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

CONFIDENTIAL BUSINESS INFORMATION

RQ19-005 000533 RC

[redacted]

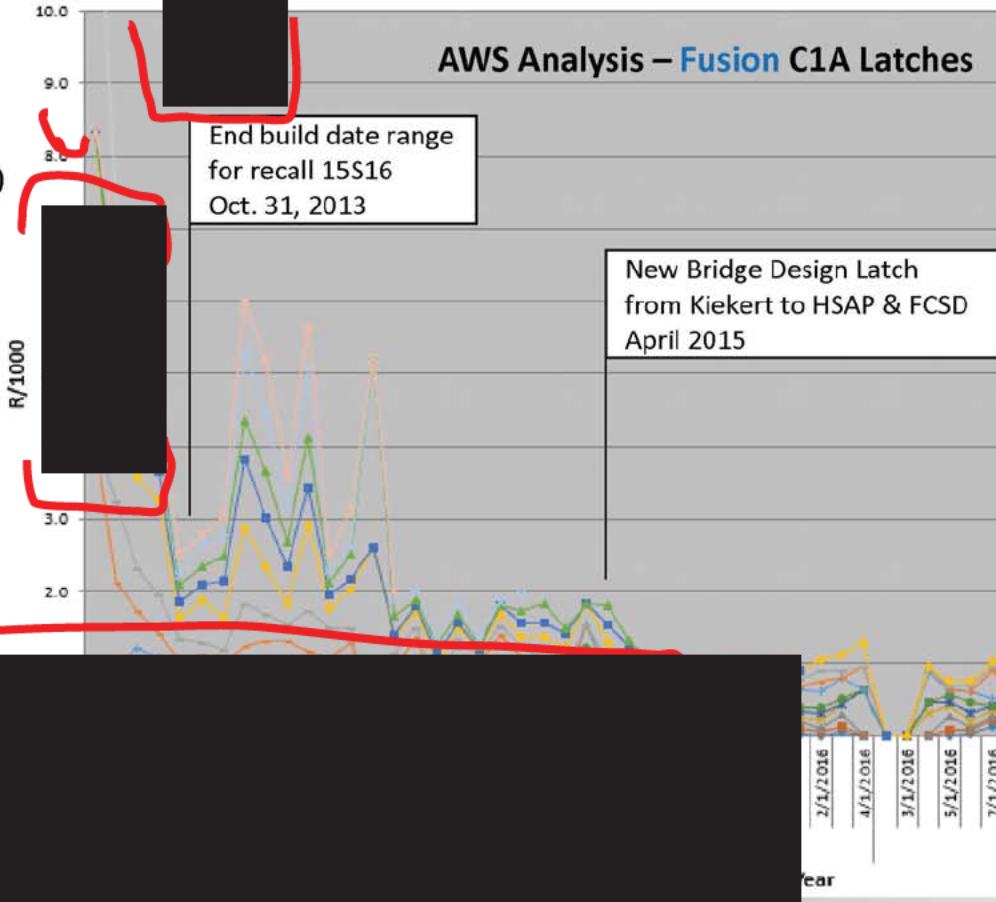
roup 2020.02.05

Vehicle Line – C1A Door Latch

Scope #1 Post 15S

Failu **er 2013 to A** **5 (Fiesta / Fusion / MKZ):**

- 6 d dates post -off date but display the original failure mod b .
  l Fiesta / Fusio eturns
  eported through 2 of which were confirmed pawl spring tab failures
  om Find a Vehi and part not received back to confirm failure
- F t. 2 00 is S a c 000 @ n th
- F t. 2 00 is S a c 00 @
- F 2 00 is a c @



File Nam
Last Upd

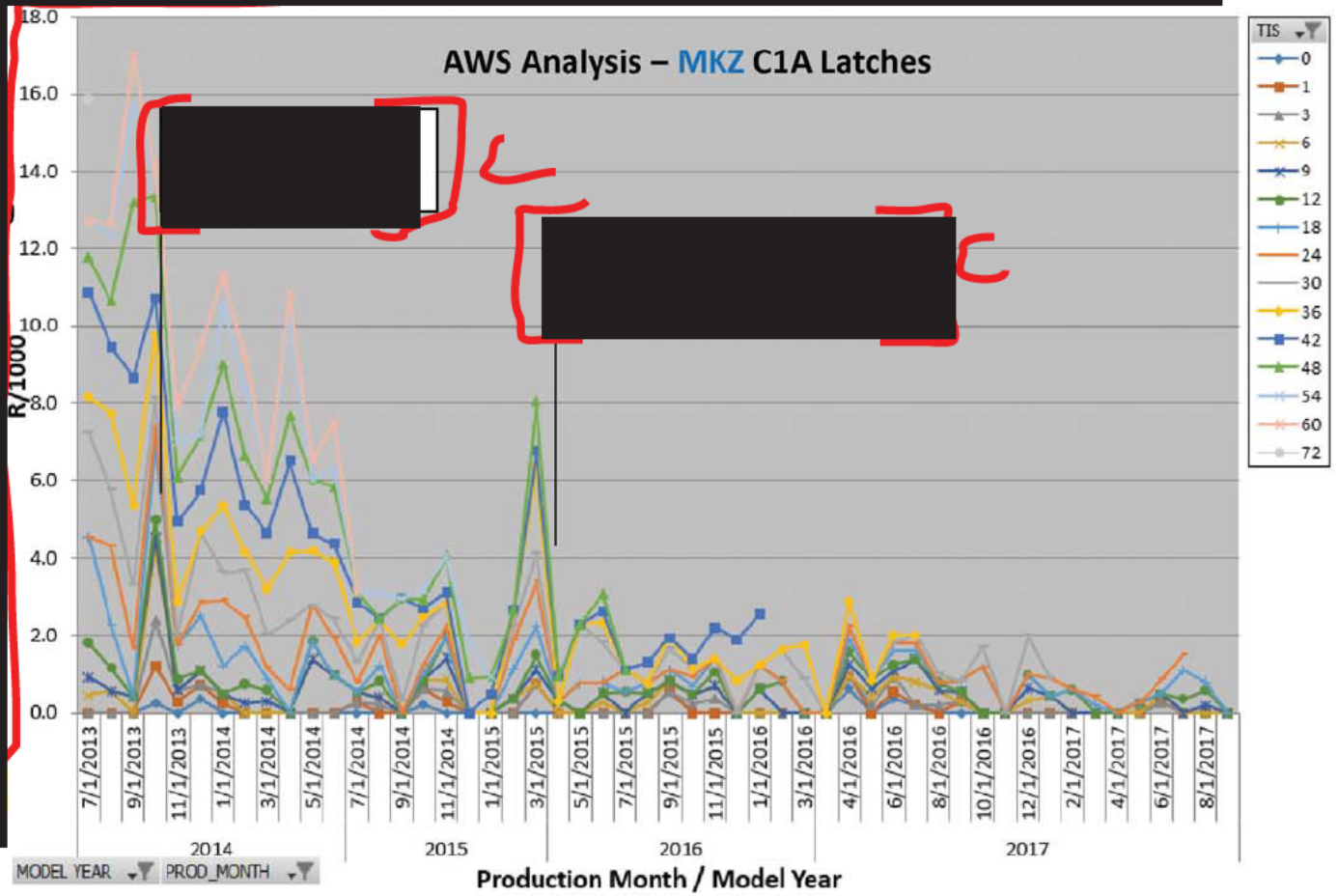
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Technical Review Group 2020.02.05

2011-2016 Cross Vehicle Line – C1A Door Latch

Scope #1 Post 15S16 – Warranty Data

[redacted]

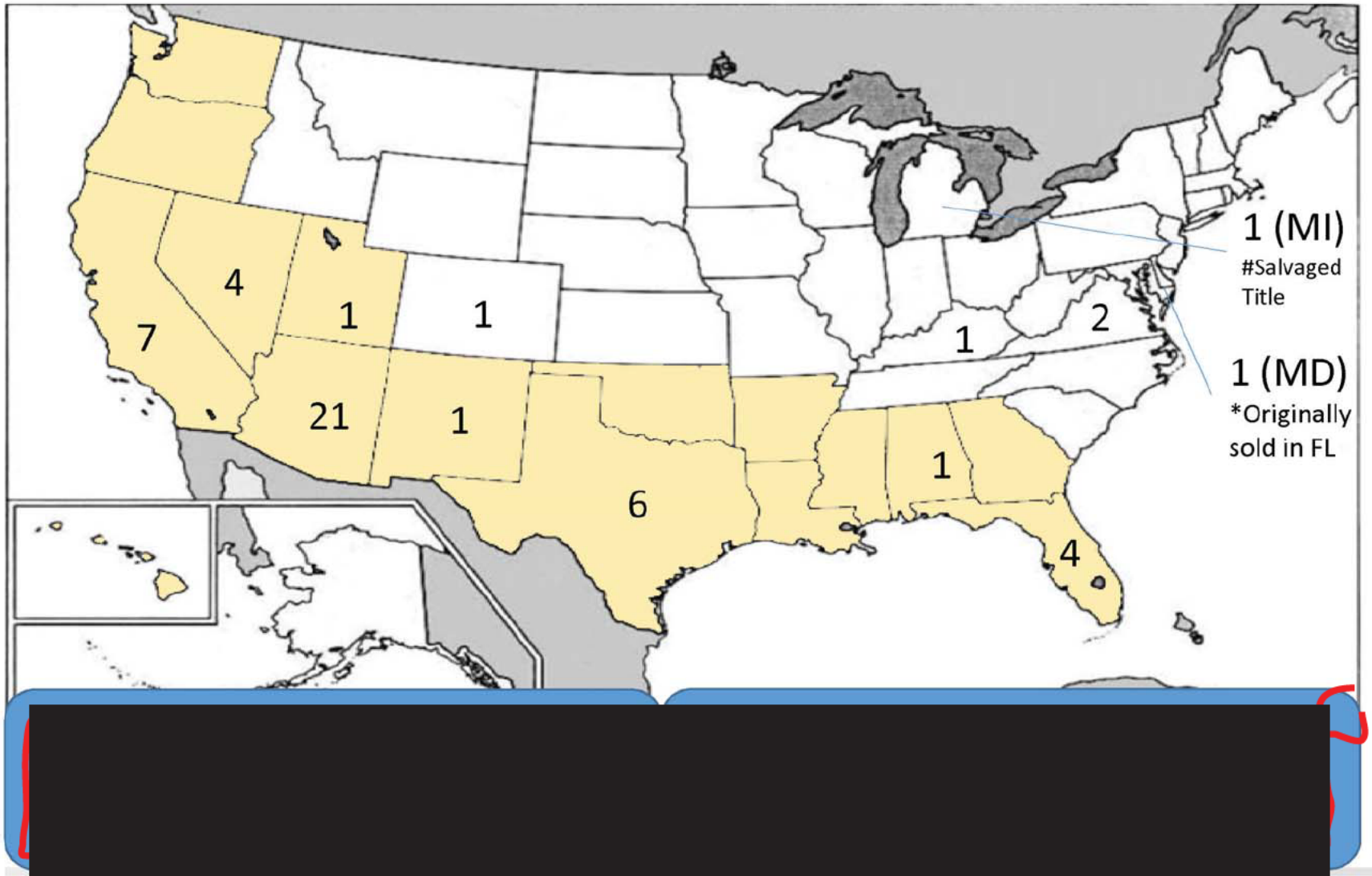


STATES INCLUDED IN 16R01

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

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]

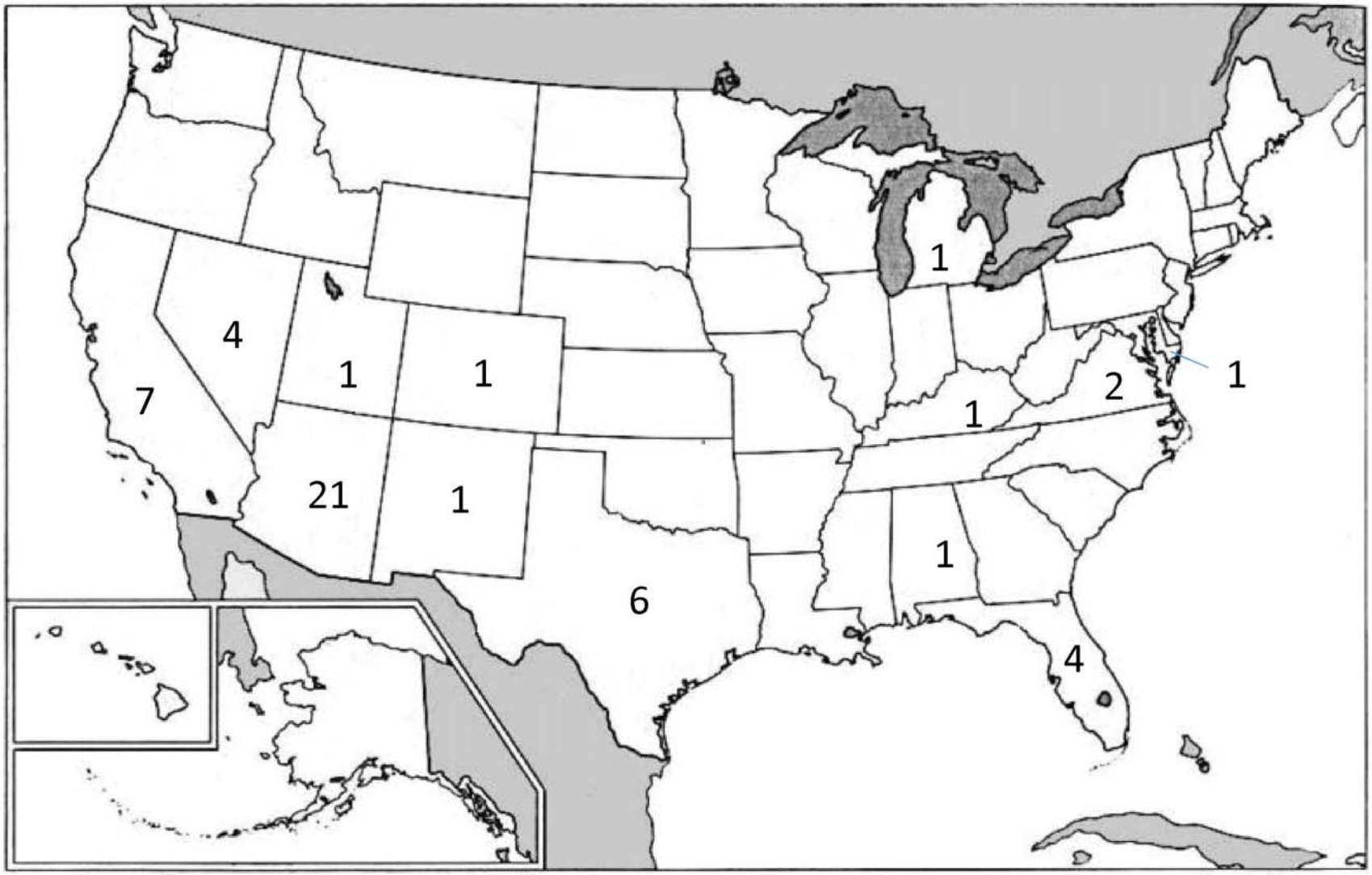
GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient
RQ19-005 000542 RC

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

February 11, 2020

RQ19-005 000544 RC

OOS VOQ Count Based on Location



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

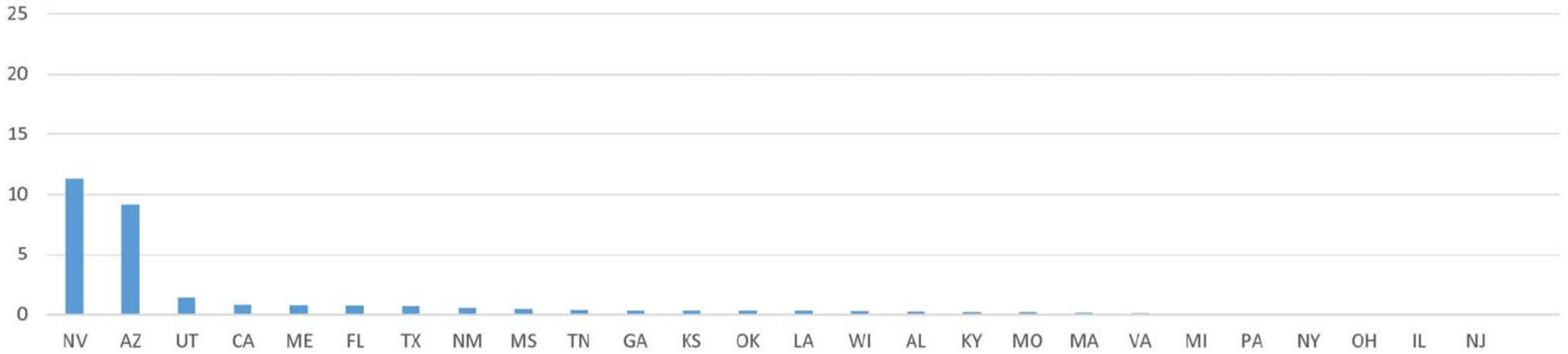
State	VOQs
AZ	21
CA	7
TX	6
FL	4
NV	4
VA	2
AL	1
CO	1
KY	1
MD	1
MI	1
NM	1
UT	1
Grand Total	51

CONFIDENTIAL BUSINESS INFORMATION

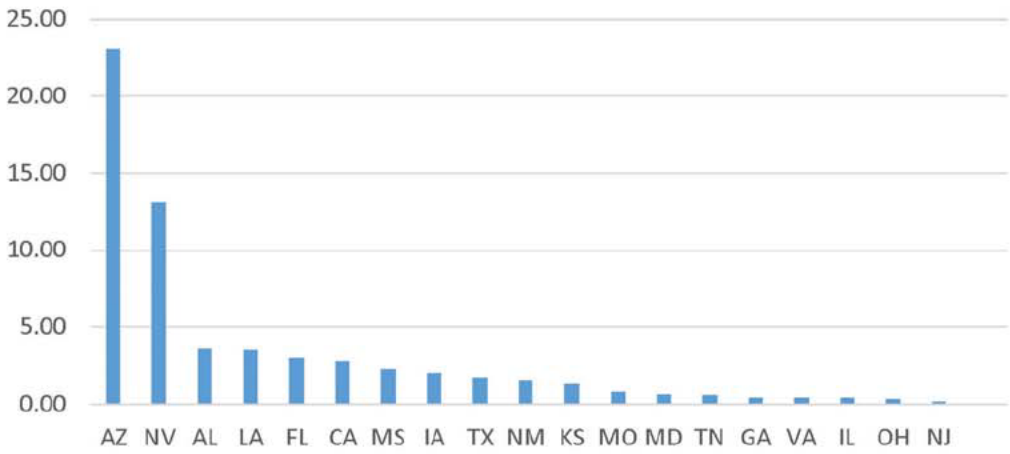
OOS Field Data – OWD and Won't Close

All Reports (r/1000)Based on Location

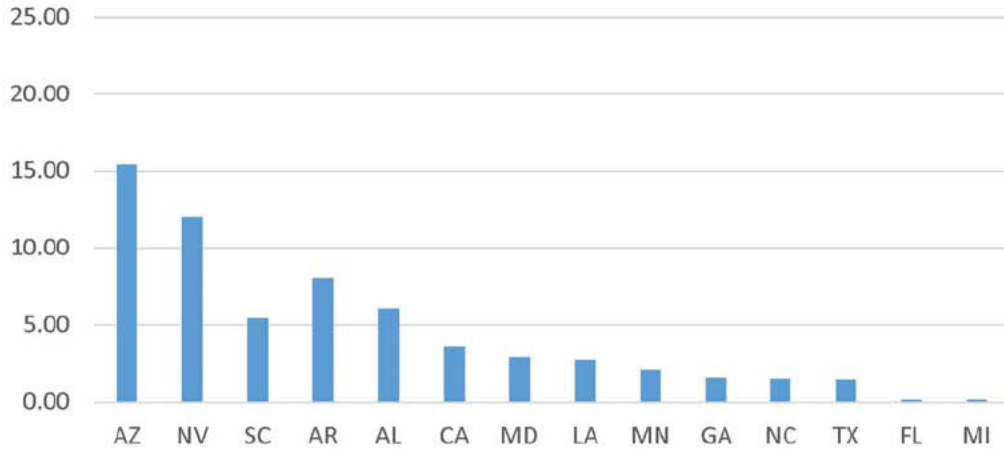
FUSION



FIESTA



MKZ



[redacted]

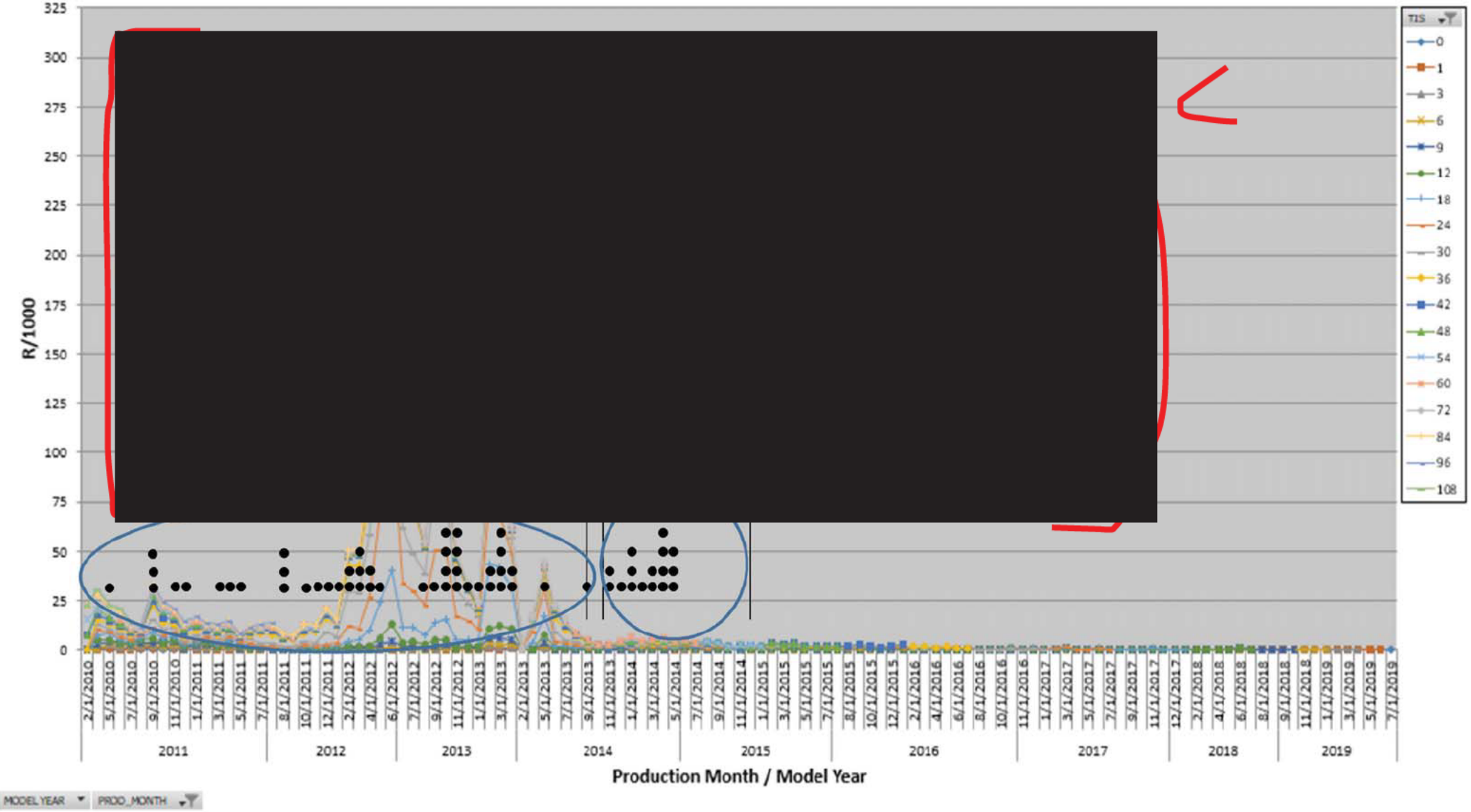
Back – Up

RQ19-005 000553 RC

CONFIDENTIAL BUSINESS INFORMATION

Warranty Data

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

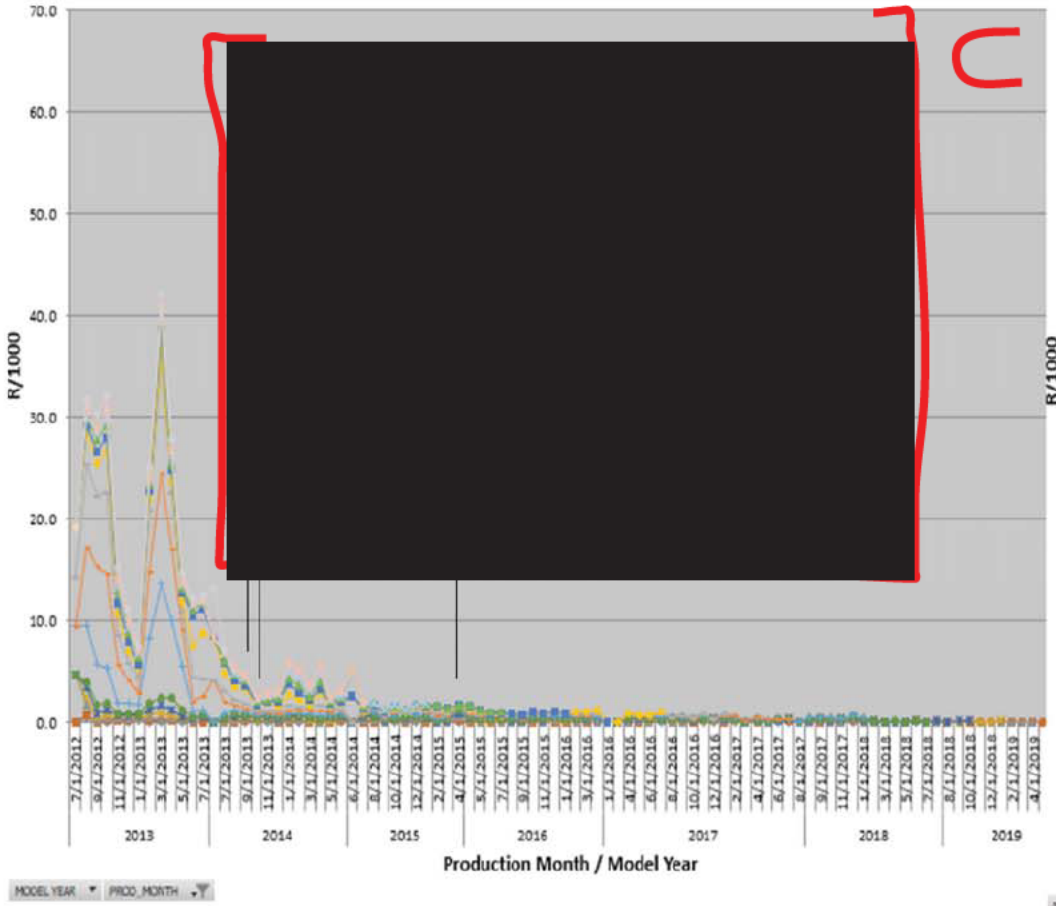


CONFIDENTIAL BUSINESS INFORMATION

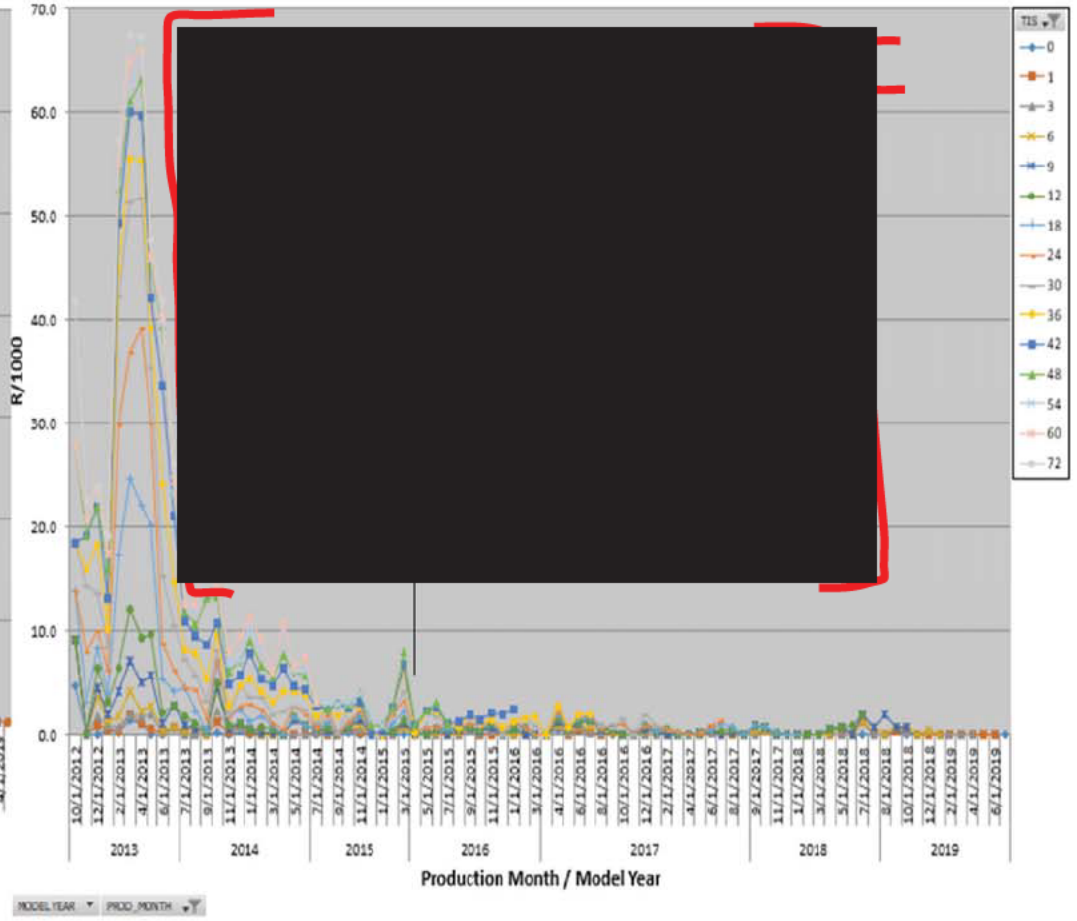
Warranty Data

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

Fusion



MKZ

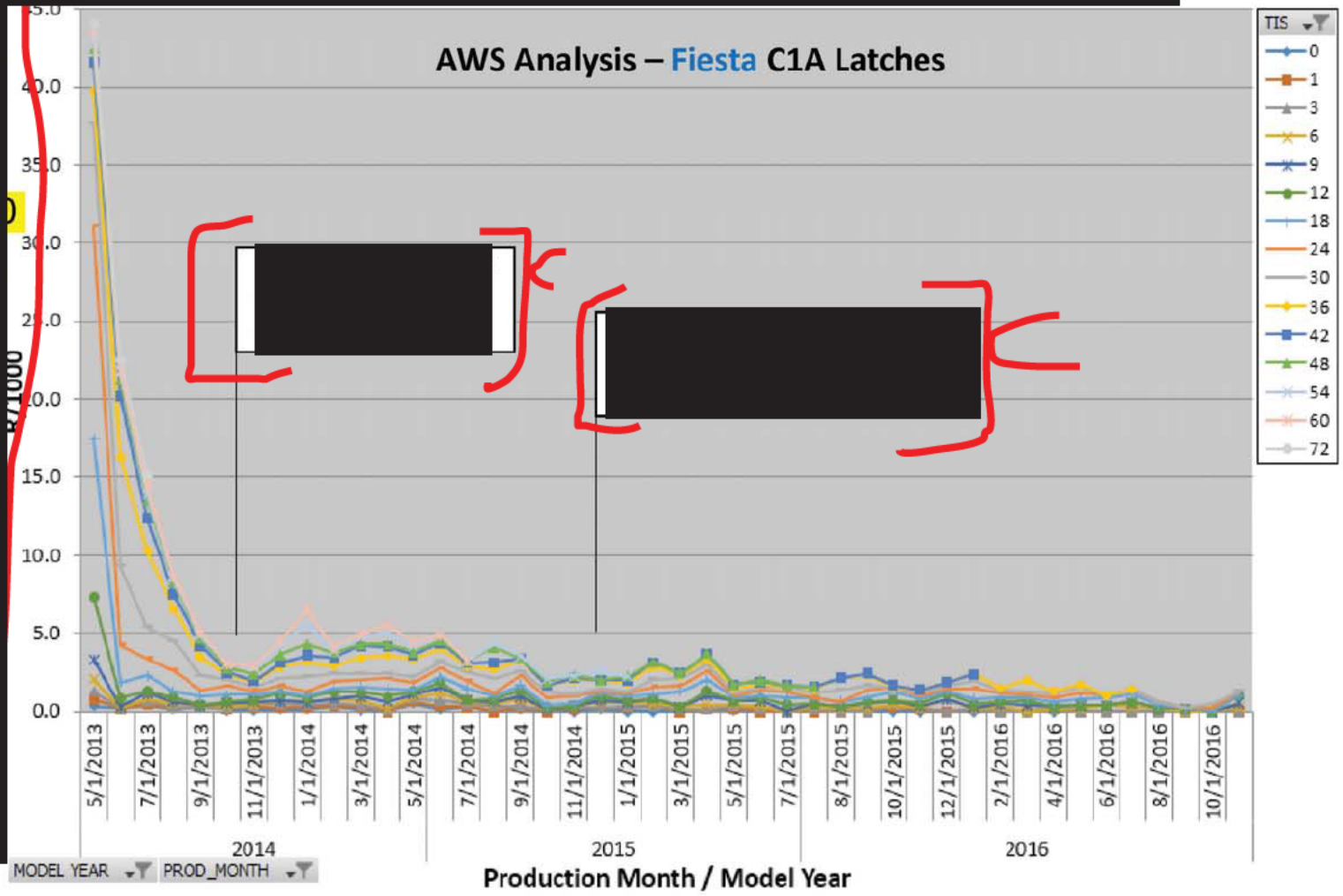


RQ19-005 000555 RC

CONFIDENTIAL BUSINESS INFORMATION

Scope #1 Post 15S16 – Warranty Data

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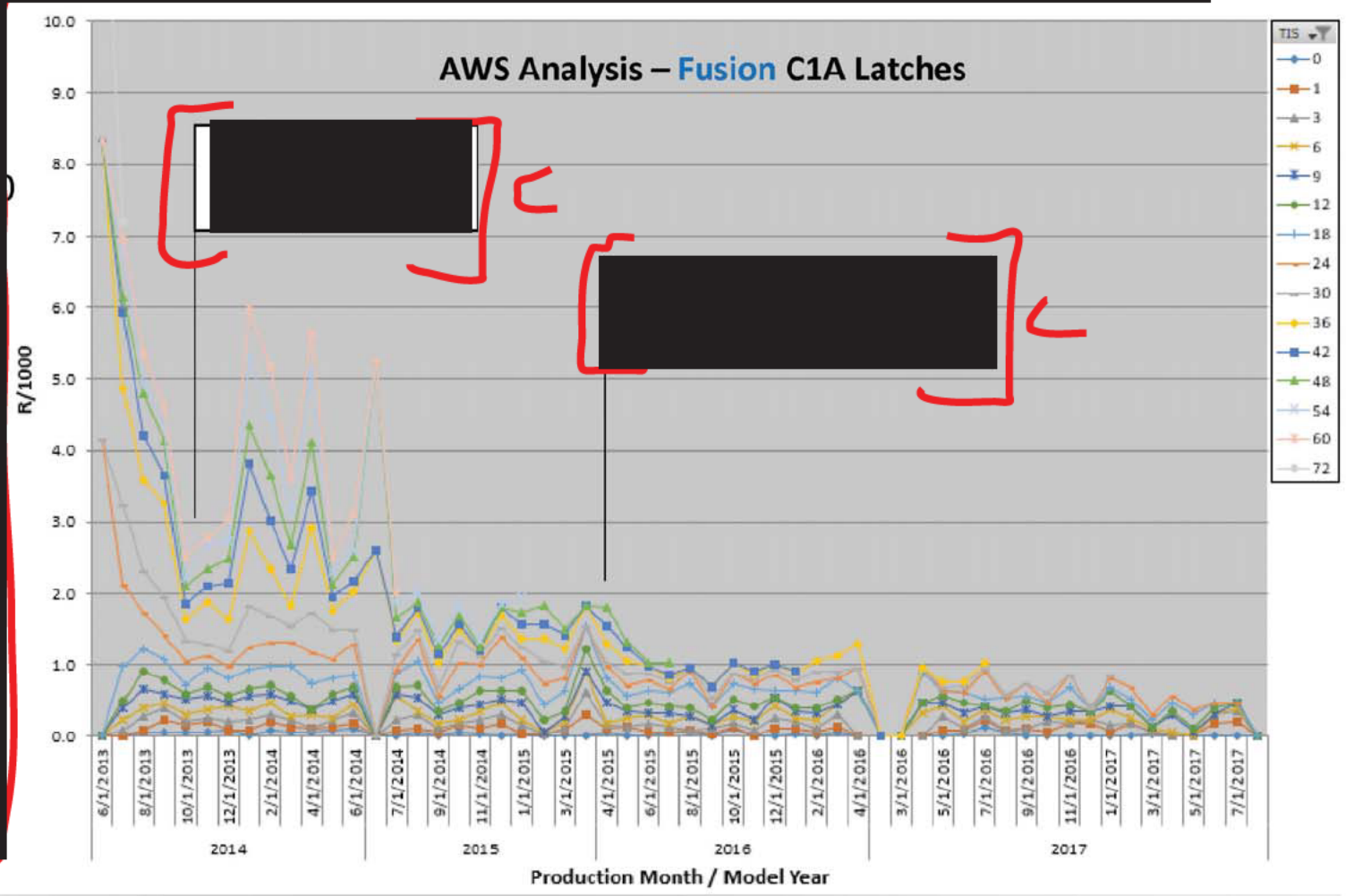


RQ19-005 000556 RC

CONFIDENTIAL BUSINESS INFORMATION

Scope #1 Post 15S16 – Warranty Data

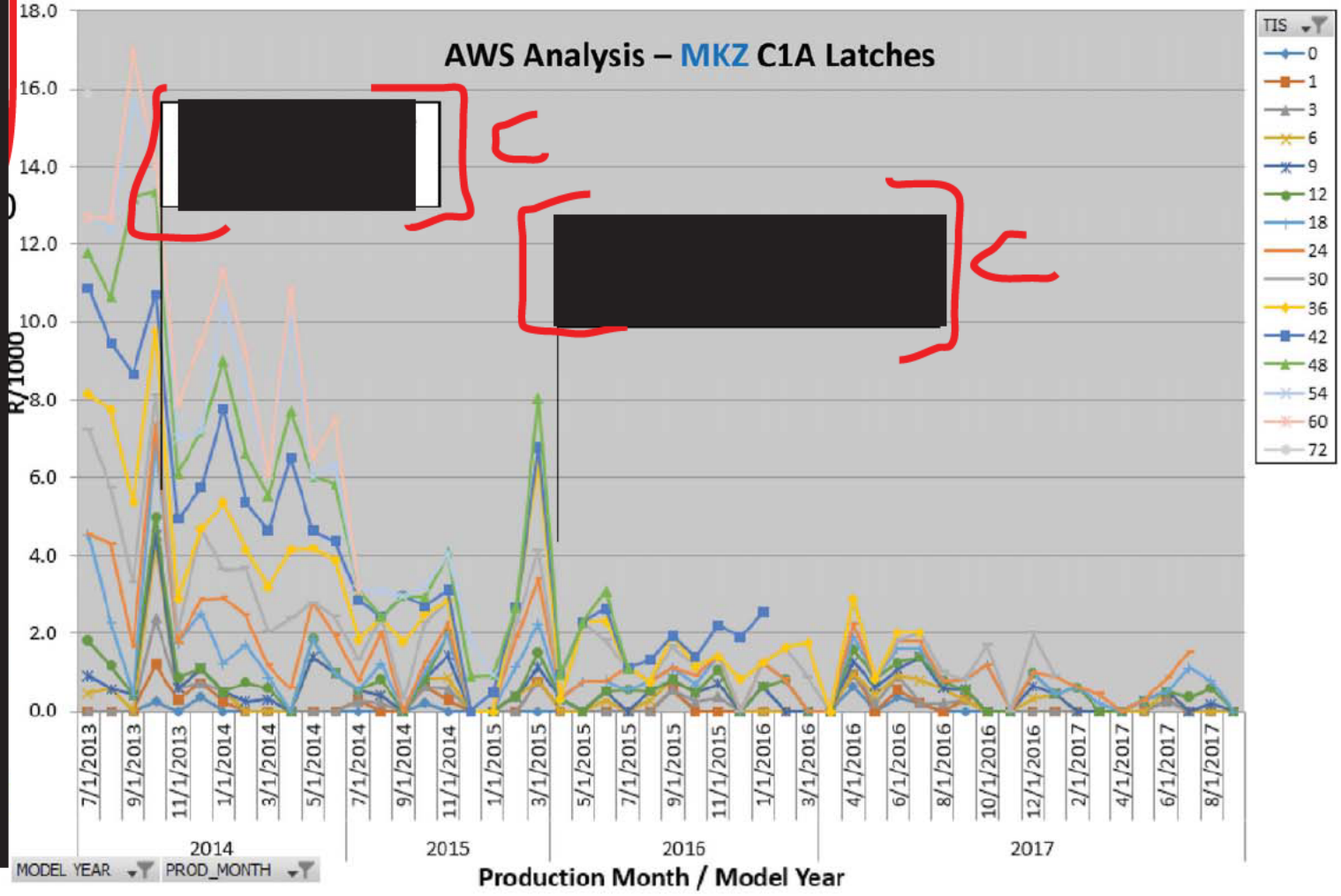
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RQ19-005 000557 RC

Scope #1 Post 15S16 – Warranty Data

[redacted]



RQ19-005 000558 RC

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
TRG

December 11, 2019

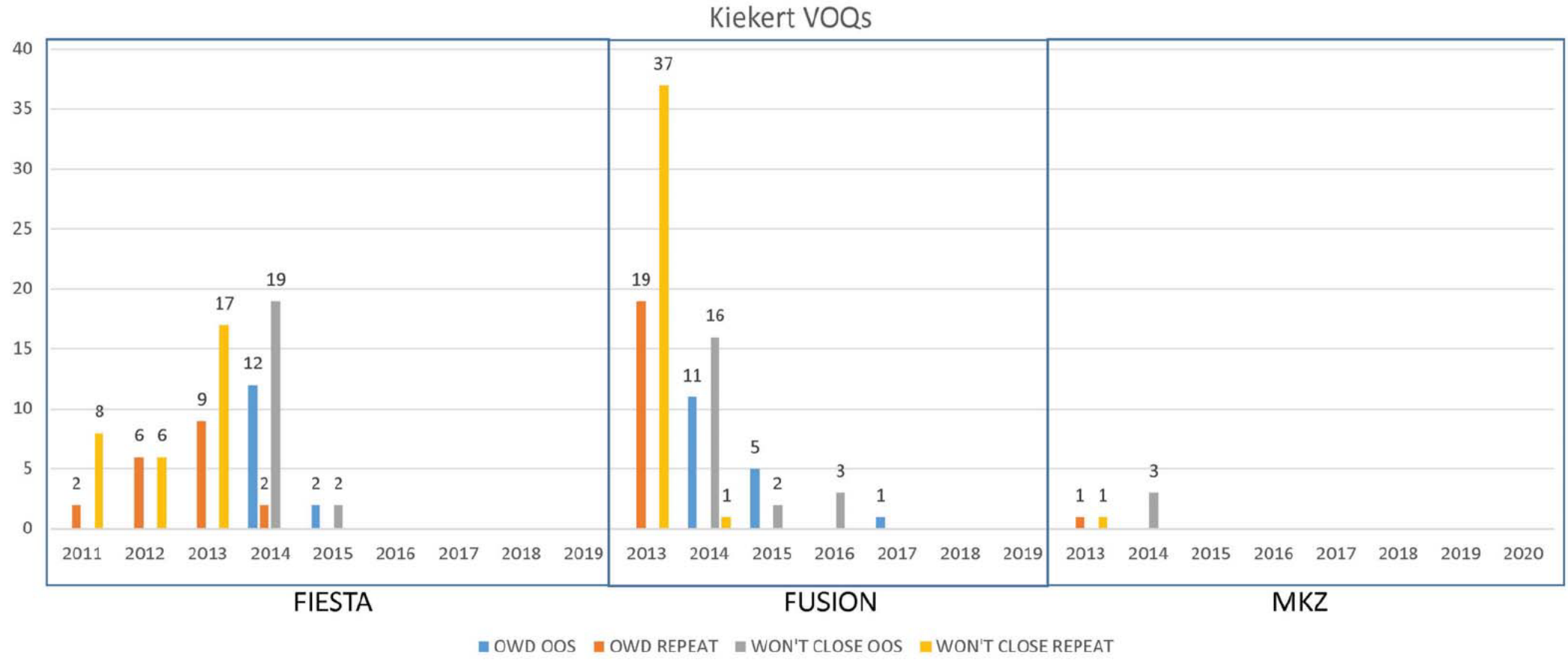
RQ19-005 000564 RC

2011-2016 Cross Vehicle Line – C1A Door Latch

All VOQ Data

[redacted]

	Repeat	OOS
Fiesta	50	35
Fusion	57	38
MKZ	2	3



BACKUP

RQ19-005 000573 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]

RQ19-005 000578 RC

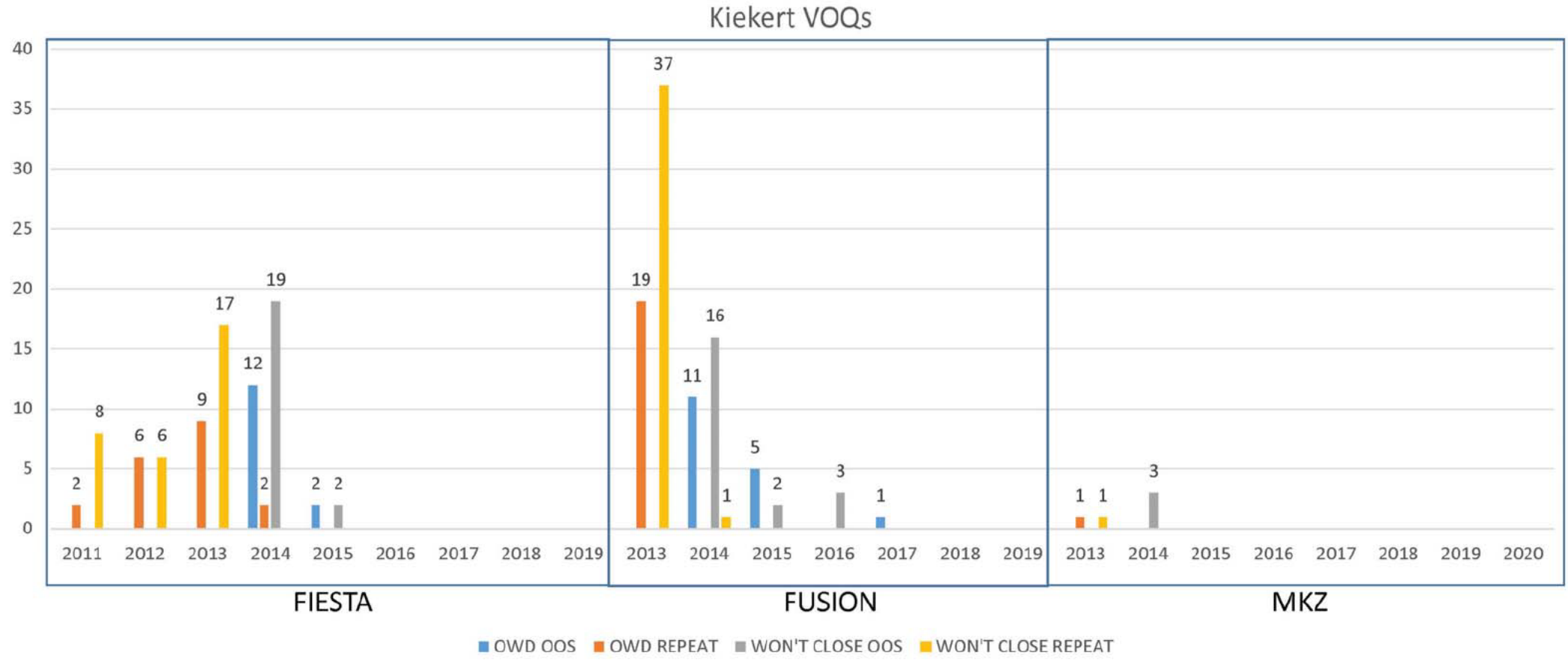
Technical Review Group 2019.12.04

2011-2016 Cross Vehicle Line – C1A Door Latch

All VOQ Data

[redacted]

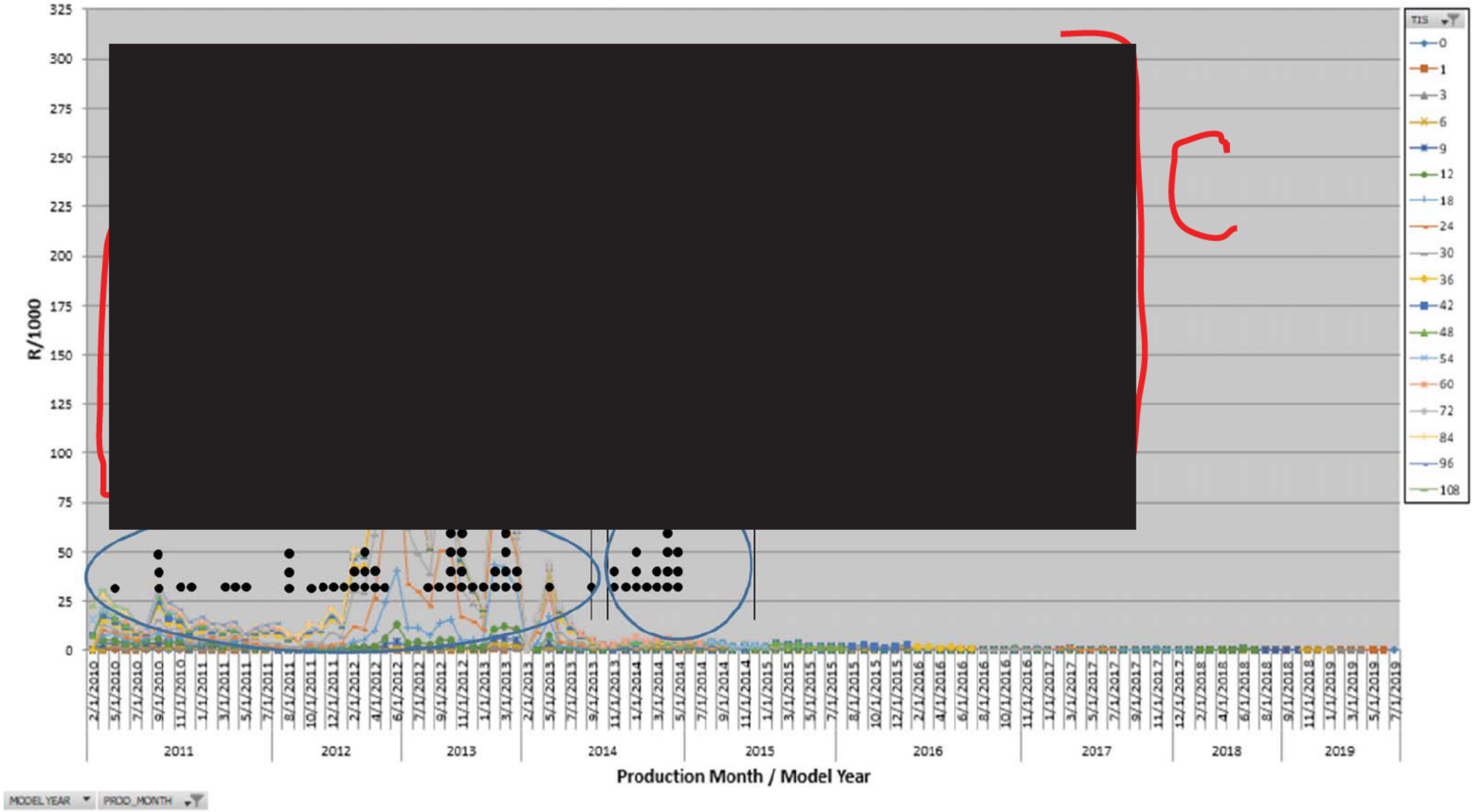
	Repeat	OOS
Fiesta	50	35
Fusion	57	38
MKZ	2	3



RQ19-005 000579 RC

Warranty Data

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

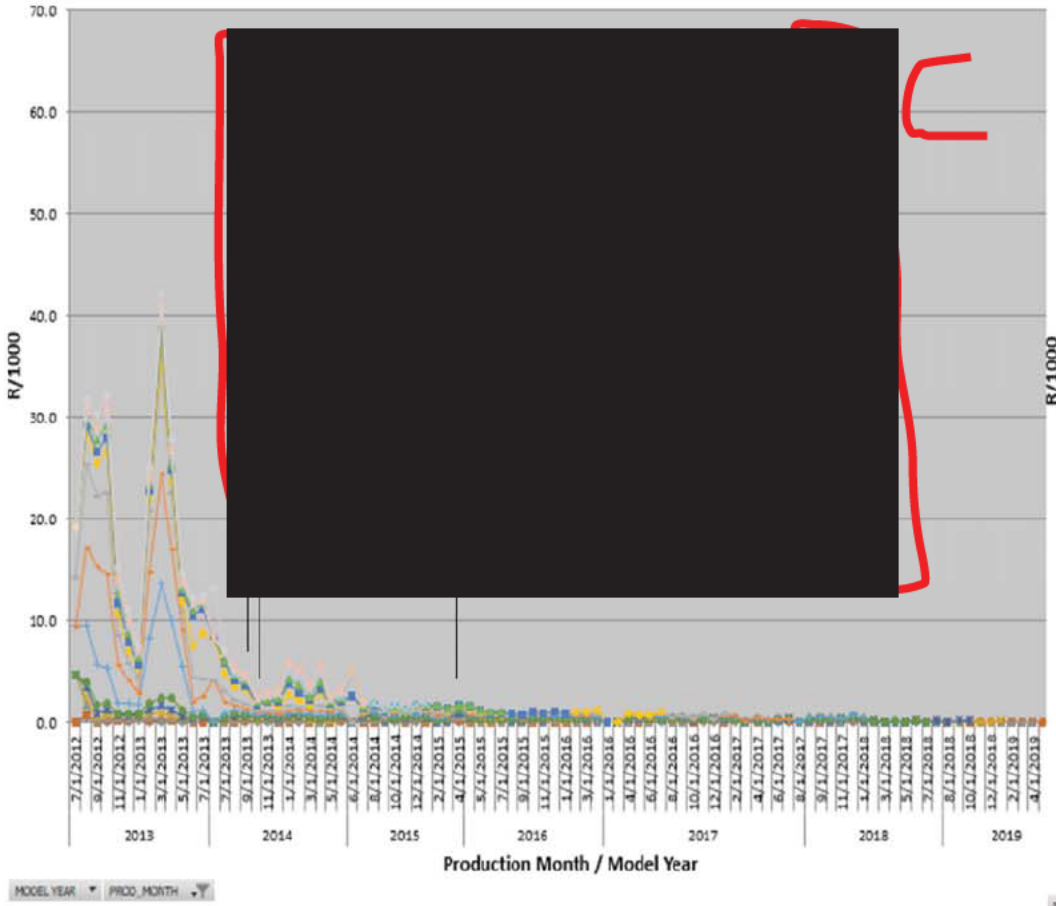


CONFIDENTIAL BUSINESS INFORMATION

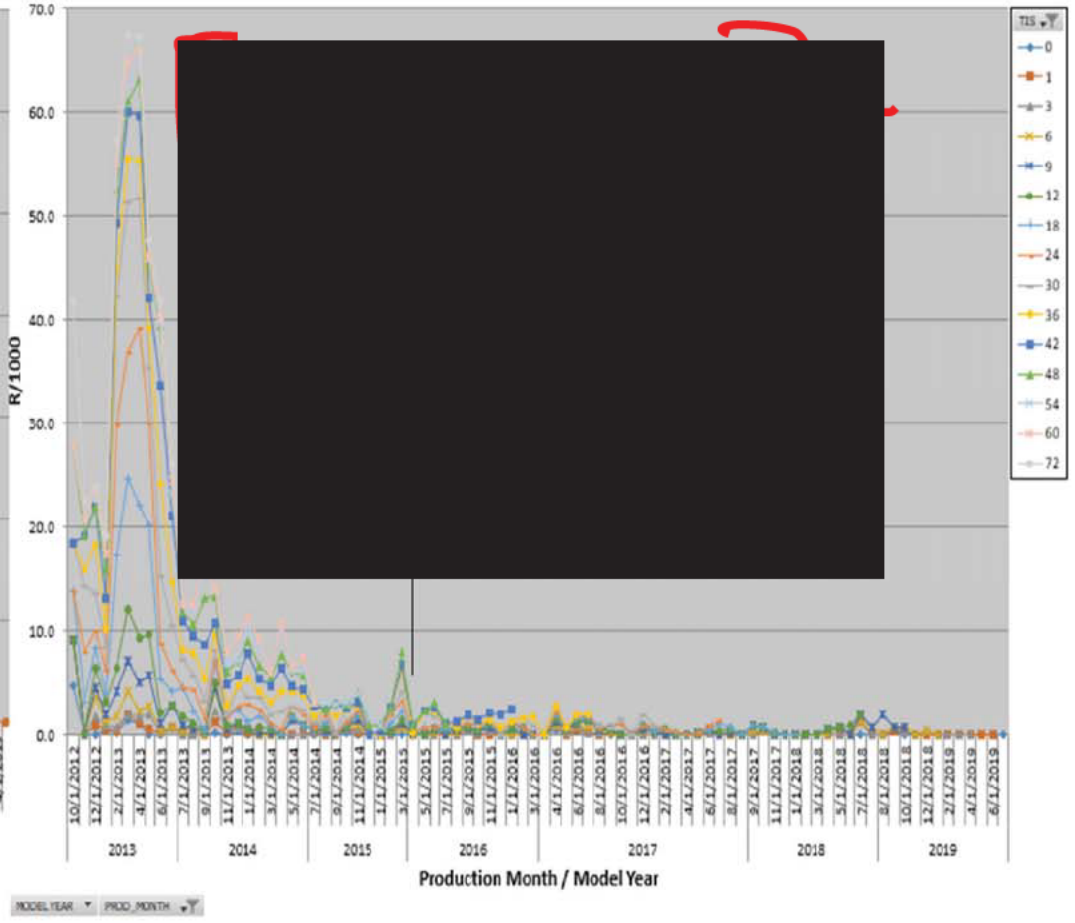
Warranty Data

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

Fusion



MKZ



GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient
RQ19-005 000581 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

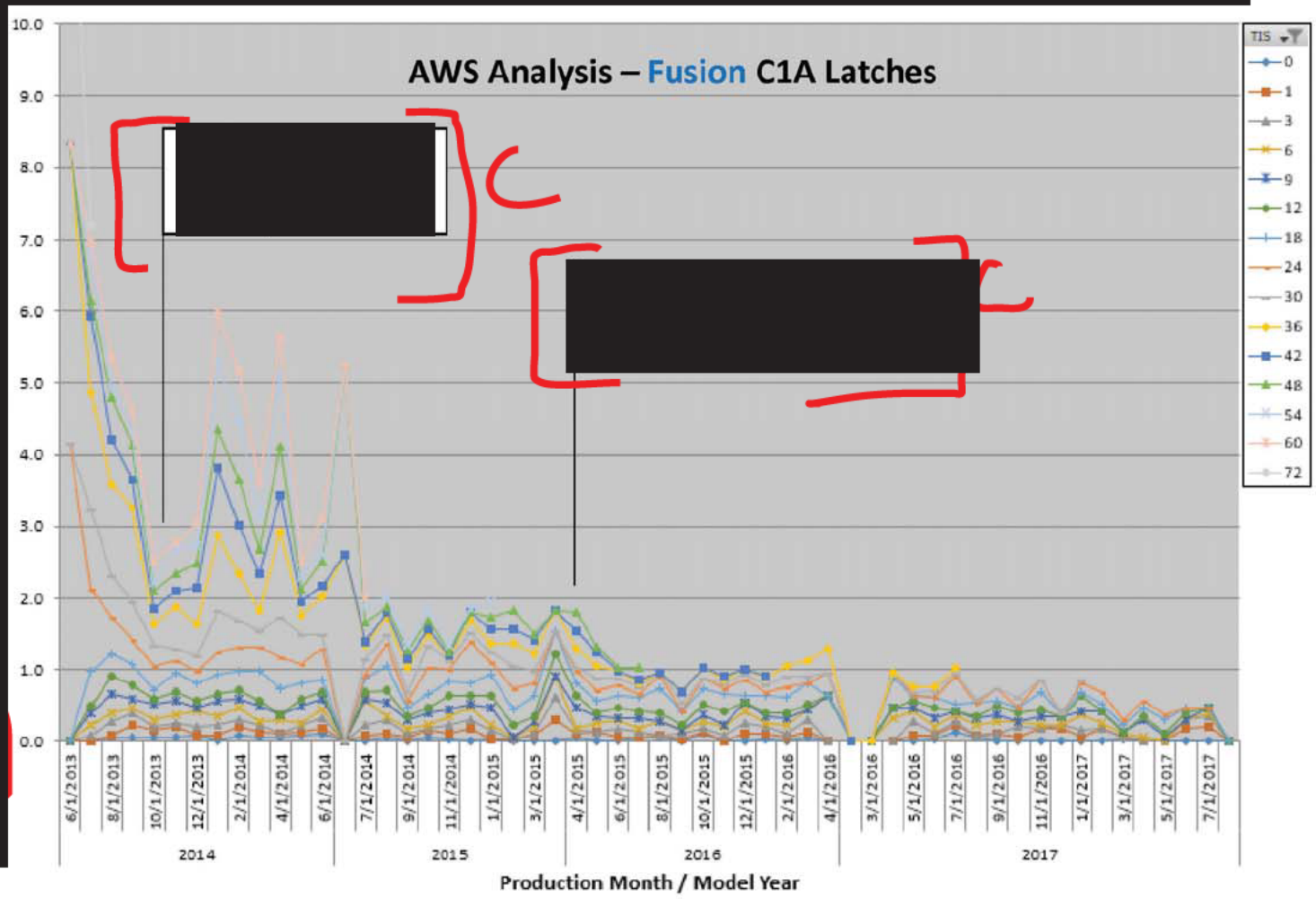
Part with Component Engineer for analysis

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 (Contact 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	AFAFP4LP8GJ[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	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	AFAFP4LP5GJ[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.

[redacted]

Scope #1 – Failures Outside Recall Date

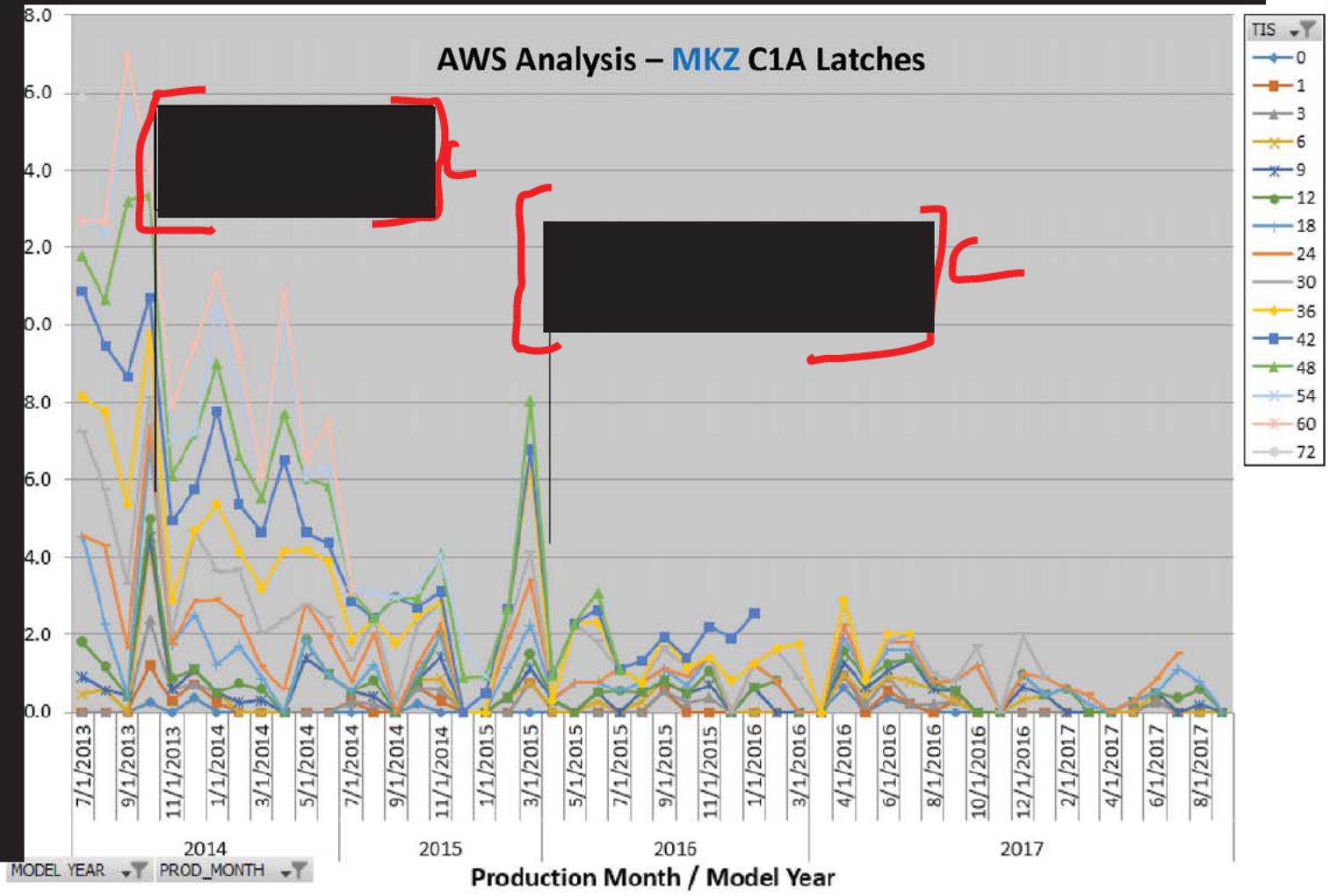
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CONFIDENTIAL BUSINESS INFORMATION

Scope #1 – Failures Outside Recall Date

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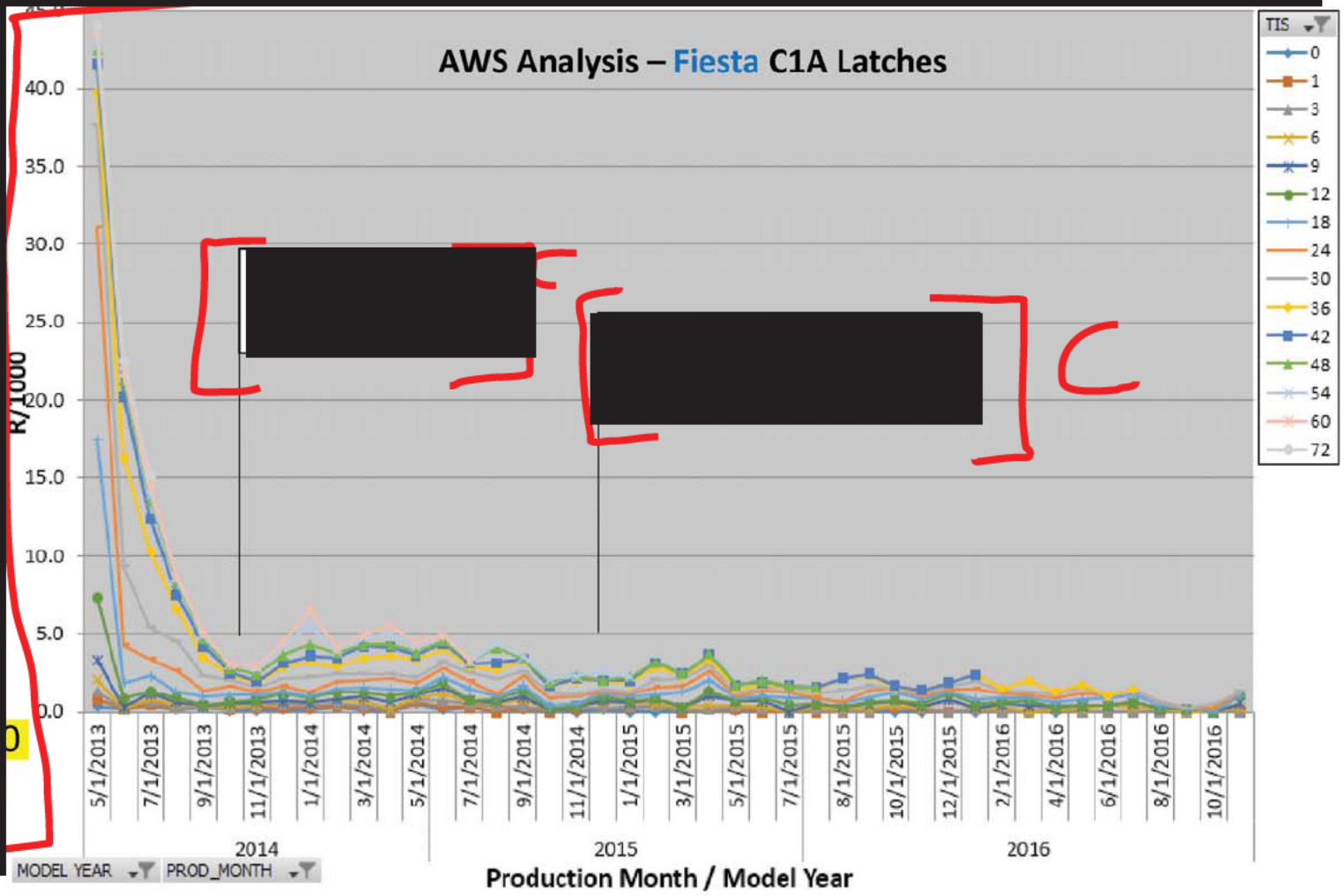


RQ19-005 000584 RC

CONFIDENTIAL BUSINESS INFORMATION

Scope #1 – Failures Outside Recall Date

[redacted]



RQ19-005 000585 RC

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

December 4, 2019

RQ19-005 000589 RC

Current Fiesta VOQ 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**

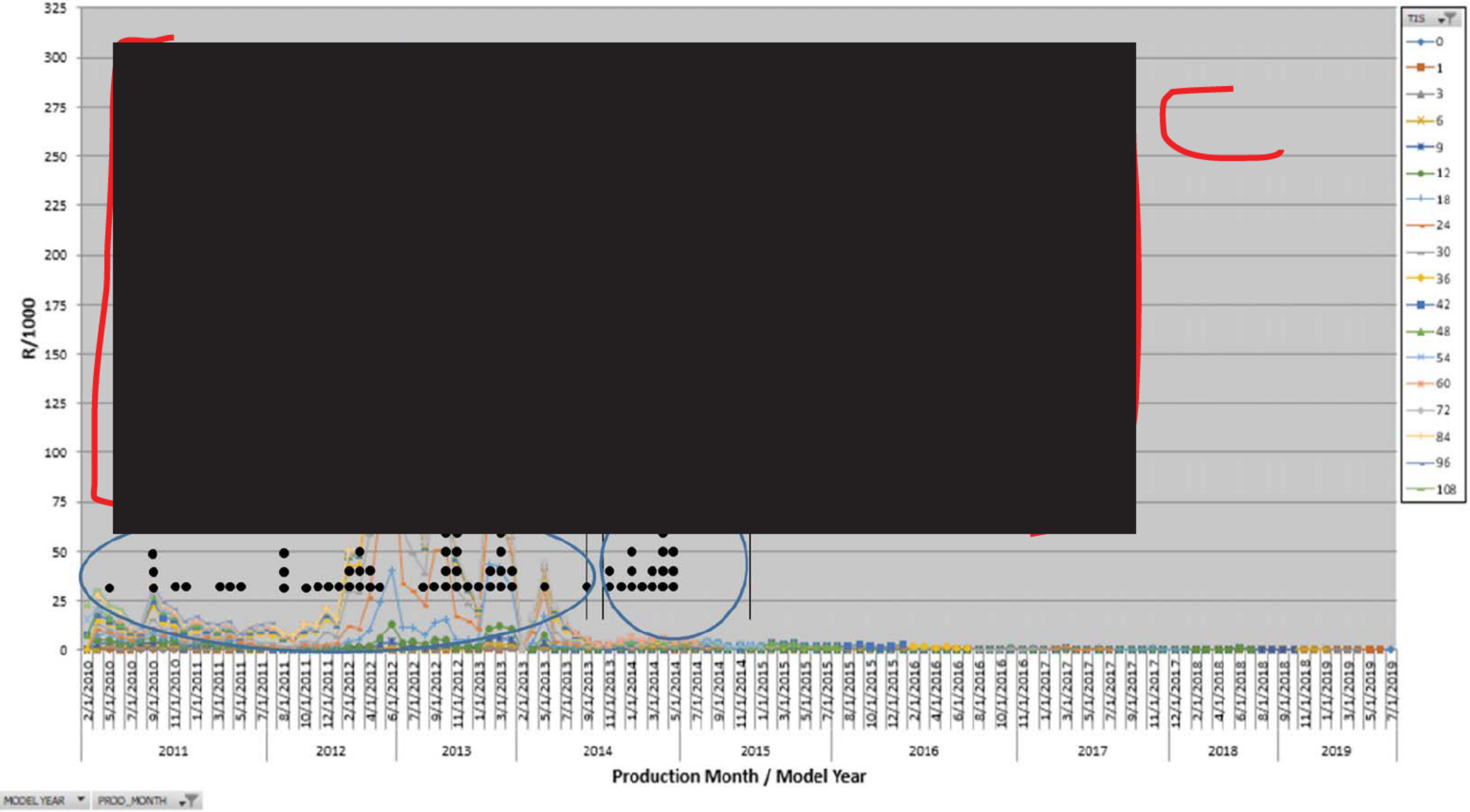
Others	Count
invalid VIN	3
no VIN	4
duplicate VIN	4
cut finger	1
produced post 15S16	17
Grand Total	**29**

[redacted]

CONFIDENTIAL BUSINESS INFORMATION

Warranty Data

AWS Analysis – Fiesta C1A Latches



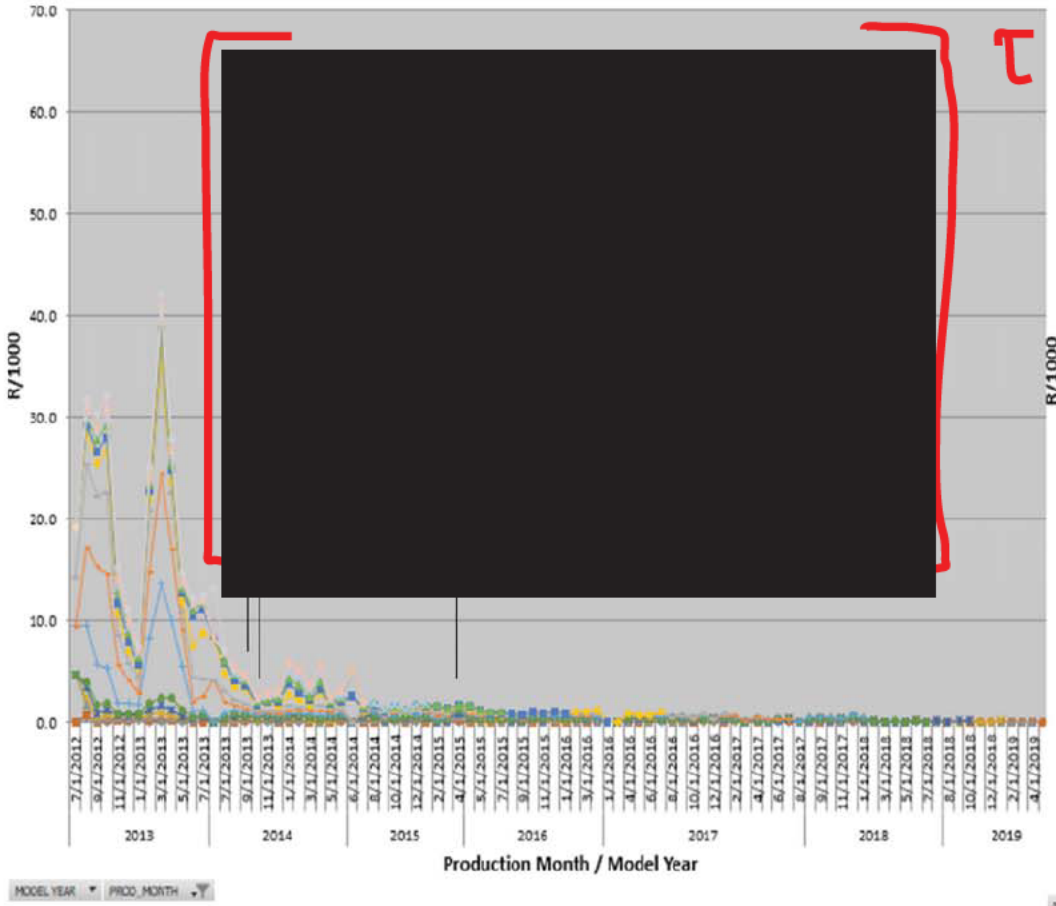
RQ19-005 000595 RC

CONFIDENTIAL BUSINESS INFORMATION

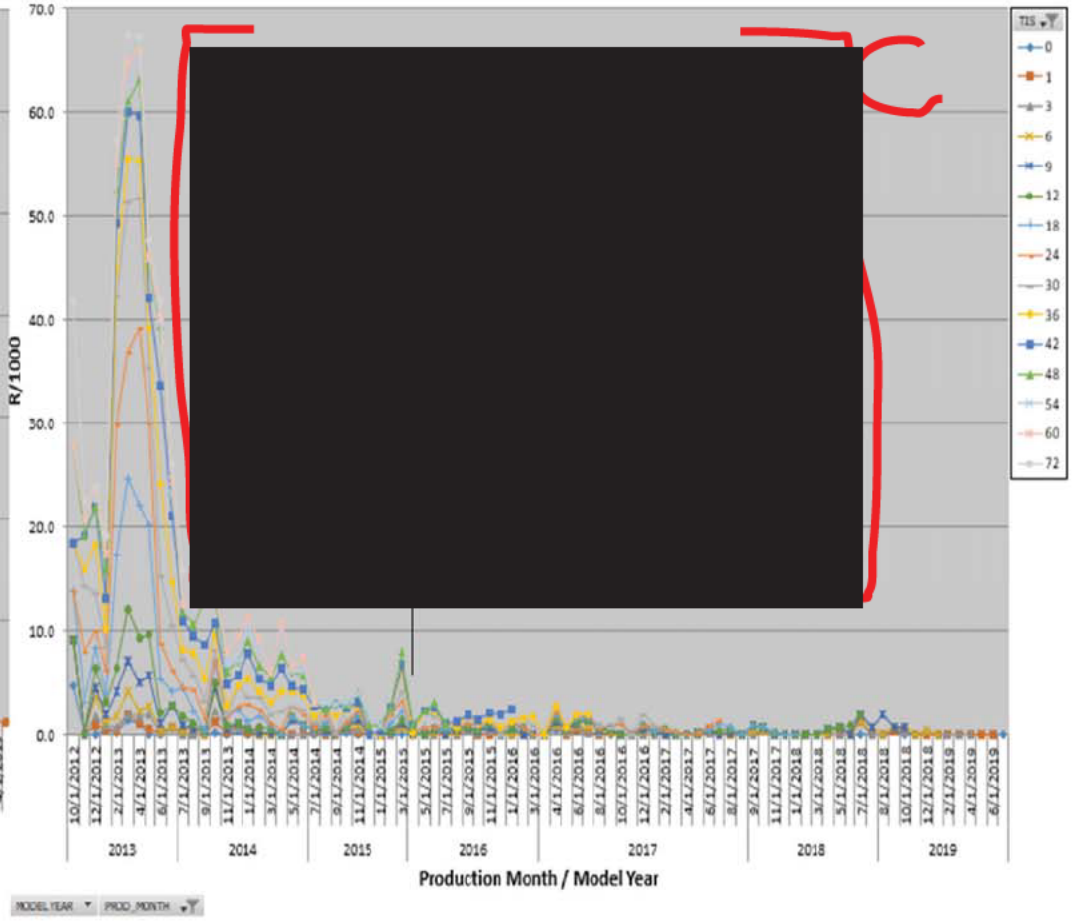
Warranty Data

AWS Analysis – C1A Latches

Fusion



MKZ



RQ19-005 000596 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

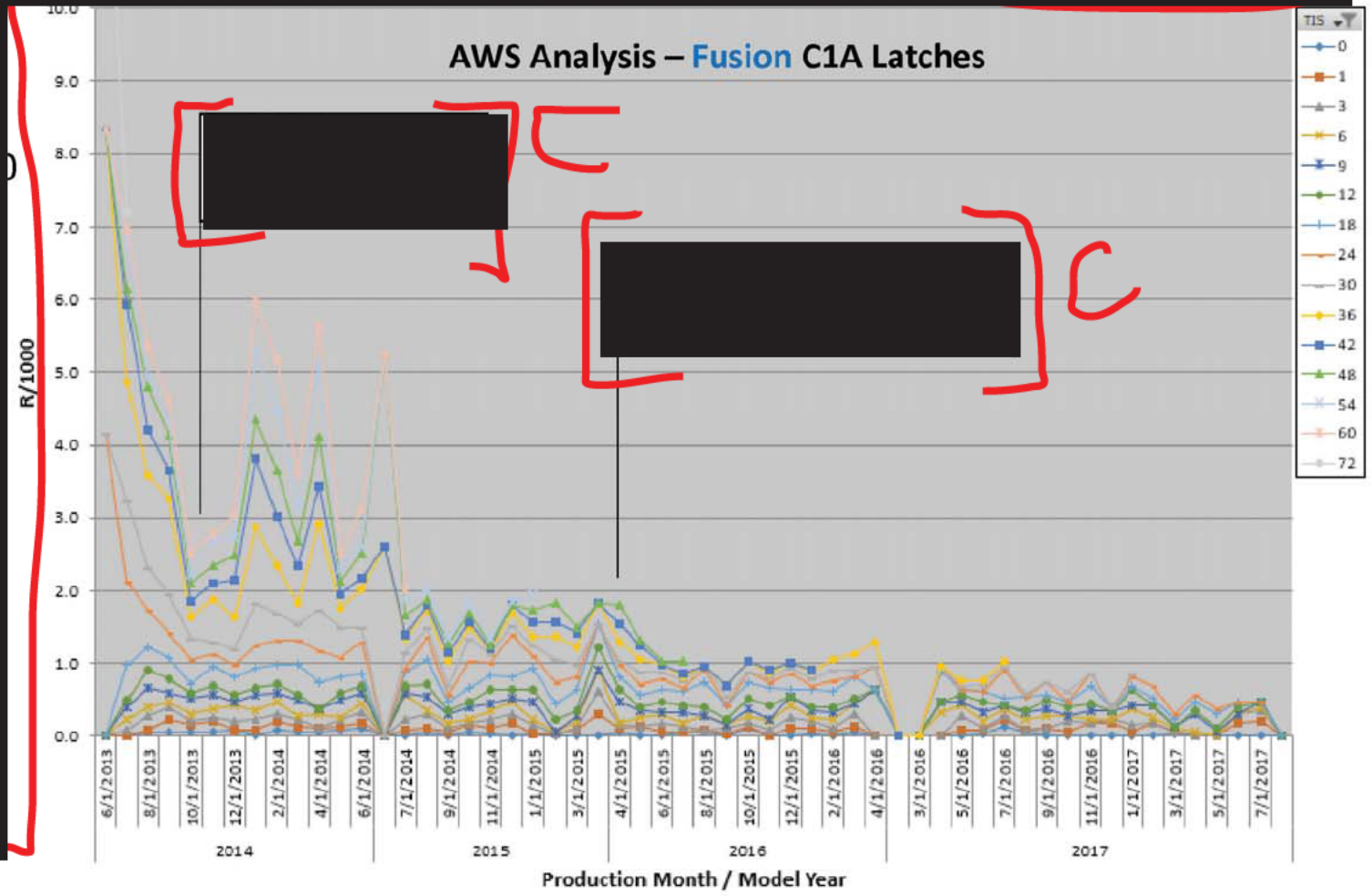
Count	Source	Supplier	Vehicle Line	Vin#	Vehicle Built Date	Latch built/Julian Date	Recent Repair Date	State	Customer Concern	Tech Action	History
1	WPAC	Kiekert	Fusion	3FA6P0H76DR[redacted]	2/11/2013	1/23/2013	9/26/2019	MA	RF door won't close	Recall 15S16	5/22/19-initial 15S16 performed by Grieco dealer & 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 (Contact 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	AFAFP4LP8GJ[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	AFAFP4LP7GJ[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	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	AFAFP4LP5GJ[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.

Technical Review Group 2019.12.04

2011-2016 Cross Vehicle Line – C1A Door Latch

Scope #1 – Failures Outside Recall Date

[redacted]

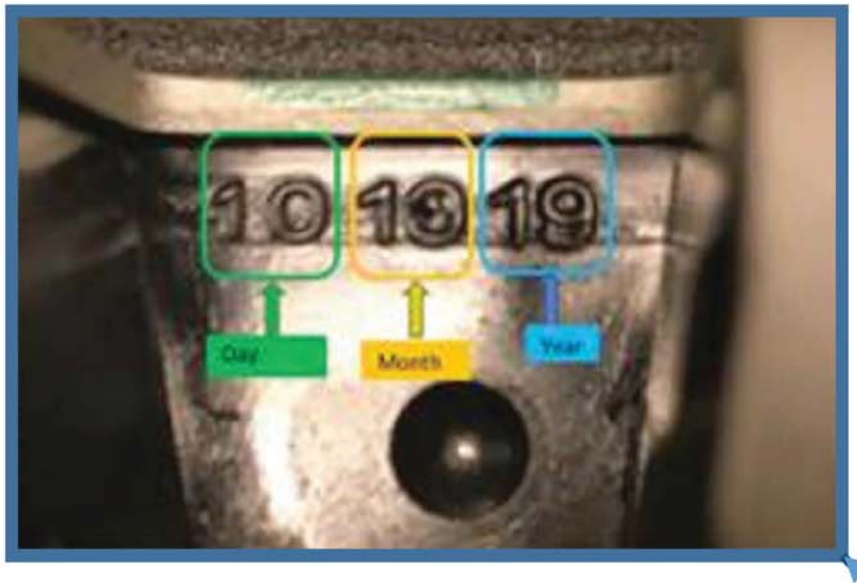


2011-2016 Cross Vehicle Line
C1A Door Latch
Vehicles Previously Remedied Under
15S16/16S30

May 12, 2020

RQ19-005 000602 RC

Door Latch Inspection Area





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

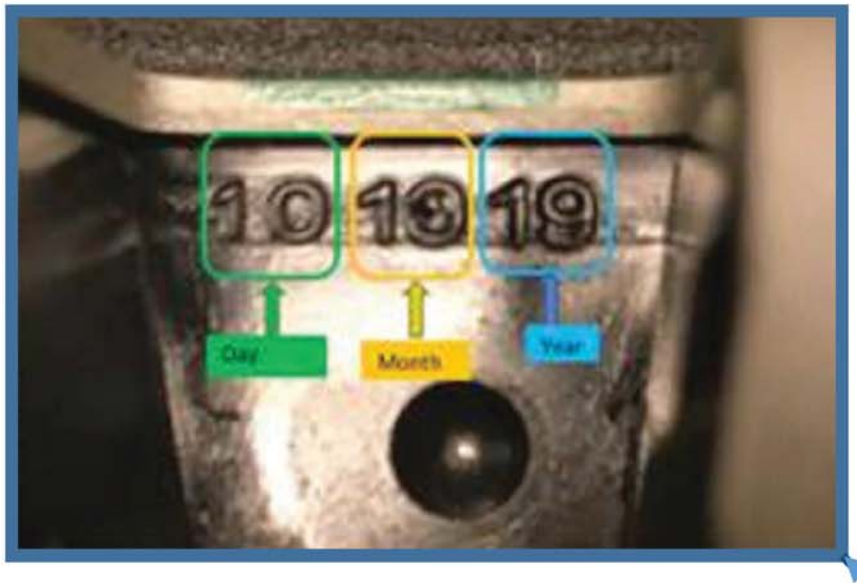
May 22, 2020

RQ19-005 000609 RC

Backup

RQ19-005 000617 RC

DOOR LATCH INSPECTION AREA





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

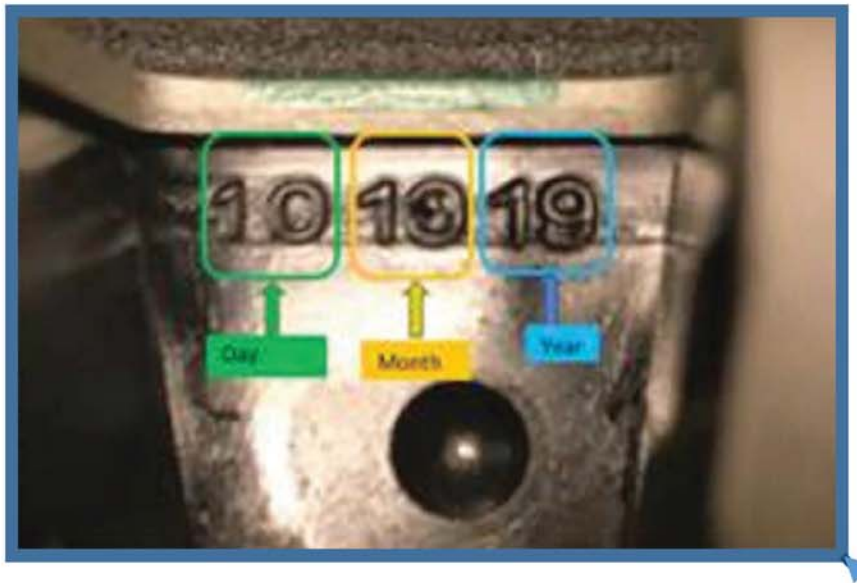
May 22, 2020

RQ19-005 000619 RC

Backup

RQ19-005 000627 RC

DOOR LATCH INSPECTION AREA





RQ19-005 000628 RC

NHTSA

6

U.S. Department of Transportation
National Highway Traffic Safety Administration

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION
NHTSA

Investigation:	RQ 19-005		
Date Opened:	12/19/2019		
Investigator:	Matthew Yandrick	**Reviewer:**	Paul Simmons
Approver:	Stephen Ridella		
Subject:	Door Latch Failure		

MANUFACTURER & PRODUCT INFORMATION

Manufacturer:	Ford Motor Company
Products:	MY12-14 Ford Fiesta, MY13-14 Ford Fusion/Lincoln MKZ
Population:	528,305 (Estimated)
Problem Description:	The door(s) fail to latch and/or inadvertently open while driving.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	235	TBD	TBD
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	2	TBD	TBD
Number of Injuries:	2	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD

ACTION / SUMMARY INFORMATION

Action: A Recall Query has been opened.

Summary:

On April 23, 2015, Ford Motor Company issued safety recall 15V-246 to remedy the latch pawl spring tab of approximately 336,873 model year (MY) 2012-2014 Fiesta, MY 2013-2014 Fusion and MY 2013-2014 Lincoln MKZ vehicles manufactured between February 1, 2012 and May 31, 2013. The recall was in response to the Office of Defects Investigation (ODI) investigation EA15-002 which concluded the latch pawl spring tab can break, potentially causing the door to open while driving. On March 27, 2017, Ford Motor Company issued safety recall 17V-210 expanding the population from Recall 15V-246 of approximately 191,432 model year (MY) 2014 Fiesta, MY 2013-2014 Fusion, MY 2013-2014 Lincoln MKZ vehicles manufactured between June 1, 2013 and October 31, 2013.

ODI has received 109 complaints alleging incidents of doors opening while driving in the subject vehicles. Many of the complaints occur on vehicles that have been previously under Recall 15V-246 and 17V-210. In addition, ODI has received multiple complaints on vehicles that fall outside the recall population. ODI has received 2 complaints alleging minor injuries due to the door opening while driving (ODI# 11268297, 11015973) and 1 complaint alleging debris exiting the vehicle on the freeway (ODI# 11240352). A recall query has been opened to assess the scope and remedy for Recall 15V-246 and 17V-210.

The ODI complaints cited above involved door latch failures can be viewed at www.safercar.gov under the following ODI identification numbers: 11288232, 11282831, 11282621, 11282489, 11282344, 11280788, 11280495, 11278552, 11278502, 11271749, 11271230, 11269527, 11268995, 11268809, 11268416, 11268362, 11268297, 11267611, 11266459, 11266428, 11266107, 11266074, 11265835, 11265625, 11265364, 11259118, 11258954, 11257827, 11257726, 11256505, 11256430, 11255187, 11254659, 11254652, 11254554, 11253666, 11253159, 11253072, 11252650, 11252300, 11251888, 11246181, 11246029, 11246009, 11246005, 11245859, 11245549, 11245543, 11245483, 11245408, 11245316, 11245013, 11244425, 11244327, 11244257, 11243246, 11242379, 11241837, 11241022, 11240698, 11240361, 11240352, 11240296, 11234292, 11233716, 11233106, 11232953, 11232538,

11232024, 11231931, 11231898, 11231485, 11231430, 11230733, 11230426, 11230092, 11229320, 11229163, 11228818, 11228757, 11228552, 11228547, 11228541, 11228262, 11223154, 11222994, 11222949, 11222666, 11222247, 11222087, 11220591, 11220536, 11220193, 11219501, 11219251, 11218065, 11217778, 11217500, 11217211, 11217134, 11210633, 11210568, 11207018, 11206507, 11205805, 11205013, 11204019, 11203700, 11197348, 11196057, 11195269, 11195262, 11193224, 11193111, 11190876, 11189677, 11186619, 11174466, 11173589, 11172614, 11170525, 11165554, 11165270, 11164185, 11163773, 11162882, 11162644, 11161932, 11157214, 11156517, 11154533, 11154174, 11153083, 11152515, 11150076, 11144925, 11144146, 11142327, 11141454, 11139062, 11138955, 11133543, 11132966, 11132400, 11131930, 11131608, 11130818, 11130449, 11129834, 11129559, 11129364, 11129264, 11128849, 11124295, 11124280, 11124124, 11123590, 11123409, 11123250, 11122241, 11121776, 11121300, 11120607, 11119807, 11119675, 11118474, 11118380, 11115298, 11114619, 11111514, 11111507, 11110706, 11110462, 11110155, 11109921, 11109798, 11105213, 11104896, 11104591, 11104227, 11103552, 11103085, 11102701, 11097174, 11092326, 11091306, 11090102, 11089616, 11088626, 11084624, 11082264, 11075384, 11074513, 11066974, 11065957, 11065615, 11064678, 11046980, 11034381, 11034178, 11033951, 11033568, 11033325, 11032716, 11032674, 11032563, 11031770, 11031663, 11030865, 11023308, 11021035, 11020575, 11020450, 11020332, 11019391, 11018911, 11016477, 11016443, 11016358, 11015973, 11014518, 11013999, 11013316, 11012362, 11012181, 11011218, 11010740, 11006452, 11005972, 11005882, 11005057, 11004142, 11002377, 11002372, 11001149

Tx dealer - find more parts

① remedy latches = future plans to address this
= cert plan - corrective action w/ dealers.
→ make proposal to NHTSA

② not yet remedied - ~~recall~~?
Cert/verification need to be in place

③ OOS - Recall

Do we ask opinion on Cust Sat?

~~Oct.~~ Nov. 1, 2013
— Dec 6, 2014 (Fiesta)
- April 2015 (Fusion MKZ)

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mr. Mike Landry, Manager
Automotive Safety Office
Ford Motor Company
330 Town Center Drive, Suite 500
Dearborn, MI 48126

NEF-103
RQ19-005

Scope? 2014 only? Post recall

Dear Mr. Landry:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Recall Query (RQ19-005) to investigate allegations of door(s) failing to latch properly and/or inadvertently opening in certain model year (MY) 2011-2014 Ford Fiesta and 2013-2014 Ford Fusion and Lincoln MKZ vehicles manufactured by Ford Motor Company (Ford), and to request certain information.

This office has received 246 reports of door(s) failing to latch properly and/or inadvertently opening in certain Fiesta, Fusion and MKZ vehicles. A copy of each of the reports is enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** All vehicles manufactured for sale or lease in the United States, including, but not limited to, the District of Columbia, and current U.S. territories and possessions that ~~did not~~ utilize the subject component. and were not included in 15516.
- **Subject component:** All non-bridge style retention latches.
- **Alleged defect:** Doors fail to fully latch when closed and/or inadvertently open after being closed.
- **Ford:** Ford Motor Company, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of their divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Ford (including all business units and persons previously referred to), who are or, in or after January 1, 2000,

Feb 14,

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were involved in any way with any of the following related to the alleged defect in the subject vehicles:

a. Design, engineering, analysis, modification or production (e.g. quality control);
b. Testing, assessment or evaluation;
c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.

- **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Ford, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Ford or not. If a document is not in the English language, provide both the original document and an English translation of the document.

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- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Ford has previously provided a document to ODI, Ford may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Ford's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model and model year, the number of subject vehicles Ford has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Ford, state the following:

   a. Vehicle identification number (VIN);
   b. Make;
   c. Model;
   d. Model Year;
   e. Subject component part number and design version installed as original equipment;
   f. Date of manufacture;
   g. Date warranty coverage commenced; and
   h. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

   Provide the table in Microsoft Access 2010, or a compatible format, entitled "PRODUCTION DATA."

2. State the number of each of the following, received by Ford, or of which Ford is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:

   FMC a. Consumer complaints, including those from fleet operators;
   GCBIS b. Field reports, including dealer field reports;
   c. Reports involving a crash, injury or fatality;
   d. Reports involving a fire;
   e. Property damage claims;
   f. Third-party arbitration proceedings where Ford is or was a party to the arbitration; and

g. Lawsuits, both pending and closed, in which Ford is or was a defendant or codefendant.

For subparts "a" through "g," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "g," provide a summary description of the alleged problem and causal and contributing factors and Ford's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "f" and "g," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.



3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

   a. Ford's file number or other identifier used;
   b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
   c. Vehicle owner or fleet name (and fleet contact person), street address, email address and telephone number;
   d. Vehicle's VIN;
   e. Vehicle's make, model and model year;
   f. Vehicle's mileage at time of incident;
   g. Incident date;
   h. Report or claim date;
   i. Whether a crash is alleged;
   j. Whether a fire is alleged;
   k. Whether property unintendedly exited the vehicle is alleged;
   l. Whether property damage is alleged;
   m. Number of alleged injuries, if any; and
   n. Number of alleged fatalities, if any.

   Provide this information in Microsoft Access 2010, or a compatible format, entitled "REQUEST NUMBER TWO DATA."

GSARS?

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Ford used for organizing the documents. Describe in detail the search methods and search criteria used by Ford to identify the items in response to Request No. 2.

5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Ford to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and

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warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

a. Ford's claim number;
b. Vehicle owner or fleet name (and fleet contact person), street address, email address and telephone number;
c. VIN;
d. Repair date;
e. Vehicle mileage at time of repair;
f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
g. Labor operation number(s);
h. Problem code(s);
i. Diagnostic trouble code(s);
j. Replacement part number(s) and description(s);
k. Concern stated by customer;
l. Cause as stated on the repair order;
m. Correction as stated on the repair order; and
n. Additional comments, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "WARRANTY DATA."

6. Describe in detail the search methods and search criteria used by Ford to identify the claims in response to Request No. 5, including the labor operations, problem codes, diagnostic trouble codes, part numbers and any other pertinent parameters used.

   Provide a list of all labor operations, labor operation descriptions, problem codes, *and* problem code descriptions, diagnostic trouble codes and diagnostic trouble code descriptions applicable to the alleged defect in the subject vehicles. State whether the diagnostic trouble codes are automatically reported to the warranty database electronically or manually entered into the warranty database by a claims administrator.

   State, by make and model year, the terms of the new vehicle warranty coverage offered by Ford on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Ford offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Ford has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Ford is planning to issue within the next 120 days.

8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Ford. For each such action, provide the following information:

   a. Action title or identifier;
   b. The actual or planned start date;
   c. The actual or expected end date; - Ref Engineer Docs
   d. Brief summary of the subject and objective of the action; Include all actions that indicated the C1A latch design was robust enough to avoid inclusion in the previous recalls;
   e. Analysis of repaired vehicles vs non-repaired vehicles;
   f. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
   g. A brief summary of the findings and/or conclusions resulting from the action.

   For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

9. Describe all modifications or changes made by, or on behalf of, Ford in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:

   a. The date or approximate date on which the modification or change was incorporated into vehicle production;
   b. A detailed description of the modification or change including the number of different post/hook or bridge spring retention designs used in production;
   c. The design requirement specification including operating temperature range;
   d. The reason(s) for the modification or change;
   e. The part number(s) (service and engineering) of the original component;
   f. The part number(s) (service and engineering) of the modified component;
   g. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
   h. When the modified component was made available as a service component; and
   i. Whether the modified component can be interchanged with earlier production components.

   Also, provide the above information for any modification or change that Ford is aware of which may be incorporated into vehicle production within the next 120 days.

   In a separate chronological table, list all improvements to the C1A latch that indicated the post/hook-style spring retention design was robust enough to avoid inclusion in the previous recalls, including but not limited to the short leg radius, spring wound direction, height of spring contact on the retention post, spring torque tolerance, latch actuation action causing moving parts contact with the spring retention post and assembly issues such as nicking,

scratching, unwanted assembly fixture contact, dynamic spring release onto retention post during installation of the spring. Include the start dates of each latch change in component production and their expected start dates into vehicle production. Include a row for each of all known failures of the post-recall C1A latches by production date.

10. Produce two of each of the following:
    a. Exemplar samples of each design version of the subject component;
    b. Field return samples of the subject component exhibiting the subject failure mode; and
    c. Any kits that have been released, or developed, by Ford for use in service repairs to the subject component/assembly which relate, or may relate, to the alleged defect in the subject vehicles.

11. State the number of each of the following that Ford has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale *(including the cut-off date for sales, if applicable)*:
    a. Subject component;
    b. Add any further requests or delete all, including requests for similar or substantially similar components; and
    c. Any kits that have been released, or developed, by Ford for use in service repairs to the subject component/assembly.

    For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which Ford is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

12. Furnish Ford's assessment of the alleged defect in the subject vehicle, including:
    a. The causal or contributory factor(s);
    b. The failure mechanism(s);
    c. The failure mode(s);
    d. The risk to motor vehicle safety that it poses;
    e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
    f. The reports included with this inquiry.

Legal Authority for This Request

This letter is being sent to Ford pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information.

EXT'ENV-

Civil Penalties

Ford's failure to respond promptly and fully to this letter could subject Ford to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) The Vehicle Safety Act, as amended, 49 U.S.C. § 30165(a)(3), provides for civil penalties of up to $21,780 per violation per day, with a maximum of $108,895,910 for a related series of daily violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. *See* 49 CFR 578.6 (as amended by Fixing America's Surface Transportation Act (the "FAST Act"), Pub. L. 114-94, § 24110(a)(2), 129 Stat. 1312 (Dec. 4, 2015)). This includes failing to respond completely, accurately, and in a timely manner to ODI information requests.

If Ford cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Ford does not submit one or more requested documents or items of information in response to this information request, Ford must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Confidential Business Information

All business confidential information must be submitted directly to the Office of Chief Counsel as described in the following paragraph and should not be sent to this office. In addition, do not submit any business confidential information in the body of the letter submitted to this office. Please refer to RQ19-005 in Ford's response to this letter and in any confidentiality request submitted to the Office of Chief Counsel.

If Ford claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Ford must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended, to the Office of Chief Counsel (NCC-100), National Highway Traffic Safety Administration, Room W41-326, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. Ford is required to **submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.** Please remember that the phrase "ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION" or "CONTAINS CONFIDENTIAL BUSINESS INFORMATION" (as appropriate) must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 49 CFR 512.6. If you submit a request for confidentiality for all or part of your response to this IR, that is in an electronic format (e.g., CD-ROM), your request and associated submission must conform to the new requirements in NHTSA's Confidential Business Information Rule regarding submissions in

electronic formats. *See* 49 CFR 512.6(c) (as amended by 72 Fed. Reg. 59434 (October 19, 2007)).

If you have any questions regarding submission of a request for confidential treatment, contact Daniel Rabinovitz, Trial Attorney, Office of Chief Counsel at daniel.rabinovitz@dot.gov or (202) 366-8534.

Due Date

Ford's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by **February 21, 2020**. Ford's response must include all non-confidential attachments and a redacted version of all documents that contain confidential information. If Ford finds that it is unable to provide all of the information requested within the time allotted, Ford must request an extension from me at (202) 366-2315 no later than five business days before the response due date. If Ford is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Ford then has available, even if an extension has been granted.

Please send email notification to Matthew Yandrick at Matthew.Yandrick@dot.gov and to ODI_IRresponse@dot.gov when Ford sends its response to this office and indicate whether there is confidential information as part of Ford's response.

If you have any technical questions concerning this matter, please call Matthew Yandrick of my staff at (202) 366-1126

Sincerely,

Paul Simmons, Chief
Vehicle Defects Division C
Office of Defects Investigation

Enclosure 1, Copies of the subject reports referenced in the introduction of this letter identified by the following ODI reference numbers:

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11013999, 11013316, 11012362, 11012181, 11011218, 11010740, 11006452, 11005972,
11005882, 11005057, 11004142, 11002377, 11002372, 11001149

DRAFT

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mr. Mike Landry, Manager
Automotive Safety Office
Ford Motor Company
330 Town Center Drive, Suite 500
Dearborn, MI 48126

NEF-103
RQ19-005

Dear Mr. Landry:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Recall Query (RQ19-005) to investigate allegations of door(s) failing to latch properly and/or inadvertently opening in certain model year (MY) 2011-2014 Ford Fiesta and 2013-2014 Ford Fusion and Lincoln MKZ vehicles manufactured by Ford Motor Company (Ford), and to request certain information.

This office has received 246 reports of door(s) failing to latch properly and/or inadvertently opening in certain Fiesta, Fusion and MKZ vehicles. A copy of each of the reports is enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** All vehicles manufactured for sale or lease in the United States, including, but not limited to, the District of Columbia, and current U.S. territories and possessions that did not utilize the subject component.

- **Subject component:** All non-bridge style retention latches.

- **Alleged defect:** Doors fail to fully latch when closed and/or inadvertently open after being closed.

- **Ford:** Ford Motor Company, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of their divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Ford (including all business units and persons previously referred to), who are or, in or after January 1, 2000,

were involved in any way with any of the following related to the alleged defect in the subject vehicles:

a. Design, engineering, analysis, modification or production (e.g. quality control);
b. Testing, assessment or evaluation;
c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.

- **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Ford, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Ford or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Ford has previously provided a document to ODI, Ford may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Ford's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model and model year, the number of subject vehicles Ford has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Ford, state the following:

   a. Vehicle identification number (VIN);
   b. Make;
   c. Model;
   d. Model Year;
   e. Subject component part number and design version installed as original equipment;
   f. Date of manufacture;
   g. Date warranty coverage commenced; and
   h. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

   Provide the table in Microsoft Access 2010, or a compatible format, entitled "PRODUCTION DATA."

2. State the number of each of the following, received by Ford, or of which Ford is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:

   a. Consumer complaints, including those from fleet operators;
   b. Field reports, including dealer field reports;
   c. Reports involving a crash, injury or fatality;
   d. Reports involving a fire;
   e. Property damage claims;
   f. Third-party arbitration proceedings where Ford is or was a party to the arbitration; and

g. Lawsuits, both pending and closed, in which Ford is or was a defendant or codefendant.

For subparts "a" through "g," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "g," provide a summary description of the alleged problem and causal and contributing factors and Ford's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "f" and "g," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

   a. Ford's file number or other identifier used;
   b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
   c. Vehicle owner or fleet name (and fleet contact person), street address, email address and telephone number;
   d. Vehicle's VIN;
   e. Vehicle's make, model and model year;
   f. Vehicle's mileage at time of incident;
   g. Incident date;
   h. Report or claim date;
   i. Whether a crash is alleged;
   j. Whether a fire is alleged;
   k. Whether property unintendedly exited the vehicle is alleged;
   l. Whether property damage is alleged;
   m. Number of alleged injuries, if any; and
   n. Number of alleged fatalities, if any.

   Provide this information in Microsoft Access 2010, or a compatible format, entitled "REQUEST NUMBER TWO DATA."

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Ford used for organizing the documents. Describe in detail the search methods and search criteria used by Ford to identify the items in response to Request No. 2.

5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Ford to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and

warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

a. Ford's claim number;
b. Vehicle owner or fleet name (and fleet contact person), street address, email address and telephone number;
c. VIN;
d. Repair date;
e. Vehicle mileage at time of repair;
f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
g. Labor operation number(s);
h. Problem code(s);
i. Diagnostic trouble code(s);
j. Replacement part number(s) and description(s);
k. Concern stated by customer;
l. Cause as stated on the repair order;
m. Correction as stated on the repair order; and
n. Additional comments, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "WARRANTY DATA."

6. Describe in detail the search methods and search criteria used by Ford to identify the claims in response to Request No. 5, including the labor operations, problem codes, diagnostic trouble codes, part numbers and any other pertinent parameters used.

   Provide a list of all labor operations, labor operation descriptions, problem codes, *and* problem code descriptions, diagnostic trouble codes and diagnostic trouble code descriptions applicable to the alleged defect in the subject vehicles. State whether the diagnostic trouble codes are automatically reported to the warranty database electronically or manually entered into the warranty database by a claims administrator.

   State, by make and model year, the terms of the new vehicle warranty coverage offered by Ford on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Ford offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Ford has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Ford is planning to issue within the next 120 days.

8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Ford. For each such action, provide the following information:

   a. Action title or identifier;
   b. The actual or planned start date;
   c. The actual or expected end date;
   d. Brief summary of the subject and objective of the action; Include all actions that indicated the C1A latch design was robust enough to avoid inclusion in the previous recalls;
   e. Analysis of repaired vehicles vs non-repaired vehicles;
   f. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
   g. A brief summary of the findings and/or conclusions resulting from the action.

   For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

9. Describe all modifications or changes made by, or on behalf of, Ford in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:

   a. The date or approximate date on which the modification or change was incorporated into vehicle production;
   b. A detailed description of the modification or change including the number of different post/hook or bridge spring retention designs used in production;
   c. The design requirement specification including operating temperature range;
   d. The reason(s) for the modification or change;
   e. The part number(s) (service and engineering) of the original component;
   f. The part number(s) (service and engineering) of the modified component;
   g. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
   h. When the modified component was made available as a service component; and
   i. Whether the modified component can be interchanged with earlier production components.

   Also, provide the above information for any modification or change that Ford is aware of which may be incorporated into vehicle production within the next 120 days.

   In a separate chronological table, list all improvements to the C1A latch that indicated the post/hook-style spring retention design was robust enough to avoid inclusion in the previous recalls, including but not limited to the short leg radius, spring wound direction, height of spring contact on the retention post, spring torque tolerance, latch actuation action causing moving parts contact with the spring retention post and assembly issues such as nicking,

scratching, unwanted assembly fixture contact, dynamic spring release onto retention post during installation of the spring. Include the start dates of each latch change in component production and their expected start dates into vehicle production. Include a row for each of all known failures of the post-recall C1A latches by production date.

10. Produce two of each of the following:

    a. Exemplar samples of each design version of the subject component;
    b. Field return samples of the subject component exhibiting the subject failure mode; and
    c. Any kits that have been released, or developed, by Ford for use in service repairs to the subject component/assembly which relate, or may relate, to the alleged defect in the subject vehicles.

11. State the number of each of the following that Ford has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale *(including the cut-off date for sales, if applicable)*:

    a. Subject component;
    b. Add any further requests or delete all, including requests for similar or substantially similar components; and
    c. Any kits that have been released, or developed, by Ford for use in service repairs to the subject component/assembly.

    For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which Ford is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

12. Furnish Ford's assessment of the alleged defect in the subject vehicle, including:

    a. The causal or contributory factor(s);
    b. The failure mechanism(s);
    c. The failure mode(s);
    d. The risk to motor vehicle safety that it poses;
    e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
    f. The reports included with this inquiry.

Legal Authority for This Request

This letter is being sent to Ford pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information.

Civil Penalties

Ford's failure to respond promptly and fully to this letter could subject Ford to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) The Vehicle Safety Act, as amended, 49 U.S.C. § 30165(a)(3), provides for civil penalties of up to $21,780 per violation per day, with a maximum of $108,895,910 for a related series of daily violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. *See* 49 CFR 578.6 (as amended by Fixing America's Surface Transportation Act (the "FAST Act"), Pub. L. 114-94, § 24110(a)(2), 129 Stat. 1312 (Dec. 4, 2015)). This includes failing to respond completely, accurately, and in a timely manner to ODI information requests.

If Ford cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Ford does not submit one or more requested documents or items of information in response to this information request, Ford must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Confidential Business Information

All business confidential information must be submitted directly to the Office of Chief Counsel as described in the following paragraph and should not be sent to this office. In addition, do not submit any business confidential information in the body of the letter submitted to this office. Please refer to RQ19-005 in Ford's response to this letter and in any confidentiality request submitted to the Office of Chief Counsel.

If Ford claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Ford must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended, to the Office of Chief Counsel (NCC-100), National Highway Traffic Safety Administration, Room W41-326, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. Ford is required to **submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.** Please remember that the phrase "ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION" or "CONTAINS CONFIDENTIAL BUSINESS INFORMATION" (as appropriate) must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 49 CFR 512.6. If you submit a request for confidentiality for all or part of your response to this IR, that is in an electronic format (e.g., CD-ROM), your request and associated submission must conform to the new requirements in NHTSA's Confidential Business Information Rule regarding submissions in

electronic formats. *See* 49 CFR 512.6(c) (as amended by 72 Fed. Reg. 59434 (October 19, 2007)).

If you have any questions regarding submission of a request for confidential treatment, contact Daniel Rabinovitz, Trial Attorney, Office of Chief Counsel at daniel.rabinovitz@dot.gov or (202) 366-8534.

Due Date

Ford's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by **February 21, 2020**. Ford's response must include all non-confidential attachments and a redacted version of all documents that contain confidential information. If Ford finds that it is unable to provide all of the information requested within the time allotted, Ford must request an extension from me at (202) 366-2315 no later than five business days before the response due date. If Ford is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Ford then has available, even if an extension has been granted.

Please send email notification to Matthew Yandrick at Matthew.Yandrick@dot.gov and to ODI_IRresponse@dot.gov when Ford sends its response to this office and indicate whether there is confidential information as part of Ford's response.

If you have any technical questions concerning this matter, please call Matthew Yandrick of my staff at (202) 366-1126

Sincerely,

Paul Simmons, Chief
Vehicle Defects Division C
Office of Defects Investigation

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11031663, 11030865, 11023308, 11021035, 11020575A, 11020450, 11020332, 11019839,
11019391, 11018911, 11016477, 11016443, 11016358, 11015973, 11015211, 11014518,
11013999, 11013316, 11012362, 11012181, 11011218, 11010740, 11006452, 11005972,
11005882, 11005057, 11004142, 11002377, 11002372, 11001149

15516 - Keikert Fu

~~15530 - Brose~~

DRAFT

NHTSA's Vehicle Owner Questionnaire (VOQ) Database
Detail Report From
ODI No : 11268297
Total No of Records found (1)

Item No	ODI No	Manufacturer	Model Yr	Make	Model	Vin #	City	State	Component
1	11268297	Ford Motor Company	2013	FORD	FUSION	3FA6P0LU7DR	FAYETTEVILLE	NC	ELECTRICAL SYSTEM
Fail Date : 14-OCT-19			**Letter Date : 14-OCT-19**				**Date Added to NHTSA File : 14-OCT-19**		
Crash: N		**Injured: 1**		**Fire: N**		**Deaths:**	**Occurences:**		**Miles: 160000**
Summary	I WAS DRIVING ABOUT 45 MPH AND THE DRIVER SIDE DOOR OPENED ON IT'S OWN AND I CAN NOT GET IT TO SHUT NOW. WHEN THE DOOR OPENED I GRABBED FOR IT AND IT SWUNG BACK AND SMACKED MY ARM AND HAND AND THEY ARE SWOLLEN BRUISED AND SORE. THE DOOR AJAR INDICATOR LIGHT UP AND THE DINGING STARTED TO ALERT ME THE DOOR WAS OPEN. WENT TO A NEAR BY FORD DEALERSHIP AND THEY INFORMED ME THAT MY VEHICLE WAS NOT LISTED ON THE RECALL. THIS HAS BEEN AN ONGOING ISSUE WITH THE WHOLE ELECTRICAL SYSTEM NOT FUNCTIONING PROPERLY. ONE EVENING I PUT MY CAR IN DRIVE TO LEAVE A PARKING GARAGE AND IT WOULD GO IN REVERSE WHILE IN DRIVE (REVERSE CAMERA IS ON THE WHOLE TIME) AND WHEN I PUT IT IN DRIVE IT WOULD DRIVE IN REVERSE. I HAD TO DRIVE HOME WITH MY GEAR IN REVERSE JUST SO I COULD DRIVE FORWARD.								

Click on this Download Image button to download current screen data as an Excel file.

Data Content Contact: David Ott
Data Downloaded Date:
05-JAN-20
This Report Generated :Wed Jan 8 20:41:15 2020

VIN 3FA6P0LU7DR[redacted]

Recall performed - 7/19/2016

Incident date - [redacted]

RQ19-005 000652 RC

NHTSA's Vehicle Owner Q .onaire (VOQ) Database
Detail Report From
ODI No : 11015973
Total No of Records found (1)

Item No	ODI No	Manufacturer	Model Yr	Make	Model	Vin #	City	State	Component
1	11015973	Ford Motor Company	2014	FORD	FUSION		WINNSBORO	SC	UNKNOWN OR OTHER
Fail Date : 04-AUG-17			**Letter Date :** 17-AUG-17				**Date Added to NHTSA File :** 17-AUG-17		
Crash: N		**Injured:** 1		**Fire:** N		**Deaths:**	**Occurences:**		**Miles:** 44148
Summary	2 WEEKS AGO AS I'M DRIVING AND MAKE A LEFT TURN THE REAR PASSENGER DOOR FLIES OPEN NEARLY CAUSING MY 10 MONTH OLD NEPHEW TO FALL OUT OF THE MOVING VEHICLE. MY NIECE HAD TO GRAB HIS CARSEAT FROM THE SHEER FEAR AND PANIC OF THE INCIDENT. I IMMEDIATELY PULL OVER TO CONSOLE AND CALM DOWN MY NEPHEW AND REALIZED THE DOOR LATCH IS BROKEN AND THE DOOR WON'T CLOSE AND STAY SHUT. AND ALSO REALIZED HE HAD A SMALL BRUISE ON HIS RIGHT CHEEK FROM THE LASH OF HIS CAR SEAT BEING SECURED BY THE SEATBELT AND BUMPED HIS FACE AGAINST THE CAR SEAT. SO I HAD TO PURCHASE BUNGEE CORDS TO KEEP THE DOOR FROM FLYING OPEN AS I DRIVE. SO THEREFORE NOW, THE LIGHTS CONSTANTLY STAY ON BECAUSE THE DOOR IS ALWAYS OPEN AND ALSO BECAUSE THE DOOR IS STILL OPEN AND CAN'T LOCK, I'M AT RISK OF AUTO THEFT OR MY BELONGINGS BEING STOLEN. I'VE TALKED TO BOTH FORD CORPORATE AND THE DEALERSHIP I PURCHASED THE CAR FROM AND THEY ARE AWARE OF THE RECALLS FOR THE 2013-2015 FORD FUSION DOOR LATCH ISSUES. BUT BECAUSE MY VIN# TO MY CAR DOESN'T POPULATE AS ONE TO BE RECALLED THEY SAY I HAVE TO PAY OUT OF POCKET FOR THE REPAIRS AND IT COSTS NEARLY $400 TO GET THE ONE DOOR REPAIRED. I'VE DONE ALL I'VE COULD TO GET THEM TO REPAIR IT BUT THEY DON'T CARE AND TOLD ME EITHER I PAY FOR IT OR IT WON'T GET FIXED.					

Click on this Download Image button to download current screen data as an Excel file.

Data Content Contact: David Ott
Data Downloaded Date:
05-JAN-20
This Report Generated :Wed Jan 8 20:37:36 2020

VIN - NO VIN

RQ19-005 000653 RC

NHTSA's Vehicle Owner Questionnaire (VOQ) Database
Detail Report From
ODI No : 11240352
Total No of Records found (1)

Item No	ODI No	Manufacturer	Model Yr	Make	Model	Vin #	City	State	Component
1	11240352	Ford Motor Company	2013	FORD	FUSION	3FA6P0LU8DR	WALKERSVILLE	MD	UNKNOWN OR OTHER
Fail Date : 15-JUL-19			**Letter Date :** 29-JUL-19				**Date Added to NHTSA File :** 29-JUL-19		
Crash: N		**Injured:**		**Fire:** N		**Deaths:**	**Occurences:**		**Miles:** 77000
Summary	PASSENGER SIDE DOOR LATCH BROKE AND FLEW OPEN ON HIGHWAY EXPELLING CONTENTS OF PASSENGER SEAT ONTO BUSY HIGHWAY. DEALER STATED THAT THE SAFETY RECALL FOR THE DEFECTIVE DOOR LATCH WAS ALREADY PERFORMED ON VEHICLE IN 8/2017. THAT THEY "FORD" ONLY WARANTEES PARTS REPLACED BY A SAFETY RECALL FOR 1 YEAR OR 12,000 MILES, SO I AM RESPONSIBLE FOR THE REPAIR AS IT IS NOW SIMPLY A MAINTENANCE ISSUE. WHEN I ORIGINALLY CALLED THE SERVICE DEPARTMENT THE GUYS ASKED ME IF I HAD ALREADY HAD THE RECALL PERFORMED. I TOLD HIM TO CHECK THE COMPUTER AND SEE, THAT I ONLY BRING MY VEHICLE TO THEM, WHILE HE WAS LOOKING HE MENTIONED THAT THEY HAVE BEEN STARTING TO SEE VEHICLES COMING IN AGAIN FOR THE SAME REPAIR EVEN AFTER THE RECALL. LATER HE DENIED EVER SAYING THAT ME. SO WHAT IS THERE TO STO? COMPANIES LIKE FORD FROM REPLACING A PART RECALLED FOR SAFETY REASONS, WITH ANOTHER DEFECTIVE PART AND THEN SIMPLY STATING THAT THE WARANTEE ON THE NEW PART IS ONLY 12 MONTHS. THIS MAKES ABSOLUTELY NO SENSE TO ME, IS THERE SUCH A THING AS A SAFETY RECALL ON THE SAFETY RECALL OR IS I GO THROUGH THE MOTIONS AND MY LIABILITY IS GONE? HOW AM I TO KNOW IF THE DEALER EVEN DID THE RECALL IN THE FIRST PLACE AND NOT JUST MARKED IT COMPLETE? WHAT ARE THE ODDS THAT THE EXACT PART THAT WAS DEFECTIVE AND RECALLED AND REPLACED WOULD FAIL AGAIN FOR THE EXACT SAME THING IT WAS RECALLED FOR TO BEGIN WITH? TRIED FORD NOT JUST DEALER AND GOT THE SAME RESPONSE ON THE 12 MONTHS OR 12,000 MILES RESPONSE.							

Click on this Download Image button to download current screen data as an Excel file.

Data Content Contact: David Ott
Data Downloaded Date:
05-JAN-20
This Report Generated :Wed Jan 8 21:24:56 2020

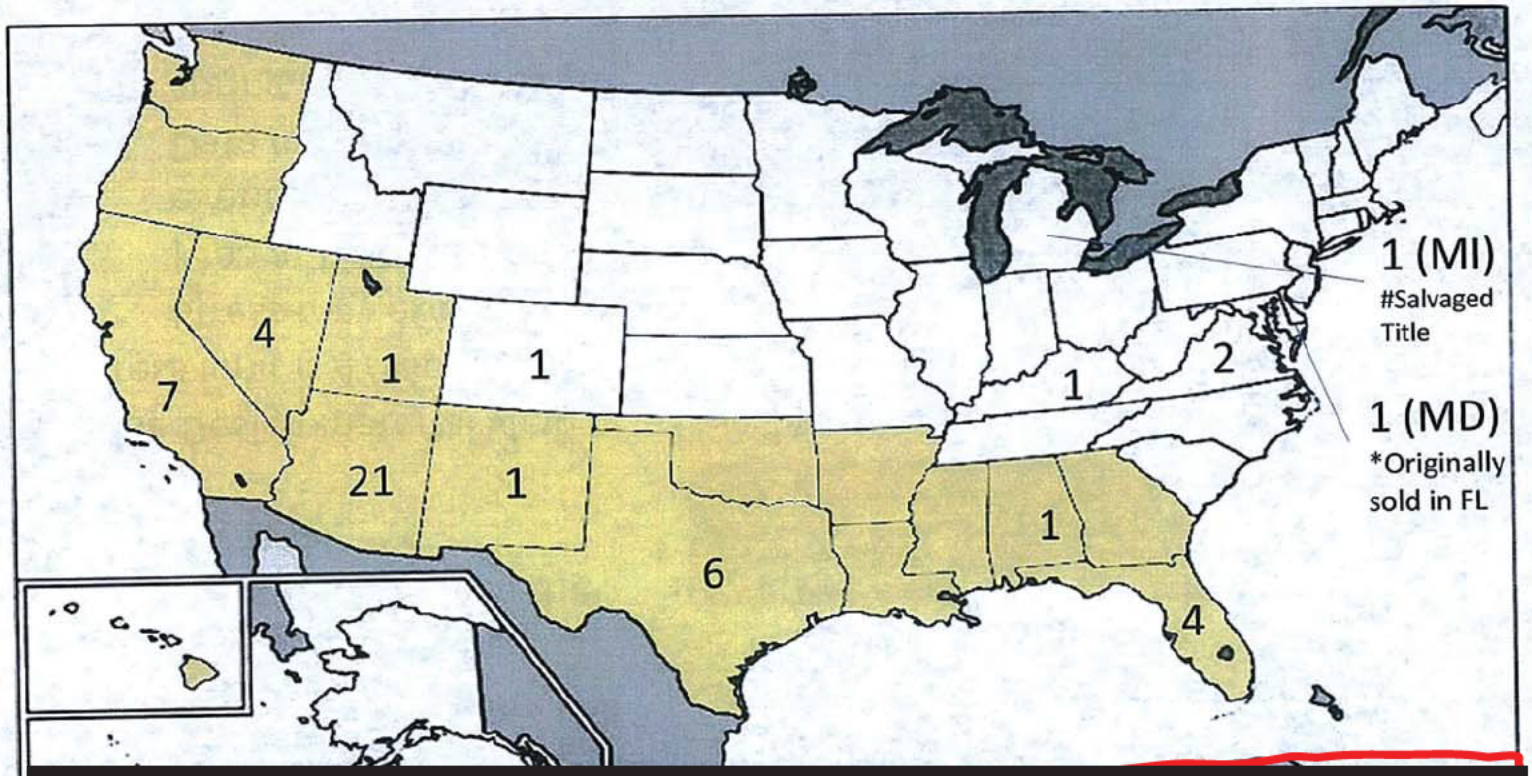
VIN: 3FA6P0LU8DR[redacted]

Recall Performed: 8/10/2017

Incident Date: [redacted]

RQ19-005 000654 RC

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]

GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient

CONFIDENTIAL BUSINESS INFORMATION

Back – Up

RQ19-005 000664 RC

GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient

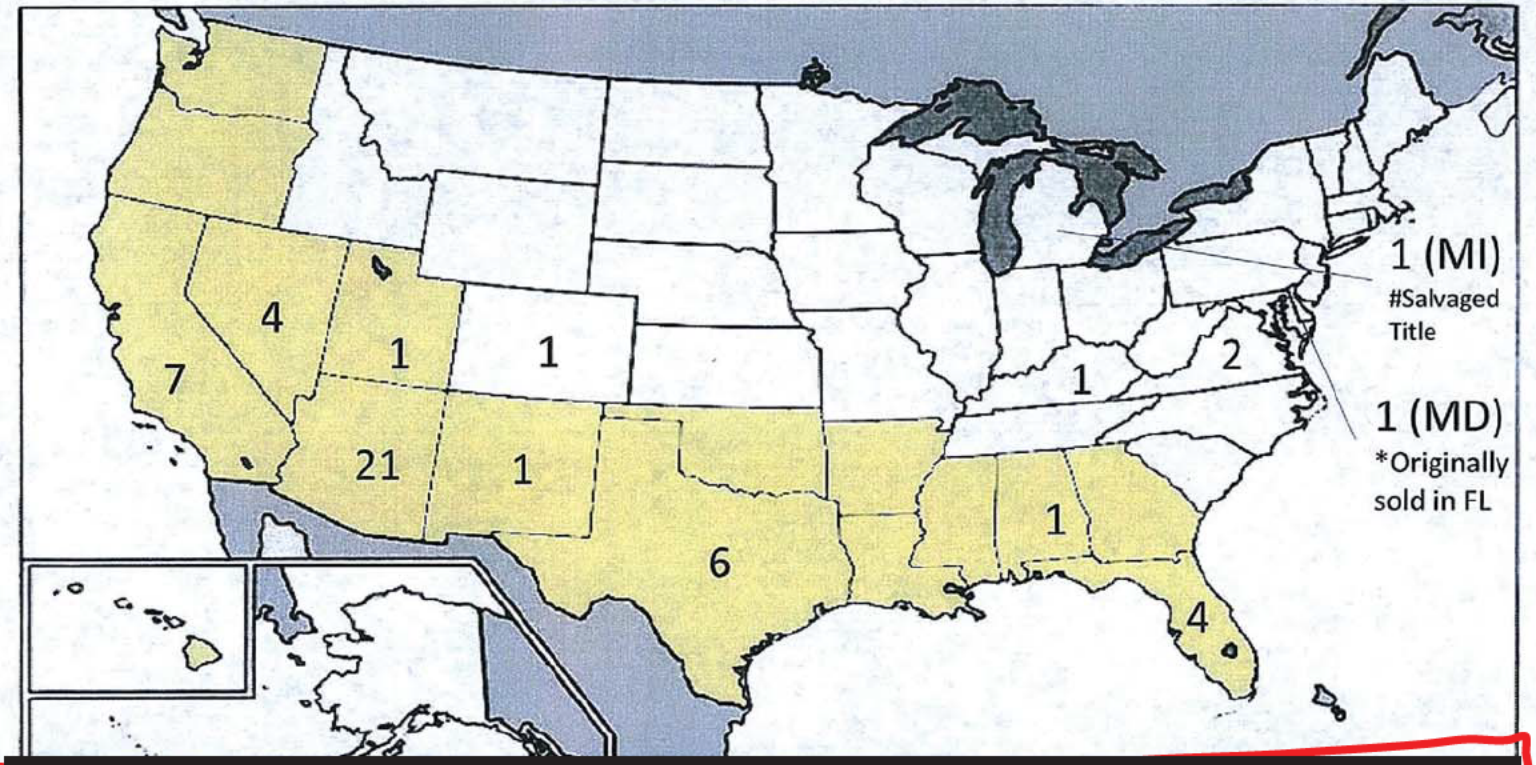
orig latch found after recall

VIN	DEALER	Recall Date	2nd
Daimler			
Ford			

	VINS insp	prob found
N	JOQ	
	TX	
F	Post Return	
	Clinic	

RQ19-005 000667 RC

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]

GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient

CONFIDENTIAL BUSINESS INFORMATION

Failure Rate is very different.

RQ19-005 000675 RC

Itoh, Jorji (J.D.)

From: Robinson, Hue (H.M.)
Sent: Tuesday, February 18, 2020 1:12 PM
To: Rabourn, Todd (T.R.); Itoh, Jorji (J.D.)
Subject: RE: Part Return Information

Here's the list of repeat repairs from our parts return review. There are a total of 27 VINs that fall into this category. Shown below is also a cumulative list of all parts/VINs that the team has reviewed, a total of 563 VINs. This would include all programs receiving C1A latches and Ranger in South America that were sent back to the team from Ford of Australia. Sorry I couldn't send you the actual Excel file, it's way too large but wanted to get this info to you quickly.

		15	3%	#1-Out of scope, latches post recall build date range
Total VINs:	563	27	5%	#2a-Repeat repairs after performing recall w/ latch original date
		449	80%	#2b-Original recall performed
		52	9%	Different failure mode
		20	4%	Unassessed

9 of 15 VINs for Ranger in APA, built at Silverton Africa.

17 states

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: Ir Grieco dea
2	WPAC	Kiekert		Grieco Ford-MA	2/11/2013	1/25/2013	11/22/2019	MA	Latch replacement	Latch replaced	9/26/19: P close; latc date that li date and c
3	WPAC	Kiekert			2/11/2013	1/17/2013	11/22/2019	MA	Latch replacement(K77)	latch replaced	11/22/19: per Ford r
4	WPAC	Kiekert			2/11/2013	9/9/2017	11/22/2019	MA	Latch replacement(K77)	Latch replaced	
6	WPAC	Kiekert	Fusion	03997 (301) 855-1739 3FA6P0HRXDR[redacted] * Prince Frederick - MD	1/13/2013	12/19/2012	9/20/2019	MD	Right rear door won't close	RR latch replaced	12/4/18-in Prince Fre replaced. 8/19/19-dr for door wi Leonardto

RQ19-005 000687 RC

								[redacted]
12	WPAC	Kiekert	Fusion	3FA6P0H74ER[redacted] Lenoir - [redacted]	9/10/2013	8/27/2013	10/11/2019	TN
36	CRC	Kiekert	Fiesta	3FADP4BJ8BM[redacted] Four Seasons - NC	9/15/2010	1/23/2010	10/30/2019	NC
40	WPAC	Kiekert	Fusion	3FA6P0H75DF[redacted] Lindsay - MD	10/2/2012	9/12/2012	10/7/2019	MD
357	WPAC	Brose	Focus	1FADP3F24DL[redacted]	12/14/2012	10/26/2012	12/14/2019	FL
358	WPAC	Brose	Focus	Automotion St Petersburg - FL	12/14/2012	10/20/2012	12/14/2019	FL
359	WPAC	Brose	Focus		12/14/2012	12/3/2012	12/14/2019	FL
360	WPAC	Brose	Focus		12/14/2012	11/28/2012	12/14/2019	FL
418	WPAC	Kiekert	Fusion	3FA6P0HR7DR[redacted] Landers - TX	4/10/2013	3/25/2013	10/26/2019	TN
419	WPAC	Kiekert	Fusion	3FA6P0HR8DR[redacted] Bobbell - MD	10/2/2012	8/31/2012	10/31/2019	FL
1123	WPAC	Kiekert	Fusion	3FA6P0H74ER[redacted] College Station - TX	8/2/2013	7/18/2013	9/4/2019	TX

CONFIDENTIAL BUSINESS INFORMATION

RQ19-005 000688 RC

1176	WPAC	Kiekert	Fusion	3FA6P0HR1DR[redacted] Mt View - TN	10/26/2012	6/22/2013	10/21/2019	TN
1184	WPAC	Brose	Focus	1FADP3K21DL[redacted] Horse of Wagon - AZ	6/9/2013	5/25/2013	11/7/2019	AZ
1185	WPAC				6/9/2013	5/2/2012	11/7/2019	AZ
1190	WPAC	Brose	Focus	1FADP3F22EL[redacted] Langdale - GA	10/3/2014	9/9/2014	11/27/2019	CA
1191	WPAC	Brose	Focus	1FAHP3F21CL[redacted] Gaudin - NV	5/8/2012	4/29/2012	12/4/2019	NV
1192	WPAC	Brose	Focus	1FAHP3N22CL[redacted] Tyla - TX	7/10/2012	6/26/2012	11/6/2019	TX
1281	NHTSA 11297089	Kiekert	Fiesta	3FADP4EJ5CM[redacted] Sarchione OH	2/10/2012	2/3/2012	12/24/2019	OH
1282	NHTSA 11297089	Kiekert	Fiesta		2/10/2012	2/6/2012	12/24/2019	
1283	NHTSA 11297089	Kiekert	Fiesta		2/10/2012	TBD	12/24/2019	
1284	NHTSA 11297089	Kiekert	Fiesta		2/10/2012	2/2/2012	12/24/2019	
1285	NHTSA 11288232	Kiekert	Fiesta	3FADP4BJ2DM[redacted] Hickson - LA	6/28/2012	7/19/2017	10/18/2018	LA
1286	NHTSA 11288232	Kiekert	Fiesta		6/28/2012	6/22/2012	10/18/2018	
1287	NHTSA 11288232	Kiekert	Fiesta		6/28/2012	7/18/2014	10/18/2018	

[redacted]

CONFIDENTIAL BUSINESS INFORMATION

RQ19-005 000689 RC

1288	NHTSA 11288232	Kiekert	Fiesta		6/28/2012	7/10/2017	10/18/2018		
1293	NHTSA 11290646	Kiekert	Fusion	3FA6P0HRXDF[redacted]	12/1/2012	11/21/2012	12/21/2019	PA	
1294	NHTSA 11290646	Kiekert	Fusion		12/1/2012	11/20/2012	12/21/2019		
1295	NHTSA 11290646	Kiekert	Fusion	Bay ridge-NY	12/1/2012	11/14/2012	12/21/2019		
1296	NHTSA 11290646	Kiekert	Fusion		12/1/2012	8/14/2015	12/21/2019		
1301	NHTSA 11269527	Kiekert	Fusion	3FA6P0H94DR[redacted]	4/18/2013	TBD	10/18/2019	TX	
1302	NHTSA 11269527	Kiekert	Fusion		4/18/2013	4/9/2013	10/18/2019		
1303	NHTSA 11269527	Kiekert	Fusion	Tommie Vaughn Motors - TX	4/18/2013	4/5/2013	10/18/2019		
1304	NHTSA 11269527	Kiekert	Fusion		4/18/2013	9/7/2017	10/18/2019		
1305	NHTSA 11265835	Kiekert	Fusion	3FA6P0H71DR[redacted]	11/1/2012	10/16/2012	10/2/2019	GA	
1306	NHTSA 11265835	Kiekert	Fusion	Wade - GA	11/1/2012	11/18/2015	10/2/2019		
1307	NHTSA 11265835	Kiekert	Fusion		11/1/2012	TBD	10/2/2019		
1308	NHTSA 11265835	Kiekert	Fusion		11/1/2012	11/12/2015	10/2/2019		
1313	NHTSA 11255187	Kiekert	Fusion	3FA6P0H75DR[redacted]	11/17/2012	4/24/2019	9/12/2019	KY	
1314	NHTSA 11255187	Kiekert	Fusion		11/17/2012	11/8/2012	9/12/2019		
1315	NHTSA 11255187	Kiekert	Fusion	Okmoor - KY	11/17/2012	11/9/2012	9/12/2019		
1316	NHTSA 11255187	Kiekert	Fusion		11/17/2012	8/14/2015	9/12/2019		
1317	NHTSA 11240352	Kiekert	Fusion	3FA6P0LU8DR[redacted]	2/6/2013	1/21/2013	7/15/2019	MD	OWD

[redacted]

* Frederick - MD

CONFIDENTIAL BUSINESS INFORMATION

RQ19-005 000690 RC

1318	NHTSA 11240352	Kiekert	Fusion		2/6/2013	1/24/2013	7/15/2019	
1319	NHTSA 11240352	Kiekert	Fusion		2/6/2013	1/25/2013	7/15/2019	
1320	NHTSA 11240352	Kiekert	Fusion		2/6/2013	8/14/2013	7/15/2019	
1321	NHTSA 11232953	Kiekert	Fusion	3FA6P0H75DR3[redacted]	5/8/2013	TBD	7/14/2019	TN
1322	NHTSA 11232953	Kiekert	Fusion	✓ Ted Russel - TN	5/8/2013	9/21/2016	7/14/2019	
1323	NHTSA 11232953	Kiekert	Fusion		5/8/2013	8/14/2015	7/14/2019	
1324	NHTSA 11232953	Kiekert	Fusion		5/8/2013	6/25/2016	7/14/2019	
1325	NHTSA 11111507	Kiekert	Fusion	3FA6P0HRXDR2[redacted]	3/15/2013	3/2/2013	7/13/2018	MS
1326	NHTSA 11111507	Kiekert	Fusion	Stivers - AL	3/15/2013	2/26/2013	7/13/2018	
1327	NHTSA 11111507	Kiekert	Fusion		3/15/2013	TBD	7/13/2018	
1328	NHTSA 11111507	Kiekert	Fusion		3/15/2013	10/6/2014	7/13/2018	
1329	NHTSA 11005057	Kiekert	MKZ	3LN6L2GK2DR[redacted]	4/17/2013	4/3/2013	7/4/2017	GA
1330	NHTSA 11005057	Kiekert	MKZ	Valley Ford Sandy Springs - GA	4/17/2013	4/4/2013	7/4/2017	
1331	NHTSA 11005057	Kiekert	MKZ		4/17/2013	4/1/2013	7/4/2017	
1332	NHTSA 11005057	Kiekert	MKZ		4/17/2013	5/17/2017	7/4/2017	
1605	WPAC	Kiekert	Fusion	3FA6P0K90DR[redacted] Alton blakely - KY	9/12/2012	9/7/2012	1/2/2020	KY
1750	WPAC	Brose	Focus	1FAHP3F2XCL[redacted] Chalmers - IN 11/9/2019 Rich Ford - NM 11/19/2019	12/9/2011	11/18/2011	11/9/2019	NM

no other door latch related history

[redacted]

CONFIDENTIAL BUSINESS INFORMATION

RQ19-005 000691 RC

1752	WPAC	Kiekert	Focus		12/9/2011	9/24/2017	11/9/2019	NM	16S30
1753	WPAC	Kiekert	Focus		12/9/2011	10/15/2017	11/9/2019	NM	16S30
1754	WPAC	Kiekert	Focus		12/9/2011	10/5/2017	11/9/2019	NM	16S30
1775	NHTSA 11300736	Kiekert	Fusion	3FA6P0LU1DR[redacted]	2/12/2013	11/13/2018	1/19/2020	AZ	
1776	NHTSA 11300736	Kiekert	Fusion	✓ Automation Ford -AZ	2/12/2013	10/30/2012	1/19/2020	AZ	
1777	NHTSA 11300736	Kiekert	Fusion		2/12/2013	1/24/2013	1/19/2020	AZ	
1778	NHTSA 11300736	Kiekert	Fusion		2/12/2013	9/1/2015	1/19/2020	AZ	

[redacted]

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

From: Robinson, Hue (H.M.)
Sent: Wednesday, February 5, 2020 8:16 AM
To: Rabourn, Todd (T.R.) <trabourn@ford.com>
Cc: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: Part Return Information

Hi Todd,

I noticed there was an error on count 40 (column A) or Excel row 47, should be "Y" for column M. This would give us the 27 number that's shown at the top. Of the 27, 16 are internal assessments via WPAC and 11 are from NHTSA based on latch Julian date code that they have supplied to us.

Thanks,

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

From: Rabourn, Todd (T.R.) <trabourn@ford.com>
Sent: Wednesday, February 5, 2020 8:01 AM

RQ19-005 000692 RC

CONFIDENTIAL BUSINESS INFORMATION

From: Robinson, Hue (H.M.)
Sent: Wednesday, December 4, 2019 4:39 PM
To: Landry, Mike (M.P.)
Subject: RE: 14D FCSD Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch

Sensitivity: Private

That info is on slide 11. I will have my Excel chart available too if anyone wants the details broken down a different way. I'll add a summary bullet of this info in the summary slide though.

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

From: Landry, Mike (M.P.) <mlandry@ford.com>
Sent: Wednesday, December 4, 2019 11:17 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Rabourn, Todd (T.R.) <trabourn@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Newlin, Andrea (A.M.) <anewlin@ford.com>; Cemalovic, Vanja (V.) <vcemalo1@ford.com>; Ayyash, Khaled (K.A.) <kayyash@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>
Subject: RE: 14D FCSD Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Thank you to the team working on this deck, it has come together nicely.

[redacted] C

I'm confident Desi will want to understand this summary.

Thank you!

Regards,

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

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Wednesday, December 4, 2019 8:38 AM
To: Rabourn, Todd (T.R.) <trabourn@ford.com>; 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>; Ayyash, Khaled (K.A.) <kayyash@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>
Subject: RE: 14D FCSD Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Here's the latest file that includes Aaron's update for APA timeline. The only slide that needs to be updated is slide #8 which Jorji is working on.

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

From: Robinson, Hue (H.M.)
Sent: Wednesday, November 27, 2019 6:38 PM
To: Rabourn, Todd (T.R.) <trabourn@ford.com>; 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>; Ayyash, Khaled (K.A.) <kayyash@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>
Subject: RE: 14D FCSD Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Team – attached is the draft version of the TRG presentation for next week's review on 12/4/2019. There may be more minor updates next week as the team has additional reviews but wanted to send this out to the team for awareness.

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

-----Original Appointment-----
From: Rabourn, Todd (T.R.) <trabourn@ford.com>
Sent: Tuesday, November 19, 2019 8:52 AM
To: Rabourn, Todd (T.R.); 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.); Ayyash, Khaled (K.A.); 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.)
Subject: 14D FCSD Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
When: Wednesday, November 27, 2019 11:00 AM-12:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx
Sensitivity: Private

-- 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: Itoh, Jorji (J.D.)
Sent: Wednesday, December 4, 2019 7:20 PM
To: Robinson, Hue (H.M.); Rabourn, Todd (T.R.); Brezee, Shane (S.B.); Ludington, Julie (J.L.); Landry, Mike (M.P.); Newlin, Andrea (A.M.); Cemalovic, Vanja (V.); Ayyash, Khaled (K.A.); 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.)
Subject: RE: 14D FCSD Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Attachments: N19-1001-02 2011-2016 Cross Veh Line C1A Door Latch TRG 4-Dec-2019 (1).pptx

Sensitivity: Private

I'm sorry for the late reply.
I have updated slide 11 and included it in the attached.

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Wednesday, December 04, 2019 8:38 AM
To: Rabourn, Todd (T.R.) <trabourn@ford.com>; 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>; Ayyash, Khaled (K.A.) <kayyash@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>
Subject: RE: 14D FCSD Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Here's the latest file that includes Aaron's update for APA timeline. The only slide that needs to be updated is slide #8 which Jorji is working on.

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

---

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Subject: RE: 14D FCSD Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
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+[redacted] US Toll Free Number
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[redacted]

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

December 4, 2019

RQ19-005 000706 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**

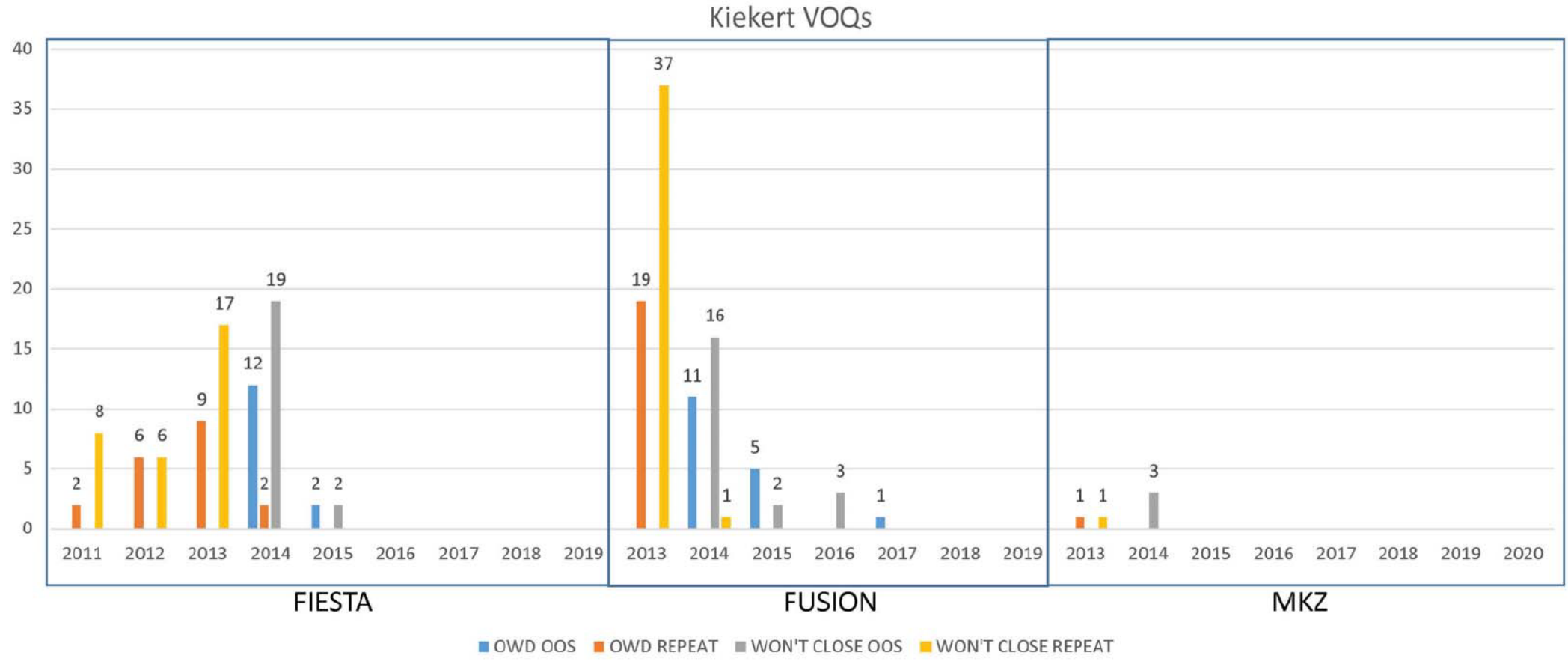
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CONFIDENTIAL BUSINESS INFORMATION

All VOQ Data

[redacted]

	Repeat	OOS
Fiesta	50	35
Fusion	57	38
MKZ	2	3

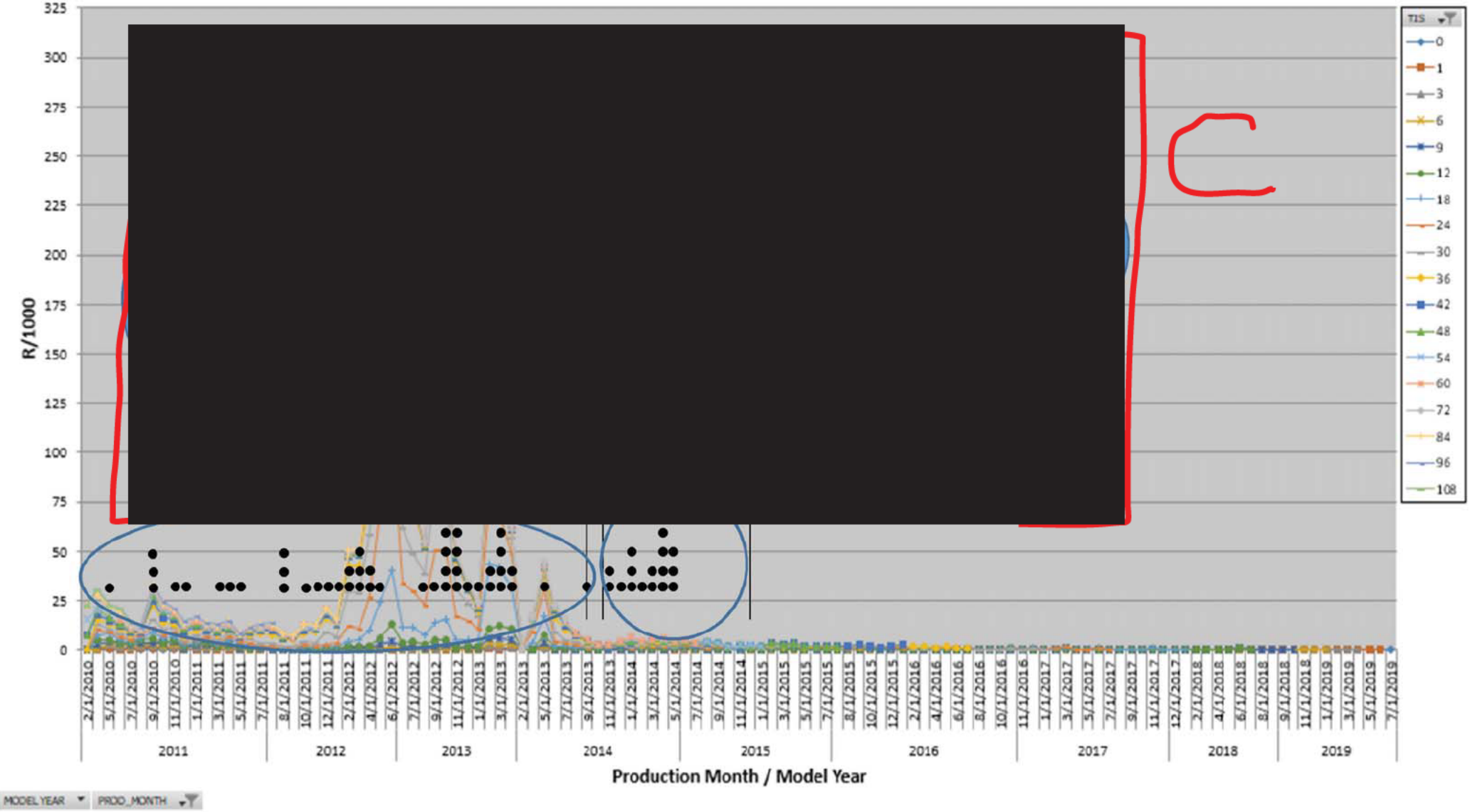


GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient
RQ19-005 000713 RC

CONFIDENTIAL BUSINESS INFORMATION

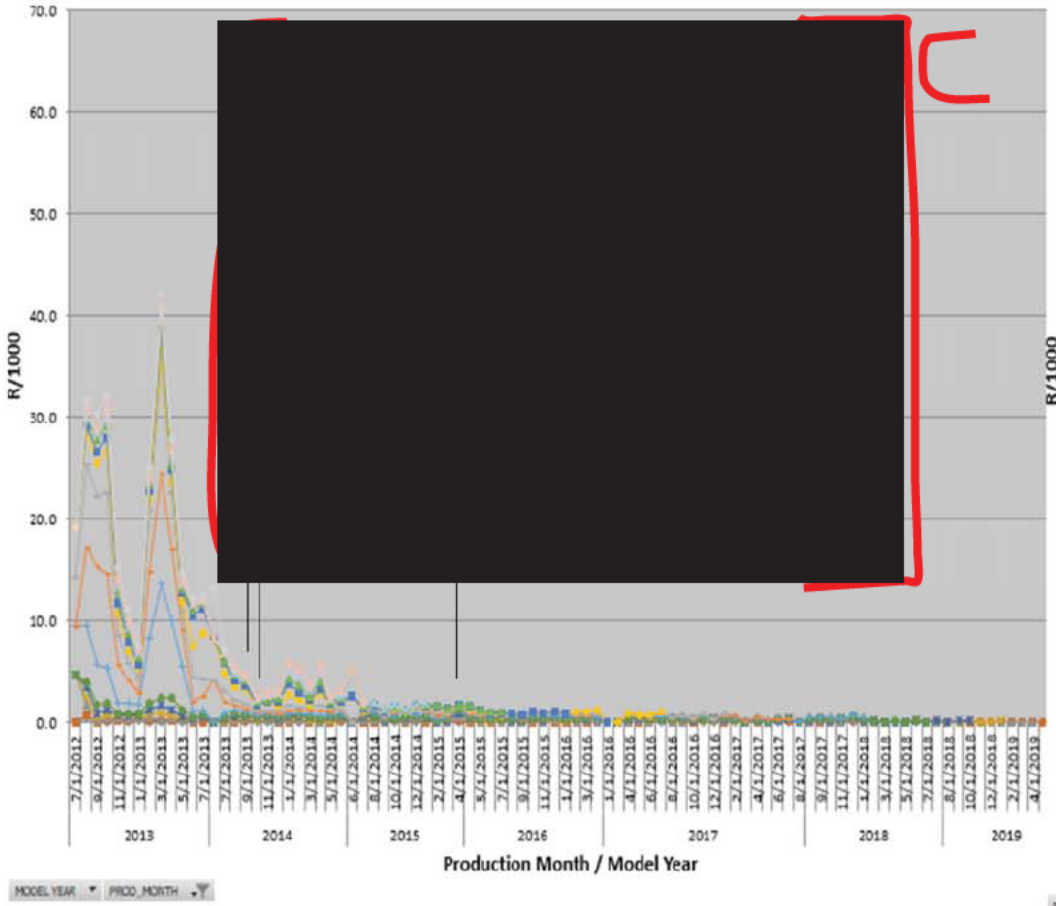
Warranty Data

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

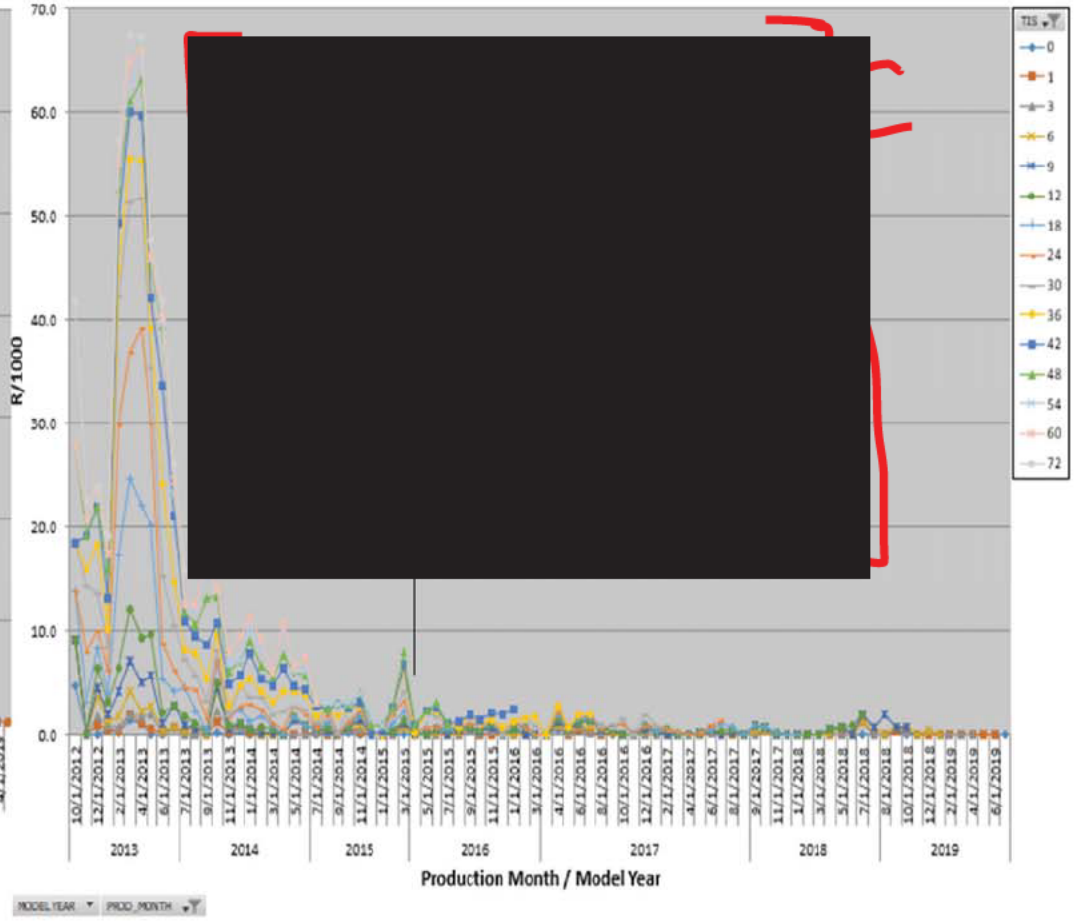


AWS Analysis – C1A Latches (N.A. ONLY)

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

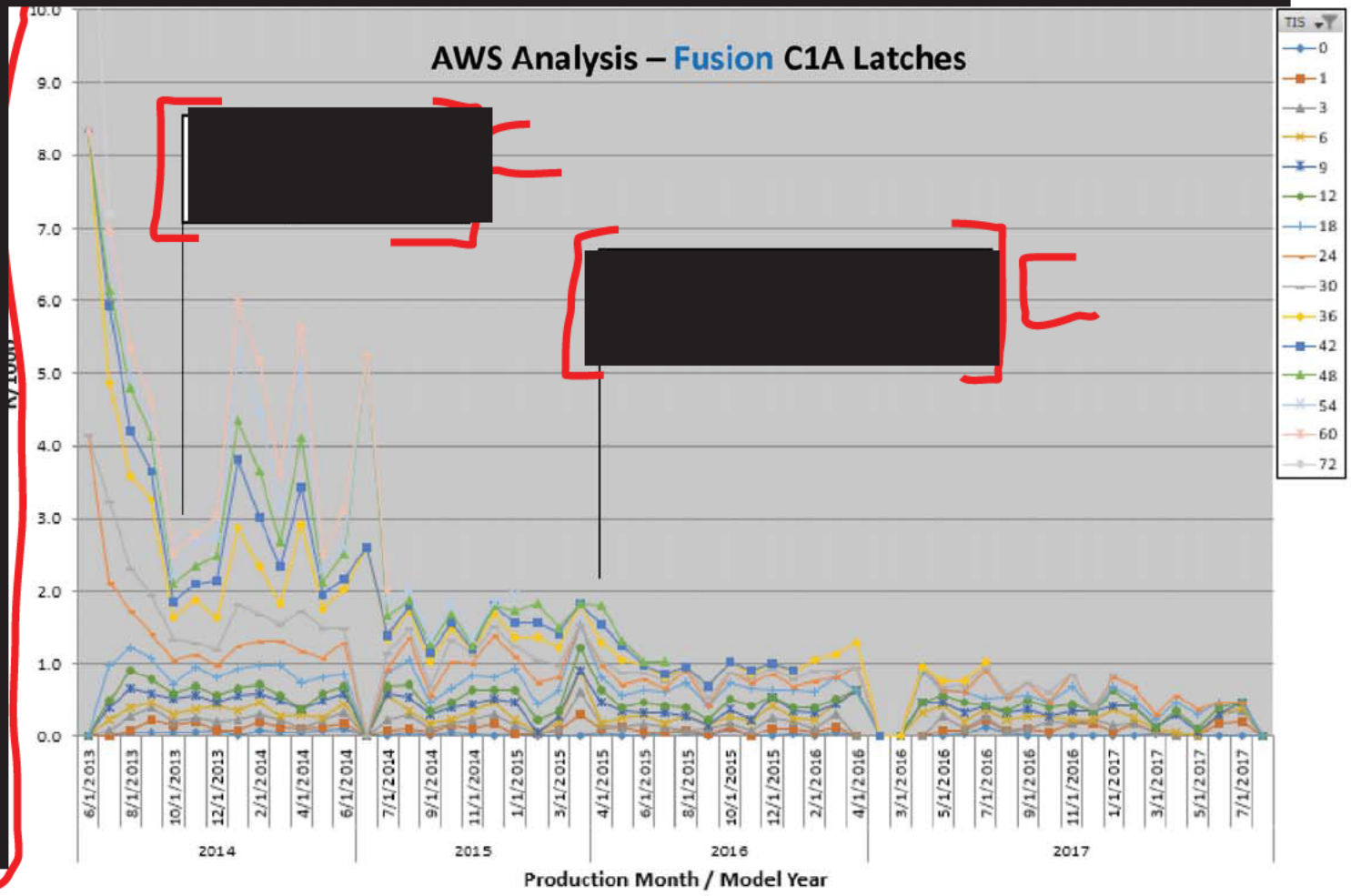
Part with Component Engineer for analysis

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 (Conta[redacted] 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	AFAFP4LP8GJ[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	AFAFP4LP7GJE[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	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	AFAFP4LP5GJ[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]

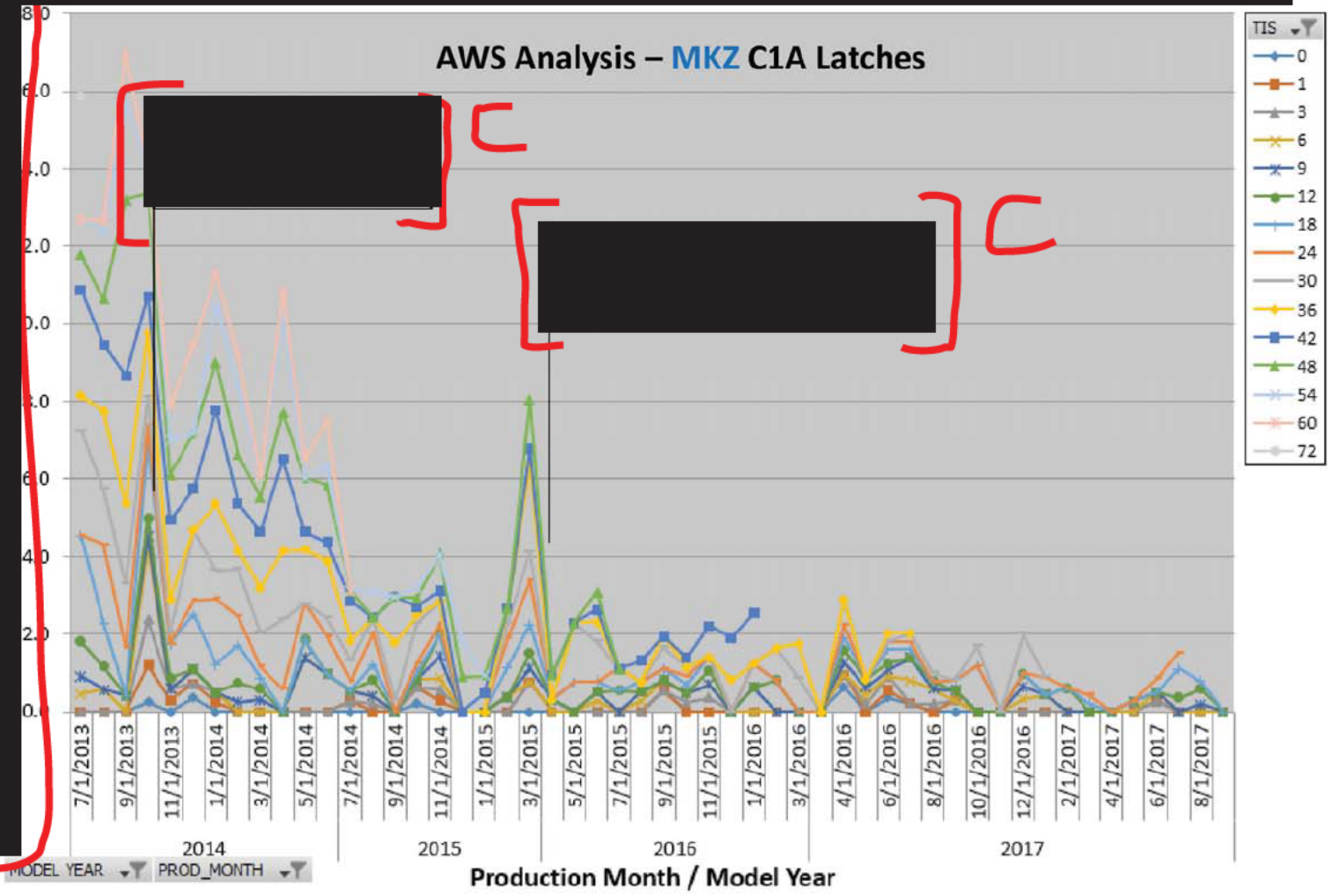


RQ19-005 000717 RC

CONFIDENTIAL BUSINESS INFORMATION

Scope #1 – Failures Outside Recall Date

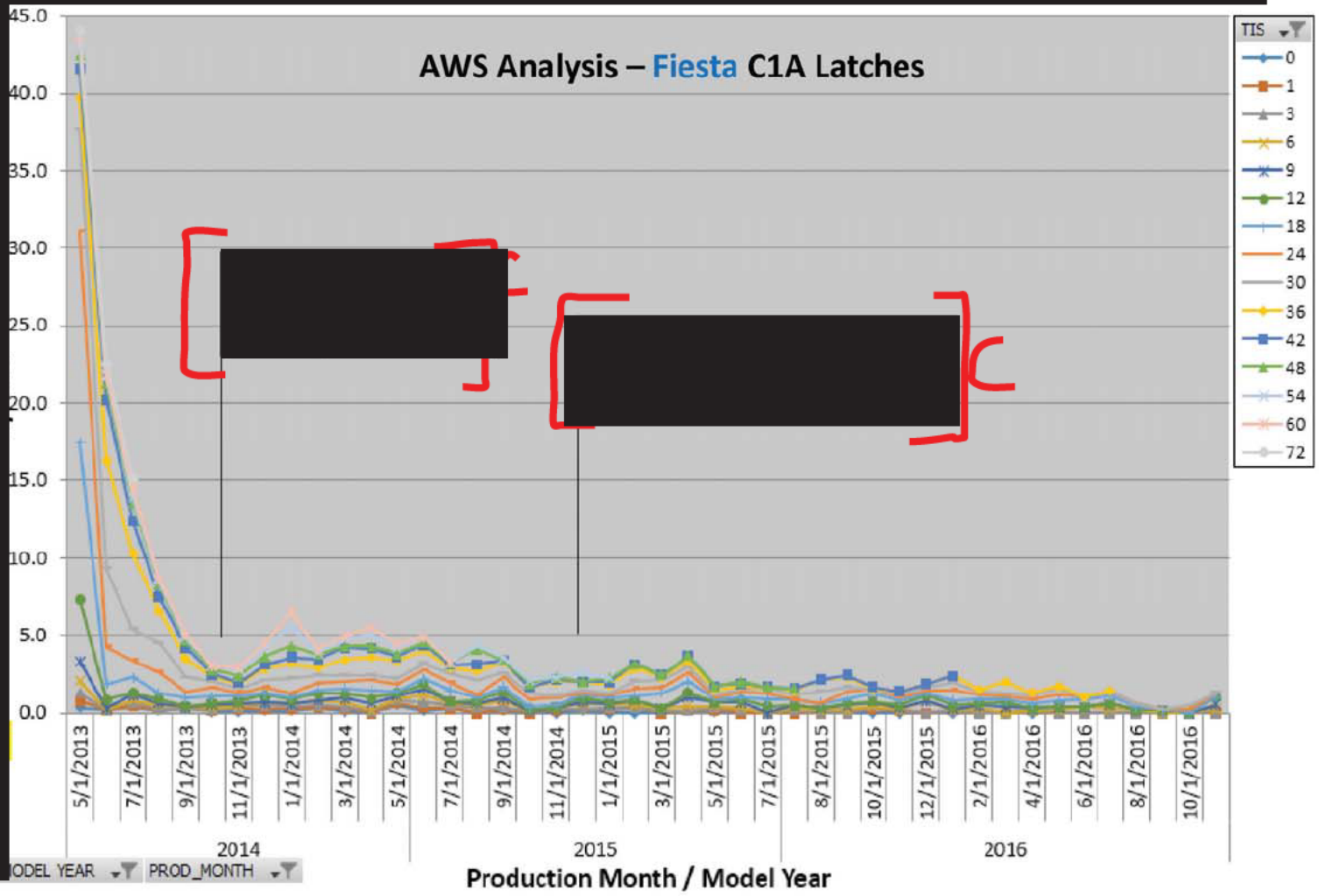
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RQ19-005 000718 RC

Scope #1 – Failures Outside Recall Date

[redacted]



From: Robinson, Hue (H.M.)
Sent: Tuesday, December 3, 2019 11:38 PM
To: Pleet, Edward (E.A.)
Cc: Ayyash, Khaled (K.A.); Spence, Ricky (R.A.)
Subject: RE: 14D FCSD Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Attachments: N19-1001-02 2011-2016 Cross Veh Line C1A Door Latch TRG 4-Dec-2019.pptx

Sensitivity: Private

Here's the updated presentation for tomorrow's TRG. I'm still awaiting feedback from a couple of people (noted in red font on some slides). Let me know if you have any questions or changes to the file prior to 11:00 tomorrow morning. Although the TRG is at 4:00 tomorrow, I'm at the VCSE Women's Leadership off-site with Marcy from 12:00 – 5:00. I'll need to sneak out of the off-site to come back to PDC for the TRG.

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

---

From: Robinson, Hue (H.M.)
Sent: Wednesday, November 27, 2019 6:40 PM
To: Pleet, Edward (E.A.) <epleet@ford.com>
Cc: Ayyash, Khaled (K.A.) <kayyash@ford.com>; Spence, Ricky (R.A.) <rspenc76@ford.com>
Subject: FW: 14D FCSD Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

FYI. I'm out of the office on Monday and the team will be meeting on Tuesday to review and make last minute updates. Let me know if you have any questions with the information attached.

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

---

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Subject: RE: 14D FCSD Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

RQ19-005 000723 RC

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

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When: Wednesday, November 27, 2019 11:00 AM-12:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx
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[redacted]

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

December 4, 2019

RQ19-005 000725 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
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Grand Total	**46**

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no VIN	4
duplicate VIN	4
cut finger	1
produced post 15S16	17
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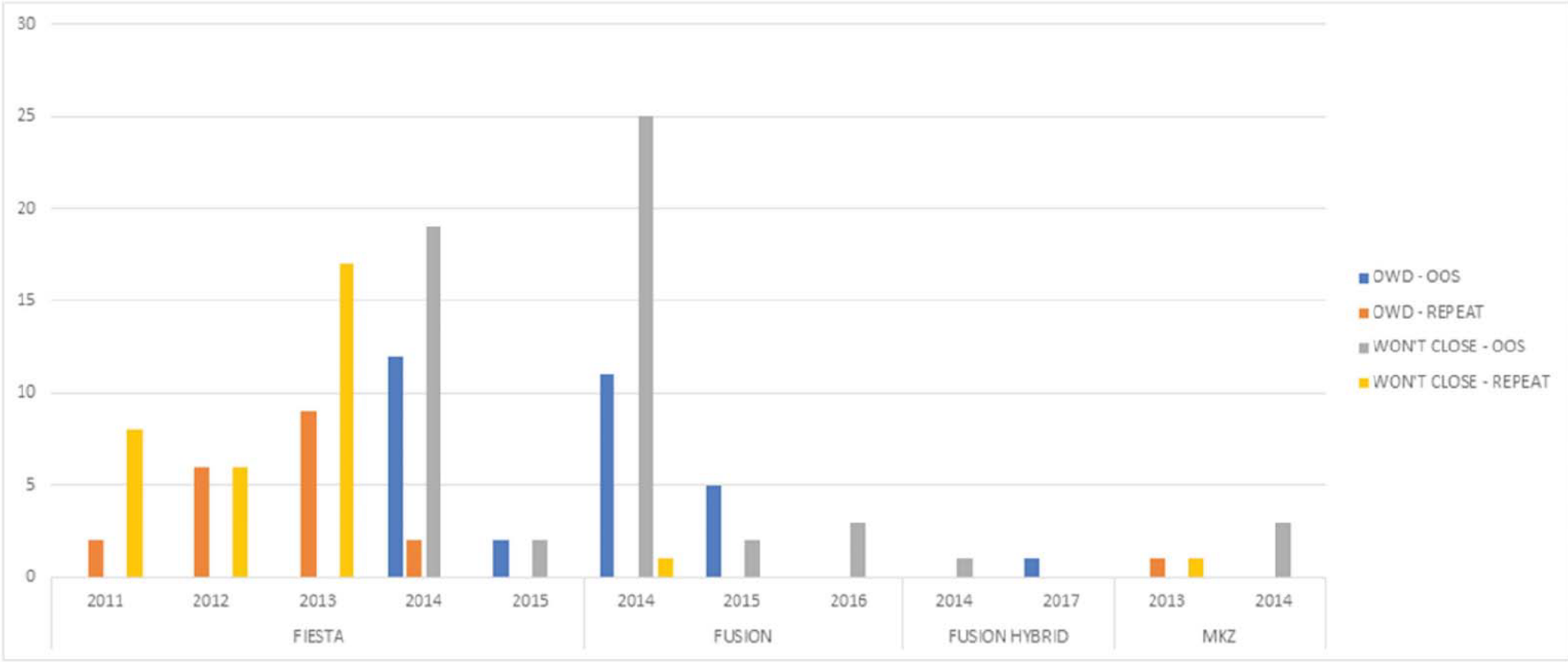
Technical Review Group 2019.12.04

2011-2016 Cross Vehicle Line – C1A Door Latch

All VOQ Data

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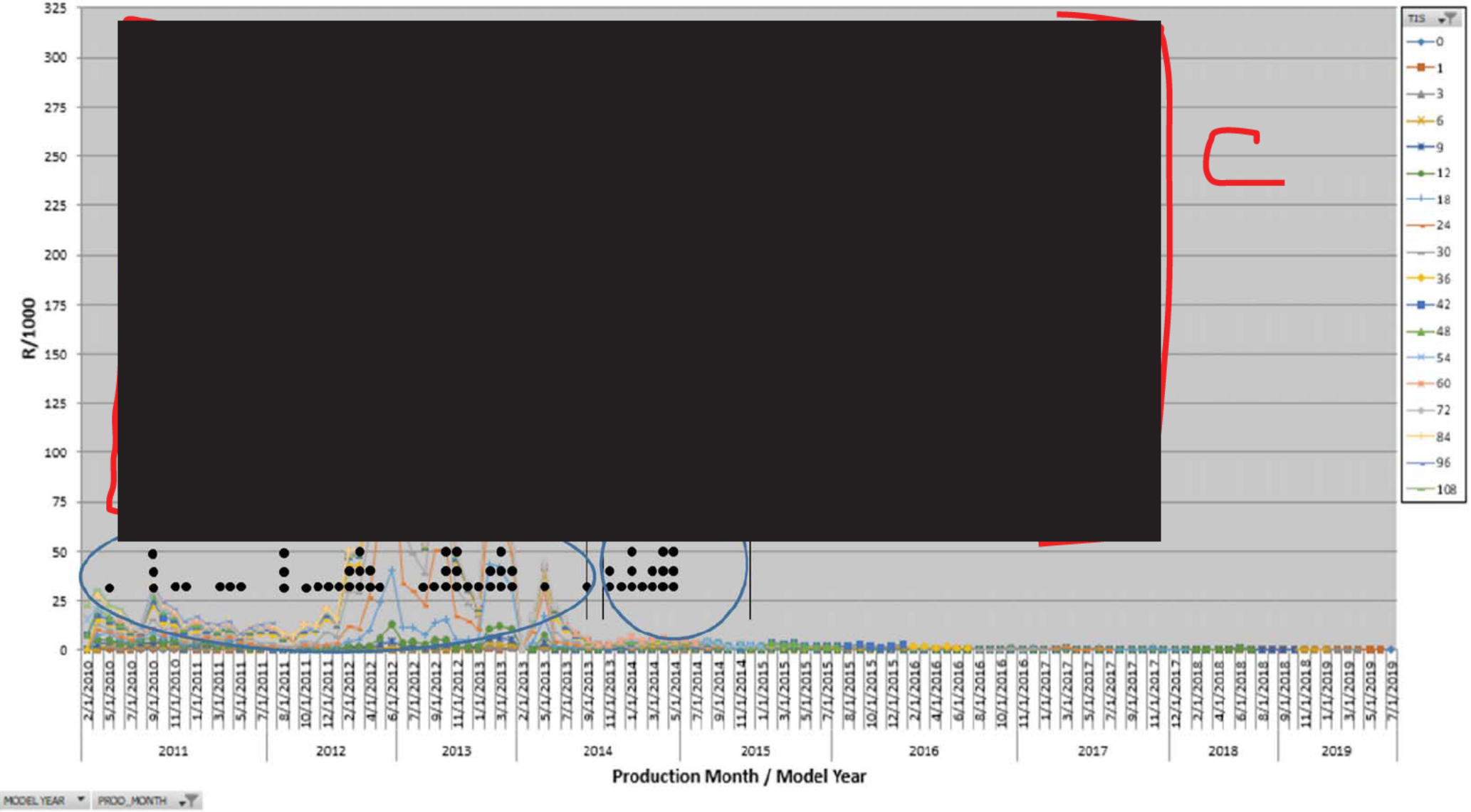
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CONFIDENTIAL BUSINESS INFORMATION

Warranty Data

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



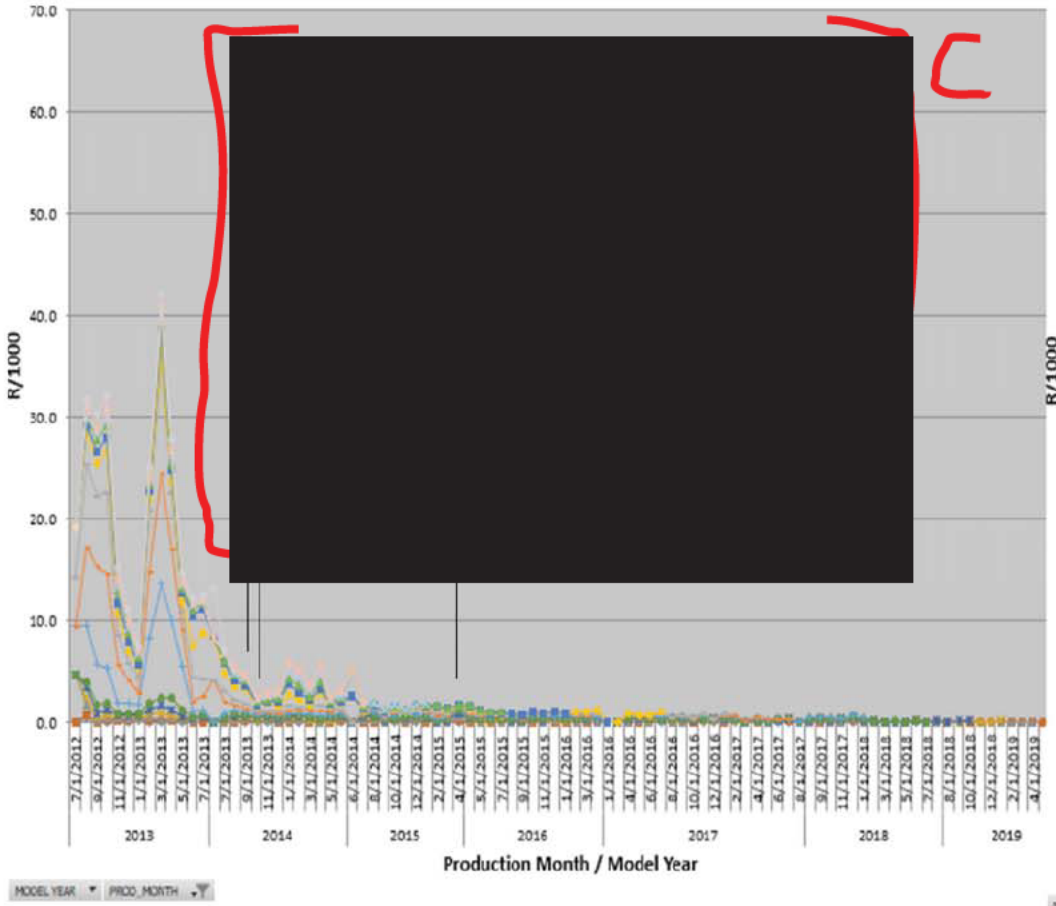
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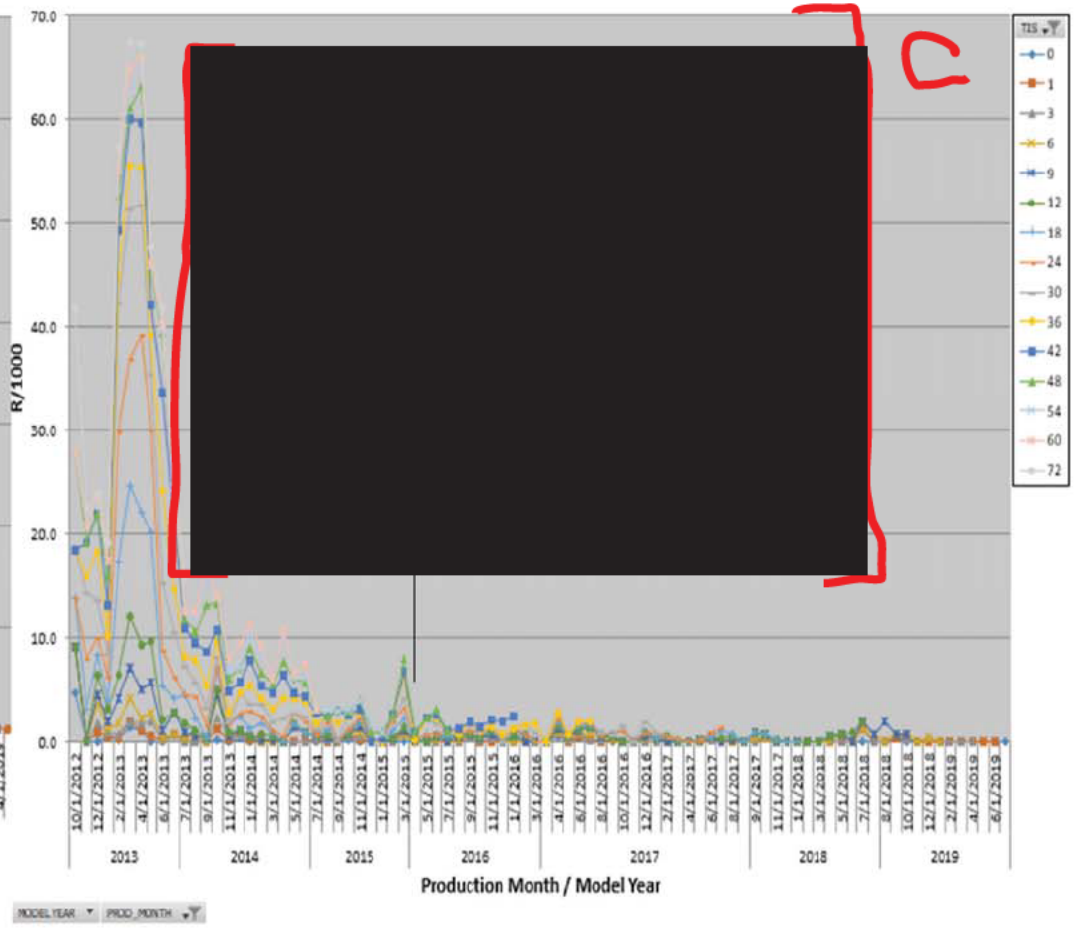
Warranty Data

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

Fusion



MKZ



GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient
RQ19-005 000734 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

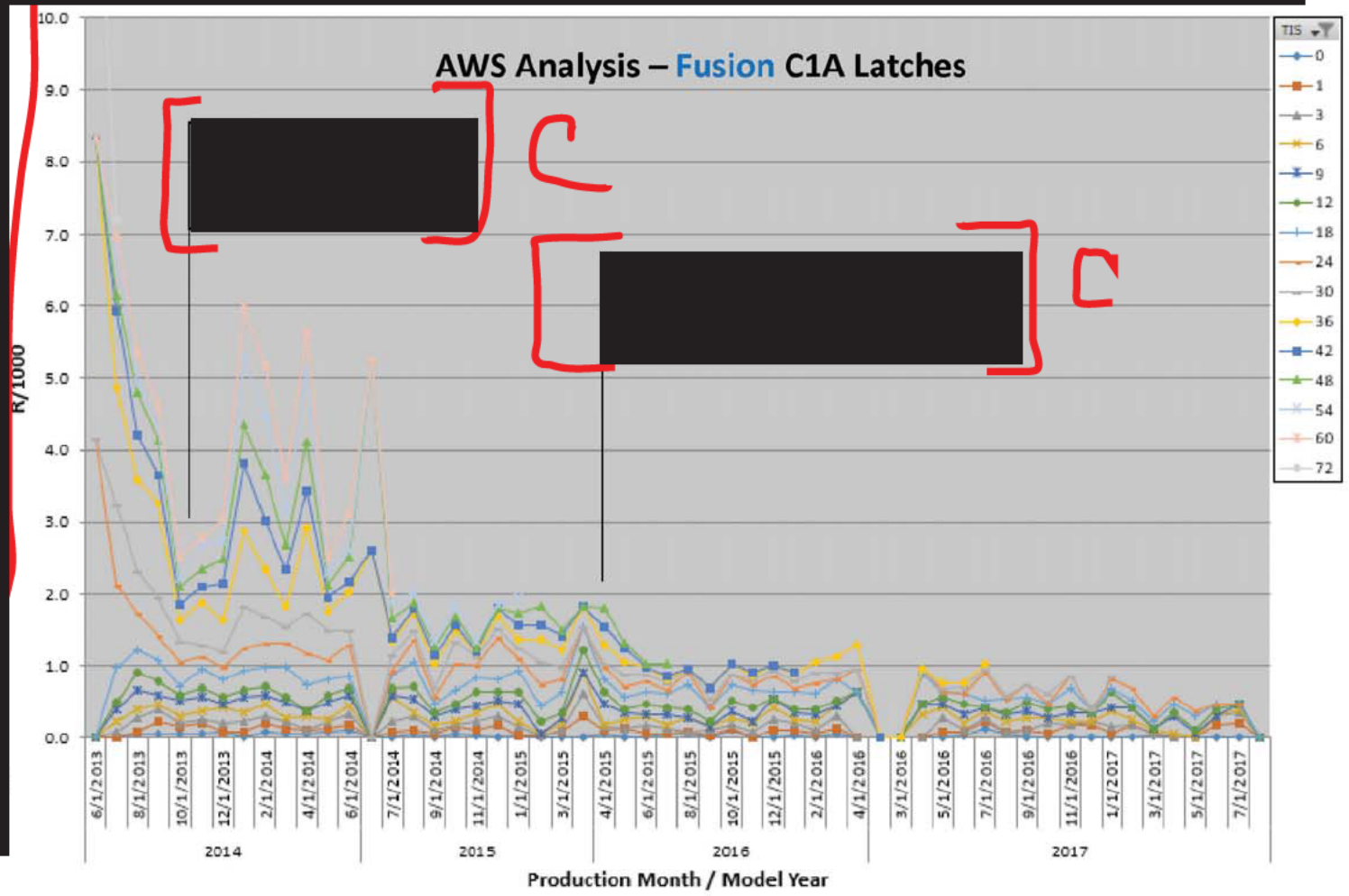
Part with Component Engineer for analysis

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 (Contact 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	AFAFP4LP8GJ[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	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	AFAFP4LP5GJ[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 18111[redacted] 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 AE[redacted] 5426412-BF.

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Scope #1 – Failures Outside Recall Date

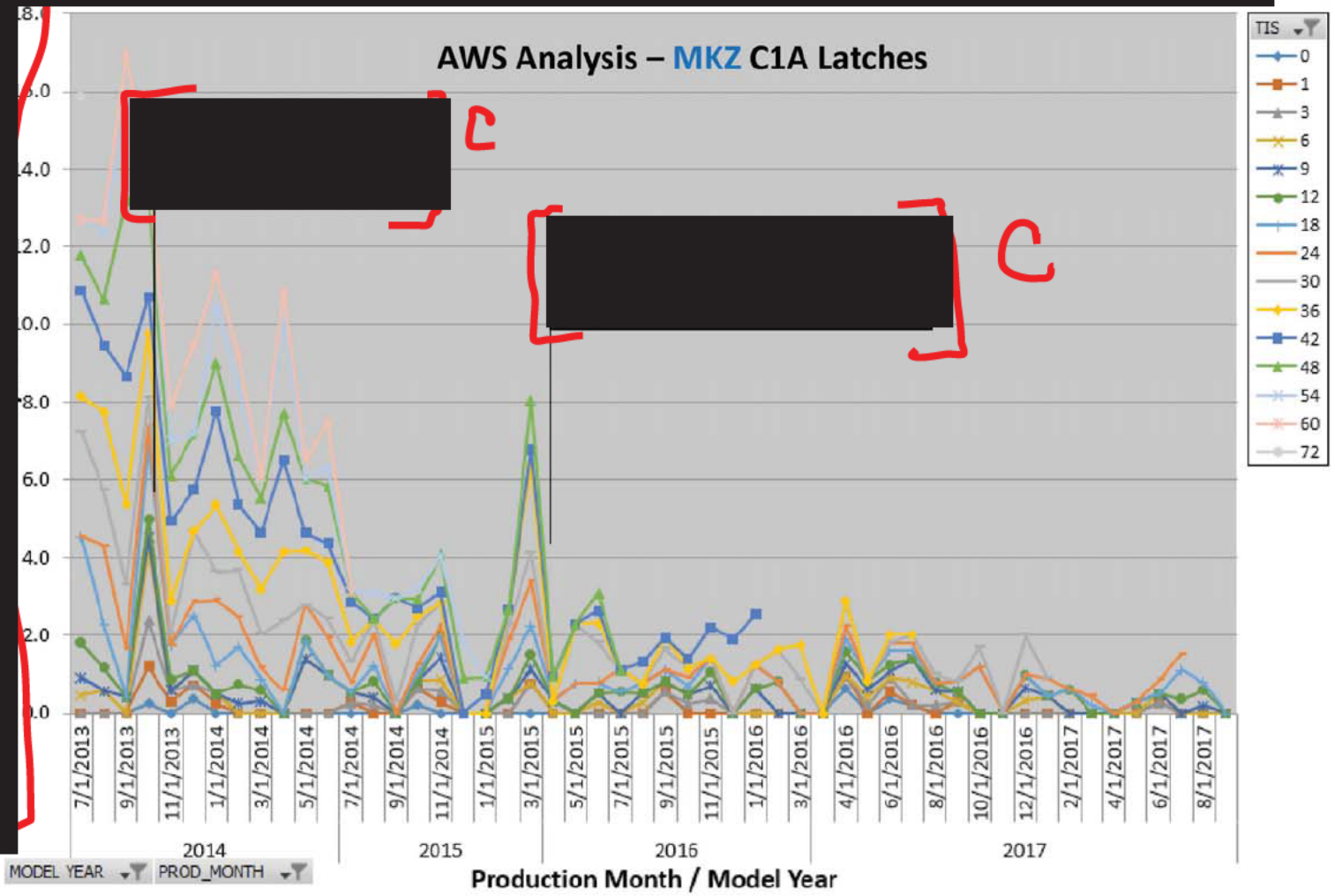
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RQ19-005 000736 RC

Scope #1 – Failures Outside Recall Date

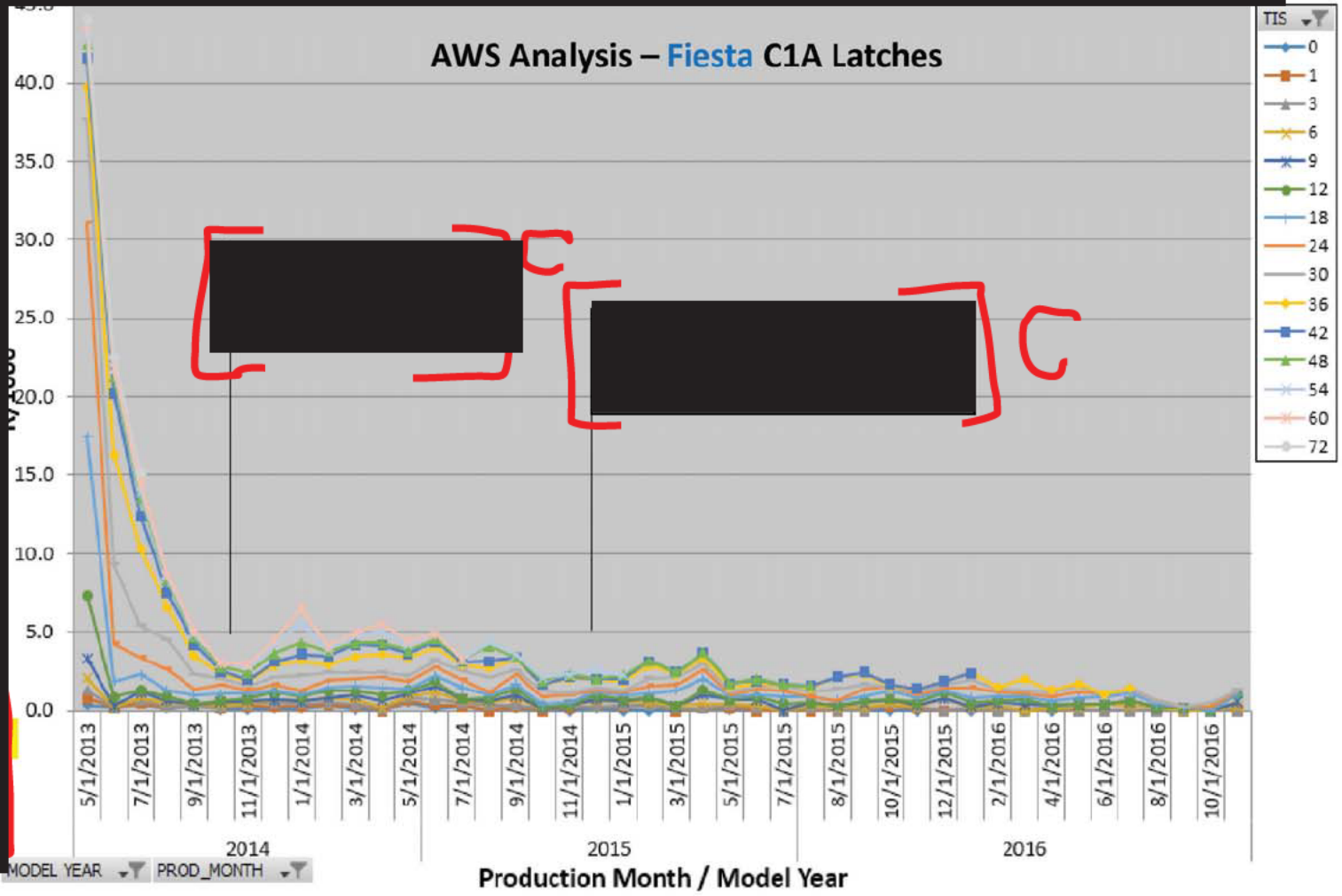
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Scope #1 – Failures Outside Recall Date

[redacted]



RQ19-005 000738 RC

From: Rabourn, Todd (T.R.)
Sent: Monday, December 2, 2019 1:32 PM
To: Robinson, Hue (H.M.)
Subject: RE: 14D FCSD Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Attachments: N19-1001-02 2011-2016 Cross Veh Line C1A Door Latch TRG DRAFT.pptx

Sensitivity: Private

Sorry, forgot you are on vacation. Can review tomorrow?

Jorgi – FYI. I will cancel the meeting I scheduled for today and we'll regroup tomorrow. Call me if you have any questions. Thanks.

From: Rabourn, Todd (T.R.)
Sent: Monday, December 02, 2019 8:30 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: 14D FCSD Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Hue,
I made a couple of updates to the document on slide 11 and one update on the Scope 2 bullet point on slide 12. We can discuss later today. Thanks.

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Wednesday, November 27, 2019 6:38 PM
To: Rabourn, Todd (T.R.) <trabourn@ford.com>; 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>; Ayyash, Khaled (K.A.) <kayyash@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>
Subject: RE: 14D FCSD Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Team – attached is the draft version of the TRG presentation for next week's review on 12/4/2019. There may be more minor updates next week as the team has additional reviews but wanted to send this out to the team for awareness.

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

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

Sent: Tuesday, November 19, 2019 8:52 AM
To: Rabourn, Todd (T.R.); 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.); Ayyash, Khaled (K.A.); 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.)
Subject: 14D FCSD Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
When: Wednesday, November 27, 2019 11:00 AM-12:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx
Sensitivity: Private

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

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Meeting number (access code): [redacted]
Join by phone
Tap to call in from a mobile device (attendees only)
+[redacted] FordNet [redacted] Toll
+[redacted] US Toll Free Number
Global call-in numbers | Toll-free calling restrictions

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

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[redacted]

RQ19-005 000743 RC

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

December 4, 2019

RQ19-005 000744 RC

Current Fiesta VOQ 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**

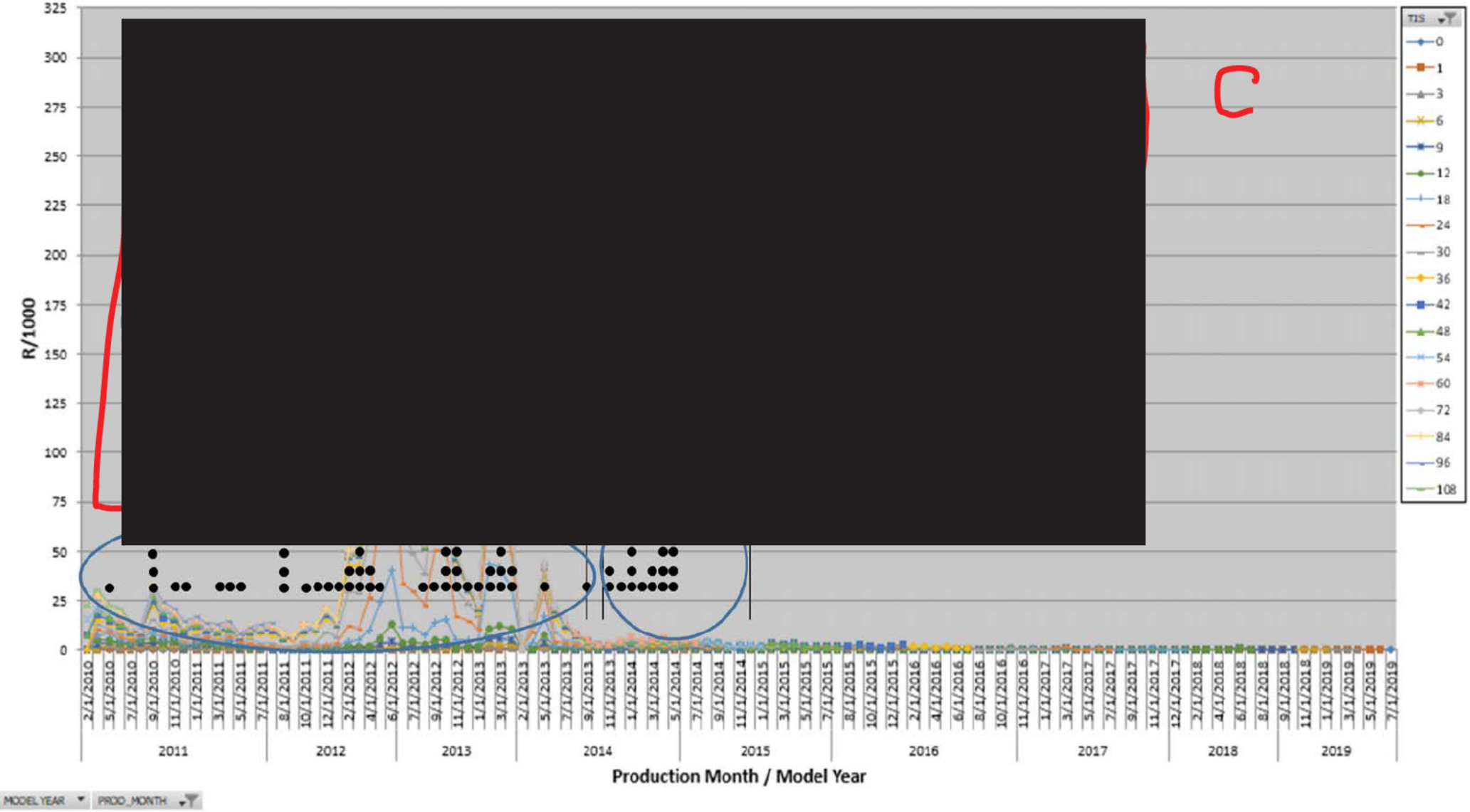
Repeat Repair after Recall	Count
OWD	16
won't close	30
Grand Total	**46**

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

[redacted]

Warranty Data

AWS Analysis – Fiesta C1A Latches

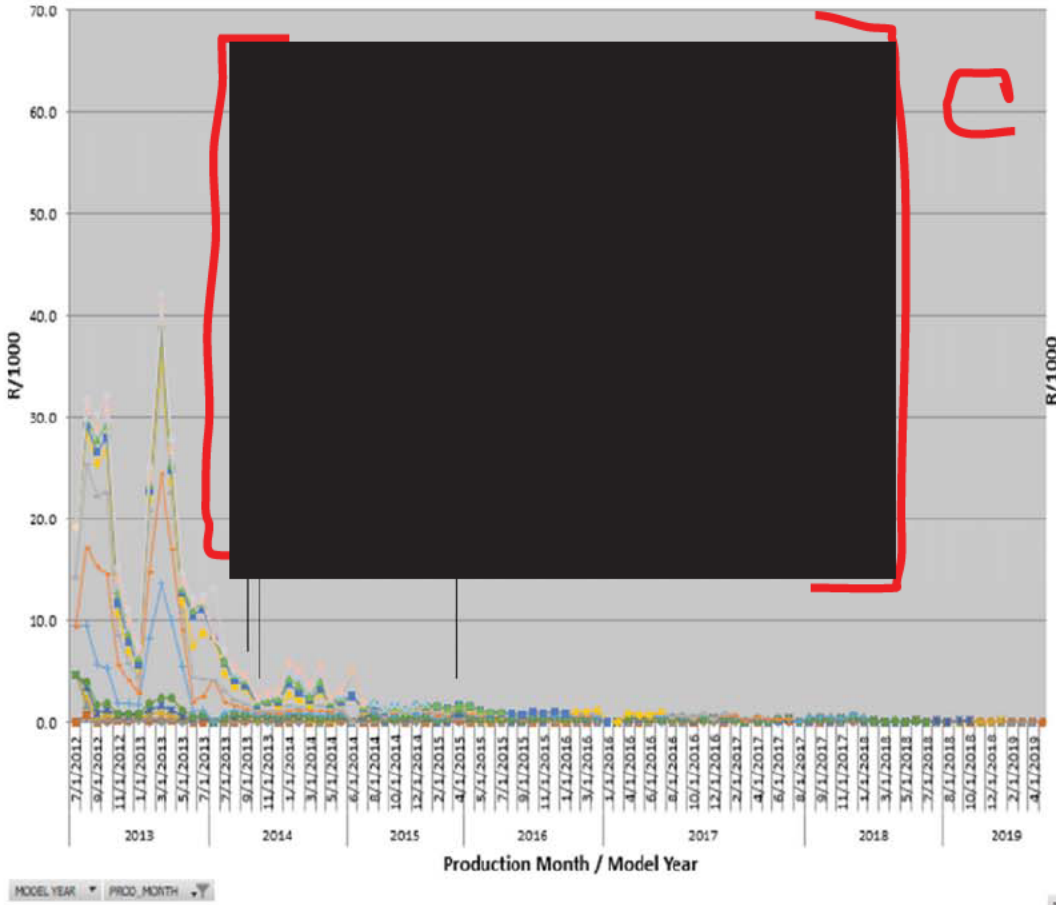


CONFIDENTIAL BUSINESS INFORMATION

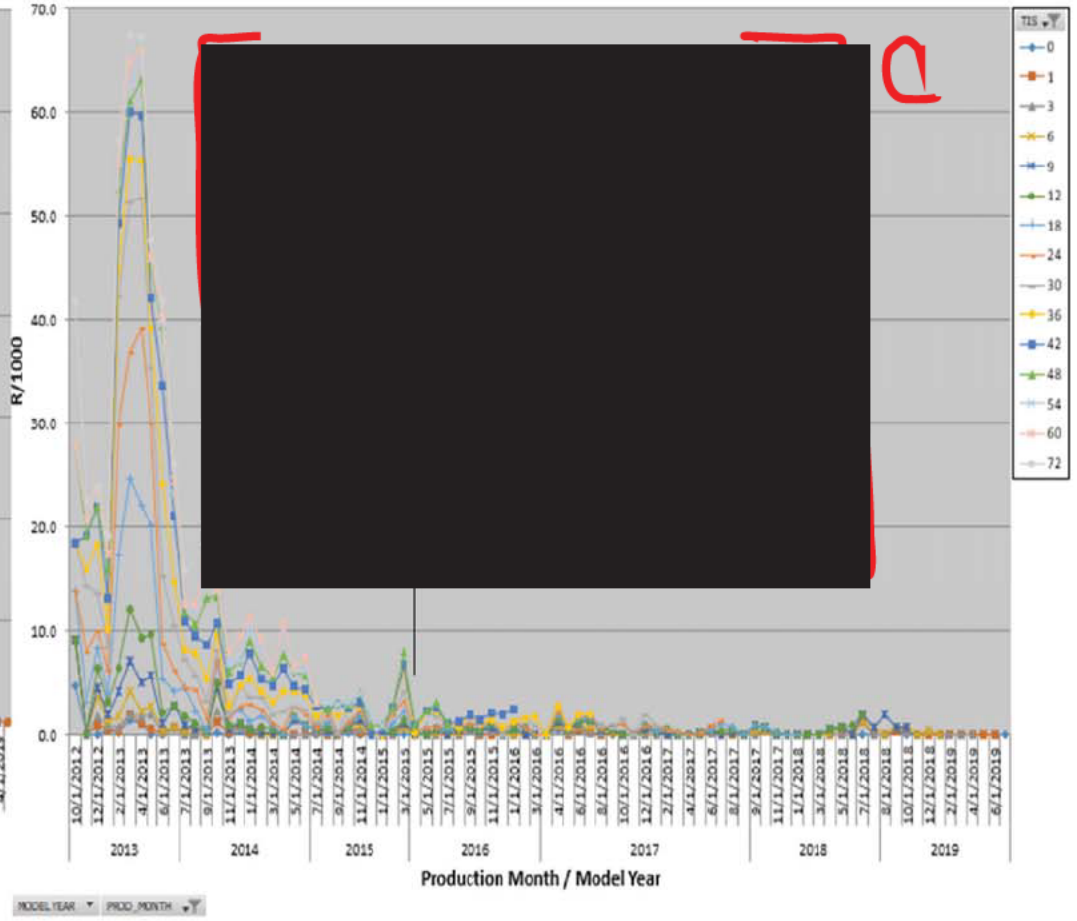
Warranty Data

AWS Analysis – C1A Latches

Fusion



MKZ



GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient
RQ19-005 000751 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

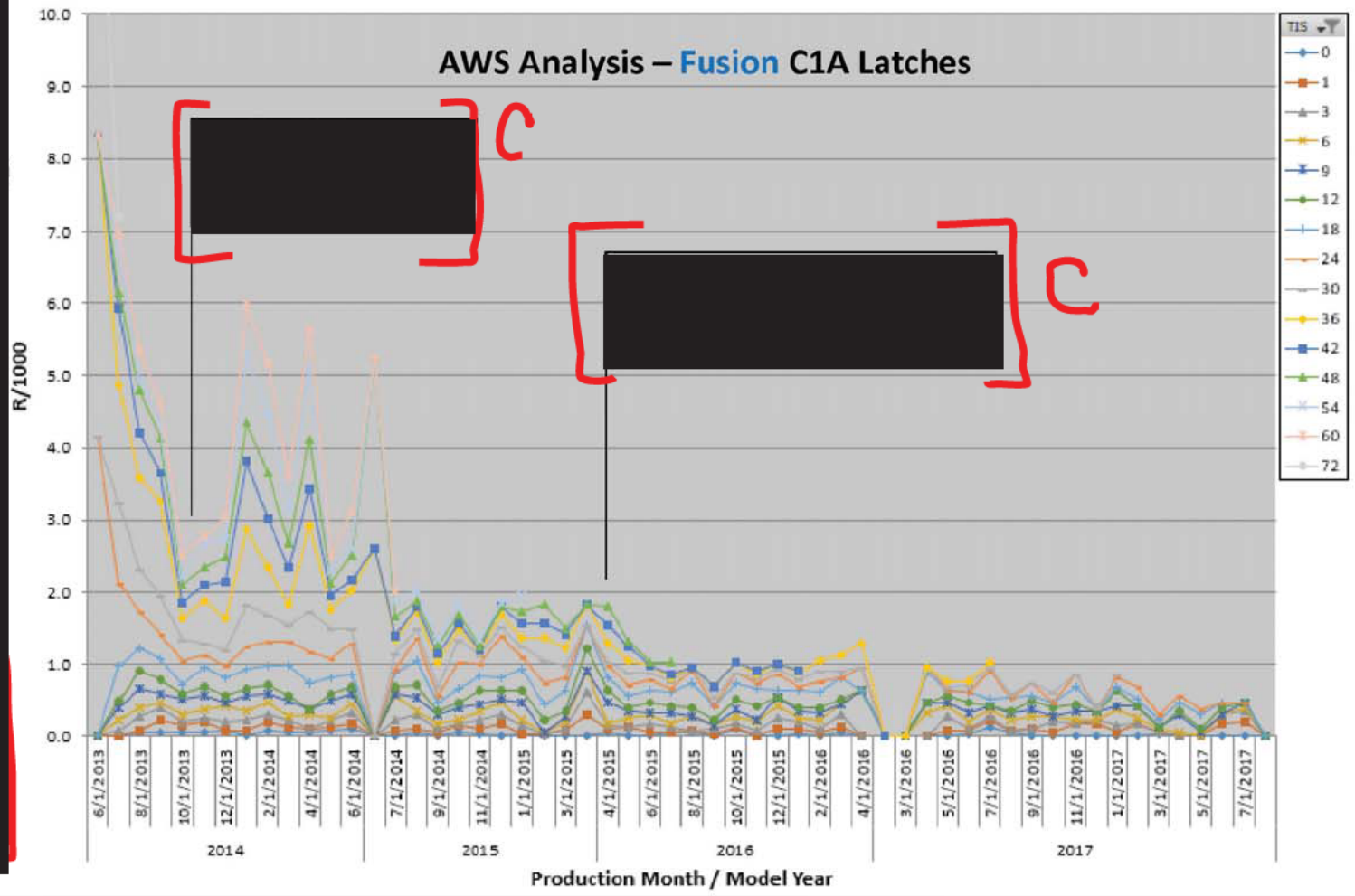
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34	CRC	Kiekert	Fiesta	3FADP4BJ8BM[redacted]	9/15/2010	1/23/2010	10/30/2019	NC	Righr Rear door won't close	Authorized dealer to replace all 4 latches and return to Ford	3/9/16-initial 15S16 performed by same dealer & all 4 latches replaced 10/30/19-right rear door will not close, Julian date aligns with vehicle build date (Contac ID: 102218582)
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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 AE8 5426412-BF.

CONFIDENTIAL BUSINESS INFORMATION

Scope #1 – Failures Outside Recall Date

[redacted]

[redacted]



RQ19-005 000753 RC

From: Robinson, Hue (H.M.)
Sent: Wednesday, October 30, 2019 8:46 PM
To: Cemalovic, Vanja (V.); Baker, Zachary (Z.); Ikemori, Claudio (C.I.); Todd, Adrian (A.); Bourne, Aaron (A.); Lindner, Paul (P.); Briggs, Erin Rose (E.R.); Newlin, Andrea (A.M.); Brezee, Shane (S.B.); Itoh, Jorji (J.D.); Landry, Mike (M.P.); Ludington, Julie (J.L.); Parrish, Will (W.F.); Ayyash, Khaled (K.A.)
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Attachments: 3FA6P0H76DR243475 & notes.pptx

Sensitivity: Private

Team – I'm sending the details of the 1 latch we received back and the analysis with it. I've also added 'Summary/Next Steps' on the last slide based on today's discussion.

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, October 18, 2019 7:52 AM
To: Robinson, Hue (H.M.); Cemalovic, Vanja (V.); Baker, Zachary (Z.); Ikemori, Claudio (C.I.); Todd, Adrian (A.); Bourne, Aaron (A.); Lindner, Paul (P.); Briggs, Erin Rose (E.R.); Newlin, Andrea (A.M.); Brezee, Shane (S.B.); Itoh, Jorji (J.D.); Landry, Mike (M.P.); Ludington, Julie (J.L.); Parrish, Will (W.F.); Ayyash, Khaled (K.A.)
Subject: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
When: Wednesday, October 30, 2019 3:00 PM-3:30 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)

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Join Meeting

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+[redacted]FordNet[redacted]/ Toll
+[redacted]US Toll Free Number
Global call-in numbers | Toll-free calling restrictions

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Join Meeting

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[redacted]FordNet [redacted]/ Toll
[redacted]US Toll Free Number
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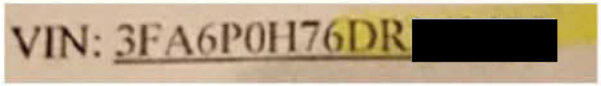
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[redacted]

Side Door Latch Warranty Return Analysis
Passenger Front Door Latch

Preliminary tear down report



RQ19-005 000759 RC

Claim Details VIN: 3FA6P0H76DR243475

Claims loaded through: 25-OCT-2019

Claim Detail Report

Note: All costs are in US dollars

Model Year = 2013; Claim Key = [redacted]

Vehicle Information

Model Year: 2013
Market Derived: F - FORD
Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
Version/Series: C/DB-SERIES 10
Drive Type: C/A-2 WHL L/H FRONT DRIVE
Vehicle Line: C/C7-CD391N FUSION [13-20]
WERS Engine Code: C/S7-2.5L DOHC PFI 4 CYL GAS
WERS Transmission Code: C/W6-6 SPD AUTO TRANS 6F MID-RANGE
Warranty Start Date: 26-FEB-2013
Production Date: 11-FEB-2013
VIN: 3FA6P0H76DR[redacted]

Claim Information

Document Number: 088512A
Repair Date: [redacted]
Distance: 102900
TIS: 81
FCC Auth: B
AWS Load Date: 14-OCT-2019
Transaction Code: SPW

Dealer Information

Dealer Name: WAREHAM FORD, INC.
Dealer Code: 09075 - *
Address: 2628 CRANBERRY HWY
City: WAREHAM
State: MA Zip Code:025711051
Country: USA Region Code: NA
Phone: (508)295-3643

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	279.15
Misc. Expense Amount:	.00
Part Markup Amount:	72.49
Material Cost:	187.19
Total Cost Gross:	466.34

Cust. Concern Code: L07 - EXT. DOOR LOCK CONTROLS-POWER
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: CROSS REF RECALL 15S16 PERFORMED 05/22/2019 AT 100048 MILES RO #283437 AT GRIECO FORD; VERIFIED CONCERN DISASSMBLE DOOR TO REMOVE DOOR LATCH. HAD TO CUT OFF EXTERIOR DOOR HANDLE TO REMOVE ASSEMBLY. FOUND LATCH DEFECTIVE. ORDERED LATCH AND HANDLE. REPLACED LATCH ASSEMBLY, PAINTED EXTERIOR DOOR HANDLE (UH) AND INSTALL BACK IN DOOR. REASSEMBLE AND RECHECK OPERATION.
Customer Comment: Customer states CHECK PASSENGER FRONT DOOR WON'T CLOSE-ADVISE

Labor Op Code	Labor Op Description	Labor Op Cost
MTLATCH		279.15

Causal Flag	Reported Part Number PREF	BASE	SUFF	Description	Engineering Part Number PREF	BASE	SUFF	Description	CPNC	Part Quantity	Part Type Code	Replaced Indicator	Extended Amount
Y	BE8Z	5421812	B	LATCH,FRT,DR R	BE8Z	5421812	B	LATCH,FRT,DR R	011404	1	FS	Y	154.66
N	DS7Z	5422404	AAPTM	HNDLE DR O/SIDE R	DS7Z	5422404	AAPTM	HNDLE DR O/SIDE R	011404	1	FS	Y	32.53

DTC Sections: Mil. Light On = *

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description

Any comments? You can contact

Model Year: 2013
Market Derived: F - FORD
Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
Version/Series: C/DB-SERIES 10
Drive Type: C/A-2 WHL L/H FRONT DRIVE
Vehicle Line: C/C7-CD391N FUSION [13-20]
WERS Engine Code: C/S7-2.5L DOHC PFI 4 CYL GAS
WERS Transmission Code: C/W6-6 SPD AUTO TRANS 6F MID-RANGE
Warranty Start Date: 26-FEB-2013
Production Date: 11-FEB-2013
VIN: 3FA6P0H76DR[redacted]

Document Number: 088512A
Repair Date: [redacted]
Distance: 102900
TIS: 81
FCC Auth: B
AWS Load Date: 14-OCT-2019
Transaction Code: SPW

Cust. Concern Code: L07 - EXT. DOOR LOCK CONTROLS-POWER
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: CROSS REF RECALL 15S16 PERFORMED 05/22/2019 AT 100048 MILES RO #283437 AT GRIECO FORD; VERIFIED CONCERN DISASSMBLE DOOR TO REMOVE DOOR LATCH. HAD TO CUT OFF EXTERIOR DOOR HANDLE TO REMOVE ASSEMBLY. FOUND LATCH DEFECTIVE. ORDERED LATCH AND HANDLE. REPLACED LATCH ASSEMBLY, PAINTED EXTERIOR DOOR HANDLE (UH) AND INSTALL BACK IN DOOR. REASSEMBLE AND RECHECK OPERATION.
Customer Comment: Customer states CHECK PASSENGER FRONT DOOR WON'T CLOSE-ADVISE

From: Robinson, Hue (H.M.)
Sent: Tuesday, March 10, 2020 5:42 PM
To: Pleet, Edward (E.A.)
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Attachments: N19-1001-02 2011-2016 Cross Veh Line C1A Door Latch TRG 11-Feb-2020 Scope1 v2.pptx; N19-1001-02 2011-2016 Cross Veh Line – C1A Door Latch 20200309.pptx; RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch

Sensitivity: Private

[redacted]

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

From: Pleet, Edward (E.A.) <epleet@ford.com>
Sent: Tuesday, March 10, 2020 10:43 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: Re: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Thanks Hue. Can we add a key on slide 7 showing the difference of the red/green circle? Also, do we have a slide from past FSA's showing our various cut off points for prior FSA's?

Sincerely,

Ed Pleet
Chief Engineer, Body Structure & Closure Systems
Ford Motor Company

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, March 10, 2020 10:17:46 AM
To: Pleet, Edward (E.A.) <epleet@ford.com>
Subject: FW: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch

Here's the one I have but I'm checking with Jorji for the latest and the estimated volumes.

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: Wednesday, February 12, 2020 8:49 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Good morning Hue,

Attached is the presentation for the TRG with a few new changes to my slides.
I also added more slides to the back up in case we need to reference.

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

From: Itoh, Jorji (J.D.)
Sent: Tuesday, February 11, 2020 5:31 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Hue,

I included my slides in your presentation.
Please let me know if you have any questions or concerns.

Kind regards,

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, February 11, 2020 5:14 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Here's the few slides for scope #1. I kept in the first and second slide but they're just repeated from last time in case we need them. The third slide is the only one with new info/comments.

Can you please send the latest and greatest as soon as its available?

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: Wednesday, February 5, 2020 5:31 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>; Ludington, Julie (J.L.) <jludingt@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

Hello all,

I apologize for the late reply.

I reviewed this with Adrian Diaz today, he requested that we add the robustness change test data into the body of the presentation.
I've moved those slides to Slide # 7 & 8.

I have also added Slide # 14 & 15 (projections and recall comparison chart)

Kind regards,

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, February 04, 2020 4:50 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. --

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+[redacted] US Toll Free Number
Global call-in numbers | Toll-free calling restrictions

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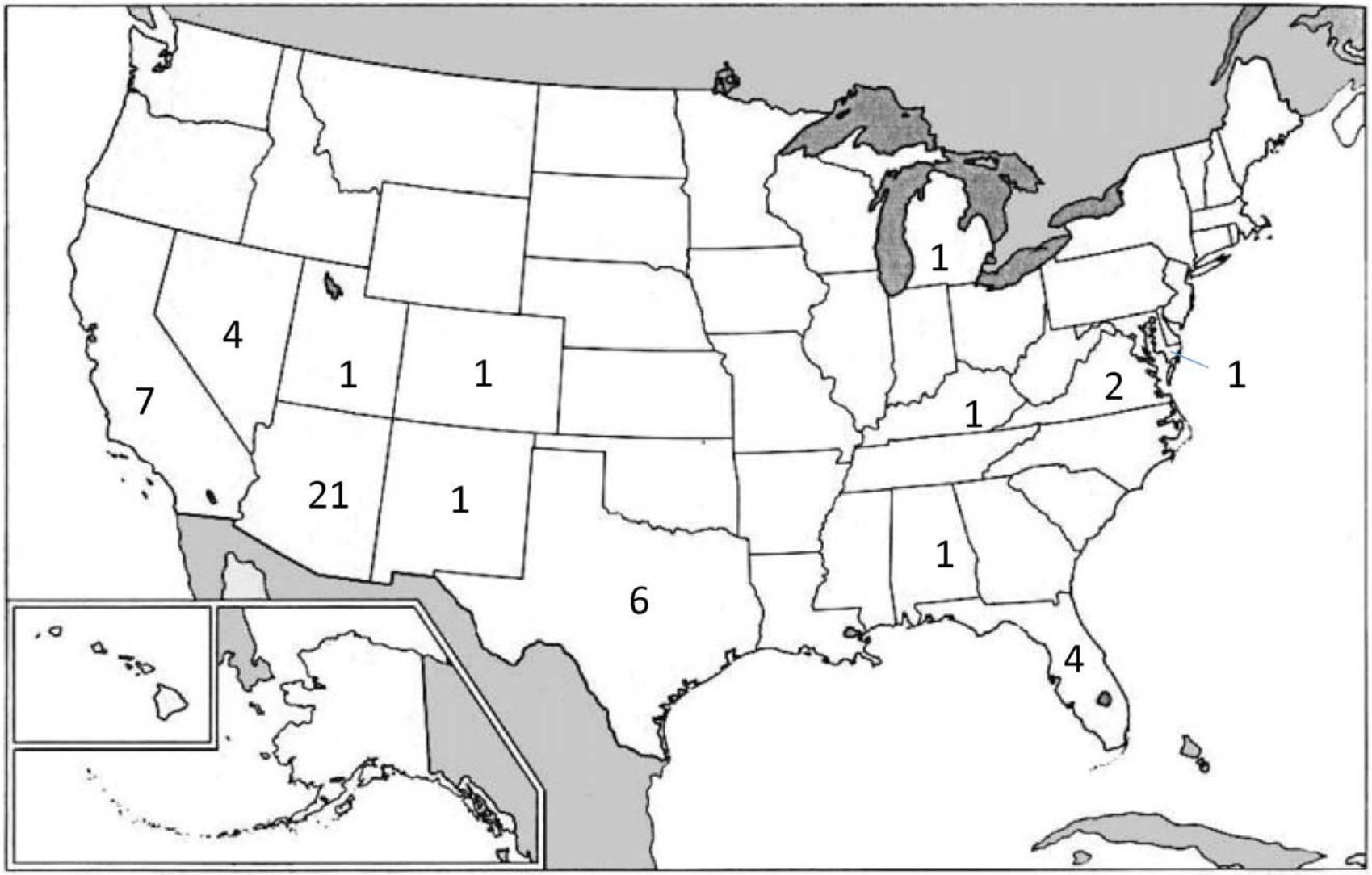
[redacted]

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

February 11, 2020

RQ19-005 000770 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

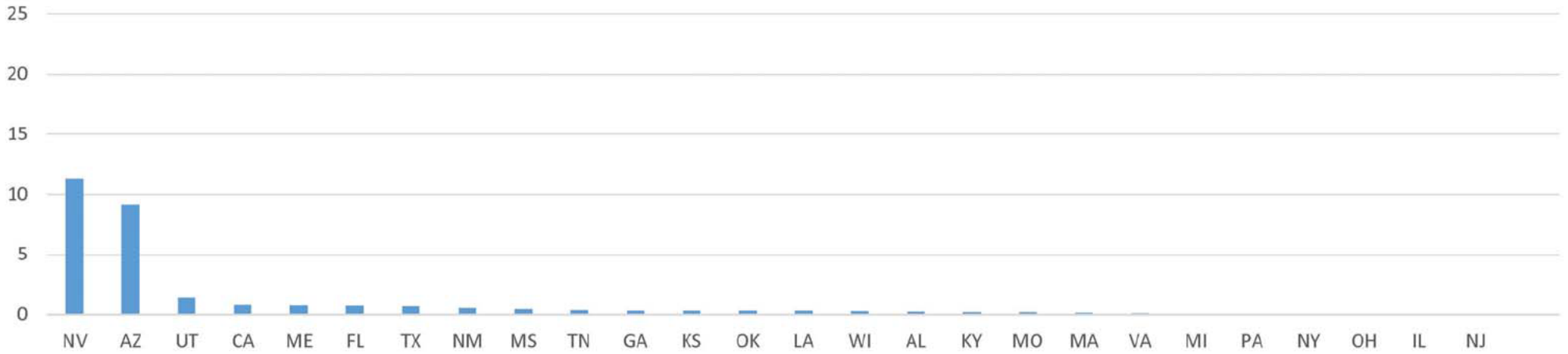
RQ19-005 000777 RC

CONFIDENTIAL BUSINESS INFORMATION

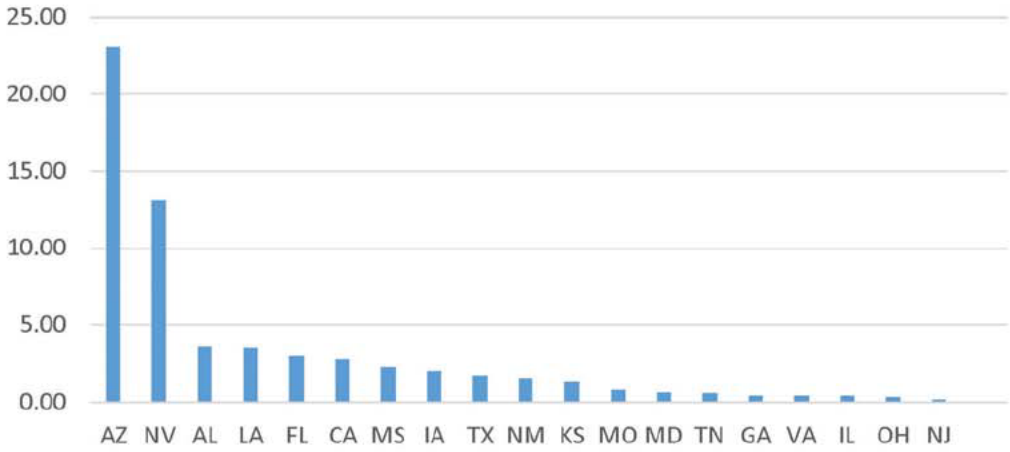
OOS Field Data – OWD and Won't Close

All Reports (r/1000)Based on Location

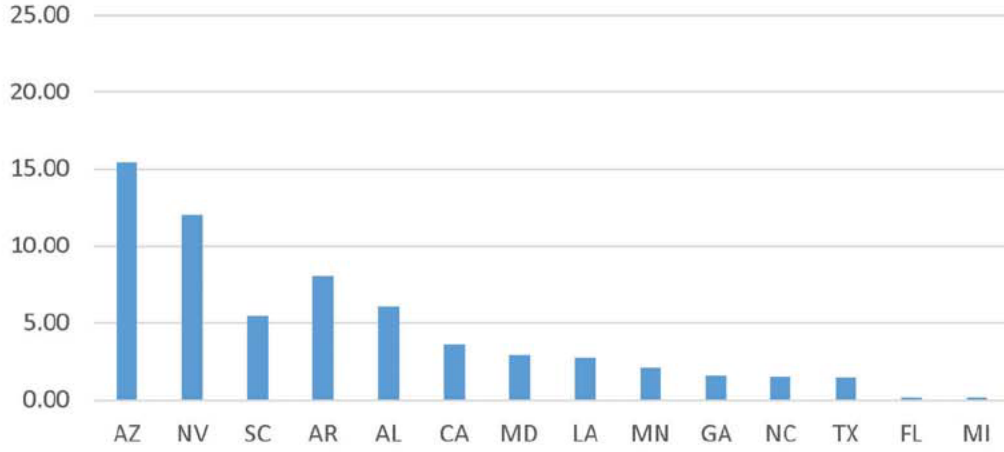
FUSION



FIESTA



MKZ



[redacted]

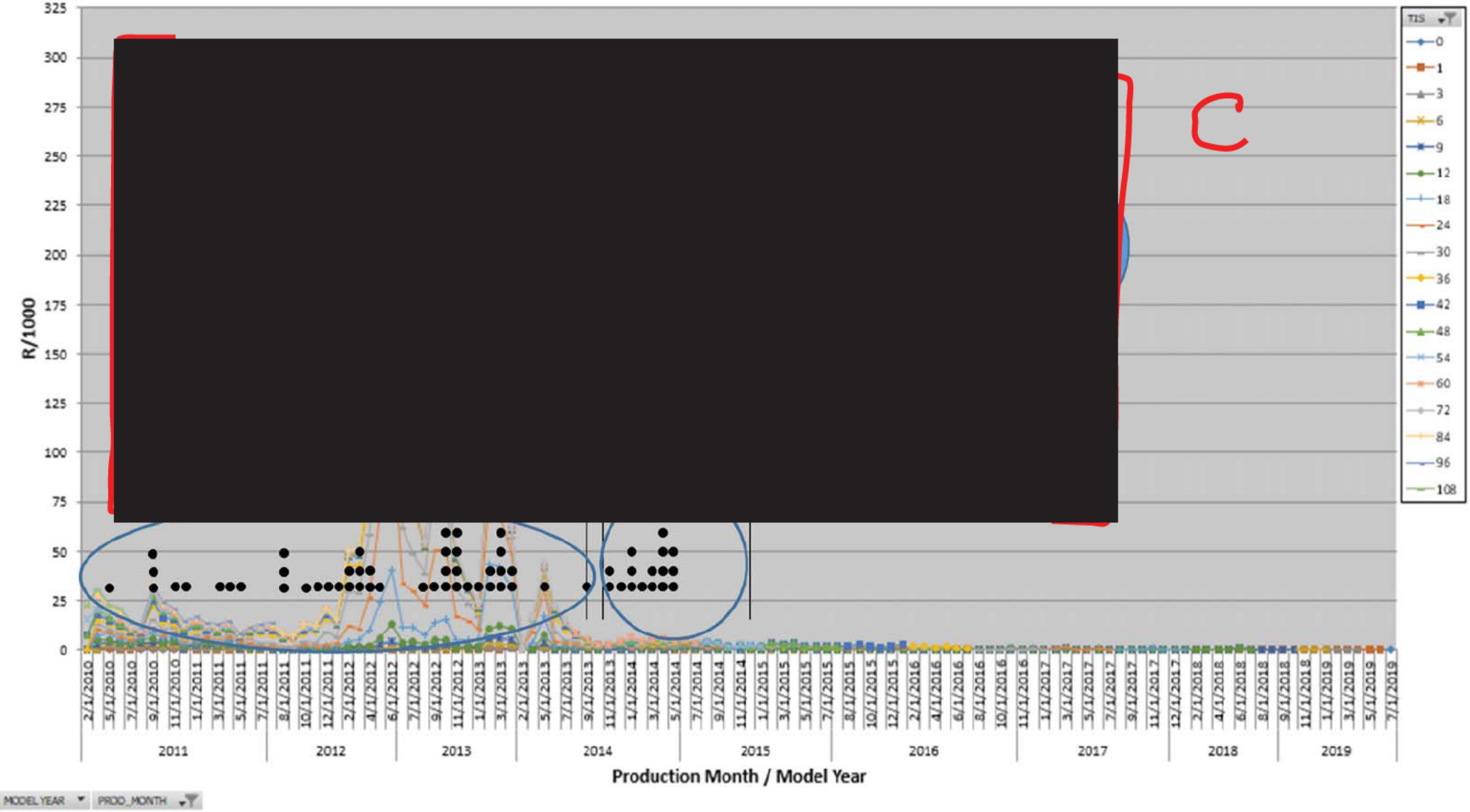
Back – Up

RQ19-005 000779 RC

CONFIDENTIAL BUSINESS INFORMATION

Warranty Data

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



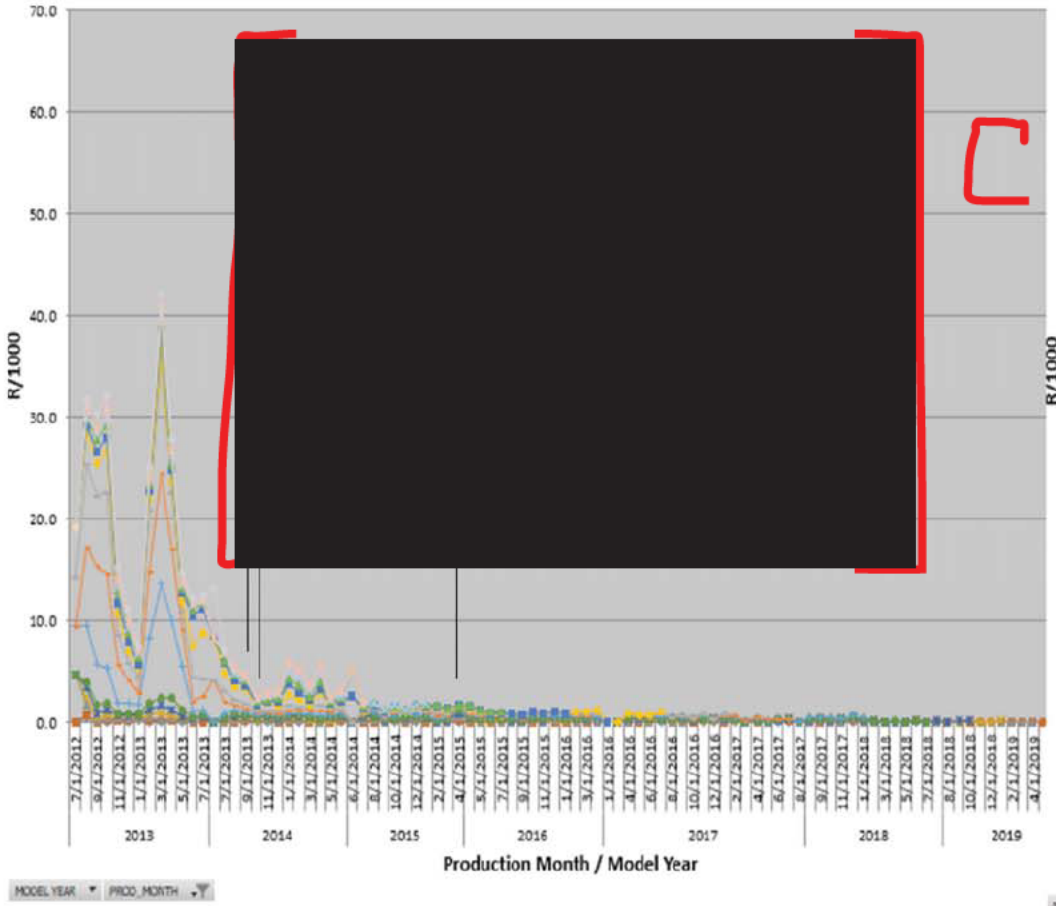
RQ19-005 000780 RC

CONFIDENTIAL BUSINESS INFORMATION

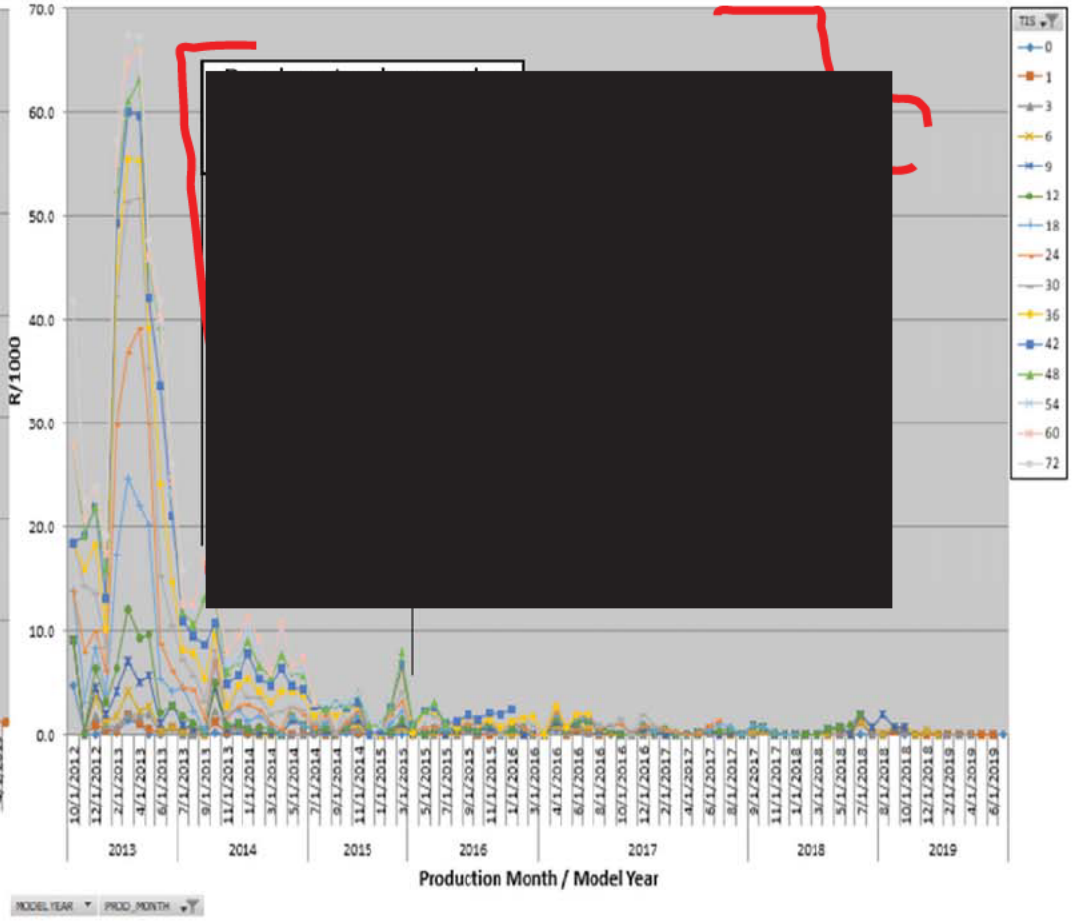
Warranty Data

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

Fusion



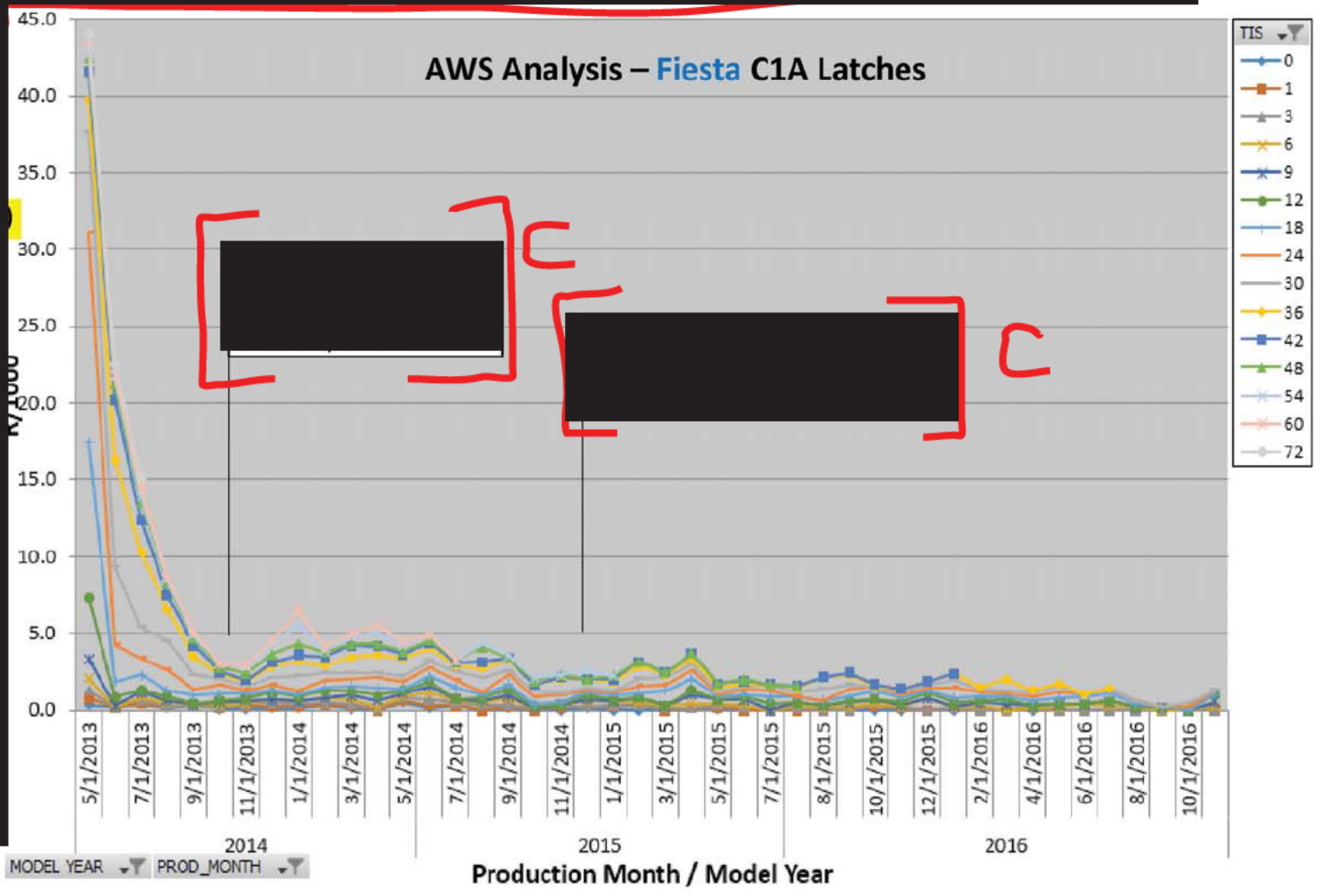
MKZ



RQ19-005 000781 RC

Scope #1 Post 15S16 – Warranty Data

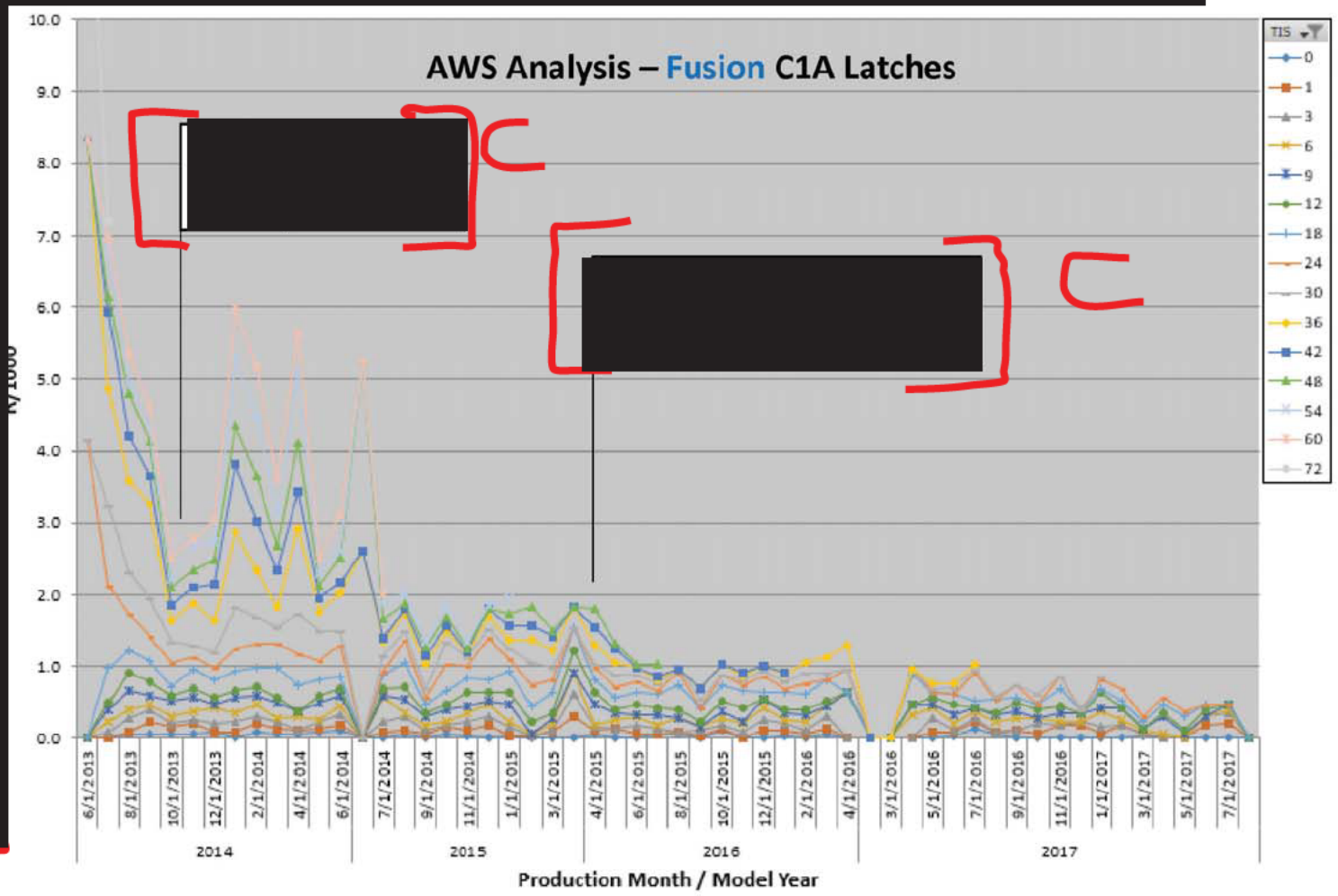
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CONFIDENTIAL BUSINESS INFORMATION

Scope #1 Post 15S16 – Warranty Data

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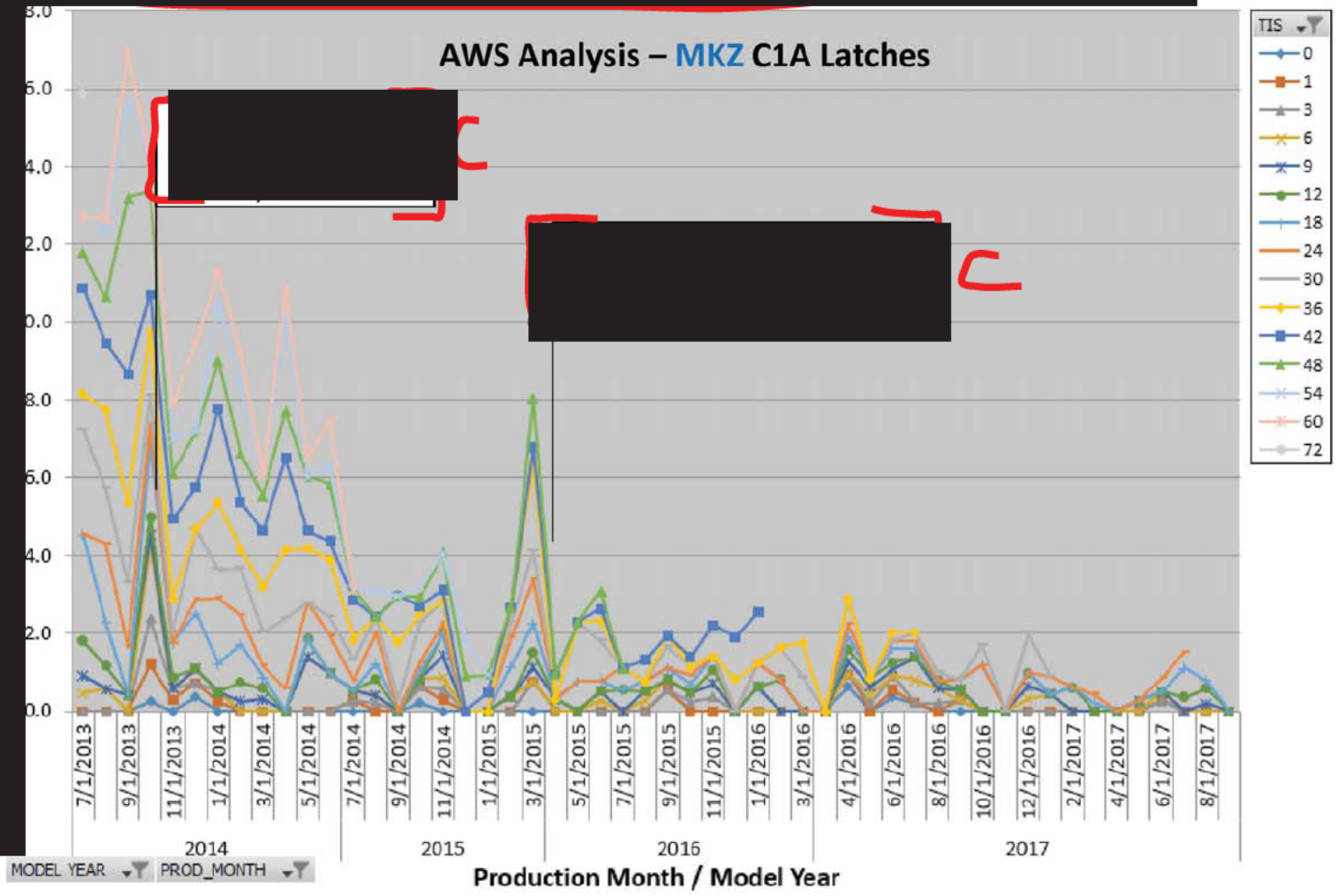


RQ19-005 000783 RC

CONFIDENTIAL BUSINESS INFORMATION

Scope #1 Post 15S16 – Warranty Data

[redacted]



RQ19-005 000784 RC

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
TRG

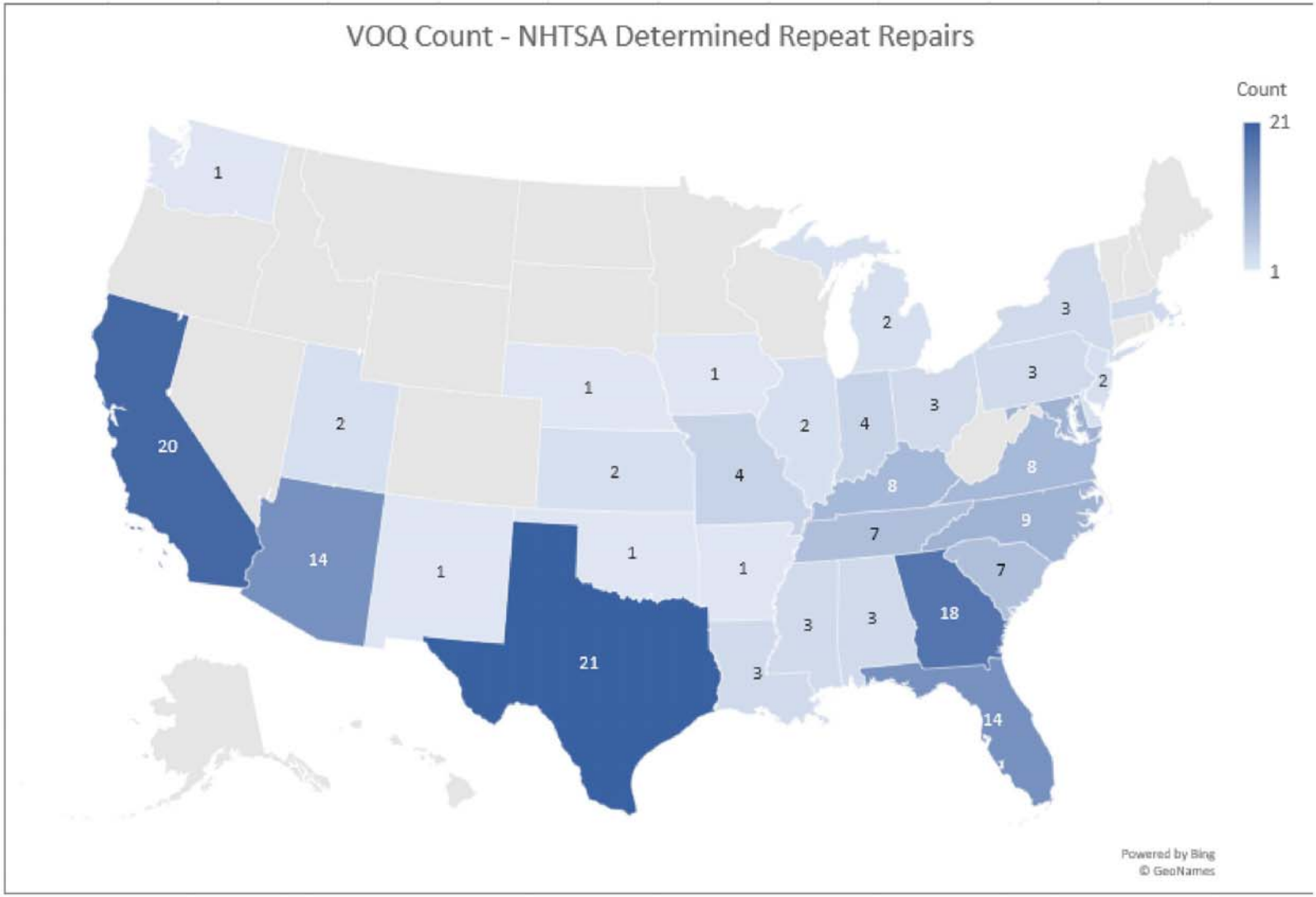
March 9, 2020

RQ19-005 000787 RC

Back – Up

RQ19-005 000793 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

STATES INCLUDED IN 16R01

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

From: Baker, Zachary (Z.)
Sent: Tuesday, March 10, 2020 4:59 PM
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.); 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.); Gu, Tao (T.); Wu, Jiu Shan (Hill.); Willard, Jeremy (J.); Poploskie, Jeannette (J.M.)
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Attachments: 19Y07 FACT SHEET - Side Door Latch (Hot Weather).docx; 20X24 FACT SHEET - Side Door Latch (Except Hot Weather).docx; 20X24 FACT SHEET - Side Door Latch (Except Hot Weather).docx

All,

[redacted]

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Monday, March 09, 2020 1:10 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>
Cc: Castro, Silney (S.C.) <scastr12@ford.com>; Gu, Tao (T.) <tgu4@ford.com>; Wu, Jiu Shan (Hill.) <jwu137@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>
Subject: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch

Team – we will use Tuesday's meeting to review the Fact sheet for this Friday's FRC. There will be a minimum of 3 separate sheets we will have to complete. I'll also put a placeholder on our calendars for early Thursday morning to review, prior to finalizing the Fact sheets.

Zach – can you please send us the Fact sheet once you have it started?

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

From: Itoh, Jorji (J.D.)
Sent: Wednesday, February 5, 2020 10:31 PM
To: Robinson, Hue (H.M.); Brezee, Shane (S.B.); Ludington, Julie (J.L.); 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.)
Subject: RE: 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

Hello all,

I apologize for the late reply.

[redacted]

Kind regards,

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, February 04, 2020 4:50 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

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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***
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> Develop & Track Open Issues list to ensure timely closure (14D Author)
> Regular debrief to Manager, Chief, Director & VP (14D Author)

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Join by phone
Tap to call in from a mobile device (attendees only)
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US Toll Free Number
Global call-in numbers | Toll-free calling restrictions

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

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

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[redacted]

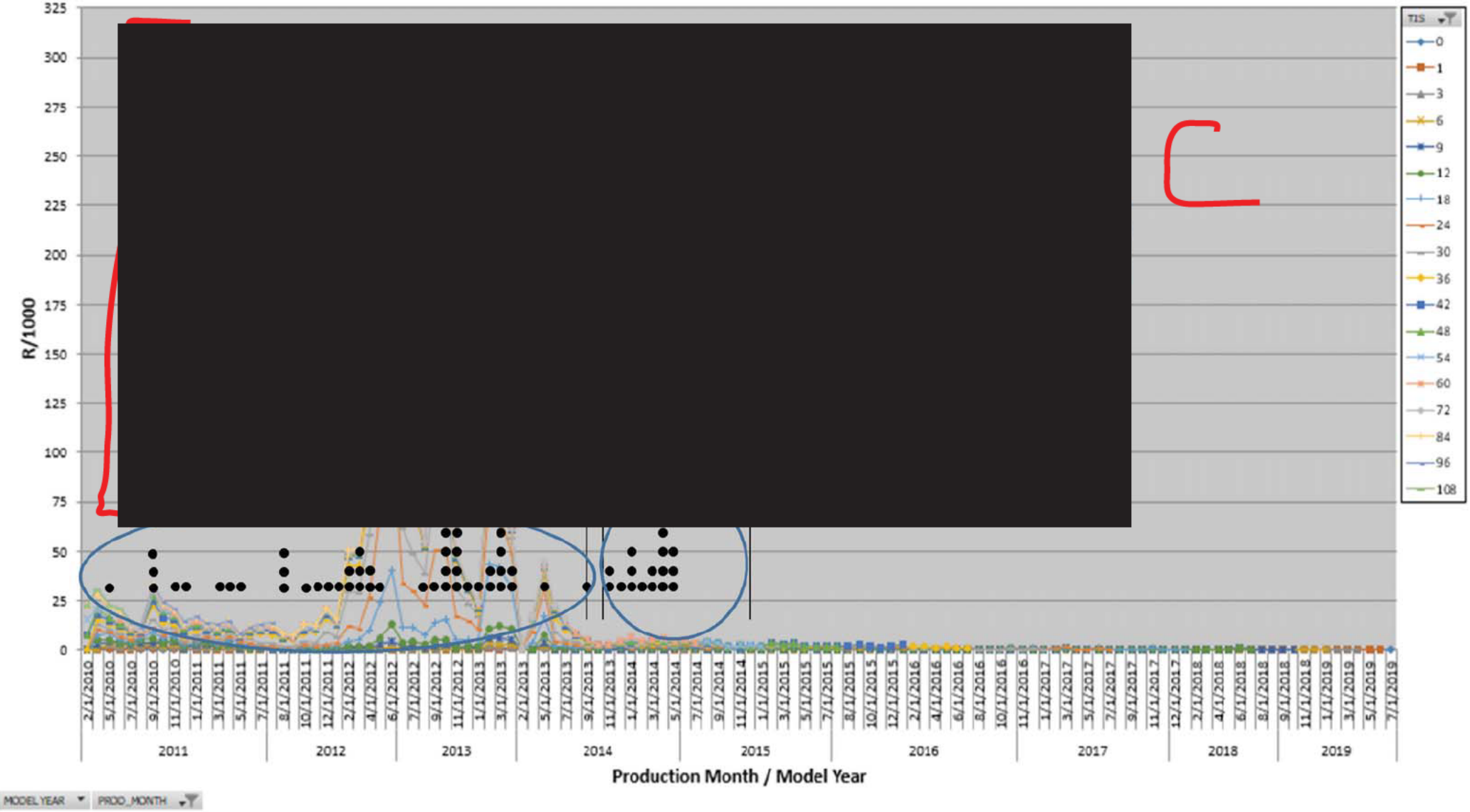
2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

February 5, 2020

RQ19-005 000806 RC

Warranty Data

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

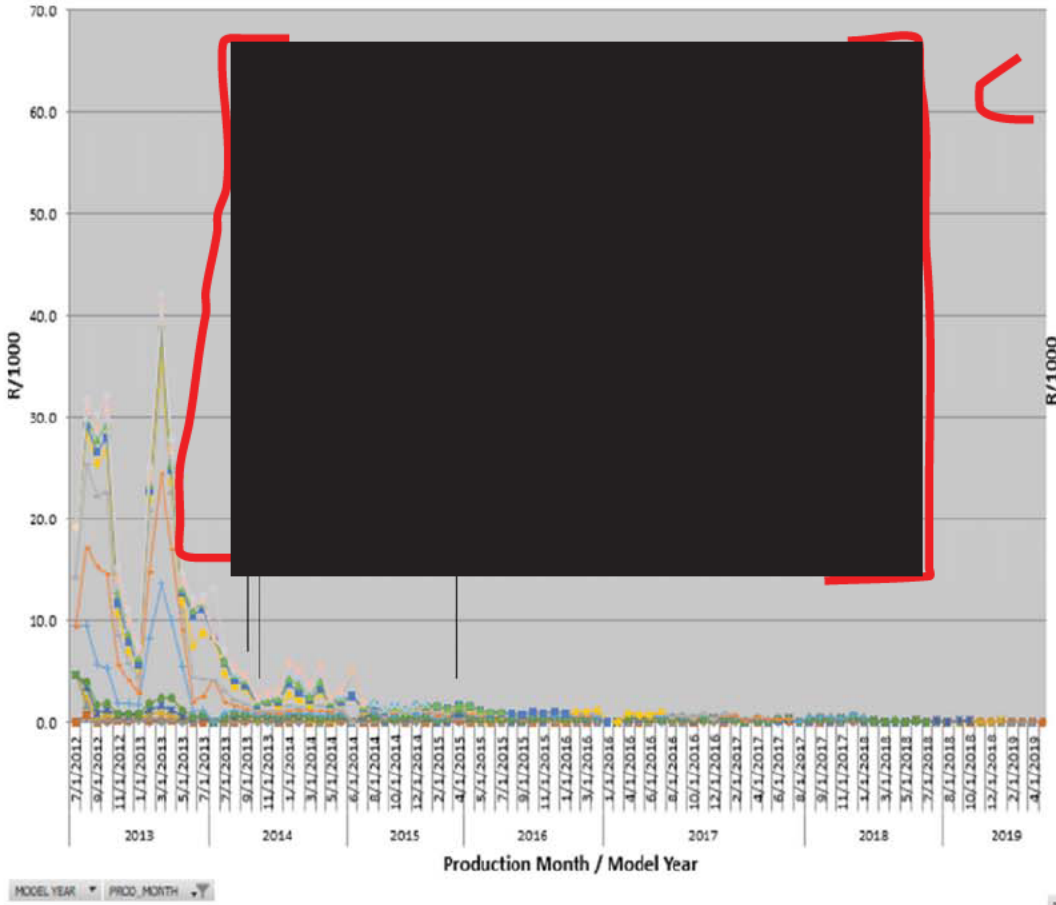


CONFIDENTIAL BUSINESS INFORMATION

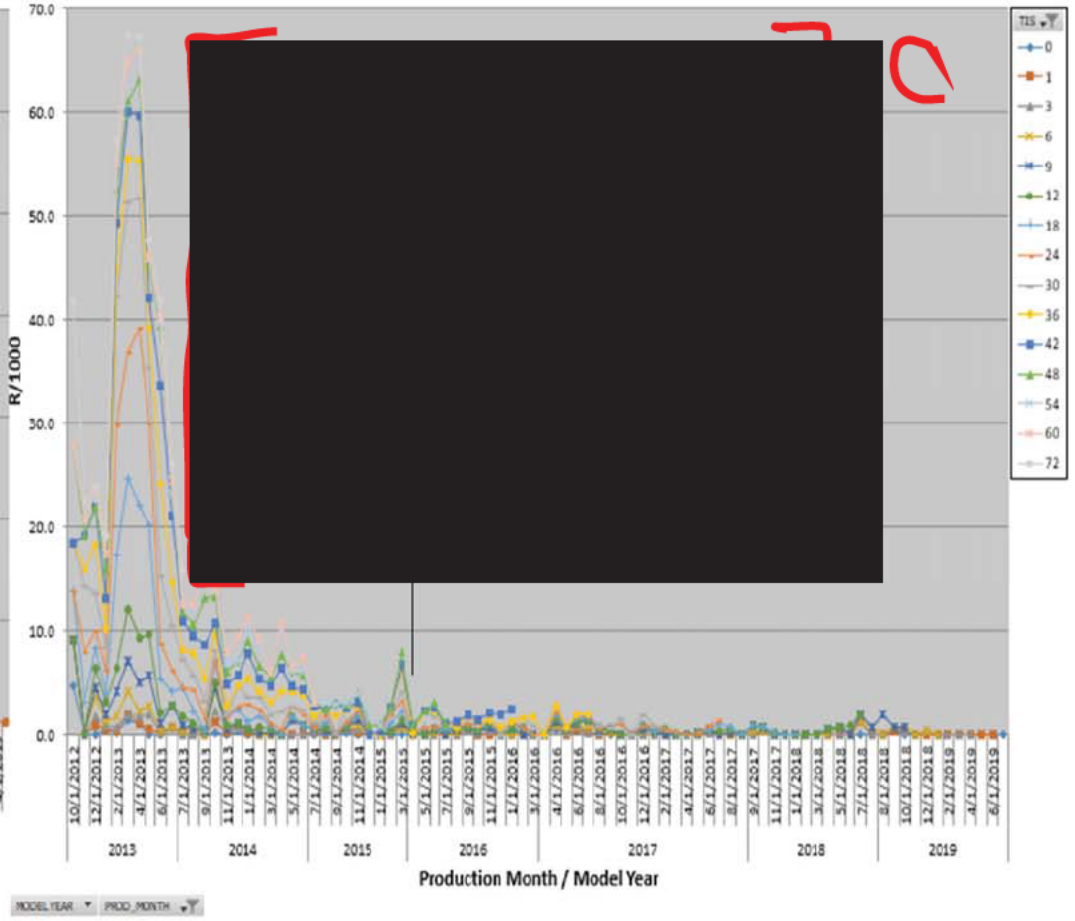
Warranty Data

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

Fusion



MKZ

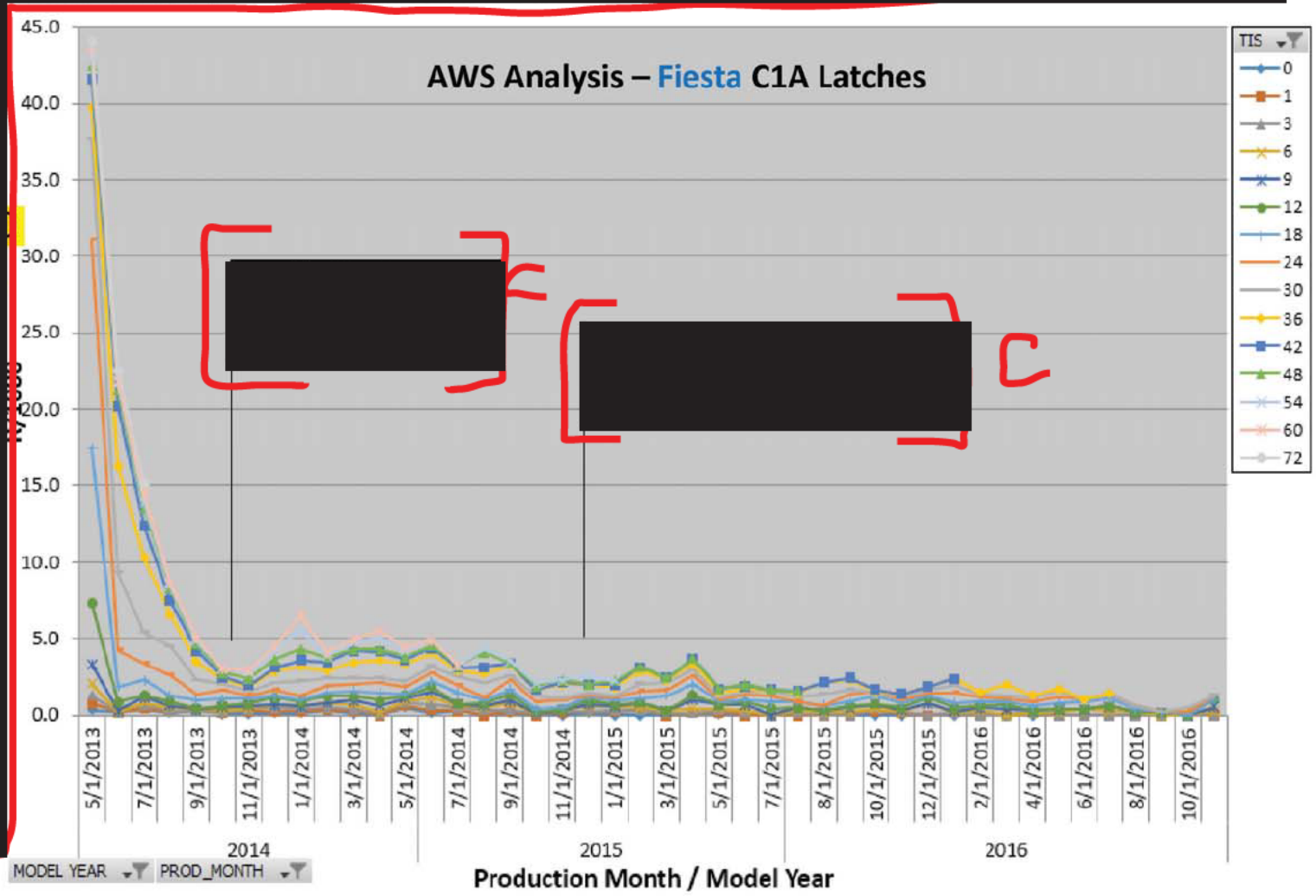


GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient
RQ19-005 000810 RC

CONFIDENTIAL BUSINESS INFORMATION

Scope #1 Post 15S16 – Warranty Data

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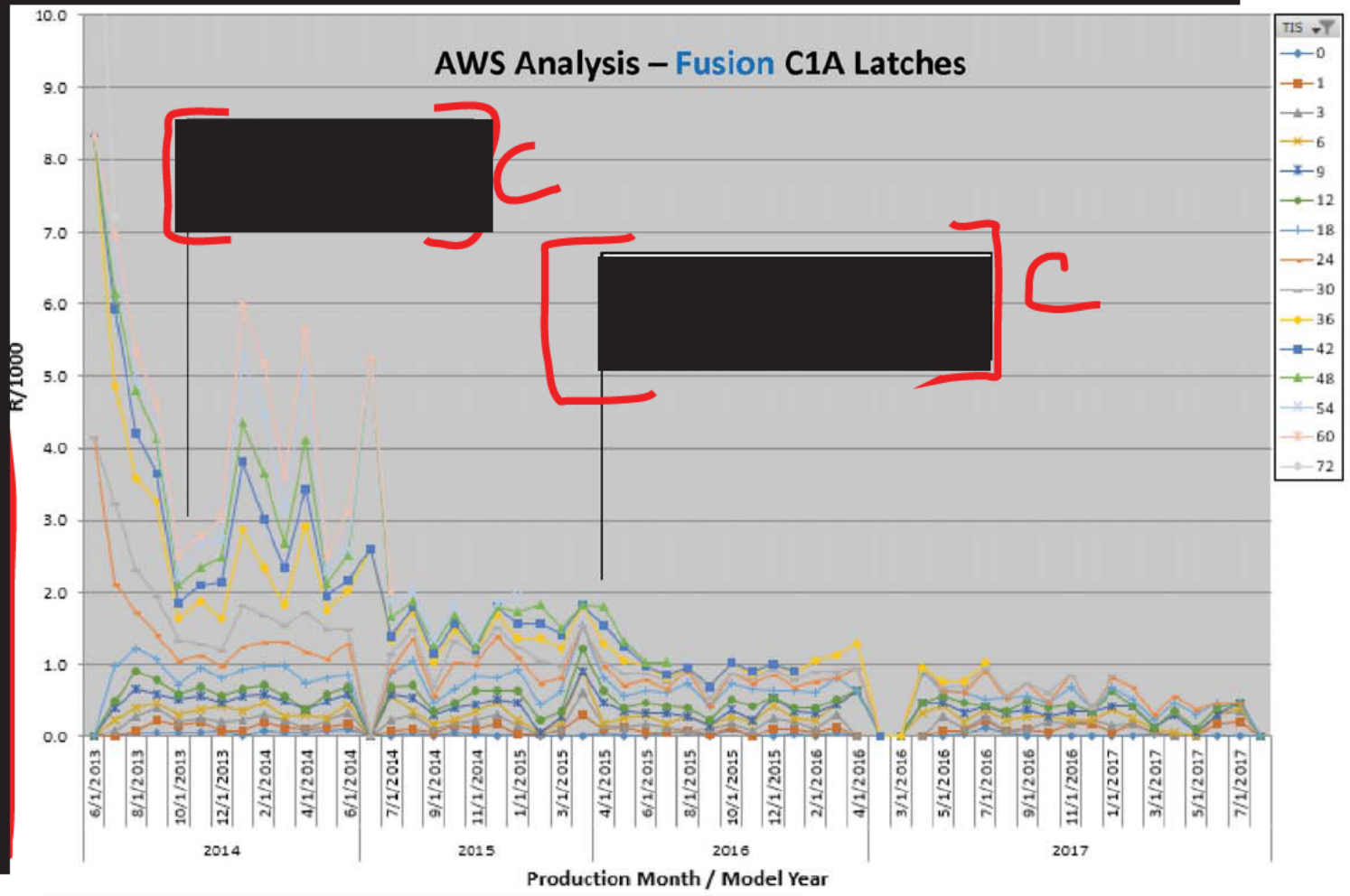


RQ19-005 000814 RC

CONFIDENTIAL BUSINESS INFORMATION

Scope #1 Post 15S16 – Warranty Data

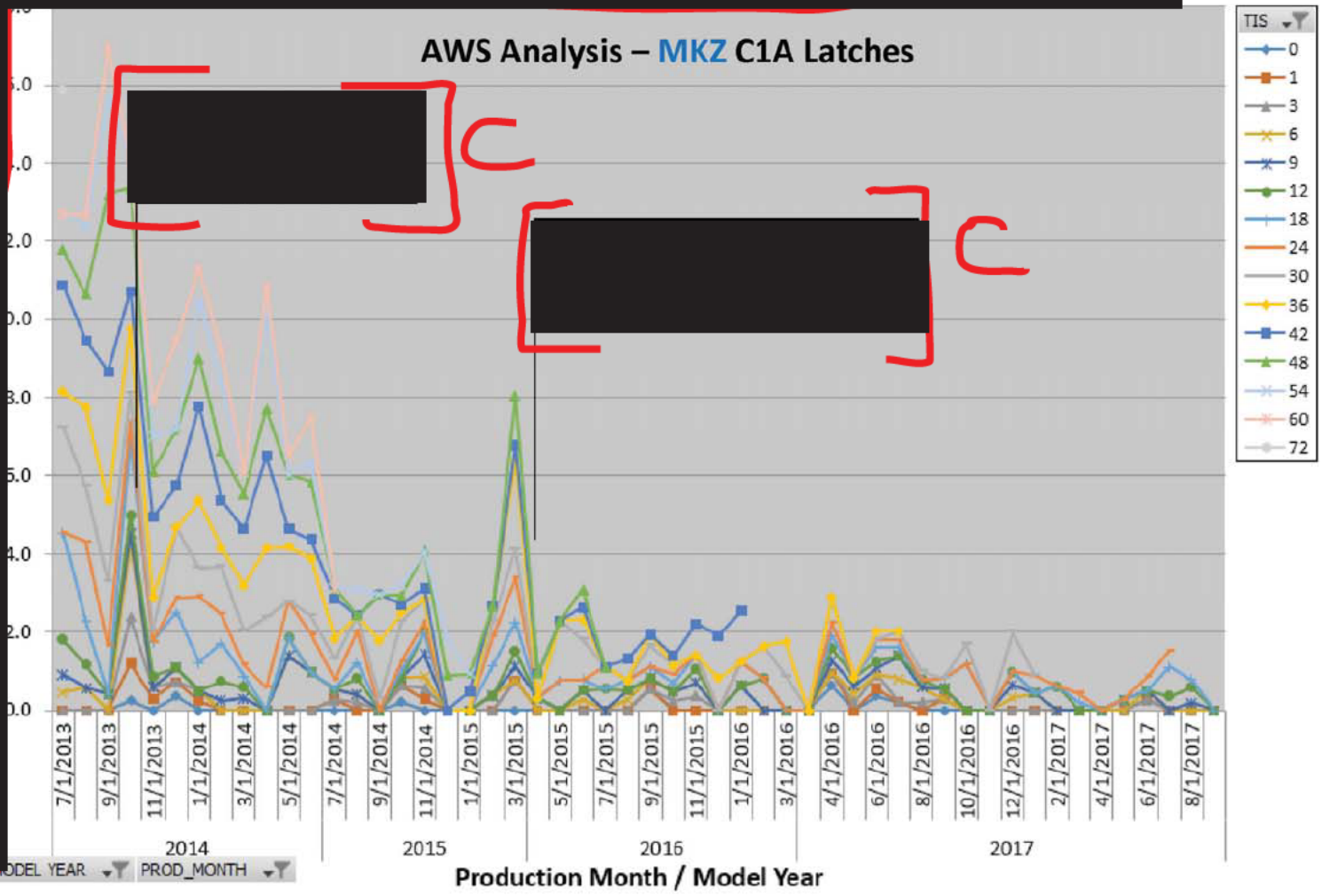
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RQ19-005 000815 RC

Scope #1 Post 15S16 – Warranty Data

[redacted]



Back – Up

RQ19-005 000820 RC

CONFIDENTIAL BUSINESS INFORMATION

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]

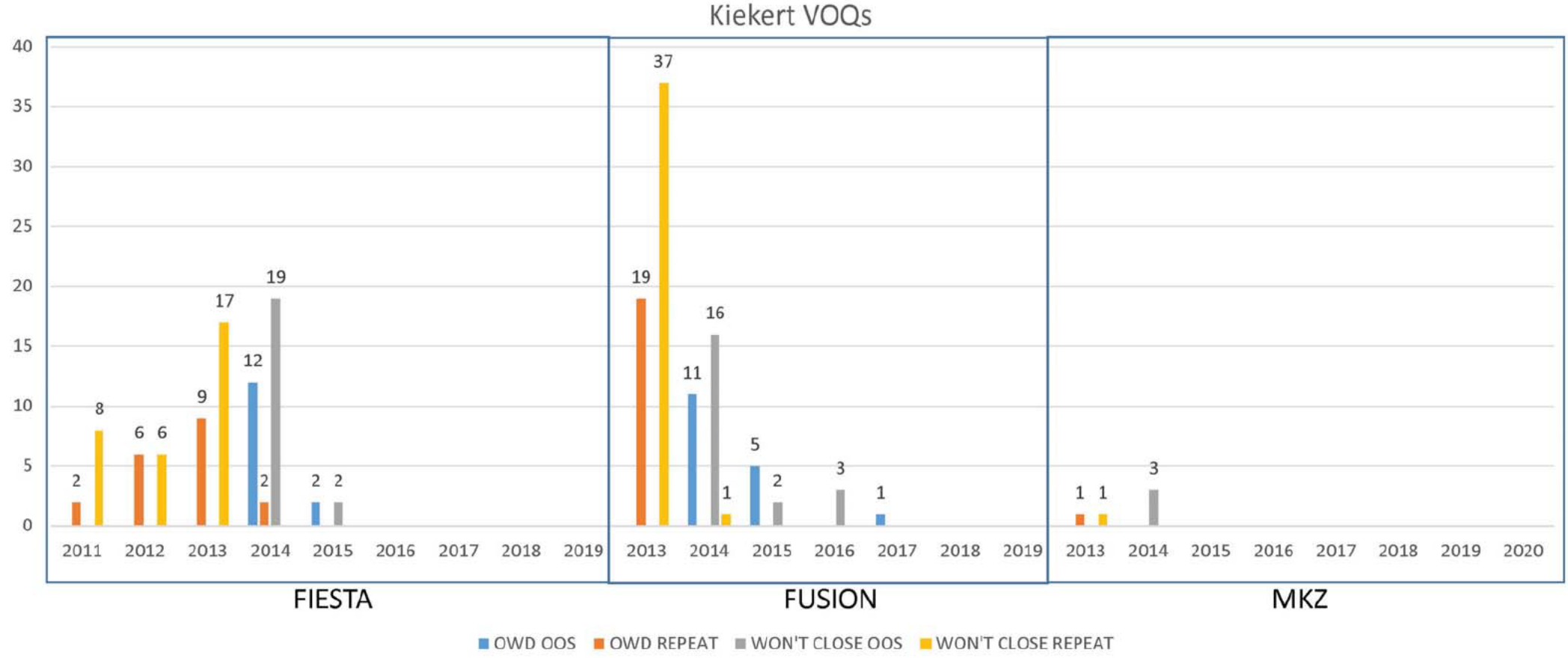
RQ19-005 000821 RC

CONFIDENTIAL BUSINESS INFORMATION

All VOQ Data

[redacted]

	Repeat	OOS
Fiesta	50	35
Fusion	57	38
MKZ	2	3



From: Itoh, Jorji (J.D.)
Sent: Tuesday, February 11, 2020 10:31 PM
To: Robinson, Hue (H.M.)
Cc: Landry, Mike (M.P.)
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Attachments: N19-1001-02 2011-2016 Cross Veh Line C1A Door Latch TRG 11-Feb-2020 Scope1.pptx

Sensitivity: Private

Hue,

I included my slides in your presentation.
Please let me know if you have any questions or concerns.

Kind regards,

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, February 11, 2020 5:14 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Here's the few slides for scope #1. I kept in the first and second slide but they're just repeated from last time in case we need them. The third slide is the only one with new info/comments.

Can you please send the latest and greatest as soon as its available?

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: Wednesday, February 5, 2020 5:31 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>; Ludington, Julie (J.L.) <jludingt@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

Hello all,

I apologize for the late reply.

[redacted]

Kind regards,

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, February 04, 2020 4:50 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, ~~VQ~~, ~~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.

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WebEx Support
Can't join the meeting? Contact support.

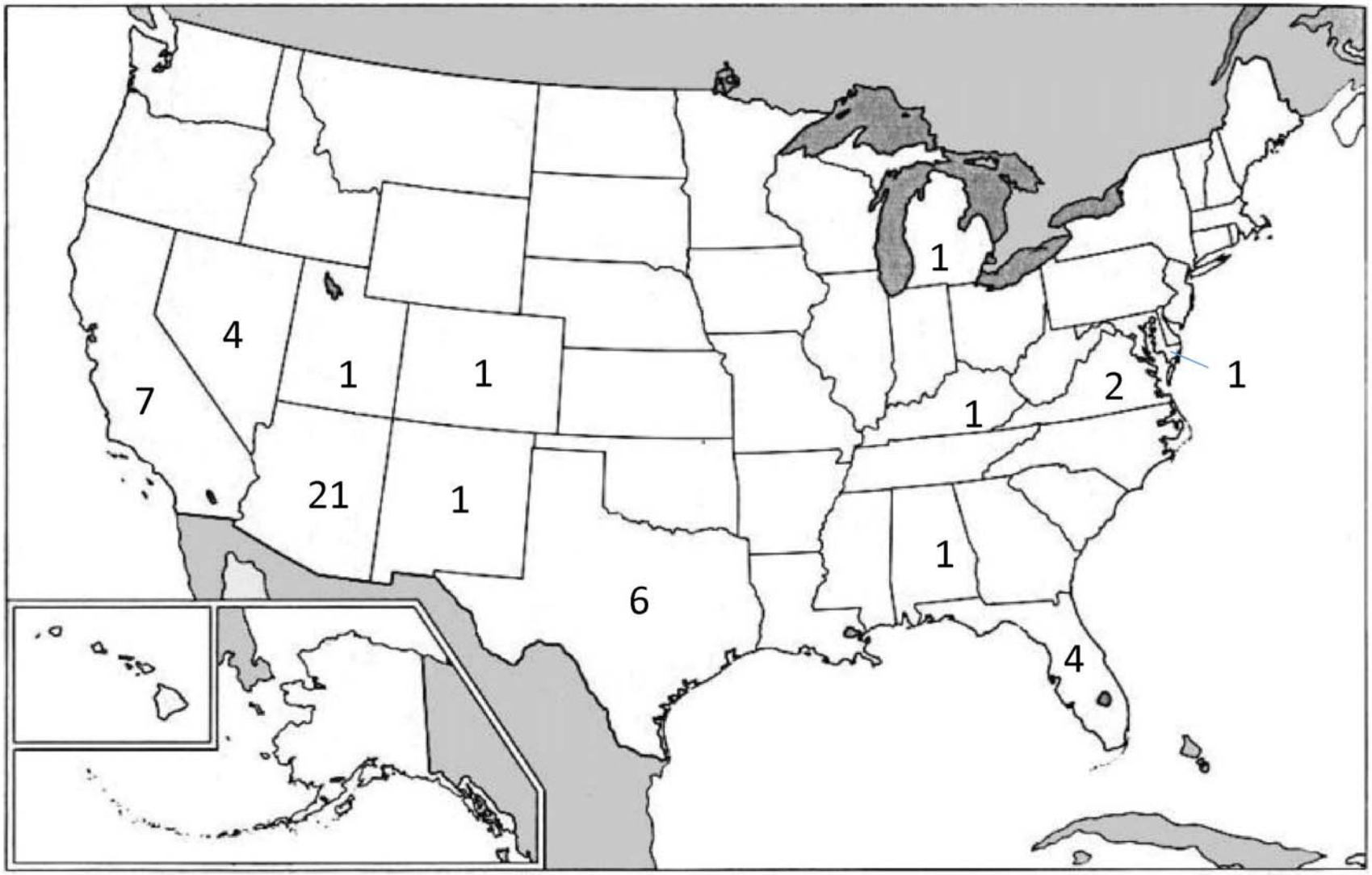
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2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

February 11, 2020

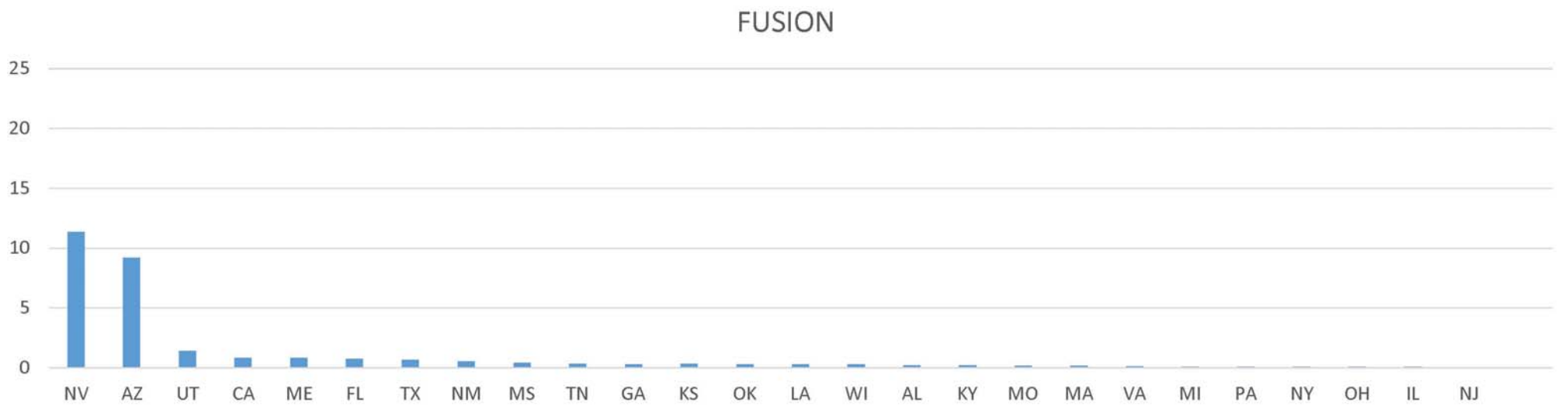
RQ19-005 000835 RC

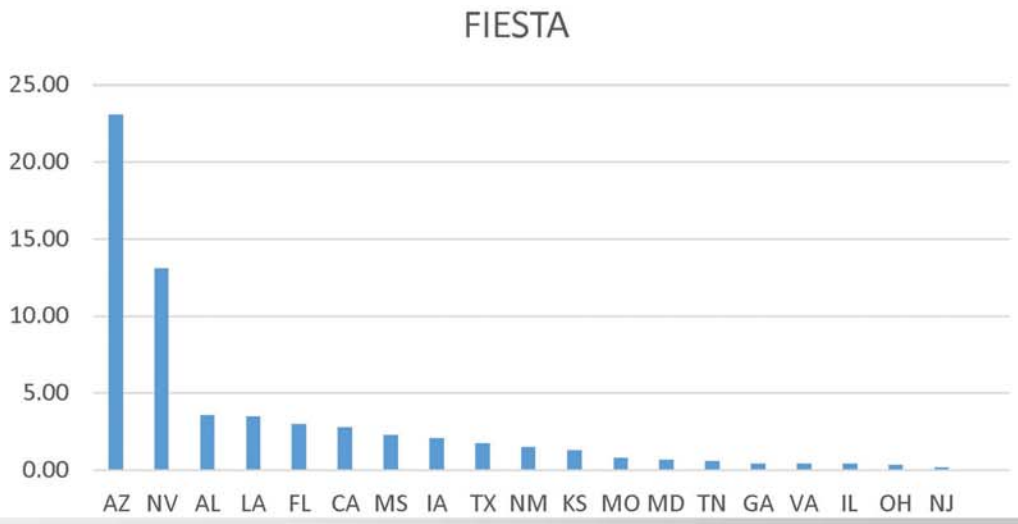
OOS VOQ Count Based on Location

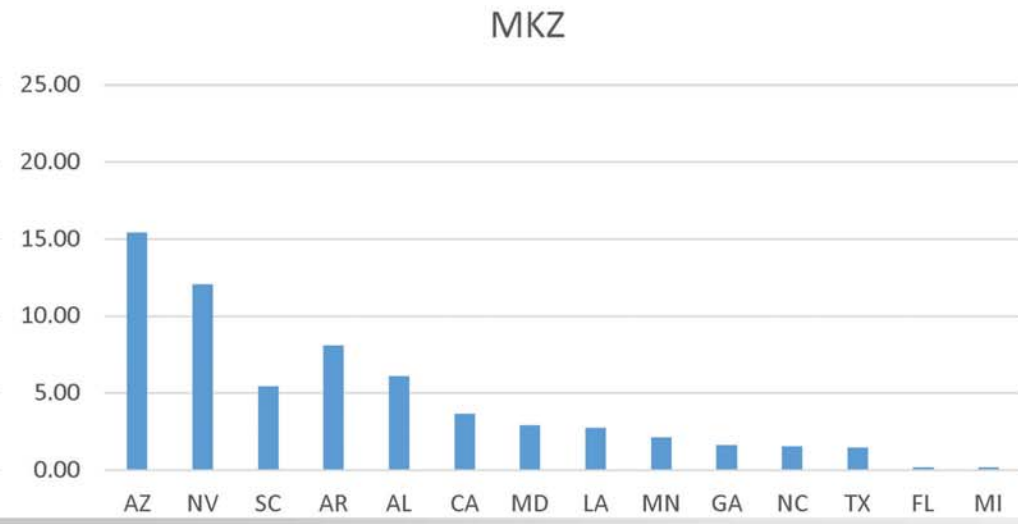


State	VOQs
AZ	21
CA	7
TX	6
FL	4
NV	4
VA	2
AL	1
CO	1
KY	1
MD	1
MI	1
NM	1
UT	1
Grand Total	51

All Reports Based on Location







Back – Up

RQ19-005 000844 RC

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: Transient
RQ19-005 000845 RC

From: Itoh, Jorji (J.D.)
Sent: Wednesday, February 12, 2020 1:49 PM
To: Robinson, Hue (H.M.)
Cc: Landry, Mike (M.P.)
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Attachments: N19-1001-02 2011-2016 Cross Veh Line C1A Door Latch TRG 11-Feb-2020 Scope1.1.pptx

Sensitivity: Private

Good morning Hue,

Attached is the presentation for the TRG with a few new changes to my slides.
I also added more slides to the back up in case we need to reference.

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

From: Itoh, Jorji (J.D.)
Sent: Tuesday, February 11, 2020 5:31 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

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

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To: Itoh, Jorji (J.D.) <jitoh@ford.com>
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To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>; Ludington, Julie (J.L.) <jludingt@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>
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Sensitivity: Private

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

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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~~***
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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
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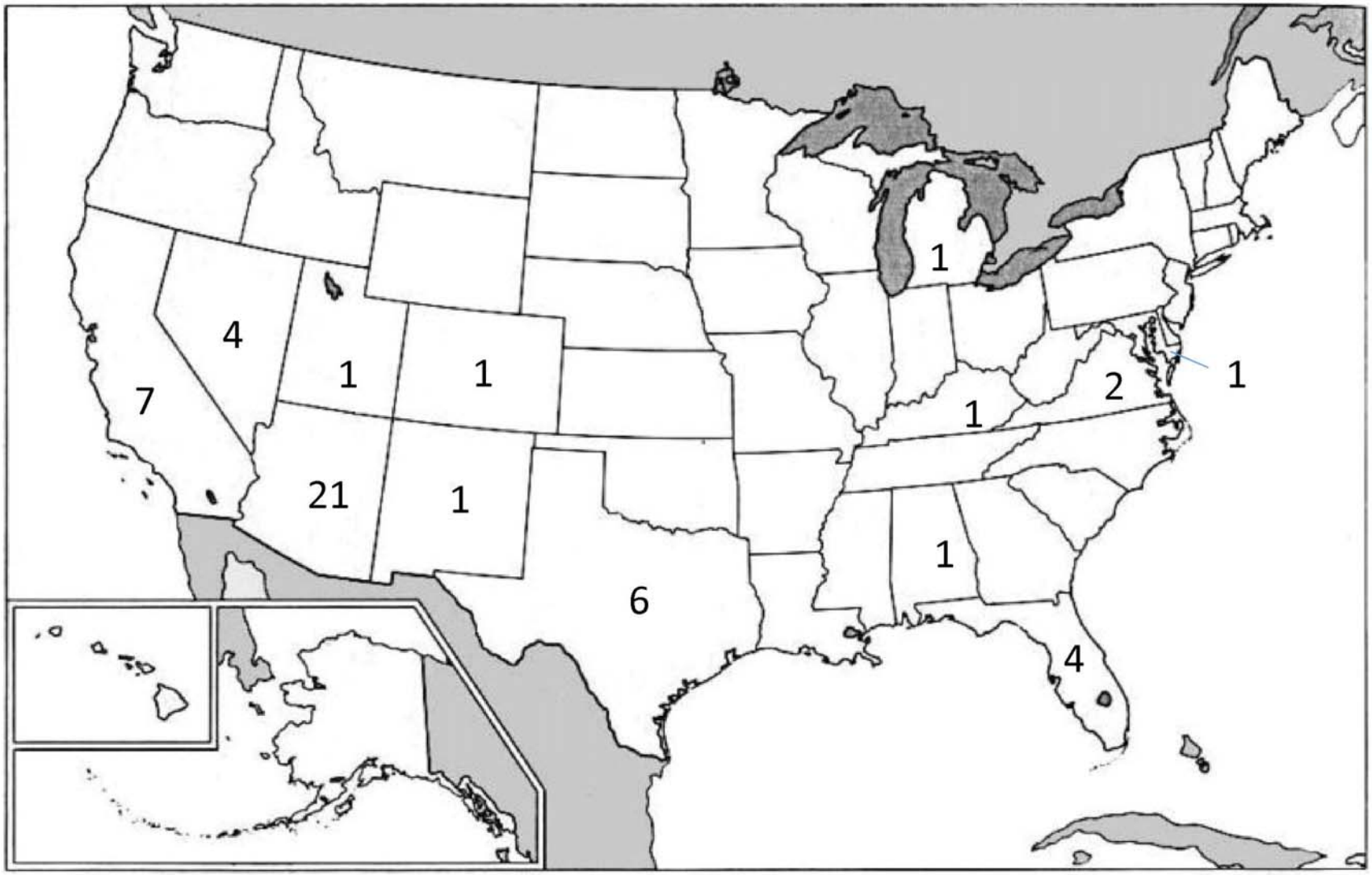
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2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

February 11, 2020

RQ19-005 000850 RC

OOS VOQ Count Based on Location



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

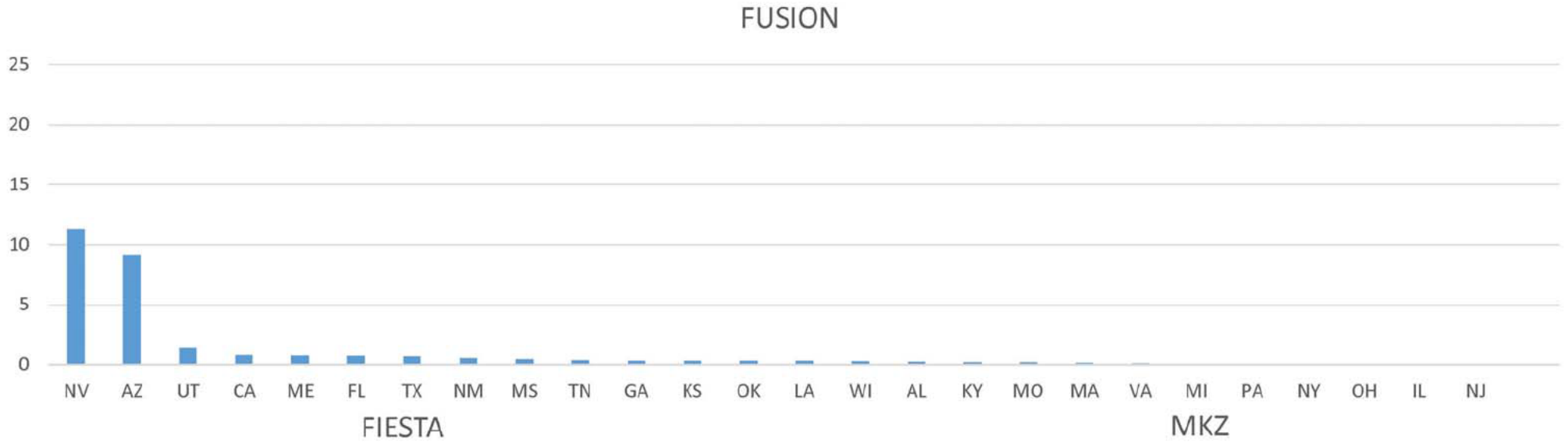
State	VOQs
AZ	21
CA	7
TX	6
FL	4
NV	4
VA	2
AL	1
CO	1
KY	1
MD	1
MI	1
NM	1
UT	1
Grand Total	51

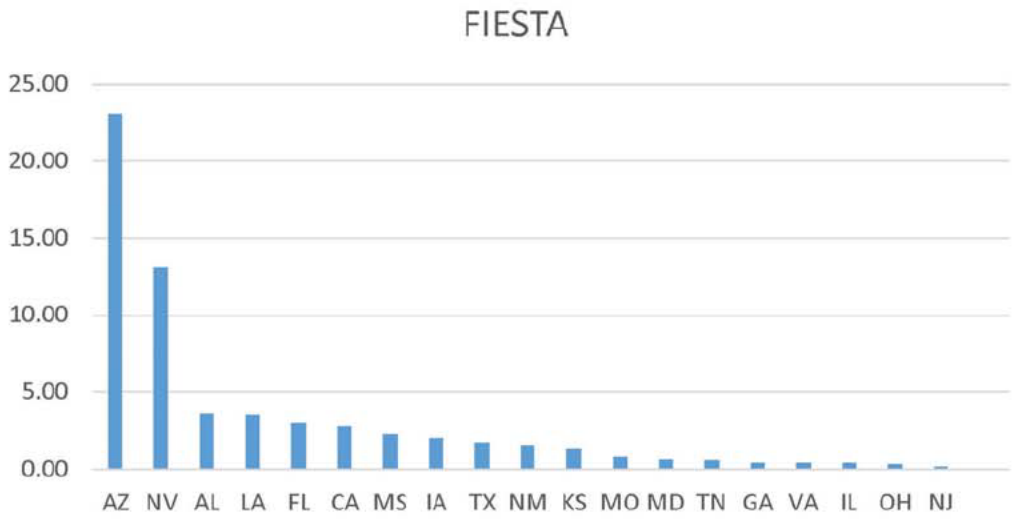
RQ19-005 000857 RC

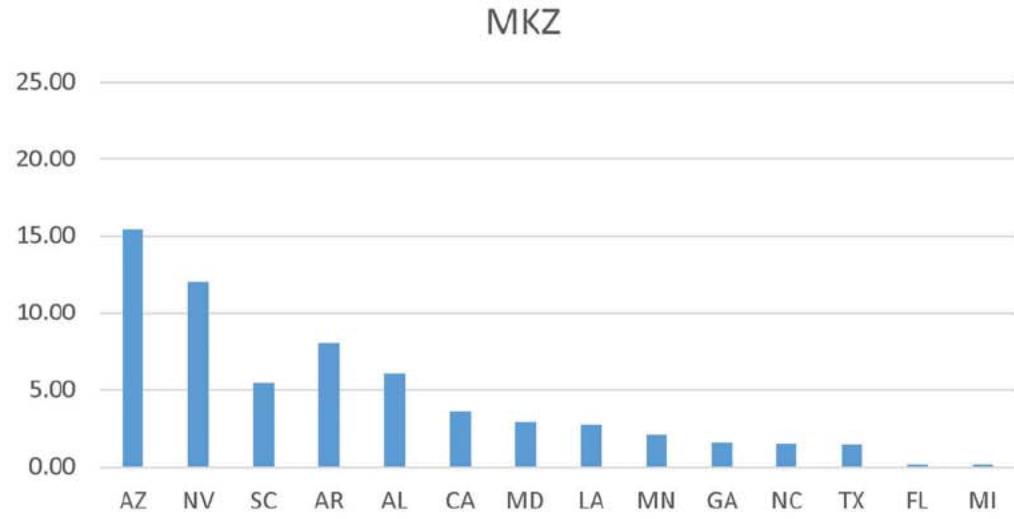
CONFIDENTIAL BUSINESS INFORMATION

OOS Field Data – OWD and Won't Close

All Reports (r/1000)Based on Location







[redacted]

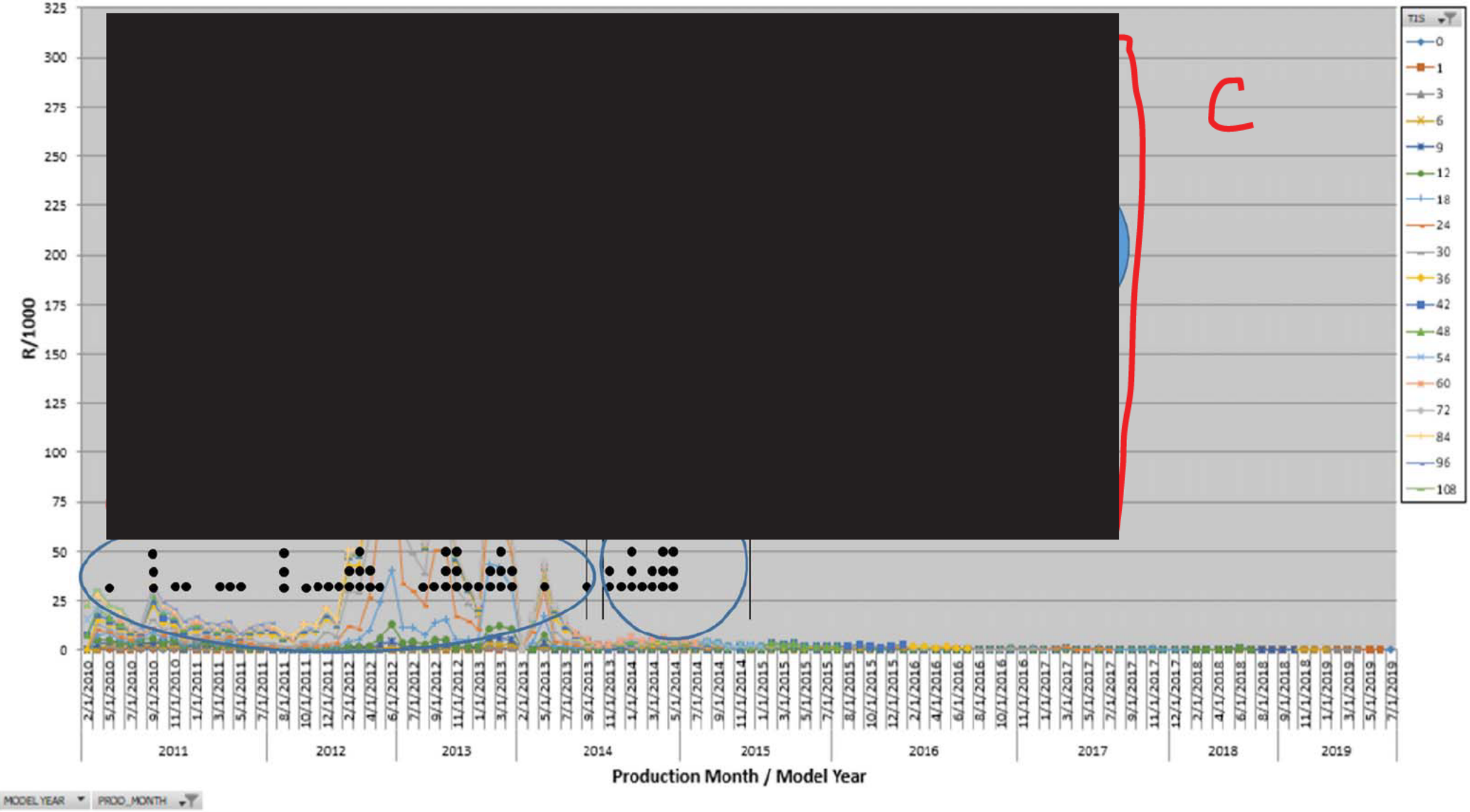
Back – Up

RQ19-005 000859 RC

CONFIDENTIAL BUSINESS INFORMATION

Warranty Data

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

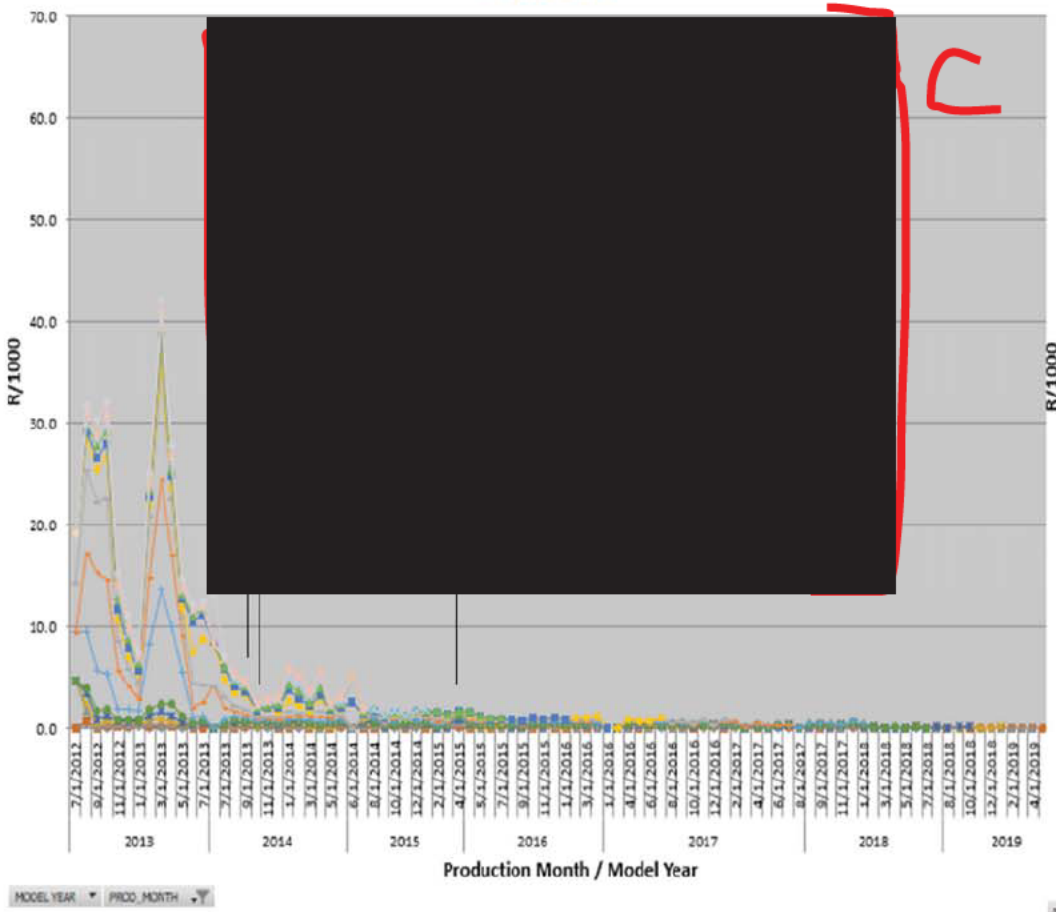


CONFIDENTIAL BUSINESS INFORMATION

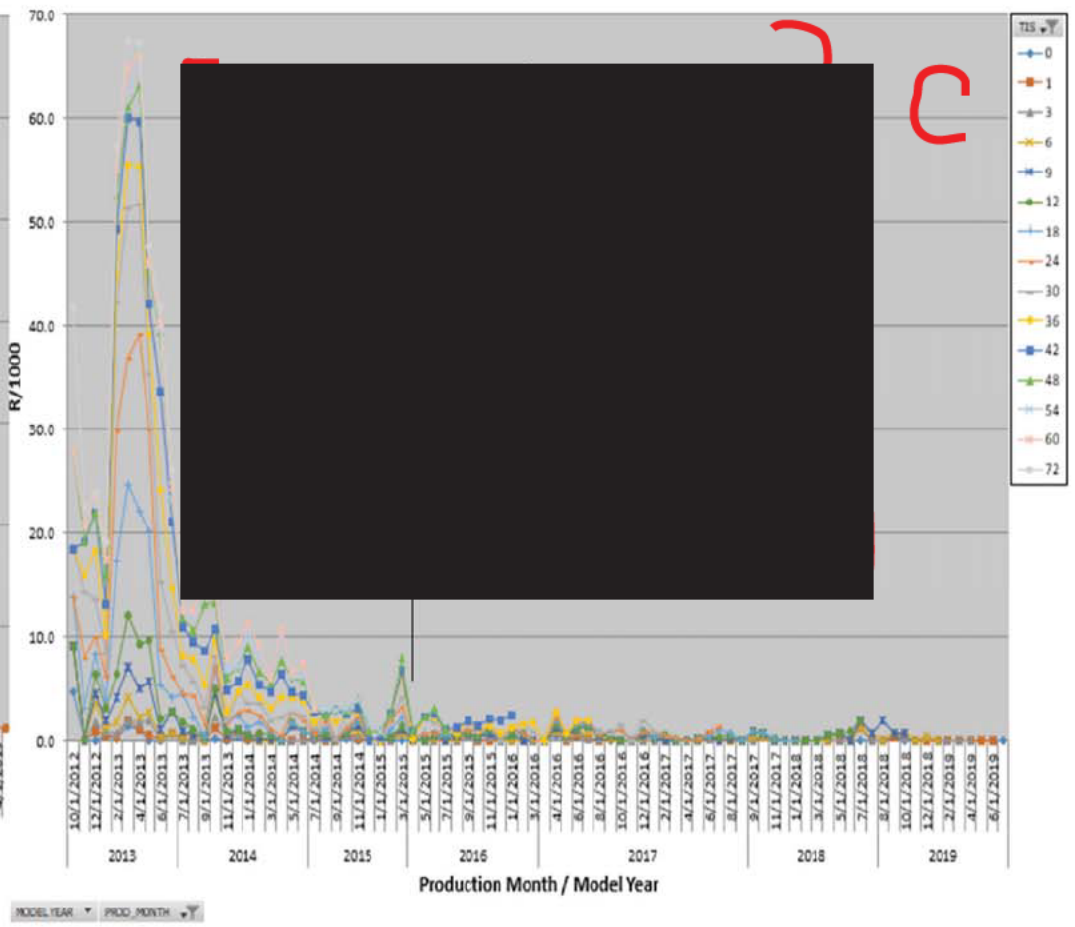
Warranty Data

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

Fusion



MKZ

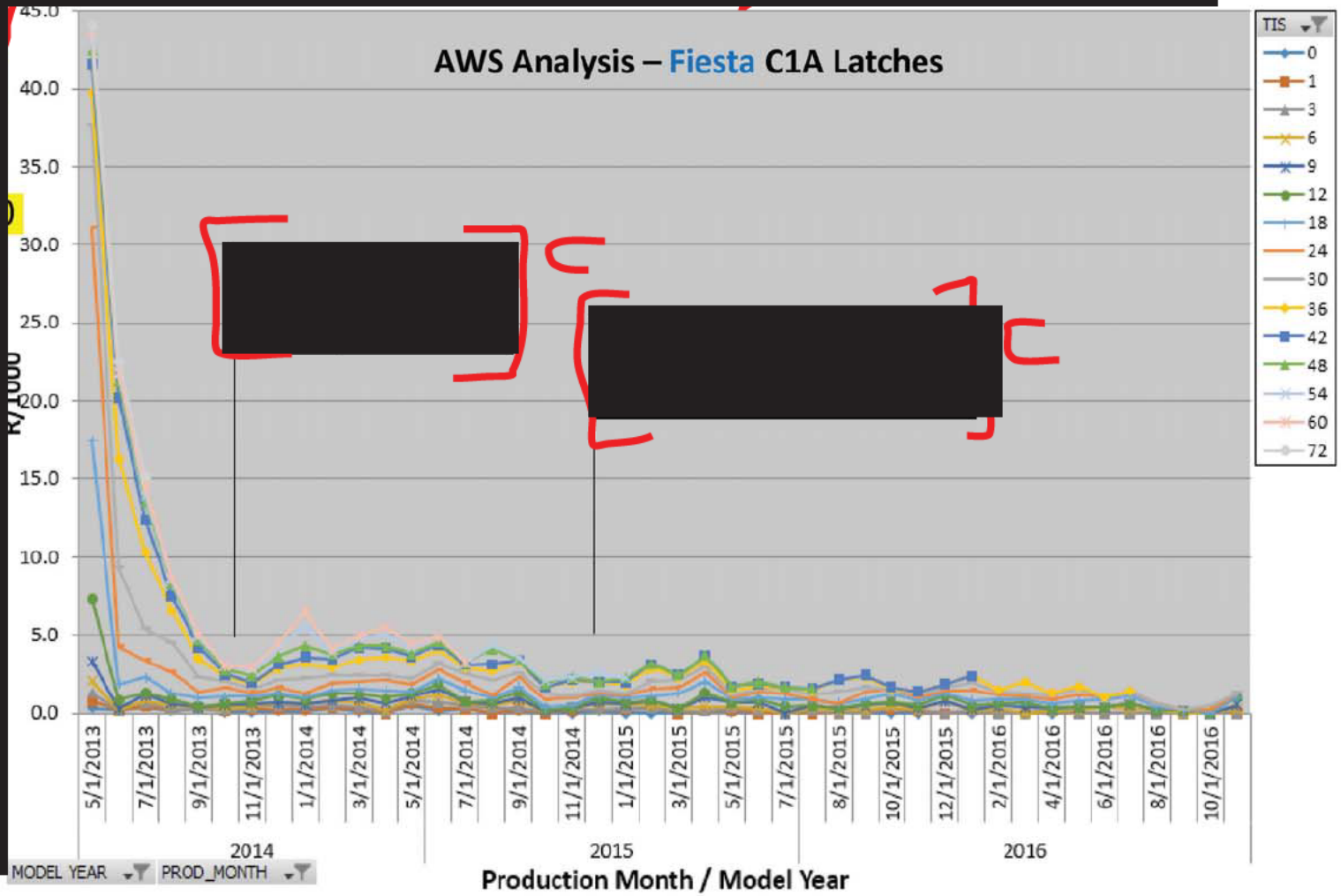


GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient
RQ19-005 000861 RC

CONFIDENTIAL BUSINESS INFORMATION

Scope #1 Post 15S16 – Warranty Data

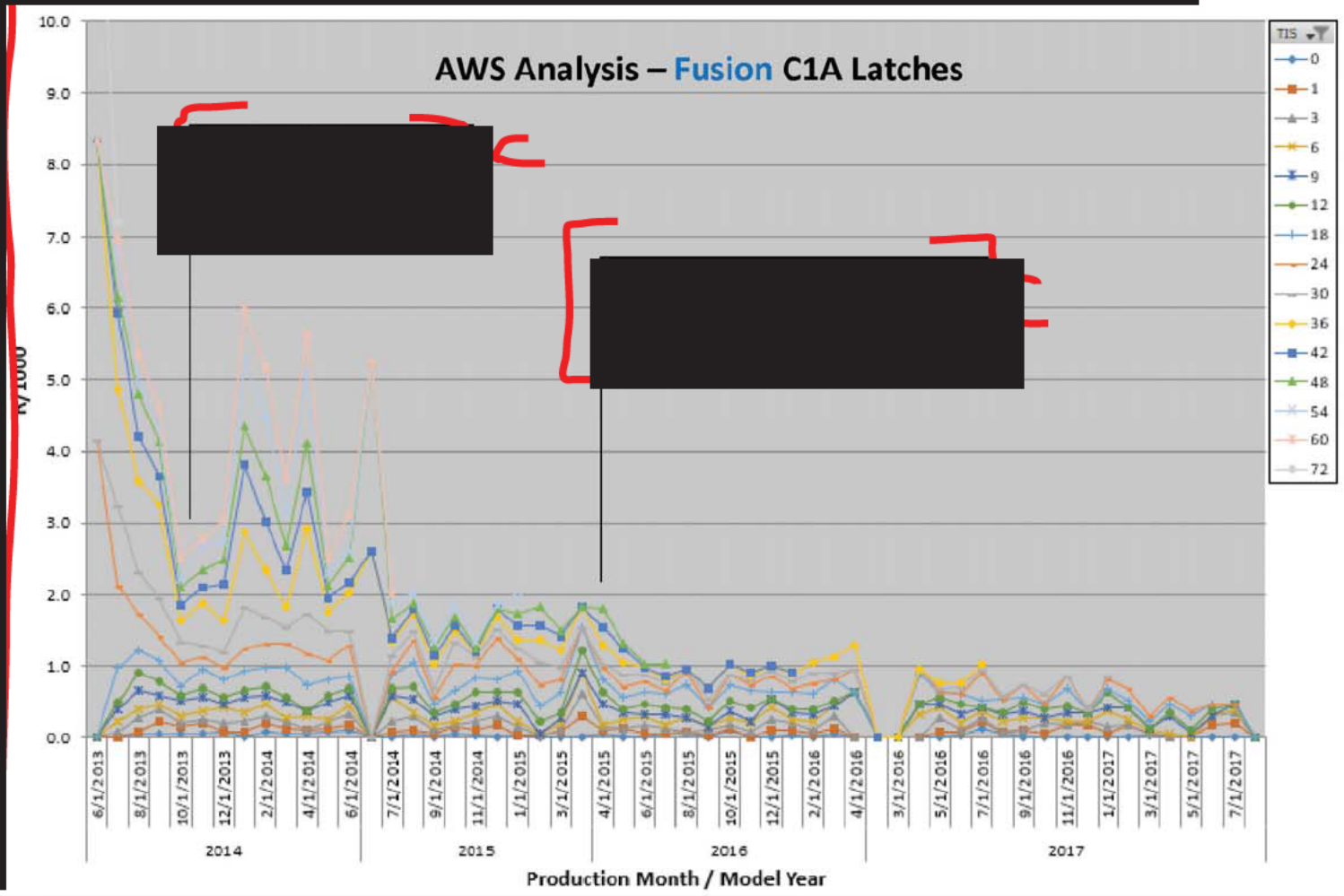
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GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient
RQ19-005 000862 RC

Scope #1 Post 15S16 – Warranty Data

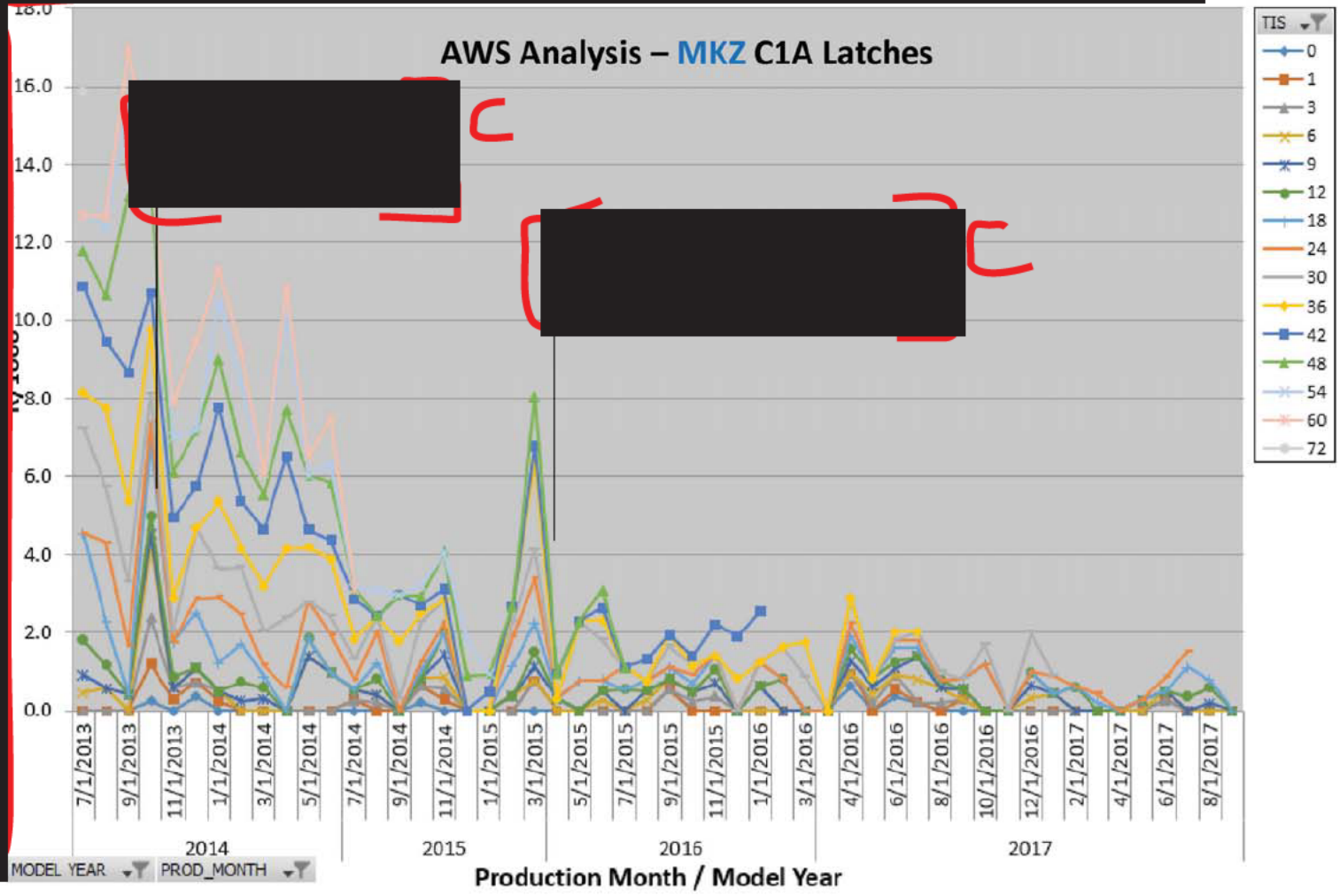
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CONFIDENTIAL BUSINESS INFORMATION

Scope #1 Post 15S16 – Warranty Data

[redacted]



RQ19-005 000864 RC

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: Tenpoint
RQ19-005 000866 RC

From: Itoh, Jorji (J.D.)
Sent: Tuesday, March 10, 2020 3:01 PM
To: Robinson, Hue (H.M.)
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Attachments: N19-1001-02 2011-2016 Cross Veh Line – C1A Door Latch 20200309.pptx

Sensitivity: Private

Hi Hue,

Please see the attached.

[redacted] C

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, March 10, 2020 10:14 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Do you have a later presentation? I thought the one we looked at yesterday was different than the one you sent me before on 2/11/20? Can you please send me the latest?

Also, do we have an estimated volume for each population for the potential FSA's?

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: Wednesday, February 12, 2020 8:49 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Good morning Hue,

Attached is the presentation for the TRG with a few new changes to my slides.
I also added more slides to the back up in case we need to reference.

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

From: Itoh, Jorji (J.D.)
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Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Hue,

I included my slides in your presentation.
Please let me know if you have any questions or concerns.

Kind regards,

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

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Sent: Wednesday, February 5, 2020 5:31 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>; Ludington, Julie (J.L.) <jludingt@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

Hello all,

I apologize for the late reply.

[redacted]

Kind regards,

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Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
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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.

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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)
+1[redacted]FordNet [redacted] / Toll
+1[redacted]US Toll Free Number
Global call-in numbers | Toll-free calling restrictions

Join from a video system or application
Dial 7[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

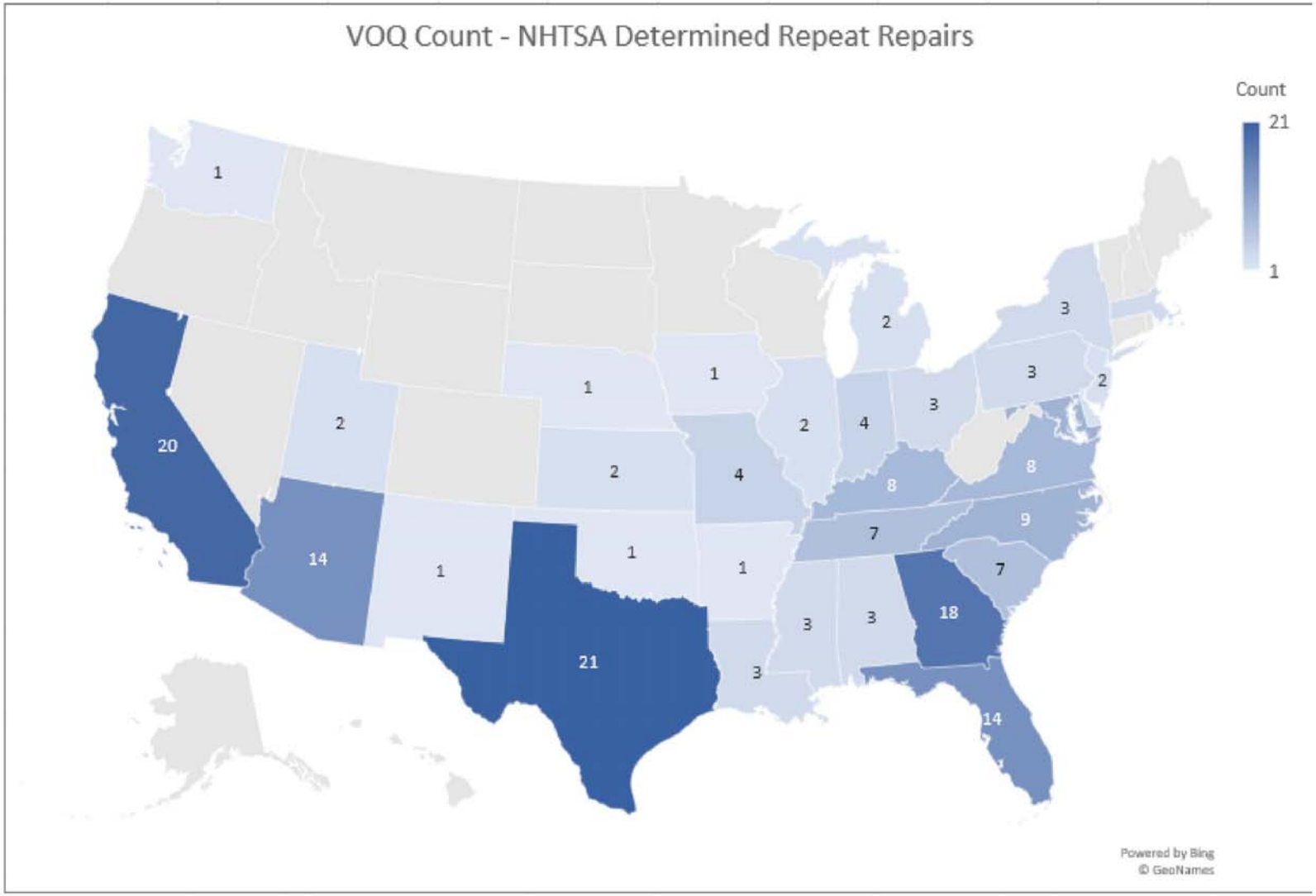
March 9, 2020

RQ19-005 000871 RC

Back – Up

RQ19-005 000877 RC

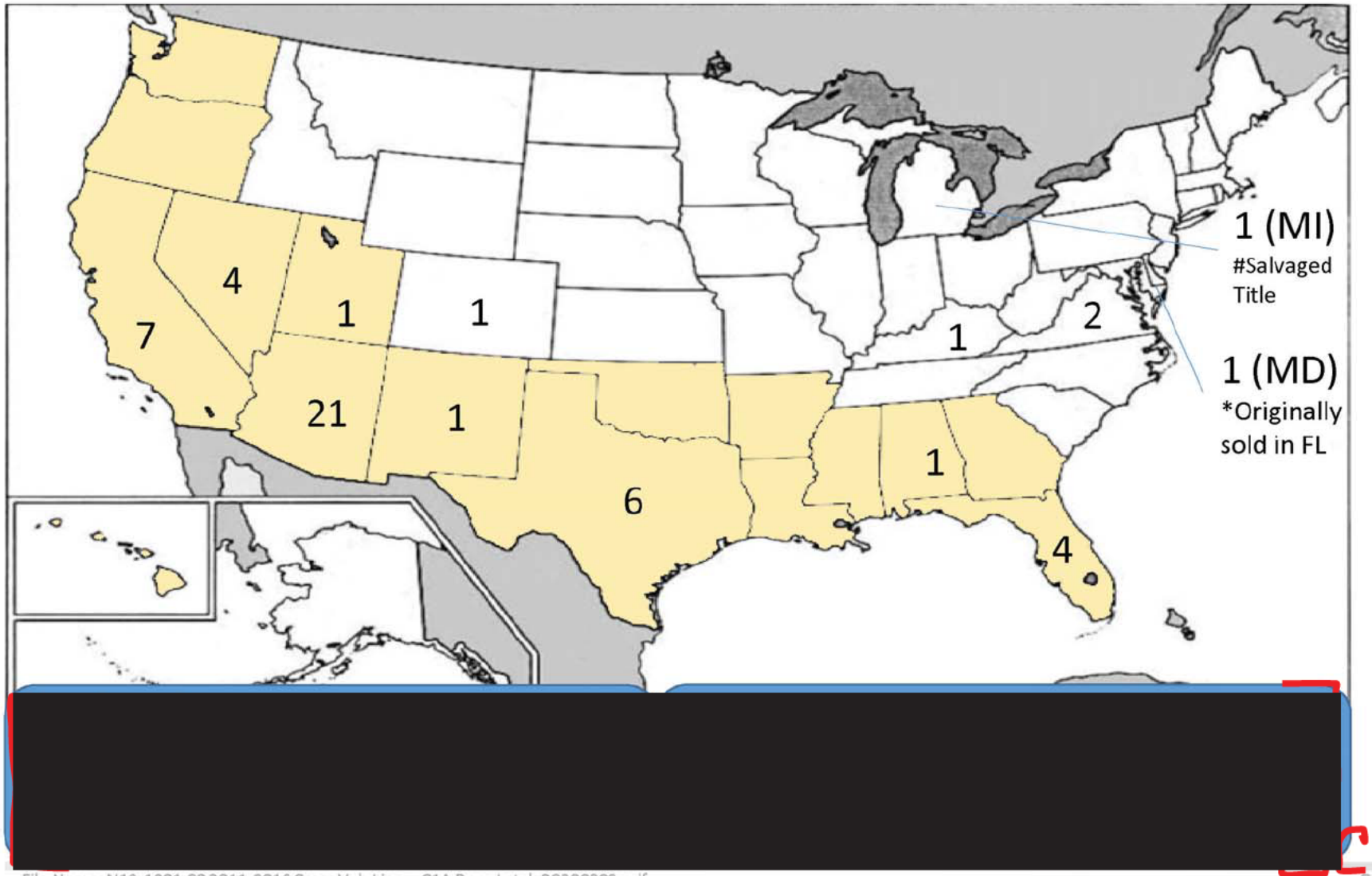
Repeat VOQ (NHTSA Determined) Count Based on Location



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

RQ19-005 000879 RC

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

From: Pleet, Edward (E.A.)
Sent: Tuesday, March 10, 2020 5:47 PM
To: Robinson, Hue (H.M.)
Subject: Re: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch

Sensitivity: Private

Thank you Hue!

Sincerely,

Ed Pleet
Chief Engineer, Body Structure & Closure Systems
Ford Motor Company

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, March 10, 2020 1:41:37 PM
To: Pleet, Edward (E.A.) <epleet@ford.com>
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch

[redacted]

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

---

From: Pleet, Edward (E.A.) <epleet@ford.com>
Sent: Tuesday, March 10, 2020 10:43 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: Re: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Thanks Hue. Can we add a key on slide 7 showing the difference of the red/green circle? Also, do we have a slide from past FSA's showing our various cut off points for prior FSA's?

Sincerely,

Ed Pleet
Chief Engineer, Body Structure & Closure Systems
Ford Motor Company

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, March 10, 2020 10:17:46 AM
To: Pleet, Edward (E.A.) <epleet@ford.com>
Subject: FW: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch

Here's the one I have but I'm checking with Jorji for the latest and the estimated volumes.

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

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Join Meeting

Meeting number (access code): [redacted]
Join by phone
Tap to call in from a mobile device (attendees only)
[redacted] FordNet [redacted] / Toll
[redacted] US Toll Free Number
Global call-in numbers | Toll-free calling restrictions

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

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WebEx Support
Can't join the meeting? Contact support.

[redacted]

[redacted]

Jeannette Poploskie
Recall/Field Fix Manager
N.A. Supply Chain, Parts, Supply & Logistics
Ford Customer Service Division
RCB 3N400
Phone: [redacted]
jpoplosk@ford.com

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Monday, March 09, 2020 2:22 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; 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>; 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>
Cc: Castro, Silney (S.C.) <scastr12@ford.com>; Gu, Tao (T.) <tgu4@ford.com>; Wu, Jiu Shan (Hill.) <jwu137@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch

Will do.

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Monday, March 09, 2020 1:10 PM
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Willard, Jeremy (J.) <jwillar1@ford.com>; Poploskie, Jeannette (J.M.) <jpoplosk@ford.com>
Subject: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch

Team – we will use Tuesday's meeting to review the Fact sheet for this Friday's FRC. There will be a minimum of 3 separate sheets we will have to complete. I'll also put a placeholder on our calendars for early Thursday morning to review, prior to finalizing the Fact sheets.

Zach – can you please send us the Fact sheet once you have it started?

HUE ROBINSON

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

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Sensitivity: Private

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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 1[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]

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

From: Shanton, Michael (M.) <mshanton@ford.com>
Sent: Wednesday, March 04, 2020 8:19 AM
To: Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Roberts, Michael (M.J.) <mrober18@ford.com>
Subject: 15S16 & 16S30 Dealer Repair Counts & Cavassable Dealer Flag

Thayne,

Please see attached data you requested

Thanks

Mike Shanton
GDIA Analytics
[redacted]
mshanton@ford.com
DSCII - 806

FORD ANALYTICS
Global Data Insight & Analytics

From: Itoh, Jorji (J.D.)
Sent: Tuesday, March 17, 2020 6:06 PM
To: Harrier, Nathan (N.)
Subject: RE: 15S16 & 16S30 Dealer Repair Counts & Cavassable Dealer Flag

Nathan,

You're awesome. Thank you very much.

Kind regards,

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

From: Harrier, Nathan (N.) <nharrier@ford.com>
Sent: Tuesday, March 17, 2020 2:02 PM
To: Hansen, Thayne (T.) <thansen1@ford.com>; Diaz, Adrian (A.D.) <adiaz41@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Shanton, Michael (M.) <mshanton@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>; Krivtsov, Vasiliy (V.) <vkrivtso@ford.com>; Roberts, Michael (M.J.) <mrober18@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: 15S16 & 16S30 Dealer Repair Counts & Cavassable Dealer Flag

[redacted]

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

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Tuesday, March 17, 2020 1:37 PM
To: Diaz, Adrian (A.D.) <adiaz41@ford.com>; Harrier, Nathan (N.) <nharrier@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Shanton, Michael (M.) <mshanton@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>; Krivtsov, Vasiliy (V.) <vkrivtso@ford.com>;

Thayne,

Please see attached data you requested

Thanks

Mike Shanton
GDIA Analytics
[redacted]
mshanton@ford.com
DSCII - 806



I've been staring at Excel too long, so I will re-review these tomorrow and review any errors/redistribution.

Thank you in advance for your help.

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

From: Pleet, Edward (E.A.)
Sent: Tuesday, April 21, 2020 2:13 PM
To: Robinson, Hue (H.M.)
Subject: RE: ASO Request

Thank you. I definitely want to participate in those discussions as we have been trying to get this going for some time.

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, April 21, 2020 10:12 AM
To: Pleet, Edward (E.A.) <epleet@ford.com>
Subject: RE: ASO Request

I haven't had a chance to get to this yet with all the recent things coming up. I'll give Adrian a call to get more specifics on when he's looking for this.

BTW, I noticed you weren't on an energy room review with Desi this morning. I was invited to an Early Detection Energy Room review and it was interesting. Of course, since Desi saw me online, she brought up latches a few times… The team was trying to come up with a process to monitor data and notify teams of upcoming issues. I was involved with some of the meetings with Adrian but didn't realize it was for an energy room until today. I want to talk to Adrian a little more about his findings too.

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

---

From: Pleet, Edward (E.A.) <epleet@ford.com>
Sent: Tuesday, April 21, 2020 7:03 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: ASO Request

Hello Hue, Adrian was asking for us to pull together a simple customer perspective of what the series of events that would occur in a C1A spring tab failure. Did we get a chance to send this to him?

Sincerely,

Ed Pleet

Chief Engineer, Ford Motor Company
Core Body Structures, Closures & Architecture
Office – Dearborn, MI PDC 2AA33 Phone - + [redacted]

driving or cannot close the door. Please call me if you would like to discuss further or have any questions to my request.

Thanks,

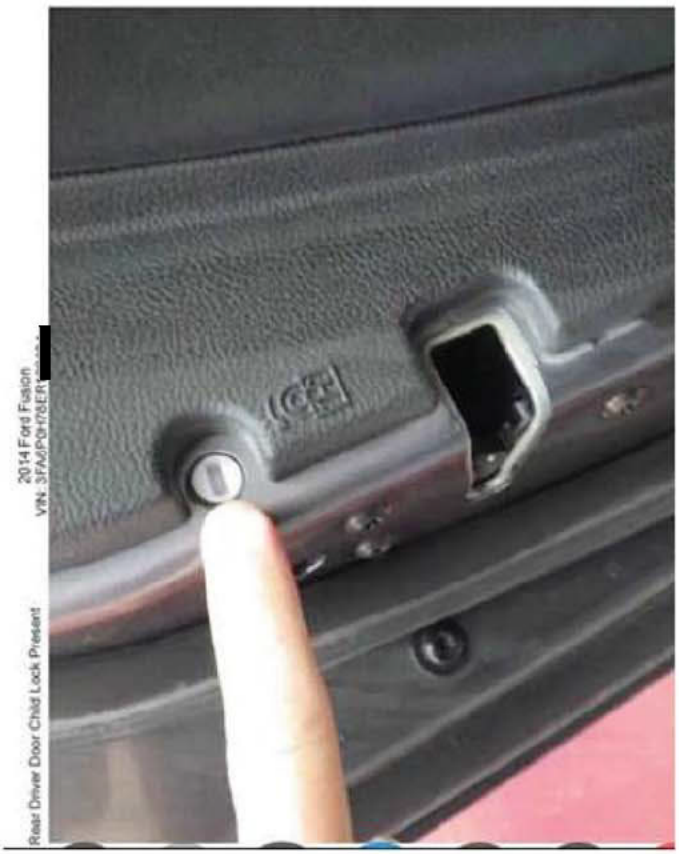
HUE ROBINSON
Ford Motor Co. | HLM Campaign Prevent/Quality Manager | mobile: [redacted] | text page: [redacted]@vtext.com

From: Puscas, Dorin (L.D.)
Sent: Tuesday, February 25, 2020 6:57 PM
To: Robinson, Hue (H.M.); Cemalovic, Vanja (V.)
Subject: RE: C1A Decoder

[redacted] C

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Thursday, February 20, 2020 3:22 PM
To: Cemalovic, Vanja (V.) <vcemalo1@ford.com>; Puscas, Dorin (L.D.) <lpuscas@ford.com>
Subject: RE: C1A Decoder

Here's the pic of the vehicle that NHTSA found from the same vehicle of both rear doors. How is this possible?





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

From: Yandrick, Matthew (NHTSA) <matthew.yandrick@dot.gov>
Sent: Tuesday, February 18, 2020 8:34 AM
To: Landry, Mike (M.P.) <mlandry@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Simmons, Paul (NHTSA) <Paul.Simmons@dot.gov>; Pearse, Dan (NHTSA) <Dan.Pearse@dot.gov>
Subject: RE: C1A Decoder

Hi Jorji,

Thank you for the 4-digit decoder. Did Brose switch from a post/hook retention to a bridge retention, similar to Kiekert? If so, what latch production dates would reflect this?

Dan Pearse would like to present the Texas latch audit at 3:00 PM today. If this schedule works, would you mind sending out a WebEx invite to include Dan, Paul and myself?

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: Itoh, Jorji (J.D.) [mailto:jitoh@ford.com]
Sent: Friday, February 14, 2020 4:48 PM
To: Yandrick, Matthew (NHTSA) <matthew.yandrick@dot.gov>; Simmons, Paul (NHTSA) <Paul.Simmons@dot.gov>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: C1A Decoder

Hello Matt,

Below is a decoder to help with the four-digit codes that were referenced in your document.

Would you mind sharing your presentation of the Texas study with us?

[redacted]

Kind regards,

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

[redacted]

Kind regards,

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

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Matthew Yandrick
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