

From: Meachern, Matthew (M.) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=REDACTED]
Sent: 9/19/2024 5:42:20 PM
To: Diwakar, Sujatha (S.) [sdiwakar@ford.com]
Subject: FW: 24S50 / REDACTED
Attachments: REDACTED_VehicleModuleInfoRequest_DEALER.xml

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

What are your thoughts on this?

I'd like to have an author look at these logs to identify if there was an issue on the tool side here (if that's even a possibility). As we've discussed recently, I've seen these discrepancies from IPF actions, but not necessarily from FDRS. The SU app is Alex's, but I don't know if that's who would investigate an issue *if this could be FDRS related*.

GVMS in this case has the current/correct info along with timestamps matching the session history log, but GIVIS still shows it being at the UA level.

GVMS (ford.com):

History of F188 for Node 7E0 for VIN REDACTED

	DID Resource	File	File Source	File ID	File Description	isConfig	Timestamp
	NZBA-14C204-UA	AFTERMARKET	ETIS	etis00001		0	2024-09-19 15:21:51
	NZBA-14C204-UA	EOL	EOL	EOL	HERMOSILLO	75	2023-02-15 04:10:06.524

From: Meachern, Matthew (M.)
Sent: Thursday, September 19, 2024 1:32 PM
To: Willard, Jeremy (J.) <jwillar1@ford.com>; Pratt, David (D.S.) <dpratt20@ford.com>; Snapp, Dale (D.) <dsnapp@ford.com>
Cc: Johnston, Steven (S.J.) <sjohnst6@ford.com>; Zachary Sova <zsova@renkim.com>; Michael Laden <mladen@renkim.com>
Subject: RE: 24S50 / REDACTED

Jeremy –

The module was updated as you found in the session history, but the history record was not added to the GIVIS database which is what we use for the VIN check, and what I believe was used to determine these VINs.

This database is separate from the runtime database (GVMS) used to determine the current level of the module. While it **should be** true that the current level in GVMS and the latest history in GIVIS are identical, we've found that is not always the case.

We will investigate why GIVIS wasn't updated.

From: Willard, Jeremy (J.) <jwillar1@ford.com>
Sent: Thursday, September 19, 2024 1:16 PM
To: Pratt, David (D.S.) <dpratt20@ford.com>; Snapp, Dale (D.) <dsnapp@ford.com>
Cc: Johnston, Steven (S.J.) <sjohnst6@ford.com>; Zachary Sova <zsova@renkim.com>; Meachern, Matthew (M.) <mmeach6@ford.com>; Michael Laden <mladen@renkim.com>

Subject: RE: 24S50 / [REDACTED]

Importance: High

Dale –

Could you please pull a list of VINs that are currently still open in 24S50 and send it back to this thread?

I show there are 584 still open.

Thank you,

Jeremy Willard

Recall & Service Programs
Ford Motor Company – Customer Service Division
Service Engineering Operations
Diagnostic Service Center II – WFH
(313)39-00940

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

Sent: Thursday, September 19, 2024 12:23 PM

To: Michael Laden <mladen@renkim.com>; Pratt, David (D.S.) <dpratt20@ford.com>; Mceachern, Matthew (M.) <mmceach6@ford.com>

Cc: Johnston, Steven (S.J.) <sjohnst6@ford.com>; Zachary Sova <zsova@renkim.com>

Subject: RE: 24S50 / [REDACTED]

Importance: High

Michael –

I just checked FDRS and see the updates that were done on June 7, 2024. I also looked at available s/w and there is no BCM or PCM updates available for this VIN.

Please advise the dealer to submit the MTCLOSE we created and add the note we used for the last VIN like this (attached email).

Matt/David –

Any ideas why we've come across a couple of VINs now that we added to 24S50 but already received the update in 24S24?

We're assuming it's simply delayed timing for the claim submittal, but just making sure our VIN checks were clean.

Should we run the VIN check again on all of our open 24S50 VINs to make sure they do indeed have the PCM, and also possibly the BCM, s/w available for install?

Thank you,

Jeremy Willard

Recall & Service Programs
Ford Motor Company – Customer Service Division
Service Engineering Operations
Diagnostic Service Center II – WFH
(313)39-00940

From: Michael Laden <mladen@renkim.com>

Sent: Thursday, September 19, 2024 12:11 PM

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

Cc: Johnston, Steven (S.J.) <sjohnst6@ford.com>; Zachary Sova <zsova@renkim.com>; Michael Laden <mladen@renkim.com>

Subject: 24S50 / [REDACTED]

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Hello Jeremy,

Regarding 24S50: We had one additional VIN today where both BCM and PCM updates were already completed. Please see below.

VIN: [REDACTED]

Refresh

Print

Text Story >>

⚠ As an internal Ford user, the events you create that are displayed in this view are not visible 1

Sessions

#	Date
1	September 19, 2024
2	September 18, 2024
3	September 9, 2024
4	September 3, 2024
5	June 7, 2024
6	June 6, 2024
7	June 5, 2024
8	February 1, 2024
9	January 31, 2024
10	January 30, 2024

Friday, June 7, 2024 | Mileage: 97481 km

All

All

Sequence	Action
1	PTS : VIN [REDACTED]
2	PTS : Connected Vehicle Status
3	Network Test
4	Powertrain Control Module (PCM) Software Update
5	Powertrain Control Module (PCM) Software Update
6	Body Control Module (BCM) Software Update
7	Self Test
8	PTS : VIN [REDACTED]
9	PTS : Connected Vehicle Status
10	PTS : VIN [REDACTED]
11	PTS : Connected Vehicle Status

Thank you,
Michael Laden
SME
Ford Special Service
Support Center

Fax: (734) 374-8351
mladen@renkim.com

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