



Ford Motor Company
Ford Customer Service Division
Recall/Service Programs Department
P.O. Box 1904
Dearborn, MI 48121-1904

**RECALL/SPECIAL SERVICE
PROGRAM INFORMATION**

IMPORTANT RECALL/SPECIAL PROGRAM INFORMATION

**FROM: FORD CUSTOMER SERVICE DIVISION
VEHICLE SERVICE AND PROGRAMS**

PLEASE PROVIDE COPIES TO:

 X **SERVICE MANAGER**

 X **PARTS MANAGER**

 X **DEALER PRINCIPAL**

 2 **PAGES FOLLOW THIS COVER SHEET. IF YOU
DO NOT RECEIVE TWO PAGES, CALL 1-800-860-
3287 TO REQUEST A REPEAT FAX.**



Ford Motor Company
Ford Customer Service Division
Recall/Service Programs Department
P.O. Box 1904
Dearborn, MI 48121-1904

**RECALL/SPECIAL SERVICE
PROGRAM INFORMATION**

2/5/97

PARTS AVAILABILITY - SAFETY RECALL 96S48/96S99

Improper Repairs:

Rail/Motor assemblies for Safety Recall 96S48/96S99 are on major backorder because good parts are being needlessly replaced. Analysis of returned parts has shown that 57% were functioning and should not have been replaced.

Over Repairs:

In addition, rail/motor assemblies are being needlessly installed in vehicles which only require a rail.

As a result of these two "over-repair" conditions, rail/motor assemblies are not available for vehicles that actually need them.

We are making every attempt to obtain additional supplies of rail/motor assemblies. However, we expect continued backorders for some time. Dealers are strongly encouraged to:



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**RECALL/SPECIAL SERVICE
PROGRAM INFORMATION**

1. Use the inspection tool before determining that a right hand rail needs replacement.
2. Only replace the rail/motor assembly when the system is inoperative (locked up) AND the belt cannot be manually moved from the "A" to "B" pillar using a 5mm Allen wrench through the access hole (see 96S48/96S99 Technical Instructions).

Replacement rail (no motor) part numbers:

F72Z-61610D45-A	Left Hand
F72Z-61610D44-A	Right Hand

Please continue to direct all questions to Renkim at
1-800-325-5621.

Recall/Service Programs Department
Vehicle Service and Programs

-- CONFIRMATION REPORT --

TRANSMISSION

TRANSACTION(S) COMPLETED

NO.	DATE/TIME	DESTINATION	DURATION	PGS	STATUS	MODE
710	FEB. 5 8:50	(3131933-4867	0' 01' 52"	004	OK	NORMAL



TO: Donna Koenig @ BUDCO
Fax 313-933-4867

Dec. 17, 1996

FROM: Mitchell Habian @ Ford Motor Co.
Phone 313-845-0947

PAGES: 3
(excluding this cover sheet)

SUBJECT: Ford Safety Recalls 96S48/96S99

NOTES: This faxgram will not include a dealer-specific VIN list.

FAXGRAM.COM



Ford Motor Company
Ford Customer Service Division
Recall/Service Programs Department
P.O. Box 1904
Dearborn, MI 48121-1904

RECALL/SPECIAL SERVICE PROGRAM INFORMATION

December 17, 1996

IMPORTANT RECALL/SPECIAL PROGRAM INFORMATION

**FROM: FORD CUSTOMER SERVICE DIVISION
VEHICLE SERVICE AND PROGRAMS**

PLEASE PROVIDE COPIES TO:

SERVICE MANAGER

PARTS MANAGER

DEALER PRINCIPAL

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TO REQUEST A REPEAT FAX.**



DECEMBER 17, 1996

SPECIAL RECALL ANNOUNCEMENTS:

SAFETY RECALLS 96S48 & 96S99 (PROBE MOTORIZED SEAT BELTS)

EFFECTIVE IMMEDIATELY, REPLACEMENT RAILS (RAIL ONLY - NO MOTOR) MAY BE ORDERED FOR SAFETY RECALLS 96S48 AND 96S99. WHEN SERVICING A VEHICLE UNDER EITHER OF THESE RECALLS, PLEASE DO NOT ORDER A RAIL & MOTOR ASSEMBLY IF ONLY A RAIL IS REQUIRED. OVER-ORDERING OF RAIL & MOTOR ASSEMBLIES WILL LEAD TO PARTS SHORTAGES.

ORDER REPLACEMENT RAILS (NO MOTOR) BY CALLING RENKIM AT 1-800-325-5621:

**LH SIDE/96S48: F72Z-61610D45-A
(REPLACE ON ALL AFFECTED VEHICLES)**

**RH SIDE/96S99: F72Z-61610D44-A
(REPLACE ONLY IF INSPECTION INDICATES NEW RAIL IS REQUIRED)**

**THE AVAILABILITY OF REPLACEMENT RAILS SHOULD
REDUCE THE NEED FOR RAIL & MOTOR ASSEMBLIES AND
REDUCE THE NEED FOR RENTAL/LOANER VEHICLES
(WHICH REQUIRE PRIOR APPROVAL BY CALLING RENKIM
AT 1-800-325-5621).**

**RECALL/ONP DEPARTMENT
DECEMBER 17, 1996**

.. CONFIRMATION REPORT ..

TRANSMISSION
TRANSACTION(S) COMPLETED

NO.	DATE/TIME	DESTINATION	DURATION	PGS	STATUS	MODE
780	DEC. 17 8:34		93139334867 0' 01' 28"	004	OK	NORMAL

PROFS FIELD BULLETIN

SUBJECT: Safety Recall 96S48 (Left Side) and 96S99 (Right Side) -
1990-1992 Probes - Passive Seat Belt Assembly

PFB NO.: 96278DB60015

Date: October 4, 1996

TO: All FCSD Regional Managers

CC: All Regional Sales Managers
Ford and Lincoln Mercury Divisions
All PDC Managers - FCSD

IMPORTANT SERVICE RECALL ANNOUNCEMENT

Special Instructions Requiring Regional Office Attention are X Below:

x Safety Related	- Parts Availability	Direct
- Emissions	- At Dealers by: As Req'd.	Shipped One Per
- Customer Satisfaction	- At PDC by: Call Renkin	Dealer
- Certification/Compliance	- Parts or Labels	
	- Shipped direct to:	Dealer Customer
- Special Dealer Repair	- Dealers Instructed to Obtain Additional Parts	
- or Inspection Instructions	- or Labels from Regional Office	
- Special Regional	- Dealers Instructed to Return Parts	
- Administrative Instructions		

Attached is a Dealer Bulletin for Safety Recall 96S48/96S99.

See the Dealer Bulletin for program details.

SPECIAL NOTE - TWO RECALL NUMBERS

Please note that for administrative reasons necessitated by parts availability, repair of each vehicle requires the completion of two recalls - 96S48 for the left hand restraint system and 96S99 for the right hand restraint system.

PROFS FIELD BULLETIN

REGIONAL/DEALER ACTION

Any vehicles in dealer stock must be corrected before delivery.

Advise FCSD using Form 725S, if a dealer reports that an affected vehicle is not at the location shown in our records.

Make sure regional personnel understand the service procedures before assisting dealers or customers.

QUESTIONS?

Claims Information 1-800-623-6851
Other Recall Questions 1-800-325-5621

A. R. Kaduk
Manager
Vehicle Service and Programs

PROFS FIELD BULLETIN

TO: All Ford and L-M Dealers October, 1996

SUBJECT: Safety Recall 96848 (Left Side) and 96899 (Right Side)
1990-1992 Probes - Passive Seat Belt Assembly.

AFFECTED VEHICLES

All 1990-1992 Probes.

REASONS FOR RECALL

The motorized shoulder belt of the affected vehicles may malfunction due to wear of the rail assemblies that guide the moveable shoulder belt anchorages along the sides of the roof above the doors. Eventually, the moveable anchorages could jam in positions along the rails and not lock in place at the "B" pillar. If this were to occur, the system may not provide the proper protection to the front occupants in the event of a collision.

Recall program 96848 requires replacement of the left hand shoulder harness rail on all vehicles; recall program 96899 requires inspection of the right hand shoulder harness rail and, if necessary, replacement (the left side rail will be replaced on all vehicles because of the frequency of usage versus the right side). In addition, dealers are instructed, through the attached diagnostics, to make any additional repairs necessary to restore system operation.

A malfunction in a motorized shoulder belt does not reduce the effectiveness of any lap belt. Occupants should be instructed to continue to wear their lap belts.

PARTS LIMITATIONS

BECAUSE PARTS TO PERFORM THIS PROGRAM ARE IN SHORT SUPPLY UNTIL DECEMBER 15, 1996, OWNERS OF VEHICLES THAT HAVE OPERATING PASSIVE RESTRAINT SYSTEMS (THE MOVEABLE SHOULDER BELT ANCHORAGE TRAVELS FULLY FORWARD WHEN AN ADJACENT DOOR IS OPENED AND FULLY REARWARD WHEN AN ADJACENT DOOR IS CLOSED AND THE IGNITION IS IN THE ON POSITION), ARE BEING ASKED TO WAIT TO HAVE THE SERVICE PERFORMED UNTIL PARTS ARE AVAILABLE. OWNERS OF VEHICLES WITH INOPERATIVE RESTRAINT SYSTEMS (THE BELT DOES NOT TRAVEL FULLY FORWARD AND REARWARD AS DESCRIBED ABOVE), ARE BEING ASKED TO RETURN TO DEALERS NOW. DEALERS ARE TO REPAIR THE RESTRAINT SYSTEM TO AN OPERATIONAL LEVEL FOLLOWING THE INSTRUCTIONS PROVIDED. (OWNERS MAY HAVE TO RETURN FOR THE RAIL REPLACEMENT WHEN PARTS BECOME AVAILABLE AFTER DECEMBER 15, 1996).

DO NOT PERFORM THESE SERVICES ON OPERATING RESTRAINT SYSTEMS UNTIL AFTER DECEMBER 15, 1996.

AFTER DECEMBER 15, 1996 AN AMPLE SUPPLY OF PARTS IS EXPECTED TO BE AVAILABLE TO PERFORM THESE SERVICES ON ALL AFFECTED VEHICLES.

PROFS FIELD BULLETIN

SPECIAL NOTE - TWO RECALL NUMBERS

Please note that for administrative reasons necessitated by parts availability, repair of each vehicle requires the completion of two recalls - 96848 for the left hand restraint system and 96899 for the right hand restraint system. PLEASE BE SURE TO SUBMIT CLAIMS PROPERLY - SEE ATTACHMENT II FOR DETAILS.

AFFECTED UNIT LISTING

An affected unit listing will not be available for this recall until January, 1997.

SPECIAL INSPECTION TOOL - IMMEDIATE ACTION REQUIRED

A SPECIAL INSPECTION TOOL WILL BE REQUIRED TO PERFORM THE REQUIRED INSPECTION OF THE RIGHT HAND PASSIVE RESTRAINT RAIL. ORDER THIS TOOL (NOTJUNDA NO.) BY CALLING 1-800-325-5621. ONE INSPECTION TOOL PER DEALERSHIP WILL BE PROVIDED AT NO CHARGE VIA OVERNIGHT DELIVERY. WHEN CALLING THIS NUMBER BE PREPARED TO GIVE THE FOLLOWING INFORMATION:

RECALL NUMBER 96848/96899
DEALER PEA CODE
MAILING ADDRESS
PERSON TO WHOM TOOL SHOULD BE SENT

ATTACHMENTS

Attachment I

- Administrative Information

Attachment II

- Labor Allowances
- Parts Ordering Information

Attachment III - Diagnostic Flow Chart

Attachment IV - Technical Instructions (Rail Inspection/Replacement)

Attachment V - Technical Instructions (System Diagnosis)

PROFS FIELD BULLETIN

QUESTIONS?

Claims Information	1-800-423-8851
Other Recall Questions	1-800-325-5621
Special Tool Ordering	1-800-325-5621

Sincerely,

A. R. Kaduk
Manager
Vehicle Service and Programs

PROFS FIELD BULLETIN

ATTACHMENT 1

OASIS

You must use OASIS to determine if a vehicle is eligible for these recalls. OASIS will be active on October 11, 1996.

PLEASE NOTE

Any vehicles in dealer stock must be corrected before delivery.

PROMPTLY CORRECT

Before December 15, 1996 promptly correct all affected vehicles with inoperative (locked up) passive restraint systems.

After December 15, 1996, promptly correct all affected vehicles.

DEALER-OWNER CONTACT

Immediately contact any affected owner. Give owner a copy of the Owner Letter.

CLAIMS SUBMISSION

Enter claims using DME. See ACESII Manual, Sections 5 and 6. If additional time is required for restraint repairs beyond rail replacement, submit as "Actual Time" (see Attachment 1).

PLEASE NOTE THAT TWO CLAIMS ARE REQUIRED FOR EACH VEHICLE -ONE FOR THE LEFT SIDE (96848), AND ONE FOR THE RIGHT SIDE (96899).

NOTE: PLEASE HOLD ALL CLAIMS UNTIL OCTOBER 11, 1996. CLAIMS SUBMITTED BEFORE OCTOBER 11, 1996 CAN NOT BE ACCEPTED.

WARRANTY AND POLICY MANUAL

See Sections 5 and 6 of the ACESII Manual.

REFUNDS

See Section 3-59 of the ACESII Manual.

MANDATORY PARTS RETURN

ALL REMOVED RAIL AND MOTOR ASSEMBLIES MUST BE RETURNED (SEE ATTACHMENT 11, PAGE 2). PARTS NEEDLESSLY REPLACED WILL BE SUBJECT TO CHARGE BACK.

PROFS FIELD BULLETIN

ATTACHMENT II
Page 1 of 2

SAFETY RECALL 96S48/96S99
1990 - 1992 Probe Perceive Seat Belt System

LABOR ALLOWANCES

IMPORTANT NOTES:

EACH AFFECTED VEHICLE IS NOT COMPLETE UNTIL BOTH SIDES OF THE VEHICLE HAVE BEEN ADDRESSED (left side rail replaced (96S48), and right side rail inspected (96S99) and, if necessary, replaced). THIS WILL REQUIRE THE SUBMISSION OF TWO CLAIMS - ONE FOR EACH RECALL NUMBER. SEE CLAIMING INSTRUCTIONS BELOW.

IF YOU CANNOT COMPLETE BOTH SIDES BECAUSE PARTS ARE NOT AVAILABLE FROM FORD, NOTIFY THE CUSTOMER THAT A SECOND SERVICE APPOINTMENT WILL BE REQUIRED. IF THE RESTRAINT SYSTEM CANNOT BE RESTORED TO A FULLY OPERATIONAL CONDITION DUE TO LACK OF PART AVAILABILITY, PLEASE CONTACT 1-800-325-5621 FOR FURTHER INSTRUCTIONS. BE PREPARED TO PROVIDE THE FOLLOWING INFORMATION: VIN, OWNER NAME, REQUIRED PART INFORMATION.

EACH RECALL WILL REMAIN OPEN UNTIL ONE OF THE UNDERLINED LABOR OPERATIONS HAS BEEN COMPLETED FOR THAT RECALL.

BE SURE TO CAREFULLY SELECT THE CORRECT LABOR OPERATIONS.

	Recall 96S48	Recall 96S99
ACTION	LEFT HAND SIDE	RIGHT HAND SIDE
Inspect BU Rail - Passes	No inspection required.	96S99A - 0.2 Hrs.
Inspect BU Rail - Fails	No inspection required.	96S99F - 0.2 Hrs.
Replace Rail	96S48B - 1.0 Hrs.	96S99B - 1.0 Hrs.
Replace Rail/Holter	96S48C - 0.9 Hrs.	96S99C - 0.9 Hrs.
Replace other non-recall components required to make system operate. (Related Damage Claim)	96S48E - Actual Time - Refer to SLTS Manual for operations and all other appropriate Labor Times.	96S99E - Actual Time - Refer to SLTS Manual for appropriate Labor Times and Operations.

Administrative Allowance

0.1 Hrs.

Misc. Expense Code "ADMIN"

PROFS FIELD BULLETIN

Attachment 11
Page 2 of 2

PARTS REQUIREMENTS

REPLACEMENT RAILS ARE NOT AVAILABLE AT THIS TIME. To service IMOPERATIVE (locked up or jammed) systems prior to the availability of replacement rails, one left hand rail & motor ASSEMBLY will be direct shipped to each Ford Dealer. A very limited supply of additional rail & motor assemblies (including right hand assemblies), is available by calling 1-800-325-5621. Please be prepared to provide the following information:

- VIN number of the affected vehicle
- Recall number 96S48 or 96S99 (depending on which side requires rail and motor assembly).
- Dealer PIA Code
- Caller's name and phone number
- Customer's name and address

PARTS OTHER THAN THE RAIL & MOTOR ASSEMBLY MAY BE ORDERED THROUGH NORMAL ORDER PROCESSING CHANNELS.

YOU WILL BE ADVISED AS SOON AS REPLACEMENT RAILS BECOME AVAILABLE. IT IS EXPECTED THAT RAILS WILL BE AVAILABLE BY DECEMBER 15, 1996.

DEALER PRICE

For latest parts prices, check or call your:

- Order Processing Center
- SOES II
- Updated Price Book

MANDATORY RETURN OF REMOVED RAIL & MOTOR ASSEMBLIES

An FCS-700 Parts Distribution Tag will be issued for the return of removed rail and motor assemblies.

- Store old rail and motor assembly in the same box you received the new replacement part.
- Hold the old rail and motor assembly for receipt of FCS-700 tag from the Warranty Parts Return Center (UPRC).
- Wire tag the FCS-700 tag to the old rail and motor assembly.
- Clearly mark on the outside of the box "Safety Recall 96S48/96S99".

Upon receipt of the FCS-700 tag, ship the removed rail and motor assembly, freight prepaid, to the location indicated on the FCS-700 tag.

PROFS FIELD BULLETIN

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

PROPS FIELD BULLETIN

A. R. Kaduk
Manager
Vehicle Service and Programs
Ford Customer Service Division

Ford Motor Company
P. O. Box 1906
Dearborn, Michigan 48121

Recall 96548/96899

October, 1996

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Serial Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1990 - 1992 Model Year Ford Probe passenger cars.

SAFETY DEFECT

The motorized safety belts of your car may malfunction due to wear of the track assemblies that guide the movable shoulder belt anchorages mounted above the doors. Eventually, the movable anchorages could stick along the sides of the roof and lock in an improper position in the rails. In such a case the restraint system may not provide the proper protection to the front occupants in the event of a collision.

PRECAUTION

A malfunction in a motorized shoulder belt does not reduce the effectiveness of any lap belt. Occupants should continue to wear their lap belts.

REPAIRS

IF RESTRAINT SYSTEM DOES NOT WORK NOW (LOCKED UP)

If your vehicle's restraint system is inoperative at this time, (belt does not travel fully forward along the roof rail when an adjacent door is opened or fully rearward when the door is closed and the ignition is on) call your dealer now. Ask for a service date for recall 96548/96899 (left/right side).

When you bring your vehicle in for your service date, your dealer will restore operation of your restraint system. However, you may be asked to return your vehicle after December 15, 1996 to have a new restraint rail installed on the driver's side and, if necessary, the passenger side. The new restraint rails will not be available until December 15, 1996.

PROFS FIELD BULLETIN

IF RESTRAINT SYSTEM WORKS NOW (NOT LOCKED UP)

If your vehicle's restraint system is currently operating (belt travels fully forward and rearward along the roof rail), please call your dealer after:

December 15, 1996.
January 15, 1997.
February 15, 1997.
March 15, 1997.

At that time your dealer will replace the driver side restraint rail and inspect the passenger side restraint rail. If the passenger side rail shows a given amount of wear, it will be replaced also. We appreciate your cooperation and patience in this matter, and are taking these steps to avoid inconveniencing you with multiple trips to the dealer for repairs on your Probe.

When you bring your Probe in, show the dealer this letter.

If you misplace this letter, your dealer will still do the work, free of charge.

HOW LONG WILL IT TAKE?

When parts become available, it may take your dealer a full day to perform this service. However, due to service scheduling times or unanticipated service complications, your dealer may need your vehicle for a longer period of time.

REFUNDS

If you paid to have this service done before the date of this letter, Ford is offering a refund. For the refund, please give your paid original receipts to your Ford dealer. To help avoid delays, please do not send receipts to Ford Motor Company.

CHANGED ADDRESS OR SOLD THE PROBE?

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the Probe.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, 300 Renaissance Center, P. O. Box 43360, Detroit, Michigan 48243. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 366-8123).

PROFS FIELD BULLETIN

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Probe.

Sincerely,

A. R. Kaduk
Manager
Vehicle Service and Programs



A. R. Kaduk
 Manager
 Vehicle Service and Programs
 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
 Dearborn, Michigan 48121

Recall 96548/96599

October, 1996

Mr. John Sample
 123 Main Street
 Anywhere, USA 12345

Serial Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1990 - 1992 Model Year Ford Probe passenger cars.

SAFETY DEFECT

The motorized safety belts of your car may malfunction due to wear of the track assemblies that guide the movable shoulder belt anchorages mounted above the doors. Eventually, the movable anchorages could stick along the sides of the roof and lock in an improper position in the rails. In such a case the restraint system may not provide the proper protection to the front occupants in the event of a collision.

PRECAUTION

A malfunction in a motorized shoulder belt does not reduce the effectiveness of any lap belt. Occupants should continue to wear their lap belts.

REPAIRS

IF RESTRAINT SYSTEM DOES NOT WORK NOW (LOCKED UP)

If your vehicle's restraint system is inoperative at this time, (belt does not travel fully forward along the roof rail when an adjacent door is opened or fully rearward when the door is closed and the ignition is on) call your dealer now. Ask for a service date for recall 96548/96599 (left/right side).

When you bring your vehicle in for your service date, your dealer will service the inoperative restraint system. Under some circumstances you may be asked to return your vehicle after December 15, 1996 to have a new restraint rail or rails installed. The new restraint rails will not be available until December 15, 1996.

IF RESTRAINT SYSTEM WORKS NOW (NOT LOCKED UP)

If your vehicle's restraint system is currently operating (belt travels fully forward and rearward along the roof rail), please call your dealer after December 15, 1996.

January 15, 1997.

February 15, 1997.

March 15, 1997.

At that time your dealer will inspect, and/or replace as appropriate, the driver and passenger side restraint rails. We appreciate your cooperation and patience in this matter, and are taking these steps to avoid inconveniencing you with multiple trips to the dealer for repairs on your Probe.

When you bring your Probe in, show the dealer this letter.

If you misplace this letter, your dealer will still do the work, free of charge.

HOW LONG WILL IT TAKE?

When parts become available, it may take your dealer a full day to perform this service. However, due to service scheduling times or unanticipated service complications, your dealer may need your vehicle for a longer period of time.

REFUNDS

If you paid to have this service done before the date of this letter, Ford is offering a refund. For the refund, please give your paid original receipt to your Ford dealer. To help avoid delays, please do not send receipts to Ford Motor Company.

CHANGED ADDRESS OR SOLD THE VEHICLE?

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the Probe.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, 300 Renaissance Center, P. O. Box 43360, Detroit, Michigan 48243. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 166-0123).

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Probe.

Sincerely,

A. E. Kaduk
Manager
Vehicle Service and Programs

 PROFS FIELD BULLETIN

SUBJECT: Safety Recall 96S48 (Left Side) and 96S99 (Right Side) -
 1990-1992 Probes - Passive Seat Belt Assembly

PFB NO.: 96278DB60015

Date: October 4, 1996

TO: All FCSD Regional Managers

CC: All Regional Sales Managers
 Ford and Lincoln Mercury Divisions
 All PDC Managers - FCSD

 IMPORTANT SERVICE RECALL ANNOUNCEMENT

Special Instructions Requiring Regional Office Attention are X Below:

x Safety Related	- Parts Availability	Direct
- Emissions	- At Dealers by: As Req'd.	Shipped One Per
- Customer Satisfaction	- At PDC by: Call Renkim	Dealer
- Certification/Compliance	- Parts or Labels	
	- Shipped direct to: _ Dealer _ Customer	
- Special Dealer Repair or Inspection Instructions	- Dealers Instructed to Obtain Additional Parts or Labels from Regional Office	
- Special Regional	- Dealers Instructed to Return Parts	
- Administrative Instructions		

Attached is a Dealer Bulletin for Safety Recall 96S48/96S99.

See the Dealer Bulletin for program details.

SPECIAL NOTE - TWO RECALL NUMBERS

Please note that for administrative reasons necessitated by parts availability, repair of each vehicle requires the completion of two recalls - 96S48 for the left hand restraint system and 96S99 for the right hand restraint system.

PROFS FIELD BULLETIN

REGIONAL/DEALER ACTION

Any vehicles in dealer stock must be corrected before delivery.

Advise FCSD, using Form 7258, if a dealer reports that an affected vehicle is not at the location shown in our records.

Make sure regional personnel understand the service procedures before assisting dealers or customers.

QUESTIONS?

Claims Information	1-800-423-8851
Other Recall Questions	1-800-325-5621

A. R. Kaduk
Manager
Vehicle Service and Programs

PROFS FIELD BULLETIN

TO: All Ford and L-M Dealers October, 1996

SUBJECT: Safety Recall 96S48 (Left Side) and 96S99 (Right Side)
1990-1992 Probes - Passive Seat Belt Assembly.

AFFECTED VEHICLES

All 1990-1992 Probes.

REASONS FOR RECALL

The motorized shoulder belt of the affected vehicles may malfunction due to wear of the rail assemblies that guide the moveable shoulder belt anchorages along the sides of the roof above the doors. Eventually, the moveable anchorages could jam in positions along the rails and not lock in place at the "B" pillar. If this were to occur, the system may not provide the proper protection to the front occupants in the event of a collision.

Recall program 96S48 requires replacement of the left hand shoulder harness rail on all vehicles; recall program 96S99 requires inspection of the right hand shoulder harness rail and, if necessary, replacement (the left side rail will be replaced on all vehicles because of the frequency of usage versus the right side). In addition, dealers are instructed, through the attached diagnostics, to make any additional repairs necessary to restore system operation.

A malfunction in a motorized shoulder belt does not reduce the effectiveness of any lap belt. Occupants should be instructed to continue to wear their lap belts.

PARTS LIMITATIONS

BECAUSE PARTS TO PERFORM THIS PROGRAM ARE IN SHORT SUPPLY UNTIL DECEMBER 15, 1996, OWNERS OF VEHICLES THAT HAVE OPERATING PASSIVE RESTRAINT SYSTEMS (THE MOVEABLE SHOULDER BELT ANCHORAGE TRAVELS FULLY FORWARD WHEN AN ADJACENT DOOR IS OPENED AND FULLY REARWARD WHEN AN ADJACENT DOOR IS CLOSED AND THE IGNITION IS IN THE ON POSITION), ARE BEING ASKED TO WAIT TO HAVE THE SERVICE PERFORMED UNTIL PARTS ARE AVAILABLE. OWNERS OF VEHICLES WITH INOPERATIVE RESTRAINT SYSTEMS (THE BELT DOES NOT TRAVEL FULLY FORWARD AND REARWARD AS DESCRIBED ABOVE), ARE BEING ASKED TO RETURN TO DEALERS NOW. DEALERS ARE TO REPAIR THE RESTRAINT SYSTEM TO AN OPERATIONAL LEVEL FOLLOWING THE INSTRUCTIONS PROVIDED. (OWNERS MAY HAVE TO RETURN FOR THE RAIL REPLACEMENT WHEN PARTS BECOME AVAILABLE AFTER DECEMBER 15, 1996).

DO NOT PERFORM THESE SERVICES ON OPERATING RESTRAINT SYSTEMS UNTIL AFTER DECEMBER 15, 1996.

AFTER DECEMBER 15, 1996 AN AMPLE SUPPLY OF PARTS IS EXPECTED TO BE AVAILABLE TO PERFORM THESE SERVICES ON ALL AFFECTED VEHICLES.

PROFS FIELD BULLETIN

SPECIAL NOTE - TWO RECALL NUMBERS

Please note that for administrative reasons necessitated by parts availability, repair of each vehicle requires the completion of two recalls - 96S48 for the left hand restraint system and 96S99 for the right hand restraint system. PLEASE BE SURE TO SUBMIT CLAIMS PROPERLY - SEE ATTACHMENT II FOR DETAILS.

AFFECTED UNIT LISTING

An affected unit listing will not be available for this recall until January, 1997.

SPECIAL INSPECTION TOOL - IMMEDIATE ACTION REQUIRED

A SPECIAL INSPECTION TOOL WILL BE REQUIRED TO PERFORM THE REQUIRED INSPECTION OF THE RIGHT HAND PASSIVE RESTRAINT RAIL. ORDER THIS TOOL (ROTUNDA NO.) BY CALLING 1-800-325-5621. ONE INSPECTION TOOL PER DEALERSHIP WILL BE PROVIDED AT NO CHARGE VIA OVERNIGHT DELIVERY. WHEN CALLING THIS NUMBER BE PREPARED TO GIVE THE FOLLOWING INFORMATION:

RECALL NUMBER 96S48/96S99
DEALER P&A CODE
MAILING ADDRESS
PERSON TO WHOM TOOL SHOULD BE SENT

ATTACHMENTS

Attachment I

- Administrative Information

Attachment II

- Labor Allowances
- Parts Ordering Information

Attachment III - Diagnostic Flow Chart

Attachment IV - Technical Instructions (Rail Inspection/Replacement)

Attachment V - Technical Instructions (System Diagnosis)

PROPS FIELD BULLETIN

QUESTIONS?

Claims Information	1-800-423-8851
Other Recall Questions	1-800-325-5621
Special Tool Ordering	1-800-325-5621

Sincerely,

A. R. Kaduk
Manager
Vehicle Service and Programs

PROFS FIELD BULLETIN

ATTACHMENT I

OASIS

You must use OASIS to determine if a vehicle is eligible for these recalls. OASIS will be active on October 11, 1996.

PLEASE NOTE

Any vehicles in dealer stock must be corrected before delivery.

PROMPTLY CORRECT

Before December 15, 1996 promptly correct all affected vehicles with inoperative (locked up) passive restraint systems.

After December 15, 1996, promptly correct all affected vehicles.

DEALER-OWNER CONTACT

Immediately contact any affected owner. Give owner a copy of the Owner Letter.

CLAIMS SUBMISSION

Enter claims using DWE. See ACESII Manual, Sections 5 and 6. If additional time is required for restraint repairs beyond rail replacement, submit as "Actual Time" (see Attachment II).

PLEASE NOTE THAT TWO CLAIMS ARE REQUIRED FOR EACH VEHICLE -ONE FOR THE LEFT SIDE (96S48), AND ONE FOR THE RIGHT SIDE (96S99).

NOTE: PLEASE HOLD ALL CLAIMS UNTIL OCTOBER 11, 1996. CLAIMS SUBMITTED BEFORE OCTOBER 11, 1996 CAN NOT BE ACCEPTED.

WARRANTY AND POLICY MANUAL

See Sections 3 and 6 of the ACESII Manual.

REFUNDS

See Section 3-59 of the ACESII Manual.

MANDATORY PARTS RETURN

ALL REMOVED RAIL AND MOTOR ASSEMBLIES MUST BE RETURNED (SEE ATTACHMENT II, PAGE 2). PARTS NEEDLESSLY REPLACED WILL BE SUBJECT TO CHARGE BACK.

 PROPS FIELD BULLETIN

ATTACHMENT II

Page 1 of 2

 SAFETY RECALL 96S48/96S99
 1990 - 1992 Probe Passive Seat Belt System

LABOR ALLOWANCES

IMPORTANT NOTES:

EACH AFFECTED VEHICLE IS NOT COMPLETE UNTIL BOTH SIDES OF THE VEHICLE HAVE BEEN ADDRESSED (left side rail replaced (96S48), and right side rail inspected (96S99) and, if necessary, replaced). THIS WILL REQUIRE THE SUBMISSION OF TWO CLAIMS - ONE FOR EACH RECALL NUMBER. SEE CLAIMING INSTRUCTIONS BELOW.

IF YOU CANNOT COMPLETE BOTH SIDES BECAUSE PARTS ARE NOT AVAILABLE FROM FORD, NOTIFY THE CUSTOMER THAT A SECOND SERVICE APPOINTMENT WILL BE REQUIRED. IF THE RESTRAINT SYSTEM CANNOT BE RESTORED TO A FULLY OPERATIONAL CONDITION DUE TO LACK OF PART AVAILABILITY, PLEASE CONTACT 1-800-325-5621 FOR FURTHER INSTRUCTIONS. BE PREPARED TO PROVIDE THE FOLLOWING INFORMATION: VIN, OWNER NAME, REQUIRED PART INFORMATION.

EACH RECALL WILL REMAIN OPEN UNTIL ONE OF THE UNDERLINED LABOR OPERATIONS HAS BEEN COMPLETED FOR THAT RECALL.

BE SURE TO CAREFULLY SELECT THE CORRECT LABOR OPERATIONS.

ACTION	Recall 96S48	Recall 96S99
	LEFT HAND SIDE	RIGHT HAND SIDE
Inspect RH Rail - Passes	No inspection required.	96S99A - 0.2 Hrs.
Inspect RH Rail - Fails	No inspection required.	96S99F - 0.2 Hrs.
Replace Rail	96S48B - 1.0 Hrs.	96S99B - 1.0 Hrs.
Replace Rail/Motor	96S48C - 0.9 Hrs.	96S99C - 0.9 Hrs.
Replace other non-recall components required to make system operate. (Related Damage Claim)	96S48E - Actual Time - Refer to SLTS Manual for operations and all other appropriate Labor Times.	96S99E - Actual Time - Refer to SLTS Manual for appropriate Labor Times and Operations.

Administrative Allowance

0.1 Hrs.

Misc. Expense Code "ADMIN"

PROPS FIELD BULLETIN
-----Attachment II
Page 2 of 2

PARTS REQUIREMENTS

REPLACEMENT RAILS ARE NOT AVAILABLE AT THIS TIME. To service INOPERATIVE (locked up or jammed) systems prior to the availability of replacement rails, one left hand rail & motor ASSEMBLY will be direct shipped to each Ford Dealer. A very limited supply of additional rail & motor assemblies (including right hand assemblies), is available by calling 1-800-325-5621. Please be prepared to provide the following information:

- VIN number of the affected vehicle
- Recall number 96848 or 96899 (depending on which side requires rail and motor assembly).
- Dealer F&A Code
- Caller's name and phone number
- Customer's name and address

PARTS OTHER THAN THE RAIL & MOTOR ASSEMBLY MAY BE ORDERED THROUGH NORMAL ORDER PROCESSING CHANNELS.

YOU WILL BE ADVISED AS SOON AS REPLACEMENT RAILS BECOME AVAILABLE. IT IS EXPECTED THAT RAILS WILL BE AVAILABLE BY DECEMBER 15, 1996.

DEALER PRICE

For latest parts prices, check or call your:

- Order Processing Center
- DOES II
- Updated Price Book

MANDATORY RETURN OF REMOVED RAIL & MOTOR ASSEMBLIES

An FCS-700 Parts Distribution Tag will be issued for the return of removed rail and motor assemblies.

- Store old rail and motor assembly in the same box you received the new replacement part.
- Hold the old rail and motor assembly for receipt of FCS-700 tag from the Warranty Parts Return Center (WPRC).
- Wire tag the FCS-700 tag to the old rail and motor assembly.
- Clearly mark on the outside of the box "Safety Recall 96848/96899".

Upon receipt of the FCS-700 tag, ship the removed rail and motor assembly, freight prepaid, to the location indicated on the FCS-700 tag.

PROFS FIELD BULLETIN

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

PROPS FIELD BULLETIN

A. E. Kaduk
Manager
Vehicle Service and Programs
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

Recall 96S48/96S99

October, 1996

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Serial Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1990 - 1992 Model Year Ford Probe passenger cars.

SAFETY DEFECT

The motorized safety belts of your car may malfunction due to wear of the track assemblies that guide the moveable shoulder belt anchorages mounted above the doors. Eventually, the moveable anchorages could stick along the sides of the roof and lock in an improper position in the rails. In such a case the restraint system may not provide the proper protection to the front occupants in the event of a collision.

PRECAUTION

A malfunction in a motorized shoulder belt does not reduce the effectiveness of any lap belt. Occupants should continue to wear their lap belts.

REPAIRS

IF RESTRAINT SYSTEM DOES NOT WORK NOW (LOCKED UP)

If your vehicle's restraint system is inoperative at this time, (belt does not travel fully forward along the roof rail when an adjacent door is opened or fully rearward when the door is closed and the ignition is on) call your dealer now. Ask for a service date for recall 96S48/96S99 (left/right side).

When you bring your vehicle in for your service date, your dealer will restore operation of your restraint system. However, you may be asked to return your vehicle after December 15, 1996 to have a new restraint rail installed on the driver's side and, if necessary, the passenger side. The new restraint rails will not be available until December 15, 1996.

PROFS FIELD BULLETIN

IF RESTRAINT SYSTEM WORKS NOW (NOT LOCKED UP)

If your vehicle's restraint system is currently operating (belt travels fully forward and rearward along the roof rail), please call your dealer after:

December 15, 1996.
January 15, 1997.
February 15, 1997.
March 15, 1997.

At that time your dealer will replace the driver side restraint rail and inspect the passenger side restraint rail. If the passenger side rail shows a given amount of wear, it will be replaced also. We appreciate your cooperation and patience in this matter, and are taking these steps to avoid inconveniencing you with multiple trips to the dealer for repairs on your Probe.

When you bring your Probe in, show the dealer this letter.

If you misplace this letter, your dealer will still do the work, free of charge.

HOW LONG WILL IT TAKE?

When parts become available, it may take your dealer a full day to perform this service. However, due to service scheduling times or unanticipated service complications, your dealer may need your vehicle for a longer period of time.

REFUNDS

If you paid to have this service done before the date of this letter, Ford is offering a refund. For the refund, please give your paid original receipt to your Ford dealer. To help avoid delays, please do not send receipts to Ford Motor Company.

CHANGED ADDRESS OR SOLD THE PROBE?

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the Probe.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, 300 Renaissance Center, P. O. Box 43360, Detroit, Michigan 48243. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 366-0123).

PROFS FIELD BULLETIN

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Probe.

Sincerely,

A. R. Kaduk
Manager
Vehicle Service and Programs



A. R. Kaduk
Manager
Vehicle Service and Programs
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

Recall 96S48

October, 1996

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Serial Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1990 - 1992 Model Year Ford Probes equipped with front seat belt passive motorized restraint system.

SAFETY DEFECT

Your vehicle is equipped with a motorized safety belt restraint system in the two front seating positions that may wear and eventually fail in a locked position. If you were to continue to operate the vehicle with a locked restraint system, the safety belt system may not provide adequate occupant protection in the event of an accident.

REPAIRS

IF RESTRAINT SYSTEM WORKS NOW (NOT LOCKED UP)

If your vehicle's motorized restraint system is currently operating (not "frozen" in one position), please call your dealer after November 15, 1996 when parts will be available. At that time your dealer will replace the driver's side motorized restraint rail; in addition, your dealer will inspect and, if necessary, replace the passenger side motorized restraint rail. Your dealer will be unable to repair your vehicle before then unless your vehicle's restraint system is inoperative.

IF RESTRAINT SYSTEM DOES NOT WORK NOW (LOCKED UP)

If your vehicle's motorized restraint system is inoperative at this time, ("frozen" in one position) call your dealer now. Ask for a service date for recall 96S48. Please be sure to tell your dealer that your motorized restraint system is not working. Your dealer will only be able to repair inoperative restraint systems prior to November 15, 1996.

When you bring your vehicle in for your service date, your dealer will restore operation of your motorized restraint system. However, you may be asked to return your vehicle after November 15, 1996 to have a new motorized restraint rail installed on the drivers side and, if necessary, the passenger side. The new restraint rails will not be available until November 15, 1996.

SPECIAL INSPECTION TOOL - IMMEDIATE ACTION REQUIRED

A SPECIAL INSPECTION TOOL WILL BE REQUIRED TO PERFORM THE REQUIRED INSPECTION OF THE RIGHT HAND PASSIVE RESTRAINT RAIL. ORDER THIS TOOL (ROTUNDA NO.) BY CALLING 1-800-325-5621. ONE INSPECTION TOOL PER DEALERSHIP WILL BE PROVIDED AT NO CHARGE VIA OVERNIGHT DELIVERY. WHEN CALLING THIS NUMBER BE PREPARED TO GIVE THE FOLLOWING INFORMATION:

RECALL NUMBER 96548
DEALER P&A CODE
MAILING ADDRESS
PERSON TO WHOM TOOL SHOULD BE SENT

ATTACHMENTS

Attachment I

- Administrative Information

Attachment II

- Labor Allowances
- Parts Ordering Information

Attachment III - Diagnostic Flow Chart

Attachment IV - Technical Instructions (Rail Inspection/Replacement)

Attachment V - Technical Instructions (System Diagnosis)

QUESTIONS?

Claims Information	1-800-423-8851
Other Recall Questions	1-800-325-5621
Special Tool Ordering	1-800-325-5621

Sincerely,

A. R. Kaduk
Manager
Vehicle Service and Programs

OASIS

You must use OASIS to determine if a vehicle is eligible for this recall.

PLEASE NOTE

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,000 per vehicle.

PROMPTLY CORRECT

Before November 15, 1996 promptly correct all affected vehicles with integrative passive restraint systems.

After November 15, 1996 promptly correct all affected vehicles.

DEALER-OWNER CONTACT

Immediately contact any affected owner whose name is not on the list. Give owner a copy of the Owner Letter.

REGIONAL CONTACT

Advise regional office if:

- an owner cannot be contacted.
- an owner does not make a service date.

CLAIMS SUBMISSION

Enter claims using DWE. See ACESII Manual, Sections 5 and 6. If additional time is required for restraint repairs beyond rail replacement, submit as

WARRANTY AND POLICY MANUAL

See Sections 5 and 6 of the ACESII Manual.

REFUNDS

See Section 3-59 of the ACESII Manual.

PARTS REQUIREMENTS

Parts will not be direct shipped for this recall. Order your parts requirements through normal order processing channels.

<u>PART NUMBER</u>	<u>DESCRIPTION</u>
61610D44/45	Kit Track RH/LH

DEALER PRICE

For latest prices, check or call your:

- Order Processing Center
- DOES II
- Updated Price Book

PARTS RETURN PROCEDURE

An FPS-700 Parts Disposition Tag will be issued for the return of removed rail and motor assemblies.

- * Store old rail and motor assembly in the same box you received this new replacement part in.
- * Hold the old rail and motor assembly for receipt of FPS-700 tag from Warranty Parts Return Center (WPRC).
- * Wire tag the FPS-700 tag to the old rail and motor assembly.
- * Clearly mark on the outside of the box "Safety Recall 96S48".

UPON RECEIPT OF FPS-700 TAG, ship the removed rail and motor assembly, freight prepaid to the location indicated on the FPS-700 tag.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

When you bring your Probe in, show the dealer this letter.

If you misplace this letter, your dealer will still do the work, free of charge.

HOW LONG WILL IT TAKE?

When parts become available, the time needed for this service is about two hours. However, due to service scheduling times, your dealer may need your vehicle for one full working day.

CHANGED ADDRESS OR SOLD THE PROBE

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the Probe.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, 300 Renaissance Center, P. O. Box 43360, Detroit, Michigan 48243. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 366-0123).

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Ford-built Probe.

Sincerely,

A. R. Kaduk
Manager
Vehicle Service and Programs

IMPORTANT SERVICE RECALL ANNOUNCEMENT

Special Instructions Requiring Regional Office Attention are X Below:

X Safety Related	- Parts Availability	Direct
- Emissions	At Dealers by; as Req'd.	Shipped ___?___
- Customer Satisfaction	At PDC by ___?___	
- Certification/Compliance	- Parts or Labels	
	Shipped direct to: - Dealer - Customer	
- Special Dealer Repair or	- Dealers Instructed to Obtain Additional	
Inspection Instructions	Parts or Labels from Regional Office	
- Special Regional	- Dealers Instructed to Return Parts	
Admin. Instructions		

SAFETY RECALL 96S48
Passive Seat Belt Assembly

LABOR ALLOWANCESLABOR OPERATION

Replace driver side rail assembly and inspect passenger side (rail ok).

0.0 Hrs.

96S48B

Replace driver side rail and motor assembly and inspect passenger side (rail ok).

0.0 Hrs.

96S48C

Replace driver side rail assembly and replace passenger side (includes inspection).

0.0 Hrs.

96S48D

Replace driver side rail and motor assembly and replace passenger side (includes inspection).

0.0 Hrs.

96S48E

Replace driver side rail assembly and replace passenger side and motor assembly (includes inspection).

0.0 Hrs.

96S48F

Replace both driver side and passenger side rail and motor assembly (includes inspection).

0.0 Hrs.

96S48G

Replace other components required to make system operate.

0.0 Hrs.

96S48H

Administrative Allowance

0.1 Hrs.

Misc. Expense Code "ADMIN"



2016
2016
6-16-B

To: All FCSD Regional Managers
cc: All Regional Sales Managers
Ford Division
All FDC Managers
Subject: Safety Recall 96S48 - 1990-1992 Probes - Passive Seat Belt
Assembly.

Attached is a Dealer Bulletin for Safety Recall 96S48.
See the Dealer Bulletin for program details.

REGIONAL/DEALER ACTION

Federal law requires that dealer stock vehicles must be corrected before delivery.

Advise FCSD, using Form 725S, if a dealer reports that an affected vehicle is not at the location shown in our records.

Make sure regional personnel understand the service procedures before assisting dealers or customers.

QUESTIONS?

Claims Information 1-800-423-8851
Other Recall Questions 1-800-325-5621

A. R. Kaduk
Manager
Vehicle Service and Programs

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 05/14/98 12:58:54

To: ISHORE --DRBN006 John Shore
cc: DKAERCHE--DRBN006 Don Kaercher GDEYO --DRBN006
PGIAMMAR--DRBN006

FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 26-69793

Subject: Denso Request for Volumes of Recall Letters

John, I forwarded Laura's message to you (let me know if you don't get it).
Can you get that info from Bradley's group for Laura? Thanks!

Regards,

Don Kaercher Mgr. QSF/Recall Service Parts

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D INTERNET Address: dkaerche@ford.com

*** Forwarding note from PGIAMMAR--DRBN006 05/14/98 11:18 ***

To: DKAERCHE--DRBN006

cc: GDEYO --DRBN006

FROM: Pat Giammarco USAET(UTC -04:00)

Subject: Denso Request for Volumes of Recall Letters

Don, Laura Tijanin from Denso is going to give you a call regarding the
number of letters that are expected to go out on the next recall
mailing for the Probe rail and motor recall. Can you contact someone for
the information to assist. Please cc Greg Deyo with any replies. Thanks.

Regards,

Pat Giammarco

FCSD Purchasing

Voice: (313) 266-9819 / Fax 523-5661; USFMCM2W@IBMMAIL.COM

MSG FROM: PGIAMMAR--DRBN006 TO: DKAERCHE--DRBN006 05/14/98 16:00:41

To: DKAERCHE--DRBN006 ISHORE --DRBN006

cc: GDEYO --DRBN006

FROM: Pat Giammarco USAET(UTC -04:00)

Subject: Denso Request for Volumes of Recall Letters

I'll pass this info along to Laura. Advise her if you have additional info.

Regards,

Pat Giammarco

FCSD Purchasing

Voice: (313) 266-9819 / Fax 523-5661; USFMCM2W@IBMMAIL.COM

*** Forwarding note from GDEYO --DRBN006 05/14/98 12:44 ***

To: PGIAMMAR--DRBN006

FROM: G. B. Deyo USAET(UTC -04:00)

Subject: Denso Request for Volumes of Recall Letters

I have already talked to a Mitch Habian on this matter. They expect that
the last letter will go to about 140,000 people but they expect the impact
to be only 10% (14,000). They did say that since the program was only
33% complete that the number could be a little higher but it was not
expected to be much more than the 14,000 due to the age of vehicle

Regards,

G. B. Deyo

(734) 266-9812

*** Forwarding note from PGIAMMAR--DRBN006 05/14/98 11:18 ***

To: DKAERCHE--DRBN006

cc: GDEYO --DRBN006

FROM: Pat Giammarco USAET(UTC -04:00)

Subject: Denso Request for Volumes of Recall Letters

Don, Laura Tijanan from Denso is going to give you a call regarding the number of letters that are expected to go out on the next recall mailing for the Probe rail and motor recall. Can you contact someone for the information to assist. Please cc Greg Dayo with any replies. Thanks.

Regards,

Pat Gianmarco

FCSD Purchasing

Voice: (313) 266-9819 / Fax 523-5661; USFMCM2W@IBMAIL.COM

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 09/02/97 08:56:46

To: RBADGES --DRBN006

cc: DKAERCHE--DRBN006 Kaercher, D. F. JBRADLEY--DRBN006

WHEEG --DRBN006 PBANDOSK--DRBN006

FROM: John Shore USAET(UTC -04:00)

Subject: Probe Seat Belt Campaign

These are the latest comments from the MMP "REEA" screens:

SERVICE PART: F72Z-61610D45-B KIT

ANALYST ROLE: NDA TYPE: GR

Y Y PART OF RECALL 96S48 (RAIL & MOTOR ASSEMBLY LH SIDE) 09/02/97

Y Y *** RAIL-ONLY PART# IS F72Z-61610D45-A *** 08/19/97

N Y SUPPLY EXISTS FOR LH RAIL ONLY, F72Z61610D45A 09/02/97

Y Y STOCK ORDERS TO FILL BY DECEMBER 09/02/97

Y Y LEADTIME SITUATION ON MOTOR ASSEMBLES FROM JAPANESE SUB- 09/02/97

Y Y SUPPLIER AVAILABILITY OF 3000 RAIL & MOTOR ASSEMBLIES 09/02/97

Y Y FIRST WEEK OF SEPTEMBER FROM SUB SUPPLIER QSS IN CANADA 09/02/97

Y Y TIMING TO PROCURE THE MOTOR IS 168 DAYS. 09/02/97

Y Y INITIAL OFF BACKORDER DATE IS 12-15-97 09/02/97

Y Y EMERGENCY ORDERS TO FILL BY SEPTEMBER 09/02/97

N N QSS EXPECTS TO SHIP 2800 PCS TO TERNES LATE AUGUST 08/12/97

N N QSS EXPECTS TO SHIP 2800 PCS TO TERNES LATE AUGUST 08/12/97

N N APTS WILL BE SENT TO TERNES FOR THE 3800 PCS TO EXPEDITE TO 08/19/97

N N DEPOTS TO FILL EMERGENCY ORDERS ONLY. 08/19/97

SERVICE PART: F72Z-61610D44-B TRACK ASY - SEAT

ANALYST ROLE: NDA TYPE: GR

Y Y PART OF RECALL 96S99 (RAIL & MOTOR ASSEMBLY RH SIDE) 08/19/97

Y Y *** RAIL-ONLY PART# IS F72Z-61610D44-A ***** 08/19/97

N N CREATED A 4800 PCS EMERGENCY RELEASE TO MANA 7/28 08/07/97

Y Y LEADTIME SITUATION ON MOTOR ASSEMBLIES FROM MAZDA N.A. SUB- 08/19/97

Y Y SUPPLIER STOCK IN TRANSIT TO PRC 08/19/97

N Y EMERGENCY ORDERS TO FILL BY EARLY SEPTEMBER 08/19/97

N Y STOCK ORDERS TO FILL BY MID SEPTEMBER 08/19/97

Buyer: JN2 PAT GIAMMARCO NBA Phone: 313-266-9819

Drnd Anlyst: SZD GREG LAURITZEN NDA Phone: 313-266-9811

Please Forward (PF5) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from RBADGES --DRBN006 09/02/97 07:33 ***

To: JSHORE --DRBN006

cc: RBADGES --DRBN006 Bob Badges JBRADLEY--DRBN006 Manager Recall

WHEEG --DRBN006 PBANDOSK--DRBN006

FROM: Robert S. Badges USAET(UTC -04:00)

Subject: Probe Seat Belt Campaign

John, I dont know what "we" can do about the parts shortage, but can you follow up and please get back to me. I will then relay the information to Europe. Thanks.

Regards, *****Think Global*****

Robert S. Badges--Recall Coordinator-Affiliate Markets

Recall Department - Vehicle Service and Programs

(313)248-3634 FAX (313)845-1024--FBP111, Room 237J

*** Forwarding note from WHEEG --DRBN006 09/01/97 15:25 ***

To: RBADGES --DRBN006 GBORECZK--DRBN006

FBOHN --UKWA010 WFASSBEN--DRBN006

JLEVEQUE-DRBN006
cc: PBANDOSK-DRBN006
VDAVEY -DRBN006

WHEEG -DRBN006

FROM: Waltraud Heeg GERMANY(UTC +02:00)

Subject: Probe Seat Belt Campaign

Background Information to Harrison Kirk's memo!

Campaign Ref. No., Europe: 7C424

Concern: Seat Belt does not operate correctly

Model Affected: Probe Model Year 1990 - 1992

Concern solution: Renewal of affected parts with new level

Request received (EU1691): 03.03.97 from Steve Brown, Recall Specialist FCSD-E

Model Affected in Europe: FOG 12480 vehicles, ESO 1862 vehicles

Important Note on EU1691:

Actual parts requirements will not be known, as this is a check, measure and replace where required action. However, best guess based on US experience is 40 % of vehicles needing rail & motors (1LH & 1RH = 3936264 and 3936258).

A further 40% of the affected vehicles requiring rails only (1LH & 1RH = 3936090 and 3936089). The remaining 20% not needing any parts.

Figures calculated were based on this note. First we had to procure 7000 of 3936090 and 7000 of 3936089, 3500 of 3936264 and 3500 of 3936258 (WOM dated 04.03.97).

Amendment of figures dated 12.03.97: 1700 of 3936090, 1000 of 3936089, 850 of 3936264 and 500 of 3936258. This amendment was based on that Steve Brown were told by Robert Badges (US Recall Coordinator) that very few rail and motor assys will be required. In 80 % of cases where a part is required a rail only will be sufficient. They felt that we (FCSD-Europe) have ordered sufficient parts to launch, especially as these vehicles are between 5 and 7 years old and penetration will be low.

After the information we procured latest requirements. Promise for 3936090 was postponed several times. Our (FCSD-E) supplier is Amaris & Schneider who will get the parts from FCSD-NA Windsor. Reason for delay was: Capacity problems as campaign was also running in the states. Total requirements available in Europe 04.06.97! Letter was published in Europe on 07.06.97!

Total Demand (until now) after Publication:

Seat Belt Rail RH 3936089 - FOG: 1636 pcs. (No BO)

Seat Belt Rail LH 3936090 - FOG: 5727 pcs. (BO FOG: 429 pcs./250 lines;

FOB: 56 pcs./36 lines)

Seat Belt Rail & Motor LH 3936264 - FOG: 1797 pcs. (BO FOG: 556 pcs./345 lines;

FOB: 18 pcs./13 lines)

Seat Belt Rail & Motor RH 3936258- FOG: 1168 pcs. (BO FOG: 23 pcs./2 lines;

FOB: 20 pcs./15 lines)

As you can see the figures which we had to procure were definitely wrong.

A lot of dealer are badly complaining the non availability of this parts.

Delivery promise especially for the critical item 3936090 is Mid December.

This promise is also based on the fact that 180000 reminder post cards

were mailed to the owner by end of June in NA. This action doubled there

sales on all parts, rail and rail & motors. This demand put NA also in

another backorder situation. The left rail & motor assy is currently

the most critical part at Ford (NA and Europe). Meeting was planned (in NA)

by end of August to discuss further timing (delivery promises).

Bob S. Badges:

Anyway, Mid December is not acceptable for our customers. In addition, our

procurement was based on your figures. Therefore Bob pls. advise latest

status and inform us about the allocation for FOE. Steve Brown is not

in till Sept. 8th, 1997 therefore I address this message directly to you.

Best regards,

Waltraud Heeg, Service Co-Ordinator Large Car
Material Flow - Europe, D-MY/GD-22 Room 124

Tel.: (221) 903-4169 (8703-4169 Dial Net) Fax: (221) 903-4162

MSG FROM: WHEEG --DRBN006 TO: DKAERCHE--DRBN006 09/05/97 14:21:05

To: VDAVEY --DRBN006 DKAERCHE--DRBN006

cc: VDAVEY --DRBN006 WHEEG --DRBN006

*** Reply to note of 09/05/97 08:31

FROM: Waltraud Heeg GERMANY(UTC +02:00)

Subject: Recall Follow-Up Mailings

Don,

Total requirements (latest figures - see also Background Info which I have also forwarded to you) were available in Europe on June 4th, 1997. Based on this availability date - o.k. was given by myself to Steve Brown to publish letters. Again, we have procured what we had to procure (figures came from Steve Brown).

Best regards,

Waltraud Heeg, Service Co-Ordinator Large Car
Material Flow - Europe, D-MY/GD-22 Room 124

Tel.: (221) 903-4169 (8703-4169 Dial Net) Fax: (221) 903-4162

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 09/05/97 08:31:26

To: MWARRIL2--DRBN006

cc: DKAERCHE--DRBN006 Don Kaercher JSHORE --DRBN006

WHEEG --DRBN006 VDAVEY --DRBN006

GBORECZK--DRBN006

FROM: Don Kaercher USAET(UTC -04:00)

DKAERCHE 26-69793

Subject: Probe Seat Belt Campaign

Mike, if I am reading this correctly, Europe launched in April based on the same inaccurate info we launched with (quantities severely understated). At the time it appeared the European launch could be supported (based on the understated assumptions). It appears we now have three major factors contributing to the large BO situation:

1. Inadequate capacity at the supplier
2. The follow-up mailing that was OK'd by us
3. An order from Europe since the initial amount ordered was inadequate (based on inaccurate up-front assumptions)

I do not see any evidence that Europe has authorized any follow-up mailings recently.

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D

*** Forwarding note from WHEEG --DRBN006 09/05/97 14:22 ***

To: DKAERCHE--DRBN006

FROM: Waltraud Heeg GERMANY(UTC +02:00)

Subject: Probe Seat Belt Campaign

Best regards,

Waltraud Heeg, Service Co-Ordinator Large Car
Material Flow - Europe, D-MY/GD-22 Room 124

Tel.: (221) 903-4169 (8703-4169 Dial Net) Fax: (221) 903-4162

*** Forwarding note from WHEEG --DRBN006 09/01/97 16:08 ***

To: ACORNET --UKWA010

FROM: Waltraud Heeg GERMANY(UTC +02:00)

Subject: Probe Seat Belt Campaign

Best regards,

Waltraud Heeg, Service Co-Ordinator Large Car

Material Flow - Europe, D-MY/GD-22 Room 124

Tel.: (221) 903-4169 (8763-4169 Dial Net) Fax: (221) 903-4162

*** Forwarding note from WHEEG --DRBN006 09/01/97 15:25 ***

To: RBADGES --DRBN006

GBORECZK--DRBN006

FBOHN --UKWA010

WFASSBEN--DRBN006

JLEVEQUE--DRBN006

cc: PBANDOSK--DRBN006

WHEEG --DRBN006

VDAVEY --DRBN006

FROM: Waltraud Heeg

GERMANY(UTC +02:00)

Subject: Probe Seat Belt Campaign

Background Information to Harrison Kirk's memol

Campaign Ref. No., Europe: 7C424

Concern: Seat Belt does not operate correctly

Model Affected: Probe Model Year 1990 - 1992

Concern solution: Renewal of affected parts with new level

Request received (EU1691): 03.03.97 from Steve Brown, Recall Specialist FCSD-E

Model Affected in Europe: FOG 12480 vehicles, ESO 1862 vehicles

Important Note on EU1691:

Actual parts requirements will not be known, as this is a check, measure and replace where required situation. However, best guess based on US experience is 40 % of vehicles needing rail & motors (1LH & 1RH = 3936264 and 3936258). A further 40% of the affected vehicles requiring rails only (1LH & 1RH = 3936090 and 3936089). The remaining 20% not needing any parts.

Figures calculated were based on this note. First he had to procure 7000 of 3936090 and 7000 of 3936089, 3500 of 3936264 and 3500 of 3936258 (WOM dated 04.03.97).

Amendment of figures dated 12.03.97: 1700 of 3936090, 1000 of 3936089, 850 of 3936264 and 500 of 3936258. This amendment was based on that Steve Brown were told by Robert Badges (US Recall Coordinator) that very few rail and motor assys will be required. In 80 % of cases where a part is required a rail only will be sufficient. They felt that we (FCSD-Europe) have ordered sufficient parts to launch, especially as these vehicles are between 5 and 7 years old and penetration will be low.

After the information we procured latest requirements. Promise for 3936090 was postponed several times. Our (FCSD-E) supplier is Anterist & Schneider who will get the parts from FCSD-NA Windsor. Reason for delay was: Capacity problems as campaign was also running in the states. Total requirements available in Europe 04.06.97! Letter was published in Europe on 07.06.97!

Total Demand (until now) after Publication:

Seat Belt Rail RH 3936089 - FOG: 1636 pcs. (No BO)

Seat Belt Rail LH 3936090 - FOG: 5727 pcs. (BO FOG: 429 pcs./250 lines;

FOB: 56 pcs./36 lines)

Seat Belt Rail & Motor LH 3936264 - FOG: 1797 pcs. (BO FOG: 556 pcs./345 lines;

FOB: 18 pcs./13 lines)

Seat Belt Rail & Motor RH 3936258- FOG: 1168 pcs. (BO FOG: 23 pcs./2 lines;

FOB: 20 pcs./15 lines)

As you can see the figures which we had to procure were definitely wrong.

A lot of dealer are badly complaining the non availability of this parts.

Delivery promise especially for the critical item 3936090 is Mid December. This promise is also based on the fact that 180000 reminder post cards were mailed to the owner by end of June in NA. This action doubled there sales on all parts, rail and rail & motors. This demand put NA also in another backorder situation. The left rail & motor assy is currently the most critical part at Ford (NA and Europe). Meeting was planned (in NA) by end of August to discuss further timing (delivery promises).

Bob S. Bagdes:

Anyway, Mid December is not acceptable for our customers. In addition, our procurement was based on your figures. Therefore Bob pls. advise latest status and inform us about the allocation for FOE. Steve Brown is not in till Sept. 8th, 1997 therefore I address this message directly to you.

Best regards,

Waltraud Heeg, Service Co-Ordinator Large Car

Material Flow - Europe, D-MY/GD-22 Room 124

Tel.: (221) 903-4169 (8703-4169 Dial Net) Fax: (221) 903-4162

MSG FROM: JSHORE -DRBN006 TO: DKAERCHE-DRBN006 09/05/97 11:33:40

To: PBANDOSK-DRBN006

cc: RBADGES -DRBN006

GLAURITZ-DRBN006

KWYGONIK-DRBN006

DTOWNSEN-DRBN006

ABRANDT1-DRBN006

PANDERSB-DRBN006

JBRADLEY-DRBN006

DKAERCHE-DRBN006 Kaercher, D. F.

JBERNBEC-DRBN006 Bernbeck, J.F. JSHORE -DRBN006 Shore, J.

FROM: John Shore

USAET(UTC -04:00)

Subject: Mazda Eng Change Notice (7G-9140)Seat Belt Recall Program

Can we talk?????

I think we need to get Joe Bradley's group involved in this and hold a new Tech Review.... I see we need to discuss:

How do we notify the dealers that the repair process has changed?

New labor allowances - codes

Part costing / pricing involvement

Adjustments to service releases

North America / Europe - are we the same

Is a new dealer mailing needed (parts manager and service manager)

Timing for changes

Warranty payment changes

The issues on timing of the new part and availability will surface....

Please Forward (PF5) All Responses....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from PBANDOSK-DRBN006 09/05/97 10:41 ***

To: RBADGES -DRBN006

GLAURITZ-DRBN006

JSHORE -DRBN006

cc: PBANDOSK-DRBN006

DTOWNSEN-DRBN006

KWYGONIK-DRBN006

PBANDOSK-DRBN006

FROM: Pete Bandoske

USAET(UTC -04:00)

Subject: Mazda Eng Change Notice (7G-9140)Seat Belt Recall Program

The part numbers for the cable and motor assy has finally been released (see attached note). The establishment of this part number is an attempt to reduce

the replacement of a full assy. Part #'s F72Z-61610D44-C and F72Z-61610D45-C

should supersede the rail and motor assy. F72Z-616610D44-B and F72Z-61610D45-B

respectively. Greg/John please change current "B" orders to "C". Bob, will

we need to communicate with the dealers the change in service? Please advise.

Thanks.

Regards,

Pete Bandoske, Probe/SW-164 Service Engineer, AAI PVT
FCSD VS&P Current and Past Model Support Small/Medium FWD_Team
Phone 783-8308, FAX 782-1932, AAI Shop Office, MS0022

*** Forwarding note from DTOWNSEN--DRBN006 09/03/97 13:12 ***

To: PBANDOSK--DRBN006

cc: KWYGONIK--DRBN006

MMCNTOS--DRBN006

FROM: David Townsend

USAET(UTC -04:00)

Subject: Mazda Eng Change Notice (7G-9140)Seat Belt Recall Program

The service parts requested are as follows:

F72Z 61610d44-C (KAY2 57 930)R.H.Motor and Cable sub-assembly

F72Z 61610d45-C (KAY2 57 990)L.H.Motor and Cable sub-assembly

Regards,

David Townsend

x80360

Suite 1141B- NPD

MSG FROM: PBANDOSK--DRBN006 TO: DKAERCHE--DRBN006

09/05/97 14:28:19

To: JSHORE --DRBN006

cc: RBADGES --DRBN006

JBRADLEY--DRBN006

JBERNBEC--DRBN006

ABRANDTI--DRBN006

DKAERCHE--DRBN006

FROM: Pete Bandoske

USAET(UTC -04:00)

Subject: Mazda Eng Change Notice (7G-9140)Seat Belt Recall Program

The repair change is minor but I do understand the need to possibly re-time study. When the dealer orders a full assy. 616610D44/45-B he will then be required to order a rail assy. 61610D44/45-A and a cable/motor assy. 61610D44/45-C, then put them together by driving in a roll pin. I can meet and discuss Tuesday or Wednesday next week. Just let me know.

Regards,

Pete Bandoske, Probe/SW-164 Service Engineer, AAI PVT

FCSD VS&P Current and Past Model Support Small/Medium FWD_Team
Phone 783-8308, FAX 782-1932, AAI Shop Office, MS0022

*** Forwarding note from JSHORE --DRBN006 09/05/97 11:33 ***

To: PBANDOSK--DRBN006

cc: RBADGES --DRBN006

GLAURITZ--DRBN006

KWYGONIK--DRBN006

DTOWNSEN--DRBN006

ABRANDTI--DRBN006

PANDERS8--DRBN006

JBRADLEY--DRBN006

DKAERCHE--DRBN006 Kaercher, D. F.

JBERNBEC--DRBN006 Bernbeck, J.F. JSHORE --DRBN006 Shore, J.

FROM: John Shore

USAET(UTC -04:00)

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I think we need to get Joe Bradley's group involved in this and hold a new Tech Review..... I see we need to discuss:

How do we notify the dealers that the repair process has changed?

New labor allowances - codes

Part costing / pricing involvement

Adjustments to service releases

North America / Europe - are we the same

Is a new dealer mailing needed (parts manager and service manager)

Timing for changes

Warranty payment changes

The issues on timing of the new part and availability will surface.....

Please Forward (PFS) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1553C

*** Forwarding note from PBANDOSK--DRBN006 09/05/97 10:41 ***

To: RBADGES--DRBN006 GLAJURITZ--DRBN006
JSHORE --DRBN006

cc: PBANDOSK--DRBN006 DTOWNSEN--DRBN006
KWYGONIK--DRBN006 PBANDOSK--DRBN006

FROM: Pete Badoske USAET(UTC -04:00)

Subject: Mazda Eng Change Notice (7G-9140)Seat Belt Recall Program

The part numbers for the cable and motor assy has finally been released (see attached note). The establishment of this part number is an attempt to reduce the replacement of a full assy. Part #s F72Z-61610D44-C and F72Z-61610D45-C should supersede the rail and motor assy. F72Z-616610D44-B and F72Z-61610D45-B respectively. Greg/John please change current "B" orders to "C". Bob, will we need to communicate with the dealers the change in service? Please advise.

Thanks.

Regards,

Pete Badoske, Probe/SW-164 Service Engineer, AAI PVT

FCSD VS&P Current and Past Model Support Small/Medium FWD_Team

Phone 783-8308, FAX 782-1932, AAI Shop Office, MSO022

*** Forwarding note from DTOWNSEN--DRBN006 09/03/97 13:12 ***

To: PBANDOSK--DRBN006

cc: KWYGONIK--DRBN006 MMCINTOS--DRBN006
FROM: David Townsend USAET(UTC -04:00)

Subject: Mazda Eng Change Notice (7G-9140)Seat Belt Recall Program

The service parts requested are as follows:

F72Z 61610d44-C (KAY2 57 930)R.H.Motor and Cable sub-assembly

F72Z 61610d45-C (KAY2 57 990)L.H.Motor and Cable sub-assembly

Regards,

David Townsend

x80360

Suite 1141B- NPD

MSG FROM: PBANDOSK--DRBN006 TO: DKAERCHE--DRBN006 09/15/97 11:03:30

To: JBRADLEY--DRBN006 ABRANDT1--DRBN006

JSHORE --DRBN006 DKAERCHE--DRBN006

cc: GBISSI --DRBN006 KZUBIETA--DRBN006

FROM: Pete Badoske USAET(UTC -04:00)

Subject: Safety Recall 96S48/99 Probe Belts

Good News! The supplemental bulletin should also include the changes to the parts. The ECN has now been released and new part numbers have been established which supersedes the Rail and Motor assy to a Cable and Motor Assy.

Regards,

Pete Badoske, Probe/SW-164 Service Engineer, AAI PVT

FCSD VS&P Current and Past Model Support Small/Medium FWD_Team

Phone 783-8308, FAX 782-1932, AAI Shop Office, MSO022

*** Forwarding note from JBRADLEY--DRBN006 09/12/97 12:52 ***

To: ABRANDT1--DRBN006 PBANDOSK--DRBN006

GBISSI --DRBN006 JSHORE --DRBN006

DKAERCHE--DRBN006

cc: AKADUK --DRBN006 WBOHAN --DRBN005

FROM: Joe Bradley USAET(UTC -04:00)
Subject: Safety Recall 96S48/99 Probe Belts
Bill Bohan and Ray Nevi successfully negotiated a left side inspection procedure yesterday in Washington. Based on the current backorder situation we need to quickly develop a supplemental bulletin that provides for a left side inspect, and an update on the parts situation. Andy Brandt will take the lead.
Manager, Recall and Service Programs, Vehicle Serv. & Prgms. FCSD
Joe Bradley_33-72487 FAX 84-51024 rm228 FBPIII

MSG FROM: HKIRK -DRBN006 TO: DKAERCHE-DRBN006 09/15/97 14:30:51

To: GLAURITZ--DRBN006
cc: JSHORE -DRBN006 DKAERCHE-DRBN006
HKIRK -DRBN006

FROM: HARRISON KIRK USAET(UTC -04:00)
Subject: Safety Recall 96S48/99 Probe Belts
THANKS FOR THE ATTACHED INFORMATION , WHEN YOU GET CLOSER TO UNDERSTANDING PART REQUIREMENTS , QUANTITIES , INFORMATION PUBLICATION TO DEALER TIMING , AVAILABILITY FOR THE NEW PART NUMBERS AND HOW WE CANCEL THE OLD PART NUMBER ORDERS WE HAVE ON RELEASE WITH QSS LETS DISCUSS . I REALIZE THIS SITUATION IS LARGER THAN A BREAD BOX BUT THE INFO REQUESTED IS NEEDED FOR ME UNDERSTAND WHERE WE ARE GOING AND HOW LONG IT WILL TAKE , THANKS .

Regards,
HARRISON KIRK

*** Forwarding note from GLAURITZ--DRBN006 09/15/97 13:03 ***

To: HKIRK -DRBN006 PGIAMMAR--DRBN006
RODONNE3--DRBN006 O'Donnell, R.

From the desk of Gregory Lauritzen USAET(UTC -04:00)
Subject: Safety Recall 96S48/99 Probe Belts
FYI. This looks to be very big.

Gregory Lauritzen
Packager Liaison

FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM
Customer satisfaction is our NUMBER ONE priority

*** Forwarding note from JSHORE -DRBN006 09/15/97 12:54 ***

To: GLAURITZ--DRBN006
cc: ABRANDT1--DRBN006 MHABIAN -DRBN006

FROM: John Shore USAET(UTC -04:00)

Subject: Safety Recall 96S48/99 Probe Belts
We both need to get involved in this very soon/fast. If they plan on sending out new tech instructions, a parts sign off is required.
Please Forward (PF3) All Responses.....Thank-You
John Shore - FCSD / PS&L Recall Manager
Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from PBANDOSK--DRBN006 09/15/97 11:03 ***

To: JBRADLEY--DRBN006 ABRANDT1--DRBN006
JSHORE --DRBN006 DKAERCHE--DRBN006

cc: GBISSI --DRBN006 KZUBIETA--DRBN006
FROM: Pete Bandoske USAET(UTC -04:00)

Subject: Safety Recall 96S48/99 Probe Belts
Good News! The supplemental bulletin should also include the changes to the parts. The ECN has now been released and new part numbers have been established which superceeds the Rail and Motor Assy to a Cable and Motor Assy.

Regards,

Pete Bandoske, Probe/SW-164 Service Engineer, AAI PVT
FCSD VS&P Current and Past Model Support Small/Medium FWD_Team
Phone 783-8308, FAX 782-1932, AAI Shop Office, MS0022

*** Forwarding note from JBRADLEY-DRBN006 09/12/97 12:52 ***

To: ABRANDT1-DRBN006 PBANDOSK-DRBN006
GBISSI -DRBN006 JSHORE -DRBN006
DKAERCHE-DRBN006

cc: AKADUK -DRBN006 WBOHAN -DRBN005
FROM: Joe Bradley USAET(UTC -04:00)

Subject: Safety Recall 96S48/99 Probe Belts
Bill Bohan and Ray Nevi successfully negotiated a left side inspection
procedure yesterday in Washington. Based on the current backorder situation
we need to quickly develop a supplemental bulletin that provides for
a left side inspect, and an update on the parts situation. Andy Brandt will
take the lead.

Manager, Recall and Service Programs, Vehicle Serv. & Prgms. FCSD
Joe Bradley_33-72487 FAX 84-51024 rm228 FBPIII

MSG FROM: KOBEN -DRBN006 TO: DKAERCHE-DRBN006 09/16/97 09:22:48

To: JSHORE -DRBN006
cc: KOBEN -DRBN006 LWEBSTETZ-DRBN006
DKAERCHE-DRBN006

FROM: Kim Oben USAET(UTC -04:00)
Subject: 96S48/S99

John a dealer faxed us a copy of the Merchandiser Remarks found
on DOES II for the above campaign. It states the dealer should
call Renkin because the part is on restriction. Is there something
we are to do for the dealers at this point? I was under the
impression that we no longer placed orders for dealers. Please
advise.

The part numbers involved are: F72Z 61610D45 B & F72Z 61610D44 B
Thanks

Kim Oben
STRIVE for EXCELLENCE
Renkin Corp. Phone (313)374-8674
Fax #(313)374-8323 PROPS ID KOBEN

MSG FROM: JSHORE -DRBN006 TO: DKAERCHE-DRBN006 09/16/97 12:55:44

To: BDEW -DRBN006
cc: DKAERCHE-DRBN006 Kaercher, D. F. KOBEN -DRBN006
FROM: John Shore USAET(UTC -04:00)
Subject: 96S48/S99

SERVICE PART: F72Z-61610D45-B ___ KIT
ANALYST ROLE: OPC TYPE: GR

Suplr Remarks: N

A Ret Pub

Update

C Rnk Rnk Remarks

Date

Y Y PART ON RESTRICTION DLR MUST CALL REMKIN 12/18/96

Bob..... Please remove OPC comments. Who has responsibility for keeping OPC
comments up-to-date???? The process needs to be evaluated!

Please Forward (PF5) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from KOBEN --DRBN006 09/16/97 09:22 ***

To: JSHORE --DRBN006

cc: KOBEN --DRBN006

LWEBSTE2--DRBN006

DKAERCHE--DRBN006

FROM: Kim Oben

USAET(UTC -04:00)

Subject: 96S48/S99

John a dealer faxed us a copy of the Merchandiser Remarks found on DOES II for the above campaign. It states the dealer should call Renkim because the part is on restriction. Is there something we are to do for the dealers at this point? I was under the impression that we no longer placed orders for dealers. Please advise.

The part numbers involved are: F72Z 61610D45 B & F72Z 61610D44 B

Thanks

Kim Oben

STRIVE for EXCELLENCE

Renkim Corp. Phone (313)374-8674

Fax #(313)374-8323 PROFS ID KOBEN

MSG FROM: KOBEN --DRBN006 TO: DKAERCHE--DRBN006 09/16/97 16:51:47

To: JSHORE --DRBN006

cc: KOBEN --DRBN006

LWEBSTE2--DRBN006

DKAERCHE--DRBN006

KWILUSH --DRBN007

GMCLEOD --DRBN007

SHORNER --DRBN007

FROM: Kim Oben

USAET(UTC -04:00)

Subject: SAFETY RECALL 96S48 AND 96S99

John are you aware of the stock situation in Canada?

Kim Oben

STRIVE for EXCELLENCE

Renkim Corp. Phone (313)374-8674

Fax #(313)374-8323 PROFS ID KOBEN

*** Forwarding note from GMCLEOD --DRBN007 09/16/97 15:05 ***

To: KOBEN --DRBN006

FROM: Glenys McLeod

CANET(UTC -04:00)

Subject: SAFETY RECALL 96S48 AND 96S99

Checked with our Parts people in Bramalea. There is still no stock on the actual motor/rail assembly. Until stock becomes available, we will continue to let dealers call Renkim to order parts. We do not want to highlight that parts are on backorder. We think it would be more politic for Renkim to say, "Please order parts from your PDC".

Hope you don't mind. Appreciate your help.

Regards,

Glenys McLeod - Ext. 1494

MSG FROM: BDEW --DRBN006 TO: DKAERCHE--DRBN006 09/16/97 18:12:43

To: DKAERCHE--DRBN006

cc: BDEW --DRBN006

JSHORE --DRBN006

JHANSEN7--DRBN006

FROM: Bob Dew

USAET(UTC -04:00)

Subject: 96S48/S99

As I mentioned before I believe that there need to be a documented process for sealing up these parts and removing them. In that process there needs to be a check list so all areas concerned get the job done that is required.

I believe we were going to have a meeting at one time but never did. Maybe that should be the starting place.

R. O. Dew

FCSD - Parts Supply and Logistics

Customer Liaison Department

NPDC Room 1310D (313)52-35359

*** Forwarding note from DKAERCHE--DRBN006 09/16/97 13:55 ***

To: BDEW --DRBN006

cc: JSHORE --DRBN006

FROM: Don Kaercher USAET(UTC -04:00)

DKAERCHE 26-69793

Subject: 96S48/S99

What can we do about this repeated concern?

Regards,

Don Kaercher QSF/Recall Process Support Mgr. (IBM Mail) USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D

*** Forwarding note from JSHORE --DRBN006 09/16/97 12:55 ***

To: BDEW --DRBN006

cc: DKAERCHE--DRBN006 Kaercher, D. F. KOBEN --DRBN006

FROM: John Shore USAET(UTC -04:00)

Subject: 96S48/S99

SERVICE PART: F72Z-61610D45-B___ KIT

ANALYST ROLE: OPC TYPE: GR

Suplr Remarks: N

A Ret Pub

Update

C Rmk Rmk Remarks

Date

Y Y PART ON RESTRICTION DLR MUST CALL REMKIN 12/18/96

Bob.... Please remove OPC comments. Who has responsibility for keeping OPC comments up-to-date???? The process needs to be evaluated!

Please Forward (PF3) All Responses.... Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from KOBEN --DRBN006 09/16/97 09:22 ***

To: JSHORE --DRBN006

cc: KOBEN --DRBN006 L.WEBSTE2--DRBN006

DKAERCHE--DRBN006

FROM: Kim Oben USAET(UTC -04:00)

Subject: 96S48/S99

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The part numbers involved are: F72Z 61610D45 B & F72Z 61610D44 B

Thanks

Kim Oben

STRIVE for EXCELLENCE

Renkim Corp. Phone (313)374-8674

Fax #(313)374-8323 PROFS ID KOBEN

MSG FROM: JBRADLEY--DRBN006 TO: DKAERCHE--DRBN006 09/24/97 16:48:03

To: TGENOVA--DRBN006 ABRANDT1--DRBN006
cc: GBALINT--DRBN006 AKADUK--DRBN006
 JSHORE--DRBN006 DKAERCHE--DRBN006
 PBANDOSK--DRBN006
FROM: Joe Bradley USAET(UTC -04:00)

Subject: Probe Belts

The left side inspect is a GO. Please get the supplemental bulletin going, I would like to mail (fax) to Dealers by October 29th. Ray Nevi will be the ASO reviewer, Jay Logel OCG. We may want to have Gary Balint give us a fresh EYE based on his background in the recall. The Bulletin should also announce the motor only part number change and PS&L should give us update information (for a flyer?) on part availability/projections, in other words I would like this to be a comprehensive package that gives the dealer everything he needs to know in one communication. Manager, Recall and Service Programs, Vehicle Serv.& Pgms.FCSD
Joe Bradley_33-72487 FAX 84-51024 rm228 FBPIII

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 09/30/97 08:37:56

To: TSCHMITZ--DRBN006 Schmitz, Thomas
cc: DKAERCHE--DRBN006 Don Kaercher
FROM: Don Kaercher USAET(UTC -04:00)

DKAERCHE 26-69793

Subject: Ignition Switches

Tom, regarding the ignition switches:

We had a follow-up post card mailing go out to customers recently. Apparently that has sparked some unusual patterns of demand. Three PDCs were hit heavy (including Detroit) by demand for the car switch, and one PDC (Atlanta) was hit heavy by demand on the truck switch. We are in process (this was happening when you called) of transferring stock to the affected PDCs. By the sizes of the orders it is obviously ICC customers. The quantities they ordered were way out of line with our historical demand, therefore causing the BO situations. We are transferring stock to alleviate the short term problem, and looking at bumping our forecast for select PDCs if the higher rate of demand continues! Hope you had fun last nite - say "HI" to MMM.

Regards,

Don Kaercher Mgr. QSF/Recall Service Parts IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 32-33065
NPDC Room 1554D

MSG FROM: FBYKAYLO--DRBN006 TO: .at 95528 Routing +10/02/97 09:25:43

To: .at 95528 Routing

cc: FBYKAYLO--DRBN006 AMARINO--DRBN006
 BPHILLIP--DRBN006 WCONNELI--DRBN006
 REMERSON--DRBN006 RREWEY--DRBN006
 CTORRES3--DRBN006 GOPERA--DRBN006
 JLONOMAC--DRBN006 JOCHS--DRBN005
 JWHELAN--DRBN006 LWALKER--DRBN006
 MMCISAA2--DRBN006 NMURRAY--DRBN007
 PHOYE--DRBN006 TDENTON--DRBN006
 TTREMONT--DRBN006 TWAGNER1--DRBN006
 WMERZ--DRBN006

*** Resending note of 08/04/97 14:49

FROM: Frank Bykaylo USAET(UTC -04:00)

Subject: Ignition Switch Campaign

September CAC Data

September CAC Data				CAC			
Total Calls	Total Ignition Calls	% In Recall	Total In Recall	% Not In Recall	Total Not In Recall	% Access-ibility	CAC Rate
117,461	1,602	1,598	99.8%	4	0.2%	86.5%	

Campaign to Date 2,236,448 144,742 75,850 52.4% 38,386 26.5% 83.7%

Customer notifies CAC: Campaign-to-date
 Dealer refuses to perform recall 2 241

Customer inquiring:
 Why isn't my vehicle included in recall? 16 4,906

IGNITION SWITCH PARTS STATUS

Shipped 298,430
 Shipped Campaign-to-Date 5,287,341
 in Inventory 921,358

REPAIRS PERFORMED

Total Vehicles Involved 8,832,650
 Completions 166,184
 Completions Campaign-to-Date 4,458,661

MAILINGS CAMPAIGN-TO-DATE

US 7,005,062
 Canada 832,167

COMPLETIONS PRIOR TO RECALL MAILING 900,000
 (Included in Completions Campaign-to-date)

Regards,
 Frank Bykaylo (FBYKAYLO)
 Project Coordinator
 Phone 313-446-4689 Fax 313-446-9475

MSG FROM: RODONNE3--DRBN006 TO: DKAERCHE--DRBN006 10/08/97 12:50:12
 To: JSHORE --DRBN006 Shore, J. (John)
 cc: DKAERCHE--DRBN006 HKIRK --DRBN006
 GLAURITZ--DRBN006 PGIAMMAR--DRBN006
 FROM: Robert L. O'Donnell USAET(UTC -04:00)
 Subject: Probe Seat Belt Campaign/Re-Call: (96S48/96S99)

Have new Ford part numbers for the separated Rail and Cable & Motor assemblies been established? Please forward these to me if they have been established. If not what do we perceive the timing to be on this? Are there plans to cancel the current back orders on this campaign and have the Dealers re-order using the separated assemblies? What do we perceive the timing on this to be?

Regards,
 Rob O'Donnell
 National Demand Analyst, Material flow Rework Team
 Phone 52-36134 Fax (313)523-5661

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 10/08/97 17:00:20
 To: RODONNE3--DRBN006
 cc: GLAURITZ--DRBN006 DKAERCHE--DRBN006 Kaercher, D. F.

HKIRK --DRBN006 PGIAMMAR--DRBN006
FROM: John Shore USAET(UTC -04:00)
Subject: Probe Seat Belt Campaign/Re-Call: (96S48/96S99)
We should plan on sitting down and discussing all of the open issues...
The service parts requested are as follows:
F72Z 61610d44-C (KAY2 57 930)R.H.Motor and Cable sub-assembly
F72Z 61610d45-C (KAY2 57 990)L.H.Motor and Cable sub-assembly
Let's plan on meeting Thursday afternoon. Call....
Please Forward (PF5) All Responses....Thank-You
John Shore - FCSD / PS&L Recall Manager
Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from RODONNE3--DRBN006 10/20/97 12:50 ***

To: JSHORE --DRBN006 Shore, J. (John)
cc: DKAERCHE--DRBN006 HKIRK --DRBN006
GLAURITZ--DRBN006 PGIAMMAR--DRBN006
FROM: Robert L O'Donnell USAET(UTC -04:00)

Subject: Probe Seat Belt Campaign/Re-Call: (96S48/96S99)
Have new Ford part numbers for the separated Rail and Cable & Motor
assemblies been established? Please forward these to me if they have
been established, if not what do we perceive the timing to be on this?
Are there plans to cancel the current back orders on this campaign and
have the Dealers re-order using the separated assemblies? What do we
perceive the timing on this to be?

Regards,
Rob O'Donnell
National Demand Analyst, Material flow Rework Team
Phone 52-36134 Fax (313)523-3661

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 10/21/97 08:55:19

To: JBRADLEY--DRBN006
cc: DKAERCHE--DRBN006 Kaercher, D. F. GLAURITZ--DRBN006
RODONNE3--DRBN006 HKIRK --DRBN006
ABRANDT1--DRBN006

FROM: John Shore USAET(UTC -04:00)
Subject: Change in releases on MANA Rails & Motors
We are changing our releases for service parts on the Probe rails and motors
in support of the dealer supplement. I understand there is an open issue
that may delay the supplement release to our dealers. Do you have any
expected or anticipate resolution date in mind????

We will be changing all the open orders for rail and motor assemblies to
rail only parts. The timing of this was to coincide with the publication of
the inspect supplement.

Please advise....
Please Forward (PF5) All Responses....Thank-You
John Shore - FCSD / PS&L Recall Manager
Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from GLAURITZ--DRBN006 10/21/97 08:14 ***
To: JSHORE --DRBN006 RODONNE3--DRBN006 O'Donnell, R.
HKIRK --DRBN006

From the desk of Gregory Lauritzen USAET(UTC -04:00)
Subject: Change in releases on MANA Rails & Motors
Per our discussions with MANA and QSS, I have cancelled the releases on
the rail & motor parts and created similar releases for the cable &
motors parts. This was completed 10/21/97. Current releases are:

F72Z-61610D44-C 18608 pcs RH cable & motor
F72Z-61610D45-C 31226 pcs LH cable & motor
F72Z-61610D44-A 8608 pcs RH rail only

This reflects what was agreed upon at the last meeting between MANA, QSS, Denso, Tokai-Rika, and FCSD. Final releases were input for the rail & motor part numbers with no quantities due. As has been discussed, shipments are still expected to start in late November from Denso with stock arriving at FCSD locations mid to late December 1998. As soon as the dealers are advised of the part number change we should have an accurate forecast of true demand on these new parts.

Gregory Lauritzen

Packager Liaison

FCSD (26)6-9811 e-mail: USFMD3ZY@IBMMAIL.COM

Customer satisfaction is our NUMBER ONE priority

MSG FROM: JBRADLEY--DRBN006 TO: DKAERCHE--DRBN006 09/12/97 12:52:03

To: ABRANDT1--DRBN006 PBANDOSK--DRBN006
GBISSI --DRBN006 JSHORE --DRBN006
DKAERCHE--DRBN006

cc: AKADUK --DRBN006 WBOHAN --DRBN005

FROM: Joe Bradley USAET(UTC -04:00)

Subject: Safety Recall 96S48/99 Probe Belts

Bill Bohan and Ray Nevi successfully negotiated a left side inspection procedure yesterday in Washington. Based on the current backorder situation we need to quickly develop a supplemental bulletin that provides for a left side inspect, and an update on the parts situation. Andy Brandt will take the lead.

Manager, Recall and Service Programs, Vehicle Serv. & Prgms. FCSD

Joe Bradley_33-72487 FAX 84-51024 rm228 FBPIII

MSG FROM: SFELONI --DRBN006 TO: DKAERCHE--DRBN006 11/06/97 15:00:46

To: DKAERCHE--DRBN006 SFERRISE--DRBN006
FROM: The office of Sandy Feloni USAET(UTC -05:00)

Subject: HELP!!!!!!!!!!!!!!!!!!!!!!!!!!!!

THANKS!!!!!! You guys are the best!!

"Have a great day!"

Sandy

Special Liaison Team Leader

PHONE # (313)44-69058, FAX # (313)44-69475 PROFS ID: SFELONI

*** Forwarding note from SFERRISE--DRBN006 11/06/97 14:21 ***

To: DKAERCHE--DRBN006 SFELONI --DRBN006
FROM: SAM FERRISE USAET(UTC -05:00)

Subject: HELP!!!!!!!!!!!!!!!!!!!!!!!!!!!!

Howard Ternes shipped one pc. F72Z 61610D45 B to Dealer Code 07891 today via Fed Ex - Tracker #414707693130.

Regards,

Sam Ferrise __QSF/Recall Process Specialist

Parts Supply & Logistics

NPDC Rm 1542C Ph: 523-3184 Fax: 523-3135

*** Forwarding note from SFERRISE--DRBN006 11/05/97 16:07 ***

To: DKAERCHE--DRBN006

cc: SFELONI --DRBN006

FROM: SAM FERRISE USAET(UTC -05:00)

Subject: HELP!!!!!!!!!!!!!!!!!!!!!!!!!!!!

Don, Hat Pack has a limited amount of stock for only the hottest orders. One piece, P/N F72Z 61610D45 B, was referred for Dealer Code 07891, DOR #59960, late today and will be shipped direct to the dealer on 11/6 from Hat Pack.

Regards,

Sam Ferrise ___ QSF/Recall Process Specialist

Parts Supply & Logistics

NPDC Rm 1542C Ph: 523-3184 Fax: 523-3135

*** Forwarding note from DKAERCHE--DRBN006 11/05/97 14:41 ***

To: SFERRISE--DRBN006 Sam Ferrise

FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: HELP!!!!!!!!!!!!!!!!!!!!!!

Here it is, P&A is 07891, it is L/H, and it is rail & motor. Can you turn miracles?

Regards,

Don Kaercher Mgr. QSF/Recall Service Parts IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D

*** Forwarding note from SFELONI--DRBN006 11/05/97 14:35 ***

To: DKAERCHE--DRBN006

FROM: The office of Sandy Feloni USAET(UTC -05:00)

Subject: HELP!!!!!!!!!!!!!!!!!!!!!!

The dealer is Frontier Ford - P&A code is 07891

It is a LHand yes, we need the rail AND motor.

You're the best!

Thanks and let me know.....

"Have a great day!"

Sandy

Special Liaison Team Leader

PHONE # (313)44-69058, FAX # (313)44-69475 PROFS ID: SFELONI

*** Forwarding note from DKAERCHE--DRBN006 11/05/97 14:17 ***

To: SFELONI --DRBN006

FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: HELP!!!!!!!!!!!!!!!!!!!!!!

We are over 7,000 pieces on backorder, but for you we MIGHT be able to find one that accidentally got lost on a shelf. Need to know:

Is it L/H or R/H side?

Does it need a rail and motor, or just a rail (most DO NOT need rail & motor)

What is dealer P&A Code

Let me know ASAP. Everytime we get 500 pieces in from Japan, they are packaged and shipped within hours..... again, we have over 7,000 on Backorder.

Yeah, let's do lunch. Heard from Nantau today - he might be coming back to

Detroit in January (new assignment). I was in Eng)and last week (I actually

have people in Europe who report to me). I thought that single-handedly I

could convince them to drive on the left, but a few Brits are still

resisting..... This urge was usually the greatest when heading back to

the hotel from a Pub.....

Regards,

Don Kaercher Mgr. QSF/Recall Service Parts IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D

*** Forwarding note from SFELONI --DRBN006 11/05/97 14:04 ***

To: DKAERCHE--DRBN006 Kaercher, Don

FROM: The office of Sandy Feloni USAET(UTC -05:00)
Subject: HELP!!!!!!!!!!!!!!!!!!!!!!
OK, finally!!!
I need YOUR help. I have a customer with, of all things, a 1990
Probe needing a seatbelt. Promise is January, 1998 but I know
you're the man.....
who can I call to snatch one of these!!
A referral from one of my guys on 20!
Thanks
Let's do lunch before the holidays!!
"Have a great day!"
Sandy
Special Liaison Team Leader
PHONE # (313)44-69058, FAX # (313)44-69475 PROFS ID: SFELONI

MSG FROM: HKIRK --DRBN006 TO: DKAERCHE--DRBN006 11/17/97 11:26:45

To: GDEYO --DRBN006
cc: DKAERCHE--DRBN006 JBRADLEY--DRBN006
HKIRK --DRBN006

FROM: HARRISON KIRK USAET(UTC -05:00)

Subject: Probe Passive Restraint Campaign

I WOULD LIKE TO SEE THE TEXT OF ANY DEALER COMMUNICATION BEFORE IT IS SENT TO
THE FIELD ON THE SUBJECT PART NUMBERS, WE DONT NEED ANY ADDED BAD PRESS ON THE
SUBJECT SITUATION.

Regards,

HARRISON KIRK

*** Forwarding note from GLAURITZ--DRBN006 11/14/97 16:44 ***

To: GDEYO --DRBN006

cc: HKIRK --DRBN006

From the desk of Gregory Lauritzen USAET(UTC -05:00)

Subject: Probe Passive Restraint Campaign

FYI.

Gregory Lauritzen

Demand Analyst

FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM

Customer satisfaction is our NUMBER ONE priority

*** Forwarding note from PBANDOSK--DRBN006 11/14/97 16:34 ***

To: JBRADLEY--DRBN006 Bradley, Joe

cc: ABRANDT1--DRBN006

GLAURITZ--DRBN006

PBANDOSK--DRBN006

GBISSI --DRBN006

FROM: Pete Bandoska

USAET(UTC -05:00)

Subject: Probe Passive Restraint Campaign

Joe, Andy and John,

I just got off the phone with Greg Lauritz, the FCSD Material Flow Analyst
for the Rail/Motor assy and he indicates to me that he will be ready to fill
back orders with the newly established Motor/Cable assy at the beginning of
December.

I realize that the Dealer letter has been held up because of the left hand
inspection concern but we need to send the letter to dealers ASAP to let them
know of the Part Number Change and Service Changes. Can we send out the
dealer letter now with out the left hand inspection procedure? Please advise.

Thanks.

Regards,

Pete Bandoska, Probe/SW-164 Service Engineer, AAI PVT

FCSD VS&P Current and Past Model Support Small/Medium FWD_Team
Phone 783-8308, FAX 782-1932, AAI Shop Office, MS0022

MSG FROM: JBRADLEY--DRBN006 TO: DKAERCHE--DRBN006 11/17/97 13:30:39

To: DKAERCHE--DRBN006

FROM: Joe Bradley USAET(UTC -05:00)

Subject: Probe Passive Restraint Campaign

YES

Manager, Recall and Service Programs, Vehicle Serv. & Prgms. FCSD

Joe Bradley_33-72487 FAX 84-51024 rm228 FBP111

*** Forwarding note from DKAERCHE--DRBN006 11/17/97 13:12 ***

To: JBRADLEY--DRBN006

cc: HKIRK --DRBN006 JSHORE --DRBN006 John Shore

FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: Probe Passive Restraint Campaign

Joe, can you make sure your team forwards Harrison a copy of the Bulletin
befor it goes out. Thanks!!

Regards,

Don Kaercher Mgr. QSF/Recall Service Parts IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D

*** Forwarding note from HKIRK --DRBN006 11/17/97 11:26 ***

To: GDEYO --DRBN006

cc: DKAERCHE--DRBN006 JBRADLEY--DRBN006

HKIRK --DRBN006

FROM: HARRISON KIRK USAET(UTC -05:00)

Subject: Probe Passive Restraint Campaign

I WOULD LIKE TO SEE THE TEXT OF ANY DEALER COMMUNICATION BEFOR IT IS SENT TO
THE FIELD ON THE SUBJECT PART NUMBERS , WE DONT NEED ANY ADDED BAD PRESS ON THE
SUBJECT SITUATION .

Regards,

HARRISON KIRK

*** Forwarding note from GLAURITZ--DRBN006 11/14/97 16:44 ***

To: GDEYO --DRBN006

cc: HKIRK --DRBN006

From the desk of Gregory Lauritzen USAET(UTC -05:00)

Subject: Probe Passive Restraint Campaign

FYI.

Gregory Lauritzen

Demand Analyst

FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM

Customer satisfaction is our NUMBER ONE priority

*** Forwarding note from PBANDOSK--DRBN006 11/14/97 16:34 ***

To: JBRADLEY--DRBN006 Bradley, Joe

cc: ABRANDTI--DRBN006 GLAURITZ--DRBN006

PBANDOSK--DRBN006 GBISSI --DRBN006

FROM: Pete Bandozke USAET(UTC -05:00)

Subject: Probe Passive Restraint Campaign

Joe, Andy and John,

I just got off the phone with Greg Lauritz, the FCSD Material Flow Analyst
for the Rail/Motor assy and he indicates to me that he will be ready to fill
back orders with the newly established Motor/Cable assy at the beginning of
December.

I realize that the Dealer letter has been held up because of the left hand inspection concern but we need to send the letter to dealers ASAP to let them know of the Part Number Change and Service Changes. Can we send out the dealer letter now with out the left hand inspection procedure? Please advise.

Thanks.

Regards,

Pete Bandoska, Probe/SW-164 Service Engineer, AAI PVT
FCSD VS&P Current and Past Model Support Small/Medium FWD_Team
Phone 783-8308, FAX 782-1932, AAI Shop Office, MS0023

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 12/03/97 15:09:27

To: ALEESE --DRBN006

cc: ABRANDT1--DRBN006 JBRADLEY--DRBN006

DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore USAET(UTC -05:00)

Subject: Probe Seat Track

We need to change some of the "words" in the 96s48 supplement. Please do not send or FAX this to our dealers without discussing needed changes. Two part numbers listed are incorrect to the part description in the bulletin. Also referenced in the bulletin is for dealers not to order the motor/cable assembly - they must order it. Our MMP system will not automatically place an order for this part.

Please call and we can review.

Please Forward (PF5) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 12/03/97 20:41:19

To: ALEESE --DRBN006

cc: ABRANDT1--DRBN006 DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore USAET(UTC -05:00)

Subject: Probe Seat Track

I hope the video shoot is going well.....

I will need to review your final copy of the proposed supplement prior to Tony's review. It is of the up most importance we have the correct words that discuss the parts position and process.

Is there a plan on when the supplement will be sent out? We are receiving inventory on the replaced parts now. We would like to fill some of the backorders with these new parts. We are dealing with THOUSANDS and THOUSANDS of backorders. I expect even a few angry customers.....

Please Forward (PF5) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from ALEESE --DRBN006 12/03/97 17:53 ***

To: JSHORE --DRBN006

cc: ALEESE --DRBN006 ALEESE --DRBN006

FROM: Al Leese USAET(UTC -05:00)

Subject: Probe Seat Track

The draft copy you are looking at is probable the original one that is still out for review (Safety/OGC hold-up). This draft does not have any of the review comments incorporated yet. I have your review mark up along with others

If you have additional changes, please FAX them to me. I will be "tied up" the next two days in a video shoot. Thanks...

Regards,

Alvin Leese, Recall/Service Programs Department, FCSD
Ph# (313) 390-8877, FAX (313) 845-1024
Fairlane Business Park III, 237C

*** Forwarding note from JSHORE -DRBN006 12/03/97 15:09 ***

To: ALEESE -DRBN006
cc: ABRANDT1-DRBN006 JBRADLEY-DRBN006
DKAERCHE-DRBN006 Kaercher, D. F.
FROM: John Shore USAET(UTC -05:00)

Subject: Probe Seat Track

We need to change some of the "words" in the 96s48 supplement. Please do not send or FAX this to our dealers without discussing needed changes.

Two part numbers listed are incorrect to the part description in the bulletin. Also referenced in the bulletin is for dealers not to order the motor/cable assembly - they must order it. Our MMP system will not automatically place an order for this part.

Please call and we can review.

Please Forward (PF5) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager
Phone 26-69789 FAX 32-33065 NPDC - 1555C

MSG FROM: HKIRK -DRBN006 TO: DKAERCHE-DRBN006 12/09/97 07:46:27

To: TRYAN -DRBN006
cc: DKAERCHE-DRBN006 GLAURITZ-DRBN006
HKIRK -DRBN006 GDEYO -DRBN006
FROM: HARRISON KIRK USAET(UTC -05:00)

Subject: (U)PROBE SEAT BELTS

IN ANSWER TO YOUR QUESTION YESTERDAY AM ON INITIAL SHIPMENT QTY . DON ; IT WILL TAKE ABOUT 10 TO 12 DAYS FROM TODAY FOR THIS STOCK TO ARRIVE AT THE DESIGNATED PDC'S VIA APT WITH 4160 MORE SHIPPING IN DECEMBER AND 26000 IN JANUARY OF NEEDED PART NUMBERS . CAN WE PUBLISH A FIELD COMMUNICATION THIS MONTH THAT CONTAINS THE TEXT GREG LAURITZEN AGREES TO RE PART NUMBER CONFIGURATIONS THAT MATCH THE ARRIVING PART NUMBERS FROM THE SUPPLIER QOS ?

Regards,

HARRISON KIRK

*** Forwarding note from GLAURITZ-DRBN006 12/09/97 06:34 ***

To: HKIRK -DRBN006
From the desk of Gregory Lauritzen USAET(UTC -05:00)
Subject: (U)PROBE SEAT BELTS

Harrison,

QSS advises that approx. 720 pcs of F72Z-61610D45-C will be arriving at Ternes this week. We are still working on getting John Shore and the Recall Team to send the correct note to dealers.

Gregory Lauritzen

Demand Analyst

FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM

Customer satisfaction is our NUMBER ONE priority

*** Forwarding note from HKIRK -DRBN006 12/08/97 16:21 ***

To: GLAURITZ-DRBN006
cc: HKIRK -DRBN006
FROM: HARRISON KIRK USAET(UTC -05:00)

Subject: (U)PROBE SEAT BELTS

HOW MANY OF EACH PART NUMBER WILL BE AVAILABLE IN THE NEXT WEEK OR SO TO SUPPORT THE APT'S , I NEED TO KNOW TODAY IF POSSIBLE .

Regards,

From the desk of Gregory Lauritzen USAET(UTC -05:00)
Subject: (U)PROBE SEAT BELTS

Don,

We had a note approved back in early October and have been waiting ever since. It is the note John originally put together after our meeting with the Recall Team at Fairlane Business Park. Please advise when this note will be sent out as we have begun receiving the new stock (F72Z-61610D44 & 45-C) this week.

Gregory Lauritzen

Demand Analyst

FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM

Customer satisfaction is our NUMBER ONE priority

*** Forwarding note from DKAERCHE--DRBN006 12/09/97 08:03 ***

To: HKIRK --DRBN006

cc: JSHORE --DRBN006 John Shore GLAURITZ--DRBN006

TRYAN --DRBN006

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: (U)PROBE SEAT BELTS

Let's have Greg give John shore them text he would like published, and we will forward it to the recall dept who actually does the publishing.

Regards,

Don Kaercher Mgr. QSF/Recall Service Parts IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D

*** Forwarding note from HKIRK --DRBN006 12/09/97 07:46 ***

To: TRYAN --DRBN006

cc: DKAERCHE--DRBN006

GLAURITZ--DRBN006

HKIRK --DRBN006

GDEYO --DRBN006

FROM: HARRISON KIRK

USAET(UTC -05:00)

Subject: (U)PROBE SEAT BELTS

IN ANSWER TO YOUR QUESTION YESTERDAY AM ON INITIAL SHIPMENT QTY . DON ; IT WILL TAKE ABOUT 10 TO 12 DAYS FROM TODAY FOR THIS STOCK TO ARRIVE AT THE DESIGNATED PDC'S VIA APT WITH 4160 MORE SHIPPING IN DECEMBER AND 26000 IN JANUARY OF NEEDED PART NUMBERS . CAN WE PUBLISH A FIELD COMMUNICATION THIS MONTH THAT CONTAINS THE TEXT GREG LAURITZEN AGREES TO RE PART NUMBER CONFIGURATIONS THAT MATCH THE ARRIVING PART NUMBERS FROM THE SUPPLIER QOS ?

Regards,

HARRISON KIRK

*** Forwarding note from GLAURITZ--DRBN006 12/09/97 06:34 ***

To: HKIRK --DRBN006

From the desk of Gregory Lauritzen

USAET(UTC -05:00)

Subject: (U)PROBE SEAT BELTS

Harrison,

QSS advises that approx. 720 pcs of F72Z-61610D45-C will be arriving at Ternes this week. We are still working on getting John Shore and the Recall Team to send the correct note to dealers.

Gregory Lauritzen

Demand Analyst

FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM

Customer satisfaction is our NUMBER ONE priority

*** Forwarding note from HKIRK --DRBN006 12/08/97 16:21 ***

To: GLAURITZ--DRBN006

cc: HKIRK --DRBN006

FROM: HARRISON KIRK USAET(UTC -05:00)
Subject: (U)PROBE SEAT BELTS
HOW MANY OF EACH PART NUMBER WILL BE AVAILABLE IN THE NEXT WEEK OR SO TO
SUPPORT THE APT'S ,I NEED TO KNOW TODAY IF POSSIBLE .
Regards,
HARRISON KIRK

MSG FROM: HKIRK -DRBN006 TO: DKAERCHE-DRBN006 12/09/97 09:35:23

To: DKAERCHE-DRBN006
cc: HKIRK -DRBN006 TRYAN --DRBN006
GLAURITZ--DRBN006 JSHORE -DRBN006
FROM: HARRISON KIRK USAET(UTC -05:00)

Subject: (U)PROBE SEAT BELTS
I BELIEVE GREG HAS COMMUNICATED HIS TEXT REQUEST FOR THE COMMUNICATION
DOCUMENT TO JOHN SHORE , GREG IS IN CLASS TODAY AND I CANNOT CONTACT HIM .
I WILL COPY HIM ON THIS NOTE AND HAVE HIM CONTACT JOHN WITH THE TEXT IF I AM
WRONG RE HIS ALREADY PROVIDING IT .

Regards,
HARRISON KIRK

*** Forwarding note from DKAERCHE-DRBN006 12/09/97 08:03 ***

To: HKIRK -DRBN006
cc: JSHORE -DRBN006 John Shore GLAURITZ-DRBN006
TRYAN -DRBN006
FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 26-69793

Subject: (U)PROBE SEAT BELTS
Let's have Greg give John shore them text he would like published, and we will
forward it to the recall dept who actually does the publishing.

Regards,
Don Kaercher Mgr. QSF/Recall Service Parts (BM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NPDC Room 1554D

*** Forwarding note from HKIRK -DRBN006 12/09/97 07:46 ***

To: TRYAN --DRBN006
cc: DKAERCHE-DRBN006 GLAURITZ--DRBN006
HKIRK -DRBN006 GDEYO -DRBN006
FROM: HARRISON KIRK USAET(UTC -05:00)

Subject: (U)PROBE SEAT BELTS
IN ANSWER TO YOUR QUESTION YESTERDAY AM ON INITIAL SHIPMENT QTY . DON ; IT WILL
TAKE ABOUT 10 TO 12 DAYS FROM TODAY FOR THIS STOCK TO ARRIVE AT THE DESIGNATED
PDC'S VIA APT WITH 4160 MORE SHIPPING IN DECEMBER AND 26000 IN JANUARY OF NEED-
ED PART NUMBERS . CAN WE PUBLISH A FIELD COMMUNICATION THIS MONTH THAT CONTAINS
THE TEXT GREG LAURITZEN AGREES TO RE PART NUMBER CONFIGURATIONS THAT MATCH THE
ARRIVING PART NUMBERS FROM THE SUPPLIER QOS ?

Regards,
HARRISON KIRK

*** Forwarding note from GLAURITZ-DRBN006 12/09/97 06:34 ***

To: HKIRK -DRBN006
From the desk of Gregory Lauritzen USAET(UTC -05:00)
Subject: (U)PROBE SEAT BELTS

Harrison,
QSS advises that approx. 720 pcs of P72Z-61610D43-C will be arriving at Termes
this week. We are still working on getting John Shore and the Recall Team to se
nd the correct note to dealers.

Gregory Lauritzen

Demand Analyst

FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM

Customer satisfaction is our NUMBER ONE priority

*** Forwarding note from HKIRK -DRBN006 12/08/97 16:21 ***

To: GLAURITZ--DRBN006

cc: HKIRK -DRBN006

FROM: HARRISON KIRK USAET(UTC -05:00)

Subject: (U)PROBE SEAT BELTS

HOW MANY OF EACH PART NUMBER WILL BE AVAILABLE IN THE NEXT WEEK OR SO TO SUPPORT THE APT'S, I NEED TO KNOW TODAY IF POSSIBLE .

Regards,

HARRISON KIRK

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 12/09/97 12:55:19

To: ALEESE --DRBN006

cc: ABRANDT1--DRBN006

DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore

USAET(UTC -05:00)

Subject: 96S48 Review

Thanks for your response. To answer your question....Do I want to see every paper before it goes to Tony..... If there is a change to the parts ordering process, part numbers...etc. YES. I think it is easier to get changes into the paper prior to Tony's signature than after. In this case we in PS&L are interested because it is a major change in how we will service the recall. In the draft version, there were some errors.

The draft also advised dealers that they do not have to order the cable/motor if they currently have an order in place for a rail and motor assembly. Our inventory system can not accommodate this..... a single part being replaced by two parts.

Please Forward (PF5) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from ALEESE --DRBN006 12/09/97 12:25 ***

To: JSHORE --DRBN006

cc: ALEESE --DRBN006

ABRANDT1--DRBN006

FROM: Al Leese

USAET(UTC -05:00)

Subject: 96S48 Review

John, I have received your request to review the final draft before it is sent for Tony's signature. As I mentioned earlier, I do not have a final version yet because I do not have comments from the Safety Office yet. I have your comments in my file titled "PS&L Input". Are you requesting that from now on you want to see every recall before it is sent for Tony's approval? Please confirm.

Regards,

Alvin Leese, Recall/Service Programs Department, FCSD

Ph# (313) 390-8877, FAX (313) 845-1024

Fairlane Business Park III, 237C

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 12/16/97 15:49:36

To: RHOWELL3--DRBN006 Howell, R. (Bob)

cc: DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore

USAET(UTC -05:00)

Subject: DOES II Message UPDATE

Bob.... We contacted Field Operations, Tony Nucci, and he requested we add

the following statement to the Probe Seat Belt DOESII message:
"A more detailed notice will be FAXED from the RECALL office."
Please Forward (PF5) All Responses.....Thank-You
John Shore - FCSD / PS&L Recall Manager
Phone 26-69789 FAX 52-33065 NPDC - 1555C

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 12/18/97 15:27:58

To: KOBEN --DRBN006
cc: DKAERCHE--DRBN006 Kaercher, D. F.
FROM: John Shore USAET(UTC -05:00)
Subject: 96S48

Thanks Kim..... the number on your note is "not in service" please check again.
We had the sales restriction lifted. Dealers can order now "emergency".
Please Forward (PF5) All Responses.....Thank-You
John Shore - FCSD / PS&L Recall Manager
Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from KOBEN --DRBN006 12/18/97 12:04 ***

To: JSHORE --DRBN006
cc: KOBEN --DRBN006 LWEBSTE2--DRBN006
DKAERCHE--DRBN006 ABRANDT1--DRBN006
FROM: Kim Oben USAET(UTC -05:00)
Subject: 96S48

Hi John,
Rob Schmidt contacted us regarding the above recall. He states the customer has 30 days before the tags for the vehicle will be taken (?). The parts have already been ordered (according to Rob). He would like to know if there is any way we could expedite this order for them. Originally, East West L/M of Latham, Maryland was handling this customer but she became very dissatisfied with them. She contacted Koons Ford for assistance.

PA CODE 00010
KOONS FORD
8315 BALTIMORE AVE
COLLEGE PARK, MD 20740
(301)852 5164
1ZVPT20C8M5 [REDACTED]

Any assistance you could provide would be grateful.

Thanks

***I checked in COPS to see when the order was placed but there was nothing I could find.

Kim Oben
STRIVE for EXCELLENCE
Renkim Corp. Phone (313)374-8674
Fax #(313)374-8323 PROPS ID KOBEN

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 12/19/97 16:47:11

To: JCAMPBE1--DRBN006
cc: GLAURITZ--DRBN006 MWARRIL2--DRBN006
DKAERCHE--DRBN006 Kaercher, D. F. JSHORE --DRBN006 Shore, J.
GDEYO --DRBN006
FROM: John Shore USAET(UTC -05:00)

Subject: Reduce Freight Cost 96S48 Probe Seat Belts
Jerry, we are going to take a replacing action on two service parts within MMP which will cause 6,500 lines of backordered parts to be sent out of our depots as Emergency. With the cost of shipping so many parts as emergency,

can we either have the local depot change the order level from emergency to interim or change the routing of the parts to reduce the costs.

The parts involved are:

Current part	Replaced by
F72Z 61610D44-B	F72Z 61610D44-A
F72Z 61610D45-B	F72Z 61610D45-A

I've discussed this with Mike Warrillow and he would like this action to take place still in 1997 and not carry-over the backorders into 1998.

I will be asking the Merchandising Team and Parts Analysis to take the MMP action based on your timing and feedback.

Please Forward (PF5) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

MSG FROM: KOBEN --DRBN006 TO: DKAERCHE--DRBN006 12/22/97 10:30:57

To: JSHORE --DRBN006

cc: KOBEN --DRBN006 LWEBSTE2--DRBN006

DKAERCHE--DRBN006

FROM: Kim Oben USAET(UTC -05:00)

Subject: 96548

Sorry about the number. Also, we contacted the dealer and the customer, both are satisfied. The dealer placed an order for the left rail using the part number Don provided to Linda.

Kim Oben

STRIVE for EXCELLENCE

Renkim Corp. Phone (313)374-8674

Fax #(313)374-8323 PROFS ID KOBEN

*** Forwarding note from JSHORE --DRBN006 12/18/97 15:27 ***

To: KOBEN --DRBN006

cc: DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore USAET(UTC -05:00)

Subject: 96548

Thanks Kim..... the number on your note is "not in service" please check again.

We had the sales restriction lifted. Dealers can order now "emergency".

Please Forward (PF5) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from KOBEN --DRBN006 12/18/97 12:04 ***

To: JSHORE --DRBN006

cc: KOBEN --DRBN006 LWEBSTE2--DRBN006

DKAERCHE--DRBN006 ABRANDT1--DRBN006

FROM: Kim Oben USAET(UTC -05:00)

Subject: 96548

Hi John,

Rob Schmidt contacted us regarding the above recall. He states the customer has 30 days before the tags for the vehicle will be taken (?).

The parts have already been ordered (accordign to Rob). He would like to know if there is any way we could expedite this order for them. Originally,

East West L/M of Lanham, Maryland was handling this customer but she became very dissatisfied with them. She contacted Koons Ford for assistance.

PA CODE 00010

KOONS FORD

8315 BALTIMORE AVE

COLLEGE PARK, MD 20740

(301)852 5164

IZVPT20C8M

Any assistance you could provide would be grateful.

Thanks

***I checked in COPS to see when the order was placed but there was nothing I could find.

Kim Oben

STRIVE for EXCELLENCE

Renkim Corp. Phone (313)374-8674

Fax #(313)374-8323 PROFS ID KOBEN

MSG FROM: KOBEN -DRBN006 TO: DKAERCHE--DRBN006 01/26/98 12:58:37

To: JSHORE -DRBN006

cc: KOBEN -DRBN006 LWEBSTE2--DRBN006

DKAERCHE--DRBN006

FROM: Kim Oben USAET(UTC -05:00)

Subject: 96S48/S99

John, could you please confirm the part numbers involved in this Recall. We have a dealer stating his claim rejected due to invalid part numbers. The part numbers I have appear as valid part numbers in the MMP System.

Thanks

Kim Oben

STRIVE for EXCELLENCE

Renkim Corp. Phone (313)374-8674

Fax #(313)374-8323 PROFS ID KOBEN

MSG FROM: GHOOVERS--DRBN006 TO: DKAERCHE--DRBN006 02/16/98 15:45:04

To: DKAERCHE--DRBN006 Kaercher, D. F.

From Gary C. Hooverson USAET(UTC -05:00)

Subject: 96S48

Call me regarding some kind of a COM marking problem with 96S48 parts.

Regards,

Gary C. Hooverson - Supervisor, Supplier Liaison Team

Rm. 2112C National Parts Depot, Livonia, MI. 48151

Tel# (313)26-69728 / Fax# (313)52-35560 / USFMC41X@IBMMAIL.COM

MSG FROM: JBERNBEC--DRBN006 TO: DKAERCHE--DRBN006 03/27/98 07:55:47

To: ALEESE -DRBN006

cc: JBERNBEC--DRBN006 JSHORE -DRBN006

DKAERCHE--DRBN006 JBRADLEY--DRBN006

ABRANDT1--DRBN006

FROM: Joe Bernbeck USAET(UTC -05:00)

Subject: PC File(s) sent to you...

We agree with the One Pager revision for 96S48.

Regards,

Joe Bernbeck

NPD Rm 1517C

26-69910 fax 52-33065

*** Forwarding note from ALEESE -DRBN006 03/26/98 16:35 ***

To: JBERNBEC--DRBN006

FROM: Al Leese USAET(UTC -05:00)

Subject: PC File(s) sent to you...

File: 96S49

Joe, please review and comment (Call or FAX Changes) Thanks.
Regards,

Alvin Leese, Recall/Service Programs Department, FCSD
Ph# (313) 390-4877, FAX (313) 845-1024
Diagnostic Service Center II (DSCII), 455

MSG FROM: MROGERS2--DRBN006 TO: DKAERCHE--DRBN006 12/06/96 17:03:54

To: GBALINT--DRBN006
cc: JBRADLEY--DRBN006 PGIAMMAR--DRBN006
DKAERCHE--DRBN006

*** Resending note of 12/06/96 16:25

FROM: Michael Rogers USAET(UTC -05:00)
Subject: Probe Seat Belts 96S48 & 96S99

Gary,

I am forwarding this info to you so we can get a head start on the notification of the new part level availability notification to the dealers. Don Kaercher is/was in Europe 12/2 - 12/6.

I would like to get the notification & replacing part info out A.S.A.P. so the dealers start ordering the correct part.

Please follow up w/ Don Kaercher when he returns 12/9 @ x14142.

Thank you for your assistance. Please call or PROFS if you have any questions.

Best Regards,

Michael Rogers, FCSD
MROGERS2 xt14015

*** Forwarding note from MROGERS2--DRBN006 12/04/96 17:46 ***

To: DKAERCHE--DRBN006 Kaercher, Don
cc: PGIAMMAR--DRBN006 TBALUK --DRBN006
SFERRISE--DRBN006 BENGLEHA--DRBN006
MDUGAS --DRBN006

FROM: Michael Rogers USAET(UTC -05:00)
Subject: Probe Seat Belts

Don,

The new parts are coming in now. Can you coordinate the dealer announcements?:

- F72Z-61610D45-A (LH) ==> Rail Only...stock currently at Ternes; more ...D44-A (RH) shipments continuing to arrive.
- F72Z-61610D45-B (LH) ==> Rail & Motor Assy...stock id-trans to Ternes; ...D44-B (RH) more shipments continuing to arrive.

Please advise the dealers (OASIS Msg, Notification Letter, etc.) that new F7...(anodized rail surface) parts now becoming available, and to PLACE ORDERS FOR THE CORRECT PART NEEDED (rail only, rail & motor assy, etc).

Also, please advise Renkin (Linda Webster) to solicit dealers to make sure they are ordering the correct part for the correct fix.

In parallel, please coordinate the obsolescence / replacement of the old Rail & Motor Assy's FO..D45-A's & ..D44-A's. MANA has shipped all that they had in stock.

Please advise upon updates.

Thank you for your usual cooperation.

Best Regards,

Michael D. Rogers

Demand Analyst, Assoc.& Direct Ship Procurement, Villg. Plaza #201

Voice:(313) 621-4015 / FAX:(313) 621-4116; USFMD64B@IBMAIL.COM

MSG FROM: GBALINT--DRBN006 TO: DKAERCHE--DRBN006 12/04/96 07:49:20

To: MDUGAS --DRBN006
cc: DKAERCHE--DRBN006
FROM: Gary Balint USAET(UTC -05:00)
Subject: 96S48/96S99

Before Don left for vacation/England, he mentioned that we need to bombard

dealers with announcements when Probe rails become available for the subject programs. Where are we on rail availability? Is it time to put something out? Don was going to do DOESII and we were going to put a flyer in the next recall package that goes to dealers via FDCC but I'm not sure when that needs to happen.

Gary S. Balint__ PROFS=GBALINT or INTERNET=usfmc85c@ibmmail.com
24-87610 (FAX 84-51024)
Room 237L, FBP III

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 12/15/96 12:17:45

To: MDUGAS --DRBN006 Milt Dugas ISHORE --DRBN006
cc: GBALINT --DRBN006 MROGERS2--DRBN006
SFERRISE--DRBN006 DKAERCHE--DRBN006 DON KAERCHE
JBRADLEY--DRBN006

FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142
Subject: 96S48/96S99

Please work with Gary Balint and Mike Rogers to get this changed over ASAP. I had Jim Hansen add the K code on the new parts. We can put them out at the PDCs rather than at HLM with our new system now. This one needs to be handled carefully and quickly. Thanks!!

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

*** Forwarding note from GBALINT --DRBN006 12/11/96 16:04 ***

To: DKAERCHE--DRBN006
FROM: Gary Balint USAET(UTC -05:00)
Subject: 96S48/96S99

Nowhere yet - the mess of passenger air bags has kept me from this. I hope to develop a one page flier Thursday for the next FDCC package.

Gary S. Balint__ PROFS=GBALINT or INTERNET=usfmc85c@ibmmail.com
24-87610 (FAX 84-51024)
Room 237L, FBP III

*** Forwarding note from DKAERCHE--DRBN006 12/10/96 13:27 ***

To: GBALINT --DRBN006
FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142
Subject: 96S48/96S99

Where are we on this?

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

*** Forwarding note from GBALINT --DRBN006 12/04/96 07:49 ***

To: MDUGAS --DRBN006
cc: DKAERCHE--DRBN006
FROM: Gary Balint USAET(UTC -05:00)
Subject: 96S48/96S99

Before Don left for vacation/England, he mentioned that we need to bombard dealers with announcements when Probe rails become available for the subject programs. Where are we on rail availability? Is it time to put something out? Don was going to do DOESII and we were going to put a flyer in the next recall package that goes to dealers via FDCC but I'm not sure when that needs to

happen.

Gary S. Balint__PROFS=GBALINT or INTERNET=usfmc85c@ibmmail.com
24-87610 (FAX 84-51024)
Room 237L, FBP III

MSG FROM: MDUGAS --DRBN006 TO: DKAERCHE--DRBN006 12/18/96 19:05:12
To: BDEW --DRBN006 Dew, R. O. JHANSEN7--DRBN006
cc: MROGERS2--DRBN006 DKAERCHE--DRBN006 Kaercher, D. F.
JSHORE --DRBN006 Shore, J. SFERRISE--DRBN006 Ferrise, S. J.
MSTARRJN--DRBN006 Starring, M., Ms. MGINTER--DRBN006 Ginter, M., Ms.
JALDERJN--DRBN006 Alderink, J. D. PGIAMMAR--DRBN006 Giammarco, P. J.
JHALLJ --DRBN006 Hall, J. D. TBALUK --DRBN006 Baluk, T. W.
FROM: Dugas, M. G. (Milt) MDUGAS (31 USAET(UTC -05:00)
FCSD-CPO VPL 4014 -Inter Co. Mail to Rm 102-NPDC -Fax3136219985
IBMMAIL(USFMCSB7) - Spvr: GHOOVERS - Telephone: (313) 62-14128
Subject: 96S48/96S99

Stock at HLM per Mike Rogers
K-Code needed: F72Z-61610D44-A
F72Z-61610D44-B
F72Z-61610D45-A
F72Z-61610D45-B

(Direct Ship Code Required ? ? ? ? ?)
(Should parts be sourced to Q9XYA ?)

*** Forwarding note from DKAERCHE--DRBN006 12/15/96 12:17 ***
To: MDUGAS --DRBN006 Milt Dugas JSHORE --DRBN006
cc: GBALINT --DRBN006 MROGERS2--DRBN006
SFERRISE--DRBN006 DKAERCHE--DRBN006 DON KAERCHER
JBRADLEY--DRBN006
FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142
Subject: 96S48/96S99

Please work with Gary Balint and Mike Rogers to get this changed over ASAP.
I had Jim Hansen add the K code on the new parts. We can put them out at
the FDCs rather than at HLM with our new system now. This one needs to be
handled carefully and quickly. Thanks!!

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

*** Forwarding note from GBALINT --DRBN006 12/11/96 16:04 ***
To: DKAERCHE--DRBN006
FROM: Gary Balint USAET(UTC -05:00)
Subject: 96S48/96S99

Nowhere yet - the mess of passenger air bags has kept me from this. I hope to
develop a one page Rier Thursday for the next FDCC package.
Gary S. Balint__PROFS=GBALINT or INTERNET=usfmc85c@ibmmail.com
24-87610 (FAX 84-51024)
Room 237L, FBP III

*** Forwarding note from DKAERCHE--DRBN006 12/10/96 13:27 ***
To: GBALINT --DRBN006
FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142

Subject: 96S48/96S99

Where are we on this?

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ

Customer Parts Operation 62-14142 Fax 62-19986

Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

*** Forwarding note from GBALINT--DRBN006 12/04/96 07:49 ***

To: MDUGAS--DRBN006

cc: DKAERCHE--DRBN006

FROM: Gary Balint

USAET(UTC -05:00)

Subject: 96S48/96S99

Before Don left for vacation/England, he mentioned that we need to bombard dealers with announcements when Probe rails become available for the subject programs. Where are we on rail availability? Is it time to put something out? Don was going to do DOESII and we were going to put a flyer in the next recall package that goes to dealers via FDCC but I'm not sure when that needs to happen.

Gary S. Balint _PROFS--GBALINT or INTERNET--usfm.c85c@ibmmail.com

24-87610 (FAX 84-51024)

Room 237L, FBP III

MSG FROM: JBRADLEY--DRBN006 TO: DKAERCHE--DRBN006 12/30/96 09:40:19

To: DKAERCHE--DRBN006

cc: NVERT--DRBN006

RVICKERY--DRBN006

JBERNBEC--DRBN006

PBANDOSK--DRBN006

GBALINT--DRBN006

FROM: Joe Bradley

USAET(UTC -05:00)

Subject: HOT! Parts Availability 96S48/99 Probe

Don, what is the current status? are we in backorder on anything? should we communicate something to the dealers/field?

Manager, Recall and Service Programs, Vehicle Serv.& Pgms.FCSD

Joe Bradley_33-72487 FAX 84-51024 rm228 FBP III

MSG FROM: SFERRISE--DRBN006 TO: DKAERCHE--DRBN006 01/02/97 10:27:52

To: DKAERCHE--DRBN006

FROM: SAM FERRISE

USAET(UTC -05:00)

Subject: HOT! Parts Availability 96S48/99 Probe

Don,

I have called HLM requesting the latest status. I had to leave a message on voice mail. I will advise you of the status shortly.

Regards,

SAM FERRISE

*** Forwarding note from DKAERCHE--DRBN006 01/02/97 08:07 ***

To: SFERRISE--DRBN006

cc: DKAERCHE--DRBN006 DON KAERCHER

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 62-14142

Subject: HOT! Parts Availability 96S48/99 Probe

Sam, can you give me a status ASAP. Thanks!!

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ

Customer Parts Operation 62-14142 Fax 62-19986

Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

*** Forwarding note from JBRADLEY--DRBN006 12/30/96 09:40 ***

To: DKAERCHE--DRBN006
cc: NVERT --DRBN006 RVICKERY--DRBN006
JBERNBEC--DRBN006 PBANDOSK--DRBN006
GBALINT --DRBN006

FROM: Joe Bradley USAET(UTC -05:00)
Subject: HOT! Parts Availability 96S48/99 Probe
Don, what is the current status? are we in backorder on anything? should
we communicate something to the dealers/field?
Manager, Recall and Service Programs, Vehicle Serv.& Prgms.FCSD
Joe Bradley_33-72487 FAX 84-51024 rm228 FBPIII

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 01/03/97 14:36:20

To: SFERRISE--DRBN006 DKAERCHE--DRBN006 DON KAERCHER
cc: JSHORE --DRBN006 GBALINT --DRBN006
JBRADLEY--DRBN006 MSTARRIN--DRBN006
MGINTER --DRBN006 MDUGAS --DRBN006 Milt Dugas
FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 62-14142
Subject: 96S48
Since we are about 2100 pieces on BO for the new L/H rail & motor assembly
(F72Z 61610D45 B) this is your authorization to ship the old L/H rail & motor
assembly (FO2Z 61610D45 A) until the new assemblies become available. Sam
Ferrise should be able to get us an availability date early next week.

Regards,
Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 01/02/97 08:07:30

To: SFERRISE--DRBN006
cc: DKAERCHE--DRBN006 DON KAERCHER
FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142

Subject: HOT! Parts Availability 96S48/99 Probe
Sam, can you give me a status ASAP. Thanks!!

Regards,
Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111
*** Forwarding note from JBRADLEY--DRBN006 12/30/96 09:40 ***

To: DKAERCHE--DRBN006
cc: NVERT --DRBN006 RVICKERY--DRBN006
JBERNBEC--DRBN006 PBANDOSK--DRBN006
GBALINT --DRBN006

FROM: Joe Bradley USAET(UTC -05:00)
Subject: HOT! Parts Availability 96S48/99 Probe
Don, what is the current status? are we in backorder on anything? should
we communicate something to the dealers/field?
Manager, Recall and Service Programs, Vehicle Serv.& Prgms.FCSD
Joe Bradley_33-72487 FAX 84-51024 rm228 FBPIII

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 01/07/97 11:41:11

To: JBRADLEY--DRBN006
cc: DKAERCHE--DRBN006 DON KAERCHER JSHORE --DRBN006

MDUGAS --DRBN006 Mih Dugas SFERRISE--DRBN006
GBALINT --DRBN006
FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142
Subject: HOT! Parts Availability 96S48/99 Probe
Sorry for the delay in responding. We had 2400 pieces of the new L/H motor
and track assembly on BO, so I had them ship the old L/H motor and track
assemblies out in their place. 1700 went out yesterday, and the remainder
700 are shipping today. This is only temporary however, as we are running
out of the old assemblies also. Sam Ferrise and his team are working on
improving timing.

Regards,
Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111
*** Forwarding note from DKAERCHE--DRBN006 01/02/97 08:07 ***
To: SFERRISE--DRBN006
cc: DKAERCHE--DRBN006 DON KAERCHER
FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142
Subject: HOT! Parts Availability 96S48/99 Probe
Sam, can you give me a status ASAP. Thanks!!

Regards,
Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111
*** Forwarding note from JBRADLEY--DRBN006 12/30/96 09:40 ***
To: DKAERCHE--DRBN006
cc: NYERT --DRBN006 RVICKERY--DRBN006
JBERNBEC--DRBN006 PBANDOSK--DRBN006
GBALINT --DRBN006
FROM: Joe Bradley USAET(UTC -05:00)
Subject: HOT! Parts Availability 96S48/99 Probe
Don, what is the current status? are we in backorder on anything? should
we communicate something to the dealers/field?
Manager, Recall and Service Programs, Vehicle Serv. & Pgms. FCSD
Joe Bradley_33-72487 FAX 84-51024 rm228 PBPIII

MSG FROM: MROGERS2--DRBN006 TO: DKAERCHE--DRBN006 01/07/97 17:23:36
To: JHANSEN7--DRBN006 Hansen, James
cc: BDEW --DRBN006 DKAERCHE--DRBN006
MDUGAS --DRBN006 TBALUK --DRBN006
FROM: Michael Rogers USAET(UTC -05:00)
Subject: Probe Seat Belt Track Re-Call

Jim,

Please see that the following parts are set up correctly with "K" code:
The campaign is currently running through a direct ship program at
Hollingsworth:
(As of 1/7/97 p.m.)
Rail Only

- F72Z-61610D44-A (RH) ==> 70 lines/211 pcs on MMP
- ...D45-A (LH) ==> 78 lines/391 pcs on MMP
Rail & Motor

- F72Z-61610D44-B (RH) ==> 0 B/O's on MMP
- ...D45-B (LH) ==> 48 lines/102 pcs on MMP

The prior level FO...D44-A & ...D45-A looked like they were set up correctly. Hollingsworth cannot ship on Em-Ord referrals (1A to Q9XYA) for this direct ship campaign; the orders MUST go through RenKim (see Linda Webster @ 313-374-8315).

Please update and advise. Hollingsworth (Kim Blackstone @ 313-584-5757) is/will be denying all 1A referrals to Q9XYA. Please cancel any MMP open orders ('4A'), if Forbes or myself have not done so already.

Thanks.

Please call or PROFS if you have any questions.

Best Regards,

Michael D. Rogers

Demand Analyst, Assoc. & Direct Ship Procurement; Villg. Plaza #201

Voice:(313) 621-4015 / FAX:(313) 621-4116; USFMD64B@IBMMAIL.COM

MSG FROM: JHANSEN7--DRBN006 TO: DKAERCHE--DRBN006 01/08/97 10:23:38

To: MROGERS2--DRBN006 Rogers, Michael

cc: DKAERCHE--DRBN006

FROM: James Hansen

USAET(UTC -05:00)

Subject: order elevation

these parts are set up correctly, and the ones you see with a 12/18, 12/19 or 12/20 snuck in before bob dew & i could set up the restriction. the ones with around a 12/27 are pops referrals that when i get a chance today, i'll fix and hopefully prevent from re-referring. we're ok, because if you look at pops, all the parts have order elevation 5 and the renkin phone # and if you try a test order, they won't take.

Regards,

James Hansen

MSG FROM: MROGERS2--DRBN006 TO: DKAERCHE--DRBN006 01/22/97 18:25:22

To: TBALUK --DRBN006

cc: SFERRISE--DRBN006

JSHORE --DRBN006

DKAERCHE--DRBN006

FROM: Michael Rogers

USAET(UTC -05:00)

Subject: 1/22 Probe Seat Belt Mtg Notes

Tom,

The 1/22 meeting went as follows:

- F72Z-61610D44-B (RH) Rail & Motor:

- 3,692 pcs currently DUE/OPEN

- A commitment to procure an add'l 5,000 motors 1/17.

- The 4,400 QSS On-Hand Escort motors to be converted to fit Probe RH Rail & Motor Assy WILL NOT BE FEASIBLE, at least initially.

The anticipated easy "clip and plug" fix is not feasible. Since the bracketry, cable, and housing are unique (and QSS does not have any stock on these components), they must be procured separately.

- QSS is to provide a schedule on the conversion of the 4,400 Escort motors, which will include the procurement lead times for the needed components, which is estimated at 12-14 wks (3.5 mos.). In addition, QSS will provide the procurement schedule for the add'l 10,000 motors.

- QSS is also going to advise on feasibility on which brackets, housings, cable, etc. could be procured through a salvage program on the returned/used assemblies, which would help reduce lead time.

- F72Z-61610D45-A (LH) Rail & Motor:
 - 16,796 pcs DUE/OPEN
 - A commitment to procure an add'l 5,000 motors 1/17
 - Of the 16,796 pcs currently DUE/OPEN, QSS has all motors and components necessary to complete order. QSS has temporarily halted RAIL ONLY production to dedicate capacity to fill this order as soon as possible. ETA is early Feb. for complete order fill.
 - Any add'l requirements above the DUE/OPEN 16,796 pcs (as in 5,000 pcs) will require the similar lead times associated with the RH Rail & Motor.
- Lead Time Summary for RH & LH Rail & Motor Assy.
 - 180 Days (6 mos.)
 - Less 30 days if Escort motors are procured, to be converted at QSS.
 - Less 30 more days if premium air transportation is used from Japan.
 - ...= 120 days (4 mos.)
 - Utilizing a salvage program as mentioned for other components may reduce lead time by an add'l 30 days (not confirmed).
 - In the motor procurement, motor becomes an Escort/Probe motor 4 weeks into the procurement. QSS to advise at which point does the motor become RH/LH.

QSS to advise by Friday 1/24 of Monday 1/27 on necessary details, and a meeting to be scheduled again for week of 1/27 @ Fairlane Business Park III.

Best Regards,

Michael D. Rogers

Demand Analyst, Assoc. & Direct Ship Procurement; Vilg. Plaza #201

Voice:(313) 621-4015 / FAX:(313) 621-4116; USFMD64B@IBMMAIL.COM

MSG FROM: MROGERS2--DRBN006 TO: DKAERCHE--DRBN006 01/23/97 16:35:44

To: BDEW --DRBN006 Dew, R.O. (Bob)

cc: DKAERCHE--DRBN006 SFERRISE--DRBN006

JHANSEN7--DRBN006 JMORELLI--DRBN006

FROM: Michael Rogers USAET(UTC -05:00)

Subject: "K" code for Parts

Bob,

I am looking for a way to provide some customer service for some in-need dealers. ReCal196S48/96S99 has a unique order processing set-up with a "K" code that restricts the dealers from ordering from the PDC's. The dealers have to order through Renkim and Renkim transfers the orders to HLM (or PDC's?). The parts involved are as follows:

The availability for this part (F7..D44-B) through supply channels is 3.5 mos:

- F72Z-61610D44-B (Current RH Rail & Motor) = 15 pcs in PDC's

FO2Z-61610D44-A (Old RH Rail & Motor) = 63 pcs in PDC's

- There are about 2300 B/O's at HLM
- under the F7..D44-B. The old 78 pcs in PDC's
- FO..D44-A can be used to fill needed orders.

**** - If Renkim can control where the order is placed (HLM or PDC's), can we give Renkim a specific dealer code and have the order filled from a PDC?

- Is the alternative to advise a PDC with a dealer code and have them ship on a manual shipper? Would this show the Renkim order as filled?

Please advise on what is the best course of action and what is needed to be done in order to fill a "HOT" dealer order with available PDC stock.

Best Regards,

Michael D. Rogers

Demand Analyst, Assoc.& Direct Ship Procurement, Village Plaza #201
Voice:(313) 621-4015 / FAX:(313) 621-4116; USFMD64B@IBMMAIL.COM

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 01/23/97 17:43:53

To: PGIAMMAR--DRBN006

cc: MROGERS2--DRBN006

DKAERCHE--DRBN006 DON KAERCHER

TBALUK --DRBN006

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 62-14142

Subject: Probe Seat Belt Rails (w/o motor) 120,000 pcs.

I don't want any new stock to go to HLM. All new stock should go to the PDCs.

Mike Rogers and I discussed that earlier today. Mike can give you the actual

quantities that went thru HLM, but we can now use the PDCs to distribute and

still leave the K-code up. Dealers will still have to call Rankin to

order. It will save the company a ton of money, and is the right thing

to do.

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ

Customer Parts Operation 62-14142 Fax 62-19986

Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

*** Forwarding note from PGIAMMAR--DRBN006 01/23/97 17:35 ***

To: DKAERCHE--DRBN006

cc: MROGERS2--DRBN006

PGIAMMAR--DRBN006

FROM: Pat Giammarco

USAET(UTC -05:00)

Subject: Probe Seat Belt Rails (w/o motor) 120,000 pcs.

With motor 23,500 pcs. All f7 levels.

Don, Hollingsworth issued me a B order for over half million on the

rail assemblies. I want to revise it to show the approximate quantity

they will actually be handling. I understand we are about ready to

go back to the PDC's. Can you tell me when your cutting off the

Hollingsworth shipments and approx. quantity I should be issuing the

B order for?

Regards,

Pat Giammarco

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 02/04/97 12:36:22

To: SFERRISE--DRBN006

TBALUK --DRBN006

DKAERCHE--DRBN006 Kaercher, D. F. MROGERS2--DRBN006

cc: RVICKERY--DRBN006

JBRADLEY--DRBN006

FROM: John Shore

USAET(UTC -05:00)

Subject: Probe Seat Belt Parts Issues - Recalls 96S4E/96S99

I expect during this meeting we as a group will be asked "how can/do we stop our dealers from ordering the rail and motor assemblies?"

From earlier meetings, I remember someone evaluated returned rail and motor g

assemblies and found only 4% or 5% of all the returned parts did not require

the assembly and could have been repaired by the rail only.

With that in mind..... The dealers appear justified in ordering the rail and

motor assemblies, so stopping them from ordering the parts will cause a

MAJOR dealer relations concern.

Your thoughts?

Please Forward (PF5) All Responses....Thank-You

John Shore - QSF / Recall Process Team

32-31596

*** Forwarding note from SFERRISE--DRBN006 02/04/97 12:15 ***

To: JSHORE -DRBN006
cc: TBALUK -DRBN006 MROGERS2--DRBN006
DKAERCHE--DRBN006
FROM: SAM FERRISE USAET(UTC -05:00)
Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99
We are still in a serious backorder situation on the rail & motor assemblies
(F72Z 61610D44 B & F72Z 61610D45 A). Here is the latest information on each
of these two parts:

F72Z 61610D44 B / KAY1 57930 --- 3,435 pcs. on backorder.

- 0 on hand at HLM.
- avg orders = 150 per day.
- QSS promised 3500 pcs. beginning
3/15 & complete by 3/31.

F72Z 61610D45 B / KAY1 57990 --- 3,802 pcs. on backorder.

- 0 on hand at HLM.
- avg orders = 314 per day
- QSS is shipping weekly against a
balance of 14,454 pcs. but not fast
enough to recover; Qss has not committed
to a weekly ship quantity.

We have been advised that we need to make a decision regarding the mix for the
additional 10,000 motors for which we have committed as well as the componen-
try. Therefore, we are issuing releases for 5,000 pcs. F72Z 61610D44 B & 5,000
pcs. F72Z 61610D45 B. Inventory levels for the rails only (F72Z 61610D44 A &
F72Z 61610D45 A) are in good position.

We have not received any further information from QSS or MANA regarding the
possibility of reducing lead time for rail & motor assemblies by using the
componentry from dealer returns. This issue still needs to be pursued with
QSS if there is still a possibility of reducing lead time with this process.
I cannot attend the meeting on Friday since I will be attending a class for
the entire day. Please advise if you require any additional information.

Regards,
SAM FERRISE

*** Forwarding note from JSHORE -DRBN006 02/03/97 14:35 ***

To: SFERRISE-DRBN006
FROM: John Shore USAET(UTC -05:00)
Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99
Any new info?? Should you be attending this??
Please Forward (PF5) All Responses.....Thank-You
John Shore - QSF / Recall Process Team
32-31596

*** Forwarding note from GBALINT -DRBN006 02/03/97 12:38 ***

To: JBRADLEY-DRBN006 Joe Bradley DKAERCHE--DRBN006 Don Kaercher
JSHORE -DRBN006 John Shore MHAMME -DRBN004
PBANDOSK-DRBN006 Peter Bandoske RVICKERY--DRBN006 Robert D. Vickery
RBADGES --DRBN006 Robert S. Badges KJONES5 -DRBN006 Jones
GCHARBON-DRBN006 G. C. Charboneau GBALINT -DRBN006 Gary S. Balint
FROM: Gary Balint USAET(UTC -05:00)
Requester: Gary S. Balint
Date to be scheduled: 02/07/97
Starting time: 10:15 AM
Ending time: 11:15 AM
Location: Fairlane Business Park III, Conf. Rm G (Room 231)
Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99

Purpose: To develop a parts strategy to cope with the major backorder situation. We will review current parts status, notices to dealers, handling of extended rental car expenses, etc. I will attempt to get a larger conference room. If successful, there will be a sign on the door directing you to the new location within the building.

Gary S. Balint _ PROFS=GBALINT or INTERNET=usfmc85c@ibmmail.com
24-87610 (FAX 84-51024)
Room 237L, FBP III

MSG FROM: SFERRISE--DRBN006 TO: DKAERCHE--DRBN006 02/04/97 13:18:47

To: MROGERS2--DRBN006
cc: TBALUK --DRBN006 DKAERCHE--DRBN006
FROM: SAM FERRISE USAET(UTC -05:00)
Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99
Info.

Regards,
SAM FERRISE

*** Forwarding note from SFERRISE--DRBN006 02/04/97 13:17 ***

To: JSHORE --DRBN006
FROM: SAM FERRISE USAET(UTC -05:00)
Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99

We are revising the mix for the 10,000 motors to which we have previously committed to 7,000 pcs. F72Z 61610D44 B & 3,000 pcs. F72Z 61610D45 B. We will also send someone to represent us at the meeting.

Regards,
SAM FERRISE

*** Forwarding note from SFERRISE--DRBN006 02/04/97 12:15 ***

To: JSHORE --DRBN006
cc: TBALUK --DRBN006 MROGERS2--DRBN006
DKAERCHE--DRBN006
FROM: SAM FERRISE USAET(UTC -05:00)
Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99

We are still in a serious backorder situation on the rail & motor assemblies (F72Z 61610D44 B & F72Z 61610D45 A). Here is the latest information on each of these two parts:

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- avg orders = 314 per day
- QSS is shipping weekly against a balance of 14,454 pcs. but not fast enough to recover; Qss has not committed to a weekly ship quantity.

We have been advised that we need to make a decision regarding the mix for the additional 10,000 motors for which we have committed as well as the componentry. Therefore, we are issuing releases for 5,000 pcs. F72Z 61610D44 B & 5,000 pcs. F72Z 61610D45 B. Inventory levels for the rails only (F72Z 61610D44 A & F72Z 61610D45 A) are in good position.

We have not received any further information from QSS or MANA regarding the possibility of reducing lead time for rail & motor assemblies by using the componentry from dealer returns. This issue still needs to be pursued with QSS if there is still a possibility of reducing lead time with this process. I cannot attend the meeting on Friday since I will be attending a class for the entire day. Please advise if you require any additional information.

Regards,

SAM FERRISE

*** Forwarding note from JSHORE -DRBN006 02/03/97 14:35 ***

To: SFERRISE-DRBN006

FROM: John Shore USAET(UTC -05:00)

Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99

Any new info?? Should you be attending this??

Please Forward (PFS) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

32-31596

*** Forwarding note from GBALINT -DRBN006 02/03/97 12:38 ***

To: JBRADLEY-DRBN006 Joe Bradley DKAERCHE-DRBN006 Don Kaercher

JSHORE -DRBN006 John Shore MHAMME -DRBN004

PBANDOSK-DRBN006 Peter Bandoske RVICKERY-DRBN006 Robert D. Vickery

RBADGES -DRBN006 Robert S. Badges KJONES1 -DRBN006 Jones

GCHARBON-DRBN006 G. C. Charbonneau GBALINT -DRBN006 Gary S. Balint

FROM: Gary Balint USAET(UTC -05:00)

Requester: Gary S. Balint

Date to be scheduled: 02/07/97

Starting time: 10:15 AM

Ending time: 11:15 AM

Location: Fairlane Business Park III, Conf. Rm G (Room 231)

Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99

Purpose: To develop a parts strategy to cope with the major backorder situation. We will review current parts status, notices to dealers, handling of extended rental car expenses, etc. I will attempt to get a larger conference room. If successful, there will be a sign on the door directing you to the new location within the building.

Gary S. Balint, PROFS-GBALINT or INTERNET=usfmc85e@ibmmail.com

24-87610 (FAX 84-51024)

Room 237L, FBP III

MSG FROM: SFERRISE-DRBN006 TO: DKAERCHE-DRBN006 02/04/97 12:15:02

To: JSHORE -DRBN006

cc: TBALUK -DRBN006

MROGERS2-DRBN006

DKAERCHE-DRBN006

FROM: SAM FERRISE USAET(UTC -05:00)

Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99

We are still in a serious backorder situation on the rail & motor assemblies (F72Z 61610D44 B & F72Z 61610D45 A). Here is the latest information on each of these two parts:

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F72Z 61610D45 B / KAY1 57990 — 3,802 pcs. on backorder.

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Regards,

SAM FERRISE

*** Forwarding note from JSHORE --DRBN006 02/03/97 14:35 ***

To: SFERRISE--DRBN006

FROM: John Shore USAET(UTC -05:00)

Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99

Any new info?? Should you be attending this??

Please Forward (PF3) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

32-31596

*** Forwarding note from GBALINT --DRBN006 02/03/97 12:38 ***

To: JBRADLEY--DRBN006 Joe Bradley DKAERCHE--DRBN006 Don Kaercher

JSHORE --DRBN006 John Shore MHAMME --DRBN004

PBANDOSK--DRBN006 Peter Bandoske RVICKERY--DRBN006 Robert D. Vickery

RBADGES --DRBN006 Robert S. Badges KJONES5 --DRBN006 Jones

GCHARBON--DRBN006 G. C. Charbonneau GBALINT --DRBN006 Gary S. Balint

FROM: Gary Balint USAET(UTC -05:00)

Requester: Gary S. Balint

Date to be scheduled: 02/07/97

Starting time: 10:15 AM

Ending time: 11:15 AM

Location: Fairlane Business Park III, Conf. Rm G (Room 231)

Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99

Purpose: To develop a parts strategy to cope with the major backorder situation. We will review current parts status, notices to dealers, handling of extended rental car expenses, etc. I will attempt to get a larger conference room. If successful, there will be a sign on the door directing you to the new location within the building.

Gary S. Balint__ PROFS=GBALINT or INTERNET=usfmc85c@ibmmail.com

24-87610 (FAX 84-51024)

Room 237L, FBP III

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 02/06/97 08:50:13

To: NVERT --DRBN006 Vert, N.B. (Nancy)

HARRISON KIRK

MSG FROM: TRYAN --DRBN006 TO: DKAERCHE--DRBN006 12/09/97 07:53:22

To: HKIRK --DRBN006

cc: DKAERCHE--DRBN006

FROM: T. J. Ryan USAET(UTC -05:00)

Subject: (U)PROBE SEAT BELTS

Work with Don regarding publication. Let me know when we revise part numbers so I can also send word back through QM1 process to inform field of revised method of servicing repair.

Regards,

T. J. Ryan, Supply Operations

Ford Customer Service Division _____ PROFS 'TRYAN'

(313)266-9936; Fax (313)523-3665; Internet TRYAN@GW.FORD.COM

*** Forwarding note from HKIRK --DRBN006 12/09/97 07:46 ***

To: TRYAN --DRBN006

cc: DKAERCHE--DRBN006

GLAURITZ--DRBN006

HKIRK --DRBN006

GDEYO --DRBN006

FROM: HARRISON KIRK

USAET(UTC -05:00)

Subject: (U)PROBE SEAT BELTS

IN ANSWER TO YOUR QUESTION YESTERDAY AM ON INITIAL SHIPMENT QTY. DON ; IT WILL TAKE ABOUT 10 TO 12 DAYS FROM TODAY FOR THIS STOCK TO ARRIVE AT THE DESIGNATED PDC'S VIA APT WITH 4160 MORE SHIPPING IN DECEMBER AND 26000 IN JANUARY OF NEEDED PART NUMBERS. CAN WE PUBLISH A FIELD COMMUNICATION THIS MONTH THAT CONTAINS THE TEXT GREG LAURITZEN AGREES TO RE PART NUMBER CONFIGURATIONS THAT MATCH THE ARRIVING PART NUMBERS FROM THE SUPPLIER QOS ?

Regards,

HARRISON KIRK

*** Forwarding note from GLAURITZ--DRBN006 12/09/97 06:34 ***

To: HKIRK --DRBN006

From the desk of Gregory Lauritzen

USAET(UTC -05:00)

Subject: (U)PROBE SEAT BELTS

Harrison,

QSS advises that approx. 720 pcs of F72Z-61610D45-C will be arriving at Ternes this week. We are still working on getting John Shore and the Recall Team to send the correct note to dealers.

Gregory Lauritzen

Demand Analyst

FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM

Customer satisfaction is our NUMBER ONE priority

*** Forwarding note from HKIRK --DRBN006 12/09/97 16:21 ***

To: GLAURITZ--DRBN006

cc: HKIRK --DRBN006

FROM: HARRISON KIRK

USAET(UTC -05:00)

Subject: (U)PROBE SEAT BELTS

HOW MANY OF EACH PART NUMBER WILL BE AVAILABLE IN THE NEXT WEEK OR SO TO SUPPORT THE APT'S , I NEED TO KNOW TODAY IF POSSIBLE .

Regards,

HARRISON KIRK

MSG FROM: GLAURITZ--DRBN006 TO: DKAERCHE--DRBN006 12/09/97 08:47:07

To: DKAERCHE--DRBN006

cc: HKIRK --DRBN006

JSHORE --DRBN006

GDEYO --DRBN006

TRYAN --DRBN006

From the desk of Gregory Lauritzen USAET(UTC -05:00)
Subject: (U)PROBE SEAT BELTS

Don,

We had a note approved back in early October and have been waiting ever since. It is the note John originally put together after our meeting with the Recall Team at Fairlane Business Park. Please advise when this note will be sent out as we have begun receiving the new stock (F72Z-61610D44 & 45-C) this week.

Gregory Lauritzen

Demand Analyst

FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM

Customer satisfaction is our NUMBER ONE priority

*** Forwarding note from DKAERCHE--DRBN006 12/09/97 08:03 ***

To: HKIRK --DRBN006

cc: JSHORE --DRBN006 John Shore GLAURITZ--DRBN006

TRYAN --DRBN006

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: (U)PROBE SEAT BELTS

Let's have Greg give John shore them text he would like published, and we will forward it to the recall dept who actually does the publishing.

Regards,

Don Kaercher Mgr. QSF/Recall Service Parts IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33065

NPOC Room 1354D

*** Forwarding note from HKIRK --DRBN006 12/09/97 07:46 ***

To: TRYAN --DRBN006

cc: DKAERCHE--DRBN006

GLAURITZ--DRBN006

HKIRK --DRBN006

GDEYO --DRBN006

FROM: HARRISON KIRK

USAET(UTC -05:00)

Subject: (U)PROBE SEAT BELTS

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Regards,

HARRISON KIRK

*** Forwarding note from GLAURITZ--DRBN006 12/09/97 06:34 ***

To: HKIRK --DRBN006

From the desk of Gregory Lauritzen

USAET(UTC -05:00)

Subject: (U)PROBE SEAT BELTS

Harrison,

QSS advises that approx. 720 pcs of F72Z-61610D45-C will be arriving at Ternex this week. We are still working on getting John Shore and the Recall Team to send the correct note to dealers.

Gregory Lauritzen

Demand Analyst

FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM

Customer satisfaction is our NUMBER ONE priority

*** Forwarding note from HKIRK --DRBN006 12/08/97 16:21 ***

To: GLAURITZ--DRBN006

cc: HKIRK --DRBN006

FROM: HARRISON KIRK USAET(UTC -05:00)
Subject: (U)PROBE SEAT BELTS
HOW MANY OF EACH PART NUMBER WILL BE AVAILABLE IN THE NEXT WEEK OR SO TO
SUPPORT THE APT'S I NEED TO KNOW TODAY IF POSSIBLE .
Regards,
HARRISON KIRK

MSG FROM: HKIRK -DRBN006 TO: DKAERCHE-DRBN006 12/09/97 09:35:23
To: DKAERCHE-DRBN006
cc: HKIRK -DRBN006 TRYAN -DRBN006
GLAURITZ--DRBN006 JSHORE -DRBN006
FROM: HARRISON KIRK USAET(UTC -05:00)

Subject: (U)PROBE SEAT BELTS
I BELIEVE GREG HAS COMMUNICATED HIS TEXT REQUEST FOR THE COMMUNICATION
DOCUMENT TO JOHN SHORE , GREG IS IN CLASS TODAY AND I CANNOT CONTACT HIM .
I WILL COPY HIM ON THIS NOTE AND HAVE HIM CONTACT JOHN WITH THE TEXT IF I AM
WRONG RE HIS ALREADY PROVIDING IT .

Regards,
HARRISON KIRK

*** Forwarding note from DKAERCHE--DRBN006 12/09/97 08:03 ***

To: HKIRK -DRBN006
cc: JSHORE -DRBN006 John Shore GLAURITZ--DRBN006
TRYAN -DRBN006
FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793
Subject: (U)PROBE SEAT BELTS
Let's have Greg give John shore them text he would like published, and we will
forward it to the recall dept who actually does the publishing.

Regards,
Don Kaercher Mgr. QSF/Recall Service Parts IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NPDC Room 1534D

*** Forwarding note from HKIRK -DRBN006 12/09/97 07:46 ***

To: TRYAN -DRBN006
cc: DKAERCHE-DRBN006 GLAURITZ--DRBN006
HKIRK -DRBN006 GDEYO -DRBN006
FROM: HARRISON KIRK USAET(UTC -05:00)

Subject: (U)PROBE SEAT BELTS
IN ANSWER TO YOUR QUESTION YESTERDAY AM ON INITIAL SHIPMENT QTY . DON ; IT WILL
TAKE ABOUT 10 TO 12 DAYS FROM TODAY FOR THIS STOCK TO ARRIVE AT THE DESIGNATED
PDC'S VIA APT WITH 4160 MORE SHIPPING IN DECEMBER AND 26000 IN JANUARY OF NEED-
ED PART NUMBERS . CAN WE PUBLISH A FIELD COMMUNICATION THIS MONTH THAT CONTAINS
THE TEXT GREG LAURITZEN AGREES TO RE PART NUMBER CONFIGURATIONS THAT MATCH THE
ARRIVING PART NUMBERS FROM THE SUPPLIER QOS ?

Regards,
HARRISON KIRK

*** Forwarding note from GLAURITZ--DRBN006 12/09/97 06:34 ***

To: HKIRK -DRBN006
From the desk of Gregory Lauritzen USAET(UTC -05:00)
Subject: (U)PROBE SEAT BELTS

Harrison,
QSS advises that approx. 720 pcs of F72Z-61610D45-C will be arriving at Ternes
this week. We are still working on getting John Shore and the Recall Team to se
nd the correct note to dealers.

Gregory Lauritzen

Demand Analyst

FCSD (26)6-9811 e-mail: USFMDJ2Y@IBMMAIL.COM

Customer satisfaction is our NUMBER ONE priority

*** Forwarding note from HKIRK -DRBN006 12/08/97 16:21 ***

To: GLAURITZ--DRBN006

cc: HKIRK -DRBN006

FROM: HARRISON KIRK USAET(UTC -05:00)

Subject: (U)PROBE SEAT BELTS

HOW MANY OF EACH PART NUMBER WILL BE AVAILABLE IN THE NEXT WEEK OR SO TO SUPPORT THE APT'S, I NEED TO KNOW TODAY IF POSSIBLE.

Regards,

HARRISON KIRK

MSG FROM: JSHORE -DRBN006 TO: DKAERCHE--DRBN006 12/09/97 12:55:19

To: ALEESE -DRBN006

cc: ABRANDT1--DRBN006 DKAERCHE--DRBN006 Kaerber, D. F.

FROM: John Shore USAET(UTC -05:00)

Subject: 96S48 Review

Thanks for your response. To answer your question...Do I want to see every paper before it goes to Tony.... If there is a change to the parts ordering process, part numbers...etc YES. I think it is easier to get changes into the paper prior to Tony's signature than after. In this case we in PS&L are interested because it is a major change in how we will service the recall. In the draft version, there were some errors.

The draft also advised dealers that they do not have to order the cable/motor if they currently have an order in place for a rail and motor assembly. Our inventory system can not accommodate this.... a single part being replaced by two parts.

Please Forward (PF5) All Responses....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from ALEESE -DRBN006 12/09/97 12:25 ***

To: JSHORE -DRBN006

cc: ALEESE -DRBN006 ABRANDT1--DRBN006

FROM: Al Leese USAET(UTC -05:00)

Subject: 96S48 Review

John, I have received your request to review the final draft before it is sent for Tony's signature. As I mentioned earlier, I do not have a final version yet because I do not have comments from the Safety Office yet. I have your comments in my file titled "PS&L Input". Are you requesting that from now on you want to see every recall before it is sent for Tony's approval? Please confirm.

Regards,

Alvin Leese, Recall/Service Programs Department, FCSD

Ph# (313) 390-8877, FAX (313) 845-1024

Fairlane Business Park III, 237C

MSG FROM: JSHORE -DRBN006 TO: DKAERCHE--DRBN006 12/16/97 15:49:36

To: RHOWELL3--DRBN006 Howell, R. (Bob)

cc: DKAERCHE--DRBN006 Kaerber, D. F.

FROM: John Shore USAET(UTC -05:00)

Subject: DOES II Message UPDATE

Bob.... We contacted Field Operations, Tony Nucci, and he requested we add

the following statement to the Probe Seat Belt DOESII message:
"A more detailed notice will be FAXED from the RECALL office."
Please Forward (PF5) All Responses.....Thank-You
John Shore - FCSD / PS&L Recall Manager
Phone 26-69789 FAX 52-33065 NPDC - 1555C

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 12/18/97 15:27:58
To: KOBEN --DRBN006
cc: DKAERCHE--DRBN006 Kaercher, D. F.
FROM: John Shore USAET(UTC -05:00)
Subject: 96548

Thanks Kim.... the number on your note is "not in service" please check again.
We had the sales restriction lifted. Dealers can order now "emergency".
Please Forward (PF5) All Responses.....Thank-You
John Shore - FCSD / PS&L Recall Manager
Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from KOBEN --DRBN006 12/18/97 12:04 ***
To: JSHORE --DRBN006
cc: KOBEN --DRBN006 L.WEBSTE2--DRBN006
DKAERCHE--DRBN006 ABRANDT1--DRBN006
FROM: Kim Oben USAET(UTC -05:00)
Subject: 96548

Hi John,
Rob Schmidt contacted us regarding the above recall. He states the customer has 30 days before the tags for the vehicle will be taken (?). The parts have already been ordered (according to Rob). He would like to know if there is any way we could expedite this order for them. Originally, East West L/M of Lanham, Maryland was handling this customer but she became very dissatisfied with them. She contacted Koons Ford for assistance.

PA CODE 00010
KOONS FORD
8313 BALTIMORE AVE
COLLEGE PARK, MD 20740
(301)852 5164
1ZVPT20C8M5 [REDACTED]

Any assistance you could provide would be grateful.

Thanks

***I checked in COPS to see when the order was placed but there was nothing I could find.

Kim Oben

STRIVE for EXCELLENCE

Renkim Corp. Phone (313)374-8674

Fax #(313)374-8323 PROFS ID KOBEN

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 12/19/97 16:47:11
To: ICAMPBE1--DRBN006
cc: GLAURITZ--DRBN006 MWARRIL2--DRBN006
DKAERCHE--DRBN006 Kaercher, D. F. JSHORE --DRBN006 Shore, J.
GDEYO --DRBN006

FROM: John Shore USAET(UTC -05:00)

Subject: Reduce Freight Cost 96548 Probe Seat Belts

Jerry, we are going to take a replacing action on two service parts within MMP which will cause 6,300 lines of backordered parts to be sent out of our depots as Emergency. With the cost of shipping so many parts as emergency,

(301)852 5164

IZVPT20C8M5

Any assistance you could provide would be grateful.

Thanks

***I checked in COPS to see when the order was placed but there was nothing I could find.

Kim Oben

STRIVE for EXCELLENCE

Renkim Corp. Phone (313)374-8674

Fax #(313)374-8323 PROFS ID KOBEN

MSG FROM: KOBEN -DRBN006 TO: DKAERCHE--DRBN006 01/26/98 12:58:37

To: JSHORE -DRBN006

cc: KOBEN -DRBN006 LWEBSTE2--DRBN006

DKAERCHE--DRBN006

FROM: Kim Oben USAET(UTC -05:00)

Subject: 96S48/S99

John, could you please confirm the part numbers involved in this Recall. We have a dealer stating his claim rejected due to invalid part numbers. The part numbers I have appear as valid part numbers in the MMP System.

Thanks

Kim Oben

STRIVE for EXCELLENCE

Renkim Corp. Phone (313)374-8674

Fax #(313)374-8323 PROFS ID KOBEN

MSG FROM: GHOOVERS--DRBN006 TO: DKAERCHE--DRBN006 02/16/98 15:45:04

To: DKAERCHE--DRBN006 Kaerchar, D. F.

From Gary C. Hooverson USAET(UTC -05:00)

Subject: 96S48

Call me regarding some kind of a CDM marking problem with 96S48 parts.

Regards,

Gary C. Hooverson - Supervisor, Supplier Liaison Team

Rm. 2112C National Parts Depot, Livonia, MI. 48151

Tel# (313)26-69728 / Fax# (313)52-35560 / USFMC41X@IBMMAIL.COM

MSG FROM: JBERNBEC--DRBN006 TO: DKAERCHE--DRBN006 03/27/98 07:55:47

To: ALEESE -DRBN006

cc: JBERNBEC--DRBN006 JSHORE -DRBN006

DKAERCHE--DRBN006 JBRADLEY--DRBN006

ABRANDT1--DRBN006

FROM: Joe Bernbeck USAET(UTC -05:00)

Subject: PC File(s) sent to you...

We agree with the One Pager revision for 96S48.

Regards,

Joe Bernbeck

NPD Rm 1557C

26-69910 fax 52-33065

*** Forwarding note from ALEESE -DRBN006 03/26/98 16:35 ***

To: JBERNBEC--DRBN006

FROM: Al Laese USAET(UTC -05:00)

Subject: PC File(s) sent to you...

File: 96S49

Joe, please review and comment (Call or FAX Changes) Thanks.

Regards,

Alvin Leese, Recall/Service Programs Department, FCSD

Ph# (313) 390-8877, FAX (313) 845-1024

Diagnostic Service Center II (DSCII), 455

MSG FROM: MROGERS2--DRBN006 TO: DKAERCHE--DRBN006 12/06/96 17:03:54

To: GBALINT --DRBN006

cc: JBRADLEY--DRBN006 PGIAMMAR--DRBN006
DKAERCHE--DRBN006

*** Resending note of 12/06/96 16:25

FROM: Michael Rogers USAET(UTC -05:00)

Subject: Probe Seat Belts 96548 & 96599

Gary,

I am forwarding this info to you so we can get a head start on the notification of the new part level availability notification to the dealers.

Don Kaercher is/was in Europe 12/2 - 12/6.

I would like to get the notification & replacing part info out A.S.A.P. so the dealers start ordering the correct part.

Please follow up w/ Don Kaercher when he returns 12/9 @ x14142.

Thank you for your assistance. Please call or PROFS if you have any questions.

Best Regards,

Michael Rogers, FCSD

MROGERS2 xt:14015

*** Forwarding note from MROGERS2--DRBN006 12/04/96 17:46 ***

To: DKAERCHE--DRBN006 Kaercher, Don

cc: PGIAMMAR--DRBN006 TBALUK --DRBN006
SFERRISE--DRBN006 BENGLEHA--DRBN006
MDUGAS --DRBN006

FROM: Michael Rogers USAET(UTC -05:00)

Subject: Probe Seat Belts

Don,

The new parts are coming in now. Can you coordinate the dealer announcements?

- F7Z-61610D45-A (LH) ==> Rail Only....stock currently at Termes; more
...D44-A (RH) shipments continuing to arrive.
- F7Z-61610D45-B (LH) ==> Rail & Motor Assy.....stock in-trans to Termes;
...D44-B (RH) more shipments continuing to arrive.

Please advise the dealers (OASIS Msg, Notification Letter, etc.) that new F7...(anodized rail surface) parts now becoming available, and to PLACE ORDERS FOR THE CORRECT PART NEEDED (rail only, rail & motor assy, etc).

Also, please advise Renkim (Linda Webster) to solicit dealers to make sure they are ordering the correct part for the correct fix.

In parallel, please coordinate the obsolescence / replacement of the old Rail & Motor Assy's FO..D45-A's & ..D44-A's. MANA has shipped all that they had in stock.

Please advise upon updates.

Thank you for your usual cooperation.

Best Regards,

Michael D. Rogers

Demand Analyst, Assoc. & Direct Ship Procurement, Villg. Plaza #201

Voice:(313) 621-4015 / FAX:(313) 621-4116; USFMD64B@IBMMAIL.COM

MSG FROM: GBALINT --DRBN006 TO: DKAERCHE--DRBN006 12/04/96 07:49:20

To: MDUGAS --DRBN006

cc: DKAERCHE--DRBN006

FROM: Gary Balint USAET(UTC -05:00)

Subject: 96548/96599

Before Don left for vacation/England, he mentioned that we need to bombard

dealers with announcements when Probe rails become available for the subject programs. Where are we on rail availability? Is it time to put something out? Don was going to do DOESII and we were going to put a flyer in the next recall package that goes to dealers via FDCC but I'm not sure when that needs to happen.

Gary S. Balint__ PROFS=GBALINT or INTERNET=usfmc85c@ibmmail.com
24-87610 (FAX 84-51024)
Room 237L, FBP III

MSG FROM: DKAERCHE-DRBN006 TO: DKAERCHE-DRBN006 12/15/96 12:17:45

To: MDUGAS -DRBN006 Mdt Dugas JSHORE -DRBN006
cc: GBALINT -DRBN006 MROGERS2-DRBN006
SFERRJSE-DRBN006 DKAERCHE-DRBN006 DON KAERCHER
JBRADLEY-DRBN006

FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142
Subject: 96S48/96S99

Please work with Gary Balint and Mike Rogers to get this changed over ASAP. I had Jim Hansen add the K code on the new parts. We can put them out at the PDCs rather than at HLM with our new system now. This one needs to be handled carefully and quickly. Thanks!!

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

*** Forwarding note from GBALINT -DRBN006 12/11/96 16:04 ***

To: DKAERCHE-DRBN006
FROM: Gary Balint USAET(UTC -05:00)
Subject: 96S48/96S99

Nowhere yet - the mess of passenger air bags has kept me from this. I hope to develop a one page flier Thursday for the next FDCC package.

Gary S. Balint__ PROFS=GBALINT or INTERNET=usfmc85c@ibmmail.com
24-87610 (FAX 84-51024)
Room 237L, FBP III

*** Forwarding note from DKAERCHE-DRBN006 12/10/96 13:27 ***

To: GBALINT -DRBN006
FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142
Subject: 96S48/96S99

Where are we on this?

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

*** Forwarding note from GBALINT -DRBN006 12/04/96 07:49 ***

To: MDUGAS -DRBN006
cc: DKAERCHE-DRBN006
FROM: Gary Balint USAET(UTC -05:00)
Subject: 96S48/96S99

Before Don left for vacation/England, he mentioned that we need to bombard dealers with announcements when Probe rails become available for the subject programs. Where are we on rail availability? Is it time to put something out? Don was going to do DOESII and we were going to put a flyer in the next recall package that goes to dealers via FDCC but I'm not sure when that needs to

happen.

Gary S. Balint PROFS=GBALINT or INTERNET=usfmc85c@ibmmail.com
24-87610 (FAX 84-51024)
Room 237L, FBP III

MSG FROM: MDUGAS --DRBN006 TO: DKAERCHE--DRBN006 12/18/96 19:05:12
To: BDEW --DRBN006 Dew, R. O. JHANSEN7--DRBN006
cc: MROGERS2--DRBN006 DKAERCHE--DRBN006 Kaercher, D. F.
JSHORE --DRBN006 Shore, J. SFERRISE--DRBN006 Ferrise, S. J.
MSTARRIN--DRBN006 Starring, M. Ms. MGINTER --DRBN006 Ginter, M., Ms.
JALDERIN--DRBN006 Alderink, J. D. PGLAMMAR--DRBN006 Gianmarco, P. J.
JHALLJ --DRBN006 Hall, J. D. TBALUK --DRBN006 Bahuk, T. W.
FROM: Dugas, M. G. (Milt) MDUGAS (31 USAET(UTC -05:00)
FCSD-CPO VPL 4014 -Inter Co. Mail to Rm 102-NPDC -Fax3136219985
IBMMAIL(USFMC857) - Spvr: GHOOVERS - Telephone: (313) 62-14128
Subject: 96S48/96S99

Stock at HLM per Mike Rogers
K-Code needed: F72Z-61610D44-A
F72Z-61610D44-B
F72Z-61610D45-A
F72Z-61610D45-B
(Direct Ship Code Required ? ? ? ? ?)
(Should parts be sourced to Q9XYA ?)

*** Forwarding note from DKAERCHE--DRBN006 12/15/96 12:17 ***
To: MDUGAS --DRBN006 Milt Dugas JSHORE --DRBN006
cc: GBALINT --DRBN006 MROGERS2--DRBN006
SFERRISE--DRBN006 DKAERCHE--DRBN006 DON KAERCHER
JBRADLEY--DRBN006
FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142
Subject: 96S48/96S99

Please work with Gary Balint and Mike Rogers to get this changed over ASAP.
I had Jim Hansen add the K code on the new parts. We can put them out at
the PDCs rather than at HLM with our new system now. This one needs to be
handled carefully and quickly. Thanks!!

Regards,
Don Kaercher QSP/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

*** Forwarding note from GBALINT --DRBN006 12/11/96 16:04 ***
To: DKAERCHE--DRBN006
FROM: Gary Balint USAET(UTC -05:00)
Subject: 96S48/96S99
Nowhere yet - the mess of passenger air bags has kept me from this. I hope to
develop a one page filler Thursday for the next FDCC package.
Gary S. Balint PROFS=GBALINT or INTERNET=usfmc85c@ibmmail.com
24-87610 (FAX 84-51024)
Room 237L, FBP III

*** Forwarding note from DKAERCHE--DRBN006 12/10/96 13:27 ***
To: GBALINT --DRBN006
FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142

Subject: 96S48/96S99

Where are we on this?

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ

Customer Parts Operation 62-14142 Fax 62-19986

Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

*** Forwarding note from GBALINT-DRBN006 12/04/96 07:49 ***

To: MDUGAS-DRBN006

cc: DKAERCHE-DRBN006

FROM: Gary Balint

USAET(UTC -05:00)

Subject: 96S48/96S99

Before Don left for vacation/England, he mentioned that we need to bombard dealers with announcements when Probe rails become available for the subject programs. Where are we on rail availability? Is it time to put something out? Don was going to do DOESII and we were going to put a flyer in the next recall package that goes to dealers via FDCC but I'm not sure when that needs to happen.

Gary S. Balint__PROFS=GBALINT or INTERNET=usfmc85c@ibcmipail.com

24-87610 (FAX 84-51024)

Room 237L, FBP III

MSG FROM: JBRADLEY-DRBN006 TO: DKAERCHE-DRBN006 12/30/96 09:40:19

To: DKAERCHE-DRBN006

cc: NVERT-DRBN006

RVICKERY-DRBN006

JBERNBEC-DRBN006

PBANDOSK-DRBN006

GBALINT-DRBN006

FROM: Joe Bradley

USAET(UTC -05:00)

Subject: HOT! Parts Availability 96S48/99 Probe

Don, what is the current status? are we in backorder on anything? should

we communicate something to the dealers/field?

Manager, Recall and Service Programs, Vehicle Serv.& Prgms.FCSD

Joe Bradley_33-72487 FAX 84-51024 rm228 FBPII

MSG FROM: SFERRISE-DRBN006 TO: DKAERCHE-DRBN006 01/02/97 10:27:52

To: DKAERCHE-DRBN006

FROM: SAM FERRISE

USAET(UTC -05:00)

Subject: HOT! Parts Availability 96S48/99 Probe

Don,

I have called HLM requesting the latest status. I had to leave a message on voice mail. I will advise you of the status shortly.

Regards,

SAM FERRISE

*** Forwarding note from DKAERCHE-DRBN006 01/02/97 08:07 ***

To: SFERRISE-DRBN006

cc: DKAERCHE-DRBN006 DON KAERCHER

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 62-14142

Subject: HOT! Parts Availability 96S48/99 Probe

Sam, can you give me a status ASAP. Thanks!!

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ

Customer Parts Operation 62-14142 Fax 62-19986

Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

*** Forwarding note from JBRADLEY-DRBN006 12/30/96 09:40 ***

To: DKAERCHE--DRBN006
cc: NVERT --DRBN006 RVICKERY--DRBN006
JBERNBEC--DRBN006 PBANDOSK--DRBN006
GBALINT --DRBN006

FROM: Joe Bradley USAET(UTC -05:00)
Subject: HOT! Parts Availability 96S48/99 Probe
Don, what is the current status? are we in backorder on anything? should
we communicate something to the dealers/field?
Manager, Recall and Service Programs, Vehicle Serv. & Prgms.FCSD
Joe Bradley_33-72487 FAX 84-51024 rm228 FBPIII

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 01/03/97 14:36:20

To: SFERRISE--DRBN006 DKAERCHE--DRBN006 DON KAERCHER
cc: JSHORE --DRBN006 GBALINT --DRBN006
JBRADLEY--DRBN006 MSTARRIN--DRBN006
MGINTER --DRBN006 MDUGAS --DRBN006 Milt Dugas
FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 62-14142
Subject: 96S48

Since we are about 2100 pieces on BO for the new L/H rail & motor assembly
(F72Z 61610D45 B) this is your authorization to ship the old L/H rail & motor
assembly (FO2Z 61610D45 A) until the new assemblies become available. Sam
Ferrise should be able to get us an availability date early next week.

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 01/02/97 08:07:30

To: SFERRISE--DRBN006
cc: DKAERCHE--DRBN006 DON KAERCHER
FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142

Subject: HOT! Parts Availability 96S48/99 Probe
Sam, can you give me a status ASAP. Thanks!!

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

*** Forwarding note from JBRADLEY--DRBN006 12/30/96 09:40 ***

To: DKAERCHE--DRBN006
cc: NVERT --DRBN006 RVICKERY--DRBN006
JBERNBEC--DRBN006 PBANDOSK--DRBN006
GBALINT --DRBN006

FROM: Joe Bradley USAET(UTC -05:00)
Subject: HOT! Parts Availability 96S48/99 Probe
Don, what is the current status? are we in backorder on anything? should
we communicate something to the dealers/field?
Manager, Recall and Service Programs, Vehicle Serv. & Prgms.FCSD
Joe Bradley_33-72487 FAX 84-51024 rm228 FBPIII

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 01/07/97 11:41:11

To: JBRADLEY--DRBN006
cc: DKAERCHE--DRBN006 DON KAERCHER JSHORE --DRBN006

MDUGAS --DRBN006 Milt Dugas SFERRISE--DRBN006
GBALINT --DRBN006

FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142

Subject: HOT! Parts Availability 96S48/99 Probe
Sorry for the delay in responding. We had 2400 pieces of the new L/H motor and track assembly on BO, so I had them ship the old L/H motor and track assemblies out in their place. 1700 went out yesterday, and the remainder 700 are shipping today. This is only temporary however, as we are running out of the old assemblies also. Sam Ferrise and his team are working on improving timing.

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

*** Forwarding note from DKAERCHE--DRBN006 01/02/97 08:07 ***

To: SFERRISE--DRBN006

cc: DKAERCHE--DRBN006 DON KAERCHER

FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142

Subject: HOT! Parts Availability 96S48/99 Probe
Sam, can you give me a status ASAP. Thanks!!

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

*** Forwarding note from JBRADLEY--DRBN006 12/30/96 09:40 ***

To: DKAERCHE--DRBN006

cc: NVERT --DRBN006 RVICKERY--DRBN006
JBERNBEC--DRBN006 PBANDOSK--DRBN006
GBALINT --DRBN006

FROM: Joe Bradley USAET(UTC -05:00)

Subject: HOT! Parts Availability 96S48/99 Probe
Don, what is the current status? are we in backorder on anything? should we communicate something to the dealers/field?
Manager, Recall and Service Programs, Vehicle Serv. & Prgms.FCSD
Joe Bradley 33-72487 FAX 84-51024 rm228 FBPIII

MSG FROM: MROGERS2--DRBN006 TO: DKAERCHE--DRBN006 01/07/97 17:23:36

To: JHANSEN7--DRBN006 Hansen, James
cc: BDEW --DRBN006 DKAERCHE--DRBN006
MDUGAS --DRBN006 TBALUK --DRBN006
FROM: Michael Rogers USAET(UTC -05:00)

Subject: Probe Seat Belt Track Re-Call

Jim,

Please see that the following parts are set up correctly with "K" code:
The campaign is currently running through a direct ship program at Hollingsworth:

(As of 1/7/97 p.m.)

Rail Only

- F72Z-61610D44-A (RH) ==> 70 lines/211 pcs on MMP

- ...D45-A (LH) ==> 78 lines/391 pcs on MMP

Rail & Motor

- - F72Z-61610D44-B (RH) ==> 0 B/O's on MMP
- ...D45-B (LH) ==> 48 lines/102 pcs on MMP

The prior level FO...D44-A & ...D45-A looked like they were set up correctly. Hollingsworth cannot ship on Em-Ord referrals (1A to Q9XYA) for this direct ship campaign; the orders MUST go through RenKim (see Linda Webster @ 313-374-8315).

Please update and advise. Hollingsworth (Kim Blackstone @ 313-584-5757) is/will be denying all 1A referrals to Q9XYA. Please cancel any MMP open orders ('4A'), if Forbes or myself have not done so already.

Thanks.

Please call or PROFS if you have any questions.

Best Regards,

Michael D. Rogers

Demand Analyst, Assoc. & Direct Ship Procurmt; Villg. Piza. #201

Voice:(313) 621-4015 / FAX:(313) 621-4116; USFMD64B@IBMMAIL.COM

MSG FROM: JHANSEN7--DRBN006 TO: DKAERCHE--DRBN006 01/08/97 10:23:38

To: MROGERS2--DRBN006 Rogers, Michael

cc: DKAERCHE--DRBN006

FROM: James Hansen

USAET(UTC -05:00)

Subject: order elevation

these parts are set up correctly, and the ones you see with a 12/18, 12/19 or 12/20 snuck in before bob dew & i could set up the restriction. the ones with around a 12/27 are pops referrals that when i get a chance today, i'll 4a and hopefully prevent from re-referring. we're ok, because if you look at pops, all the parts have order elevation 5 and the renkin phone # and if you try a test order, they won't take.

Regards,

James Hansen

MSG FROM: MROGERS2--DRBN006 TO: DKAERCHE--DRBN006 01/22/97 18:25:22

To: TBALUK --DRBN006

cc: SFERRISE--DRBN006

JSHORE --DRBN006

DKAERCHE--DRBN006

FROM: Michael Rogers

USAET(UTC -05:00)

Subject: 1/22 Probe Seat Belt Mtg Notes

Tom,

The 1/22 meeting went as follows:

- F72Z-61610D44-B (RH) Rail & Motor:

- 3,692 pcs currently DUE/OPEN

- A commitment to procure an add'l 5,000 motors 1/17.

- The 4,400 QSS On-Hand Escort motors to be converted to fit Probe RH Rail & Motor Assy WILL NOT BE FEASIBLE, at least initially.

The anticipated easy "clip and plug" fix is not feasible. Since the bracketry, cable, and housing are unique (and QSS does not have any stock on these components), they must be procured separately.

- QSS is to provide a schedule on the conversion of the 4,400 Escort motors, which will include the procurement lead times for the needed components, which is estimated at 12-14 wks (3.5 mos.). In addition, QSS will provide the procurement schedule for the add'l 10,000 motors.

- QSS is also going to advise on feasibility on which brackets, housings, cable, etc. could be procured through a salvage program on the returned/used assemblies, which would help reduce lead time.

- F72Z-61610D43-A (LH) Rail & Motor:
 - 16,796 pcs DUE/OPEN
 - A commitment to procure an add'l 5,000 motors 1/17
 - Of the 16,796 pcs currently DUE/OPEN, QSS has all motors and components necessary to complete order. QSS has temporarily halted RAIL ONLY production to dedicate capacity to fill this order as soon as possible. ETA is early Feb. for complete order fill.
 - Any add'l requirements above the DUE/OPEN 16,796 pcs (as in 5,000 pcs) will require the similar lead times associated with the RH Rail & Motor.
- Lead Time Summary for RH & LH Rail & Motor Assy.
 - 180 Days (6 mos.)
 - Less 30 days if Escort motors are procured, to be converted at QSS.
 - Less 30 more days if premium air transportation is used from Japan.
 - ...= 120 days (4 mos.)
 - Utilizing a salvage program as mentioned for other components may reduce lead time by an add'l 30 days (not confirmed).
 - In the motor procurement, motor becomes an Escort/Probe motor 4 weeks into the procurement. QSS to advise at which point does the motor become RH/LH.

QSS to advise by Friday 1/24 of Monday 1/27 on necessary details, and a meeting to be scheduled again for week of 1/27 @ Fairlane Business Park III.

Best Regards,

Michael D. Rogers

Demand Analyst, Assoc. & Direct Ship Procurement; Villg. Plaza #201

Voice:(313) 621-4015 / FAX:(313) 621-4116; USPMD64B@IBMMAIL.COM

MSG FROM: MROGERS2--DRBN006 TO: DKAERCHE--DRBN006 01/23/97 16:35:44

To: BDEW --DRBN006 Dew, R.O. (Bob)

cc: DKAERCHE--DRBN006 SFERRISE--DRBN006

JHANSEN7--DRBN006 JMORELL1--DRBN006

FROM: Michael Rogers USAET(UTC -05:00)

Subject: "K" code for Parts

Bob,

I am looking for a way to provide some customer service for some in-need dealers. ReCall96S48/96S99 has a unique order processing set-up with a "K" code that restricts the dealers from ordering from the PDC's. The dealers have to order through Renkim and Renkim transfers the orders to HLM (or PDC's?). The parts involved are as follows:

The availability for this part (F7..D44-B) through supply channels is 3.5 mos:

- F72Z-61610D44-B (Current RH Rail & Motor) = 15 pcs in PDC's

FO2Z-61610D44-A (Old RH Rail & Motor) = 63 pcs in PDC's

- There are about 2300 B/O's at HLM
- under the F7..D44-B. The old 78 pcs in PDC's
- FO..D44-A can be used to fill needed orders.

*** - If Renkim can control where the order is placed (HLM or PDC's), can we give Renkim a specific dealer code and have the order filled from a PDC?

- Is the alternative to advise a PDC with a dealer code and have them ship on a manual shipper? Would this show the Renkim order as filled?

Please advise on what is the best course of action and what is needed to be done in order to fill a "HOT" dealer order with available PDC stock.

Best Regards,

Michael D. Rogers

Demand Analyst, Assoc. & Direct Ship Procurement, Villg. Plaza #201
Voice:(313) 621-4015 / FAX:(313) 621-4116; USFMD64B@IBMMAIL.COM

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 01/23/97 17:43:33

To: PGIAMMAR--DRBN006

cc: MROGERS2--DRBN006

DKAERCHE--DRBN006 DON KAERCHER

TBALUK --DRBN006

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 62-14142

Subject: Probe Seat Belt Rails (w/o motor) 120,000 pcs.

I don't want any new stock to go to HLM. All new stock should go to the PDCs.

Mike Rogers and I discussed that earlier today. Mike can give you the actual

quantities that went thru HLM, but we can now use the PDCs to distribute and

still leave the K-code up. Dealers will still have to call Rankin to

order. It will save the company a ton of money, and is the right thing

to do.

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ

Customer Parts Operation 62-14142 Fax 62-19986

Village Plaza Suite 4033 INTER CO MAIL; NPDC Room 111

*** Forwarding note from PGIAMMAR--DRBN006 01/23/97 17:35 ***

To: DKAERCHE--DRBN006

cc: MROGERS2--DRBN006

PGIAMMAR--DRBN006

FROM: Pat Giammarco

USAET(UTC -05:00)

Subject: Probe Seat Belt Rails (w/o motor) 120,000 pcs.

With motor 23,500 pcs. All f7 levels.

Don, Hollingsworth issued me a B order for over half million on the

rail assemblies. I want to revise it to show the approximate quantity

they will actually be handling. I understand we are about ready to

go back to the PDC's. Can you tell me when your cutting off the

Hollingsworth shipments and approx. quantity I should be issuing the

B order for?

Regards,

Pat Giammarco

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 02/04/97 12:36:22

To: SFERRISE--DRBN006

TBALUK --DRBN006

DKAERCHE--DRBN006 Kaercher, D. F. MROGERS2--DRBN006

cc: RVICKERY--DRBN006

JBRADLEY--DRBN006

FROM: John Shore

USAET(UTC -05:00)

Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S59

I expect during this meeting we as a group will be asked "how can/do we stop our dealers from ordering the rail and motor assemblies?".

From earlier meetings, I remember someone evaluated returned rail and motor g

assemblies and found only 4% or 5% of all the returned parts did not require

the assembly and could have been repaired by the rail only.

With that in mind..... The dealers appear justified in ordering the rail and

motor assemblies, so stopping them from ordering the parts will cause a

MAJOR dealer relations concern.

Your thoughts?

Please Forward (PF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

32-31596

*** Forwarding note from SFERRISE--DRBN006 02/04/97 12:15 ***

To: JSHORE --DRBN006
cc: TBALUK --DRBN006 MROGERS2--DRBN006
DKAERCHE--DRBN006
FROM: SAM FERRISE USAET(UTC -05:00)
Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99
We are still in a serious backorder situation on the rail & motor assemblies
(F72Z 61610D44 B & F72Z 61610D45 A). Here is the latest information on each
of these two parts:

F72Z 61610D44 B / KAY1 57930 -- 3,435 pcs. on backorder.

- 0 on hand at HLM.
- avg orders = 150 per day.
- QSS promised 3500 pcs. beginning
3/15 & complete by 3/31.

F72Z 61610D45 B / KAY1 57990 -- 3,802 pcs. on backorder.

- 0 on hand at HLM.
- avg orders = 314 per day
- QSS is shipping weekly against a
balance of 14,454 pcs. but not fast
enough to recover; Qss has not committed
to a weekly ship quantity.

We have been advised that we need to make a decision regarding the mix for the
additional 10,000 motors for which we have committed as well as the componentry.
Therefore, we are issuing releases for 5,000 pcs. F72Z 61610D44 B & 5,000
pcs. F72Z 61610D45 B. Inventory levels for the rails only (F72Z 61610D44 A &
F72Z 61610D45 A) are in good position.

We have not received any further information from QSS or MANA regarding the
possibility of reducing lead time for rail & motor assemblies by using the
componentry from dealer returns. This issue still needs to be pursued with
QSS if there is still a possibility of reducing lead time with this process.
I cannot attend the meeting on Friday since I will be attending a class for
the entire day. Please advise if you require any additional information.

Regards,

SAM FERRISE

*** Forwarding note from JSHORE --DRBN006 02/03/97 14:35 ***

To: SFERRISE--DRBN006

FROM: John Shore USAET(UTC -05:00)

Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99

Any new info?? Should you be attending this??

Please Forward (PF5) All Responses..... Thank-You

John Shore - QSF / Recall Process Team

32-31596

*** Forwarding note from GBALINT --DRBN006 02/03/97 12:38 ***

To: JBRADLEY--DRBN006 Joe Bradley DKAERCHE--DRBN006 Don Kaercher

JSHORE --DRBN006 John Shore MHAMME --DRBN004

PBANDOSK--DRBN006 Peter Bandoske RVICKERY--DRBN006 Robert D. Vickery

RBADGES --DRBN006 Robert S. Badges KJONES5 --DRBN006 Jones

GCHARBON--DRBN006 G. C. Charbonneau GBALINT --DRBN006 Gary S. Balint

FROM: Gary Balint USAET(UTC -05:00)

Requester: Gary S. Balint

Date to be scheduled: 02/07/97

Starting time: 10:15 AM

Ending time: 11:15 AM

Location: Fairlane Business Park III, Conf. Rm G (Room 231)

Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99

Purpose: To develop a parts strategy to cope with the major backorder situation. We will review current parts status, notices to dealers, handling of extended rental car expenses, etc. I will attempt to get a larger conference room. If successful, there will be a sign on the door directing you to the new location within the building.

Gary S. Balint __ PROPS=GBALINT or INTERNET=usfmc&5c@ibmmail.com
24-87610 (FAX 84-51024)
Room 237L, FBP III

MSG FROM: SFERRISE--DRBN006 TO: DKAERCHE--DRBN006 02/04/97 13:18:47

To: MROGERS2--DRBN006

cc: TBALUK --DRBN006

DKAERCHE--DRBN006

FROM: SAM FERRISE

USAET(UTC -05:00)

Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99

Info.

Regards,

SAM FERRISE

*** Forwarding note from SFERRISE--DRBN006 02/04/97 13:17 ***

To: ISHORE --DRBN006

FROM: SAM FERRISE

USAET(UTC -05:00)

Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99

We are revising the mix for the 10,000 motors to which we have previously committed to 7,000 pcs. F72Z 61610D44 B & 3,000 pcs. F72Z 61610D45 B. We will also send someone to represent us at the meeting.

Regards,

SAM FERRISE

*** Forwarding note from SFERRISE--DRBN006 02/04/97 12:15 ***

To: ISHORE --DRBN006

cc: TBALUK --DRBN006

MROGERS2--DRBN006

DKAERCHE--DRBN006

FROM: SAM FERRISE

USAET(UTC -05:00)

Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99

We are still in a serious backorder situation on the rail & motor assemblies (F72Z 61610D44 B & F72Z 61610D45 A). Here is the latest information on each of these two parts:

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3/15 & complete by 3/31.

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--- avg orders = 314 per day

--- QSS is shipping weekly against a

balance of 14,454 pcs. but not fast

enough to recover; Qss has not committed

to a weekly ship quantity.

We have been advised that we need to make a decision regarding the mix for the additional 10,000 motors for which we have committed as well as the componentry. Therefore, we are issuing releases for 5,000 pcs. F72Z 61610D44 B & 5,000 pcs. F72Z 61610D45 B. Inventory levels for the rails only (F72Z 61610D44 A & F72Z 61610D45 A) are in good position.

We have not received any further information from QSS or MANA regarding the possibility of reducing lead time for rail & motor assemblies by using the componentry from dealer returns. This issue still needs to be pursued with QSS if there is still a possibility of reducing lead time with this process. I cannot attend the meeting on Friday since I will be attending a class for the entire day. Please advise if you require any additional information.

Regards,

SAM FERRISE

*** Forwarding note from JSHORE --DRBN006 02/03/97 14:35 ***

To: SFERRISE--DRBN006

FROM: John Shore USAET(UTC -05:00)

Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99

Any new info?? Should you be attending this??

Please Forward (PF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

32-31596

*** Forwarding note from GBALINT --DRBN006 02/03/97 12:38 ***

To: JBRADLEY--DRBN006 Joe Bradley DKAERCHE--DRBN006 Don Kaercher

JSHORE --DRBN006 John Shore MHAMME --DRBN004

PBANDOSK--DRBN006 Peter Bandoske RVICKERY--DRBN006 Robert D. Vickery

RBADGES --DRBN006 Robert S. Badges KJONES5 --DRBN006 Jones

GCHARBON--DRBN006 G. C. Charbonneau GBALINT --DRBN006 Gary S. Balint

FROM: Gary Balint USAET(UTC -05:00)

Requester: Gary S. Balint

Date to be scheduled: 02/07/97

Starting time: 10:15 AM

Ending time: 11:15 AM

Location: Fairlane Business Park III, Conf. Rm G (Room 231)

Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99

Purpose: To develop a parts strategy to cope with the major backorder situation. We will review current parts status, notices to dealers, handling of extended rental car expenses, etc. I will attempt to get a larger conference room. If successful, there will be a sign on the door directing you to the new location within the building.

Gary S. Balint PROFS--GBALINT or INTERNET-usfmc85c@ibmmail.com

24-87610 (FAX 84-51024)

Room 237L, FBP III

MSG FROM: SFERRISE--DRBN006 TO: DKAERCHE--DRBN006 02/04/97 12:15:02

To: JSHORE --DRBN006

cc: TBALUK --DRBN006

MROGERS2--DRBN006

DKAERCHE--DRBN006

FROM: SAM FERRISE USAET(UTC -05:00)

Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99

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Regards,
SAM FERRISE

*** Forwarding note from JSHORE --DRBN006 02/03/97 14:35 ***

To: SFERRISE--DRBN006

FROM: John Shore USAET(UTC -05:00)

Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99

Any new info?? Should you be attending this??

Please Forward (PF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

32-31596

*** Forwarding note from GBALINT --DRBN006 02/03/97 12:38 ***

To: JBRADLEY--DRBN006 Joe Bradley DKAERCHE--DRBN006 Don Kaercher

JSHORE --DRBN006 John Shore MHAMME --DRBN004

PBANDOSK--DRBN006 Peter Bandoske RVICKERY--DRBN006 Robert D. Vickery

RBADGES --DRBN006 Robert S. Badges KJONES5 --DRBN006 Jones

GCHARBON--DRBN006 G. C. Charboneau GBALINT --DRBN006 Gary S. Balint

FROM: Gary Balint USAET(UTC -05:00)

Requester: Gary S. Balint

Date to be scheduled: 02/07/97

Starting time: 10:15 AM

Ending time: 11:15 AM

Location: Fairlane Business Park III, Conf. Rm G (Room 231)

Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99

Purpose: To develop a parts strategy to cope with the major backorder situation. We will review current parts status, notices to dealers, handling of extended rental car expenses, etc. I will attempt to get a larger conference room. If successful, there will be a sign on the door directing you to the new location within the building.

Gary S. Balint _ PROFS=GBALINT or INTERNET-usfmc85c@ibmmail.com

24-87610 (FAX 84-51024)

Room 237L, FBP III

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 02/06/97 08:50:13

To: NVERT --DRBN006 Vert, N.B. (Nancy)

cc: DKAERCHE--DRBN006 Kaercher, D. F.
FROM: John Shore USAET(UTC-03:00)

Subject: Probe Recall - Part Availability

Don Kaercher suggested I contact you in reference finding out who would be an appropriate contact in the CAC for legal, FCAB concerns relating to the recall 96s44/99 - Probe seat belt and motor part availability issues.

We found approximately 100 parts that can be used on this recall. They are currently not available through normal distribution process and should only be used to avoid "extreme cases".

Currently we have over 4000 back orders for parts on this program with no easy fix and fast replenishment plans..... a big problem!!

The 100 parts can be used, as mentioned earlier, for extreme cases.

Thanks.

Please Forward (PF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team
32-31396

MSG FROM: NVERT --DRBN006 TO: DKAERCHE--DRBN006 02/07/97 10:19:30

To: JSHORE --DRBN006 LBLACK --DRBN006

cc: DKAERCHE--DRBN006

FROM: Nancy Vert USAET(UTC-05:00)

Subject: Probe Recall - Part Availability

John - this is very much appreciated. Lynn Black will be your contact person. We're not sure if we any concerns that have escalated to this level yet, but we appreciate your efforts to diffuse the situation should it reach that point.

Customer Satisfaction is the #1 Priority!

Nancy Vert, Process Specialist

Customer Assistance Center (CAC)

44-64635 - FAX 44-69470

*** Forwarding note from JSHORE --DRBN006 02/06/97 08:50 ***

To: NVERT --DRBN006 Vert, N.B. (Nancy)

cc: DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore USAET(UTC-05:00)

Subject: Probe Recall - Part Availability

Don Kaercher suggested I contact you in reference finding out who would be an appropriate contact in the CAC for legal, FCAB concerns relating to the recall 96s44/99 - Probe seat belt and motor part availability issues.

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Thanks.

Please Forward (PF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team
32-31396

MSG FROM: OASIS1 --DRBN006 TO: DKAERCHE--DRBN006 02/10/97 08:49:48

To: BENGLEHA--DRBN006 RMCCART1--DRBN006

DKAERCHE--DRBN006

FROM: O Asia USAET(UTC-05:00)

Subject: IMPORTANT PART NOTICE FOR RECALL 96S48 AND 96S99

THIS MESSAGE IS NOW ACTIVE ON OASIS AS SSM # 10311.
90-92 PROBE MOTORIZED SEAT BELT RAIL & MOTOR ASSY. FOR RECALLS 96S48 & 96S99
ARE IN EXTREMELY SHORT SUPPLY. THE RAIL & MOTOR ASSEMBLY ARE CURRENTLY ON BACK
ORDER WITH A VERY LONG LEAD TIME REQUIRED TO RE-STOCK. IT IS IMPERATIVE THAT
THE INSTRUCTIONS IN THE RECALL ARE FOLLOWED COMPLETELY AND THAT THE RAIL &
MOTOR ASSEMBLY IS ONLY REPLACED WHEN INSTRUCTED BY THE TECHNICAL INSTRUCTIONS.
THE MAJORITY OF VEHICLES SERVICED UNDER THE RECALLS WILL REQUIRE REPLACEMENT
OF THE RAIL (NO MOTOR) ONLY, NOT A FULL ASSEMBLY. RAILS (NO MOTOR) PART
NUMBER F72Z-61610D45-A (LH) AND F72Z-61610D44-A (RH) ARE AVAILABLE AND CAN BE
ORDERED BY CALLING 1-800-325-5621. ALL RAIL & MOTOR ASSEMBLY REPLACEMENTS
MUST BE RETURNED AND ARE SUBJECT TO CHARGE BACK IF REPLACED NEEDLESSLY.

Regards,

O Asis

MSG FROM: GBALINT--DRBN006 TO: DKAERCHE--DRBN006 02/10/97 12:17:45

To: RHOWELL3--DRBN006

cc: PBANDOSK--DRBN006

RBADGES --DRBN006 Badges, R.S.

DKAERCHE--DRBN006

FROM: Gary Balint

USAET(UTC -05:00)

Subject: Important Part Notice for Recall 96S48 and 96S99

See Pete Bandoske's note below. Can you get this message on DOESII? If it is
too long or you have questions, please contact Pete on 313-783-8308. Thanks.

Gary S. Balint, PROFS--GBALINT or INTERNET-usfmc15c@ibctmail.com

24-87610 (FAX 84-51024)

Room 237L, FBP III

*** Forwarding note from PBANDOSK--DRBN006 02/10/97 08:36 ***

To: GBALINT --DRBN006

cc: RBADGES --DRBN006

FROM: Pete Bandoske

USAET(UTC -05:00)

Subject: Important Part Notice for Recall 96S48 and 96S99

Gary,

Can you coordinate getting this message on DOESII? Or give me the contacts
name and I will call him. Thanks.

Regards,

Pete Bandoske, Service Engineer, Probe Plant Vehicle Team

FCSD Small/Medium FWD Vehicle Services and Programs

Phone 783-8308, FAX 782-1932, AAI Shop Office, MSC022

*** Forwarding note from OASIS: --DRBN006 02/10/97 08:13 ***

To: PBANDOSK--DRBN006

FROM: O Asis

USAET(UTC -05:00)

Subject: Important Part Notice for Recall 96S48 and 96S99

THIS MESSAGE IS NOW ACTIVE ON OASIS AS SSM # 10311.

90-92 PROBE MOTORIZED SEAT BELT RAIL & MOTOR ASSY. FOR RECALLS 96S48 & 96S99
ARE IN EXTREMELY SHORT SUPPLY. THE RAIL & MOTOR ASSEMBLY ARE CURRENTLY ON BACK
ORDER WITH A VERY LONG LEAD TIME REQUIRED TO RE-STOCK. IT IS IMPERATIVE THAT
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THE MAJORITY OF VEHICLES SERVICED UNDER THE RECALLS WILL REQUIRE REPLACEMENT
OF THE RAIL (NO MOTOR) ONLY, NOT A FULL ASSEMBLY. RAILS (NO MOTOR) PART
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MUST BE RETURNED AND ARE SUBJECT TO CHARGE BACK IF REPLACED NEEDLESSLY.

Regards,

O Asis

*** Forwarding note from OASIS -DRBN006 02/04/97 12:00 ***

To: OASIS1 -DRBN006

cc: TECHHOT -DRBN006

FROM: OASIS Team USAET(UTC -05:00)

Subject: Important Part Notice for Recall 96S48 and 96S99

FYI FOR TUESDAY STACK ON 2-4-97

If questions please call,

RICH HIRTZEL, FCSD OASIS COORDINATOR 32-32272

BARRY MALATESTA, SPECIAL PROJECTS 31-79362

*** Forwarding note from PBANDOSK-DRBN006 02/04/97 07:57 ***

To: OASIS -DRBN006

cc: RBADGES -DRBN006

GBALINT -DRBN006

KJONESJ -DRBN006

GBISSI -DRBN006

PBANDOSK-DRBN006

*** Resending note of 01/24/97 10:14

FROM: Pete Bandoske USAET(UTC -05:00)

SUBJECT: Important Part Notice for Recall 96S48 and 96S99

QSF ITEM? YES __, NO XXX, IF YES, PROVIDE QSF TRACKING NUMBER _____

DOES THIS OASIS REQUEST HAVE A COMMON TSB IN PROCESS? YES __, NO XXX

ARE PARTS REQUIRED? YES __, NO XXX, IF YES, USE ".GF PART REQUEST" FORM

NOTE USERS--> PART REQUEST FORM MUST BE SENT ALONG IF PARTS ARE REQUIRED

FAILURE TO DO SO WILL RESULT IN A REJECTION OF THE REQUEST.

OASIS MESSAGE REQUEST (TEMPLATE VER. 10/96)

MODEL YEAR(S): 1990 - 1992 _____

VEHICLE LINE(S): Probe _____

ENGINE(S): All _____

CALIBRATION(S): All _____

TRANSMISSION(S): All _____

SPECIAL INSTRUCTIONS: Please Broadcast to US and Canada for a full week __

BROADCAST MESSAGE: YES XX NO __ ONLY __

B'CAST DISTRIBUTION: CANADA XX; US XX; GULF COAST __; ALL (REG.) __

OASIS SERVICE CODES: 104000 190000 _____

***** MESSAGE TEXT (LIMIT TO 720 CHARACTERS MAX) *****

90-92 Probe motorized seat belt Rail & Motor Assy. for Recalls 96S48 & 96S99

are in extremely short supply. The Rail & Motor Assy. are currently on back

order with a very long lead time required to re-stock. It is imperative that

the instructions in the recall are followed completely and that the Rail &

Motor Assy. is only replaced when instructed to by the Technical Instructions.

The majority of vehicles serviced under the recalls will only require replace-

ment of the Rail (no motor) only, not a full assembly. Rails (no motor) part

number F72Z-61610D45-A (LH) AND F72Z-61610D44-A (RH) are available and can be

ordered by calling 1-800-325-5621. All Rail & Motor Assy. replaced must be

returned and are subject to charge back if replaced needlessly.

**** IMPORTANT INSTRUCTIONS, PLEASE REVIEW BEFORE SENDING YOUR REQUEST****

ATTN. ALL TEMPLATE USERS: RECORD THE FIELD FIX TRACKING# ON SUBJECT LINE.

OASIS REQUESTS ARE NOT COMPLETE IF THE FIELD FIX TRACKING # IS LEFT OFF.

ATTN. NON-FCSD SEO ORIGINATORS: ROUTE THIS REQUEST TO FCSD SVC ENG.

ATTN. FCSD VEH. LINE (SEO) ENG: CC ORIGINATOR UPON ACCEPTANCE OR REJECT.

--> PLEASE USE PF3 TO RESPOND. DO NOT USE PF6 OR PF7 TO CREATE RESPONSE.

**** A "CC" TO YOUR SUPERVISOR IS REQUIRED ON ALL MESSAGE APPROVALS****

ORIGINATOR: PETE BANDOSKE PH: 313-783-8308 ACTVTY: PROBE FCSD PVT SVC ENG

SUPERVISOR: GERRY BISSI PH: 33-75856 ACTVTY: FCSD C & P MODEL SUPP.

***** APPROVALS (OBTAINED BY OASIS COORDINATOR) *****

OGC: _____ PHONE: _____ DATE: _____
ASO: _____ PHONE: _____ DATE: _____
VEE: _____ PHONE: _____ DATE: _____

Regards,

Pete Bandoske, Service Engineer, Probe Plant Vehicle Team
FCSD Small/Medium FWD Vehicle Services and Programs
Phone 783-8308, FAX 782-1932, AAI Shop Office, MSO022

MSG FROM: ESAMBORS--DRBN007 TO: DKAERCHE--DRBN006 02/20/97 16:02:42

To: RBADGES --DRBN006

cc: ESAMBORS--DRBN007

GBALINT --DRBN006

JBRADLEY--DRBN006

DKAERCHE--DRBN006

JSHORE --DRBN006

PBANDOSK--DRBN006

SHORNER --DRBN007

KWILUSH --DRBN007

FROM: Ed Samborski

CANET(UTC -05:00)

Subject: 96s48/99

Further to your note to me on seed stock, please refer to Ken's comments. There are some serious issues when seed stocking moves outside the US.

Regards,

Ed Samborski

*** Forwarding note from KHORD --DRBN007 02/20/97 15:33 ***

To: ESAMBORS--DRBN007

*** Reply to note of 02/20/97 13:59

FROM: KEN HORD

CANET(UTC -05:00)

Subject: 96s48/99

Ed, the experience on the Expedition frame recall is not good as it relates to the distribution of seed stock. I would like to review the process before we attempt another recall handled in this manner. We need to get through this one to find out all the problems. In the meantime let's not set up any other ones until we have a chance to do a post mortem.

Thanks

Have a good day,

KEN HORD

CANADIAN RELEASING AND PURCHASING MANAGER

(905)454-6177 FAX (905)454-6247 DIAL NET 781-6177 FAX 781-6247

MSG FROM: GBALINT --DRBN006 TO: DKAERCHE--DRBN006 02/21/97 09:21:14

To: JSHORE --DRBN006

cc: RBADGES --DRBN006 Badges, R.S. JBRADLEY--DRBN006

SHORNER --DRBN007

DKAERCHE--DRBN006

PBANDOSK--DRBN006

KWILUSH --DRBN007

GBALINT --DRBN006 Gary Balint

FROM: Gary Balint

USAET(UTC -05:00)

Subject: 96s48/99

Since Canada wants to study this for a while, I don't think we can delay sending seed stock to U.S. dealers any longer. Can you give us the recommended quantity for each U.S. dealer and get set up to roll? We are preparing a one pager to dealers to let them know the stock will be coming. When should we tell them stock will be sent?

Gary S. Balint__ PROFS=GBALINT or INTERNET=usfmc85c@ibmmail.com

24-87610 (FAX 84-51024)

Room 237L, FBP III

*** Forwarding note from ESAMBORS-DRBN007 02/20/97 16:02 ***

To: RBADGES-DRBN006

cc: ESAMBORS-DRBN007

JBRADLEY-DRBN006

JSHORE -DRBN006

SHORNER -DRBN007

GBALINT -DRBN006

DKAERCHE-DRBN006

PBANDOSK-DRBN006

KWILUSH -DRBN007

FROM: Ed Samborski

CANET(UTC -05:00)

Subject: 96s48/99

Further to your note to me on seed stock, please refer to Ken's comments. There are some serious issues when seed stocking moves outside the US.

Regards,

Ed Samborski

*** Forwarding note from KHORD -DRBN007 02/20/97 15:33 ***

To: ESAMBORS-DRBN007

*** Reply to note of 02/20/97 13:59

FROM: KEN HORD

CANET(UTC -05:00)

Subject: 96s48/99

Ed, the experience on the Expedition frame recall is not good as it relates to the distribution of seed stock. I would like to review the process before we attempt another recall handled in this manner. We need to get through this one to find out all the problems. In the meantime let's not set up any other ones until we have a chance to do a post mortem.

Thanks

Have a good day,

KEN HORD

CANADIAN RELEASING AND PURCHASING MANAGER

(905)454-6177 FAX (905)454-6247 DIAL NET 781-6177 FAX 781-6247

MSG:FROM: KHORD -DRBN007 TO: DKAERCHE-DRBN006 02/21/97 16:34:20

To: DKAERCHE-DRBN006

cc: KHORD -DRBN007

*** Reply to note of 02/21/97 12:23

FROM: KEN HORD

CANET(UTC -05:00)

Subject: 96s48/99

Don, just between you and I there are no SERIOUS issues outside U.S. but our systems work differently and we can't handle the seed stock in the same manner. We have a quantity of stock in Canada being reworked with the new instruction sheet. This should get us going on the recall. I still worry what happens when we run out. We're going to get pushed a batch of parts with bad French.

Anyway we will distribute the parts across the country and get ready to supply the dealers. The seed stock orders give us a problem. I suspect they give you the same problem but you haven't run into it yet. The dealers get their seed stock then call Renkim on the same VIN's and obtain approval to order more stock. Most do it innocently thinking they have to have VIN approval before fixing the vehicle. We have dealers who have called Renkim and obtained approval to order but have never put in an order. This tells me they used their seed stock to fix the car but we will likely be shipped another piece when the next shipment comes in because we have direction from Renkim. I would like to try a recall keeping all the parts in the PDC's. We can release the order and have the parts to the dealer the next day. I don't think this will create a dealer concern because they will see we have the stock. It's when we issue a recall and don't have material that they get concerned.

I'll discuss this with Ed and see what he says.

Have a good day.

KEN HORD

CANADIAN RELEASING AND PURCHASING MANAGER

(905)454-6177 FAX (905)454-6247 DIAL NET 781-6177 FAX 781-6247

MSG:FROM: KHORD --DRBN007 TO: DKAERCHE--DRBN006 02/21/97 16:49:27

To: ESAMBORS--DRBN007

cc: NJACKMAN--DRBN007

DKAERCHE--DRBN006

KHORD --DRBN007

FROM: KEN HORD

CANET(UTC -05:00)

Subject: 96s48/99

I think we should distribute the stock that is being reworked at Butcher, from Butcher when it is complete. Let's try a recall with no seed stock and see how it goes. If we have the stock at the PDC's we can give good service when the dealer requires the part. Let's discuss.

I'll need the regional breakdown by part number. Do we have the correct quantities for the entire program?

BAA 103 at Butcher

BAB 132

BAC 80

BAD 155

BAE 48

BAF 174

BAG 354

Is this enough for the entire vehicle population? It looks like FCSD wants to get rolling on their program. We should be able to launch soon after. We just need the instruction sheets.

Have a good day,

KEN HORD

CANADIAN RELEASING AND PURCHASING MANAGER

(905)454-6177 FAX (905)454-6247 DIAL NET 781-6177 FAX 781-6247

*** Forwarding note from DKAERCHE--DRBN006 02/21/97 12:23 ***

To: ESAMBORS--DRBN007

KHORD --DRBN007

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 62-14142

Subject: 96s48/99

Info....

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ

Customer Parts Operation 62-14142 Fax 62-19986

Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

*** Forwarding note from GBALINT --DRBN006 02/21/97 09:21 ***

To: JSHORE --DRBN006

cc: RBADGES --DRBN006 Badges, R.S. JBRADLEY--DRBN006

SHORNER --DRBN007

DKAERCHE--DRBN006

PBANDOSK--DRBN006

KWILUSH --DRBN007

GBALINT --DRBN006 Gary Balint

FROM: Gary Balint

USAET(UTC -05:00)

Subject: 96s48/99

Since Canada wants to study this for a while, I don't think we can delay sending seed stock to U.S. dealers any longer. Can you give us the recommended quantity for each U.S. dealer and get set up to roll? We are preparing a one pager to dealers to let them know the stock will be coming. When should we

tell them stock will be sent?

Gary S. Balint _ PROFS=GBALINT or INTERNET=usfmc85c@ibmmail.com

24-87610 (FAX 84-51024)

Room 237L, FBP II

*** Forwarding note from ESAMBORS-DRBN007 02/20/97 16:02 ***

To: RBADGES -DRBN006

cc: ESAMBORS-DRBN007

JBRADLEY-DRBN006

JSHORE -DRBN006

SHORNER -DRBN007

GBALINT -DRBN006

DKAERCHE-DRBN006

PBANDOSK-DRBN006

KWILUSH -DRBN007

FROM: Ed Samborski

CANET(UTC -05:00)

Subject: 96s48/99

Further to your note to me on seed stock, please refer to Ken's comments. There are some serious issues when seed stocking moves outside the US.

Regards,

Ed Samborski

*** Forwarding note from KHORD -DRBN007 02/20/97 15:33 ***

To: ESAMBORS-DRBN007

*** Reply to note of 02/20/97 13:59

FROM: KEN HORD

CANET(UTC -05:00)

Subject: 96s48/99

Ed, the experience on the Expedition freeze recall is not good as it relates to the distribution of seed stock. I would like to review the process before we attempt another recall handled in this manner. We need to get through this one to find out all the problems. In the meantime let's not set up any other ones until we have a chance to do a post mortem.

Thanks

Have a good day,

KEN HORD

CANADIAN RELEASING AND PURCHASING MANAGER

(905)454-6177 FAX (905)454-6247 DIAL NET 781-6177 FAX 781-6247

MSG FROM: JSHORE -DRBN006 TO: DKAERCHE-DRBN006 02/24/97 13:58:51

To: GBALINT -DRBN006

cc: RBADGES -DRBN006

SHORNER -DRBN007

PBANDOSK-DRBN006

JBRADLEY-DRBN006

DKAERCHE-DRBN006 Kaercher, D. F. KWILUSH -DRBN007

FROM: John Shore

USAET(UTC -05:00)

Subject: 96s48/99

I just ordered an outstanding unit report from Charlie. We expect Renkin to create usable data by Thursday. Orders could go out Monday.

Please Forward (PF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

32-31596

*** Forwarding note from GBALINT -DRBN006 02/21/97 09:21 ***

To: JSHORE -DRBN006

cc: RBADGES -DRBN006 Badges, R.S. JBRADLEY-DRBN006

SHORNER -DRBN007

DKAERCHE-DRBN006

PBANDOSK-DRBN006

KWILUSH -DRBN007

GBALINT -DRBN006 Gary Balint

FROM: Gary Balint

USAET(UTC -05:00)

Subject: 96s48/99

Since Canada wants to study this for a while, I don't think we can delay

sending seed stock to U.S. dealers any longer. Can you give us the recommended quantity for each U.S. dealer and get set up to roll? We are preparing a one pager to dealers to let them know the stock will be coming. When should we tell them stock will be sent?

Gary S. Balint__ PROFS=GBALINT or INTERNET=usfmc85c@ibmmail.com
24-87610 (FAX 84-51024)

Room 237L, FBP III

*** Forwarding note from ESAMBORS-DRBN007 02/20/97 16:02 ***

To: RBADGES -DRBN006

cc: ESAMBORS-DRBN007

JBRADLEY-DRBN006

JSHORE -DRBN006

SHORNER -DRBN007

GBALINT -DRBN006

DKAERCHE-DRBN006

PBANDOSK-DRBN006

KWILUSH -DRBN007

FROM: Ed Samborski

CANET(UTC -05:00)

Subject: 96s48/99

Further to your note to me on seed stock, please refer to Ken's comments. There are some serious issues when seed stocking moves outside the US.

Regards,

Ed Samborski

*** Forwarding note from KHORD -DRBN007 02/20/97 15:33 ***

To: ESAMBORS-DRBN007

*** Reply to note of 02/20/97 13:59

FROM: KEN HORD

CANET(UTC -05:00)

Subject: 96s48/99

Ed, the experience on the Expedition frame recall is not good as it relates to the distribution of seed stock, I would like to review the process before we attempt another recall handled in this manner. We need to get through this one to find out all the problems. In the meantime let's not set up any other ones until we have a chance to do a post mortem.

Thanks

Have a good day,

KEN HORD

CANADIAN RELEASING AND PURCHASING MANAGER

(905)454-6177 FAX (905)454-6247 DIAL NET 781-6177 FAX 781-6247

MSG:FROM: ESAMBORS-DRBN007 TO: DKAERCHE-DRBN006 02/24/97 17:24:50

To: JSHORE -DRBN006

cc: ESAMBORS-DRBN007

SHORNER -DRBN007

DKAERCHE-DRBN006

PBANDOSK-DRBN006

KHORD -DRBN007

KWILUSH -DRBN007

RBADGES -DRBN006

JBRADLEY-DRBN006

GBALINT -DRBN006

FROM: Ed Samborski

CANET(UTC -05:00)

Subject: 96s48/99

John, will the outstanding report that you have requested include Canada? If not it should - it will be required to identify how the rail assemblies will need to be distributed within Canada to the depots.

Regards,

Ed Samborski

*** Forwarding note from SHORNER -DRBN007 02/24/97 14:01 ***

To: ESAMBORS-DRBN007

FROM: Sue Horner

CANET(UTC -05:00)

Subject: 96s48/99

Ed,

Are some people eager or what!! - you weren't on the mailing list so here's a copy. Don't 'overload' Kevin on his first day you need him to keep up with you for the rest of the week!!.

Have a wonderful day!

Sue Horner_(Shorner)

Ford of Canada Recall Administrator, COB-4

Dialnet 8-453-1495 Fax: 905-845-7069

*** Forwarding note from JSHORE --DRBN006 02/24/97 15:58 ***

To: GBALINT --DRBN006

cc: RBADGES --DRBN006

SHORNER --DRBN007

PBANDOSK--DRBN006

JBRADLEY--DRBN006

DKAERCHE--DRBN006 Kaercher, D. F. KWILUSH --DRBN007

FROM: John Shore

USAET(UTC -05:00)

Subject: 96s48/99

I just ordered an outstanding unit report from Charlie. We expect Renkin to create usable data by Thursday. Orders could go out Monday.

Please Forward (PF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

32-31596

*** Forwarding note from GBALINT --DRBN006 02/21/97 09:21 ***

To: JSHORE --DRBN006

cc: RBADGES --DRBN006 Badges, R.S. JBRADLEY--DRBN006

SHORNER --DRBN007

DKAERCHE--DRBN006

PBANDOSK--DRBN006

KWILUSH --DRBN007

GBALINT --DRBN006 Gary Balint

FROM: Gary Balint

USAET(UTC -05:00)

Subject: 96s48/99

Since Canada wants to study this for a while, I don't think we can delay sending seed stock to U.S. dealers any longer. Can you give us the recommended quantity for each U.S. dealer and get set up to roll? We are preparing a one pager to dealers to let them know the stock will be coming. When should we tell them stock will be sent?

Gary S. Balint__PROFS--GBALINT or INTERNET=msfinc&5c@ibmmail.com

24-87610 (FAX 84-51024)

Room 237L, FBP III

*** Forwarding note from ESAMBORS--DRBN007 02/20/97 16:02 ***

To: RBADGES --DRBN006

cc: ESAMBORS--DRBN007

GBALINT --DRBN006

JBRADLEY--DRBN006

DKAERCHE--DRBN006

JSHORE --DRBN006

PBANDOSK--DRBN006

SHORNER --DRBN007

KWILUSH --DRBN007

FROM: Ed Samborski

CANET(UTC -05:00)

Subject: 96s48/99

Further to your note to me on seed stock, please refer to Ken's comments. There are some serious issues when seed stocking moves outside the U.S.

Regards,

Ed Samborski

*** Forwarding note from KHORD --DRBN007 02/20/97 15:33 ***

To: ESAMBORS--DRBN007

*** Reply to note of 02/20/97 13:59

FROM: KEN HORD

CANET(UTC -05:00)

Subject: 96s48/99

Ed, the experience on the Expedition frame recall is not good as it relates to the distribution of seed stock. I would like to review the process before we attempt another recall handled in this manner. We need to get through this one to find out all the problems. In the meantime let's not set up any other odes until we have a chance to do a post mortem.

Thanks

Have a good day,

KEN HORD

CANADIAN RECALLING AND PURCHASING MANAGER

(905)454-6177 FAX (905)454-6247 DIAL NET 781-6177 FAX 781-6247

MSG FROM: LWEBSTE2-DRBN006 TO: DKAERCHE-DRBN006 02/25/97 08:38:20

To: DKAERCHE-DRBN006 BENGLEHA-DRBN006

cc: JSHORE -DRBN006

FROM: Linda Webster USAET(UTC -05:00)

Subject: 96S48/96S99 Seed Stock

Just wanted to let you know I talked to John Shore yesterday about the report.

We will setup as we have in the past with previous campaigns.

Have a nice day!

Linda Webster

*** Forwarding note from MHABIAN -DRBN006 02/25/97 08:06 ***

To: DKAERCHE-DRBN006 BENGLEHA-DRBN006

cc: MHABIAN -DRBN006 CRAYMOND-DRBN006

LWEBSTE2-DRBN006 MSMTT108-DRBN006

FROM: MITCHELL HABIAN USAET(UTC -05:00)

Subject: 96S48/96S99 Seed Stock

Don/Becky,

I have provided Rankin with the data to generate a report that will show the number of unrepaired units at each dealership. I have asked Linda Webster to contact you regarding the details of the report, i.e., what information would you like on the report and how would you like it organized.

Regards,

MITCHELL HABIAN

Ford Recall Section, Fairlane Business Park III, Suite 237E

MHABIAN, (313)84-50947, Fax: 84-51024, USFMCPMV@ibmmail.com

MSG FROM: JSHORE -DRBN006 TO: DKAERCHE-DRBN006 02/28/97 13:56:08

To: GBALINT -DRBN006

cc: LWEBSTE2-DRBN006 MSTARRIN-DRBN006

MROGERS2-DRBN006 CRAYMOND-DRBN006

DKAERCHE-DRBN006 Kaercher, D. F.

FROM: John Shore USAET(UTC -05:00)

Subject: 96S48/96S99 Seed Stock

Seed stock will be going out to our dealers early next week. We will send each dealer 1 RH rail only F72Z 61610D44-A, and 2 LH rail only

F72Z 61610D45-A parts.

Please Forward (PF5) All Responses...Thank-You

John Shore - QSF / Recall Process Team

32-31596

*** Forwarding note from CRAYMOND-DRBN006 02/25/97 09:42 ***

To: JSHORE -DRBN006

FROM: Charlie J. Raymond USAET(UTC -05:00)

Subject: 96S48/96S99 Seed Stock

JOHN

WE FIGURED A BETTER WAY, TALK TO LINDA FOR PROCESSING. SHE HAS THE FILES.

Regards,

Charlie J. Raymond (313) 323-0079 FAX (313) 845-1024
VEHICLE SERVICE & PROGRAMS-RECALL/ONP PROCESS
FAIRLANE BUSINESS PARK III-ROOM 237E

*** Forwarding note from MHABIAN -DRBN006 02/25/97 08:06 ***

To: DKAERCHE--DRBN006 BENGLEHA--DRBN006
cc: MHABIAN -DRBN006 CRAYMOND--DRBN006
LWEBSTE2--DRBN006 MSMIT108--DRBN006
FROM: MITCHELL HABIAN USAET(UTC -05:00)

Subject: 96S48/96S99 Seat Stock

Don/Becky,

I have provided Renkim with the data to generate a report that will show the number of unrepaired units at each dealership. I have asked Linda Webster to contact you regarding the details of the report, i.e., what information would you like on the report and how would you like it organized.

Regards,

MITCHELL HABIAN

Ford Recall Section, Fairlane Business Park III, Suite 237E
MHABIAN, (313)84-50947, Fax: 84-51024, USFMCPMV@ibmmail.com

MSG FROM: JHANSEN7--DRBN006 TO: DKAERCHE--DRBN006 03/04/97 09:33:08

To: LWEBSTE2--DRBN006
cc: DKAERCHE--DRBN006 JSHORE --DRBN006
FROM: James Hansen USAET(UTC -05:00)
Subject: 96s48

what's going on with this? we've had about 3 or 6 dealers call saying they don't need the seat tracks or belts or whatever the parts are (such as f72z 61610d45 a). is it possible that the dealers called in when there was a low stock condition, the order was held and now is getting filled? 2 dealer code examples are 02508 dor 59999 & 20140 same dor#.

Regards,

James Hansen

MSG FROM: JHANSEN7--DRBN006 TO: customer liaison dept +03/04/97 09:53:23

To: customer liaison dept
cc: DKAERCHE--DRBN006 JSHORE --DRBN006
FROM: James Hansen USAET(UTC -05:00)
Subject: Renkim orders

When you see a source REN on an order such as:

03/04/97 CUST 20140 ORDER INQUIRY F: 31 10110 M: 31 10110 ST DAY 3

= DOR DATE TY ST SOR LINES P.O.NUMBER ORDER

59999 970303 E E02 REN 00001 GVN93A *

59999 970303 E E02 REN 00001 GXP47A *

That indicates Renkim placed the order after the dealer called 800 325 5621.

These examples are for seat belts/tracks on recall 96s48.

Regards,

James Hansen

MSG FROM: JHANSEN7--DRBN006 TO: customer liaison dept +03/04/97 10:04:01

To: customer liaison dept
cc: DKAERCHE--DRBN006 JSHORE --DRBN006
FROM: James Hansen USAET(UTC -05:00)
Subject: recall 96s48

When you see source REN as in the following example:

05/04/97 CUST 20140 ORDER INQUIRY F: 31 10110 M: 31 10110 ST DAY 3
= DOR DATE TY ST SOR LINES P.O.NUMBER ORDER
59999 970303 E E02 REN 00001 GVN93A *
59999 970303 E E02 REN 00001 GXP47A *

Renkim has placed the order, either after the dealer called 800 325 5621 or in the case of this recall, Renkim is sending seed stock to dealers based on sales viewed from NAVIS, so that dealers will have stock on hand to service the first few customers.

Regards,
James Hansen

MSG FROM: JHANSEN7--DRBN006 TO: DKAERCHE--DRBN006 03/04/97 10:11:35
To: JSHORE --DRBN006 DKAERCHE--DRBN006
cc: BDEW --DRBN006
FROM: James Hansen USAET(UTC -05:00)
Subject: 96s48

hey guys, how about letting us know when you're going to send seed stock to dealers - terms is freakin' out, thinking these are dupe orders, and we're getting calls in from dealers saying that they never ordered stock and wondering what's going on. the most effective way I've found to communicate with parts departments is via DOES messages and bulletins, not mailings. those don't seem to get routed properly. we also had no idea you were sending seed stock and were unprepared to answer the dealer calls.

Regards,
James Hansen

MSG FROM: LWEBSTE2--DRBN006 TO: DKAERCHE--DRBN006 03/04/97 13:25:14
To: DKAERCHE--DRBN006
cc: KOBEK --DRBN006 JCHEN23 --DRBN006
MSMIT108--DRBN006 LWEBSTE2--DRBN006
JSHORE --DRBN006 BDEW --DRBN006
JHANSEN7--DRBN006

FROM: Linda Webster USAET(UTC -05:00)
Subject: 96s48

Not a problem! Renkim will setup internally so that a profs note goes out to all parties informing them when a seed stock order will be sent, the part number, and the recall number. We will also include the Recall activity in the transmission of the PROFS note.

Have a nice day!
Linda Webster

*** Forwarding note from DKAERCHE--DRBN006 03/04/97 13:14 ***

To: LWEBSTE2--DRBN006
cc: JHANSEN7--DRBN006 BDEW --DRBN006
JSHORE --DRBN006
FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142
Subject: 96s48

Can you send a PROFS to Jhanzen7 and BDew letting them know when seed stock orders are going to be sent for any and all future programs. This way they can get a DOES (! message to the parts depx. and also know how to handle Dealer inquiries. Do you have any problem with this as a simple process change to make life easier on several different activities? Thanks!!

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111
*** Forwarding note from JHANSEN7--DRBN006 03/04/97 10:11 ***
To: JSHORE --DRBN006 DKAERCHE--DRBN006
cc: BDEW --DRBN006
FROM: James Hansen USAET(UTC -05:00)
Subject: 96s48

hey guys, how about letting us know when you're going to send seed stock to dealers - tames is freakin' out, thinking these are dupe orders, and we're getting calls in from dealers saying that they never ordered stock and wondering what's going on. the most effective way i've found to communicate with parts departments is via DOES messages and bulletins, not mailings. those don't seem to get routed properly. we also had no idea you were sending seed stock and were unprepared to answer the dealer calls.

Regards,
James Hansen

MSG FROM: JCAMPBE1--DRBN006 TO: DKAERCHE--DRBN006 03/04/97 14:44:58
To: DKAERCHE--DRBN006
cc: JCAMPBE1--DRBN006 JALDERIN--DRBN006
FROM: Jerry Campbell USAET(UTC -05:00)
Subject: Probe Seat Track Recalls

This is absolutely ridiculous. We should input this "seed" inventory to marry with stock orders, and not have inputted as emergency orders on behalf of the dealers. Please advise who made this decision as they did not evaluate what the potential cost implications were for these FEDEX shipments and whether or not the dealer may already have on his/her shelf. This also impacts a PDC's ability to process regular business in a given day added to the problem of 50% of the emergency order lines coming in late in the day. Need your support to escalate this issue within PS&L and the engineering community. Just point me in the right direction. Don't forward this note as it was only intended to be a "heads up" from Tom Breen in Chicago and not to offend, but it does make you wonder if we talk to each other. I will create a separate note when you provide the contacts I need to get to.

Jerry Campbell

FCSD - Parts Supply & Logistics
North American Traffic & Customs
Dial Net 52-33093 (FAX) 52-34544

*** Forwarding note from TBREEN --DRBN006 03/04/97 13:23 ***
To: JCAMPBE1--DRBN006
FROM: TOM BREEN USACT(UTC -06:00)

Subject: Probe Seat Track Recalls
Can we bill these fools back?

Regards,
TOM BREEN
8/661-6438
FAX 8/661-6423

*** Forwarding note from WGORLEY --DRBN006 03/04/97 13:11 ***
To: TBREEN --DRBN006 CHOLMES --DRBN006
RLOVASIK--DRBN006 CBEERMAN--DRBN006
cc: FBUSSE --DRBN006
FROM: W. L. Gorley USACT(UTC -06:00)
Subject: Probe Seat Track Recalls

Info since you will probably receive phone calls (Traffic already has):
Yesterday we shipped more than 1,000 right and left seat tracks for 2 recalls,
96S48 and 96S99. The part numbers are F72Z 61610D44-A and F72Z 61610D45-A.
Today we received a call from a customer asking why we shipped parts he did
not order. I called the merchandiser, who relayed information to me that he
received from the Recall Engineering people. These people decided to "seed"
every dealer with 2 left tracks and 1 right seat track, so EMERGENCY orders
were entered FOR EVERY CUSTOMER. You will probably notice that Traffic's FedEx
bill for 3/3 was a bit higher than normal.

Regards, >< CUSTOMER SATISFACTION ><
Bill Gorley >< IS OUR ><
WOM, Chicago PDC >< #1 PRIORITY ><
708-681-6455; Fax 708-681-6450 >< ><

MSG FROM: DKAERCHE-DRBN006 TO: DKAERCHE-DRBN006 03/05/97 10:19:57

To: SFERRISE-DRBN006
cc: DKAERCHE-DRBN006 DON KAERCHER KHORD -DRBN007
JSHORE -DRBN006 ESAMBORS-DRBN007
FROM: Don Kaercher USAET(UTC-05:00)
DKAERCHE 62-14142

Subject: 96S48 Rail Assemblies

Sam, did you send any rail assemblies to Canada? Please coordinate with
John Shore and Ken Hord to insure Canada is covered. Thanks!!

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

MSG FROM: JSHORE -DRBN006 TO: DKAERCHE-DRBN006 03/05/97 11:15:09

To: LWEBSTE2-DRBN006
cc: SFERRISE-DRBN006 DKAERCHE-DRBN006 Kaercher, D. F.
KHORD -DRBN007
FROM: John Shore USAET(UTC-05:00)

Subject: 96S48 Rail Assemblies

Canadian orders....

Please advise Ken Hord and supply Ken with his list.

Please Forward (PF5) All Responses....Thank-You

John Shore - QSF / Recall Process Team

26-69799 NPDC - 2308D

*** Forwarding note from DKAERCHE-DRBN006 03/05/97 10:19 ***

To: SFERRISE-DRBN006
cc: DKAERCHE-DRBN006 DON KAERCHER KHORD -DRBN007
JSHORE -DRBN006 ESAMBORS-DRBN007
FROM: Don Kaercher USAET(UTC-05:00)
DKAERCHE 62-14142

Subject: 96S48 Rail Assemblies

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John Shore and Ken Hord to insure Canada is covered. Thanks!!

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

MSG FROM: JSHORE -DRBN006 TO: DKAERCHE-DRBN006 03/05/97 11:31:09

To: JCAMPBE1--DRBN006 Campbell, Jerry
cc: JOAKLAND--DRBN006 Oakland, J. S. DKAERCHE--DRBN006 Kaercher, D. F.
FROM: John Shore USAET(UTC -05:00)
Subject: Campaign 96S48/99 Account Number
The account number for this program (Probe Seat Belt Rail) is:
2460 - 20N - 03 - NNX2 - MALW - 96S48
Please Forward (PF5) All Responses.....Thank-You
John Shore - QSF / Recall Process Team
26-69789 NPDC - 2308D

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 03/05/97 13:00:04

To: NJACKMAN--DRBN007
cc: JSHORE --DRBN006 DKAERCHE--DRBN006 DON KAERCHER
SFERRISE--DRBN006
FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: 96S48 Rail Assemblies

I've forwarded your message to Sam Ferrise and asked him to coordinate with you the rail assemblies.

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 26-35475
NPDC Room 2309D

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 03/04/97 18:24:44

To: JOAKLAND--DRBN006
cc: MWARRJL2--DRBN006 ESUTTON --DRBN006
JCAMPBE1--DRBN006 TBREEN --DRBN006
DKAERCHE--DRBN006 DON KAERCHER LWEBSTE2--DRBN006
JSHORE --DRBN006
FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 62-14142

Subject: Probe Seat Track Recalls

I got a note earlier from Jerry Campbell on this matter. John Shore was looking into what happened this afternoon, I'll ask him to update us tomorrow AM. At this time this is what appears to have happened:

The decision was made to send seed stock to dealers on these two parts which are part of Safety Recall 96S48. We authorized Renkim to submit an order for each dealer of 2 LH pieces and 1 RH piece. I don't believe any order type was specified (not emergency, Interim or stock).

Usually we specify overnight if we need the parts there immediately. Renkim sent the orders to Order Processing as emergency orders. I believe they thought the orders were supposed to be Emergency based on past situations and the fact that we did not specify Stock or Interim.

John was on the phone late this afternoon trying to cancel orders and have them resubmitted as Stock or Interim. I'm not sure where he stands on this.

I take responsibility on this as I can't see where we specified any type of order to Renkim, and they handled this as they have handled other seed stock situations in the past.

I believe most of these orders were stopped, but John can update us all tomorrow morning. That's all I know at this time.

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986

Village Plaza Suite 4033 INTER CO MAIL NPDC Room 111

*** Forwarding note from JOAKLAND-DRBN006 03/04/97 18:11 ***

To: DKAERCHE-DRBN006

cc: MWARRIL2-DRBN006

JCAMPBE1-DRBN006

ESUTTON -DRBN006

TBREEN -DRBN006

FROM: John Oakland

USAET(UTC -05:00)

Subject: Probe Seat Track Recalls

Don - please see the following notes. Was a decision made to "seed" a recall by shipping parts to dealers without orders and to ship them emergency? If so, was Logistics involved in the decision? Please review and let me know what you find.

Regards,

John Oakland

*** Forwarding note from TBREEN -DRBN006 03/04/97 13:20 ***

To: JOAKLAND-DRBN006

ESUTTON --DRBN006

FROM: TOM BREEN

USACT(UTC -06:00)

Subject: Probe Seat Track Recalls

These couldn't have been shipped Interim?

Regards,

TOM BREEN

8/661-6438

FAX 8/661-6423

*** Forwarding note from WGORLEY -DRBN006 03/04/97 13:11 ***

To: TBREEN --DRBN006

CHOLMES -DRBN006

RLOVASIK-DRBN006

CBEERMAN-DRBN006

cc: FBUSSE -DRBN006

FROM: W. L. Gorley

USACT(UTC -06:00)

Subject: Probe Seat Track Recalls

Info since you will probably receive phone calls (Traffic already has):

Yesterday we shipped more than 1,000 right and left seat tracks for 2 recalls, 96S48 and 96S99. The part numbers are F72Z 61610D44-A and F72Z 61610D45-A.

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Regards,

>< CUSTOMER SATISFACTION ><

Bill Gorley

>< IS OUR ><

WOM, Chicago PDC

>< #1 PRIORITY ><

708-681-6435; Fax 708-681-6450

>< ><

MSG FROM: JCAMPBE1-DRBN006 TO: DKAERCHE-DRBN006 03/05/97 17:30:42

To: JSHORE --DRBN006

cc: DKAERCHE-DRBN006

JOAKLAND--DRBN006

JSHOEMAK-DRBN006

MROGERS2-DRBN006

JHANSEN7-DRBN006

BDEW --DRBN006

FROM: Jerry Campbell

USAET(UTC -05:00)

Subject: Campaign 96S48/99 Account Number

I have asked the PDCs to identify their costs and will advise. We have sent 4,707 b/o lines to Terms to ship via FEDEX (I am attempting to cancel). John Shoemaker has instructed Jim Hansen in Bob Dew's activity to elevate these part numbers to code "8" status. If successful, we could move the parts via APT to Detroit PDC where the majority of B/O's are. Keeping

in mind, for every order Termes ships, FCSD pays \$5-\$6. On just the 4,707 lines, Termes handling charges could be in excess of \$20,000. Added to that amount the average cost to ship via FEDEX (4,707 pcs x \$10 = \$47,000). This potential \$60,000 could pale in comparison for what was shipped out of Chicago yesterday and New York PDCs today.

Jerry Campbell

FCSD - Parts Supply & Logistics
North American Traffic & Customs
Dial Net 52-33093 (FAX) 52-34544

*** Forwarding note from JSHORE --DRBN006 03/05/97 11:31 ***

To: JCAMPBE1--DRBN006 Campbell, Jerry

cc: JOAKLAND--DRBN006 Oakland, J. S. DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore USAET(UTC -05:00)

Subject: Campaign 96S48/99 Account Number

The account number for this program (Probe Seat Belt Rail) is:

2460 - 20N - 03 - NNO2 - MALW - 96S48

Please Forward (PF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

26-69789 NPDC - 2308D

MSG:FROM: ESAMBORS--DRBN007 TO: DKAERCHE--DRBN006 03/06/97 13:11:14

To: KHORD --DRBN007

cc: ESAMBORS--DRBN007 DKAERCHE--DRBN006

NJACKMAN--DRBN007 KWILUSH --DRBN007

FROM: Ed Samborski CANET(UTC -05:00)

Subject: 96S48 Rail Assemblies

Ken this is the recall that went out to dealers on Oct 7, 1996 as

Recall 96S48 (driver side) and Recall 96S99 (passenger side).

You will remember that a SEED STOCK (of one piece each) of the right and

left hand rail and motor assembly was done concurrent to all dealers

concurrent with the bulletin release. That SEED STOCK distribution was

conducted by HLM via Fedex. Further some dealers ended up returning

some assemblies as they perceived they did not require - we reviewed this

and to my recollection you either homed them into inventory or returned them

to the US.

When it came about to do another SEED STOCK distribution (about 2 wks ago)

for the rail assemblies only you informed Don and me not to include Canada.

These assemblies were also being pulled out of HLM and distributed to the

PDC's. Appears that the Canadian PDC allotment fell by the wayside.

The report that is being referenced could be the SEED STOCK report - if

it is not then Don should advise us what the report is and how it should

be addressed.

The rail assemblies are now to be supplied through the depots with no

involvement of Renkim. Dealers will continue to call Renkim for the

rail and motor assemblies (RH & LH) who will relay order to HLM who will

ship to the dealers. I do not know how long Don is planning to continue

the supply of controlled parts through HLM. Once they are discontinued

as he had advised us in the meeting in February the Renkim order request

would go directly to the facing depot - you stated that you do not have a

mechanized process. If this evolves and Don wishes to continue with the

small volume process would you be requesting that Ford of Canada requirements

be maintained at HLM and fedexed from there?

Regards,

Ed Samborski

*** Forwarding note from KHORD -DRBN007 03/06/97 09:53 ***

To: ESAMBORS-DRBN007

cc: NJACKMAN-DRBN007

KHORD -DRBN007

FROM: KEN HORD

CANET(UTC -05:00)

Subject: 96S48 Rail Assemblies

What is this program and how is it to be handled? What are the lists they are referring to?

Have a good day,

KEN HORD

CANADIAN RELEASING AND PURCHASING MANAGER

(905)454-6177 FAX (905)454-6247 DIAL NET 781-6177 FAX 781-6247

*** Forwarding note from JSHORE -DRBN006 03/05/97 11:15 ***

To: LWEBSTE2-DRBN006

cc: SFERRISE-DRBN006

DKAERCHE-DRBN006 Kaercher, D. F.

KHORD -DRBN007

FROM: John Shore

USAET(UTC -05:00)

Subject: 96S48 Rail Assemblies

Canadian orders....

Please advise Ken Hord and supply Ken with his list.

Please Forward (PF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

26-69789 NPDC - 2308D

*** Forwarding note from DKAERCHE-DRBN006 03/05/97 10:19 ***

To: SFERRISE-DRBN006

cc: DKAERCHE-DRBN006 DON KAERCHER KHORD -DRBN007

JSHORE -DRBN006

ESAMBORS-DRBN007

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 62-14142

Subject: 96S48 Rail Assemblies

Sam, did you send any rail assemblies to Canada? Please coordinate with

John Shore and Ken Hord to insure Canada is covered. Thanks!!

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ

Customer Parts Operatloc 62-14142 Fax 62-19986

Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

MSG FROM: JSHORE -DRBN006 TO: DKAERCHE-DRBN006 03/06/97 13:59:10

To: DKAERCHE-DRBN006 Kaercher, D. F.

cc: KHORD -DRBN007

FROM: John Shore

USAET(UTC -05:00)

Subject: 96S48/96S99 FOC Seed Stock

FYI

Please Forward (PF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

26-69789 NPDC - 2308D

*** Forwarding note from LWEBSTE2-DRBN006 03/06/97 11:48 ***

To: JSHORE -DRBN006

cc: KOBEN -DRBN006

FROM: Linda Webster

USAET(UTC -05:00)

Subject: 96S48/96S99 FOC Seed Stock

Just wanted to let you Kim Oben spoke with Ed Samborski yesterday regarding

the 96S49/96S99 FOC Seed Stock issue. Ed confirmed that Ford of Canada will

not be reseeded to their dealers.

Have a nice day!

Linda Webster

MSG FROM: JSHORE -DRBN006 TO: DKAERCHE-DRBN006 03/06/97 14:33:58

To: SFERRISE--DRBN006

cc: DKAERCHE-DRBN006 Kaercher, D. F.

FROM: John Shore USAET(UTC -05:00)

Subject: 96S48 Rail Assemblies

Canada will not be "seeding" their dealers again.

Please Forward (PF3) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

26-69789 NPDC - 2308D

*** Forwarding note from DKAERCHE--DRBN006 03/06/97 13:33 ***

To: JSHORE -DRBN006 SFERRISE--DRBN006

FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: 96S48 Rail Assemblies

Info.....

Sam, did you get any of this to Canada? Thanks!!

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 26-35475

NPDC Room 2309D

*** Forwarding note from ESAMBORS--DRBN007 03/06/97 13:11 ***

To: KHORD -DRBN007

cc: ESAMBORS-DRBN007 DKAERCHE-DRBN006

NJACKMAN--DRBN007 KWILUSH -DRBN007

FROM: Ed Samborski CANET(UTC -05:00)

Subject: 96S48 Rail Assemblies

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PDC's. Appears that the Canadian PDC allotment fell by the wayside.

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it is not then Don should advise us what the report is and how it should be addressed.

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Regards,

Ed Samborski

*** Forwarding note from KHORD -DRBN007 03/06/97 09:53 ***

To: ESAMBORS--DRBN007

cc: NJACKMAN--DRBN007

KHORD -DRBN007

FROM: KEN HORD

CANET(UTC -05:00)

Subject: 96S48 Rail Assemblies

What is this program and how is it to be handled? What are the lists they are referring to?

Have a good day,

KEN HORD

CANADIAN RELEASING AND PURCHASING MANAGER

(905)454-6177 FAX (905)454-6247 DIAL NET 781-6177 FAX 781-6247

*** Forwarding note from JSHORE -DRBN006 03/05/97 11:15 ***

To: LWEBSTE2--DRBN006

cc: SFERRISE--DRBN006

DKAERCHE--DRBN006 Kaercher, D. F.

KHORD -DRBN007

FROM: John Shore

USAET(UTC -05:00)

Subject: 96S48 Rail Assemblies

Canadian orders....

Please advise Ken Hord and supply Ken with his list.

Please Forward (PF5) All Responses....Thank-You

John Shore - QSF / Recall Process Team

26-69789 NPDC - 2308D

*** Forwarding note from DKAERCHE--DRBN006 03/05/97 10:19 ***

To: SFERRISE--DRBN006

cc: DKAERCHE--DRBN006 DON KAERCHER KHORD -DRBN007

JSHORE -DRBN006

ESAMBORS--DRBN007

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 62-14142

Subject: 96S48 Rail Assemblies

Sam, did you send any rail assemblies to Canada? Please coordinate with

John Shore and Ken Hord to insure Canada is covered. Thanks!!

Regards,

Don Kaercher QSP/Recall Process Support IBM Mail USFMC7GZ

Customer Parts Operation 62-14142 Fax 62-19986

Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

MSG FROM: KOBEN -DRBN006 TO: DKAERCHE--DRBN006 03/06/97 16:12:02

To: DKAERCHE--DRBN006

cc: KOBEN -DRBN006

LWEBSTE2--DRBN006

FROM: Kim Oben

USAET(UTC -05:00)

Subject: 96S48

I wanted to let you know I called Tim back from Universal Ford.

As it turns out he had the wrong part number for the part he wanted to order. He is now all set.

Have a good day.

Regards,

Kim Oben

MSG:FROM: KHORD -DRBN007 TO: DKAERCHE--DRBN006 03/11/97 08:56:39

To: ESAMBORS--DRBN007

cc: KHORD -DRBN007

NJACKMAN--DRBN007

DKAERCHE--DRBN006

TTHOMPS1--DRBN007

BBLV -DRBN007

*** Reply to note of 03/06/97 13:11

FROM: KEN HORD CANET(UTC -05:00)

Subject: 96S48 Rail Assemblies

As far as I'm concerned every recall in Canada is to be handled the same way. Before the recall is announced Norm Jackman is to be given information that will allow us to distribute parts to dealers. This will require the following:

1. How many vehicles are involved by Region. This information must be supplied by part number as we cannot break down demand without it.
2. We need to know where the stock is and some brief description of it's size and weight so we can judge shipping requirements.
3. We need to know how the program is to be administered ie. general or small recall basis. How are the dealers to order, will the recall be controlled or open ordering?

We will then ensure that the stock is received in the Canadian distribution system and in the facing PDC's in time for the dealers to order.

If we're forgotten in the information or parts ordering phase we cannot be expected to do our part. In this particular case it appears that we were forgotten.

Have a good day,

KEN HORD

CANADIAN RELEASING AND PURCHASING MANAGER

(905)454-6177 FAX (905)454-6247 DIAL NET 781-6177 FAX 781-6247

MSG FROM: JBRADLEY-DRBN006 TO: DKAERCHE-DRBN006 03/11/97 19:04:46

To: DKAERCHE-DRBN006

FROM: Joe Bradley USAET(UTC -05:00)

Subject: 96S48 Rail Assemblies

we need to think globally.

Manager, Recall and Service Programs, Vehicle Serv. & Prgms. FCSD

Joe Bradley_33-72487 FAX 84-51024 rm228 FBPIII

*** Forwarding note from DKAERCHE-DRBN006 03/11/97 10:12 ***

To: JSHORE -DRBN006 JBRADLEY-DRBN006

FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: 96S48 Rail Assemblies

Info.....

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USPMC7GC

Parts Supply & Logistics 26-69793 Fax 26-33475

NPDC Room 2309D

*** Forwarding note from KHORD -DRBN007 03/11/97 08:56 ***

To: ESAMBORS-DRBN007

cc: KHORD -DRBN007 NJACKMAN-DRBN007

DKAERCHE-DRBN006 TTHOMPS1-DRBN007

BBLV -DRBN007

*** Reply to note of 03/06/97 13:11

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CANADIAN RELEASING AND PURCHASING MANAGER

(905)454-6177 FAX (905)454-6247 DIAL NET 781-6177 FAX 781-6247

MSG FROM: JSHORE -DRBN006 TO: DKAERCHE-DRBN006 03/11/97 14:11:31

To: DKAERCHE-DRBN006 Kaercher, D. F. KHORD -DRBN007

cc: DKAERCHE-DRBN006 Kaercher, D. F.

FROM: John Shore USAET(UTC -05:00)

Subject: 96S48 Rail Assemblies

As of today, we are transferring 1200 of the right rails and 2400 of the left rails to FOC. We will be placing a new order for rails with the supplier 3-12-97 for another 90 day supply.

Norm and Sam Ferrise agreed upon the qty's. If you need more/less please advise.

Sorry for the process coming apart. I accept full responsibility and wrote the FOC requirements in my process notes.

Please Forward (PF5) All Responses....Thank-You

John Shore - QSF / Recall Process Team

26-69789 NPDC - 2308D

*** Forwarding note from DKAERCHE-DRBN006 03/11/97 10:13 ***

To: JSHORE -DRBN006

FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69795

Subject: 96S48 Rail Assemblies

Did we forget Canada initially?

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 26-35475

NPDC Room 2309D

*** Forwarding note from KHORD -DRBN007 03/11/97 08:56 ***

To: ESAMBORS-DRBN007

cc: KHORD -DRBN007

NJACKMAN-DRBN007

DKAERCHE-DRBN006

TTHOMPS1-DRBN007

BBLV -DRBN007

*** Reply to note of 03/06/97 13:11

FROM: KEN HORD

CANET(UTC -05:00)

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CANADIAN RELEASING AND PURCHASING MANAGER

(905)454-6177 FAX (905)454-6247 DIAL NET 781-6177 FAX 781-6247

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 03/11/97 14:11:31

To: DKAERCHE--DRBN006 Kaercher, D. F. KHORD --DRBN007

cc: DKAERCHE--DRBN006 Kaercher, D. F.

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26-69789 NPDC - 2308D

*** Forwarding note from DKAERCHE--DRBN006 03/11/97 10:13 ***

To: JSHORE --DRBN006

FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: 96548 Rail Assemblies

Did we forget Canada initially?

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 26-35475

NPDC Room 2309D

*** Forwarding note from KHORD --DRBN007 03/11/97 08:56 ***

To: ESAMBORS--DRBN007

cc: KHORD --DRBN007 NJACKMAN--DRBN007

DKAERCHE--DRBN006 TTHOMPSI--DRBN007

BBLV --DRBN007

*** Reply to note of 03/06/97 13:11

FROM: KEN HORD CANET(UTC -05:00)

Subject: 96548 Rail Assemblies

As far as I'm concerned every recall in Canada is to be handled the same way.

Before the recall is announced Norm Jackman is to be given information that will allow us to distribute parts to dealers. This will require the following:

1. How many vehicles are involved by Region. This information must be supplied by part number as we cannot break down demand without it.

2. We need to know where the stock is and some brief description of it's size and weight so we can judge shipping requirements.

3. We need to know how the program is to be administered ie. general or small recall basis. How are the dealers to order; will the recall be controlled or open ordering?

We will then ensure that the stock is received in the Canadian distribution system and in the facing PDC's in time for the dealers to order.

If we're forgotten in the information or parts ordering phase we cannot be expected to do our part. In this particular case it appears that we were forgotten.

Have a good day,

KEN HORD

CANADIAN RELEASING AND PURCHASING MANAGER

(905)454-6177 FAX (905)454-6247 DIAL NET 781-6177 FAX 781-6247

MSG FROM: JHANSEN7--DRBN006 TO: DKAERCHE--DRBN006 03/14/97 16:36:24

To: LWEBSTE2--DRBN006

cc: DKAERCHE--DRBN006 JSHORE --DRBN006

FROM: James Hansen USAET(UTC -05:00)

Subject: f72z 61610d44 b

linda, this part is still on restriction, right? c/c 00005 called and he said you guys told him to order via DOESII. if it's on restriction, please place an order for 1 piece. if not, please let me know so that i can remove the restriction.

Regards,

James Hansen

MSG FROM: LWEBSTE2--DRBN006 TO: DKAERCHE--DRBN006 03/14/97 16:54:06

To: JHANSEN7--DRBN006

cc: KOBEN --DRBN006 JSHORE --DRBN006

DKAERCHE--DRBN006

FROM: Linda Webster USAET(UTC -05:00)

Subject: f72z 61610d44 b

Jim, we'll order the part for the dealer. I will have someone call the dealer back to confirm the order.

Have a nice day!

Linda Webster

*** Forwarding note from JHANSEN7--DRBN006 03/14/97 16:36 ***

To: LWEBSTE2--DRBN006

cc: DKAERCHE--DRBN006 JSHORE --DRBN006

FROM: James Hansen USAET(UTC -05:00)

Subject: f72z 61610d44 b

linda, this part is still on restriction, right? c/c 00005 called and he said you guys told him to order via DOESII. if it's on restriction, please place an order for 1 piece. if not, please let me know so that i can remove the restriction.

Regards,

James Hansen

MSG FROM: LWEBSTE2--DRBN006 TO: DKAERCHE--DRBN006 03/17/97 14:16:40

To: JHANSEN7--DRBN006

cc: JSHORE --DRBN006 DKAERCHE--DRBN006

KOBEN --DRBN006

FROM: Linda Webster USAET(UTC -05:00)

Subject: f72z 61610d44 b

Jim, we awaiting a call back from the dealer. They were contacted on Friday

and today. We wanted to confirm the part they are requesting. We'll just go ahead and place the order today.

Have a nice day!

Linda Webster

*** Forwarding note from JHANSEN7--DRBN006 03/17/97 14:01 ***

To: LWEBSTE2--DRBN006

cc: JSHORE --DRBN006

DKAERCHE--DRBN006

FROM: James Hansen

USAET(UTC-05:00)

Subject: f72z 61610d44 b

Linda, did you guys place the order?

Regards,

James Hansen

*** Forwarding note from JSHORE --DRBN006 03/14/97 16:38 ***

To: JHANSEN7--DRBN006

cc: LWEBSTE2--DRBN006

FROM: John Shore

USAET(UTC-05:00)

Subject: f72z 61610d44 b

The 44B and 45B need to be on restriction. Supply requires it.

Please Forward (PF5) All Responses....Thank-You

John Shore - QSF / Retail Process Team

26-69789 NPDC - 2308D

*** Forwarding note from JHANSEN7--DRBN006 03/14/97 16:36 ***

To: LWEBSTE2--DRBN006

cc: DKAERCHE--DRBN006

JSHORE --DRBN006

FROM: James Hansen

USAET(UTC-05:00)

Subject: f72z 61610d44 b

linda, this part is still on restriction, right? c/c 00005 called and he said you guys told him to order via DOESIL if it's on restriction, please place an order for 1 piece. if not, please let me know so that i can remove the restriction.

Regards,

James Hansen

MSG FROM: MROGERS2--DRBN006 TO: DKAERCHE--DRBN006 03/18/97 09:09:20

To: JSHORE --DRBN006

DKAERCHE--DRBN006

cc: DTERRY --DRBN006

FROM: Michael Rogers

USAET(UTC-05:00)

Subject: F72Z-61610D45-B

Apparently Renkim didn't know we have had stock on the LH Rail & Motor?

At any rate, Renkim will be updating their script.

Best Regards,

Michael D. Rogers

Demand Analyst, Assoc.& Direct Ship Procurement; NPD #2315D

Voice:(313) 266-9812 / FAX:(313) 523-5661; USFMD64B@IBMMAIL.COM

*** Forwarding note from LWEBSTE2--DRBN006 03/18/97 08:24 ***

To: MROGERS2--DRBN006

cc: KOBEN --DRBN006

FROM: Linda Webster

USAET(UTC-05:00)

Subject: F72Z-61610D45-B

Mike, thank you for the information. We were not notified that stock was available. The telemarketing team leaders will be updated immediately.

Have a nice day!

Linda Webster

*** Forwarding note from MROGERS2--DRBN006 03/17/97 17:57 ***

To: LWEBSTE2-DRBN006 Webster, Linda
cc: DTERRY -DRBN006
FROM: Michael Rogers USAET(UTC -05:00)
Subject: F72Z-61610D45-B
Linda, -> 313-44-69330

I just spoke with Dan Terry of the Customer Assistance Center, and he says that he has a dealer(s) that is being told that the F72Z-61610D45-B LH Rail & Motor Assy is on backorder and that stock won't be in 'till end of May.

This stock is (has been) available. HLM just got down to 0 B/O's early last week. They have about 3-4 weeks more inventory in-transit to HLM from the packager.

Please review the customer script and advise them that this part is (has been) available. The next prime supplier shipment is due to begin shipment to the packager in late April/early May, and be shipped complete by end of May.

See remarks screen for further detail.

Thanks.

Best Regards,

Michael D. Rogers

Demand Analyst, Assoc. & Direct Ship Procurement; NPD #2315D

Voice:(313) 266-9812 / FAX:(313) 523-3661; USFMD648@IBMMAIL.COM

MSG:FROM: SHORNER -DRBN007 TO: DKAERCHE-DRBN006 03/20/97 13:38:42

To: NJACKMAN--DRBN007

cc: ESAMBORS-DRBN007

KHORD -DRBN007

DKAERCHE-DRBN006

SHORNER -DRBN007

KWILUSH --DRBN007

FROM: Sue Horner

CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Norm,

Dealers are calling us at the Recall Department regarding the above. As you know, the parts were moved from HLM and are now supposed to be stocked at the Depots. Our dealers are telling us that when they call Renkim they are told that the rail is not supplied by them and that they should order through their Depot. They try this and are told to go through Renkim and so they call us. Do you not have the parts to supply? please advise as soon as possible, it is frustrating when the dealer has made three calls and we are not able to answer his question.

Thanks.

Have a wonderful day!

Sue Horner (Shorner)

Ford of Canada Recall Administrator, COB-4

Dialnet 8-453-1495 Fax: 905-845-7069

MSG:FROM: ESAMBORS--DRBN007 TO: DKAERCHE--DRBN006 03/20/97 13:52:44

To: DKAERCHE-DRBN006

cc: ESAMBORS-DRBN007

JBRADLEY-DRBN006

KWILUSH -DRBN007

KHORD -DRBN007

SHORNER -DRBN007

GMCLEOD -DRBN007

NJACKMAN-DRBN007

GBALINT -DRBN006

FROM: Ed Samboraki

CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Don the US went to their dealers on March 3, 1997 advising them

stock now to be ordered thru depot. No stock had been moved to Canada. We still do not have stock. When will stock be in Canada? We need to get to our dealers to clear this up - bouncing them about is not good.

Regards,

Ed Samborski

*** Forwarding note from SHORNER --DRBN007 03/20/97 13:38 ***

To: NJACKMAN--DRBN007

cc: ESAMBORS--DRBN007

KHORD --DRBN007

DKAERCHE--DRBN006

SHORNER --DRBN007

KWILUSH --DRBN007

FROM: Sue Horner

CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

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Thanks,

Have a wonderful day!

Sue Horner (Shorner)

Ford of Canada Recall Administrator, COB-4

Dialnet 8-453-1495 Fax: 905-845-7069

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 03/20/97 14:54:15

To: NJACKMAN--DRBN007

cc: MROGERS2--DRBN006

LWEBSTE2--DRBN006

SHORNER --DRBN007

DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore

USAET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

I asked Renkim to accept orders for the F72Z 61610D44/45-A from FOC dealers and process the orders as "Emergency". We will keep this in place until adequate inventory can be sent to you.

Mike-Please transfer 44/45-A inventory to FOC ASAP - Butcher. 10%+

Please Forward (PF5) All Responses....Thank-You

John Shore - QSF / Recall Process Team

26-69789 NPDC - 2308D

*** Forwarding note from DKAERCHE--DRBN006 03/20/97 13:45 ***

To: JSHORE --DRBN006

cc: SHORNER --DRBN007

NJACKMAN--DRBN007

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: 96S48/99 - Rail only Parts Supply

Can you handle with Norm and Sue. Did we switch from Renkim to the Ford order processing system in Canada? Did we forget to tell them?

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 26-35475

NPDC Room 2309D

*** Forwarding note from SHORNER --DRBN007 03/20/97 13:38 ***

To: NJACKMAN-DRBN007
cc: ESAMBORS-DRBN007 KHORD -DRBN007
DKAERCHE-DRBN006 SHORNER -DRBN007
KWILUSH -DRBN007

FROM: Sue Horner CANET(UTC -05:00)
Subject: 96S48/99 - Rail only Parts Supply
Norm,

Dealers are calling us at the Recall Department regarding the above. As you know, the parts were moved from HLM and are now supposed to be stocked at the Depots. Our dealers are telling us that when they call Renkim they are told that the rail is not supplied by them and that they should order through their Depot. They try this and are told to go through Renkim and so they call us. Do you not have the parts to supply? please advise as soon as possible, it is frustrating when the dealer has made three calls and we are not able to answer his question.

Thanks.

Have a wonderful day!

Sue Horner (Shorner)

Ford of Canada Recall Administrator, COB-4

Dialnet 8-453-1495 Fax: 905-845-7069

MSG:FROM: ESAMBORS-DRBN007 TO: DKAERCHE-DRBN006 03/21/97 12:03:24

To: DKAERCHE-DRBN006
cc: ESAMBORS-DRBN007 KHORD -DRBN007
JSHORE --DRBN006

FROM: Ed Samborski CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Don I thought you had advised us you could not cut orders in the US for Canadian dealers! How is this to work? Will there be delays?

Can you please provide overview.

Regards,

Ed Samborski

*** Forwarding note from LWEBSTE2-DRBN006 03/21/97 08:39 ***

To: ESAMBORS-DRBN007

cc: SHORNER -DRBN007

FROM: Linda Webster USAET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Ed, we were informed yesterday afternoon by John Shore.

Have a nice day!

Linda Webster

*** Forwarding note from ESAMBORS-DRBN007 03/21/97 07:54 ***

To: LWEBSTE2-DRBN006

cc: ESAMBORS-DRBN007 SHORNER -DRBN007

FROM: Ed Samborski CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Linda, can you advise when this process was established.

THE LAST DIRECTION WE WERE ADVISED OF WAS ON MARCH 3 THAT ALL DEALERS WERE NOW TO ORDER THRU THEIR DEPOTS DIRECTLY.

DID YOU HAVE DISCUSSION WITH KEN HORD ON THIS & WHEN?

Regards,

Ed Samborski

*** Forwarding note from SHORNER -DRBN007 03/20/97 16:15 ***

To: ESAMBORS-DRBN007

FROM: Sue Horner GMCLEOD -DRBN007
CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Here's our answer.

Have a wonderful day!

Sue Horner_(Shorner)

Ford of Canada Recall Administrator, COB-4

Dialnet 8-453-1495 Fax: 905-845-7069

*** Forwarding note from LWEBSTE2--DRBN006 03/20/97 16:09 ***

To: SHORNER --DRBN007

FROM: Linda Webster USAET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Sue, no, Renkim does not have stock. But, Renkim will be taking the orders for the FOC dealers and transmitting to Ford. The orders will be treated as emergency orders so they are handled quickly from a FCSD depot how has stock to fulfill the orders. The orders will be shipped from the FCSD depots via Federal Express until there is ample supply in the FOC depots.

Give me a call if you have any questions.

Have a nice day!

Linda Webster

*** Forwarding note from SHORNER --DRBN007 03/20/97 15:44 ***

To: LWEBSTE2--DRBN006

cc: SHORNER --DRBN007

FROM: Sue Horner CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Hi Linda,

Is it me that's losing it - you don't have stock - do you??? Does HLM have stock??? Please advise so we know what to tell our dealers. Thanks.

Have a wonderful day!

Sue Horner_(Shorner)

Ford of Canada Recall Administrator, COB-4

Dialnet 8-453-1495 Fax: 905-845-7069

*** Forwarding note from SHORNER --DRBN007 03/20/97 15:38 ***

To: ESAMBORS--DRBN007

GMCLEOD --DRBN007

cc: SHORNER --DRBN007

FROM: Sue Horner CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Dealers are to continue to order through Renkim for now.

Have a wonderful day!

Sue Horner_(Shorner)

Ford of Canada Recall Administrator, COB-4

Dialnet 8-453-1495 Fax: 905-845-7069

*** Forwarding note from JSHORE --DRBN006 03/20/97 14:54 ***

To: NIACKMAN--DRBN007

cc: MROGERS2--DRBN006

LWEBSTE2--DRBN006

SHORNER --DRBN007

DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore

USAET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

I asked Renkim to accept orders for the FT2Z 61610D44/45-A from FOC dealers and process the orders as "Emergency". We will keep this in place until adequate inventory can be sent to you.

Mike-Please transfer 44/45-A inventory to FOC ASAP - Butcher. 10%+

Please Forward (PF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

26-69789 NPDC - 2388D

*** Forwarding note from DKAERCHE--DRBN006 03/20/97 13:45 ***

To: ISHORE -DRBN006
cc: SHORNER -DRBN007 NJACKMAN--DRBN007
FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 26-69793
Subject: 96S48/99 - Rail only Parts Supply
Can you handle with Norm and Sue. Did we switch from Renkim to the Ford order processing system in Canada? Did we forget to tell them?

Regards,
Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 26-35475
NPDC Room 2309D

*** Forwarding note from SHORNER -DRBN007 03/20/97 13:38 ***

To: NJACKMAN--DRBN007
cc: ESAMBORS--DRBN007 KHORD -DRBN007
DKAERCHE--DRBN006 SHORNER -DRBN007
KWILUSH --DRBN007

FROM: Sue Horner CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Norm,
Dealers are calling us at the Recall Department regarding the above. As you know, the parts were moved from HLM and are now supposed to be stocked at the Depots. Our dealers are telling us that when they call Renkim they are told that the rail is not supplied by them and that they should order through their Depot. They try this and are told to go through Renkim and so they call us. Do you not have the parts to supply? please advise as soon as possible, it is frustrating when the dealer has made three calls and we are not able to answer his question.

Thanks.

Have a wonderful day!

Sue Horner (Shorner)

Ford of Canada Recall Administrator, COB-4

Dialer 8-433-1495 Fax: 905-845-7069

MSG:FROM: ESAMBORS--DRBN007 TO: DKAERCHE--DRBN006 03/25/97 15:55:35

To: DKAERCHE--DRBN006

cc: ESAMBORS--DRBN007 KWILUSH -DRBN007

KHORD -DRBN007

FROM: Ed Samborski CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Don, two questions.

1-How was this envisioned to work for sending a Canadian dealer a part when he calls Renkim?

2-When can Canadian dealers be advised to stop calling Renkim for rail assemblies and order from their Depots?

Regards,

Ed Samborski

*** Forwarding note from DKAERCHE--DRBN006 03/25/97 15:48 ***

To: ESAMBORS--DRBN007

FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: 96S48/99 - Rail only Parts Supply

This was just a temp thing while stock was in-transit to your PDCs from Butchers. We sent stock to Butchers last week.

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 26-35475
NPDC Room 2309D

*** Forwarding note from ESAMBORS--DRBN007 03/21/97 12:03 ***

To: DKAERCHE--DRBN006
cc: ESAMBORS--DRBN007 KHORD --DRBN007
JSHORE --DRBN006
FROM: Ed Samborski CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply
Don I thought you had advised us you could not cur orders in the
US for Canadian dealers! How is this to work? Will there be delays?
Can you please provide overview.

Regards,

Ed Samborski

*** Forwarding note from LWEBSTE2--DRBN006 03/21/97 08:39 ***

To: ESAMBORS--DRBN007
cc: SHORNER --DRBN007
FROM: Linda Webster USAET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply
Ed, we were informed yesterday afternoon by John Shore.
Have a nice day!

Linda Webster

*** Forwarding note from ESAMBORS--DRBN007 03/21/97 07:54 ***

To: LWEBSTE2--DRBN006
cc: ESAMBORS--DRBN007 SHORNER --DRBN007
FROM: Ed Samborski CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply
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NOW TO ORDER THRU THEIR DEPOTS DIRECTLY.
DID YOU HAVE DISCUSSION WITH KEN HORD ON THIS & WHEN?

Regards,

Ed Samborski

*** Forwarding note from SHORNER --DRBN007 03/20/97 16:15 ***

To: ESAMBORS--DRBN007 GMCLEOD --DRBN007
FROM: Sue Horner CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply
Here's our answer.

Have a wonderful day!

Sue Horner_(Shorner)

Ford of Canada Recall Administrator, COB-4
Dialer 8-453-1495 Fax: 905-845-7069

*** Forwarding note from LWEBSTE2--DRBN006 03/20/97 16:09 ***

To: SHORNER --DRBN007
FROM: Linda Webster USAET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply
Sue, no, Renkim does not have stock. But, Renkim will be taking the orders for
the FOC dealers and transmitting to Ford. The orders will be treated as emer-
gency orders so they are handled quickly from a FCSD depot how has stock to
fulfill the orders. The orders will be shipped from the FCSD depots via
Federal Express until there is ample supply in the FOC depots.
Give me a call if you have any questions.

Have a nice day!

Linda Webster

*** Forwarding note from SHORNER --DRBN007 03/20/97 15:44 ***

To: LWEBSTE2--DRBN006
cc: SHORNER --DRBN007
FROM: Sue Horner CANET(UTC -05:00)
Subject: 96S48/99 - Rail only Parts Supply
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Have a wonderful day!

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Ford of Canada Recall Administrator, COB-4
Dialnet 8-453-1495 Fax: 905-845-7069

*** Forwarding note from SHORNER --DRBN007 03/20/97 15:38 ***

To: ESAMBORS--DRBN007 GMCLEOD --DRBN007
cc: SHORNER --DRBN007

FROM: Sue Horner CANET(UTC -05:00)
Subject: 96S48/99 - Rail only Parts Supply
Dealers are to continue to order through Renkim for now.
Have a wonderful day!

Sue Horner_(Shorner)
Ford of Canada Recall Administrator, COB-4
Dialnet 8-453-1495 Fax: 905-845-7069

*** Forwarding note from JSHORE --DRBN006 03/20/97 14:54 ***

To: NJACKMAN--DRBN007 LWEBSTE2--DRBN006
cc: MROGERS2--DRBN006 DKAERCHE--DRBN006 Kaercher, D. F.
SHORNER --DRBN007
FROM: John Shore USAET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply
I asked Renkim to accept orders for the FTZZ 61610D44/45-A from FOC dealers
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Please Forward (PFS) All Responses.....Thank-You

John Shore - QSF / Recall Process Team
26-69789 NPDC - 2308D

*** Forwarding note from DKAERCHE--DRBN006 03/20/97 13:45 ***

To: JSHORE --DRBN006
cc: SHORNER --DRBN007 NJACKMAN--DRBN007
FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 26-69793

Subject: 96S48/99 - Rail only Parts Supply
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Regards,

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Parts Supply & Logistics 26-69793 Fax 26-35475
NPDC Room 2309D

*** Forwarding note from SHORNER --DRBN007 03/20/97 13:38 ***

To: NJACKMAN--DRBN007
cc: ESAMBORS--DRBN007 KHORD --DRBN007
DKAERCHE--DRBN006 SHORNER --DRBN007
KWILUSH --DRBN007

FROM: Sue Horner CANET(UTC -05:00)
Subject: 96S48/99 - Rail only Parts Supply

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Thanks.

Have a wonderful day!

Sue Horner (Shorner)

Ford of Canada Recall Administrator, COB-4

Dialnet 8-453-1495 Fax: 905-845-7069

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 03/25/97 16:12:48

To: ESAMBORS--DRBN007

cc: KHORD --DRBN007 JSHORE --DRBN006

DKAERCHE--DRBN006 DON KAERCHE

FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: 96S48/99 - Rail only Parts Supply

1. We've done this in the past and we do it for emergency orders when Canada is on backorder - the part is shipped overnight FedEx in this case from HLM. Dealer will receive the next day.

2. As soon as stock is shown as received by your PDCs.

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D

*** Forwarding note from ESAMBORS--DRBN007 03/25/97 15:55 ***

To: DKAERCHE--DRBN006

cc: ESAMBORS--DRBN007 KWILUSH --DRBN007

KHORD --DRBN007

FROM: Ed Samborski CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Don, two questions.

1-How was this envisioned to work for sending a Canadian dealer a part when he calls Renkim?

2-When can Canadian dealers be advised to stop calling Renkim for rail assemblies and order from their Depots?

Regards,

Ed Samborski

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FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

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Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 26-35475

NPDC Room 2309D

*** Forwarding note from ESAMBORS-DRBN007 03/21/97 12:03 ***

To: DKAERCHE-DRBN006

cc: ESAMBORS-DRBN007

KHORD -DRBN007

JSHORE -DRBN006

FROM: Ed Samborski

CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Don I thought you had advised us you could not cut orders in the US for Canadian dealers! How is this to work? Will there be delays? Can you please provide overview.

Regards,

Ed Samborski

*** Forwarding note from LWEBSTE2-DRBN006 03/21/97 08:39 ***

To: ESAMBORS-DRBN007

cc: SHORNER -DRBN007

FROM: Linda Webster

USAET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Ed, we were informed yesterday afternoon by John Shore.

Have a nice day!

Linda Webster

*** Forwarding note from ESAMBORS-DRBN007 03/21/97 07:54 ***

To: LWEBSTE2-DRBN006

cc: ESAMBORS-DRBN007

SHORNER -DRBN007

FROM: Ed Samborski

CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Linda, can you advise when this process was established.

THE LAST DIRECTION WE WERE ADVISED OF WAS ON MARCH 3 THAT ALL DEALERS WERE NOW TO ORDER THRU THEIR DEPOTS DIRECTLY.

DID YOU HAVE DISCUSSION WITH KEN HORD ON THIS & WHEN?

Regards,

Ed Samborski

*** Forwarding note from SHORNER -DRBN007 03/20/97 16:15 ***

To: ESAMBORS-DRBN007

GMCLEOD -DRBN007

FROM: Sue Horner

CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Here's our answer.

Have a wonderful day!

Sue Horner (Shorner)

Ford of Canada Recall Administrator, COB-4

Dialnet 8-453-1495 Fax: 905-845-7069

*** Forwarding note from LWEBSTE2-DRBN006 03/20/97 16:09 ***

To: SHORNER -DRBN007

FROM: Linda Webster

USAET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Sue, no, Renkim does not have stock. But, Renkim will be taking the orders for the FOC dealers and transmitting to Ford. The orders will be treated as emergency orders so they are handled quickly from a FCSD depot how has stock to fulfill the orders. The orders will be shipped from the FCSD depots via Federal Express until there is ample supply in the FOC depots.

Give me a call if you have any questions.

Have a nice day!

Linda Webster

*** Forwarding note from SHORNER -DRBN007 03/20/97 15:44 ***

To: LWEBSTE2-DRBN006

cc: SHORNER -DRBN007

FROM: Sue Horner CANET(UTC -05:00)
Subject: 96S48/99 - Rail only Parts Supply

Hi Linda,
Is it me that's losing it - you don't have stock - do you??? Does HLM
have stock?? Please advise so we know what to tell our dealers. Thanks.
Have a wonderful day!

Sue Horner (Shorner)
Ford of Canada Recall Administrator, COB-4
Dialnet 8-453-1495 Fax: 905-845-7069

*** Forwarding note from SHORNER -DRBN007 03/20/97 15:38 ***
To: ESAMBORS-DRBN007 GMCLEOD -DRBN007
cc: SHORNER -DRBN007

FROM: Sue Horner CANET(UTC -05:00)
Subject: 96S48/99 - Rail only Parts Supply

Dealers are to continue to order through Rankin for now.
Have a wonderful day!

Sue Horner (Shorner)
Ford of Canada Recall Administrator, COB-4
Dialnet 8-453-1495 Fax: 905-845-7069

*** Forwarding note from JSHORE -DRBN006 03/20/97 14:54 ***
To: NJACKMAN-DRBN007
cc: MROGERS2-DRBN006 LWEBSTE2-DRBN006

SHORNER -DRBN007 DKAERCHE-DRBN006 Kaercher, D. F.
FROM: John Shore USAET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply
I asked Rankin to accept orders for the F72Z 61610D44/45-A from FOC dealers
and process the orders as "Emergency". We will keep this in place until
adequate inventory can be sent to you.

Mike-Please transfer 44/45-A inventory to FOC ASAP - Butcher. 10%+
Please Forward (PF5) All Responses. Thank-You

John Shore - QSF / Recall Process Team
26-69789 NPDC - 2308D

*** Forwarding note from DKAERCHE-DRBN006 03/20/97 13:45 ***
To: JSHORE -DRBN006
cc: SHORNER -DRBN007 NJACKMAN-DRBN007

FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 26-69793

Subject: 96S48/99 - Rail only Parts Supply
Can you handle with Norm and Sue. Did we switch from Rankin to the Ford
order processing system in Canada? Did we forget to tell them?

Regards,
Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 26-35475
NPDC Room 2309D

*** Forwarding note from SHORNER -DRBN007 03/20/97 13:38 ***
To: NJACKMAN-DRBN007
cc: ESAMBORS-DRBN007 KHORD -DRBN007

DKAERCHE-DRBN006 SHORNER -DRBN007
KWILUSH -DRBN007

FROM: Sue Horner CANET(UTC -05:00)
Subject: 96S48/99 - Rail only Parts Supply

Norm,
Dealers are calling us at the Recall Department regarding the above. As you
know, the parts were moved from HLM and are now supposed to be stocked at

the Depots. Our dealers are telling us that when they call Renkim they are told that the rail is not supplied by them and that they should order through their Depot. They try this and are told to go through Renkim and so they call us. Do you not have the parts to supply? please advise as soon as possible, it is frustrating when the dealer has made three calls and we are not able to answer his question.

Thanks,

Have a wonderful day!

Sue Horner_(Shorner)

Ford of Canada Recall Administrator, COB-4

Dialnet 8-453-1495 Fax: 905-845-7069

MSG:FROM: ESAMBORS-DRBN007 TO: DKAERCHE-DRBN006 03/25/97 16:38:45

To: DKAERCHE-DRBN006

cc: ESAMBORS-DRBN007 KWILUSH -DRBN007

ISHORE -DRBN006 KHORD -DRBN007

FROM: Ed Samborski CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Don, re item 1. My understanding was that all stock had been moved out of HLM - that is what was so puzzling to me as how good you supply outside of that network.

Regards,

Ed Samborski

*** Forwarding note from DKAERCHE-DRBN006 03/25/97 16:12 ***

To: ESAMBORS-DRBN007

cc: KHORD -DRBN007 ISHORE -DRBN006

DKAERCHE-DRBN006 DON KAERCHER

FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: 96S48/99 - Rail only Parts Supply

1. We've done this in the past and we do it for emergency orders when Canada is on backorder - the part is shipped overnight FedEx in this case from HLM. Dealer will receive the next day.

2. As soon as stock is shown as received by your PDCs.

Regards,

Don Kaercher QSP/Recall Process Support Mgr. IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D

*** Forwarding note from ESAMBORS-DRBN007 03/25/97 15:55 ***

To: DKAERCHE-DRBN006

cc: ESAMBORS-DRBN007 KWILUSH -DRBN007

KHORD -DRBN007

FROM: Ed Samborski CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Don, two questions.

1-How was this envisioned to work for sending a Canadian dealer a part when he calls Renkim?

2-When can Canadian dealers be advised to stop calling Renkim for rail assemblies and order from their Depots?

Regards,

Ed Samborski

*** Forwarding note from DKAERCHE-DRBN006 03/25/97 13:48 ***

To: ESAMBORS-DRBN007

FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: 96S48/99 - Rail only Parts Supply

This was just a temp thing while stock was in-transit to your PDCs from Butchers. We sent stock to Butchers last week.

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 26-35475

NPDC Room 2309D

*** Forwarding note from ESAMBORS--DRBN007 03/21/97 12:03 ***

To: DKAERCHE--DRBN006

cc: ESAMBORS--DRBN007 KHORD --DRBN007

JSHORE --DRBN006

FROM: Ed Samborski CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Don I thought you had advised us you could not cut orders in the US for Canadian dealers! How is this to work? Will there be delays?

Can you please provide overview.

Regards,

Ed Samborski

*** Forwarding note from LWEBSTE2--DRBN006 03/21/97 08:39 ***

To: ESAMBORS--DRBN007

cc: SHORNER --DRBN007

FROM: Linda Webster USAET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Ed, we were informed yesterday afternoon by John Shore.

Have a nice day!

Linda Webster

*** Forwarding note from ESAMBORS--DRBN007 03/21/97 07:34 ***

To: LWEBSTE2--DRBN006

cc: ESAMBORS--DRBN007 SHORNER --DRBN007

FROM: Ed Samborski CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Linda, can you advise when this process was established.

THE LAST DIRECTION WE WERE ADVISED OF WAS ON MARCH 3 THAT ALL DEALERS WERE NOW TO ORDER THRU THEIR DEPOTS DIRECTLY.

DID YOU HAVE DISCUSSION WITH KEN HORD ON THIS & WHEN?

Regards,

Ed Samborski

*** Forwarding note from SHORNER --DRBN007 03/20/97 16:15 ***

To: ESAMBORS--DRBN007 GMCLEOD --DRBN007

FROM: Sue Horner CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Here's our answer.

Have a wonderful day!

Sue Horner_(Shorner)

Ford of Canada Recall Administrator, COB-4

Dialnet 8-453-1495 Fax: 905-845-7069

*** Forwarding note from LWEBSTE2--DRBN006 03/20/97 16:09 ***

To: SHORNER --DRBN007

FROM: Linda Webster USAET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Sue, no, Renkim does not have stock. But, Renkim will be taking the orders for the FOC dealers and transmitting to Ford. The orders will be treated as emergency orders so they are handled quickly from a FCSD depot how has stock to

fulfill the orders. The orders will be shipped from the FCSD depots via Federal Express until there is ample supply in the FOC depots.

Give me a call if you have any questions.

Have a nice day!

Linda Webster

*** Forwarding note from SHORNER --DRBN007 03/20/97 15:44 ***

To: LWEBSTE2--DRBN006

cc: SHORNER --DRBN007

FROM: Sue Horner CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Hi Linda,

Is it me that's losing it - you don't have stock - do you??? Does HLM have stock?? Please advise so we know what to tell our dealers. Thanks.

Have a wonderful day!

Sue Horner_(Shorner)

Ford of Canada Recall Administrator, COB-4

Dialnet 8-453-1495 Fax: 905-845-7069

*** Forwarding note from SHORNER --DRBN007 03/20/97 15:38 ***

To: ESAMBORS--DRBN007 GMCLEOD --DRBN007

cc: SHORNER --DRBN007

FROM: Sue Horner CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Dealers are to continue to order through Renkim for now.

Have a wonderful day!

Sue Horner_(Shorner)

Ford of Canada Recall Administrator, COB-4

Dialnet 8-453-1495 Fax: 905-845-7069

*** Forwarding note from JSHORE --DRBN006 03/20/97 14:54 ***

To: NJACKMAN--DRBN007

cc: MROGERS2--DRBN006 LWEBSTE2--DRBN006

SHORNER --DRBN007 DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore USAET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

I asked Renkim to accept orders for the F72Z 61610D44/45-A from FOC dealers and process the orders as "Emergency". We will keep this in place until adequate inventory can be sent to you.

Mike-Please transfer 44/45-A inventory to FOC ASAP - Butcher. 10%+

Please Forward (PF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

26-69789 NPDC - 2308D

*** Forwarding note from DKAERCHE--DRBN006 03/20/97 13:45 ***

To: JSHORE --DRBN006

cc: SHORNER --DRBN007 NJACKMAN--DRBN007

FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: 96S48/99 - Rail only Parts Supply

Can you handle with Norm and Sue. Did we switch from Renkim to the Ford order processing system in Canada? Did we forget to tell them?

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 26-35475

NPDC Room 2309D

*** Forwarding note from SHORNER --DRBN007 03/20/97 13:38 ***

To: NJACKMAN--DRBN007

*** Forwarding note from DKAERCHE--DRBN006 03/25/97 16:12 ***

To: ESAMBORS--DRBN007

cc: KHORD --DRBN007 JSHORE --DRBN006

DKAERCHE--DREN006 DON KAERCHE

FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: 96S48/99 - Rail only Parts Supply

1. We've done this in the past and we do it for emergency orders when Canada is on backorder - the part is shipped overnight FedEx in this case from HLM. Dealer will receive the next day.

2. As soon as stock is shown as received by your PDCs.

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D

*** Forwarding note from ESAMBORS--DRBN007 03/25/97 15:35 ***

To: DKAERCHE--DRBN006

cc: ESAMBORS--DRBN007 KWILUSH --DRBN007

KHORD --DRBN007

FROM: Ed Samborski CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Don, two questions.

1-How was this envisioned to work for sending a Canadian dealer a part when he calls Renkim?

2-When can Canadian dealers be advised to stop calling Renkim for rail assemblies and order from their Depots?

Regards,

Ed Samborski

*** Forwarding note from DKAERCHE--DRBN006 03/25/97 13:48 ***

To: ESAMBORS--DRBN007

FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: 96S48/99 - Rail only Parts Supply

This was just a temp thing while stock was in-transit to your PDCs from Butchers. We sent stock to Butchers last week.

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 26-35475

NPDC Room 2309D

*** Forwarding note from ESAMBORS--DRBN007 03/21/97 12:03 ***

To: DKAERCHE--DRBN006

cc: ESAMBORS--DRBN007 KHORD --DRBN007

JSHORE --DRBN006

FROM: Ed Samborski CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Don I thought you had advised us you could not cut orders in the US for Canadian dealers! How is this to work? Will there be delays?

Can you please provide overview.

Regards,

Ed Samborski

*** Forwarding note from LWEBSTE2--DRBN006 03/21/97 08:39 ***

To: ESAMBORS--DRBN007

cc: SHORNER --DRBN007

FROM: Linda Webster USAET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply
Ed, we were informed yesterday afternoon by John Shore.
Have a nice day!

Linda Webster

*** Forwarding note from ESAMBORS--DRBN007 03/21/97 07:54 ***

To: LWEBSTE2--DRBN006

cc: ESAMBORS--DRBN007 SHORNER -DRBN007

FROM: Ed Samborski CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Linda, can you advise when this process was established.

THE LAST DIRECTION WE WERE ADVISED OF WAS ON MARCH 3 THAT ALL DEALERS WERE
NOW TO ORDER THRU THEIR DEPOTS DIRECTLY.

DID YOU HAVE DISCUSSION WITH KEN HORD ON THIS & WHEN?

Regards,

Ed Samborski

*** Forwarding note from SHORNER -DRBN007 03/20/97 16:15 ***

To: ESAMBORS--DRBN007 GMCLEOD -DRBN007

FROM: Sue Horner CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Here's our answer.

Have a wonderful day!

Sue Horner_(Shorner)

Ford of Canada Recall Administrator, COB-4

Dialnet 8-453-1495 Fax: 905-845-7069

*** Forwarding note from LWEBSTE2--DRBN006 03/20/97 16:09 ***

To: SHORNER -DRBN007

FROM: Linda Webster USAET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Sue, no, Renkim does not have stock. But, Renkim will be taking the orders for
the FOC dealers and transmitting to Ford. The orders will be treated as emer-
gency orders so they are handled quickly from a FCSD depot how has stock to
fulfill the orders. The orders will be shipped from the FCSD depots via
Federal Express until there is ample supply in the FOC depots.

Give me a call if you have any questions.

Have a nice day!

Linda Webster

*** Forwarding note from SHORNER -DRBN007 03/20/97 15:44 ***

To: LWEBSTE2--DRBN006

cc: SHORNER -DRBN007

FROM: Sue Horner CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Hi Linda,

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Have a wonderful day!

Sue Horner_(Shorner)

Ford of Canada Recall Administrator, COB-4

Dialnet 8-453-1495 Fax: 905-845-7069

*** Forwarding note from SHORNER -DRBN007 03/20/97 15:38 ***

To: ESAMBORS--DRBN007 GMCLEOD -DRBN007

cc: SHORNER -DRBN007

FROM: Sue Horner CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Dealers are to continue to order through Renkim for now.

Have a wonderful day!

Sue Horner_(Shorner)

Ford of Canada Recall Administrator, COB-4

Dialnet 8-453-1493 Fax: 905-845-7069

*** Forwarding note from JSHORE --DRBN006 03/20/97 14:54 ***

To: NJACKMAN--DRBN007

cc: MROGERS2--DRBN006

LWEBSTE2--DRBN006

SHORNER --DRBN007

DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore

USAET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

I asked Renkim to accept orders for the F72Z 61610D44/45-A from FOC dealers and process the orders as "Emergency". We will keep this in place until adequate inventory can be sent to you.

Mike-Please transfer 44/45-A inventory to FOC ASAP - Butcher. 10%+

Please Forward (PF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

26-69789 NPDC - 2308D

*** Forwarding note from DKAERCHE--DRBN006 03/20/97 13:45 ***

To: JSHORE --DRBN006

cc: SHORNER --DRBN007

NJACKMAN--DRBN007

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: 96S48/99 - Rail only Parts Supply

Can you handle with Norm and Sue. Did we switch from Renkim to the Ford order processing system in Canada? Did we forget to tell them?

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 26-35475

NPDC Room 2309D

*** Forwarding note from SHORNER --DRBN007 03/20/97 13:38 ***

To: NJACKMAN--DRBN007

cc: ESAMBORS--DRBN007

KHORD --DRBN007

DKAERCHE--DRBN006

SHORNER --DRBN007

KWILUSH --DRBN007

FROM: Sue Horner

CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Norm,

Dealers are calling us at the Recall Department regarding the above. As you know, the parts were moved from HLM and are now supposed to be stocked at the Depots. Our dealers are telling us that when they call Renkim they are told that the rail is not supplied by them and that they should order through their Depot. They try this and are told to go through Renkim and so they call us. Do you not have the parts to supply? please advise as soon as possible, it is frustrating when the dealer has made three calls and we are not able to answer his question.

Thanks.

Have a wonderful day!

Sue Horner_(Shorner)

Ford of Canada Recall Administrator, COB-4

Dialnet 8-453-1493 Fax: 905-845-7069

MSG FROM: LWEBSTE2--DRBN006 TO: DKAERCHE--DRBN006

03/26/97 14:01:09

To: JSHORE --DRBN006

cc: JHANSEN7--DRBN006

DKAERCHE--DRBN006

LWEBSTE2--DRBN006
FROM: Linda Webster USAET(UTC -05:00)
Subject: f72z 61610d44 b
We'll follow-up with the dealer to take the order.
Have a nice day!

Linda Webster
*** Forwarding note from JHANSEN7--DRBN006 03/26/97 13:58 ***

To: JSHORE --DRBN006
cc: LWEBSTE2--DRBN006 DKAERCHE--DRBN006
FROM: James Hansen USAET(UTC -05:00)
Subject: f72z 61610d44 b

John, i show this part as still being on restriction. even stc/c 01862 called renkim and they told him that it's depot stocked, which it is, but renkim still needs to take the order, right? can you contact renkim and make it happen?

Regards,
James Hansen

MSG FROM: JHANSEN7--DRBN006 TO: DKAERCHE--DRBN006 03/26/97 15:31:56

To: LWEBSTE2--DRBN006
cc: JSHORE --DRBN006 DKAERCHE--DRBN006
FROM: James Hansen USAET(UTC -05:00)
Subject: f72z 61610d44 b

ok, thanks linda. the sheet given to me said the dealer was looking for d44 b not d44 a.

Regards,
James Hansen

*** Forwarding note from LWEBSTE2--DRBN006 03/26/97 14:41 ***

To: JSHORE --DRBN006
cc: JHANSEN7--DRBN006 DKAERCHE--DRBN006
LWEBSTE2--DRBN006 KOBEN --DRBN006
FROM: Linda Webster USAET(UTC -05:00)
Subject: f72z 61610d44 b

The dealer was contacted regarding the order they wanted to place for part number F72Z 61610D44 B. The representative spoke with Evan Speck, the Parts Manager. Evidently, the dealer needed the rail only, part number F72Z-61610D44 A, which is available through the depot. The dealer was instructed to order through DOESII.

Have a nice day!
Linda Webster

*** Forwarding note from LWEBSTE2--DRBN006 03/26/97 14:01 ***

To: JSHORE --DRBN006
cc: JHANSEN7--DRBN006 DKAERCHE--DRBN006
LWEBSTE2--DRBN006
FROM: Linda Webster USAET(UTC -05:00)

Subject: f72z 61610d44 b
We'll follow-up with the dealer to take the order.
Have a nice day!

Linda Webster

*** Forwarding note from JHANSEN7--DRBN006 03/26/97 13:58 ***

To: JSHORE --DRBN006
cc: LWEBSTE2--DRBN006 DKAERCHE--DRBN006
FROM: James Hansen USAET(UTC -05:00)
Subject: f72z 61610d44 b

john, i show this part as still being on restriction. even at/c 01862 called renkim and they told him that it's depot stocked, which it is, but renkim still needs to take the order, right? can you contact renkim and make it happen ?

Regards,
James Hansen

MSG FROM: JHANSEN7--DRBN006 TO: DKAERCHE--DRBN006 03/27/97 16:09:32

To: LWEBSTE2--DRBN006

cc: JSHORE --DRBN006 DKAERCHE--DRBN006

APIPPER --DRBN006 D0001101--DRBN001

FROM: James Hansen USAET(UTC -05:00)

Subject: f72z 61610d45 b

linda, are you guys still taking orders on this part? al packer (p&a 00011)

called us saying you are not. please ship one if you are.

Regards,
James Hansen

MSG FROM: LWEBSTE2--DRBN006 TO: DKAERCHE--DRBN006 03/27/97 16:33:08

To: JHANSEN7--DRBN006

cc: JSHORE --DRBN006 DKAERCHE--DRBN006

APIPPER --DRBN006 KOBEN --DRBN006

FROM: Linda Webster USAET(UTC -05:00)

Subject: f72z 61610d45 b

Jim, a follow-up call will be made to the dealer.

Have a nice day!

Linda Webster

*** Forwarding note from JHANSEN7--DRBN006 03/27/97 16:09 ***

To: LWEBSTE2--DRBN006

cc: JSHORE --DRBN006 DKAERCHE--DRBN006

APIPPER --DRBN006 D0001101--DRBN001

FROM: James Hansen USAET(UTC -05:00)

Subject: f72z 61610d45 b

linda, are you guys still taking orders on this part? al packer (p&a 00011)

called us saying you are not. please ship one if you are.

Regards,
James Hansen

MSG FROM: KOBEN --DRBN006 TO: DKAERCHE--DRBN006 03/28/97 14:53:37

To: JHANSEN7--DRBN006

cc: KOBEN --DRBN006 LWEBSTE2--DRBN006

JSHORE --DRBN006 DKAERCHE--DRBN006

APIPPER --DRBN006

FROM: Kim Oben USAET(UTC -05:00)

Subject: F72Z-61610D45-B

I wanted to follow up with you and let you know what happened with Al Packer Ford (00011). I spoke with Sharon King from Al Packer Ford, she explained that none their had ordered this part but there is another dealer in Florida (04870). We called them. I spoke with Robbie Gibbons. He was trying to order the rail using the old part number for the rail and motor. He said he only needed the rail but was going to throw the motor away. We gave him the correct part number to use for the rail and waited on line while he ordered the part through DOESII.

If there is anything else we can do feel free to contact me at 374-8674.

Hope your Easter was sunny!

Regards,
Kim Oben

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 03/31/97 16:20:54
To: DKAERCHE--DRBN006 Kaercher, D. F. LWEBSTE2--DRBN006
FROM: John Shore USAET(UTC -05:00)
Subject: f72z 61610d45 b

Yes...The "B" parts are rail and motors - orders go to Renkim.

The "A" parts are rail only - dealers can order direct through DOESII.

Please Forward (FF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

26-69789 NPDC - 2308D

*** Forwarding note from DKAERCHE--DRBN006 03/27/97 16:24 ***

To: JSHORE --DRBN006 LWEBSTE2--DRBN006
FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: f72z 61610d45 b

Are we OK on this? Is this part supposed to go thru Renkim?

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D

*** Forwarding note from JHANSEN7--DRBN006 03/27/97 16:09 ***

To: LWEBSTE2--DRBN006
cc: JSHORE --DRBN006 DKAERCHE--DRBN006
APIPPER --DRBN006 D0001101--DRBN001
FROM: James Hansen USAET(UTC -05:00)

Subject: f72z 61610d45 b

linda, are you guys still taking orders on this part? al packer (p&a 00011)
called us saying you are not. please shlp one if you are.

Regards,

James Hansen

MSG FROM: KOBEN --DRBN006 TO: DKAERCHE--DRBN006 04/03/97 10:49:42
To: JSHORE --DRBN006
cc: KOBEN --DRBN006 LWEBSTE2--DRBN006
JSHORE --DRBN006 DKAERCHE--DRBN006
JHANSEN7--DRBN006
FROM: Kim Oben USAET(UTC -05:00)

Subject: f72z 61610d45 b

I just wanted to confirm with you that you are correct. The rail
only parts ("A" parts) are being ordered through DOESII and the
rail and motor parts ("B" parts) are being ordered through Renkim.
However, for FOC the rail only part ("A" parts) order is taken at
Renkim and the file is then transmitted to Fords FTP as emergency
orders.

The situation that Jim Hansen was referring to has been handled. It was
a dealer using an incorrect and old part number. The dealer was just
a bit confused. That has been handled. I hope this helps.

Regards,

Kim Oben

*** Forwarding note from LWEBSTE2--DRBN006 04/02/97 13:48 ***

To: KOBEN -DRBN006
FROM: Linda Webster USAET(UTC -05:00)
Subject: f72z 61610d45 b
F.Y.I.....

Have a nice day!

Linda Webster

*** Forwarding note from JSHORE -DRBN006 03/31/97 16:20 ***
To: DKAERCHE-DRBN006 Kaercher, D. F. LWEBSTE2-DRBN006
FROM: John Shore USAET(UTC -05:00)
Subject: f72z 61610d45 b

Yes...The "B" parts are rail and motors - orders go to Renkim.

The "A" parts are rail only - dealers can order direct through DOESII.

Please Forward (PF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

26-69789 NPDC - 2308D

*** Forwarding note from DKAERCHE-DRBN006 03/27/97 16:24 ***

To: JSHORE -DRBN006 LWEBSTE2-DRBN006
FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: f72z 61610d45 b

Are we OK on this? Is this part supposed to go thru Renkim?

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D

*** Forwarding note from JHANSEN7-DRBN006 03/27/97 16:09 ***

To: LWEBSTE2-DRBN006
cc: JSHORE -DRBN006 DKAERCHE-DRBN006
APIPPER -DRBN006 00001101-DRBN001
FROM: James Hansen USAET(UTC -05:00)

Subject: f72z 61610d45 b

linda, are you guys still taking orders on this part? al packer (p&a 00011)
called us saying you are not. please ship one if you are.

Regards,

James Hansen

MSG FROM: JSHORE -DRBN006 TO: DKAERCHE-DRBN006 04/03/97 13:34:24

To: DKAERCHE-DRBN006 Kaercher, D. F. MROGERS2-DRBN006

cc: NJACKMAN-DRBN007

FROM: John Shore USAET(UTC -05:00)

Subject: f72z 61610d44/45-A

The rail only parts are just starting to show up in Canada. Several hundred
on the way, but only a few have been received.

Please Forward (PF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

26-69789 NPDC - 2308D

*** Forwarding note from DKAERCHE-DRBN006 04/03/97 13:13 ***

To: JSHORE -DRBN006 MROGERS2-DRBN006
FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: f72z 61610d45 b

Where are we on getting rails to Canada?

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33065
NPDC Room 1554D

*** Forwarding note from KOBEN -DRBN006 04/03/97 10:49 ***

To: JSHORE -DRBN006

cc: KOBEN -DRBN006

JSHORE -DRBN006

JHANSEN7-DRBN006

LWEBSTE2-DRBN006

DKAERCHE-DRBN006

FROM: Kim Oben

USAET(UTC -05:00)

Subject: f72z 61610d45 b

I just wanted to confirm with you that you are correct. The rail only parts ("A" parts) are being ordered through DOESII and the rail and motor parts ("B" parts) are being ordered through Renkim. However, for FOC the rail only part ("A" parts) order is taken at Renkim and the file is then transmitted to Fords FTP as emergency orders.

The situation that Jim Hansen was referring to has been handled. It was a dealer using an incorrect and old part number. The dealer was just a bit confused. That has been handled. I hope this helps.

Regards,

Kim Oben

*** Forwarding note from LWEBSTE2-DRBN006 04/02/97 13:48 ***

To: KOBEN -DRBN006

FROM: Linda Webster

USAET(UTC -05:00)

Subject: f72z 61610d45 b

F.Y.I.....

Have a nice day!

Linda Webster

*** Forwarding note from JSHORE -DRBN006 03/31/97 16:20 ***

To: DKAERCHE-DRBN006 Kaercher, D. P. LWEBSTE2-DRBN006

FROM: John Shore

USAET(UTC -05:00)

Subject: f72z 61610d45 b

Yes...The "B" parts are rail and motors - orders go to Renkim.

The "A" parts are rail only - dealers can order direct through DOESII.

Please Forward (PF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

26-69789 NPDC - 2308D

*** Forwarding note from DKAERCHE-DRBN006 03/27/97 16:24 ***

To: JSHORE -DRBN006

LWEBSTE2-DRBN006

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: f72z 61610d45 b

Are we OK on this? Is this part supposed to go thru Renkim?

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D

*** Forwarding note from JHANSEN7-DRBN006 03/27/97 16:09 ***

To: LWEBSTE2-DRBN006

cc: JSHORE -DRBN006

DKAERCHE-DRBN006

APIPPER -DRBN006

D0001101-DRBN001

FROM: James Hansen

USAET(UTC -05:00)

Subject: f72z 61610d45 b

linda, are you guys still taking orders on this part? a packer (p&a 00011) called us saying you are not. please ship one if you are.

Regards,
James Hansen

MSG FROM: MROGERS2--DRBN006 TO: DKAERCHE--DRBN006 04/07/97 07:18:34
To: DKAERCHE--DRBN006 JSHORE --DRBN006
FROM: Michael Rogers USAET(UTC -04:00)
Subject: 96548

There is re-work of CT-20 (Escort) motors into Probe motors currently going on:

- There was 3,500 pcs of RH Rail & Motor F72Z-61610D44-B that used re-worked Escort motors. These were shipped complete 4/1.
- There is an add'l 10,000 pcs Rail & Motors being procured w/ re-worked Escort Motors (7,000 RH & 3,000 LH). These will begin shipping mid-April and complete by end of April.
- Another 10,000 pcs Rail & Motor (5,000 RH & 5,000 LH) are NOT using re-worked motors. Here, given capacity and lead time for components, re-work of CT-20 (Escort) offered no improvement over J84P (Probe) procurement. These will begin shipping early May and ship complete by mid-May.
- The use of the CT-20 Motors saved 1 month of lead time. There are other sub-components independent of the motor that are also dragging out the lead time.

Please let me know if you have any other questions.

Best Regards,

Michael D. Rogers

Demand Analyst, Assoc. & Direct Ship Procurement; NPD #2315D

Voice:(313) 266-9812 / FAX:(313) 323-5661; USFMD64B@IBMMAIL.COM

*** Forwarding note from JSHORE --DRBN006 04/05/97 07:43 ***

To: MROGERS2--DRBN006

*** Resending note of 04/04/97 16:24

FROM: John Shore USAET(UTC -05:00)

To: JSHORE --DRBN006

FROM: Michael H. Rogers USAET(UTC -05:00)

Subject: 96548

Mike...Please review

To: MROGERS --DRBN004

cc: DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore USAET(UTC -05:00)

Subject: 96548

Mike, let me know if this is incorrect.....

The timing to take Escort parts and convert to Probe parts did not offer any improvement in timing..... and Escort parts were in short overall supply.

Please Forward (PF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

26-69789 NPDC - 2308D

*** Forwarding note from DKAERCHE--DRBN006 04/03/97 16:55 ***

To: JSHORE --DRBN006

cc: DKAERCHE--DRBN006 DON KAERCHER

FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: 96548

Whatever happened to the idea to use Escort Motors on the Probe Rail & Motor assemblies? Tony Kaduk was asking, and I couldn't recall exactly what was decided and why. Thanks!!

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NPDC Room 1554D

MSG FROM: AKADUK --DRBN006 TO: DKAERCHE--DRBN006 04/07/97 14:04:34

To: DKAERCHE--DRBN006
FROM: A. R. (Tony) Kaduk USAET(UTC -04:00)
Subject: 96S48

Thanks for the update.

Regards,

Tony Kaduk/Manager, Vehicle Service & Programs/FCSD

Suite 249/FBP-3 (Fairlane Business Park 3)

PH: 32-38467 FAX: 84-52580 Exec Assistant: Laurie Gray/LGRAY

*** Forwarding note from DKAERCHE--DRBN006 04/07/97 11:32 ***

To: AKADUK --DRBN006
cc: GBALINT --DRBN006 TRYAN --DRBN006
JBRADLEY--DRBN006

FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 26-69793
Subject: 96S48

Info.....

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D

*** Forwarding note from MROGERS2--DRBN006 04/07/97 07:18 ***

To: DKAERCHE--DRBN006 JSHORE --DRBN006
FROM: Michael Rogers USAET(UTC -04:00)
Subject: 96S48

There is re-work of CT-20 (Escort) motors into Probe motors currently going on:

- There was 3,500 pcs of RH Rail & Motor F7ZZ-61610D44-B that used re-worked Escort motors. These were shipped complete 4/1.
- There is an add'l 10,000 pcs Rail & Motors being procured w/ re-worked Escort Motors (7,000 RH & 3,000 LH). These will begin shipping mid-April and complete by end of April.
- Another 10,000 pcs Rail & Motor (5,000 RH & 5,000 LH) are NOT using re-worked motors. Here, given capacity and lead time for components, re-work of CT-20 (Escort) offered no improvement over J84P (Probe) procurement. These will begin shipping early May and ship complete by mid-May.
- The use of the CT-20 Motors saved 1 month of lead time. There are other sub-components independent of the motor that are also dragging out the lead time.

Please let me know if you have any other questions.

Best Regards,

Michael D. Rogers

Demand Analyst, Assoc. & Direct Ship Procurement; NPD #2315D

Voice:(313) 266-9812 / FAX:(313) 523-5661; USFMD64B@IBMMAIL.COM

*** Forwarding note from JSHORE --DRBN006 04/05/97 07:43 ***

To: MROGERS2--DRBN006

*** Resending note of 04/04/97 16:24

FROM: John Shore USAET(UTC -05:00)
To: JSHORE --DRBN006
FROM: Michael H. Rogers USAET(UTC -05:00)

FROM: Joe Bernbeck

Subject: POTENTIAL RECALL OR EXTENDED WARRANTY

THE COMPANY IS REVIEWING A POTENTIAL RECALL OR EXTENDED WARRANTY ON 1990-92 PROBES FOR MOTORIZED BELT RELEASES P/N'S FO2Z-61610D44/45-A. PLEASE WIRE/FAX A REQUEST TO MAZDA FOR TIMING TO SHIP AN ADDITIONAL 10,000 FO2Z-61610D45-A AND 2,000 FO2Z-61610D44-A IMMEDIATELY VIA AIR. NEED A REPLY BY WEDNESDAY MORNING MARCH 27, 1996 FOR OUR MEETING THAT SAME DAY.

I KNOW IT IS A STRETCH BUT NEED YOUR ASSISTANCE. THANKS.

Regards,

Joe Bernbeck, FBP III

x-00936 fax-47633

MSG FROM: MROGERS2-DRBN006 TO: DKAERCHE-DRBN006 05/13/97 17:46:45

To: JSHORE -DRBN006 DKAERCHE-DRBN006

cc: MSTARRIN-DRBN006

FROM: Michael Rogers USAET(UTC -04:00)

Subject: F72Z-61610D45-B (.D44-B)

John,

I just got a message from Angie Wolf today Tues 5/13 on that the direct ship code has been turned off on this part. The referrals have been coming from Forbes, (1A Q9XYA) and is giving HLM problems. Can you advise Angie Wolf at HLM xt 222 or Mary Starring on the status? Can we change back? I never got a notice that the direct ship on these part(s) was going to change. Also, we are showing B/O's on this now, when we have stock at HLM.

If we need to plan the transfer of the stock, program, etc. back to the PDC's, let discuss.

Mary.....Please have Angie provide (me) current O/H inventory and B/O lines for both parts.

Thanks,

Best Regards,

Michael D. Rogers

Demand Analyst, Assoc. & Direct Ship Procurement; NPD #2315D

Voice:(313) 266-9812 / FAX:(313) 523-5661; USFMD64B@IBMMAIL.COM

MSG FROM: MROGERS2-DRBN006 TO: DKAERCHE-DRBN006 05/15/97 10:08:54

To: JSHORE -DRBN006

cc: MSTARRIN-DRBN006 JMAYES1 -DRBN006

DKAERCHE-DRBN006 MROGERS2-DRBN006

FROM: Michael Rogers USAET(UTC -04:00)

Subject: F72Z-61610D44-B (.D45-B)

John,

Any word on the direct ship flag status? I just talked with Jeff Mayes, Cust. Svc Mgr, and he says the dealers can't order these parts (.D44-B ???) When the dealer tries DOESII, they get the "K" code to call Renkim, and then when they call Renkim, Renkim tells the dealers to call their Ford Rep (as in Jeff Mayes). As mentioned yesterday, HLM is having trouble processing the orders now.

Please advise on the status, and/or how the dealers are supposed to order the parts, etc.

Current position:

- F7..D44-B (RH Rail & Motor) = 2323 pcs B/O, 3736 pcs shipping complete by from mfg. by 5/20 & 5000 pcs shp complete

by 6/10.
- F7..D45-B (LH Rail & Motor) = 1903 pcs O/H at HLM. 1681 pcs shp complete
*** 0 B/O's *** from mfg. by 5/20. 5000 pcs shp complete by
6/10.

Best Regards,
Michael D. Rogers
Demand Analyst, Assoc. & Direct Ship Procurement; NPD #2315D
Voice: (313) 266-9812 / FAX: (313) 523-5661; USFMD64B@IBMMAIL.COM

MSG FROM: JHANSEN7--DRBN006 TO: DKAERCHE--DRBN006 06/03/97 09:23:32

To: DKAERCHE--DRBN006
cc: RSTEWAR3--DRBN006 BDEW --DRBN006
JSHORE --DRBN006 RSTEWAR3--DRBN006
JSHORE --DRBN006 BDEW --DRBN006
JHANSEN7--DRBN006 LWEBSTE2--DRBN006
FROM: James Hansen USAET(UTC -04:00)

Subject: dupe orders

We recently had around 275 duplicate orders for the 2 probe seat tracks, 172z 61610d45 b and d44 b. This appears to be an error in transmission from Renkim. All the dupe orders had dor# 59999. The corrective action we are taking with Bob Stewart's area is to cancel all existing orders, stop HLM from shipping orders they have (via Mary Starring) and re-transmit. Renkim will verify their system to ensure non-duplication prior to re-transmission.

This is necessary for accuracy integrity and credibility of the recall process. There are also approximately 50 orders of depot stocked parts that were duplicated and I am unable to cancel them as they are already allocated and picked.

Regards,

James Hansen
Order Processing Systems Analyst
x34163_PROFS ID JHANSEN7

MSG FROM: LWEBSTE2--DRBN006 TO: DKAERCHE--DRBN006 06/04/97 14:18:46

To: DKAERCHE--DRBN006 JSHORE --DRBN006
cc: KOBEN --DRBN006 JCHEN23 --DRBN006
LWEBSTE2--DRBN006
FROM: Linda Webster USAET(UTC -04:00)

Subject: dupe orders

Don and John,

The orders were retransmitted this morning. In modifying the program to transmit orders through the Ford system (rather than going directly to HLM), a programming error caused the order duplication. The system has been corrected and should be back on track.

Have a nice day!

Linda Webster

*** Forwarding note from DKAERCHE--DRBN006 06/03/97 12:46 ***

To: LWEBSTE2--DRBN006
FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 26-69793
Subject: dupe orders

Linda, make sure you let John Shore and I know what you find out. Thanks!

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33063

NPDC Room 1554D

*** Forwarding note from JHANSEN7--DRBN006 06/03/97 09:23 ***

To: DKAERCHE--DRBN006

cc: RSTEWAR3--DRBN006

JSHORE --DRBN006

JSHORE --DRBN006

JHANSEN7--DRBN006

BDEW --DRBN006

RSTEWAR3--DRBN006

BDEW --DRBN006

LWEBSTE2--DRBN006

FROM: James Hansen

USAET(UTC -04:00)

Subject: dupe orders

We recently had around 275 duplicate orders for the 2 probe seat tracks, f72z 6161Dd45 b and d44 b. This appears to be an error in transmission from Renkim. All the dupe orders had don# 59999. The corrective action we are taking with Bob Stewart's area is to cancel all existing orders, stop HLM from shipping orders they have (via Mary Starring) and re-transmit. Renkim will verify their system to ensure non-duplication prior to re-transmission. This is necessary for accuracy integrity and credibility of the recall process. There are also approximately 50 orders of depot stocked parts that were duplicated and I am unable to cancel them as they are already allocated and picked.

Regards,

James Hansen

Order Processing Systems Analyst

x34163_PROFS ID JHANSEN7

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 05/14/98 12:58:54

To: JSHORE --DRBN006 John Shore

cc: DKAERCHE--DRBN006 Don Kaercher GDEYO --DRBN006
PGIAMMAR--DRBN006

FROM: Don Kaercher USAET(UTC -04:00)

DKAERCHE 26-69793

Subject: Denso Request for Volumes of Recall Letters

John, I forwarded Laura's message to you (let me know if you don't get it).

Can you get that info from Bradley's group for Laura? Thanks!

Regards,

Don Kaercher Mgr. QSF/Recall Service Parts

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D INTERNET Address: dkaerche@ford.com

*** Forwarding note from PGIAMMAR--DRBN006 05/14/98 11:18 ***

To: DKAERCHE--DRBN006

cc: GDEYO --DRBN006

FROM: Pat Giammarco USAET(UTC -04:00)

Subject: Denso Request for Volumes of Recall Letters

Don, Laura Tjjanan from Denso is going to give you a call regarding the number of letters that are expected to go out on the next recall mailing for the Probe rail and motor recall. Can you contact someone for the information to assist. Please cc Greg Deyo with any replies. Thanks.

Regards,

Pat Giammarco

FCSD Purchasing

Voice: (313) 266-9819 / Fax 523-5661; USFMCM2W@IBMMAIL.COM

MSG FROM: PGIAMMAR--DRBN006 TO: DKAERCHE--DRBN006 05/14/98 16:00:41

To: DKAERCHE--DRBN006 JSHORE --DRBN006

cc: GDEYO --DRBN006

FROM: Pat Giammarco USAET(UTC -04:00)

Subject: Denso Request for Volumes of Recall Letters

I'll pass this info along to Laura. Advise her if you have additional info.

Regards,

Pat Giammarco

FCSD Purchasing

Voice: (313) 266-9819 / Fax 523-5661; USFMCM2W@IBMMAIL.COM

*** Forwarding note from GDEYO --DRBN006 05/14/98 12:44 ***

To: PGIAMMAR--DRBN006

FROM: G. B. Deyo USAET(UTC -04:00)

Subject: Denso Request for Volumes of Recall Letters

I have already talked to a Mitch Fabian on this matter. They expect that the last letter will go to about 140,000 people but they expect the impact to be only 10% (14,000). They did say that since the program was only 33% complete that the number could be a little higher but it was not expected to be much more than the 14,000 due to the age of vehicle

Regards,

G. B. Deyo

(734) 266-9812

*** Forwarding note from PGIAMMAR--DRBN006 05/14/98 11:18 ***

To: DKAERCHE--DRBN006

cc: GDEYO --DRBN006

FROM: Pat Giammarco USAET(UTC -04:00)

Subject: Denso Request for Volumes of Recall Letters

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Regards,

Pat Giammarco

FCSD Purchasing

Voice: (313) 266-9819 / Fax 523-5661; USFMCMZW@IBMMAIL.COM

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 09/02/97 08:56:46

To: RBADGES --DRBN006

cc: DKAERCHE--DRBN006 Kaercher, D. F. JBRADLEY--DRBN006

WHEEG --DRBN006 PBANDOSK--DRBN006

FROM: John Shore USAET(UTC -04:00)

Subject: Probe Seat Belt Campaign

These are the latest comments from the MMP "REEA" screens:

SERVICE PART: F72Z-61610D45-B KIT

ANALYST ROLE: NDA TYPE: GR

Y Y PART OF RECALL 96S48 (RAIL & MOTOR ASSEMBLY LH SIDE) 09/02/97

Y Y *** RAIL-ONLY PART# IS F72Z-61610D45-A *** 08/19/97

N Y SUPPLY EXISTS FOR LH RAIL ONLY, F72Z61610D45A 09/02/97

Y Y STOCK ORDERS TO FILL BY DECEMBER 09/02/97

Y Y LEADTIME SITUATION ON MOTOR ASSEMBLES FROM JAPANESE SUB- 09/02/97

Y Y SUPPLIER AVAILABILITY OF 3000 RAIL & MOTOR ASSEMBLIES 09/02/97

Y Y FIRST WEEK OF SEPTEMBER FROM SUB SUPPLIER QSS IN CANADA 09/02/97

Y Y TIMING TO PROCURE THE MOTOR IS 168 DAYS. 09/02/97

Y Y INITIAL OFF BACKORDER DATE IS 12-15-97 09/02/97

Y Y EMERGENCY ORDERS TO FILL BY SEPTEMBER 09/02/97

N N QSS EXPECTS TO SHIP 2800 PCS TO TERNES LATE AUGUST 08/12/97

N N QSS EXPECTS TO SHIP 2800 PCS TO TERNES LATE AUGUST 08/12/97

N N APTS WILL BE SENT TO TERNES FOR THE 3800 PCS TO EXPEDITE TO 08/19/97

N N DEPOTS TO FILL EMERGENCY ORDERS ONLY. 08/19/97

SERVICE PART: F72Z-61610D44-B TRACK ASY - SEAT

ANALYST ROLE: NDA TYPE: GR

Y Y PART OF RECALL 96S99 (RAIL & MOTOR ASSEMBLY RH SIDE) 08/19/97

Y Y *** RAIL-ONLY PART# IS F72Z-61610D44-A ***** 08/19/97

N N CREATED A 4800 PCS EMERGENCY RELEASE TO MANA 7/28 08/07/97

Y Y LEADTIME SITUATION ON MOTOR ASSEMBLIES FROM MAZDA N.A. SUB- 08/19/97

Y Y SUPPLIER STOCK IN TRANSIT TO PRC 08/19/97

N Y EMERGENCY ORDERS TO FILL BY EARLY SEPTEMBER 08/19/97

N Y STOCK ORDERS TO FILL BY MID SEPTEMBER 08/19/97

Buyer: 5N2 PAT GIAMMARCO NBA Phone: 313-266-9819

Dmnd Anlyst: 5ZD GREG LAURITZEN NDA Phone: 313-266-9811

Please Forward (PF3) All Responses....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from RBADGES --DRBN006 09/02/97 07:33 ***

To: JSHORE --DRBN006

cc: RBADGES --DRBN006 Bob Badges JBRADLEY--DRBN006 Manager Recall

WHEEG --DRBN006 PBANDOSK--DRBN006

FROM: Robert S. Badges USAET(UTC -04:00)

Subject: Probe Seat Belt Campaign

John, I dont know what "we" can do about the parts shortage, but can you

follow up and please get back to me. I will then relay the information to

Europe. Thanks..

Regards, *****Think Global*****

Robert S. Badges--Recall Coordinator-Affiliate Markets

Recall Department - Vehicle Service and Programs

(313)248-3634 FAX (313)845-1024--FBPIII, Room 237J

*** Forwarding note from WHEEG --DRBN006 09/01/97 15:25 ***

To: RBADGES --DRBN006

GBORECZK--DRBN006

FBOHN --UKWA010

WFASSBEN--DRBN006

JLEVEQUE-DRBN006
cc: PBANDOSK-DRBN006 WHEEG -DRBN006
VDAVEY -DRBN006

FROM: Waltraud Heeg GERMANY(UTC +02:00)

Subject: Probe Seat Belt Campaign

Background Information to Harrison Kirk's memot

Campaign Ref. No., Europe: 7C424

Concern: Seat Belt does not operate correctly

Model Affected: Probe Model Year 1990 - 1992

Concern solution: Renewal of affected parts with new level

Request received (EU1691): 03.03.97 from Steve Brown, Recall Specialist FCSD-E

Model Affected in Europe: FOG 12480 vehicles, ESO 1862 vehicles

Important Note on EU1691:

Actual parts requirements will not be known, as this is a check, measure and replace where required action. However, best guess based on US experience is 40 % of vehicles needing rail & motors (1LH & 1RH = 3936264 and 3936258). A further 40% of the affected vehicles requiring rails only (1LH & 1RH = 3936090 and 3936089). The remaining 20% not needing any parts. Figures calculated were based on this note. First we had to procure 7000 of 3936090 and 7000 of 3936089, 3500 of 3936264 and 3500 of 3936258 (WOM dated 04.03.97).

Amendment of figures dated 12.03.97: 1700 of 3936090, 1000 of 3936089, 850 of 3936264 and 500 of 3936258. This amendment was based on that Steve Brown was told by Robert Badges (US Recall Coordinator) that very few rail and motor assys will be required. In 80 % of cases where a part is required a rail only will be sufficient. They felt that we (FCSD-Europe) have ordered sufficient parts to launch, especially as these vehicles are between 5 and 7 years old and penetration will be low.

After the information we procured latest requirements. Promise for 3936090 was postponed several times. Our (FCSD-E) supplier is Arterist & Schneider who will get the parts from FCSD-NA Windsor. Reason for delay was: Capacity problems as campaign was also running in the states. Total requirements available in Europe 04.06.97! Letter was published in Europe on 07.06.97!

Total Demand (until now) after Publication:

Seat Belt Rail RH 3936089 - FOG: 1636 pcs. (No BO)

Seat Belt Rail LH 3936090 - FOG: 5727 pcs. (BO FOG: 429 pcs./250 lines;

FOB: 56 pcs./36 lines)

Seat Belt Rail & Motor LH 3936264 - FOG: 1797 pcs. (BO FOG: 556 pcs./345 lines;

FOB: 18 pcs./13 lines)

Seat Belt Rail & Motor RH 3936258- FOG: 1168 pcs. (BO FOG: 23 pcs./2 lines;

FOB: 20 pcs./15 lines)

As you can see the figures which we had to procure were definitely wrong.

A lot of dealer are badly complaining the non availability of this parts.

Delivery promise especially for the critical item 3936090 is Mid December.

This promise is also based on the fact that 180000 reminder post cards

were mailed to the owner by end of June in NA. This action doubled there

sales on all parts, rail and rail & motors. This demand put NA also in

another backorder situation. The left rail & motor assy is currently

the most critical part at Ford (NA and Europe). Meeting was planned (in NA)

by end of August to discuss further timing (delivery promises).

Bob S. Badges:

Anyway, Mid December is not acceptable for our customers. In addition, our

procurement was based on your figures. Therefore Bob pls. advise latest

status and inform us about the allocation for FOE. Steve Brown is not

in till Sept. 8th, 1997 therefore I address this message directly to you.

Best regards,

Waltraud Heeg, Service Co-Ordinator Large Car

Material Flow - Europe, D-MY/GD-22 Room 124

Tel.: (221) 903-4169 (8703-4169 Dial Net) Fax: (221) 903-4162

MSG FROM: WHEEG -DRBN006 TO: DKAERCHE-DRBN006 09/05/97 14:21:05

To: VDAVEY -DRBN006 DKAERCHE-DRBN006

cc: VDAVEY -DRBN006 WHEEG -DRBN006

*** Reply to note of 09/05/97 08:31

FROM: Waltraud Heeg GERMANY(UTC +02:00)

Subject: Recall Follow-Up Mailings

Don,

Total requirements (latest figures - see also Background Info which I have also forwarded to you) were available in Europe on June 4th, 1997. Based on this availability date - o.k. was given by myself to Steve Brown to publish letters. Again, we have procured what we had to procure (figures came from Steve Brown).

Best regards,

Waltraud Heeg, Service Co-Ordinator Large Car

Material Flow - Europe, D-MY/GD-22 Room 124

Tel.: (221) 903-4169 (8703-4169 Dial Net) Fax: (221) 903-4162

MSG FROM: DKAERCHE-DRBN006 TO: DKAERCHE-DRBN006 09/05/97 08:31:26

To: MWARRIL2-DRBN006

cc: DKAERCHE-DRBN006 Don Kaercher JSHORE -DRBN006

WHEEG -DRBN006 VDAVEY -DRBN006

GBORECZK-DRBN006

FROM: Don Kaercher USAET(UTC -04:00)

DKAERCHE 26-69793

Subject: Probe Seat Belt Campaign

Mike, if I am reading this correctly, Europe launched in April based on the same inaccurate info we launched with (quantities severely understated). At the time it appeared the European launch could be supported (based on the understated assumptions). It appears we now have three major factors contributing to the large BO situation:

1. Inadequate capacity at the supplier
2. The follow-up mailing that was OK'd by us
3. An order from Europe since the initial amount ordered was inadequate (based on inaccurate up-front assumptions)

I do not see any evidence that Europe has authorized any follow-up mailings recently.

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D

*** Forwarding note from WHEEG -DRBN006 09/05/97 14:22 ***

To: DKAERCHE-DRBN006

FROM: Waltraud Heeg GERMANY(UTC +02:00)

Subject: Probe Seat Belt Campaign

Best regards,

Waltraud Heeg, Service Co-Ordinator Large Car

Material Flow - Europe, D-MY/GD-22 Room 124

Tel.: (221) 903-4169 (8703-4169 Dial Net) Fax: (221) 903-4162

*** Forwarding note from WHEEG --DRBN006 09/01/97 16:08 ***

To: ACORNET --UKWA010

FROM: Waltraud Heeg GERMANY(UTC +02:00)

Subject: Probe Seat Belt Campaign

Best regards,

Waltraud Heeg, Service Co-Ordinator Large Car

Material Flow - Europe, D-MY/GD-ZZ Room 124

Tel.: (221) 903-4169 (8703-4169 Dial Net) Fax: (221) 903-4162

*** Forwarding note from WHEEG --DRBN006 09/01/97 15:23 ***

To: RBADGES --DRBN006

GBORECZK--DRBN006

FBOHN --UKWA010

WFASSBEN--DRBN006

JLEVEQUE--DRBN006

cc: PBANDOSK--DRBN006

WHEEG --DRBN006

VDAVEY --DRBN006

FROM: Waltraud Heeg

GERMANY(UTC +02:00)

Subject: Probe Seat Belt Campaign

Background Information to Harrison Kirk's memo!

Campaign Ref. No., Europe: 7C424

Concern: Seat Belt does not operate correctly

Model Affected: Probe Model Year 1990 - 1992

Concern solution: Removal of affected parts with new level

Request received (EU1691): 03.03.97 from Steve Brown, Recall Specialist FCSD-E

Model Affected in Europe: FOG 12480 vehicles, ESO 1862 vehicles

Important Note on EU1691:

Actual parts requirements will not be known, as this is a check, measure and replace where required action. However, best guess based on US experience is 40 % of vehicles needing rail & motors (ILH & IRH = 3936264 and 3936258).

A further 40% of the affected vehicles requiring rails only (ILH & IRH = 3936090 and 3936089). The remaining 20% not needing any parts.

Figures calculated were based on this note. First be had to procure 7000 of 3936090 and 7000 of 3936089, 3500 of 3936264 and 3500 of 3936258 (WOM dated 04.03.97).

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Best regards,

Waltraud Haeg, Service Co-Ordinator Large Car
Material Flow - Europe, D-MY/GD-22 Room 124

Tel.: (221) 903-4169 (8703-4169 Dial Net) Fax: (221) 903-4162

MSG FROM: JSHORE -DRBN006 TO: DKAERCHE-DRBN006 09/05/97 11:33:40

To: PBANDOSK-DRBN006

cc: RBADGES -DRBN006

KWYGONIK-DRBN006

ABRANDT-DRBN006

JBRADLEY-DRBN006

JBERNBEC-DRBN006 Bernbeck, J.F. JSHORE -DRBN006 Shore, J.

GLAURITZ-DRBN006

DTOWNSEN-DRBN006

PANDERS-DRBN006

DKAERCHE-DRBN006 Kaercher, D. F.

FROM: John Shore

USAET(UTC -04:00)

Subject: Mazda Eng Change Notice (7G-9140)Seat Belt Recall Program

Can we talk?????

I think we need to get Joe Bradley's group involved in this and hold a new Tech Review..... I see we need to discuss:

How do we notify the dealers that the repair process has changed?

New labor allowances - codes

Part costing / pricing involvement

Adjustments to service releases

North America / Europe - are we the same

Is a new dealer mailing needed (parts manager and service manager)

Timing for changes

Warranty payment changes

The issues on timing of the new part and availability will surface.....

Please Forward (PF5) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from PBANDOSK-DRBN006 09/05/97 10:41 ***

To: RBADGES -DRBN006

GLAURITZ-DRBN006

JSHORE -DRBN006

cc: PBANDOSK-DRBN006

DTOWNSEN-DRBN006

KWYGONIK-DRBN006

PBANDOSK-DRBN006

FROM: Pete Bandoske

USAET(UTC -04:00)

Subject: Mazda Eng Change Notice (7G-9140)Seat Belt Recall Program

The part numbers for the cable and motor assy has finally been released (see attached note). The establishment of this part number is an attempt to reduce the replacement of a full assy. Part #'s F72Z-61610D44-C and F72Z-61610D45-C should supersede the rail and motor assy. F72Z-616610D44-B and F72Z-61610D45-B respectively. Greg/John please change current "B" orders to "C". Bob, will we need to communicate with the dealers the change in service? Please advise.

Thanks.

Regards,

Pete Bandoske, Probe/SW-164 Service Engineer, AAI PVT
FCSD VS&P Current and Past Model Support Small/Medium FWD_Team
Phone 783-8308, FAX 782-1932, AAI Shop Office, MSO022

*** Forwarding note from DTOWNSEN-DRBN006 09/03/97 13:12 ***

To: PBANDOSK-DRBN006

cc: KWYGONIK-DRBN006

MMMCINTOS-DRBN006

FROM: David Townsend

USAET(UTC -04:00)

Subject: Mazda Eng Change Notice (7G-9140)Seat Belt Recall Program

The service parts requested are as follows:

F72Z 61610d44-C (KAY2 57 930)R.H.Motor and Cable sub-assembly

F72Z 61610d45-C (KAY2 57 990)L.H.Motor and Cable sub-assembly

Regards,

David Townsend

x80360

Suite 1141B-NPD

MSG FROM: PBANDOSK-DRBN006 TO: DKAERCHE-DRBN006 09/05/97 14:28:19

To: JSHORE -DRBN006

cc: RBADGES -DRBN006

JBRADLEY-DRBN006

JBERNBEC-DRBN006

ABRANDT1-DRBN006

DKAERCHE-DRBN006

FROM: Pete Bandoske

USAET(UTC -04:00)

Subject: Mazda Eng Change Notice (7G-9140)Seat Belt Recall Program

The repair change is minor but I do understand the need to possibly re-time study. When the dealer orders a full assy. 616610D44/45-B he will then be required to order a rail assy. 61610D44/45-A and a cable/motor assy.

61610D44/45-C, then put them together by driving in a roll pit. I can meet and discuss Tuesday or Wednesday next week. Just let me know.

Regards,

Pete Bandoske, Probe/SW-164 Service Engineer, AAI PVT
FCSD VS&P Current and Past Model Support Small/Medium FWD_Team
Phone 783-8308, FAX 782-1932, AAI Shop Office, MSO022

*** Forwarding note from JSHORE -DRBN006 09/05/97 11:33 ***

To: PBANDOSK-DRBN006

cc: RBADGES -DRBN006

GLAURITZ-DRBN006

KWYGONIK-DRBN006

DTOWNSEN-DRBN006

ABRANDT1-DRBN006

PANDERS8-DRBN006

JBRADLEY-DRBN006

DKAERCHE-DRBN006 Kaercher, D. F.

JBERNBEC-DRBN006 Bernbeck, J.F. JSHORE -DRBN006 Shore, J.

FROM: John Shore

USAET(UTC -04:00)

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Please Forward (PF5) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-35065 NPDC - 1355C

*** Forwarding note from PBANDOSK-DRBN006 09/05/97 10:41 ***

To: RBADGES-DRBN006 GLAURITZ-DRBN006

JSHORE -DRBN006

cc: PBANDOSK-DRBN006 DTOWNSEN-DRBN006

KWYGONIK-DRBN006 PBANDOSK-DRBN006

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Thanks.

Regards,

Pete Bandoske, Probe/SW-164 Service Engineer, AAI PVT

FCSD VS&P Current and Past Model Support Small/Medium FWD_Team

Phone 783-8308, FAX 782-1932, AAI Shop Office, MS0022

*** Forwarding note from DTOWNSEN-DRBN006 09/03/97 13:12 ***

To: PBANDOSK-DRBN006

cc: KWYGONIK-DRBN006 MMCINTOS-DRBN006

FROM: David Townsend USAET(UTC -04:00)

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F72Z 61610d45-C (KAY2 57 990)L.H.Motor and Cable sub-assembly

Regards,

David Townsend

x80360

Suite 1141B- NPD

MSG FROM: PBANDOSK-DRBN006 TO: DKAERCHE-DRBN006 09/15/97 11:03:30

To: JBRADLEY-DRBN006 ABRANDTI-DRBN006

JSHORE -DRBN006 DKAERCHE-DRBN006

cc: GBISSI -DRBN006 KZUBIETA-DRBN006

FROM: Pete Bandoske USAET(UTC -04:00)

Subject: Safety Recall 96S48/99 Probe Belts

Good News! The supplemental bulletin should also include the changes to the parts. The ECN has now been released and new part numbers have been established which supersedes the Rail and Motor assy to a Cable and Motor Assy.

Regards,

Pete Bandoske, Probe/SW-164 Service Engineer, AAI PVT

FCSD VS&P Current and Past Model Support Small/Medium FWD_Team

Phone 783-8308, FAX 782-1932, AAI Shop Office, MS0022

*** Forwarding note from JBRADLEY-DRBN006 09/12/97 12:52 ***

To: ABRANDTI-DRBN006 PBANDOSK-DRBN006

GBISSI -DRBN006 JSHORE -DRBN006

DKAERCHE-DRBN006

cc: AKADUK -DRBN006 WBOHAN -DRBN005

FROM: Joe Bradley USAET(UTC -04:00)
Subject: Safety Recall 96S48/99 Probe Belts
Bill Bohan and Ray Nevi successfully negotiated a left side inspection procedure yesterday in Washington. Based on the current backorder situation we need to quickly develop a supplemental bulletin that provides for a left side inspect, and an update on the parts situation. Andy Brandt will take the lead.
Manager, Recall and Service Programs, Vehicle Serv.& Prgms.FCSD
Joe Bradley_33-72487 FAX 84-51024 rm228 FBPIII

MSG FROM: HKIRK -DRBN006 TO: DKAERCHE-DRBN006 09/15/97 14:30:51

To: GLAURITZ-DRBN006
cc: JSHORE -DRBN006 DKAERCHE-DRBN006
HKIRK -DRBN006

FROM: HARRISON KIRK USAET(UTC -04:00)

Subject: Safety Recall 96S48/99 Probe Belts
THANKS FOR THE ATTACHED INFORMATION , WHEN YOU GET CLOSER TO UNDERSTANDING PART REQUIREMENTS , QUANTATIES , INFORMATION PUBLICATION TO DEALER TIMING , AVAILABILITY FOR THE NEW PART NUMBERS AND HOW WE CANCEL THE OLD PART NUMBER ORDERS WE HAVE ON RELEASE WITH QSS LETS DISCUSS . I REALIZE THIS SITUATION IS LARGER THAN A BREAD BOX BUT THE INFO REQUESTED IS NEEDED FOR ME UNDERSTAND WHERE WE ARE GOING AND HOW LONG IT WILL TAKE , THANKS .

Regards,
HARRISON KIRK

*** Forwarding note from GLAURITZ-DRBN006 09/15/97 13:03 ***

To: HKIRK -DRBN006 PGIAMMAR-DRBN006
RODONNEJ-DRBN006 O'Donnell, R.

From the desk of Gregory Lauritzen USAET(UTC -04:00)

Subject: Safety Recall 96S48/99 Probe Belts

FYI. This looks to be very big.

Gregory Lauritzen

Package Liaison

FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM

Customer satisfaction is our NUMBER ONE priority

*** Forwarding note from JSHORE -DRBN006 09/15/97 12:54 ***

To: GLAURITZ-DRBN006

cc: ABRANDT1-DRBN006 MHABIAN -DRBN006

FROM: John Shore USAET(UTC -04:00)

Subject: Safety Recall 96S48/99 Probe Belts

We both need to get involved in this very soon/fast. If they plan on sending out new tech instructions, a parts sign off is required.

Please Forward (PF5) All Responses. Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from PBANDOSK-DRBN006 09/15/97 11:03 ***

To: JBRADLEY-DRBN006 ABRANDT1-DRBN006

JSHORE -DRBN006 DKAERCHE-DRBN006

cc: GBISSI -DRBN006 KZUBIETA-DRBN006

FROM: Pete Bandoska USAET(UTC -04:00)

Subject: Safety Recall 96S48/99 Probe Belts

Good News! The supplemental bulletin should also include the changes to the parts. The ECN has now been released and new part numbers have been established which supercedes the Rail and Motor assy to a Cable and Motor Assy.

Regards,

Pete Bandoske, Probe/SW-164 Service Engineer, AAI PVT
FCSD VS&P Current and Past Model Support Small/Medium FWD_Team
Phone 783-8308, FAX 782-1932, AAI Shop Office, MS0022

*** Forwarding note from JBRADLEY--DRBN006 09/12/97 12:52 ***

To: ABRANDT1--DRBN006 PBANDOSK--DRBN006
GBISSI --DRBN006 JSHORE --DRBN006
DKAERCHE--DRBN006

cc: AKADUK --DRBN006 WBOHAN --DRBN005
FROM: Joe Bradley USAET(UTC -04:00)

Subject: Safety Recall 96S48/99 Probe Belts

Bill Bohan and Ray Nevi successfully negotiated a left side inspection procedure yesterday in Washington. Based on the current backorder situation we need to quickly develop a supplemental bulletin that provides for a left side inspect, and an update on the parts situation. Andy Brandt will take the lead.

Manager, Recall and Service Programs, Vehicle Serv. & Pgms.FCSD
Joe Bradley_33-72487 FAX 84-51024 m228 FBPIII

MSG FROM: KOBEN --DRBN006 TO: DKAERCHE--DRBN006 09/16/97 09:22:48

To: JSHORE --DRBN006

cc: KOBEN --DRBN006 LWEBSTEZ--DRBN006
DKAERCHE--DRBN006

FROM: Kim Oben USAET(UTC -04:00)

Subject: 96S48/S99

John a dealer faxed us a copy of the Merchandiser Remarks found on DOES II for the above campaign. It states the dealer should call Renkim because the part is on restriction. Is there something we are to do for the dealers at this point? I was under the impression that we no longer placed orders for dealers. Please advise.

The part numbers involved are: F72Z 61610D45 B & F72Z 61610D44 B

Thanks

Kim Oben

STRIVE for EXCELLENCE

Renkim Corp. Phone (313)374-8674

Fax #(313)374-8323 PROFS ID KOBEN

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 09/16/97 12:55:44

To: BDEW --DRBN006

cc: DKAERCHE--DRBN006 Kaercher, D. F. KOBEN --DRBN006

FROM: John Shore USAET(UTC -04:00)

Subject: 96S48/S99

SERVICE PART: F72Z-61610D45-B___ KJT

ANALYST ROLE: OPC TYPE: GR

Suplr Remarks: N

A Ret Pub

Update

C Rmk Rmk Remarks

Date

Y Y PART ON RESTRICTION DLR MUST CALL REMKIN 12/18/96

Bob..... Please remove OPC comments. Who has responsibility for keeping OPC

comments up-to-date???? The process needs to be evaluated!

Please Forward (PFS) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from KOBEN -DRBN006 09/16/97 09:22 ***

To: JSHORE -DRBN006

cc: KOBEN -DRBN006 LWEBSTEZ-DRBN006

DKAERCHE-DRBN006

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USAET(UTC -04:00)

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STRIVE for EXCELLENCE

Renkim Corp. Phone (313)374-8674

Fax #(313)374-8323 PROFS ID KOBEN

MSG FROM: KOBEN -DRBN006 TO: DKAERCHE-DRBN006 09/16/97 16:51:47

To: JSHORE -DRBN006

cc: KOBEN -DRBN006 LWEBSTEZ-DRBN006

DKAERCHE-DRBN006 KWILUSH -DRBN007

GMCLEOD -DRBN007 SHORNER -DRBN007

FROM: Kim Oben

USAET(UTC -04:00)

Subject: SAFETY RECALL 96S48 AND 96S99

John are you aware of the stock situation in Canada?

Kim Oben

STRIVE for EXCELLENCE

Renkim Corp. Phone (313)374-8674

Fax #(313)374-8323 PROFS ID KOBEN

*** Forwarding note from GMCLEOD -DRBN007 09/16/97 15:05 ***

To: KOBEN -DRBN006

FROM: Glenys McLeod CANET(UTC -04:00)

Subject: SAFETY RECALL 96S48 AND 96S99

Checked with our Parts people in Bramalea. There is still no stock on the actual motor/rail assembly. Until stock becomes available, we will continue to let dealers call Renkim to order parts. We do not want to highlight that parts are on backorder. We think it would be more politic for Renkim to say, "Please order parts from your PDC".

Hope you don't mind. Appreciate your help.

Regards,

Glenys McLeod - Ext. 1494

MSG FROM: BDEW -DRBN006 TO: DKAERCHE-DRBN006 09/16/97 18:12:43

To: DKAERCHE-DRBN006

cc: BDEW -DRBN006 JSHORE -DRBN006

JHANSEN7-DRBN006

FROM: Bob Dew

USAET(UTC -04:00)

Subject: 96S48/S99

As I mentioned before I believe that there need to be a documented process for setting up these parts and removing them. In that process there needs to be a check list so all areas concerned get the job done that is required.

I believe we were going to have a meeting at one time but never did. Maybe that should be the starting place.

R. O. Dew

FCSD - Parts Supply and Logistics

Customer Liaison Department

NPDC Room 1310D (313)52-35359

*** Forwarding note from DKAERCHE--DRBN006 09/16/97 13:55 ***

To: BDEW --DRBN006

cc: JSHORE --DRBN006

FROM: Don Kaercher

USAET(UTC -04:00)

DKAERCHE 26-69793

Subject: 96S48/S99

What can we do about this repeated concern?

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D

*** Forwarding note from JSHORE --DRBN006 09/16/97 12:55 ***

To: BDEW --DRBN006

cc: DKAERCHE--DRBN006 Kaercher, D. F. KOBEN --DRBN006

FROM: John Shore

USAET(UTC -04:00)

Subject: 96S48/S99

SERVICE PART: F72Z-61610D45-B KIT

ANALYST ROLE: OPC

TYPE: GR

Supr Remarks: N

A Ret Pub

Update

C Rank Rank Remarks

Date

Y Y PART ON RESTRICTION DLR MUST CALL REMKIN 12/18/96

Bob.... Please remove OPC comments. Who has responsibility for keeping OPC comments up-to-date???? The process needs to be evaluated!

Please Forward (PF5) All Responses....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

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To: JSHORE --DRBN006

cc: KOBEN --DRBN006

LWEBSTEEZ--DRBN006

DKAERCHE--DRBN006

FROM: Kim Oben

USAET(UTC -04:00)

Subject: 96S48/S99

John a dealer faxed us a copy of the Merchandiser Remarks found on DOES II for the above campaign. It states the dealer should call Renkin because the part is on restriction. Is there something we are to do for the dealers at this point? I was under the impression that we no longer placed orders for dealers. Please advise.

The part numbers involved are: F72Z 61610D45 B & F72Z 61610D44 B

Thanks

Kim Oben

STRIVE for EXCELLENCE

Renkin Corp. Phone (313)374-8674

Fax #(313)374-8323 PROFS ID KOBEN

MSG FROM: JBRADLEY--DRBN006 TO: DKAERCHE--DRBN006

09/24/97 16:48:03

To: TGENOVA --DRBN006
cc: GBALINT --DRBN006
JSHORE --DRBN006
PBANDOSK--DRBN006

ABRANDT1--DRBN006
AKADUK --DRBN006
DKAERCHE--DRBN006

FROM: Joe Bradley

USAET(UTC -04:00)

Subject: Probe Belts

The left side inspect is a GO. Please get the supplemental bulletin going. I would like to mail (fax) to Dealers by October 29th. Ray Nevi will be the ASO reviewer, Jay Logel OCG. We may want to have Gary Balint give us a fresh EYE based on his background in the recall. The Bulletin should also announce the motor only part number change and PS&L should give us update information (for a flyer?) on part availability/projections, in other words I would like this to be a comprehensive package that gives the dealer everything he needs to know in one communication. Manager, Retail and Service Programs, Vehicle Serv.& Prgms.FCSD
Joe Bradley_33-72487 FAX 84-51024 rm228 FBPIII

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 09/30/97 08:37:56

To: TSCHMITZ--DRBN006 Schmitz, Thomas

cc: DKAERCHE--DRBN006 Don Kaercher

FROM: Don Kaercher

USAET(UTC -04:00)

DKAERCHE 26-69793

Subject: Ignition Switches

Tom, regarding the ignition switches:

We had a follow-up post card mailing go out to customers recently. Apparently that has sparked some unusual patterns of demand. Three PDCs wer hit heavy (including Detroit) by demand for the car switch, and one PDC (Atlanta) was hit heavy by demand on the truck switch. We are in process (this was happening when you called) of transferring stock to the affected PDCs. By the sizes of the orders it is obviously ICC customers. The quantities they ordered were way out of line with our historical demand, therefore causing the BO situations. We are transferring stock to alleviate the short term problem, and looking at bumping our forecast for select PDCs if the higher rate of demand continues! Hope you had fun last nite - say "HI" to MMM.

Regards,

Don Kaercher Mgr. QSP/Recall Service Parts IBM Mall USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33063

NPDC Room 1544D

MSG FROM: FBYKAYLO--DRBN006 TO: .at 95S28 Routing +10/02/97 09:25:45

To: .at 95S28 Routing

cc: FBYKAYLO--DRBN006

BPHILLIP--DRBN006
REMERSON--DRBN006
CTORRESJ--DRBN006
JLOMONAC--DRBN006
JWHELAN --DRBN006
MMCSAA2--DRBN006
PHOYE --DRBN006
TTREMONT--DRBN006
WMERZ --DRBN006

AMARINO --DRBN006
WCONNELI--DRBN006
RREWY --DRBN006
GOPERA --DRBN006
JOCHS --DRBN005
LWALKER --DRBN006
NMURRAY --DRBN007
TDENTON --DRBN006
TWAGNERI--DRBN006

*** Resending note of 08/04/97 14:49

FROM: Frank Bykaylo

USAET(UTC -04:00)

Subject: Ignition Switch Campaign

September CAC Data

September CAC Data		CAC				
Total Calls	Total Ignition Calls	Total Recall	% In Recall	Total Not In Recall	% Not In Recall	Access-ibility Rate
CAC 117,461	1,602	1,598	99.8%	4	0.2%	86.5%

Campaign to Date 2,236,448 144,742 75,850 52.4% 38,386 26.5% 83.7%

Customer notifies CAC: Campaigns-to-date
 Dealer refuses to perform recall 2 241

Customer inquiring:
 Why isn't my vehicle included in recall? 16 4,906

IGNITION SWITCH PARTS STATUS

Shipped	298,430
Shipped Campaign-to-Date	5,287,341
In Inventory	921,358

REPAIRS PERFORMED

Total Vehicles Involved	8,832,650
Completions	166,184
Completions Campaign-to-Date	4,458,661

MAILINGS CAMPAIGN-TO-DATE

US	7,005,062
Canada	832,167
COMPLETIONS PRIOR TO RECALL MAILING	900,000

(Included in Completions Campaign-to-date)

Regards,

Frank Bykaylo (FBYKAYLO)

Project Coordinator

Phone 313-446-1689 Fax 313-446-9475

MSG FROM: RODONNE3--DRBN006 TO: DKAERCHE--DRBN006 10/08/97 12:50:12

To: JSHORE --DRBN006 Shore, J. (John)

cc: DKAERCHE--DRBN006 HKIRK --DRBN006

GLAURITZ--DRBN006 PGIAMMAR--DRBN006

FROM: Robert L O'Donnell USAET(UTC -04:00)

Subject: Probe Seat Belt Campaign/Re-Call: (96S48/96S99)

Have new Ford part numbers for the separated Rail and Cable & Motor

assemblies been established? Please forward these to me if they have

been established, if not what do we perceive the timing to be on this?

Are there plans to cancel the current back orders on this campaign and

have the Dealers re-order using the separated assemblies? What do we

perceive the timing on this to be?

Regards,

Rob O'Donnell

National Demand Analyst, Material flow Rework Team

Phone 52-36134 Fax (313)523-5661

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 10/08/97 17:00:20

To: RODONNE3--DRBN006

cc: GLAURITZ--DRBN006

DKAERCHE--DRBN006 Kaercher, D. F.

HKIRK --DRBN006 PGLAMMAR--DRBN006
FROM: John Shore USAET(UTC -04:00)
Subject: Probe Seat Belt Campaign/Re-Call: (96S48/96S99)
We should plan on sitting down and discussing all of the open issues....
The service parts requested are as follows:
F72Z 61610d44-C (KAY2 57 930)R.H.Motor and Cable sub-assembly
F72Z 61610d45-C (KAY2 57 990)L.H.Motor and Cable sub-assembly
Let's plan on meeting Thursday afternoon. Call....
Please Forward (PF5) All Responses....Thank-You
John Shore - FCSD / PS&L Recall Manager
Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from RODONNEJ--DRBN006 10/08/97 12:50 ***

To: JSHORE --DRBN006 Shore, J. (John)
cc: DKAERCHE--DRBN006 HKIRK --DRBN006
GLAURITZ--DRBN006 PGLAMMAR--DRBN006
FROM: Robert L O'Donnell USAET(UTC -04:00)

Subject: Probe Seat Belt Campaign/Re-Call: (96S48/96S99)
Have new Ford part numbers for the separated Rail and Cable & Motor
assemblies been established? Please forward these to me if they have
been established, if not what do we perceive the timing to be on this?
Are there plans to cancel the current back orders on this campaign and
have the Dealers re-order using the separated assemblies? What do we
perceive the timing on this to be?

Regards,
Rob O'Donnell
National Demand Analyst, Material flow Rework Team
Phone 52-36134 Fax (313)523-5661

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 10/21/97 08:55:19

To: JBRADLEY--DRBN006
cc: DKAERCHE--DRBN006 Kaerber, D. F. GLAURITZ--DRBN006
RODONNEJ--DRBN006 HKIRK --DRBN006
ABRANDT1--DRBN006

FROM: John Shore USAET(UTC -04:00)
Subject: Change in releases on MANA Rails & Motors
We are changing our releases for service parts on the Probe rails and motors
in support of the dealer supplement. I understand there is an open issue
that may delay the supplement release to our dealers. Do you have any
expected or anticipate resolution date in mind????
We will be changing all the open orders for rail and motor assemblies to
rail only parts. The timing of this was to coincide with the publication of
the inspect supplement.
Please advise.....

Please Forward (PF5) All Responses....Thank-You
John Shore - FCSD / PS&L Recall Manager
Phone 26-69789 FAX 52-33065 NPDC - 1555C
*** Forwarding note from GLAURITZ--DRBN006 10/21/97 08:14 ***
To: JSHORE --DRBN006 RODONNEJ--DRBN006 O'Donnell, R.
HKIRK --DRBN006

From the desk of Gregory Lauritzen USAET(UTC -04:00)
Subject: Change in releases on MANA Rails & Motors
Per our discussions with MANA and QSS, I have cancelled the releases on
the rail & motor parts and created similar releases for the cable &
motors parts. This was completed 10/21/97. Current releases are:

F72Z-61610D44-C 18608 pcs RH cable & motor
F72Z-61610D45-C 31226 pcs LH cable & motor
F72Z-61610D44-A 8608 pcs RH rail only

This reflects what was agreed upon at the last meeting between MANA, QSS, Denso, Tokai-Rika, and FCSD. Final releases were input for the rail & motor part numbers with no quantities due. As has been discussed, shipments are still expected to start in late November from Denso with stock arriving at FCSD locations mid to late December 1998. As soon as the dealers are advised of the part number change we should have an accurate forecast of true demand on these new parts.

Gregory Lauritzen

Packager Liaison

FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM

Customer satisfaction is our NUMBER ONE priority

MSG FROM: JBRADLEY-DRBN006 TO: DKAERCHE-DRBN006 09/12/97 12:52:03

To: ABRANDT1-DRBN006 PBANDOSK-DRBN006

GBISS1-DRBN006 JSHORE-DRBN006

DKAERCHE-DRBN006

cc: AKADUK-DRBN006 WBOHAN-DRBN005

FROM: Joe Bradley USAET(UTC-04:00)

Subject: Safety Recall 96S48/99 Probe Belts

Bill Bohan and Ray Nevi successfully negotiated a left side inspection procedure yesterday in Washington. Based on the current backorder situation we need to quickly develop a supplemental bulletin that provides for a left side inspect, and an update on the parts situation. Andy Brandt will take the lead.

Manager, Recall and Service Programs, Vehicle Serv. & Prgms. FCSD
Joe Bradley_33-72487 FAX 84-51024 rm228 FBP111

MSG FROM: SFELONI-DRBN006 TO: DKAERCHE-DRBN006 11/06/97 15:00:46

To: DKAERCHE-DRBN006 SFERRISE-DRBN006

FROM: The office of Sandy Feloni USAET(UTC-05:00)

Subject: HELP!!!!!!!!!!!!!!!!!!!!!!

THANKS!!!!!! You guys are the best!!

"Have a great day!"

Sandy

Special Liaison Team Leader

PHONE # (313)44-69058, FAX # (313)44-69475 PROFS ID: SFELONI

*** Forwarding note from SFERRISE-DRBN006 11/06/97 14:21 ***

To: DKAERCHE-DRBN006 SFELONI-DRBN006

FROM: SAM FERRISE USAET(UTC-05:00)

Subject: HELP!!!!!!!!!!!!!!!!!!!!!!

Howard Ternes shipped one pc. F72Z 61610D45 B to Dealer Code 07891 today via Fed Ex - Tracker #414707693130.

Regards,

Sam Ferrise_QSF/Recall Process Specialist

Parts Supply & Logistics

NPDC Rm 1542C Ph: 523-3184 Fax: 523-3135

*** Forwarding note from SFERRISE-DRBN006 11/05/97 16:07 ***

To: DKAERCHE-DRBN006

cc: SFELONI-DRBN006

FROM: SAM FERRISE USAET(UTC-05:00)

Subject: HELP!!!!!!!!!!!!!!!!!!!!!!

Don, Hat Pack has a limited amount of stock for only the hottest orders. One piece, P/N F72Z 61610D45 B, was referred for Dealer Code 07891, DOR #59960, late today and will be shipped direct to the dealer on 11/6 from Hat Pack.

Regards,

Sam Ferrise ___ QSF/Recall Process Specialist

Parts Supply & Logistics

NPDC Rm 1542C Ph: 523-3184 Fax: 523-3135

*** Forwarding note from DKAERCHE--DRBN006 11/05/97 14:41 ***

To: SFERRISE--DRBN006 Sam Ferrise

FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: HELP!!!!!!!!!!!!!!!!!!!!!!

Here it is, P&A is 07891, it is L/H, and it is rail & motor. Can you turn miracles?

Regards,

Don Kaercher Mgr. QSF/Recall Service Parts IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D

*** Forwarding note from SFELONI --DRBN006 11/05/97 14:35 ***

To: DKAERCHE--DRBN006

FROM: The office of Sandy Feloni USAET(UTC -05:00)

Subject: HELP!!!!!!!!!!!!!!!!!!!!!!

The dealer is Frontier Ford - P&A code is 07891

It is a LHand yes, we need the rail AND motor.

You're the best!

Thanks and let me know.....

"Have a great day!"

Sandy

Special Liaison Team Leader

PHONE # (313)44-69058, FAX # (313)44-69475 PROFS ID: SFELONI

*** Forwarding note from DKAERCHE--DRBN006 11/05/97 14:17 ***

To: SFELONI --DRBN006

FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: HELP!!!!!!!!!!!!!!!!!!!!!!

We are over 7,000 pieces on backorder, but for you we MIGHT be able to find one that accidentally got lost on a shelf. Need to know:

Is it L/H or R/H side?

Does it need a rail and motor, or just a rail (most DO NOT need rail & motor)

What is dealer P&A Code

Let me know ASAP. Everytime we get 500 pieces in from Japan, they are packaged and shipped within hours..... again, we have over 7,000 on Backorder.

Yeah, let's do lunch. Heard from Nantau today - he might be coming back to

Detroit in January (new assignment). I was in England last week (I actually

have people in Europe who report to me). I thought that single-handedly I

could convince them to drive on the left, but a few Brits are still

resisting..... This urge was usually the greatest when heading back to

the hotel from a Pub.....

Regards,

Don Kaercher Mgr. QSF/Recall Service Parts IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D

*** Forwarding note from SFELONI --DRBN006 11/05/97 14:04 ***

To: DKAERCHE--DRBN006 Kaercher, Don

FROM: The office of Sandy Feloni USAET(UTC -05:00)

Subject: HELP!!!!!!!!!!!!!!!!!!!!!!

OK, finally!!!!

I need YOUR help. I have a customer with, of all things, a 1990 Probe needing a seatbelt. Promise is January, 1998 but I know you're the man....

who can I call to snatch one of these!!

A referral from one of my guys on Z0!

Thanks

Let's do lunch before the holidays!!

"Have a great day!"

Sandy

Special Liaison Team Leader

PHONE # (313)44-69058, FAX # (313)44-69475 PROFS ID: SFELONI

MSG FROM: HKIRK --DRBN006 TO: DKAERCHE--DRBN006 11/17/97 11:26:45

To: GDEYO --DRBN006

cc: DKAERCHE--DRBN006 JBRADLEY--DRBN006

HKIRK --DRBN006

FROM: HARRISON KIRK USAET(UTC -05:00)

Subject: Probe Passive Restraint Campaign

I WOULD LIKE TO SEE THE TEXT OF ANY DEALER COMMUNICATION BEFORE IT IS SENT TO THE FIELD ON THE SUBJECT PART NUMBERS, WE DONT NEED ANY ADDED BAD PRESS ON THE SUBJECT SITUATION.

Regards,

HARRISON KIRK

*** Forwarding note from GLAURITZ--DRBN006 11/14/97 16:44 ***

To: GDEYO --DRBN006

cc: HKIRK --DRBN006

From the desk of Gregory Lauritzen USAET(UTC -05:00)

Subject: Probe Passive Restraint Campaign

FYI.

Gregory Lauritzen

Demand Analyst

FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM

Customer satisfaction is our NUMBER ONE priority

*** Forwarding note from PBANDOSK--DRBN006 11/14/97 16:34 ***

To: JBRADLEY--DRBN006 Bradley, Joe

cc: ABRANDT1--DRBN006 GLAURITZ--DRBN006

PBANDOSK--DRBN006 GBISSI --DRBN006

FROM: Pete Bandoske USAET(UTC -05:00)

Subject: Probe Passive Restraint Campaign

Joe, Andy and John.

I just got off the phone with Greg Lauritz, the FCSD Material Flow Analyst for the Rail/Motor assy and he indicates to me that he will be ready to fill back orders with the newly established Motor/Cable assy at the beginning of December.

I realize that the Dealer letter has been held up because of the left hand inspection concern but we need to send the letter to dealers ASAP to let them know of the Part Number Change and Service Changes. Can we send out the dealer letter now with out the left hand inspection procedure? Please advise.

Thanks.

Regards,

Pete Bandoske, Probe/SW-164 Service Engineer, AA1 PVT

FCSD VS&P Current and Past Model Support Small/Medium FWD_Team
Phone 783-8308, FAX 782-1932, AAI Shop Office, MS0022

MSG FROM: JBRADLEY-DRBN006 TO: DKAERCHE-DRBN006 11/17/97 13:30:39

To: DKAERCHE-DRBN006

FROM: Joe Bradley USAET(UTC -05:00)

Subject: Probe Passive Restraint Campaign

YES

Manager, Recall and Service Programs, Vehicle Serv. & Prgms. FCSD

Joe Bradley_33-72487 FAX 84-51024 rm228 FBPIII

*** Forwarding note from DKAERCHE-DRBN006 11/17/97 13:12 ***

To: JBRADLEY-DRBN006

cc: HKIRK -DRBN006

JSHORE -DRBN006 John Shore

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: Probe Passive Restraint Campaign

Joe, can you make sure your team forwards Harrison a copy of the Bulletin

before it goes out. Thanks!!

Regards,

Don Kaercher Mgr. QSF/Recall Service Parts IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D

*** Forwarding note from HKIRK -DRBN006 11/17/97 11:28 ***

To: GDEYO -DRBN006

cc: DKAERCHE-DRBN006

JBRADLEY-DRBN006

HKIRK -DRBN006

FROM: HARRISON KIRK

USAET(UTC -05:00)

Subject: Probe Passive Restraint Campaign

I WOULD LIKE TO SEE THE TEXT OF ANY DEALER COMMUNICATION BEFORE IT IS SENT TO THE FIELD ON THE SUBJECT PART NUMBERS, WE DONT NEED ANY ADDED BAD PRESS ON THE SUBJECT SITUATION .

Regards,

HARRISON KIRK

*** Forwarding note from GLAURITZ-DRBN006 11/14/97 16:44 ***

To: GDEYO -DRBN006

cc: HKIRK -DRBN006

From the desk of Gregory Lauritzen USAET(UTC -05:00)

Subject: Probe Passive Restraint Campaign

FYI

Gregory Lauritzen

Demand Analyst

FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM

Customer satisfaction is our NUMBER ONE priority

*** Forwarding note from PBANDOSK-DRBN006 11/14/97 16:34 ***

To: JBRADLEY-DRBN006 Bradley, Joe

cc: ABRANDTI-DRBN006

GLAURITZ-DRBN006

PBANDOSK-DRBN006

GBISSI -DRBN006

FROM: Pete Bandooska

USAET(UTC -05:00)

Subject: Probe Passive Restraint Campaign

Joe, Andy and John,

I just got off the phone with Greg Lauritz, the FCSD Material Flow Analyst for the Rail/Motor assy and he indicates to me that he will be ready to fill back orders with the newly established Motor/Cable assy at the beginning of December.

I realize that the Dealer letter has been held up because of the left hand inspection concern but we need to send the letter to dealers ASAP to let them know of the Part Number Change and Service Changes. Can we send out the dealer letter now with out the left hand inspection procedure? Please advise.

Thanks.

Regards,

Pete Bandoaks, Probe/SW-164 Service Engineer, AAI PVT
FCSD YS&P Current and Past Model Support Small/Medium FWD_Team
Phone 785-8308, FAX 782-1932, AAI Shop Office, MS0022

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 12/03/97 15:09:27

To: ALEESE --DRBN006

cc: ABRANDT1--DRBN006 JBRADLEY--DRBN006

DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore USAET(UTC -05:00)

Subject: Probe Seat Track

We need to change some of the "words" in the 96s48 supplement. Please do not send or FAX this to our dealers without discussing needed changes.

Two part numbers listed are incorrect to the part description in the bulletin. Also referenced in the bulletin is for dealers not to order the motor/cable assembly - they must order it. Our MMP system will not automatically place an order for this part.

Please call and we can review.

Please Forward (PF5) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 12/03/97 20:41:19

To: ALEESE --DRBN006

cc: ABRANDT1--DRBN006 DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore USAET(UTC -05:00)

Subject: Probe Seat Track

I hope the video shoot is going well.....

I will need to review your final copy of the proposed supplement prior to Tony's review. It is of the up most importance we have the correct words that discuss the parts position and process.

Is there a plan on when the supplement will be sent out? We are receiving inventory on the replaced parts now. We would like to fill some of the backorders with these new parts. We are dealing with THOUSANDS and THOUSANDS of backorders. I expect even a few angry customers.....

Please Forward (PF5) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from ALEESE --DRBN006 12/03/97 17:53 ***

To: JSHORE --DRBN006

cc: ALEESE --DRBN006 ALEESE --DRBN006

FROM: Al Leese USAET(UTC -05:00)

Subject: Probe Seat Track

The draft copy you are looking at is probable the original one that is still out for review (Safety/OGC hold-up). This draft does not have any of the review comments incorporated yet. I have your review mark up along with others

If you have additional changes, please FAX them to me. I will be "tied up" the next two days in a video shoot. Thanks...

Regards,

Alvin Lense, Recall/Service Programs Department, FCSD
Ph# (313) 390-8877, FAX (313) 845-1024
Fairlane Business Park III, 237C

*** Forwarding note from JSHORE --DRBN006 12/03/97 15:09 ***

To: ALEESE --DRBN006
cc: ABRANDT1--DRBN006 JBRADLEY--DRBN006
DKAERCHE--DRBN006 Kaercher, D. F.
FROM: John Shore USAET(UTC -05:00)

Subject: Probe Seat Track

We need to change some of the "words" in the 96s48 supplement. Please do not send or FAX this to our dealers without discussing needed changes.

Two part numbers listed are incorrect to the part description in the bulletin. Also referenced in the bulletin is for dealers not to order the motor/cable assembly - they must order it. Our MMP system will not automatically place an order for this part.

Please call and we can review.

Please Forward (PF5) All Responses....Thank-You

John Shore - FCSD / PS&L Recall Manager
Phone 26-69789 FAX 52-33065 NPDC - 1555C

MSG FROM: HKIRK --DRBN006 TO: DKAERCHE--DRBN006 12/09/97 07:46:27

To: TRYAN --DRBN006
cc: DKAERCHE--DRBN006 GLAURITZ--DRBN006
HKIRK --DRBN006 GDEYO --DRBN006
FROM: HARRISON KIRK USAET(UTC -05:00)

Subject: (U)PROBE SEAT BELTS

IN ANSWER TO YOUR QUESTION YESTERDAY AM ON INITIAL SHIPMENT QTY . DON ; IT WILL TAKE ABOUT 10 TO 12 DAYS FROM TODAY FOR THIS STOCK TO ARRIVE AT THE DESIGNATED PDC'S VIA APT WITH 4160 MORE SHIPPING IN DECEMBER AND 26000 IN JANUARY OF NEEDED PART NUMBERS . CAN WE PUBLISH A FIELD COMMUNICATION THIS MONTH THAT CONTAINS THE TEXT GREG LAURITZEN AGREES TO RE PART NUMBER CONFIGURATIONS THAT MATCH THE ARRIVING PART NUMBERS FROM THE SUPPLIER QOS ?

Regards,

HARRISON KIRK

*** Forwarding note from GLAURITZ--DRBN006 12/09/97 06:34 ***

To: HKIRK --DRBN006
From the desk of Gregory Lauritzen USAET(UTC -05:00)
Subject: (U)PROBE SEAT BELTS

Harrison,

QSS advises that approx. 720 pcs of F72Z-61610D45-C will be arriving at Ternes this week. We are still working on getting John Shore and the Recall Team to send the correct note to dealers.

Gregory Lauritzen

Demand Analyst

FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM

Customer satisfaction is our NUMBER ONE priority

*** Forwarding note from HKIRK --DRBN006 12/08/97 16:21 ***

To: GLAURITZ--DRBN006
cc: HKIRK --DRBN006
FROM: HARRISON KIRK USAET(UTC -05:00)

Subject: (U)PROBE SEAT BELTS

HOW MANY OF EACH PART NUMBER WILL BE AVAILABLE IN THE NEXT WEEK OR SO TO SUPPORT THE APT'S ,I NEED TO KNOW TODAY IF POSSIBLE .

Regards,

cc: DKAERCHE--DRBN006 Kaercher, D. F.
FROM: John Shore USAET(UTC -05:00)

Subject: Probe Recall - Part Availability

Don Kaercher suggested I contact you in reference finding out who would be an appropriate contact in the CAC for legal, FCAB concerns relating to the recall 96s44/99 - Probe seat belt and motor part availability issues. We found approximately 100 parts that can be used on this recall. They are currently not available through normal distribution process and should only be used to avoid "extreme cases".

Currently we have over 4000 back orders for parts on this program with no easy fix and fast replenishment plans..... a big problem!!

The 100 parts can be used, as mentioned earlier, for extreme cases.

Thanks.

Please Forward (PF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

32-31596

MSG FROM: NVERT --DRBN006 TO: DKAERCHE--DRBN006 02/07/97 10:19:30

To: JSHORE --DRBN006 LBLACK --DRBN006

cc: DKAERCHE--DRBN006

FROM: Nancy Vert USAET(UTC -05:00)

Subject: Probe Recall - Part Availability

John - this is very much appreciated. Lynn Black will be your contact person. We're not sure if we any concerns that have escalated to this level yet, but we appreciate your efforts to diffuse the situation should it reach that point.

Customer Satisfaction is the #1 Priority!

Nancy Vert, Process Specialist

Customer Assistance Center (CAC)

44-64635 - FAX 44-69470

*** Forwarding note from JSHORE --DRBN006 02/06/97 08:50 ***

To: NVERT --DRBN006 Vert, N.B. (Nancy)

cc: DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore USAET(UTC -05:00)

Subject: Probe Recall - Part Availability

Don Kaercher suggested I contact you in reference finding out who would be an appropriate contact in the CAC for legal, FCAB concerns relating to the recall 96s44/99 - Probe seat belt and motor part availability issues. We found approximately 100 parts that can be used on this recall. They are currently not available through normal distribution process and should only be used to avoid "extreme cases".

Currently we have over 4000 back orders for parts on this program with no easy fix and fast replenishment plans..... a big problem!!

The 100 parts can be used, as mentioned earlier, for extreme cases.

Thanks.

Please Forward (PF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

32-31596

MSG FROM: OASIS1 --DRBN006 TO: DKAERCHE--DRBN006 02/10/97 08:49:48

To: BENGLEHA--DRBN006 RMCCART1--DRBN006

DKAERCHE--DRBN006

FROM: O Asis USAET(UTC -05:00)

Subject: IMPORTANT PART NOTICE FOR RECALL, 96S48 AND 96S99

THIS MESSAGE IS NOW ACTIVE ON OASIS AS SSM # 10311.
90-92 PROBE MOTORIZED SEAT BELT RAIL & MOTOR ASSY. FOR RECALLS 96S48 & 96S99
ARE IN EXTREMELY SHORT SUPPLY. THE RAIL & MOTOR ASSEMBLY ARE CURRENTLY ON BACK
ORDER WITH A VERY LONG LEAD TIME REQUIRED TO RE-STOCK. IT IS IMPERATIVE THAT
THE INSTRUCTIONS IN THE RECALL ARE FOLLOWED COMPLETELY AND THAT THE RAIL &
MOTOR ASSEMBLY IS ONLY REPLACED WHEN INSTRUCTED BY THE TECHNICAL INSTRUCTIONS.
THE MAJORITY OF VEHICLES SERVICED UNDER THE RECALLS WILL REQUIRE REPLACEMENT
OF THE RAIL (NO MOTOR) ONLY, NOT A FULL ASSEMBLY. RAILS (NO MOTOR) PART
NUMBER F72Z-61610D45-A (LH) AND F72Z-61610D44-A (RH) ARE AVAILABLE AND CAN BE
ORDERED BY CALLING 1-800-325-5621. ALL RAIL & MOTOR ASSEMBLY REPLACEMENTS
MUST BE RETURNED AND ARE SUBJECT TO CHARGE BACK IF REPLACED NEEDLESSLY.

Regards,

O Asis

MSG FROM: GBALINT--DRBN006 TO: DKAERCHE--DRBN006 02/10/97 12:17:45

To: RHOWELLJ--DRBN006

cc: PBANDOSK--DRBN006

RBADGES --DRBN006 Badges, R.S.

DKAERCHE--DRBN006

FROM: Gary Balint

USAET(UTC -05:00)

Subject: Important Part Notice for Recall 96S48 and 96S99

See Pete Bandoske's note below. Can you get this message on DOESII? If it is
too long or you have questions, please contact Pete on 313-783-8308. Thanks.

Gary S. Balint _ PROFS--GBALINT or INTERNET=usfmc85c@ibmmail.com

24-87610 (FAX 84-51024)

Room 237L, FBP III

*** Forwarding note from PBANDOSK--DRBN006 02/10/97 08:36 ***

To: GBALINT--DRBN006

cc: RBADGES--DRBN006

FROM: Pete Bandoske

USAET(UTC -05:00)

Subject: Important Part Notice for Recall 96S48 and 96S99

Gary,

Can you coordinate getting this message on DOESII? Or give me the contacts
name and I will call him. Thanks.

Regards,

Pete Bandoske, Service Engineer, Probe Plant Vehicle Team

FCSD Small/Medium FWD Vehicle Services and Programs

Phone 783-8308, FAX 782-1932, AAI Shop Office, MS0022

*** Forwarding note from OASISI --DRBN006 02/10/97 08:13 ***

To: PBANDOSK--DRBN006

FROM: O Asis

USAET(UTC -05:00)

Subject: Important Part Notice for Recall 96S48 and 96S99

THIS MESSAGE IS NOW ACTIVE ON OASIS AS SSM # 10311.

90-92 PROBE MOTORIZED SEAT BELT RAIL & MOTOR ASSY. FOR RECALLS 96S48 & 96S99
ARE IN EXTREMELY SHORT SUPPLY. THE RAIL & MOTOR ASSEMBLY ARE CURRENTLY ON BACK
ORDER WITH A VERY LONG LEAD TIME REQUIRED TO RE-STOCK. IT IS IMPERATIVE THAT
THE INSTRUCTIONS IN THE RECALL ARE FOLLOWED COMPLETELY AND THAT THE RAIL &
MOTOR ASSEMBLY IS ONLY REPLACED WHEN INSTRUCTED BY THE TECHNICAL INSTRUCTIONS.
THE MAJORITY OF VEHICLES SERVICED UNDER THE RECALLS WILL REQUIRE REPLACEMENT
OF THE RAIL (NO MOTOR) ONLY, NOT A FULL ASSEMBLY. RAILS (NO MOTOR) PART
NUMBER F72Z-61610D45-A (LH) AND F72Z-61610D44-A (RH) ARE AVAILABLE AND CAN BE
ORDERED BY CALLING 1-800-325-5621. ALL RAIL & MOTOR ASSEMBLY REPLACEMENTS
MUST BE RETURNED AND ARE SUBJECT TO CHARGE BACK IF REPLACED NEEDLESSLY.

Regards,

O Asis

*** Forwarding note from OASIS -DRBN006 02/04/97 12:00 ***

To: OASIS1 -DRBN006

cc: TECHHOT -DRBN006

FROM: OASIS Team USAET(UTC -05:00)

Subject: Important Part Notice for Recall 96S48 and 96S99

FYI FOR TUESDAY STACK ON 2-4-97

if questions please call,

RICH HIRTZEL, FCSD OASIS COORDINATOR 32-32272

BARRY MALATESTA, SPECIAL PROJECTS 31-79362

*** Forwarding note from PBANDOSK-DRBN006 02/04/97 07:57 ***

To: OASIS -DRBN006

cc: RBADGES -DRBN006

GBALINT -DRBN006

KJONES -DRBN006

GBISSI -DRBN006

PBANDOSK-DRBN006

*** Resending note of 01/24/97 10:14

FROM: Pete Bandoske USAET(UTC -05:00)

SUBJECT: Important Part Notice for Recall 96S48 and 96S99

QSF ITEM? YES __, NO XXX, IF YES, PROVIDE QSF TRACKING NUMBER _____

DOES THIS OASIS REQUEST HAVE A COMMON TSB IN PROCESS? YES __, NO XXX

ARE PARTS REQUIRED? YES __, NO XXX, IF YES, USE ".GF PART REQUEST" FORM

NOTE USERS--> PART REQUEST FORM MUST BE SENT ALONG IF PARTS ARE REQUIRED

FAILURE TO DO SO WILL RESULT IN A REJECTION OF THE REQUEST.

OASIS MESSAGE REQUEST (TEMPLATE VER. 10/96)

MODEL YEAR(S): 1990 - 1992 _____

VEHICLE LINE(S): Probe _____

ENGINE(S): All _____

CALIBRATION(S): All _____

TRANSMISSION(S): All _____

SPECIAL INSTRUCTIONS: Please Broadcast to US and Canada for a full week __

BROADCAST MESSAGE: YES XX NO __ ONLY __

B'CAST DISTRIBUTION: CANADA XX; US XX; GULF COAST __; ALL (REG.) __

OASIS SERVICE CODES: 104000 190000 _____

***** MESSAGE TEXT (LIMIT TO 720 CHARACTERS MAX) *****

90-92 Probe motorized seat belt Rail & Motor Assy. for Recalls 96S48 & 96S99

are in extremely short supply. The Rail & Motor Assy. are currently on back

order with a very long lead time required to re-stock. It is imperative that

the instructions in the recall are followed completely and that the Rail &

Motor Assy. is only replaced when instructed to by the Technical Instructions.

The majority of vehicles serviced under the recalls will only require replace-

ment of the Rail (no motor) only, not a full assembly. Rails (no motor) part

number F72Z-61610D45-A (LH) AND F72Z-61610D44-A (RH) are available and can be

ordered by calling 1-800-325-3621. All Rail & Motor Assy. replaced must be

returned and are subject to charge back if replaced needlessly.

**** IMPORTANT INSTRUCTIONS, PLEASE REVIEW BEFORE SENDING YOUR REQUEST****

ATTN. ALL TEMPLATE USERS: RECORD THE FIELD FIX TRACKING# ON SUBJECT LINE.

OASIS REQUESTS ARE NOT COMPLETE IF THE FIELD FIX TRACKING # IS LEFT OFF.

ATTN. NON-FCSD SEO ORIGINATORS: ROUTE THIS REQUEST TO FCSD SVC ENG.

ATTN. FCSD VEH. LINE (SEO) ENG: CC ORIGINATOR UPON ACCEPTANCE OR REJECT.

-> PLEASE USE PF5 TO RESPOND. DO NOT USE PF6 OR PF7 TO CREATE RESPONSE.

**** A "CC" TO YOUR SUPERVISOR IS REQUIRED ON ALL MESSAGE APPROVALS****

ORIGINATOR: PETE BANDOSKE PH: 313-783-8308 ACTVTY: PROBE FCSD PVT SVC ENG

SUPERVISOR: GERRY BISSI PH: 33-75856 ACTVTY: FCSD C & P MODEL SUPP.