

Note Log: 96S48  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Subject: BACKORDER

Don, You need to speak to the merch. it keeps going back and forth.

Regards,

Mary Starring

\*\*\* Forwarding note from DKAERCHE--DRBN006 07/30/97 12:37 \*\*\*

To: KOBEN --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 HLM 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

\*\*\* Forwarding note from MMACEAC1--DRBN006 07/30/97 09:23 \*\*\*

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

Note Log: 96S48

Page 18

Note Log: 96848  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

FROM: Kim Oben

USAET(UTC -04:00)

Subject: BACKORDER

Hi Malissa,

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 @ 15:31:55  
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!

Regards,  
Kim Oben

----- E N D - O F - N O T E -----

MSG FROM: GLAURITZ--DRBN006 TO: DKAERCHE--DRBN006 08/01/97 14:10:37

To: DKAERCHE--DRBN006  
cc: HKIRK --DRBN006 RODONNE3--DRBN006  
PGIAMMAR--DRBN006 HKIRK --DRBN006  
RODONNE3--DRBN006 PGIAMMAR--DRBN006

From the desk of Gregory Lauritzen USAET(UTC -04:00)

Subject: Forecast on F72Z-61610D45-B

Don,

Please assist in forecasting the response rate to the second mailing of 96848. Can you also provide some insight on demand for mailings #3 & #4? We have a meeting scheduled with Mazda North America and their

Note Log: 96848

Page 19

Note Log: 96548  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

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sub-supplier for Weds. 8/6. It will help greatly if we have forecasts available in setting up a production schedule. Any info you can provide will help.

This part is a rail & motor assembly for Probe automatic seatbelts. The original recall expected approx. 100,000 of the left hand rail only to sell. This was not the case due to very high demand for the rail & motor. Consequently, we have plenty of the rail only available (72,000 as of 8/1/97). Is there any way we can advise dealer to order the rail only? I have it up in the remarks and that has helped somewhat, but I am looking for a better response. Please advise.

Thanks for your assistance with this issue.

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 08/01/97 15:02:17

To: JSHORE --DRBN006  
cc: DKAERCHE--DRBN006 Don Kaercher  
RHOWELL3--DRBN006  
RKIRK --DRBN006  
GLAURITZ--DRBN006  
GBALINT --DRBN006  
PGIAMMAR--DRBN006  
RODONNE3--DRBN006  
FROM: Don Kaercher  
DKAERCHE 26-69793  
USART(UTC -04:00)

Subject: Forecast on F72Z-61610D45-B

I think we need to get with Mitch and determine the following:

John,

1. Was the June mailing to 100% of the customers who did not have the recall done yet? If not, what %?
2. Are there any more 100% mailings to go out?
3. Will future reminder mailings only go out to new owners?
4. When are future mailings planned for?

Once we get these answers, we need to touch base with Greg.

Greg,

Note Log: 96548

Page 20

Note Log: 96548  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Let John Shore know the message you want to go out, and we can forward it to our recall dept. to go out as an QASIS, and to Bob Howell to go out as a DOES II message.

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 08/01/97 14:10 \*\*\*

To: DKAERCHE--DRBN006

cc: HKIRK --DRBN006

PGIAMMAR--DRBN006

RODONNE3--DRBN006

RODONNE3--DRBN006

HKIRK --DRBN006

PGIAMMAR--DRBN006

From the desk of Gregory Lauritzen

USAET(UTC -04:00)

Subject: Forecast on F72Z-61610D45-B

Don,

Please assist in forecasting the response rate to the second mailing of 96948. Can you also provide some insight on demand for mailings #3 & #4? We have a meeting scheduled with Mazda North America and their sub-supplier for Weds. 8/6. It will help greatly if we have forecasts available in setting up a production schedule. Any info you can provide will help.

This part is a rail & motor assembly for Probe automatic seatbelts. The original recall expected approx. 100,000 of the left hand rail only to sell. This was not the case due to very high demand for the rail & motor. Consequently, we have plenty of the rail only available (72,000 as of 8/1/97). Is there any way we can advise dealer to order the rail only? I have it up in the remarks and that has helped somewhat, but I am looking for a better response. Please advise.

Thanks for your assistance with this issue.

Gregory Lauritzen

Packager Liaison

PCSD (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: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 08/04/97 14:31:25

To: GLAURITZ--DRBN006

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

Note Log: 96548

Page 21

PGIAMMAR--DRBN006

GBALINT --DRBN006

FROM: John Shore

USAET(UTC -04:00)

Subject: Forcast on F72Z-61610D45-B

I believe the DOESII message needs to say:

Campaign 96848 - Probe Seat Belt, FCSD is backordered on the F72Z 61610D45-B rail and motor assembly. We will not be out of our backorder position until October. Every effort is being made to improve this date. Rail only parts F72Z 61610D45-A are available at every depot.

Answers to questions:

1. The June mailing was 100% of outstanding units (unrepaired units).
2. The next customer mailing will occur in January 1998. This mailing will be for all vehicle owners whose name and/or address had changed since the June 1997 mailing.
3. At this time, all future mailings will be for customers with a name and/or an address change.
4. Future mailing dates: January 1998  
July 1998  
January 1999  
July 1999

Dealers will be receiving a COMBAT transmission monthly for approximately two years. This is a list of unrepaired vehicles by VIN/owner name/address.

We can suspend the COMBAT listing if appropriate.

The VIN will always remain active on OASIS until a warranty claim is submitted to Ford, or the owner advises Ford the vehicle was destroyed or modified.

Typically speaking the competition rate for "seat belt" related recalls is low. We can expect only about 50% in the first 3-4 years.

This campaign is approximately 24% complete. There are about 170,000 unrepaired vehicles.

Your ratio between rails only and rail/motor looks to be near 1:1. I'm sure if we had all the rail/motor parts available we would have replaced 2K more rail/motors.

Expect another 40,000 customers in the next 12 months.

Note Log: 96948  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

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

\*\*\* Forwarding note from GLAURITZ--DRBN006 08/01/97 15:14 \*\*\*  
To: JSHORE --DRBN006  
cc: MKIRK --DRBN006 RODONNEJ--DRBN006  
PGIAMMAR--DRBN006

\*\*\* Resending note of 08/01/97 15:02  
From the desk of Gregory Lauritzen USAET(UTC -04:00)

Subject: Forecast on F72Z-61610D45-B

John,

Please publish on OASIS that for recall 96948 the rail only (F72Z-61610D45-A) is available and is an acceptable alternative to the rail & motor assembly (F72Z-61610D45-B). There is no availability expected on the rail & motor until October. Please advise if this is a problem

To: JSHORE --DRBN006 GLAURITZ--DRBN006  
cc: DKAERCHE--DRBN006 Don Kaercher GBALINT --DRBN006  
RHOWELLS--DRBN006 PGIAMMAR--DRBN006  
MKIRK --DRBN006 RODONNEJ--DRBN006

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

Subject: Forecast on F72Z-61610D45-B

I think we need to get with Mitch and determine the following:

John,

1. Was the June mailing to 100% of the customers who did not have the recall done yet? If not, what %?
2. Are there any more 100% mailings to go out?
3. Will future reminder mailings only go out to new owners?
4. When are future mailings planned for?

Once we get these answers, we need to touch base with Greg.

Greg,

Note Log: 96948

Page 33

Note Log: 96548  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Let John Shore know the message you want to go out, and we can forward it to our recall dept. to go out as an OASIS, and to Bob Howell to go out as a DOES II message.

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC  
Parts Supply & Logistics 26-49793 Fax 52-33055  
NPDC Room 1554D

\*\*\* Forwarding note from GLAURITZ--DRBN006 08/01/97 14:10 \*\*\*

To: DKAERCHE--DRBN006

cc: HKIRK --DRBN006

PGLAMMAR--DRBN006

RODONNE3--DRBN006

RODONNE3--DRBN006

HKIRK --DRBN006

PGLAMMAR--DRBN006

From the desk of Gregory Lauritzen

USAET(UTC -04:00)

Subject: Forecast on F722-61610D45-B

Don,

Please assist in forecasting the response rate to the second mailing of 96548. Can you also provide some insight on demand for mailings #3 & #4? We have a meeting scheduled with Mazda North America and their sub-supplier for Weds. 8/6. It will help greatly if we have forecasts available in setting up a production schedule. Any info you can provide will help.

This part is a rail & motor assembly for Probe automatic seatbelts. The original recall expected approx. 100,000 of the left hand rail only to sell. This was not the case due to very high demand for the rail & motor. Consequently, we have plenty of the rail only available (72,000 as of 8/1/97). Is there any way we can advise dealer to order the rail only? I have it up in the remarks and that has helped somewhat, but I am looking for a better response. Please advise.

Thanks for your assistance with this issue.

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: GLAURITZ--DRBN006 TO: DKAERCHE--DRBN006 08/11/97 11:32:13

To: DKAERCHE--DRBN006  
PGLAMMAR--DRBN006

HKIRK --DRBN006  
RODONNE3--DRBN006 O'Donnell, R.

Note Log: 96548

Page 24

Note Log: 96848  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

PBANDOSK--DRBN006

From the desk of Gregory Lauritzen

USAET(UTC -04:00)

Subject: Export Sales

At the recent meeting with FCSD personnel, Mazda North America, and Quality Safety Systems the topic of export sales on recalls 96848 & 96899 was discussed. As far as any personnel present were aware there was no recall overseas and export customers were deemed lowest in priority on orders to fill due to the current level of backorders.

On 8/8/97 customer code 59791 (TDS) placed emergency orders for 500 pcs of F72Z-61610D44-B and 848 pcs of F72Z-61610D45-B. There are additional orders for this customer code.

Please advise on the policy for export sales during recalls and what can be done to reduce the strain on demand beyond the current levels.

Thank you for your assistance.

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: GLAURITZ--DRBN006 TO: DKAERCHE--DRBN006 08/13/97 11:15:00

To: HKIRK --DRBN006 ROCONNEN3--DRBN006 O'Donnell, R.  
DKAERCHE--DRBN006 MSANTO --DRBN006

From the desk of Gregory Lauritzen

USAET(UTC -04:00)

Subject: F72Z-61610D45-B AND F72Z-61610D44-B

Looks like I spoke too soon. The excess restriction is still in place and these two orders will not fill until we override them. I don't expect this to happen any time soon. I will advise on parts availability as we receive stock.

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

Note Log: 96848

Page 25

Note Log: 96848  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

\*\*\* Forwarding note from MSANTO --DRBN006 08/13/97 11:09 \*\*\*  
TO: GLAURITZ--DRBN006  
cc: MSANTO --DRBN006

FROM: Michelle Santo CANET(UTC -04:00)

Subject: F72Z-61610D45-B AND F72Z-61610D44-B

Hi Greg,  
Regarding your phone call from this morning on the above 2 parts.  
There was a bit of confusion on my part. My customer does indeed  
require 500 pcs of F72Z-61610D44-B DC 59791 DOR # 02855 AND  
848 pcs of F72Z-61610D45-B DC 59791 DOR # 02855

These 2 orders will cover all the requirement needed in Germany for these  
parts. I will continue to cancel the individual orders placed by the dealers  
in this country until they have fixed their system in Europe. They are  
currently trying to place the block in place so all orders will be  
stopped in Germany and will go on back order until the above 2 mentioned  
orders are filled.

Hope this clears up some of the confusion. If you have any questions  
just let me know. Thanks,

Have a great day!  
Michelle Santo (MSANTO)\_USFMDQ6T@IBMMAIL  
(519) 257-1403  
Ford IDO Parts & Service

\*\*\*\*\* E N D = O F = N O T E \*\*\*\*\*

MSG FROM: DKAERCHE--DRBN006 TO: DKAERCHE--DRBN006 08/13/97 14:49:21

TO: JBERNEC--DRBN006  
cc: DKAERCHE--DRBN006 Don Kaercher

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

Subject: F72Z-61610D45-B AND F72Z-61610D44-B

Can you find out how many vehicles there were in Germany and what were the  
plans to support those vehicles in terms of parts? Thanks Joe!!

Regards,  
Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC70C

Note Log: 96848

Page 26

Note Log: 96548  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Parts Supply & Logistics 26-69793 Fax 52-33065  
NPDC Room 1554D

\*\*\* Forwarding note from GLAURITZ--DRBN006 08/13/97 11:15 \*\*\*  
To: HKIRK --DREN006 RODONNE3--DREN006 O'Donnell, R.  
DKAERCHE--DREN006 MSANTO --DREN006

From the desk of Gregory Lauritzen USAET(UTC -04:00)

Subject: F72Z-61610D45-B AND F72Z-61610D44-B

Looks like I spoke too soon. The excess restriction is still in place and these two orders will not fill until we override them. I don't expect this to happen any time soon. I will advise on parts availability as we receive stock.

Gregory Lauritzen  
Packager Liaison  
FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM  
Customer satisfaction is our NUMBER ONE priority  
\*\*\* Forwarding note from MSANTO --DREN006 08/13/97 11:05 \*\*\*  
To: GLAURITZ--DREN006  
cc: MSANTO --DREN006

FROM: Michelle Santo CANET(UTC -04:00)

Subject: F72Z-61610D45-B AND F72Z-61610D44-B

Hi Greg,  
Regarding your phone call from this morning on the above 2 parts. There was a bit of confusion on my part. My customer does indeed require 500 pcs of F72Z-61610D44-B DC 59791 DGR # 02855 AND 848 pcs of F72Z-61610D45-B DC 59791 DGR # 02855

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Have a great day!  
Michelle Santo (MSANTO)\_USFMDQ6T@IBMMAIL  
(519) 257-1403  
Ford IDQ Parts & Service

\*\*\*\*\* E N D - O F - N O T E \*\*\*\*\*

Note Log: 96848

Page 27

Note Log: 96848  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:29

Printed: 08/25/97

MSG FROM: GLAURITZ--DRBN006 TO: DKAERCHE--DRBN006 08/14/97 09:40:28

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

From the desk of Gregory Lauritzen USAET(UTC -04:00)

Subject: Export Sales

updated info on the export recall.

Gregory Lauritzen  
Packager Liaison  
FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM  
Customer satisfaction is our NUMBER ONE priority  
\*\*\* Forwarding note from RBADGES --DRBN006 08/14/97 07:45 \*\*\*  
To: GLAURITZ--DRBN006  
cc: PRANDOSK--DRBN006

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

Subject: Export Sales

Answer to your question on Europe...

Regards, \*\*\*\*\*Think Global\*\*\*\*\*  
Robert S. Badges--Recall Coordinator-Affiliate Markets  
Recall Department - Vehicle Service and Programs  
(313)248-3634 FAX (313)845-1024---PBPIII, Room 237J  
\*\*\* Forwarding note from SBROWN15--DRBN006 08/14/97 12:39 \*\*\*  
To: RBADGES --DRBN006  
cc: SPARKIN3--DRBN006

FROM: Steve Brown UK(UTC +01:00)

Subject: Export Sales

Bob. In answer to your note to Steve Parkin. We launched the Probe Seat Belt action one month ago, this was delayed due to insufficient parts stock. Please forward this information to intrested parties.

Regards,  
Steve Brown  
Programme Co-ordinator

Note Log: 96848

Page 28

Note Log: 96848  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Tel 1277 253109, Fax No 1277 254390  
\*\*\* Forwarding note from SPARKIN3--DRBN006 08/14/97 10:43 \*\*\*  
To: SBROWN15--DRBN006

FROM: Steve Parkin UK(UTC +01:00)

Subject: Export Sales

Steve,  
Could you please respond to this.

Regards,  
Steve Parkin  
FCSD, Recall/Service Programs.  
GB-1/329; 734-2049; fax 734-4390 (01277-254390)  
\*\*\* Forwarding note from RBADGES --DRBN006 08/11/97 14:22 \*\*\*  
To: SPARKIN3--DRBN006

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

Subject: Export Sales

Steve, would you be able to answer this?

Regards, \*\*\*\*\*Think Global\*\*\*\*\*  
Robert S. Badges--Recall Coordinator-Affiliate Markets  
Recall Department - Vehicle Service and Programs  
(313)248-3634 FAX (313)845-1024---FBPIII, Room 237J  
\*\*\* Forwarding note from BRANDOSK--DRBN006 08/11/97 12:57 \*\*\*  
To: RBADGES --DRBN006  
cc: KEUBIETA--DRBN006 GLAURITZ--DRBN006

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

Subject: Export Sales

Bob,

Did Europe launch the passive belt campaign? If not, we should not fill their order until we have enough parts for the US/Canada market. Please respond to Greg directly and CC me. Thanks.

Regards,  
Pete Bandoske, Probe/SW-164 Service Engineer, AAI PVT  
FCSD VS&P Current and Past Model Support Small/Medium FWD\_Team

Note Log: 96848

Page 29

Note Log: 96S48  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

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

\*\*\* Forwarding note from GLAURITZ--DRBN006 08/11/97 11:32 \*\*\*

To: DKAERCHE--DRENO06  
FGIAMPAR--DRENO06  
FRANDOSE--DRENO06  
HKIRK --DRBN006  
RODOMNE3--DRBN006 O'Donnell, R.

From the desk of Gregory Lauritzen USAET(UTC -04:00)

Subject: Export Sales

At the recent meeting with FCSD personnel, Mazda North America, and Quality Safety Systems the topic of export sales on recalls 96S48 & 96S99 was discussed. As far as any personnel present were aware there was no recall overseas and export customers were deemed lowest in priority on orders to fill due to the current level of backorders.

On 8/8/97 customer code 59791 (TDS) placed emergency orders for 500 pcs of F72Z-61610D44-B and 848 pcs of F72Z-61610D45-B. There are additional orders for this customer code.

Please advise on the policy for export sales during recalls and what can be done to reduce the strain on demand beyond the current levels.

Thank you for your assistance.

Gregory Lauritzen  
Packager Liaison  
FCSD (26)6-9811 e-mail: USFMD12Y@IHMAIL.COM  
Customer satisfaction is our NUMBER ONE priority  
\*\*\*\*\* E N D - O F - N O T E \*\*\*\*\*

MSG FROM: JBERNBEC--DRBN006 TO: DKAERCHE--DRENO06 08/14/97 09:47:52

To: DKAERCHE--DRENO06  
CC: JBERNBEC--DRENO06  
FROM: Joe Barnbeck USAET(UTC -04:00)

Subject: F72Z-61610D45-B AND F72Z-61610D44-B

There are 15,000 vehicles in Europe and approximately 12,450 in Germany of the 15,000. Per Ron Moco none was sure what Europe was going to do concerning this recall. Apparently something is happening.

Note Log: 96S48

Page 30

Note Log: 96848  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Regards,

Joe Bernbeck

NPD Rm 1557C

26-69910 fax 52-33065

\*\*\* Forwarding note from DKAERCHE--DRBN006 08/13/97 14:49 \*\*\*

To: JBERNBEQ--DRBN006

cc: DKAERCHE--DRBN006 Don Kaercher

FROM: Don Kaercher  
DKAERCHE 26-69793

USAET(UTC -04:00)

Subject: F72Z-61610D45-B AND F72Z-61610D44-B

Can you find out how many vehicles there were in Germany and what were the plans to support those vehicles in terms of parts? Thanks Joe!!

Regards,

Don Kaercher Q87/Recall Process Support Mgr. IBM Mail USFMC7GC

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1554D

\*\*\* Forwarding note from GLAURITZ--DRBN006 08/13/97 11:15 \*\*\*

To: HKIRK --DRBN006

RODONNEJ--DRBN006 O'Donnell, E.

DKAERCHE--DRBN006

MSANTO --DRBN006

From the desk of Gregory Lauritzen

USAET(UTC -04:00)

Subject: F72Z-61610D45-B AND F72Z-61610D44-B

Looks like I spoke too soon. The excess restriction is still in place and these two orders will not fill until we override them. I don't expect this to happen any time soon. I will advise on parts availability as we receive stock.

Gregory Lauritzen

Packager Liaison

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

Customer satisfaction is our NUMBER ONE priority

\*\*\* Forwarding note from MSANTO --DRBN006 08/13/97 11:09 \*\*\*

To: GLAURITZ--DRBN006

cc: MSANTO --DRBN006

FROM: Michelle Santo

CANET(UTC -04:00)

Note Log: 96848

Page 31

Note Log: 96848  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Subject: F72Z-61610D45-B AND F72Z-61610D44-B

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848 pcs of F72Z-61610D45-B DC 59791 DOR # 02855

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parts. I will continue to cancel the individual orders placed by the dealers  
in this country until they have fixed their system in Europe. They are  
currently trying to place the block in place so all orders will be  
stopped in Germany and will go on back order until the above 2 mentioned  
orders are filled.

Hope this clears up some of the confusion. If you have any questions  
just let me know. Thanks,

Have a great day!  
Michelle Santo (MSANTO)\_USFMDQ6@IBMMAIL  
(519) 257-1403  
Ford IDG Parts & Service

\*\*\*\*\* E N D - O F - N O T E \*\*\*\*\*

MSG FROM: JBERNBEC--DRBN006 TO: DKAERCHE--DRBN006 08/14/97 15:56:25

TO: GLAURITZ--DRBN006  
CC: JBERNBEC--DRBN006 DKAERCHE--DRBN006  
HKIRK --DRBN006

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

Subject: Export Sales

Greg, this Recall does include 15,000 potential units in Europe of which  
12,400 are in Germany. I would suggest developing a promise to ship to  
Export i.e. 100 pieces a week, month, everyother week what ever and we will  
transmit this to Europe, in otherwords a share of the current backorder  
condition. Europe per the below note just kicked off the Recall.

Regards,  
Joe Bernbeck  
NPD Rm 1557C  
26-69910 fax 52-33065  
\*\*\* Forwarding note from DKAERCHE--DRBN006 08/14/97 10:16 \*\*\*  
To: JBERNBEC--DRBN006

Note Log: 96848

Page 32

Note Log: 96548  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

FROM: Don Kaercher  
DKAERCHE 26-69793

USAET(UTC -04:00)

Subject: Export Sales

Here is a name from someone in Europe.

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 08/14/97 09:40 \*\*\*  
To: RODCONEJ--DRBN006 O'Donnell, R. HKIRK --DRBN006  
DKAERCHE--DRBN006

From the desk of Gregory Lauritzen

USAET(UTC -04:00)

Subject: Export Sales

updated info on the export recall.

Gregory Lauritzen

Packager Liaison

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

Customer satisfaction is our NUMBER ONE priority

\*\*\* Forwarding note from RBADGES --DRBN006 08/14/97 07:45 \*\*\*

To: GLAURITZ--DRBN006

cc: FBANDOSK--DRBN006

FROM: Robert S. Badges

USAET(UTC -04:00)

Subject: Export Sales

Answer to your question on Europe...

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

Robert S. Badges--Recall Coordinator-Affiliate Markets

Recall Department - Vehicle Service and Programs

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

\*\*\* Forwarding note from SBROWN15--DRBN006 08/14/97 12:39 \*\*\*

To: RBADGES --DRBN006

cc: SPARKIN3--DRBN006

FROM: Steve Brown

UK(UTC +01:00)

Note Log: 96848

Page 33

Note Log: 96548  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Subject: Export Sales

Bob. In answer to your note to Steve Parkin. We launched the Probe Seat Belt action one month ago, this was delayed due to insufficient parts stock. Please forward this information to intrested parties.

Regards,  
Steve Brown  
Programme Co-ordinator  
Tel 1277 253109, Fax No 1277 254390  
\*\*\* Forwarding note from SPARKIN3--DRBN006 08/14/97 10:43 \*\*\*  
To: SBROWN15--DRBN006

FROM: Steve Parkin UK(UTC +01:00)

Subject: Export Sales

Steve,  
Could you please respond to this.

Regards,  
Steve Parkin  
FCSD, Recall/Service Programs.  
GE-1/329; 734-2049; fax 734-4390 (01277-254390)  
\*\*\* Forwarding note from RBADGES --DRBN006 08/11/97 14:22 \*\*\*  
To: SPARKIN3--DRBN006

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

Subject: Export Sales

Steve, would you be able to answer this?

Regards, \*\*\*\*\*Think Global\*\*\*\*\*  
Robert S. Badges--Recall Coordinator-Affiliate Markets  
Recall Department - Vehicle Service and Programs  
(313)248-3634 FAX (313)845-1024---FBPIII, Room 237J  
\*\*\* Forwarding note from P BANDOSK--DRBN006 08/11/97 12:57 \*\*\*  
To: RBADGES --DRBN006

cc: KEUBIETA--DRBN006 GLAURITZ--DRBN006

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

Note Log: 96548

Page 34

Note Log: 96S48  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Subject: Export Sales

Bob,

Did Europe launch the passive belt campaign? If not, we should not fill their order until we have enough parts for the US/Canada market. Please respond to Greg directly and CC me. Thanks.

Regards,

Pete Bandozke, Probe/SW-164 Service Engineer, AAI FVT  
FCSD VS&P Current and Past Model Support Small/Medium FWD\_Team  
Phone 783-8308, FAX 782-1932, AAI Shop Office, MS0022

\*\*\* Forwarding note from GLAURITZ--DRBN006 08/11/97 11:32 \*\*\*

To: DKAERCHE--DRBN006 EKIRK --DRBN006  
PGLAMMAR--DRBN006 RODONNE3--DRBN006 O'Donnell, R.  
PBANDOSK--DRBN006

From the desk of Gregory Lauritzen

USAET(UTC -04:00)

Subject: Export Sales

At the recent meeting with FCSD personnel, Mazda North America, and Quality Safety Systems the topic of export sales on recalls 96S48 & 96S99 was discussed. As far as any personnel present were aware there was no recall overseas and export customers were deemed lowest in priority on orders to fill due to the current level of backorders.

On 8/8/97 customer code 59791 (TDS) placed emergency orders for 500 pcs of F72Z-61610D44-B and 848 pcs of F72Z-61610D45-B. There are additional orders for this customer code.

Please advise on the policy for export sales during recalls and what can be done to reduce the strain on demand beyond the current levels.

Thank you for your assistance.

Gregory Lauritzen

Packager Liaison

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

Customer satisfaction is our NUMBER ONE priority

\*\*\*\*\* E N D - O F - N O T E \*\*\*\*\*

MSG FROM: JHANSEN7--DRBN006 TO: DKAERCHE--DRBN006 08/19/97 15:45:19

To: ROSEN --DRBN006

cc: DKAERCHE--DRBN006

SMAUS --DRBN006

LWEBSTE2--DRBN006

Note Log: 96S48

Page 15

Note Log: 96548  
Period: 07/23/97 10:37:03 thru 08/28/97 11:20:25

Printed: 08/29/97

FROM: James Hansen

USAET(UTC -04:00)

Subject: "K" code

kim, this wasn't addressed to me, but unless don kaarcher objects, i'll answer your question. the MR (reman) flag was up on this part, which caused the order from source message. one of the direct ship people took it off 8/18, and orders will now go "V11" as they should.

Regards,

James Hansen

Order Processing Systems Analyst

x24163\_PROPS ID JHANSEN7

\*\*\* Forwarding note from KOBEN --DRBN006 08/19/97 14:59 \*\*\*

To: DKAERCHE--DRBN006

cc: KOBEN --DRBN006

JHANSEN7--DRBN006

LWEBSTE2--DRBN006

FROM: Kim Oben

USAET(UTC -04:00)

Subject: "K" code

Hi Don,

Liz Artis from Andy Clark Ford (02061) called our Recall Hotline. She tried to order F65E 15200AA W through POESII. It is a set of Fog Lamps for 1997 Explorer's. She received the "K" code-"order from source." However, I do not show this as a Recall part that we ship or place orders for. Could you please let me know who she should contact to order this part?

Thanks

Regards,

Kim Oben

\*\*\*\*\* E N D - O F - N O T E \*\*\*\*\*

MSG FROM: KOBEN --DRBN006 TO: DKAERCHE--DRBN006 08/20/97 10:49:47

To: DKAERCHE--DRBN006

cc: KOBEN --DRBN006

LWEBSTE2--DRBN006

FROM: Kim Oben

USAET(UTC -04:00)

Note Log: 96548

Page 36

Note Log: 96548  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/19/97

Subject: 96548/S99

I spoke with Joe Bernbeck in today's Recall meeting. He stated he had made a few calls, is researching it, and will notify me with the outcome.

Thanks for the follow up.

Regards,  
Kim Oben

\*\*\* Forwarding note from DKAERCHE--DRBN006 08/20/97 08:13 \*\*\*  
To: KOBEN --DRBN006

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

Subject: 96548/S99

Did you get a satisfactory answer on this yet?

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC  
Parts Supply & Logistics 26-69793 Fax 32-33063  
NPDC Room 1554D

\*\*\* Forwarding note from KOBEN --DRBN006 08/19/97 13:48 \*\*\*  
To: DKAERCHE--DRBN006  
cc: KOBEN --DRBN006 LWEBSTE2--DRBN006

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

Subject: 96548/S99

Hi Don,

I was speaking with Melissa from HLM today. She informed me that they are no longer fulfilling dealer orders for the following parts: F72Z 61610D45 B (Driver's side rail & motor) and F72Z 61610D44 B (Passenger side rail & motor). Does this mean these parts are no longer on backorder? Also, can dealers now order these parts from their SOC via DOESII? If so, how is Canada affected by this?

Thanks for your help!

Regards,  
Kim Oben

\* \* \* \* \* E N D - O F - N O T E \* \* \* \* \*

Note Log: 96548

Page 37

Note Log: 96548  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

MSG FROM: DKAERCHE--DREN006 TO: DKAERCHE--DRBN006 08/20/97 15:56:57

To: HIRK --DREN006  
cc: DKAERCHE--DREN006 Don Kaercher

FROM: Don Kaercher  
DKAERCHE 26-69793

USAET(UTC -04:00)

Subject: 96548/899

Harrison - Can you check on this part. It is supposed to be a PDC-stocked part, but some "funny" things appear to be going on with it that is causing a lot of confusion..... Thanks!

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USPMC7GC  
Parts Supply & Logistics 26-69793 Fax 52-33065  
NPDC Room 1554D

\*\*\* Forwarding note from KOEN --DREN006 08/20/97 14:50 \*\*\*

To: JBERNEC--DREN006

cc: KOEN --DREN006

LWEBSTEJ--DRBN006

DKAERCHE--DREN006

FROM: Kim Oben

USAET(UTC -04:00)

Subject: 96548/599

Are we to be placing "emergency" orders for dealers who want to order the rail and motor assembly? Or, are we to process orders as we have been in the past for this recall? Can dealers order these parts through DOESII as well as the rail only assemblies?  
Please Advise

Regards,

Kim Oben

\*\*\* Forwarding note from JBERNEC--DREN006 08/20/97 13:35 \*\*\*

To: KOEN --DREN006

cc: DKAERCHE--DREN006

JBERNEC--DRBN006

FROM: Joe Barnback

USAET(UTC -04:00)

Note Log: 96548

Page 38

Note Log: 96548  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Subject: 96548/599

Kim, the track when they are received will be distributed through the FDC's rather than HLM. Emergency orders should be filled in September and off back order with all stock orders filled in mid December.

Regards,  
Joe Bernbeck  
NPD Rm 1557C  
26-69910 fax 52-33065  
\*\*\* Forwarding note from DKAERCHE--DRBN006 08/19/97 14:16 \*\*\*  
To: JBERNBEK--DRBN006

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

Subject: 96548/599

Joe, can you answer Kim's questions? You may want to talk to the Buyer, [REDACTED] Thanks, and let me know also.

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 08/19/97 13:48 \*\*\*  
To: DKAERCHE--DRBN006  
cc: KOBEN --DRBN006  
LWEBSTE2--DRBN006

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

Subject: 96548/599

Hi Don,

I was speaking with Melissa from HLM today. She informed me that they are no longer fulfilling dealer orders for the following parts: 772Z 61610D45 B (Driver's side rail & motor) and 772Z 61610D44 B (Passenger side rail & motor). Does this mean these parts are no longer on backorder? Also, can dealers now order these parts from their PDC via DOESII? If so, how is Canada affected by this?

Thanks for your help!

Regards,  
Kim Oben

\*\*\*\*\* E N D \* O F \* N O T E \*\*\*\*\*

Note Log: 96548

Page 39

Note Log: 96848  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

MSG FROM: HKIRK --DRBN006 TO: DKAERCHE--DRBN006 08/21/97 08:39:03

TO: DKAERCHE--DRBN006  
CC: GLAURITZ--DRBN006

RODONNE3--DRBN006

FROM: HARRISON KIRK

USAEY(UTC -04:00)

Subject: 96848/S99

THE PART NUMBERS IN QUESTION ARE ALL FDC STOCKED ITEMS , I AM AWARE OF ANY FUNN  
Y THINGS GOING ON OTHER THAN SHORT SUPPLY ON THE SUBJECT PART NUMBERS .

Regards,

HARRISON KIRK

\*\*\* Forwarding note from DKAERCHE--DRBN006 08/20/97 15:56 \*\*\*

TO: HKIRK --DRBN006

CC: DKAERCHE--DRBN006 Don Kaercher

FROM: Don Kaercher  
DKAERCHE 26-69793

USAEY(UTC -04:00)

Subject: 96848/S99

Harrison - Can you check on this part. It is supposed to be a FDC-stocked  
part, but some "funny" things appear to be going on with it that is causing  
a lot of confusion..... 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 KOEN --DRBN006 08/20/97 14:50 \*\*\*

TO: JBERNBE--DRBN006

CC: KOEN --DRBN006

LWEBSTE2--DRBN006

DKAERCHE--DRBN006

FROM: Kim Oben

USAEY(UTC -04:00)

Subject: 96848/S99

Are we to be placing "emergency" orders for dealers who want to order  
the rail and motor assembly? Or, are we to process orders as we have  
been in the past for this recall? Can dealers order these parts through

Note Log: 96848

Page 40

Note Log: 96848  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

DOESII as well as the rail only assemblies?  
Please Advise

Regards,  
Kim Oben

\*\*\* Forwarding note from JBERNBEC--DRBN006 08/20/97 13:35 \*\*\*  
To: KOBEN --DRBN006  
cc: DKAERCHE--DRBN006 JBERNBEC--DRBN006

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

Subject: 96848/S99

Kim, the track when they are received will be distributed through the PDC's rather than HLM. Emergency orders should be filled in September and off back order with all stock orders filled in mid December.

Regards,  
Joe Barnbeck

NPD Rm 1557C  
26-69910 fax 52-33065  
\*\*\* Forwarding note from DKAERCHE--DRBN006 08/19/97 14:16 \*\*\*  
To: JBERNBEC--DRBN006

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

Subject: 96848/S99

Joe, can you answer Kim's questions? You may want to talk to the Buyer [REDACTED]. Thanks, and let me know also.

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 08/19/97 13:48 \*\*\*  
To: DKAERCHE--DRBN006  
cc: KOBEN --DRBN006 LWEBSTE2--DRBN006

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

Note Log: 96848

Page 41

Note Log: 96548  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Subject: 96548/599

Hi Don,

I was speaking with Melissa from HLM today. She informed me that they are no longer fulfilling dealer orders for the following parts: F72Z 61610D45 B (Driver's side rail & motor) and F72Z 61610D44 B (Passenger side rail & motor). Does this mean these parts are no longer on backorder? Also, can dealers now order these parts from their PDC via DOESII? If so, how is Canada affected by this?

Thanks for your help!

Regards,  
Kim Oben

\*\*\*\*\* E N D - O F - N O T E \*\*\*\*\*

MSG FROM: KOBEN --DRBN006 TO: DKAERCHE--DRBN006 08/22/97 10:10:05

TO: JBERNBEC--DRBN006  
cc: KOBEN --DRBN006  
DKAERCHE--DRBN006

LWEBSTE2--DRBN006

FROM: Kim Oben

USAST(UTC -04:00)

Subject: 96548/599

Joe have you been able to find any thing else out regarding this campaign. I am a bit concerned on how Rankin is handling the calls. I do not want to be providing dealers with misinformation. Also, I am concerned on how Canadian orders are being filled. They are not on-line with DOESII. Could you call me when you have a minute and I could explain in detail my concern.

Thanks for all your help thus far!

Regards,  
Kim Oben

\*\*\* Forwarding note from KOBEN --DRBN006 08/20/97 14:50 \*\*\*

To: JBERNBEC--DRBN006  
cc: KOBEN --DRBN006  
DKAERCHE--DRBN006

LWEBSTE2--DRBN006

FROM: Kim Oben

USAST(UTC -04:00)

Note Log: 96548

Page 42

Note Log: 96848  
Period: 07/23/97 10:37:02 thru 08/26/97 11:20:25

Printed: 08/29/97

Subject: 96848/899

Are we to be placing "emergency" orders for dealers who want to order the rail and motor assembly? Or, are we to process orders as we have been in the past for this recall? Can dealers order these parts through DOESII as well as the rail only assemblies?  
Please Advise

Regards,  
Kim Oban

\*\*\* Forwarding note from JBERNBEC--DRBN006 08/20/97 13:35 \*\*\*  
To: KOBEN --DRBN006  
cc: DKAERCHE--DRBN006 JBERNBEC--DRBN006

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

Subject: 96848/899

Kim, the track when they are received will be distributed through the FDC's rather than HLM. Emergency orders should be filled in September and off back order with all stock orders filled in mid December.

Regards,  
Joe Barnbeck

NPD Rm 1557C  
26-69910 fax 52-33065  
\*\*\* Forwarding note from DKAERCHE--DRBN006 08/19/97 14:16 \*\*\*  
To: JBERNBEC--DRBN006

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

Subject: 96848/899

Joe, can you answer Kim's questions? You may want to talk to the Buyer. [REDACTED]  
Thanks, and let me know also.

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 08/19/97 13:48 \*\*\*  
To: DKAERCHE--DRBN006  
cc: KOBEN --DRBN006 LWEBSTE2--DRBN006

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

Note Log: 96848

Page 43

Note Log: 96548  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Subject: 96548/599

Hi Don,

I was speaking with Malissa from KLM today. She informed me that they are no longer fulfilling dealer orders for the following parts: F72Z 61610D45 B (Driver's side rail & motor) and F72Z 61610D44 B (Passenger side rail & motor). Does this mean these parts are no longer on backorder? Also, can dealers now order these parts from their PDC via DOESII? If so, how is Canada affected by this?

Thanks for your help!

Regards,  
Kim Oben

\*\*\*\*\* E N D - O F - N O T E \*\*\*\*\*

MSG FROM: JBERNBEC--DRBN006 TO: DKAERCHE--DRBN006 08/22/97 10:45:46

To: KOBEN --DRBN006  
cc: JBERNBEC--DRBN006  
LWEBSTE2--DRBN006

DKAERCHE--DRBN006  
JSHORE --DRBN006

FROM: Joe Bernbeck

USAET(UTC -04:00)

Subject: 96548/599

KIM, PER OUR CONVERSATION OF THIS MORNING TAKE ONLY EMERGENCY ORDERS AS THERE IS NOT SUFFICIENT STOCK PROMISED UNTIL DECEMBER TO FILL OTHER THAN EMERGENCIES. THE EMERGENCY ORDERS SHOULD BE SENT TO THE PDC'S TO BE FILLED.

Regards,

Joe Bernbeck

NPD Rm 1557C

26-69910 fax 52-33065

\*\*\* Forwarding note from KOBEN --DRBN006 08/22/97 10:10 \*\*\*

To: JBERNBEC--DRBN006

cc: KOBEN --DRBN006

DKAERCHE--DRBN006

LWEBSTE2--DRBN006

FROM: Kim Oben

USAET(UTC -04:00)

Note Log: 96548

Page 44

Note Log: 96548  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Subject: 96548/899

Joe have you been able to find any thing else out regarding this campaign. I am a bit concerned on how Rankin is handling the calls. I do not want to be providing dealers with misinformation. Also, I am concerned on how Canadian orders are being filled. They are not on-line with DOESII. Could you call me when you have a minute and I could explain in detail my concern.

Thanks for all your help thus far!

Regards,

Kim Oben

\*\*\* Forwarding note from KOBEN --DRBN006 08/20/97 14:50 \*\*\*

To: JBERNBEC--DRBN006

cc: KOBEN --DRBN006

LWEBSTE2--DRBN006

DKAERCHE--DRBN006

FROM: Kim Oben

USAET(UTC -04:00)

Subject: 96548/899

Are we to be placing "emergency" orders for dealers who want to order the rail and motor assembly? Or, are we to process orders as we have been in the past for this recall? Can dealers order these parts through DOESII as well as the rail only assemblies?  
Please Advise

Regards,

Kim Oben

\*\*\* Forwarding note from JBERNBEC--DRBN006 08/20/97 13:35 \*\*\*

To: KOBEN --DRBN006

cc: DKAERCHE--DRBN006

JBERNBEC--DRBN006

FROM: Joe Barnbeck

USAET(UTC -04:00)

Subject: 96548/899

Kim, the track when they are received will be distributed through the POC's rather than HLM. Emergency orders should be filled in September and off back order with all stock orders filled in mid December.

Regards,

Joe Barnbeck

NPD Rm 1557C

26-69910 fax 52-33065

Note Log: 96548

Page 45

Note Log: 96S48  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

\*\*\* Forwarding note from DKAERCHE--DRBN006 08/19/97 14:16 \*\*\*  
To: JBERNBECC--DRBN006

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

Subject: 96S48/S99

Joe, can you answer Kim's questions? You may want to talk to the Buyer [REDACTED]  
Thanks, and let me know also.

Regards,  
Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFNC7GC  
Parts Supply & Logistics 26-69793 Fax 52-33065  
MPDC Room 1554D

\*\*\* Forwarding note from KOENEN --DRBN006 08/19/97 13:48 \*\*\*  
To: DKAERCHE--DRBN006  
cc: KOENEN --DRBN006 LNEBSTE2--DRBN006

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

Subject: 96S48/S99

Hi Don,

I was speaking with Melissa from HLM today. She informed me that they are no longer fulfilling dealer orders for the following parts: F72Z 61610D45 B (Driver's side rail & motor) and F72Z 61610D44 B (Passenger side rail & motor). Does this mean these parts are no longer on backorder? Also, can dealers now order these parts from their PDC via DOESII? If so, how is Canada affected by this?

Thanks for your help!

Regards,  
Kim Oben

\*\*\*\*\* E N D - O F - N O T E \*\*\*\*\*

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 08/25/97 10:26:27

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

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

Note Log: 96S48

Page 46

Note Log: 96548  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Subject: (U)

The merch expects to fill emergency orders in Sept for the F72Z-61610D45-B, the other side F72Z-61610D44-B is in much better shape (on way to depots).

The "rail" only parts are available F72Z-61610D45-A F72Z-61610D44-A

Please Forward (FF5) All Responses.....Thank-You  
John Shore - FCSD / FS&L Recall Manager  
Phone 26-69789 FAX 52-33065 NPDC - 1555C  
\*\*\* Forwarding note from DKAERCHE--DRBN006 08/25/97 08:44 \*\*\*  
To: JSHORE --DRBN006 John Shore

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

Subject: (U)

John, I believe these are the Probe parts (96548). The Dealer is Chapman Ford (01402) - it is my friend Allen in Delaware. Are there any of these parts available?

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 BENGLEHA--DRBN006 08/22/97 15:02 \*\*\*  
To: DKAERCHE--DRBN006 Kaercher, D. F.

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

Subject: (U)

Just so that you know this part is 6000 pcs on backorder. Emergency bo's are expected to be filled by September and expected off backorder sometime in December of 97. The part belongs to Dept 5, Buyer is Pat Gianmarco and the DA is Greg Lauritzen. Perhaps you would have influence on getting some emergency parts sent to Sheehy.

Regards,  
Becky Englehart QSF/Recall Process Support  
Parts Supply & Logistics phone 26-69785 fax 52-33065  
NPD 1554C  
\*\*\* Forwarding note from DB6AWAR1--DRBN006 08/22/97 10:36 \*\*\*

Note Log: 96548

Page 47

Note Log: 96848  
Period: 07/23/97 10:37:03 thru 08/28/97 11:20:25

Printed: 08/29/97

Subject: AWAY Facility/VM messages

This note was generated by the AWAY Facility/VM 5799-FLP (c)IBM Corp.  
DO NOT REPLY TO THIS NOTE

AWA1101 This mail item is being routed to you from D0140201 at DREN001  
on behalf of DKAERCHE at DREN006.

To: DKAERCHE--DREN006

FROM: SHEEHY FORD

USAET(UTC -04:00)

Subject: (U)

F722-61610D45-B  
I NEED 10 OF THESE FOR CUSTOMERS BAD WE DO HAVE SOME EMER

I HATE TO BE A PAIN

BUT ITS CUST SERVICE

HAVE A NICE DAY

PS.I GO BACK TO WORK FULL TIME SEPT 2ND

Regards,  
SHEEHY FORD

- - - - - E N D - O F - N O T E - - - - -

MSG FROM: KOEN --DREN006 TO: DKAERCHE--DREN006 08/25/97 13:04:19

To: DKAERCHE--DREN006  
cc: KOEN --DREN006

LWEBSTE1--DREN006

FROM: Kim Oben

USAET(UTC -04:00)

Subject: 96848/899

No, I think this is a big mess. I was trying to let John get settled in  
before calling him. Joe Bernbeck tried to answer them but I think we  
may have confused each other.

Note Log: 96848

Page 48

Note Log: 96848  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Regards,

Kim Oben

\*\*\* Forwarding note from DKAERCHE--DRBN006 08/25/97 10:06 \*\*\*  
To: KOBEN --DRBN006

FROM: Don Kaercher  
DKAERCHE 26-69793

USAET(UTC -04:00)

Subject: 96848/599

Kim, have all your questions/issues been resolved?

Regards,

Don Kaercher QSP/Recall Process Support Mgr. IBM Mail USFMC7GC  
Parts Supply & Logistics 26-69793 Fax 52-33065  
NPDC Room 1554C

\*\*\* Forwarding note from JBERNBEC--DRBN006 08/22/97 10:45 \*\*\*  
To: KOBEN --DRBN006  
cc: JBERNBEC--DRBN006 DKAERCHE--DRBN006  
LWEBSTE2--DRBN006 JSHORE --DRBN006

FROM: Joe Bernbeck

USAET(UTC -04:00)

Subject: 96848/599

KIM, PER OUR CONVERSATION OF THIS MORNING TAKE ONLY EMERGENCY ORDERS AS THERE IS NOT SUFFICIENT STOCK PROMISED UNTIL DECEMBER TO FILL OTHER THAN EMERGENCIES. THE EMERGENCY ORDERS SHOULD BE SENT TO THE POC'S TO BE FILLED.

Regards,

Joe Bernbeck

NPDC Rm 1557C

26-69910 fax 52-33065

\*\*\* Forwarding note from KOBEN --DRBN006 08/22/97 10:10 \*\*\*  
To: JBERNBEC--DRBN006  
cc: KOBEN --DRBN006 LWEBSTE2--DRBN006  
DKAERCHE--DRBN006

FROM: Kim Oben

USAET(UTC -04:00)

Subject: 96848/599

Joe have you been able to find any thing else out regarding this campaign. I am a bit concerned on how Renkim is handling the calls. I do not want to be providing dealers with misinformation. Also, I am

Note Log: 96848

Page 49

Note Log: 96S48  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

concerned on how Canadian orders are being filled. They are not on-line with DOESII. Could you call me when you have a minute and I could explain in detail my concern.

Thanks for all your help thus far!

Regards,  
Kim Oben

\*\*\* Forwarding note from KOBEN --DRBN006 08/20/97 14:50 \*\*\*  
To: JBERNBEC--DRBN006  
cc: KOBEN --DRBN006 LWEBSTE2--DRBN006  
DKAERCHE--DRBN006

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

Subject: 96S48/S99

Are we to be placing "emergency" orders for dealers who want to order the rail and motor assembly? Or, are we to process orders as we have been in the past for this recall? Can dealers order these parts through DOESII as well as the rail only assemblies?  
Please Advise

Regards,  
Kim Oben

\*\*\* Forwarding note from JBERNBEC--DRBN006 08/20/97 13:35 \*\*\*  
To: KOBEN --DRBN006  
cc: DKAERCHE--DRBN006 JBERNBEC--DRBN006

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

Subject: 96S48/S99

Kim, the track when they are received will be distributed through the FDC's rather than KLM. Emergency orders should be filled in September and off back order with all stock orders filled in mid December.

Regards,  
Joe Barnback

NPD Rm 1557C  
26-69910 fax 52-33065  
\*\*\* Forwarding note from DKAERCHE--DRBN006 08/19/97 14:16 \*\*\*  
To: JBERNBEC--DRBN006

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

Note Log: 96S48

Page 50

Note Log: 96848  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

Subject: 96848/S99

Joe, can you answer Kim's questions? You may want to talk to the Buyer  
Thanks, and let me know also.

Regards,

Don Kiercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC  
Parts Supply & Logistics 26-69793 Fax 52-33065  
NPDC Room 1554D

\*\*\* Forwarding note from KOENEN --DRBN006 08/19/97 13:48 \*\*\*  
To: DKAERCHE--DRBN006  
cc: KOENEN --DRBN006 LWEBSTE2--DRBN006

FROM: Kim Oben

USAST(UTC -04:00)

Subject: 96848/S99

Hi Don,

I was speaking with Melissa from HLM today. She informed me that they are no longer fulfilling dealer orders for the following parts: F722 61610D45 B (Driver's side rail & motor) and F723 61610D44 B (Passenger side rail & motor). Does this mean these parts are no longer on backorder? Also, can dealers now order these parts from their FDC via DORSII? If so, how is Canada affected by this?

Thanks for your help!

Regards,  
Kim Oben

\*\*\*\*\* E N D - O F - N O T E \*\*\*\*\*

MSG FROM: KOENEN --DRBN006 TO: DKAERCHE--DRBN006 08/26/97 14:52:34

To: JSHORE --DRBN006  
cc: KOENEN --DRBN006  
DKAERCHE--DRBN006

LWEBSTE2--DRBN006

FROM: Kim Oben

USAST(UTC -04:00)

Subject: 96848/S99

Hi John, here is the scope for this campaign.

Note Log: 96848

Page 51

Originally all dealers were calling to order rails and rail motor combinations. We were transmitting the orders directly to HLM. Due to backorder problems, that process changed. We began processing orders only for rail motor combinations while still transmitting the orders directly to HLM. Then we were notified to continue placing orders for rail motor combinations BUT transmit the orders to FORD and FORD will transmit the orders to HLM. About a week ago, I contacted Melissa at HLM to find out about the backorders. She stated that FORD had taken all the parts they had and put them into the FDC's. She stated they did that about a month ago. During all this dealers were & still are calling Rankin to place orders and verify the backorder fulfillment date they found on DOESII. Dealers also indicated that they can now place the order for the rail motor combination through DOESII. This all leads to my questions:

- 1) Have the backorders been filled?
- 2) When will they be filled?
- 3) Can dealers now order the rail and rail motor combination through DOESII?
- 4) If dealers can now order through DOESII, how does this effect Canadian dealers? (They do not have DOESII)
- 5) Joe Bernebeck indicated that we should only process EMERGENCY orders. Is this correct? As of when? (REMINDER, we have processed all orders regardless of EMERGENCY, STOCK, INTERIM. This had not been a campaign that we handled as EMERGENCY ONLY)
- 6) If the dates dealers found on DOESII are correct, they are very concerned with their claims for rental rejecting. Some of these bills are as high as \$4000.00. And their claims will be over 90 days old. What should we tell them to do?

I hope you followed all of this. If not please contact me via phone 374 -8674 or via profs (KOBEN).

Have a great day!

Regards,  
Kim Oben

\* \* \* \* \* E N D = O F = N O T E = \* \* \* \* \*

MSG FROM: KOBEN --DRBN006 TO: DKAERCHE--DRBN006 08/17/97 15:04:33

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

LWEBSTE2--DRBN006

FROM: Kim Oben

USAET(UTC -04:00)

Note Log: 96S48  
Period: 07/23/97 10:37:02 thru 08/26/97 11:20:25

Printed: 08/29/97

Subject: 96S48/S99

John I would like to confirm the information you provided in today's meeting.

We are still on backorder, driver's side 6000 orders/passenger side 1000. You are filling the EMERGENCY orders (oldest first) as parts come in. FCSD/POC dealers may order through their normal ordering channels. At this time the foreseen date for ALL orders to be filled is December. Rental issues are to be and will be handled by the Recall department.

Thanks again for the help.

Regards,

Kim Oben

\*\*\* Forwarding note from KOBEH --DRENO06 08/26/97 14:52 \*\*\*

To: JSHORE --DRBN006

cc: KOBEH --DRENO06

LWEBSTE2--DRENO06

DEAERCHE--DRBN006

FROM: Kim Oben

USAET(DTC -04:00)

Subject: 96S48/S99

Hi John, here is the scope for this campaign.

Originally all dealers were calling to order rails and rail motor combinations. We were transmitting the orders directly to HLM. Due to backorder problems, that process changed. We began processing orders only for rail motor combinations while still transmitting the orders directly to HLM. Then we were notified to continue placing orders for rail motor combinations BUT transmit the orders to FORD and FORD will transmit the orders to HLM. About a week ago, I contacted Melissa at HLM to find out about the backorders. She stated that FORD had taken all the parts they had and put them into the PDC's. She stated they did that about a month ago. During all this dealers were & still are calling Renkim to place orders and verify the backorder fulfillment date they found on DOESII. Dealers also indicated that they can now place the order for the rail motor combination through DOESII. This all leads to my questions:

- 1) Have the backorders been filled?
- 2) When will they be filled?
- 3) Can dealers now order the rail and rail motor combination through DOESII?
- 4) If dealers can now order through DOESII, how does this affect Canadian dealers? (They do not have DOESII)
- 5) Joe Bernbeck indicated that we should only process EMERGENCY orders. Is this correct? As of when? (REMINDER, we have processed all orders regardless of EMERGENCY, STOCK, INTERIM.

Note Log: 96S48

Page 53

Note Log: 96548  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

This had not been a campaign that we handled as EMERGENCY ONLY!  
6) If the dates dealers found on DOESII are correct, they are very concerned with their claims for rental rejecting. Some of these bills are as high as \$4000.00. And their claims will be over 90 days old. What should we tell them to do?

I hope you followed all of this. If not please contact me via phone 374 -8574 or via profs (KOBEN).

Have a great day!

Regards,  
Kim Oben

----- E N D - O F - N O T E -----

MSG FROM: JSHORE --DRBN006 TO: DKAERCHE--DRBN006 08/28/97 11:20:25

To: KOBEN --DRBN006  
cc: DKAERCHE--DRBN006 Kaercher, D. F. LWEBSTE2--DRBN006  
ABRAMDT1--DRBN006

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

subject: 96548/899

Yes we are in a backorder position for both the drivers and passenger parts.

Orders are being filled from "oldest" to "newest". Drivers will not be off backorder until December. Passenger will be off backorder earlier - review REEA comments for timing.

I can not respond to the rental questions. Please discuss with Gary (or the new Gary - Andy Brandt).

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

John Shore - FCSD / P&L Recall Manager  
Phone 26-69789 FAX 52-33065 NPDC - 1555C

\*\*\* Forwarding note from KOBEN --DRBN006 08/27/97 15:04 \*\*\*

To: JSHORE --DRBN006  
cc: KOBEN --DRBN006 LWEBSTE2--DRBN006  
DKAERCHE--DRBN006

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

Note Log: 96548

Page 54

Note Log: 96848  
Period: 07/23/97 10:37:02 thru 08/28/97 11:26:25

Printed: 08/29/97

Subject: 96848/899

John I would like to confirm the information you provided in today's meeting.

We are still on backorder, driver's side 5000 orders/passenger side 1000. You are filling the EMERGENCY orders (oldest first) as parts come in. FCSD/FOC dealers may order through their normal ordering channels. At this time the foreseen date for ALL orders to be filled is December. Rental issues are to be and will be handled by the Recall department.

Thanks again for the help.

Regards,  
Kim Oben

\*\*\* Forwarding note from KOBEN --DREN006 08/26/97 14:52 \*\*\*  
To: JSMORE --DREN006  
cc: KOBEN --DREN006 LWEBSTE2--DREN006  
DKAERCHE--DREN006

FROM: Kim Oben

USART(UTC -04:00)

Subject: 96848/899

Hi John, here is the scope for this campaign.

Originally all dealers were calling to order rails and rail motor combinations. We were transmitting the orders directly to HLM. Due to backorder problems, that process changed. We began processing orders only for rail motor combinations while still transmitting the orders directly to HLM. Then we were notified to continue placing orders for rail motor combinations BUT transmit the orders to FORD and FORD will transmit the orders to HLM. About a week ago, I contacted Melissa at HLM to find out about the backorders. She stated that FORD had taken all the parts they had and put them into the PDC's. She stated they did that about a month ago. During all this dealers were & still are calling Kenkim to place orders and verify the backorder fulfillment date they found on DOESII. Dealers also indicated that they can now place the order for the rail motor combination through DOESII. This all leads to my questions:

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- 2) When will they be filled?
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Note Log: 96848

Page 55

Note Log: 96948  
Period: 07/23/97 10:37:02 thru 08/28/97 11:20:25

Printed: 08/29/97

This had not been a campaign that we handled as EMERGENCY ONLY)  
6) If the dates dealers found on DOESII are correct, they are very concerned with their claims for rental rejecting. Some of these bills are as high as \$4000.00. And their claims will be over 90 days old. What should we tell them to do?

I hope you followed all of this. If not please contact me via phone 374 -8674 or via profs (KOBEN).

Have a great day!

Regards,  
Kim Oban

----- E N D - O F - N O T E -----

==&gt;

Next/Previous Article (N/P): \_ Article #: SSM 10311 Date: 02/10/1997

Symptom:

Year Vt Fm Vl Mdl Trans Engine Calib Axle

Criteria:

DO NOT REPLACE FULL RAIL ASSY IF NOT NECESSARY  
90-92 PROBE MOTORIZED SEAT BELT RAIL & MOTOR ASSY. FOR RECALLS 96S48 & 96S99  
ARE IN EXTREMELY SHORT SUPPLY. THE RAIL & MOTOR ASSEMBLY ARE CURRENTLY ON BACK  
ORDER WITH A VERY LONG LEAD TIME REQUIRED TO RE-STOCK. IT IS IMPERATIVE THAT  
THE INSTRUCTIONS IN THE RECALL ARE FOLLOWED COMPLETELY AND THAT THE RAIL &  
MOTOR ASSEMBLY IS ONLY REPLACED WHEN INSTRUCTED BY THE TECHNICAL INSTRUCTIONS.  
THE MAJORITY OF VEHICLES SERVICED UNDER THE RECALLS WILL REQUIRE REPLACEMENT  
OF THE RAIL (NO MOTOR) ONLY, NOT A FULL ASSEMBLY. RAILS (NO MOTOR) PART  
NUMBER F72Z-61610D45-A (LH) AND F72Z-61610D44-A (RH) ARE AVAILABLE AND CAN BE  
ORDERED BY CALLING 1-800-325-5621. ALL RAIL & MOTOR ASSEMBLY REPLACEMENTS  
MUST BE RETURNED AND ARE SUBJECT TO CHARGE BACK IF REPLACED NEEDLESSLY.

F1 Help F3 Exit F7 Backward F8 Forward  
I0018-BOTTOM OF DATA

F12 Return  
OGDB118

==&gt;

Next/Previous Article (N/P): \_ Article #: SSM 11363 Date: 03/04/1998

Symptom:

Year Vt Fm Vl Mdl Trans Engine Calib Axle

Criteria:

BE SURE RED BUTTON ON CARRIER IS FACING OUTSIDE  
THE PASSIVE SEAT BELT-MOTOR ON SOME 90-92 PROBES MAY MAKE A BUZZING NOISE  
AND/OR THE BELT BUCKLE CARRIER (TRANSPORT) MAY JUMP OR CLICK AT THE B-PILLAR  
WHILE IGNITION IS ON AND DOORS ARE CLOSED. THESE CONDITIONS MAY OCCUR AFTER  
RECALL 96S48 AND/OR 96S99 HAS BEEN PERFORMED. ENSURE THAT RECALL STEP #14 IN  
ATTACHMENT III-8 IN BOTH RECALLS HAS BEEN PERFORMED CORRECTLY. THE RED RELEASE  
BUTTON ON THE BUCKLE CARRIER MUST BE FACING OUTSIDE OF THE VEHICLE AFTER  
INSTALLATION.

F1 Help F3 Exit F7 Backward F8 Forward  
IG018-BOTTOM OF DATA

F12 Return  
CGDB118

MESSAGE NUMBER E00963

TYPE: S Status: D Last Maint: W#JA06

TEXT:

SEAT BELT OPERATION

WOULD DEALERS PLEASE ENSURE TECHNICIANS ARE AWARE THAT IF THEY FIND INCOMPLETE OR POOR RETRACTION OF SEAT BELTS WHICH IS NOT THE RESULT OF TWISTED OR OBSTRUCTED WEBBING THEY MUST REPLACE THE AFFECTED BELT. FAILURE TO DO SO MAY LEAVE LOW BELT TENSION AND STOP THE BELT ADEQUATELY RESTRAINING OCCUPANTS IN THE EVENT OF AN ACCIDENT.

NB A CHECK ON PROPER OPERATION IS PART OF THE ROUTINE SERVICE INSPECTION AND IS ALSO A REQUIREMENT WHEN CARRYING OUT WATER LEAK REPAIRS ON FIESTA 89 - TSB 21/1990 REFERS

Distribution dates for this European SSM are attached

\*\*\*\*\*  
 \* Note printed by MTAULBE1 on 24 Sep 1998 at 14:28:21 \*  
 \*\*\*\*\*

From: AMCDERM1--DRBN006 Date and time 09/24/98 12:51:12  
 To: MTAULBE1--DRBN005  
 cc: MFOX1 --DRBN006

FROM: ALAN MCDERMOTT USAET(UTC -04:00)  
 Subject: FW: RQ98-011 1990-1992 MY Probe - Passive Restraint Assembly  
 The following are the dates for the targeted audiences:

Active	Inactive					
X	*****	ALL OF EUROPE	N	N	AUG 30, 1990	DEC 31, 9999
X	AUT***	AUSTRIA	N	N	DEC 31, 9999	DEC 31, 9999
-	BEL***	BELGIUM	N	N	SEP 24, 1998	
X	CHE***	SWITZERLAND	N	N	DEC 31, 9999	DEC 31, 9999
-	CZE***	CZECH REPUBLIC	N	N	SEP 24, 1998	
X	DEU***	GERMANY	N	N	DEC 31, 9999	DEC 31, 9999
-	DNK***	DENMARK	N	N	SEP 24, 1998	
-	ESP***	SPAIN	N	N	SEP 24, 1998	
-	EST***	ESTONIA	N	N	SEP 24, 1998	
-	FIN***	FINLAND	N	N	SEP 24, 1998	
-	FRA***	FRANCE	N	N	SEP 24, 1998	
-	FRO***	FAEROE ISLANDS	N	N	SEP 24, 1998	
X	GBR***	UNITED KINGDOM	N	N	DEC 31, 9999	DEC 31, 9999
-	GRC***	GREECE	N	N	SEP 24, 1998	
-	HUN***	HUNGARY	N	N	SEP 24, 1998	
X	IRL***	IRELAND	N	N	DEC 31, 9999	DEC 31, 9999
-	ITA***	ITALY	N	N	SEP 24, 1998	
X	LIE***	LIECHTENSTEIN	N	N	DEC 31, 9999	DEC 31, 9999
-	LUX***	LUXEMBOURG	N	N	SEP 24, 1998	
-	MCO***	MONACO	N	N	SEP 24, 1998	
-	NLD***	NETHERLANDS	N	N	SEP 24, 1998	
-	NOR***	NORWAY	N	N	SEP 24, 1998	
-	POL***	POLAND	N	N	SEP 24, 1998	
-	PRT***	PORTUGAL	N	N	SEP 24, 1998	
-	SMR***	SAN MARINO	N	N	SEP 24, 1998	
-	SWE***	SWEDEN	N	N	SEP 24, 1998	
-	VAT***	VATICAN CITY	N	N	SEP 24, 1998	

Export	Markets	Active	Inactive			
X	*****	ALL OF EXPORTS	N	N	AUG 30, 1990	DEC 31, 9999
-	ABW***	ARUBA	N	N	SEP 24, 1998	
-	AFG***	AFGHANISTAN	N	N	SEP 24, 1998	
-	AGO***	ANGOLA	N	N	SEP 24, 1998	
-	AIA***	ANGUILLA	N	N	SEP 24, 1998	
-	ALB***	ALBANIA	N	N	SEP 24, 1998	
-	AND***	ANDORRA	N	N	SEP 24, 1998	
-	ANT***	NETHERLAND ANTILLIES	N	N	SEP 24, 1998	
-	ARE***	UNITED ARAB EMIRATES	N	N	SEP 24, 1998	
-	ARG***	ARGENTINA	N	N	SEP 24, 1998	
-	ASM***	AMER SAMOA	N	N	SEP 24, 1998	
-	ATA***	ANTARCTICA	N	N	SEP 24, 1998	
-	ATF***	FRENCH SOUTH TERR	N	N	SEP 24, 1998	
-	ATG***	ANTIGUA & BARBUDA	N	N	SEP 24, 1998	
-	AUS***	AUSTRALIA	N	N	SEP 24, 1998	
-	BDI***	BURUNDI	N	N	SEP 24, 1998	
-	BEN***	BENIN	N	N	SEP 24, 1998	
-	BGD***	BANGLADESH	N	N	SEP 24, 1998	
-	BGR***	BULGARIA	N	N	SEP 24, 1998	

BHR***	BAHRAIN	N	N	SEP 24, 1998
BHS***	BAHAMAS	N	N	SEP 24, 1998
BLR***	BELARUS	N	N	SEP 24, 1998
BLZ***	BELIZE	N	N	SEP 24, 1998
BMU***	BERMUDA	N	N	SEP 24, 1998
BOL***	BOLIVIA	N	N	SEP 24, 1998
BRA***	BRAZIL	N	N	SEP 24, 1998
BRB***	BARBADOS	N	N	SEP 24, 1998
BRN***	BRUNEI	N	N	SEP 24, 1998
BTN***	BHUTAN	N	N	SEP 24, 1998
BVT***	BOUVET ISLAND	N	N	SEP 24, 1998
CAP***	CENTRAL AFRICAN	N	N	SEP 24, 1998
CCK***	COCOS (KEELING) ISLI	N	N	SEP 24, 1998
CHL***	CHILE	N	N	SEP 24, 1998
CHN***	PEOPLES REP OF CHINA	N	N	SEP 24, 1998
CMR***	CAMEROON	N	N	SEP 24, 1998
COG***	CONGO	N	N	SEP 24, 1998
COK***	COOK ISLANDS	N	N	SEP 24, 1998
COL***	COLUMBIA	N	N	SEP 24, 1998
COM***	COMOROS	N	N	SEP 24, 1998
CPV***	CAPE VERDE	N	N	SEP 24, 1998
CRI***	COSTA RICA	N	N	SEP 24, 1998
CUB***	CUBA	N	N	SEP 24, 1998
CKR***	CHRISTMAS ISLANDS	N	N	SEP 24, 1998
CYM***	CAYMAN ISLANDS	N	N	SEP 24, 1998
CYP***	CYPRUS	N	N	SEP 24, 1998
DJI***	DJIBOUTI	N	N	SEP 24, 1998
DMA***	DOMINICA	N	N	SEP 24, 1998
DOM***	DOMINICAN REPUBLIC	N	N	SEP 24, 1998
DZA***	ALGERIA	N	N	SEP 24, 1998
ECU***	ECUADOR	N	N	SEP 24, 1998
EGY***	EGYPT	N	N	SEP 24, 1998
ESH***	WESTERN SAHARA	N	N	SEP 24, 1998
ETH***	ETHIOPIA	N	N	SEP 24, 1998
FJI***	FIJI	N	N	SEP 24, 1998
FLK***	FALKLAND	N	N	SEP 24, 1998
GHA***	GHANA	N	N	SEP 24, 1998
GIB***	GIBRALTAR	N	N	SEP 24, 1998
GIN***	GUINEA	N	N	SEP 24, 1998
GLB***	GUADELOUPE	N	N	SEP 24, 1998
GMB***	GAMBIA	N	N	SEP 24, 1998
GNB***	GUINEA BISSAU	N	N	SEP 24, 1998
GNQ***	EQUATORIAL GUINEA	N	N	SEP 24, 1998
GRD***	GRANADA	N	N	SEP 24, 1998
GRL***	GREENLAND	N	N	SEP 24, 1998
GTM***	GUATEMALA	N	N	SEP 24, 1998
GUF***	FRENCH GUYANA	N	N	SEP 24, 1998
GUM***	GUAM	N	N	SEP 24, 1998
GUY***	GUYANA	N	N	SEP 24, 1998
HKG***	HONG KONG	N	N	SEP 24, 1998
HMD***	HEARD & McDONALDS	N	N	SEP 24, 1998
HND***	HONDURAS	N	N	SEP 24, 1998
HRV***	CROATIA (RVATSKA)	N	N	SEP 24, 1998
HTI***	HAITI	N	N	SEP 24, 1998
IDN***	INDONESIA	N	N	SEP 24, 1998
IND***	INDIA	N	N	SEP 24, 1998
IOT***	BRITISH IND OCEAN TE	N	N	SEP 24, 1998
IRN***	IRAN	N	N	SEP 24, 1998
IRQ***	IRAQ	N	N	SEP 24, 1998
ISL***	ICELAND	N	N	SEP 24, 1998

ISR***	ISRAEL	N	N	SEP 24, 1998
JAM***	JAMAICA	N	N	SEP 24, 1998
JOR***	JORDAN	N	N	SEP 24, 1998
JPN***	JAPAN	N	N	SEP 24, 1998
KAZ***	KAZAKHSTAN	N	N	SEP 24, 1998
KEN***	KENYA	N	N	SEP 24, 1998
KHM***	CAMBODIA	N	N	SEP 24, 1998
KIR***	KIRIBATI	N	N	SEP 24, 1998
KNA***	SAINT KITTS & NEVIS	N	N	SEP 24, 1998
KOR***	KOREA	N	N	SEP 24, 1998
KWT***	KUWAIT	N	N	SEP 24, 1998
LAO***	LAOS	N	N	SEP 24, 1998
LEN***	LEBANON	N	N	SEP 24, 1998
LBR***	LIBERIA	N	N	SEP 24, 1998
LBY***	LIBYA	N	N	SEP 24, 1998
LCA***	SAINT LUCIA	N	N	SEP 24, 1998
LKA***	SRI LANKA	N	N	SEP 24, 1998
LES***	LESOTHO	N	N	SEP 24, 1998
LTU***	LITHUANIA	N	N	SEP 24, 1998
LVA***	LATVIA	N	N	SEP 24, 1998
MAC***	MACAU	N	N	SEP 24, 1998
MAR***	MOROCCO	N	N	SEP 24, 1998
MDG***	MADAGASCAR	N	N	SEP 24, 1998
MDV***	MALDIVES	N	N	SEP 24, 1998
MKD***	F.Y.C.O. MACEDONIA	N	N	SEP 24, 1998
MLI***	MALI	N	N	SEP 24, 1998
MLT***	MALTA	N	N	SEP 24, 1998
MNG***	MONGOLIA	N	N	SEP 24, 1998
MNP***	N MARIANA ISLAND	N	N	SEP 24, 1998
MOZ***	MOZAMBIQUE	N	N	SEP 24, 1998
MSR***	MONSERRAT	N	N	SEP 24, 1998
MWI***	MALAWI	N	N	SEP 24, 1998
MYS***	MALAYSIA	N	N	SEP 24, 1998
NAM***	NAMIBIA	N	N	SEP 24, 1998
NCL***	NEW CALEDONIA	N	N	SEP 24, 1998
NER***	NIGER	N	N	SEP 24, 1998
NFK***	NORFOLK ISLAND	N	N	SEP 24, 1998
NGA***	NIGERIA	N	N	SEP 24, 1998
NIC***	NICARAGUA	N	N	SEP 24, 1998
NIU***	NIUE	N	N	SEP 24, 1998
NPL***	NEPAL	N	N	SEP 24, 1998
NRU***	NAURU	N	N	SEP 24, 1998
NEL***	NEW ZEALAND	N	N	SEP 24, 1998
OMN***	OMAN	N	N	SEP 24, 1998
PAK***	PAKISTAN	N	N	SEP 24, 1998
PAN***	REP. OF PANAMA	N	N	SEP 24, 1998
PER***	PERU	N	N	SEP 24, 1998
PHL***	PHILIPPINE REPUBLIC	N	N	SEP 24, 1998
PNG***	PAPUA NEW GUINEA	N	N	SEP 24, 1998
PRI***	PUERTO RICO	N	N	SEP 24, 1998
PRK***	KOREA (NORTH)	N	N	SEP 24, 1998
PRY***	PARAGUAY	N	N	SEP 24, 1998
PYF***	FRENCH POLYNESIA	N	N	SEP 24, 1998
QAT***	QATAR	N	N	SEP 24, 1998
REU***	REUNION	N	N	SEP 24, 1998
ROM***	ROMANIA	N	N	SEP 24, 1998
RUS***	RUSSIA	N	N	SEP 24, 1998
RWA***	RWANDA	N	N	SEP 24, 1998
SAU***	SAUDI ARABIA	N	N	SEP 24, 1998
SDN***	SUDAN	N	N	SEP 24, 1998

-	SEN***	SENEGAL	N	N	SEP 24, 1998
-	SGP***	SINGAPORE	N	N	SEP 24, 1998
-	SHN***	ST HELENA	N	N	SEP 24, 1998
-	SJM***	SVALBARD & JAN MAYEN	N	N	SEP 24, 1998
-	SLB***	EL SOLOMON ISLANDS	N	N	SEP 24, 1998
-	SLE***	EL SIERRA LEONE	N	N	SEP 24, 1998
-	SLV***	EL SALVADOR	N	N	SEP 24, 1998
-	SOM***	SOMALIA	N	N	SEP 24, 1998
-	SPM***	ST. PIERRE & MIQUELO	N	N	SEP 24, 1998
-	STP***	SAO TOME & PRINCIPE	N	N	SEP 24, 1998
-	SUR***	SURINAM	N	N	SEP 24, 1998
-	SVK***	SLOVAKIA	N	N	SEP 24, 1998
-	SVN***	SLOVENIA	N	N	SEP 24, 1998
-	SWZ***	SWAZILAND	N	N	SEP 24, 1998
-	SYC***	SEYCHELLES	N	N	SEP 24, 1998
-	SYR***	SYRIAN ARAB REPUBLIC	N	N	SEP 24, 1998
-	TCA***	TURKS & CAICOS ISLAN	N	N	SEP 24, 1998
-	TCO***	CHAD	N	N	SEP 24, 1998
-	TGO***	TOGO	N	N	SEP 24, 1998
-	THA***	THAILAND	N	N	SEP 24, 1998
-	TKL***	TOKELAU	N	N	SEP 24, 1998
-	TKM***	TURKMENISTAN	N	N	SEP 24, 1998
-	TMP***	EAST TIMOR	N	N	SEP 24, 1998
-	TON***	TONGA	N	N	SEP 24, 1998
-	TTO***	TRINIDAD & TOBAGO	N	N	SEP 24, 1998
-	TUN***	TUNISIA	N	N	SEP 24, 1998
-	TUR***	TURKEY	N	N	SEP 24, 1998
-	TUV***	TUVALU	N	N	SEP 24, 1998
-	TWN***	TAIWAN	N	N	SEP 24, 1998
-	TZA***	TANZANIA	N	N	SEP 24, 1998
-	UGA***	UGANDA	N	N	SEP 24, 1998
-	UKR***	UKRAINE	N	N	SEP 24, 1998
-	UMI***	US MISC PACIFIC	N	N	SEP 24, 1998
-	URY***	UROGUAY	N	N	SEP 24, 1998
-	VCT***	ST VINCENT & GRENADI	N	N	SEP 24, 1998
-	VEN***	VENEZUELA	N	N	SEP 24, 1998
-	VGB***	VIRGIN ISLANDS (BRITI	N	N	SEP 24, 1998
-	VIR***	VIRGIN ISLANDS (U.S.	N	N	SEP 24, 1998
-	VNM***	VIETNAM	N	N	SEP 24, 1998
-	VUT***	VANUATU	N	N	SEP 24, 1998
-	WLF***	WALLIS & FUTUNA ISL	N	N	SEP 24, 1998
-	WSM***	SAMOA	N	N	SEP 24, 1998
-	YEM***	YEMEN	N	N	SEP 24, 1998
-	YUG***	YUGOSLAVIA	N	N	SEP 24, 1998
-	ZAF***	SOUTH AFRICA	N	N	SEP 24, 1998
-	ZAR***	ZAIRE	N	N	SEP 24, 1998
-	ZMB***	ZAMBIA	N	N	SEP 24, 1998
-	ZWE***	ZIMBABWE	N	N	SEP 24, 1998

Regards, Al McDermott  
 FCSD, Quicker Service Fix Support  
 Fairlane Business Park 3 / 245C  
 32-32272 fax 39-04457

\*\*\* Forwarding note from MTAULBEL--FORDMAIL 09/24/98 09:08 \*\*\*  
 To: AMCDERMI--FORDMAIL McDermott, Alan (A  
 cc: MTAULBEL--FORDMAIL Taulbee, Marilyn (

From: Taulbee, Marilyn (M.F.)  
 Subject: FW: RQ98-011 1990-1992 MY Probe - Passive Restraint Assembly

From: NCU8AS --0REN006	Date and time	18/12/76 17:13:22
To: HOWELL --0REN006		
Cc: BRALINT --0REN006	Balint, G. G.	SPERRIGE --0REN006
BRALUK --0REN006	Balik, T. W.	POTAMNAC --0REN006
BVICKERY --0REN006	Vickery, R. D., S	MAGDOBER --0REN006
BMMERSON --0REN006	Maercher, C. F.	MOTARRIN --0REN006
BWEBSTER --0REN006	Webster, L. M.	MCHITISS --0REN006
		Ferrise, D. J.
		Glenagay, D. J.
		Starring, M. J.
		Salih, M. H.

FROM: Dugas, W. G. (Mail) NCU8AS (01) USASTATED (NY 11)  
 FROM: DPO VPL 4014 - Inter C. Mail to Rm 100-NFCC - TEXAS13010005  
 ISMAIL:USFM0357 - Svc: CHOOVERS - Telephone: (513) 62-14108  
 Subject: (U) Request for DOTS II Message Regarding Safety Recall 93048/97  
 \*\*\*\*\*  
 Please publish the following message on DOTS II. Thank you.

**SPECIAL RECALL ANNOUNCEMENTS:**

**SAFETY RECALLS 93048 and 93097  
 (FREE MOTORISED SEAT BELTS)**

Effective immediately, replacement rails (rail only - no motor) may be ordered for Safety Recalls 93048 and 93097. When servicing a vehicle under either of these recalls, please DO NOT order a rail and motor assembly if only a rail is required. Over-ordering of rail and motor assemblies will lead to parts shortages.

Order replacement rails (no motor) by calling Renkin at 1-800-925-5621.

LH side / 93048: F722-61610343-A  
 (Replace on all affected vehicles)

RH side / 93097: F722-61610344-AA  
 (Replace only, if inspection indicates new rail is required)

The availability of replacement rails should reduce the need for rail and motor assemblies AND reduce the need for rental / loaner vehicles (which require prior approval by calling Renkin at 1-800-925-5621).

Recall / ONP Department  
 December 17, 1976

\*\*\*\*\*


 Mini-FAX Transmittal Date 12/16/96 Page 2  
 TO M. H. Dugas FROM Gary Balint  
 BLDG. \_\_\_\_\_ BLDG. \_\_\_\_\_  
 TELEPHONE \_\_\_\_\_ TELEPHONE 87610  
 FAX NO. 19985 FAX NO. \_\_\_\_\_  
 1564  
 Final version of flier - Can you get out 

DECEMBER 16, 1996

# SPECIAL RECALL ANNOUNCEMENTS:

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

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

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

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

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

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

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

## Service Recall Bulletin - 96S48 Supplement #1

### PS&L Input

#### Recall Procedure

##### Paragraph 2

If the left side passes the inspection and the passive restraint (motorized) seat belt system is operable, perform Safety Recall 96S99, return the vehicle to the owner. ~~And cancel any part that may have been previously ordered.~~

#### Parts Ordering Information

If the rail passes the inspection and the system is operable, please cancel any parts that may have been ordered for this vehicle.

NOTE: The full assembly (Track Assembly F72Z 61610D44-B and F72Z 61610D45-B) are no longer available as an assembly. If the full assembly is required, you must now order a Cable/Motor Assembly and a Rail only part. Service parts are as follows:

	Right	Left
Cable/Motor Assembly	F72Z 61610D44-C	F72Z 61610D45-C
Rail Only	F72Z 61610D44-A	F72Z 61610D45-A

If you had placed an order for the full assembly (Track Assembly F72Z 61610D44-B or F72Z 61610D45-B), your order will be automatically filled with the rail only part (F72Z 61610D44-A or F72Z 61610D45-A). All of these orders will be filled in October 1997.

If a Cable/Motor Assembly is required (F72Z 61610D44-C or F72Z 61610D45-C) you will need to place a new order.

Emergency orders for the Cable/Motor Assemblies will start being filled in December 1997. All Cable/Motor Assembly orders will be handled on a "first ordered, first filled" basis.

For more parts ordering information, see Safety Recall Bulletin 96S49 Attachment II.



# Service Recall Bulletin

TO: All Ford and Lincoln/Mercury Dealers

October, 1997

SUBJECT: Safety Recall 96S48 Supplement #1 - Inspection Procedure added to Technical Instructions

Reference: Safety Recall Bulletin 96S48, dated October 1996

The purpose of this bulletin is to advise you that an inspection procedure has been approved for the affected vehicles. This inspection should reveal that approximately 50% of the affected vehicles will not require any parts and can be returned to the owner and relieve the back-order of parts.

## AFFECTED VEHICLES

All 1990 - 1992 Probes

## RECALL PROCEDURES

Refer to page 2 and 3 of Attachment III of Recall 96S99 for inspection procedure. Perform this inspection on the left (drivers side) rail.

If the left side passes the inspection and the passive restraint (motorized) seat belt system is operable, perform Safety Recall 96S99, return the vehicle to the owner, and ~~cancel any parts that may have been previously ordered.~~

## LABOR ALLOWANCE (Also see Safety Recall Bulletin 96S48)

ACTION:	LABOR OPERATION:
Inspect LH Rail - Passes	96S48A
Inspect LH Rail - Fails	96S48F

## PARTS ORDERING INFORMATION

If the rail passes the inspection and the system is operable, please cancel any parts that may have been ordered for this vehicle.

NOTE: The full assembly (motor, cable and rail) are no longer available as an assembly. If you have placed an order for the full assembly, ~~you are NOT~~ ~~to reorder.~~ Your order will be automatically filled with the ~~cable/motor assembly~~ and the rail assembly. *If a cable/motor assembly is required, you will need to place a new order.*

For more parts ordering information, see Safety Recall Bulletin 96S48 Attachment II.

## QUESTIONS?

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

Sincerely,

A. R. Kaduk  
Manager  
Vehicle Service and Programs

*Obtain p/n's  
for cable/motor &  
Rail.*

\*\*\*\*\*  
\* Note printed by JSHORE on 9 Oct 1997 at 09:19:27 \*  
\*\*\*\*\*

From: GLAURITZ--DREN006 Date and time 10/09/97 08:15:23  
To: GLAURITZ--DREN006 Gregory Lauritzen RODONNE3--DREN006 Robert L. O'Donnell  
JSHORE --DREN006 John Shore PGIAMMAR--DREN006 Pat Giammarco

From the desk of Gregory Lauritzen USAET(UTC -04:00)

Requester: Gregory Lauritzen  
Date to be scheduled: 10/09/97  
Starting time: 1:00PM USAET  
Ending time: 2:00PM USAET

Location: NPD 2316E

Subject: Rail & Motors to Cable & Motors

Purpose: to discuss new developments

\*\*\*\*\*

Gregory Lauritzen  
Packager Liaison  
FCSD (26)6-9811 e-mail: USFMD12Y@ISMMAIL.COM  
Customer satisfaction is our NUMBER ONE priority

\*\*\*\*\*  
\* Note printed by JSHORE on 8 Oct 1997 at 17:00:41 \*  
\*\*\*\*\*

From: RODONNE3--DRBN006 Date and time 10/08/97 12:50:12  
To: JSHORE --DRBN006 Shore, J. . (John)  
cc: DKAERCHE--DRBN006 HKIRX --DRBN006  
GLAURITZ--DRBN006 PGIAMMAR--DRBN006

FROM: Robert L O'Donnell USAET(UTC -04:00)  
Subject: Probe Seat Belt Campaign/Re-Call: (96S48/96S99)

Have new Ford part numbers for the separated Rail and Cable & Motor assemblies been established? Please forward these to me if they have been established, if not what do we perceive the timing to be on this?

Are there plans to cancel the current back orders on this campaign and have the Dealers re-order using the separated assemblies? What do we perceive the timing on this to be?

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

Thursday Afternoon

\*\*\*\*\*  
\* Note printed by JSHORE on 8 Oct 1997 at 16:56:30 \*  
\*\*\*\*\*

From: PBANDOSK--DRBN006 Date and time 09/05/97 14:28:19  
To: JSHORE --DRBN006  
cc: RBADGES --DRBN006 JBRADLEY--DRBN006  
JBERNBEC--DRBN006 ABRANDT1--DRBN006  
DKAERCHE--DRBN006

FROM: Pete Bandoske USAET(UTC -04:00)  
Subject: Mazda Eng Change Notice (7G-9140)Seat Belt Recall Program  
The repair change is minor but I do understand the need to possibly re-time study. When the dealer orders a full assy. 616610D44/45-B he will then be required to order a rail assy. 61510D44/45-A and a cable/motor assy. 61610D44/45-C, then put them together by driving in a roll pin. I can meet and discuss Tuesday or Wednesday next week. Just let me know.

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

\*\*\* Forwarding note from JSHORE --DRBN006 09/05/97 11:33 \*\*\*  
To: PBANDOSK--DRBN006  
cc: RBADGES --DRBN006 GLAURITZ--DRBN006  
KWYGONIK--DRBN006 DTOWNSEN--DRBN006  
ABRANDT1--DRBN006 PANDERSB--DRBN006  
JBRADLEY--DRBN006 DKAERCHE--DRBN006 Kærcher, D. F.  
JBERNBEC--DRBN006 Bernbeck, J.F. JSHORE --DRBN006 Shore, J.

FROM: John Shore USAET(UTC -04:00)  
Subject: Mazda Eng Change Notice (7G-9140)Seat Belt Recall Program

Can we talk??????

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

- How do we notify the dealers that the repair process has changed?
- New labor allowances - codes
- Part costing / pricing involvement
- Adjustments to service releases
- North America / Europe - are we the same
- Is a new dealer mailing needed (parts manager and service manager)
- Timing for changes
- Warranty payment changes

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

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

\*\*\* Forwarding note from PBANDOSK--DRBN006 09/05/97 10:41 \*\*\*  
To: RBADGES --DRBN006 GLAURITZ--DRBN006  
JSHORE --DRBN006  
cc: PBANDOSK--DRBN006 DTOWNSEN--DRBN006  
KWYGONIK--DRBN006 PBANDOSK--DRBN006

FROM: Pete Bandoske USAET(UTC -04:00)  
Subject: Mazda Eng Change Notice (7G-9140)Seat Belt Recall Program

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

Regards,

Pete Sandoske, Probe/SW-164 Service Engineer, AAI EVT  
FCSD VS&P Current and Past Model Support Small/Medium FWD\_Team  
Phone 783-8308, FAX 782-1932, AAI Shop Office, MS0022

\*\*\* Forwarding note from DTOWNSEN--DREB006 09/03/97 13:12 \*\*\*

To: PEANDOSK--DREB006

cc: KWYGONIK--DREB006

MMCINTOS--DREB006

FROM: David Townsend

USAET(UTC -04:00)

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

The service parts requested are as follows:

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

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

Regards,

David Townsend

x90360

Suite 1141B- NPD



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

## RECALL/SPECIAL SERVICE PROGRAM INFORMATION

### IMPORTANT RECALL/SPECIAL PROGRAM INFORMATION

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

**SUBJECT: Safety Recall 96S48 - Loaner Cars**

1. Parts are available to complete the repairs on Safety Recall 96S48 - 1990-92 Probe Passive Restraint.
2. The full assembly (Track Assembly F72Z 61610D44-B and F72Z 61610D45-B) are no longer available as an assembly.
3. All back orders for full assemblies have been canceled. Your must reorder using the following part numbers:

	<u>Right</u>	<u>Left</u>
Cable/Motor Assembly	F72Z 61610D44C	F72Z 61610D45C
Rail (Only)	F72Z 61610D44A	F72Z 61610D45A

4. Effective April 1, 1998, loaner cars will no longer be approved for this Recall.
5. If you have loaner cars out on this Recall, please order the necessary parts and perform the repair.

**PLEASE PROVIDE COPIES TO:**

- X      **SERVICE MANAGER**
- X      **PARTS MANAGER**
- X      **WARRANTY ADMINISTRATOR**



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

**RECALL/SPECIAL SERVICE  
PROGRAM INFORMATION**

Approvals:	
	Date
A.D. Brandt _____	_____
J.B. Bradley _____	_____
A.R. Kaduk _____	_____

Note Log: 96548  
Period: 03/19/98 15:58:22 thru 09/02/98 10:30:40

Printed: 09/04/98

MSG FROM: JSHORE --DRBN006 TO: ALEESE --DRBN006 03/19/98 15:58:22

To: ALEESE --DRBN006  
cc: ABRANDT1--DRBN006

KJONES4 --DRBN005  
RWOOTEN --DRBN006

FROM: John Shore

USAET(UTC -05:00)

Subject: 96548 - Probe Seatbelts

We are now receiving motor assembly parts and keeping ahead of demand by a few hundred parts. This is only recently when we've been in this position.

Our dealers are not "officially" aware of a change in repair process except when they order the rail/motor assembly and PS&L ships him the motor only. We have been holding on a re-pub of the new inspect process for the drivers system.

Is this going to happen?

To answer Ken's question, can we evaluate loaner costs....no. I can tell you parts are available in a limited volume.

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

John Shore - FCSD / PS&L Recall Manager  
Phone 26-69789 FAX 52-33065 NPDC - 1555C

\*\*\* Forwarding note from ALEESE --DRBN006 03/19/98 15:23 \*\*\*

To: JSHORE --DRBN006

cc: ABRANDT1--DRBN006 Andy Brandt  
KJONES4 --DRBN005

ALEESE --DRBN006  
RWOOTEN --DRBN006

FROM: Al Leese

USAET(UTC -05:00)

Subject: 96548 - Probe Seatbelts

Ken Jones wants someone from FCSD recall area to evaluate if the increased loaner costs are warranted. Can you help on this? Do we still have a big back-order problem on this Recall? Do date, this recall is 34% complete.

Regards,

Alvin Leese, Recall/Service Programs Department, FCSD  
Ph# (313) 390-8877, FAX (313) 845-1024  
Diagnostic Service Center II (DSCII), 455

\*\*\*\*\* E N D - O F - N O T E \*\*\*\*\*

Note Log: 96548

Page 1

Note Log: 96548  
Period: 03/19/98 15:58:22 thru 09/02/98 10:30:40

Printed: 09/04/98

MSG FROM: JSHORE --DRBN006 TO: ALEESE --DRBN006 03/27/98 07:57:11

To: ALEESE --DRBN006

FROM: John Shore USAET(UTC -05:00)  
\*\*\* Resending note of 03/26/98 16:32  
To: JLOGEL --DRBN005 JSHORE --DRBN006  
KJONES4 --DRBN005 KWILUSH --DRBN007  
RWHEELOC--DRBN005 RWOOTEN --DRBN006  
cc: ALEESE --DRBN006

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

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

ONE PAGE FAX FOR REVIEW / APPROVAL (File 96548FAX)

Please take a quick look at the attached file and provide comments/approval.

Check One: Approved As Written XXXX

Approved With Changes \_\_\_\_\_ (FAX Mark-up to Al Leese @ 51024)

Thanks in advance.

Regards,  
Alvin Leese, Recall/Service Programs Department, FCSD  
Ph# (313) 390-8877, FAX (313) 845-1024  
Diagnostic Service Center II (DSCII), 455

\*\*\*\*\* E N D = O F = N O T E \*\*\*\*\*

MSG FROM: JSHORE --DRBN006 TO: ALEESE --DRBN006 04/17/98 09:26:06

To: ALEESE --DRBN006  
cc: GDEYO --DRBN006 ABRANDT1--DRBN006

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

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

I spoke to the merchandiser yesterday (after you and I met). He requested the prepared FAX be delayed until Mid-May and the part control dates be changed to support the change of date.

Note Log: 96548

Page 2

Please advise your ability to support this change.

Please Forward (PFS) All Responses.....Thank-You  
John Shore - FCSD / PS&L Recall Manager  
Phone 26-69789 FAX 52-33065 NPDC - 1555C  
\*\*\* Forwarding note from ALEESE --DRBN006 04/15/98 14:39 \*\*\*  
To: JSHORE --DRBN006  
cc: ABRANDTL--DRBN006 Andy Brandt ALEESE --DRBN006  
  
FROM: Al Lease USAET(UTC -04:00)

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

John, the Dealer FAX for 96548 (Probe passive Restraint) has not been sent to dealers yet because of concerns related to the anticipated run on the Cable/Motor Assembly (F72Z 61610D44C and F72Z 61610D45C).

Since this recall is only 32% complete and there is a need to eliminate the Loaner Car situation, I have modified the proposed dealer FAX.

Please review this FAX (file 96548a) and comment. Thanks.

Regards,  
Alvin Lease, Recall/Service Programs Department, FCSD  
Ph# (313) 390-8877, FAX (313) 845-1024  
Diagnostic Service Center II (DSCII), 455  
- - - - - E N D - O F - N O T E - - - - -

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

To: DKAERCHE--DRBN006 JSHORE --DRBN006  
cc: GDEYO --DRBN006  
  
FROM: Pat Giammarco USAET(UTC -04:00)

Subject: Denso Request for Volumes of Recall Letters

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

Regards,  
Pat Giammarco  
FCSD Purchasing  
Voice: (313) 266-9819 / Fax 523-5661; USFMC2W@LEMMAIL.COM

Note Log: 96S46  
Period: 03/19/98 15:58:22 thru 09/02/98 10:30:40

Printed: 09/04/98

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

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

Subject: Denso Request for Volumes of Recall Letters

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

Regards,  
G. B. Deyo  
(734) 266-9812

\*\*\* Forwarding note from PGIAMMAR--DRBN006 05/14/98 11:18 \*\*\*  
To: DKAERCHE--DRBN006  
cc: GDEYO --DRBN006

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

Subject: Denso Request for Volumes of Recall Letters

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

Regards,  
Pat Giammarco  
FCSD Purchasing  
Voice: (313) 266-9819 / Fax 523-5661; USFMCIMZ@IEMMAIL.COM  
\*\*\*\*\* E N D = O F = N O T E \*\*\*\*\*

MSG FROM: JSHORE --DRBN006 TO: KWILUSH --DRBN007 05/20/98 12:08:56

To: KWILUSH --DRBN007  
cc: ABRANDT1--DRBN006

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

Note Log: 96S48

Page 4

Note Log: 96S48  
Period: 03/19/98 15:58:22 thru 09/02/98 10:30:40

Printed: 09/04/98

Subject: 96S48

No...advise your dealers not to return parts unless a 700 tag is set to them.

Please Forward (PFS) All Responses....Thank-You  
John Shore - FCSD / PS&L Recall Manager  
Phone (734) 26-69789 FAX (734) 52-33065 NPDC - 1555C  
\*\*\* Forwarding note from KWILUSH --DREN007 05/20/98 11:18 \*\*\*  
To: JSHORE --DREN006  
cc: KWILUSH --DREN007

FROM: Kevin Wilush

CANET(UTC -04:00)

Subject: 96S48

I'm glad you brought the above Recall up at this mornings meeting-----  
we are getting the odd assembly back into our Warranty Parts Evaluation  
Center-----basically because the original bulletin states that we want  
the parts returned-----I remember talk about the motors being OK and  
the rails were bad-----can you enlighten me on anything here?  
ie. do you want our assemblies that come back in from dealerships?  
Thanks.

Regards,  
Kevin Wilush

\* \* \* \* \* E N D - O F - N O T E \* \* \* \* \*

MSG FROM: PGIAMMAR--DREN006 TO: JSHORE --DREN006 09/02/98 10:30:40

To: JSHORE --DREN006  
cc: PGIAMMAR--DREN006

HKIRK --DREN006

FROM: Pat Giammarco

USAET(UTC -04:00)

COST INFORMATION REDACTED

Subject: Probe Motorized Belts Recall Performance Assignment Meeting

John, I won't be able to attend the meeting today. For information, in order  
to accommodate the much higher demand for rail and motor assemblies (as  
opposed to rail only), I did authorize the maximum expenditures  
of [ ] to increase supplier capacity from 2000/mo to 10,000/mo;  
along with an additional [ ] to cover premium air freight of  
components from the two sub-suppliers in Japan to QSS in Canada.  
This was the maximum action which could have been taken in November

Note Log: 96S48

Page 5

1997 to cover increased motor demand at that time (over the initial recall projections for rail vs rail and motor volumes).

Regards,

Pat Giammarco

FCSD Purchasing

Voice: (313) 266-9819 / Fax 523-5661; USFMC2W@IBMMAIL.COM

\*\*\* Forwarding note from JSHORE --DRBN006 09/01/98 14:19 \*\*\*

To: PWILCHES--DRBN006

PGIAMMAR--DRBN006

cc: MKIRK --DRBN006

DKAERCHE--DRBN006 Kaercher, D. F. .

FROM: John Shore

USAET(UTC -04:00)

Subject: Probe Motorized Belts Recall Performance Assignment Meeting

This inquiry from the government is regarding our low competition rate for 96548. It would be very helpful if you could attend this meeting.

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

John Shore - FCSD / PSEL Recall Manager

Phone (734) 26-69789 FAX (734) 52-33065 NPDC - 1555C

\*\*\* Forwarding note from DPOLASKI--DRBN005 09/01/98 13:41 \*\*\*

To: WBOHAN --DRBN005

Bill Bohan

RNEVI --DRBN005

Ray Nevi

DBRESEKE--DRBN005

Don Breseke

JLOGEL --DRBN005

Jay Logel

RBISKUP --DRBN005

Robert Biskup

RCASSEL --DRBN005

Reem Cassel

ABRANDT1--DRBN006

JBRADLEY--DRBN006

CRAYMOND--DRBN006

FBYKAYLO--DRBN006

PMOORBE --DRBN006

EFRANKEL--DRBN005

Eli Frankel

JSHORE --DRBN006

PEANDOSK--DRBN006

cc: AEXEL --DRBN005

Arlene Exel

LPAQUETT--DRBN006

Linda K. Paquette

MMAY3 --DRBN004

Mary May

AKADUK --DRBN006

Anthony Kaduk

FROM: Donna J. Polaski

USAET(UTC -04:00)

Requester: Donna Polaski

Date to be scheduled: 09/02/98

Starting time: 02:00 PM

Ending time: 03:00 PM

Location: CR 500 E/W - Fairlane Plaza South

Subject: Probe Motorized Belts Recall Performance Assignment Meeting

Purpose: (BQ98-011)

I will fax a copy of the inquiry to you.

\*\*If you're unable to attend, please send a rep\*\*

(Meeting called by Ray Nevi x47688)

\* \* \* \* \*

Have a nice day!  
Donna J. Polaski  
Automotive Safety Office, Suite 500 - Fairlane Plaza South  
Ph. (313)32-20528 Fax (313)59-42268 E-Mail: dpolaski@ford.com  
\* \* \* \* \* = E N D = O F = N O T E = \* \* \* \* \*

Note Log: 96548  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

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

To: SFERRISE--DRBN006  
cc: JSHORE --DRBN006  
JBRADLEY--DRBN006  
MGINTER --DRBN006

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

FROM: Don Kaercher  
DKAERCHE 62-14142

USAET(UTC -05:00)

Subject: 96548

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

Regards,

Don Kaercher QSP/Recall Process Support IBM Mail USFMC7GZ  
Customer Parts Operation 62-14143 Fax 62-19986  
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

\*\*\*\*\* E N D = O F = N O T E \*\*\*\*\*

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

To: THALUK --DRBN006  
cc: SFERRISE--DRBN006  
DKAERCHE--DRBN006

JSHORE --DRBN006

FROM: Michael Rogers

USAET(UTC -05:00)

Subject: 11/22 Probe Seat Belt Mtg Notes

Tom,

The 1/22 meeting went as follows:

- F72Z-61610D44-B (RH) Rail & Motor:
  - 3,692 pcs currently DUE/OPEN
  - A commitment to procure an add'l 5,000 motors 1/17.
  - The 4,400 QSS On-Hand Escort motors to be converted to fit Probe RH Rail & Motor Assy WILL NOT BE FEASIBLE, at least initially. The anticipated easy "clip and plug" fix is not feasible. Since the bracketry, cable, and housing are unique (and QSS does not have any stock on these components), they must be procured separately.

Note Log: 96548

Page 1



Subject: Probe Seat Belt Parts Issues - Recalls 96548/96599

I expect during this meeting we as a group will be asked "how can/do we stop our dealers from ordering the rail and motor assemblies?".

From earlier meetings, I remember someone evaluated returned rail and motor g assemblies and found only 4% or 5% of all the returned parts did not require the assembly and could have been repaired by the rail only.

With that in mind..... The dealers appear justified in ordering the rail and motor assemblies, so stopping them from ordering the parts will cause a MAJOR dealer relations concern.

Your thoughts?

Please Forward (PF5) All Responses.....Thank-You  
John Shore - QSF / Recall Process Team  
32-31596

\*\*\* Forwarding note from SFERRISZ--DR3N006 02/04/97 12:15 \*\*\*  
To: JSHORE --DR3N006  
cc: TBALUK --DR3N006 MROGERSZ--DR3N006  
DKAERCHE--DR3N006

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

Subject: Probe Seat Belt Parts Issues - Recalls 96548/96599

We are still in a serious backorder situation on the rail & motor assemblies (F72Z 61610D44 B & F72Z 61610D45 A). Here is the latest information on each of these two parts:

F72Z 61610D44 B / KAY1 57930 --- 3,435 pcs. on backorder.  
--- 0 on hand at HLM.  
--- avg orders = 150 per day.  
--- QSS promised 3500 pcs. beginning 3/15 & complete by 3/31.

F72Z 61610D45 B / KAY1 57990 --- 3,802 pcs. on backorder.  
--- 0 on hand at HLM.  
--- avg orders = 314 per day  
--- QSS is shipping weekly against a balance of 14,454 pcs. but not fast enough to recover; QSS has not committed to a weekly ship quantity.

We have been advised that we need to make a decision regarding the mix for the additional 10,000 motors for which we have committed as well as the componentry. Therefore, we are issuing releases for 5,000 pcs. F72Z 61610D44 B & 5,000

pcs. F72Z 61610D45 B. Inventory levels for the rails only (F72Z 61610D44 A & F72Z 61610D45 A) are in good position.

We have not received any further information from QSS or MANA regarding the possibility of reducing lead time for rail & motor assemblies by using the componentry from dealer returns. This issue still needs to be pursued with QSS if there is still a possibility of reducing lead time with this process.

I cannot attend the meeting on Friday since I will be attending a class for the entire day. Please advise if you require any additional information.

Regards,  
SAM FERRISE

\*\*\* Forwarding note from JSHORE --DRBN006 02/03/97 14:35 \*\*\*  
To: SFERRISE--DRBN006

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

Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99

Any new info?? Should you be attending this??

Please Forward (DPS) All Responses.....Thank-You  
John Shore - QSF / Recall Process Team  
32-31596

\*\*\* Forwarding note from GBALINT --DRBN006 02/03/97 12:38 \*\*\*  
To: JBRADLEY--DRBN006 Joe Bradley DKAERCHE--DRBN006 Don Kaercher  
JSHORE --DRBN006 John Shore MHAMME --DRBN004  
PBRANDOSK--DRBN006 Peter Brandoska RVICKERY--DRBN006 Robert D. Vickery  
RBADGES --DRBN006 Robert S. Badges KJONES5 --DRBN006 Jones  
GCHARBON--DRBN006 G. C. Charboneau GBALINT --DRBN006 Gary S. Balint

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

Requester: Gary S. Balint  
Date to be scheduled: 02/07/97  
Starting time: 10:15 AM  
Ending time: 11:15 AM

Location: Fairlane Business Park III, Conf. Rm G (Room 231)

Subject: Probe Seat Belt Parts Issues - Recalls 96S48/96S99

Purpose: To develop a parts strategy to cope with the major backorder situation. We will review current parts status, notices to dealers, handling of extended rental car expenses, etc. I will attempt to get a larger conference room. If successful,



Note Log: 96548  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

To: JSHORE --DREN006  
cc: TBALUX --DREN006  
DKAERCHE--DREN006

MROGERS2--DREN006

FROM: SAM FERRISE

USAET(UTC -05:00)

Subject: Probe Seat Belt Parts Issues - Recalls 96548/96599

We are still in a serious backorder situation on the rail & motor assemblies (F72Z 61610D44 B & F72Z 61610D45 A). Here is the latest information on each of these two parts:

F72Z 61610D44 B / KAY1 57930 --- 3,435 pcs. on backorder.  
--- 0 on hand at HLM.  
--- avg orders = 150 per day.  
--- QSS promised 1500 pcs. beginning 3/15 & complete by 3/31.

F72Z 61610D45 B / KAY1 57990 --- 3,802 pcs. on backorder.  
--- 0 on hand at HLM.  
--- avg orders = 114 per day  
--- QSS is shipping weekly against a balance of 14,454 pcs. but not fast enough to recover; Qss has not committed to a weekly ship quantity.

We have been advised that we need to make a decision regarding the mix for the additional 10,000 motors for which we have committed as well as the componentry. Therefore, we are issuing releases for 5,000 pcs. F72Z 61610D44 B & 5,000 pcs. F72Z 61610D45 B. Inventory levels for the rails only (F72Z 61610D44 A & F72Z 61610D45 A) are in good position.

We have not received any further information from QSS or MANA regarding the possibility of reducing lead time for rail & motor assemblies by using the componentry from dealer returns. This issue still needs to be pursued with QSS if there is still a possibility of reducing lead time with this process.

I cannot attend the meeting on Friday since I will be attending a class for the entire day. Please advise if you require any additional information.

Regards,  
SAM FERRISE

\*\*\* Forwarding note from JSHORE --DREN006 02/03/97 14:35 \*\*\*  
To: SFERRISE--DREN006

FROM: John Shore

USAET(UTC -05:00)

Note Log: 96548

Page 6

Subject: Probe Seat Belt Parts Issues - Recalls 96548/96599

Any new info?? Should you be attending this??

Please Forward (PF5) All Responses....Thank-You  
John Shore - QSF / Recall Process Team  
32-31596

\*\*\* Forwarding note from GBALINT --DRBN006 02/03/97 12:38 \*\*\*

To: JBRADLEY--DRBN006	Joe Bradley	DKAERCH--DRBN006	Don Kaercher
JSHORE --DRBN006	John Shore	MHAMME --DRBN004	
PBANDOSK--DRBN006	Peter Bandoske	RVICKERY--DRBN006	Robert D. Vickery
READGES --DRBN006	Robert S. Badges	KJONES --DRBN006	Jones
GCHARBON--DRBN006	G. C. Charboneau	GBALINT --DRBN006	Gary S. Balint

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

Requester: Gary S. Balint  
Date to be scheduled: 02/07/97  
Starting time: 10:15 AM  
Ending time: 11:15 AM

Location: Fairlane Business Park III, Conf. Rm G (Room 231)

Subject: Probe Seat Belt Parts Issues - Recalls 96548/96599

Purpose: To develop a parts strategy to cope with the major backorder situation. We will review current parts status, notices to dealers, handling of extended rental car expenses, etc. I will attempt to get a larger conference room. If successful, there will be a sign on the door directing you to the new location within the building.

=> A A Yg Zfu

M

\*\*\*\*\*  
 Gary S. Balint\_\_ PROFS=GBALINT or INTERNET=usfmc@sc@ibmmail.com  
 24-87610 (FAX 84-51024)  
 Room 237L, FBP III  
 = = = = = E N D = O F = N O T E = = = = =

Note Log: 96S4B  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

MSG FROM: NVERT --DRBN006 TO: JSHORE --DRBN006 02/07/97 10:19:30

To: JSHORE --DRBN006 LBLACK --DRBN006  
cc: DKAERCHE--DRBN006

FROM: Nancy Vert USAET(UTC -05:00)

Subject: Probe Recall - Part Availability

John - this is very much appreciated. Lynn Black will be your contact person. We're not sure if we any concerns that have escalated to this level yet, but we appreciate your efforts to diffuse the situation should it reach that point.

Customer Satisfaction is the #1 Priority!  
Nancy Vert, Process Specialist  
Customer Assistance Center (CAC)  
44-64635 - FAX 44-69470

\*\*\* Forwarding note from JSHORE --DRBN006 02/06/97 08:50 \*\*\*  
To: NVERT --DRBN006 Vert, N.B. (Nancy)  
cc: DKAERCHE--DRBN006 Kaercher, D. F.

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

Subject: Probe Recall - Part Availability

Don Kaercher suggested I contact you in reference finding out who would be an appropriate contact in the CAC for legal, FCAB concerns relating to the recall 96S44/99 - Probe seat belt and motor part availability issues.

We found approximately 100 parts that can be used on this recall. They are currently not available though normal distribution process and should only be used to avoid "extreme cases".

Currently we have over 4000 back orders for parts on this program with no easy fix and fast replenishment plans..... a big problem!!

The 100 parts can be used, as mentioned earlier, for extreme cases.

Thanks.

Please Forward (PF5) All Responses.....Thank-You  
John Shore - QSF / Recall Process Team  
32-31596

===== E N D - O F - N O T E =====

Note Log: 96S4B

Page 8

Note Log: 96548  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

MSG FROM: DKAERCHE--DRBN006 TO: JSHORE --DRENO06 02/10/97 12:42:29

To: JSHORE --DRENO06

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

Subject: Important Part Notice for Recall 96548 and 96599

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 --DRENO06 02/10/97 12:17 \*\*\*

To: RHOWELLJ--DRENO06

cc: FBANDOSK--DRENO06 RBADGES --DRENO06 Badgas, R.S.  
DKAERCHE--DRENO06

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

Subject: Important Part Notice for Recall 96548 and 96599

See Pete Bandoska's note below. Can you get this message on DOESII? If it is too long or you have questions, please contact Pete on 313-783-8308. Thanks.

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

\*\*\* Forwarding note from FBANDOSK--DRENO06 02/10/97 08:36 \*\*\*

To: GBALINT --DRENO06

cc: RBADGES --DRENO06

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

Subject: Important Part Notice for Recall 96548 and 96599

Gary,

Can you coordinate getting this message on DOESII? Or give me the contacts name and I will call him. Thanks.

Note Log: 96548

Page 9

Note Log: 96548  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:14

Printed: 05/15/97

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 OASIS1 --DREN006 02/10/97 08:13 \*\*\*  
To: PBANDOSK--DREN006

FROM: O Asis

USAET(UTC -05:00)

Subject: Important Part Notice for Recall 96S48 and 96S99

THIS MESSAGE IS NOW ACTIVE ON OASIS AS SSM # 10311.

90-92 PROBE MOTORIZED SEAT BELT RAIL & MOTOR ASSY. FOR RECALLS 96S48 & 96S99 ARE IN EXTREMELY SHORT SUPPLY. THE RAIL & MOTOR ASSEMBLY ARE CURRENTLY ON BACK ORDER WITH A VERY LONG LEAD TIME REQUIRED TO RE-STOCK. IT IS IMPERATIVE THAT THE INSTRUCTIONS IN THE RECALL ARE FOLLOWED COMPLETELY AND THAT THE RAIL & MOTOR ASSEMBLY IS ONLY REPLACED WHEN INSTRUCTED BY THE TECHNICAL INSTRUCTIONS. THE MAJORITY OF VEHICLES SERVICED UNDER THE RECALLS WILL REQUIRE REPLACEMENT OF THE RAIL (NO MOTOR) ONLY, NOT A FULL ASSEMBLY. RAILS (NO MOTOR) PART NUMBER F72Z-61610D45-A (LH) AND F72Z-61610D44-A (RH) ARE AVAILABLE AND CAN BE ORDERED BY CALLING 1-800-325-5621. ALL RAIL & MOTOR ASSEMBLY REPLACEMENTS MUST BE RETURNED AND ARE SUBJECT TO CHARGE BACK IF REPLACED NEEDLESSLY.

Regards,  
O Asis

\*\*\* Forwarding note from OASIS --DREN006 02/04/97 12:00 \*\*\*  
To: OASIS1 --DREN006  
cc: TECHHOT --DREN006

FROM: OASIS Team

USAET(UTC -05:00)

Subject: Important Part Notice for Recall 96S48 and 96S99

FYI FOR TUESDAY STACK ON 2-4-97

If questions please call,  
RICH HIRTZEL, FCSD OASIS COORDINATOR 32-32772  
BARRY MALATESTA, SPECIAL PROJECTS 31-79362  
\*\*\* Forwarding note from PBANDOSK--DRBN006 02/04/97 07:57 \*\*\*  
To: OASIS --DRBN006  
cc: READGES --DRBN006 GBALINT --DRBN006  
KJONES5 --DRBN006 GHISSI --DRBN006  
PBANDOSK--DRBN006

\*\*\* Resending note of 01/24/97 10:14  
FROM: Pete Bandoske

USAET(UTC -05:00)

Note Log: 96548

Page 10

SUBJECT: Important Part Notice for Recall 96548 and 96599

QSF ITEM? YES \_\_, NO XXX, IF YES, PROVIDE QSF TRACKING NUMBER \_\_\_\_\_

DOES THIS OASIS REQUEST HAVE A COMMON TSB IN PROCESS? YES \_\_, NO XXX

ARE PARTS REQUIRED? YES \_\_, NO XXX, IF YES, USE ".GF PART REQUEST" FORM

NOTE USERS---> PART REQUEST FORM MUST BE SENT ALONG IF PARTS ARE REQUIRED  
FAILURE TO DO SO WILL RESULT IN A REJECTION OF THE REQUEST.

OASIS MESSAGE REQUEST (TEMPLATE VER. 10/96)

MODEL YEAR(S): 1990 - 1992 \_\_\_\_\_

VEHICLE LINE(S): Probe \_\_\_\_\_

ENGINE(S): All \_\_\_\_\_

CALIBRATION(S): All \_\_\_\_\_

TRANSMISSION(S): All \_\_\_\_\_

SPECIAL INSTRUCTIONS: Please Broadcast to US and Canada for a full week\_\_

BROADCAST MESSAGE: YES XX NO \_\_ ONLY \_\_

B'CAST DISTRIBUTION: CANADA XX; US XX; GULF COAST \_\_; ALL (REG.) \_\_

OASIS SERVICE CODES: 104000 190000 \_\_\_\_\_

\*\*\*\*\* MESSAGE TEXT (LIMIT TO 720 CHARACTERS MAX) \*\*\*\*\*  
90-92 Probe motorized seat belt Rail & Motor Assy. for Recalls 96548 & 96599  
are in extremely short supply. The Rail & Motor Assy. are currently on back  
order with a very long lead time required to re-stock. It is imperative that  
the instructions in the recall are followed completely and that the Rail &  
Motor Assy. is only replaced when instructed to by the Technical Instructions.  
The majority of vehicles serviced under the recalls will only require replace-  
ment of the Rail (no motor) only, not a full assembly. Rails (no motor) part  
number F72Z-61610D43-A (LH) AND F72Z-61610D44-A (RH) are available and can be  
ordered by calling 1-800-325-5621. All Rail & Motor Assy. replaced must be  
returned and are subject to charge back if replaced needlessly.

\*\*\*\* IMPORTANT INSTRUCTIONS, PLEASE REVIEW BEFORE SENDING YOUR REQUEST\*\*\*\*

ATTN. ALL TEMPLATE USERS: RECORD THE FIELD FIX TRACKING# ON SUBJECT LINE.

OASIS REQUESTS ARE NOT COMPLETE IF THE FIELD FIX TRACKING # IS LEFT OFF.

ATTN. NON-FCSD SEO ORIGINATORS: ROUTE THIS REQUEST TO FCSD SVC ENG.

ATTN. FCSD VEH. LINE (SEO) ENG: CC ORIGINATOR UPON ACCEPTANCE OR REJECT.

--> PLEASE USE PF5 TO RESPOND. DO NOT USE PF6 OR PF7 TO CREATE RESPONSE.

\*\*\*\* A "CC" TO YOUR SUPERVISOR IS REQUIRED ON ALL MESSAGE APPROVALS\*\*\*\*

Note Log: 96548  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

ORIGINATOR: PETE BANDOSKE PH: 313-783-8308 ACTVTY: PROBE FCSD PVT SVC ENG  
SUPERVISOR: GERRY BISSI PH: 31-75856 ACTVTY: FCSD C & P MODEL SUPP.

\*\*\*\*\* 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

- - - - - E N D - O F - N O T E - - - - -

MSG FROM: JSHORE --DRBN006 TO: MROGERS2--DRBN006 02/13/97 13:55:58

To: MROGERS2--DRBN006  
cc: TBALUK --DRBN006 SFERRISE--DRBN006  
TMONLEY --DRBN006 PBANDOSK--DRBN006  
DTOWNSEN--DRBN006

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

Subject: F72Z-61610D44-B

Don Kearcher authorized HLM to use several thousand FO parts when backorders began to build. We believe this to be a viable repair under the 96948/99 campaign. The 57 parts should be used to fill only the "very oldest" orders and some held in reserve for "potential buy-backs".

Please Forward (PFS) All Responses....Thank-You  
John Shore - QSF / Recall Process Team  
32-31596

\*\*\* Forwarding note from MROGERS2--DRBN006 02/12/97 17:26 \*\*\*  
To: JSHORE --DRBN006 PBANDOSK--DRBN006  
DTOWNSEN--DRBN006  
cc: TMONLEY --DRBN006 LWEBSTER--DRBN006  
TBALUK --DRBN006 SFERRISE--DRBN006

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

Note Log: 96548

Page 12

Subject: F72Z-61610D44-B

Gentlemen,

Please provide an update on the availability of the "old" F02Z-61610D44-A Rail & Motor (non-anodized rail) for use to fill open orders against the current F72Z-61610D44-B (anodized) Rail & Mtr (4200 B/O as of 2/11). I know the question was raised once or twice, but not really pursued. John Shore: I know you recently began an investigation with the Ford Legal Dept this week concerning this issue.

There are currently 57 pcs of the "old," non-anodized F0..D44-A Rail & Motor showing avail at the PDC's. I know we used this part at the start of the campaign until the new anodized Rail parts F7..A's & B's became available.

Given the current avail of only 1600 pcs by 3/25 and 7000 pcs by 6/1 of the F7..D44-B, the need to service "irate" customers demanding Ford to buy-back vehicles, we might want to utilize avail inventory that would satisfy some of the customers.

John, Pete, Dave:

Please consult one another, as necessary, to give authorization to use the F0..D44-A to fill current F7..D44-B orders, or advise to scrap the remaining 57 pcs of F0..D44-A's at the PDC's.

In addition, if we can use the stock, how will the orders be filled? Remark stock as F7..D44-B? Attach notice to F7..D44-B orders that this is the part that is avail? Your recommendations would be appreciated.

Thank you for your cooperation.

Best Regards,

Michael D. Rogers

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

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

===== E N D = O F = N O T E =====

MSG FROM: PRANDOSK--DRBN006 TO: JSHORE --DRBN006 02/13/97 11:39:15

To: MROGERS2--DRBN006  
DTOWNSEN--DRBN006  
cc: TMONLEY --DRBN006  
LWEBSTE2--DRBN006  
MHAMME --DRBN004  
GBISSI --DRBN006

JSHOR2 --DRBN006  
TRALUX --DRBN006  
SFERRISE--DRBN006  
PRANDOSK--DRBN006

FROM: Pete Bandoske

USAST(UTC -05:00)

Subject: F72Z-61610D44-B

Yes, the FO..44-A can be used to fill potential buy backs. FCSD agreed to launch this recall with the original non-coated rails because potential failure of the FO..44-A during the remaining useful life of the vehicle was minimal. In other words the FO..44-A rail would probably out last the vehicle. If the FO..44-A rail did fail the new F7..44-B assembly would then be replaced under the recall program. Recalls are considered a lifetime warranty on the replaced component. I do not feel it is necessary to remark the FO..44-A rail/motors because the dealer is calling Remkin to order not ordering the part number itself.

Regards,

Pete Bandoske, Service Engineer, Probe Plant Vehicle Team  
FCSD Small/Medium FWD Vehicle Services and Programs  
Phone 781-9308, FAX 782-1912, AAI Shop Office, MSO022

\*\*\* Forwarding note from MROGERS2--DRBN006 02/12/97 17:26 \*\*\*

To: JSHORE --DRBN006 PBANDOSK--DRBN006  
DTOWNSEN--DRBN006  
cc: TMONLEY --DRBN006 LWEBSTE2--DRBN006  
TBALUK --DRBN006 SFERRISE--DRBN006

FROM: Michael Rogers

USAET(UTC -05:00)

Subject: F72Z-61610D44-B

Gentlemen,

Please provide an update on the availability of the "old" FO2Z-61610D44-A Rail & Motor (non-anodized rail) for use to fill open orders against the current F72Z-61610D44-B (anodized) Rail & Mtr (4200 B/O as of 2/11) I know the question was raised once or twice, but not really pursued. John Shore: I know you recently began an investigation with the Ford Legal Dept this week concerning this issue.

There are currently 57 pcs of the "old," non-anodized FO..D44-A Rail & Motor showing avail at the PDC's. I know we used this part at the start of the campaign until the new anodized Rail parts F7..A's & B's became available.

Given the current avail of only 3500 pcs by 3/25 and 7000 pcs by 6/1 of the F7..D44-B, the need to service "irate" customers demanding Ford to buy-back vehicles, we might want to utilize avail inventory that would satisfy some of the customers.

John, Pete, Dave:

Please consult one another, as necessary, to give authorization to use the FO..D44-A to fill current F7..D44-B orders, or advise to scrap the remaining 57 pcs of FO..D44-A's at the PDC's.

In addition, if we can use the stock, how will the orders be filled? Remark stock as F7..D44-B? Attach notice to F7..D44-B orders that this is the part that is avial? Your recommendations would be appreciated.

Thank you for your cooperation.

Best Regards,  
Michael D. Rogers  
Demand Analyst, Assoc. & Direct Ship Procurmt; Villyg. Plaza. #201  
Voice: (313) 621-4015 / FAX: (313) 621-4116; USFMD64B@ZENTMAIL.COM  
= = = = = E N D = O F = N O T E = = = = =

MSG FROM: DKAERCHE--DRBN006 TO: JSHORE --DRBN006 01/23/97 16:50:01

To: JSHORE --DRBN006

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

Subject: "K" code for Parts

You might want to get involved in this.....

Regards,  
Don Kaercher Q57/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 MROGERS7--DRBN006 01/23/97 16:35 \*\*\*  
To: EDEW --DRBN006 Dew, R.O. (Bob)  
cc: DKAERCHE--DRBN006 SFERRISE--DRBN006  
JHANSEN7--DRBN006 JMORELL1--DRBN006

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

Subject: "K" code for Parts

Bob,

I am looking for a way to provide some customer service for some in-need dealers. ReCall96S48/96S99 has a unique order processing set-up with a "K" code that restricts the dealers from ordering from the PDC's. The dealers have to order through Renkim and Renkim transfers the orders to HLM (or PDC's?). The parts involved are as follows:

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

- F72Z-61610D44-B (Current RH Rail & Motor) = 15 pcs in PDC's
- FO2Z-61610D44-A (Old RH Rail & Motor) = 63 pcs in PDC's
- There are about 2300 B/O's at HLM -----  
under the F7..D44-B. The old 78 pcs in PDC's  
FO..D44-A can be used to fill  
needed orders.
- \*\*\*\* - If Renkim can control where the order is placed (HLM or PDC's), can  
we give Renkim a specific dealer code and have the order filled from  
a PDC?
- Is the alternative to advise a PDC with a dealer code and have them  
ship on a manual shipper? Would this show the Renkim order as filled?

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

Best Regards,  
Michael D. Rogers  
Demand Analyst, Assoc. & Direct Ship Procurmt; Villyg. Plaza. #201  
Voice: (313) 621-4015 / FAX: (313) 621-4116; USFMD648@IBMMAIL.COM  
\* \* \* \* \* E N D \* O F \* N O T E \* \* \* \* \*

MSG FROM: MROGERS2--DRBN006 TO: JSHORE --DRBN006 02/19/97 11:45:20

To: LWEBSTE2--DRBN006 Webster, Linda  
cc: MSTARRIN--DRBN006 JSHORE --DRBN006  
FROM: Michael Rogers USAET(UTC -05:00)

Subject: F72Z-61610D44-A / F7..D45-A Rail Only

Linda,  
If you haven't been updated already, HLM is sold down to 0 for the  
Rail Only parts:

- F72Z-61610D44-A (RH)
- F72Z-61610D45-A (LH)

Please discontinue sending orders to HLM and begin to input orders into the  
Ford/COPS system.

Angie Wolfe at HLM (313-584-5757) is supposed to contact you with a list of  
(Denied) B/O's that may have to be re-inputed into the Ford/COPS system.

Please confirm your acknowledgement and systems update.

Thanks again!

Note Log: 96848  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

Best Regards,  
Michael D. Rogers  
Demand Analyst, Assoc. & Direct Ship Procurmt; Villg. Plaza. #201  
Voice: (313) 621-4015 / FAX: (313) 621-4116; USFMD64B3IBMMAIL.COM  
===== E N D = O F = N O T E =====

MSG FROM: LWEBSTE2--DRBN006 TO: JSHORE --DRBN006 02/19/97 14:00:33

To: MROGERS2--DRBN006  
cc: MSTARRIN--DRBN006 JSHORE --DRBN006  
MSMIT106--DRBN006 KOBEN --DRBN006  
FROM: Linda Webster USAET(UTC -05:00)

Subject: F72Z-61610D44-A / F7..D45-A Rail Only

Mike, I have forwarded this information to systems and they are working on updating the system. It will probably be a day before we have completed the request. Also, we have contacted Angie at HLM regarding the back orders and the best way to handle.

Have a nice day!  
Linda Webster

\*\*\* Forwarding note from MROGERS2--DRBN006 02/19/97 11:45 \*\*\*  
To: LWEBSTE2--DRBN006 Webster, Linda  
cc: MSTARRIN--DRBN006 JSHORE --DRBN006  
FROM: Michael Rogers USAET(UTC -05:00)

Subject: F72Z-61610D44-A / F7..D45-A Rail Only

Linda,  
If you haven't been updated already, HLM is sold down to 0 for the Rail Only parts:

- F72Z-61610D44-A (RH)
- F72Z-61610D45-A (LH)

Please discontinue sending orders to HLM and begin to input orders into the Ford/COPS system.

Angie Wolfe at HLM (313-584-5757) is supposed to contact you with a list of (Denied) B/O's that may have to be re-inputed into the Ford/COPS system.

Please confirm your acknowledgement and systems update.

Note Log: 96848

Page 17

Thanks again!

Best Regards,  
Michael D. Rogers  
Demand Analyst, Assoc. & Direct Ship Procurement, Villy. Plaza. #201  
Voice: (313) 621-4015 / FAX: (313) 621-4116; USFMD64B@IBMAIL.COM  
\*\*\*\*\* E N D = O F = N O T E = \* \* \* \* \*

MSG FROM: JSHORE --DRBN006 TO: GBALINT --DRBN006 02/24/97 13:58:51

To: GBALINT --DRBN006  
cc: RBADGES --DRBN006 SHORNER --DRBN007  
FRANDOSK --DRBN006 JBRADLEY --DRBN006  
DKAERCHE --DRBN006 Kaercher, D. F. KWILUSH --DRBN007

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

Subject: 96548/99

I just ordered an outstanding unit report from Charlie. We expect Renkin to create usable data by Thursday. Orders could go out Monday.

Please Forward (PFS) All Responses....Thank-You  
John Shore - QSP / Recall Process Team  
32-31596

\*\*\* Forwarding note from GBALINT --DRBN006 02/21/97 09:21 \*\*\*

To: JSHORE --DRBN006  
cc: RBADGES --DRBN006 Badges, R.S. JBRADLEY --DRBN006  
SHORNER --DRBN007 DKAERCHE --DRBN006  
FRANDOSK --DRBN006 KWILUSH --DRBN007  
GBALINT --DRBN006 Gary Balint

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

Subject: 96548/99

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 call them stock will be sent?

Gary S. Balint\_\_ PROFS=GBALINT or INTERNET=usfmc85c@ibmail.com  
24-87610 (FAX 84-51024)

Note Log: 96548

Page 10

Note Log: 96S48  
Period: 01/03/97 14:36:20 thru 04/07/97 07:19:34

Printed: 05/15/97

Room 237L, FBP III

\*\*\* Forwarding note from ESAMBORS--DRBN007 02/20/97 16:02 \*\*\*  
To: READGES --DRBN006  
cc: ESAMBORS--DRBN007  
JBRADLEY--DRBN006  
JSHORE --DRBN006  
SHORNER --DRBN007  
GHALINT --DRBN006  
DKAERCHE--DRBN006  
FRANDOSK--DRBN006  
KWILUSH --DRBN007

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

Subject: 96s48/99

Further to your note to me on seed stock, please refer to Ken's comments. There are some serious issues when seed stocking moves outside the US.

Regards,

Ed Samborski

\*\*\* Forwarding note from KHORD --DRBN007 02/20/97 15:33 \*\*\*  
To: ESAMBORS--DRBN007

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

FROM: KEN HORD CANET(UTC -05:00)

Subject: 96s48/99

Ed, the experience on the Expedition frame recall is not good as it relates to the distribution of seed stock. I would like to review the process before we attempt another recall handled in this manner. We need to get through this one to find out all the problems. In the meantime let's not set up any other ones until we have a chance to do a post mortem.  
Thanks

Have a good day,

KEN HORD

CANADIAN RELEASING AND PURCHASING MANAGER

(905)454-6177 FAX (905)454-6247 DIAL NET 781-6177 FAX 781-6247

\*\*\*\*\* E N D = O F = N O T E \*\*\*\*\*

MSG FROM: DKAERCHE--DRBN006 TO: JSHORE --DRBN006 02/24/97 08:37:29

To: JSHORE --DRBN006

FROM: Don Kaercher  
DKAERCHE 62-14142

USAST(UTC -05:00)

Note Log: 96S48

Page 19

Note Log: 96848  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

Subject: 96848/99

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 KHORD --DRBN007 02/21/97 16:34 \*\*\*  
To: DKAERCHE--DRBN006  
cc: KHORD --DRBN007

\*\*\* Reply to note of 02/21/97 12:23

FROM: KEN HORD

CANET(UTC -05:00)

Subject: 96848/99

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 Renkin 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 Renkin 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 Renkin.

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

\*\*\*\*\* E N D - O F - N O T E \*\*\*\*\*

Note Log: 96848

Page 20

Note Log: 96S48  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

MSG FROM: LWBSTE2--DRBN006 TO: JSHORE --DRBN006 02/25/97 08:38:20

To: DKAERCHE--DRBN006  
cc: JSHORE --DRBN006

BENGLEHA--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 08:05 \*\*\*

To: DKAERCHE--DRBN006  
cc: MHABIAN --DRBN006  
LWEBSTE2--DRBN006

BENGLEHA--DRBN006  
CRAYMOND--DRBN006  
MSMIT108--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 unrepaired units at each dealership. I have asked Linda Webster to contact you regarding the details of the report, i.e., what information would you like on the report and how would you like it organized.

Regards,

MITCHELL HABIAN

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

\*\*\*\*\* E N D - O F - N O T E \*\*\*\*\*

MSG FROM: JSHORE --DRBN006 TO: GBALINT --DRBN006 02/28/97 13:56:08

To: GBALINT --DRBN006

cc: LWBSTE2--DRBN006

MROGERS2--DRBN006

DKAERCHE--DRBN006

MSTARRIN--DRBN006

CRAYMOND--DRBN006

Kaercher, D. F.

FROM: John Shore

USAET(UTC -05:00)

Note Log: 96S48

Page 21

Note Log: 96848  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

Subject: 96848/96899 Seed Stock

Seed stock will be going out to our dealers early next week. We will send each dealer 1 RH rail only F72Z 61610D44-A, and 2 LH rail only F72Z 61610D45-A parts.

Please Forward (PF5) All Responses.....Thank-You  
John Shore - QSF / Recall Process Team  
32-31596

\*\*\* Forwarding note from CRAYMOND--DREN006 02/25/97 09:42 \*\*\*  
To: JSORE --DRBN006

FROM: Charlie J. Raymond USAET(UTC -05:00)

Subject: 96848/96899 Seed Stock

JOHN

WE FIGURED A BETTER WAY, TALK TO LINDA FOR PROCESSING. SHE HAS THE FILES.

Regards,  
Charlie J. Raymond (313) 323-0079 FAX (313) 845-1024  
VEHICLE SERVICE & PROGRAMS--RECALL/ONP PROCESS  
FAIRLANE BUSINESS PARK III-ROOM 237E

\*\*\* Forwarding note from MHABIAN --DREN006 02/25/97 08:06 \*\*\*  
To: OKAERCHE--DRBN006 BENGLEHA--DREN006  
cc: MHABIAN --DRBN006 CRAYMOND--DREN006  
LWEBSTE2--DREN006 MSMIT108--DREN006

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

Subject: 96848/96899 Seed Stock

Don/Becky,

I have provided Renkin with the data to generate a report that will show the number of unrepaired units at each dealership. I have asked Linda Webster to contact you regarding the details of the report, i.e., what information would you like on the report and how would you like it organized.

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

\* \* \* \* \* E N D = O F = N O T E \* \* \* \* \*

Note Log: 96848

Page 22

Note Log: 96548  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

MSG FROM: JSHORE --DRBN006 TO: KOBEN --DRBN006 03/03/97 12:43:17

To: KOBEN --DRBN006  
cc: GBALINT --DRBN006 LWEBSTE2--DRBN006  
FROM: John Shore USAET(UTC -05:00)

Subject: 96548/S99 SEED STOCK

You are correct with the information.

Please Forward (FF5) All Responses....Thank-You  
John Shore - QSF / Recall Process Team  
26-69789 NPDC - 2308D

\*\*\* Forwarding note from KOBEN --DRBN006 03/03/97 09:14 \*\*\*  
To: JSHORE --DRBN006  
cc: KOBEN --DRBN006 LWEBSTE2--DRBN006

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

Subject: 96548/S99 SEED STOCK

John, I wanted to verify the information (1RH & 2LH) with you. I dialed your new number 266-9789 and it would not go through. So, I will do it via profs and if you have further questions please call me at 374-8674.

Per your profs note, each dealer should receive 1 RH (S99) rail only - part number F72Z 61610D44-A and 2 LH (S48) rail only - part number F72Z 616D045-A. We currently have systems working on this. The gentleman I need to speak with to find out where we stand is away from his desk. I did leave him a voice mail to call me. once I here from him, I can tell you exactly how far a long we are from completing this.

Again, if you have further questions please call me at 374-8674.

Thankyou

Regards,  
Kim Oben

- - - - - E N D - O F - N O T E - - - - -

Note Log: 96548

Page 23

Note Log: 96548  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

MSG FROM: JSHORE --DRBN006 TO: JHANSEN7--DRBN006 03/04/97 09:43:12

To: JHANSEN7--DRBN006  
cc: LWEBSTE2--DRBN006

FROM: John Shore

USAET(UTC -05:00)

Subject: 96548

We are sending "seed stock" to all dealers again. An all dealer FAX was sent alerting them of the seed stock.

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

John Shore - QSF / Recall Process Team

26-69789 NPDC - 2308D

\*\*\* Forwarding note from JHANSEN7--DRBN006 03/04/97 09:33 \*\*\*

To: LWEBSTE2--DRBN006

cc: DKAERCHE--DRBN006

JSHORE --DRBN006

FROM: James Hansen

USAET(UTC -05:00)

Subject: 96548

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 f72z 61610d45 a). is it possible that the dealers called in when there was a low stock condition, the order was held and now is getting filled? 2 dealer code examples are 02508 dor 59999 & 20140 same dor#.

Regards,  
James Hansen

\*\*\*\*\* E N D = O F = N O T E = \* \* \* \* \*

MSG FROM: DKAERCHE--DRBN006 TO: JSHORE --DRBN006 03/04/97 15:38:43

To: JSHORE --DRBN006

FROM: Don Kaercher  
DKAERCHE 62-14142

USAET(UTC -05:00)

Note Log: 96548

Page 24

Note Log: 96948  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

Subject: Probe Seat Track Recalls

INFO.....

Regards,

Don Kaercher QSP/Recall Process Support IBM Mail USFMC7G2  
Customer Parts Operation 62-14142 Fax 62-19986  
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111  
\*\*\* Forwarding note from JCAMPBEL--DRBN006 03/04/97 14:44 \*\*\*  
To: DKAERCNE--DRBN006  
cc: JCAMPBEL--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 FDCs 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 PSEL 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: JCAMPBEL--DRBN006

FROM: TOM BREEN

USACT(UTC -06:00)

Subject: Probe Seat Track Recalls

Can we bill these fools back?

Regards,  
TOM BREEN  
8/661-6438  
FAX 8/661-6423

Note Log: 96948

Page 25

Note Log: 96S48  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

\*\*\* Forwarding note from WGORLEY --DRBN006 03/04/97 13:11 \*\*\*  
To: TREEN --DRBN006 CHOLMES --DRBN006  
RLOVASIK--DRBN006 CBERMAN--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 61610044-A and F72Z 61610045-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,  
Bill Gorley >< CUSTOMER SATISFACTION ><  
WOM, Chicago PDC >< IS OUR ><  
708-681-6455; Fax 708-681-6450 >< # 1 PRIORITY ><  
- - - - - E N D - O F - N O T E - - - - -

MSG FROM: JSHORE --DRBN006 TO: LWEBSTE2--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 (PFS) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

26-69789 NFDC - 2308D

\*\*\* Forwarding note from DKAERCHE--DRBN006 03/05/97 10:19 \*\*\*

Note Log: 96S48

Page 26

Note Log: 96S48  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

To: SPERRISE--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 ISM 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: JSHORE --DRBN006 TO: JCAMPBE1--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 - NWX2 - MALW - 96S48

Please Forward (PF5) All Responses....Thank-You  
John Shore - QSF / Recall Process Team  
26-69789 NPDC - 2308D

\*\*\*\*\* E N D \* O F \* N O T E \* \*\*

MSG FROM: DKAERCHE--DRBN006 TO: JSHORE --DRBN006 03/05/97 10:09:04

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

Note Log: 96S48

Page 27

Note Log: 96548  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

FROM: Don Kaercher  
DKAERCHE 62-14142

USAET(UTC -05:00)

Subject: Various Important Items

1. Spoke with John Oakland last nite - we need to get him the account number for 96548 so the seed stock that was sent out emergency can be properly accounted for. CC Jerry Campbell also.
2. The rail assemblies for 96548 - did we ever send any to Bramalea (Canada). Ed Samborski tells me none is in Canada or in transit.....
3. We need to make sure before we do any more seed stock programs that the proper forecasts have been out to the PDCs with enough time for them to react, and that we let Rankin know order type; i.e. Stock, Interim or Emergency. Even if the rails went out stock we would have still had denials because the forecast wasn't set up in time (at least that's what I was told).

Another exciting day in the life of RECALLS!! Thanks John!

Regards,

Don Kaercher QSF/Recall Process Support IBM Mail USFMC7GZ  
Customer Parts Operation 62-14142 Fax 62-19886  
Village Plaza Suite 4033 INTER CO MAIL: NPDC Room 111

\*\*\*\*\* E N D = O F = N O T E \*\*\*\*\*

MSG FROM: MROGERS2--DRBN006 TO: JSHORE --DRBN006 03/05/97 17:55:17

To: JCAMPBELL--DRBN006  
cc: JSHORE --DRBN006

\*\*\* Reply to note of 03/05/97 17:30  
FROM: Michael Rogers

USAET(UTC -05:00)

Subject: Campaign 96548/99 Account Number

"Seed shipment" of:

- F7ZZ-61610D44-A / F7..D45-A; Re-call 96548 & 96599

Jerry,

I advised Ternes 3/4 to deny all POPS referrals. I also issued APT's to have Ternes ship O/H to the PDC's. As of 3/5, Ternes is only shipping 11 pcs of POPS referrals (for Canada). Anita Rembert (COPS) is in the proc. of

Note Log: 96548

Page 28

denying the POFS referrals on FCSD side, and they will refer to the PDC's upon rec't of the APT stock from packagers and transfers from PRC.

As far as the the stock shipping from the PDC's...is the stock shipping as an IVO / FedEx?

I would think that having this "seed" order ship as interim or stock order would be the most efficient mode.

Anyhow, I believe John Shore has discussed with you the best corrective action necessary.

Let me know if you need me to do anything.

Best Regards,  
Michael D. Rogers  
Demand Analyst, Assoc. & Direct Ship Procurement; Vilig. Plaza. #201  
Voice: (313) 621-4015 / FAX: (313) 621-4116; USFMD648@IBMMAIL.COM  
\*\*\*\*\* E N D \* O F \* N O T E \*\*\*\*\*

MSG FROM: BDEW --DRBN006 TO: JSHORE --DRBN006 03/05/97 23:58:16

TO: JSHORE --DRBN006

FROM: Bob Dew USAET(UTC -05:00)

Subject: Campaign 96548/99 Account Number

cjhansen? dkaercher jshoemak joakland mrogers?  
{.if recall  
Please, lets set up a process so that the bases are covered when a recall part is released. {We need to set up restrictions on those parts in order processing to avoid this from happening. There should be a check off list to make sure all bases are covered before a part is released to publica{tion. Possibly a return proffs note from each activity indicating they have handle their portion of the implementation process.}  
In the context of ISO9000 it should be documented how we implement and I don't believe it is.....  
It probably hasn't been because of all the things each area has going on but I vote for setting something up to avoid these emergency corrections.

R. O. Dew  
FCSD - Parts Supply and Logistics  
Customer Liaison Department  
NPDC Room 1310D (313)52-35359  
\*\*\* Forwarding note from JCAMPBEL--DRBN006 03/05/97 17:30 \*\*\*  
To: JSHORE --DRBN006  
cc: DKAERCHER--DRBN006 JOAKLAND--DRBN006

Note Log: 96548  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

JSHOEMAK--DRBN006  
JHANSEN7--DRBN006

MROGERS2--DRBN006  
BDEW --DRBN006

FROM: Jerry Campbell

USAET(UTC -05:00)

Subject: Campaign 96548/99 Account Number

I have asked the PDCs to identify their costs and will advise. We have sent 4,707 b/o lines to Ternas 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 Ternas ships, FCSO pays \$5-\$6. On just the 4,707 lines, Ternas 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 Nat 52-33093 (FAX) 52-34544

\*\*\* Forwarding note from JSHORE --DRBN006 03/05/97 11:31 \*\*\*

To: JCAMPBES1--DRBN006 Campbell, Jerry

cc: JOAKLAND--DRBN006 Oakland, J. S. DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore

USAET(UTC -05:00)

Subject: Campaign 96548/99 Account Number

The account number for this program (Probe Seat Belt Rail) is:

2460 - 20N - 03 - NNX2 - MALW - 96548

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

John Shore - Q&F / Recall Process Team

26-69789 NPDC - 2308D

\*\*\*\*\* E N D - O F - N O T E \*\*\*\*\*

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)

Note Log: 96548

Page 30

Subject: 96548/96599 FOC Seed Stock

FYI

Please Forward (PFS) 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: KOHEN --DRBN006

FROM: Linda Webster

USAET(UTC -05:00)

Subject: 96548/96599 FOC Seed Stock

Just wanted to let you Kim Oben spoke with Ed Samborski yesterday regarding the 96549/96599 FOC Seed Stock issue. Ed confirmed that Ford of Canada will not be reseeding to their dealers.

Have a nice day!

Linda Webster

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MSG FROM: JSHORE --DRBN006 TO: MROGERS2--DRBN006 03/06/97 14:48:49

To: MROGERS2--DRBN006

FROM: John Shore

USAET(UTC -05:00)

Subject: 96548/96599 FOC Seed Stock

Do we have a plan on getting any stock to Canada?

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

John Shore - QSF / Recall Process Team

26-69789 NPDC - 2308D

\*\*\* Forwarding note from DKAERCHE--DRBN006 03/06/97 14:28 \*\*\*

To: JSHORE --DRBN006

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 26-69793

Note Log: 96S48  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

Subject: 96S48/96S99 FOC Seed Stock

OK, but they still need stock to sell - the stock is no longer at KLM, right?

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC  
Parts Supply & Logistics 26-69783 Fax 26-35475  
NPDC Room 2309D

\*\*\* Forwarding note from JSHORE --DRBN006 03/06/97 13:59 \*\*\*  
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 (PFS) All Responses....Thank-You

John Shore - QSF / Recall Process Team  
26-69789 NPDC - 2308D

\*\*\* Forwarding note from LWEBSTER--DRBN006 03/06/97 11:48 \*\*\*  
To: JSHORE --DRBN006  
cc: KOHEN --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 resending to their dealers.

Have a nice day!

Linda Webster

\*\*\*\*\* E N D = O F = N O T E \*\*\*\*\*

MSG FROM: MROGERS2--DRBN006 TO: JSHORE --DRBN006 02/19/97 16:24:02

To: JSHORE --DRBN006  
cc: FBANDOSK--DRBN006

FROM: Michael Rogers

USAET(UTC -05:00)

Note Log: 96S48

Page 32

Note Log: 96548  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

Subject: Rail Only Seed

John,

A seed for 8,000 pcs for the LH F72Z-61610D45-A is no problem. There are over 60,000 pcs avail (most at MANA). However, the RH F72Z-61610D44-A I am concerned with issuing 8,000 pcs seed stock. FCSD currently has approx 15,000 pcs (3900 pcs showing in-trans to PDC's are uncleared transfer data that will purge out). All requirements against the releases have been shipped in full; currently there are no add'l releases in the system.

Can we seed only...lets say 4,000 pcs? Right now, something around 4,000 pcs looks like a better number.

Let me know if you need more info.

Best Regards,

Michael D. Rogers

Demand Analyst, Assoc. & Direct Ship Procurement; Villg. Plaza, #201  
Voice: (313) 621-4015 / FAX: (313) 621-4118; USFMD64B@IBMMAIL.COM

\* \* \* \* \* E M D = O F = N O T E = \* \* \* \* \*

MSG FROM: DKAERCHE--DRBN006 TO: JSHORE --DRBN006 03/04/97 18:24:44

To: JOAKLAND--DRBN006

cc: MWARRILZ--DRBN006

JCAMPBELL--DRBN006

DKAERCHE--DRBN006 DON KAERCHER

JSHORE --DRBN006

ESUTTON --DRBN006

TREEM --DRBN006

LWEBSTER--DRBN006

FROM: Don Kaercher

DKAERCHE 62-14142

USAET (UTC -05:00)

Subject: Probe Seat Track Recalls

I got a note earlier from Jerry Campbell on this matter. John Shore was looking into what happened this afternoon, I'll ask him to update us tomorrow AM. At this time this is what appears to have happened:

The decision was made to send seed stock to dealers on these two parts which are part of Safety Recall 96548. 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.

Note Log: 96548

Page 33

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 Rankin, 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 USFMCTGZ  
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 TREEN --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 TREEN --DRBN006 01/04/97 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: TREEN --DRBN006 CHOLMES --DRBN006  
RLOVASIK--DRBN006 CBERMAN--DRBN006  
cc: FBUSSE --DRBN006

Note Log: 96848  
Period: 01/03/97 14:36:20 thru 04/07/97 07:13:34

Printed: 05/15/97

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, 96848 and 96899. 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 FDC >< # 1 PRIORITY ><  
708-681-6455; Fax 708-681-6450 >< ><  
= = = = = E N D = O F = N O T E = = = = =

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: 96848 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 (9F5) All Responses....Thank-You  
John Shore - QSF / Recall Process Team  
26-69789 NPDC - 2308D

Note Log: 96848

Page 35

Note Log: 96948  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

\*\*\* Forwarding note from DKAERCHE--DREN006 03/11/97 10:13 \*\*\*  
To: JSHORE --DREN006

FROM: Don Kaercher USAET(UTC -05:00)  
DKAERCHE 26-69793

Subject: 96948 Rail Assemblies

Did we forget Canada initially?

Regards,  
Don Kaercher QSF/Recall Process Support Mgr. IEM Mail USFMC7GC  
Parts Supply & Logistics 26-69793 Fax 26-35475  
NPDC Room 2309D

\*\*\* Forwarding note from KHORD --DREN007 03/11/97 08:56 \*\*\*  
To: ESAMBORS--DREN007  
cc: KHORD --DREN007 NJACKMAN--DREN007  
DKAERCHE--DREN006 TTHQMP51--DREN007  
BELY --DREN007

\*\*\* Reply to note of 03/06/97 13:11  
FROM: KEN HORD CANET(UTC -05:00)

Subject: 96948 Rail Assemblies

As far as I'm concerned every recall in Canada is to be handled the same way. Before the recall is announced Norm Jackman is to be given information that will allow us to distribute parts to dealers. This will require the following:

1. How many vehicles are involved by Region. This information must be supplied by part number as we cannot break down demand without it.
2. We need to know where the stock is and some brief description of it's size and weight so we can judge shipping requirements.
3. We need to know how the program is to be administered ie. general or small recall basis. How are the dealers to order; will the recall be controlled or open ordering?

We will then ensure that the stock is received in the Canadian distribution system and in the facing PDC's in time for the dealers to order.

If we're forgotten in the information or parts ordering phase we cannot be expected to do our part. In this particular case it appears that we were forgotten.

Have a good day,  
KEN HORD

Note Log: 96948

Page 36

Note Log: 96548  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

CANADIAN RELEASING AND PURCHASING MANAGER  
(905)454-6177 FAX (905)454-6247 DIAL NET 781-6177 FAX 781-6247  
===== E N D = O F = N O T E =====

MSG FROM: JSHORE --DRBN006 TO: JHANSEN7--DRBN006 03/14/97 16:38:19

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

John Shore - QSP / Recall Process Team

26-69789 NPDC - 2308D

\*\*\* Forwarding note from JHANSEN7--DRBN006 03/14/97 16:38 \*\*\*

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

===== E N D = O F = N O T E =====

MSG FROM: JSHORE --DRBN006 TO: NJACKMAN--DRBN007 03/20/97 14:54:15

To: NJACKMAN--DRBN007

cc: MROGERS2--DRBN006

SHORNER --DRBN007

LWEBSTE2--DRBN006

DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore

USAET(UTC -05:00)

Note Log: 96548

Page 37

Note Log: 96548  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

Subject: 96548/99 - Rail only Parts Supply

I asked Rankin to accept orders for the F72Z 61610D44/45-A from FOC dealers and process the orders as "Emergency". We will keep this in place until adequate inventory can be sent to you.

Mike-Please transfer 44/45-A inventory to FOC ASAP - Butcher. 10%+

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

John Shore - QSF / Recall Process Team

26-69789 NYDC - 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 Rankin to the Ford order processing system in Canada? Did we forget to tell them?

Regards,

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

Parts Supply & Logistics 26-69793 Fax 26-35475

NYDC Room 2309D

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

To: NJACKMAN--DRBN007

cc: ESAMBORS--DRBN007

XHORD --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 Rankin 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 Rankin 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.

Note Log: 96548

Page 18

Note Log: 96548  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

Thanks.

Have a wonderful day!  
Sue Horner (Shorner)  
Ford of Canada Recall Administrator, COB-4  
Dialnet 8-451-1495 Fax: 905-845-7069

\*\*\*\*\* E N D = O F = N O T E = \* \* \* \* \*

MSG FROM: JSHORE --DRBN006 TO: MROGERS2--DRBN006 03/20/97 14:58:42

To: MROGERS2--DRBN006

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

Subject: 96548/99 - Rail only Parts Supply

Background info for my later note.

Please Forward (FF5) All Responses.....Thank-You

John Shore - QSF / Recall Process Team

26-69789 NPDC - 2308D

\*\*\* Forwarding note from DKAERCHE--DRBN006 03/20/97 14:48 \*\*\*

To: JSHORE --DRBN006

FROM: Don Kaercher USAET(UTC -05:00)  
DKAERCHE 26-69793

Subject: 96548/99 - Rail only Parts Supply

Here is the note from Ed we spoke about.

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 03/20/97 13:52 \*\*\*

To: DKAERCHE--DRBN006

cc: ESAMBORS--DRBN007

KWILUSH --DRBN007

SHORNER --DRBN007

MJACKMAN--DRBN007

JBRADLEY--DRBN006

KHORD --DRBN007

GMCLEOD --DRBN007

GBALINT --DRBN006

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

Note Log: 96848

Page 19



Subject: Ship stock to Butcher Engineering

Virginia:

Please ship stock to Butcher Engineering in Canada:

- F72Z-61610D44-A ==> 360 pcs
- F72Z-61610D45-A ==> 2,100 pcs

Butcher is going to expedite stock transfer to Canada PDC's.

Please call or PROFS if you have any questions.

Best Regards,

Michael D. Rogers

Demand Analyst, Assoc. & Direct Ship Procurmt; NPD #2315D

Voice: (313) 266-9812 / FAX: (313) 523-5661; USFMD64B@IBMMAIL.COM

\*\*\*\*\* E N D - O F - N O T E \*\*\*\*\*

MSG FROM: SFERRISE--DRBN006 TO: JSHORE --DRBN006 03/21/97 15:24:09

TO: MOCNOLIK--DRBN006  
CC: SPISHER --DRBN006  
JSHORE --DRBN006

DKAERCHE--DRBN006

FROM: SAM FERRISE

USAET(UTC -05:00)

Subject: P/N F5DZ 9F774 A/ RECALL 97965

Mary,

Confirming our phone conversation, please package and ship 30,000 pcs.  
P/N F5DZ 9F774 A to:

Butcher Engineering  
7105 Hawthorne Dr.  
Windsor, Ontario

Please do not hesitate to contact me (ph:266-9822) if you have any questions  
or problems concerning this request.

Your assistance is appreciated.

Regards,  
SAM FERRISE

\*\*\*\*\* E N D - O F - N O T E \*\*\*\*\*

Note Log: 96S48  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

MSG FROM: DKAERCHE--DRBN006 TO: JSHORE --DRBN006 03/25/97 16:43:45

To: ESAMBORS--DRBN007  
cc: KHORD --DRBN007  
JSHORE --DRBN006  
KWILUSH --DRBN007

FROM: Don Kaercher  
DKAERCHE 26-69793  
USAET(UTC -05:00)

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  
JSHORE --DRBN006  
KWILUSH --DRBN007  
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  
DKAERCHE 26-69793  
USAET(UTC -05:00)

Note Log: 96S48

Page 42

Note Log: 96548  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

Subject: 96548/99 - 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 RLM. Dealer will receive the next day.
2. As soon as stock is shown as received by your PDCs.

Regards,

Don Kaercher QSP/Recall Process Support Mgr. IBM Mail US2MC7GC  
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: 96548/99 - 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: 96548/99 - 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 QSP/Recall Process Support Mgr. IBM Mail US2MC7GC  
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

Note Log: 96548

Page 43

Note Log: 96S48  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

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 08:19 \*\*\*  
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)

Note Log: 96S48

Page 44

Note Log: 96848  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:14

Printed: 05/15/97

Subject: 96848/99 - 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 USART(UTC -05:00)

Subject: 96848/99 - 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: 96848/99 - 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)

Note Log: 96848

Page 45

Note Log: 96S48  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

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 F7ZE 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 (FFS) 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 call 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

KWILUSH --DRBN007

KHORD --DRBN007

SHORNER --DRBN007

Note Log: 96S48

Page 46

Note Log: 96548  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

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 Rankin 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 Rankin 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

\*\*\*\*\* E N D - O F - N O T E - \*\*\*\*\*

MSG FROM: KOHEN --DRBN006 TO: JSHORE --DRBN006 03/28/97 14:53:37

To: JHANSEN7--DRBN006  
CC: KOHEN --DRBN006 LWESSTE2--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 Robbie Gibbons. He was trying to order the rail using the old part number for the rail and motor. He said he only needed the rail but was going to throw the motor away. We gave him the correct part number to use for the rail and waited on line while he ordered the part through DOESII.

If there is anything else we can do feel free to contact me at 374-8674.

Note Log: 96548

Page 47

Note Log: 96543  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/13/97

Hope your Easter was sunny!

Regards,  
Kim Oben

\* \* \* \* \* E N D - O F - N O T E \* \* \* \* \*

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 (PPS) 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 52-33063

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)

Note Log: 96548

Page 48

Note Log: 96S48  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

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 Jin 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 (FF3) All Responses.....Thank-You

John Shore - OSF / 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

Note Log: 96S48

Page 49

Note Log: 96848  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

Subject: f72z 61610d45 b

Are we OK on this? Is this part supposed to go thru Renkim?

Regards,

Don Kaercher QSP/Recall Process Support Mgr. IBM Mail USPMC7GC  
Parts Supply & Logistics 26-59793 Fax 52-31065  
NPDC Room 1554D

\*\*\* Forwarding note from JHANSEN7--DRBN006 03/27/97 16:09 \*\*\*

To: LWEBSTE2--DRBN006

cc: JSHORE --DRBN006

APIPPER --DRBN006

DKAERCHE--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

\*\*\*\*\* E N D - O F - N O T E \*\*\*\*\*

MSG FROM: KOBEN --DRBN006 TO: JSHORE --DRBN006 04/01/97 10:49:42

To: JSHORE --DRBN006

cc: KOBEN --DRBN006

JSHORE --DRBN006

JHANSEN7--DRBN006

LWEBSTE2--DRBN006

DKAERCHE--DRBN006

FROM: Kim Oben

USAET(UTC -05:00)

Subject: f72z 61610d45 b

I just wanted to confirm with you that you are correct. The rail  
only parts ("A" parts) are being ordered through DOESII and the  
rail and motor parts ("B" parts) are being ordered through Renkim.  
However, for FOC the rail only part ("A" parts) order is taken at  
Renkim and the file is then transmitted to Fords FTP as emergency  
orders.

Note Log: 96848

Page 50

Note Log: 96S48  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

The situation that Jin 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 Oban

\*\*\* Forwarding note from LWEBSTE2--DRBN006 04/02/97 13:48 \*\*\*  
To: ROSEN --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 18:20 \*\*\*  
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 (PFS) 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 26-69791 Fax 52-33063  
NPDC Room 1554D

\*\*\* Forwarding note from JHANSEN7--DRBN006 03/27/97 16:09 \*\*\*

Note Log: 96S48

Page 51

Note Log: 96S48  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

To: LWS3ST32--DRBN006  
cc: JSHORE --DRBN005  
APIPPER --DRBN006

DKAERCNE--DRBN006  
D0001101--DRBN001

FROM: James Hansen

USAET(UTC -05:00)

Subject: f72z 61610d49 b

linda, are you guys still taking orders on this part? al packer (psa 00011) called us saying you are not. please ship one if you are.

Regards,  
James Hansen

\*\*\*\*\* E N D - O F - N O T E \*\*\*\*\*

MSG FROM: MROGERS2--DRBN006 TO: JSHORE --DRBN006 04/07/97 07:18:34

To: DKAERCNE--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.

Note Log: 96S48

Page 52

Note Log: 96548  
Period: 01/03/97 14:36:20 thru 04/07/97 07:18:34

Printed: 05/15/97

Best Regards,

Michael D. Rogers  
Demand Analyst, Assoc. & Direct Ship Procurmt; NPD #2115D  
Voice: (313) 266-9812 / FAX: (313) 523-5661; USFMD64E@YEMMAIL.COM  
\*\*\* Forwarding note from JSHORE --DRBN006 04/05/97 07:43 \*\*\*  
To: MROGERS2--DRBN006

\*\*\* Resending note of 04/04/97 16:24  
FROM: John Shore USAET(UTC -05:00)  
To: JSHORE --DRBN006

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

Subject: 96548

Mike...Please review

To: MROGERS --DRBN004  
cc: DKAERCHE--DRBN006 Kaercher, D. F.

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

Subject: 96548

Mike, let me know if this is incorrect.....

The timing to take Escort parts and convert to Probe parts did not offer any improvement in timing..... and Escort parts were in short overall supply.

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

John Shore - OSF / 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

Note Log: 96548

Page 53

Note Log: 96848  
Period: 01/03/97 14:36:20 thru 04/07/97 07:19:34

Printed: 05/15/97

Subject: 96848

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 OSF/Recall Process Support Mgr. IBM Mail USFMC7GC  
Parts Supply & Logistics 26-69793 Fax 52-33065  
NSDC Room 1554D

\*\*\*\*\* E N D = O F = N O T E \*\*\*\*\*

Note Log: 96S48  
Period: 11/14/97 16:35:24 thru 11/25/97 10:46:35

Printed: 02/20/99

MSG FROM: PBANDOSK--DRBN006 TO: JSHORE --DRBN006 11/14/97 16:35:24

TO: JSHORE --DRBN006

FROM: Pete Bandoska

USAET(UTC -05:00)

Subject: Probe Passive Restraint Campaign

Regards,

Pete Bandoska, Probe/SW-164 Service Engineer, AAI PVT  
FCSD VS&P Current and Past Model Support Small/Medium FWD\_Team  
Phone 781-8108, FAX 782-1932, AAI Shop Office, MS0022  
\*\*\* Forwarding note from PBANDOSK--DRBN006 11/14/97 16:34 \*\*\*  
To: JBRADLEY--DRBN006 Bradley, Joe  
cc: ABRANDT1--DRBN006  
PBANDOSK--DRBN006

GLAUBITZ--DRBN006  
GBISSI --DRBN006

FROM: Pete Bandoska

USAET(UTC -05:00)

Subject: Probe Passive Restraint Campaign

Joe, Andy and John,

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

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

Regards,

Pete Bandoska, Probe/SW-164 Service Engineer, AAI PVT  
FCSD VS&P Current and Past Model Support Small/Medium FWD\_Team  
Phone 781-8108, FAX 782-1932, AAI Shop Office, MS0022  
= = = = = E N D = O F = N O T E = = = = =

MSG FROM: DEARBCH2--DRBN006 TO: JSHORE --DRBN006 11/17/97 13:12:07

To: JBRADLEY--DRBN006

cc: HKIRK --DRBN006

JSHORE --DRBN006 John Shore

Note Log: 96S48

Page 1

Note Log: 96S48  
Period: 11/14/97 16:35:24 thru 11/25/97 10:46:35

Printed: 02/20/98

FROM: Don Kaercher  
DKAERCHE 26-69793

USAET(UTC -05:00)

Subject: Probe Passive Restraint Campaign

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

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

\*\*\* Forwarding note from HKIRK --DRBN006 11/17/97 11:26 \*\*\*  
To: GDEYO --DRBN006  
cc: DKAERCHE--DRBN006 JBRADLEY--DRBN006  
HKIRK --DRBN006

FROM: HARRISON KIRK

USAET(UTC -05:00)

Subject: Probe Passive Restraint Campaign

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

Regards,  
HARRISON KIRK

\*\*\* Forwarding note from GLAURITZ--DRBN006 11/14/97 16:44 \*\*\*  
To: GDEYO --DRBN006  
cc: HKIRK --DRBN006

From the desk of Gregory Lauritzen

USAET(UTC -05:00)

Subject: Probe Passive Restraint Campaign

Fyi.

Gregory Lauritzen  
Demand Analyst  
PCSD (26)6-9811 e-mail: USFMD32Y@IBMAIL.COM  
Customer satisfaction is our NUMBER ONE priority  
\*\*\* Forwarding note from PBRANDSK--DRBN006 11/14/97 16:34 \*\*\*  
To: JBRADLEY--DRBN006 Bradley, Joe  
cc: ABRANDT1--DRBN006 GLAURITZ--DRBN006

Note Log: 96S48

Page 2

PBANDOSK--DRBN006

GRISSI --DRBN006

FROM: Pete Bandoska

USAET(UTC -05:00)

Subject: Probe Passive Restraint Campaign

Joe, Andy and John,

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

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

Regards,

Pete Bandoska, Probe/SW-164 Service Engineer, AAI FVT  
FCSD VS&P Current and Past Model Support Small/Medium FWD\_Team  
Phone 783-8308, FAX 782-1932, AAI Shop Office, MSO022

= = = = = E N D = O F = N O T E = = = = =

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

To: ALEESE --DRBN006

cc: ABRANDT1--DRBN006

JBRADLEY--DRBN006

DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore

USAET(UTC -05:00)

Subject: Probe Seat Track

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

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

Please call and we can review.

Note Log: 96548  
Period: 11/14/97 16:35:24 thru 11/25/97 10:46:35

Printed: 02/20/98

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

- \* \* \* \* \* E N D = O F = N O T E = \* \* \* \* \*

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

TO: ALEESE --DRBN006  
cc: ABRANDT1--DRBN006

DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore

USAET(UTC -05:00)

Subject: Probe Seat Track

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

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

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

Please Forward (PFS) All Responses.....Thank-You  
John Shore - FCSD / PS&L Recall Manager

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

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

To: JSHORE --DRBN006

cc: ALEESE --DRBN006

ALEESE --DRBN006

FROM: Al Lease

USAET(UTC -05:00)

Subject: Probe Seat Track

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

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

Regards,

Alvin Lease, Recall/Service Programs Department, FCSD

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

Note Log: 96548

Page 4

Note Log: 96948  
Period: 11/14/97 16:35:24 thru 11/25/97 10:46:35

Printed: 02/20/93

Fairlane Business Park III, 237C

\*\*\* Forwarding note from JSHORE --DRBN006 12/03/97 15:09 \*\*\*  
To: ALEESE --DRBN006  
cc: ABRANOT1--DRBN006 JBRADLEY--DRBN006  
DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore

USAET(UTC -05:00)

Subject: Probe Seat Track

We need to change some of the "words" in the 96948 supplement. Please do not send or FAX this to our dealers without discussing needed changes.

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

Please call and we can review.

Please Forward (PFS) All Responses.....Thank-You  
John Shore - FCSD / PS&L Recall Manager  
Phone 26-69789 FAX 52-33065 NPDC - 1554D

= = = = = E N D = O F = N O T E = = = = =

MSG FROM: DKAERCHE--DRBN006 TO: JSHORE --DRBN006 12/09/97 09:29:54

To: JSHORE --DRBN006 John Shore

FROM: Don Kaercher  
DKAERCHE 26-69793

USAET(UTC -05:00)

Subject: (U) PROBE SEAT BELTS

Are you coordinating this?

Regards,

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

\*\*\* Forwarding note from GLAURITZ--DRBN006 12/09/97 08:47 \*\*\*

To: DKAERCHE--DRBN006

cc: HKIRK --DRBN006

GDEYO --DRBN006

JSHORE --DRBN006

TRYAN --DRBN006

Note Log: 96948

Page 5

Note Log: 96848  
Period: 11/14/97 16:35:24 thru 11/25/97 10:46:35

Printed: 02/20/98

From the desk of Gregory Lauritzen

USAET(UTC -05:00)

Subject: (U) PROBE SEAT BELTS

Don,

We had a note approved back in early October and have been waiting ever since. It is the note John originally put together after our meeting with the Recall Team at Fairlane Business Park. Please advise when this note will be sent out as we have begun receiving the new stock (P72Z-61610D44 & 45-C) this week.

Gregory Lauritzen

Demand Analyst

FCSD (26)6-9811 e-mail: USFMD12Y9IBMAIL.COM

Customer satisfaction is our NUMBER ONE priority

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

To: HKIRK --DRBN006

cc: JSHORE --DRBN006 John Shore

GLAURITZ--DRBN006

TRYAN --DRBN006

FROM: Don Kaercher

USAET(UTC -05:00)

DKAERCHE 26-69793

Subject: (U) PROBE SEAT BELTS

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

Regards,

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

Parts Supply & Logistics 26-69793 Fax 52-33065

NPDC Room 1354D

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

To: TRYAN --DRBN006

cc: DKAERCHE--DRBN006

GLAURITZ--DRBN006

HKIRK --DRBN006

GDEYO --DRBN006

FROM: HARRISON KIRK

USAET(UTC -05:00)

Subject: (U) PROBE SEAT BELTS

IN ANSWER TO YOUR QUESTION YESTERDAY AM ON INITIAL SHIPMENT QTY . DON ; IT WILL TAKE ABOUT 10 TO 12 DAYS FROM TODAY FOR THIS STOCK TO ARRIVE AT THE DESIGNATED PDC'S VIA APT WITH 4160 MORE SHIPPING IN DECEMBER AND 26000 IN JANUARY OF NEED-

Note Log: 96848

Page 6

ED PART NUMBERS , CAN WE PUBLISH A FIELD COMMUNICATION THIS MONTH THAT CONTAINS THE TEXT GREG LAURITZEN AGREES TO RE PART NUMBER CONFIGURATIONS THAT MATCH THE ARRIVING PART NUMBERS FROM THE SUPPLIER QOS ?

Regards,  
HARRISON KIRK

\*\*\* Forwarding note from GLAURITZ--DRBN006 12/09/97 06:34 \*\*\*  
To: HKIRK --DRSN006

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

Subject: (U) PROBE SEAT BELTS

Harrison,

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

Gregory Lauritzen  
Demand Analyst

FCSD (26)6-9811 e-mail: USEMD32Y@IBMMAIL.COM

Customer satisfaction is our NUMBER ONE priority

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

To: GLAURITZ--DRBN006

cc: HKIRK --DRBN006

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

Subject: (U) PROBE SEAT BELTS

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

Regards,  
HARRISON KIRK

\*\*\*\*\* E N D = O F = N O T E = \* \* \* \* \*

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

To: DKAERCHE--DRBN006

cc: HKIRK --DRBN006

GLAURITZ--DRBN006

TRYAN --DRBN006

JSHORE --DRBN006

FROM: HARRISON KIRK

USAET(UTC -05:00)

Note Log: 96S48  
Period: 11/14/97 16:35:24 thru 11/25/97 10:46:35

Printed: 02/20/98

Subject: (U)PROBE SEAT BELTS

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

Regards,  
HARRISON KIRK

\*\*\* Forwarding note from DKAERCHE--DRBN006 12/09/97 08:03 \*\*\*  
To: HKIRK --DRBN006  
cc: JSMORE --DRBN006 John Shore GLAURITZ--DRBN006  
TRYAN --DRBN006

FROM: Don Kaercher USAET(UTC -05:00)  
DKAERCHE 26-69793

Subject: (U)PROBE SEAT BELTS

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

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

\*\*\* Forwarding note from HKIRK --DRBN006 12/09/97 07:46 \*\*\*  
To: TRYAN --DRBN006  
cc: DKAERCHE--DRBN006 GLAURITZ--DRBN006  
HKIRK --DRBN006 GOEYO --DRBN006

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

Subject: (U)PROBE SEAT BELTS

IN ANSWER TO YOUR QUESTION YESTERDAY AM ON INITIAL SHIPMENT QTY . DON ; IT WILL TAKE ABOUT 10 TO 12 DAYS FROM TODAY FOR THIS STOCK TO ARRIVE AT THE DESIGNATED PDC'S VIA APT WITH 4160 MORE SHIPPING IN DECEMBER AND 25000 IN JANUARY OF NEEDED PART NUMBERS . CAN WE PUBLISH A FIELD COMMUNICATION THIS MONTH THAT CONTAINS THE TEXT GREG LAURITZEN AGREES TO RE PART NUMBER CONFIGURATIONS THAT MATCH THE ARRIVING PART NUMBERS FROM THE SUPPLIER QOS ?

Regards,  
HARRISON KIRK

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

Note Log: 96S48

Page 8

From the desk of Gregory Lauritzen

USAET(UTC -05:00)

Subject: (U) PROBE SEAT BELTS

Harrison,

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

Gregory Lauritzen

Demand Analyst

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

Customer satisfaction is our NUMBER ONE priority

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

To: GLAURITZ--DRBN006

cc: HKIRK --DRBN006

FROM: HARRISON KIRK

USAET(UTC -05:00)

Subject: (U) PROBE SEAT BELTS

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

Regards,

HARRISON KIRK

\*\*\*\*\* E N D = O F = N O T E \*\*\*\*\*

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

To: ALZESE --DRBN006

cc: ABRANDT1--DRBN006

DKAERCHE--DRBN006 Kaercher, D. F.

FROM: John Shore

USAET(UTC -05:00)

Subject: 96S48 Review

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

interested because it is a major change in how we will service the recall. In the draft version, there were some errors.

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

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

John Shore - FCSD / PS&L Recall Manager

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

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

To: JSHORE --DRBN006

cc: ALZESE --DRBN006

ABRANDT1--DRBN006

FROM: Al Leese

USAST(UTC -05:00)

Subject: 96548 Review

John, I have received your request to review the final draft before it is sent for Tony's signature. As I mentioned earlier, I do not have a final version yet because I do not have comments from the Safety Office yet.

I have your comments in my file titled "PS&L Input". Are you requesting that from now on you want to see every recall before it is sent for Tony's approval?

Please confirm.

Regards,

Alvin Leese, Recall/Service Programs Department, FCSD

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

Fairlane Business Park III, 237C

\*\*\*\*\* E N D = O F = N O T E \*\*\*\*\*

MSG FROM: JSHORE --DRBN006 TO: GCHARBON--DRBN006 12/11/97 10:56:50

To: GCHARBON--DRBN006

cc: ALZESE --DRBN006

FROM: John Shore

USAST(UTC -05:00)

Subject: 96548 Parts / Charboneau

We have not yet published the new service numbers for the cable/motor for the Probe. When used with the "rail only" an assembly is created.

F72Z 61610D44-C Right hand cable/motor  
F72Z 61610D45-C Left hand cable/motor  
  
F72Z 61610D44-A Right rail only  
F72Z 61610D45-A Left rail only

These parts are getting into our system now and most are obtainable.

Please Forward (FF5) All Responses.....Thank-You  
John Shore - FCSD / PS&L Recall Manager  
Phone 26-69789 FAX 52-33065 NPDC - 1555C  
\*\*\* Forwarding note from ALEESE --DRBN006 12/11/97 10:19 \*\*\*  
To: JSHORE --DRBN006  
cc: GCHARBON--DRBN006 ALEESE --DRBN006

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

Subject: 96548 Parts / Charboneau

John, please call (or PROFs) Jerry Charboneau (GCHARBON) 64185.

He has a customer with a \$3,000 loaner car bill. He wants to know if there is any way that he could get the part needed to get this guy out of the loaner car. Thanks....

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

\*\*\*\*\* E N D - O F - N O T E \*\*\*\*\*

MSG FROM: JSHORE --DRBN006 TO: RHOWELL3--DRBN006 12/16/97 15:49:36

To: RHOWELL3--DRBN006 Howell, R. (Bob)  
cc: DKAERCHE--DRBN006 Kaercher, D. F.

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

Subject: DOES II Message UPDATE

Bob...We contacted Field Operations, Tony Mucci, and he requested we add the following statement to the Probe Seat Belt DOESII message:

"A more detailed notice will be FAXED from the RECALL office."

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

===== S N D = O F = N O T E =====

MSG FROM: JSHORE --DRBN006 TO: RHOWELL3--DRBN006 12/16/97 16:28:21

To: RHOWELL3--DRBN006

FROM: John Shore

USAET(UTC -05:00)

Subject: Re: DOES II Message UPDATE

Yes. We think the added statement about additional info is important.

Was the date changed to reflect ...week of January 5th.....?

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

\*\*\* Forwarding note from RHOWELL3--FORDSMTF 12/16/97 16:19 \*\*\*

To: JSHORE --FORDMAIL

cc: RHOWELL3--FORDSMTF

From: Robert E. Howell - National DOESII Coordinator

Subject: Re: DOES II Message UPDATE

John,

I can't now add to that messages, do you want me to make a new message.....

At 03:44 PM 12/16/97 -0500, you wrote:

>This note was generated by the AWAY Facility/VM 5799-FLP (c) IBM Corp.

> DO NOT REPLY TO THIS NOTE

>

>AWA110I This mail item is being routed to you from JSHORE at DRBN006

>on behalf of RHOWELL3 at DRBN006.

>

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

Note Log: 96S48  
Period: 11/14/97 16:35:24 thru 11/25/97 10:46:33

Printed: 02/20/98

>cc: DKAERCHE--DRBN006 Kaercher, D. F.  
>  
>FROM: John Shore USAET(UTC -05:00)  
>

Subject: DOES II Message UPDATE

>  
>Bob... We contacted Field Operations, Tony Nucci, and he requested we add  
>the following statement to the Probe Seat Belt DOESII message:  
>  
>"A more detailed notice will be FAXED from the RECALL office."  
>  
>Please Forward (PF5) All Responses.....Thank-You  
>John Shore - FCSD / PS&L Recall Manager  
>Phone 26-69789 FAX 52-33065 NPDC - 1555C  
>  
>Robert E. Howell - National DOESII Coordinator - Host "Parts Talk Live" -  
>Phone: 313-52(5-3414) Cell Phone: (800)260-3673 Fax: (800) 515-1317  
>Office: NPD - Rm. 1301D  
===== E N D = O F = N O T E = =====

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

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

Subject: 96S48

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

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

Please Forward (PF5) All Responses.....Thank-You  
John Shore - FCSD / PS&L Recall Manager  
Phone 26-69789 FAX 52-33065 NPDC - 1555C  
\*\*\* Forwarding note from KOBEN --DRBN006 12/18/97 12:04 \*\*\*  
To: JSHORE --DRBN006  
cc: KOBEN --DRBN006 LWEBSTE2--DRBN006  
DKAERCHE--DRBN006 ABRANDT1--DRBN006  
FROM: Kim Oben USAET(UTC -05:00)

Note Log: 96S48

Page 13

Subject: 96S48

Hi John,

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

PA CODE 00010  
KOONS FORD  
8115 BALTIMORE AVE  
COLLEGE PARK, MD 20740  
(301)852 5164  
1ZVPT20C8MS150293.

Any assistance you could provide would be greatful.

Thanks

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

Kim Oben  
STRIVE for EXCELLENCE  
Rankim Corp. Phone (313)374-8674  
Fax #(313)374-8323 PROPS IO KOSEN  
- - - - - E N D - O F - N O T E - - - - -

MSG FROM: SORAM --DRBN006 TO: JSHORE --DRBN006 12/18/97 14:59:34

To: HJACOBS --DRBN006  
cc: JSHORE --DRBN006 DLESLIE --DRBN006  
FROM: Sirpa Gram USAET(UTC -05:00)

Subject: Emergency to Interim/Stock

I got your message but I'm home sick today.  
No, there's nothing that I'm aware of that would automatically 'downgrade' the 9000 parts you asked about from Emergency to Interim or Stock.

Donna, do you know of anything?

Thank you,  
Sirpa Oram  
523-4542

\*\*\*\*\* E N D \* O F \* N O T E \* \*\*

MSG FROM: JSHORE --DRBN006 TO: DLESLIE --DRBN006 12/19/97 08:30:01

To: DLESLIE --DRBN006  
cc: SORAM --DRBN006 JHANSEN7--DRBN006  
GDEYO --DRBN006

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

Subject: Emergency to Interim/Stock

We are trying to stop local PDC's from sending parts out as emergency to their own "facing" dealers. We are transferring and moving stock so each depot can support their own dealers without having to refer orders. Why send out 10,500 backorders as emergency orders when the parts have been backordered for months..... two additional days will not influence customer satisfaction... we already lost that.

Please Forward (FF5) All Responses.....Thank-You  
John Shore - FCSD / PS&L Recall Manager  
Phone 26-69789 FAX 52-33065 NFDC - 1555C  
\*\*\* Forwarding note from DLESLIE --DRBN006 12/18/97 17:59 \*\*\*  
To: JSHORE --DRBN006  
cc: SORAM --DRBN006 DLESLIE --DRBN006  
JHANSEN7--DRBN006

FROM: Donna M. Leslie USAET(UTC -05:00)

Subject: Emergency to Interim/Stock

I do not know of any process to downgrade emergency backorders to interim or stock. There is not an easy way to write a new program to do this either.

Exactly what are you trying to accomplish?  
Are you trying to avoid referrals to a PDC other than where it's backordered at or are you trying to avoid the Fedex shipments for emergency orders from the PDC or are you trying to avoid referrals to the packager/supplier?

Setting an order elevation code "8" would prevent referrals.  
Have you talked to someone from the Customer Service section about how to handle these backorders?

Regards,  
Donna Leslie (DLESLIE)  
Order Processing Systems  
A19 TSLE Phone 52-35597

\*\*\* Forwarding note from JSHORE --DRBN006 12/18/97 13:03 \*\*\*  
To: SORAM --DRBN006 DLESLIE --DRBN006

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

Subject: Emergency to Interim/Stock

COST INFORMATION REDACTED

I was hoping we could take two part numbers and "behind the scene" program a change. There are 10,500 orders in the system for these two parts and we will spend [ ] per part to emergency them around the country.

If we are forced to cancel all the orders the dealer unrest will be GREAT.

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

John Shore - PCSD / PS&L Recall Manager  
Phone 26-69789 FAX 52-33065 NPDC - 1553C

\*\*\* Forwarding note from SORAM --DRBN006 12/18/97 14:59 \*\*\*

To: HJACOBS --DRBN006  
cc: JSHORE --DRBN006 DLESLIE --DRBN006

FROM: Sirpa Gram USAET(UTC -05:00)

Subject: Emergency to Interim/Stock

I got your message but I'm home sick today.  
No, there's nothing that I'm aware of that would automatically 'downgrade' the 9000 parts you asked about from Emergency to Interim or Stock.

Donna, do you know of anything?

Thank you,  
Sirpa Gram  
523-4542

\*\*\*\*\* E N D - O F - N O T E \*\*\*\*\*

MSG FROM: JSHORE --DRBN006 TO: JCAMPBE1--DRBN006 12/19/97 16:47:11

To: JCAMPBE1--DRBN006  
cc: GLAURITZ--DRBN006 MWARRIL2--DRBN006  
DKAERCHE--DRBN006 Kaercher, D. F. JSHORE --DRBN006 Shore, J.

GDEYO --DRBN006

FROM: John Shore

USAET(UTC -05:00)

Subject: Reduce Freight Cost 96548 Probe Seat Belts

Jerry, we are going to take a replacing action on two service parts within MFP which will cause 6,300 lines of backordered parts to be sent out of our depots as Emergency. With the cost of shipping so many parts as emergency, can we either have the local depot change the order level from emergency to interim or change the routing of the parts to reduce the costs.

The parts involved are:

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

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

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

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

John Shore - FCSD / P&L Recall Manager  
Phone 26-69789 FAX 52-33065 NWDC - 1555C

- - - - - E N D - O F - N O T E - - - - -

MSG FROM: JSKORE --DRBN006 TO: WNAPLES --DRBN006 12/22/97 16:06:57

To: WNAPLES --DRBN006

cc: JBERNBEC--DRBN006 Bernbeck, J.F. GDEYO --DRBN006

KHORD --DRBN007

FROM: John Shore

USAET(UTC -05:00)

Subject: Probe Seat Rails

Please alert our depots that a large increase in volumes for the following parts will occur. These will be inputted as STOCK ORDERS 12-23/24.

F72Z 61610D44-A	Orders	F72Z 61610D45-A	Orders
AF1DA	142	AF1DA	681
AF34A	146	AF34A	1021

Note Log: 96548

Page 17

AF35A	85	AF35A	668
AF38A	702	AF38A	3260
AF44A	86	AF44A	580
AF46A	146	AF46A	925
AF49A	85	AF49A	592
AF50A	147	AF50A	808
CA02C	32	CA02C	200

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

===== E N D = O F = N O T E =====

MSG:FROM: JHANSEN7--FORDSMTP TO: JSHORE --DRBN006 12/22/97 15:12:18

To: JSHORE --FORDMAIL

From: James Hansen

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

ok, i was wrong.....it is out there already on the last DOESII page.

> To: JHANSEN7--DRBN006

>

> FROM: John Shore

USAET(UTC -05:00)

>

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

>

> DOESII Message.

>

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

> John Shore - FCSD / PS&L Recall Manager

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

===== E N D = O F = N O T E =====

Note Log: 96548  
Period: 11/14/97 16:35:24 thru 11/25/97 10:46:35

Printed: 02/20/98

MSG FROM: JSHORE --DREN006 TO: JSHORE --DREN006 12/19/97 16:47:11

To: JCAMPBELL--DREN006  
cc: GLAURITZ--DREN006 MWARRIL2--DREN006  
DKAERCHE--DREN006 Kaercher, D. F. JSHORE --DREN006 Shore, J.  
GDEYO --DREN006

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

Subject: Reduce Freight Cost 96548 Probe Seat Belts

Jerry, we are going to take a replacing action on two service parts within MMP which will cause 6,500 lines of backordered parts to be sent out of our depots as Emergency. With the cost of shipping so many parts as emergency, can we either have the local depot change the order level from emergency to interim or change the routing of the parts to reduce the costs.

The parts involved are:

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

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

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

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

John Shore - FCSD / P&L Recall Manager  
Phone 26-69789 FAX 52-33065 NPDC - 1555C

\* \* \* \* \* E N D - O F - N O T E \* \* \* \* \*

MSG FROM: ALEESE --DREN006 TO: JSHORE --DREN006 11/25/97 10:46:35

To: JSHORE --DREN006

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

Subject: 96548 Supplement (Left Side Rair Inspection)

I received a call from Greg Lauritzen (Demand Analyst). He requested that we have dealers reorder if they have previously placed an order for the full

Note Log: 96548

Page 19