From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Sent: Wednesday, May 13, 2020 12:03 PM
To: Baker, Zachary (Z.); Willard, Jeremy (J.)
Cc: Grove David (AA-AS/EDS226); Hausmann, William (W.)
Subject: RE: 16S30 Update Needed
Attachments: 15S16-S4 Side Door Latch D4.pdf; 16S30 - S7 Door Latch D4.pdf

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
Tel. [redacted] | external.Tara.Kaminski@us.bosch.com

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Tuesday, May 12, 2020 7:12 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

Thanks!

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

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

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Sent: Wednesday, May 13, 2020 3:19 PM
To: Baker, Zachary (Z.); Willard, Jeremy (J.)
Cc: Grove David (AA-AS/EDS226); Hausmann, William (W.)
Subject: RE: 16S30 Update Needed
Attachments: 15S16-S4 Side Door Latch D6.pdf; 16S30 - S7 Door Latch D5.pdf

Zach,

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

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: 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>
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Subject: RE: 16S30 Update Needed

Tara,

See additional changes to both docs.

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

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Tara Kaminski

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

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Thanks!

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

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Subject: RE: 16S30 Update Needed

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Best regards,

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Subject: 16S30 Update Needed

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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 5:34 PM
To: Baker, Zachary (Z.); Willard, Jeremy (J.)
Cc: Grove David (AA-AS/EDS226); Hausmann, William (W.)
Subject: RE: 16S30 Update Needed
Attachments: 15S16-S4 Side Door Latch D7.pdf; 16S30 - S7 Door Latch D6.pdf

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]

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Best regards,

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DSC2 #802
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To: Baker, Zachary (Z.); Willard, Jeremy (J.)
Cc: Grove David (AA-AS/EDS226); Hausmann, William (W.)
Subject: RE: 16S30 Update Needed
Attachments: 15S16-S4 Side Door Latch D5.pdf

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Tara Kaminski

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DSC2 #802
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Zachary Baker

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

From: Willard, Jeremy (J.)
Sent: Wednesday, March 25, 2020 2:56 PM
To: Pusta, Ionut (I.)
Subject: RE: 20S15 - Awareness Communication - SP.docx
Attachments: 20S15 - Awareness Communication - w SIG.docx

I made your changes.

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: Wednesday, March 25, 2020 10:44 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Pusta, Ionut (I.) <ipusta@ford.com>
Subject: RE: 20S15 - Awareness Communication - SP.docx

Approved

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

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Wednesday, March 25, 2020 10:34 AM
To: Pusta, Ionut (I.) <ipusta@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 20S15 - Awareness Communication - SP.docx

If you're only issue is the reader not being able to distinguish a state from a country, I'm ok with that.
I'll pretty it up.

Zach, can I proceed with getting this over to Melinda. I've already told her it's coming.
Thank you,

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

[redacted]

From: Broom, Lucille (L.E.)
Sent: Friday, May 22, 2020 7:35 PM
To: Baker, Zachary (Z.)
Cc: Smith, Robert (R.); McSherry, Laurel (L.)
Subject: RE: 20S15 - Westlie Ford 3LN6L2LU1FR[redacted]

Claiming setup is complete in OWS.

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, May 22, 2020 3:10 PM
To: Broom, Lucille (L.E.) <lbroom1@ford.com>
Cc: Smith, Robert (R.) <rsmit658@ford.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>
Subject: RE: 20S15 - Westlie Ford 3LN6L2LU1FR[redacted]

I approve. Thanks!

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

From: Broom, Lucille (L.E.) <lbroom1@ford.com>
Sent: Friday, May 22, 2020 3:09 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Smith, Robert (R.) <rsmit658@ford.com>; McSherry, Laurel (L.) <lmcsherr@ford.com>
Subject: RE: 20S15 - Westlie Ford 3LN6L2LU1FR[redacted]

Zach,

Please provide your approval to load the criteria in OWS.

Part = 54264A26
Labor = MTCLOSE
MISC = Rental

Thank you

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,

From: Beaker, Melinda (M.)
Sent: Tuesday, May 26, 2020 2:11 PM
To: Baker, Zachary (Z.)
Cc: McSherry, Laurel (L.); Osepchook, William (W.R.); Willard, Jeremy (J.); Cure, Dan (D.); Garcia San Juan, Angelina (A.); Catalano, Martino (M.); Broom, Lucille (L.E.)
Subject: RE: 20S15 - Westlie Ford 3LN6L2LU1FR[redacted]

Zach,

All set with the landing page on PTS.

Regards,

Melinda Beaker
FSA Coordinator, N.A.
Recall/Service Programs
[redacted]
mbeaker@ford.com
Opportunites are like sunrises. If you wait too long, you miss them.

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, May 22, 2020 3:38 PM
To: Catalano, Martino (M.) <mcatalan@ford.com>; 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>; Garcia San Juan, Angelina (A.) <agarc279@ford.com>
Subject: RE: 20S15 - Westlie Ford 3LN6L2LU1FR[redacted]

Yes, please use the text below. Melinda, please create a landing page message for the US page.

[redacted]

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

From: Catalano, Martino (M.) <mcatalan@ford.com>
Sent: Friday, May 22, 2020 3:08 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; 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>; Garcia San Juan, Angelina (A.) <agarc279@ford.com>
Subject: RE: 20S15 - Westlie Ford 3LN6L2LU1FR[redacted]

Thanks Zack , do you have the wording for the PTS landing page ?

Regards

Martino Catalano

Field Service Actions Coordinator

Ford of Canada- Cube 410B

Tel: [redacted] ext. [redacted]

Fax: 1-866-637-1270

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From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: May 22, 2020 3:04 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>; Catalano, Martino (M.) <mcatalan@ford.com>; Garcia San Juan, Angelina (A.) <agarc279@ford.com>
Subject: RE: 20S15 - Westlie Ford 3LN6L2LU1FR[redacted]

+ Martino and Angelina.

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

From: Baker, Zachary (Z.)
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,

I need your help to fix some stuff on 20S15 - things that I should have caught when we launched the advance notice, but didn't. I did not account for vehicles that may have latches fail between launching our advance and launching the full bulletin. We need a good solution to handle those customers until the full bulletin is published, as I have received feedback that these issues are already being reported.

Cc: Gwaltney, Kate (K.E.) <kborgma1@ford.com>; Collard, Brian (B.J.) <bcollard@ford.com>
Subject: RE: 20S15 - Westlie Ford 3LN6L2LU1FR[redacted]

Thanks Rebekah!

I've included Brian Collard (Lincoln CRC) for his awareness.

Thank you,

Kevin Black
Lincoln Service Quality Manager
Phone # [redacted]
Fax # 1-888-593-2996
Kblack4@Lincoln.com

THE LINCOLN MOTOR COMPANY

From: Sharpe, Rebekah (R.A.) <rsharp41@ford.com>
Sent: Thursday, May 21, 2020 4:15 PM
To: Black, Kevin (K.W.) <kblack4@lincoln.com>
Cc: Gwaltney, Kate (K.E.) <kborgma1@ford.com>
Subject: FW: 20S15

FYI

From: Mario Abukhader <mario.abukhader@westlieford.com>
Sent: Thursday, May 21, 2020 4:05 PM
To: Sharpe, Rebekah (R.A.) <rsharp41@ford.com>
Subject: FW: 20S15

I finally got in touch with Tammy Powell who also shared my frustration over the amount of effort and time I had taken to assist this customer. She assured me full financial assistance for this situation however the SSSC really needs some improvement. Thank You again for all you do. The recall is 20S15 Advance notice

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

From: Mario Abukhader
Sent: Tuesday, May 19, 2020 12:21 PM
To: tpowel60@lincoln.com
Subject: 20S15

I have a 2015 Lincoln MKZ whose front drivers door will not close. I opened a SSSC Case 102374144 who stated they cant help and I shouldn't open an RO for the recall as it will result in a warranty rejection. There is a replacement latch

available at a nearby store but I do not feel this customer should have to pay for it since there is an open advance notice 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: Mary Burroughs <mburroughs@renkim.com>
Sent: Friday, May 22, 2020 6:53 PM
To: Ursula Harris; Cure, Dan (D.)
Cc: Pat Logan; Mary Burroughs; Toya Dantzler
Subject: RE: 20S15 - Westlie Ford 3LN6L2LU1FR[redacted]

Team,
So based on the information below the 20S15 contact type "General" will require the questions outlined in 15S16 to capture the Q&A information if I read this correctly???

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

This e-mail contains proprietary information and may be confidential. If you are not the intended recipient of this e-mail, you are hereby notified that any dissemination, distribution or copying of this message is strictly prohibited. If you received this message in error, please delete it immediately. Sharing of this information with any non-recipient is prohibited. Sharing of any email addresses or 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: Ursula Harris <uharris@renkim.com>
Sent: Friday, May 22, 2020 2:38 PM
To: Zachary Baker <zbaker1@ford.com>; dcure2 <dcure2@ford.com>
Cc: Pat Logan <plogan@renkim.com>; Mary Burroughs <mburroughs@renkim.com>
Subject: RE: 20S15 - Westlie Ford 3LN6L2LU1FR[redacted]

Zach,

Great I will loop them in too. As far as the contact type the dealers can use General contact type. In the General contact type scenario the dealer would advise in the comments the concern and we would open up the repair fields and provide the approval. Angelina and Martino would need the verbiage for the landing page so it can be translated.

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: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, May 22, 2020 2:31 PM
To: Ursula Harris <uharris@renkim.com>
Subject: RE: 20S15 - Westlie Ford 3LN6L2LU1FR[redacted]

Please.

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

From: Ursula Harris <uharris@renkim.com>
Sent: Friday, May 22, 2020 2:24 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: FW: 20S15 - Westlie Ford 3LN6L2LU1FR[redacted]
Importance: High

Zach,

Canada and Mexico are under the Advance as well. Would like me to include Martino and Angelina?

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: Cure, Dan (D.) <dcure2@ford.com>
Sent: Friday, May 22, 2020 2:13 PM
To: Ursula Harris <uharris@renkim.com>
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

and the door would not shut. I understand we can't always cover a rental and not asking for exception but can we continue to work with the agents on helping provide solutions.

It looks like this one is now going through the Lincoln CRC team for assistance.

Kate Gwaltney
Field Operations Specialist
Cell: [redacted]
Kborgma1@ford.com

BUILT Ford PROUD

From: Black, Kevin (K.W.) <kblack4@lincoln.com>
Sent: Thursday, May 21, 2020 4:50 PM
To: Sharpe, Rebekah (R.A.) <rsharp41@ford.com>
Cc: Gwaltney, Kate (K.E.) <kborgma1@ford.com>; Collard, Brian (B.J.) <bcollard@ford.com>
Subject: RE: 20S15 - Westlie Ford 3LN6L2LU1FR[redacted]

Thanks Rebekah!

I've included Brian Collard (Lincoln CRC) for his awareness.

Thank you,

Kevin Black
Lincoln Service Quality Manager
Phone # [redacted]
Fax # 1-888-593-2996
Kblack4@Lincoln.com

THE LINCOLN MOTOR COMPANY

From: Sharpe, Rebekah (R.A.) <rsharp41@ford.com>
Sent: Thursday, May 21, 2020 4:15 PM
To: Black, Kevin (K.W.) <kblack4@lincoln.com>
Cc: Gwaltney, Kate (K.E.) <kborgma1@ford.com>
Subject: FW: 20S15

FYI

From: Mario Abukhader <mario.abukhader@westlieford.com>
Sent: Thursday, May 21, 2020 4:05 PM
To: Sharpe, Rebekah (R.A.) <rsharp41@ford.com>
Subject: FW: 20S15

I finally got in touch with Tammy Powell who also shared my frustration over the amount of effort and time I had taken to assist this customer. She assured me full financial assistance for this situation however the SSSC really needs some improvement. Thank You again for all you do. The recall is 20S15 Advance notice

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

From: Mario Abukhader
Sent: Tuesday, May 19, 2020 12:21 PM
To: tpowel60@lincoln.com
Subject: 20S15

I have a 2015 Lincoln MKZ whose front drivers door will not close. I opened a SSSC Case 102374144 who stated they cant help and I shouldn't open an RO for the recall as it will result in a warranty rejection. There is a replacement latch available at a nearby store but I do not feel this customer should have to pay for it since there is an open advance notice 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

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From: Pat Logan <plogan@renkim.com>
Sent: Friday, May 22, 2020 7:30 PM
To: Ursula Harris
Cc: Mary Burroughs; Cure, Dan (D.)
Subject: RE: 20S15 Advance Notice DOOR LATCH REPLACEMENT

Ok. Thank you,

Have a nice long weekend.

Pat

From: Ursula Harris <uharris@renkim.com>
Sent: Friday, May 22, 2020 3:29 PM
To: Pat Logan <plogan@renkim.com>
Cc: Mary Burroughs <mburroughs@renkim.com>; dcure2 <dcure2@ford.com>
Subject: RE: 20S15 Advance Notice DOOR LATCH REPLACEMENT

Pat,

No need to work overtime. We most likely won't launch until Tuesday.

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: Pat Logan <plogan@renkim.com>
Sent: Friday, May 22, 2020 3:27 PM
To: Ursula Harris <uharris@renkim.com>
Cc: Mary Burroughs <mburroughs@renkim.com>; dcure2 <dcure2@ford.com>; Pat Logan <plogan@renkim.com>
Subject: 20S15 Advance Notice DOOR LATCH REPLACEMENT

Ursula,

See below. This is what I have so far. Did you want me to work overtime on this today?

Team,

Advance Notice 20S15 – Dealer opens General Contact Type and states vehicle is having an issue with a door.

From: Warwood, Mike (J.M.)
Sent: Tuesday, March 24, 2020 9:21 PM
To: Willard, Jeremy (J.); Hansen, Thayne (T.)
Subject: RE: 20S15 RED FOLDER document review

Thanks!

Regards,

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

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, March 24, 2020 5:15 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: RE: 20S15 RED FOLDER document review

Yes, got it.
We're getting it out there shortly.
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 5:10 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: FW: 20S15 RED FOLDER document review

Dave has approved 20S15.

Regards,

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

From: Johnson, David (D.J.) <djohns16@ford.com>
Sent: Tuesday, March 24, 2020 5:06 PM

To: Warwood, Mike (J.M.) <mwarwood@ford.com>
Subject: RE: 20S15 RED FOLDER document review

I'm just slow. Jeremy sent it to me around 2:30.

I just approved it.

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: Tuesday, March 24, 2020 4:46 PM
To: Johnson, David (D.J.) <djohns16@ford.com>
Subject: FW: 20S15 RED FOLDER document review

Dave,

Not sure you got this file for your review prior to "DocuSigning" the red folder. Sorry, I thought it had been sent to you already...

Regards,

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

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Tuesday, March 24, 2020 1:50 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: FW: 20S15 RED FOLDER document review

Attached is the Awareness for 20S15.

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

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, March 24, 2020 12:47 PM

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, go 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]

To: Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 20S15 RED FOLDER document review

Sorry Thayne, technical difficulties with DocuSign. 4th time's a charm!
Here's the revised Awareness.
Thank you,

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

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Tuesday, March 24, 2020 12:39 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 20S15 RED FOLDER document review

Did one of you send me the file? I can't find it.

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: Tuesday, March 24, 2020 11:39 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Hansen, Thayne (T.) <thansen1@ford.com>
Subject: RE: 20S15 RED FOLDER document review

Thayne, FYI – changes coming to 20S15.

Also, we are updating the transmittal with corrected volumes and I may need to resign.

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

From: Baker, Zachary (Z.)
Sent: Tuesday, March 24, 2020 11:20 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 20S15 RED FOLDER document review

Updates attached – I will approve via docusign.

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

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, March 24, 2020 11:08 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: 20S15 RED FOLDER document review
Importance: High

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]

From: Willard, Jeremy (J.)
Sent: Tuesday, March 24, 2020 4:47 PM
To: Hansen, Thayne (T.)
Cc: Baker, Zachary (Z.)
Subject: RE: 20S15 RED FOLDER document review
Attachments: 20S15 Awareness DRAFT.docx

Sorry Thayne, technical difficulties with DocuSign. 4th time's a charm!
Here's the revised Awareness.
Thank you,

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

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Tuesday, March 24, 2020 12:39 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 20S15 RED FOLDER document review

Did one of you send me the file? I can't find it.

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: Tuesday, March 24, 2020 11:39 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Hansen, Thayne (T.) <thansen1@ford.com>
Subject: RE: 20S15 RED FOLDER document review

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Also, we are updating the transmittal with corrected volumes and I may need to resign.

Zachary Baker
Program Manager, Recall and Service Programs

DSC2 #802
[redacted]

From: Baker, Zachary (Z.)
Sent: Tuesday, March 24, 2020 11:20 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: 20S15 RED FOLDER document review

Updates attached – I will approve via docusign.

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

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, March 24, 2020 11:08 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: 20S15 RED FOLDER document review
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]

In the attached extract, I need to exclude the 2015 Fusions built at Flat Rock.

Once complete, can you please send me a Fact Sheet summary?

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

From: Beaker, Melinda (M.) <mbeaker@ford.com>
Sent: Tuesday, June 09, 2020 9:08 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Beaker, Melinda (M.) <mbeaker@ford.com>
Subject: 20S30

Zach,

Extract attached.

Regards,

Melinda Beaker
FSA Coordinator, N.A.
Recall/Service Programs
[redacted]
mbeaker@ford.com
Opportunites are like sunrises. If you wait too long, you miss them.

Model Year	WERS Plant Fmly Feat Desc	WERS Vehicle Line Desc	Min Production Date	Max Production Date	Count
2011	CUAUTITLAN PLANT BUILD	B299 B CAR (NA)	01/26/2010	07/14/2011	57,432
2012	CUAUTITLAN PLANT BUILD	B299 B CAR (NA)	05/10/2011	06/02/2012	48,113
2013	CUAUTITLAN PLANT BUILD	B299 B CAR (NA)	02/20/2012	04/27/2013	60,423
2014	CUAUTITLAN PLANT BUILD	B299N FIESTA MCA	10/10/2012	10/31/2013	25,645
2013	MICHIGAN PLANT BUILD	C344N C-MAX	02/02/2012	11/26/2013	45,414
2014	MICHIGAN PLANT BUILD	C344N C-MAX	08/27/2013	09/13/2014	17,609
2015	MICHIGAN PLANT BUILD	C344N C-MAX	07/13/2014	01/31/2015	5,887
2012	MICHIGAN PLANT BUILD	C346N FOCUS	10/04/2010	07/23/2012	234,000
2013	MICHIGAN PLANT BUILD	C346N FOCUS	04/24/2012	07/08/2013	184,285
2014	MICHIGAN PLANT BUILD	C346N FOCUS	03/26/2013	12/11/2014	271,331
2015	MICHIGAN PLANT BUILD	C346N FOCUS	08/07/2014	01/31/2015	20,023
2015	LOUISVILLE PLANT BUILD	C489N MKC	11/18/2013	01/31/2015	23,924
2013	LOUISVILLE PLANT BUILD	C520N ESCAPE	12/23/2011	06/02/2013	236,072
2014	LOUISVILLE PLANT BUILD	C520N ESCAPE	02/12/2013	09/04/2014	309,335
2015	LOUISVILLE PLANT BUILD	C520N ESCAPE	04/01/2014	01/31/2015	103,152
2013	HERMOSILLO PLANT BUILD	CD391N FUSION	05/11/2012	07/16/2013	235,453
2014	FLATROCK ASSEMBLY PLANT - USA	CD391N FUSION	06/18/2013	10/31/2013	10,330
2014	HERMOSILLO PLANT BUILD	CD391N FUSION	01/26/2013	10/31/2013	72,493
2013	HERMOSILLO PLANT BUILD	CD533N MKZ	07/19/2012	07/16/2013	25,288
2014	HERMOSILLO PLANT BUILD	CD533N MKZ	01/30/2013	10/31/2013	9,271
2015	FLATROCK ASSEMBLY PLANT - USA	S550N MUSTANG	02/14/2014	04/30/2015	66,021
2014	VALENCIA (SPAIN) PLANT BUILD	V408E TRANSIT CONNECT	08/09/2013	07/31/2014	27,404
2015	VALENCIA (SPAIN) PLANT BUILD	V408E TRANSIT CONNECT	08/01/2014	07/31/2015	40,512
2016	VALENCIA (SPAIN) PLANT BUILD	V408E TRANSIT CONNECT	08/01/2015	02/01/2016	17,906
				Sum:	**2,147,323**

From: Cure, Dan (D.)
Sent: Wednesday, June 10, 2020 6:09 PM
To: Baker, Zachary (Z.); Willard, Jeremy (J.)
Subject: RE: 20S30 translations

Sorry guys – didn't think through my inquiry.

[redacted]

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: Wednesday, June 10, 2020 1:57 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Cure, Dan (D.) <dcure2@ford.com>
Subject: RE: 20S30 translations

Dan,

Do you mean for the website or the standard responses?

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

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Wednesday, June 10, 2020 1:50 PM
To: Cure, Dan (D.) <dcure2@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: 20S30 translations

To the best of my knowledge, we (the analyst) only asks for Spanish translation for the owner letter, if that's what you're talking about.
Martino handles the French translation for provinces in Canada requiring it.
If this isn't what you're talking about, please advise.
Thank you,

Jeremy Willard

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

From: Cure, Dan (D.) <dcure2@ford.com>
Sent: Wednesday, June 10, 2020 1:40 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: 20S30 translations

Zach, Jeremy

Does 20S30 need French and Spanish translations?

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

Do you know if the dates follow ISO 8601?

From: Linda Webster <lwebster@renkim.com>
Sent: Friday, June 5, 2020 10:21 AM
To: Zachary Baker <zbaker1@ford.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

That worked! Thanks!!

Linda Webster
Sales Manager/
Account Specialist
Direct Line: [redacted]
Mobile: (734) 775-8995
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: 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]

The content of this email is confidential and is meant solely for use of the intended recipient. You may not share any part of this message with any third party without the written consent of the sender. If you received this message by mistake, please reply to (and then delete) this message. Please note that we have taken every precaution to insure that this message is error and virus free. However, we make no representation of the same and do not accept any liability for any damage caused by the content of this email or any attachments thereto. All recipients (intended or otherwise) should check this email and attachments for threats. Please do not print this email unless necessary; every unprinted email helps the environment.

From: Willard, Jeremy (J.)
Sent: Thursday, May 14, 2020 2:26 PM
To: Warwood, Mike (J.M.)
Cc: Baker, Zachary (Z.); Hansen, Thayne (T.)
Subject: RE: 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

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: [redacted]
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: Willard, Jeremy (J.)
Sent: Tuesday, May 12, 2020 10:47 PM
To: Baker, Zachary (Z.)
Subject: RE: Action Request - 15S16-Supplement #4 - Red Folder Request
Attachments: 15S16-S4 Dealer Bulletin DRAFT RF.docx

updated

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: Tuesday, May 12, 2020 5:14 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: Action Request - 15S16-Supplement #4 - Red Folder Request

Feedback.

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

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, May 12, 2020 3:26 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: Action Request - 15S16-Supplement #4 - Red Folder Request

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]

From: Willard, Jeremy (J.)
Sent: Tuesday, May 12, 2020 10:48 PM
To: 'Zachary Baker (Z.) (zbaker1@ford.com)'
Subject: RE: Action Request - 16S30-Supplement #7 Red Folder Request
Attachments: 16S30-S7 Dealer Bulletin DRAFT RF.docx

updated

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, May 12, 2020 4:02 PM
To: 'Zachary Baker (Z.) (zbaker1@ford.com)' <zbaker1@ford.com>
Subject: Action Request - 16S30-Supplement #7 Red Folder Request

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]

From: Warwood, Mike (J.M.)
Sent: Thursday, May 14, 2020 2:10 PM
To: Hansen, Thayne (T.)
Cc: Baker, Zachary (Z.); Willard, Jeremy (J.)
Subject: RE: Action Request - 16S30-Supplement #7 Red Folder Request
Attachments: 16S30-S7 Dealer Bulletin DRAFT RF mw.docx

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:

RQ19-005 000951 DRC

[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: Hansen, Thayne (T.)
Sent: Friday, June 5, 2020 11:38 AM
To: Baker, Zachary (Z.); Willard, Jeremy (J.)
Subject: RE: Action Request - 20S30 - Advance Notice Red Folder Request

Thanks for confirming what we have told the SSSC. I am shocked at myself... I read the document twice and both times completely skipped the one sentence I was looking for..

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: Friday, June 05, 2020 7:29 AM
To: Hansen, Thayne (T.) <thansen1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: Action Request - 20S30 - Advance Notice Red Folder Request

[redacted]

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

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Friday, June 05, 2020 6:27 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>

Subject: FW: Action Request - 20S30 - Advance Notice Red Folder Request
Importance: High

What instructions have we given to the SSSC in the cases where one of these customer's arrive at the dealership with a non-functioning latch prior to us launching the full bulletin?

I know that this is standard "Advance" language, but I feel like in this case that we may need a sentence directing dealers to contact the SSSC if a customer has that situation. Thoughts?

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: 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
[redacted]

From: Willard, Jeremy (J.)
Sent: Tuesday, May 12, 2020 12:22 AM
To: McSherry, Laurel (L.)
Cc: Smith, Robert (R.); Broom, Lucille (L.E.); Baker, Zachary (Z.); Cure, Dan (D.)
Subject: RE: Action Request: FSA 15S16-Supplement #4 Concurrence and/or Comment
Attachments: 16S30-S7 Dealer Bulletin DRAFT.docx; 15S16-S4 Dealer Bulletin DRAFT v5.docx

Importance: High

Laurel - You are correct. I missed it. Dan also caught it and helped fix it. Thanks Dan!
Take a look and see if the gaps are filled in now. Feel free to add/remove/change content as you see fit and return.
Thank you!

Jeremy Willard

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

From: McSherry, Laurel (L.) <lmcsherr@ford.com>
Sent: Monday, May 11, 2020 7:14 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Smith, Robert (R.) <rsmit658@ford.com>; Broom, Lucille (L.E.) <lbroom1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Cure, Dan (D.) <dcure2@ford.com>
Subject: RE: Action Request: FSA 15S16-Supplement #4 Concurrence and/or Comment

Jeremy – For both 15S16 & 16S30 - I am sure I am missing it, but how does the dealer know to submit the documents to the SSSC? Also, it does not mention an approval code. Forgive me if I am missing it – I am seeing cross-eyed right now!

Laurel McSherry
Global Corporate Warranty Administrator
1800 Fairlane Drive | Allen Park, MI 48101
[redacted]
lmcsherr@ford.com

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

RQ19-005 000960 DRC

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]

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]

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: Tuesday, May 12, 2020 7:29 PM
To: McSherry, Laurel (L.)
Subject: RE: Action Request: FSA 15S16-Supplement #4 Concurrence and/or Comment

Ok, I hear that. Seems impossible these days.
I had to go ahead and get it in to Red Folder, as we were supposed to be launched already. But don't take that as being directed to you, because it's not. It's my fault. Just swamped and there's just a lot of other programs that have taken priority over these as of late. Anywho, please take a look and let me know if we need to touch up the edges as you see fit. I can work in the edits while Zach has the docs. I'd just rather not send them to Thayne or Mike after Zach blesses them.
Thank you!

Jeremy Willard

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

From: McSherry, Laurel (L.) <lmcsherr@ford.com>
Sent: Tuesday, May 12, 2020 3:09 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: Action Request: FSA 15S16-Supplement #4 Concurrence and/or Comment

Sorry – I did not. I have been trying to keep my head above water today.

Laurel McSherry
Global Corporate Warranty Administrator
1800 Fairlane Drive | Allen Park, MI 48101
[redacted]
lmcsherr@ford.com

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, May 12, 2020 3:06 PM
To: McSherry, Laurel (L.) <lmcsherr@ford.com>
Subject: RE: Action Request: FSA 15S16-Supplement #4 Concurrence and/or Comment

Did you have a chance to take a look at the revised section I sent you back last night?
Thank you!

Jeremy Willard

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

Diagnostic Service Center II – 794
[redacted]

From: McSherry, Laurel (L.) <lmcsherr@ford.com>
Sent: Monday, May 11, 2020 7:14 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Smith, Robert (R.) <rsmit658@ford.com>; Broom, Lucille (L.E.) <lbroom1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Cure, Dan (D.) <dcure2@ford.com>
Subject: RE: Action Request: FSA 15S16-Supplement #4 Concurrence and/or Comment

Jeremy – For both 15S16 & 16S30 - I am sure I am missing it, but how does the dealer know to submit the documents to the SSSC? Also, it does not mention an approval code. Forgive me if I am missing it – I am seeing cross-eyed right now!

Laurel McSherry
Global Corporate Warranty Administrator
1800 Fairlane Drive | Allen Park, MI 48101
[redacted]
lmcsherr@ford.com

From: Willard, Jeremy (J.) <jwillar1@ford.com>
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: Itoh, Jorji (J.D.)
Sent: Tuesday, May 12, 2020 12:57 PM
To: Willard, Jeremy (J.); Dunlap, Zachary (Z.)
Cc: Ott, David (D.J.); Baker, Zachary (Z.); Landry, Mike (M.P.)
Subject: RE: Action Request: FSA 15S16-Supplement #4 Concurrence and/or Comment
Attachments: 15S16-S4 Dealer Bulletin DRAFT v5 JI.docx

Looks great. Just one recommendation based on consistency with 20S15 communications.

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

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Monday, May 11, 2020 11:44 PM
To: Dunlap, Zachary (Z.) <zdunlap@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Ott, David (D.J.) <dott@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Landry, Mike (M.P.) <mlandry@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 (with edits) and provide your approval/concurrence to me with any changes and comments **by 12:00 PM 5/12**.
<collab timing compressed due to supplement and to meet 5/12 launch timing>

NOTE: Please use the "Reply To All" function when responding.

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]

nkaminsk@ford.com

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, May 8, 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]

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]

<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]

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>; 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]

The content of this email is confidential and is meant solely for use of the intended recipient. You may not share any part of this message with any third party without the written consent of the sender. If you received this message by mistake, please reply to (and then delete) this message. Please note that we have taken every precaution to insure that this message is error and virus free. However, we make no representation of the same and do not accept any liability for any damage caused by the content of this email or any attachments thereto. All recipients (intended or otherwise) should check this email and attachments for threats. Please do not print this email unless necessary; every unprinted email helps the environment.

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Wednesday, May 6, 2020 9:22 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>; 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 20S15 Concurrence and/or Comment
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]

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: Tuesday, March 17, 2020 5:14 PM
To: Beaker, Melinda (M.) <mbeaker@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; Robinson, Hue (H.M.) <hrobin18@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>
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 20S15 Concurrence and/or Comment
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]

From: Willard, Jeremy (J.)
Sent: Thursday, May 7, 2020 3:10 PM
To: Koerschner, Michelle (M.M.); Hanson, Chris (C.); Collard, Brian (B.J.)
Subject: RE: Action Request: FSA 20S15 Concurrence and/or Comment

Also, I talked to Zach about the canned COVID language in the Owner Letter. Since it seems to potential drive dealer contacts, to Chris' point, we'll remove it.
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 07, 2020 11:05 AM
To: Koerschner, Michelle (M.M.) <mkoersch@lincoln.com>
Subject: RE: Action Request: FSA 20S15 Concurrence and/or Comment

Yes, sorry, left you off my note back to Chris and Brian.
See attached.
Thank you,

Jeremy Willard

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

From: Koerschner, Michelle (M.M.) <mkoersch@lincoln.com>
Sent: Thursday, May 07, 2020 10:55 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Hanson, Chris (C.) <chanson3@lincoln.com>
Subject: RE: Action Request: FSA 20S15 Concurrence and/or Comment

Jeremy,
Is there a Lincoln owner letter as well for the MKZ clients?

Best Regards,
Michelle Koerschner
Lincoln Client Service Operations Manager
mkoersch@lincoln.com
Mobile: [redacted]

THE LINCOLN MOTOR COMPANY

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Wednesday, May 06, 2020 9:22 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>; 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 20S15 Concurrence and/or Comment
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

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 20S15 Concurrence and/or Comment
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**.

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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]

<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 20S15 Concurrence and/or Comment
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: Hanson, Chris (C.)
Sent: Thursday, May 7, 2020 12:18 PM
To: Willard, Jeremy (J.)
Cc: Collard, Brian (B.J.)
Subject: RE: Action Request: FSA 20S15 Concurrence and/or Comment
Attachments: 20S15 Advance Notice Hanson edits.docx; 20S15 Owner Letter NO PARTS Hanson edits.docx

See attached edits.

Chris Hanson
Lincoln Service Programs Manager
Lincoln Motor Company
[redacted]desk)
cell)

From: Hanson, Chris (C.)
Sent: Thursday, May 07, 2020 8:05 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Collard, Brian (B.J.) <bcollard@ford.com>
Subject: RE: Action Request: FSA 20S15 Concurrence and/or Comment

Your tittle indicates 2014-2015, but the table or chart indicates Fusion and MKZ is to 2016 MY

Chris Hanson
Lincoln Service Programs Manager
Lincoln Motor Company
[redacted](desk)
(cell)

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Wednesday, May 06, 2020 9:22 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>; 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.)

RQ19-005 001013 DRC

<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 20S15 Concurrence and/or Comment
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]

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]

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**.
Timing condensed due to only an Advance Notice launching at this time.

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]

CCing Thayne for awareness, and to see if he has anything more to add.

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

SERVICE ACTION

A complete Dealer Bulletin will be provided to dealers in early 3rd quarter 2020, when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

If a customer's vehicle exhibits side door latching concerns before a complete dealer bulletin is available, please contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site.

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



This e-mail contains proprietary information and may be confidential. If you are not the intended recipient of this e-mail, you are hereby notified that any dissemination, distribution or copying of this message is strictly prohibited. If you received this message in error, please delete it immediately. Sharing of this information with any non-recipient is prohibited. Sharing of any email addresses or 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:

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**.
Timing condensed due to only an Advance Notice launching at this time.

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]

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<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:

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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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]

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<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
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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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this message is error and virus free. However, we make no representation of the same and do not accept any liability for any damage caused by the content of this email or any attachments thereto. All recipients (intended or otherwise) should check this email and attachments for threats. Please do not print this email unless necessary; every unprinted email helps the environment.

From: Willard, Jeremy (J.)
Sent: Wednesday, June 3, 2020 12:38 PM
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.); Rabourn, Todd (T.R.); Rajendran, Jennifer (J.)
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.); 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: RE: Action Request: FSA 20S30 Advance Notice Concurrence and/or Comment

Importance: High

NOTE: this is an Advance Notice only. There is no full Dealer Bulletin, Owner Letter or Technical Instructions to review/approve at this time.

Thank you,

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

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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Please review the FSA Title Description, Advance Notice ~~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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Thank you,

Jeremy Willard

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

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
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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]

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>; 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>; 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>; 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 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]

From: Grove David (AA-AS/EDS2221) <Dave.Grove@us.bosch.com>
Sent: Wednesday, January 15, 2020 2:01 PM
To: Baker, Zachary (Z.); Willard, Jeremy (J.); Sukiennik John (AA-AS/EDS2224)
Cc: Osepchook, William (W.R.); EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS2221)
Subject: RE: Available vehicles?

Ok Sounds good. I will work with Tara to set up a vehicle trial for later this week if that works, on the vehicle below.

331V389			NM0GS9F70G1[redacted]	OKTB	2016	Transit Connect XLT Wag. LWB	2.5L DOHC	6F35

Best regards

David Grove
AA-AS/EDS6.22

Tel. +[redacted]

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, January 15, 2020 8:59 AM
To: Grove David (AA-AS/EDS2221) <Dave.Grove@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Sukiennik John (AA-AS/EDS2224) <john.sukiennik@us.bosch.com>
Cc: Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: Available vehicles?

Dave,

We just need to do a study on one vehicle line – if we have the Transit Connect locally, let's stick with that vehicle for now. No need to get any others.

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

From: Grove David (AA-AS/EDS2221) <Dave.Grove@us.bosch.com>
Sent: Wednesday, January 15, 2020 8:42 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Sukiennik John (AA-AS/EDS2224) <john.sukiennik@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: Available vehicles?

All here are the vehicles I found. I am going to start sending emails out.. It looks like Mark Robinson has a few C-Max vehicles, so I'll start there.

All other besides Mustang it looks like MSTEWA31 / TOLIVER will be good contacts to start.

When are we ready to start the vehicle trials? We can start with the Transit connect and then set up additional as they become available.

Vehicle **Model Year**

C-MAX 2013-2015

Schedule Vehicle | More	298V044		2014	FORD	C-MAX ENEF 4DR
Schedule Vehicle | More	298V046		2014	FORD	C-MAX ENEF 4DR
Schedule Vehicle | More	298V045		2014	FORD	C-MAX ENEF 4DR

Escape 2013-2015

Schedule Vehicle | More	312W230	M22L0003-VP	2013	FORD	ESCAPE LIMI
Schedule Vehicle | More	589W510	M2230007-VP	2013	FORD	ESCAPE LIMI
Schedule Vehicle | More	589W600		2013	FORD	ESCAPE SE A
Schedule Vehicle | More	312T780		2015	FORD	ESCAPE SE F
Schedule Vehicle | More	312T779		2015	FORD	ESCAPE S FW
Schedule Vehicle | More	184W959		2013	FORD	ESCAPE SEL
Schedule Vehicle | More	302W447		2013	FORD	ESCAPE SEL
Schedule Vehicle | More	295V001		2013	FORD	ESCAPE SEL
Schedule Vehicle | More	175W622		2013	FORD	ESCAPE SEL
Schedule Vehicle | More	295V002		2013	FORD	ESCAPE SEL
Schedule Vehicle | More	590T018		2013	FORD	ESCAPE SEL
Schedule Vehicle | More	590T015		2013	FORD	ESCAPE SEL
Schedule Vehicle | More	061W831		2013	FORD	ESCAPE SEL
Schedule Vehicle | More	312W228	M22L0001-VP	2013	FORD	ESCAPE TITANI HYBRID S/W
Schedule Vehicle | More	294H071	ME4S0026-M1	2013	FORD	ESCAPE TITANI
Schedule Vehicle | More	302W103		2013	FORD	ESCAPE TITANI S/W
Schedule Vehicle | More	061W651	M26S0072-M1	2014	FORD	ESCAPE TITANI S/W
Schedule Vehicle | More	516W160		2014	FORD	ESCAPE TITANI S/W
Schedule Vehicle | More	184W614		2014	FORD	ESCAPE TITANI S/W
Schedule Vehicle | More	204T156		2013	FORD	ESCAPE TITANI
Schedule Vehicle | More	565W782		2013	FORD	ESCAPE TITANI
Schedule Vehicle | More	331V455		2015	FORD	ESCAPE TITANI

Focus 2012-2015

MSTEWA31 / TOLIVER (they have a few as well)

Schedule Vehicle | More	184T808		2012	FORD	FOCUS SE
Schedule Vehicle | More	517W132		2015	FORD	FOCUS SE
Schedule Vehicle | More	590W349		2012	FORD	FOCUS SE
Schedule Vehicle | More	302W575		2015	FORD	FOCUS SE
Schedule Vehicle | More	589B498		2014	FORD	FOCUS SE
Schedule Vehicle | More	201F561		2015	FORD	FOCUS SE
Schedule Vehicle | More	201F562		2015	FORD	FOCUS SE

	Schedule Vehicle | More	579W525		2015	FORD	FOCUS SE

MKC 2015

Schedule Vehicle | More	312W538	ME4L0000-VP	2015	LINCOLN	MKC AWD
Schedule Vehicle | More	312W539	ME4L0001-VP	2015	LINCOLN	MKC AWD
Schedule Vehicle | More	313W071		2015	LINCOLN	MKC AWD
Schedule Vehicle | More	061W039		2015	LINCOLN	MKC FWD
Schedule Vehicle | More	061W116		2015	LINCOLN	MKC AWD
Schedule Vehicle | More	202F276		2015	LINCOLN	MKC FWD
Schedule Vehicle | More	301W085		2015	LINCOLN	MKC FWD
Schedule Vehicle | More	312W583	ME5F0001-VP	2015	LINCOLN	MKC AWD
Schedule Vehicle | More	312W582	ME5F0000-VP	2015	LINCOLN	MKC FWD
Schedule Vehicle | More	312W584	ME5F0002-VP	2015	LINCOLN	MKC AWD

Mustang 2015

Schedule Vehicle | More	589W816		2015	FORD	MUSTANG ECO FASTBACK COU
Schedule Vehicle | More	184H093	ZG570765	2015	FORD	MUSTANG V6 F 2DR
Schedule Vehicle | More	589W694		2015	FORD	MUSTANG GT F
Schedule Vehicle | More	590W091		2015	FORD	MUSTANG GT F
Schedule Vehicle | More	306H922		2015	FORD	MUSTANG GT F
Schedule Vehicle | More	077W335		2015	FORD	MUSTANG GT F
Schedule Vehicle | More	308H349		2015	FORD	MUSTANG GT P CONVERTIBLE
Schedule Vehicle | More	564W017		2015	FORD	MUSTANG GT P CONVERTIBLE
Schedule Vehicle | More	306W652		2015	FORD	MUSTANG GT P CONVERTIBLE
Schedule Vehicle | More	061W921		2015	FORD	MUSTANG ECO FASTBACK COU

Transit Connect 2014-2016 We have a wagon to trial

Best regards

David Grove
AA-AS/EDS6.22

Tel. +[redacted]

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, January 14, 2020 5:21 PM
To: Grove David (AA-AS/EDS2221) <Dave.Grove@us.bosch.com>; Sukiennik John (AA-AS/EDS2224) <john.sukiennik@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: Available vehicles?

Scratch that Dave, they're all blending together.
The 2.5L TC is required for another trial for 19X41.

Either of the veh's below will work for this one (door latch).

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/EDS2221) <Dave.Grove@us.bosch.com>
Sent: Tuesday, January 14, 2020 5:07 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Sukiennik John (AA-AS/EDS2224) <john.sukiennik@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: Available vehicles?

Will this work? Or is the van qualifier not applicable to this? If not we will need to search frther..

331V389			NM0GS9F70G1[redacted]	OKTB	2016	Transit Connect XLT Wag. LWB	2.5L DOHC	6F35

Best regards

David Grove
AA-AS/EDS6.22

Tel. +[redacted]

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, January 14, 2020 5:05 PM
To: Grove David (AA-AS/EDS2221) <Dave.Grove@us.bosch.com>; Sukiennik John (AA-AS/EDS2224) <john.sukiennik@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: Available vehicles?

It needs to be that 2.5L van.

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/EDS2221) <Dave.Grove@us.bosch.com>
Sent: Tuesday, January 14, 2020 5:04 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Sukiennik John (AA-AS/EDS2224) <john.sukiennik@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: Available vehicles?

Jeremy, will either of these work?

DSC I	-	-	-	PP	2016	Transit Connect Titanium Wagon LWB - **Ordered by DSC**	1.6L GTDI	6F35	
331V389			NM0GS9F70G1[redacted]	OKTB	2016	Transit Connect XLT Wag. LWB	2.5L DOHC	6F35	

Best regards

David Grove
AA-AS/EDS6.22

Tel. +[redacted]

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, January 14, 2020 4:52 PM
To: Sukiennik John (AA-AS/EDS2224) <john.sukiennik@us.bosch.com>; Grove David (AA-AS/EDS2221) <Dave.Grove@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: FW: Available vehicles?
Importance: High

John / Dave –
We need to coordinate on the one veh that's a match (2016 Transit Connect).
Can you please a take a look at timing and advise of availability?

Zach –
Other than our Bosch team, who needs to be involved with this one?

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, January 10, 2020 2:10 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: FW: Available vehicles?

Jeremy,

We need to get a hold of one of the vehicles below for some analysis related to door latch replacement.

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

From: Sukiennik John (AA-AS/EDS2224) <john.sukiennik@us.bosch.com>
Sent: Friday, January 10, 2020 6:57 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Grove David (AA-AS/EDS2221) <Dave.Grove@us.bosch.com>; Sukiennik John (AA-AS/EDS2224) <john.sukiennik@us.bosch.com>
Subject: RE: Available vehicles?

Sorry Zach, thought I responded to this one……..from the list below, all we have in our fleet is a 2016 Transit Connect……nothing 2015 or older anymore.

DSC (Roger's Fleet), according to FMS, has nothing 2015 or older, except F150.

Best regards

John Sukiennik
AA-AS/EDS2224

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, January 9, 2020 4:16 PM
To: Sukiennik John (AA-AS/EDS2224) <john.sukiennik@us.bosch.com>
Cc: Grove David (AA-AS/EDS2221) <Dave.Grove@us.bosch.com>
Subject: RE: Available vehicles?

John,

Have you been able to look into this?

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

From: Baker, Zachary (Z.)
Sent: Tuesday, January 07, 2020 3:19 PM
To: Sukiennik John (AA-AS/EDS2224) <john.sukiennik@us.bosch.com>
Subject: Available vehicles?

John,

Are any of these vehicles available in the local fleet here?

Vehicle	Model Year
C-MAX	2013-2015
Escape	2013-2015
Focus	2012-2015
MKC	2015
Mustang	2015
Transit Connect	2014-2016

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

From: Krivtsov, Vasiliy (V.)
Sent: Friday, April 24, 2020 11:43 AM
To: Itoh, Jorji (J.D.)
Cc: Diaz, Adrian (A.D.); Landry, Mike (M.P.)
Subject: RE: C1A Labor Rate Change - Identified Vehicles

No problem, Jorji! Let's discuss on Monday. --Vasiliy

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Thursday, April 23, 2020 4:13 PM
To: Krivtsov, Vasiliy (V.) <vkrivtso@ford.com>
Cc: Diaz, Adrian (A.D.) <adiaz41@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: FW: C1A Labor Rate Change - Identified Vehicles

Hello Vasiliy,

I've set up a meeting on Monday with you to discuss the request below.

Kind regards,

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

From: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Sent: Thursday, April 23, 2020 4:06 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: RE: C1A Labor Rate Change - Identified Vehicles

Thanks Jorji. Can you work with Vasiliy to get the expected % of incomplete repairs before and after the labor change with 95% confidence? Thanks!

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Thursday, April 23, 2020 3:41 PM
To: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: C1A Labor Rate Change - Identified Vehicles

Hello Adrian,

The labor rate change was published on August 1, 2017.

Please see the summary below:

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, go 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: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, June 5, 2020 8:52 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Loaded them to my one drive – you should receive a link with access

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Thursday, June 04, 2020 9:49 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

I don't have access to that network drive.

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: Thursday, June 4, 2020 4:19 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: FW: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Hue,

FYI

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

From: Schmidt, Steven (S.) <sschm167@ford.com>
Sent: Thursday, June 04, 2020 3:40 PM
To: Harrier, Nathan (N.) <nharrier@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: FW: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Team,
As requested, see notes in RED
Link to Photos: \\fmc9000106\proj\AIRBAG\C1A Door Latch Photos\060420 Zack

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Thursday, June 04, 2020 11:07 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

This is the only picture I have with a 5-digit code.



If more pictures are needed, Nathan Harrier has access to pictures from the Canvas study and the list below should be enough for him to identify and locate.

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, June 04, 2020 10:58 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Jorji,

Do you have pictures of the 5-digit latch codes for the vehicles listed below? I took this from your table, and merged the latches into one column.

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Wednesday, June 03, 2020 5:39 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

I'm checking with both suppliers and will let you know what I find out.

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, June 3, 2020 4:17 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: FW: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Hue,

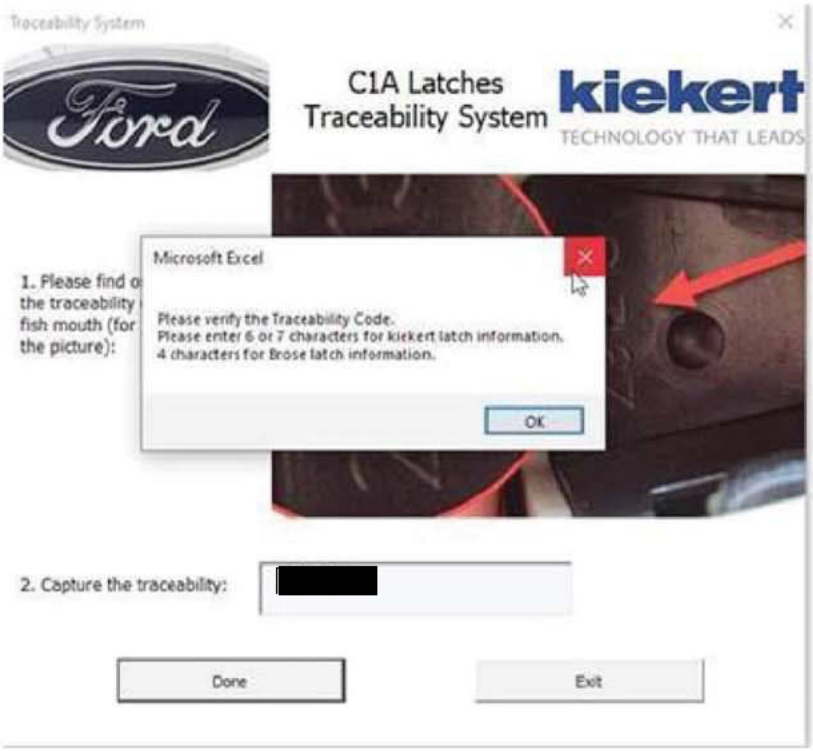
Can you help with the 5-digit code question below? This code came directly from the canvassing study done in the field.

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

From: Phillip Sanders <psanders@renkim.com>
Sent: Wednesday, June 03, 2020 4:06 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Linda Webster <lwebster@renkim.com>; Cure, Dan (D.) <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Yup. It is my copy. I redownloaded it and it is working. however as I previously stated it does not identify if the latch code is good or bad. I have the extracted code attached. there are some reference points that I cannot see. But it pretty much just breaks the latchcode down by position and formats it to make it more readable.

Also I tried a 5 character code and it displays this. the 5 character code I entered was from the "C1A latch date code data" You supplied last week.

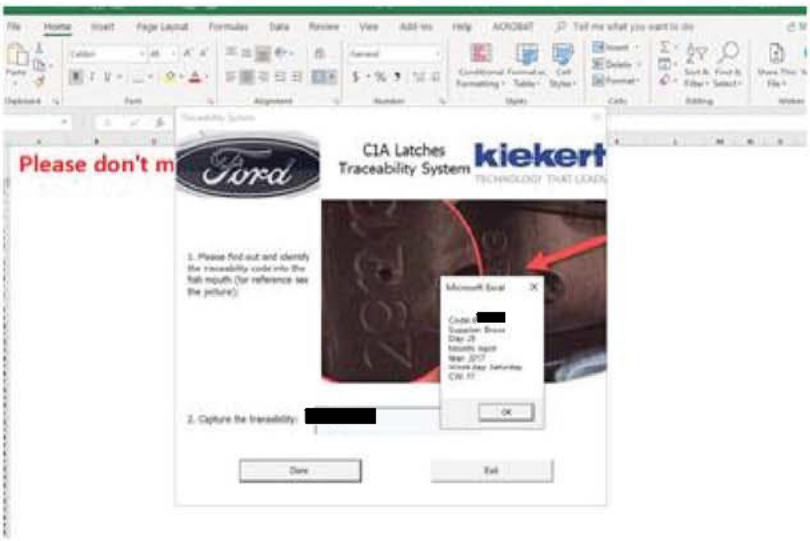


From: Phillip Sanders
Sent: Wednesday, June 3, 2020 3:44 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Zachary Baker <zbaker1@ford.com>; Linda Webster <lwebster@renkim.com>; dcure2 <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@Renkim.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Maybe it is my copy. I will redownload from the email and try

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Wednesday, June 3, 2020 3:31 PM
To: Zachary Baker <zbaker1@ford.com>; Phillip Sanders <psanders@renkim.com>; Linda Webster <lwebster@renkim.com>; dcure2 <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

It's been working fine for me too. I've been using this tool for a couple of days now. The only time it gives me that error is if I try to close the small window and don't close it all the way down and reopen it.



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: Wednesday, June 03, 2020 3:27 PM
To: Phillip Sanders <psanders@renkim.com>; Linda Webster <lwebster@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: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Interesting. When I type [redacted], I get the following:

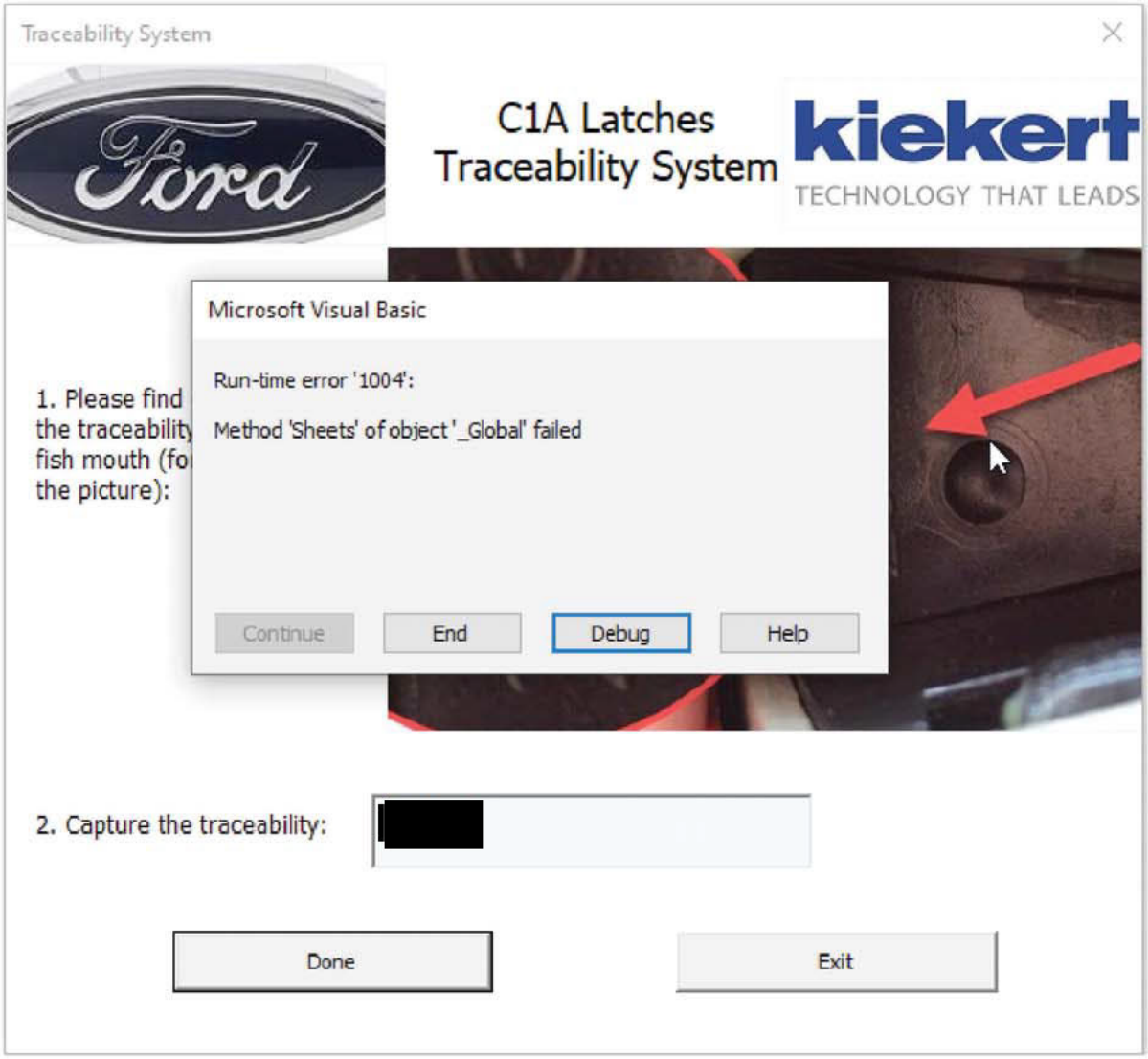


Zachary Baker
Program Manager, Recall and Service Programs
DSC2 #802
[redacted]

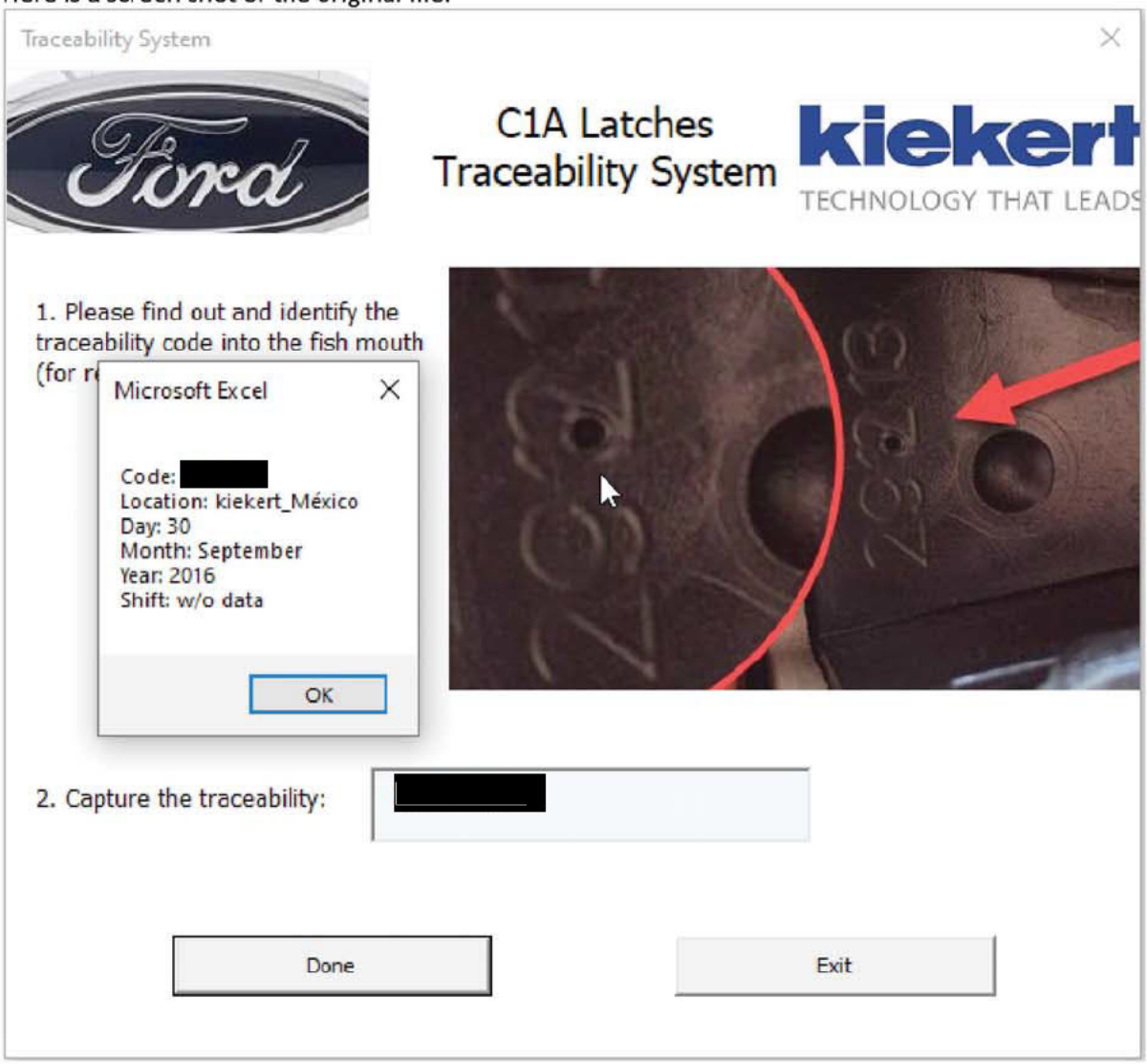
From: Phillip Sanders <psanders@renkim.com>
Sent: Wednesday, June 03, 2020 3:10 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Linda Webster <lwebster@renkim.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Cure, Dan (D.) <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Zach,

I am getting an error when using the new decoder.


Traceability System
C1A Latches
Traceability System
kiekert
TECHNOLOGY THAT LEADS
Microsoft Visual Basic
Run-time error '1004':
Method 'Sheets' of object '_Global' failed
Continue
End
Debug
Help
1. Please find
the traceability
fish mouth (fo
the picture):
2. Capture the traceability:
Done
Exit

Here is a screen shot of the original file.



From what it can tell. This only breaks the code down into a readable format.



The code I was able to pull from the original was not much help as I still had to parse the latch code myself to determine if the code was good based on the model year

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 12:36 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

Great news!

What next? How can we help?

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



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

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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[redacted]

Thank you,

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, June 4, 2020 11:55 AM
To: Harrier, Nathan (N.) <nharrier@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Nate, can you provide more photos of 5-digit latch codes based on the table below?

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

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Thursday, June 04, 2020 11:07 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

This is the only picture I have with a 5-digit code.



If more pictures are needed, Nathan Harrier has access to pictures from the Canvas study and the list below should be enough for him to identify and locate.

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, June 04, 2020 10:58 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Jorji,

Do you have pictures of the 5-digit latch codes for the vehicles listed below? I took this from your table, and merged the latches into one column.

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Wednesday, June 03, 2020 5:39 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

I'm checking with both suppliers and will let you know what I find out.

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, June 3, 2020 5:28 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Hue,

From the canvassing data, I see a number of 5 digit entries. See below.

[redacted]

From: Phillip Sanders <psanders@renkim.com>
Sent: Wednesday, June 03, 2020 4:06 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Linda Webster <lwebster@renkim.com>; Cure, Dan (D.) <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Yup. It is my copy. I redownloaded it and it is working. however as I previously stated it does not identify if the latch code is good or bad. I have the extracted code attached. there are some reference points that I cannot see. But it pretty much just breaks the latchcode down by position and formats it to make it more readable.

Also I tried a 5 character code and it displays this. the 5 character code I entered was from the "C1A latch date code data" You supplied last week.

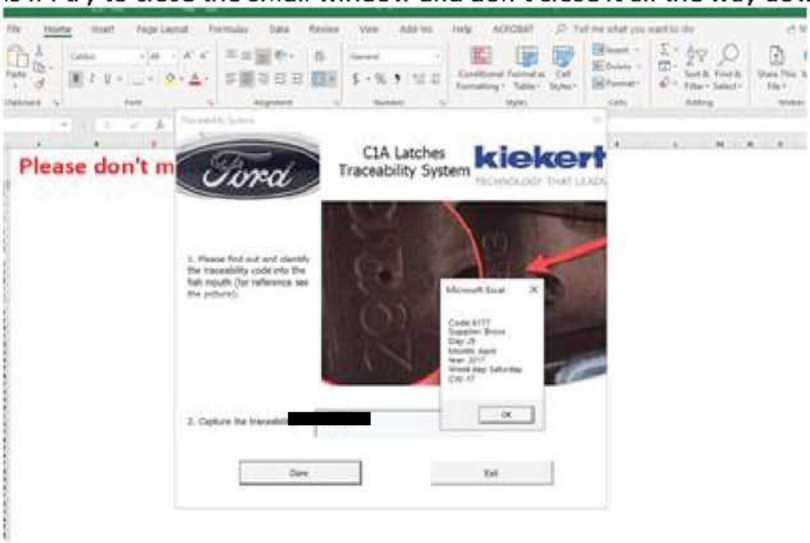


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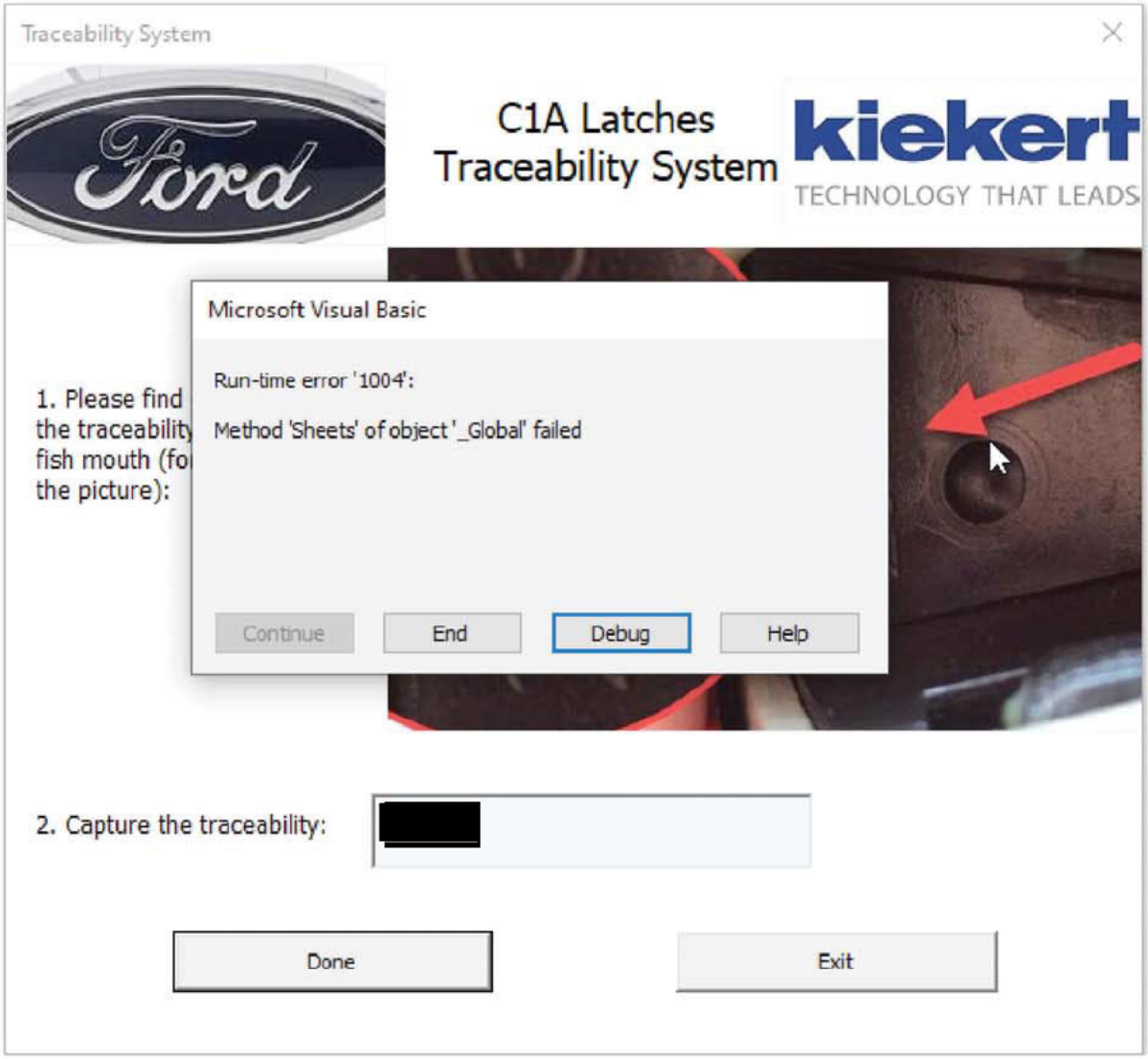


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DSC2 #802
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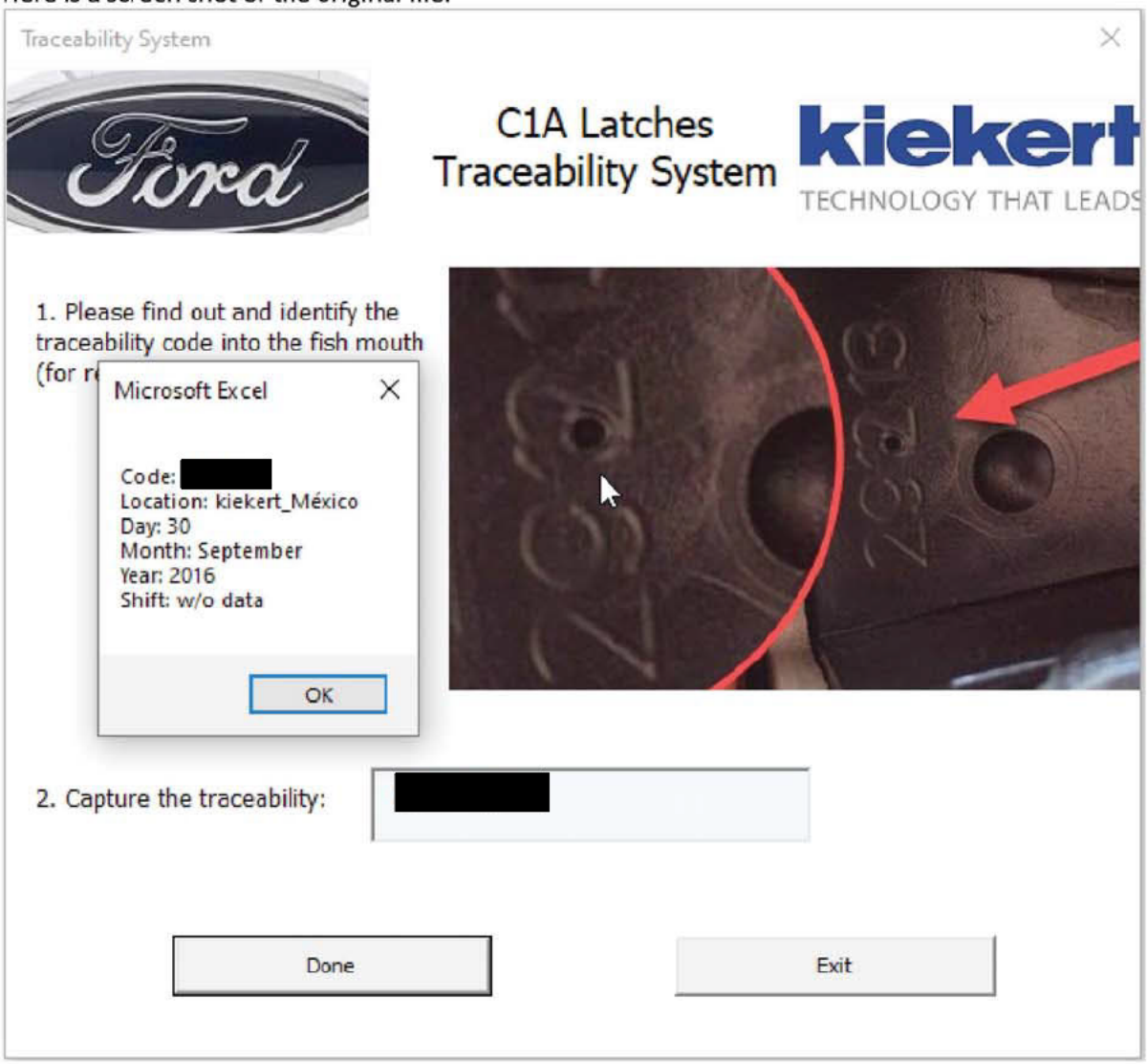
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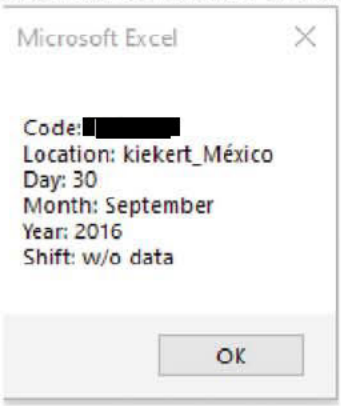
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Traceability System
C1A Latches
Traceability System
kiekert
TECHNOLOGY THAT LEADS
Microsoft Visual Basic
Run-time error '1004':
Method 'Sheets' of object '_Global' failed
Continue
End
Debug
Help
1. Please find
the traceability
fish mouth (fo
the picture):
2. Capture the traceability:
Done
Exit

Here is a screen shot of the original file.



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The code I was able to pull from the original was not much help as I still had to parse the latch code myself to determine if the code was good based on the model year

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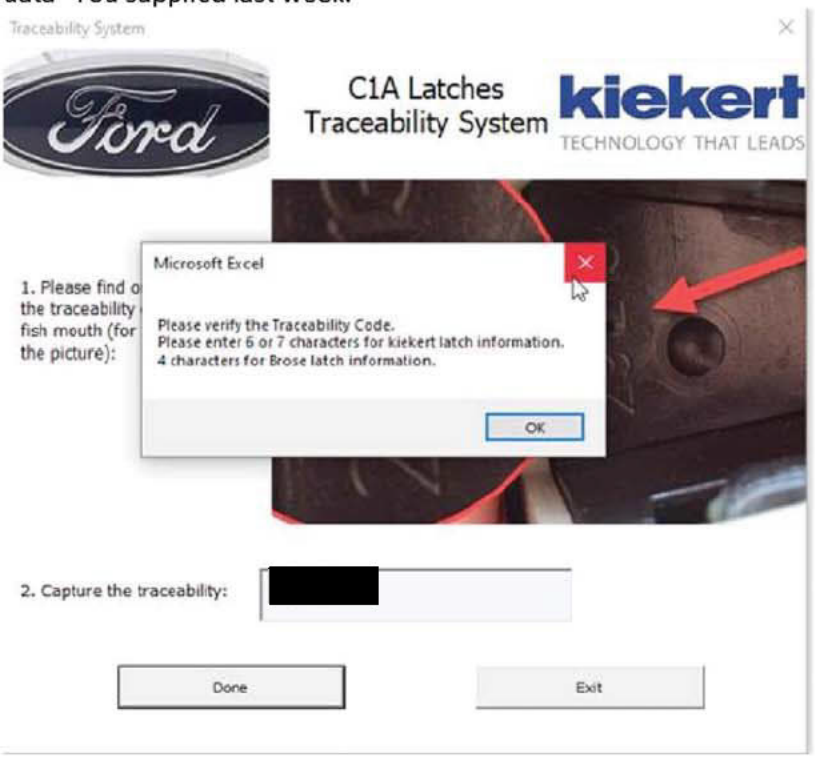
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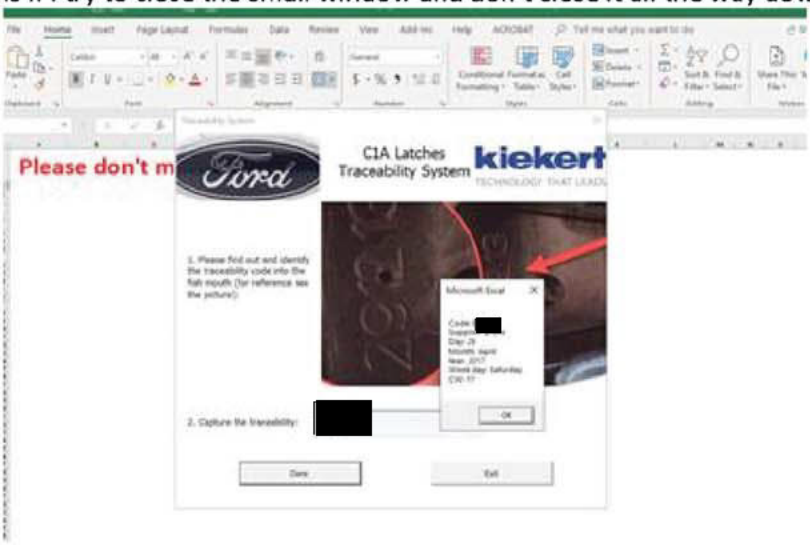


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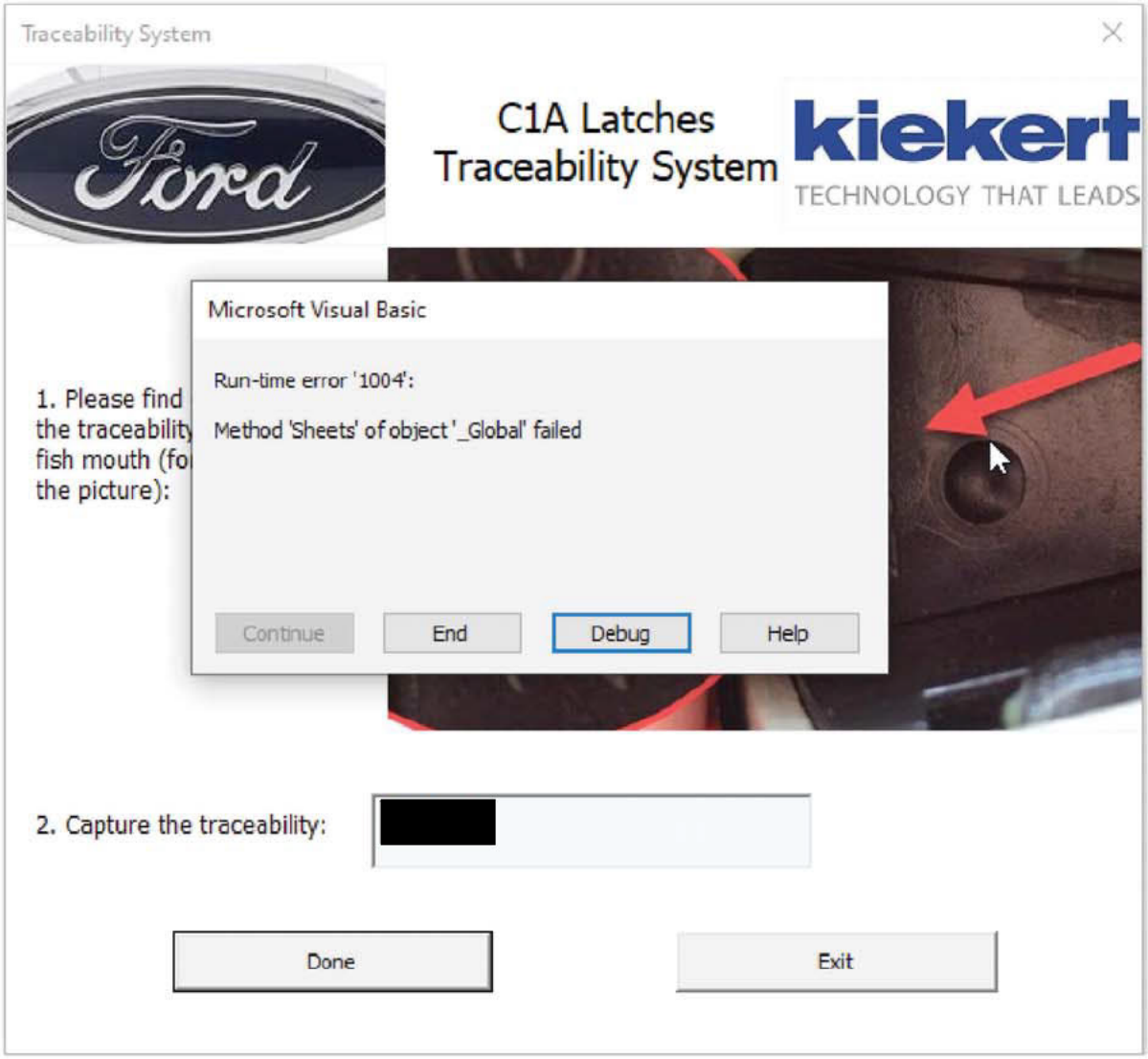


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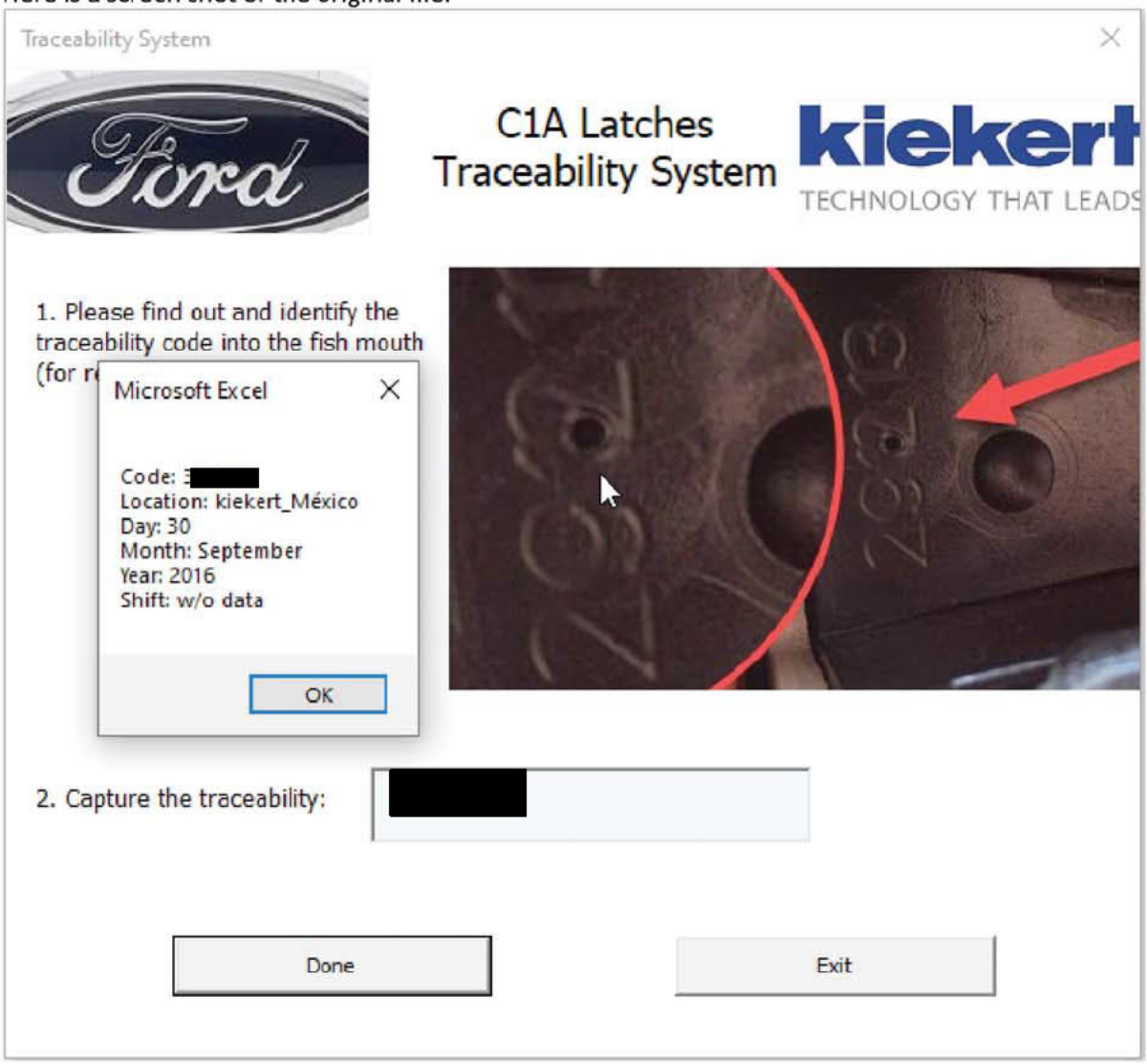
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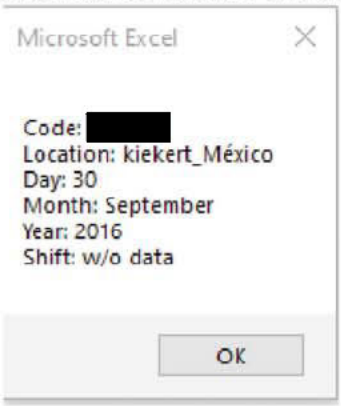
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We can do a 1:30 p.m. (I will be late due to another meeting) or tomorrow at 9:00 a.m. Thank you!

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From: Linda Webster <lwebster@renkim.com>
Sent: Thursday, June 04, 2020 12:05 PM
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: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Hi Zach,

The Renkim team had a brief meeting today to review Phil's question around the logic and coding completed in determining latch code status result.
I think it would be a good idea if we had a short meeting to walk-through the logic and where the question lies. I'm sure you have a wide-open calendar.

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: Wednesday, June 3, 2020 4:13 PM
To: Phillip Sanders <psanders@renkim.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Linda Webster <lwebster@renkim.com>; dcure2 <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Phil,

The go/no go gauge will essentially this: was the latch built circa the vehicle build date, or after? If before/circa, it is an OE latch. If after, good service part.

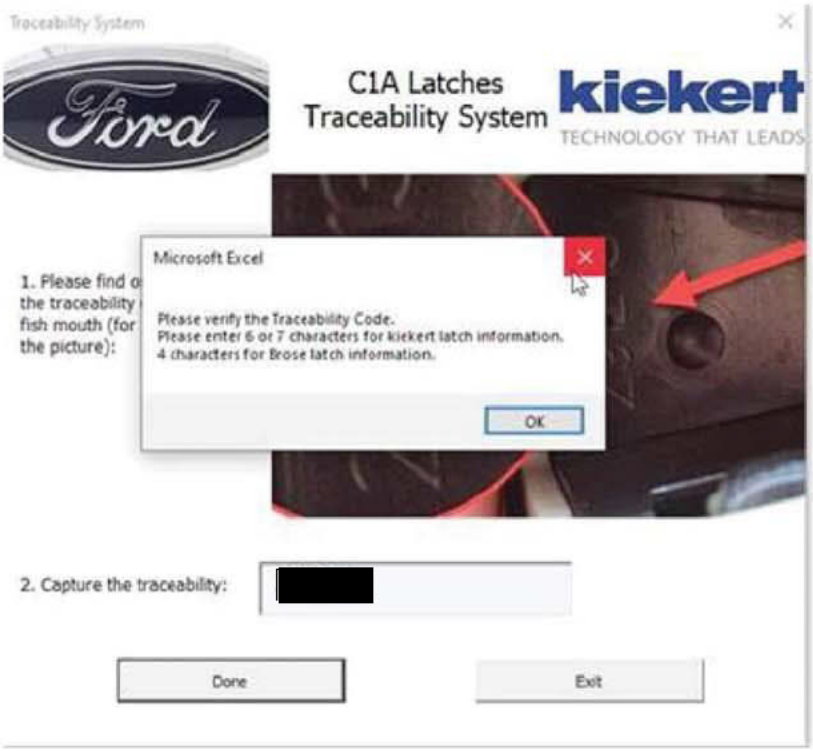
I will inquire on the 5-digit code. Thanks.

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

From: Phillip Sanders <psanders@renkim.com>
Sent: Wednesday, June 03, 2020 4:06 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Linda Webster <lwebster@renkim.com>; Cure, Dan (D.) <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Yup. It is my copy. I redownloaded it and it is working. however as I previously stated it does not identify if the latch code is good or bad. I have the extracted code attached. there are some reference points that I cannot see. But it pretty much just breaks the latchcode down by position and formats it to make it more readable.

Also I tried a 5 character code and it displays this. the 5 character code I entered was from the "C1A latch date code data" You supplied last week.

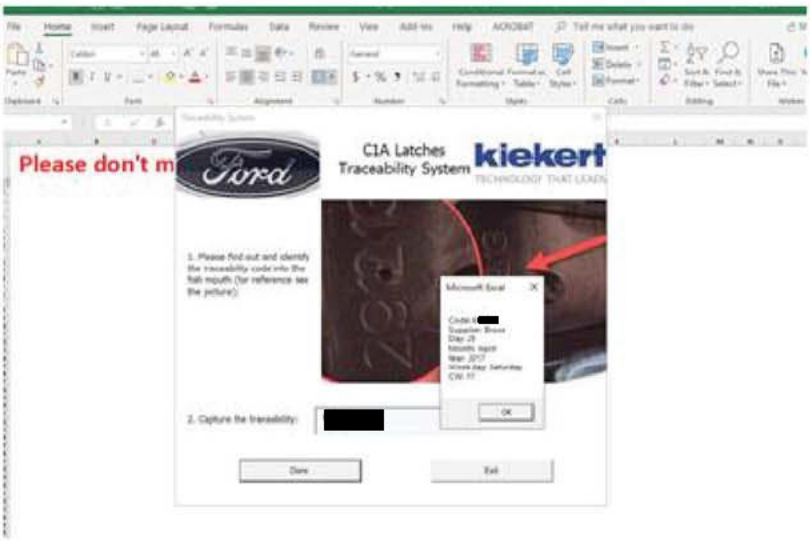


From: Phillip Sanders
Sent: Wednesday, June 3, 2020 3:44 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Zachary Baker <zbaker1@ford.com>; Linda Webster <lwebster@renkim.com>; dcure2 <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@Renkim.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Maybe it is my copy. I will redownload from the email and try

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Wednesday, June 3, 2020 3:31 PM
To: Zachary Baker <zbaker1@ford.com>; Phillip Sanders <psanders@renkim.com>; Linda Webster <lwebster@renkim.com>; dcure2 <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

It's been working fine for me too. I've been using this tool for a couple of days now. The only time it gives me that error is if I try to close the small window and don't close it all the way down and reopen it.



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: Wednesday, June 03, 2020 3:27 PM
To: Phillip Sanders <psanders@renkim.com>; Linda Webster <lwebster@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: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Interesting. When I type [redacted] I get the following:

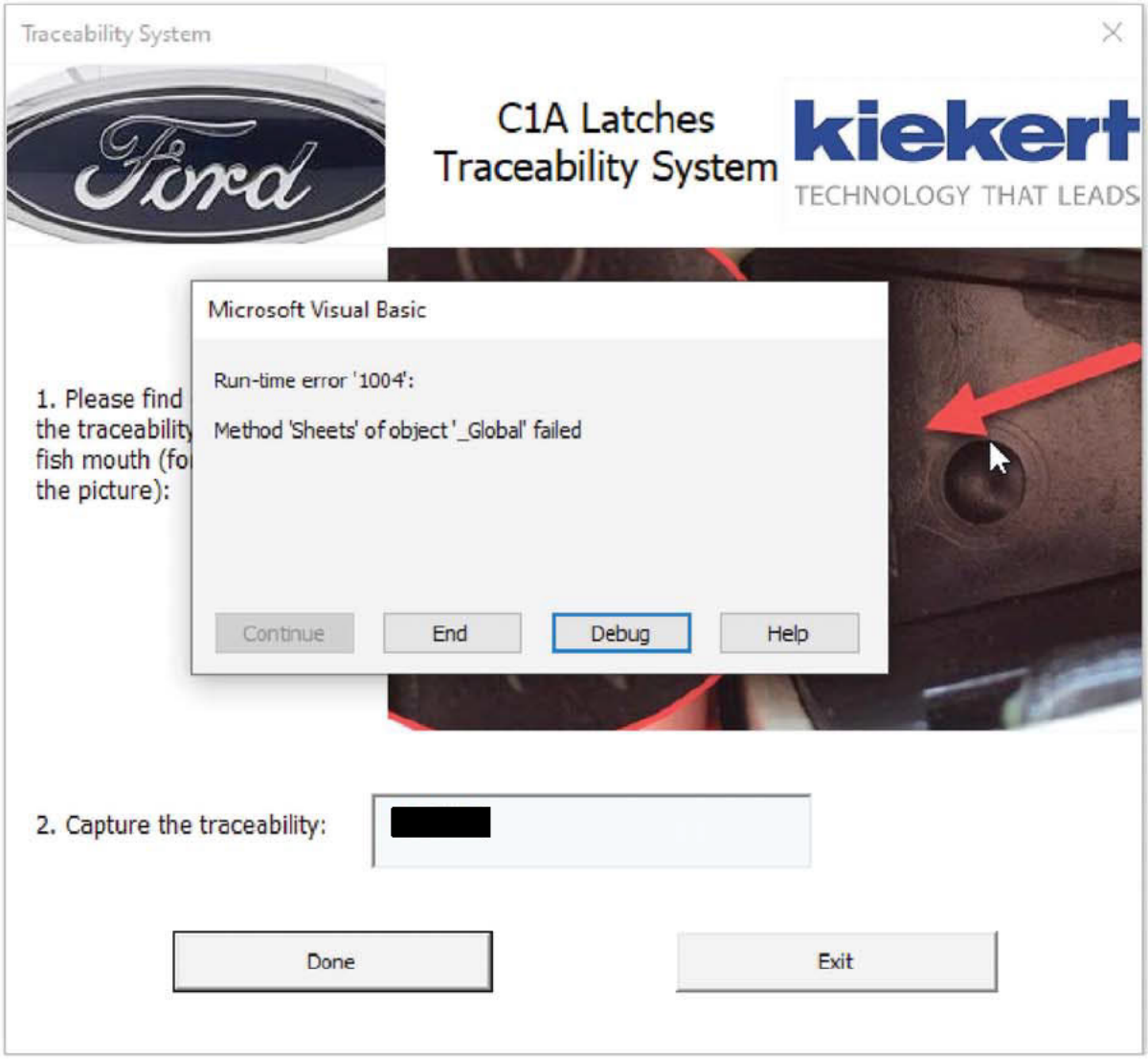


Zachary Baker
Program Manager, Recall and Service Programs
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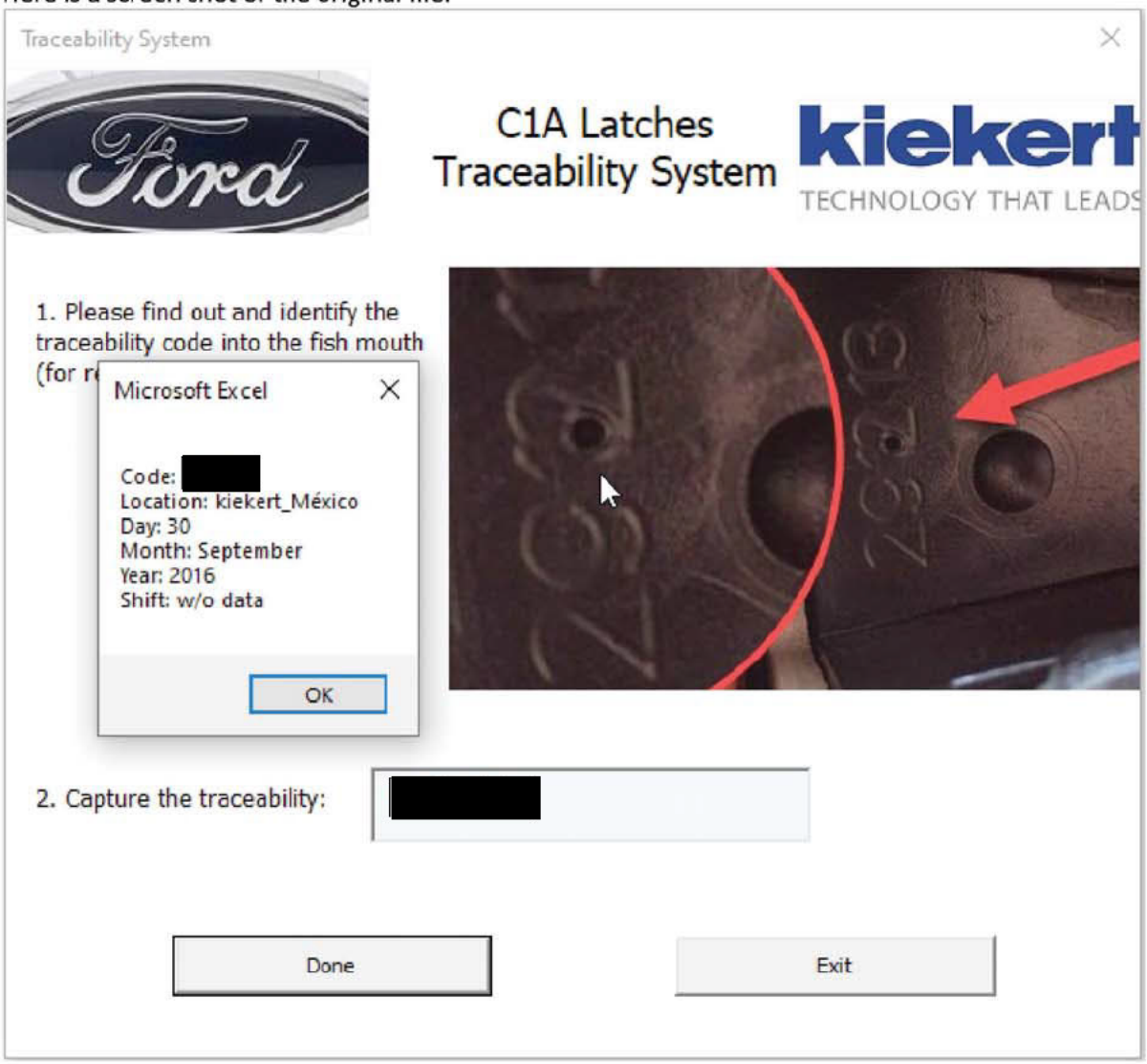
From: Phillip Sanders <psanders@renkim.com>
Sent: Wednesday, June 03, 2020 3:10 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Linda Webster <lwebster@renkim.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Cure, Dan (D.) <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Zach,

I am getting an error when using the new decoder.


Traceability System
C1A Latches
Traceability System
kiekert
TECHNOLOGY THAT LEADS
Microsoft Visual Basic
Run-time error '1004':
Method 'Sheets' of object '_Global' failed
Continue
End
Debug
Help
1. Please find
the traceability
fish mouth (fo
the picture):
2. Capture the traceability:
Done
Exit

Here is a screen shot of the original file.



From what it can tell. This only breaks the code down into a readable format.



The code I was able to pull from the original was not much help as I still had to parse the latch code myself to determine if the code was good based on the model year

lwebster@renkim.com

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Great news!

What next? How can we help?

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Program Manager, Recall and Service Programs
DSC2 #802
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Linda,

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Lincolnlatchrecall.com

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DSC2 #802
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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!

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Hello Jeremy and Zach,

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We need it to build the web programs. I attached sample model code reports from 2015 for 15S16.
Thank you!

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lwebster@renkim.com

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13333 Allen Road
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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

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: Linda Webster <lwebster@renkim.com>
Sent: Friday, May 29, 2020 4:59 PM
To: Phillip Sanders; Baker, Zachary (Z.); Willard, Jeremy (J.); Cure, Dan (D.); Michele Jackson; Saiprassad Gunasegaran
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

Ha, imagine that, I missed it. 😊 Sorry all! I'm flooded with rain and email!

Great job, Zach! Thanks!!

Linda Webster
Sales Manager/
Account Specialist
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To: Linda Webster <lwebster@renkim.com>; Zachary Baker <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; dcure2 <dcure2@ford.com>; Michele Jackson <mjackson@renkim.com>; Saiprassad Gunasegaran <sgunasegaran@renkim.com>
Subject: RE: Dealer Self Service for 15S16 & 16S30 and future Decoder Tool discussion

[redacted]

Will there be multiple videos based on vehicle model?

Phil, please provide additional information you need.

Thank You!!!

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Great news!

What next? How can we help?

Zachary Baker
Program Manager, Recall and Service Programs
DSC2 #802
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+[redacted] FordNet [redacted] / Toll
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[redacted]

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It would be useful for development and testing. Phil and Sai have developed the script based on the Brose and Kierkert documents provided.

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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

+[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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WebEx Support
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[redacted]

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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, go here to view host information.

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

[redacted]

[redacted]

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Tuesday, April 28, 2020 12:47 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Hansen, Thayne (T.) <thansen1@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: Exec TRG - C1A DRAFT Presentation

Hi Zach,

I have a meeting scheduled with Adrian Diaz tomorrow morning at 8am to review the presentation progress for the TRG on Thursday.

I've attached the presentation for your reference.
I'll continue working on it, but wanted you to see what I have put together so far.

Copied Thayne and Mike so they could have a pre-read as well.

Kind regards,

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

From: Rosol, Lance (L.)
Sent: Thursday, May 28, 2020 2:32 PM
To: Baker, Zachary (Z.); Willard, Jeremy (J.)
Cc: Kahn, Jason (J.); Farr, Tony (T.J.); EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226); Hausmann, William (W.); Grove David (AA-AS/EDS226); Osepchook, William (W.R.)
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Video has been updated on Brightcove.

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, May 28, 2020 10:01 AM
To: Rosol, Lance (L.) <lrosol@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@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>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

It is an actual button in the file, not an image. That is most likely why it doesn't show up in the PDF. Will the Snip application work better than exporting to PDF? I noticed that the images got horizontally stretched when trying to PDF too..

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

From: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Thursday, May 28, 2020 9:37 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@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>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

It's the craziest thing....for some reason the submit button shows up in the original Excel file, but when I export it as a PDF or try to open it on my other computer it disappears. I think I can find a way around this bug, but I am curious as to why that is the only item that isn't showing up correctly on the images.

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, May 28, 2020 8:50 AM
To: Rosol, Lance (L.) <lrosol@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@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>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA



Please respond with your thoughts.

Lance

From: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Wednesday, May 27, 2020 2:43 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@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>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Hi Zach,

The Brightcove video has been updated. Let me know your thoughts.

Thanks,

Lance Rosol
Broadcast Services Manager
Technical Service Operations
Service Engineering Operations
Ford Motor Company
(w)
(c)

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, May 27, 2020 1:44 PM
To: Rosol, Lance (L.) <lrosol@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@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>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

One additional request – can we place a DRAFT watermark in the video throughout the runtime?

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

From: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Tuesday, May 26, 2020 9:51 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Yeah sorry...I just noticed that! I was wanting to make sure that the footage was ok before I went and edited the final 6 videos.

Lance

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, May 26, 2020 9:49 AM
To: Rosol, Lance (L.) <lrosol@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA
Importance: High

Lance –
I think you've done a great job covering my error (whoops). However, there might be confusion when we start showing the video to folks asking why the customers are both writing the latch dates codes on the paper AND simulating to enter in to the mobile app.
Are you still planning on separating out the videos in to the 6 unique videos like we discussed?

Also, this may be a moot point, but should the title of the 4 door be Focus?

Thank you,

Jeremy Willard

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

From: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Tuesday, May 26, 2020 9:45 AM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.)

https://bcove.video/2ytw7U0

Escape Latch

https://bcove.video/3bX64IJ

Mustang Latch

https://bcove.video/2Xp7nVA

Regards,

Lance Rosol
Broadcast Services Manager
Technical Service Operations
Service Engineering Operations
Ford Motor Company
(w) [redacted]
(c) [redacted]

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, May 22, 2020 7:57 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Rosol, Lance (L.) <lrosol@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>
Subject: Re: F/U - discuss videos needed for 19Y33 latch FSA

Lance -
I'm wondering if you and I should go over the shot flow? I was just planning on going to DSC II until 9:30, but now I'm thinking maybe I come over a little earlier?
after Bill and I spoke I realized I had a little bit of time so I stopped to get some gas and write this note. Call me on my cell phone if you want to discuss otherwise I'll be back online at DSC in about 20 minutes or so.
Thanks,
Jeremy
[redacted]

Jeremy Willard

Ford Customer Service
Recall & Service Programs
DSCII - [redacted]
Sent from Outlook Mobile

From: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Sent: Friday, May 22, 2020 7:33:50 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Rosol, Lance (L.) <lrosol@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Guys,
Just spoke with Jeremy, he is up to speed and on board with 9:30 at Lance's. I'll get withTara and let her know the new time…

Best regards,

William Hausmann

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

---

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, May 22, 2020 7:26 AM
To: Rosol, Lance (L.) <lrosol@ford.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

I am aligned with that proposal. Push back to 9:30, do it outdoors if possible, if we have no other choice we can move indoors.

Additional question, and this is getting perhaps a little presumptuous… Lance, do you have a garage, and if so, could we potentially perform these inspections in there? Just another thought.

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

From: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Friday, May 22, 2020 7:20 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>

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+[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, go here to view host information.

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For additional help with WebEx, Ford users can click on the Digital Worker link: WebEx Support

Can't join the meeting? Contact support.

[redacted]

Lance

From: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Wednesday, May 27, 2020 2:43 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@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>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Hi Zach,

The Brightcove video has been updated. Let me know your thoughts.

Thanks,

Lance Rosol
Broadcast Services Manager
Technical Service Operations
Service Engineering Operations
Ford Motor Company
(w) [redacted]
(c) [redacted]

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, May 27, 2020 1:44 PM
To: Rosol, Lance (L.) <lrosol@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@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>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

One additional request – can we place a DRAFT watermark in the video throughout the runtime?

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

From: Baker, Zachary (Z.)
Sent: Wednesday, May 27, 2020 11:09 AM
To: Rosol, Lance (L.) <lrosol@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@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>; Osepchook, William (W.R.) <wosepcho@ford.com>

William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Yeah sorry...I just noticed that! I was wanting to make sure that the footage was ok before I went and edited the final 6 videos.

Lance

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, May 26, 2020 9:49 AM
To: Rosol, Lance (L.) <lrosol@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA
Importance: High

Lance –
I think you've done a great job covering my error (whoops). However, there might be confusion when we start showing the video to folks asking why the customers are both writing the latch dates codes on the paper AND simulating to enter in to the mobile app.
Are you still planning on separating out the videos in to the 6 unique videos like we discussed?

Also, this may be a moot point, but should the title of the 4 door be Focus?

Thank you,

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

From: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Tuesday, May 26, 2020 9:45 AM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Everyone did a great job. Glad it wasn't a total wash out!

Lance Rosol
Broadcast Services Manager
Technical Service Operations
Service Engineering Operations
Ford Motor Company

(w) [redacted]
(c) [redacted]

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Sent: Tuesday, May 26, 2020 9:42 AM
To: Rosol, Lance (L.) <lrosol@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Thank you Lance for your quick efforts on this!

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: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Tuesday, May 26, 2020 9:40 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

[redacted]

Lance

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Tuesday, May 26, 2020 8:06 AM
To: Hausmann, William (W.) <william.hausmann@us.bosch.com>; Rosol, Lance (L.) <lrosol@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

All,

Save for the tiny goof Bill mentioned (hopefully not too hard to edit around), the work looks great! As soon as we have concept web pages available we can start splicing those into the video.

I really appreciate everyone's extraordinary contribution to making this happen on a tight timeline and in such nasty conditions.

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

From: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Sent: Monday, May 25, 2020 7:59 PM
To: Rosol, Lance (L.) <lrosol@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Guys, looks like the 4 Door vid shows the right rear code being entered in the right FRONT space on the form...

Best regards,

William Hausmann

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

---

From: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Monday, May 25, 2020 7:33 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@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>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Here are the links to the edited videos for review:

Transit Latch

https://bcove.video/2ytw7U0

Escape Latch

https://bcove.video/3bX64IJ

Mustang Latch

https://bcove.video/2Xp7nVA

Regards,

Lance Rosol
Broadcast Services Manager
Technical Service Operations
Service Engineering Operations
Ford Motor Company
(w) [redacted]
(c) [redacted]

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Friday, May 22, 2020 7:57 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Rosol, Lance (L.) <lrosol@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>
Subject: Re: F/U - discuss videos needed for 19Y33 latch FSA

Lance -
I'm wondering if you and I should go over the shot flow? I was just planning on going to DSC II until 9:30, but now I'm thinking maybe I come over a little earlier?
after Bill and I spoke I realized I had a little bit of time so I stopped to get some gas and write this note. Call me on my cell phone if you want to discuss otherwise I'll be back online at DSC in about 20 minutes or so.
Thanks,
Jeremy
[redacted]

Jeremy Willard
Ford Customer Service
Recall & Service Programs
DSCII - [redacted]
Sent from Outlook Mobile

From: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Sent: Friday, May 22, 2020 7:33:50 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Rosol, Lance (L.) <lrosol@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Guys,
Just spoke with Jeremy, he is up to speed and on board with 9:30 at Lance's. I'll get withTara and let her know the new time…

Best regards,

William Hausmann

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

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From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, May 22, 2020 7:26 AM
To: Rosol, Lance (L.) <lrosol@ford.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

I am aligned with that proposal. Push back to 9:30, do it outdoors if possible, if we have no other choice we can move indoors.

Additional question, and this is getting perhaps a little presumptuous… Lance, do you have a garage, and if so, could we potentially perform these inspections in there? Just another thought.

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

From: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Friday, May 22, 2020 7:20 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

[redacted]

Let me know your thoughts.

Lance Rosol
Broadcast Services Manager
Technical Service Operations
Service Engineering Operations
Ford Motor Company
(w) [redacted]
(c) [redacted]

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, May 22, 2020 7:14 AM
To: Hausmann, William (W.) <william.hausmann@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Rosol, Lance (L.) <lrosol@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

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Looks like the chance of rain drops off significantly at 10.

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

From: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Sent: Friday, May 22, 2020 6:25 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Rosol, Lance (L.) <lrosol@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Thanks Zach.

There's some rain in the air. Do we risk it outside at Lance's or do this in FBP3 ??

Best regards,

William Hausmann

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

Join from a video system or application
Dial [redacted]@ford.webex.com
You can also dial [redacted] and enter your meeting number.

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

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For additional help with WebEx, Ford users can click on the Digital Worker link: WebEx Support

Can't join the meeting? Contact support.

[redacted]

It is an actual button in the file, not an image. That is most likely why it doesn't show up in the PDF. Will the Snip application work better than exporting to PDF? I noticed that the images got horizontally stretched when trying to PDF too..

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

From: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Thursday, May 28, 2020 9:37 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@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>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

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Sent: Thursday, May 28, 2020 8:50 AM
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Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@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>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Lance,

My responses below. As timelines go, the quicker we can accomplish the changes, the better. While we may not be able to get to the reshoots this week, I foresee this getting approved at FRC Monday which starts our regulatory shot clock.

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

From: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Wednesday, May 27, 2020 4:12 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@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>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

See comments in red below:

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>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Hi Zach,

The Brightcove video has been updated. Let me know your thoughts.

Thanks,

Lance Rosol
Broadcast Services Manager
Technical Service Operations
Service Engineering Operations
Ford Motor Company
(w) [redacted]
(c) [redacted]

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, May 27, 2020 1:44 PM
To: Rosol, Lance (L.) <lrosol@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@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>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

One additional request – can we place a DRAFT watermark in the video throughout the runtime?

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

From: Baker, Zachary (Z.)
Sent: Wednesday, May 27, 2020 11:09 AM
To: Rosol, Lance (L.) <lrosol@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@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>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA
Importance: High

Lance,

Thank you for these. For the purpose of the NHTSA discussion, I want to focus on the 4-door mobile device video with Jeremy and his Focus.

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, May 26, 2020 9:49 AM
To: Rosol, Lance (L.) <lrosol@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA
Importance: High

Lance –
I think you've done a great job covering my error (whoops). However, there might be confusion when we start showing the video to folks asking why the customers are both writing the latch dates codes on the paper AND simulating to enter in to the mobile app.
Are you still planning on separating out the videos in to the 6 unique videos like we discussed?

Also, this may be a moot point, but should the title of the 4 door be Focus?

Thank you,

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

From: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Tuesday, May 26, 2020 9:45 AM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Everyone did a great job. Glad it wasn't a total wash out!

Lance Rosol
Broadcast Services Manager
Technical Service Operations
Service Engineering Operations
Ford Motor Company
(w)
(c) [redacted]

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Sent: Tuesday, May 26, 2020 9:42 AM

From: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Sent: Monday, May 25, 2020 7:59 PM
To: Rosol, Lance (L.) <lrosol@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

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Best regards,

William Hausmann

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

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Sent: Monday, May 25, 2020 7:33 PM
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Mustang Latch

https://bcove.video/2Xp7nVA

Ford Motor Company
(w) [redacted]
(c) [redacted]

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, May 22, 2020 7:14 AM
To: Hausmann, William (W.) <william.hausmann@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Rosol, Lance (L.) <lrosol@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
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Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

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

From: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Sent: Friday, May 22, 2020 6:25 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Rosol, Lance (L.) <lrosol@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
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Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

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William Hausmann

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

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From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, May 21, 2020 3:54 PM
To: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Rosol, Lance (L.) <lrosol@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>; Hausmann William (AA-AS/EDS226)

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Can't join the meeting? Contact support.

[redacted]

Lance Rosol
Broadcast Services Manager
Technical Service Operations
Service Engineering Operations
Ford Motor Company
(w) [redacted]
(c) [redacted]

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, May 28, 2020 10:01 AM
To: Rosol, Lance (L.) <lrosol@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@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>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

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

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Sent: Thursday, May 28, 2020 9:37 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@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>; Osepchook, William (W.R.) <wosepcho@ford.com>
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Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Lance,

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

From: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Tuesday, May 26, 2020 9:51 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Yeah sorry...I just noticed that! I was wanting to make sure that the footage was ok before I went and edited the final 6 videos.

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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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Lance Rosol
Broadcast Services Manager
Technical Service Operations
Service Engineering Operations
Ford Motor Company
(w) [redacted]
(c) [redacted]

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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: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Tuesday, May 26, 2020 9:40 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
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DSC2 #802
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Tel. +[redacted] Mobile +[redacted] Fax +1 313 425-3955 | william.hausmann@us.bosch.com

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Ford Customer Service
Recall & Service Programs
DSCII - [redacted]
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Guys,
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Tel. +[redacted] Mobile +[redacted] | Fax +1 313 425-3955 | william.hausmann@us.bosch.com

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DSC2 #802
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-- 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, go 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]

Lance Rosol
Broadcast Services Manager
Technical Service Operations
Service Engineering Operations
Ford Motor Company
(w) [redacted]
(c) [redacted]

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, May 28, 2020 10:01 AM
To: Rosol, Lance (L.) <lrosol@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@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>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

It is an actual button in the file, not an image. That is most likely why it doesn't show up in the PDF. Will the Snip application work better than exporting to PDF? I noticed that the images got horizontally stretched when trying to PDF too..

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

From: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Thursday, May 28, 2020 9:37 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
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Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

It's the craziest thing....for some reason the submit button shows up in the original Excel file, but when I export it as a PDF or try to open it on my other computer it disappears. I think I can find a way around this bug, but I am curious as to why that is the only item that isn't showing up correctly on the images.

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, May 28, 2020 8:50 AM
To: Rosol, Lance (L.) <lrosol@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
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Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

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

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Technical Service Operations
Service Engineering Operations
Ford Motor Company
(w) [redacted]
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Tel. +[redacted] Mobile +[redacted] | Fax +1 313 425-3955 | william.hausmann@us.bosch.com

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-- 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, go 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

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Can't join the meeting? Contact support.

[redacted]

From: Willard, Jeremy (J.)
Sent: Wednesday, May 27, 2020 2:38 PM
To: Hausmann, William (W.)
Subject: Re: F/U - discuss videos needed for 19Y33 latch FSA

No worries. We're working on the mobile

From: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Sent: Wednesday, May 27, 2020 10:30:11 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Hi Jeremy,
I did not keep the papers. Thought we had everything captured in the videos…

Best regards,

William Hausmann

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

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From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Wednesday, May 27, 2020 10:27 AM
To: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Bill –
I have Tara's documents from Friday, but can't find yours. Did I not get them back from you?
No big deal if I didn't, if you could take a pic or scan and send it to me?
Thank you,

Jeremy Willard

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

From: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Sent: Tuesday, May 26, 2020 7:22 PM
To: Rosol, Lance (L.) <lrosol@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Nice work Lance.

Also, thanks to Jeremy and Lance's neighbor for the use of their personal vehicles!

The weather was frustrating, but we worked around it. Jeremy made a great call to try the parking garage, it worked out very well!

Best regards,

William Hausmann

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

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From: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Tuesday, May 26, 2020 11:04 AM
To: Willard, Jeremy (J.) <jwillar1@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

The original video links now go to the videos with the paper forms. The phone-based videos are as listed below:

Focus Latch Phone

https://bcove.video/2XA4Mlg

Transit Latch Phone

https://bcove.video/2B3lmrs

Mustang Latch Phone

https://bcove.video/3d2FDwo

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Tuesday, May 26, 2020 10:01 AM
To: Rosol, Lance (L.) <lrosol@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Thank you,

Jeremy Willard

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

From: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Tuesday, May 26, 2020 9:45 AM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Everyone did a great job. Glad it wasn't a total wash out!

Lance Rosol
Broadcast Services Manager
Technical Service Operations
Service Engineering Operations
Ford Motor Company
(w) [redacted]
(c) [redacted]

From: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Sent: Tuesday, May 26, 2020 9:42 AM
To: Rosol, Lance (L.) <lrosol@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Thank you Lance for your quick efforts on this!

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: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Tuesday, May 26, 2020 9:40 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>;

Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

[redacted]

Lance

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Tuesday, May 26, 2020 8:06 AM
To: Hausmann, William (W.) <william.hausmann@us.bosch.com>; Rosol, Lance (L.) <lrosol@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

All,

Save for the tiny goof Bill mentioned (hopefully not too hard to edit around), the work looks great! As soon as we have concept web pages available we can start splicing those into the video.

I really appreciate everyone's extraordinary contribution to making this happen on a tight timeline and in such nasty conditions.

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

From: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Sent: Monday, May 25, 2020 7:59 PM
To: Rosol, Lance (L.) <lrosol@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Guys, looks like the 4 Door vid shows the right rear code being entered in the right FRONT space on the form…

Best regards,

William Hausmann

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

<Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>
Subject: Re: F/U - discuss videos needed for 19Y33 latch FSA

Lance -
I'm wondering if you and I should go over the shot flow? I was just planning on going to DSC II until 9:30, but now I'm thinking maybe I come over a little earlier?
after Bill and I spoke I realized I had a little bit of time so I stopped to get some gas and write this note. Call me on my cell phone if you want to discuss otherwise I'll be back online at DSC in about 20 minutes or so.
Thanks,
Jeremy
[redacted]

Jeremy Willard
Ford Customer Service
Recall & Service Programs
DSCII - [redacted]
Sent from Outlook Mobile

From: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Sent: Friday, May 22, 2020 7:33:50 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Rosol, Lance (L.) <lrosol@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Guys,
Just spoke with Jeremy, he is up to speed and on board with 9:30 at Lance's. I'll get withTara and let her know the new time…

Best regards,

William Hausmann

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

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From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, May 22, 2020 7:26 AM
To: Rosol, Lance (L.) <lrosol@ford.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

I am aligned with that proposal. Push back to 9:30, do it outdoors if possible, if we have no other choice we can move indoors.

Looks like the chance of rain drops off significantly at 10.

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

From: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Sent: Friday, May 22, 2020 6:25 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Rosol, Lance (L.) <lrosol@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Thanks Zach.

There's some rain in the air. Do we risk it outside at Lance's or do this in FBP3 ??

Best regards,

William Hausmann

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

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From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, May 21, 2020 3:54 PM
To: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Rosol, Lance (L.) <lrosol@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

A couple points below.

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

From: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Sent: Thursday, May 21, 2020 3:37 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Rosol, Lance (L.) <lrosol@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>

From: Rosol, Lance (L.)
Sent: Friday, May 22, 2020 11:11 AM
To: Hausmann, William (W.); Baker, Zachary (Z.); Willard, Jeremy (J.); Grove David (AA-AS/EDS226); Osepchook, William (W.R.); EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226)
Cc: Kahn, Jason (J.); Farr, Tony (T.J.); Hausmann, William (W.)
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Please let me know your decision as soon as you can. I know that my studio isn't clear for vehicles to enter, so we would have to shoot in another area of the garage if we wanted to do it inside...or I would need time to clean out the studio.

Thanks,

Lance Rosol
Broadcast Services Manager
Technical Service Operations
Service Engineering Operations
Ford Motor Company
(w) [redacted]
(c) [redacted]

From: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Sent: Friday, May 22, 2020 6:25 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Rosol, Lance (L.) <lrosol@ford.com>; Osepchook, William (W.R.) <wosepcho@ford.com>; EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226) <external.Tara.Kaminski@us.bosch.com>
Cc: Kahn, Jason (J.) <jkahn4@ford.com>; Farr, Tony (T.J.) <tfarr2@ford.com>; Hausmann, William (W.) <william.hausmann@us.bosch.com>
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Thanks Zach.

There's some rain in the air. Do we risk it outside at Lance's or do this in FBP3 ??

Best regards,

William Hausmann

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

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From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Thursday, May 21, 2020 3:54 PM
To: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Grove David (AA-AS/EDS226) <Dave.Grove@us.bosch.com>; Rosol, Lance (L.) <lrosol@ford.com>; Osepchook, William