

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

National Highway
Traffic Safety
Administration1-888-DASH-4-DOIT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

14-MAR-2022

Repository ☐Reference No.
11456600

OWNER INFORMATION (Type or Print)

Name

Address

City

Remington

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

1FM5K8AR0FG

MAKE

FORD

Model

EXPLORER POLICE INTERCEPT

Model Year

2015

Date Purchased

Dealer's Name and Telephone Number

FIELD HOUSE FORD (855) 430-0449
(844) 534-2332

Engine

No. Cylinders

V6 CYL.

Fuel Type:

E85

Original Owner

☐

Dealer's City De Motte

STATE

IN

ZIP Code

46310

Transmission Type

AUTO

☒ Antilock Brakes☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

14-MAR-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 053140 ENGINE AND ENGINE COOLING/EXHAUST SYSTEM/EMISSION CONTROL/CATALYTIC CONVERTOR

Failure Mileage

91000 111000.0

AND

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: DOTM1 9ABC035)

☐ 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 2015 Ford Explorer Police Intercept. The contact stated that while driving at an undisclosed speed, the check engine warning light illuminated. The vehicle was taken to the dealer and diagnosed with catalytic converter failure. The dealer performed an oil change and reprogrammed the computer; however, the failure recurred. The dealer was made aware of the failure and informed the contact that the catalytic converter needed to be replaced. The vehicle was not repaired. The dealer directed the contact to file a complaint with the NHTSA. The manufacturer was made aware of the failure and a case was opened. The manufacturer informed the contact that the warranty on the vehicle had expired. The failure mileage was approximately 111,000. The VIN was unavailable.

APPROXIMATELY 91,000 VEHICLE WAS TAKEN TO DEALER FOR OIL CHANGE AND CHECK ENGINE LIGHT TOOK TO AUTO ZONE WHO PLUG THE COMPUTER IN AND IT SAID CAT NEED TO BE REPLACED. TOLD THEM AT FORD WHEN I TOOK FOR OIL CHANGE AFTER TWO HOURS THEY TOLD ME THE TRUCK WAS DONE. I ASKED ABOUT RECALL ON THE CATS THEY SAID THEY TALKED TO FORD TECH AND HE TOLD THEM TO REPROGRAM THE COMPUTER LIGHT CAME BACK ON AT 111,000 FORD IGNORED THE CHECK ENGINE

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

LIGHT. ITS BEEN ON EVER SINCE THE 111000 MILE OIL CHANGE
AND THEY TELL ME SINCE THAT IT OVER THE 120,000 MILE
ON THE PASH THAT THEY CANT CHANGE CATS I COULD
PAY 3,053 DOLLAR TO REPRACE THEM BECAUSE NOW IT OVER
120000 MILE

IT STATED VEHICLE PASIFICALLY POLICE INTECEPTER EXTENDED
WARRANTY 11 YEARS OR 120 000 MILES AS OF 8/3/2022
VEH HAS 139271 MILES AND FORD REFUSE TO REPRACE CATS DEFECT STARTED
AT 91000 MILE

ATTACH ADDITIONAL SHEETS IF NECESSARY

Remington, IN

3 AUG 2022 PM 2 L

US Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

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Penalty for Private Use \$300

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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



safecar.gov

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration