

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

From: [EVOQ \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint: ----ODI 11083959-----
Date: Wednesday, May 02, 2018 11:06:27 AM
Attachments: [Vehicle Owner Questionnaire.pdf](#)

From: [REDACTED]
Sent: Sunday, April 29, 2018 12:50 PM
To: EVOQ (NHTSA) <EVOQ@dot.gov>
Subject: Re: FW: Follow up to ODI Complaint: ----ODI 11083959-----

Good afternoon,
We have made the necessary edits and are including our invoice from the repairs and a page that describes Ford recall #16S19.

Best Regards,
[REDACTED]
[REDACTED]

On Tue, Apr 24, 2018 at 7:44 AM, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received
09-APR-2018

Repository
Reference No.
11083959

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ORANGE CITY State FL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number

E-mail Address [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FMJU1G52CE [REDACTED] Make FORD Model EXPEDITION Model Year 2012
Date Purchased 4/4/2014 Dealer's Name and Telephone Number
Original Owner Dealer's City State Zip Code
Engine: No: Cylinders Fuel Type:
Transmission Type Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 08-APR-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage 95000 Failure Speed 60

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured Number of Deaths Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2012 FORD EXPEDITION. WHILE DRIVING APPROXIMATELY 60 MPH, THE VEHICLE INADVERTENTLY DOWNSHIFTED TO FIRST GEAR. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE CONTACT COASTED THE VEHICLE TO THE SHOULDER, TURNED OFF THE ENGINE, RESTARTED THE VEHICLE AND IT RETURNED TO NORMAL OPERATION. ON APRIL 3, 2018, THE SAME FAILURE OCCURRED. THE VEHICLE WAS NOT TAKEN TO THE DEALER OR AN INDEPENDENT MECHANIC FOR DIAGNOSTIC TESTING. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 95,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Ford Media Center

FORD MOTOR COMPANY ISSUES THREE SAFETY RECALLS AND TWO SAFETY COMPLIANCE RECALLS IN NORTH AMERICA

Apr 27, 2016 | Dearborn, Mich.

DEARBORN, Mich., April 27, 2016 – Ford Motor Company is issuing three safety recalls and two safety compliance recalls in North America. Details are as follows:

Ford issues safety recall and customer satisfaction program for certain 2011-2012 Ford F-150, and 2012 Ford Expedition, Ford Mustang and Lincoln Navigator vehicles in North America to update powertrain control module software and inspect for certain diagnostic trouble codes

Ford is issuing a safety recall for approximately 202,000 2011-2012 Ford F-150, and 2012 Ford Expedition, Ford Mustang and Lincoln Navigator vehicles for a potential issue with the output speed sensor on the vehicle's transmission lead frame. Under certain conditions, the transmission controls could force a temporary downshift into first gear. Depending on the speed of the vehicle at the time of the downshift, the driver could experience an abrupt speed reduction that could cause the rear tires to slide or lock up. This condition could result in loss of vehicle control, increasing the risk of a crash.

Ford is aware of three reports of accidents and no injuries related to this condition.

Affected vehicles are equipped with a 6R80 transmission and include certain 2011-2012 Ford F-150 vehicles built at Dearborn Truck Plant and Kansas City Assembly Plant, Aug. 19, 2011 through March 9, 2012; 2012 Ford Expedition vehicles built at Kentucky Truck Plant, Aug. 19, 2011 through Dec. 19, 2011; Ford Mustang vehicles built at Flat Rock Assembly Plant, Aug. 19, 2011 through Feb. 21, 2012; and Lincoln Navigator vehicles built at Kentucky Truck Plant, Aug. 19, 2011 through Dec. 17, 2011. There are 201,900 vehicles affected, including 184,000 in the United States and federalized territories and 17,900 in Canada.

Dealers will inspect the powertrain control module for diagnostic trouble codes tied to the issue. If no related diagnostic trouble codes are present, dealers will update the powertrain control module software, which will eliminate the downshift into first gear if an OSS fault occurs. Additionally, as part of the corresponding customer satisfaction program, Ford will provide a one-time replacement of the lead frame at no charge within 10 years or 150,000 miles from the warranty start date.

If related diagnostic trouble codes are present, dealers will update the powertrain control module software and replace the lead frame at no cost to the customer.

Ford issues safety recall for certain 2014-2015 Ford Explorer and Ford Police Interceptor Utility vehicles to replace rear suspension toe links

Ford is issuing a safety recall for approximately 81,000 2014-2015 Ford Explorer and Ford Police



SERVICE DEPARTMENT
 HOURS
 Mon - Fri
 7:30 a.m. to 6:00 p.m.
 Sat
 8:00 a.m. to 5:00 p.m.

**DELAND
 FORD LINCOLN**

2655 N. Volusia Ave. · Orange City, FL 32763
 (888) 861-7229 · (386) 775-1000
 MV 11257

CUSTOMER #: [REDACTED]

INVOICE

PAGE 1

FL
 HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 803370 SCOT MCCABE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	12	FORD EXPEDITION	1FMJU1G52CE [REDACTED]		95899/95899	T5717	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22SEP15 DD			19:00 11APR18			CASH	10APR18
R.O. OPENED	READY	OPTIONS: ENG:5.4_Liter					
08:43 10APR18	14:48 10APR18						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES TRUCK DOWNSHIFTS TO 1ST AT HWY SPEEDS
 MA001 CUSTOMER STATES TRUCK DOWNSHIFTS TO 1ST AT
 HWY SPEEDS
 203802 CPC 435.60 435.60
 1 AL3Z*7G276*D CONNECTOR 126.42 126.42 126.42
 PARTS: 126.42 LABOR: 435.60 OTHER: 0.00 TOTAL LINE A: 562.02
 ROAD TEST, CHECK TRANSMISSION OPERATION. DIAG PROBLEM, MONITOR OSS
 PID. REMOVE VALVE BODY AND REPLACE LEAD FRAME.

B** VALVOLINE TRANSMISSION FLUID EXCHANGE WITH FILTER
 VPS036 VALVOLINE TRANSMISSION FLUID EXCHANGE WITH
 FILTER
 203802 CPC 139.95 139.95
 1 BL3Z*7A098*A SCREEN ASY 28.18 28.18 28.18
 12 XT*10*BLV OIL - AUTOMATIC
 TRANSMISSION 4.03 4.03 48.36
 PARTS: 76.54 LABOR: 139.95 OTHER: 0.00 TOTAL LINE B: 216.49
 PERFORM TRANSMISSION SERVICE, EXCHANGE FLUID AND REPLACE FILTER.
 SERVICE TRANSFER CASE. ROAD TEST AFTER REPAIR.

EST: 601.77 10APR18 10:24 SA: 803370
 SHOP CHARGES 45.00
 BOSCO

WE AT DELAND FORD LINCOLN WOULD LIKE TO THANK
 YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE,
 YOU MAY RECEIVE A SURVEY AND IF FOR ANY
 REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE
 LET ME KNOW. MATTHEW GAETA (386) 917-1230
 AGAIN THANK YOU FOR ALLOWING US TO SERVE YOU.

FEDERAL 4.12
 STATE 49.41

**WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE
 DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF
 THIS REPAIR INVOICE.**

By signing below, you acknowledge that you were notified of and
 authorized the Dealership to perform the services/repairs itemized
 in this invoice and that you received (or had the opportunity to
 inspect) any replaced parts as requested by you. The vehicle is
 being returned to you in exchange for your payment of the Amount
 Due.

***SHOP SUPPLY COSTS:** We have
 added a charge equal to 10% of the
 total cost of labor and parts, not to
 exceed \$45.00, to the Repair Order.
 This charge represents costs and
 profits to the motor vehicle repair
 facility for miscellaneous shop
 supplies and waste disposal. The
 State of Florida requires a \$1.00 fee
 to be collected for each new tire sold
 in the state (s.403.718), and a
 \$1.50 fee to be collected for each
 new or remanufactured battery sold
 in the state (s.403.7185).
**ALL PARTS ARE NEW UNLESS
 OTHERWISE INDICATED.**

DESCRIPTION	TOTALS
LABOR AMOUNT	575.55
PARTS AMOUNT	202.96
ADJUSTMENTS	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	45.00
TOTAL CHARGES	823.51
LESS INSURANCE	0.00
SALES TAX	53.53
PLEASE PAY THIS AMOUNT	877.04

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

REMIT TO: 445 Atlanta South Pkwy, Suite 135
 College Park, GA 30349