

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

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Re#2: Follow up to ODI Complaint -11514049--  
**Date:** Monday, April 24, 2023 9:33:07 AM

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**From:** [REDACTED]  
**Sent:** Sunday, April 23, 2023 7:12 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Re#2: Follow up to ODI Complaint -11514049--

**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.

Also, my phone number was not correct on the form. It is correctly [REDACTED].

The VIN number, however, is correct.

The Dealer is Duncan Ford of Christiansburg or Blacksburg VA, (not WI)

Thank you!

On Sunday, April 23, 2023, 09:37:32 AM EDT, [REDACTED] > wrote:

Thank you, I was beginning to wonder about the status.

This is your summary:

"The contact drives a 2023 Ford Transit commercial vehicle. The contact stated that while depressing the brake pedal, the third brake light would not illuminate. The local dealer and the manufacturer were not notified of the failure. The vehicle was not diagnosed nor repaired. The failure mileage was 619."

When summarizing information, for it to be an accurate report critical information cannot be discarded.

I made it VERY clear that this was NOT limited to a single vehicle in our fleet, was observed on another purchased concurrently, and also included a nearly-identical vehicle we purchased nearly a year ago (and I remember this part was replaced on that vehicle), which I used for about a week--all these have a third brake light that acts like a running light. The FACT that this occurred after a replacement was made on the one year-old model hints that shop and technical manuals may also be in error about correctly installing this device.

As you see, these are a VITAL parts of the information that this is widespread, i.e. NOT limited to a single vehicle. If you need me to get the VIN numbers of those other vehicles it was observed on, I can, but as your organization serves the public interest and you have a report of a widespread problem, it would be in the public's interest for you to actually investigate and not just seek to put me off.

On our previous/shorter Ford Transits, including many we had rented, the third brake light worked

correctly, so this is something that has started showing up in the last year and/or perhaps on the taller version(s).

I contacted you as the Owners Manual in the glove compartment instructed me to do so. Also, I can update you that I did also (later) contact the manufacturer about this defect as you instructed me, and the lady at Ford could only look at a version of the owners manual, could not reference more detailed information such as technical manuals or shop manuals. She could not even tell me whether this was supposed to work as a brake light (as it does on all other vehicles on the highway and on their previous models). She referred me to the dealer. and the dealer is far outside my daily commute, which is already quite extensive. Perhaps you pass a Ford dealership in your line of work where these high-top vans (about 7.5' tall on the inside) are stocked and could witness the defect yourself in your own state.

I strongly recommend revising:

"The contact drives a 2023 Ford Transit high-top commercial vehicle. The failure mileage was 619. The contact reported that while depressing the brake pedal, the third brake light would not illuminate. The contact also performed a pre-trip inspection of an identical 2023 model purchased concurrently and found the same defect. The contact also has driven a 2022 Ford Transit high-top in their fleet that after having a repair on the same light displays the same defect, and states that this problem may be widespread in their high-top models whose inside cargo area is about 7.5' tall. The contact also phoned the manufacturer, and the representative failed to discover whether this third brake light was, in fact, a brake light."

Thank you very much for your concern and service toward the public's safety.

Sincerely,



On Thursday, April 20, 2023, 10:16:49 AM EDT, EVOQ (NHTSA) <[evoq@dot.gov](mailto:evoq@dot.gov)> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dotquality@dot.gov](mailto:dotquality@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