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August 2, 2012

Mr. Frank S. Borris, Director  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE, Room W45-302  
Washington, DC 20590

Dear Mr. Borris:

Subject: PE11-033:NVS-212lh

In a July 25, 2012 phone call Mr. Larry Hershman, of the agency, requested an update of owner reports, field reports, warranty claims, and lawsuit and claim reports received by Ford since September 27, 2011, the date of its information request for PE11-033.

The requested information is provided in the attached database, which is updated to include reports currently located and those submitted in our November 7, 2011, response. All reports received through July 25, 2012, the date of the agency's request are included. The search criteria used to gather these reports was the same as was used in Ford's initial response to the agency's PE11-033 information request.

Ford has received five additional reports alleging jack failures in the 10 month period from September 27, 2011, through July 25, 2012. The overall complaint rate including these five additional reports remains very low at 0.67 R/1000, which is essentially unchanged from Ford's previous response despite an additional 10 months in service.

Although there is little detail provided with these reports, one report states that the "jack bent and the veh fell forward off it." This type of allegation is consistent with Ford's previous analysis that a roll off condition can result if customers do not follow the jacking instructions provided with the vehicle, including applying the parking brake. Ford continues to believe these allegations of jack "failure" are a result of using the jack improperly and not following the instructions provided with the vehicle and on the jack.

Ford continues to believe that consideration of all of the factors relating to this subject supports a conclusion that there is no evidence or indication to suggest there is any defect in the design or construction of the jack and that this investigation should be closed without action.



If you have any questions concerning this response, please feel free to contact me.

Sincerely,

A handwritten signature in blue ink that reads "R. A. Kenner". The signature is fluid and cursive.A handwritten signature in blue ink that reads "Steven M. Kenner". The signature is fluid and cursive.

Steven M. Kenner

Attachment