

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ----- 11472024-----
Date: Tuesday, November 15, 2022 8:01:35 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, November 14, 2022 11:31 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: FW: Follow up to ODI Complaint ----- 11472024-----

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.

Hello,

Please find the attached documents:

1. Original DOT Questionnaire
2. My corrections to the original questionnaire
3. Ford Motor Company Recall Notice
4. Ford dealer repair receipt

Hopefully this will raise concern that the current recall specifications are not adequate in determining what vehicles are at risk, thus endangering lives.

Thank you,

[REDACTED]
[REDACTED]
Tampa, FL [REDACTED]

[REDACTED]
[REDACTED]

From: EVOQ (NHTSA)
Sent: Monday, November 14, 2022 9:04 AM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint ----- 11472024-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:2023661767). 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 TransportationNational 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

01-JUL-2022

Repository ☐Reference No.
11472024

OWNER INFORMATION (Type or Print)

Name

Address

City

Tampa

State

FL

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
1FDWE3FN5MMAKE
FORDModel
E-350Model Year
2021

Date Purchased

Dealer's Name and Telephone Number
Whiteface Ford 8063040596Engine: 7.3
No: Cylinders 8Fuel Type:
GASOriginal Owner
☐

Dealer's City Hereford

STATE
TXZIP Code
79045

Transmission Type

☐ Antilock Brakes
☐ Cruise ControlPowertrain
REAR WHEEL DRIVE

Multiple Failure:

Incident Date(s)
20-JUN-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 010000 STEERING, 030000 SERVICE BRAKES, HYDRAULIC, 080000 FUEL SYSTEM, DIESEL

Failure Mileage
13667.0

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 E-350. The contact stated that while driving at undisclosed speeds, the power steering and brakes became inoperable. There were no warning lights illuminated. The vehicle was towed to the local dealer where it was diagnosed with loosened brake line fittings and an unknown fluid leak. The vehicle was repaired. The contact stated the failure was related to NHTSA Campaign Number: 22V013000 (Fuel System, Diesel). The manufacturer was contacted but no additional assistance was provided. The failure mileage was approximately 13,667.

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 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.

Hello,

11/14/2022

There were several issues with my complaint as originally transcribed and I have supplied the corrections and additions below as well as copies of the original Recall notice and Dealer repair receipt.

Date Purchased:

4/6/2021

Original Owner:

yes

Failed Component(s) Part(s) Information: 080000 Fuel System Diesel:

There was no fuel system issue and this is not a diesel engine but gasoline.

Narrative Description of Incident(s), etc:

The contact owns a 2021 Ford E-350. The contact stated that while driving at 65mph before attempting to come to a complete stop when exiting I-40 in Arizona, the power steering and brakes became inoperable. The vehicle was towed to the local dealer where it was diagnosed with a disengaged fitting from the hydro-boost unit and the accompanying fluid leak from that brake line. The vehicle was repaired. The contact stated the failure was related to NHTSA Campaign Number: 22V089, Safety Recall Notice 22S08. The manufacturer was contacted but no additional assistance was provided. The failure mileage was approximately 13,667.

As part of the Recall Notice that vehicle had been inspected approximately four months prior to this incident by Flammer Ford in Tarpon Springs FL. Based upon the specifications from Ford Motor Company, this vehicle was found not to be at risk and no corrective actions were required.

Since this vehicle was deemed to be not at risk based upon FMC specifications yet suffered the exact incident described by the recall notice, how many other vehicles are also at risk and still on the road based upon a faulty inspection?

Thank you,

[REDACTED]

Tampa FL [REDACTED]

[REDACTED]

[REDACTED]

WHITEFACE FORD

550 N. 25 Mile Ave.

(806) 364-1919

HEREFORD, TEXAS 79045

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]		ADVISOR KARRI		39078	TAG NO. [REDACTED]	INVOICE DATE 06/27/22	INVOICE NO. [REDACTED]
[REDACTED]		LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 13,633	COLOR /	STOCK NO. [REDACTED]	
TAMPA, FL [REDACTED]		YEAR / MAKE / MODEL 21/FORD TRUCK/E-SERIES CUTAWA/E-350					
		VEHICLE ID NO. 1 F D W E 3 F N 5 M D [REDACTED]				DELIVERY DATE	DELIVERY MILES
		F.T.E. NO.				SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS		R.O. DATE 06/21/22	
						MO: 13653	

JOB# 1 CHARGES-----

LABOR-----

J# 1 45FOZ01

STEERING CONCERN

TECH(S):50361

WARRANTY

CUSTOMER STATES WHILE DRIVING VEHICLE ON HIGHWAY HE LOST POWER STEERING AND COULD ONLY STEER THE VEHICLE MANUALLY. WHEN LOOSING STEERING ASSIST HE APPLIED THE BRAKES TO TRY TO SLOW DOWN AND HAD NO BRAKE ASSIST EITHER. WAS ABLE TO SLOW VEHICLE DOWN WITH AN INCLINED OFF RAMP OF INTERSTATE AND THEN LIMPED TO RV PARK. DID HAVE A MOBILE UNIT COME TO SITE AND HE ATTEMPTED TO ADD POWER STEERING FLUID THAT LEAKED OUT AS QUICKLY AS HE WAS FILLING - CUSTOMER DID HAVE THE RECALL 22S08 COMPLETED AT HOME DEALERSHIP PRIOR TO GOING ON ROAD TRIP BUT FEELS LIKE ALL CONDITIONS ARE RELATED TO A FAILURE OF THIS RECALL - PLEASE CHECK OVER AND ADVISE
FOUND FLUID TO BE LEAKING FROM POWER STEERING PUMP DUE TO BROKEN SHAFT TO PULLEY AND TO BE LEAKING ON FITTING FOR PRESSURE LINE
REMOVED AND REPLACED POWER STEERING PUMP AND PRESSURE LINE
REFILLED POWER STEERING SYSTEM AND BLED TEST DROVE TO VERIFY POWER STEERING OPERATION AND TO CHECK FOR LEAKS NO PROBLEMS FOUND
USE MT TIME DUE TO NO LABOR OPERATIONS AVAILABLE
MT3A674 1.6
MT3A717 1.1

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE	UNIT PRICE-
	1	LC2Z-3A717-C	HOSE ASY		
	1	4C2Z-3A719-B	HOSE ASY		
	2	XT-10-QLVC	OIL - AUTOMATI		
	1	LC2Z-3A674-A	PUMP ASY - POW		
	1	PDRDIFF	PRICE DIFFEREN		
				TOTAL - PARTS	

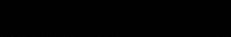
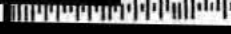
WARRANTY
WARRANTY
WARRANTY
WARRANTY
WARRANTY
0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FTCS JOB# 1 TOTAL 0.00



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121-1904



March 2022

*** IMPORTANT SAFETY RECALL ***

Safety Recall Notice 22S08 / NHTSA Recall 22V089

2021 E-350 Econoline

Your Vehicle Identification Number (VIN): 1FDWE3FN5MD [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

The power steering pressure line in your vehicle may be inadequately connected to the brake Hydroboost unit, which may result in a leak or sudden loss of power steering fluid.

What is the risk?

Sudden loss of power steering fluid may result in a loss of power steering assist, requiring increased steering effort, and loss of power brake assist, requiring increased force on the pedal to brake, potentially resulting in increased stopping distance. A sudden loss of power steering assist and power brake assist increases the risk of a crash.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to inspect the power steering pressure lines at the quick-connect fitting and if necessary, replace the lines, free of charge (parts and labor).

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do?

Please call your dealer without delay and request a service date for Recall 22S08. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Ford has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.