

From: Robinson, Hue (H.M.)
Sent: Tuesday, February 18, 2020 6:12 PM
To: Rabourn, Todd (T.R.); Itoh, Jorji (J.D.)
Subject: RE: Part Return Information

Here's the list of repeat repairs from our parts return review. There are a total of 27 VINs that fall into this category. Shown below is also a cumulative list of all parts/VINs that the team has reviewed, a total of 563 VINs. This would include all programs receiving C1A latches and Ranger in South America that were sent back to the team from Ford of Australia. Sorry I couldn't send you the actual Excel file, it's way too large but wanted to get this info to you quickly.

Total VINs:	563	15	3%	#1-Out of scope, latches post recall build date range
		27	5%	#2a-Repeat repairs after performing recall w/ latch original date
		449	80%	#2b-Original recall performed
		52	9%	Different failure mode
		20	4%	Unassessed

9 of 15 VINs
Africa.

Count	Source	Supplier	Vehicle Line	Vin#	Vehicle Built Date	Latch built/Julian Date	Recent Repair Date	State	Customer
1	WPAC	Kiekert	Fusion	3FA6P0H76DR [REDACTED]	2/11/2013	1/23/2013	9/26/2019	MA	RF door w
2	WPAC	Kiekert			2/11/2013	1/25/2013	11/22/2019	MA	Latch rep
3	WPAC	Kiekert			2/11/2013	1/17/2013	11/22/2019	MA	Latch replacem
4	WPAC	Kiekert			2/11/2013	9/9/2017	11/22/2019	MA	Latch replacem
6	WPAC	Kiekert	Fusion	3FA6P0HRXDR [REDACTED]	1/13/2013	12/19/2012	9/20/2019	MD	Right rear c close
12	WPAC	Kiekert	Fusion	3FA6P0H74ER [REDACTED]	9/10/2013	8/27/2013	10/11/2019	TN	Right Rear close
36	CRC	Kiekert	Fiesta	3FADP4BJ8BM [REDACTED]	9/15/2010	1/23/2010	10/30/2019	NC	Right Rear close
40	WPAC	Kiekert	Fusion	3FA6P0H75DR [REDACTED]	10/2/2012	9/12/2012	10/7/2019	MD	RF door wo

357	WPAC	Brose	Focus	1FADP3F24DL [REDACTED]	12/14/2012	10/26/2012	12/14/2019	FL	16S
358	WPAC	Brose	Focus		12/14/2012	10/20/2012	12/14/2019	FL	16S
359	WPAC	Brose	Focus		12/14/2012	12/3/2012	12/14/2019	FL	16S
360	WPAC	Brose	Focus		12/14/2012	11/28/2012	12/14/2019	FL	16S
418	WPAC	Kiekert	Fusion	3FA6P0HR7DR [REDACTED]	4/10/2013	3/25/2013	10/26/2019	TN	RF door w
419	WPAC	Kiekert	Fusion	3FA6P0HR8DR [REDACTED]	10/2/2012	8/31/2012	10/31/2019	FL	LF door w
1123	WPAC	Kiekert	Fusion	3FA6P0H74ER [REDACTED]	8/2/2013	7/18/2013	9/4/2019	TX	RF doc latch/
1176	WPAC	Kiekert	Fusion	3FA6P0HR1DR [REDACTED]	10/26/2012	6/22/2013	10/21/2019	TN	LF door w
1184	WPAC	Brose	Focus	1FADP3K21DL [REDACTED]	6/9/2013	5/25/2013	11/7/2019	AZ	Both Fro won't
1185	WPAC				6/9/2013	5/2/2012	11/7/2019	AZ	LF door w
1190	WPAC	Brose	Focus	1FADP3F22EL [REDACTED]	10/3/2014	9/9/2014	11/27/2019	CA	RR door v
1191	WPAC	Brose	Focus	1FAHP3F21CL [REDACTED]	5/8/2012	4/29/2012	12/4/2019	NV	LR door w
1192	WPAC	Brose	Focus	1FAHP3N22CL [REDACTED]	7/10/2012	6/26/2012	11/6/2019	TX	RR door w
1281	NHTSA 11297089	Kiekert	Fiesta	3FADP4EJ5CM [REDACTED]	2/10/2012	2/3/2012	12/24/2019	OH	
1282	NHTSA 11297089	Kiekert	Fiesta		2/10/2012	2/8/2012	12/24/2019		

1283	NHTSA 11297089	Kiekert	Fiesta		2/10/2012	TBD	12/24/2019		
1284	NHTSA 11297089	Kiekert	Fiesta		2/10/2012	2/2/2012	12/24/2019		
1285	NHTSA 11288232	Kiekert	Fiesta	3FADP4BJ2DM [REDACTED]	6/28/2012	7/19/2017	10/18/2018	LA	OW
1286	NHTSA 11288232	Kiekert	Fiesta		6/28/2012	6/22/2012	10/18/2018		
1287	NHTSA 11288232	Kiekert	Fiesta		6/28/2012	7/18/2014	10/18/2018		
1288	NHTSA 11288232	Kiekert	Fiesta		6/28/2012	7/10/2017	10/18/2018		
1293	NHTSA 11290646	Kiekert	Fusion	3FA6P0HRXDR [REDACTED]	12/1/2012	11/21/2012	12/21/2019	PA	
1294	NHTSA 11290646	Kiekert	Fusion		12/1/2012	11/20/2012	12/21/2019		
1295	NHTSA 11290646	Kiekert	Fusion		12/1/2012	11/14/2012	12/21/2019		
1296	NHTSA 11290646	Kiekert	Fusion		12/1/2012	8/14/2015	12/21/2019		
1301	NHTSA 11269527	Kiekert	Fusion	3FA6P0H94DR [REDACTED]	4/18/2013	TBD	10/18/2019	TX	
1302	NHTSA 11269527	Kiekert	Fusion		4/18/2013	4/9/2013	10/18/2019		
1303	NHTSA 11269527	Kiekert	Fusion		4/18/2013	4/5/2013	10/18/2019		
1304	NHTSA 11269527	Kiekert	Fusion		4/18/2013	9/7/2017	10/18/2019		
1305	NHTSA 11265835	Kiekert	Fusion	3FA6P0H71DR [REDACTED]	11/1/2012	10/16/2012	10/2/2019	GA	
1306	NHTSA 11265835	Kiekert	Fusion		11/1/2012	11/18/2015	10/2/2019		
1307	NHTSA 11265835	Kiekert	Fusion		11/1/2012	TBD	10/2/2019		
1308	NHTSA 11265835	Kiekert	Fusion		11/1/2012	11/12/2015	10/2/2019		
1313	NHTSA 11255187	Kiekert	Fusion	3FA6P0H75DR [REDACTED]	11/17/2012	4/24/2019	9/12/2019	KY	
1314	NHTSA 11255187	Kiekert	Fusion		11/17/2012	11/8/2012	9/12/2019		
1315	NHTSA 11255187	Kiekert	Fusion		11/17/2012	11/9/2012	9/12/2019		
1316	NHTSA 11255187	Kiekert	Fusion		11/17/2012	8/14/2015	9/12/2019		
1317	NHTSA 11240352	Kiekert	Fusion	3FA6P0LU8DR [REDACTED]	2/6/2013	1/21/2013	7/15/2019	MD	OW
1318	NHTSA 11240352	Kiekert	Fusion		2/6/2013	1/24/2013	7/15/2019		
1319	NHTSA 11240352	Kiekert	Fusion		2/6/2013	1/25/2013	7/15/2019		
1320	NHTSA 11240352	Kiekert	Fusion		2/6/2013	8/14/2013	7/15/2019		
1321	NHTSA 11232953	Kiekert	Fusion	3FA6P0H75DR [REDACTED]	5/8/2013	TBD	7/14/2019	TN	

1322	NHTSA 11232953	Kiekert	Fusion		5/8/2013	9/21/2016	7/14/2019		
1323	NHTSA 11232953	Kiekert	Fusion		5/8/2013	8/14/2015	7/14/2019		
1324	NHTSA 11232953	Kiekert	Fusion		5/8/2013	6/25/2016	7/14/2019		
1325	NHTSA 11111507	Kiekert	Fusion	3FA6P0HRXDR [REDACTED]	3/15/2013	3/2/2013	7/13/2018	MS	OW
1326	NHTSA 11111507	Kiekert	Fusion		3/15/2013	2/26/2013	7/13/2018		
1327	NHTSA 11111507	Kiekert	Fusion		3/15/2013	TBD	7/13/2018		
1328	NHTSA 11111507	Kiekert	Fusion		3/15/2013	10/6/2014	7/13/2018		
1329	NHTSA 11005057	Kiekert	MKZ	3LN6L2GK2DR [REDACTED]	4/17/2013	4/3/2013	7/4/2017	GA	
1330	NHTSA 11005057	Kiekert	MKZ		4/17/2013	4/4/2013	7/4/2017		
1331	NHTSA 11005057	Kiekert	MKZ		4/17/2013	4/1/2013	7/4/2017		
1332	NHTSA 11005057	Kiekert	MKZ		4/17/2013	5/17/2017	7/4/2017		
1605	WPAC	Kiekert	Fusion	3FA6P0K90DR [REDACTED]	9/12/2012	9/7/2012	1/2/2020	KY	Door wo
1750	WPAC	Brose	Focus	1FAHP3F2XCL [REDACTED]	12/9/2011	11/18/2011	11/9/2019	NM	16S
1752	WPAC	Kiekert	Focus		12/9/2011	9/24/2017	11/9/2019	NM	16S
1753	WPAC	Kiekert	Focus		12/9/2011	10/15/2017	11/9/2019	NM	16S
1754	WPAC	Kiekert	Focus		12/9/2011	10/5/2017	11/9/2019	NM	16S
1775	NHTSA 11300736	Kiekert	Fusion	3FA6P0LU1DR [REDACTED]	2/12/2013	11/13/2018	1/19/2020	AZ	
1776	NHTSA 11300736	Kiekert	Fusion		2/12/2013	10/30/2012	1/19/2020	AZ	
1777	NHTSA 11300736	Kiekert	Fusion		2/12/2013	1/24/2013	1/19/2020	AZ	
1778	NHTSA 11300736	Kiekert	Fusion		2/12/2013	9/1/2015	1/19/2020	AZ	

HUE ROBINSON

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

From: Robinson, Hue (H.M.)
Sent: Wednesday, February 5, 2020 8:16 AM
To: Rabourn, Todd (T.R.) <trabourn@ford.com>
Cc: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: Part Return Information

Hi Todd,

I noticed there was an error on count 40 (column A) or Excel row 47, should be "Y" for column M. This would give us the 27 number that's shown at the top. Of the 27, 16 are internal assessments via WPAC and 11 are from NHTSA based on latch Julian date code that they have supplied to us.

Thanks,

HUE ROBINSON

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

From: Rabourn, Todd (T.R.) <trabourn@ford.com>
Sent: Wednesday, February 5, 2020 8:01 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: Part Return Information

Good morning Hue,
Trying to determine how many parts that we have confirmed were not repaired came back from NHTSA and how many we identified through our processes.

There are 26 VINS highlighted in yellow. 15 look to be internal processes. Are we really up to 11 that NHTSA has identified?

Thanks.

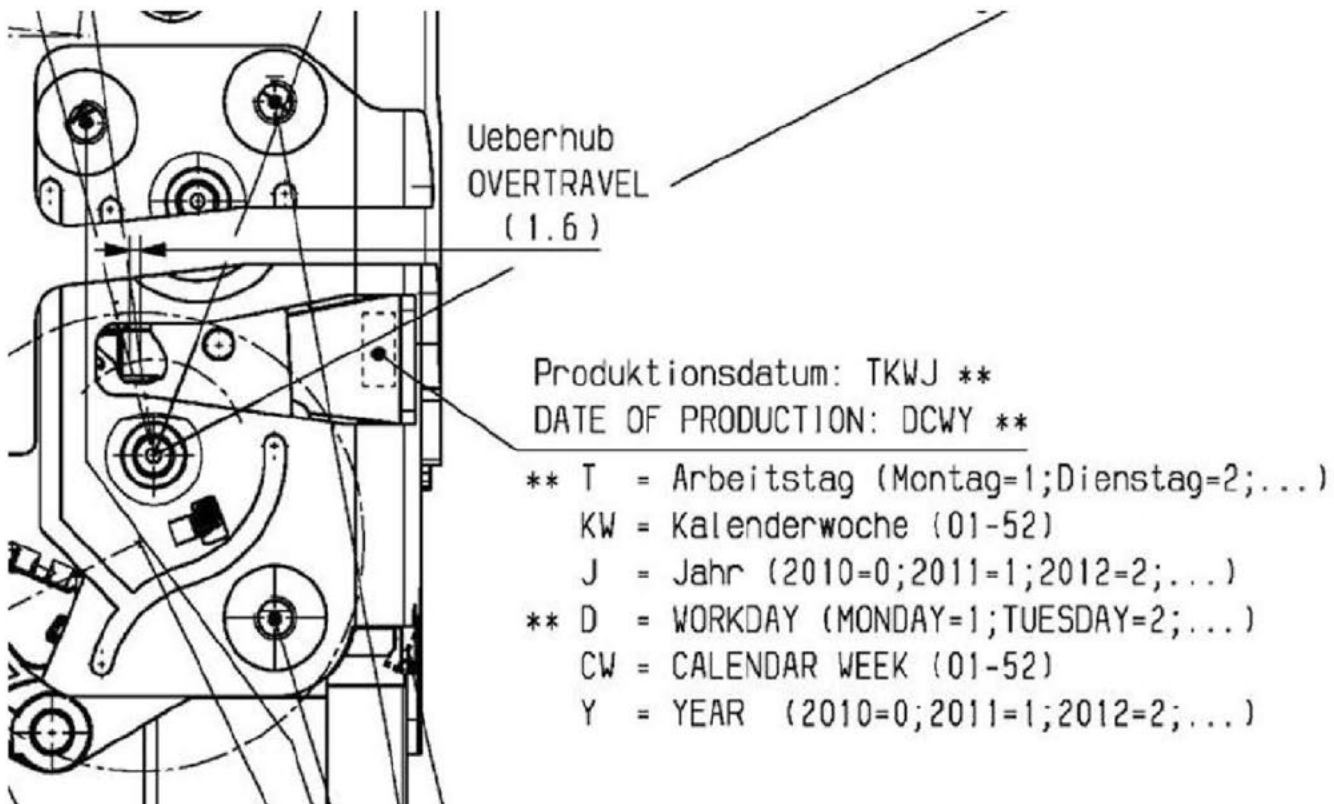
Sorted file attached... I deleted the tabs with the pictures so the file size is significantly reduced for the purpose of this discussion.

Todd Rabourn
Field Operations Manager
Cell Phone - [REDACTED]
Email: trabourn@ford.com



From: Robinson, Hue (H.M.)
Sent: Thursday, January 9, 2020 8:41 PM
To: Itoh, Jorji (J.D.)
Subject: RE: Kiekert Date Code - Request

Here's the decipher for the Brose parts but no slashes and no letters.



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: Thursday, January 9, 2020 1:07 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Kiekert Date Code - Request

Hue,

Could the part with a 12/1C5 code be a Brose latch?

Jorji D. Itoh
Production Vehicle Safety
Automotive Safety Office
330 Town Center Drive

From: Latimer, Ron <Ron.Latimer@kiekert.com>

Sent: Thursday, January 09, 2020 9:16 AM

To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Mullins, Ernie <Ernie.Mullins@kiekert.com>

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

Subject: RE: Kiekert Date Code - Request

Hello Hue, Jorji

First my apologies for any confusion regarding the C1A date codes. The date code methodology was sent to me from our 3 global Kiekert MFG facilities! If you have a photo to share or could take a clear photo that would be very helpful. For the date code of (1601D4) it should be = 1/16/14 and for the second code (12/1C5) I have never seen a back slash etch in the date code before ?? Not say it isn't there! This is why a photo would be extremely helpful for us. Again thank you in advance!

Best Regards

Ron Latimer
Warranty Engineer
Kiekert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States
T: + [REDACTED]
M: + [REDACTED]
F: +1 248 960 5390

Ron.Latimer@kiekert.com

www.kiekert.com

kiekert

TECHNOLOGY THAT LEADS

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

Sent: Thursday, January 9, 2020 8:58 AM

To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Mullins, Ernie <Ernie.Mullins@kiekert.com>; Latimer, Ron <Ron.Latimer@kiekert.com>

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

Subject: RE: Kiekert Date Code - Request

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

Jorji – when you say (resin) I think plastic. The fishmouth date code area should be a metal stamping.

HUE ROBINSON

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

[\[REDACTED\]@vtext.com](mailto:[REDACTED]@vtext.com)

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Thursday, January 9, 2020 8:53 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Mullins, Ernie <Ernie.Mullins@kiekert.com>; Latimer, Ron <Ron.Latimer@kiekert.com>
Cc: Okeh, Christopher (C.) <cokeh@ford.com>
Subject: RE: Kiekert Date Code - Request

Hue,

I've confirmed; these codes were located in the fishmouth area (resin).

Kind regards,

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: Thursday, January 09, 2020 8:19 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Mullins, Ernie <Ernie.Mullins@kiekert.com>; Latimer, Ron <Ron.Latimer@kiekert.com>
Cc: Okeh, Christopher (C.) <cokeh@ford.com>
Subject: RE: Kiekert Date Code - Request

Hi Jorji – Ron had sent me some info yesterday but it doesn't make sense to me. Can you please confirm the digits you sent below are in the fishmouth area or the metal stamped part within the door latch opening?

Ron – based on the info you sent me, it looks to be a KCC no. but it doesn't align with the decoder. Jorji is looking for a decoder for "1601D4" or "12/1C5" and that doesn't fall into the decoder below.



HUE ROBINSON

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

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Wednesday, January 8, 2020 3:54 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Mullins, Ernie <Ernie.Mullins@kiekert.com>; Latimer, Ron

<Ron.Latimer@kiekert.com>

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

Subject: RE: Kiekert Date Code - Request

Hello All,

Any progress on this request?

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, January 07, 2020 3:59 PM

To: Mullins, Ernie <Ernie.Mullins@kiekert.com>; Latimer, Ron <Ron.Latimer@kiekert.com>

Cc: Itoh, Jorji (J.D.) <jitoh@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>

Subject: RE: Kiekert Date Code - Request

Ernie/Ron,

Can you please decode the dates below?

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, January 7, 2020 3:49 PM

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

Subject: Kiekert Date Code - Request

Hue,

Can Kiekert provide a decoder that would help with "1601D4" or "12/1C5"?

Thanks!

Jorji D. Itoh

Production Vehicle Safety

Automotive Safety Office

330 Town Center Drive

Dearborn, MI 48126

Phone: [REDACTED]

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

T: [REDACTED] 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: Robinson, Hue (H.M.)
Sent: Thursday, January 9, 2020 10:17 PM
To: Itoh, Jorji (J.D.)
Subject: RE: Kiekert Date Code - Request

See Kiekert's note below for more info of date code. If we assume that the "/" = "1" (since there should not be any kind of slash in the date code) then "12/1C5" = "1211C5", that would mean that the date would be November 12, 2015. But we would need to confirm the "/" with NHTSA...

HUE ROBINSON

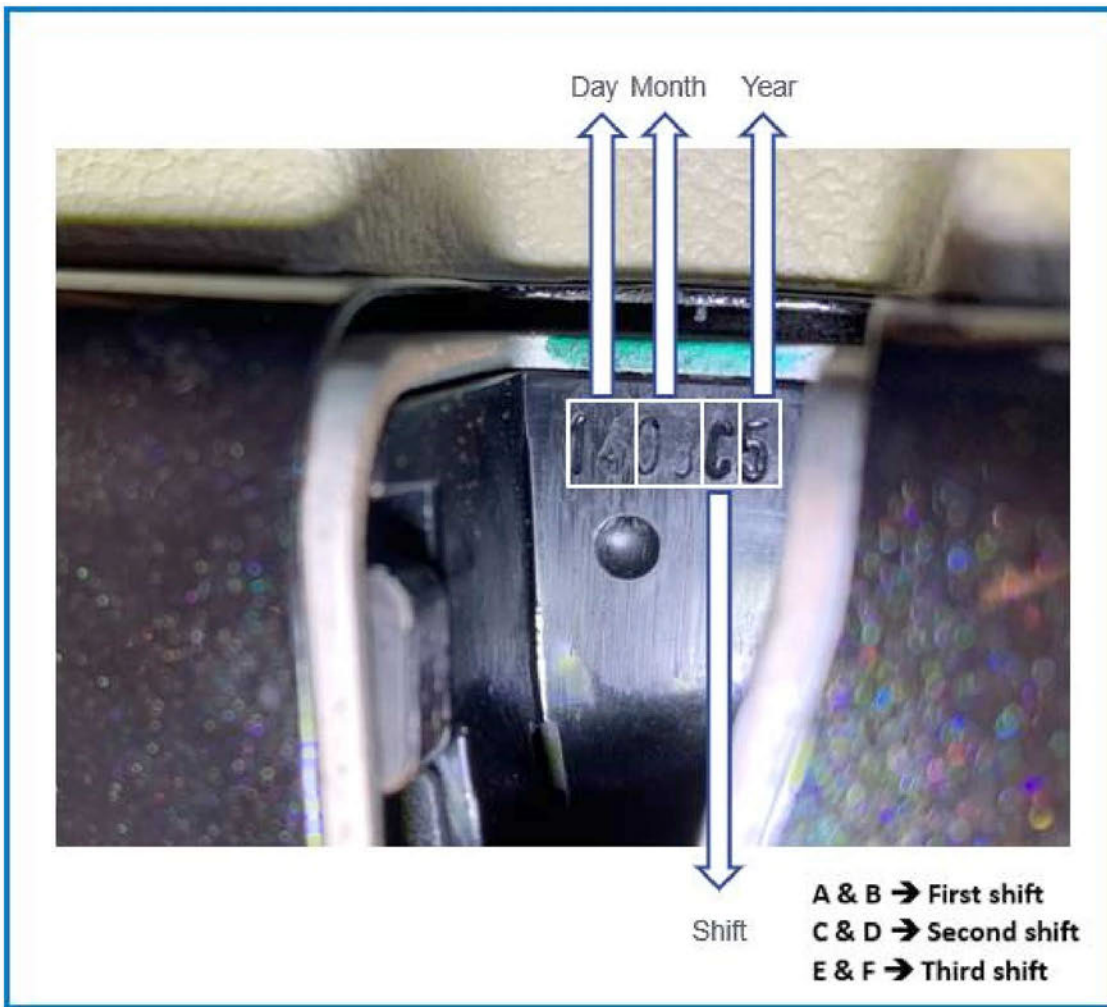
Ford Motor Co. | HLM Campaign Prevent/Quality Manager | mobile: [REDACTED] | text page: [REDACTED]
[REDACTED]@vtext.com

From: Latimer, Ron <Ron.Latimer@kiekert.com>
Sent: Thursday, January 9, 2020 4:35 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Mullins, Ernie <Ernie.Mullins@kiekert.com>
Subject: RE: Kiekert Date Code - Request

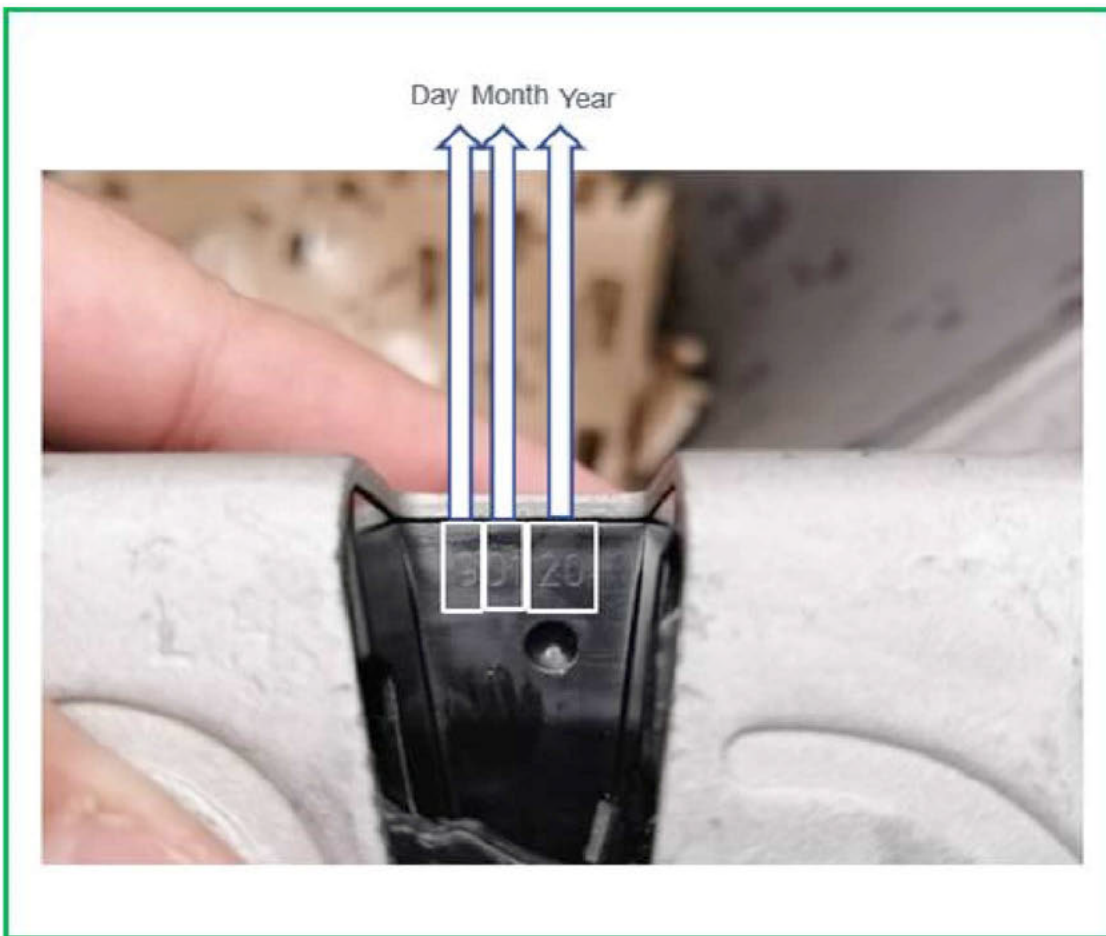
Hello Hue

Today I was able to find out some additional information regarding Kiekert Mexico - C1A Date Coding Methodology. Kiekert Mexico Facility has an Automated C1A Assembly line and a Manual C1A Assembly line. For the Kiekert Mexico Manual C1A Assembly Line - The Date Codes contain a letter for the shift ([See Photo Below](#)). For the Kiekert Mexico Automated C1A Assembly Line – The Date Codes **do not** contain a letter for the shift ([See Photo Below](#)). Hope this information is Helpful. Again my apologies for some of the confusion regarding C1A date codes.

[Kiekert Mexico Manual Assembly Line – C1A \(Stamped\)](#)



Kiekert Mexico Automated Assembly Line – C1A (Laser)



Best Regards!

Ron Latimer
Warranty Engineer
Kiekert USA, Inc.
46941 Liberty Drive
Wixom, MI 48393 United States

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M: [REDACTED]

F: +1 248 960 5390

Ron.Latimer@kiekert.com

www.kiekert.com

kiekert

TECHNOLOGY THAT LEADS

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

Sent: Thursday, January 9, 2020 8:58 AM

To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Mullins, Ernie <Ernie.Mullins@kiekert.com>; Latimer, Ron <Ron.Latimer@kiekert.com>

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

Subject: RE: Kiekert Date Code - Request

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Jorji – when you say (resin) I think plastic. The fishmouth date code area should be a metal stamping.

HUE ROBINSON

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

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Thursday, January 9, 2020 8:53 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Mullins, Ernie <Ernie.Mullins@kiekert.com>; Latimer, Ron <Ron.Latimer@kiekert.com>
Cc: Okeh, Christopher (C.) <cokeh@ford.com>
Subject: RE: Kiekert Date Code - Request

Hue,

I've confirmed; these codes were located in the fishmouth area (resin).

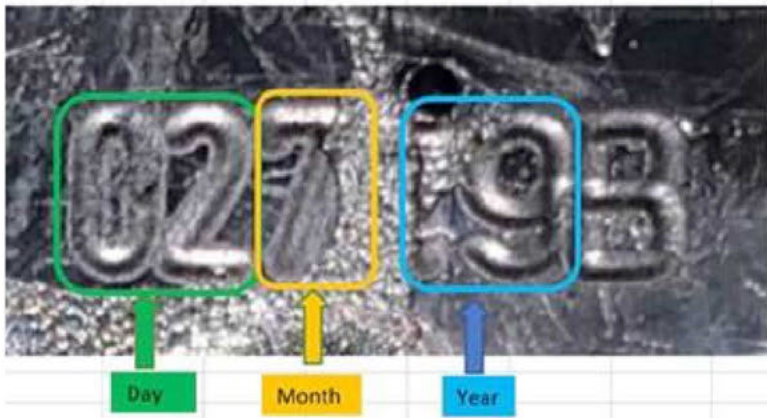
Kind regards,

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: Thursday, January 09, 2020 8:19 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Mullins, Ernie <Ernie.Mullins@kiekert.com>; Latimer, Ron <Ron.Latimer@kiekert.com>
Cc: Okeh, Christopher (C.) <cokeh@ford.com>
Subject: RE: Kiekert Date Code - Request

Hi Jorji – Ron had sent me some info yesterday but it doesn't make sense to me. Can you please confirm the digits you sent below are in the fishmouth area or the metal stamped part within the door latch opening?

Ron – based on the info you sent me, it looks to be a KCC no. but it doesn't align with the decoder. Jorji is looking for a decoder for "1601D4" or "12/1C5" and that doesn't fall into the decoder below.



Month	Code
Jan	1
Feb	2
Mar	3
Apr	4
May	5
Jun	6
Jul	7
Aug	8
Sep	9
Oct	A
Nov	B
Dec	C

HUE ROBINSON

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

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Wednesday, January 8, 2020 3:54 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Mullins, Ernie <Ernie.Mullins@kiekert.com>; Latimer, Ron <Ron.Latimer@kiekert.com>
Cc: Okeh, Christopher (C.) <cokeh@ford.com>
Subject: RE: Kiekert Date Code - Request

Hello All,

Any progress on this request?

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, January 07, 2020 3:59 PM
To: Mullins, Ernie <Ernie.Mullins@kiekert.com>; Latimer, Ron <Ron.Latimer@kiekert.com>
Cc: Itoh, Jorji (J.D.) <jitoh@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>
Subject: RE: Kiekert Date Code - Request

Ernie/Ron,

Can you please decode the dates below?

Thanks,

HUE ROBINSON

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

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Sent: Tuesday, January 7, 2020 3:49 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: Kiekert Date Code - Request

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Can Kiekert provide a decoder that would help with "1601D4" or "12/1C5"?

Thanks!

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

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

T: ██████████; 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: Robinson, Hue (H.M.)
Sent: Thursday, December 5, 2019 12:30 PM
To: Itoh, Jorji (J.D.)
Subject: RE: Kiekert Decoder
Attachments: C1A Latch Date Instructions.pdf

Here you go. I didn't realize you were waiting for it because I had this done a few weeks ago. This is what we are going to use for the clinic.

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: Wednesday, December 4, 2019 6:15 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: Kiekert Decoder

Hello Hue,

Thanks for presenting today. I hope you feel it went well.

I received a request from NHTSA requesting a timeline for when we can provide the Kiekert decoder for the portion of the latch that is viewable from outside the door.

We've already discussed with them the YYMMDD, but they are requesting the decoder for the latches that have letters and symbols (/).

Do you have anything you can share or a timeline on when Kiekert can provide this?

Kind regards,

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

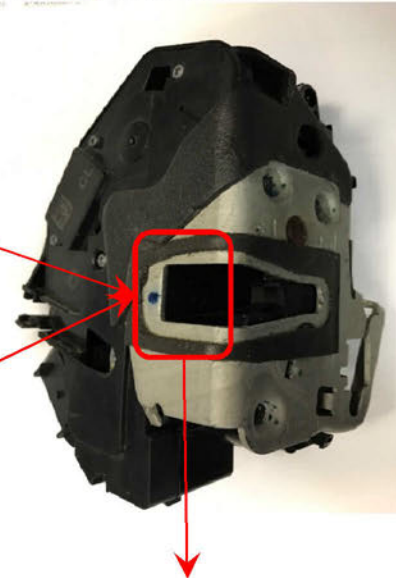
C1A Latch Date Code Instructions

2010-2017 Ford Fiesta - Front Left (Driver) Door

Area circled in **blue** is called the fishmouth area.



Latch shown below (behind fishmouth)
Area in **red** is location of latch date code.



2013-2014 Ford Fusion - Front Right (Passenger) Door

Area circled in **blue** is called the fishmouth area.



"191212"



"2301C3"



Latch date code STAMPED in the fishmouth area:

- Record 6 digits exactly as noted by stamping in fishmouth area.
- Record for ALL doors and note which door for each stamping.
- 6 digits --> DDMMYY
- At some point of production, supplier was inconsistent with date code.
- If there is a letter in the 6 digits, record as is & Engineering will need to confirm date with the supplier.

From: Itoh, Jorji (J.D.)
Sent: Monday, April 20, 2020 6:04 PM
To: Harrier, Nathan (N.)
Subject: RE: Latch Decoder

Nathan,

Thank you! Super helpful.
I'll get these to the supplier.

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: Monday, April 20, 2020 8:42 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: RE: Latch Decoder

Good Morning Jorji,

I went through and uploaded the photos for the door latches in question to my SharePoint sight
<https://mss.spt.ford.com/sites/airbagoutreach/Shared%20Documents/C1A%20Door%20Latch%20Photos>
I did go through each photo, a couple of them are a bit questionable due to the quality of the engraving but the rest of them all match what was entered in the report.

Let me know if you need anything else.

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



From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Friday, April 17, 2020 9:20 AM
To: Harrier, Nathan (N.) <nharrier@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: FW: Latch Decoder

Good morning Nathan,

The supplier is not aware of these types of latch codes (highlighted yellow in the chart below).
Can you provide the pictures for each of these to support our conversation?

Kind regards,

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

From: Itoh, Jorji (J.D.)
Sent: Saturday, March 28, 2020 10:52 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Latch Decoder

Hue,

We have found quite a few more of these latch codes that we had previously thought may be typos.
Can you please work with Kiekert and/or Brose to provide a decoder for these (highlighted in yellow)?

Account Name	Model Year	Model	1. Front Left Latch Date Code	2. Front Right Latch Date Code	3.
1FMCU0F75EU	2014	Escape	04972B	05917B	1
1FMCU0F77FU	2015	Escape	02672B	120617A	0
1FAHP3N25CL	2012	Focus	02672B	020617A	3
1FADP3F27EL	2014	Focus	40517A	09572B	0
1FMCU0GX5EU	2014	Escape	24871b	23817b	2
1FADP3K2XDL	2013	Focus	28771B	13081A	2
1FADP3F27DL	2013	Focus	27B17B	20C71B	1
1FMCU0G98FU	2015	Escape	02872B	31817B	3
1FMCU9G95EU	2014	Escape	040517A	09572B	1
1FADP3L95D	2013	Focus	05472B	14417B	2
1FADP3F26DL	2013	Focus	0212A6	281116	5
1FMCU0J93DU	2013	Escape	300517	07061B	2

Thank you,

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Thursday, March 19, 2020 5:11 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: Latch Decoder

Great minds! 😊

HUE ROBINSON

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

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Thursday, March 19, 2020 5:10 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Latch Decoder

Haha, here is my email I was writing you when you sent this one:

Here is another one with the same typo

1FMCU0G93FU [REDACTED]	2015	Escape	21872B	01917A	22817B	04817B
------------------------	------	--------	--------	--------	--------	--------

7's do look like 1's, and 2's do look like 7's.
Is it a stretch to think it's a 2017 latch?

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Thursday, March 19, 2020 5:09 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: Latch Decoder

The "72" could be "17" too if it's a typo because it would align with all the other August dates but maybe I'm stretching? Lol

HUE ROBINSON

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

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Thursday, March 19, 2020 5:07 PM

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

Subject: RE: Latch Decoder

Thank you very much!

That stinks about the typo, looks like it's an original latch, either way.

Jorji D. Itoh

Production Vehicle Safety

Automotive Safety Office

330 Town Center Drive, Suite 500

Dearborn, MI 48126

Phone: [REDACTED]

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

Sent: Thursday, March 19, 2020 5:02 PM

To: Itoh, Jorji (J.D.) <jito@ford.com>

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

Subject: RE: Latch Decoder

See my response in the added row below.

HUE ROBINSON

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

[REDACTED]@vtext.com

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

Sent: Thursday, March 19, 2020 4:32 PM

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

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

Subject: Latch Decoder

Hue,

I've kept all the latch decoders that we've looked at so far, but don't have on that relates to this:

Account Name	Model Year	Model	1. Front Left Latch Date Code	2. Front Right Latch Date Code	3. Rear Right Latch Date Code	4. Rear Left Latch Date Code
1FAHP3H24CL [REDACTED]	2012	Focus	30872b	17817b	07917b	14817b
			Are you sure this one is correct? Maybe the "72" should be "12"? My guess is 30-Aug-2012 but the "72" is throwing me off.	17-Aug-2017	7-Sep-17	14-Aug-2017

This is a vehicle that is part of the canvas that FCSD is performing.

Thanks!

Jorji D. Itoh

Production Vehicle Safety

Automotive Safety Office

330 Town Center Drive, Suite 500
Dearborn, MI 48126
Phone: [REDACTED]

From: Schmidt, Steven (S.)
Sent: Friday, April 17, 2020 8:45 PM
To: Harrier, Nathan (N.)
Subject: RE: Latch Decoder

Nate

Complete- See tab: 3-28-20 <\\fmc9000106\proj\AIRBAG\C1A Door Latch Photos\Door Latch Inspections 3-28-20 w Photo Inventory.xlsx>

Note: Previous file has been added as tab: 3-19-20 I also updated the file to include the vins that were previously unavailable at the time of your previous request

Thanks,
Stay Safe

Steve Schmidt

Steven L. Schmidt
Steven.Schmidt@FORD.com
PH: [REDACTED]
FORD Airbag Outreach Team (aka Takata Recall)
DSC2, 1800 Fairlane, Allen Park, MI 48101



From: Harrier, Nathan (N.) <nharrier@ford.com>
Sent: Friday, April 17, 2020 2:57 PM
To: Schmidt, Steven (S.) <sschm167@ford.com>
Subject: RE: Latch Decoder

Monday sometime if that is doable.

From: Schmidt, Steven (S.) <sschm167@ford.com>
Sent: Friday, April 17, 2020 2:54 PM
To: Harrier, Nathan (N.) <nharrier@ford.com>
Subject: RE: Latch Decoder

OK—When do you need

Thanks,
Stay Safe

Steve Schmidt

Steven L. Schmidt

Steven.Schmidt@FORD.com

PH: [REDACTED]

FORD Airbag Outreach Team (aka Takata Recall)
DSC2, 1800 Fairlane, Allen Park, MI 48101



From: Harrier, Nathan (N.) <nharrier@ford.com>

Sent: Friday, April 17, 2020 2:47 PM

To: Schmidt, Steven (S.) <sschm167@ford.com>

Subject: FW: Latch Decoder

Hi Steve,

Could you please pull the Salesforce records for the VINS listed below and move all photos attached to the records to the same door latch photos folder you used for the others?

Thank you,

Nathan Harrier

Ford Motor Company

Recall & Service Programs

nharrier@ford.com

Phone [REDACTED]



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

Sent: Friday, April 17, 2020 9:20 AM

To: Harrier, Nathan (N.) <nharrier@ford.com>

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

Subject: FW: Latch Decoder

Good morning Nathan,

The supplier is not aware of these types of latch codes (highlighted yellow in the chart below).
Can you provide the pictures for each of these to support our conversation?

Kind regards,

Jorji D. Itoh

Production Vehicle Safety

Automotive Safety Office

330 Town Center Drive, Suite 500

Dearborn, MI 48126

Phone: [REDACTED]

From: Itoh, Jorji (J.D.)
Sent: Saturday, March 28, 2020 10:52 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Latch Decoder

Hue,

We have found quite a few more of these latch codes that we had previously thought may be typos.
Can you please work with Kiekert and/or Brose to provide a decoder for these (highlighted in yellow)?

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1FMCU0J93DU [REDACTED]	2013	Escape	300517	07061B	2	

Thank you,

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Thursday, March 19, 2020 5:11 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: Latch Decoder

Great minds! 😊

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: Thursday, March 19, 2020 5:10 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Latch Decoder

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Here is another one with the same typo

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Thursday, March 19, 2020 5:09 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: Latch Decoder

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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: Thursday, March 19, 2020 5:07 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Latch Decoder

Thank you very much!

That stinks about the typo, looks like it's an original latch, either way.

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Thursday, March 19, 2020 5:02 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: Latch Decoder

See my response in the added row below.

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: Thursday, March 19, 2020 4:32 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: Latch Decoder

Hue,

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			Are you sure this one is correct? Maybe the "72" should be "12"? My guess is 30-Aug-2012 but the "72" is throwing me off.	17-Aug-2017	7-Sep-17	14-Aug-2017

This is a vehicle that is part of the canvas that FCSD is performing.

Thanks!

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

From: Robinson, Hue (H.M.)
Sent: Wednesday, June 3, 2020 9:37 PM
To: Bridges, Robert; Fisher, Derek
Cc: Lombardo, Mark
Subject: RE: Latch Julian Date?

Another question in regards to C1A date codes. Is or has Brose produced any C1A latches with a 5 digit date code? I know your date code decoder below is only 4 digits but we're getting some back from the dealer that's 5 digits (see below).

Model Year	Model	Latch Date Code
2015	MKC	10027
2014	MKZ	14706
2012	Focus	60717
2013	FUSION	50817
2014	FUSION	50817
2012	Focus	23A7B
2014	Focus	81016
2014	Escape	61016
2014	Escape	30317
2013	FUSION	60915
2014	Escape	21017
2014	FUSION	20717
2015	Escape	60517
2015	MKC	10028
2014	Escape	310a7
2014	Escape	40417
2014	Escape	021A7
2013	FUSION	10815

HUE ROBINSON

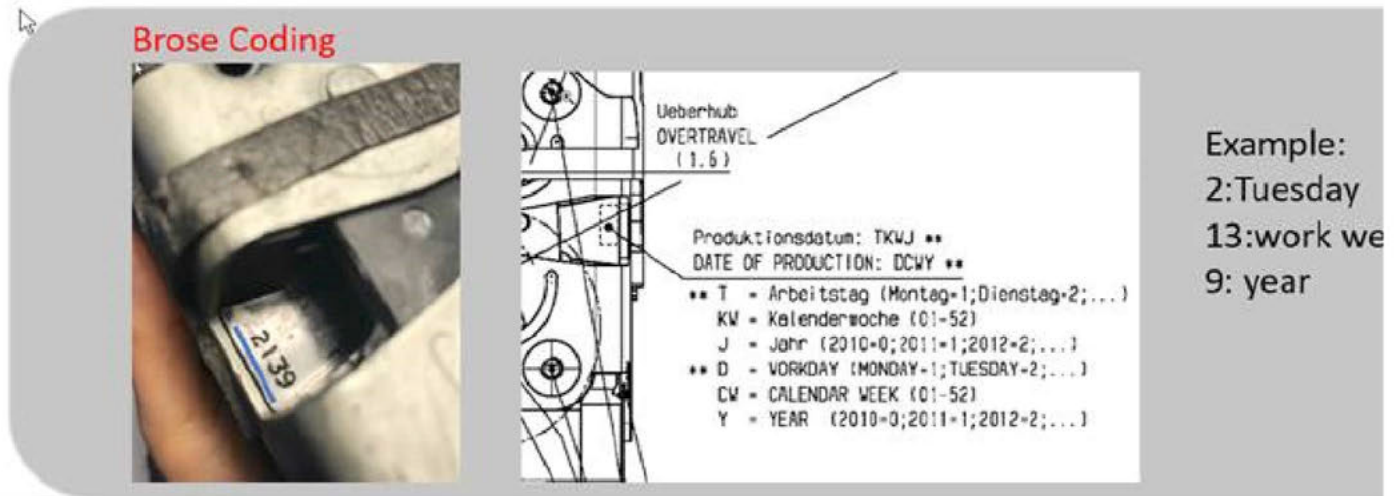
Ford Motor Co. | HLM Campaign Prevent/Quality Manager | mobile: [REDACTED] text page: [REDACTED]
[REDACTED]@vtext.com

From: Bridges, Robert <robert.bridges@brose.com>
Sent: Tuesday, April 28, 2020 12:24 PM
To: Fisher, Derek <Derek.Fisher@brose.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>; Lombardo, Mark <Mark.Lombardo@brose.com>
Subject: RE: Latch Julian Date?

Derek, Hue hello,
Sorry for the late reply.
They are not Brose latches, must be Kiekert latches.

Below is an example of the Brose markings.

BR
Bob



From: Fisher, Derek <Derek.Fisher@brose.com>
Sent: Tuesday, April 21, 2020 2:09 PM
To: Bridges, Robert <robert.bridges@brose.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>; Lombardo, Mark <Mark.Lombardo@brose.com>
Subject: FW: Latch Julian Date?

Bob
I think you might be able to answer this question from Hue below regarding latch Date coding. Can you please support?

Best regards

Derek Fisher
Manager
Customer Team / Access & Closure Systems
TK2-3

Speed dial
Phone: +1
Mobile: +1



From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, April 21, 2020 9:30 AM
To: Fisher, Derek <Derek.Fisher@brose.com>; Lombardo, Mark <Mark.Lombardo@brose.com>
Subject: RE: Latch Julian Date?

CAUTION: This message is from an EXTERNAL SENDER - be alert, particularly with links and attachments.

Hi Derek,

Attached is some pics of date codes. Can you please review and let me know if they're made by Brose and if so, what the dates are on them? They don't seem to fit the profile noted below.

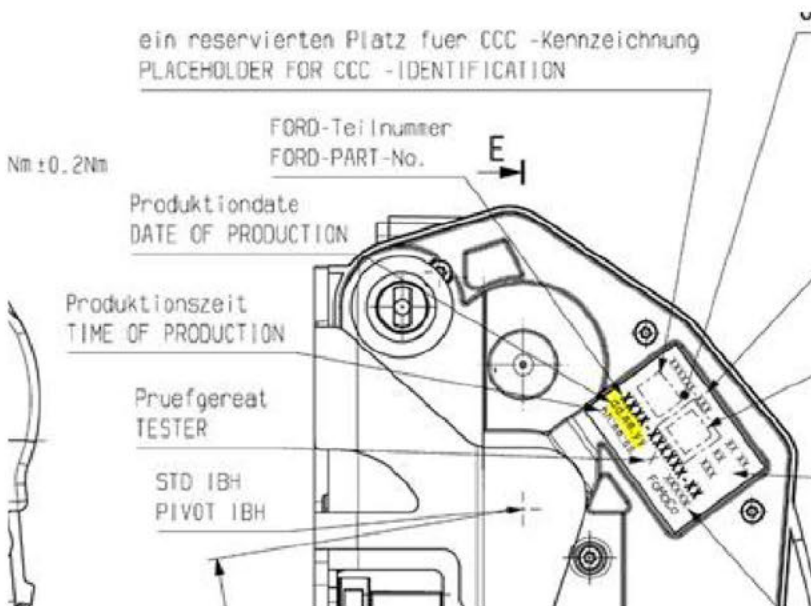
Thanks for your help.

HUE ROBINSON

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

From: Fisher, Derek <Derek.Fisher@brose.com>
Sent: Friday, January 10, 2020 2:19 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Lombardo, Mark <Mark.Lombardo@brose.com>
Subject: RE: Latch Julian Date?

Yes that is correct!



From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Friday, January 10, 2020 11:37 AM
To: Fisher, Derek <Derek.Fisher@brose.com>; Lombardo, Mark <Mark.Lombardo@brose.com>
Subject: Latch Julian Date?

CAUTION: This message is from an EXTERNAL SENDER - be alert, particularly with links and attachments.

Hi Derek/Mark and HNY! I'm hoping you can help me read the label below. Can you tell me what the build date of this latch? I'm assuming it was built on September 21, 2011 but wanted to confirm with you.



HUE ROBINSON

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

From: Robinson, Hue (H.M.)
Sent: Tuesday, May 19, 2020 10:28 PM
To: Kuzala, Brian (B.)
Cc: Briggs, Erin Rose (E.R.); Eslava alanis, Nancy (N.)
Subject: RE: Latches at WPAC

That part number you gave us below is for the Focus so it is one of the C1A latches.

Erin Rose – any idea if Chris may have some more at his desk at PDC? I need to get to these latches sometime this week, if possible.

HUE ROBINSON

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

From: Kuzala, Brian (B.) <bkuzala@ford.com>
Sent: Tuesday, May 19, 2020 8:12 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Eslava alanis, Nancy (N.) <neslavaa@ford.com>
Subject: RE: Latches at WPAC

Hello Hue, I have around 5 small boxes of latches that were left here that I believe were part of the C1A project. The part number on one of the latches is BF6A-F26412-AG. Also, I have a tube full of Magna latches that were left here from old reviews.

Let me know if that part number was part of the C1A project and then you can come over pick up these latches if you want them. Thanks

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Monday, May 18, 2020 10:09 PM
To: Kuzala, Brian (B.) <bkuzala@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Eslava alanis, Nancy (N.) <neslavaa@ford.com>
Subject: RE: Latches at WPAC

Hi Brian,

For the C1A latches that were reviewed at WPAC, do you know what the team did with the latches? I know we modified the parts return to now exclude the recall but I'm trying to get my hands on some latches to review additional date code information from the fishmouth area too.

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: Wednesday, December 11, 2019 12:13 PM

To: Kuzala, Brian (B.) <bkuzala@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>; Eslava alanis, Nancy (N.) <neslavaa@ford.com>

Cc: Reiners, Donna (D.L.) <dreiners@ford.com>; Neilson, Eric (E.) <eneilson@ford.com>

Subject: RE: Latches at WPAC

Brian

Total C1A latches reviewed till 12/10/19.

12/3-----360 latches (90 kits)

12/4-----340 Latches(85Kits)

12/5-----500Latches(125kits)

12/6-----460latches(115kits)

12/9-----380 latches (95Kits)

12/10-----616 Lathes (154Kits)

Total: 2656 Latches (664 Kits).

This is based on 3 hours daily.

I will extend the hours to 4 hours daily, starting tomorrow.

*Chris Okeh
Hardware Quality Engineer
V07-VFG*

*cell
office*

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: Kuzala, Brian (B.) <bkuzala@ford.com>

Sent: Wednesday, December 11, 2019 11:29 AM

To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Eslava alanis, Nancy (N.) <neslavaa@ford.com>

Cc: Reiners, Donna (D.L.) <dreiners@ford.com>; Neilson, Eric (E.) <eneilson@ford.com>

Subject: Latches at WPAC

Team,

I took an inventory of latches this morning currently at WPAC and there are roughly 750 boxes which totals 3000 latches (4 latches per box) that have yet to be reviewed. We need to have this inventory cleared and caught up before next Friday (Dec 20) when we leave for the holiday break. I know that the team has been coming in on a daily basis, but we need to increase the time that they are here so they can get through the parts. Our normal operating hours are 8am to 4:30pm and shutting down from noon to 1 for UAW break. I can support your reviews all day long if that's what is required. Please let me know what an updated review schedule looks like by tomorrow so we can get this inventory under control and cleaned up by next Friday.



Brian Kuzala

Superintendent, WPAC Operations

15010 Commerce Park South
Dearborn MI 48120
Cell: [REDACTED]
E-Mail: bkuzala@ford.com

From: Briggs, Erin Rose (E.R.)
Sent: Thursday, December 12, 2019 5:34 PM
To: Robinson, Hue (H.M.)
Subject: RE: Latches at WPAC

Great question – I'll discuss with Chris today. He isn't currently able to support meetings with PVTs among other responsibilities. We will also likely receive a huge backlog over the holiday shutdown. We can talk tomorrow in our 1-1.

Thank you,

Erin Rose

Erin Rose Briggs

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Thursday, December 12, 2019 7:40 AM
To: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Latches at WPAC

What do you think would be manageable? From the numbers below, it's about 2,000 latches per week.

HUE ROBINSON

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

From: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Sent: Wednesday, December 11, 2019 4:15 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Latches at WPAC

Hi Hue,

Are we able to dial back the tap next week?

Thanks,
Erin Rose

Erin Rose Briggs

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

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

Sent: Wednesday, December 11, 2019 12:13 PM

To: Kuzala, Brian (B.) <bkuzala@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>; Eslava alanis, Nancy (N.) <neslavaa@ford.com>

Cc: Reiners, Donna (D.L.) <dreiners@ford.com>; Neilson, Eric (E.) <eneilson@ford.com>

Subject: RE: Latches at WPAC

Brian

Total C1A latches reviewed till 12/10/19.

12/3-----360 latches (90 kits)

12/4-----340 Latches(85Kits)

12/5-----500Latches(125kits)

12/6-----460latches(115kits)

12/9-----380 latches (95Kits)

12/10-----616 Lathes (154Kits)

Total: 2656 Latches (664 Kits).

This is based on 3 hours daily.

I will extend the hours to 4 hours daily, starting tomorrow.

*Chris Okeh
Hardware Quality Engineer
V07-VFG*

*cell
office*

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From: Kuzala, Brian (B.) <bkuzala@ford.com>

Sent: Wednesday, December 11, 2019 11:29 AM

To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Eslava alanis, Nancy (N.) <neslavaa@ford.com>

Cc: Reiners, Donna (D.L.) <dreiners@ford.com>; Neilson, Eric (E.) <eneilson@ford.com>

Subject: Latches at WPAC

Team,

I took an inventory of latches this morning currently at WPAC and there are roughly 750 boxes which totals 3000 latches (4 latches per box) that have yet to be reviewed. We need to have this inventory cleared and caught up before next Friday (Dec 20) when we leave for the holiday break. I know that the team has been coming in on a daily basis, but we need to increase the time that they are here so they can get through the parts. Our normal operating hours are 8am to 4:30pm and shutting down from noon to 1 for UAW break. I can support your reviews all day long if that's what is required. Please let me know what an updated review schedule looks like by tomorrow so we can get this inventory under control and cleaned up by next Friday.



Brian Kuzala

Superintendent, WPAC Operations

15010 Commerce Park South
Dearborn MI 48120
Cell: [REDACTED]
E-Mail: bkuzala@ford.com

From: Robinson, Hue (H.M.)
Sent: Wednesday, November 27, 2019 6:14 PM
To: Okeh, Christopher (C.); Briggs, Erin Rose (E.R.)
Subject: RE: Latches at WPAC

The key is to identify the ones that have had the recall completed (15S16 or 16S30) and are back for another repair. For those latches, we need to identify the latch date code and the failure mode. We also need to keep an eye out for vehicle build dates between Oct 2013 to April 2015 (outside the recall dates) and identify those failure modes with the latch date codes. Once we have this information, I don't see any need to keep the latches.

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, November 27, 2019 12:38 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Latches at WPAC

We are anticipation about 2000+ C1A latch at WPAC in couple of weeks. Currently I am keeping the latches and I am running out of space.

If we are going to keep all or some of these latches , storage space will be a problem.

Please advise.

Thanks

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

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From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Wednesday, November 27, 2019 11:57 AM
To: Reiners, Donna (D.L.) <dreiners@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>
Cc: Jones, Jennifer (J.O.) <jordway@ford.com>; Kuzala, Brian (B.) <bkuzala@ford.com>
Subject: RE: Latches at WPAC

What vehicle line and parts is this request for?

HUE ROBINSON

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

From: Reiners, Donna (D.L.) <dreiners@ford.com>
Sent: Wednesday, November 27, 2019 11:52 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>
Cc: Jones, Jennifer (J.O.) <jordway@ford.com>; Kuzala, Brian (B.) <bkuzala@ford.com>
Subject: FW: Latches at WPAC
Importance: High

Hue/Erin, just want to let you know, since we tagged almost 2000 parts this week, we are shutting off this request until we can talk. We should start seeing these arrive over the next few weeks.

Chris, please make sure you and the PD team are here every day next few weeks until these are cleaned up. Thanks.

Donna Reiners

Ford Motor Company
Warranty Parts Analysis Center Mgr

Desk: [REDACTED]

Cell: [REDACTED]

dreiners@ford.com

http://www.quality.ford.com/6sigma_center/wpac/

From: Kuzala, Brian (B.) <bkuzala@ford.com>
Sent: Wednesday, November 27, 2019 11:41 AM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Cc: Reiners, Donna (D.L.) <dreiners@ford.com>
Subject: Latches at WPAC
Importance: High

Team,

I have received almost three pallets worth of latches under RAC code QBEX-BR between yesterday and today. With this kind of volume, I need to have these parts reviewed on a daily basis or we need to re-evaluate the request. Your team needs to begin reviewing these latches on the Monday that we return from the holiday break because this is going to get out of control very quickly.

Count of RECEIVED_DATE									
Column Labels									
+ <1/3/2019 + May + Jun + Aug + Sep + Oct - Nov + 25-Nov + 26-Nov									
Row Labels									
QBEXBR	1	2	3	7	3	31	87	Nov Total	118
Grand Total	1	2	3	7	3	31	87		118

Count of TAG_ISSUED_DATE		Column Labels								
Row Labels		10-May	18-Nov	19-Nov	20-Nov	21-Nov	22-Nov	25-Nov	26-Nov	Grand Total
QBEXBR		1	291	286	365	276	235	229	252	195
May		1								
Jun										
Aug										
Sep										
Oct										
Nov			291	286	365	276	235	229	252	195
Grand Total		1	291	286	365	276	235	229	252	195



Brian Kuzala

Superintendent, WPAC Operations

15010 Commerce Park South

Dearborn MI 48120

Cell: [REDACTED]

E-Mail: bkuzala@ford.com

From: Willard, Jeremy (J.)
Sent: Wednesday, March 4, 2020 9:56 PM
To: Oliver, Tina (T.A.)
Cc: Szajner, David (D.J.); Baker, Zachary (Z.); EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226); Hausmann, William (W.); Grove David (AA-AS/EDS226)
Subject: RE: MKC for C1A latch service trial (061W837)

Sorry, yes, I returned it yesterday. I had it there about 2:45 or so.
I checked it in with Charlie. He remembered me checking it out and that it was one of yours scheduled for out-processing.
Thank you!

Jeremy Willard

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

From: Oliver, Tina (T.A.) <toliver@ford.com>
Sent: Wednesday, March 04, 2020 4:34 PM
To: Hausmann, William (W.) <william.hausmann@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Cc: Szajner, David (D.J.) <dszajner@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: MKC for C1A latch service trial (061W837)

Hello,
Has this vehicle been returned to Rotunda Lot yet? If not, it needs to get there as soon as possible.

Tina A. Oliver

Certification Programs
Certification Program Coordinator
3W-200 APTL
T: [REDACTED] F: 313-337-5935
E: toliver@ford.com
"The only thing harder than making a decision, is sticking to one."



From: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Sent: Friday, February 28, 2020 3:28 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Oliver, Tina (T.A.) <toliver@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>

Cc: Szajner, David (D.J.) <dszajner@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>

Subject: RE: MKC for C1A latch service trial (061W837)

Our current plan is to have this vehicle completed Monday.

Best regards,

William Hausmann
AA-AS/EDS226

Tel. + [REDACTED] | Mobile + [REDACTED]

What drives you, drives us!

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

Sent: Friday, February 28, 2020 2:35 PM

To: Oliver, Tina (T.A.) <toliver@ford.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>

Cc: Szajner, David (D.J.) <dszajner@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>

Subject: MKC for C1A latch service trial (061W837)

Importance: High

Understand, thank you for clarifying Tina!

Bosch Team –

See the note below from Tina. We **MUST have the MKC complete and returned next Tuesday afternoon.**

Let's target 1 hr. prior to your normal gate closing time.

Thank you,

Jeremy Willard

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

From: Oliver, Tina (T.A.) <toliver@ford.com>

Sent: Friday, February 28, 2020 2:30 PM

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

Cc: Szajner, David (D.J.) <dszajner@ford.com>

Subject: RE: VEHICLE ACCESS

Tuesday afternoon should be fine, but please, no longer than that since it is due to be picked up by DST for disposal.

Tina A. Oliver

*Certification Programs
Certification Program Coordinator*

3W-200 APTL

T: [REDACTED] F: 313-337-5935

E: toliver@ford.com

"The only thing harder than making a decision, is sticking to one."

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

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

Sent: Friday, February 28, 2020 2:28 PM

To: Oliver, Tina (T.A.) <toliver@ford.com>

Cc: Szajner, David (D.J.) <dszajner@ford.com>

Subject: RE: VEHICLE ACCESS

Great, thank you!

And just to clarify, "until" Tues would be through Monday, but not Tuesday at all, or are we ok to bring it back Tuesday afternoon?

Thank you!

Jeremy Willard

Recall & Service Programs

Ford Motor Company – Customer Service Division

Service Engineering Operations

Diagnostic Service Center II – 794

[REDACTED]

From: Oliver, Tina (T.A.) <toliver@ford.com>

Sent: Friday, February 28, 2020 1:15 PM

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

Cc: Szajner, David (D.J.) <dszajner@ford.com>

Subject: RE: VEHICLE ACCESS

Jeremy. I was able to sign the vehicle out on your behalf until Tuesday, March 3rd.

Tina A. Oliver

Certification Programs

Certification Program Coordinator

3W-200 APTL

T: [REDACTED] F: 313-337-5935

E: toliver@ford.com

"The only thing harder than making a decision, is sticking to one."

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

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

Sent: Friday, February 28, 2020 1:09 PM

To: Oliver, Tina (T.A.) <toliver@ford.com>

Cc: Szajner, David (D.J.) <dszajner@ford.com>

Subject: RE: VEHICLE ACCESS

Importance: High

Tina –

I get a couple of different errors when I try to check the vehicle out:

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

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

Thank you,

Jeremy Willard

Recall & Service Programs

Ford Motor Company – Customer Service Division

Service Engineering Operations

Diagnostic Service Center II – 794

[REDACTED]

From: Oliver, Tina (T.A.) <toliver@ford.com>

Sent: Friday, February 28, 2020 11:19 AM

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

Subject: VEHICLE ACCESS

Hi Jeremy. Access has been granted for vehicle 312W583. Please proceed with signing out the vehicle.
Thanks!

Tina A. Oliver

Certification Programs

Certification Program Coordinator

3W-200 APTL

T: [REDACTED] F: 313-337-5935

E: toliver@ford.com

"The only thing harder than making a decision, is sticking to one."

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

From: Itoh, Jorji (J.D.)
Sent: Tuesday, January 7, 2020 5:55 PM
To: Robinson, Hue (H.M.); Landry, Mike (M.P.)
Subject: RE: NHTSA C1A Part

Happy New year Hue,

No problem, we'll make the request today.

Kind regards,

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, January 07, 2020 11:51 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: NHTSA C1A Part

Happy New Year and I hope you guys had a great break!

Is there any way I can get the part from NHTSA that had the spring tab failure and POST our cut off date? I believe the VIN number they referenced for that part was 3FA6P0H74ER This is the only part that I have to date that is a spring tab failure post our cutoff date and having the part to look at the internals with various Julian dates would be helpful for us to determine exact part pedigree.

Thanks for your help!

HUE ROBINSON

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

From: Okeh, Christopher (C.)
Sent: Friday, October 11, 2019 11:18 AM
To: Robinson, Hue (H.M.); Reiners, Donna (D.L.); Kuzala, Brian (B.)
Cc: Briggs, Erin Rose (E.R.); Jones, Jennifer (J.O.)
Subject: RE: Part Request for your approval

I will do as directed.

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

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From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Thursday, October 10, 2019 3:40 PM
To: Reiners, Donna (D.L.) <dreiners@ford.com>; Kuzala, Brian (B.) <bkuzala@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Jones, Jennifer (J.O.) <jordway@ford.com>
Subject: RE: Part Request for your approval

I will take anything I can get for now. Let's review status again in the next couple of weeks.

Chris – please let me know next week if we max out at the 20/wk.

HUE ROBINSON

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

From: Reiners, Donna (D.L.) <dreiners@ford.com>
Sent: Wednesday, October 9, 2019 4:04 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Kuzala, Brian (B.) <bkuzala@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Jones, Jennifer (J.O.) <jordway@ford.com>
Subject: RE: Part Request for your approval

Hue, as in line with the previous latch request, I propose that we submit for 20/week, for all door latches and hood latches, and watch the volumes. Do you agree?

Donna Reiners
Ford Motor Company
Warranty Parts Analysis Center Mgr
Desk: [REDACTED]

Cell: [REDACTED]
dreiners@ford.com
http://www.quality.ford.com/6sigma_center/wpac/

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, October 08, 2019 3:33 PM
To: Kuzala, Brian (B.) <bkuzala@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Reiners, Donna (D.L.) <dreiners@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Part Request for your approval

These would be side door latches for the vehicles that Chris noted below. We have a NHTSA investigation that just opened on the C1A latches so need parts back to root cause the issue. I don't expect to see a lot of parts come back with the older model years but we need to try everything to get parts to review. I would suggest that the team work closely together to monitor the number of parts coming back for the next few weeks and adjust the parts return quantity accordingly. We will support any way we can.

HUE ROBINSON

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

From: Kuzala, Brian (B.) <bkuzala@ford.com>
Sent: Tuesday, October 8, 2019 3:14 PM
To: Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>; Reiners, Donna (D.L.) <dreiners@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Part Request for your approval

Hi Chris, what kind of parts are these? With the hood latches that were just entered at 100%, will your team have the resources to review an entire new set of parts on top of everything else?

From: Okeh, Christopher (C.) <cokeh@ford.com>
Sent: Tuesday, October 08, 2019 3:08 PM
To: Kuzala, Brian (B.) <bkuzala@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>; Reiners, Donna (D.L.) <dreiners@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: Part Request for your approval
Importance: High

Brian
I just initiated 3 requests (Fiesta ,Fusion &MKZ)) each 100% for the following regions;
Please approve

- US
- Canada
- Mexico

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

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From: Okeh, Christopher (C.)
Sent: Wednesday, October 9, 2019 7:06 PM
To: Reiners, Donna (D.L.); Robinson, Hue (H.M.); Kuzala, Brian (B.)
Cc: Briggs, Erin Rose (E.R.); Jones, Jennifer (J.O.); Feil, Denise (D.)
Subject: RE: Part Request for your approval

Yes, there are different.
We have not been requesting latches from:
Fusion
Fiesta
MKZ

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

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From: Reiners, Donna (D.L.) <dreiners@ford.com>
Sent: Tuesday, October 8, 2019 3:39 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Kuzala, Brian (B.) <bkuzala@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Jones, Jennifer (J.O.) <jordway@ford.com>; Feil, Denise (D.) <dfeil@ford.com>
Subject: RE: Part Request for your approval

Are these different than what they have been receiving?

Donna Reiners

Ford Motor Company
Warranty Parts Analysis Center Mgr
Desk: [REDACTED]
Cell: [REDACTED]
dreiners@ford.com
http://www.quality.ford.com/6sigma_center/wpac/

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, October 08, 2019 3:33 PM
To: Kuzala, Brian (B.) <bkuzala@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Reiners, Donna (D.L.) <dreiners@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Part Request for your approval

These would be side door latches for the vehicles that Chris noted below. We have a NHTSA investigation that just opened on the C1A latches so need parts back to root cause the issue. I don't expect to see a lot of parts come back with the older model years but we need to try everything to get parts to review. I would suggest

that the team work closely together to monitor the number of parts coming back for the next few weeks and adjust the parts return quantity accordingly. We will support any way we can.

HUE ROBINSON

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

From: Kuzala, Brian (B.) <bkuzala@ford.com>
Sent: Tuesday, October 8, 2019 3:14 PM
To: Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>; Reiners, Donna (D.L.) <dreiners@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Part Request for your approval

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From: Okeh, Christopher (C.) <cokeh@ford.com>
Sent: Tuesday, October 08, 2019 3:08 PM
To: Kuzala, Brian (B.) <bkuzala@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>; Reiners, Donna (D.L.) <dreiners@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: Part Request for your approval
Importance: High

Brian

I just initiated 3 requests (Fiesta ,Fusion &MKZ)) each 100% for the following regions;
Please approve

- US
- Canada
- Mexico

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

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From: Robinson, Hue (H.M.)
Sent: Wednesday, October 9, 2019 6:50 PM
To: Okeh, Christopher (C.); Briggs, Erin Rose (E.R.)
Subject: RE: Part Request for your approval

I can't answer Donna's question because I don't have a summary of all the active parts return request. What have we requested for C1A in the past and what's different or the same to our request now?

HUE ROBINSON

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

From: Reiners, Donna (D.L.) <dreiners@ford.com>
Sent: Tuesday, October 8, 2019 3:39 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Kuzala, Brian (B.) <bkuzala@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Jones, Jennifer (J.O.) <jordway@ford.com>; Feil, Denise (D.) <dfeil@ford.com>
Subject: RE: Part Request for your approval

Are these different than what they have been receiving?

Donna Reiners

Ford Motor Company
Warranty Parts Analysis Center Mgr

Desk: [REDACTED]
Cell: [REDACTED]
dreiners@ford.com

http://www.quality.ford.com/6sigma_center/wpac/

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, October 08, 2019 3:33 PM
To: Kuzala, Brian (B.) <bkuzala@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Reiners, Donna (D.L.) <dreiners@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Part Request for your approval

These would be side door latches for the vehicles that Chris noted below. We have a NHTSA investigation that just opened on the C1A latches so need parts back to root cause the issue. I don't expect to see a lot of parts come back with the older model years but we need to try everything to get parts to review. I would suggest that the team work closely together to monitor the number of parts coming back for the next few weeks and adjust the parts return quantity accordingly. We will support any way we can.

HUE ROBINSON

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

From: Kuzala, Brian (B.) <bkuzala@ford.com>
Sent: Tuesday, October 8, 2019 3:14 PM
To: Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>; Reiners, Donna (D.L.) <dreiners@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Part Request for your approval

Hi Chris, what kind of parts are these? With the hood latches that were just entered at 100%, will your team have the resources to review an entire new set of parts on top of everything else?

From: Okeh, Christopher (C.) <cokeh@ford.com>
Sent: Tuesday, October 08, 2019 3:08 PM
To: Kuzala, Brian (B.) <bkuzala@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>; Reiners, Donna (D.L.) <dreiners@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: Part Request for your approval
Importance: High

Brian
I just initiated 3 requests (Fiesta ,Fusion &MKZ)) each 100% for the following regions;
Please approve

- US
- Canada
- Mexico

Chris Okeh
Hardware Quality Engineer
V07-VFG
ell
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From: Itoh, Jorji (J.D.)
Sent: Thursday, January 16, 2020 2:45 PM
To: Baker, Zachary (Z.)
Subject: RE: Part Returns - NHTSA Identified Vehicles

Zach,

Thank you for the detail. I understand and appreciate the explanation.
I didn't want to reply to all because I would like Hue to reply to your questions.

Let's touch on this at the 14D meeting tonight.

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, January 16, 2020 8:12 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Brezee, Shane (S.B.) <sbreeze@ford.com>; Rabourn, Todd (T.R.) <trabourn@ford.com>
Subject: RE: Part Returns - NHTSA Identified Vehicles

Jorji,

I understand the request, but I am not sure that anyone I know could be of much help. I have heard that there is an expedited process that engineering has used to get parts back quicker, but I have no personal knowledge of it (nor a contact to leverage).

I know it sounds easy to just ask the dealer to send us the part directly. However, if there is a 700 tag tied to that part (which there will be) and the dealer has nothing to return when the tag is issued, the dealer will be charged back for the entire claim, which is really unfair to them.

Hue, do you know of the expedited process through the WPAC? If not, do you have a contact who might?

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

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Wednesday, January 15, 2020 12:43 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Brezee, Shane (S.B.) <sbreeze@ford.com>; Rabourn, Todd (T.R.) <trabourn@ford.com>
Subject: RE: Part Returns - NHTSA Identified Vehicles

Hue,
Can we check the back log of parts returned and confirm that we have received these?

Zach,
Maybe for the third customer that the team is currently trying to schedule, we need to develop an alternative method of returning the parts to Ford.

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: Wednesday, January 15, 2020 12:36 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>; Rabourn, Todd (T.R.) <trabourn@ford.com>
Subject: RE: Part Returns - NHTSA Identified Vehicles

The only information I have for the VIN's you've identified below is information given to us from NHTSA and they have been included in the part tracking matrix. I have not received either one of these parts for our engineering review/analysis but the second one on the list is the one that I had requested to be sent to me last week. Note the information I have is the right most column is from NHTSA.

Count	Source	Supplier	Vehicle Line	Vin#	Vehicle Built Date	Latch built/Julian Date	Recent Repair Date	State	Customer Concern	T A
11265835	NHTSA	Kiekert	Fusion	3FA6P0H71DR [REDACTED]	11/1/2012	10/16/2012	?	GA	OWD	F la F p s t c s t
11278552	NHTSA	Kiekert	Fusion	3FA6P0H74ER [REDACTED]	5/24/2014	5/13/2014	?	CA	OWD	F la F p s t c s t

HUE ROBINSON

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

From: Itoh, Jorji (J.D.) <jjtoh@ford.com>
Sent: Wednesday, January 15, 2020 11:08 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>; Rabourn, Todd (T.R.) <trabourn@ford.com>
Subject: Part Returns - NHTSA Identified Vehicles

Good morning Hue,

Last year, FCSD initiated efforts to replace and retrieve the parts from the vehicles that they have identified through their customer VOQs (3 Total).

Two of these three have already been completed:

3FA6POH71DR [REDACTED]

3FA6POH74ER [REDACTED]

An output of our meeting with NHTSA today is going to require a report and this needs to include our status on these returned parts.

-Have you received these parts and what Julian dates were represented?

Kind regards,

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