“INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)”

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From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Sent: Thursday, May 7, 2020 2:45 PM
To: Willard, Jeremy (J.)
Cc: Grove David (AA-AS/EDS226); Hausmann, William (W.); Baker, Zachary (Z.)
Subject: 15S16 - S4 D1 16S30 - S7 D1
Attachments: 16S30 - S7 Door Latch D1.pdf; 15S16-S4 Side Door Latch D1.pdf

Jeremy,

Attached is 16S30 supplement 7 and 15S16 supplement 4 Draft 1.

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

RQ19-005 000001 DRC

From: Willard, Jeremy (J.)
Sent: Wednesday, March 25, 2020 2:24 PM
To: Pusta, Ionut (I.)
Cc: Baker, Zachary (Z.)
Subject: 20S15 - Awareness Communication - SP.docx
Attachments: 20S15 - Awareness Communication - SP.docx

How does this look?
Let me know ASAP and we'll get it going.
Thank you,

Jeremy Willard

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

RQ19-005 000209 DRC

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

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From: Willard, Jeremy (J.)
Sent: Thursday, May 7, 2020 4:47 PM
To: Beaker, Melinda (M.)
Subject: 20S15 Owner Letter NO PARTS.docx
Attachments: 20S15 Owner Letter NO PARTS.docx

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

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From: Willard, Jeremy (J.)
Sent: Tuesday, May 12, 2020 7:26 PM
To: Zachary Baker (Z.) (zbaker1@ford.com)
Subject: Action Request - 15S16-Supplement #4 - Red Folder Request
Attachments: 15S16-S4 Dealer Bulletin DRAFT ASOOGC.docx; 15S16-S4 Side Door Latch D3.pdf

Zach –

Your approval on DocuSign and/or edits are required to publish the following Field Service Actions:

Safety Recall 15S16 – *Supplement #4*
Certain 2011-2014 Model Year Fiesta and 2013-2014 Model Year Fusion and MKZ Vehicles
Door Latch Replacement

Please review the FSA Title Description, Dealer Bulletin Advance Notice and provide DocuSign approval in the link below. We are expecting to launch the program *Date 5/13/2020*. If edits are requested, please contact me directly.

Thank you,

Jeremy Willard

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

RQ19-005 000238 DRC

From: Willard, Jeremy (J.)
Sent: Tuesday, May 12, 2020 7:26 PM
To: Zachary Baker (Z.) (zbaker1@ford.com)
Subject: Action Request - 16S30 - Full Dealer Bulletin Red Folder Request
Attachments: 16S30-S7 Dealer Bulletin DRAFT ASOOGC.docx; 16S30 - S7 Door Latch D3.pdf

Zach –

Your approval on DocuSign and/or edits are required to publish the following Field Service Actions:

DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S30 - *Supplement #7*
Certain 2013-2015 Model Year C-MAX and Escape, 2012-2015 Focus, 2015 MKC and Mustang, and 2014-2016 Transit Connect Vehicles
Side Door Latch Replacement

Please review the FSA Title Description, Dealer Bulletin Advance Notice and provide DocuSign approval in the link below. We are expecting to launch the program *Date 5/13*. If edits are requested, please contact me directly.

Thank you,

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

RQ19-005 000249 DRC

From: Willard, Jeremy (J.)
Sent: Tuesday, May 12, 2020 8:02 PM
To: 'Zachary Baker (Z.) (zbaker1@ford.com)'
Subject: Action Request - 16S30-Supplement #7 Red Folder Request
Attachments: 16S30-S7 Dealer Bulletin DRAFT ASOOGC.docx; 16S30 - S7 Door Latch D3.pdf

Zach –

Your approval on DocuSign and/or edits are required to publish the following Field Service Actions:

DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S30 - *Supplement #7*
Certain 2013-2015 Model Year C-MAX and Escape, 2012-2015 Focus, 2015 MKC and Mustang, and 2014-2016 Transit Connect Vehicles
Side Door Latch Replacement

Please review the FSA Title Description, Dealer Bulletin Advance Notice and provide DocuSign approval in the link below. We are expecting to launch the program *Date 5/13*. If edits are requested, please contact me directly.

Thank you,

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

RQ19-005 000267 DRC

From: Willard, Jeremy (J.)
Sent: Friday, May 8, 2020 3:00 PM
To: Zachary Baker (Z.) (zbaker1@ford.com)
Subject: Action Request - 20S15 - Advance Notice Red Folder Request
Attachments: 20S15 Advance Notice DRAFT.docx; 20S15 Lincoln Owner Letter NO PARTS.docx; 20S15 Owner Letter NO PARTS.docx

Importance: High

Zach -

Your approval on DocuSign and/or edits are required to publish the following Field Service Actions:

Advance Notice
20S15
Certain 2014-2015 Model Year Fiesta and 2014-2016 Model Year Fusion and MKZ Vehicles
Door Latch Replacement

Please review the FSA Title Description, Advance Notice, No Parts Owner Letter and provide DocuSign approval in the link below. We are expecting to launch the program Monday, 5/11. If edits are requested, please contact me directly.

Thank you,

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

RQ19-005 000285 DRC

From:	Willard, Jeremy (J.)
Sent:	Thursday, May 7, 2020 1:22 AM
To:	Beaker, Melinda (M.); Osepchook, William (W.R.); Poploskie, Jeannette (J.M.); Kaminski, Nicole (N.M.); McSherry, Laurel (L.); Smith, Robert (R.); Broom, Lucille (L.E.); Pat Logan; Burroughs, Mary (M.M.); Cure, Dan (D.); Hallmark Khristopher (AA-AS/EDS6.22); Robinson, Hue (H.M.)
Cc:	Catalano, Martino (M.); Hagemans, Robert (R.G.); Collard, Brian (B.J.); Baker, Zachary (Z.); Garcia San Juan, Angelina (A.); Stokes, Rosie (R.S.); Sprunger, Jon (J.L.); Rooker, Heather (H.R.); Hansen, Karen (K.L.); Cangany, John (J.); Pusta, Ionut (I.); Willard, Jeremy (J.); O'Connor, Tammy (T.A.); Koerschner, Michelle (M.M.); Hopwood, Heidi (H.); Harrier, Nathan (N.); Bunting, Ross (R.); Perry, Phil (P.J.); Hochgraber, Brent (B.); Lamonde, Sebastien (S.); Mueller, Renee (R.); Hanson, Chris (C.); Black, Kevin (K.W.); Martin, Kevin (K.); MacDonald, Mitch (M.W.); Kahn, Jason (J.); Brentley, Monique (M.); Carter, Daniel (D.); Bialk, Brian (B.J.); McCarthy, Lisa (L.P.); Field, Martin (M.); Ciolli, Lisa (L.M.); Goettsch, David (D.); Fleury, Chris (C.); Cook, Austin (A.M.); Queiroz, Alexandre (G.A.); Costa, Bruno (B.C.); Hamilton, Steven (S.C.); Buelow, Steve (S.E.); Bardell, Art (.)
Subject:	Action Request: FSA 20S15 Concurrence and/or Comment
Attachments:	20S15 Advance Notice.docx; 20S15 Owner Letter NO PARTS.docx
Importance:	High

Your concurrence and/or comment is required to publish the following Field Service Action:

Advance Notice – Safety Recall 20S15
Certain 2014-2015 Model Year Fiesta, Fusion and Lincoln MKZ Vehicles
Door Latch Replacement

Please review the FSA Title Description, Advance Notice and Owner Letter and provide your approval/concurrence to me with any changes and comments **by 5:00PM 5/7**.
<condensed timing due to only an Advance and No Parts Owner Letter and to meet launch timing>

NOTE: Please respond directly to the sender only and do not use the "Reply To All" function.

This program is scheduled to be posted to FMCDealer next Monday.
Your timely review is appreciated.

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:	Tuesday, March 17, 2020 9:14 PM
To:	Beaker, Melinda (M.); Osepchook, William (W.R.); Robinson, Hue (H.M.); Poploskie, Jeannette (J.M.); Kaminski, Nicole (N.M.); McSherry, Laurel (L.); Smith, Robert (R.); Broom, Lucille (L.E.); Pat Logan; Burroughs, Mary (M.M.); Cure, Dan (D.); Hallmark Khristopher (AA-AS/EDS6.22)
Cc:	Catalano, Martino (M.); Hagemans, Robert (R.G.); Collard, Brian (B.J.); Baker, Zachary (Z.); Garcia San Juan, Angelina (A.); Stokes, Rosie (R.S.); Sprunger, Jon (J.L.); Rooker, Heather (H.R.); Hansen, Karen (K.L.); Cangany, John (J.); Pusta, Ionut (I.); Willard, Jeremy (J.); O'Connor, Tammy (T.A.); Koerschner, Michelle (M.M.); Hopwood, Heidi (H.); Harrier, Nathan (N.); Bunting, Ross (R.); Perry, Phil (P.J.); Hochgraber, Brent (B.); Lamonde, Sebastien (S.); Mueller, Renee (R.); Hanson, Chris (C.); Black, Kevin (K.W.); Martin, Kevin (K.); MacDonald, Mitch (M.W.); Kahn, Jason (J.); Brentley, Monique (M.); Carter, Daniel (D.); Bialk, Brian (B.J.); McCarthy, Lisa (L.P.); Field, Martin (M.); Ciolli, Lisa (L.M.); Goettsch, David (D.); Fleury, Chris (C.); Cook, Austin (A.M.); Queiroz, Alexandre (G.A.); Costa, Bruno (B.C.); Hamilton, Steven (S.C.); Buelow, Steve (S.E.); Bardell, Art (.)
Subject:	Action Request: FSA 20S15 Concurrence and/or Comment
Attachments:	20S15 Advance Notice.docx
Importance:	High

Your concurrence and/or comment is required to publish the following Field Service Action:

Advance Notice – Safety Recall 20S15
Certain 2014-2015 Model Year Fiesta, Fusion and Lincoln MKZ Vehicles
Door Latch Replacement

Please review the FSA Title Description and the Advance Notice and provide your approval/concurrence to me with any changes and comments **by 5:00PM 3/19**.

NOTE: Please respond directly to the sender only and do not use the "Reply To All" function.

This program is scheduled to be posted to FMCDealer within the next week. Your timely review is appreciated.

Thank you,

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

Best regards

David Grove
AA-AS/EDS6.22

Tel. +[redacted]

From: Cure, Dan (D.)
Sent: Friday, May 22, 2020 6:13 PM
To: Ursula Harris
Subject: FW: 20S15 - Westlie Ford 3LN6L2LU1FR[redacted]

Importance: High

Heads up!

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, May 22, 2020 1:40 PM
To: Beaker, Melinda (M.) <mbeaker@ford.com>; Broom, Lucille (L.E.) <lbroom1@ford.com>
Cc: McSherry, Laurel (L.) <lmcsherr@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Cure, Dan (D.) <dcure2@ford.com>
Subject: FW: 20S15 - Westlie Ford 3LN6L2LU1FR[redacted]
Importance: High

Team,

[redacted]

FSA. I called Ford GCCT they couldn't even provide me with a Lincoln Customer Service phone number?? Thought that was a little extreme.

Need some help. Thank you

VIN
3LN6L2LU1FR[redacted] miles 67042

Customer[redacted]

Mario Abukhader
Service Director
Westlie Ford
40 S. Marina Way
Washougal, WA 98671
[redacted]
360-335-0617 Fax

From: Willard, Jeremy (J.)
Sent: Monday, May 11, 2020 3:56 PM
To: Rooker, Heather (H.R.)
Cc: Beaker, Melinda (M.)
Subject: FW: 20S15 Owner Letters
Attachments: 20S15 Owner Letter NO PARTS NHTSA Approved.docx; 20S15 Lincoln Owner Letter NO PARTS NHTSA Approved.docx

Importance: High

Heather –
I sent this off to Bart this morning, requesting expedited handling. It looks as though he has limited email access today. Is there a backup person you could send this to?
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: Monday, May 11, 2020 11:29 AM
To: 'Szczepaniak, Bartosz' <Bartosz.Szczepaniak@lionbridge.com>
Subject: 20S15 Owner Letters
Importance: High

Bart –
We have another hot safety requiring expedited translation turn-around, today if at all possible.
Any help you could give would be greatly appreciated.
Thank you,

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

Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

May 2020

* * * IMPORTANT SAFETY RECALL * * *

Safety Recall Notice 20S15 / NHTSA Recall 20V-177

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.
Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.
We apologize for this situation and want to assure you that, with your assistance, we will correct this condition.
Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle, it may be possible for the pawl spring tab inside one or more of the side door latches to break. This condition will typically prevent the door from latching. In certain situations, where the door is able to be closed, the door may unlatch while driving.

What is the risk?

If you are able to latch the door after repeated attempts to shut the door, there is a potential the door may unlatch while driving, increasing the risk of injury.

What will Ford and your dealer do?

Ford Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge (parts and labor). Parts are anticipated to be available in the third quarter, 2020.

What should you do?

When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair.

Ford has not issued instructions to stop driving your vehicle under this safety recall. When parts are available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle if you ensure that your doors are securely latched before driving.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your attention to this important matter.

Ford Customer Service Division

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THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

May 2020

* * * IMPORTANT SAFETY RECALL * * *

Compliance Recall Notice 20S15 / NHTSA Recall 20V-177

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

The Lincoln Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle, it may be possible for the pawl spring tab inside one or more of the side door latches to break. This condition will typically prevent the door from latching. In certain situations, where the door is able to be closed, the door may unlatch while driving.

What is the risk?

If you are able to latch the door after repeated attempts to shut the door, there is a potential the door may unlatch while driving, increasing the risk of injury.

What will Lincoln and your dealer do?

The Lincoln Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available, Lincoln Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge (parts and labor). Parts are anticipated to be available in the third quarter, 2020.

What should you do?

When parts are available, Lincoln Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair.

Lincoln has not issued instructions to stop driving your vehicle under this safety recall. When parts are available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You

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What should you do? (Continued)	can continue to safely drive your vehicle if you ensure that your doors are securely latched before driving. If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions. **Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

Thank you for your attention to this important matter.

The Lincoln Motor Company

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<sgunasegaran@renkim.com>
Subject: RE: 20S30 website discussion

That worked! Thanks!!

Linda Webster
Sales Manager/
Account Specialist
Direct Line: [redacted]
Mobile: [redacted]
Fax: (734) 374-8004
lwebster@renkim.com

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, June 5, 2020 10:11 AM
To: Linda Webster <lwebster@renkim.com>; Phillip Sanders <psanders@renkim.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; dcure2 <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>
Subject: RE: 20S30 website discussion

Trying again. I think there was a strange encryption issue the first time. If it happens again, I will start afresh with a new email.

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

From: Linda Webster <lwebster@renkim.com>
Sent: Friday, June 05, 2020 10:09 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Phillip Sanders <psanders@renkim.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Cure, Dan (D.) <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>
Subject: RE: 20S30 website discussion

Zach, when I open the document, it shows as a blank page.

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, June 5, 2020 9:19 AM
To: Phillip Sanders <psanders@renkim.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; dcure2 <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>; Linda Webster <lwebster@renkim.com>
Subject: RE: 20S30 website discussion

See attached advance notice draft.

Zachary Baker
Program Manager, Recall and Service Programs

DSC2 #802
[redacted]

-----Original Appointment-----
From: Baker, Zachary (Z.)
Sent: Thursday, June 04, 2020 12:50 PM
To: Baker, Zachary (Z.); Phillip Sanders; Willard, Jeremy (J.); Cure, Dan (D.); Michele Jackson; Saiprassad Gunasegaran; Linda Webster
Subject: 20S30 website discussion
When: Friday, June 05, 2020 9:00 AM-10:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: Webex

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

If you are a host, click here to view host information.

NOTICE: ***This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video:*** click here

For additional help with WebEx, Ford users can click on the Digital Worker link:
WebEx Support
Can't join the meeting? Contact support.

[redacted]

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From: Hansen, Thayne (T.)
Sent: Thursday, May 14, 2020 9:45 AM
To: Warwood, Mike (J.M.)
Cc: Baker, Zachary (Z.); Willard, Jeremy (J.); Hansen, Thayne (T.)
Subject: FW: Action Request - 15S16-Supplement #4 - Red Folder Request
Attachments: 15S16-S4 Dealer Bulletin DRAFT RF.docx; 15S16-S4 Side Door Latch D7.pdf

Mike,

Your approval on DocuSign and/or edits are required to publish the following Field Service Actions:

Safety Recall 15S16 – *Supplement #4*
Certain 2011-2014 Model Year Fiesta and 2013-2014 Model Year Fusion and MKZ Vehicles
Door Latch Replacement

The attached documents are the current and updated documents. We are targeting to launch the program today (*5/14) if sign-off is obtained*.

Zach, Jeremy,
There are just a couple of changes to the dealer bulletin, so please make sure to replace your documents with the one in this note. Also this dealer bulletin was still in "Track Changes" mode:

[redacted]

Thanks

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, May 13, 2020 2:02 PM
To: Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: FW: Action Request - 15S16-Supplement #4 - Red Folder Request

Your approval on DocuSign and/or edits are required to publish the following Field Service Actions:

Safety Recall 15S16 – *Supplement #4*
Certain 2011-2014 Model Year Fiesta and 2013-2014 Model Year Fusion and MKZ Vehicles
Door Latch Replacement

Please review the FSA Title Description, Dealer Bulletin Advance Notice and provide DocuSign approval in the link below. We are expecting to launch the program *Date 5/13/2020*. If edits are requested, please contact me directly.

Thank you,

Jeremy Willard

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

From: Warwood, Mike (J.M.)
Sent: Thursday, May 14, 2020 10:23 AM
To: Johnson, David (D.J.)
Cc: Warwood, Mike (J.M.); Hansen, Thayne (T.); Baker, Zachary (Z.); Willard, Jeremy (J.)
Subject: FW: Action Request - 15S16-Supplement #4 - Red Folder Request
Attachments: 15S16-S4 Dealer Bulletin DRAFT RF.docx; 15S16-S4 Side Door Latch D7.pdf

Importance: High

Dave,

Attached is the red folder for 15S16 S#4. Sorry for the short fuse, this publishes today. DocuSign to follow. Thanks!

May 14, 20

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 15S16 – *Supplement #4***
Certain 2011-2014 Model Year Fiesta and 2013-2014 Model Year Fusion and MKZ Vehicles
Door Latch Replacement

Regards,

Mike Warwood
Chief Engineer, Global CSE & Recall
Ford Motor Company, FCSD
[redacted]
mwarwood@ford.com

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Thursday, May 14, 2020 1:15 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: RE: Action Request - 15S16-Supplement #4 - Red Folder Request
Importance: High

Mike –
Per our discussion, here are the docs with your requested revision.
Thank you,

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

RQ19-005 000351 DRC

From: Willard, Jeremy (J.)
Sent: Thursday, May 14, 2020 10:26 AM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: RE: Action Request - 15S16-Supplement #4 - Red Folder Request
Importance: High

Mike –
I just noticed I missed a word.
Please delete my last note for 15S16 and use these docs.
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: Thursday, May 14, 2020 10:19 AM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: RE: Action Request - 15S16-Supplement #4 - Red Folder Request
Importance: High

Changes made.
Thanks Mike!

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

From: Warwood, Mike (J.M.) <mwarwood@ford.com>
Sent: Thursday, May 14, 2020 9:54 AM
To: Hansen, Thayne (T.) <thansen1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>
Subject: RE: Action Request - 15S16-Supplement #4 - Red Folder Request

Jeremy,

Please make the changes at the top of page 1 of the Dealer Bulletin and resend the email with the corrected document, along with the Tech instructions, back to me. I will then forward the email to Dave and approve the supplement in DocuSign. My revisions are in the attached file. Thanks!

Regards,

Mike Warwood
Chief Engineer, Global CSE & Recall
Ford Motor Company, FCSD
[redacted]
mwarwood@ford.com

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Thursday, May 14, 2020 5:45 AM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: FW: Action Request - 15S16-Supplement #4 - Red Folder Request

Mike,

Your approval on DocuSign and/or edits are required to publish the following Field Service Actions:

Safety Recall 15S16 – *Supplement #4*
Certain 2011-2014 Model Year Fiesta and 2013-2014 Model Year Fusion and MKZ Vehicles
Door Latch Replacement

The attached documents are the current and updated documents. We are targeting to launch the program today (*5/14) if sign-off is obtained*.

Zach, Jeremy,
There are just a couple of changes to the dealer bulletin, so please make sure to replace your documents with the one in this note. Also this dealer bulletin was still in "Track Changes" mode:

[redacted]

Thanks

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, May 13, 2020 2:02 PM
To: Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: FW: Action Request - 15S16-Supplement #4 - Red Folder Request

Your approval on DocuSign and/or edits are required to publish the following Field Service Actions:

Safety Recall 15S16 – *Supplement #4*
Certain 2011-2014 Model Year Fiesta and 2013-2014 Model Year Fusion and MKZ Vehicles
Door Latch Replacement

Please review the FSA Title Description, Dealer Bulletin Advance Notice and provide DocuSign approval in the link below. We are expecting to launch the program *Date 5/13/2020*. If edits are requested, please contact me directly.

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.)
Sent: Thursday, May 14, 2020 9:45 AM
To: Warwood, Mike (J.M.)
Cc: Baker, Zachary (Z.); Willard, Jeremy (J.); Hansen, Thayne (T.)
Subject: FW: Action Request - 16S30-Supplement #7 Red Folder Request
Attachments: 16S30-S7 Dealer Bulletin DRAFT RF.docx; 16S30 - S7 Door Latch D6.pdf

Importance: High

Mike,

Your approval on DocuSign and/or edits are required to publish the following Field Service Actions:

DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S30 - *Supplement #7*
Certain 2013-2015 Model Year C-MAX and Escape, 2012-2015 Focus, 2015 MKC and Mustang, and 2014-2016 Transit Connect Vehicles
Side Door Latch Replacement

The attached documents are the current and updated documents. We are targeting to launch the program today (*5/14) if sign-off is obtained*.

Zach, Jeremy,
Considering the complexity and change being added, very good job. I like the videos. There are just a couple of changes to the dealer bulletin, so please make sure to replace your documents with the one in this note:

[redacted]

Thanks

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, May 13, 2020 2:00 PM
To: Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: FW: Action Request - 16S30-Supplement #7 Red Folder Request
Importance: High

Your approval on DocuSign and/or edits are required to publish the following Field Service Actions:

DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S30 - *Supplement #7*
Certain 2013-2015 Model Year C-MAX and Escape, 2012-2015 Focus, 2015 MKC and Mustang, and 2014-2016 Transit Connect Vehicles
Side Door Latch Replacement

Please review the FSA Title Description, Dealer Bulletin Advance Notice and provide DocuSign approval in the link below. We are expecting to launch the program *Date 5/13*. If edits are requested, please contact me directly.

Thank you,

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

From: Warwood, Mike (J.M.)
Sent: Thursday, May 14, 2020 5:27 PM
To: Johnson, David (D.J.)
Cc: Warwood, Mike (J.M.); Hansen, Thayne (T.); Baker, Zachary (Z.); Willard, Jeremy (J.)
Subject: FW: Action Request - 16S30-Supplement #7 Red Folder Request
Attachments: 16S30-S7 Dealer Bulletin DRAFT RF.docx; 16S30 - S7 Door Latch D6.pdf

Importance: High

Dave,

Here is the red folder for 16S30 S#7. Again, sorry for the short fuse, this one published today as well. DocuSign is on its way. Thanks!

May 14, 20

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S30 - *Supplement #7***
Certain 2013-2015 Model Year C-MAX and Escape, 2012-2015 Focus, 2015 MKC and Mustang, and 2014-2016 Transit Connect Vehicles
Side Door Latch Replacement

Regards,

Mike Warwood
Chief Engineer, Global CSE & Recall
Ford Motor Company, FCSD
[redacted]
mwarwood@ford.com

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Thursday, May 14, 2020 10:39 AM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: RE: Action Request - 16S30-Supplement #7 Red Folder Request
Importance: High

Mike -
Revised 16S30 documents attached.
Thank you,

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

[redacted]

From: Warwood, Mike (J.M.) <mwarwood@ford.com>
Sent: Thursday, May 14, 2020 10:10 AM
To: Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: Action Request - 16S30-Supplement #7 Red Folder Request

Jeremy,

Same changes and process for 16S30 S#7 as 15S16 S#4 . My changes in this bulletin are highlighted by a yellow background. Send the files for 16S30 back to me with the changes to the dealer bulletin and I will forward the email on to Dave and approve the supplement via DocuSign. Thanks!

Regards,

Mike Warwood
Chief Engineer, Global CSE & Recall
Ford Motor Company, FCSD
[redacted]
mwarwood@ford.com

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Thursday, May 14, 2020 5:45 AM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: FW: Action Request - 16S30-Supplement #7 Red Folder Request
Importance: High

Mike,

Your approval on DocuSign and/or edits are required to publish the following Field Service Actions:

DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S30 - *Supplement #7*
Certain 2013-2015 Model Year C-MAX and Escape, 2012-2015 Focus, 2015 MKC and Mustang, and 2014-2016 Transit Connect Vehicles
Side Door Latch Replacement

The attached documents are the current and updated documents. We are targeting to launch the program today *(5/14) if sign-off is obtained*.

Zach, Jeremy,
Considering the complexity and change being added, very good job. I like the videos. There are just a couple of changes to the dealer bulletin, so please make sure to replace your documents with the one in this note:

[redacted]

[redacted]

Thanks

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, May 13, 2020 2:00 PM
To: Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: FW: Action Request - 16S30-Supplement #7 Red Folder Request
Importance: High

Your approval on DocuSign and/or edits are required to publish the following Field Service Actions:

DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S30 - *Supplement #7*
Certain 2013-2015 Model Year C-MAX and Escape, 2012-2015 Focus, 2015 MKC and Mustang, and 2014-2016 Transit Connect Vehicles
Side Door Latch Replacement

Please review the FSA Title Description, Dealer Bulletin Advance Notice and provide DocuSign approval in the link below. We are expecting to launch the program *Date 5/13*. If edits are requested, please contact me directly.

Thank you,

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

From: Warwood, Mike (J.M.)
Sent: Friday, May 8, 2020 9:25 PM
To: Johnson, David (D.J.)
Cc: Warwood, Mike (J.M.); Hansen, Thayne (T.); Baker, Zachary (Z.); Willard, Jeremy (J.)
Subject: FW: Action Request - 20S15 - Advance Notice Red Folder Request
Attachments: 20S15 Advance Notice DRAFT.docx; 20S15 Lincoln Owner Letter NO PARTS.docx; 20S15 Owner Letter NO PARTS.docx

Importance: High

Dave,

Please find the virtual red folder for 20S15.

Advance Notice
20S15
Certain 2014-2015 Model Year Fiesta and 2014-2016 Model Year Fusion and MKZ Vehicles
Door Latch Replacement

The plan is to send this bulletin to dealers on Monday, May 11.

Regards,

Mike Warwood
Chief Engineer, Global CSE & Recall
Ford Motor Company, FCSD
[redacted]
mwarwood@ford.com

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Friday, May 08, 2020 12:25 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: FW: Action Request - 20S15 - Advance Notice Red Folder Request
Importance: High

Mike,

Your approval on DocuSign and/or edits are required to publish the following Field Service Actions:

Advance Notice/No Parts Letters
20S15
Certain 2014-2015 Model Year Fiesta and 2014-2016 Model Year Fusion and MKZ Vehicles
Door Latch Replacement

We are expecting to launch the program Monday, 5/11

RQ19-005 000413 DRC

Thayne N. Hansen

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, May 08, 2020 12:00 PM
To: Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: FW: Action Request - 20S15 - Advance Notice Red Folder Request
Importance: High

Thayne,

Red Folder documents for your review – advance notice and no parts letters.

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

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, May 08, 2020 11:53 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: Action Request - 20S15 - Advance Notice Red Folder Request

Update made to Lincoln letter.
Thank you,

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, May 08, 2020 11:30 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: Action Request - 20S15 - Advance Notice Red Folder Request

One change.

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

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, May 08, 2020 11:00 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>

Subject: Action Request - 20S15 - Advance Notice Red Folder Request
Importance: High

Zach -

Your approval on DocuSign and/or edits are required to publish the following Field Service Actions:

Advance Notice
20S15
Certain 2014-2015 Model Year Fiesta and 2014-2016 Model Year Fusion and MKZ Vehicles
Door Latch Replacement

Please review the FSA Title Description, Advance Notice, No Parts Owner Letter and provide DocuSign approval in the link below. We are expecting to launch the program Monday, 5/11. If edits are requested, please contact me directly.

Thank you,

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

From: Warwood, Mike (J.M.)
Sent: Friday, June 5, 2020 3:38 PM
To: Johnson, David (D.J.)
Cc: Warwood, Mike (J.M.); Hansen, Thayne (T.); Baker, Zachary (Z.); Willard, Jeremy (J.)
Subject: FW: Action Request - 20S30 - Advance Notice Red Folder Request
Attachments: 20S30 - Advance Notice DRAFT.docx

Importance: High

Dave,

This is the virtual red folder for 20S30, C1A door latches. This Advance Notice is necessary due to part supply. The supply issue is being driven by a part number change to a part in the kit BOM. Kits should be flowing in volume early in 3Q. The team plans to launch this on Tuesday, June 9. I will sign the DocuSign shortly. Let us know if you have questions.

June 9, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Advance Notice - Safety Recall 20S30**
Certain 2011-2014 Fiesta, 2013-2014 Fusion and MKZ, 2013-2015 C-MAX and Escape, 2012-2015 Focus, 2015 MKC and Mustang, and 2014-2016 Transit Connect Vehicles
Side Door Latch Previously Repaired Under 15S16 or 16S30

Regards,

Mike Warwood
Chief Engineer, Global CSE & Recall
Ford Motor Company, FCSD
[redacted]
mwarwood@ford.com

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Friday, June 05, 2020 7:42 AM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: FW: Action Request - 20S30 - Advance Notice Red Folder Request
Importance: High

Mike,

Your approval on DocuSign and/or edits are required to publish the following Field Service Actions:

Advance Notice - Safety Recall 20S30
Certain 2011-2014 Fiesta, 2013-2014 Fusion and MKZ, 2013-2015 C-MAX and Escape, 2012-2015 Focus, 2015 MKC and Mustang, and 2014-2016 Transit Connect Vehicles
Side Door Latch Previously Repaired Under 15S16 or 16S30

We are expecting to launch the program Wednesday, 6/3.

RQ19-005 000421 DRC

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, June 04, 2020 6:16 PM
To: Hansen, Thayne (T.) <thansen1@ford.com>
Subject: Action Request - 20S30 - Advance Notice Red Folder Request
Importance: High

Thayne,

Your approval on DocuSign and/or edits are required to publish the following Field Service Actions:

Advance Notice - Safety Recall 20S30
Certain 2011-2014 Fiesta, 2013-2014 Fusion and MKZ, 2013-2015 C-MAX and Escape, 2012-2015 Focus, 2015 MKC and Mustang, and 2014-2016 Transit Connect Vehicles
Side Door Latch Previously Repaired Under 15S16 or 16S30

Please review the FSA Title Description and Advance Notice and provide DocuSign approval (separate email with link). We are expecting to launch the program Wednesday, 6/3. If edits are requested, please contact me directly.

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, May 8, 2020 8:47 PM
To: Robinson, Hue (H.M.)
Subject: FW: Action Request: FSA 15S16-Supplement #4 Concurrence and/or Comment
Attachments: 15S16-S4 Dealer Bulletin DRAFT v4.docx; 15S16-S4 Side Door Latch D1.pdf

Importance: High

Sorry Hue, I left you off of this one by accident.
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: Friday, May 08, 2020 4:21 PM
To: Green, Jeffrey (J.T.) <jgreen2@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; Kaminski, Nicole (N.M.) <nkaminsk@ford.com>; Marquardt, Eric (E.W.) <emarqua1@ford.com>; Morrow, Michelle (M.A.) <mmorrow6@ford.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>; Smith, Robert (R.) <rsmit658@ford.com>; Broom, Lucille (L.E.) <lbroom1@ford.com>; 'Pat Logan' <plogan@renkim.com>; Burroughs, Mary (M.M.) <mburroughs@renkim.com>; Cure, Dan (D.) <DCURE2@ford.com>; 'Hallmark Khristopher (AA-AS/EDS6.22)' <Khristopher.Hallmark@us.bosch.com>
Cc: Catalano, Martino (M.) <mcatalan@ford.com>; Hagemans, Robert (R.G.) <rhageman@ford.com>; Collard, Brian (B.J.) <bcollard@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Garcia San Juan, Angelina (A.) <agarc279@ford.com>; Stokes, Rosie (R.S.) <rstokes9@ford.com>; Sprunger, Jon (J.L.) <jsprunge@ford.com>; Rooker, Heather (H.R.) <hrooker@ford.com>; Hansen, Karen (K.L.) <khansen4@ford.com>; Cangany, John (J.) <jcangany@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; O'Connor, Tammy (T.A.) <toconnor@ford.com>; Koerschner, Michelle (M.M.) <mkoersch@lincoln.com>; Hopwood, Heidi (H.) <hhopwood@ford.com>; Harrier, Nathan (N.) <nharrier@ford.com>; Bunting, Ross (R.) <rbunting@ford.com>; Perry, Phil (P.J.) <pperry3@ford.com>; Hochgraber, Brent (B.) <bhochgra@ford.com>; Lamonde, Sebastien (S.) <slamond1@ford.com>; Mueller, Renee (R.) <rmuell17@ford.com>; Hanson, Chris (C.) <chanson3@lincoln.com>; Black, Kevin (K.W.) <kblack4@lincoln.com>; Martin, Kevin (K.) <kmart171@ford.com>; MacDonald, Mitch (M.W.) <mmacdo12@ford.com>; Kahn, Jason (J.) <jkahn4@ford.com>; Brentley, Monique (M.) <mbrentle@ford.com>; Carter, Daniel (D.) <dcarte13@ford.com>; Bialk, Brian (B.J.) <bbialk@ford.com>; McCarthy, Lisa (L.P.) <lmccarth@ford.com>; Field, Martin (M.) <mfield1@lincoln.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>; Goettsch, David (D.) <dgoettsc@ford.com>; Fleury, Chris (C.) <cfleury@ford.com>; Cook, Austin (A.M.) <acook113@ford.com>; Queiroz, Alexandre (G.A.) <aqueiro3@ford.com>; Costa, Bruno (B.C.) <bcosta15@ford.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>; Buelow, Steve (S.E.) <sbuelow@ford.com>; Bardell, Art (.) <abardell@ford.com>
Subject: Action Request: FSA 15S16-Supplement #4 Concurrence and/or Comment
Importance: High

Your concurrence and/or comment is required to publish the following Field Service Action:

Safety Recall 15S16 – ***Supplement #4***
Certain 2011-2014 Model Year Fiesta and 2013-2014 Model Year Fusion and MKZ Vehicles
Door Latch Replacement

Please review the FSA Title Description, Dealer Bulletin and Technical Instructions and provide your approval/concurrence to me with any changes and comments **by 12:00 PM 5/11**.
<collab timing compressed due to supplement and to meet 5/12 launch timing>

NOTE: Please respond directly to the sender only and do not use the "Reply To All" function.

This program is scheduled to be posted to FMCDealer within the next week. Your timely review is appreciated.

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: Friday, May 8, 2020 8:48 PM
To: Willard, Jeremy (J.)
Subject: FW: Action Request: FSA 16S30-Supplement #7 Concurrence and/or Comment
Attachments: 16S30-S7 Dealer Bulletin DRAFT.docx; 16S30 - S7 Door Latch D1.pdf

Importance: High

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: Friday, May 08, 2020 4:43 PM
To: Beaker, Melinda (M.) <mbeaker@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; Kaminski, Nicole (N.M.) <nkaminsk@ford.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>; Smith, Robert (R.) <rsmit658@ford.com>; Broom, Lucille (L.E.) <lbroom1@ford.com>; Pat Logan <plogan@renkim.com>; 'Burroughs, Mary (M.M.)' <mburroughs@renkim.com>; Cure, Dan (D.) <DCURE2@ford.com>; Hallmark Khristopher (AA-AS/EDS6.22) <Khristopher.Hallmark@us.bosch.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Catalano, Martino (M.) <mcatalan@ford.com>; Hagemans, Robert (R.G.) <rhageman@ford.com>; Collard, Brian (B.J.) <bcollard@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Garcia San Juan, Angelina (A.) <agarc279@ford.com>; Stokes, Rosie (R.S.) <rstokes9@ford.com>; Sprunger, Jon (J.L.) <jsprunge@ford.com>; Rooker, Heather (H.R.) <hrooker@ford.com>; Hansen, Karen (K.L.) <khansen4@ford.com>; Cangany, John (J.) <jcangany@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; O'Connor, Tammy (T.A.) <toconnor@ford.com>; Koerschner, Michelle (M.M.) <mkoersch@lincoln.com>; Hopwood, Heidi (H.) <hhopwood@ford.com>; Harrier, Nathan (N.) <nharrier@ford.com>; Bunting, Ross (R.) <rbunting@ford.com>; Perry, Phil (P.J.) <pperry3@ford.com>; Hochgraber, Brent (B.) <bhochgra@ford.com>; Lamonde, Sebastien (S.) <slamond1@ford.com>; Mueller, Renee (R.) <rmuell17@ford.com>; Hanson, Chris (C.) <chanson3@lincoln.com>; Black, Kevin (K.W.) <kblack4@lincoln.com>; Martin, Kevin (K.) <kmart171@ford.com>; MacDonald, Mitch (M.W.) <mmacdo12@ford.com>; Kahn, Jason (J.) <jkahn4@ford.com>; Brentley, Monique (M.) <mbrentle@ford.com>; Carter, Daniel (D.) <dcarte13@ford.com>; Bialk, Brian (B.J.) <bbialk@ford.com>; McCarthy, Lisa (L.P.) <lmccarth@ford.com>; Field, Martin (M.) <mfield1@lincoln.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>; Goettsch, David (D.) <dgoettsc@ford.com>; Fleury, Chris (C.) <cfleury@ford.com>; Cook, Austin (A.M.) <acook113@ford.com>; Queiroz, Alexandre (G.A.) <aqueiro3@ford.com>; Costa, Bruno (B.C.) <bcosta15@ford.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>; Buelow, Steve (S.E.) <sbuelow@ford.com>; Bardell, Art (.) <abardell@ford.com>
Subject: RE: Action Request: FSA 16S30-Supplement #7 Concurrence and/or Comment
Importance: High

Your concurrence and/or comment is required to publish the following Field Service Action:

DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S30 - *Supplement #7*

Certain 2013-2015 Model Year C-MAX and Escape, 2012-2015 Focus, 2015 MKC and Mustang, and 2014-2016 Transit Connect Vehicles
Side Door Latch Replacement

Please review the FSA Title Description, Dealer Bulletin and Technical Instructions and provide your approval/concurrence to me with any changes and comments **by 12:00 PM 5/11**.
<collab timing compressed due to supplement and to meet 5/12 launch timing>

NOTE: Please respond directly to the sender only and do not use the "Reply To All" function.

This program is scheduled to be posted to FMCDealer within the next week. Your timely review is appreciated.

Thank you,

Jeremy Willard

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

Martin, Kevin (K.) <kmart171@ford.com>; MacDonald, Mitch (M.W.) <mmacdo12@ford.com>; Kahn, Jason (J.) <jkahn4@ford.com>; Brentley, Monique (M.) <mbrentle@ford.com>; Carter, Daniel (D.) <dcarte13@ford.com>; Bialk, Brian (B.J.) <bbialk@ford.com>; McCarthy, Lisa (L.P.) <lmccarth@ford.com>; Field, Martin (M.) <mfield1@lincoln.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>; Goettsch, David (D.) <dgoettsc@ford.com>; Fleury, Chris (C.) <cfleury@ford.com>; Cook, Austin (A.M.) <acook113@ford.com>; Queiroz, Alexandre (G.A.) <aqueiro3@ford.com>; Costa, Bruno (B.C.) <bcosta15@ford.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>; Buelow, Steve (S.E.) <sbuelow@ford.com>; Bardell, Art (.) <abardell@ford.com>
Subject: Action Request: FSA 20S30 Advance Notice Concurrence and/or Comment
Importance: High

Your concurrence and/or comment is required to publish the following Field Service Action:

Advance Notice - Safety Recall 20S30
Certain 2011-2014 Fiesta, 2013-2014 Fusion and MKZ, 2013-2015 C-MAX and Escape, 2012-2015 Focus, 2015 MKC and Mustang, and 2014-2016 Transit Connect Vehicles
Side Door Latch Previously Repaired Under 15S16 or 16S30

Please review the FSA Title Description, Dealer Bulletin, Owner Letter and Technical Instructions and provide your approval/concurrence to me with any changes and comments **by 5:00PM 6/3**.
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This program is scheduled to be posted to FMCDealer within the next week. Your timely review is appreciated.

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 3, 2020 4:18 PM
To: Cure, Dan (D.)
Subject: FW: Action Request: FSA 20S30 Advance Notice Concurrence and/or Comment

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

From: Mary Burroughs <mburroughs@renkim.com>
Sent: Wednesday, June 03, 2020 11:57 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Pat Logan <plogan@renkim.com>; Mary Burroughs <mburroughs@renkim.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: Action Request: FSA 20S30 Advance Notice Concurrence and/or Comment

Good Morning Jeremy,
Per bulletin, prior to full bulletin release any concerns contact SSSC. Please advise what direction you would like SSSC to follow?

[redacted]

Thank you

Mary Burroughs
SME / Ford Special
Service Support Center
Direct Line: [redacted]
Fax: (734) 374-1030
mburroughs@renkim.com
Renkim Corporation
13333 Allen Road
Southgate, MI 48195
www.renkim.com

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telephone numbers attached to this note is also prohibited. The author of this email is not able to respond directly to any customer issues.

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, June 2, 2020 5:26 PM
To: Beaker, Melinda (M.) <mbeaker@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; Kaminski, Nicole (N.M.) <nkaminsk@ford.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>; Smith, Robert (R.) <rsmit658@ford.com>; Broom, Lucille (L.E.) <lbroom1@ford.com>; Pat Logan <plogan@renkim.com>; Mary Burroughs <mburroughs@renkim.com>; dcure2 <dcure2@ford.com>; Hallmark Khristopher (AA-AS/EDS6.22) <Khristopher.Hallmark@us.bosch.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Rabourn, Todd (T.R.) <trabourn@ford.com>; Rajendran, Jennifer (J.) <jrajend3@ford.com>
Cc: Catalano, Martino (M.) <mcatalan@ford.com>; Hagemans, Robert (R.G.) <rhageman@ford.com>; Collard, Brian (B.J.) <bcollard@ford.com>; Zachary Baker <zbaker1@ford.com>; Garcia San Juan, Angelina (A.) <agarc279@ford.com>; Stokes, Rosie (R.S.) <rstokes9@ford.com>; Sprunger, Jon (J.L.) <jsprunge@ford.com>; Hrooker Hrooker <Hrooker@ford.com>; Hansen, Karen (K.L.) <khansen4@ford.com>; Cangany, John (J.) <jcangany@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; O'Connor, Tammy (T.A.) <toconnor@ford.com>; Koerschner, Michelle (M.M.) <mkoersch@lincoln.com>; Hopwood, Heidi (H.) <hhopwood@ford.com>; Harrier, Nathan (N.) <nharrier@ford.com>; Bunting, Ross (R.) <rbunting@ford.com>; Perry, Phil (P.J.) <pperry3@ford.com>; Hochgraber, Brent (B.) <bhochgra@ford.com>; Lamonde, Sebastien (S.) <slamond1@ford.com>; Mueller, Renee (R.) <rmuell17@ford.com>; Hanson, Chris (C.) <chanson3@lincoln.com>; Black, Kevin (K.W.) <kblack4@lincoln.com>; Martin, Kevin (K.) <kmart171@ford.com>; MacDonald, Mitch (M.W.) <mmacdo12@ford.com>; Kahn, Jason (J.) <jkahn4@ford.com>; Brentley, Monique (M.) <mbrentle@ford.com>; Carter, Daniel (D.) <dcarte13@ford.com>; Bialk, Brian (B.J.) <bbialk@ford.com>; McCarthy, Lisa (L.P.) <lmccarth@ford.com>; Field, Martin (M.) <mfield1@lincoln.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>; Goettsch, David (D.) <dgoettsc@ford.com>; Fleury, Chris (C.) <cfleury@ford.com>; Cook, Austin (A.M.) <acook113@ford.com>; Queiroz, Alexandre (G.A.) <aqueiro3@ford.com>; Costa, Bruno (B.C.) <bcosta15@ford.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>; Buelow, Steve (S.E.) <sbuelow@ford.com>; Bardell, Art (.) <abardell@ford.com>
Subject: Action Request: FSA 20S30 Advance Notice Concurrence and/or Comment
Importance: High

Your concurrence and/or comment is required to publish the following Field Service Action:

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Thank you,

Jeremy Willard
Recall & Service Programs
Ford Motor Company – Customer Service Division
Service Engineering Operations

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From: Mary Burroughs <mburroughs@renkim.com>
Sent: Wednesday, June 3, 2020 2:38 PM
To: Cure, Dan (D.)
Cc: Mary Burroughs; Pat Logan
Subject: FW: Action Request: FSA 20S30 Advance Notice Concurrence and/or Comment
Attachments: 20S30 - Advance Notice DRAFT.docx

Importance: High

Dan,
Could you please open 2 new templets in kb for programs
20S30
20S31

Thank you

Mary Burroughs
SME / Ford Special
Service Support Center
Direct Line: [redacted]
Fax: (734) 374-1030
mburroughs@renkim.com

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

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From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, June 2, 2020 5:26 PM
To: Beaker, Melinda (M.) <mbeaker@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>; Kaminski, Nicole (N.M.) <nkaminsk@ford.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>; Smith, Robert (R.) <rsmit658@ford.com>; Broom, Lucille (L.E.) <lbroom1@ford.com>; Pat Logan <plogan@renkim.com>; Mary Burroughs <mburroughs@renkim.com>; dcure2 <dcure2@ford.com>; Hallmark Khristopher (AA-AS/EDS6.22) <Khristopher.Hallmark@us.bosch.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Rabourn, Todd (T.R.) <trabourn@ford.com>; Rajendran, Jennifer (J.) <jrajend3@ford.com>
Cc: Catalano, Martino (M.) <mcatalan@ford.com>; Hagemans, Robert (R.G.) <rhageman@ford.com>; Collard, Brian (B.J.) <bcollard@ford.com>; Zachary Baker <zbaker1@ford.com>; Garcia San Juan, Angelina (A.) <agarc279@ford.com>; Stokes, Rosie (R.S.) <rstokes9@ford.com>; Sprunger, Jon (J.L.) <jsprunge@ford.com>; Hrooker Hrooker <Hrooker@ford.com>; Hansen, Karen (K.L.) <khansen4@ford.com>; Cangany, John (J.) <jcangany@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; O'Connor, Tammy (T.A.) <toconnor@ford.com>; Koerschner, Michelle (M.M.) <mkoersch@lincoln.com>; Hopwood, Heidi (H.) <hhopwood@ford.com>; Harrier, Nathan (N.) <nharrier@ford.com>; Bunting, Ross (R.) <rbunting@ford.com>; Perry, Phil (P.J.) <pperry3@ford.com>; Hochgraber, Brent (B.) <bhochgra@ford.com>; Lamonde, Sebastien (S.) <slamond1@ford.com>; Mueller, Renee (R.)

<rmuell17@ford.com>; Hanson, Chris (C.) <chanson3@lincoln.com>; Black, Kevin (K.W.) <kblack4@lincoln.com>; Martin, Kevin (K.) <kmart171@ford.com>; MacDonald, Mitch (M.W.) <mmacdo12@ford.com>; Kahn, Jason (J.) <jkahn4@ford.com>; Brentley, Monique (M.) <mbrentle@ford.com>; Carter, Daniel (D.) <dcarte13@ford.com>; Bialk, Brian (B.J.) <bbialk@ford.com>; McCarthy, Lisa (L.P.) <lmccarth@ford.com>; Field, Martin (M.) <mfield1@lincoln.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>; Goettsch, David (D.) <dgoettsc@ford.com>; Fleury, Chris (C.) <cfleury@ford.com>; Cook, Austin (A.M.) <acook113@ford.com>; Queiroz, Alexandre (G.A.) <aqueiro3@ford.com>; Costa, Bruno (B.C.) <bcosta15@ford.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>; Buelow, Steve (S.E.) <sbuelow@ford.com>; Bardell, Art (.) <abardell@ford.com>
Subject: Action Request: FSA 20S30 Advance Notice Concurrence and/or Comment
Importance: High

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Thank you,

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

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Hello Thayne, Hello Mike,

Thanks for joining the meeting today.
I've attached the documents that I presented in case you need some reference for the feasibility discussions.

If you have any questions or concerns, please let me know.

Kind regards,

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

From: Hansen, Thayne (T.)
Sent: Thursday, April 30, 2020 3:32 PM
To: Baker, Zachary (Z.)
Subject: FW: C1A Decoder Documents
Attachments: Brose and Kiekert Decoders.docx; Brose Letter DRAFT.docx; Kiekert Letter DRAFT.docx

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

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Thursday, April 16, 2020 1:42 PM
To: Hansen, Thayne (T.) <thansen1@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Diaz, Adrian (A.D.) <adiaz41@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: C1A Decoder Documents

Hello Thayne, Hello Mike,

Thanks for joining the meeting today.
I've attached the documents that I presented in case you need some reference for the feasibility discussions.

If you have any questions or concerns, please let me know.

Kind regards,

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

Drivers Side Rear Door - ____ ____ ____ ____ ____ ____ ____

1 2 3 4 5 6 7

*Repeat for each of the four affected doors

Mustang

From: Landry, Mike (M.P.)
Sent: Monday, May 11, 2020 7:21 PM
To: Diaz, Adrian (A.D.)
Cc: Itoh, Jorji (J.D.)
Subject: FW: C1A NHTSA Presentations/Documents
Attachments: Brose and Kiekert Decoders.docx; Self Inspection Procedure.docx; 19Y33 Example Safety OL Text.docx; 19Y33 Example Cust Sat OL Text.docx; N19-1001-02 2011-2016 Cross Veh Line C1A Door Latch_11May2020.pptx

Here's what we plan to share with NHTSA tomorrow.

Note: the Presentation is on my one drive, I think you can edit it from that location.

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

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

Ford Go Further | SUSTAINABILITY ENVIRONMENT & SAFETY ENGINEERING

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Monday, May 11, 2020 1:40 PM
To: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: C1A NHTSA Presentations/Documents

Mike,

Please see the attached.

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

This file resides on an internal website and cannot be retrieved

From: Robinson, Hue (H.M.)
Sent: Tuesday, November 19, 2019 6:31 PM
To: Rabourn, Todd (T.R.)
Subject: FW: C1A Part numbers - Fiesta, Fusion/MKZ

Kit numbers below for both 15S16 and 16S30.

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

---

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, November 15, 2019 11:56 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

This is the parts list from 16S30.

New! PARTS REQUIREMENTS / ORDERING INFORMATION

One kit contains all required latches for a vehicle repair. Only one kit should be claimed per VIN.

Part Number	Description	Order & Claiming Quantity
CJ5Z-54264A26-A	C-MAX / Escape / 2012-2014 Focus / MKC Door Latch Kit (contains 4 latches)	1
CJ5Z-54264A26-B	2015 Focus Door Latch Kit (contains 4 latches)	1
CJ5Z-54264A26-C	Mustang Door Latch Kit (contains 2 latches)	1
CJ5Z-54264A26-D	Transit Connect Door Latch Kit (contains 2 **sliding** door latches)	1

The DOR/COR number for this program is 51057.

As of August 24, 2017, all parts are now available through open ordering and the one-for-one replenishment plan has ended. The final one-for-one replenishment orders were submitted on August 23, 2017.

Jeremy Willard
Recall & Service Programs
Ford Motor Company - Customer Service Division
Service Engineering Operations
Diagnostic Service Center II - 794
[redacted]

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Friday, November 15, 2019 11:44 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

Jeremy – please see service kit part numbers below for 15S16.

Zach – can you please give us the kit part numbers used for 16S30?

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, October 30, 2019 7:46 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

Part Number	Description	Quantity
DE8Z-54264A26-B	Fiesta with Keyless Entry – Kit of four door latches	1
DE8Z-54264A26-A	Fiesta without Keyless Entry* – Kit of four door latches	1
DS7Z-54264A26-A	Fusion and MKZ – Kit of four door latches	1

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Wednesday, October 30, 2019 5:13 PM
To: Vance, Linda (L.L.) <lvance1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

Zach – would you happen to have the kit part numbers that were used for the previous recall?

[redacted]

Please let me know if you need further clarification.

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

---

From: Okeh, Christopher (C.) <cokeh@ford.com>
Sent: Wednesday, October 23, 2019 3:47 PM
To: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>
Subject: RE: C1A Part numbers - Fiesta, Fusion/MKZ

Below are C1A latch and LMM part numbers. Also see attached file

	CD4.1 (FUSION & MKZ)		
	Ford Engineering	**Ford Service**	**Description**
	FS73-F219A64-A	-	Latch Module - Front Door RH
	FS73-F219A65-A	-	Latch Module - Front Door LH
	FS73-F219A64-B	-	Latch Module - Front Door w/Peps RH
	FS73-F219A65-B	-	Latch Module - Front Door w/Peps LH
	FP53-F219A64-A	-	Latch Module - Front Door w/Peps RH
	FP53-F219A65-A	-	Latch Module - Front Door w/Peps LH
	FS73-F264A26-C	-	Latch Module - Rear Door RH
	FS73-F264A27-C	-	Latch Module - Rear Door LH
	FP53-F264A26-A	-	Latch Module - Rear Door w/Peps RH
LMMs	FP53-F264A27-A	-	Latch Module - Rear Door w/Peps LH
	AE8A-5421812-B	BE8Z 5421812 B	LAT Asy CL FD PD w/ U-SW RH Acoustic
	FS7A-5421813-C	FS7Z 5421813 C	LAT Asy Central Lock FRT DD Acoustic
	AE8A-5426412-B	AE8Z 5426412 A	LAT Asy CL RD w/ U-SW RH Acoustic
LATCHES	AE8A-5426413-B	AE8Z 5426413 A	LAT Asy CL RD w/ U-SW LH Acoustic

	B299N		
	Ford Engineering	**Ford Service**	**Description**
	DE83-54219A65-C	-	Latch Module - FRT LH
	DE83-54219A64-C	-	Latch Module - FRT RH
	DE83-54219A64-E	-	Latch Module - FRT RH w/ PEPS
LMMs	DE83-54219A65-D	-	Latch Module - FRT LH w/ PEPS

	DE83-54264A27-C	-	Latch Module - RR LH
	DE83-54264A26-C	-	Latch Module - RR RH
	AE8A-5421812-B	BE8Z 5421812 B	LAT Asy CL FD PD w/ U-SW RH Acoustic
	AE8A-5421813-B	AE8Z 5421813 D	LAT Asy CL FD DD Alarm LH Acoustic
	AE8A-5426413-B	AE8Z 5426413 A	LAT Asy CL RD w/ U-SW LH Acoustic
LATCHES	AE8A-5426412-B	AE8Z 5426412 A	LAT Asy CL RD w/ U-SW RH Acoustic

		B299S	
	Ford Engineering	**Ford Service**	**Description**
	D3BB-A219A65-B	D3BZ-58219A65-C	Latch Module - FRT LH
	D3BB-A219A64-B	D3BZ-58219A64-C	Latch Module - FRT RH
	D3BB-A219A64-C	D3BZ-58219A64-D	Latch Module - FRT RH w/Peps
	D3BB-A219A65-C	D3BZ-58219A65-D	Latch Module - FRT LH w/Peps
	D3BB-A264A27-B	D3BZ-58264A27-C	Latch Module - RR LH
LMMs	D3BB-A264A26-B	D3BZ-54264A26-C	Latch Module - RR RH
	AE8A-5421812-B	BE8Z- 5421812 B	LAT Asy CL FD PD w/ U-SW RH Acoustic
	AE8A-5421813-B	AE8Z- 5421813 D	LAT Asy CL FD DD Alarm LH Acoustic
	AE8A-5426413-B	AE8Z - 5426413 A	LAT Asy CL RD w/ U-SW LH Acoustic
LATCHES	AE8A-5426412-B	AE8Z- 5426412 A	LAT Asy CL RD w/ U-SW RH Acoustic

Chris Okeh
Hardware Quality Engineer
V07-VFG
[redacted]

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From: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Sent: Wednesday, October 23, 2019 11:29 AM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Albu, Doru (D.C.) <dalbu2@ford.com>
Subject: C1A Part numbers - Fiesta, Fusion/MKZ
Importance: High

Chris, Doru,

Please provide Hue and I with a list of C1A / LMM part numbers by EOD today for Fiesta, Fusion/MKZ to help support our 14D conversations/investigations. Thank you!

Chris,

Zachary Baker from FCSD has asked for support regarding C1A investigation. I would like for you to help with those efforts, as you have experience and background with the system, contacting dealers, etc. When we have provided Zach with the list of part numbers, he will circle back with additional details. Please lean on Doru, Paul and Marinko to cover WPAC meetings with suppliers to ensure we maintain full coverage as you take on this additional responsibility.

Thank you,
Erin Rose

Erin Rose Briggs
Ford | Body Exterior
Quality & Campaign Prevent Supervisor
[redacted]
PDC 2B-K46

[redacted]

From: Linda Webster <lwebster@renkim.com>
Sent: Friday, May 29, 2020 10:57 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Cure, Dan (D.) <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Phillip Sanders <psanders@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Zach,
We have procured the domains. All set with this. Thank you!

Linda Webster
Sales Manager/
Account Specialist
Direct Line: [redacted]
Mobile: [redacted]
Fax: (734) 374-8004
lwebster@renkim.com

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

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

Linda,

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

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

Fordlatchrecall.com
Lincolnlatchrecall.com

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

From: Linda Webster <lwebster@renkim.com>
Sent: Tuesday, May 26, 2020 9:01 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Cure, Dan (D.) <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Phillip Sanders <psanders@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

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

Linda Webster
Sales Manager/
Account Specialist
Direct Line: [redacted]
Cell: [redacted]
Fax: (734) 374-8004
lwebster@renkim.com

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Tuesday, May 26, 2020 4:01 PM
To: Linda Webster <lwebster@renkim.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; dcure2 <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Phillip Sanders <psanders@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

I will get the model code information to you asap.

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

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

From: Linda Webster <lwebster@renkim.com>
Sent: Tuesday, May 26, 2020 2:37 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Cure, Dan (D.) <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Phillip Sanders <psanders@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Another question for the team...we also need to decide on a domain; ***FordDoorLatch.com***, or ***Doorlatchinspection.com*** is available.
Is there a more generic domain name you may want? We would like to secure the domain asap. Thank you!

From: Linda Webster
Sent: Tuesday, May 26, 2020 1:52 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; dcure2 <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Zachary Baker <zbaker1@ford.com>; Phillip Sanders <psanders@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@Renkim.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Hello Jeremy and Zach,

Hope you had a great long weekend! Would it be possible to get the list of involved model codes for this program from Melinda or Jeff?
We need it to build the web programs. I attached sample model code reports from 2015 for 15S16.
Thank you!

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

Renkim
Print and Electronic Mail Solutions

From: Linda Webster
Sent: Wednesday, May 20, 2020 3:02 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; dcure2 <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Zachary Baker <zbaker1@ford.com>; Phillip Sanders <psanders@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@Renkim.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

-----Original Appointment-----
From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Wednesday, May 20, 2020 12:05 PM
To: Willard, Jeremy (J.); dcure2; Michele Jackson; Linda Webster; Zachary Baker
Subject: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion
When: Wednesday, May 20, 2020 3:00 PM-4:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

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

[redacted]

Thank you,

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

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

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Drivers Side Rear Door - ____ ____ ____ ____ ____ ____ ____

1 2 3 4 5 6 7

*Repeat for each of the four affected doors

Mustang

From: Itoh, Jorji (J.D.)
Sent: Friday, June 5, 2020 2:25 PM
To: Baker, Zachary (Z.)
Cc: Hansen, Thayne (T.)
Subject: FW: NHTSA Review: DRAFT Customer Letter

Hi Zach,

Below is the feedback from NHTSA on the Customer Letter and instruction sheet that we provided.
Let me know if more detail or background is needed.

I don't think there was anything too surprising here, but please let me know if you have any concerns.

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

From: Yandrick, Matthew (NHTSA) <matthew.yandrick@dot.gov>
Sent: Thursday, June 04, 2020 5:37 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Diaz, Adrian (A.D.) <adiaz41@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Simmons, Paul (NHTSA) <Paul.Simmons@dot.gov>; Neff, Joshua (NHTSA) <joshua.neff@dot.gov>
Subject: RE: NHTSA Review: DRAFT Customer Letter

Hi Jorji,

We have gathered feedback from the agency. Notes are listed below for the draft customer letter, self-inspection letter and general feedback.

[redacted]

[redacted]

Regards,
Matthew

Matthew Yandrick
Electronics Engineer, Office of Defects Investigation
Department of Transportation
National Highway Traffic Safety Administration
W46-475
1200 New Jersey Avenue SE., Washington, DC 20590
Office: 202-366-1126

From: Simmons, Paul (NHTSA)
Sent: Thursday, June 4, 2020 8:42 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Neff, Joshua (NHTSA) <joshua.neff@dot.gov>
Cc: Yandrick, Matthew (NHTSA) <matthew.yandrick@dot.gov>; Diaz, Adrian (A.D.) <adiaz41@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: NHTSA Review: DRAFT Customer Letter

Jorji, Matt is coordinating the feedback and should be able to send it shortly. We can discuss it in tomorrow's meeting.

Regards,

Paul Simmons
Chief, Vehicle Defects Division C
US DOT, NHTSA
W48-335
1200 New Jersey Avenue, SE
Washington, DC 20590
(202)366-2315 Office
(202)480-4444 Cell

(202)366-3081 Fax
paul.simmons@dot.gov

From: Itoh, Jorji (J.D.) [mailto:jitoh@ford.com]
Sent: Thursday, June 4, 2020 7:24 AM
To: Simmons, Paul (NHTSA) <Paul.Simmons@dot.gov>; Neff, Joshua (NHTSA) <joshua.neff@dot.gov>
Cc: Yandrick, Matthew (NHTSA) <matthew.yandrick@dot.gov>; Diaz, Adrian (A.D.) <adiaz41@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: NHTSA Review: DRAFT Customer Letter

Good morning Paul, good morning Josh,

Thank you for taking the time to meet with us last week and review our progress with the customer video and the customer letter. We've provided your feed back to the team and are continuing to move toward a final product.

On Monday, 6/1, Ford approved an action to remedy these vehicles in the field that had 15S16 and 16S30 performed and require inspection.

-One question for the NHTSA team, have you had the opportunity to review the Draft Customer Letter?

Kind regards,

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

From: Cure, Dan (D.)
Sent: Tuesday, June 9, 2020 7:55 PM
To: Ursula Harris; Mary Burroughs
Subject: FW: questions for Prior FSA Repair Incomplete

Please see the question for 20S30 Prior FSA Repair Incomplete.

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

From: Cure, Dan (D.)
Sent: Tuesday, June 9, 2020 3:43 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: questions for Prior FSA Repair Incomplete

[redacted]

From: Baker, Zachary (Z.)
Sent: Tuesday, May 26, 2020 6:22 PM
To: Beaker, Melinda (M.)
Cc: Willard, Jeremy (J.)
Subject: FW: RE: VERN: 19Y33 C1A Door Latch Previously Repaired Under 15S16 and 16S30
Attachments: Copy of 19Y33 C1A Latch Previously Repaired VERN 5 26 2020.xls

Melinda,

Please process the attached VERN for 19Y33. Notable changes from last time are:

- [redacted]
- [redacted]

We will likely need to run this again after approval/launch to sweep up incremental claims that are bound to come in over the next few months.

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

From: Brezee, Shane (S.B.) <sbrezee@ford.com>
Sent: Tuesday, May 26, 2020 6:14 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: RE: VERN: 19Y33 C1A Door Latch Previously Repaired Under 15S16 and 16S30

Per your request the attached VERN has been updated to reflect a clean repair date of May 16, 2020.

Regards,
Shane B. Brezee
Critical Concerns Manager - Car
Ford Motor Company
2B-F77 PDC
20901 Oakwood, Dearborn, MI 48124
PH: [redacted]
cell:
e-mail : sbrezee@ford.com

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, March 05, 2020 2:44 PM
To: Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: RE: VERN: 19Y33 C1A Door Latch Previously Repaired Under 15S16 and 16S30

Shane,

There was an error in the model years, so I made the adjustments in the attached VERN. Let me know if you agree.

Zachary Baker

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

From: Brezee, Shane (S.B.) <sbrezee@ford.com>
Sent: Thursday, March 05, 2020 9:32 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: RE: VERN: 19Y33 C1A Door Latch Previously Repaired Under 15S16 and 16S30

I thought so but wanted to make sure you were keeping up with the juggling act.

Regards,
Shane B. Brezee
Critical Concerns Manager - Car
Ford Motor Company
2B-F77 PDC
20901 Oakwood, Dearborn, MI 48124
PH: [redacted]
cell: [redacted]
e-mail : sbrezee@ford.com

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, March 05, 2020 9:29 AM
To: Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: RE: VERN: 19Y33 C1A Door Latch Previously Repaired Under 15S16 and 16S30

Working on it 😊

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

From: Brezee, Shane (S.B.) <sbrezee@ford.com>
Sent: Thursday, March 05, 2020 9:27 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: RE: VERN: 19Y33 C1A Door Latch Previously Repaired Under 15S16 and 16S30

Hi Zach, Did this updated VERN get processed?

Regards,
Shane B. Brezee
Critical Concerns Manager - Car
Ford Motor Company
2B-F77 PDC
20901 Oakwood, Dearborn, MI 48124
PH: [redacted]
cell: [redacted]
e-mail : sbrezee@ford.com

From: Brezee, Shane (S.B.)
Sent: Tuesday, February 25, 2020 12:50 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: RE: VERN: 19Y33 C1A Door Latch Previously Repaired Under 15S16 and 16S30

Good catch. I found another place where all three numbers were not included. Let me know if this one will work.

Regards,
Shane B. Brezee
Critical Concerns Manager - Car
Ford Motor Company
2B-F77 PDC
20901 Oakwood, Dearborn, MI 48124
PH: [redacted]
cell: [redacted]
e-mail : sbrezee@ford.com

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Tuesday, February 25, 2020 9:34 AM
To: Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: RE: VERN: 19Y33 C1A Door Latch Previously Repaired Under 15S16 and 16S30

Shane,

A number of 16S30 vehicle lines were omitted. Check the revised version attached and let me know your thoughts.

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

From: Brezee, Shane (S.B.) <sbrezee@ford.com>
Sent: Tuesday, February 25, 2020 9:19 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: RE: VERN: 19Y33 C1A Door Latch Previously Repaired Under 15S16 and 16S30

Updated File attached.

Regards,
Shane B. Brezee
Critical Concerns Manager - Car
Ford Motor Company
2B-F77 PDC
20901 Oakwood, Dearborn, MI 48124
PH: [redacted]
cell: [redacted]
e-mail : sbrezee@ford.com

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, February 21, 2020 1:46 PM

To: Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: RE: VERN: 19Y33 C1A Door Latch Previously Repaired Under 15S16 and 16S30

Send the revised VERN whenever you have time to update it. Thanks!

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

From: Brezee, Shane (S.B.) <sbrezee@ford.com>
Sent: Thursday, February 20, 2020 12:36 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: RE: VERN: 19Y33 C1A Door Latch Previously Repaired Under 15S16 and 16S30

I agree. Per our discussion let's discuss 16R01 this afternoon.

Regards,
Shane B. Brezee
Critical Concerns Manager - Car
Ford Motor Company
2B-F77 PDC
20901 Oakwood, Dearborn, MI 48124
PH: [redacted]
cell: [redacted]
e-mail : sbrezee@ford.com

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, February 20, 2020 10:51 AM
To: Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: RE: VERN: 19Y33 C1A Door Latch Previously Repaired Under 15S16 and 16S30

Shane,

My focus was too narrow as we were going through these. There are a number of additional vehicle lines in 16S30 that we need to consider for these programs (Transit Connect, Escape, MKC, Mustang…).

Please see my attached proposal for the 19Y33 VERN, and respond if you concur. We will need to add vehicle lines to the out of scope VERNs too.

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

From: Brezee, Shane (S.B.) <sbrezee@ford.com>
Sent: Monday, February 17, 2020 12:35 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: RE: VERN: 19Y33 C1A Door Latch Previously Repaired Under 15S16 and 16S30

The updated VERN is attached. Let me know if you have trouble receiving.

Regards,
Shane B. Brezee
Critical Concerns Manager - Car
Ford Motor Company
2B-F77 PDC
20901 Oakwood, Dearborn, MI 48124
PH: [redacted]
cell: [redacted]
e-mail : sbrezee@ford.com

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Monday, February 17, 2020 12:14 PM
To: Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: RE: VERN: 19Y33 C1A Door Latch Previously Repaired Under 15S16 and 16S30

Shane,

Would you please delete all the reference to build dates in the 19Y33 VERN, then resend? Those dates accidentally got left in from the other VERNs we were drafting. 19Y33 should contain all vehicles repaired under 15S16 and 16S30, regardless of build date.

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

From: Brezee, Shane (S.B.) <sbrezee@ford.com>
Sent: Thursday, February 13, 2020 4:29 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: VERN: 19Y33 C1A Door Latch Previously Repaired Under 15S16 and 16S30

Please review and process the attached VERN. Thanks… Try 3 😊

Regards,
Shane B. Brezee
Critical Concerns Manager - Car
Ford Motor Company
2B-F77 PDC
20901 Oakwood, Dearborn, MI 48124
PH: [redacted]
cell: [redacted]
e-mail : sbrezee@ford.com

From: Beaker, Melinda (M.)
Sent: Tuesday, February 18, 2020 2:10 PM
To: Baker, Zachary (Z.)
Cc: Beaker, Melinda (M.); Willard, Jeremy (J.)
Subject: FW: RE: VERN: 19Y33 C1A Door Latch Previously Repaired Under 15S16 and 16S30
Attachments: 16S30_FUSION 2013_2014.xlsx; 16S30_FIESTA 2011_2014.xlsx; 15S16_MKZ 2013_2014.xlsx; 15S16 _FUSION 2013_2014.xlsx; 15S16_FIESTA 2011_2014.xlsx; Fact Sheet.xlsx; extract.xls; 19Y33 C1A Latch Previously Repaired VERN update.xls

Zach,

Extract, fact sheet and VIN lists attached. I did not remove duplicates between VIN lists, there were 56 duplicates. The total count is 625,875 vs. 625,931 (total of VIN files). Any questions or concerns, please let me know.

Regards,

Melinda Beaker
FSA Coordinator, N.A.
Recall/Service Programs
([redacted]
mbeaker@ford.com
Never go thru life saying "I should have". If you want to do something - you do it. "If I do it and I fail, I tried. If I do it and I succeed - Better for me!"



From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Monday, February 17, 2020 12:59 PM
To: Beaker, Melinda (M.) <mbeaker@ford.com>
Subject: FW: RE: VERN: 19Y33 C1A Door Latch Previously Repaired Under 15S16 and 16S30

Revised VERN attached.

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

From: Brezee, Shane (S.B.) <sbrezee@ford.com>
Sent: Monday, February 17, 2020 12:35 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: RE: VERN: 19Y33 C1A Door Latch Previously Repaired Under 15S16 and 16S30

The updated VERN is attached. Let me know if you have trouble receiving.

Regards,

Shane B. Brezee

Critical Concerns Manager - Car
Ford Motor Company
2B-F77 PDC
20901 Oakwood, Dearborn, MI 48124
PH: [redacted]
cell: [redacted]
e-mail : sbrezee@ford.com

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Monday, February 17, 2020 12:14 PM
To: Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: RE: VERN: 19Y33 C1A Door Latch Previously Repaired Under 15S16 and 16S30

Shane,

Would you please delete all the reference to build dates in the 19Y33 VERN, then resend? Those dates accidentally got left in from the other VERNs we were drafting. 19Y33 should contain all vehicles repaired under 15S16 and 16S30, regardless of build date.

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

From: Brezee, Shane (S.B.) <sbrezee@ford.com>
Sent: Thursday, February 13, 2020 4:29 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: VERN: 19Y33 C1A Door Latch Previously Repaired Under 15S16 and 16S30

Please review and process the attached VERN. Thanks… Try 3 😊

Regards,

Shane B. Brezee

Critical Concerns Manager - Car
Ford Motor Company
2B-F77 PDC
20901 Oakwood, Dearborn, MI 48124
PH: [redacted]
cell: [redacted]
e-mail : sbrezee@ford.com

Targeting Criteria
Global FSA: 00017649 - DOOR LATCH REPEAT REPAIR

Criteria Grouping(s):

INCLUDE FILE(S) :

W:\GCAMP\1_VFU\MBEAKER\19Y33_FIESTA_REPAIRED15S16.TXT
W:\GCAMP\1_VFU\MBEAKER\19Y33_MKZ_REPAIRED15S16.TXT
W:\GCAMP\1_VFU\MBEAKER\19Y33_FUSION_REPAIRED15S16_A.TXT
W:\GCAMP\1_VFU\MBEAKER\19Y33_FUSION_REPAIRED15S16_B.TXT
W:\GCAMP\1_VFU\MBEAKER\19Y33_FIESTA_REPAIRED16S30.TXT
W:\GCAMP\1_VFU\MBEAKER\19Y33_FUSION_REPAIRED16S30.TXT

Vehicle Line(s)
Global FSA: 00017649 - DOOR LATCH REPEAT REPAIR

Hub	Local FSA	ROI	Country	Brand	Vehicle Line	2011 MY	2012 MY	2013 MY	2014 MY	Total
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	CANADA	FORD	B299 B CAR (NA)	13723	8058	8570	0	30351
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	CANADA	FORD	B299N FIESTA MCA	0	0	0	3192	3192
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	CANADA	FORD	CD391N FUSION	0	0	16869	3783	20652
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	CANADA	LINCOLN	CD533N MKZ	0	0	1322	435	1757
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	MEXICO	FORD	B299 B CAR (NA)	4760	6519	9248	0	20527
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	MEXICO	FORD	B299N FIESTA MCA	0	0	0	4350	4350
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	MEXICO	FORD	CD391N FUSION	0	0	3130	854	3984
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	MEXICO	LINCOLN	CD533N MKZ	0	0	422	147	569
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	UNITED STATES	FORD	B299 B CAR (NA)	56029	46570	59398	0	161997
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	UNITED STATES	FORD	B299N FIESTA MCA	0	0	0	24645	24645
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	UNITED STATES	FORD	CD391N FUSION	0	0	234018	81454	315472
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	UNITED STATES	LINCOLN	CD533N MKZ	0	0	25088	9156	34244
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FED SAFETY AC	AMERICAN SAMOA	FORD	B299 B CAR (NA)	0	0	3	0	3
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FED SAFETY AC	AMERICAN SAMOA	FORD	CD391N FUSION	0	0	3	0	3
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FED SAFETY AC	GUAM	FORD	B299 B CAR (NA)	37	18	4	0	59
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FED SAFETY AC	GUAM	FORD	CD391N FUSION	0	0	11	2	13
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FED SAFETY AC	NORTHERN MARIANA ISLAN	FORD	B299 B CAR (NA)	3	5	2	0	10
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FED SAFETY AC	NORTHERN MARIANA ISLAN	FORD	B299N FIESTA MCA	0	0	0	6	6
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FED SAFETY AC	PUERTO RICO	FORD	B299 B CAR (NA)	950	1112	817	0	2879
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FED SAFETY AC	PUERTO RICO	FORD	B299N FIESTA MCA	0	0	0	583	583
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FED SAFETY AC	PUERTO RICO	FORD	CD391N FUSION	0	0	323	77	400
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FED SAFETY AC	PUERTO RICO	LINCOLN	CD533N MKZ	0	0	17	4	21
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FED SAFETY AC	VIRGIN ISLANDS (US	FORD	B299 B CAR (NA)	31	41	16	0	88
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FED SAFETY AC	VIRGIN ISLANDS (US	FORD	B299N FIESTA MCA	0	0	0	57	57
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FED SAFETY AC	VIRGIN ISLANDS (US	FORD	CD391N FUSION	0	0	8	4	12
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FED SAFETY AC	VIRGIN ISLANDS (US	LINCOLN	CD533N MKZ	0	0	1	0	1

VIN Group(s)
Global FSA: 00017649 - DOOR LATCH REPEAT REPAIR

Hub	Local FSA	ROI	Country	VIN Group	VIN Group Description	2011 MY	2012 MY	2013 MY	2014 MY	Total
FORD NORTH AMERICA	UNDEFINED	FORD - NORTI	CANADA	AA	2011 TO 2014 FIESTA VINS P	13723	8058	8570	3192	33543
FORD NORTH AMERICA	UNDEFINED	FORD - NORTI	CANADA	BB	LINCOLN MKZ PREVIOUSLY	0	0	1322	435	1757
FORD NORTH AMERICA	UNDEFINED	FORD - NORTI	CANADA	CC	FUSION PREVIOUSLY REPAI	0	0	3657	3783	7440
FORD NORTH AMERICA	UNDEFINED	FORD - NORTI	CANADA	DD	FUSION PREVIOUSLY REPAI	0	0	13212	0	13212
FORD NORTH AMERICA	UNDEFINED	FORD - NORTI	MEXICO	AA	2011 TO 2014 FIESTA VINS P	4760	6519	9248	4350	24877
FORD NORTH AMERICA	UNDEFINED	FORD - NORTI	MEXICO	BB	LINCOLN MKZ PREVIOUSLY	0	0	422	147	569
FORD NORTH AMERICA	UNDEFINED	FORD - NORTI	MEXICO	CC	FUSION PREVIOUSLY REPAI	0	0	687	854	1541
FORD NORTH AMERICA	UNDEFINED	FORD - NORTI	MEXICO	DD	FUSION PREVIOUSLY REPAI	0	0	2443	0	2443
FORD NORTH AMERICA	UNDEFINED	FORD - NORTI	UNITED STATES	AA	2011 TO 2014 FIESTA VINS P	56029	46570	59398	24644	186641
FORD NORTH AMERICA	UNDEFINED	FORD - NORTI	UNITED STATES	BB	LINCOLN MKZ PREVIOUSLY	0	0	25088	9156	34244
FORD NORTH AMERICA	UNDEFINED	FORD - NORTI	UNITED STATES	CC	FUSION PREVIOUSLY REPAI	0	0	78562	81453	160015
FORD NORTH AMERICA	UNDEFINED	FORD - NORTI	UNITED STATES	DD	FUSION PREVIOUSLY REPAI	0	0	155453	0	155453
FORD NORTH AMERICA	UNDEFINED	FORD - NORTI	UNITED STATES	EE	FIESTA PREVIOUSLY REPAIF	0	0	0	1	1
FORD NORTH AMERICA	UNDEFINED	FORD - NORTI	UNITED STATES	FF	FUSION PREVIOUSLY REPAI	0	0	3	1	4
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FI	AMERICAN SAMOA	AA	2011 TO 2014 FIESTA VINS P	0	0	3	0	3
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FI	AMERICAN SAMOA	CC	FUSION PREVIOUSLY REPAI	0	0	3	0	3
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FI	GUAM	AA	2011 TO 2014 FIESTA VINS P	37	18	4	0	59
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FI	GUAM	CC	FUSION PREVIOUSLY REPAI	0	0	3	2	5
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FI	GUAM	DD	FUSION PREVIOUSLY REPAI	0	0	8	0	8
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FI	NORTHERN MARIANA ISLAN	AA	2011 TO 2014 FIESTA VINS P	3	5	2	6	16
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FI	PUERTO RICO	AA	2011 TO 2014 FIESTA VINS P	950	1112	817	583	3462
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FI	PUERTO RICO	BB	LINCOLN MKZ PREVIOUSLY	0	0	17	4	21
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FI	PUERTO RICO	CC	FUSION PREVIOUSLY REPAI	0	0	101	77	178
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FI	PUERTO RICO	DD	FUSION PREVIOUSLY REPAI	0	0	222	0	222
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FI	VIRGIN ISLANDS (US	AA	2011 TO 2014 FIESTA VINS P	31	41	16	57	145
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FI	VIRGIN ISLANDS (US	BB	LINCOLN MKZ PREVIOUSLY	0	0	1	0	1
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FI	VIRGIN ISLANDS (US	CC	FUSION PREVIOUSLY REPAI	0	0	0	4	4
WORLDWIDE DIRECT MARKI	UNDEFINED	WDMO - US FI	VIRGIN ISLANDS (US	DD	FUSION PREVIOUSLY REPAI	0	0	8	0	8

Body Style
Global FSA: 00017649 - DOOR LATCH REPEAT REPAIR

Hub	Local FSA	ROI	Country	Brand	VehicleLine	Body Style Code	Body Style Description	2011 MY	2012 MY	2013 MY	2014 MY	Total
FORD NORTH AMERICA	UNDEFINED	FORD - NORT	CANADA	FORD	B299 B CAR (NA)	BS-AD	5 DOOR SEDAN-8 LITE	9311	5054	5931	0	20296
FORD NORTH AMERICA	UNDEFINED	FORD - NORT	CANADA	FORD	B299 B CAR (NA)	BS-FA	4 DOOR SEDAN-4 LITE	4412	3004	2639	0	10055
FORD NORTH AMERICA	UNDEFINED	FORD - NORT	CANADA	FORD	B299N FIESTA MCA	BS-AD	5 DOOR SEDAN-8 LITE	0	0	0	2294	2294
FORD NORTH AMERICA	UNDEFINED	FORD - NORT	CANADA	FORD	B299N FIESTA MCA	BS-FA	4 DOOR SEDAN-4 LITE	0	0	0	898	898
FORD NORTH AMERICA	UNDEFINED	FORD - NORT	CANADA	FORD	CD391N FUSION	BS-FC	4 DOOR SEDAN-6 LITE	0	0	16869	3783	20652
FORD NORTH AMERICA	UNDEFINED	FORD - NORT	CANADA	LINCOLN	CD533N MKZ	BS-FC	4 DOOR SEDAN-6 LITE	0	0	1322	435	1757
FORD NORTH AMERICA	UNDEFINED	FORD - NORT	MEXICO	FORD	B299 B CAR (NA)	BS-AD	5 DOOR SEDAN-8 LITE	408	1058	1107	0	2573
FORD NORTH AMERICA	UNDEFINED	FORD - NORT	MEXICO	FORD	B299 B CAR (NA)	BS-FA	4 DOOR SEDAN-4 LITE	4352	5461	8141	0	17954
FORD NORTH AMERICA	UNDEFINED	FORD - NORT	MEXICO	FORD	B299N FIESTA MCA	BS-AD	5 DOOR SEDAN-8 LITE	0	0	0	1048	1048
FORD NORTH AMERICA	UNDEFINED	FORD - NORT	MEXICO	FORD	B299N FIESTA MCA	BS-FA	4 DOOR SEDAN-4 LITE	0	0	0	3302	3302
FORD NORTH AMERICA	UNDEFINED	FORD - NORT	MEXICO	FORD	CD391N FUSION	BS-FC	4 DOOR SEDAN-6 LITE	0	0	3130	854	3984
FORD NORTH AMERICA	UNDEFINED	FORD - NORT	MEXICO	LINCOLN	CD533N MKZ	BS-FC	4 DOOR SEDAN-6 LITE	0	0	422	147	569
FORD NORTH AMERICA	UNDEFINED	FORD - NORT	UNITED STATES	FORD	B299 B CAR (NA)	BS-AD	5 DOOR SEDAN-8 LITE	29116	19410	19696	0	68222
FORD NORTH AMERICA	UNDEFINED	FORD - NORT	UNITED STATES	FORD	B299 B CAR (NA)	BS-FA	4 DOOR SEDAN-4 LITE	26913	27160	39702	0	93775
FORD NORTH AMERICA	UNDEFINED	FORD - NORT	UNITED STATES	FORD	B299N FIESTA MCA	BS-AD	5 DOOR SEDAN-8 LITE	0	0	0	12228	12228
FORD NORTH AMERICA	UNDEFINED	FORD - NORT	UNITED STATES	FORD	B299N FIESTA MCA	BS-FA	4 DOOR SEDAN-4 LITE	0	0	0	12417	12417
FORD NORTH AMERICA	UNDEFINED	FORD - NORT	UNITED STATES	FORD	CD391N FUSION	BS-FC	4 DOOR SEDAN-6 LITE	0	0	234018	81454	315472
FORD NORTH AMERICA	UNDEFINED	FORD - NORT	UNITED STATES	LINCOLN	CD533N MKZ	BS-FC	4 DOOR SEDAN-6 LITE	0	0	25088	9156	34244
WORLDWIDE DIRECT MARI	UNDEFINED	WDMO - US F	AMERICAN SAMOA	FORD	B299 B CAR (NA)	BS-AD	5 DOOR SEDAN-8 LITE	0	0	3	0	3
WORLDWIDE DIRECT MARI	UNDEFINED	WDMO - US F	AMERICAN SAMOA	FORD	CD391N FUSION	BS-FC	4 DOOR SEDAN-6 LITE	0	0	3	0	3
WORLDWIDE DIRECT MARI	UNDEFINED	WDMO - US F	GUAM	FORD	B299 B CAR (NA)	BS-AD	5 DOOR SEDAN-8 LITE	15	4	0	0	19
WORLDWIDE DIRECT MARI	UNDEFINED	WDMO - US F	GUAM	FORD	B299 B CAR (NA)	BS-FA	4 DOOR SEDAN-4 LITE	22	14	4	0	40
WORLDWIDE DIRECT MARI	UNDEFINED	WDMO - US F	GUAM	FORD	CD391N FUSION	BS-FC	4 DOOR SEDAN-6 LITE	0	0	11	2	13
WORLDWIDE DIRECT MARI	UNDEFINED	WDMO - US F	NORTHERN MARIANA ISLAI	FORD	B299 B CAR (NA)	BS-AD	5 DOOR SEDAN-8 LITE	3	0	0	0	3
WORLDWIDE DIRECT MARI	UNDEFINED	WDMO - US F	NORTHERN MARIANA ISLAI	FORD	B299 B CAR (NA)	BS-FA	4 DOOR SEDAN-4 LITE	0	5	2	0	7
WORLDWIDE DIRECT MARI	UNDEFINED	WDMO - US F	NORTHERN MARIANA ISLAI	FORD	B299N FIESTA MCA	BS-FA	4 DOOR SEDAN-4 LITE	0	0	0	6	6
WORLDWIDE DIRECT MARI	UNDEFINED	WDMO - US F	PUERTO RICO	FORD	B299 B CAR (NA)	BS-AD	5 DOOR SEDAN-8 LITE	333	298	236	0	867
WORLDWIDE DIRECT MARI	UNDEFINED	WDMO - US F	PUERTO RICO	FORD	B299 B CAR (NA)	BS-FA	4 DOOR SEDAN-4 LITE	617	814	581	0	2012
WORLDWIDE DIRECT MARI	UNDEFINED	WDMO - US F	PUERTO RICO	FORD	B299N FIESTA MCA	BS-AD	5 DOOR SEDAN-8 LITE	0	0	0	153	153
WORLDWIDE DIRECT MARI	UNDEFINED	WDMO - US F	PUERTO RICO	FORD	B299N FIESTA MCA	BS-FA	4 DOOR SEDAN-4 LITE	0	0	0	430	430
WORLDWIDE DIRECT MARI	UNDEFINED	WDMO - US F	PUERTO RICO	FORD	CD391N FUSION	BS-FC	4 DOOR SEDAN-6 LITE	0	0	323	77	400
WORLDWIDE DIRECT MARI	UNDEFINED	WDMO - US F	PUERTO RICO	LINCOLN	CD533N MKZ	BS-FC	4 DOOR SEDAN-6 LITE	0	0	17	4	21
WORLDWIDE DIRECT MARI	UNDEFINED	WDMO - US F	VIRGIN ISLANDS (US	FORD	B299 B CAR (NA)	BS-AD	5 DOOR SEDAN-8 LITE	2	7	6	0	15
WORLDWIDE DIRECT MARI	UNDEFINED	WDMO - US F	VIRGIN ISLANDS (US	FORD	B299 B CAR (NA)	BS-FA	4 DOOR SEDAN-4 LITE	29	34	10	0	73
WORLDWIDE DIRECT MARI	UNDEFINED	WDMO - US F	VIRGIN ISLANDS (US	FORD	B299N FIESTA MCA	BS-AD	5 DOOR SEDAN-8 LITE	0	0	0	11	11
WORLDWIDE DIRECT MARI	UNDEFINED	WDMO - US F	VIRGIN ISLANDS (US	FORD	B299N FIESTA MCA	BS-FA	4 DOOR SEDAN-4 LITE	0	0	0	46	46
WORLDWIDE DIRECT MARI	UNDEFINED	WDMO - US F	VIRGIN ISLANDS (US	FORD	CD391N FUSION	BS-FC	4 DOOR SEDAN-6 LITE	0	0	8	4	12
WORLDWIDE DIRECT MARI	UNDEFINED	WDMO - US F	VIRGIN ISLANDS (US	LINCOLN	CD533N MKZ	BS-FC	4 DOOR SEDAN-6 LITE	0	0	1	0	1

Sold_UnSold
Global FSA: 00017649 - DOOR LATCH REPEAT REPAIR

Hub	Local FSA	ROI	Country	VIN Group	VIN Group Description	2011 Sold	2011 UnSold	2012 Sold	2012 UnSold	2013 Sold	2013 UnSold	2014 Sold	2014 UnSold	Total
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	CANADA	AA	2011 TO 2014 FIESTA VINS PREVIOUSLY F	13722	1	8054	4	8570	0	3192	0	33543
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	CANADA	BB	LINCOLN MKZ PREVIOUSLY REPAIRED UN	0	0	0	0	1321	1	435	0	1757
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	CANADA	CC	FUSION PREVIOUSLY REPAIRED IN 15S16	0	0	0	0	3654	3	3782	1	7440
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	CANADA	DD	FUSION PREVIOUSLY REPAIRED UNDER '	0	0	0	0	13211	1	0	0	13212
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	MEXICO	AA	2011 TO 2014 FIESTA VINS PREVIOUSLY F	4758	2	6518	1	9237	11	4342	8	24877
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	MEXICO	BB	LINCOLN MKZ PREVIOUSLY REPAIRED UN	0	0	0	0	421	1	147	0	569
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	MEXICO	CC	FUSION PREVIOUSLY REPAIRED IN 15S16	0	0	0	0	676	11	854	0	1541
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	MEXICO	DD	FUSION PREVIOUSLY REPAIRED UNDER '	0	0	0	0	2439	4	0	0	2443
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	UNITED STATES	AA	2011 TO 2014 FIESTA VINS PREVIOUSLY F	56021	8	46561	9	59395	3	24641	3	186641
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	UNITED STATES	BB	LINCOLN MKZ PREVIOUSLY REPAIRED UN	0	0	0	0	25080	8	9152	4	34244
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	UNITED STATES	CC	FUSION PREVIOUSLY REPAIRED IN 15S16	0	0	0	0	78553	9	81438	15	160015
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	UNITED STATES	DD	FUSION PREVIOUSLY REPAIRED UNDER '	0	0	0	0	155439	14	0	0	155453
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	UNITED STATES	EE	FIESTA PREVIOUSLY REPAIRED UNDER 1	0	0	0	0	0	0	1	0	1
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	UNITED STATES	FF	FUSION PREVIOUSLY REPAIRED 16S30	0	0	0	0	3	0	1	0	4
WORLDWIDE DIRECT MARK	UNDEFINED	WDMO - US FED SAFETY AC	AMERICAN SAMOA	AA	2011 TO 2014 FIESTA VINS PREVIOUSLY F	0	0	0	0	3	0	0	0	3
WORLDWIDE DIRECT MARK	UNDEFINED	WDMO - US FED SAFETY AC	AMERICAN SAMOA	CC	FUSION PREVIOUSLY REPAIRED IN 15S16	0	0	0	0	3	0	0	0	3
WORLDWIDE DIRECT MARK	UNDEFINED	WDMO - US FED SAFETY AC	GUAM	AA	2011 TO 2014 FIESTA VINS PREVIOUSLY F	37	0	18	0	4	0	0	0	59
WORLDWIDE DIRECT MARK	UNDEFINED	WDMO - US FED SAFETY AC	GUAM	CC	FUSION PREVIOUSLY REPAIRED IN 15S16	0	0	0	0	3	0	2	0	5
WORLDWIDE DIRECT MARK	UNDEFINED	WDMO - US FED SAFETY AC	GUAM	DD	FUSION PREVIOUSLY REPAIRED UNDER '	0	0	0	0	8	0	0	0	8
WORLDWIDE DIRECT MARK	UNDEFINED	WDMO - US FED SAFETY AC	NORTHERN MARIANA ISLAN	AA	2011 TO 2014 FIESTA VINS PREVIOUSLY F	3	0	5	0	2	0	6	0	16
WORLDWIDE DIRECT MARK	UNDEFINED	WDMO - US FED SAFETY AC	PUERTO RICO	AA	2011 TO 2014 FIESTA VINS PREVIOUSLY F	948	2	1112	0	817	0	583	0	3462
WORLDWIDE DIRECT MARK	UNDEFINED	WDMO - US FED SAFETY AC	PUERTO RICO	BB	LINCOLN MKZ PREVIOUSLY REPAIRED UN	0	0	0	0	17	0	4	0	21
WORLDWIDE DIRECT MARK	UNDEFINED	WDMO - US FED SAFETY AC	PUERTO RICO	CC	FUSION PREVIOUSLY REPAIRED IN 15S16	0	0	0	0	101	0	77	0	178
WORLDWIDE DIRECT MARK	UNDEFINED	WDMO - US FED SAFETY AC	PUERTO RICO	DD	FUSION PREVIOUSLY REPAIRED UNDER '	0	0	0	0	222	0	0	0	222
WORLDWIDE DIRECT MARK	UNDEFINED	WDMO - US FED SAFETY AC	VIRGIN ISLANDS (US	AA	2011 TO 2014 FIESTA VINS PREVIOUSLY F	31	0	41	0	16	0	57	0	145
WORLDWIDE DIRECT MARK	UNDEFINED	WDMO - US FED SAFETY AC	VIRGIN ISLANDS (US	BB	LINCOLN MKZ PREVIOUSLY REPAIRED UN	0	0	0	0	1	0	0	0	1
WORLDWIDE DIRECT MARK	UNDEFINED	WDMO - US FED SAFETY AC	VIRGIN ISLANDS (US	CC	FUSION PREVIOUSLY REPAIRED IN 15S16	0	0	0	0	0	0	4	0	4
WORLDWIDE DIRECT MARK	UNDEFINED	WDMO - US FED SAFETY AC	VIRGIN ISLANDS (US	DD	FUSION PREVIOUSLY REPAIRED UNDER '	0	0	0	0	8	0	0	0	8

Vehicle Count By Country
Global FSA: 00017649 - DOOR LATCH REPEAT REPAIR

Hub	Local FSA	ROI	Country	2011 MY	2012 MY	2013 MY	2014 MY	Total
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	CANADA	13723	8058	26761	7410	55952
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	MEXICO	4760	6519	12800	5351	29430
FORD NORTH AMERICA	UNDEFINED	FORD - NORTH AMERICA	UNITED STATES	56029	46570	318504	115255	536358
WORLDWIDE DIRECT MARKET OPRNS	UNDEFINED	WDMO - US FED SAFETY ACT	AMERICAN SAMOA	0	0	6	0	6
WORLDWIDE DIRECT MARKET OPRNS	UNDEFINED	WDMO - US FED SAFETY ACT	GUAM	37	18	15	2	72
WORLDWIDE DIRECT MARKET OPRNS	UNDEFINED	WDMO - US FED SAFETY ACT	NORTHERN MARIANA ISLANDS	3	5	2	6	16
WORLDWIDE DIRECT MARKET OPRNS	UNDEFINED	WDMO - US FED SAFETY ACT	PUERTO RICO	950	1112	1157	664	3883
WORLDWIDE DIRECT MARKET OPRNS	UNDEFINED	WDMO - US FED SAFETY ACT	VIRGIN ISLANDS (US	31	41	25	61	158

Production Dates By Plant
Global FSA: 00017649 - DOOR LATCH REPEAT REPAIR

Plant	Model Year	Earliest Production Date	Latest Production Date
CUAUTITLAN PLANT BUILD	2011	26-Jan-2010	14-Jul-2011
CUAUTITLAN PLANT BUILD	2012	10-May-2011	02-Jun-2012
CUAUTITLAN PLANT BUILD	2013	20-Feb-2012	27-Apr-2013
CUAUTITLAN PLANT BUILD	2014	10-Oct-2012	09-Dec-2013
FLATROCK ASSEMBLY PLANT - USA	2014	18-Jun-2013	21-Mar-2014
HERMOSILLO PLANT BUILD	2013	11-May-2012	16-Jul-2013
HERMOSILLO PLANT BUILD	2014	26-Jan-2013	24-May-2014

Vehicle Line By Plant
Global FSA: 00017649 - DOOR LATCH REPEAT REPAIR

Plant	Brand	Vehicle Line	2011	2012	2013	2014	Total
CUAUTITLAN PLANT BUILD	FORD	B299 B CAR (NA)	75533	62323	78058	0	215914
CUAUTITLAN PLANT BUILD	FORD	B299N FIESTA MCA	0	0	0	32833	32833
FLATROCK ASSEMBLY PLAN	FORD	CD391N FUSION	0	0	0	10461	10461
HERMOSILLO PLANT BUILD	FORD	CD391N FUSION	0	0	254362	75713	330075
HERMOSILLO PLANT BUILD	LINCOLN	CD533N MKZ	0	0	26850	9742	36592

Country By Plant
Global FSA: 00017649 - DOOR LATCH REPEAT REPAIR

COUNTRY	CUAUTITLAN PLANT BUILD	FLATROCK ASSEMBLY PLAN	HERMOSILLO PLANT BUILD	Total
AMERICAN SAMOA	3	0	3	6
CANADA	33543	304	22105	55952
GUAM	59	0	13	72
MEXICO	24877	0	4553	29430
NORTHERN MARIANA ISLAN	16	0	0	16
PUERTO RICO	3462	0	421	3883
UNITED STATES	186642	10157	339559	536358
VIRGIN ISLANDS (US	145	0	13	158

VIN Range By Plant
Global FSA: 00017649 - DOOR LATCH REPEAT REPAIR

Note: Not all plants/brands produce vehicles in sequential VIN order. Refer to Vehicle Line by Plant report for full count of vehicles per assembly plant.

Hub	ROI	Country	Plant	Brand	Vehicle Line	Model Year	Starting VIN	Ending VIN	Count
FORD NORTH AMER	FORD - NORTH AMERICA	CANADA	CUAUTITLAN PLANT BL	FORD	B299 B CAR (NA)	2011	3FADP4CJ4BM[redacted]	3FADP4EJ1BM[redacted]	13723
FORD NORTH AMER	FORD - NORTH AMERICA	CANADA	CUAUTITLAN PLANT BL	FORD	B299 B CAR (NA)	2012	3FADP4CJ7CM[redacted]	3FADP4FJ7CM[redacted]	8058
FORD NORTH AMER	FORD - NORTH AMERICA	CANADA	CUAUTITLAN PLANT BL	FORD	B299 B CAR (NA)	2013	3FADP4FJ2DM[redacted]	3FADP4FJ7DM[redacted]	8570
FORD NORTH AMER	FORD - NORTH AMERICA	CANADA	CUAUTITLAN PLANT BL	FORD	B299N FIESTA MCA	2014	3FADP4EJ6EM[redacted]	3FADP4FJ1EM[redacted]	3192
FORD NORTH AMER	FORD - NORTH AMERICA	CANADA	FLATROCK ASSEMBLY	FORD	CD391N FUSION	2014	1FA6P0H79E[redacted]	1FA6P0G74E5[redacted]	304
FORD NORTH AMER	FORD - NORTH AMERICA	CANADA	HERMOSILLO PLANT B	FORD	CD391N FUSION	2013	3FA6P0D97DR[redacted]	3FA6P0H75DR[redacted]6	16869
FORD NORTH AMER	FORD - NORTH AMERICA	CANADA	HERMOSILLO PLANT B	FORD	CD391N FUSION	2014	3FA6P0HD3ER[redacted]	3FA6P0HD7ER[redacted]	3479
FORD NORTH AMER	FORD - NORTH AMERICA	CANADA	HERMOSILLO PLANT B	LINCOLN	CD533N MKZ	2013	3LN6L2G97DR[redacted]	3LN6L2G96DR[redacted]	1322
FORD NORTH AMER	FORD - NORTH AMERICA	CANADA	HERMOSILLO PLANT B	LINCOLN	CD533N MKZ	2014	3LN6L2LU8ER[redacted]	3LN6L2LU8ER[redacted]	435
FORD NORTH AMER	FORD - NORTH AMERICA	MEXICO	CUAUTITLAN PLANT BL	FORD	B299 B CAR (NA)	2011	3FADP4BJ1BM[redacted]	3FADP4FJ9BM[redacted]	4760
FORD NORTH AMER	FORD - NORTH AMERICA	MEXICO	CUAUTITLAN PLANT BL	FORD	B299 B CAR (NA)	2012	3FADP4EJ8CM[redacted]	3FADP4BJ5CM[redacted]	6519
FORD NORTH AMER	FORD - NORTH AMERICA	MEXICO	CUAUTITLAN PLANT BL	FORD	B299 B CAR (NA)	2013	3FADP4EJ6DM[redacted]	3FADP4FJ2DM[redacted]	9248
FORD NORTH AMER	FORD - NORTH AMERICA	MEXICO	CUAUTITLAN PLANT BL	FORD	B299N FIESTA MCA	2014	3FADP4CJ1EM[redacted]	3FAFP4AJ4EM[redacted]	4350
FORD NORTH AMER	FORD - NORTH AMERICA	MEXICO	HERMOSILLO PLANT B	FORD	CD391N FUSION	2013	3FA6P0H94DR[redacted]	3FA6P0K99DR[redacted]	3130
FORD NORTH AMER	FORD - NORTH AMERICA	MEXICO	HERMOSILLO PLANT B	FORD	CD391N FUSION	2014	3FA6P0H9XER[redacted]	3FA6P0H75ER[redacted]	854
FORD NORTH AMER	FORD - NORTH AMERICA	MEXICO	HERMOSILLO PLANT B	LINCOLN	CD533N MKZ	2013	3LN6L2G95DR[redacted]	3LN6L2GK9DR[redacted]	422
FORD NORTH AMER	FORD - NORTH AMERICA	MEXICO	HERMOSILLO PLANT B	LINCOLN	CD533N MKZ	2014	3LN6L2GKXER[redacted]	3LN6L2GK1ER[redacted]	147
FORD NORTH AMER	FORD - NORTH AMERICA	UNITED STATES	CUAUTITLAN PLANT BL	FORD	B299 B CAR (NA)	2011	3FADP4FJ8BM[redacted]	3FADP4BJ4BM[redacted]	56029
FORD NORTH AMER	FORD - NORTH AMERICA	UNITED STATES	CUAUTITLAN PLANT BL	FORD	B299 B CAR (NA)	2012	3FADP4AJ7CM[redacted]	3FADP4AJ0CM[redacted]	46570
FORD NORTH AMER	FORD - NORTH AMERICA	UNITED STATES	CUAUTITLAN PLANT BL	FORD	B299 B CAR (NA)	2013	3FADP4BJ3DM[redacted]	3FADP4BJ6DM[redacted]	59398
FORD NORTH AMER	FORD - NORTH AMERICA	UNITED STATES	CUAUTITLAN PLANT BL	FORD	B299N FIESTA MCA	2014	3FADP4EJ1EM[redacted]	3FADP4CJ1EM[redacted]	24645
FORD NORTH AMER	FORD - NORTH AMERICA	UNITED STATES	FLATROCK ASSEMBLY	FORD	CD391N FUSION	2014	1FA6P0G72E5[redacted]	1FA6P0H71E5[redacted]	10157
FORD NORTH AMER	FORD - NORTH AMERICA	UNITED STATES	HERMOSILLO PLANT B	FORD	CD391N FUSION	2013	3FA6P0HR1DR[redacted]	3FA6P0H78DR3[redacted]	234018
FORD NORTH AMER	FORD - NORTH AMERICA	UNITED STATES	HERMOSILLO PLANT B	FORD	CD391N FUSION	2014	3FA6P0HRXER[redacted]	3FA6P0H74ER3[redacted]	71297
FORD NORTH AMER	FORD - NORTH AMERICA	UNITED STATES	HERMOSILLO PLANT B	LINCOLN	CD533N MKZ	2013	3LN6L2LU8DR[redacted]	3LN6L2G90DR8[redacted]	25088
FORD NORTH AMER	FORD - NORTH AMERICA	UNITED STATES	HERMOSILLO PLANT B	LINCOLN	CD533N MKZ	2014	3LN6L2GK2ER[redacted]	3LN6L2G96ER81[redacted]5	9156
WORLDWIDE DIREC	WDMO - US FED SAFETY ACT	AMERICAN SAMOA	CUAUTITLAN PLANT BL	FORD	B299 B CAR (NA)	2013	3FADP4EJ7DM[redacted]	3FADP4TJ4DM[redacted]9	3
WORLDWIDE DIREC	WDMO - US FED SAFETY ACT	AMERICAN SAMOA	HERMOSILLO PLANT B	FORD	CD391N FUSION	2013	3FA6P0LU9DR[redacted]	3FA6P0LU0DR[redacted]	3
WORLDWIDE DIREC	WDMO - US FED SAFETY ACT	GUAM	CUAUTITLAN PLANT BL	FORD	B299 B CAR (NA)	2011	3FADP4AJ9BM[redacted]	3FADP4FJ7BM2[redacted]	37
WORLDWIDE DIREC	WDMO - US FED SAFETY ACT	GUAM	CUAUTITLAN PLANT BL	FORD	B299 B CAR (NA)	2012	3FADP4BJ3CM[redacted]	3FADP4FJ9CM[redacted]	18
WORLDWIDE DIREC	WDMO - US FED SAFETY ACT	GUAM	CUAUTITLAN PLANT BL	FORD	B299 B CAR (NA)	2013	3FADP4AJ8DM[redacted]	3FADP4BJ4DM[redacted]	4
WORLDWIDE DIREC	WDMO - US FED SAFETY ACT	GUAM	HERMOSILLO PLANT B	FORD	CD391N FUSION	2013	3FA6P0PU4DR[redacted]	3FA6P0HR4DR[redacted]	11
WORLDWIDE DIREC	WDMO - US FED SAFETY ACT	GUAM	HERMOSILLO PLANT B	FORD	CD391N FUSION	2014	3FA6P0H74ER[redacted]	3FA6P0H92ER[redacted]	2
WORLDWIDE DIREC	WDMO - US FED SAFETY ACT	NORTHERN MARIANA I	CUAUTITLAN PLANT BL	FORD	B299 B CAR (NA)	2011	3FADP4EJ0BM[redacted]	3FADP4FJ0BM[redacted]	3
WORLDWIDE DIREC	WDMO - US FED SAFETY ACT	NORTHERN MARIANA I	CUAUTITLAN PLANT BL	FORD	B299 B CAR (NA)	2012	3FADP4AJ1CM[redacted]	3FADP4BJ8CM[redacted]	5
WORLDWIDE DIREC	WDMO - US FED SAFETY ACT	NORTHERN MARIANA I	CUAUTITLAN PLANT BL	FORD	B299 B CAR (NA)	2013	3FADP4BJ7DM[redacted]	3FADP4BJXDM2[redacted]	2
WORLDWIDE DIREC	WDMO - US FED SAFETY ACT	NORTHERN MARIANA I	CUAUTITLAN PLANT BL	FORD	B299N FIESTA MCA	2014	3FADP4BJ7EM[redacted]	3FADP4BJ5EM[redacted]	6
WORLDWIDE DIREC	WDMO - US FED SAFETY ACT	PUERTO RICO	CUAUTITLAN PLANT BL	FORD	B299 B CAR (NA)	2011	3FADP4FJ2BM[redacted]	3FADP4FJ2BM[redacted]	950
WORLDWIDE DIREC	WDMO - US FED SAFETY ACT	PUERTO RICO	CUAUTITLAN PLANT BL	FORD	B299 B CAR (NA)	2012	3FADP4CJ9CM[redacted]	3FADP4EJ7CM[redacted]	1112
WORLDWIDE DIREC	WDMO - US FED SAFETY ACT	PUERTO RICO	CUAUTITLAN PLANT BL	FORD	B299 B CAR (NA)	2013	3FADP4BJ3DM[redacted]	3FADP4TJ6DM[redacted]	817
WORLDWIDE DIREC	WDMO - US FED SAFETY ACT	PUERTO RICO	CUAUTITLAN PLANT BL	FORD	B299N FIESTA MCA	2014	3FADP4AJ2EM[redacted]	3FADP4BJ2EM[redacted]	583

VIN Range By Plant
Global FSA: 00017649 - DOOR LATCH REPEAT REPAIR

WORLDWIDE DIREC WDMO - US FED SAFETY ACT	PUERTO RICO	HERMOSILLO PLANT B FORD	CD391N FUSION	2013	3FA6P0HRXDR[redacted]	3FA6P0H73DR[redacted]	323
WORLDWIDE DIREC WDMO - US FED SAFETY ACT	PUERTO RICO	HERMOSILLO PLANT B FORD	CD391N FUSION	2014	3FA6P0H71ER[redacted]	3FA6P0H71ER2[redacted]	77
WORLDWIDE DIREC WDMO - US FED SAFETY ACT	PUERTO RICO	HERMOSILLO PLANT B LINCOLN	CD533N MKZ	2013	3LN6L2LU0DR[redacted]	3LN6L2LU9DR8[redacted]	17
WORLDWIDE DIREC WDMO - US FED SAFETY ACT	PUERTO RICO	HERMOSILLO PLANT B LINCOLN	CD533N MKZ	2014	3LN6L2LU1ER[redacted]	3LN6L2G95ER[redacted]	4
WORLDWIDE DIREC WDMO - US FED SAFETY ACT	VIRGIN ISLANDS (US	CUAUTITLAN PLANT BL FORD	B299 B CAR (NA)	2011	3FADP4BJ9BM[redacted]	3FADP4BJ4BM1[redacted]	31
WORLDWIDE DIREC WDMO - US FED SAFETY ACT	VIRGIN ISLANDS (US	CUAUTITLAN PLANT BL FORD	B299 B CAR (NA)	2012	3FADP4BJ7CM1[redacted]	3FADP4EJ8CM[redacted]	41
WORLDWIDE DIREC WDMO - US FED SAFETY ACT	VIRGIN ISLANDS (US	CUAUTITLAN PLANT BL FORD	B299 B CAR (NA)	2013	3FADP4BJ1DM1[redacted]	3FADP4BJ2DM[redacted]	16
WORLDWIDE DIREC WDMO - US FED SAFETY ACT	VIRGIN ISLANDS (US	CUAUTITLAN PLANT BL FORD	B299N FIESTA MCA	2014	3FADP4BJ6EM1[redacted]	3FADP4EJ4EM[redacted]	57
WORLDWIDE DIREC WDMO - US FED SAFETY ACT	VIRGIN ISLANDS (US	HERMOSILLO PLANT B FORD	CD391N FUSION	2013	3FA6P0H75DR[redacted]	3FA6P0H7XDR[redacted]	8
WORLDWIDE DIREC WDMO - US FED SAFETY ACT	VIRGIN ISLANDS (US	HERMOSILLO PLANT B FORD	CD391N FUSION	2014	3FA6P0H98ER1[redacted]	3FA6P0H72ER[redacted]	4
WORLDWIDE DIREC WDMO - US FED SAFETY ACT	VIRGIN ISLANDS (US	HERMOSILLO PLANT B LINCOLN	CD533N MKZ	2013	3LN6L2J9XDR8[redacted]	3LN6L2J9XDR[redacted]	1

From: Mary Burroughs <mburroughs@renkim.com>
Sent: Monday, June 8, 2020 7:47 PM
To: Cure, Dan (D.)
Cc: Mary Burroughs
Subject: FW: Standard Responses

Dan,
Based on information provided below from Zach, he is seeking information to be provided like programs 15S16/16S30 under Prior FSA Repair Incomplete to be added to your report. He also wants to be kept in the loop for all contacts.
Per Ursula you will need to create/add updated questions in website for the required information under program 20S30. This program is expecting to be launched Tuesday, June 9, 2020.

Thank you

Mary Burroughs
SME / Ford Special
Service Support Center
Direct Line: [redacted]
Fax: (734) 374-1030
mburroughs@renkim.com
Renkim Corporation
13333 Allen Road
Southgate, MI 48195
www.renkim.com



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From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Monday, June 8, 2020 2:53 PM
To: Mary Burroughs <mburroughs@renkim.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Pat Logan <plogan@renkim.com>; dcure2 <dcure2@ford.com>
Subject: RE: Standard Responses

I should clarify something here – and apologies if this didn't come through initially. Until we get a better understanding of things in the real world, I want each dealer request to be multiple contacts. I have broken these out with gray text (gray text should not be included in agent responses).

Note that the only information that I feel should be validated with Dan and me is the initial set of photos of the latches in the vehicle as it arrived at the dealer.

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

[redacted]

From: Mary Burroughs <mburroughs@renkim.com>
Sent: Monday, June 08, 2020 2:22 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Pat Logan <plogan@renkim.com>; Cure, Dan (D.) <dcure2@ford.com>; Mary Burroughs <mburroughs@renkim.com>
Subject: RE: Standard Responses

Zach,
Thank you for your feedback.
I can may the changes to the standard responses below. At this time, all contacts will be forwarded to Dan for review of serial number date codes. Dan would be able to keep you in the loop of all contacts received. Would that be acceptable? Thank you again for your help on this one.

Mary Burroughs
SME / Ford Special
Service Support Center
Direct Line: [redacted]
Fax: (734) 374-1030
mburroughs@renkim.com
Renkim Corporation
13333 Allen Road
Southgate, MI 48195
www.renkim.com

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From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Monday, June 8, 2020 1:51 PM
To: Mary Burroughs <mburroughs@renkim.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Pat Logan <plogan@renkim.com>; dcure2 <dcure2@ford.com>
Subject: RE: Standard Responses

Mary,

I think we need to make a slight tweak to the process up front as shown below in green. Also, I would like to be looped in on these as much as possible until we launch the full bulletin in order to keep my finger on the pulse of things.

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

From: Mary Burroughs <mburroughs@renkim.com>
Sent: Friday, June 05, 2020 2:05 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Mary Burroughs <mburroughs@renkim.com>; Pat Logan <plogan@renkim.com>; Cure, Dan (D.) <dcure2@ford.com>
Subject: FW: Standard Responses

From: Baker, Zachary (Z.)
Sent: Friday, May 22, 2020 8:43 PM
To: Robinson, Hue (H.M.)
Subject: FW: TRG DRAFT Presentation

FYI – per our IMs this morning, we need to be sure that there are quality checks in place for these date codes so that the latches that get replaced under 20S15/20R01 are legible.

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

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Friday, May 22, 2020 8:13 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: TRG DRAFT Presentation

Agree. Probably something we need to discuss with PD/PS&L to have the new parts checked for the readability of the date codes in the PPAP?

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, May 22, 2020 8:10 AM
To: Hansen, Thayne (T.) <thansen1@ford.com>
Subject: RE: TRG DRAFT Presentation

Understood.

If that becomes a real issue, then our procedure could be in hot water.

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

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Friday, May 22, 2020 8:08 AM

To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: TRG DRAFT Presentation

Looks and sounds good.

BTW… I was contacted by a PSMAC rep last night. He asked if I had ever done the procedure of getting the photos of the new latches in the vehicles. I let him know that I had. His feedback was that the numbers on the old latches are easy to read, but the new latches stamping it terrible and nearly impossible to read in some cases (not size, but amount of imprint for the numbers). Something to watch for.

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, May 22, 2020 7:59 AM
To: Hansen, Thayne (T.) <thansen1@ford.com>
Subject: FW: TRG DRAFT Presentation

Jorji was good with the slides. We will be speaking to slides 5-7, with likely some discussion around some of the next steps on slide 8.

I will take point, but feel free to jump in if you want.

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

From: Baker, Zachary (Z.)
Sent: Thursday, May 21, 2020 8:48 PM
To: Itoh, Jorji (J.D.) <JITOH@ford.com>
Subject: RE: TRG DRAFT Presentation

Here is what I came up with. Please feel free to alter if you need.

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

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Thursday, May 21, 2020 1:58 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: TRG DRAFT Presentation

Zach,

Take a look at the "next steps" slide and make sure it aligns with your thoughts.

Thanks for your help.

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Monday, April 27, 2020 8:37 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: Bench test procedure

Yes – specific latching functionality (switch and lock is not relevant).

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Monday, April 27, 2020 8:32 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: Bench test procedure

Specific to checking functionality?

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: Monday, April 27, 2020 8:30 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: Bench test procedure

Thanks Hue. Do you have any procedures outlined for latches out of vehicle?

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Monday, April 27, 2020 8:28 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: Bench test procedure

See attached.

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

---

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, April 22, 2020 12:32 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: Bench test procedure

Hue,

Can you send any detail around a potential bench test procedure for latches (specific to the latching feature)?

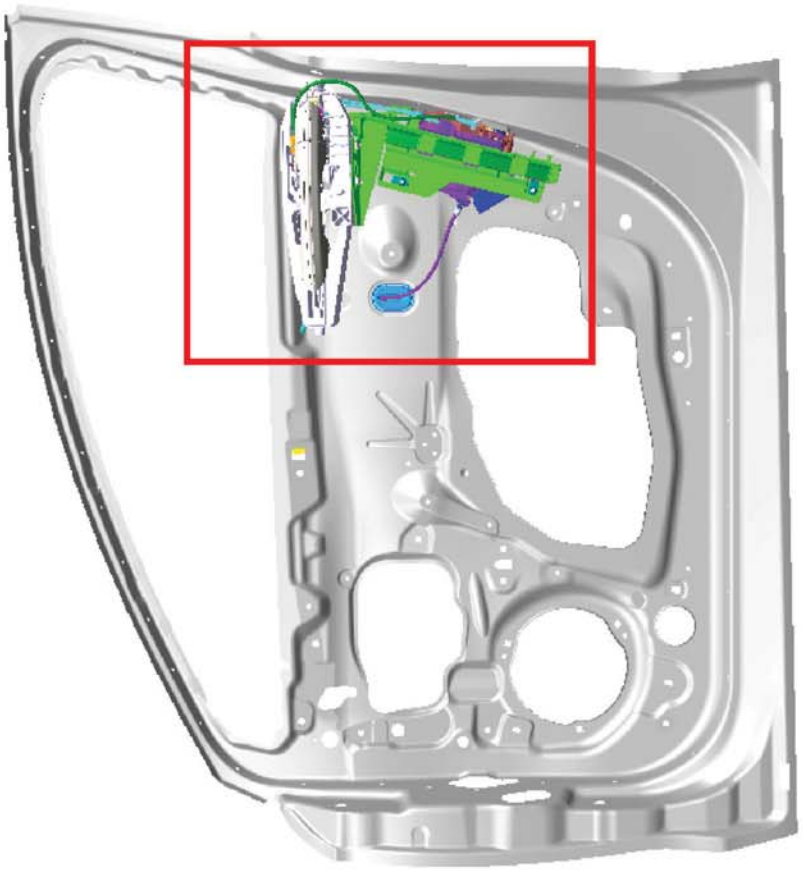
Zachary Baker
Program Manager, Recall and Service Programs
DSC2 #802
[redacted]



C1A Side Door Latch Function Check: Latch Only

Latching System Demostrated with 17MY Fusion

4/27/20





From: Itoh, Jorji (J.D.)
Sent: Wednesday, May 13, 2020 7:57 PM
To: Landry, Mike (M.P.)
Subject: NHTSA C1A One Pager
Attachments: One Pager DRAFT.docx

Mike,

I wasn't sure if I was supposed to create a One Pager for NHTSA based on the meeting comments yesterday. So, just in case, I put together a simple draft.

Wondering your thoughts on content and presentation, and of course, any input.

Thanks!

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

From: Willard, Jeremy (J.)
Sent: Tuesday, March 24, 2020 6:34 PM
To: Johnson, David (D.J.)
Cc: Baker, Zachary (Z.)
Subject: Please DocuSign: 20S15 - Transmittal.docx
Attachments: 20S15 Awareness DRAFT.docx

Importance: High

Dave –
Here is the Awareness Communication for 20S15, launching today after hours.
Please review and refer to the DocuSign email you should have received in your Outlook inbox for instructions to sign electronically.
You may also respond with any edits required or comments.
Thank you,

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

From: Warwood, Mike (J.M.) <mwarwood@ford.com>
Sent: Tuesday, March 24, 2020 1:55 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: FW: Please DocuSign: 20S15 - Transmittal.docx

Done!

Regards,

Mike Warwood
Chief Engineer, Global CSE & Recall
Ford Motor Company, FCSD
[redacted]
mwarwood@ford.com

From: DocuSign System <dse_na2@docusign.net>
Sent: Tuesday, March 24, 2020 1:51 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>
Subject: Please DocuSign: 20S15 - Transmittal.docx

[redacted] **Jeremy Willard**
jwillar1@ford.com

Your concurrence and/or comment is required to publish the following Field Service Action:

Awareness Communication - Upcoming Safety Recall 20S15
Certain 2014-2015 Model Year Fiesta, Fusion and Lincoln MKZ Vehicles
Door Latch Replacement

Please review the FSA Title Description and Awareness Communication and provide your approval/concurrence to me with any changes and comments ASAP.

This program is scheduled to be posted to FMCDealer after close of business on today, March 24th.

Your timely review is appreciated.

After you complete the approval/concurrence of the program documents, please login to DocuSign and sign the program's red folder transmittal and forward these program documents via e-mail to the next person in line.
Thank you,
Jeremy Willard
Recall & Service Programs
Ford Motor Company – Customer Service Division
Service Engineering Operations
Diagnostic Service Center II – 794
[redacted]



Mike Warwood

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From: Willard, Jeremy (J.)
Sent: Thursday, February 27, 2020 5:16 PM
To: Ellison, Kenneth (K.W.); Oliver, Tina (T.A.); Stoner, Greg (G.A.); Leijten, Jeffery (J.L.); Marlett, Joseph (J.); Fedokovitz, Jerry (G.); Deisler, Richard (R.); Pilotti, Frances (F.A.); Espino, Peter (P.); Judson, Roger (R.); Landry, Louis (L.R.); Sukiennik John (AA-AS/EDS224)
Cc: Baker, Zachary (Z.); EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS2221; Hausmann, William (W.); Dave.Grove@us.bosch.com
Subject: RE: 2 veh's needed for service trials
Attachments: FW: 2 veh's needed for service trials

Importance: High

Ken –
If we could come pick your MKZ up today, that would be great. You also show to have an MKC (061W116) on the list. Is this vehicle available also?
Please advise at first chance. Tara (cc'd on this note) or I could come pick it(them) up.

Jerry –
If I end up getting this car from Ken today, we will not need your MKZ tomorrow.

For everyone on here, if the MKC Ken has doesn't work out, we are still in need of a 2015 MKC for the same repair/service trial. Any help getting one would be appreciated. There is a list of vehicles that were showing "available", embedded in the attached email.

Thank you!

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

From: Ellison, Kenneth (K.W.) <kelliso1@ford.com>
Sent: Thursday, February 27, 2020 7:28 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Oliver, Tina (T.A.) <toliver@ford.com>; Stoner, Greg (G.A.) <gstoner2@ford.com>; Leijten, Jeffery (J.L.) <jleijten@ford.com>; Marlett, Joseph (J.) <jmarlett@ford.com>; Fedokovitz, Jerry (G.) <gfedokov@ford.com>; Deisler, Richard (R.) <rdeisler@ford.com>; Pilotti, Frances (F.A.) <fpilotti@ford.com>; Espino, Peter (P.) <pespino8@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 2 veh's needed for service trials

Morning Jeremy,

You are welcome to use vehicle 061W837, MKZ. If you have not already found one, let me know who will be checking it out and I'll give them access. Thanks.

Thank you,

Jeremy Willard

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

Actions	Tag #	GPIRS Build ID-Phase	Model Year	Make	Model	Overnight/Weekend	Bailment	Tracked Vehicle	Coordinator	Sub-Coordinator	Status ▲
Schedule Vehicle | More	[redacted]		2013	LINCOLN	MKZ FWD 4DR			No	GSTONER2		Available
Schedule Vehicle | More			2013	LINCOLN	MKZ AWD 4DR			No	TOLIVER	JLEIJTEN	Available
Schedule Vehicle | More			2013	LINCOLN	MKZ AWD 4DR			No	JMARLETT	GFEDOKOV	Available
Schedule Vehicle | More			2013	LINCOLN	MKZ FWD 4DR			No	GSTONER2		Available
Schedule Vehicle | More			2013	LINCOLN	MKZ AWD 4DR			No	JMARLETT	JMARLETT	Available
Schedule Vehicle | More			2013	LINCOLN	MKZ AWD 4DR			No	RDEISLER		Available
Schedule Vehicle | More			2013	LINCOLN	MKZ FWD 4DR			No	KELLISO1		Available
Schedule Vehicle | More			2013	LINCOLN	MKZ AWD 4DR			No	GSTONER2		Available
Schedule Vehicle | More			2014	LINCOLN	MKZ FWD HYBRID 4DR			No	FPILOTTI	PESPINO8	Available
Schedule Vehicle | More			2014	LINCOLN	MKZ AWD 4DR			No	KENDLEIN	JLE1	Available
Schedule Vehicle | More			2014	LINCOLN	MKZ FWD HYBRID 4DR			No	TOLIVER	JLEIJTEN	Available

Results per page: **10** | 25 | 50 | All

Showing vehicles: 1-10 of 11

< Previous | **1** 2 | Next >

Actions	Tag #	GPIRS Build ID-Phase	Model Year	Make	Model	Overnight/Weekend	Bailment	Tracked Vehicle	Coordinator	Sub-Coordinator	Status ▲
Schedule Vehicle | More	[redacted]		2015	LINCOLN	MKC FWD S/W			No	JMARLETT		Available
Schedule Vehicle | More		ME5F0001-VP	2015	LINCOLN	MKC AWD S/W			No	TOLIVER		Available
Schedule Vehicle | More		ME5F0000-VP	2015	LINCOLN	MKC FWD S/W			No	TOLIVER		Available
Schedule Vehicle | More		ME5F0002-VP	2015	LINCOLN	MKC AWD S/W			No	TOLIVER		Available
Schedule Vehicle | More			2015	LINCOLN	MKC AWD S/W			No	JMARLETT	GFEDOKOV	Available
Schedule Vehicle | More			2015	LINCOLN	MKC AWD S/W			No	KELLIS01		Available
Schedule Vehicle | More			2015	LINCOLN	MKC AWD S/W			No	AROBINS6		Available
Schedule Vehicle | More			2015	LINCOLN	MKC BLACK LABEL FWD S/W			No	JMARLETT		Available
Schedule Vehicle | More			2015	LINCOLN	MKC FWD S/W			No			Available

From: Espino, Peter (P.)
Sent: Wednesday, February 26, 2020 3:46 PM
To: Willard, Jeremy (J.)
Subject: RE: 2 veh's needed for service trials
Attachments: RE: Access to Camo Lot and vehicles

Hi Jeremy,
Follow the instructions and once you've completed the process, Fran will grant you access.
Thanks,
Peter

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, February 25, 2020 5:08 PM
To: Oliver, Tina (T.A.) <toliver@ford.com>; Stoner, Greg (G.A.) <gstoner2@ford.com>; Leijten, Jeffery (J.L.) <jleijten@ford.com>; Marlett, Joseph (J.) <jmarlett@ford.com>; Fedokovitz, Jerry (G.) <gfedokov@ford.com>; Deisler, Richard (R.) <rdeisler@ford.com>; Ellison, Kenneth (K.W.) <kelliso1@ford.com>; Pilotti, Frances (F.A.) <fpilotti@ford.com>; Espino, Peter (P.) <pespino8@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: 2 veh's needed for service trials
Importance: High

[redacted]

Please respond or call me if you can help.
Thank you,

Jeremy Willard

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

Tier 2 and you require it visit Driver Training Site: .
https://pd2.spt.ford.com/sites/MPG/DriverTraining/default.aspx

COMPANY VEHICLE CONTROL / VEHICLE USAGE ITEMS SITE:
https://pd1.spt.ford.com/sites/vehiclecontrol/Pages/Default.aspx

Tier 2 and you require it visit Driver Training Site: .
https://pd2.spt.ford.com/sites/MPG/DriverTraining/default.aspx

http://www.elmsweb.ford.com/elmsGEN3/EDCert/

COMPANY VEHICLE CONTROL / VEHICLE USAGE ITEMS SITE:
https://pd1.spt.ford.com/sites/vehiclecontrol/Pages/Default.aspx
Copies of the latest drive letters for EPE will be posted at the following -
https://pd1.spt.ford.com/sites/eFleet/driveletter/default.aspx

Thank You
Frances A. Pilotti
21500 Oakwood Boulevard
Cube BC002 (new desk)
Dearborn, MI 48121
Desk
Cell ([redacted]

*** Please Note: If you need to pick up or drop off a vehicle, schedule a meeting in Outlook to ensure access.

From: Carpenter, Toussaint (T.) <TCARPE27@ford.com>
Sent: Monday, April 01, 2019 10:20 AM
To: Pilotti, Frances (F.A.) <fpilotti@ford.com>
Cc: Murphy, John (J.) <jmurp235@ford.com>
Subject: Access to Camo Lot and vehicles
Importance: High

Hi Fran,

I completed 2019 M plate training but can't seem to access Camo Lot and I also can't check out M plates. Could you please look into my status?

Best regards,

Toussaint Carpenter
Electrified Control Systems Engineer, Ford Motor Company
HLFR Owner:

GENIV Charge Status Indicator (CSI):
Damian Sanchez (fsanch81) – CSI & Charge Port Housing D&R
Mario Ortiz (mortiz68) – Charge Port Housing D&R
William Trego (wtrego)– Charge/Inlet Port D&R

Electrified Vehicle Wake-Up (EVWU)

FEL – ED006
Phone: [redacted]
E-Mail: tcarpe27@ford.com

Phone:		**LL5 Signature:** **(Required only if not under EPE / Y320)**	

From: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Sent: Friday, February 14, 2020 5:05 PM
To: Espino, Peter (P.)
Cc: Willard, Jeremy (J.); Sukiennik John (AA-AS/EDS224); EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226); Hausmann, William (W.); Osepchook, William (W.R.); Baker, Zachary (Z.)
Subject: RE: Vehicle need for FSA trial

I don't believe so. We would only have access to our location FBPIII and DSC.

Best regards

David Grove
AA-AS/EDS6.22

Tel. +[redacted]

From: Espino, Peter (P.) <pespino8@ford.com>
Sent: Friday, February 14, 2020 12:01 PM
To: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Cc: Willard, Jeremy (J.) <jwillar1@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>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: Vehicle need for FSA trial

Dave,
Do you have access to EPE vehicles?

Best regards,

Peter Espino
HEV Power Split & BEV Technologist – Controls Integration
Electrified Powertrain Engineering
Ford Engineering Laboratory Cube BG005
Pespino8@ford.com
[redacted]

Welcome challenge, take risk, and deliver excellence!

From: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Sent: Friday, February 14, 2020 11:58 AM
To: Espino, Peter (P.) <pespino8@ford.com>
Cc: Willard, Jeremy (J.) <jwillar1@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>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: Vehicle need for FSA trial

Hi Peter, we can pick them up now if that works. Where are these vehicle located. We will need them escorted out of the gate at your location if there is restricted access.

Best regards

David Grove
AA-AS/EDS6.22

Tel. +[redacted]

From: Espino, Peter (P.) <pespino8@ford.com>
Sent: Friday, February 14, 2020 11:56 AM
To: Pilotti, Frances (F.A.) <fpilotti@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Grove, David (D.) <dgrove4@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>; 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>; 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=WHAUSMA1253@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: Vehicle need for FSA trial

Hi,
Both of these vehicles are available, when can you pick them up and how long will you need them for?

[redacted]	2013	FORD	C-MAX ENERGI PLUG-IN HYBRID	Red Instrumented
	2013	FORD	FUSION PLUG-IN HYBRID TITANIUM	Blue Instrumented

Best regards,

Peter Espino
HEV Power Split & BEV Technologist – Controls Integration
Electrified Powertrain Engineering
Ford Engineering Laboratory Cube BG005
Pespino8@ford.com
[redacted]



Welcome challenge, take risk, and deliver excellence!

From: Pilotti, Frances (F.A.) <fpilotti@ford.com>
Sent: Friday, February 14, 2020 11:03 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Grove, David (D.) <dgrove4@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>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; john.sukiennik@us.bosch.com; external.Tara.Kaminski@us.bosch.com; Hausmann, William (W.) <IMCEAEX-_O=FORD_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29_CN=RECIPIENTS_CN=WHAUSMA1253@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: Vehicle need for FSA trial

Joe / Peter.
Can you support?

Thank You

Frances A. Pilotti

21500 Oakwood Boulevard
Cube BC002
Dearborn, MI 48121
Cell [redacted]

For vehicle pick up or drop off schedule a meeting in Outlook to ensure access.
Please be respectful to all user and move vehicles from chargers once charge is complete.
*******Do not leave vehicles in charger parking spaces long term********

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, February 14, 2020 10:43 AM
To: Grove, David (D.) <dgrove4@ford.com>; 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>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; john.sukiennik@us.bosch.com; external.Tara.Kaminski@us.bosch.com; Hausmann, William (W.) <IMCEAEX-_O=FORD_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29_CN=RECIPIENTS_CN=WHAUSM

Actions	Tag #	GPIRS Build ID-Phase	Model Year	Make	Model
Schedule Vehicle | More	[redacted]		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 PLATINU 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	[redacted]		2015	FORD	MUSTANG ECOBOOST FASTBACK COUPE 2DR
Schedule Vehicle | More			2015	FORD	MUSTANG GT FASTBACK 2DR
Schedule Vehicle | More	[redacted]		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	[redacted]	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: Thursday, February 27, 2020 4:43 PM
To: Willard, Jeremy (J.)
Cc: Baker, Zachary (Z.); Hausmann, William (W.)
Subject: RE: 2 veh's needed for service trials

Ok. Please keep me updated.

Best regards

Tara Kaminski
AA-AS/EDS2221

Tel. [redacted]

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Thursday, February 27, 2020 11:24 AM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 2 veh's needed for service trials

I don't know if that will be acceptable. This one needs to have priority. Let me get with Zach and see what we can do.

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: Thursday, February 27, 2020 9:25 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 2 veh's needed for service trials

It has been one to two days, with that being said I will not be able to have a technician work on this until Tuesday. With trials and availability the rest of the week and Monday are booked solid

Best regards

Tara Kaminski
AA-AS/EDS2221

Tel. [redacted]

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Thursday, February 27, 2020 8:50 AM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Subject: Re: 2 veh's needed for service trials

Well, how long have we been averaging? One to two days I think right? Let's ask for 2 days and if we get it done sooner it's a bonus.

Get Outlook for Android

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Sent: Thursday, February 27, 2020 7:08:36 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 2 veh's needed for service trials

Jeremy,
How long will we have this vehicle?

Best regards

Tara Kaminski
AA-AS/EDS2221

Tel. [redacted]

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Wednesday, February 26, 2020 4:42 PM
To: Fedokovitz, Jerry (G.) <gfedokov@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Marlett, Joseph (J.) <jmarlett@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 2 veh's needed for service trials
Importance: High

Jerry –
The MKZ on Friday would be great.
Can you please coordinate with Tara when the vehicle is available?
Thank you,

Jeremy Willard

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

From: Fedokovitz, Jerry (G.) <gfedokov@ford.com>
Sent: Wednesday, February 26, 2020 7:31 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Marlett, Joseph (J.) <jmarlett@ford.com>
Subject: RE: 2 veh's needed for service trials

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Sent: Friday, February 28, 2020 6:49 PM
To: Willard, Jeremy (J.); Hausmann, William (W.)
Cc: Baker, Zachary (Z.); Grove David (AA-AS/EDS226)
Subject: RE: 2 veh's needed for service trials

Jeremy,

We have two technicians each working on a vehicle as we speak to expedite this process in a timely manner.

Hopefully should be wrapping up both vehicles by Monday morning depending on need of parts to be replaced and the availability of said parts.

Best regards

Tara Kaminski
AA-AS/EDS2221

Tel. [redacted]

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, February 28, 2020 1:46 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Subject: FW: 2 veh's needed for service trials

Since we have the MKZ for "as long as we need", maybe we should switch efforts over to the MKC, so we can get it back on Tues at the latest, then finish the MKZ?
Just throwing it out there....

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

From: Ellison, Kenneth (K.W.) <kelliso1@ford.com>
Sent: Thursday, February 27, 2020 3:00 PM
To: Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>; Sukiennik, John (J.) <jsukien1@ford.com>
Subject: RE: 2 veh's needed for service trials

No worries. Keep the vehicle as long as you need.

Regards,

Ken Ellison
Propulsion Controls &
Advanced Engineering
Research and Innovation Center
2101 Village Road
Dearborn, MI 48124
Room 3614 G MD 3632
[redacted]
kelliso1@ford.com

From: Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>
Sent: Thursday, February 27, 2020 2:55 PM
To: Ellison, Kenneth (K.W.) <kelliso1@ford.com>
Cc: Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Sukiennik, John (J.) <jsukien1@ford.com>
Subject: RE: 2 veh's needed for service trials

Reservation has been made. Thanks Ken. FYI.....Vehicle will not be driven except to and from the Rotunda Lot.

Jeremy.....I'll pick it up in the morning and have it back here by 8:30.

I signed it out through 3pm Tuesday, hope that's okay?

Best regards

John Sukiennik
AA-AS/EDS2224

Tel. +[redacted] | Mobil +[redacted]

From: Ellison, Kenneth (K.W.) <kelliso1@ford.com>
Sent: Thursday, February 27, 2020 2:30 PM
To: Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>
Subject: RE: 2 veh's needed for service trials

All set.

From: Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>
Sent: Thursday, February 27, 2020 2:22 PM
To: Ellison, Kenneth (K.W.) <kelliso1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Oliver, Tina (T.A.) <toliver@ford.com>; Stoner, Greg (G.A.) <gstoner2@ford.com>; Leijten, Jeffery (J.L.) <jleijten@ford.com>; Marlett, Joseph (J.) <jmarlett@ford.com>; Fedokovitz, Jerry (G.) <gfedokov@ford.com>; Deisler, Richard (R.) <rdeisler@ford.com>; Pilotti, Frances (F.A.) <fpilotti@ford.com>; Espino, Peter (P.) <pespino8@ford.com>; Judson, Roger (R.) <rjudson@ford.com>; Landry, Louis (L.R.) <llandry@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>
Subject: RE: 2 veh's needed for service trials

Jeremy.....if you sign it out, you have to be the person to pick it up at the Rotunda Lot.

I'm going there Friday morning 8am to get another vehicle if you want to put the reservation in my name, or grant me access and I'll sign it out.....cdsid is JSUKIEN1.

I'm leaving for the day in a few minutes so I can't do it today.

Let me know.

Best regards

John Sukiennik
AA-AS/EDS2224

Tel. +[redacted] | Mobil +[redacted]

From: Ellison, Kenneth (K.W.) <kelliso1@ford.com>
Sent: Thursday, February 27, 2020 1:55 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Oliver, Tina (T.A.) <toliver@ford.com>; Stoner, Greg (G.A.) <gstoner2@ford.com>; Leijten, Jeffery (J.L.) <jleijten@ford.com>; Marlett, Joseph (J.) <jmarlett@ford.com>; Fedokovitz, Jerry (G.) <gfedokov@ford.com>; Deisler, Richard (R.) <rdeisler@ford.com>; Pilotti, Frances (F.A.) <fpilotti@ford.com>; Espino, Peter (P.) <pespino8@ford.com>; Judson, Roger (R.) <rjudson@ford.com>; Landry, Louis (L.R.) <llandry@ford.com>; Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>
Cc: Baker, Zachary (Z.) <zbaker1@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>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Subject: RE: 2 veh's needed for service trials

Jeremy,

The vehicle is at the Rotunda Lot so you can grab it anytime you want. I'll give you access to sign it out. The MKC is here but the keys are locked up in a desk. I'm checking on getting them.

Ken E

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Thursday, February 27, 2020 12:16 PM
To: Ellison, Kenneth (K.W.) <kelliso1@ford.com>; Oliver, Tina (T.A.) <toliver@ford.com>; Stoner, Greg (G.A.) <gstoner2@ford.com>; Leijten, Jeffery (J.L.) <jleijten@ford.com>; Marlett, Joseph (J.) <jmarlett@ford.com>; Fedokovitz, Jerry (G.) <gfedokov@ford.com>; Deisler, Richard (R.) <rdeisler@ford.com>; Pilotti, Frances (F.A.) <fpilotti@ford.com>; Espino, Peter (P.) <pespino8@ford.com>; Judson, Roger (R.) <rjudson@ford.com>; Landry, Louis (L.R.) <llandry@ford.com>; Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS2221 <external.Tara.Kaminski@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Dave.Grove@us.bosch.com
Subject: RE: 2 veh's needed for service trials
Importance: High

Ken –
If we could come pick your MKZ up today, that would be great. You also show to have an MKC ([redacted] on the list. Is this vehicle available also?
Please advise at first chance. Tara (cc'd on this note) or I could come pick it(them) up.

Jerry –
If I end up getting this car from Ken today, we will not need your MKZ tomorrow.

For everyone on here, if the MKC Ken has doesn't work out, we are still in need of a 2015 MKC for the same repair/service trial. Any help getting one would be appreciated. There is a list of vehicles that were showing "available", embedded in the attached email.

Thank you!

Jeremy Willard

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

From: Ellison, Kenneth (K.W.) <kelliso1@ford.com>
Sent: Thursday, February 27, 2020 7:28 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Oliver, Tina (T.A.) <toliver@ford.com>; Stoner, Greg (G.A.) <gstoner2@ford.com>; Leijten, Jeffery (J.L.) <jleijten@ford.com>; Marlett, Joseph (J.) <jmarlett@ford.com>; Fedokovitz, Jerry (G.) <gfedokov@ford.com>; Deisler, Richard (R.) <rdeisler@ford.com>; Pilotti, Frances (F.A.) <fpilotti@ford.com>; Espino, Peter (P.) <pespino8@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 2 veh's needed for service trials

Morning Jeremy,

You are welcome to use vehicle [redacted] MKZ. If you have not already found one, let me know who will be checking it out and I'll give them access. Thanks.

Regards,

Ken Ellison
Propulsion Controls &
Advanced Engineering
Research and Innovation Center
2101 Village Road
Dearborn, MI 48124
Room 3614 G MD 3632
[redacted]
kelliso1@ford.com

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, February 25, 2020 5:08 PM
To: Oliver, Tina (T.A.) <toliver@ford.com>; Stoner, Greg (G.A.) <gstoner2@ford.com>; Leijten, Jeffery (J.L.) <jleijten@ford.com>; Marlett, Joseph (J.) <jmarlett@ford.com>; Fedokovitz, Jerry (G.) <gfedokov@ford.com>; Deisler, Richard (R.) <rdeisler@ford.com>; Ellison, Kenneth (K.W.) <kelliso1@ford.com>; Pilotti, Frances (F.A.) <fpilotti@ford.com>; Espino, Peter (P.) <pespino8@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: 2 veh's needed for service trials
Importance: High

Coordinators and Sub Coordinators -

From: Espino, Peter (P.)
Sent: Wednesday, February 26, 2020 2:41 PM
To: Tistle, Cathleen (C.H.); Pilotti, Frances (F.A.); Baker, Zachary (Z.)
Subject: RE: 2 veh's needed for service trials

Yes,
I responded to the email not long ago. I only have [redacted] MKZ from the lists & it is available.

Best regards,

Peter Espino
HEV Power Split & BEV Technologist – Controls Integration
Electrified Powertrain Engineering
Ford Engineering Laboratory Cube BG005
Pespino8@ford.com
[redacted]

Welcome challenge, take risk, and deliver excellence!

From: Tistle, Cathleen (C.H.) <ctistle@ford.com>
Sent: Wednesday, February 26, 2020 9:37 AM
To: Pilotti, Frances (F.A.) <fpilotti@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Espino, Peter (P.) <pespino8@ford.com>
Subject: RE: 2 veh's needed for service trials

Peter

Do we have this type of vehicles and are they available?

Cathy

From: Pilotti, Frances (F.A.) <fpilotti@ford.com>
Sent: Wednesday, February 26, 2020 9:35 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Espino, Peter (P.) <pespino8@ford.com>; Tistle, Cathleen (C.H.) <ctistle@ford.com>
Subject: RE: 2 veh's needed for service trials

Cathleen,

This would be a good option to do if the vehicle is open.

Thank You

Frances A. Pilotti

21500 Oakwood Boulevard
Cube BC002
Dearborn, MI 48121
Cell [redacted]

For vehicle pick up or drop off schedule a meeting in Outlook to ensure access.
Please be respectful to all user and move vehicles from chargers once charge is complete.
*******Do not leave vehicles in charger parking spaces long term********

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, February 26, 2020 8:37 AM
To: Pilotti, Frances (F.A.) <fpilotti@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Oliver, Tina (T.A.) <toliver@ford.com>; Stoner, Greg (G.A.) <gstoner2@ford.com>; Leijten, Jeffery (J.L.) <jleijten@ford.com>; Marlett, Joseph (J.) <jmarlett@ford.com>; Fedokovitz, Jerry (G.) <gfedokov@ford.com>; Deisler, Richard (R.) <rdeisler@ford.com>; Ellison, Kenneth (K.W.) <kelliso1@ford.com>; Espino, Peter (P.) <pespino8@ford.com>
Cc: Tistle, Cathleen (C.H.) <ctistle@ford.com>
Subject: RE: 2 veh's needed for service trials

Jumping in here to answer...

We would need the vehicles for 1-1.5 days each. The plan would be to leave the new parts in the vehicle, but we can remove them if you would prefer. If the vehicles have an open recall for this issue, leaving the new service latches installed would allow us to close the recall.

Thanks.

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

From: Pilotti, Frances (F.A.) <fpilotti@ford.com>
Sent: Wednesday, February 26, 2020 7:29 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Oliver, Tina (T.A.) <toliver@ford.com>; Stoner, Greg (G.A.) <gstoner2@ford.com>; Leijten, Jeffery (J.L.) <jleijten@ford.com>; Marlett, Joseph (J.) <jmarlett@ford.com>; Fedokovitz, Jerry (G.) <gfedokov@ford.com>; Deisler, Richard (R.) <rdeisler@ford.com>; Ellison, Kenneth (K.W.) <kelliso1@ford.com>; Espino, Peter (P.) <pespino8@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Tistle, Cathleen (C.H.) <ctistle@ford.com>
Subject: RE: 2 veh's needed for service trials

Jeremy,
How long do you need the vehicles and will you be leaving the replacement latches on the vehicles?

Peter, is you unit open?

From: Espino, Peter (P.)
Sent: Wednesday, February 26, 2020 1:36 PM
To: Pilotti, Frances (F.A.); Willard, Jeremy (J.); Oliver, Tina (T.A.); Stoner, Greg (G.A.); Leijten, Jeffery (J.L.); Marlett, Joseph (J.); Fedokovitz, Jerry (G.); Deisler, Richard (R.); Ellison, Kenneth (K.W.)
Cc: Baker, Zachary (Z.); Tistle, Cathleen (C.H.)
Subject: RE: 2 veh's needed for service trials

Good morning,
I only have [redacted] MKZ from the lists.

Best regards,

Peter Espino
HEV Power Split & BEV Technologist – Controls Integration
Electrified Powertrain Engineering
Ford Engineering Laboratory Cube BG005
Pespino8@ford.com
[redacted]

Welcome challenge, take risk, and deliver excellence!

To: Willard, Jeremy (J.) <jwillar1@ford.com>; Oliver, Tina (T.A.) <toliver@ford.com>; Stoner, Greg (G.A.) <gstoner2@ford.com>; Leijten, Jeffery (J.L.) <jleijten@ford.com>; Marlett, Joseph (J.) <jmarlett@ford.com>; Fedokovitz, Jerry (G.) <gfedokov@ford.com>; Deisler, Richard (R.) <rdeisler@ford.com>; Ellison, Kenneth (K.W.) <kelliso1@ford.com>; Espino, Peter (P.) <pespino8@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Tistle, Cathleen (C.H.) <ctistle@ford.com>
Subject: RE: 2 veh's needed for service trials

Jeremy,
How long do you need the vehicles and will you be leaving the replacement latches on the vehicles?

Peter, is you unit open?

Thank You
Frances A. Pilotti

RQ19-005 000605 DRC

From: Espino, Peter (P.)
Sent: Thursday, February 27, 2020 5:46 PM
To: Willard, Jeremy (J.); Ellison, Kenneth (K.W.); Oliver, Tina (T.A.); Stoner, Greg (G.A.); Leijten, Jeffery (J.L.); Marlett, Joseph (J.); Fedokovitz, Jerry (G.); Deisler, Richard (R.); Pilotti, Frances (F.A.); Judson, Roger (R.); Landry, Louis (L.R.); Sukiennik John (AA-AS/EDS224); Murphy, John (J.)
Cc: Baker, Zachary (Z.); EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS2221; Hausmann, William (W.); Dave.Grove@us.bosch.com; Murphy, John (J.)
Subject: RE: 2 veh's needed for service trials

The MKZ 5[redacted] is not currently available. It is at EVB getting a new tire. Once that is done, whoever has access to EPE vehicles in your group can pick it up.
John Murphy can assist you with that!

+ John

Best regards,

Peter Espino
HEV Power Split & BEV Technologist – Controls Integration
Electrified Powertrain Engineering
Ford Engineering Laboratory Cube BG005
Pespino8@ford.com
[redacted]

Welcome challenge, take risk, and deliver excellence!

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Thursday, February 27, 2020 12:16 PM
To: Ellison, Kenneth (K.W.) <kelliso1@ford.com>; Oliver, Tina (T.A.) <toliver@ford.com>; Stoner, Greg (G.A.) <gstoner2@ford.com>; Leijten, Jeffery (J.L.) <jleijten@ford.com>; Marlett, Joseph (J.) <jmarlett@ford.com>; Fedokovitz, Jerry (G.) <gfedokov@ford.com>; Deisler, Richard (R.) <rdeisler@ford.com>; Pilotti, Frances (F.A.) <fpilotti@ford.com>; Espino, Peter (P.) <pespino8@ford.com>; Judson, Roger (R.) <rjudson@ford.com>; Landry, Louis (L.R.) <llandry@ford.com>; Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS2221 <external.Tara.Kaminski@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Dave.Grove@us.bosch.com

Subject: RE: 2 veh's needed for service trials
Importance: High

Ken –
If we could come pick your MKZ up today, that would be great. You also show to have an MKC (061W116) on the list. Is this vehicle available also?
Please advise at first chance. Tara (cc'd on this note) or I could come pick it(them) up.

Jerry –
If I end up getting this car from Ken today, we will not need your MKZ tomorrow.

For everyone on here, if the MKC Ken has doesn't work out, we are still in need of a 2015 MKC for the same repair/service trial. Any help getting one would be appreciated. There is a list of vehicles that were showing "available", embedded in the attached email.

Thank you!

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

From: Ellison, Kenneth (K.W.) <kelliso1@ford.com>
Sent: Thursday, February 27, 2020 7:28 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Oliver, Tina (T.A.) <toliver@ford.com>; Stoner, Greg (G.A.) <gstoner2@ford.com>; Leijten, Jeffery (J.L.) <jleijten@ford.com>; Marlett, Joseph (J.) <jmarlett@ford.com>; Fedokovitz, Jerry (G.) <gfedokov@ford.com>; Deisler, Richard (R.) <rdeisler@ford.com>; Pilotti, Frances (F.A.) <fpilotti@ford.com>; Espino, Peter (P.) <pespino8@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 2 veh's needed for service trials

Morning Jeremy,

You are welcome to use vehicle [redacted] MKZ. If you have not already found one, let me know who will be checking it out and I'll give them access. Thanks.

Regards,

Ken Ellison
Propulsion Controls &
Advanced Engineering
Research and Innovation Center
2101 Village Road
Dearborn, MI 48124
Room 3614 G MD 3632
[redacted]
kelliso1@ford.com

From: Ellison, Kenneth (K.W.)
Sent: Thursday, February 27, 2020 7:23 PM
To: Sukiennik John (AA-AS/EDS224); Willard, Jeremy (J.); Oliver, Tina (T.A.); Stoner, Greg (G.A.); Leijten, Jeffery (J.L.); Marlett, Joseph (J.); Fedokovitz, Jerry (G.); Deisler, Richard (R.); Pilotti, Frances (F.A.); Espino, Peter (P.); Judson, Roger (R.); Landry, Louis (L.R.)
Cc: Baker, Zachary (Z.); EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226); Hausmann, William (W.); Grove David (AA-AS/EDS226)
Subject: RE: 2 veh's needed for service trials

I'll give you access.

From: Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>
Sent: Thursday, February 27, 2020 2:22 PM
To: Ellison, Kenneth (K.W.) <kelliso1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Oliver, Tina (T.A.) <toliver@ford.com>; Stoner, Greg (G.A.) <gstoner2@ford.com>; Leijten, Jeffery (J.L.) <jleijten@ford.com>; Marlett, Joseph (J.) <jmarlett@ford.com>; Fedokovitz, Jerry (G.) <gfedokov@ford.com>; Deisler, Richard (R.) <rdeisler@ford.com>; Pilotti, Frances (F.A.) <fpilotti@ford.com>; Espino, Peter (P.) <pespino8@ford.com>; Judson, Roger (R.) <rjudson@ford.com>; Landry, Louis (L.R.) <llandry@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>
Subject: RE: 2 veh's needed for service trials

Jeremy.....if you sign it out, you have to be the person to pick it up at the Rotunda Lot.

I'm going there Friday morning 8am to get another vehicle if you want to put the reservation in my name, or grant me access and I'll sign it out.....cdsid is JSUKIEN1.

I'm leaving for the day in a few minutes so I can't do it today.

Let me know.

Best regards

John Sukiennik
AA-AS/EDS2224

Tel. +[redacted] | Mobil +[redacted]

From: Ellison, Kenneth (K.W.) <kelliso1@ford.com>
Sent: Thursday, February 27, 2020 1:55 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Oliver, Tina (T.A.) <toliver@ford.com>; Stoner, Greg (G.A.) <gstoner2@ford.com>; Leijten, Jeffery (J.L.) <jleijten@ford.com>; Marlett, Joseph (J.) <jmarlett@ford.com>; Fedokovitz, Jerry (G.) <gfedokov@ford.com>; Deisler, Richard (R.) <rdeisler@ford.com>; Pilotti, Frances (F.A.) <fpilotti@ford.com>; Espino, Peter (P.) <pespino8@ford.com>; Judson, Roger (R.) <rjudson@ford.com>; Landry, Louis (L.R.) <llandry@ford.com>; Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>
Cc: Baker, Zachary (Z.) <zbaker1@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>;

Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Subject: RE: 2 veh's needed for service trials

Jeremy,

The vehicle is at the Rotunda Lot so you can grab it anytime you want. I'll give you access to sign it out. The MKC is here but the keys are locked up in a desk. I'm checking on getting them.

Ken E

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Thursday, February 27, 2020 12:16 PM
To: Ellison, Kenneth (K.W.) <kelliso1@ford.com>; Oliver, Tina (T.A.) <toliver@ford.com>; Stoner, Greg (G.A.) <gstoner2@ford.com>; Leijten, Jeffery (J.L.) <jleijten@ford.com>; Marlett, Joseph (J.) <jmarlett@ford.com>; Fedokovitz, Jerry (G.) <gfedokov@ford.com>; Deisler, Richard (R.) <rdeisler@ford.com>; Pilotti, Frances (F.A.) <fpilotti@ford.com>; Espino, Peter (P.) <pespino8@ford.com>; Judson, Roger (R.) <rjudson@ford.com>; Landry, Louis (L.R.) <llandry@ford.com>; Sukiennik John (AA-AS/EDS224) <john.sukiennik@us.bosch.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS2221 <external.Tara.Kaminski@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Dave.Grove@us.bosch.com
Subject: RE: 2 veh's needed for service trials
Importance: High

Ken –
If we could come pick your MKZ up today, that would be great. You also show to have an MKC ([redacted] on the list. Is this vehicle available also?
Please advise at first chance. Tara (cc'd on this note) or I could come pick it(them) up.

Jerry –
If I end up getting this car from Ken today, we will not need your MKZ tomorrow.

For everyone on here, if the MKC Ken has doesn't work out, we are still in need of a 2015 MKC for the same repair/service trial. Any help getting one would be appreciated. There is a list of vehicles that were showing "available", embedded in the attached email.

Thank you!

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

From: Ellison, Kenneth (K.W.) <kelliso1@ford.com>
Sent: Thursday, February 27, 2020 7:28 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Oliver, Tina (T.A.) <toliver@ford.com>; Stoner, Greg (G.A.) <gstoner2@ford.com>; Leijten, Jeffery (J.L.) <jleijten@ford.com>; Marlett, Joseph (J.) <jmarlett@ford.com>; Fedokovitz, Jerry (G.) <gfedokov@ford.com>; Deisler, Richard (R.) <rdeisler@ford.com>; Pilotti, Frances (F.A.) <fpilotti@ford.com>; Espino, Peter (P.) <pespino8@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 2 veh's needed for service trials

Morning Jeremy,

You are welcome to use vehicle [redacted] MKZ. If you have not already found one, let me know who will be checking it out and I'll give them access. Thanks.

Regards,

Ken Ellison
Propulsion Controls &
Advanced Engineering
Research and Innovation Center
2101 Village Road
Dearborn, MI 48124
Room 3614 G MD 3632
[redacted]
kelliso1@ford.com

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, February 25, 2020 5:08 PM
To: Oliver, Tina (T.A.) <toliver@ford.com>; Stoner, Greg (G.A.) <gstoner2@ford.com>; Leijten, Jeffery (J.L.) <jleijten@ford.com>; Marlett, Joseph (J.) <jmarlett@ford.com>; Fedokovitz, Jerry (G.) <gfedokov@ford.com>; Deisler, Richard (R.) <rdeisler@ford.com>; Ellison, Kenneth (K.W.) <kelliso1@ford.com>; Pilotti, Frances (F.A.) <fpilotti@ford.com>; Espino, Peter (P.) <pespino8@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: 2 veh's needed for service trials
Importance: High

Coordinators and Sub Coordinators -

[redacted]

Please respond or call me if you can help.
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, February 26, 2020 8:43 PM
To: Landry, Louis (L.R.); Judson, Roger (R.); Sukiennik, John (J.); Robinson, Hue (H.M.)
Cc: Baker, Zachary (Z.); Hausmann, William (W.); Dave.Grove@us.bosch.com
Subject: RE: 2 veh's needed for service trials

So can either of you help us obtain an MKZ or MKC on the lists in my original note?

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: Wednesday, February 26, 2020 3:42 PM
To: Judson, Roger (R.) <rjudson@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Sukiennik, John (J.) <jsukien1@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Dave.Grove@us.bosch.com; Landry, Louis (L.R.) <llandry@ford.com>
Subject: RE: 2 veh's needed for service trials

I agree with Roger's statement, the only extra option for me, Is that I have access to the test track to retrieve vehicles, as long as you have made borrowing agreements.

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

From: Judson, Roger (R.) <rjudson@ford.com>
Sent: Wednesday, February 26, 2020 3:35 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Sukiennik, John (J.) <jsukien1@ford.com>; Landry, Louis (L.R.) <llandry@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Dave.Grove@us.bosch.com
Subject: RE: 2 veh's needed for service trials

Jeremy,

As long as vehicles do not require CDL licenses there should not be any required training to drive these vehicles. It would just be that the coordinator/sub-coordinator provide access to the vehicle in FMS to allow sign-out. This would be the task of the owning coordinator. In other words as a coordinator I do not have access to Louis' vehicles for example until

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Sent: Tuesday, May 12, 2020 5:35 PM
To: Willard, Jeremy (J.)
Cc: Grove David (AA-AS/EDS226); Hausmann, William (W.); Baker, Zachary (Z.)
Subject: RE: 15S16 - S4 D1 16S30 - S7 D1
Attachments: 16S30 - S7 Door Latch D3.pdf; 15S16-S4 Side Door Latch D3.pdf

Jeremy,

Attached is Draft 3, with Markups applied.

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: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, May 12, 2020 12:23 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16 - S4 D1 16S30 - S7 D1

Sorry about that.....probably because I didn't attach them. 😊

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: Tuesday, May 12, 2020 12:18 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16 - S4 D1 16S30 - S7 D1

Jeremy,

Can you provide the markup attachments?

For some reason they did not get sent through with your last email.

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: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, May 12, 2020 12:14 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16 - S4 D1 16S30 - S7 D1
Importance: High

Tara –
Per our WebEx discussion, here are edits required.
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: Tuesday, May 12, 2020 7:33 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16 - S4 D1 16S30 - S7 D1

Jeremy,

Attached are copies of Draft 2 with updates applied.

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: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Monday, May 11, 2020 11:35 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16 - S4 D1 16S30 - S7 D1
Importance: High

Updates required.
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: Thursday, May 07, 2020 10:45 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: 15S16 - S4 D1 16S30 - S7 D1

Jeremy,

Attached is 16S30 supplement 7 and 15S16 supplement 4 Draft 1.

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: Willard, Jeremy (J.)
Sent: Tuesday, May 12, 2020 9:10 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226)
Cc: Grove David (AA-AS/EDS226); Hausmann, William (W.); Baker, Zachary (Z.)
Subject: RE: 15S16 - S4 D1 16S30 - S7 D1
Attachments: 15S16-S4 Side Door Latch D3 zb.pdf

Importance: High

Tracking:

Recipient	Read
EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226)	
Grove David (AA-AS/EDS226)	
Hausmann, William (W.)	
Baker, Zachary (Z.)	Read: 5/12/2020 10:20 PM

Tara –
Edits required.
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: Tuesday, May 12, 2020 1:35 PM
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Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16 - S4 D1 16S30 - S7 D1

Jeremy,

Attached is Draft 3, with Markups applied.

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: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, May 12, 2020 12:23 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>

Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16 - S4 D1 16S30 - S7 D1

Sorry about that.....probably because I didn't attach them. 😊

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: Tuesday, May 12, 2020 12:18 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16 - S4 D1 16S30 - S7 D1

Jeremy,

Can you provide the markup attachments?

For some reason they did not get sent through with your last email.

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

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Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16 - S4 D1 16S30 - S7 D1
Importance: High

Tara –
Per our WebEx discussion, here are edits required.
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: Tuesday, May 12, 2020 7:33 AM
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Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16 - S4 D1 16S30 - S7 D1

Jeremy,

Attached are copies of Draft 2 with updates applied.

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

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Subject: RE: 15S16 - S4 D1 16S30 - S7 D1
Importance: High

Updates required.
Thank you,

Jeremy Willard

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

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Subject: 15S16 - S4 D1 16S30 - S7 D1

Jeremy,

Attached is 16S30 supplement 7 and 15S16 supplement 4 Draft 1.

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: Willard, Jeremy (J.)
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To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226)
Cc: Grove David (AA-AS/EDS226); Hausmann, William (W.); Baker, Zachary (Z.)
Subject: RE: 15S16 - S4 D1 16S30 - S7 D1
Attachments: 15S16-S4 Side Door Latch D3.pdf; 16S30 - S7 Door Latch D3.pdf

Sorry about that.....probably because I didn't attach them. 😊

Jeremy Willard

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

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Subject: RE: 15S16 - S4 D1 16S30 - S7 D1

Jeremy,

Can you provide the markup attachments?

For some reason they did not get sent through with your last email.

Best regards,

Tara Kaminski

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Bosch Automotive Service Solutions Inc. | 1555 Fairlane Drive | Allen Park, MI 48101 | USA | www.bosch.us
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Subject: RE: 15S16 - S4 D1 16S30 - S7 D1
Importance: High

Tara –
Per our WebEx discussion, here are edits required.
Thank you,

Jeremy Willard

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

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Subject: RE: 15S16 - S4 D1 16S30 - S7 D1

Jeremy,

Attached are copies of Draft 2 with updates applied.

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
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Subject: RE: 15S16 - S4 D1 16S30 - S7 D1
Importance: High

Updates required.
Thank you,

Jeremy Willard

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

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Subject: 15S16 - S4 D1 16S30 - S7 D1

Jeremy,

Attached is 16S30 supplement 7 and 15S16 supplement 4 Draft 1.

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
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Cc: Grove David (AA-AS/EDS226); Hausmann, William (W.); Baker, Zachary (Z.)
Subject: RE: 15S16 - S4 D1 16S30 - S7 D1
Attachments: 15S16-S4 Side Door Latch D2.pdf; 16S30 - S7 Door Latch D2.pdf

Importance: High

Updates required.
Thank you,

Jeremy Willard

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

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Subject: 15S16 - S4 D1 16S30 - S7 D1

Jeremy,

Attached is 16S30 supplement 7 and 15S16 supplement 4 Draft 1.

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

RQ19-005 000665 DRC

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Sent: Tuesday, May 12, 2020 11:33 AM
To: Willard, Jeremy (J.)
Cc: Grove David (AA-AS/EDS226); Hausmann, William (W.); Baker, Zachary (Z.)
Subject: RE: 15S16 - S4 D1 16S30 - S7 D1
Attachments: 15S16-S4 Side Door Latch D2.pdf; 16S30 - S7 Door Latch D2.pdf

Jeremy,

Attached are copies of Draft 2 with updates applied.

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: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Monday, May 11, 2020 11:35 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16 - S4 D1 16S30 - S7 D1
Importance: High

Updates required.
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>
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To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: 15S16 - S4 D1 16S30 - S7 D1

Jeremy,

Attached is 16S30 supplement 7 and 15S16 supplement 4 Draft 1.

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: Willard, Jeremy (J.)
Sent: Monday, May 18, 2020 3:47 PM
To: Beaker, Melinda (M.)
Subject: RE: 15S16 and 16S30 landing page and BCM comments

They look good.
Thank you,

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

From: Beaker, Melinda (M.) <mbeaker@ford.com>
Sent: Monday, May 18, 2020 11:38 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 15S16 and 16S30 landing page and BCM comments

Jeremy,

the updates are on PTS/QA . Please approve for posting.

Regards,

Melinda Beaker
FSA Coordinator, N.A.
Recall/Service Programs
[redacted]
mbeaker@ford.com
Never go thru life saying "I should have". If you want to do something - you do it. "If I do it and I fail, I tried. If I do it and I succeed - Better for me!"

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Monday, May 18, 2020 11:00 AM
To: Beaker, Melinda (M.) <mbeaker@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: 15S16 and 16S30 landing page and BCM comments
Importance: High

Melinda –
Could you please post the below statement to the landing page for both of the subject programs, launched on Friday.
Additionally, we'd like a BCM for each program.
Please advise when these are ready, if you need me to review them on QA first.

From: Willard, Jeremy (J.)
Sent: Friday, May 15, 2020 6:57 PM
To: Johnson, David (D.J.); Warwood, Mike (J.M.)
Cc: Beaker, Melinda (M.); Baker, Zachary (Z.); Hansen, Thayne (T.)
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

No problem Dave. We wanted to get them out as quickly as we could, but not before your meeting.
They'll be going live shortly.
Buckle up and have a great weekend!

Jeremy Willard

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

From: Johnson, David (D.J.) <djohns16@ford.com>
Sent: Friday, May 15, 2020 2:45 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

Sorry Jeremy. We are good to go. They had their chance to pull the plug and thankfully didn't take it.... :-)

Regards,

David J. Johnson

Director, Global Service Engineering Operations
Ford Customer Service Division
Work: [redacted]
Mobile

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, May 15, 2020 1:48 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>
Cc: Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

Dave or Mike –
To ensure we do not launch prior to upper level mgt. being made aware of our direction, could you please specify a time we should not launch before this afternoon?
Melinda is prepping documents to launch now (arming the trigger) but does not want to premature pull it.
Thank you,

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

From: Johnson, David (D.J.) <djohns16@ford.com>
Sent: Friday, May 15, 2020 12:33 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

All good here.... although a little late on my part.... :-)

Regards,

David J. Johnson
Director, Global Service Engineering Operations
Ford Customer Service Division
Work: [redacted]
Mobile: [redacted]

From: Warwood, Mike (J.M.) <mwarwood@ford.com>
Sent: Friday, May 15, 2020 5:46 AM
To: Hansen, Thayne (T.) <thansen1@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>
Cc: Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: Re: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

No concerns on my end. Thx!
Get Outlook for iOS

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Friday, May 15, 2020 5:37:48 AM
To: Johnson, David (D.J.) <djohns16@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

Dave, Mike,

Today is the Retail Channel Call with the Field at 11:00 am. I will be providing an update on 19B37. I plan take some of that time to give the field a heads up on the 15S16/16S30 programs also. Please let me know if there is any concern with that.

Thanks

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

From: Johnson, David (D.J.) <djohns16@ford.com>
Sent: Thursday, May 14, 2020 4:20 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Hansen, Thayne (T.) <thansen1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

My apologies for holding things up for a minute. Much appreciated!!!

Regards,

David J. Johnson

Director, Global Service Engineering Operations
Ford Customer Service Division
Work: [redacted]
Mobile: [redacted]

From: Warwood, Mike (J.M.) <mwarwood@ford.com>
Sent: Thursday, May 14, 2020 3:59 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>
Cc: Hansen, Thayne (T.) <thansen1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

Thanks, everyone, for your flexibility!!

Regards,

Mike Warwood
Chief Engineer, Global CSE & Recall
Ford Motor Company, FCSD
[redacted]
mwarwood@ford.com

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Thursday, May 14, 2020 3:51 PM
To: Johnson, David (D.J.) <djohns16@ford.com>
Cc: Warwood, Mike (J.M.) <mwarwood@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!
Importance: High

Dave –

From: Warwood, Mike (J.M.)
Sent: Friday, May 15, 2020 4:47 PM
To: Hansen, Thayne (T.); Johnson, David (D.J.)
Cc: Beaker, Melinda (M.); Baker, Zachary (Z.); Willard, Jeremy (J.)
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

Great, thanks Thayne and team. Now let's watch the Chat Boards closely...

Regards,

Mike Warwood
Chief Engineer, Global CSE & Recall
Ford Motor Company, FCSD
[redacted]
mwarwood@ford.com

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Friday, May 15, 2020 12:46 PM
To: Johnson, David (D.J.) <djohns16@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

It was a good conversation with the field, and I am glad that we got in front of the questions that would have come in otherwise.

There were some good comments and questions. Todd R. also did a nice job backing me up and emphasizing with the field that this is serious.

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

From: Johnson, David (D.J.) <djohns16@ford.com>
Sent: Friday, May 15, 2020 12:33 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

All good here.... although a little late on my part.... :-)

Regards,

David J. Johnson

Director, Global Service Engineering Operations
Ford Customer Service Division
Work: [redacted]
Mobile: [redacted]

From: Warwood, Mike (J.M.) <mwarwood@ford.com>
Sent: Friday, May 15, 2020 5:46 AM
To: Hansen, Thayne (T.) <thansen1@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>
Cc: Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: Re: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

No concerns on my end. Thx!
Get Outlook for iOS

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Friday, May 15, 2020 5:37:48 AM
To: Johnson, David (D.J.) <djohns16@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

Dave, Mike,

Today is the Retail Channel Call with the Field at 11:00 am. I will be providing an update on 19B37. I plan take some of that time to give the field a heads up on the 15S16/16S30 programs also. Please let me know if there is any concern with that.

Thanks

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

From: Johnson, David (D.J.) <djohns16@ford.com>
Sent: Thursday, May 14, 2020 4:20 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Hansen, Thayne (T.) <thansen1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

My apologies for holding things up for a minute. Much appreciated!!!

Regards,

David J. Johnson
Director, Global Service Engineering Operations
Ford Customer Service Division
Work: [redacted]
Mobile: [redacted]

From: Warwood, Mike (J.M.) <mwarwood@ford.com>
Sent: Thursday, May 14, 2020 3:59 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>
Cc: Hansen, Thayne (T.) <thansen1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

Thanks, everyone, for your flexibility!!

Regards,

Mike Warwood
Chief Engineer, Global CSE & Recall
Ford Motor Company, FCSD
[redacted]
mwarwood@ford.com

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Thursday, May 14, 2020 3:51 PM
To: Johnson, David (D.J.) <djohns16@ford.com>
Cc: Warwood, Mike (J.M.) <mwarwood@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!
Importance: High

Dave –
Find attached Dealer Bulletins with revised dates throughout (May 15, 2020).
Thank you,

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

From: Warwood, Mike (J.M.) <mwarwood@ford.com>
Sent: Thursday, May 14, 2020 3:40 PM
To: Hansen, Thayne (T.) <thansen1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Warwood, Mike (J.M.) <mwarwood@ford.com>
Subject: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!
Importance: High

Team,

From: Warwood, Mike (J.M.)
Sent: Friday, May 15, 2020 6:18 PM
To: Willard, Jeremy (J.)
Cc: Beaker, Melinda (M.); Hansen, Thayne (T.); Baker, Zachary (Z.)
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

You guys are awesome! Thanks! Put on your helmets....

Regards,

Mike Warwood
Chief Engineer, Global CSE & Recall
Ford Motor Company, FCSD
[redacted]
mwarwood@ford.com

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, May 15, 2020 2:17 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Beaker, Melinda (M.) <mbeaker@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

Thanks Mike! They'll be live w/in the hour.

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

From: Warwood, Mike (J.M.) <mwarwood@ford.com>
Sent: Friday, May 15, 2020 2:14 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>
Cc: Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

Jeremy,

Dave has reached out to all the Execs. Go ahead and pull the trigger! Thanks to all!!

Regards,

Mike Warwood
Chief Engineer, Global CSE & Recall
Ford Motor Company, FCSD

[redacted]
mwarwood@ford.com

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, May 15, 2020 1:48 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>
Cc: Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

Dave or Mike –
To ensure we do not launch prior to upper level mgt. being made aware of our direction, could you please specify a time we should not launch before this afternoon?
Melinda is prepping documents to launch now (arming the trigger) but does not want to premature pull it.
Thank you,

Jeremy Willard

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

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Cc: Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

All good here.... although a little late on my part.... :-)

Regards,

David J. Johnson

Director, Global Service Engineering Operations
Ford Customer Service Division
Work: [redacted]
Mobile: [redacted]

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Cc: Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: Re: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

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Cc: Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

Dave, Mike,

Today is the Retail Channel Call with the Field at 11:00 am. I will be providing an update on 19B37. I plan take some of that time to give the field a heads up on the 15S16/16S30 programs also. Please let me know if there is any concern with that.

Thanks

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

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To: Warwood, Mike (J.M.) <mwarwood@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Hansen, Thayne (T.) <thansen1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

My apologies for holding things up for a minute. Much appreciated!!!

Regards,

David J. Johnson
Director, Global Service Engineering Operations
Ford Customer Service Division
Work: [redacted]
Mobile: [redacted]

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Sent: Thursday, May 14, 2020 3:59 PM
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Cc: Hansen, Thayne (T.) <thansen1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!

Thanks, everyone, for your flexibility!!

Regards,

Mike Warwood
Chief Engineer, Global CSE & Recall
Ford Motor Company, FCSD
[redacted]
mwarwood@ford.com

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Thursday, May 14, 2020 3:51 PM
To: Johnson, David (D.J.) <djohns16@ford.com>
Cc: Warwood, Mike (J.M.) <mwarwood@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Beaker, Melinda (M.) <mbeaker@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!
Importance: High

Dave –
Find attached Dealer Bulletins with revised dates throughout (May 15, 2020).
Thank you,

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

From: Warwood, Mike (J.M.) <mwarwood@ford.com>
Sent: Thursday, May 14, 2020 3:40 PM
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Cc: Warwood, Mike (J.M.) <mwarwood@ford.com>
Subject: 15S16 Sup. 4 & 16S30 Sup. 7 - HOLD!
Importance: High

Team,

[redacted]

Regards,

Mike Warwood
Chief Engineer, Global CSE & Recall
Ford Motor Company, FCSD
[redacted]
mwarwood@ford.com

From: Willard, Jeremy (J.)
Sent: Monday, June 1, 2020 4:43 PM
To: Grove David (AA-AS/EDS226)
Cc: Hausmann, William (W.); EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226); Baker, Zachary (Z.)
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required

Ok, as long as it's accurately depicted in the WSM. I didn't think that it was. If you've talked to Tara and have confirmed it's good, then I'm good.
As for our tech instructions, they need to be updated as requested previously.
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: Monday, June 01, 2020 7:59 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>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required

Jeremy, from what I understand the WSM procedure was ok as written. The RAP case was closed out.

From what I understand about the flip lever (without seeing it in person) is that it is not mounted directly on the door latch, it mounts on the door sheet metal (exterior), if I am understanding correctly.

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. +1[redacted] | Fax +1 313 425-3955 | Dave.Grove@us.bosch.com

---

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, May 29, 2020 6:46 PM
To: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Cc: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required

I do not understand what the status is of the RAP case is (closed/open/investigating)? Sounds like someone reviewed and has deemed "OK" as written. What does that mean? Are they saying the WSM is correct, in that there should NOT

[redacted]

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: Friday, May 29, 2020 9:40 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; 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: FW: 15S16-S4 and 16S30-S7 FINAL Documents Required

All, see below regarding the flip lever on transit connect in regards to WSM.

Updates to the recall may still be required.

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: Kosko Steven (AA-AS/EDS221) <steve.Kosko@us.bosch.com>
Sent: Friday, May 29, 2020 9:31 AM
To: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Rozmiarek Joseph (AA-AS/EDS223) <joe.rozmiarek@us.bosch.com>
Cc: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required

Dave,
Yes we are still responsible for this equity.

FYI: we had RAP 171-333 for this concern and it was deemed OK as written per Joe Rozmiarek and TSO (service trial performed).

Have you followed the WSM procedure to complete the repair? Are updates needed?

If updates are required, can you submit an internal update to get the procedure corrected? We will need a marked up PDF and photos to support the steps as we may not be able to access the digital buck without TSO assistance or timing delays.

Best regards,

Steven Kosko

Automotive Service Solutions, Engineering Diagnostics Services OEM (AA-AS/EDS6.231)
Bosch Automotive Service Solutions Inc. | 1555 Fairlane Drive | Allen Park, MI 48101 | USA | www.bosch.us
Tel. +[redacted] | Fax +1 313 425-3955 | steve.Kosko@us.bosch.com

---

From: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Sent: Friday, May 29, 2020 7:36 AM
To: Rozmiarek Joseph (AA-AS/EDS223) <joe.rozmiarek@us.bosch.com>
Cc: Kosko Steven (AA-AS/EDS221) <steve.Kosko@us.bosch.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Subject: FW: 15S16-S4 and 16S30-S7 FINAL Documents Required
Importance: High

Joe, Steve, Are you both still the proper WSM contacts for door latch?

There is a concern for transit connect rear sliding doors. Recently there has been a lot of attention drawn on the door latches for these vehicles (recently the recall was supplemented).

Through some additional investigation it was found that the rear sliding doors on transit connect vehicles have a flip lever for the child safety lock. Below is a photo and attached is a snip from the owner's manual.

I believe the path this is going the WSM procedure will need to be updated to include R+I of this components as part of the door latch procedure.

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

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: Friday, May 15, 2020 1:25 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Cc: Hausmann, William (W.) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required

Jeremy,

Attached is the FINAL drafts with no updates applied.

Are these to be sent to Martino?

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: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, May 15, 2020 12:59 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Cc: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required
Importance: High

No edits required.
Please save as FINAL and return ASAP.
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: Thursday, May 14, 2020 5:53 PM
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Cc: Hausmann, William (W.) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required

Ok. I will be awaiting markups. Thank you.

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

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Cc: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: 15S16-S4 and 16S30-S7 FINAL Documents Required

Tara –
We received word upper mgt. (Dave Johnson - up) need to have a final review of the docs prior to us launching.
The plan will be to launch tomorrow afternoon. We should not have any further revisions/need FINALS until tomorrow.
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: Thursday, May 14, 2020 3:16 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Cc: Hausmann, William (W.) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 16S30 Update Needed

Jeremy,

I am going to step away from the computer for a few moments, though I will not log off. When you send the final request, please give me a call or send me a text. Thank you!

[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: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Thursday, May 14, 2020 2:44 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Cc: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>

Subject: RE: 16S30 Update Needed
Importance: High

Tara –
I wanted to give you a heads up that Dave Johnson currently has the Red Folder documents. I expect to hear something back very soon. I hope to have the request for final docs over to you shortly.
Thank you!

Jeremy Willard

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

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Sent: Wednesday, May 13, 2020 2:43 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Hausmann, William (W.) <william.hausmann@us.bosch.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 16S30 Update Needed

No problem!!

I will be logging off at 3pm today. I will be available if updates are needed after.

Just give me a call or send me a text and I will expedite any changes!

[redacted] is my cell

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: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, May 13, 2020 2:03 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Subject: RE: 16S30 Update Needed

Thank you!

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

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Sent: Wednesday, May 13, 2020 1:34 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann, William (W.)

<william.hausmann@us.bosch.com>
Subject: RE: 16S30 Update Needed

Zach,

Attached are newest drafts with markups applied.

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: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, May 13, 2020 12:01 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Subject: RE: 16S30 Update Needed

A few more updates and I think we will be good.

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

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Sent: Wednesday, May 13, 2020 11:19 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>
Subject: RE: 16S30 Update Needed

Zach,

Attached is 15S16 Draft 6 with updates applied, and 16S30 Draft 5 with updates applied.

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: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, May 13, 2020 9:55 AM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann William (AA-AS/EDS226)

<william.hausmann@us.bosch.com>
Subject: RE: 16S30 Update Needed

Tara,

See additional changes to both docs.

For 16S30, I am thinking it would be best to start each vehicle-specific set of instructions on a new page. That way there is clear delineation between them.

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

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Sent: Wednesday, May 13, 2020 8:44 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
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Subject: RE: 16S30 Update Needed

Zach,

Attached is 15S16 Draft 5 with updates applied.

Best regards,

Tara Kaminski

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Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Subject: RE: 16S30 Update Needed

Thanks Tara. A few more updates now that I see all the changes together. Reviewing 16S30 now.

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

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
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Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann, William (W.)

<william.hausmann@us.bosch.com>
Subject: RE: 16S30 Update Needed

Zach/Jeremy,

Attached is Draft 4 with updates applied and new figures captured.

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
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Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Subject: RE: 16S30 Update Needed

Thanks!

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

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
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Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>
Subject: RE: 16S30 Update Needed

Zach,

I have received both markups. Now that I am able to obtain clearer images I will replace the blurry ones and get these markups to you to review by morning.

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

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Sent: Tuesday, May 12, 2020 6:50 PM
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Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann William (AA-AS/EDS226)

<william.hausmann@us.bosch.com>
Subject: 16S30 Update Needed

Tara,

16S30 updates required as shown in the attachment. Many of these mirror changes to 15S16, but some are unique due to the complexity of the instructions.

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

From: Willard, Jeremy (J.)
Sent: Friday, May 29, 2020 12:36 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226)
Cc: Grove David (AA-AS/EDS226); Baker, Zachary (Z.)
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required

Yes. In a meeting currently, but after 9 is fine.

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: Friday, May 29, 2020 7:32 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required

Jeremy,

I got with Dave this morning on this. Do you have time for a call in a bit?

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: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Thursday, May 28, 2020 6:35 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required

No, just on the rear sliding doors of the Transit Connect, which we depict being the same as the sedan.

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

[redacted]

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, May 28, 2020 5:03 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Dave.Grove@us.bosch.com
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required

I agree there will be a lot of scrutiny around the safety latches. However, since the Transit Connect repairs ONLY involved the sliding doors, I don't necessarily think we need to do any work related to child safety lock validation on these vehicles (or the Mustang, for obvious reasons).

These flip locks aren't on any 4-door vehicle, are they?

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

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Thursday, May 28, 2020 4:51 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Dave.Grove@us.bosch.com; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required
Importance: High

[redacted]

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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: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, May 15, 2020 12:59 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Cc: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required
Importance: High

No edits required.
Please save as FINAL and return ASAP.
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: Thursday, May 14, 2020 5:53 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Cc: Hausmann, William (W.) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required

Ok. I will be awaiting markups. Thank you.

Best regards,

Tara Kaminski

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From: Willard, Jeremy (J.) <jwillar1@ford.com>
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Cc: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: 15S16-S4 and 16S30-S7 FINAL Documents Required

Tara –
We received word upper mgt. (Dave Johnson - up) need to have a final review of the docs prior to us launching.
The plan will be to launch tomorrow afternoon. We should not have any further revisions/need FINALS until tomorrow.
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: Thursday, May 14, 2020 3:16 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Cc: Hausmann, William (W.) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 16S30 Update Needed

Jeremy,

I am going to step away from the computer for a few moments, though I will not log off. When you send the final request, please give me a call or send me a text. Thank you!

[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: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Thursday, May 14, 2020 2:44 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Cc: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 16S30 Update Needed
Importance: High

Tara –
I wanted to give you a heads up that Dave Johnson currently has the Red Folder documents. I expect to hear something back very soon. I hope to have the request for final docs over to you shortly.
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, May 13, 2020 2:43 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Hausmann, William (W.) <william.hausmann@us.bosch.com>; Grove David (AA-AS/EDS226)

<Dave.Grove@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 16S30 Update Needed

No problem!!

I will be logging off at 3pm today. I will be available if updates are needed after.

Just give me a call or send me a text and I will expedite any changes!

[redacted] is my cell

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
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Sent: Wednesday, May 13, 2020 2:03 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Subject: RE: 16S30 Update Needed

Thank you!

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

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Sent: Wednesday, May 13, 2020 1:34 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>
Subject: RE: 16S30 Update Needed

Zach,

Attached are newest drafts with markups applied.

Best regards,

Tara Kaminski

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Subject: RE: 16S30 Update Needed

A few more updates and I think we will be good.

Zachary Baker
Program Manager, Recall and Service Programs
DSC2 #802
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Subject: RE: 16S30 Update Needed

Zach,

Attached is 15S16 Draft 6 with updates applied, and 16S30 Draft 5 with updates applied.

Best regards,

Tara Kaminski

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Subject: RE: 16S30 Update Needed

Tara,

See additional changes to both docs.

For 16S30, I am thinking it would be best to start each vehicle-specific set of instructions on a new page. That way there is clear delineation between them.

Zachary Baker
Program Manager, Recall and Service Programs
DSC2 #802
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Zach,

Attached is 15S16 Draft 5 with updates applied.

Best regards,

Tara Kaminski

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Subject: RE: 16S30 Update Needed

Thanks Tara. A few more updates now that I see all the changes together. Reviewing 16S30 now.

Zachary Baker
Program Manager, Recall and Service Programs
DSC2 #802
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Subject: RE: 16S30 Update Needed

Zach/Jeremy,

Attached is Draft 4 with updates applied and new figures captured.

Best regards,

Tara Kaminski

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Thanks!

Zachary Baker
Program Manager, Recall and Service Programs
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Subject: RE: 16S30 Update Needed

Zach,

I have received both markups. Now that I am able to obtain clearer images I will replace the blurry ones and get these markups to you to review by morning.

Best regards,

Tara Kaminski

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Subject: 16S30 Update Needed

Tara,

16S30 updates required as shown in the attachment. Many of these mirror changes to 15S16, but some are unique due to the complexity of the instructions.

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

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Cc: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required
Importance: High

No edits required.
Please save as FINAL and return ASAP.
Thank you!

Jeremy Willard

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

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Cc: Hausmann, William (W.) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required

Ok. I will be awaiting markups. Thank you.

Best regards,

Tara Kaminski

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Cc: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: 15S16-S4 and 16S30-S7 FINAL Documents Required

Tara –
We received word upper mgt. (Dave Johnson - up) need to have a final review of the docs prior to us launching.
The plan will be to launch tomorrow afternoon. We should not have any further revisions/need FINALS until tomorrow.
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: Thursday, May 14, 2020 3:16 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Cc: Hausmann, William (W.) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 16S30 Update Needed

Jeremy,

I am going to step away from the computer for a few moments, though I will not log off. When you send the final request, please give me a call or send me a text. Thank you!

[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

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Subject: RE: 16S30 Update Needed
Importance: High

Tara –
I wanted to give you a heads up that Dave Johnson currently has the Red Folder documents. I expect to hear something back very soon. I hope to have the request for final docs over to you shortly.
Thank you!

Jeremy Willard
Recall & Service Programs
Ford Motor Company – Customer Service Division
Service Engineering Operations
Diagnostic Service Center II – 794
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<Dave.Grove@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 16S30 Update Needed

No problem!!

I will be logging off at 3pm today. I will be available if updates are needed after.

Just give me a call or send me a text and I will expedite any changes!

[redacted]s my cell

Best regards,

Tara Kaminski

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Sent: Wednesday, May 13, 2020 2:03 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Subject: RE: 16S30 Update Needed

Thank you!

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

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
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Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>
Subject: RE: 16S30 Update Needed

Zach,

Attached are newest drafts with markups applied.

Best regards,

Tara Kaminski

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<william.hausmann@us.bosch.com>
Subject: RE: 16S30 Update Needed

A few more updates and I think we will be good.

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

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Subject: RE: 16S30 Update Needed

Zach,

Attached is 15S16 Draft 6 with updates applied, and 16S30 Draft 5 with updates applied.

Best regards,

Tara Kaminski

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Subject: RE: 16S30 Update Needed

Tara,

See additional changes to both docs.

For 16S30, I am thinking it would be best to start each vehicle-specific set of instructions on a new page. That way there is clear delineation between them.

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

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<william.hausmann@us.bosch.com>
Subject: RE: 16S30 Update Needed

Zach,

Attached is 15S16 Draft 5 with updates applied.

Best regards,

Tara Kaminski

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Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Subject: RE: 16S30 Update Needed

Thanks Tara. A few more updates now that I see all the changes together. Reviewing 16S30 now.

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

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Sent: Wednesday, May 13, 2020 8:03 AM
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Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>
Subject: RE: 16S30 Update Needed

Zach/Jeremy,

Attached is Draft 4 with updates applied and new figures captured.

Best regards,

Tara Kaminski

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Tel. [redacted] | external.Tara.Kaminski@us.bosch.com

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Tuesday, May 12, 2020 7:12 PM
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Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann William (AA-AS/EDS226)

<william.hausmann@us.bosch.com>
Subject: RE: 16S30 Update Needed

Thanks!

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

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Sent: Tuesday, May 12, 2020 7:05 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>
Subject: RE: 16S30 Update Needed

Zach,

I have received both markups. Now that I am able to obtain clearer images I will replace the blurry ones and get these markups to you to review by morning.

Best regards,

Tara Kaminski

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Tel. [redacted] external.Tara.Kaminski@us.bosch.com

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Tuesday, May 12, 2020 6:50 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Subject: 16S30 Update Needed

Tara,

16S30 updates required as shown in the attachment. Many of these mirror changes to 15S16, but some are unique due to the complexity of the instructions.

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

CHILD SAFETY LOCKS

WARNING

You cannot open the doors from inside if you have put the child safety locks on.



E169581

The childproof locks are located on the rear edge of each rear door and must be set separately for each door.

Left-Hand Side

Turn counterclockwise to lock and clockwise to unlock.

Right-Hand Side

Turn clockwise to lock and counterclockwise to unlock.

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Sent: Monday, June 1, 2020 6:26 PM
To: Willard, Jeremy (J.)
Cc: Grove David (AA-AS/EDS226); Baker, Zachary (Z.)
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required
Attachments: 16S30 - S7-2 Door Latch D1.pdf

Jeremy,

Attached is updated 16S30 S7 with new figure 16 to depict transit connect child safety latch lever.
A note has also been added.

Best regards,

Tara Kaminski

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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: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, May 29, 2020 7:12 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required

Tara –
Please update the Tech Instructions by using a snip from the video of the flip switch style child lock for the Transit Connect and edit over the sedan child lock currently used.
Thank you,

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, May 28, 2020 5:03 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Dave.Grove@us.bosch.com
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required

I agree there will be a lot of scrutiny around the safety latches. However, since the Transit Connect repairs ONLY involved the sliding doors, I don't necessarily think we need to do any work related to child safety lock validation on these vehicles (or the Mustang, for obvious reasons).

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From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, May 15, 2020 12:59 PM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Cc: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required
Importance: High

No edits required.
Please save as FINAL and return ASAP.
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: Thursday, May 14, 2020 5:53 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>
Cc: Hausmann, William (W.) <william.hausmann@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 15S16-S4 and 16S30-S7 FINAL Documents Required

Ok. I will be awaiting markups. Thank you.

Best regards,

Tara Kaminski

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The plan will be to launch tomorrow afternoon. We should not have any further revisions/need FINALS until tomorrow.
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Jeremy,

I am going to step away from the computer for a few moments, though I will not log off. When you send the final request, please give me a call or send me a text. Thank you!

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Importance: High

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Thank you!

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<Dave.Grove@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 16S30 Update Needed

No problem!!

I will be logging off at 3pm today. I will be available if updates are needed after.

Just give me a call or send me a text and I will expedite any changes!

[redacted]s my cell

Best regards,

Tara Kaminski

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Thank you!

Zachary Baker
Program Manager, Recall and Service Programs
DSC2 #802
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Zach,

Attached are newest drafts with markups applied.

Best regards,

Tara Kaminski

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Zachary Baker
Program Manager, Recall and Service Programs
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Zach,

Attached is 15S16 Draft 6 with updates applied, and 16S30 Draft 5 with updates applied.

Best regards,

Tara Kaminski

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Tara,

See additional changes to both docs.

For 16S30, I am thinking it would be best to start each vehicle-specific set of instructions on a new page. That way there is clear delineation between them.

Zachary Baker
Program Manager, Recall and Service Programs
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Best regards,

Tara Kaminski

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Subject: RE: 16S30 Update Needed

Thanks Tara. A few more updates now that I see all the changes together. Reviewing 16S30 now.

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

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Subject: RE: 16S30 Update Needed

Zach/Jeremy,

Attached is Draft 4 with updates applied and new figures captured.

Best regards,

Tara Kaminski

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Subject: RE: 16S30 Update Needed

Thanks!

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

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Sent: Tuesday, May 12, 2020 7:05 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>
Subject: RE: 16S30 Update Needed

Zach,

I have received both markups. Now that I am able to obtain clearer images I will replace the blurry ones and get these markups to you to review by morning.

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: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Tuesday, May 12, 2020 6:50 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Subject: 16S30 Update Needed

Tara,

16S30 updates required as shown in the attachment. Many of these mirror changes to 15S16, but some are unique due to the complexity of the instructions.

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

From: Cure, Dan (D.)
Sent: Tuesday, June 2, 2020 5:58 PM
To: Baker, Zachary (Z.); Ursula Harris; Willard, Jeremy (J.); Pat Logan; Mary Burroughs
Cc: Robinson, Hue (H.M.)
Subject: RE: 16S30 Date Code Question

It certainly would be appropriate.

I'll have to consult with Alan and Nathan about how crucial it is for this case to be reported through the Prior FSA Repair Incomplete contact type.

I'll update with their feedback.

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Tuesday, June 2, 2020 12:35 PM
To: Ursula Harris <uharris@renkim.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Pat Logan <plogan@renkim.com>; Mary Burroughs <mburroughs@renkim.com>; Cure, Dan (D.) <dcure2@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: 16S30 Date Code Question

Dan,

Are you adding this to the DIRRP list?

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

From: Ursula Harris <uharris@renkim.com>
Sent: Tuesday, June 02, 2020 12:11 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Pat Logan <plogan@renkim.com>; Mary Burroughs <mburroughs@renkim.com>; Cure, Dan (D.) <dcure2@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 16S30 Date Code Question

Jeremy,

Thank you for that information. Based on the latch date it is not clean and I will have to provide the dealer with an approval to replace that latch. I will assume that the vehicle will be in the upcoming program which will address the remaining latches.

Ursula A. Harris
Contact Center Operations Manager
Direct Line: [redacted]
Fax: (734) 374-1030
uharris@renkim.com

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

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, June 2, 2020 11:25 AM
To: Ursula Harris <uharris@renkim.com>; Pat Logan <plogan@renkim.com>; Mary Burroughs <mburroughs@renkim.com>; dcure2 <dcure2@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>; Zachary Baker <zbaker1@ford.com>
Subject: RE: 16S30 Date Code Question

Sorry for the delay on this one SSSC team. I was confirming with Engineering if there was a quick go/no go on the dates we could look for.
According to Hue, "*clean date is dec. 2014 for all 16s30 except for transit which is nov. 2015*"
NOTE: that is the latch build date, not the vehicle build date.
Thank you,

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

From: Ursula Harris <uharris@renkim.com>
Sent: Tuesday, June 02, 2020 8:53 AM
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Cc: Cure, Dan (D.) <dcure2@ford.com>; Mary Burroughs <mburroughs@renkim.com>; Pat Logan <plogan@renkim.com>
Subject: RE: 16S30 Date Code Question

Good morning,

Please advise if the latch installed in Jan 2019 was an updated latch or are we to assume the dealer didn't do the repair?

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Fax: (734) 374-1030
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Renkim Corporation
13333 Allen Road
Southgate, MI 48195

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

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Thursday, May 28, 2020 11:48 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Cure, Dan (D.) <dcure2@ford.com>; Mary Burroughs <mburroughs@renkim.com>; Pat Logan <plogan@renkim.com>; Ursula Harris <uharris@renkim.com>
Subject: RE: 16S30 Date Code Question
Importance: High

Hue –
This appears to be a Brose latch, so the Kiekert date decoder doesn't work on it.
I believe this would this be a June 4, 2013 build date code?
Thank you,

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

From: Ursula Harris <uharris@renkim.com>
Sent: Thursday, May 28, 2020 11:06 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Cure, Dan (D.) <dcure2@ford.com>; Mary Burroughs <mburroughs@renkim.com>; Pat Logan <plogan@renkim.com>
Subject: 16S30 Date Code Question
Importance: High

Jeremy,

I have a dealer that has a vehicle under 16S30 that was closed 1/30/19. The driver side door latch is not working he provided latch date code 6413 see picture below. Would this be considered an updated part? The contact id [redacted]



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

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Cc: Cure, Dan (D.) <dcure2@ford.com>; Mary Burroughs <mburroughs@renkim.com>; Pat Logan <plogan@renkim.com>; Ursula Harris <uharris@renkim.com>
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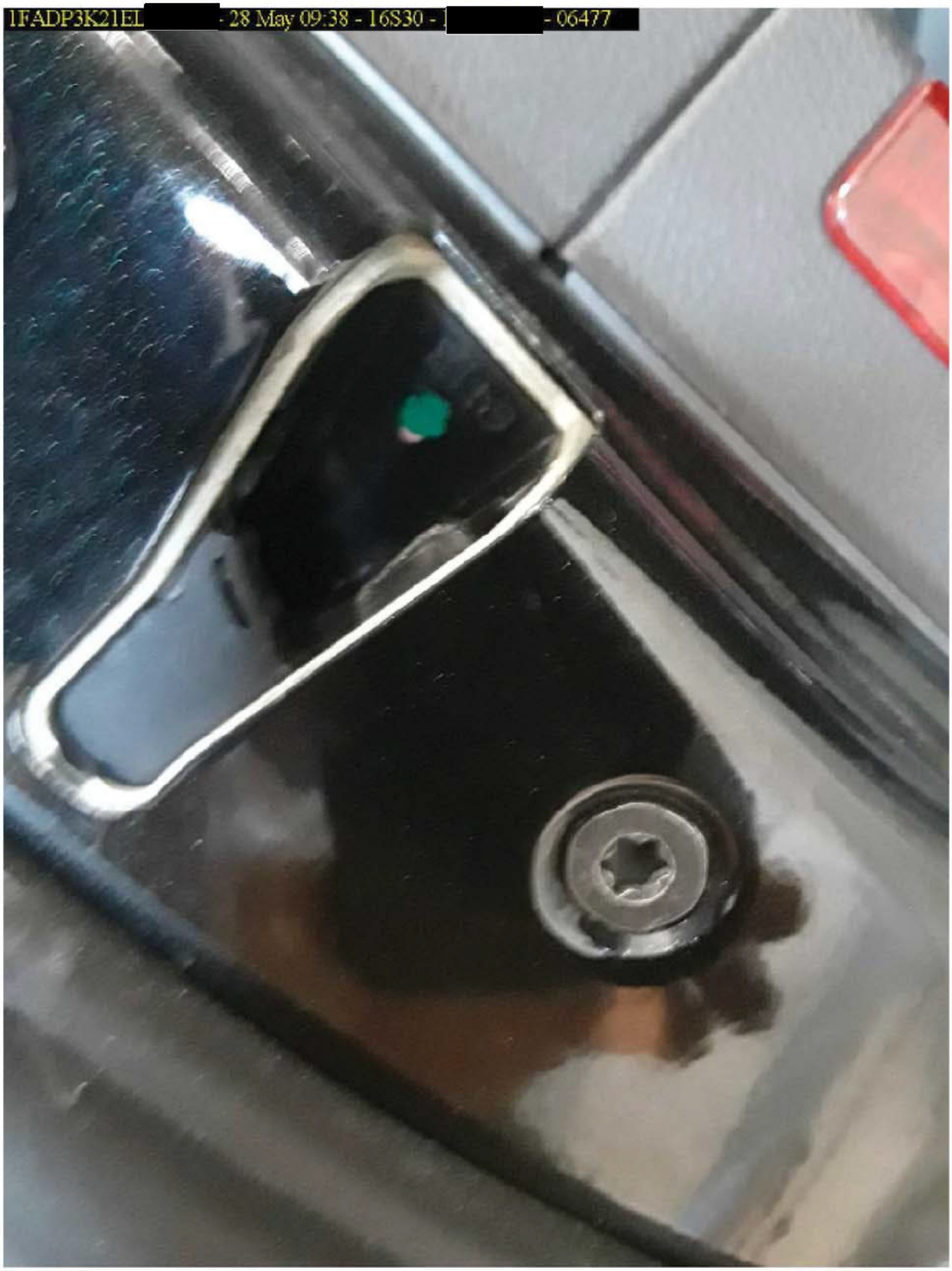
Jeremy Willard

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

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From: Cure, Dan (D.)
Sent: Wednesday, June 3, 2020 2:57 PM
To: Baker, Zachary (Z.); Willard, Jeremy (J.)
Subject: RE: 16S30 Date Code Question

Jeremy,

Can you confirm date of this failed latch?

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

From: Cure, Dan (D.)
Sent: Tuesday, June 2, 2020 2:24 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 16S30 Date Code Question

What about this one?

It appears to be,

BF6A-F26413-AG

Is this latch from 2013?

https://www.sssc.dealerconnection.com/AgentSSSC/SSSCTSRedit.aspx?ssscontactid=102387451


LH RR
CL
DP
BF6A-F26413-AG
C
ESCA
FoMoCo



Dan Cure
Recall & Service Programs
SSSC Contact Center Program
Desk: [redacted]
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Sent: Tuesday, June 2, 2020 12:35 PM
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Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: 16S30 Date Code Question

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Are you adding this to the DIRRP list?

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

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Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>; Zachary Baker <zbaker1@ford.com>
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Service Engineering Operations
Diagnostic Service Center II – 794
[redacted]

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Direct Line: [redacted]
Fax: (734) 374-1030
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From: Ursula Harris
Sent: Friday, May 29, 2020 10:24 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: dcure2 <dcure2@ford.com>; Mary Burroughs <mburroughs@renkim.com>; Pat Logan <plogan@renkim.com>
Subject: RE: 16S30 Date Code Question

Based on the information provided is this an updated part that was installed in Jan 2019?

Ursula A. Harris
Contact Center Operations Manager
Direct Line: [redacted]
Fax: (734) 374-1030
uharris@renkim.com

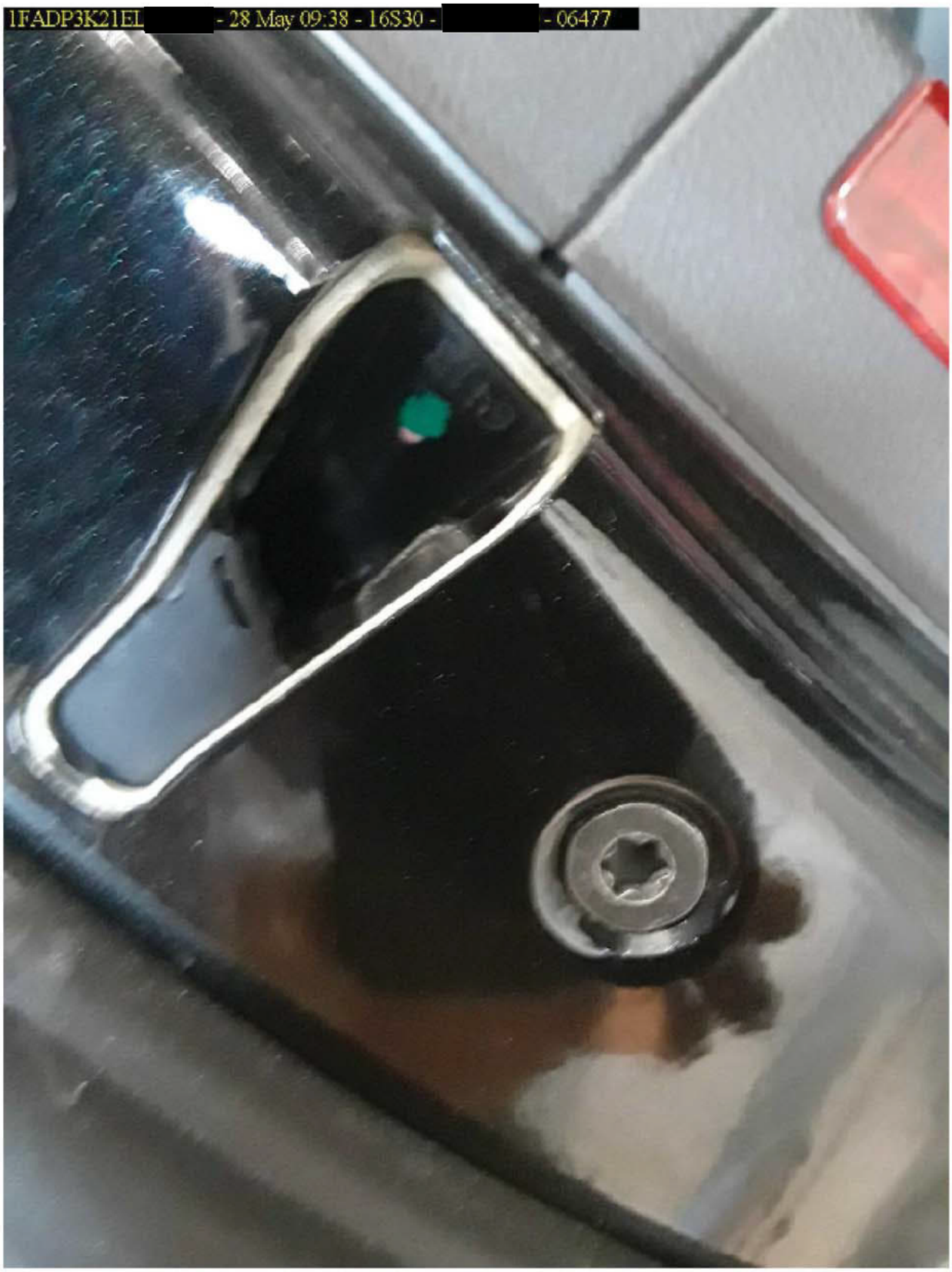
Renkim Corporation
13333 Allen Road
Southgate, MI 48195
www.renkim.com

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Thursday, May 28, 2020 11:56 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: dcure2 <dcure2@ford.com>; Mary Burroughs <mburroughs@renkim.com>; Pat Logan <plogan@renkim.com>; Ursula Harris <uharris@renkim.com>
Subject: RE: 16S30 Date Code Question

This is the date code for a Brose latch.

6413 = Oct. 12, 2013 (6th day – Saturday, 41st week of 2013)

I have a dealer that has a vehicle under 16S30 that was closed 1/30/19. The driver side door latch is not working he provided latch date code 6413 see picture below. Would this be considered an updated part? The contact id [redacted]



Ursula A. Harris
Contact Center Operations Manager

Direct Line: [redacted]
Fax: (734) 374-1030
uharris@renkim.com

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From: Cure, Dan (D.)
Sent: Wednesday, June 3, 2020 3:16 PM
To: Robinson, Hue (H.M.); Willard, Jeremy (J.)
Cc: Baker, Zachary (Z.)
Subject: RE: 16S30 Date Code Question

Thanks, Hue!

Jeremy, I am reopening the FSA and submitting contact to DIRRP tracker.

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Wednesday, June 3, 2020 11:03 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Cure, Dan (D.) <dcure2@ford.com>
Subject: RE: 16S30 Date Code Question

December 10, 2012.

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

---

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Wednesday, June 3, 2020 10:59 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Cure, Dan (D.) <dcure2@ford.com>
Subject: FW: 16S30 Date Code Question

Hue –
This looks like a 2012 build date on this latch to me. Would you agree?
Thank you,

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

[redacted]

From: Cure, Dan (D.) <dcure2@ford.com>
Sent: Wednesday, June 03, 2020 10:57 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 16S30 Date Code Question

Jeremy,

Can you confirm date of this failed latch?

Dan Cure
Recall & Service Programs
SSSC Contact Center Program
Desk: [redacted]
1800 Fairlane Drive DCSII
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To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 16S30 Date Code Question

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LH RR
CL
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BF6A-F26413-AG
C
ESCA
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Dan Cure
Recall & Service Programs
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DSC2 #802
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Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
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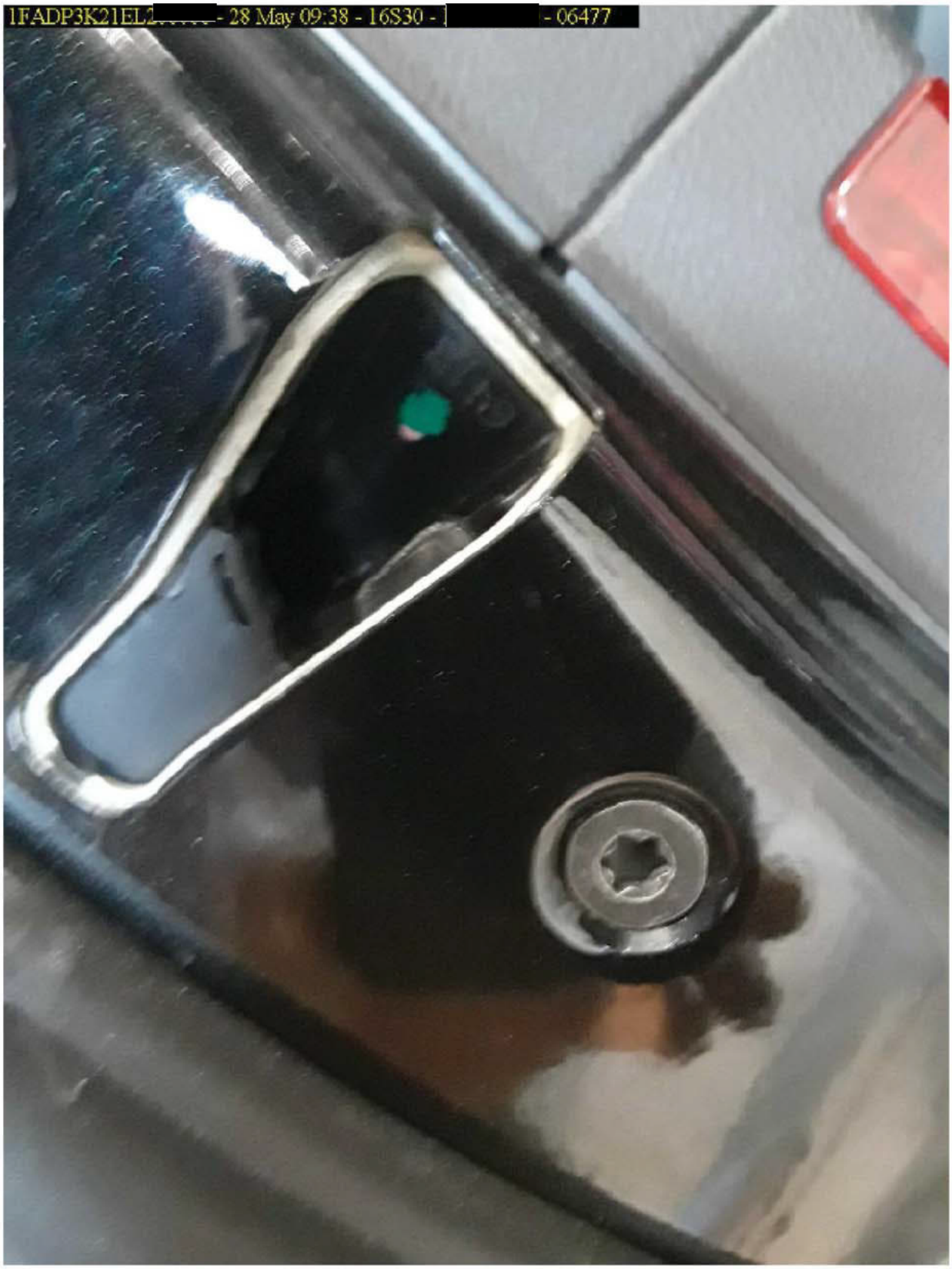
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To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: dcure2 <dcure2@ford.com>; Mary Burroughs <mburroughs@renkim.com>; Pat Logan <plogan@renkim.com>; Ursula Harris <uharris@renkim.com>
Subject: RE: 16S30 Date Code Question

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Ursula A. Harris
Contact Center Operations Manager

Direct Line: [redacted]
Fax: (734) 374-1030
uharris@renkim.com

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