

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]

From: Rosol, Lance (L.)
Sent: Tuesday, May 26, 2020 1:14 AM
To: Hausmann, William (W.); Willard, Jeremy (J.); Baker, Zachary (Z.); Grove David (AA-AS/EDS226); Osepchook, William (W.R.); EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226)
Cc: Kahn, Jason (J.)
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Thanks Bill, we must have missed that.

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 + [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/3bX64lJ>

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 with Tara 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>
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

I looked at the forecast too and yes, after 10 it looks like we will get a break. But the way the weather is stacking up I don't know how long of a break it will be.

I decided to shoot with one of our small gimbal cameras, so getting the equipment wet isn't really an issue. It's the writing on the paper that I am concerned about.

If you'd like to push back our meetup time until 9:30 we could try to see what the conditions are outside. If by that time we determine that the weather isn't going to cooperate then we may be forced to shoot indoors.

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

I guess a lot of that call is on Lance, since his equipment is the bigger risk. My thoughts are still that I want this done in a native environment for customers if possible, but I also understand if that is not feasible.

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 ??

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]

From: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Sent: Thursday, June 4, 2020 4:03 PM
To: Baker, Zachary (Z.); Rosol, Lance (L.); Willard, Jeremy (J.)
Cc: Kahn, Jason (J.); Farr, Tony (T.J.); EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS226); Grove David (AA-AS/EDS226); Osepchook, William (W.R.)
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Lance,
Can you send links to the child lock videos? I'm curious...

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: Thursday, June 4, 2020 12:01 PM
To: Rosol, Lance (L.) <lrosol@ford.com>; Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.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>; 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

Sorry for the late follow-up. Thanks for the work on this.

Did we get video of the child locks on both doors?

Zachary Baker

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

From: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Monday, June 01, 2020 4:44 PM
To: Hausmann, William (W.) <william.hausmann@us.bosch.com>; 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>; 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

Video has been updated, but it might take a little while for it to be updated on the Brightcove servers.

Also Zach, I edited together the shots of the child lock and uploaded those separately so you could see what they look like:

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>
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

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.

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 + [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

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 with Tara 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>

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

I looked at the forecast too and yes, after 10 it looks like we will get a break. But the way the weather is stacking up I don't know how long of a break it will be.

I decided to shoot with one of our small gimbal cameras, so getting the equipment wet isn't really an issue. It's the writing on the paper that I am concerned about.

If you'd like to push back our meetup time until 9:30 we could try to see what the conditions are outside. If by that time we determine that the weather isn't going to cooperate then we may be forced to shoot indoors.

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

I guess a lot of that call is on Lance, since his equipment is the bigger risk. My thoughts are still that I want this done in a native environment for customers if possible, but I also understand if that is not feasible.

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

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>

Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

Importance: High

[REDACTED]

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

Join Meeting

Meeting number (access code): [REDACTED]

Join by phone

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

+ [REDACTED] FordNet [REDACTED] / Toll

+ [REDACTED] US Toll Free Number

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

Join from a video system or application

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

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

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.](#)



From: Hausmann William (AA-AS/EDS226) <william.hausmann@us.bosch.com>
Sent: Friday, May 22, 2020 11:27 AM
To: Rosol, Lance (L.); 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.)
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

I think pushing back the meeting time is a good idea.

As of right now, the main garage in FBO3 is open to where we could shoot there but I agree with Zach that native environment is the best for this shoot...

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: Rosol, Lance (L.) <lrosol@ford.com>
Sent: Friday, May 22, 2020 7:20 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>; 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 looked at the forecast too and yes, after 10 it looks like we will get a break. But the way the weather is stacking up I don't know how long of a break it will be.

I decided to shoot with one of our small gimbal cameras, so getting the equipment wet isn't really an issue. It's the writing on the paper that I am concerned about.

If you'd like to push back our meetup time until 9:30 we could try to see what the conditions are outside. If by that time we determine that the weather isn't going to cooperate then we may be forced to shoot indoors.

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

I guess a lot of that call is on Lance, since his equipment is the bigger risk. My thoughts are still that I want this done in a native environment for customers if possible, but I also understand if that is not feasible.

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

Zachary Baker

Program Manager, Recall and Service Programs
DSC2 #802


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. + Mobile + Fax +1 313 425-3955 | william.hausmann@us.bosch.com

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.

Can't join the meeting? [Contact support.](#)



From: Baker, Zachary (Z.)
Sent: Friday, May 22, 2020 12:02 PM
To: Willard, Jeremy (J.)
Subject: RE: F/U - discuss videos needed for 19Y33 latch FSA

I told Lance this – and I doubt it is feasible, but you are welcome to come out my way to shoot the video in the garage here if the weather won't cooperate. It's just a bit of a hike.

Zachary Baker

Program Manager, Recall and Service Programs
DSC2 #802
[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 with Tara 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>

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

I looked at the forecast too and yes, after 10 it looks like we will get a break. But the way the weather is stacking up I don't know how long of a break it will be.

I decided to shoot with one of our small gimbal cameras, so getting the equipment wet isn't really an issue. It's the writing on the paper that I am concerned about.

If you'd like to push back our meetup time until 9:30 we could try to see what the conditions are outside. If by that time we determine that the weather isn't going to cooperate then we may be forced to shoot indoors.

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

I guess a lot of that call is on Lance, since his equipment is the bigger risk. My thoughts are still that I want this done in a native environment for customers if possible, but I also understand if that is not feasible.

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

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)

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.](#)



From: Osepchook, William (W.R.)
Sent: Wednesday, May 6, 2020 7:05 PM
To: Willard, Jeremy (J.)
Subject: RE: Latch info for tech instructions

I was thinking that the admin allowance could be "AA" or "ZZ" operation. Any preference?

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Wednesday, May 6, 2020 2:34 PM
To: Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: RE: Latch info for tech instructions

Bill –
Copy of 15S16 bulletin DRAFT attached.
Thank you,

Jeremy Willard

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

From: Willard, Jeremy (J.)
Sent: Wednesday, May 06, 2020 1:56 PM
To: Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: FW: Latch info for tech instructions
Importance: High

fyi

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, April 30, 2020 11:44 AM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS2221 <external.Tara.Kaminski@us.bosch.com>
Cc: Zachary Baker (Z.) (<zbaker1@ford.com> <zbaker1@ford.com>; <Dave.Grove@us.bosch.com>
Subject: Latch info for tech instructions
Importance: High

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

Specific to checking functionality?

HUE ROBINSON

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Monday, April 27, 2020 8:30 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: Bench test procedure

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

Zachary Baker

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

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

See attached.

HUE ROBINSON

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

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

Hue,

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

Zachary Baker

Program Manager, Recall and Service Programs

DSC2 #802



From: Willard, Jeremy (J.)
Sent: Wednesday, May 6, 2020 6:34 PM
To: Osepchook, William (W.R.)
Subject: RE: Latch info for tech instructions
Attachments: 15S16-S4 Dealer Bulletin DRAFT v4.docx

Bill –
Copy of 15S16 bulletin DRAFT attached.
Thank you,

Jeremy Willard

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

From: Willard, Jeremy (J.)
Sent: Wednesday, May 06, 2020 1:56 PM
To: Osepchook, William (W.R.) <wosepcho@ford.com>
Subject: FW: Latch info for tech instructions
Importance: High

fyi

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, April 30, 2020 11:44 AM
To: EXTERNAL Kaminski Tara (Aerotek, AA-AS/EDS2221 <external.Tara.Kaminski@us.bosch.com>
Cc: Zachary Baker (Z.) (<zbaker1@ford.com> <zbaker1@ford.com>; <Dave.Grove@us.bosch.com>
Subject: Latch info for tech instructions
Importance: High

Tara –

[REDACTED]

Specific to checking functionality?

HUE ROBINSON

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Monday, April 27, 2020 8:30 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: Bench test procedure

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

Zachary Baker

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

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

See attached.

HUE ROBINSON

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

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

Hue,

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

Zachary Baker

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

From: Cure, Dan (D.)
Sent: Tuesday, June 9, 2020 9:26 PM
To: Mary Burroughs; Ursula Harris
Cc: Istvan Szirmai
Subject: RE: questions for Prior FSA Repair Incomplete

Not according to GCAMP.

To: Cure, Dan (D.) <dcure2@ford.com>; Ursula Harris <uharris@renkim.com>
Cc: Istvan Szirmai <iszirmai@renkim.com>
Subject: RE: questions for Prior FSA Repair Incomplete

Program has launched.

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: Cure, Dan (D.) <dcure2@ford.com>
Sent: Tuesday, June 9, 2020 5:23 PM
To: Mary Burroughs <mburroughs@renkim.com>; Ursula Harris <uharris@renkim.com>
Cc: Istvan Szirmai <iszirmai@renkim.com>
Subject: RE: questions for Prior FSA Repair Incomplete

Yes – but we cannot test because the FSA is not in launched status.

Dan Cure

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

From: Mary Burroughs <mburroughs@renkim.com>
Sent: Tuesday, June 9, 2020 5:21 PM
To: Cure, Dan (D.) <dcure2@ford.com>; Ursula Harris <uharris@renkim.com>
Cc: Mary Burroughs <mburroughs@renkim.com>; Istvan Szirmai <iszirmai@renkim.com>
Subject: RE: questions for Prior FSA Repair Incomplete

Dan,
Have you activated the Prior FSA Repair Incomplete contact type?

Mary Burroughs
SME / Ford Special
Service Support Center

Direct Line: [REDACTED]
Fax: (734) 374-1030

From: Cure, Dan (D.)
Sent: Tuesday, June 9, 2020 9:23 PM
To: Mary Burroughs; Ursula Harris
Cc: Istvan Szirmai
Subject: RE: questions for Prior FSA Repair Incomplete

Yes – but we cannot test because the FSA is not in launched status.

Dan Cure

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

From: Mary Burroughs <mburroughs@renkim.com>
Sent: Tuesday, June 9, 2020 5:21 PM
To: Cure, Dan (D.) <dcure2@ford.com>; Ursula Harris <uharris@renkim.com>
Cc: Mary Burroughs <mburroughs@renkim.com>; Istvan Szirmai <iszirmai@renkim.com>
Subject: RE: questions for Prior FSA Repair Incomplete

Dan,
Have you activated the Prior FSA Repair Incomplete contact type?

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: Cure, Dan (D.) <dcure2@ford.com>
Sent: Tuesday, June 9, 2020 3:55 PM
To: Ursula Harris <uharris@renkim.com>; Mary Burroughs <mburroughs@renkim.com>
Subject: FW: questions for Prior FSA Repair Incomplete

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

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: Cure, Dan (D.)
Sent: Wednesday, June 10, 2020 1:20 PM
To: Istvan Szirmai; Ursula Harris; Mary Burroughs
Cc: Toya Dantzler
Subject: RE: questions for Prior FSA Repair Incomplete

Not sure. I can ask – but guessing it has something to do with FSA Coordinator's workload?

I think Melinda or Jeff just technically launched in GCAMP later in the evening.

Dan Cure

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

From: Istvan Szirmai <iszirmai@renkim.com>
Sent: Wednesday, June 10, 2020 9:07 AM
To: Ursula Harris <uharris@renkim.com>; Cure, Dan (D.) <dcure2@ford.com>; Mary Burroughs <mburroughs@renkim.com>
Cc: Toya Dantzler <tdantzler@renkim.com>
Subject: RE: questions for Prior FSA Repair Incomplete

Dan,

Why wouldn't FMCDealer and GCAMP be in sync?
Thanks,

Istvan Szirmai
Business Analyst
Direct Line: [REDACTED]
Fax: (734) 374-1030
iszirmai@renkim.com
Renkim Corporation
13333 Allen Road
Southgate, MI 48195
www.renkim.com



From: Ursula Harris <uharris@renkim.com>
Sent: Wednesday, June 10, 2020 9:05 AM
To: Istvan Szirmai <iszirmai@renkim.com>; dcure2 <dcure2@ford.com>; Mary Burroughs <mburroughs@renkim.com>
Cc: Toya Dantzler <tdantzler@renkim.com>
Subject: RE: questions for Prior FSA Repair Incomplete

Istvan,

We get a notification from FMCdealer every time a recall launches.

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: Istvan Szirmai <iszirmai@renkim.com>

Sent: Wednesday, June 10, 2020 8:05 AM

To: dcure2 <dcure2@ford.com>; Mary Burroughs <mburroughs@renkim.com>; Ursula Harris <uharris@renkim.com>

Cc: Toya Dantzler <tdantzler@renkim.com>

Subject: RE: questions for Prior FSA Repair Incomplete

Mary,

What has triggered you that the program has launched while GCAMP wasn't ready for it? Are the questions need to b translated? I have modified answer "INPUT RESPONSE" to "INPUT YOUR RESPONSE" as it was existing in the Translation database.

Thanks,

Istvan Szirmai

Business Analyst

Direct Line: [REDACTED]

Fax: (734) 374-1030

iszirmai@renkim.com

Renkim Corporation

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



From: Cure, Dan (D.) <dcure2@ford.com>

Sent: Tuesday, June 9, 2020 5:26 PM

To: Mary Burroughs <mburroughs@renkim.com>; Ursula Harris <uharris@renkim.com>

Cc: Istvan Szirmai <iszirmai@renkim.com>

Subject: RE: questions for Prior FSA Repair Incomplete

Not according to GCAMP.

To: Cure, Dan (D.) <dcure2@ford.com>; Ursula Harris <uharris@renkim.com>

Cc: Istvan Szirmai <iszirmai@renkim.com>

Subject: RE: questions for Prior FSA Repair Incomplete

Program has launched.

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: Cure, Dan (D.) <dcure2@ford.com>

Sent: Tuesday, June 9, 2020 5:23 PM

To: Mary Burroughs <mburroughs@renkim.com>; Ursula Harris <uharris@renkim.com>

Cc: Istvan Szirmai <iszirmai@renkim.com>

Subject: RE: questions for Prior FSA Repair Incomplete

Yes – but we cannot test because the FSA is not in launched status.

Dan Cure

Recall & Service Programs

SSSC Contact Center Program

Desk: [REDACTED]

1800 Fairlane Drive DCSII

Allen Park, MI 48101

dcure2@ford.com

From: Mary Burroughs <mburroughs@renkim.com>

Sent: Tuesday, June 9, 2020 5:21 PM

To: Cure, Dan (D.) <dcure2@ford.com>; Ursula Harris <uharris@renkim.com>

Cc: Mary Burroughs <mburroughs@renkim.com>; Istvan Szirmai <iszirmai@renkim.com>

Subject: RE: questions for Prior FSA Repair Incomplete

Dan,

Have you activated the Prior FSA Repair Incomplete contact type?

Mary Burroughs

SME / Ford Special
Service Support Center

Direct Line: [REDACTED]

Fax: (734) 374-1030

From: Cure, Dan (D.)
Sent: Wednesday, June 10, 2020 6:10 PM
To: Mary Burroughs; Istvan Szirmai; Ursula Harris
Cc: Toya Dantzler
Subject: RE: questions for Prior FSA Repair Incomplete

I've notified Zach and Jeremy and am waiting for clarification.

Dan Cure

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

From: Mary Burroughs <mburroughs@renkim.com>
Sent: Wednesday, June 10, 2020 1:59 PM
To: Istvan Szirmai <iszirmai@renkim.com>; Cure, Dan (D.) <dcure2@ford.com>; Ursula Harris <uharris@renkim.com>
Cc: Toya Dantzler <tdantzler@renkim.com>; Mary Burroughs <mburroughs@renkim.com>
Subject: RE: questions for Prior FSA Repair Incomplete

Istvan,
I believe the answer would be no, based on Canada did not choose to open previous information contact for program 15S16.

Dan,
Could you please verify. 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: Istvan Szirmai <iszirmai@renkim.com>
Sent: Wednesday, June 10, 2020 1:54 PM

To: Mary Burroughs <mburroughs@renkim.com>; dcure2 <dcure2@ford.com>; Ursula Harris <uharris@renkim.com>
Cc: Toya Dantzler <tdantzler@renkim.com>
Subject: RE: questions for Prior FSA Repair Incomplete

So, would the answer be no?

Thanks,

Istvan Szirmai
Business Analyst

Direct Line: [REDACTED]
Fax: (734) 374-1030
iszirmai@renkim.com

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



From: Mary Burroughs <mburroughs@renkim.com>
Sent: Wednesday, June 10, 2020 1:48 PM
To: Istvan Szirmai <iszirmai@renkim.com>; dcure2 <dcure2@ford.com>; Ursula Harris <uharris@renkim.com>
Cc: Toya Dantzler <tdantzler@renkim.com>
Subject: RE: questions for Prior FSA Repair Incomplete

Istvan,
Only 2 vehicles is Canada and nothing in Mexico.
Thanks

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: Istvan Szirmai <iszirmai@renkim.com>
Sent: Wednesday, June 10, 2020 1:22 PM
To: dcure2 <dcure2@ford.com>; Ursula Harris <uharris@renkim.com>; Mary Burroughs <mburroughs@renkim.com>
Cc: Toya Dantzler <tdantzler@renkim.com>
Subject: RE: questions for Prior FSA Repair Incomplete

Are the new questions need to be translated to French and Spanish?
Thanks,

Istvan Szirmai
Business Analyst

Direct Line: [REDACTED]
Fax: (734) 374-1030
iszirmai@renkim.com

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



From: Cure, Dan (D.) <dcure2@ford.com>
Sent: Wednesday, June 10, 2020 9:20 AM
To: Istvan Szirmai <iszirmai@renkim.com>; Ursula Harris <uharris@renkim.com>; Mary Burroughs <mburroughs@renkim.com>
Cc: Toya Dantzler <tdantzler@renkim.com>
Subject: RE: questions for Prior FSA Repair Incomplete

Not sure. I can ask – but guessing it has something to do with FSA Coordinator's workload?

I think Melinda or Jeff just technically launched in GCAMP later in the evening.

Dan Cure

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

From: Istvan Szirmai <iszirmai@renkim.com>
Sent: Wednesday, June 10, 2020 9:07 AM
To: Ursula Harris <uharris@renkim.com>; Cure, Dan (D.) <dcure2@ford.com>; Mary Burroughs <mburroughs@renkim.com>
Cc: Toya Dantzler <tdantzler@renkim.com>
Subject: RE: questions for Prior FSA Repair Incomplete

Dan,

Why wouldn't FMCD dealer and GCAMP be in sync?
Thanks,

Istvan Szirmai
Business Analyst
Direct Line: [REDACTED]
Fax: (734) 374-1030
iszirmai@renkim.com
Renkim Corporation
13333 Allen Road
Southgate, MI 48195
www.renkim.com



From: Ursula Harris <uharris@renkim.com>
Sent: Wednesday, June 10, 2020 9:05 AM
To: Istvan Szirmai <iszirmai@renkim.com>; dcure2 <dcure2@ford.com>; Mary Burroughs <mburroughs@renkim.com>

Cc: Toya Dantzler <tdantzler@renkim.com>
Subject: RE: questions for Prior FSA Repair Incomplete

Istvan,

We get a notification from FMCdealer every time a recall launches.

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: Istvan Szirmai <iszirmai@renkim.com>
Sent: Wednesday, June 10, 2020 8:05 AM
To: dcure2 <dcure2@ford.com>; Mary Burroughs <mburroughs@renkim.com>; Ursula Harris <uharris@renkim.com>
Cc: Toya Dantzler <tdantzler@renkim.com>
Subject: RE: questions for Prior FSA Repair Incomplete

Mary,

What has triggered you that the program has launched while GCAMP wasn't ready for it? Are the questions need to be translated? I have modified answer "INPUT RESPONSE" to "INPUT YOUR RESPONSE" as it was existing in the Translation database.

Thanks,

Istvan Szirmai
Business Analyst

Direct Line: [REDACTED]
Fax: (734) 374-1030
iszirmai@renkim.com

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



From: Cure, Dan (D.) <dcure2@ford.com>
Sent: Tuesday, June 9, 2020 5:26 PM
To: Mary Burroughs <mburroughs@renkim.com>; Ursula Harris <uharris@renkim.com>
Cc: Istvan Szirmai <iszirmai@renkim.com>
Subject: RE: questions for Prior FSA Repair Incomplete

Not according to GCAMP.

To: Cure, Dan (D.) <dcure2@ford.com>; Ursula Harris <uharris@renkim.com>

Cc: Istvan Szirmai <iszirmai@renkim.com>

Subject: RE: questions for Prior FSA Repair Incomplete

Program has launched.

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: Cure, Dan (D.) <dcure2@ford.com>

Sent: Tuesday, June 9, 2020 5:23 PM

To: Mary Burroughs <mburroughs@renkim.com>; Ursula Harris <uharris@renkim.com>

Cc: Istvan Szirmai <iszirmai@renkim.com>

Subject: RE: questions for Prior FSA Repair Incomplete

Yes – but we cannot test because the FSA is not in launched status.

Dan Cure

Recall & Service Programs

SSSC Contact Center Program

Desk: [REDACTED]

1800 Fairlane Drive DCSII

Allen Park, MI 48101

dcure2@ford.com

From: Mary Burroughs <mburroughs@renkim.com>

Sent: Tuesday, June 9, 2020 5:21 PM

To: Cure, Dan (D.) <dcure2@ford.com>; Ursula Harris <uharris@renkim.com>

Cc: Mary Burroughs <mburroughs@renkim.com>; Istvan Szirmai <iszirmai@renkim.com>

Subject: RE: questions for Prior FSA Repair Incomplete

Dan,

Have you activated the Prior FSA Repair Incomplete contact type?

Mary Burroughs

SME / Ford Special
Service Support Center

Direct Line: [REDACTED]

Fax: (734) 374-1030

From: Ursula Harris <uharris@renkim.com>
Sent: Wednesday, June 10, 2020 1:05 PM
To: Istvan Szirmai; Cure, Dan (D.); Mary Burroughs
Cc: Toya Dantzler
Subject: RE: questions for Prior FSA Repair Incomplete
Attachments: Field Service Action Alert

Istvan,

We get a notification from FMCdealer every time a recall launches.

Ursula A. Harris

Contact Center Operations
Manager

Direct Line: (734) 374-1030

Fax: (734) 374-1030

uharris@renkim.com

Renkim Corporation

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



From: Istvan Szirmai <iszirmai@renkim.com>
Sent: Wednesday, June 10, 2020 8:05 AM
To: dcure2 <dcure2@ford.com>; Mary Burroughs <mburroughs@renkim.com>; Ursula Harris <uharris@renkim.com>
Cc: Toya Dantzler <tdantzler@renkim.com>
Subject: RE: questions for Prior FSA Repair Incomplete

Mary,

What has triggered you that the program has launched while GCAMP wasn't ready for it? Are the questions need to be translated? I have modified answer "INPUT RESPONSE" to "INPUT YOUR RESPONSE" as it was existing in the Translation database.

Thanks,

Istvan Szirmai

Business Analyst

Direct Line: (734) 374-1030

Fax: (734) 374-1030

iszirmai@renkim.com

Renkim Corporation

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



From: Cure, Dan (D.) <dcure2@ford.com>
Sent: Tuesday, June 9, 2020 5:26 PM
To: Mary Burroughs <mburroughs@renkim.com>; Ursula Harris <uharris@renkim.com>

Allen Park, MI 48101
dcure2@ford.com

From: Mary Burroughs <mburroughs@renkim.com>
Sent: Tuesday, June 9, 2020 5:24 PM
To: Cure, Dan (D.) <dcure2@ford.com>; Ursula Harris <uharris@renkim.com>
Cc: Istvan Szirmai <iszirmai@renkim.com>
Subject: RE: questions for Prior FSA Repair Incomplete

Program has launched.

Mary Burroughs
SME / Ford Special
Service Support Center
Direct Line: ()
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: Cure, Dan (D.) <dcure2@ford.com>
Sent: Tuesday, June 9, 2020 5:23 PM
To: Mary Burroughs <mburroughs@renkim.com>; Ursula Harris <uharris@renkim.com>
Cc: Istvan Szirmai <iszirmai@renkim.com>
Subject: RE: questions for Prior FSA Repair Incomplete

Yes – but we cannot test because the FSA is not in launched status.

Dan Cure

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

From: Mary Burroughs <mburroughs@renkim.com>
Sent: Tuesday, June 9, 2020 5:21 PM
To: Cure, Dan (D.) <dcure2@ford.com>; Ursula Harris <uharris@renkim.com>
Cc: Mary Burroughs <mburroughs@renkim.com>; Istvan Szirmai <iszirmai@renkim.com>
Subject: RE: questions for Prior FSA Repair Incomplete

Dan,
Have you activated the Prior FSA Repair Incomplete contact type?

From: dcpform@ford.com
Sent: Tuesday, June 9, 2020 9:17 PM
To: Ursula Harris
Subject: Field Service Action Alert

Field Service Action Alert

[Modify my alert settings](#)

20S30

Advance Notice

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

Dearborn, MI 48126

Phone: [REDACTED]

From: Baker, Zachary (Z.)
Sent: Monday, June 8, 2020 6:43 PM
To: Mary Burroughs; Willard, Jeremy (J.)
Cc: Pat Logan; Cure, Dan (D.)
Subject: RE: Standard Responses

That will be more than acceptable.

Zachary Baker

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

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

Zach,

Thank you for your feedback.

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

Mary Burroughs
SME / Ford Special
Service Support Center

Direct Line: [REDACTED]
Fax: (734) 374-1030
mburroughs@renkim.com

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



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

From: Wooley, Lynn <lwooley@marketsource.com>
Sent: Wednesday, March 18, 2020 3:14 PM
To: Szabela, Brian
Cc: Harrier, Nathan (N.); Walsh, Lisa
Subject: Re: Updated Door Latch Inspection Procedure

Thanks for the quick turnaround Brian

Lynn Wooley
Program Director
Takata Recall
[REDACTED]

On Mar 18, 2020, at 10:06 AM, Szabela, Brian <bszabela@marketsource.com> wrote:

Nathan,

Changes to the Call Report have been made and the team has been notified via email. Each area manager is reaching out to their respective "inspectors" to cascade the information as well.

Thanks!

<Outlook-1473779022.png>

Brian Szabela
Innovation Practice Leader
MarketSource, Inc.

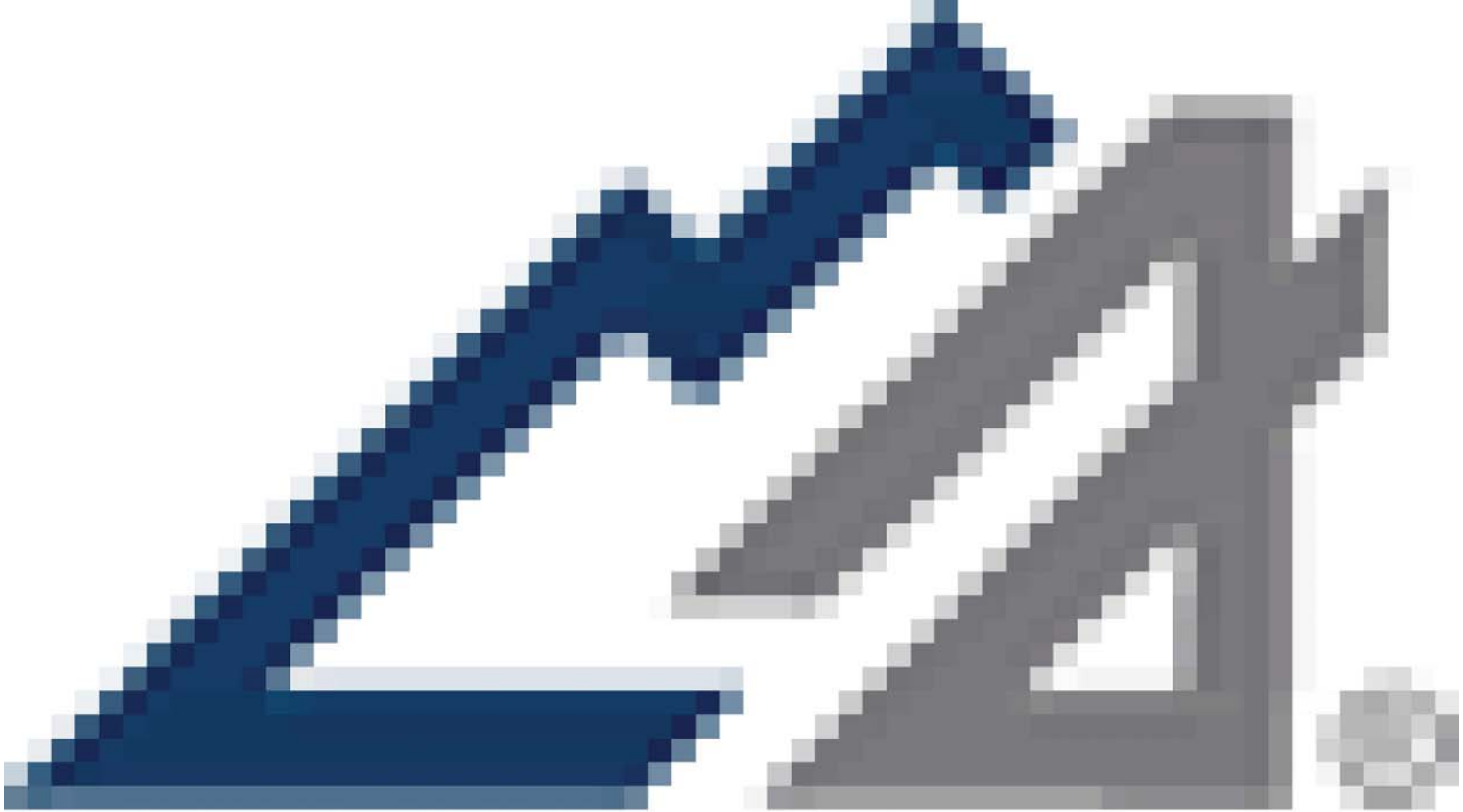
P: [REDACTED] M: [REDACTED]
bszabela@marketsource.com

11675 Great Oaks Way, Suite 200
Alpharetta, Georgia 30022

[Blog](#) | [LinkedIn](#) | [Facebook](#) | [Twitter](#)

From: Harrier, Nathan (N.) <nharrier@ford.com>
Sent: Wednesday, March 18, 2020 10:24 AM





From: Itoh, Jorji (J.D.)
Sent: Wednesday, March 18, 2020 3:06 PM
To: Landry, Mike (M.P.)
Subject: Review Request: 20S15 2014-15 Fiesta Fusion MKZ - Door Latch Part 573 Draft.docx
Attachments: 20S15 2014-15 Fiesta Fusion MKZ - Door Latch Part 573 Draft.docx

Hi Mike,

Can you review the DRAFT Part 573 Letter for the C1A latch please?

Thank you,

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

From: Itoh, Jorji (J.D.)
Sent: Wednesday, May 27, 2020 11:37 AM
To: Ujkashevic, Desi (D.)
Cc: Landry, Mike (M.P.); Diaz, Adrian (A.D.)
Subject: Review Request: C1A Repeat - Proposed Customer Letter
Attachments: 19Y33 Example Safety DRAFT.docx; Self Inspection Procedure Mustang.docx; Self Inspection Procedure Transit Connect.docx; Self Inspection Procedure 4-door.docx

Good afternoon Desi,

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

Kind regards,

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

Ford Customer Service Division

From: Itoh, Jorji (J.D.)
Sent: Tuesday, June 2, 2020 7:50 PM
To: Landry, Mike (M.P.)
Subject: Review Request: DRAFT Part 573 - 20S30 C1A Door Latch
Attachments: 20S30 Part 573 eTemplate Draft 20200608.docx

Hi Mike,

I'm sorry to catch you right before your time off.
Any chance you could take a review of the DRAFT Part 573?

Thanks!

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

Ford will forward a copy of the notification letters to dealers to the agency when available.

###

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.

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.

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.)
Sent: Monday, June 1, 2020 4:10 PM
To: Rabourn, Todd (T.R.); Robinson, Hue (H.M.); Itoh, Jorji (J.D.); Brezee, Shane (S.B.)
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development
Attachments: 19Y33 FACT SHEET - Side Door Latch (Previously Repaired Under 15S16 or 16S30) - REVIEWED.docx

See attached revised Fact Sheet with corrected volumes.

Zachary Baker

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

From: Rabourn, Todd (T.R.) <trabourn@ford.com>
Sent: Monday, June 01, 2020 7:54 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

And here is the attachment. Thanks.

From: Rabourn, Todd (T.R.)
Sent: Monday, June 01, 2020 7:52 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

Hue,
See attached. 1PM is the FRC.

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Monday, June 01, 2020 7:20 AM
To: Rabourn, Todd (T.R.) <trabourn@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

Is there a final version that someone can send me please?

Also, what time is the FRC today?

HUE ROBINSON

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

From: Rabourn, Todd (T.R.) <trabourn@ford.com>
Sent: Friday, May 29, 2020 8:15 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

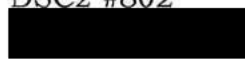
Perfect, thanks.

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, May 29, 2020 8:14 AM
To: Rabourn, Todd (T.R.) <trabourn@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

Yes, I will update the volumes and redistribute for awareness.

Answering for Jorji, the notices will be sent out probably by midday today, with pre-read sent early this afternoon.

Zachary Baker

Program Manager, Recall and Service Programs
DSC2 #802


From: Rabourn, Todd (T.R.) <trabourn@ford.com>
Sent: Friday, May 29, 2020 8:06 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

I just read thru the document and I am comfortable with the content. The only change was to delete the blank 2nd page so the content is all on 2 pages.

Zach,

Are you going to confirm and update volumes? And will you file or do I need to?

Jorgi,

I'm assuming based upon these notes that unless NHTSA provides relief on timing this afternoon we will be having the discussion at 1PM on Monday. When will that meeting notice be sent out?

Thanks.

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Friday, May 29, 2020 7:54 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Rabourn, Todd (T.R.) <trabourn@ford.com>; Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

FCSD needs the completed Fact Sheet by noon today in order to send out the preread for the FRC this afternoon.

REDACTED FOR PRIVILEGE

Jorji D. Itoh

Production Vehicle Safety
Automotive Safety Office

330 Town Center Drive, Suite 500
Dearborn, MI 48126

Phone: [REDACTED]

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

Sent: Friday, May 29, 2020 7:48 AM

To: Rabourn, Todd (T.R.) <trabourn@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>

Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

I'm available at 1:30 but if that doesn't work for the team, I can catch up after your meeting.

HUE ROBINSON

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

From: Rabourn, Todd (T.R.) <trabourn@ford.com>

Sent: Friday, May 29, 2020 7:43 AM

To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>; Robinson, Hue (H.M.) <hrobin18@ford.com>

Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

I can either do 9:00-9:30 or 1:30-2:00.

Other than we'll have to meet after 5pm, which I know none of us what to do 😊

Thanks.

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

Sent: Friday, May 29, 2020 7:42 AM

To: Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Rabourn, Todd (T.R.) <trabourn@ford.com>

Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

Hi Shane,

30 minutes should be plenty.

I will not be available at 9:30-10 though.

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

From: Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>
Sent: Friday, May 29, 2020 7:21 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Itoh, Jorji (J.D.) <jito@ford.com>; Rabourn, Todd (T.R.) <trabourn@ford.com>
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

I set the meeting time based on Todd's availability.

Jorji, Based on your meeting yesterday, is 9:30-10 enough time?

Regards,
Shane B. Brezee

Critical Concerns Manager - Car

Ford Motor Company
2B-F77 PDC
20901 Oakwood, Dearborn, MI 48124

PH: [REDACTED]
cell: [REDACTED]
e-mail : [sbreeze@ford.com](mailto:sbrezee@ford.com)

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Friday, May 29, 2020 6:45 AM
To: Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

Any way we can move this meeting to start at 9:30? I have a conflict at 9:00 now.

HUE ROBINSON

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

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

From: Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>
Sent: Tuesday, May 26, 2020 5:43 PM
To: Brezee, Shane (S.B.); Rabourn, Todd (T.R.); Robinson, Hue (H.M.); Itoh, Jorji (J.D.); Landry, Mike (M.P.); Baker, Zachary (Z.); Dunlap, Zachary (Z.); Spencer, Elissa (E.E.); Othman, Hussein (H.)
Subject: C1A Door Latch Improper Repair Fact Sheet Development
When: Friday, May 29, 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](mailto:[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]

REDACTED FOR PRIVILEGE

REDACTED FOR PRIVILEGE

DRAFT

From: Pleet, Edward (E.A.)
Sent: Monday, June 1, 2020 4:53 PM
To: Robinson, Hue (H.M.)
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

Got it. thanks.

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Monday, June 01, 2020 12:45 PM
To: Pleet, Edward (E.A.) <epleet@ford.com>
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

I talked to Zach Baker and he should have sent it to you just now.

HUE ROBINSON

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

From: Pleet, Edward (E.A.) <epleet@ford.com>
Sent: Monday, June 1, 2020 12:43 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

Thanks...can you please call ASO to get me the notice since the meeting is in 20min?

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Monday, June 01, 2020 12:36 PM
To: Pleet, Edward (E.A.) <epleet@ford.com>
Subject: FW: C1A Door Latch Improper Repair Fact Sheet Development

The FRC is at 1:00 and I've asked them to forward to you.

HUE ROBINSON

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Monday, June 1, 2020 12:10 PM
To: Rabourn, Todd (T.R.) <trabourn@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

See attached revised Fact Sheet with corrected volumes.

Zachary Baker

Program Manager, Recall and Service Programs
DSC2 #802

From: Rabourn, Todd (T.R.) <trabourn@ford.com>
Sent: Monday, June 01, 2020 7:54 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

And here is the attachment. Thanks.

From: Rabourn, Todd (T.R.)
Sent: Monday, June 01, 2020 7:52 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

Hue,
See attached. 1PM is the FRC.

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Monday, June 01, 2020 7:20 AM
To: Rabourn, Todd (T.R.) <trabourn@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

Is there a final version that someone can send me please?

Also, what time is the FRC today?

HUE ROBINSON

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

From: Rabourn, Todd (T.R.) <trabourn@ford.com>
Sent: Friday, May 29, 2020 8:15 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

Perfect, thanks.

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, May 29, 2020 8:14 AM
To: Rabourn, Todd (T.R.) <trabourn@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Robinson, Hue (H.M.)

<hrobin18@ford.com>; Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>

Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

Yes, I will update the volumes and redistribute for awareness.

Answering for Jorji, the notices will be sent out probably by midday today, with pre-read sent early this afternoon.

Zachary Baker

Program Manager, Recall and Service Programs

DSC2 #802

From: Rabourn, Todd (T.R.) <trabourn@ford.com>

Sent: Friday, May 29, 2020 8:06 AM

To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>; Baker, Zachary (Z.) <zbaker1@ford.com>

Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

I just read thru the document and I am comfortable with the content. The only change was to delete the blank 2nd page so the content is all on 2 pages.

Zach,

Are you going to confirm and update volumes? And will you file or do I need to?

Jorgi,

I'm assuming based upon these notes that unless NHTSA provides relief on timing this afternoon we will be having the discussion at 1PM on Monday. When will that meeting notice be sent out?

Thanks.

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

Sent: Friday, May 29, 2020 7:54 AM

To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Rabourn, Todd (T.R.) <trabourn@ford.com>; Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>; Baker, Zachary (Z.) <zbaker1@ford.com>

Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

FCSD needs the completed Fact Sheet by noon today in order to send out the preread for the FRC this afternoon.

REDACTED FOR PRIVILEGE

Jorji D. Itoh

Production Vehicle Safety
Automotive Safety Office

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Friday, May 29, 2020 7:48 AM
To: Rabourn, Todd (T.R.) <trabourn@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

I'm available at 1:30 but if that doesn't work for the team, I can catch up after your meeting.

HUE ROBINSON

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

From: Rabourn, Todd (T.R.) <trabourn@ford.com>
Sent: Friday, May 29, 2020 7:43 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

I can either do 9:00-9:30 or 1:30-2:00.

Other than we'll have to meet after 5pm, which I know none of us what to do 😊

Thanks.

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Friday, May 29, 2020 7:42 AM
To: Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Rabourn, Todd (T.R.) <trabourn@ford.com>
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

Hi Shane,

30 minutes should be plenty.
I will not be available at 9:30-10 though.

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

From: Brezee, Shane (S.B.) <[sbreeze@ford.com](mailto:sbrezee@ford.com)>
Sent: Friday, May 29, 2020 7:21 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Rabourn, Todd (T.R.) <trabourn@ford.com>
Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

I set the meeting time based on Todd's availability.

Jorji, Based on your meeting yesterday, is 9:30-10 enough time?

Regards,

Shane B. Brezee

Critical Concerns Manager - Car

Ford Motor Company

2B-F77 PDC

20901 Oakwood, Dearborn, MI 48124



PH: [REDACTED]



cell: [REDACTED]



e-mail : sbrezee@ford.com

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

Sent: Friday, May 29, 2020 6:45 AM

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

Subject: RE: C1A Door Latch Improper Repair Fact Sheet Development

Any way we can move this meeting to start at 9:30? I have a conflict at 9:00 now.

HUE ROBINSON

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

[REDACTED]@vtext.com

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

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

Sent: Tuesday, May 26, 2020 5:43 PM

To: Brezee, Shane (S.B.); Rabourn, Todd (T.R.); Robinson, Hue (H.M.); Itoh, Jorji (J.D.); Landry, Mike (M.P.); Baker, Zachary (Z.); Dunlap, Zachary (Z.); Spencer, Elissa (E.E.); Othman, Hussein (H.)

Subject: C1A Door Latch Improper Repair Fact Sheet Development

When: Friday, May 29, 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, [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]

From: Robinson, Hue (H.M.)
Sent: Tuesday, November 5, 2019 6:23 PM
To: Baker, Zachary (Z.); Okeh, Christopher (C.)
Cc: Briggs, Erin Rose (E.R.)
Subject: RE: Door Latch Replacements

Chris – can you please also talk to the dealers for the VIN #s below to see if they have a relationship with the customer so that they would bring their vehicle back for us to get the remaining latches? These would be repairs that have happened recently in the month of October and are priority. Later this week, I'd like you to please call the dealers for the claims I highlighted in yellow to see if they would contact the customer to also bring their vehicles back. Once we confirm the customers can/will do that, we can send a note to CRC to approve the claim. Please call me if you have any questions.

3FA6P0HR5DR [REDACTED]
3FA6P0HR2DR [REDACTED]
3FADP4BJ8BM2 [REDACTED]

Thanks,

HUE ROBINSON

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

From: Robinson, Hue (H.M.)
Sent: Tuesday, November 5, 2019 1:00 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Door Latch Replacements

Chris – please check the list of VINs attached to confirm if 700 tags were generated for them. I've updated the file with some vehicle history and my comments.

Zach – we had to limit our returns at 20/wk so it may not be picked up but we can request it to be returned if the dealer still has the part on hand. There are some vehicles that I might be interested in getting the other door latches returned. We can discuss in our team meeting shortly on how to do that, if it makes sense.

HUE ROBINSON

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Tuesday, November 5, 2019 11:03 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: FW: Door Latch Replacements
Importance: High

Hue,

See attached for a breakdown of claims approved by the CRC related to door latches.

Is your 700 tag set up to grab these claims as they come in? Not extreme volumes, but 21 over the past couple months. These will all automatically get swept up if your 700 tag is set up correctly.

Zachary Baker

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

From: Gleason, Rob (.) <rgleason@ford.com>
Sent: Monday, November 04, 2019 3:13 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Sprunger, Jon (J.L.) <jsprunge@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>; Hansen, Karen (K.L.) <khansen4@ford.com>; Field, Martin (M.) <mfield1@lincoln.com>
Subject: RE: Door Latch Replacements

Zachary,

Attached are the USA goodwill claims paid in September and October based on the criteria below. This could be generated monthly to build up to the desired volumes – Fiesta and Fusion have decent volume but MKZ activity is low.

Please let me know if you want this report monthly and we will set it up.

Thanks.
Rob

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, October 25, 2019 1:44 PM
To: Gleason, Rob (.) <rgleason@ford.com>; Sprunger, Jon (J.L.) <jsprunge@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Cc: Hansen, Thayne (T.) <thansen1@ford.com>; Field, Martin (M.) <mfield1@lincoln.com>
Subject: RE: Door Latch Replacements

Rob and team,

Sorry it has taken so long to get back with you. The part numbers for the door latches are attached. Whatever we can do to try to find recent approvals (where we may still be able to get parts back) or intercept current/future CRC contacts requesting assistance on these, would really help the engineering team determine what is going on with these.

Thanks in advance for your help.

Zachary Baker

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

From: Gleason, Rob (.) <rgleason@ford.com>
Sent: Wednesday, October 16, 2019 5:47 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Sprunger, Jon (J.L.) <jsprunge@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Cc: Hansen, Thayne (T.) <thansen1@ford.com>; Field, Martin (M.) <mfield1@lincoln.com>
Subject: RE: Door Latch Replacements

Zachary,

Please provide the relevant part numbers and I can query the goodwill claims to determine how much activity there is on these and see if it can meet the requirements outlined by make/MY below.

Thanks.

Regards,
Rob Gleason
rgleason@ford.com
Cell: [REDACTED]

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, October 16, 2019 2:13 PM
To: Sprunger, Jon (J.L.) <jsprunge@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Cc: Gleason, Rob (.) <rgleason@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: RE: Door Latch Replacements

We certainly understand that there are no guarantees – but whatever help you can offer would be appreciated. I am happy to provide whatever information (part numbers, etc.) would be helpful.

Zachary Baker

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

From: Sprunger, Jon (J.L.) <jsprunge@ford.com>
Sent: Wednesday, October 16, 2019 2:03 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Ciolli, Lisa (L.M.) <lciolli@ford.com>
Cc: Gleason, Rob (.) <rgleason@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: RE: Door Latch Replacements

I am sure we get some volume for this through CRC, but unless the customer specifically brings up this scenario, and we catch it, will be a bit of a needle in a haystack.

I am assuming we might already be paying for some of these repairs under Dealer (P18) or CRC (P11, P17 or P19) goodwill that we might be able to just identify in our data for part retrieval.

Rob, If you have the part number they are interested in, would you be able to pull goodwill repair data that might already meet this criteria? If we have enough results over a reasonable time period, I think that might be the easier way to get these. If not, we can ask out CRC teams to monitor for this issue, and assist till we have enough examples.

- Jon

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, October 16, 2019 1:54 PM
To: Sprunger, Jon (J.L.) <jsprunge@ford.com>; Ciolli, Lisa (L.M.) <lcioilli@ford.com>
Cc: Gleason, Rob (.) <rgleason@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: Door Latch Replacements
Importance: High

Jon and Lisa,

I spoke with Jon briefly yesterday regarding some help needed for a cross-functional team dealing with a recall investigation. I will briefly summarize, and indicate the help needed.

Summary:

Some vehicles that have been repaired (all 4 door latches replaced) under 15S16 are now exhibiting door latch failures that, from appearances, mirror the issue that the recall was intended to address. We have been asked to investigate the cause of these subsequent failures, but to do so engineering needs parts to study. This is where you may be able to help – we need to know if you can support this initiative.

Help needed:

If Ford pays for repairs, it will allow engineering to retrieve the parts from the dealer for analysis. If possible, we need the CRC to approve customer loyalty funding for repairs based on the criteria below. Once a vehicle is approved for repairs and the dealer is aware, we need to send the VINs to engineering so they can attempt to expedite the return process.

- Vehicles that were previously repaired under 15S16 (build date ranges are shown below, but check AWS to determine if the vehicle was repaired under 15S16)

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta	2011-2014	Cuautitlan	Job-1 2011 model year to 31-Oct-2013
Fusion	2013-2014	Hermosillo	Job-1 2013 model year to 31-Oct-2013
Fusion	2014	Flat Rock	Job-1 2014 model year to 31-Oct-2013
MKZ	2013-2014	Hermosillo	Job-1 2013 model year to 31-Oct-2013

- And exhibit door latch failure (door will not stay latched)
- And have no other coverages

We need the following volumes of parts:

MY	Fiesta	Fusion	MKZ
2011	5	--	--
2012	5	--	--
2013	5	5	5
2014	5	5	5

REDACTED FOR PRIVILEGE

Please let me know as soon as possible if you can help support this – and if you need any clarifying information, don't hesitate to ask. Thank you very much.

Zachary Baker

Program Manager, Recall and Service Programs

DSC2 #802



From: Gleason, Rob (.)
Sent: Wednesday, January 15, 2020 3:12 AM
To: Baker, Zachary (Z.); Ciolli, Lisa (L.M.)
Subject: RE: Door Latch Replacements

Zachary, the primary transaction codes used in goodwill repairs are P11, P18, and P18L. Please let me know if you need additional information.

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Tuesday, January 14, 2020 3:42 PM
To: Ciolli, Lisa (L.M.) <lcioilli@ford.com>; Gleason, Rob (.) <rgleason@ford.com>
Subject: RE: Door Latch Replacements

Pertaining to the email string below, what warranty transaction codes are used for goodwill repairs?

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

From: Ciolli, Lisa (L.M.) <lcioilli@ford.com>
Sent: Thursday, October 17, 2019 8:38 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: Door Latch Replacements

Zachary,

[REDACTED]

Lisa Ciolli

BAC Business Analyst
Ford Customer Experience Division
Cell Phone: [REDACTED]

PRIVILEGED AND CONFIDENTIAL If you receive the email in error, please delete and notify sender immediately

From: Gleason, Rob (.) <rgleason@ford.com>
Sent: Wednesday, October 16, 2019 5:47 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Sprunger, Jon (J.L.) <jsprunge@ford.com>; Ciolli, Lisa (L.M.) <lcioilli@ford.com>
Cc: Hansen, Thayne (T.) <thansen1@ford.com>; Field, Martin (M.) <mfield1@lincoln.com>
Subject: RE: Door Latch Replacements

Zachary,

Please provide the relevant part numbers and I can query the goodwill claims to determine how much activity there is on these and see if it can meet the requirements outlined by make/MY below.

Thanks.

Regards,
Rob Gleason
rgleason@ford.com
Cell: [REDACTED]

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, October 16, 2019 2:13 PM
To: Sprunger, Jon (J.L.) <jsprunge@ford.com>; Ciolli, Lisa (L.M.) <lcioilli@ford.com>
Cc: Gleason, Rob (.) <rgleason@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: RE: Door Latch Replacements

We certainly understand that there are no guarantees – but whatever help you can offer would be appreciated. I am happy to provide whatever information (part numbers, etc.) would be helpful.

Zachary Baker

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

From: Sprunger, Jon (J.L.) <jsprunge@ford.com>
Sent: Wednesday, October 16, 2019 2:03 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Ciolli, Lisa (L.M.) <lcioilli@ford.com>
Cc: Gleason, Rob (.) <rgleason@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: RE: Door Latch Replacements

I am sure we get some volume for this through CRC, but unless the customer specifically brings up this scenario, and we catch it, will be a bit of a needle in a haystack.

I am assuming we might already be paying for some of these repairs under Dealer (P18) or CRC (P11, P17 or P19) goodwill that we might be able to just identify in our data for part retrieval.

Rob, If you have the part number they are interested in, would you be able to pull goodwill repair data that might already meet this criteria? If we have enough results over a reasonable time period, I think that might be the easier way to get these. If not, we can ask out CRC teams to monitor for this issue, and assist till we have enough examples.

- Jon

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Wednesday, October 16, 2019 1:54 PM
To: Sprunger, Jon (J.L.) <jsprunge@ford.com>; Ciolli, Lisa (L.M.) <lcioilli@ford.com>
Cc: Gleason, Rob (.) <rgleason@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: Door Latch Replacements
Importance: High

Jon and Lisa,

I spoke with Jon briefly yesterday regarding some help needed for a cross-functional team dealing with a recall investigation. I will briefly summarize, and indicate the help needed.

Summary:

Some vehicles that have been repaired (all 4 door latches replaced) under 15S16 are now exhibiting door latch failures that, from appearances, mirror the issue that the recall was intended to address. We have been asked to investigate the cause of these subsequent failures, but to do so engineering needs parts to study. This is where you may be able to help – we need to know if you can support this initiative.

Help needed:

If Ford pays for repairs, it will allow engineering to retrieve the parts from the dealer for analysis. If possible, we need the CRC to approve customer loyalty funding for repairs based on the criteria below. Once a vehicle is approved for repairs and the dealer is aware, we need to send the VINs to engineering so they can attempt to expedite the return process.

- Vehicles that were previously repaired under 15S16 (build date ranges are shown below, but check AWS to determine if the vehicle was repaired under 15S16)

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta	2011-2014	Cuautitlan	Job-1 2011 model year to 31-Oct-2013
Fusion	2013-2014	Hermosillo	Job-1 2013 model year to 31-Oct-2013
Fusion	2014	Flat Rock	Job-1 2014 model year to 31-Oct-2013
MKZ	2013-2014	Hermosillo	Job-1 2013 model year to 31-Oct-2013

- And exhibit door latch failure (door will not stay latched)
- And have no other coverages

We need the following volumes of parts:

MY	Fiesta	Fusion	MKZ
2011	5	--	--
2012	5	--	--
2013	5	5	5
2014	5	5	5

REDACTED FOR PRIVILEGE

Please let me know as soon as possible if you can help support this – and if you need any clarifying information, don't hesitate to ask. Thank you very much.

Zachary Baker

Program Manager, Recall and Service Programs

DSC2 #802



From: Dunlap, Zachary (Z.)
Sent: Tuesday, March 24, 2020 2:24 PM
To: Brentley, Monique (M.); Baker, Zachary (Z.); Itoh, Jorji (J.D.); Landry, Mike (M.P.); Logel, Jay (J.D.)
Subject: RE: For Review: Q&A 20s15
Attachments: QA 20S15 DRAFT JI zb(ZD).docx

REDACTED FOR PRIVILEGE

Zach Dunlap
Ford Motor Company
Counsel | Office of the General Counsel
(office)
(mobile)

PRIVILEGED & CONFIDENTIAL

This e-mail may contain privileged communications.
If you have received it in error, please delete it immediately and notify the sender.

From: Brentley, Monique (M.) <mbrentle@ford.com>
Sent: Tuesday, March 24, 2020 9:53 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Logel, Jay (J.D.) <jlogel@ford.com>; Dunlap, Zachary (Z.) <zdunlap@ford.com>
Subject: RE: For Review: Q&A 20s15

Thanks, I'll update the Q&A with our standard response.

Q. Are parts available?
A. We are working with our supplier to secure parts as quickly as possible.

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Tuesday, March 24, 2020 9:49 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Brentley, Monique (M.) <mbrentle@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Logel, Jay (J.D.) <jlogel@ford.com>; Dunlap, Zachary (Z.) <zdunlap@ford.com>
Subject: RE: For Review: Q&A 20s15

Updates attached.

No timing on parts yet – our packager was in the middle of working with sub-suppliers to get material in and calculate lead times, then they got hit with a suspected case of you-know-what and shut down for deep cleaning.

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

[REDACTED]

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

Sent: Tuesday, March 24, 2020 8:50 AM

To: Brentley, Monique (M.) <mbrentle@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Logel, Jay (J.D.) <jlogel@ford.com>; Dunlap, Zachary (Z.) <zdunlap@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>

Subject: RE: For Review: Q&A 20s15

Good morning,

My modifications are attached.

Zach Baker, can you confirm:

-The Mexican volume is accurate

-Part availability

Kind regards,

Jorji D. Itoh

Production Vehicle Safety

Automotive Safety Office

330 Town Center Drive, Suite 500

Dearborn, MI 48126

Phone: [REDACTED]

From: Brentley, Monique (M.) <mbrentle@ford.com>

Sent: Tuesday, March 24, 2020 8:39 AM

To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Logel, Jay (J.D.) <jlogel@ford.com>; Dunlap, Zachary (Z.) <zdunlap@ford.com>

Subject: For Review: Q&A 20s15

Importance: High

REDACTED FOR PRIVILEGE

REDACTED FOR PRIVILEGE

REDACTED FOR PRIVILEGE

REDACTED FOR PRIVILEGE

REDACTED FOR PRIVILEGE

From: Brentley, Monique (M.)
Sent: Tuesday, June 9, 2020 4:38 PM
To: Baker, Zachary (Z.); Itoh, Jorji (J.D.); Dunlap, Zachary (Z.)
Subject: 2nd Review & Questions: 20S30 Q&A REV 1
Attachments: QA 20S30 - Multiple vehicles door latches REV 1.docx

Jorji & Zack B.,

I'm still a bit confused about a few of the build dates, see my questions/comments in the attached. I accepted all of your changes except for the updates in [blue](#). Please take another look to ensure alignment. If you could get back to me by [3 p.m. today](#), I would greatly appreciate it.

Thanks,
Monique

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Tuesday, June 9, 2020 10:49 AM
To: Brentley, Monique (M.) <mbrentle@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Dunlap, Zachary (Z.) <zdunlap@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: For Review: 20S30 Q&A

Some edits attached.

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


From: Brentley, Monique (M.) <mbrentle@ford.com>
Sent: Tuesday, June 09, 2020 10:26 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Dunlap, Zachary (Z.) <zdunlap@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: For Review: 20S30 Q&A
Importance: High

Team,

The draft media Q&A for safety recall 20S30 is attached. Please review in its entirety with special attention to the information in [blue](#) and review the questions/ comments in the margins. Please confirm alignment or send revisions by [2 p.m. today](#).

Thank you,
Monique
 mobile

From: Willard, Jeremy (J.)
Sent: Tuesday, May 12, 2020 3:44 AM
To: Dunlap, Zachary (Z.); Itoh, Jorji (J.D.)
Cc: Ott, David (D.J.); Zachary Baker (Z.) (zbaker1@ford.com); Landry, Mike (M.P.)
Subject: Action Request: FSA 15S16-Supplement #4 Concurrence and/or Comment
Attachments: 15S16-S4 Dealer Bulletin DRAFT v5.docx; 15S16-S4 Side Door Latch D2.pdf

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 FMCDDealer 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


From: Willard, Jeremy (J.)
Sent: Tuesday, May 12, 2020 3:47 AM
To: Dunlap, Zachary (Z.); Itoh, Jorji (J.D.)
Cc: Ott, David (D.J.); Landry, Mike (M.P.); Zachary Baker (Z.) (zbaker1@ford.com)
Subject: Action Request: FSA 16S30-Supplement #7 Concurrence and/or Comment
Attachments: 16S30-S7 Dealer Bulletin DRAFT.docx; 16S30 - S7 Door Latch D2.pdf

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

This program is scheduled to be posted to FMCDDealer 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


From: Willard, Jeremy (J.)
Sent: Monday, March 23, 2020 1:11 PM
To: Itoh, Jorji (J.D.); Dunlap, Zachary (Z.)
Cc: Ludington, Julie (J.L.); Logel, Jay (J.D.); Ott, David (D.J.); Baker, Zachary (Z.)
Subject: Action Request: FSA 20S15 Awareness - Concurrence and/or Comment
Attachments: 20S15 Awareness DRAFT.docx

Importance: High

Zach/Jorji –

This is the Awareness for 20S15 that we plan to launch tomorrow.

Please review and return at your next earliest convenience.

Thank you!

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 the Awareness Communication and provide your approval/concurrence to me with any changes and comments by **1:00 PM (ASAP) today**.

NOTE: Please respond using the "Reply To All" function.

This program is scheduled to be posted to FMCDDealer tomorrow.

Your timely review is appreciated.

Thank you,

Jeremy Willard

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

From: Willard, Jeremy (J.)
Sent: Wednesday, June 3, 2020 2:08 AM
To: Brezee, Shane (S.B.); Itoh, Jorji (J.D.); Dunlap, Zachary (Z.)
Cc: Zachary Baker (Z.) (zbaker1@ford.com); Ott, David (D.J.); Logel, Jay (J.D.); Landry, Mike (M.P.)
Subject: Action Request: FSA 20S30 Advance Notice Concurrence and/or Comment
Attachments: 20S30 - Advance Notice DRAFT.docx

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, Advance Notice and provide your approval/concurrence to me with any changes and comments **by 5:00PM 6/4.**

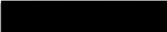
Timing condensed due to only an Advance Notice launching at this time.

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

This program is scheduled to be posted to FMCDDealer 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.) <jitoh@ford.com>

Sent: Tuesday, June 09, 2020 1:32 PM

To: Brentley, Monique (M.) <mbrentle@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Dunlap, Zachary (Z.) <zdunlap@ford.com>

Subject: RE: 2nd Review & Questions: 20S30 Q&A REV 1

Monique,

I will have to defer to FCSD if there are concerns with the production dates used in the Part 573.

Jorji D. Itoh

Production Vehicle Safety

Automotive Safety Office

330 Town Center Drive, Suite 500

Dearborn, MI 48126

Phone: [REDACTED]

From: Brentley, Monique (M.) <mbrentle@ford.com>

Sent: Tuesday, June 09, 2020 12:38 PM

To: Baker, Zachary (Z.) <zbaker1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Dunlap, Zachary (Z.) <zdunlap@ford.com>

Subject: 2nd Review & Questions: 20S30 Q&A REV 1

Jorji & Zack B.,

I'm still a bit confused about a few of the build dates, see my questions/comments in the attached. I accepted all of your changes except for the updates in blue. Please take another look to ensure alignment. If you could get back to me by 3 p.m. today, I would greatly appreciate it.

Thanks,

Monique

From: Baker, Zachary (Z.) <zbaker1@ford.com>

Sent: Tuesday, June 9, 2020 10:49 AM

To: Brentley, Monique (M.) <mbrentle@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Dunlap, Zachary (Z.) <zdunlap@ford.com>

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

Subject: RE: For Review: 20S30 Q&A

Some edits attached.

Zachary Baker

Program Manager, Recall and Service Programs

DSC2 #802

From: Brentley, Monique (M.) <mbrentle@ford.com>

Sent: Tuesday, June 09, 2020 10:26 AM

To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Dunlap, Zachary (Z.) <zdunlap@ford.com>

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

Subject: For Review: 20S30 Q&A

Importance: High

Team,

The draft media Q&A for safety recall 20S30 is attached. Please review in its entirety with special attention to the information in **blue** and review the questions/ comments in the margins. Please confirm alignment or send revisions by **2 p.m. today.**

Thank you,

Monique

██████████ mobile

From: Hansen, Thayne (T.)
Sent: Monday, May 4, 2020 11:31 AM
To: Ujkashevic, Desi (D.); Diaz, Adrian (A.D.); Landry, Mike (M.P.); Johnson, Ron (R.K.); Johnson, David (D.J.); Itoh, Jorji (J.D.); Logel, Jay (J.D.); Dunlap, Zachary (Z.); Pleet, Edward (E.A.); Robinson, Hue (H.M.); Caris, John (J.C.); Brezee, Shane (S.B.); Krivtsov, Vasiliy (V.)
Cc: Warwood, Mike (J.M.); Baker, Zachary (Z.)
Subject: RE: F/U Executive Discussion: C1A Latch – Repeat Repairs (Cust Letter Drafts)
Attachments: Customer Sat Door Latch Letter Example.pdf; Safety Door Latch Letter Example.pdf
Sensitivity: Private

Resending as a couple people reported that the files didn't come through

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

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Sunday, May 03, 2020 9:44 PM
To: Ujkashevic, Desi (D.) <dujkashe@ford.com>; Diaz, Adrian (A.D.) <adiaz41@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Johnson, Ron (R.K.) <rjohns10@ford.com>; Johnson, David (D.J.) <djohns16@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Logel, Jay (J.D.) <jlogel@ford.com>; Dunlap, Zachary (Z.) <zdunlap@ford.com>; Pleet, Edward (E.A.) <epleet@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Caris, John (J.C.) <jcaris@ford.com>; Brezee, Shane (S.B.) <sbreezee@ford.com>; Krivtsov, Vasiliy (V.) <vkritso@ford.com>
Cc: Warwood, Mike (J.M.) <mwarwood@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: F/U Executive Discussion: C1A Latch – Repeat Repairs (Cust Letter Drafts)
Sensitivity: Private

All,

In preparation for the meeting at 3:30 pm, Zach pulled together draft customer letter (safety & customer satisfaction). These are 90-95% drafts.

Thanks

Thayne N. Hansen
North America Recall Manager

Ford Motor Company
Dearborn, MI 48126
Office: [REDACTED]
Mobile: [REDACTED]

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

From: Ujkashevic, Desi (D.) <dujkashe@ford.com>

Sent: Thursday, April 30, 2020 4:47 PM

To: Ujkashevic, Desi (D.); Diaz, Adrian (A.D.); Landry, Mike (M.P.); Johnson, Ron (R.K.); Johnson, David (D.J.); Itoh, Jorji (J.D.); Logel, Jay (J.D.); Dunlap, Zachary (Z.); Warwood, Mike (J.M.); Hansen, Thayne (T.); Baker, Zachary (Z.); Pleet, Edward (E.A.); Robinson, Hue (H.M.); Caris, John (J.C.); Brezee, Shane (S.B.); Krivtsov, Vasiliy (V.)

Subject: F/U Executive Discussion: C1A Latch – Repeat Repairs <PRIVATE>

When: Monday, May 04, 2020 3:30 PM-4:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: WebEx

Sensitivity: Private

Requester: Desi Ujkashevic (Lauralee A. Lambert #84-54321 / LLAMBE27)

NOTE: Must be Monday afternoon, per Adrian Diaz

Ford Confidential - Do not forward or distribute

CCRG Reference: C1A Latch – Repeat Repairs

Executive discussion alternate host: Mike Landry

-- 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](mailto:[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](#).



From: Baker, Zachary (Z.)
Sent: Monday, May 4, 2020 8:21 PM
To: Ujkashevic, Desi (D.); Diaz, Adrian (A.D.); Landry, Mike (M.P.); Johnson, David (D.J.); Itoh, Jorji (J.D.); Logel, Jay (J.D.); Dunlap, Zachary (Z.); Warwood, Mike (J.M.); Hansen, Thayne (T.); Pleet, Edward (E.A.); Robinson, Hue (H.M.); Caris, John (J.C.); Brezee, Shane (S.B.); Krivtsov, Vasiliy (V.); Johnson, Ron (R.K.)
Subject: RE: F/U Executive Discussion: C1A Latch – Repeat Repairs <PRIVATE>
Attachments: Self Inspection Procedure.docx; 19Y33 Example Safety OL Text.docx; 19Y33 Example Cust Sat OL Text.docx

Sensitivity: Private

Example Owner Letters and Inspection Sheet from today's discussion are attached.

Zachary Baker

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

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

From: Ujkashevic, Desi (D.) <dujkashe@ford.com>
Sent: Thursday, April 30, 2020 4:47 PM
To: Ujkashevic, Desi (D.); Diaz, Adrian (A.D.); Landry, Mike (M.P.); Johnson, David (D.J.); Itoh, Jorji (J.D.); Logel, Jay (J.D.); Dunlap, Zachary (Z.); Warwood, Mike (J.M.); Hansen, Thayne (T.); Baker, Zachary (Z.); Pleet, Edward (E.A.); Robinson, Hue (H.M.); Caris, John (J.C.); Brezee, Shane (S.B.); Krivtsov, Vasiliy (V.); Johnson, Ron (R.K.)
Subject: F/U Executive Discussion: C1A Latch – Repeat Repairs <PRIVATE>
When: Monday, May 04, 2020 3:30 PM-4:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx
Sensitivity: Private

Requester: Desi Ujkashevic (Lauralee A. Lambert #84-54321 / LLAMBE27)

NOTE: Must be Monday afternoon, per Adrian Diaz

Ford Confidential - Do not forward or distribute

CCRG Reference: C1A Latch – Repeat Repairs
Executive discussion alternate host: Mike Landry

-- 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](https://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]

From: Itoh, Jorji (J.D.)
Sent: Tuesday, June 9, 2020 2:58 PM
To: Baker, Zachary (Z.); Brentley, Monique (M.); Dunlap, Zachary (Z.)
Cc: Landry, Mike (M.P.)
Subject: RE: For Review: 20S30 Q&A
Attachments: QA 20S30 - Multiple vehicles door latches DRAFT zb JI.docx

I added some comments to ZB's file.

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: Tuesday, June 09, 2020 10:49 AM
To: Brentley, Monique (M.) <mbrentle@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Dunlap, Zachary (Z.) <zdunlap@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: For Review: 20S30 Q&A

Some edits attached.

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

From: Brentley, Monique (M.) <mbrentle@ford.com>
Sent: Tuesday, June 09, 2020 10:26 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Dunlap, Zachary (Z.) <zdunlap@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: For Review: 20S30 Q&A
Importance: High

Team,

The draft media Q&A for safety recall 20S30 is attached. Please review in its entirety with special attention to the information in [blue](#) and review the questions/ comments in the margins. Please confirm alignment or send revisions by **[2 p.m. today.](#)**

Thank you,
Monique
[REDACTED] mobile