

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

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: [EXTERNAL] Fw: Follow up to ODI Complaint ----- 11480589-----  
**Date:** Tuesday, January 17, 2023 12:58:49 PM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Tuesday, January 17, 2023 11:47 AM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Fwd: [EXTERNAL] Fw: Follow up to ODI Complaint ----- 11480589-----

**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.

**From:** "EVOQ (NHTSA)" <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>  
**Date:** January 8, 2023 at 7:26:36 PM CST  
**To:** [REDACTED]  
**Subject:** FW: Follow up to ODI Complaint ----- 11480589-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. 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 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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received

22-AUG-2022

Repository Reference No.  
11480589**OWNER INFORMATION (Type or Print)**

Name	[REDACTED]		
Address	[REDACTED]		
City	Hulbert	State	OK
ZIP Code	[REDACTED]		

Daytime Telephone Number

Evening Telephone Number

E-mail Address

*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 1FMJK1JT8KE [REDACTED]		MAKE FORD	Model EXPEDITION	Model Year 2019
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	STATE OK	ZIP Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 08-AUG-2022

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 061700 ENGINE AND ENGINE COOLING:ENGINE:CRANK/CAMSHAFT POSITION SENSOR	Failure Mileage 71000.0	Failure Speed
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**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)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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**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 2019 Ford Expedition. The contact stated when she started the vehicle, she would hear rattling sound coming from the vehicle. The contact stated she had the Customer Satisfaction Program: 21B10-S2 service performed. The vehicle was taken to the dealer and the contact was informed that the failure was similar to Customer Satisfaction Program: 21N03 - Cam Phaser Replacement but the VIN was not included. The manufacturer was contacted and stated that the vehicle was not serviced in a timely manner, therefore the vehicle had to be repaired out-of-pocket. The failure mileage was 71,000. Contact was never made aware of any recall by Ford. They went to dealership to get another part and the dealership checked for recalls at that time but said would have to bring vehicle in the following week to get fixed. Contact brought vehicle back only to be told at that time they would need to make an appointment for the next week to get it fixed. Contact scheduled the appointment for the following week at the first available time, which was after the recall period but was not made aware of that. Contact spoke with Ford several time to resolve issue and they were unwilling to resolve. Vehicle still is unrepaired.

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.