



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



April 25, 2023

[REDACTED]
[REDACTED]
Harrisburg, NC [REDACTED]

NEF-109 br
Ref. No. 11511433

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2021 Ford Expedition vehicle. Your letter was forwarded 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 NHTSA. You state that your vehicle was affected by the defect identified in NHTSA Safety Recall Campaign No. 22V-346. The recall addresses a problem with an engine compartment fire that may occur while driving or parked, even with the ignition in the "Off" position, in certain MY 2021 Ford Expedition vehicles.

Chapter 301 of Title 49 of the United States Code (U.S.C.) does not require manufacturers to provide or reimburse owners for additional expenses associated with a safety recall, such as alternate transportation, as a result of the defect. Nor does the statute authorize the Federal government to provide or reimburse vehicle owners for any additional expenses associated with safety recalls or to assist vehicle owners in obtaining reimbursements for additional expenses associated with an alleged defect. However, we entered your information into our 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.

We recommend that you continue to work with Ford and your dealer to schedule the recall remedy as soon as possible. You may also ask your dealership for a meeting with a Ford representative regarding your problem. You could consider contacting your local Consumer Protection Agency or the North Carolina Attorney General's Office regarding your problem and rights under state law. 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.

Finally, 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.

Finally, while researching your problem we entered your vehicle identification number (VIN) into our VIN Look Up Tool, which searches for open recalls through a direct link to the manufacturer's database. We identified that NHTSA Safety Recall Campaign No. 22V-250 is also incomplete on your vehicle. The windshield wiper arms may break, causing the windshield wipers to fail. We recommend that you contact Ford and your dealer to schedule the recall remedy 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,



Consumer Engagement Division
Office of Defects Investigation
Enforcement