



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



October 28, 2022

NEF-109 ela
Ref. No. 11478298

[REDACTED]
Algonquin, IL [REDACTED]

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2021 Ford Expedition. The Illinois Attorney General's Office forwarded your letter 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 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 reviewed our database to identify whether a safety defect trend exists with the various problems you described, in MY 2021 Ford Expedition vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. However, we entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

In addition, we encourage you to continue to work with Ford and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a Ford representative regarding your problem. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you 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.

You 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. You 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.

While researching your problem we identified a recall that is applicable to your vehicle (NHTSA Safety Recall Campaign No. 22V-250, report enclosed). The windshield wiper arms may operate erratically and may become inoperable or separate from the vehicle. The repair for recall 22V-250 is expected to be available soon. When you receive a notice that the recall parts are available, please contact your local dealership to schedule an appointment to complete the repair as soon as possible.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

Recalls Results by VIN - Vehicle Identification Number

Print 

VIN: 1FMJU1MT8 

Year: 2021 Make: FORD Model: Expedition

Number of Open Recalls: 1

NHTSA Recall Number: [22V250](#)

Recall Date: April 14, 2022

Manufacturer Recall Number: 22S26

SUMMARY:

ON YOUR VEHICLE, IT MAY BE POSSIBLE FOR THE VEHICLE WIPER ARMS TO PERFORM ERRATICALLY. THIS CONDITION CAN POTENTIALLY LEAD TO A WIPER ARM THAT BECOMES INOPERABLE AND/OR SEPARATED FROM THE VEHICLE, WHICH CAN RESULT IN REDUCED VISIBILITY IN CERTAIN CONDITIONS.

SAFETY RISK:

A WIPER ARM THAT BECOMES INOPERABLE AND/OR SEPARATED FROM THE VEHICLE CAN RESULT IN REDUCED VISIBILITY IN CERTAIN CONDITIONS

REMEDY:

FORD MOTOR COMPANY IS WORKING CLOSELY WITH ITS SUPPLIERS TO PRODUCE PARTS FOR THIS REPAIR. WHEN PARTS BECOME AVAILABLE, FORD MOTOR COMPANY WILL NOTIFY YOU VIA MAIL TO SCHEDULE A SERVICE APPOINTMENT WITH YOUR DEALER FOR REPAIRS TO BE COMPLETED FREE OF CHARGE PARTS AND LABOR. PARTS ARE ANTICIPATED TO BE AVAILABLE LATE THIRD QUARTER 2022.

RECALL STATUS: **Recall INCOMPLETE**

MANUFACTURER NOTES:

TO CHECK FOR NON-SAFETY-RELATED PROGRAMS APPLICABLE TO YOUR VEHICLE, SEE [HTTP://WWW.FORD.COM/](http://www.ford.com/) OR CALL YOUR FORD DEALER.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner, please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an [online complaint with NHTSA](#).



THIS RECALL DATA LAST REFRESHED: Oct 4, 2022

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues & Recalls](#) section and follow the instructions there.

Recall information for this manufacturer is only available going back to January 01, 1999. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

 Enter another VIN here: 



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