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

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

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?



C

Kind regards,

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

```
ERROR: undefined
OFFENDING COMMAND: eexec

STACK:

/quit
-dictionary-
-mark-
```

To: 'Mullins, Ernie' <Ernie.Mullins@kiekert.com>; Hietbrink, Mike <Mike.Hietbrink@kiekert.com>
Subject: C1A Info
Importance: High

Hi Ernie/Mike,

I'm looking for some historical information that Kiekert had provided to Ford at one point in time. Can you please locate these documents and send to me? I need these files ASAP please.

EEE-Ford 3306 C1A SCG Bridge-Stress SCF SPK V09 10Sep2014.pdf

Kiekert 8D Broken pawl spring mounting tab 26Oct12 part1.xlsx

Thanks,

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

RQ19-005 000954 RC

https://pd3.spt.ford.com/sites/HLMSharepoint/SitePages/Home.aspx?RootFolder=%2Fsites%2FHLMSharepoint%2FShared%20Documents%2FQuality%2FC1A&FolderCTID=0x01200094CD5379C840A642A8CD9C58513387E6&View=%7B1AD34A9D%2D4631%2D4BF3%2D80F6%2DA733B3889EB9%7D&InitialTabId=Ribbon%2ERead&VisibilityContext=WSSTabPersistence

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

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From: Okeh, Christopher (C.) <cokeh@ford.com>
Sent: Tuesday, November 12, 2019 8:58 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Cemalovic, Vanja (V.) <vcemalo1@ford.com>
Subject: RE: C1A Latches Returned at WPAC

Attached are updated C1A latches : See tabs, Kiekert and Brose.

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, November 12, 2019 7:23 AM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Cemalovic, Vanja (V.) <vcemalo1@ford.com>
Subject: RE: C1A Latches Returned at WPAC

Chris – have any new C1A latches come back and can you please send me with your analysis?

Vanja – were you able to open up any of the C1A latches that Chris had?

I need to provide a summary to the CCRG this morning at 9:00 am.

Thanks,

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

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From: Robinson, Hue (H.M.)
Sent: Tuesday, November 5, 2019 12:49 PM
To: Okeh, Christopher (C.) <cokeh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Cemalovic, Vanja (V.) <vcemalo1@ford.com>
Subject: RE: C1A Latches Returned at WPAC

Chris – I've updated the file with findings from AWS on repair history. Can you please get all the latches to Vanja for his analysis?

Vanja – you should have a look at all the latches but I'm specifically interested in the 4 below from the list.

Vin#	Vehicle Built Date	Latch built/Jullian Date	Repair Date	State	Customer Concern	Tech Action

3FA6P0HD8HR[redacted]	3/28/2017	***9/11/2013***	9/13/2019	MI	Door ajar light on	Ajust door strik replaced latch
3FA6P0HRXDR[redacted]	1/13/2013	12/19/2012	9/20/2019	MD	Right rear door won't close	RR latch replac
3FA6P0H70DR[redacted]	6/18/2013	8/24/2017	10/2/2019	CA	Post 15S16-Right Front won't open	Replaced broke latch after 15S1
3FA6P0CD7KR[redacted]	5/31/2019	5/24/2019	9/23/2019	FL	Right Rear latch won't close	Latch replaced

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

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From: Okeh, Christopher (C.) <cokeh@ford.com>
Sent: Tuesday, November 5, 2019 10:16 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: C1A Latches Returned at WPAC

Attached file contains C1A latches received and reviewed at WPAC. I have the latches with me. Do you want me to hand them over to PD Component Engineers for analysis.

Count	Supplier	Vehicle Line	Vin#	Vehicle Built Date	Latch built/Jullian Date	Repair Date	State	Customer
1	Kiekert	Fussion	3FA6P0H76DR[redacted]	2/11/2013	1/23/2013	9/26/2019	MA	RF door won't clo
2	Kiekert	Fusion	3FA6P0HD8HR[redacted]	3/28/2017	***9/11/2013***	9/13/2019	MI	Door ajar light on
3	Kiekert	Fusion	3FA6P0HRXDR[redacted]	1/13/2013	12/19/2012	9/20/2019	MD	Right rear door w
4	Kiekert	Fusion	3FA6P0G78KR[redacted]	12/10/2018	11/24/2018	10/10/2019		Ajar light on
5	Kiekert	Fusion	3FA6P0H70DR[redacted]	6/18/2019	8/24/2017	10/2/2019	CA	Post 15S16-Right
6	Kiekert	Fusion	3FA6P0CD7KR[redacted]	5/31/2019	5/24/2019	9/23/2019	FL	Right Rear latch
7	Kiekert	B299	3FADP4EJ8FM[redacted]	3/26/2015	3/19/2015	10/2/2019	ON CAN	Alarm goes off at
8	Kiekert	Fusion	3FA6P0HD5FR[redacted]	7/14/2014	6/10/2014	10/3/2019	KS	Righr Rear door v
	NOTE: AWS is down unable to complete columns K and L							

Chris Okeh
Hardware Quality Engineer

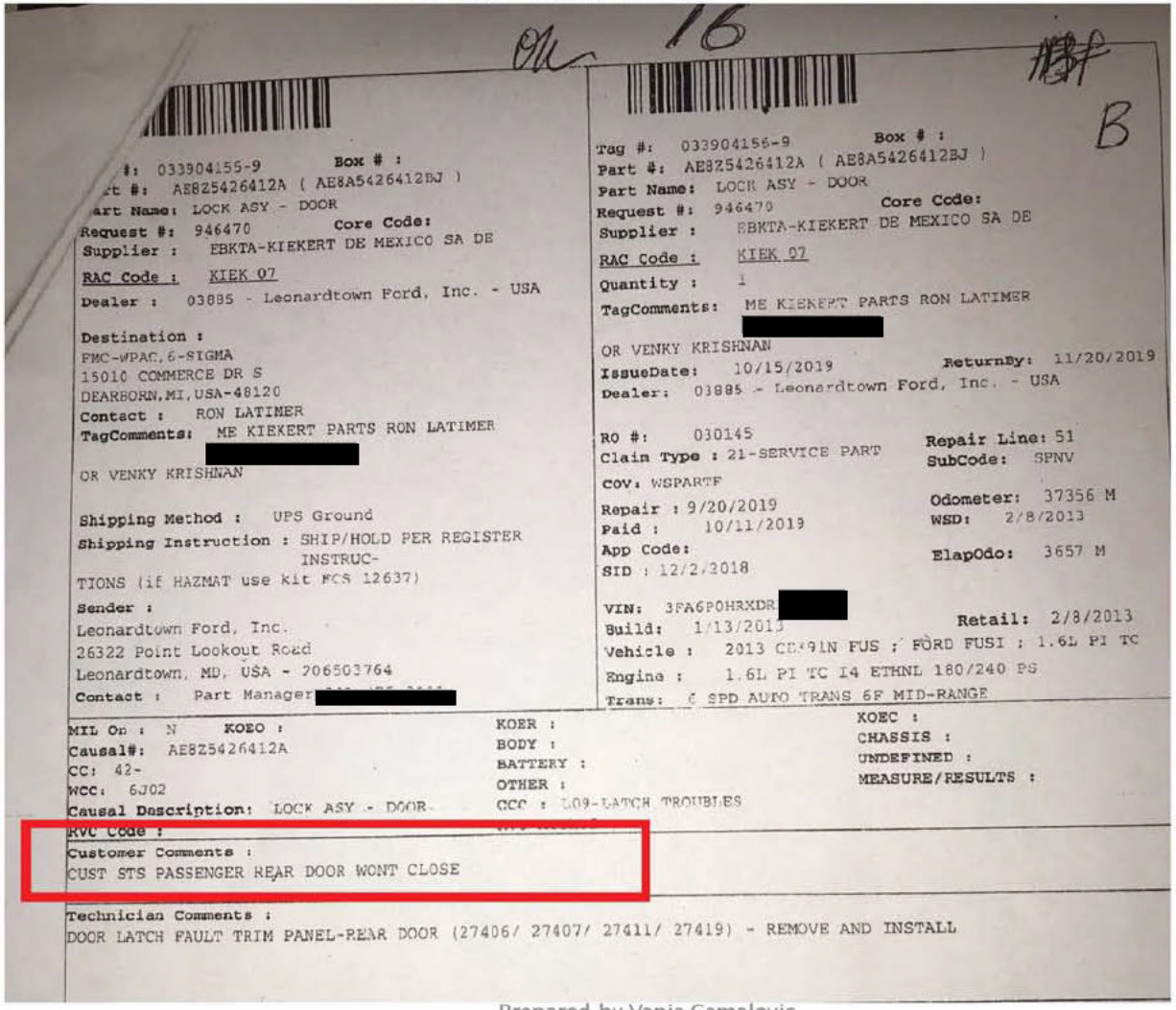
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Side Door Latch Warranty Return Analysis
Passenger Rear Door Latch

Preliminary tear down report

VIN: 3FA6P0HRXDR[redacted]

Claim Details



Tag #: 033904155-9 Box # :
Part #: AE8Z5426412A (AE8A5426412BJ)
Part Name: LOCK ASY - DOOR
Request #: 946470 Core Code:
Supplier : EBKTA-KIEKERT DE MEXICO SA DE
RAC Code : KIEK 07
Quantity : 1
TagComments: ME KIEKERT PARTS RON LATIMER [redacted]
OR VENKY KRISHNAN
IssueDate: 10/15/2019 ReturnBy: 11/20/2019
Dealer: 03885 - Leonardtown Ford, Inc. - USA

RO #: 030145 Repair Line: 51
Claim Type : 21-SERVICE PART SubCode: SPNV
COV: WSPARTF
Repair : 9/20/2019 Odometer: 37356 M
Paid : 10/11/2019 WSD: 2/8/2013
App Code:
SID : 12/2/2018 ElapOdo: 3657 M

VIN: 3FA6P0HRXDR[redacted] Retail: 2/8/2013
Build: 1/13/2013
Vehicle : 2013 CD391N FUS ; FORD FUSION ; 1.6L PI TC
Engine : 1.6L PI TC I4 ETHNL 180/240 PS
Trans: 6 SPD AUTO TRANS 6F MID-RANGE

Destination :
FMC-WPAC,6-SIGMA
15010 COMMERCE DR S
DEARBORN,MI,USA-48120
Contact : RON LATIMER
TagComments: ME KIEKERT PARTS RON LATIMER [redacted]
OR VENKY KRISHNAN

Shipping Method : UPS Ground
Shipping Instruction : SHIP/HOLD PER REGISTER INSTRUC-
TIONS (if HAZMAT use kit FCS 12637)

Sender :
Leonardtown Ford, Inc.
26322 Point Lookout Road
Leonardtown, MD, USA - 206503764
Contact : Part Manager [redacted]

MIL On : N KOEO :
Causal#: AE8Z5426412A
CC: 42-
WCC: 6J02
Causal Description: LOCK ASY - DOOR
RVC Code :

KOER :
BODY :
BATTERY :
OTHER :
CCC : L09-LATCH TROUBLES

KOEC :
CHASSIS :
UNDEFINED :
MEASURE/RESULTS :

Customer Comments :
CUST STS PASSENGER REAR DOOR WONT CLOSE

Technician Comments :
DOOR LATCH FAULT TRIM PANEL-REAR DOOR (27406/ 27407/ 27411/ 27419) - REMOVE AND INSTALL

From: Itoh, Jorji (J.D.)
Sent: Friday, February 28, 2020 12:56 PM
To: Cemalovic, Vanja (V.); Robinson, Hue (H.M.); Landry, Mike (M.P.)
Subject: RE: C1A: Latch Interchangeability

Vanja,

This is very helpful, thank you very much.

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

From: Cemalovic, Vanja (V.) <vcemalo1@ford.com>
Sent: Thursday, February 27, 2020 4:28 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: C1A: Latch Interchangeability

[redacted]

I can put together more detailed presentation.
Thanks

Vanja

From: Itoh, Jorji (J.D.)
Sent: Wednesday, October 16, 2019 11:36 AM
To: Baker, Zachary (Z.)
Subject: RE: CCRG: Fiesta/Fusion/MKZ C1A Door Latch

Good morning Zach,

In regard to the sample size recommended for PD analysis:

2012-2019 Fiesta – Five parts for each model year
2013-2020 Fusion – Five parts for each model year
2013-2020 MKZ – Five parts for each model year

I hope this is not too much work and understand that the older model years will be the most difficult.
We appreciate the support.

Kind regards,

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Tuesday, October 15, 2019 2:33 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: CCRG: Fiesta/Fusion/MKZ C1A Door Latch

Are these VOQs?

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, October 15, 2019 1:40 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: CCRG: Fiesta/Fusion/MKZ C1A Door Latch

Who can help us contact the customers below to see if we can buy their defective parts from them? For the VIN that I highlighted below, the customer states they are in possession of the failed latch. There are 18 reports

below of both Fusion and Fiesta that were filed this year from July to September, with the hope that the recent claims will have a better chance that the customers still have the failed parts.

VIN	Model Yr	Model	Failure Date	NHTSA File Date	City	State	Summary
3FA6P0H78DR[redacted]	2013	FUSION	23-Sep-19	24-Sep-19	BAY ST LOUIS	MS	I TOOK MY CAR IN TO WATSON FORD IN FIXED EVERYTHING..INCLUDING MY DOC BECAUSE THE FRONT PASSENGER DOOR COULD HAVE BEEN SERIOUSLY HURT. NO DONE THE VERY SAME THING. I HAVE ATT GET THEM TO FIX THIS BEFORE SOMEONE BOTH TIMES MY CHILD'S LIFE WAS ENDAN WANT TO BE ABLE TO DRIVE SAFELY WITH 3RD PROBLEM CONCERNING THESE DOC
3FA6P0HR1DR[redacted]	2013	FUSION	17-Sep-19	18-Sep-19	CHARLOTTE	NC	RECALL OF DOOR LOCKS FULLY REPLACI LATCH FAILED JUST LIKE INITIAL INCIDENT. SOMETHING WAS STOPPING IT FROM CL
3FA6P0H75DR[redacted]	2013	FUSION	12-Sep-19	12-Sep-19	LOUISVILLE	KY	PASSENGER AND DRIVER SIDE DOOR LAT OTHER. THE CAR WAS PARKED BOTH TIMI THE DOORS THEY DO NOT LATCH SHUT A
3FA6P0H77DR[redacted]	2013	FUSION	10-Sep-19	11-Sep-19	KNOXVILLE	TN	TL THE CONTACT OWNS A 2013 FORD FU OPENED INDEPENDENTLY WITHOUT WARI SIDE OF THE ROAD AND ATTEMPTED TO C FAILED. THE CONTACT HELD THE DOOR A CALLED TED RUSSELL FORD LINCOLN (85 AND WAS INFORMED THAT THE VIN WAS TAKEN TO A DEALER AND WAS NOT REPA THE FAILURE. THE APPROXIMATE FAILURE
3FA6P0HR5DR[redacted]	2013	FUSION	23-Aug-19	23-Aug-19	FREMONT	NE	WAS DRIVING IN TOWN (LESS THAN 45 M OPEN ON ITS OWN. THANKFULLY MY 5YR WAS SITTING RIGHT THERE. THERE WAS N BEEN OPEN WHILE I WAS DRIVING. THE L SECURELY AND WAS NOT AN ISSUE. THE THE LATCH WILL NOT HOLD IT CLOSED. T VEHICLE FOR THE VERY SAME PROBLEM (REOCCURRING FAILURE AFTER THE RECA RESPONSIBILITY FOR THE 2ND REPAIR OF SINCE IT WAS 3 YRS AFTER THE FIRST REPA
3FA6P0K98DR[redacted]	2013	FUSION	19-Jul-19	21-Aug-19	TRUCKSVILLE	PA	RECALL # 15S16 ON MY 2013 FORD FUSI REPLACEMENT. FORD MARKED THIS `IMP TOOK MY ABOVE MENTIONED VEHICLE T DICKSON CITY PA 18519 SERVICE ADVIS DROP OFF. UPON PICK UP I WAS INFORM PROPER OPERATION AS PER RECALL 15S BE. ON APPROXIMATELY 07/19/19 WHILE FLUNG OPEN WITH GREAT FORCE THAT S TRIED TO SECURE THE DOOR BUT THE DO SECURE THE DOOR AND IT FAILED TO SEC THAT WAS TIED AROUND THE DOOR FRA OF THE BACK PASSENGER DOOR. SKIP A 577 E. MAIN ST WILKES-BARRE PA 18702 C PROBLEM. MILEAGE DROPPED OFF AT 66 DOMINICK STATES ON MY PAPERWORK T [XXX] ALSO STATES THAT VEHICLE DOES N STATES NO TSB'S OR SSM'S FOUND FOR TH BY COCCIA WAS BE8Z 5421812B DESCRI LABOR $104.95 THE LINE TOTAL WAS $26 THIS VERY STEEP BILL. I PAID AND OBTAIN MY CASE SEVERAL TIMES TO COCCIA FO MULTIPLE CALLS TO SPEAK WITH A SUPER SUPERVISOR EACH AND EVERY CALL. I A RECALL DEFECT. INFORMATION REDAC ACT (FOIA) 5 U.S.C. 552(B)(6). *TR

3FA6P0H73DR[redacted]	2013	FUSION	10-Aug-19	12-Aug-19	UNION CITY	GA	TL* THE CONTACT OWNS A 2013 FORD FU FRONT PASSENGER DOOR UNLATCHED A INDICATOR ILLUMINATED. THE CONTACT 6075 (LOCATED AT 4355 JONESBORO RD VEHICLE WAS REPAIRED PER NHTSA CAM (LATCHES/LOCKS/LINKAGES) IN 2016. TH AND CONFIRMED THAT THE RECALL REPA DIAGNOSED OR REPAIRED. THE FAILURE /
3FA6P0HR8DR2[redacted]	2013	FUSION	1-Jan-19	7-Aug-19	FAYETTEVILLE	NC	TL* THE CONTACT OWNS A 2013 FORD FU AUTO WORLD (2634 HOPE MILLS RD FAYE NHTSA CAMPAIGN NUMBER: 17V210000 MADE WHILE DRIVING 25 MPH THE PASSE TOOK THE VEHICLE BACK TO THE DEALER TIME. SOON AFTER THE SECOND REPAIR T THE DRIVER'S DOOR WAS NOT REPAIRED. MILEAGE WAS UNKNOWN.
3FA6P0HR1DR1[redacted]	2013	FUSION	28-Jul-19	1-Aug-19	GRIMES	IA	LAST YEAR OUR BACK PASSENGER DOOF AND FOUND THAT THERE WAS A RECALL ISSUE. WHEN WE TOOK IT IN TO THE FORD NOT UNDER RECALL BUT THAT IT WAS A `I CAR DOOR THAT WAS THE ISSUE. WE PAI HAPPENED TO THE FRONT PASSENGER DO WE WERE GETTING INTO THE CAR WHILE I SAID THERE WAS NOTHING THEY COULD RECALL. THIS IS VERY CONCERNING TO I PART AND NOT NORMAL WEAR AND TEA FORD EVEN IF THE DOOR DOES SHUT IT C ARE DRIVING DOWN THE INTERSTATE WITI WITHOUT WARNING DUE TO A DEFECTIVE HAS ALREADY HAPPENED TO 2 OUT OF C TO THE OTHER 2 DOORS. THANK YOU FO
3FA6P0HR4DR[redacted]	2013	FUSION	9-Jul-18	30-Jul-19	NORFOLK	VA	TL* THE CONTACT OWNS A 2013 FORD FU 15 MPH THE DRIVER'S SIDE DOOR OPENE CLOSE THE DOOR. THE DOOR WOULD NO WERE PREVIOUS FAILURES CONCERNING SCHEDULED AN APPOINTMENT WITH CAV 23320 (757) 424-1111) FOR DIAGNOSTIC MANUFACTURER WAS MADE AWARE OF MILEAGE WAS 100 000.
3FA6P0HR3DR[redacted]	2013	FUSION	28-Jul-19	29-Jul-19	MURRAYVILLE	GA	TL* THE CONTACT OWNS A 2013 FORD FU TURN THE REAR PASSENGER DOOR OPEN INDICATORS ILLUMINATED. PRIOR TO THE CONTACT ASSOCIATED THE FAILURE WITH (LATCHES/LOCKS/LINKAGES). THE CONTA BROWNS BRIDGE RD GAINESVILLE GA 30 FAILURE. THE VEHICLE WAS NOT DIAGNO THE FAILURE MILEAGE WAS 80 000.
3FA6P0HR5DR[redacted]	2013	FUSION	27-Jul-19	29-Jul-19	BOYLSTON	MA	PASSENGER DOOR LATCH LET GO DURIN DOOR TO FLY OPEN UNEXPECTEDLY. THIS RECALL A YEAR AGO.
3FA6P0LU8DR[redacted]	2013	FUSION	15-Jul-19	29-Jul-19	WALKERSVILLE	MD	PASSENGER SIDE DOOR LATCH BROKE A PASSENGER SEAT ONTO BUSY HIGHWAY. DEFECTIVE DOOR LATCH WAS ALREADY ONLY WARANTEES PARTS REPLACED BY A RESPONSIBLE FOR THE REPAIR AS IT IS NO CALLED THE SERVICE DEPARTMENT THE G PERFORMED. I TOLD HIM TO CHECK THE (THEM WHILE HE WAS LOOKING HE MENTI VEHICLES COMING IN AGAIN FOR THE SA EVER SAYING THAT ME. SO WHAT IS THE A PART RECALLED FOR SAFETY REASONS STATING THAT THE WARANTEE ON THE NE NO SENSE TO ME IS THERE SUCH A THING

							GO THROUGH THE MOTIONS AND MY LIA EVEN DID THE RECALL IN THE FIRST PLACE ODDS THAT THE EXACT PART THAT WAS D AGAIN FOR THE EXACT SAME THING IT W JUST DEALER AND GOT THE SAME RESPO
3FA6P0H75DR3[redacted]	2013	FUSION	14-Jul-19	17-Jul-19	SWEETWATER	TN	I RETURNED TO MY PARK CAR OPENED A OPENED THE REAR PASSENGER DOOR TO SEAT AND THEN WALKED AROUND GOT PASSENGER SIDE DOOR AJARD LIGHT INI THE DOOR AND IT WAS NOT LATCHED. I (REALIZE IT WOULD NOT LATCH.IT LOOKED TO CALL MY HUSBAND TO COME AND C HOLD IT SHUT. I CALLED SERVICE AND HA ME IT WAS THE SAME PROBLEM THEY HAD THOUGH MY VIN WAS NOT LISTED. THEY F TO COVER THE EXPENSE OR COVER IT IN MILES AND NO EXTENDED WARRANTY. TH COVERED AND ALL MY DOOR LATCHES A CAS NUMBER WITH FORD CUSTOMER R CONCERNED WHAT DOES MY MILEAGE (PART THAT FORD IS AWARE OF?
3FA6P0K91DR[redacted]	2013	FUSION	14-Jul-19	15-Jul-19	TECUMSEH	KS	THE FRONT PASSENGER DOOR LATCH FA DRIVING DOWN THE ROAD. THE VEHICLI ON A RESIDENTIAL STREET AT THE TIME. IF WOULD HAVE BEEN A VERY UNSAFE SITU/ ISSUE IN 2015 (RECALL # 15S16) . FORD S 2015. I BOUGHT THE VEHICLE USED IN MA
3FADP4FJ4BM[redacted]	2011	FIESTA	4-Jul-19	6-Jul-19	SONORA	KY	BOTH OF MY REAR DOOR LATCHES STOP STATIONARY. THERE WAS A RECALL FOR INDICATED THAT THEY WERE REPLACED A THE RECALL. HOWEVER HAVING BOTH RE BELIEVE THE SAFETY OF THE REPLACED LA
3FADP4EJXEM[redacted]	2014	FIESTA	29-Jun-19	1-Jul-19	PACOIMA	CA	PASSENGER DOOR DOES NOT CLOSE WH DOOR SWINGS OPEN HAS TO BE HELD D(ON THESE VEHICLES CAN PREVENT THE D THE DOOR OPENING WHILE THE VEHICLE DOOR WOULD NOT LATCH AT ALL SO TH (LOOPING THE SEATBELT THROUGH THE D THE VEHICLE. SOME CUSTOMERS ALSO RI ON THE SAME VEHICLE ON DIFFERENT DC FIESTA MANUFACTURED ON APRIL 2014 IS LABORED NOT GETTING COVERED BY FC RECALL EVEN THOUGH THE RECALL NOTI
3FADP4BJ4DM[redacted]	2013	FIESTA	28-Jun-19	1-Jul-19	KNOXVILLE	TN	DRIVER SIDE DOOR LATCH WILL NOT CAT MALFUNCTIONED I WAS IN A PARKING LO PARKING LOT IN THE AM AND CAME OUT DID NOT LATCH WHEN I SHUT IT AND NO (LANCE CUNNINGHAM FORD - KNOXVIL WHEN ASKED ABOUT THE RECALL FOR TH THAT MY CAR DID NOT QUALIFY. THE CA

HUE ROBINSON

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Monday, October 14, 2019 1:41 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>

From: Landry, Mike (M.P.)
Sent: Monday, October 7, 2019 9:06 PM
To: Pleet, Edward (E.A.)
Cc: Robinson, Hue (H.M.); Itoh, Jorji (J.D.); Williams, Cynthia (.)
Subject: RE: Design Review Requested: NHTSA C1A Latch Inquires

Perfect. Thank you!

Regards,

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

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

Ford Go Further
SUSTAINABILITY ENVIRONMENT & SAFETY ENGINEERING

From: Pleet, Edward (E.A.) <epleet@ford.com>
Sent: Monday, October 7, 2019 4:28 PM
To: Landry, Mike (M.P.) <mlandry@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Williams, Cynthia (.) <cwilli96@ford.com>
Subject: RE: Design Review Requested: NHTSA C1A Latch Inquires

Mike, this is the purpose of the 11am meeting tomorrow. I would like to understand why we were not informed much earlier. Let's talk tomorrow.

From: Landry, Mike (M.P.) <mlandry@ford.com>
Sent: Monday, October 07, 2019 4:26 PM
To: Pleet, Edward (E.A.) <epleet@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Williams, Cynthia (.) <cwilli96@ford.com>
Subject: Design Review Requested: NHTSA C1A Latch Inquires

Ed,
Desi asked me to contact you and ask that you have a design review with your team regarding a recent C1A latch investigation that was opened in CCRG.

Background:
Over the past several weeks we have had several inquiries from NHTSA regarding customer complaints of door latch failures on 2011-2014 Fiesta and 2013-2014 Fusions/MKZ.

From: Wooley, Lynn <lwooley@marketsource.com>
Sent: Monday, March 23, 2020 6:56 PM
To: Harrier, Nathan (N.)
Cc: Pisciotta, Tony; Walsh, Lisa; Hansen, Thayne (T.); Szabela, Brian; Lee, Mimi
Subject: Re: Door latch data 3.18 and 3.19

we have touched about 30- I just pulled in the mgt team to roll these at a faster pace.

We should be through all of them by sometime tomorrow.

Thanks

Lynn Wooley
Program Director
Takata Recall
MarketSource, Inc.

M: [redacted]
lwooley@marketsource.com
11700 Great Oaks Way, Suite 500
Alpharetta, Georgia 30022

https://www.safeairbags.com/

From: Harrier, Nathan (N.) <nharrier@ford.com>
Sent: Monday, March 23, 2020 2:53 PM
To: Wooley, Lynn <lwooley@marketsource.com>
Cc: Pisciotta, Tony <apisciot@marketsource.com>; Walsh, Lisa <lwalsh@marketsource.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Szabela, Brian <bszabela@marketsource.com>; Lee, Mimi <mislee@marketsource.com>
Subject: RE: Door latch data 3.18 and 3.19

Lynn,

When do you think we can expect to have the first audited report? Just trying to set expectations on my end.

Thank you,
Nathan Harrier
Ford Motor Company
Recall & Service Programs
nharrier@ford.com

Phone [redacted]



From: Harrier, Nathan (N.)
Sent: Monday, March 23, 2020 9:37 AM
To: Wooley, Lynn <lwooley@marketsource.com>
Cc: Pisciotta, Tony <apisciot@marketsource.com>; Walsh, Lisa <lwalsh@marketsource.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Szabela, Brian <bszabela@marketsource.com>; Lee, Mimi <mislee@marketsource.com>
Subject: RE: Door latch data 3.18 and 3.19

Thank you! Understand the team has been moving fast on these and is likely going through a learning curve. Given the scrutiny this data will be reviewed, when data is inaccurate or incomplete it drives lots of questions.

Thank you,

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



From: Wooley, Lynn <lwooley@marketsource.com>
Sent: Monday, March 23, 2020 9:27 AM
To: Harrier, Nathan (N.) <nharrier@ford.com>
Cc: Pisciotta, Tony <apisciot@marketsource.com>; Walsh, Lisa <lwalsh@marketsource.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Szabela, Brian <bszabela@marketsource.com>; Lee, Mimi <mislee@marketsource.com>
Subject: Re: Door latch data 3.18 and 3.19

Nathan

Yes we can have these reviewed - we can put these into the proper doc view and touch each one making sure the data matches.

Thanks



Lynn Wooley
Program Director
Takata Recall
MarketSource, Inc.
M: [redacted]
lwooley@marketsource.com

[redacted]

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

From: Wooley, Lynn <lwooley@marketsource.com>
Sent: Friday, March 20, 2020 8:50 AM
To: Harrier, Nathan (N.) <nharrier@ford.com>
Cc: Pisciotta, Tony <apisciot@marketsource.com>; Walsh, Lisa <lwalsh@marketsource.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Szabela, Brian <bszabela@marketsource.com>
Subject: Door latch data 3.18 and 3.19

Nathan

Attached is the data for all inspections with those from the 19th shaded in blue. We are at 149 as of last night. As the details develop today with regards to California, we will shift our focus accordingly to complete this task no later than Tuesday.

Thanks

Lynn Wooley
Program Director
Takata Recall
MarketSource, Inc.
M: [redacted]
lwooley@marketsource.com
11700 Great Oaks Way, Suite 500
Alpharetta, Georgia 30022

https://www.safeairbags.com/

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From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Thursday, March 19, 2020 7:56 AM
To: Diaz, Adrian (A.D.) <adiaz41@ford.com>; Harrier, Nathan (N.) <nharrier@ford.com>
Cc: Baker, Zachary (Z.) <zbaker1@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: Door Latch Inspections - Report #1

Adrian,
I know that we have the state information associated with each VIN in another file, but I don't know how hard it would be to add that to this file.

Nate, thoughts?

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

From: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Sent: Thursday, March 19, 2020 7:45 AM
To: Hansen, Thayne (T.) <thansen1@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Harrier, Nathan (N.) <nharrier@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: RE: Door Latch Inspections - Report #1

By the way Thayne… do we know in what state each inspection took place?

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Thursday, March 19, 2020 6:01 AM
To: Diaz, Adrian (A.D.) <adiaz41@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Harrier, Nathan (N.) <nharrier@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>; Willard, Jeremy (J.) <jwillar1@ford.com>
Subject: FW: Door Latch Inspections - Report #1
Importance: High

Adrian, Mike, Jorji,

Call Type	#
Face to Face	147
Inspection Completed	82
Inspection Unable to Be Completed	7
Vehicle Confirmed Onsite	19
Vehicle Sold - No Lead	39
Phone	116
Vehicle Confirmed Onsite	61
Vehicle Sold - No Lead	55

Lynn Wooley
Program Director
Takata Recall
MarketSource, Inc.
M: [redacted]
lwooley@marketsource.com

11700 Great Oaks Way, Suite 500

Alpharetta, Georgia 30022

https://www.safeairbags.com/

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

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

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

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

Can't join the meeting? Contact support.

[redacted]

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

December 4, 2019

December 11, 2019

February 5, 2020

RQ19-005 001006 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 001009 RC

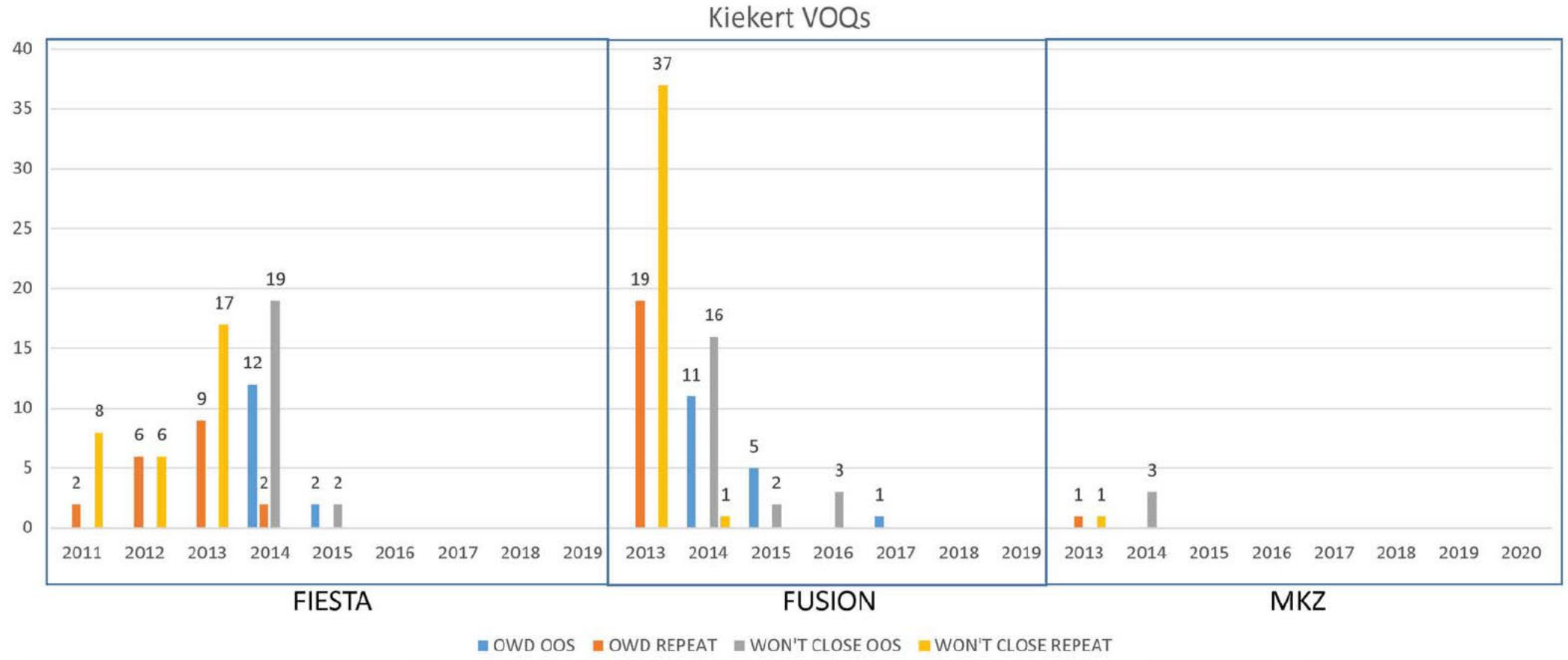
Technical Review Group 2020.02.05

2011-2016 Cross Vehicle Line – C1A Door Latch

All VOQ Data

[redacted]

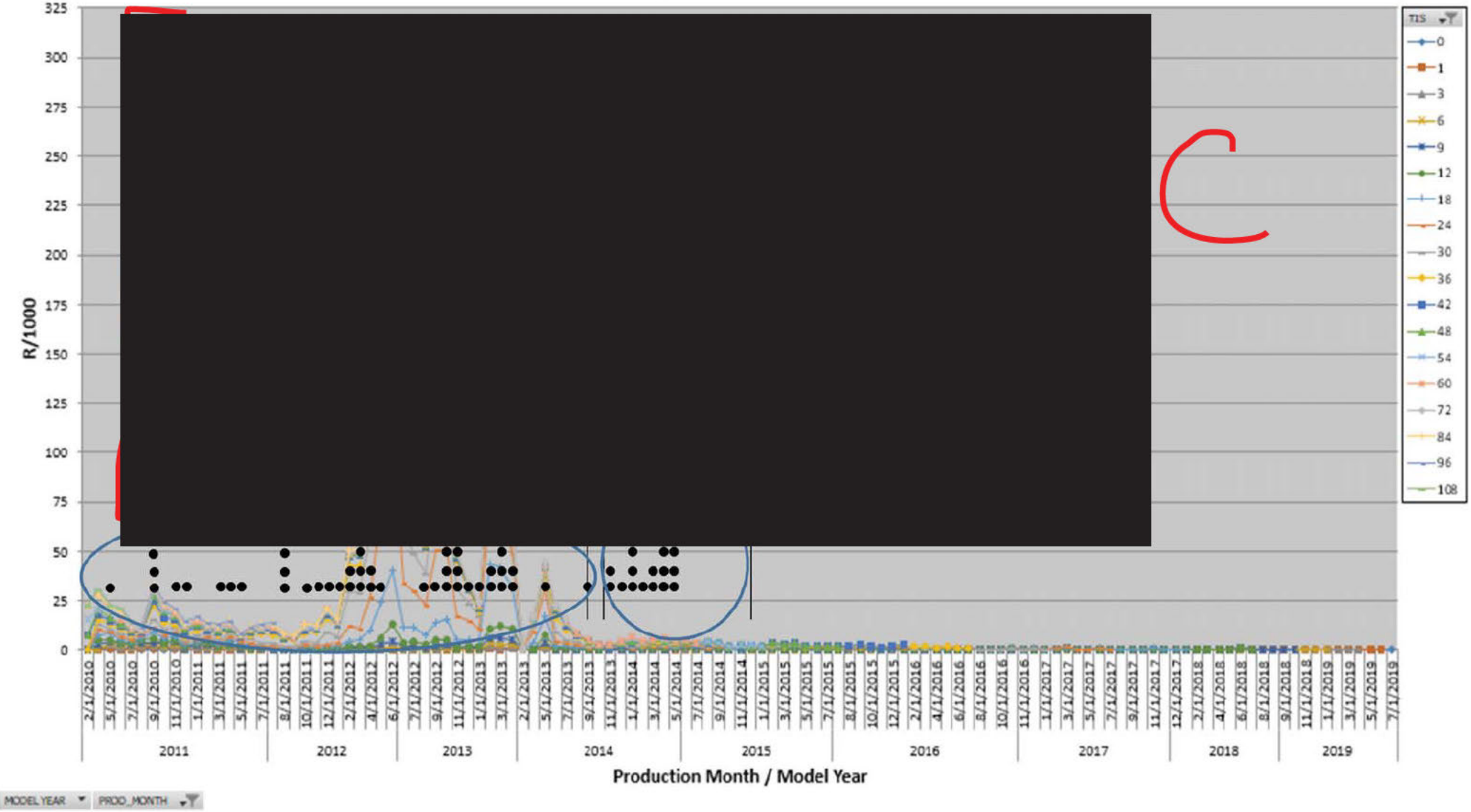
	Repeat	OOS
Fiesta	50	35
Fusion	57	38
MKZ	2	3



CONFIDENTIAL BUSINESS INFORMATION

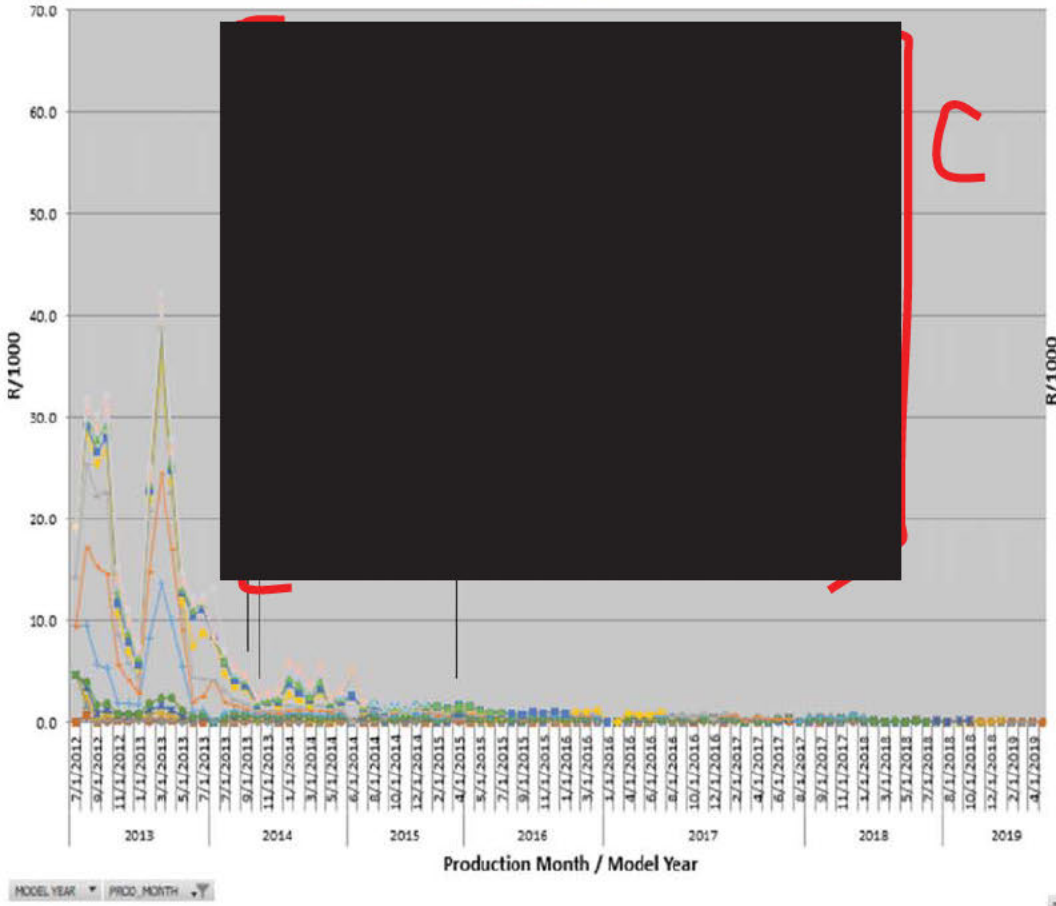
Warranty Data

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

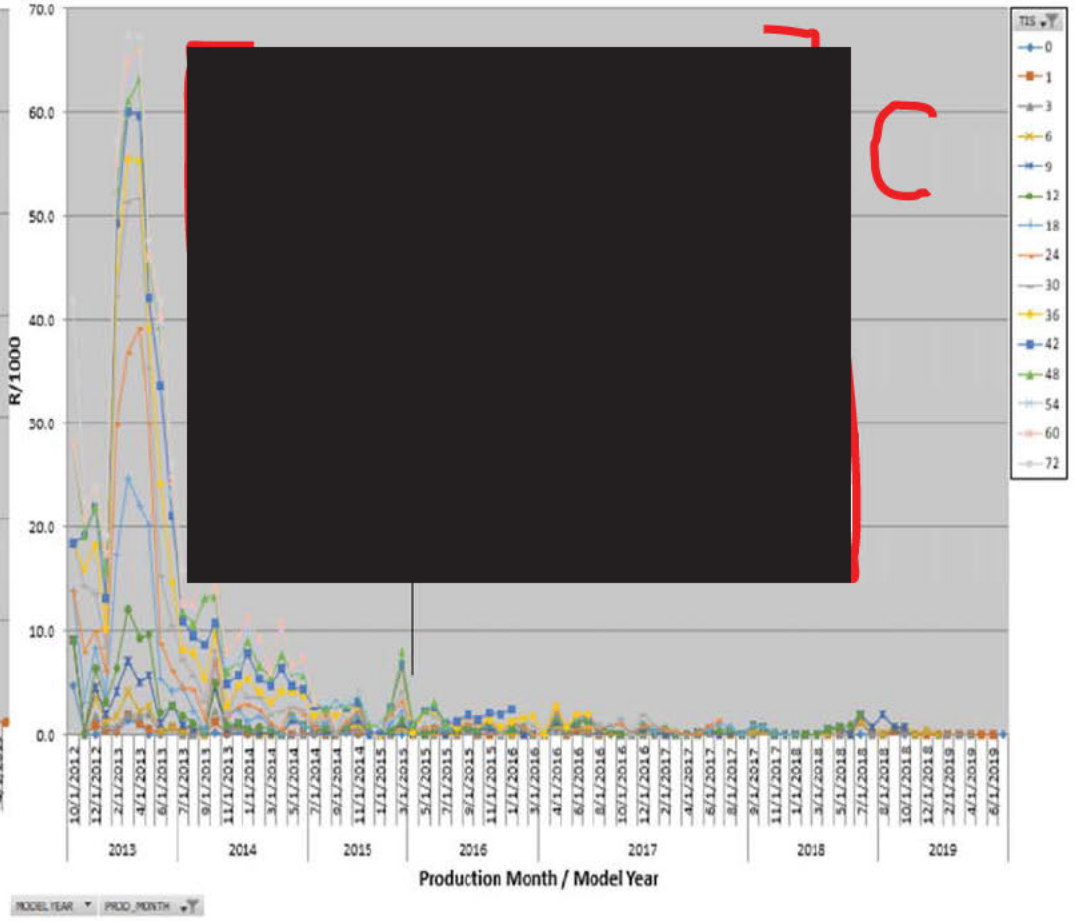


GSARS/AWS Analysis – C1A Latches (N.A. ONLY)

Fusion



MKZ

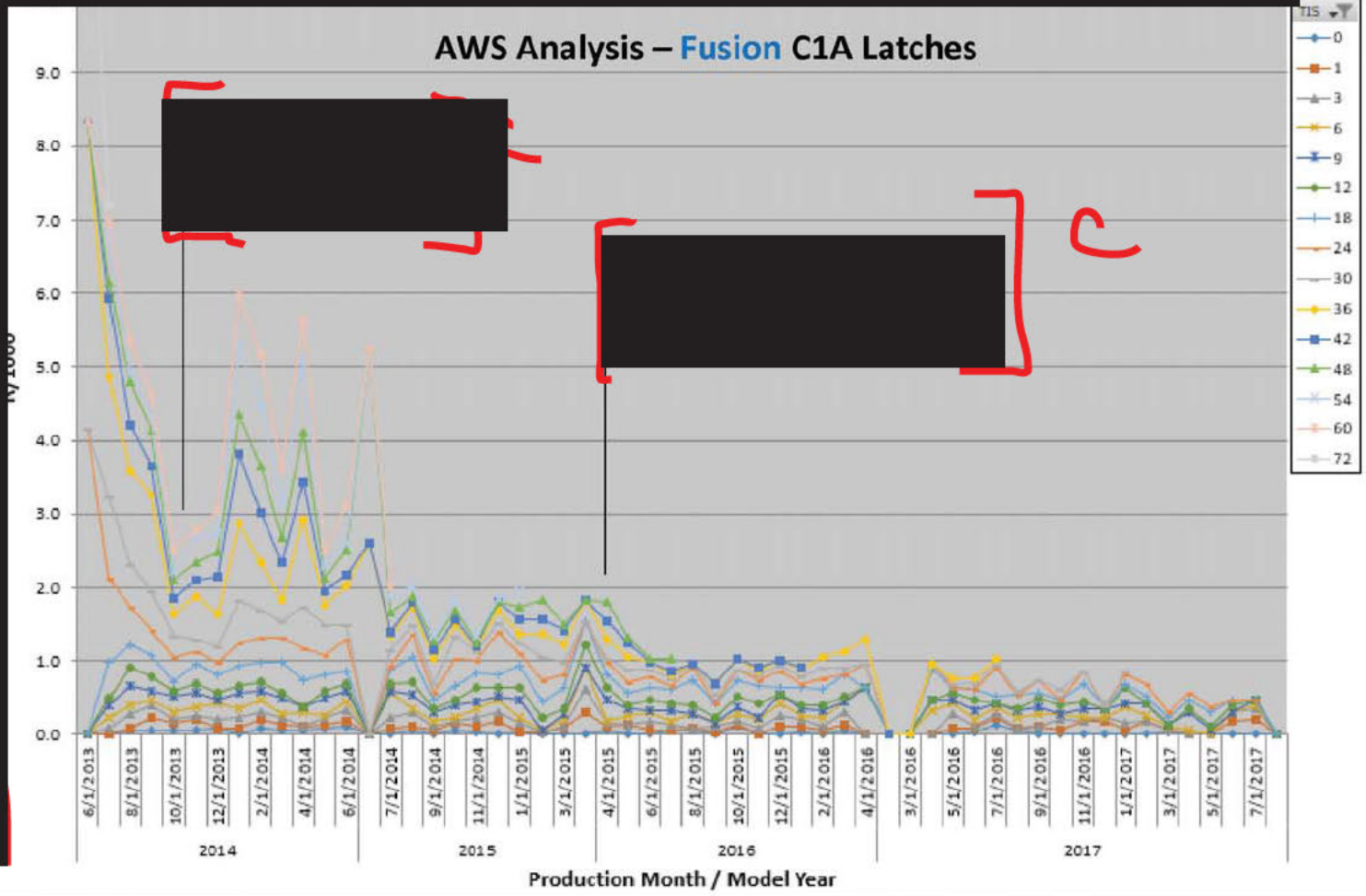


Back – Up

CONFIDENTIAL BUSINESS INFORMATION

Scope #1 – Failures Outside Recall Date

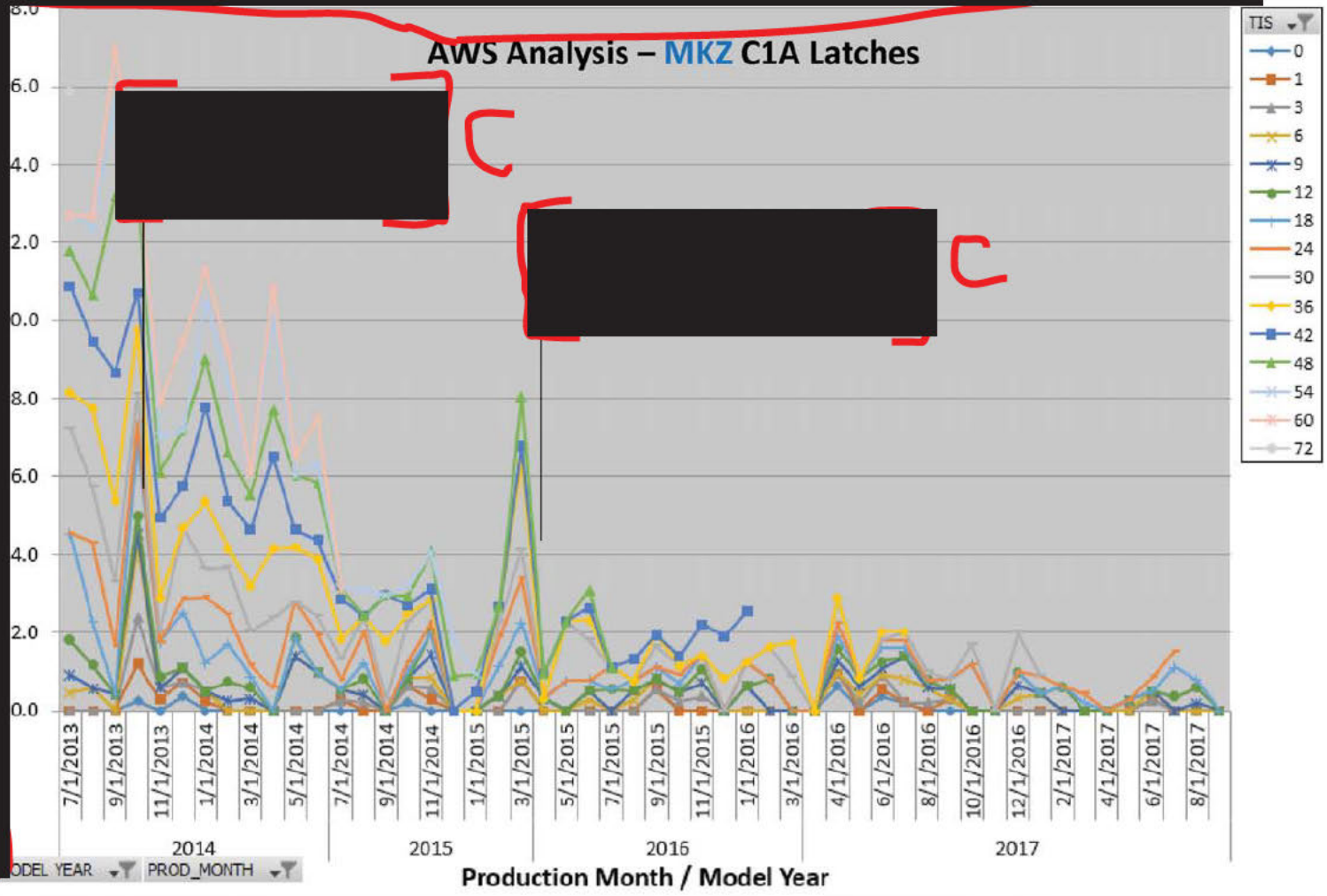
[redacted]



CONFIDENTIAL BUSINESS INFORMATION

Scope #1 – Failures Outside Recall Date

[redacted]

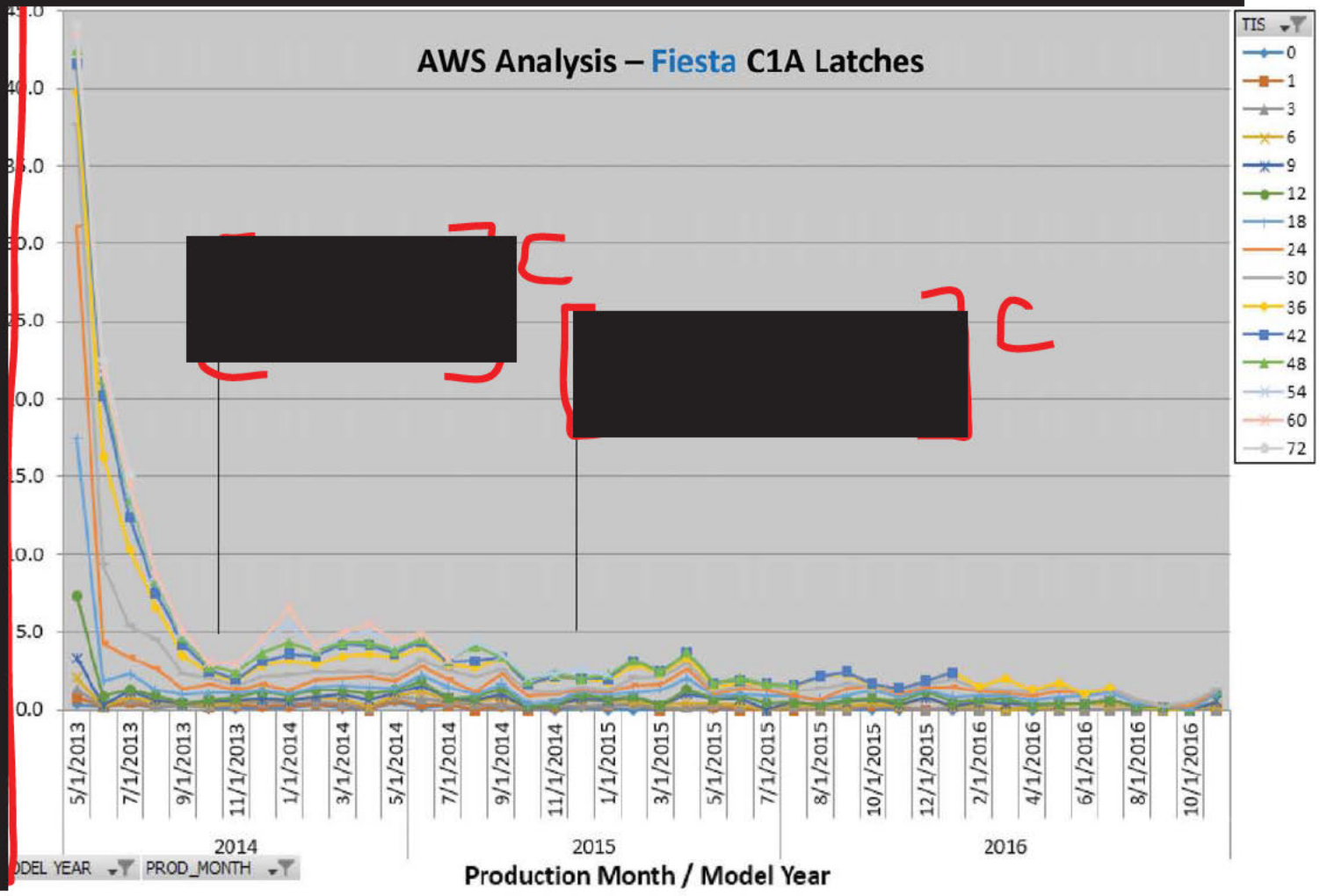


GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient
RQ19-005 001022 RC

CONFIDENTIAL BUSINESS INFORMATION

Scope #1 – Failures Outside Recall Date

[redacted]



RQ19-005 001023 RC

From: Itoh, Jorji (J.D.)
Sent: Thursday, April 30, 2020 2:53 PM
To: Diaz, Adrian (A.D.); Baker, Zachary (Z.); Hansen, Thayne (T.); Landry, Mike (M.P.)
Subject: RE: Exec TRG - C1A DRAFT Presentation
Attachments: N19-1001-02 2011-2016 Cross Veh Line – C1A Door Latch ETRG 20200430.pptx

Good morning,

Attached is the presentation that we will share this morning at the Exec Discussion.

Zach, I hope you don't mind, I would like to have you speak to slides 9 and 10.

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

From: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Sent: Wednesday, April 29, 2020 5:59 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: Exec TRG - C1A DRAFT Presentation

[redacted]

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Wednesday, April 29, 2020 5:29 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Diaz, Adrian (A.D.) <adiaz41@ford.com>
Subject: RE: Exec TRG - C1A DRAFT Presentation

Team,

The presentation we reviewed today with some modifications is attached.
I will delete the additional slides tomorrow if we do not have the information in time for the meeting.

Please let me know of any changes needed.

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, April 28, 2020 12:47 PM

To: Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Hansen, Thayne (T.) <thansen1@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Subject: Exec TRG - C1A DRAFT Presentation

Hi Zach,

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

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

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

Kind regards,

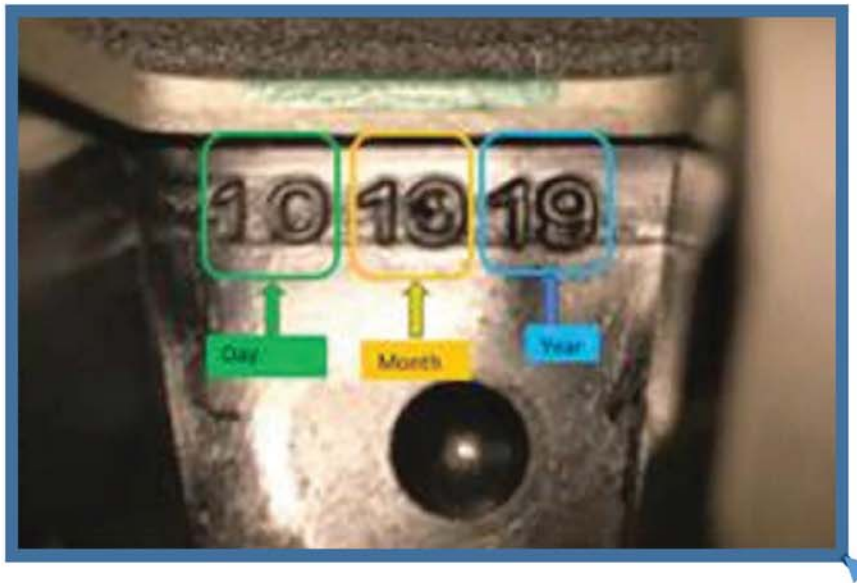
Jorji D. Itoh
Production Vehicle Safety
Automotive Safety Office
330 Town Center Drive, Suite 500
Dearborn, MI 48126
Phone: [redacted]

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

April 30, 2020

RQ19-005 001033 RC

Inspection





Discussion

RQ19-005 001043 RC

From: Itoh, Jorji (J.D.)
Sent: Wednesday, April 29, 2020 9:29 PM
To: Baker, Zachary (Z.); Hansen, Thayne (T.); Landry, Mike (M.P.); Diaz, Adrian (A.D.)
Subject: RE: Exec TRG - C1A DRAFT Presentation
Attachments: N19-1001-02 2011-2016 Cross Veh Line – C1A Door Latch ETRG 20200430.pptx

Team,

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Please let me know of any changes needed.

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

Hi Zach,

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

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

Kind regards,

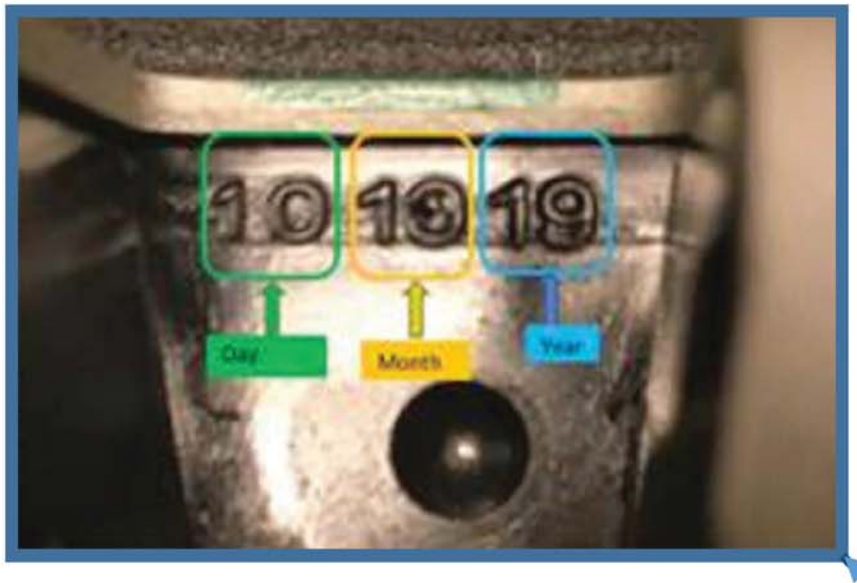
Jorji D. Itoh
Production Vehicle Safety
Automotive Safety Office
330 Town Center Drive, Suite 500
Dearborn, MI 48126
Phone: [redacted]

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

April 30, 2020

RQ19-005 001045 RC

Inspection





Sample Customer Letter

3. Info needed

Info needed

RQ19-005 001055 RC

Sample Website Image

3. Info needed

Info needed

RQ19-005 001056 RC

Timeline

3. Info needed

Info needed

From: Cemalovic, Vanja (V.)
Sent: Wednesday, October 30, 2019 2:03 AM
To: Robinson, Hue (H.M.)
Cc: Briggs, Erin Rose (E.R.); Okeh, Christopher (C.)
Subject: RE: Fusion Latch Return
Attachments: 3FA6P0H76DR[redacted]pptx

Please review and let me know if you have any questions.
Thanks

Vanja

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, October 29, 2019 1:01 PM
To: Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Cemalovic, Vanja (V.) <vcemalo1@ford.com>
Subject: RE: Fusion Latch Return

Vanja – please take pics and summarize your findings, similar to the report you put together for the Qatar latch. I'll use the info for my report out to the 14D team (meeting tomorrow at 4:00).

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

---

From: Robinson, Hue (H.M.)
Sent: Tuesday, October 29, 2019 8:59 AM
To: Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Cemalovic, Vanja (V.) <vcemalo1@ford.com>
Subject: Fusion Latch Return

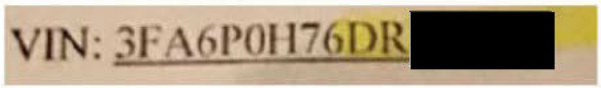
Can you please send me the info for the Fusion latch return you recently received? I mentioned it to Vanja too and he needs the latch so he can tear it down for us.

Thanks,

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

Side Door Latch Warranty Return Analysis
Passenger Front Door Latch

Preliminary tear down report



RQ19-005 001059 RC

Claim Details

VIN: 3FA6P0H76DR[redacted]

Claims locked 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: 26-SEP-2019
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 (U/H) 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	CPSC	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: 26-SEP-2019
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 #[redacted] 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 (U/H) AND INSTALL BACK IN DOOR. REASSEMBLE AND RECHECK OPERATION.
Customer Comment: Customer states CHECK PASSENGER FRONT DOOR WON'T CLOSE-ADVISE

RQ19-005 001060 RC

From: Leighton, Michael (M.J.)
Sent: Tuesday, April 28, 2020 10:59 AM
To: Puscas, Dorin (L.D.); Ayyash, Khaled (K.A.); Spence, Ricky (R.A.); Robinson, Hue (H.M.); Cemalovic, Vanja (V.); Halonen, Aaron (A.M.); Robinson, Hue (H.M.)
Subject: RE: Heat Creep

Dorin
Hue set up a drive on the network – and I copied Kosta's computer drive content – Hue can we give Dorin access so he can search?
Any date range this analysis would have been completed in?

Regards,
Michael J. Leighton
Technical Lead HLM
Seat Loc: 2B-L43
C:1-[redacted]
mleight5@ford.com

From: Puscas, Dorin (L.D.) <lpuscas@ford.com>
Sent: Monday, April 27, 2020 7:26 PM
To: Ayyash, Khaled (K.A.) <kayyash@ford.com>; Spence, Ricky (R.A.) <rspenc76@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Leighton, Michael (M.J.) <mleight5@ford.com>; Cemalovic, Vanja (V.) <vcemalo1@ford.com>; Halonen, Aaron (A.M.) <ahalonen@ford.com>
Subject: RE: Heat Creep

[redacted]

L. Dorin Puscas
Ford Motor Company
Supervisor, Closure Modules
PDC 2B-J44 - [redacted] - lpuscas@ford.com

From: Ayyash, Khaled (K.A.) <kayyash@ford.com>
Sent: Monday, April 27, 2020 7:07 PM
To: Spence, Ricky (R.A.) <rspenc76@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Leighton, Michael (M.J.) <mleight5@ford.com>; Cemalovic, Vanja (V.) <vcemalo1@ford.com>; Puscas, Dorin (L.D.) <lpuscas@ford.com>
Subject: RE: Heat Creep

From: Itoh, Jorji (J.D.)
Sent: Thursday, May 14, 2020 6:10 PM
To: Landry, Mike (M.P.); Diaz, Adrian (A.D.)
Subject: RE: NHTSA C1A One Pager
Attachments: C1A Latch Summary 051420.pptx

I updated one sentence, the first bullet point on slide three.

Besides that, no changes.

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

From: Landry, Mike (M.P.) <mlandry@ford.com>
Sent: Thursday, May 14, 2020 7:13 AM
To: Diaz, Adrian (A.D.) <adiaz41@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: NHTSA C1A One Pager

My edits attached

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

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

Ford Go Further | SUSTAINABILITY ENVIRONMENT & SAFETY ENGINEERING

From: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Sent: Wednesday, May 13, 2020 6:56 PM
To: Landry, Mike (M.P.) <mlandry@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: FW: NHTSA C1A One Pager

Can you look at this summary and make sure it is accurate. There is an item in Red that needs to be populated... can you help me with that?

From: Diaz, Adrian (A.D.)
Sent: Wednesday, May 13, 2020 6:55 PM
To: Landry, Mike (M.P.) <mlandry@ford.com>; Itoh, Jorji (J.D.) <JITOH@ford.com>
Subject: RE: NHTSA C1A One Pager

I actually like Jorji's 1 pager. Attached is what I put together. I set up a meeting with them to see what is it that they would prefer. See attached.

From: Landry, Mike (M.P.) <mlandry@ford.com>
Sent: Wednesday, May 13, 2020 4:10 PM
To: Diaz, Adrian (A.D.) <adiaz41@ford.com>
Subject: FW: NHTSA C1A One Pager

FYI...

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

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

Ford Go Further | SUSTAINABILITY ENVIRONMENT & SAFETY ENGINEERING

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Wednesday, May 13, 2020 3:57 PM
To: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: NHTSA C1A One Pager

Mike,

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

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

Thanks!

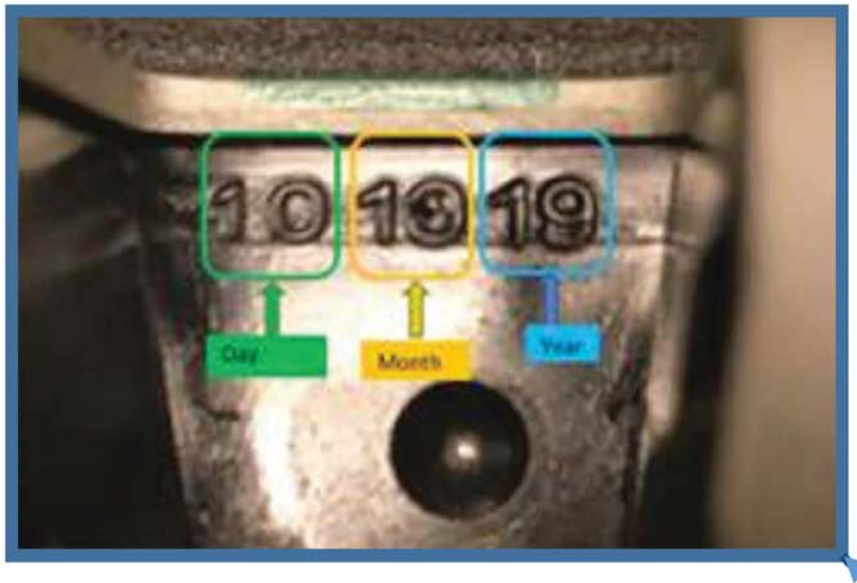
Jorji D. Itoh
Production Vehicle Safety
Automotive Safety Office
330 Town Center Drive, Suite 500
Dearborn, MI 48126
Phone: [redacted]

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

May 12, 2020

RQ19-005 001068 RC

DOOR LATCH INSPECTION AREA





From: Crouch, Julius (J.)
Sent: Friday, March 13, 2020 1:10 PM
To: Robinson, Hue (H.M.)
Subject: RE: Prevent Actions for C1A

This PAC Closed in May of 2016 ---- Predates me.....

PAC Start Date	#Days	Concern Type	Concern Identifier	Issue Title	Model Year	Vehicle Program	VRT	Root Cause Owner	Director	Author	PAC Regional Lead	Status
04/30/2015	-	Field Service Action	15S16	2011-2014 Multiple Vehicles- C1A Side Door Latch	2011-2014	Fiesta, Fusion, MKZ	F08 Body Exterior	PD - Supplier Design	ajammoul	kpapanik	North America	3 - Closed

Julius Crouch
Ford Motor Company
Prevent Recurrence - Body Exterior
PDC 2C - E43
Desk: [redacted]
Mobile: [redacted]

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Friday, March 13, 2020 8:59 AM
To: Crouch, Julius (J.) <jcrouc13@ford.com>
Subject: RE: Prevent Actions for C1A

No, I need 15S16. The one below is for IAVO. The one for 15S16 is C1A and for Fiesta, Fusion, MKZ.

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

---

From: Crouch, Julius (J.) <jcrouc13@ford.com>
Sent: Friday, March 13, 2020 8:46 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Prevent Actions for C1A

Is this the PAC??

2019-08-22	189	Field Service Action	19N09	Driverâ€™s Door Latch / Door Ajar	2011-2014	Edge, MKX, Flex, MKT, Explorer	V07		Khaled Ayyash

Julius Crouch
Ford Motor Company
Prevent Recurrence - Body Exterior
PDC 2C - E43
Desk: [redacted]
Mobile: [redacted]

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Friday, March 13, 2020 8:37 AM
To: Cemalovic, Vanja (V.) <vcemalo1@ford.com>; Crouch, Julius (J.) <jcrouc13@ford.com>
Cc: Ayyash, Khaled (K.A.) <kayyash@ford.com>; Halonen, Aaron (A.M.) <ahalonen@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Puscas, Dorin (L.D.) <lpuscas@ford.com>
Subject: RE: Prevent Actions for C1A

Julius – please send me the PRA for this one.

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

From: Cemalovic, Vanja (V.) <vcemalo1@ford.com>
Sent: Friday, March 13, 2020 8:11 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Ayyash, Khaled (K.A.) <kayyash@ford.com>; Halonen, Aaron (A.M.) <ahalonen@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Crouch, Julius (J.) <jcrouc13@ford.com>; Puscas, Dorin (L.D.) <lpuscas@ford.com>
Subject: RE: Prevent Actions for C1A

Hue,

[redacted]

Thanks

Vanja

From: Crouch, Julius (J.)
Sent: Friday, March 13, 2020 1:18 PM
To: Robinson, Hue (H.M.)
Subject: RE: Prevent Actions for C1A

I just got off the phone with [redacted].....she is looking it up.

Julius Crouch
Ford Motor Company
Prevent Recurrence - Body Exterior
PDC 2C - E43
Desk: [redacted]
Mobile [redacted]

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Friday, March 13, 2020 8:59 AM
To: Crouch, Julius (J.) <jcrouc13@ford.com>
Subject: RE: Prevent Actions for C1A

No, I need 15S16. The one below is for IAVO. The one for 15S16 is C1A and for Fiesta, Fusion, MKZ.

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

---

From: Crouch, Julius (J.) <jcrouc13@ford.com>
Sent: Friday, March 13, 2020 8:46 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Prevent Actions for C1A

Is this the PAC??

2019-08-22	189	Field Service Action	19N09	Driverâ€™s Door Latch / Door Ajar	2011-2014	Edge, MKX, Flex, MKT, Explorer	V07		Khaled Ayyash

Julius Crouch
Ford Motor Company
Prevent Recurrence - Body Exterior
PDC 2C - E43

Desk[redacted]
Mobile:[redacted]

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Friday, March 13, 2020 8:37 AM
To: Cemalovic, Vanja (V.) <vcemalo1@ford.com>; Crouch, Julius (J.) <jcrouc13@ford.com>
Cc: Ayyash, Khaled (K.A.) <kayyash@ford.com>; Halonen, Aaron (A.M.) <ahalonen@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Puscas, Dorin (L.D.) <lpuscas@ford.com>
Subject: RE: Prevent Actions for C1A

Julius – please send me the PRA for this one.

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

From: Cemalovic, Vanja (V.) <vcemalo1@ford.com>
Sent: Friday, March 13, 2020 8:11 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Ayyash, Khaled (K.A.) <kayyash@ford.com>; Halonen, Aaron (A.M.) <ahalonen@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Crouch, Julius (J.) <jcrouc13@ford.com>; Puscas, Dorin (L.D.) <lpuscas@ford.com>
Subject: RE: Prevent Actions for C1A

[redacted]

From: Leighton, Michael (M.J.)
Sent: Friday, April 3, 2020 6:06 PM
To: Robinson, Hue (H.M.)
Cc: Briggs, Erin Rose (E.R.)
Subject: RE: Prevent Actions for C1A

Was the a 5/14d associated with this
FYI- this spec were looking at was not a trustmark

Regards,
Michael J. Leighton
Technical Lead HLM
Seat Loc: 2B-L43
C: [redacted]
mleight5@ford.com

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Friday, April 3, 2020 2:00 PM
To: Leighton, Michael (M.J.) <mleight5@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: FW: Prevent Actions for C1A

FYI

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

---

From: Crouch, Julius (J.) <jcrouc13@ford.com>
Sent: Friday, March 20, 2020 10:37 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: Prevent Actions for C1A

Hue,

I wanted to follow up.

Do you need any additional details/information from me in regards to this?

Julius Crouch
Ford Motor Company
Prevent Recurrence - Body Exterior
PDC 2C - E43
Desk: [redacted]
Mobile: [redacted]

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Friday, March 13, 2020 8:37 AM
To: Cemalovic, Vanja (V.) <vcemalo1@ford.com>; Crouch, Julius (J.) <jcrouc13@ford.com>
Cc: Ayyash, Khaled (K.A.) <kayyash@ford.com>; Halonen, Aaron (A.M.) <ahalonen@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Puscas, Dorin (L.D.) <lpuscas@ford.com>
Subject: RE: Prevent Actions for C1A

Julius – please send me the PRA for this one.

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

From: Cemalovic, Vanja (V.) <vcemalo1@ford.com>
Sent: Friday, March 13, 2020 8:11 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Ayyash, Khaled (K.A.) <kayyash@ford.com>; Halonen, Aaron (A.M.) <ahalonen@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Crouch, Julius (J.) <jcrouc13@ford.com>; Puscas, Dorin (L.D.) <lpuscas@ford.com>
Subject: RE: Prevent Actions for C1A

[redacted]

From: Robinson, Hue (H.M.)
Sent: Tuesday, October 1, 2019 3:28 PM
To: Itoh, Jorji (J.D.); Briggs, Erin Rose (E.R.); Landry, Mike (M.P.); Hamilton, Steven (S.C.); Fox, Mark (M.D.)
Cc: Parrish, Will (W.F.); Brezee, Shane (S.B.); Ludington, Julie (J.L.)
Subject: RE: Review C1A Information
Attachments: C1A Fiesta - CCRG 1Oct2019.pdf

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

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

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

Summary / Next Steps

[redacted]

C

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

-----Original Appointment-----
From: Parrish, Will (W.F.) <wparris1@ford.com>
Sent: Thursday, September 19, 2019 3:05 PM
To: Parrish, Will (W.F.); Itoh, Jorji (J.D.); Robinson, Hue (H.M.); Briggs, Erin Rose (E.R.); Landry, Mike (M.P.)
Subject: Review C1A Information

When: Monday, September 23, 2019 12:00 PM-12:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Webex

Rescheduled to Monday, per request.

Review info from ASO team regarding C1A latch. Apologies for the conflicts, but there were no open time on calendars this week. I can reschedule to next week if required. Thanks.

-- 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]

Fiesta C1A Side Door Latch

CCRG – October 1, 2019

VOQ Data – Fiesta

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

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

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

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

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

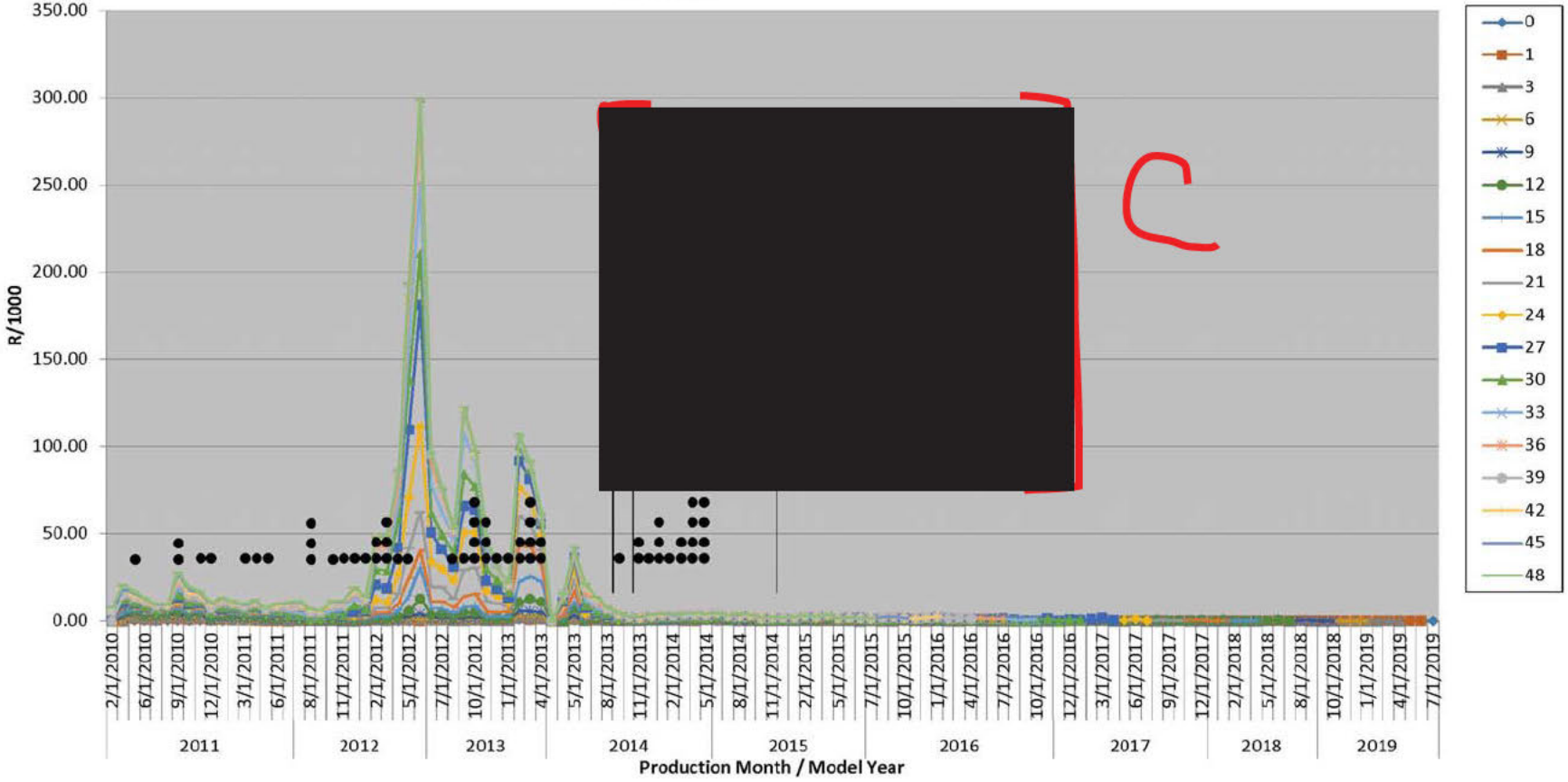
Program	Model Year	Approx. Volume	Assembly Plant	Build Date Range	Program Approved	Release Date
Fiesta	2011 – 2014	399, 931	Cuautitlan	J1 2011MY to 31-May-2013	15X33 / 15S16	20-Apr-2015
Fiesta	2014	60,353	Cuautitlan	1-Jun-2013 to 31-Oct-2013	17X09 / 15S16-S1	20-Mar-2017

[redacted]

Supplier = Kiekert

AWS Analysis

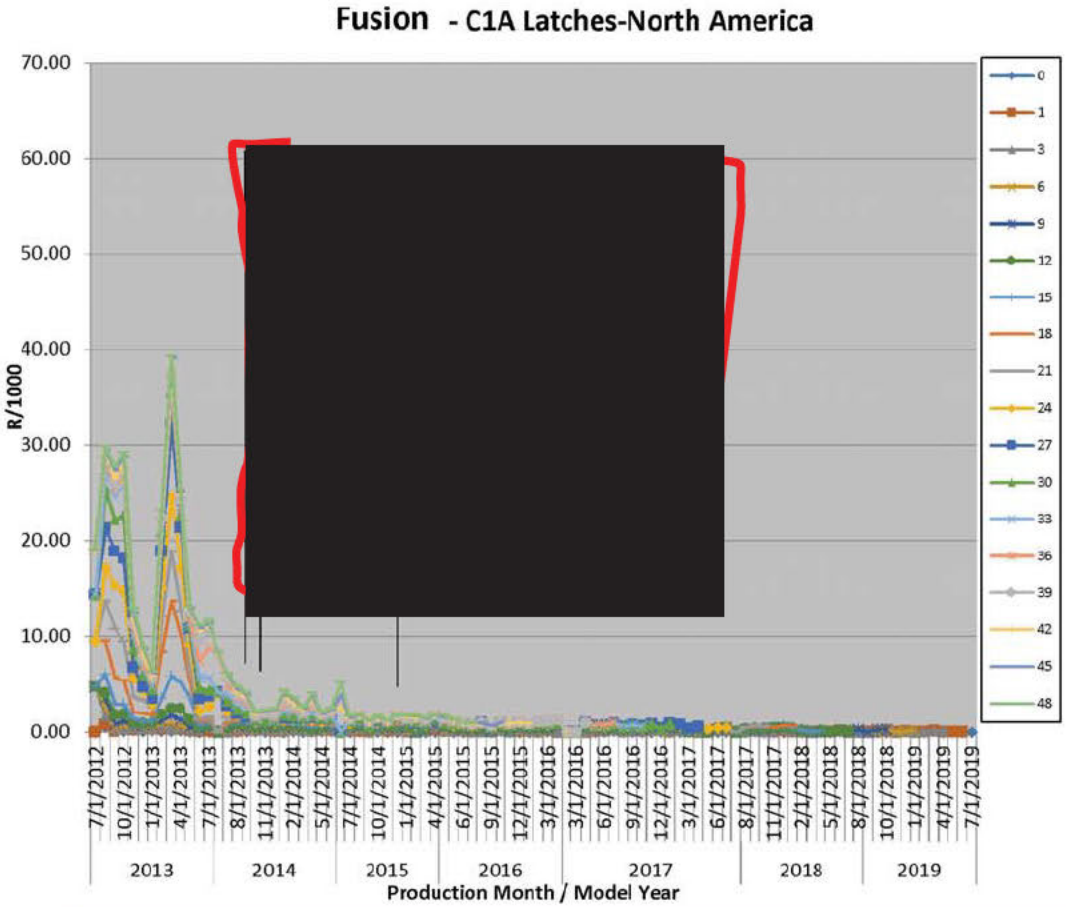
Fiesta - C1A Latches-North America

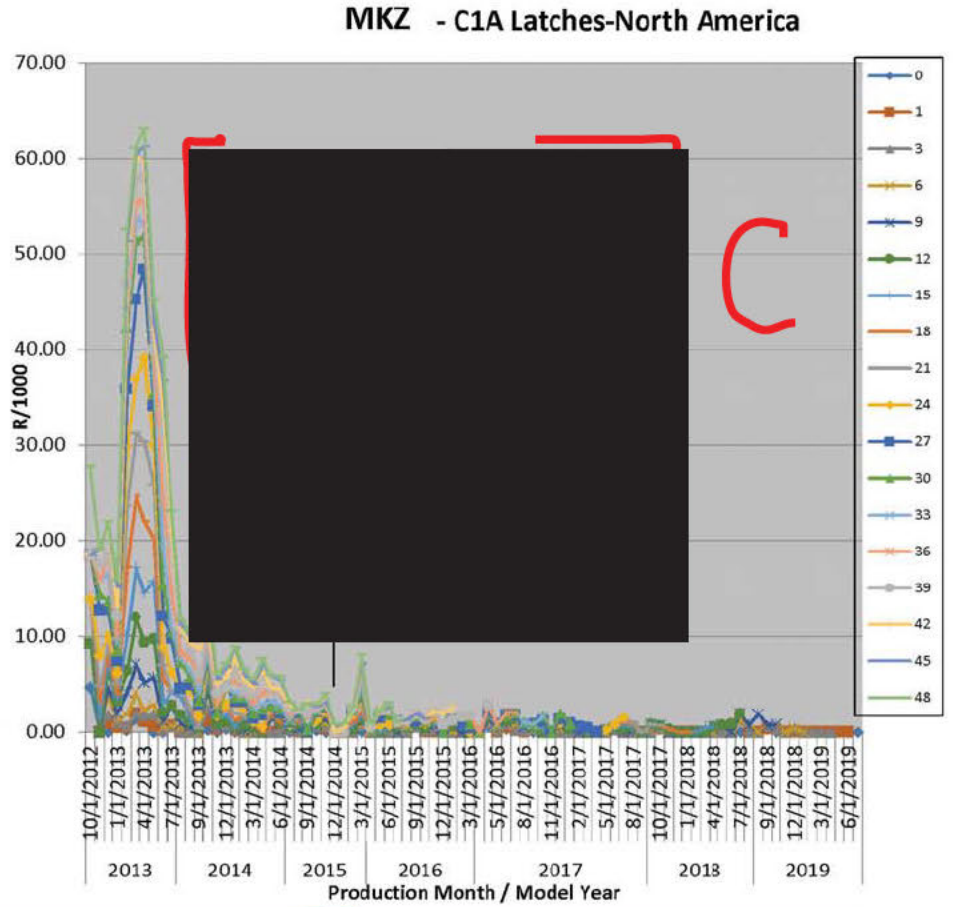


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AWS Analysis

Supplier = Kiekert

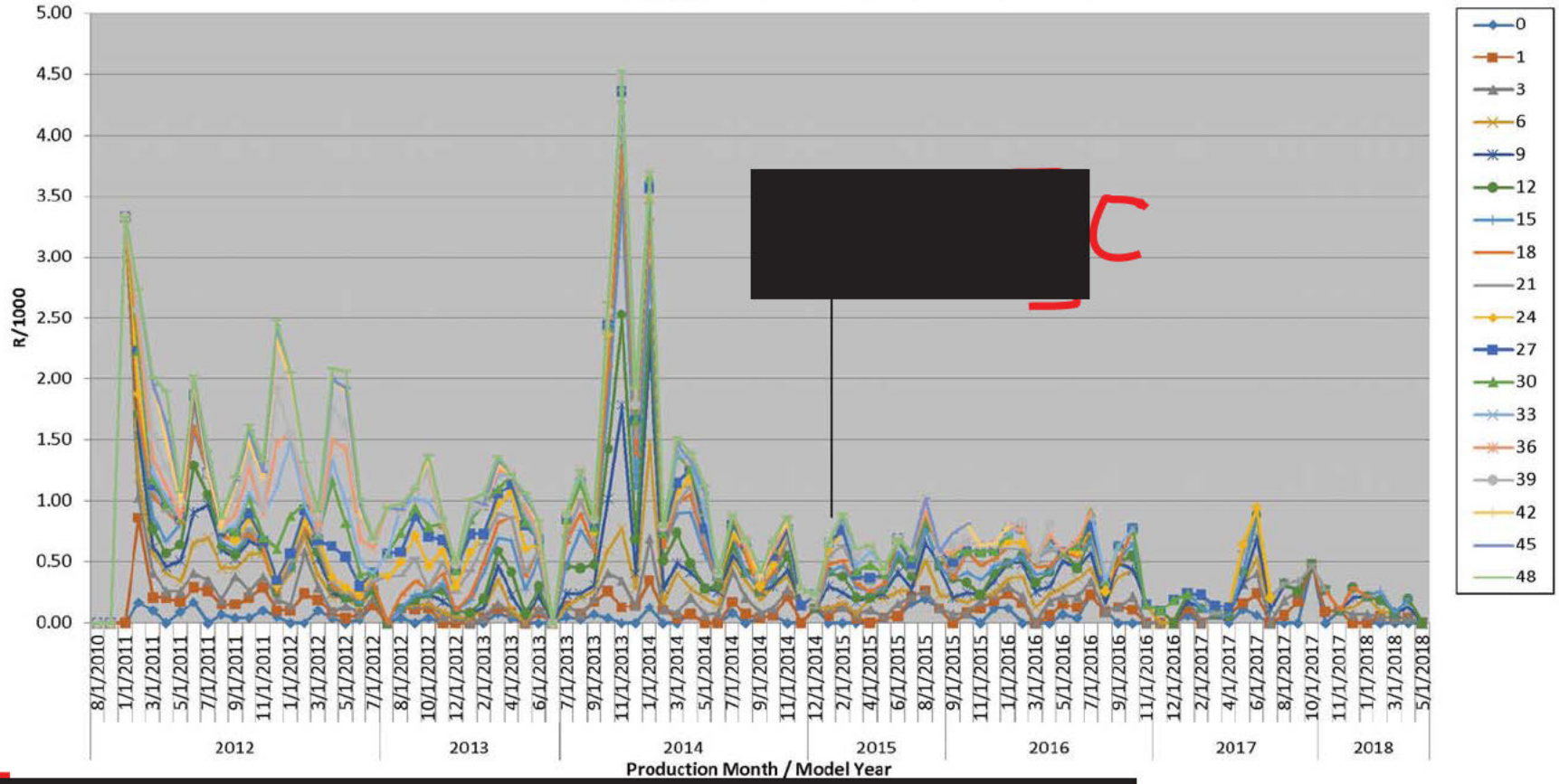




Supplier = Brose

AWS Analysis

Focus - C1A Latches-North America

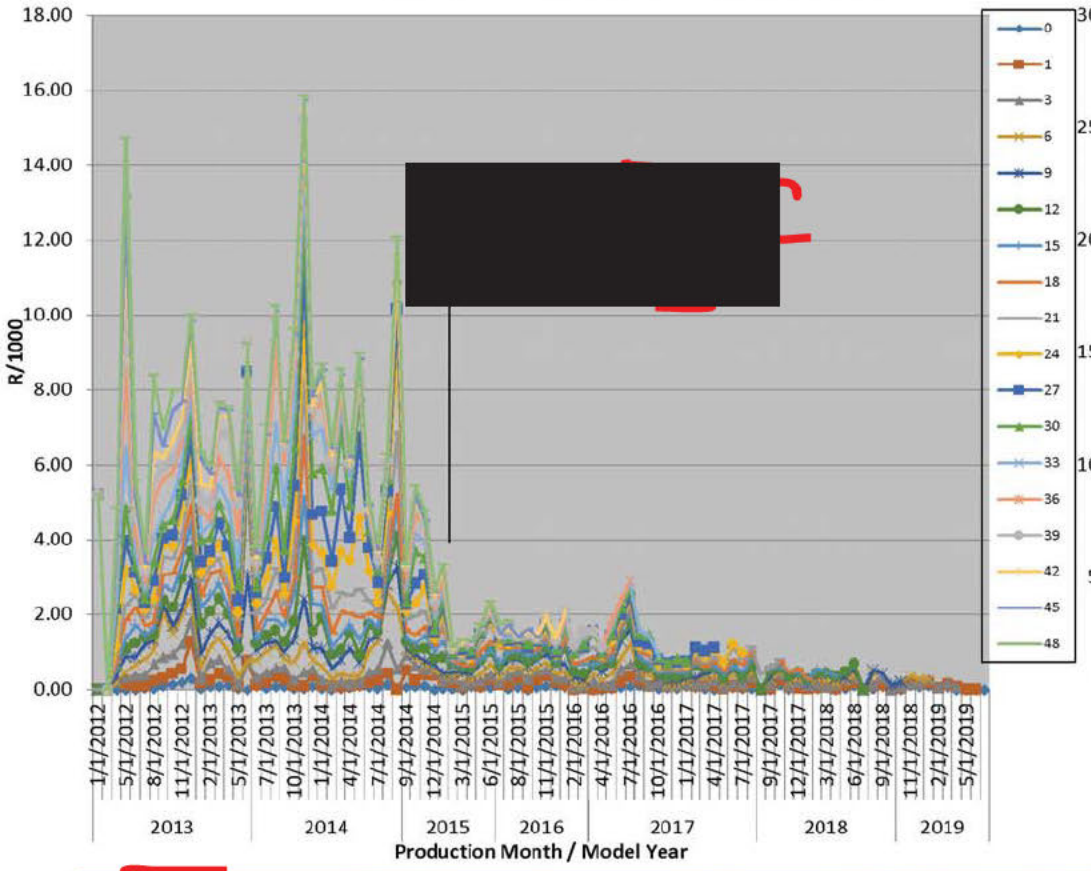


[redacted]

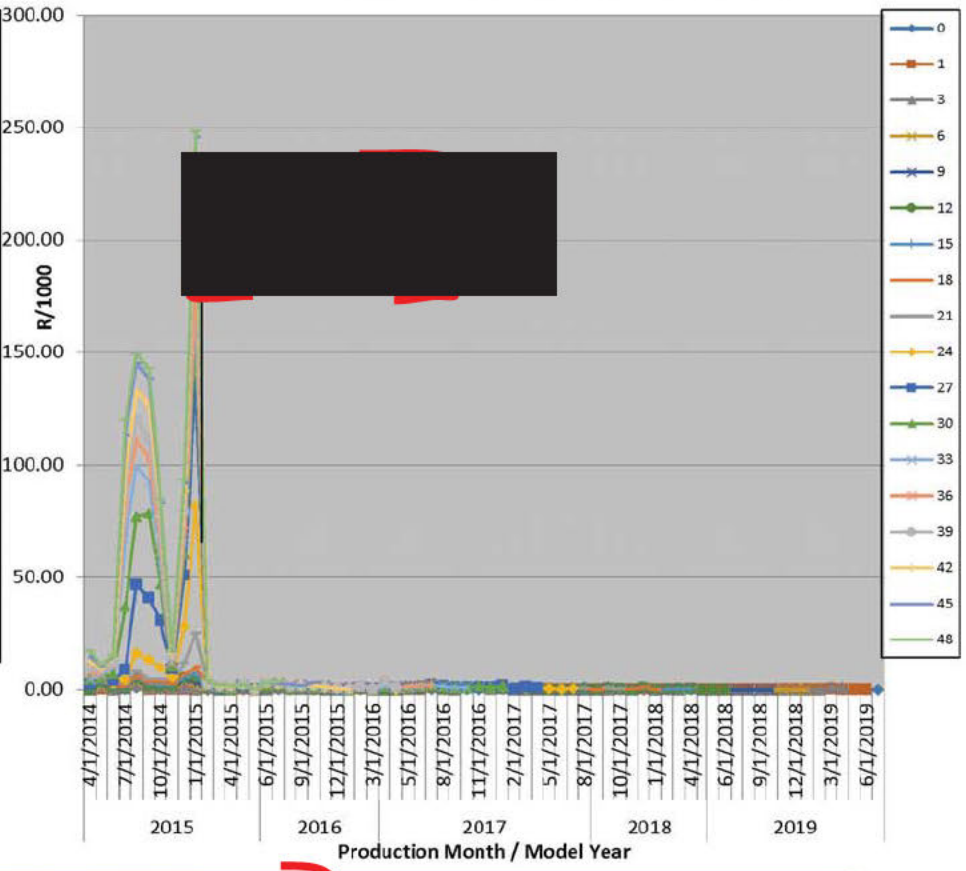
AWS Analysis

Supplier = Brose

Escape - C1A Latches-North America



MKC - C1A Latches-North America

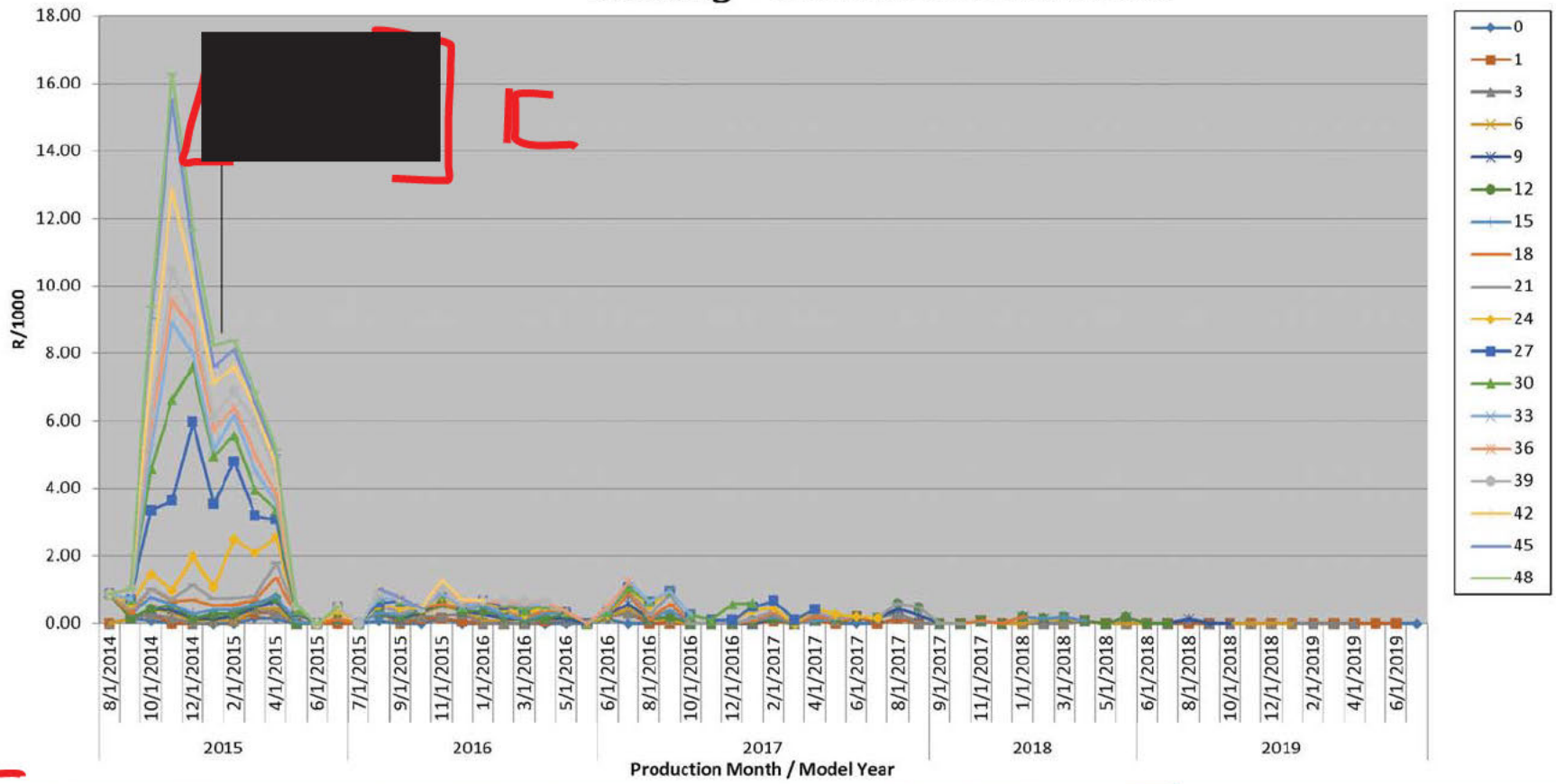


- [redacted]

Supplier = Brose

AWS Analysis

Mustang - C1A Latches-North America

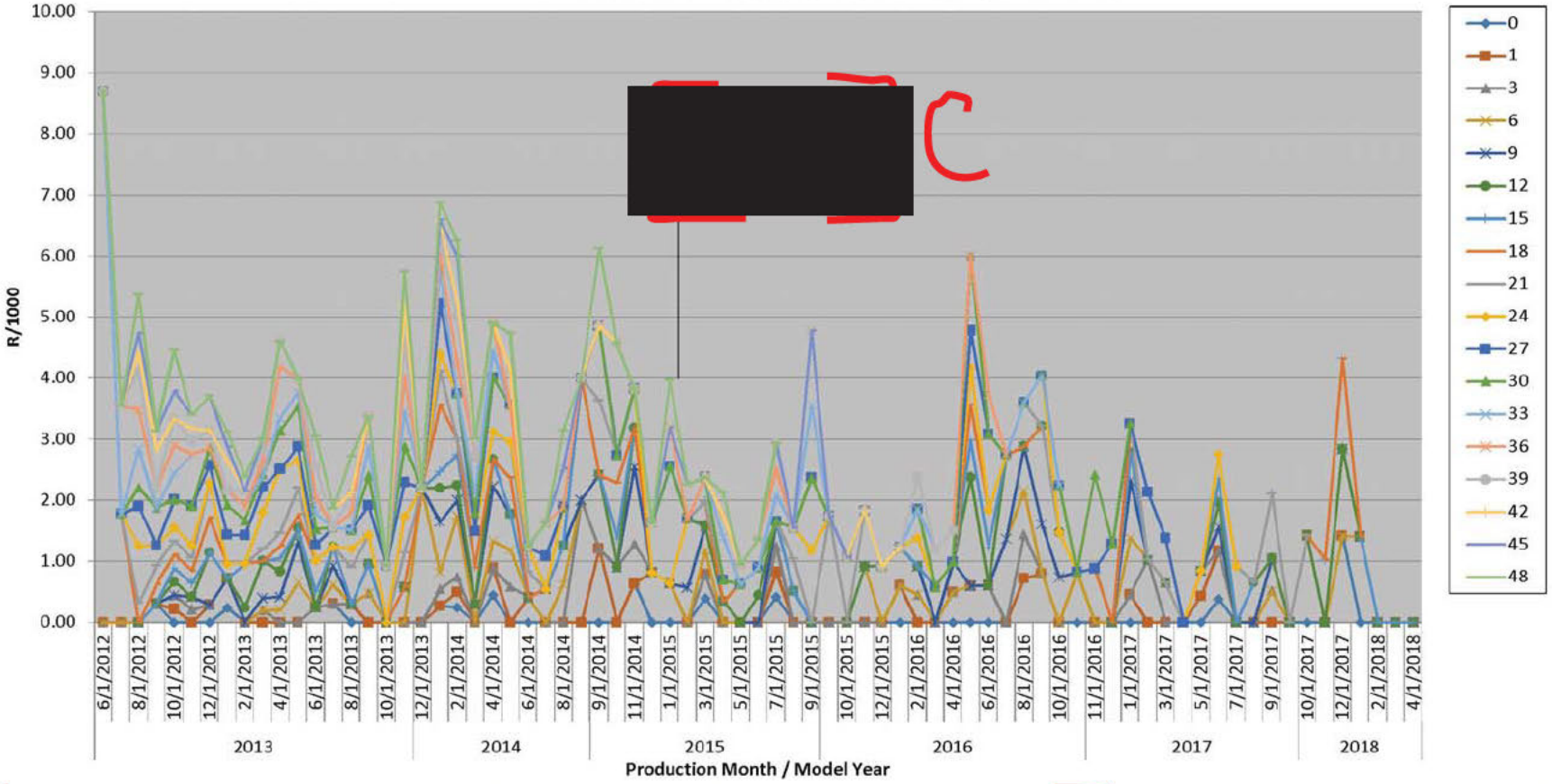


- [redacted]

Supplier = Brose

AWS Analysis

C-MAX - C1A Latches-North America

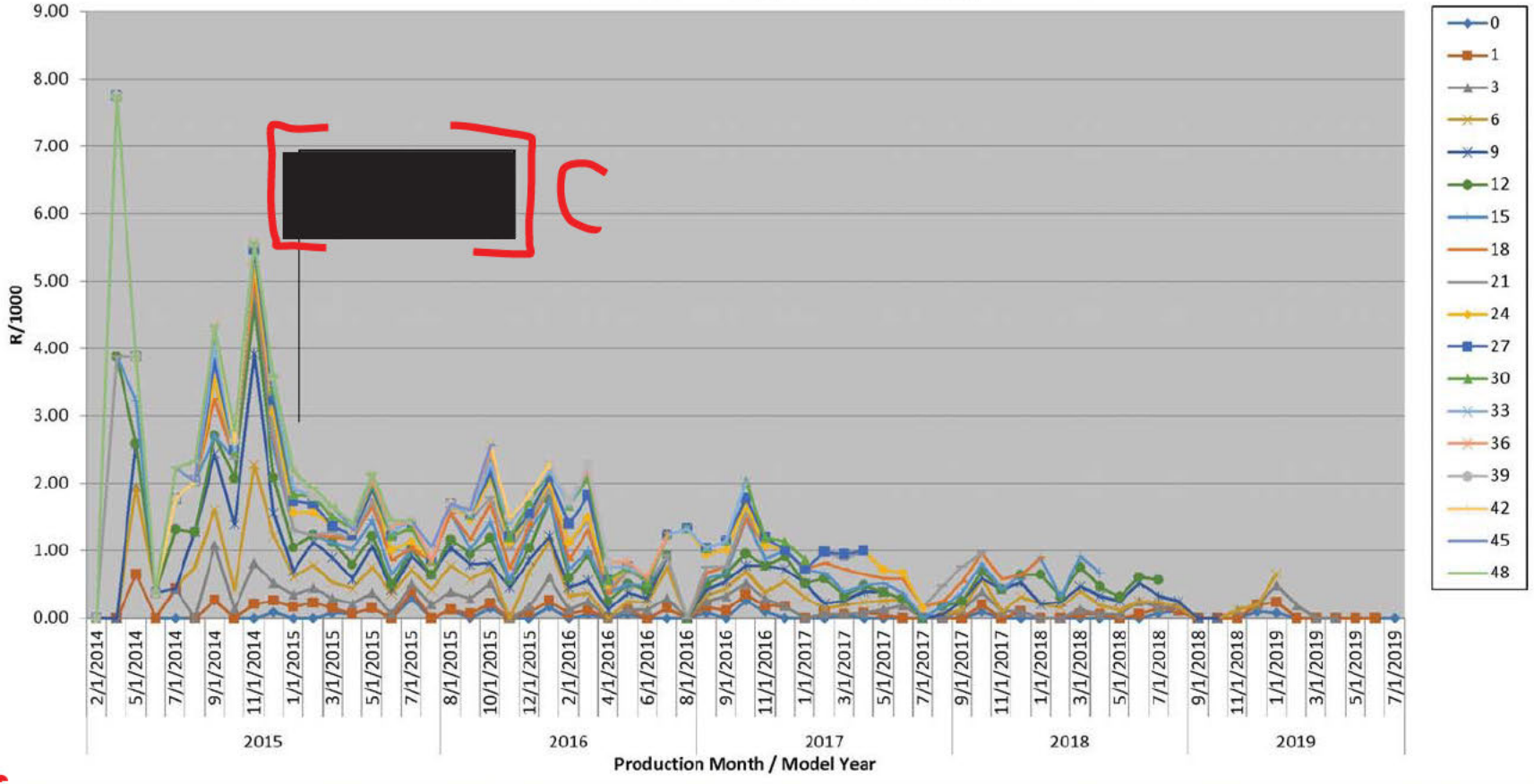


[redacted]

Supplier = Brose

AWS Analysis

Transit - C1A Latches-North America



[redacted]

Back Up

From: Brezee, Shane (S.B.)
Sent: Friday, September 27, 2019 4:32 PM
To: Robinson, Hue (H.M.); Itoh, Jorji (J.D.); Briggs, Erin Rose (E.R.); Landry, Mike (M.P.)
Subject: RE: Review C1A Information

It is good that warranty is not showing an issue... though the mileage of most of the VOQs is well outside of the warranty window. VOQs are self-reported to NHTSA and therefore I doubt we will be able to track down the associated parts.

Regards,

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Friday, September 27, 2019 10:21 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Cc: Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: Review C1A Information

Mike – it looks like Jorji is out of the office next week and we're supposed to be presenting in Tuesday's CCRG for the subject issue. As I'm going through the data, I'm currently not finding anything in warranty that would indicate this continues to be an issue. Is there any way we can get any of these parts back from some of the VOQ's? I'm specifically interested in any that were binned as "repeat repair after recall" or "produced post 15S16" in column T. There are a total of 66 of them and getting any of those latches is critical in helping to root cause the issue. Below is the list of VINs from the 66 VOQ's. I'm also attaching the file for your reference, in case you don't have it.

VIN	ODI No	Model Yr	Model
3FADP4FJ6BM[redacted]	11207261	2011	FIESTA
3FADP4CJ8BM[redacted]	11123783	2011	FIESTA
3FADP4BJ2BM[redacted]	11019839	2011	FIESTA
3FADP4FJXBM[redacted]	11015211	2011	FIESTA
3FADP4BJ1CM[redacted]	11217211	2012	FIESTA
3FADP4EJ0CM[redacted]	11170525	2012	FIESTA
3FADP4BJ1CM[redacted]	11217211	2012	FIESTA
3FADP4EJ0CM[redacted]	11170525	2012	FIESTA
3FADP4BJ6CM[redacted]	11156517	2012	FIESTA
3FADP4BJ9CM[redacted]	11139062	2012	FIESTA
3FADP4BJ3CM[redacted]	11119807	2012	FIESTA

3FADP4BJ7CM[redacted]	11034178	2012	FIESTA
3FADP4BJ7CM[redacted]	11020450	2012	FIESTA
3FADP4BJXCM[redacted]	11004142	2012	FIESTA
3FADP4BJ5CM[redacted]	10992235	2012	FIESTA
3FADP4AJ1CM1[redacted]	10985006	2012	FIESTA
3FADP4BJ4DM1[redacted]	11228818	2013	FIESTA
3FADP4EJXDM1[redacted]	11228547	2013	FIESTA
3FADP4BJ1DM[redacted]	11172614	2013	FIESTA
3FADP4BJ2DM[redacted]	11164185	2013	FIESTA
3FADP4AJ6DM[redacted]	11138955	2013	FIESTA
3FADP4BJ1DM[redacted]	11130449	2013	FIESTA
3FADP4BJ1DM[redacted]	11129559	2013	FIESTA
3FADP4BJ7DM[redacted]	11115298	2013	FIESTA
3FADP4BJ5DM1[redacted]	11104591	2013	FIESTA
3FADP4BJ4DM1[redacted]	11084624	2013	FIESTA
3FADP4EJ8DM1[redacted]	11032716	2013	FIESTA
3FADP4EJXEM2[redacted]	11228757	2014	FIESTA
3FADP4BJ1EM[redacted]	11228262	2014	FIESTA
3FADP4BJ4EM[redacted]	11222949	2014	FIESTA
3FADP4FJ8EM[redacted]	11217778	2014	FIESTA
3FADP4BE5EM1[redacted]	11195262	2014	FIESTA
3FADP4BJ2EM[redacted]	11162644	2014	FIESTA
3FADP4EJ8EM2[redacted]	11133543	2014	FIESTA
3FADP4GX1EM[redacted]	11131608	2014	FIESTA
3FADP4EJ4EM2[redacted]	11120607	2014	FIESTA
3FADP4BJ4EM2[redacted]	11102701	2014	FIESTA
3FADP4BJ9EM[redacted]	11089616	2014	FIESTA
3FADP4EJ0EM[redacted]	11074513	2014	FIESTA
3FADP4BJ4EM[redacted]	11065957	2014	FIESTA
3FADP4FJ0EM2[redacted]	11032674	2014	FIESTA
3FADP4CJ8EM2[redacted]	11031770	2014	FIESTA
3FADP4BJ0EM1[redacted]	11020575	2014	FIESTA
3FADP4BJ6EM2[redacted]	10994529	2014	FIESTA
3FADP4BJ5EM[redacted]	10992103	2014	FIESTA
3FADP4BJ9EM[redacted]	10958131+B73:W73	2014	FIESTA
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3FADP4FJ4BM[redacted]	11229773	2011	FIESTA
3FADP4BJ1BM1[redacted]	11123101	2011	FIESTA
3FADP4FJ7BM1[redacted]	10995527	2011	FIESTA
3FADP4AJ3BM[redacted]	10897769	2011	FIESTA
3FADP4AJ2CM1[redacted]	11165270	2012	FIESTA
3FADP4EJ4CM2[redacted]	11129834	2012	FIESTA

3FADP4CJ0CM[redacted]	11111514	2012	FIESTA
3FADP4AJ2CM[redacted]	10971887	2012	FIESTA
3FADP4BJXDM[redacted]	11222247	2013	FIESTA
3FADP4BJ3DM[redacted]	11222087	2013	FIESTA
3FADP4BJ6DM[redacted]	11119675	2013	FIESTA
3FADP4BJ2DM[redacted]	11109798	2013	FIESTA
3FADP4AJ8DM[redacted]	11090102	2013	FIESTA
3FADP4AJ9DM[redacted]	11012181	2013	FIESTA
3FADP4BJ8DM[redacted]	11006452	2013	FIESTA
3FADP4BJXDM[redacted]	11001149	2013	FIESTA
3FADP4BJXDM[redacted]	11000832	2013	FIESTA
C	10979082	2013	FIESTA
3FADP4BJ4DM[redacted]	10954864	2013	FIESTA

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: Monday, September 23, 2019 12:36 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Review C1A Information

Thanks for meeting with us today.

Please see 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: Monday, September 23, 2019 12:29 PM
To: Parrish, Will (W.F.) <wparris1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Cc: Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: Review C1A Information

Hi Jorji,

Can you please send the file you shared with us on WebEx?

Thanks,

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

-----Original Appointment-----
From: Parrish, Will (W.F.) <wparris1@ford.com>
Sent: Thursday, September 19, 2019 3:05 PM
To: Parrish, Will (W.F.); Itoh, Jorji (J.D.); Robinson, Hue (H.M.); Briggs, Erin Rose (E.R.); Landry, Mike (M.P.)
Subject: Review C1A Information
When: Monday, September 23, 2019 12:00 PM-12:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Webex

Rescheduled to Monday, per request.

Review info from ASO team regarding C1A latch. Apologies for the conflicts, but there were no open time on calendars this week. I can reschedule to next week if required. Thanks.

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

Join Meeting

Meeting number (access code): [redacted]
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+[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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For additional help with WebEx, Ford users can click on the Digital Worker link:
WebEx Support
Can't join the meeting? Contact support.

[redacted]

From: Robinson, Hue (H.M.)
Sent: Wednesday, October 2, 2019 3:34 PM
To: Landry, Mike (M.P.)
Subject: RE: Review C1A Information

I'm still new to this process but is it a little early to open up a 14D for this issue? We have preliminary data from Jorji on VOQ's and AWS data but the team doesn't have an overall look of the other existing data out there (FMS360, GCQIS, etc.). While there are some concerns on the VOQ's the AWS data does not indicate a reoccurring issuing. I was going to schedule another meeting but I think we need Jorji back to update the team on the data before we go any further. I'm sure there is more info that I may be missing so I'm ok with your decision.

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: Tuesday, October 1, 2019 4:22 PM
To: Hamilton, Steven (S.C.) <shamilt3@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Fox, Mark (M.D.) <mfox1@ford.com>
Cc: Parrish, Will (W.F.) <wparris1@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: Review C1A Information

I would like to officially open a new 14D on the C1A latches as part of N19-1001-02.

Thank you.

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

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

Ford Go Further | SUSTAINABILITY ENVIRONMENT & SAFETY ENGINEERING

From: Hamilton, Steven (S.C.) <shamilt3@ford.com>
Sent: Tuesday, October 1, 2019 4:04 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Fox, Mark (M.D.) <mfox1@ford.com>

Cc: Parrish, Will (W.F.) <wparris1@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: Review C1A Information

Hue,

Those 14D's and programs have been actioned. If there is a new investigation and potential program then we need a new 14D kicked off with an X-number request from the CCM team. Zach, Eric, and I work on potential field service actions and cannot contain investigations outside of the 14D process due to resource and workload constraints.

Best regards,

Steve Hamilton
Program Manager, Recall & Service Programs
[redacted]
DSCII 801
SHAMILT3@FORD.COM

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, October 01, 2019 3:56 PM
To: Hamilton, Steven (S.C.) <shamilt3@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Fox, Mark (M.D.) <mfox1@ford.com>
Cc: Parrish, Will (W.F.) <wparris1@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: Review C1A Information

This one has multiple (previous) X-numbers and a previous 14D.

- 15X33 / 15S16
- 17X09 / 15S16-S1
- 16X54 / 16S30
- 16X59 / 16R01
- 18X03 / 18S06

Mark – do you know who did this mapping below and if so, can we get it duplicated with the current data? This was part of presentation I found from March 2015.

–PE14-028: 2011-2013 MY Fiesta Door Latches

–"A" Report Rate by State (R/1000)



AK	0	FL	37.3	LA	26.4	NC	6.1	OK	5.3	VA	2.5
AL	11.2	GA	12.6	MA	0.6	ND	0	OR	2.5	VT	0
AR	12.3	HI	12.8	MD	1.2	NE	1.2	PA	1.4	WA	1.5
AZ	290.4	IA	0.6	ME	0	NH	0.6	RI	0	WI	0.3
CA	34.4	ID	20.8	MI	0.5	NJ	1.8	SC	9.3	WV	1.3
CO	6.2	IL	1	MN	0.3	NM	40.5	SD	10.1	WY	5.1
CT	0.6	IN	1.5	MO	5	NV	229.7	TN	4.8		
DC	0	KS	10.4	MS	10.3	NY	1.7	TX	48.8		
DE	0	KY	2.6	MT	0	OH	0.8	UT	14.1		

–Virgin Islands 38.5

–Puerto Rico 77.1

–AZ, CA, FL, HI, ID, LA, NM, NV, PR, TX, UT, and VI account for 91% of PE reports.

DRAFT

SLIDE 7

HUE ROBINSON

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

---

From: Hamilton, Steven (S.C.) <shamilt3@ford.com>
Sent: Tuesday, October 1, 2019 3:17 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Fox, Mark (M.D.) <mfox1@ford.com>
Cc: Parrish, Will (W.F.) <wparris1@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Baumeister, Eric (E.) <ebaumei2@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: Review C1A Information

Hue,

Our team is not involved until we get an X-number request from the CCM team and a 14D is kicked off. Once that occurs then it will be assigned to a Program Manager and Analyst.

Best regards,

Steve Hamilton

Program Manager, Recall & Service Programs

[redacted]

DSCII 801

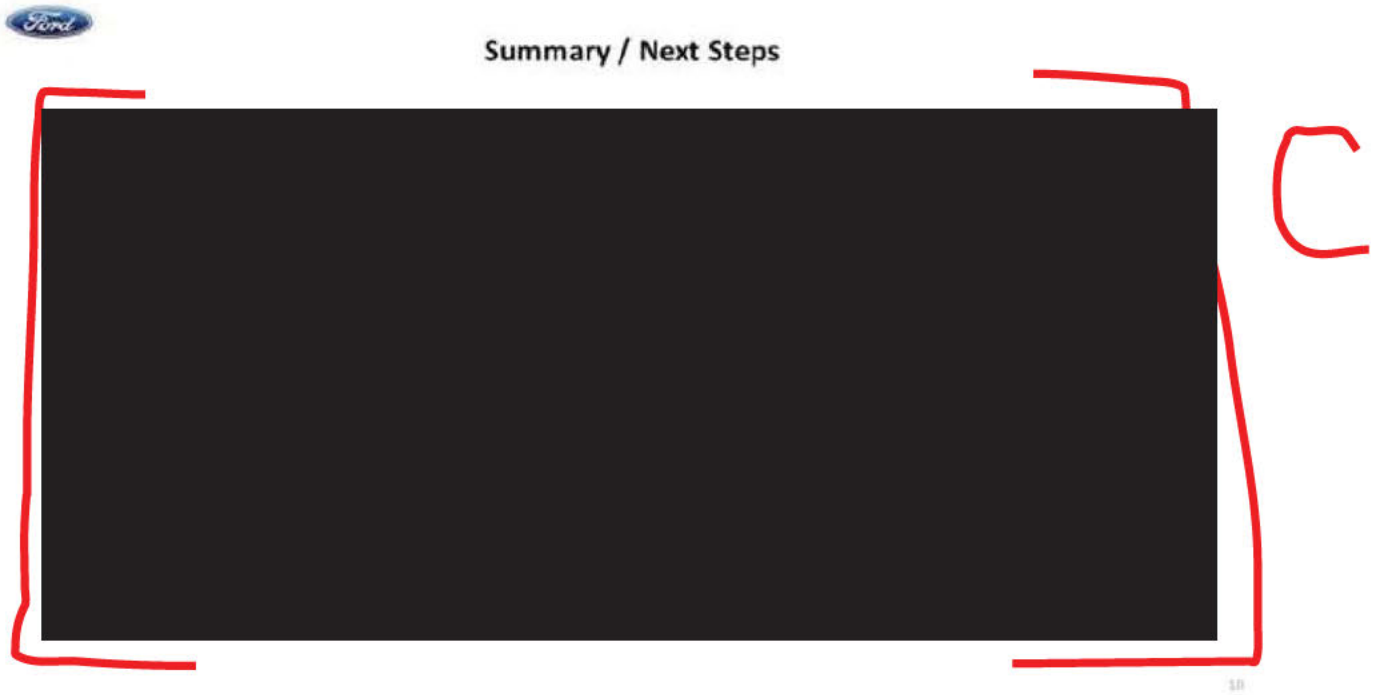
SHAMILT3@FORD.COM

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, October 01, 2019 11:28 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>; Fox, Mark (M.D.) <mfox1@ford.com>
Cc: Parrish, Will (W.F.) <wparris1@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>
Subject: RE: Review C1A Information

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

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

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



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

-----Original Appointment-----
From: Parrish, Will (W.F.) <wparris1@ford.com>
Sent: Thursday, September 19, 2019 3:05 PM
To: Parrish, Will (W.F.); Itoh, Jorji (J.D.); Robinson, Hue (H.M.); Briggs, Erin Rose (E.R.); Landry, Mike (M.P.)
Subject: Review C1A Information
When: Monday, September 23, 2019 12:00 PM-12:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Webex

Rescheduled to Monday, per request.

Review info from ASO team regarding C1A latch. Apologies for the conflicts, but there were no open time on calendars this week. I can reschedule to next week if required. Thanks.

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

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Join by phone
Tap to call in from a mobile device (attendees only)
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+[redacted] US Toll Free Number
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Join from a video system or application
Dial [redacted]@ford.webex.com
You can also dial 1[redacted]and enter your meeting number.

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

[redacted]

<mlandry@ford.com>
Cc: Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: Review C1A Information

Mike – it looks like Jorji is out of the office next week and we're supposed to be presenting in Tuesday's CCRG for the subject issue. As I'm going through the data, I'm currently not finding anything in warranty that would indicate this continues to be an issue. Is there any way we can get any of these parts back from some of the VOQ's? I'm specifically interested in any that were binned as "repeat repair after recall" or "produced post 15S16" in column T. There are a total of 66 of them and getting any of those latches is critical in helping to root cause the issue. Below is the list of VINs from the 66 VOQ's. I'm also attaching the file for your reference, in case you don't have it.

VIN	ODI No	Model Yr	Model
3FADP4FJ6BM[redacted]	11207261	2011	FIESTA
3FADP4CJ8BM[redacted]	11123783	2011	FIESTA
3FADP4BJ2BM[redacted]	11019839	2011	FIESTA
3FADP4FJXBM[redacted]	11015211	2011	FIESTA
3FADP4BJ1CM[redacted]	11217211	2012	FIESTA
3FADP4EJ0CM[redacted]	11170525	2012	FIESTA
3FADP4BJ1CM[redacted]	11217211	2012	FIESTA
3FADP4EJ0CM[redacted]	11170525	2012	FIESTA
3FADP4BJ6CM[redacted]	11156517	2012	FIESTA
3FADP4BJ9CM[redacted]	11139062	2012	FIESTA
3FADP4BJ3CM[redacted]	11119807	2012	FIESTA
3FADP4BJ7CM[redacted]	11034178	2012	FIESTA
3FADP4BJ7CM[redacted]	11020450	2012	FIESTA
3FADP4BJXCM[redacted]	11004142	2012	FIESTA
3FADP4BJ5CM[redacted]	10992235	2012	FIESTA
3FADP4AJ1CM[redacted]	10985006	2012	FIESTA
3FADP4BJ4DM[redacted]	11228818	2013	FIESTA
3FADP4EJXDM[redacted]	11228547	2013	FIESTA
3FADP4BJ1DM[redacted]	11172614	2013	FIESTA
3FADP4BJ2DM[redacted]	11164185	2013	FIESTA
3FADP4AJ6DM[redacted]	11138955	2013	FIESTA
3FADP4BJ1DM[redacted]	11130449	2013	FIESTA
3FADP4BJ1DM[redacted]	11129559	2013	FIESTA
3FADP4BJ7DM[redacted]	11115298	2013	FIESTA
3FADP4BJ5DM[redacted]	11104591	2013	FIESTA
3FADP4BJ4DM[redacted]	11084624	2013	FIESTA
3FADP4EJ8DM[redacted]	11032716	2013	FIESTA
3FADP4EJXEM[redacted]	11228757	2014	FIESTA
3FADP4BJ1EM2[redacted]	11228262	2014	FIESTA
3FADP4BJ4EM[redacted]	11222949	2014	FIESTA
3FADP4FJ8EM[redacted]	11217778	2014	FIESTA
3FADP4BE5EM[redacted]	11195262	2014	FIESTA

3FADP4BJ2EM[redacted]	11162644	2014	FIESTA
3FADP4EJ8EM[redacted]	11133543	2014	FIESTA
3FADP4GX1EM[redacted]	11131608	2014	FIESTA
3FADP4EJ4EM[redacted]	11120607	2014	FIESTA
3FADP4BJ4EM[redacted]	11102701	2014	FIESTA
3FADP4BJ9EM[redacted]	11089616	2014	FIESTA
3FADP4EJ0EM[redacted]	11074513	2014	FIESTA
3FADP4BJ4EM[redacted]	11065957	2014	FIESTA
3FADP4FJ0EM[redacted]	11032674	2014	FIESTA
3FADP4CJ8EM[redacted]	11031770	2014	FIESTA
3FADP4BJ0EM[redacted]	11020575	2014	FIESTA
3FADP4BJ6EM[redacted]	10994529	2014	FIESTA
3FADP4BJ5EM[redacted]	10992103	2014	FIESTA
3FADP4BJ9EM[redacted]	10958131+B73:W73	2014	FIESTA
3FADP4BJ9EM[redacted]	10938269	2014	FIESTA
3FADP4FJ4BM[redacted]	11229773	2011	FIESTA
3FADP4BJ1BM[redacted]	11123101	2011	FIESTA
3FADP4FJ7BM[redacted]	10995527	2011	FIESTA
3FADP4AJ3BM[redacted]	10897769	2011	FIESTA
3FADP4AJ2CM[redacted]	11165270	2012	FIESTA
3FADP4EJ4CM[redacted]	11129834	2012	FIESTA
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3FADP4BJXDM[redacted]	11000832	2013	FIESTA
C	10979082	2013	FIESTA
3FADP4BJ4DM[redacted]	10954864	2013	FIESTA

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: Monday, September 23, 2019 12:36 PM

To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Review C1A Information

Thanks for meeting with us today.

Please see 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: Monday, September 23, 2019 12:29 PM
To: Parrish, Will (W.F.) <wparris1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>
Cc: Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: Review C1A Information

Hi Jorji,

Can you please send the file you shared with us on WebEx?

Thanks,

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

-----Original Appointment-----
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Sent: Thursday, September 19, 2019 3:05 PM
To: Parrish, Will (W.F.); Itoh, Jorji (J.D.); Robinson, Hue (H.M.); Briggs, Erin Rose (E.R.); Landry, Mike (M.P.)
Subject: Review C1A Information
When: Monday, September 23, 2019 12:00 PM-12:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Webex

Rescheduled to Monday, per request.

Review info from ASO team regarding C1A latch. Apologies for the conflicts, but there were no open time on calendars this week. I can reschedule to next week if required. Thanks.

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

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+[redacted]FordNet[redacted] / Toll
+[redacted]US Toll Free Number
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WebEx Support
Can't join the meeting? Contact support.

[redacted]

From: Pleet, Edward (E.A.)
Sent: Tuesday, October 1, 2019 8:34 PM
To: Robinson, Hue (H.M.)
Cc: Ayyash, Khaled (K.A.); Spence, Ricky (R.A.)
Subject: Re: Review C1A Information

Thanks. I think we need to also understand what is happening on C-Max.

Chief Engineer, Ford Motor Company
Global Body Structures, Closures & Architecture
Office – Dearborn, MI PDC 2AA33 Cell - [redacted] Desk - [redacted]

On Oct 1, 2019, at 3:21 PM, Robinson, Hue (H.M.) <hrobin18@ford.com> wrote:

> Here's the data reviewed at CCRG this morning. I stressed to the team the key to all this is getting parts back from the VOQ's. We have the parts return request turned on but not seeing activity because majority of these failures are after the warranty period so customers are not using Ford dealers in the majority of the cases. ASO has sent me the Fiesta VOQ's but I don't have the Fusion VOQ's yet. Mark Fox is currently working with Mike Landry's team to compile the data (GCQIS, FMS360, AWS, VOQ's, customer complaints) for us.
>
> The issue was assigned an official CCRG topic number today and the team will progress with reviewing the data and previous history. Although C1A latches affect many other vehicle lines, the priority vehicles right now are Fiesta and Fusion. I know there's a lot of info in here and you will have questions so call me if you want to discuss the info attached.
>
> *HUE ROBINSON*
> **Ford Motor Co.** | **HLM Campaign Prevent/Quality Manager** | mobile [redacted] | text page: [redacted]@vtext.com
>
> ---
>
> **From:** Robinson, Hue (H.M.)
> **Sent:** Tuesday, October 1, 2019 11:28 AM
> **To:** Itoh, Jorji (J.D.) <jitoh@ford.com>; Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>; Landry, Mike (M.P.) <mlandry@ford.com>; Hamilton, Steven (S.C.) <shamilt3@ford.com>; Fox, Mark (M.D.) <mfox1@ford.com>
> **Cc:** Parrish, Will (W.F.) <wparris1@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>
> **Subject:** RE: Review C1A Information
>
> Here's the presentation that we reviewed in today's CCRG. I've updated the Summary/Next Steps slide to include assignments from today's meeting.
>
> Steve – I've included you as the FCSD rep for now, until we confirm who from FCSD will be following this investigation.
>
> Mark – I know your team is going through the data as we speak so please let me know when they're available for the team to review, prior to the next CCRG meeting.



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

<C1A Fiesta - CCRG 1Oct2019.pdf>

From: Okeh, Christopher (C.)
Sent: Thursday, January 30, 2020 8:43 PM
To: Robinson, Hue (H.M.)
Cc: Briggs, Erin Rose (E.R.)
Subject: RE: Scope 1 - Part Retrieval

Update as of today

Update on dealership calls. To continue tomorrow

3LN6L2J94ER[redacted]	Latch scraped	11/8/19
3LN6L2G9XER[redacted]	Latch scraped	11/12/19
3LN6L2G92ER[redacted]	Scrapped	11/14/19
3LN6L2GK8ER[redacted]	*Call back*	Will call me back.
3LN6L2G94ER[redacted]	Latch scraped	12/2/19
3LN6L2GK6ER[redacted]	Scraped	12/5/19
3LN6L2G95FR[redacted]	Latch scraped	12/4/19
3LN6L2G94ER[redacted]	Scraped	12/14/19

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Thursday, January 23, 2020 2:31 PM
To: Okeh, Christopher (C.) <cokeh@ford.com>
Cc: Briggs, Erin Rose (E.R.) <ebriggs7@ford.com>
Subject: RE: Scope 1 - Part Retrieval

Hi Chris,

I need your help in contacting these dealerships to see if they have the latches for these recent repairs and if they're available, we need them expedited back to us immediately. Start from the bottom of the list and work your way up since these will be the most recent repairs and we will have a better chance of catching these parts before they're scrapped. We also need to understand why these parts may not be getting flagged for returns to us. I'm attaching the file of all the VINs within the production dates of interest to us with recent claims for door latch not closing for your reference. The yellow cells are the ones of interest in North America, the orange cells are of interest but in other regions, and the green cells are already on our tracking matrix.

One green cell (3FADP4EJXEM[redacted], we should have received this part by now so can you please check to see the status of the part return?

VIN	Production Date	Model Year	Vehicle Description
3LN6L2J94ER[redacted]	02/12/2014	2014	MKZ
3LN6L2G9XER[redacted]	02/12/2014	2014	MKZ
3LN6L2G92ER[redacted]	01/06/2014	2014	MKZ
3LN6L2GK8ER[redacted]	06/10/2014	2014	MKZ
3LN6L2GK6ER[redacted]	01/14/2014	2014	MKZ
3LN6L2G95FR[redacted]	07/21/2014	2015	MKZ
3LN6L2G94ER[redacted]	05/05/2014	2014	MKZ

Can you please have a response back to me by tomorrow for the status of these parts?

Thanks,

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: Friday, January 10, 2020 10:25 AM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: Scope 1 - Part Retrieval

Good morning Hue,

[redacted]

Kind regards,

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

Thanks!

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

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

February 12, 2020

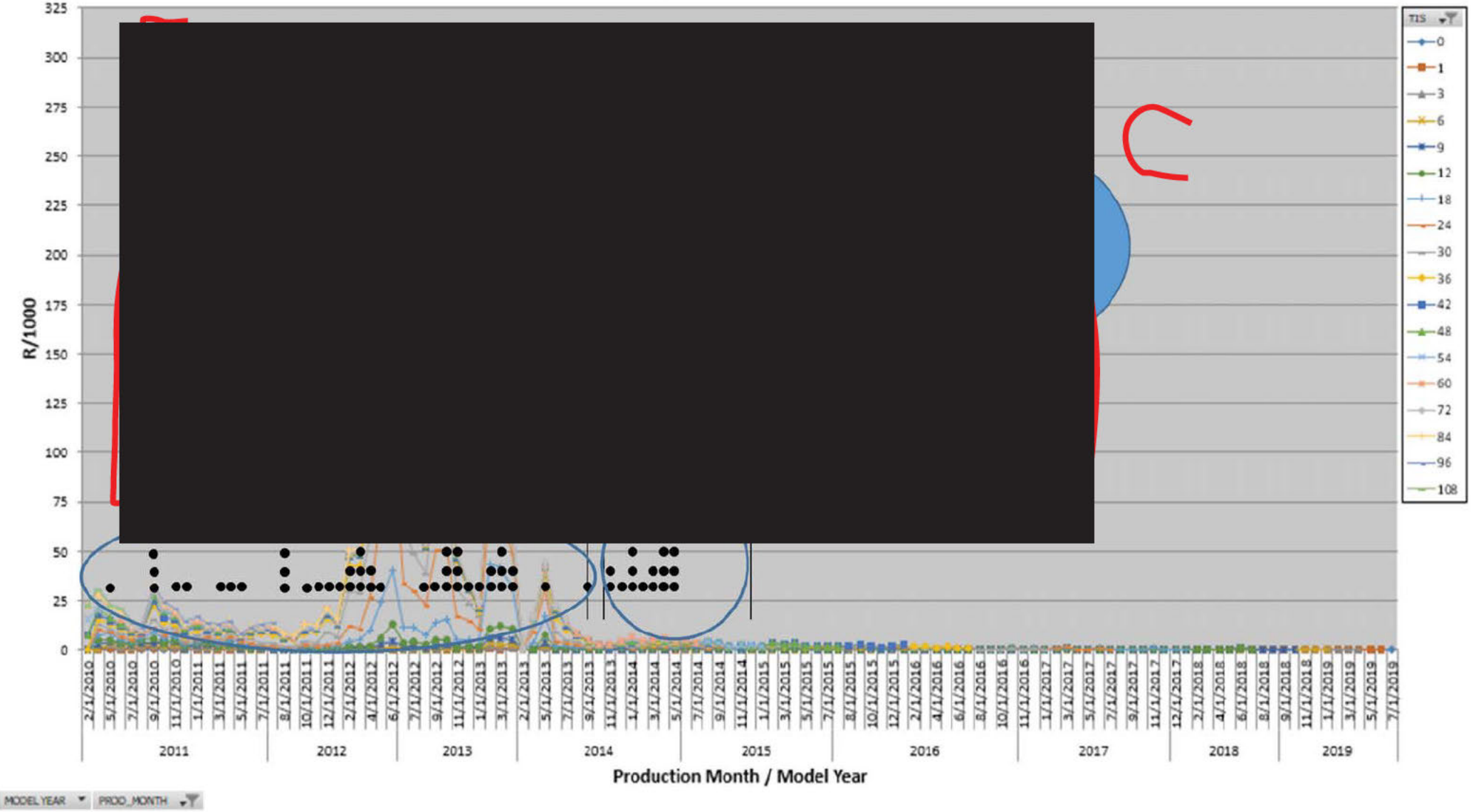
RQ19-005 001116 RC

Back – Up

CONFIDENTIAL BUSINESS INFORMATION

Warranty Data

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

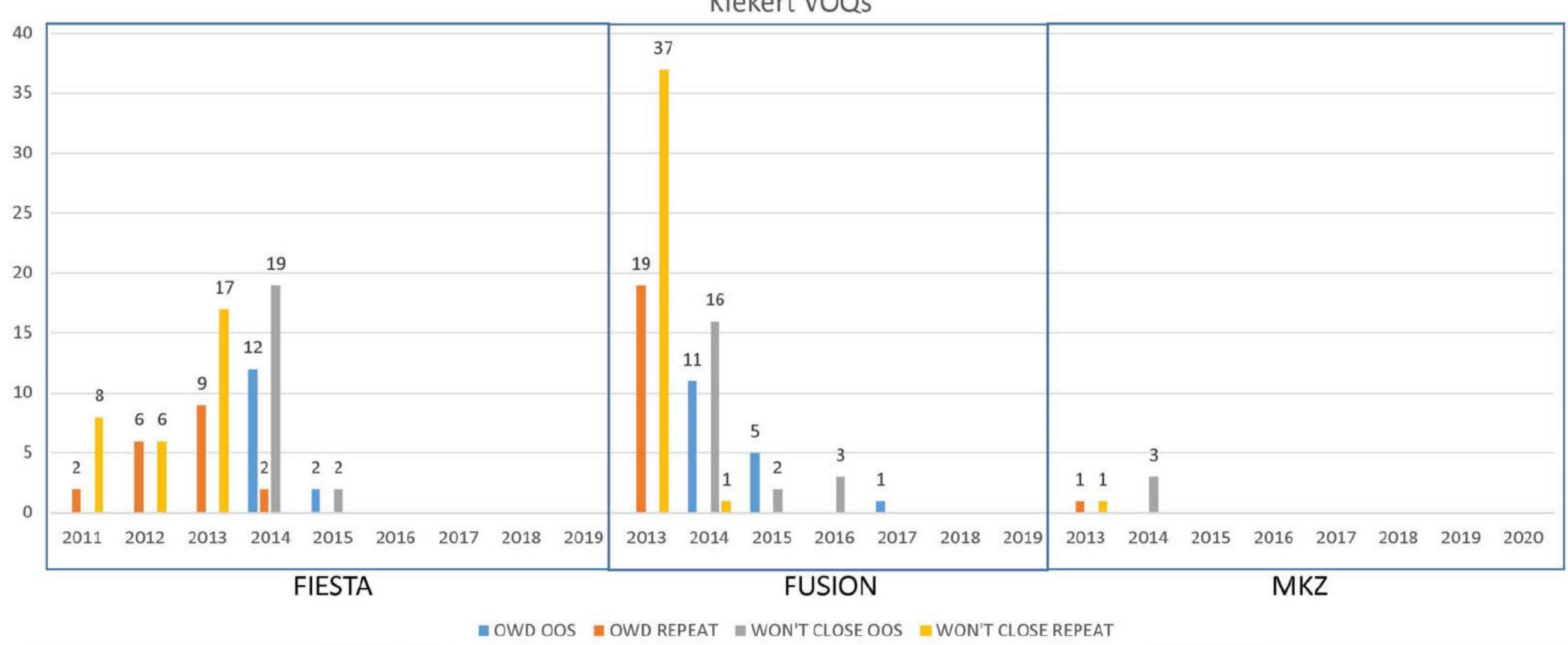


CONFIDENTIAL BUSINESS INFORMATION

All VOQ Data

[redacted]

	Repeat	OOS
Fiesta	50	35
Fusion	57	38
MKZ	2	3



From: Hansen, Thayne (T.)
Sent: Wednesday, February 12, 2020 1:37 PM
To: Rabourn, Todd (T.R.); Baker, Zachary (Z.)
Cc: Hansen, Thayne (T.)
Subject: RE: TRG File
Attachments: Scope 2 V3.pptx

Attached is the updated presentation.

Todd, we think that tables on slide 3 will be more effective.

Zach, take a look at the old text dates vs. the chart dates.

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

From: Hansen, Thayne (T.) <thansen1@ford.com>
Sent: Wednesday, February 12, 2020 7:54 AM
To: Rabourn, Todd (T.R.) <trabourn@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: TRG File

Mike has the DIRRP slide and is reviewing it now.

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

From: Rabourn, Todd (T.R.) <trabourn@ford.com>
Sent: Wednesday, February 12, 2020 7:31 AM
To: Hansen, Thayne (T.) <thansen1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: RE: TRG File

Are we good for the TRG? Do you have the updated deck?

From: Rabourn, Todd (T.R.)
Sent: Tuesday, February 11, 2020 5:18 PM
To: Hansen, Thayne (T.) <thansen1@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: FW: TRG File

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

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

Sorry, here you go.

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

Hi Todd,

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

Kind regards,

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

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

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

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

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

Thanks.

Todd Rabourn

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



2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

February 5, 2020

RQ19-005 001130 RC

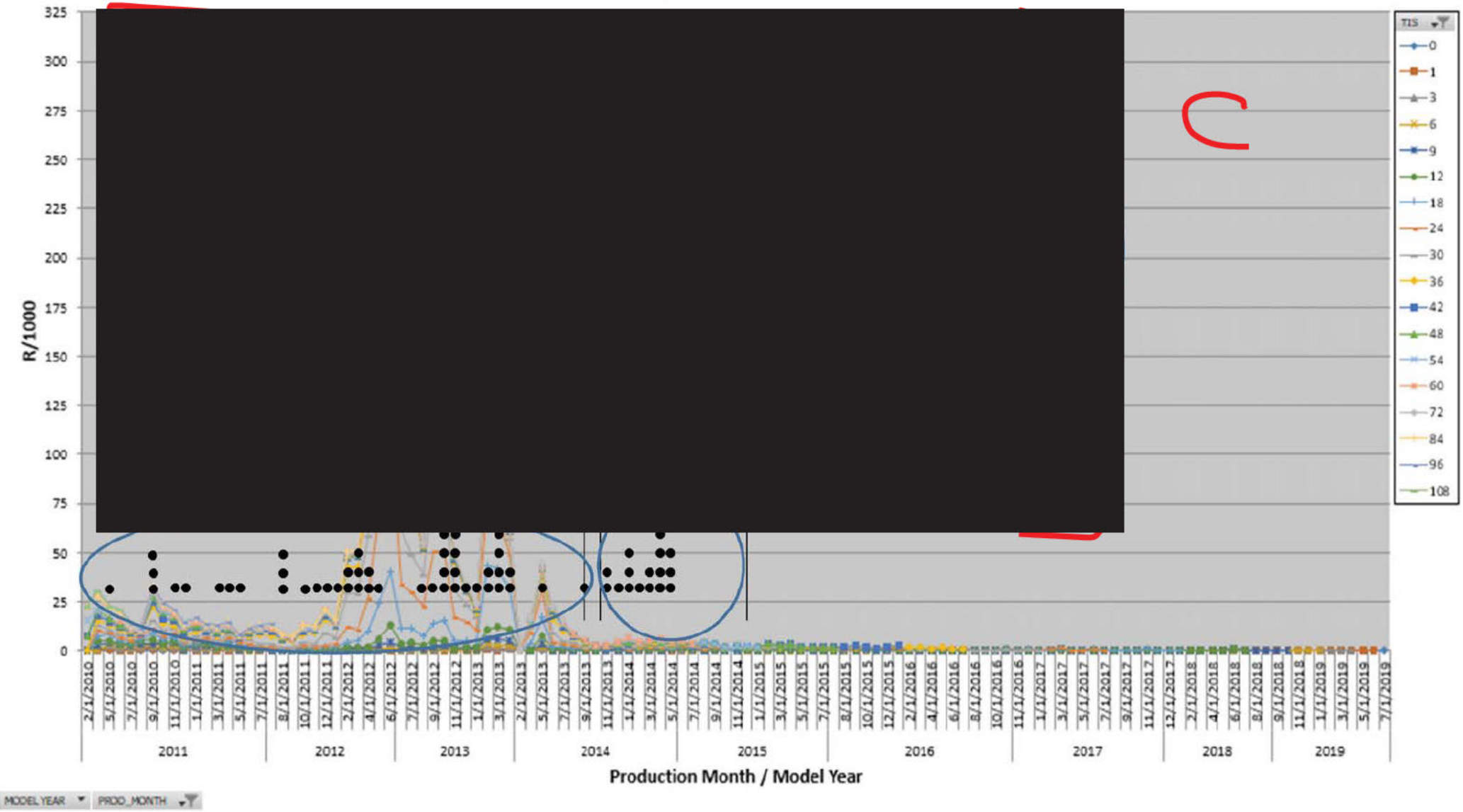
Back – Up

RQ19-005 001136 RC

CONFIDENTIAL BUSINESS INFORMATION

Warranty Data

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

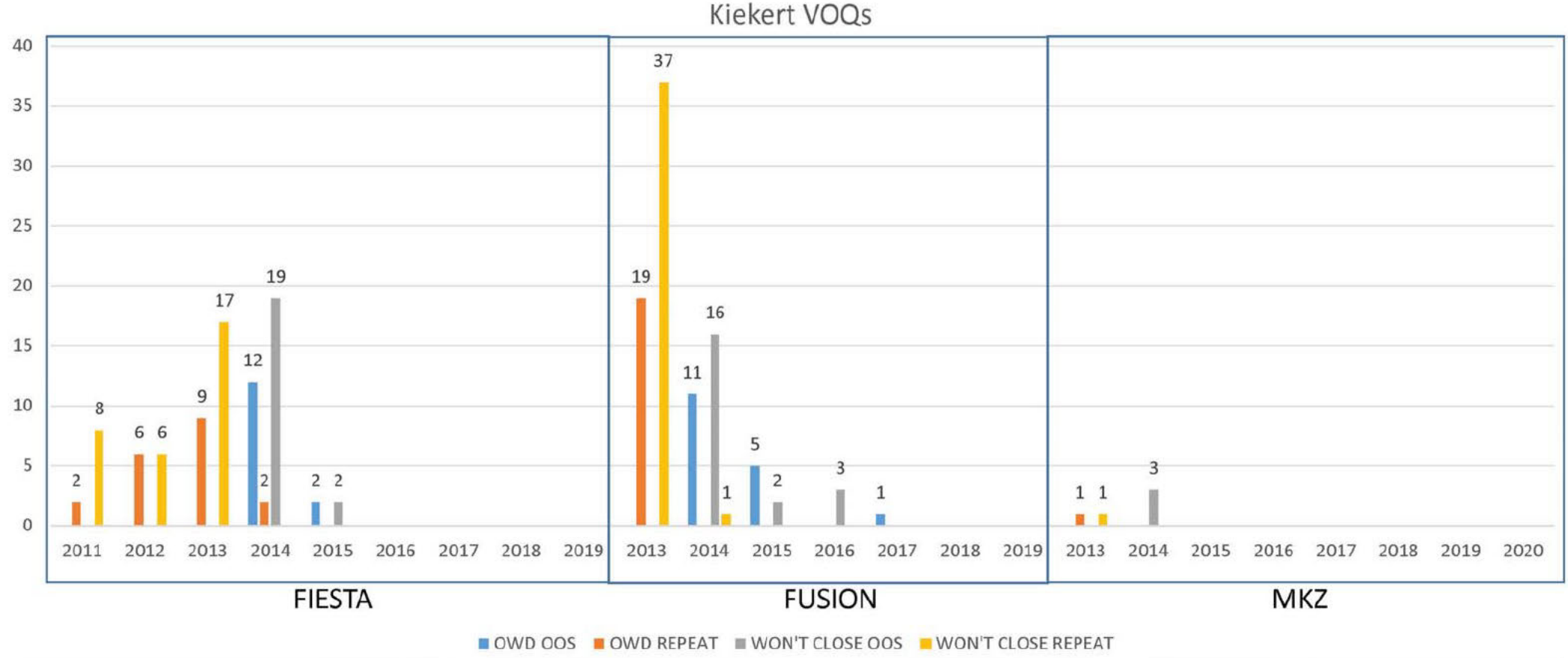


CONFIDENTIAL BUSINESS INFORMATION

All VOQ Data

[redacted]

	Repeat	OOS
Fiesta	50	35
Fusion	57	38
MKZ	2	3



GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient
RQ19-005 001138 RC

From: Rabourn, Todd (T.R.)
Sent: Wednesday, November 27, 2019 3:28 AM
To: Robinson, Hue (H.M.); Itoh, Jorji (J.D.)
Subject: RE: TRG Prep Docs
Attachments: N19-1001-02 2011-2016 Cross Veh Line C1A Door Latch TRG DRAFT.pptx

Attached version contains updates on slide 9 and a couple of next step actions on slide 11. Let me know if detail on slide 9 is appropriate and ensure the Return Parts section is accurately stated.

I don't have any relevant dealer feedback but I do believe it is important to define the dealer network as a reason for variability in root cause assessment. Corrective action will address all dealers behavior regardless of root cause.

If available, I will dial into the call but will be with my family tomorrow so it will all come down to the kids schedule. Please let me know if you have any feedback and I will update over the weekend.

Thanks.

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Monday, November 25, 2019 6:00 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Rabourn, Todd (T.R.) <trabourn@ford.com>
Subject: RE: TRG Prep Docs

Here's the file that I have so far. I marked up the file with red font where things still need to be updated.

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: Monday, November 25, 2019 11:39 AM
To: Rabourn, Todd (T.R.) <trabourn@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: TRG Prep Docs

Good afternoon,

Please see the attached.

Kind regards,

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

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

December 4, 2019

RQ19-005 001141 RC

Current VOQ Data

Hue to update

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

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

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

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

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

[redacted]

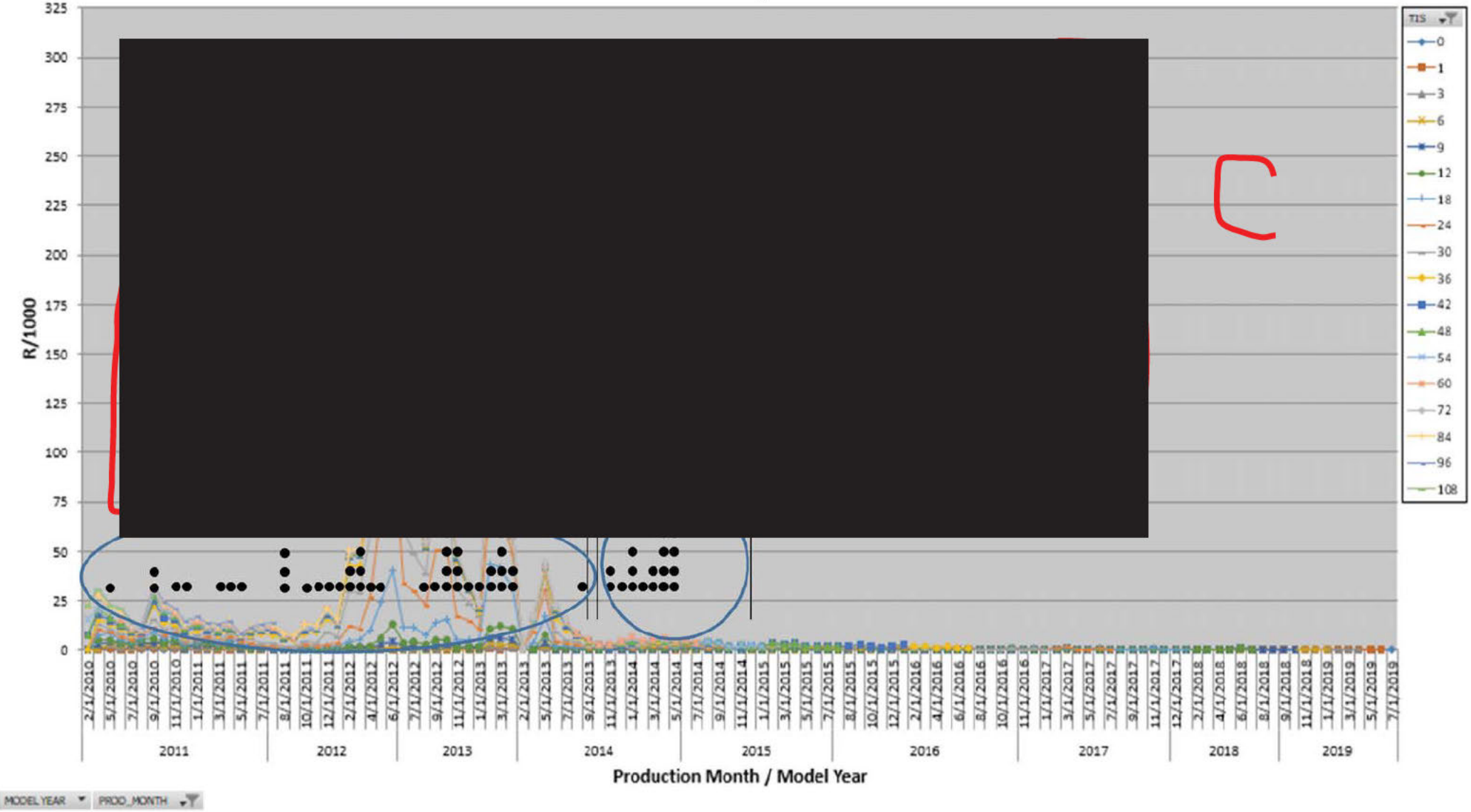
GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient
RQ19-005 001145 RC

CONFIDENTIAL BUSINESS INFORMATION

Warranty Data

Do we need to include
Fusion & MKZ data?

AWS Analysis – Fiesta C1A Latches



RQ19-005 001146 RC

Parts Return Analysis

Hue to include latest Excel part tracking file

GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient

Scope #1 – Failures Outside Recall Date

Robustness change date
Data of recent returns

RQ19-005 001148 RC

Summary / Next Steps

Data needed for A1 & A2
Inventory status at time of recall & current
Ford clinic
Continue to monitor Find A Vehicle & WPAC parts return analysis

RQ19-005 001150 RC

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

Good morning Thayne,

[redacted]

Any guidance you can provide would be appreciated.

Kind regards,

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

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

Hi Mike and Jorji,

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

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

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

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

Regards,
Matthew

Matthew Yandrick

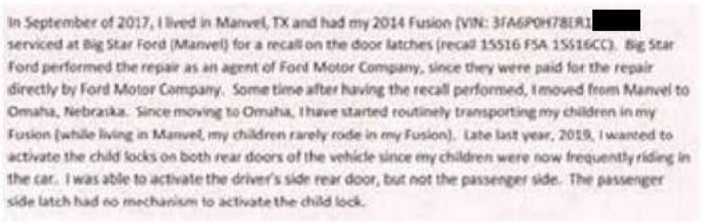
General Engineer, Office of Defects Investigation
National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue, SE Room W46-475
Washington, DC 20590
Office 202-366-1126

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

Hi Mike and Jorji,

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

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


In September of 2017, I lived in Manvel, TX and had my 2014 Fusion (VIN: 3FA6P0H78ER[redacted] serviced at Big Star Ford (Manvel) for a recall on the door latches (recall 15S16 FSA 15S16CC). Big Star Ford performed the repair as an agent of Ford Motor Company, since they were paid for the repair directly by Ford Motor Company. Some time after having the recall performed, I moved from Manvel to Omaha, Nebraska. Since moving to Omaha, I have started routinely transporting my children in my Fusion (while living in Manvel, my children rarely rode in my Fusion). Late last year, 2019, I wanted to activate the child locks on both rear doors of the vehicle since my children were now frequently riding in the car. I was able to activate the driver's side rear door, but not the passenger side. The passenger side latch had no mechanism to activate the child lock.

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

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

Regards,
Matthew

Matthew Yandrick

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

From: Itoh, Jorji (J.D.)
Sent: Wednesday, February 26, 2020 1:27 PM
To: Baker, Zachary (Z.)
Subject: RE: VOQ Alleging Swapped Latches

Zach,

Thank you very much.

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Monday, February 24, 2020 5:28 PM
To: Landry, Mike (M.P.) <mlandry@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: VOQ Alleging Swapped Latches

Mike and Jorji,

[redacted]

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

From: Baker, Zachary (Z.)
Sent: Friday, February 21, 2020 12:46 PM
To: Landry, Mike (M.P.) <mlandry@ford.com>; Itoh, Jorji (J.D.) <JITOH@ford.com>
Subject: RE: VOQ Alleging Swapped Latches

I should also note that we are scheduling the Fusion trial next week as well, but likely won't have that information until after the meeting with the agency. I figured this was noteworthy since the VOQ is on a Fusion.

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

[redacted]

From: Landry, Mike (M.P.) <mlandry@ford.com>
Sent: Friday, February 21, 2020 11:35 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: VOQ Alleging Swapped Latches

Excellent! We have a touch point with NHTSA at 9am Tuesday, any findings you have from Monday will be very welcome.

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

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

Ford Go Further | SUSTAINABILITY ENVIRONMENT & SAFETY ENGINEERING

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, February 21, 2020 10:27 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: RE: VOQ Alleging Swapped Latches

We will be tearing into a Focus on Monday – I will be validating the ability to swap these latches from front to rear.

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

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Friday, February 21, 2020 8:29 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>
Subject: FW: VOQ Alleging Swapped Latches

Good morning Zach,

This is a VOQ from NHTSA to add some context to our discussion yesterday about FR/RR Latch interchangeability.
The latch codes were obtained and all latches in the vehicle are of 2017 vintage, the same year we show 15S16 was performed.
I was hoping that when looking at the warranty history, I would see a RR door repair after the recall was performed, but unfortunately, no additional repairs documented.

Thanks for your help with this.

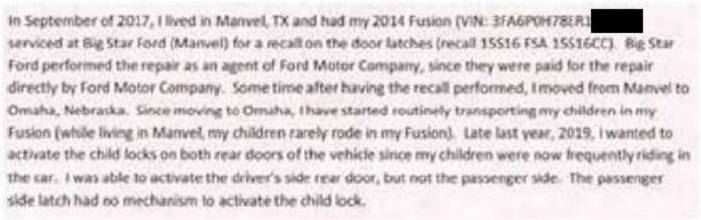
Jorji D. Itoh
Production Vehicle Safety
Automotive Safety Office
330 Town Center Drive, Suite 500
Dearborn, MI 48126
Phone: [redacted]

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

Hi Mike and Jorji,

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

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


In September of 2017, I lived in Manvel, TX and had my 2014 Fusion (VIN: 3FA6P0H78ER1[redacted] serviced at Big Star Ford (Manvel) for a recall on the door latches (recall 15S16 FSA 15S16CC). Big Star Ford performed the repair as an agent of Ford Motor Company, since they were paid for the repair directly by Ford Motor Company. Some time after having the recall performed, I moved from Manvel to Omaha, Nebraska. Since moving to Omaha, I have started routinely transporting my children in my Fusion (while living in Manvel, my children rarely rode in my Fusion). Late last year, 2019, I wanted to activate the child locks on both rear doors of the vehicle since my children were now frequently riding in the car. I was able to activate the driver's side rear door, but not the passenger side. The passenger side latch had no mechanism to activate the child lock.

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

Regards,
Matthew

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

Regards,

Mike Landry

Manager, Car & Small Utility Vehicle Investigations
Automotive Safety Office

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

Ford Go Further

SUSTAINABILITY
ENVIRONMENT &
SAFETY ENGINEERING

3.d Hot States

United States 'Hot States'

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

US Territories

- ALABAMA
- AMERICAN SAMOA
- GUAM
- NORTHERN MARIANA ISLANDS
- PUERTO RICO
- U.S. VIRGIN ISLANDS

GIS2 Classification: CONFIDENTIAL
GIS1 Item: Template
RQ19-005 001165 RC

3.e Volumes Estimates

…

…

In progress

GIS2 Classification: CONFIDENTIAL
GIS1 Item: Template
RQ19-005 001166 RC

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

February 5, 2020

RQ19-005 001181 RC

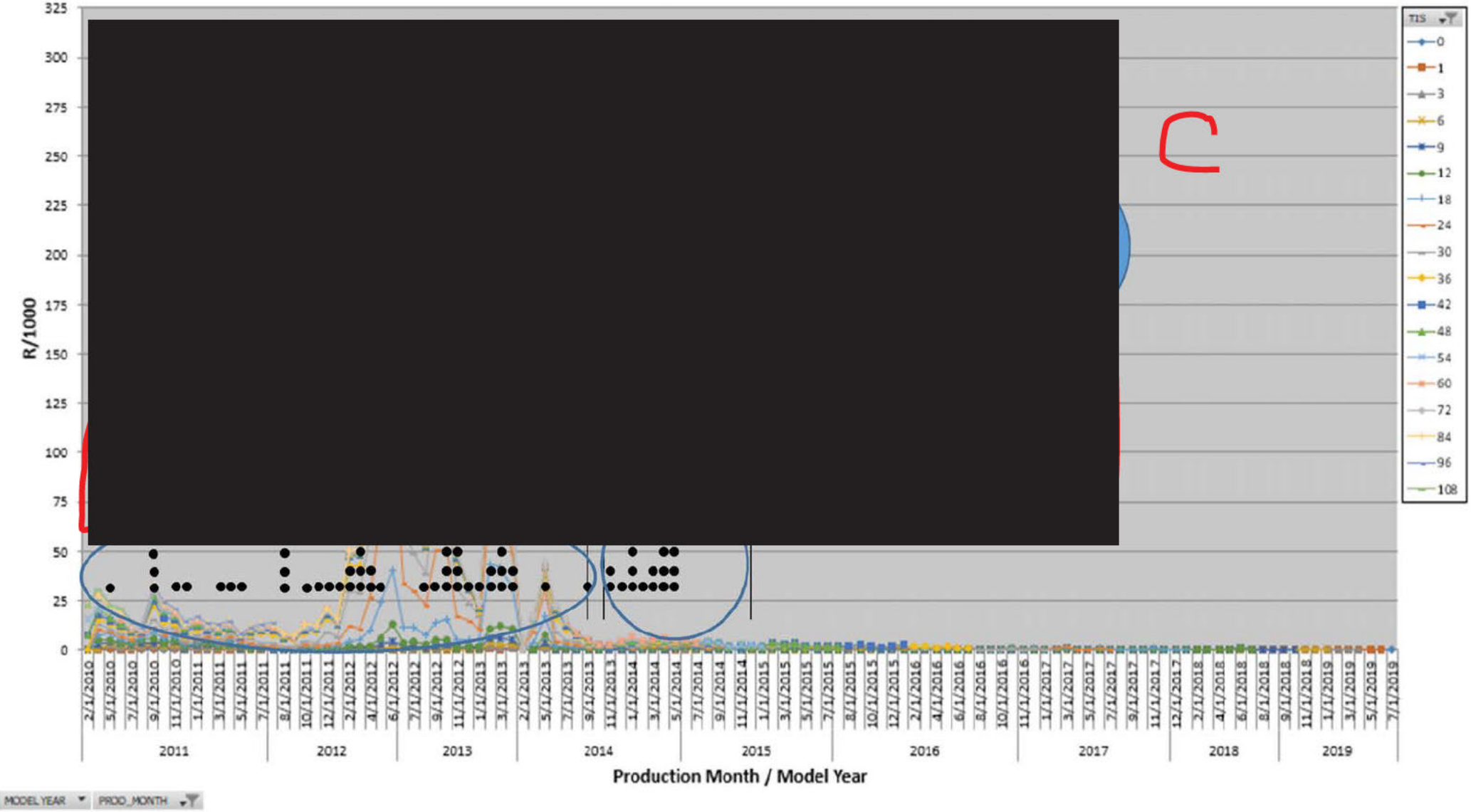
Back – Up

RQ19-005 001186 RC

CONFIDENTIAL BUSINESS INFORMATION

Warranty Data

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



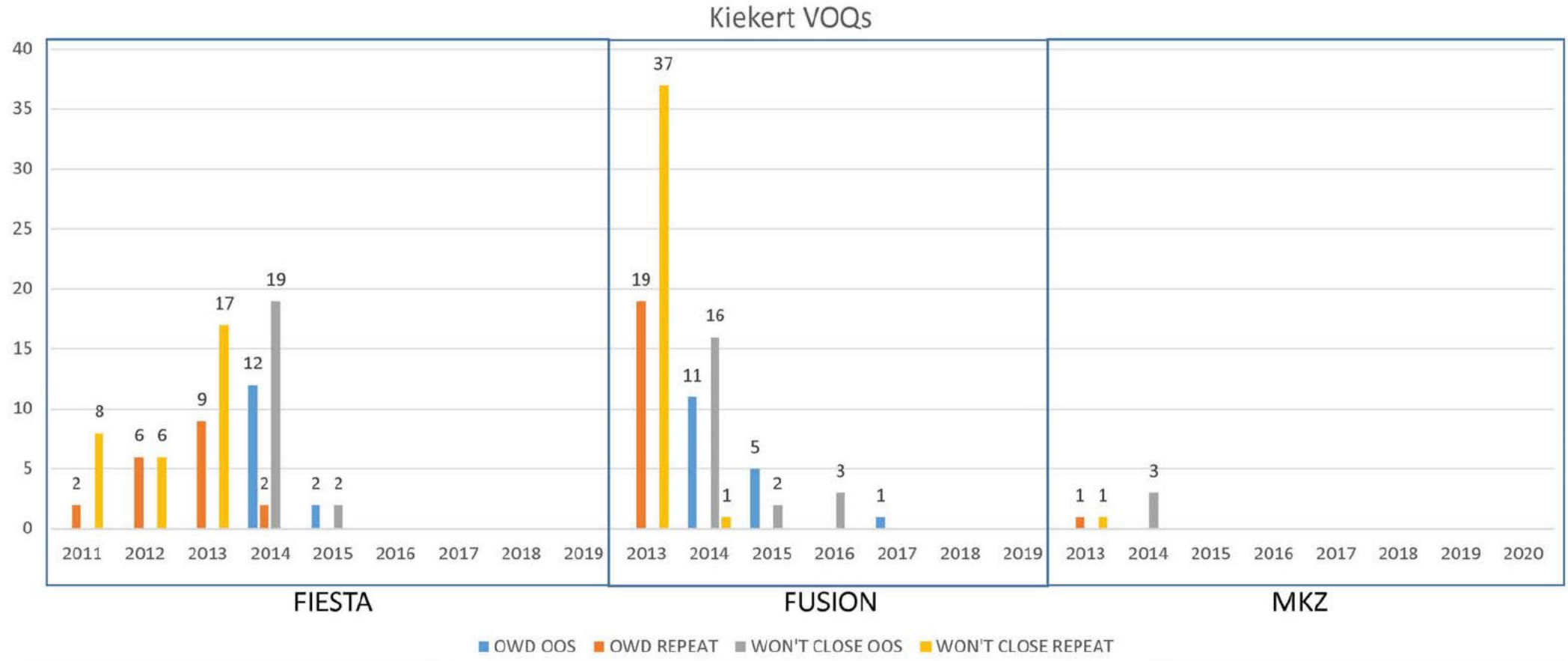
Technical Review Group 2020.02.05

2011-2016 Cross Vehicle Line – C1A Door Latch

All VOQ Data

[redacted]

	Repeat	OOS
Fiesta	50	35
Fusion	57	38
MKZ	2	3



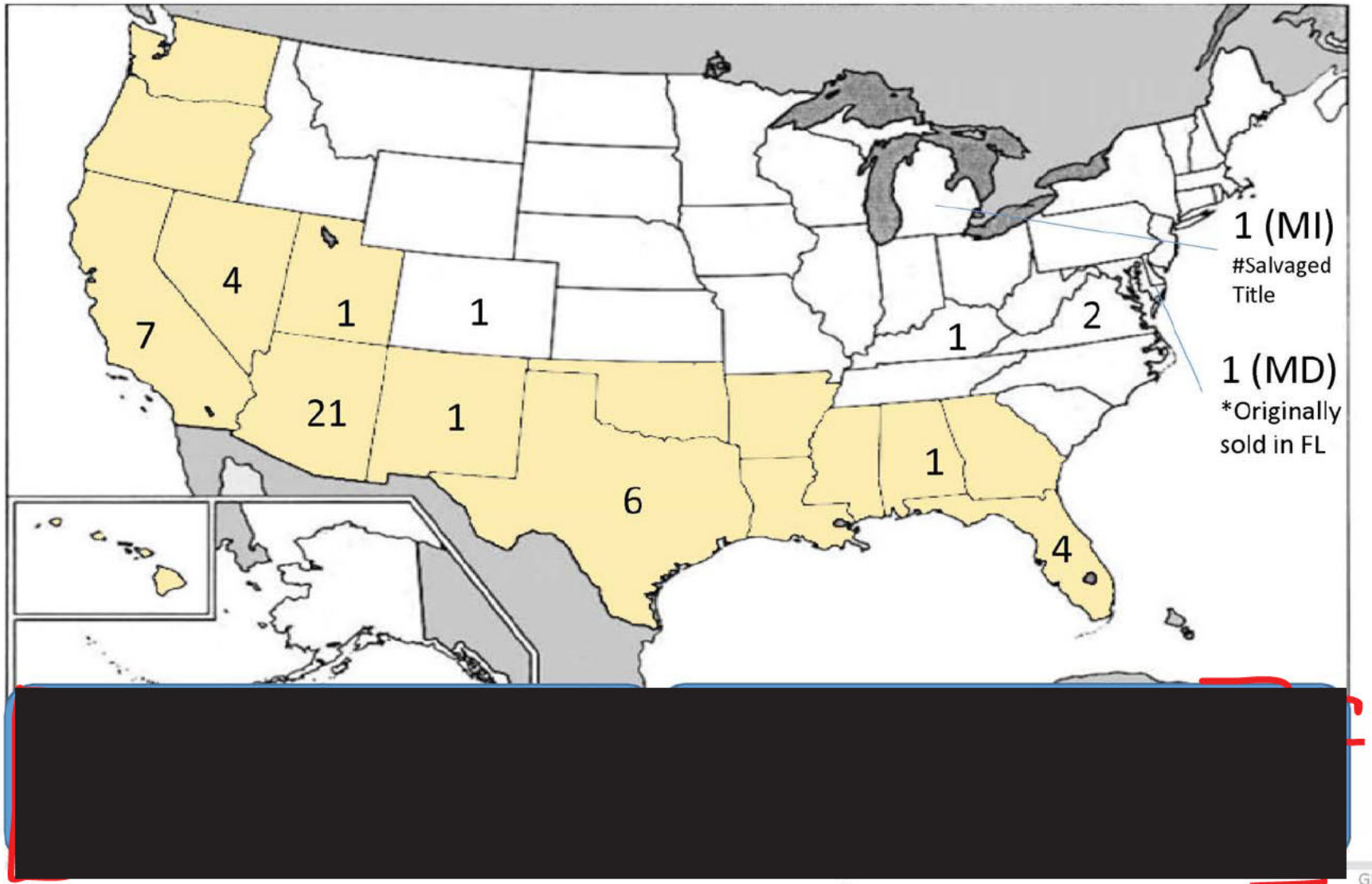
Latch teardown at Ford Dearborn

BACK UP

GIS2 Classification: CONFIDENTIAL
GIS1 Item: Tenpoint
RQ19-005 001202 RC

CONFIDENTIAL BUSINESS INFORMATION

OOS VOQ Count Based on Location



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

GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient
RQ19-005 001203 RC

From: Itoh, Jorji (J.D.)
Sent: Thursday, May 21, 2020 5:58 PM
To: Baker, Zachary (Z.)
Subject: TRG DRAFT Presentation
Attachments: N19-1001-02 C1A Latch TRG 052220.pptx

Zach,

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

Thanks for your help.

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

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

May 22, 2020

RQ19-005 001205 RC

Customer Letter Draft

RQ19-005 001209 RC

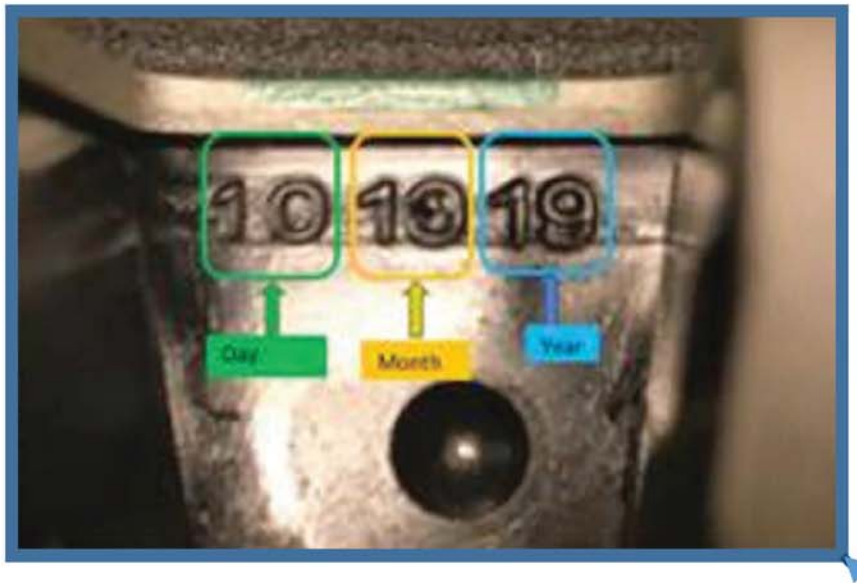
Website Draft

RQ19-005 001210 RC

Backup

RQ19-005 001212 RC

DOOR LATCH INSPECTION AREA





From: Itoh, Jorji (J.D.)
Sent: Monday, November 25, 2019 4:39 PM
To: Rabourn, Todd (T.R.); Robinson, Hue (H.M.)
Subject: TRG Prep Docs
Attachments: TRG Outline.docx; N19-1001-02 2011-2016 Cross Veh Line – C1A Door Latch TRG.pptx

Good afternoon,

Please see the attached.

Kind regards,

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

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

December 4, 2019

RQ19-005 001217 RC

Follow-up assignments from TRG:	Date Assigned	Lead (Org – Name)

TRG Presentations

5

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

December 4, 2019

RQ19-005 001222 RC

Fiesta VOQs (with VINs) Data

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

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

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

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

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

[redacted]

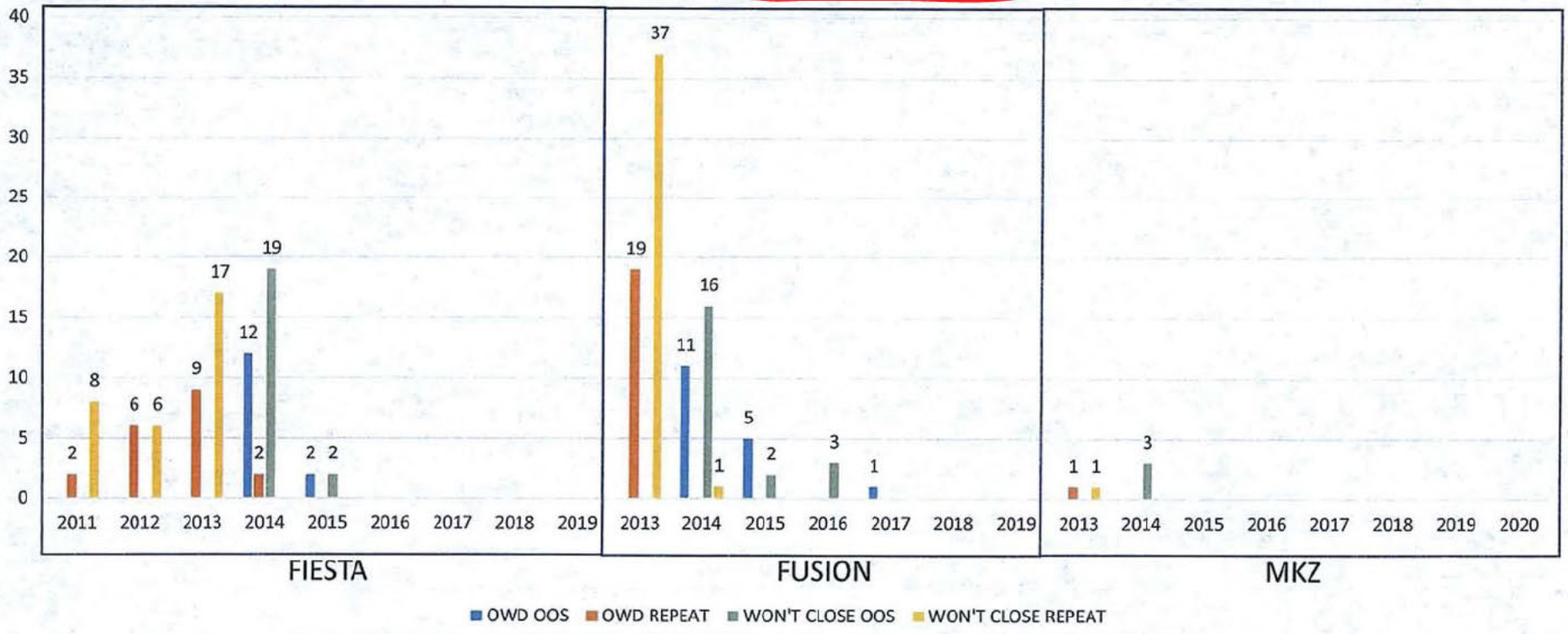
CONFIDENTIAL BUSINESS INFORMATION
RQ19-005 001228 RC

2011-2016 Cross Vehicle Line – C1A Door Latch

All VOQ Data

[redacted]

	Repeat	OOS
Fiesta	50	35
Fusion	57	38
MKZ	2	3

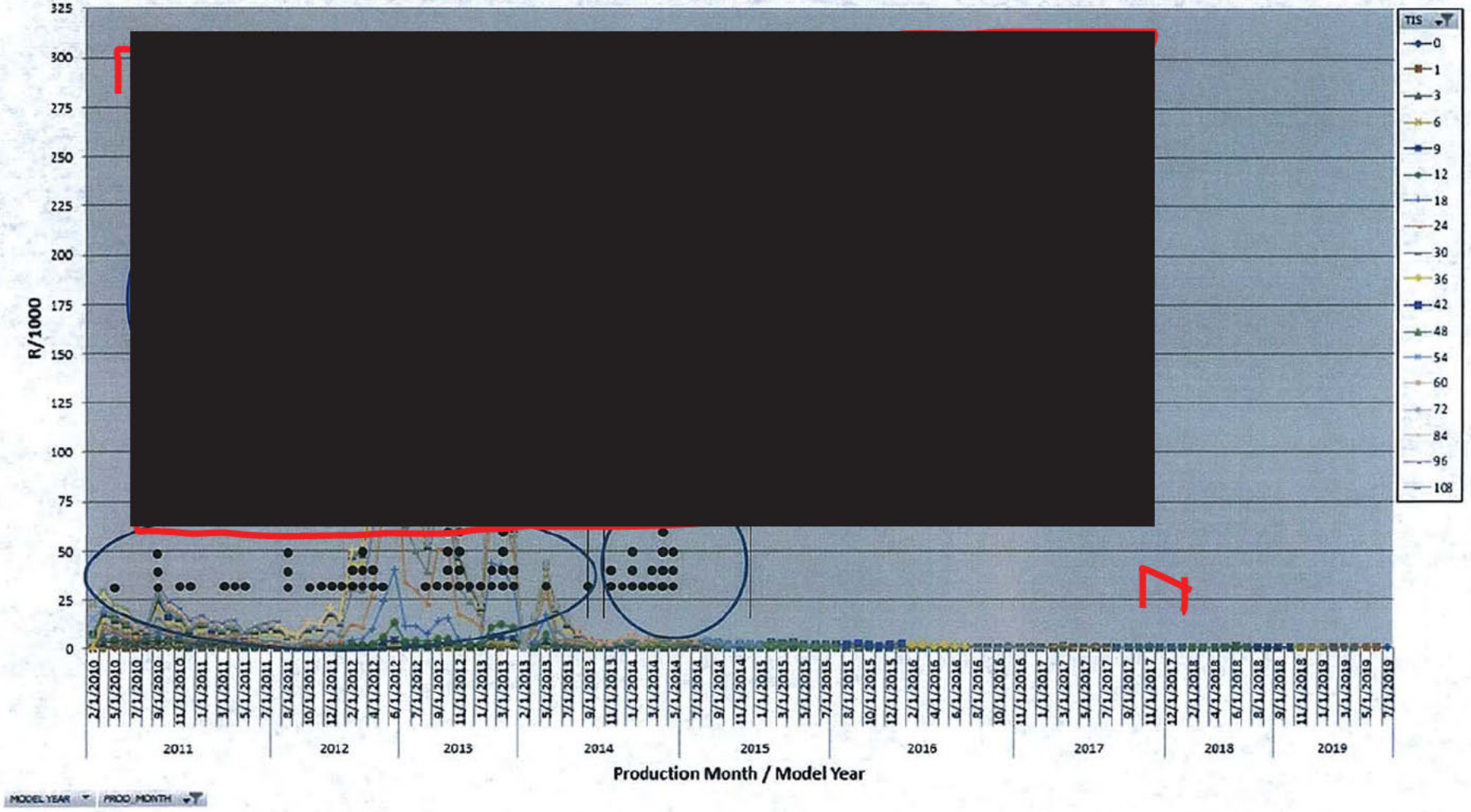


CONFIDENTIAL BUSINESS INFORMATION

RQ19-005 001229 RC

Warranty Data

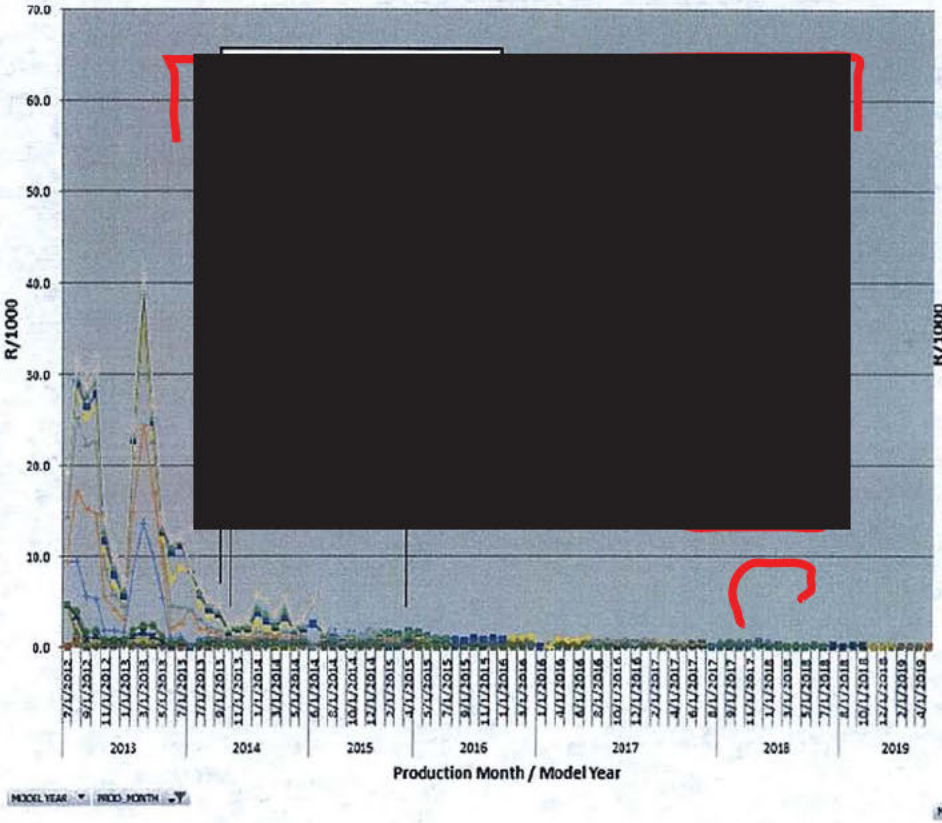
AWS Analysis – Fiesta C1A Latches (N.A. ONLY)



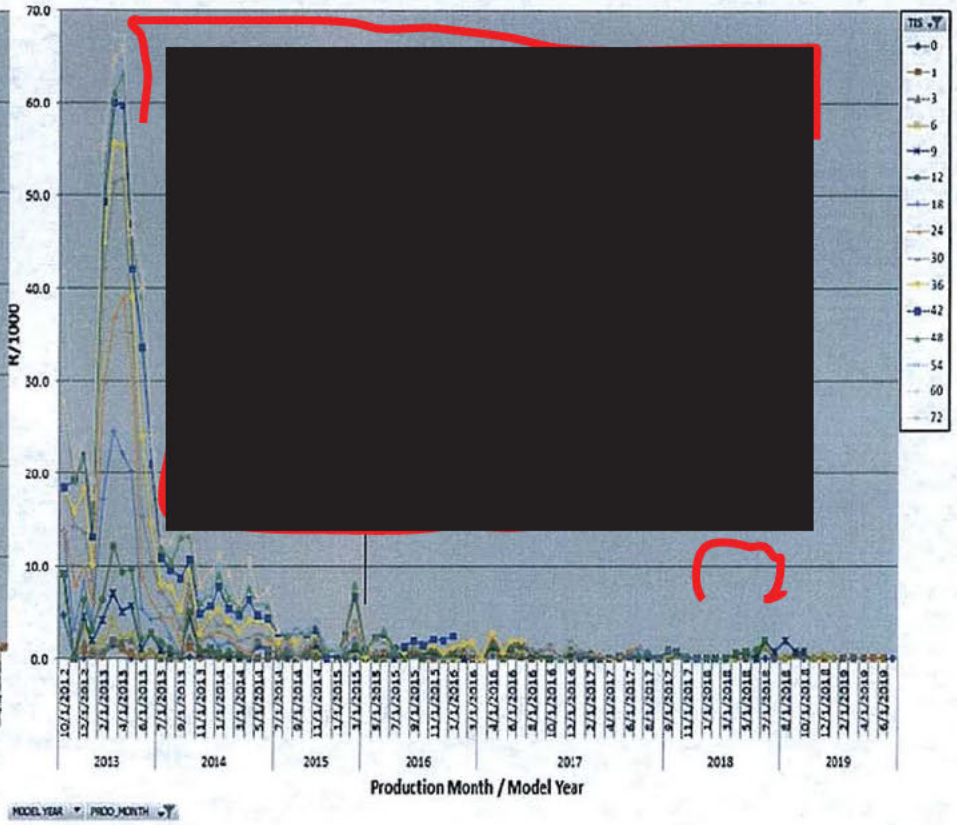
CONFIDENTIAL BUSINESS INFORMATION
RQ19-005 001230 RC

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

Fusion



MKZ



RQ19-005 001231 RC
CONFIDENTIAL BUSINESS INFORMATION

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

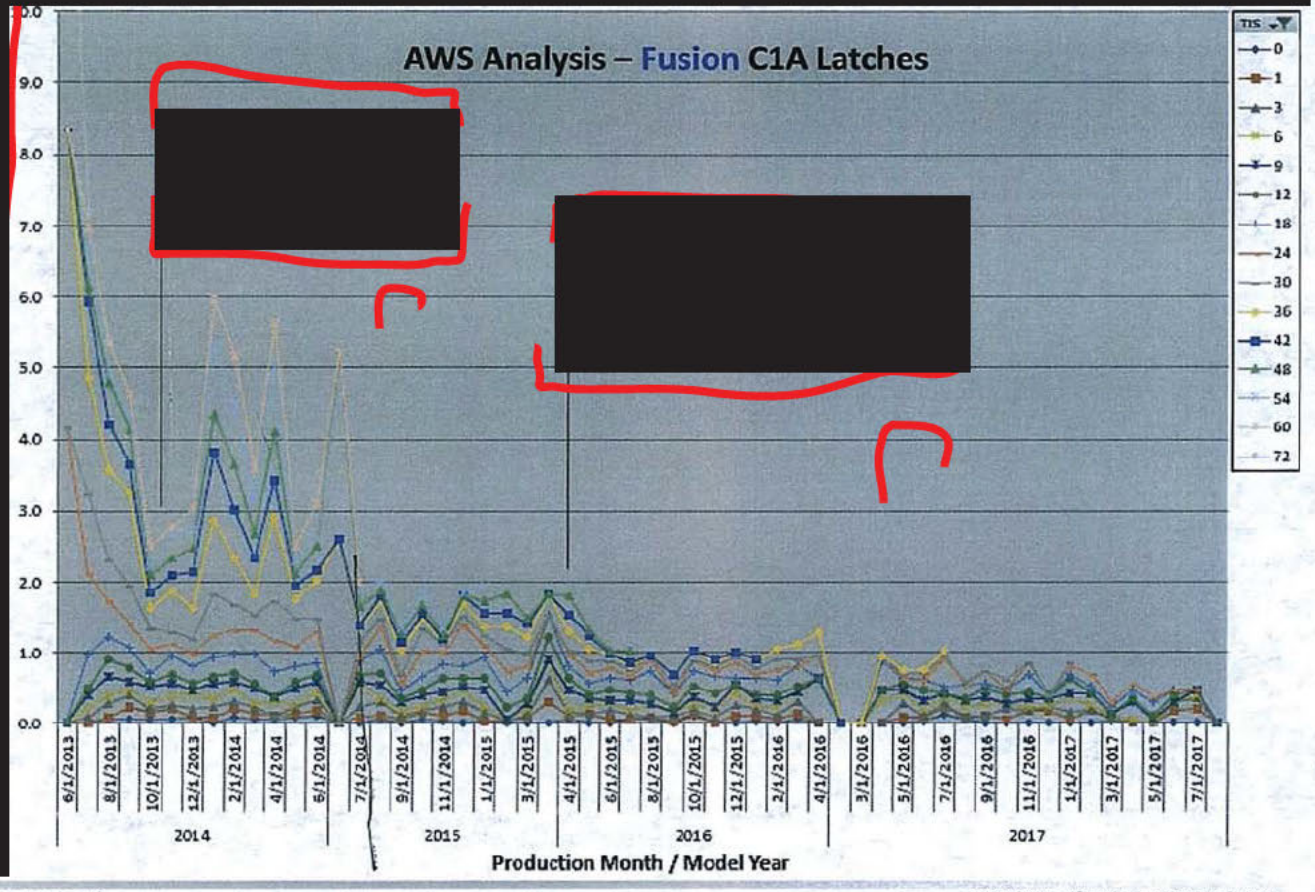
Count	Source	Supplier	Vehicle Line	Vin#	Vehicle Built Date	Latch built/Julian Date	Recent Repair Date	State	Customer Concern	Tech Action	History
1	WPAC	Kiekert	Fusion	3FA6P0H76DR[redacted]	2/11/2013	1/23/2013	9/26/2019	MA	RF door won't close	Recall 15S16	5/22/19-initial 15S16 performed by Grieco dealer & 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	Right 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: 102216582)
39	WPAC	Kiekert	Fusion	3FA6P0H75DR[redacted]	10/2/2012	9/12/2012	10/7/2019	MD	RF door won't close	Latch replaced, per15S16	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	AFAFP4LP8GJF[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	AFAFP4LP7GJF[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	AFAFP4LP1GJF[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	AFAFP4LP7GJB[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	AFAFP4LP5GJF[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.
11111 507	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.
11265 835	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 300816, FR 410E5, RL 181115, RR 1211C5.
11278 552	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.

GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient

CONFIDENTIAL BUSINESS INFORMATION

RQ19-005 001232 RC

[redacted]



File Name: N19-1001-02 2011-2016 Cross Veh Line – C1A Door Latch.pdf
Last Updated: 2019.12.04

GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient

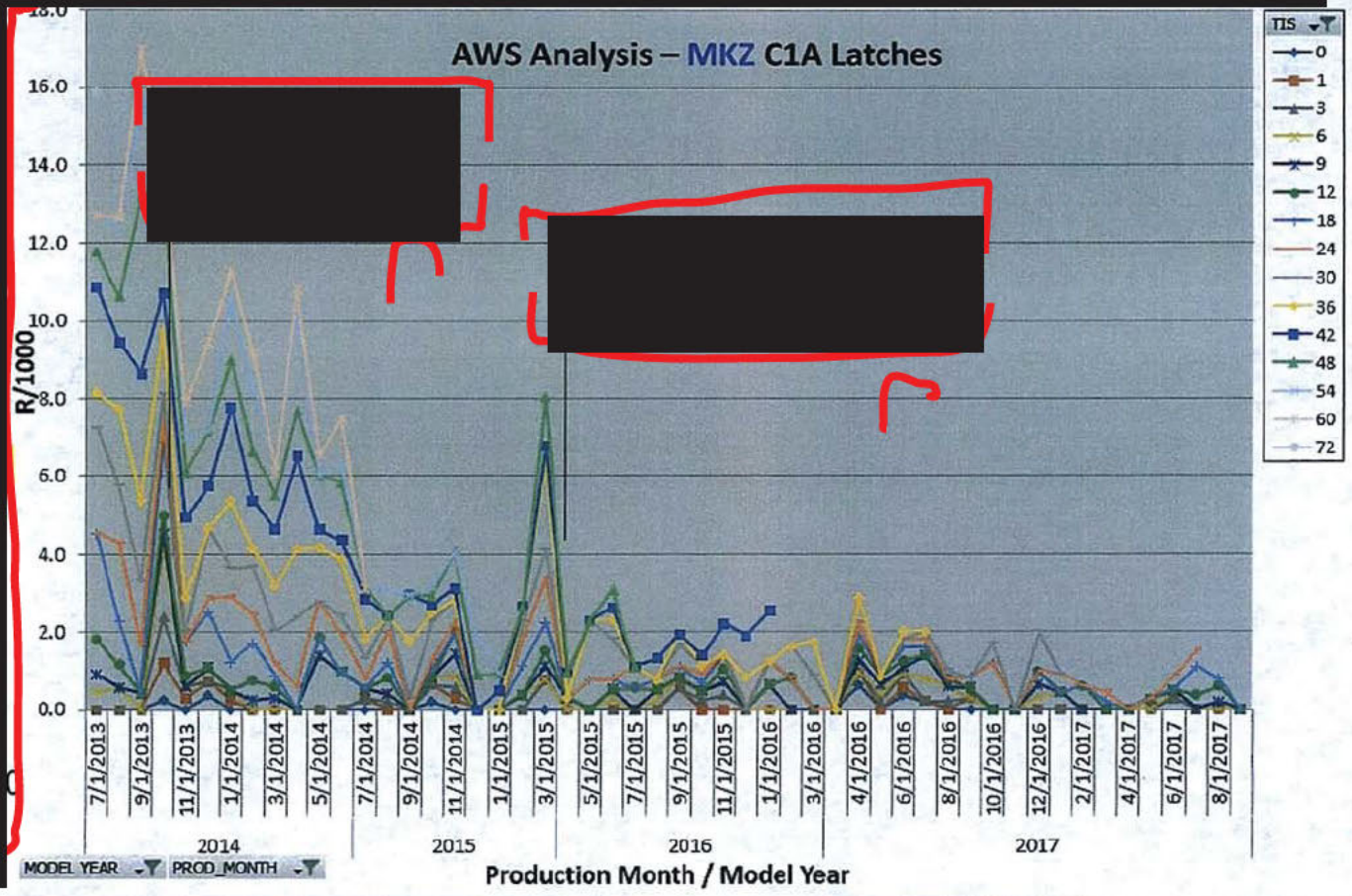
what was the rate when we originally cut off?

CONFIDENTIAL BUSINESS INFORMATION

RQ19-005 001233 RC

Scope #1 – Failures Outside Recall Date

[redacted]

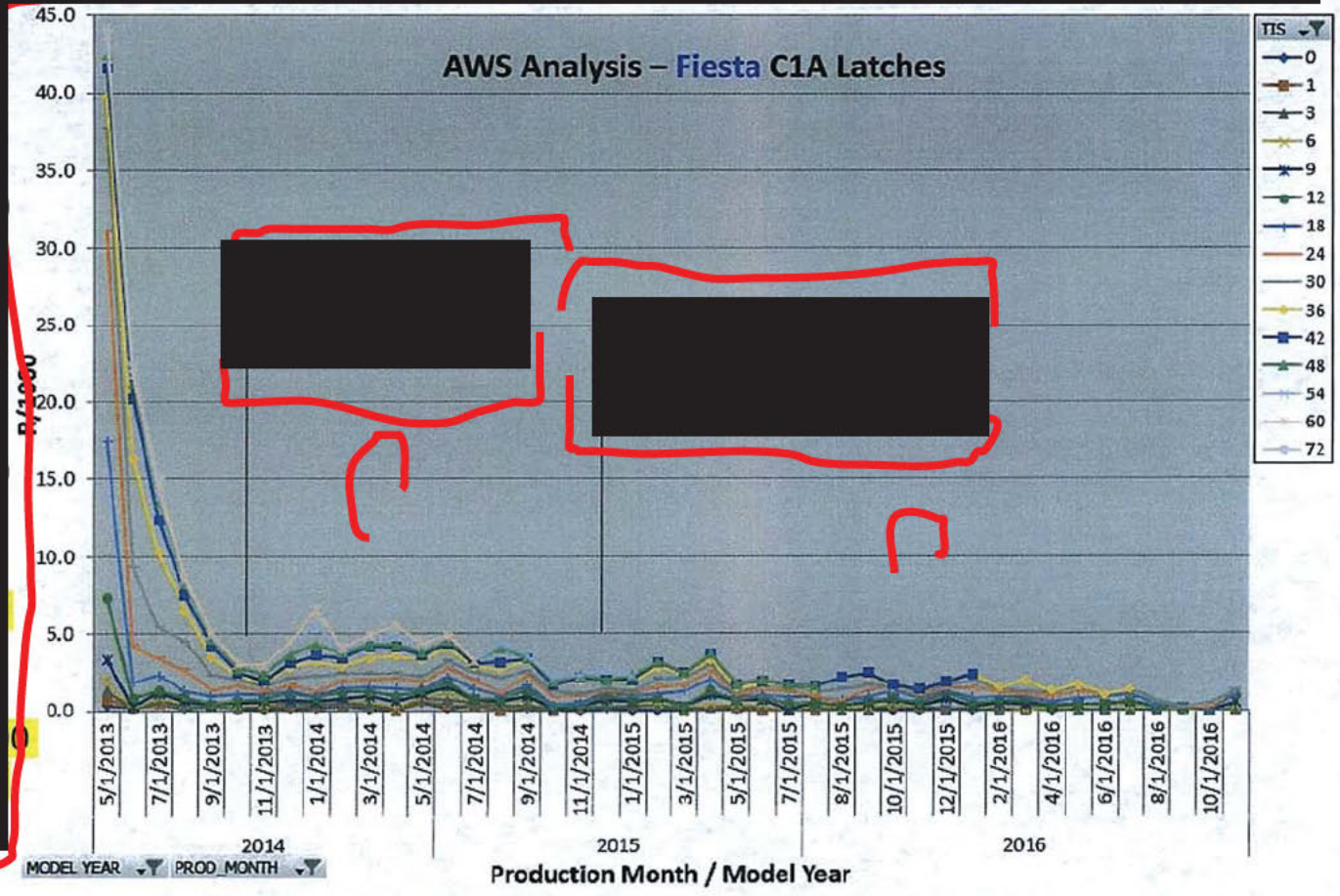


[redacted]

CONFIDENTIAL BUSINESS INFORMATION
RQ19-005 001234 RC

Scope #1 – Failures Outside Recall Date

[redacted]



RQ19-005 001235 RC
CONFIDENTIAL BUSINESS INFORMATION

P(bad part) = P(bad/symptom)

+ P(bad/no symptom)(1 - P(

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

December 11, 2019

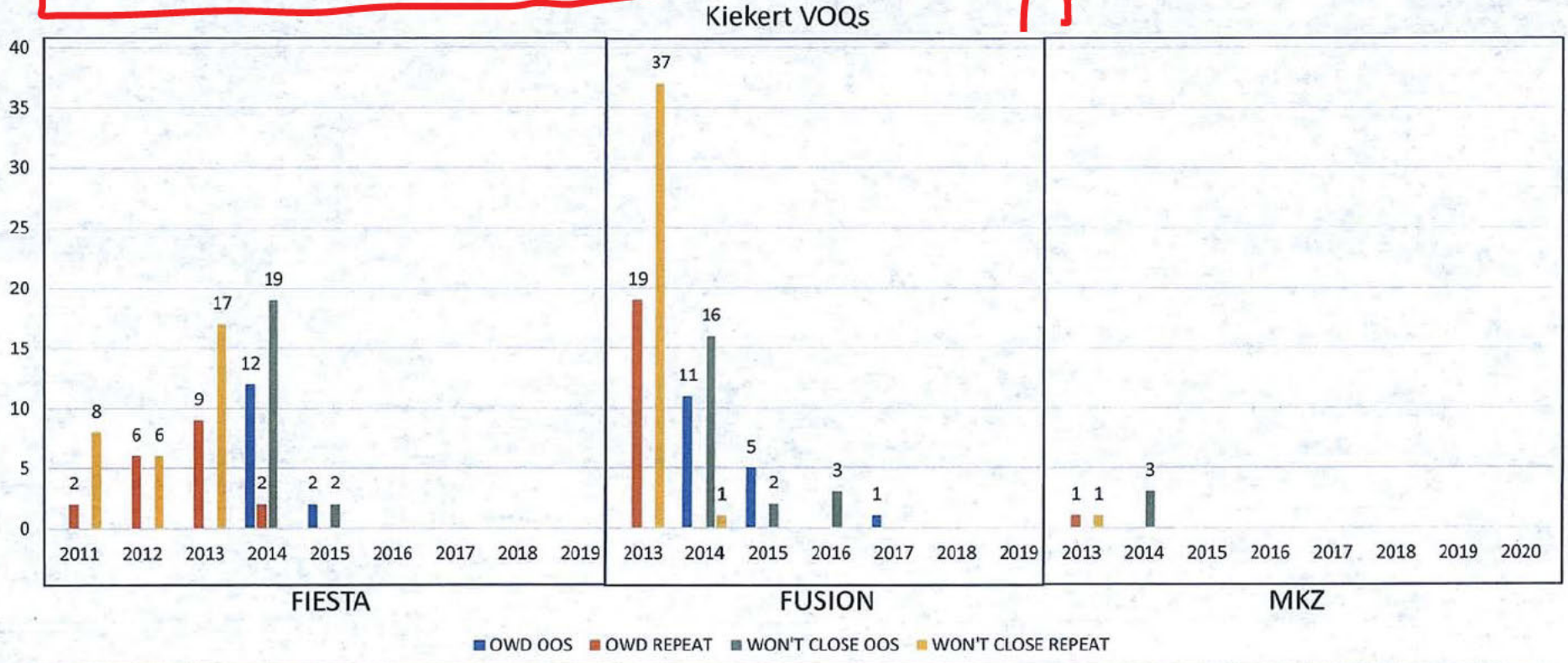
RQ19-005 001239 RC

2011-2016 Cross Vehicle Line – C1A Door Latch

All VOQ Data

[redacted]

	Repeat	OOS
Fiesta	50	35
Fusion	57	38
MKZ	2	3



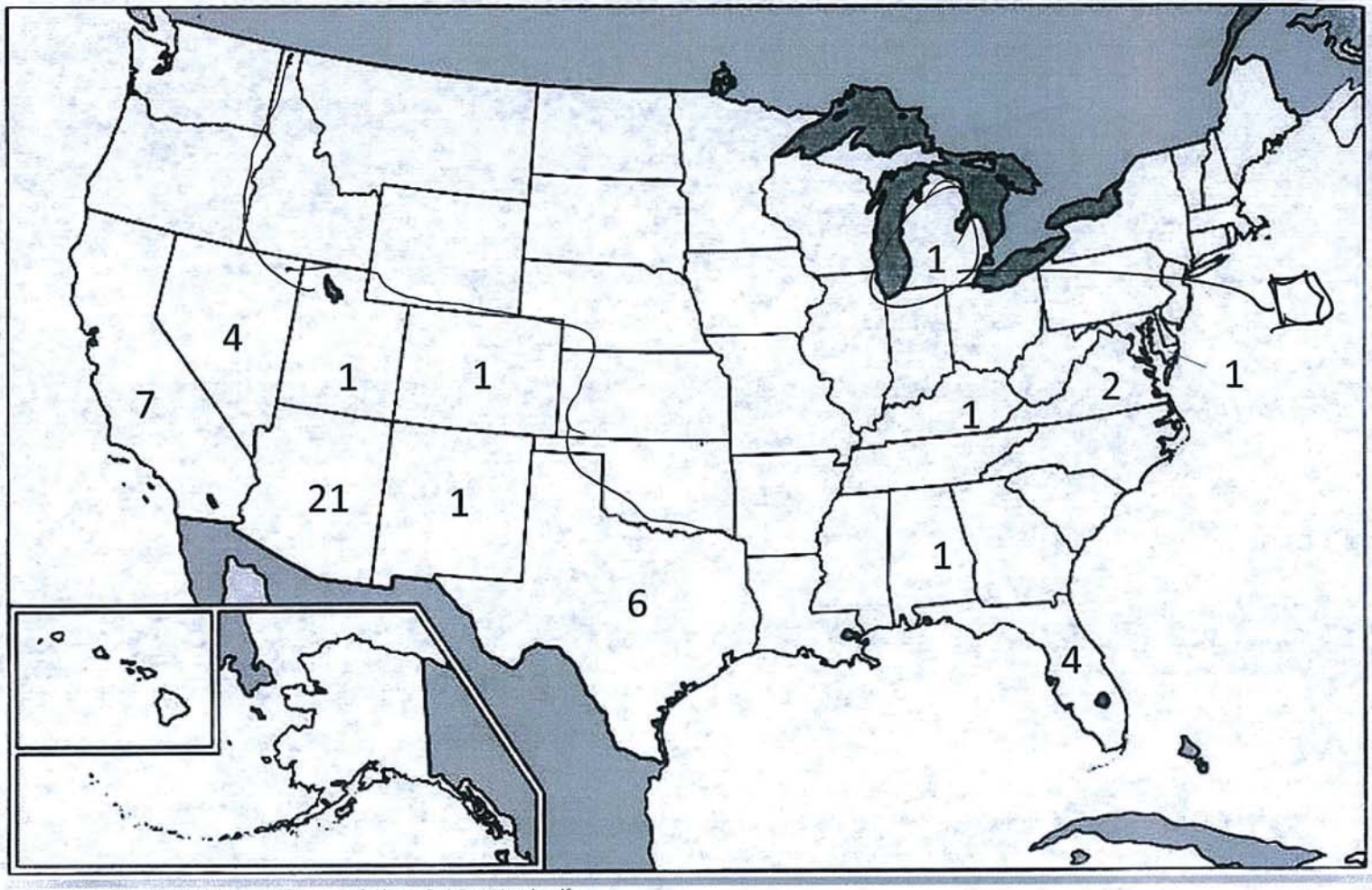
RQ19-005 001244 RC
CONFIDENTIAL BUSINESS INFORMATION

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

February 11, 2020

RQ19-005 001250 RC

OOS VOQ Count Based on Location



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

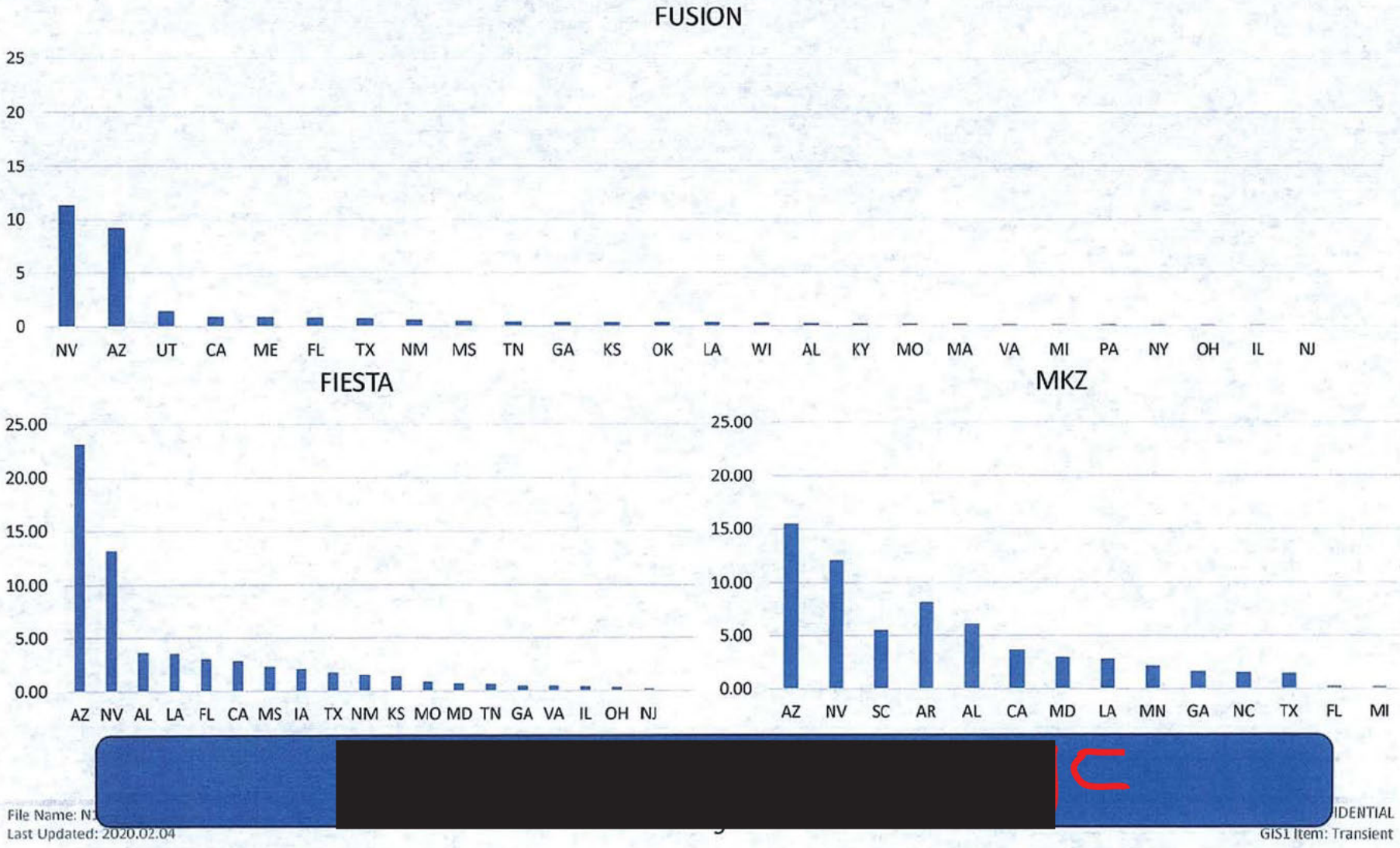
State	VOQs
AZ	21
CA	7
TX	6
FL	4
NV	4
VA	2
AL	1
CO	1
KY	1
MD	1
MI	1
NM	1
UT	1
Grand Total	51

File Name: N19-1001-02 2011-2016 Cross Veh Line – C1A Door Latch.pdf
Last Updated: 2020.02.04

GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient

RQ19-005 001257 RC

All Reports (r/1000)Based on Location



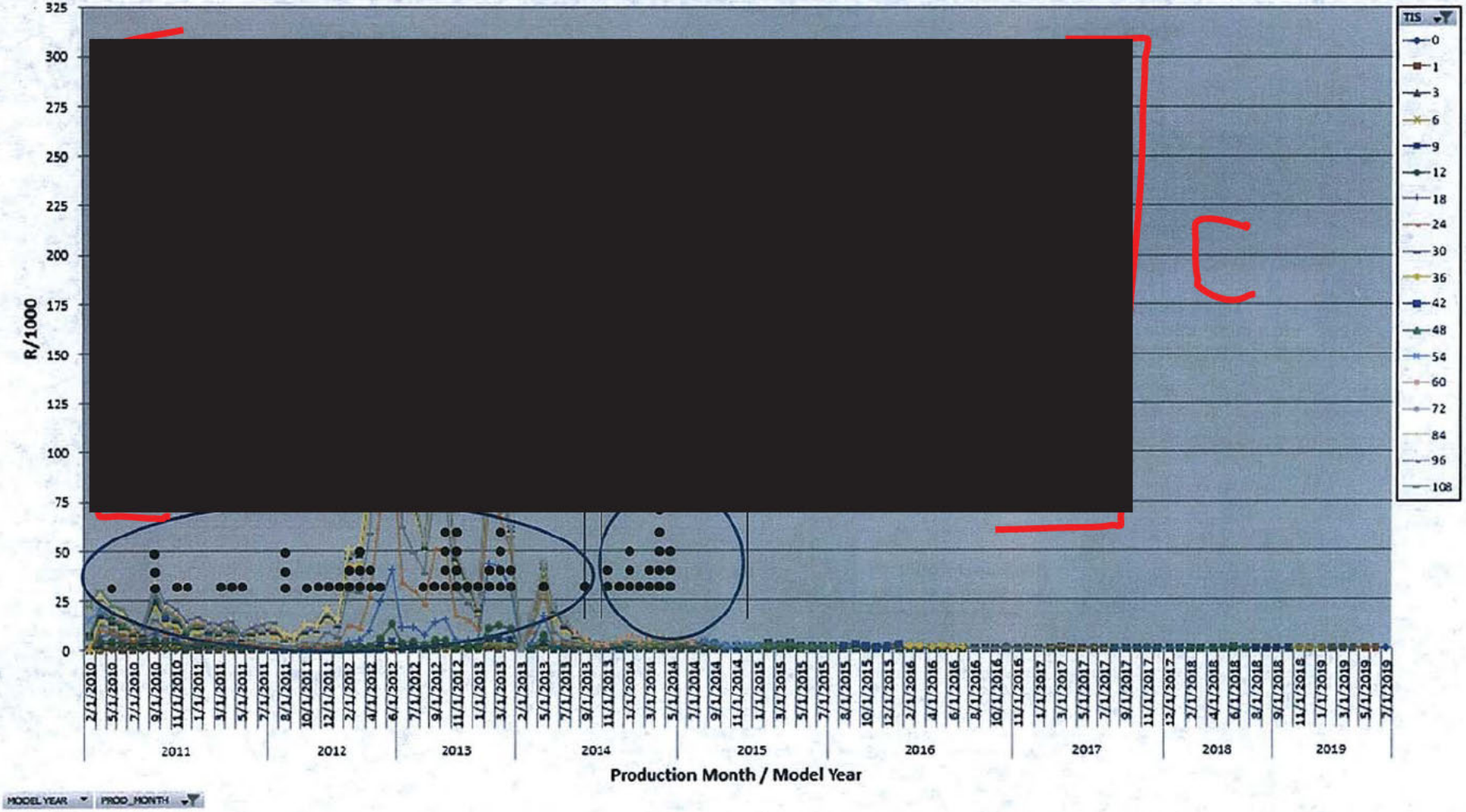
CONFIDENTIAL BUSINESS INFORMATION

Back – Up

RQ19-005 001259 RC

Warranty Data

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

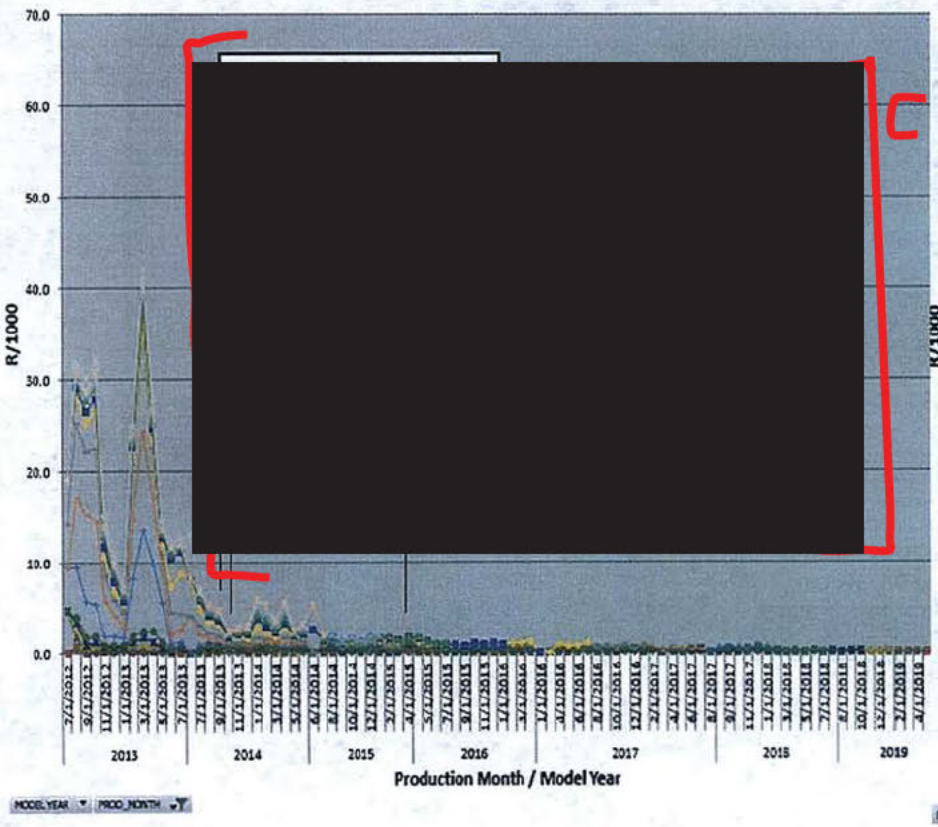


CONFIDENTIAL BUSINESS INFORMATION
RQ19-005 001260 RC

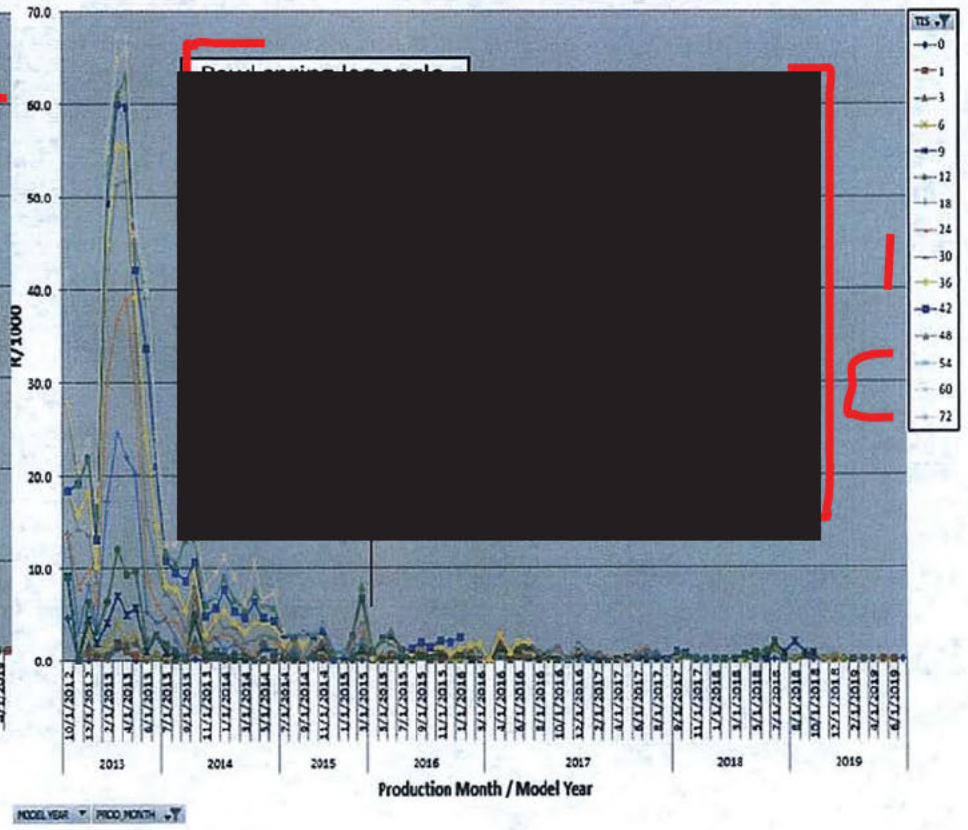
Warranty Data

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

Fusion



MKZ

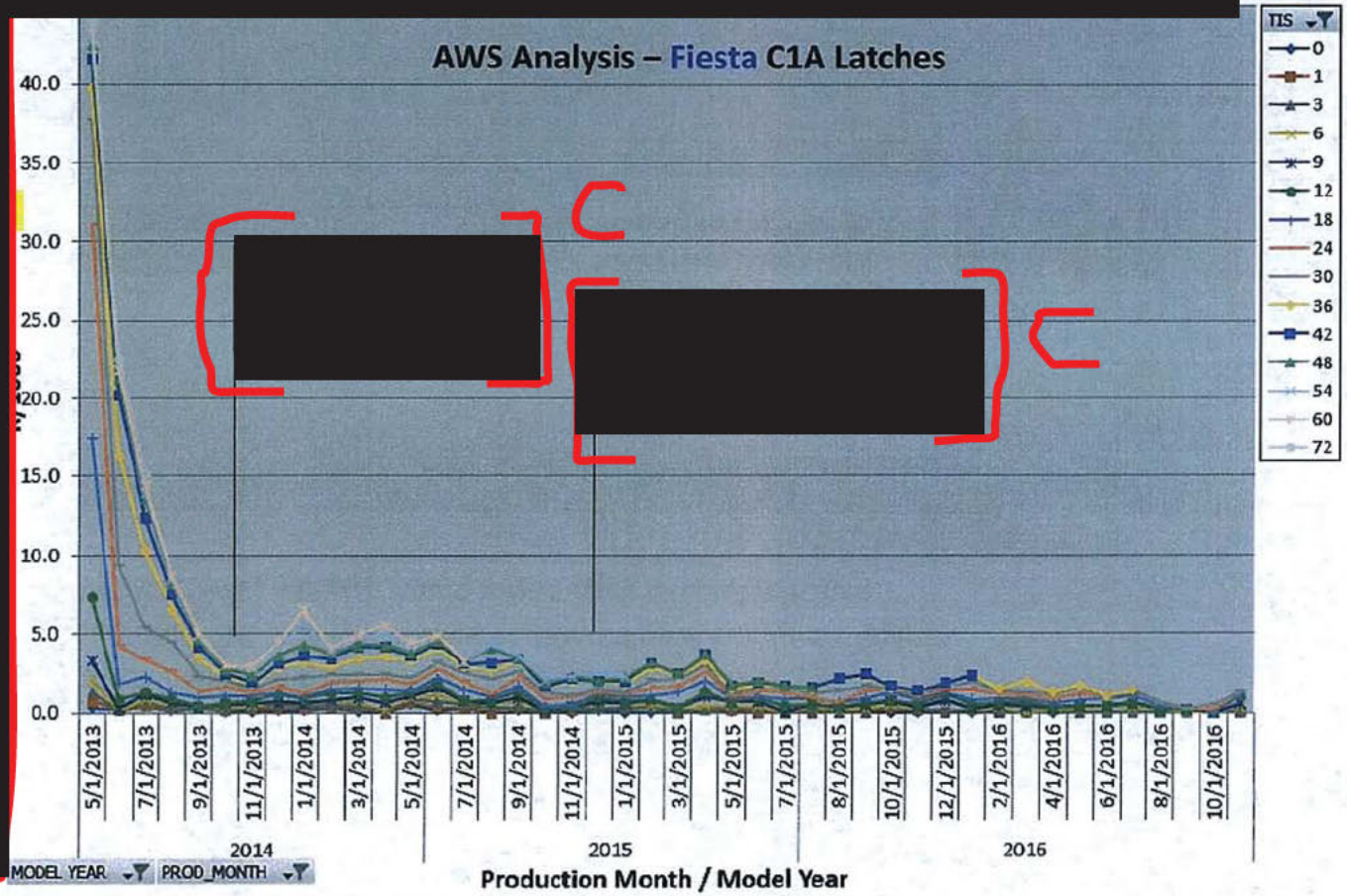


RQ19-005 001261 RC
CONFIDENTIAL BUSINESS INFORMATION

2011-2016 Cross Vehicle Line – C1A Door Latch

Scope #1 Post 15S16 – Warranty Data

[redacted]



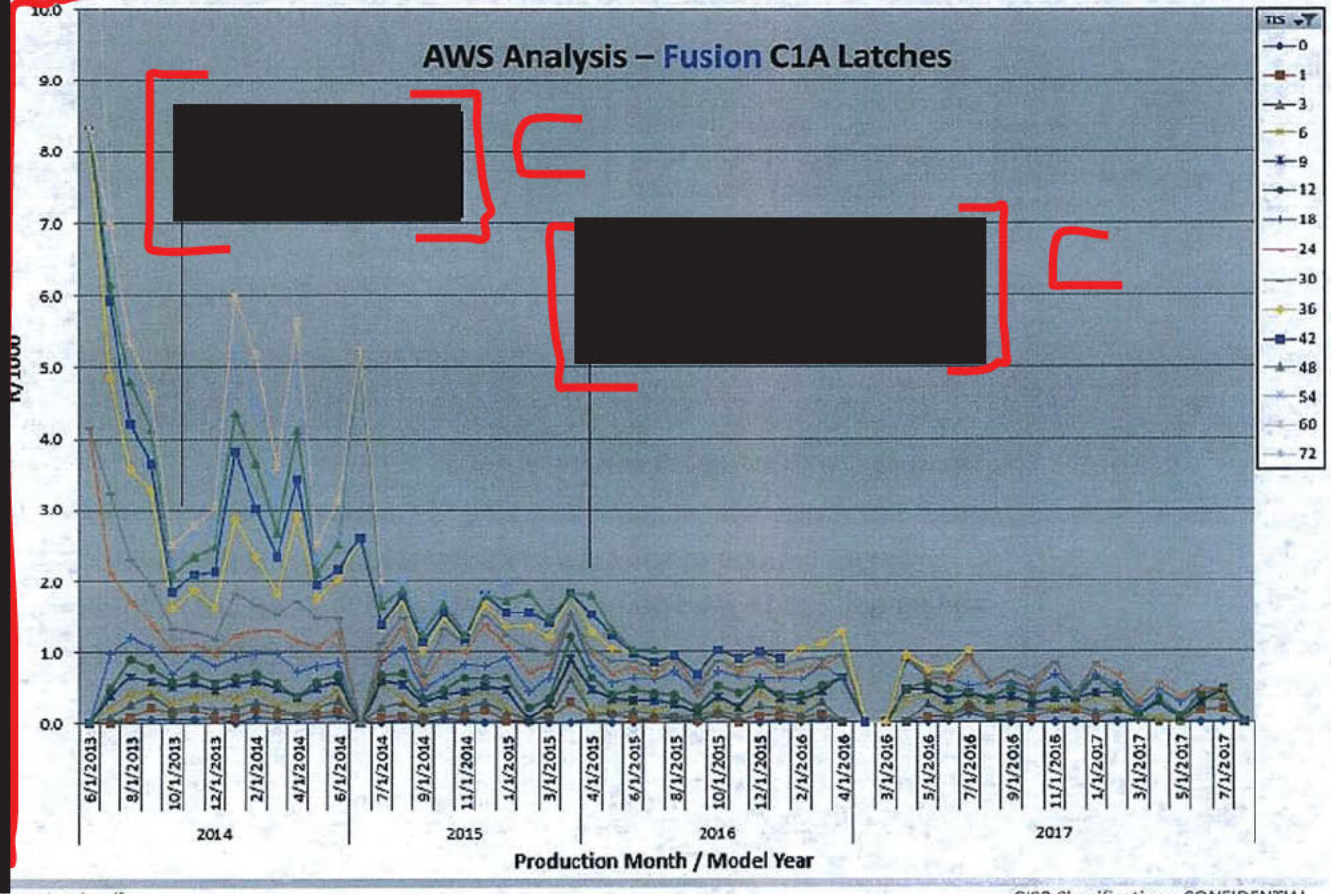
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CONFIDENTIAL BUSINESS INFORMATION

RQ19-005 001262 RC

Scope #1 Post 15S16 – Warranty Data

[redacted]

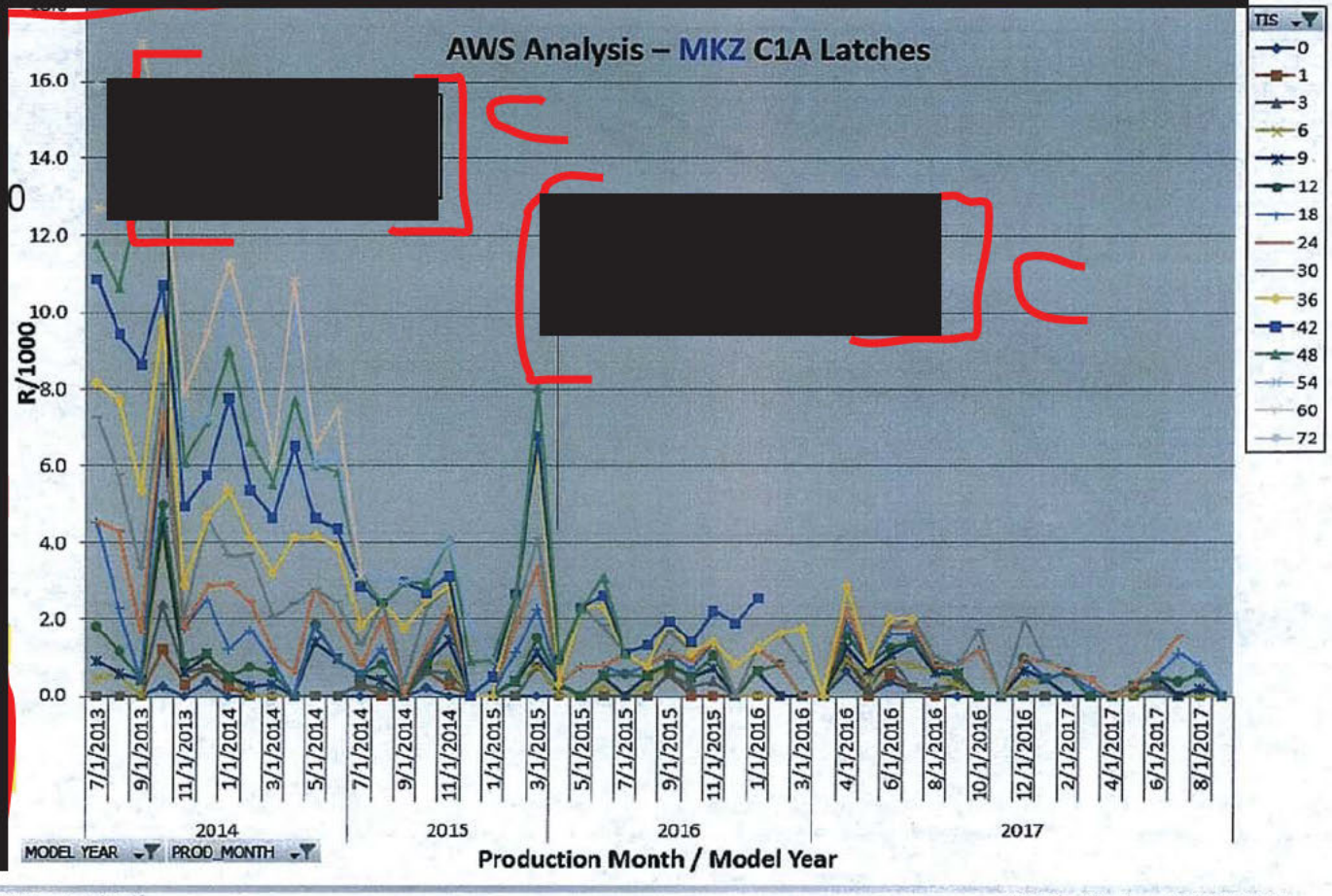


CONFIDENTIAL BUSINESS INFORMATION
RQ19-005 001263 RC

2011-2016 Cross Vehicle Line – C1A Door Latch

Scope #1 Post 15S16 – Warranty Data

[redacted]



[redacted]

RQ19-005 001264 RC
CONFIDENTIAL BUSINESS INFORMATION

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 001266 RC

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

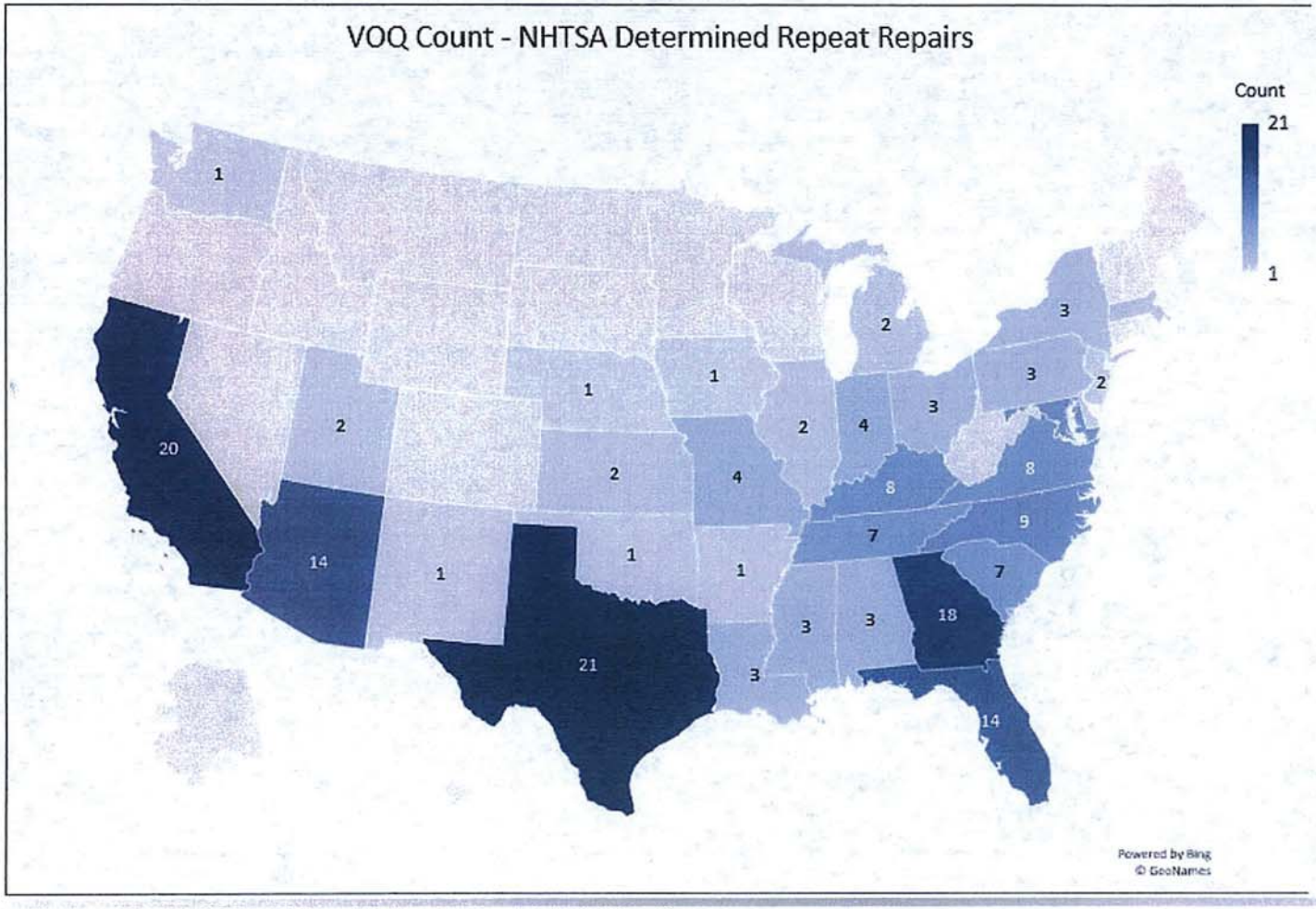
February 11, 2020

RQ19-005 001268 RC

Back – Up

RQ19-005 001274 RC

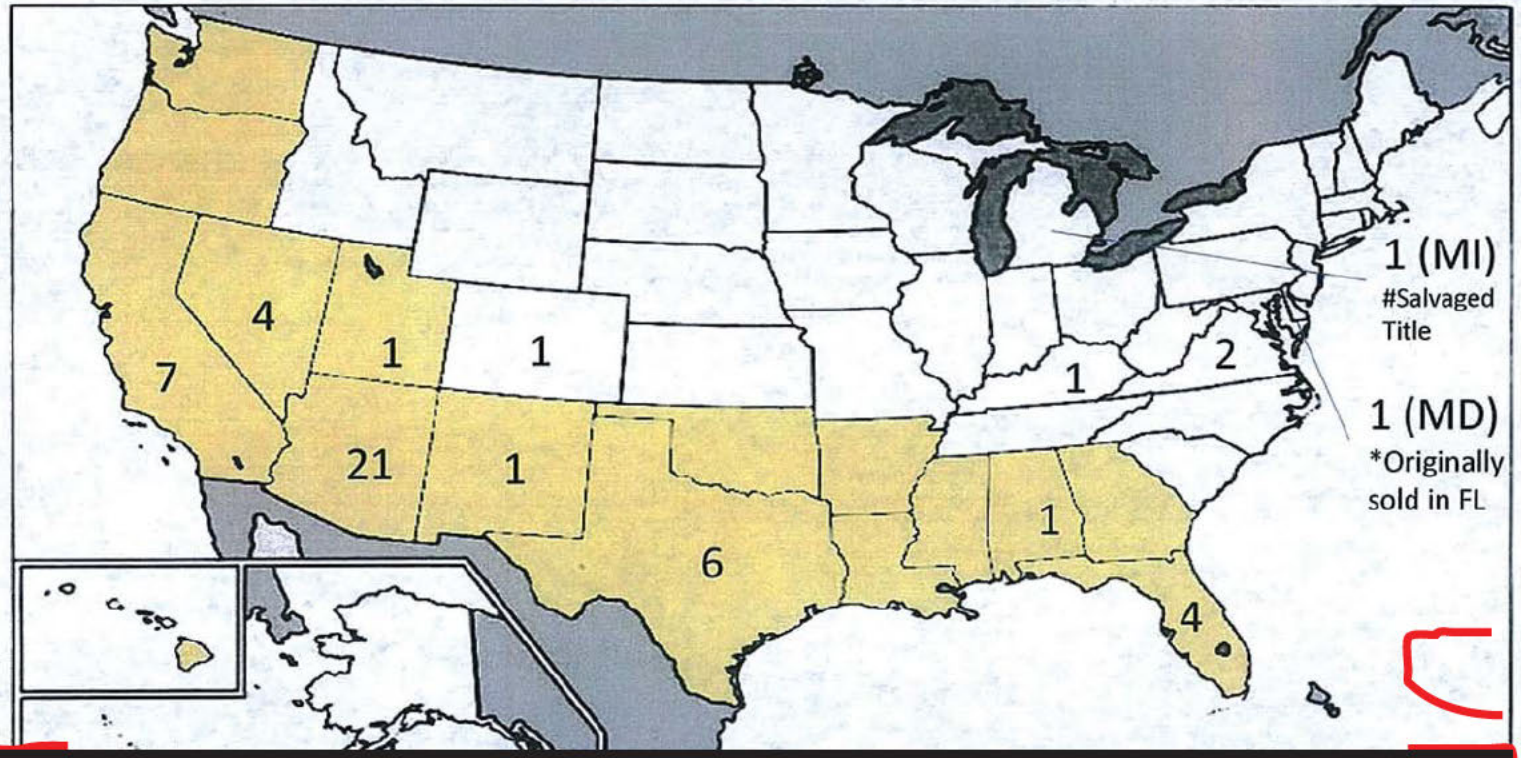
Repeat VOQ (NHTSA Determined) Count Based on Location



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 001276 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]

CONFIDENTIAL BUSINESS INFORMATION
RQ19-005 001277 RC

STATES INCLUDED IN 16R01

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

RQ19-005 001278 RC

VOQ

7

Ford Fusion Latch – Working List 11-27-2019

MY13 Fusion Door Latch Failure Allegations											
No.	VOQ	VIN	Received Date	Incident Date	Production Date? (MM/DD/YY)	Included in 15V-246? (Y/N)	Included in 17V-210? (Y/N)	Was the Vehicle Fixed according to 15S16? (Y/N)	Fix Date? (if applicable, MM/DD/YY)	Alleging Door Opened While in Motion	State
1	11269527	3FA6P0H94DR[redacted]	10/19/19	[redacted]	04/18/13	Y	N	Y	03/21/16	N	TX
2	11265835	3FA6P0H71DR[redacted]	10/03/19		11/24/12	Y	N	Y	02/23/16	N	GA
3	11266459	3FA6P0D97DR[redacted]	10/05/19		11/30/12	Y	N	Y	08/23/18	N	VA
4	11256505	3FA6P0HR1DR[redacted]	09/18/19		11/10/12	Y	N	Y	09/26/17	N	NC
5	11255187	3FA6P0H75DR[redacted]	09/12/19		11/17/12	Y	N	Y	03/18/16	N	KY
6	11241022	3FA6P0HR1DF[redacted]	08/01/19		09/26/12	Y	N	Y	11/27/15	N	IA
7	11232953	3FA6P0H75DR[redacted]	07/17/19		05/08/13	Y	N	Y	05/01/17	N	TN
8	11219251	Requested	06/11/19							N	MO
9	11210633	Requested	05/29/19							N	GA
10	11196057	Requested	04/13/19							N	GA
11	11162882	Requested	12/21/18							N	TX
12	11154174	Requested	11/27/18							N	SC
13	11142327	Requested	10/24/18							N	KY
14	11121776	Requested	08/22/18							N	AL
15	11110462	Requested	07/10/18							N	KY
16	11104227	Requested	06/27/18							N	CA
17	11064678	Requested	01/24/18							N	LA
18	11046980	Requested	11/17/17							N	CA
19	11033568	Requested	02/06/18							N	AZ
20	11030865	Requested	10/02/17							N	VA
21	11005972	Requested	07/17/17							N	MO
22	11005882	Requested	07/17/17							N	IN
23	10995226	3FA6P0H91DR[redacted]	06/14/17		12/06/12	Y	N	Y	02/23/16	N	TX
24											
25											
26											
27											
28											
29											

RQ19-005 001282 RC

MY13 Fusion Door Latch Failure Allegations with Door(s) Opening Unintended While Vehicle in Motion											
No.	VOQ	VIN	Received Date	Incident Date	Production Date? (MM/DD/YY)	Included in 15V-246? (Y/N)	Included in 17V-210? (Y/N)	Was the Vehicle Fixed according to 15S16? (Y/N)	Fix Date? (if applicable, MM/DD/YY)	Alleging Door Opened While in Motion	State
1	11268995	3FA6P0HR2DR[redacted]	10/16/19	[redacted]	03/19/13	Y	N	Y	07/08/16	Y	OH
2	11268416	3FA6P0K92DR[redacted]	10/14/19		04/13/13	Y	N	Y	04/26/17	Y	MD
3	11268297	3FA6P0LU7DR[redacted]	10/14/19		01/28/13	Y	N	Y	07/19/16	Y	NC
4	11257827	3FA6P0H78DR[redacted]	09/24/19		09/21/12	Y	N	Y	03/31/17	Y	MS
5	11254659	3FA6P0H77DR1[redacted]	09/11/19		09/14/12	Y	N	Y	01/11/16	Y	TN
6	11246005	3FA6P0HR5DR[redacted]	08/23/19		11/21/12	Y	N	Y	02/15/16	Y	NE
7	11245549	3FA6P0K98DR[redacted]	08/21/19		10/02/12	Y	N	Y	01/09/18	Y	PA
8	11243246	3FA6P0H73DR1[redacted]	08/12/19		12/14/12	Y	N	Y	03/19/16	Y	GA
9	11242379	3FA6P0HR8DR2[redacted]	08/07/19		01/04/13	Y	N	Y	06/11/18	Y	NC
10	11240698	3FA6P0HR4DR[redacted]	07/30/19		11/20/12	Y	N	Y	02/19/18	Y	VA
11	11240352	3FA6P0LU8DR[redacted]	07/29/19		02/06/13	Y	N	Y	08/10/17	Y	MD
12	11240361	3FA6P0HR5DR[redacted]	07/29/19		10/02/12	Y	N	Y	08/31/18	Y	MA
13	11240296	3FA6P0HR3DR[redacted]	07/29/19		10/31/12	Y	N	Y	01/06/16	Y	GA
14	11233106	3FA6P0HR4DR[redacted]	07/18/19		01/06/13	Y	N	Y	07/19/19	Y	SC
15	11231931	3FA6P0K91DR[redacted]	07/15/19		11/08/12	Y	N	Y	11/18/15	Y	KS
16	11228552	Requested	06/30/19							Y	MI
17	11206507	Requested	05/09/19							Y	TX
18	11204019	Requested	04/26/19							Y	MD
19	11193224	Requested	04/01/19							Y	TX
20	11186619	Requested	03/13/19							Y	CA
21	11174466	Requested	02/05/19							Y	FL
22	11165554	Requested	01/04/19							Y	NJ
23	11161932	Requested	12/17/18							Y	FL
24	11144146	Requested	10/30/18							Y	TX
25	11123409	3FA6P0H72DR[redacted]	08/30/18		06/12/2013	Y	N	Y	03/01/2018	Y	GA
26	11122241	Requested	08/24/18							Y	FL
27	11114619	Requested	07/30/18							Y	PA
28	11111507	3FA6P0HRXDR[redacted]	07/16/18		03/15/13	Y	N	Y	02/25/16	Y	MS
29	11110706	Requested	07/11/18							Y	FL
30	11110155	Requested	07/09/18							Y	MA
31	1110521[redacted]	3FA6P0K9XDR[redacted]	07/02/18		06/28/13	Y	N	Y	11/01/16	Y	GA

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32	11103085	Requested	06/21/18	[redacted]						Y	MD
33	11097174	Requested	05/22/18							Y	GA
34	11033325	Requested	10/14/17							Y	TX
35	11023308	Requested	09/13/17							Y	IN
36	11019391	Requested	08/24/17							Y	SC
37	11018911	Requested	08/22/17							Y	CA
38	11016443	Requested	08/21/17							Y	TX
39	11013999	Requested	08/09/17							Y	GA
40	11011218	Requested	07/28/17							Y	TX
41	11002377	Requested	06/29/17							Y	VA

MY14 Fusion Door Latch Failure Allegations

No.	VOQ	VIN	Received Date	Incident Date	Production Date? (MM/DD/YY)	Included in 15V-246? (Y/N)	Included in 17V-210? (Y/N)	Was the Vehicle Fixed according to 15S16? (Y/N)	Fix Date? (if applicable, MM/DD/YY)	Alleging Door Opened While in Motion	State
1	11282344	3FA6P0G77ER[redacted]	11/25/19	[redacted]	02/11/2014	N	N	N	Out of Scope	N	CA
2	11278552	3FA6P0H74ER[redacted]	11/06/19		05/24/14	N	N	N	Out of Scope	N	CA
3	11271749	Requesting	10/29/19							N	NM
4	11268362	3FA6P0H72ER[redacted]	10/14/19		01/23/14	N	N	N	Out of Scope	Y	TX
5	11266107	3FA6P0H7XER[redacted]	10/04/19		01/23/14	N	N	N	Out of Scope	N	CO
6	11266428	3FA6P0K90ER[redacted]	10/04/19		02/08/14	N	N	N	Out of Scope	N	AZ
7	11259118	3FA6P0HD8ER[redacted]	09/30/19		01/21/14	N	N	N	Out of Scope	Y	TX
8	11256430	3FA6P0G75ER[redacted]	09/18/19		02/04/14	N	N	N	Out of Scope	Y	CA
9	11253159	3FA6P0LUXER[redacted]	09/04/19		01/07/14	N	N	N	Out of Scope	N	AZ
10	11252300	3FA6P0HDXER[redacted]	08/29/19		01/28/14	N	N	N	Out of Scope	N	AZ
11	11246009	3FA6P0G79ER[redacted]	08/23/19		09/09/13	N	Y	Y	05/01/18	Y	VA
12	11246029	3FA6P0H74ER[redacted]	08/23/19		06/14/14	N	N	N	Out of Scope	N	NV
13	11245859	3FA6P0H70ER[redacted]	08/22/19		05/20/14	N	N	N	Out of Scope	N	AZ
14	11245316	3FA6P0G75ER[redacted]	08/20/19		04/28/14	N	N	N	Out of Scope	Y	CA
15	11244257	3FA6P0H73ER[redacted]	08/15/19		06/02/14	N	N	N	Out of Scope	Y	AZ
16	11233716	Requesting	07/21/19							Y	AZ
17	11230426	Requesting	07/09/19							N	TX
18	11230092	Requesting	07/08/19							N	NM
19	11223154	Requesting	06/28/19							N	TX
20	11220536	Requesting	06/17/19							N	AL

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21	11220591	Requesting	06/17/19	[redacted]						N	AZ
22	11220193	Requesting	06/14/19							Y	AZ
23	11219501	Requesting	06/12/19							N	MI
24	11218065	Requesting	06/05/19							N	CA
25	11217500	Requesting	06/03/19							Y	AZ
26	11210568	Requesting	05/29/19							Y	KY
27	11205013	Requesting	05/01/19							N	AZ
28	11197348	Requesting	04/19/19							N	NV
29	11195269	Requesting	04/09/19							N	TX
30	11190876	Requesting	03/22/19							Y	KY
31	11153083	Requesting	11/21/18							Y	CA
32	11152515	Requesting	11/19/18							N	FL
33	11132966	Requesting	10/02/18							N	AZ
34	11132369	Requesting	09/30/18							Y	AZ
35	11131930	Requesting	09/27/18							Y	TX
36	11124295	Requesting	09/04/18							N	AZ
37	11123590	Requesting	08/30/18							N	TX
38	11123250	Requesting	08/29/18							Y	CA
39	11118380	Requesting	08/07/18							Y	FL
40	11103552	Requesting	06/23/18							N	CA
41	11088626	Requesting	04/17/18							N	AZ
42	11020332	Requesting	08/29/17							N	AZ
43	11015973	Requesting	08/17/17							Y	SC
44	10994335	Requesting	06/11/17							Y	FL

Notes:

- VOQs are an active list of latching issues. VOQs may become strikethrough (~~1234~~) due to incident falling outside window, assisting in tracking data and trends.
- Yellow highlighted cells indicate the consumer has opted to share VIN
- Orange highlighted cells indicate where NHTSA/VRTC has received the failed latch mentioned in the description

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Ford Fiesta Latch – Working List 11-27-2019

MY12 Fiesta Door Latch Failure Allegations											
No.	VOQ	VIN	Received Date	Incident Date	Production Date? (MM/DD/YY)	Included in 15V-246? (Y/N)	Included in 17V-210? (Y/N)	Was the Vehicle Fixed according to 15S16? (Y/N)	Fix Date? (if applicable, MM/DD/YY)	Alleging Door Opened While in Motion	State
1	11280495	3FADP4EJ7CM[redacted]	11/16/19	[redacted]	04/04/2012	Y	N	Y	11/20/2019	N	NC
2	11245483	3FADP4AJ9CM[redacted]	08/21/19		11/09/2011	Y	N	Y	10/30/2017	N	VA
3	11241837	Requesting	08/05/19							N	FL
4	11230733	Requesting	07/10/19							Y	TX
5	11229320	Requesting	07/03/19							N	PR
6	11217211	Requesting	05/31/19							N	GA
7	11170525	Requesting	01/17/19							N	PR
8	11165270	Requesting	01/04/19							Y	FL
9	11157214	Requesting	12/10/18							Y	FL
10	11156517	Requesting	12/06/18							N	TX
11	11139062	Requesting	10/08/18							Y	TX
12	11129834	Requesting	09/17/18							N	LA
13	11119807	Requesting	08/14/18							N	IN
14	11111514	Requesting	07/16/18							N	OH
15	11082264	Requesting	03/31/18							Y	IL
16	11034178	Requesting	10/17/17							N	MD
17	11020450	Requesting	08/29/17							Y	UT
18	11014518	Requesting	08/10/17							N	CA
19	11004142	Requesting	07/10/17							N	KY
20	11002372	Requesting	06/29/17							Y	CA
21	10992235	Requesting	05/30/17							N	NC
22											
23											
24											
25											
26											
27											
28											
29											

MY13 Fiesta Door Latch Failure Allegations											
No.	VOQ	VIN	Received Date	Incident Date	Production Date? (MM/DD/YY)	Included in 15V-246? (Y/N)	Included in 17V-210? (Y/N)	Was the Vehicle Fixed according to 15S16? (Y/N)	Fix Date? (if applicable, MM/DD/YY)	Alleging Door Opened While in Motion	State
1	11271230	3FADP4EJ6DM[redacted]	10/26/19	[redacted]	04/08/2013	Y	N	Y	08/18/2016	Y	MA
2	11267611	3FADP4EJ5DM[redacted]	10/10/19		10/20/2012	Y	N	Y	08/20/2015	N	MD
3	11253666	3FADP4TJ3DM[redacted]	09/06/19		10/13/2012	Y	N	Y	10/02/2017	Y	VA
4	11252650	3FADP4EJ2DM[redacted]	09/01/19		12/19/2012	Y	N	Y	01/16/2016	Y	NJ
5	11245408	Requesting	08/21/19							N	OH
6	11231898	Requesting	07/15/19							N	MD
7	11231430	Requesting	07/12/19							N	TX
8	11228818	Requesting	07/01/19							N	TN
9	11228547	Requesting	06/30/19							Y	GA
10	11222994	Requesting	06/27/19							Y	MD
11	11222087	Requesting	06/24/19							N	NC
12	11222247	Requesting	06/24/19							N	MD
13	11189677	Requesting	03/18/19							Y	VA
14	11172614	Requesting	01/28/19							N	CA
15	11164185	Requesting	12/31/18							N	NY
16	11163773	Requesting	12/28/18							N	OK
17	11138955	Requesting	10/08/18							Y	TN
18	11130449	Requesting	09/20/18							N	WA
19	11129559	Requesting	09/14/18							N	DE
20	11129364	Requesting	09/13/18							N	AL
21	11124124	Requesting	09/03/18							Y	TX
22	11119675	Requesting	08/13/18							Y	CA
23	11115298	Requesting	08/02/18							Y	IL
24	11109798	Requesting	07/06/18							N	NY
25	11104896	Requesting	06/30/18							N	NY
26	11104591	Requesting	06/28/18							Y	CA
27	11090102	Requesting	04/25/18							N	GA
28	11084624	Requesting	04/11/18							N	AL
29	11032716	Requesting	10/10/17							Y	CA
30	1101218	Requesting	08/01/17							Y	CA

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31	11006452	Requesting	07/19/17	[redacted]						N	KS
32	11001149	Requesting	06/24/17							Y	MO
33											
34											
35											
36											
37											
38											
39											
40											

MY14 Fiesta Door Latch Failure Allegations

No.	VOQ	VIN	Received Date	Incident Date	Production Date? (MM/DD/YY)	Included in 15V-246? (Y/N)	Included in 17V-210? (Y/N)	Was the Vehicle Fixed according to 15S16? (Y/N)	Fix Date? (if applicable, MM/DD/YY)	Alleging Door Opened While in Motion	State
1	11280788	3FADP4CJ8EM[redacted]	11/18/19	[redacted]	11/25/2013	N	N	N	OUT OF SCOPE	Y	CA
2	11278502	3FADP4AJ6EM[redacted]	11/06/19		04/07/2014	N	N	N	OUT OF SCOPE	N	UT
3	11268809	Requesting	10/16/19							N	AZ
4	11266074	3FADP4BJ8EM[redacted]	10/04/19		12/20/2013	N	N	N	OUT OF SCOPE	N	TX
5	11254652	3FADP4EJXEM[redacted]	09/11/19		03/05/2014	N	N	N	OUT OF SCOPE	Y	AZ
6	11251888	3FADP4EJ2EM[redacted]	08/27/19		11/25/2013	N	N	N	OUT OF SCOPE	Y	NV
7	11245543	3FADP4TJ4EM[redacted]	08/21/19		05/19/2014	N	N	N	OUT OF SCOPE	Y	FL
8	11245013	3FADP4BJ6EM[redacted]	08/19/19		01/21/2014	N	N	N	OUT OF SCOPE	N	AZ
9	11244327	3FADP4TJ6EM[redacted]	08/16/19		02/19/2014	N	N	N	OUT OF SCOPE	N	TX
10	11234292	Requesting	07/23/19							N	AZ
11	11232538	Requesting	07/16/19							N	AZ
12	11228757	Requesting	07/01/19							Y	CA
13	11228262	Requesting	06/28/19							N	SC
14	11222949	Requesting	06/27/19							N	FL
15	11217778	Requesting	06/04/19							N	AZ
16	11217134	Requesting	05/31/19							Y	AZ
17	11195262	Requesting	04/09/19							N	AZ
18	11193111	Requesting	04/01/19							Y	AZ
19	11162644	Requesting	12/20/18							N	CA
20	11150076	Requesting	11/08/18							Y	MS

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21	11133543	Requesting	10/05/18	[redacted]						N	TX
22	11131608	Requesting	09/25/18							N	CA
23	11124280	Requesting	09/04/18							N	CA
24	11120607	Requesting	08/17/18							N	CA
25	11102701	Requesting	06/19/18							N	CA
26	11092326	Requesting	05/07/18							Y	FL
27	11089616	Requesting	04/23/18							N	AZ
28	11074513	Requesting	02/23/18							Y	MD
29	11065957	Requesting	01/30/18							Y	GA
30	11032674	Requesting	10/10/17							N	VA
31	11031770	Requesting	10/04/17							Y	AZ
32	11020575A	Requesting	08/30/17							Y	AZ
33	10994529	Requesting	06/12/17							N	CA
34	10992103	Requesting	05/29/17							N	AZ
35											
36											
37											
38											
39											
40											

Notes:

- VOQs are an active list of latching issues. VOQs may become strikethrough (~~1234~~) due to incident falling outside window, assisting in tracking data and trends.
- Yellow highlighted cells indicate the consumer has opted to share VIN

RQ19-005 001289 RC

Lincoln MKZ Latch – Working List 11-27-2019

MY13 MKZ Door Latch Failure Allegations											
No.	VOQ	VIN	Received Date	Incident Date	Production Date? (MM/DD/YY)	Included in 15V-246? (Y/N)	Included in 17V-210? (Y/N)	Was the Vehicle Fixed according to 15S16? (Y/N)	Fix Date? (if applicable, MM/DD/YY)	Alleging Door Opened While in Motion	State
1	11258954	3LN6L2LUXDR[redacted]	9/30/2019	[redacted]	04/11/2013	Y	N	Y	04/22/2016	N	KY
2	11031663	Requesting	10/4/2017							Y	NC
3	11016477	Requesting	8/21/2017							N	DE
4	11005057	Requesting	7/13/2017							N	DC
5											
6											
7											
8											

MY14 MKZ Door Latch Failure Allegations											
No.	VOQ	VIN	Received Date	Incident Date	Production Date? (MM/DD/YY)	Included in 15V-246? (Y/N)	Included in 17V-210? (Y/N)	Was the Vehicle Fixed according to 15S16? (Y/N)	Fix Date? (if applicable, MM/DD/YY)	Alleging Door Opened While in Motion	State
1	11254554	3LN6L2LU9ER[redacted]	09/10/19	[redacted]	03/28/2014	N	N	N	OUT OF SCOPE	Y	AZ
2	11246181	3LN6L2LU5ER8[redacted]	08/24/19		05/03/2014	N	N	N	OUT OF SCOPE	N	PA
3	11232024	Requesting	07/15/19							N	AZ
4	11231485	Requesting	07/12/19							N	AZ
5	11066974	Requesting	02/05/18							N	FL
6	11065615	Requesting	01/29/18							N	FL
7											
8											

Notes:

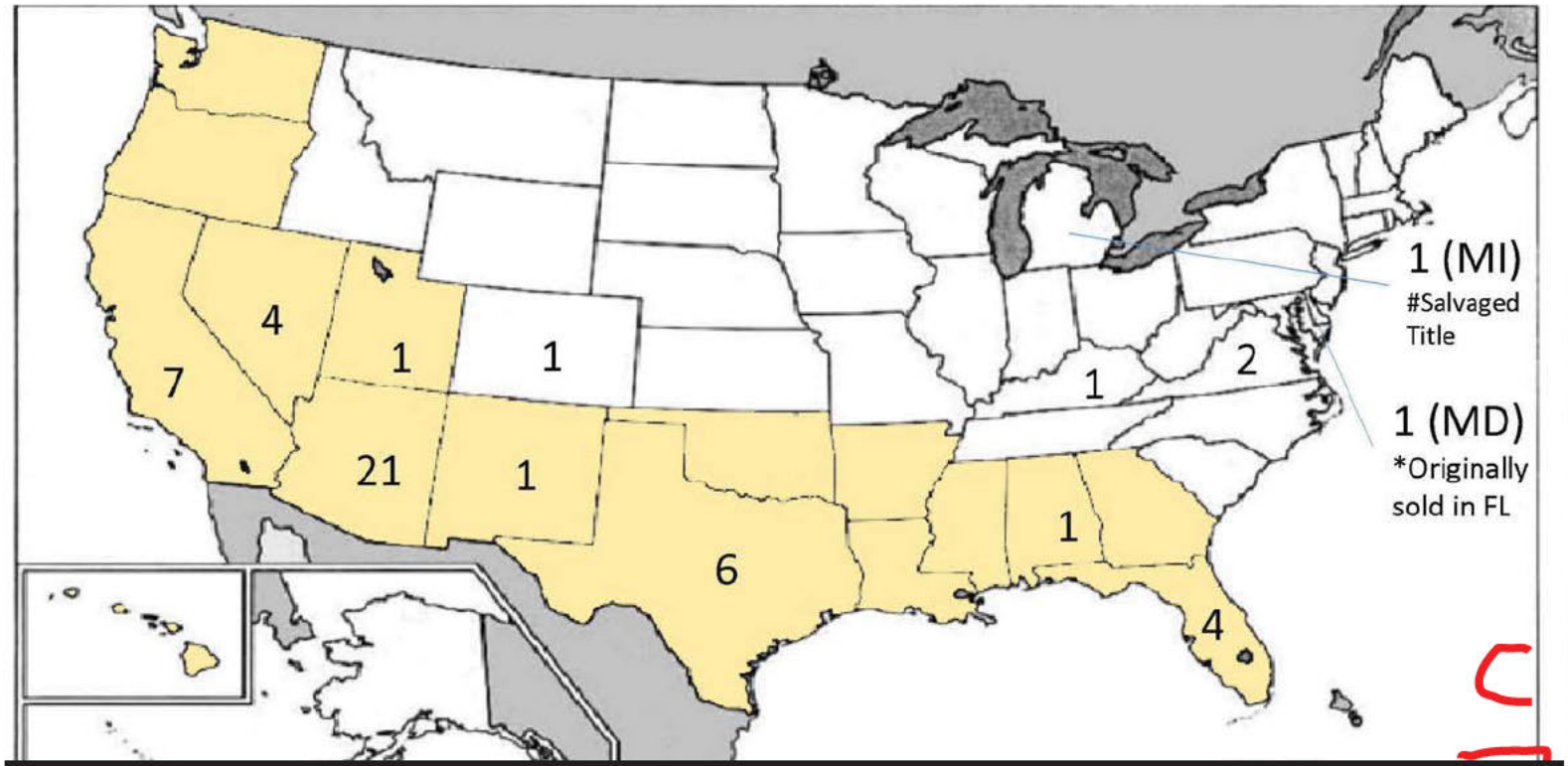
- VOQs are an active list of latching issues. VOQs may become strikethrough (~~1234~~) due to incident falling outside window, assisting in tracking data and trends.
- Yellow highlighted cells indicate the consumer has opted to share VIN
- Orange highlighted cells indicate where NHTSA/VRTC has received the failed latch mentioned in the description

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REDACTED FOR PRIVILEGE

REDACTED FOR PRIVILEGE

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

RQ19-005 001300 RC

Back – Up

GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient

RQ19-005 001302 RC

From: Itoh, Jorji (J.D.)
Sent: Tuesday, October 29, 2019 2:48 PM
To: Robinson, Hue (H.M.); Ludington, Julie (J.L.); Baker, Zachary (Z.); Hansen, Thayne (T.); Tansil-Marshall, Robin (R.)
Cc: Landry, Mike (M.P.); Brezee, Shane (S.B.)
Subject: RE: CCRG: Fiesta/Fusion/MKZ C1A Door Latch

Hello Hue,

Unfortunately, they have not budged on their stance that they do not want us to join.
We're continuing to push from our side though.

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: Tuesday, October 29, 2019 10:40 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Ludington, Julie (J.L.) <jludingt@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Tansil-Marshall, Robin (R.) <rtansil@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: CCRG: Fiesta/Fusion/MKZ C1A Door Latch

Hi Jorji – any response back from NHTSA on the part they have on hand (to be scanned) if we can be there in person?

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: Friday, October 25, 2019 11:16 AM
To: Ludington, Julie (J.L.) <jludingt@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>; Tansil-Marshall, Robin (R.) <rtansil@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: CCRG: Fiesta/Fusion/MKZ C1A Door Latch

REDACTED FOR PRIVILEGE

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Tuesday, October 15, 2019 2:33 PM
To: Robinson, Hue (H.M.) <hrobin18@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: CCRG: Fiesta/Fusion/MKZ C1A Door Latch

Are these VOQs?

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

From: Robinson, Hue (H.M.) <hrobin18@ford.com>
Sent: Tuesday, October 15, 2019 1:40 PM
To: Baker, Zachary (Z.) <zbaker1@ford.com>; Itoh, Jorji (J.D.) <jitoh@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: CCRG: Fiesta/Fusion/MKZ C1A Door Latch

Who can help us contact the customers below to see if we can buy their defective parts from them? For the VIN that I highlighted below, the customer states they are in possession of the failed latch. There are 18 reports below of both Fusion and Fiesta that were filed this year from July to September, with the hope that the recent claims will have a better chance that the customers still have the failed parts.

VIN	Model Yr	Model	Failure Date	NHTSA File Date	City	State	Summary
3FA6P0H78DR[redacted]	2013	FUSION	23-Sep-19	24-Sep-19	BAY ST LOUIS	MS	I TOOK MY CAR IN TO WATSON FORD IN FIXED EVERYTHING..INCLUDING MY DOC BECAUSE THE FRONT PASSENGER DOOR COULD HAVE BEEN SERIOUSLY HURT. NO DONE THE VERY SAME THING. I HAVE ATT GET THEM TO FIX THIS BEFORE SOMEONE BOTH TIMES MY CHILD'S LIFE WAS ENDAN WANT TO BE ABLE TO DRIVE SAFELY WITH 3RD PROBLEM CONCERNING THESE DOC
3FA6P0HR1DR[redacted]	2013	FUSION	17-Sep-19	18-Sep-19	CHARLOTTE	NC	RECALL OF DOOR LOCKS FULLY REPLACI LATCH FAILED JUST LIKE INITIAL INCIDENT. SOMETHING WAS STOPPING IT FROM CL
3FA6P0H75DR[redacted]	2013	FUSION	12-Sep-19	12-Sep-19	LOUISVILLE	KY	PASSENGER AND DRIVER SIDE DOOR LAT OTHER. THE CAR WAS PARKED BOTH TIMI THE DOORS THEY DO NOT LATCH SHUT A
3FA6P0H77DR[redacted]	2013	FUSION	10-Sep-19	11-Sep-19	KNOXVILLE	TN	TL THE CONTACT OWNS A 2013 FORD FU OPENED INDEPENDENTLY WITHOUT WARI SIDE OF THE ROAD AND ATTEMPTED TO C FAILED. THE CONTACT HELD THE DOOR A CALLED TED RUSSELL FORD LINCOLN (85 AND WAS INFORMED THAT THE VIN WAS TAKEN TO A DEALER AND WAS NOT REPA THE FAILURE. THE APPROXIMATE FAILURE

3FA6P0HR5DR[redacted]	2013	FUSION	23-Aug-19	23-Aug-19	FREMONT	NE	WAS DRIVING IN TOWN (LESS THAN 45 M OPEN ON ITS OWN. THANKFULLY MY 5YR WAS SITTING RIGHT THERE. THERE WAS N BEEN OPEN WHILE I WAS DRIVING. THE L SECURELY AND WAS NOT AN ISSUE. THE THE LATCH WILL NOT HOLD IT CLOSED. T VEHICLE FOR THE VERY SAME PROBLEM (REOCCURRING FAILURE AFTER THE RECA RESPONSIBILITY FOR THE 2ND REPAIR OF SINCE IT WAS 3 YRS AFTER THE FIRST REPA
3FA6P0K98DR[redacted]	2013	FUSION	19-Jul-19	21-Aug-19	TRUCKSVILLE	PA	RECALL # 15S16 ON MY 2013 FORD FUSI REPLACEMENT. FORD MARKED THIS `IMP TOOK MY ABOVE MENTIONED VEHICLE T DICKSON CITY PA 18519 SERVICE ADVIS DROP OFF. UPON PICK UP I WAS INFORM PROPER OPERATION AS PER RECALL 15S BE. ON APPROXIMATELY 07/19/19 WHILE FLUNG OPEN WITH GREAT FORCE THAT S TRIED TO SECURE THE DOOR BUT THE DO SECURE THE DOOR AND IT FAILED TO SEC THAT WAS TIED AROUND THE DOOR FRA OF THE BACK PASSENGER DOOR. SKIP A 577 E. MAIN ST WILKES-BARRE PA 18702 C PROBLEM. MILEAGE DROPPED OFF AT 66 DOMINICK STATES ON MY PAPERWORK T [XXX] ALSO STATES THAT VEHICLE DOES N STATES NO TSB'S OR SSM'S FOUND FOR TH BY COCCIA WAS BE8Z 5421812B DESCRI LABOR $104.95 THE LINE TOTAL WAS $26 THIS VERY STEEP BILL. I PAID AND OBTAIN MY CASE SEVERAL TIMES TO COCCIA FC MULTIPLE CALLS TO SPEAK WITH A SUPER SUPERVISOR EACH AND EVERY CALL. I A RECALL DEFECT. INFORMATION REDAC ACT (FOIA) 5 U.S.C. 552(B)(6). *TR
3FA6P0H73DR[redacted]	2013	FUSION	10-Aug-19	12-Aug-19	UNION CITY	GA	TL* THE CONTACT OWNS A 2013 FORD FU FRONT PASSENGER DOOR UNLATCHED A INDICATOR ILLUMINATED. THE CONTACT 6075 (LOCATED AT 4355 JONESBORO RD VEHICLE WAS REPAIRED PER NHTSA CAM (LATCHES/LOCKS/LINKAGES) IN 2016. TH AND CONFIRMED THAT THE RECALL REPA DIAGNOSED OR REPAIRED. THE FAILURE
3FA6P0HR8DR[redacted]	2013	FUSION	1-Jan-19	7-Aug-19	FAYETTEVILLE	NC	TL* THE CONTACT OWNS A 2013 FORD FU AUTO WORLD (2634 HOPE MILLS RD FAYE NHTSA CAMPAIGN NUMBER: 17V210000 MADE WHILE DRIVING 25 MPH THE PASSE TOOK THE VEHICLE BACK TO THE DEALER TIME. SOON AFTER THE SECOND REPAIR T THE DRIVER'S DOOR WAS NOT REPAIRED. MILEAGE WAS UNKNOWN.
3FA6P0HR1DR[redacted]	2013	FUSION	28-Jul-19	1-Aug-19	GRIMES	IA	LAST YEAR OUR BACK PASSENGER DOOR AND FOUND THAT THERE WAS A RECALL ISSUE. WHEN WE TOOK IT IN TO THE FORD NOT UNDER RECALL BUT THAT IT WAS A `I CAR DOOR THAT WAS THE ISSUE. WE PAI HAPPENED TO THE FRONT PASSENGER DO WE WERE GETTING INTO THE CAR WHILE SAID THERE WAS NOTHING THEY COULD RECALL. THIS IS VERY CONCERNING TO PART AND NOT NORMAL WEAR AND TEA FORD EVEN IF THE DOOR DOES SHUT IT C ARE DRIVING DOWN THE INTERSTATE WIT

							WITHOUT WARNING DUE TO A DEFECTIVE HAS ALREADY HAPPENED TO 2 OUT OF C TO THE OTHER 2 DOORS. THANK YOU FO
3FA6P0HR4DR[redacted]	2013	FUSION	9-Jul-18	30-Jul-19	NORFOLK	VA	TL* THE CONTACT OWNS A 2013 FORD FU 15 MPH THE DRIVER'S SIDE DOOR OPENE CLOSE THE DOOR. THE DOOR WOULD NO WERE PREVIOUS FAILURES CONCERNING SCHEDULED AN APPOINTMENT WITH CAV 23320 (757) 424-1111) FOR DIAGNOSTIC MANUFACTURER WAS MADE AWARE OF MILEAGE WAS 100 000.
3FA6P0HR3DR[redacted]	2013	FUSION	28-Jul-19	29-Jul-19	MURRAYVILLE	GA	TL* THE CONTACT OWNS A 2013 FORD FU TURN THE REAR PASSENGER DOOR OPEN INDICATORS ILLUMINATED. PRIOR TO THE CONTACT ASSOCIATED THE FAILURE WITH (LATCHES/LOCKS/LINKAGES). THE CONTA BROWNS BRIDGE RD GAINESVILLE GA 30 FAILURE. THE VEHICLE WAS NOT DIAGNO THE FAILURE MILEAGE WAS 80 000.
3FA6P0HR5DR[redacted]	2013	FUSION	27-Jul-19	29-Jul-19	BOYLSTON	MA	PASSENGER DOOR LATCH LET GO DURIN DOOR TO FLY OPEN UNEXPECTEDLY. THIS RECALL A YEAR AGO.
3FA6P0LU8DR2[redacted]	2013	FUSION	15-Jul-19	29-Jul-19	WALKERSVILLE	MD	PASSENGER SIDE DOOR LATCH BROKE A PASSENGER SEAT ONTO BUSY HIGHWAY. DEFECTIVE DOOR LATCH WAS ALREADY ONLY WARANTEES PARTS REPLACED BY A RESPONSIBLE FOR THE REPAIR AS IT IS NO CALLED THE SERVICE DEPARTMENT THE C PERFORMED. I TOLD HIM TO CHECK THE C THEM WHILE HE WAS LOOKING HE MENTI VEHICLES COMING IN AGAIN FOR THE SA EVER SAYING THAT ME. SO WHAT IS THE A PART RECALLED FOR SAFETY REASONS STATING THAT THE WARANTEE ON THE NE NO SENSE TO ME IS THERE SUCH A THING GO THROUGH THE MOTIONS AND MY LIA EVEN DID THE RECALL IN THE FIRST PLACE ODDS THAT THE EXACT PART THAT WAS D AGAIN FOR THE EXACT SAME THING IT W JUST DEALER AND GOT THE SAME RESPO
3FA6P0H75DR[redacted]	2013	FUSION	14-Jul-19	17-Jul-19	SWEETWATER	TN	I RETURNED TO MY PARK CAR OPENED A OPENED THE REAR PASSENGER DOOR TO SEAT AND THEN WALKED AROUND GOT PASSENGER SIDE DOOR AJARD LIGHT INI THE DOOR AND IT WAS NOT LATCHED. I C REALIZE IT WOULD NOT LATCH.IT LOOKED TO CALL MY HUSBAND TO COME AND C HOLD IT SHUT. I CALLED SERVICE AND HA ME IT WAS THE SAME PROBLEM THEY HAD THOUGH MY VIN WAS NOT LISTED. THEY F TO COVER THE EXPENSE OR COVER IT IN MILES AND NO EXTENDED WARRANTY. TH COVERED AND ALL MY DOOR LATCHES A CAS NUMBER WITH FORD CUSTOMER R CONCERNED WHAT DOES MY MILEAGE C PART THAT FORD IS AWARE OF?
3FA6P0K91DR[redacted]	2013	FUSION	14-Jul-19	15-Jul-19	TECUMSEH	KS	THE FRONT PASSENGER DOOR LATCH FA DRIVING DOWN THE ROAD. THE VEHICLE ON A RESIDENTIAL STREET AT THE TIME. IF WOULD HAVE BEEN A VERY UNSAFE SITUA ISSUE IN 2015 (RECALL # 15S16) . FORD S 2015. I BOUGHT THE VEHICLE USED IN MA

3FADP4FJ4BM[redacted]	2011	FIESTA	4-Jul-19	6-Jul-19	SONORA	KY	BOTH OF MY REAR DOOR LATCHES STOP STATIONARY. THERE WAS A RECALL FOR INDICATED THAT THEY WERE REPLACED A THE RECALL. HOWEVER HAVING BOTH RE BELIEVE THE SAFETY OF THE REPLACED LA
3FADP4EJXEM[redacted]	2014	FIESTA	29-Jun-19	1-Jul-19	PACOIMA	CA	PASSENGER DOOR DOES NOT CLOSE WH DOOR SWINGS OPEN HAS TO BE HELD D ON THESE VEHICLES CAN PREVENT THE D THE DOOR OPENING WHILE THE VEHICLE DOOR WOULD NOT LATCH AT ALL SO TH (LOOPING THE SEATBELT THROUGH THE D THE VEHICLE. SOME CUSTOMERS ALSO R ON THE SAME VEHICLE ON DIFFERENT DO FIESTA MANUFACTURED ON APRIL 2014 I LABORED NOT GETTING COVERED BY FC RECALL EVEN THOUGH THE RECALL NOTI
3FADP4BJ4DM[redacted]	2013	FIESTA	28-Jun-19	1-Jul-19	KNOXVILLE	TN	DRIVER SIDE DOOR LATCH WILL NOT CAT MALFUNCTIONED I WAS IN A PARKING L PARKING LOT IN THE AM AND CAME OU DID NOT LATCH WHEN I SHUT IT AND NO (LANCE CUNNINGHAM FORD - KNOXVIL WHEN ASKED ABOUT THE RECALL FOR TH THAT MY CAR DID NOT QUALIFY. THE CA

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

---

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Monday, October 14, 2019 1:41 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>; Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>
Subject: RE: CCRG: Fiesta/Fusion/MKZ C1A Door Latch

See comments below in red.

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

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Friday, October 11, 2019 10:05 AM
To: Hansen, Thayne (T.) <thansen1@ford.com>
Cc: Landry, Mike (M.P.) <mlandry@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: CCRG: Fiesta/Fusion/MKZ C1A Door Latch

Good morning Thane,

The C1A latch item will return to CCRG for more discussion on 10/15.
I wanted to send you some of the questions we have related to FCSD prior to the meeting.

Subject: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
When: Friday, December 13, 2019 10:00 AM-11:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: WebEx
Sensitivity: Private

Moving 12/11/19 meeting to 12/13/19 so the team can review/discuss findings from clinic and open assignments from 12/11/19 TRG.

==========

11/12/19 – Added Ford of Australia attendees & updated weekly meeting notice to accommodate different region support.

==========

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

From: Itoh, Jorji (J.D.)
Sent: Friday, November 1, 2019 7:57 PM
To: Landry, Mike (M.P.)
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch

Sensitivity: Private

Good lord, I didn't even check. I just asked FCSD to try again.

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

From: Landry, Mike (M.P.) <mlandry@ford.com>
Sent: Friday, November 01, 2019 3:51 PM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

I don't think that's the correct vehicle.

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

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

Ford Go Further | SUSTAINABILITY ENVIRONMENT & SAFETY ENGINEERING

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Friday, November 1, 2019 8:33 AM
To: Landry, Mike (M.P.) <mlandry@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Team,

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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[redacted]

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

[redacted]

From: Itoh, Jorji (J.D.)
Sent: Friday, November 1, 2019 7:56 PM
To: Baker, Zachary (Z.)
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch

Sensitivity: Private

Hi Zach,

The provided report is for a different VIN then the one in the presentation form PD.
I'm sorry, I didn't notice until now.
Would you mind pulling another report for 3FA6P0H76DR[redacted]

Kind regards,

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

From: Baker, Zachary (Z.) <zbaker1@ford.com>
Sent: Friday, November 01, 2019 8:27 AM
To: Itoh, Jorji (J.D.) <jitoh@ford.com>
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

See attached.

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

From: Itoh, Jorji (J.D.) <jitoh@ford.com>
Sent: Friday, November 01, 2019 7:52 AM
To: Baker, Zachary (Z.) <zbaker1@ford.com>
Subject: FW: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Good morning Zach,

I have gone through FCSD for CarFax reports in the past, although I don't think the Recall Service Manager was actually accessing it, but instead, knew someone with access.
Can you get a CarFax for the VIN in the attached presentation or direct me to the correct contact?

Thank you sir,

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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[redacted]

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[redacted]

From: Itoh, Jorji (J.D.)
Sent: Thursday, November 7, 2019 1:38 PM
To: Landry, Mike (M.P.); Warwood, Mike (J.M.)
Cc: Robinson, Hue (H.M.); Baker, Zachary (Z.); Brezee, Shane (S.B.)
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Attachments: 3FA6P0H76DR[redacted] Carfax.pdf

Sensitivity: Private

Updated Carfax Report for VIN [redacted]

I apologize, the attachment in the previous email was for a different VIN.

Kind regards,

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

From: Itoh, Jorji (J.D.)
Sent: Friday, November 01, 2019 8:33 AM
To: Landry, Mike (M.P.) <mlandry@ford.com>; Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Robinson, Hue (H.M.) <hrobin18@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: RE: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Team,

Zach Baker pulled the Carfax report (see attached).
There is not any records of any accidents for this VIN.

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

From: Landry, Mike (M.P.) <mlandry@ford.com>
Sent: Thursday, October 31, 2019 2:11 PM
To: Warwood, Mike (J.M.) <mwarwood@ford.com>
Cc: Itoh, Jorji (J.D.) <jitoh@ford.com>; Robinson, Hue (H.M.) <hrobin18@ford.com>; Baker, Zachary (Z.) <zbaker1@ford.com>; Brezee, Shane (S.B.) <sbrezee@ford.com>
Subject: FW: 14D Mtg: 2011-14 Fiesta & 2013-14 Fusion/MKZ Door Latch
Sensitivity: Private

Mike W,

Where: WebEx
Sensitivity: Private

**** Team Members – SE&SE, OGC, FCSD-R&SP, FCSD-PS&L, CCM, PD, ~~VQ~~, ~~STA~~***
**** Next Steps***
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[redacted]

Join Meeting

Meeting number (access code): [redacted]
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[redacted] FordNet [redacted] Toll

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[redacted]

CARFAX History-Based Value Report

History events affecting this vehicle's value

Open Recall | Damage | Non-Personal Vehicle

$7,060 Retail Value

CARFAX Vehicle History Report™ US $39.99

2013 FORD FUSION SE
VIN: 3FA6P0H76DR[redacted]
SEDAN 4 DR
2.5L I4 F DOHC 16V
GASOLINE
FRONT WHEEL DRIVE

This CARFAX Report Provided by:
Ford Motor Company- Free Prod
1800 Fairlane Dr
Allen Park, MI 48101
(313) 322-3000

- No accidents reported to CARFAX
- Damage reported
- **3** Previous owners
- At least 1 open recall
- **4** Service history records
- **102,900** Last reported odometer reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 11/4/19 at 7:59:20 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Ownership History The number of owners is estimated	Owner 1	Owner 2	Owner 3
Year purchased	2013	2014	2018
Type of owner	Rental	Personal	Personal
Estimated length of ownership	1 yr. 6 mo.	3 yrs. 11 mo.	1 year
Owned in the following states/provinces	New York, Massachusetts	Massachusetts	Massachusetts

Estimated miles driven per year	22,238/yr	10,294/yr	---
Last reported odometer reading	36,946	94,502	102,900

CARFAX Title History

CARFAX guarantees the information in this section

	Owner 1	Owner 2	Owner 3
Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage | Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem

GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back.

Register | View Terms

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1	Owner 2	Owner 3
Total Loss No total loss reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated	No Issues Indicated
Accident / Damage Damage reported on 04/04/2016.	No Issues Reported	Damage Reported	No New Issues Reported
Manufacturer Recall At least 1 manufacturer recall requires service. Locate an authorized Ford or Lincoln Mercury dealer or call 866-436-7332 to obtain more information about this recall.	No Recalls Reported	No Recalls Reported	Recall Reported

CARFAX Detailed History

Owner 1
Purchased: 2013

Rental Vehicle
22,238 mi/yr

Date	Mileage	Source	Comments
02/13/2013		NICB	**Vehicle manufactured** and shipped to original dealer

RQ19-005 001332 RC

03/08/2013		New York Motor Vehicle Dept. Tulsa, OK	**Title issued or updated** - Registration issued or renewed - First owner reported - Titled or registered as rental vehicle - Passed safety inspection
06/07/2013		Spurr Chevrolet Buick GMC Brockport, NY 585-637-7070 spurrpontiac.com **4.6** ★★★★½ 36 Verified Reviews	**Vehicle serviced**
10/21/2013		New York Motor Vehicle Dept. Tulsa, OK	**Registration issued or renewed** - Passed safety inspection
01/10/2014		Ford Motor Company	**Manufacturer Customer Satisfaction Program issued** - Program #13N03 ELECTRONIC THROTTLE BODY EXTENDED - COVERAGE Locate an authorized Ford or Lincoln Mercury dealer or call 866-436-7332 to obtain more information
08/26/2014		Ford Motor Company	**Manufacturer Customer Satisfaction Program issued** - Program #14N02 EXTENDED WARRANTY COVERAGE FOR PCM - REPROGRAMING IN THE EVENT OF ABS VEHICLE SPEED - SIGNAL RELATED COMMUNICATION LOSS THAT DISABLES - OBDII SYSTEM MONITORS Locate an authorized Ford or Lincoln Mercury dealer or call 866-436-7332 to obtain more information
10/03/2014	36,252	Fleet/Lease Company	**Vehicle sold**
10/03/2014		Tasca Automotive Group Cranston, RI 401-681-1300 tasca.com **4.5** ★★★★½ 465 Verified Reviews	**Vehicle offered for sale**
10/08/2014	36,259	Tasca Automotive Group Cranston, RI 401-681-1300 tasca.com **4.5** ★★★★½ 465 Verified Reviews	**Vehicle serviced** - Recommended maintenance performed - Safety inspection performed - Four tires balanced - Four tires mounted - Air filter checked - Wiper(s) replaced

			- Tires rotated - Emissions inspection performed
10/11/2014		Tasca Ford Lincoln Seekonk, MA 508-336-7200 tasca.com 4.5 ★★★★½ 114 Verified Reviews	**Vehicle sold**
10/12/2014	36,269	Massachusetts Motor Vehicle Dept.	**Vehicle purchase reported**
10/17/2014	36,946	Massachusetts Inspection Station Seekonk, MA	**Passed safety inspection** - Passed emissions inspection
10/17/2014		Massachusetts Motor Vehicle Dept. Rehoboth, MA	**Registration issued or renewed** - Loan or lien reported - Vehicle color noted as Black

Owner 2
Purchased:
2014

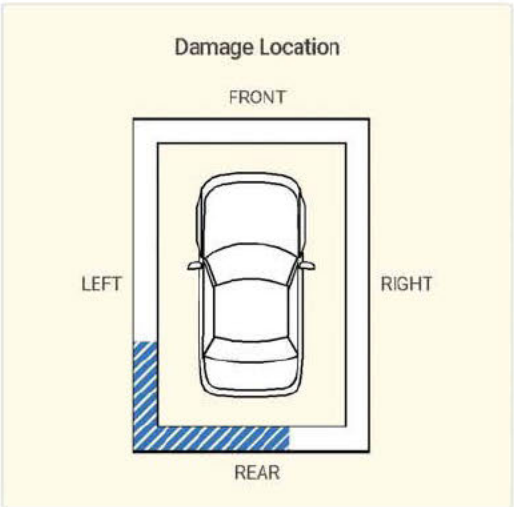


Low mileage! This owner drove less than the industry average of 15,000 miles per year.

Personal Vehicle
10,294 mi/yr

Date	Mileage	Source	Comments
10/31/2014		Massachusetts Motor Vehicle Dept. Rehoboth, MA Title #[redacted]	**Title issued or updated** - New owner reported - Loan or lien reported - Vehicle color noted as Black
11/09/2015	64,224	Massachusetts Inspection Station Wareham, MA	**Passed safety inspection** - Passed emissions inspection
04/04/2016		Damage Report	**Damage reported** - Damage to left rear - Damage to rear







Not all damage is caused by an accident. Get the car inspected before you buy. Learn more

09/19/2016		Massachusetts Motor Vehicle Dept. Rehoboth, MA Title #[redacted]	**Registration issued or renewed** - Loan or lien reported - Registration updated when owner moved the vehicle to a new location - Vehicle color noted as Black
12/20/2016	82,737	Massachusetts Inspection Station Wareham, MA	**Passed safety inspection** - Passed emissions inspection
04/17/2018	92,019	Massachusetts Inspection Station Wareham, MA	**Passed safety inspection** - Passed emissions inspection
06/01/2018		Massachusetts Motor Vehicle Dept. Wareham, MA Title #[redacted]	**Registration issued or renewed** - Loan or lien reported - Vehicle color noted as Black
10/10/2018	94,290	Massachusetts Motor Vehicle Dept.	**Vehicle purchase reported**
10/17/2018	94,502	Massachusetts Inspection Station West Wareham, MA	**Passed safety inspection** - Passed emissions inspection
10/17/2018		Massachusetts Motor Vehicle Dept. Wareham, MA	**Registration issued or renewed** - Loan or lien reported - Vehicle color noted as Black

Owner 3 Personal Vehicle

Purchased: 2018

Date	Mileage	Source	Comments
11/02/2018		Massachusetts Motor Vehicle Dept. Wareham, MA Title #[redacted]	**Title issued or updated** - New owner reported - Loan or lien reported - Vehicle color noted as Black



Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.

05/14/2019		Ford Motor Company	**Manufacturer Safety recall issued** - NHTSA #19V362 - Recall #19S16 SHIFTER CABLE BUSHINGS - Status: Remedy Available Locate an authorized Ford or Lincoln Mercury

dealer or call 866-436-7332 to obtain more information

- Learn more about this recall

Description: ON YOUR VEHICLE, THE BUSHING IN THE TRANSMISSION SHIFTER CABLE MAY DEGRADE OVER TIME. THIS MAY CAUSE THE TRANSMISSION SHIFTER CABLE TO NOT BE ABLE TO FULLY MOVE THE TRANSMISSION TO THE SELECTED GEAR POSITION.

ON YOUR VEHICLE, THE BUSHING IN THE TRANSMISSION SHIFTER CABLE MAY DEGRADE OVER TIME. THIS MAY CAUSE THE TRANSMISSION SHIFTER CABLE TO NOT BE ABLE TO FULLY MOVE THE TRANSMISSION TO THE SELECTED GEAR POSITION.

Remedy: IF THE DRIVER ATTEMPTS TO SHIFT TO PARK IN THIS CONDITION, THE TRANSMISSION MAY NOT BE IN THE PARK POSITION EVEN THOUGH THE SHIFTER POSITION INDICATES THE VEHICLE IS IN PARK, AND THE TRANSMISSION NOT IN PARK WARNING MAY NOT APPEAR. THIS COULD RESULT IN UNINTENDED VEHICLE MOVEMENT, INCREASING THE RISK OF INJURY OR CRASH

05/23/2019	100,049	Grieco Ford Raynham, MA 508-822-1000 metrofordma.com 4.4 ★★★★½ 71 Verified Reviews	**Vehicle serviced** - Airbag computer/module replaced - Door latch repaired/replaced
09/26/2019	102,900	Wareham Ford Inc. Wareham, MA 508-295-3643 warehamford.com 4.7 ★★★★★ 43 Verified Reviews	**Vehicle serviced**

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

CARFAX Glossary

Damage Indicator
Damage can be a result of many different types of events. Examples include contact with objects (other cars, trees, traffic signs, road debris, etc), vandalism, or weather-related events. Not every damage event is reported to CARFAX. As details about the damage event become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 11/4/19 at 7:59:20 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

First Owner
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Ford or Lincoln Mercury Recall
The Ford Motor Company provides Carfax with Field Service Action and recall information regarding safety, compliance and emissions programs announced since 2000 for a specific vehicle. For complete information regarding programs or concerns about this vehicle, please contact a local Ford or Lincoln Mercury Dealer.

Manufacturer Recall
Automobile manufacturers issue recall notices to inform owners of car defects that have come to the manufacturer's attention. Recalls also suggest improvements that can be made to improve the safety of a particular vehicle. Most manufacturer recalls can be repaired at no cost to you.

New Owner Reported
When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Rental
Vehicle was registered by a rental agency.

Title Issued
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
11/4/19 7:59:20 AM (CST)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2013 FORD FUSION vehicle (VIN: 3FA6P0H76DR[redacted] which is based on information supplied to CARFAX and available as of 11/4/19 at 8:59 AM (EST).

Customer Signature	Date	Dealer Signature	Date

Good morning Todd,

Hope your vacation has started off successfully!

I wanted to send you a quick note so you're not wondering what the next steps are when you return.
The team met yesterday and reviewed the assignments from the previous TRG.
-no meeting will occur before the next TRG on 12/11; we plan to informally present our status on the assignments

Shane,

Can you send out the assignment list, in the order that you would like them presented at the TRG, to those that have assignments (include Todd if he doesn't have any assignments)?

Kind regards,

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

2011-2016 Cross Vehicle Line
C1A Door Latch
TRG

December 4, 2019

RQ19-005 001340 RC

Fiesta VOQs (with VINs) Data

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

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

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

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

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

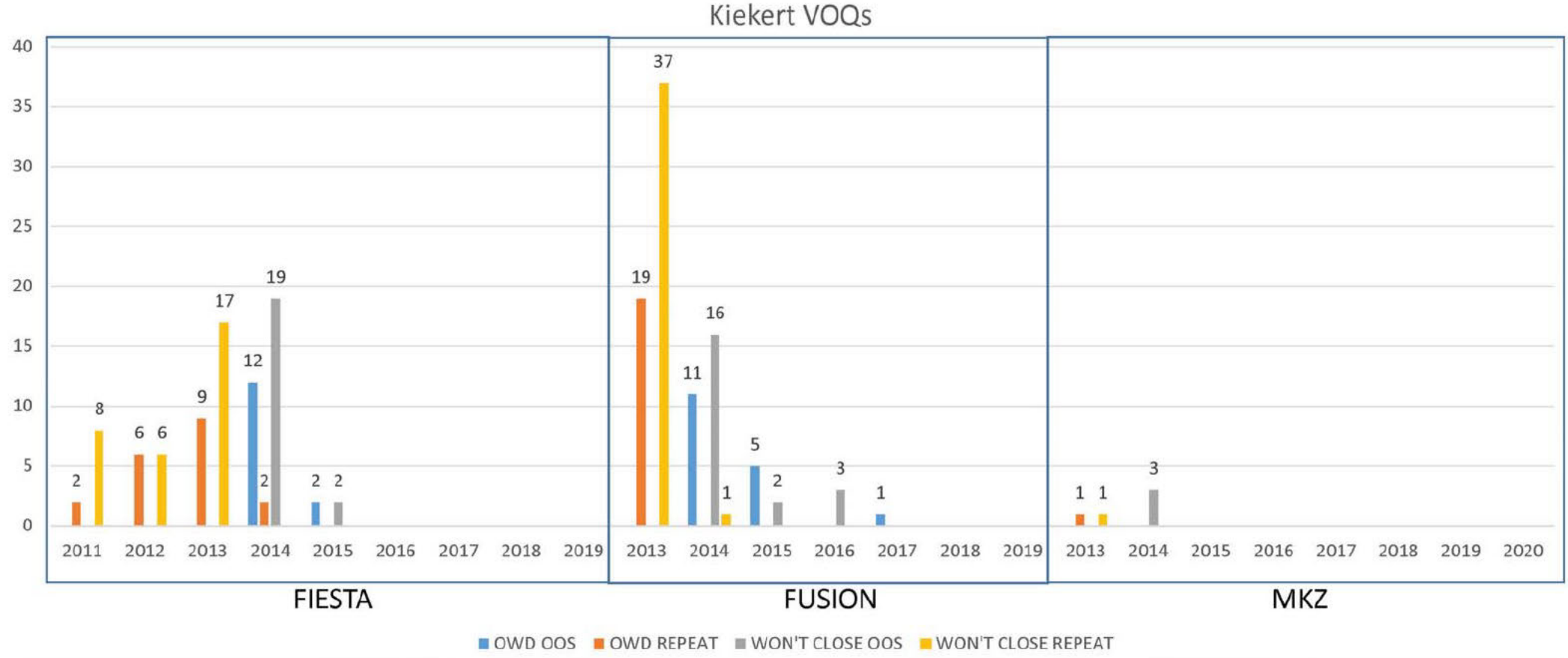
[redacted]

CONFIDENTIAL BUSINESS INFORMATION

All VOQ Data

[redacted]

	Repeat	OOS
Fiesta	50	35
Fusion	57	38
MKZ	2	3

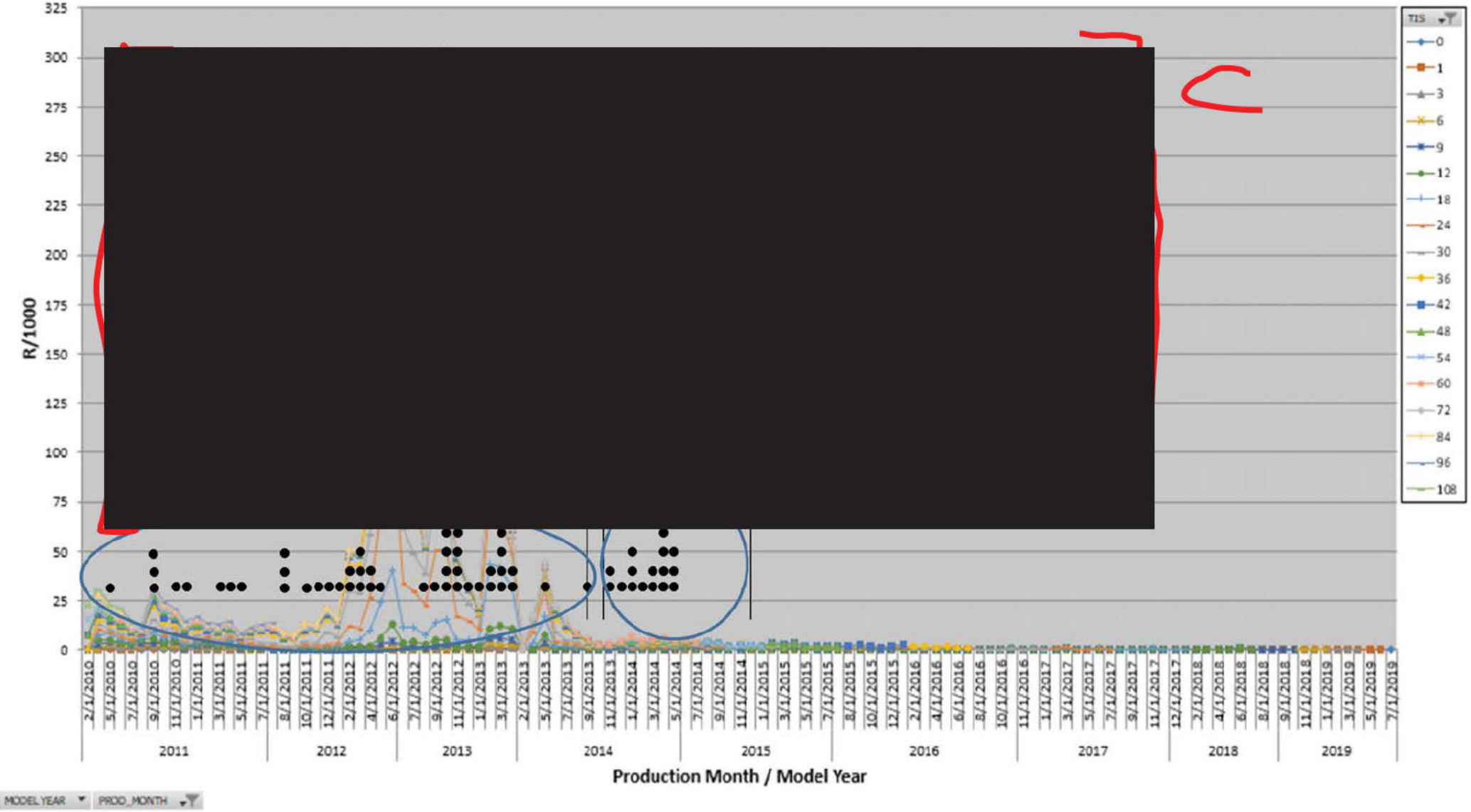


GIS2 Classification: CONFIDENTIAL
GIS1 Item: Transient
RQ19-005 001347 RC

CONFIDENTIAL BUSINESS INFORMATION

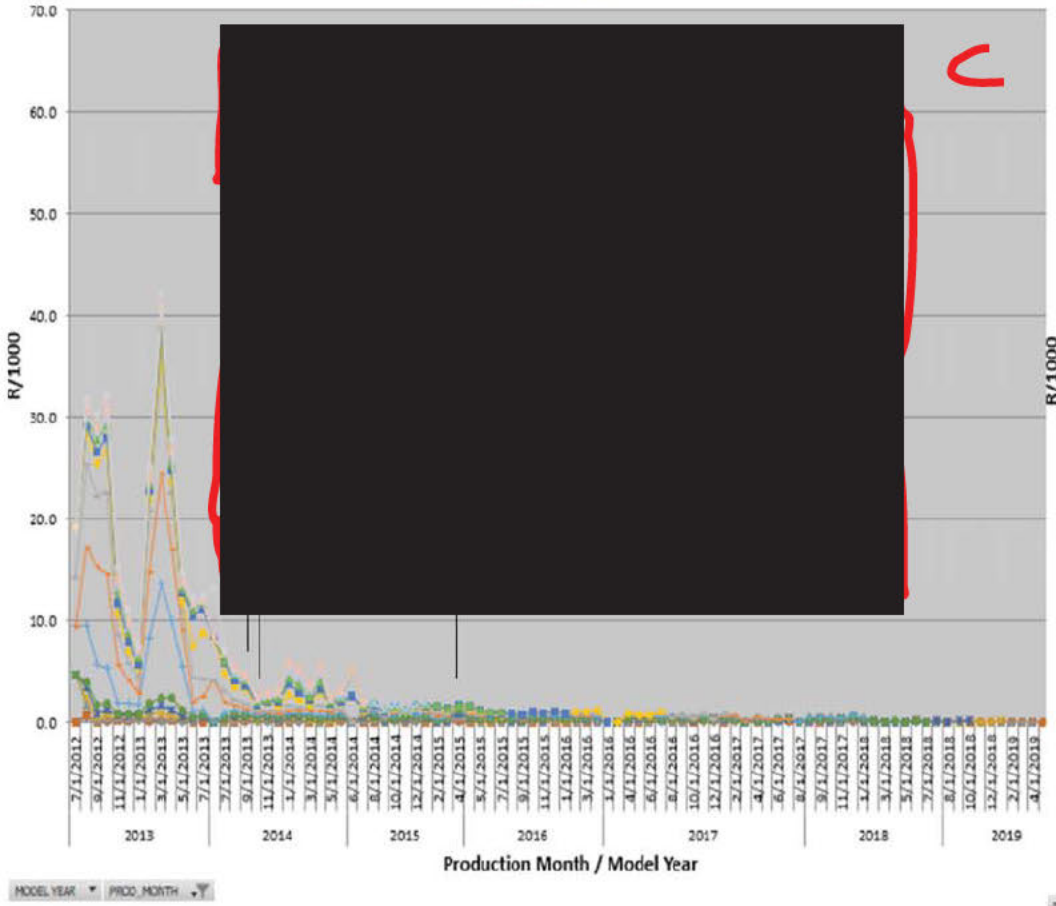
Warranty Data

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

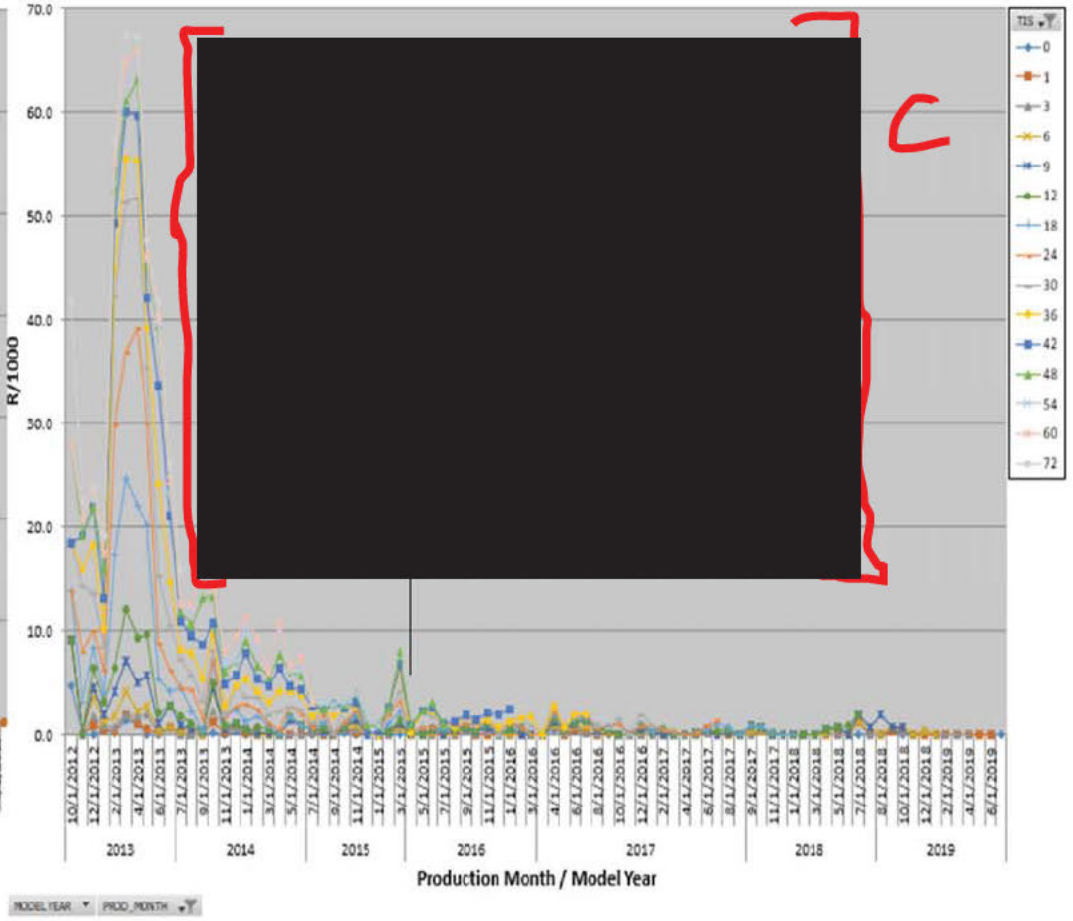


AWS Analysis – C1A Latches (N.A. ONLY)

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

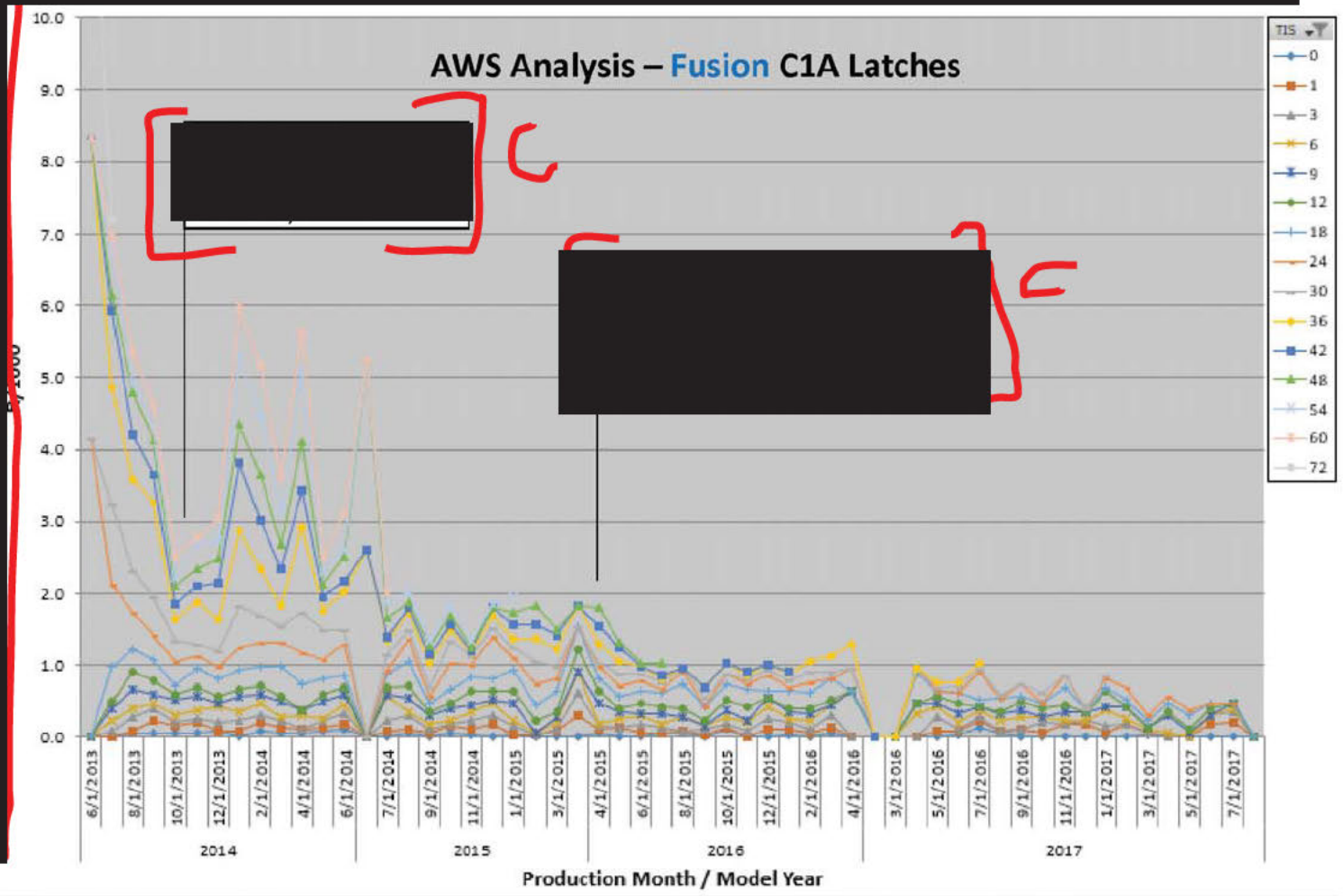
Part with Component Engineer for analysis

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 (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	AFAFP4LP8GJB[redacted]	1/8/2016	9/18/2015	6/9/2019	Qatar	Driver side door not closing	Frong LH door not closing well, internal faulty mechanism	6/9/2019-FL latch replaced for door will not close
41	FoA	Kiekert	Ranger	AFAFP4LP7GJB[redacted]	1/11/2016	9/18/2015	6/15/2019	Qatar	Driver door not closing properly	Not closing, tried to lubricate but not resolved, replaced latch due to internal faulty mech	6/15/2019-no previous history of recall performed, FL door latch replaced for will not close by Almana Motors (Doha, Qatar)
42	FoA	Kiekert	Ranger	AFAFP4LP1GJB[redacted]	1/8/2016	9/18/2015	8/20/2019	Qatar	Front left door not closing	Lubricate latch but not resolved, replace due to internal faulty mechanism	8/20/2019-FL door latch replaced for will not close, internal faulty mechanism.
43	FoA	Kiekert	Ranger	AFAFP4LP7GJB[redacted]	1/8/2016	9/18/2015	8/21/2019	Qatar	Front left door not closing	Lubricate latch but not resolved, replace due to internal faulty mechanism	8/21/2019-FL door latch replaced for will not close, internal faulty mechanism.
44	FoA	Kiekert	Ranger	AFAFP4LP9GJB[redacted]	1/8/2016	9/18/2015	8/18/2019	Qatar	Front left door not closing	Lubricate latch but not resolved, replace due to internal faulty mechanism	8/18/2019-FL door latch replaced for will not close, internal faulty mechanism.
45	FoA	Kiekert	Ranger	AFAFP4LP5GJB[redacted]	1/11/2016	9/18/2015	7/13/2019	Qatar	Front right side door not closing properly	Latch stuck up, internal mechanism failure, replaced	7/13/2019-FR door latch replaced for will not close, latch stuck up, internal mechanism failure.
11111507	NHTSA	Kiekert	Fusion	3FA6P0HRXDR[redacted]	3/15/2013	3/3/2013	?	MS	OWD	Failed latch is FL, pics show torn old-style tab.	10/24/2014-warranty repair for FR door will not latch, replaced latch & broken cables @ Stivers Ford (Montgomery, AL). 8/5/2015-recall 15S16 performed for RR door ONLY for door will not shut @ Stivers Ford (Montgomery, AL). 2/25/2016-recall 15S16 performed for ALL doors & used kit p/n @ Metro Ford (Tupelo MS). Recent pics from NHTSA has Julian date of 62131 (3/3/2013) and part number AE8A-5421813-CC.
11265835	NHTSA	Kiekert	Fusion	3FA6P0H71DR[redacted]	11/1/2012	10/16/2012	?	GA	OWD	Failed latch is FL, pics show torn old-style tab.	2/23/2016-initial 15S16 performed by Wade Ford (Smyrna, GA) Recent pics from NHTSA has Julian date of 290122 (10/16/2012) and part number AE8A-5421813-CC. Current latches in vehicle are: FL 300818, FR 410E5, RL 18111[redacted] RR 1211C5.
11278552	NHTSA	Kiekert	Fusion	3FA6P0H74ER3[redacted]	5/24/2014	5/13/2014	?	CA	OWD	Failed latch is RR, pics show torn old-style tab.	Recent pics from NHTSA has Julian date of 133149 (5/13/2014) and part number AE8A-5426412-BF.

[redacted]

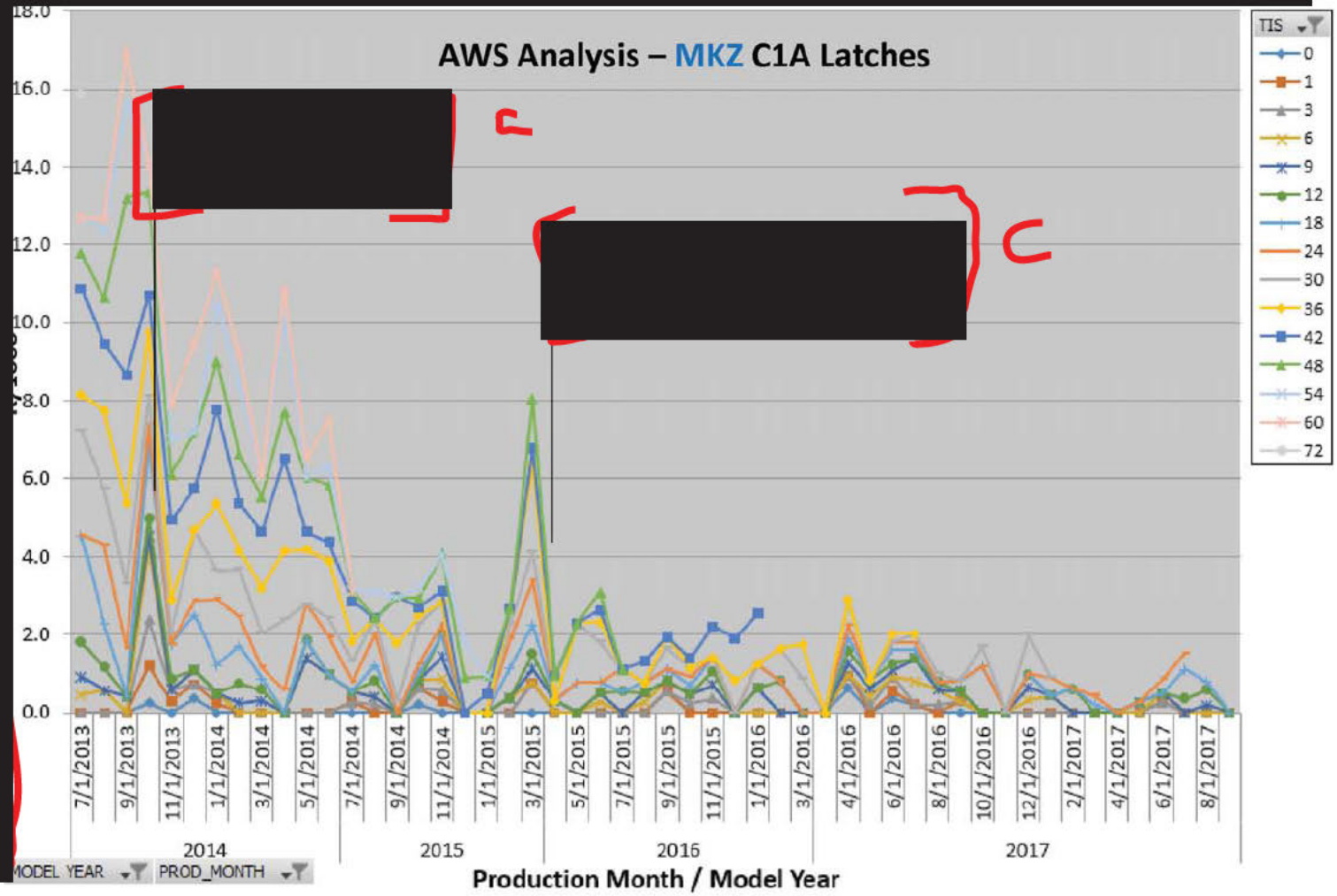
Scope #1 – Failures Outside Recall Date

[redacted]



Scope #1 – Failures Outside Recall Date

[redacted]



Technical Review Group 2019.12.04

2011-2016 Cross Vehicle Line – C1A Door Latch

Scope #1 – Failures Outside Recall Date

[redacted]

