

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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Ford Motor Company Confidential

From: Okeh, Christopher (C.)
Sent: Tuesday, November 26, 2019 2:37 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**...

Yes I planned to call back. I was asked to call back to speak to the service advise Amanda.

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]@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**...



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 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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This is an automated email. Please DO NOT Reply.

From: Okeh, Christopher (C.)
Sent: Tuesday, February 4, 2020 11:33 AM
To: Robinson, Hue (H.M.); Baker, Zachary (Z.); Grezeszak, Dennis (D.A.)
Cc: Briggs, Erin Rose (E.R.)
Subject: RE: Find A Vehicle Notification for 2014 FUSION (2.0L TIVCT GTDI T/C 240PS GAS) matching 8812**...

I will follow up with Dennis Grezeszak today.

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

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From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Monday, February 3, 2020 1:34 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Grezeszak, Dennis (D.A.) <dgrezesz@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 (2.0L TIVCT GTDI T/C 240PS GAS) matching 8812**...

Is there a way for us to do a 3 way call with Dennis and Chris? Chris can take lead in asking the questions needed.

HUE ROBINSON

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Monday, February 3, 2020 12:25 PM
To: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>
Cc: 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**...

Hue,

I assume the same as Dennis below. Or are you thinking of some other help needed?

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

From: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>
Sent: Friday, January 31, 2020 5:04 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>
Cc: 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** ...

My Fusion PVT Manager is in Mexico. His ability to talk to dealers is limited due to a Spanish accent. That's not a good option.

I believe you are asking me to educate myself on the questions that you need to ask the dealership.

Then you are asking me to make the contact for you.

Are the assumption above are correct?

Dennis Grezeszak
Concern ID & Resolution Supervisor
Service Engineering Operations

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Friday, January 31, 2020 10:18 AM
To: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>; Baker, Zachary (Z.) <zbaker1@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 (2.0L TIVCT GTDI T/C 240PS GAS) matching 8812** ...

Dennis – we don't need the repair cost covered yet. We just need to talk to the dealer/technician and they won't talk to us. We need to get more info from them in regards to the repair to see if it's something that we would cover for the issue we're working on.

HUE ROBINSON

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

From: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>
Sent: Friday, January 31, 2020 9:55 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>
Cc: 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** ...

Sure, I take it you want me to cover the repair cost. I need a name and email address for the service manager. The rest of the information I need is already included in this note. LMK

Dennis Grezeszak
Concern ID & Resolution Supervisor
Service Engineering Operations

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, January 31, 2020 8:50 AM
To: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>
Cc: Okeh, Christopher (C.) <cokeh@ford.com>; 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**...

Dennis,

Is this something you or your team can help Chris with? This vehicle falls outside the window of the recall, but the dealer used symptom coding that could indicate a similar failure of a latch.

Zachary Baker

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

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

Sent: Thursday, January 30, 2020 4:37 PM

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

Cc: 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**...

Hi Zach – can you please help us with this specific dealer? I'm interested in getting more info on this specific issue due to the build date of the vehicle, specific to scope #1.

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 30, 2020 4:35 PM

To: Robinson, Hue (H.M.) <hrobin18@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**...

This particular dealership refused to talk to me unless I provide my PNA number per Service Manager Matt. First encounter.

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

Sent: Thursday, January 30, 2020 11:17 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**...

Hi Chris – this one falls in the build dates I need more info for so please call this dealer.

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: Thursday, January 30, 2020 11:12 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 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	11364
Dealer Name	Ogden Lincoln of Westmont
Dealer Address	100 West Ogden Avenue Westmont Du Page/IL 605591304
Geographical Region	Chicago
Country of Dealer	USA
Phone # of Dealer	630-968-5600
VIN	3FA6P0H90ER [REDACTED]
Model Year	2014
Model	FUSION
Build Date	Mar-24-2014
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**,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: Wednesday, January 29, 2020 5:24 PM
To: Okeh, Christopher (C.); Briggs, Erin Rose (E.R.)
Subject: RE: Find A Vehicle Notification for 2014 FUSION (2.0L TIVCT GTDI T/C 240PS GAS) matching 8812**...

Please make sure we get this latch back once it's available. Can we get the latch Julian date from them while we're waiting for the latch to be returned for analysis?

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, January 29, 2020 12:22 PM
To: Robinson, Hue (H.M.) <hrobin18@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**...

Called and talked to Service adviser Felix.

Customer came in for

- RR door won't lock/unlock concern. Tech ordered replacement latch .
- Fog light damaged

Vehicle is still at dealership waiting for parts that are in order

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

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From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Wednesday, January 29, 2020 9:48 AM
To: Avmatch, F (F.M.) <favmatch@ford.com>; 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**...

Chris – please contact this dealer for more info. It has a build date of interest to us.

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: Wednesday, January 29, 2020 9:46 AM

To: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <eriggs7@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	11364
Dealer Name	Ogden Lincoln of Westmont
Dealer Address	100 West Ogden Avenue Westmont Du Page/IL 605591304
Geographical Region	Chicago
Country of Dealer	USA
Phone # of Dealer	630-968-5600
VIN	3FA6P0H90ER [REDACTED]
Model Year	2014
Model	FUSION
Build Date	Mar-24-2014
Body Style	4 DOOR SEDAN-6 LITE
Axle 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**,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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[Click to View Dealer Contact Information.](#)

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

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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, 412-751-2130

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# 412-751-2130**
- 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, 412-751-2130

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]@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: Thursday, November 21, 2019 4:50 PM
To: Robinson, Hue (H.M.); Grezeszak, Dennis (D.A.)
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

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# 412-751-2130
- 5) Dealership contact email address: carlstanley@jimshorkey.com

Note:

Customer has extended warranty. Ford is authorizing the replacement of three (3) latches.

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

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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: 3FA6P0H74ER [REDACTED]
- 2) Description of the repair being performed ;
- 3) Dealership name: JIM SHORKEY FORD
- 4) Dealership contact : Karl, Phone# 412-751-2130
- 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**...

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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]@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**

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.

[Click to Submit Survey Form](#)

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

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

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Ford Motor Company Confidential

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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[Click to Submit Survey Form](#)

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

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

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Ford Motor Company Confidential

From: Okeh, Christopher (C.)
Sent: Thursday, November 21, 2019 4:50 PM
To: Robinson, Hue (H.M.); Grezeszak, Dennis (D.A.)
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

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# 412-751-2130
- 5) Dealership contact email address: carlstanley@jimshorkey.com

Note:

Customer has extended warranty. Ford is authorizing the replacement of three (3) latches.

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

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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: 3FA6P0H74ER [REDACTED]
- 2) Description of the repair being performed ;
- 3) Dealership name: JIM SHORKEY FORD
- 4) Dealership contact : Karl, Phone# 412-751-2130
- 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

This message contains FORD PROPRIETARY information and may include FORD CONFIDENTIAL information as defined in Ford's Global Information Standard II. Reproduction of this document, disclosure of the information, and use for any purpose other than the conduct of business with Ford is expressly prohibited.

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]@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**

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.

[Click to Submit Survey Form](#)

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

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

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Ford Motor Company Confidential

From: Robinson, Hue (H.M.)
Sent: Friday, November 1, 2019 8:13 PM
To: Grezeszak, Dennis (D.A.); Okeh, Christopher (C.)
Cc: Baker, Zachary (Z.); Briggs, Erin Rose (E.R.)
Subject: RE: Find-A-Vehicle Help Needed

Dennis – Email address below.

Chris – The 4 latches are sitting in the parts manager's office. Can you please coordinate a 700 tag and have the latches expedited back to us?

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

HUE ROBINSON

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

From: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>
Sent: Thursday, October 31, 2019 6:58 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Find-A-Vehicle Help Needed

Absolutely.

You do not need to ask for approval. You have the authority to make the decision when you are on the phone with the dealership. If it's a case like this one where you want the door handles back, tell the dealer they are authorized to replace all four door handles. Send me the information, and I will pay it. I just need the email address on this one.

Dennis Grezeszak
Concern ID & Resolution Supervisor
Service Engineering Operations

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, October 30, 2019 4:26 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>; Okeh, Christopher (C.)

<cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>

Subject: RE: Find-A-Vehicle Help Needed

I would concur with this Dennis. Your help is appreciated.

Zachary Baker

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

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

Sent: Wednesday, October 30, 2019 4:07 PM

To: Baker, Zachary (Z.) <zbaker1@ford.com>; Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>

Subject: RE: Find-A-Vehicle Help Needed

Dennis – the VIN below came through the hotline today for approval to repair but was rejected. I have contacted the dealer and they have confirmed that the vehicle is still in their possession. The vehicle also has a record of the recall being performed in March 2016. Can we please approve them to replace all 4 door latches and have the latches expedited back to us?

VIN: 3FADP4BJ8BM [REDACTED] Contact ID: [REDACTED] Create Date: 11:10 Wednesday 30 October 2019

DEALER: vehicle has right rear door latch broken, recall shows it was claimed and paid in 2016. however door latch has failed again. compared broken latch to new kit for recall and it appears that the latches in vehicle are the original latches. requested approval to replace all four to ensure that the vehicle is safe and that a future concern does not occur.

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

- 1) VIN number = 3FADP4BJ8BM [REDACTED]
- 2) Description of the repair being performed = right rear door latch is broken, has Julian date of 1/23/2010
- 3) Dealership name = Four Seasons Ford Inc.
- 4) Dealership contact = Trent or Jonathan in Service Department
- 5) Dealership contact email address = trent.phillips@fourseasonsford.com

HUE ROBINSON

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

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

Sent: Wednesday, October 30, 2019 2:34 PM

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

Subject: RE: Find-A-Vehicle Help Needed

Jumping in here...

Yes, you would need to validate before Dennis's team would cover. My process suggestion would be:

1. Review the FAV email to identify the VIN

2. Look up the warranty history on the VIN to determine if the recall was performed
3. If yes, call the dealer to determine the actual vehicle symptoms
4. If potentially related to a service latch failure and we need the latch, Dennis's team can supply the dealer claims payment information to cover the latch
5. Send the VIN information to the person managing your part returns to ensure that they capture the part

Zachary Baker

Program Manager, Recall and Service Programs

DSC2 #802

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

Sent: Wednesday, October 30, 2019 7:24 AM

To: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <eriggs7@ford.com>

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

Subject: RE: Find-A-Vehicle Help Needed

Hi Dennis,

We would authorize replacements of the door latches but only after we review the information we receive from FAV, correct?

Thanks for your help.

HUE ROBINSON

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

From: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>

Sent: Tuesday, October 29, 2019 6:39 PM

To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <eriggs7@ford.com>

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

Subject: RE: Find-A-Vehicle Help Needed

This note is concerning the information highlighted in yellow below in Zach Baker's note. If you authorize replacements of door handles, I will provide the dealership with Claims submission instruction and approve the payment for the repair. You would have to send me the following information in an email:

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

With this information I will place a edit in the OWS claims payment system to accept payment of the claim for that VIN. I will then send a email to the dealership contact with claims payment instructions. I will also cc the individual making the request.

Are there any questions?

Dennis Grezeszak
Concern ID & Resolution Supervisor
Service Engineering Operations

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Tuesday, October 29, 2019 11:40 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Cc: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>
Subject: RE: Find-A-Vehicle Help Needed

I have attached a FaV email for reference.

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

From: Baker, Zachary (Z.)
Sent: Tuesday, October 29, 2019 11:37 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Cc: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>
Subject: FW: Find-A-Vehicle Help Needed
Importance: High

Hue/Chris/Erin,

The Find-a-Vehicle has been established for door latches. Please keep an eye out for notices coming your way.

As a reminder, the emails will be automatically generated when a dealer runs OASIS for a targeted vehicle using symptom codes specific to our interest. It will be your responsibility to (1) review warranty to determine if the vehicle had recall repairs completed under 15S16, and (2) reach out to the dealer to determine if the vehicle in question is exhibiting symptoms consistent with potential door latch failure post-recall.

If the vehicle is a candidate for engineering review, we will supply you the information that the dealer can use to replace the part at Ford's expense (claiming information will be sent separately). That will make the part eligible for 700 tag/warranty return. From there, be sure to loop in whoever is handling your warranty returns to ensure that this claim gets captured.

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

From: Johnson, Seth (S.) <sjohn274@ford.com>
Sent: Tuesday, October 29, 2019 8:51 AM
To: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>
Cc: Humphries, Glenn (G.L.) <ghumphri@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: Find-A-Vehicle Help Needed

Dennis,

I have set up the FAV request however, the system has some restraints. Currently the system only has the ability to target the Hybrid version of MKZ vehicles, and the build date cut-off cannot be any older than 2015 for any vehicle. Also, the symptom coding has to be coded out to the 4th character so 8812** is the one I used – anything fit/finish will pull in IEPA requests. I put in a ticket in an attempt to get this corrected so in the meantime the Fiesta, Fusion and MKZ hybrid vehicles are targeted, and a few will be outside the build date requested. If any changes need to be made or nothing is showing up, let me know and I will try to correct them.

Regards,

Seth Johnson

Concern Identification and Resolution

Process and Reporting Analyst

Phone: [REDACTED] SJOHN274@ford.com



From: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>

Sent: Friday, October 25, 2019 1:51 PM

To: Johnson, Seth (S.) <sjohn274@ford.com>

Cc: Humphries, Glenn (G.L.) <ghumphri@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>

Subject: RE: Find-A-Vehicle Help Needed

Seth ... Can you put a FAV in the system when you get back in the office on Monday?

Here is some additional background from Zack's note that he mentioned.

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.

Dennis Grezeszak

Concern ID & Resolution Supervisor

Service Engineering Operations

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

Sent: Friday, October 25, 2019 1:39 PM

To: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>

Cc: Humphries, Glenn (G.L.) <ghumphri@ford.com>

Subject: Find-A-Vehicle Help Needed

Dennis and Glenn,

Per previous conversations, I would appreciate your help setting up a find-a-vehicle for our door latch service part investigation. The criteria are listed below – please let me know if you need any additional details. I will reach out separately for claims payment information.

- Recipients:
 - Hue Robinson (hrobin18)
 - Erin Rose Briggs (ebriggs7)
 - Chris Okeh (cokeh)

- Vehicle lines:

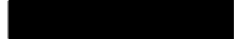
Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta	2011-2014	Cuautitlan	Job-1 2011 model year to 31-Oct-2013
Fusion	2013-2014	Hermosillo	Job-1 2013 model year to 31-Oct-2013
Fusion	2014	Flat Rock	Job-1 2014 model year to 31-Oct-2013
MKZ	2013-2014	Hermosillo	Job-1 2013 model year to 31-Oct-2013

- Symptom codes:
 - 8812** - Safe & Secure > Latches/Locks > Door
 - 881*** - Safe & Secure > Latches/Locks
 - 3314** - Fit/Finish/Body > Body Panels > Door (tell me if you think this one is a bad idea – I was just trying to brainstorm what codes a dealer may use)

Zachary Baker

Program Manager, Recall and Service Programs

DSC2 #802



From: Robinson, Hue (H.M.)
Sent: Tuesday, November 12, 2019 1:12 PM
To: Okeh, Christopher (C.)
Cc: Briggs, Erin Rose (E.R.)
Subject: RE: Find-A-Vehicle Help Needed

Chris – can you please find out the status of these latches? We need to open all 4 of them up for analysis.

HUE ROBINSON

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, October 30, 2019 4:26 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Find-A-Vehicle Help Needed

I would concur with this Dennis. Your help is appreciated.

Zachary Baker

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Wednesday, October 30, 2019 4:07 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Find-A-Vehicle Help Needed

Dennis – the VIN below came through the hotline today for approval to repair but was rejected. I have contacted the dealer and they have confirmed that the vehicle is still in their possession. The vehicle also has a record of the recall being performed in March 2016. Can we please approve them to replace all 4 door latches and have the latches expedited back to us?

VIN: 3FADP4BJ8BM[REDACTED] **Contact ID:** [REDACTED] **Create Date:** 11:10 Wednesday 30 October 2019

DEALER: vehicle has right rear door latch broken, recall shows it was claimed and paid in 2016. however door latch has failed again. compared broken latch to new kit for recall and it appears that the latches in vehicle are the original latches. requested approval to replace all four to ensure that the vehicle is safe and that a future concern does not occur.

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

- 1) VIN number = 3FADP4BJ8BM[REDACTED]
- 2) Description of the repair being performed = right rear door latch is broken, has Julian date of

- 3) Dealership name = Four Seasons Ford Inc.
- 4) Dealership contact = Trent or John in Service Department
- 5) Dealership contact email address

HUE ROBINSON

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

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

Sent: Wednesday, October 30, 2019 2:34 PM

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

Subject: RE: Find-A-Vehicle Help Needed

Jumping in here...

Yes, you would need to validate before Dennis's team would cover. My process suggestion would be:

1. Review the FAV email to identify the VIN
2. Look up the warranty history on the VIN to determine if the recall was performed
3. If yes, call the dealer to determine the actual vehicle symptoms
4. If potentially related to a service latch failure and we need the latch, Dennis's team can supply the dealer claims payment information to cover the latch
5. Send the VIN information to the person managing your part returns to ensure that they capture the part

Zachary Baker

Program Manager, Recall and Service Programs

DSC2 #802
[REDACTED]

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

Sent: Wednesday, October 30, 2019 7:24 AM

To: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>

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

Subject: RE: Find-A-Vehicle Help Needed

Hi Dennis,

We would authorize replacements of the door latches but only after we review the information we receive from FAV, correct?

Thanks for your help.

HUE ROBINSON

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

From: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>

Sent: Tuesday, October 29, 2019 6:39 PM

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

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

Subject: RE: Find-A-Vehicle Help Needed

This note is concerning the information highlighted in yellow below in Zach Baker's note. If you authorize replacements of door handles, I will provide the dealership with Claims submission instruction and approve the payment for the repair. You would have to send me the following information in an email:

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

With this information I will place a edit in the OWS claims payment system to accept payment of the claim for that VIN. I will then send a email to the dealership contact with claims payment instructions. I will also cc the individual making the request.

Are there any questions?

Dennis Grezeszak
Concern ID & Resolution Supervisor
Service Engineering Operations

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

Sent: Tuesday, October 29, 2019 11:40 AM

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

Cc: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>

Subject: RE: Find-A-Vehicle Help Needed

I have attached a FaV email for reference.

Zachary Baker

Program Manager, Recall and Service Programs
DSC2 #802


From: Baker, Zachary (Z.)

Sent: Tuesday, October 29, 2019 11:37 AM

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

Cc: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>

Subject: FW: Find-A-Vehicle Help Needed

Importance: High

Hue/Chris/Erin,

The Find-a-Vehicle has been established for door latches. Please keep an eye out for notices coming your way.

As a reminder, the emails will be automatically generated when a dealer runs OASIS for a targeted vehicle using symptom codes specific to our interest. It will be your responsibility to (1) review warranty to determine if the vehicle had recall repairs completed under 15S16, and (2) reach out to the dealer to determine if the vehicle in question is exhibiting symptoms consistent with potential door latch failure post-recall.

If the vehicle is a candidate for engineering review, we will supply you the information that the dealer can use to replace the part at Ford's expense (claiming information will be sent separately). That will make the part eligible for 700 tag/warranty return. From there, be sure to loop in whoever is handling your warranty returns to ensure that this claim gets captured.

Zachary Baker

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

From: Johnson, Seth (S.) <sjohn274@ford.com>
Sent: Tuesday, October 29, 2019 8:51 AM
To: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>
Cc: Humphries, Glenn (G.L.) <ghumphri@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: Find-A-Vehicle Help Needed

Dennis,

I have set up the FAV request however, the system has some restraints. Currently the system only has the ability to target the Hybrid version of MKZ vehicles, and the build date cut-off cannot be any older than 2015 for any vehicle. Also, the symptom coding has to be coded out to the 4th character so 8812** is the one I used – anything fit/finish will pull in IEPA requests. I put in a ticket in an attempt to get this corrected so in the meantime the Fiesta, Fusion and MKZ hybrid vehicles are targeted, and a few will be outside the build date requested. If any changes need to be made or nothing is showing up, let me know and I will try to correct them.

Regards,

Seth Johnson

Concern Identification and Resolution

Process and Reporting Analyst

Phone: [REDACTED] <SJOHN274@ford.com>



From: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>
Sent: Friday, October 25, 2019 1:51 PM
To: Johnson, Seth (S.) <sjohn274@ford.com>
Cc: Humphries, Glenn (G.L.) <ghumphri@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: Find-A-Vehicle Help Needed

Seth ... Can you put a FAV in the system when you get back in the office on Monday?

Here is some additional background from Zack's note that he mentioned.

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.

Dennis Grezeszak
Concern ID & Resolution Supervisor
Service Engineering Operations

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, October 25, 2019 1:39 PM
To: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>
Cc: Humphries, Glenn (G.L.) <ghumphri@ford.com>
Subject: Find-A-Vehicle Help Needed

Dennis and Glenn,

Per previous conversations, I would appreciate your help setting up a find-a-vehicle for our door latch service part investigation. The criteria are listed below – please let me know if you need any additional details. I will reach out separately for claims payment information.

- Recipients:
 - Hue Robinson (hrobin18)
 - Erin Rose Briggs (ebriggs7)
 - Chris Okeh (cokeh)

- Vehicle lines:

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

- Symptom codes:
 - 8812** - Safe & Secure > Latches/Locks > Door
 - 881*** - Safe & Secure > Latches/Locks
 - 3314** - Fit/Finish/Body > Body Panels > Door (tell me if you think this one is a bad idea – I was just trying to brainstorm what codes a dealer may use)

Zachary Baker

Program Manager, Recall and Service Programs
DSC2 #802



From: Itoh, Jorji (J.D.)
Sent: Thursday, February 27, 2020 1:28 PM
To: Baker, Zachary (Z.)
Cc: Landry, Mike (M.P.)
Subject: RE: Follow-up from Feb 20, 2020 NHTSA/Ford MA19-025 C1A Face-to-Face Discussion

Thanks for checking Zach, we appreciate the help.

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, February 27, 2020 8:26 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: Follow-up from Feb 20, 2020 NHTSA/Ford MA19-025 C1A Face-to-Face Discussion

Unfortunately they sold that vehicle so we no longer have access to it.

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

From: Baker, Zachary (Z.)
Sent: Wednesday, February 26, 2020 4:10 PM
To: Itoh, Jorji (J.D.) <JITOH@ford.com>
Subject: RE: Follow-up from Feb 20, 2020 NHTSA/Ford MA19-025 C1A Face-to-Face Discussion

I called the dealer but got the service manager's vmail. I will try again tomorrow.

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

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Wednesday, February 26, 2020 8:42 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: Follow-up from Feb 20, 2020 NHTSA/Ford MA19-025 C1A Face-to-Face Discussion

Good morning Zach,

Thanks for your help with the part retrieval.
If any additional information is needed, please let me know.

Dealer	Address	City	St.	ZIP	Stock Number	Date Visited	MY	Make	Model	
CLASSIC FORD	8020 Broadway	Galveston	TX	77554	164536H	02/03/20	2013	Ford	Fusion	3FA6P0H

Kind regards,

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

From: Landry, Mike (M.P.) <mlandry@ford.com>
Sent: Tuesday, February 25, 2020 3:49 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Diaz, Adrian (A.D.) <adiaz41@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: Follow-up from Feb 20, 2020 NHTSA/Ford MA19-025 C1A Face-to-Face Discussion

Jorji,
One follow-up item from the monthly meeting with NHTSA today.

Ford agreed to try to get hands on the latch that had no date stamp in the fish mouth area.

Please get the VIN and dealer information over to Zach. He and I spoke and he has some ideas on how to potential get hands and/or eyes on that part if the dealer still has the vehicle.

Another follow-up is some updates to the presentation (clarifications) and a resend to NHTSA, please stop by and we can go through them together.

THANKS!

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

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



From: Landry, Mike (M.P.)
Sent: Thursday, February 20, 2020 11:02 AM
To: Itoh, Jorji (J.D.) <JITOH@ford.com>
Cc: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Subject: Follow-up from Feb 20, 2020 NHTSA/Ford MA19-025 C1A Face-to-Face Discussion

Jorji,
Here are the follow-up items I captured during the NHTSA conversation today.
(Adrian, the audio wasn't great, please fill in anything I missed or misunderstood)

NHTSA Question #1:
(I didn't capture anything)

NHTSA Question #2:
(1) Confirm we can identify the part date w/o removing latches from the vehicles?
(2) Moving forward, what will the dealer process be for latches without a "fish mouth" date stamp (as identified by NHTSA Texas clinic)?

NHTSA Question #3:
(1) Is there a time limit associated with the proposed regional program?
(2) Double check with FCSD , Safety action would include any that has ever been registered in a "hot state" (based on available records)
(3) Confirm what states are included in the "hot states"
(4) Feedback to NHTSA on prevent recurrence of latches being installed in incorrect vehicle door (as identified by NHTSA Texas clinic)
(5) For Ford use/review: sample regional program customer letter (attached)

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

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



From: Beaker, Melinda (M.)
Sent: Monday, May 11, 2020 6:19 PM
To: Willard, Jeremy (J.)
Cc: Rooker, Heather (H.R.)
Subject: RE: Ford Recall & Service - Ford Customer Service Division - FCSD - WU-005421013 - New Freeway Order

Jeremy,

Please post the document(s) to the final drive.

All documents will be provided to Renkim in the global announcement, sent after the bulletin is launched.

Regards,

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

mbeaker@ford.com

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



From: Rooker, Heather (H.R.) <hrooker@ford.com>
Sent: Monday, May 11, 2020 2:13 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>
Cc: Rooker, Heather (H.R.) <hrooker@ford.com>
Subject: FW: Ford Recall & Service - Ford Customer Service Division - FCSD - WU-005421013 - New Freeway Order

Good Afternoon-

Good news below, translation is completed for 20S15. If you could send today to Renkim, prior to data tomorrow that would be fabulous. I am happy to send if you wish. This will guarantee Friday mail completion 😊

Have a nice afternoon.

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

From: Trybulec, Arleta <Arleta.Trybulec@lionbridge.com>

Sent: Monday, May 11, 2020 2:09 PM

To: Rooker, Heather (H.R.) <hrooker@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>

Cc: Rozycki, Jan (J.) <Jan.Rozycki@lionbridge.com>; Szczepaniak, Bartosz <Bartosz.Szczepaniak@lionbridge.com>;

Nicholas, Roberta <Roberta.Nicholas@lionbridge.com>

Subject: RE: Ford Recall & Service - Ford Customer Service Division - FCSD - WU-005421013 - New Freeway Order

Hi Heather,

The translations are now available in Freeway.

Have a wonderful day as well,

Arleta

ARLETA TRYBULEC

Global Production Manager, Operations

Lionbridge

[REDACTED]

From: Rooker, Heather (H.R.) <hrooker@ford.com>

Sent: Monday, May 11, 2020 7:11 PM

To: Trybulec, Arleta <Arleta.Trybulec@lionbridge.com>; Willard, Jeremy (J.) <jwillar1@ford.com>

Cc: Rozycki, Jan <Jan.Rozycki@lionbridge.com>; Szczepaniak, Bartosz <Bartosz.Szczepaniak@lionbridge.com>; Nicholas,

Roberta <Roberta.Nicholas@lionbridge.com>

Subject: RE: Ford Recall & Service - Ford Customer Service Division - FCSD - WU-005421013 - New Freeway Order

Good Afternoon-

Thank you very much for expediting.

Have a wonderful afternoon.

Heather Rooker

Ford Motor Company

Recall & Service Programs

DSCII 775

[REDACTED]

hrooker@ford.com

From: Trybulec, Arleta <Arleta.Trybulec@lionbridge.com>

Sent: Monday, May 11, 2020 1:05 PM

To: Rooker, Heather (H.R.) <hrooker@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>

Cc: Rozycki, Jan (J.) <Jan.Rozycki@lionbridge.com>; Szczepaniak, Bartosz <Bartosz.Szczepaniak@lionbridge.com>;

Nicholas, Roberta <Roberta.Nicholas@lionbridge.com>

Subject: RE: Ford Recall & Service - Ford Customer Service Division - FCSD - WU-005421013 - New Freeway Order

Hi Heather, Jeremy,

The translation will be delivered to Freeway by your SOB tomorrow at the latest.

Best regards,
Arleta

ARLETA TRYBULEC
Global Production Manager, Operations
Lionbridge
+ [REDACTED]

From: freeway@lionbridge.com <freeway@lionbridge.com>
Sent: Monday, May 11, 2020 5:33 PM
To: Szczepaniak, Bartosz <Bartosz.Szczepaniak@lionbridge.com>
Cc: Kalinowska, Anna <anna.kalinowska@lionbridge.com>; Trybulec, Arleta <Arleta.Trybulec@lionbridge.com>;
Chomiak, Dorota <Dorota.Chomiak@lionbridge.com>; Rozycki, Jan <Jan.Rozycki@lionbridge.com>
Subject: Ford Recall & Service - Ford Customer Service Division - FCSD - WU-005421013 - New Freeway Order

LIONBRIDGE

New Order ready for production

Jeremy Willard has submitted new Order request **WU-005421013** on behalf of **Ford Recall & Service - Ford Customer Service Division - FCSD**.

They did not request a quote.

You can view the details of this order on the details page.

[Click here to view Order details](#)

Order Name:	20S15 Owner Letters
--------------------	---------------------

TMS Job Number:	--
------------------------	----

Requested Delivery By:	11 May 2020 17:00:00 UTC
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The Gemini number will be assigned to this Order when you have Confirmed Finances.

The Lionbridge Freeway Team freeway.lionbridge.com
This is an auto-email and should not be replied to directly
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LIONBRIDGE

From: Robinson, Hue (H.M.)
Sent: Thursday, March 26, 2020 12:36 PM
To: Galbraith, John (J.A.)
Cc: Dekker, Jordan (J.A.)
Subject: RE: Fusion / MKZ Latch Recall - Announced Yesterday

Yes, this one is included in the deck from yesterday. It's the first line item on slide #6.

HUE ROBINSON

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

From: Galbraith, John (J.A.) <jgalbrai@ford.com>
Sent: Thursday, March 26, 2020 7:46 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Dekker, Jordan (J.A.) <jdekker4@ford.com>
Subject: FW: Fusion / MKZ Latch Recall - Announced Yesterday

Morning Hue – do you have any info. on this one – not sure if I missed it in your deck from yesterday? Is it an extension of FSA 15S16 with Kiekert from 2015-6 for C1A latch (the article references a broken lever). Thanks.

From: Galbraith, John (J.A.)
Sent: Thursday, March 26, 2020 7:41 AM
To: Patel-Rinke, Prima (P.) <ppatelri@ford.com>; Dekker, Jordan (J.A.) <jdekker4@ford.com>
Subject: Fusion / MKZ Latch Recall - Announced Yesterday

<https://www.freep.com/story/money/cars/ford/2020/03/25/ford-recall-door-latches-fusion-lincoln-mkz-fiesta/5077815002/>

FYI, I had no line of sight from PD this FSA was coming – 268k Fusions / MKZs recalled for C1A latch. I'll get with PD.

From: Robinson, Hue (H.M.)
Sent: Tuesday, October 29, 2019 2:44 PM
To: Okeh, Christopher (C.)
Subject: RE: Fusion Latch Return

When was this latch received and reviewed at WPAC? Does Kiekert have a report for us for this latch?

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: Tuesday, October 29, 2019 10:18 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Fusion Latch Return

Attached is detailed claim sheet for the C1A Fusion latch received. Vanja picked up the latch this morning.

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

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From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, October 29, 2019 8:59 AM
To: Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Cemalovic, Vanja (V.) <vcemalo1@ford.com>
Subject: Fusion Latch Return

Can you please send me the info for the Fusion latch return you recently received? I mentioned it to Vanja too and he needs the latch so he can tear it down for us.

Thanks,

HUE ROBINSON

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

From: Itoh, Jorji (J.D.)
Sent: Tuesday, November 19, 2019 5:49 PM
To: Robinson, Hue (H.M.)
Cc: Landry, Mike (M.P.)
Subject: RE: Fusion VOQs
Attachments: MY13 Ford Fusion Latch Failures 20191119.docx

Hello Hue,

We do have more VINs in addition to more VOQs.
I've started but have been unable to complete populating the attached document.

Please see the attached.

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, November 19, 2019 12:20 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: Fusion VOQs

Hi Jorji,

From the last time we reviewed the Fusion VOQs, there were only 15 VOQs with VIN numbers. Do we have VINs now for all 65 VOQ's?

Thanks!

HUE ROBINSON

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

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Tuesday, October 8, 2019 9:00 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: Fusion VOQs

Good morning Hue,

I've downloaded the VOQs shown in the previous email.
Please see the attached.

Kind regards,

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

From: Itoh, Jorji (J.D.)
Sent: Tuesday, October 08, 2019 7:32 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: Fusion VOQs

Hello Hue,

Attached are the recent VOQ#s that NHTSA sent us.
Unfortunately, I have not downloaded the verbatims as of yet.

I'll send you an update once complete.
In the meantime, there are some VINs that NHTSA has been able to provide and their requested related info.

Kind regards,

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

Ford Fusion Latch – Working List 11-13-2019

MY13 Door Latch Failure Allegations											
No.	VOQ	VIN	Received Date	Incident Date	Production Date? (MM/DD/YY)	Included in 15V-246? (Y/N)	Included in 17V-210? (Y/N)	Was the Vehicle Fixed according to 15S16? (Y/N)	Fix Date? (if applicable, MM/DD/YY)	Alleged Scope, Remedy or Other	State
1	11269527	3FA6P0H94DR [REDACTED]	10/19/2019	[REDACTED]	04/18/2013	Y	N	Y	03/21/2016	Remedy	TX
2	11265835	3FA6P0H71DR [REDACTED]	10/03/2019	[REDACTED]	11/24/2012	Y	N	Y	02/23/2016	Remedy	GA
3	11266459	3FA6P0D97DR [REDACTED]	10/05/2019	[REDACTED]	11/30/2012	Y	N	Y	08/23/2018	Remedy	VA
4	11256505	3FA6P0HR1DR [REDACTED]	09/18/2019	[REDACTED]	11/10/12	Y	N	Y	09/26/17	Remedy	NC
5	11255187	3FA6P0H75DR [REDACTED]	09/12/2019	[REDACTED]	11/17/12	Y	N	Y	03/18/16	TBD	KY
6	11241022	3FA6P0HR1DR [REDACTED]	08/01/2019	[REDACTED]	09/26/12	Y	N	Y	11/27/15	Scope	IA
7	11232953	3FA6P0H75DR [REDACTED]	07/17/2019	[REDACTED]	05/08/13	Y	N	Y	05/01/17	Scope	TN
8	11219251	Requested	06/11/2019							Remedy	MO
9	11210633	Requested	05/29/2019							Scope	GA
10	11196057	Requested	04/13/2019							TBD	GA
11	11162882	Requested	12/21/2018							Remedy	TX
12	11154174	Requested	11/27/2018							Scope	SC
13	11142327	Requested	10/24/2018							Remedy	KY
14	11121776	Requested	08/22/2018							TBD	AL
15	11110462	Requested	07/10/2018							Remedy	KY
16	11104227	Requested	06/27/2018							Scope	CA
17	11064678	Requested	01/24/2018							Remedy	LA
18	11046980	Requested	11/17/2017							Remedy	CA
19	11033568	Requested	02/06/2018							Remedy	AZ
20	11030865	Requested	10/02/2017							Remedy	VA
21	11005972	Requested	07/17/2017							Scope	MO
22	11005882	Requested	07/17/2017							Remedy	IN
23	10995226	3FA6P0H91DR [REDACTED]	06/14/2017	[REDACTED]						Remedy	TX
24											
25											
26											
27											
28											

29											
30											
MY13 Door Latch Failure Allegations with Door(s) Opening Unintended While Vehicle in Motion											
No.	VOQ	VIN	Received Date	Incident Date	Production Date? (MM/DD/YY)	Included in 15V-246? (Y/N)	Included in 17V-210? (Y/N)	Was the Vehicle Fixed according to 15S16? (Y/N)	Fix Date? (if applicable, MM/DD/YY)	Alleged Scope, Remedy or Other	State
1	11268995	3FA6P0HR2DR111555	10/16/2019		03/19/2013	Y	N	Y	07/08/2016	Scope	OH
2	11268416	3FA6P0K92DR111555	10/14/2019		04/13/2013	Y	N	Y	04/26/2017	TBD	MD
3	11268297	3FA6P0LU7DR211555	10/14/2019		01/28/2013	Y	N	Y	07/19/2016	Scope	NC
4	11257827	3FA6P0H78DR111555	09/24/2019		09/21/12	Y	N	Y	03/31/17	Remedy	MS
5	11254659	3FA6P0H77DR111555	09/11/2019		09/14/12	Y	N	Y	01/11/16	Scope	TN
6	11246005	3FA6P0HR5DR111555	08/23/2019		11/21/12	Y	N	Y	02/15/16	Remedy	NE
7	11245549	3FA6P0K98DR111555	08/21/2019		10/02/12	Y	N	Y	01/09/18	Remedy	PA
8	11243246	3FA6P0H73DR111555	08/12/2019		12/14/12	Y	N	Y	03/19/16	Remedy	GA
9	11242379	3FA6P0HR8DR111555	08/07/2019		01/04/13	Y	N	Y	06/11/18	Remedy	NC
10	11240698	3FA6P0HR4DR111555	07/30/2019		11/20/12	Y	N	Y	02/19/18	TBD	VA
11	11240352	3FA6P0LU8DR111555	07/29/2019		02/06/13	Y	N	Y	08/10/17	Remedy	MD
12	11240361	3FA6P0HR5DR111555	07/29/2019		10/02/12	Y	N	Y	08/31/18	Remedy	MA
13	11240296	3FA6P0HR3DR111555	07/29/2019		10/31/12	Y	N	Y	01/06/16	TBD	GA
14	11233106	3FA6P0HR4DR111555	07/18/2019							TBD	SC
15	11231931	3FA6P0K91DR111555	07/15/2019		11/08/12	Y	N	Y	11/18/15	Remedy	KS
16	11228552	Requested	06/30/2019							TBD	MI
17	11206507	Requested	05/09/2019							Scope	TX
18	11204019	Requested	04/26/2019							TBD	MD
19	11193224	Requested	04/01/2019							Remedy	TX
20	11186619	Requested	03/13/2019							TBD	CA
21	11174466	Requested	02/05/2019							TBD	FL
22	11165554	Requested	01/04/2019							TBD	NJ
23	11161932	Requested	12/17/2018							Scope	FL
24	11144146	Requested	10/30/2018							Recall Exp.	TX
25	11123409	Requested	08/30/2018							Remedy	GA
26	11122241	Requested	08/24/2018							Remedy	FL
27	11114619	Requested	07/30/2018							Remedy	PA
28	11111507	3FA6P0HRXDR111555	07/16/2018		03/15/2013				02/25/2016	Scope	MS

29	11110706	Requested	07/11/2018							Remedy	FL
30	11110155	Requested	07/09/2018							TBD	MA
31	11105213	3FA6P0K9XDR	07/02/2018		06/28/13	Y	N	Y	11/01/16	TBD	GA
32	11103085	Requested	06/21/2018							Scope	MD
33	11097174	Requested	05/22/2018							Recall Notify	GA
34	11033325	Requested	10/14/2017							Scope	TX
35	11023308	Requested	09/13/2017							Remedy	IN
36	11019391	Requested	08/24/2017							Remedy	SC
37	11018911	Requested	08/22/2017							Remedy	CA
38	11016443	Requested	08/21/2017							TBD	TX
39	11013999	Requested	08/09/2017							Scope	GA
40	11011218	Requested	07/28/2017							Scope	TX
41	11002377	Requested	06/29/2017							Scope	VA
42	10971872	Requested	04/11/2017								
43	10971906	3FA6P0H70DR	04/11/2017		06/28/13	Y	N	Y	04/25/17		
44	10969526	Requested	03/30/2017								
45	10967043	Requested	03/19/2017								
46	10965935	Requested	03/14/2017								

MY14 Door Latch Failure Allegations, Including Door(s) Opening Unintended While Vehicle in Motion											
No.	VOQ	VIN	Received Date	Incident Date	Production Date? (MM/DD/YY)	Included in 15V-246? (Y/N)	Included in 17V-210? (Y/N)	Was the Vehicle Fixed according to 15S16? (Y/N)	Fix Date? (if applicable, MM/DD/YY)	Alleged Scope, Remedy or Other	State
1	11278552	3FA6P0H74ER	11/6/2019		05/24/2014				Out of Scope	Scope	CA
2	11271749	Requesting	10/29/2019							TBD	NM
3	11268362	3FA6P0H72ER	10/14/2019							Scope	TX
4	11266107	3FA6P0H7XER	10/4/2019							TBD	CO
5	11266428	3FA6P0K90ER	10/4/2019							TBD	AZ
6	11259118	3FA6P0HD8ER	9/30/2019							TBD	TX
7	11256430	3FA6P0G75ER	9/18/2019							TBD	CA
8	11253159	3FA6P0LUXER	9/4/2019							TBD	AZ
9	11252300	3FA6P0HDXER	8/29/2019							TBD	AZ
10	11246009	3FA6P0G79ER	8/23/2019							TBD	VA

11	11246029	3FA6POH74ER35546	8/23/2019							TBD	NV
12	11245859	3FA6POH70ER345566	8/22/2019							TBD	AZ
13	11245316	3FA6POG75ER	8/20/2019							TBD	CA
14	11244257	3FA6POH73ER	8/15/2019							TBD	AZ
15	11233716	Requesting	7/21/2019							TBD	
16	11230426	Requesting	7/9/2019							TBD	
17	11230092	Requesting	7/8/2019							TBD	
18	11223154	Requesting	6/28/2019							TBD	
19	11220536	Requesting	6/17/2019							TBD	
20	11220591	Requesting	6/17/2019							TBD	
21	11220193	Requesting	6/14/2019							TBD	
22	11219501	Requesting	6/12/2019							TBD	
23	11218065	Requesting	6/5/2019							TBD	
24	11217500	Requesting	6/3/2019							TBD	
25	11210568	Requesting	5/29/2019							TBD	
26	11205013	Requesting	5/1/2019							TBD	
27	11197348	Requesting	4/19/2019							TBD	
28	11195269	Requesting	4/9/2019							TBD	
29	11190876	Requesting	3/22/2019							TBD	
30	11153083	Requesting	11/21/2018							TBD	
31	11152515	Requesting	11/19/2018							TBD	
32	11132966	Requesting	10/2/2018							TBD	
33	11132369	Requesting	9/30/2018							TBD	
34	11131930	Requesting	9/27/2018							TBD	
35	11124295	Requesting	9/4/2018							TBD	
36	11123590	Requesting	8/30/2018							TBD	
37	11123250	Requesting	8/29/2018							TBD	
38	11118380	Requesting	8/7/2018							TBD	
39	11103552	Requesting	6/23/2018							TBD	
40	11088626	Requesting	4/17/2018							TBD	
41	11020332	Requesting	8/29/2017							TBD	
42	11015973	Requesting	8/17/2017							TBD	
43	10994335	Requesting	6/11/2017							TBD	

Notes:

- VOQs are an active list of latching issues. VOQs may become strikethrough (~~1234~~) due to incident falling outside window, assisting in tracking data and trends.
- Yellow highlighted cells indicate the consumer has opted to share VIN
- Orange highlighted cells indicate where NHTSA/VRTC has received the failed latch mentioned in the description

From: Robinson, Hue (H.M.)
Sent: Monday, March 2, 2020 9:48 PM
To: Rabourn, Todd (T.R.); Hansen, Thayne (T.)
Cc: Gwaltney, Kate (K.E.)
Subject: RE: Incomplete Recall Repair Dealers
Attachments: RE: Part Return Information

The dealer name is listed in the history column. I have not had a chance to review this file since mid-February due to other CCRG/TRG topics.

HUE ROBINSON

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

From: Rabourn, Todd (T.R.) <trabourn@ford.com>
Sent: Monday, March 2, 2020 4:15 PM
To: Hansen, Thayne (T.) <thansen1@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Gwaltney, Kate (K.E.) <kborgma1@ford.com>
Subject: RE: Incomplete Recall Repair Dealers

Hue,
Can you share the latest list of dealers that you have? Thanks.

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Sunday, March 01, 2020 8:36 PM
To: Rabourn, Todd (T.R.) <trabourn@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Gwaltney, Kate (K.E.) <kborgma1@ford.com>
Subject: RE: Incomplete Recall Repair Dealers

Non C1A that I am aware of:

- Allan Vigil
- Broadway
- Dahl

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

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

Sent: Friday, February 28, 2020 7:12 AM

To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>

Cc: Gwaltney, Kate (K.E.) <kborgma1@ford.com>

Subject: Incomplete Recall Repair Dealers

Hue and Thayne,

I want to confirm which dealers we have identified with incomplete recall repairs that have been claimed. Hue can you send Kate and I the latest list from the C1A inquiries?

Thayne,

Are there any others outside of C1A that we are not already engaged in discussions?

Thanks.

Todd Rabourn

Field Operations Manager

Cell Phone – [REDACTED]

Email: trabourn@ford.com

