

***** APPROVALS (OBTAINED BY OASIS COORDINATOR) *****

OGC: _____ PHONE: _____ DATE: _____
ASO: _____ PHONE: _____ DATE: _____
VEE: _____ PHONE: _____ DATE: _____

Regards,

Pete Bandoska, Service Engineer, Probe Plant Vehicle Team
FCSD Small/Medium FWD Vehicle Services and Programs
Phone 783-8308, FAX 782-1932, AAI Shop Office, MS0022

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

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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

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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 12:25

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 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

KWLUSH -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

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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

PBANDOSK-DRBN006

DKAERCHE-DRBN006

SHORNER -DRBN007

JBRADLEY-DRBN006

Kaercher, D. F. KWLUSH -DRBN007

FROM: John Shore

USAET(UTC -05:00)

Subject: 96s48/99

I just ordered an outstanding unit report from Charlie. We expect Renkim 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

SHORNER -DRBN007

PBANDOSK-DRBN006

GBALINT -DRBN006 Gary Balint

Badges, R.S. JBRADLEY-DRBN006

DKAERCHE-DRBN006

KWLUSH -DRBN007

FROM: Gary Balint

USAET(UTC -05:00)

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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

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PBANDOSK--DRBN006

KWILUSH --DRBN007

FROM: Ed Samborski

CANET(UTC -05:00)

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*** Reply to note of 02/20/97 13:59

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CANET(UTC -05:00)

Subject: 96s48/99

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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: 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!

Sus 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 13:58 ***

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

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John Shore - QSF / Recall Process Team

32-31596

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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)

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Gary S. Balint__ PROFS=GBALINT or INTERNET=usfmc85c@bmmail.com

24-87610 (FAX 84-51024)

Room 237L, FBP III

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To: RBADGES --DRBN006

cc: ESAMBORS--DRBN007

GBALINT --DRBN006

JBRADLEY--DRBN006

DKAERCHE--DRBN006

JSHORE --DRBN006

PBANDOSK--DRBN006

SHORNER --DRBN007

KWILUSH --DRBN007

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CANET(UTC -05:00)

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Regards,

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To: ESAMBORS--DRBN007

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CANET(UTC -05:00)

Subject: 96s48/99

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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 MSMTI08--DRBN006

FROM: MITCHELL HABIAN USAET(UTC -05:00)

Subject: 96S48/96S99 Seed Stock

Don/Becky,

I have provided Renkim with the data to generate a report that will show the number of unrepaid 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: QBALINT --DRBN006

cc: LWEBSTE2--DRBN006 MSTARJN--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

32-31396

*** 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 237F

*** Forwarding note from MHABIAN-DRBN006 02/25/97 08:06 ***

To: DKAERCHE-DRBN006 BENGLEHA-DRBN006
cc: MHABIAN-DRBN006 CRAYMOND-DRBN006
LWEBSTE2-DRBN006 MSMIT10E-DRBN006
FROM: MITCHELL HABIAN USAET(UTC -05:00)
Subject: 96S48/96S99 Seed Stock

Don/Berky,

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Regards,

MITCHELL HABIAN

Ford Recall Section, Fairlane Business Park III, Suite 237E
MHABIAN, (313)84-50947, Fax: 84-51024, USFMCPMV@fbmmail.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 5 or 6 dealers call saying they don't need the seat tracks or belts or whatever the parts are (such as 72z 61610d45 n). 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 3621.

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:
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 *

Renkim has placed the order, either after the dealer called 800 323 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 - ternes is freakin' out, thinking these are dupa 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: KOBEN --DRBN006 JCHENZJ --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 Jhansen7 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 II message to the parts dept. 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 USAET(UTC -06:00)
Subject: Probe Seat Track Recalls

Can we bill these fools back?

Regards,
TOM BREEN
B/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 USAET(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 seed 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
26-69789 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
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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: NIACKMAN--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: MWARRIL2--DRBN006 BSUTTON --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 look-
ing 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

CBBERMAN--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: 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: Campgain 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 Terns 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 Terres ships, FCSD pays \$5-\$6. On just the 4,707 lines, Terres 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 - NNX2 - MALW - 96S48

Please Forward (PF3) 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 Rankin. Dealers will continue to call Rankin 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 Rankin 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 Operation 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 96S48/96S99 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 (PF5) 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

Ken this is the recall that went out to dealers on Oct 7, 1996 as

Recall 96S48 (driver side) and Recall 96S99 (passenger side).

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left hand rail and motor assembly was done concurrent to all dealers

concurrent with the bulletin release. That SEED STOCK distribution was

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some assemblies as they perceived they did not require - we reviewed this

and to my recollection you either hoisted them into inventory or returned them

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These assemblies were also being pulled out of HLM and distributed to the

PDCs. 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 (PFS) 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 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.
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3. We need to know how the program is to be administered i.e. 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 FDC'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. & Pgms. FCSD

Joe Bradley_33-72487 FAX 84-51024 m228 FBP11

*** 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 USFMC7GC

Parts Supply & Logistics 26-69793 Fax 26-35475

NPOC 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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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.

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 26-69793

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 TTHOMPSI-DRBN007

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(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

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DKAERCHE 26-69793

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Regards,

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Parts Supply & Logistics 26-69793 Fax 26-35475

NPDC Room 2309D

*** Forwarding note from KHORD --DRBN007 03/11/97 08:56 ***

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3. We need to know how the program is to be administered i.e. 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 POC'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 16:34:06

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 / Recall 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 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: 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 Renkin didn't know we have had stock on the LH Rail & Motor?

At any rate, Renkin will be updating their script.

Best Regards,

Michael D. Rogers

Demand Analyst, Assoc. & Direct Ship Procurant; 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/C'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) 523-5661; 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 Samborski 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: 96548/99 - 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 Renkin 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 Renkin 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 8-433-1495 Fax: 903-845-7069

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: 96548/99 - Rail only Parts Supply

I asked Renkin 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: 96548/99 - Rail only Parts Supply

Can you handle with Norm and Sue. Did we switch from Renkin 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 26-33473

NPDC Room 2309D

*** Forwarding note from SHORNER -DRBN007 03/20/97 13:38 ***

To: NJACKMAN--DRBN007
cc: ESAMBORS--DRBN007
DKAERCHE--DRBN006
KWILUSH--DRBN007

KHORD --DRBN007
SHORNER --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: 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 03/25/97 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 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 Keercher 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 our 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

FROM: Ed Samborski SHORNER -DRBN007
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,

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 8-453-1493 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 FTZZ 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_(Shoener)

Ford of Canada Recall Administrator, COB-4

Dialnet 8-453-1493 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 52-33063

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 07:54 ***

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 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

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_(Shomer)

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 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

*** 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: 905-843-7069

*** 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 PCSD 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 Renkin 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 Renkin 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 Renkin 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 (Shornax)

Ford of Canada Recall Administrator, COB-4

Dialnet 8-453-1495 Fax: 905-845-7069

MSG:FROM: ESAMBORS--DRBN007 TO: DKAERCHE--DRBN006 03/26/97 07:36:41

To: DKAERCHE--DRBN006

FROM: Ed Samborski CANET(UTC -05:00)

Subject: 96S48/99 - Rail only Parts Supply

Thanks Don. I should learn to spell - good should have been could.

Regards,

Ed Samborski

*** Forwarding note from DKAERCHE--DRBN006 03/25/97 16:43 ***

To: ESAMBORS--DRBN007

cc: KHORD --DRBN007 KWILUSH --DRBN007

JSHORE --DRBN006

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

DKAERCHE 26-69793

Subject: 96S48/99 - Rail only Parts Supply

We always leave some there to continue to fill orders until stock is received at that PDCs (usually a one-month supply). Once the PDCs receive stock, the balance of the HLM inventory is shipped to the appropriate location (PRC, NPDC or Detroit). A bit of a safety net... It has paid off more than once.

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 16:38 ***

To: DKAERCHE--DRBN006

cc: ESAMBORS--DRBN007 KWILUSH --DRBN007

JSHORE --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 JSHORE --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.

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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 07:54 ***

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.
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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

Dialnet 8-455-1495 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
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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 8-455-1495 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

SHORNER -DRBN007

LWEBSTE2--DRBN006

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

DKAERCHE--DRBN006

KWILLISH -DRBN007

KHORD -DRBN007

SHORNER -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: 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 ato/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 abc/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 noone their had ordered this part but there is another dealer in Florida (04870). We called them. I spoke with Robble 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 (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? 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 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 Renkin.
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 Renkin?
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 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 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 D0001101--DRBN001
FROM: James Hansen USAET(UTC -05:00)
Subject: f72z 61610d45 b

linda, are you guys still taking orders on this part? a1 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: 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 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) 523-5661; USFMD64B@JBMMAIL.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: 96S48

Mike...Please review

To: MROGERS -DRBN004

cc: DKAERCHE-DRBN006 Kaercher, D. F.

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

Subject: 96S48

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 (PP5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

26-69789 NPDC - 2308D

*** Forwarding note from DKAERCHE-DRBN006 04/03/97 16:35 ***

To: JSHORE -DRBN006

cc: DKAERCHE-DRBN006 DON KAERCHER

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

DKAERCHE 26-69793

Subject: 96S48

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 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 & 3,000 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) 523-3661; 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: 96S48

Mike... Please review

To: MROGERS -DRBN004

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

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

Subject: 96S48

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: 96S48

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: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 03/28/96 10:30:11

To: SFERRISE--DRBN006

cc: PGIAMMAR--DRBN006 JBERNBEC--DRBN006

DKAERCHE--DRBN006 DON KAERCHER MDUGAS --DRBN006 Milt Dugas

FROM: Don Kaercher

DKAERCHE 62-14142

Subject: POTENTIAL RECALL OR EXTENDED WARRANTY

Is there ANYTHING we can do to shorten that 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 SFERRISE--DRBN006 03/27/96 09:46 ***

To: JBERNBEC--DRBN006

cc: DKAERCHE--DRBN006 PGIAMMAR--DRBN006

FROM: SAM FERRISE

Subject: POTENTIAL RECALL OR EXTENDED WARRANTY

Mazda N. America has advised that the best ship promise for these items is 14-16 weeks. This is the estimated timing to ship from Flat Rock. According to MANA this amount of lead time is required because there are Japanese sourced components and many processes are required to manufacture these parts.

Regards,

SAM FERRISE

*** Forwarding note from JBERNBEC--DRBN006 03/21/96 16:54 ***

To: DKAERCHE--DRBN006 SFERRISE--DRBN006

cc: JBERNBEC--DRBN006 PGIAMMAR--DRBN006

MROSSI --DRBN006

FROM: Joe Bernbeck

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 (II)

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 at 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) = 2322 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/C'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

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 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

cc: KOBEN --DRBN006

LWEBSTE2--DRBN006

FROM: Linda Webster

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

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 52-33065

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, 772x 61610d45 b and d44 b. This appears to be an error in transmission from Renkim. All the dupe orders had dot# 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

To: RVICKERY-DRBN006
cc: DKAERCHE-DRBN006 DON KAERCHER PGIAMMAR-DRBN006
MDUGAS -DRBN006 Milt Dugas
FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 62-14142
Subject: 96X10

Pat Giammarco is working on alternative ways of storing the inventory for 96X10 to see if there are ways where some or all of it isn't carried on our books. Would you let Pat know what the particulars are for 96X10, such as will it be an M or B program, will it be phased mailed, will there be a follow-up letter sent, will there be an end-of-program date, etc.

If you are not the right person, please forward it to the appropriate person.

Thanks Bob.

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: KWYGONIK-DRBN006 TO: DKAERCHE-DRBN006 09/20/96 10:24:14

To: DKAERCHE-DRBN006
cc: SFERRISE-DRBN006 MDUGAS -DRBN006
JKASHINS--DRBN006 JRUMAN -DRBN006
KWYGONIK-DRBN006 PBANDOSK-DRBN006
DABDELNO-DRBN006

FROM: KEITH E. WYGONIK USAET(UTC -04:00)

Subject: Probe Passive Belt Campaign

The following are the new service numbers for the Probe Passive Belt Campaign.

Mazda #	Ford Serv #	Part Name	Qty per veh.
KAY1 57 930	F72Z 61610D44B	Track assy. (incl mtr)	1
KAY1 57990	F72Z 61610D45B	Track assy. (incl mtr)	1
KAY1 57 93Y	* F72Z 61610D44A	Track assy. (less mtr)	1
KAY1 57 99Y	* F72Z 61610D45A	Track assy. (less mtr)	1
KAY1 57 99A	KAY1 57 99A	Pin (Track assy)	2

* Pin KAY1 57 99A also included with Track assy. F72Z 61610D44 & 45A

If you have any questions please advise.

Best Regards,

KEITH E. WYGONIK

Suite 1124A NPDC

(313) 523-5419 - FAX (313) 523-6159

MSG FROM: RVICKERY-DRBN006 TO: DKAERCHE-DRBN006 09/24/96 12:35:42

To: SFERRISE-DRBN006 DKAERCHE-DRBN006
cc: JBRADLEY-DRBN006 GBALINT -DRBN006
RBADGES -DRBN006 RVICKERY-DRBN006

FROM: Robert D. Vickery, Sr. USAET(UTC -04:00)

Subject: Warning Switch Availability

DON, AFTER I RECEIVED YOUR FAX FROM Q88, I CALLED PETE BANDOSKE AND ATTACHED IS HIS ANSWER. PLEASE ADVISE ALL INVOLVED ON YOUR END, THANKS.

MAY THE LORD JESUS CHRIST BLESS YOUR DAY

ROBERT O. VICKERY, Sr. (BOB) F.C.S.D. - F.B.P.II, SUITE 237K

RECALL & OWNER NOTIFICATION PROGRAMS, CURRENT & PAST MODEL ENGR

Phone:(313) 24-83530 FAX:(313) 84-51024 IBMMAIL(USFMCGBF)

*** Forwarding note from PBANDOSK-DRBN006 09/24/96 11:45 ***

To: RVICKERY--DRBN006
cc: JBRADLEY--DRBN006 GBISSI --DRBN006
FROM: Pete Bandoske USAET(UTC -04:00)
Subject: Warning Switch Availability
Bob,

Per our phone conversation I understand the warning switch KA52-57-921 FORD P/N F12Z-14B119-A is no longer available from the supplier.

The original quantity ordered was on the premises that the Probe Passive Restraint campaign would be a "Life Time Warranty on the System" through a Owner Notification Program. Therefore requiring additional stock on all parts used in the system.

Now the direction is a recall on the track assy. itself.

This switch is part of the center retractor assy which is no longer part of the program, unless the center retractor is locked up and keeping the seat belt from moving between the A and B pillar.

For this reason I foresee no dramatic increase in part sales on this part due to the recall. Currently we show 763 parts in FCSD depots and sales per month range from 1 to 6. I hope this helps in your quest in obtaining the correct parts for this program.

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

MSG FROM: GBALINT --DRBN006 TO: DKAERCHE--DRBN006 09/26/96 07:45:55

To: DKAERCHE--DRBN006
FROM: Gary Balint USAET(UTC -04:00)
Subject: Probe Rail/Motor Assemblies
Info you may want before our discussion this afternoon.
Gary S. Balint _ PROFS=GBALINT or INTERNET=usfw85c@ibm.com
24-87610 (FAX 84-51024)
Room 237L, FBP III

*** Forwarding note from PBANDOSK--DRBN006 09/23/96 16:21 ***

To: GBALINT --DRBN006
cc: GBISSI --DRBN006 PBANDOSK--DRBN006
 JBRADLEY--DRBN006 RBADGES --DRBN006
 RVICKERY--DRBN006 MHAMME --DRBN004
 KJONES --DRBN006 PBANDOSK--DRBN006
FROM: Pete Bandoske USAET(UTC -04:00)
Subject: Probe Rail/Motor Assemblies

Gary,

The latest information I have is what I called you on yesterday. I will summarize here for all:

The bottle necks are as follows:

1) There were 25,000 motor armatures produced by Nippon Denso prior to the disassembly of their production line. These armatures still need to be built up to finished motors (including covers, brackets, shipping) timing for that is expected at the end of this week or the beginning of next week from QSS.

2) There are still only 70,000 limit switches available by the end of the current QSS time line (mid Dec). QSS has asked for 151,000 total from supplier. Also supplier has been asked from Mazda to supply limits switches to them for RX7 campaign. QSS expects better timing figures later this week.

Once QSS can give compressed timing they want to have a meeting with AAI, MANA

and FCSD to bring everyone up to date and to answer questions. I realize that I am the grapevine to the supplier because I am closest to the issue, but your questions need to be pushed in Bob Vickery's direction so that FAST TRACK can pressure CPO, CPO can pressure MANA and so forth. As of yesterday MANA has not given QSS a purchase order for any of these parts that we are requesting. QSS is acting in good faith and proceeding any ways, but I feel that these underlying part problems will hurt this program further. I am always willing to help and will do all I can to push from the PVT's end but we need to push from all directions. Thanks.

Regards,

Pete Bandozke, 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 GBALINT -DRBN006 09/25/96 15:15 ***

To: PBANDOSK-DRBN006

cc: JBRADLEY-DRBN006 RVICKERY-DRBN006 Vickery Sr., R.D.

RBADGES -DRBN006 Badges, R.S. GBALINT -DRBN006 Gary Balint

FROM: Gary Balint USAET(UTC -04:00)

Subject: Probe Rail/Motor Assemblies

Have you received any update on when we will get more rail/motor assemblies and what the anticipated ship rate is? That info would help us decide whether we need to have the customer come in once or twice. When we do get more, will they have the existing rail or the upgraded rail?

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 09/27/96 12:02:26

To: JBRADLEY-DRBN006

cc: RVICKERY-DRBN006 TBALUK -DRBN006

GBALINT -DRBN006 SFERRISE-DRBN006

DKAERCHE-DRBN006 DON KAERCHER MDUGAS -DRBN006 Milt Dugas

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

DKAERCHE 62-14142

Subject: (U) 96X10 POTENTIAL RECALL REQUEST FOR PARTS AVAILABILITY

This is the latest and greatest Parts Request on Probe. The quantities don't match what we discussed, or match what you and Tom Baluk discussed. We need to finalize the paperwork. I spoke with Bob Vickery and Gary Balint on Fri 9/27 and we ALL agree we need to revise this order once and for all so the releases can go out correctly (this is not slowing any timing down - Ferris and Baluk have made sure of that).

Maybe sometime Tuesday when you get back we can conf call together (you, Bob V., Sam F. and me) and resolve this so we can issue the releases. Thanks

Joe!

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 RVICKERY-DRBN006 09/27/96 11:52 ***

To: DKAERCHE-DRBN006

FROM: Robert D. Vickery, Sr. USAET(UTC -04:00)

Subject: (U) 96X10 POTENTIAL RECALL REQUEST FOR PARTS AVAILABILITY
INFO.

MAY THE LORD JESUS CHRIST BLESS YOUR DAY

ROBERT D. VICKERY, Sr. (BOB) F.C.S.D. - F.B.P.III, SUITE 237K
RECALL & OWNER NOTIFICATION PROGRAMS, CURRENT & PAST MODEL ENGR
Phone:(313) 24-83530 FAX:(313) 84-51024 IBMMAIL(USFMCGBF)

*** Forwarding note from RVICKERY-DRBN006 09/20/96 13:13 ***

To: SFERRISE-DRBN006

FROM: Robert D. Vickery, Sr. USAET(UTC -04:00)

*** Resending note of 08/26/96 15:26

*** Resending note of 08/14/96 11:29

NOTE: RECALL # 96S48 REPLACES ONP RECALL # 96M88 AND POTENTIAL 96X10

W/ ADDING PART NUMBERS

***** TITLE ***** : 1990/1992 PROBE PASSIVE SEAT BELT CONCERN
WITH NHTSA - REVISED - ADDING MEMO PARTS

TECHNICAL SERVICE LETTER : N/R

WERS CONCERN NUMBER : ALL PARTS ARE RELEASED IN THE SERVICE SYSTEM

DATE OF WERS CONCERN : N/R
DATE OF WERS NOTICE : N/R
DATE TO PARTS SPECIALIST : 4/4/96 NOON MTG.

SPECIAL INSTRUCTIONS / REMARKS: SUPER HOT! HOT! UNDER U.S. GOVERNMENT ORDER.
SAM FERRISE YOU MIGHT ALREADY HAVE SOME
OF THE W/ PARTS ON ORDER.

BUYER MDSR SOURCE EST

PART NAME ENGINEERING NO. SERVICE NO. CODE CODE CODE QTY

KIT-L/H TRACK KA51 57 990D FO2Z 61610D45 A 5N2 5ZB M323D 75346
W/KIT-L/H TRACK KAY1 57 990 F72Z 61610D45 B 5N2 5ZB M323D 10000
KIT-R/H TRACK KA51 57 930D FO2Z 61610D44 A 5N2 5ZB M323D 17014
W/KIT-R/H TRACK KAY1 57 930 F72Z 61610D44 B 5N2 5ZB M323D 3500
W/RAIL-LH KAY1 57 99Y F72Z 61610D45 A 5N2 5ZB M323D 54000
W/RAIL-RH KAY1 57 93Y F72Z 61610D44 A 5N2 5ZB M323D 18000
RETRACTOR KA51 57 920B13 FO2Z 61611A48 AA 5N2 5ZB M323D 12153
RETRACTOR KA51 57 920B37 FO2Z 61611A48 BB 5N2 5ZB M323D 17014
RETRACTOR KA51 57 920B53 FO2Z 61611A48 CC 5N2 5ZB M323D 17014
RETRACTOR KA51 57 920B97 FO2Z 61611A48 DD 5N2 5ZB M323D 31597
SWITCH ASSY. KA52 57 921 F12Z 14B119 A 5N2 5ZB M323D 9722
LATCH-R/H KA31 58 310 FO2Z 6121812 B 5N2 5ZB M323D 1215
LATCH-L/H KA31 59 310 FO2Z 6121813 B 5N2 5ZB M323D 2430
CONTROL FO2F 14A679 AA FO2Z 14A679 A 1A1 1AB EE07A 19444
SWITCH ASSY. F5AB 9341 AA F5AZ 9341 A 6P1 6PC Q29AA 24306 W/
SHIELD KLO7 18 766 F32Z 9F315 A 5N2 5NC T525I 7292

MEMO PARTS WITH SUGGESTED INITIAL QUANTITIES THEN BUY BASED ON DEMAND:

CLIP FOC6-5842468-AB B499-68ADI 5N2 5NA T525I 10,000
A PILLAR BLUE F12Z-6151752-A 5N2 5ZB M323D 30
A PILLAR SANDW. F12Z-6151752-B 5N2 5ZB M323D 3
A PILLAR SCARLET F12Z-6151752-C 5N2 5ZB M323D 30
A PILLAR TITANIUM F12Z-6151752-D 5N2 5ZB M323D 90
A PILLAR BLUE F12Z-6151753-A 5N2 5ZB M323D 170
A PILLAR SANDALW F12Z-6151753-B 5N2 5ZB M323D 18
A PILLAR SCARLET F12Z-6151753-C 5N2 5ZB M323D 170
A PILLAR TITANIUM F12Z-6151753-D 5N2 5ZB M323D 540
TRIM FASTENER SCARLET E001-68-241-18 5N2 5ND T525I 2,000
TRIM FASTENER SANDALW E001-68-241-38 5N2 5ND T525I 210
TRIM FASTENER BLUE E001-68-241-95 5N2 5ND T525I 2,000

TRIM FASTENER TITANIUM	E001-68-241-98	5N2	5ND	T5251	6,300
HD TRIM SCARLET	E92Z-6103598-E	5N2	5ZB	M323D	4
HD TRIM SANDALWOOD	E92Z-6103598-F	5N2	5ZB	M323D	1
HD TRIM BLUE	E92Z-6103598-H	5N2	5ZB	M323D	4
HD TRIM TITANIUM	FO2Z-6103598-A	5N2	5ZB	M323D	12
HD TRIM SCARLET	E92Z-6103599-N	5N2	5ZB	M323D	23
HD TRIM SANDALWOOD	E92Z-6103599-P	5N2	5ZB	M323D	3
HD TRIM BLUE	E92Z-6103599-S	5N2	5ZB	M323D	23
HD TRIM TITANIUM	FO2Z-6103599-A	5N2	5ZB	M323D	72
HD TRIM SC W/CONSOLE	E92Z-6103598-N	5N2	5ZB	M323D	2
HD TRIM SN W/CONSOLE	E92Z-6103598-S	5N2	5ZB	M323D	1
HD TRIM BL W/CONSOLE	E92Z-6103598-R	5N2	5ZB	M323D	2
HD TRIM TT W/CONSOLE	FO2Z-6103598-B	5N2	5ZB	M323D	6
HD TRIM SC W/CONSOLE	E92Z-6103599-J	5N2	5ZB	M323D	11
HD TRIM SN W/CONSOLE	E92Z-6103599-K	5N2	5ZB	M323D	2
HD TRIM BL W/CONSOLE	E92Z-6103599-M	5N2	5ZB	M323D	11
HD TRIM TT W/CONSOLE	FO2Z-6103599-B	5N2	5ZB	M323D	36

VEHICLE APPLICATION : 1990 / 1992 PROBE

VEHICLE POPULATION : 243,046

R/1000 : NA

ENGINEERING QTY (EST) : T.B.D.

IS GEOGRAPHIC LOCATION SIGNIFICANT: XXX YES ___ NO

IF YES, FILL IN THE QUANTITIES:

UNITED STATES : 220379 FORD OF CANADA : 8023

AFFILIATES : - FORD OF MEXICO : -

EUROPEAN MARKETS : 13396 FORD OF JAPAN : 1248

.CC CPOPARTS JKIRLA PGIAMMAR PMORSE RVICKERY

MSG FROM: PBANDOSK-DRBN006 TO: DKAERCHE-DRBN006 09/27/96 14:00:18

To: SFERRISE-DRBN006 DKAERCHE-DRBN006

cc: JBRADLEY-DRBN006 RVICKERY-DRBN006

PBANDOSK-DRBN006 MHAMME -DRBN004

GBISSI -DRBN006 PBANDOSK-DRBN006

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

Subject: Probe Passive Belt Campaign

Sam,

At the last meeting on Probe Passive Restraint parts you had indicated that FCSD had 7201 Track and Motor Assy. (61610D45), MANA had 6000 and QSS has 6000.

I talked to Jerry Massey of MANA today and he indicated that these assemblies are still sitting. Being that the Recall will be announced to owner on 10/11

it is my opinion that these addt. tracks should be sent to the packager now so

that FCSD will be able to accommodate the initial orders from dealers. Jerry

told me the 6000 at MANA warehouse are not scheduled to be shipped to the

packager until 10/16 which is after the 10/11 announcement date.

Don, Bob Vickery contacted you earlier this week to find out who will package

these parts from MANA. I still do not have an answer. Can someone please tell

me who is the packager. We want to set up a direct from QSS to packager

routing for these parts.

Regards,

Pete Bandoske, Service Engineer, Probe Plant Vehicle Team

FCSD Small/Medium FWD Vehicle Services and Programs

Phone 783-8308, FAX 782-1932, AA1 Shop Office, MS0022

*** Forwarding note from KWYGONIK-DRBN006 09/20/96 10:24 ***

To: DKAERCHE-DRBN006

cc: SFERRISE--DRBN006 MDUGAS --DRBN006
JKASHINS--DRBN006 IRUMAN --DRBN006
KWYGONIK--DRBN006 PBANDOSK--DRBN006
DABDELNO--DRBN006

FROM: KEITH E. WYGONIK USAET(UTC -04:00)

Subject: Probe Passive Belt Campaign

The following are the new service numbers for the Probe Passive Belt Campaign.

Mazda #	Ford Serv #	Part Name	Qty per veh.
KAY1 57 930	F7ZZ 61610D44B	Track asy. (incl mtr)	1
KAY1 57990	F7ZZ 61610D45B	Track asy. (incl mtr)	1
KAY1 57 93Y	* F7ZZ 61610D44A	Track asy. (less mtr)	1
KAY1 57 99Y	* F7ZZ 61610D45A	Track asy. (less mtr)	1
KAY1 57 99A	KAY1 57 99A	Pin (Track asy)	2

* Pin KAY1 57 99A also included with Track asy. F7ZZ 61610D044 & 45A

If you have any questions please advise.

Best Regards,

KEITH E. WYGONIK

Suite 1124A NPDC

(313) 523-5419 - FAX (313) 521-6159

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 09/27/96 14:03:22

To: TBALUK --DRBN006 SFERRISE--DRBN006

cc: DKAERCHE--DRBN006 DON KAERCHE RVICKERY--DRBN006

PBANDOSK--DRBN006

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

DKAERCHE 62-14142

Subject: Probe Passive Belt Campaign

Info from Pete. Sam, this is what we discussed this AM (getting the balance of the pieces in ASAP). Remember, we want them to go to HLM. Can one of you get with Pete on who is the packager on the new parts.... 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 PBANDOSK--DRBN006 09/27/96 14:00 ***

To: SFERRISE--DRBN006 DKAERCHE--DRBN006

cc: JBRADLEY--DRBN006 RVICKERY--DRBN006

PBANDOSK--DRBN006 MHAMME --DRBN004

GBISSI --DRBN006 PBANDOSK--DRBN006

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

Subject: Probe Passive Belt Campaign

Sam,

At the last meeting on Probe Passive Restraint parts you had indicated that FCSD had 7201 Track and Motor asy. (61610D45), MANA had 6000 and QSS has 6000.

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me who is the packager. We want to set up a direct from QSS to packager

routing for these parts.

Regards,

Pete Bandoke, Service Engineer, Probe Plant Vehicle Team
FCSD Small/Medium FWD Vehicle Services and Programs
Phone 783-8308, FAX 782-1932, AAI Shop Office, M50022

*** Forwarding note from KWYGONIK-DRBN006 09/20/96 10:24 ***

To: DKAERCHE-DRBN006

cc: SFERRISE-DRBN006

MDUGAS -DRBN006

JKASHINS--DRBN006

IRUMAN -DRBN006

KWYGONIK-DRBN006

PBANDOSK--DRBN006

DABDELNO--DRBN006

FROM: KEITH E. WYGONIK

USAET(UTC -04:00)

Subject: Probe Passive Belt Campaign

The following are the new service numbers for the Probe Passive Belt Campaign.

Mazda #	Ford Serv #	Part Name	Qty per veh.
KAY1 57 930	F72Z 61610D44B	Track assy. (incl mtr)	1
KAY1 57990	F72Z 61610D45B	Track assy. (incl mtr)	1
KAY1 57 93Y	* F72Z 61610D44A	Track assy. (less mtr)	1
KAY1 57 99Y	* F72Z 61610D45A	Track assy. (less mtr)	1
KAY1 57 99A	KAY1 57 99A	Pin (Track assy)	2

* Pin KAY1 57 99A also included with Track assy. F72Z 61610D44 & 45A

If you have any questions please advise.

Best Regards,

KEITH E. WYGONIK

Suite 1124A NPDC

(313) 523-5419 - FAX (313) 523-6159

MSG FROM: DKAERCHE-DRBN006 TO: DKAERCHE-DRBN006 09/27/96 13:10:33

To: MGINTER -DRBN006

LWEBSTEZ-DRBN006

cc: DKAERCHE-DRBN006 DON KAERCHER GBALINT -DRBN006

JBRADLEY-DRBN006

SFERRISE-DRBN006

SFERRISE-DRBN006

TBALUK -DRBN006

DKAERCHE-DRBN006 DON KAERCHER GBALINT -DRBN006

JBRADLEY-DRBN006

MDUGAS -DRBN006 Milt Dugas

MSTARRIN-DRBN006

RVICKERY-DRBN006

BENGLEHA-DRBN006 Englehart, B. MSM(T108-DRBN006

FROM: Don Kaercher

USAET(UTC -04:00)

DKAERCHE 62-14142

Subject: 96S48

We have a future recall where the first phase will launch on 10/11/96. It involves seat belts on Probes, and will initially involve two part numbers, F02Z 61610D45 A (LEFT HAND TRACK ASSEMBLY) and F02Z 61610D44 A (RIGHT HAND TRACK ASSEMBLY). We want to put these two parts in the Renkin-HLM process due to low inventory levels. The dealers will be instructed to only repair vehicles whose seat belts are inoperative. Dealers will NOT get a VIN listing until adequate inventory is available.

We will ship all Ford Dealers (not LM) one piece of the LH Track assembly prior to the October 11 launch. When the dealer uses this seed piece they will call Renkin and give the VIN of the unit they just repaired and a "replacement" piece will be sent out for the next vehicle.

Mary Ginter - Please contact Sam Ferrise (SFERRISE or 621-4028) and make arrangements for S4D to transfer stock from the PDCs to HLM quickly. Involve traffic if necessary to insure it happens as quickly as possible.

Linda Webster - Please transmit an order to HLM for 1 piece of the LH assembly for each Ford Dealer.

Mary Ginter - Please let Gary Balint know ASAP when you will be able to ship the seed stock so he can put it in the dealer bulletin. (GBALINT or 248-7610).
Sam Ferrise - Is there anything you can do to divert future shipments directly to HLM? Please work with Mary Ginter (MGINTER or 584-5757) on getting the parts out of the PDCs and to HLM 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

MSG FROM: GBALINT-DRBN006 TO: DKAERCHE-DRBN006 09/27/96 16:19:49

To: DKAERCHE-DRBN006

cc: RBADGES-DRBN006 Badges, R.S. JBRADLEY-DRBN006

CRAYMOND-DRBN006 MHABIAN-DRBN006

RVICKERY-DRBN006 Vickery Sr., R.D. GBALINT-DRBN006 Gary Balint

FROM: Gary Balint USAET(UTC -04:00)

Subject: 96S48 Probe Belts

Joe mentioned that we should have four versions of the 96S48 owner letter - each with a different parts availability date to spread out the demand. What dates should we put in these letters and what percent of the owners should get each version of the letter?

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 09/27/96 16:31:08

To: GBALINT-DRBN006

cc: DKAERCHE-DRBN006 DON KAERCHER MDUGAS-DRBN006 Milt Dugas

TBALUK-DRBN006 SFERRISE-DRBN006

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

DKAERCHE 62-14142

Subject: More on 96S48 Probe Belts

I would like to tell them in the bulletin that used car inventory should not be repaired unless they are about to sell it, then allow them to use the name and address of the prospective owner. That would slow demand but allow them to repair vehicles if they get a real nibble...

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 09/27/96 16:24 ***

To: DKAERCHE-DRBN006

cc: RBADGES-DRBN006 Badges, R.S. GBALINT-DRBN006 Gary Balint

FROM: Gary Balint USAET(UTC -04:00)

Subject: More on 96S48 Probe Belts

When the dealer calls Renkin to order a track and motor assembly, do you want them to require an owner name and address or just a VIN? Requiring owner name and address means that dealers can't repair used cars on their lots and they get mad about that - but it does further restrict parts demand.

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 09/30/96 14:34:30

To: CISON -DRBN006
cc: DJONES7 -DRBN006
DHEATHCO-DRBN006
RMEYERS -DRBN006
THAGERMA-DRBN006
WNAPLES -DRBN006
MSKINNER-DRBN006
RHOOK -DRBN006
GHOWLE -DRBN006
WSTEWART-DRBN006
MROGERS2-DRBN006
DKAERCHE-DRBN006

FBUSSE -DRBN006
TBROWN4 -DRBN006
DWEIL -DRBN006
HGLIEDEN-DRBN006
CHOLMES -DRBN006
LALLEN7 -DRBN006
CWHITELE-DRBN006
BWEAKLAN-DRBN006
TBALUK -DRBN006
PGIAMMAR-DRBN006

FROM: SAM FERRISE USAET(UTC -04:00)

Subject: PROBE SEAT BELT RECALL 96S48

A Probe seat belt recall (96S48) will be launched on October 11, 1996 and the orders and shipment of stock will be handled thru Renkim/HLM. Initially, two part numbers are involved: FOZZ 61610D44 A and FOZZ 61610D45 A.

PDC's/PRC: Please ship the quantities as indicated below to HLM, 14225 W. Warren, Dearborn, Michigan, 48126. Also, ship prepaid via the carriers indicated, and protect the shipment for receipt at HLM by October 8, 1996.

P/N	PDC	SHIP QUANTITY	ROUTING
FOZZ 61610D44 A	AF1DA	192	Watkins
	AF34A	192	Consolidated
	AF35A	48	Central
	AF38A	240	Central
	AF44A	72	Roadway
	AF46A	0	---
	AF49A	72	ABF
	AF50A	120	ABF
	AF30A	886	Central
FOZZ 61610D45 A	AF1DA	352	Watkins
	AF34A	912	Consolidated
	AF35A	576	Central
	AF38A	912	Central
	AF44A	408	Roadway
	AF46A	336	Consolidated
	AF49A	312	ABF
	AF50A	432	ABF
	AF30A	2241	Central

A minimal quantity of each part is being retained at each PDC to handle orders until the launch date, therefore, the ship quantity indicated is not 100% of quantity available at each location.

Please expedite as quickly as possible and advise Sam Ferrise of the forwarding (PROFS: SFERRISE or FAX: 313-621-4116). If you have any questions or concerns, please call (313-621-4028).

Regards,
SAM FERRISE

MSG FROM: TBALUK -DRBN006 TO: DKAERCHE-DRBN006 09/30/96 14:50:40

To: GBALINT -DRBN006
cc: DKAERCHE-DRBN006
SFERRISE-DRBN006

PGIAMMAR-DRBN006

FROM: Tom W. Baluk USAET(UTC -04:00)
Subject: 96S48 Probe Belts

Don asked me to respond to your request however we need more information. What are the 4 versions of the letter, and secondly what do you mean by percentage of owners getting each version? I dont understand. Why would each owner get a different version?

Regards,

Tom W. Baluk

*** Forwarding note from DKAERCHE--DRBN006 09/27/96 16:32 ***

To: TBALUK --DRBN006 SFERRISE--DRBN006

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

DKAERCHE 62-14142

Subject: 96S48 Probe Belts

Would you please respond to this based on when inventory is expected. This would be on the actual update, not the "fix if broken" on 10/1.

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 09/27/96 16:19 ***

To: DKAERCHE--DRBN006

cc: RBADGES --DRBN006 Badges, R.S. JBRADLEY--DRBN006

CRAYMOND--DRBN006 MHABIAN --DRBN006

RVICKERY--DRBN006 Vickery Sc., R.D. GBALINT --DRBN006 Gary Balint

FROM: Gary Balint USAET(UTC -04:00)

Subject: 96S48 Probe Belts

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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 09/30/96 14:55:53

To: CISON --DRBN006

cc: DJONES7 --DRBN006

FBUSSE --DRBN006

DHEATHCO--DRBN006

TBROWN4 --DRBN006

RMEYERS --DRBN006

DWEIL --DRBN006

THAGERMA--DRBN006

HGLIEDEN--DRBN006

WNAples --DRBN006

CHOLMES --DRBN006

MSKINNER--DRBN006

LALLEN2 --DRBN006

RHOOK --DRBN006

CWHITELE--DRBN006

GHOWLE --DRBN006

BWEAKLAN--DRBN006

WSTEWART--DRBN006

TBALUK --DRBN006

MROGERS2--DRBN006

PGIAMMAR--DRBN006

DKAERCHE--DRBN006

JCASADEV--DRBN006

FROM: SAM FERRISE

USAET(UTC -04:00)

Subject: PROBE SEAT BELT RECALL 96S48

Please ship these recall parts to HLM (Q9XYA) as a Code 54 transfer.

Regards,

SAM FERRISE

*** Forwarding note from SFERRISE--DRBN006 09/30/96 14:34 ***

To: CISON --DRBN006

cc: DJONES7 --DRBN006

FBUSSE --DRBN006

DHEATHCO--DRBN006

TBROWN4 --DRBN006

RMEYERS--DRBN006
THAGERMA--DRBN006
WNAPLES--DRBN006
MSKINNER--DRBN006
RHOOK--DRBN006
GHOWLE--DRBN006
WSTEWART--DRBN006
MROGERS2--DRBN006
DKAERCHE--DRBN006

DWEIL--DRBN006
HGLIEDEN--DRBN006
CHOLMES--DRBN006
LALLEN2--DRBN006
CWHITELE--DRBN006
BWEAKLAN--DRBN006
TBALUK--DRBN006
POIAMMAR--DRBN006

FROM: SAM FERRISE USAET(UTC -04:00)

Subject: PROBE SEAT BELT RECALL 96S48

A Probe seat belt recall (96S48) will be launched on October 11, 1996 and the orders and shipment of stock will be handled thru Kenim/HLM. Initially, two part numbers are involved: FO2Z 61610D44 A and FO2Z 61610D45 A.

PDC's/PRC: Please ship the quantities as indicated below to HLM, 14225 W. Warren, Dearborn, Michigan, 48126. Also, ship prepaid via the carriers indicated, and protect the shipment for receipt at HLM by October 8, 1996.

P/N	PDC	SHIP QUANTITY	ROUTING
FO2Z 61610D44 A	AFIDA	192	Watkins
	AF34A	192	Consolidated
	AF35A	48	Central
	AF38A	240	Central
	AF44A	72	Roadway
	AF46A	0	---
	AF49A	72	ABF
	AF50A	120	ABF
	AF30A	886	Central
FO2Z 61610D45 A	AFIDA	552	Watkins
	AF34A	912	Consolidated
	AF35A	576	Central
	AF38A	912	Central
	AF44A	408	Roadway
	AF46A	336	Consolidated
	AF49A	312	ABF
	AF50A	432	ABF
	AF30A	2241	Central

A minimal quantity of each part is being retained at each PDC to handle orders until the launch date, therefore, the ship quantity indicated is not 100% of quantity available at each location.

Please expedite as quickly as possible and advise Sam Ferrise of the forwarding (PROFS: SPERRISE or FAX: 313-621-4116). If you have any questions or concerns, please call (313-621-4028).

Regards,
SAM FERRISE

MSG FROM: BENGLEHA--DRBN006 TO: DKAERCHE--DRBN006 10/01/96 15:15:16

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

FROM: Becky Englehart USAET(UTC -04:00)

Subject: 96S48

Don: How do you want me to deal with this in regards to the database??????

Regards,

Becky Englehart QSF/Recall Process

Customer Parts Operation 62-14141 Fax 62-19986

Village Plaza Suite 4032

*** Forwarding note from DKAERCHE--DRBN006 09/27/96 15:10 ***
To: MGINTER--DRBN006 LWEBSTE2--DRBN006
cc: DKAERCHE--DRBN006 DON KAERCHER GBALINT--DRBN006
JBRADLEY--DRBN006 SFERRISE--DRBN006
SFERRISE--DRBN006 TBALUK--DRBN006
DKAERCHE--DRBN006 DON KAERCHER GBALINT--DRBN006
JBRADLEY--DRBN006 MDUGAS--DRBN006 Milt Dugas
MSTARRIN--DRBN006 RVICKERY--DRBN006
BENGLEHA--DRBN006 Englehart, B. MSMIT105--DRBN006
FROM: Don Kaercher USAET(UTC -04:00)

DKAERCHE 62-14142

Subject: 96S48

We have a future recall where the first phase will launch on 10/1/96. It involves seat belts on Probes, and will initially involve two part numbers, FOZZ 61610D45 A (LEFT HAND TRACK ASSEMBLY) and FOZZ 61610D44 A (RIGHT HAND TRACK ASSEMBLY). We want to put these two parts in the Rankin-HLM process due to low inventory levels. The dealers will be instructed to only repair vehicles whose seat belts are inoperative. Dealers will NOT get a VIN listing until adequate inventory is available.

We will ship all Ford Dealers (not LM) one piece of the LH Track assembly prior to the October 11 launch. When the dealer uses this seed piece they will call Rankin and give the VIN of the unit they just repaired and a "replacement" piece will be sent out for the next vehicle.

Mary Ginter - Please contact Sam Ferrise (SFERRISE or 621-4028) and make arrangements for 54D to transfer stock from the PDCs to HLM quickly. Involve traffic if necessary to insure it happens as quickly as possible.

Linda Webster - Please transmit an order to HLM for 1 piece of the LH assembly for each Ford Dealer.

Mary Ginter - Please let Gary Balint know ASAP when you will be able to ship the seed stock so he can put it in the dealer bulletin. (GBALINT or 248-7610).

Sam Ferrise - Is there anything you can do to divert future shipments directly to HLM? Please work with Mary Ginter (MGINTER or 584-5757) on getting the parts out of the PDCs and to HLM 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

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 10/01/96 13:48:46

To: MDUGAS--DRBN006 Milt Dugas

cc: DKAERCHE--DRBN006 DON KAERCHER SFERRISE--DRBN006

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

DKAERCHE 62-14142

Subject: Probe Passive Belt Campaign

Bob Vickery is going to send us a revised Parts Request after he concurs with Joe Bradley....

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 MDUGAS--DRBN006 09/26/96 13:20 ***

To: DKAERCHE--DRBN006 Kaercher, D. F. RVICKERY--DRBN006 Vickery, R. D., S

cc: BENGLEHA--DRBN006 Englehart, B., Ms SFERRISE--DRBN006 Ferrise, S. J.

FROM: Dugas, M. G. (Milt) MDUGAS (31) USAET(UTC -04:00)

FCSD-CPO VPL 4014 -Inter Co. Mail to Rm 102-NPDC -Fax3156219985
IBMMAIL(USFMC5B7) - Spvr: GHOOVERS - Telephone: (313) 62-14128
Subject: Probe Passive Belt Campaign

Are these new service part numbers to be added to Safety Recall 96S48?
What are the launch quantities for each?

*** Forwarding note from KWYGONIK-DRBN006 09/20/96 10:24 ***

To: DKAERCHE-DRBN006
cc: SFERRISE-DRBN006 MDUGAS -DRBN006
JKASHINS-DRBN006 JRUMAN -DRBN006
KWYGONIK-DRBN006 PBANDOSK-DRBN006
DABDELNO-DRBN006
FROM: KEITH E. WYGONIK USAET(UTC -04:00)

Subject: Probe Passive Belt Campaign

The following are the new service numbers for the Probe Passive Belt Campaign.

Mazda #	Ford Serv #	Part Name	Qty per veh.
KAY1 57 930	F72Z 61610D44B	Track asy. (incl mtr)	1
KAY1 57990	F72Z 61610D45B	Track asy. (incl mtr)	1
KAY1 57 93Y	* F72Z 61610D44A	Track asy. (less mtr)	1
KAY1 57 99Y	* F72Z 61610D45A	Track asy. (less mtr)	1
KAY1 57 99A	KAY1 57 99A	Pin (Track asy)	2

* Pin KAY1 57 99A also included with Track asy. F72Z 61610D44 & 45A

If you have any questions please advise.

Best Regards,

KEITH E. WYGONIK

Suite 1124A NPDC

(313) 523-5419 - FAX (313) 523-6139

MSG FROM: RVICKERY-DRBN006 TO: DKAERCHE-DRBN006 10/01/96 13:49:25

To: DKAERCHE-DRBN006

FROM: Robert D. Vickery, Sr. USAET(UTC -04:00)

Subject: Probe Track Orders

NO

MAY THE LORD JESUS CHRIST BLESS YOUR DAY

ROBERT D. VICKERY, Sr. (BOB) F.C.S.D. - F.S.P.III, SUITE 237K

RECALL & OWNER NOTIFICATION PROGRAMS, CURRENT & PAST MODEL ENGR

Phone:(313) 24-83530 FAX:(313) 84-51024 IBMMAIL(USFMC6BF)

*** Forwarding note from DKAERCHE-DRBN006 10/01/96 13:47 ***

To: RVICKERY-DRBN006

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

DKAERCHE 62-14142

Subject: Probe Track Orders

Have you had a chance to review this with Joe yet?

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 MDUGAS -DRBN006 09/26/96 14:25 ***

To: DKAERCHE-DRBN006 Kaercher, D. F.

cc: BENGLEHA-DRBN006 Englehart, B., Mr RVICKERY-DRBN006 Vickery, R. D., S

BERNBEC-DRBN006 Bernbeck, J. F. SFERRISE-DRBN006 Ferrisa, S. J.

FROM: Dugas, M. G. (Milt) MDUGAS (31 USAET(UTC -04:00)

PCSD-CPO VPL 4014 -Inter Co. Mail to Rm 102-NPDC -Fax3156219985

IBMMAIL(USFMC7GZ) - Spvr: GHOOVER\$ - Telephone: (313) 62-14128
Subject: Probe Track Orders

Need Recall Program Number
Need Service Part Numbers
Has a Parts Request Form been Issued?

*** Forwarding note from RVICKERY--DRBN006 09/16/96 12:26 ***

To: DKAERCHE--DRBN006
cc: JBRADLEY--DRBN006 SFERRISE--DRBN006
MDUGAS --DRBN006 BENGLEHA--DRBN006
RVICKERY--DRBN006
FROM: Robert D. Vickery, Sr. USAET(UTC -04:00)

Subject: Probe Track Orders
DON, THIS IS THE ONE WE TALKED ABOUT WAITING FOR CPO - PE&I TO GET
SERVICE PART NUMBERS ASSIGNS (BACK ON 9/12/96 A.M.) I'M STILL WAITING
FOR THE SERVICE PART NUMBERS. I'M READY ON THIS END.
MAY THE LORD JESUS CHRIST BLESS YOUR DAY
ROBERT D. VICKERY, Sr. (BOB) F.C.S.D. - F.B.P.III, SUITE 237K
RECALL & OWNER NOTIFICATION PROGRAMS, CURRENT & PAST MODEL ENGR
Phone:(313) 24-83530 FAX:(313) 84-51024 IBMMAIL(USFMC7GZ)

*** Forwarding note from DKAERCHE--DRBN006 09/13/96 17:06 ***

To: SFERRISE--DRBN006
cc: MDUGAS --DRBN006 Milt Dugas BENGLEHA--DRBN006 Englehart, B.
JBRADLEY--DRBN006 RVICKERY--DRBN006
FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 62-14142

Subject: Probe Track Orders
Talked to Joe Bradley:
Please order an additional 20,000 LH and 3500 RH and have the balance
of the current order shipped to us. Order under the old (current part
numbers). Bob Vickery will send a Parts Request per Joe. Thanks Sam.
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: SFERRISE--DRBN006 TO: DKAERCHE--DRBN006 10/03/96 11:13:52

To: DKAERCHE--DRBN006
cc: TBALUK --DRBN006 MROGERS2--DRBN006
PGIAMMAR--DRBN006 RVICKERY--DRBN006
FROM: SAM FERRISE USAET(UTC -04:00)

Subject: PROBE SEAT BELT RECALL 96S48
Below are the ship promises for the rails and track assemblies for the Probe
seat belt recall (96S48). The dates indicated are ship dates from MANA's
supplier to MANA, and an additional 3-4 weeks would be required for packaging
and transit time to the PDC's.

Rails 40,000 pcs. promised 11/22/96 (firm)
42,000 pcs. promised 1/6/97 (tentative)
38,000 pcs. promised 2/24/97 (tentative)

120,000 pcs.
Track Assemblies 8,000 pcs. promised 1/6/97 (tentative)
13,000 pcs. promised 2/24/97 (tentative)

2,500 pcs. promised 4/14/97 (tentative)

23,500 pcs.

These 23,500 pcs. of the track assemblies are in addition to 23,500 pcs. already manufactured and available for shipment from HLM, MANA & MANA's supplier.

Regards,
SAM FERRISE

MSG FROM: PBANDOSK-DRBN006 TO: DKAERCHE-DRBN006 10/04/96 09:14:07

To: SFERRISE-DRBN006

cc: TBALUK -DRBN006

DKAERCHE-DRBN006

MROGERS2-DRBN006

RVICKERY-DRBN006

JBRADLEY-DRBN006

KWYGONIK-DRBN006

MHAMME -DRBN004

PBANDOSK-DRBN006

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

Subject: PROBE SEAT BELT RECALL 96S48

The new Rail with Motor assemblies F72Z-61610D45-B AND F72Z-61610D44-B replace the FO2Z-61610D45-A and FO2Z-61610D44-A. The old stock (FO2Z) needs to be used (sold down) and then replaced with the new stock. In other words exhausted.

Regards,

Pete Bandoake, Service Engineer, Probe Plant Vehicle Team
PCSD Small/Medium FWD Vehicle Services and Programs
Phone 783-8308, FAX 782-1932, AAI Shop Office, MS0022

*** Forwarding note from SFERRISE-DRBN006 10/04/96 08:24 ***

To: PBANDOSK-DRBN006

cc: TBALUK -DRBN006

DKAERCHE-DRBN006

MROGERS2-DRBN006

RVICKERY-DRBN006

FROM: SAM FERRISE

USAET(UTC -04:00)

Subject: PROBE SEAT BELT RECALL 96S48

When the new track & rail assembly part numbers (F72Z 61610D45 B / KAY1 57990 & F72Z 61610D44 B / KAY1 57930) were established, there was no indication that these two parts replaced the old track & rail assemblies (FO2Z 61610D45 A / KAS1 57990D & FO2Z 61610D44 A / KAS1 57930D).

Please advise if the old track and rail assemblies should be obsoleted and replaced by the new track and rail assemblies with either a "mix" or "use" service disposition.

Regards,

SAM FERRISE

MSG FROM: MDUGAS -DRBN006 TO: DKAERCHE-DRBN006 10/04/96 10:44:26

To: SFERRISE-DRBN006 Ferrise, S. J. PMORSE -DRBN006 Morse, P. A., Ms.

JKIRILA -DRBN006 Kirila, J. L.

cc: DKAERCHE-DRBN006 Kaercher, D. F. MHABIAN -DRBN006 Habian, M.

FROM: Dugas, M. G. (Milt) MDUGAS (31 USAET(UTC -04:00)

FCSD-CPO VPL 4014 -Inter Co. Mail to Rm 102-NPDC -Fax3136219985

IBMMAIL(USPMCSB7) - Spvr: GHOOVERS - Telephone: (313) 62-14128

Subject: 96S48 - Request for Parts Clearance

Please review Safety Recall 96S48 to determine if the launch, as detailed by Mitch's note, can be supported. Let us know asap. Thanks.

*** Forwarding note from MHABIAN -DRBN006 10/03/96 09:33 ***

To: MDUGAS -DRBN006
cc: MHABIAN -DRBN006
FROM: MITCHELL HABIAN USAET(UTC -04:00)
Subject: 96S48 - Request for Parts Clearance
Milt,

Requesting parts clearance to launch recall 96S48. A faxgram will be sent to all dealers, probably tonight, with OASIS being activated the following morning. The complete 50-plus page dealer bulletin will be Federal Expressed to all dealers early next week. Owner letters will start to mail on October 11th.

Regards,
MITCHELL HABIAN
Ford Recall Section, Fairlane Business Park III, Suite 237E
MHABIAN, (313)84-50947, Fax: 84-51024, USFMCPMV@ibmmail.com

MSG FROM: RECALL -DRBN006 TO: RECALL MAIL +10/08/96 14:36:53

To: RECALL MAIL
FROM: R Ecall USAET(UTC -04:00)
Subject: CAMPAIGN MAIL DATES
CAMPAIGN REGION DEALER OWNER

96S48/96S99 10/8/96 10/8-9/96 10/11-15/96
(ALL 1990-1992 PROBES - PASSIVE SEAT BELT ASSEMBLY)
NOTE: 96S48 (LEFT SIDE), 96S99 (RIGHT SIDE)

Regards,
R Ecall

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 10/10/96 17:11:04

To: GBALINT -DRBN006
cc: LWEBSTE2--DRBN006 RVICKERY--DRBN006
RWAGNER4--DRBN006 GBALINT -DRBN006
JMALONES--DRBN006 DKAERCHE--DRBN006 DON KAERCHER
CRAYMOND--DRBN006
FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 62-14142

Subject: BUDCO Recall FAX List
I talked to Mary Starring at HLM and she told me they sent parts to P&A Codes that were supplied by Renkim. Linda Webster and Mary Starring have discussed this and I believe know what happened. Mary Starring is handling returns and billings. We just need to make sure we have something in place to insure this doesn't happen again.

Regards,
Don Kaercher QSP/Recall Process Support IBM Mail USFMCTGZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111
*** Forwarding note from GBALINT -DRBN006 10/10/96 16:50 ***
To: DKAERCHE--DRBN006
cc: LWEBSTE2--DRBN006 GBALINT -DRBN006 Gary Balint
RVICKERY--DRBN006 Vickery Sr., R.D. JMALONES--DRBN006
RWAGNER4--DRBN006

FROM: Gary Balint USAET(UTC -04:00)
Subject: BUDCO Recall FAX List
WHAT IS HAPPENING HERE? IS THIS SEED STOCK BEING SENT TO HERTZ????? ARE ALL THE FLEETS GETTING SEED STOCK??

Gary S. Ballint__ PROPS=GBALINT or INTERNET=ustmc8.Sc@ibmmail.com
24-87610 (FAX 84-51024)
Room 237L, FBP III

*** Forwarding note from JMALONE5-DRBN006 10/10/96 16:31 ***

To: GBALINT -DRBN006

*** Reply to note of 10/08/96 16:57

FROM: JIM MALONEY USAET(UTC -04:00)

Subject: BUDCO Recall FAX List

GARY FOR YOUR INFO HERTZ IS GETTING PROBE RECALL PARTS..... HOW CAN THIS HAPPEN AND WHO IS BEING BILLED AND WHERE DO YOU WANT THEM SENT BACK TO? AS OF TODAY THEY HAVE RECEIVED 7 SET AND REFUSED 10 MORE TODAY.

Regards,

JIM MALONEY

MSG FROM: JMALONE5-DRBN006 TO: DKAERCHE-DRBN006 10/11/96 10:03:54

To: DKAERCHE-DRBN006

*** Reply to note of 10/10/96 17:11

FROM: JIM MALONEY USAET(UTC -04:00)

Subject: BUDCO Recall FAX List

I hope your talking about the probe recall? Hertz has now refused ups parts sent to OKC. This office is the only one to receive parts. This location is their billing address and data center.

Regards,

JIM MALONEY

MSG FROM: JMALONE5-DRBN006 TO: DKAERCHE-DRBN006 10/11/96 10:49:50

To: DKAERCHE-DRBN006

*** Reply to note of 10/11/96 10:48

FROM: JIM MALONEY USAET(UTC -04:00)

Subject: BUDCO Recall FAX List

HERTZ SEND ME A FAX OF THE SHIPPING LABELS IF IT WOULD HELP YOU.

Regards,

JIM MALONEY

MSG FROM: DKAERCHE-DRBN006 TO: DKAERCHE-DRBN006 10/11/96 14:07:45

To: RHOWELL3-DRBN006 BDEW --DRBN006

cc: DKAERCHE-DRBN006 DON KAERCHER MDUGAS -DRBN006 Milt Dugas

JCASADEV-DRBN006 MSTARRIN-DRBN006

LWEBSTE2-DRBN006 RVICKERY-DRBN006

SFERRISE-DRBN006 TBALUK -DRBN006

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

DKAERCHE 62-14142

Subject: 96S48

Bob, please put out as a DOES II message ASAP. Thanks!!

ATTN: Parts Managers

Service Managers

Subject: 96S48 - Probes - Passive Seat Belts

We are receiving many calls regarding the seed stock sent out to support this campaign. This is just a reminder that each Ford Dealer was sent one FOZZ 61610D45 A (LEFT HAND TRACK ASSEMBLY) as stated in the 96S48 Recall Bulletin (Page 2 Attachment II). Please refer to that bulletin for ordering procedures if additional quantities are needed.

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 10/11/96 16:42:25

To: MHABIAN --DRBN006

cc: MSTARRIN--DRBN006

LWEBSTE2--DRBN006

MGINTER --DRBN006

MSMIT108--DRBN006

DKAERCHE--DRBN006 DON KAERCHE CRAYMOND--DRBN006

RVICKERY--DRBN006

MDUGAS --DRBN006 Milt Dugas

FROM: Don Kaercher

USAET(UTC -04:00)

DKAERCHE 62-14142

Subject: BUDCO Recall FAX List

Mitch - Spoke with Mary Starring at HLM. She will write a paragraph which will explain the error in shipping the 96S48 parts to the fleet locations. She will also enclose return prepaid shipping labels for the return of the parts. Included will be an explanation of how the credit will occur. Per Mitch Habain this should go to Renkin who will mail the info to the fleet accounts. Linda - please let Mary know how many prepaid return shipping labels to send to you.

We need to make this happen Monday 10/14. If you have any questions please call Mitch or me. 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 MSTARRIN--DRBN006 10/11/96 15:51 ***

To: DKAERCHE--DRBN006

FROM: Mary Starring

USAET(UTC -04:00)

Subject: BUDCO Recall FAX List

YES

Regards,

Mary Starring

*** Forwarding note from MSTARRIN--DRBN006 10/11/96 15:49 ***

cc: MSTARRIN--DRBN006

FROM: Mary Starring

USAET(UTC -04:00)

Subject: BUDCO Recall FAX List

Yes then I would be able to maintain a log. Thanks

Regards,

Mary Starring

*** Forwarding note from DKAERCHE--DRBN006 10/11/96 13:00 ***

To: MSTARRIN--DRBN006

FROM: Don Kaercher

USAET(UTC -04:00)

DKAERCHE 62-14142

Subject: BUDCO Recall FAX List

Would a FAX of the shipping labels help you?

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 JMALONEY--DRBN006 10/11/96 10:49 ***

To: DKAERCHE--DRBN006

*** Reply to note of 10/11/96 10:48

FROM: JIM MALONEY

USAET(UTC -04:00)

Subject: BUDCO Recall FAX List

HERTZ SEND ME A FAX OF THE SHIPPING LABELS IF IT WOULD HELP YOU.

Regards,
JIM MALONEY

MSG FROM: RHOWELL3--DRBN006 TO: DKAERCHE--DRBN006 10/11/96 18:29:59

To: DKAERCHE--DRBN006

FROM: BOB HOWELL - Nacional DOES II USAET(UTC -04:00)

Subject: 96S48

DOES II Bulletin #1887 has been released per your request.

Regards, "To be a winner...all you need to give is all you have"

R. E. (Bob) Howell (Watch Pts Talk Live -FordStar Ea Month)

Phone: (800) 397-3673 Pager: (800) 310-3673 Fax: (800)249-0532

Internet: rhowell@e-mail.com .Ofc:313-525-3414

*** Reply to note of 10/11/96 14:07

To: RHOWELL3--DRBN006 BDEW --DRBN006

cc: DKAERCHE--DRBN006 DON KAERCHER MDUGAS --DRBN006 Milt Dugas

JCASADEV--DRBN006 MSTARRIN--DRBN006

LWEBSTE2--DRBN006 RVICKERY--DRBN006

SFERRISE--DRBN006 TBALUK --DRBN006

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

DKAERCHE 62-14142

Subject: 96S48

Bob, please put out as a DOES II message ASAP. Thanks!!

ATTN: Parts Managers

Service Managers

Subject: 96S48 - Probes - Passive Seat Belt

We are receiving many calls regarding the seed stock sent out to support this campaign. This is just a reminder that each Ford Dealer was sent one

FOZZ 61610D45 A (LEFT HAND TRACK ASSEMBLY) as stated in the 96S48 Recall

Bulletin (Page 2 Attachment II). Please refer to that bulletin for ordering procedures if additional quantities are needed.

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 10/16/96 09:36:26

To: BDEW --DRBN006

cc: JHANSEN7--DRBN006 DKAERCHE--DRBN006 DON KAERCHER

MDUGAS --DRBN006 Milt Dugas SFERRISE--DRBN006

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

DKAERCHE 62-14142

Subject: PROBE SEAT BELT RECALL 96S48

Are the K codes up for this? If not, please put up immediately. 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 SFERRISE--DRBN006 10/16/96 07:06 ***

To: DKAERCHE--DRBN006

FROM: SAM FERRISE USAET(UTC -04:00)

Subject: PROBE SEAT BELT RECALL 96S48

Don, I don't see where the "K" codes have been established for P/N's

FOZZ 61610D44 A & FOZZ 61610D45 A unless I'm looking at the wrong screen.

Please check and advise. Thanks.

Regards,
SAM FERRISE

MSG FROM: LWEBSTE2--DRBN006 TO: DKAERCHE--DRBN006 10/16/96 11:11:15

To: DKAERCHE--DRBN006

FROM: Linda Webster USAET(UTC -04:00)

Subject: BUDCO Recall FAX List

Don, our dealer file does not identify those dealers which are primary or secondary. Will meet with Charlie to find way to get this information for future seed stock orders which are derived from our dealer master.

In answer to your question, we are unable to determine if there are more credits which need to take place. We are relying on the calls and requests that HLM received.

Have a nice day!

Linda Webster

*** Forwarding note from DKAERCHE--DRBN006 10/16/96 09:41 ***

To: LWEBSTE2--DRBN006 MHABIAN --DRBN006

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

DKAERCHE 62-14142

Subject: BUDCO Recall FAX List

Are there any more? How many were there in total? Do we know who they are?

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 MSTARRIN--DRBN006 10/15/96 17:45 ***

To: DKAERCHE--DRBN006

cc: MSTARRIN--DRBN006

FROM: Mary Starring USAET(UTC -04:00)

Subject: BUDCO Recall FAX List

DON, DO YOU STILL NEED THIS DONE? I HAVE RECEIVED BACK APPROX 40 PKGS AND WILL ISSUE CREDIT TO THOSE DEALERS, BUT I'M NOT SURE THERE ARE ANY MORE.

Regards,

Mary Starring

*** Forwarding note from DKAERCHE--DRBN006 10/11/96 16:42 ***

To: MHABIAN --DRBN006

cc: MSTARRIN--DRBN006

LWEBSTE2--DRBN006

MGINTER --DRBN006

MSMIT108--DRBN006

DKAERCHE--DRBN006 DON KAERCHER CRAYMOND--DRBN006

RVICKERY--DRBN006

MDUGAS --DRBN006 Milt Dugas

FROM: Don Kaercher

USAET(UTC -04:00)

DKAERCHE 62-14142

Subject: BUDCO Recall FAX List

Mitch - Spoke with Mary Starring at HLM. She will write a paragraph which will

explain the error in shipping the 96S48 parts to the fleet locations. She

will also enclose return prepaid shipping labels for the return of the parts.

Included will be an explanation of how the credit will occur. Per Mitch

Habain this should go to Renkim who will mail the info to the fleet accounts.

Linda - please let Mary know how many prepaid return shipping labels to

send to you.

We need to make this happen Monday 10/14. If you have any questions please

call Mitch or me. 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 MSTARRIN--DRBN006 10/11/96 15:51 ***
To: DKAERCHE--DRBN006
FROM: Mary Starring USAET(UTC -04:00)
Subject: BUDCO Recall FAX List

YES

Regards,

Mary Starring

*** Forwarding note from MSTARRIN--DRBN006 10/11/96 15:49 ***
cc: MSTARRIN--DRBN006

FROM: Mary Starring USAET(UTC -04:00)
Subject: BUDCO Recall FAX List

Yes then I would be able to maintain a log. Thanks

Regards,

Mary Starring

*** Forwarding note from DKAERCHE--DRBN006 10/11/96 13:00 ***
To: MSTARRIN--DRBN006

FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 62-14142

Subject: BUDCO Recall FAX List

Would a FAX of the shipping labels help you?

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 JMALONEY--DRBN006 10/11/96 10:49 ***
To: DKAERCHE--DRBN006

*** Reply to note of 10/11/96 10:48
FROM: JIM MALONEY USAET(UTC -04:00)

Subject: BUDCO Recall FAX List

HERTZ SEND ME A FAX OF THE SHIPPING LABELS IF IT WOULD HELP YOU.

Regards,

JIM MALONEY

MSG FROM: BDEW --DRBN006 TO: DKAERCHE--DRBN006 10/17/96 07:48:33

To: DKAERCHE--DRBN006

cc: JHANSEN7--DRBN006 MDUGAS --DRBN006
SFERRISE--DRBN006

FROM: Bob Dew USAET(UTC -04:00)

Subject: PROBE SEAT BELT RECALL 96548

Both parts are up and solve with "K" codes restriction referring customers to
the Remkin 800 number.

Regards,

R. O. Dew

Customer Service Group, Order Processing Section

NPDC Rm 80 52-35359

*** Forwarding note from DKAERCHE--DRBN006 10/16/96 09:36 ***

To: BDEW --DRBN006

cc: JHANSEN7--DRBN006 DKAERCHE--DRBN006 DON KAERCHER
MDUGAS --DRBN006 Milt Dugas SFERRISE--DRBN006

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

DKAERCHE 62-14142

Subject: PROBE SEAT BELT RECALL 96S48
Are the K codes up for this? If not, please put up immediately. 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 SFERRISE--DRBN006 10/16/96 07:06 ***

To: DKAERCHE--DRBN006
FROM: SAM FERRISE USAET(UTC -04:00)
Subject: PROBE SEAT BELT RECALL 96S48
Don, I don't see where the "K" codes have been established for P/N's
FO2Z 61610D44 A & FO2Z 61610D45 A unless I'm looking at the wrong screen.
Please check and advise. Thanks.
Regards,
SAM FERRISE

MSG FROM: GMIMIKOS--DRBN006 TO: DKAERCHE--DRBN006 10/17/96 08:26:33

To: DKAERCHE--DRBN006
FROM: George L. Mimikos USAET(UTC -04:00)
Subject: P&A Code 11605
Don, I take it you are aware of the problem with this issue..... Let me know
if I can help in any way.

Regards,
George L. Mimikos
Association and Direct Ship Supply Department
(Prof's ID GMIMIKOS) Phone (313)-621-4014 Fax (313)-621-4116
*** Forwarding note from MSTARRIN--DRBN006 10/17/96 08:24 ***

To: GMIMIKOS--DRBN006
cc: MSTARRIN--DRBN006 JLAPOINT--DRBN006
FROM: Mary Starring USAET(UTC -04:00)
Subject: P&A Code 11605
George, According to Linda Webster at Rankin they had no way of distinguishing
between primary and secondary dealer codes in the dealer file, (Don is working
with them currently) and when this dealer ordered from Rankin they were sendin
the wrong address. I think it is now fixed, since I received a note from DD
oon today that he sent to the zone rep. If I hear any more I will let you ko
Regards,

Mary Starring
*** Forwarding note from MSTARRIN--DRBN006 10/07/96 09:13 ***

To: DKAERCHE--DRBN006
cc: MSTARRIN--DRBN006 JCSADEV--DRBN006
MGINTER--DRBN006
FROM: Mary Starring USAET(UTC -04:00)
Subject: P&A Code 11605
DON, I AM WORKING WITH LINDA WEBSTER AT RENKIM TO FIND THE SOURCE OF THIS
ERROR, WE ARE NOT SURE WHERE IT IS GOING WRONG, BUT I WILL GET BACK TO YOU
LATER TODAY WITH AN ANSWER.

Regards,
Mary Starring
*** Forwarding note from DKAERCHE--DRBN006 10/04/96 17:05 ***
To: JCSADEV--DRBN006 MSTARRIN--DRBN006
MGINTER--DRBN006
cc: DKAERCHE--DRBN006 DON KAERCHER J MORSE --DRBN006
GMIMIKOS--DRBN006

FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 62-14142
Subject: P&A Code 11605

This is a LM Dealer down south who is once again having a problem with parts shipped from HLM. This dealer has more than one sales code, and one of them is a fleet drop-ship sales code which has a shipping address of a Ford Dealer (owned by the same individual). When parts are ordered thru the small-volume process, HLM ships the parts to the Ford store vs the LM store. It appears to be a sales code problem, not P&A code.

The dealer called the region who called me last time. I contacted Mary Ginter who with someone named Angie(?) at HLM straightened the problem out. The problem has started again. The last shipment again went to the Ford Dealer. The dealer himself is up in arms and threatening to call Dr. Goldsberry. We don't need that to happen. Can you look into this matter and try and resolve it for good? Thanks!!

The contact at the Region is John Morse (JMORSE or 407-875-7541).

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: PBANDOSK--DRBN006 TO: DKAERCHE--DRBN006 10/21/96 11:05:15
To: RVICKERY--DRBN006 TBALUK --DRBN006
cc: DKAERCHE--DRBN006 PBANDOSK--DRBN006
EJOHNS11--DRBN006 MHAMME --DRBN004
FROM: Pete Bandoska USAET(UTC -04:00)
Subject: PART PRICING FOR RECALL 96S48 AND 96S99

Bob/Tom,

Wade Johnson with FCSD Part Pricing has asked the PVT the following questions that I can not answer. Can you please answer these questions and forward a response to Wade. Also cc me on the response. Wade is trying to price the rail less the motor for the recall.

- 1) What is the package size for Rail F72Z-61610D44/45-A?
- 2) What is the weight of the Rail less motor F72Z-61610D44/45-A?
- 3) What is the package size for the Center Retractor 61611A48?
- 4) What is the weight of the Center Retractor 61611A48?

Wade PROFS ID is EJOHNS11.

Regards,

Pete Bandoska, Service Engineer, Probe Plant Vehicle Team
FCSD Small/Medium FWD Vehicle Services and Programs
Phone 783-8308, FAX 782-1932, AAI Shop Office, MS0022

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 10/24/96 18:33:15
To: LWEBSTE2--DRBN006
cc: DKAERCHE--DRBN006 DON KAERCHER
FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 62-14142
Subject: 96S48

Linda, could you please send three (3) POZZ 61610D45 A to P&A code 01402 (Chapman Ford). 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: LWEBSTE2--DRBN006 TO: DKAERCHE--DRBN006 10/25/96 08:24:04

To: DKAERCHE--DRBN006
FROM: Linda Webster USAET(UTC -04:00)
Subject: 96S48

Order is being processed this morning and should ship today.
Have a nice day!

Linda Webster

*** Forwarding note from DKAERCHE--DRBN006 10/24/96 18:33 ***

To: LWEBSTE2--DRBN006
cc: DKAERCHE--DRBN006 DON KAERCHE
FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 62-14142
Subject: 96S48

Linda, could you please send three (3) FOZZ 61610D45 A to P&A code 01402
(Chapman Ford). 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: PBANDOSK--DRBN006 TO: DKAERCHE--DRBN006 10/25/96 10:25:19

To: RVICKERY--DRBN006 TBALUK --DRBN006
cc: JBRADLEY--DRBN006 DKAERCHE--DRBN006
FROM: Pete Bandoska USAET(UTC -04:00)
Subject: PART PRICING FOR RECALL 96S48 AND 96S99

Any word on the weights yet? Wade needs this information now!
Regards,

Pete Bandoska, Service Engineer, Probe Plant Vehicle Team
FCSD Small/Medium FWD Vehicle Services and Programs
Phone 783-8308, FAX 782-1932, AAI Shop Office, MSO022

*** Forwarding note from PBANDOSK--DRBN006 10/23/96 11:05 ***

To: RVICKERY--DRBN006 TBALUK --DRBN006
cc: DKAERCHE--DRBN006 PBANDOSK--DRBN006
EJOHN11--DRBN006 MHAMME --DRBN004
FROM: Pete Bandoska USAET(UTC -04:00)

Subject: PART PRICING FOR RECALL 96S48 AND 96S99
Bob/Tom,

Wade Johnson with FCSD Part Pricing has asked the PVT the following questions
that I can not answer. Can you please answer these questions and forward a
response to Wade. Also cc me on the response. Wade is trying to price the
rail less the motor for the recall.

- 1) What is the package size for Rail F7ZZ-61610D44/45-A?
- 2) What is the weight of the Rail less motor F7ZZ-61610D44/45-A?
- 3) What is the package size for the Center Retractor 61611A48?
- 4) What is the weight of the Center Retractor 61611A48?

Wade PROFS ID is EJOHN11.

Regards,

Pete Bandoska, 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: PGIAMMAR--DRBN006 TO: DKAERCHE--DRBN006 10/26/96 12:37:03

To: DKAERCHE--DRBN006

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

Subject: Seat Track Assy. with motor

Regards,

Pat Giammarco

*** Forwarding note from PGLAMMAR--DRBN006 10/26/96 12:35 ***

To: MROGERS2--DRBN006 SFERRISE--DRBN006

cc: TBALUK --DRBN006 PGLAMMAR--DRBN006

PGLAMMAR--DRBN006

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

Subject: Seat Track Assy. with motor

Mike, Sam, Hollingsworth advised they sold 423 pcs of the right rail and motor leaving 759 on hand (total shipped = 975 pcs). On the right hand side, we shipped 938 this week leaving 1698 balance on hand. (3000 were shipped on initial seed order). This leaves about week and a half inventory in the system. This means we need to begin drawing from Mazda's stock immediately (2 to three weeks worth at a time). Please work up a tentative MANA ship schedule based on current demand. Please provide Jeff Sloan with a rough order forecast showing when we expect to order the remaining inventory they are holding (Run this by Tom). You'll need to monitor this weekly now to ensure we are getting sufficient quantity to cover demand at HLM.

We'll need to do this for the new rail/motor assemblies and new rail only parts also. More recent talks with MANA indicated they will hold 60% of the total inventory on these parts and ship 40% of our orders. These schedules should also be provided to Howard Ternes, especially/immediately the orders for the old rail & motor we are now running low on. (I GAVE TERNES MANA'S PROM SCHEDULE FOR AVAILABILITY BASED ON MANA'S SUPPLIER (QSS) BUILD SCHEDULE. THIS MAY NOT EQUATE TO THE ACTUAL SHIPMENTS WE WILL BE SCHEDULING FROM MANA TO TERNES). THE OLD RAIL AND MOTOR ON HAND AT MANA WERE NOT INCLUDED IN THIS SCHEDULE).

NOTE: THE LEFT HAND ASSY. APPEARS TO BE SELLING NEARLY HALF OF WHAT THE RIGHT HAND RAIL IS SELLING! THE INITIAL PROJECTIONS WERE TO SELL UNDER 20%. YOU WILL NEED TO MONITOR THIS CLOSELY NEXT WEEK AND PLACE ADDITIONAL ORDERS FOR THE NEW RAIL AND MOTOR OR WE WILL BE IN DEEP DOO DOO IN A VERY SHORT TIME. WE MAY NEED TO WORK WITH DON KAERCHER ON THE STAGGERED MAILINGS IF SUPPLY BECOMES AN ISSUE.

DON, IS THERE ANY REASON THAT WE ARE UNAWARE OF FOR THE HIGHER RIGHT HAND SALES? OR DO YOU THINK THIS IS JUST A FUNCTION OF DEALERS ORDERING BOTH SIDES WHEN THEY REPAIR THE RIGHT RAIL?

Regards,

Pat Giammarco

MSG FROM: MDUGAS -DRBN006 TO: DKAERCHE--DRBN006 10/28/96 16:22:39

To: DKAERCHE--DRBN006 Kaercher, D. F. PGLAMMAR--DRBN006 Giammarco, P. J.

RVICKERY--DRBN006 Vickery, R. D., S TBALUK --DRBN006 Baluk, T. W.

cc: SFERRISE--DRBN006 Ferrise, S. J. EJOHNS11--DRBN006 Johnson, W. E.

FROM: Dugas, M. G. (Milt) MDUGAS (31 USAET(UTC -05:00)

FCSD-CPO VPL 4014 -Inter Co. Mail to Rm 102-NPDC -Fax3136219985

(BMMAIL(USFMCSB7) - Spvt: GHOOVERS - Telephone: (313) 62-14128

Subject: PART PRICING FOR RECALL 96S48 AND 96S99

For your info.

*** Forwarding note from EJOHNS11--DRBN006 10/28/96 16:19 ***

To: MDUGAS -DRBN006

FROM: Wade E. Johnson USAET(UTC -05:00)
Subject: PART PRICING FOR RECALL 96S48 AND 96S99
all taken care of - thanks for following up

Thanks,
Wade E. Johnson
FCSD Pricing
P:39-62497

*** Forwarding note from MDUGAS -DRBN006 10/28/96 16:11 ***
To: EJOHNS11--DRBN006 Johnson, W. E. PGIAMMAR--DRBN006 Giammarco, P. J.
cc: TBALUK --DRBN006 Baluk, T. W. DKAERCHE--DRBN006 Kaercher, D. F.
SFERRISE--DRBN006 Ferrise, S. J. RVICKERY--DRBN006 Vickery, R. D., S
FROM: Dugas, M. G. (Milt) MDUGAS (31 USAET(UTC -05:00)
FCSD-CPO VPL 4014 -Inter Co. Mail to Rm 102-NPDC -Fax3136219983
IBMAIL(USFMC87) - Spvr: GHDOVERS - Telephone: (313) 62-14128
Subject: PART PRICING FOR RECALL 96S48 AND 96S99

Wade Johnson,
I left a message on your voice mail this morning at 9:30 a.m. - Have your
questions been answered? Let Don and I know. Thanks.

Pat Giammarco,
Are you involved in this request from Wade? Can you assist? Let Don and I
know. Thanks.

*** Forwarding note from DKAERCHE--DRBN006 10/25/96 17:20 ***
To: MDUGAS --DRBN006 Milt Dugas
FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 62-14142
Subject: PART PRICING FOR RECALL 96S48 AND 96S99
Can you look into this on Monday?

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 PBANDOSK--DRBN006 10/25/96 10:25 ***
To: RVICKERY--DRBN006 TBALUK --DRBN006
cc: JBRADLEY--DRBN006 DKAERCHE--DRBN006
FROM: Pete Bandoske USAET(UTC -04:00)
Subject: PART PRICING FOR RECALL 96S48 AND 96S99
Any word on the weights yet? Wade needs this information now!

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 PBANDOSK--DRBN006 10/23/96 11:05 ***
To: RVICKERY--DRBN006 TBALUK --DRBN006
cc: DKAERCHE--DRBN006 PBANDOSK--DRBN006
EJOHNS11--DRBN006 MHAMME --DRBN004
FROM: Pete Bandoske USAET(UTC -04:00)
Subject: PART PRICING FOR RECALL 96S48 AND 96S99

Bob/Tom,
Wade Johnson with FCSD Part Pricing has asked the PVT the following questions
that I can not answer. Can you please answer these questions and forward a
response to Wade. Also cc me on the response. Wade is trying to price the

rail less the motor for the recall.

- 1) What is the package size for Rail F72Z-61610D44/45-A?
- 2) What is the weight of the Rail less motor F72Z-61610D44/45-A?
- 3) What is the package size for the Center Retractor 61611A48?
- 4) What is the weight of the Center Retractor 61611A48?

Wade PROFS ID is EJOHN11.

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: PBANDOSK--DRBN006 TO: DKAERCHE--DRBN006 10/29/96 12:46:54

To: DKAERCHE--DRBN006 JBRADLEY--DRBN006

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

Subject: PART PRICING FOR RECALL 96S48 AND 96S99

I GOT IT HANDLED.

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

*** Forwarding note from JBRADLEY--DRBN006 10/29/96 12:03 ***

To: DKAERCHE--DRBN006

cc: PBANDOSK--DRBN006

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

Subject: PART PRICING FOR RECALL 96S48 AND 96S99

Don, can you handle, Bob is on vacation.

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

Joe Bradley_33-72487 FAX 84-51024 rm228 FBPII

*** Forwarding note from PBANDOSK--DRBN006 10/25/96 10:25 ***

To: RVICKERY--DRBN006

TBALUK --DRBN006

cc: JBRADLEY--DRBN006

DKAERCHE--DRBN006

FROM: Pete Bandoske

USAET(UTC -04:00)

Subject: PART PRICING FOR RECALL 96S48 AND 96S99

Any word on the weights yet? Wade needs this information now!

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

*** Forwarding note from PBANDOSK--DRBN006 10/23/96 11:05 ***

To: RVICKERY--DRBN006

TBALUK --DRBN006

cc: DKAERCHE--DRBN006

PBANDOSK--DRBN006

EJOHN11--DRBN006

MHAMME --DRBN004

FROM: Pete Bandoske

USAET(UTC -04:00)

Subject: PART PRICING FOR RECALL 96S48 AND 96S99

Bob/Tom,

Wade Johnson with FCSD Part Pricing has asked the PVT the following questions that I can not answer. Can you please answer these questions and forward a response to Wade. Also cc me on the response. Wade is trying to price the rail less the motor for the recall.

- 1) What is the package size for Rail F72Z-61610D44/45-A?
- 2) What is the weight of the Rail less motor F72Z-61610D44/45-A?
- 3) What is the package size for the Center Retractor 61611A48?
- 4) What is the weight of the Center Retractor 61611A48?

Wade PROFS ID is EJOHN11.

Regards,

Pete Badoske, Service Engineer, Probe Plant Vehicle Team
FCSD Small/Medium FWD Vehicle Services and Programs
Phone 783-8308, FAX 782-1932, AAI Shop Office, MS0022

MSG FROM: MROGERS2--DRBN006 TO: DKAERCHE--DRBN006 11/04/96 10:19:31

To: DKAERCHE--DRBN006 MDUGAS --DRBN006

BENGLEHA--DRBN006

cc: TBALUK --DRBN006 PGIAMMAR--DRBN006

SFERRISE--DRBN006

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

Subject: Prob Seat Belt Track Re-Call 96S48

Mr. Kaercher,

The Probe Seat Belt Track sales are escalating rapidly. I wanted to provide you with this information, as HLM is OUT OF STOCK as of 11/1/96. The sales info was supplied by Angie Wolf from HLM (313-584-5757):

- FD2Z-61610D45-A (LH) ==> Week of 10/28: M-TH = 2024, F = 512
old, non-anodized

- FD2Z-61610D44-A (RH) ==> Week of 10/28: M-TH = 907, F = 220
old, non-anodized

MANA is shipping 1,700 pcs of the the RH ...44's (approx 7 days worth).

These 1,700 pcs is all MANA has left.

MANA is shipping approx 13,000 pcs of the LH...45's (approx 25 days worth).

These 13,000 pcs is all MANA has left.

Jeff Sloan at MANA (313-782-8725) provided a ship schedule on 10/4 for the new anodized rail & motor Assy (F7...B's) and rail only (F7...A's):

- Rail only (F7...A's) ==> 10,000 pcs to shp from Mfg. to MANA by 10/25.

10,000 pcs " " " 11/1.

to total 6,495 pcs " " " 11/8

120,000 pcs by 1/10/97 etc.....

- Rail & Motor Assy (F7...B's) > 3,730 pcs to shp from Mfg. to MANA by 11/8

3,730 pcs " " " 11/13

to total 23,512 pcs by 12/13 etc.....

I have been in contact w/ Kim Huber at MANA (313-783-7047) to provide detailed ship confirmation for existing "old" (FO...A's) Rail & Motor Assy.

(1,700 pcs / 13,000 pcs).

I have put out PROFS notes requests to all FDC Warehouse Managers requesting them to ship all on-hand qtys. of the FO...A's to HLM (approx 450 pcs combined)

with address and related info supplied in note.

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; USFMD648@IBMMAIL.COM

MSG FROM: MHABIAN --DRBN006 TO: DKAERCHE--DRBN006 11/06/96 10:05:53

To: DKAERCHE--DRBN006

cc: CRAYMOND--DRBN006 JCWIAK --DRBN006

PCOWAN --DRBN006 MHABIAN --DRBN006

LWEBSTE2--DRBN006 BENGLEHA--DRBN006

FROM: MITCHELL HABIAN USAET(UTC -05:00)

Subject: RE: Fleet Receipt of Recall Part for 96S48

I feel that this is a parts issue. Please resolve with Linda Webster as to who future parts should be sent to (dealers only??) and how to retrieve parts that

were inadvertently sent to fleets.

Regards,

MITCHELL HABIAN

Ford Recall Section, Fairlane Business Park III, Suite 237E

MHABIAN, (313)84-50947, Fax: 84-51024, USFMCMPMV@ibmmail.com

*** Forwarding note from JCWIAK, -DRBN006 11/06/96 09:02 ***

To: MHABIAN -DRBN006

cc: PCOWAN -DRBN006

From: John R. Cwiak USACT(UTC -06:00)

Subject: RE: Fleet Receipt of Recall Part for 96S48

Mitchell: I just received a call from the same account, Wheels Inc.

(47369), and they are now receiving

receiving "parking pawls," for the transmission recall.

..... "Houston, we've got a problem!"

Help! What can we do?

>From: MHABIAN

>To: JCWIAK

>Cc: MHABIAN

>Subject: Fleet Receipt of Recall Part for 96S48

>Date: Friday, October 11, 1996 3:25PM

>

>

>FROM: MITCHELL HABIAN USAET(UTC -04:00)

>Subject: Fleet Receipt of Recall Part for 96S48

>

>

>The problem is known. CPO organization is currently working on a resolution

>where the fleets might be mailed a return label for the part. This recall

>involved 1990-92 Probes so it is doubtful that of the fleets would have a need

>for this part.

>

>For now, please have the fleets hold on to the part—a resolution is on the

>way.

>

>Regards,

>MITCHELL HABIAN

>Ford Recall Section, Fairlane Business Park III, Suite 237E

>MHABIAN, (313)84-50947, Fax: 84-51024, USFMCMPMV@ibmmail.com

>

OVVMM-MSMail-MailClass: IPM.Microsoft MailNote

Thanks, and have a GREAT DAY!

JOHN CWIAK

PHONE (847) 680-5967

F.A.X. (847) 680-5971

MSG FROM: PGIAMMAR-DRBN006 TO: DKAERCHE-DRBN006

11/07/96 18:56:56

To: DKAERCHE-DRBN006

cc: SFERRISE-DRBN006

TBALUK -DRBN006

MROGERS2-DRBN006

PGIAMMAR--DRBN006

FROM: Pat Gianmarco

USAET(UTC -05:00)

Subject: New Rails and Rail Motor Assemblies fro MANA

Don, We've run into a stumbling block. I spoke with Jeff Sloan this afternoon and he advised that their supplier has not yet shipped them

piece one. They are having production problems which will only allow them to manufacture 300 per day, as opposed to the original 2000/day. The problem is with the Tough Ram coating they apply to the new parts. At the same time, sales of the right hand side were selling at 45% of the left hand rail last week. Mike Rogers will have an update for this weeks business tomorrow or Monday. In the mean time, we're going to be in trouble on the right hand rail and rail/motor asy. unless sales show a substantial decrease.

We may need to look at buying some rails of the old style, without the coating. Please begin looking into this possibility. Mana will will have a further update after they talk to QSF tomorrow. I don't know if you have any method of slowing demand at this point, especially on the left hand rail and motor. Please advise. Thanks.

Regards,
Pat Glammarco

MSG FROM: DKAERCHE-DRBN006 TO: DKAERCHE-DRBN006 11/08/96 09:53:05

To: RVICKERY--DRBN006

cc: GBALINT --DRBN006

JBRADLEY--DRBN006

SFERRISE--DRBN006

DKAERCHE--DRBN006 DON KAERCHER

MDUGAS --DRBN006 Milt Dugas

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 62-14142

Subject: 96S48

We are seeing a tremendous increase in sales on the following part:

SERVICE PART: F12Z- 9F315-A SHIELD

ENGINEERING PART: F2C7 18 766 ORIGIN: T525

SUPPLIER LOC:

FINIS: 3343021

Vendor Part: F2C718766

Motorcraft Part:

Prime Suplr: T5251

Role: M

-----Inventory----- Stocking Demand----- Backcast:

FCSD Available: 0 Current Month: 93 Max Ord Qty: 0

Pkgr Available: 0 Prior Month: 443 Volume Group: 9

In-Trans Pkgr: 11 Prior Month 2: 1 Last Release: 599-1A

In-Trans FCSD: 0 Prior Month 3: 5 Lead Time: 134

Transfers: 0 Curr Forecast: 10 Procure Cd: 2

Back Ord Pcs: 275 6-Mo Forecast: 66 Sales Restr: Y

Tot Inventory: 264- Out of Tolerance: N Replaced: N

After calling some dealers, they tell us it is for 96S48. We do not show that as one of the parts listed under 96S48. Either we published the wrong number to the dealer, or a needed part wasn't communicated to CPO. Please investigate quickly and advise. Thank!!

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USPMC7GZ

Customer Parts Operation 62-14142 Fax 62-19986

Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

MSG:FROM: LSTEVEN4-DRBN005 TO: DKAERCHE-DRBN006 11/12/96 12:54:23

To: JBRADLEY-DRBN006

DKAERCHE-DRBN006

cc: LSTEVEN4-DRBN005

FROM: LeAnne (Fovlick) Stevens

USAET(UTC -05:00)

Subject: 96S48

We'll look into it and call Herb Nelson back. We'll also close the loop by

COST INFORMATION REDACTED

sending a profs note to you.

Regards,

LeAnne Stevens

FCSD Parts Pricing & Product Analysis/PO Box 43353 300 RenGen

Phone: 39-62498 (Fax: 39-62543)

*** Forwarding note from JBRADLEY-DRBN006 11/12/96 12:39 ***

To: LSTEVEN4-DRBN005

cc: JBRADLEY-DRBN006

DKAERCHE-DRBN006

FROM: Joe Bradley

USAET(UTC -05:00)

Subject: 96S48

LeAnne, who should address these issues with the dealers? Isn't the dealer protected with price protection some how?

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

Joe Bradley_33-72487 FAX 84-51024 rm228 FBPIII

*** Forwarding note from DKAERCHE-DRBN006 11/07/96 13:17 ***

To: JBRADLEY-DRBN006

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 62-14142

Subject: 96S48

Got a call from Herb Nelson (he was one of the Part Managers we met with at the Marriott). He alleges when 96S48 was announced he ordered parts thru the PDC at a cost of [] and when he did repairs he was reimbursed at only [] Based on this he says he is losing [] on all 14 pieces he got from the PDCs.

I told him I wasn't aware of any pricing actions on these parts, but that I would forward the info to you and someone from either your activity or from pricing would get back to Herb (916-391-3000 X 349).

Herb said to leave him a message if he's not there and he would get back to whoever.

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: EJOHNS11-DRBN006 TO: DKAERCHE-DRBN006 11/12/96 14:42:04

To: DKAERCHE-DRBN006

FROM: Wade E. Johnson

USAET(UTC -05:00)

Subject: 96S48

fyi

Thanks,

Wade E. Johnson

FCSD Pricing

P:39-62497

*** Forwarding note from EJOHNS11-DRBN006 11/12/96 14:01 ***

To: JBRADLEY-DRBN006

cc: DWEIR2 -DRBN006

LSTEVEN4-DRBN005 LeAnne Stevens

FROM: Wade E. Johnson

USAET(UTC -05:00)

Subject: 96S48

Joe,

I have called Herb Prince at Sensor Ford, but because he is in town, I got his voice-mail. I wanted to share with you what the answer to his question is.

If Herb's order was shipped after Oct 1, 1996, he will receive an

automatic dealer reimbursement for the difference between the \$278.28 and \$80.50. If he does not receive an automatic reimbursement but purchased the parts within 60 days of the price change (effective 10-22-96), he can submit a form 340 for a credit of the difference (since the price was reduced by more than 15%).

I will follow-up with Herb, but wanted you to have the complete story as well. This is one of those situations where in the future we will be involved further up front and won't need to make a pricing change after the dealers have ordered parts and recall letters are received.

Thanks,

Wade E. Johnson

FCSD Pricing

P-39-62497

*** Forwarding note from LSTEVEN4--DRBN005 11/12/96 12:54 ***

To: EJOHNS11--DRBN006

cc: DWEIR2 --DRBN006

FROM: LeAnne (Povlick) Stevens USAET(UTC -05:00)

Subject: 96S48

Please handle.

Regards,

LeAnne Stevens

FCSD Parts Pricing & Product Analysis/PO Box 43353 300 RenCen

Phone: 39-62498 (Fax: 39-62543)

*** Forwarding note from LSTEVEN4--DRBN005 11/12/96 12:54 ***

To: JBRADLEY--DRBN006 DKAERCHE--DRBN006

cc: LSTEVEN4--DRBN005

FROM: LeAnne (Povlick) Stevens USAET(UTC -05:00)

Subject: 96S48

We'll look into it and call Herb Nelson back. We'll also close the loop by sending a profs note to you.

Regards,

LeAnne Stevens

FCSD Parts Pricing & Product Analysis/PO Box 43353 300 RenCen

Phone: 39-62498 (Fax: 39-62543)

*** Forwarding note from JBRADLEY--DRBN006 11/12/96 12:39 ***

To: LSTEVEN4--DRBN005

cc: JBRADLEY--DRBN006 DKAERCHE--DRBN006

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

Subject: 96S48

LeAnne, who should address these issues with the dealers? Isn't the dealer protected with price protection some how?

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

Joe Bradley 33-72487 FAX 84-51024 rm228 FBPIII

*** Forwarding note from DKAERCHE--DRBN006 11/07/96 13:17 ***

To: JBRADLEY--DRBN006

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

DKAERCHE 62-14142

Subject: 96S48

Got a call from Herb Nelson (he was one of the Part Managers we met with at the Marriott). He alleges when 96S48 was announced he ordered parts thru the PDC at a cost of \$278.28 and when he did repairs he was reimbursed at only \$80.50. Based on this he says he is losing \$200 on all 14 places he got from the PDCs.

I told him I wasn't aware of any pricing actions on these parts, but that I

would forward the info to you and someone from either your activity or from pricing would get back to Herb (916-391-3000 X 849).

Herb said to leave him a message if he's not there and he would get back to whoever.

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: MROGERS2--DRBN006 TO: DKAERCHE--DRBN006 11/12/96 16:33:26

To: DKAERCHE--DRBN006

cc: TBALUK --DRBN006

PGIAMMAR--DRBN006

SFERRISE--DRBN006

MDUGAS --DRBN006

RVICKERY--DRBN006

JBRADLEY--DRBN006

BENGLEHA--DRBN006

FROM: Michael Rogers

USAET(UTC -05:00)

Subject: Probe Seat Belt Re-Call

Don,

Please review the following sales #'s provided by Mary Starring from HLM (313-584-5757). Please note the ratio of RH vs LH sales...53%; originally projected at 20%:

- FO2Z-61610D45-A (LH)

Sales

- Week of 10/28: 2536 pcs / 5 days = 507 pcs/day

*** - Week of 11/4 (M-TH): 2187 pcs / 4 days = 597 pcs/day---

> 53% ratio!

- FO2Z-61610D44-A (RH)

- ...20% was

Sales

- projected

- Week of 10/28: 1127 pcs / 5 days = 225 pcs/day -

*** - Week of 11/4 (M-TH): 1258 pcs / 4 days = 315 pcs/day---

Currently, the release for the (New) Rail Only RH (F7..D44-A) is at 20,000 pcs.

The Rail Only LH (F7..D45-A) has a 100,000 pcs release.

We are looking to increase the RH (F7..D44-A) by 30,000 pcs to a 50,000 pcs total.

Similarly with the (New) Rail & Motor Assy., the rise for the RH (F7..D44-B) is at a 3,500 pcs.

The Rail & Motor Assy. LH (F7..D45-B) has a 20,000 pcs release.

We are looking to increase the RH (F7..D44-B) by 6,500 pcs to a 10,000 pcs total.

Please review, forward to appropriate personnel, and advise.

Thank you.

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 11/12/96 17:07:09

To: DKAERCHE--DRBN006

cc: MROGERS2--DRBN006

JBRADLEY--DRBN006

BENGLEHA--DRBN006

RVICKERY--DRBN006 Vickery Sr., R.D.

SFERRISE--DRBN006

MDUGAS --DRBN006

PGIAMMAR--DRBN006

TBALUK --DRBN006

GBALINT --DRBN006 Gary Balint
FROM: Gary Balint USAET(UTC -05:00)
Subject: Probe Seat Belt Re-Call
One comment on the RH to LH ratio. I have been tracking daily REPAIR CLAIMS on the RH and the LH and this ratio has been running at 17% to 22% for 10 business days. Are dealers submitting VINs and ordering parts just to get a supply on hand? They aren't REPAIRING at 53% even though they are buying parts at this ratio. Something is funny here.
Gary S. Balint _ PROFS=GBALINT or INTERNET=usfmc85c@ibmmail.com
24-87610 (FAX 84-51024)
Room 237L, FBP III

*** Forwarding note from DKAERCHE--DRBN006 11/12/96 16:58 ***
To: MROGERS2--DRBN006
cc: JBRADLEY--DRBN006 MDUGAS --DRBN006 Mik Dugas
BENGLEHA--DRBN006 Englehart, B. PGIAMMAR--DRBN006
RVICKERY--DRBN006 GBALINT --DRBN006
SFERRISE--DRBN006 TBALUK --DRBN006

FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142
Subject: Probe Seat Belt Re-Call
I concur with your numbers. Any other input?
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 MROGERS2--DRBN006 11/12/96 16:33 ***

To: DKAERCHE--DRBN006
cc: TBALUK --DRBN006 PGIAMMAR--DRBN006
SFERRISE--DRBN006 MDUGAS --DRBN006
RVICKERY--DRBN006 JBRADLEY--DRBN006
BENGLEHA--DRBN006

FROM: Michael Rogers USAET(UTC -05:00)
Subject: Probe Seat Belt Re-Call
Don,

Please review the following sales #'s provided by Mary Starring from ELM (113-584-5757). Please note the ratio of RH vs LH sales...53%; originally projected at 20%:

- FO2Z-61610D45-A (LH)

Sales

- Week of 10/28: 2536 pcs / 5 days = 507 pcs/day

*** - Week of 11/4 (M-TH): 2387 pcs / 4 days = 597 pcs/day---

> 53% ratio!

- FO2Z-61610D44-A (RH)

- ...20% was

Sales

- projected

- Week of 10/28: 1127 pcs / 5 days = 225 pcs/day -

*** - Week of 11/4 (M-TH): 1258 pcs / 4 days = 315 pcs/day---

Currently, the release for the (New) Rail Only RH (F7..D44-A) is at 20,000 pcs.

The Rail Only LH (F7..D45-A) has a 100,000 pcs release.

We are looking to increase the RH (F7..D44-A) by 30,000 pcs to a 50,000 pcs total.

Similarly with the (New) Rail & Motor Assy., the rise for the RH (F7..D44-B) is at a 3,500 pcs.

The Rail & Motor Assy. LH (F7..D45-B) has a 20,000 pcs release.

We are looking to increase the RH (F7..D44-B) by 6,500 pcs to a 10,000 pcs total.

Please review, forward to appropriate personnel, and advise.

Thank you.

Best Regards,

Michael D. Rogers

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

Voice:(313) 621-4015 / FAX:(313) 621-4116; USFMD648@IBMMAIL.COM

MSG FROM: SFERRISE-DRBN006 TO: DKAERCHE-DRBN006 11/13/96 09:05:36

To: DKAERCHE-DRBN006

cc: ESEWELL -DRBN006

FROM: SAM FERRISE

USAET(UTC -05:00)

Subject: 96S48

Don, any reply on this yet? Backorders are mounting for P/N F1ZZ 9F315 A.

Regards,

SAM FERRISE

*** Forwarding note from DKAERCHE-DRBN006 11/08/96 09:53 ***

To: RVICKERY-DRBN006

cc: GBALINT -DRBN006

JBRADLEY-DRBN006

SFERRISE-DRBN006

DKAERCHE-DRBN006 DON KAERCHER

MDUGAS -DRBN006 Milt Dugas

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 62-14142

Subject: 96S48

We are seeing a tremendous increase in sales on the following part:

SERVICE PART: F1ZZ- 9F315-A SHIELD

ENGINEERING PART: F2C7 18 766

ORIGIN: T525

SUPPLIER LOC:

FINIS: 3343021

Vendor Part: F2C718766

Motorcraft Part:

Prime Suplr: T5251

Role: M

-----Inventory-----	-----Stocking Demand-----	Backcast
FCSD Available: 0	Current Month: 93	Max Ord Qty: 0
Pkgr Available: 0	Prior Month: 443	Volume Group: 9
In-Trans Pkgr: 11	Prior Month 2: 1	Last Release: 599-1A
In-Trans FCSD: 0	Prior Month 3: 5	Lead Time: 134
Transfers: 0	Curr Forecast: 10	Procure Cdt: 2
Back Ord Pcs: 275	6-Mo Forecast: 66	Sales Restr: Y
Tot Inventory: 264	Out of Tolerance: N	Replaced: N

After calling some dealers, they tell us it is for 96S48. We do not show that as one of the parts listed under 96S48. Either we published the wrong number to the dealer, or a needed part wasn't communicated to CPO. Please investigate quickly and advise. 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: GBALINT -DRBN006 TO: DKAERCHE-DRBN006 11/13/96 18:44:25

To: RVICKERY-DRBN006 Victory Sr., R.D.

cc: SFERRISE-DRBN006

DKAERCHE-DRBN006

FROM: Gary Balint

USAET(UTC -05:00)

Subject: 96S48

Did Pete Bandoaks or you get this figured out? Please let Sam know as soon as you know what is going on. See you Monday.

Gary S. Balint PROFS=GBALINT or INTERNET=usfmc83c@ibmmail.com

24-87610 (FAX 84-31024)

Room 237L, FBP III

*** Forwarding note from DKAERCHE--DRBN006 11/13/96 09:39 ***

To: GBALINT--DRBN006

cc: SFERRISE--DRBN006

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 62-14142

Subject: 96S48

Any status?

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 SFERRISE--DRBN006 11/13/96 09:05 ***

To: DKAERCHE--DRBN006

cc: ESEWELL--DRBN006

FROM: SAM FERRISE

USAET(UTC -05:00)

Subject: 96S48

Don, any reply on this yet? Backorders are mounting for P/N F12Z 9F315 A.

Regards,

SAM FERRISE

*** Forwarding note from DKAERCHE--DRBN006 11/08/96 09:53 ***

To: RVICKERY--DRBN006

cc: GBALINT--DRBN006

JBRADLEY--DRBN006

SFERRISE--DRBN006

DKAERCHE--DRBN006 DON KAERCHER

MDUGAS --DRBN006 Milt Dugas

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 62-14142

Subject: 96S48

We are seeing a tremendous increase in sales on the following part:

SERVICE PART: F12Z- 9F315-A SHIELD

ENGINEERING PART: F2C7 18 766 _____ ORIGIN: T525

SUPPLIER LOC: _____ FINIS: 3343021

Vendor Part: F2C718766

Motocraft Part: _____ Prime Suplr: T5251

Role: M

Inventory	Stocking Demand	Backcast
FCSD Available: 0	Current Month: 93	Max Ord Qty: 0
Pkgr Available: 0	Prior Month: 443	Volume Group: 9
In-Trans Pkgr: 11	Prior Month 2: 1	Last Release: 599-1A
In-Trans FCSD: 0	Prior Month 3: 5	Lead Time: 134
Transfers: 0	Curr Forecast: 10	Procure Cd: 2
Back Ord Pcs: 275	6-Mo Forecast: 66	Sales Restr: Y
Tot Inventory: 264	Out of Tolerance: N	Replaced: N

After calling some dealers, they tell us it is for 96S48. We do not show that as one of the parts listed under 96S48. Either we published the wrong number to the dealer, or a needed part wasn't communicated to CPO. Please investigate quickly and advise. 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: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 11/13/96 18:44:56

To: GBALINT--DRBN006 MDUGAS--DRBN006 Milt Dugas
cc: DKAERCHE--DRBN006 DON KAERCHER SFERRISE--DRBN006
JBRADLEY--DRBN006

FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142

Subject: Probe Seat Belt Re-Call

I know this conflicts with the claim data, but we have to make a decision ASAP on what quantities of RH assemblies we need to order or we will soon be on BO. Please discuss this with Milt tomorrow.

Milt - Review with Sam Ferrise and the Demand Analyst and you and Gary make some decision. Sales are 50% of LH assembly, but claims shows only about a 15% or less rate as compared to the LH assembly.

Bottom line is we are almost out of RH assemblies....

Thanks guys!!

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 LWEBSTE2--DRBN006 11/13/96 16:28 ***

To: DKAERCHE--DRBN006

cc: PALEXAN5--DRBN006 MSMIT108--DRBN006
JBRADLEY--DRBN006 GBALINT--DRBN006
LWEBSTE2--DRBN006

FROM: Linda Webster USAET(UTC -05:00)

Subject: Probe Seat Belt Re-Call

Don, Jingke ran a report which gives the breakdown of the number of parts ordered by VIN. They are as follows:

FO2Z-61610D45-A (Left Rail) = 7945 Orders

FO2Z-61610D44-A (Right Rail) = 3596 Orders

If you need any other information, let me know.

Have a nice day!

Linda Webster

*** Forwarding note from DKAERCHE--DRBN006 11/12/96 17:08 ***

To: LWEBSTE2--DRBN006

cc: MROGERS2--DRBN006 BENGLEHA--DRBN006 Englebart, B.
SFERRISE--DRBN006 PGIAMMAR--DRBN006
JBRADLEY--DRBN006 RVICKERY--DRBN006
MDUGAS--DRBN006 Milt Dugas TBALUK--DRBN006

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

DKAERCHE 62-14142

Subject: Probe Seat Belt Re-Call

Does your teleops organization have any input?

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 11/12/96 17:07 ***

To: DKAERCHE--DRBN006

cc: MROGERS2--DRBN006 JBRADLEY--DRBN006
BENGLEHA--DRBN006 RVICKERY--DRBN006 Vickery Sr., R.D.
SFERRISE--DRBN006 MDUGAS--DRBN006

The Rail & Motor Assy. LH (F7..D43-B) has a 20,000 pcs release.
We are looking to increase the RH (F7..D44-B) by 6,500 pcs to a 10,000 pcs total.

Please review, forward to appropriate personnel, and advise.

Thank you.

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 11/13/96 19:00:02

To: RVICKERY--DRBN006 Vickery Sr., R.D.

cc: JBRADLEY--DRBN006 DKAERCHE--DRBN006

MDUGAS --DRBN006 SFERRISE--DRBN006

GBALINT--DRBN006 Gary Balint

FROM: Gary Balint USAET(UTC -05:00)

Subject: Probe Seat Belt Re-Call

I talked to Don after this note. I think 50% is too high. What if we bump the order to the 30 to 35% range and watch sales closely after that. I'm afraid that dealers are ordering a RH AND a LH assembly every time a car comes in for a LH repair - this enables them to outsmart us and build up a supply of RH parts for future repairs. I checked CNACS again today and for the 11th straight work day, the repair CLAIM rate is running around 20%. I think that we're going to see a drop in the parts orders real soon but I guess we need to play it safe and increase the order. Would you please send an increase ASAP? Thanks.

Gary S. Balint__ PROFS=GBALINT or INTERNET=usfmc85c@ibmmail.com

24-87610 (FAX 84-51024)

Room 237L, FBP III

*** Forwarding note from DKAERCHE--DRBN006 11/13/96 18:44 ***

To: GBALINT--DRBN006 MDUGAS --DRBN006 Milt Dugas

cc: DKAERCHE--DRBN006 DON KAERCHE SFERRISE--DRBN006

JBRADLEY--DRBN006

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

DKAERCHE 62-14142

Subject: Probe Seat Belt Re-Call

I know this conflicts with the claim data, but we have to make a decision ASAP on what quantities of RH assemblies we need to order or we will soon be on BO. Please discuss this with Milt tomorrow.

Milt - Review with Sam Ferrise and the Demand Analyst and you and Gary make some decision. Sales are 50% of LH assembly, but claims shows only about a 15% or less rate as compared to the LH assembly.

Bottom line is we are almost out of RH assemblies.....

Thanks guys!!

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 LWEBSTEZ--DRBN006 11/13/96 16:28 ***

To: DKAERCHE--DRBN006

cc: PALEXANS--DRBN006 MSMIT108--DRBN006

JBRADLEY--DRBN006 GBALINT--DRBN006

LWEBSTEZ--DRBN006

FROM: Linda Webster USAET(UTC -05:00)

Subject: Probe Seat Belt Re-Call

Don, Jingke ran a report which gives the breakdown of the number of parts ordered by VIN. They are as follows:

FO2Z-61610D45-A (Left Rail) = 7945 Orders

FO2Z-61610D44-A (Right Rail) = 3396 Orders

If you need any other information, let me know.

Have a nice day!

Linda Webster

*** Forwarding note from DKAERCHE--DRBN006 11/12/96 17:08 ***

To: LWEBSTE2--DRBN006

cc: MROGERS2--DRBN006

BENGLEHA--DRBN006 Englehart, B.

SFERRISE--DRBN006

PGIAMMAR--DRBN006

JBRADLEY--DRBN006

RVICKERY--DRBN006

MDUGAS --DRBN006 Milt Dugas

TBALUK --DRBN006

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 62-14142

Subject: Probe Seat Belt Re-Call

Does your teleops organization have any input?

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 11/12/96 17:07 ***

To: DKAERCHE--DRBN006

cc: MROGERS2--DRBN006

JBRADLEY--DRBN006

BENGLEHA--DRBN006

RVICKERY--DRBN006 Vickery Sr., R.D.

SFERRISE--DRBN006

MDUGAS --DRBN006

PGIAMMAR--DRBN006

TBALUK --DRBN006

GBALINT --DRBN006 Gary Balint

FROM: Gary Balint

USAET(UTC -05:00)

Subject: Probe Seat Belt Re-Call

One comment on the RH to LH ratio. I have been tracking daily REPAIR CLAIMS on the RH and the LH and this ratio has been running at 17% to 22% for 10 business days. Are dealers submitting VINs and ordering parts just to get a supply on hand? They aren't REPAIRING at 53% even though they are buying parts at this ratio. Something is funny here.

Gary S. Balint__ PROFS=GBALINT or INTERNET=usfmc85c@ibmmail.com
24-87610 (FAX 84-51024)

Room 237L, FBP III

*** Forwarding note from DKAERCHE--DRBN006 11/12/96 16:58 ***

To: MROGERS2--DRBN006

cc: JBRADLEY--DRBN006

MDUGAS --DRBN006 Milt Dugas

BENGLEHA--DRBN006 Englehart, B.

PGIAMMAR--DRBN006

RVICKERY--DRBN006

GBALINT --DRBN006

SFERRISE--DRBN006

TBALUK --DRBN006

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 62-14142

Subject: Probe Seat Belt Re-Call

I concur with your numbers. Any other input?

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 MROGERS2--DRBN006 11/12/96 16:33 ***

To: DKAERCHE--DRBN006
cc: TBALUK --DRBN006 PGIAMMAR--DRBN006
 SFERRISE--DRBN006 MDUGAS --DRBN006
 RVICKERY--DRBN006 JBRADLEY--DRBN006
 BENGLEHA--DRBN006

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

Subject: Probe Seat Belt Re-Call
Don,

Please review the following sales #'s provided by Mary Starring from HLM (313-584-5757). Please note the ratio of RH vs LH sales...53%; originally projected at 20%:

- FO2Z-61610D43-A (LH)

Sales

- Week of 10/28: 2536 pcs / 5 days = 507 pcs/day

*** - Week of 11/4 (M-TH): 2387 pcs / 4 days = 597 pcs/day--

> 53% ratio!

- FO2Z-61610D44-A (RH)

- ...20% was

Sales

- projected

- Week of 10/28: 1127 pcs / 5 days = 225 pcs/day -

*** - Week of 11/4 (M-TH): 1258 pcs / 4 days = 315 pcs/day--

Currently, the release for the (New) Rail Only RH (F7..D44-A) is at 20,000 pcs.

The Rail Only LH (F7..D43-A) has a 100,000 pcs release.

We are looking to increase the RH (F7..D44-A) by 30,000 pcs to a 50,000 pcs total.

Similarly with the (New) Rail & Motor Assy., the rise for the RH (F7..D44-B) is at a 3,500 pcs.

The Rail & Motor Assy. LH (F7..D43-B) has a 20,000 pcs release.

We are looking to increase the RH (F7..D44-B) by 6,500 pcs to a 10,000 pcs total.

Please review, forward to appropriate personnel, and advise.

Thank you.

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: RVICKERY--DRBN006 TO: DKAERCHE--DRBN006 11/14/96 07:50:20

To: GBALINT --DRBN006

cc: SFERRISE--DRBN006

DKAERCHE--DRBN006

RVICKERY--DRBN006

FROM: Robert D. Vickery, Sr.

USAET(UTC -05:00)

Subject: 96S48

GARY, PETE IS CHECKING WILL ADVISE AS SOON AS JAPAN ADVISES.

MAY THE LORD JESUS CHRIST BLESS YOUR DAY

ROBERT D. VICKERY, Sr. (BOB) F.C.S.D. - F.B.P.III, SUITE 237K

RECALL & OWNER NOTIFICATION PROGRAMS, CURRENT & PAST MODEL ENGR

Phone:(313) 24-83530 FAX:(313) 84-51024 IBMMAIL(USFMCGBF)

*** Forwarding note from GBALINT --DRBN006 11/13/96 18:44 ***

To: RVICKERY--DRBN006 Vickery Sr., R.D.

cc: SFERRISE--DRBN006

DKAERCHE--DRBN006

FROM: Gary Balint

USAET(UTC -05:00)

Subject: 96S48

Did Pete Badoske or you get this figured out? Please let Sam know as soon as

you know what is going on. See you Monday.

Gary S. Balint__PROFS-GBALINT or INTERNET=usfmc85c@ibmmail.com
24-87610 (FAX 84-51024)

Room 237L, FBP III

*** Forwarding note from DKAERCHE--DRBN006 11/13/96 09:59 ***

To: GBALINT--DRBN006

cc: SFERRISE--DRBN006

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

DKAERCHE 62-14142

Subject: 96S48

Any status?

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 SFERRISE--DRBN006 11/13/96 09:05 ***

To: DKAERCHE--DRBN006

cc: ESEWELL--DRBN006

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

Subject: 96S48

Don, any reply on this yet? Backorders are mounting for P/N F12Z 9F315 A.

Regards,

SAM FERRISE

*** Forwarding note from DKAERCHE--DRBN006 11/08/96 09:53 ***

To: RVICKERY--DRBN006

cc: GBALINT--DRBN006

JBRADLEY--DRBN006

SFERRISE--DRBN006

DKAERCHE--DRBN006 DON KAERCHER

MDUGAS--DRBN006 Milt Dugas

FROM: Don Kaercher

USAET(UTC-05:00)

DKAERCHE 62-14142

Subject: 96S48

We are seeing a tremendous increase in sales on the following part:

SERVICE PART: F12Z- 9F315-A _____ SHIELD

ENGINEERING PART: F2C7 18 766 _____ ORIGIN: T525

SUPPLIER LOC: _____ FINIS: 3343021

Vendor Part: F2C718766

Motorcraft Part:

Prime Suplr: T5251

Role: M

-----Inventory----- Stocking Demand----- Backcast:

FCSD Available: 0 Current Month: 93 Max Ord Qty: 0

Pkgr Available: 0 Prior Month: 443 Volume Group: 9

In-Trans Pkgr: 11 Prior Month 2: 1 Last Release: 399-1A

In-Trans FCSD: 0 Prior Month 3: 5 Lead Time: 134

Transfers: 0 Curr Forecast: 10 Procure Cd: 2

Back Ord Pcs: 275 6-Mo Forecast: 66 Sales Restr: Y

Tot Inventory: 264 Out of Tolerance: N Replaced: N

After calling some dealers, they tell us it is for 96S48. We do not show that as one of the parts listed under 96S48. Either we published the wrong number to the dealer, or a needed part wasn't communicated to CPO. Please investigate quickly and advise. 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: GBALINT --DRBN006 TO: DKAERCHE--DRBN006 11/14/96 16:00:40

To: PGIAMMAR--DRBN006

cc: SFERRISE--DRBN006

DKAERCHE--DRBN006

MDUGAS --DRBN006

RVICKERY--DRBN006 Vickery Sr., R.D.

TBALUK --DRBN006

FROM: Gary Balint

USAET(UTC -05:00)

Subject: Probe Seat Belt Re-Call

Dealers are supposed to be only repairing vehicles at this time that need rail and motor assemblies. However, I'm sure there are many repairs being done now that don't need both. Unfortunately, I have no way of knowing how many are in that category.

Gary S. Balint, PROFS--GBALINT or INTERNET=usfmc85c@ibmmail.com

24-87610 (FAX 84-51024)

Room 237L, FBP III

*** Forwarding note from PGIAMMAR--DRBN006 11/14/96 13:00 ***

To: GBALINT --DRBN006

cc: SFERRISE--DRBN006

RVICKERY--DRBN006

DKAERCHE--DRBN006

RVICKERY--DRBN006

TBALUK --DRBN006

MDUGAS --DRBN006

PGIAMMAR--DRBN006

FROM: Pat Giammarco

USAET(UTC -05:00)

Subject: Probe Seat Belt Re-Call

Good. However we are out of right hand assemblies. The next parts on release with MANA is the rails only. We are getting 5000 of these next week. Do we know if we are receiving a lot of claims for rails that have motor problems.

In other words, we are trying to determine how many right hand rails to rework into rail motor assemblies.

Regards,

Pat Giammarco

*** Forwarding note from SFERRISE--DRBN006 11/14/96 07:15 ***

To: MROGERS2--DRBN006

cc: TBALUK --DRBN006

FROM: SAM FERRISE

Subject: Probe Seat Belt Re-Call

PGIAMMAR--DRBN006

USAET(UTC -05:00)

Info.

Regards,

SAM FERRISE

*** Forwarding note from DKAERCHE--DRBN006 11/13/96 19:58 ***

To: SFERRISE--DRBN006

FROM: Don Kaercher

DKAERCHE 62-14142

Subject: Probe Seat Belt Re-Call

Gary and I spoke, and I concur.

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 11/13/96 19:00 ***

To: RVICKERY--DRBN006 Vickery Sr., R.D.

cc: SBRADLEY--DRBN006

MDUGAS --DRBN006

GBALINT --DRBN006 Gary Balint

FROM: Gary Balint

DKAERCHE--DRBN006

SFERRISE--DRBN006

USAET(UTC -05:00)

Subject: Probe Seat Belt Re-Call

I talked to Don after this note. I think 50% is too high. What if we bump the order to the 30 to 35% range and watch sales closely after that. I'm afraid that dealers are ordering a RH AND a LH assembly every time a car comes in for a LH repair - this enables them to outsmart us and build up a supply of RH parts for future repairs. I checked CNACS again today and for the 11th straight work day, the repair CLAIM rate is running around 20%. I think that we're going to see a drop in the parts orders real soon but I guess we need to play it safe and increase the order. Would you please send an increase ASAP? Thanks.

Gary S. Balint__PROFS=GBALINT or INTERNET=usfmc85c@ibmmail.com
24-87610 (FAX 84-51024)

Room 237L, FBP III

*** Forwarding note from DKAERCHE--DRBN006 11/13/96 18:44 ***

To: GBALINT--DRBN006 MDUGAS--DRBN006 Milt Dugas
cc: DKAERCHE--DRBN006 DON KAERCHER SFERRISE--DRBN006
JBRADLEY--DRBN006

FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142

Subject: Probe Seat Belt Re-Call

I know this conflicts with the claim data, but we have to make a decision ASAP on what quantities of RH assemblies we need to order or we will soon be on BO. Please discuss this with Milt tomorrow.

Milt - Review with Sam Ferrise and the Demand Analyst and you and Gary make some decision. Sales are 50% of LH assembly, but claims shows only about a 15% or less rate as compared to the LH assembly.

Bottom line is we are almost out of RH assemblies....

Thanks guys!!

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 LWEBSTE2--DRBN006 11/13/96 16:28 ***

To: DKAERCHE--DRBN006
cc: PALEXANS--DRBN006 MSMIT108--DRBN006
JBRADLEY--DRBN006 GBALINT--DRBN006
LWEBSTE2--DRBN006

FROM: Linda Webster USAET(UTC -05:00)

Subject: Probe Seat Belt Re-Call

Don, Jingke ran a report which gives the breakdown of the number of parts ordered by VIN. They are as follows:

FOZZ-61610D45-A (Left Rail) = 7945 Orders

FOZZ-61610D44-A (Right Rail) = 3596 Orders

If you need any other information, let me know.

Have a nice day!

Linda Webster

*** Forwarding note from DKAERCHE--DRBN006 11/12/96 17:08 ***

To: LWEBSTE2--DRBN006
cc: MROGERS2--DRBN006 BENGLEHA--DRBN006 Englehart, B.
SFERRISE--DRBN006 PGLAMMAR--DRBN006
JBRADLEY--DRBN006 RVICKERY--DRBN006
MDUGAS--DRBN006 Milt Dugas TBALUK--DRBN006

FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142

Subject: Probe Seat Belt Re-Call

Does your teleops organization have any input?

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 11/12/96 17:07 ***

To: DKAERCHE--DRBN006

cc: MROGERS2--DRBN006

JBRADLEY--DRBN006

BENGLEHA--DRBN006

RVICKERY--DRBN006 Vickery Sr., R.D.

SFERRISE--DRBN006

MDUGAS --DRBN006

PGIAMMAR--DRBN006

TBALUK --DRBN006

GBALINT--DRBN006 Gary Balint

FROM: Gary Balint

USAET(UTC -05:00)

Subject: Probe Seat Belt Re-Call

One comment on the RH to LH ratio. I have been tracking daily REPAIR CLAIMS on

the RH and the LH and this ratio has been running at 17% to 22% for 10

business days. Are dealers submitting VINs and ordering parts just to get a

supply on hand? They aren't REPAIRING at 53% even though they are buying parts

at this ratio. Something is funny here.

Gary S. Balint__ PROF5=GBALINT or INTERNET=usfmc85c@ibmmail.com

24-87610 (FAX 84-51024)

Room 237L, FBP III

*** Forwarding note from DKAERCHE--DRBN006 11/12/96 16:58 ***

To: MROGERS2--DRBN006

cc: JBRADLEY--DRBN006

MDUGAS --DRBN006 Milt Dugas

BENGLEHA--DRBN006 Englehart, B. PGIAMMAR--DRBN006

RVICKERY--DRBN006

GBALINT --DRBN006

SFERRISE--DRBN006

TBALUK --DRBN006

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 62-14142

Subject: Probe Seat Belt Re-Call

I concur with your numbers. Any other input?

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 MROGERS2--DRBN006 11/12/96 16:33 ***

To: DKAERCHE--DRBN006

cc: TBALUK --DRBN006

PGIAMMAR--DRBN006

SFERRISE--DRBN006

MDUGAS --DRBN006

RVICKERY--DRBN006

JBRADLEY--DRBN006

BENGLEHA--DRBN006

FROM: Michael Rogers

USAET(UTC -05:00)

Subject: Probe Seat Belt Re-Call

Don,

Please review the following sales #'s provided by Mary Starring from HLM

(313-584-3757). Please note the ratio of RH vs LH sales...53%; originally

projected at 20%:

- FO2Z-61610D45-A (LH)

Sales

- Week of 10/28: 2536 pcs / 5 days = 507 pcs/day

*** - Week of 11/4 (M-TH): 2387 pcs / 4 days = 597 pcs/day---

ROBERT D. VICKERY, Sr. (BOB) F.C.S.D. - F.B.P.III, SUITE 237K
RECALL & OWNER NOTIFICATION PROGRAMS, CURRENT & PAST MODEL ENGR
Phone:(313) 24-83530 FAX:(313) 84-51024 IBMMAIL(USFMCGBF)
*** Forwarding note from PBANDOSK-DRBN006 11/15/96 15:00 ***

To: RVICKERY--DRBN006
cc: MHAMME -DRBN004 PBANDOSK-DRBN006
RBADGES -DRBN006
FROM: Pete Bandoske USAET(UTC -05:00)
Subject: OK To Use F32Z Inertia Switch Cover in Place of F12Z.

Bob,
Mazda has Ok'd the use of the F32Z-9F315-A cover in place of the F12Z-9F315-A cover. I just verified that it will fit from the servability aspect. Please have the F12Z replaced by the F32Z cover. Hopefully we can do this without an ECN, that could delay the whole process.

Please let me know the outcome because I need to determine if a SSM is needed.

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, MSO022

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 11/18/96 13:31:39

To: RVICKERY--DRBN006
cc: MDUGAS -DRBN006 Milt Dugas DKAERCHE--DRBN006 DON KAERCHER
FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142

Subject: OK To Use F32Z Inertia Switch Cover in Place of F12Z.

Am at KTP today - Milt had a meeting on it this AM. Please discuss with Milt for most current status. Thanks Bob.

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 RVICKERY--DRBN006 11/15/96 15:03 ***

To: DKAERCHE--DRBN006
cc: SFERRISE--DRBN006 MDUGAS -DRBN006
JBRADLEY--DRBN006 GBALINT -DRBN006
IBERNBEC--DRBN006 RVICKERY--DRBN006
FROM: Robert D. Vickery, Sr. USAET(UTC -05:00)

Subject: OK To Use F32Z Inertia Switch Cover in Place of F12Z.

DON, NEED YOUR HELP ON SAFETY RECALL # 96S48, CAN YOU HANDLE THIS. PLEASE ADVISE.

MAY THE LORD JESUS CHRIST BLESS YOUR DAY

ROBERT D. VICKERY, Sr. (BOB) F.C.S.D. - F.B.P.III, SUITE 237K
RECALL & OWNER NOTIFICATION PROGRAMS, CURRENT & PAST MODEL ENGR
Phone:(313) 24-83530 FAX:(313) 84-51024 IBMMAIL(USFMCGBF)
*** Forwarding note from PBANDOSK-DRBN006 11/15/96 15:00 ***

To: RVICKERY--DRBN006
cc: MHAMME -DRBN004 PBANDOSK-DRBN006
RBADGES -DRBN006
FROM: Pete Bandoske USAET(UTC -05:00)
Subject: OK To Use F32Z Inertia Switch Cover in Place of F12Z.

Bob,

Mazda has Ok'd the use of the F32Z-9F315-A cover in place of the F12Z-9F315-A

cover. I just verified that it will fit from the serviceability aspect. Please have the F12Z replaced by the F32Z cover. Hopefully we can do this without an ECN, that could delay the whole process.

Please let me know the outcome because I need to determine if a SSM is needed.

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, MSO022

MSG FROM: MDUGAS --DRBN006 TO: DKAERCHE--DRBN006 11/19/96 09:51:46
To: RVICKERY--DRBN006 Vickery, R. D. S. SFERRISE--DRBN006 Ferrise, S. J.
cc: DKAERCHE--DRBN006 Kaercher, D. F. GBALINT--DRBN006 Balint, G. S.
RBADGES --DRBN006 Badges, R. S. BENGLEHA--DRBN006 Englehart, B., Ms.
FROM: Dugas, M. G. (Milt) MDUGAS (31 USAET(UTC -05:00)
FCSD-CPO VPL 4014 -Inter Co. Mail to Rm 102-NPDC -Fax3136219985
IBMMAIL(USFMC5B7) - Spvr: GHOOVERS - Telephone: (313) 62-14128
Subject: OK To Use F32Z Inertia Switch Cover in Place of F12Z

For your info.

SMMPRKEA Replacing Service Part 11/19/96 09:45:0

REPLACED PART: F12Z- 9F315-A SHIELD
Svc Disposition: U Obs Pend Date: 11/18/96 Obs Policy: _
Obs Notice Date: _____ Obs Eff Date: _____ Rpl By Dtl: N
A REPLACING Replacing Replacing Replacing
C SERVICE PART Qty Exception Exception Remarks

F32Z- 9F315-A 01 Y OK'D BY MAZDA ENG PETE BANDOSKE!!

*** Forwarding note from DKAERCHE--DRBN006 11/18/96 13:31 ***

To: RVICKERY--DRBN006
cc: MDUGAS --DRBN006 Milt Dugas DKAERCHE--DRBN006 DON KAERCHER
FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142
Subject: OK To Use F32Z Inertia Switch Cover in Place of F12Z.
Am at KTP today - Milt held a meeting on it this AM. Please discuss with Milt for most current status. Thanks Bob.

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 RVICKERY--DRBN006 11/15/96 15:03 ***

To: DKAERCHE--DRBN006
cc: SFERRISE--DRBN006 MDUGAS --DRBN006
JBRADLEY--DRBN006 GBALINT --DRBN006
JBERNBEC--DRBN006 RVICKERY--DRBN006
FROM: Robert D. Vickery, Sr. USAET(UTC -05:00)

Subject: OK To Use F32Z Inertia Switch Cover in Place of F12Z.
DON, NEED YOUR HELP ON SAFETY RECALL # 96S48, CAN YOU HANDLE THIS. PLEASE ADVISE.
MAY THE LORD JESUS CHRIST BLESS YOUR DAY
ROBERT D. VICKERY, Sr. (BOB) F.C.S.D. - F.B.P.III,SUITE 237K

RECALL & OWNER NOTIFICATION PROGRAMS, CURRENT & PAST MODEL ENGR

Phone:(313) 24-83330 FAX:(313) 84-51024 IBMMAIL(USFMCGBF)

*** Forwarding note from PBANDOSK--DRBN006 11/13/96 15:00 ***

To: RVICKERY--DRBN006

cc: MHAMME --DRBN004

PBANDOSK--DRBN006

RBADGES --DRBN006

FROM: Pete Bandoske

USAET(UTC -05:00)

Subject: OK To Use F32Z Inertia Switch Cover in Place of F12Z.

Bob,

Mazda has Ok'd the use of the F32Z-9F315-A cover in place of the F12Z-9F315-A cover. I just verified that it will fit from the servicability aspect. Please have the F12Z replaced by the F32Z cover. Hopefully we can do this without an ECN, that could delay the whole process.

Please let me know the outcome because I need to determine if a SSM is needed.

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, MSO022

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

11/19/96 15:13:47

To: LSTEVEN4--DRBN005

cc: FGENDERN--DRBN006

JBRADLEY--DRBN006

JBERNBEC--DRBN006

MFOX1 --DRBN006

DLEE6 --DRBN006

GLAURITZ--DRBN006

DKAERCHE--DRBN006 DON KAERCHER PGIAMMAR--DRBN006

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 62-14142

Subject: New Engine Pricing for Villagers Unsold in Dealer Inventory

Could you help get this priced ASAP. Pat, you need to put up cost info so it can be priced. It should be the same cost as the old engine.....

We should drop dealer net as this is to support a campaign. 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 FGENDERN--DRBN006 11/19/96 14:02 ***

To: DKAERCHE--DRBN006

cc: PGIAMMAR--DRBN006

DLEE6 --DRBN006

JBERNBEC--DRBN006

GLAURITZ--DRBN006

MFOX1 --DRBN006

FGENDERN--DRBN006

FROM: Frank E. Gendernalik

USAET(UTC -05:00)

Emission Recall/Owner Notification Program Team Leader

Recall/Service Programs Department, FCSD

Subject: New Engine Pricing for Villagers Unsold in Dealer Inventory

Don, is this more yours than ours? My feeling is that this is still a "new" engine and the dealer net would be a similar "high" \$\$\$number. Can your "system" get this priced? Help!

Regards,

Frank E. Gendernalik Phone: 313/33-72790 Fax: 313/845-1024

Rm #244 H, Fairlane Business Park (FBP) III,

1355 Fairlane Drive, Allen Park, MI 48101

*** Forwarding note from PGIAMMAR--DRBN006 11/19/96 13:46 ***

To: FGENDERN--DRBN006

COST INFORMATION REDACTED

cc: DKAERCHE--DRBN006 JBERNBEC--DRBN006
PGIAMMAR--DRBN006 GLAURITZ--DRBN006
DLEE6 --DRBN006 MFOX1 --DRBN006
FROM: Pat Giammarco USAET(UTC -05:00)

Subject: New Engine Pricing for Vilagers Unsold in Dealer Inventory
Frank, The OASIS message in my file does not address how the dealers are to bill for new engine repair of in stock units. Joe Bernbeck has a call from a dealer requesting the dealer net on F6XZ 6007 CA. Are we handling these repairs under the same handling allowance used in the reman program or are we allowing a dealer markup? We have no dealer net or cost info established on the F6XZ 6007 CA. (The old BA level (same engine) had a standard cost reduction from [] to []) The dealer net appears to never have been impacted, set at []

Please advise Joe of the dealer cost on this, or if is not applicable, confirm if the dealer handling fee is the same as the FQR engine. Thanks. If some else has the answer to this, please advise.

Regards,
Pat Giammarco

MSG:FROM: LSTEVEN4--DRBN005 TO: DKAERCHE--DRBN006 11/19/96 15:17:19
To: DWEIR2 --DRBN006 KBURGES1--DRBN004

cc: DKAERCHE--DRBN006
FROM: LeAnne (Povlick) Stevens USAET(UTC -05:00)
Subject: New Engine Pricing for Vilagers Unsold in Dealer Inventory
I assume you will handle expediently.

Regards,
LeAnne Stevens

Global & N.A. Profit Analysis & Reporting PO 43383 300 ResCen
Temporary Phone: 44-68319 (Fax: 44-68326)

*** Forwarding note from DKAERCHE--DRBN006 11/19/96 15:13 ***

To: LSTEVEN4--DRBN005
cc: FGENDERN--DRBN006 JBRADLEY--DRBN006
JBERNBEC--DRBN006 MFOX1 --DRBN006
DLEE6 --DRBN006 GLAURITZ--DRBN006
DKAERCHE--DRBN006 DON KAERCHER PGIAMMAR--DRBN006
FROM: Don Kaercher USAET(UTC -05:00)

DKAERCHE 62-14142
Subject: New Engine Pricing for Vilagers Unsold in Dealer Inventory
Could you help get this priced ASAP. Pat, you need to put up cost info so it can be priced. It should be the same cost as the old engine.....

We should drop dealer net as this is to support a campaign. 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 FGENDERN--DRBN006 11/19/96 14:02 ***

To: DKAERCHE--DRBN006
cc: PGIAMMAR--DRBN006 DLEE6 --DRBN006
JBERNBEC--DRBN006 GLAURITZ--DRBN006
MFOX1 --DRBN006 FGENDERN--DRBN006
FROM: Frank E. Gendematik USAET(UTC -05:00)

Emission Recall/Owner Notification Program Team Leader
Recall/Service Programs Department, FCSD
Subject: New Engine Pricing for Vilagers Unsold in Dealer Inventory

Don, is this more yours than ours? My feeling is that this is still a "new" engine and the dealer net would be a similar "high" \$\$\$number. Can your "system" get this priced? Help!

Regards,

Frank E. Gendernalik Phone: 313/33-72790 Fax: 313/845-1024
Rm #244 H, Fairlane Business Park (FBP) III,
1555 Fairlane Drive, Allen Park, MI 48101

*** Forwarding note from PGIAMMAR--DRBN006 11/19/96 13:46 ***

To: FGENDERN--DRBN006

cc: DKAERCHE--DRBN006

JBERNBEC--DRBN006

PGIAMMAR--DRBN006

GLAURITZ--DRBN006

DLEE6 --DRBN006

MFOX1 --DRBN006

FROM: Pat Giammarco

USAET(UTC -05:00)

Subject: New Engine Pricing for Vilagers Unsold in Dealer Inventory

Frank, The OASIS message in my file does not address how the dealers are to bill for new engine repair of in stock units. Joe Bernbeck has a call from a dealer requesting the dealer net on F6XZ 6007 CA. Are we handling these repairs under the same handling allowance used in the rearm program or are we allowing a dealer markup? We have no dealer net or cost info established on the F6XZ 6007 CA. (The old BA level (same engine) had a standard cost reduction from \$2618 to \$1986. The dealer net appears to never have been impacted, set at \$3577).

Please advise Joe of the dealer cost on this, or if is not applicable, confirm if the dealer handling fee is the same as the FQR engine. Thanks.

If some else has the answer to this, please advise.

Regards,

Pat Giammarco

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 11/19/96 17:16:09

To: PGIAMMAR--DRBN006

cc: SFERRISE--DRBN006

DKAERCHE--DRBN006 DON KAERCHER

MDUGAS --DRBN006 Milt Dugas

MROGERS2--DRBN006

GBALINT --DRBN006

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 62-14142

Subject: Seat Belt Rails

We could do either - I could have Linda Webster from Renkin call you or meet with you and we could tell her what we want the analysts to ask dealers, AND/OR we could put out a DOES II message and recall could put out a bulletin. What do you and Sam want?

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 11/19/96 17:06 ***

To: DKAERCHE--DRBN006

cc: SFERRISE--DRBN006

MROGERS2--DRBN006

PGIAMMAR--DRBN006

FROM: Pat Giammarco

USAET(UTC -05:00)

Subject: Seat Belt Rails

Don, We are going to start receiving some rails w/o motor of the new anodized version. We are currently short on the right hand rail and motor. Is there anyway you can coordinate With Ramkin to verify if a dealer requires a rail or rail and motor assy. for a vehicle, or possibly advise dealers via does or

letter once the new rails are in house. Please advise Sam Ferrise and Mike Rogers.

Note: The original letter referenced Dec 25 for the rails. We will be receiving some additional rail and motors in about a week.

Regards,
Pat Giammarco

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 11/19/96 17:25:56

To: GBALINT--DRBN006 PGIAMMAR--DRBN006
cc: DKAERCHE--DRBN006 DON KAERCHER MDUGAS --DRBN006 Milt Dugas
SFERRISE--DRBN006 MROGERS2--DRBN006
LWEBSTE2--DRBN006 MSMT108--DRBN006
FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142

Subject: Seat Belt Rails
Agreed!! We need to cover with Renkim.
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 11/19/96 17:24 ***

To: DKAERCHE--DRBN006
cc: PGIAMMAR--DRBN006 SFERRISE--DRBN006
MDUGAS --DRBN006 MROGERS2--DRBN006
JBRADLEY--DRBN006
FROM: Gary Balint USAET(UTC -05:00)
Subject: Seat Belt Rails

I think we should do ALL of your options if we really want to get this thing under control. We can put out a one page colored flyer in the next FDCC communicator addressed to all parts managers. Certainly, Renkim should be questioning all callers the minute we have the new rails. Let me know when you want the flyer to hit the streets. We can also cover via an OASIS message. The more ways we hit dealers, the more likely they are to actually get the message.

Gary S. Balint PROFS=GBALINT or INTERNET=usfmc83c@ibmmail.com
24-87610 (FAX 84-51024)
Room 237L, FBP III

*** Forwarding note from DKAERCHE--DRBN006 11/19/96 17:16 ***

To: PGIAMMAR--DRBN006
cc: SFERRISE--DRBN006 DKAERCHE--DRBN006 DON KAERCHER
MDUGAS --DRBN006 Milt Dugas MROGERS2--DRBN006
GBALINT--DRBN006
FROM: Don Kaercher USAET(UTC -05:00)
DKAERCHE 62-14142

Subject: Seat Belt Rails
We could do either - I could have Linda Webster from Renkim call you or meet with you and we could tell her what we want the analysts to ask dealers. AND/OR we could put out a DOES II message and recall could put out a bulletin. What do you and Sam want?

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 11/19/96 17:06 ***

To: DKAERCHE--DRBN006

cc: SFERRISE--DRBN006

PGIAMMAR--DRBN006

MROGERS2--DRBN006

FROM: Pat Giammarco

USAET(UTC -05:00)

Subject: Seat Bek Rails

Don, We are going to start receiving some rails w/o motor of the new anodized version. We are currently short on the right hand rail and motor. Is there anyway you can coordinate With Renick to verify if a dealer requires a rail or rail and motor assy. for a vehicle, or possibly advise dealers via does or letter once the new rails are in house. Please advise Sam Ferrise and Mike Rogers.

Note: The original letter referenced Dec 25 for the rails. We will be receiving some additional rail and motors in about a week.

Regards,

Pat Giammarco

PROPS FIELD BULLETIN

SUBJECT: Safety Recall 96S48/96S99 Parts Announcement

PFB NO.: 97062DB60010

Date: March 3, 1997

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: See Attach.
- Customer Satisfaction	At PDC by: Now	
- 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		

The attached notice is being faxed to all dealers. It announces improved parts availability for Safety Recalls 96S48 and 96S99.

A. R. Kaduk
 Manager
 Vehicle Service and Programs

PROPS FIELD BULLETIN

Announcing improved parts availability for Safety Recalls 96548/96599 (Probe Motorized Seat Belt Repair):

1. DEPOT ORDERING OF RAILS NOW POSSIBLE

Effective immediately, replacement rails may be ordered from your facing depot. Calls to Renkim for rails will no longer be required. (Rail/motor assemblies will continue to be available only by calling Renkim at 1-800-325-5511).

RR Rail Part No. F72Z-61610D44-A: ORDER FROM DEPOT

LR Rail Part No. F72Z-61610D45-A: ORDER FROM DEPOT

2. ADDITIONAL SEED STOCK:

An additional supply of rail seed stock parts will be sent to each dealer the week of 3/3/97. These parts will allow rail replacement, if necessary, on the first customer visit until a supply of rails can be ordered from your facing depot.

One RR rail and two LR rails will be sent to each dealer.

Recall/Service Programs Department
March 3, 1997

== CONFIRMATION REPORT ==

TRANSMISSION
TRANSACTION(S) COMPLETED

NO.	DATE/TIME	DESTINATION	DURATION	PGE	STATUS	MODE
812	NOV. 11 14:34	PCSD C&P-SUPPORT	0' 00' 30"	001	OK	F ECK

ATTACHMENT V-27
SAFETY RECALL 98248 (LEFT SIDE)
SAFETY RECALL 98388 (RIGHT SIDE)

11. Make sure the passive restraint system and inertia switch are operating properly. Refer to the 1990 Probe Shop Manual, Section 41-54, Pinpoint Test PR 5 for test procedure.

PART NUMBER	PART NAME	CLASS
F5AZ-8341-A	Inertia Switch	B
F1ZZ-8F315-A	Protective Cover	B

OPERATION 902602A DESCRIPTION Install Inertia Switch & Protective Cover TIME 1.0 hr.

DEALER CODING: Basic Part No. 9341 Condition Code 49

JOE - WE ORDERED F3 NOT F1.

WHICH IS RIGHT - WE ARE

ON B/O ON ~~F1~~ F1.

11 1/1

▲ MUST FEED THIS EDGE ▲



Mini-FAX Transmittal

Date 11/11 Pages 1

TO	<u>JOE BRADLEY</u>	FROM	<u>DON K</u>
BLDG.		BLDG.	
TELEPHONE		TELEPHONE	
FAX NO.	<u>51024</u>	FAX NO.	

1/821586

11. Make sure the passive restraint system and inertia switch are operating properly. Refer to the 1990 Probe Shop Manual, Section 41-54, Pinpoint Test PR 5 for test procedure.

PART NUMBER	PART NAME	CLASS
F5AZ-9341-A	Inertia Switch	B
F1ZZ-9F315-A	Protective Cover	B

OPERATION 902602A DESCRIPTION Install Inertia Switch & Protective Cover TIME 1.0 hr.

DEALER CODING:
Basic Part No. 9341 Condition Code 49

JOE - WE ORDERED F3 NOT F1.

WHICH IS RIGHT - WE ARE

ON B/O ON ~~F1~~ F1.

HELP!

Don K



© 1996 FORD MOTOR COMPANY
DEARBORN, MICHIGAN 48121
1096

Parts Sales Department
Phone: 313-782-6400
Fac: 313-782-6403

MANA Fax Memo

Mazda North America Inc.
22000 Gibraltar Road
Flat Rock, MI 48134

Date: October 4, 1996

Ref No.: JS1004C

Page: 1 of 1

To: Mr. Pat Giammarco - FCSD
cc: Mr. T. Baluk, Mr. S. Ferrise (Pls Handle)

From: Jeffrey Sloan

RE: Probe Seat Belt Campaign - Weekly Schedule

Dear Mr. Giammarco -

As requested, here is our weekly Production schedule for the Seat Belt Rails and Rails and Motors:

Description	Production Quantity and Schedule Week of											Total
	10/21/96	10/28/96	11/4/96	11/11/96	11/18/96	11/25/96	12/2/96	12/9/96	12/16/96	12/23/96	1/6/97	
Rails & Motors	-	-	3,730	3,780	4,572	4,572	2,265	4,572	-	-	-	23,512
Rails	10,000	10,000	8,495	8,340	5,428	5,428	7,714	13,428	20,000	10,000	23,167	120,000

This schedule is FIRM and replaces the one provided to you yesterday. We expect that shipment would be made to MANA on the Friday of each week.

We understand that the primary limiting factor is related to the supply of the "limit switch". The supplier of this switch is currently restricted to 10,000 pcs per day output but expects to be in a position to exceed this capacity during the week of December 9, 1996 - as can be seen in the above schedule.

Please let me know if you require any additional information.

Best regards,

Jeffrey Sloan
Manager
Parts Sales

cc: D. Mc Kerscher - MANA
M. Zugaro - MANA

FROM



13333 Allen Road
Southgate, Michigan 48196-2294
TEL: (313) 374-6300
FAX: (313) 374-6323

cc: M. DUBAS
* S. FORRISSE
D. MORSE
J. KIRILA

TRANSMITTAL

Date: 10/16/96

To: Mitchell Hablan
Bob Vickery
Becky Englehart ✓

From: Ram Alexander

Re: Parts Distribution Summary for
recall/notification 960548

Contact Renkim with any questions or if additional information is required.

CTUE110. 1'96 10:33. ST. 19:22. NO. 4760472152 F. 2

9/30/96

FORD RECALL PARTS DISTRIBUTION - CAMPAIGN: 96548

APDCR840

22:58:02

CHASE PRINT P.D.C. SUMMARY REPORT

PAGE 1

PARTS DISTRIBUTION CENTER	KIT AA	KIT BB	KIT CC	KIT DD	KIT EE	KIT FF	TOTAL
BLAIRE	3,557	0	0	0	0	0	3,557
21 - *UNKNOWN	78	0	0	0	0	0	78
42 - *UNKNOWN	6	0	0	0	0	0	6
23 - NEW YORK	42,314	0	0	0	0	0	42,314
24 - CHICAGO	25,879	0	0	0	0	0	25,879
33 - *UNKNOWN	16	4	0	0	0	0	20
34 - DETROIT	42,473	0	0	0	0	0	42,473
22 - *UNKNOWN	24	0	0	0	0	0	24
41 - *UNKNOWN	138	0	0	0	0	0	138
05 - ATLANTA	31,795	0	0	0	0	0	31,795
46 - *UNKNOWN	7	0	0	0	0	0	7
47 - *UNKNOWN	3	0	0	0	0	0	3
01 - DALLAS	21,356	0	0	0	0	0	21,356
57 - *UNKNOWN	127	0	0	0	0	0	127
53 - KANSAS CITY	21,263	0	0	0	0	0	21,263
54 - *UNKNOWN	54	0	0	0	0	0	54
01 - *UNKNOWN	108	0	0	0	0	0	108
47 - LOS ANGELES	15,802	0	0	0	0	0	15,802
04 - SAN FRANCISCO	19,488	0	0	0	0	0	19,488
05 - UNKNOWN	184	0	0	0	0	0	184
*** GRAND TOTAL ***	224,689	0	0	0	0	0	224,689

FROM

SEP 24 '96 09:54

P.3

13333 Allen Road
Southgate, Michigan 48195-2294
TEL: (313) 374-8300
FAX: (313) 374-8328

cc: M. DUBAS
* S. FERRESE
J. KIRK
P. MORSE

TRANSMITTAL

Date: 9-24-96

To: Mitchell Habian
Bob Vickary
Becky Englehart ✓

From: Michele Smith

Re: Parts Distribution Summary for
recall/notification 96548 (was 96K10)

Contact Renkim with any questions or if additional
information is required.

9/29/96
16:31:26

FORD RECALL PARTS DISTRIBUTION - CAMPAIGN: 96548
CHRC PRINT P.O.C. SUMMARY REPORT

APDC0001
PAGE 1

PARTS DISTRIBUTION CENTER	DEALER COUNT	TOTAL VEHICLES	PARTS SHIPPED DIRECT	PARTS REMAINING
- ** UNKNOWN **	125	3,532	3,532	0
21 - ** UNKNOWN **	2	78	78	0
22 - ** UNKNOWN **	2	6	6	0
23 - NEW YORK	120	42,315	42,315	0
31 - CHICAGO	134	25,823	25,823	0
33 - ** UNKNOWN **	1	16	16	0
34 - DETROIT	137	42,471	42,471	0
60 - ATLANTA	4	19	19	0
42 - ** UNKNOWN **	4	34	34	0
43 - ** UNKNOWN **	6	139	139	0
45 - ATLANTA	623	31,178	31,178	0
46 - ** UNKNOWN **	4	7	7	0
47 - ** UNKNOWN **	1	3	3	0
51 - DALLAS	892	21,323	21,323	0
52 - ** UNKNOWN **	3	127	127	0
53 - KANSAS CITY	920	21,269	21,269	0
54 - ** UNKNOWN **	5	54	54	0
61 - ** UNKNOWN **	3	100	100	0
62 - LOS ANGELES	162	15,802	15,802	0
64 - SAN FRANCISCO	325	19,490	19,490	0
65 - ** UNKNOWN **	3	194	194	0
*** GRAND TOTAL ***	4,467	224,578	224,578	0

SEP 24 '96 09:54

P.4

Ontario, Can

Nails Only

To MADA

40,000 — 11/22 (FIRM)

42,000 — 1/6/97 (TENT)

38,000 — 2/24 (TENT)

120,000

Trash Bag (all Tent)

8,000 — 1/6/97

13,000 — 2/24

2500 — 4/14

23,500

~~3~~ 1-1/2 weeks

Turn around

Dem,

The Schedule Supplied by
^(12/2/84) Mazda shows "Completion dates"

Jeff Sloan is working up a weekly schedule for us. He will try to have it by late June if he can get the info from Q55.

The switch was sourced from CTS to Takai Kiba and supply is not viewed as a problem. It is not in competition with the Mazda requirements for the M/C. However, the switch from Takai Kiba is different and must be assembled in a controlled environment. Supplier has recommended obsoleting it and servicing with assembly only.

Patsy

96 548

* Note printed by DKAERCHE on 26 Sep 1996 at 09:13:54 *

From: GBALINT --DRBN006 Date and time: 09/26/96 07:45:55
To: DKAERCHE--DRBN006

FROM: Gary Balint USAET(UTC -04:00)
Subject: Probe Rail/Motor Assemblies
Info you may want before our discussion this afternoon.

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

*** Forwarding note from FBANDOSK--DRBN006 09/25/96 16:21 ***

To: GBALINT --DRBN006
cc: GSISSI --DRBN006 FBANDOSK--DRBN006
JBRADLEY--DRBN006 RBADGES --DRBN006
RVICKERY--DRBN006 MHANME --DRBN006
KJONES5 --DRBN006 FBANDOSK--DRBN006

FROM: Pete Bandoske USAET(UTC -04:00)
Subject: Probe Rail/Motor Assemblies
Gary,

The latest information I have is what I called you on yesterday. I will summarize here for all:

The bottle necks are as follows:

- 1) There were 25,000 motor armatures produced by Nippon Denso prior to the disassembly of their production line. These armatures still need to be built up to finished motors (including covers, brackets, shipping) timing for that is expected at the end of this week or the beginning of next week from QSS.
- 2) There are still only 70,000 limit switches available by the end of the current QSS time line (mid Dec). QSS has asked for 152,000 total from supplier. Also supplier has been asked from Mazda to supply limits switches to them for RX7 campaign. QSS expects better timing figures later this week.

Once QSS can give compressed timing they want to have a meeting with AAI, MANA and FCSD to bring everyone up to date and to answer questions.

I realize that I am the grapevine to the supplier because I am closest to the issue, but your questions need to be pushed in Bob Vickery's direction so that FAST TRACK can pressure CPO, CPO can pressure MANA and so forth. As of yesterday MANA has not given QSS a purchase order for any of these parts that we are requesting. QSS is acting in good faith and preceding any ways, but I feel that these underlying part problems will hurt this program further. I am always willing to help and will do all I can to push from the PVT's end but we need to push from all directions. 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 GBALINT --DRBN006 09/26/96 15:15 ***

To: FBANDOSK--DRBN006
cc: JBRADLEY--DRBN006 RVICKERY--DRBN006 Vickery Sr., R.D.
RBADGES --DRBN006 Badges, R.S. GBALINT. --DRBN006 Gary Balint

FROM: Gary Balint USAET(UTC -04:00)

Subject: Probe Rail/Motor Assemblies

Have you received any update on when we will get more rail/motor assemblies and what the anticipated ship date is? That info would help us decide whether we need to have the customer come in once or twice. When we do get more, will they have the existing rail or the upgraded rail?

Gary S. Balint__ PROFS=GBALINT or INTERNET=usfmc85c@ibmmail.com
24-87610 (FAX 84-31024)
Room 237L, FBF III



Ford Customer Service Division
Ford Motor Company

P.O. Box 3000
Livonia, Michigan 48151

To: Robert Vickery, Re-Call and Owner Notification Programs
From: Michael Rogers, Demand Analyst
RE: Probe Seat Belt Re-Call
Date: 9/19/96

FCSD may want to consider dropping the following part from the Probe Seat Belt Re-Call:

- F12Z-14B119-A ==> This part is already included in the retractors:
KA52-57-921 - FO2Z-61811A48-AA, BB, CC, DD
(Sensor)

The current revised launch qty from 4/22/96 is 2,500 pcs. FCSD currently has approx. 765 pcs available as of 9/29/96. Average sales are 3 pcs./mo.

Further, MANA (M323D) is unable to procure the part for FCSD requested qty. of 1730 pcs. for immediate delivery. (see enclosed)

Please advise as soon as you can.

Thank you.

Regards,


Michael D. Rogers, Demand Analyst
(313) 62-14015; MROGERS2

.cc Tom Baluk, Pat Glammarco, Don Kaercher



Mazda (North America), Inc.
Parts and Accessories Div.
Detroit Office
22000 Gibraltar Road
Flat Rock, Michigan 48134
TEL: (313) 782-6400
FAX: (313) 782-6403

Message No:

To: Phil McLane	From: Jerry Massey	Date: September 16, 199
Location: Sales	Telefax:	Page 1 Of 4

Subject: QSS Seat Belt Campaign (KA52 57 921)

Dear Phil:

There has been a concern raised from QSS regarding the supply of part number KA52 57 921. They are recommending that the switch be excluded from the campaign. I have included the letter from Ken Armstrong explaining the situation. Please contact FCSD to see if the part can be canceled from the service campaign. If you have any questions, please contact me at 313-783-7041.

→ F12Z-14B119-A

Sincerely,

Jerry Massey

(new)
- SENSOR is included (Already)
in retractors

cc: Jeff Sloan
Mike Zugaro
Michelle Sammler



PLEASE PROVIDE OUR
PURCHASING HISTORY TO
QSS RE YOUR PART NO.

08/09/96

Thank you,
MIKE
8/12/96

Mr. Mike Zagari
Manager Purchasing & Inventory Management
22000 Gibraltar Rd.
Flat Rock, Michigan
48134-9405

Per our phone conversation earlier this week regarding Purchase Order Q5801A (J84P Warranty) it is my recommendation that an amendment is required. The amendment would apply to part number KA5257921 at an order quantity of 1750 pcs. As you are aware QSS encountered difficulty with one of our suppliers, CTS, who were unable to provide components at reasonable prices and timely delivery. As a result to fulfill the tractor requirements in the identified time frame and cost QSS re-sourced CTS components to Tokai Rika Japan. Due to this initiative part number KA5257921 (QSS part number 57009) is no longer available.

I have attached two drawings to highlight the changes. Drawing "A" highlights the CTS scenario which includes part numbers 57010 and 57009 (Mazda P/N KA5257921). Drawing "B" highlights the Tokai Rika scenario which includes part numbers 57066, 57067, 56208, and 59904. As you can see the 57009 P/N is no longer utilized therefore it is unavailable. In addition at the bottom of each diagram I have highlighted the assembly method (heavy line) for each scenario. It is conceivable that QSS could supply the Tokai Rika package to MANA but it would require the removal of P/N's 57010 and 57009 and replaced by 57066, 57067, 57208, and 59904 on the tractors in question. This activity is driven by the fact that the two systems are non-compatible.

The greater concern to QSS pertains to the replacement of switches in a "field environment" regardless of source supplier. As you can see there is a very specific method of indexing and installation which need to be done in a controlled manner. Subsequent to installation, testing is required for confirmation of function prior to shipping. These methods are built into the QSS Manufacturing Process and it is doubtful that these methods exist in the field. This raises the serious question of liability should a failure relating to switches occur in the field. Based on liability concerns it is our recommendation that the Purchase Order be amended by cancelling the KA5257921 portion of the order.

If you have any questions or concerns please do not hesitate to contact me. Thank you.

Sincerely

Ken Armstrong
J84P Program Manager

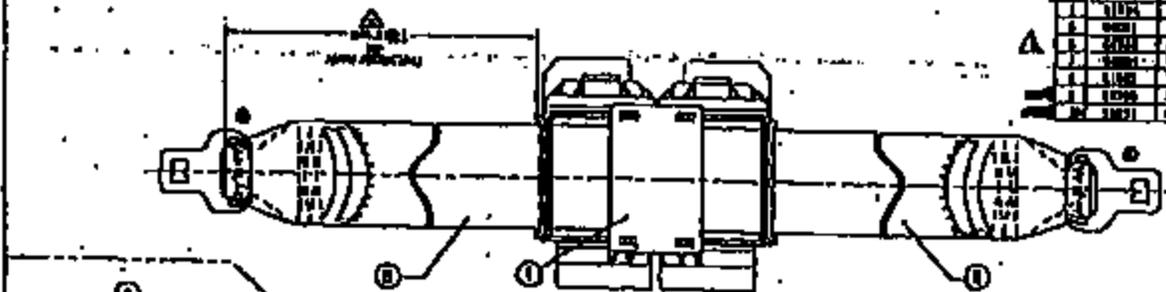
Quality Safety Systems Company
300 Pacific Road, P.O. #1
Tomball, Texas 77375
TEL: No. 281-293-7400
FAX No: 281-293-6264

A joint venture between TRW and Tokai Rika

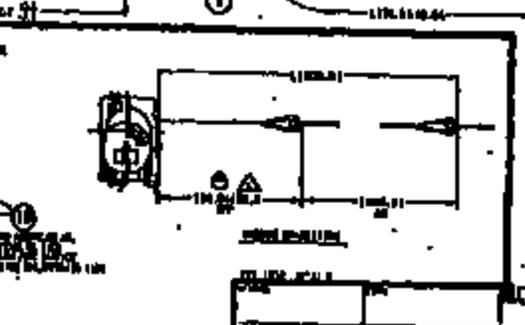
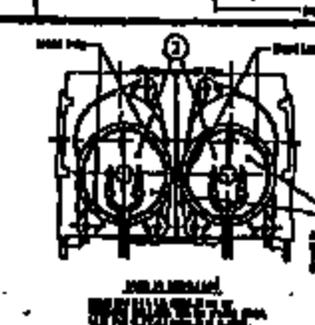
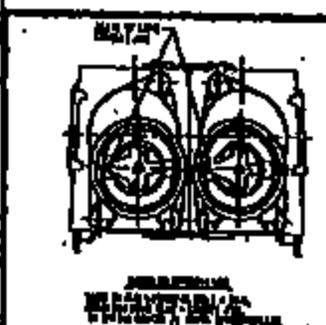
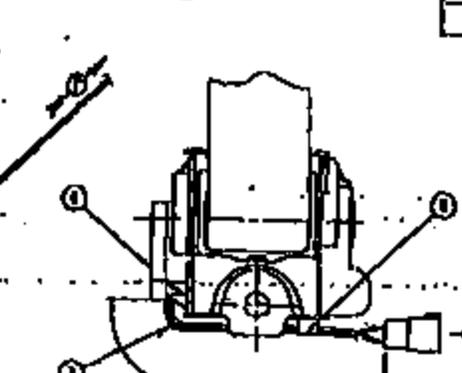
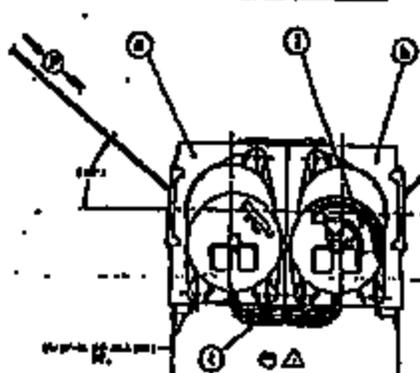
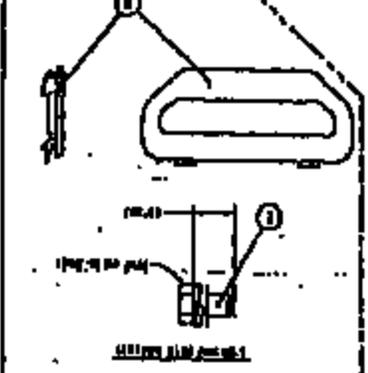
FIGURE 1
 100%
 100%
 100%

B

QTY	ITEM NO.	DESCRIPTION	UNIT	QTY	ASSEMBLY
1	1000	ASSEMBLY		1	
1	1001	...		1	
1	1002	...		1	
1	1003	...		1	
1	1004	...		1	
1	1005	...		1	
1	1006	...		1	
1	1007	...		1	
1	1008	...		1	
1	1009	...		1	
1	1010	...		1	
1	1011	...		1	
1	1012	...		1	
1	1013	...		1	
1	1014	...		1	
1	1015	...		1	
1	1016	...		1	
1	1017	...		1	
1	1018	...		1	
1	1019	...		1	
1	1020	...		1	



ITEM NO.	QTY	GROUP	COLOR
A	14	1	BLACK
B	14	-	BLACK
C	14	1	BLACK
D	14	-	BLACK



PRELIM.

100%
 100%
 100%

ITEM NO.	QTY	GROUP	COLOR
A	14	1	BLACK
B	14	-	BLACK
C	14	1	BLACK
D	14	-	BLACK

08/09/96

Mr. Mike Zagaro
Manager Purchasing & Inventory Management
22000 Gibraltar Rd.
Flat Rock, Michigan
48134-9405

11: MICHIGAN
JERRY - PLEASE PROVIDE OUR
PURCHASE HISTORY TO
QSS FOR THIS PART NO.

THANK YOU,

MIKE
8/12/96

Per our phone conversation earlier this week regarding Purchase Order Q5801A (J84P Warranty) it is my recommendation that an amendment is required. The amendment would apply to part number KA5257921 at an order quantity of 1730 pcs. As you are aware QSS encountered difficulty with one of our suppliers, CTS, who were unable to provide components at reasonable prices and timely delivery. As a result in JUNE the retracker requirements in the identified time frame and cost QSS re-sourced CTS components to Tokai Rika Japan. Due to this initiative part number KA5257921 (QSS part number 57009) is no longer available.

I have attached two drawings to highlight the changes. Drawing "A" highlights the CTS scenario which includes part numbers 57010 and 57009 (Mazda P/N KA5257921). Drawing "B" highlights the Tokai Rika scenario which includes part numbers 57066, 57067, 56208, and 59904. As you can see the 57009 P/N is no longer utilized therefore is unavailable. In addition at the bottom of each diagram I have highlighted the assembly method (heavy line) for each scenario. It is conceivable that QSS could supply the Tokai Rika package to MANA but it would require the removal of P/N's 57010 and 79009 and replaced by 57066, 57067, 57208, and 59904 on the retracker in question. This activity is driven by the fact that the two systems are non-compatible.

The greater concern to QSS pertains to the replacement of switches in a "field environment" regardless of source supplier. As you can see there is a very specific method of indexing and installation which used to be done in a controlled manner. Subsequent to installation, testing is required for confirmation of function prior to shipping. These methods are built into the QSS Manufacturing Process and it is doubtful that these methods exist in the field. This raises the serious question of liability should a failure relating to switches occur in the field. Based on liability concerns it is our recommendation that the Purchase Order be amended by cancelling the KA5257921 portion of the order.

If you have any questions or concerns please do not hesitate to contact me. Thank you.

Sincerely,

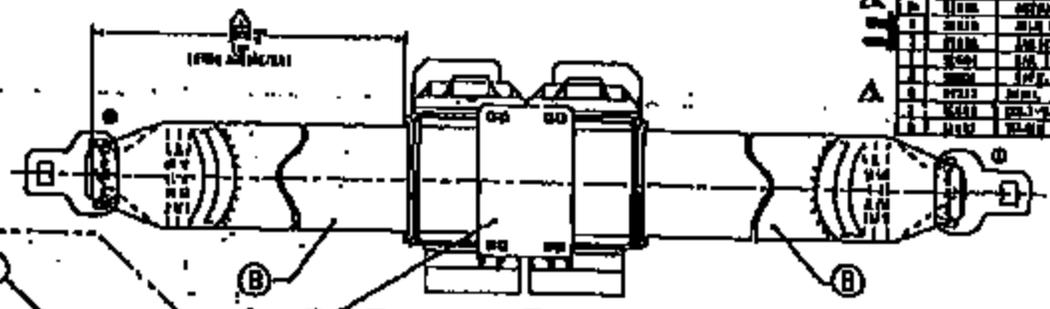

Ken Armstrong
J84P Program Manager

Quality Safety Systems Company
285 Fossil Road, P.O. #1
Troy, Ohio 45375-2151
TEL. No.: 513-373-7400
FAX No.: 513-737-4254

A joint venture between TRW and Tokai Rika

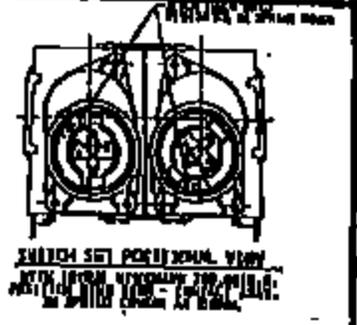
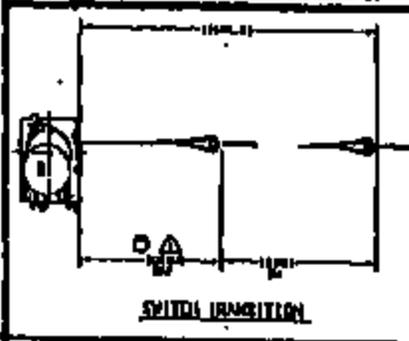
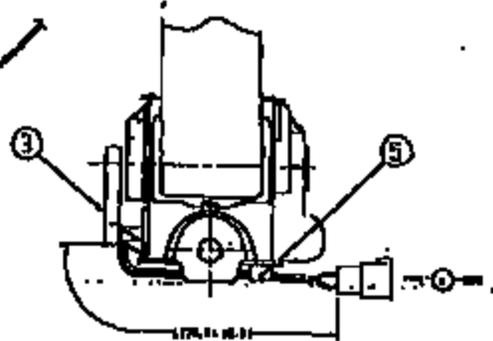
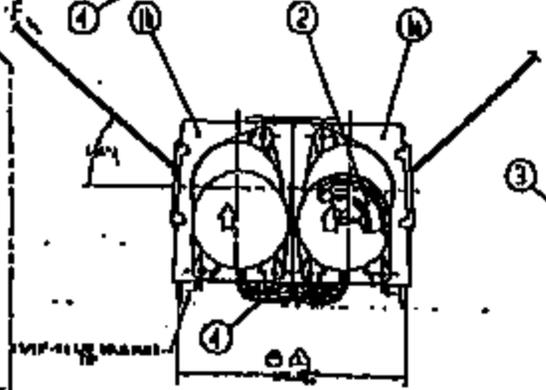
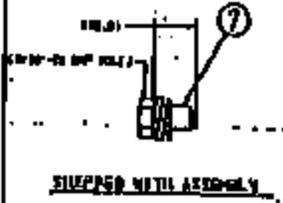
1. 1/2" DIA. (1/4" DIA. HOLES)
 2. 1/2" DIA. (1/4" DIA. HOLES)
 3. 1/2" DIA. (1/4" DIA. HOLES)

A



REV.	DATE	BY	CHKD.	DESCRIPTION
1				ISSUED FOR PRODUCTION
2				REVISION
3				REVISION
4				REVISION
5				REVISION
6				REVISION
7				REVISION
8				REVISION
9				REVISION
10				REVISION

REV.	DATE	BY	CHKD.	DESCRIPTION
1				ISSUED FOR PRODUCTION
2				REVISION
3				REVISION
4				REVISION
5				REVISION
6				REVISION
7				REVISION
8				REVISION
9				REVISION
10				REVISION



VIEW X

REV.	DATE	BY	CHKD.	DESCRIPTION
A				BLACK
D				BLACK
C				BLACK
D				BLACK

ALL DIMENSIONS ARE IN INCHES
 UNLESS OTHERWISE SPECIFIED
 DIMENSIONS ARE TO CENTER UNLESS NOTED OTHERWISE
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REV.	DATE	BY	CHKD.	DESCRIPTION
1				ISSUED FOR PRODUCTION
2				REVISION
3				REVISION
4				REVISION
5				REVISION
6				REVISION
7				REVISION
8				REVISION
9				REVISION
10				REVISION



Mazda (North America), Inc.
Parts and Accessories Div.
Detroit Office
22000 Gibraltar Road
Flat Rock, Michigan 48134
TEL: (313) 782-6400
FAX: (313) 782-6403

Message No:

To: Phil McLane	From: Jerry Massey	Date: September 16, 199
Location: Sales	Telefax:	Page 1 Of 4

Subject: QSS Seat Belt Campaign (KA52 57 921)

Dear Phil:

There has been a concern raised from QSS regarding the supply of part number KA52 57 921. They are recommending that the switch be excluded from the campaign. I have included the letter from Ken Armstrong explaining the situation. Please contact FCSD to see if the part can be canceled from the service campaign. If you have any questions, please contact me at 313-783-7041.

Sincerely,

Jerry Massey

cc: Jeff Sloan
Mike Zugaro
Michella Sammler

96X10

Note printed by RVICKERY on 13 Mar 1996 at 13:11:24

From: RVICKERY--DRBN006
 To: JAUSTINE--DRBN006
 JBRADLEY--DRBN006
 BENGLEKA--DRBN006
 JHUNTER--DRBN007
 EDARTINI--DRBN007
 CPISANI--DRBN006
 RVICKERY--DRBN006
~~SMOCCARPI--DRBN007~~

Date and time 03/16/96 13:28:34
 VRANKS --DRBN006
 MORGAN --DRBN006
 KNORD --DRBN007
 OKAERCHE--DRBN006
 GEMIKOS--DRBN006
 ESABORS--DRBN007

FROM: Robert D. Vickery, Sr.
 Subject: (U)

SUBJECT: # 96X10 (~~96X10~~) *Potential Recall* REQUEST FOR PART AVAILABILITY

***** TITLE *****

1990-1992 Probe Passive Seat Belt Concern

TECHNICAL SERVICE LETTER : *N/R*

WERS CONCERN NUMBER :

All parts are released in the Service system.

- DATE OF WERS CONCERN : *N/R*
- DATE OF WERS NOTICE : *N/R*
- DATE TO PARTS SPECIALIST : *4/4/96 NOON*

SPECIAL INSTRUCTIONS / REMARKS: *Super Hot! A SESO-SAFETY Has a meeting with NHTSA on Tue 4/9/96 and need this as a est. of parts requirement.*

PART NAME	ENGINEERING NO.	SERVICE NO.	BUYER CODE	MSR CODE	SOURCE CODE	EST QTY
-----------	-----------------	-------------	------------	----------	-------------	---------

(A)

VEHICLE APPLICATION : *1990-1992 Probe*
 VEHICLE POPULATION : ~~243,046~~
 R/1000 : *N/A*
 ENGINEERING QTY (EST) : *TBD*

IS GEOGRAPHIC LOCATION SIGNIFICANT: YES NO

IF YES, FILL IN THE QUANTITIES:

UNITED STATES : 220,379 FORD OF CANADA : 8,023
 AFFILIATES : _____ FORD OF MEXICO : _____

Mini-FAX Transmittal Date 4/4 From 3

TO: DON KAERCHER BOB ✓

BLDG. _____ TEL. _____

TELEPHONE _____ TELEPHONE _____

FAX NO. 19006 FAX NO. _____

(A)

	PART NAME	ENGINEERING NO.	SERVICE NO.	BUYER CODE	MGR CODE	SOURCE CODE	EST QTY
	Kit Truck-L.H.	KASI-57-990D	F02Z-61610MS-A	5N2	5ZB	M323D	75,346
	Truck-L.H.	KASI-57-930D	F02Z-61610D94-A	5N2	5ZB	M323D	17,014
	Scarlet Retraction	KASI-57-920B13	F02Z-61611A48-AA	5N2	5ZB	M323D	12,153
Embossed		KASI-57-920B37		-BB 5N2	5ZB	M323D	27,014
Blue		KASI-57-920B53		-CC 5N2	5ZB	M323D	17,014
Titanium		KASI-57-920B97		-DD 5N2	5ZB	M323D	34,597
	Switch Assy	KA52-57-901	F1ZZ-148119-A	5N2	5ZB	M323D	9,722
	Latch Assy-R.H.	KA31-57-310	F02Z-6121812-B	5N2	5ZB	M323D	7,215
	Latch Assy-L.H.	KA31-57-310	F02Z-6121813-B	5N2	5ZB	M323D	2,430
	Control Module	F02F-MAGPPAR	F02Z-14A671-A	1A1	1AB	EE07A	19,444
	Sw. Assy	F/PFSAB-93H-AA	F5AZ-9341-A	6P1	6PC	Q29AA	12,153
	Shield	KL07-18-766	F32Z-9F315-A	5A2	5NC	T525I	7,292

EUROPEAN MARKETS : 13,396 FORD OF JAPAN : 1,248

REGARDS.

MAY THE LORD JESUS CHRIST BLESS YOUR DAY
ROBERT D. VICKERY, Sr. (BOB) P.C.S.D. - P.A.P.III. SUITE 237K
RECALL & OWNER NOTIFICATION PROGRAMS, CURRENT & PAST MODEL ESQR
Phone: (313) 24-83530 FAX: (313) 84-51024 EMAIL: (USP)@CGMF

4/19/98

RECAL98.X10

1

SUPPLIER	FORD SERVICE #	ENGINEERING NUMBER	ORIGINAL QUANTITY	REVISED INCH QTY.	FCSD INV. ON HAND	FCSD CURRENT MONTHLY SALES	ORDER QTY. TO SUPPLIER
MANA	FO22-81810045-A		75346	20000	1750	450	20000
MANA	FO22-81811A48-DD		31687	10000	380	40	10000
MANA	FO22-81810044-A		17014	3500	250	45	3500
MANA	FO22-81811A48-CC		17014	3500	170	10	3330
MANA	FO22-81811A48-AA		12153	3500	185	10	3315
MANA	F12Z-14B119-A		8722	2500	770	3	1730
MANA	FO22-81811A48-BB		17014	800	78	5	422
MANA	FO22-8121813-B		2430	300	100	30	300
MANA	FO22-8121812-B		1215	200	10	10	200
MANA	F12Z-8151752-C		30	60	11	1	48
MANA	F12Z-8151752-A		30	60	13	0	47
MANA	F12Z-8151753-A		170	60	14	0	46
MANA	F12Z-8151752-D		80	100	83	1	37
MANA	FO22-8103599-B		38	60	39	0	11
MANA	FO22-8103599-A		72	50	40	0	10
MANA	E82Z-8103598-H		4	30	26	1	5
MANA	F12Z-8151753-D		840	100	98	4	4
MANA	F12Z-8151752-B		3	20	20	0	0
MANA	F12Z-8151753-B		18	20	21	0	-1
MANA	E82Z-8103599-N		23	30	32	0	-2
MANA	FO22-8103598-A		12	50	55	0	-5
MANA	E82Z-8103598-E		4	30	38	0	-8
MANA	E82Z-8103599-S		23	30	48	1	-18
MANA	E82Z-8103598-N		2	30	48	0	-19
MANA	E82Z-8103599-P		3	16	35	0	-20
MANA	F12Z-8151753-C		170	50	70	0	-20
MANA	E82Z-8103598-F		1	15	42	0	-27
MANA	E82Z-8103599-M		11	30	68	1	-38
MANA	E82Z-8103599-K		2	15	59	0	-44
MANA	E82Z-8103598-R		2	30	82	0	-52
MANA	FO22-8103598-B		8	50	104	0	-54
MANA	E82Z-8103598-S		1	15	122	0	-107
MANA	E82Z-8103599-J		11	30	182	0	-132
MC	E001-88-241 18		2000	600	75	6	525
MC	F32Z-8F315-A		7282	500	23	1	477
MC	E001-88-241 98		6300	1000	538	1	484
MC	E001-88-241 95		2000	600	183	7	407
MC	E001-88-241 38		210	200	157	10	43
Q28AA	F5AZ-9341-A		12163	1000			1000
7(MC)		84888AD1	10000	10000			10000
EE07A	FO22-14A079-A		18444	1200			1200

** CONFIRMATION REPORT **
 TRANSMISSION
 TRANSACTION(S) COMPLETED
 NO. DATE/TIME DESTINATION DURATION PDS STATUS MODE
 449 APR. 19 14:16 313 823 8478 0' 00' 33" 901 OK N ECM

4/19/96

RECALB6.X10

SUPPLIER	FORD SERVICE #	ENGINEERING NUMBER	ORIGINAL QUANTITY	REVISED LNCH QTY.	FCSD IN ON HAND
MANA	FO22-61810045-A		75348	20000	
MANA	FO22-61811A48-DD		31697	10000	
MANA	FO22-61810044-A		17014	3500	
MANA	FO22-61811A48-CC		17014	3500	
MANA	FO22-61811A48-AA		12169	3500	
MANA	F12Z-14B119-A		9722	2500	
MANA	FO22-61811A48-BB		17014	500	
MANA	FO22-6121813-B		2430	300	
MANA	FO22-6121812-B		1215	200	
MANA	F12Z-6181752-C		50	80	
MANA	F12Z-6151752-A		30	80	
MANA	F12Z-6161753-A		170	80	
MANA	F12Z-6161752-D		80	100	
MANA	FO22-6103599-B		36	50	
MANA	FO22-6103599-A		72	50	
MANA	ER22-6103599-H		4	30	
MANA	F12Z-6161753-D		840	100	
MANA	F12Z-6161752-B		3	20	
MANA	F12Z-6161753-B		19	20	
MANA	ER22-6103599-N		23	30	
MANA	FO22-6103599-A		12	50	
MANA	ER22-6103599-E		4	30	
MANA	ER22-6103599-B		23	30	
MANA	ER22-6103599-N		2	30	
MANA	ER22-6103599-P		3	15	
MANA	F12Z-6151753-C		170	50	
MANA	ER22-6103599-F		1	15	
MANA	ER22-6103599-M		11	30	
MANA	ER22-6103599-K		2	15	
MANA	ER22-6103599-R		2	30	
MANA	FO22-6103599-B		6	50	
MANA	ER22-6103599-S		1	15	
MANA	ER22-6103599-J		11	30	
MC	E001-66-241 18		2000	500	
MC	F32Z-8F315-A		7282	500	
MC	E001-66-241 98		8300	1000	
MC	E001-66-241 95		2000	500	
MC	E001-66-241 38		210	200	
Q28AA	F5AZ-9341-A		12153	1000	
7(MC)		B4898BA01	10000	10000	
EE07A	FO22-14A67B-A		19444	1200	

Mini-FAX Transmittal
 TO: J. J. ELLIOT
 FROM: Don K.
 DATE: 4/19/96
 TELEPHONE: 35475
 FAX NO: 35475

HD TRIM BLUE	E92Z-6103599-S	SN2	5ZB	M323D
HD TRIM TITANIUM	F02Z-6103599-A	SN2	5ZB	M323D
HD TRIM SC W/CONSOLE	E92Z-6103599-M	SN2	5ZB	M323D
HD TRIM SN W/CONSOLE	E92Z-6103599-S	SN2	5ZB	M323D
HD TRIM BL W/CONSOLE	E92Z-6103599-R	SN2	5ZB	M323D
HD TRIM TT W/CONSOLE	F02Z-6103599-B	SN2	5ZB	M323D
HD TRIM SC W/CONSOLE	E92Z-6103599-J	SN2	5ZB	M323D
HD TRIM SN W/CONSOLE	E92Z-6103599-K	SN2	5ZB	M323D
HD TRIM BL W/CONSOLE	E92Z-6103599-M	SN2	5ZB	M323D
HD TRIM TT W/CONSOLE	F02Z-6103599-B	SN2	5ZB	M323D

*Trim:
50 ea.*

[Handwritten marks and scribbles]

VEHICLE APPLICATION : 1990 / 1992 PROBE

VEHICLE POPULATION : 243,046

E/1000 : N/A

ENGINEERING QTY (EST) : T.B.D.

IS GEOGRAPHIC LOCATION SIGNIFICANT: YES NO

IF YES, FILL IN THE QUANTITIES:

UNITED STATES	: 220379	FORD OF CANADA	: 8023
AFFILIATES	: -	FORD OF MEXICO	: -
EUROPEAN MARKETS	: 13396	FORD OF JAPAN	: 1240

MAY THE LORD JESUS CHRIST BLESS YOUR DAY
 ROBERT D. VICKERY, Sr. (BOB) F.C.S.D. - F.B.P. III, SUITE 237K
 RECALL & OWNER NOTIFICATION PROGRAMS, CURRENT & PAST MODEL ENGR
 Phone: (313) 24-83530 FAX: (313) 24-91924 EMAIL: (US7MCGEF)

DATE OF WERS CONCERN : N/R
 DATE OF WERS NOTICE : N/R
 DATE TO PARTS SPECIALIST : 4/4/96 NOON MTC.

96KTD

TOM BALUK

SPECIAL INSTRUCTIONS / REMARKS: AN ADVANCE COPY WAS FAX OVER TO DON KAERCHER. THIS IS SUPER HOT! PER THE FRC GROUP, ASESQ-SAFETY HAS A MEETING WITH NHTSA ON TUE. 4/9/96 AND NEEDS TING. I ALSO GAVE DON K. A LIST OF THE DIRECT SUPPLIER CONTACTS. THIS IS A EST. OF THE PARTS REQUIREMENT.

4/16/96- JIM CHASE. ESTABLISH SERVICE PART NUMBER FOR CLIP B499-68-A01, SUPPLR CODE T5251.

PART NAME	ENGINEERING NO.	SERVICE NO.	BUYER CODE	MOSE CODE	SOURCE CODE	EST QTY
KIT-L/H TRACK	KAS1 57 9900	FO2Z 61610D46 A	5N2	5ZB	M323D	75346
KIT-R/H TRACK	KAS1 57 9300	FO2Z 61610D44 A	5N2	5ZB	M323D	17014
RETRACTOR	KAS1 57 920B13	FO2Z 61611A48 AA	5N2	5ZB	M323D	12153
RETRACTOR	KAS1 57 920B37	FO2Z 61611A48 BB	5N2	5ZB	M323D	17014
RETRACTOR	KAS1 57 920B53	FO2Z 61611A48 CC	5N2	5ZB	M323D	17014
RETRACTOR	KAS1 57 920B97	FO2Z 61611A48 DD	5N2	5ZB	M323D	31597
SWITCH ASST.	KAS2 57 921	F1ZZ 14B119 A	5N2	5ZB	M323D	9722
LATCH-R/H	KA31 58 310	FO2Z 6121812 B	5N2	5ZB	M323D	1215
LATCH-L/H	KA31 59 310	FO2Z 6121813 B	5N2	5ZB	M323D	2438
CONTROL	FO2F 14A679 AA	FO2Z 14A679 A	1A1	1AB	EE07A	19444
SWITCH ASST.	FSAB 9341 AA	FSAZ 9341 A	6P1	6FC	Q29AA	12153
SHIELD	KLC7 18 766	F3ZE 9F315 A	5N2	5NC	T5251	500
MEMO PARTS WITH SUGGESTED INITIAL QUANTITIES THEN BUT BASED ON DEMAND:						
CLIP	B499-68-A01		5N2	5ND	T5251	10,000
A FILLAR BLUE		F12Z-6151752-A	5N2	5ZB	M323D	80
A FILLAR SANDW.		F12Z-6151752-B	5N2	5ZB	M323D	20
A FILLAR SCARLET		F12Z-6151752-C	5N2	5ZB	M323D	20
A FILLAR TITANIUM		F12Z-6151752-D	5N2	5ZB	M323D	20
A FILLAR BLUE		F12Z-6151753-A	5N2	5ZB	M323D	170
A FILLAR SANDALW		F12Z-6151753-B	5N2	5ZB	M323D	170
A FILLAR SCARLET		F12Z-6151753-C	5N2	5ZB	M323D	170
A FILLAR TITANIUM		F12Z-6151753-D	5N2	5ZB	M323D	170
TRIM FASTENER SCARLET		EQ01-68-241-18	5N2	5ND	T5251	1,000
TRIM FASTENER SANDALW		EQ01-68-241-38	5N2	5ND	T5251	200
TRIM FASTENER BLUE		EQ01-68-241-95	5N2	5ND	T5251	1,000
TRIM FASTENER TITANIUM		EQ01-68-241-98	5N2	5ND	T5251	1,000
HD TRIM SCARLET		E92Z-5103598-E	5N2	5ZB	M323D	10
HD TRIM SANDALWOOD		E92Z-5103598-F	5N2	5ZB	M323D	10
HD TRIM BLUE		E92Z-5103598-H	5N2	5ZB	M323D	10
HD TRIM TITANIUM		FO2Z-6103598-A	5N2	5ZB	M323D	10
HD TRIM SCARLET		E92Z-5103598-N	5N2	5ZB	M323D	10

10000 Pillar
 10000 Pillar
 15
 5000
 TRIM

Handwritten notes and calculations on the right side of the table, including quantities like 10,000, 170, 170, 170, 170, 1,000, 200, 1,000, 10, 10, 10, 10.

9D-82 Probe Passive Restraint System Initial Quantity Projections

Part Name	Part Number	Failure Rate	Initial Quantity	Timing to Launch Quantity
LH TRACK ASSY.	FC22-81810043-A	17%	18000	
RH TRACK ASSY.	FC22-81810044-A	3%	3000	
RETRACTOR(SCARLET)	FC22-81811A48-AA	17%	3420	
RETRACTOR(SANDALWOOD)	FC22-81811A48-BB	17%	3420	
RETRACTOR(BLUE)	FC22-81811A48-CC	17%	360	
RETRACTOR(TITANIUM)	FC22-81811A48-DD	17%	10800	
LH LATCH ASSY.	FC22-8121812-B			
RH LATCH ASSY.	FC22-8121812-B			
CONTROL MODULE	FC22-14A878-A	1%	1200	
INERTIA SWITCH	FS42-8341-A	3%	40	
SHIELD	FS22-8F315-A	2%	40	
RH A PILLAR TRIM (BLUE)	F122-8181782-A	3%	30	
RH A PILLAR TRIM (SANDALWOOD)	F122-8181782-B	5%	3	
RH A PILLAR TRIM (SCARLET)	F122-8181782-C	3%	30	
RH A PILLAR TRIM (TITANIUM)	F122-8181782-D	3%	30	
LH A PILLAR TRIM (BLUE)	F122-8181783-A	3%	170	
LH A PILLAR TRIM (SANDALWOOD)	F122-8181783-B	3%	18	
LH A PILLAR TRIM (SCARLET)	F122-8181783-C	3%	170	
LH A PILLAR TRIM (TITANIUM)	F122-8181783-D	3%	540	
CLIP(B49B-88-A03)		10%	10000	
TRIM FASTENER(SCARLET)	E001-88-241-1B	10%	2000	
TRIM FASTENER(SANDALWOOD)	E001-88-241-3B	10%	210	
TRIM FASTENER(BLUE)	E001-88-241-4B	10%	2000	
TRIM FASTENER(TITANIUM)	E001-88-241-9B	10%	6300	
RH HEADER TRIM(SCARLET)	E822-8103588-E	1%	4	
RH HEADER TRIM(SANDALWOOD)	E822-8103588-F	1%	1	
RH HEADER TRIM(BLUE)	E822-8103588-H	1%	4	
RH HEADER TRIM(TITANIUM)	FC22-8103588-A	1%	12	
LH HEADER TRIM(SCARLET)	E822-8103588-N	1%	23	
LH HEADER TRIM(SANDALWOOD)	E822-8103588-P	1%	3	
LH HEADER TRIM(BLUE)	E822-8103588-S	1%	23	
LH HEADER TRIM(TITANIUM)	FC22-8103588-A	1%	72	
RH HEADER TRIM(SC) W/CONSOLE	E822-8103588-N	1%	2	
RH HEADER TRIM(BN) W/CONSOLE	E822-8103588-S	1%	1	
RH HEADER TRIM(BL) W/CONSOLE	E822-8103588-R	1%	2	
RH HEADER TRIM(TT) W/CONSOLE	FC22-8103588-B	1%	6	
LH HEADER TRIM(SC) W/CONSOLE	E822-8103588-J	1%	11	
LH HEADER TRIM(SN) W/CONSOLE	E822-8103588-K	1%	2	
LH HEADER TRIM(BL) W/CONSOLE	E822-8103588-M	1%	11	
LH HEADER TRIM(TT) W/CONSOLE	FC22-8103588-B	1%	36	

90-92 Probe Passive Restraint System Initial Quantity Projections

Part Name	Part Number	Fallow Rate	Initial Quantity	Time to Launch Quantity
LH TRACK ASSY.	PC22-81610D45-A	17%	18000	
RH TRACK ASSY.	PC22-81610D44-A	3%	3000	
RETRACTOR(SCARLET)	PC22-81611A48-AA	17%	3420	
RETRACTOR(SANDALWOOD)	PC22-81611A48-BB	17%	3420	
RETRACTOR(BLUE)	PC22-81611A48-CC	17%	3420	
RETRACTOR(TITANIUM)	PC22-81611A48-DD	17%	10800	
LH LATCH ASSY.	PC22-8121813-B		150	
RH LATCH ASSY.	PC22-8121812-B		90	
CONTROL MODULE	PC22-14A878-A	1%	1200	
INERTIA SWITCH	FS22-8341-A	2%	2500	
SHIELD	FS22-8P315-A	2%	2500	
RH A PILLAR TRIM (BLUE)	F122-8151753-A	5%	30	
RH A PILLAR TRIM (SANDALWOOD)	F122-8151753-B	5%	3	
RH A PILLAR TRIM (SCARLET)	F122-8151753-C	5%	30	
RH A PILLAR TRIM (TITANIUM)	F122-8151753-D	5%	90	
LH A PILLAR TRIM (BLUE)	F122-8151753-A	5%	170	
LH A PILLAR TRIM (SANDALWOOD)	F122-8151753-B	5%	18	
LH A PILLAR TRIM (SCARLET)	F122-8151753-C	5%	170	
LH A PILLAR TRIM (TITANIUM)	F122-8151753-D	5%	540	
CLIP(8498-88-001)		10%	10000	
TRIM FASTENER(SCARLET)	E001-88-241-18	10%	2000	
TRIM FASTENER(SANDALWOOD)	E001-88-241-38	10%	210	
TRIM FASTENER(BLUE)	E001-88-241-95	10%	2000	
TRIM FASTENER(TITANIUM)	E001-88-241-98	10%	8300	
RH HEADER TRIM(SCARLET)	E922-8103588-E	1%	4	
RH HEADER TRIM(SANDALWOOD)	E922-8103588-F	1%	1	
RH HEADER TRIM(BLUE)	E922-8103588-H	1%	4	
RH HEADER TRIM(TITANIUM)	PC22-8103588-A	1%	12	
LH HEADER TRIM(SCARLET)	E922-8103588-N	1%	23	
LH HEADER TRIM(SANDALWOOD)	E922-8103588-P	1%	3	
LH HEADER TRIM(BLUE)	E922-8103588-S	1%	23	
LH HEADER TRIM(TITANIUM)	PC22-8103588-A	1%	72	
RH HEADER TRIM(SC) W/CONSOLE	E922-8103588-N	1%	2	
RH HEADER TRIM(SN) W/CONSOLE	E922-8103588-S	1%	1	
RH HEADER TRIM(BL) W/CONSOLE	E922-8103588-R	1%	2	
RH HEADER TRIM(TT) W/CONSOLE	PC22-8103588-B	1%	8	
LH HEADER TRIM(SC) W/CONSOLE	E922-8103588-J	1%	11	
LH HEADER TRIM(SN) W/CONSOLE	E922-8103588-K	1%	2	
LH HEADER TRIM(BL) W/CONSOLE	E922-8103588-M	1%	11	
LH HEADER TRIM(TT) W/CONSOLE	PC22-8103588-B	1%	38	

Mini-FAX Transmittal

TO: *KHERING*

FROM: *PHILIP*

TELEPHONE: *15596*

FILE NO. *15596*

 * Loglist printed by DKAERCHE on 27 Sep 1996 at 09:46:03 *

Note Log: 96648 Printed: 09/27/96
 Period: 08/26/96 15:26:02 thru 09/26/96 07:45:55

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MSG FROM: RVICKERY--DRBN006 TO: DKAERCHE--DRBN006 08/26/96 15:26:02

To: JAUSTIN3--DRBN006
JBRADLEY--DRBN006
BENGLHA--DRBN006
JHUNTER --DRBN007
EMARTINI--DRBN007
CPISANI --DRBN006
cc: SFERRISE--DRBN006
JKIRILA --DRBN006
RVICKERY--DRBN006
VBANKS --DRBN006
MDUGAS --DRBN006
KHORD --DRBN007
DKAERCHE--DRBN006
GMIMIKOS--DRBN006
ESAMEGRS--DRBN007
PGIANNAR--DRBN006
PMORSE --DRBN006

*** Resending note of 08/14/96 11:29

FROM: Robert D. Vickery, Sr. USAET(UTC -04:00)

NOTE: RECALL # 96848 REPLACES ONE RECALL # 96888 AND POTENTIAL 96X10
PARTS REMAIN THE SAME - NO CHANGE AT THIS TIME.

*** Resending note of 04/19/96 11:31

FROM: Don Kaercher
DKAERCHE 62-14142

USAET(UTC -04:00)

Subject: (U) 96X10 POTENTIAL RECALL REQUEST FOR PARTS AVAILABILITY

ADDING MEMO PARTS - APRIL 13, 1996 REVISED 4/19/96

96MSB replaces 96X10 - Parts remain the Same - No Change

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 RVICKERY--DRBN006 04/07/96 14:49 ***
FROM: Robert D. Vickery, Sr. USAET(UTC -05:00)

Subject: (U) 96X10 POTENTIAL RECALL REQUEST FOR PARTS AVAILABILITY

***** TITLE ***** : 1990/1992 PROBE PASSIVE SEAT BELT CONCERN
WITH NHTSA - REVISED - ADDING MEMO PARTS

TECHNICAL SERVICE LETTER : N/R

WERS CONCERN NUMBER : ALL PARTS ARE RELEASED IN THE SERVICE SYSTEM

: DATE OF WERS CONCERN : N/R :
: DATE OF WERS NOTICE : N/R :

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Note Log: 96848
Period: 08/26/96 15:26:02 thru 09/26/96 07:45:55

Printed: 09/27/96

: DATE TO PARTS SPECIALIST : 4/4/96 NOON MTG. :

SPECIAL INSTRUCTIONS / REMARKS: AN ADVANCE COPY WAS FAX OVER TO DON KAERCHER.
THIS IS SUPER HOT! PER THE FRC GROUP, ASES0-SAFETY HAS A MEETING WITH NHTSA
ON TUE. 4/9/96 AND NEEDS TIMING. I ALSO GAVE DON K. A LIST OF THE DIRECT
SUPPLIER CONTACTS. THIS IS A EST. OF THE PARTS REQUIREMENT.

4/19/96- SAM FERRISE ADDED IS THE CORRECTED CLIP PART NUMBER ALREADY IN THE
SYSTEM - SERVICE PART NUMBER B499-36AD1 (SEE BELOW).

PART NAME	ENGINEERING NO.	SERVICE NO.	BUYER CODE	MDSR CODE	SOURCE CODE	EST QTY
KIT-L/H TRACK	KA51 57 990D	F02Z 61610D45 A	5N2	5ZB	M323D	75346
KIT-R/H TRACK	KA51 57 930D	F02Z 61610D44 A	5N2	5ZB	M323D	17014
RETRACTOR	KA51 57 920B13	F02Z 61611A48 AA	5N2	5ZB	M323D	12153
RETRACTOR	KA51 57 920B37	F02Z 61611A48 BB	5N2	5ZB	M323D	17014
RETRACTOR	KA51 57 920B53	F02Z 61611A48 CC	5N2	5ZB	M323D	17014
RETRACTOR	KA51 57 920B97	F02Z 61611A48 DD	5N2	5ZB	M323D	31597
SWITCH ASSY.	KA52 57 921	F12Z 148119 A	5N2	5ZB	M323D	9722

LATCH-R/H	KA31 58 310	FO2Z 6121812 B	SN2	5ZB	M323D	1215
LATCH-L/H	KA31 59 310	FO2Z 6121813 B	SN2	5ZB	M323D	2430
CONTROL	FB2F 14A679 AA	FD2Z 14A679 A	1A1	1A0	EE07A	19444
SWITCH ASSY.	F5A0 9341 AA	F5AZ 9341 A	6P1	6FC	Q29AA	12153
SHIELD	KLO7 1B 766	F32Z 9F315 A	SN2	5NC	TS25I	7292
MEMO PARTS WITH SUGGESTED INITIAL QUANTITIES THEN BUY BASED ON DEMAND:						
CLIP	FOC4-5842468-AB	B499-68AD1	SN2	5NA	TS25I	10,000
A PILLAR BLUE		F12Z-6151752-A	SN2	5ZB	M323D	30
A PILLAR SANDW.		F12Z-6151752-B	SN2	5ZB	M323D	3
A PILLAR SCARLET		F12Z-6151752-C	SN2	5ZB	M323D	30
A PILLAR TITANIUM		F12Z-6151752-D	SN2	5ZB	M323D	90
A PILLAR BLUE		F12Z-6151753-A	SN2	5ZB	M323D	170
A PILLAR SANDALW		F12Z-6151753-B	SN2	5ZB	M323D	18
A PILLAR SCARLET		F12Z-6151753-C	SN2	5ZB	M323D	170
A PILLAR TITANIUM		F12Z-6151753-D	SN2	5ZB	M323D	540
TRIM FASTENER SCARLET		E001-68-241-18	SN2	5ND	TS25I	2,000
TRIM FASTENER SANDALW		E001-68-241-38	SN2	5ND	TS25I	210
TRIM FASTENER BLUE		E001-68-241-95	SN2	5ND	TS25I	2,000
TRIM FASTENER TITANIUM		E001-68-241-98	SN2	5ND	TS25I	6,300
HD TRIM SCARLET		E92Z-6103598-E	SN2	5ZB	M323D	4
HD TRIM SANDALWOOD		E92Z-6103598-F	SN2	5ZB	M323D	1
HD TRIM BLUE		E92Z-6103598-H	SN2	5ZB	M323D	4
HD TRIM TITANIUM		FO2Z-6103598-A	SN2	5ZB	M323D	12

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HD TRIM SCARLET	E92Z-6103599-N	SN2	5ZB	M323D	23
HD TRIM SANDALWOOD	E92Z-6103599-P	SN2	5ZB	M323D	3
HD TRIM BLUE	E92Z-6103599-S	SN2	5ZB	M323D	23
HD TRIM TITANIUM	FO2Z-6103599-A	SN2	5ZB	M323D	72
HD TRIM SC W/CONSOLE	E92Z-6103598-N	SN2	5ZB	M323D	2
HD TRIM SN W/CONSOLE	E92Z-6103598-S	SN2	5ZB	M323D	1
HD TRIM BL W/CONSOLE	E92Z-6103598-R	SN2	5ZB	M323D	2
HD TRIM TT W/CONSOLE	FO2Z-6103598-B	SN2	5ZB	M323D	6
HD TRIM SC W/CONSOLE	E92Z-6103599-J	SN2	5ZB	M323D	11
HD TRIM SN W/CONSOLE	E92Z-6103599-K	SN2	5ZB	M323D	2
HD TRIM BL W/CONSOLE	E92Z-6103599-M	SN2	5ZB	M323D	11
HD TRIM TT W/CONSOLE	FO2Z-6103599-B	SN2	5ZB	M323D	36

VEHICLE APPLICATION : 1990 / 1992 PROBE

VEHICLE POPULATION : 243,046

R/1000 : N/A

ENGINEERING QTY (EST) : T.B.D.

IS GEOGRAPHIC LOCATION SIGNIFICANT: YXX YES ___ NO

IF YES, FILL IN THE QUANTITIES:

UNITED STATES	:	220379	FORD OF CANADA	:	8023
AFFILIATES	:	-	FORD OF MEXICO	:	-
EUROPEAN MARKETS	:	13396	FORD OF JAPAN	:	1249

MAY THE LORD JESUS CHRIST BLESS YOUR DAY
 ROBERT D. VICKERY, Sr. (BOB) F.C.S.D. - F.B.P.III, SUITE 237K
 RECALL & OWNER NOTIFICATION PROGRAMS, CURRENT & PAST MODEL ENGR
 Phone: (313) 24-83530 FAX: (313) 64-51024 IRMMAIL(USFMCCBF)

===== E N D = O F = N O T E =====

MSG FROM: SFERRISE--DRBN006 TO: DKAERCHE--DRBN006 09/05/96 10:09:10

To: RVICKERY--DRBN006
 cc: DKAERCHE--DRBN006 MROGERS2--DRBN006
 FROM: SAN FERRISE USAET(UTC -04:00)

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Note Log: 96S48
 Period: 08/26/96 15:26:02 thru 09/26/96 07:45:55

Printed: 09/27/96

Subject: PROBE SEAT BELT RECALL 96S48

(FORMERLY 96M88 & 96X10)

Don Kaercher and I discussed this recall with you about a week ago, and you had indicated that new parts were going to be added to cover vehicles with belts not yet in need of repair. We haven't seen any new part numbers added for Dept. 5. Please advise if this has occurred.

Also, we asked if a 30% phase mailing would be a possibility since we do not have 100% of the quantities in stock. Please advise.

Regards,
 SAN FERRISE

===== E N D = O F = N O T E =====

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 09/05/96 15:24:56

To: JBERNBEC--DRBN006 RMCCART1--DRBN006
 cc: JERADLEY--DRBN006 SFERRISE--DRBN006
 DKAERCHE--DRBN006 DON KAERCHE

FROM: Don Kaercher
DKAERCHE 62-14142

USAET(UTC -04:00)

Subject: PROBE SEAT BELT RECALL 96S48

Sam needs an answer on this quickly - can we do do a 30% phase mail initially, and if so, when (this is on original parts only). We are getting a lot of pressure from MAZDA as to when we'll take the balance of the inventory. 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: NFDC Room 111
*** Forwarding note from SFERRISE--DRBN006 09/05/96 15:15 ***
To: DKAERCHE--DRBN006
cc: MROGERS2--DRBN006 TBALUK --DRBN006

FROM: SAM FERRISE

USAET(UTC -04:00)

Note Log: 96S48

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Note Log: 96S48

Printed: 09/27/96

Period: 08/26/96 15:26:02 thru 09/26/96 07:45:55

Subject: PROBE SEAT BELT RECALL 96S48

Don, Bob Vickery is on vacation until Monday, and Mazda N. America is putting pressure on us to provide a plan of when we will take all of the inventory. Please advise if we can do a 30% phase mail or are other issues holding up the entire launch. We need your help ---please!!!

Regards,

SAM FERRISE

*** Forwarding note from SFERRISE--DRBN006 09/05/96 10:09 ***
To: RVICKERY--DRBN006
cc: DKAERCHE--DRBN006 MROGERS2--DRBN006

FROM: SAM FERRISE

USAET(UTC -04:00)

Subject: PROBE SEAT BELT RECALL 96S48

(FORMERLY 96N88 & 96X10)

Don Kaercher and I discussed this recall with you about a week ago, and you had indicated that new parts were going to be added to cover vehicles with belts not yet in need of repair. We haven't seen any new part numbers added

for Dept. 5. Please advise if this has occurred.

Also, we asked if a 30% phase mailing would be a possibility since we do not have 100% of the quantities in stock. Please advise.

Regards,
SAM FERRISE

===== E N D = O F = N O T E =====

MSG FROM: SFERRISE--DRBN006 TO: DKAERCHE--DRBN006 09/10/96 15:33:46

To: JBRADLEY--DRBN006
cc: DKAERCHE--DRBN006

FROM: SAM FERRISE USAET(UTC -04:00)

Subject: PROBE SEAT BELT RECALL

As requested at today's Probe seat belt recall meeting, the following quantities of seat tracks are available:

FOZZ 61610D44 A / KAS1 57930D

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Note Log: 96548

Printed: 09/27/96

Period: 08/26/96 13:26:02 thru 09/26/96 07:45:55

FCSD -----	1,972 pcs.
MANA -----	480 pcs.
MANA's supplier ---	1,290 pcs.
<hr/>	
Total	3,742 pcs.

FOZZ 61610D45 A / KAS1 57990D

FCSD -----	7,155 pcs.
MANA -----	7,057 pcs.
MANA's supplier ---	6,943 pcs.
<hr/>	
Total	21,155 pcs.

The stock indicated at FCSD is located at all PDC's at FRC.

Regards,
SAM FERRISE

===== E N D = O F = N O T E =====

MSG FROM: JBRADLEY--DRBN006 TO: DKAERCHE--DRBN006 09/16/96 18:39:49

To: RVICKERY--DRBN006
cc: DKAERCHE--DRBN006

TBALUK --DRBN006

FROM: Joe Bradley

USAET(UTC -04:00)

Subject: Probe Track Orders

Bob, I talked with Tom Kaluk this pm. Told him to order another 10,000 left track and motor assy, and 1,000 right. Told him that Hamme was going to Hiroshima this week and would get us status of Nipondenso motors (Mike thinks Nipondenso built ahead in anticipation). We should double the order of the module, inertia sw, etc. as the original order (adjusted by CPD) was for launch quantities of a M program. I discussed this with Tom B.

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

*** Forwarding note from RVICKERY--DRBN006 09/16/96 12:26 ***

To: DKAERCHE--DRBN006

cc: JBRADLEY--DRBN006

MDUGAS --DRBN006

RVICKERY--DRBN006

SFERRISE--DRBN006

BENGLERHA--DRBN006

FROM: Robert D. Vickery, Sr.

USAET(UTC -04:00)

Note Log: 96848

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Note Log: 96848

Printed: 09/27/96

Period: 08/26/96 15:26:02 thru 09/26/96 07:45:55

Subject: Probe Track Orders

DON, THIS IS THE ONE WE TALKED ABOUT WAITING FOR CPD - FE&I TO GET SERVICE PART NUMBERS ASSIGNS (BACK ON 9/12/96 A.M.) I'M STILL WAITING FOR THE SERVICE PART NUMBERS. I'M READY ON THIS END.

HAY THE LORD JESUS CHRIST BLESS YOUR DAY

ROBERT D. VICKERY, Sr. (BOB) F.O.S.D. - F.B.P.III, SUITE 237K

RECALL & OWNER NOTIFICATION PROGRAMS, CURRENT & PAST MODEL ENGR

Phone: (313) 24-83530 FAX: (313) 84-51024 IBMMAIL(USFYCGBF)

*** Forwarding note from DKAERCHE--DRBN006 09/13/96 17:06 ***

To: SFERRISE--DRBN006

cc: MDUGAS --DRBN006 Mill Dugas

JBRADLEY--DRBN006

BENGLERHA--DRBN006 Englehart, B.

RVICKERY--DRBN006

FROM: Don Kaercher
DKAERCHE 62-14142

USAET(UTC -04:00)

Subject: Probe Track Orders

Talked to Joe Bradley:

Please order an additional 20,000 LH and 3500 RH and have the balance of the current order shipped to us. Order under the old (current part numbers). Bob Vickery will send a Parts Request per Joe. Thanks Sam.

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

===== E N D = O F = N O T E =====

MSG FROM: RVICKERY--DRBN006 TO: DKAERCHE--DRBN006 09/17/96 09:15:09

To: DKAERCHE--DRBN006

FROM: Robert D. Vickery, Sr. USAET(UTC -04:00)

Subject: Probe Track Orders

DON, THE SAFETY RECALL # IS 96S48 .

MAY THE LORD JESUS CHRIST BLESS YOUR DAY
ROBERT D. VICKERY, Sr. (BOB) F.C.S.D. - F.B.P.III, SUITE 237K

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Note Log: 96S48

Printed: 09/27/96

Period: 08/26/96 15:26:02 thru 09/26/96 07:45:55

RECALL & OWNER NOTIFICATION PROGRAMS, CURRENT & PAST MODEL ENGR
Phone:(313) 24-83530 FAX:(313) 84-51024 IBMMAIL(USFMC7GZ)
*** Forwarding note from DKAERCHE--DRBN006 09/17/96 09:05 ***
To: RVICKERY--DRBN006

FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 62-14142

Subject: Probe Track Orders

Bob, let me check with Jim Chase. What is the new recall # (96S__). 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 09/16/96 18:39 ***

To: RVICKERY--DRBN006
cc: DKAERCHE--DRBN006

TBALUK --DRBN006

FROM: Joe Bradley

USAET(UTC -04:00)

Subject: Probe Track Orders

Bob, I talked with Tom Baluk this pm. Told him to order another 10,000 left track and motor assy, and 1,500 right. Told him that Hamme was going to Hiroshima this week and would get us status of Nipondenso motors (Mike thinks Nipondenso built ahead in anticipation). We should double the order of the module, inertia sw, etc. as the original order (adjusted by CPO) was for launch quantities of a M program. I discussed this with Tom B.

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

Joe Bradley_33-72487 FAX 84-51024 rm228 FBPIII

*** Forwarding note from RVICKERY--DRBN006 09/16/96 12:26 ***

To: DKAERCHE--DRBN006

cc: JBRADLEY--DRBN006

MDUGAS --DRBN006

RVICKERY--DRBN006

SFERRISE--DRBN006

BENGLERHA--DRBN006

FROM: Robert D. Vickery, Sr.

USAET(UTC -04:00)

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Note Log: 96S48

Printed: 09/27/96

Period: 08/26/96 15:26:02 thru 09/26/96 07:45:55

Subject: Probe Track Orders

DON, THIS IS THE ONE WE TALKED ABOUT WAITING FOR CPO - PE&I TO GET SERVICE PART NUMBERS ASSIGNS (BACK ON 9/12/96 A.M.) I'M STILL WAITING FOR THE SERVICE PART NUMBERS. I'M READY ON THIS END.

MAY THE LORD JESUS CHRIST BLESS YOUR DAY

ROBERT D. VICKERY, Sr. (BOB) F.C.S.D. - F.B.P.III, SUITE 237K

RECALL & OWNER NOTIFICATION PROGRAMS, CURRENT & PAST MODEL ENGR

Phone:(313) 24-83530 FAX:(313) 84-51024 IBMMAIL(USFHCCDF)

*** Forwarding note from DKAERCHE--DRBN006 09/13/96 17:06 ***

To: SFERRISE--DRBN006

cc: MDUGAS --DRBN006 Milt Dugas

JBRADLEY--DRBN006

RENGLEHA--DRBN006 Englehart, B.

RVICKERY--DRBN006

FROM: Don Kaercher

USAET(UTC -04:00)

DKAERCHE 62-14142

Subject: Probe Track Orders

Talked to Joe Bradley:

Please order an additional 20,000 LH and 3500 RH and have the balance of the current order shipped to us. Order under the old (current part numbers). Bob Vickery will send a Parts Request per Joe. Thanks Sam.

Regards,

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

===== E N D = O F = N O T E =====

MSG FROM: SFERRISE--DRBN006 TO: DKAERCHE--DRBN006 09/18/96 13:36:21

To: DKAERCHE--DRBN006
cc: TBALUK --DRBN006
JBRADLEY--DRBN006

MROGERS2--DRBN006
RVICKERY--DRBN006

FROM: SAM FERRISE

USAET(UTC -04:00)

Subject: Probe Track Orders

Don, we are still waiting on an official Request for Parts Availability indicating the four new service part numbers and respective quantities. Also, the

Note Log: 96848

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Printed: 09/27/96

Period: 08/26/96 15:26:02 thru 09/26/96 07:45:55

additional quantities you are requesting here should appear on a revised Request for Parts Availability form. Several million dollars in inventory are involved, and we do not want to order the wrong part numbers in error.

Also, please confirm that you want us to pull ahead into our PDC system all of the stock currently on hand at MANA and its sub-suppliers. We had previously requested MANA to defer shipments in order to not bring all of this inventory in at once.

Your assistance is appreciated.

Regards,

SAM FERRISE

*** Forwarding note from DKAERCHE--DRBN006 09/13/96 17:06 ***

To: SFERRISE--DRBN006

cc: MDUGAS --DRBN006 Milt Dugas

BENGLERNA--DRBN006 Englehart, B.

JBRADLEY--DRBN006

RVICKERY--DRBN006

FROM: Don Kaercher
DKAERCHE 62-14142

USAET(UTC -04:00)

Subject: Probe Track Orders

Talked to Joe Bradley:

Please order an additional 20,000 LH and 3500 RH and have the balance of the current order shipped to us. Order under the old (current part numbers). Bob Vickery will send a Parts Request per Joe. Thanks Sam.

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

===== E N D = O F = N O T E =====

MSG FROM: RVICKERY--DRBN006 TO: DKAERCHE--DRBN006 09/18/96 14:01:18

To: DKAERCHE--DRBN006
cc: JBRADLEY--DRBN006 TBALUK --DRBN006
SFERRISE--DRBN006 MROGERS2--DRBN006
RVICKERY--DRBN006

FROM: Robert D. Vickery, Sr. USAET(UTC -04:00)

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Note Log: 96S48
Period: 08/26/96 15:26:02 thru 09/26/96 07:45:55

Printed: 09/27/96

Subject: Probe Track Orders

DON, WE ARE STILL WAITING ON SERVICE PARTS (REF. PROFS NOTE OF 9/16/96 AND PHONE CALL OF 9/12/96).

HELP

MAY THE LORD JESUS CHRIST BLESS YOUR DAY
ROBERT D. VICKERY, Sr. (BOB) F.C.S.D. - F.B.P.III, SUITE 237K
RECALL & OWNER NOTIFICATION PROGRAMS, CURRENT & PAST MODEL ENGR
Phone: (313) 24-83530 FAX: (313) 64-51024 IBMMAIL(USFMCGBF)

*** Forwarding note from SFERRISE--DRBN006 09/18/96 13:36 ***

To: DKAERCHE--DRBN006
cc: TBALUK --DRBN006 MROGERS2--DRBN006
JBRADLEY--DRBN006 RVICKERY--DRBN006

FROM: SAM FERRISE USAET(UTC -04:00)

Subject: Probe Track Orders

Don, we are still waiting on an official Request for Parts Availability indicating the four new service part numbers and respective quantities. Also, the

additional quantities you are requesting here should appear on a revised Request for Parts Availability form. Several million dollars in inventory are involved, and we do not want to order the wrong part numbers in error.

Also, please confirm that you want us to pull ahead into our PDC system all of the stock currently on hand at MANA and its sub-suppliers. We had previously requested MANA to defer shipments in order to not bring all of this inventory in at once.

Your assistance is appreciated.

Regards,

SAM FERRISE

*** Forwarding note from DKAERCHE--DRBN006 09/13/96 17:06 ***

To: SFERRISE--DRBN006

cc: MDUGAS --DRBN006 Milt Dugas

BENCLEHA--DRBN006 Englehart, B.

JBRADLEY--DRBN006

RVICKERY--DRBN006

FROM: Don Kaercher
DKAERCHE 62-14142

USAET(UTC -04:00)

Subject: Probe Track Orders

Talked to Joe Bradley:

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Printed: 09/27/96

Period: 08/26/96 15:26:02 thru 09/26/96 07:45:55

Please order an additional 20,000 LH and 3500 RH and have the balance of the current order shipped to us. Order under the old (current part numbers). Bob Vickery will send a Parts Request per Joe. Thanks Sam.

Regards,

Don Kaercher OSF/Recall Process Support ISM Mail USFMC7GZ

Customer Parts Operation 62-14142 Fax 62-19984

Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

===== E N D = O F = N O T E = =====

MSG FROM: SFERRISE--DRBN006 TO: DKAERCHE--DRBN006 09/18/96 15:40:19

To: DKAERCHE--DRBN006

FROM: SAM FERRISE

USAET(UTC -04:00)

Subject: ECM FOR PROBE PASSIVE RESTRAINT PROGRAM

Forwarding per your request.

Regards,
SAM FERRISE

*** Forwarding note from RVICKERY--DRBN006 09/12/96 07:36 ***

To: DKAERCHE--DRBN006

cc: MDUGAS --DRBN006

JBRADLEY--DRBN006

RVICKERY--DRBN006

SFERRISE--DRBN006

GBALINT --DRBN006

FROM: Robert D. Vickery, Sr.

USAET(UTC -04:00)

Subject: ECN FOR PROBE PASSIVE RESTRAINT PROGRAM

DON, PER MY PHONE CALL OF THIS MORNING AND JOE BRADLEY PROFS
NOTE. CAN YOU PLEASE GET KEITH WYGONIK STARTED ON RELEASING
THE NEW PARTS. THANKS

MAY THE LORD JESUS CHRIST BLESS YOUR DAY

ROBERT D. VICKERY, Sr. (BOB) F.C.S.D. - F.B.P.III, SUITE 237K

RECALL & OWNER NOTIFICATION PROGRAMS, CURRENT & PAST MODEL ENGR

Phone:(313) 24-83530 FAX:(313) 84-51024 IBHMAIL(USFMCGBF)

*** Forwarding note from PBANDOSK--DRBN006 09/11/96 10:34 ***

To: RVICKERY--DRBN006 Vickery Sr., R.D.

cc: GBALINT --DRBN006

MHAMME --DRBN004

SFERRISE--DRBN006

PBANDOSK--DRBN006

KWYGONIK--DRBN006

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Note Log: 96S48

Period: 08/26/96 15:26:02 thru 09/26/96 07:45:55

Printed: 09/27/96

FROM: Pete Bandoske

USAET(UTC -04:00)

Subject: ECN FOR PROBE PASSIVE RESTRAINT PROGRAM

BOB,

THE ECN FOR PROBE RAIL AND TRACK ASSY HAS BEEN RELEASED.

ECN# 6A-F380

LH RAIL P/N KAY1 57 99Y

RH RAIL P/N KAY1 57 93Y

LH TRACK ASSY. OLD P/N KA51 57 990D (F07Z-61610045-A) NEW P/N KAY1 57 990

RH TRACK ASSY. OLD P/N KA51 57 930D (F02Z-61610044-A) NEW P/N KAY1 57 930

BOB, I WILL ALSO FAX A COPY OF THE ECN TO YOU. I HAVE ASKED MAX YAMASHITA AT
MANA TO HAVE MC JAPAN MANUALLY DOWN LOAD THESE PART NUMBERS THROUGH ISOP AS
SOON AS POSSIBLE SO KEITH WYGONIK CAN ESTABLISH P/N ASAP.

Regards,

Pete Bandoske, Service Engineer, Probe Plant Vehicle Team

MSG FROM: RVICKERY--DRBN006 TO: DKAERCHE--DRBN006 09/16/96 12:26:15

To: DKAERCHE--DRBN006
cc: JBRADLEY--DRBN006 SFERRISE--DRBN006
MDUGAS --DRBN006 BENGLEHA--DRBN006
RVICKERY--DRBN006

FROM: Robert D. Vickery, Sr. USAET(UTC -04:00)

Subject: Probe Track Orders

DDN, THIS IS THE ONE WE TALKED ABOUT WAITING FOR CFO - PE&I TO GET SERVICE PART NUMBERS ASSIGNS (BACK ON 9/12/96 A.M.) I'M STILL WAITING FOR THE SERVICE PART NUMBERS. I'M READY ON THIS END.

HAY THE LORD JESUS CHRIST BLESS YOUR DAY
ROBERT D. VICKERY, Sr. (BOB) F.C.S.D. - F.B.P.III, SUITE 237K
RECALL & OWNER NOTIFICATION PROGRAMS, CURRENT & PAST MODEL ENGR

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Note Log: 96948
Period: 09/26/96 15:26:02 thru 09/26/96 07:45:55

Printed: 09/27/96

Phone:(313) 24-83530 FAX:(313) 84-51024 IRMAIL(USFMCGBF)
*** Forwarding note from DKAERCHE--DRBN006 09/13/96 17:06 ***
To: SFERRISE--DRBN006
cc: MDUGAS --DRBN006 Milt Dugas BENGLEHA--DRBN006 Englehart, B.
JBRADLEY--DRBN006 RVICKERY--DRBN006

FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 62-14142

Subject: Probe Track Orders

Talked to Joe Bradley:

Please order an additional 20,000 LH and 3500 RH and have the balance of the current order shipped to us. Order under the old (current part numbers). Bob Vickery will send a Parts Request per Joe. Thanks Sam.

Regards,
Don Kaercher OSF/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111
===== E N D = O F = N O T E =====

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 09/18/96 16:55:57

To: KWYGONIK--DRBN006
cc: SFERRISE--DRBN006 DKAERCHE--DRBN006 DON KAERCHER
MDUGAS --DRBN006 Milt Dugas JCHASE2 --DRBN006
RVICKERY--DRBN006

FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 62-14142

Subject: ECN FOR PROBE PASSIVE RESTRAINT PROGRAM

Where do we stand on these part numbers - this is a mandatory Safety Recall required by NHTSA and we need to order these parts. I think we are going to be forced to launch on 10/11 - we need service numbers. Thanks Keith.

Regards,
Don Kaercher QSF/Recall Process Support IBM Mail USFHC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

Note Log: 96848

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Note Log: 96848
Period: 09/26/96 15:26:02 thru 09/26/96 07:45:55

Printed: 09/27/96

*** Forwarding note from SFERRISE--DRBN006 09/19/96 15:40 ***
To: DKAERCHE--DRBN006

FROM: SAM FERRISE USAET(UTC -04:00)

Subject: ECN FOR PROBE PASSIVE RESTRAINT PROGRAM

Forwarding per your request.

Regards,
SAM FERRISE
*** Forwarding note from RVICKERY--DRBN006 09/12/96 07:36 ***
To: DKAERCHE--DRBN006
cc: MDUGAS --DRBN006 SFERRISE--DRBN006
JBRADLEY--DRBN006 GBALINT --DRBN006
RVICKERY--DRBN006

FROM: Robert D. Vickery, Sr. USAET(UTC -04:00)

Subject: ECN FOR PROBE PASSIVE RESTRAINT PROGRAM

DOWN, PER MY PHONE CALL OF THIS MORNING AND JOE BRADLEY PROPS
NOTE. CAN YOU PLEASE GET KEITH WYGONIK STARTED ON RELEASING
THE NEW PARTS. THANKS

MAY THE LORD JESUS CHRIST BLESS YOUR DAY
ROBERT D. VICKERY, Sr. (BOB) F.C.S.D. - F.B.P.III, SUITE 237K
RECALL & OWNER NOTIFICATION PROGRAMS, CURRENT & PAST MODEL ENGR
Phone: (313) 24-93530 FAX: (313) 84-51024 IBHMAIL (USFMCCBF)
*** Forwarding note from PBANDOSK--DRBN006 09/11/96 10:34 ***
To: RVICKERY--DRBN006 Vickery Sr., R.D.
cc: GBALINT --DRBN006 PBANDOSK--DRBN006
MHAMME --DRBN004 KWYGONIK--DRBN006
SFERRISE--DRBN006

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

Subject: ECN FOR PROBE PASSIVE RESTRAINT PROGRAM

BOB,

THE ECN FOR PROBE RAIL AND TRACK ASSY HAS BEEN RELEASED.

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Note Log: 96948
Period: 08/26/96 15:26:02 thru 09/26/96 07:45:55

Printed: 09/27/96

ECN# 6A-F380
LH RAIL P/N KAY1 57 99Y
RH RAIL P/N KAY1 57 93Y

LH TRACK ASSY. OLD P/N KA51 57 990D (FD2Z-61610D43-A) NEW P/N KAY1 57 990
RH TRACK ASSY. OLD P/N KA51 57 930D (FD2Z-61610D44-A) NEW P/N KAY1 57 930

BOB, I WILL ALSO FAX A COPY OF THE ECN TO YOU. I HAVE ASKED MAX YAMASHITA AT
MANA TO HAVE MC JAPAN MANUALLY DOWN LOAD THESE PART NUMBERS THROUGH ISO# AS
SOON AS POSSIBLE SO KEITH WYGONIK CAN ESTABLISH P/N ASAP.

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
===== E N D = O F = N O T E = =====

MSG FROM: JBRADLEY--DRBN006 TO: DKAERCHE--DRBN006 07/22/96 09:58:57

To: DKAERCHE--DRBN006
cc: RVICKERY--DRBN006

Subject: 96X10

Don, it will be a M program with probably no reason to phase once we get the "initial" inventory in place. We committed to NHTSA to mail in August. There will be an initial backlog once we mail of customers who are driving around now with broken belts, then it should settle down to just extended warranty.

Manager, Recall and Service Programs, Vehicle Serv. & Pems, FCSD
Joe Bradley, 33-72497 FAX 84-51024 rm228 FBPIII
*** Forwarding note from RVICKERY--DRBN006 07/22/96 06:49 ***
To: JBRADLEY--DRBN006

FROM: Robert D. Vickery, Sr.

USAET(UTC -04:00)

Subject: 96X10

JCE, CAN YOU GIVE ME AND THEM SOME GUIDANCE.

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Note Log: 96848

Printed: 09/27/96

Period: 08/26/96 15:26:02 thru 09/26/96 07:45:55

MAY THE LORD JESUS CHRIST BLESS YOUR DAY
ROBERT D. VICKERY, Sr. (BOB) F.C.S.D. - F.B.P.III, SUITE 237K
RECALL & OWNER NOTIFICATION PROGRAMS, CURRENT & PAST MODEL ENGR
Phone: (313) 24-83530 FAX: (313) 84-51024 IBMMAIL(USFMCGBF)
*** Forwarding note from DKAERCHE--DRBN006 07/19/96 12:24 ***
To: RVICKERY--DRBN006
cc: DKAERCHE--DRBN006 DON KAERCHER PGIAMMAR--DRBN006
MDUGAS --DRBN006 Milt Dugas

FROM: Don Kaercher
DKAERCHE 62-14142

USAET(UTC -04:00)

Subject: 96X10

Pat Giammarco is working on alternative ways of storing the inventory for 96X10 to see if there are ways where some or all of it isn't carried on our books. Would you let Pat know what the particulars are for 96X10, such as will it be an M or B program, will it be phased mailed, will there be a follow-up letter sent, will there be an end-of-program date, etc.

If you are not the right person, please forward it to the appropriate person.
Thanks Bob.

Regards,
Don Kaercher OSF/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111
===== E N D = O F = N O T E =====

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 07/19/96 12:24:03

To: RVICKERY--DRBN006
cc: DKAERCHE--DRBN006 DON KAERCHER PGIAMMAR--DRBN006
MDUGAS --DRBN006 Milt Dugas

FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 62-14142

Subject: 96X10

Pat Giannmarco is working on alternative ways of storing the inventory for 96X10 to see if there are ways where some or all of it isn't carried on our books. Would you let Pat know what the particulars are for 96X10, such as will it be an M or B program, will it be phased mailed, will there be a follow-up letter sent, will there be a end-of-program date, etc.

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Note Log: 96S48
Period: 08/26/96 15:26:02 thru 09/26/96 07:45:55

Printed: 09/27/96

If you are not the right person, please forward it to the appropriate person.
Thanks Bob.

Regards,
Don Kaercher OSF/Recall Process Support IBM Mail USFMC7GZ
Customer Parts Operation 62-14142 Fax 62-19986
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111
===== E N D = O F = N O T E =====

MSG FROM: KWYGONIK--DRBN006 TO: DKAERCHE--DRBN006 09/20/96 10:24:14

To: DKAERCHE--DRBN006
cc: SFERRISE--DRBN006 MDUGAS --DRBN006
JKASHINE--DRBN006 JRUMAN --DRBN006
KWYGONIK--DRBN006 PBANDOSK--DRBN006
DARDELINO--DRBN006

FROM: KEITH E. WYGONIK USAET(UTC -04:00)

Subject: Probe Passive Belt Campaign

The following are the new service numbers for the Probe Passive Belt Campaign.

Mazda #	Ford Serv #	Part Name	Qty per veh.
KAY1 57 930	F72Z 61610D44B	Track assy. (incl mtr)	1
KAY1 57990	F72Z 61610D45B	Track assy. (incl mtr)	1
KAY1 57 93Y	* F72Z 61610D44A	Track assy. (less mtr)	1
KAY1 57 99Y	* F72Z 61610D45A	Track assy. (less mtr)	1
KAY1 57 99A	KAY1 57 99A	Pin (Track assy)	2

* Pin KAY1 57 99A also included with Track assy. F72Z 61610D44 & 45A

If you have any questions please advise.

Best Regards,
KEITH E. WYGDNIK
Suite 1124A NPDC
(313) 523-5419 - FAX (313) 523-6159

===== E N D =====

MSG FROM: RVICKERY--DRBN006 TO: DKAERCHE--DRBN006 09/24/96 12:35:42

To: SFERRISE--DRBN006 DKAERCHE--DRBN006
cc: JBRADLEY--DRBN006 GBALINT --DRBN006
RBADGES --DRBN006 RVICKERY--DRBN006

Note Log: 96848

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Note Log: 96848
Period: 08/26/96 15:26:02 thru 09/26/96 07:45:53

Printed: 09/27/96

FROM: Robert D. Vickery, Sr. USAET(UTC -04:00)

Subject: Warning Switch Availability

DON, AFTER I RECEIVED YOUR FAX FROM GSS, I CALLED PETE BANDOSKE AND ATTACHED IS HIS ANSWER. PLEASE ADVISE ALL INVOLVED ON YOUR END, THANKS.

MAY THE LORD JESUS CHRIST BLESS YOUR DAY
ROBERT D. VICKERY, Sr. (BOB) F.C.S.D. - F.B.F.III, SUITE 237K
RECALL & OWNER NOTIFICATION PROGRAMS, CURRENT & PAST MODEL ENGR
Phone: (313) 24-83530 FAX: (313) 84-51024 EMAIL(USFNCGEF)
*** Forwarding note from PBANDOSK--DRBN006 09/24/96 11:45 ***
To: RVICKERY--DRBN006
cc: JBRADLEY--DRBN006 GBISSI --DRBN006

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

Subject: Warning Switch Availability

Bob,

Per our phone conversation I understand the warning switch KA52-37-921 FORD P/N F12Z-148119-A is no longer available from the supplier.

The original quantity ordered was on the premises that the Probe Passive Restraint campaign would be a "Life Time Warranty on the System" through a Owner Notification Program. Therefore requiring additional stock on all parts used in the system.

Now the direction is a recall on the track assy. itself.

This switch is part of the center retractor assy which is no longer part of the program, unless the center retractor is locked up and keeping the seat belt from moving between the A and B pillar.

For this reason I foresee no dramatic increase in part sales on this part due to the recall. Currently we show 763 parts in FCSD depots and sales per month range from 1 to 6. I hope this helps in your quest in obtaining the correct parts for this program.

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

===== E N D = O F = N O T E =====

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Note Log: 96S48

Printed: 09/27/96

Period: 08/26/96 13:26:02 thru 09/26/96 07:43:55

MSG FROM: GBALINT --DRBN006 TO: DKAERCHE--DRBN006 09/26/96 07:43:55

To: DKAERCHE--DRBN006

FROM: Gary Balint

USAET(UTC -04:00)

Subject: Probe Rail/Motor Assemblies

Info you may want before our discussion this afternoon.

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

*** Forwarding note from PBANDOSK--DRBN006 09/25/96 16:21 ***

To: GBALINT --DRBN006

cc: GBISSI --DRBN006

JBRADLEY--DRBN006

RVICKERY--DRBN006

KJONES5 --DRBN006

PBANDOSK--DRBN006

RBADGES --DRBN006

MHAMME --DRBN006

PBANDOSK--DRBN006

FROM: Pete Bandoske

USAET(UTC -04:00)

Subject: Probe Rail/Motor Assemblies

Gary,

The latest information I have is what I called you on yesterday. I will summarize here for all:

The bottle necks are as follows:

- 1) There were 25,000 motor armatures produced by Nippon Denso prior to the disassembly of their production line. These armatures still need to be built up to finished motors (including covers, brackets, shipping) timing for that is expected at the end of this week or the beginning of next week from QSS.
- 2) There are still only 70,000 limit switches available by the end of the current QSS time line (mid Dec). QSS has asked for 151,000 total from supplier. Also supplier has been asked from Mazda to supply limits switches to them for RX7 campaign. QSS expects better timing figures later this week.

Once QSS can give compressed timing they want to have a meeting with AAI, MANA and FCSD to bring everyone up to date and to answer questions.

I realize that I am the grapevine to the supplier because I am closest to the issue, but your questions need to be pushed in Bob Vickery's direction so that FAST TRACK can pressure CPD, CPD can pressure MANA and so forth. As of yesterday MANA has not given QSS a purchase order for any of these parts that we are requesting. QSS is acting in good faith and proceeding any ways, but I feel

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Printed: 09/27/96

Period: 08/26/96 15:26:02 thru 09/26/96 07:45:33

that these underlying part problems will hurt this program further. I am always willing to help and will do all I can to push from the FVT's end but we need to push from all directions. 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 GBALINT --DRBN006 09/25/96 15:15 ***

To: PBANDOSK--DRBN006

cc: JBRADLEY--DRBN006

RVICKERY--DRBN006 Vickery Sr., R.D.

RBADGES --DRBN006 Badges, R.S.

GBALINT --DRBN006 Gary Balint

FROM: Gary Balint

USAET(UTC -04:00)

Subject: Probe Rail/Motor Assemblies

Have you received any update on when we will get more rail/motor assemblies and what the anticipated ship rate is? That info would help us decide whether we need to have the customer come in once or twice. When we do get more, will they have the existing rail or the upgraded rail?

Gary S. Balint PROFS=GBALINT or INTERNET=us/mc83c@ibmail.com

24-87610 (FAX 84-51024)

Room 237L, FBP III

===== END OF NOTE =====

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* Note printed by MBUGAS on 6 Dec 1976 at 16:03:13 *

From: MROGERS2--DRBN006
To: DKAERONE--DRBN006 Kaercher, Don
cc: FBIAMMAR--DRBN006
SFERRISE--DRBN006
MBUGAS --DRBN006

Date and time 12/04/96 17:46:40
TSALUK -- DRBN006
BENGLEHA--DRBN006

FROM: Michael Rogers
Subject: Probe Seat Belts

USAET(UTC -05:00)

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

Please advise the dealers (DAISIS Messg, 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 FC..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 G. Rogers
Demand Analyst, Assoc. & Direct Ship Procurement, Villis, Plaz, #201
Voice: (313) 621-4015 / FAX: (313) 621-4116; USFMD84931@XMAIL.COM

*DON,
PLEASE CALL
MIKE ROGERS.*

THANKS.

*MIC
#14128
12/6/96*

Part #	Renkim Sales										7	
	10/14	10/21	10/28		11/11	11/18	11/25	12/2	12/9	12/16		
	10/14	10/21	10/28		11/11	11/18	11/25	12/2	12/9	12/16		
7027 61610D94A	239	968	870		672	727	291	597	621	419		
7022 61610D45A	619	1926	1979		1575	1847	451	1192	1164	191		
7722 61610D47A										170		
7722 61610D47B										961		
7727 61610D45A										317		
7722 61610D45C										624		
Back Orders	154	1-10-97										
7727 61610D47B	436											
7722 61610D45B	1060											
TOTAL												
Batch #												

12:12PM HOLLINGSWORTH LOGIST
 05, 11 1997

HOLLINGSWORTH LOGISTICS MANAGEMENT, LLC
14225 W. WARREN, DEARBORN, MICHIGAN 48126
PHONE: (313) 584-5757
FAX: (313) 584-8956

THIS FAX IS TO:

Don Haerden

THIS FAX IS FROM:

A. Wolfe

Hollingsworth

DATE: 1-10-97

NUMBER OF PAGES: 3

THE PURPOSE OF THIS FAX IS:

- FOR YOUR REVIEW
- PLEASE RESPOND
- URGENT
- NO REPLY NECESSARY

COMMENTS:

Seat track update

B

DATE 1/21/97
 TIME 10:24:58

RENKIM CORPORATION
 FCSD/POC 94640/94693
 PARTS ORDER HISTORY REPORT
 Up to Date 1/21/97

PAGE 2
 75489015

(WED) 1-22-97 11:18/ST. 11:17/NO. 426046896 P 3

FROM RENKIM CORPORATION

DATE	F02E-61610D44-A	F02E-61610D45-A	F72E-61610D44-A	F72E-61610D45-A	F72E-61610D44-B	F72E-61610D45-B	TOTAL
11/01/96	228	496	0	0	0	0	716
10/31/96	421	957	0	0	0	0	1,378
10/30/96	45	105	0	0	0	0	150
10/29/96	255	501	0	0	0	0	756
10/28/96	202	495	0	0	0	0	697
10/25/96	202	479	0	0	0	0	678
10/24/96	213	472	0	0	0	0	685
10/23/96	193	432	0	0	0	0	625
10/22/96	169	326	0	0	0	0	495
10/21/96	141	312	0	0	0	0	453
10/18/96	54	162	0	0	0	0	216
10/17/96	54	115	0	0	0	0	169
10/16/96	16	66	0	0	0	0	82
10/15/96	17	47	0	0	0	0	64
10/14/96	23	75	0	0	0	0	98
Grand Total:	3,914	10,192	2,108	3,207	1,966	7,329	35,316

PURCHASING & SUPPLY

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	QID#	STATUS
26	01/24	13:47	FCSD INTNATL PROGRAM	LF-6	00'17"	001	224	OK

96S51

At the beginning of this recall we had 15,000 parts against an anticipated demand of about 20,000. The repair rate was estimated at about 10%. Orders came in at about 70%, indicating either over-repairing, misdiagnosis, or a bad prediction on the failure rate by engineering. The recall department quickly sent a communication to all dealers verifying the repair procedure, and the orders settled down to a 20% rate. To date, FS&L has sold over 100,000 of these kits, and has sufficient inventory on hand.

To respond to the larger than anticipated demand, FS&L took actions with the supplier to expedite large quantities into our system. Additional seed stock was sent to all dealers on Oct 30th and Nov 8th. We actually only went on B/O for three days, but it occurred early in the life of the recall when orders were still coming in at the rate of 1,500 pieces per day.

At this time we have 20,000 pieces on hand and orders are averaging around 100-150 pieces per day.

96S48 and 96S99

To simplify matters, both these campaign numbers are for the same recall on Probe Seat Belt track assemblies. As a company, we were forced to launch this campaign before we had adequate inventory available. Apparently NHTSA did not approve the recall plan we had recommended, which would have required less up-front parts. Instead, we had to launch knowing that we could be in a B/O situation, based on expected failure rates.

Higher than anticipated failure rates combined with lower than expected production from our suppliers has put us in a B/O situation on two of the key parts. At this time, we are still awaiting promise dates on parts from our suppliers.

We expected at launch that we would face this situation, but really did not have a choice (based on agency pressure).

The B/O situation on this campaign will likely get worse before it gets better, but regular meetings are being held with all involved.

PLEASE PRINT THIS SECTION

TO	LES ECCIS	DATE	1/24/97
FROM	FCSD	BY	DAN KRECHER
TELEPHONE		TELEPHONE	
FAX NO.	32510	FAX NO.	

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Printed: 08/29/97

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 07/23/97 10:37:02

To: GDEYO --DRBN006
cc: JSHORE --DRBN006
PGIAMMAR--DRBN006

DKAERCHE--DRBN006 Don Kaercher
GLAURITZ--DRBN006

FROM: Don Kaercher
DKAERCHE 26-69793

USAET(UTC -04:00)

Subject: PART NUMBERS F72Z 61610D44 B AND F72Z 61610D45 B

This is from a recall, 96848 - John Shore, the Recall Parts Manager will review this and get back with you. Thanks Greg!

Regards,
Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7QC
Parts Supply & Logistics 26-69793 Fax 52-33065
NPDC Room 1554D

*** Forwarding note from GDEYO --DRBN006 07/23/97 09:37 ***

To: DKAERCHE--DRBN006
cc: PGIAMMAR--DRBN006

GLAURITZ--DRBN006

FROM: G. B. Deyo

USAET(UTC -04:00)

Subject: PART NUMBERS F72Z 61610D44 B AND F72Z 61610D45 B

ABOVE PARTS WERE JUST REMOVED FROM DIRECT SHIP AND THERE SEEMS TO BE A PROBLEM WITH THESE PARTS. OUR SECTION JUST PICKED UP ABOUT 1200 BACKORDER LINES WITH THESE TWO PARTS. IT IS OUR UNDERSTANDING THAT THERE WAS A FIELD FIX ON THESE TWO PARTS. LOOKING AT THE SALES PATTERN IT APPEARS THAT SALES JUMPED FROM 6 IN APRIL TO 1300 IN MAY TO ABOUT 6000 THIS MONTH. (F72Z 61610D45 B)

WAS THERE A NEW LETTER SENT OUT TO OUR CUSTOMERS ON THESE PARTS? IS THERE A ERROR IN THE APRIL THRU MAY SALES FIGURES (UNDERREPORTED)? SINCE THESE PARTS JUST CAME OFF DIRECT SHIP, SHOULD THIS PARTS HAVE BEEN ASSIGNED TO A CODE IN THE FASTTRACKER AREA? PLEASE ADVISE.
THANK YOU

Regards,
G. B. Deyo

***** E N D - O F - N O T E *****

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Note Log: 96848
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

MSG FROM: PGIAMMAR--DREN006 TO: DKAERCHE--DREN006 07/23/97 13:37:04

To: DKAERCHE--DREN006
cc: GDEYO --DREN006

GLAURITZ--DRBN006

FROM: Pat Giammarco

USAET(UTC -04:00)

Subject: FW: QSS Rework of Rail Assembly to Motor and Rail Assembly

Don, We need to book the transportation charges for rail shipments back to QSS back to warranty. What account do we use?

Regards,

Pat Giammarco

FCSD Purchasing

Voice: (313) 266-9819 / Fax 523-5661; USFHC02W@IBMMAIL.COM

*** Forwarding note from LWYGONIK--DRBN006 07/23/97 12:57 ***

To: PGIAMMAR--DREN006

*** Reply to note of 07/23/97 10:01

FROM: LARRY WYGONIK

USAET(UTC -04:00)

Subject: FW: QSS Rework of Rail Assembly to Motor and Rail Assembly

It is possible for Ternes to have freight charges prepaid and 3rd party billed directly to FCSD, however, they must follow our routings and if there is any type of volume or constancy to the shipments we need an account to book the transportation charges to.

Regards,

LARRY WYGONIK, FORD CUSTOMER SERVICE DIVISION

TRAFFIC & CUSTOMS, N.A. 523-3098 (FAX)523-4544

PARTS SUPPLY & LOGISTICS

***** E N D = O F = N O T E *****

MSG FROM: PGIAMMAR--DRBN006 TO: DKAERCHE--DREN006 07/23/97 14:32:15

To: JSHORE --DREN006
cc: MKIRK --DREN006
GDEYO --DREN006

DKAERCHE--DREN006
GLAURITZ--DREN006
JWOLFORD--DRBN006

FROM: Pat Giammarco

USAET(UTC -04:00)

Note Log: 96848

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Note Log: 96848
Period: 07/23/97 10:37:02 thru 08/26/97 11:20:25

Printed: 08/29/97

Subject: PART NUMBERS F72Z 61610D44 B AND F72Z 61610D45 B

John, Don, We have major problems on the mix of rail vs rail and motor sales, especially the D45 right hand. From 1300 sales in May, we've sold over 3000 in June and will sell 6000 this month. Someone needs to communicate to the Supply department/demand Analysis when the mailings are being reissued and expected volumes since this is a major campaign being dictated by MHTSA (or whatever the government body is). The sales on rail vs. rail and motors and right hand vs left hand have been no where near projections. We cannot operate in a void on this campaign; Greg Lauritzen and Greg Deyo need to be kept in the loop every step of the way. As it stands now, they have 1200 backorders, no inventory and scrambling to convert rails into rail and motor assemblies to meet the new 1500 pc/week demand. We're stuck with excess inventory and packaging material (for those parts that are selling below projected volumes) and added rework and transportation costs.

Please review with the recall department to determine the revised/projected sales mix/volumes and future mailings and advise. Thanks John.

Regards,

Pat Giammarco

FCSD Purchasing

Voice: (313) 266-9819 / Fax 513-5661; USFMC2W@IBMMAIL.COM

*** Forwarding note from JSHORE --DRBN006 07/23/97 12:32 ***

To: PGIAMMAR--DRBN006

GDEYO --DRBN006

GLAURITZ--DRBN006

cc: SFERRISK--DRBN006

MSTARRIN--DRBN006

FROM: John Shore

USAET(UTC -04:00)

Subject: PART NUMBERS F72Z 61610D44 B AND F72Z 61610D45 B

There was a recent "outstanding unit mailing" that went out recently for this along with about 2 dozen other campaigns. The sales number are truly "fuzzy" due to HLM's reporting of sales to MMP. Since this campaign was launched in 1996, it will not be transferred in the OSF organization.

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 DKAERCHE--DRBN006 07/23/97 10:37 ***

To: GDEYO --DRBN006

cc: JSHORE --DRBN006

DKAERCKS--DRBN006 Don Kaercher

PGIAMMAR--DRBN006

GLAURITZ--DRBN006

FROM: Don Kaercher

USAET(UTC -04:00)

DKAERCHE 26-69793

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Note Log: 96848
Period: 07/23/97 10:37:03 thru 08/28/97 11:30:35

Printed: 08/29/97

Subject: PART NUMBERS F72Z 61610D44 B AND F72Z 61610D45 B

This is from a recall, 96848 - John Shore, the Recall Parts Manager will review this and get back with you. Thanks Greg!

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 GDEYO --DRENO06 07/23/97 09:37 ***
To: DKAERCHE--DRBN006
cc: PGIAMMAR--DRBN006 GLAURITZ--DRBN006

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

Subject: PART NUMBERS F72Z 61610D44 B AND F72Z 61610D45 B

ABOVE PARTS WERE JUST REMOVED FROM DIRECT SHIP AND THERE SEEMS TO BE A PROBLEM WITH THESE PARTS. OUR SECTION JUST PICKED UP ABOUT 1200 BACKORDER LINES WITH THESE TWO PARTS. IT IS OUR UNDERSTANDING THAT THERE WAS A FIELD FIX ON THESE TWO PARTS. LOOKING AT THE SALES PATTERN IT APPEARS THAT SALES JUMPED FROM 6 IN APRIL TO 1300 IN MAY TO ABOUT 6000 THIS MONTH. (F72Z 61610D45 B)

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THANK YOU

Regards,

G. B. Dayo

***** K N D - O F - N O T E *****

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 07/23/97 14:38:57

To: PGIAMMAR--DRBN006
cc: PGIAMMAR--DRBN006
GLAURITZ--DRBN006
HKIRK --DRBN006

GDEYO --DRBN006
JWOLFORD--DRBN006
DKAERCHE--DRBN006 Don Kaercher

FROM: Don Kaercher
DKAERCHE 26-69793

USAET(UTC -04:00)

Note Log: 96848

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Note Log: 96948
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/25/97

Subject: PART NUMBERS F72Z 61610D44 B AND F72Z 61610D45 B

Pat raises a good point - since the supply teams have the parts for these older campaigns, we need to involve them so they know when additional mailings are going out. Let's try and work with Pat and Greg to insure they are kept in the loop and have good info to make the right decisions. Thanks!

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 PGIAMMAR--DRBN006 07/23/97 14:32 ***
To: JSHORE --DRBN006 DKAERCHE--DRBN006
cc: HKIRK --DRBN006 GLAURITZ--DRBN006
GDEYO --DRBN006 JWOLFORD--DRBN006

FROM: Pat Giammarco

USAET(UTC -04:00)

Subject: PART NUMBERS F72Z 61610D44 B AND F72Z 61610D45 B

John, Don, We have major problems on the mix of rail vs rail and motor sales, especially the D45 right hand. From 1300 sales in May, we've sold over 3000 in June and will sell 6000 this month. Someone needs to communicate to the Supply department/demand Analysis when the mailings are being reissued and expected volumes since this is a major campaign being dictated by NHTSA (or whatever the government body is). The sales on rail vs. rail and motors and right hand vs left hand have been no where near projections. We cannot operate in a void on this campaign; Greg Lauritzen and Greg Deyo need to be kept in the loop every step of the way. As it stands now, they have 1200 backorders, no inventory and scrambling to convert rails into rail and motor assemblies to meet the new 1500 pc/week demand. We're stuck with excess inventory and packaging material (for those parts that are selling below projected volumes) and added rework and transportation costs.

Please review with the recall department to determine the revised/projected sales mix/volumes and future mailings and advise. Thanks John.

Regards,

Pat Giammarco

FCSD Purchasing

Voice: (313) 266-9819 / Fax 523-5661; USFMC26@IBMMAIL.COM

*** Forwarding note from JSHORE --DRBN006 07/23/97 12:32 ***

To: PGIAMMAR--DRBN006 GDEYO --DRBN006
GLAURITZ--DRBN006
cc: SFERRISE--DRBN006 MSTARRIN--DRBN006

FROM: John Shore

USAET(UTC -04:00)

Note Log: 96548

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Note Log: 96548
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Subject: PART NUMBERS F72Z 61610D44 B AND F72Z 61610D45 B

There was a recent "outstanding unit mailing" that went out recently for this along with about 2 dozen other campaigns. The sales number are truly "fuzzy" due to ELM's reporting of sales to MMP. Since this campaign was launched in 1996, it will not be transferred in the QSF organization.

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

John Shore - FCSD / FS&L Recall Manager
Phone 26-69789 FAX 52-33065 WFDC - 1555C

*** Forwarding note from DKAERCHE--DRBN006 07/23/97 10:37 ***

To: GDEYO --DRBN006

cc: JSHORE --DRBN006

PGIAMMAR--DRBN006

DKAERCHE--DRBN006 Don Kaercher

GLAURITZ--DRBN006

FROM: Don Kaercher
DKAERCHE 26-69793

USAET(UTC -04:00)

Subject: PART NUMBERS F72Z 61610D44 B AND F72Z 61610D45 B

This is from a recall, 96548 - John Shore, the Recall Parts Manager will review this and get back with you. Thanks Greg!

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
WFDC Room 1554D

*** Forwarding note from GDEYO --DRBN006 07/23/97 09:37 ***

To: DKAERCHE--DRBN006

cc: PGIAMMAR--DRBN006

GLAURITZ--DRBN006

FROM: G. B. Dayo

USAET(UTC -04:00)

Subject: PART NUMBERS F72Z 61610D44 B AND F72Z 61610D45 B

ABOVE PARTS WERE JUST REMOVED FROM DIRECT SHIP AND THERE SEEMS TO BE A PROBLEM WITH THESE PARTS. OUR SECTION JUST PICKED UP ABOUT 1200 BACKORDER LINES WITH THESE TWO PARTS. IT IS OUR UNDERSTANDING THAT THERE WAS A FIELD FIX ON THESE TWO PARTS. LOOKING AT THE SALES PATTERN IT APPEARS THAT SALES JUMPED FROM 6 IN APRIL TO 1300 IN MAY TO ABOUT 6000 THIS MONTH. (F72Z 61610D45 B)

WAS THERE A NEW LETTER SENT OUT TO OUR CUSTOMERS ON THESE PARTS?
IS THERE A ERROR IN THE APRIL THRU MAY SALES FIGURES (UNDERREPORTED)?
SINCE THESE PARTS JUST CAME OFF DIRECT SHIP, SHOULD THIS PARTS HAVE BEEN ASSIGNED TO A CODE IN THE FASTTRACKER AREA? PLEASE ADVISE.
THANK YOU

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Note Log: 96348
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Regards,
G. B. Deyo

- - - - - E N D - O F - N O T E - - - - -

MSG FROM: MMACEAC1--DRBN006 TO: DKAERCHE--DRBN006 07/30/97 09:23:18

To: KOBEN --DRBN006
cc: MSTARRIN--DRBN006 DKAERCHE--DRBN006
LWEBSTE2--DRBN006 JSHORE --DRBN006
FROM: Melissa MacEachern USAET(UTC -04:00)

Subject: BACKORDER

That part is on backorder. We imported that particular order the following Monday, 7/14, and it is backordered.

Thanks for following up on Paulie's order for me. Much appreciated!

Sincerely,
Melissa MacEachern
HLM, MGR OF ADMIN SERVICES
PHONE: (313) 584-5757 EXT. 230, PROFS: MMACEAC1
*** Forwarding note from KOBEN --DRBN006 07/28/97 12:36 ***
To: MMACEAC1--DRBN006
cc: KOBEN --DRBN006 LWEBSTE2--DRBN006
MSTARRIN--DRBN006 JSHORE --DRBN006
DKAERCHE--DRBN006

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

Subject: BACKORDER

Hi Melissa,

Could you please verify if a part is on backorder or not? The part number is : F72Z 61610D45 B. If it is not, could you help me locate an order?

P/A CODE 01374
ORDERED 7/11/97 @ 15:31:59
VIN # 1ZVPT21U2L5134600

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Note Log: 96548
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

The dealer ordered the driver's side and passenger side at the same time. Somehow he only received the passenger side.

Please respond as soon as possible. I have a couple of dealers in the similar situations.

Thanks,

Have a great day!

Regards,
Kim Oben

***** E N D - O F - N O T E *****

MSG FROM: GLAURITZ--DRBN006 TO: DKAERCHE--DRBN006 07/30/97 11:04:36

To: DKAERCHE--DRBN006 Kaercher, Don
cc: RODONNE3--DRBN006 O'Donnell, R. MKIRK --DRBN006

FROM: Gregory Lauritzen USAET(UTC -04:00)

Subject: Second recall notification on F72Z-61610D45-B

Don,

F72Z-61610D45-B is the Probe rail and motor. There were numerous problems with the original recall notification last year. I have been advised that a second recall notification was sent out 6/19/97 affecting approximately 170,000 vehicles. We had only 7500 pcs on order when this notification was sent. There is a considerable leadtime on this part. I estimate that this part will be the #1 backorder part by 8/4/97.

I placed an initial order of 20,000 pcs with the supplier 7/28/97. What I am requesting from you is some assistance in forecasting the response rate for this recall. I do not feel that the 20,000 pcs will satisfy demand, but have no idea how this part will sell.

Also, when this part was selling during the initial recall notification it was set up as a direct ship part through HLM. I understand that you were involved in that decision. Recently this part was changed back to shipping from the depots. Immediately after this happened demand spiked and the part went on backorder. We have been selling approximately 200+ pcs a day. How should this part be set up? It says that it is direct ship now, but I am uncertain if it is set up properly. Please advise.

Thank you.

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Note Log: 96848
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Gregory Lauritzen
Service Parts Mgr. Specialist
FCSD (26)6-9811 e-mail: USFMD31Y@IBMMAIL.COM
Customer satisfaction is our NUMBER ONE priority
= * * * * * E N D = O F = N O T E = * * * * *

MSG FROM: KOEN --DRBN006 TO: DKAERCHE--DRBN006 07/30/97 12:59:45

To: DKAERCHE--DRBN006
cc: KOEN --DRBN006 LWEBSTE2--DRBN006
MSTARRIN--DRBN006 MMACEAC1--DRBN006

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

Subject: BACKORDER

This recall was a bit confusing. Dealers have the ability to order Driver's side/passenger side RAIL only assemblies thorough DOESII. The part numbers are as follows: F72Z 61610D 4SA/F72Z 61610D 44A.

This is Renkim's understanding for parts. If things have changed or will be changing, I have not heard.

Thanks, have a great day!

Regards,

Kim Oben

*** Forwarding note from DKAERCHE--DRBN006 07/30/97 12:37 ***

To: KOEN --DRBN006 LWEBSTE2--DRBN006
MMACEAC1--DRBN006
cc: JSHORE --DRBN006 MSTARRIN--DRBN006

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

Subject: BACKORDER

I thought these parts were moved to the PDCs months ago. Why is KIM being sent orders for these parts? Melissa, Kim, Linda - Is this your understanding, or am I just plain old losing it???

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NPDC Room 1554D

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Note Log: 96548
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

*** Forwarding note from MMACEACL--DRBN006 07/30/97 09:23 ***
To: KOEN --DRBN006
cc: MSTARRIN--DRBN006
LWEBSTE2--DRBN006
DKAERCHE--DRBN006
JSHORE --DRBN006

FROM: Melissa MacEachern USAET(UTC -04:00)

Subject: BACKORDER

That part is on backorder. We imported that particular order the following Monday, 7/14, and it is backordered.

Thanks for following up on Paulie's order for me. Much appreciated!

Sincerely,
Melissa MacEachern
HLM, MGR OF ADMIN SERVICES
PHONE: (313) 584-5757 EXT. 230, PROF: MMACEACL
*** Forwarding note from KOEN --DRBN006 07/28/97 12:36 ***
To: MMACEACL--DRBN006
cc: KOEN --DRBN006
MSTARRIN--DRBN006
DKAERCHE--DRBN006
LWEBSTE2--DRBN006
JSHORE --DRBN006

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

Subject: BACKORDER

Hi Melissa,

Could you please verify if a part is on backorder or not? The part number is : F72Z E1E10D45 B. If it is not, could you help me locate an order?

P/A CODE 01374
ORDERED 7/11/97 @ 15:31:55
VIN # 1ZVPT21U2L5 [REDACTED]

The dealer ordered the driver's side and passenger side at the same time. Somehow he only received the passenger side.

Please respond as soon as possible. I have a couple of dealers in the similar situations.

Thanks,

Have a great day!

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Note Log: 96848
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Regards,
Kim Oben

***** END OF NOTE *****

MSG FROM: GLAURITZ--DRBN006 TO: DKAERCHE--DRBN006 07/28/97 08:09:02

To: DKAERCHE--DRBN006 Kaercher, Don
cc: HKIRK --DRBN006 RODONNE3--DRBN006 O'Donnell, R.
GDEYO --DRBN006 PGIANNAR--DRBN006

FROM: Gregory Lauritzen USAET(UTC -04:00)

Subject: Probe Rails & Motors

Don,

As of 7/28/97 recall 96848 has created 1594 lines of backorders on part number F72Z-61610D45-B. I have been advised that the second mailing of this recall notice was sent out 6/19/97 affecting 170,000 vehicles. I have also been advised that this is only the second on possibly 4 mailings. If this is the case I request your assistance in forecasting quantities needed for the part numbers involved with this recall. Due to miscommunications on this recall there is only 6700 pcs on order for this part number. I am sure that there are other parts involved with this recall that also will become problems. Any assistance you can provide with this recall is appreciated.

Thank you

Gregory Lauritzen
Service Parts Mgr. Specialist
FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM
Customer satisfaction is our NUMBER ONE priority

***** END OF NOTE *****

MSG FROM: KOBEN --DRBN006 TO: DKAERCHE--DRBN006 07/28/97 12:36:53

To: MMACEAC1--DRBN006
cc: KOBEN --DRBN006 LWEBSTER--DRBN006
MSTARIN--DRBN006 JSHORE --DRBN006
DKAERCHE--DRBN006

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

Note Log: 96848

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Note Log: 96548
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Subject: BACKORDER

Hi Melissa,

Could you please verify if a part is on backorder or not? The part number is : F722 61610D45 B. If it is not, could you help me locate an order?

P/A CODE 01374
ORDERED 7/11/97 @ 15:31:55
VIN # 1ZVPT21U2 [REDACTED]

The dealer ordered the driver's side and passenger side at the same time. Somehow he only received the passenger side.

Please respond as soon as possible. I have a couple of dealers in the similar situations.

Thanks,

Have a great day!

Regards,
Kim Oben

===== E N D = O F = N O T E =====

MSG FROM: KOBEN --DRBN006 TO: DKAERCHE--DRBN006 07/28/97 13:15:50

To: KWILUSH --DRBN007
cc: KOBEN --DRBN006
SHORNER --DRBN007
JSHORE --DRBN006

LWEBSTE2--DRBN006
GMCLESD --DRBN007
DKAERCHE--DRBN006

FROM: Kim Oben

USAET(UTC -04:00)

Subject: BACKORDER

Hi Kevin, I don't know if you were aware but the following is on backorder:

F722 61610D45 B

That is the driver's side rail and motor assembly. (Hollingsworth is the part supplier and dealers must call Renkim to place an order.) As of today, Hollingsworth is behind for 960 orders. There is no estimated date for fulfillment.

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Note Log: 96848
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Have a great day!

Regards,
Kim Oben

----- END OF NOTE -----

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 07/30/97 16:21:43

To: MKABIAN --DRBN006 GLAURITZ--DRBN006
cc: HKIRK --DRBN006 RODONNE3--DRBN006
DKAERCHE--DRBN006 Don Kaercher

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

Subject: Future Scheduling of Recall Notification 96848

Mitch, can you let Greg know when you will be asking for OKs on future follow-up mailings? Greg - you can always say "NO" to a request to mail follow-up postcards to customers. Sam Ferrise was sent a PROFS note on 6/2/97 asking for clearance on the follow-up mailings. Thanks!!

Regards,

Don Kaercher OSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NFDC Room 1554D

*** Forwarding note from GLAURITZ--DRBN006 07/30/97 15:42 ***
To: DKAERCHE--DRBN006 JSHORE --DRBN006
HKIRK --DRBN006 RODONNE3--DRBN006 O'Donnell, R.

From the desk of Gregory Lauritzen USAET(UTC -04:00)

Subject: Future Scheduling of Recall Notification 96848

Don,

Please assist in getting a schedule for the sending of recall notifications for 96848. Recently, the second notification was sent out without merchandiser advisement. Sales quadrupled in the past month. This has vaulted this part to the top of the FCSD backorder list. This is the second time with this recall FCSD has been seriously short of demand.

Please provide a schedule for the third and fourth mailings as soon as possible. FCSD is meeting with the supplier and sub-suppliers soon to

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Note Log: 96848
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

determine a production schedule. Timing on the next mailings and demand expected will aid to the timely resolution to FCSD demand needs.

Thank you for your prompt attention to this matter.

Gregory Lauritzen
Packager Liaison
FCSD (26)6-9811 e-mail: USFMD32Y@ISMAIL.COM
Customer satisfaction is our NUMBER ONE priority
***** E N D - O F - N O T E *****

MSG FROM: GLAURITZ--DRBN006 TO: DKAERCHE--DRBN006 07/31/97 07:48:51

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

*** Resending note of 07/30/97 16:21
From the desk of Gregory Lauritzen USAET(UTC -04:00)

Subject: Future Scheduling of Recall Notification 96848

Don,

Sam Ferrisse has been out on medical for since mid-June. I went into his PROFS and found the note you are speaking of. Did Sam respond to this note. I have spoken to other parties involved with this part and no one here was aware of the second mailing. Please advise if Sam responded and what the normal procedure on follow-up mailings.

To: MHABIAN --DRBN006 GLAURITZ--DRBN006
cc: HKIRK --DRBN006 RODONNE3--DRBN006
DKAERCHE--DRBN006 Don Kaercher

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

Subject: Future Scheduling of Recall Notification 96848

Mitch, can you let Greg know when you will be asking for OKs on future follow-up mailings? Greg - you can always say "NO" to a request to mail follow-up postcards to customers. Sam Ferrisse was sent a PROFS note on 6/2/97 asking for clearance on the follow-up mailings. Thanks!!

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Note Log: 96948
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Regards,
Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NFDC Room 1554D

*** Forwarding note from GLAURITZ--DRBN006 07/30/97 15:42 ***
To: DKAERCHE--DRBN006 JSHORE --DRBN006
HKIRK --DRBN006 RODONNEJ--DRBN006 O'Donnell, R.

From the desk of Gregory Lauritzen USAET(UTC -04:00)

Subject: Future Scheduling of Recall Notification 96948

Don,

Please assist in getting a schedule for the sending of recall notifications for 96948. Recently, the second notification was sent out without merchandiser advisement. Sales quadrupled in the past month. This has vaulted this part to the top of the FCSD backorder list. This is the second time with this recall FCSD has been seriously short of demand.

Please provide a schedule for the third and fourth mailings as soon as possible. FCSD is meeting with the supplier and sub-suppliers soon to determine a production schedule. Timing on the next mailings and demand expected will aid to the timely resolution to FCSD demand needs.

Thank you for your prompt attention to this matter.

Gregory Lauritzen
Packager Liaison
FCSD (26)6-9811 e-mail: USFMD12Y@IBMMAIL.COM
Customer satisfaction is our NUMBER ONE priority

- * * * * * E N D - O F - N O T E * * * * *

MSG FROM: CRAYMOND--DRBN006 TO: DKAERCHE--DRBN006 07/31/97 07:58:36

To: DKAERCHE--DRBN006

FROM: Charlie J. Raymond USAET(UTC -04:00)

Subject: Future Scheduling of Recall Notification 96948

Don I agree with Mitch, we will communicate with one person of your choosing. Adding people just causes delays and could cause confusion.

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Note Log: 96548
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Regards,

Charlie J. Raymond (313) 323-0079 FAX (313) 845-1024
VEHICLE SERVICE & PROGRAMS--RECALL/ONP PROCESS
FAIRLANE BUSINESS PARK III-ROOM 237F

*** Forwarding note from MHABIAN --DRBN006 07/31/97 07:37 ***

To: DKAERCHE--DRBN006

cc: MHABIAN --DRBN006

JSHORE --DRBN006

CRAYMOND--DRBN006

BENGLEHA--DRBN006

FROM: MITCHELL HABIAN

USAET(UTC -04:00)

Subject: Future Scheduling of Recall Notification 96548

I can add Greg to the distribution list for parts clearance approval. To avoid confusion, I would like to communicate with only one person, preferably John Shore. Can we agree that John Shore will represent PS&L for parts clearance on initial recall/ONP mailings and any follow-ups? Greg or anyone else can report their concerns to John would will in turn keep me informed.

Regards,

MITCHELL HABIAN

Ford Recall Section, Fairlane Business Park III, Suite 237E

MHABIAN, (313)84-50947, Fax: 84-51024, USFMCPMV@ibmmail.com

*** Forwarding note from DKAERCHE--DRBN006 07/30/97 16:21 ***

To: MHABIAN --DRBN006

GLAURITZ--DRBN006

cc: HKIRK --DRBN006

RODONNE3--DRBN006

DKAERCHE--DRBN006 Don Kaercher

FROM: Don Kaercher

USAET(UTC -04:00)

DKAERCHE 26-69793

Subject: Future Scheduling of Recall Notification 96548

Mitch, can you let Greg know when you will be asking for OKs on future follow-up mailings? Greg - you can always say "NO" to a request to mail follow-up postcards to customers. Sam Ferrise was sent a PROFS note on 6/2/97 asking for clearance on the follow-up mailings. Thanks!!

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 GLAURITZ--DRBN006 07/30/97 15:42 ***

To: DKAERCHE--DRBN006

JSHORE --DRBN006

HKIRK --DRBN006

RODONNE3--DRBN006 O'Donnell, R.

From the desk of Gregory Lauritzen

USAET(UTC -04:00)

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Note Log: 96848
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Subject: Future Scheduling of Recall Notification 96848

Don,

Please assist in getting a schedule for the sending of recall notifications for 96848. Recently, the second notification was sent out without merchandiser advisement. Sales quadrupled in the past month. This has vaulted this part to the top of the FCSD backorder list. This is the second time with this recall FCSD has been seriously short of demand.

Please provide a schedule for the third and fourth mailings as soon as possible. FCSD is meeting with the supplier and sub-suppliers soon to determine a production schedule. Timing on the next mailings and demand expected will aid to the timely resolution to FCSD demand needs.

Thank you for your prompt attention to this matter.

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

***** E N D - O F - N O T E *****

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 07/31/97 08:32:54

To: MKIRK --DRBN006
GLAURITZ--DRBN006
cc: JSHORE --DRBN006
PGIAMMAR--DRBN006
DKAERCHE--DRBN006 Don Kaercher
FROM: Don Kaercher
DKAERCHE 26-69793
USAET(UTC -04:00)

Subject: BACKORDER

These are supposed to be PDC-stocked parts. Has anyone done anything to make these Direct Ship? If so, why? We committed to the dealers and to Traffic that these would be PDC-stocked.

Regards,
Don Kaercher QSP/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NFDC Room 1554D
*** Forwarding note from METARRIN--DRBN006 07/30/97 18:11 ***
To: DKAERCHE--DRBN006

FROM: Mary Starring
USAET(UTC -04:00)

Note Log: 96848

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