

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: Re: FW: Follow up to ODI Complaint: ----ODI 11130380-----

Hello,

Attached is the updated form and backup documentation/receipts. Thanks

[REDACTED]

[REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (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	Repository <input type="checkbox"/>
20-SEP-2018	Reference No. 11130380

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		Daytime Telephone Number	E-mail Address
Address	[REDACTED]		[REDACTED]	[REDACTED]
City	State	Zip Code	Evening Telephone Number	
Cypress	TX	[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 1FMJU1K50CE [REDACTED]		Make FORD	Model EXPEDITION	Model Year 2012
Date Purchased 19-July-2016	Dealer's Name and Telephone Number Joe Myers Ford, (844) 880-7342		Engine: No: Cylinders 8	Fuel Type: Unleaded
Original Owner <input type="checkbox"/>	Dealer's City Houston	State TX	Zip Code 77040	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-SEP-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN	Failure Mileage 115341	Failure Speed 45
---	---------------------------	---------------------

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	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 VARIOUS SPEEDS, THE VEHICLE DECELERATED TO 0 MPH. THE CONTACT STATED THAT THE VEHICLE DOWNSHIFTED INDEPENDENTLY AND THE SPEEDOMETER DECREASED TO 0 MPH. FURTHERMORE, THE CONTACT STATED THAT THE VEHICLE WAS STILL IN MOTION WHEN THE RPMS DECREASED TO 0 MPH. THE VEHICLE WAS DRIVEN TO THE CONTACT'S RESIDENCE. JOE MYERS FORD (16634 NORTHWEST FREEWAY, HOUSTON, TEXAS 77040, (713) 766-3600) WAS MADE AWARE OF THE FAILURE AND REPLACED THE TRANSMISSION LEAD FRAME. THE MANUFACTURER STATED THAT THE VEHICLE WAS NOT ASSOCIATED WITH NHTSA CAMPAIGN NUMBER: 16V248000 (POWER TRAIN). THE FAILURE MILEAGE WAS 115,341.

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

Interceptor Utility vehicles to replace rear suspension toe links. In certain vehicles, it is possible that the left and right rear suspension toe links could fracture due to poor weld quality. This condition could result in rear suspension noise, difficulty steering or loss of steering control, increasing the risk of a crash

Ford is aware of one accident and one injury related to this issue.

Affected vehicles include certain 2014-2015 Ford Explorer vehicles built at Chicago Assembly Plant, Jan. 17, 2014 through May 31, 2014 and Ford Police Interceptor Utility vehicles built at Chicago Assembly Plant, Jan. 21, 2014 through May 13, 2014. There are 81,036 vehicles affected by the issue, including 75,364 in the United States and federalized territories, 4,615 in Canada and 1,057 in Mexico.

Dealers will replace the left and right rear suspension toe links and align the rear suspension at no cost to the customer.

### **Ford Issues safety recall for certain 2016 Ford F-Series Super Duty vehicles to inspect and replace tires**

Ford is issuing a safety recall for approximately 2,600 2016 Ford F-Series Super Duty vehicles to inspect and replace tires as needed. In certain vehicles, tires could have been damaged from a conveyor during assembly. In some cases, the sidewall damage could cause a rupture during use, resulting in rapid air loss and increasing the risk of a crash

Ford is not aware of any accidents, injuries or fires related to this condition.

Affected vehicles include certain 2016 Ford F-Series Super Duty vehicles built at Kentucky Truck Plant, April 5, 2016 through April 10, 2016. There are 2,596 vehicles affected by this issue, including 2,288 in the United States and federalized territories, 271 in Canada and 37 in Mexico

Dealers will inspect the tires for inboard sidewall damage and replace as needed at no cost to the customer

### **Ford Issues safety compliance recall for certain 2007-2012 Ford Flex, Ford Taurus, Lincoln MKS and Mercury Sable vehicles to replace driver airbag module**

Ford is issuing a safety compliance recall for approximately 200 2007-2012 Ford Flex, Ford Taurus, Lincoln MKS and Mercury Sable vehicles to replace the driver airbag module. In certain vehicles, the chemical enhancer for the second-stage airbag deployment could be missing from the module, which may increase the risk of an injury in a crash that requires second-stage deployment. This condition does not affect primary-stage airbag deployment. This issue is unrelated to the Takata airbag inflator safety recall

Ford is not aware of any accidents, injuries or fires related to this condition.

Affected vehicles include 199 vehicles in North America, built at Chicago Assembly Plant and Oakville Assembly, Dec. 13, 2007 through Oct. 6, 2011.

Dealers will replace the driver airbag module at no cost to the customer.

## **Ford Issues safety compliance recall for certain 2016 Ford Fusion vehicles to replace driver seat track assembly**

Ford is issuing a safety compliance recall for approximately 40 2016 Ford Fusion vehicles to replace the driver seat track assembly. In certain vehicles, the seat mounting bracket attachment to the seat track rail may have been improperly welded, resulting in reduced seat track strength.

Ford is not aware of any accidents or injuries related to this issue.

Affected vehicles include 39 vehicles in the United States, built at Hermosillo Assembly Plant, March 10, 2016 through March 16, 2016.

Dealers will replace the driver seat track assembly at no cost to the customer.

## **About Ford Motor Company**

Ford Motor Company is a global company based in Dearborn, Michigan. The company designs, manufactures, markets and services a full line of Ford cars, trucks, SUVs, electrified vehicles and Lincoln luxury vehicles, provides financial services through Ford Motor Credit Company and is pursuing leadership positions in electrification, autonomous vehicles and mobility solutions. Ford employs approximately 203,000 people worldwide. For more information regarding Ford, its products and Ford Motor Credit Company, please visit [www.corporate.ford.com](http://www.corporate.ford.com).

CUSTOMER #: [REDACTED]

[REDACTED]

**JOE MYERS  
FORD LINCOLN**

16634 NORTHWEST FREEWAY  
HOUSTON, TEXAS 77040  
(713) 896-8200  
SERVICE HOURS  
MONDAY THRU FRIDAY  
7:00 A.M. - 7:00 P.M.  
SATURDAY  
7:00 A.M. - 4:00 P.M.



\*INVOICE\*

PAGE 1

CYPRESS, TX [REDACTED]  
HOME: [REDACTED]  
BUS: [REDACTED]

SERVICE ADVISOR: 42570 BRETT SEVERSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
	12	FORD EXPEDITION	1FMJU1K50CE [REDACTED]	[REDACTED]	115341/115343	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUL16 DD			07:12 11SEP18			CASH	18SEP18
R.O. OPENED	READY	OPTIONS:		SOLD-STK: PCEE [REDACTED] DLR: 04402			
09:50 08SEP18	18:15 18SEP18						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES WHILE DRIVING THE SPEEDO DROPS TO 0, ON ACCEL HAS DELAYED RESPONSE, CHECK ENGINE LIGHT P0720, AND LIGHT HAS GONE OFF

TRANS DIAGNOSE AND REPLACE LEAD FRAME DUE TO INTERNAL SHORT VEH NEEDS SWAY BAR LINKS AND BUSHINGS

69995 ROWE, RICHARD LIC#: 69995	CP					390.00	390.00
1 AL3Z*7G276*D CONNECTOR					159.50	159.50	159.50
8 XT*10*BLV LV FLUID					6.08	6.08	48.64

B \*HIGH MILEAGE AGE NOTIFICATION. JOE MYERS FORD IS NOT RESPONSIBLE FOR ANY ADDITIONAL REPAIRS NEEDED ON THIS VEHICLE. SHOULD ADDITIONAL REPAIRS BE NEEDED, I HEREBY HOLD JOE MYERS HARMLESS. FURTHER INFORMATION MAY BE PROVIDED UPON REQUEST

HMW HIGH MILEAGE AGE NOTIFICATION. JOE MYERS FORD IS NOT RESPONSIBLE FOR ANY ADDITIONAL REPAIRS NEEDED ON THIS VEHICLE. SHOULD ADDITIONAL REPAIRS BE NEEDED, I HEREBY HOLD JOE MYERS HARMLESS. FURTHER INFORMATION MAY BE PROVIDED UPON REQUEST.

69995 ROWE, RICHARD LIC#: 69995	CP					0.00	0.00
---------------------------------	----	--	--	--	--	------	------

IS YOUR CAR UNDER 60,000 MILES ?  
YOU MAY QUALIFY FOR EXTENDED SERVICE CONTRACT  
COVERAGE 0% FINANCING AVAILABLE.  
UP TO 48 MONTH OR 48,000 MILES EXTRA COVERAGE

THANK YOU FOR YOUR BUSINESS.

**AUTHORIZATION TO REPAIR**  
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.

x \_\_\_\_\_  
CUSTOMER SIGNATURE

**CUSTOMER ACKNOWLEDGES AND AGREES THAT IF THE CHECK TENDERED IN PAYMENT FOR REPAIRS IS RETURNED FOR ANY REASON OR IF ANY CREDIT CARD PAYMENT FOR REPAIRS IS STOPPED DUE TO CLOSED OR NO ACCOUNT, THIS SHOP MAY REPOSSESS THE VEHICLE IN ACCORDANCE WITH §70.001, TEXAS PROPERTY CODE. IN SUCH EVENT, CUSTOMER IS LIABLE FOR ALL REASONABLE REPOSESSION CHARGES.**

x \_\_\_\_\_  
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	390.00
PARTS AMOUNT	208.14
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. MATERIALS	53.99
TOTAL CHARGES	652.13
LESS INSURANCE	0.00
SALES TAX	21.62
<b>PLEASE PAY THIS AMOUNT</b>	<b>673.75</b>

5888873  
JOE MYERS FORD SERVICE  
16634 NORTHWEST FREEWAY  
HOUSTON, TX 77040  
(13-896-8200

Term ID: 001      Ref #: 029

### Sale

XXXXXXXXXXXX4386

VISA      Entry Method: Chip

09/18/18

17:03:02

Inv #: 000029    Appr Code: 059588

Batch#: 261001

Cost Ref #: 980188

Total:      \$      673.75

Visa Credit  
AID: A0000000031010  
TSI: 7800  
TVR: 8080000000

Customer Copy  
THANK YOU!



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

1200 New Jersey Avenue SE  
Washington, DC 20590

May 13, 2016

Mr. Todd Fronckowiak  
Assistant Director, Global Automotive Safety Compliance  
Ford Motor Company  
Fairlane Plaza South, Suite #500  
330 Town Center Drive  
Dearborn, MI 48126-2738

NEF-150SM  
16V-248

**Subject:** Unexpected Transmission Downshift

Dear Mr. Fronckowiak:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

FORD/EXPEDITION/2012  
FORD/F-150/2011-2012  
FORD/MUSTANG/2012  
LINCOLN/NAVIGATOR/2012

**Mfr's Report Date:** April 25, 2016

**NHTSA Campaign Number:** 16V-248

**Components:**

POWER TRAIN:AUTOMATIC TRANSMISSION

**Potential Number of Units Affected:** 184,000

**Problem Description:**

Ford Motor Company (Ford) is recalling certain model year 2011-2012 Ford F-150 trucks manufactured August 19, 2011, to March 9, 2012, 2012 Ford Expedition, Lincoln Navigator vehicles manufactured August 19, 2011, to December 19, 2011, and 2012 Ford Mustang vehicles manufactured August 19, 2011, to February 21, 2012. The affected vehicles are equipped with an automatic transmission that may unexpectedly downshift to first gear, regardless of vehicle speed.

**Consequence:**

An unexpected downshift into first gear can cause the vehicle to slow down suddenly without warning and the rear tires may slide or lock, increasing the risk of a crash.

**Remedy:**

Ford will notify owners, and dealers will reprogram the powertrain control module with updated software, free of charge. The recall is expected to begin May 23, 2016. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 16S19.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at [sarah.mcshane@dot.gov](mailto:sarah.mcshane@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement