



UAW Local 862
Scott Eskridge, Building Chairman

Kentucky Truck Plant
Joe Bobnar, Plant Manager

To: All KTP Employees

Subject: 2009 J.D. Power Results – **Bronze** Plant Award

Yesterday the 2009 J.D. Power Initial Quality Study was released. The news for Ford and Kentucky Truck was very promising. For the Company, Ford improved by 11 problems/100 vehicles versus 2008. Ford at 102 problems/100 vehicles is in a statistical dead heat with Toyota at 101 problems/100 vehicles. Ford had 4 models that were Best-In-Class in their segments. The list is headlined by the F-150. Other segment winners include the Mustang, Edge, and Mercury Sable.

J.D. Power's vehicle score is broken down into (2) categories; design and defect/malfunction. Issues such as fuel economy would be assigned to design, while paint imperfections would be assigned to defect malfunction. J.D. Power ranks all the assembly plants in the world based on the defect/malfunction category. They assign plant winners based on your location in the world. For 2009 Kentucky Truck Plant finished as the 3rd Best Plant in North/South America! KTP was the only Ford plant to show up on this list! Through your hard work and dedication, the plant improved 21 problems/100 vehicles or 32%. The top 10 plants are listed below.

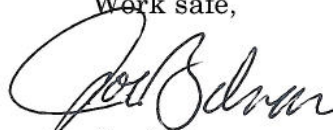
<u>Model</u>	<u>Location</u>	<u>Score PP/100</u>
1. Honda Civic, CR-V, Element	East Liberty, Ohio	41
2. Chevrolet Impala, Lacrosse	Oshawa, Ontario	42
3. Ford Super Duty	Louisville, Kentucky	43
4. Chevrolet Corvette, XLR	Bowling Green, Kentucky	43
5. Toyota Camry, Avalon, Venza	Georgetown, Kentucky	43
6. Chevrolet Malibu	Fairfax, Kansas	44
7. Buick Lucerne	Hamtramck, Michigan	45
8. Chevrolet Malibu	Orion, Michigan	46
9. Chevrolet Silverado (Light Duty)	Fort Wayne, Indiana	46
10. Ford Fusion	Hermosillo, Mexico	46

As you can see your talent and determination have put KTP on par with the top plants in North and South America. We must continue to improve as the plants below us will no doubt like to knock us out of our bronze medal position. Once again, thank you for your focus in the face of all the negativity we hear about each day. Keep up the great work. Our customers have spoken loud and clear.

Respectfully,


 Scott Eskridge

Work safe,


 Joe Bobnar