

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

This is a copy of your Report to the U.S. Consumer Product Safety Commission submitted on 5/5/2015

Incident Details

VQ-10750448-4238

Document Number: I1550045A

Report Number: 20150505-3C4E5-2147433211

Report Submitted Date: 5/5/2015

Who You Are: Consumer

Incident Description: The Ford Sync with Ford Touch GPS System included with a recently purchased Ford Transit 2015 is not compatible with commercial vehicles, which is the classification the Ford Transit falls under. Upon taking the vehicle on its first trip, the GPS repeatedly directed me onto roadways having bridges lower than the height of the vehicle, and onto which commercial vehicles are not allowed. The GPS has frequently taken the vehicle into dangerous situations, and if no commercial option is available, it should not be offered for sale with commercial vehicles. Neither Ford Motor Company, nor their salesmen at Simmons Rockwell of Bath, NY offered any warnings to the incompatibility of this GPS System with the vehicle it was sold in, nor to the danger that using the system places the driver in.

Through multiple contacts with Ford, they have been made aware of this problem, yet they have offered no solution other than recommending that we use MapQuest to create our own route. Their recommendation that we use another service in place of the one sold to us, by them, is an unacceptable outcome of this situation. They are selling a product that is a danger to the consumer, are aware of the problem, and refuse to do anything about it.

Incident Date: 2/13/2015 This is an estimate

Incident Location: Street or Highway - Merritt Parkway, Connecticut, United States

Product Details

Product Description: Ford Sync with My Ford Touch built in Navigation System

Product Category: Electronics

Product Type: Audio & Radio

Brand Name: Ford Sync with My Ford Touch

Manufacturer / Importer / Private Labeler Name: Ford Motor Company

Model Name or Number: Ford Sync with My Ford Touch

Serial Number: YTB5BQHC

Date Manufactured:

Manufacturer Date Code:

Manufacturer Address: Not specified

Manufacturer Website URL:

Manufacturer Phone Number:

Retailer: Simmons Rockwell

Retailer State: New York

Additional Details

Purchase Date: 10/22/2014 This date is an estimate

I still have the product in my possession. Yes

The product was damaged before the incident. N/A

The product was modified before the incident. N/A

Have you contacted the manufacturer? Yes

If not, do you plan to contact them? N/A

Explanation: We have repeatedly contacted Ford in an attempt to resolve the situation. They have offered no acceptable resolution. We have two open cases with the company: CAS- [REDACTED] and CAS [REDACTED]

Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED] Avoca, New York, [REDACTED] United States

E-mail [REDACTED]

Phone Number: [REDACTED]

Consent

May we include your Report, including any documents or photographs that you have attached to your Report, but without your name and contact information, in CPSC's Public Database? Yes, you may include my Report with any attachments on SaferProducts.gov.

May we release your name and contact information to the product manufacturer /importer / private labeler. Yes, you may release my name and contact information to the product manufacturer /importer / private labeler.

CPSC does not guarantee the accuracy, completeness, or adequacy of the contents of the Publicly Available Consumer Product Safety Information Database on SaferProducts.gov, particularly with respect to information submitted by people outside of CPSC.

information to
the product
manufacturer /
importer /
private labeler
identified in
your Report?

I certify that I Yes
have reviewed
the Report and
that the
information
provided in this
Report is true
and accurate to
the best of my
knowledge,
information,
and belief.

OMB Control Number 3041-0146