

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: [REDACTED] Complaint 2021 Ford Bronco sport
Date: Thursday, March 31, 2022 8:38:15 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, March 31, 2022 7:30 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: [REDACTED] Complaint 2021 Ford Bronco sport

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Everything is correct with the exception of the dealership D Patrick Ford Evansville, IN we bought the Vehicle Dec 2022 we are paying for a lemon 820.00 per month we auto repairs that cannot be fixed, because of the delays of auto parts! We both feel this makes the car dangerous because this can actually come on while driving t by e car! It did come on and stay on while driving the car! We are going to notify our lender about the major defect! THANK YOU [REDACTED] and [REDACTED]
[REDACTED]



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

13-JAN-2022

Repository Reference No.
11447359

OWNER INFORMATION (Type or Print)

Name

Address

City

Evansville

State

IN

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

3FMCR9A67M

MAKE
FORDModel
BRONCO SPORTModel Year
2021

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner

Dealer's City Evansville

STATE
INZIP Code
47714

Transmission Type

 Antilock Brakes
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
13-JAN-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 030000 SERVICE BRAKES, HYDRAULIC, 030000 BRAKES (PWS)

Failure Mileage
5025.0

Failure Speed

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: DOTMAL 9ABC036)

 Original Requirement
 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), 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), 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).

The contact owns a 2021 Ford Bronco Sport. The contact stated that while pulling into her driveway, the brake warning light illuminated and remained on after she had parked the vehicle. The contact stated that the brake warning light illuminated whenever she would start the vehicle. The contact became aware that the vehicle was included in NHTSA Campaign Number: 21V922000 (Service Brakes, Hydraulic) however, the dealer informed the contact that parts for the recall repair were not yet available. The contact stated that the manufacturer had exceeded a reasonable amount of time for the recall repair. The contact notified the manufacturer of the failure and inquired whether she could trade-in the vehicle, but the manufacturer did not provide any assistance. The vehicle was not repaired. The failure mileage was approximately 5,025. VIN tool confirms parts not available.

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.