

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

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From: Cure, Dan (D.)
Sent: Monday, January 20, 2020 7:36 PM
To: Willard, Jeremy (J.)
Cc: Baker, Zachary (Z.)
Subject: RE: Hansen's 2013 Latch Inspection - 16S30 Completed

Sensitivity: Confidential

Jeremy,

The customer brought the vehicle back in to take pictures of the stamped code visible in the fishmouth latch opening on the remaining doors.

Unfortunately, there is no stamp and only a pink dot visible in the pictures. Any idea what this might mean?

Image
17 Jan 12:37



Image
17 Jan 12:37



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If the vehicle is still there right now, I think we should proceed and authorize replacing all remaining latches.

Dan Cure

Recall & Service Programs
SSSC Contact Center Program
Desk: [REDACTED]
1800 Fairlane Drive DCSII
Allen Park, MI 48101
dcure2@ford.com

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, January 10, 2020 11:16 AM
To: Cure, Dan (D.) <dcure2@ford.com>
Subject: FW: Hansen's 2013 Latch Inspection - 16S30 Completed
Sensitivity: Confidential

Dan –

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Please do not cascade this out.

Thank you,

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Recall & Service Programs

Ford Motor Company – Customer Service Division

Service Engineering Operations

Diagnostic Service Center II – 794

From: Hansen, Thayne (T.) <thansen1@ford.com>

Sent: Wednesday, November 20, 2019 6:40 AM

To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Willard, Jeremy (J.) <jwillard1@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>

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Left Rear = 261017

Right Rear = 091017

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Details	25359061	16S30	78	1.5	GENE BUTMAN FORD SLS INC	87338	16-SEP-19
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Customer Comments	16S30 Side Door Latch Replacement Certain 2013-2015 Model Year C-MAX and Escape, 2012 and 2014-2016 Transit Connect Vehicles
Tech Comments	Replace all side door latches C-MAX; 16S30N; 1.5 Hours

Thayne N. Hansen

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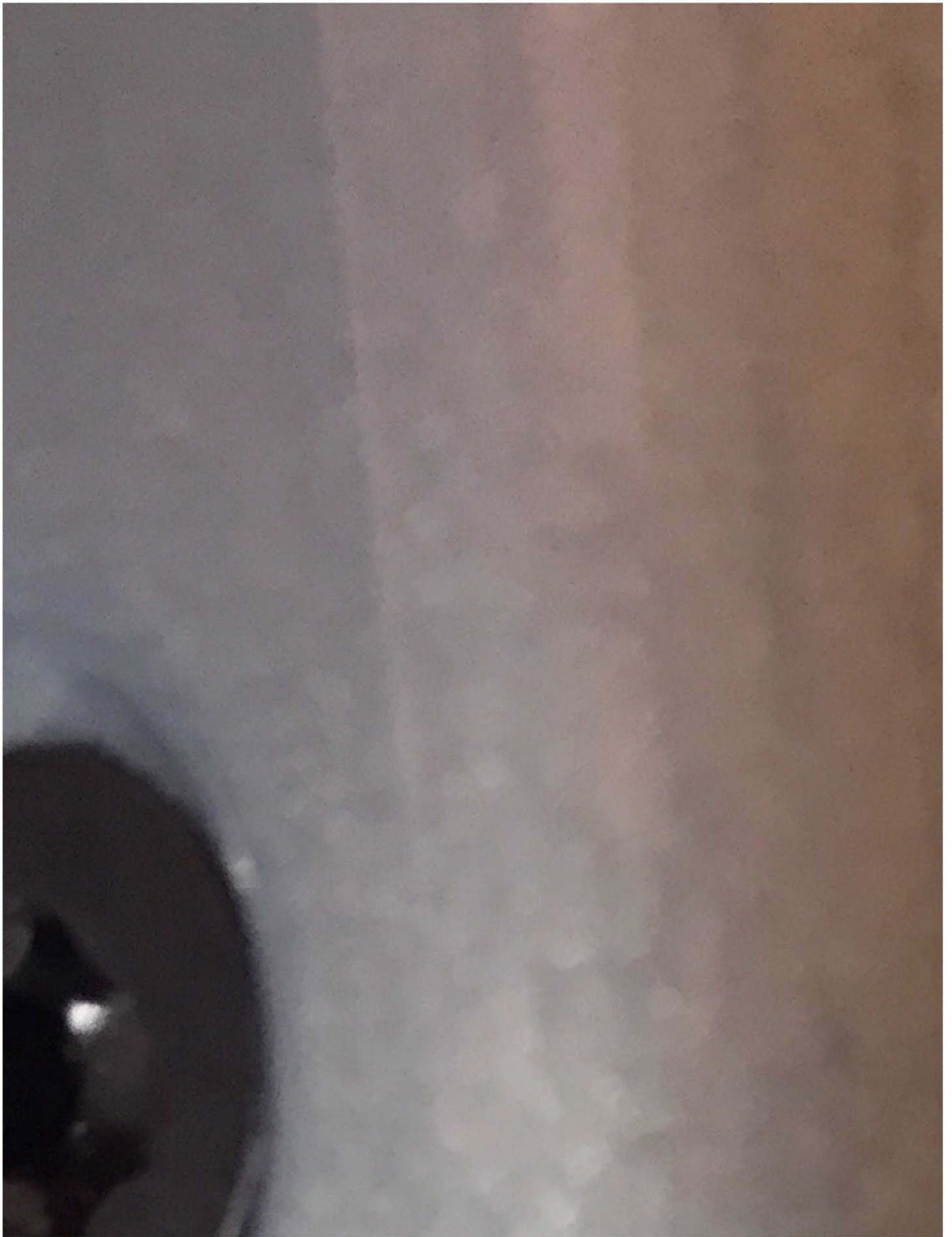
Dearborn, MI 48126

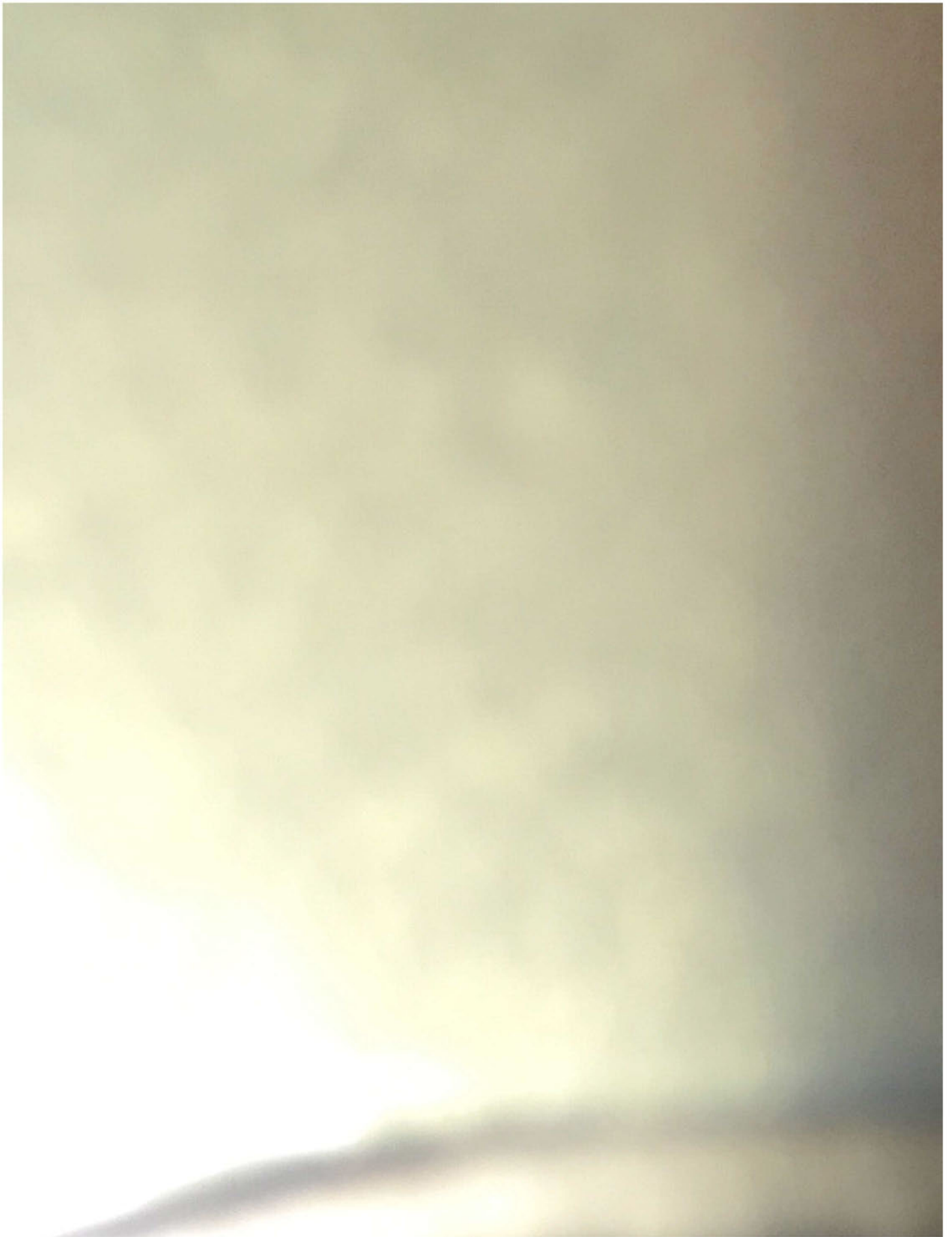
Office: [REDACTED]

Mobile: [REDACTED]

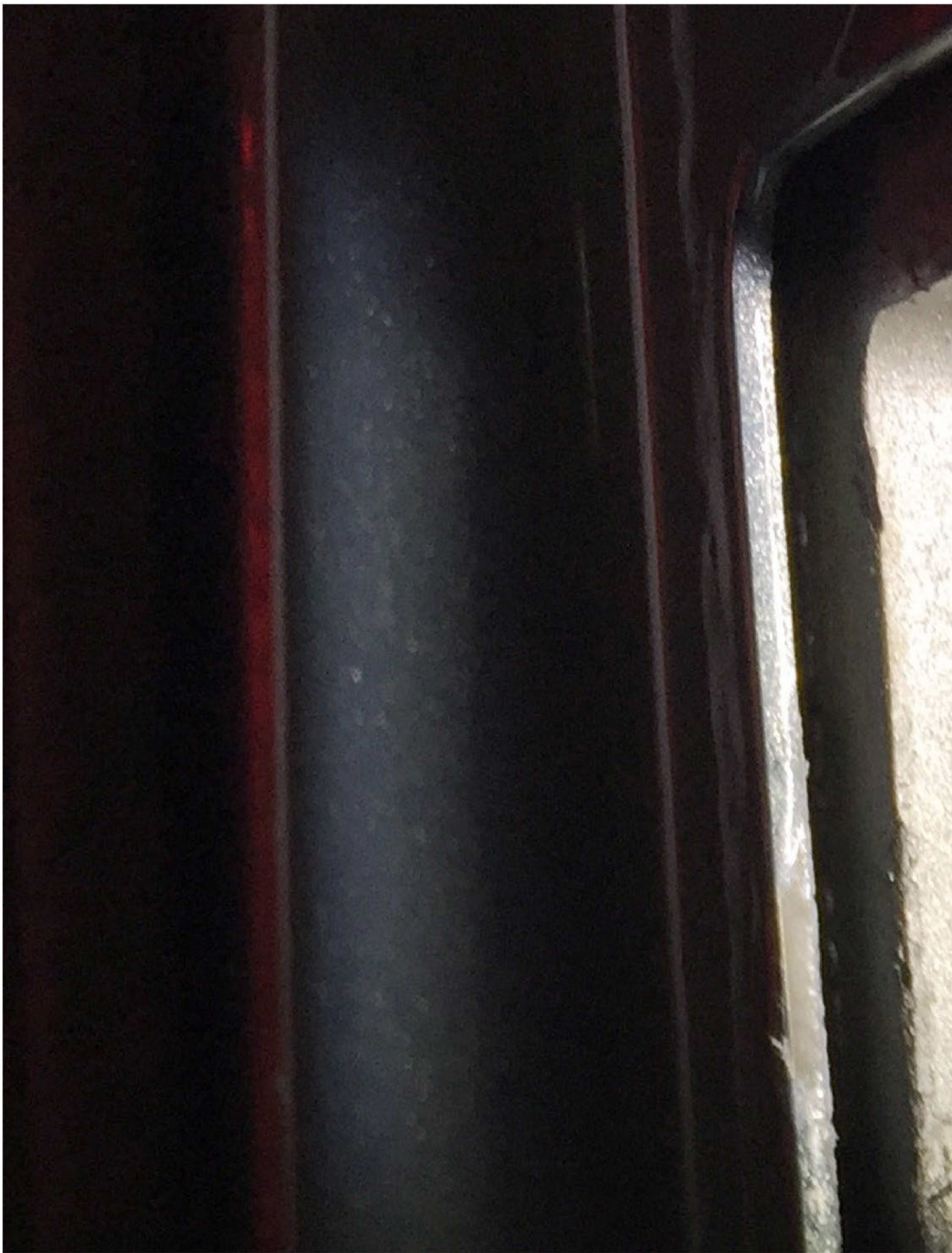
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To: Baker, Zachary (Z.)
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Sensitivity: Confidential

Contact ID = [REDACTED]
VIN = 1FAHP3K24CL[REDACTED]

<https://www.sssc.dealerconnection.com/AgentSSSC/SSSCTSRedit.aspx?sssccontactid=102270673&review=y>

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To: Cure, Dan (D.) <dcure2@ford.com>
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What is the VIN or contactID?

Zachary Baker

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[REDACTED]

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North America Recall Manager

Ford Motor Company

Dearborn, MI 48126

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Mobile: [REDACTED]

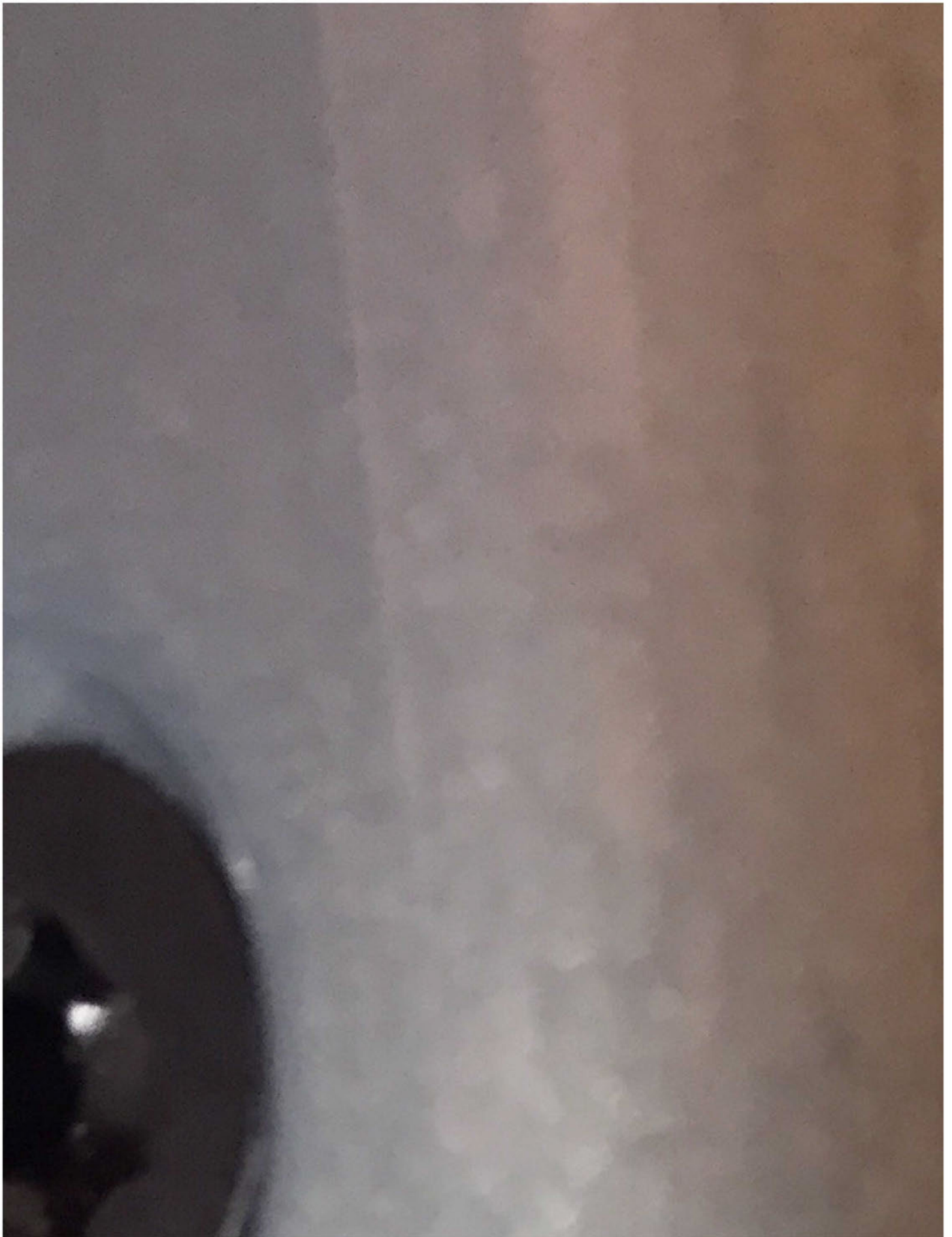
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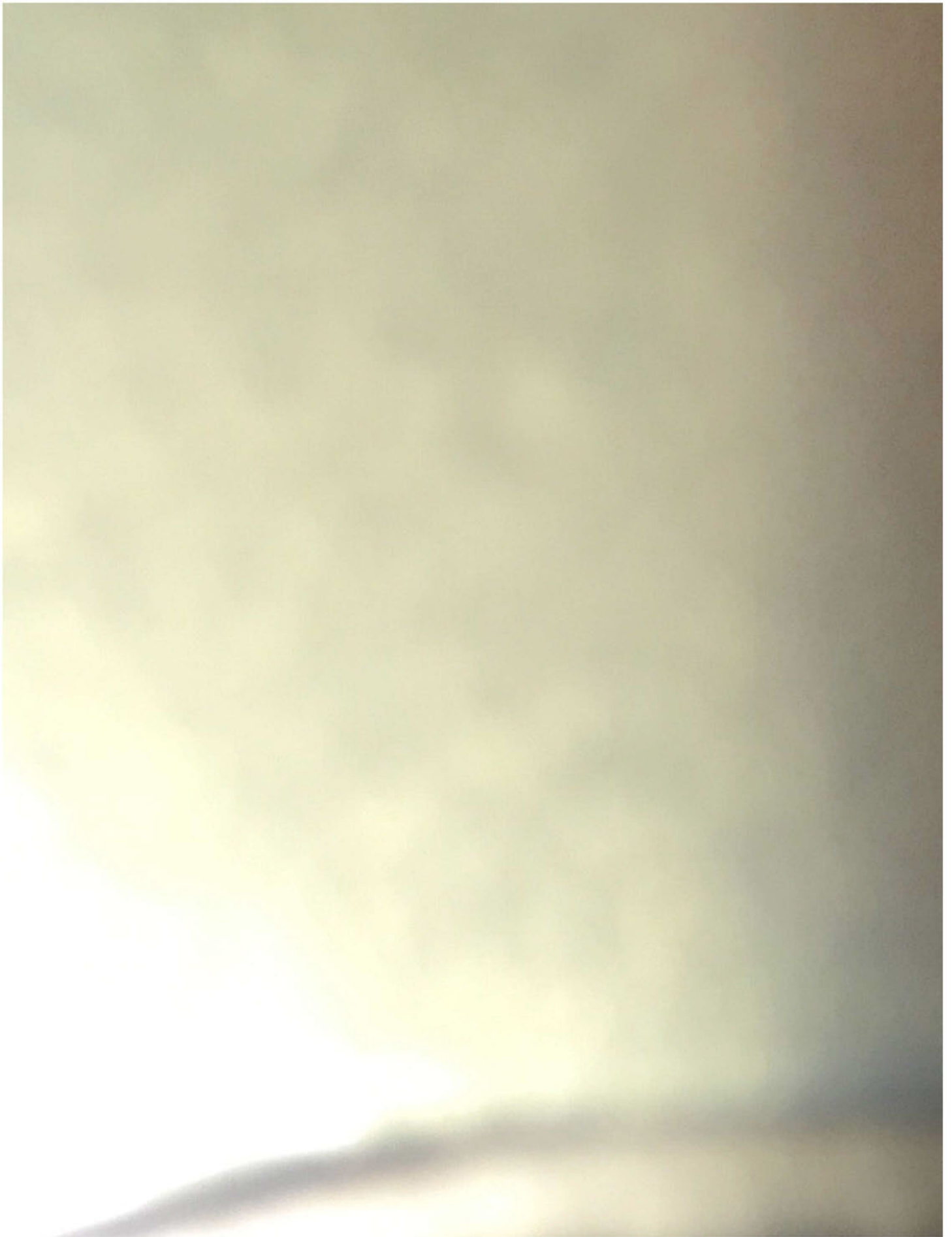
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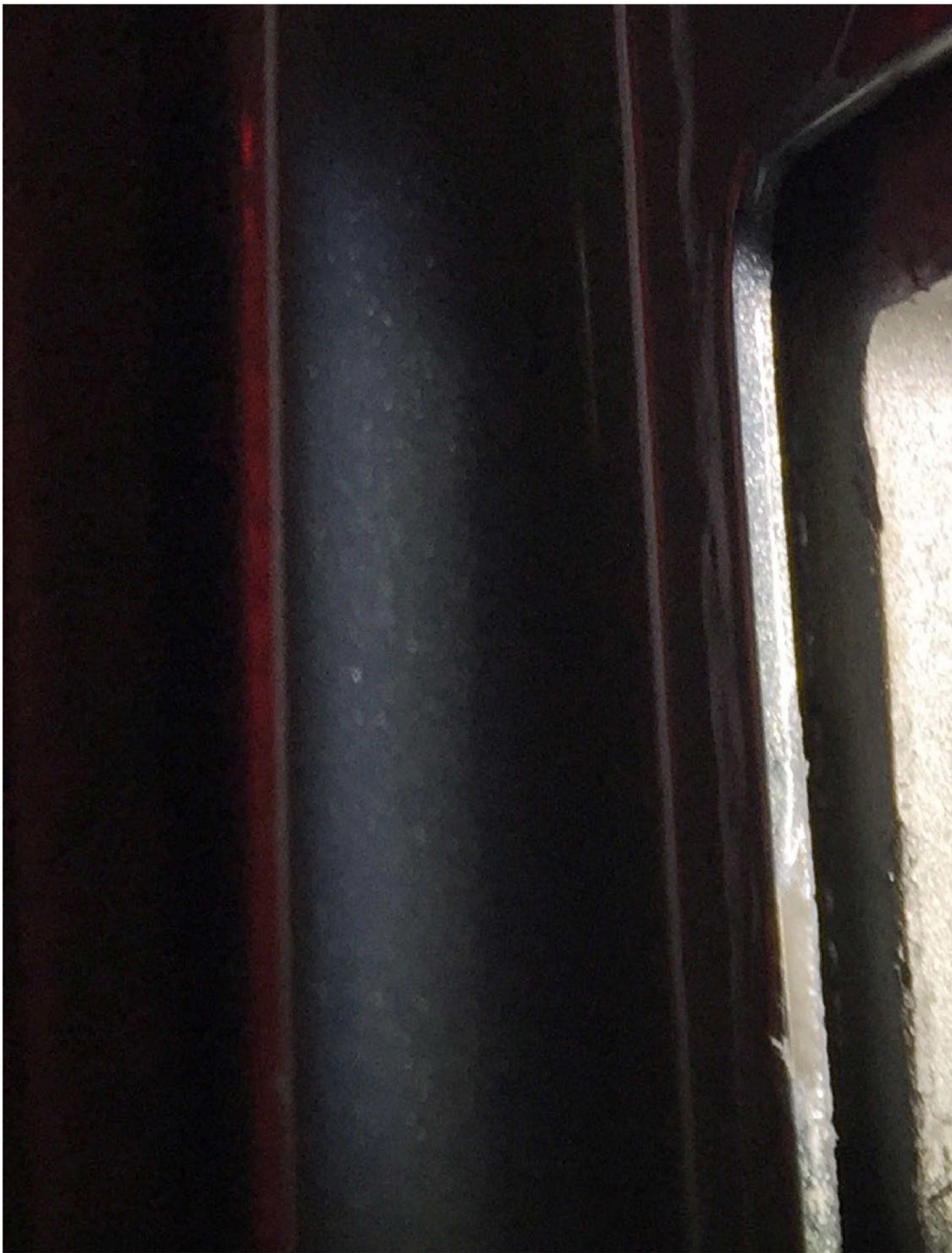
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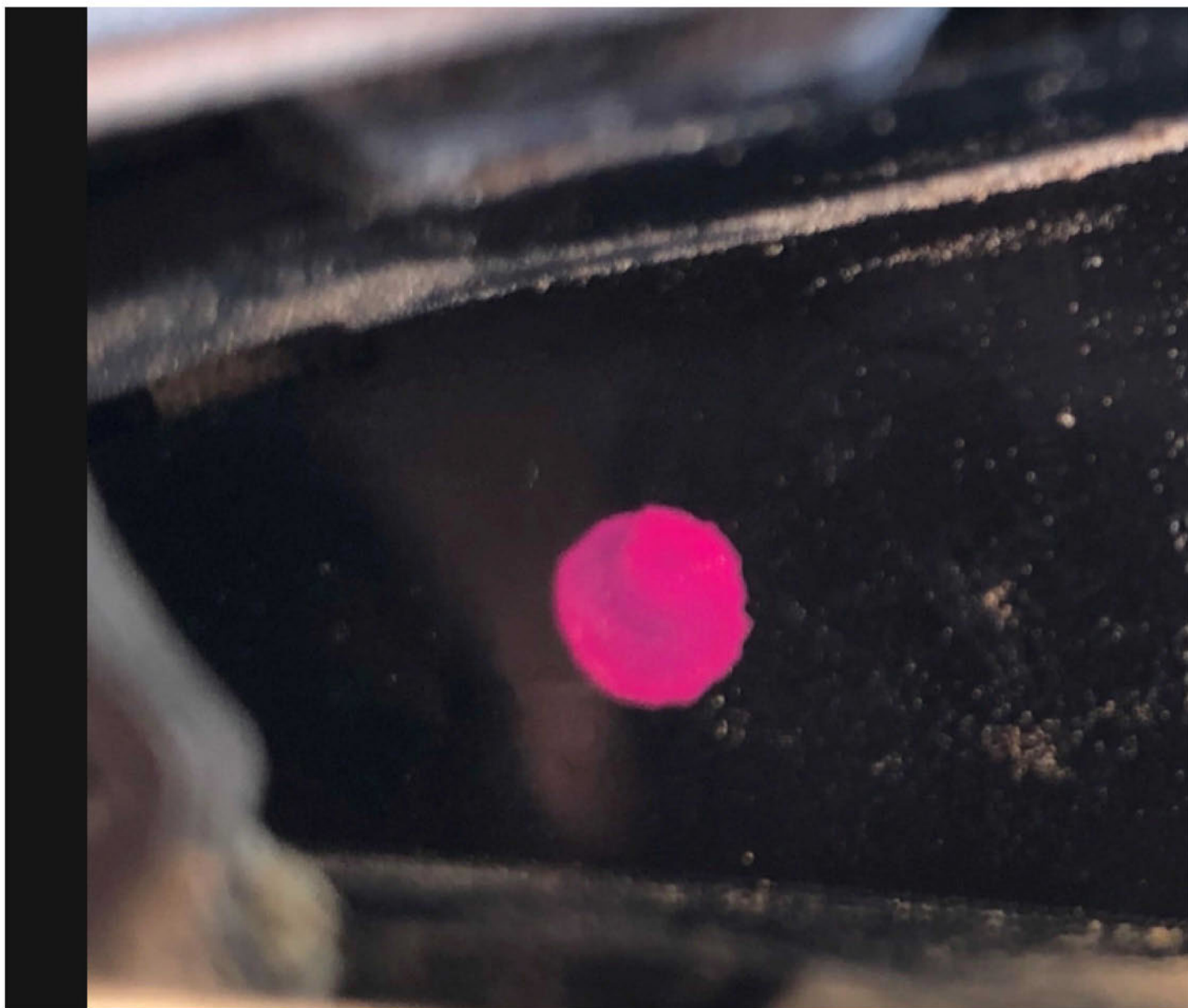
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Zach / Jeremy

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Dearborn, MI 48126

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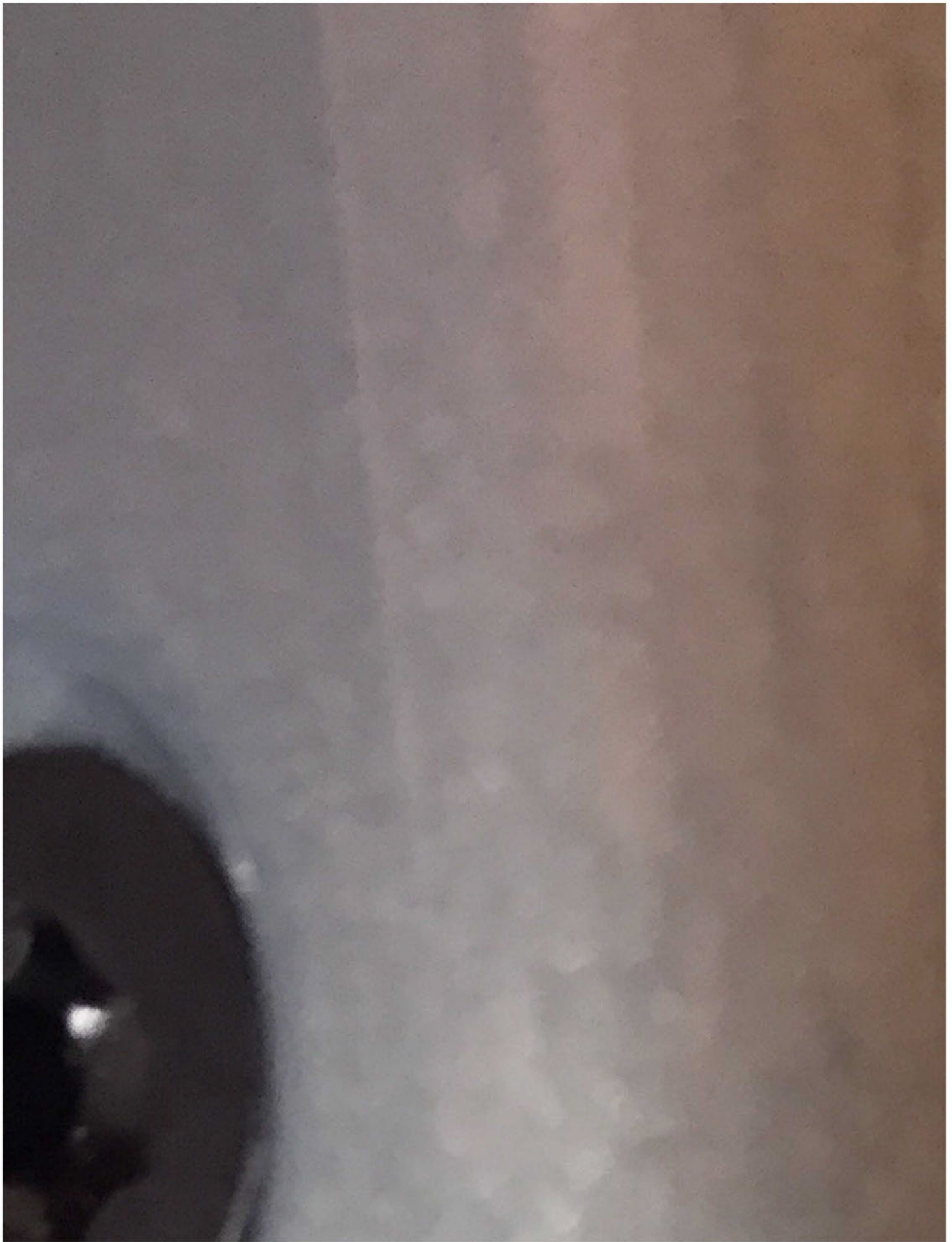
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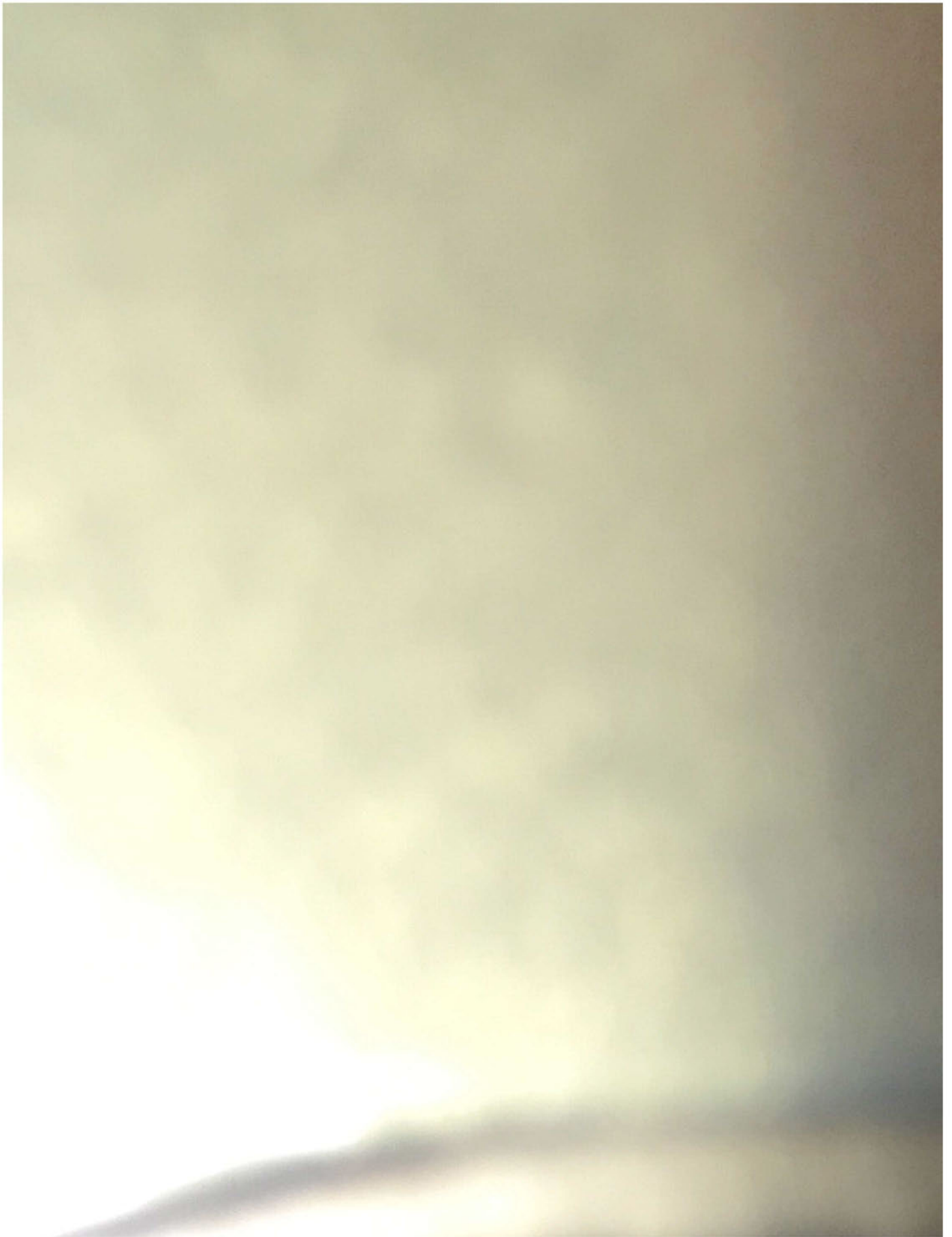
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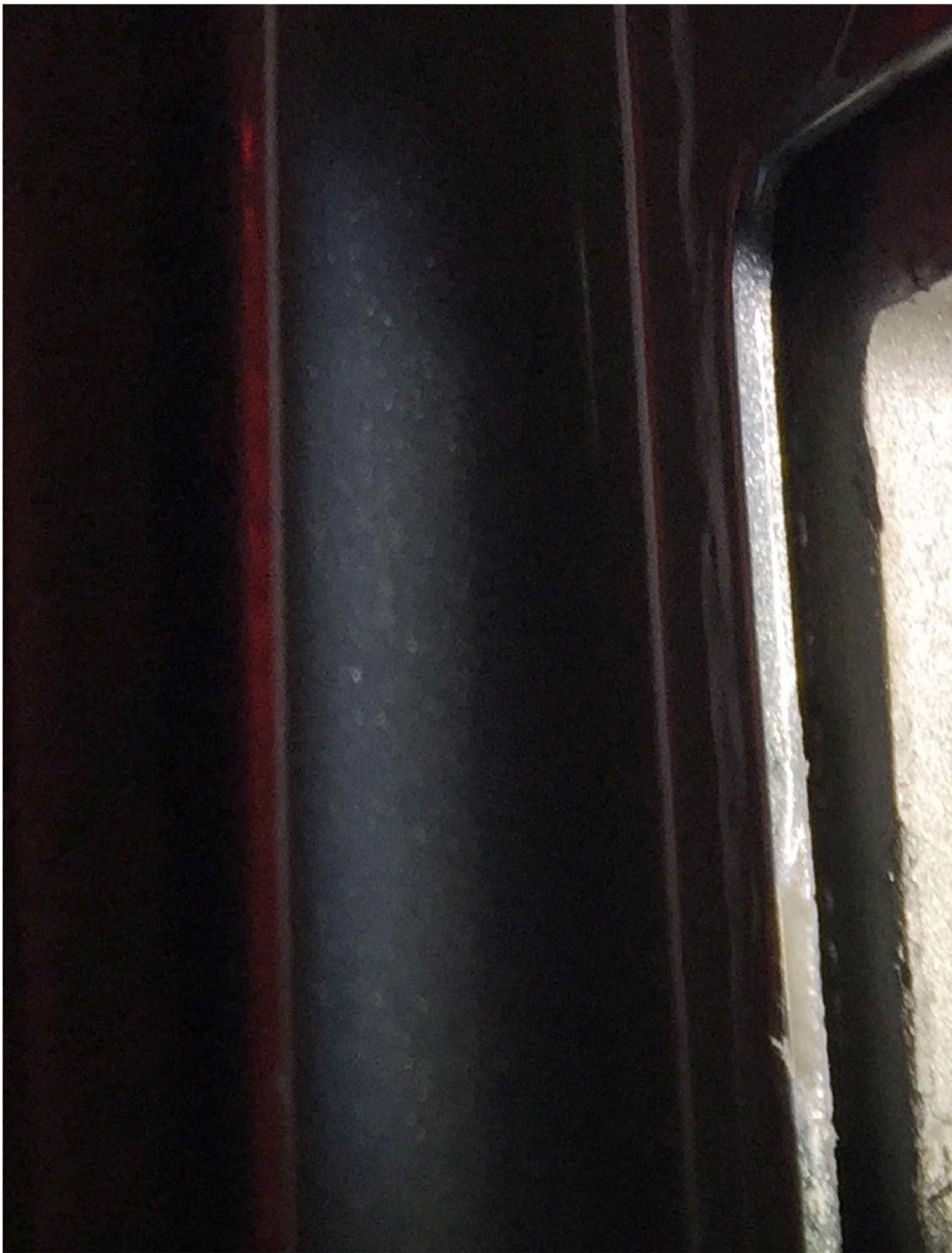
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Sent: Tuesday, February 11, 2020 7:56 PM
To: Robinson, Hue (H.M.)
Subject: RE: Hansen's 2013 Latch Inspection - 16S30 Completed

Sensitivity: Confidential

This would potentially be a dealer incomplete repair. But if you do not want them back, we will leave it for now.

Zachary Baker

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, February 11, 2020 2:55 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: Hansen's 2013 Latch Inspection - 16S30 Completed
Sensitivity: Confidential

I don't think we need more data/latches for review. We already have almost 600 VINs with info.

HUE ROBINSON

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Tuesday, February 11, 2020 2:53 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Hansen's 2013 Latch Inspection - 16S30 Completed
Sensitivity: Confidential

Do you want this back for review? If so, I will get you claim details.

Zachary Baker

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
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To: Baker, Zachary (Z.) <zbaker1@ford.com>
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The code should be 5 to 6 digits and I can't make out that last digit. My best guess is the last digit is a zero for a complete number of 23610, which means it the latch Julian date is June 23, 2010. But again, that's my best guess...

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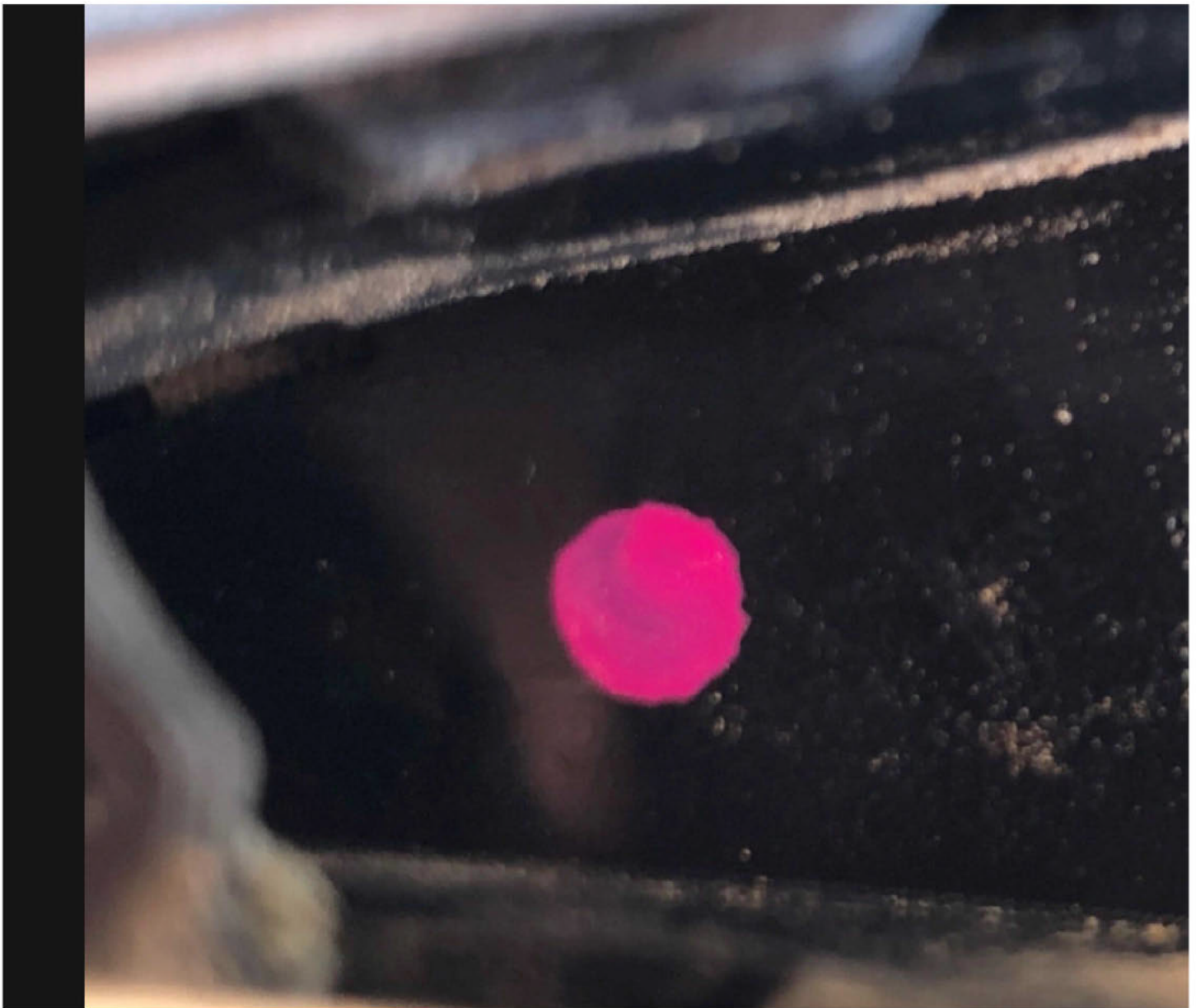
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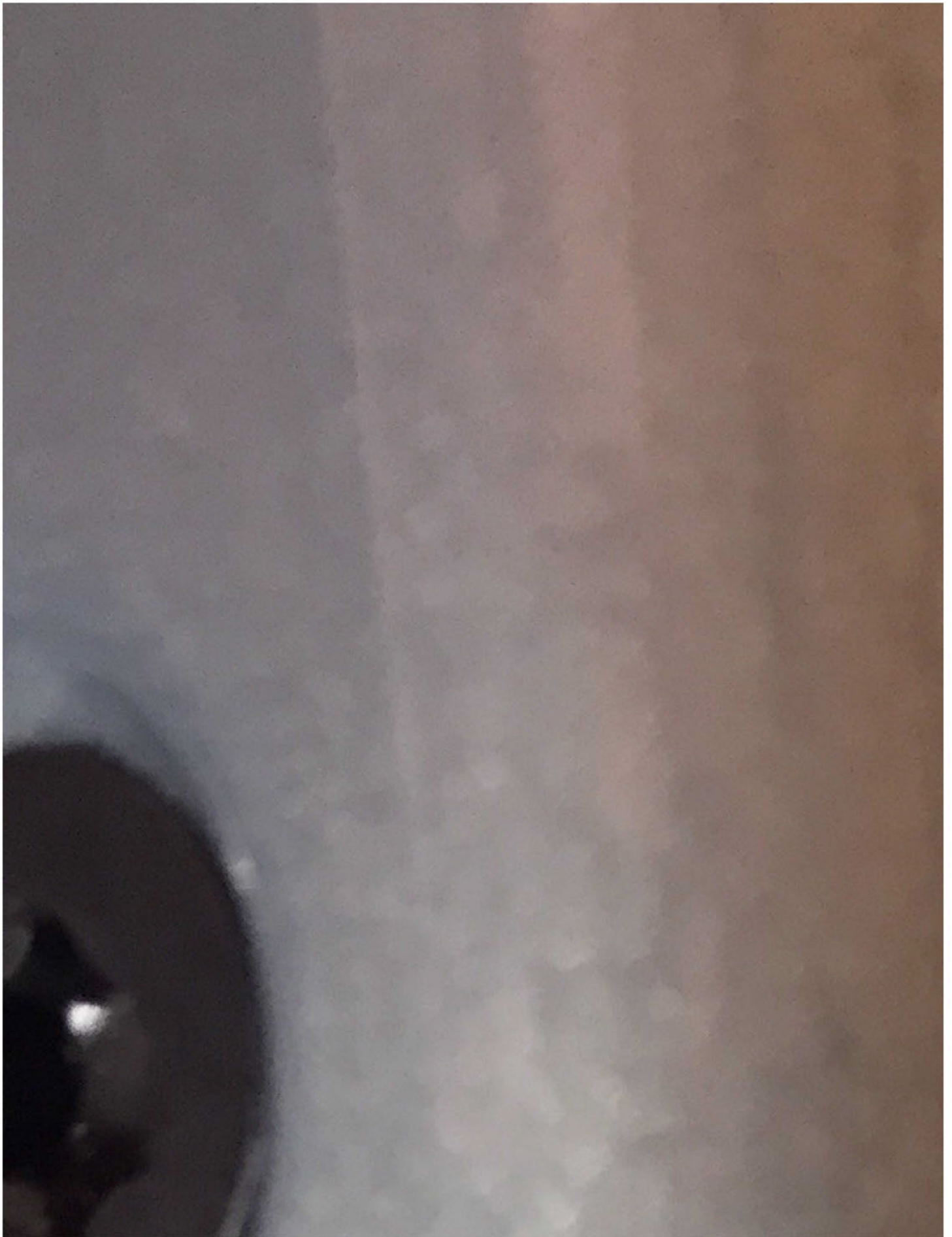
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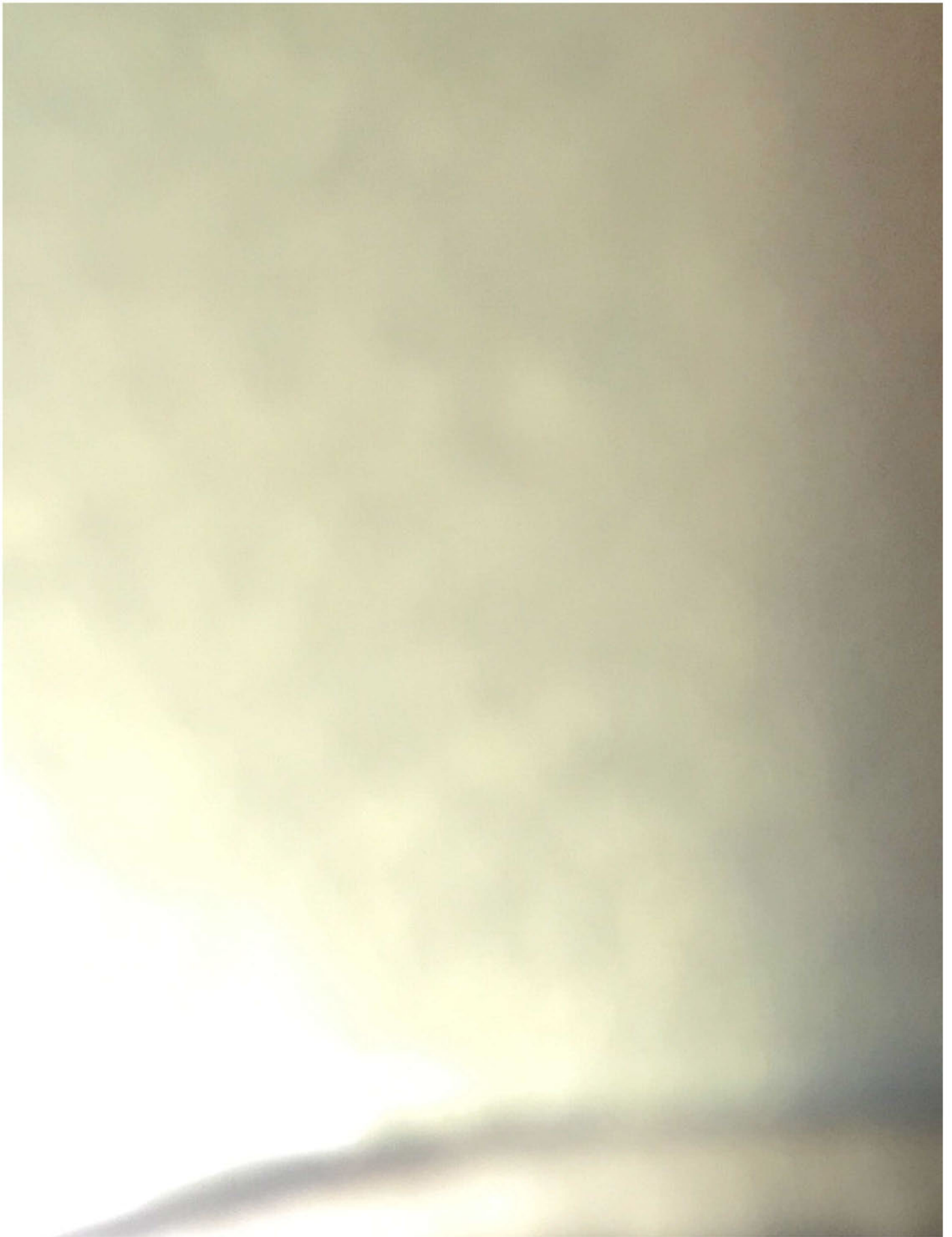
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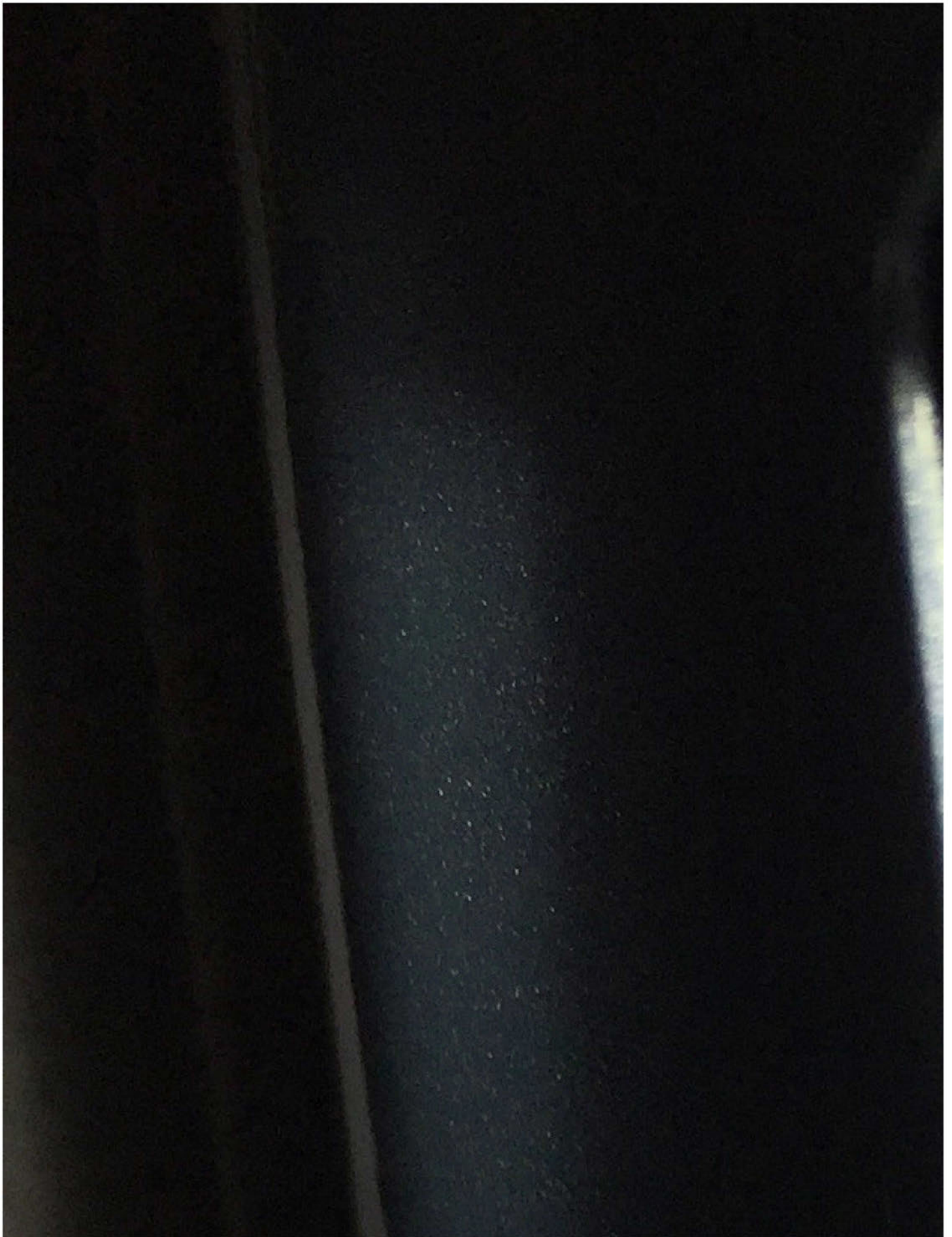
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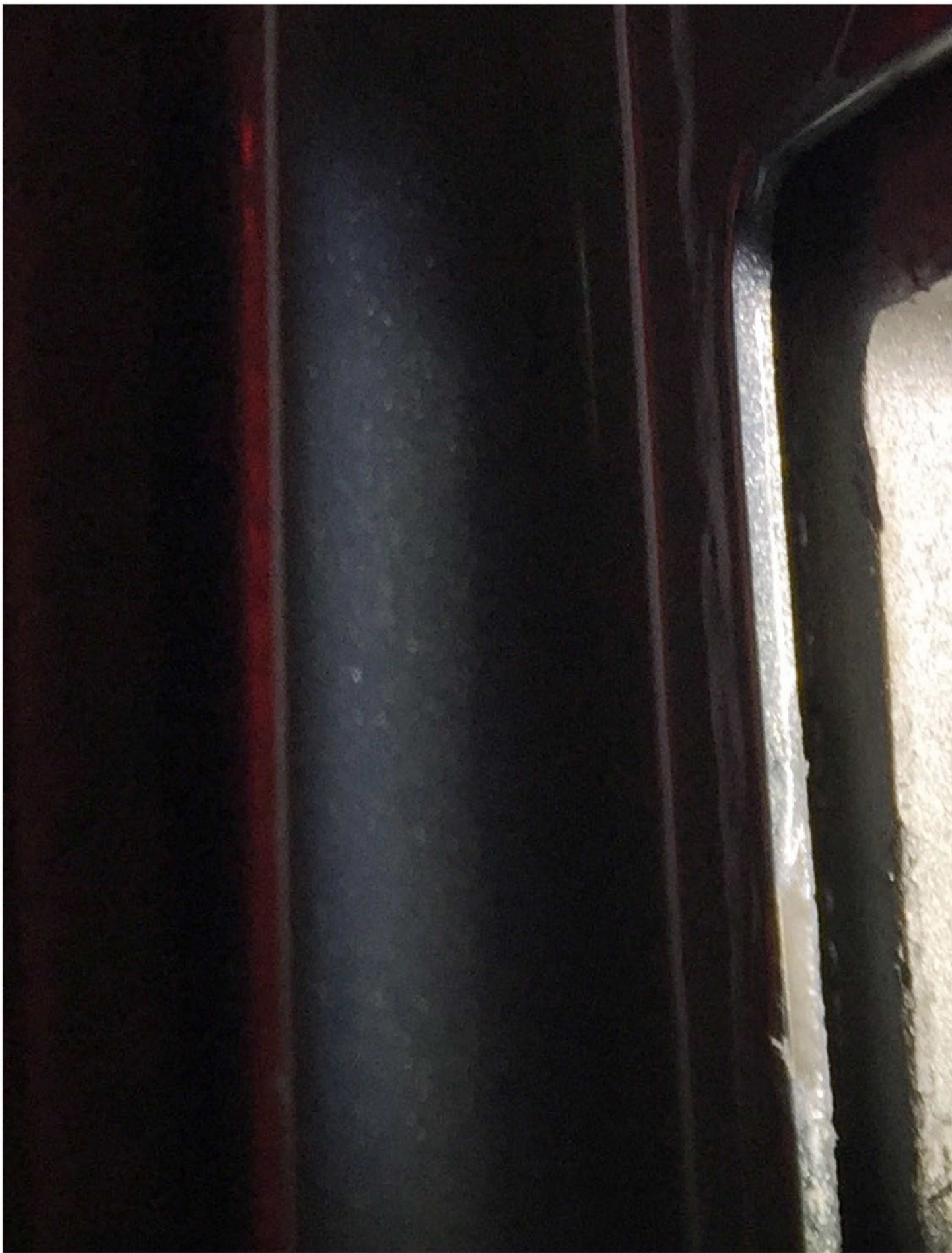
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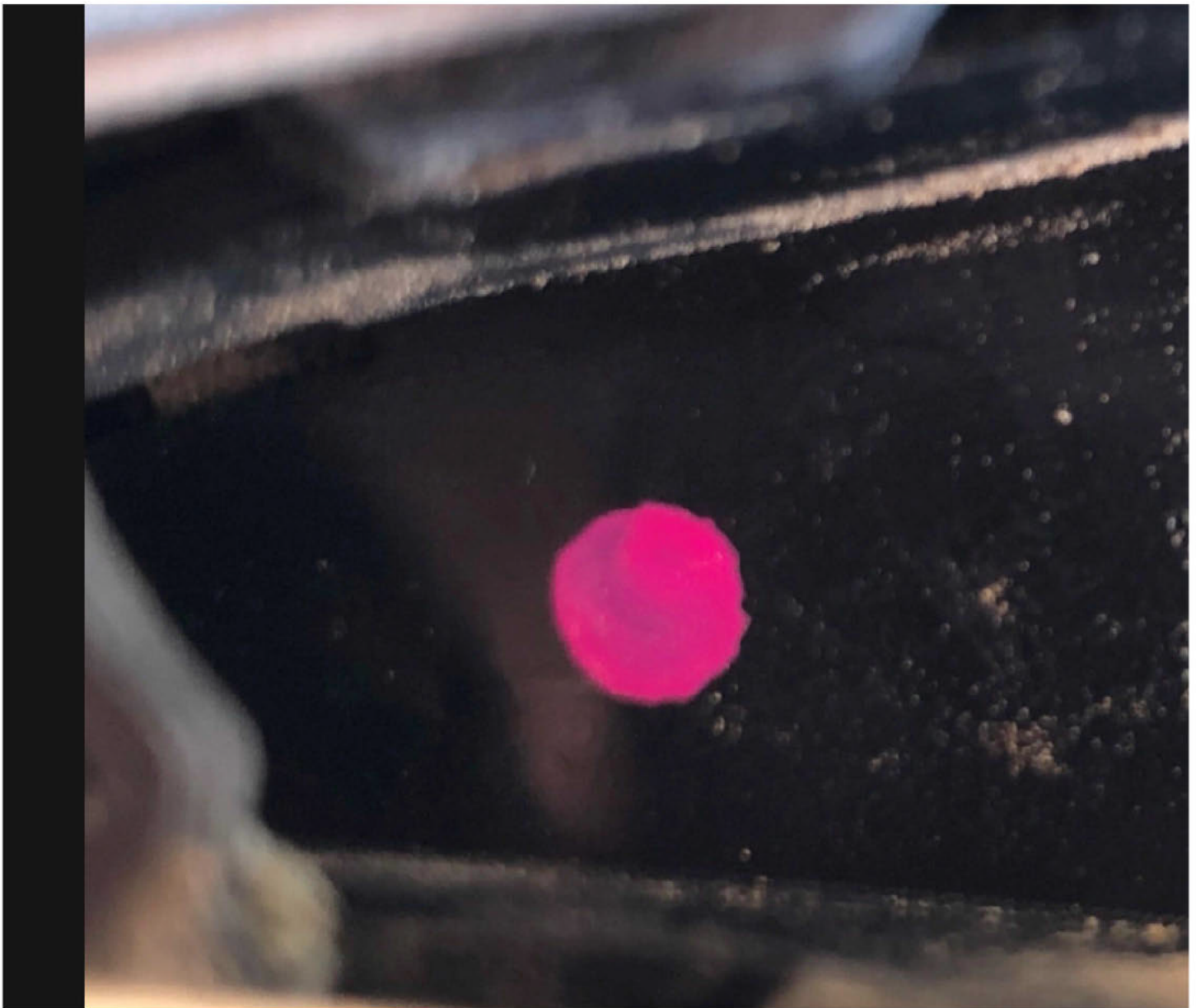
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dcure2@ford.com

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, January 10, 2020 11:16 AM
To: Cure, Dan (D.) <dcure2@ford.com>
Subject: FW: Hansen's 2013 Latch Inspection - 16S30 Completed
Sensitivity: Confidential

Dan –

See pics below. We need to ask the dealer to capture similar images of these date codes for all of the latches.

Please do not cascade this out.

Thank you,

Jeremy Willard

Recall & Service Programs

Ford Motor Company – Customer Service Division

Service Engineering Operations

Diagnostic Service Center II – 794

From: Hansen, Thayne (T.) <thansen1@ford.com>

Sent: Wednesday, November 20, 2019 6:40 AM

To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Willard, Jeremy (J.) <jwillard1@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>

Cc: Hansen, Thayne (T.) <thansen1@ford.com>

Subject: Hansen's 2013 Latch Inspection - 16S30 Completed

Sensitivity: Confidential

All,

I did the inspection of the door latches on my daughter's 2013 C-Max last night. We bought this car (hail damaged salvage auction) this summer. 16S30 was completed by Gene Butman Ford in Ypsilanti on September 16, 2019. If I am reading the date codes correctly, all of the parts appear to have been manufactured in 2017.

I found that to get a good photo, I needed to use a flashlight with the phone camera. I was not able to get my phone to get clear shots just using the camera. Total inspection time was about 3 min.

Left Front = 250917

Left Rear = 261017

Right Rear = 091017

Right Front = 291017

Details	25359061	16S30	78	1.5	GENE BUTMAN FORD SLS INC	87338	16-SEP-19
----------------	----------	-------	----	-----	-----------------------------	-------	-----------

Customer Comments	16S30 Side Door Latch Replacement Certain 2013-2015 Model Year C-MAX and Escape, 2012 and 2014-2016 Transit Connect Vehicles
Tech Comments	Replace all side door latches C-MAX; 16S30N; 1.5 Hours

Thayne N. Hansen

North America Recall Manager

Ford Motor Company

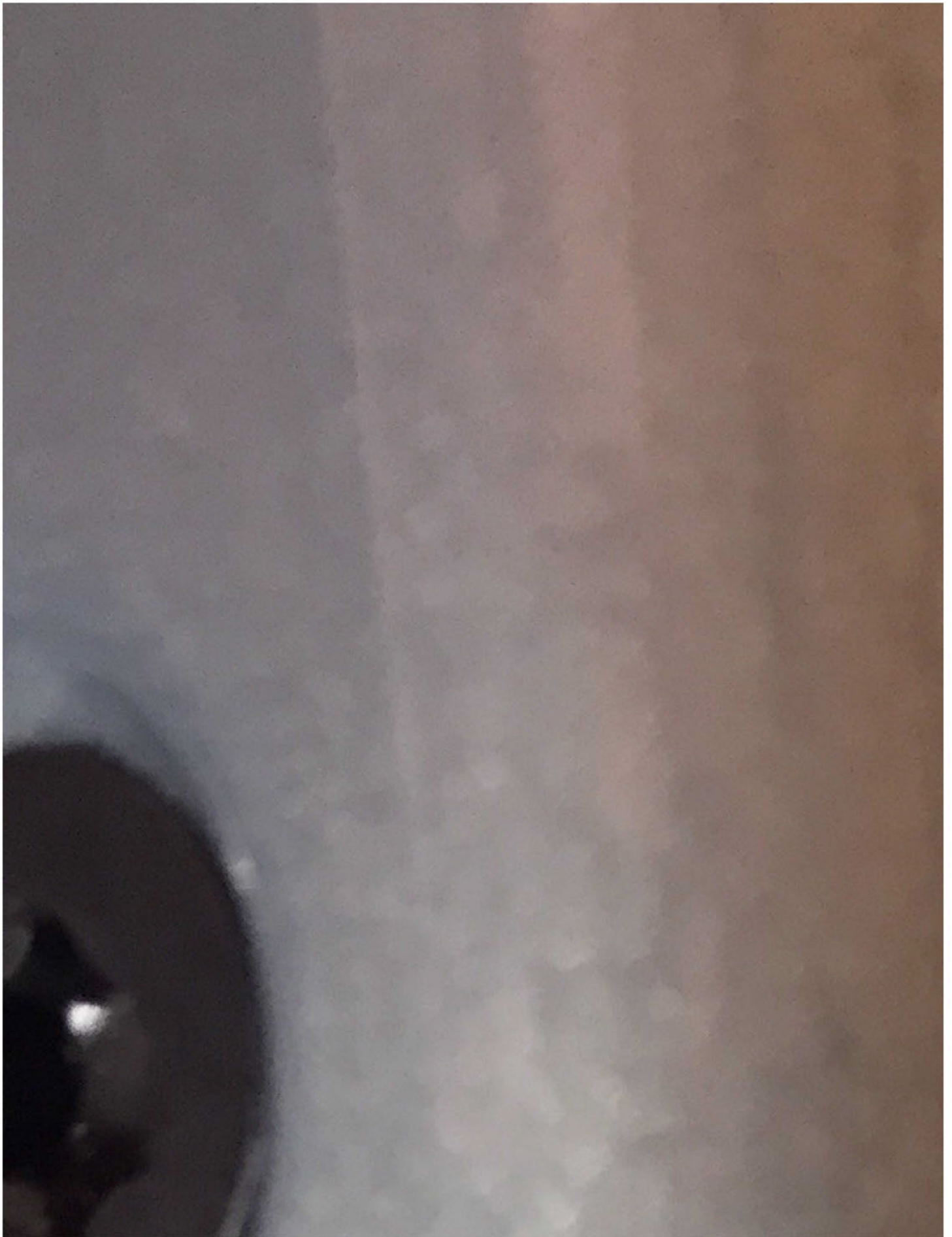
Dearborn, MI 48126

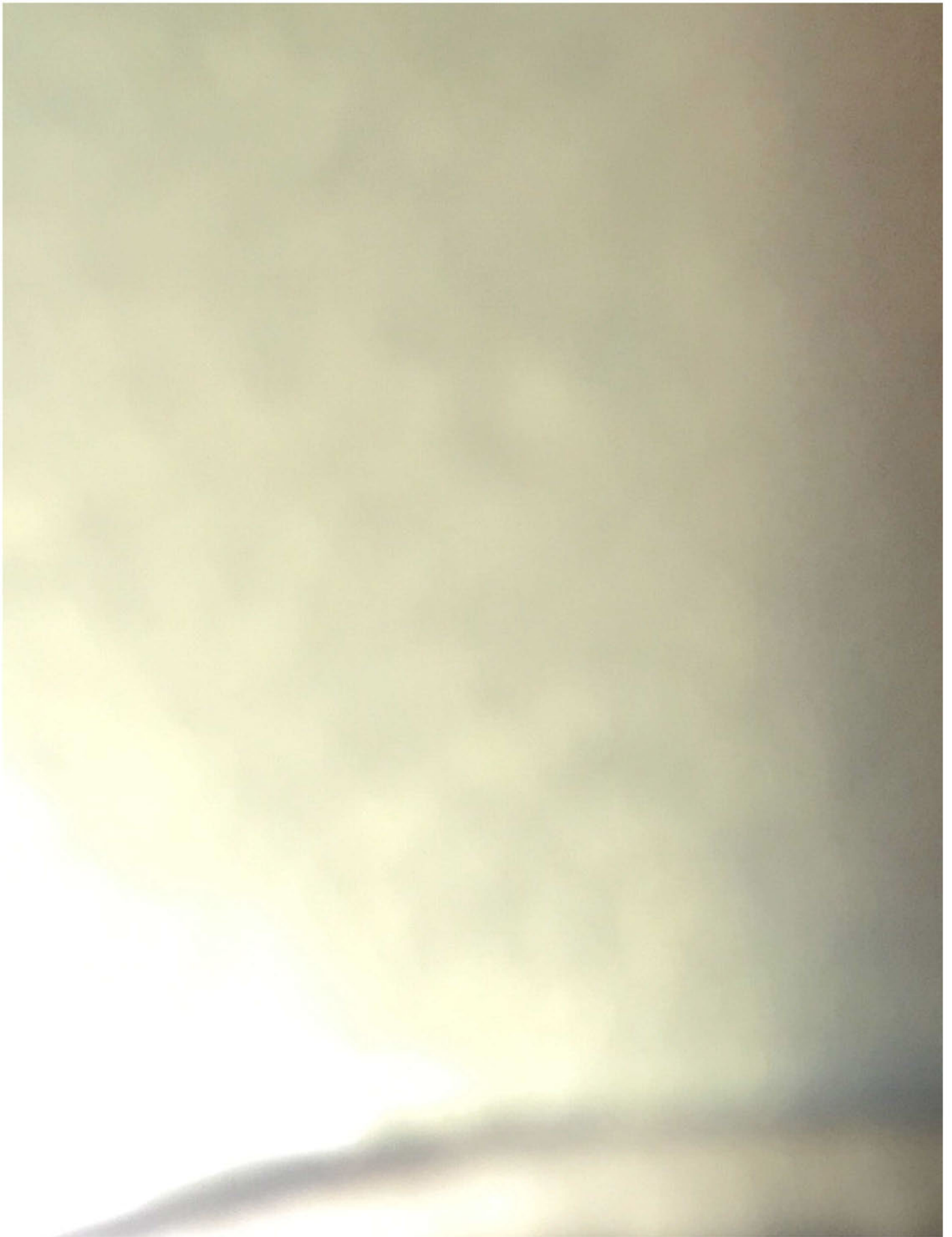
Office: [REDACTED]

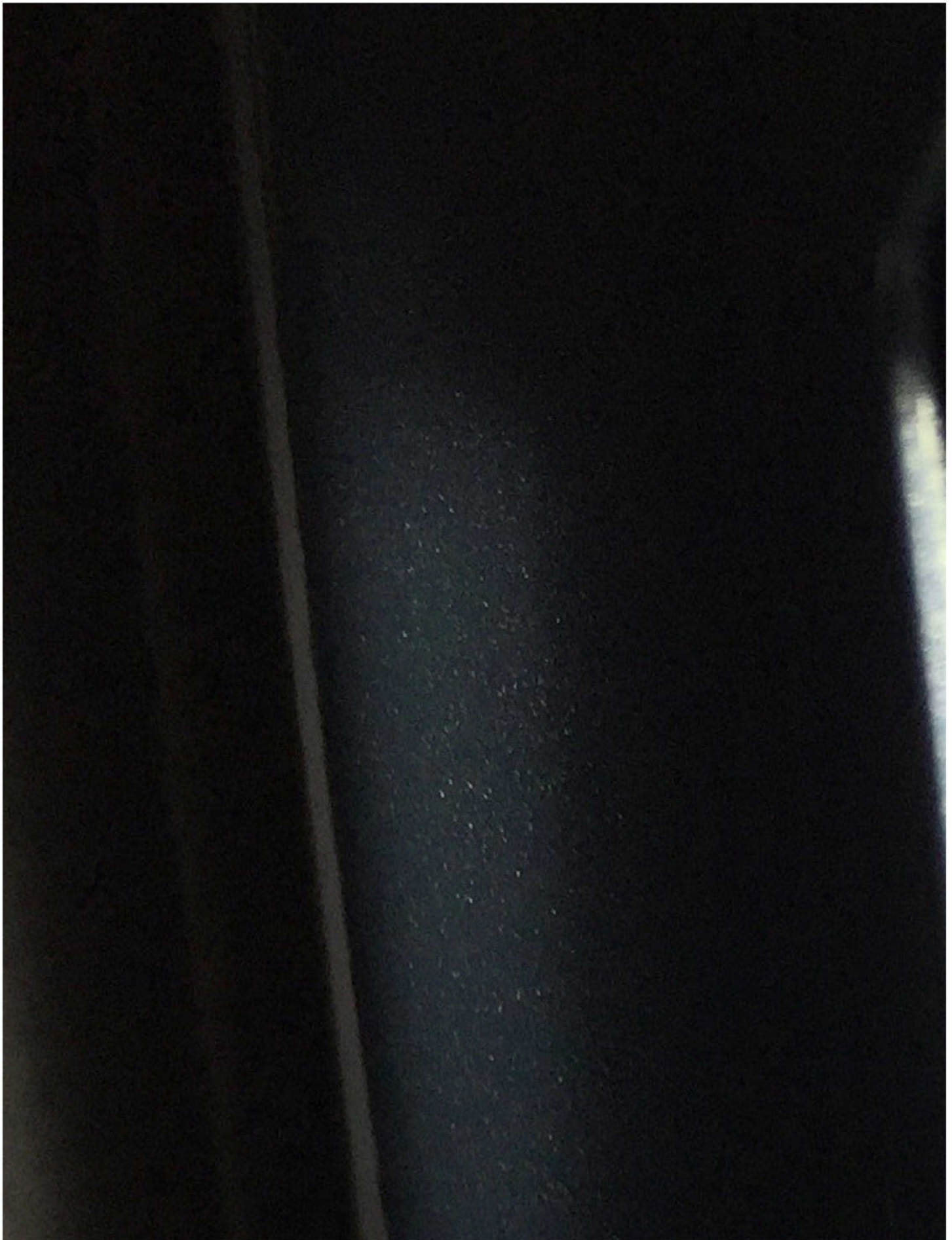
Mobile: [REDACTED]

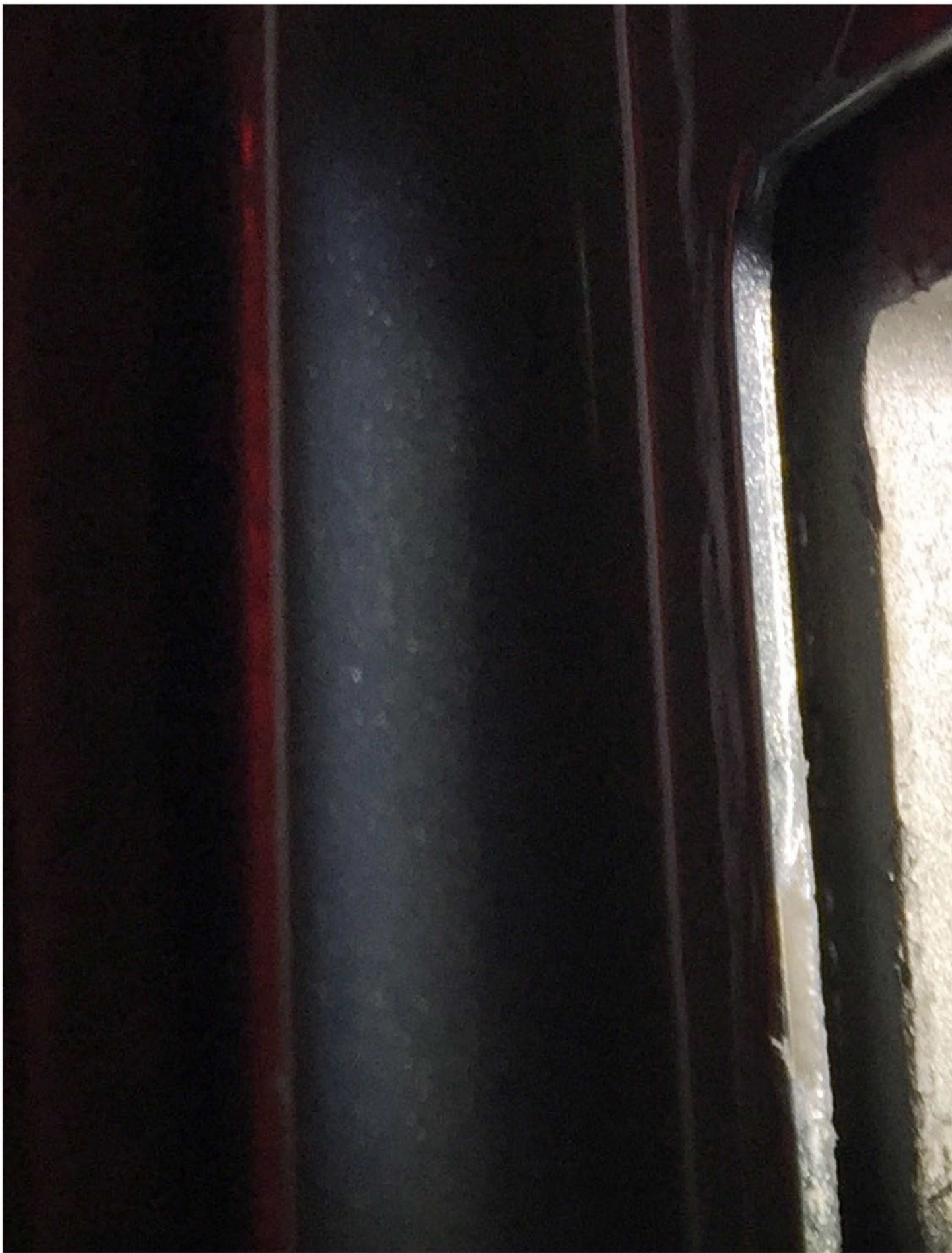
From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Wednesday, November 20, 2019 6:29 AM
To: Hansen, Thayne (T.) <thansen1@ford.com>
Subject: Hansen's 2013 Latch Inspection











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From: Willard, Jeremy (J.)
Sent: Tuesday, January 21, 2020 6:40 PM
To: Cure, Dan (D.)
Cc: Baker, Zachary (Z.)
Subject: RE: Hansen's 2013 Latch Inspection - 16S30 Completed

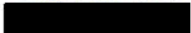
Sensitivity: Confidential

What's the contact ID or the VIN?

Looks like I can see a partial date code in one of the pics in your snip, but want to look at the originals in the contact before I can be sure.

Thank you,

Jeremy Willard

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


From: Cure, Dan (D.) <dcure2@ford.com>
Sent: Monday, January 20, 2020 2:36 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: Hansen's 2013 Latch Inspection - 16S30 Completed
Sensitivity: Confidential

Jeremy,

The customer brought the vehicle back in to take pictures of the stamped code visible in the fishmouth latch opening on the remaining doors.

Unfortunately, there is no stamp and only a pink dot visible in the pictures. Any idea what this might mean?

Image
17 Jan 12:37



Image
17 Jan 12:37



17



If the vehicle is still there right now, I think we should proceed and authorize replacing all remaining latches.

Dan Cure

Recall & Service Programs
SSSC Contact Center Program
Desk: [REDACTED]
1800 Fairlane Drive DCSII
Allen Park, MI 48101
dcure2@ford.com

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, January 10, 2020 11:16 AM
To: Cure, Dan (D.) <dcure2@ford.com>
Subject: FW: Hansen's 2013 Latch Inspection - 16S30 Completed
Sensitivity: Confidential

Dan –

See pics below. We need to ask the dealer to capture similar images of these date codes for all of the latches.
Please do not cascade this out.
Thank you,

Jeremy Willard

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

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Wednesday, November 20, 2019 6:40 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>
Cc: Hansen, Thayne (T.) <thansen1@ford.com>

Subject: Hansen's 2013 Latch Inspection - 16S30 Completed

Sensitivity: Confidential

All,

I did the inspection of the door latches on my daughter's 2013 C-Max last night. We bought this car (hail damaged salvage auction) this summer. 16S30 was completed by Gene Butman Ford in Ypsilanti on September 16, 2019. If I am reading the date codes correctly, all of the parts appear to have been manufactured in 2017.

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Details	25359061	16S30	78	1.5	GENE BUTMAN FORD SLS INC	87338	16-SEP-19
		Customer Comments	16S30 Side Door Latch ReplacementCertain 2013-2015 Model Year C-MAX and Escape, 2012 and 2014-2016 Transit Connect Vehicles				
		Tech Comments	Replace all side door latches C-MAX; 16S30N; 1.5 Hours				

Thayne N. Hansen

North America Recall Manager

Ford Motor Company

Dearborn, MI 48126

Office: [REDACTED]

Mobile: [REDACTED]

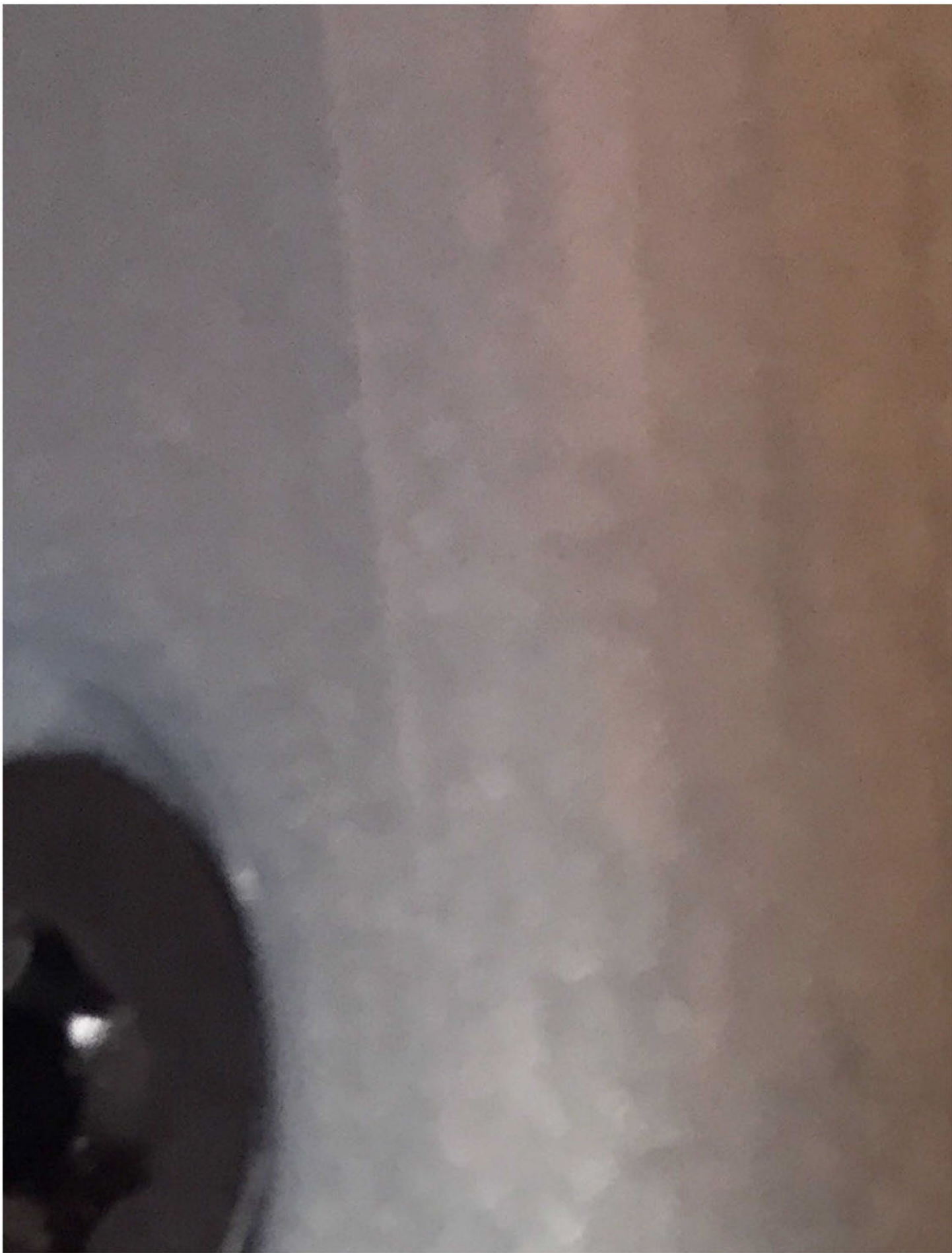
From: Hansen, Thayne (T.) <thansen1@ford.com>

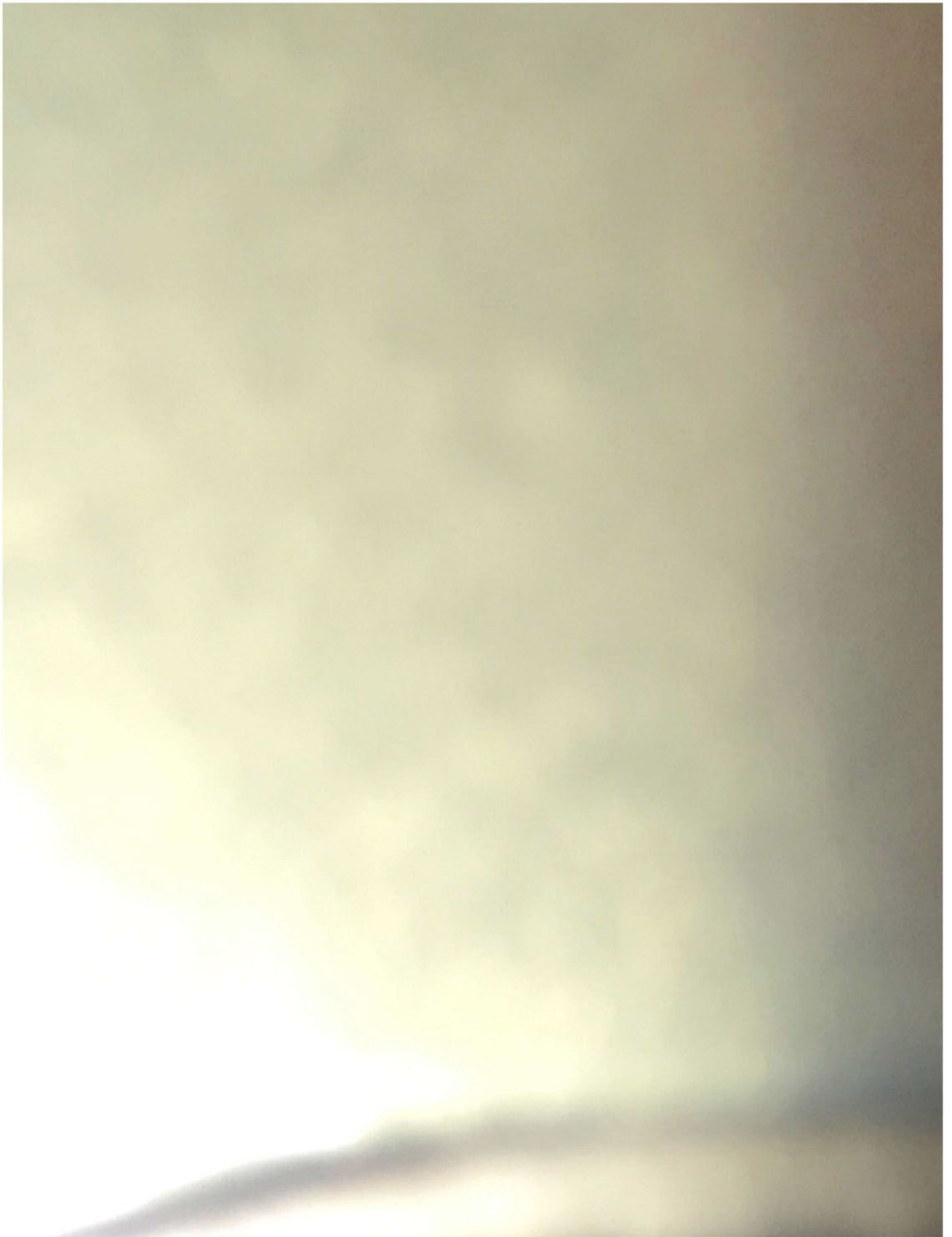
Sent: Wednesday, November 20, 2019 6:29 AM

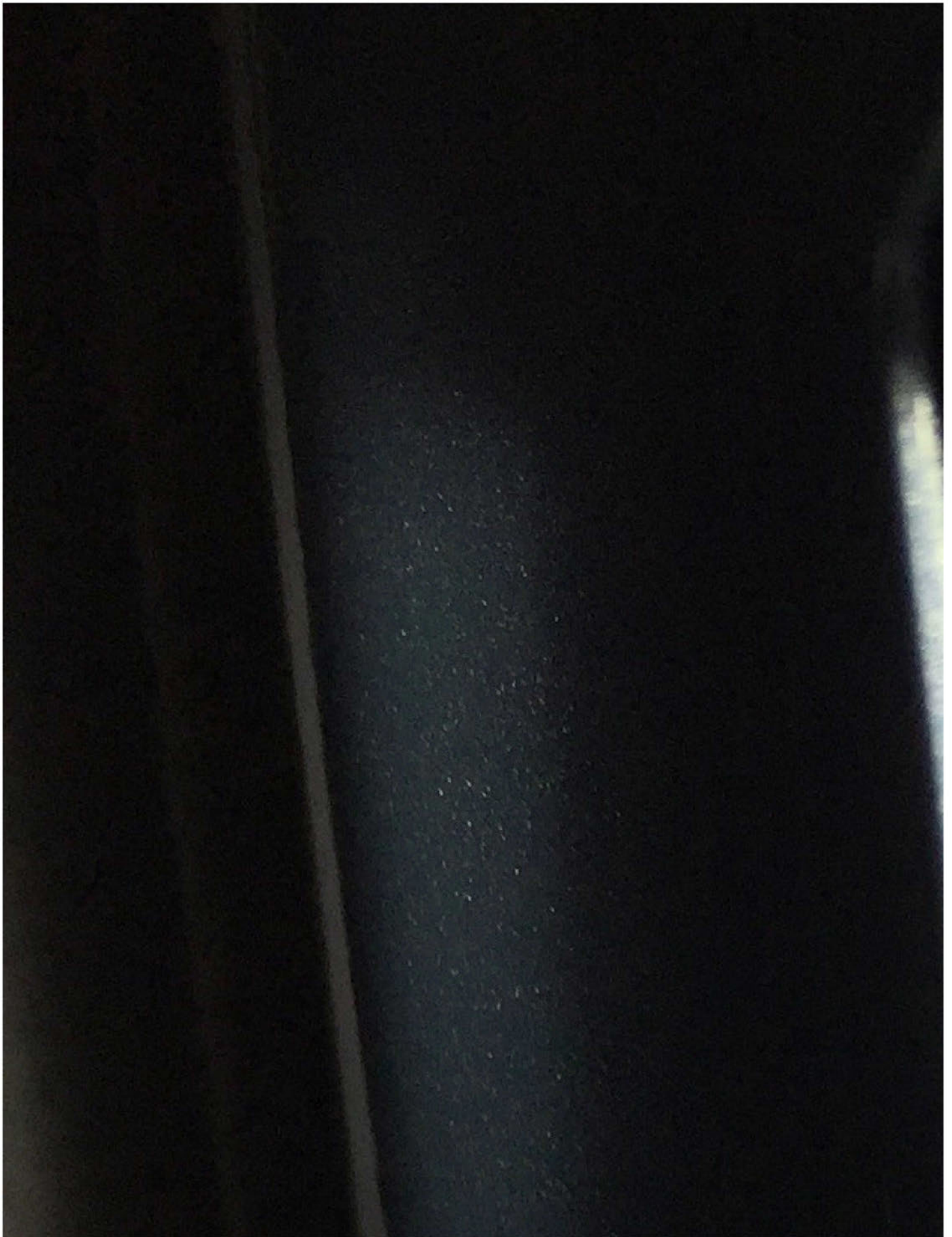
To: Hansen, Thayne (T.) <thansen1@ford.com>

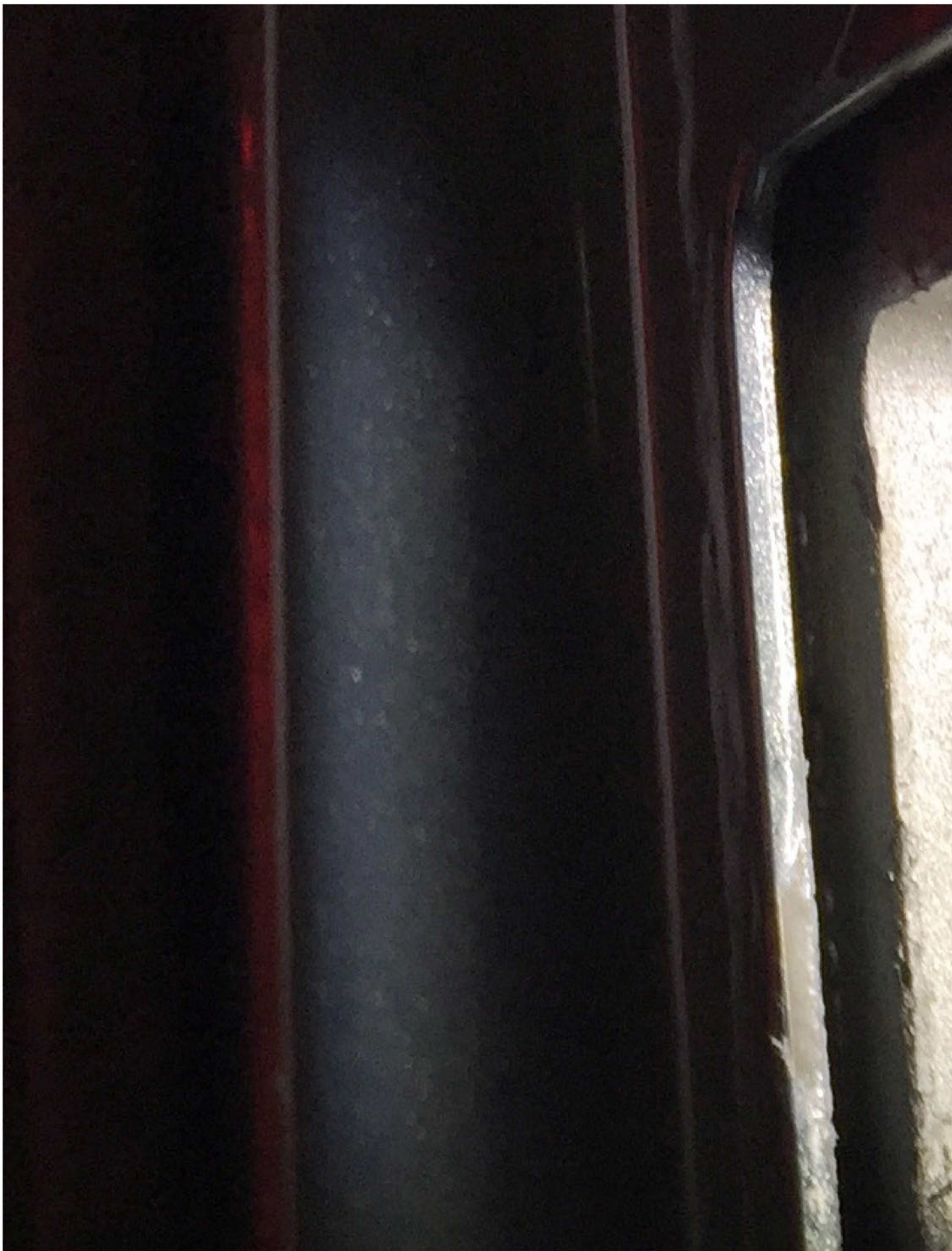
Subject: Hansen's 2013 Latch Inspection











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From: Robinson, Hue (H.M.)
Sent: Thursday, November 21, 2019 5:35 PM
To: Grezeszak, Dennis (D.A.); Okeh, Christopher (C.)
Cc: Baker, Zachary (Z.); Briggs, Erin Rose (E.R.); Rabourn, Todd (T.R.)
Subject: VIN: 3FA6P0H76DR [REDACTED] Contact ID: [REDACTED]

Hi Dennis – I talked to the dealer for the subject vehicle and he has reached out to the customer to bring their vehicle back to replace the other 3 latches. The customer will bring the vehicle back on 11/25/2019 for the latch replacements. Unfortunately for us, the dealer was instructed to scrap the latch they replaced in October. Below is their information, please approve the repair.

Chris – please begin the expedited 700 tag process for the 3 latches to return to us.

- 1) VIN number = 3FA6P0H76DR [REDACTED]
- 2) Description of the repair being performed = Replace 3 door latches
- 3) Dealership name = Sandy Sansing Ford
- 4) Dealership contact = Robert
- 5) Dealership contact email address = mercanter@sandysansing.com

VIN: 3FA6P0H76DR [REDACTED] Contact ID: [REDACTED] Create Date: 12:20 Monday 7 October 2019

DEALER: RELATED DAMAGE ON RECALL 15S16 (G-camp shows program closed on July 12, 2019.)

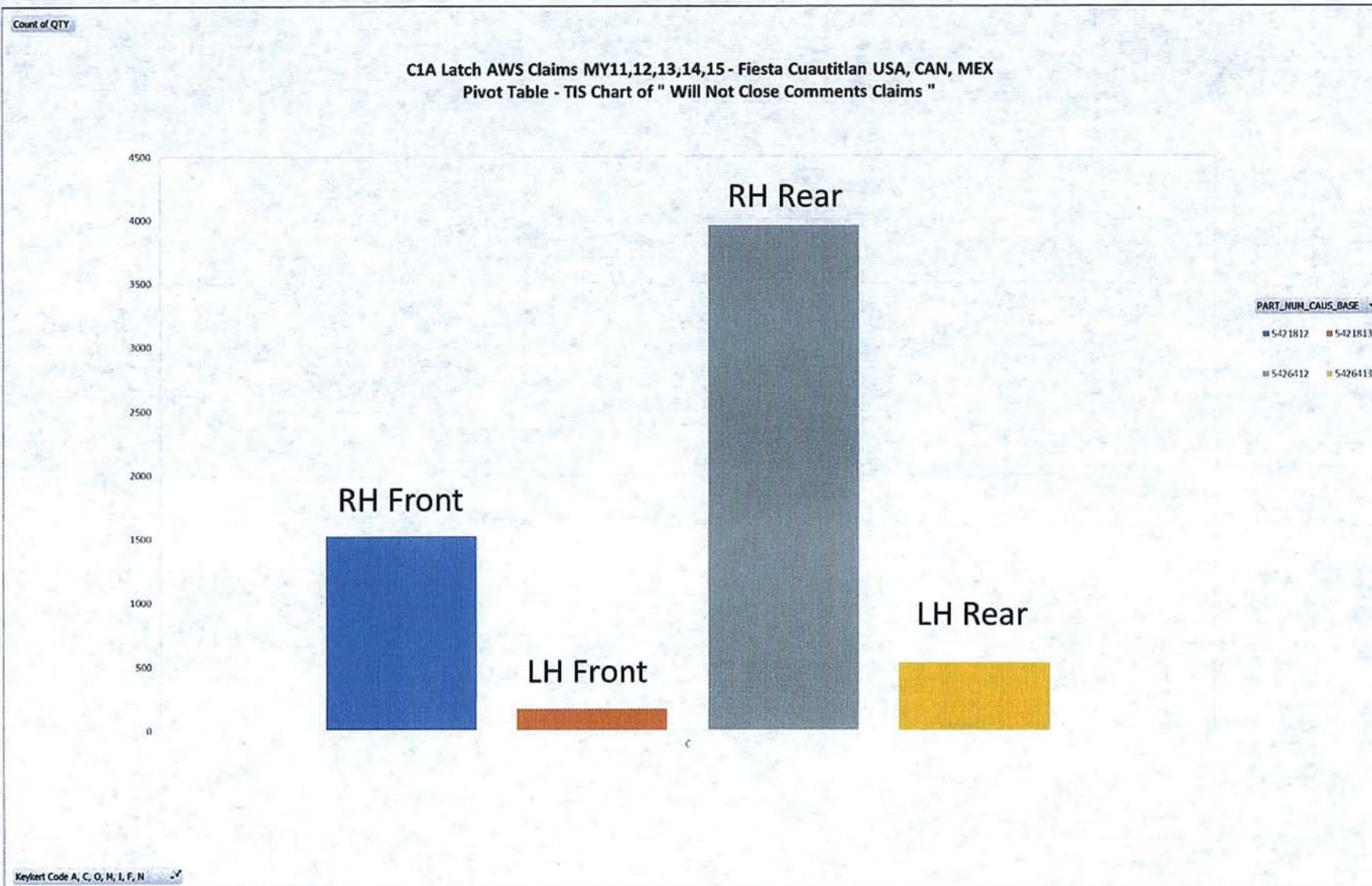
SSSC: Not Approved. This request is beyond a reasonable amount of time for a subsequent failure.

Dealer	P&A Code: 09586	Name: Sandy Sansing Ford	Phone
	Address: 27180 Highway 98	City: Daphne	State:
	Primary P&A Code: 09586		

HUE ROBINSON

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

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)



Count of QTY

C1A Latch AWS Claims MY13,14,15 - Fusion Hermosillo USA, CAN, Mex
Pivot Table - TIS Chart of " Will Not Close Comments Claims "

4500
4000
3500
3000
2500
2000
1500
1000
500
0

PART_NUM CAU...
■ 5421812
■ 5421813
■ 5426412
■ 5426413

RH Front



LH Front



RH Rear



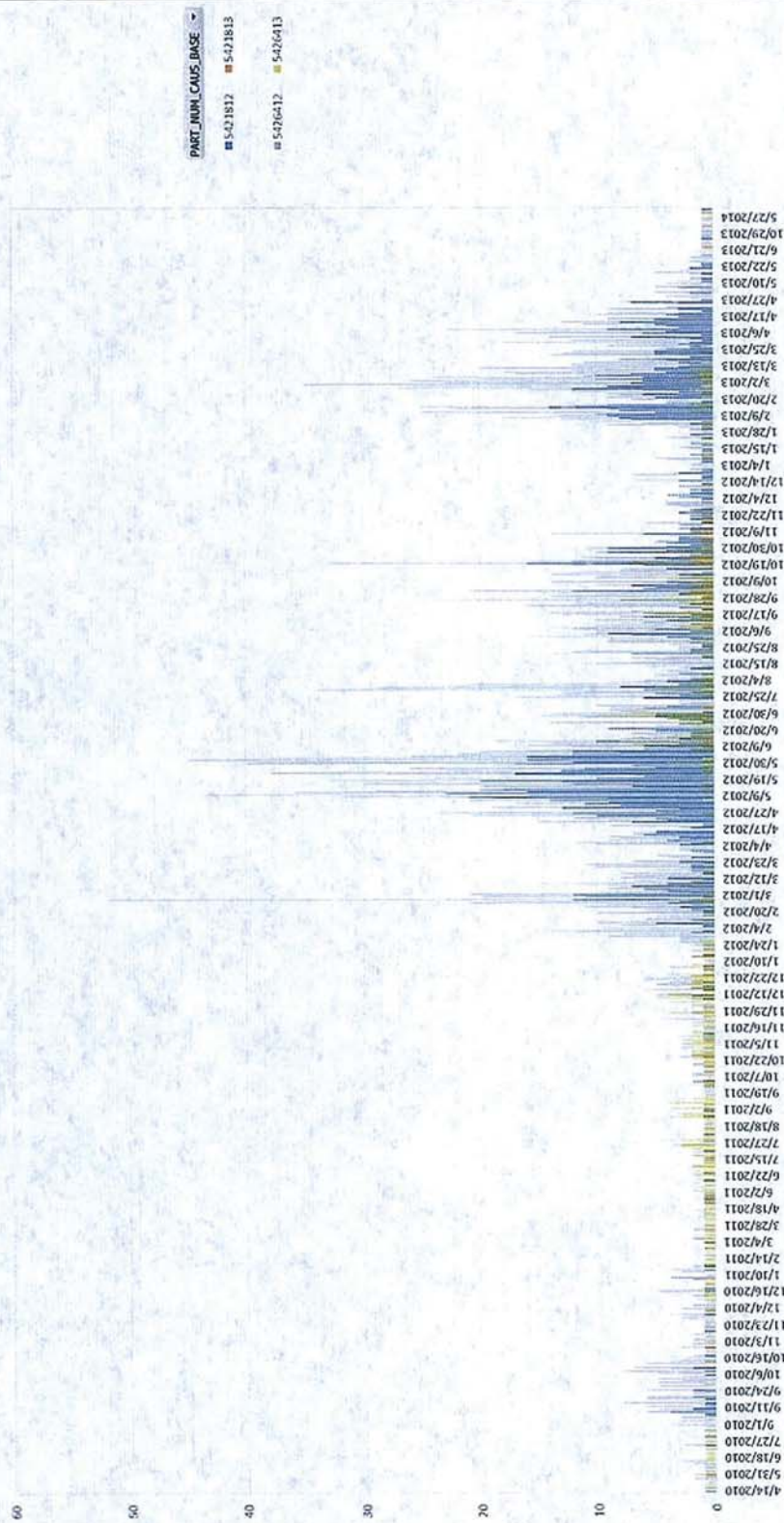
LH Front



Key: A, C, O, M, I, F, N

CIA Latch AWS Claims MY11,12,13,14,15 - Fiesta Cuautitlan USA, CAN, MEX Pivot Table - TIS Chart of " Will Not Close Comments Claims "

Count of QTY



Keylist Code A, C, O, N, L, F, N - PRODN_DT

Count of QTY

C1A Latch AWS Claims MY13,14,15 - Fusion Hermosillo USA, CAN, Mex Pivot Table - TJS Chart of " Will Not Close Comments Claims "



Report Code: A, C, O, N, I, F, H
-7 PRODU_DT

From: Wepler, Carole (C.)
Sent: Tuesday, January 28, 2020 1:51 PM
To: Robinson, Hue (H.M.); Bustamante, Chris (C.T.)
Subject: RE: C1A Latch warranty data

I didn't break it yet, but I got some strange results from my test run. I sent an email to GSAR Help Desk yesterday to see if they can figure out what the issue is. If I don't hear from them this morning, I will send a follow up email. I will keep you informed.

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, January 28, 2020 8:46 AM
To: Wepler, Carole (C.) <cwepler2@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>
Subject: RE: C1A Latch warranty data

Good morning Carole,

Any luck on the GSARS claims reports below or did you break GSARS? 😊

Thanks,

HUE ROBINSON

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

From: Robinson, Hue (H.M.)
Sent: Friday, January 24, 2020 4:05 PM
To: Wepler, Carole (C.) <cwepler2@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>
Subject: RE: C1A Latch warranty data

Hi Carole,

Per our conversation, I'm looking for these 2 reports.

1. "Special" original report
 - By the good will transaction codes
 - Along with the part numbers you already have, please add 54264A26 as another part number (use wild card if needed)
2. New report for all recalls – 15S16 & 16S30
 - If the file is too large, you can run by each recall separately if it helps
 - No filter by part number

I need a claims report with the following information for the above.

- MY
- Vehicle Line WERS
- VIN
- Production Date
- Repair Date
- Claim Key

- Transaction Code
- Region Repaired
- Repair Dealer State

Hopefully the second run won't crash GSARS... 😊

HUE ROBINSON

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

From: Wepler, Carole (C.) <cwepler2@ford.com>
Sent: Friday, January 24, 2020 3:27 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>
Subject: RE: C1A Latch warranty data

Houston, we have a problem. It turns out that a GSAR request with Transaction Codes (which seem to be recall numbers) specified should not also have part numbers specified. Attached are two database summaries that have similar criteria. They both have the same two Transaction Codes specified: Transaction Code = DOOR LATCH REPLACEMENT (NA)[15S16], DOOR LATCH REPLACEMENT[16S30], The only difference is that one has several latch part numbers specified. It returned 496 claims. The one that doesn't specify these two part numbers returned 2,252,692 claims at a total cost of \$709,568,188!!!! Hue, this means that the previous "special" file I sent you (C1A Latches_011620.xlsx) should be rerun. I am not sure GSAR could even run a claims list that has 2,252,692 claims, but I could do a database summary of claims and add any "order by" fields that you need such a vehicle line, part number, VIN, claim key, Transaction code, production date, etc... Let me know.

Sum of REPAIRS		Column Labels					Grand Total
Row Labels		2011	2012	2013	2014	2015	
5426412 - LTCH RR DR	R	17	49	92	14	1	173
5426413 - LTCH RR DR	L	2	13	77	38	5	135
5421812 - LATCH,FRT,DR	R	11	29	72	8		120
5421813 - LATCH,FRT,DR	L	5	6	43	7	1	62
1021813 - LATCH,FRT,DR	L			1		1	2
1726412 - LATCH REAR DOOR	R		1				1
7821813 - LATCH,FRT,DR	L		1				1
1821812 - LATCH,FRT,DR	R			1			1
1521813 - LATCH,FRT,DR	L			1			1
Grand Total		35	99	287	67	8	496

PART NUM BASE (CAUSL)

Sum of REPAIRS		Column Labels					
Row Labels		2011	2012	2013	2014	2015	2016

* - [N/A]	80,762	299,851	843,698	702,235	213,192	2
54264A26 - LATCH-SIDE & BK DOOR	1,860	14,924	36,281	42,387	11,611	
54221A00 - CABLE FRT DR LATCH	34	15	723	558		
14527 - HOUSING-WINDOW REG S		1	314	129	43	
58221A00 - CABLE ASY- FRT DR LAT R/CONTR		209	59	61	25	
RENTAL - AWA FOR RENTAL VEHICLE	7	38	121	73	31	1
54219A65 - LATCH & REM CNT DOORL		194	56	14	7	
54266A46 - CABLE REAR DOOR LATCH		1	140	104		
17221A00 - CA ASY FRT DR LAT R/CONTR			97	87	14	
14529 - SW ASY WDO REG CONTR SNGL	70	64	40	6	2	
5426412 - LTCH RR DR R	17	49	92	14	1	
58264A27 - LOCK ASY - DOOR		98	26	16	5	
5426413 - LTCH RR DR L	2	13	77	38	5	
5426685 - SUPPORT (REAR DOOR PULL HANDLE)	3	2	57	39	30	
78220A71 - CVR DR WDO SW OPG LH			78	37	11	
5421812 - LATCH,FRT,DR R	11	29	72	8		
5426684 - LATCH,FRT,DR R	4	1	36	30	29	
W713297		30	33	34	2	
5440180 - CABLE LUGG DR LATCH	49	11	15	13		
78221A00 - CABLE FRT DR LATCH			43	24	18	
58219A64 - LOCK ASY - DOOR		43	23	13	3	
58264A26 - LAT ASY BDY SD DR		30	15	17	1	
5421813 - LATCH,FRT,DR L	5	6	43	7	1	
5826685 - REINF FRT DR HNDL		9	23	16	4	
5840180 - CABLE LUGG DR LATCH		30	10	7	4	
14528 - HOUSING-WINDOW REG S			15	26	7	
7822621 - ESC DR I/S HNDL			22	14	5	
5826460 - ROD PSH BTN RR DR R		10	4	18	2	
5821979 - SHIELD-DOOR LATCH L	10	4	3	13	3	
58237W10 - CVR SC		15	5	12		
5422404 - HNDLE DR O/SIDE R		3	12	11	3	
5423943 - PNL ASY-FT DR TRIM L	14	5	7	3		
5826684 - REINF RR DR HNDL		1	5	20	2	
78220A70			9	9	5	
OSP - OUTSIDE PART	1	2	8	9	3	
5422643 - CVR DR INS HNDL PULL			13	9		
5,821,978	4	1	5	10	1	
7822152 - RD DR LK ACT. R			1	12	4	
5426553 - ESC RR DR LAT CONTR KB SAF			3	13		
58219A65 - LOCK ASY		1	10	4	1	
54264A27 - LATCH-RR DR LOCK		14	1	1		
7843351 - BEKT-BK DR LAT R/CONTR			2	11	2	
A041923		1	4	8	1	
5422642 - COVER (DOOR INSIDE HANDLE)			8	6		
W713727		2	7	5		
14S411 - KIT-WIRING PIGTAIL	1		9	3		
6123342 - HANDLE ASY-WDO REG D	3	4	2	4		
7823200 - REGULATOR,FR DR WD R			3	8	2	
63221A00 - CABLE FRT DR LATCH					12	
7827407 - TRIM PANEL-RR DOOR L			8	3	1	
5423209 - REGLTR,F/DR POWER L		1	7	4		
7823943 - PNL ASY-FT DR TRIM L			5	5	1	
W711521		1	5	5		
7823201 - REGULATOR,FR DR WD L			4	6	1	
58218B08 - BZL RR DR OTR HNDL		2	1	7	1	

14630 - WIRING-FRT WINDOW RE		1	3	4	2
5822153 - RD DR LK ACT. L			5	4	1
5424141 - ARM REST-FRONT DR L		5		4	
W713733		2	4	3	
7843350 - BRKT-BK DR LAT R/CONTR			3	5	1
54219A64 - LATCH-REMOTE CNTRL DOOR		2	5	2	
5,826,494	1		5	3	
6321410 - GL&CHNL-FR DR WDO R					9
5,826,495	3		2	2	
5421979 - SHIELD-DOOR LATCH L			3	3	
58221A01 - CA ASY FRT DR LAT R/CONTR LH				4	2
5426552 - ESCUTCHEON (RR DR LATCH CNTRL KNOB)			3	3	
14B321 - SENS & BRKT ASY-AIR BAG FRT		1	5		
5423942 - PNL ASY-FT DR TRIM R		3	3		
7822620 - ESCTHN FRT DR HNDL R			3		3
54239A01 - APLQ ASY-FRT DR			5	1	
5422042 - PAD-DR LK CYL			2	4	
W710048			2	3	
W709011		2	1	2	
P001				5	
5423208 - REGLTR,F/DR POWER R			3	2	
5823200 - REGULATOR,FR DR WD R		2	3		
5424140 - ARM REST-FRONT DR R		1	1	2	1
9923394 - DRIVE ASY-PWR LIFT W		5			
5427406 - TRIM PANEL-RR DOOR R	2	1	1	1	
5422624 - SPG DR WDO REG HNDL		2	1	2	
5822643 - CVR DR I/S PNL			4		1
4273 - CVR SC DR HNDL I/S			1		3
54237W10 - CVR SC	2	1	1		
5422088 - CAP-DR LK CYL CSE	3			1	
5422671 - CVR DR INS HNDL PULL	4				
6323209 - REGLTR,F/DR POWER L					4
5823201 - REGULATOR,FR DR WD L		2	1	1	
5421410 - GL&CHNL-FR DR WDO R			2	1	1
5422600 - HNDLE,DR INSIDE R			1	3	
5423395 - DRIVE ASY-PWR LIFT W	1	3			
W715340			2	1	1
6322643 - CVR DR I/S HNDL					4
58237W25 - CVR SC FRT DR TR PNL		2	1	1	
5823943 - PNL ASY-FT DR TRIM L			1	1	1
7A508 - ROD-CL/SLAVE CYL PUS		1	1	1	
14A411 - WIRE ASY MAIN JUMPER		1		2	
18978 - GRILL-REAR SPEAKER		2	1		
CONEXP - AWA FOR CONSEQUENTIAL EXPENSES		2	1		
6322642 - CVR DR I/S HNDL					3
18808 - SPEAKER ASY			2	1	
1012 - WHEEL LUG NUT			2	1	
5421411 - GL&CHNL-FR DR WDO L			2	1	
54239A00 - APLQ ASY-FRT DR			2	1	
5423201 - REGULATOR,FR DR WD L	1	2			
6323942 - PNL ASY-FT DR TRIM R					3
5421597 - RUN F DR GLASS TOP		2		1	
7822600 - HNDLE,DR INSIDE R				3	
54275A37 - APLQ RR DR I/S L			3		

5426604 - HNDL-RR DOOR O/SID R	2			1	
7823942 - PNL ASY-FT DR TRIM R			3		
1722404 - HNDLE DR O/SIDE R		1	1	1	
54253A10 - WSTRP RR DR ON BODY			1	1	
W715339			2		
6323201 - REGULATOR,FR DR WD L					2
63264A27 - LAT ASY BDY SD DR	1				1
6321411 - GL&CHNL-FR DR WDO L					2
7821410 - GL&CHNL-FR DR WDO R					2
5426605 - HNDL-RR DOOR O/SID L			1	1	
7821411 - GL&CHNL-FR DR WDO L			1	1	
14028 - SWITCH ASSY DOOR LOC				1	1
58237W24	1			1	
17218B08 - BZL RR DR OTR HNDL			1	1	
7822601 - HNDLE,DR INSIDE L				1	1
5421596 - RUN-FRONT DOOR GLASS	1			1	
5422405 - HNDLE DR O/SIDE L			1	1	
5822601 - HNDLE,DR INSIDE L			2		
5420709 - F/DR OPENING W/S L				2	
W502671	1				1
1021813 - LATCH,FRT,DR L			1		1
54235A86 - PNL ASY FRT DR I/S	1	1			
5822152 - RD DR LK ACT. R					2
54218A15 - BZL DR LK CYL				2	
7827406 - TRIM PANEL-RR DOOR R			1	1	
5426495 - BRACKET REAR DR LATCH ACTUATOR			2		
5827407 - TRIM PANEL-RR DOOR L			1	1	
6322601 - HNDLE,DR INSIDE L					2
8286 - HOSE RADIATOR-LOWER				1	
W714972				1	
5823370 - PLATE WINDOW REG & D			1		
18124 - ABSORBER KIT-FRT SHO					1
7842624 - PLATE T/GATE SCUFF				1	
1821812 - LATCH,FRT,DR R			1		
9K378 - SOLENOIS-TURBO CONT				1	
5827000 - REG ASY RR DR WDO R			1		
5425712 - GLASS-REAR DOOR R			1		
5827001 - REG ASY RR DR WDO L		1			
17B676 - CONTROL ASY-O/S MIR	1				
5827406 - TRIM PANEL-RR DOOR R		1			
14632 - WIRING-REAR WINDOW R		1			
14A626 - ACTUAT ASY-DR LK SW				1	
14776 - CONTROL ASY SEAT REG			1		
18246 - SHADE KIT (WINDOW)				1	
14A068 - FUSE PANEL				1	
5843150 - LAT ASY-TL/GT	1				
5423342 - HANDLE ASY-WDO REG D			1		
5427009 - REG RR DR WDO L		1			
5824140 - ARM REST-FRONT DR R					1
63043B13 - MODULE-AIR BAG			1		
W716345			1		
5421978 - SHIELD-DOOR LATCH R				1	
54264A00 - CNTR & LATCH DR LOCK			1		
5426 - MUFFLER INLET PIPE			1		
5421457 - W/S DR GL AT BOLT L			1		

6321457 - W/S DR GL AT BOLT L				1
7K340 - BUSHING			1	
W790451			1	
8K012 - HOSE-ASPIRATION			1	
6321979 - SHIELD-DOOR LATCH L				1
9C915 - PURGE REGULATION VLV		1		
5427407 - TRIM PANEL-RR DOOR L			1	
15,429	1			
6322600 - HNDLE,DR INSIDE R				1
MAINT - VEHICLE MAINTENANCE			1	
5421991 - CYL ASY - DOOR LOCK	1			
PAINT - PAINT		1		
6322635 - CUP,DR INSIDE HNDL L				1
W506968			1	
14553 - MOTOR ASY PWR SIDE WNDW		1		
W711059			1	
14B132 - SW & HSG ASY-WDO REG FRT DR RH		1		
5422008 - DOOR STRIKER PLATE R			1	
5800014 - DECAL INR DR	1			
1726412 - LATCH REAR DOOR R		1		
6323208 - REGLTR,F/DR POWER R				1
W716877			1	
5820201 - PNL FR DR OUTER L			1	
78266A46 - CA ASY-RR DR LAT R/CONTR			1	
5821411 - GL&CHNL-FR DR WDO L			1	
5822600 - HNDLE,DR INSIDE R		1		
6323943 - PNL ASY-FT DR TRIM L				1
14240 - WIRE ASY DR LOCK FEE		1		
5821596 - RUN-FRONT DOOR GLASS			1	
78434A14 - HANDLE L/G INSIDE		1		
6731 - ELEMENT ASY OIL FILT			1	
7H348 - GR&SHAFT ASY		1		
7020124 - DOOR ASY-FRONT R			1	
7Z369 - CONTROL MOD TRANS (TCM)		1		
7022404 - HNDL DR O/S			1	
8A080 - COOLANT O/FLO BOTTLE			1	
7027406 - TRIM PANEL-RR DOOR R		1		
96R - MOTORCRAFT BATTERY		1		
7052 - OIL SEAL-TRANS REAR			1	
9961202 - SEAT BELT BUCKLE END		1		
7421978 - SHIELD - DOOR LOCK				1
9H307 - SENDER-ELEC PUMP			1	
7421979 - SHIELD - DOOR LOCK				1
A040989		1		
7515 - LEVER ASY-CLUTCH REL		1		
A041924			1	
7820201 - PNL FR DR OUTER L				1
DIAG - DIAGNOSIS		1		
5422601 - HNDLE,DR INSIDE L			1	
NPF - NO PROBLEM FOUND (NRTH AMER)		1		
14474 - TERMINAL-WIRE SNAP-O		1		
10849 - CLUSTER ASY-INST PNL	1			
7821813 - LATCH,FRT,DR L		1		
1215 - BEARING-FT WHEEL		1		
19850 - EVAPORATOR ASY - A/C		1		

W504162						1				
2522601 - HNDLE,DR INSIDE L									1	
W705392						1				
27406 - PNL ASY RR DR TR						1				
5823942 - PNL ASY-FT DR TRIM R									1	
3DIL - ANTICONG ORANGE DIL (R)									1	
14A318 - WIRE ACC FEED						1				
1521813 - LATCH,FRT,DR L						1				
54218C02									1	
15219A64 - LATCH & REM CNT DOORR						1				
W714032						1				
14524 - PLATE WDO REG SWITCH									1	
5425713 - GLASS-REAR DOOR L										1
5822135 - RD DR LTCH CNTL L					1					
W716273 - BUMPER 12.5X17 CON RBR									1	
5420201 - PNL FR DR OUTER L						1				
W716575										1
5426494 - BRACKET REAR DR LATCH ACTUATOR									1	
W718519									1	
19										1
14300 - CABLE-BATTERY									1	
6321597 - RUN F DR GLASS TOP										1
Grand Total						82.882	315.780	882.502	746.359	225.166

This is what I'm looking for. Can you please run the same 'special' run but this time with transaction code = '15s16' and '16s30'? I need to compare the 2 files of VIN #s.

HUE ROBINSON

From: Wepler, Carole (C.) <cwepler2@ford.com>
Sent: Friday, January 17, 2020 11:02 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebiggs7@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>
Subject: RE: C1A Latch warranty data

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

Please check the criteria for each run (look for the yellow highlighted cells) to make sure I am supplying what you want. If it is correct, I will share both GSAR requests with Doru and he can make the same runs.

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

Sent: Wednesday, January 15, 2020 4:49 PM

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

Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>

Subject: RE: C1A Latch warranty data

Hi Carole,

Can you please work with Doru to set up a GSARS run for me? I'm looking for C1A latch warranty data but with the specific filters:

Transaction codes = SPW, P11, P18, P18L

Part base causal = %21812%, %21813%, %26412%, %26413%

I also need you to re-run the report below. Please let me know if you have any questions.

Thanks,

HUE ROBINSON

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

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

Sent: Monday, September 30, 2019 10:42 AM

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

Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>

Subject: RE: C1A Latch warranty data

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

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

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

From: Wepler, Carole (C.)

Sent: Friday, September 27, 2019 1:39 PM

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

Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>

Subject: RE: C1A Latch warranty data

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

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

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

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

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

Sent: Friday, September 27, 2019 10:05 AM

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

Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>

Subject: RE: C1A Latch warranty data

Hi Carole,

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

Thanks for your help.

HUE ROBINSON

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

[REDACTED]@vtext.com

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

Sent: Wednesday, September 25, 2019 8:21 AM

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

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

Subject: RE: C1A Latch warranty data

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

Part Number	VFG Code	VFG Desc
16S30	V99	ALL OTHER

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

Sent: Tuesday, September 24, 2019 3:59 PM

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

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

Subject: RE: C1A Latch warranty data

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

HUE ROBINSON

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

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

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

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

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, September 24, 2019 1:48 PM
To: Wepler, Carole (C.) <cwepler2@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>
Subject: C1A Latch warranty data
Importance: High

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

Filters to use:

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

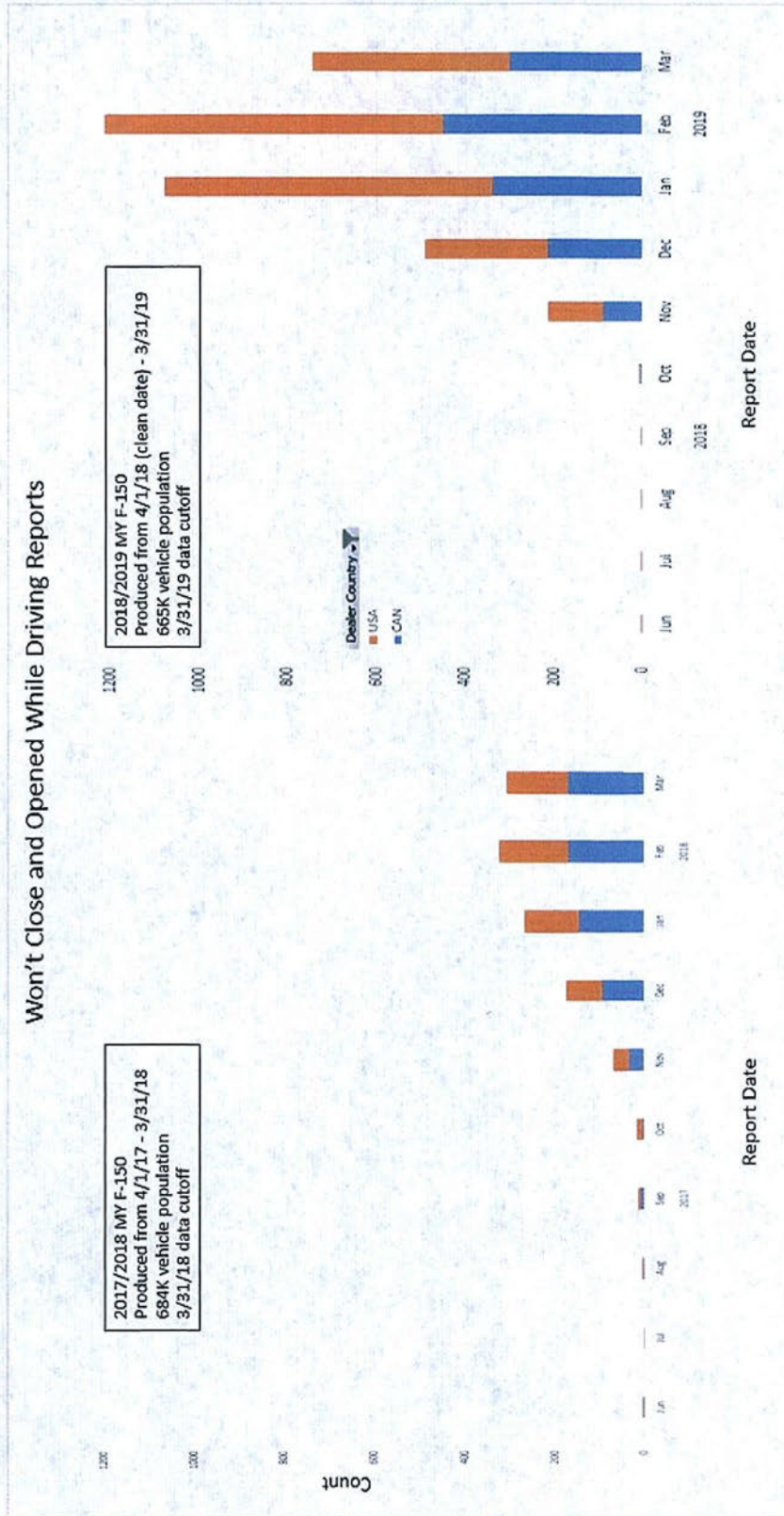
R/1000 trend chart and claims for the following vehicles lines (corporate logic, standard coverage, V07). The ones in red font are the ones I need immediately and the others can follow.

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

HUE ROBINSON

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

Won't Close and Opened While Driving Reports



2017/2018:
1311 reports / 684000 vehicles = 1.9 r/1000
2018/2019:
4084 reports / 665000 vehicles = 6.1 r/1000