sent: Thursday, May 21, 2020 3:21 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Scott Philip <Philip.Scott@kiekert.com>
Subject: Excel macro for latch identification

Hello Hue,

Attached is the Excel tool put together by our team in Mexico to provide a quick translation between KCC, KdM or a competitors latch. The tool is to be used as reference (the work instruction decoding is master) but I thought you may find it useful especially when trying to determine where the parts were built (or even if the code is simply not valid). You will need to enable all content for it to work. Any questions please let me know.

Best regards,

Mike Hietbrink
General Manager Kiekert USA
Global Sales Director
Kiekert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: + [REDACTED]
M: [REDACTED]
F: +1 248 960 5391
Mike.Hietbrink@kiekert.com
www.kiekert.com

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

T: [REDACTED]; <https://clicktime.symantec.com/37xkobQ9RddJXXXQ8rWVXNY7Vc?u=www.kiekert.com>

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: Baker, Zachary (Z.)
Sent: Wednesday, June 3, 2020 6:34 PM
To: Robinson, Hue (H.M.)
Subject: RE: Excel macro for latch identification

Importance: High

Hue,

I will forward this on, but I need the logic in text format. I don't think that this will require a meeting – I just need a detailed if/then explanation that was used to program this file.

Zachary Baker

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, June 02, 2020 7:05 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: FW: Excel macro for latch identification

Here's the file with the Brose logic included. He didn't send me anything for the logic but I'd be happy to set up a discussion with the Kiekert team.

HUE ROBINSON

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

From: Hietbrink, Mike <Mike.Hietbrink@kiekert.com>
Sent: Tuesday, June 2, 2020 6:01 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: Fwd: Excel macro for latch identification

Hello Hue,

Updated file is attached. I have not yet had a chance to play with it but perhaps we can go through it and discuss briefly tomorrow (including who needs to be involved in the logic review).

Mike Hietbrink
General Manager Kiekert USA
Global Sales Director
Kiekert USA, Inc.

46941 Liberty Drive
Wixom, MI 48393 United States
T: + [REDACTED]
M: + [REDACTED]
F: +1 248 960 5391

Mike.Hietbrink@kiekert.com

www.kiekert.com

kiekert

TECHNOLOGY THAT LEADS

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

T: + [REDACTED] <https://clicktime.symantec.com/3NqAAJAi9QJT4vUPnAEr7hX7Vc?u=www.kiekert.com>

Registered in Heiligenhaus; Company Register Wuppertal HRB No 17915

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

Supervisory Board: Hufeng Xin (Chairman)

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From: Nicholas, Roberta <Roberta.Nicholas@lionbridge.com>
Sent: Monday, May 11, 2020 4:34 PM
To: Rooker, Heather (H.R.)
Cc: Willard, Jeremy (J.)
Subject: RE: FAVOR 20S15

Hi Heather:

I will check in with him and the rest of the team. Stay tuned.

Roberta

From: Rooker, Heather (H.R.) <hrooker@ford.com>
Sent: Monday, May 11, 2020 12:04 PM
To: Nicholas, Roberta <Roberta.Nicholas@lionbridge.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>; Rooker, Heather (H.R.) <hrooker@ford.com>
Subject: FW: FAVOR 20S15

Good Afternoon Roberta-

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

Thank you for your time in advance,

jHeather Rooker
Ford Motor Company
Recall & Service Programs
DSCII 775


hrooker@ford.com

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

Good Afternoon Bart

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

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

Hope you have a great day!

Heather Rooker

*Ford Motor Company
Recall & Service Programs
DSCII 775*


hrooker@ford.com

From: Willard, Jeremy (J.)
Sent: Thursday, May 14, 2020 2:46 PM
To: Mary Tabin; Baker, Zachary (Z.); Beaker, Melinda (M.); Rooker, Heather (H.R.)
Cc: fordteam
Subject: RE: FCSD 20S15 Lincoln Owner Letters - PLEASE RESPOND

Letter's look good Mary.
Thank you!

Jeremy Willard

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

From: Mary Tabin <mtabin@renkim.com>
Sent: Thursday, May 14, 2020 10:37 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Rooker, Heather (H.R.) <hrooker@ford.com>
Cc: fordteam <fordteam@renkim.com>
Subject: FCSD 20S15 Lincoln Owner Letters - PLEASE RESPOND

Hello,

Attached are the FCSD 20S15 - Lincoln owner letter samples for your review. We have verified 5 records in GCAMP to confirm vehicle involvement and customer name and address.

Please advise of changes or your approval.

Your attention to this approval will allow Renkim to move this into production.

Thank you,

Mary Tabin
Project Manager

Direct Line: [REDACTED]
Fax: (734) 374-8004
mtabin@renkim.com

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



From: Beaker, Melinda (M.) <mbeaker@ford.com>
Sent: Tuesday, May 12, 2020 5:00 PM
To: Brianne Hall <bhall@renkim.com>; Cheryl Boardman <boardman@renkim.com>; Linda Shaw <lshaw@renkim.com>; Linda Webster <lwebster@renkim.com>; Mary Tabin <mtabin@renkim.com>; Michele Jackson <mjackson@renkim.com>; Stephen Scalise <scalise@renkim.com>; Sheila Hayes <shayes@renkim.com>; Theresa Little

<tlittle@renkim.com>

Cc: Zachary Baker <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Catalano, Martino (M.) <mcatalan@ford.com>; jgreen2 <jgreen2@ford.com>; McCarthy, Lisa (L.P.) <lmccarth@ford.com>; Mueller, Renee (R.) <rmuell17@ford.com>; Parks, Bradford (B.S.) <bparks1@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Hrooker Hrooker <Hrooker@ford.com>

Subject: Owner Mailing 20S15

Renkim,

The following contains the FTP location* for Recall 20S15 USA/EMS Owner Mailing. EMS VINS will be provided at a later date. The no-parts owner letters were provided in the global announcement dated 5/12/2020.

(*Release File Info: Instock (sold date = 0001-01-01) units are included. Some Instock units will have owner information; please mail to these owners. Do NOT mail to dealers for Instock units.)

USA

310,171 VINS

CSGC.PROD.CS0191F1.RENKIM.OWNER.G4322V00

Advance Notice – Safety Recall 20S15

Certain 2014-2015 Model Year Fiesta and 2014-2016 Model Year Fusion and MKZ Vehicles

Door Latch Replacement

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!"



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From: Mary Tabin <mtabin@renkim.com>
Sent: Wednesday, May 13, 2020 8:18 PM
To: Baker, Zachary (Z.); Willard, Jeremy (J.); Beaker, Melinda (M.); Rooker, Heather (H.R.); Philliben, Agnes (.)
Cc: fordteam
Subject: RE: FCSD 20S15 Owner Letters - PLEASE RESPOND

Thanks Zach! We will get this moving!

Have a nice evening!

Mary Tabin
Project Manager

Direct Line: [REDACTED]
Fax: (734) 374-8004
mtabin@renkim.com

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



From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, May 13, 2020 4:17 PM
To: Mary Tabin <mtabin@renkim.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Hrooker Hrooker <Hrooker@ford.com>; Agnes Phillib <aphillib@ford.com>
Cc: fordteam <fordteam@renkim.com>
Subject: RE: FCSD 20S15 Owner Letters - PLEASE RESPOND

Approved. Thanks.

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

From: Mary Tabin <mtabin@renkim.com>
Sent: Wednesday, May 13, 2020 2:57 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Rooker, Heather (H.R.) <hrooker@ford.com>; Philliben, Agnes (.) <aphillib@ford.com>
Cc: fordteam <fordteam@renkim.com>
Subject: FCSD 20S15 Owner Letters - PLEASE RESPOND

Hello,

Attached are the FCSD 20S15 owner letter samples for your review. We have verified 5 records in GCAMP to confirm vehicle involvement and customer name and address.

Please advise of changes or your approval.

Your attention to this approval will allow Renkim to move this into production.

Thank you,

Mary Tabin
Project Manager

Direct Line: [REDACTED]
Fax: (734) 374-8004
mtabin@renkim.com

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



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

Sent: Tuesday, May 12, 2020 5:00 PM

To: Brianne Hall <bhall@renkim.com>; Cheryl Boardman <cboardman@renkim.com>; Linda Shaw <lschaw@renkim.com>; Linda Webster <lwebster@renkim.com>; Mary Tabin <mtabin@renkim.com>; Michele Jackson <mjackson@renkim.com>; Stephen Scalise <sscalise@renkim.com>; Sheila Hayes <shayes@renkim.com>; Theresa Little <tlittle@renkim.com>

Cc: Zachary Baker <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillard1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Catalano, Martino (M.) <mcatalan@ford.com>; jgreen2 <jgreen2@ford.com>; McCarthy, Lisa (L.P.) <lmccarth@ford.com>; Mueller, Renee (R.) <rmuell17@ford.com>; Parks, Bradford (B.S.) <bparks1@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Hrooker Hrooker <Hrooker@ford.com>

Subject: Owner Mailing 20S15

Renkim,

The following contains the FTP location* for Recall 20S15 USA/EMS Owner Mailing. EMS VINS will be provided at a later date. The no-parts owner letters were provided in the global announcement dated 5/12/2020.

(*Release File Info: Instock (sold date = 0001-01-01) units are included. Some Instock units will have owner information; please mail to these owners. Do NOT mail to dealers for Instock units.)

USA

310,171 VINS

CSGC.PROD.CS0191F1.RENKIM.OWNER.G4322V00

Advance Notice – Safety Recall 20S15

Certain 2014-2015 Model Year Fiesta and 2014-2016 Model Year Fusion and MKZ Vehicles

Door Latch Replacement

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!"



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From: Poploskie, Jeannette (J.M.)
Sent: Tuesday, March 31, 2020 6:49 PM
To: Baker, Zachary (Z.); Kaminski, Nicole (N.M.)
Cc: Willard, Jeremy (J.)
Subject: RE: Fiesta Volume in 20S15/20R01

Thank you. Please be sure to update the parts tracker with this information ASAP noting the before and after quantities in the comments field.

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: Tuesday, March 31, 2020 12:54 PM
To: Kaminski, Nicole (N.M.) <nkaminsk@ford.com>
Cc: Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: Fiesta Volume in 20S15/20R01

Nicole,

The total Fiesta volume in the new latch programs 20S15/20R01 dropped by 66,933 vehicles, or 34% of the total population. Please adjust your releases as needed.

Fusion/MKZ increased by a total of 26,108, or 4.9%.

Zachary Baker

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

From: Okeh, Christopher (C.)
Sent: Wednesday, March 4, 2020 6:02 PM
To: Briggs, Erin Rose (E.R.); Robinson, Hue (H.M.)
Subject: RE: Find A Vehicle Notification for 2011 FIESTA (1.6L TIVCT PFI 115-123HP SIGMA) matching 8812**...

Erin Rose

I am working on turning it off. Hue R has directed me to do so during my 1:1.

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

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From: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Sent: Wednesday, March 4, 2020 12:37 PM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Find A Vehicle Notification for 2011 FIESTA (1.6L TIVCT PFI 115-123HP SIGMA) matching 8812**...

Hue – can we go ahead and turn off FAV for Fiesta/Fusion?

Erin Rose

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

From: FAVMATCH@ford.com <FAVMATCH@ford.com>
Sent: Wednesday, March 4, 2020 11:16 AM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: Find A Vehicle Notification for 2011 FIESTA (1.6L TIVCT PFI 115-123HP SIGMA) matching 8812**...



You received this notification from FAV because a dealership ran OASIS on this VIN with one or more requested symptom codes and or DTCs.

This notification came from Find A Vehicle for the request :Fiesta Door Latch

Dealer Code	04994
Dealer Name	Parks Ford of Wesley Chapel
Dealer Address	28739 State Road 54 Wesley Chapel Pasco/FL 335433214
Geographical Region	Orlando
Country of Dealer	USA
Phone # of Dealer	813-907-7800
VIN	3FADP4FJ0BM [REDACTED]
Model Year	2011
Model	FIESTA
Build Date	May-30-2011
Body Style	5 DOOR SEDAN-8 LITE
Axle Ratio	
Transmission	6 SPD AUTO TRANS GFT PS195
Plant	
Engine	1.6L TIVCT PFI 115-123HP SIGMA
Codes used by dealer	8812**,8812**
Codes you specified to monitor	8812**

If this notification yields a concern vehicle, where the dealership has been engaged to perform testing or direct repairs, the FCSD PVT Representative MUST document the results using this [special GCQIS report](#). If a GCQIS report already exists for this vehicle, specific to this concern, creation of a new report is not necessary, document your efforts with the dealer in the existing report.

Any questions related to required documentation should be directed to your local Find a Vehicle Co-ordinator.

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[Click to View Dealer Contact Information.](#)

[Click to View the vehicle warranty history in AWS](#)

This is an automated email. Please DO NOT Reply.

From: Okeh, Christopher (C.)
Sent: Tuesday, November 26, 2019 2:23 PM
To: Briggs, Erin Rose (E.R.); Robinson, Hue (H.M.)
Subject: RE: Find A Vehicle Notification for 2013 FUSION (1.6L PI TC I4 ETHNL 180/240 PS) matching 8812**...

This one came for RADIO not working. Cindy in service department said vehicle was picked up yesterday , 11/25. There was no latch issues with the vehicle.

Chris Okeh

From: FAVMATCH@ford.com <FAVMATCH@ford.com>
Sent: Friday, November 22, 2019 12:58 PM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: Find A Vehicle Notification for 2013 FUSION (1.6L PI TC I4 ETHNL 180/240 PS) matching 8812**...



ONE Warranty Solution

You received this notification from FAV because a dealership ran OASIS on this VIN with one or more requested symptom codes and or DTCs.

This notification came from Find A Vehicle for the request :Fusion Door Latch	
Dealer Code	08990
Dealer Name	Quirk Ford
Dealer Address	540 Southern Artery Quincy Norfolk/MA 021694611
Geographical Region	Boston
Country of Dealer	USA
Phone # of Dealer	617-770-0070
VIN	3FA6P0HR9DR [REDACTED]
Model Year	2013
Model	FUSION

Build Date	Oct-19-2012
Body Style	4 DOOR SEDAN-6 LITE
Axle Ratio	3.07 FINAL DRIVE RATIO
Transmission	6 SPD AUTO TRANS 6F MID-RANGE
Plant	HERMOSILLO PLANT BUILD
Engine	1.6L PI TC I4 ETHNL 180/240 PS
Codes used by dealer	8812**,8812**
Codes you specified to monitor	8812**

If this notification yields a concern vehicle, where the dealership has been engaged to perform testing or direct repairs, the FCSD PVT Representative MUST document the results using this [special GCQIS report](#). If a GCQIS report already exists for this vehicle, specific to this concern, creation of a new report is not necessary, document your efforts with the dealer in the existing report.

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From: Okeh, Christopher (C.)
Sent: Tuesday, November 26, 2019 2:08 PM
To: Robinson, Hue (H.M.); Briggs, Erin Rose (E.R.)
Subject: RE: Find A Vehicle Notification for 2013 FUSION (2.5L DOHC PFI 4 CYL GAS) matching 8812**...

Yes

This came in for Radio/heater/wdo. won't go up/down. This is not a latch issues.
The recall 15S16 was performed on 5/11/2017.

Chris Okeh

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Monday, November 25, 2019 12:30 PM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Find A Vehicle Notification for 2013 FUSION (2.5L DOHC PFI 4 CYL GAS) matching 8812**...

Chris – did you call this one for background info?

HUE ROBINSON

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

From: FAVMATCH@ford.com <FAVMATCH@ford.com>
Sent: Friday, November 22, 2019 10:37 AM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: Find A Vehicle Notification for 2013 FUSION (2.5L DOHC PFI 4 CYL GAS) matching 8812**...



You received this notification from FAV because a dealership ran OASIS on this VIN with one or more requested symptom codes and or DTCs.

This notification came from Find A Vehicle for the request :Fusion Door Latch	
Dealer Code	05411
Dealer Name	Ripley and Fletcher Ford
Dealer Address	80 Main Street South Paris Oxford/ME 042811427

Geographical Region	A1
Country of Dealer	USA
Phone # of Dealer	207-743-8938
VIN	3FA6P0H76DR [REDACTED]
Model Year	2013
Model	FUSION
Build Date	Jun-12-2013
Body Style	4 DOOR SEDAN-6 LITE
Axle Ratio	3.07 FINAL DRIVE RATIO
Transmission	6 SPD AUTO TRANS 6F MID-RANGE
Plant	HERMOSILLO PLANT BUILD
Engine	2.5L DOHC PFI 4 CYL GAS
Codes used by dealer	7702**,7712**,7702**,8812**,7712**,8812**,U0199,U0200
Codes you specified to monitor	8812**

If this notification yields a concern vehicle, where the dealership has been engaged to perform testing or direct repairs, the FCSD PVT Representative MUST document the results using this [special GCQIS report](#). If a GCQIS report already exists for this vehicle, specific to this concern, creation of a new report is not necessary, document your efforts with the dealer in the existing report.

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From: Robinson, Hue (H.M.)
Sent: Friday, December 13, 2019 2:24 PM
To: Okeh, Christopher (C.); Briggs, Erin Rose (E.R.)
Subject: RE: Find A Vehicle Notification for 2014 FIESTA (1.6L TIVCT PFI 115-123HP SIGMA) matching 8812**...

I contacted this dealer. Customer complaint was passenger rear door will not close. Technician manually released the door and lubricated the latch area. No parts were replaced and door now functions as intended. They will email me the latch Julian dates from the vehicle.

No need to call them back.

HUE ROBINSON

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

From: FAVMATCH@ford.com <FAVMATCH@ford.com>
Sent: Thursday, December 12, 2019 4:23 PM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: Find A Vehicle Notification for 2014 FIESTA (1.6L TIVCT PFI 115-123HP SIGMA) matching 8812**...



You received this notification from FAV because a dealership ran OASIS on this VIN with one or more requested symptom codes and or DTCs.

This notification came from Find A Vehicle for the request :Fiesta Door Latch	
Dealer Code	09954
Dealer Name	Tom Masano Ford Lincoln
Dealer Address	1600 Lancaster Avenue Shillington Berks/PA 196071544
Geographical Region	Philadelphia
Country of Dealer	USA
Phone # of Dealer	610-777-1371
VIN	3FADP4BJ0EM[REDACTED]

Model Year	2014
Model	FIESTA
Build Date	Apr-21-2014
Body Style	4 DOOR SEDAN-4 LITE
Axle Ratio	
Transmission	6 SPD AUTO TRANS GFT PS195
Plant	
Engine	1.6L TIVCT PFI 115-123HP SIGMA
Codes used by dealer	3314**,8812**,3314**,8812**
Codes you specified to monitor	8812**

If this notification yields a concern vehicle, where the dealership has been engaged to perform testing or direct repairs, the FCSD PVT Representative MUST document the results using this [special GCQIS report](#). If a GCQIS report already exists for this vehicle, specific to this concern, creation of a new report is not necessary, document your efforts with the dealer in the existing report.

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From: Okeh, Christopher (C.)
Sent: Tuesday, November 19, 2019 7:33 PM
To: Robinson, Hue (H.M.); Briggs, Erin Rose (E.R.)
Subject: RE: Find A Vehicle Notification for 2014 FIESTA (1.6L TIVCT PFI 115-123HP SIGMA) matching 8812**...

Yes, the part is available. But the claims is not yet in AWS. I already talked to DAN Lawson, the service adviser to keep the latch till they receive 700 tag.

Chris Okeh

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, November 19, 2019 1:14 PM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Find A Vehicle Notification for 2014 FIESTA (1.6L TIVCT PFI 115-123HP SIGMA) matching 8812**...

Is the latch that was replaced available to be returned to us?

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 19, 2019 12:33 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: FW: Find A Vehicle Notification for 2014 FIESTA (1.6L TIVCT PFI 115-123HP SIGMA) matching 8812**...

I just talked to the dealership. He said that the customer picked up the vehicle because he is moving out of state. He does not know where.

Chris Okeh

From: FAVMATCH@ford.com <FAVMATCH@ford.com>
Sent: Saturday, November 16, 2019 10:38 AM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: Find A Vehicle Notification for 2014 FIESTA (1.6L TIVCT PFI 115-123HP SIGMA) matching 8812**...



You received this notification from FAV because a dealership ran OASIS on this VIN with one or more requested symptom codes and or DTCs.

This notification came from Find A Vehicle for the request :Fiesta Door Latch	
Dealer Code	03915
Dealer Name	Team Ford Lincoln
Dealer Address	5445 Drexel Road Las Vegas Clark/NV 891301605
Geographical Region	Phoenix
Country of Dealer	USA
Phone # of Dealer	702-395-5100
VIN	3FADP4EJXEM [REDACTED]
Model Year	2014
Model	FIESTA
Build Date	Jan-17-2014
Body Style	5 DOOR SEDAN-8 LITE
Axle Ratio	
Transmission	6 SPD AUTO TRANS GFT PS195
Plant	
Engine	1.6L TIVCT PFI 115-123HP SIGMA
Codes used by dealer	8812**,8812**
Codes you specified to monitor	8812**

If this notification yields a concern vehicle, where the dealership has been engaged to perform testing or direct repairs, the FCSD PVT Representative MUST document the results using this [special GCQIS report](#). If a GCQIS report already exists for this vehicle, specific to this concern, creation of a new report is not necessary, document your efforts with the dealer in the existing report.

Any questions related to required documentation should be directed to your local Find a Vehicle Co-ordinator.

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From: Okeh, Christopher (C.)
Sent: Thursday, November 21, 2019 5:13 PM
To: Grezeszak, Dennis (D.A.); Robinson, Hue (H.M.)
Cc: Briggs, Erin Rose (E.R.)
Subject: RE: Find A Vehicle Notification for 2014 FUSION (2.5L DOHC PFI 4 CYL GAS) matching 8812**...

Dennis

Dealership contact: *Carl wants me to use his name:* Carl Stanley, [REDACTED]
Dealership contact email address : carlstanley@jimshorkey.com

Thanks

I have contacted the dealership and authorized them to replace the latches and ship them to Ford. I will issue 700 tag to effect the shipment.

- 1) number: **3FA6P0H74ER** [REDACTED]
- 2) Description of the repair being performed ; **Door lock will not unlock**
- 3) Dealership name: **JIM SHORKEY FORD**
- 4) Dealership contact : **Carl, Phone#** [REDACTED]
- 5) Dealership contact email address: carlstanley@jimshorkey.com

From: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>
Sent: Thursday, November 21, 2019 11:19 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Find A Vehicle Notification for 2014 FUSION (2.5L DOHC PFI 4 CYL GAS) matching 8812**...

Correct. All the information is included except for the Service Managers name and email address

Dealership contact: Carl wants me to use his name: Carl Stanley, [REDACTED]
Dealership contact email address : carlstanley@jimshorkey.com

Dennis Grezeszak
Concern ID & Resolution Supervisor
Service Engineering Operations

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Thursday, November 21, 2019 7:21 AM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Find A Vehicle Notification for 2014 FUSION (2.5L DOHC PFI 4 CYL GAS) matching 8812**...

Chris – you can authorize the dealer to replace all 4 latches at the time of the phone call. Dennis will need the following information so he can approve it on his end.

- 1) VIN number
- 2) Description of the repair being performed
- 3) Dealership name
- 4) Dealership contact
- 5) Dealership contact email address

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, November 20, 2019 4:10 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Find A Vehicle Notification for 2014 FUSION (2.5L DOHC PFI 4 CYL GAS) matching 8812**...

Dennis

Ref to my phone call. Who authorizes dealership to replace all 4 door latches off this vehicle?.

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

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From: Okeh, Christopher (C.)
Sent: Wednesday, November 20, 2019 4:01 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Find A Vehicle Notification for 2014 FUSION (2.5L DOHC PFI 4 CYL GAS) matching 8812**...
Importance: High

Who can give authorization to this dealership to replace all 4 door latches?. I have asked Karl to replace the 4 door latches since the latch has locking issue. The Service Manager will be calling me.

Chris Okeh

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Wednesday, November 20, 2019 3:12 PM
To: Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Find A Vehicle Notification for 2014 FUSION (2.5L DOHC PFI 4 CYL GAS) matching 8812**...

Chris – need more info and all 4 latches back if possible. Please contact the dealer and if vehicle is still there, have them replace all 4 latches.

HUE ROBINSON

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

From: FAVMATCH@ford.com <FAVMATCH@ford.com>

Sent: Wednesday, November 20, 2019 2:38 PM

To: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>

Subject: Find A Vehicle Notification for 2014 FUSION (2.5L DOHC PFI 4 CYL GAS) matching 8812**...



ONE Warranty Solution

You received this notification from FAV because a dealership ran OASIS on this VIN with one or more requested symptom codes and or DTCs.

This notification came from Find A Vehicle for the request :Fusion Door Latch	
Dealer Code	00781
Dealer Name	Jim Shorkey Ford
Dealer Address	1234 Long Run Road White Oak Allegheny/PA 151312035
Geographical Region	Pittsburgh
Country of Dealer	USA
Phone # of Dealer	412-751-2130
VIN	3FA6P0H74ER [REDACTED]
Model Year	2014
Model	FUSION
Build Date	May-13-2014
Body Style	4 DOOR SEDAN-6 LITE
Axle Ratio	3.07 FINAL DRIVE RATIO
Transmission	6 SPD AUTO TRANS 6F MID-RANGE
Plant	HERMOSILLO PLANT BUILD
Engine	2.5L DOHC PFI 4 CYL GAS
Codes used by dealer	8812**,8812**

Codes you specified to monitor	8812**
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If this notification yields a concern vehicle, where the dealership has been engaged to perform testing or direct repairs, the FCSD PVT Representative MUST document the results using this [special GCQIS report](#). If a GCQIS report already exists for this vehicle, specific to this concern, creation of a new report is not necessary, document your efforts with the dealer in the existing report.

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From: Okeh, Christopher (C.)
Sent: Wednesday, November 20, 2019 8:46 PM
To: Robinson, Hue (H.M.)
Cc: Briggs, Erin Rose (E.R.)
Subject: RE: Find A Vehicle Notification for 2014 FUSION (2.5L DOHC PFI 4 CYL GAS) matching 8812**...

I already talked to Karl at service dept. He said that the vehicle just came in, with customer complaint being "won't lock/unlock" That he will me back as soon as tech confirmed what the issue is.
He should call me back before embarking on repair . He has my phone #

Chris Okeh

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Wednesday, November 20, 2019 3:12 PM
To: Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Find A Vehicle Notification for 2014 FUSION (2.5L DOHC PFI 4 CYL GAS) matching 8812**...

Chris – need more info and all 4 latches back if possible. Please contact the dealer and if vehicle is still there, have them replace all 4 latches.

HUE ROBINSON

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

From: FAVMATCH@ford.com <FAVMATCH@ford.com>
Sent: Wednesday, November 20, 2019 2:38 PM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: Find A Vehicle Notification for 2014 FUSION (2.5L DOHC PFI 4 CYL GAS) matching 8812**...



You received this notification from FAV because a dealership ran OASIS on this VIN with one or more requested symptom codes and or DTCs.

This notification came from Find A Vehicle for the request :Fusion Door Latch	
Dealer Code	00781
Dealer Name	Jim Shorkey Ford

Dealer Address	1234 Long Run Road White Oak Allegheny/PA 151312035
Geographical Region	Pittsburgh
Country of Dealer	USA
Phone # of Dealer	412-751-2130
VIN	3FA6P0H74ER [REDACTED]
Model Year	2014
Model	FUSION
Build Date	May-13-2014
Body Style	4 DOOR SEDAN-6 LITE
Axle Ratio	3.07 FINAL DRIVE RATIO
Transmission	6 SPD AUTO TRANS 6F MID-RANGE
Plant	HERMOSILLO PLANT BUILD
Engine	2.5L DOHC PFI 4 CYL GAS
Codes used by dealer	8812**,8812**
Codes you specified to monitor	8812**

If this notification yields a concern vehicle, where the dealership has been engaged to perform testing or direct repairs, the FCSD PVT Representative MUST document the results using this [special GCQIS report](#). If a GCQIS report already exists for this vehicle, specific to this concern, creation of a new report is not necessary, document your efforts with the dealer in the existing report.

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From: Robinson, Hue (H.M.)
Sent: Friday, January 10, 2020 9:38 PM
To: Okeh, Christopher (C.)
Cc: Briggs, Erin Rose (E.R.)
Subject: RE: Find A Vehicle Notification for 2014 FUSION (1.5L GTDI I4) matching 8812**...

Chris – can you please call on this one? It has a build date that I'm interested in.

Thanks,

HUE ROBINSON

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

From: FAVMATCH@ford.com <FAVMATCH@ford.com>
Sent: Friday, January 10, 2020 2:42 PM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: Find A Vehicle Notification for 2014 FUSION (1.5L GTDI I4) matching 8812**...



ONE Warranty Solution

You received this notification from FAV because a dealership ran OASIS on this VIN with one or more requested symptom codes and or DTCs.

This notification came from Find A Vehicle for the request :Fusion Door Latch	
Dealer Code	08285
Dealer Name	Tom Boland Ford, Inc.
Dealer Address	US 61 North at MO 168 Hannibal Marion/MO 63401
Geographical Region	Kansas City
Country of Dealer	USA
Phone # of Dealer	573-221-9350
VIN	3FA6P0HDXER [REDACTED]
Model Year	2014

Model	FUSION
Build Date	Nov-14-2013
Body Style	4 DOOR SEDAN-6 LITE
Axle Ratio	3.07 FINAL DRIVE RATIO
Transmission	6 SPD AUTO TRANS 6F MID-RANGE
Plant	HERMOSILLO PLANT BUILD
Engine	1.5L GTDI I4
Codes used by dealer	88C1**,88C1**,88D6**,8812**,8812**
Codes you specified to monitor	8812**

If this notification yields a concern vehicle, where the dealership has been engaged to perform testing or direct repairs, the FCSD PVT Representative MUST document the results using this [special GCQIS report](#). If a GCQIS report already exists for this vehicle, specific to this concern, creation of a new report is not necessary, document your efforts with the dealer in the existing report.

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From: Okeh, Christopher (C.)
Sent: Tuesday, November 26, 2019 4:20 PM
To: Robinson, Hue (H.M.); Briggs, Erin Rose (E.R.)
Subject: RE: Find A Vehicle Notification for 2014 FUSION (2.0L TIVCT GTDI T/C 240PS GAS) matching 8812**...

This vehicle came in for:

- **AC not responding**
- **Power lock inop with FOB.**

Vehicle is being worked on by Tech.

Vehicle History: Showed no latch issue.

Chris Okeh
Hardware Quality Engineer
V07-VFG

cell

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From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, November 26, 2019 9:28 AM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Find A Vehicle Notification for 2014 FUSION (2.0L TIVCT GTDI T/C 240PS GAS) matching 8812**...

Please make sure you call this one back today. It has a build date post recall cutoff so we need this one back if it's a latch failure (for all 4 doors).

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: Tuesday, November 26, 2019 9:13 AM
To: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Find A Vehicle Notification for 2014 FUSION (2.0L TIVCT GTDI T/C 240PS GAS) matching 8812**...

The service advise AMANDA is not in office yet. Ask to call back.

From: FAVMATCH@ford.com <FAVMATCH@ford.com>
Sent: Monday, November 25, 2019 7:43 PM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Robinson, Hue (H.M.)

<hrobin18@ford.com>

Subject: Find A Vehicle Notification for 2014 FUSION (2.0L TIVCT GTDI T/C 240PS GAS) matching 8812**...



ONE Warranty Solution

You received this notification from FAV because a dealership ran OASIS on this VIN with one or more requested symptom codes and or DTCs.

This notification came from Find A Vehicle for the request :Fusion Door Latch	
Dealer Code	04513
Dealer Name	Spikes Motor Company, Inc.
Dealer Address	805 E Expressway 83 Mission TX 785726027
Geographical Region	Houston
Country of Dealer	USA
Phone # of Dealer	956-585-1601
VIN	3FA6P0H91ER [REDACTED]
Model Year	2014
Model	FUSION
Build Date	Jun-27-2014
Body Style	4 DOOR SEDAN-6 LITE
Axle Ratio	3.21 FINAL DRIVE RATIO
Transmission	6 SPD AUTO TRANS 6F MID-RANGE
Plant	HERMOSILLO PLANT BUILD
Engine	2.0L TIVCT GTDI T/C 240PS GAS
Codes used by dealer	8812**,1113**,1113**,8812**
Codes you specified to monitor	8812**

If this notification yields a concern vehicle, where the dealership has been engaged to perform testing or direct