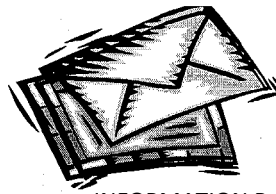


NHTSA ccmMercury Routing Slip



CL-10861834-8510

Printed: 4/22/2016

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

NHTSA #: ES16-001973	Rec'd Date: 4/22/2016	Referred By: NAD-200
XREF #:	Doc Type: CNG	Doc Date: 4/15/2016
Delivery: EML	Address To: DOT/I	Due Date: 5/23/2016
S10 #:	DOT/I #: H- 2016 81	RMP #:
Subject: LETTER FROM CONGRESSMAN KING ON BEHALF OF CONSTITUENT [REDACTED] RE 2012 FORD EXPEDITION		
Ack Date:	Ack By:	Signed For:
Sign Office: DIRECTOR, GOVERNMENTAL AFFAIRS	Signature: ALISON PASCALE	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: CBUTLER x60180	Modified By: Chris.Butler	
Most Recent Comment:		

Author:

PETER T KING
U.S HOUSE OF REPRESENTATIVES
1003 PARK BLVD
MASSAPEQUA PARK, NY 11762
Tel: 516-541-4225 Fax: E-mail: pete.king@mail.house.gov

APR 26 2016

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	4/22/2016	5/23/2016	
NGA-010	SIGN	4/22/2016		

RR
4/22/16
SMD

PETER T. KING
Member of Congress
Second District, New York

339 CANNON HOUSE OFFICE BUILDING
WASHINGTON, DC 20515-3202
(202) 225-7896

1003 PARK BOULEVARD
MASSAPEQUA PARK, NY 11762
(516) 541-4225

FOR SUFFOLK COUNTY
(631) 541-4225

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Congress of the United States
House of Representatives
Washington, DC 20515-3202

April 15, 2016

COMMITTEE ON HOMELAND SECURITY
CHAIRMAN, COUNTERTERRORISM AND INTELLIGENCE
CYBERSECURITY, INFRASTRUCTURE PROTECTION,
AND SECURITY TECHNOLOGIES

PERMANENT SELECT COMMITTEE
ON INTELLIGENCE

FINANCIAL SERVICES COMMITTEE
SUBCOMMITTEE ON CAPITAL MARKETS
SUBCOMMITTEE ON OVERSIGHT & INVESTIGATIONS

Mr. Dana Gresham
Assistant Secretary for Governmental Affairs
U.S. Department of Transportation
1200 New Jersey Avenue Southeast
Washington, DC 20590-0001

RE: [REDACTED] issue with rims on 2012 Ford Expedition (VIN#
1FMJU1J50CE [REDACTED]).

Dear Mr. Gresham,

The attached communication is sent for your consideration. Please investigate the statements contained therein and respond to me with the necessary information for reply, returning the enclosed correspondence with your answer.

Send all correspondence to my Massapequa Park District Office at 1003 Park Blvd.,
Massapequa Park, New York 11762.

Thank you for your prompt attention to this matter.

Sincerely,

PETER T. KING
Member of Congress

PTK/kd

OFFICE OF CONGRESSMAN PETER T. KING
PRIVACY RELEASE FORM

Pursuant to the provisions of the Federal Privacy Act, I hereby authorize Congressman Peter T. King to contact any federal, state, county, or town agency on my behalf and receive information and/or reports pertaining thereto.

NAME: _____

Date of Birth _____

Current Mailing Address (no P.O. Boxes): _____

MASSAPEQUA NY _____

Email: _____

Telephone Numbers: (Home) _____

(Other) _____

List any identifying numbers that might apply to your situation:

Social Security Number / Service Number / Immigration "A" Number: _____

Briefly describe your problem:

2012 Ford Expedition. The rims on truck were replaced in 2015 (April) due to defect. The ^{new} rims are missing clear coat in certain areas, surface of these areas are rough. Dealer (Service Dept) has also stated that rims should be replaced. Denied by Ford. Sent numerous pictures and still denied even though they saw the defect. I reached out to Ford Corporate and got no where.

Desired outcome:

4 New rims for vehicle

I hereby declare that I am currently a resident of the Second Congressional District and the above information is truthful and complete to the best of my knowledge.

Signature: _____

Date: _____

9/15/2016

Return to
Congressman Peter King
1003 Park Boulevard
Massapequa Park, NY 11762
FAX: (516) 541-6602

Interior / Exterior

Request Form Summary

VIN 1FMJUIJ50CE [REDACTED]
 Vehicle Model 2012 EXPEDITION
 Repair Order Number [REDACTED]
 Repair Order Date Mar 24 2016
 Line Number of R.O. 1
 Hotline Contact ID [REDACTED]
 Request Date Mar 24 2016 07:53:42
 Request Status Not Approved
 Prior Approval Code
 Repair Already Completed Request No

Request Form Details

1. Please describe customer's concern.
 CUSTOMER STATES RIMS ARE STARTING TO PIT AND CLEAR COAT FINISH HAS COME OFF IN SOME SPOTS. SOME AREAS OF THE RIM ARE ROUGH AND NOT SMOOTH
 RIMS WERE REPLACED 4/2 2015 AT 33986
2. What is the intended repair, list all components needed for repair?
 VEHICLE NEEDS ALL 4 RIMS REPLACED
3. Provide any additional details necessary.
 Please include any available technical information that you believe will help process your prior approval request.
 VEHICLE NEEDS ALL 4 RIMS REPLACED

Comment History

Comment From: Ford
 Comment Date: Mar 24 2016 08:50:36
 [REDACTED]

In the close up images provided there are no visible pits or clear coat peeling.

When attempting to capture clear close-up images, it is helpful to make sure the camera is set on close-up/macro mode (flower icon). While in close up macro mode, holding the camera 12 - 18 inches away from the concern, utilizing the zoom and auto-focus features of the camera, will help capture a clear image. In some instances, it may be helpful to place a pointing device (pen, finger, sticky note, etc.) close to the concern and allow the camera to focus. Please also review the images before submitting the request for review. The concern must be clearly visible to make the most accurate warrantability determination.

Comment From: DEALER
 Comment Date: Mar 24 2016 08:56:09

The concern, really isn't visible from the camera, when touching the rims you can feel the clear coat missing off certain sections.

Comment From: Ford
 Comment Date: Mar 24 2016 09:13:02
 [REDACTED]

You have stated that the peeling concern is not visible from the camera, but the missing clear coat can be felt on sections of the wheels. However, if there is missing sections of clear coat, this will be seen in clear and focused close-up images.

Therefore, please update this request with new close-up images, clear and focused, of missing clear coat for further review and consideration, referencing the camera tips in the first comments.

Comment From: DEALER
 Comment Date: Mar 30 2016 16:34:54
 ADDITIONAL CLEARER PICS OF ALL 4 RIMS

Comment From: Ford
 Comment Date: Mar 30 2016 16:45:28
 [REDACTED]

Thank you for the additional information. However, when reviewing the vehicle information, this vehicle has exceeded the New Vehicle Warranty by time and mileage. The New Vehicle Warranty for this vehicle expired on June-14-2015 or at 36,000 miles. When trying to determine if a part has remaining warranty coverage or not, run the Part Coverage Tool found under the OASIS tab after running the VIN for the vehicle in question. The Part Coverage Tool should be used prior to submitting an Interior/Exterior Prior Approval request to determine if there is warranty coverage, and if prior approval is necessary. You can reference the Warranty and Policy Manual on FMCD dealer for more detailed information on specific coverage.

Please note is this vehicle has ESP coverage the Interior Exterior Prior Approval Team does not make warrantable determinations for that program. ESP has their own program

Comment From: DEALER
Comment Date: Mar 30 2016 17:19:35

This is an service part warranty claim, and we need prior approval, the rims were replaced less than 1 year ago and less than 12,000 miles. My warranty administrator has advised me that we need prior approval before replacing the wheels

Comment From: Ford
Comment Date: Mar 30 2016 17:48:19

Thank you for the update, and we apologize for the confusion as you did indicate in your original comments that these wheels were replaced on April 2, 2015, at 33,986 miles, which makes this a Service Part Warranty request. To avoid potential confusion, please ensure to select the appropriate warranty type when creating a request.

Unfortunately, when reviewing the original and additional close-up images, we are unable to see any clear coat peel from the wheels, although the images are clearly focused. Therefore, it will be necessary to submit additional images that do show the clear coat peeling. Note that it may be helpful to use masking tape, grease pencil, or other type of non-destructive marking device on the wheels to highlight the peeling area. It may also be helpful to capture multiple angles of the concern so they are visible to the camera in the images.

Please also review the images for quality before submitting the request for further review. The concern must be clearly visible to make the most accurate warranty determination.

Comment From: DEALER
Comment Date: Apr 06 2016 16:44:49
ADDITIONAL PICTURES OF RIMS

Comment From: Ford
Comment Date: Apr 06 2016 16:59:48

Thank you for the updated close-up images of the four wheels. While these new images are perfectly clear and focused, no clear coat peeling can be seen in these images. The front of the wheels has a machined finished surface with the inner sections of the wheels appear with a rough texture, which is a design intent.

The close-up images do show slight scuffing and dark staining on the surface of sections of the wheels, but these are not considered defects with the wheels' finish. As the images provided do not show any signs of missing or peeling clear coat, the four wheels (base part# 1007) are not warrantable.

Additional Comments
You have 1800 characters remaining

Attachments/Images

Select Type

Browse

Upload

3/4 Vehicle View
24 Mar 07:55



Overall
24 Mar 07:55

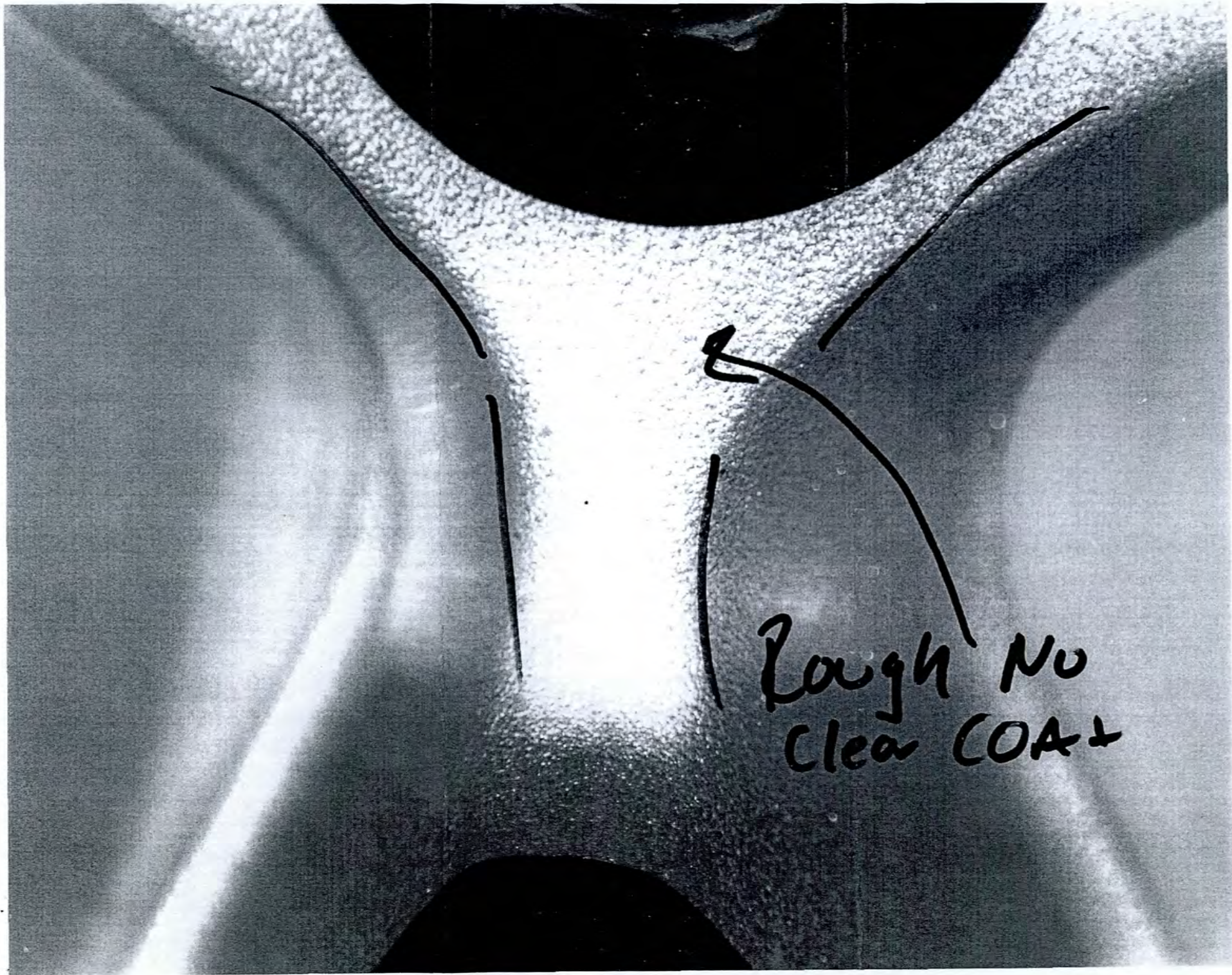


Close-up
24 Mar 07:55

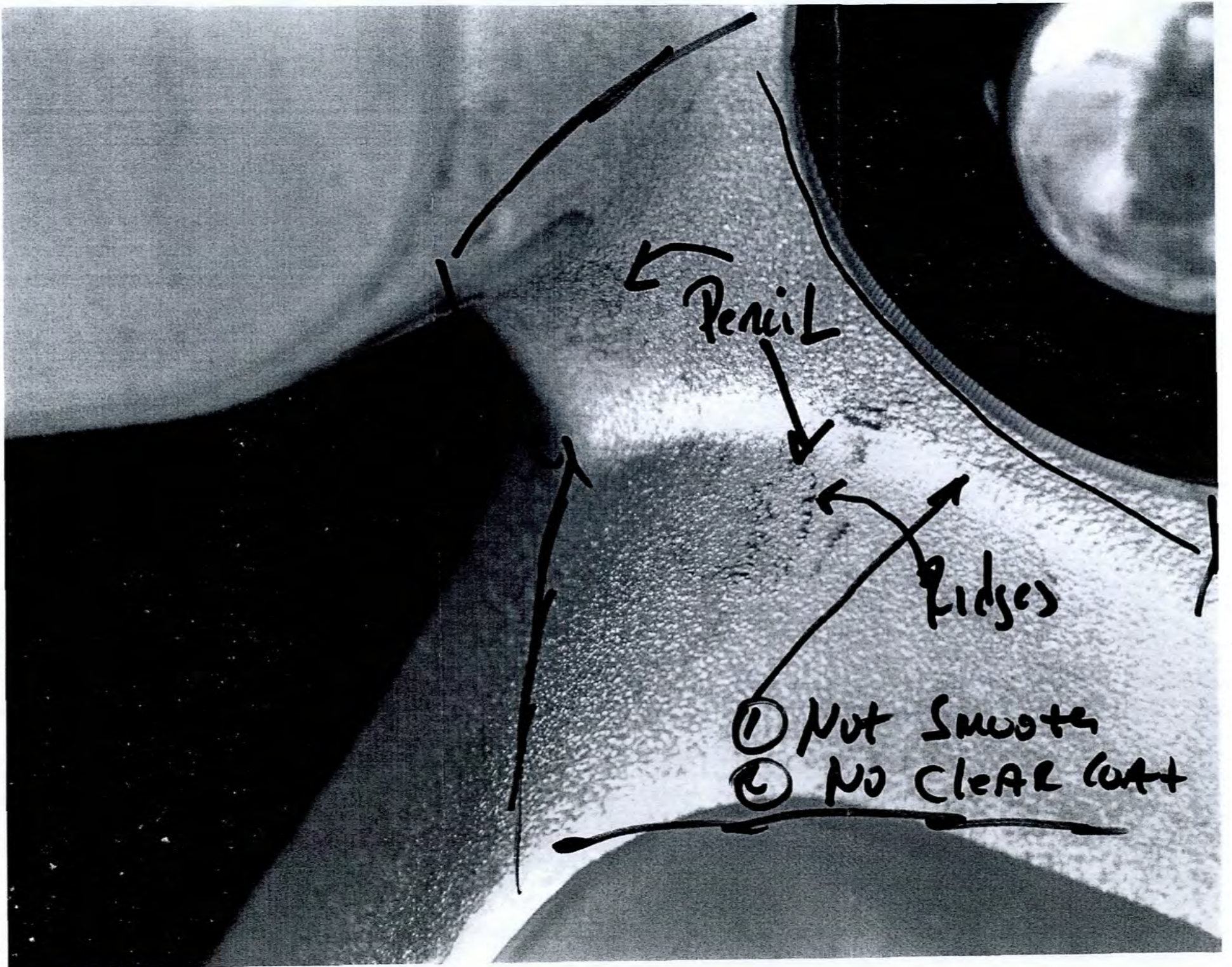


Overall
24 Mar 07:55





Rough No
Clear COAT



Pencil

Ridges

- ① Not Smooth
- ② NO CLEAR COAT



① Rough
② See Bumps



**2014 House Input Form for Governmental Affairs
Correspondence Control Sheet (I-10), W85-328**



Control Number H - 2016 81

General

Date DOT Received 4/21/2016
 Date DOT Entered 4/21/2016
 Member's Date 4/15/2016
 Member Last Name King
 Member First Name Peter
 Member Organization United States House of Representatives
 Address1 1003 Park Boulevard
 Address2
 City Massapequa Park
 State NY
 Zip 11762

Constituents

File Name [REDACTED]
 Date 4/21/2016
 Subject 2012 Ford Expedition
 Action Office NHTSA
 Action Code
 Due Date 5/20/2016

Contacts

Member Contact Kevin DeLury
 Phone (516) 541-4225
 Pending
 Closed Date
 Remarks
 DOT Contact Nikki Purnell at (202) 366-4573

Notes:

EXECUTIVE SECRETARIAT
 RECEIVED-NHTSA
 2016 APR 22 P 12:16