
From: Robinson, Hue (H.M.)
Sent: Thursday, January 16, 2020 6:00 PM
To: Baker, Zachary (Z.); Itoh, Jorji (J.D.)
Cc: Landry, Mike (M.P.); Brezee, Shane (S.B.); Rabourn, Todd (T.R.)
Subject: RE: Part Returns - NHTSA Identified Vehicles

I'm having my guys track these parts down and will let you guys know what I find out. Unfortunately, we were not aware these repairs happened in December or we/Engineering would have contacted the dealer to hold onto the parts until they received a 700 tag. There is an expedited process that we can use but again, we need to find out if the parts are still available.

Stay tuned...

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: 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.) <sbreezee@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.)

<sbrezee@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.) <jito@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: 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
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]@vtext.com

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

3FA6P0H71DR [REDACTED]

3FA6P0H74ER [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?

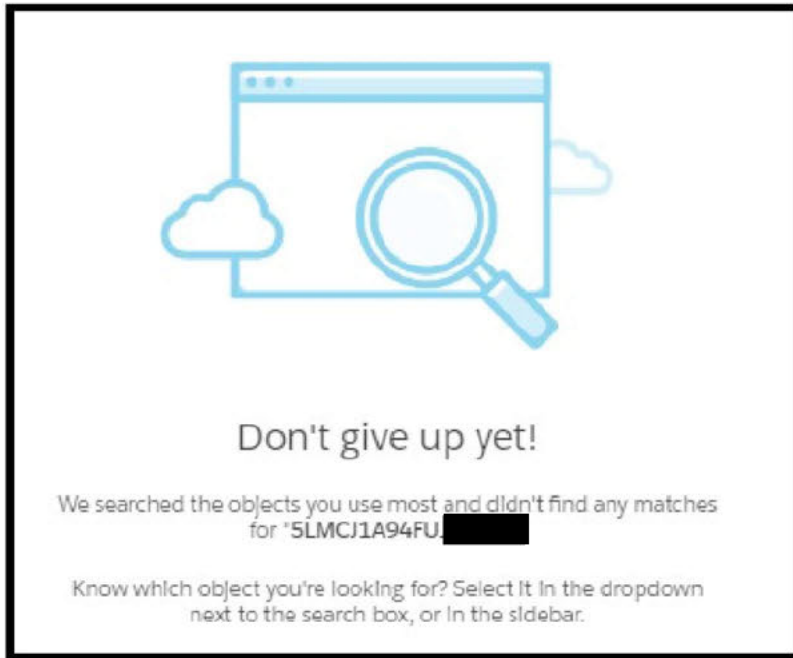
Kind regards,

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

From: Schmidt, Steven (S.)
Sent: Friday, March 20, 2020 5:32 PM
To: Harrier, Nathan (N.)
Subject: RE: Photo Request From Salesforce

Nate- Just tried all 11 vin's in salesforce

They must all be in an 'Open' status on the MarketSource end as they are currently not searchable



Thanks,

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, March 20, 2020 1:27 PM
To: Schmidt, Steven (S.) <:sschm167@ford.com>
Subject: Photo Request From Salesforce

Hi Steve,

Got a special project for you. Can you please go into salesforce and retrieve all of the photos associated with the VINs listed in the attached excel file? This is non-airbag related (door latches).

I created a dedicated folder for you to post the photos on the shared drive labeled "C1A Door Latch Photos"

There should be 3-5 photos for each VIN and we need the ability to identify each photo by VIN.

Let me know if you have any questions.

Thank you,

Nathan Harrier

Ford Motor Company

Recall & Service Programs

nharrier@ford.com

Phone [REDACTED]



From: Schmidt, Steven (S.)
Sent: Monday, March 23, 2020 2:11 PM
To: Harrier, Nathan (N.)
Subject: RE: Photo Request From Salesforce

Glad to help

Note: The following did not have a LR: Left Rear photo
1FADP3F26DL [REDACTED]
NM0LS7E79E [REDACTED]

Thanks,

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: Monday, March 23, 2020 10:02 AM
To: Schmidt, Steven (S.) <sschm167@ford.com>
Subject: RE: Photo Request From Salesforce

Thank you Steve! This was very helpful!

-Nate

From: Schmidt, Steven (S.) <sschm167@ford.com>
Sent: Friday, March 20, 2020 4:28 PM
To: Harrier, Nathan (N.) <nharrier@ford.com>
Subject: RE: Photo Request From Salesforce

Nate:

Link to Photo Inventory
<\\fmc9000106\proj\AIRBAG\C1A Door Latch Photos\Door Latch Inspections 3-19-20 w Photo Inventory.xlsx>

Note: Different MarketSource agents are using different nomenclature on the photos.

I have listed the photos as: <VIN>_<Side><Position>_<w-Child>

Example:

1FADP3F22FL[REDACTED]_RR.jpg

Right Rear

1FADP3F22FL[REDACTED]_LR_w-Child.jpg

Left Rear with Child Lock

1FMCU9GX5FU[REDACTED]_VIN.jpg

VIN Photo

Account Name Y:\C1A

[Door Latch](#)

[Photos\Door Latch](#)

[Inspections 3-19-](#)

[20 w Photo](#)

[Inventory.xlsx](#)

1FMCU9GX5FU[REDACTED] LF,LR;RF;RR;VIN

1FAHP3K20CL[REDACTED] CR but no Photos Attached

1FMCU0GX4EU[REDACTED] LF,LR,RF;RR;RR_w-Child;VIN

1FAHP3H24CL[REDACTED] Cannot Access CR

3FA6P0HR3DR[REDACTED] LF,LR;LR_w-Child;RF;RR;RR_w-Child;VIN

1FADP3F26DL[REDACTED] LF;RF;RR;VIN

1FADP3F22FL[REDACTED] LF,LR;LR_w-Child;RF;RR;RR_w-Child;VIN

NM0LS7E79E[REDACTED] LR,RF,RR, Not Specified, Not Specified 2, VIN

1FMCU0J93DU[REDACTED] LF,LR;RF;RR;VIN

1FMCU0G93FU[REDACTED] LF,LR;RF;RR;VIN

5LMCJ1A94FU[REDACTED] Cannot Access CR

Thanks,

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, March 20, 2020 1:27 PM

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

Subject: Photo Request From Salesforce

Hi Steve,

Got a special project for you. Can you please go into salesforce and retrieve all of the photos associated with the VINs listed in the attached excel file? This is non-airbag related (door latches).

I created a dedicated folder for you to post the photos on the shared drive labeled "C1A Door Latch Photos"

There should be 3-5 photos for each VIN and we need the ability to identify each photo by VIN.

Let me know if you have any questions.

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



From: Itoh, Jorji (J.D.)
Sent: Friday, March 20, 2020 4:42 PM
To: Harrier, Nathan (N.)
Subject: RE: Picture Request: 3/18 Vehicles

Nathan,

Thank you very much.
I hope you enjoy a much deserved weekend!

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

From: Harrier, Nathan (N.) <nharrier@ford.com>
Sent: Friday, March 20, 2020 12:40 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: Picture Request: 3/18 Vehicles

Hi Jorji,

I have requested the images and will send over as soon as we have them. I have the report from today to but there were a couple of observations like you made below that I suspect were a result of human error. I have requested the team go back and double check and compare to the photos captured with the data entered. I hope to have a corrected report by Monday.

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



From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Friday, March 20, 2020 11:15 AM
To: Harrier, Nathan (N.) <nharrier@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: Picture Request: 3/18 Vehicles

Good morning Nathan,

Could we get the pictures associated with the following vehicles please?

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	Rear Left Child Lock	Rear Right Child Lock	Properly Performed = 1 Not Properly Performed = 0
1FMCU9GX5FU [REDACTED]	2015	Escape	105173	080517A	030617	09517B	Equipped	Equipped	typo
1FAHP3K20CL [REDACTED]	2012	Focus	280617	290617	280617	290617	Equipped	Not Equipped	1
1FMCU0GX4EU [REDACTED]	2014	Escape	050317	1283	5107	4107	Equipped	Equipped	typo
1FAHP3H24CL [REDACTED]	2012	Focus	30872b	17817b	07917b	14817b	Equipped	Equipped	?
3FA6P0HR3DR [REDACTED]	2013	FUSION	100825	140815	210615	141815	Equipped	Not Equipped	1
1FADP3F26DL [REDACTED]	2013	Focus	0212A6	281116	5486				?
1FADP3F22FL [REDACTED]	2015	Focus	5037	1047	1047	6037	Equipped	Not Equipped	1
NM0LS7E79E1 [REDACTED]	2014	Transit Connect	10614	10614	4107	2810	Not Equipped	Not Equipped	typo
1FMCU0J93DU [REDACTED]	2013	Escape	300517	07061B	260447B	5237	Equipped	Equipped	?
1FMCU0G93FU [REDACTED]	2015	Escape	21872B	01917A	22817B	04817B	Equipped	Equipped	?
5LMCJ1A94FU [REDACTED]	2015	MKC	230617	250617		31517B	Equipped	Equipped	?

Thanks!

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

From: Wooley, Lynn <lwooley@marketsource.com>
Sent: Friday, March 20, 2020 4:57 PM
To: Harrier, Nathan (N.); Lee, Mimi
Subject: Re: Picture Request: 3/18 Vehicles

Nathan

All of the listed VINS except the two below have been marked with a yes for proper documnetation.

Mimi - Should they be visible now just like the DES VINS?

Thanks

5LMCJ1A94FU [REDACTED]
1FAHP3H24CL [REDACTED]



Lynn Wooley
Program Director
Takata Recall
MarketSource, Inc.

M: [REDACTED]
lwooley@marketsource.com
11700 Great Oaks Way, Suite 500
Alpharetta, Georgia 30022

<https://www.safeairbags.com/>

From: Harrier, Nathan (N.) <nharrier@ford.com>
Sent: Friday, March 20, 2020 12:37 PM
To: Wooley, Lynn <lwooley@marketsource.com>; Lee, Mimi <mislee@marketsource.com>
Subject: FW: Picture Request: 3/18 Vehicles

Lynn & Mimi,

The VINS listed below have some concerns with them. Some of they may have been typos by the canvassers. Can we get the supporting photos for these cases please?

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, March 20, 2020 11:15 AM
To: Harrier, Nathan (N.) <nharrier@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: Picture Request: 3/18 Vehicles

Good morning Nathan,

Could we get the pictures associated with the following vehicles please?

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	Rear Left Child Lock	Rear Right Child Lock	Properly Performed = 1 Not Properly Performed = 0
1FMCU9GX5FU [REDACTED]	2015	Escape	105173	080517A	030617	09517B	Equipped	Equipped	typo
1FAHP3K20CL [REDACTED]	2012	Focus	280617	290617	280617	290617	Equipped	Not Equipped	1
1FMCU0GX4EU [REDACTED]	2014	Escape	050317	1283	5107	4107	Equipped	Equipped	typo
1FAHP3H24CL [REDACTED]	2012	Focus	30872b	17817b	07917b	14817b	Equipped	Equipped	?
3FA6P0HR3DR [REDACTED]	2013	FUSION	100825	140815	210615	141815	Equipped	Not Equipped	1
1FADP3F26DL [REDACTED]	2013	Focus	0212A6	281116	5486				?
1FADP3F22FL [REDACTED]	2015	Focus	5037	1047	1047	6037	Equipped	Not Equipped	1
NM0LS7E79E1 [REDACTED]	2014	Transit Connect	10614	10614	4107	2810	Not Equipped	Not Equipped	typo
1FMCU0J93DU [REDACTED]	2013	Escape	300517	07061B	260447B	5237	Equipped	Equipped	?
1FMCU0G93FU [REDACTED]	2015	Escape	21872B	01917A	22817B	04817B	Equipped	Equipped	?
5LMCJ1A94FU [REDACTED]	2015	MKC	230617	250617		31517B	Equipped	Equipped	?

Thanks!

Jorji D. Itoh

Production Vehicle Safety

Automotive Safety Office

330 Town Center Drive, Suite 500

Dearborn, MI 48126

Phone: [REDACTED]

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From: Itoh, Jorji (J.D.)
Sent: Tuesday, May 12, 2020 2:20 PM
To: Harrier, Nathan (N.)
Subject: RE: Picture Request: Canvas

Nathan,

You're awesome, thank you!

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

From: Harrier, Nathan (N.) <nharrier@ford.com>
Sent: Tuesday, May 12, 2020 10:18 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: Re: Picture Request: Canvas

Hi Jorji,

Please see attached for requested images.

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



From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Tuesday, May 12, 2020 7:41 AM
To: Harrier, Nathan (N.) <nharrier@ford.com>
Subject: Picture Request: Canvas

Hi Nathan,

It seems like it's been a really long time since we last spoke about this.
Probably a good thing!

I need a favor, Adrian Diaz has asked for some pictures of the 4 digit codes for a meeting with NHTSA this afternoon.
We don't need many, just one or two examples that are easy to read.

I put a few examples below, but we don't need all the pictures, just one or two clear ones.
 -is it possible to provide a few images today? (I'm sorry for the short lead time)

Account Name	Location:		Model Year	Model	1. Front Left Latch Date Code	2. Front Right Latch Date Code
	Mailing	State/Province				
1FA6P8CF8F5 [REDACTED]		Florida	2015	Mustang	5147	5147
1FA6P8CF0F5 [REDACTED]		Florida	2015	Mustang	4416	3406
1FADP3F22FL [REDACTED]		Florida	2015	Focus	5037	1047
1FATP8FF5F5 [REDACTED]		Texas	2015	Mustang	4386	5386
1FADP3F21FL [REDACTED]		California	2015	Focus	6037	6037
1FA6P8CF3F5 [REDACTED]		Georgia	2015	Mustang	1057	6047
1FMCU0J96EU [REDACTED]		Texas	2014	Escape	2453	4443

Jorji D. Itoh

**Production Vehicle Safety
 Automotive Safety Office**

330 Town Center Drive, Suite 500

Dearborn, MI 48126

Phone: (313) 999-3917

From: Robinson, Hue (H.M.)
Sent: Tuesday, December 10, 2019 9:08 PM
To: Okeh, Christopher (C.)
Subject: RE: Please double check this VIN from C1A file

Also, please check the file. For any cells in column G (latch julian date column), I've highlighted some in yellow that need to be verified or are missing.

HUE ROBINSON

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

From: Robinson, Hue (H.M.)
Sent: Tuesday, December 10, 2019 3:50 PM
To: Okeh, Christopher (C.) <cokeh@ford.com>
Subject: Please double check this VIN from C1A file

60	WPAC	Brose	Focus	1FADP3K2EL	[REDACTED]	9/5/2014	2/26/2014	11/20/2019	G.
61	WPAC	Brose	Focus	1FADP3K2EL	[REDACTED]	9/5/2014	2/20/2014	11/20/2019	G.
62	WPAC	Kiekert	Focus	1FADP3K2EL	[REDACTED]	9/5/2014	4/15/2017	11/20/2019	G.
63	WPAC	Brose	Focus	1FADP3K2EL	[REDACTED]	9/5/2014	2/26/2014	11/20/2019	G.

HUE ROBINSON

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

From: Green, Jeffrey (J.T.)
Sent: Tuesday, November 26, 2019 10:09 PM
To: Baker, Zachary (Z.)
Subject: RE: Reopen VINs

Completed

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Tuesday, November 26, 2019 3:42 PM
To: Green, Jeffrey (J.T.) <jgreen2@ford.com>
Subject: RE: Reopen VINs

Potential incomplete repair.

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

From: Green, Jeffrey (J.T.) <jgreen2@ford.com>
Sent: Tuesday, November 26, 2019 3:40 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: Reopen VINs

What reason do I put in GCAMP?

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Tuesday, November 26, 2019 3:39 PM
To: Green, Jeffrey (J.T.) <jgreen2@ford.com>
Subject: Reopen VINs

Jeff,

Would you please reopen the following VINs in 15S16?

-3FA6P0H71DR [REDACTED]
-3FA6P0HRXDR [REDACTED]

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

From: Itoh, Jorji (J.D.)
Sent: Tuesday, October 8, 2019 3:03 PM
To: Robinson, Hue (H.M.); Briggs, Erin Rose (E.R.)
Subject: RE: Review C1A Information

Thanks for catching this Hue!

3FADP4BJ1DM [REDACTED]

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, October 08, 2019 10:57 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Review C1A Information

Hi Jorji,

Can you give me the VIN of this line? It looks like you may have accidentally typed over the VIN info.

VIN	ODI No	Model Yr	Model	Vin	Failure Date	Letter Date	NHTSA File Date	City	State	Miles	Accident	Injured	Fire	Deaths
C	10979082	2013	FIES TA	3FADP4[REDACTED]	15-Sep-16	18-Apr-17	18-Apr-17	FAYETTEVILLE	NC	82000	N	0	N	0

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: Monday, September 23, 2019 12:36 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Review C1A Information

Thanks for meeting with us today.

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: Monday, September 23, 2019 12:29 PM

To: Parrish, Will (W.F.) <wparris1@ford.com>; Itoh, Jorji (J.D.) <jito@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>

Cc: Brezee, Shane (S.B.) <sbrezee@ford.com>

Subject: RE: Review C1A Information

Hi Jorji,

Can you please send the file you shared with us on WebEx?

Thanks,

HUE ROBINSON

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

[REDACTED]@vtext.com

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

From: Parrish, Will (W.F.) <wparris1@ford.com>

Sent: Thursday, September 19, 2019 3:05 PM

To: Parrish, Will (W.F.); Itoh, Jorji (J.D.); Robinson, Hue (H.M.); Briggs, Erin Rose (E.R.); Landry, Mike (M.P.)

Subject: Review C1A Information

When: Monday, September 23, 2019 12:00 PM-12:30 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Webex

Rescheduled to Monday, per request.

Review info from ASO team regarding C1A latch. Apologies for the conflicts, but there were no open time on calendars this week. I can reschedule to next week if required. Thanks.

-- Do not delete or change any of the following text. --

Join Meeting

Meeting number (access code): [REDACTED]

Join by phone

Tap to call in from a mobile device (attendees only)

+ [REDACTED] FordNet [REDACTED] / Toll

+ [REDACTED] US Toll Free Number

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

Join from a video system or application

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

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If you are a host, [go here](#) to view host information.

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[REDACTED]

From: Diaz, Adrian (A.D.)
Sent: Wednesday, May 27, 2020 7:33 PM
To: Itoh, Jorji (J.D.); Landry, Mike (M.P.)
Subject: RE: Review Request: C1A Repeat - Proposed Customer Letter

Jorji... feel free to discuss it with Mike as I am back to back the rest of the day.

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Wednesday, May 27, 2020 3:21 PM
To: Landry, Mike (M.P.) <mlandry@ford.com>; Diaz, Adrian (A.D.) <adiaz41@ford.com>
Subject: RE: Review Request: C1A Repeat - Proposed Customer Letter

Adrian, Mike,

I realized after our meeting, when I saw Dan Peirce's name on the meeting invite for Friday, that our letter to the customer does not have any instruction for the rear door child safety lock.

When you two have a moment, let's discuss more on how we want to approach this.

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: Wednesday, May 27, 2020 2:37 PM
To: Ujkashevic, Desi (D.) <dujkashe@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Diaz, Adrian (A.D.) <adiaz41@ford.com>
Subject: Review Request: C1A Repeat - Proposed Customer Letter

Good afternoon Desi,

Adrian and Mike are planning to discuss the attached proposed letters with you on Thursday, 5/27.
They are attached for your reference.

Kind regards,

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

From: Kuzala, Brian (B.)
Sent: Tuesday, November 19, 2019 2:28 PM
To: Robinson, Hue (H.M.); Reiners, Donna (D.L.); Okeh, Christopher (C.); Albu, Doru (D.C.); Briggs, Erin Rose (E.R.)
Subject: RE: Review V07 Parts Return Request & Rebalance as needed

New latch requests have been approved at 100%. I have rolled down the other requests that were discussed on the call to make way for the additional volume of parts.

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, November 19, 2019 8:54 AM
To: Reiners, Donna (D.L.) <dreiners@ford.com>; Kuzala, Brian (B.) <bkuzala@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Review V07 Parts Return Request & Rebalance as needed

Team – please confirm C1A latch return request is at 100% and includes the safety recall numbers. In addition, I believe Brian was updating the reduction to the parts that we agreed to but I'd like to confirm those changes. I believe this was our agreement:

- C1A latches – change from 20/wk to 100% & include safety recall numbers (15S16 & 16S30)
- D544 elatches – decrease
- F-series hood latches – decrease
- Edge/MKX tailgate – decrease?
- Others to decrease?

HUE ROBINSON

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

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

From: Robinson, Hue (H.M.)
Sent: Friday, November 15, 2019 11:51 AM
To: Robinson, Hue (H.M.); Reiners, Donna (D.L.); Kuzala, Brian (B.); Chris Okeh; Albu, Doru (D.C.); Briggs, Erin Rose (E.R.)
Subject: Review V07 Parts Return Request & Rebalance as needed
When: Friday, November 15, 2019 2:00 PM-2:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Would like to discuss as a team our current state of parts return and rebalance as needed, based on current issues.

Chris – can you please pull our current open requests so we can discuss.

-- Do not delete or change any of the following text. --

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+ [REDACTED] FordNet [REDACTED] Toll

+ [REDACTED] US Toll Free Number

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Dial [REDACTED] [@ford.webex.com](mailto:[REDACTED]@ford.webex.com)

You can also dial [REDACTED] and enter your meeting number.

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From: Pleet, Edward (E.A.)
Sent: Friday, December 13, 2019 1:20 PM
To: Robinson, Hue (H.M.)
Subject: Re: Scope 1: Kiekert Latch - Total Reports by Location

Thanks...as expected.

Chief Engineer, Ford Motor Company
Global Body Structures, Closures & Architecture
Office – Dearborn, MI PDC 2AA33 Cell - +[REDACTED]; Desk - [REDACTED]

On Dec 13, 2019, at 8:04 AM, Robinson, Hue (H.M.) <hrobin18@ford.com> wrote:

Jorji's data shown by state, which shows majority of the reports are in the hot states (CA, AZ, NV, TX, FL).

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, December 12, 2019 10:26 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>; Brezee, Shane (S.B.) <sbreeze@ford.com>
Subject: Scope 1: Kiekert Latch - Total Reports by Location

Hue,

Please see that attached in response to Ed's request at the TRG to provide report data based on location.

I've included both report count and report rate for reference.

Please let me know if the raw data is needed.

Kind regards,

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

<Kiekert Scope 1 Latch - Location Report 20191212.pptx>

From: Willard, Jeremy (J.)
Sent: Thursday, February 13, 2020 4:53 PM
To: Grove David (AA-AS/EDS226)
Cc: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226)
Subject: RE: SLTS request for Initial Labor Time - Program Numbers 19Y07 & 19Y33

Sensitivity: Private

Ok. I didn't see this till after I sent it, but added her to the notice so she has it now.
Thank you,

Jeremy Willard

Recall & Service Programs

Ford Motor Company - Customer Service Division

Service Engineering Operations

Diagnostic Service Center II - 794
[REDACTED]

From: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Sent: Thursday, February 13, 2020 11:50 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Hausmann, William (W.) <william.hausmann@us.bosch.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Subject: RE: SLTS request for Initial Labor Time - Program Numbers 19Y07 & 19Y33
Sensitivity: Private

Jeremy, please also include Tara. She will be the assigned author.

Best regards

David Grove
AA-AS/EDS6.22

Tel. + [REDACTED]

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Thursday, February 13, 2020 11:46 AM
To: Osepchook, William (W.R.) <wosepcho@ford.com>; Kahn, Jason (J.) <jkahn4@ford.com>; Hallmark Khristopher (AA-AS/EDS224) <Khristopher.Hallmark@us.bosch.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Subject: SLTS request for Initial Labor Time - Program Numbers 19Y07 & 19Y33
Importance: High
Sensitivity: Private

X-Number #: 19Y07 & 19Y33 (C1A latches)

FSA SLTS Estimate

- Initial Request Date (email send date): 2/13
- Due Date
- Estimated date after repair definition to support TRG 14D Review: TRG was 2/12
- Estimated Dave Johnson Pre-Read Date: 2/28

Comments:

- I will set up a quick WebEx with Bill O. and Dave to discuss this one. We are under NHTSA pressure on this one.

Thank you,

Jeremy Willard

Recall & Service Programs

Ford Motor Company - Customer Service Division

Service Engineering Operations

Diagnostic Service Center II - 794



From: Baker, Zachary (Z.)
Sent: Monday, November 25, 2019 9:06 PM
To: Itoh, Jorji (J.D.)
Cc: Rabourn, Todd (T.R.); Robinson, Hue (H.M.)
Subject: RE: TRG Prep Docs

No – I do not see a date stamp for the date the 14D was opened. I will inquire with IT and let you know if they can tell me.

Zachary Baker

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

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Monday, November 25, 2019 3:56 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Rabourn, Todd (T.R.) <trabourn@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: TRG Prep Docs

Hi Zach,

I know that once a 14D is closed out, it is housed in FCSD.
Do you have any visibility to the open and close date?

Thanks,

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: Monday, November 25, 2019 3:05 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Rabourn, Todd (T.R.) <trabourn@ford.com>
Subject: RE: TRG Prep Docs

Hi Jorji – would you be able to find out when the 14D was initiated and closed? I'm trying to put together a timeline of all the events that took place.

HUE ROBINSON

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

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

Sent: Monday, November 25, 2019 11:39 AM

To: Rabourn, Todd (T.R.) <trabourn@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>

Subject: TRG Prep Docs

Good afternoon,

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: Hansen, Thayne (T.)
Sent: Tuesday, February 11, 2020 10:07 PM
To: Rabourn, Todd (T.R.)
Cc: Baker, Zachary (Z.)
Subject: RE: TRG

Can you send your slides from the last meeting? I am working on a slide that describes the DIRRP process and Zach is pulling together the initial look at the incremental labor time. We can add that if you will send your deck and then send it back.

Thayne N. Hansen

North America Recall Manager

Ford Motor Company

Dearborn, MI 48126

Office: [REDACTED]

Mobile: [REDACTED]

From: Rabourn, Todd (T.R.) <trabourn@ford.com>
Sent: Tuesday, February 11, 2020 5:04 PM
To: Hansen, Thayne (T.) <thansen1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: TRG

I have not been able to dial into the C1A call this week. What do we need to pull together for tomorrow's TRG? I'm about to get on a flight, have about an hour layover and then won't be home until about midnight tonight.

I'll be in early tomorrow. Thanks.

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

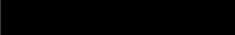


From: Hansen, Thayne (T.)
Sent: Friday, May 15, 2020 4:52 PM
To: Porter, Brian (B.M.)
Cc: Baker, Zachary (Z.); Willard, Jeremy (J.)
Subject: RE: TRP WebEx Meeting (SLTS)

Brian,

We are launching updates to 15S16 and 16S30 this afternoon that likely will generate a lot of conversation among the technicians. If it comes up from the TRP prior to you meeting let us know. Said another way, I am not asking to put this topic on your agenda, but if you hear something let us know and we will support as needed.

Thanks

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

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

From: Porter, Brian (B.M.) <bporter4@ford.com>

Sent: Friday, May 15, 2020 10:48 AM

To: Andrew Nielsen; Bryan Naylor; Dennis Whited; Donnie Jones; Eric Barge; Eric Young; Greg Lampar; Hal Heizer; Jason Delle; Jesus Gonzalez; Joe Blackburn; Justin Bradley; Micah Elam; Mike Zeigler; Nathan Brewer; Oscar Ledezma; Ray Osborn; Russell Noah (nrussell@haidlenford.com); Ryan Steel; Stone Daniel (dans@einspahr.com); Vincent Pesa; Kahn, Jason (J.); Wilyard, Dan (D.J.); Osepchook, William (W.R.); Farr, Tony (T.J.); Dorony, Kenneth (K.R.); Fritschen, Steve (S.E.); Lien, Rob (R.L.); Albrant, Mark (M.A.); Alcock, Eric (E.W.); Allen, Michael (M.C.); Armbruster, Phil (P.J.); Barber, Jeffrey (J.W.); Bardelski, David (D.); Baumeister, Eric (E.); Bazil, Tom (E.); Beauregard, Scott (C.); Bethel, Inga (I.); Bilicki, John (J.R.); Hausmann, William (W.); Bird, Kevin (M.); Black, Kevin (K.W.); Boughan, Jerry (J.D.); Krein, Bradley (L.); Bradcoski, Brian (B.P.); Brady, Kevin (K.P.); Brimmell, John (J.H.); Brozovich, Shawn (D.); Bruckner, Paul (P.R.); Burns, Joanne (.); Camaj, Linda (.); Centa, John (J.R.); Chacon, Jose (A.); Collins, Michael (.); Culkin, Thomas (T.); Dahabra, Mouhanad (M.C.); DeBorde, Tim (T.B.); Dobbs, Dan (K.D.); Duncan, Anita (A.M.); Eaton, Robert (F.); Eeley, Scott (A.); Eis, Peter (P.R.); Enerson, David (D.W.); Esch, Becky (B.); Eveland, Marty (M.); Feil, Denise (D.); Fortin, Jeffrey (J.G.); Frey, Martin (M.F.); Garcia, Paul (P.G.); Gillanders, Eric (E.S.); Gillis, Jeffrey (J.L.); Goddu, George (G.A.); Green, Tom (T.A.); Grezeszak, Dennis (D.A.); Groat, Jim (.); Gryglak, Adam (A.J.); Gumz, Melanie (M.); Guzzo, Michelle (M.); Habian, Mitchell (M.J.); Hale, Curt (B.C.); Hamilton, Steven (S.C.); Hansen, Thayne (T.); Hanson, Chris (C.); Harms, Rick (R.J.); Higgins, Mark (M.A.); Hill, Teresa (T.L.); Hines, Kevin (K.B.); Holzheuer, Bill (W.P.); Humphries, Glenn (G.L.); Huspen, Timothy (T.F.); Jaeckle, Kurt (K.J.); Jenkins, Bryan (B.); Jiang, Yale (Y.); Johnston, Steven (S.J.); Jorgensen, John (J.D.); Cavicchiolo, Joseph (J.A.); Kaminske, Jim (J.); Kan, Michael (Y.); Palczynski, Kimberly (K.A.); King, Michael (M.J.); Koerschner, Michelle (M.M.); Kulmaczewski, David (D.M.); Lamb, Amy (A.L.); Lawler, Dave (D.A.); Lawson, Pat (P.W.); Leifson, Kirk (K.V.); Lollar, Jim (J.W.); Lozier, Dave (D.M.); Lusardi, Tony (T.K.); McCaffrey, Ken (K.J.); McCoy, Kevin (K.J.); McInerney, Thomas (T.W.); Melville, Mike (M.); Montgomery, Kerry (K.P.); Moody, Tom (T.J.); Moreau, Jerimy (J.C.); Morse, Margaret (A.); Muter, Doreen (D.J.); Nikolajevs, Peter (P.); Nunn, Aaron (A.L.); Oaks, Jeff (J.S.); Ostic, Wes (E.W.); Pekarscik, Brian (PK.);

Perozich, James (J.W.); Premceski, Tony (T.); Push, Jeffrey (J.S.); Raina, Sidhartha (S.); Reiners, Donna (D.L.); Ricks, Kevin (K.J.); Rivera, Santos (S.); Roberts, Michael (M.J.); Robinson, Mark (.); Rogin, Sherri (S.L.); Romano, Ron (R.); Selthofer, Sara (S.); Scott, Ronald (R.); Shaffer, Russ (R.A.); Shockling, Jana (J.L.); Shrable, Kevin (K.); Balzer, Stacy (S.L.); Steslicki, Jeff (J.J.); Stratton, Steve (S.B.); Syed, Shaheen (Q.); Tarquinto, Elizabeth (E.B.); Teller, John (J.E.); Templeton, Kristin (K.); Thompson, Kim (K.M.); Tyahla, Mark (M.A.); Ulczynski, Michael (M.J.); Vecchio, Anne Marie (A.M.); Warwood, Mike (J.M.); Watts, Fay (F.A.); Willis, Jeff (J.E.); Wood, Daniel (D.P.); Ziani, Ahmed (A.); Ziegler, David (Alan.); Zilinskas, Steve (S.E.)

Cc: Valdez Ray (AA-AS/EDS6.25)

Subject: TRP WebEx Meeting (SLTS)

When: Tuesday, May 19, 2020 7:00 PM-8:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: PC or Phone

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

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+ [REDACTED] US Toll Free Number

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Join from a video system or application

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

You can also dial [REDACTED] and enter your meeting number.

If you are a host, [go here](#) to view host information.

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For additional help with WebEx, Ford users can click on the Digital Worker link: [WebEx Support](#)

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[REDACTED]

From: Landry, Louis (L.R.)
Sent: Tuesday, February 18, 2020 3:13 PM
To: Willard, Jeremy (J.); Grove David (AA-AS/EDS226)
Cc: Baker, Zachary (Z.); Sukiennik John (AA-AS/EDS224); EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226); Osepchook, William (W.R.); Hausmann, William (W.); Blair, Bryan (B.S.); Walters, Rhea (R.); Beane, Steven (S.M.)
Subject: RE: Vehicle need for FSA trial

I am still waiting to get access to the track
If you have a better way, go for it, I don't have a time frame of if and when I will get it

Louis R Landry
SET Vehicle Coordinator
Service Engineering Operations
Service Engineering Technologies
[REDACTED]

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, February 18, 2020 10:12 AM
To: Landry, Louis (L.R.) <llandry@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Blair, Bryan (B.S.) <bblair1@ford.com>; Walters, Rhea (R.) <rwalte57@ford.com>; Beane, Steven (S.M.) <sbeane@ford.com>
Subject: RE: Vehicle need for FSA trial

Louis –
I didn't see anything from you yesterday. Were you able to get the vehicle or no?
Thank you,

Jeremy Willard

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

From: Landry, Louis (L.R.) <llandry@ford.com>
Sent: Friday, February 14, 2020 4:21 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Beane, Steven (S.M.) <sbeane@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Blair, Bryan (B.S.) <bblair1@ford.com>; Walters, Rhea (R.) <rwalte57@ford.com>; Landry, Louis (L.R.) <llandry@ford.com>
Subject: Re: Vehicle need for FSA trial

Ok. Liked stated I will know on Monday when and if they will give me access
Get [Outlook for iOS](#)

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, February 14, 2020 4:19:32 PM
To: Landry, Louis (L.R.) <llandry@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Beane, Steven (S.M.) <sbeane@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Blair, Bryan (B.S.) <bblair1@ford.com>; Walters, Rhea (R.) <rwalte57@ford.com>
Subject: RE: Vehicle need for FSA trial

Louis –

I was not aware you were arranging to get [REDACTED]. Please advise if you end up getting this veh. I need to let Bryan and Rhea know we won't need [REDACTED] after all.

I had made arrangements to get it next week, but you were not on that chain (see attached).

Thank you,

Jeremy Willard

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

From: Landry, Louis (L.R.) <llandry@ford.com>
Sent: Friday, February 14, 2020 2:41 PM
To: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Beane, Steven (S.M.) <sbeane@ford.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Landry, Louis (L.R.) <llandry@ford.com>
Subject: RE: Vehicle need for FSA trial

I should have an answer Monday morning

Regards

Louis R Landry
SET Vehicle Coordinator
Service Engineering Operations
Service Engineering Technologies
[REDACTED]

From: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Sent: Friday, February 14, 2020 11:23 AM
To: Beane, Steven (S.M.) <sbeane@ford.com>; Landry, Louis (L.R.) <llandry@ford.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226)

<external.Tara.Kaminski@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>

Subject: RE: Vehicle need for FSA trial

Louis, would you be able to help coordinate getting this vehicle ([REDACTED]) from the test track area? Aaron and I attempted to pick it up and do not have access to pass through the gate.

Best regards

David Grove
AA-AS/EDS6.22

Tel. [REDACTED]

From: Beane, Steven (S.M.) <sbeane@ford.com>

Sent: Friday, February 14, 2020 9:36 AM

To: Walters, Rhea (R.) <rwalte57@ford.com>; Grove, David (D.) <dgrove4@ford.com>; Blair, Bryan (B.S.) <bblair1@ford.com>

Cc: Willard, Jeremy (J.) <jwillard1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Hausmann, William (W.) <IMCEAEX-O=FORD_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29_CN=RECIPIENTS_CN=WHAUSM A1253@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Stewart, Michele (M.) <mstewa31@ford.com>

Subject: RE: Vehicle need for FSA trial

David: Vehicle [REDACTED] is available. Please see me for keys.

Steven Beane

[REDACTED] c/text

Brake Controls – FSC for P702, Driver Skills Mentor ... and other things

From: Walters, Rhea (R.) <rwalte57@ford.com>

Sent: Friday, February 14, 2020 9:23 AM

To: Grove, David (D.) <dgrove4@ford.com>; Beane, Steven (S.M.) <sbeane@ford.com>; Blair, Bryan (B.S.) <bblair1@ford.com>

Cc: Willard, Jeremy (J.) <jwillard1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; john.sukiennik@us.bosch.com; external.Tara.Kaminski@us.bosch.com; Hausmann, William (W.); Osepchook, William (W.R.) <wosepcho@ford.com>; Stewart, Michele (M.) <mstewa31@ford.com>

Subject: RE: Vehicle need for FSA trial

David,

re: my 2 Mustangs

[REDACTED] on bailment w/ Link Engineering in Dearborn (Southfield& Rotunda); Bryan will need to advise regarding availability

[REDACTED] track-only training vehicle, no license plate, so to borrow it you would have to tow or get a temp plate; Steven will need to advise regarding availability

Schedule Vehicle More			2015	FORD	MUSTANG ECOBOOST FASTBACK COUPE 2DR	N	Y	No	RWALTE57	BBLAIR1
Schedule Vehicle More			2015	FORD	MUSTANG GT FASTBACK 2DR			No	RWALTE57	SBEANE

Rhea Walters | Vehicle Coordinator - Competitive & Chassis

Bus Hrs 7:30 AM - 4:00 PM EVB 2ED04

[ROTUNDA Lot](#) ← Click link for Google Map street view
Mon – Fri 6:00 AM to 6:00 PM, Closed Sat/Sun

From: Grove, David (D.) <dgrove4@ford.com>

Sent: Friday, February 14, 2020 8:55 AM

To: Pilotti, Frances (F.A.) <fpilotti@ford.com>; Burns, Joseph (J.) <jburns62@ford.com>; Stewart, Michele (M.) <mstewa31@ford.com>; Oliver, Tina (T.A.) <toliver@ford.com>; Leijten, Jeffery (J.L.) <jleijten@ford.com>; Espino, Peter (P.) <pespino8@ford.com>; Walters, Rhea (R.) <rwalte57@ford.com>; Beane, Steven (S.M.) <sbeane@ford.com>; Blair, Bryan (B.S.) <bblair1@ford.com>; Leijten, Jeffery (J.L.) <jleijten@ford.com>

Cc: Willard, Jeremy (J.) <jwillar1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; john.sukiennik@us.bosch.com; external.Tara.Kaminski@us.bosch.com; Hausmann, William (W.); Osepchook, William (W.R.) <wosepcho@ford.com>

Subject: Vehicle need for FSA trial

Importance: High

Good morning, we are looking to acquire the following vehicles for validation of door latch inspection / replacement. Would we possibly be able to barrow one each from the vehicle lines below? We would need each vehicle for 1 possibly 2 days.

The vehicle will not be modified and will be restored to original condition. Vehicle bailment is not required as the work will be performed at a Ford facility (FBPIII – 1555 Fairlane Cir, Allen Park) along with the Ford FSA team present from DSC.

2013-2015 C-MAX
NEED VEHICLE

2012-2015 FOCUS
NEED VEHICLE

2015 MKC
NEED VEHICLE

2015 MUSTANG
NEED VEHICLE

2013-2014 FUSION / MKZ
NEED VEHICLE

Actions	Tag #	GPIRS Build ID-Phase	Model Year	Make	Model
Schedule Vehicle More			2015	FORD	C-MAX HYBRID SEL 4DR
Schedule Vehicle More			2014	FORD	C-MAX ENERGI PLUG-IN HYBRID 4DR
Schedule Vehicle More			2014	FORD	C-MAX HYBRID SE 4DR
Schedule Vehicle More			2013	FORD	C-MAX ENERGI PLUG-IN HYBRID 4DR
Schedule Vehicle More			2013	FORD	C-MAX ENERGI PLUG-IN HYBRID 4DR

Schedule Vehicle More			2013	FORD	FUSION ENERGI PLATINUM 4DR
Schedule Vehicle More			2013	FORD	FUSION PLUG-IN HYBRID TITANIUM 4DR
Schedule Vehicle More			2013	FORD	FUSION PLUG-IN HYBRID TITANIUM 4DR
Schedule Vehicle More			2014	FORD	FUSION SE FWD 4DR
Schedule Vehicle More		C74F0002-VP	2014	FORD	FUSION SE FWD 4DR
Schedule Vehicle More		C74F0000-VP	2014	FORD	FUSION SE FWD 4DR

Schedule Vehicle More			2015	FORD	MUSTANG ECOBOOST FASTBACK COUPE 2DR
Schedule Vehicle More			2015	FORD	MUSTANG GT FASTBACK 2DR

Schedule Vehicle More			2014	FORD	FOCUS TITANIUM HA
Schedule Vehicle More			2014	FORD	FOCUS TITANIUM HA
Schedule Vehicle More			2014	FORD	FOCUS TITANIUM HA
Schedule Vehicle More			2014	FORD	FOCUS SEDAN SE FW
Schedule Vehicle More		DH5F0003-TT	2015	FORD	FOCUS SEDAN SE FW

Schedule Vehicle More		ME4L0000-VP	2015	LINCOLN	MKC AWD S/W
Schedule Vehicle More		ME4L0001-VP	2015	LINCOLN	MKC AWD S/W
Schedule Vehicle More		ME5F0001-VP	2015	LINCOLN	MKC AWD S/W
Schedule Vehicle More		ME5F0000-VP	2015	LINCOLN	MKC FWD S/W
Schedule Vehicle More		ME5F0002-VP	2015	LINCOLN	MKC AWD S/W

Best regards

David Grove
Dgrove4@ford.com

Dave.grove@us.bosch.com

Tel. [REDACTED]

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226)
<external.Tara.Kaminski@us.bosch.com>
Sent: Wednesday, February 26, 2020 5:51 PM
To: Grove David (AA-AS/EDS226); Willard, Jeremy (J.); O'Neil, Thomas (T.J.)
Cc: Baker, Zachary (Z.); Hausmann, William (W.)
Subject: RE: Vehicle Needed

All,

Just arrived back with the part. Technician is putting things back together now. Give him about an hour and everything should be completed.

Again, so sorry for the delay on this.

Best regards

Tara Kaminski
AA-AS/EDS2221

Tel. [REDACTED]

From: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Sent: Wednesday, February 26, 2020 11:10 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; O'Neil, Thomas (T.J.) <toneil3@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; EXTERNAL Adams Joseph (IPG, AA-AS/EDS226) <external.Joseph.Adams@us.bosch.com>; rjudson@ford.com; Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>
Subject: RE: Vehicle Needed

Need to provide an update on this. Sorry for the delay we have had a plastic retaining clip on one of the door handle cables snap on us. We are currently having an employee run to varsity ford to obtain a replacement cable (closest dealer with replacement part). Afterwards we should be able to button this up early this afternoon. Again sorry for the delay on this as we needed to perform a labor time study in along with the validation procedure.

Tom, I did speak to Roger Judson he can provide a loaner vehicle if needed for this afternoon..

Tara, can you provide an updated ETA once you return with the new cable.

Best regards

David Grove
AA-AS/EDS6.22

Tel. [REDACTED]

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Wednesday, February 26, 2020 10:01 AM
To: O'Neil, Thomas (T.J.) <toneil3@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>

Subject: RE: Vehicle Needed

Importance: High

Tom –

We just spoke to Tara. Repairs are going well and they expect to have your vehicle buttoned up by noon at the latest. We realize the ensuing snow storm will inevitably drive early departures today. We appreciate your patience.

Tara –

Please provide a status update to all on this note in an hour or so.

Thank you,

Jeremy Willard

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

From: O'Neil, Thomas (T.J.) <toneil3@ford.com>

Sent: Wednesday, February 26, 2020 9:40 AM

To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>

Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>

Subject: RE: Vehicle Needed

Hi all

Is there and ETA on the completion of my 2014 Fusion?

Thanks

Thomas J. O'Neil

Primary/CAD Design
ford vehicle personalization
ford Customer Service Division

[REDACTED] (office)
[REDACTED] (Cell)

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>

Sent: Monday, February 24, 2020 12:24 PM

To: O'Neil, Thomas (T.J.) <toneil3@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>

Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>

Subject: RE: Vehicle Needed

Tom,

I will give you a ring in the morning as soon as I am in office to come get the vehicle. I am usually in by 630.

Thanks again!

Best regards

Tara Kaminski
AA-AS/EDS2221

Tel. [REDACTED]

From: O'Neil, Thomas (T.J.) <toneil3@ford.com>

Sent: Monday, February 24, 2020 12:07 PM

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

Cc: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS2226) <external.Tara.Kaminski@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>

Subject: RE: Vehicle Needed

Hi Jeremy

Tomorrow works for me.

I'm hear by 6 , so anytime after that your welcome to stop over.

Just give a quick heads up so I can make sure I'm at my desk when you stop by.

CUBE 455 right across from Wayne Ferris

Thanks

Thomas J. O'Neil

Primary/CAD Design
ford vehicle personalization
ford Customer Service Division

[REDACTED] office)
[REDACTED] Cell)

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

Sent: Monday, February 24, 2020 12:03 PM

To: O'Neil, Thomas (T.J.) <toneil3@ford.com>

Cc: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS2221) <external.Tara.Kaminski@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>

Subject: RE: Vehicle Needed

Importance: High

Tom –

Per my vm, please advise if tomorrow will work for you. I just received the new service latches we'll be installing. I'm cc'ing Tara on this note, as she is the Bosch technical author administering the service trial. If your car will be available tomorrow, we'd like to get started on it first thing in the morning.

I'm usually not in until 9 or so, but Tara could come grab it before then if need be.

Please advise.

Thank you,

Jeremy Willard

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

From: O'Neil, Thomas (T.J.) <toneil3@ford.com>

Sent: Friday, February 21, 2020 10:14 AM

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

Subject: FW: Vehicle Needed

Importance: High

Hi Jeremy

I have a 2014 Ford Fusion VIN # 3FA6P0K91ER [REDACTED]

Let me know if you would like to borrow my car

Thanks

Thomas J. O'Neil

Primary/CAD Design
ford vehicle personalization
ford Customer Service Division

[REDACTED] office)
[REDACTED] Cell)

From: Militello, Tina (T.) <tmilite1@ford.com>

Sent: Friday, February 21, 2020 9:51 AM

Subject: Vehicle Needed

Importance: High

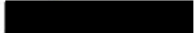
The recall team needs the following vehicles to inspect, and replace if needed, all four door latches. Vehicle should only be required for a few hours.

- 2015 MKC
- 2013-2014 FUSION
- 2013-2014 MKZ

If you have one of these vehicles, and are willing to help, please contact Jeremy Willard.

Thank you!

Jeremy Willard

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


From: Willard, Jeremy (J.)
Sent: Friday, February 21, 2020 8:30 PM
To: O'Neil, Thomas (T.J.)
Cc: Baker, Zachary (Z.)
Subject: RE: Vehicle Needed

Importance: High

Tom –

We have parts ordered and will let you know as soon as we have them available. We're targeting early next week, M,T,W would be ideal.

I will update you on Monday.

Thank you,

Jeremy Willard

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

From: O'Neil, Thomas (T.J.) <toneil3@ford.com>
Sent: Friday, February 21, 2020 10:14 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: FW: Vehicle Needed
Importance: High

Hi Jeremy

I have a 2014 Ford Fusion VIN # 3FA6P0K91ER [REDACTED]

Let me know if you would like to borrow my car

Thanks

Thomas J. O'Neil

Primary/CAD Design
ford vehicle personalization
ford Customer Service Division

[REDACTED] (office)

[REDACTED] (Cell)

From: Militello, Tina (T.) <tmilite1@ford.com>

Sent: Friday, February 21, 2020 9:51 AM

Subject: Vehicle Needed

Importance: High

The recall team needs the following vehicles to inspect, and replace if needed, all four door latches. Vehicle should only be required for a few hours.

- 2015 MKC
- 2013-2014 FUSION
- 2013-2014 MKZ

If you have one of these vehicles, and are willing to help, please contact Jeremy Willard.

Thank you!

Jeremy Willard

Recall & Service Programs

Ford Motor Company – Customer Service Division

Service Engineering Operations

Diagnostic Service Center II – 794



From: Judson, Roger (R.)
Sent: Thursday, May 21, 2020 5:27 PM
To: Hausmann, William (W.); Landry, Louis (L.R.); Grove David (AA-AS/EDS226); Sukiennik John (AA-AS/EDS224)
Cc: Baker, Zachary (Z.); Willard, Jeremy (J.); EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226)
Subject: RE: Videos required for upcoming Safety FSA

Hi Bill,

As requested here is the info on the Shelby for tomorrow.

1FA6P8JZ3G5 [REDACTED] 2016 FORD SHELBY GT350 MUSTANG FASTBACK COUPE 2DR [REDACTED]

Roger Judson
Ford Motor Co.
Diagnostic Design Engineer
Validation Garage/Vehicle Coordinator
Diagnostic Service Center 1
Ford Motor Co.
Phone: [REDACTED]
email: rjudson@ford.com

From: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Sent: Thursday, May 21, 2020 11:09 AM
To: Landry, Louis (L.R.) <lrandry@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Judson, Roger (R.) <rjudson@ford.com>; Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Subject: RE: Videos required for upcoming Safety FSA

Hi Louis,

As it turns out, we will NOT be needing either of these for the recall videos. Thanks for verifying availability!

Best regards,

William Hausmann

Automotive Service Solutions, Project Manager / Site HSE (AA-AS/EDS226)
Bosch Automotive Service Solutions Inc. | 1555 Fairlane Drive | Allen Park, MI 48101 | USA | www.bosch.us
Tel. + [REDACTED] | Mobile [REDACTED] | Fax +1 313 425-3955 | william.hausmann@us.bosch.com

From: Landry, Louis (L.R.) <lrandry@ford.com>
Sent: Thursday, May 21, 2020 10:45 AM
To: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Judson, Roger (R.) <rjudson@ford.com>; Sukiennik John

(AA-AS/EDS224) <john.sukiennik@us.bosch.com>

Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Landry, Louis (L.R.) <llandry@ford.com>

Subject: RE: Videos required for upcoming Safety FSA

[REDACTED] is also available

Louis R Landry
SET Vehicle Coordinator
Service Engineering Operations
Service Engineering Technologies
[REDACTED]

From: Landry, Louis (L.R.) <llandry@ford.com>

Sent: Thursday, May 21, 2020 10:41 AM

To: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Judson, Roger (R.) <rjudson@ford.com>; Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>

Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Landry, Louis (L.R.) <llandry@ford.com>

Subject: RE: Videos required for upcoming Safety FSA

Only [REDACTED] is available

Louis R Landry
SET Vehicle Coordinator
Service Engineering Operations
Service Engineering Technologies
[REDACTED]

From: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>

Sent: Thursday, May 21, 2020 10:02 AM

To: Judson, Roger (R.) <rjudson@ford.com>; Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>; Landry, Louis (L.R.) <llandry@ford.com>

Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>

Subject: FW: Videos required for upcoming Safety FSA

Importance: High

Jeremy, my initial view of the vehicle inventory shows we do not have a Mustang.

We do have

2015 Escape - [REDACTED]

2016 Transit Connect - [REDACTED]

John/Roger/Louis, can you let the team know if we have any of the following vehicles?

2015 MUSTANG

Best regards,

David Grove

Automotive Service Solutions, Engineering Diagnostics Services OEM (AA-AS/EDS6.22)
Bosch Automotive Service Solutions Inc. | 1555 Fairlane Drive | Allen Park, MI 48101 | USA | www.bosch.us
Tel. [REDACTED] Fax +1 313 425-3955 | Dave.Grove@us.bosch.com

From: Willard, Jeremy (J.) <jwillard1@ford.com>

Sent: Thursday, May 21, 2020 9:23 AM

To: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Rosol, Lance (L.) <lrosol@ford.com>;
Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>

Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>; Osepchook, William (W.R.)
<wosepcho@ford.com>

Subject: Videos required for upcoming Safety FSA

Importance: High

Good morning –

Last evening, we learned we need to have some videos made for an upcoming Safety program. The program is not yet approved, however, there have been multiple meetings with our upper mgt. and the ASO team with NHTSA. This is another latch program. We will need 3 short videos showing a customer how to find the build dates on the latches and either simply capture them on a piece of paper or to enter them in to a website that is currently under development. There is a very short fuse on this one, and with the holiday wknd, our mgt. would prefer to get it going today if at all possible, as there are expectations to meet NHTSA deadlines that will be fast approaching.

Similar to the work we've been doing on latches, we will need 3 vehicles for these videos. We need a 4 door sedan, a Mustang and a Transit Connect with the sliding doors. Please start working on procuring them.

I'm setting up a meeting at 10 so we can further discuss details.

Thank you,

Jeremy Willard

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

From: Willard, Jeremy (J.)
Sent: Wednesday, June 10, 2020 8:43 PM
To: Rooker, Heather (H.R.)
Subject: RE: VIN. 2013 ESCAPE 1.6L 1FMCU0GX5DU [REDACTED]

NO RUSH whatsoever on this.
Thank you!!

Jeremy Willard

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

From: Rooker, Heather (H.R.) <hrooker@ford.com>
Sent: Wednesday, June 10, 2020 3:33 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: VIN. 2013 ESCAPE 1.6L 1FMCU0GX5DU [REDACTED]

Yes, I will look into.... Give me a couple minutes ☺

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Wednesday, June 10, 2020 3:27 PM
To: Rooker, Heather (H.R.) <hrooker@ford.com>
Subject: FW: VIN. 2013 ESCAPE 1.6L 1FMCU0GX5DU [REDACTED]

Heather –

Any way you can advise who/where the original mailing for 16S30 went and when (roughly) for this vehicle? Ironically, it belongs to the Bosch technical author who's assigned to the 16S30 and the subsequent latch programs. Her door failed to latch over the wknd, it's at a dealer now being repaired. She claims to have not received the initial mailing, but did receive something recent on it. Did we have it in a recent OSU mailing?

Thank you,

Jeremy Willard

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

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Sent: Wednesday, June 10, 2020 2:33 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: VIN. 2013 ESCAPE 1.6L.

1FMCU0GX5DU[REDACTED]

Best regards,

Tara Kaminski

Automotive Service Solutions, Engineering Diagnostic Services OEM (AA-AS/EDS226)
Bosch Automotive Service Solutions Inc. | 1555 Fairlane Drive | Allen Park, MI 48101 | USA | www.bosch.us
Tel. [REDACTED] | external.Tara.Kaminski@us.bosch.com

From: Grezeszak, Dennis (D.A.)
Sent: Friday, November 22, 2019 1:10 PM
To: Robinson, Hue (H.M.)
Cc: Okeh, Christopher (C.); Baker, Zachary (Z.); Briggs, Erin Rose (E.R.); Rabourn, Todd (T.R.)
Subject: RE: VIN: 3LN6L2LU6DR[REDACTED] Contact ID: 102206910

In the event that the customer requests a rental, is that something that you would be able to approve?

You can approve rentals for a day on any of these door handle cases. I will pay the claims.

Dennis Grezeszak
Concern ID & Resolution Supervisor
Service Engineering Operations

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Thursday, November 21, 2019 5:19 PM
To: Grezeszak, Dennis (D.A.) <dgrezesz@ford.com>
Cc: Okeh, Christopher (C.) <cokeh@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Rabourn, Todd (T.R.) <trabourn@ford.com>
Subject: VIN: 3LN6L2LU6DR[REDACTED] Contact ID: 102206910

Hi Dennis – I talked to this dealer today and they don't have the latch any more but will be contacting the customer to see if the customer would be willing to bring their vehicle back for replacement of the other 3 latches. In the event that the customer requests a rental, is that something that you would be able to approve?

VIN: 3LN6L2LU6DR[REDACTED] Contact ID: 102206910

Create Date: 05:40 Wednesday 16 October 2019

DEALER: recall performed 15s16 03/12/18 @ 84907 miles performed at another dealer. Vehicle came in with a door latch on driver's door that has failed. The part is available separate with part number ae8z.5421813.f - This is within time limits for SPW. Do I claim this as a related damage claim?

SSSC: This request is beyond a reasonable amount of time for a subsequent failure. Will not be approved as related damage. If dealer can do SPW that would be the way to go. Thank you

Dealer	P&A Code: 04596	Name: Windward Ford of Hawaii
	Address: 725 Kailua Road	City: Kailua
	Primary P&A Code: 04596	

HUE ROBINSON

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

From: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Sent: Friday, February 14, 2020 5:36 PM
To: Wagaman Betsy (AA-AS/EDS2)
Cc: Willard, Jeremy (J.); Baker, Zachary (Z.); EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226); Hausmann, William (W.)
Subject: Recall Vehicle Need

Betsy, can you cascade an email out to the Bosch team in Allen park?

The Recall team needs to trial Door Latch inspection and perform R+I for WSM validation on the vehicles below. The vehicle will be restored to original condition. We will need the vehicle for a full day.

2013-2015 C-MAX
2012-2015 FOCUS
2015 MKC
2015 MUSTANG
2013-2014 FUSION / MKZ

Please contact me if you have any questions, or if you are willing to let us utilize your vehicle for this validation need.

Best regards,

David Grove

Bosch Automotive Aftermarket
Automotive Service Solutions
Team Lead (AA-AS)

1555 Fairlane Circle
Allen Park, MI 48101
USA
www.bosch.com

Tel. [REDACTED]
Dave.Grove@us.bosch.com

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From: Okeh, Christopher (C.)
Sent: Monday, December 16, 2019 7:16 PM
To: Kuzala, Brian (B.)
Cc: Reiners, Donna (D.L.); Robinson, Hue (H.M.); Briggs, Erin Rose (E.R.)
Subject: Revise the C1A Latch requests per our meeting on 12/13/19

If you have questions let me know. I am here at WPAC

Req# PEARS:

- 959071
- 959070
- 959069
- 959068

Reduce the from 100% to 20/week .

Kits Part#

- CJ5Z-54264A26
- DE8Z-54264A26
- DE7Z-54264A26

Keep single/individual latches at 100%

Latch Part#

- 5421812
- 5421813
- 5426412
- 5426413

RAC CODES:

Kiek-07

.MKZ

.Fusion

.Fiesta

QBEX-BR

C-Max

Escape

Focus

MKC

Mustang

MY: 2011; 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019

From: Ayyash, Khaled (K.A.)
Sent: Thursday, March 26, 2020 12:51 PM
To: Halonen, Aaron (A.M.); Kish, Joseph (J.M.); Briggs, Erin Rose (E.R.); Cemalovic, Vanja (V.); Gillis, Ray (F.R.); Khatri, Azaz (A.V.); Kreuz, Thomas (T.); Leighton, Michael (M.J.); Manolescu, Constantin (C.); Puscas, Dorin (L.D.); Robinson, Hue (H.M.); Ryan, Kenneth (K.A.); Sack, Rob (R.); Spence, Ricky (R.A.)
Subject: Side Door Latch - C1A Safety Recall
Attachments: Ford-Safety-Recall-March-25-2020.pdf

Please share with the rest of our team for awareness

Regards,
Khaled Ayyash
Executive Technical Leader, Body Mechanisms & Systems
Telephone: [REDACTED]

Ford Motor Company Issues Two Safety Recalls for North America and One Safety Recall for Canada Only

DEARBORN, Mich., March 25, 2020 – Ford Motor Company is issuing two safety recalls for North America and one for Canada only. Details are as follows:

Safety recall for select 2014-15 Ford Fiesta, 2014-16 Ford Fusion and 2014-16 Lincoln MKZ vehicles

Ford Motor Company is issuing a safety recall for select 2014-15 Ford Fiesta, 2014-16 Ford Fusion and 2014-16 Lincoln MKZ vehicles. In affected vehicles, the latch pawl spring-tab design is susceptible to cracking and failure in areas with high ambient temperatures. A door latch with a fractured pawl spring tab typically results in a “door will not close” condition. If the customer is able to latch the door after repeated attempts, there is a potential the door may unlatch while driving, increasing the risk of injury.

Ford is not aware of any reports of accident or injury related to this condition. This action affects 248,912 vehicles in the United States and federal territories, 19,431 in Mexico and four in Canada.

Affected vehicles include:

- 2014-15 Ford Fiesta vehicles built at Cuautitlán Stamping and Assembly Plant, Nov. 1, 2013, to Dec. 4, 2014
- 2014-16 Ford Fusion vehicles built at Flat Rock Assembly Plant and Hermosillo Assembly Plant, Nov. 1, 2013, to April 27, 2015
- 2014-16 Lincoln MKZ vehicles built at Hermosillo Assembly Plant, Nov. 1, 2013, to April 27, 2015

Affected vehicles are or have been previously registered in Alabama, Arizona, Arkansas, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, Nevada, Oklahoma, Oregon, South Carolina, Texas, Utah, Washington and federal territories.

Dealers will remove and replace the side door latches. The Ford reference number for this recall is 20S15.

Safety recall for select 2021 Ford E-Series vehicles

Ford Motor Company is issuing a safety recall for select 2021 Ford E-Series stripped chassis and cutaway vehicles. Affected vehicles may have frame-mounted wire harnesses that could, over time, chafe on the frame and damage the wire harness and the circuits within it. The chafing condition could affect wiring associated with the fuel, trailer tow and antilock braking systems. Damage to the fuel pump circuit could result in an unexpected engine stall while driving. If an engine stall occurs while driving without a warning or the ability to restart, it can increase the risk of a crash.

Ford is not aware of any reports of accident, injury or fire related to this condition. This action affects 2,871 vehicles in the United States and 760 in Canada. Affected 2021 Ford E-Series vehicles were built at Ohio Assembly Plant, May 11, 2019, to Jan. 30, 2020.

Dealers will inspect the wire harness for damage. If there is no damage, the technician will apply anti-abrasion tape over the area and ensure clearance to surrounding components. If the wire harness is damaged, technicians will follow the standard workshop manual repair procedure to slice in new wire, apply anti-abrasion tape over the area and ensure clearance to surrounding components. The Ford reference number for this recall is 20S13.

Safety recall in Canada only for select 2006-10 Ford Fusion, 2006-10 Mercury Milan and 2006-10 Lincoln MKZ vehicles

Ford Motor Company is issuing a safety recall for select 2006-10 Ford Fusion, 2006-10 Mercury Milan and 2006-10 Lincoln MKZ vehicles. In some affected vehicles, a normally closed valve inside the hydraulic control unit may stick open, which could result in extended brake pedal travel, potentially increasing the risk of a crash.

Ford is aware of one accident report related to this condition. This action affects 54,292 vehicles in Canada. Affected vehicles were built at Hermosillo Assembly Plant, Feb. 22, 2006, to July 15, 2009.

Dealers will inspect the hydraulic control unit for signs of stuck or slow-responding valves and replace the unit if necessary. The system will be pressure-flushed with DOT 4 brake fluid and the DOT 3 reservoir cap will be replaced with a new DOT 4 cap. The Ford reference number for this recall is 20S14.

#

About Ford Motor Company

Ford Motor Company is a global company based in Dearborn, Michigan. The company designs, manufactures, markets and services a full line of Ford cars, trucks, SUVs, electrified vehicles and Lincoln luxury vehicles, provides financial services through Ford Motor Credit Company and is pursuing leadership positions in electrification; mobility solutions, including self-driving services; and connected services. Ford employs approximately 190,000 people worldwide. For more information regarding Ford, its products and Ford Motor Credit Company, please visit corporate.ford.com.

Contact(s):	<u>Equity Investment</u> <u>Community:</u>	<u>Fixed Income</u> <u>Investment</u> <u>Community:</u>	<u>Shareholder</u> <u>Inquiries:</u>	<u>Media:</u>
	Lynn Antipas Tyson 313.621.2902 ltyson4@ford.com	Karen Rocoff 313.621.0965 krocoff@ford.com	1.800.555.5259 or 313.845.8540 stockinf@ford.com	Ford Media Center media@ford.com

From: Itoh, Jorji (J.D.)
Sent: Friday, May 15, 2020 8:35 PM
To: Raval, Jody (J.)
Cc: Landry, Mike (M.P.); Brezee, Shane (S.B.)
Subject: TRG Request: C1A Door Latch Previously Repaired Under 15S16 and 16S30

Hi Jody,

Could I request a TRG, preferably the week of 5/18 for the subject in the email title?
This does not need to be a global TRG.

Thank you!

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

MY	Model	All Reports		OWD R/1000	Won't Close R/1000	Root Cause	Volume
2013-14	Escape	All Reports	<i>Int</i>	0.11	?	Outside Handle	
2017-19	Continental	All Reports		USA Job1-2/2017 - 2.94 3/2017-1/2019 - 0.12 China Job1-2/2017 - 0.13 3/2017-1/2019 - 0	USA Job1-2/2017 - 31.37 3/2017-1/2019 - 1.45 China Job1-2/2017 - 15.87 3/2017-1/2019 - 1.23	E-Latch	
2015-17 2017	F-150 SuperDuty	All Reports		0.2	5.7		1,359,851
2018-19	F-Series			0.16 USA 0.58 CAN	4.4 USA 14.17 CAN	Frozen Latch	953,000
2005-07	BMW 7-Series			?	?	latch (software)	?
2005-08	BMW 7-series			?	?	latch	7485
2013-16	Land Rover Range Rover/Sport					latch (software)	Kiekert 45484
RQ 17-005 / EA 18-004	Land Rover Range Rover/Sport	All Reports	<i>Int</i>	0.11	0.85		Brose 65372
			A1 (15V-385)				65539
			A2 (after 15V385 remedy)	1.66	9.6		48769
			B (16 months post 15V385)	0.19	0.85		53644
			C (all other vehicles not included above)	0.03	0.11		35648
			19V-392	0.84	1.48		65,385
		Complaints and Field Reports	Post 19V-392 Population	0.05	0.14		20,831
			19V-390	0.04	0.14		28,671
			Post 19V-390 Population	0	0		15,950
			19V-392	1.41	19.7		65,385
		Warranty	Post 19V-392 Population	0.14	1.8		20,831
			19V-390	0.34	3.2		28,671
			Post 19V-390 Population	0.06	0.5		15,950
			19V-392	2.25	21.18		65,385
			Post 19V-392 Population	0.19	1.94		20,831
			19V-390	0.38	3.34		28,671
			Post 19V-390 Population	0.06	0.5		15,950
				0.56	1.56		80907
	Fiesta			0.11	0.45		446761
	Fusion			0.07	0.9		45394
	MKZ			0.17	0.64		572,063
	Combined						
C1A Post Population		All Reports				Kiekert	

From: Militello, Tina (T.)
Sent: Friday, February 21, 2020 6:06 PM
Subject: Vehicle Needed ***UPDATE***

Importance: High

UPDATE:

We have a Fusion now, no need to respond for Fusion vehicles. We still need an MKC and an MKZ.

Thank you!

The recall team needs the following vehicles to inspect, and replace if needed, all four door latches. Vehicle should only be required for a few hours.

- 2015 MKC
- ~~2013-2014 FUSION~~
- 2013-2014 MKZ

If you have one of these vehicles, and are willing to help, please contact Jeremy Willard.

Thank you!

Jeremy Willard

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

From: Itoh, Jorji (J.D.)
Sent: Tuesday, December 3, 2019 10:29 PM
To: Robinson, Hue (H.M.)
Subject: VOQ Graph

Hello Hue,

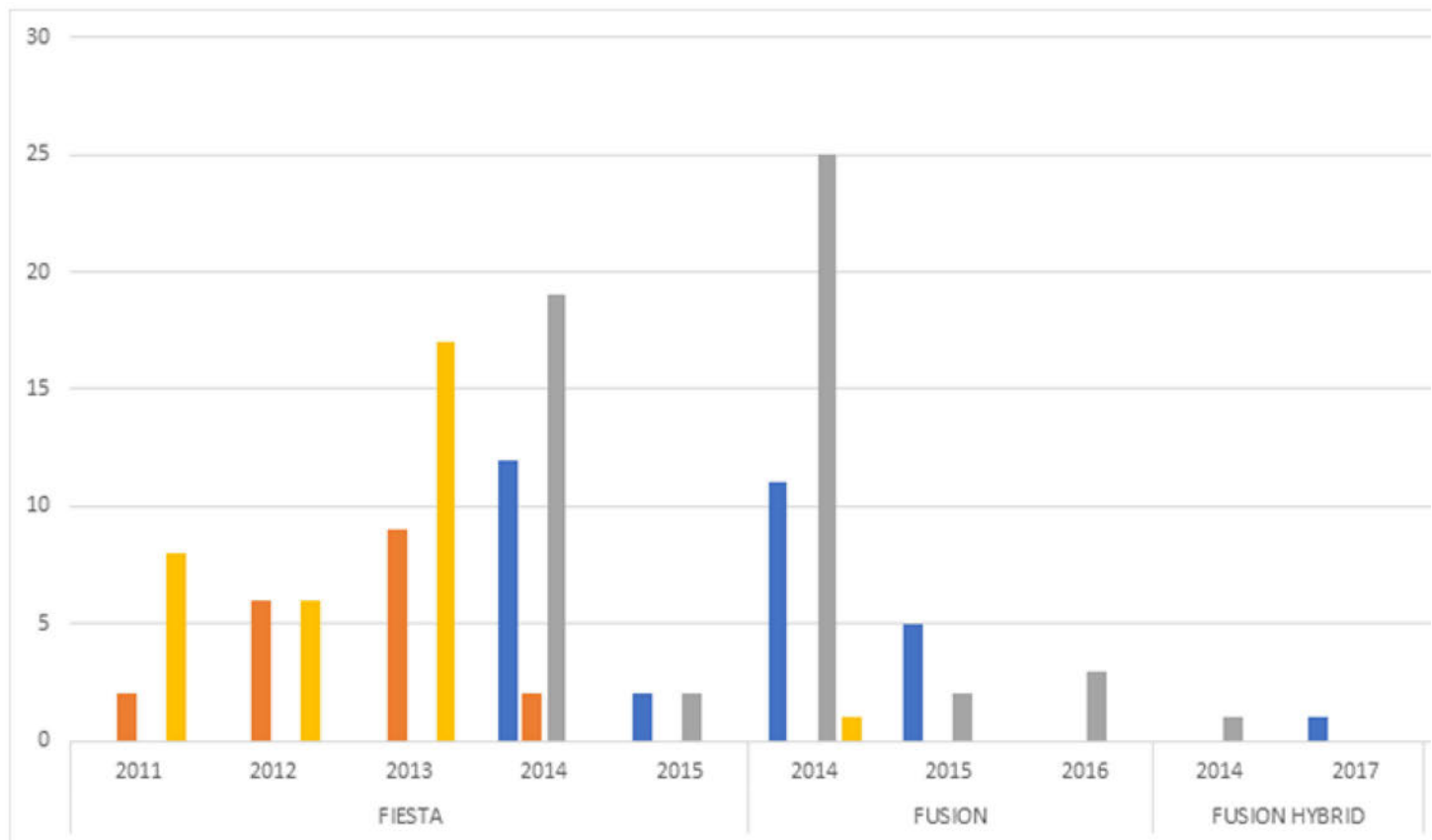
Thank you for all your support in this investigation.
Tomorrow will be interesting. I think we're in a good place for what we were handed.

For the VOQs, the below graph documents customers who have stated they had either:

- 1) door won't close
 - a. repeat repair after recall
 - b. vehicle isn't included in the recall (OOS – out of scope)
- 2) OWD
 - a. repeat repair after recall
 - b. vehicle isn't included in the recall (OOS– out of scope)

I need to include 2013 Fusion and show the subsequent years of each vehicle line where there are currently zero VOQs indicating the above categories.

I apologize, this draft is really rough.



Jorji D. Itoh
Production Vehicle Safety