



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

FEB 26 2008

1200 New Jersey Avenue SE
Washington, DC 20590

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mr. James Vondale, Director
Automotive Safety Office
Environmental and Safety Compliance
Ford Motor Company
330 Town Center Drive, Suite 400
Dearborn, MI 48126

NVS-213aan
EA07-018

Dear Mr. Vondale:

As you are aware, the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has upgraded its investigation of fuel pump failure resulting in engine stall in model year (MY) 2003 Land Rover Freelander vehicles to an Engineering Analysis (EA07-018). This letter requests additional information to assist us in our investigation.

This office has received one new report of fuel pump failure resulting in engine stall in MY 2003 Land Rover Freelander vehicles. The complainant states that the vehicle was hard to start but eventually started and then later stalled while driving. The vehicle was taken to the dealership for repairs and the fuel pump was replaced. A copy of the report is enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** all MY 2001 through 2005 Land Rover Freelander vehicles manufactured for sale or lease in the United States.
- **Subject component:** all fuel pump assemblies manufactured for use as original equipment or service parts in the subject vehicles.
- **Ford:** Ford Motor Company, Land Rover Group Ltd., all of their past and present officers and employees, whether assigned to its/their principal offices or any of its/their field or other locations, including all of its/their divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Ford (including all business units and persons



previously referred to), who are or, in or after January 1, 1998, were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- a. Design, engineering, analysis, modification or production (e.g. quality control);
- b. Testing, assessment or evaluation;
- c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
- d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.

- Alleged defect: fuel pump failure resulting in engine stall.
- Document: "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Ford, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Ford or not. **If a document is not in the English language, provide both the original document and an English translation of the document.**

- **Other Terms:** To the extent that they are used in these information requests, the terms “claim,” “consumer complaint,” “dealer field report,” “field report,” “fire,” “fleet,” “good will,” “make,” “model,” “model year,” “notice,” “property damage,” “property damage claim,” “rollover,” “type,” “warranty,” “warranty adjustment,” and “warranty claim,” whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Ford has previously provided a document to ODI, Ford may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Ford’s response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, model year, the number of subject vehicles Ford has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Ford, state the following:
 - a. Vehicle identification number (VIN);
 - b. Model;
 - c. Model Year;
 - d. Date of manufacture;
 - e. Date warranty coverage commenced; and
 - f. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled “PRODUCTION DATA.” See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission

2. State the number of each of the following, received by Ford, or of which Ford is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;

- d. Property damage claims; and
- e. Third-party arbitration proceedings where Ford is or was a party to the arbitration; and
- f. Lawsuits, both pending and closed, in which Ford is or was a defendant or codefendant.

For subparts "a" through "d" state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f" provide a summary description of the alleged problem and causal and contributing factors and Ford's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
 - a. Ford's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner name, address, and telephone number;
 - d. Vehicle's VIN;
 - e. Vehicle's make, model and model year;
 - f. Vehicle's mileage at time of incident;
 - g. Vehicle's fuel pump replaced (yes or no);
 - h. Incident date;
 - i. Report or claim date;
 - j. Whether a crash is alleged;
 - k. Whether a fire is alleged;
 - l. Whether property damage is alleged;
 - m. Number of alleged injuries, if any; and
 - n. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Ford used for organizing the documents.
5. State, by model year, a total count for all of the following categories of claims, collectively, that have been paid by Ford to date that relate to the subject component in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or

repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Ford's claim number;
- b. Vehicle owner name, address, and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage(s) at time of repair(s);
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Fuel pump replaced (yes or no);
- h. Fuel pump filter replaced (yes or no);
- i. Labor operation number;
- j. Problem code;
- k. Replacement part number(s) and description(s);
- l. Concern stated by customer;
- m. Towing claim within three days of the subject component repair claim (yes/no);
- n. Comment, if any, by dealer/technician relating to claim and/or repair; and
- o. Ford's assessment of whether the repair is related to a stall while driving incident (yes, no or unknown).

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission

6. Provide a list of all Land Rover and Ford warranty claim codes associated with the warranty claims from Request No.5, that are related to the alleged defect and or subject component. Give a detailed description of the meaning of each code.
7. For each warranty claim submitted in response to Request No. 5, state whether the claim involved:
 - a. Fuel pump replacement (yes or no);
 - b. Fuel pump filter replacement (yes or no); and
 - c. Related to TIB 19/01/03/NAS (yes or no)
8. Describe in detail the search criteria used by Ford to identify the claims in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Ford on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Ford offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

9. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Ford has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Ford is planning to issue within the next 120 days.
10. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Ford. For each such action, provide the following information:
 - a. Action title or identifier;
 - b. The actual or planned start date;
 - c. The actual or expected end date;
 - d. Brief summary of the subject and objective of the action;
 - e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
 - f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

11. Describe all modifications or changes made by, or on behalf of, Ford in the design, material composition, manufacture, quality control, supply, or installation of the subject component from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
 - a. The date or approximate date on which the modification or change was incorporated into vehicle production;
 - b. A detailed description of the modification or change;
 - c. The reason(s) for the modification or change;
 - d. The part number(s) (service and engineering) of the original component;
 - e. The part number(s) (service and engineering) of the modified component;
 - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
 - g. When the modified component was made available as a service component; and
 - h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Ford is aware of which may be incorporated into vehicle production within the next 120 days.

12. State by month and year of sale the number of each of the following that Ford has sold that may be used in the subject vehicles by component name, part number (both service and

engineering/production), and model year of the vehicle in which it may be used (including the cut-off date for sales, if applicable):

- a. Subject component (part no. WFX00021);
- b. Fuel pump filter (part no. WFL00080); and
- c. Any kits that have been released, or developed, by Ford for use in service repairs to the subject components.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which Ford is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

13. Produce copies of all communication between Ford and each supplier of the subject component for the subject vehicles that pertain to the design, manufacture, performance, quality, durability, testing, or modification of the subject components in the subject vehicles. This includes, but is not limited to, discussions regarding Ford engineering specifications and requirements, the specifications used by the supplier(s) in producing the subject component, and the manufacturing and quality control processes followed by the supplier(s) as to the subject components. If any communications on this subject were oral or were conducted electronically, provide a written transcript or summary of each such communication, and include a statement that identifies the participants and the date of communication.
14. Describe in detail the defect reported to the Environmental Protection Agency in Land Rover's August 14, 2007 Emission Defect Information Report No. L06155D7A section (c) (2), including, but not limited to, the defective components, the failure mode, the consequences of the defect and the remedy.
15. Provide the following information regarding the subject component:
 - a. A detailed description of the operation during start-up, including, but not limited to, starting currents or power requirements, output pressure, and flowrate – include diagrams of the pump assembly showing flow paths;
 - b. A detailed description of the operation during steady state operations, including the current or power requirements, nominal flowrate and output pressure;
 - c. Describe and provide copies of all documents relating to all engineering standards/specifications, electrical drawings, and all design verification/validation test reports;
 - d. Describe in detail and provide copies of all documents relating to all analyses prepared by, or on behalf of Ford concerning contaminants in the swirl pot;
 - e. State the mesh size, surface area and material composition of the internal filter in the swirl pot and provide the design bases for each; and
 - f. State the size of the holes found below the swirl pot of the subject component.
16. Provide the following information regarding the file/document "SVDO L314 FS LRV Warranty Glide Path version 1.pdf" provided in Appendix G of Ford's response to ODI's information request for PE07-037:

- a. State whether the data on page two of the "Siemens VDO Automotive Ltd., Holford Glide Path" represent US production of the subject vehicle;
 - b. Describe in detail the failure mechanisms and failure modes of the following categories identified in the "Holford Returns Analysis":
 - i) CAT 1 - FRAM FILTER ASSEMBLY- PRESSURE LEAK
 - ii) CAT 2 – INCOMPLETE/DAMAGED RETURNED PART
 - iii) CAT 2 – REDUCED OUTPUT – CARBON BRUSH WEAR – SWIRL POT DRAINS
 - iv) CAT 2 – 3 FINGER/MAPPS SENDER NOT MATCHED TO MODULE
 - v) CAT 1 – PUMP NON-FUNCTION – CARBON BRUSH WEAR – HIGH PRESSURE
 - vi) CAT 2 – NON-FUNCTION – CONTAMINATION BLOCKS FILTER/PUMP
 - vii) CAT 3 - NFF
 - c. Indicate the category for each VIN tested in the US warranty returns analysis;
 - d. Describe how the categories listed above for the SVDO LTD, Holford Returns Analysis were chosen or identified;
 - e. Provide the date that each pump was tested for the warranty returns analysis;
 - f. Provide a spreadsheet listing the VIN, associated warranty claim(s) number, repair date, repair mileage, owner name, address, and owner telephone number for each of the warranty returns analyzed by Siemens VDO Automotive Ltd.;
 - g. Provide the dates of commencement and termination of the collection of the warranty returned parts for this analysis;
 - h. Describe in detail the procedure for testing each pump during this warranty analysis; and
 - i. Describe and provide copies of all documents relating to any additional/updated returned part analysis conducted by, or for, Ford and/or Siemens VDO Automotive Ltd..
17. Furnish Ford's assessment of the alleged defect in the subject vehicle, including:
- a. The causal or contributory factor(s);
 - b. The failure mechanism(s);
 - c. The failure mode(s);
 - d. The risk to motor vehicle safety that it poses;
 - e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning;
 - f. The reports included with this inquiry;
 - g. The 1-year fuel pump warranty claim rate (all conditions);
 - h. The 3-year fuel pump warranty claim rate (all conditions);
 - i. The 5- and 10-year projected fuel pump failure rates using statistical modeling of warranty data (all conditions);
 - j. The approximate percentages of fuel pump failures associated with each condition identified in subpart "17.b.;"
 - k. For each condition identified in subpart "17.b.," the approximate percentages of fuel pump failures resulting in stall while driving incidents; and
 - l. For each condition identified in subpart "17.b.," the approximate percentage of stall incidents that will result in a no restart condition.

This letter is being sent to Ford pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Ford's failure to respond promptly and fully to this letter could subject Ford to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$6,000 per day, with a maximum of \$16,375,000 for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. See 49 CFR 578.6 (as amended by 71 Fed. Reg. 28279 (May 16, 2006)). This includes failing to respond to ODI information requests.

If Ford cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Ford does not submit one or more requested documents or items of information in response to this information request, Ford must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Ford's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by April 22, 2008. All business confidential information must be submitted directly to the Office of Chief Counsel as described in the following paragraph and should not be sent to this office. In addition, do not submit any business confidential information in the body of the letter submitted to this office. Please refer to EA07-018 in Ford's response to this letter and in any confidentiality request submitted to the Office of Chief Counsel. If Ford finds that it is unable to provide all of the information requested within the time allotted, Ford must request an extension from Jeffrey Quandt of my staff at (202) 366-5207 no later than five business days before the response due date. If Ford is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Ford then has available, even if an extension has been granted.

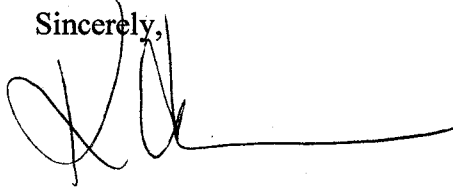
If Ford claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Ford must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended, to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-227, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. Ford is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted. Please remember that the words "CONFIDENTIAL BUSINESS INFORMATION" must appear at the top of each page containing information claimed to be confidential, and the information must be

clearly identified in accordance with 5 U.S.C. § 512.6. If you submit a request for confidentiality for all or part of your response to this IR, that is in an electronic format (e.g., CD-ROM), your request and associated submission must conform to the new requirements in NHTSA's Confidential Business Information Rule regarding submissions in electronic formats (49 CFR 512.6(c)). See Federal Register, volume 72, page 59434 (October 19, 2007).

Please send email notification to Andrea Noel (andrea.noel@dot.gov) and to ODI_IRresponse@dot.gov when Ford sends its response to this office and indicate whether there is confidential information as part of Ford response.

If you have any technical questions concerning this matter, please call Andrea Noel of my staff at (202) 493-0210.

Sincerely,

A handwritten signature in black ink, appearing to read 'K. DeMeter', with a long horizontal line extending to the right.

Kathleen C. DeMeter, Director
Office of Defects Investigation
Enforcement

Enclosure 1, one CD ROM titled Data Collection Disc containing four files