



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



February 3, 2023

[REDACTED]
Lilburn, GA [REDACTED]

NEF-109 tg
Ref. No. 11500079

[REDACTED]:

Thank you for the letter about your model year (MY) 2017 Ford Expedition vehicle. The Georgia 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. You indicate that while you were driving, the brakes in your MY 2017 Ford Expedition failed to function, and the malfunction light came on. NHTSA Safety Recall Campaign No. 22V-150 has been issued and affects certain MY 2016 through MY 2017 Ford Expedition vehicles equipped with 3.5L Eco boost engines. The brake master cylinder may allow brake fluid to leak from the front wheel circuit into the brake booster.

We entered your vehicle identification number (VIN) into our VIN Look Up Tool, and it appears that you have since received the repair for Recall 22V-150. However, NHTSA Safety Recall Campaign No. 22V-648 is incomplete on your vehicle (report enclosed). This recall addresses a problem with certain MY 2015 through MY 2017 Ford Expedition vehicles. The front blower motor located behind the glove box may fail.

Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. We encourage you to continue to follow up with Ford and your dealer on the status of the parts availability for Recall 22V-648.

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 https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

Your request for a buyback does not fall under our jurisdiction. If you require further assistance in this matter, 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.

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 black ink that reads "Randy Reid". The signature is written in a cursive, flowing style.

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement

Enclosure

2017

FORD Expedition

VIN: 1FMJK1HT8HE

Recall data refreshed on Feb 02, 2023

1 Unrepaired Recalls

associated with this VIN

Aug 26, 2022**Manufacturer Recall Number** 22S56**NHTSA Recall Number** 22V-648**Recall Status** Recall Incomplete**Summary**

ON YOUR VEHICLE, THE CLIMATE CONTROL FRONT BLOWER MOTOR MAY OVERHEAT, POTENTIALLY RESULTING IN AN INTERIOR FIRE WHILE THE VEHICLE IS ON

Safety Risk

AN INTERIOR VEHICLE FIRE CAN INCREASE THE RISK OF PERSONAL INJURY AND VEHICLE DAMAGE.

Remedy

FORD IS WORKING CLOSELY WITH ITS SUPPLIERS TO PRODUCE REDESIGNED PARTS FOR THE REPAIR. YOU WILL BE NOTIFIED ONCE REMEDY PARTS BECOME AVAILABLE, WHICH IS EXPECTED IN EARLY FIRST QUARTER 2023. THIS REPAIR WILL BE FREE OF CHARGE PARTS AND LABOR.

"

Manufacturer's 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.

Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.

What this VIN search tool will show

- An unrepaired vehicle affected by a vehicle safety recall in the past 15 calendar years
- Vehicle safety recalls from [major light auto automakers, motorcycle manufacturers and some medium/heavy truck manufacturers](#)

What this VIN search tool will not show

- A vehicle with a repaired safety recall. If your vehicle has no unrepaired recalls, you will see the message: "0 Unrepaired recalls associated with this VIN"
- Manufacturer customer service or other nonsafety recall campaign
- International vehicles
- There may be a delay with very recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage)

Research Requests (1)

- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications