

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI# 11350024
Date: Wednesday, September 30, 2020 10:22:54 AM

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On August 18, 2020, I reported a serious safety concern with my 2021 Ford E450, 7.3 liter, 2350LE Forest River Sunseeker Motor Home. Since that first incident I have tried to get this issue resolved through help from Ford Warranty and my personal search for service dealers in many states from Texas, Colorado, Montana, Idaho, and Wyoming. Not one Ford dealership or authorized service center would take my vehicle in for service except one authorized dealer in Colorado. Rush Medium Duty Truck Service in Commerce City, Colorado, an authorized Ford service center recommended by The Ford Warranty agent agreed to look at my vehicle. The mechanic cleared all the alarm codes, replaced a module and updated the software. The module had to be special ordered and I waited four days for it to come in. I continued my trip and the same incident happened again a day and a half later. My vehicle suddenly applied the brakes and alarms started flashing on the dash. Fortunately no one was behind me again or I would possibly have been rear-ended at a fairly high rate of speed on the highway. Obviously there is more to this serious safety issue than "clearing codes, resetting software and changing a module"! It's become an issue of not "if" it's going to happen again but "when"! This situation continues to occur and I have tried to get a Ford Dealer in several states to help with this serious safety problem and no one will accept my vehicle. I've tried many times to speak to a Ford representative with the authority to help me but I can't get anyone to return my call. I was told by a Ford Warranty Agent that my Technical Rep, by the name of Carl, would call me. That was several weeks ago and I haven't been able to reach him and he has not returned my calls. Meanwhile, as I cautiously continue my trip back to my home in Louisiana I will keep trying to locate a Ford Dealer or Authorized Service Center along or near my route to try to get help for this serious safety issue. I do not feel safe driving my NEW vehicle and never will, however, I believe I have no other option but to get the vehicle back to the dealership where I purchased it near my home in Louisiana. I will take further action from there.

Thank you,
[REDACTED]

[REDACTED]
Quality Control Analyst



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