



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

1200 New Jersey Avenue SE.
Washington, DC 20590

January 12, 2022

The Honorable Veronica Escobar
Member, U.S. House of Representatives
Wells Fargo Plaza
221 N. Kansas Street, Suite 1500
El Paso, TX 79901

NEF-109 mrr
Ref. No. 11434781

Dear Representative Escobar:

Thank you for the letter on behalf of your constituent, [REDACTED], concerning his model year (MY) 2018 Ford Expedition. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving motor vehicle safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We received a previous report from [REDACTED] his vehicle problem through our www.nhtsa.gov website on September 28, 2021. In light of these reports, we reviewed our database to identify whether a safety defect trend exists with premature strut failures (front and rear) in MY 2018 Ford Expedition vehicles. At this time, NHTSA has not identified sufficient evidence to support the opening of a safety defect investigation or to initiate a recall. However, we entered [REDACTED]' information into NHTSA's database, where it will be used with other reports as part of NHTSA's ongoing review of potential motor vehicle safety issues and monitoring for possible safety defect trends that may require our attention.

[REDACTED] can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

In addition, we encourage [REDACTED] to continue to work with Ford and his dealer to explore the potential for an amicable resolution to his problem. He may consider requesting, through his dealership, a meeting with a Ford representative to discuss his problem [REDACTED] may also consider contacting his local Consumer Protection Agency or the Texas Attorney General's Office regarding his problem and any rights under state law. As you know, the Federal Trade Commission (FTC) regulates and investigates unfair, deceptive, or fraudulent practices in the marketplace.

Therefore, if [REDACTED] believe this issue potentially relates to such a practice, he may contact the FTC to discuss the matter. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

Finally, [REDACTED] may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. [REDACTED] can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

I hope this information is helpful. If you have any questions, please feel free to contact me at ron.thaniel@dot.gov.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ron Thaniel', with a stylized flourish at the end.

Ron Thaniel
Director, Governmental and External Affairs,
Office of Governmental Affairs, Policy and
Strategic Planning