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

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

From: Itoh, Jorji (J.D.)
Sent: Monday, March 2, 2020 1:25 PM
To: Diaz, Adrian (A.D.)
Cc: Landry, Mike (M.P.)
Subject: 3/2 NHTSA - C1A Presentation
Attachments: NHTSA Discussion 20200302.1 DRAFT.pptx

Good morning Adrian,

Attached is the presentation for the NHTSA discussion today.
Slide 2 includes the modifications made by Thayne Hansen in regard to DIRRP.

Kind regards,

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

Kiekert Door Latch Data Summary

Fiesta (2014-2015 MY)
Fusion/MKZ (2013-2015 MY)

Built after 5/31/13 Recall Cut-off Date Through
12/31/14 Latch Robustness Action

January 24, 2017

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

December 4, 2019

December 11, 2019

February 5, 2020

RQ19-005 000032 RC

From: Robinson, Hue (H.M.)
Sent: Tuesday, October 1, 2019 7:42 PM
To: 'Phillips, Jeffrey'; Arenas, Soraya; Albert, Wyatt; Fisher, Derek; Barato, Marco; Watson, Mary Kay; Urriola, Maria; Berggren, Kyle; Hanke, Stepan
Cc: Ayyash, Khaled (K.A.); Briggs, Erin Rose (E.R.)
Subject: Brose C1A Latch Info

Brose Team – Can you please send me any previous C1A information that you may have with past issues and specifically, I'm looking for C1A data for 2012 – 2015 MYs.

- Previous design issues, actions (ICA's and PCA's) taken, and dates of actions
- Historical quality data of issue, by vehicle line and month of production
- Current quality data of issue, by vehicle line and month of production

I will schedule a meeting later this week for us to go through the information above but please call me if you need further clarification.

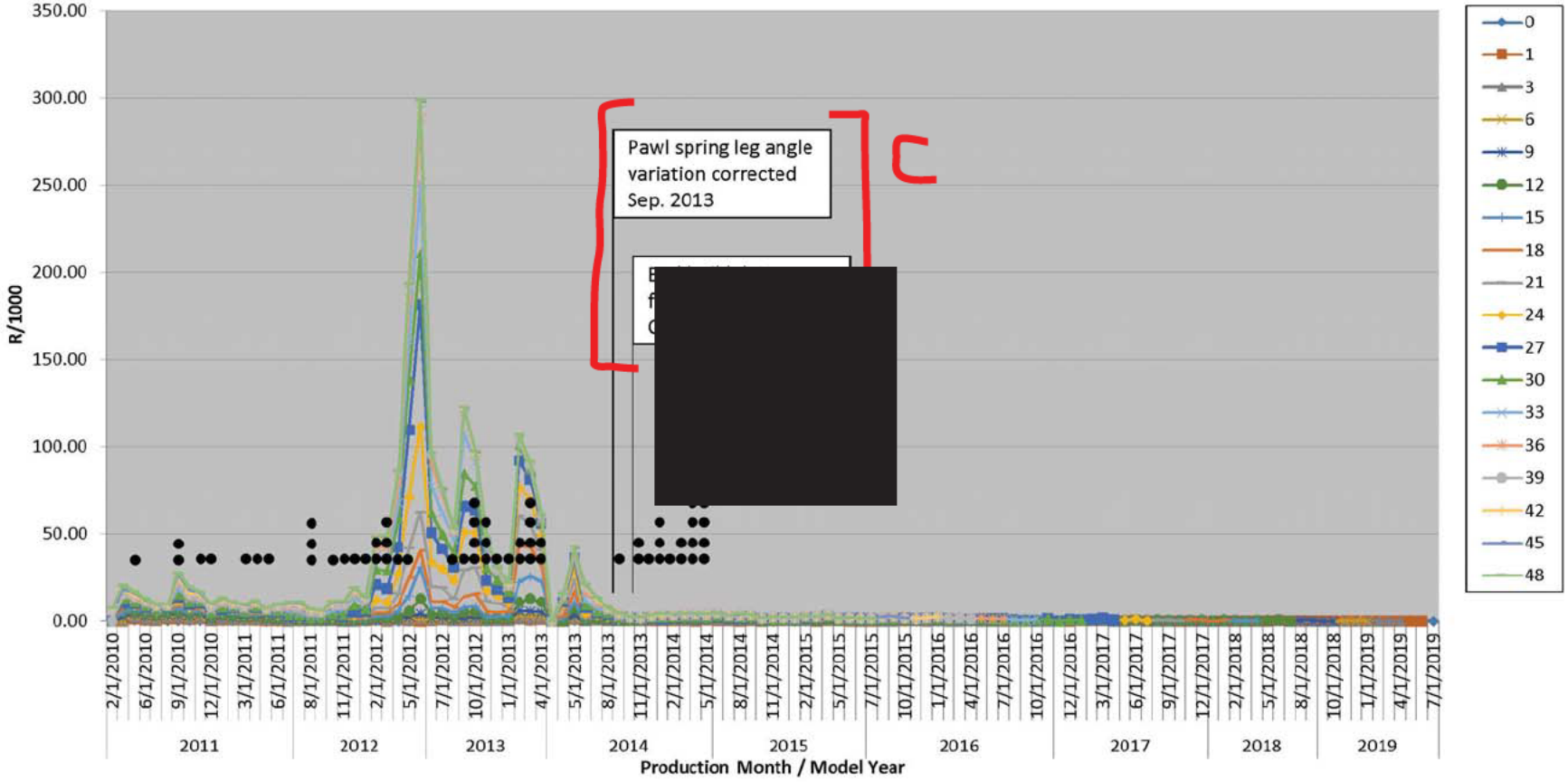
Thank you,

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

Supplier = Kiekert

AWS Analysis

Fiesta - C1A Latches-North America

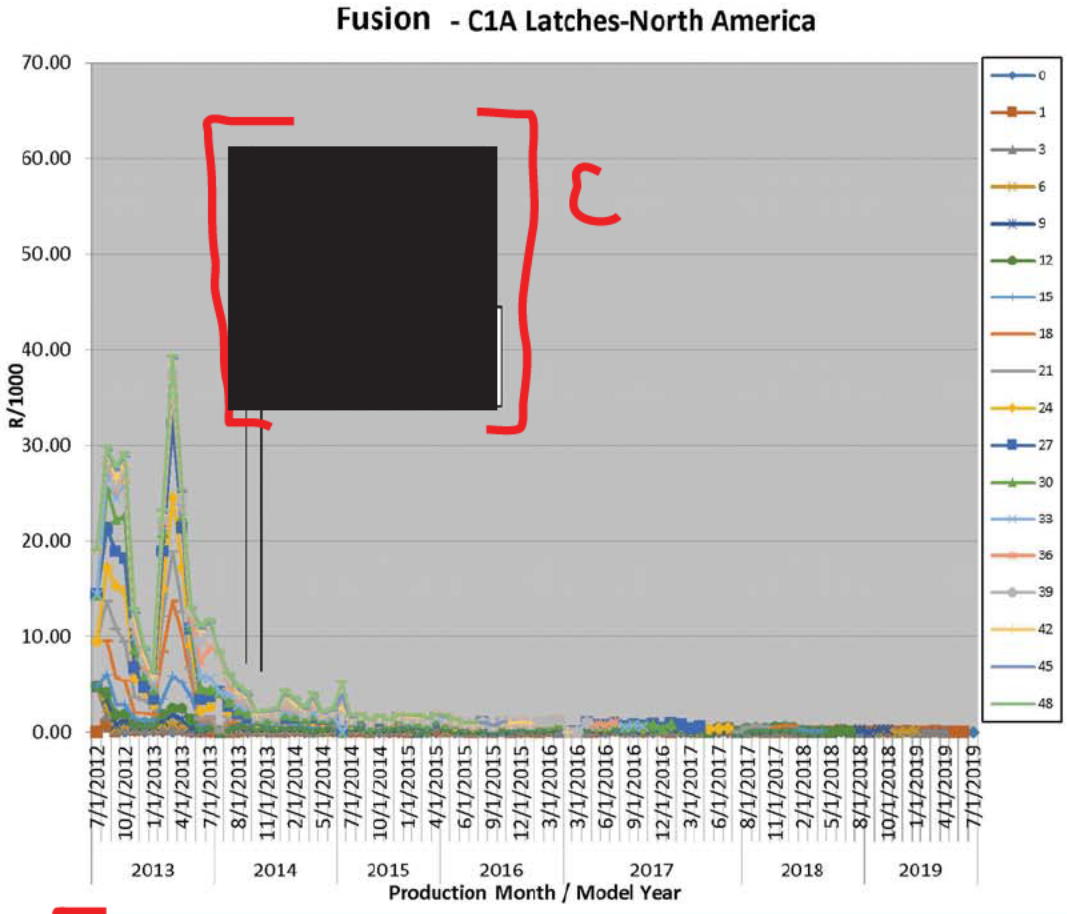


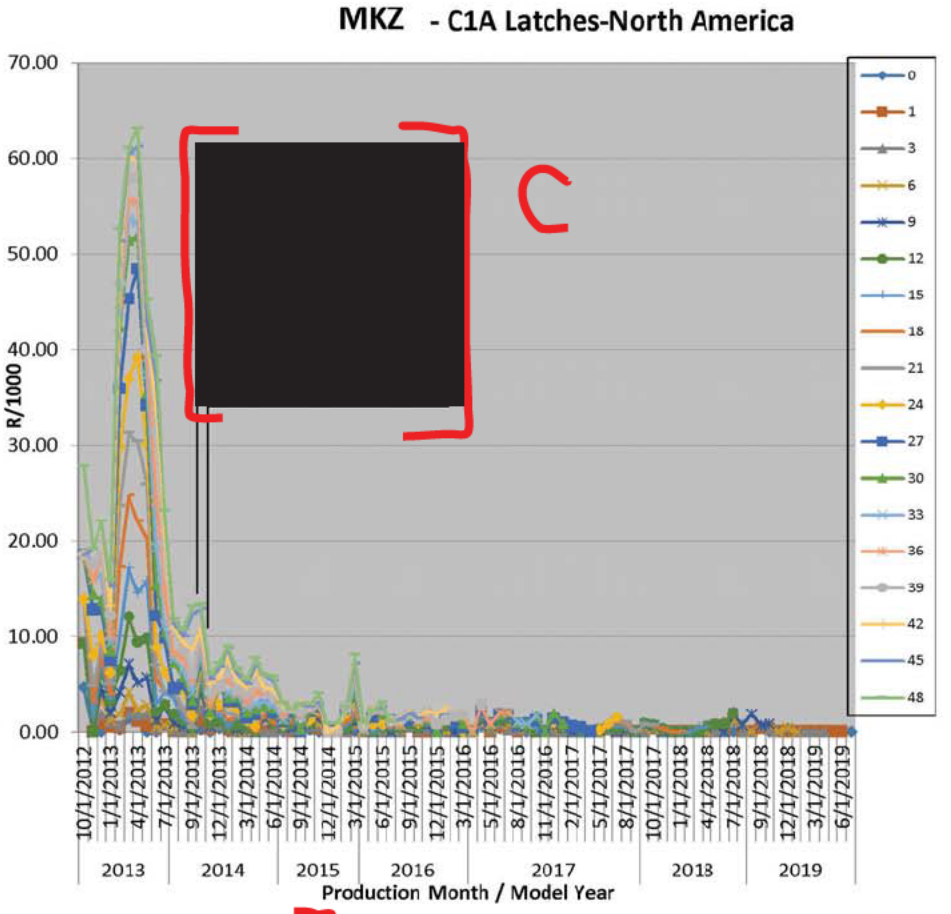
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AWS Analysis

Supplier = Kiekert

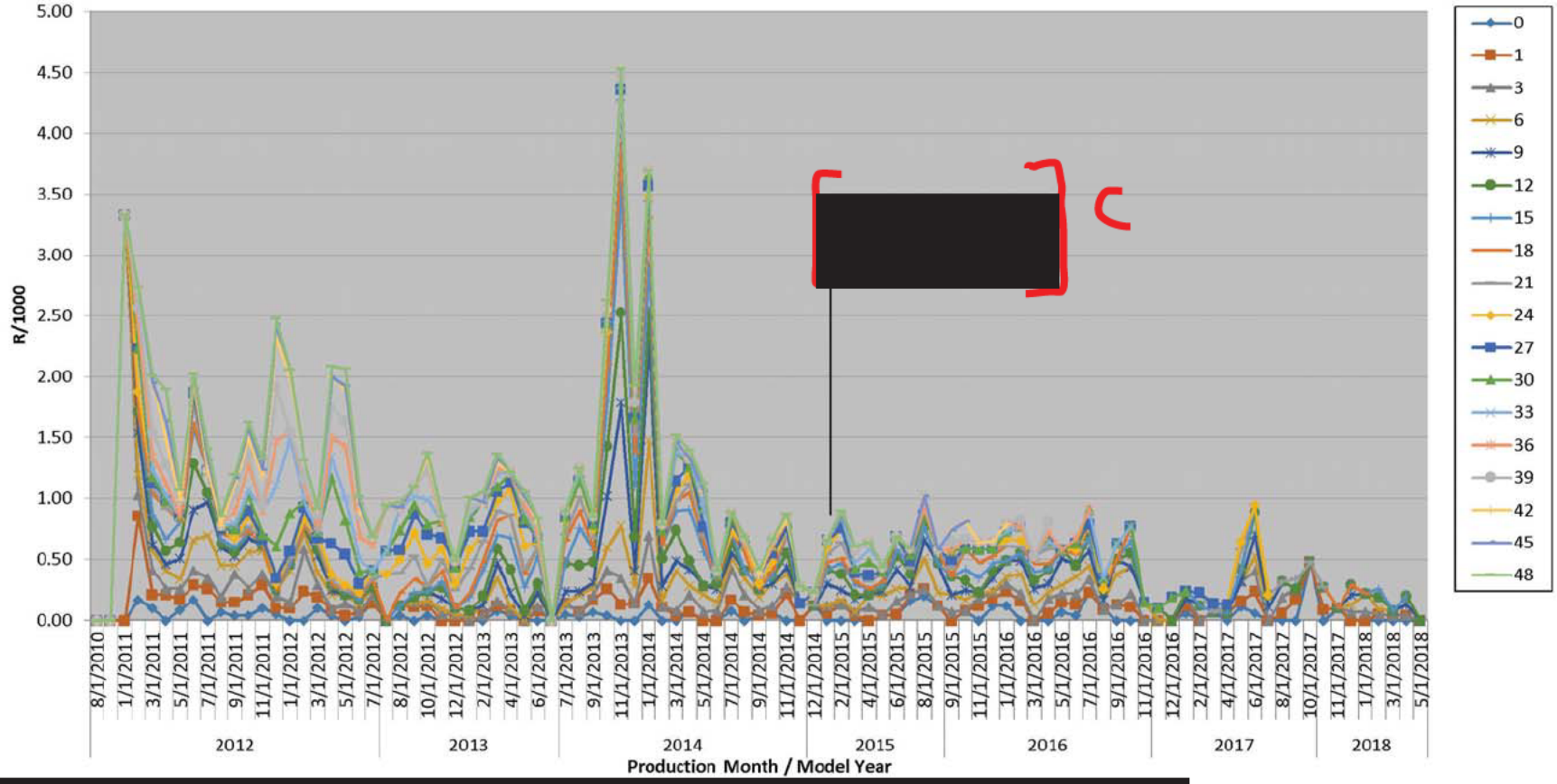




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AWS Analysis

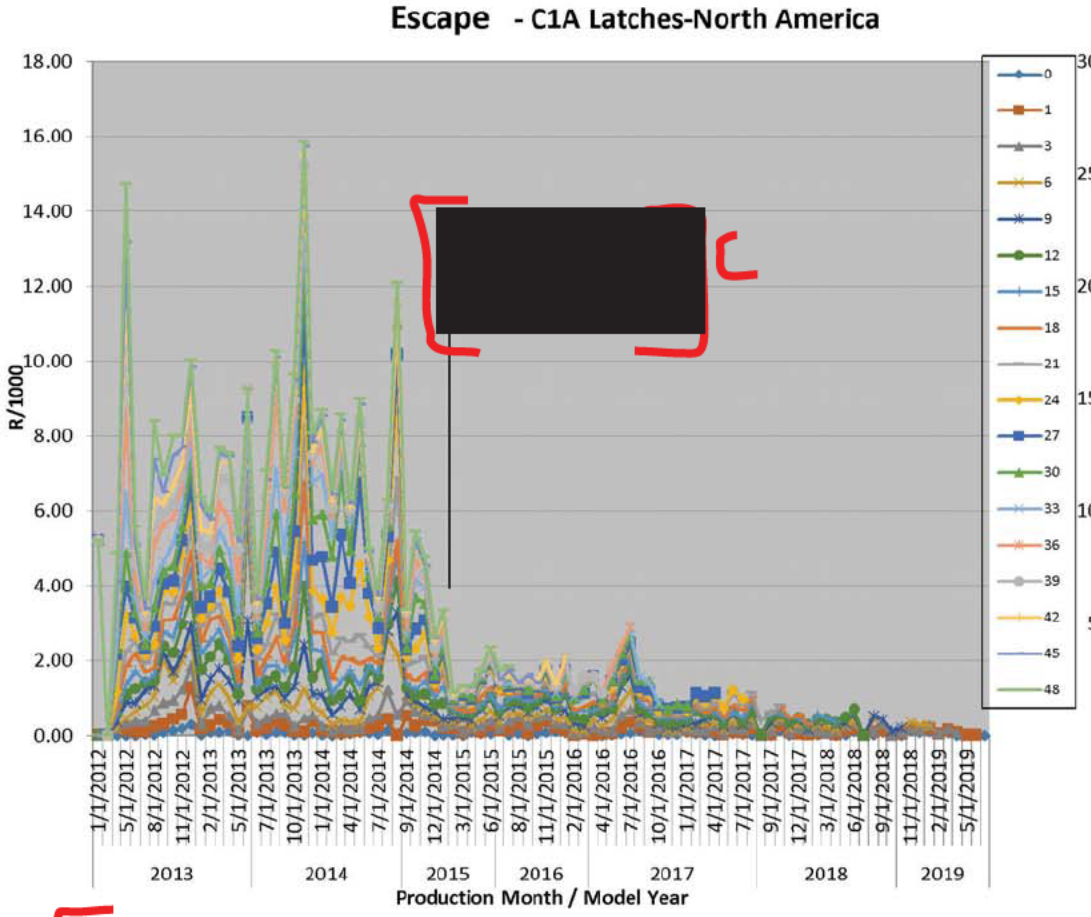
Focus - C1A Latches-North America

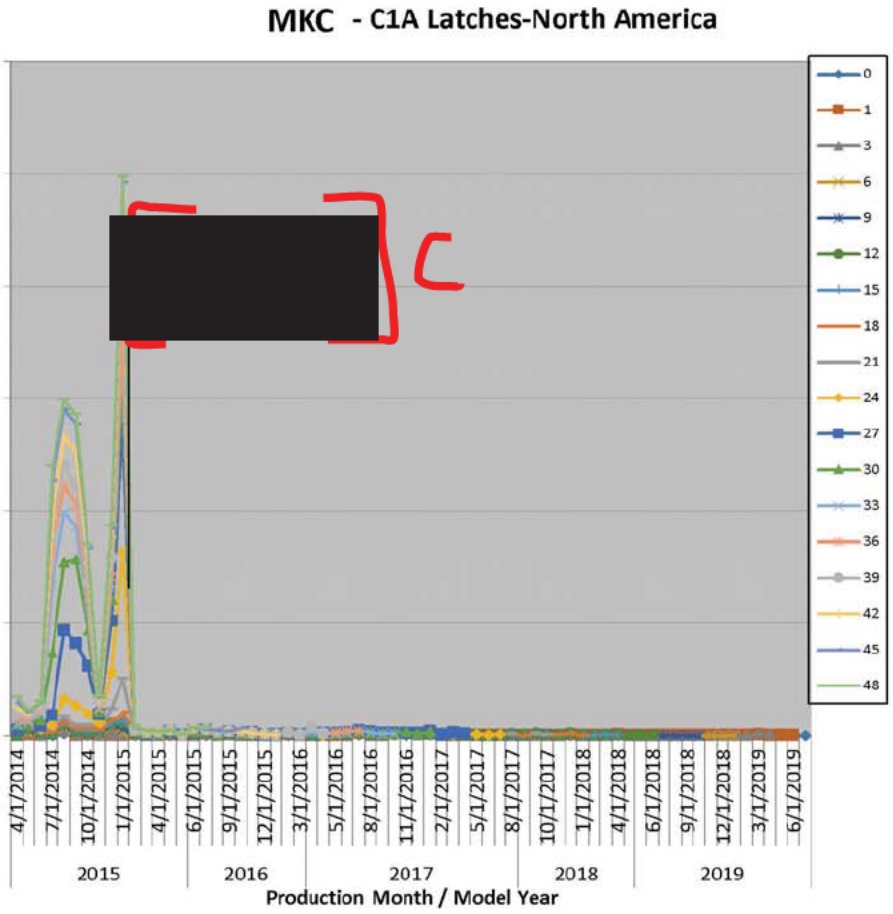


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AWS Analysis

Supplier = Brose



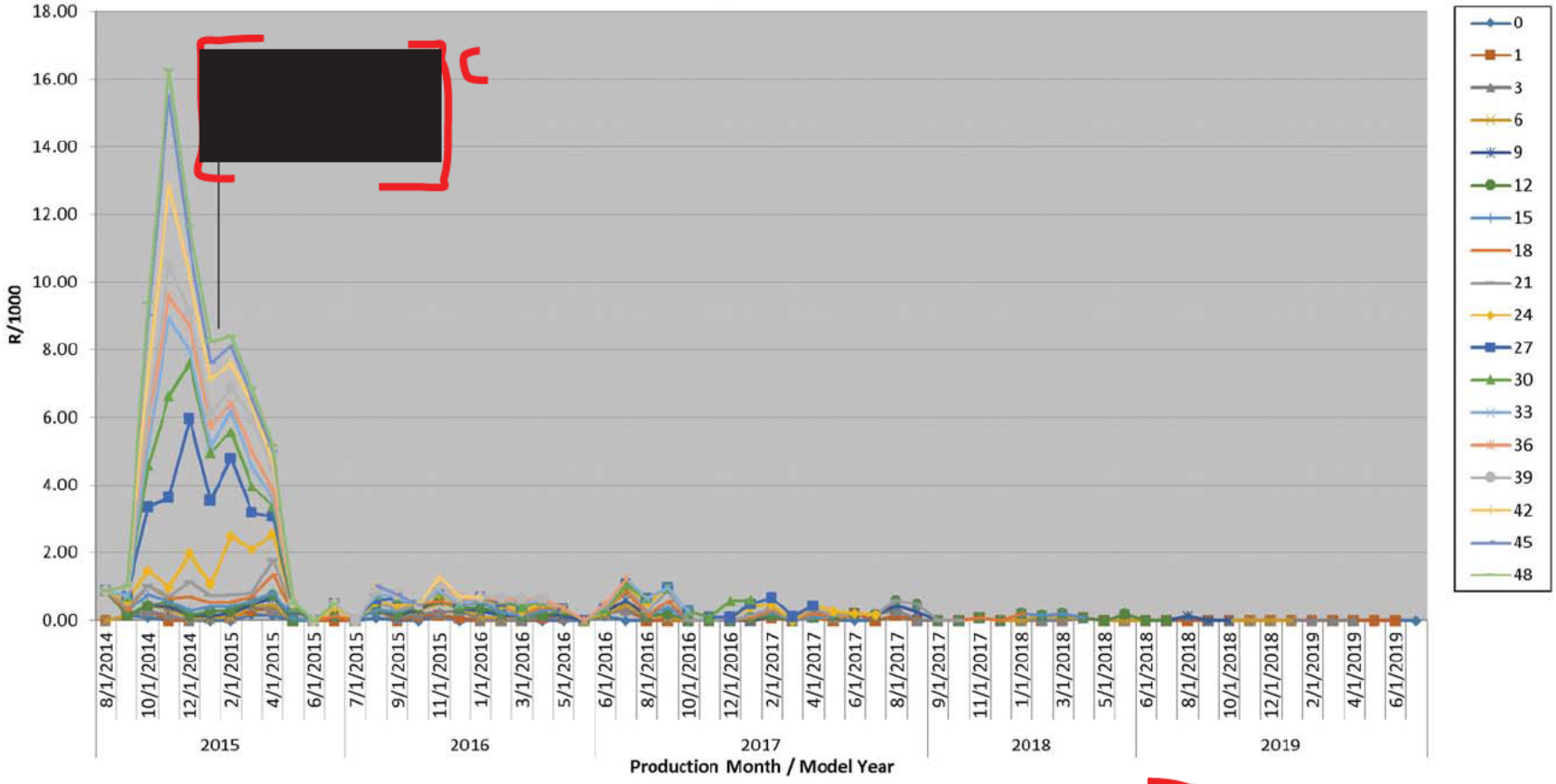


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AWS Analysis

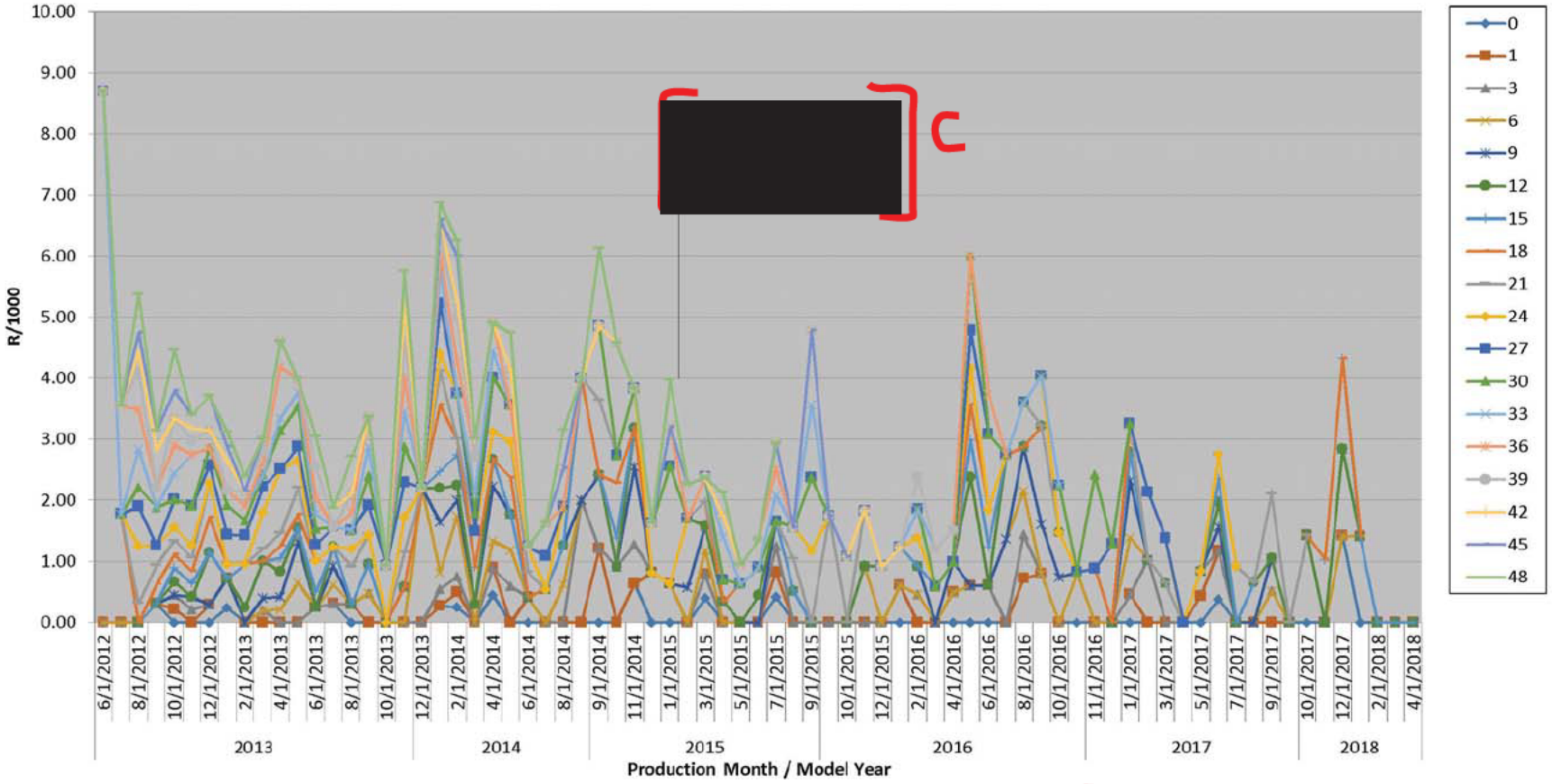
Mustang - C1A Latches-North America



Supplier = Brose

AWS Analysis

C-MAX - C1A Latches-North America

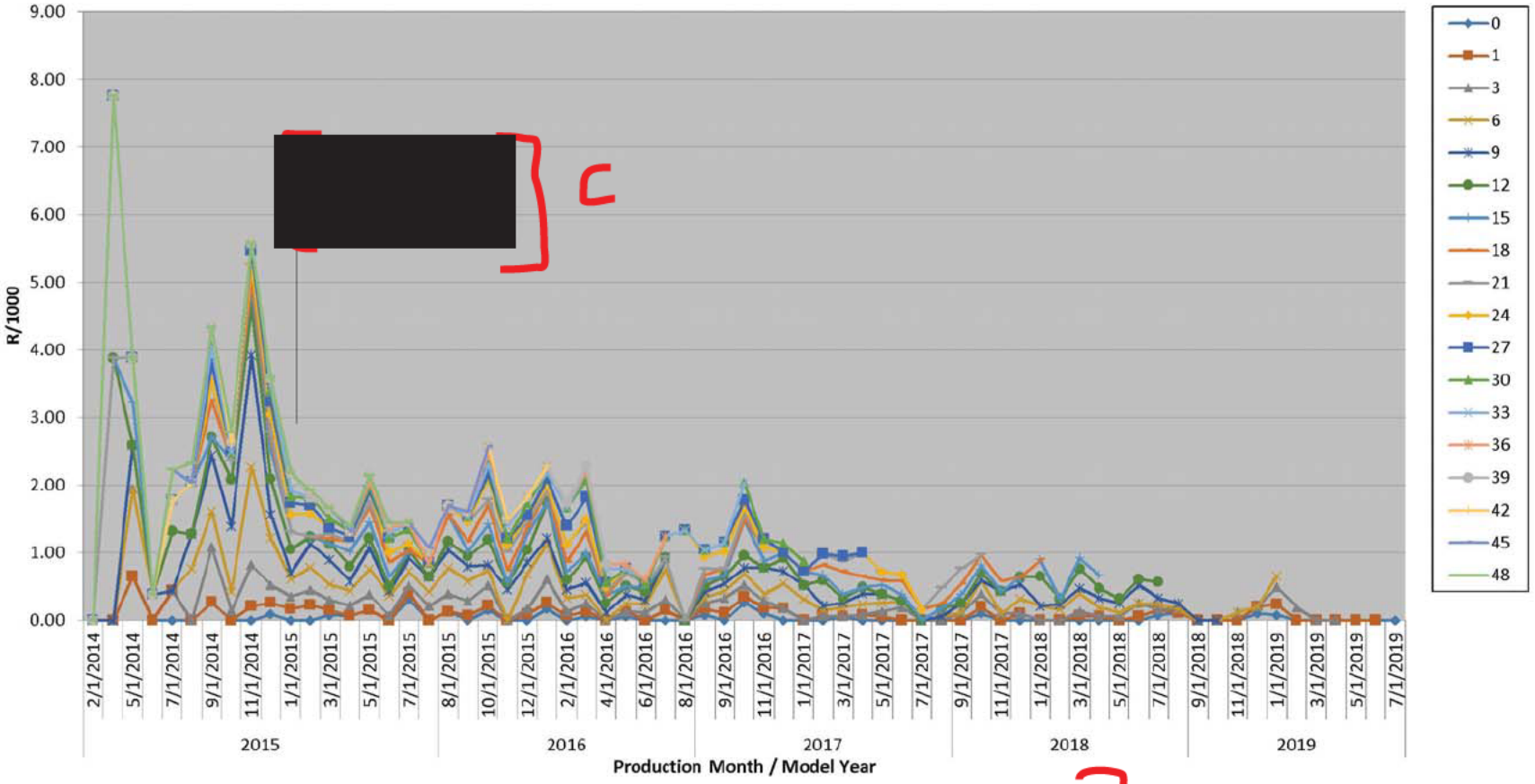


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AWS Analysis

Transit - C1A Latches-North America



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Fiesta C1A Side Door Latch

CCRG – October 1, 2019

RQ19-005 000046 RC

VOQ Data – Fiesta

All Reorts	Count
?	3
not related	1
OWD	31
related?	1
won't close	61
cut finger	1
Grand Total	98

Recall not perfomed at time of VOQ	Count
?	1
OWD	9
won't close	10
Grand Total	20

Recall has not been perfomed yet	Count
won't close	3
Grand Total	3

Repeat Repa	Count
?	1
OWD	16
won't close	36
Grand Total	53

Others	Count
invalid VIN	3
no VIN	4
unhappy with vehicle	1
cut finger	1
produced post 15S16	13
Grand Total	22

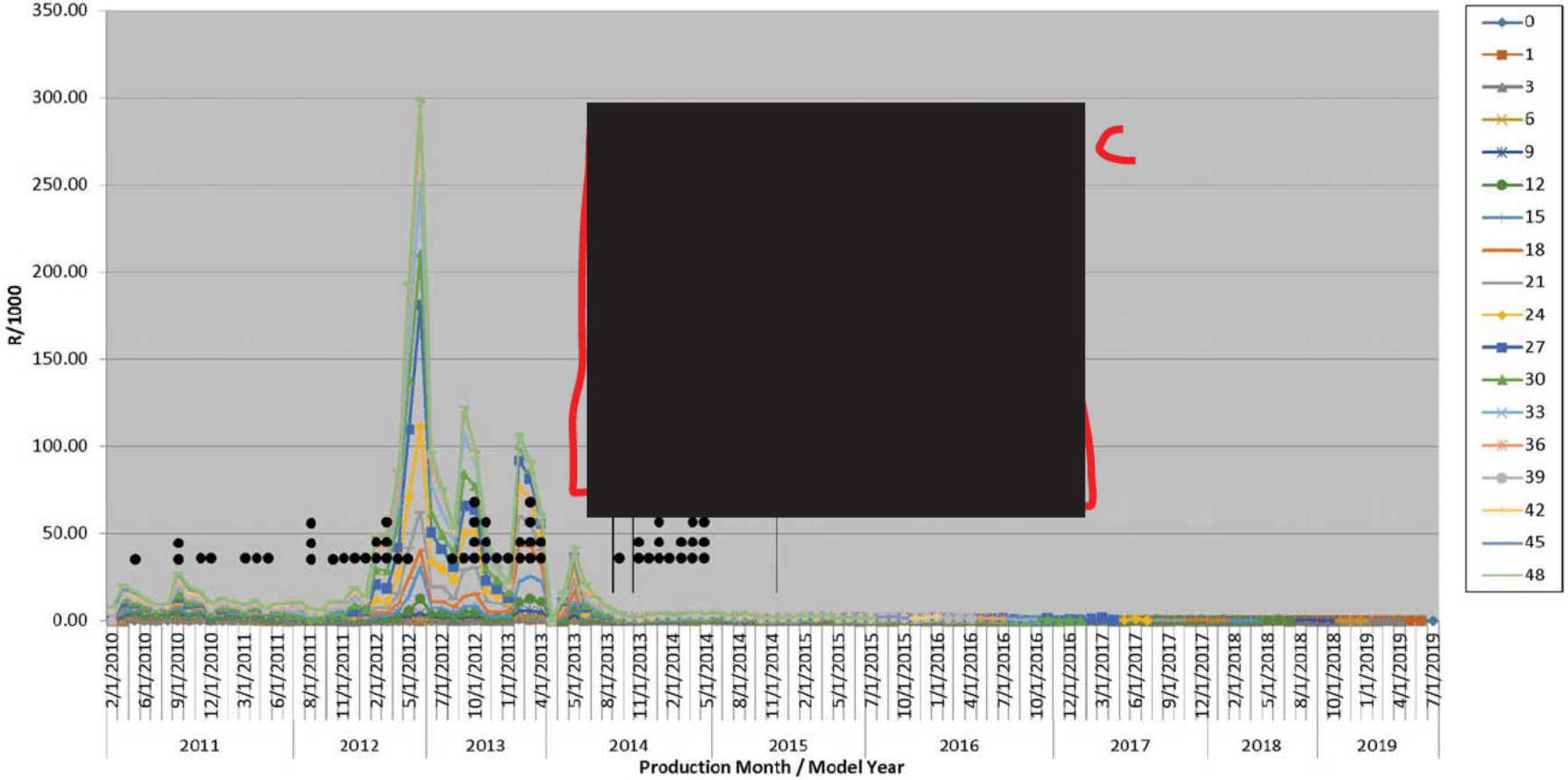
Program	Model Year	Approx. Volume	Assembly Plant	Build Date Range	Program Approved	Release Date
Fiesta	2011 – 2014	399, 931	Cuautitlan	J1 2011MY to 31-May-2013	15X33 / 15S16	20-Apr-2015
Fiesta	2014	60,353	Cuautitlan	1-Jun-2013 to 31-Oct-2013	17X09 / 15S16-S1	20-Mar-2017

[redacted]

Supplier = Kiekert

AWS Analysis

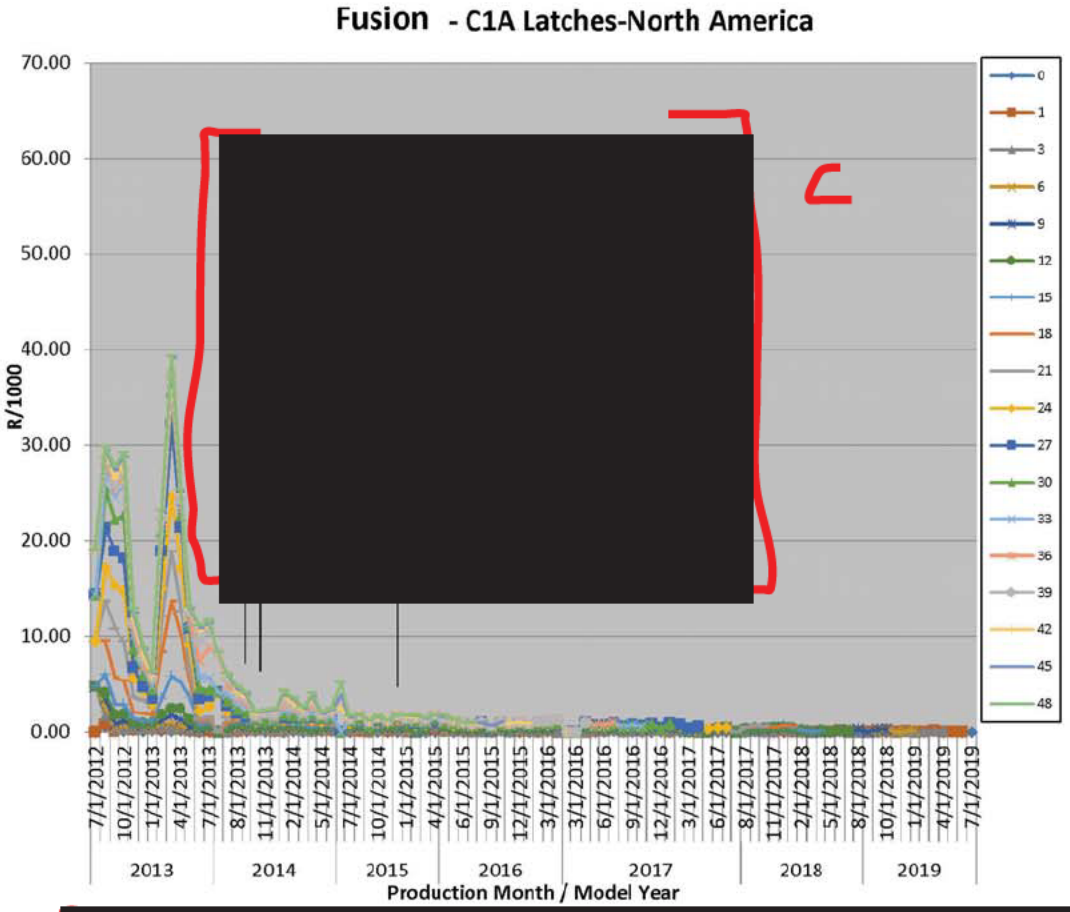
Fiesta - C1A Latches-North America

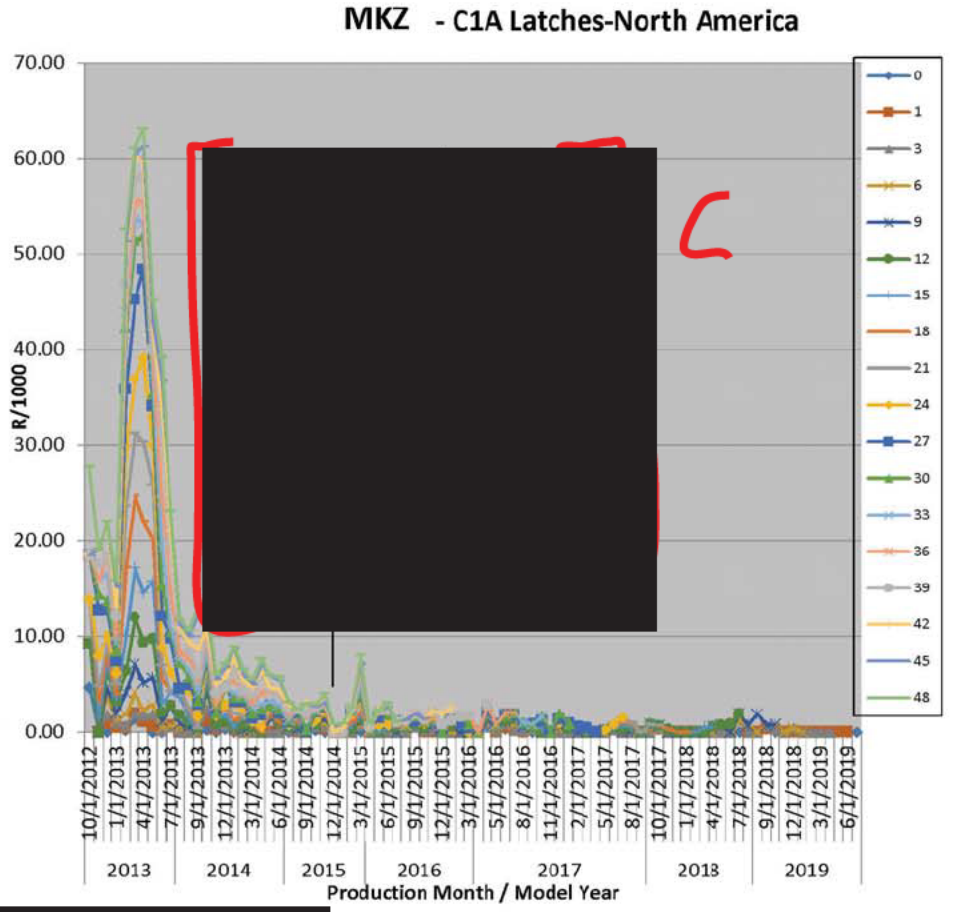


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AWS Analysis

Supplier = Kiekert

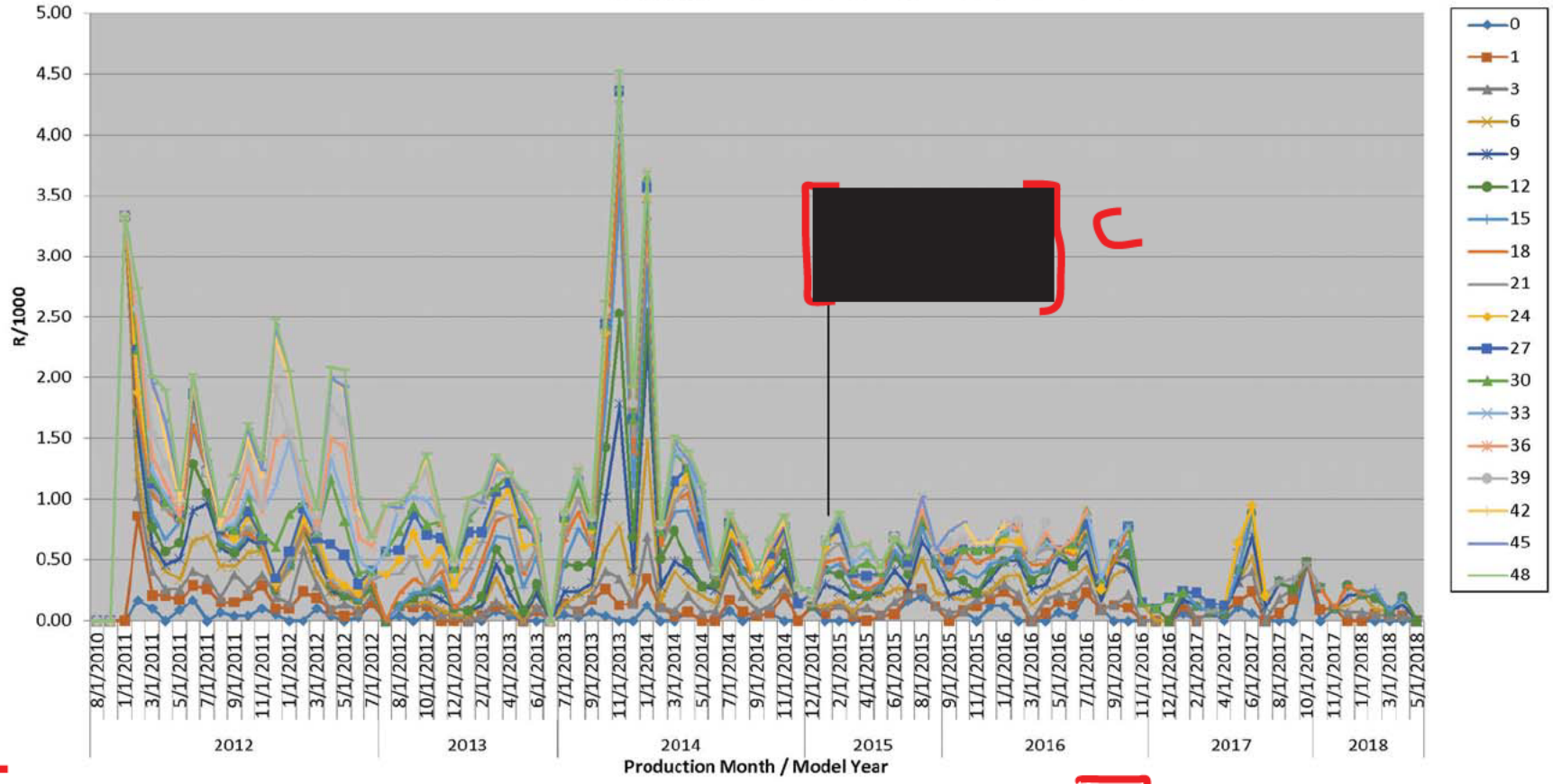




Supplier = Brose

AWS Analysis

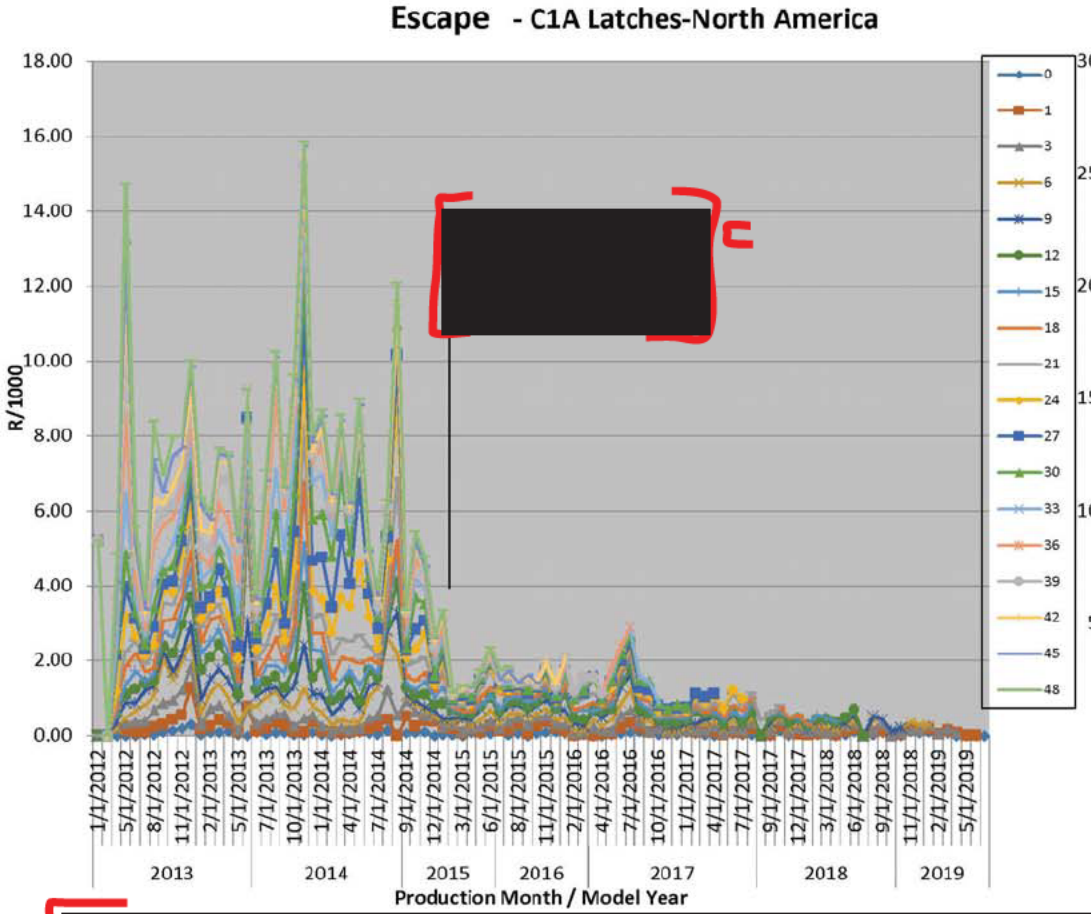
Focus - C1A Latches-North America

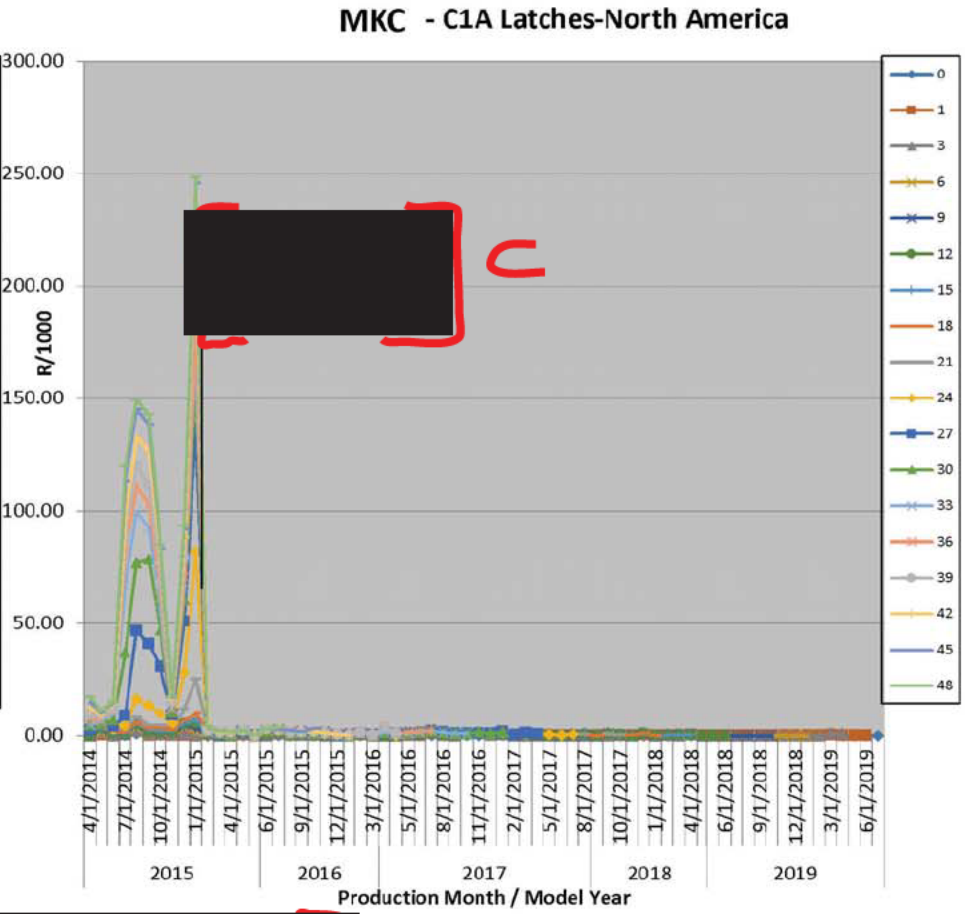


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AWS Analysis

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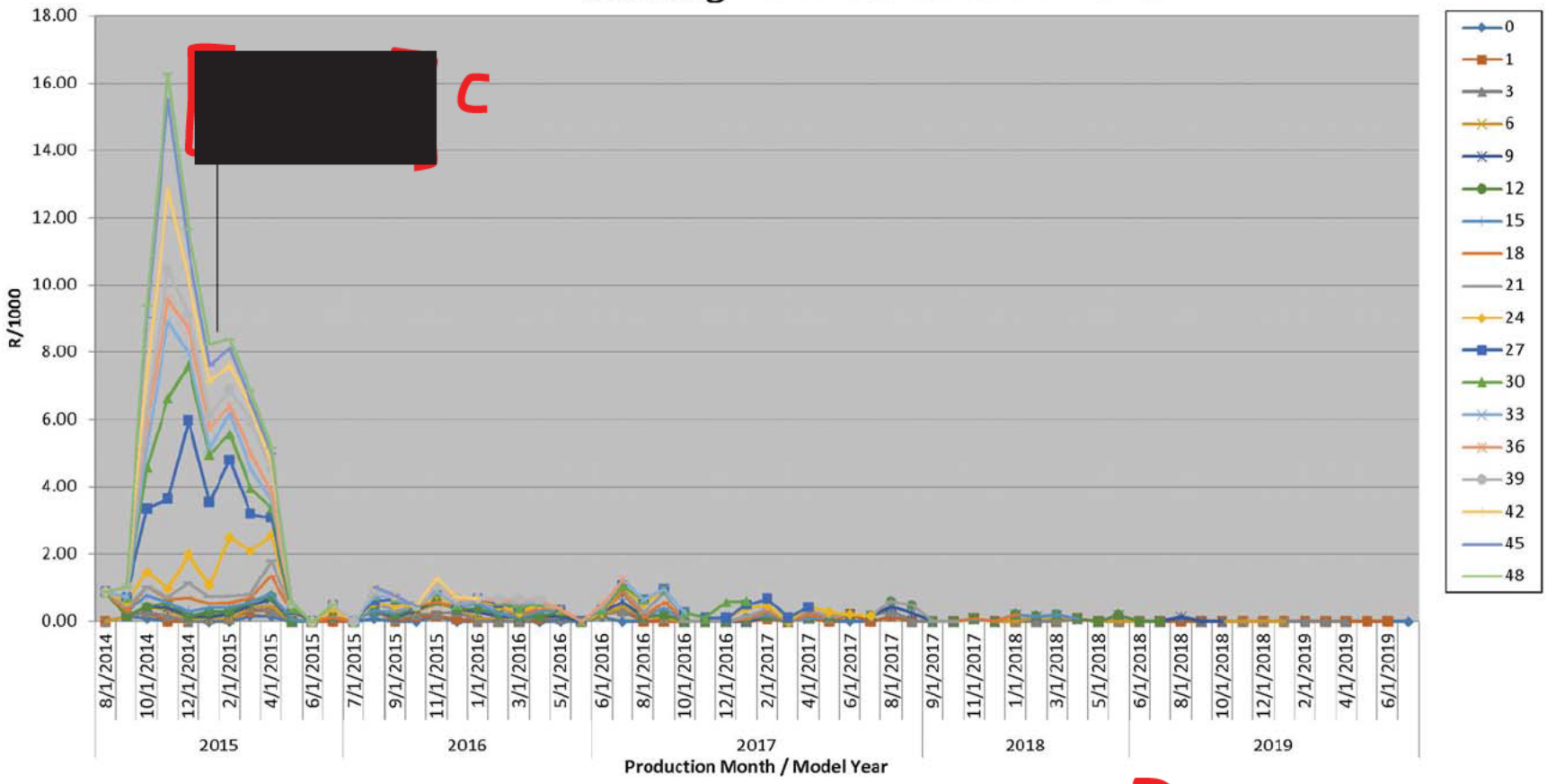




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AWS Analysis

Mustang - C1A Latches-North America



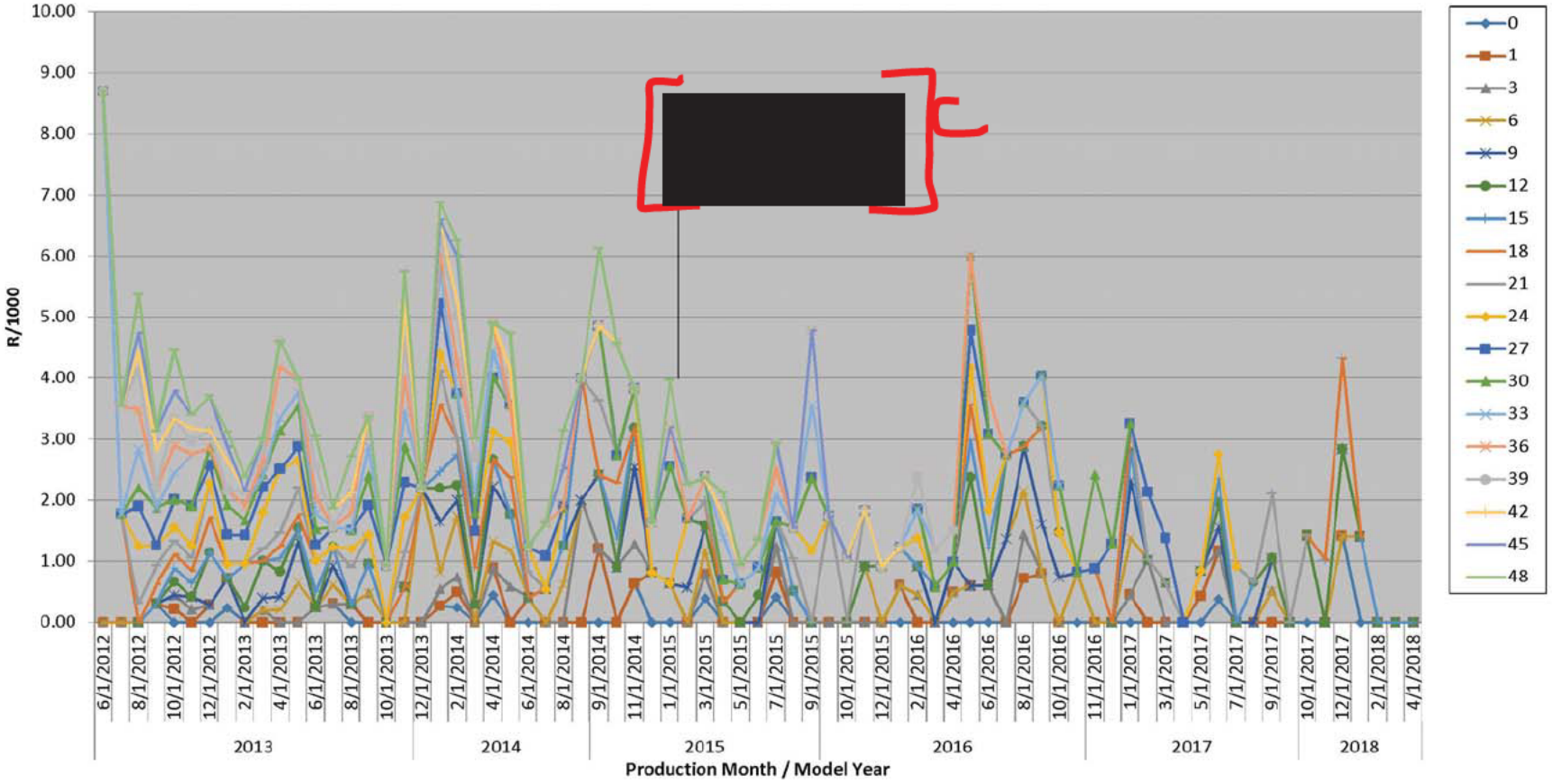
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AWS Analysis

C-MAX - C1A Latches-North America

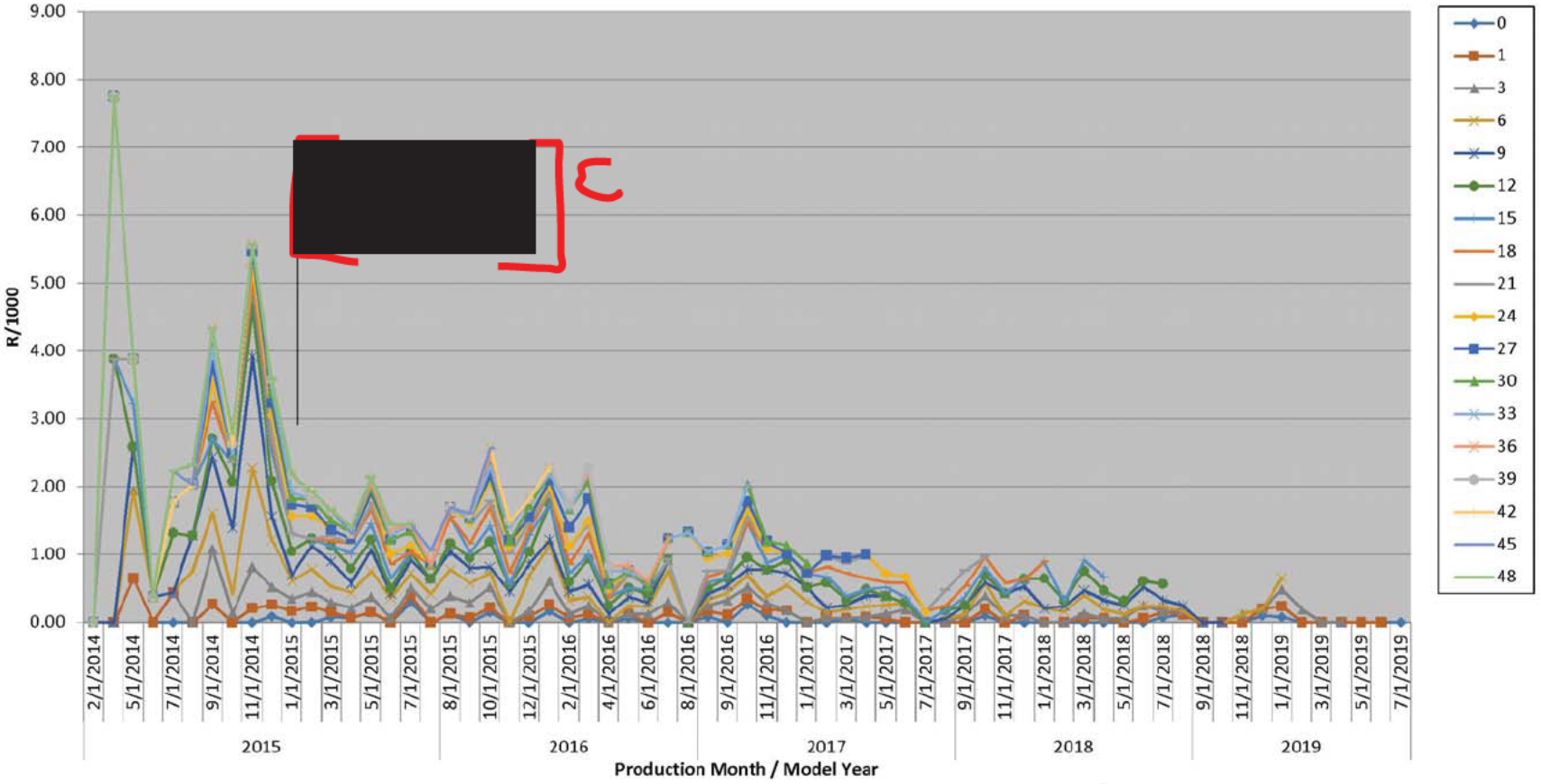


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Supplier = Brose

AWS Analysis

Transit - C1A Latches-North America



[redacted]

Back Up

Fiesta C1A Side Door Latch

CCRG – October 1, 2019

RQ19-005 000057 RC

VOQ Data – Fiesta

All Reorts	Count
?	3
not related	1
OWD	31
related?	1
won't close	61
cut finger	1
Grand Total	**98**

Recall not perfomed at time of VOQ	Count
?	1
OWD	9
won't close	10
Grand Total	**20**

Recall has not been perfomed yet	Count
won't close	3
Grand Total	**3**

Repeat Repa	Count
?	1
OWD	16
won't close	36
Grand Total	**53**

Others	Count
invalid VIN	3
no VIN	4
unhappy with vehicle	1
cut finger	1
produced post 15S16	13
Grand Total	**22**

Program	Model Year	Approx. Volume	Assembly Plant	Build Date Range	Program Approved	Release Date
Fiesta	2011 – 2014	399, 931	Cuautitlan	J1 2011MY to 31-May-2013	15X33 / 15S16	20-Apr-2015
Fiesta	2014	60,353	Cuautitlan	1-Jun-2013 to 31-Oct-2013	17X09 / 15S16-S1	20-Mar-2017

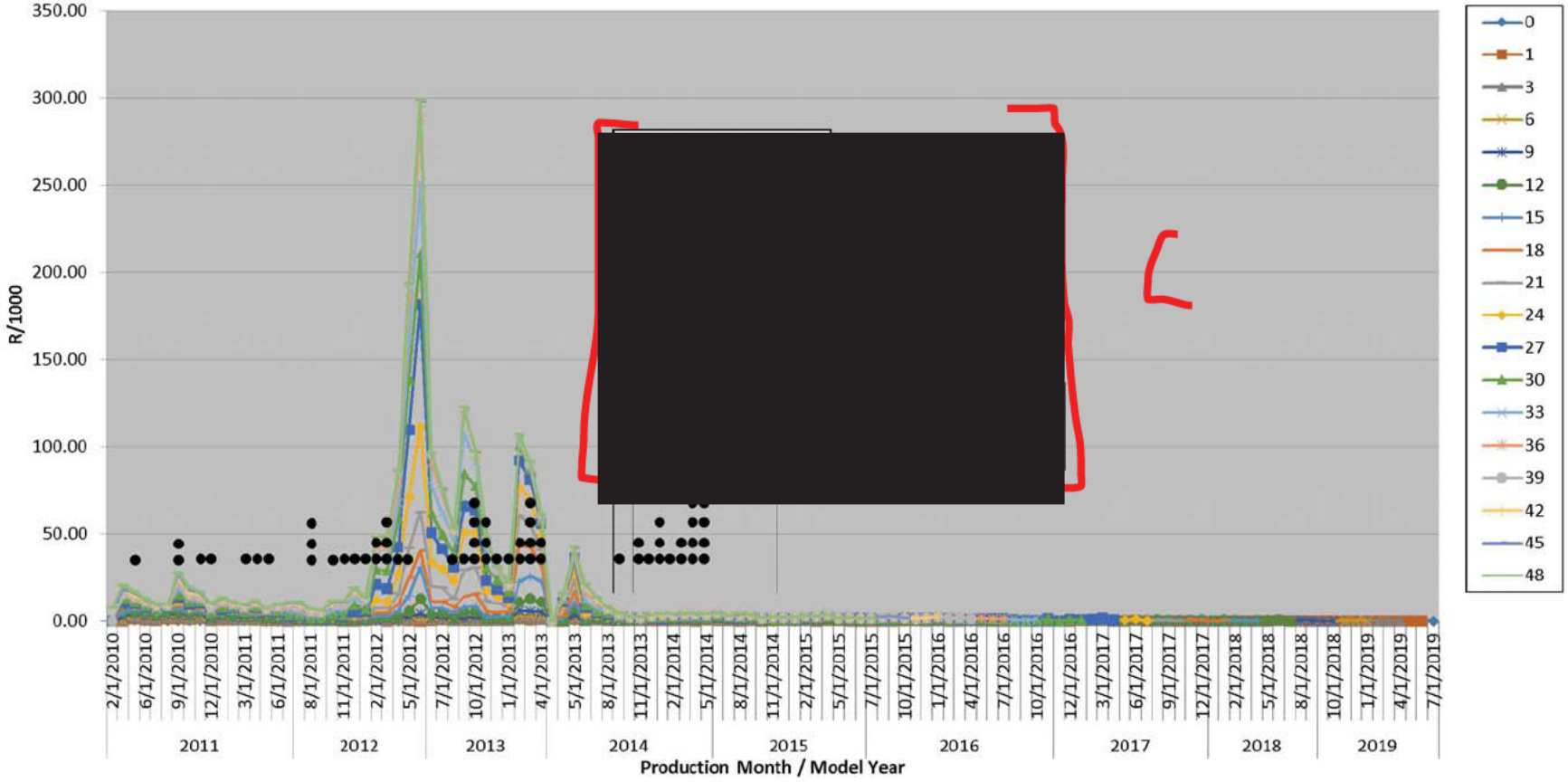
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c

Supplier = Kiekert

AWS Analysis

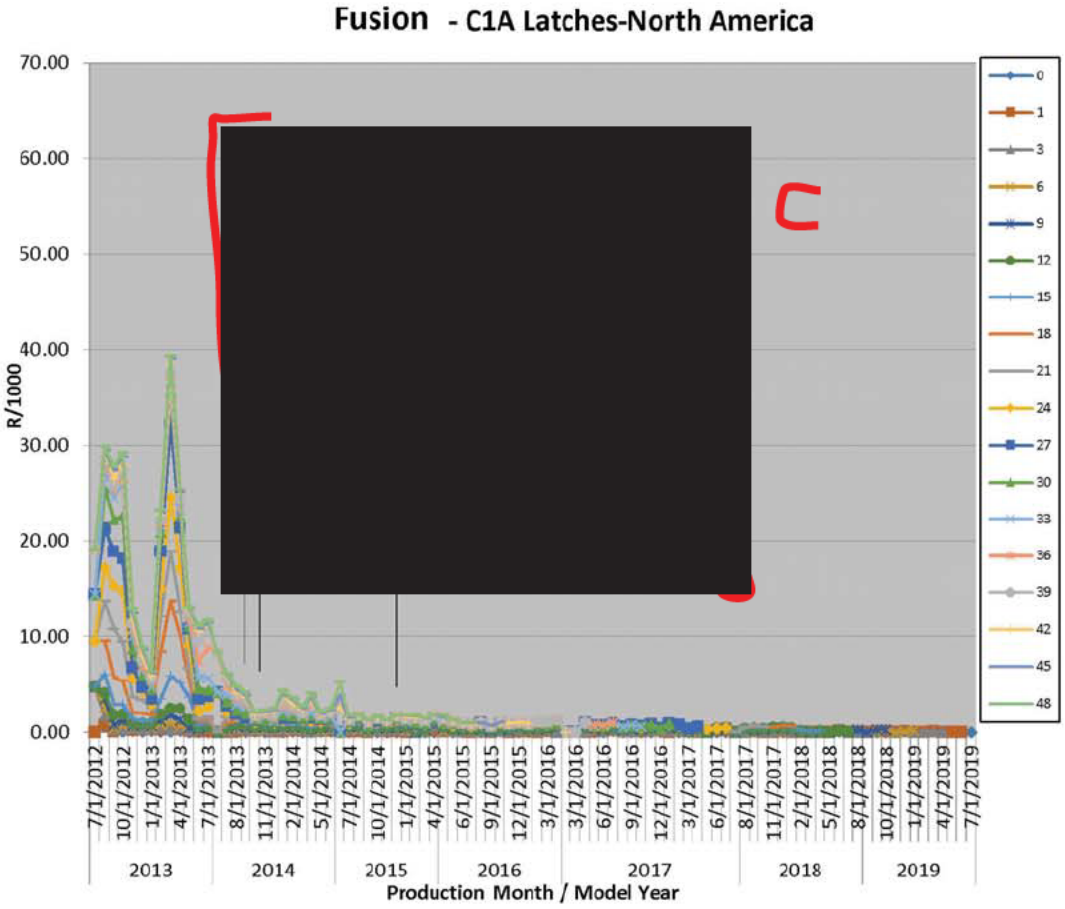
Fiesta - C1A Latches-North America

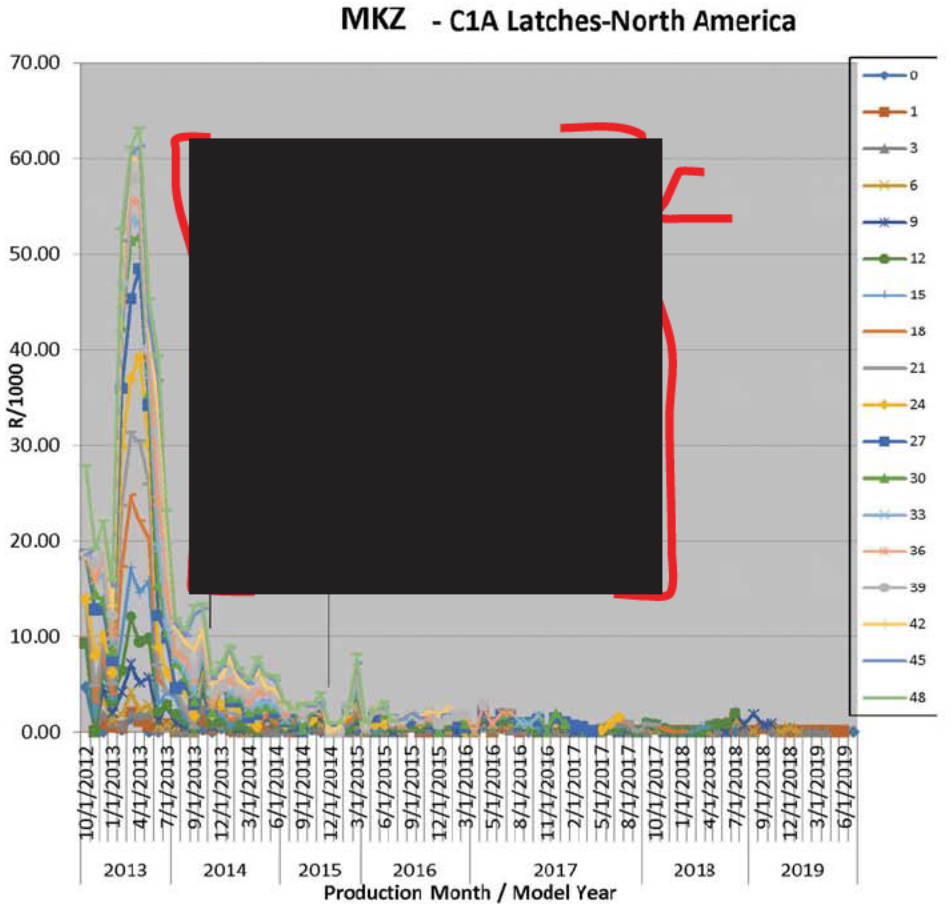


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AWS Analysis

Supplier = Kiekert

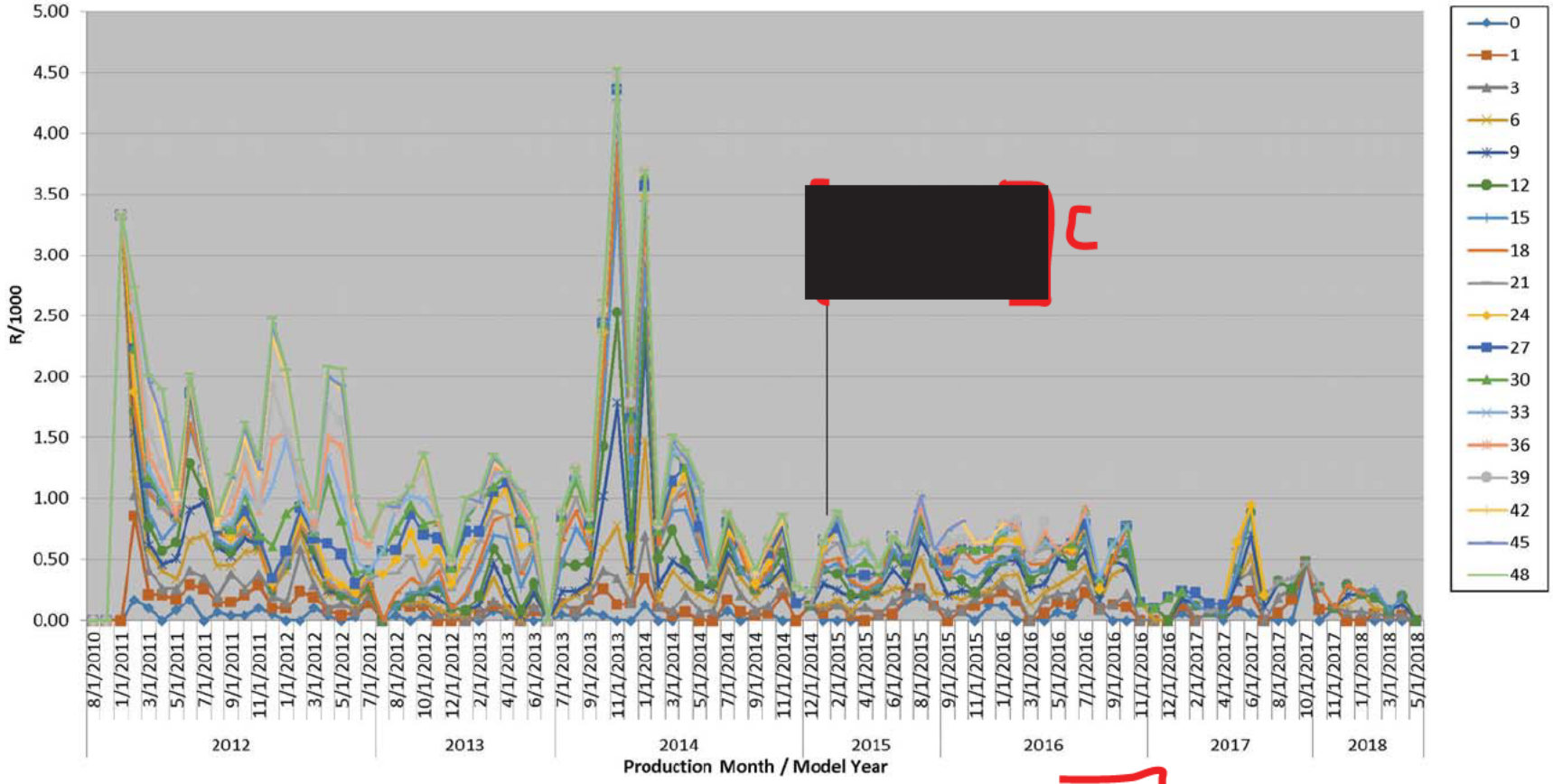




Supplier = Brose

AWS Analysis

Focus - C1A Latches-North America

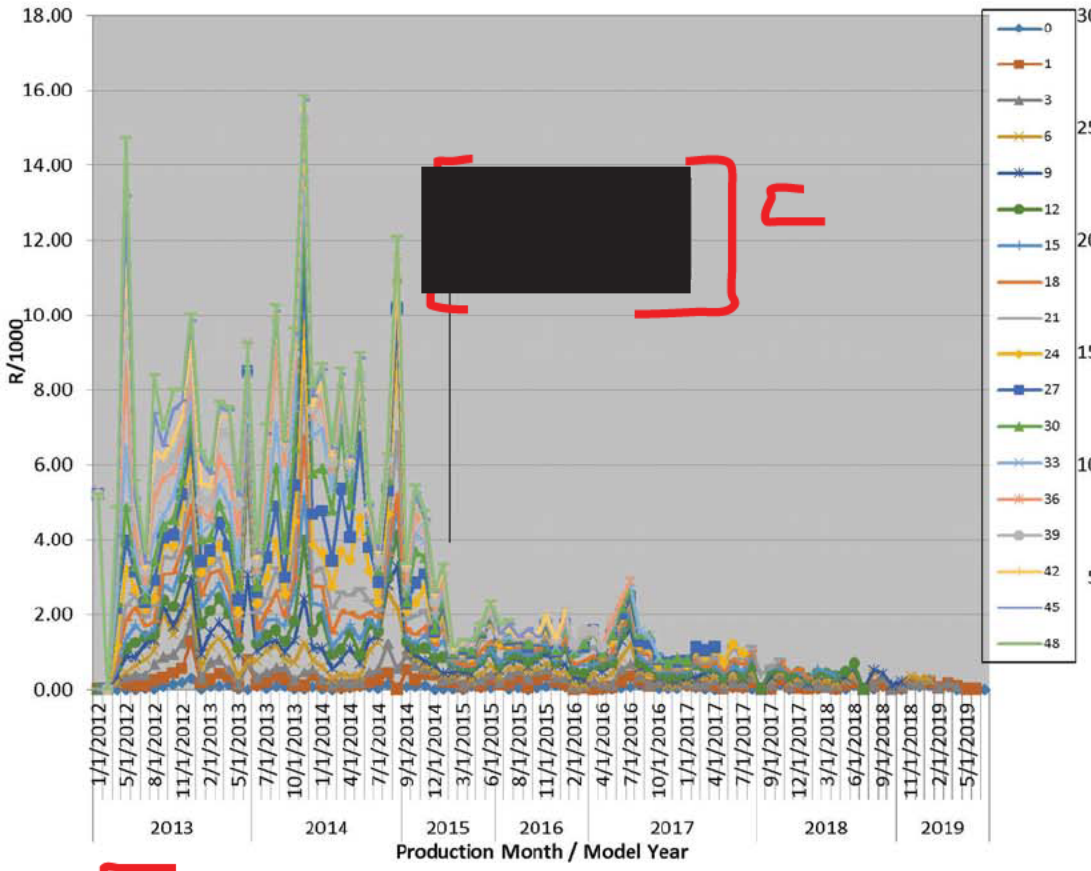


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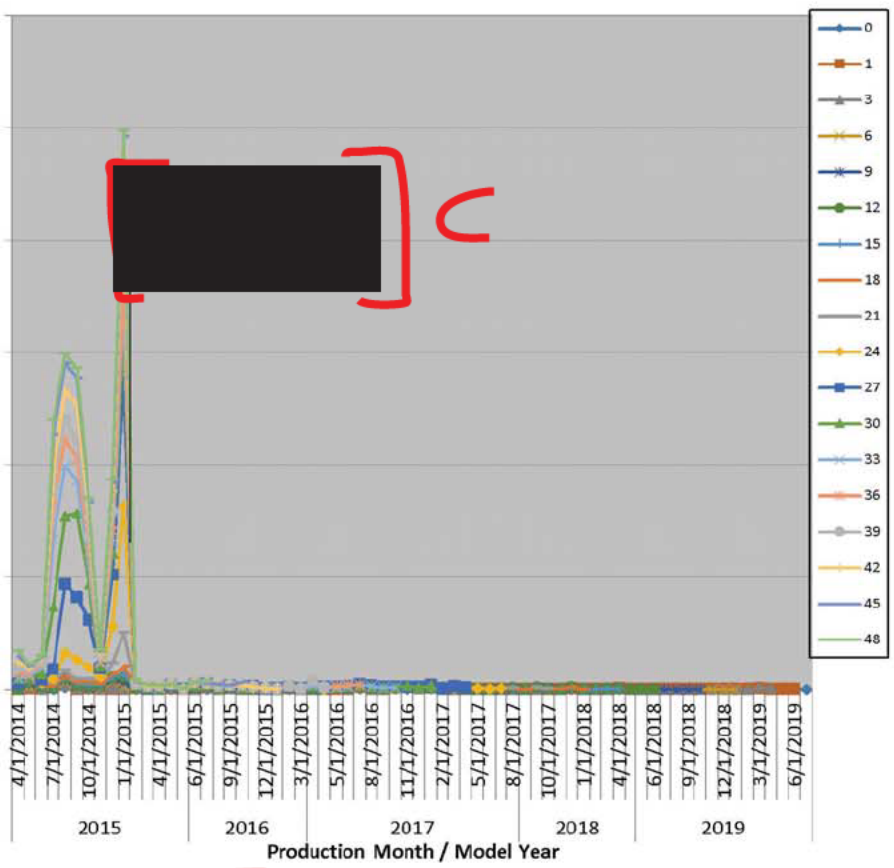
AWS Analysis

Supplier = Brose

Escape - C1A Latches-North America



MKC - C1A Latches-North America

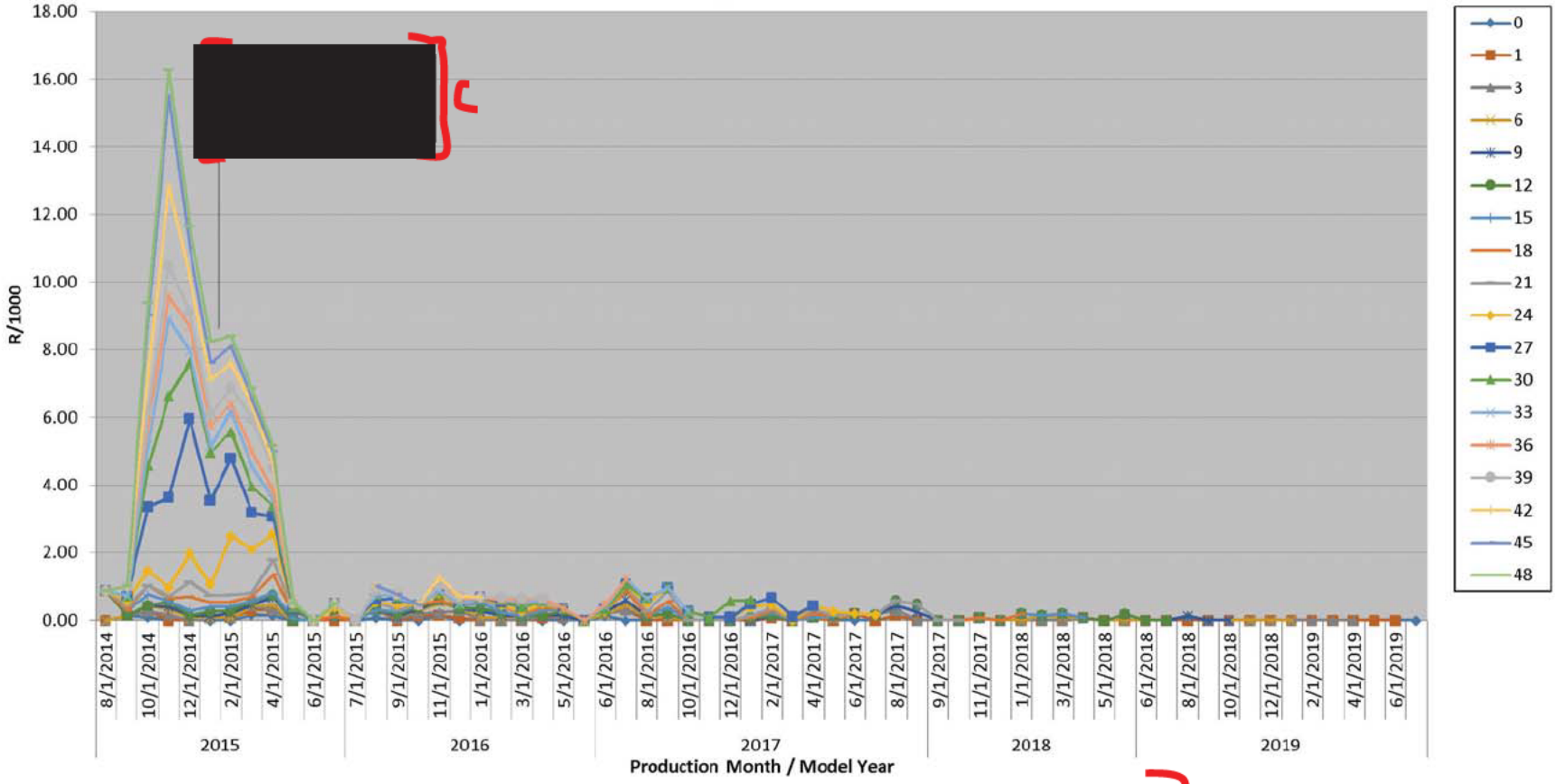




Supplier = Brose

AWS Analysis

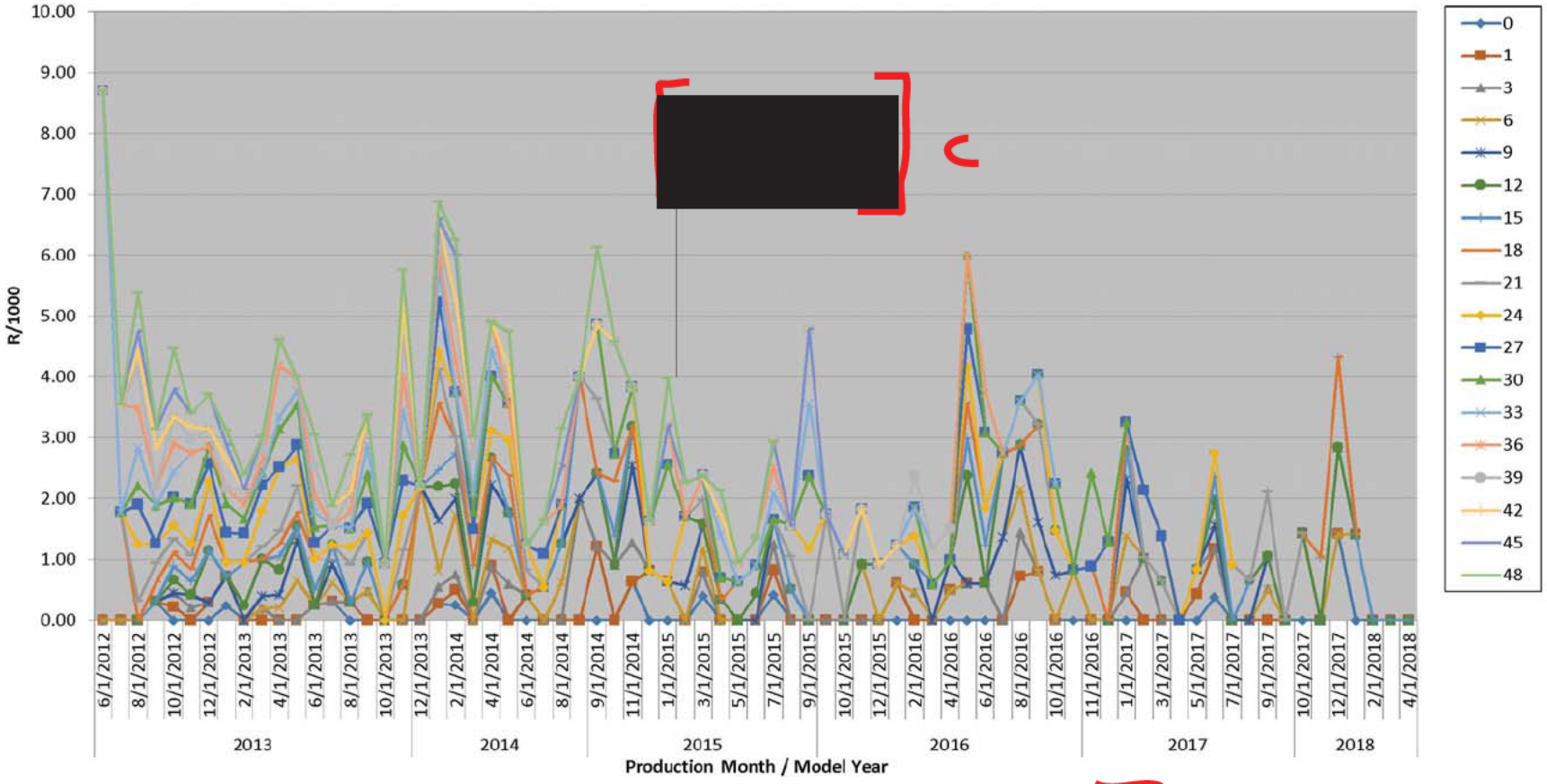
Mustang - C1A Latches-North America



Supplier = Brose

AWS Analysis

C-MAX - C1A Latches-North America

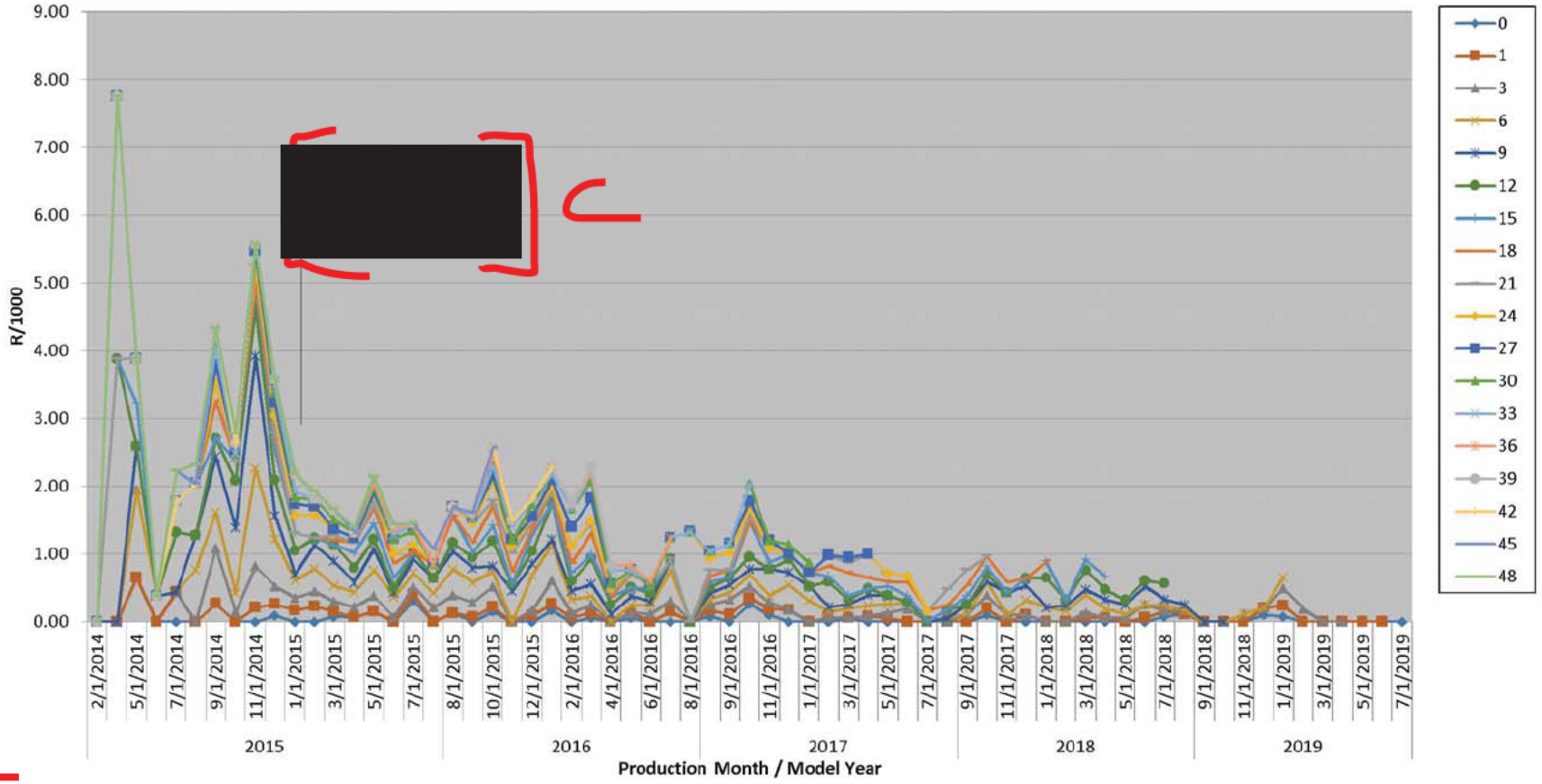


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Supplier = Brose

AWS Analysis

Transit - C1A Latches-North America



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Back Up

From: Itoh, Jorji (J.D.)
Sent: Tuesday, February 4, 2020 7:54 PM
To: Diaz, Adrian (A.D.)
Subject: C1A Latch Comparison Chart
Attachments: ASO Slides TRG 5-Feb-2020.pptx

Hello Adrian,

Please let me know if you have any questions.

Kind regard,

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

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

December 4, 2019

December 11, 2019

February 5, 2020

RQ19-005 000081 RC

From: Robinson, Hue (H.M.)
Sent: Friday, October 25, 2019 1:52 PM
To: Sterbenz, Scott (S.C.)
Cc: Briggs, Erin Rose (E.R.)
Subject: C1A Latch Seasonality Analysis
Attachments: C1A Latches v2.pptx

Hi Scott – per our conversation, below is the link to the file (it's over 30MB) and you should have also received access to our HLM Quality SharePoint folder. The file is listed in the "C1A" folder. It's so large because it contains all of the vehicle lines for C1A but please start on Fiesta and the other vehicle would be Fusion/MKZ. As I mentioned, I'd like to understand if you see if there were any issues after the build cutoff date of 10/31/2013. The build start date is J1 2011MY. I'm also attaching the preliminary report I did for our initial CCRG meeting for your reference. In my quick review, I didn't see major issues after the October 2013 date but I'm not sure if there's another way to look at it based on seasonality.

NHTSA is opening up an investigation due to reports of VOQ's for repeat repairs and post build cutoff failures. The issue here is also related to seasonality but in the hot months. The failure mode is high heat stress causing premature failure to the spring stop. Please reach out to me if you have any other questions.

https://pd3.spt.ford.com/sites/HLMSharepoint/SitePages/Home.aspx?RootFolder=%2Fsites%2FHLMSharepoint%2FShared%20Documents%2FQuality&FolderCTID=0x01200094CD5379C840A642A8CD9C58513387E6&View=%7B1AD34A9D%2D4631%2D4BF3%2D80F6%2DA733B3889EB9%7D

Thanks for your help!

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

Fiesta C1A Side Door Latch

CCRG – October 1, 2019

RQ19-005 000091 RC

VOQ Data – Fiesta

All Reorts	Count
?	3
not related	1
OWD	31
related?	1
won't close	61
cut finger	1
Grand Total	98

Recall not perfomed at time of VOQ	Count
?	1
OWD	9
won't close	10
Grand Total	20

Recall has not been perfomed yet	Count
won't close	3
Grand Total	3

Repeat Repa	Count
?	1
OWD	16
won't close	36
Grand Total	53

Others	Count
invalid VIN	3
no VIN	4
unhappy with vehicle	1
cut finger	1
produced post 15S16	13
Grand Total	22

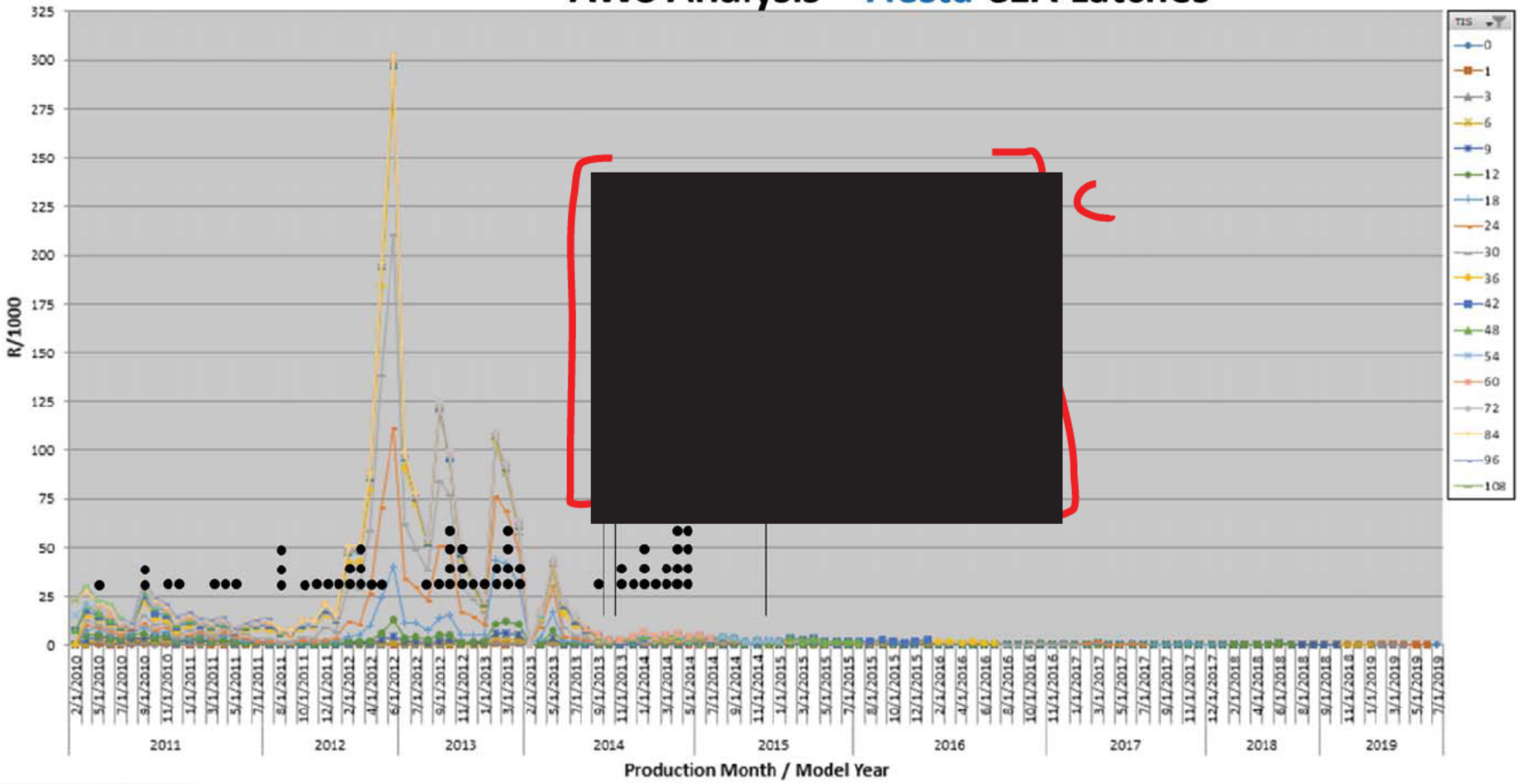
Program	Model Year	Approx. Volume	Assembly Plant	Build Date Range	Program Approved	Release Date
Fiesta	2011 – 2014	399, 931	Cuautitlan	J1 2011MY to 31-May-2013	15X33 / 15S16	20-Apr-2015
Fiesta	2014	60,353	Cuautitlan	1-Jun-2013 to 31-Oct-2013	17X09 / 15S16-S1	20-Mar-2017

[redacted]

C

AWS Analysis – Fiesta C1A Latches

Supplier = Kiekert

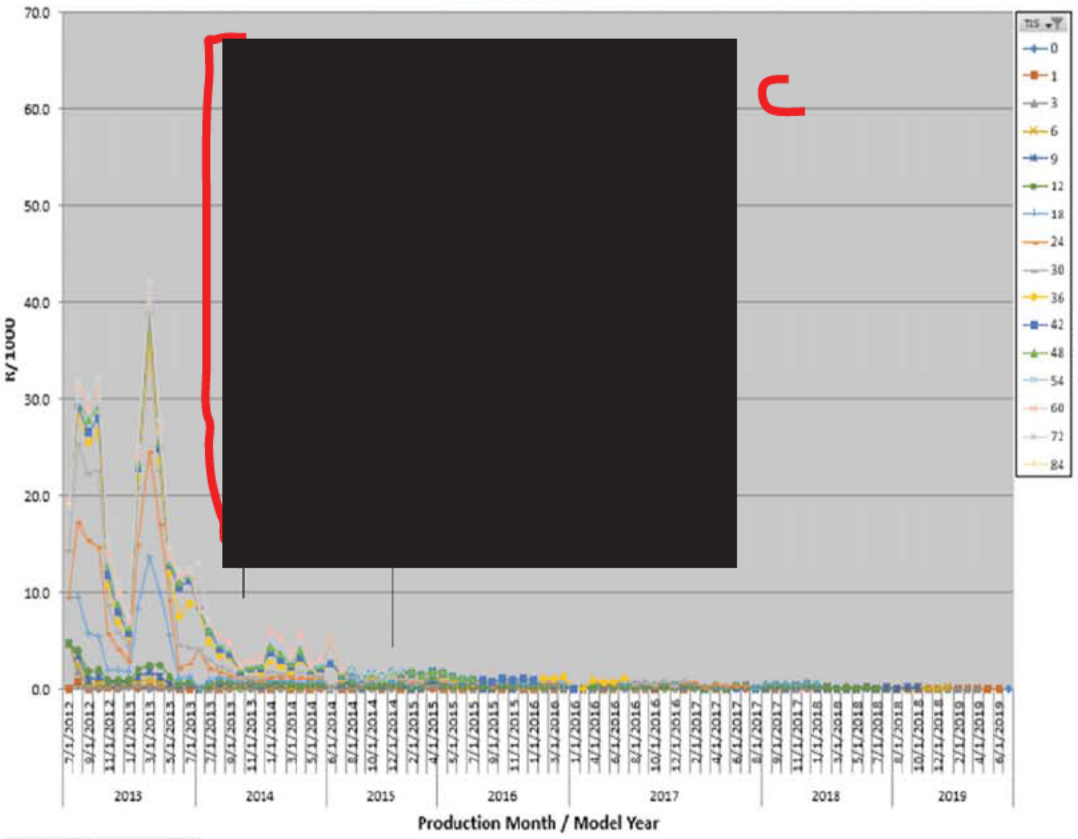


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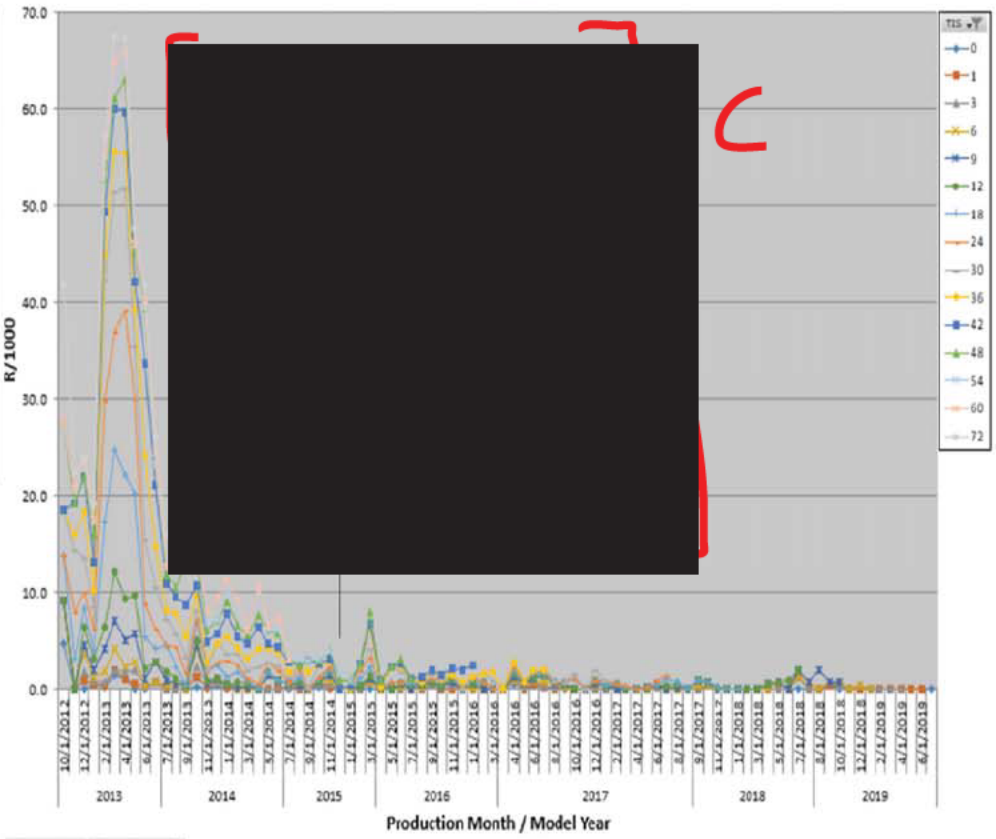
AWS Analysis – C1A Latches

Supplier = Kiekert

Fusion

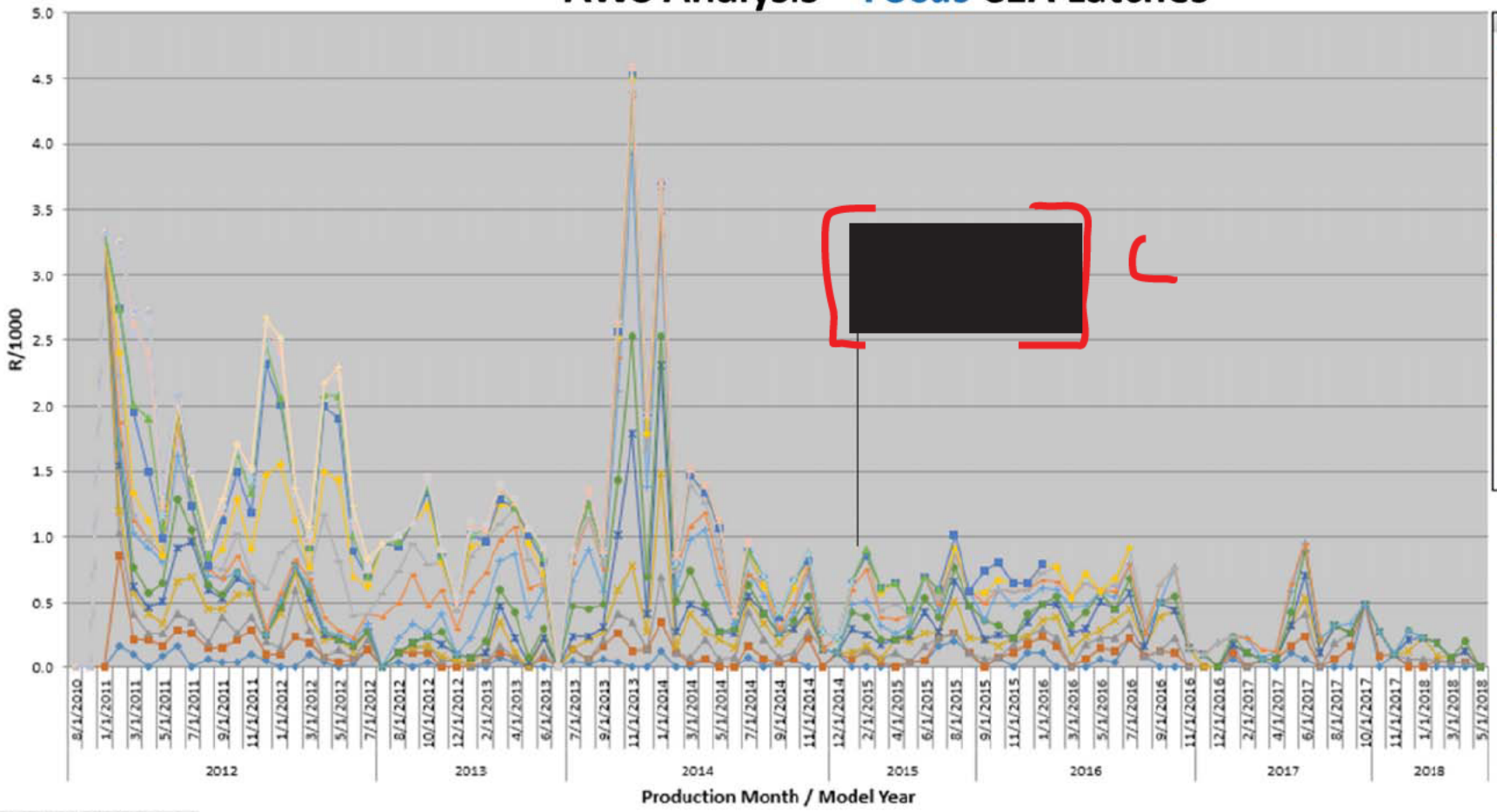


MKZ



Supplier = Brose

AWS Analysis – Focus C1A Latches



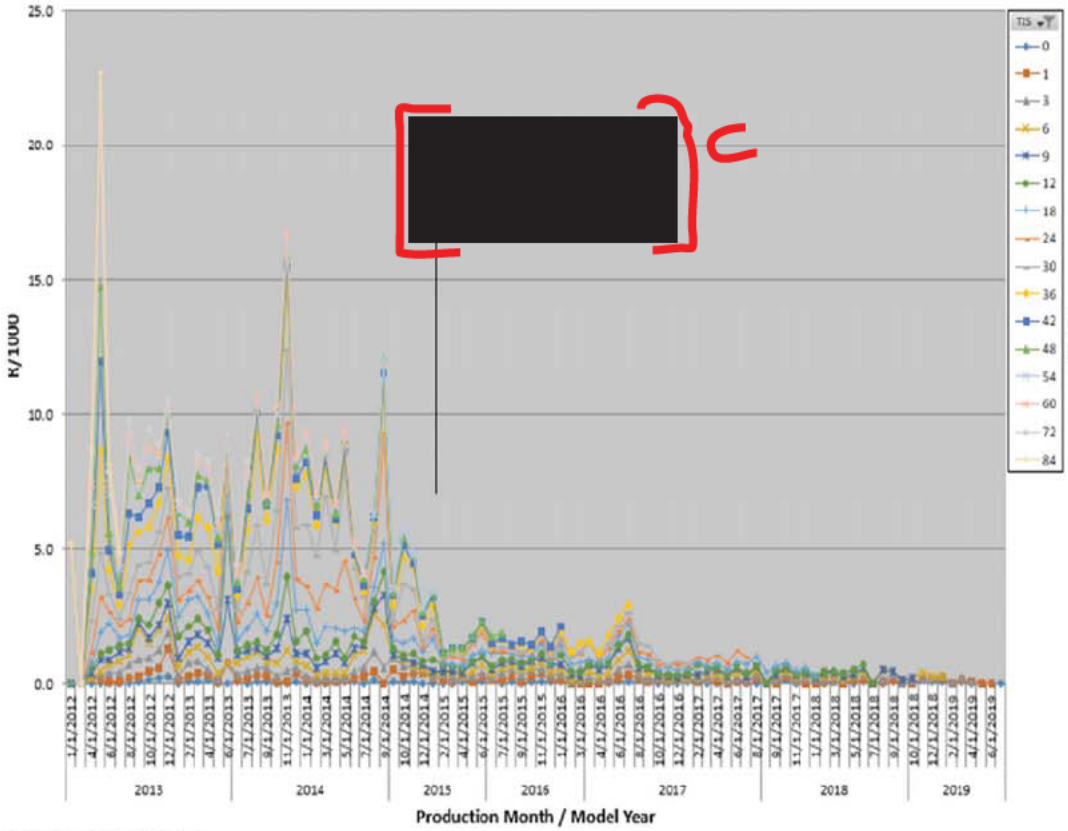
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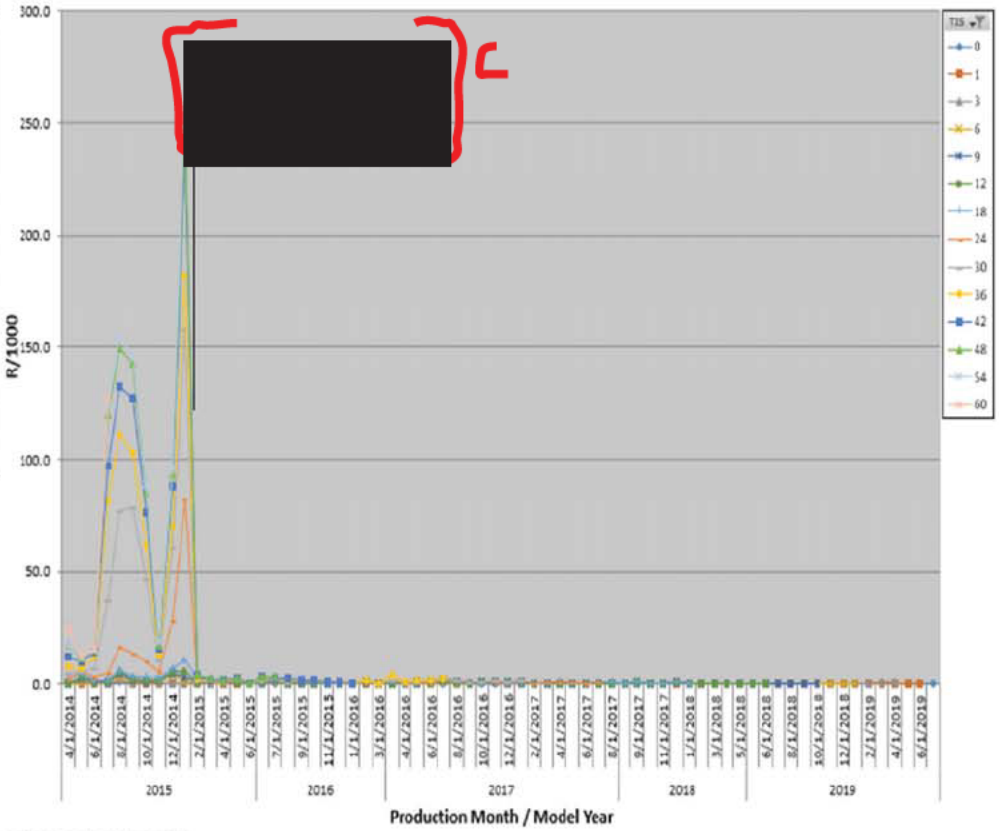
AWS Analysis – C1A Latches

Supplier = Brose

Escape



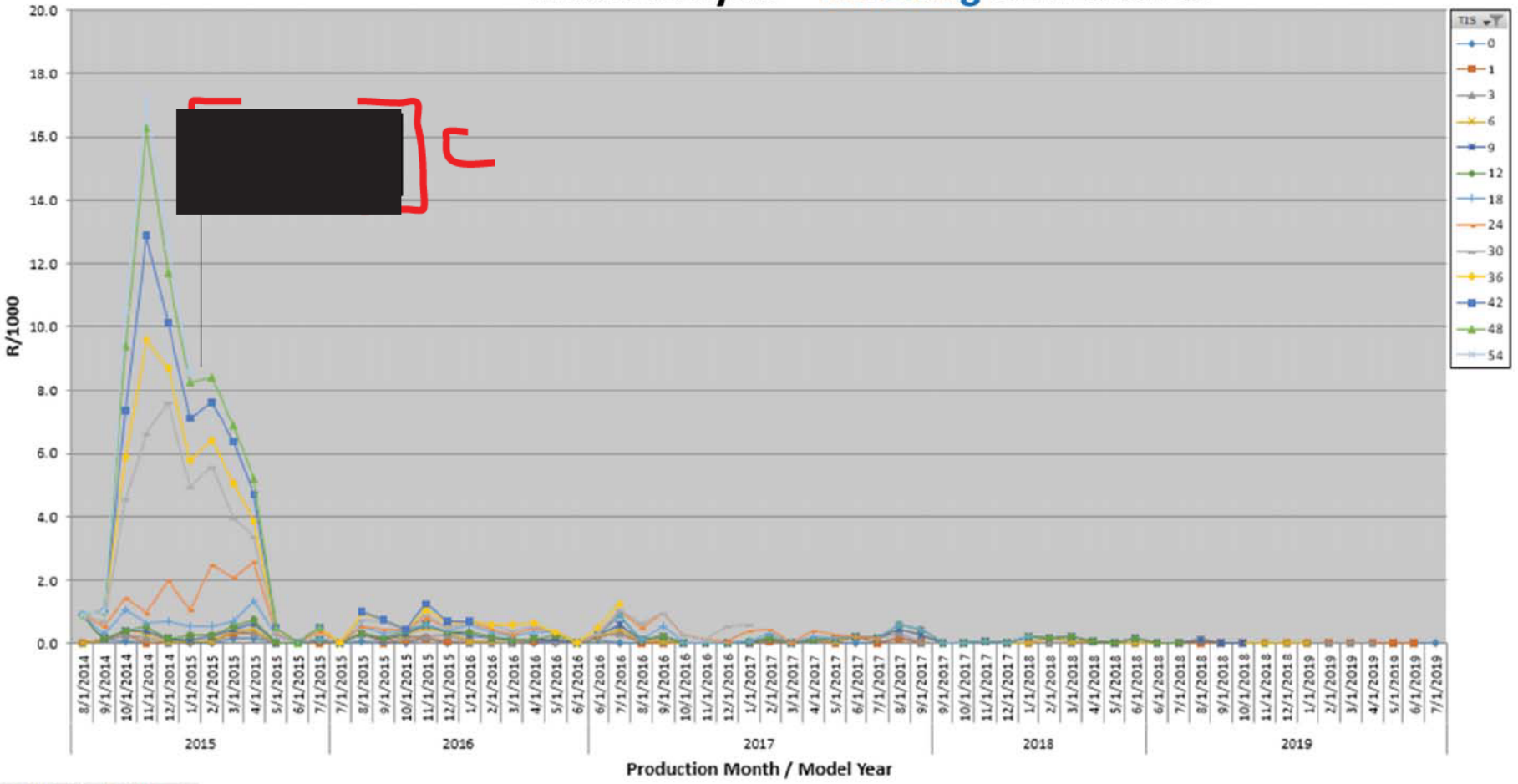
MKC



- [redacted]

Supplier = Brose

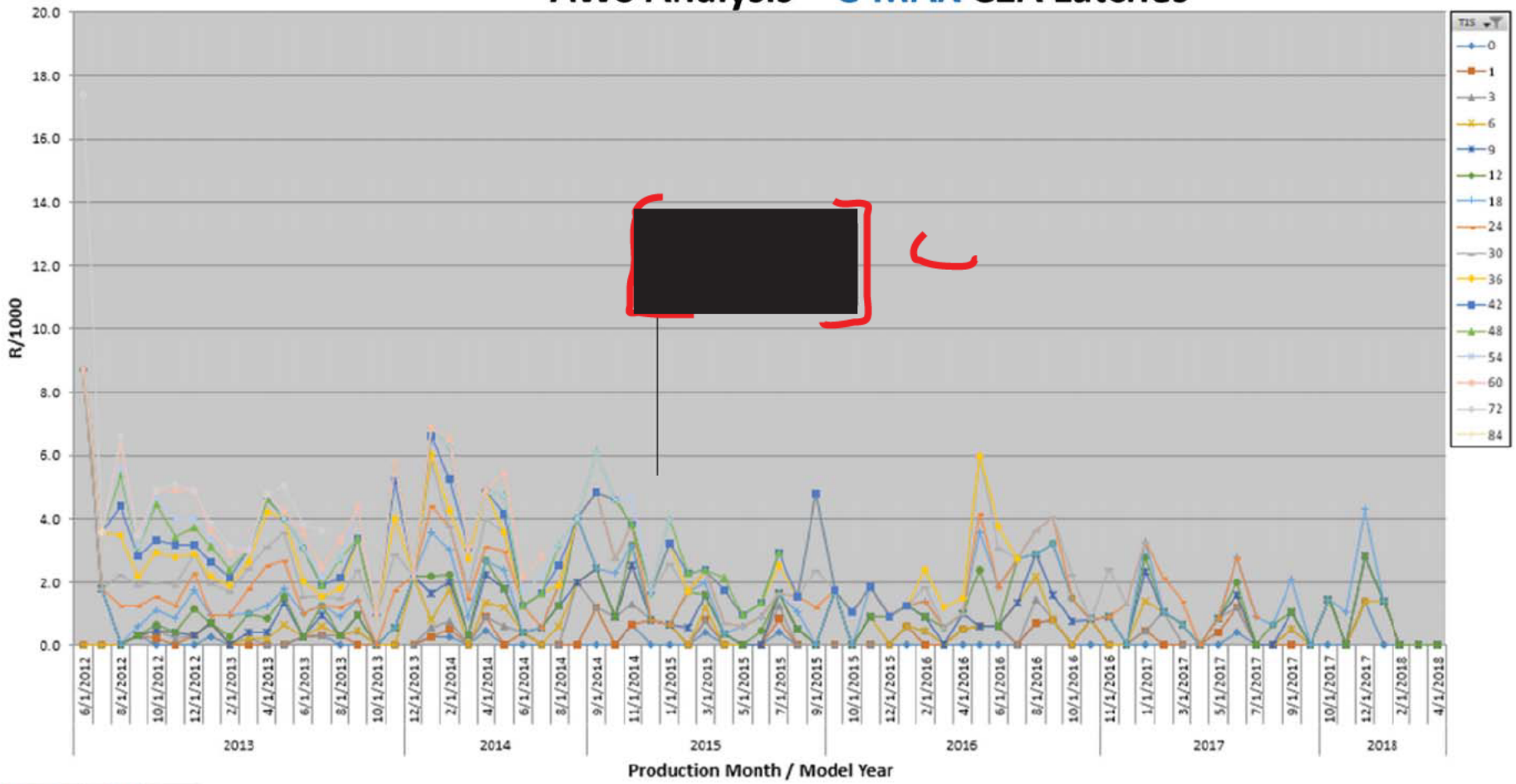
AWS Analysis – Mustang C1A Latches



- [redacted]
- [redacted]

Supplier = Brose

AWS Analysis – C-MAX C1A Latches

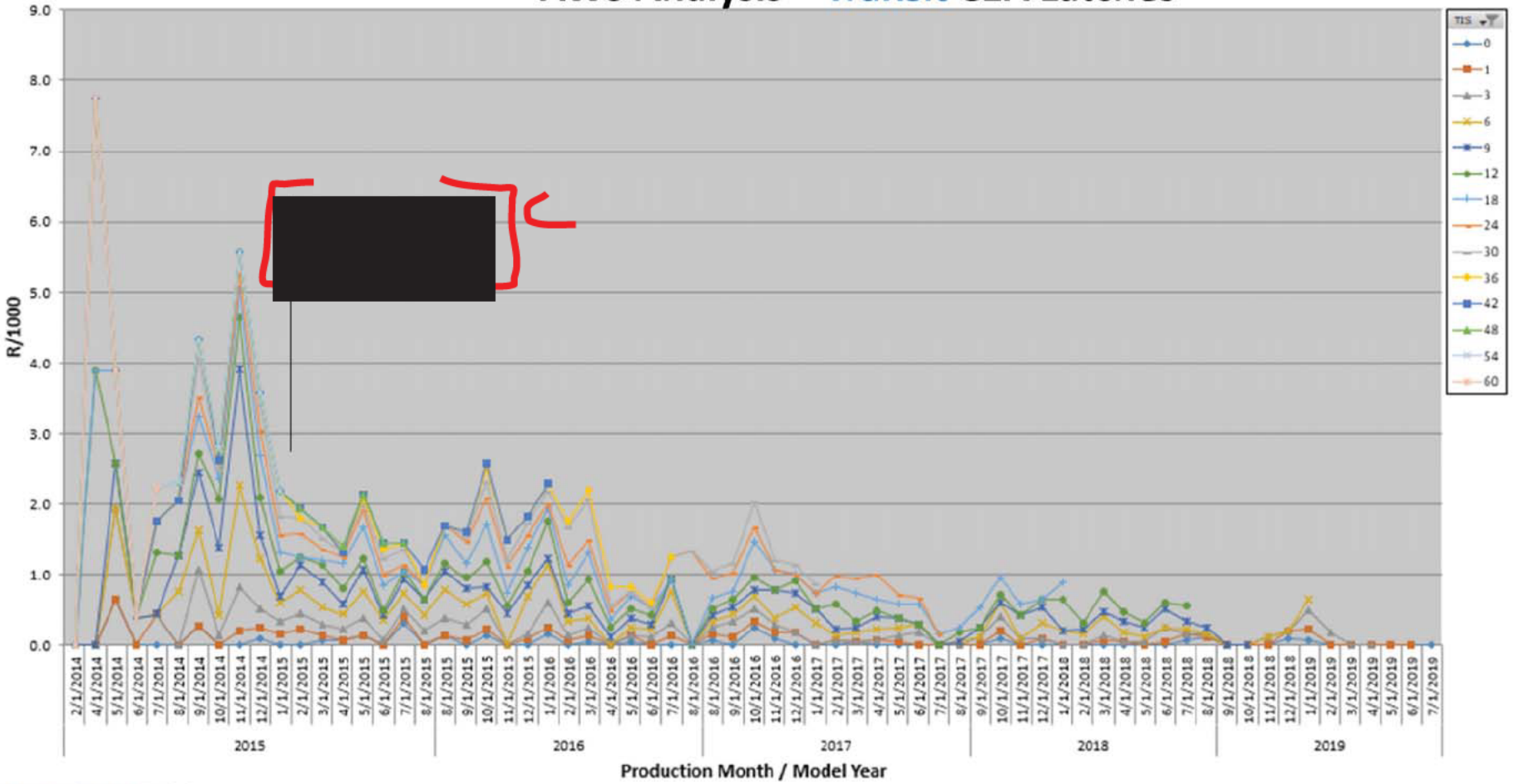


MODEL YEAR PROD_MONTH

- [redacted]
- [redacted]

Supplier = Brose

AWS Analysis – Transit C1A Latches



[redacted]

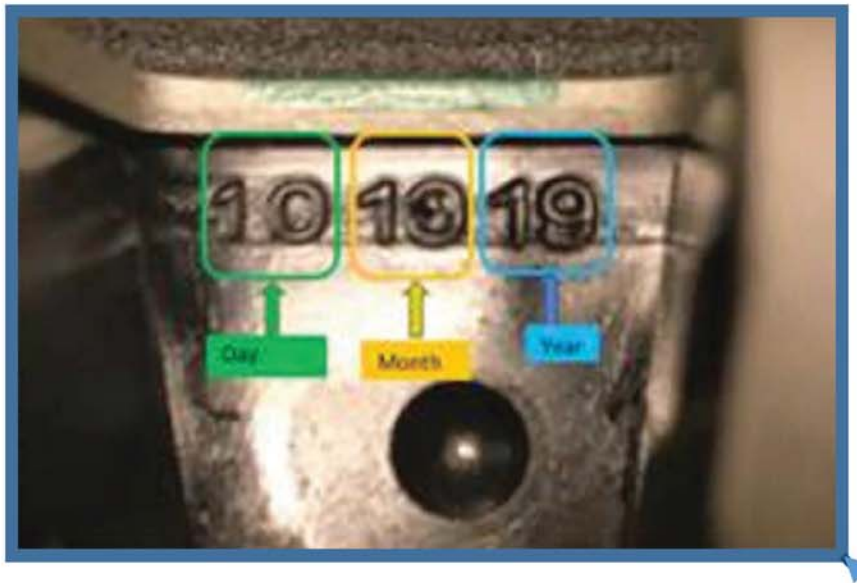
Back Up

2011-2016 Cross Vehicle Line
C1A Door Latch
Vehicles Previously Remedied Under
15S16/16S30

May 12, 2020

RQ19-005 000106 RC

DOOR LATCH INSPECTION AREA



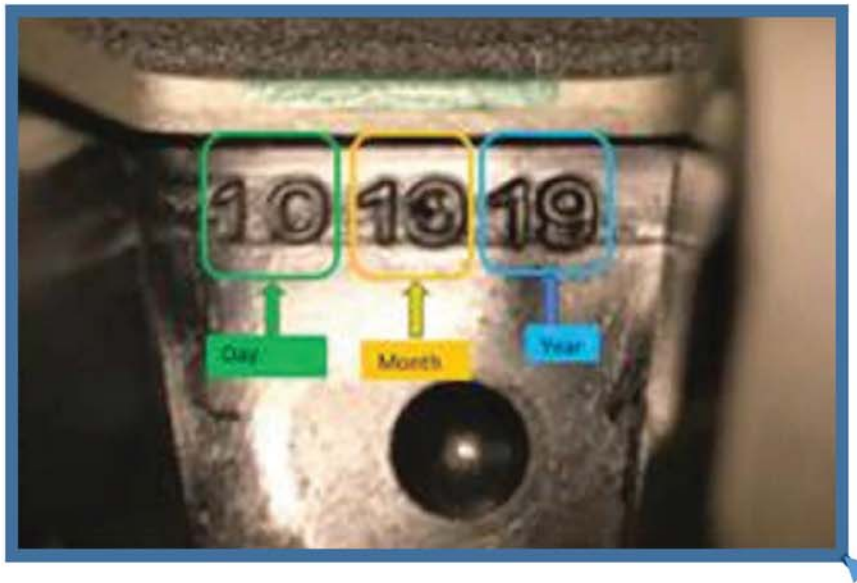


2011-2016 Cross Vehicle Line
C1A Door Latch
Vehicles Previously Remedied Under
15S16/16S30

May 12, 2020

RQ19-005 000111 RC

DOOR LATCH INSPECTION AREA



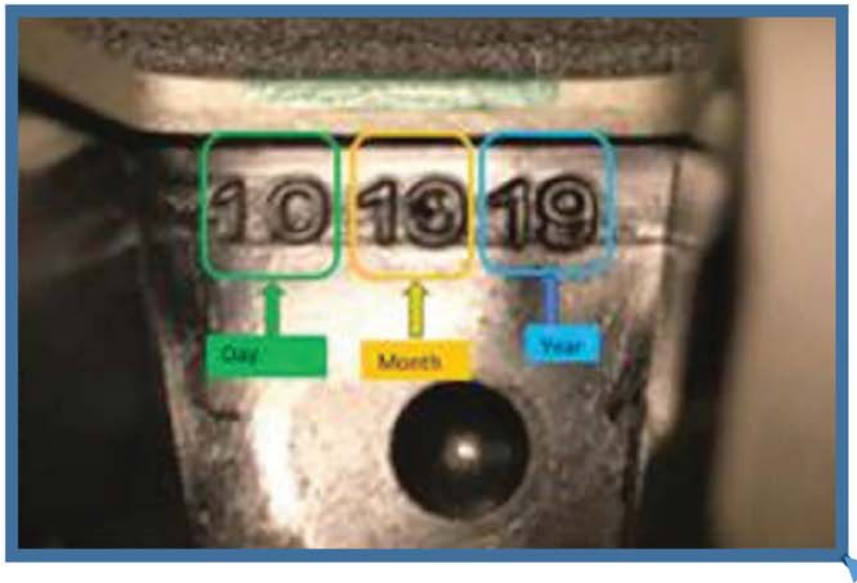


2011-2016 Cross Vehicle Line
C1A Door Latch
Vehicles Previously Remedied Under
15S16/16S30

May 12, 2020

RQ19-005 000116 RC

DOOR LATCH INSPECTION AREA





Fiesta C1A Side Door Latch

CCRG – October 1, 2019

RQ19-005 000121 RC

VOQ Data – Fiesta

All Reorts	Count
?	3
not related	1
OWD	31
related?	1
won't close	61
cut finger	1
Grand Total	98

Recall not perfomed at time of VOQ	Count
?	1
OWD	9
won't close	10
Grand Total	20

Recall has not been perfomed yet	Count
won't close	3
Grand Total	3

Repeat Repa	Count
?	1
OWD	16
won't close	36
Grand Total	53

Others	Count
invalid VIN	3
no VIN	4
unhappy with vehicle	1
cut finger	1
produced post 15S16	13
Grand Total	22

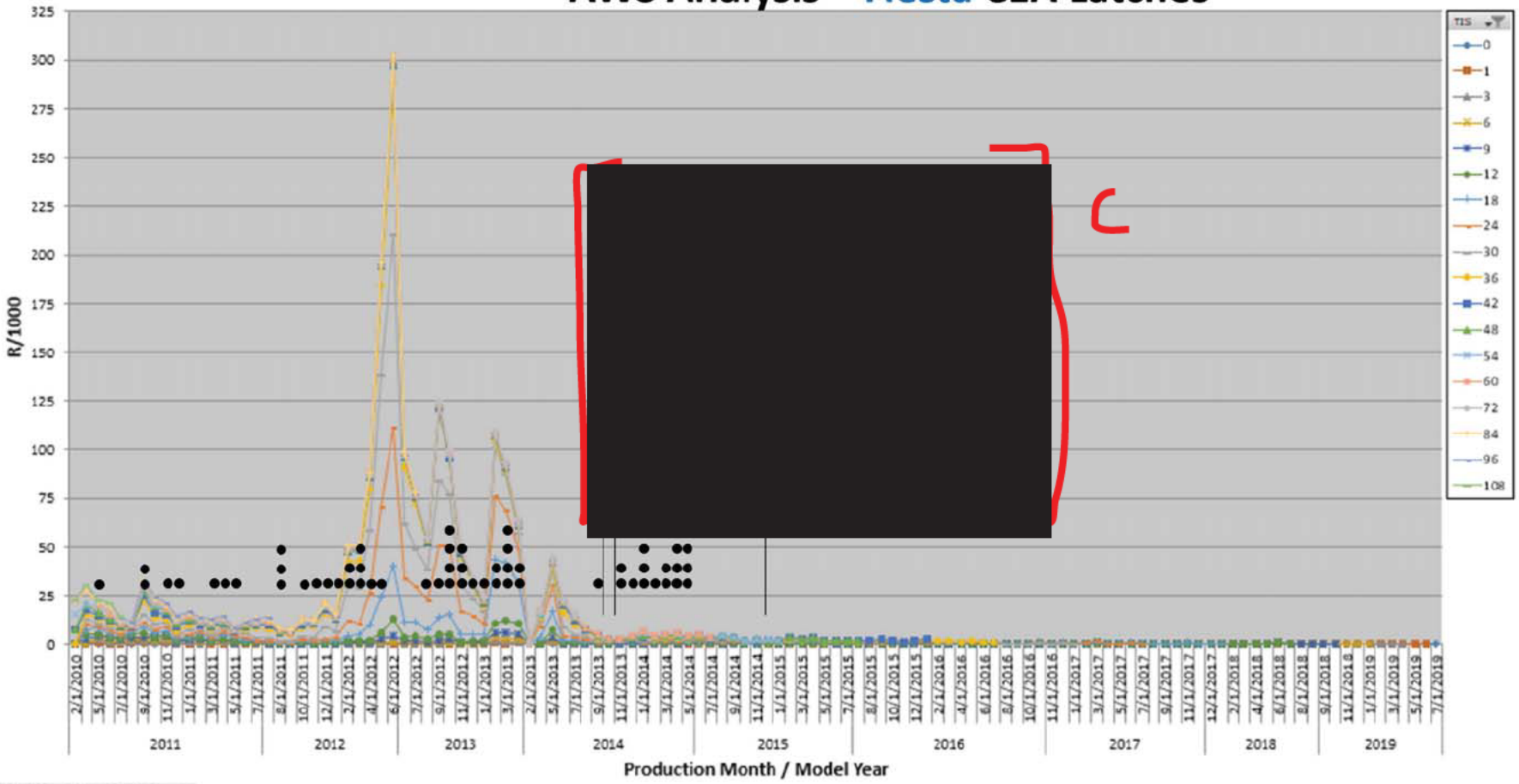
Program	Model Year	Approx. Volume	Assembly Plant	Build Date Range	Program Approved	Release Date
Fiesta	2011 – 2014	399, 931	Cuautitlan	J1 2011MY to 31-May-2013	15X33 / 15S16	20-Apr-2015
Fiesta	2014	60,353	Cuautitlan	1-Jun-2013 to 31-Oct-2013	17X09 / 15S16-S1	20-Mar-2017

[redacted]

C

AWS Analysis – Fiesta C1A Latches

Supplier = Kiekert

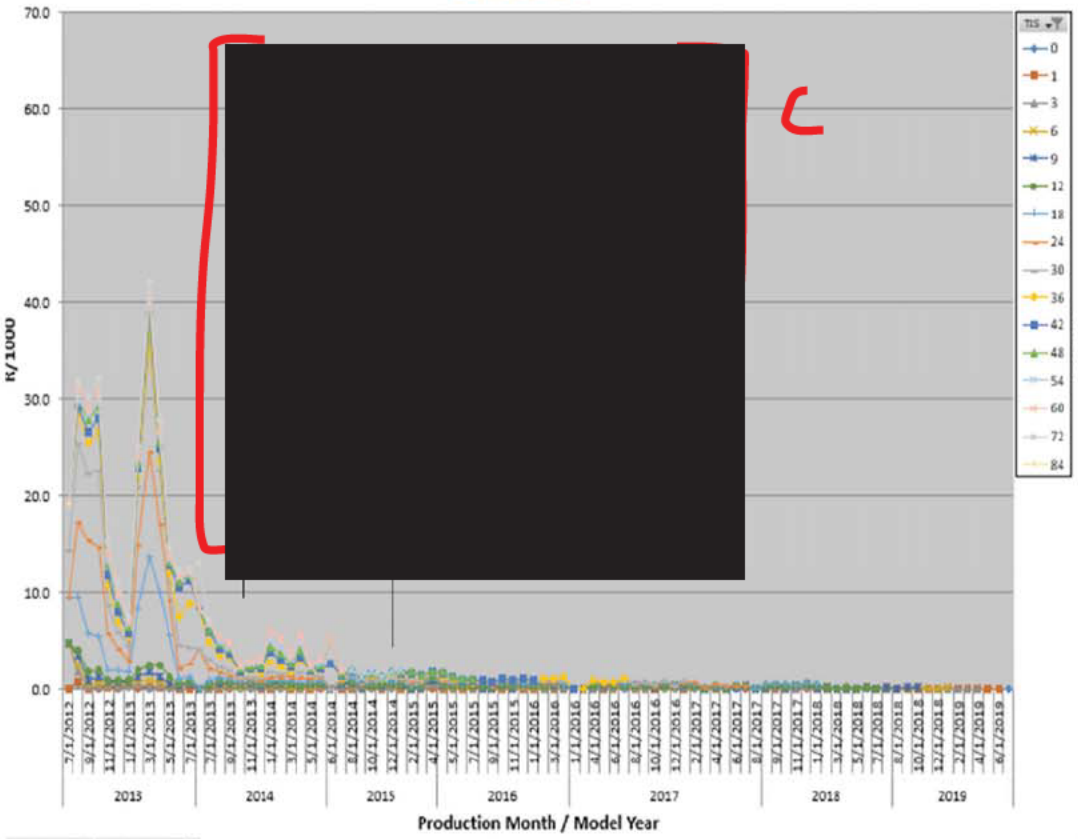


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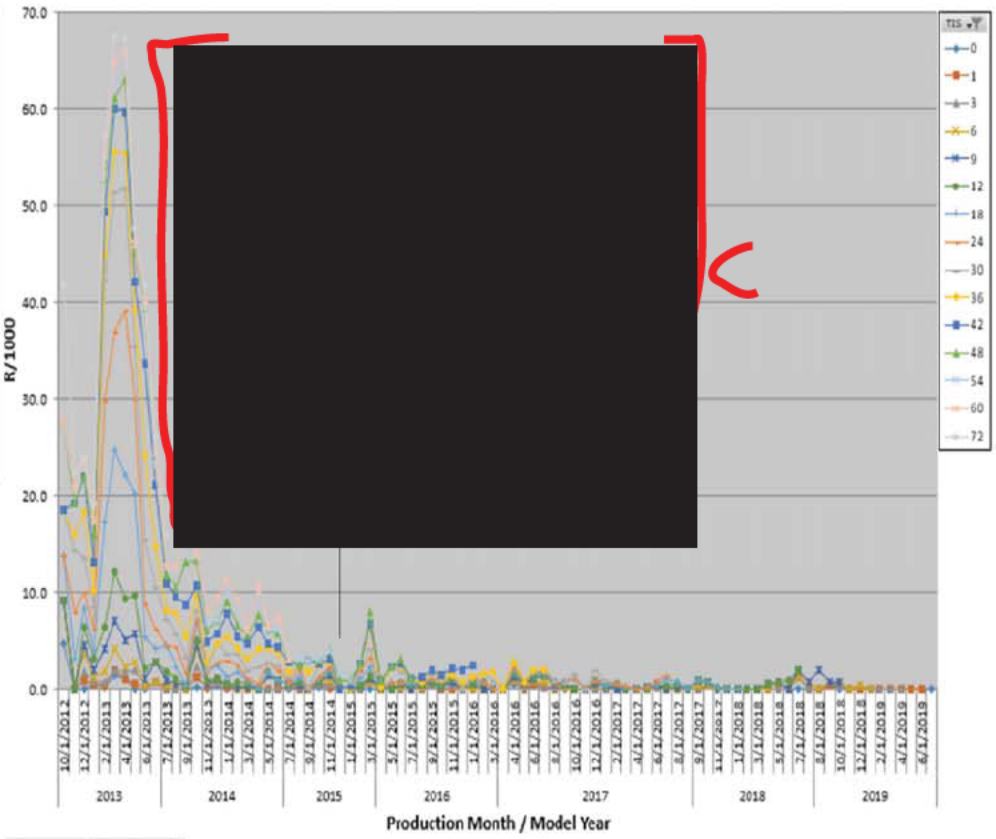
AWS Analysis – C1A Latches

Supplier = Kiekert

Fusion



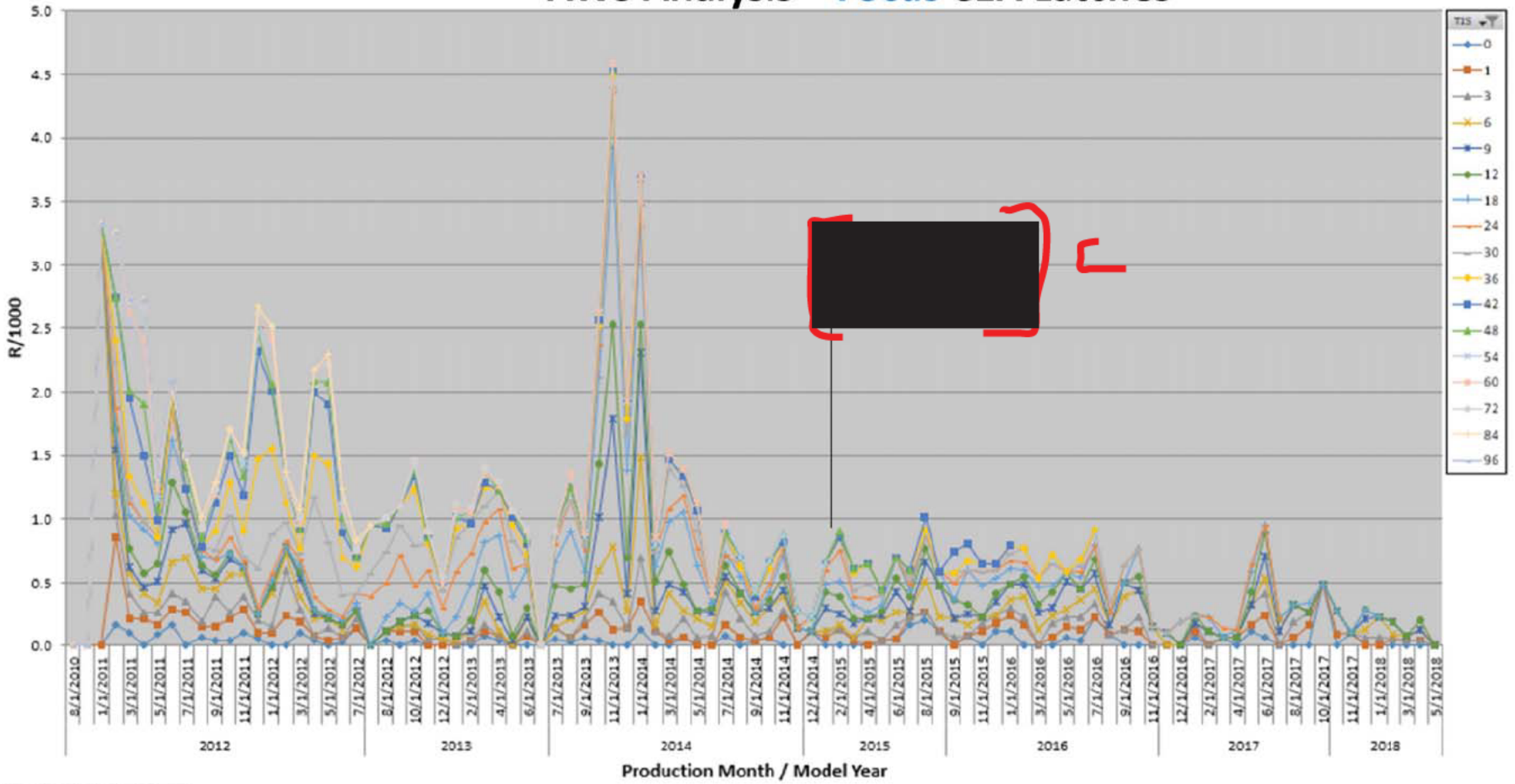
MKZ



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Supplier = Brose

AWS Analysis – Focus C1A Latches



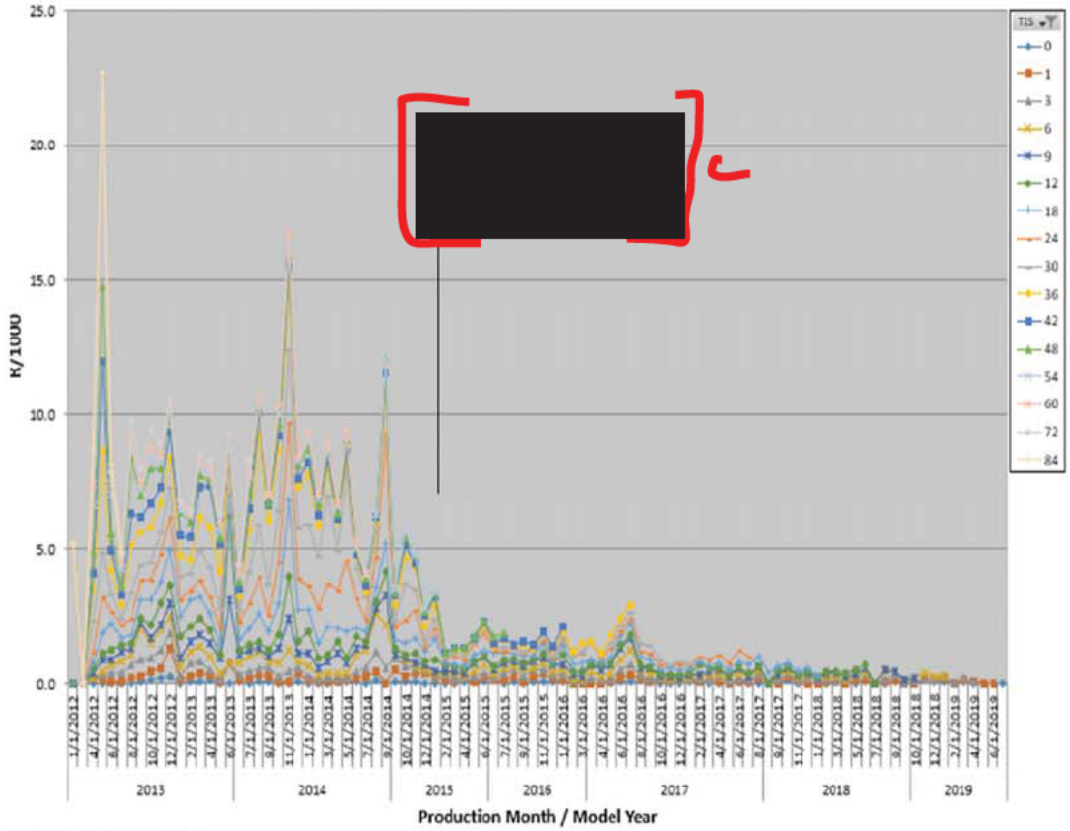
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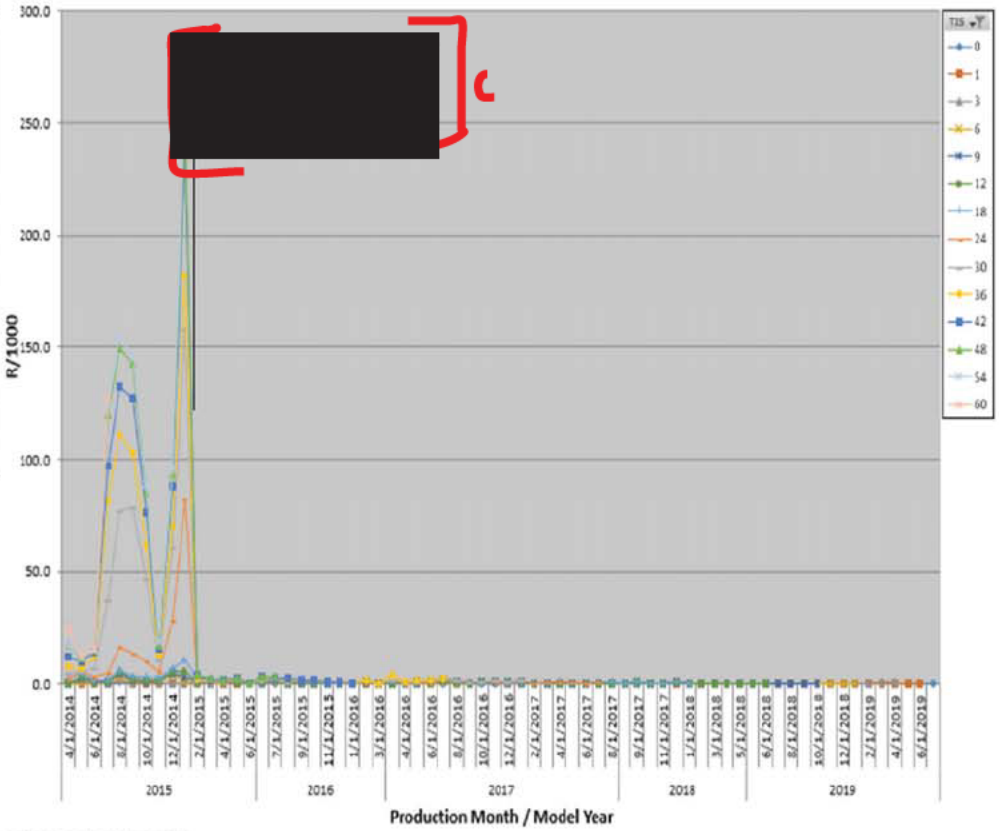
AWS Analysis – C1A Latches

Supplier = Brose

Escape



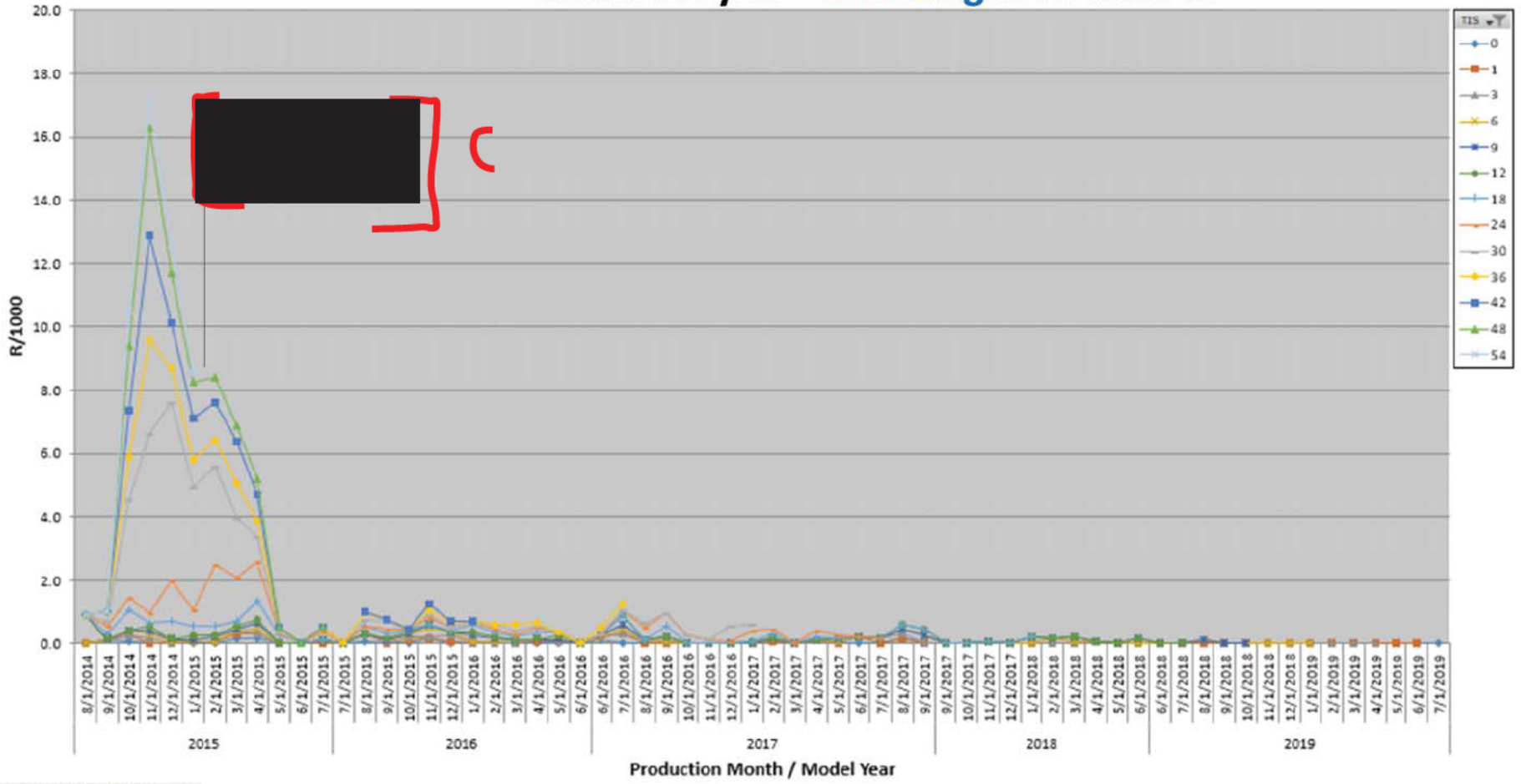
MKC



- [redacted]

Supplier = Brose

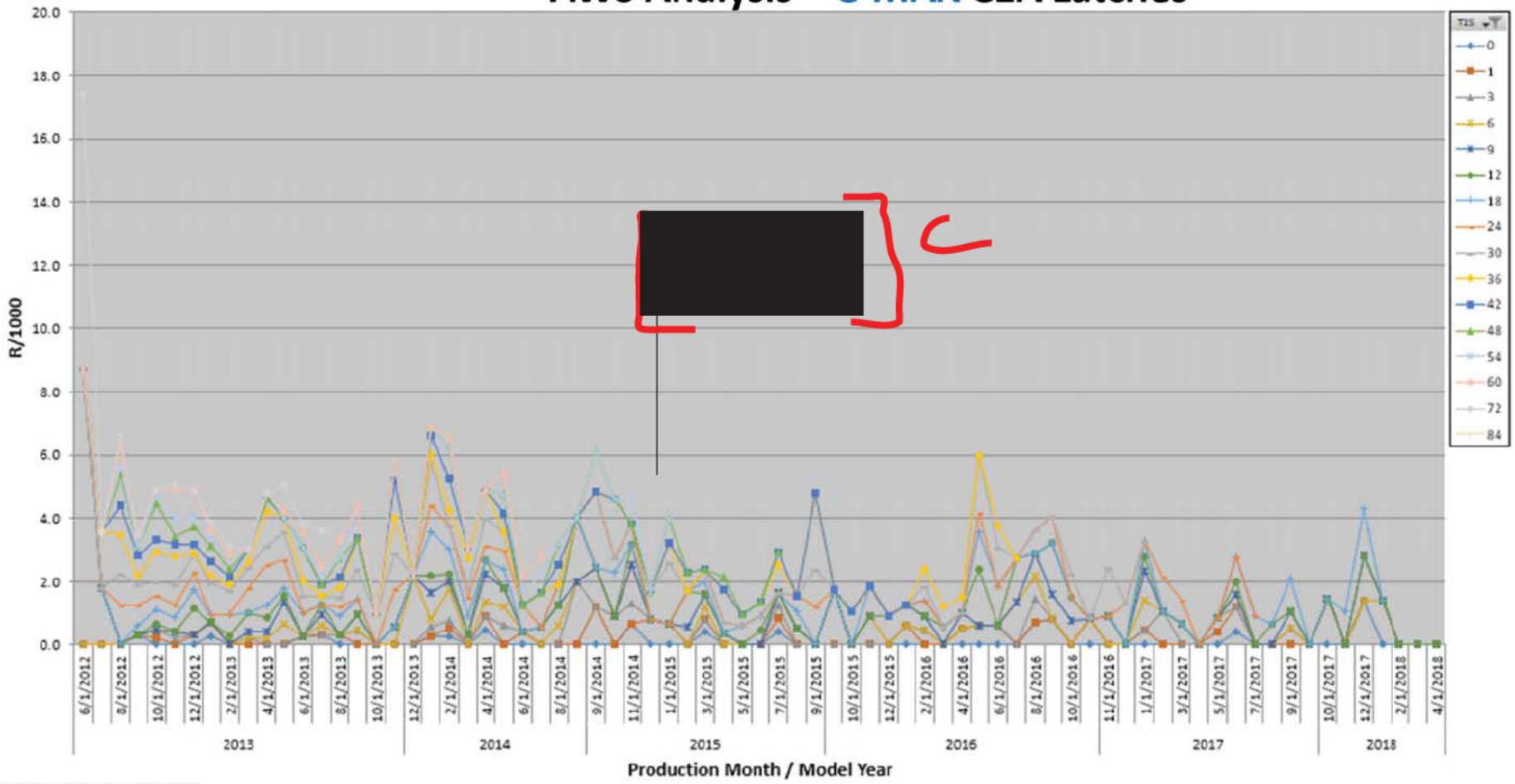
AWS Analysis – Mustang C1A Latches



[redacted]

Supplier = Brose

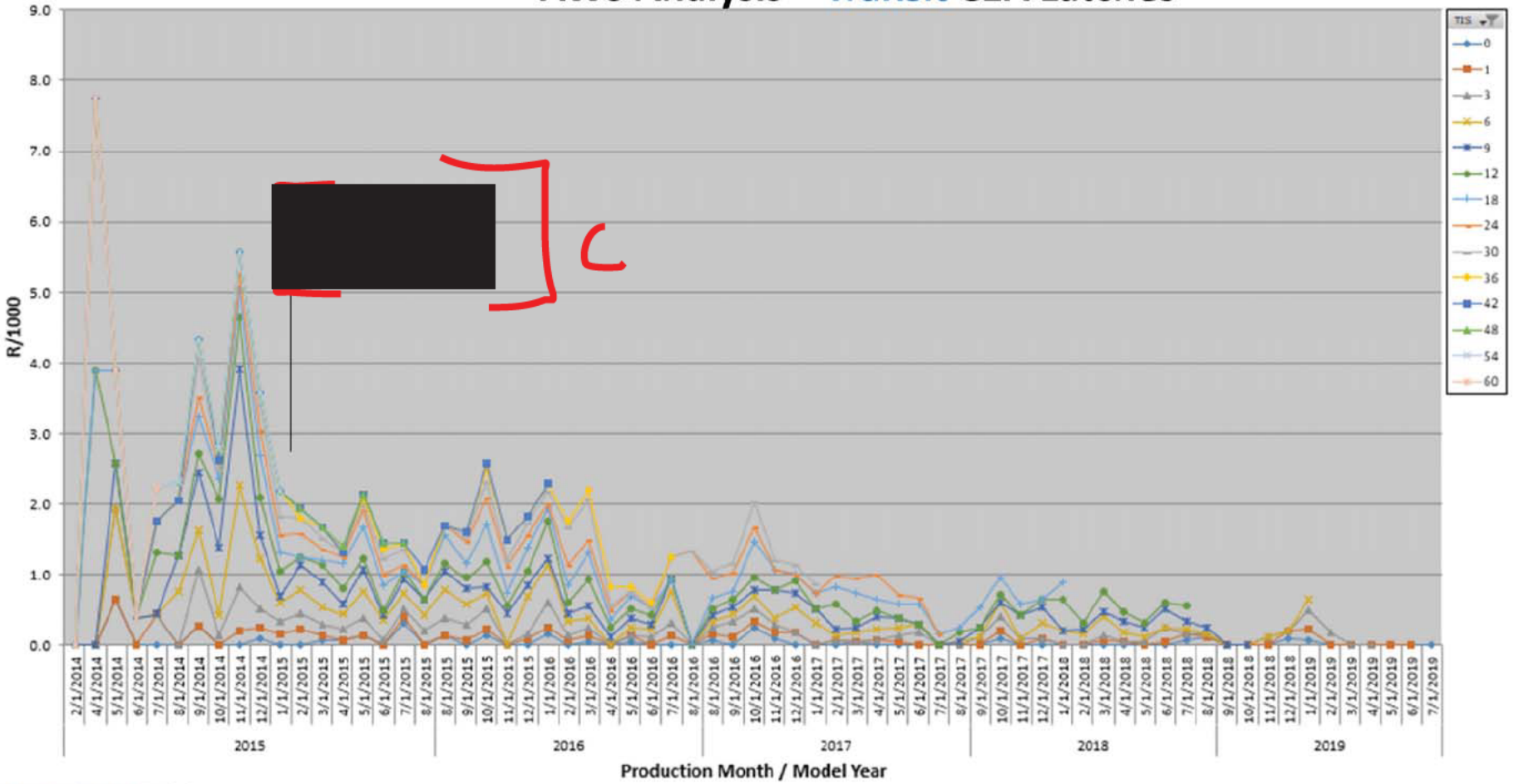
AWS Analysis – C-MAX C1A Latches



[redacted]

Supplier = Brose

AWS Analysis – Transit C1A Latches



[redacted]

Back Up

Fiesta C1A Side Door Latch

CCRG – October 1, 2019
CCRG – October 15, 2019

RQ19-005 000136 RC

VOQ Data – Fiesta

All Reorts	Count
?	3
not related	1
OWD	31
related?	1
won't close	61
cut finger	1
Grand Total	**98**

Recall not perfomed at time of VOQ	Count
?	1
OWD	9
won't close	10
Grand Total	**20**

Recall has not been perfomed yet	Count
won't close	3
Grand Total	**3**

Repeat Repa	Count
?	1
OWD	16
won't close	36
Grand Total	**53**

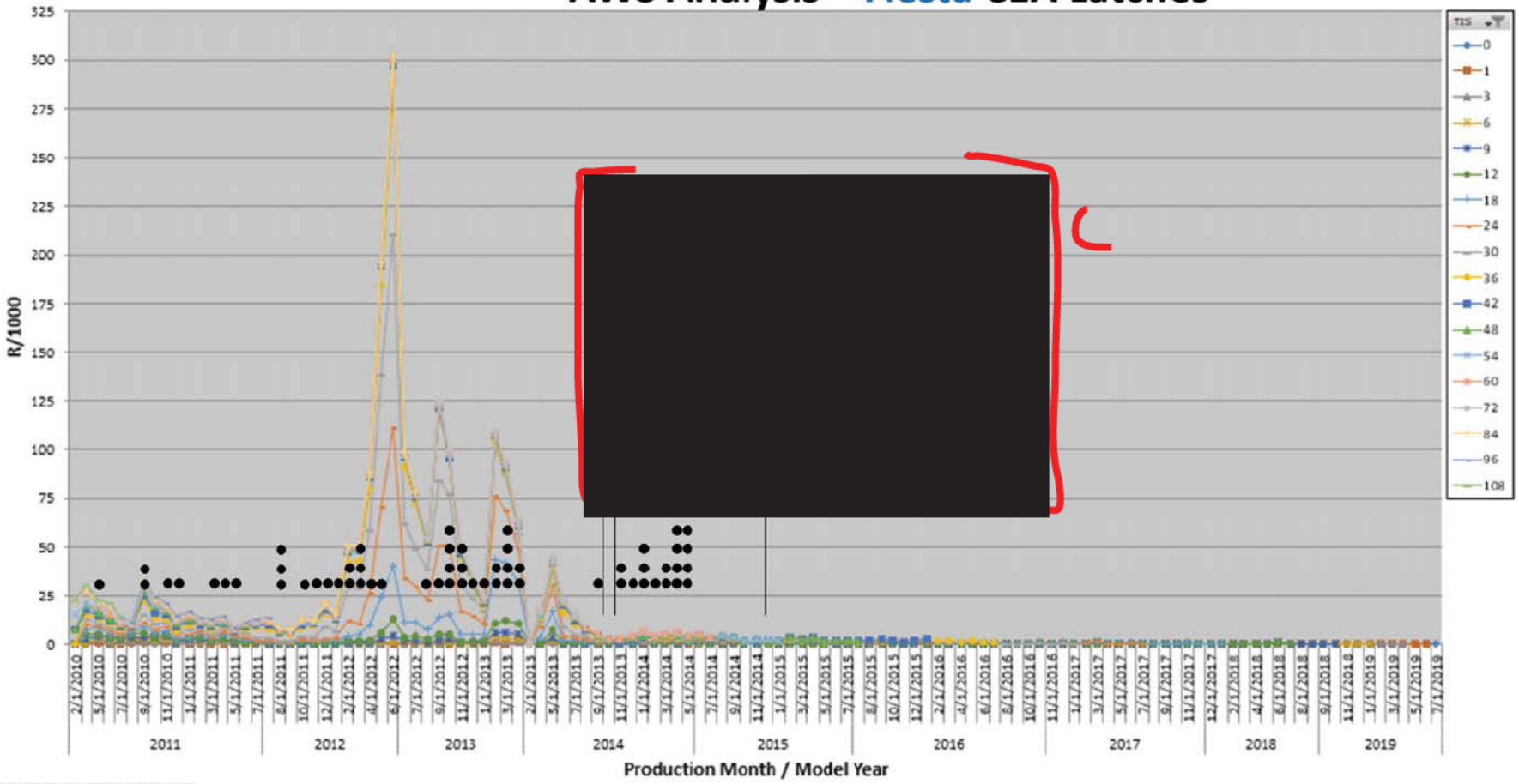
Others	Count
invalid VIN	3
no VIN	4
unhappy with vehicle	1
cut finger	1
produced post 15S16	13
Grand Total	**22**

Program	Model Year	Approx. Volume	Assembly Plant	Build Date Range	Program Approved	Release Date
Fiesta	2011 – 2014	399, 931	Cuautitlan	J1 2011MY to 31-May-2013	15X33 / 15S16	20-Apr-2015
Fiesta	2014	60,353	Cuautitlan	1-Jun-2013 to 31-Oct-2013	17X09 / 15S16-S1	20-Mar-2017

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AWS Analysis – Fiesta C1A Latches

Supplier = Kiekert

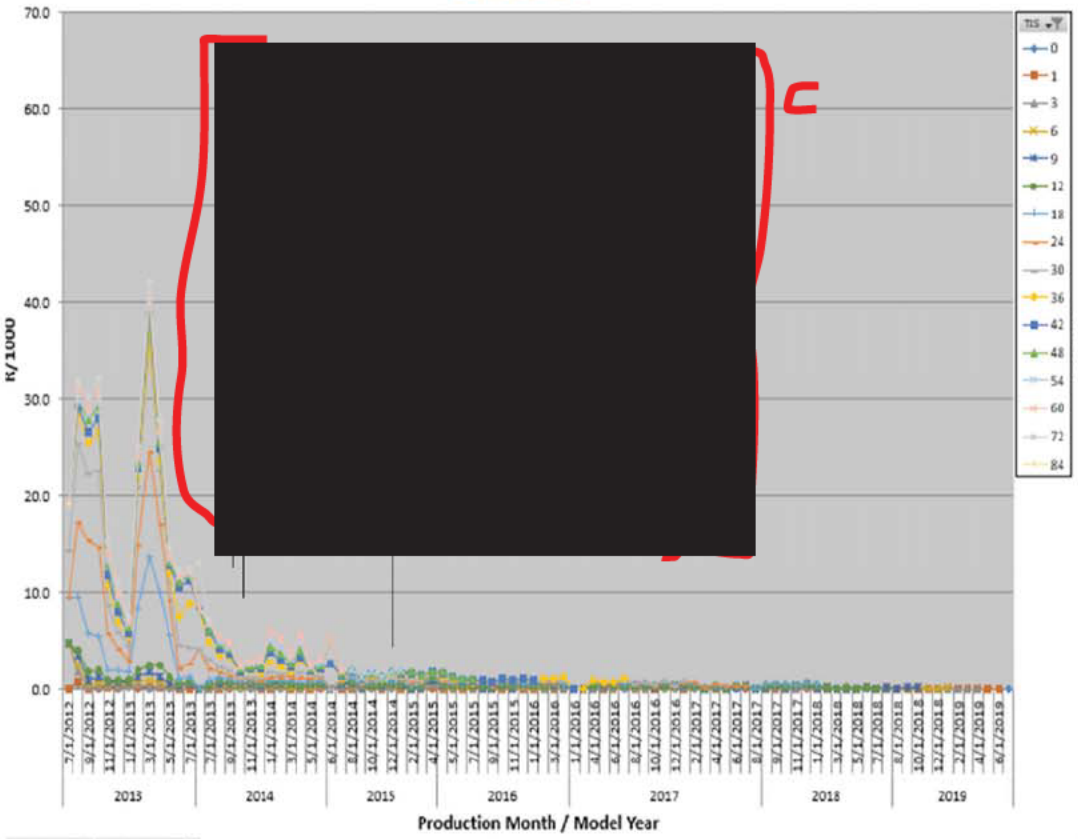


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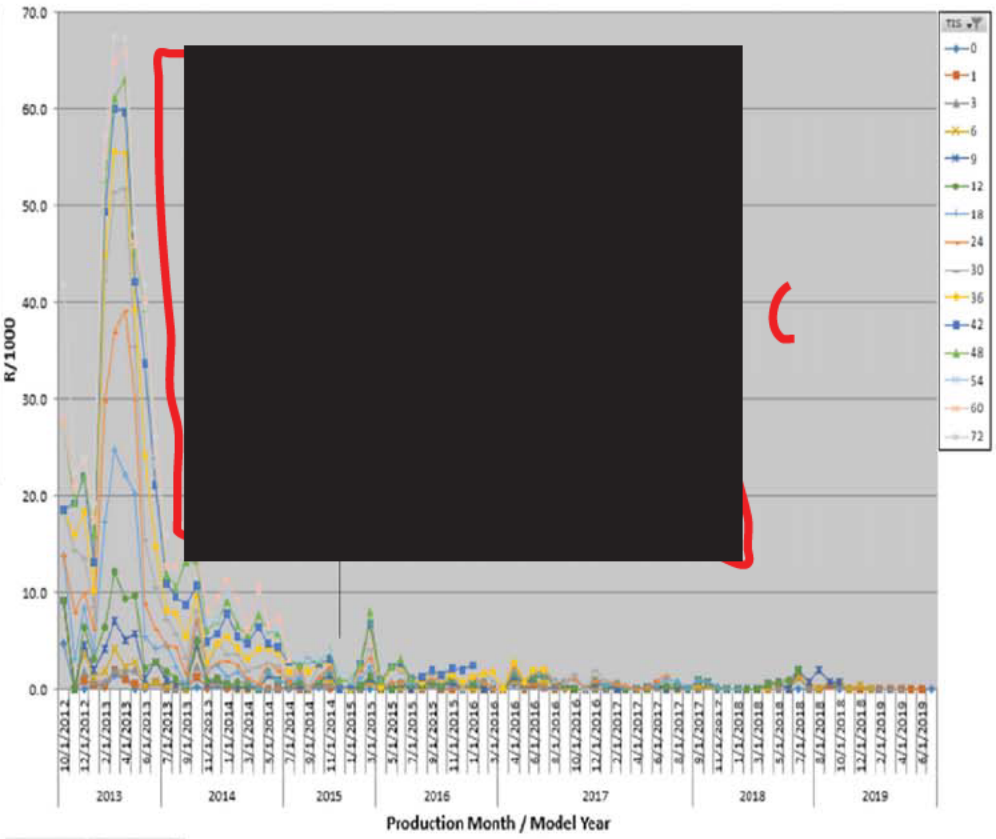
AWS Analysis – C1A Latches

Supplier = Kiekert

Fusion



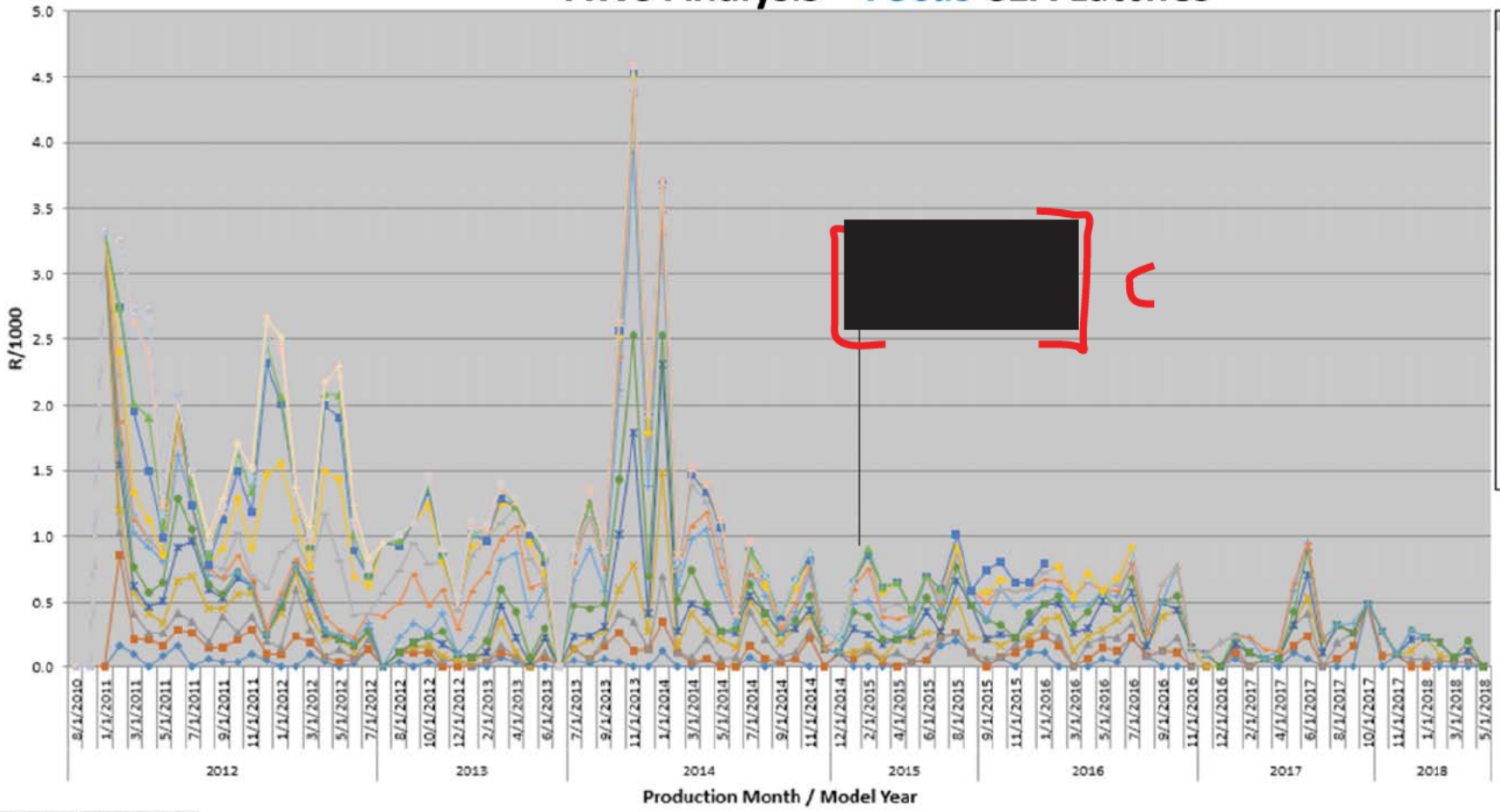
MKZ



Back Up

Supplier = Brose

AWS Analysis – Focus C1A Latches

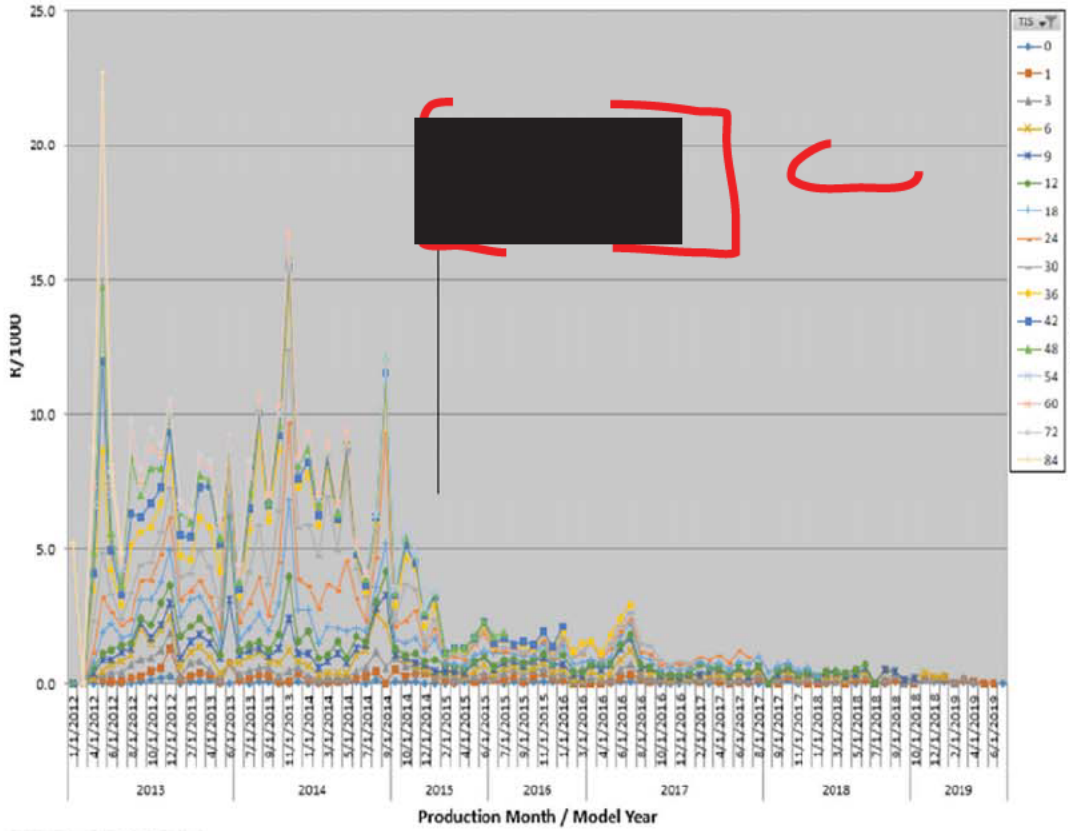




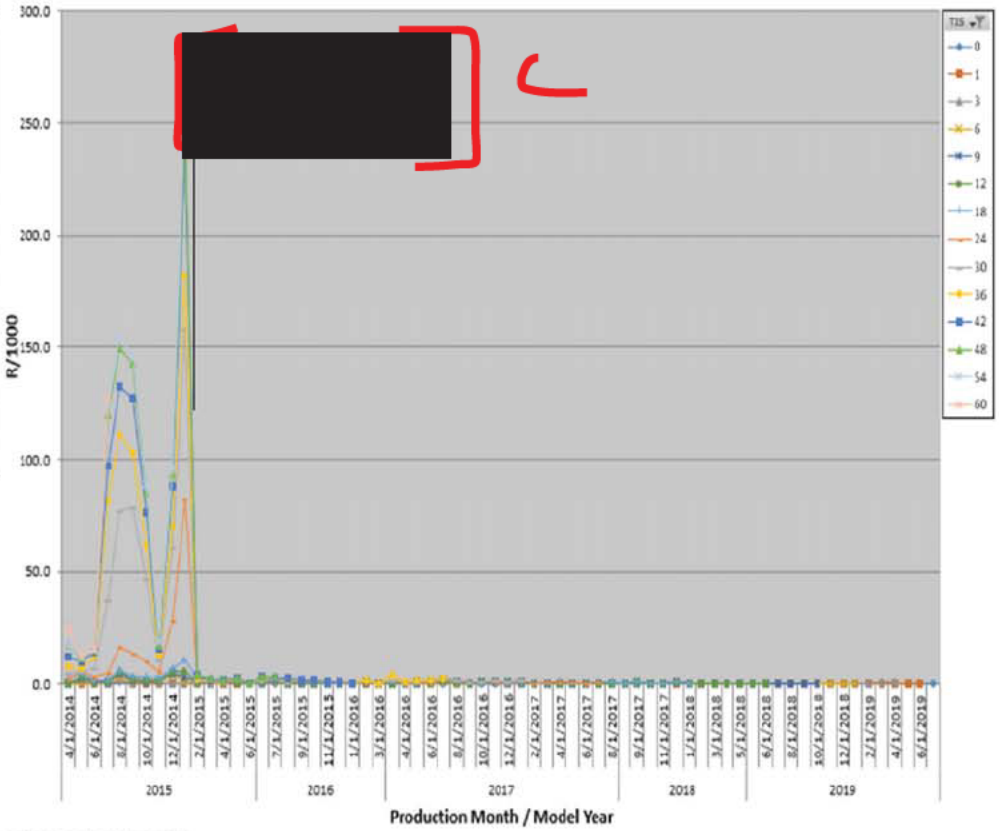
AWS Analysis – C1A Latches

Supplier = Brose

Escape



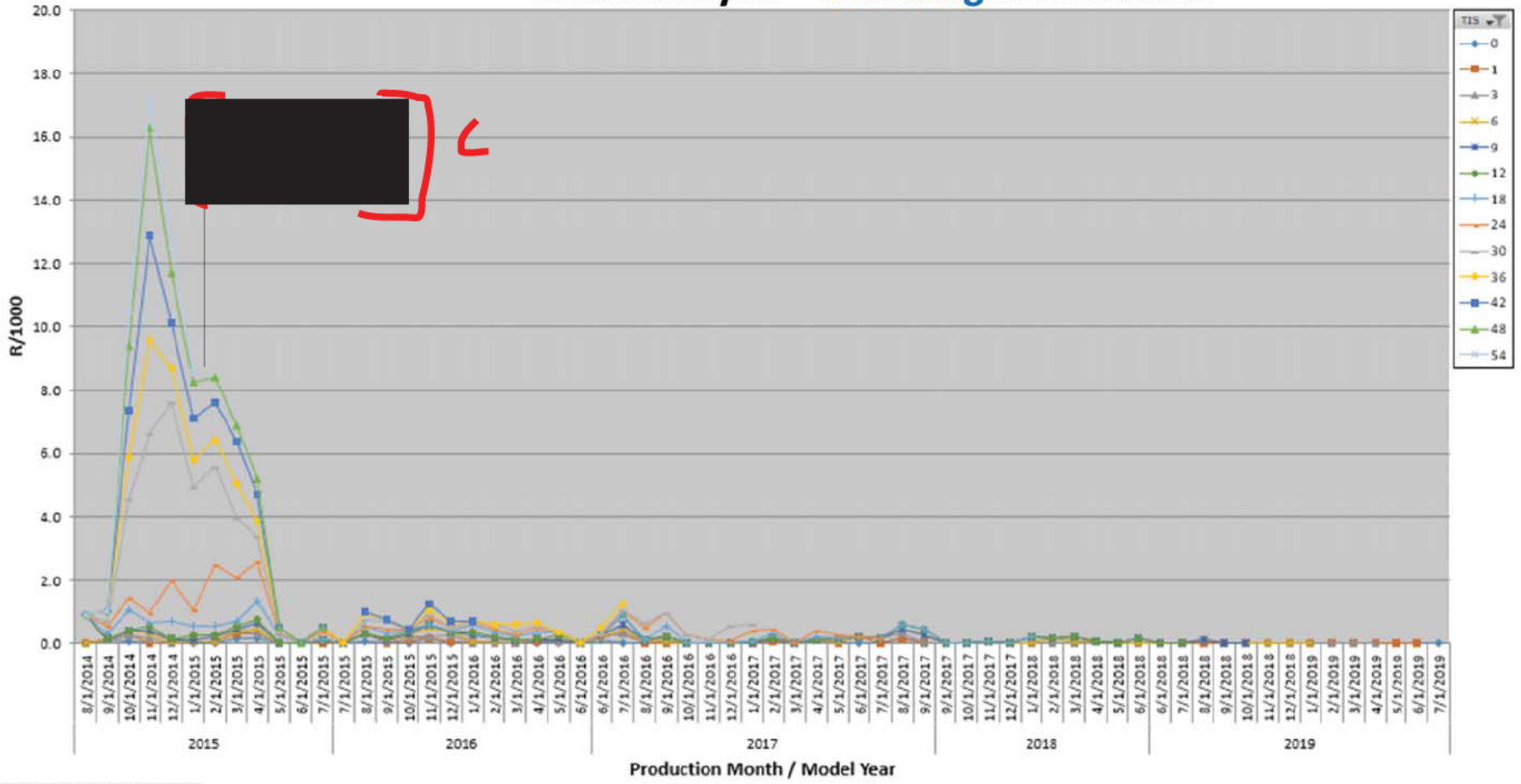
MKC



- [redacted]

Supplier = Brose

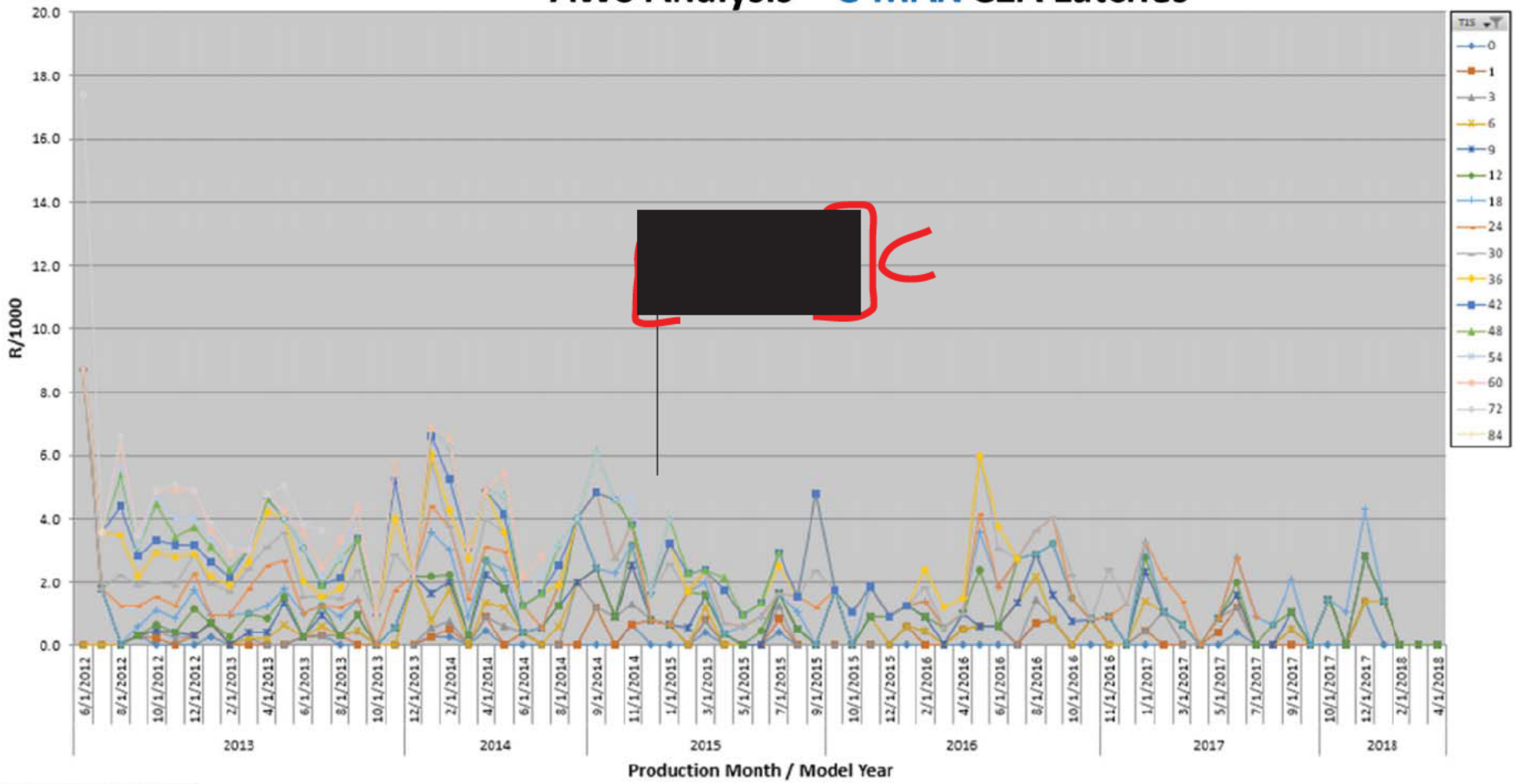
AWS Analysis – Mustang C1A Latches



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Supplier = Brose

AWS Analysis – C-MAX C1A Latches

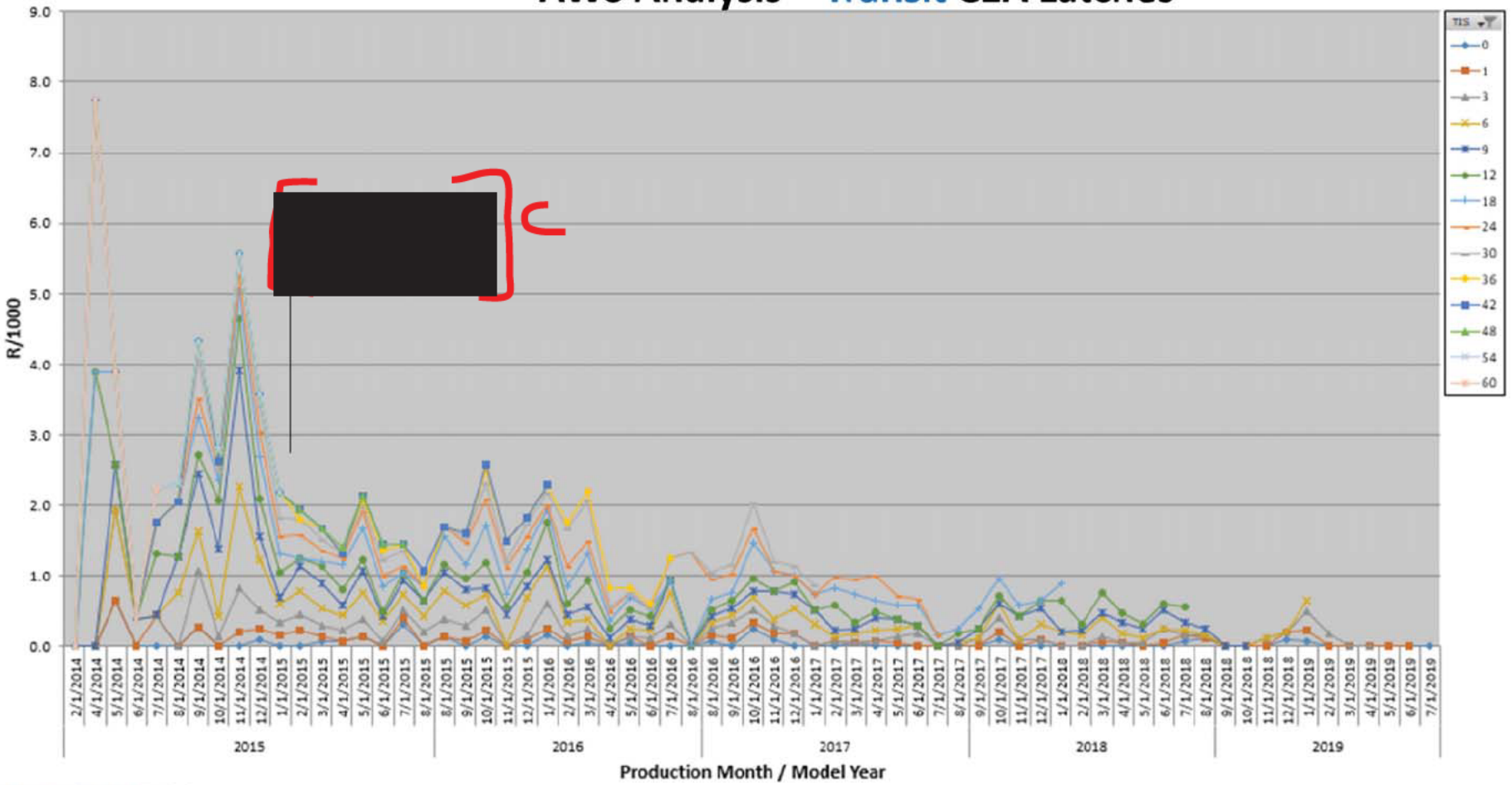


MODEL YEAR PROD_MONTH

- [redacted]
- [redacted]

Supplier = Brose

AWS Analysis – Transit C1A Latches



- [redacted]

Fiesta C1A Side Door Latch

CCRG – October 1, 2019
CCRG – October 15, 2019
CCRG – November 12, 2019

RQ19-005 000153 RC

VOQ Data – Fiesta

All Reorts	Count
?	3
not related	1
OWD	31
related?	1
won't close	61
cut finger	1
Grand Total	98

Recall not perfomed at time of VOQ	Count
?	1
OWD	9
won't close	10
Grand Total	20

Recall has not been perfomed yet	Count
won't close	3
Grand Total	3

Repeat Repa	Count
?	1
OWD	16
won't close	36
Grand Total	53

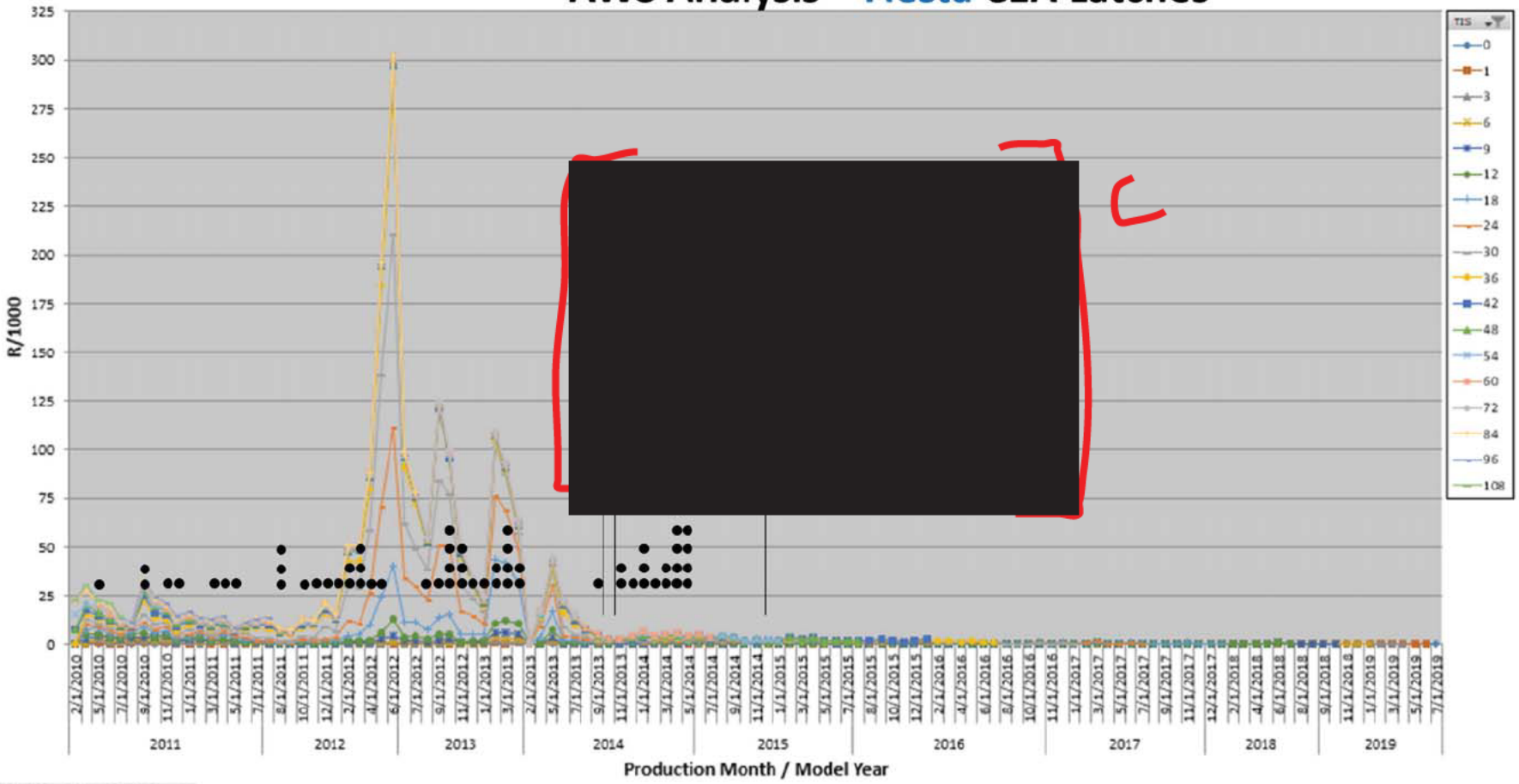
Others	Count
invalid VIN	3
no VIN	4
unhappy with vehicle	1
cut finger	1
produced post 15S16	13
Grand Total	22

Program	Model Year	Approx. Volume	Assembly Plant	Build Date Range	Program Approved	Release Date
Fiesta	2011 – 2014	399, 931	Cuautitlan	J1 2011MY to 31-May-2013	15X33 / 15S16	20-Apr-2015
Fiesta	2014	60,353	Cuautitlan	1-Jun-2013 to 31-Oct-2013	17X09 / 15S16-S1	20-Mar-2017

[redacted]

AWS Analysis – Fiesta C1A Latches

Supplier = Kiekert

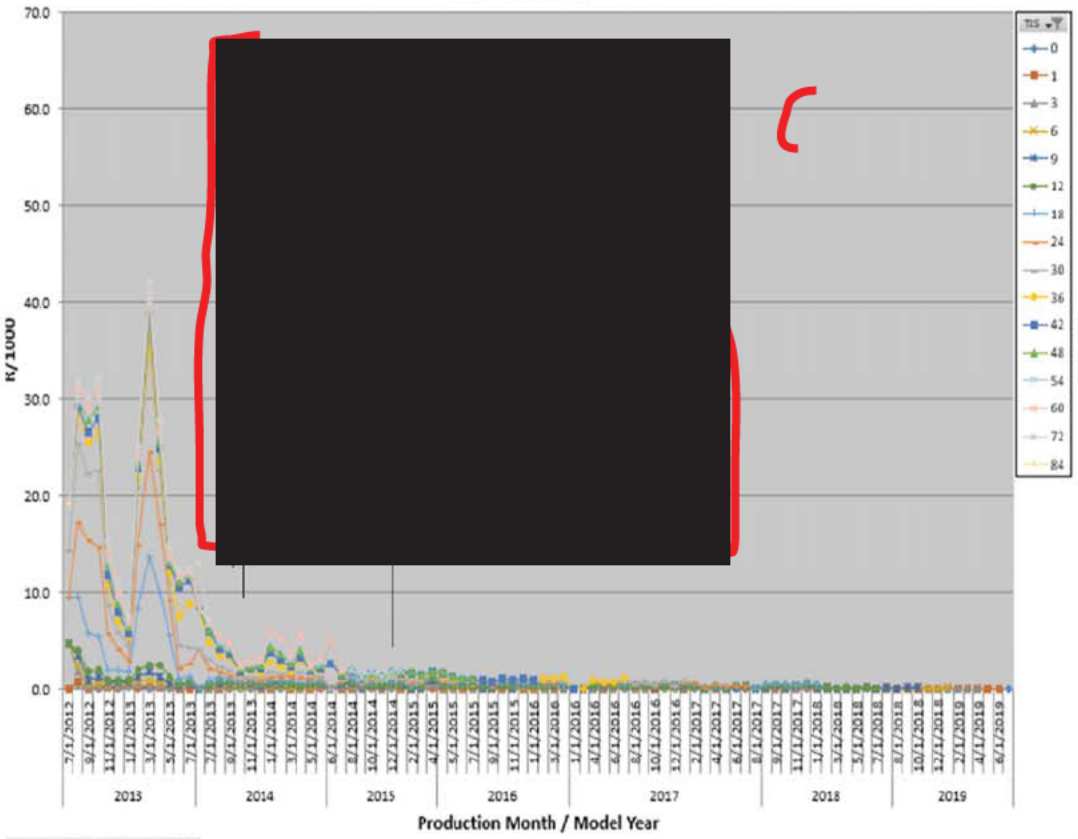


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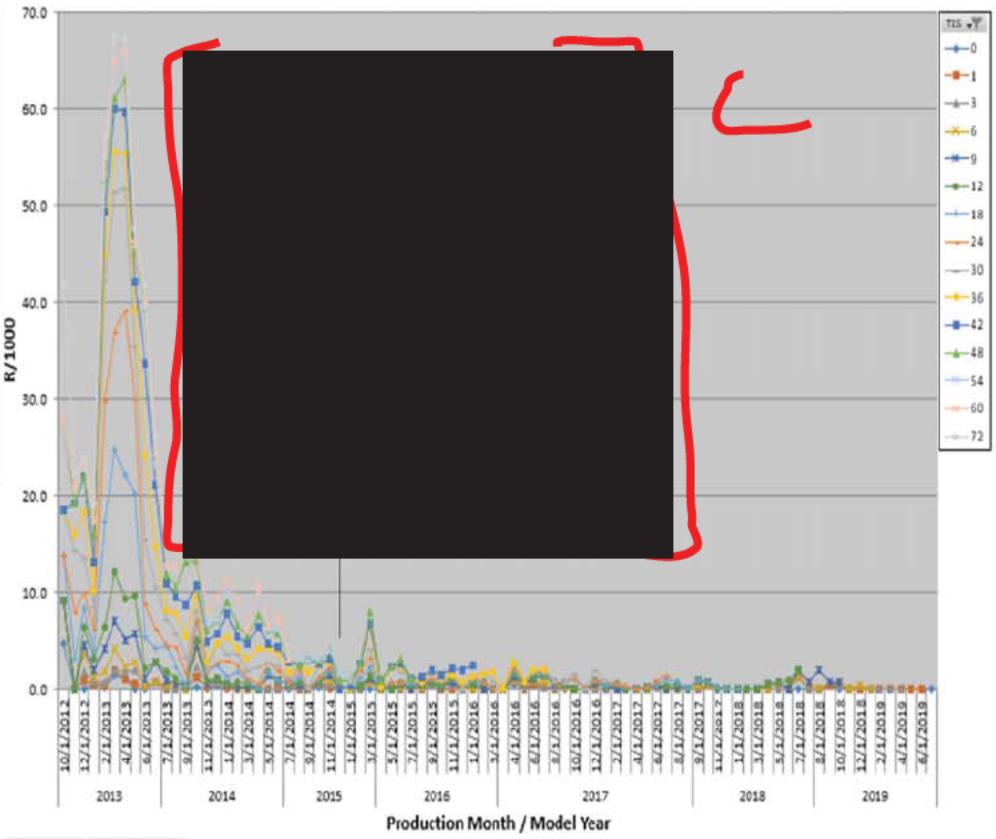
AWS Analysis – C1A Latches

Supplier = Kiekert

Fusion



MKZ



Part Returns Summary

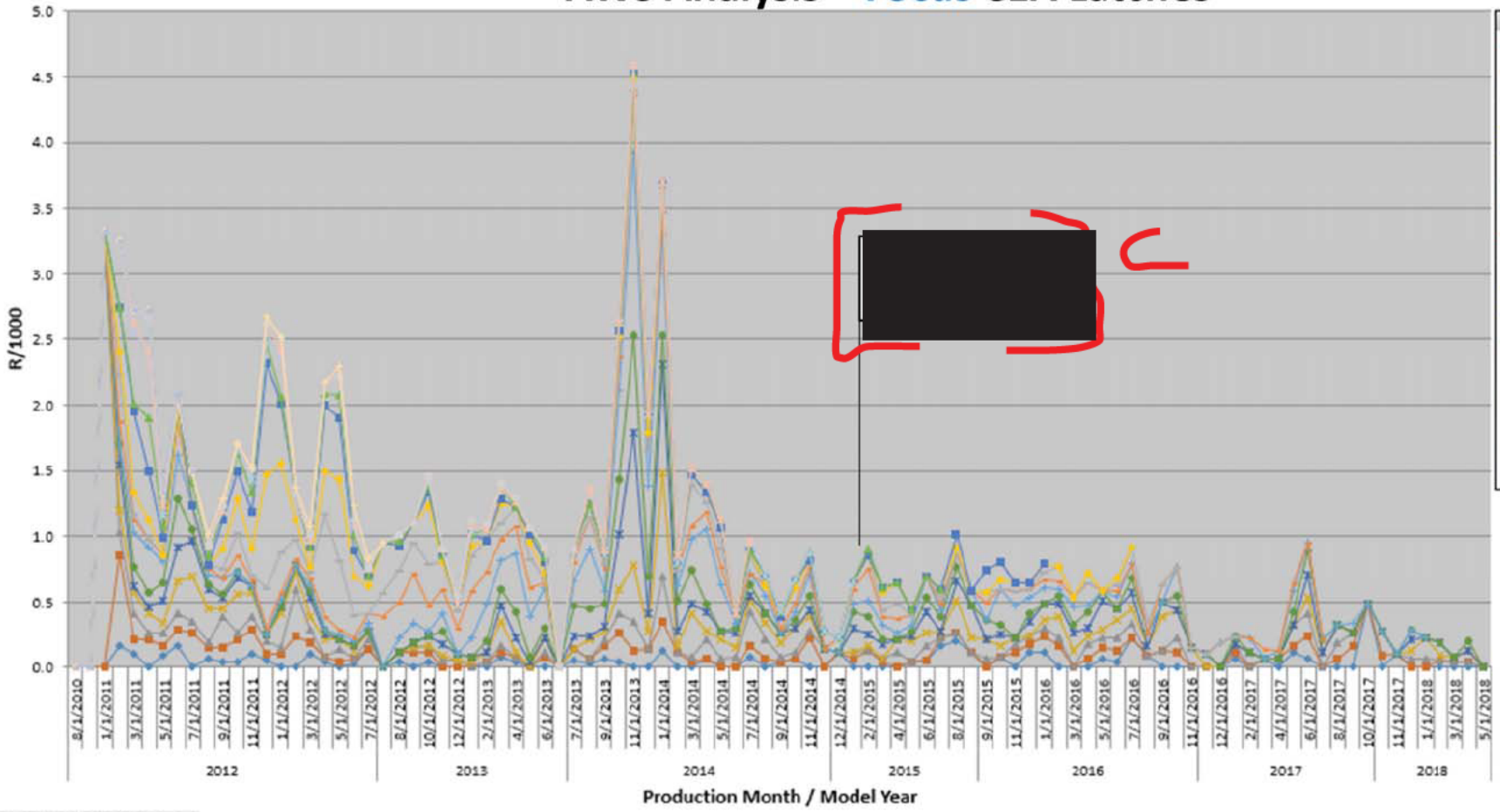
Count	Supplier	Vehicle Line	Vin#	Vehicle Built Date	Latch built/Jullian Date	Recent Repair Date	State	Customer Concern	Tech Action	Repair History
1	Kiekert	Fusion	3FA6P0H76DR[redacted]	2/11/2013	1/23/2013	9/26/2019	MA	RF door won't close	Recall 15S16	5/22/19-initial 15S16 performed by Grieco dealer & all 4 latches replaced 9/26/19-passenger front door won't close; latch received back has a Julian date that lines up with vehicle build date and origina latch.
2	Kiekert	Fusion	3FA6P0HD8HR[redacted]	3/28/2017	***9/11/2013***	9/13/2019	MI	Door ajar light on	Ajust door striker and replaced latch	Build date is outside of recall date, 15S16 NOT performed.
3	Kiekert	Fusion	3FA6P0HRXDR[redacted]	1/13/2013	12/19/2012	9/20/2019	MD	Right rear door won't close	RR latch replaced	12/4/18-initial 15S16 performed by Prince Frederick Ford & all 4 latches replaced. 8/19/19-driver rear door latch replaced for door will not close issue by Leonardtown Ford. 9/20/19-pass rear door latch replaced for door will not close issu by Leonardtown Ford.
4	Kiekert	Fusion	3FA6P0G78KR[redacted]	12/10/2018	11/24/2018	10/10/2019	OK	Ajar light on	FR latch replaced	Build date is outside of recall date, 15S16 NOT performed.
5	Kiekert	Fusion	3FA6P0H70DR[redacted]	6/18/2013	8/24/2017	10/2/2019	CA	Post 15S16-Right Front won't open	Replaced broken new latch after 15S16	9/9/19 - initial 15S16 performed by Big Valley Ford & all 4 latches replaced 10/2/19-pass front door will not open from inside, but part returned was pass rear door
6	Kiekert	Fusion	3FA6P0CD7KR26[redacted]	5/31/2019	5/24/2019	9/23/2019	FL	Right Rear latch won't close	Latch replaced	Build date is outside of recall date, 15S16 NOT performed. 9/23/19-different issue/root cause
7	Kiekert	Fiesta	3FADP4EJ8FM1[redacted]	3/26/2015	3/19/2015	10/2/2019	ON, CAN	Alarm goes off at night	Latch replaced	Build date is outside of recall date, 15S16 NOT performed. 10/2/19-different issue/root cause
8	Kiekert	Fusion	3FA6P0HD5FR[redacted]	7/14/2014	6/10/2014	10/3/2019	KS	Righr Rear door won't open	Latch and cable replaced	Build date is outside of recall date, 15S16 NOT performed. 10/3/19-door will not open, different issue/root cause
9	Kiekert	Fiesta	3FADP4BJ8BM[redacted]	9/15/2010	1/23/2010	10/30/2019	NC	Righr Rear door won't close	Authorized dealer to replace all 4 latches and return to Ford	3/9/16-initial 15S16 performed by same dealer & all 4 latches replaced 10/30/19-right rear door will not close, Julian date aligns with vehicle build date

[redacted]

Back Up

Supplier = Brose

AWS Analysis – Focus C1A Latches



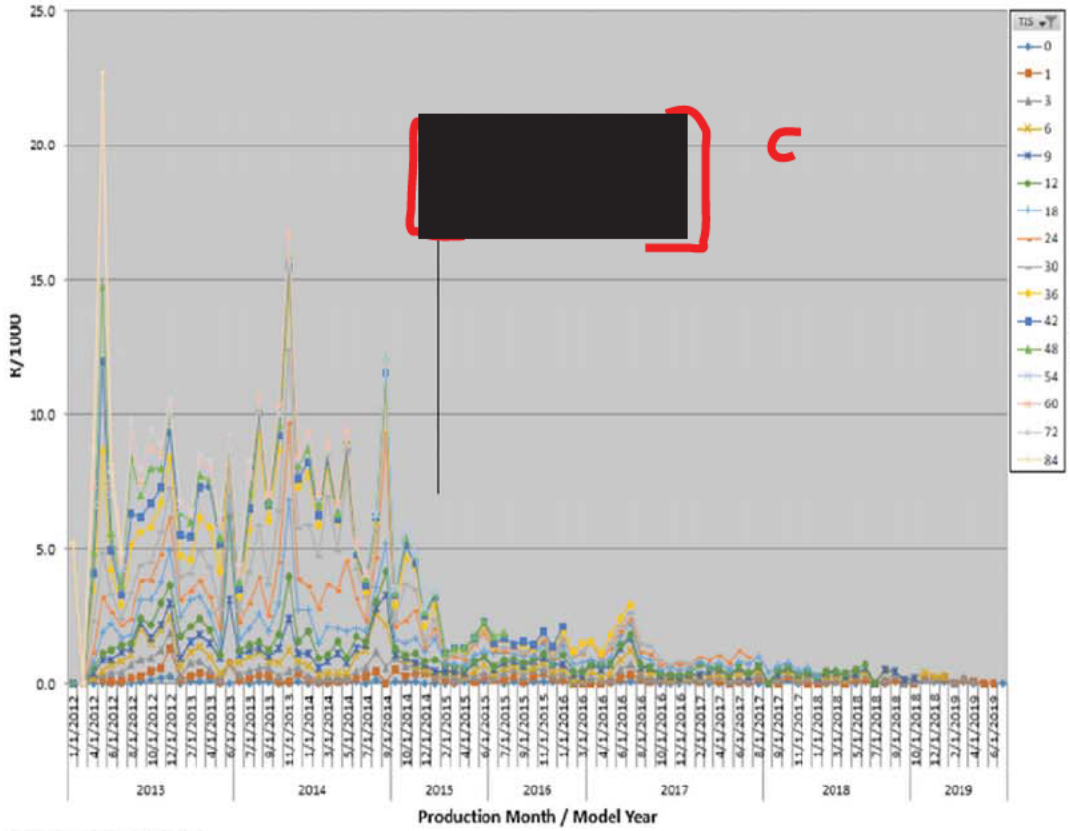
MODEL YEAR PROD_MONTH

- [redacted]

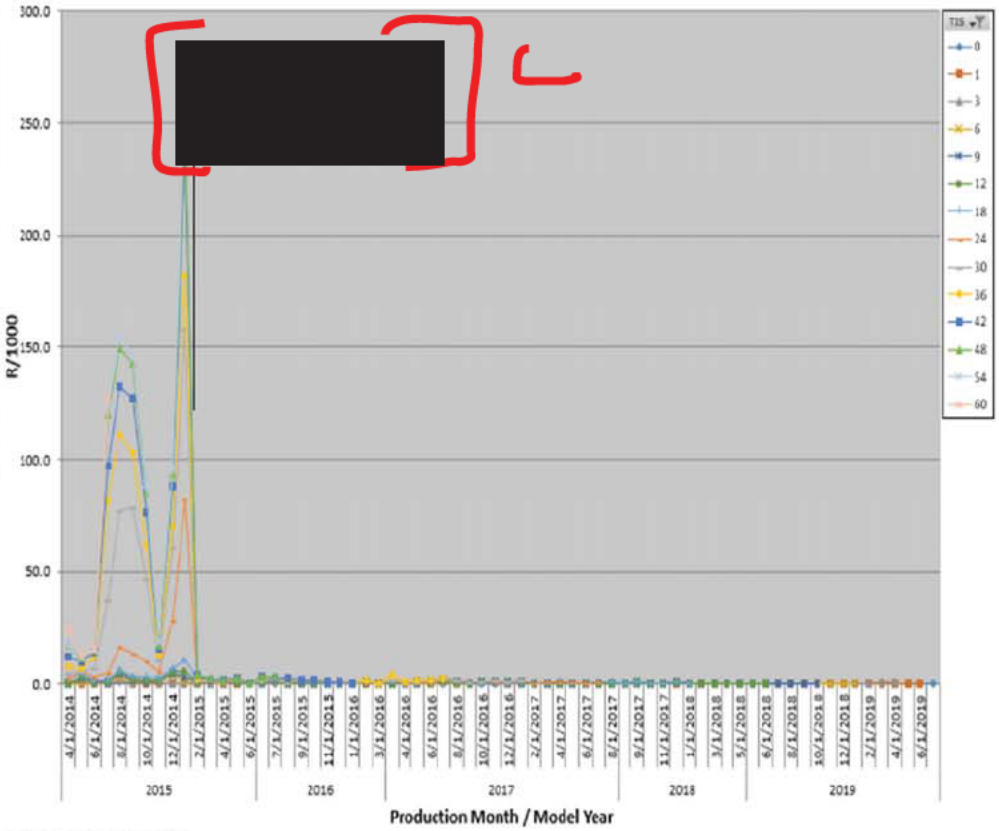
AWS Analysis – C1A Latches

Supplier = Brose

Escape



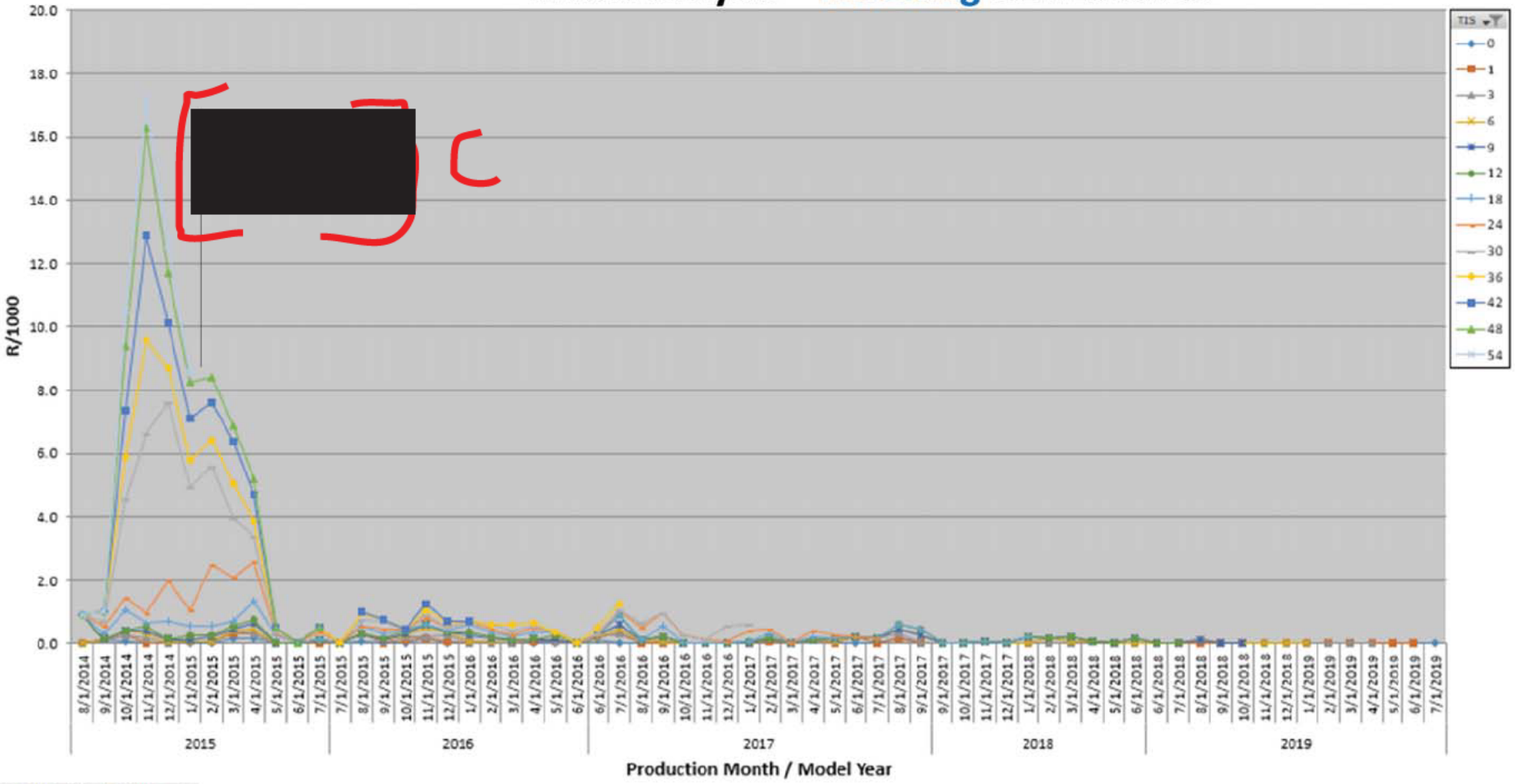
MKC



- [redacted]

Supplier = Brose

AWS Analysis – Mustang C1A Latches

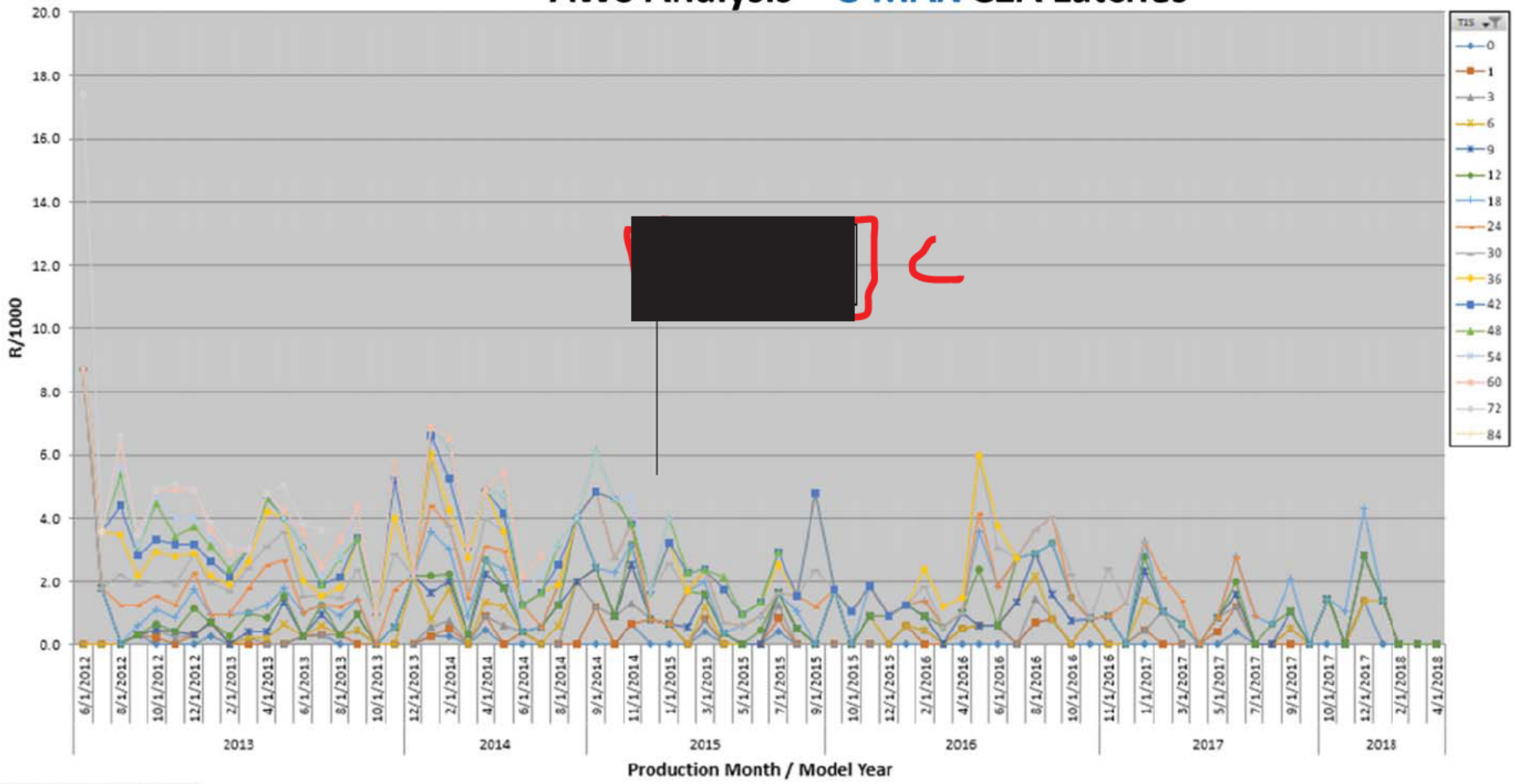


MODEL YEAR PROD_MONTH

- [redacted]
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Supplier = Brose

AWS Analysis – C-MAX C1A Latches

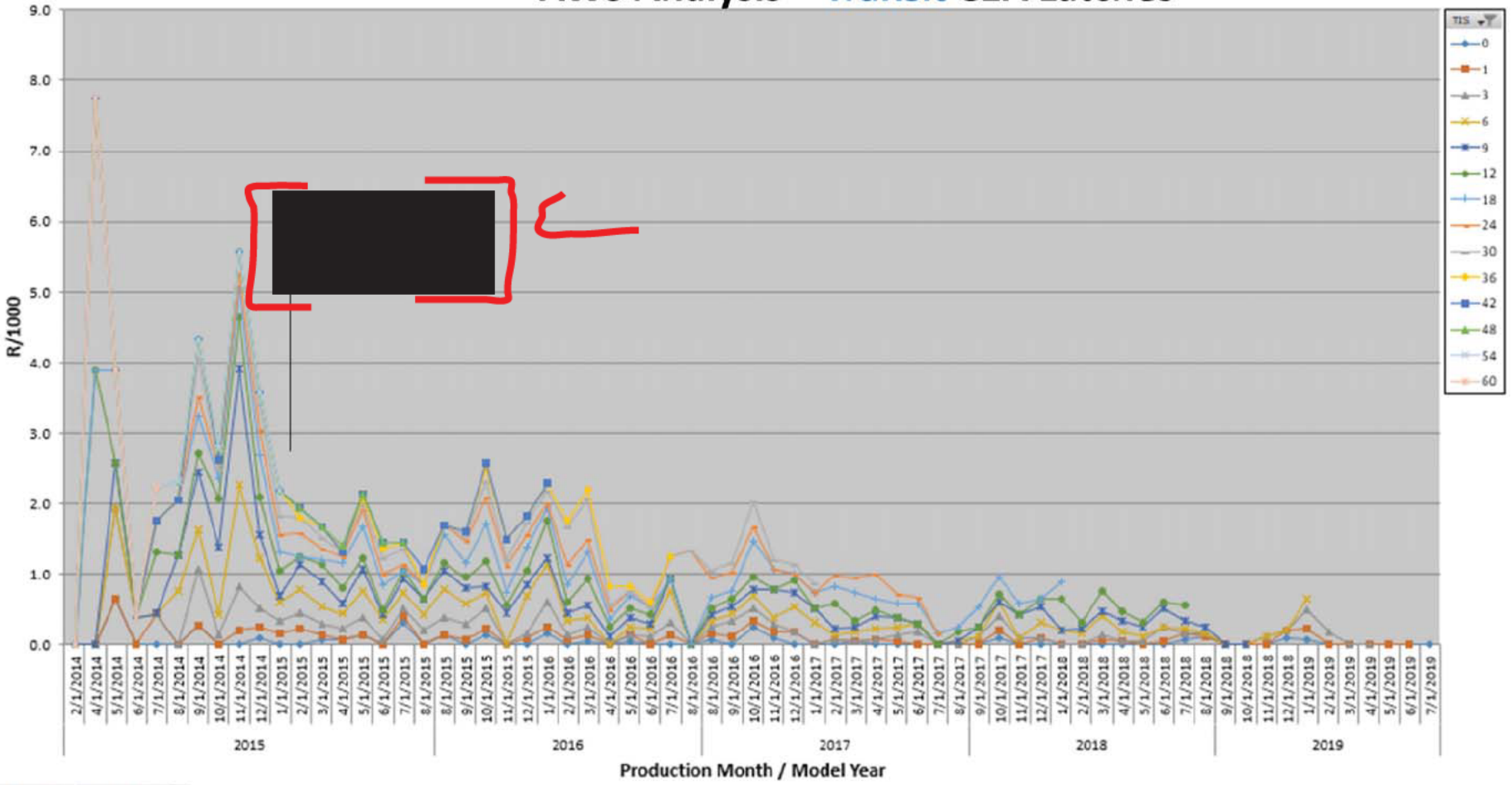


MODEL YEAR PROD_MONTH

- [redacted]
- [redacted]

Supplier = Brose

AWS Analysis – Transit C1A Latches



- [redacted]
- [redacted]

Fiesta C1A Side Door Latch

CCRG – October 1, 2019
CCRG – October 15, 2019
CCRG – November 12, 2019

VOQ Data – Fiesta

All Reorts	Count
?	3
not related	1
OWD	31
related?	1
won't close	61
cut finger	1
Grand Total	**98**

Recall not perfomed at time of VOQ	Count
?	1
OWD	9
won't close	10
Grand Total	**20**

Recall has not been perfomed yet	Count
won't close	3
Grand Total	**3**

Repeat Repa	Count
?	1
OWD	16
won't close	36
Grand Total	**53**

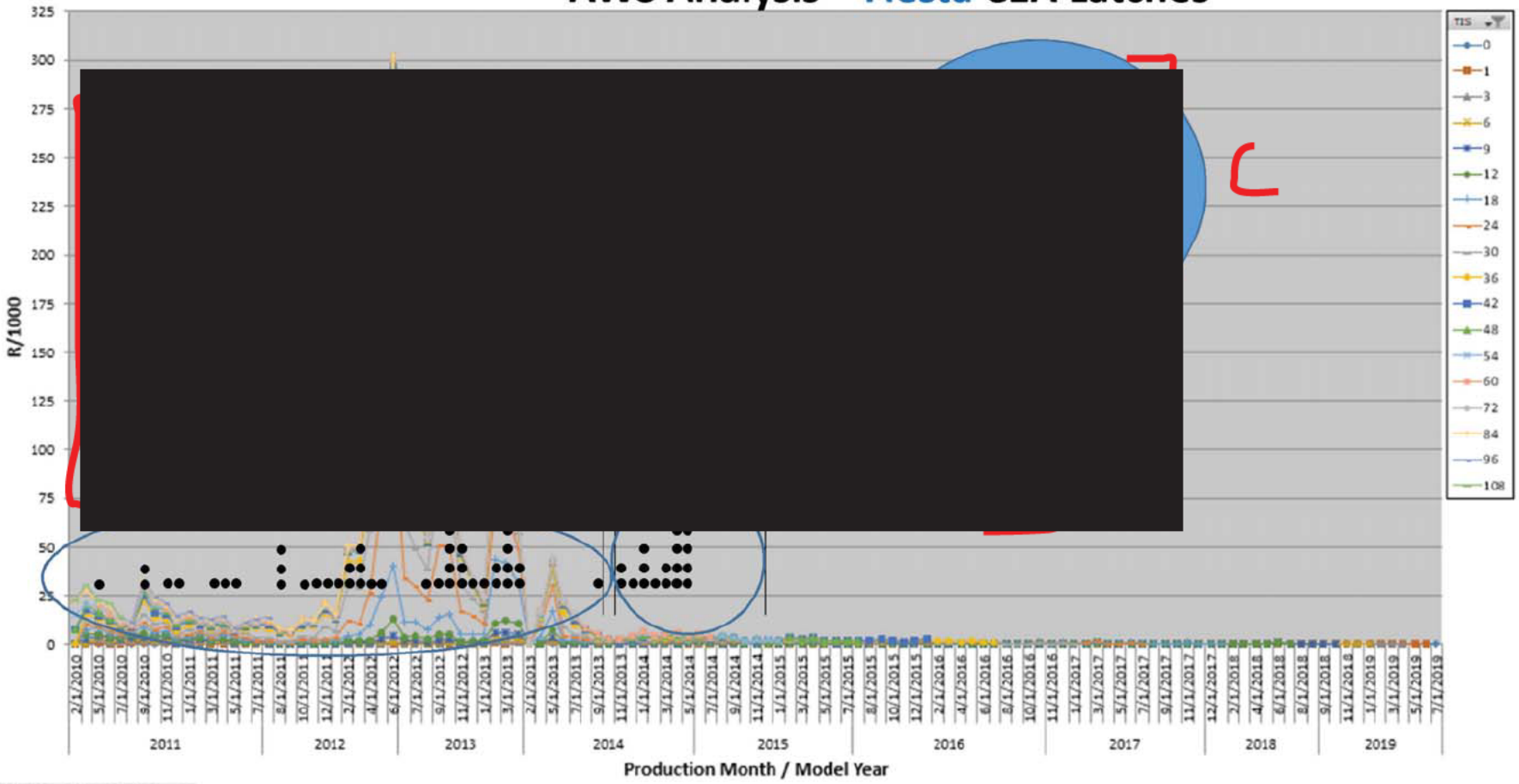
Others	Count
invalid VIN	3
no VIN	4
unhappy with vehicle	1
cut finger	1
produced post 15S16	13
Grand Total	**22**

Program	Model Year	Approx. Volume	Assembly Plant	Build Date Range	Program Approved	Release Date
Fiesta	2011 – 2014	399, 931	Cuautitlan	J1 2011MY to 31-May-2013	15X33 / 15S16	20-Apr-2015
Fiesta	2014	60,353	Cuautitlan	1-Jun-2013 to 31-Oct-2013	17X09 / 15S16-S1	20-Mar-2017

[redacted]

AWS Analysis – Fiesta C1A Latches

Supplier = Kiekert

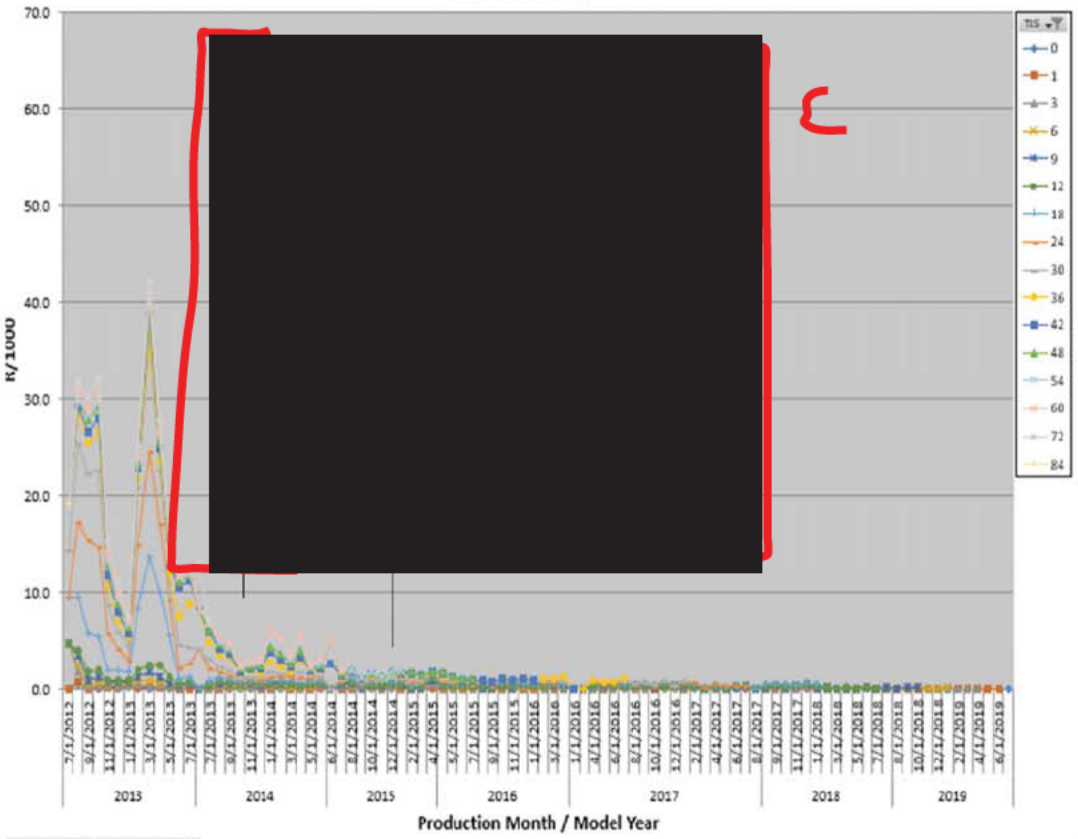


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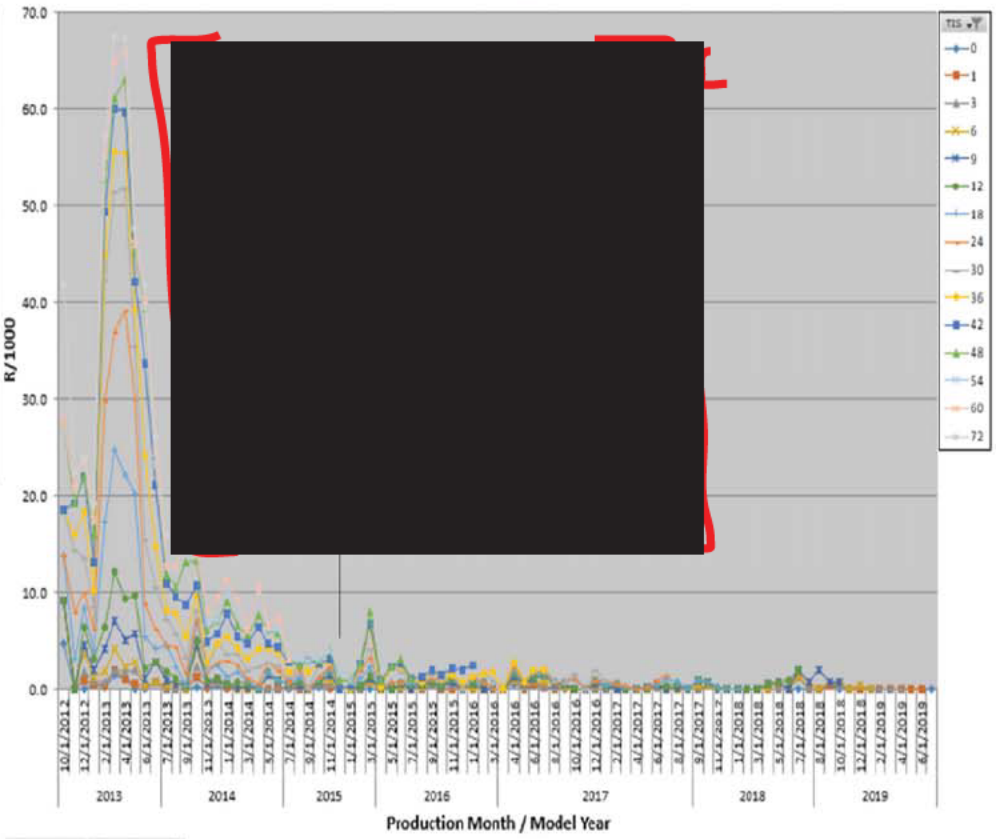
AWS Analysis – C1A Latches

Supplier = Kiekert

Fusion



MKZ



- [redacted]

Part Returns Summary

Count	Supplier	Vehicle Line	Vin#	Vehicle Built Date	Latch built/Jullian Date	Recent Repair Date	State	Customer Concern	Tech Action	Repair History	Repeat Repair for won't close	WPAC #	WPAC Findings
1	Kiekert	Fusion	3FA6P0H76DR[redacted]	2/11/2013	1/23/2013	9/26/2019	MA	RF door won't close	Recall 15S16	5/22/19-initial 15S16 performed by Grieco dealer & all 4 latches replaced 9/26/19-passenger front door won't close; latch received back has a Julian date that lines up with vehicle build date and origina latch.	[redacted]		
2	Kiekert	Fusion	3FA6P0HD8HR[redacted]	3/28/2017	***9/11/2013***	9/13/2019	MI	Door ajar light on	Ajust door striker and replaced latch	Build date is outside of recall date, 15S16 NOT performed.			
3	Kiekert	Fusion	3FA6P0HRXDR[redacted]	1/13/2013	12/19/2012	9/20/2019	MD	Right rear door won't close	RR latch replaced	12/4/18-initial 15S16 performed by Prince Frederick Ford & all 4 latches replaced. 8/19/19-driver rear door latch replaced for door will not clos issue by Leonardtown Ford. 9/20/19-pass rear door latch replaced for d will n by Leonardtown Ford.			
4	Kiekert	Fusion	3FA6P0G78KR[redacted]	12/10/2018	11/24/2018	10/10/2019	OK	Ajar light on	FR latch replaced	Build date outside of date, NO performed.			
5	Kiekert	Fusion	3FA6P0H70DR[redacted]	6/18/2013	8/24/2017	10/2/2019	CA	Post 15S16-Right Front wo open	Replaced broken new a er S16	9/ 9 - init S16 m Big Valley Ford & all 4 latche ed 10/ 9-pass door will not open from inside, but part d was pass rear door			
6	Kiekert	Fusion	3FA6P0CD7KR[redacted]	5/31/2019	5/24/201	9/23 01		igh e at on' os	Latch replaced	Build date is outside of recall date, 15S16 NOT performed. 9/23/19-different issue/root cause			
7	Kiekert	Fiesta	3FADP4EJ8FM[redacted]	3/ 15	3/ 2015	019	CAN	Alarm goes off at night	Latch replaced	Build date is outside of recall date, 15S16 NOT performed. 10/2/19-different issue/root cause			
8	Kiekert	Fusion	3FA6P0HD5FR[redacted]	7/ 14	6/10/2014	10/3/2019	KS	Righr Rear door won't open	Latch and cable replaced	Build date is outside of recall date, 15S16 NOT performed. 10/3/19-door will not open, different issue/root cause			
9	Kiekert	Fiesta	3FADP4BJ8BM[redacted]	9/15/2010	1/23/2010	10/30/2019	NC	Righr Rear door won't close	Authorized dealer to replace all 4 latches and return to Ford	3/9/16-initial 15S16 performed by same dealer & all 4 latches replaced 10/30/19-right rear door will not close, Julian date aligns with vehicle build date			

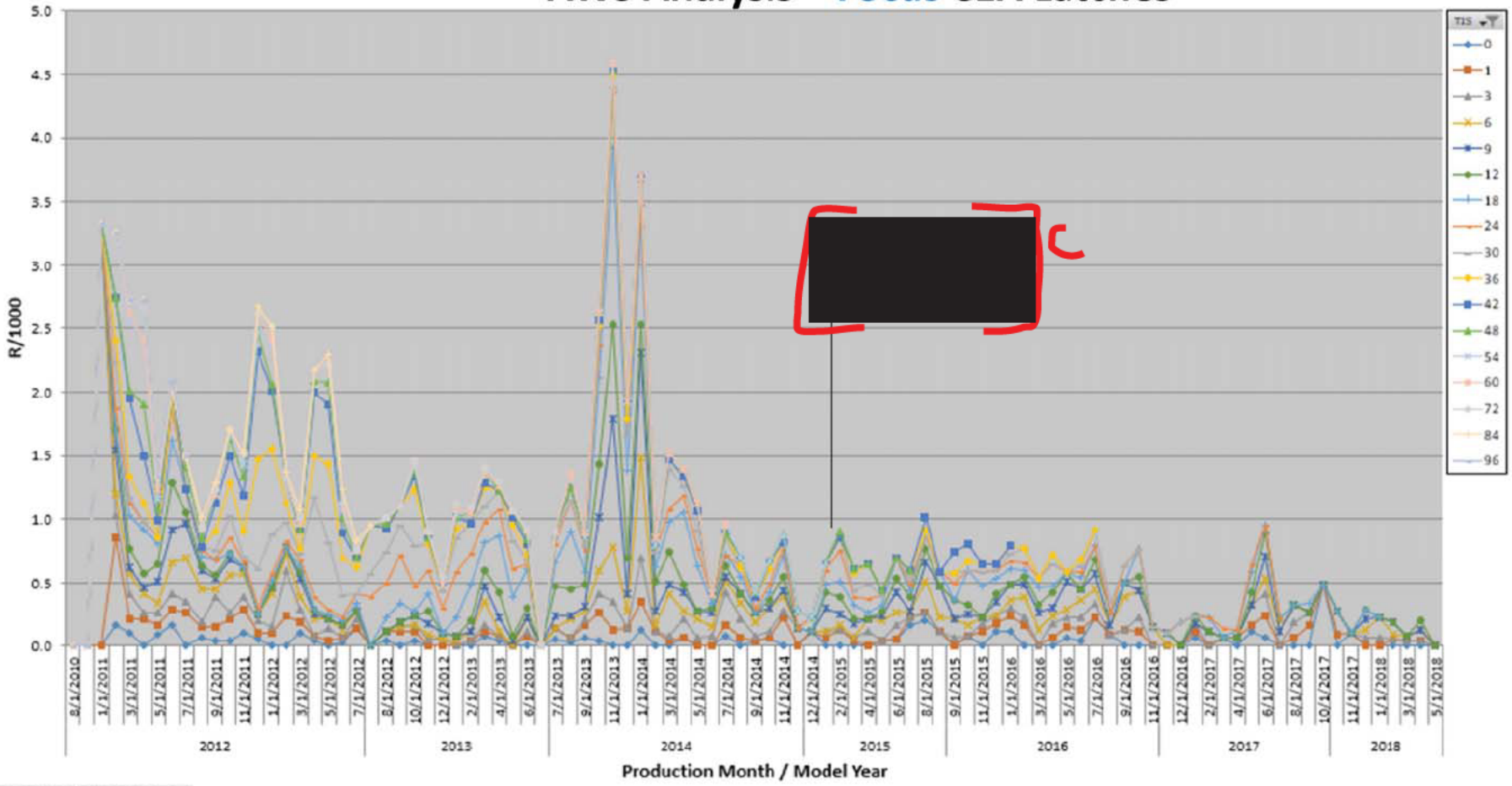
[redacted]

See Updated Excel Fi

Back Up

Supplier = Brose

AWS Analysis – Focus C1A Latches



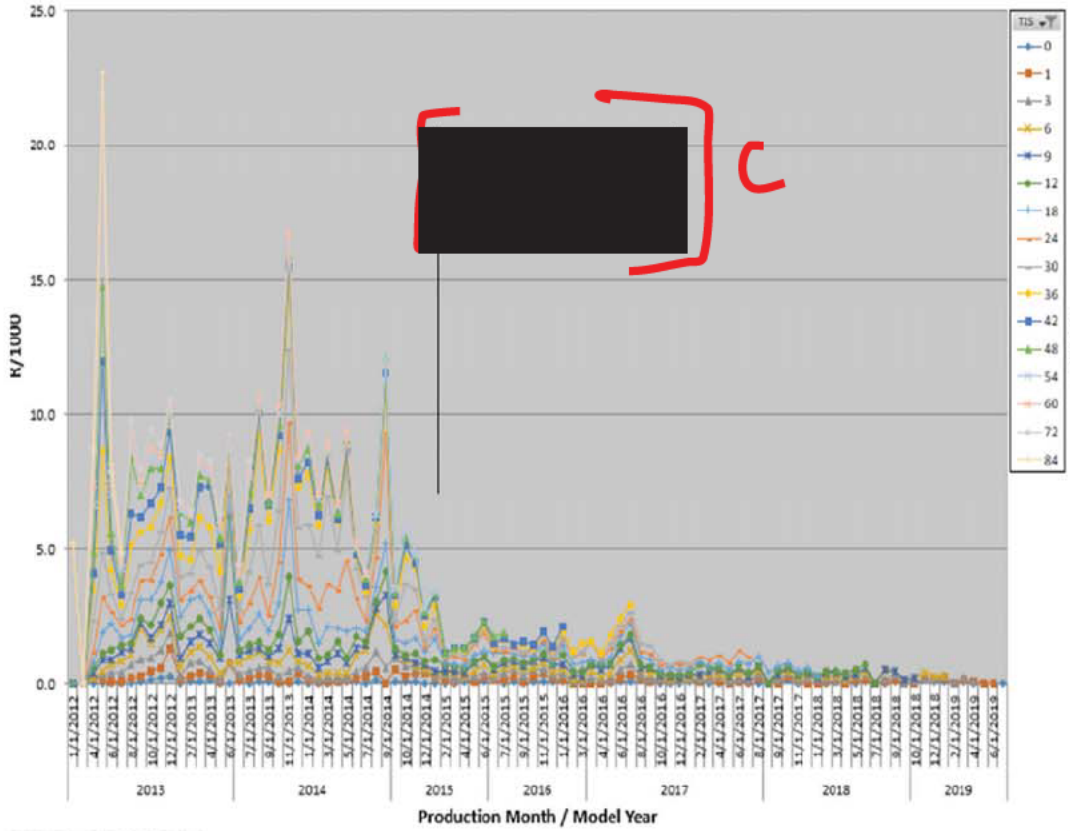
MODEL YEAR PROD_MONTH

- [redacted]
- [redacted]

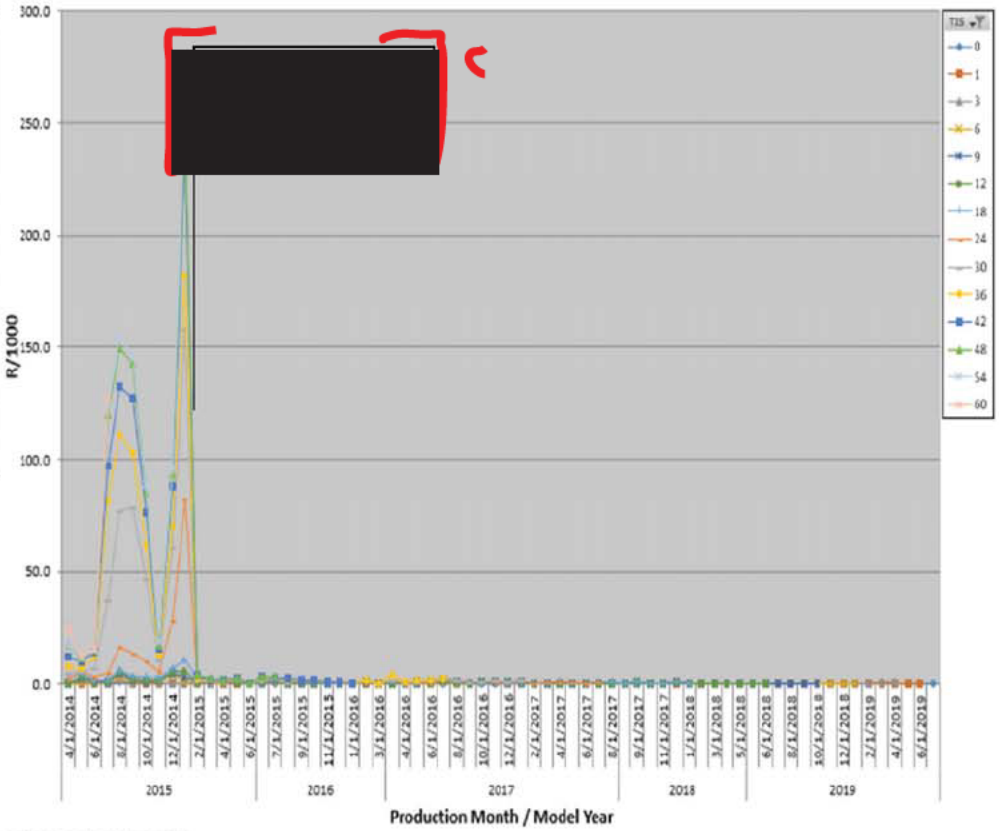
AWS Analysis – C1A Latches

Supplier = Brose

Escape



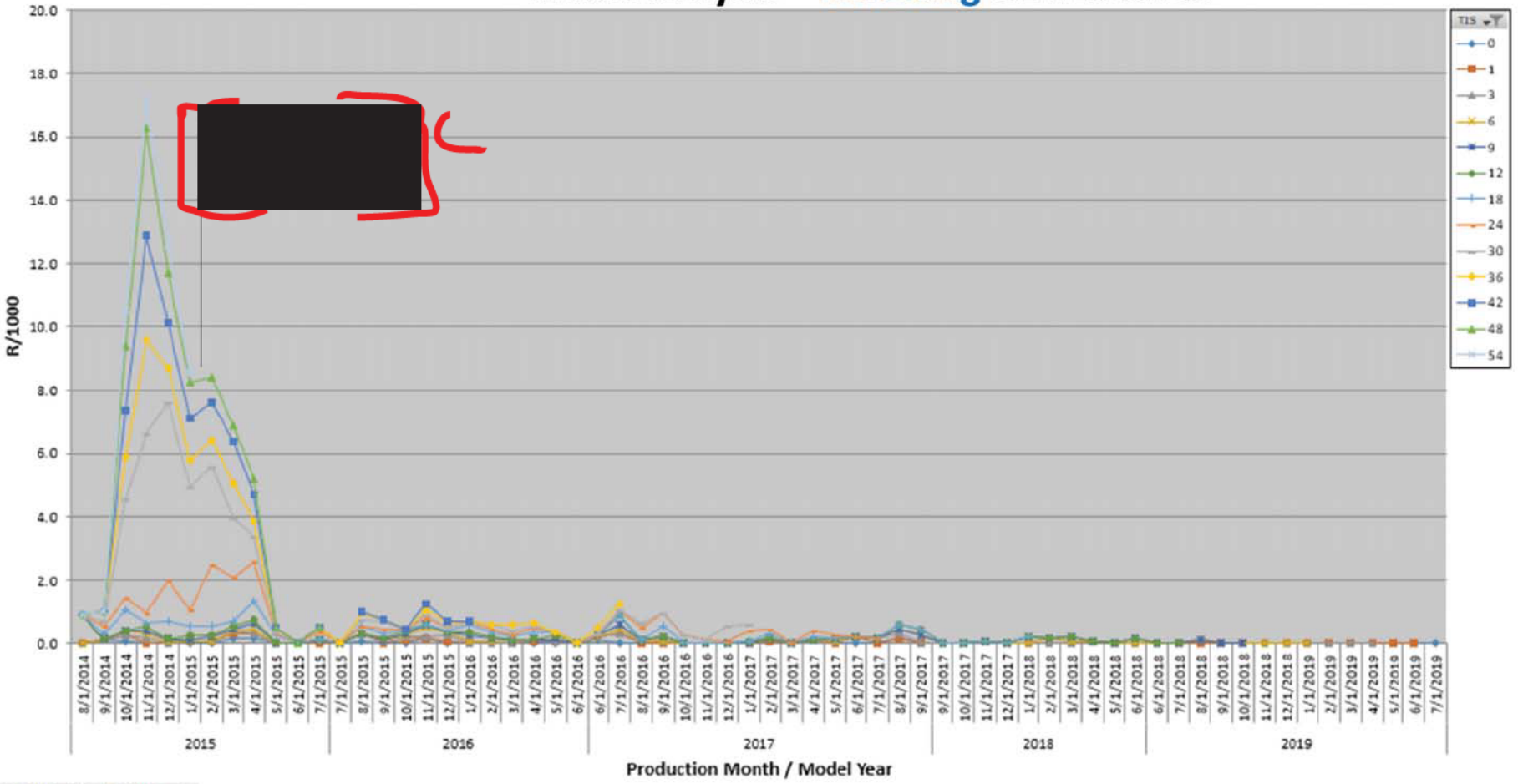
MKC



[redacted]

Supplier = Brose

AWS Analysis – Mustang C1A Latches

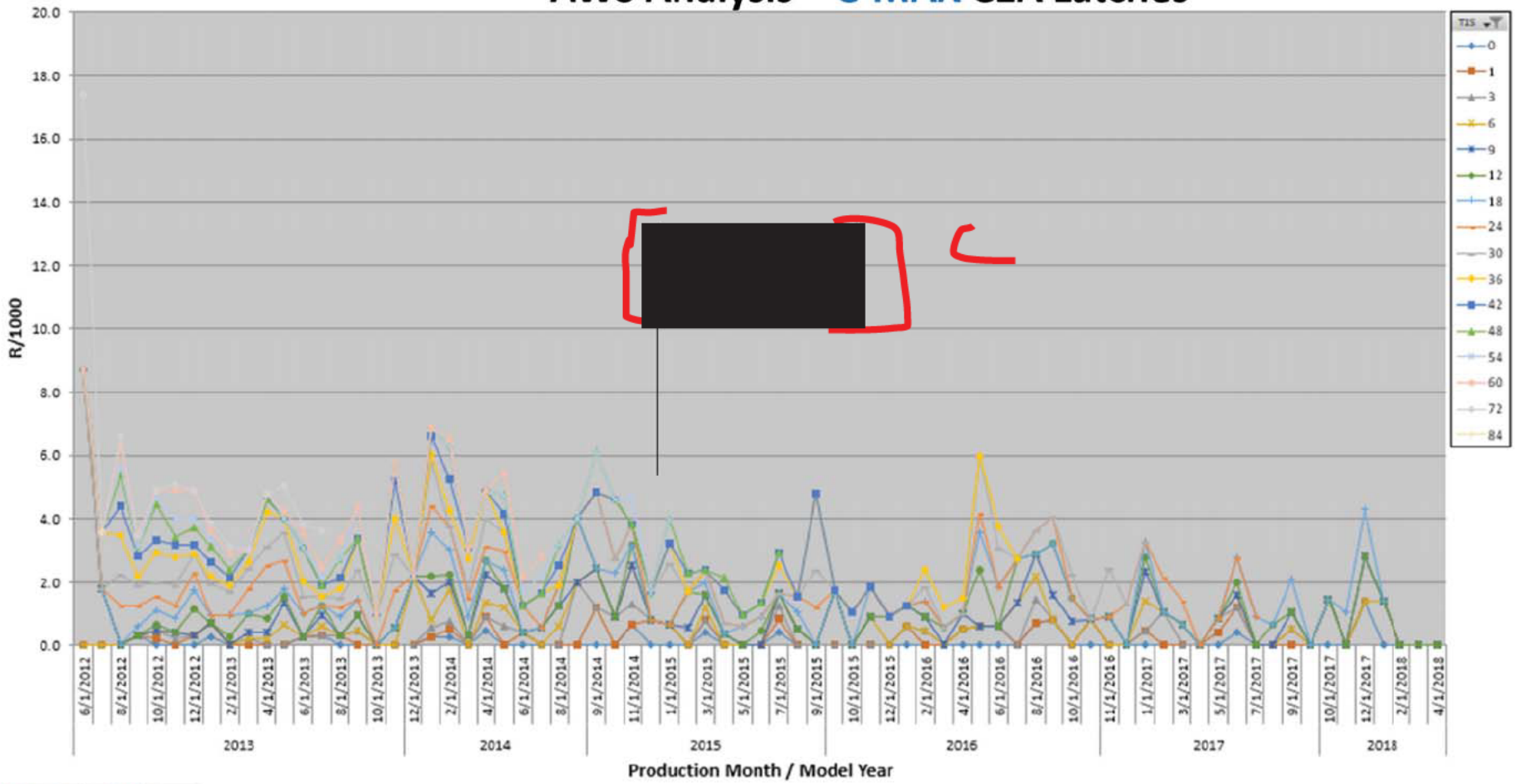


MODEL YEAR PROD_MONTH

- [redacted]

Supplier = Brose

AWS Analysis – C-MAX C1A Latches

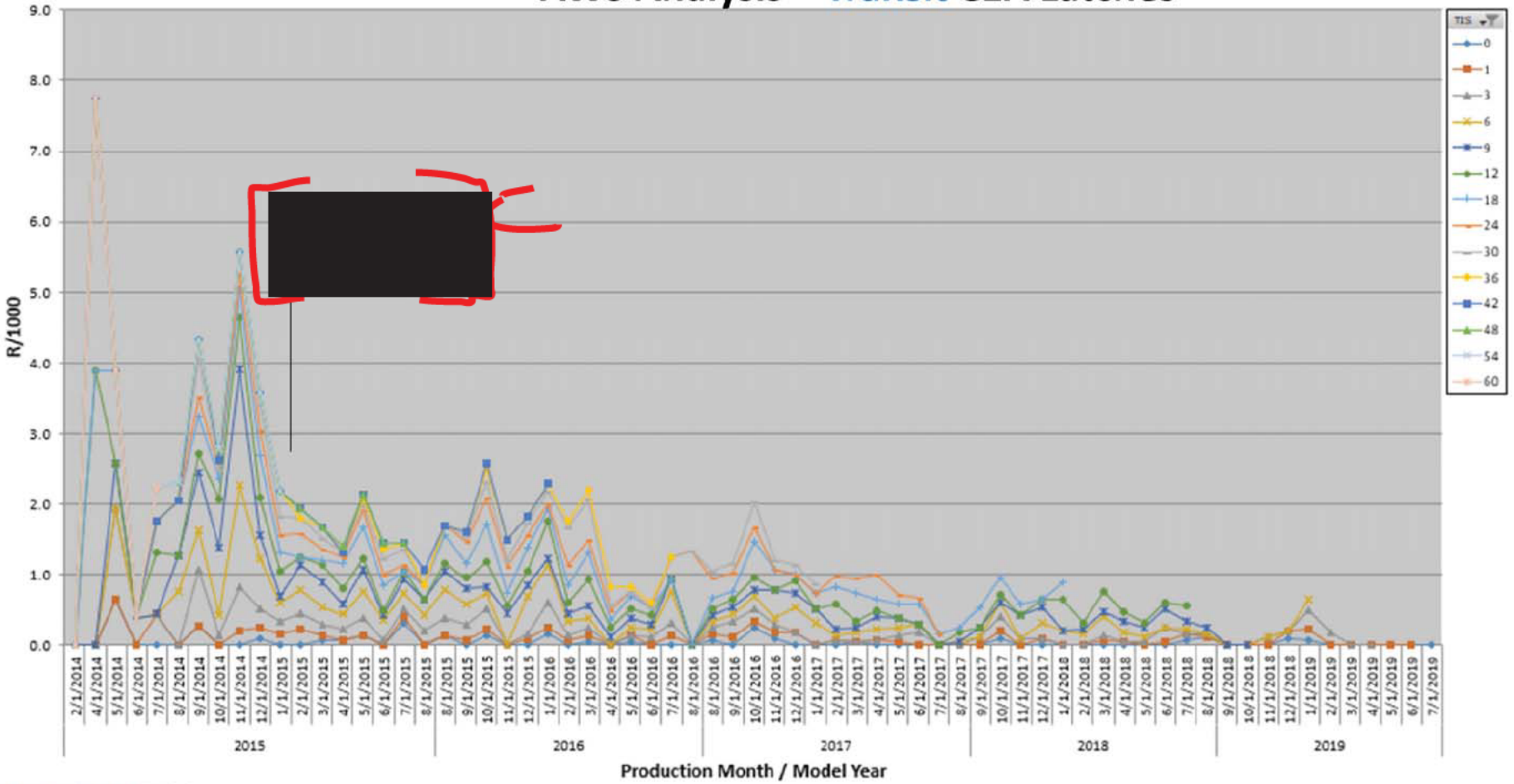


MODEL YEAR PROD_MONTH

- [redacted]
- [redacted]

Supplier = Brose

AWS Analysis – Transit C1A Latches



MODEL YEAR PROD_MONTH

- [redacted]
- [redacted]

From: Itoh, Jorji (J.D.)
Sent: Monday, May 11, 2020 5:40 PM
To: Landry, Mike (M.P.)
Subject: C1A NHTSA Presentations/Documents
Attachments: N19-1001-02 2011-2016 Cross Veh Line – C1A Door Latch ETRG 20200430.2.pptx; Brose and Kiekert Decoders.docx; Self Inspection Procedure.docx; 19Y33 Example Safety OL Text.docx; 19Y33 Example Cust Sat OL Text.docx

Mike,

Please see the attached.

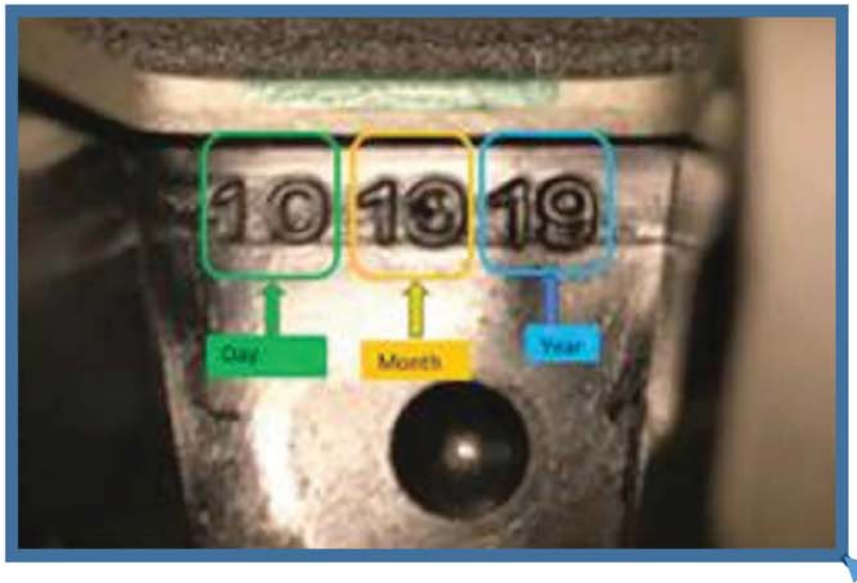
Jorji D. Itoh
Production Vehicle Safety
Automotive Safety Office
330 Town Center Drive, Suite 500
Dearborn, MI 48126
Phone: [redacted]

2011-2016 Cross Vehicle Line
C1A Door Latch
Vehicles Previously Remedied Under
15S16/16S30

April 30, 2020

RQ19-005 000191 RC

Inspection





From: Itoh, Jorji (J.D.)
Sent: Thursday, February 13, 2020 9:12 PM
To: Diaz, Adrian (A.D.)
Cc: Landry, Mike (M.P.)
Subject: C1A Presentation - NHTSA
Attachments: NHTSA Discussion 20200213.pptx

Hi Adrian,

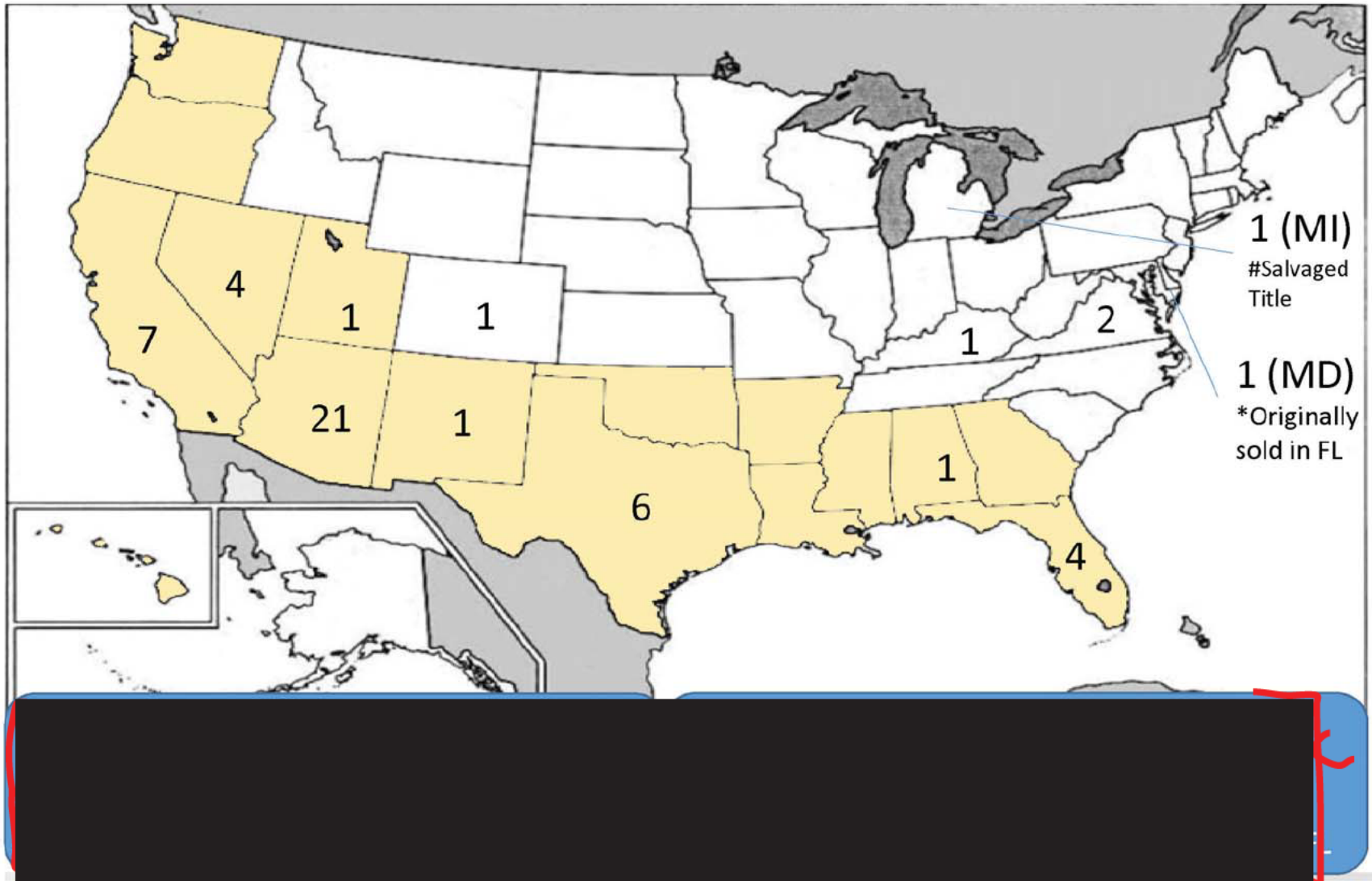
Please see the attached presentation for our discussion with NHTSA on 2/14/2020.

Kind regards,

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

CONFIDENTIAL BUSINESS INFORMATION

OOS VOQ Count Based on Location



State	VOQs
AZ	21
CA	7
TX	6
FL	4
NV	4
VA	2
AL	1
CO	1
KY	1
MD*	1
MI	1
NM	1
UT	1
Grand Total	51

GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient
RQ19-005 000214 RC

From: Robinson, Hue (H.M.)
Sent: Thursday, January 30, 2020 9:47 PM
To: Ayyash, Khaled (K.A.)
Subject: C1A presentation for Dec. 2019 TRG
Attachments: N19-1001-02 2011-2016 Cross Veh Line C1A Door Latch TRG 4-Dec-2019.pptx

I think what you're looking for is on slide #5.

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

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

December 4, 2019

RQ19-005 000217 RC

Fiesta VOQs (with VINs) Data

All Reorts	Count
?	2
not related	1
OWD	32
won't close	62
cut finger	1
Grand Total	**98**

Recall not perfomed at time of VOQ	Count
?	1
OWD	9
won't close	10
Grand Total	**20**

Recall has not been perfomed yet	Count
won't close	3
Grand Total	**3**

Repeat Repair after Recall	Count
OWD	16
won't close	30
Grand Total	**46**

Others	Count
invalid VIN	3
no VIN	4
duplicate VIN	4
cut finger	1
produced post 15S16	17
Grand Total	**29**

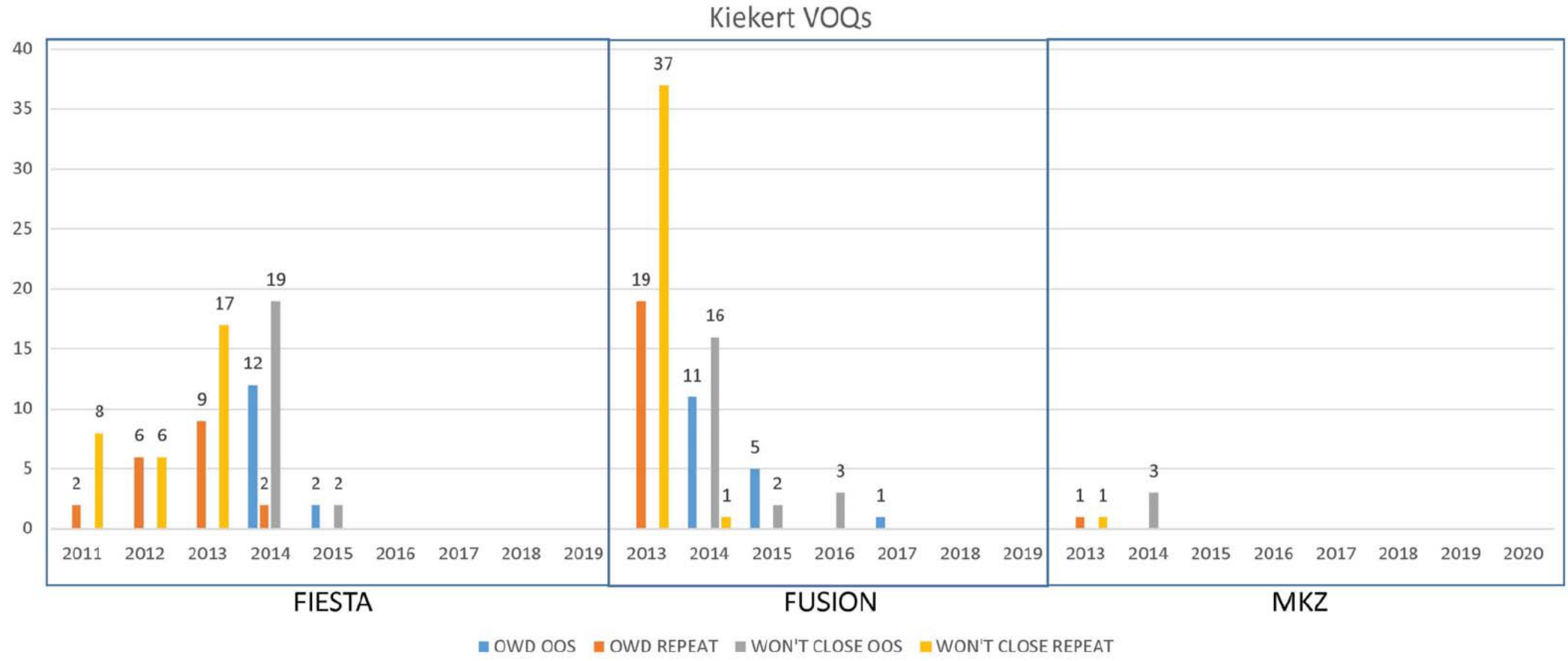
[redacted]

CONFIDENTIAL BUSINESS INFORMATION

All VOQ Data

[redacted]

	Repeat	OOS
Fiesta	50	35
Fusion	57	38
MKZ	2	3

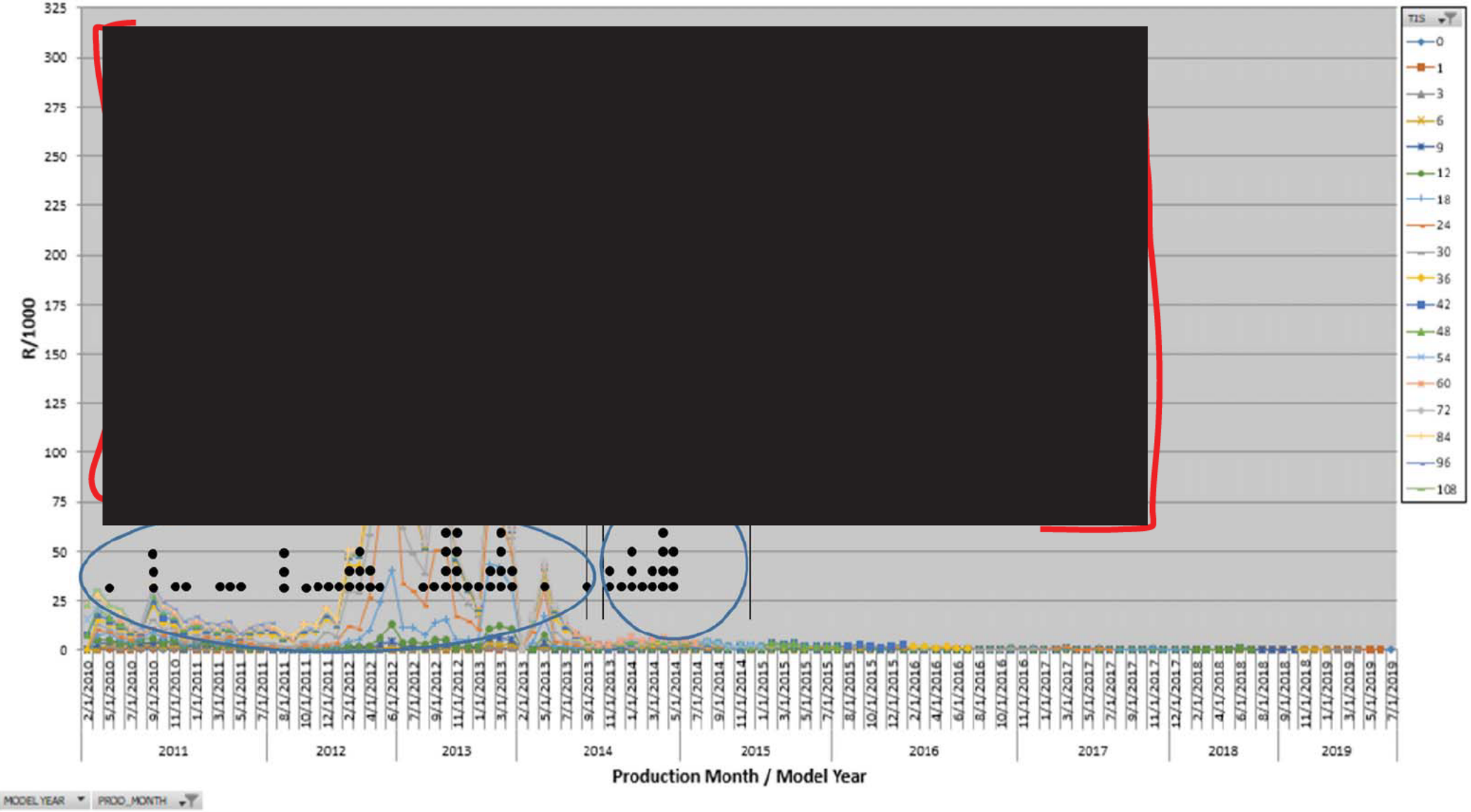


GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient
RQ19-005 000224 RC

CONFIDENTIAL BUSINESS INFORMATION

Warranty Data

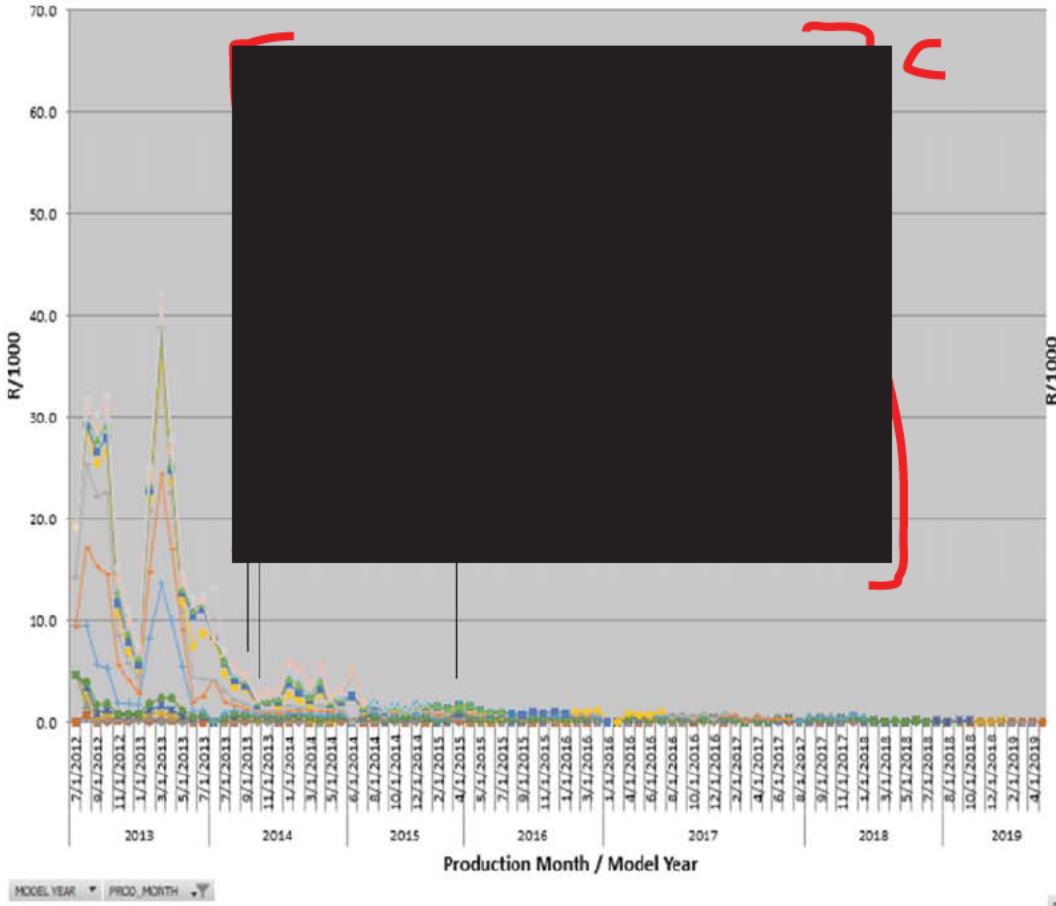
AWS Analysis – Fiesta C1A Latches (N.A. ONLY)



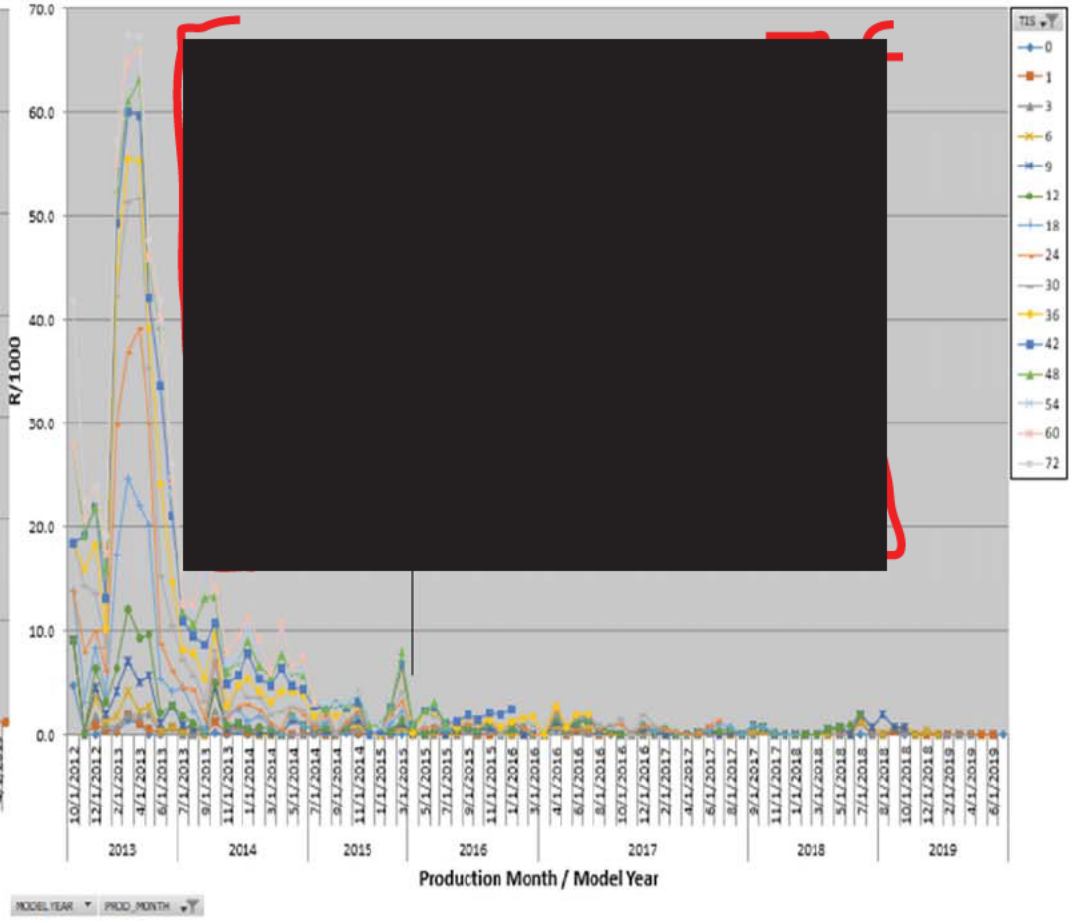
RQ19-005 000225 RC

AWS Analysis – C1A Latches (N.A. ONLY)

Fusion



MKZ



Technical Review Group 2019.12.04

2011-2016 Cross Vehicle Line – C1A Door Latch

Parts Return Analysis

Total VINs: 58

7	#2-Repeat repairs after performing recall
7	#1-Latches post recall build date range
22	Out of scope - different failure mode
22	Unassessed

Component Engineer completed analysis

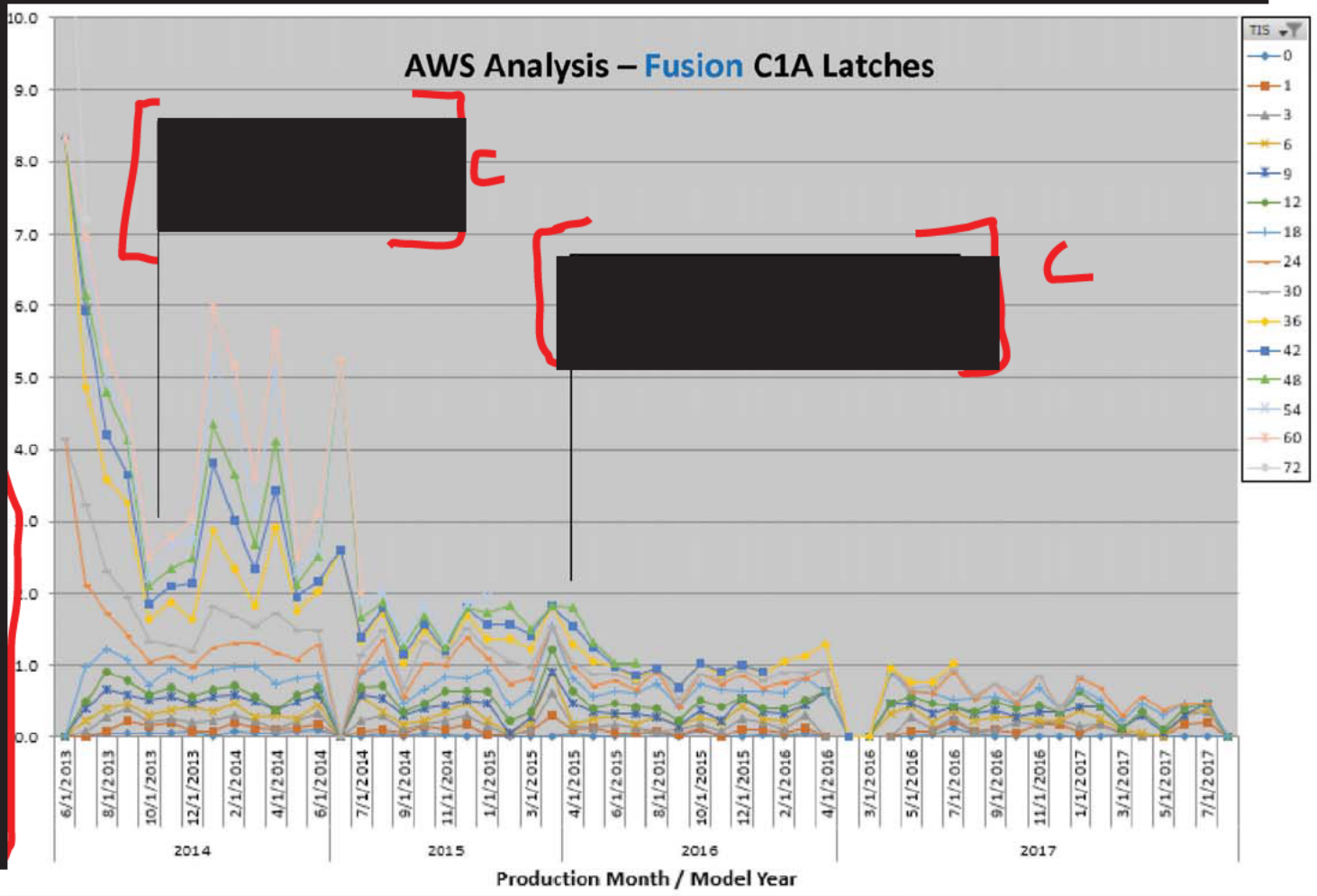
Part with Component Engineer for analysis

Count	Source	Supplier	Vehicle Line	Vin#	Vehicle Built Date	Latch built/Julian Date	Recent Repair Date	State	Customer Concern	Tech Action	History
1	WPAC	Kiekert	Fusion	3FA6P0H76DR[redacted]	2/11/2013	1/23/2013	9/26/2019	MA	RF door won't close	Recall 15S16	5/22/19-initial 15S16 performed by Grieco dealer & all 4 latches replaced 9/26/19-passenger front door won't close; latch received back has a Julian date that lines up with vehicle build date and original latch.
3	WPAC	Kiekert	Fusion	3FA6P0HRXDR[redacted]	1/13/2013	12/19/2012	9/20/2019	MD	Right rear door won't close	RR latch replaced	12/4/18-initial 15S16 performed by Prince Frederick Ford & all 4 latches replaced. 8/19/19-driver rear door latch replaced for door will not close issue by Leonardtown Ford. 9/20/19-pass rear door latch replaced for door will not close issue by Leonardtown Ford.
17	WPAC	Brose	Focus	1FAHP3H21CL[redacted]	4/4/2011		10/1/2019	PA	Left Rear door won't close	Latch replaced. Perform recall 16S30 on 4/15/19	4/15/2019-initial 16S30 performed by Murphy Ford (Chester, PA) 10/1/2019-RL latch replaced for won't close, tech states latch spring broken
34	CRC	Kiekert	Fiesta	3FADP4BJ8BM[redacted]	9/15/2010	1/23/2010	10/30/2019	NC	Righr Rear door won't close	Authorized dealer to replace all 4 latches and return to Ford	3/9/16-initial 15S16 performed by same dealer & all 4 latches replaced 10/30/19-right rear door will not close, Julian date aligns with vehicle build date (Contac ID: 102218582)
39	WPAC	Kiekert	Fusion	3FA6P0H75DR[redacted]	10/2/2012	9/12/2012	10/7/2019	MD	RF door won't close	Latch replaced, per 15S16	10/2/2018-initial 15S16 performed by Lindsay Ford (Wheaton, MD) 10/7/2019-FR door latch replaced for won't stay closed by Lindsay Ford.
40	FoA	Kiekert	Ranger	AFAFP4LP8GJB[redacted]	1/8/2016	9/18/2015	6/9/2019	Qatar	Driver side door not closing	Frong LH door not closing well, internal faulty mechanism	6/9/2019-FL latch replaced for door will not close
41	FoA	Kiekert	Ranger	AFAFP4LP7GJB[redacted]	1/11/2016	9/18/2015	6/15/2019	Qatar	Driver door not closing properly	Not closing, tried to lubricate but not resolved, replaced latch due to internal faulty mech	6/15/2019-no previous history of recall performed, FL door latch replaced for will not close by Almana Motors (Doha, Qatar)
42	FoA	Kiekert	Ranger	AFAFP4LP1GJ[redacted]	1/8/2016	9/18/2015	8/20/2019	Qatar	Front left door not closing	Lubricate latch but not resolved, replace due to internal faulty mechanism	8/20/2019-FL door latch replaced for will not close, internal faulty mechanism.
43	FoA	Kiekert	Ranger	AFAFP4LP7GJ[redacted]	1/8/2016	9/18/2015	8/21/2019	Qatar	Front left door not closing	Lubricate latch but not resolved, replace due to internal faulty mechanism	8/21/2019-FL door latch replaced for will not close, internal faulty mechanism.
44	FoA	Kiekert	Ranger	AFAFP4LP9GJB[redacted]	1/8/2016	9/18/2015	8/18/2019	Qatar	Front left door not closing	Lubricate latch but not resolved, replace due to internal faulty mechanism	8/18/2019-FL door latch replaced for will not close, internal faulty mechanism.
45	FoA	Kiekert	Ranger	AFAFP4LP5GJB[redacted]	1/11/2016	9/18/2015	7/13/2019	Qatar	Front right side door not closing properly	Latch stuck up, internal mechanism failure, replaced	7/13/2019-FR door latch replaced for will not close, latch stuck up, internal mechanism failure.
11111507	NHTSA	Kiekert	Fusion	3FA6P0HRXDR[redacted]	3/15/2013	3/3/2013	?	MS	OWD	Failed latch is FL, pics show torn old-style tab.	10/24/2014-warranty repair for FR door will not latch, replaced latch & broken cables @ Stivers Ford (Montgomery, AL). 8/5/2015-recall 15S16 performed for RR door ONLY for door will not shut @ Stivers Ford (Montgomery, AL). 2/25/2016-recall 15S16 performed for ALL doors & used kit p/n @ Metro Ford (Tupelo, MS). Recent pics from NHTSA has Julian date of 62131 (3/3/2013) and part number AE8A-5421813-CC.
11265835	NHTSA	Kiekert	Fusion	3FA6P0H71DR[redacted]	11/1/2012	10/16/2012	?	GA	OWD	Failed latch is FL, pics show torn old-style tab.	2/23/2016-initial 15S16 performed by Wade Ford (Smyrna, GA) Recent pics from NHTSA has Julian date of 290122 (10/16/2012) and part number AE8A-5421813-CC. Current latches in vehicle are: FL 300818, FR 410E5, RL 181115, RR 1211C5.
11278552	NHTSA	Kiekert	Fusion	3FA6P0H74ER[redacted]	5/24/2014	5/13/2014	?	CA	OWD	Failed latch is RR, pics show torn old-style tab.	Recent pics from NHTSA has Julian date of 133149 (5/13/2014) and part number AE8A-5426412-BF.

CONFIDENTIAL BUSINESS INFORMATION

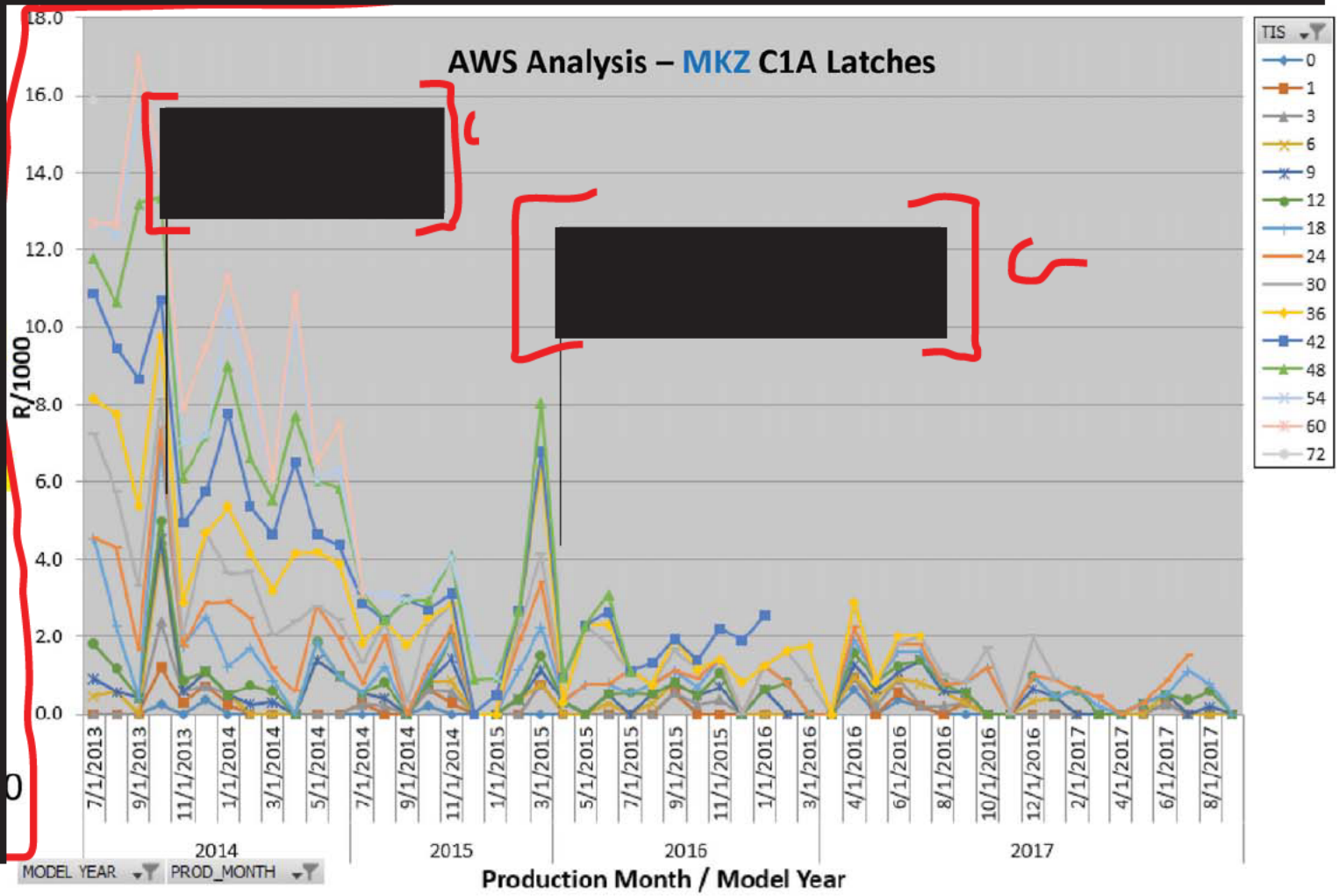
Scope #1 – Failures Outside Recall Date

[redacted]



Scope #1 – Failures Outside Recall Date

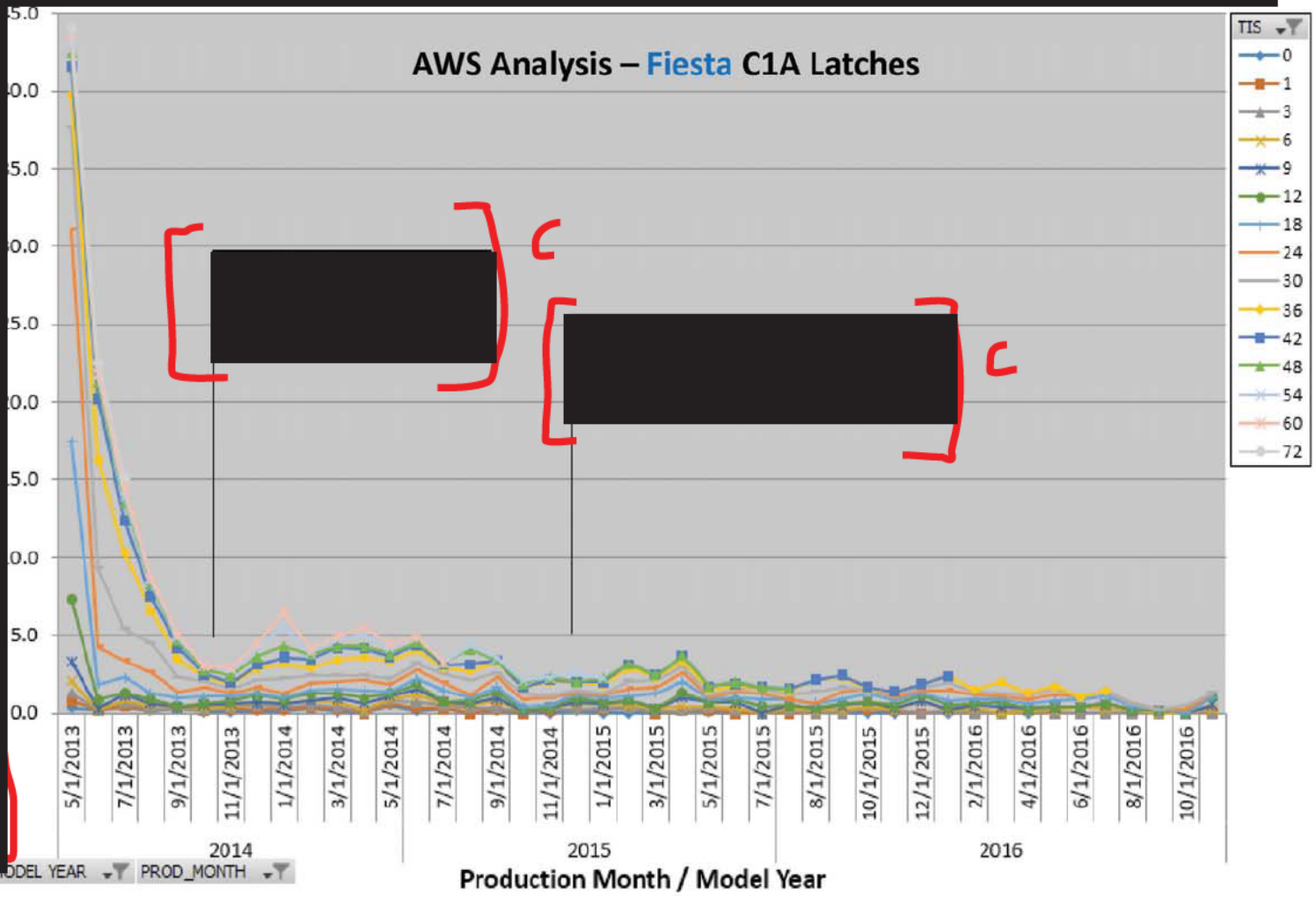
[redacted]



RQ19-005 000229 RC

Scope #1 – Failures Outside Recall Date

[redacted]



From: Itoh, Jorji (J.D.)
Sent: Monday, January 27, 2020 8:52 PM
To: Diaz, Adrian (A.D.)
Cc: Landry, Mike (M.P.)
Subject: C1A Robustness Changed Documents
Attachments: Kiekert C1A Robustness Action Timing.pptx

Hello Adrian,

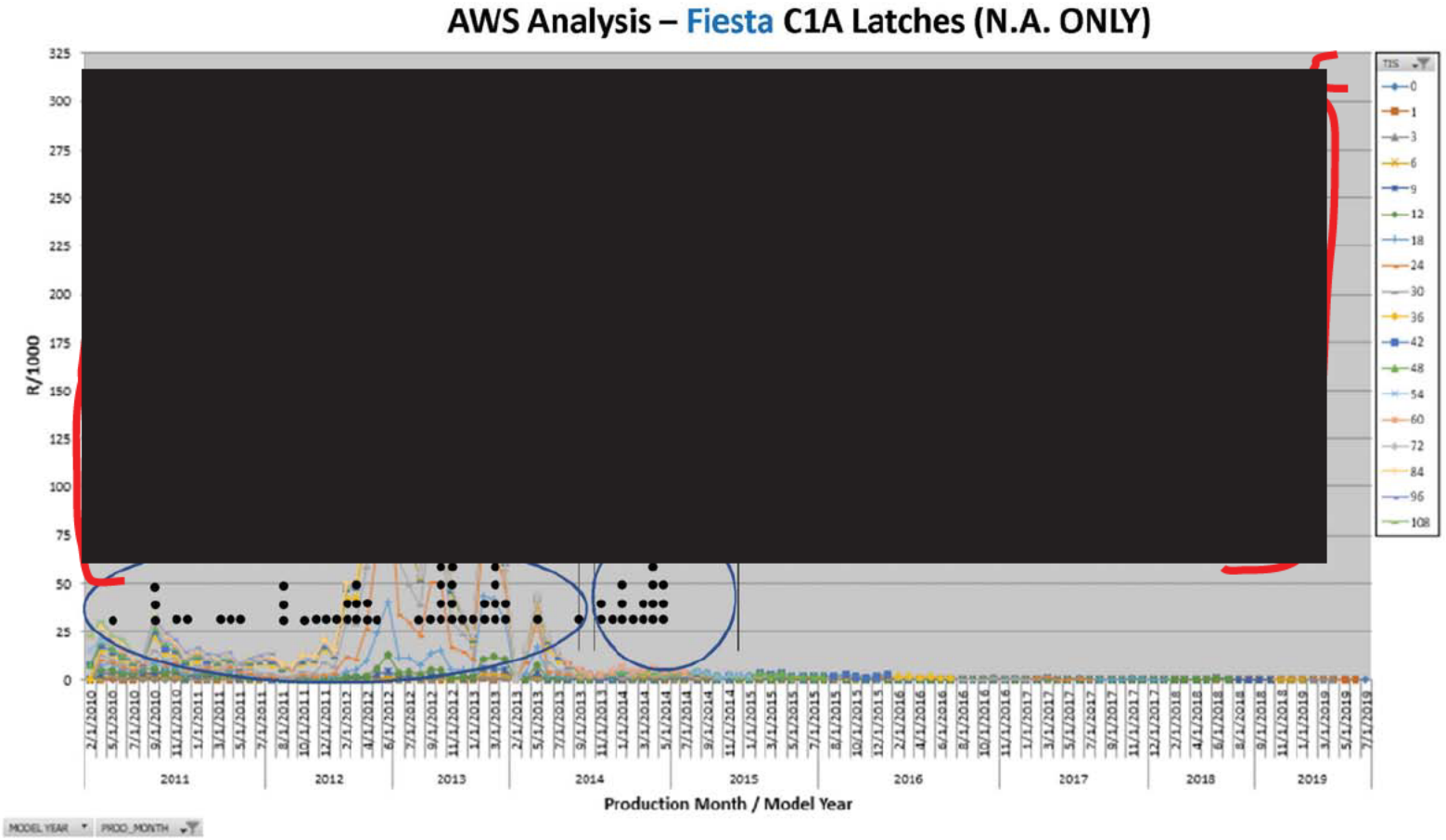
Thank you for your help.
Attached are some documents to help with the robustness change timings.

Please let me know if you have any questions or need anything else.

Kind regards,

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

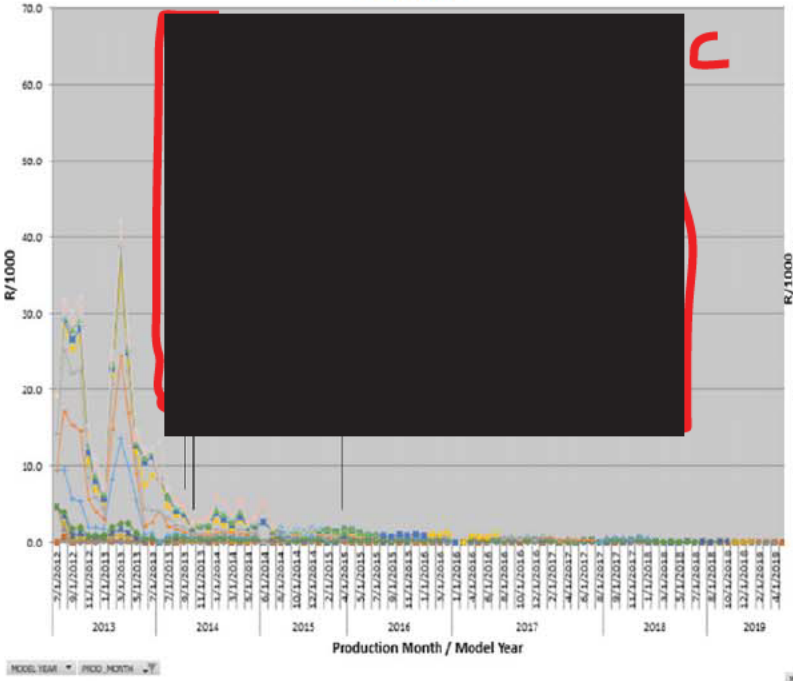
Warranty Data



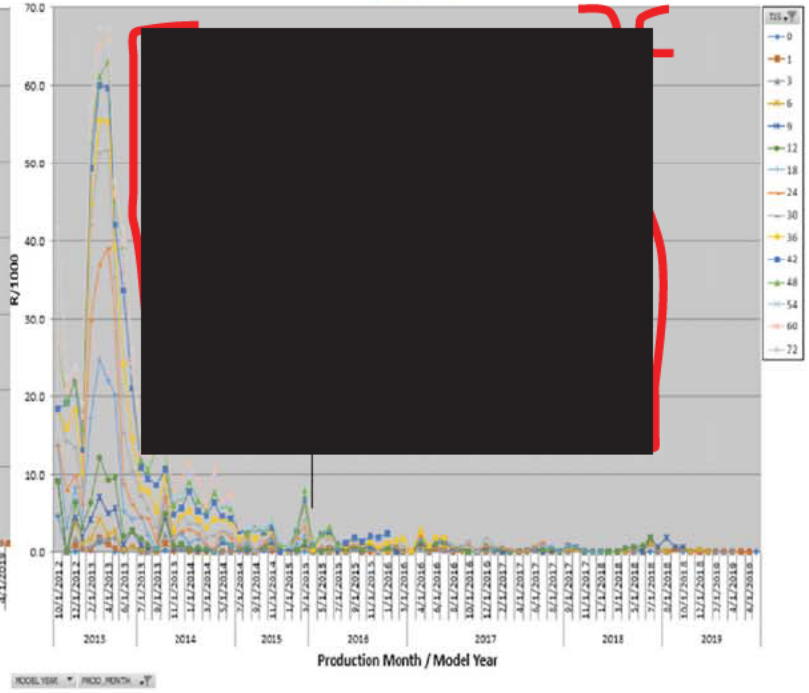
Warranty Data

AWS Analysis – C1A Latches (N.A. ONLY)

Fusion



MKZ



From: Itoh, Jorji (J.D.)
Sent: Wednesday, February 12, 2020 2:54 PM
To: Diaz, Adrian (A.D.)
Subject: C1A TRG
Attachments: Scope 2 V4.pptx; N19-1001-02 2011-2016 Cross Veh Line C1A Door Latch TRG 11-Feb-2020 Scope1.1.pptx

Hello Adrian,

The plan is to present Scope 2 (repeat) first, and Scope 1 (out of scope) after.

Kind regards,

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

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

February 12, 2020

RQ19-005 000239 RC

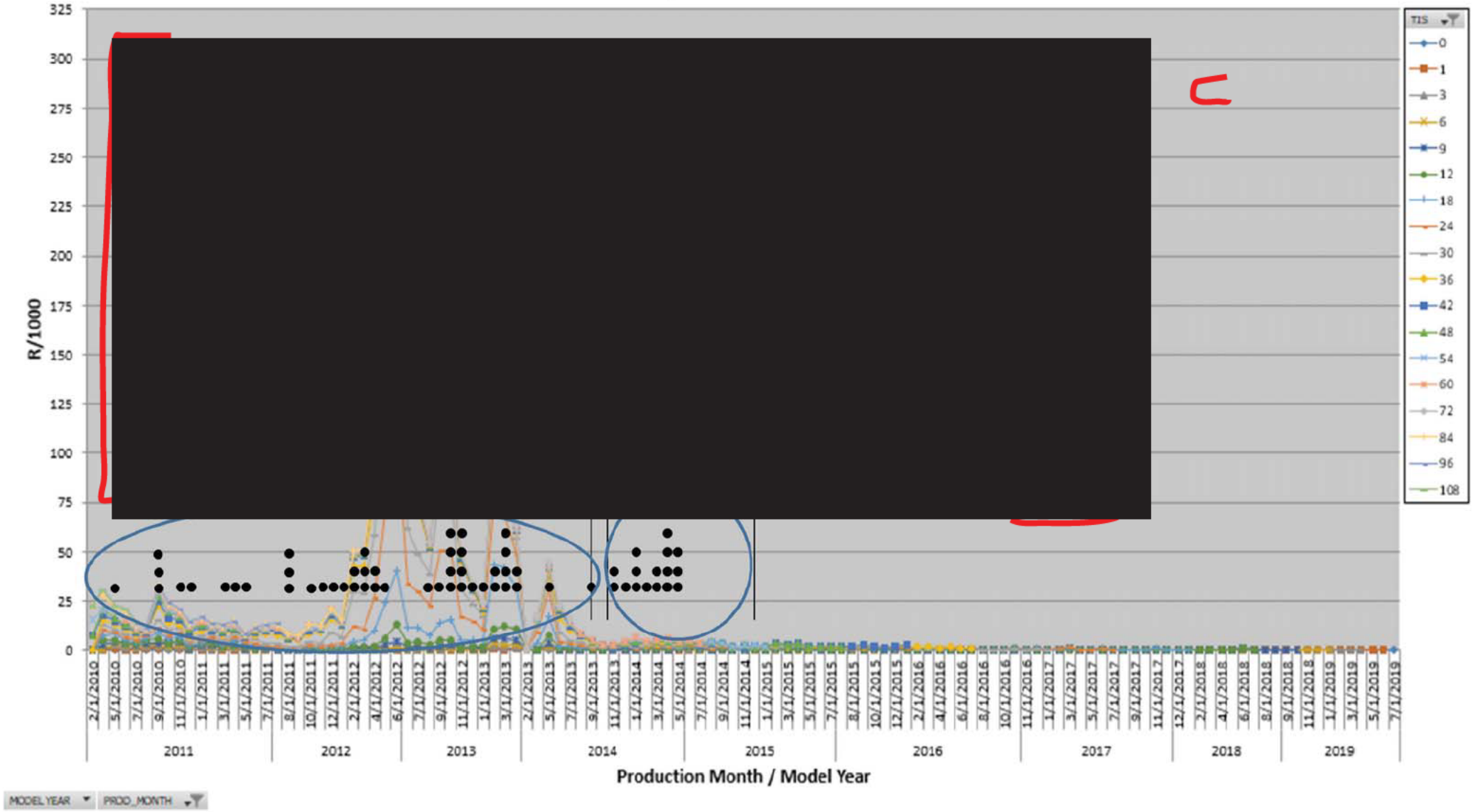
Back – Up

RQ19-005 000246 RC

CONFIDENTIAL BUSINESS INFORMATION

Warranty Data

GSARS/AWS Analysis – Fiesta C1A Latches (N.A. ONLY)

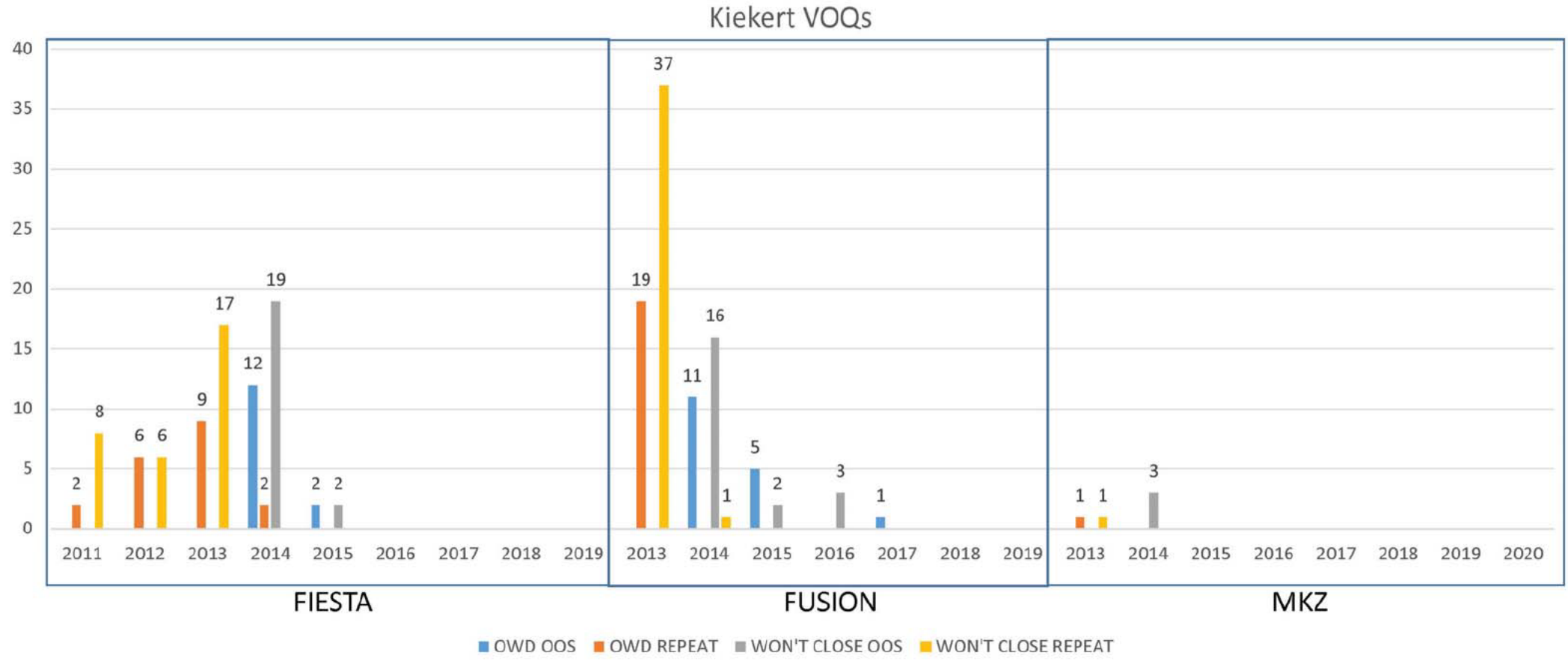


CONFIDENTIAL BUSINESS INFORMATION

All VOQ Data

[redacted]

	Repeat	OOS
Fiesta	50	35
Fusion	57	38
MKZ	2	3



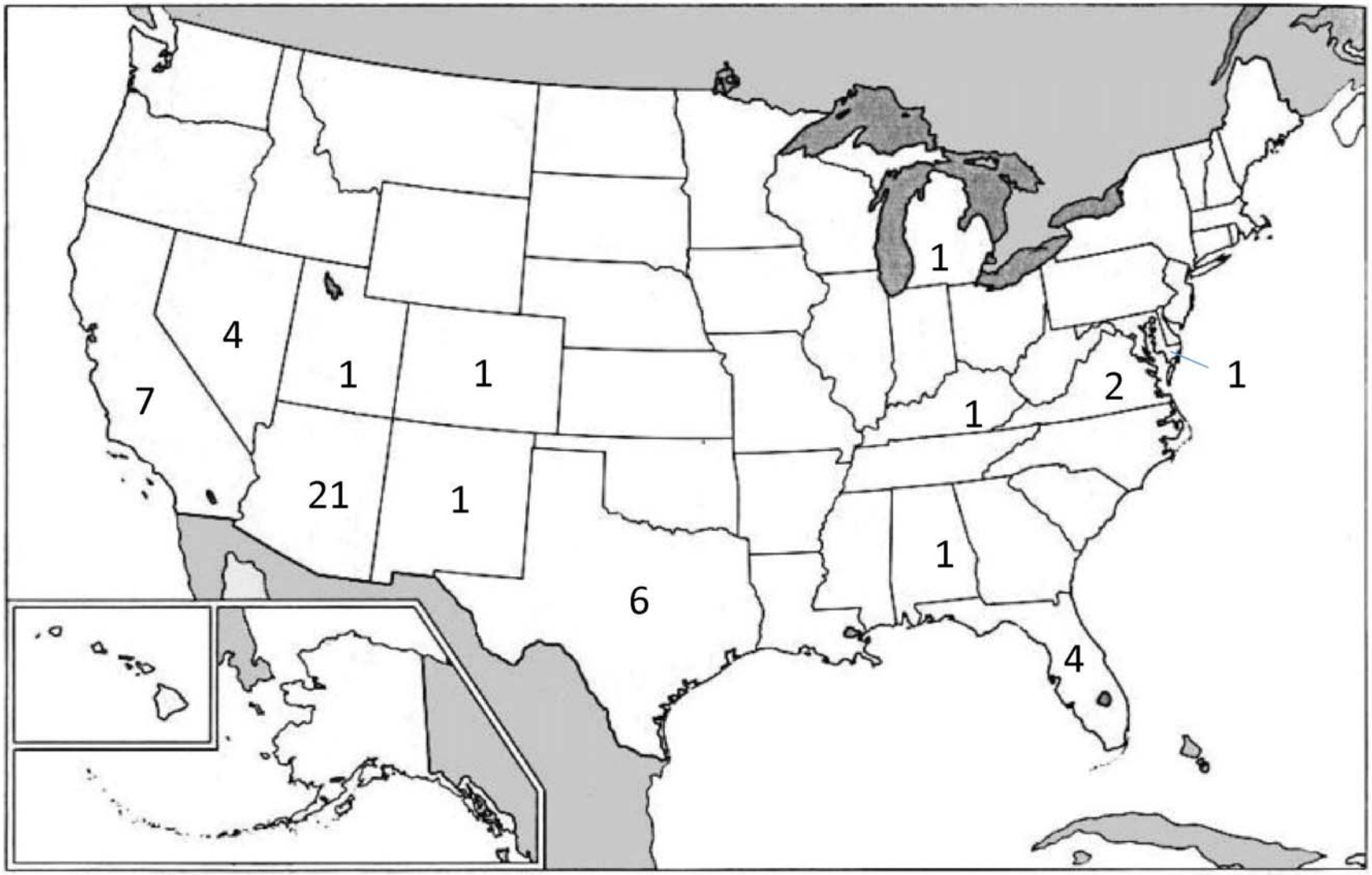
RQ19-005 000248 RC

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

February 11, 2020

RQ19-005 000250 RC

OOS VOQ Count Based on Location



NHTSA has identified 246 total VOQs with 51 specific to OOS vehicles

State	VOQs
AZ	21
CA	7
TX	6
FL	4
NV	4
VA	2
AL	1
CO	1
KY	1
MD	1
MI	1
NM	1
UT	1
Grand Total	51

RQ19-005 000257 RC

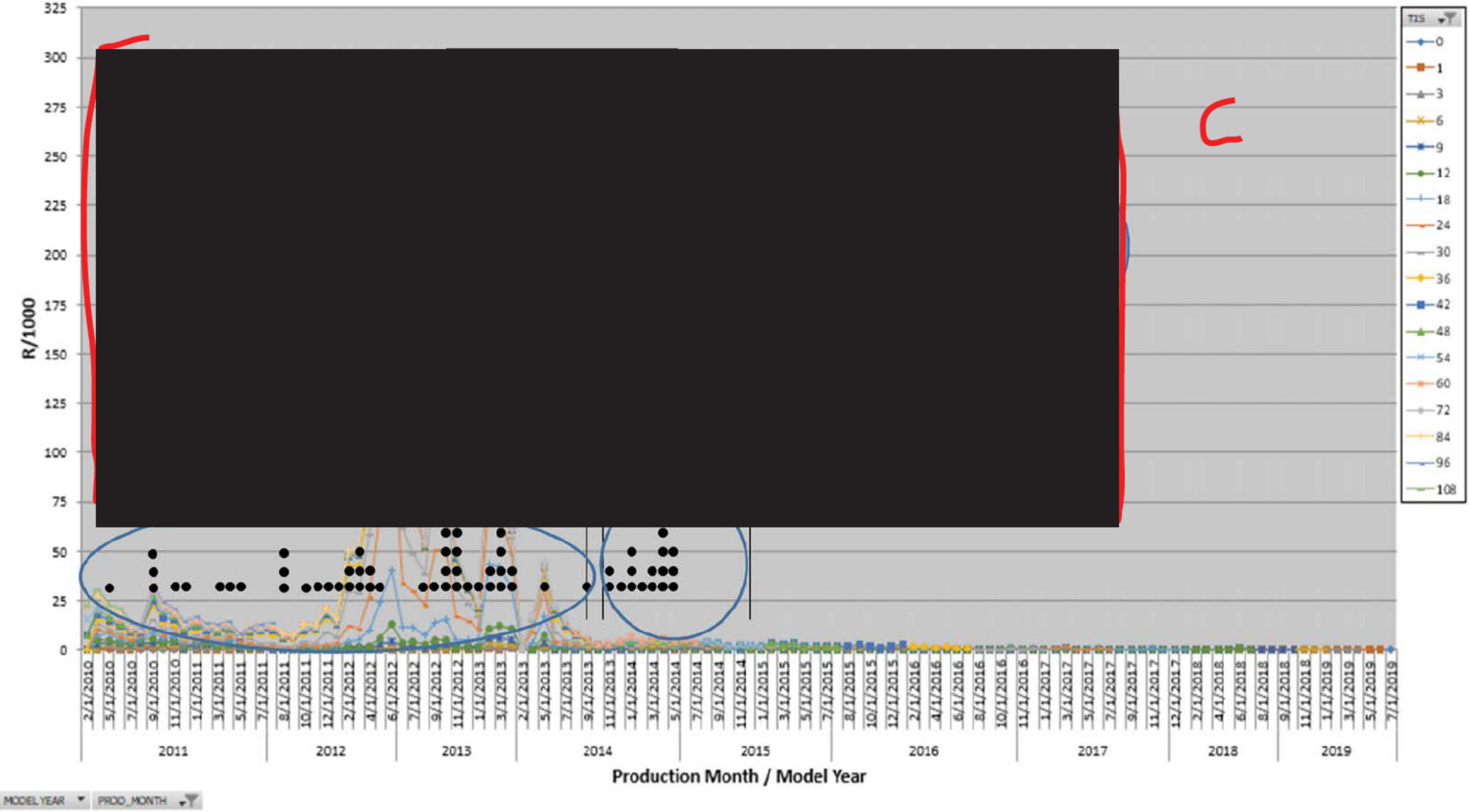
Back – Up

RQ19-005 000259 RC

CONFIDENTIAL BUSINESS INFORMATION

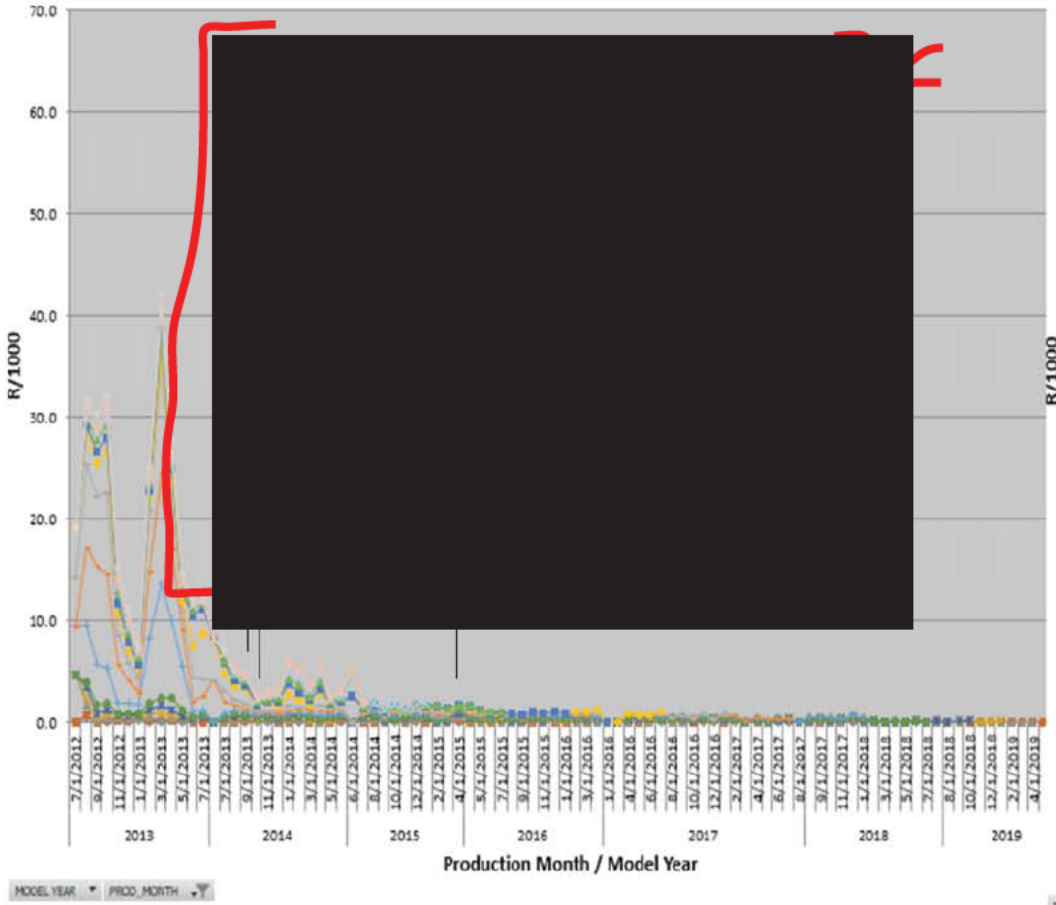
Warranty Data

GSARS/AWS Analysis – Fiesta C1A Latches (N.A. ONLY)

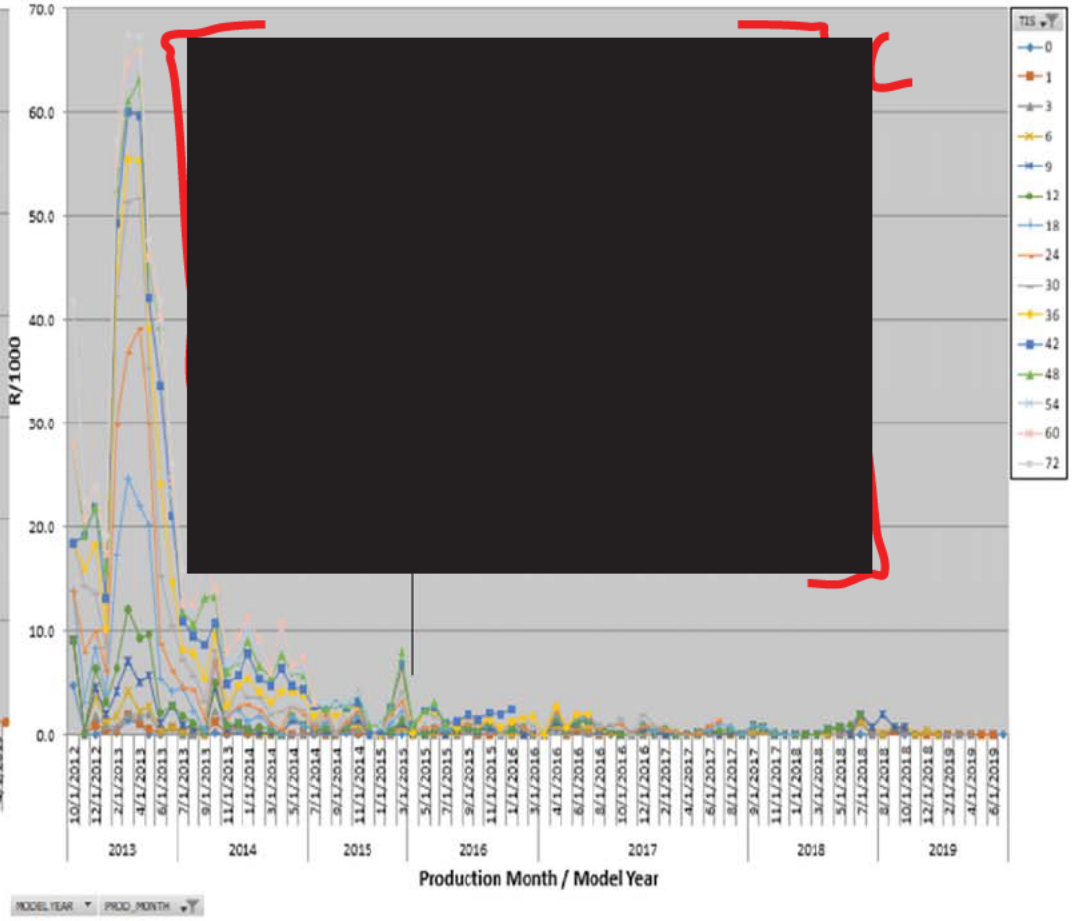


GSARS/AWS Analysis – C1A Latches (N.A. ONLY)

Fusion



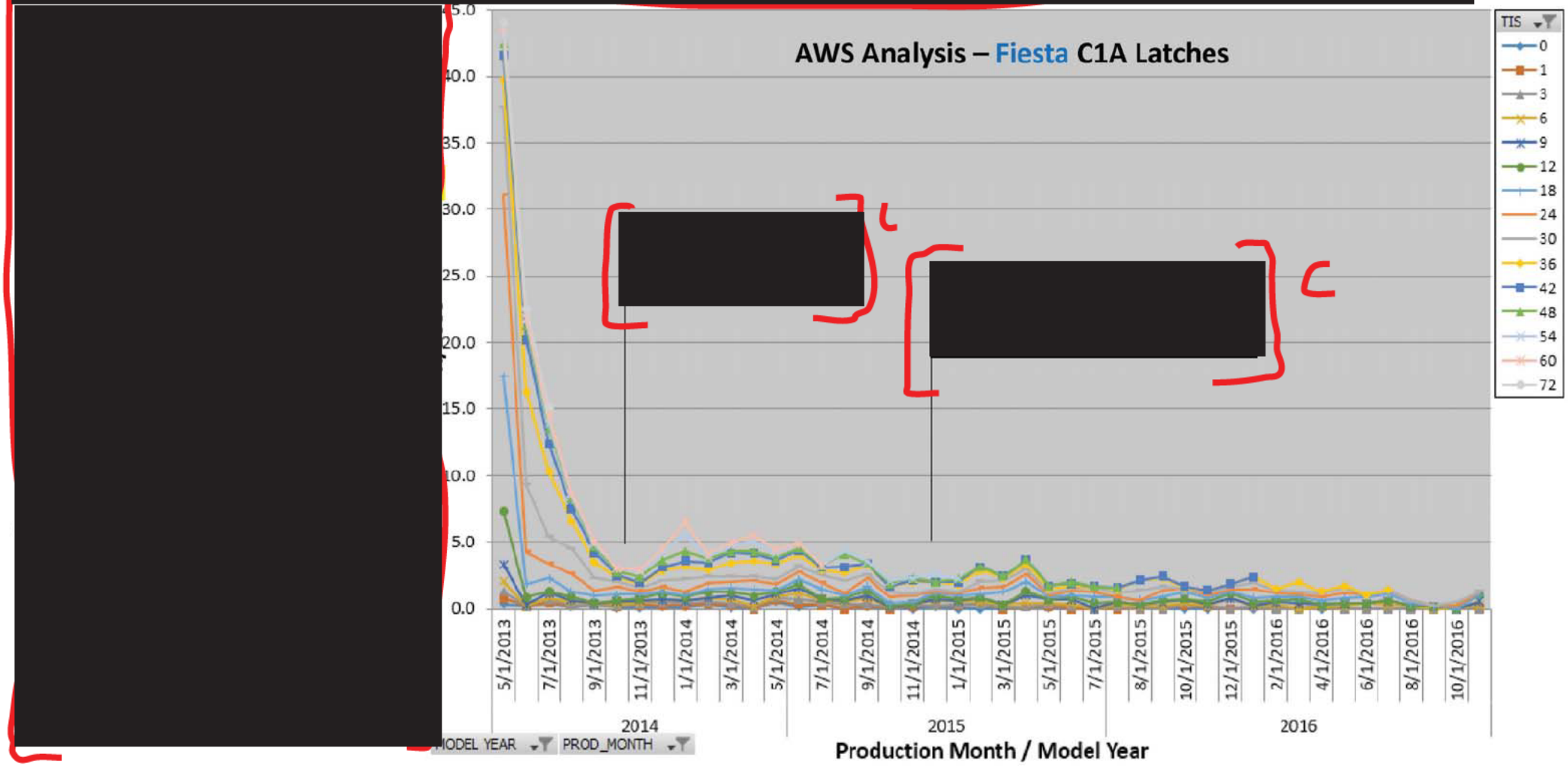
MKZ



CONFIDENTIAL BUSINESS INFORMATION

Scope #1 Post 15S16 – Warranty Data

[redacted]

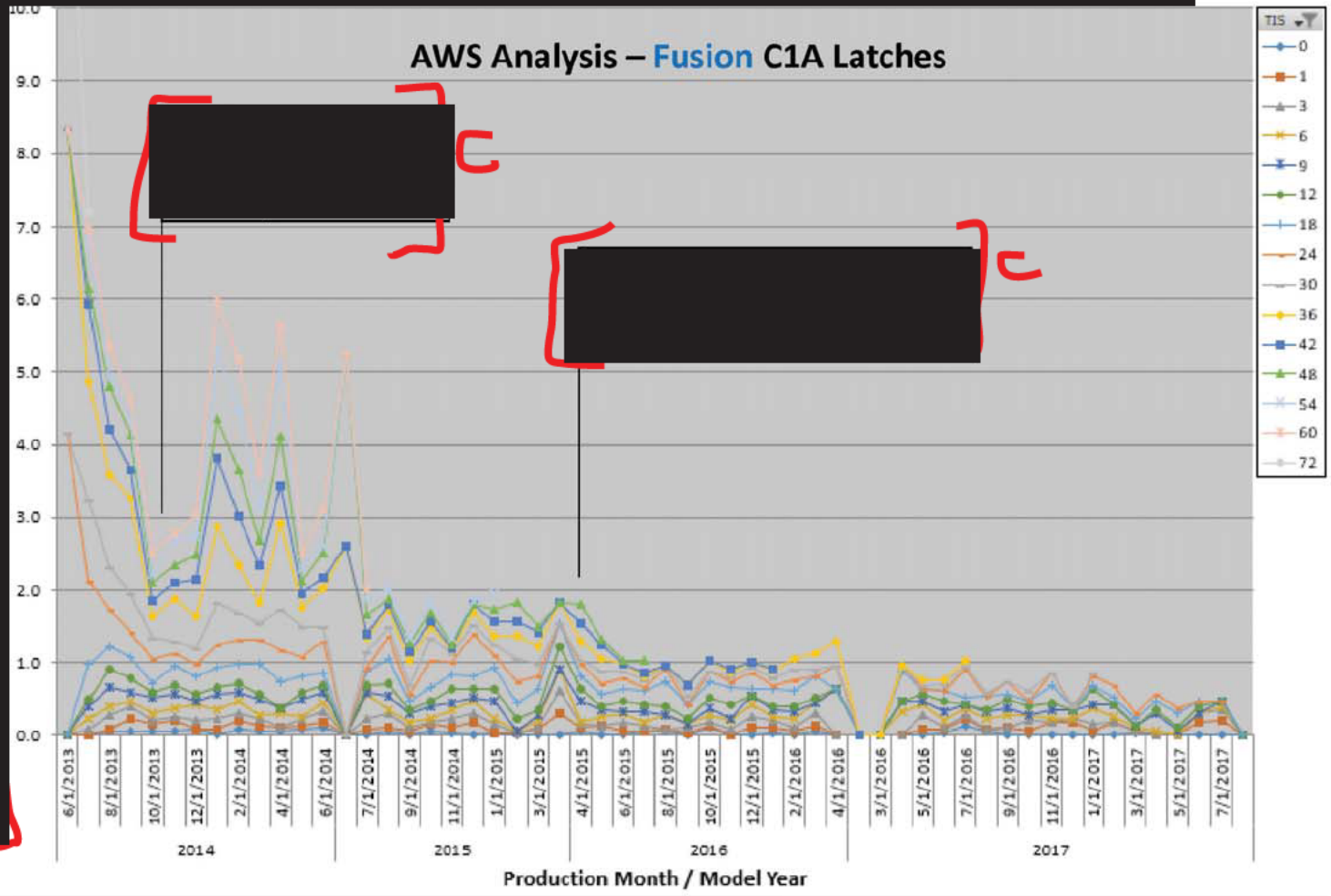


RQ19-005 000262 RC

CONFIDENTIAL BUSINESS INFORMATION

Scope #1 Post 15S16 – Warranty Data

[redacted]



RQ19-005 000263 RC

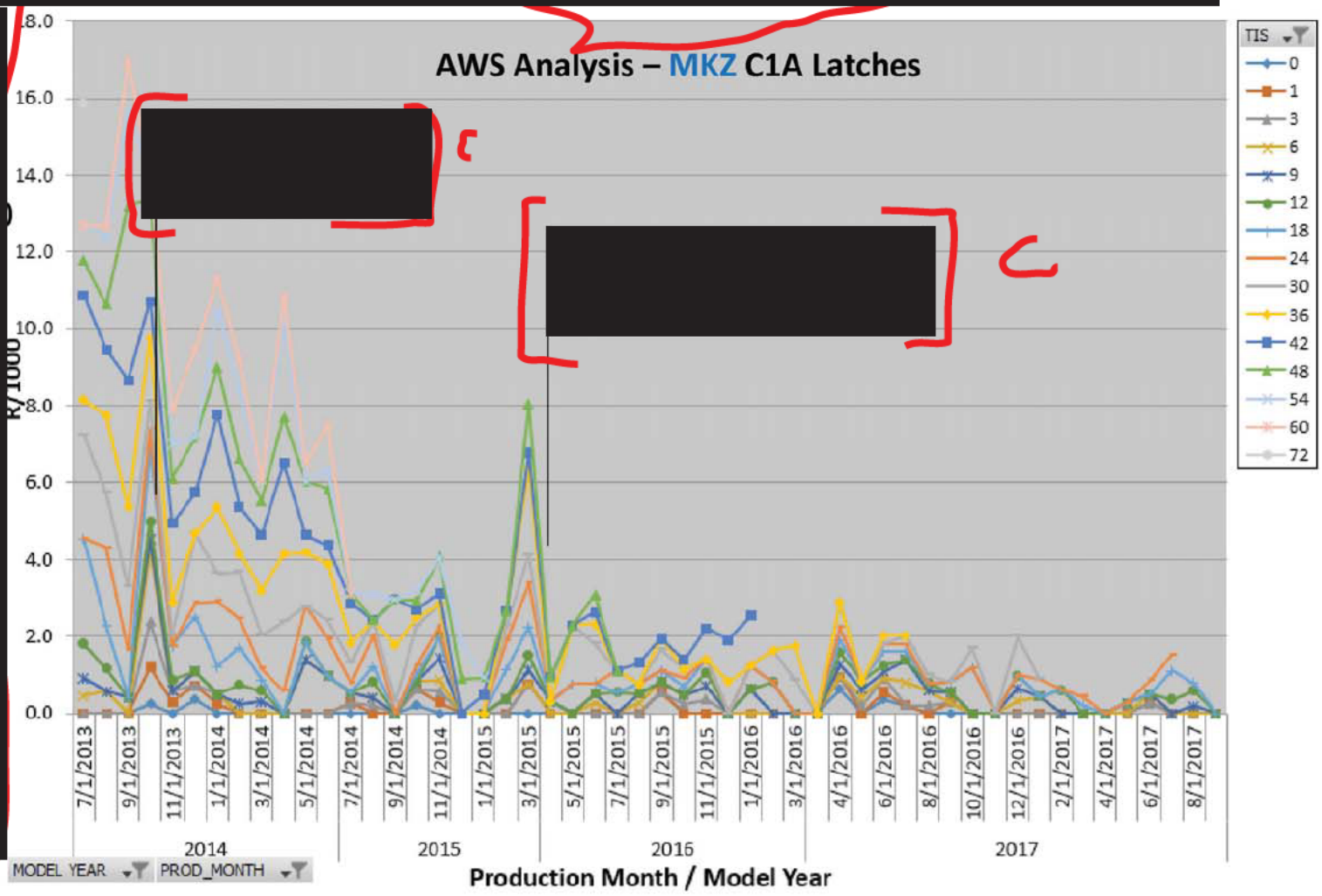
Technical Review Group 2020.02.05

2011-2016 Cross Vehicle Line – C1A Door Latch

Scope #1 Post 15S16 – Warranty Data

[redacted]

[redacted]



STATES INCLUDED IN 16R01

- ALABAMA
- ARKANSAS
- ARIZONA
- CALIFORNIA
- FLORIDA
- GEORGIA
- HAWAII
- LOUISIANA
- MISSISSIPPI
- NEW MEXICO
- NEVADA
- OKLAHOMA
- OREGON
- TEXAS
- UTAH
- WASHINGTON

GIS2 Classification: CONFIDENTIAL
GIS1 Item: Tenglent
RQ19-005 000266 RC

From: Walsh, Lisa <lwalsh@marketsource.com>
Sent: Monday, March 9, 2020 5:42 PM
To: Harrier, Nathan (N.); Mansueti, Joan (J.S.)
Cc: Wooley, Lynn; Pisciotta, Tony
Subject: Door Latch Project
Attachments: C1A Door Latch Inspection Program SOW - DRAFT 20200309.docx

Nathan & Joan,

Per your request, we have attached an SOW with specifics related to the Door Latch project. Please review and let us know if you have any questions. Thanks!

Lisa L. Walsh
Practice Lead
MarketSource, Inc.

O: [redacted] **M:** [redacted]
lwalsh@marketsource.com

11700 Great Oaks Way, Ste. 500
Alpharetta, GA 30022

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Scope of Work

C1A Door Latch Inspections

Proposal Date: 3/9/2020

From: Itoh, Jorji (J.D.)
Sent: Tuesday, April 28, 2020 4:47 PM
To: Baker, Zachary (Z.)
Cc: Hansen, Thayne (T.); Landry, Mike (M.P.)
Subject: Exec TRG - C1A DRAFT Presentation
Attachments: N19-1001-02 2011-2016 Cross Veh Line – C1A Door Latch ETRG 20200430.pptx

Hi Zach,

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

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

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

Kind regards,

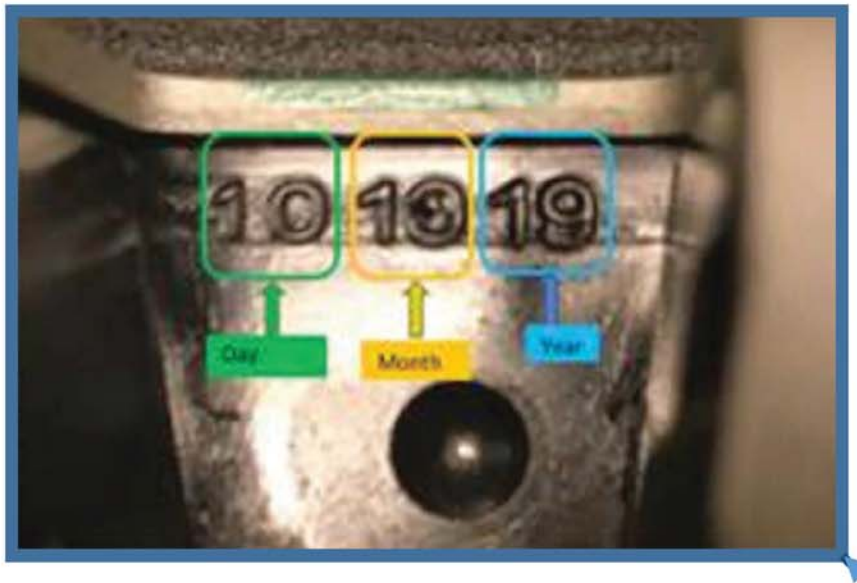
Jorji D. Itoh
Production Vehicle Safety
Automotive Safety Office
330 Town Center Drive, Suite 500
Dearborn, MI 48126
Phone: [redacted]

2011-2016 Cross Vehicle Line
C1A Door Latch
Vehicles Previously Remedied Under
15S16/16S30

April 30, 2020

RQ19-005 000276 RC

Inspection





Statistical Analysis

3. Info needed

Info needed

RQ19-005 000283 RC

FSA Proposal

3. Info needed

Info needed

RQ19-005 000284 RC

Sample Customer Letter

3. Info needed

Info needed

RQ19-005 000285 RC

Sample Website Image

3. Info needed

Info needed

RQ19-005 000286 RC

Timeline

3. Info needed

Info needed

RQ19-005 000287 RC

Back – Up

RQ19-005 000288 RC

1) CustSat - 'N'
DIIRP

2) mgr Sign off

3) Safety - hot
Regional - cold

From: Robinson, Hue (H.M.)
Sent: Tuesday, February 4, 2020 9:54 PM
To: Pleet, Edward (E.A.); Halonen, Aaron (A.M.); Ayyash, Khaled (K.A.)
Subject: FW: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Attachments: N19-1001-02 2011-2016 Cross Veh Line C1A Door Latch TRG 5-Feb-2020.pptx

Sensitivity: Private

FYI for TRG tomorrow night. There may still be some more tweaks throughout the day tomorrow.

This only covers scope #1 and scope #2 being led by FCSD will be a different presentation.

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

---

From: Robinson, Hue (H.M.)
Sent: Tuesday, February 4, 2020 4:49 PM
To: Brezee, Shane (S.B.) <sbrezee@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Newlin, Andrea (A.M.) <anewlin@ford.com>; Cemalovic, Vanja (V.) <vcemalo1@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Parrish, Will (W.F.) <wparris1@ford.com>; Ikemori, Claudio (C.I.) <cikemori@ford.com>; Todd, Adrian (A.) <atodd8@ford.com>; Bourne, Aaron (A.) <abourne5@ford.com>; Lindner, Paul (P.) <plindner@ford.com>; Rabourn, Todd (T.R.) <trabourn@ford.com>; Gwaltney, Kate (K.E.) <kborgma1@ford.com>
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Here's the presentation for Scope #1 (post 15S16 population) for tomorrow's TRG.

Todd – feel free to use whatever slides you want from this presentation for your scope #2 if it applies for you.

Jorji – let me know if you want to make updates to the presentation and as a reminder, I'm at an off-site from 11:30 – 5:30 tomorrow so will not be available during that time.

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

-----Original Appointment-----
From: Robinson, Hue (H.M.)
Sent: Friday, December 13, 2019 11:25 AM
To: Robinson, Hue (H.M.); Brezee, Shane (S.B.); Ludington, Julie (J.L.); Itoh, Jorji (J.D.); Landry, Mike (M.P.); Newlin, Andrea (A.M.); Cemalovic, Vanja (V.); Briggs, Erin Rose (E.R.); Baker, Zachary (Z.); Parrish, Will (W.F.); Ikemori, Claudio (C.I.); Todd, Adrian (A.); Bourne, Aaron (A.); Lindner, Paul (P.); Rabourn, Todd (T.R.); Gwaltney, Kate (K.E.)
Cc: Castro, Silney (S.C.)

Subject: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
When: Tuesday, February 4, 2020 3:00 PM-4:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx
Sensitivity: Private

**** Team Members – SE&SE, OGC, FCSD-R&SP, FCSD-PS&L, CCM, PD, ~~VO~~, ~~STA~~***
**** Next Steps***
> Weekly Meeting Cadence (14D Author)
> Develop & Track Open Issues list to ensure timely closure (14D Author)
> Regular debrief to Manager, Chief, Director & VP (14D Author)

-- 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]

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

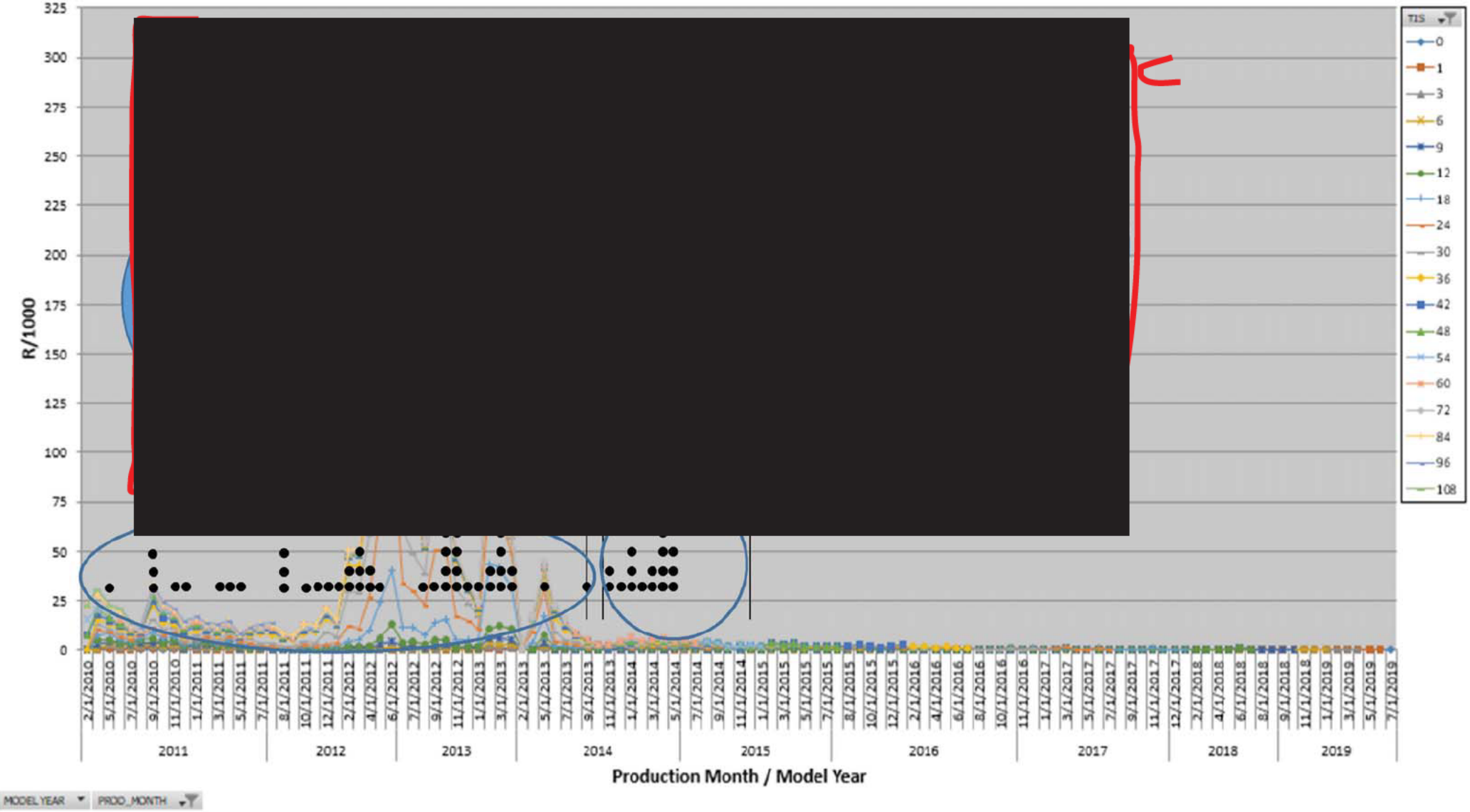
December 4, 2019

December 11, 2019

February 5, 2020

RQ19-005 000293 RC

GSARS/AWS Analysis – Fiesta C1A Latches (N.A. ONLY)

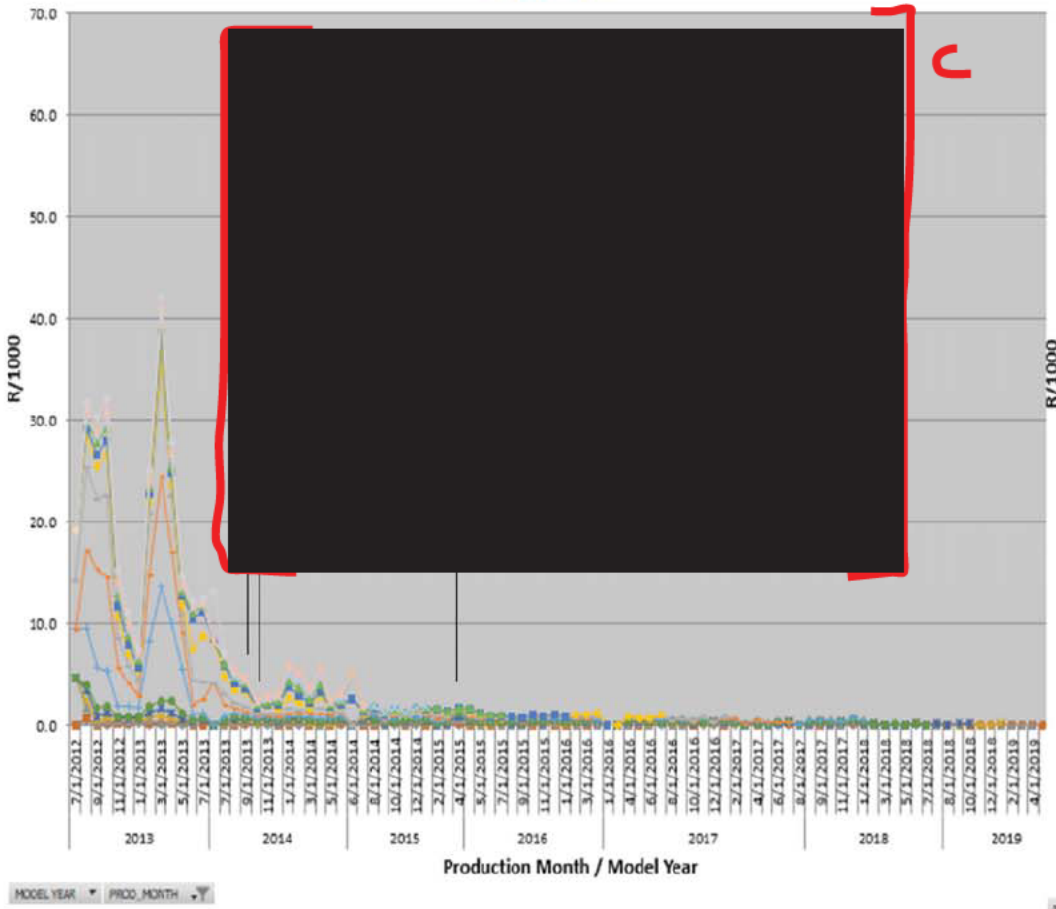


CONFIDENTIAL BUSINESS INFORMATION

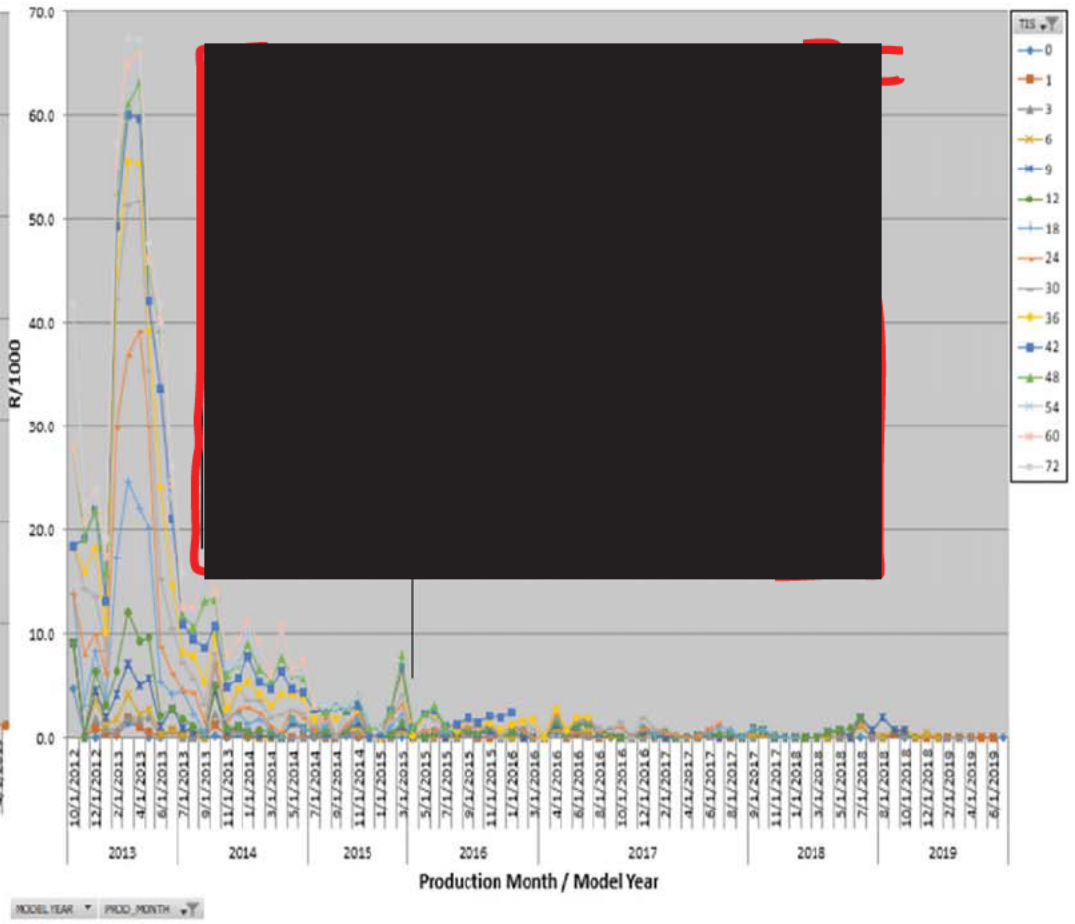
Warranty Data

GSARS/AWS Analysis – C1A Latches (N.A. ONLY)

Fusion



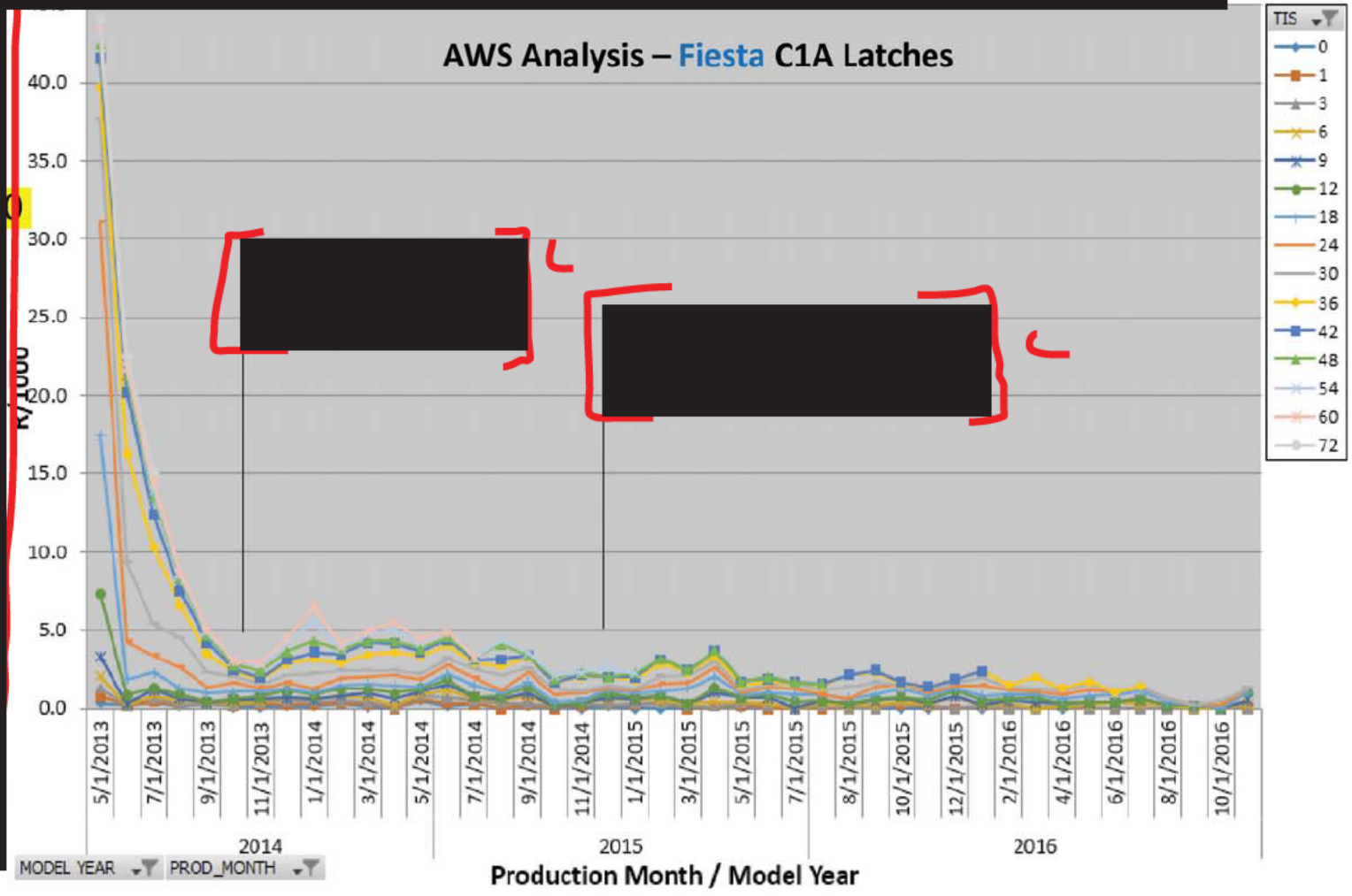
MKZ



RQ19-005 000297 RC

Scope #1 Post 15S16 – Warranty Data

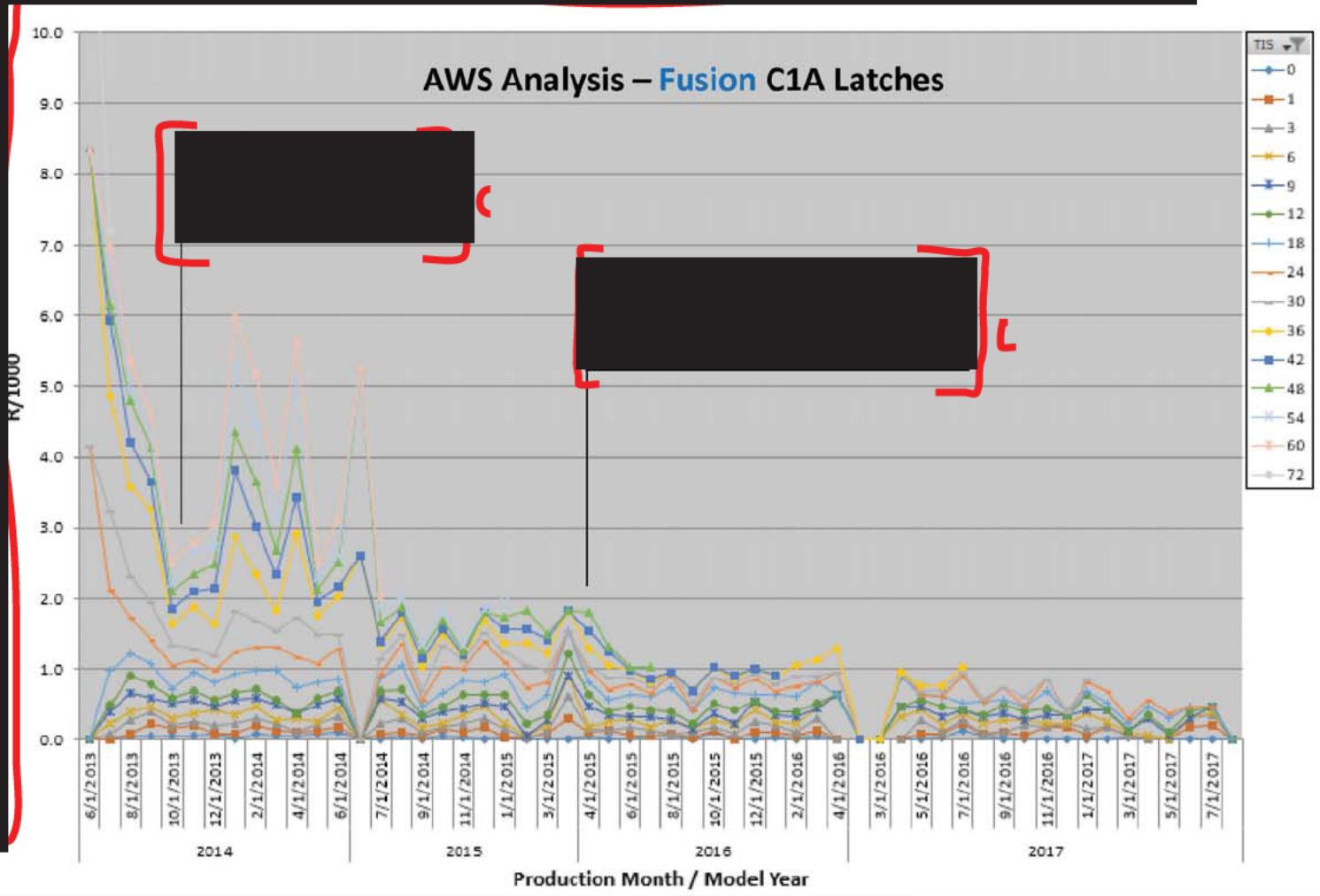
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CONFIDENTIAL BUSINESS INFORMATION

Scope #1 Post 15S16 – Warranty Data

[redacted]



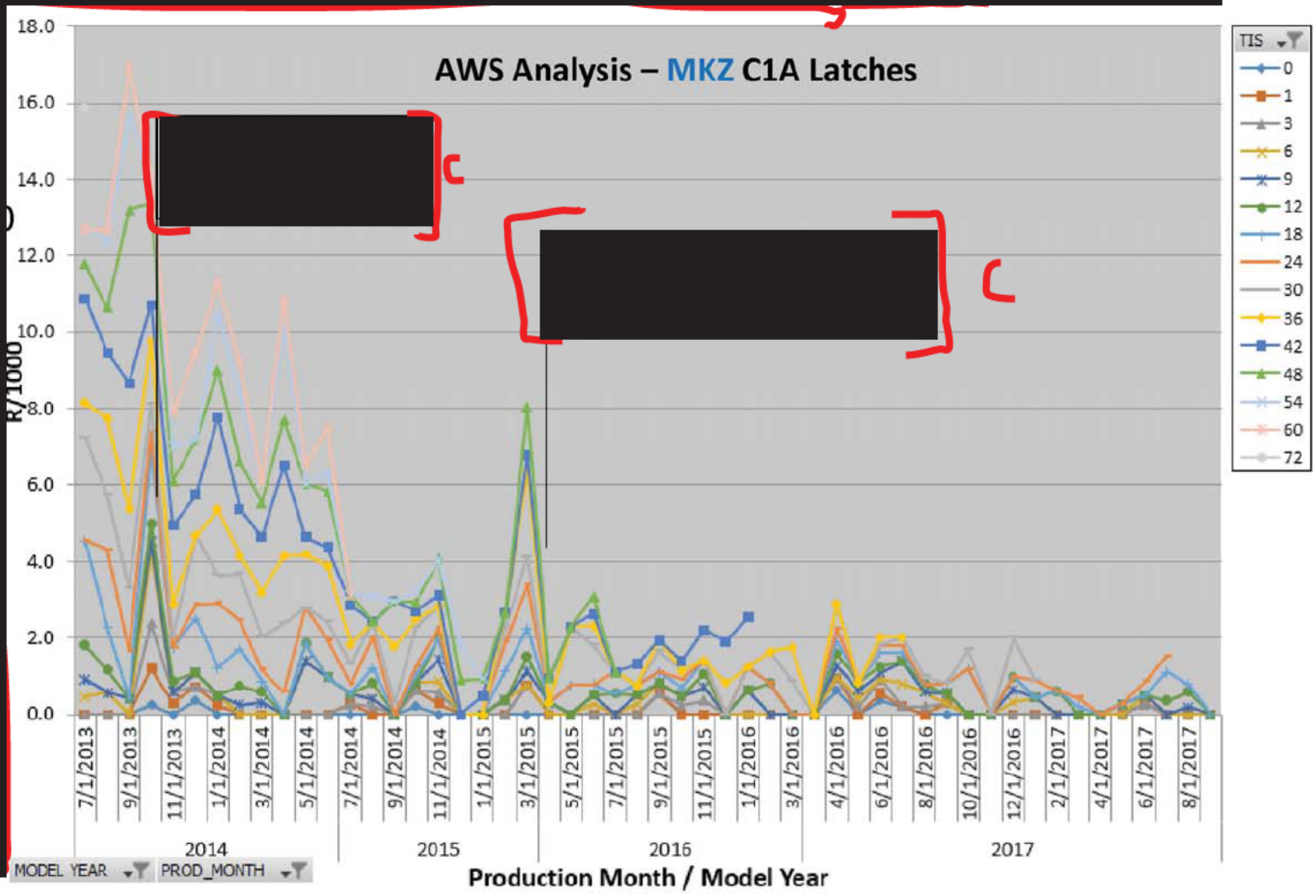
RQ19-005 000300 RC

Technical Review Group 2020.02.05

2011-2016 Cross Vehicle Line – C1A Door Latch

Scope #1 Post 15S16 – Warranty Data

[redacted]



Back – Up

RQ19-005 000303 RC

Fiesta VOQs (with VINs) Data

All Reorts	Count
?	2
not related	1
OWD	32
won't close	62
cut finger	1
Grand Total	**98**

Recall not perfomed at time of VOQ	Count
?	1
OWD	9
won't close	10
Grand Total	**20**

Recall has not been perfomed yet	Count
won't close	3
Grand Total	**3**

Repeat Repair after Recall	Count
OWD	16
won't close	30
Grand Total	**46**

Others	Count
invalid VIN	3
no VIN	4
duplicate VIN	4
cut finger	1
produced post 15S16	17
Grand Total	**29**

[redacted]

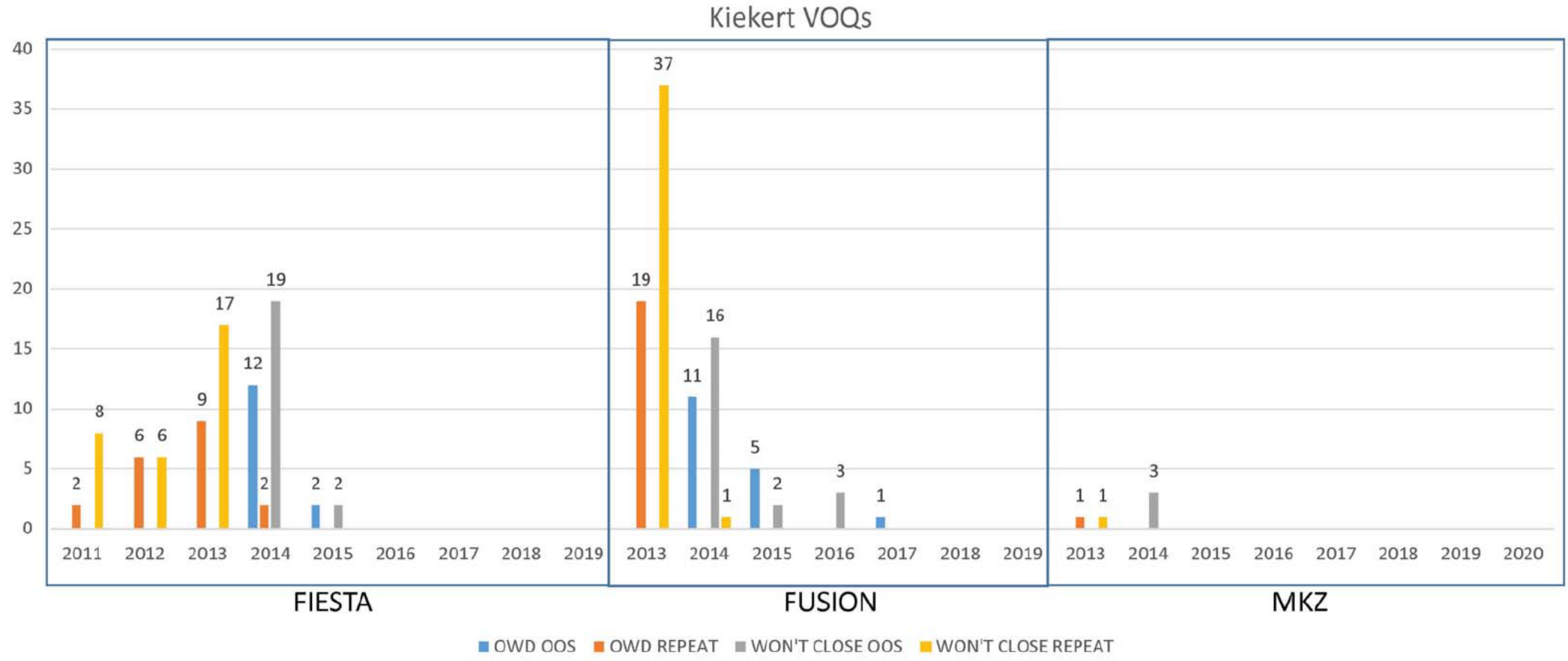
Technical Review Group 2020.02.05

2011-2016 Cross Vehicle Line – C1A Door Latch

All VOQ Data

[redacted]

	Repeat	OOS
Fiesta	50	35
Fusion	57	38
MKZ	2	3



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]

Subject: FW: C1A Latch Functionality

Location: WebEx

Start: 5/12/2020 8:30 PM

End: 5/12/2020 9:00 PM

Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Robinson, Hue (H.M.)

Required Attendees: Landry, Mike (M.P.); Itoh, Jorji (J.D.)

Resources: WebEx

-----Original Appointment-----
From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, May 12, 2020 7:30 AM
To: Robinson, Hue (H.M.); Diaz, Adrian (A.D.); Cemalovic, Vanja (V.)
Subject: C1A Latch Functionality
When: Tuesday, May 12, 2020 4:30 PM-5:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx

Review C1A Functionality file for questions.

-- 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: Diaz, Adrian (A.D.)
Sent: Friday, May 1, 2020 3:47 PM
To: Landry, Mike (M.P.)
Subject: FW: C1A Latch Functionality
Attachments: C1A Latch Functionality.pptx

Initial draft from Hue to better explain that is the real issue with the C1A Latch functionality.

From: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Sent: Friday, May 1, 2020 11:45 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: C1A Latch Functionality

Hi Hue... I think is looking good, specially slides 1 and 4. I may just need a quick discussion to better understand slides 2 and 3, but we can do it when you get your SMEs feedback.

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Friday, May 1, 2020 11:15 AM
To: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Subject: C1A Latch Functionality

I've pulled this together but am checking with my latch SME to make sure it's the correct information in there. While I'm waiting for his feedback, can you take a look at it and tell me if this is what you were envisioning?

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

From: Brezee, Shane (S.B.)
Sent: Thursday, December 5, 2019 1:43 PM
To: Robinson, Hue (H.M.)
Subject: FW: C1A latch inspections

FYI

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: Warwood, Mike (J.M.) <mwarwood@ford.com>
Sent: Thursday, December 05, 2019 7:46 AM
To: Pleet, Edward (E.A.) <epleet@ford.com>
Cc: Brezee, Shane (S.B.) <sbrezee@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>
Subject: RE: C1A latch inspections

Ed,

I am still willing to try to secure the PSE resources. I will go to the mat to get funding from Finance. The UAW issue, if it exists, would be a non-starter – I have not heard from Donna yet. However, I do not think it is appropriate for the Recall Implementation Team to take the RCRA lead or to provide onsite supervision of the inspection process.

Regards,

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

From: Pleet, Edward (E.A.) <epleet@ford.com>
Sent: Thursday, December 05, 2019 7:25 AM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Brezee, Shane (S.B.) <sbrezee@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: C1A latch inspections

Thanks Mike. I am not trying to get out of this but we cannot exclusively review the parts. Based on the VOQ's, 70% of the complaints fall into category 1 or 3.

If the FCSD team cannot help we will have to reduce the number of parts we review.

From: Pleet, Edward (E.A.)
Sent: Thursday, December 5, 2019 12:49 PM
To: Robinson, Hue (H.M.)
Subject: FW: C1A latch inspections

Info. Let's discuss. I do not want Paul there 2 hours a day…

From: Warwood, Mike (J.M.) <mwarwood@ford.com>
Sent: Thursday, December 05, 2019 7:46 AM
To: Pleet, Edward (E.A.) <epleet@ford.com>
Cc: Brezee, Shane (S.B.) <sbrezee@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>
Subject: RE: C1A latch inspections

Ed,

I am still willing to try to secure the PSE resources. I will go to the mat to get funding from Finance. The UAW issue, if it exists, would be a non-starter – I have not heard from Donna yet. However, I do not think it is appropriate for the Recall Implementation Team to take the RCRA lead or to provide onsite supervision of the inspection process.

Regards,

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

From: Pleet, Edward (E.A.) <epleet@ford.com>
Sent: Thursday, December 05, 2019 7:25 AM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Brezee, Shane (S.B.) <sbrezee@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: C1A latch inspections

Thanks Mike. I am not trying to get out of this but we cannot exclusively review the parts. Based on the VOQ's, 70% of the complaints fall into category 1 or 3.

If the FCSD team cannot help we will have to reduce the number of parts we review.

From: Warwood, Mike (J.M.) <mwarwood@ford.com>
Sent: Thursday, December 05, 2019 7:13 AM
To: Pleet, Edward (E.A.) <epleet@ford.com>
Cc: Warwood, Mike (J.M.) <mwarwood@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: C1A latch inspections

Ed,

From: Robinson, Hue (H.M.)
Sent: Friday, November 15, 2019 7:33 PM
To: Okeh, Christopher (C.)
Cc: Kuzala, Brian (B.); Reiners, Donna (D.L.); Briggs, Erin Rose (E.R.)
Subject: FW: C1A Part numbers - Fiesta, Fusion/MKZ

Chris – can you please add these kit part numbers to the parts return for C1A? Please add at both kits please for both recalls to the parts request.

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

---

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

This is the parts list from 16S30.

New! PARTS REQUIREMENTS / ORDERING INFORMATION

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

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

The DOR/COR number for this program is 51057.

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

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

[redacted]

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

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

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

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

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

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

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

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

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

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

Thank you,
Erin Rose

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

From: Diaz, Adrian (A.D.)
Sent: Friday, January 31, 2020 9:50 PM
To: Landry, Mike (M.P.); Itoh, Jorji (J.D.); Brezee, Shane (S.B.)
Subject: FW: N19-1001-02 2011-2016 Cross Veh Line C1A Door Latch TRG 5-Feb-2020.pptx
Attachments: N19-1001-02 2011-2016 Cross Veh Line C1A Door Latch TRG 5-Feb-2020.pptx

---

From: Pleet, Edward (E.A.) <epleet@ford.com>
Sent: Friday, January 31, 2020 4:10 PM
To: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Subject: N19-1001-02 2011-2016 Cross Veh Line C1A Door Latch TRG 5-Feb-2020.pptx

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

December 4, 2019

December 11, 2019

February 5, 2020

RQ19-005 000345 RC

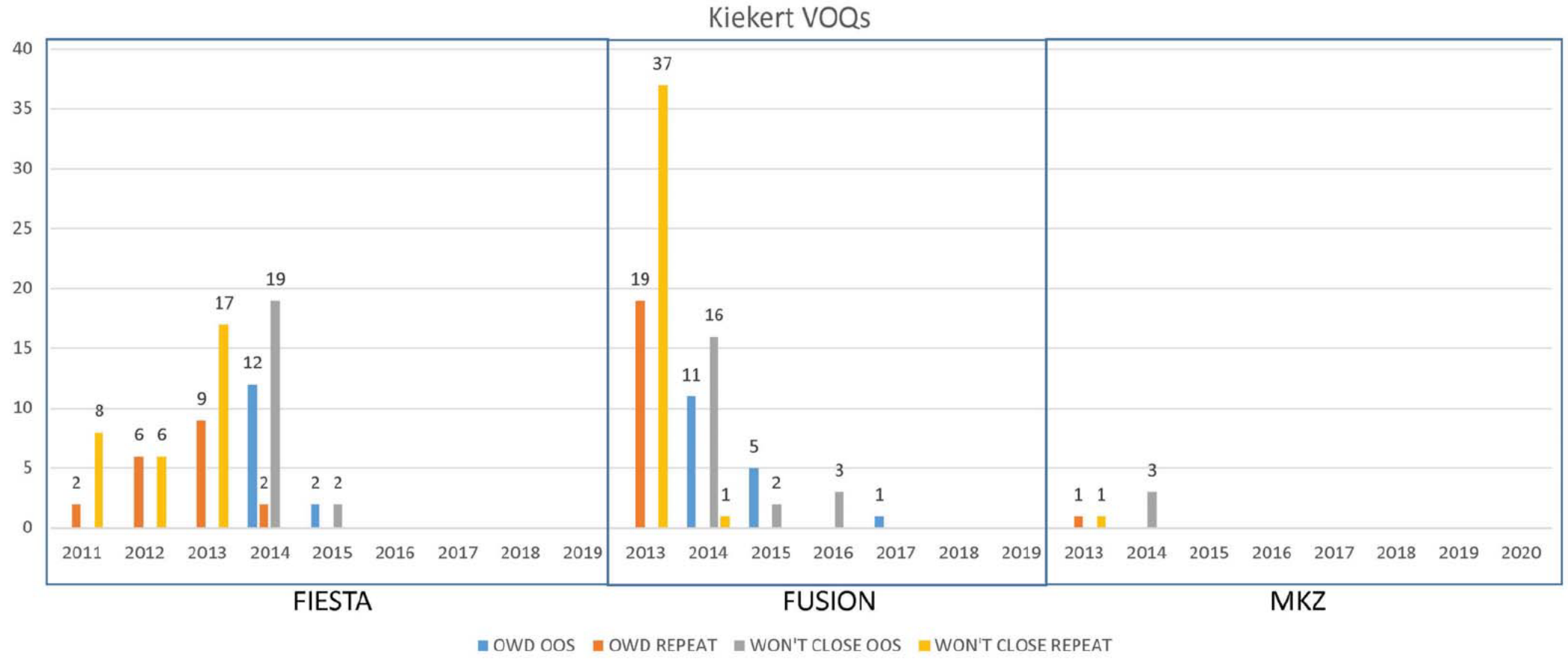
Technical Review Group 2020.02.05

2011-2016 Cross Vehicle Line – C1A Door Latch

All VOQ Data

[redacted]

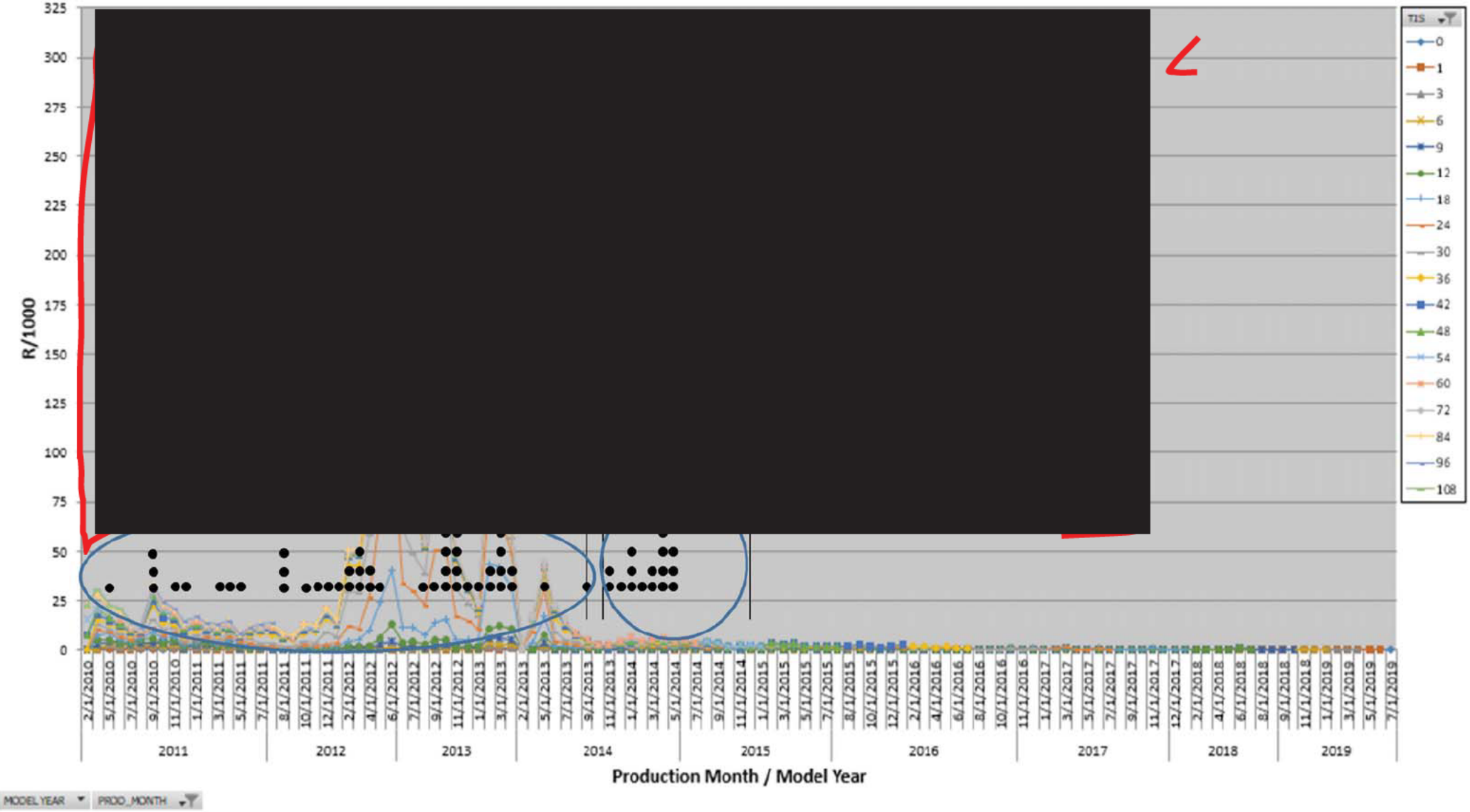
	Repeat	OOS
Fiesta	50	35
Fusion	57	38
MKZ	2	3



CONFIDENTIAL BUSINESS INFORMATION

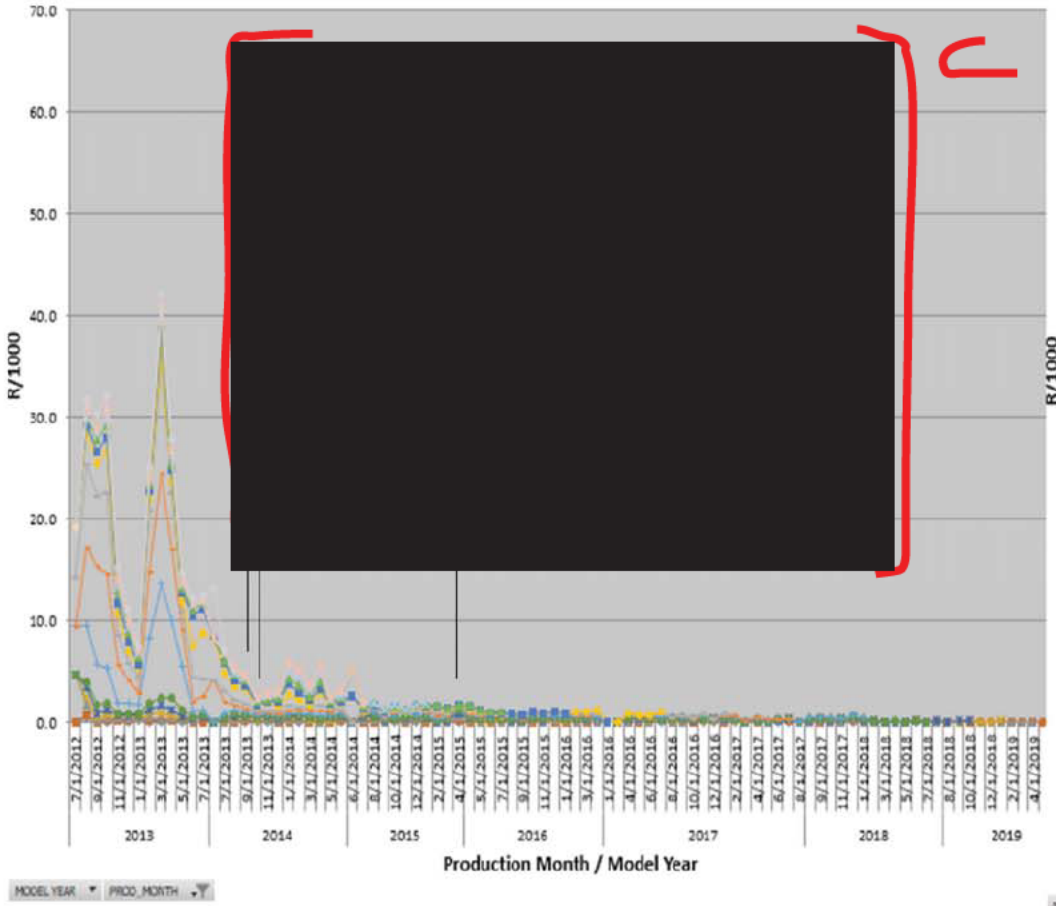
Warranty Data

GSARS/AWS Analysis – Fiesta C1A Latches (N.A. ONLY)

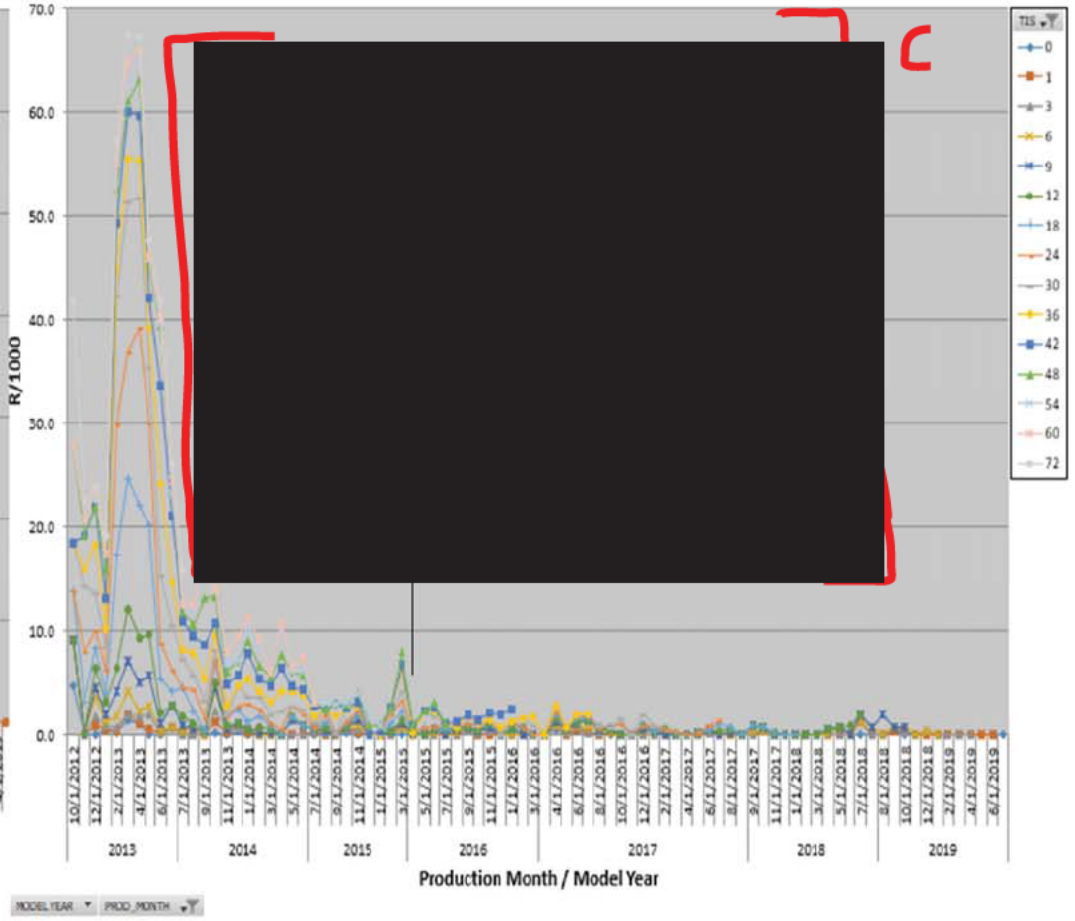


GSARS/AWS Analysis – C1A Latches (N.A. ONLY)

Fusion



MKZ

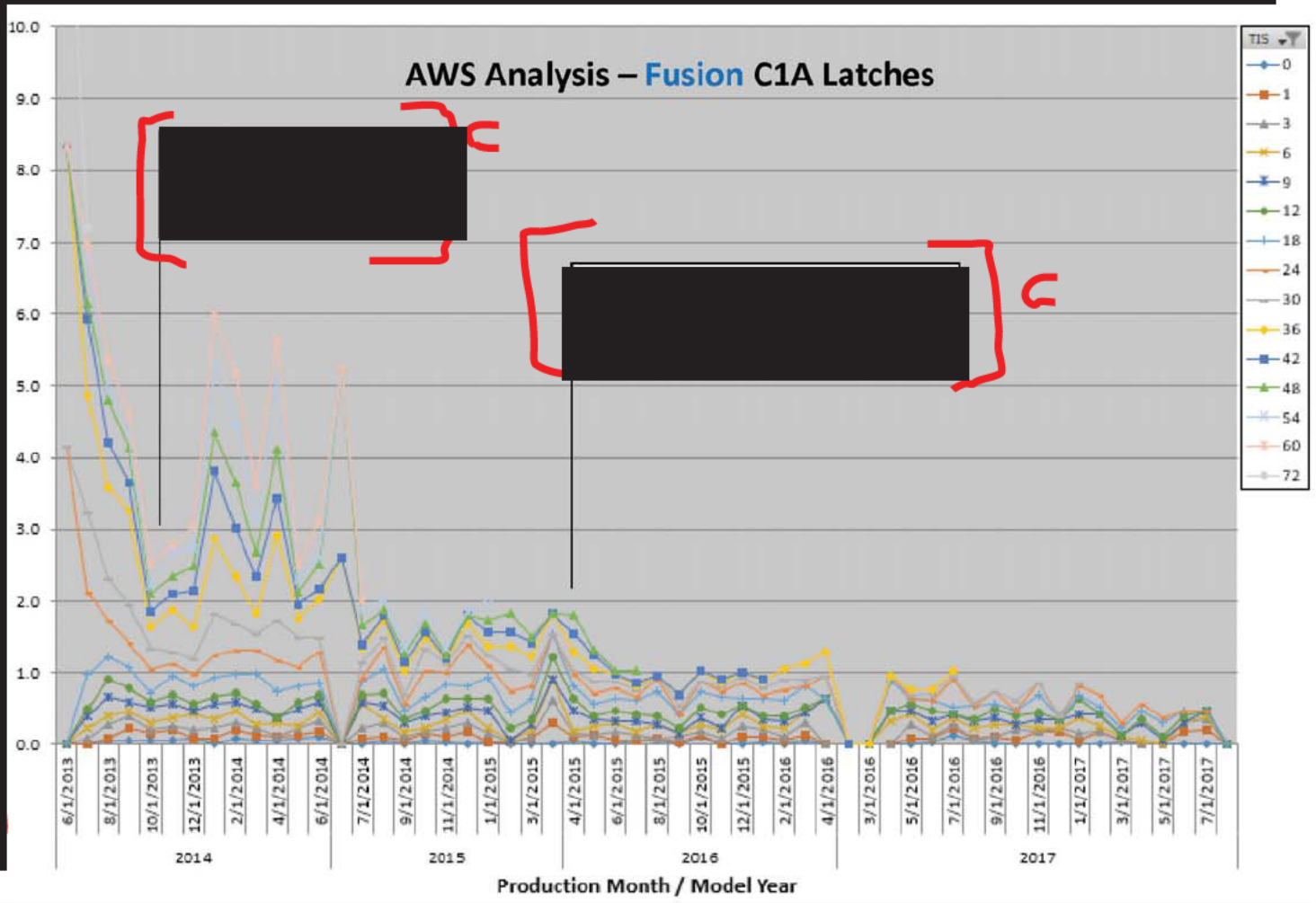


Back – Up

RQ19-005 000359 RC

Scope #1 – Failures Outside Recall Date

[redacted]



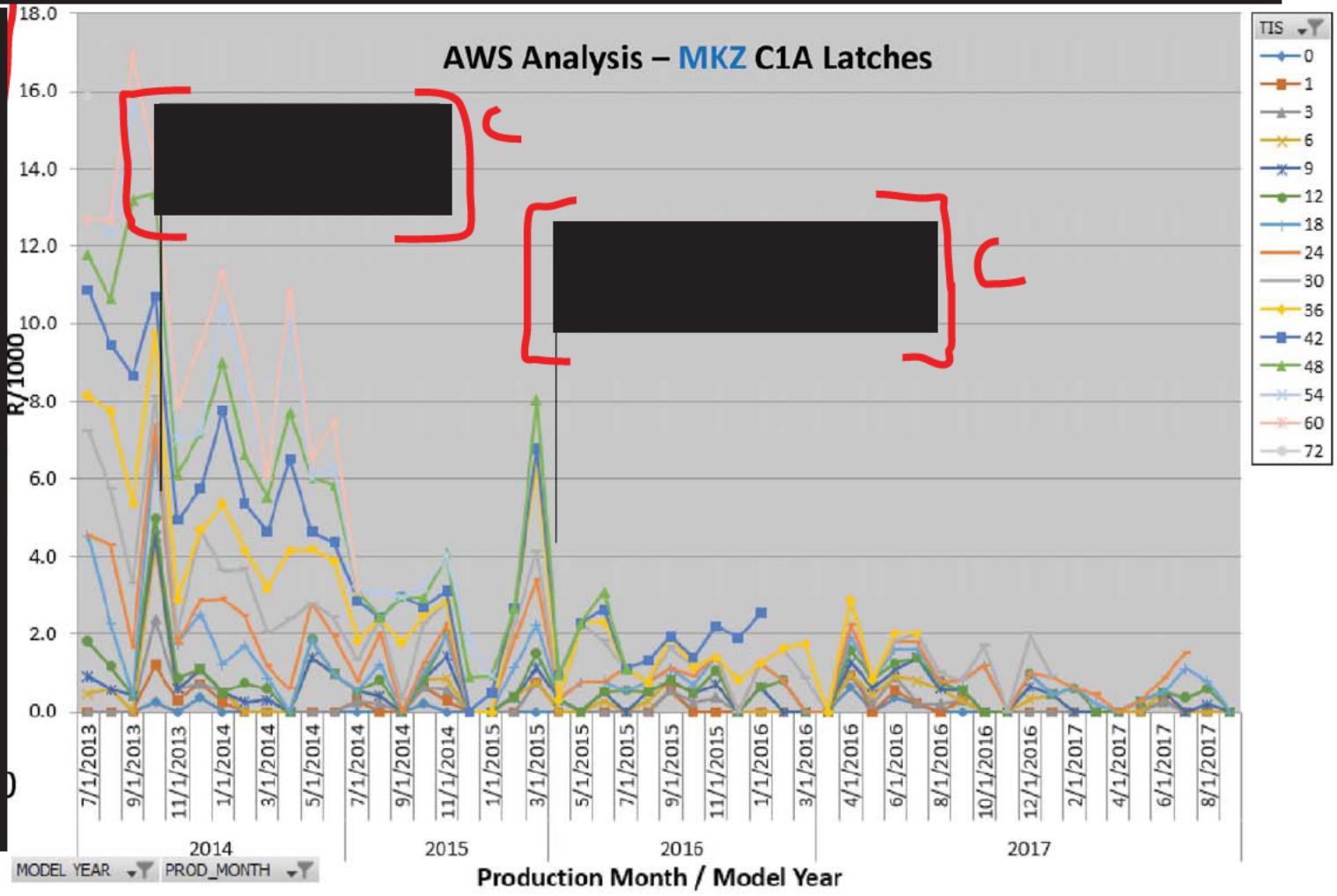
Technical Review Group 2020.02.05

2011-2016 Cross Vehicle Line – C1A Door Latch

Scope #1 – Failures Outside Recall Date

[redacted]

[redacted]

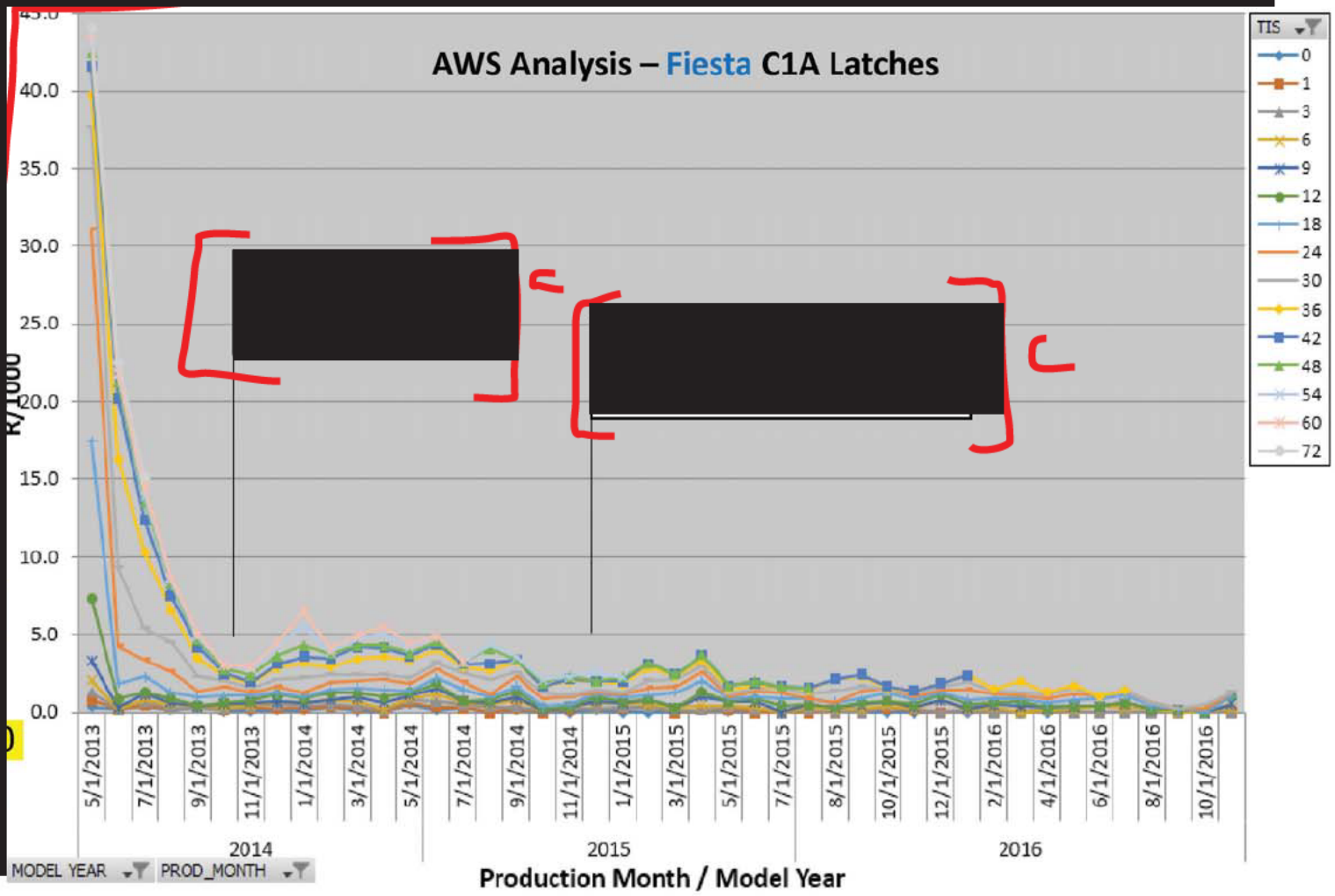


Technical Review Group 2020.02.05

2011-2016 Cross Vehicle Line – C1A Door Latch

Scope #1 – Failures Outside Recall Date

[redacted]



RQ19-005 000362 RC

From: Diaz, Adrian (A.D.)
Sent: Friday, May 1, 2020 12:25 PM
To: Ujkashevic, Desi (D.)
Cc: Landry, Mike (M.P.)
Subject: FW: Presentation: C1A Exec Discussion
Attachments: N19-1001-02 2011-2016 Cross Veh Line – C1A Door Latch ETRG 20200430.1.pptx

Hi Desi,

Attached is the updated presentation regarding the C1A Latch. Slide 8 has been updated reflecting our 90% Confidence threshold as suggested yesterday. Hope this helps.

Adrian D.

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Friday, May 1, 2020 8:22 AM
To: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Subject: Presentation: C1A Exec Discussion

Adrian,

Please see the attached.

Kind regards,

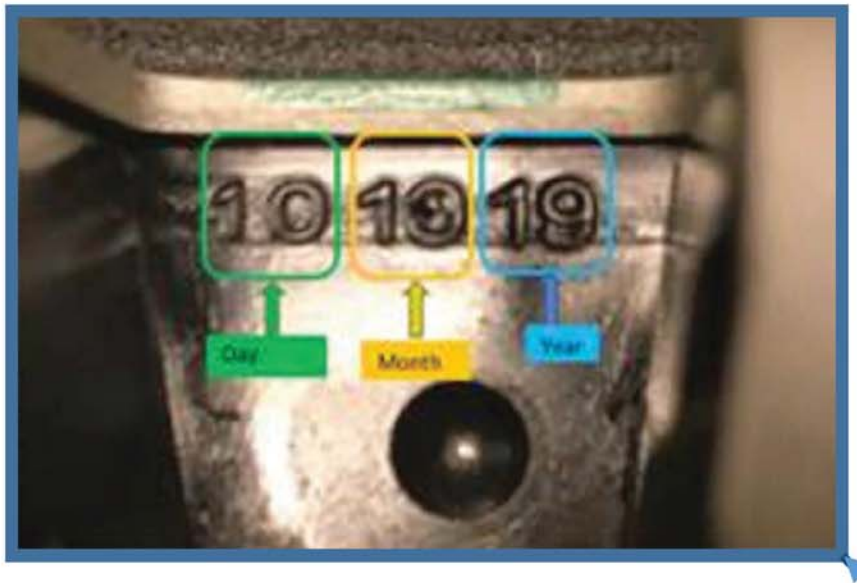
Jorji D. Itoh
Production Vehicle Safety
Automotive Safety Office
330 Town Center Drive, Suite 500
Dearborn, MI 48126
Phone: [redacted]

2011-2016 Cross Vehicle Line
C1A Door Latch
Vehicles Previously Remedied Under
15S16/16S30

April 30, 2020

RQ19-005 000371 RC

Inspection





Discussion

RQ19-005 000381 RC

From: Robinson, Hue (H.M.)
Sent: Tuesday, October 1, 2019 7:21 PM
To: Pleet, Edward (E.A.); Ayyash, Khaled (K.A.); Spence, Ricky (R.A.)
Subject: FW: Review C1A Information
Attachments: C1A Fiesta - CCRG 1Oct2019.pdf

Here's the data reviewed at CCRG this morning. I stressed to the team the key to all this is getting parts back from the VOQ's. We have the parts return request turned on but not seeing activity because majority of these failures are after the warranty period so customers are not using Ford dealers in the majority of the cases. ASO has sent me the Fiesta VOQ's but I don't have the Fusion VOQ's yet. Mark Fox is currently working with Mike Landry's team to compile the data (GCQIS, FMS360, AWS, VOQ's, customer complaints) for us.

The issue was assigned an official CCRG topic number today and the team will progress with reviewing the data and previous history. Although C1A latches affect many other vehicle lines, the priority vehicles right now are Fiesta and Fusion. I know there's a lot of info in here and you will have questions so call me if you want to discuss the info attached.

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

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From: Robinson, Hue (H.M.)
Sent: Tuesday, October 1, 2019 11:28 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>; Fox, Mark (M.D.) <mfox1@ford.com>
Cc: Parrish, Will (W.F.) <wparris1@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>
Subject: RE: Review C1A Information

Here's the presentation that we reviewed in today's CCRG. I've updated the Summary/Next Steps slide to include assignments from today's meeting.

Steve – I've included you as the FCSD rep for now, until we confirm who from FCSD will be following this investigation.

Mark – I know your team is going through the data as we speak so please let me know when they're available for the team to review, prior to the next CCRG meeting.

Fiesta C1A Side Door Latch

CCRG – October 1, 2019

RQ19-005 000384 RC

VOQ Data – Fiesta

All Reorts	Count
?	3
not related	1
OWD	31
related?	1
won't close	61
cut finger	1
Grand Total	98

Recall not perfomed at time of VOQ	Count
?	1
OWD	9
won't close	10
Grand Total	20

Recall has not been perfomed yet	Count
won't close	3
Grand Total	3

Repeat Repa	Count
?	1
OWD	16
won't close	36
Grand Total	53

Others	Count
invalid VIN	3
no VIN	4
unhappy with vehicle	1
cut finger	1
produced post 15S16	13
Grand Total	22

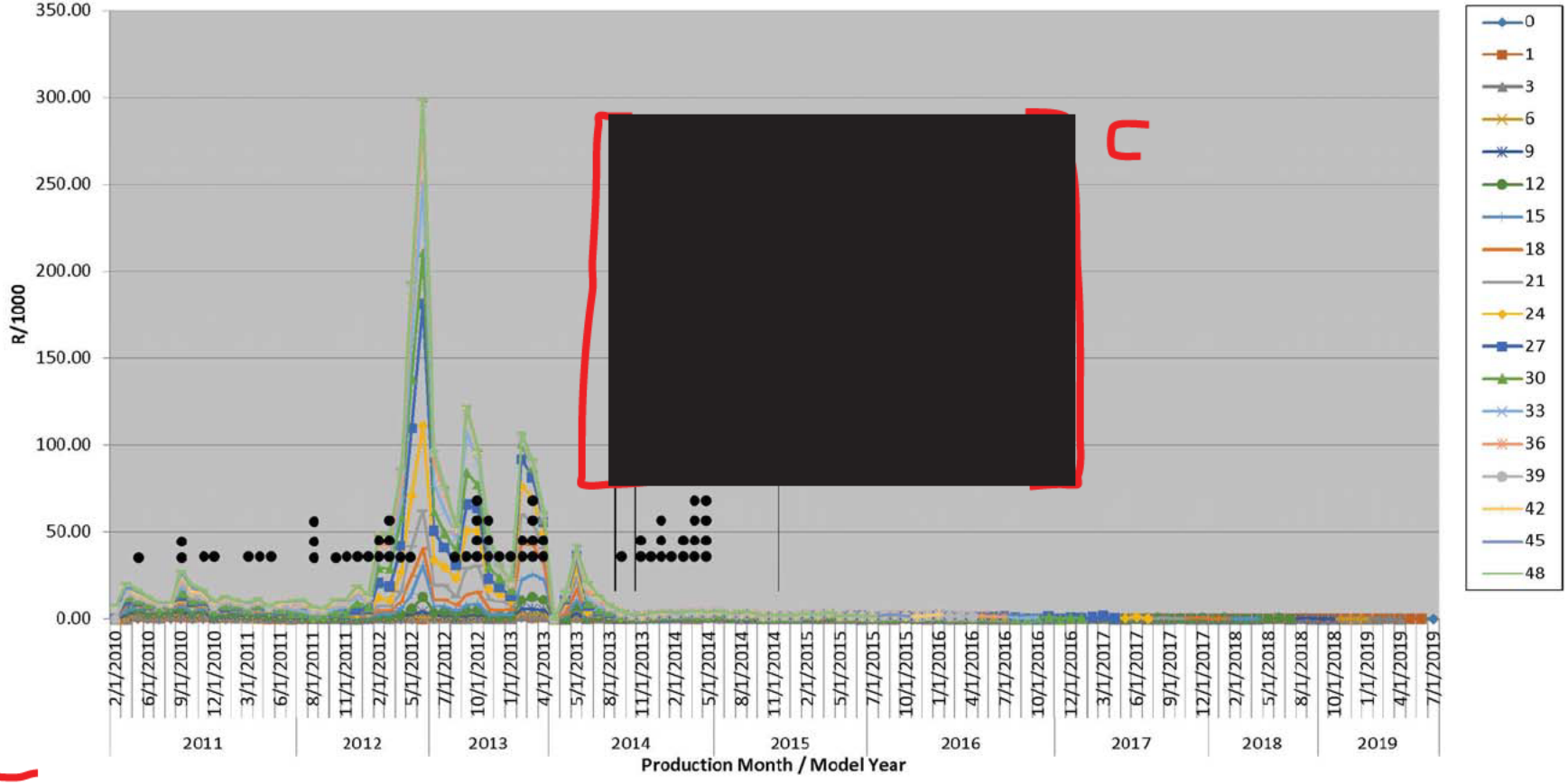
Program	Model Year	Approx. Volume	Assembly Plant	Build Date Range	Program Approved	Release Date
Fiesta	2011 – 2014	399, 931	Cuautitlan	J1 2011MY to 31-May-2013	15X33 / 15S16	20-Apr-2015
Fiesta	2014	60,353	Cuautitlan	1-Jun-2013 to 31-Oct-2013	17X09 / 15S16-S1	20-Mar-2017

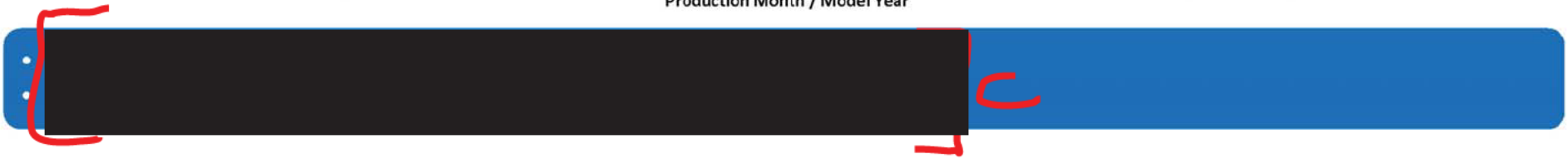
[redacted]

Supplier = Kiekert

AWS Analysis

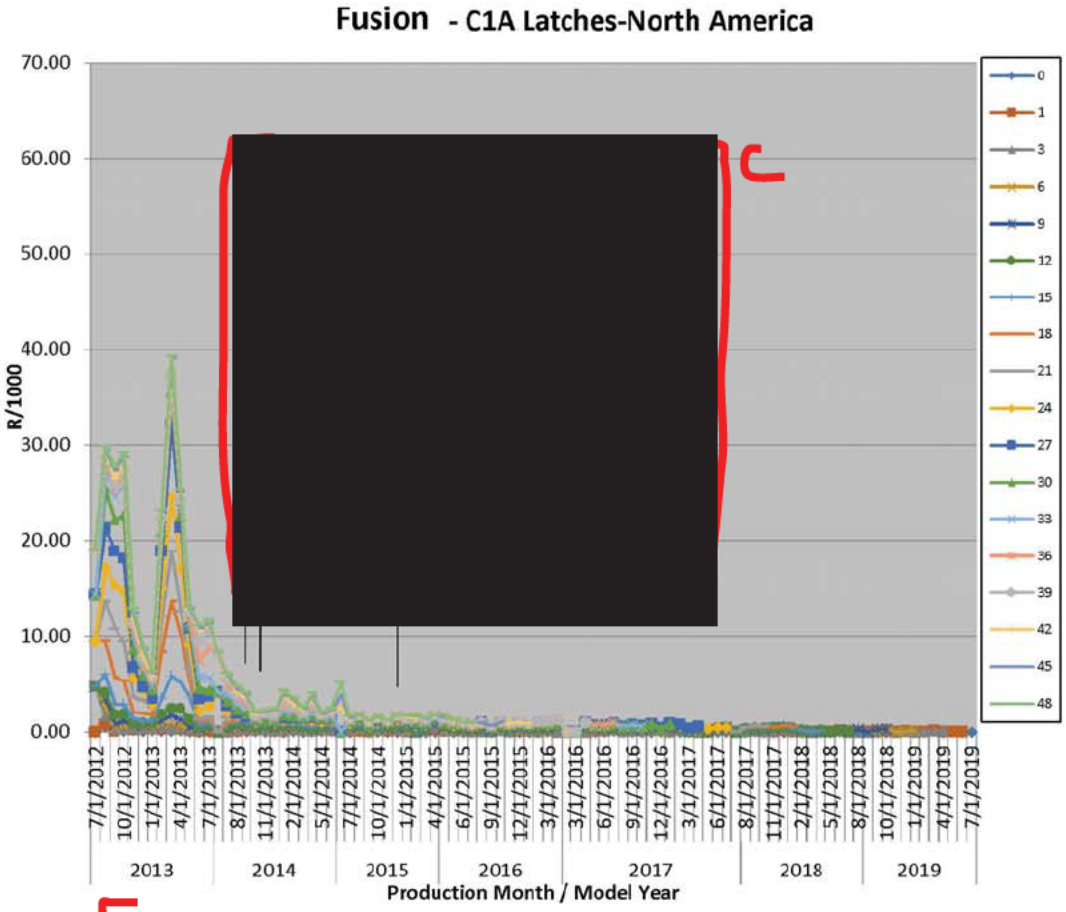
Fiesta - C1A Latches-North America

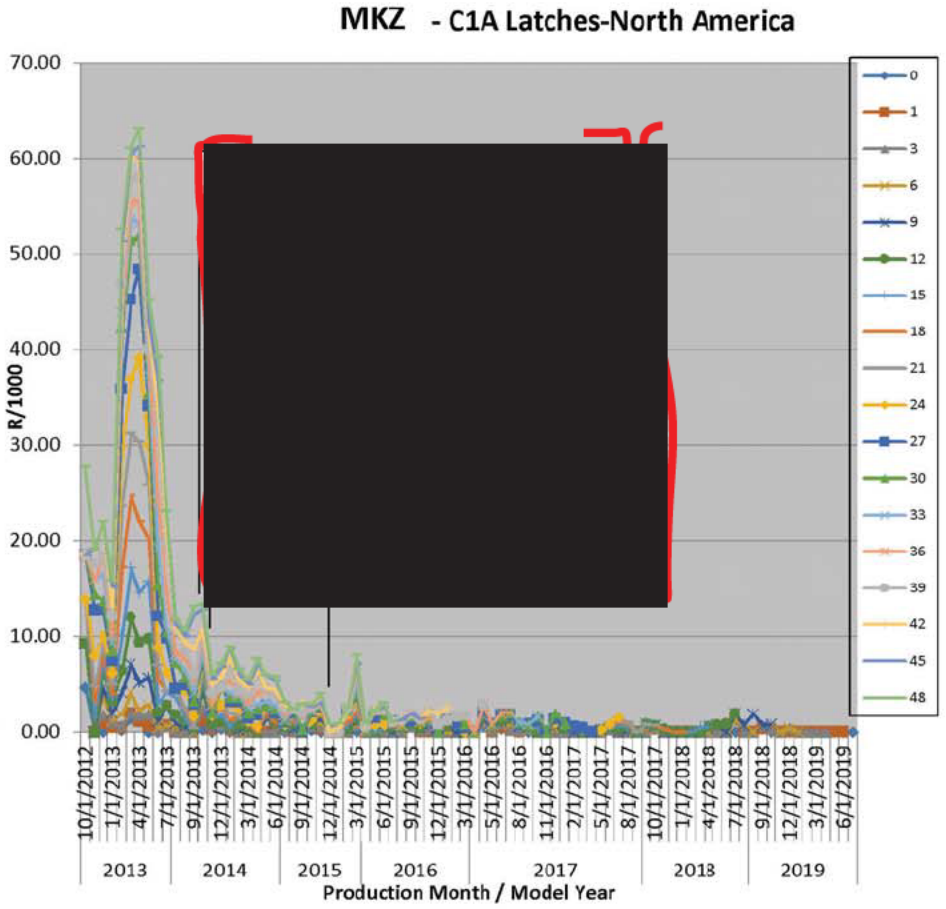




AWS Analysis

Supplier = Kiekert

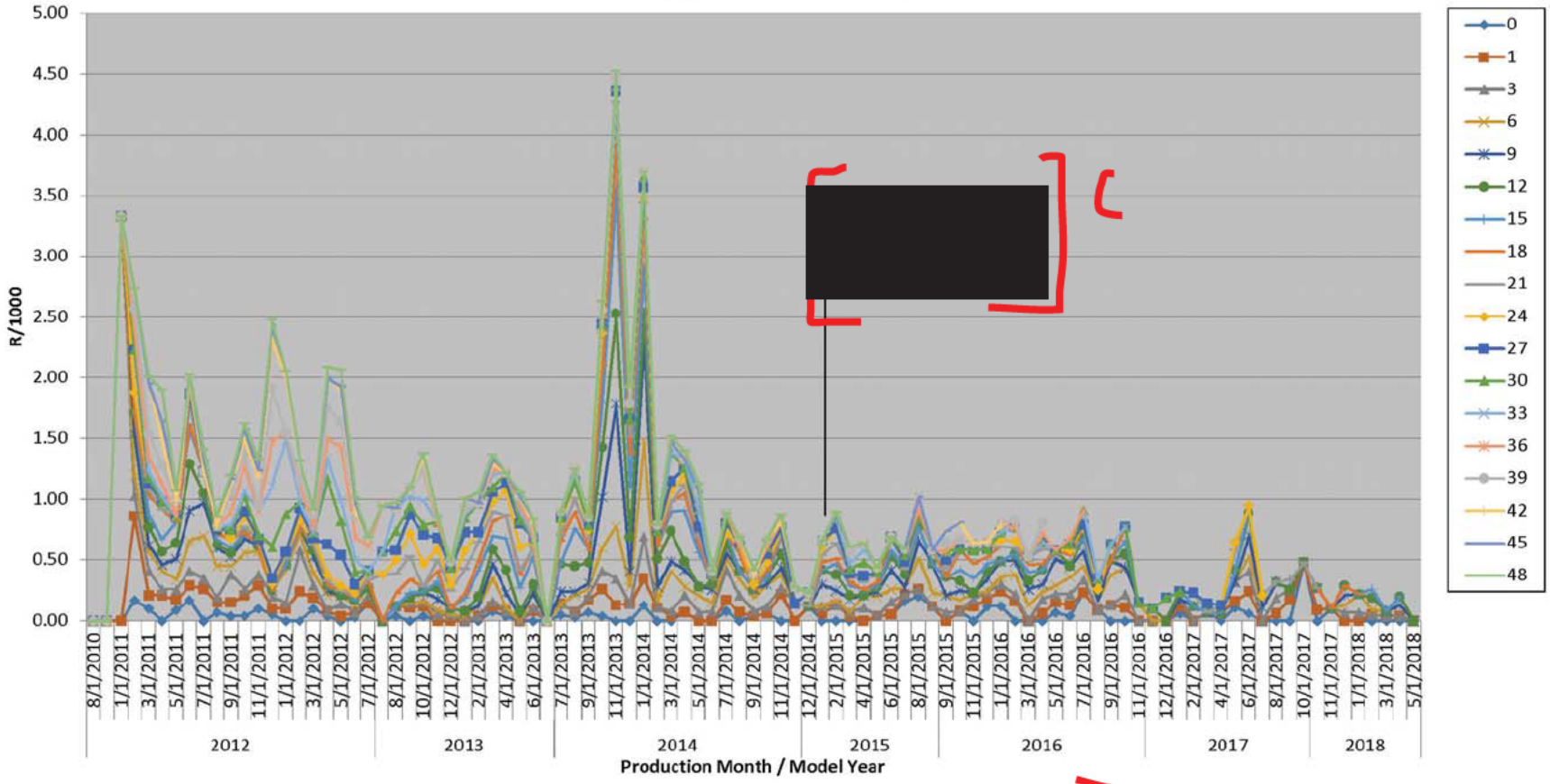




Supplier = Brose

AWS Analysis

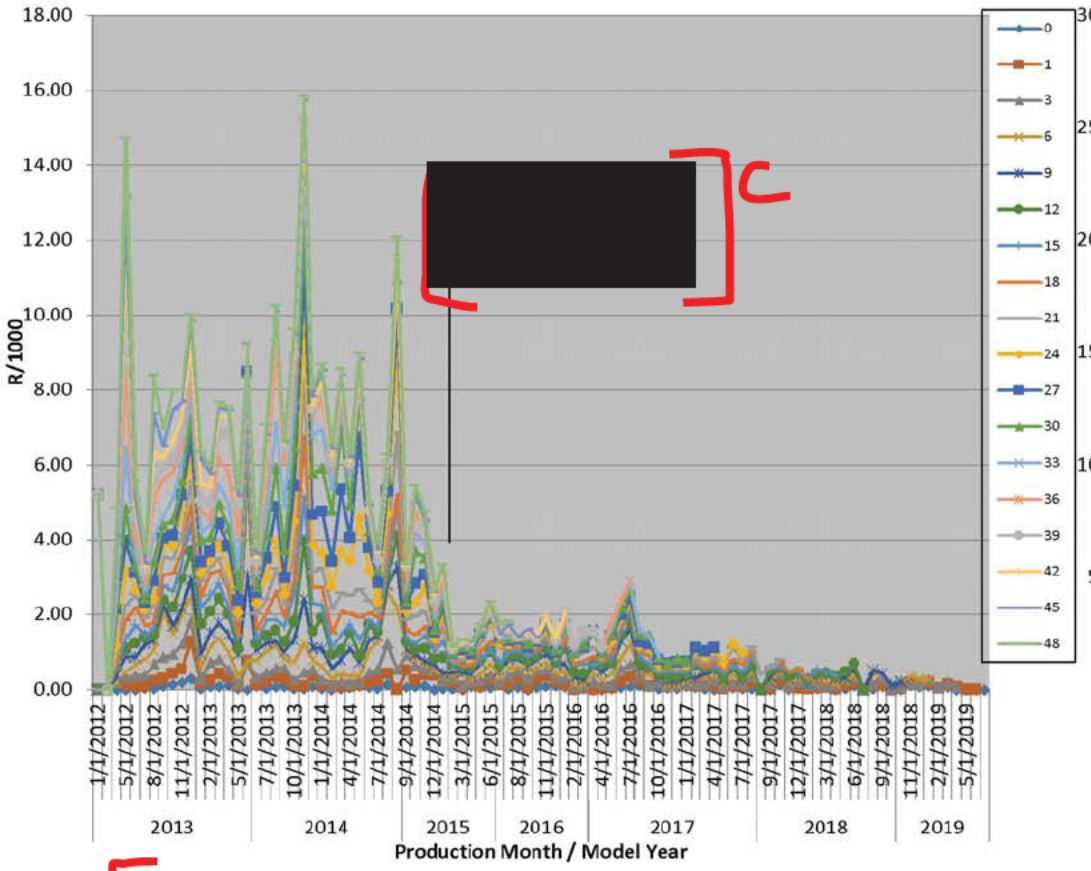
Focus - C1A Latches-North America



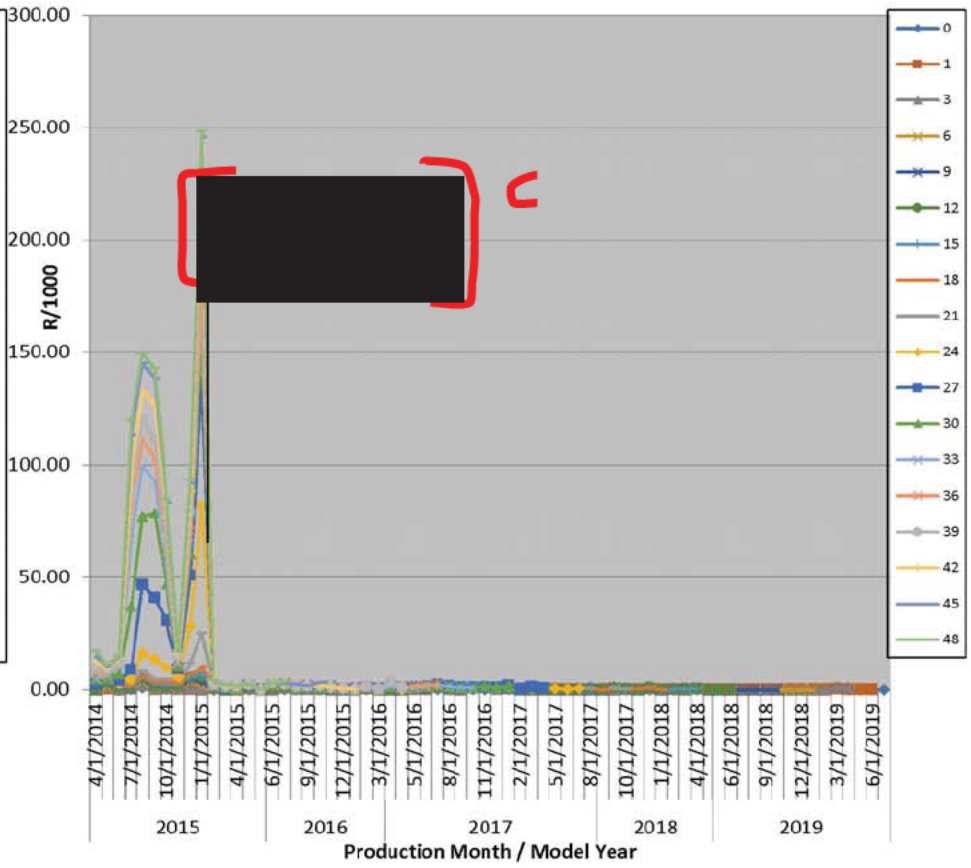
AWS Analysis

Supplier = Brose

Escape - C1A Latches-North America



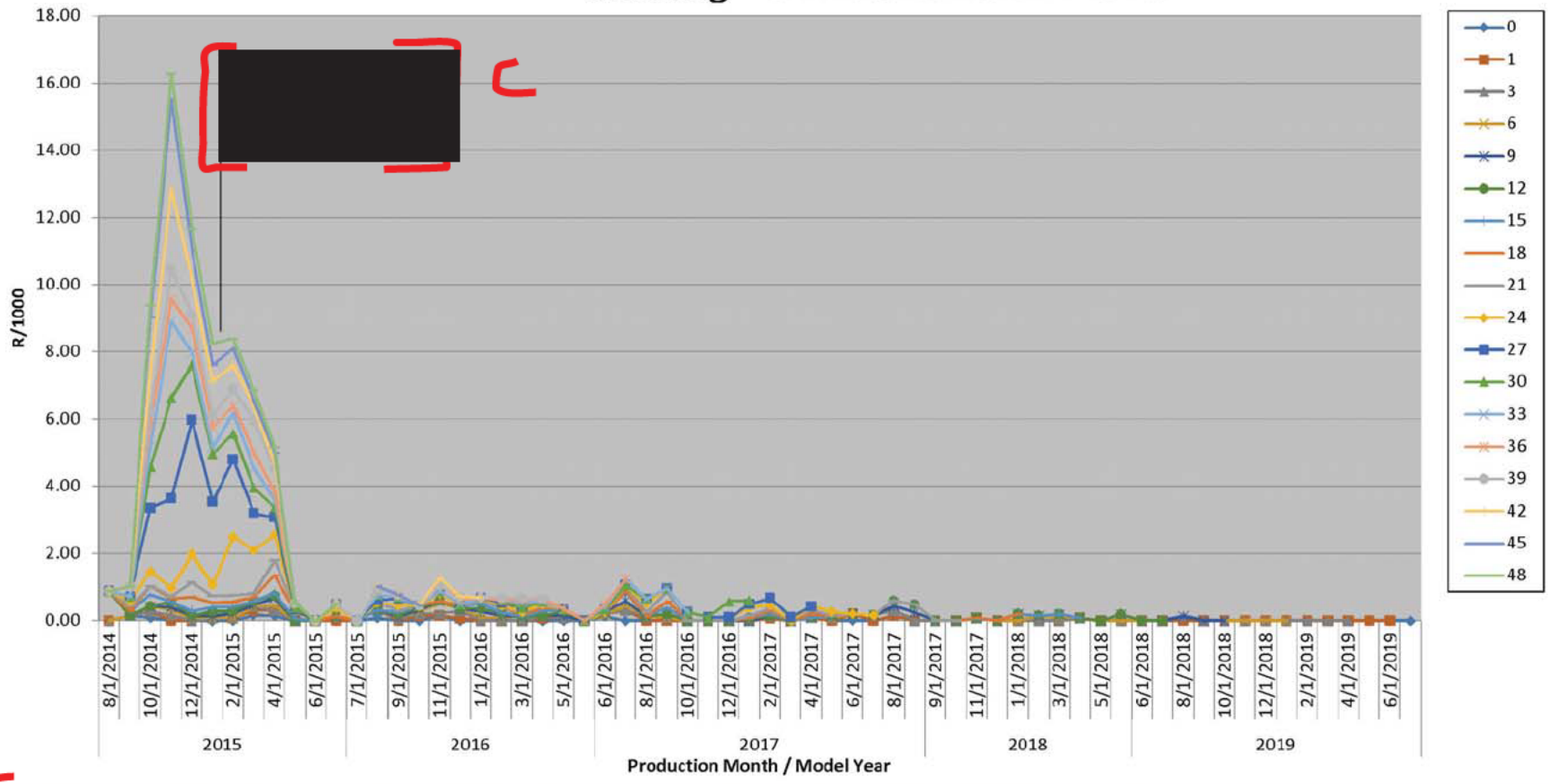
MKC - C1A Latches-North America



Supplier = Brose

AWS Analysis

Mustang - C1A Latches-North America

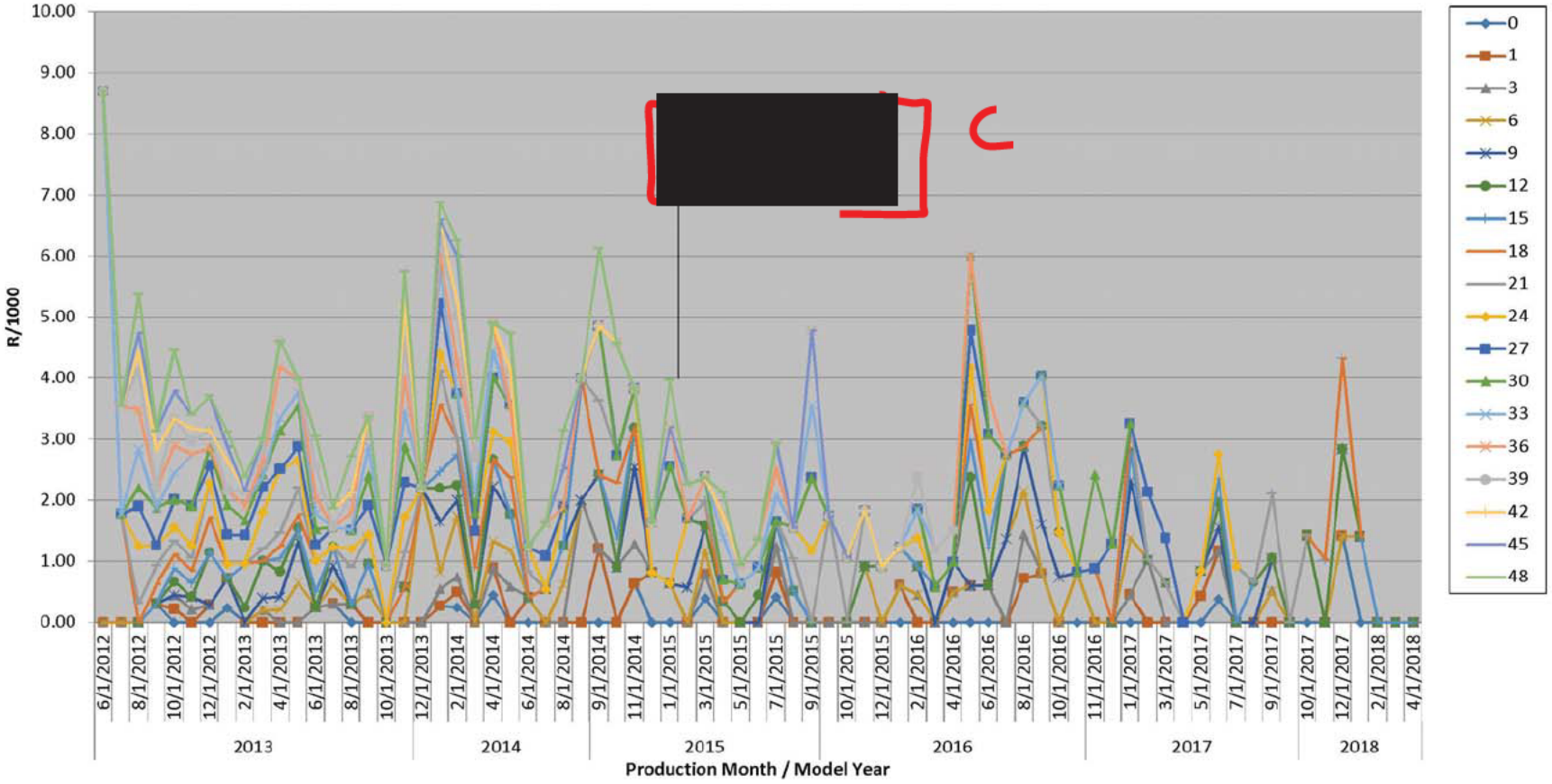


[redacted]

Supplier = Brose

AWS Analysis

C-MAX - C1A Latches-North America

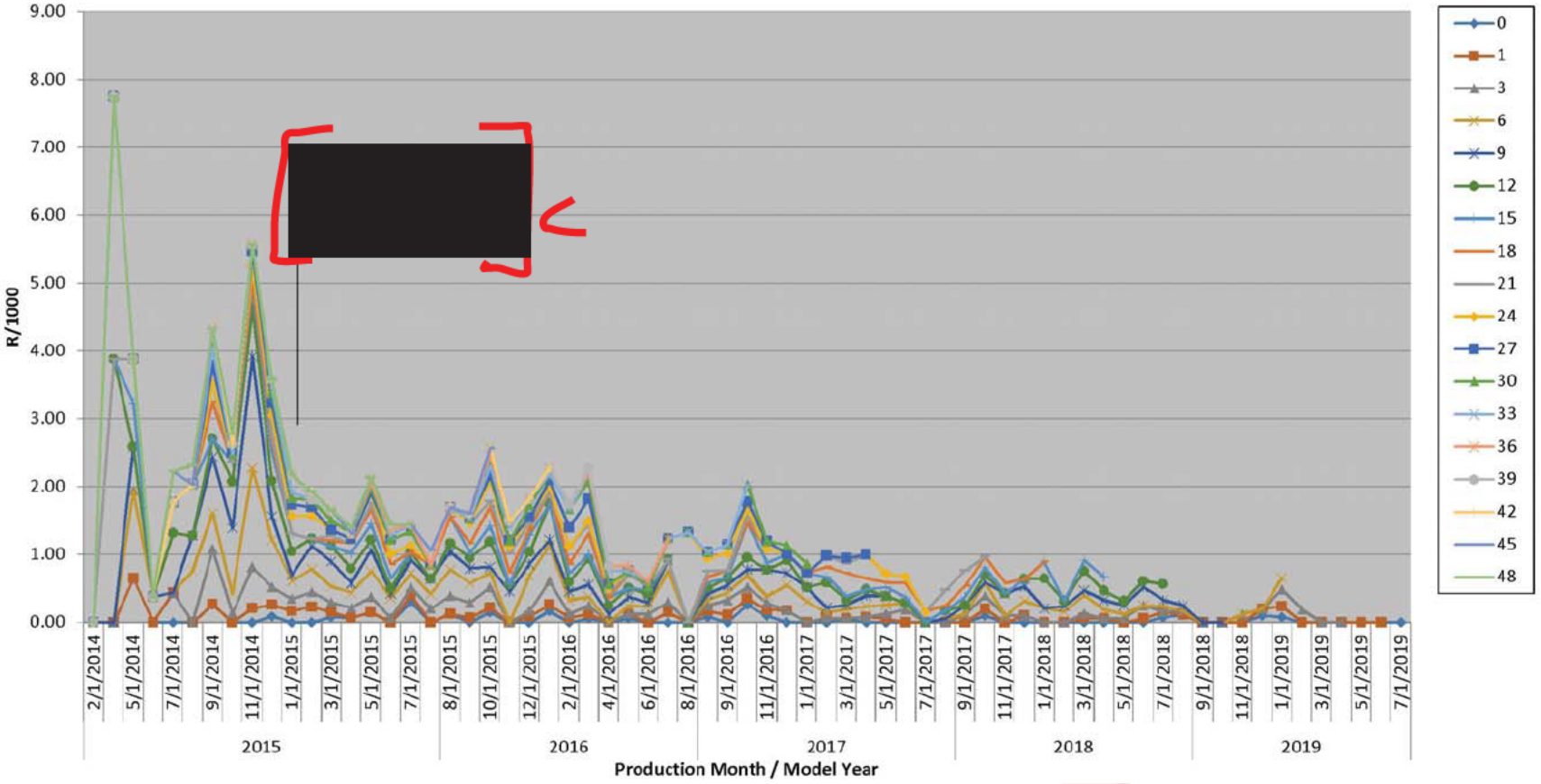


[redacted]

Supplier = Brose

AWS Analysis

Transit - C1A Latches-North America



[redacted]

Back Up

From: Robinson, Hue (H.M.)
Sent: Friday, December 13, 2019 1:04 PM
To: Pleet, Edward (E.A.)
Subject: FW: Scope 1: Kiekert Latch - Total Reports by Location
Attachments: Kiekert Scope 1 Latch - Location Report 20191212.pptx

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

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

---

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

Hue,

Please see that attached in response to Ed's request at the TRG to provide report data based on location.
I've included both report count and report rate for reference.

Please let me know if the raw data is needed.

Kind regards,

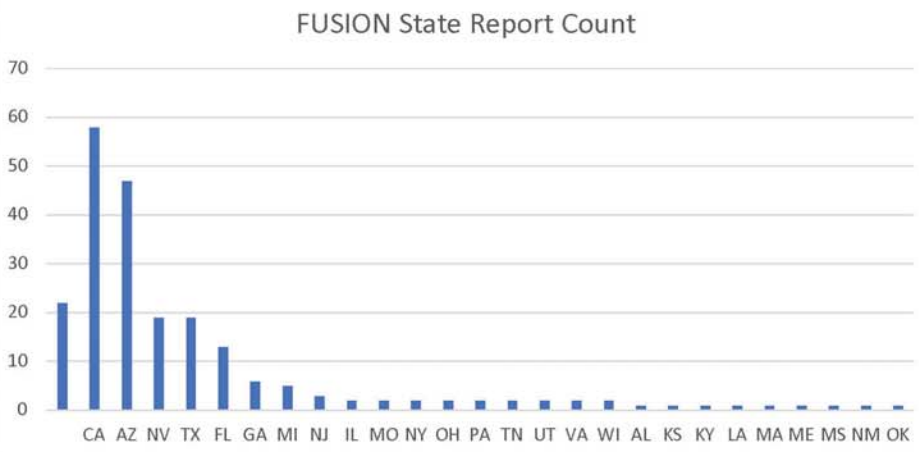
Jorji D. Itoh
Production Vehicle Safety
Automotive Safety Office
330 Town Center Drive
Dearborn, MI 48126
Phone: [redacted]

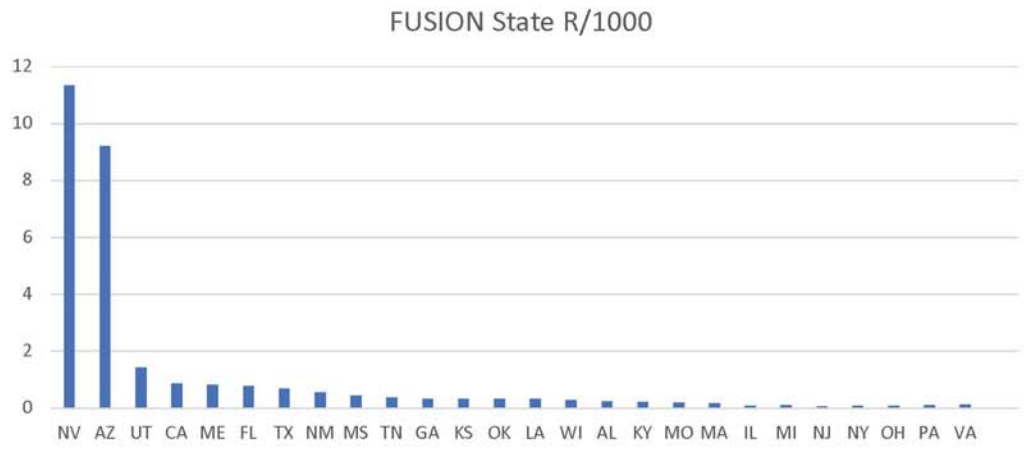
Kiekert Data by Location

Scope 1 Population

FUSION Prod Dates Nov 2013-April 2015

Row Labels	Count of Symptom
	22
CA	58
AZ	47
NV	19
TX	19
FL	13
GA	6
MI	5
NJ	3
IL	2
MO	2
NY	2
OH	2
PA	2
TN	2
UT	2
VA	2
WI	2
AL	1
KS	1
KY	1
LA	1
MA	1
ME	1
MS	1
NM	1
OK	1
Grand Total	219

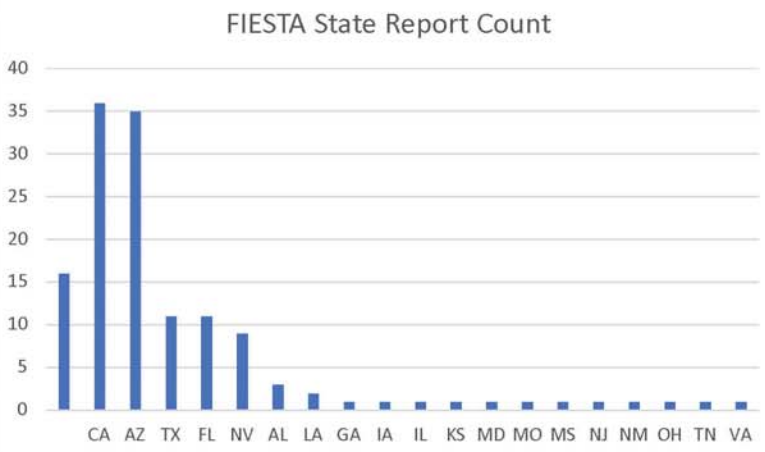


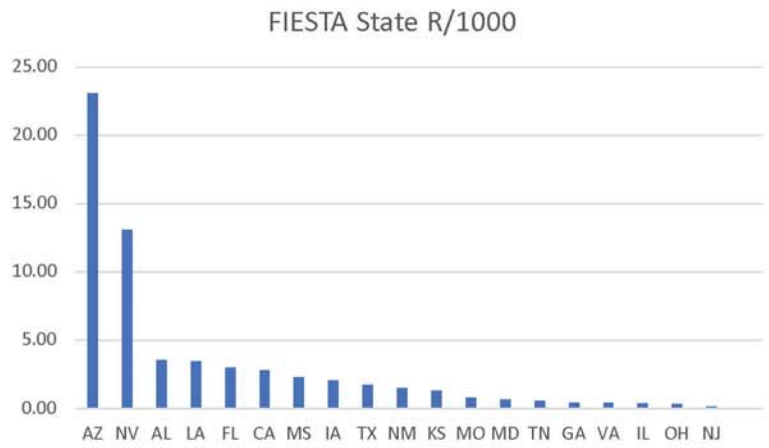


Row Labels	Sum of r/1000
NV	11.37
AZ	9.23
UT	1.46
CA	0.88
ME	0.85
FL	0.79
TX	0.71
NM	0.57
MS	0.46
TN	0.39
GA	0.35
KS	0.35
OK	0.34
LA	0.34
WI	0.31
AL	0.26
KY	0.25
MO	0.21
MA	0.18
IL	0.10
MI	0.12
NJ	0.08
NY	0.10
OH	0.10
PA	0.12
VA	0.15
Grand Total	30.09

FIESTA Prod Dates Nov 2013-Dec 2014

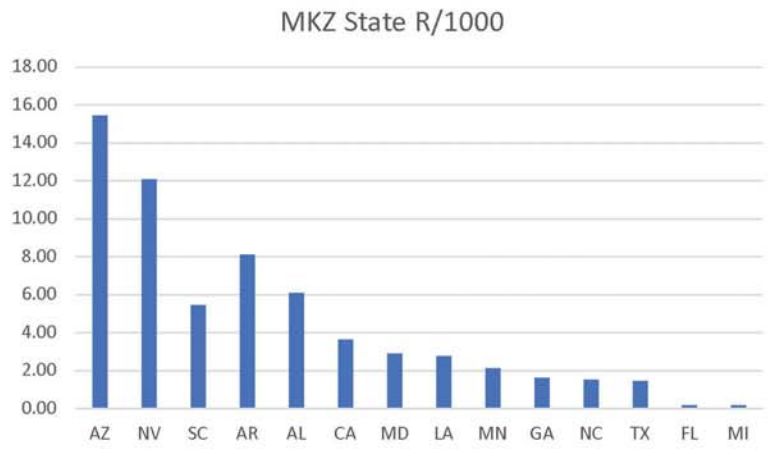
Row Labels	Count of Symptom
	16
CA	36
AZ	35
TX	11
FL	11
NV	9
AL	3
LA	2
GA	1
IA	1
IL	1
KS	1
MD	1
MO	1
MS	1
NJ	1
NM	1
OH	1
TN	1
VA	1
Grand Total	135





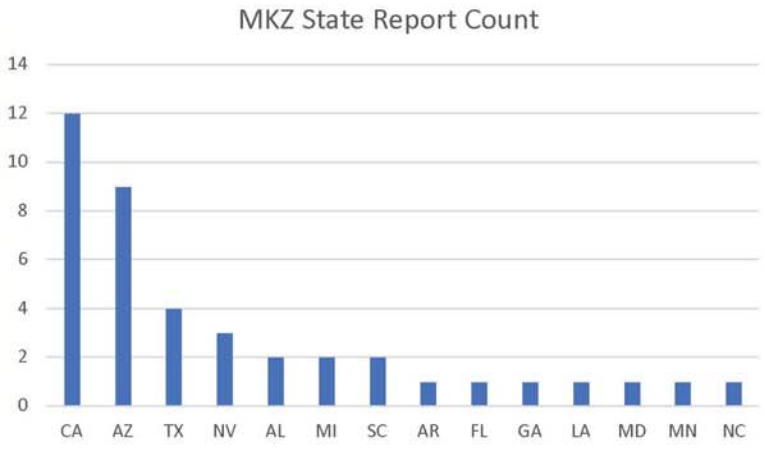
Row Labels	Sum of R/1000
AZ	23.13
NV	13.14
AL	3.59
LA	3.51
FL	3.04
CA	2.83
MS	2.31
IA	2.09
TX	1.78
NM	1.53
KS	1.34
MO	0.84
MD	0.68
TN	0.62
GA	0.46
VA	0.46
IL	0.44
OH	0.36
NJ	0.19
	0.00
Grand Total	62.35

MKZ Prod Dates Nov 2013-April 2015



Row Labels	Sum of r/1000
AZ	15.46
NV	12.10
SC	5.48
AR	8.13
AL	6.12
CA	3.67
MD	2.92
LA	2.78
MN	2.16
GA	1.65
NC	1.56
TX	1.49
FL	0.21
MI	0.19
Grand Total	63.93

Row Labels	Count of Symptom
CA	12
AZ	9
TX	4
NV	3
AL	2
MI	2
SC	2
AR	1
FL	1
GA	1
LA	1
MD	1
MN	1
NC	1
Grand Total	41



From: Rabourn, Todd (T.R.)
Sent: Tuesday, February 11, 2020 10:18 PM
To: Hansen, Thayne (T.); Baker, Zachary (Z.)
Subject: FW: TRG File
Attachments: Scope 2.pptx

Here is the deck that was reviewed last Wednesday. Thanks.

From: Rabourn, Todd (T.R.)
Sent: Wednesday, February 05, 2020 6:58 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Hansen, Thayne (T.) <thansen1@ford.com>
Subject: RE: TRG File

Sorry, here you go.

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Wednesday, February 05, 2020 6:57 PM
To: Rabourn, Todd (T.R.) <trabourn@ford.com>
Subject: RE: TRG File

Hi Todd,

I don't see the updates in the attached file.
No worries though, just wanted to mention so that you share the most updated file.

Kind regards,

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

From: Rabourn, Todd (T.R.) <trabourn@ford.com>
Sent: Wednesday, February 05, 2020 5:41 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Subject: TRG File

Jorgi,
Attached is the presentation with the updates you requested.

Thayne,
A couple of changes to the slide 4. Include the questions from NHTSA to identify the segmentation populations. Added the very last comment around Service Manager approval in the "Not Yet Repaired" section.

If either of you has any concerns/questions. I am available to make adjustments up until the meeting time.

Thanks.

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

BUILT Ford PROUD

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

February 5, 2020

RQ19-005 000402 RC

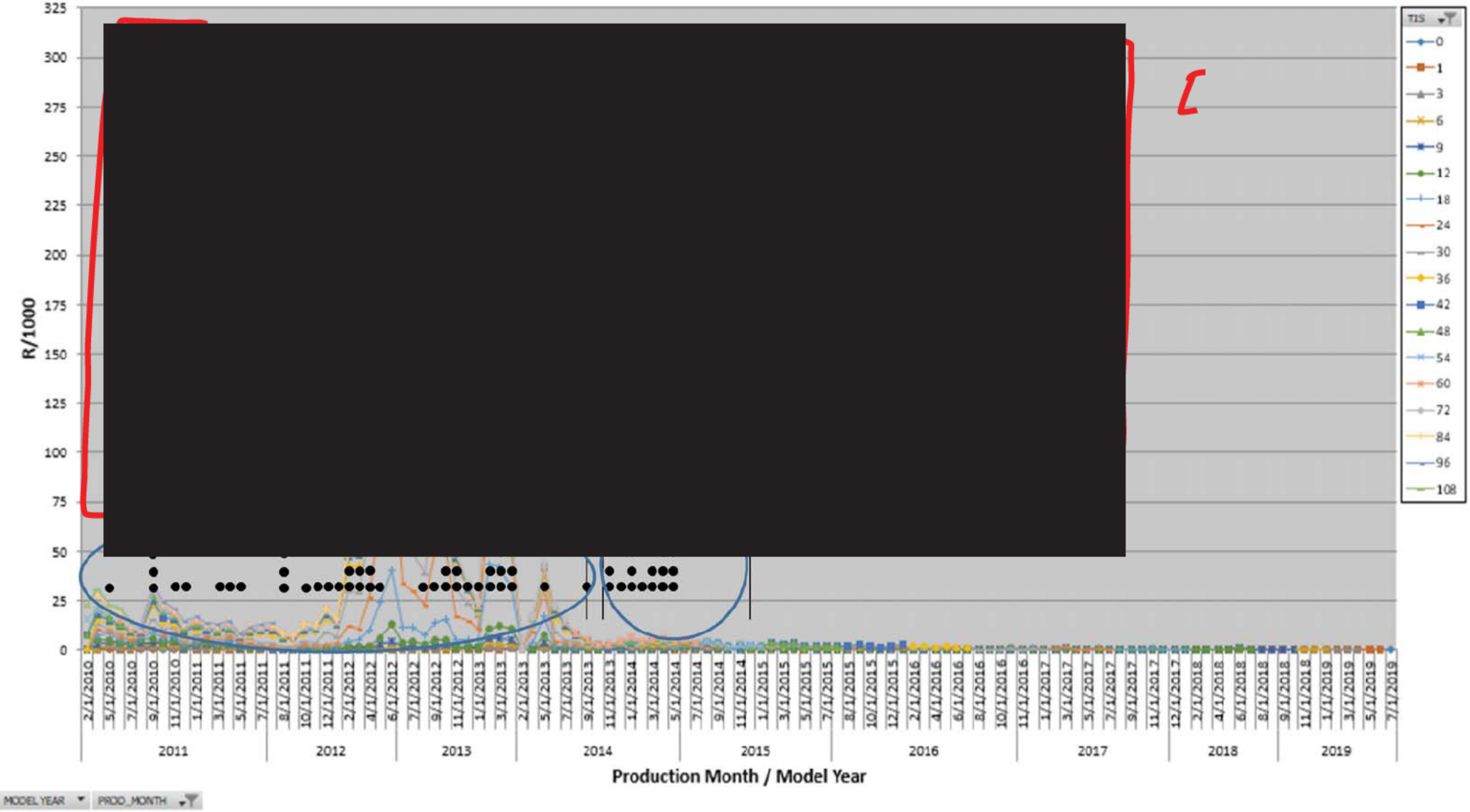
Back – Up

RQ19-005 000407 RC

CONFIDENTIAL BUSINESS INFORMATION

Warranty Data

GSARS/AWS Analysis – Fiesta C1A Latches (N.A. ONLY)



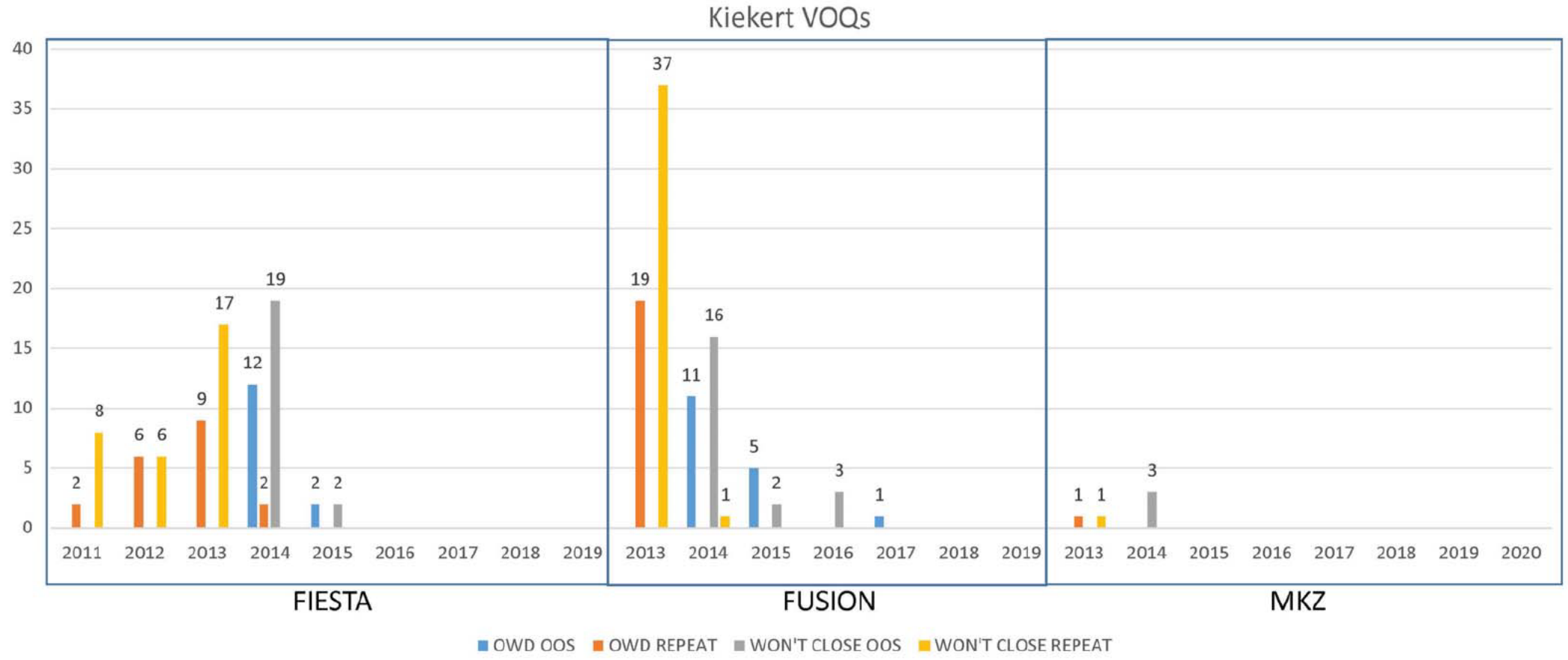
Technical Review Group 2020.02.05

2011-2016 Cross Vehicle Line – C1A Door Latch

All VOQ Data

[redacted]

	Repeat	OOS
Fiesta	50	35
Fusion	57	38
MKZ	2	3



Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: FW: VOQ Alleging Swapped Latches

Good morning Thayne,

[redacted]

Any guidance you can provide would be appreciated.

Kind regards,

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

From: Yandrick, Matthew (NHTSA) <matthew.yandrick@dot.gov>
Sent: Tuesday, March 17, 2020 12:55 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: FW: VOQ Alleging Swapped Latches

Hi Mike and Jorji,

The VOQ who had a non-child safety latch installed in the rear passenger door was also having issue getting the correct remedy, noted below in the letter and the 2nd attachment invoice. Neither the original dealership that performed 15S16, nor his new local Ford dealership will replace the non-child safety latch.

How would you like to respond to this and any future cases?

I reached out to Mr. Gregory Schultz at Big Star Ford to ask him about this problem. Mr. Schultz explained that it had been more than two years since the work had been performed, and there was nothing that he or Big Star Ford would do to remedy the situation. In subsequent conversations and email correspondence with Mr. Schultz, he indicated that he would discuss my situation with Big Star Ford management. Ultimately, though, Big Star Ford has chosen to stand by their initial position and has indicated that there is nothing that they are willing to do to help remedy this new safety issue.

I then reached out to a local Ford dealer in Omaha and inquired about the door latch replacement. The Omaha dealer indicated that it is possible and very common for the front and rear door latches to be installed in the improper door (i.e. the front latch in the rear door and vice versa). Hence the missing child lock on my rear passenger side door. The Omaha dealer also indicated that if it was their service department that had originally done the work incorrectly, they would repair it free of charge since that would be the right thing to do.

Regards,
Matthew

Matthew Yandrick

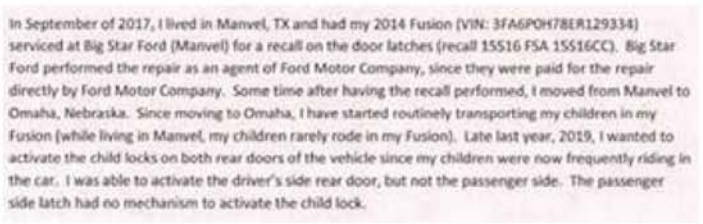
General Engineer, Office of Defects Investigation
National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue, SE Room W46-475
Washington, DC 20590
Office 202-366-1126

From: Yandrick, Matthew (NHTSA)
Sent: Thursday, February 20, 2020 12:23 PM
To: Landry, Mike (M.P.) <mlandry@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Afety, S (S.) <safety24@ford.com>; Pearse, Dan (NHTSA) <Dan.Pearse@dot.gov>; Simmons, Paul (NHTSA) <Paul.Simmons@dot.gov>
Subject: VOQ Alleging Swapped Latches

Hi Mike and Jorji,

It was mentioned in today's meeting that Ford was talking to the engineering group about the possibility of a latch installed incorrectly (front vs rear). Can we get an update for our monthly meeting next Tuesday?

That made me question a latch VOQ (#11302053) we received last month. This allegation is not a latching failure. The allegation was about not having a rear passenger-side child lock, and a possibly a front latch got installed or swapped instead. The VOQ was a mailed letter. I can provide the full redacted letter if needed, however the main information is below:


In September of 2017, I lived in Manvel, TX and had my 2014 Fusion (VIN: 3FA6P0H78ER129334) serviced at Big Star Ford (Manvel) for a recall on the door latches (recall 15S16 FSA 15S16CC). Big Star Ford performed the repair as an agent of Ford Motor Company, since they were paid for the repair directly by Ford Motor Company. Some time after having the recall performed, I moved from Manvel to Omaha, Nebraska. Since moving to Omaha, I have started routinely transporting my children in my Fusion (while living in Manvel, my children rarely rode in my Fusion). Late last year, 2019, I wanted to activate the child locks on both rear doors of the vehicle since my children were now frequently riding in the car. I was able to activate the driver's side rear door, but not the passenger side. The passenger side latch had no mechanism to activate the child lock.

This may help as another data point similar to the vehicle with swapped latches in the Texas audit.

I asked about the latch codes just for reference. All were the Kiekert Bridge-retention:
Driver Front: 060817
Driver Rear: 050817
Passenger Front: 310717
Passenger Rear: 1007A7

Regards,
Matthew

Matthew Yandrick
General Engineer, Office of Defects Investigation
National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue, SE Room W46-475
Washington, DC 20590
Office 202-366-1126

Kiekert Door Latch Data Summary

Fiesta (2014-2015 MY)
Fusion/MKZ (2013-2015 MY)

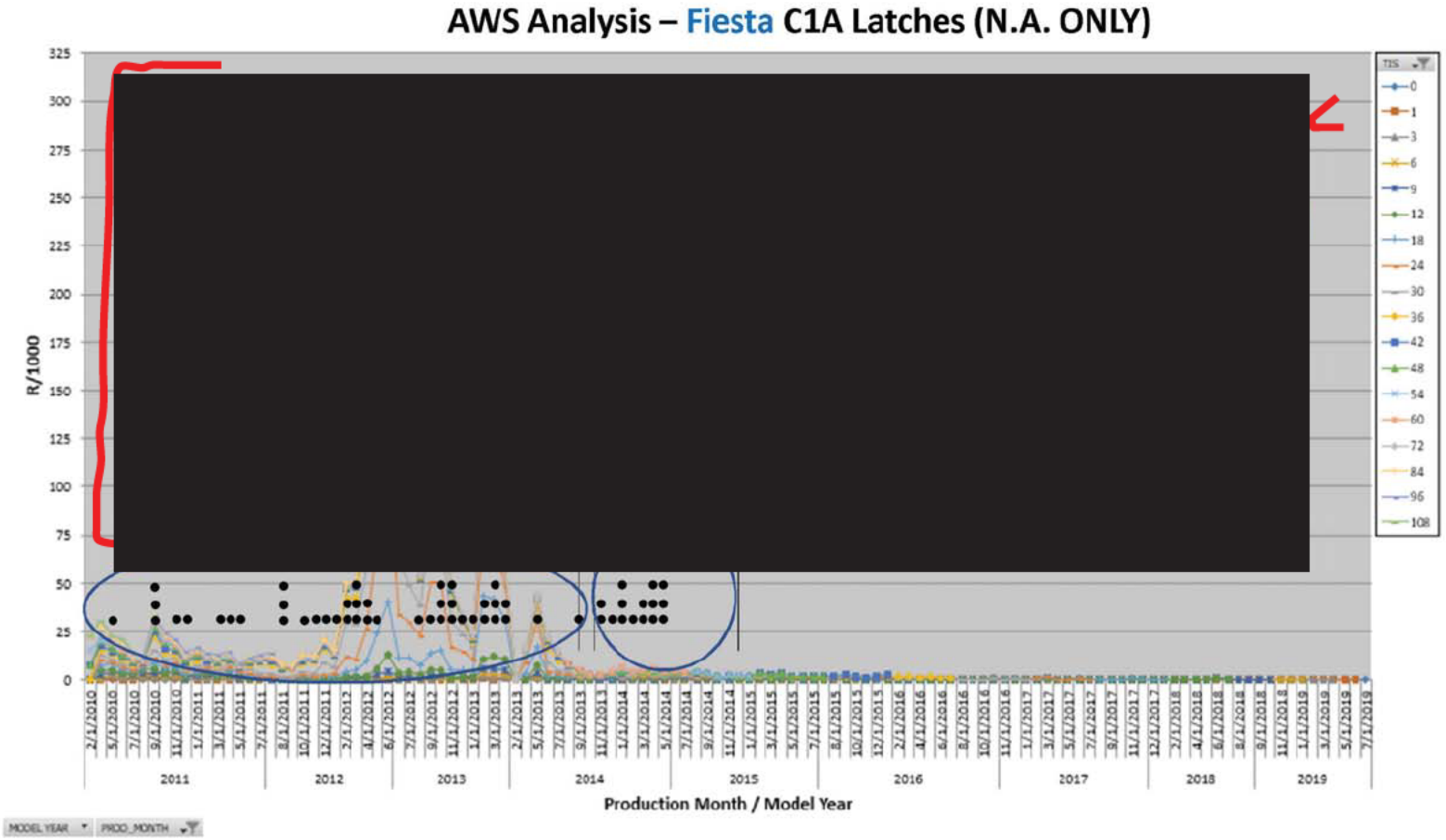
Built after 5/31/13 Recall Cut-off Date Through
12/31/14 Latch Robustness Action

January 24, 2017

RQ19-005 000414 RC

From: Diaz, Adrian (A.D.)
Sent: Thursday, June 4, 2020 6:18 PM
To: Monteiro, Fabio (FDT.)
Subject: Kiekert C1A Robustness Action Timing (002).pptx
Attachments: Kiekert C1A Robustness Action Timing (002).pptx

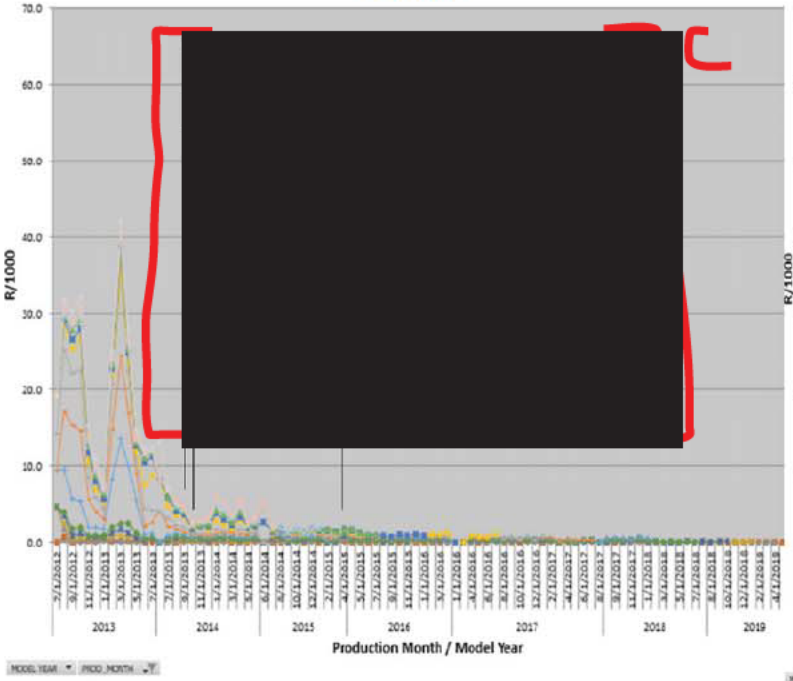
Warranty Data



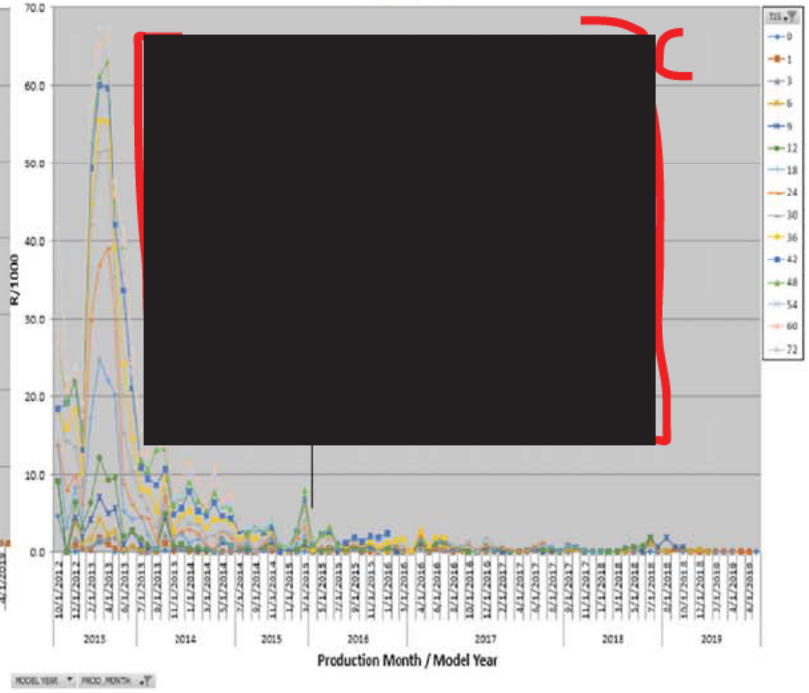
Warranty Data

AWS Analysis – C1A Latches (N.A. ONLY)

Fusion



MKZ



Kiekert FSAs 20S15 / 20R01

May 6, 2020

Ford Confidential

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

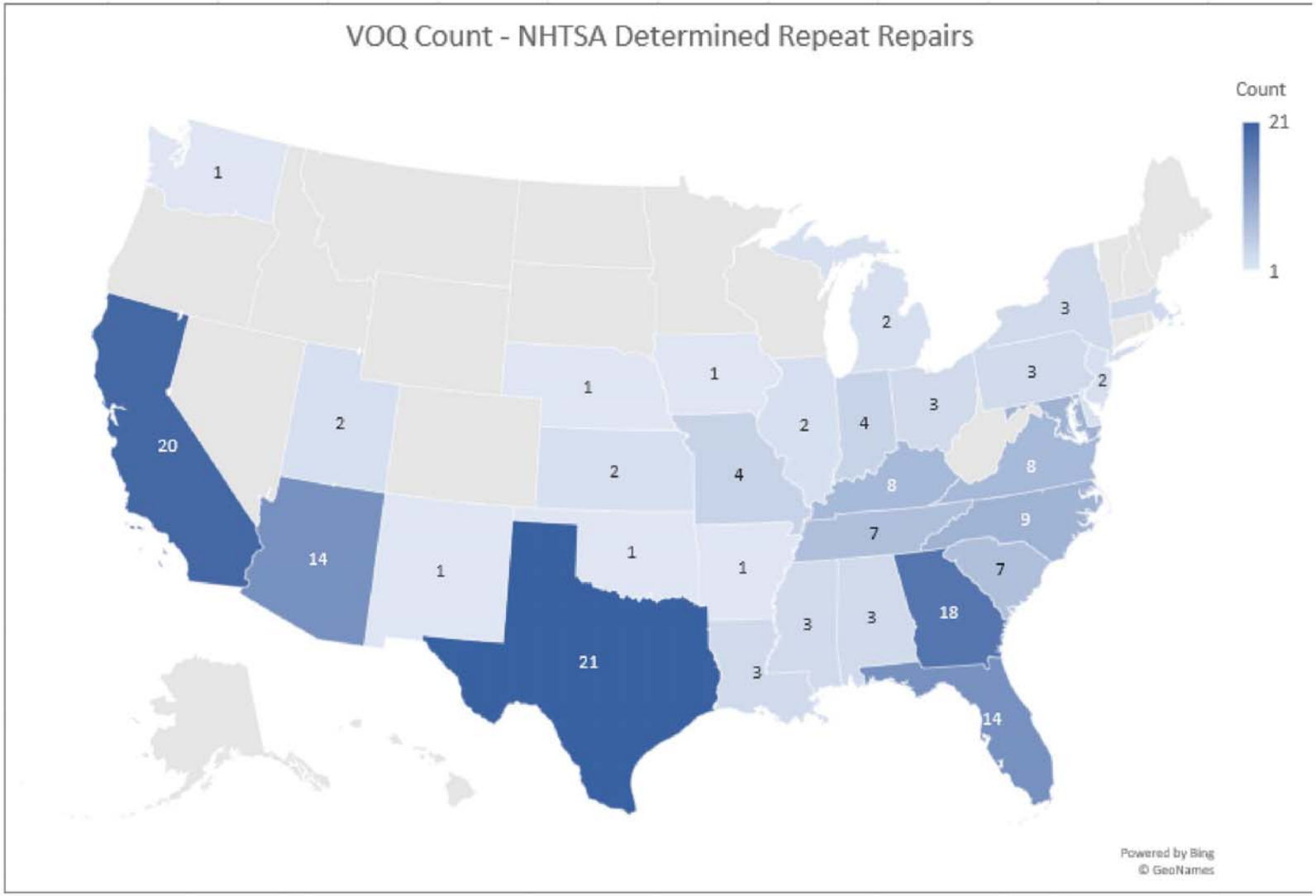
March 9, 2020

RQ19-005 000430 RC

Back – Up

RQ19-005 000436 RC

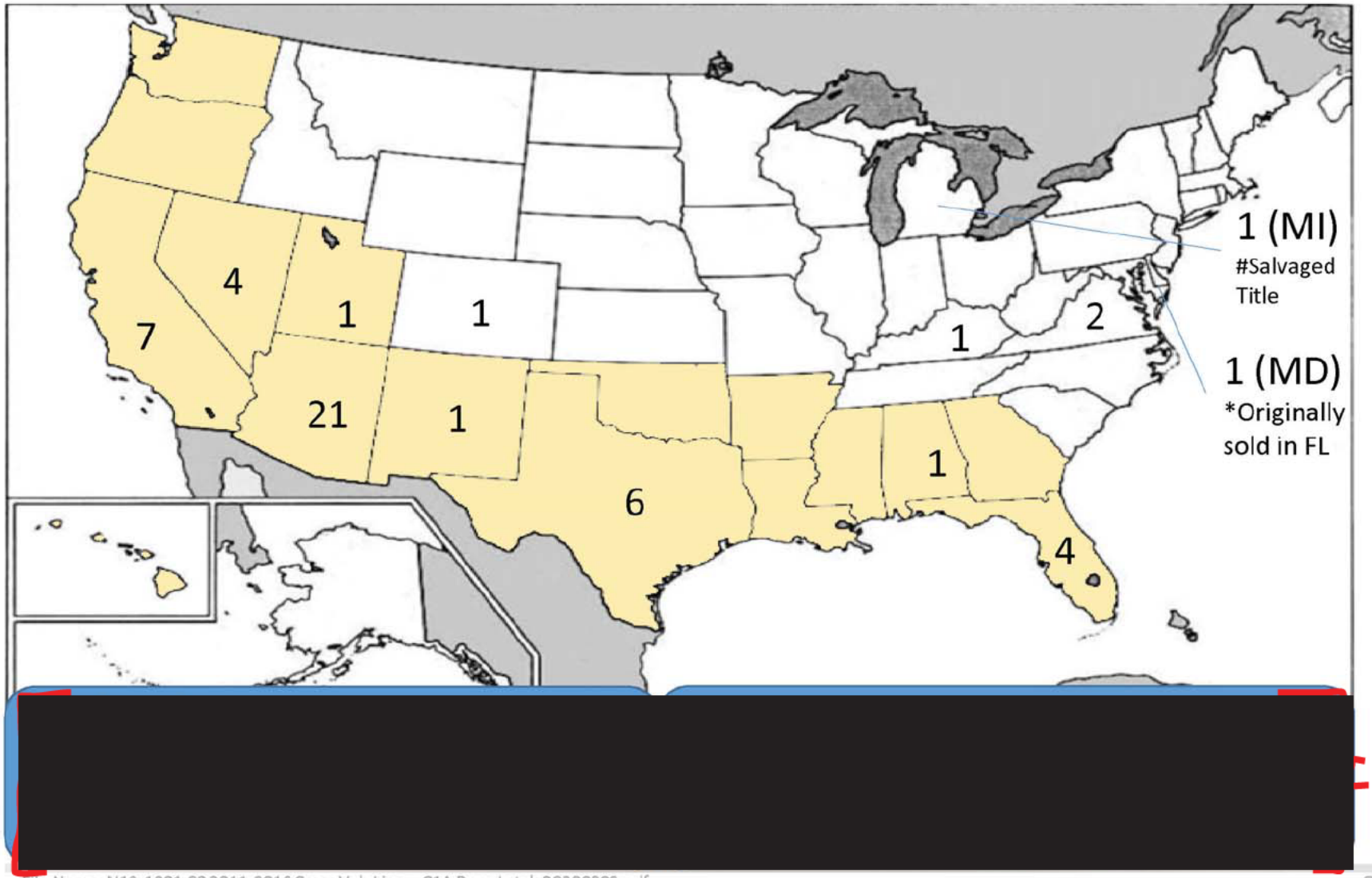
Repeat VOQ (NHTSA Determined) Count Based on Location



State	Count
TX	21
CA	20
GA	18
AZ	14
FL	14
MD	9
NC	9
KY	8
VA	8
SC	7
TN	7
IN	4
MO	4
AL	3
LA	3
MA	3
MS	3
NY	3
OH	3
PA	3

CONFIDENTIAL BUSINESS INFORMATION

OOS VOQ Count Based on Location



State	VOQs
AZ	21
CA	7
TX	6
FL	4
NV	4
VA	2
AL	1
CO	1
KY	1
MD*	1
MI	1
NM	1
UT	1
Grand Total	51

[redacted]

STATES INCLUDED IN 16R01

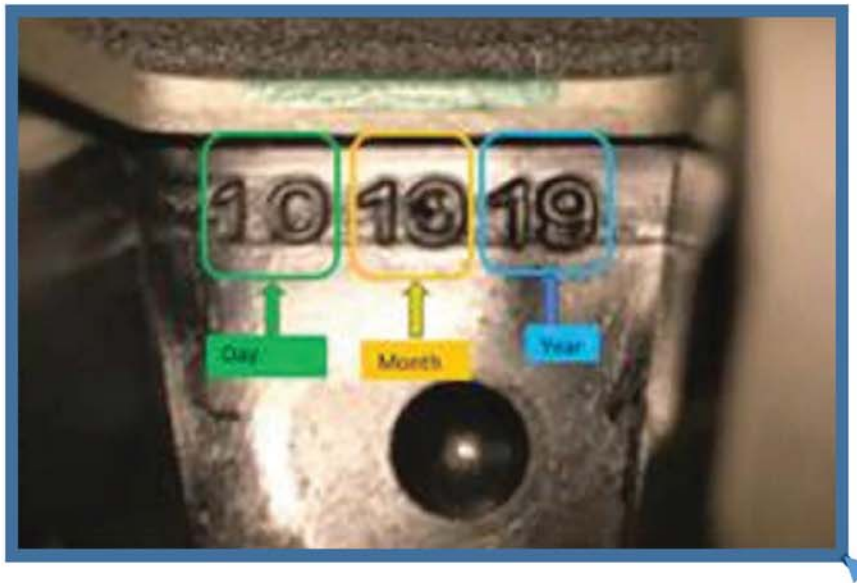
- ALABAMA
- ARKANSAS
- ARIZONA
- CALIFORNIA
- FLORIDA
- GEORGIA
- HAWAII
- LOUISIANA
- MISSISSIPPI
- NEW MEXICO
- NEVADA
- OKLAHOMA
- OREGON
- TEXAS
- UTAH
- WASHINGTON

2011-2016 Cross Vehicle Line
C1A Door Latch
Vehicles Previously Remedied Under
15S16/16S30

April 30, 2020

RQ19-005 000441 RC

Inspection





Backup

RQ19-005 000451 RC

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

December 4, 2019

RQ19-005 000453 RC

Fiesta VOQs (with VINs) Data

All Reorts	Count
?	2
not related	1
OWD	32
won't close	62
cut finger	1
Grand Total	**98**

Recall not perfomed at time of VOQ	Count
?	1
OWD	9
won't close	10
Grand Total	**20**

Recall has not been perfomed yet	Count
won't close	3
Grand Total	**3**

Repeat Repair after Recall	Count
OWD	16
won't close	30
Grand Total	**46**

Others	Count
invalid VIN	3
no VIN	4
duplicate VIN	4
cut finger	1
produced post 15S16	17
Grand Total	**29**

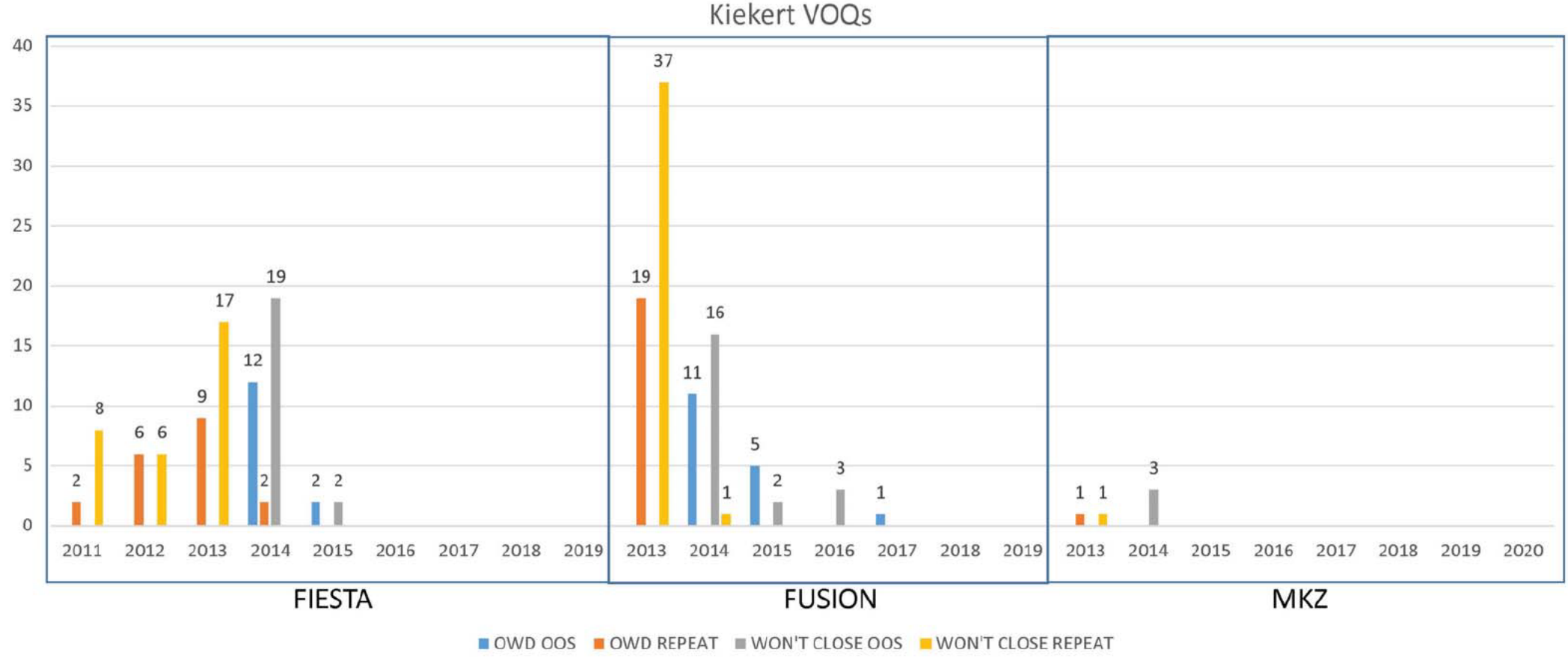
[redacted]

CONFIDENTIAL BUSINESS INFORMATION

All VOQ Data

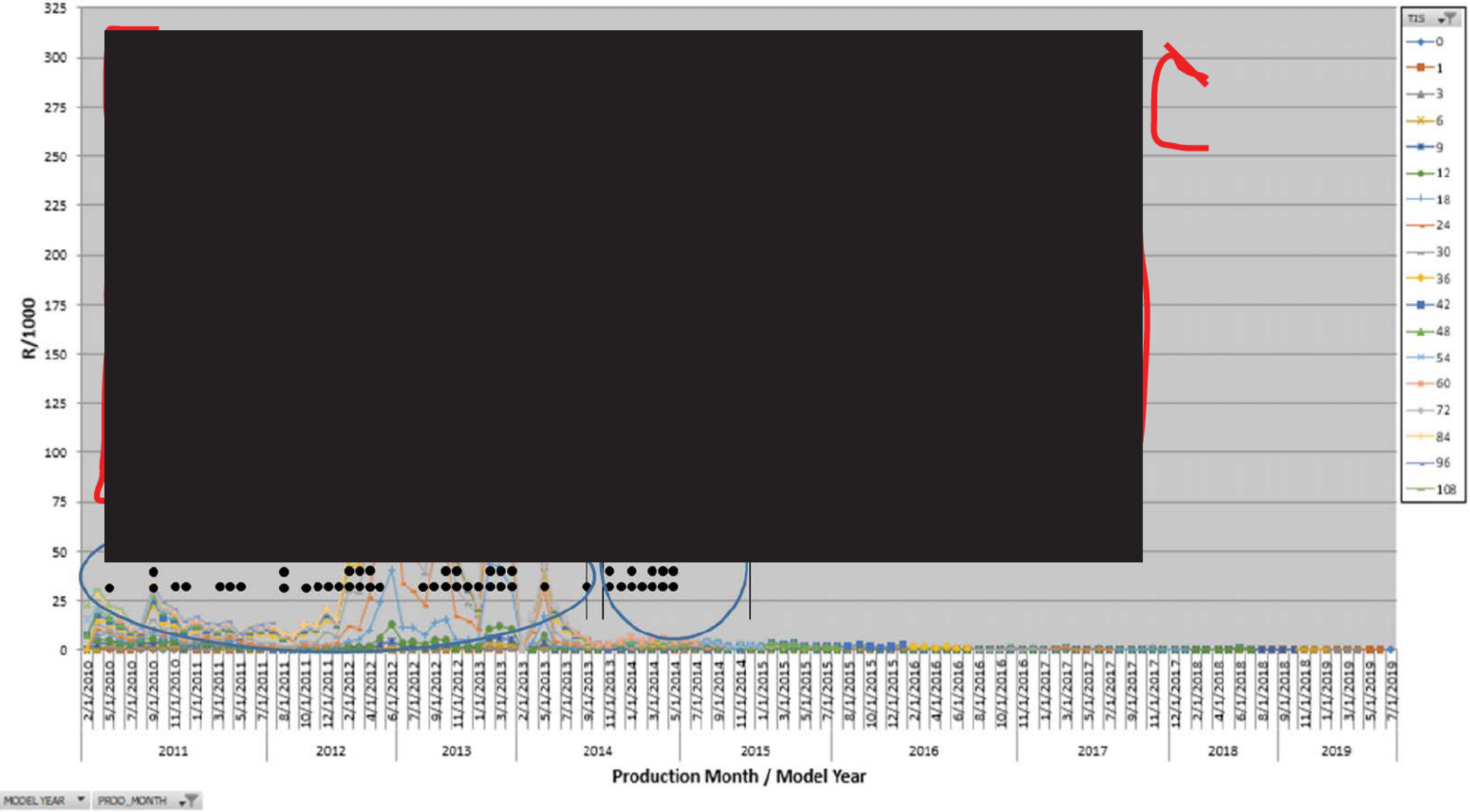
[redacted]

	Repeat	OOS
Fiesta	50	35
Fusion	57	38
MKZ	2	3



RQ19-005 000460 RC

AWS Analysis – Fiesta C1A Latches (N.A. ONLY)

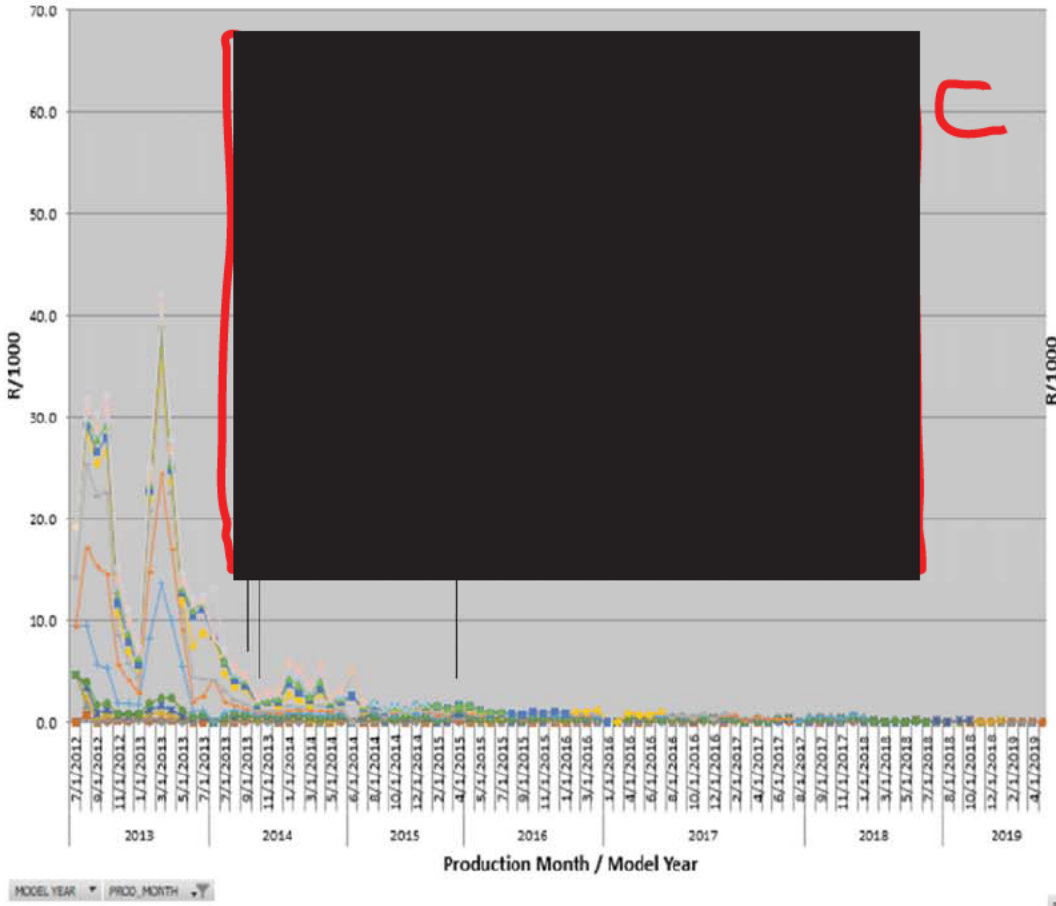


CONFIDENTIAL BUSINESS INFORMATION

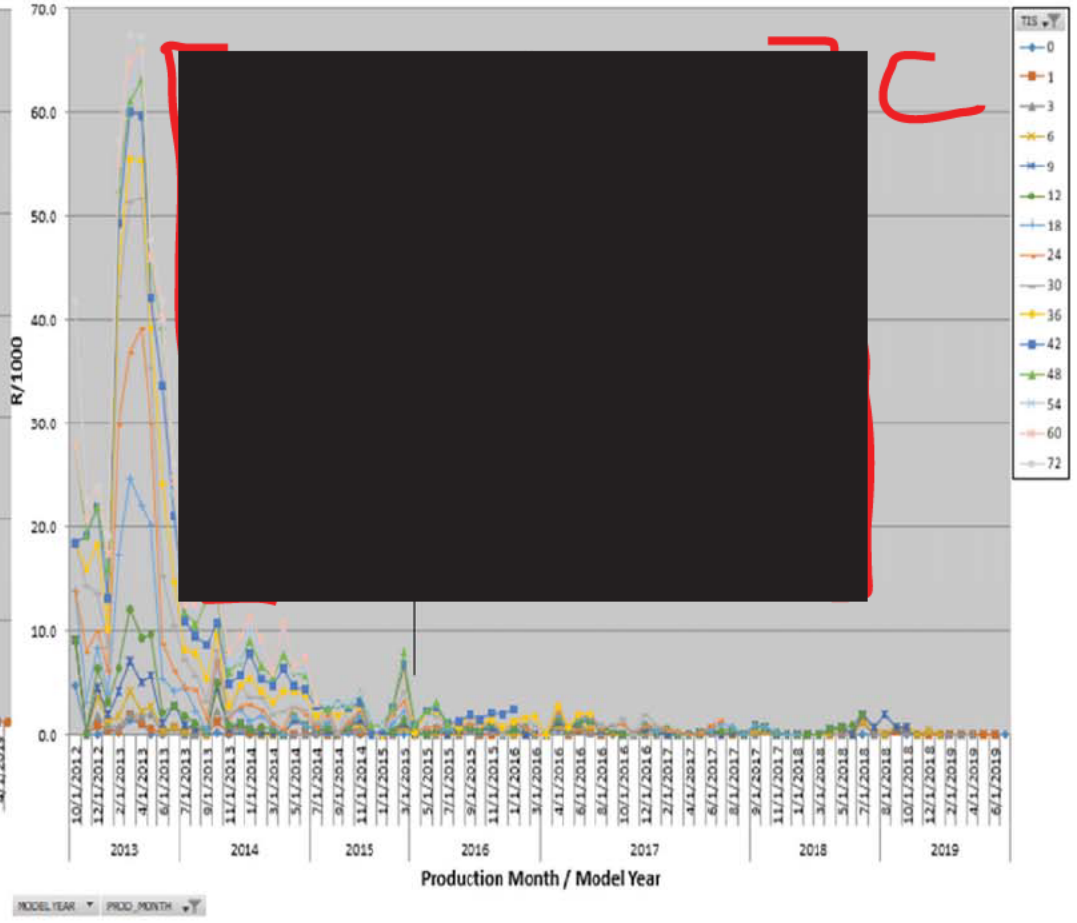
Warranty Data

AWS Analysis – C1A Latches (N.A. ONLY)

Fusion



MKZ



RQ19-005 000462 RC

Technical Review Group 2019.12.04

2011-2016 Cross Vehicle Line – C1A Door Latch

Parts Return Analysis

Total VINs: 58

7	#2-Repeat repairs after performing recall
7	#1-Latches post recall build date range
22	Out of scope - different failure mode
22	Unassessed

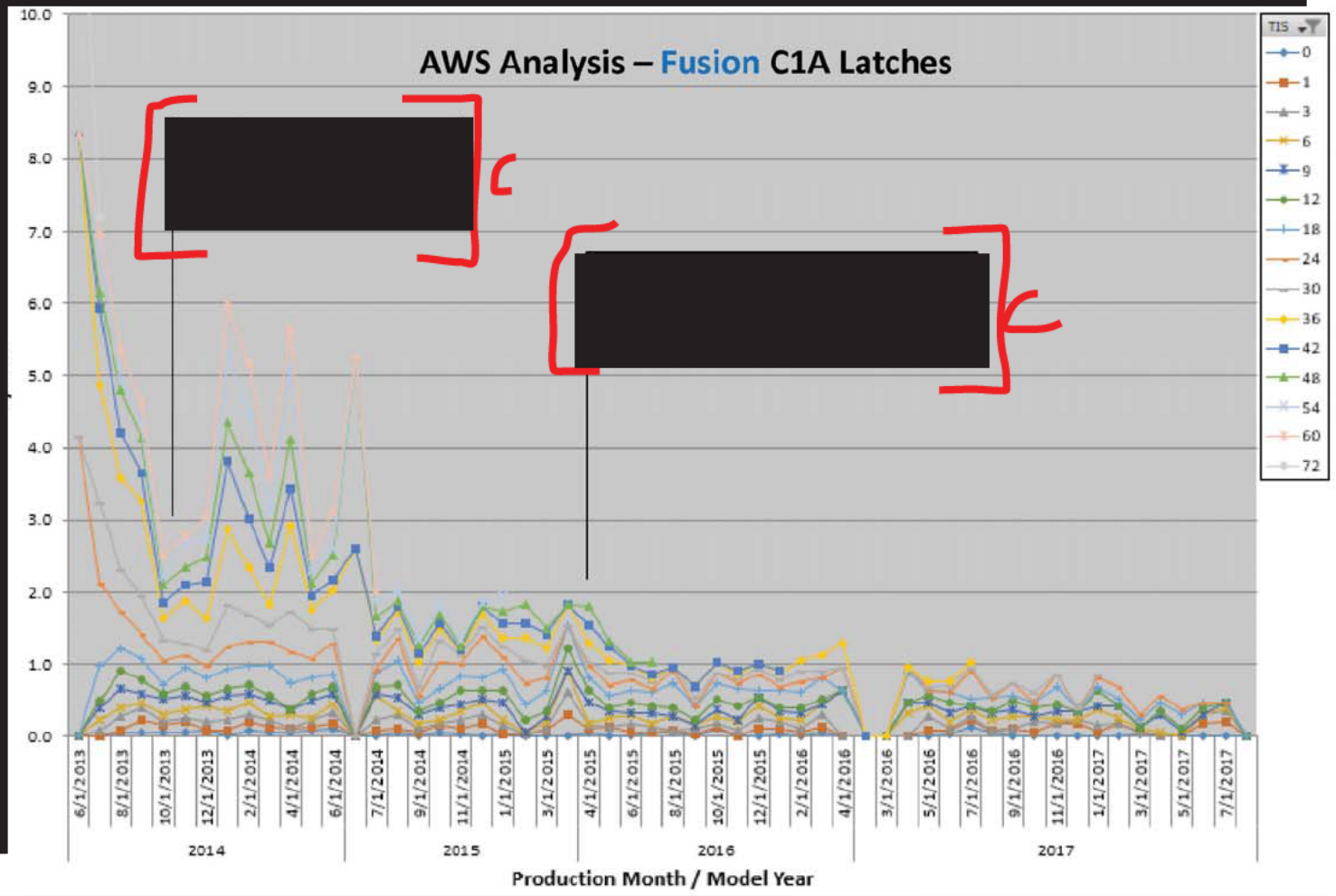
Component Engineer completed analysis

Part with Component Engineer for analysis

Count	Source	Supplier	Vehicle Line	Vin#	Vehicle Built Date	Latch built/Julian Date	Recent Repair Date	State	Customer Concern	Tech Action	History
1	WPAC	Kiekert	Fusion	3FA6P0H76DR[redacted]	2/11/2013	1/23/2013	9/26/2019	MA	RF door won't close	Recall 15S16	5/22/19-initial 15S16 performed by Grieco dealer & all 4 latches replaced 9/26/19-passenger front door won't close; latch received back has a Julian date that lines up with vehicle build date and original latch.
3	WPAC	Kiekert	Fusion	3FA6P0HRXDR[redacted]	1/13/2013	12/19/2012	9/20/2019	MD	Right rear door won't close	RR latch replaced	12/4/18-initial 15S16 performed by Prince Frederick Ford & all 4 latches replaced. 8/19/19-driver rear door latch replaced for door will not close issue by Leonardtown Ford. 9/20/19-pass rear door latch replaced for door will not close issue by Leonardtown Ford.
17	WPAC	Brose	Focus	1FAHP3H21CL[redacted]	4/4/2011		10/1/2019	PA	Left Rear door won't close	Latch replaced. Perform recall 16S30 on 4/15/19	4/15/2019-initial 16S30 performed by Murphy Ford (Chester, PA) 10/1/2019-RL latch replaced for won't close, tech states latch spring broken
34	CRC	Kiekert	Fiesta	3FADP4BJ8BM[redacted]	9/15/2010	1/23/2010	10/30/2019	NC	Righr Rear door won't close	Authorized dealer to replace all 4 latches and return to Ford	3/9/16-initial 15S16 performed by same dealer & all 4 latches replaced 10/30/19-right rear door will not close, Julian date aligns with vehicle build date (Contac ID: 102218582)
39	WPAC	Kiekert	Fusion	3FA6P0H75DR[redacted]	10/2/2012	9/12/2012	10/7/2019	MD	RF door won't close	Latch replaced, per 15S16	10/2/2018-initial 15S16 performed by Lindsay Ford (Wheaton, MD) 10/7/2019-FR door latch replaced for won't stay closed by Lindsay Ford.
40	FoA	Kiekert	Ranger	AFAFP4LP8GJB[redacted]	1/8/2016	9/18/2015	6/9/2019	Qatar	Driver side door not closing	Frong LH door not closing well, internal faulty mechanism	6/9/2019-FL latch replaced for door will not close
41	FoA	Kiekert	Ranger	AFAFP4LP7GJB[redacted]	1/11/2016	9/18/2015	6/15/2019	Qatar	Driver door not closing properly	Not closing, tried to lubricate but not resolved, replaced latch due to internal faulty mech	6/15/2019-no previous history of recall performed, FL door latch replaced for will not close by Almana Motors (Doha, Qatar)
42	FoA	Kiekert	Ranger	AFAFP4LP1GJB[redacted]	1/8/2016	9/18/2015	8/20/2019	Qatar	Front left door not closing	Lubricate latch but not resolved, replace due to internal faulty mechanism	8/20/2019-FL door latch replaced for will not close, internal faulty mechanism.
43	FoA	Kiekert	Ranger	AFAFP4LP7GJB4[redacted]	1/8/2016	9/18/2015	8/21/2019	Qatar	Front left door not closing	Lubricate latch but not resolved, replace due to internal faulty mechanism	8/21/2019-FL door latch replaced for will not close, internal faulty mechanism.
44	FoA	Kiekert	Ranger	AFAFP4LP9GJ[redacted]	1/8/2016	9/18/2015	8/18/2019	Qatar	Front left door not closing	Lubricate latch but not resolved, replace due to internal faulty mechanism	8/18/2019-FL door latch replaced for will not close, internal faulty mechanism.
45	FoA	Kiekert	Ranger	AFAFP4LP5GJB[redacted]	1/11/2016	9/18/2015	7/13/2019	Qatar	Front right side door not closing properly	Latch stuck up, internal mechanism failure, replaced	7/13/2019-FR door latch replaced for will not close, latch stuck up, internal mechanism failure.
11111507	NHTSA	Kiekert	Fusion	3FA6P0HRXDR[redacted]	3/15/2013	3/3/2013	?	MS	OWD	Failed latch is FL, pics show torn old-style tab.	10/24/2014-warranty repair for FR door will not latch, replaced latch & broken cables @ Stivers Ford (Montgomery, AL). 8/5/2015-recall 15S16 performed for RR door ONLY for door will not shut @ Stivers Ford (Montgomery, AL). 2/25/2016-recall 15S16 performed for ALL doors & used kit p/n @ Metro Ford (Tupelo, MS). Recent pics from NHTSA has Julian date of 62131 (3/3/2013) and part number AE8A-5421813-CC.
11265835	NHTSA	Kiekert	Fusion	3FA6P0H71DR[redacted]	11/1/2012	10/16/2012	?	GA	OWD	Failed latch is FL, pics show torn old-style tab.	2/23/2016-initial 15S16 performed by Wade Ford (Smyrna, GA) Recent pics from NHTSA has Julian date of 290122 (10/16/2012) and part number AE8A-5421813-CC. Current latches in vehicle are: FL 300818, FR 410E5, RL 181115, RR 1211C5.
11278552	NHTSA	Kiekert	Fusion	3FA6P0H74ER3[redacted]	5/24/2014	5/13/2014	?	CA	OWD	Failed latch is RR, pics show torn old-style tab.	Recent pics from NHTSA has Julian date of 133149 (5/13/2014) and part number AE8[redacted] 5426412-BF.

Scope #1 – Failures Outside Recall Date

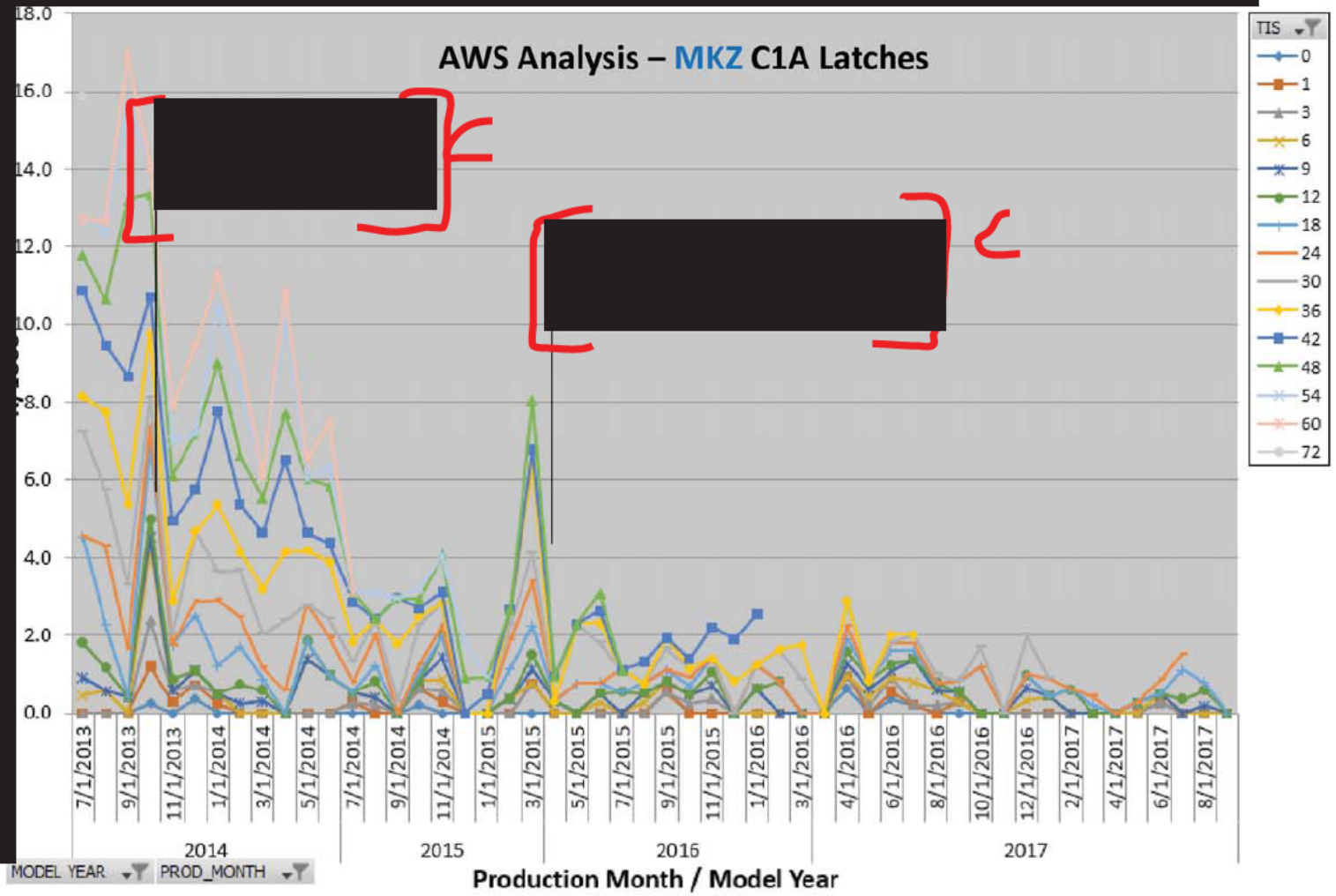
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CONFIDENTIAL BUSINESS INFORMATION

Scope #1 – Failures Outside Recall Date

[redacted]



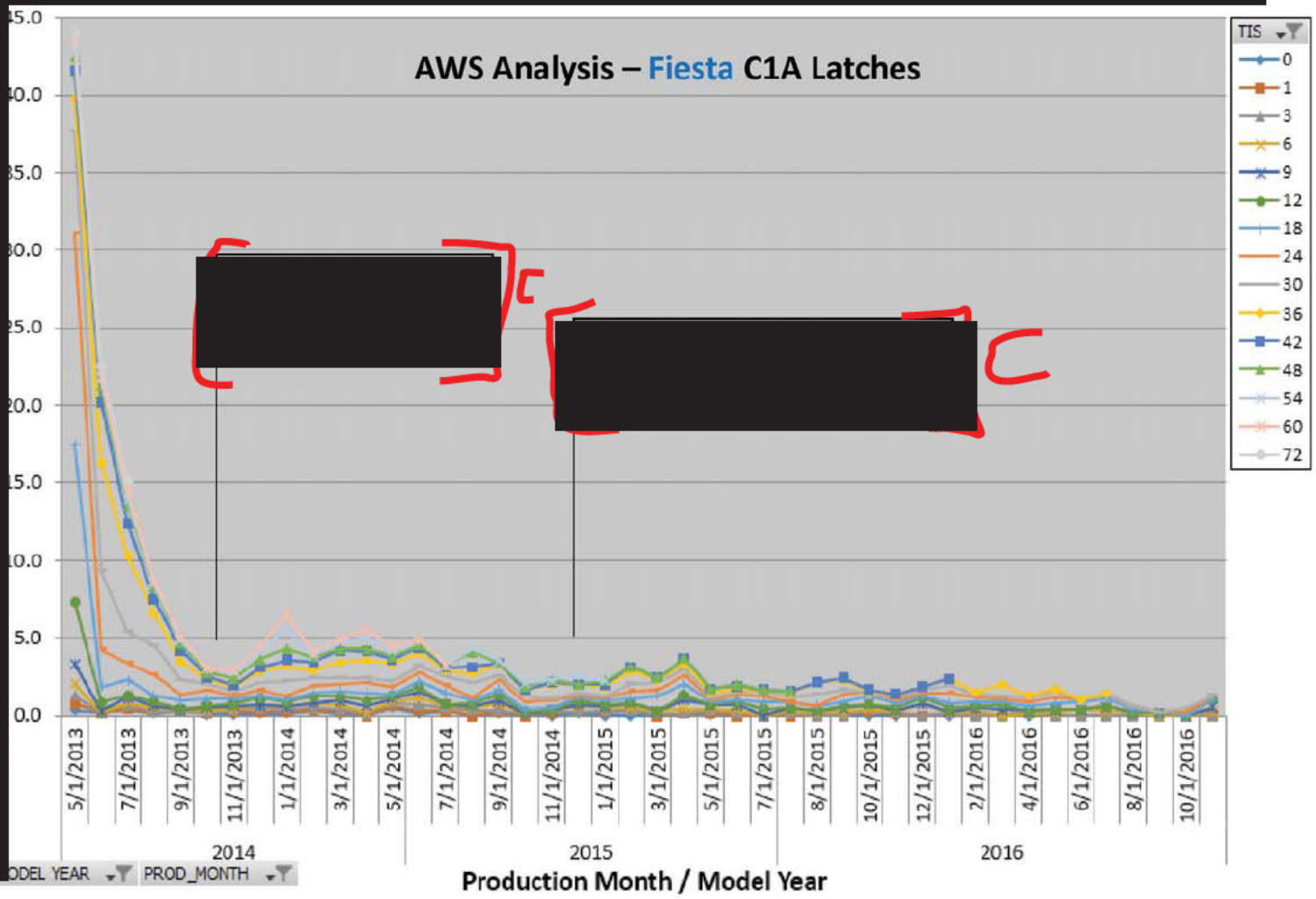
RQ19-005 000465 RC

Technical Review Group 2019.12.04

2011-2016 Cross Vehicle Line – C1A Door Latch

Scope #1 – Failures Outside Recall Date

[redacted]



2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

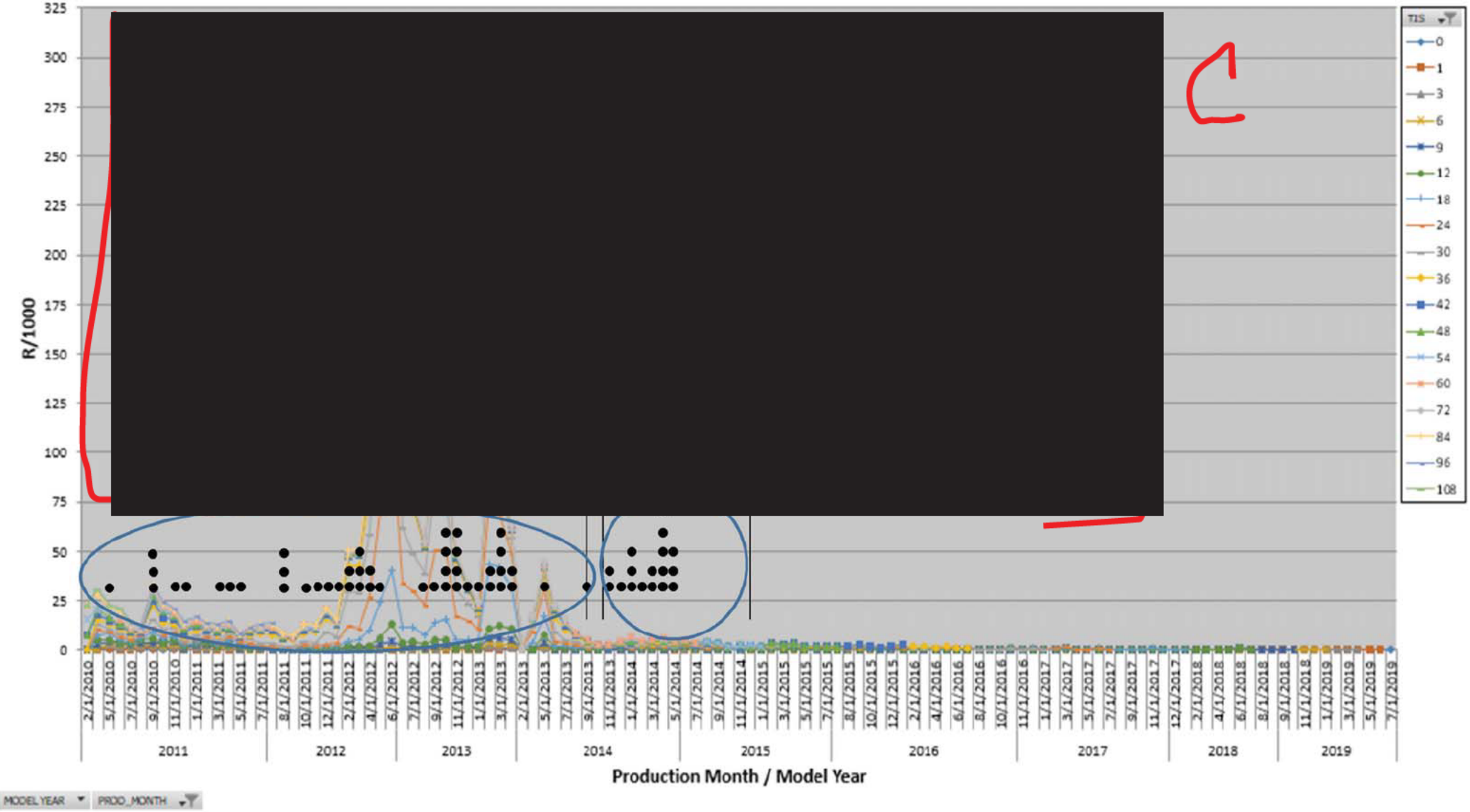
February 5, 2020

RQ19-005 000470 RC

CONFIDENTIAL BUSINESS INFORMATION

Warranty Data

GSARS/AWS Analysis – Fiesta C1A Latches (N.A. ONLY)

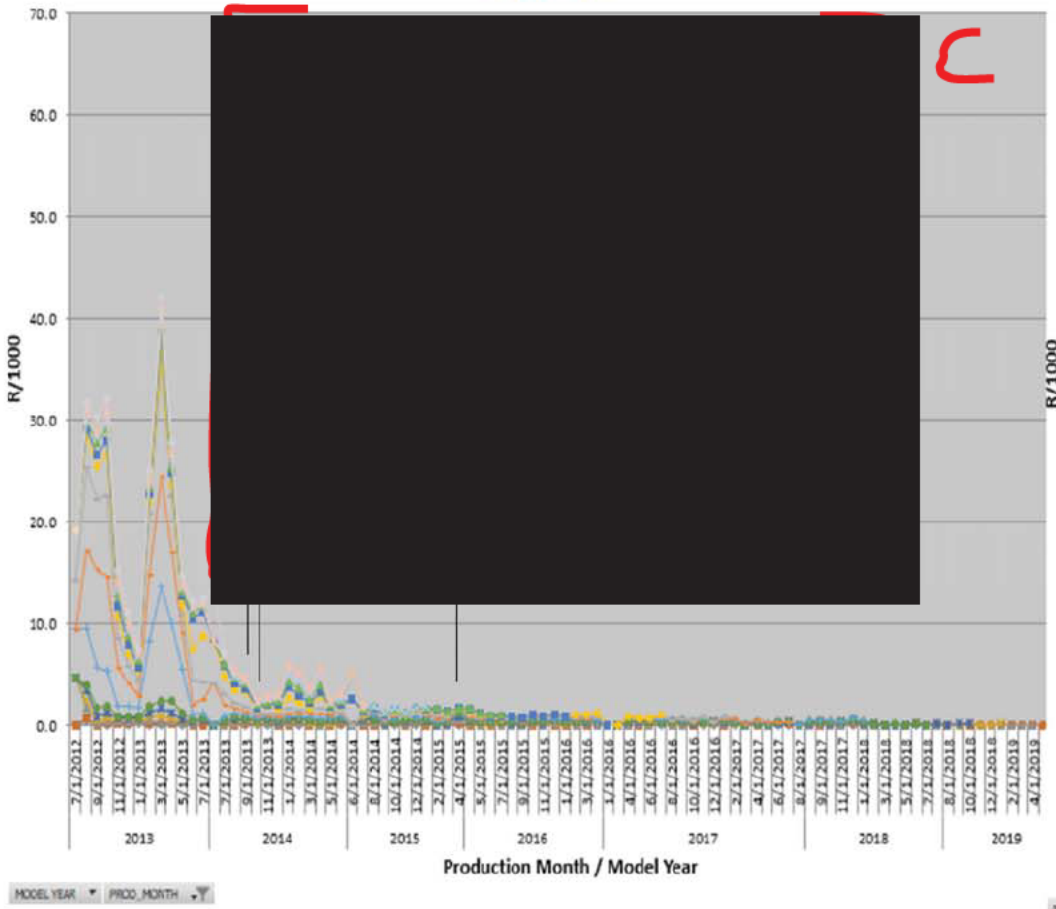


CONFIDENTIAL BUSINESS INFORMATION

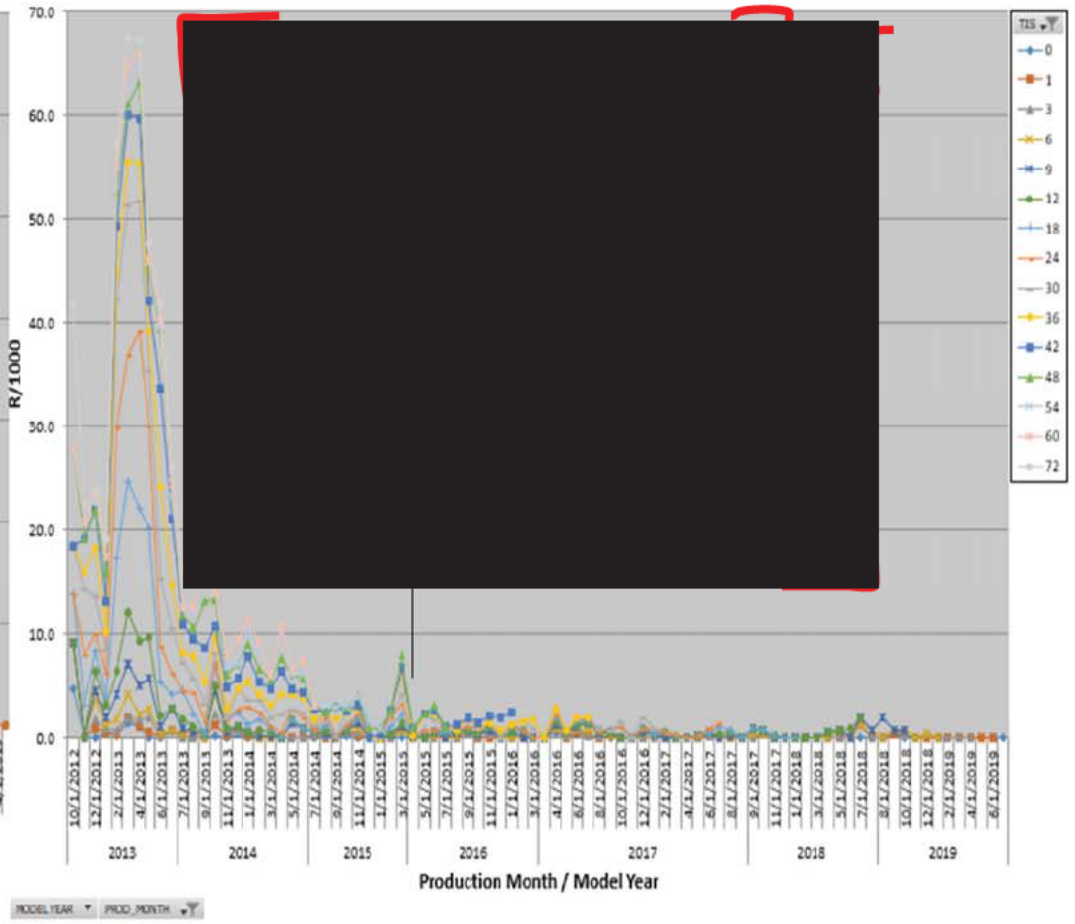
Warranty Data

GSARS/AWS Analysis – C1A Latches (N.A. ONLY)

Fusion



MKZ

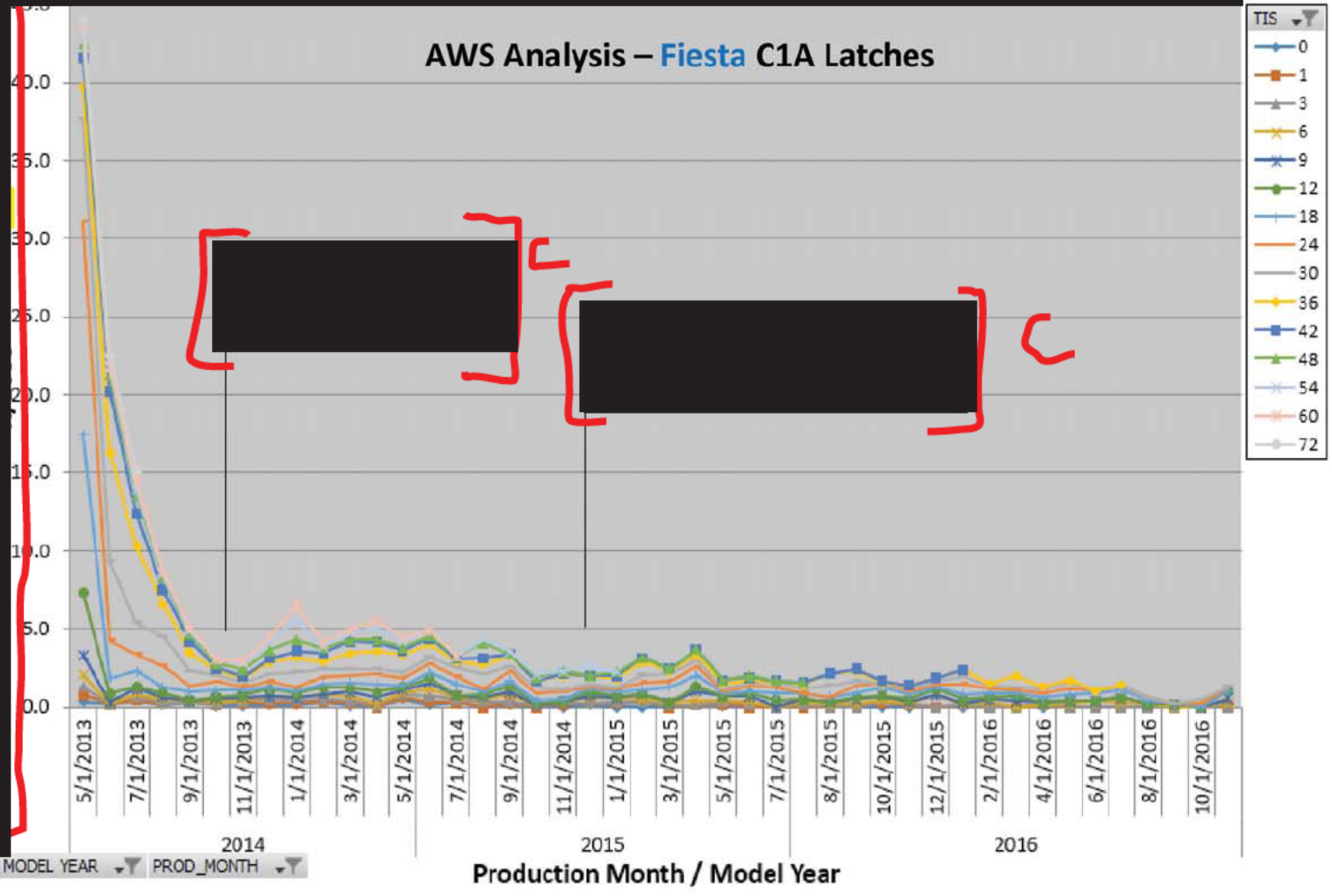


RQ19-005 000474 RC

CONFIDENTIAL BUSINESS INFORMATION

Scope #1 Post 15S16 – Warranty Data

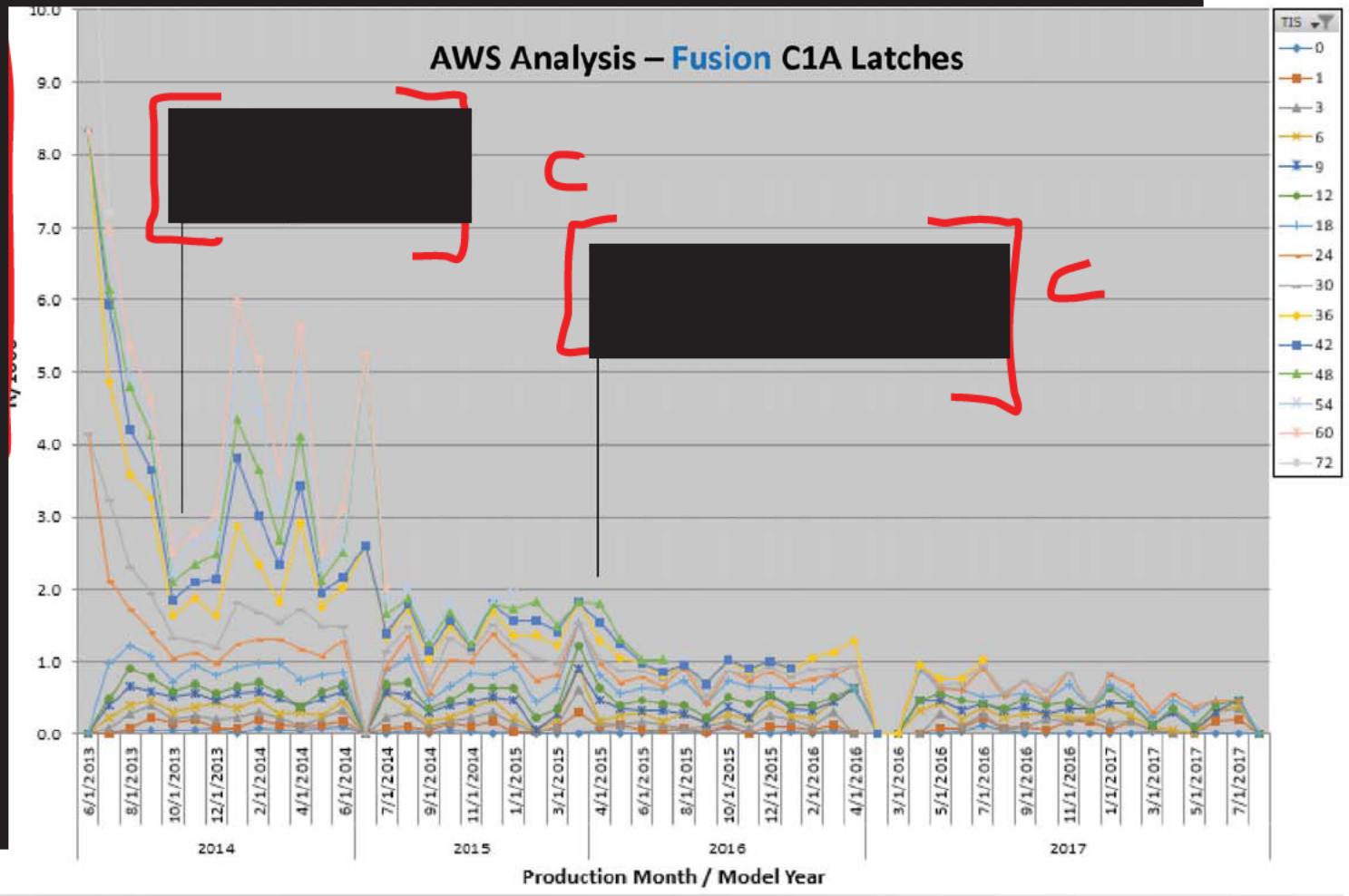
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RQ19-005 000478 RC

Scope #1 Post 15S16 – Warranty Data

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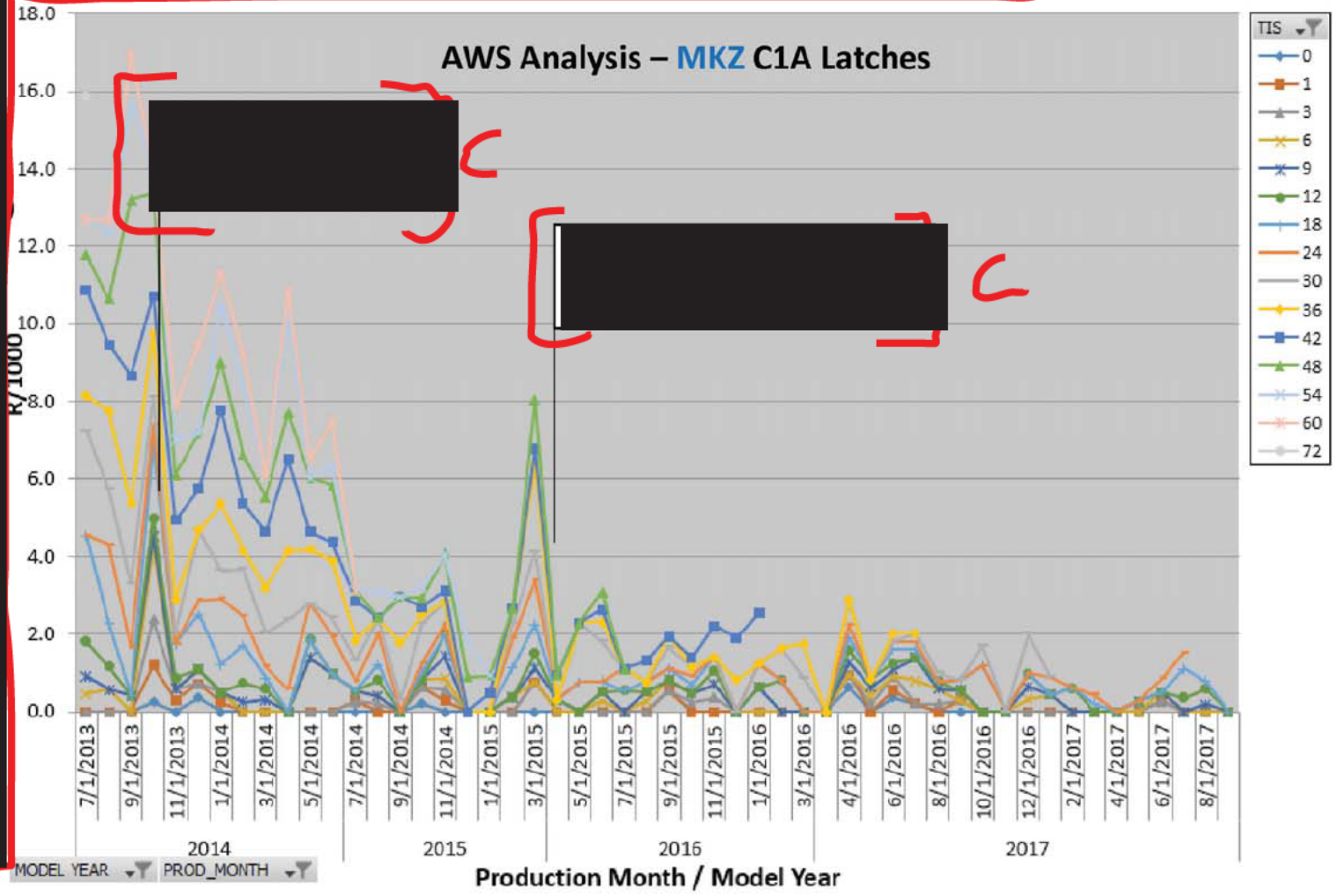
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Technical Review Group 2020.02.05

2011-2016 Cross Vehicle Line – C1A Door Latch

Scope #1 Post 15S16 – Warranty Data

[redacted]



Back – Up

RQ19-005 000484 RC

Fiesta VOQs (with VINs) Data

All Reorts	Count
?	2
not related	1
OWD	32
won't close	62
cut finger	1
Grand Total	**98**

Recall not perfomed at time of VOQ	Count
?	1
OWD	9
won't close	10
Grand Total	**20**

Recall has not been perfomed yet	Count
won't close	3
Grand Total	**3**

Repeat Repair after Recall	Count
OWD	16
won't close	30
Grand Total	**46**

Others	Count
invalid VIN	3
no VIN	4
duplicate VIN	4
cut finger	1
produced post 15S16	17
Grand Total	**29**

[redacted]

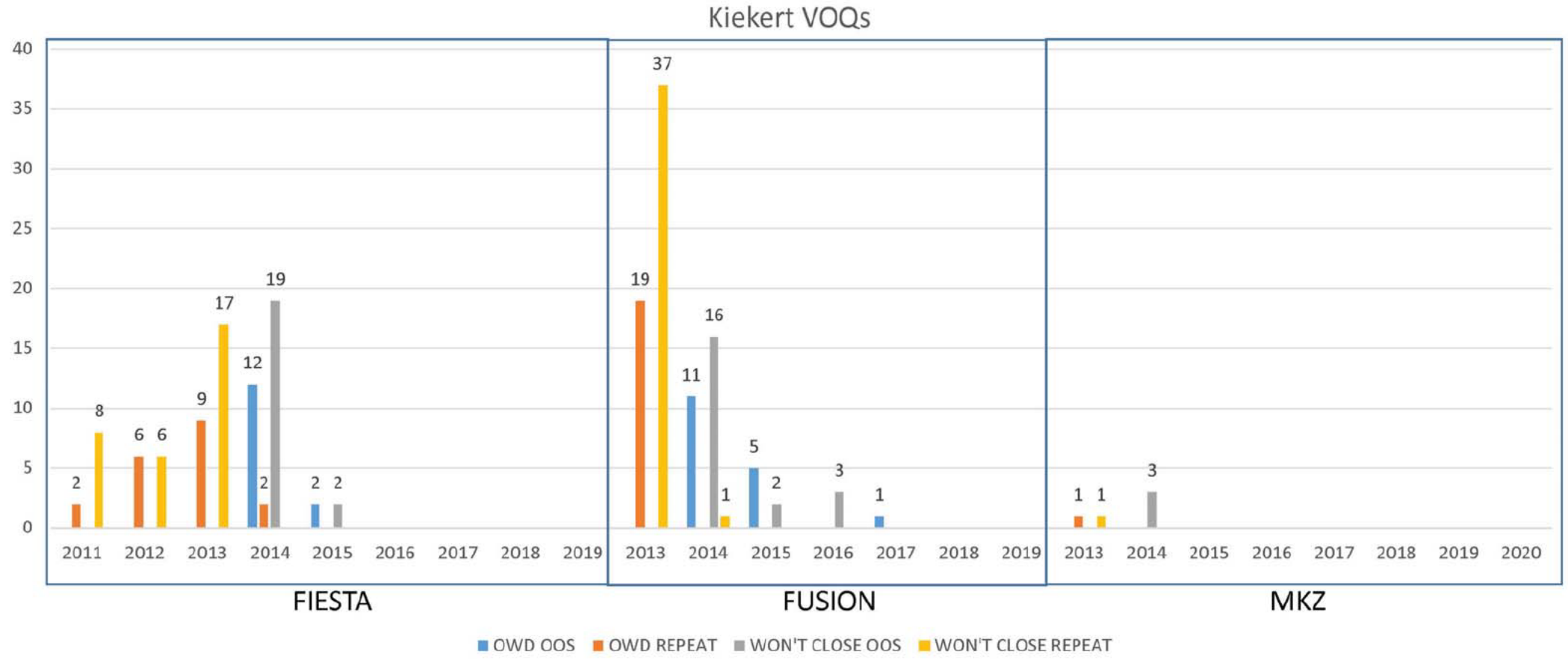
Technical Review Group 2020.02.05

2011-2016 Cross Vehicle Line – C1A Door Latch

All VOQ Data

[redacted]

	Repeat	OOS
Fiesta	50	35
Fusion	57	38
MKZ	2	3



2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

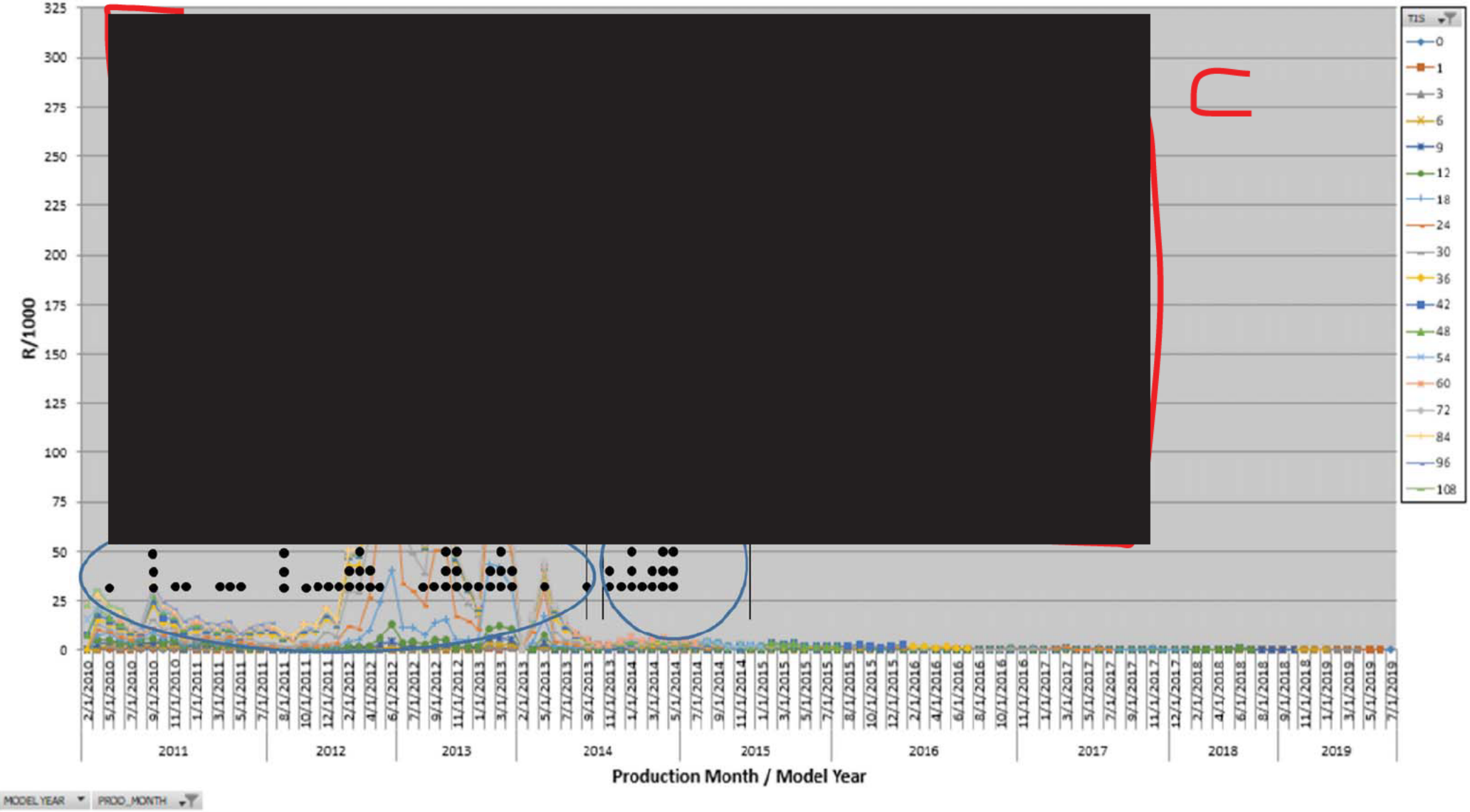
December 4, 2019

December 11, 2019

February 5, 2020

RQ19-005 000496 RC

GSARS/AWS Analysis – Fiesta C1A Latches (N.A. ONLY)

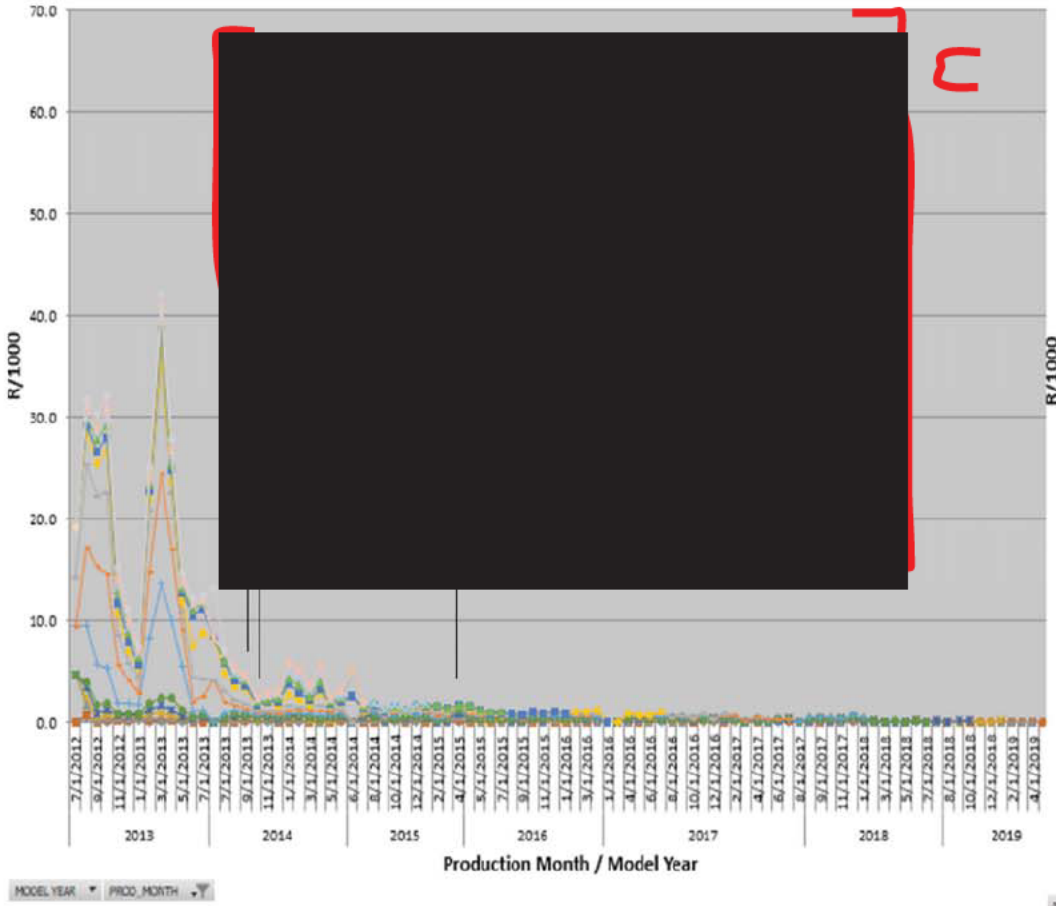


CONFIDENTIAL BUSINESS INFORMATION

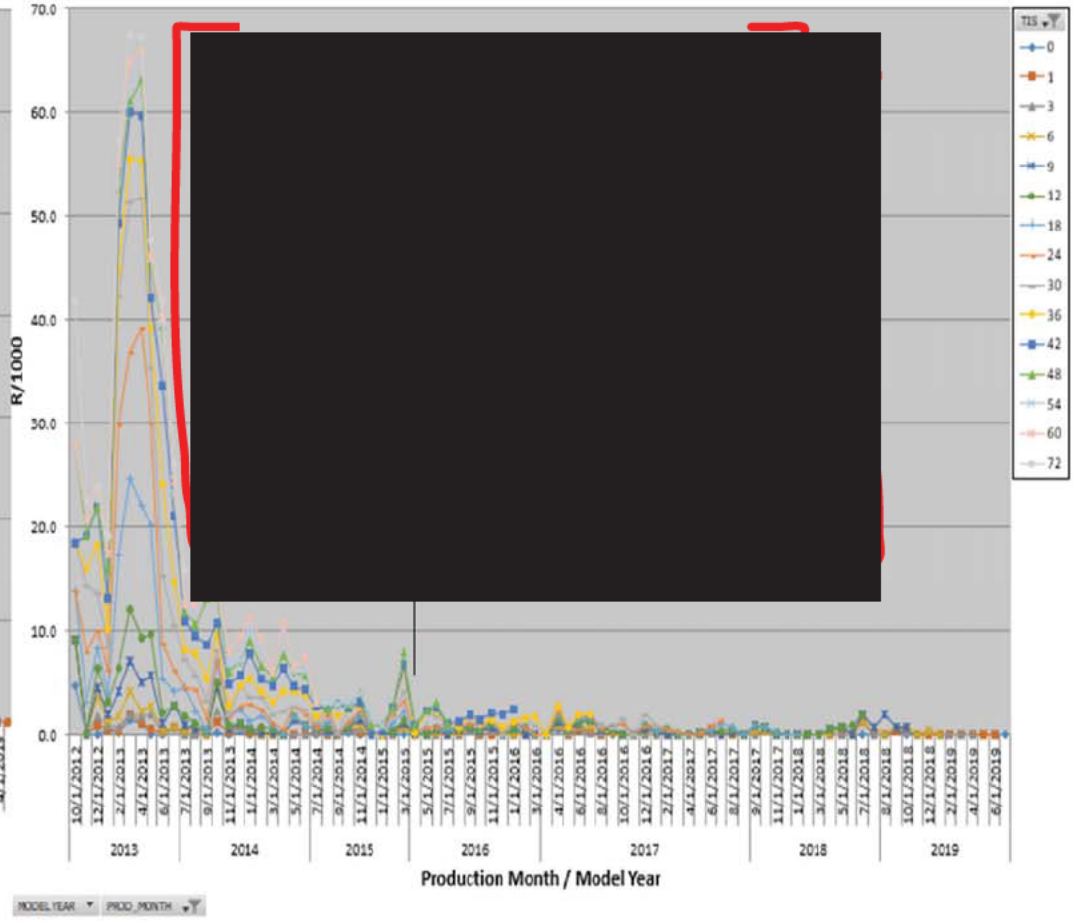
Warranty Data

GSARS/AWS Analysis – C1A Latches (N.A. ONLY)

Fusion



MKZ



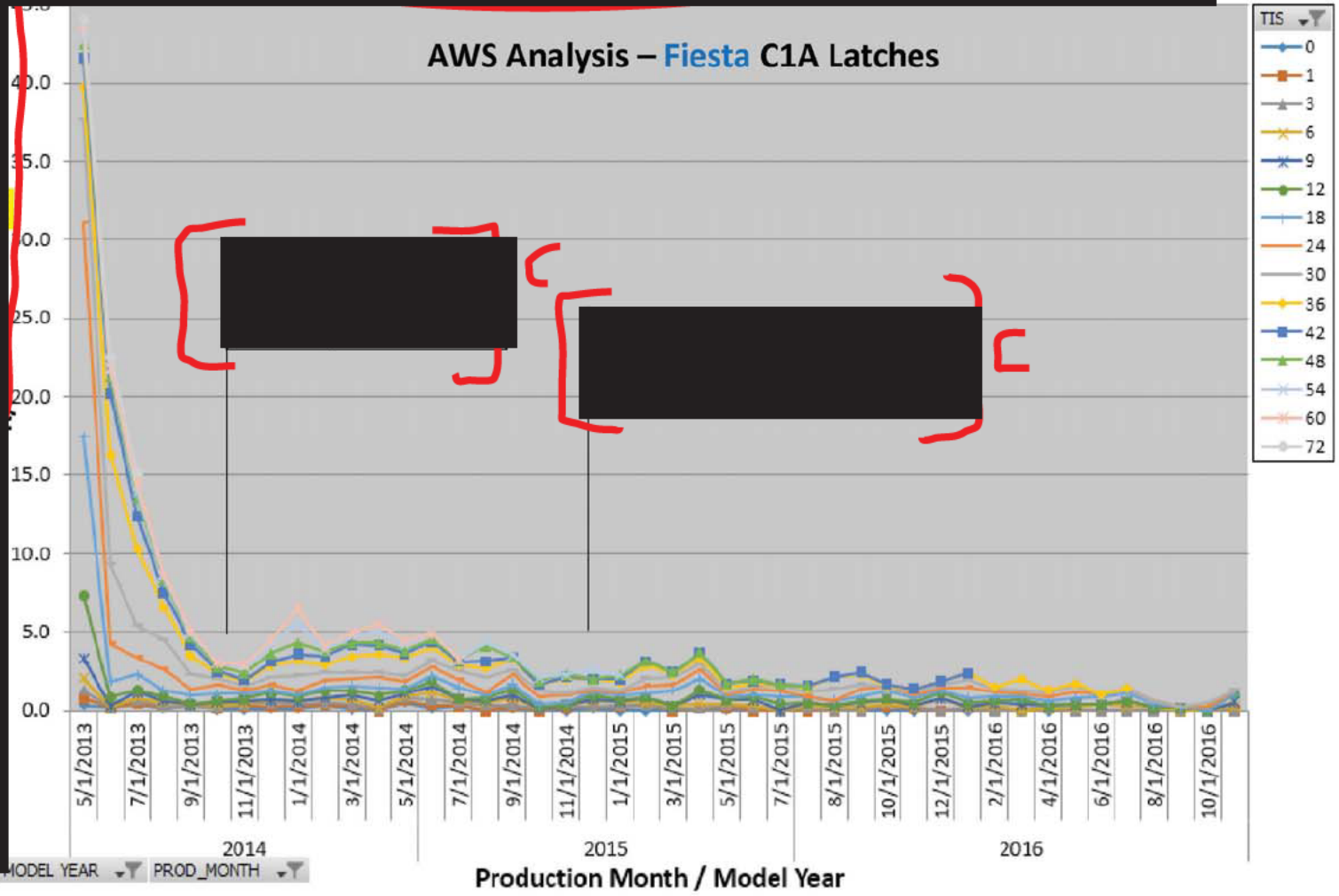
RQ19-005 000500 RC

Technical Review Group 2020.02.05

2011-2016 Cross Vehicle Line – C1A Door Latch

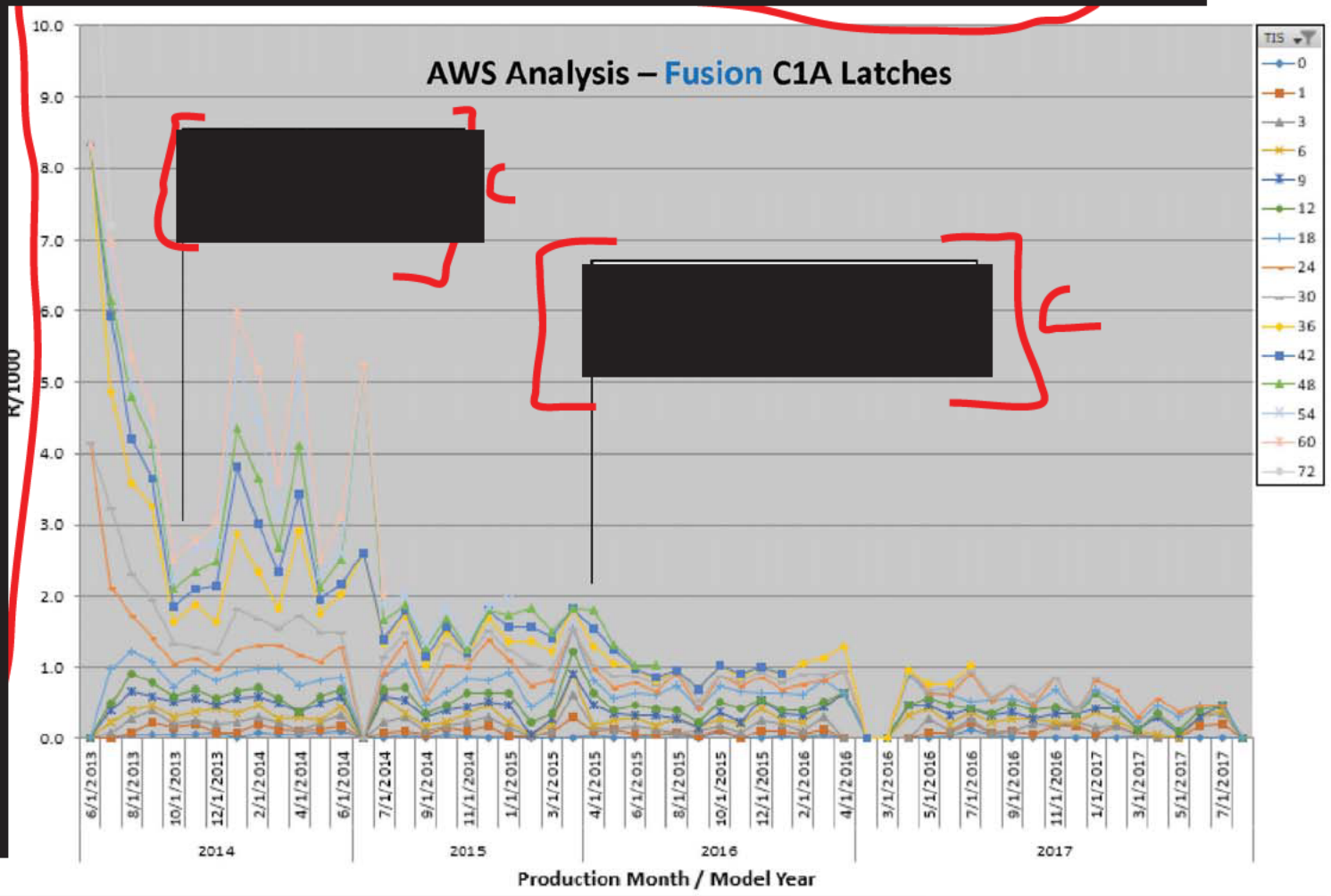
Scope #1 Post 15S16 – Warranty Data

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Scope #1 Post 15S16 – Warranty Data

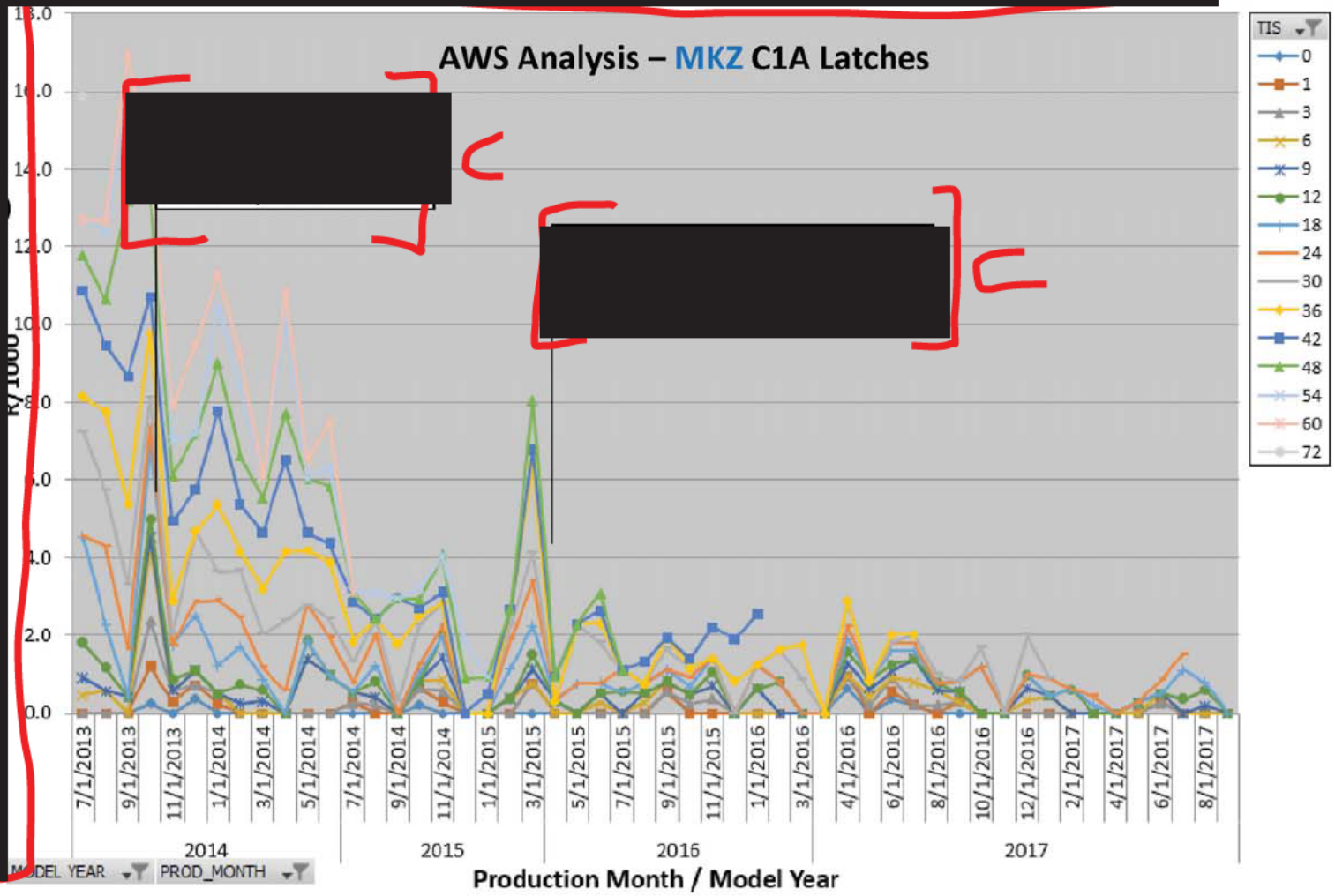
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CONFIDENTIAL BUSINESS INFORMATION

Scope #1 Post 15S16 – Warranty Data

[redacted]



RQ19-005 000504 RC

Back – Up

RQ19-005 000506 RC

Fiesta VOQs (with VINs) Data

All Reorts	Count
?	2
not related	1
OWD	32
won't close	62
cut finger	1
Grand Total	**98**

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Others	Count
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duplicate VIN	4
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produced post 15S16	17
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[redacted]

RQ19-005 000507 RC

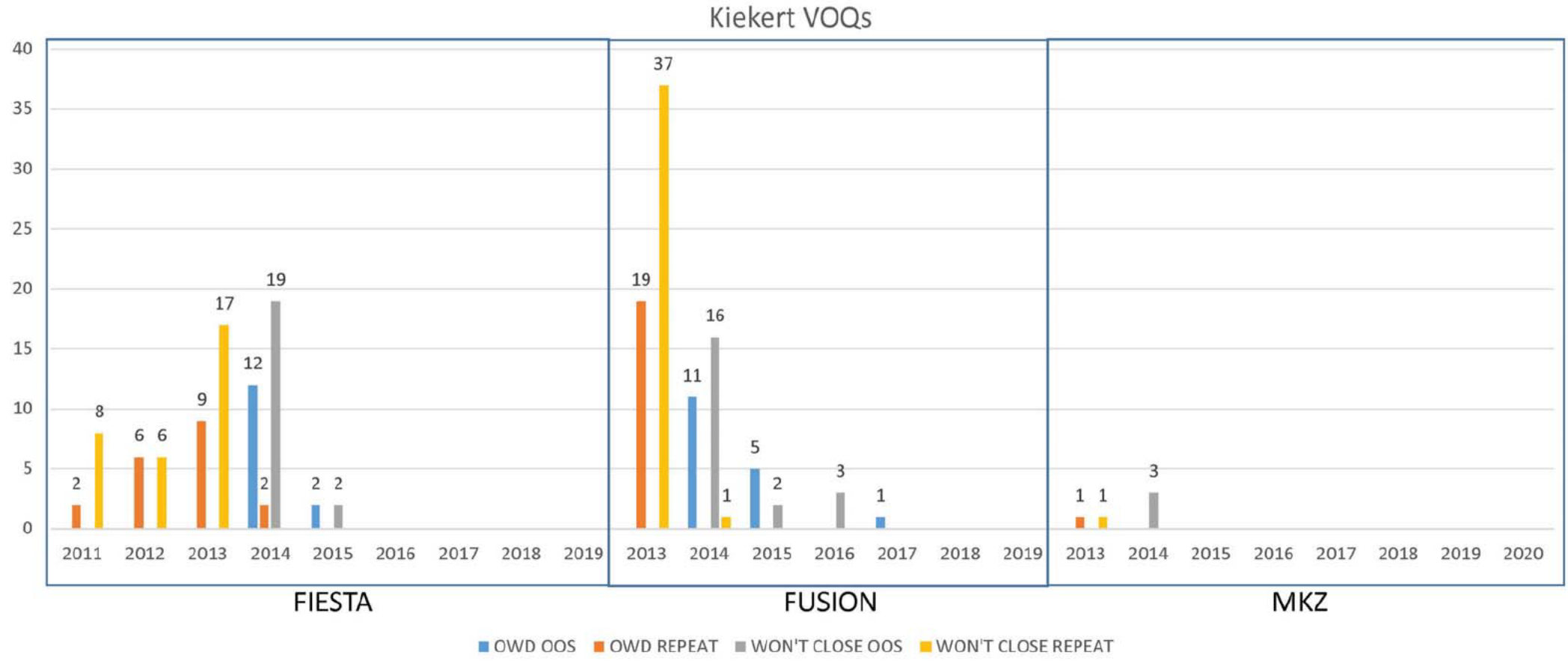
Technical Review Group 2020.02.05

2011-2016 Cross Vehicle Line – C1A Door Latch

All VOQ Data

[redacted]

	Repeat	OOS
Fiesta	50	35
Fusion	57	38
MKZ	2	3

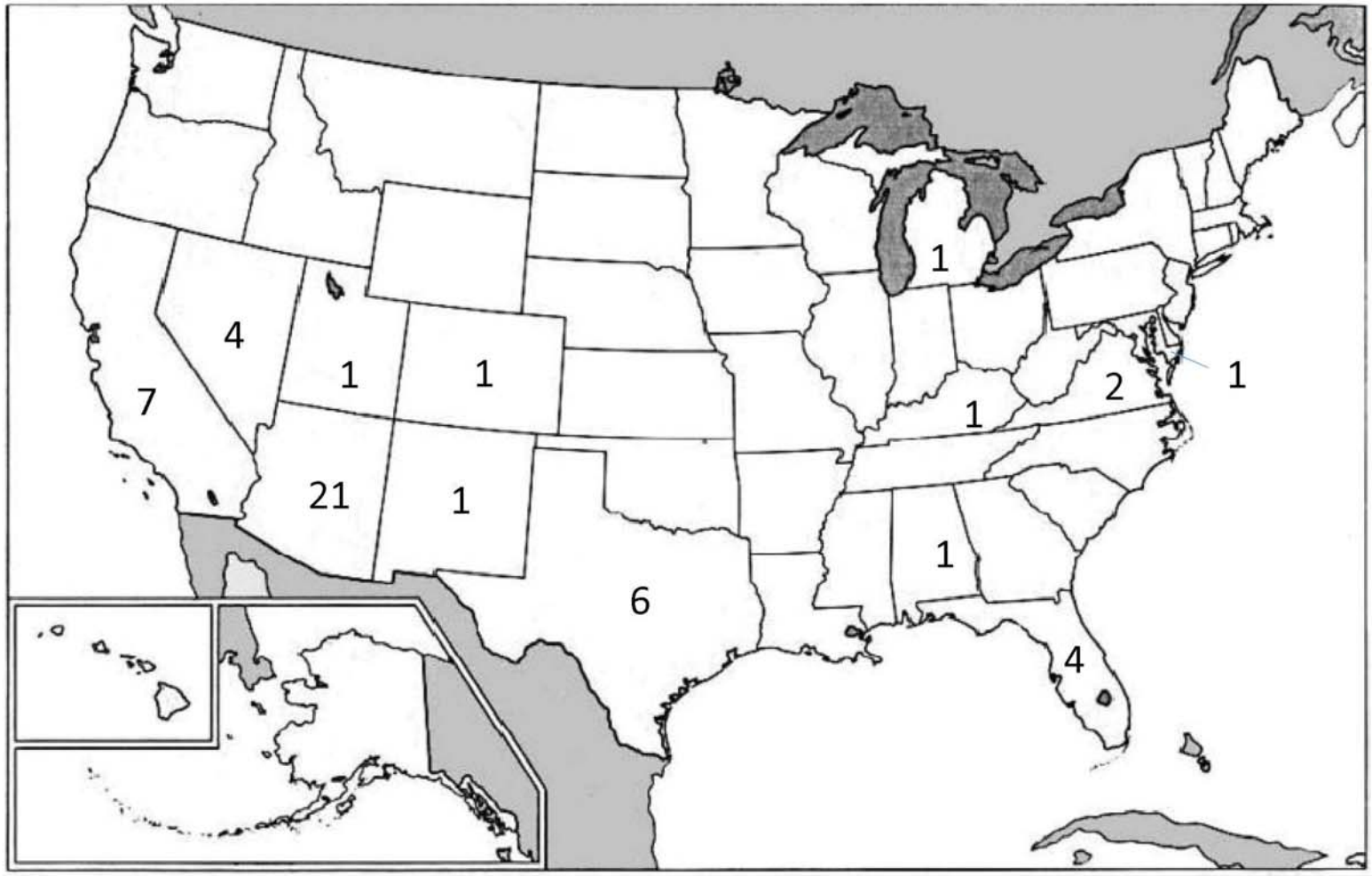


2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

February 11, 2020

RQ19-005 000520 RC

OOS VOQ Count Based on Location

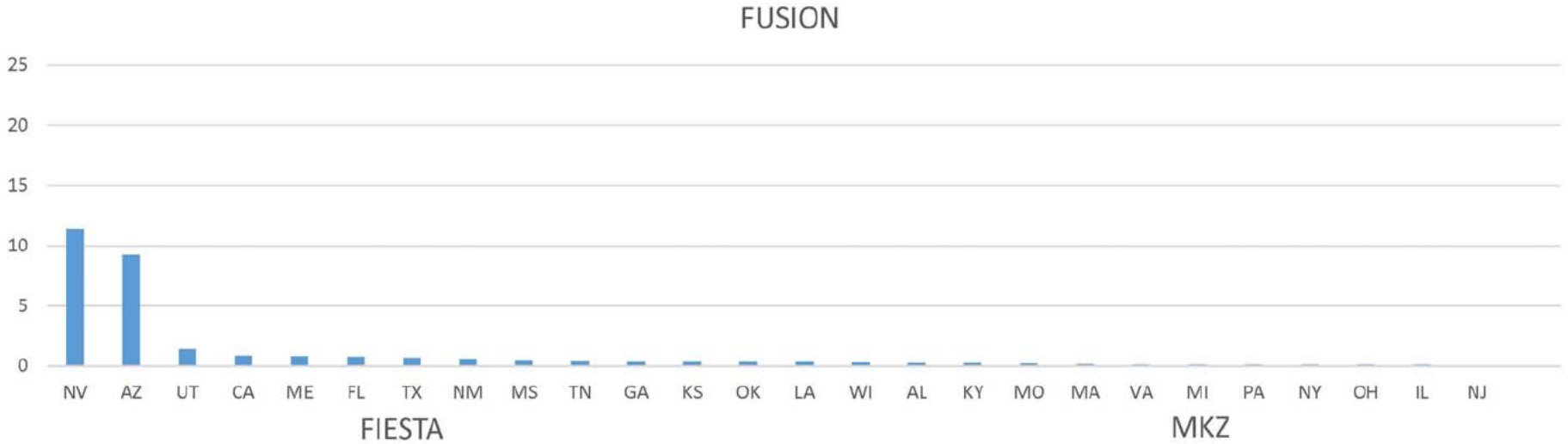


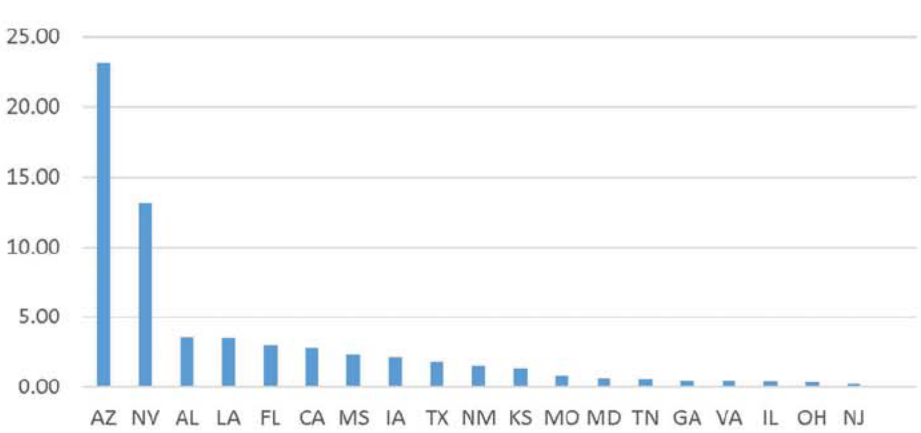
NHTSA has identified 246 total VOQs with 51 specific to OOS vehicles

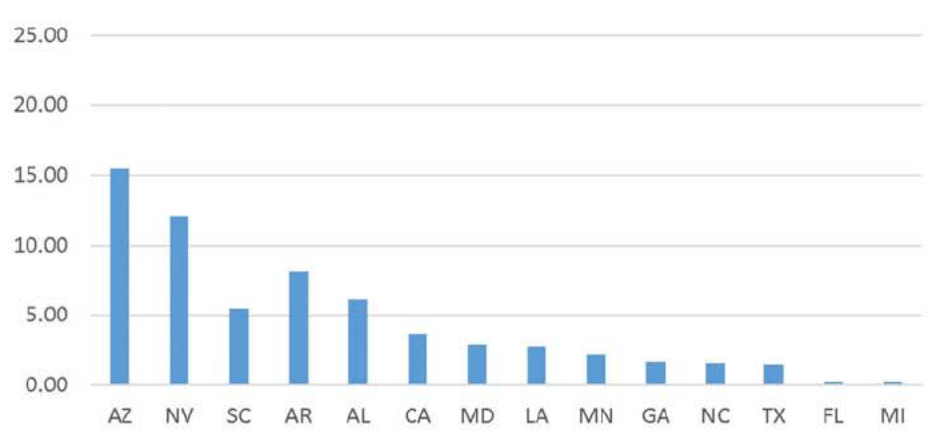
State	VOQs
AZ	21
CA	7
TX	6
FL	4
NV	4
VA	2
AL	1
CO	1
KY	1
MD	1
MI	1
NM	1
UT	1
Grand Total	51

OOS Field Data – OWD and Won't Close

All Reports (r/1000)Based on Location







[redacted]

File Name: N1
Last Updated: 2020.02.04

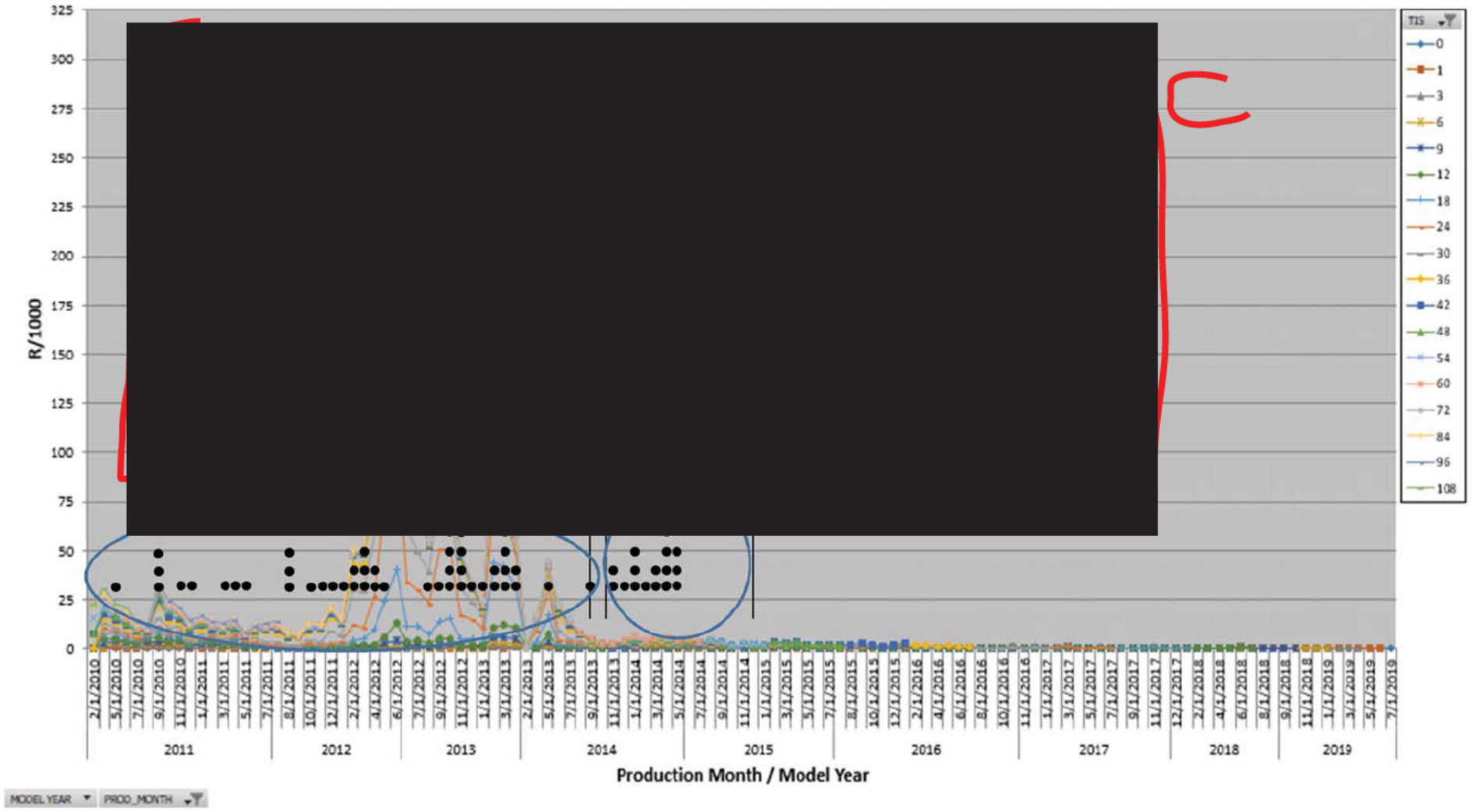
IDENTIAL
GIS1 Item: Transient

Back – Up

RQ19-005 000529 RC

Warranty Data

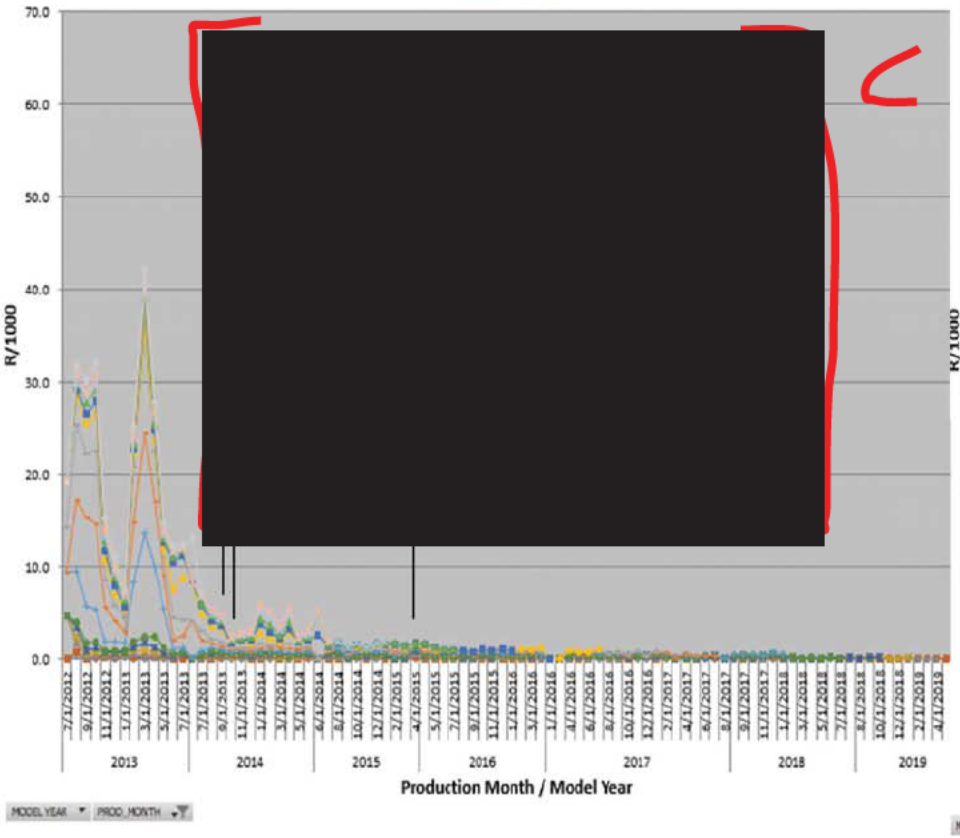
GSARS/AWS Analysis – Fiesta C1A Latches (N.A. ONLY)



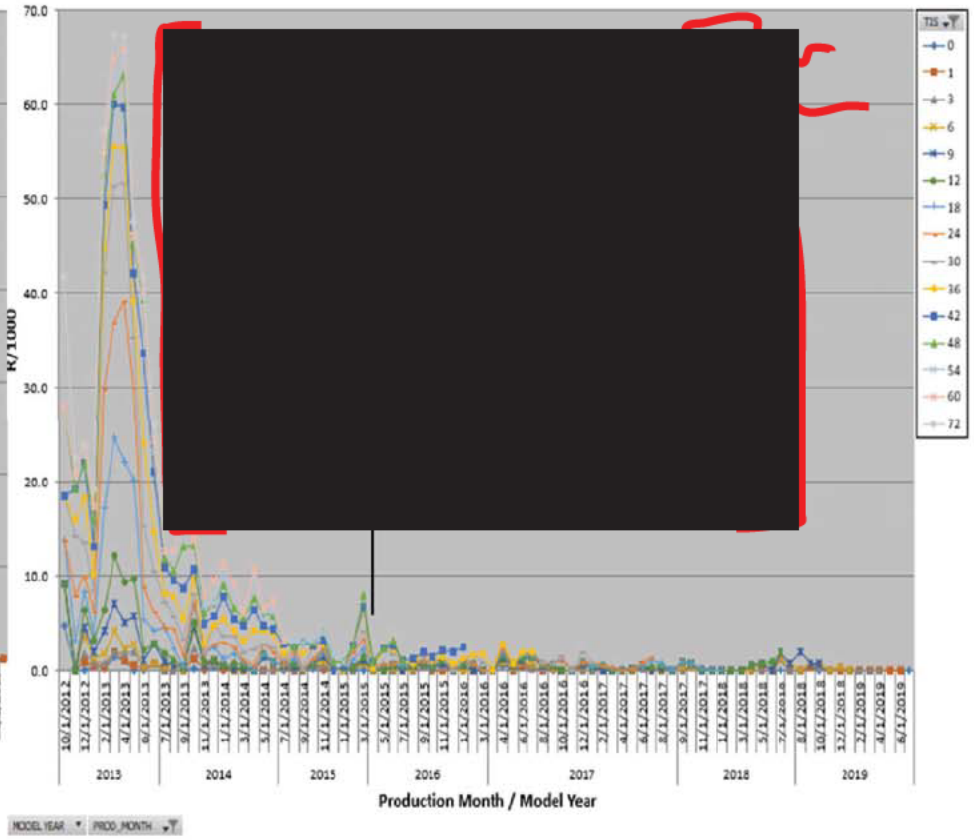
Warranty Data

GSARS/AWS Analysis – C1A Latches (N.A. ONLY)

Fusion



MKZ



Technical Review Group 2020.02.05

2011-2016 Cross Vehicle Line – C1A Door Latch

Scope #1 Post 15S16 – Warranty Data

[redacted]

