

11.1		
11.2		
11.3		

12. Financial Implications

Vehicle Volume Total Cost \$
0 0

Additional Notes:

Section 12 Attachments

SubSection No	Attachment Name	Attachment Description
12.1		
12.2		
12.3		
12.4		
12.5		
12.6		

13. Preliminary Assessment of Prevent Action

A. Prevent Actions will be finalized during the Prevent Action Closure process (FAP03-171). Preliminary Actions under consideration include the following:

Section 13 Attachments

Subsection No	Attachment Name	Attachment Description
13.1		
13.2		
13.3		

14. Reference Data

A. Author Full Name:

Byron Oliver

B. Author Phone Number:

1-313-8061599

C. Author CDSID:

BOLIVE44

D. Author Organization

STA

Section 14 Attachments

Subsection No	Attachment Name	Attachment Description
14.1		
14.2		
14.3		

<Back

DRAFT

Concern Investigation Summary 2.7/3.0L Nano EcoBoost Engine Valve Failures (Loss of Motive Power)

2021-2022 U725N BRONCO; 2021-2022 U625N EXPLORER; 2021-2022 U611N AVIATOR; 2021-2022 U540N NAUTILUS; 2021-2022 P702N F150; 2021-2022 CD539N EDGE; 2021 U540A NAUTILUS; 2021-2022 U611A AVIATOR

GRID ID - <22-306 >

Review Forum <CCRG>
Review Date <16.FEB.2023>



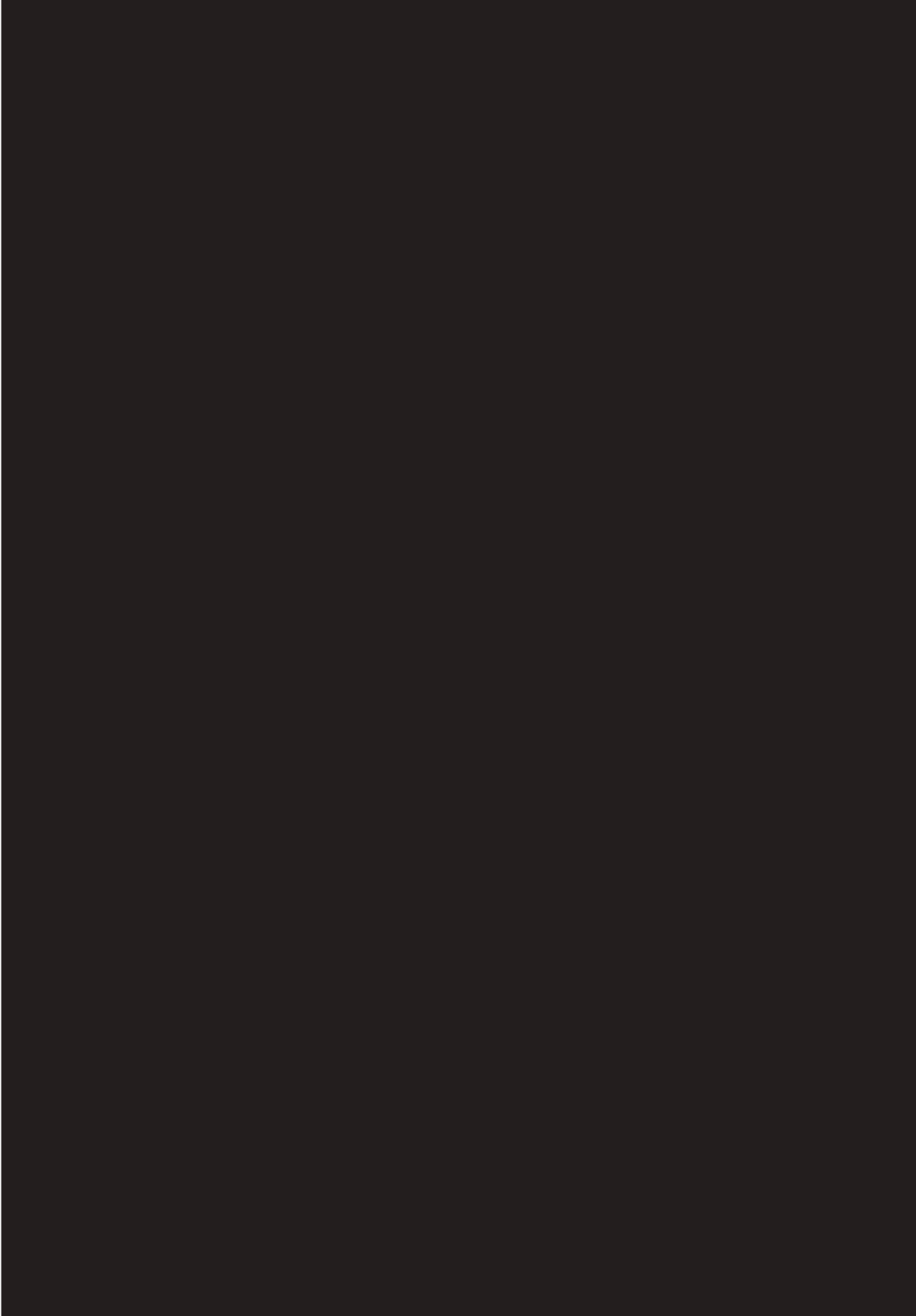
Turn Around
Automotive
Operations

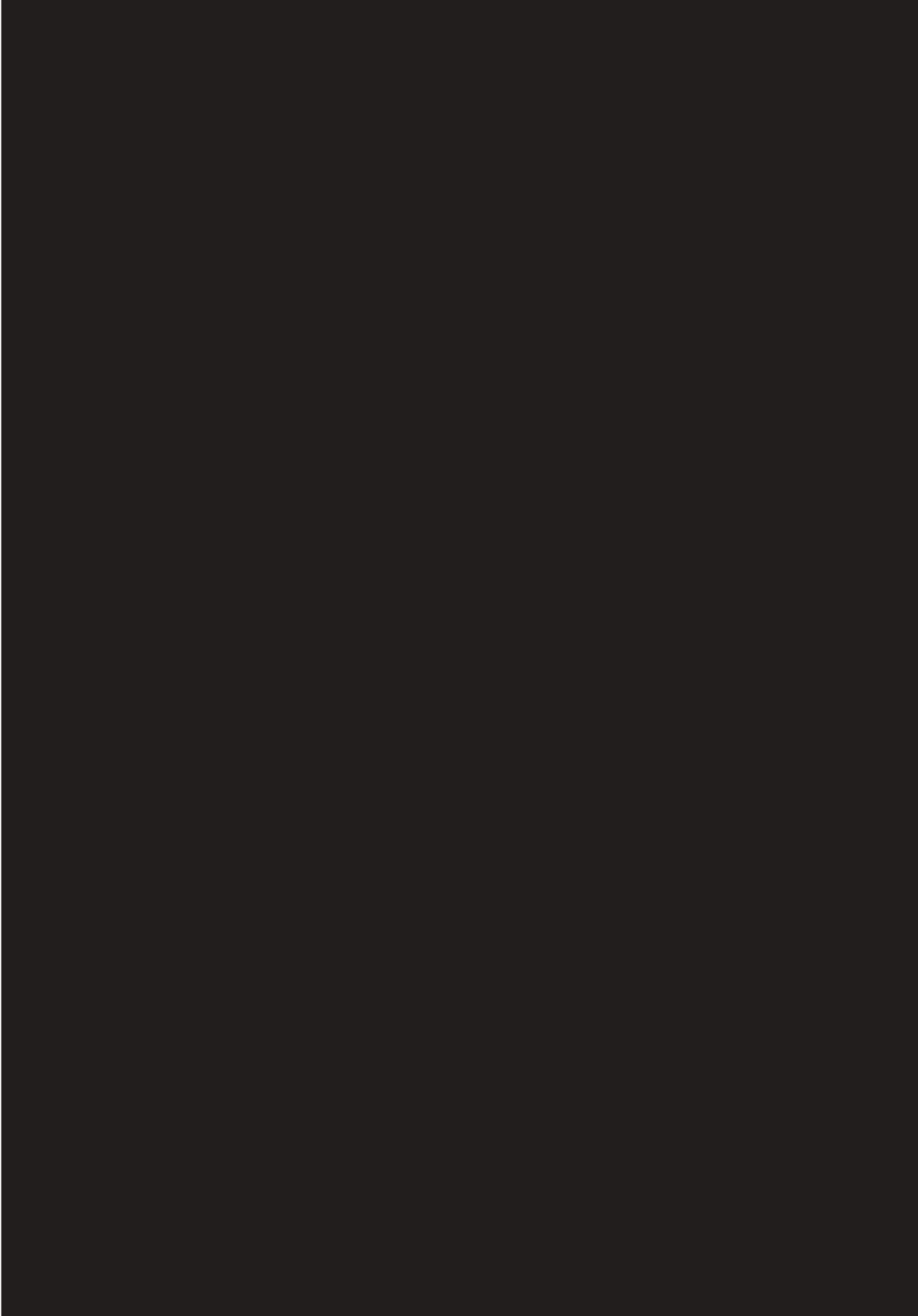


Modernize
Everywhere

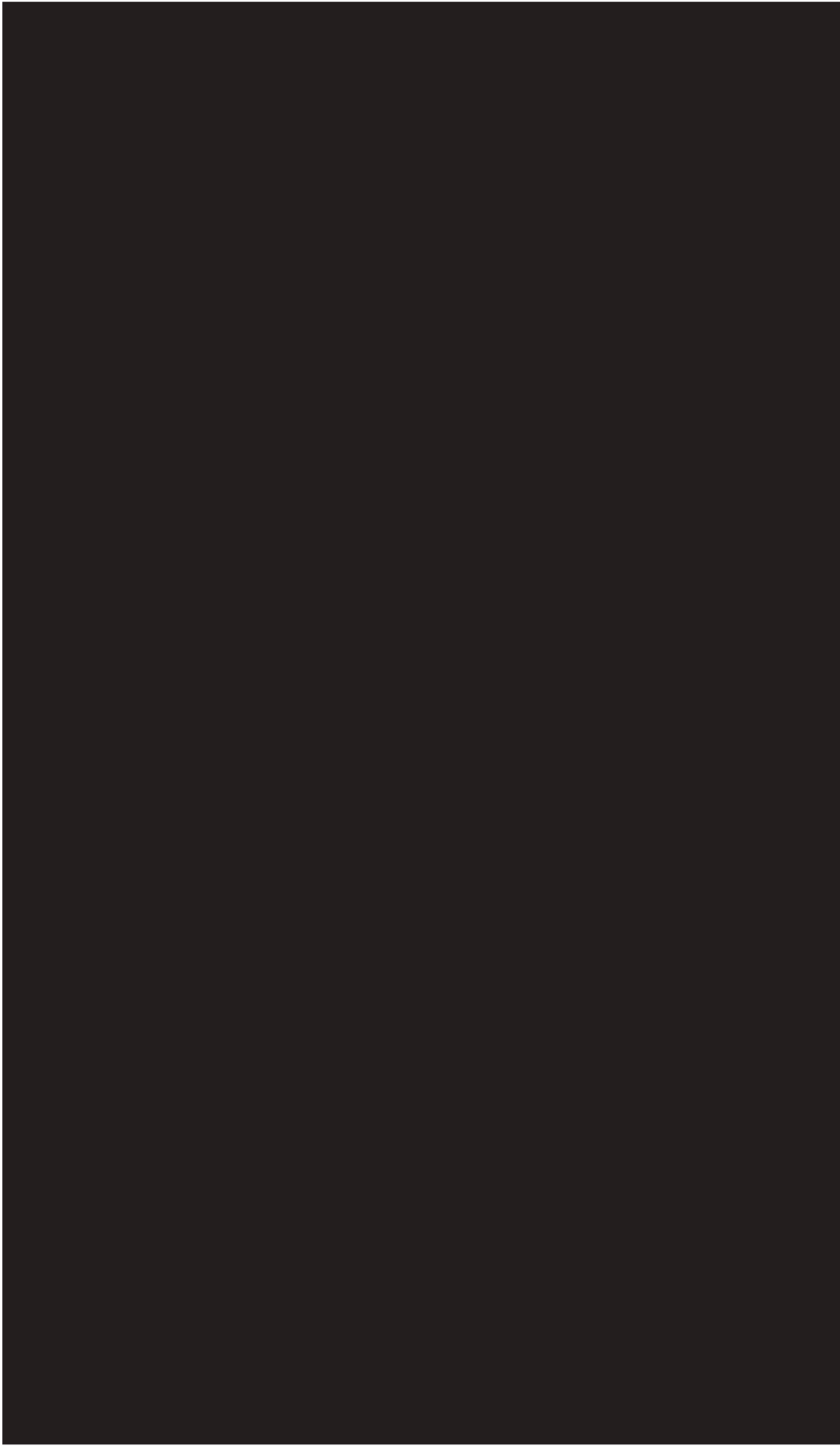


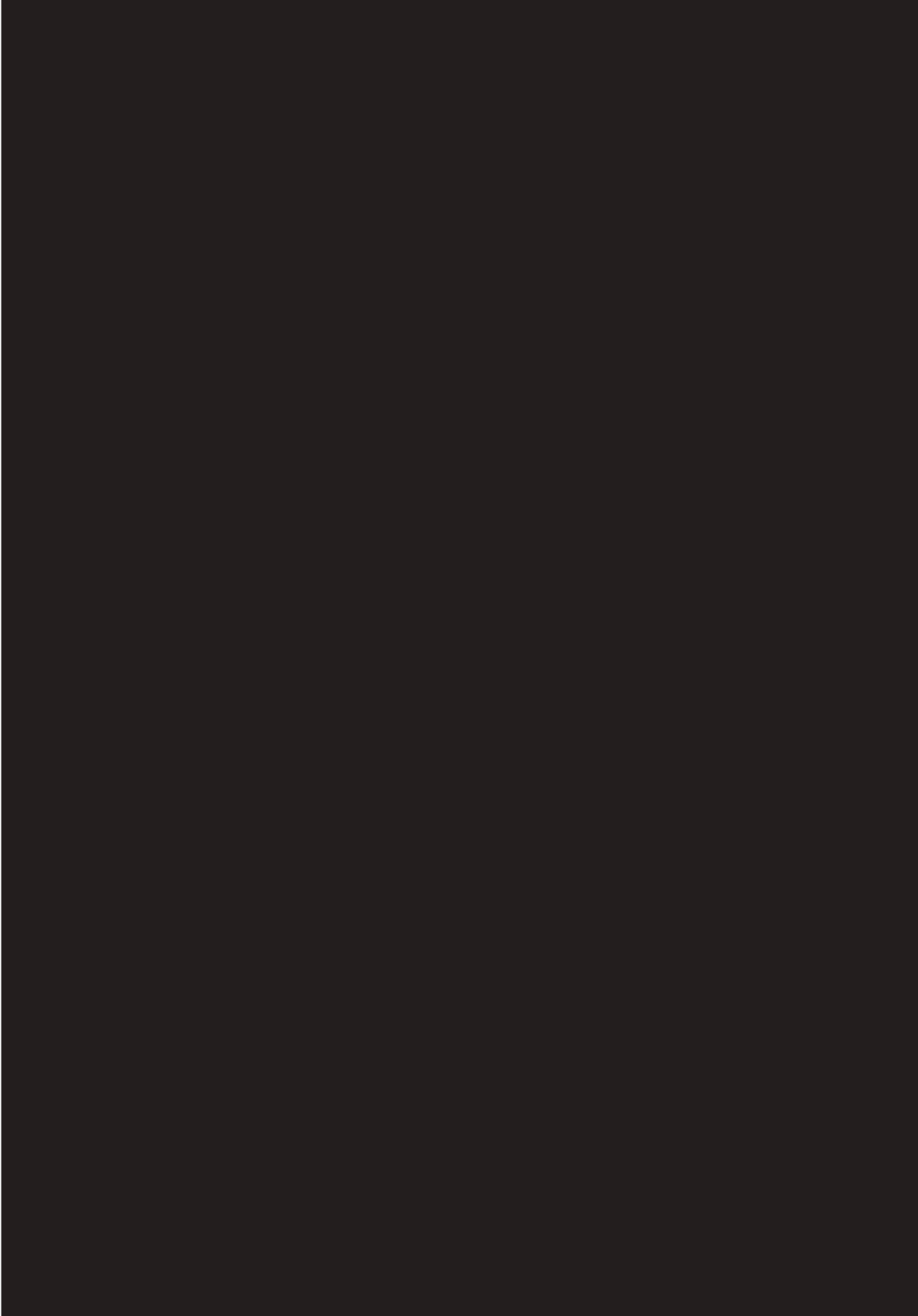
Disrupt
Ourselves





REDACTED FOR PRIVILEGE







Investigation Summary – GRID # 22-306 2.7/3.0L Nano Engine Failures (Loss of Motive Power)

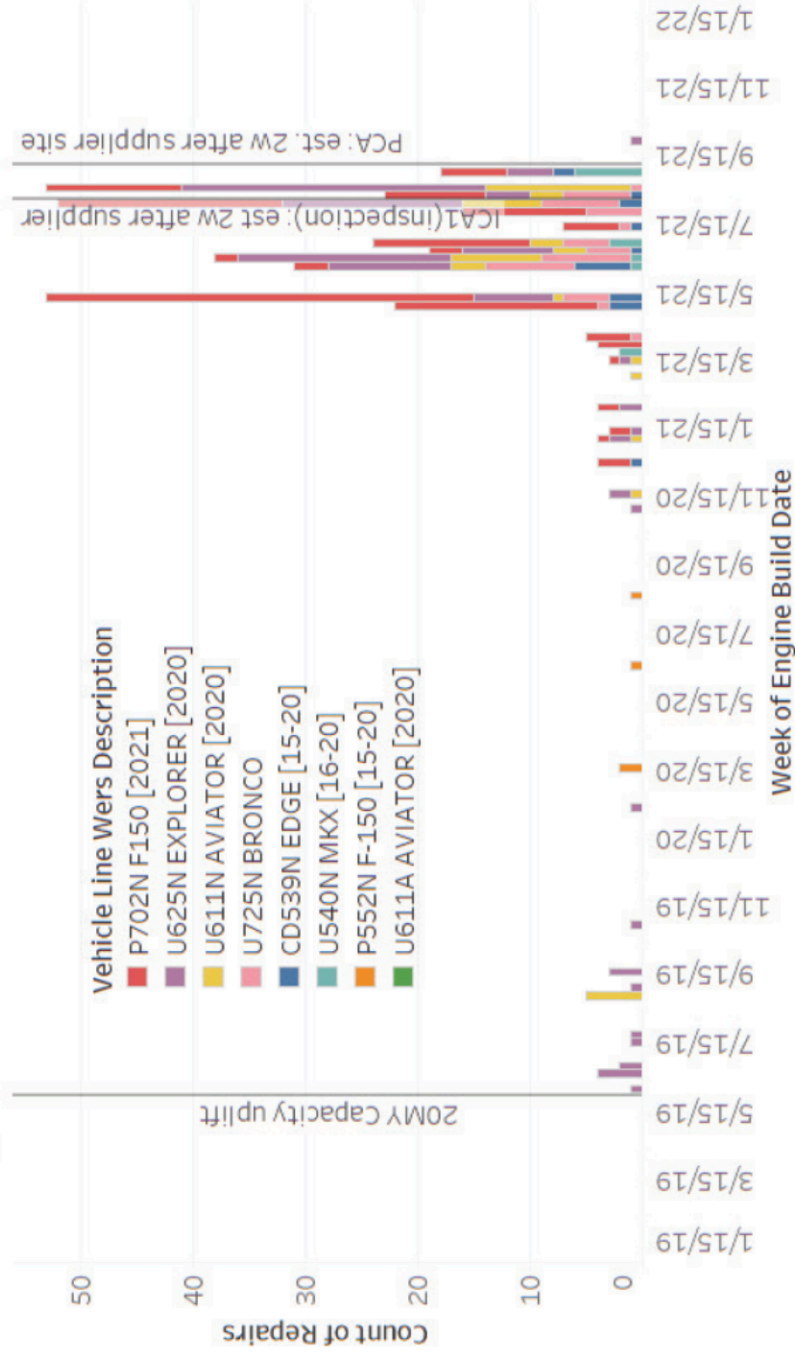
Sampling of VOQs provided by NHTSA for 2021 MY Bronco

ODI/Source #	Incident Date	VIN	State/Province	City	Consumer Comments
11459262	03-14-2022	1FMEE5DF[REDACTED]	MI	Farmington Hills	I was driving to work on the morning of March 14, 2022, on the highway approx. 70 mph. I felt a falter or engine buck, I began to lose power to the engine. The engine light began to flash and I was only able to drive 55mph. I was in a very unsafe area on a highway with a very narrow shoulder and so I proceeded to manage my speed to reach work safely. I was able to make the additional 10 miles to my workplace. When I stopped at the gate for security, the engine died and I was unable to restart it. Engine cut out in the middle of road driving in heavy traffic and would not restart. Vehicle was stranded and had to be towed to dealership. Driver and passengers had to exit vehicle into traffic to avoid dangerously sitting in disabled vehicle on road with significant traffic. Passenger and driver waiting in rain for tow truck to take vehicle to dealership. Dealership has stated engine has seized and can not turn over with starter or manual crank.
11453669	02-22-2022	1FMEE5DP[REDACTED]	CA	Oceanside	Driving in town at a speed of 30 mph (speed limit 35). Engine dropped a valve. Engine was destroyed internally and locked up. I quickly put the transmission in neutral and pulled off to the side of the street. This could have been a bad accident if it had happened on a highway at speeds. Ford has an issue with these engines. They know that there is an issue and they are waiting on them to fail and then fix them. I am a member of a forum (www.bronco6g.com) with a few bronco owners and there are at least 35 engines that have failed. Someone is going to get hurt or worse.
11451158	01-22-2022	1FMEE5DP[REDACTED]	NC	Wadesboro	Engine seized when coming to a full stop at a light. Shut off abruptly and shook the vehicle. Would not crank the engine over at all. Towed directly to the dealer 12/31/2021.
11452074	12-31-2021	1FMEE5DP[REDACTED]	CA	Redondo Beach	The contact owns a 2021 Ford Bronco. The contact stated that while at a stop sign, the vehicle experienced a catastrophic engine failure. There were no warning lights illuminated. The vehicle was towed to the local dealer where it was diagnosed that the engine needed to be replaced. The vehicle was repaired after several weeks. The manufacturer was notified of the failure however, no further assistance was provided. The approximate failure mileage was 2,322.
11450788	12-23-2021	1FMDE5FP3M[REDACTED]	CA	Hollister	One of the engine valve rods failed and punched a 3 hole in the engine block. I was traveling about 70 MPH when the engine light came on and the vehicle started to lose power. At the time I was on a major highway and barely had enough time to get off on the shoulder before the engine quit entirely. Fortunately, I had enough time to get off the highway, but what if this had happened somewhere on a highway where I could not safely pull off on the shoulder???
11450737	12-16-2021	1FMEE5BP0M[REDACTED]	DE	Lewes	On 12/11/2021 at 1,166 miles and after 35 days of owning the new vehicle I was traveling on interstate 40 about 400 miles from home. I was doing approximately 80 mph on the highway when the vehicle shuddered. Luckily right in front of an off-ramp. So I quickly pulled on the off-ramp. The engine light and several alarms went off and the vehicle died while traveling on the road. I was able to pull close to the side, but still in traffic. The engine was dead. It melted. It died on the highway, at high speed, with other cars around, with 1,166 miles on it. Brand new. It is still in the shop two months later.
11451957	12-11-2021	1FMEE5DPXM[REDACTED]	NM	Albuquerque	While driving on interstate engine shut off. Was able to get to side of the road easily because it was late at night. Was not able to restart once coming to a complete stop. Had towed to dealer. Dealer could not get engine to start. Dealer found what looked to be a dropped valve. No indicators on the dash as to what was happening.
11450879	12-08-2021	1FMDE5AP2M[REDACTED]	IN	Whiteland	

6-PANEL 21MY Nano 3rd Keeper Groove Repairs

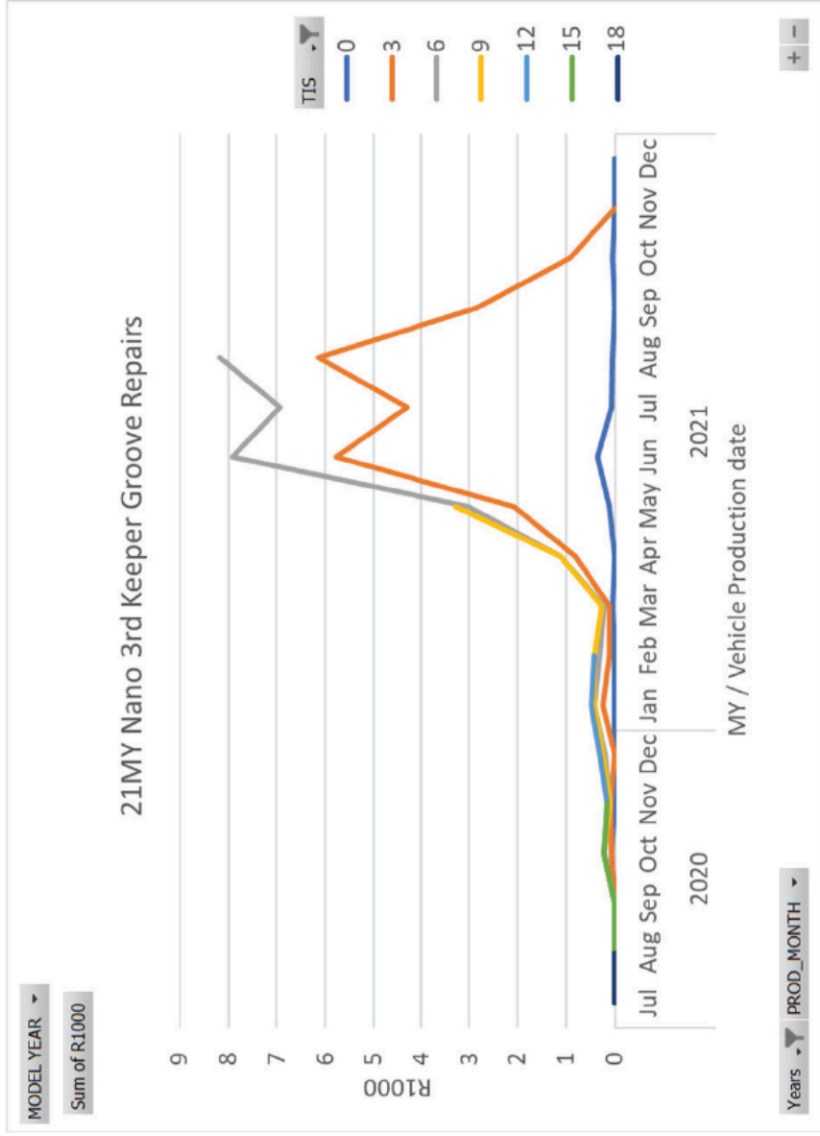


Nano 3rd Keeper Groove Failures



CONFIDENTIAL

6-PANEL 21MY Nano 3rd Keeper Groove Repairs R1000

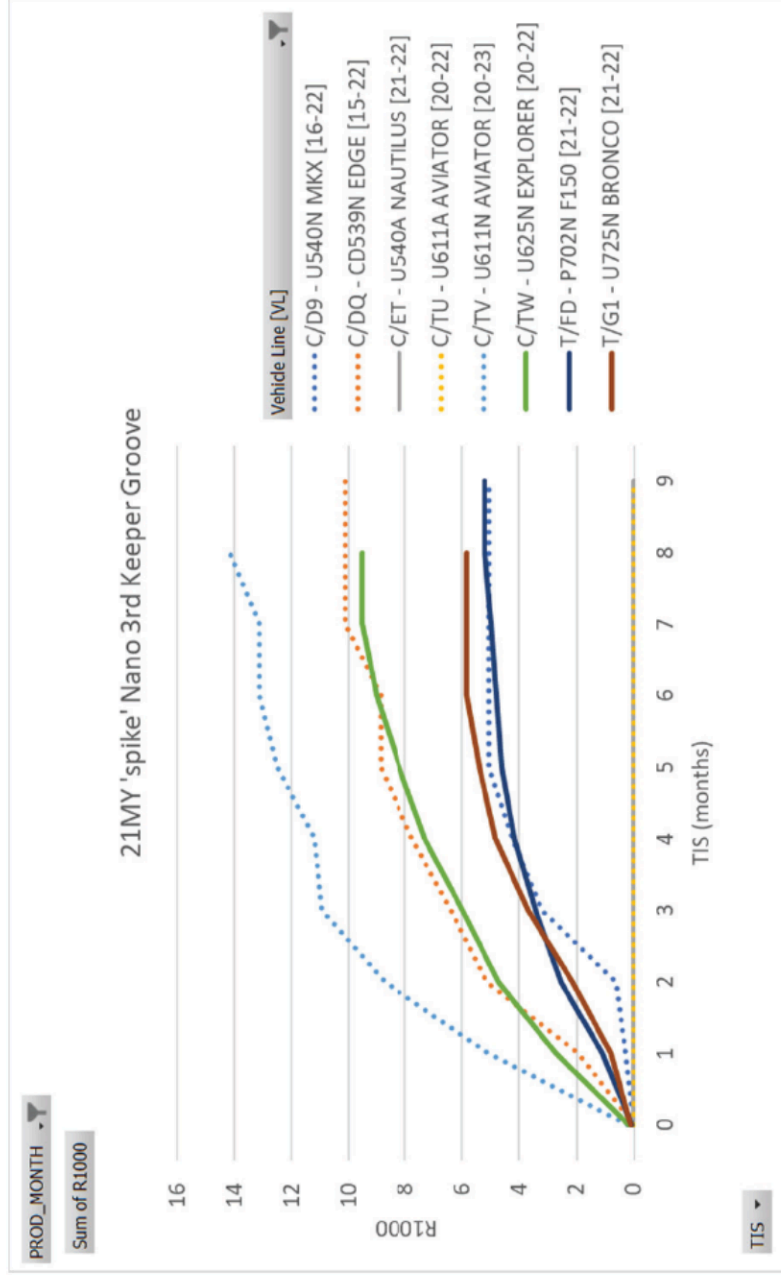


- Does not include GCQS repairs
- GDIA analysis will include GCQS repairs



CONFIDENTIAL

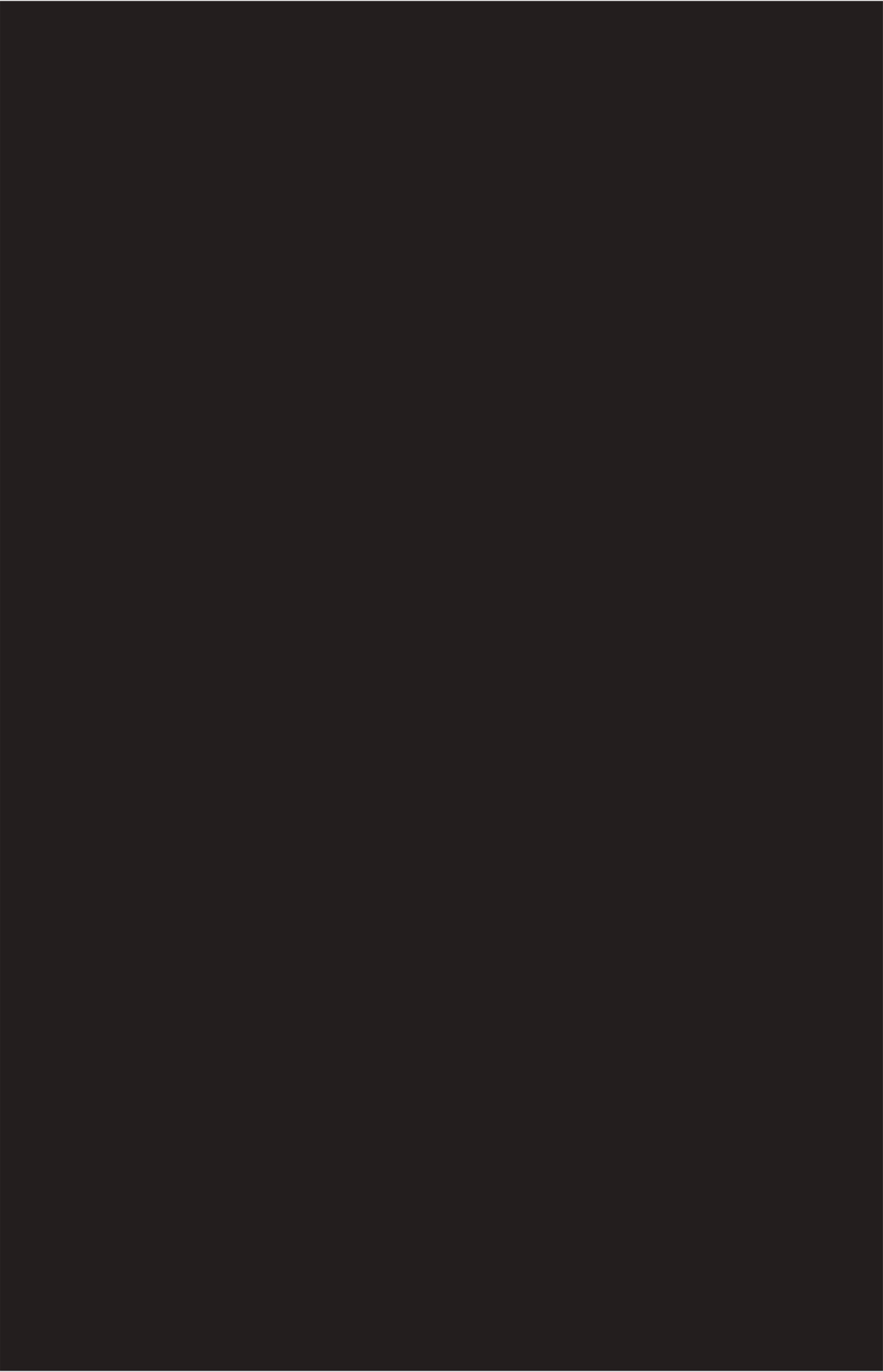
6-PANEL 21MY Nano 3rd Keeper Groove May to Oct 2021

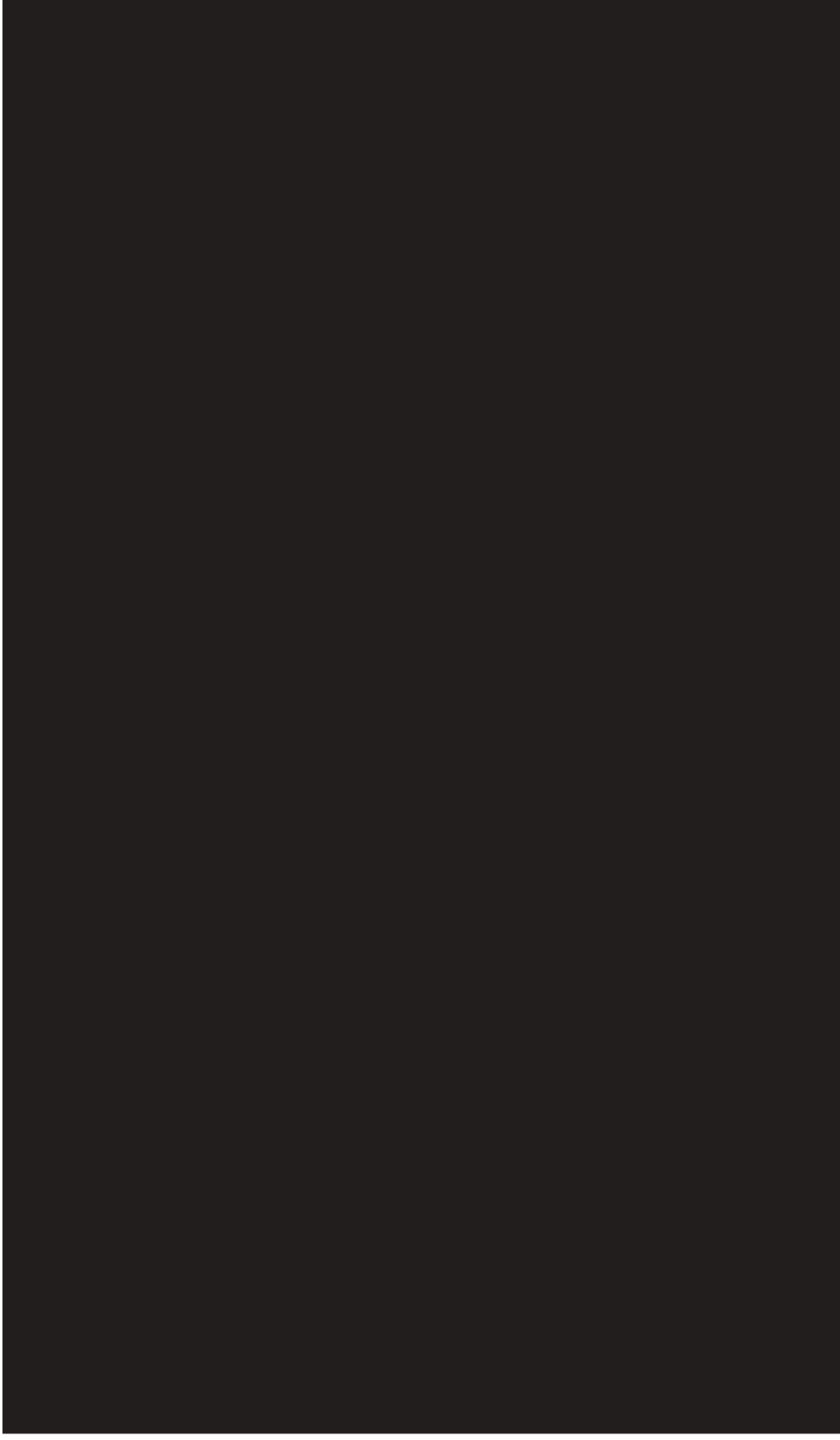


- Note some vehicles are low volume
- GDIA will do an overall prediction and separate Bronco

Row Labels	Est of VEHICLES sold during
T/FD - P702N F150 [21-22]	46,800
C/TW - U625N EXPLORER [20-22]	16,527
T/G1 - U725N BRONCO [21-22]	14,914
C/TV - U611N AVIATOR [20-23]	4,127
C/D9 - U540N MKX [16-22]	3,245
C/DQ - CD539N EDGE [15-22]	2,607
C/TU - U611A AVIATOR [20-22]	1,933
C/ET - U540A NAUTILUS [21-22]	1,257





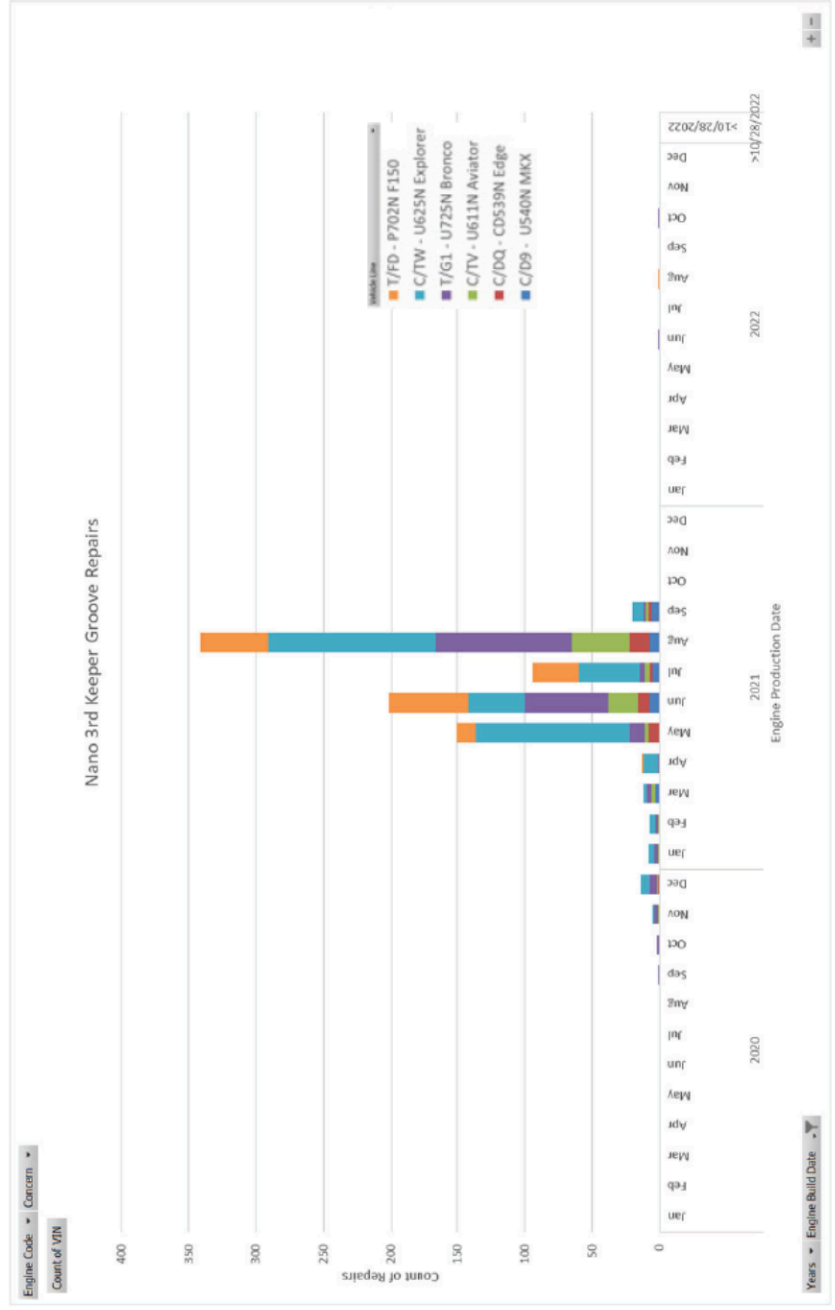


6-PANEL

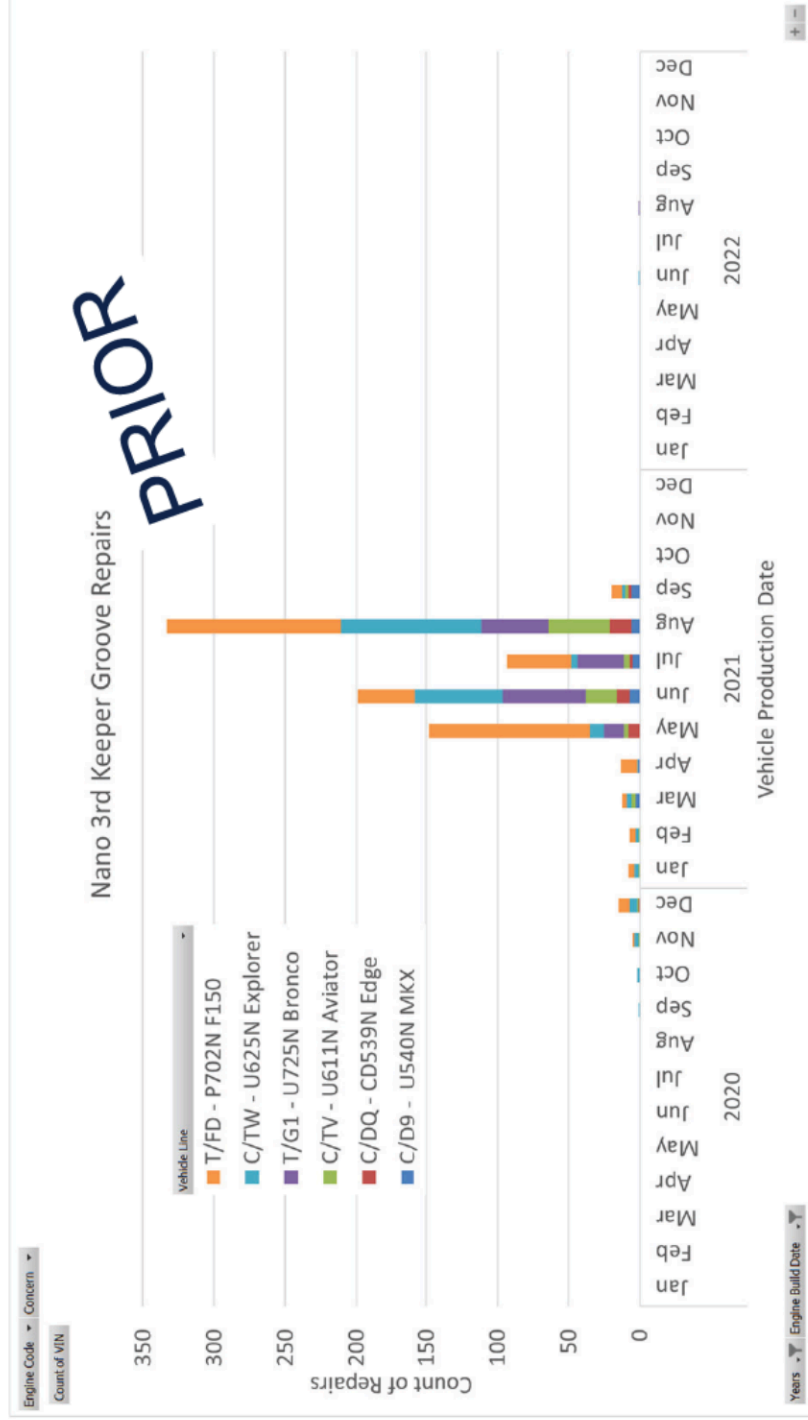


Data Update February 2023

6-PANEL 21MY Nano 3rd Keeper Groove Repairs

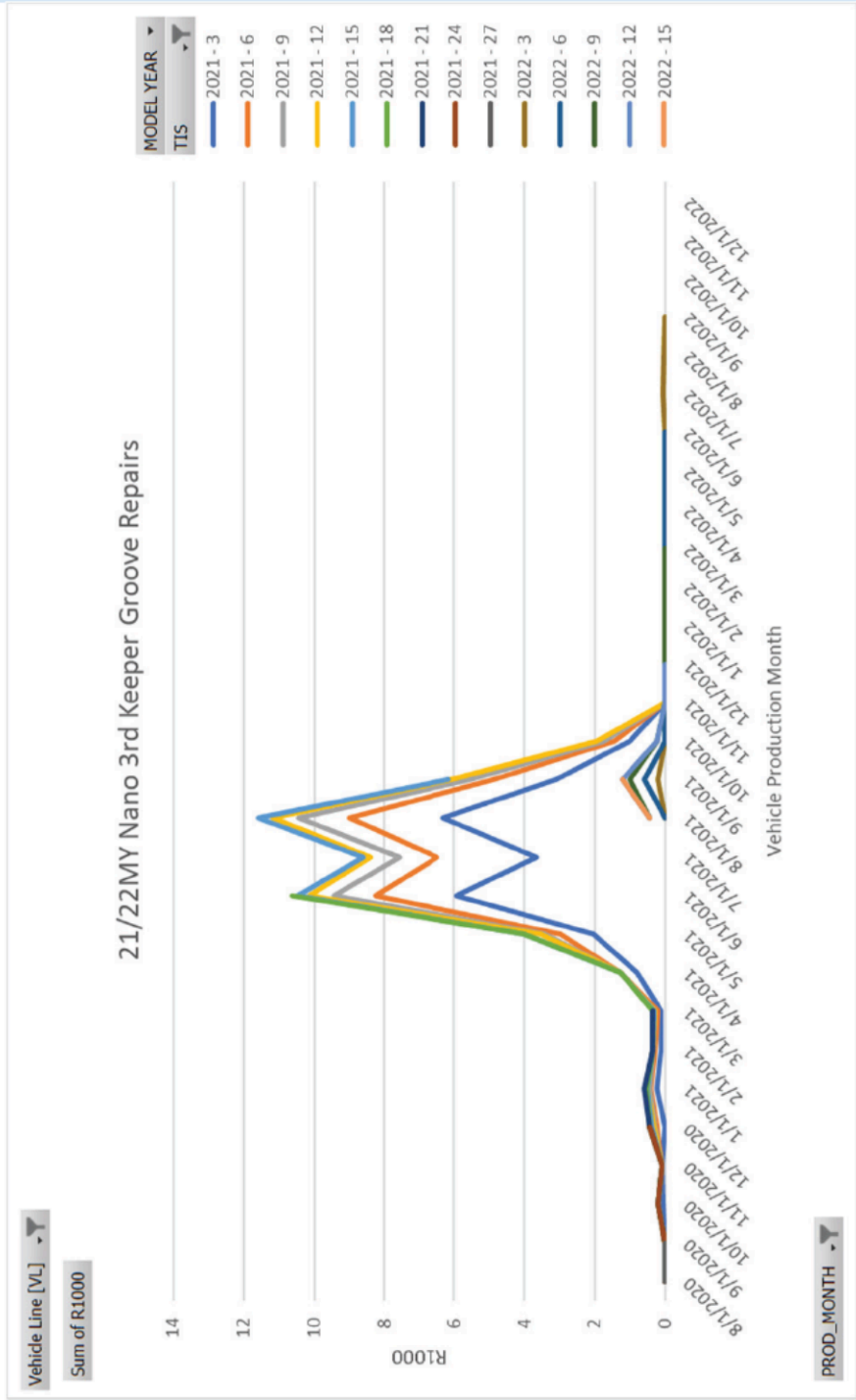


6-PANEL 21MY Nano 3rd Keeper Groove Repairs



CONFIDENTIAL

6-PANEL 21MY Nano 3rd Keeper Groove Repairs R1000

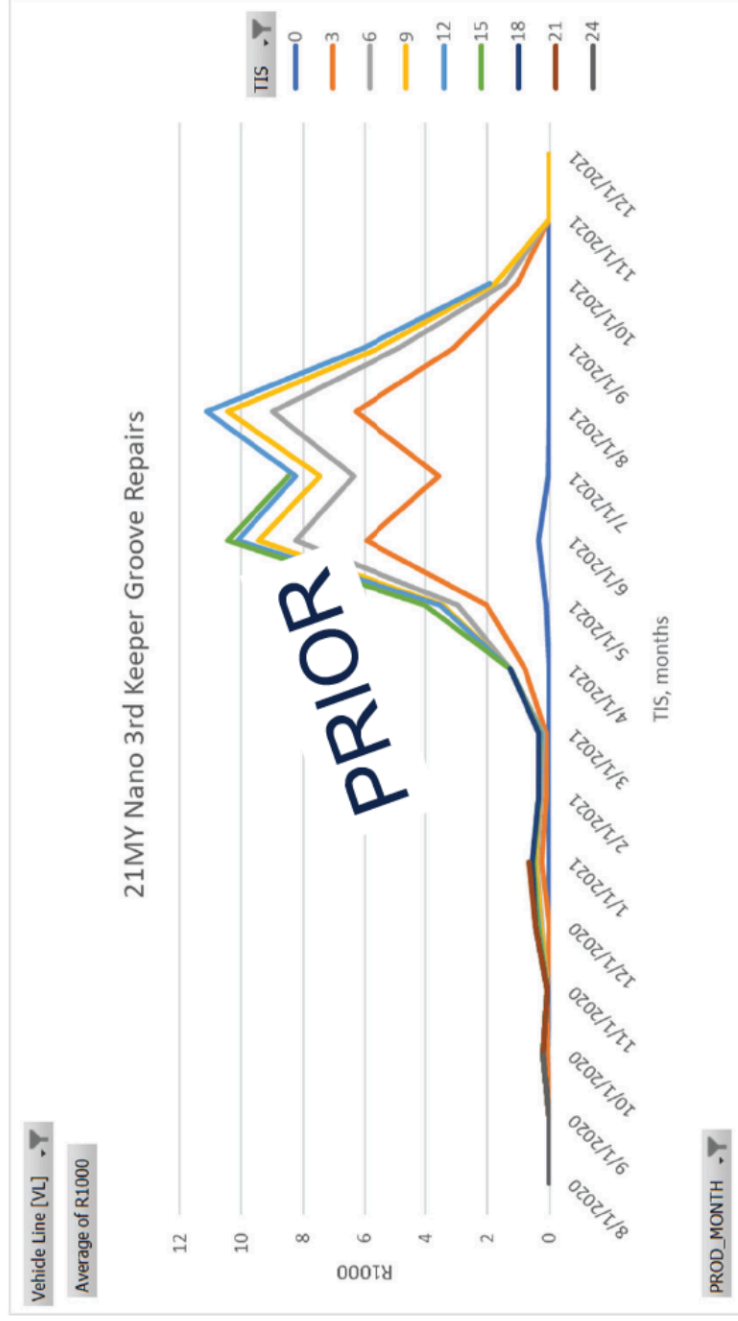


- Does not include GCQS repairs



CONFIDENTIAL

6-PANEL 21MY Nano 3rd Keeper Groove Repairs R1000

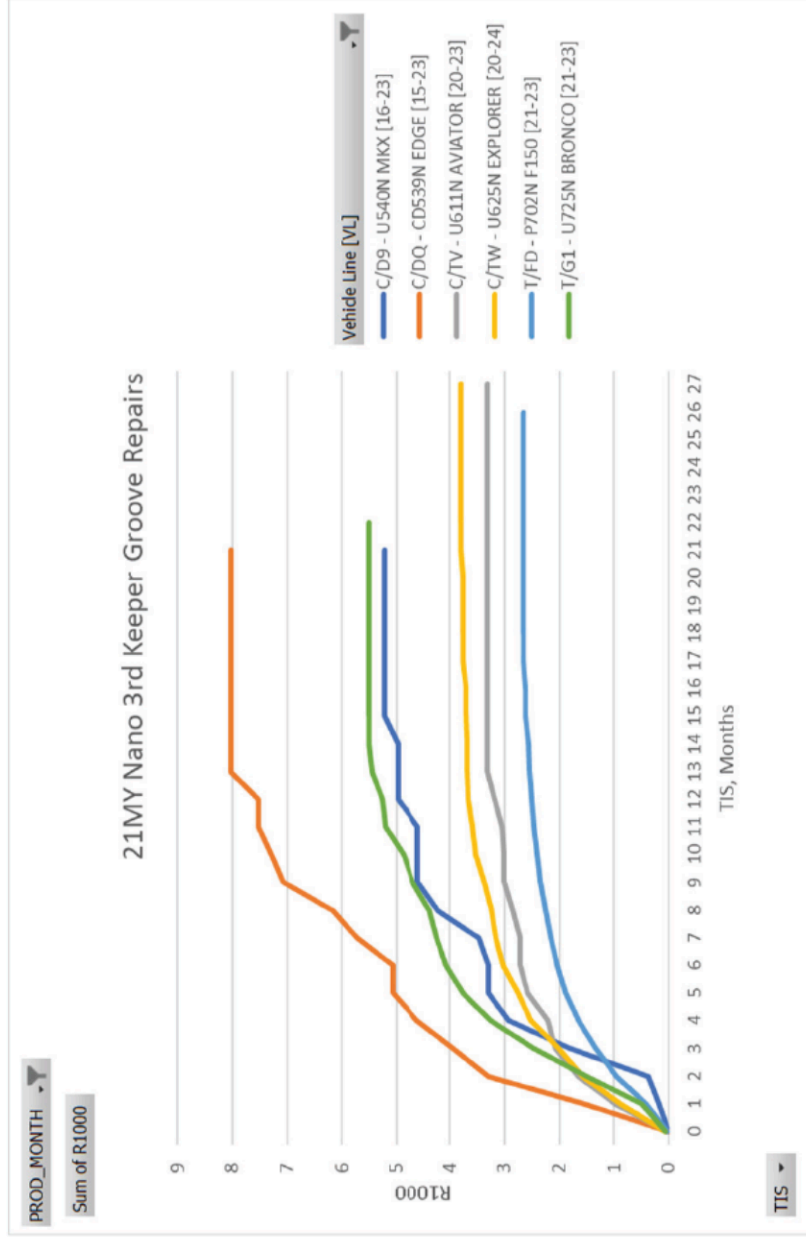


- Does not include GCQS repairs
- GDIA analysis will include GCQS repairs



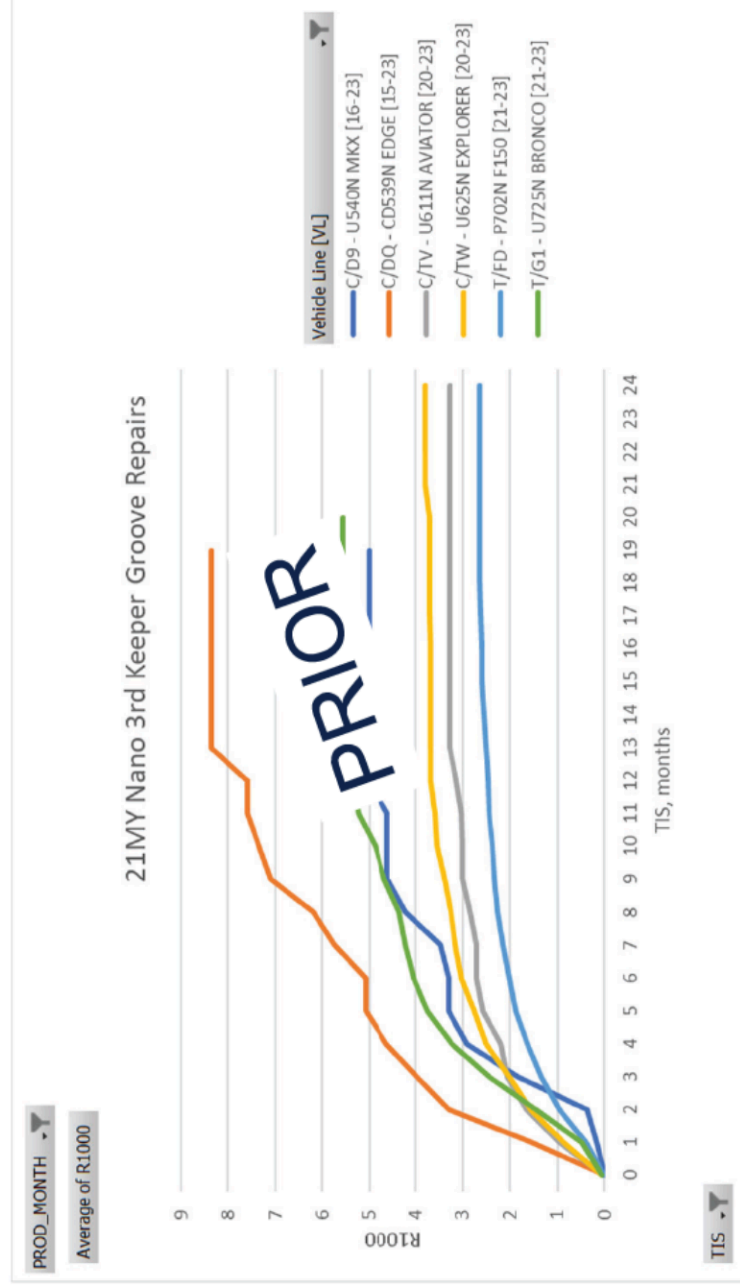
CONFIDENTIAL

6-PANEL 21MY Nano 3rd Keeper Groove



CONFIDENTIAL

6-PANEL 21MY Nano 3rd Keeper Groove



PRIOR

- Note some vehicles are low volume
- GDIA will do an overall prediction and separate Bronco

Vehicle Line	VEHICLES SOLD
T/FD - P702N F150 [21-23]	135345
C/TW - U625N EXPLORER [20-23]	53622
T/G1 - U725N BRONCO [21-23]	29466
C/TV - U611N AVIATOR [20-23]	21703
C/TU - U611A AVIATOR [20-23]	14744
C/D9 - U540N MKX [16-23]	5463
C/DQ - CD539N EDGE [15-23]	4544
C/ET - U540A NAUTILUS [20-23]	3692

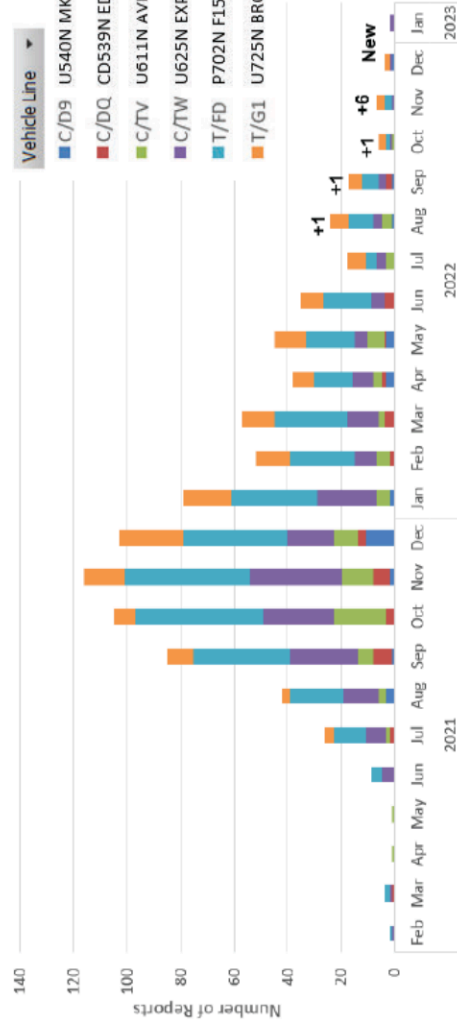


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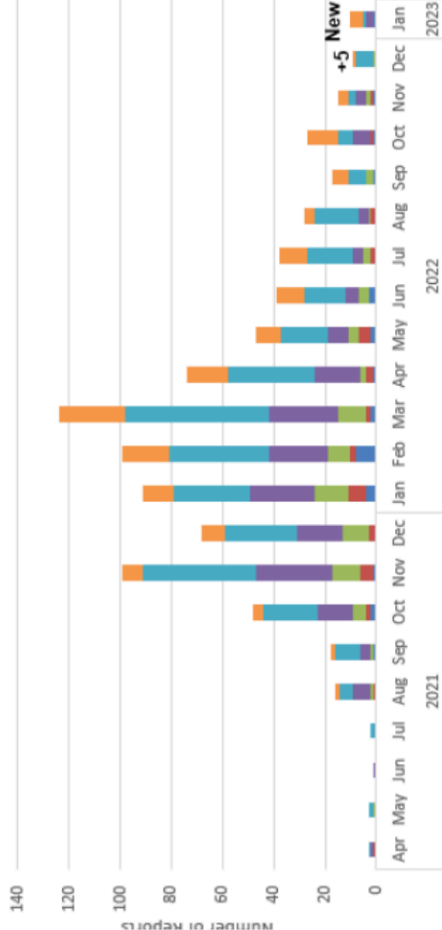
2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges

Repair Date



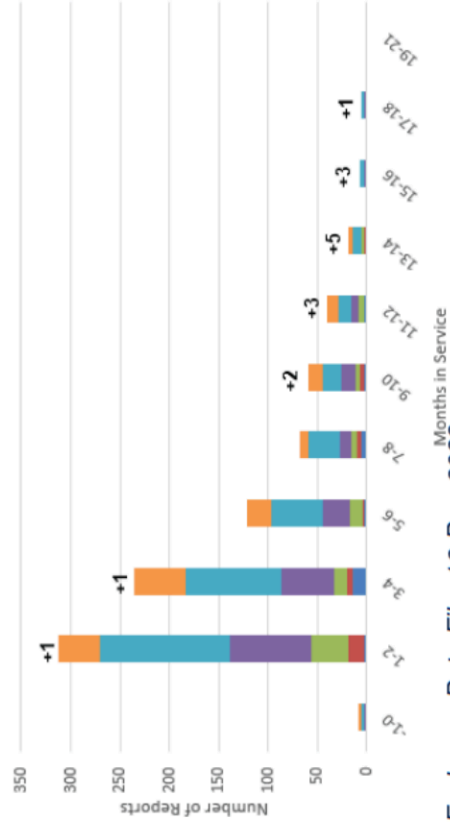
2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges

GSAR Load Date



2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges

Time In Service



2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges

Mileage



Engine Exchange Data File: 12-Dec-2022

6-PANEL



Data Update January 2023



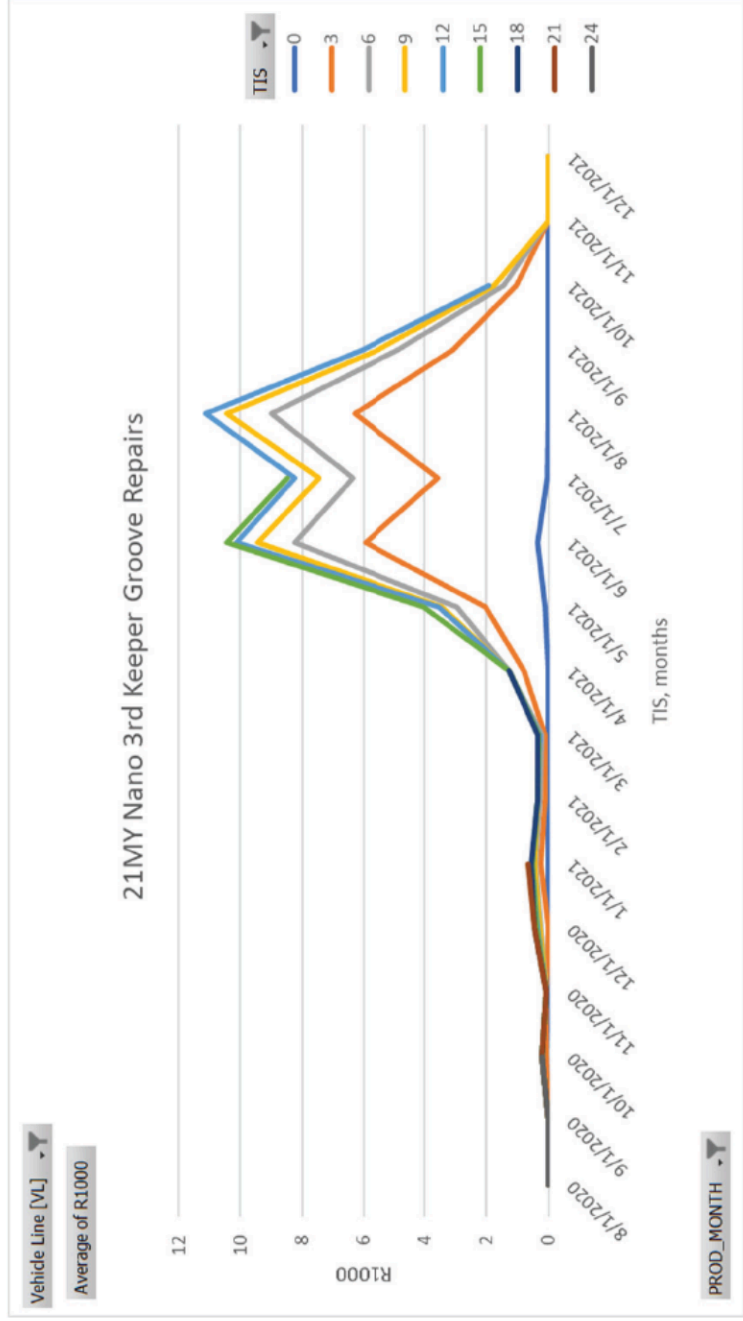
6-PANEL



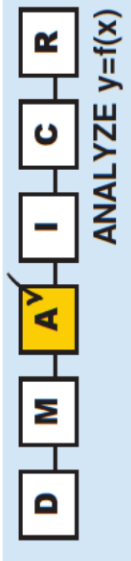
Data Update 14-Dec-2022

6-PANEL 21-22MY Nano 3rd Keeper Groove Repairs R1000

Data Update 14-Dec-2022



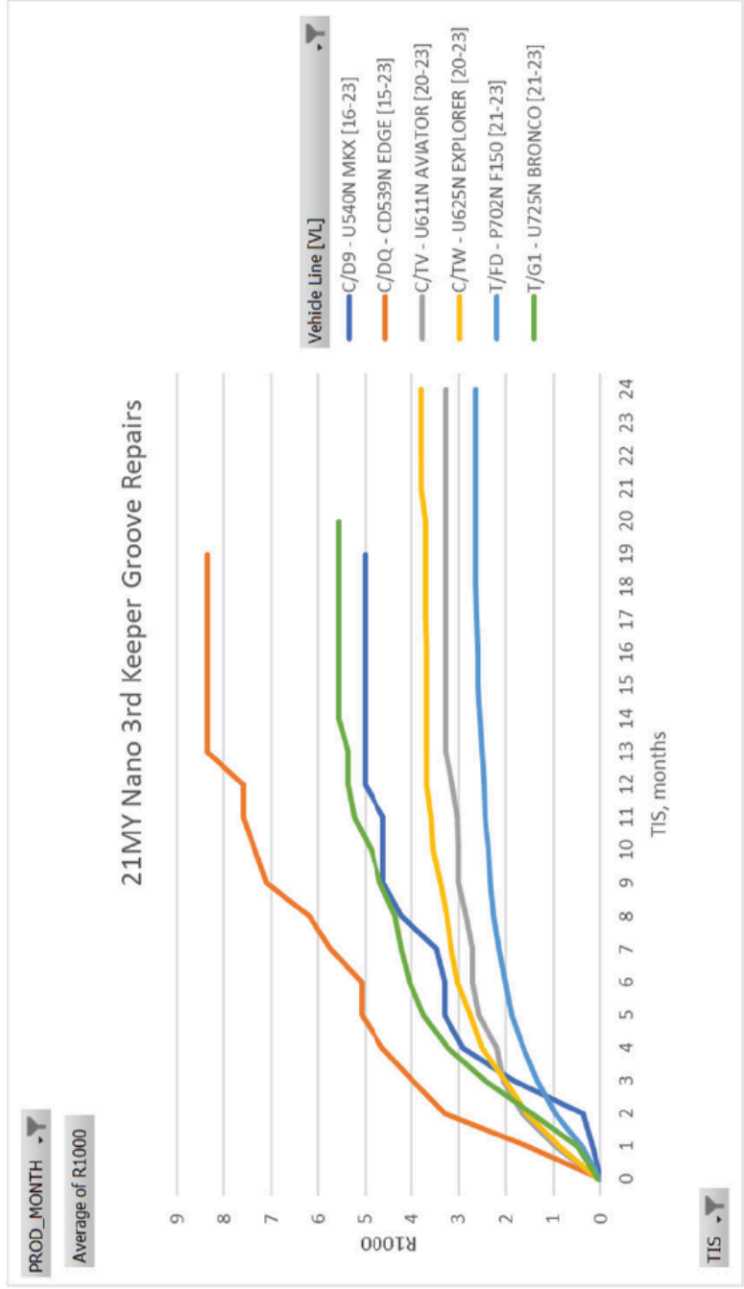
CONFIDENTIAL



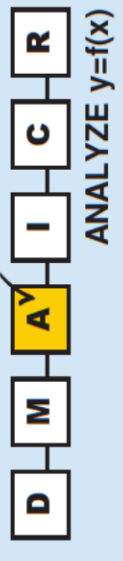
- Does not include GCQS repairs
- GDIA analysis will include GCQS repairs

6-PANEL 21-22MY Nano 3rd Keeper Groove

Data Update 14-Dec-2022



- Note some vehicles are low volume
- GDIA will do an overall prediction and separate Bronco



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6-PANEL

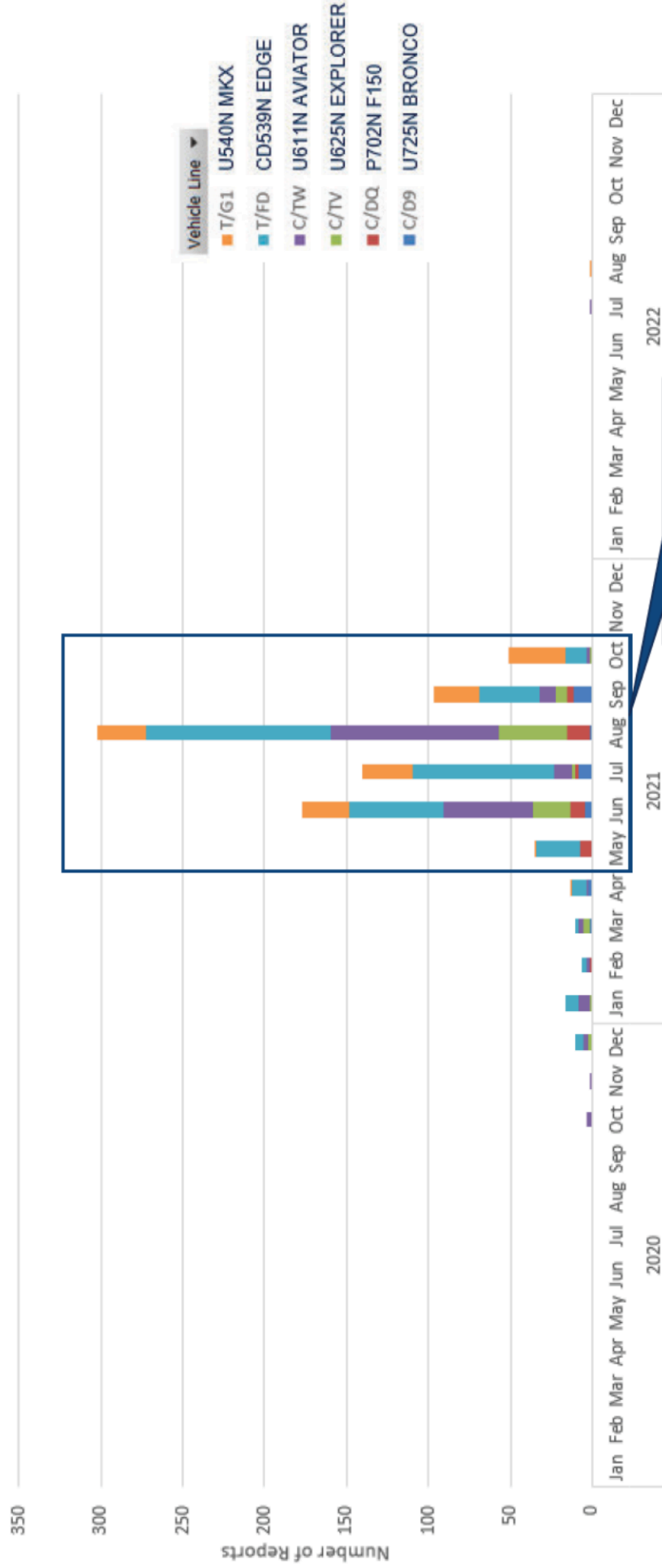


ANALYZE $y=f(x)$

Month of Vehicle Production

Data Update 14-Dec-2022

2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges



Subject Date Range:
Vehicle Production Dates
May – October 2021

6-PANEL

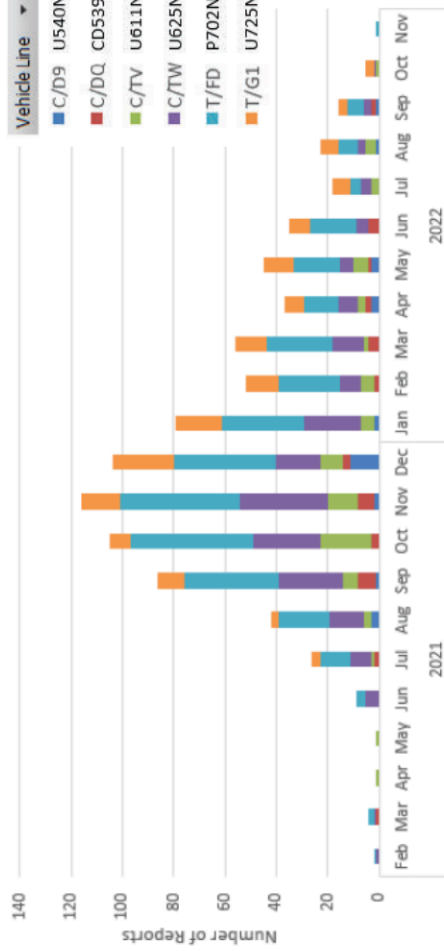
Data Update 14-Dec-2022



ANALYZE $y=f(x)$

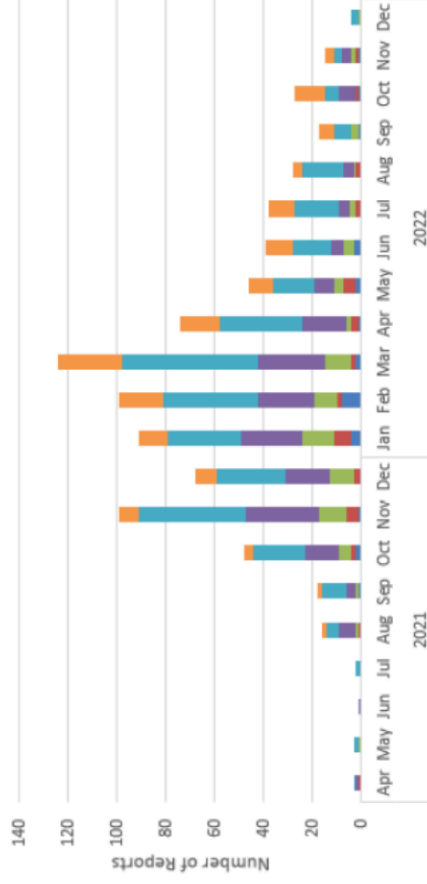
2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges

Repair Date



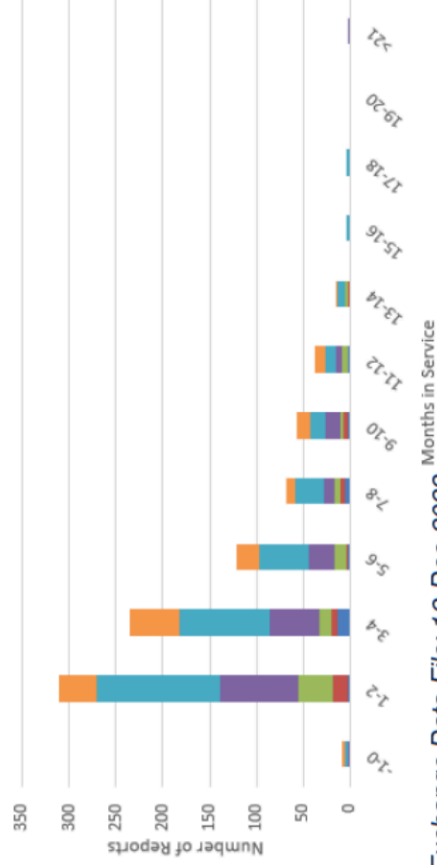
2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges

GSAR Load Date



2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges

Time In Service



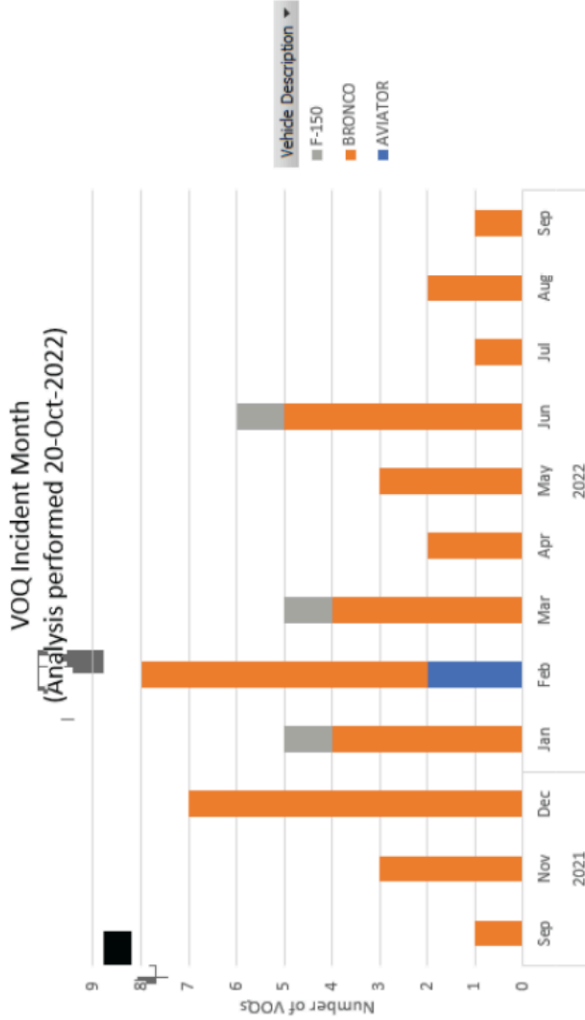
2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges

Mileage

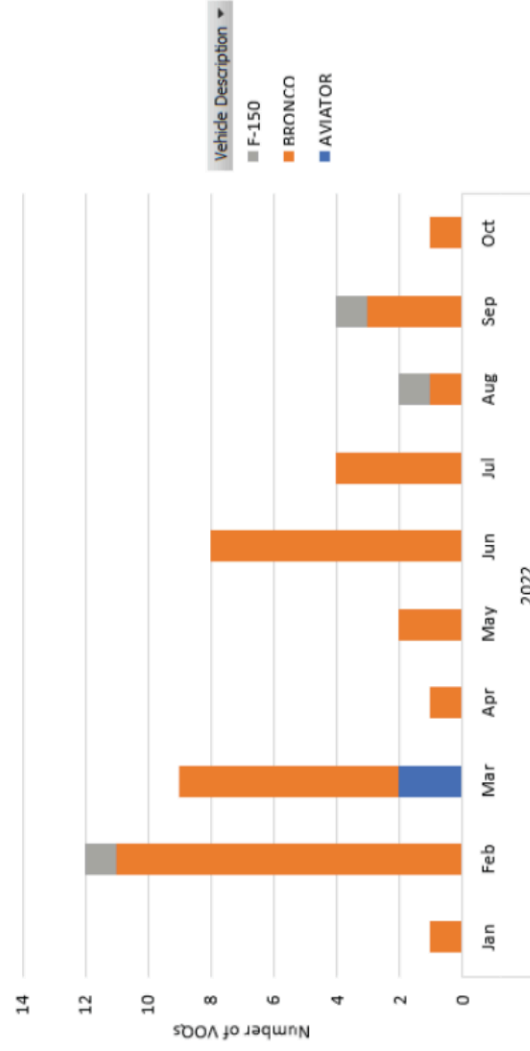


Engine Exchange Data File: 12-Dec-2022

6-PANEL



VOQ Load Date
(Analysis performed 20-Oct-2022)



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6-PANEL



End Data Update 14-Dec-2022



Data Update 20-Oct-2022

6-PANEL 21MY Nano 3rd Keeper Groove Repairs



Data Update 20-Oct-2022

Nano 3rd Keeper Groove Repairs

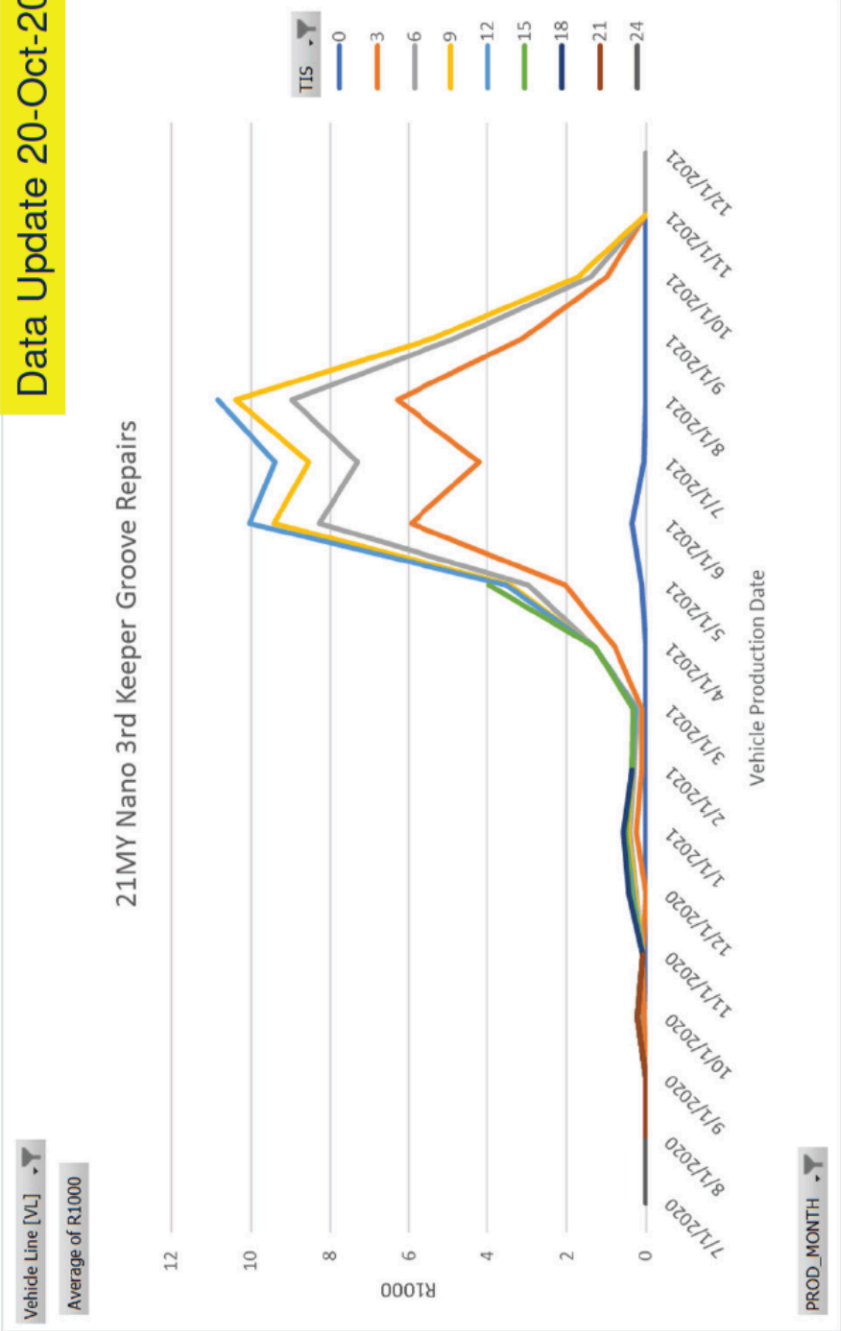


CONFIDENTIAL

6-PANEL 21MY Nano 3rd Keeper Groove Repairs R1000



Data Update 20-Oct-2022



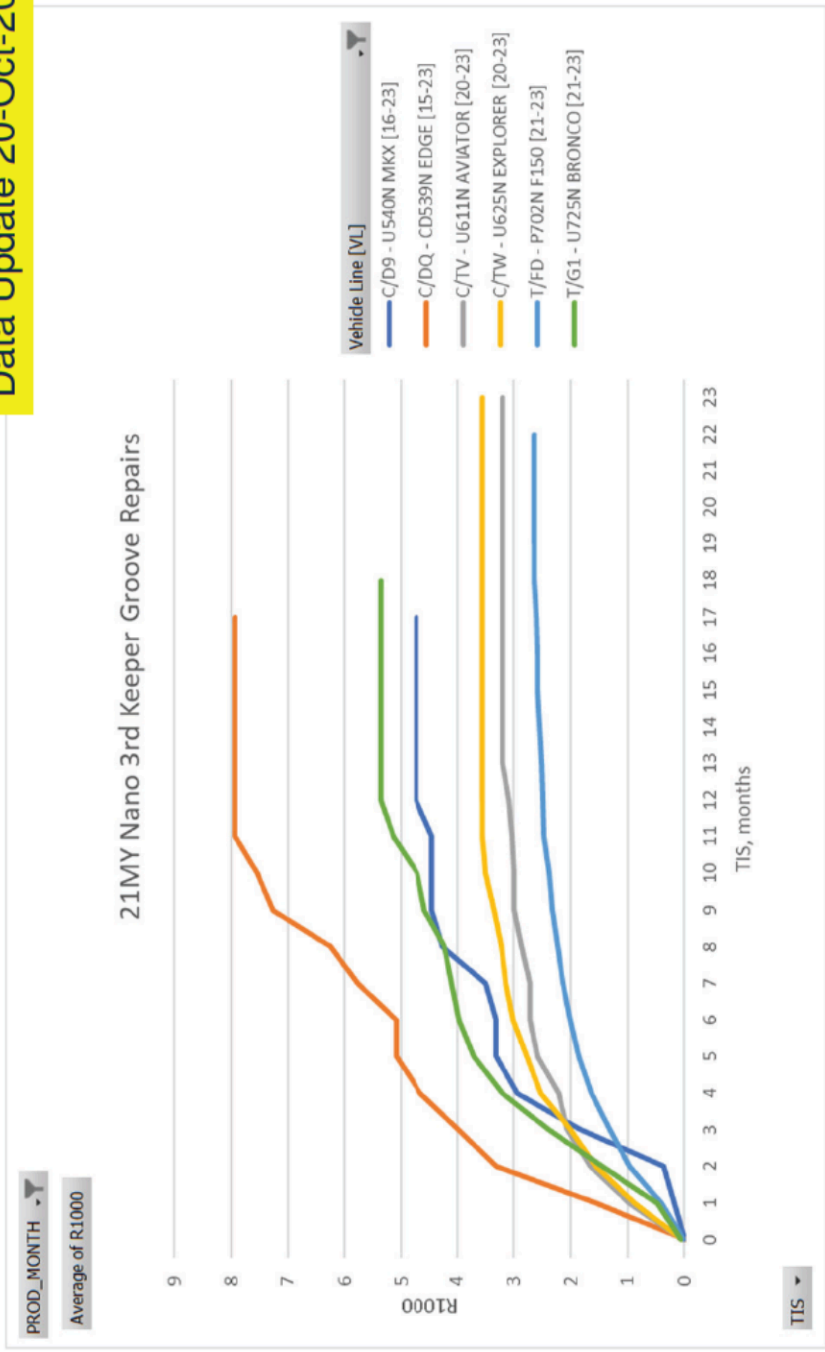
- Does not include GCQS repairs
- GDIA analysis will include GCQS repairs



6-PANEL 21MY Nano 3rd Keeper Groove



Data Update 20-Oct-2022



- Note some vehicles are low volume
- GDIA will do an overall prediction and separate Bronco



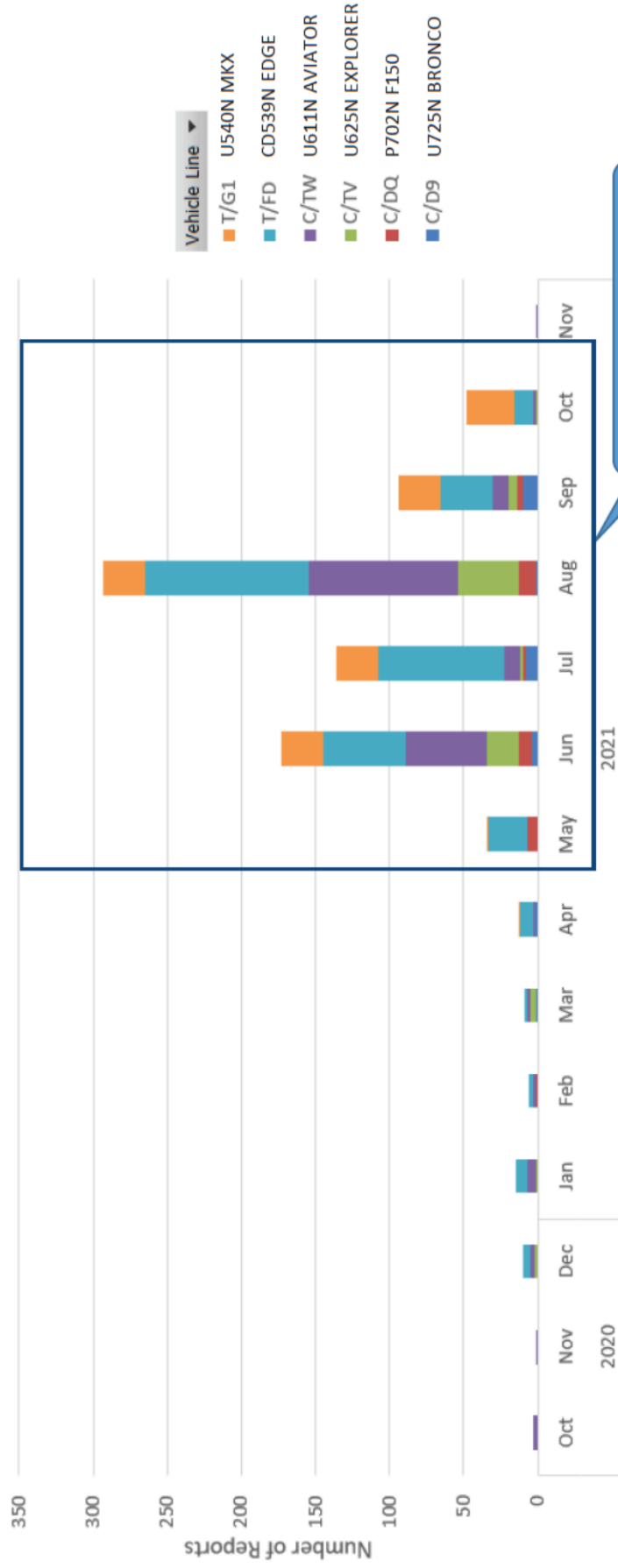
CONFIDENTIAL



Investigation Summary – GRID # 22-306 2.7/3.0L Nano Engine Failures (Loss of Motive Power)

Data Update 20-Oct-2022

Month of Vehicle Production 2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges

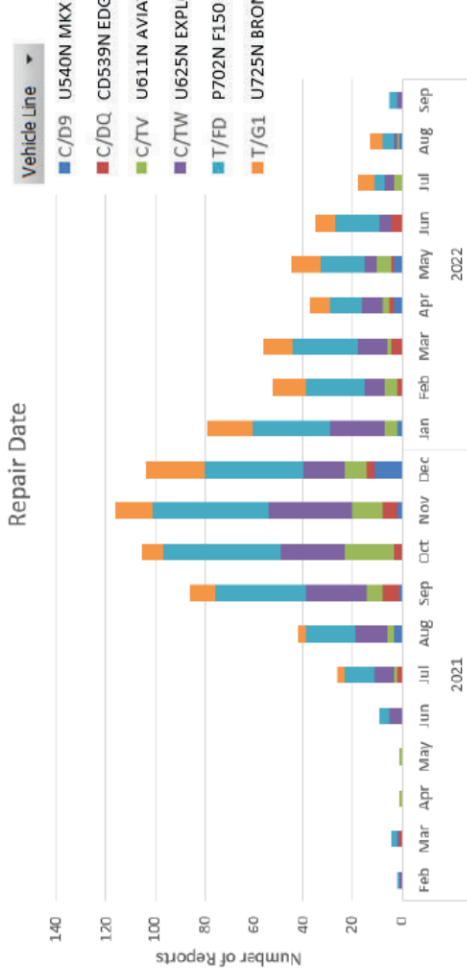




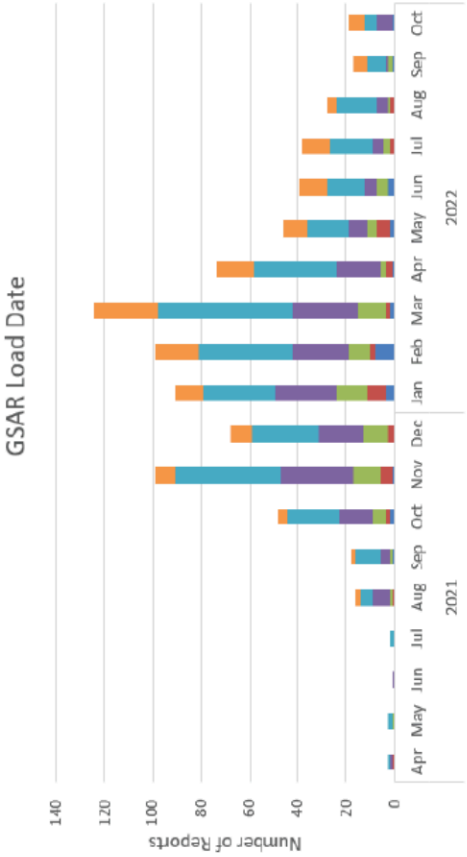
Investigation Summary – GRID # 22-306 2.7/3.0L Nano Engine Failures (Loss of Motive Power)

Data Update
20-Oct-2022

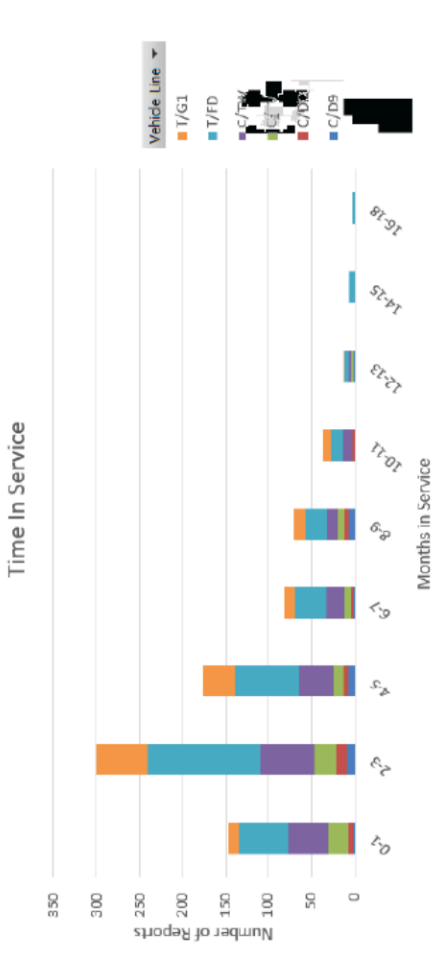
2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges



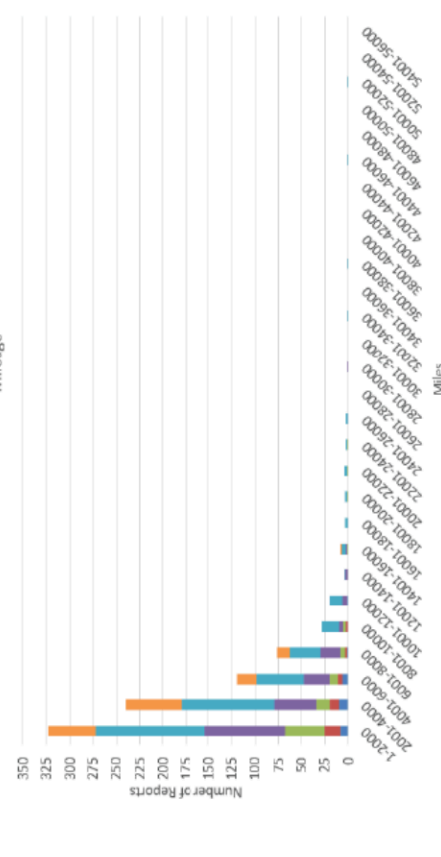
2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges



2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges



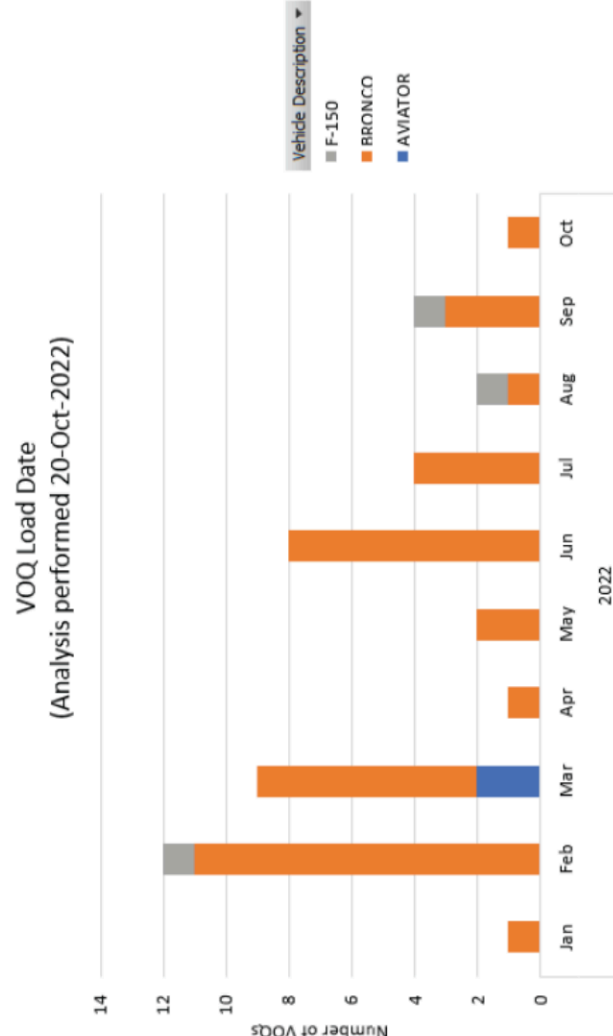
2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges



Engine Exchange Data File: 19-Oct-2022



Investigation Summary – GRID # 22-306 2.7/3.0L Nano Engine Failures (Loss of Motive Power)



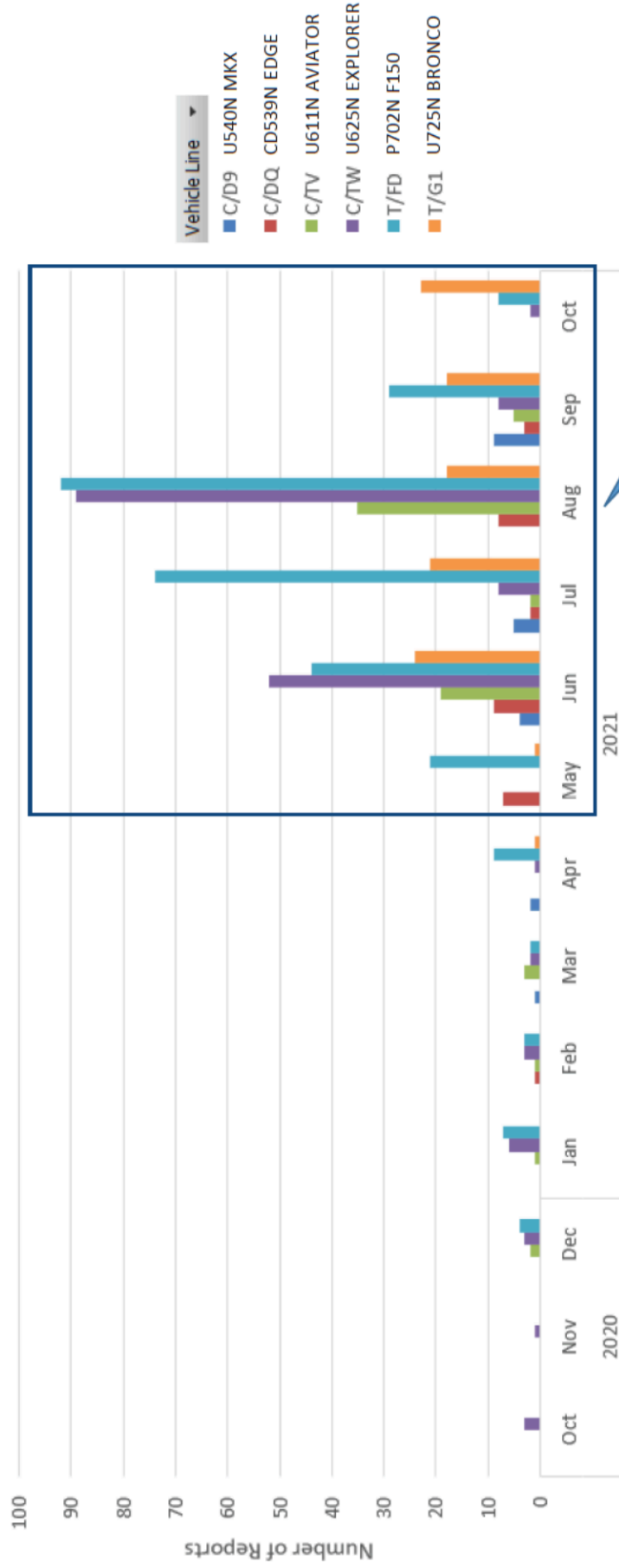


End Data Update 20-Oct-2022



Investigation Summary – GRID # 22-306 2.7/3.0L Nano Engine Failures (Loss of Motive Power)

Month of Vehicle Production 2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges

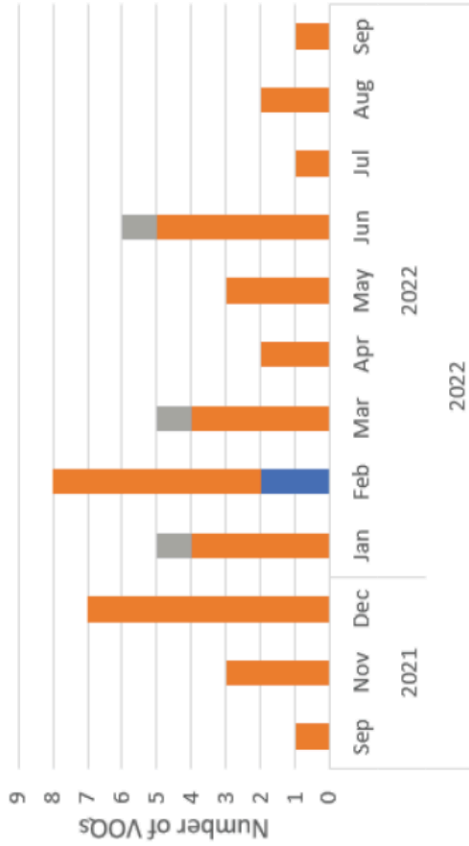


Subject Date Range:
Vehicle Production Dates
May – October 2021



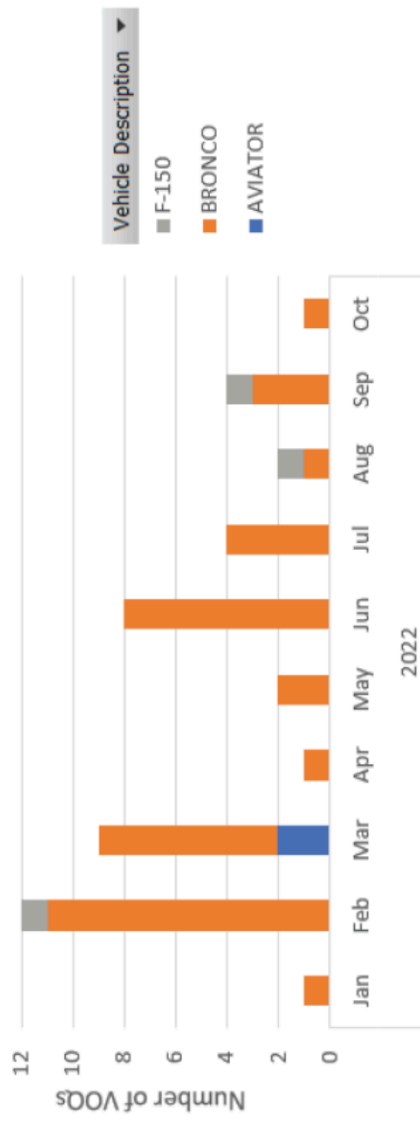
Investigation Summary – GRID # 22-306 2.7/3.0L Nano Engine Failures (Loss of Motive Power)

VOQ Incident Month



44 VOQs potentially attributed to Nano intake valve condition

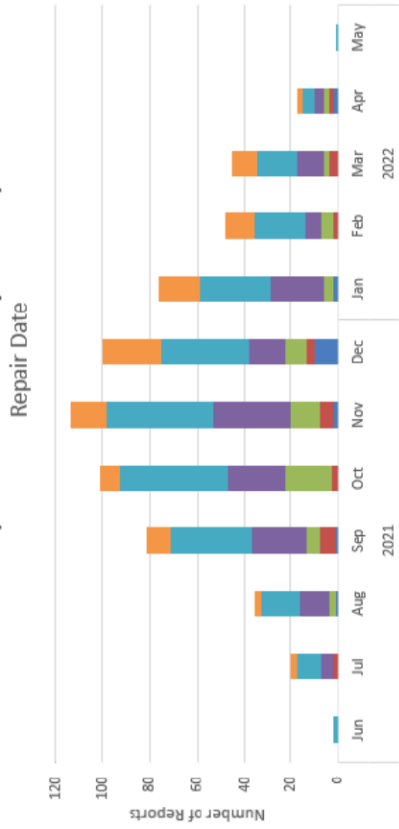
VOQ Load Month



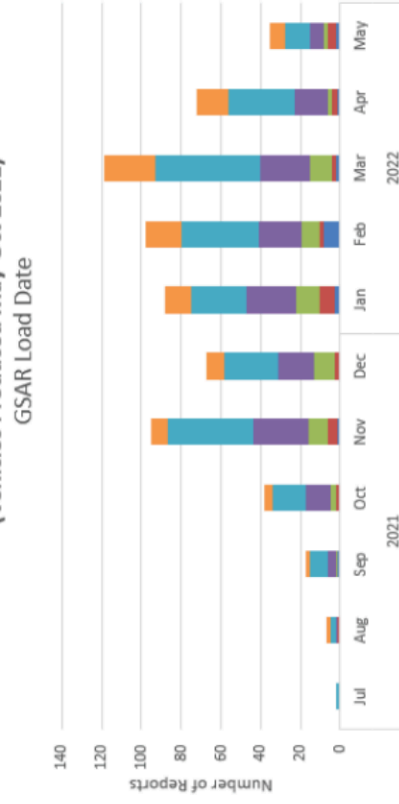


Investigation Summary – GRID # 22-306 2.7/3.0L Nano Engine Failures (Loss of Motive Power)

2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges
(Vehicles Produced May-Oct 2021)

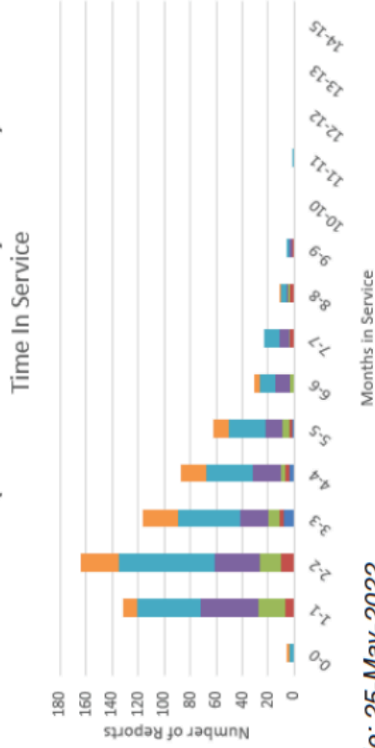


2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges
(Vehicles Produced May-Oct 2021)

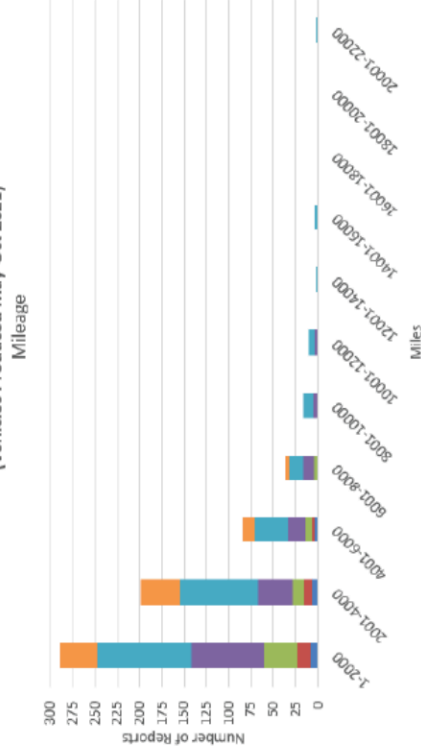


- Vehicle Line
- C/D9 U540N MKX
 - C/DQ CD539N EDGE
 - C/TV U611N AVIATOR
 - C/TW U625N EXPLORER
 - T/FD P702N F150
 - T/G1 U725N BRONCO

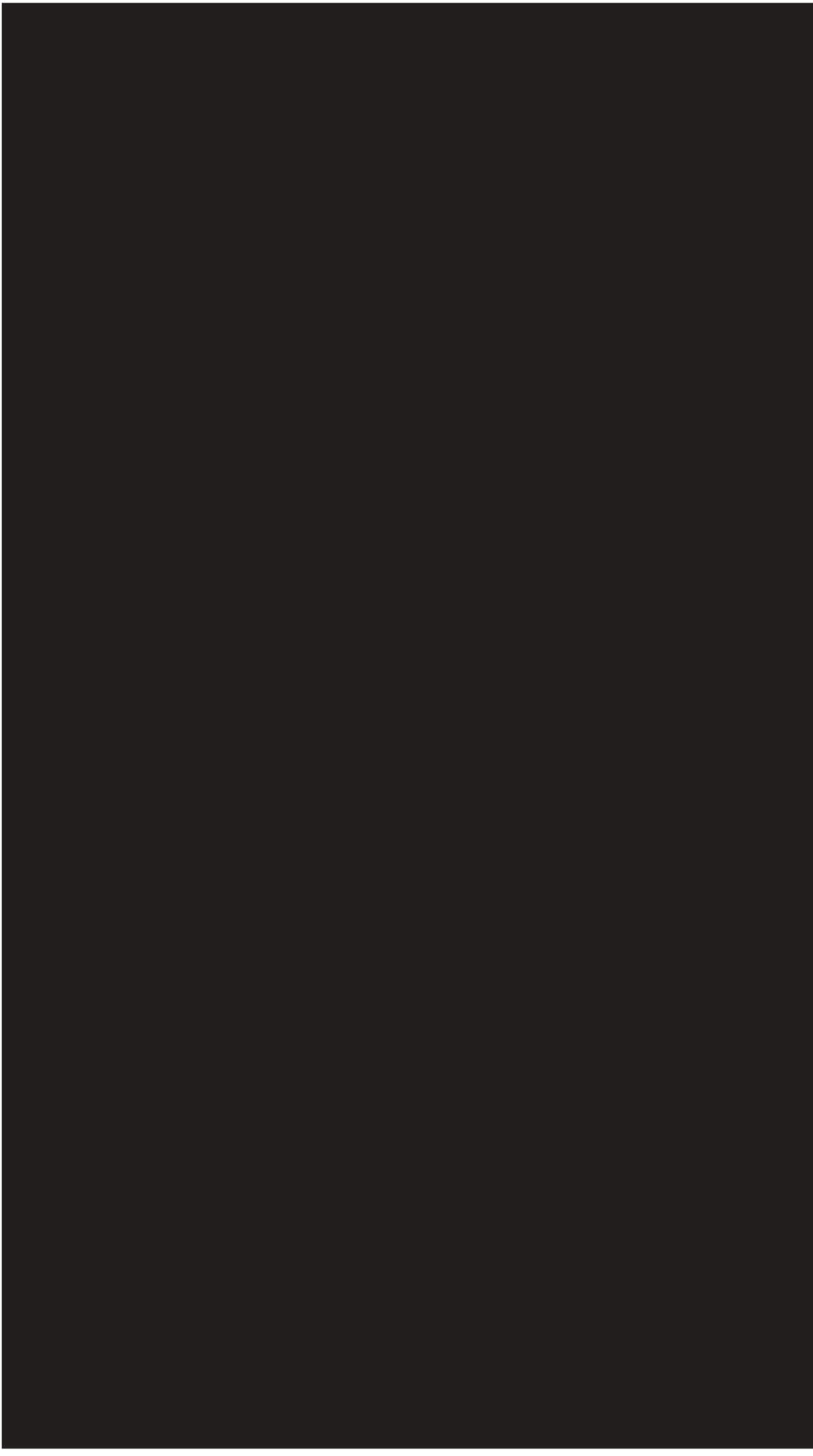
2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges
(Vehicles Produced May-Oct 2021)



2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges
(Vehicles Produced May-Oct 2021)



Data File: 25-May-2022



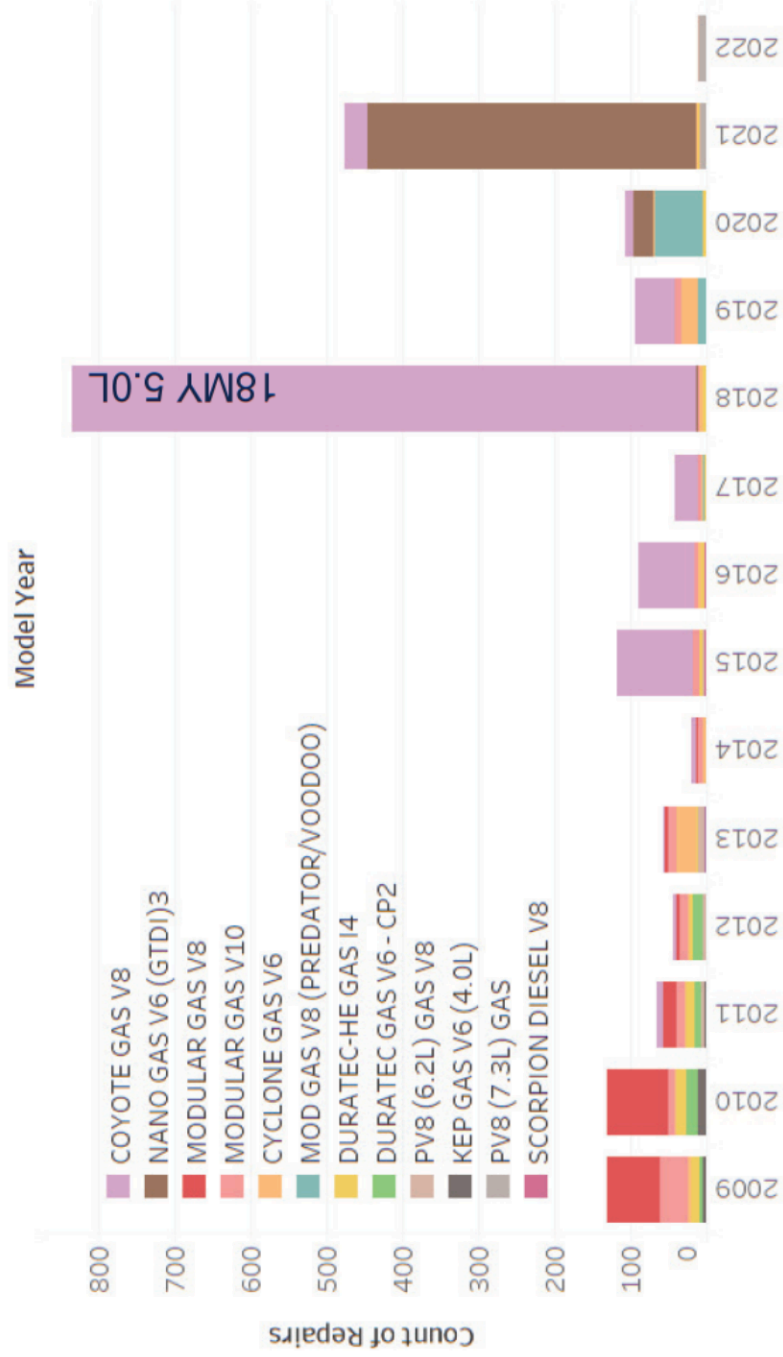


Back-up

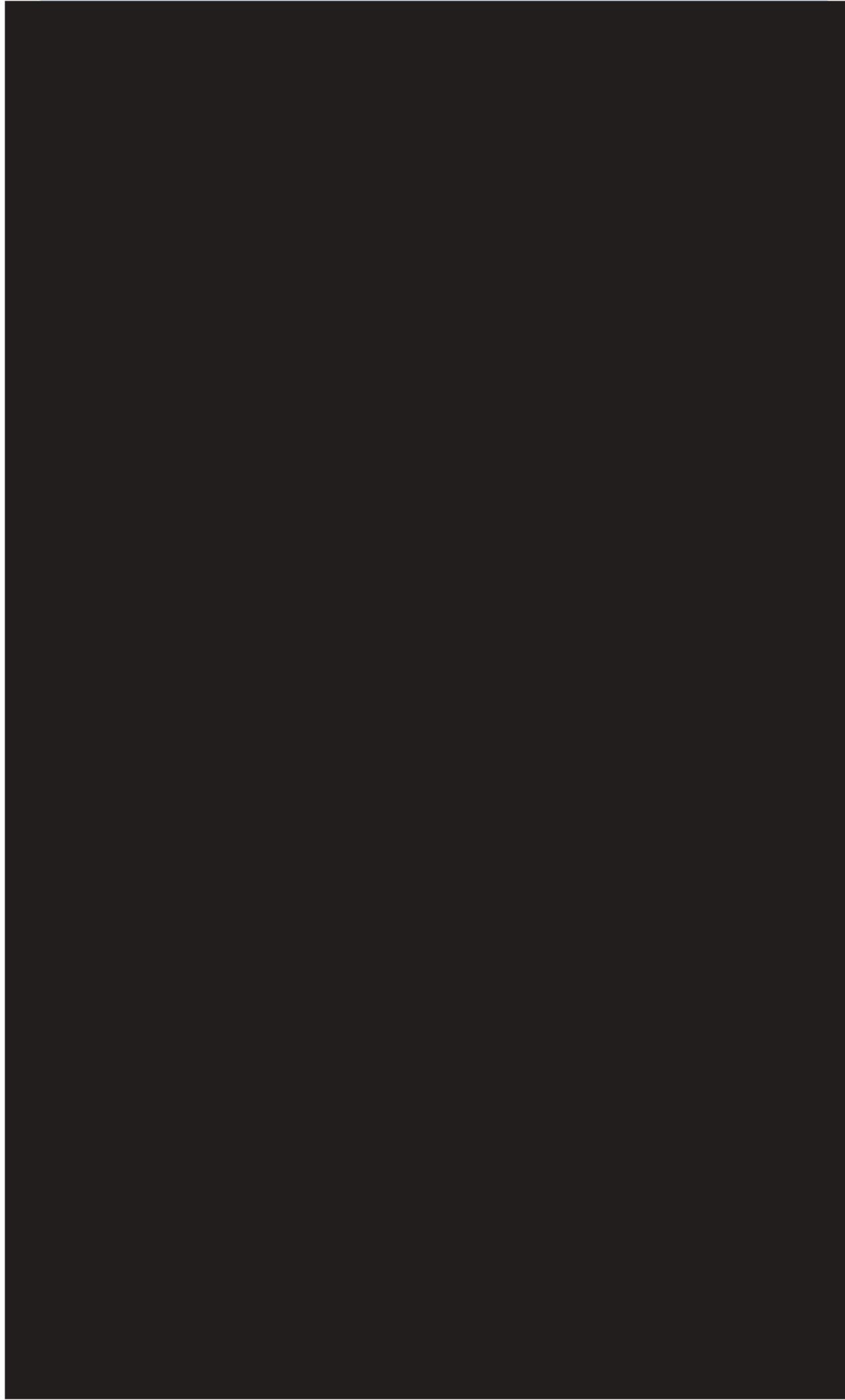
6-PANEL



All 3rd Keeper Groove Failures



CONFIDENTIAL





Investigation Summary – GRID # 22-306 2.7/3.0L Nano Engine Failures (Loss of Motive Power)

9. Failure Rate Analysis

OPTIONAL SLIDE

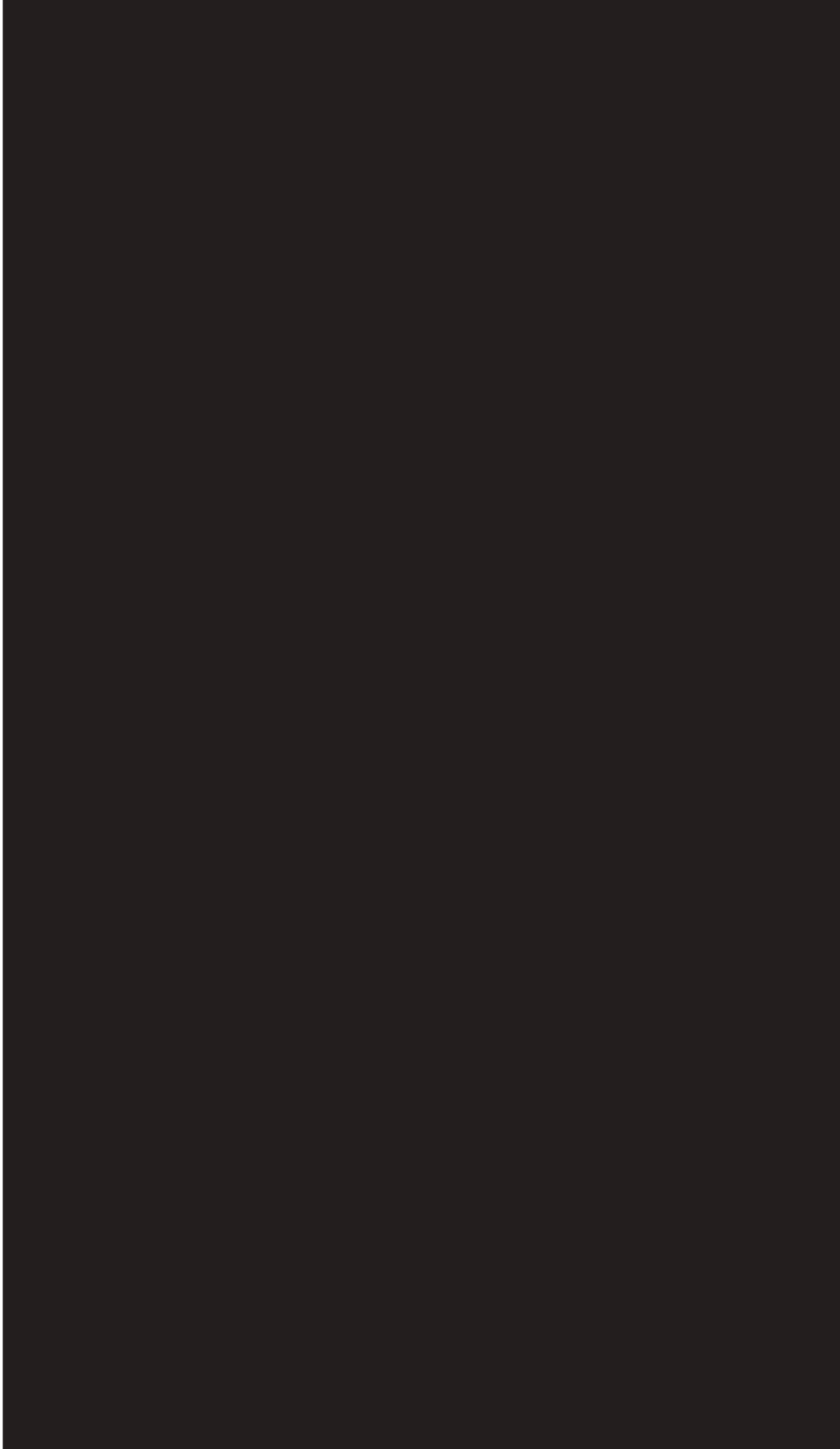
Insert Hazard Plot analysis here.

GDIA analysis in process



Investigation Summary – GRID # 22-306 2.7/3.0L Nano Engine Failures (Loss of Motive Power)

10. <u>Optional</u> Summary Regions CBGs Affected (Legend ✓ X)	Countries Affected (Use "Multiple" if more than 4 per region)	Vehicle Lines and Plants	Build Date Range	Volumes (approx.)				Preliminary R/1000 (peak)	Preliminary Failure Rate
				In Plant	In Transit	Dealers	Delivered to Customer		
NORTH AMERICA ✓									
SOUTH AMERICA									
EUROPE									
IMG ✓									
GREATER CHINA ✓									







August 8, 2022

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Ms. Emily Frascaroli, Global Director
Automotive Safety Office
Ford Motor Company
Fairlane Plaza South
330 Town Center Drive, Suite 400
Dearborn, MI 48126-2738

NEF-0103
PE22-007

Dear Ms. Frascaroli,

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE22-007) to investigate allegations of loss of motive power in certain model year (MY) 2021 Ford Bronco vehicles equipped with the 2.7L Eco-boost engines, and to request certain information.

This office has received 26 Vehicle Owner Questionnaire (VOQ) reports of allegations of loss of motive power at highway speeds with no-restart due to catastrophic engine failures in certain MY 2021 Ford Bronco vehicles equipped with the 2.7L Eco-boost engines. Some of the reports indicated their vehicles had experienced “dropped valves”. A copy of the reports has been previously provided to your office electronically, and the ODI reference numbers of the reports are listed at the end of this letter.

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

- **Subject vehicles:** all MY 2021 Ford Bronco vehicles equipped with the 2.7L Eco-boost engines manufactured for sale or lease in the United States, including, but not limited to, the District of Columbia, and current U.S. territories and possessions.
- **Peer vehicles:** all MY 2022 Ford Bronco vehicles and all MY 2021 and 2022 Ford F-150, Ford Edge, Ford Edge ST and Lincoln Nautilus vehicles equipped with 2.7L Eco-boost engines manufactured for sale or lease in the United States, including, but not limited to, the District of Columbia, and current U.S. territories and possessions.
- **Subject component:** the valves, locks, valve springs and retainers assembled on the cylinder head for the 2.7L Eco-boost engines installed in the subject vehicles.
- **Alleged defect:** any allegation of loss of motive power.

- **Ford:** Ford Motor Company (Ford), all of past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its 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 were involved in any way after January 1, 2019, 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, lawsuits or arbitrations; 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.

- **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 C.F.R. § 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, by model and model year, the number of the subject vehicles and peer 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 (17-character VIN);
 - b. Make;
 - c. Model;
 - d. Model Year;
 - e. Date of manufacture (MM/DD/YYYY);
 - f. Date warranty coverage commenced (MM/DD/YYYY); and
 - g. The State in the United States where the vehicle was originally sold or leased or delivered for sale or lease (postal abbreviation).

Provide the table in Microsoft Access 2010 and Microsoft Excel, or a compatible format, entitled “PRODUCTION DATA.” See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

2. State the total 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 and peer vehicles. Please provide your response in the format shown in Figure 1 on Page 5.
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Reports involving a crash, injury or fatality;
 - d. Reports involving a fire;
 - e. Property damage claims;
 - f. Third-party arbitration proceedings, both pending and closed, where Ford is or was a party to the arbitration; and
 - g. Lawsuits, both pending and closed, in which Ford is or was a defendant or codefendant.

For subparts “a” through “f, / g,” 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).

For items “c” through “f, / g,” provide a summary description of the alleged problem and causal and contributing factors and Ford assessment of the problem, with a summary of the significant underlying facts and evidence. For items “e/f” and “f, / g,” 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 another identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), email address and telephone number (please use distinct fields for each data type);
 - d. Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);
 - e. Vehicle’s 17-character VIN;
 - f. Vehicle’s make, model and model year (please use distinct fields for each data type);
 - g. Vehicle’s mileage at time of incident;
 - h. Incident date (MM/DD/YYYY);
 - i. Report or claim date (MM/DD/YYYY);
 - j. Whether a crash is alleged;
 - k. Whether property damage is alleged;
 - l. Number of alleged injuries, if any; and
 - m. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2010 and Microsoft Excel, or a compatible format, entitled “REQUEST NUMBER TWO DATA.” A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.

Figure 1

PE22-007 "Relate To" Reports Subject Vehicles

The total reflected in sub-parts 2.(a), 2.(b), 2.(e) and 2.(f) below make up the total number of reports identified.

Note: sub-parts 2.(a) through 2.(f) are not cumulative.

Request	2. a.	2. b.	2. c.			2. d.	2. e.	2. f.	5	13
Model, Model Year	Consumer Complaints	Field Reports	Crash	Injury	Fatality	Property Damage	3rd Party Arbitration	Lawsuit Legal Claims	Warranty	VOQs
2021 Ford Bronco w/2.7-L Engine	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
Unique VINs	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx

Total of XX,XXX reports (XX,XXX unique VINs)

PE22-007 "May Relate To" Reports Subject Vehicles

The total reflected in sub-parts 2.(a), 2.(b), 2.(e) and 2.(f) below make up the total number of reports identified.

Note: sub-parts 2.(a) through 2.(f) are not cumulative.

Request	2. a.	2. b.	2. c.			2. d.	2. e.	2. f.	5	13
Model, Model Year	Consumer Complaints	Field Reports	Crash	Injury	Fatality	Property Damage	3rd Party Arbitration	Lawsuit Legal Claims	Warranty	VOQs
2021 Ford Bronco w/2.7-L Engine	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
Unique VINs	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx

Total of XX,XXX reports (XX,XXX unique VINs)

PE22-007 "Relate To" Reports Peer Vehicles

The total reflected in sub-parts 2.(a), 2.(b), 2.(e) and 2.(f) below make up the total number of reports identified.

Note: sub-parts 2.(a) through 2.(f) are not cumulative.

Request	2. a.	2. b.	2. c.			2. d.	2. e.	2. f.	5	13
Model, Model Year	Consumer Complaints	Field Reports	Crash	Injury	Fatality	Property Damage	3rd Party Arbitration	Lawsuit Legal	Warranty	VOQs
2022 Ford Bronco w/2.7-L engines	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
2021-22 F150 w/2.7-L engines	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
2021-22 Edge w/2.7-L engines	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
2021-22 Edge ST w/2.7-L engines	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
2021-22 Lincoln Nautilus w/2.7-L engines	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
Unique VINs	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx

Total of XX,XXX reports (XX,XXX unique VINs)

PE22-007 "May Relate To" Reports Peer Vehicles

The total reflected in sub-parts 2.(a), 2.(b), 2.(e) and 2.(f) below make up the total number of reports identified.

Note: sub-parts 2.(a) through 2.(f) are not cumulative.

Request	2. a.	2. b.	2. c.			2. d.	2. e.	2. f.	5	13
Model, Model Year	Consumer Complaints	Field Reports	Crash	Injury	Fatality	Property Damage	3rd Party Arbitration	Lawsuit Legal	Warranty	VOQs
2022 Ford Bronco w/2.7-L engines	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
2021-22 F150 w/2.7-L engines	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
2021-22 Edge w/2.7-L engines	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
2021-22 Edge ST w/2.7-L engines	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
2021-22 Lincoln Nautilus w/2.7-L engines	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
Unique VINs	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx

Total of XX,XXX reports (XX,XXX unique VINs)

4. 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 another identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), email address and telephone number (please use distinct fields for each data type);
 - d. Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);
 - e. Vehicle's 17-character VIN;
 - f. Vehicle's make, model and model year (please use distinct fields for each data type);
 - g. Vehicle's mileage at time of incident;
 - h. Incident date (MM/DD/YYYY);
 - i. Report or claim date (MM/DD/YYYY);
 - 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 2010 and Microsoft Excel, or a compatible format, entitled "REQUEST NUMBER TWO DATA." A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.

5. 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. Describe in detail the search methods and search criteria used by Ford to identify the items in response to Request No. 2.

State, by model and model year, a total counts for all of the following categories of claims, collectively, that have been paid by Ford to date that relate to, or may relate to, the alleged defect in the subject vehicles and peer 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. Please provide the counts as shown in Figure 1 on Page 5 (see the column "Request 5").

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

- a. Ford's claim number;
- b. Vehicle owner or fleet name (and fleet contact person), email address and telephone number (please use distinct fields for each data type);
- c. Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);
- d. 17-character VIN;
- e. Repair date (MM/DD/YYYY);

- f. Vehicle mileage at time of repair;
- g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code (please use distinct fields for each data type);
- h. Labor operation number(s);
- i. Problem code(s);
- j. Diagnostic trouble code(s);
- k. Replacement part number(s) and description(s);
- l. Concern stated by customer;
- m. Cause as stated on the repair order;
- n. Correction as stated on the repair order; and
- o. Additional comments, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2010 and Microsoft Excel format when possible, or a compatible format, entitled "WARRANTY DATA." A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.

6. Describe in detail the search methods and search criteria used by Ford to identify the claims in response to Request No. 5, including the labor operations, problem codes, diagnostic trouble codes, part numbers and any other pertinent parameters used.
7. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions, diagnostic trouble codes and diagnostic trouble code descriptions applicable to the alleged defect in the subject vehicles. State whether the diagnostic trouble codes are automatically reported to the warranty database electronically or manually entered into the warranty database by a claims administrator.
8. 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;
- f. Brief summary of the findings and/or conclusions resulting from the action; and
- g. For each failed engine examined by Ford, provide a description, photos/videos of which cylinder failed, intake or exhaust valves, spark plugs or borescope images. Provide a diagnosis or determination of the failed component and root cause.

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 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), model and model year of the vehicle in which it is used and month/year of sale (including the cut-off date for sales, if applicable):
 - a. Subject component; and
 - b. Any kits that have been released, or developed, by Ford for use in service repairs to the subject component/assembly.

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. Furnish Ford's assessment of the alleged defect in the subject vehicles, 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; and
 - f. The report included with this inquiry, including the counts as shown in Figure 1 on Page 5 (see the column "Request 13").

Legal Authority for This Request

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. It constitutes a new request for information.

Civil Penalties

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.) The Vehicle Safety Act, 49 U.S.C. § 30165(a)(3), provides for civil penalties of up to \$24,423 per violation per day, with a maximum of \$122,106,996 for a related series of daily violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. *See* 49 C.F.R. § 578.6(a)(3). This includes failing to respond completely, accurately, or in a timely manner 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.

Confidential Business Information

If Ford's response contains any information that you claim is confidential business information, Ford must request two secure electronic file transfer links from Donte Kirksey at Donte.Kirksey@dot.gov. One secure electronic file transfer link is for your request for confidential treatment and will be directed to NHTSA's Office of the Chief Counsel. Please see enclosure 2 for additional instructions on submitting a request for confidential treatment that is compliant with 49 C.F.R. Part 512 (specifically, a request for confidential treatment must include the four required parts that are discussed in enclosure 2). The second secure electronic file transfer link is for your non-confidential response to this letter. Do not submit any confidential business information along with your non-confidential submission. Please refer to PE22-007 in Ford's response to this letter and in a request for confidential treatment that Ford may submit.

Due Date

Ford's response to this letter must be submitted to this office by **September 28, 2022**. If Ford finds that it is unable to provide all of the information requested within the time allotted, Ford must request an extension from me at (202) 366-6178 no later than five business days before the response due date. If Ford is unable to provide all 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 you have any technical questions concerning this matter, please call Donte Kirksey of my staff at (202) 366-2653.

Sincerely,

Peter Kivett

Peter Kivett, Chief
Vehicle Defect Division C
Office of Defects Investigation

Enclosure 1, The subject reports referenced in the introduction of this letter may be viewed at the NHTSA.gov website using the following ODI reference numbers:

11448171, 11448461, 11450659, 11450702, 11450737, 11450788, 11450871, 11450879, 11451158, 11451503, 11451957, 11452074, 11452692, 11453669, 11453933, 11454098, 11455294, 11456219, 11456713, 11459262, 11460124, 11460125, 11461178, 11463199, 11463296, 11464516.

Enclosure 2, Information for Requests for Confidential Treatment.

ENCLOSURE – INFORMATION FOR REQUESTS FOR CONFIDENTIAL TREATMENT

If you believe that your response contains any material that you claim is confidential business information, submit these materials to NHTSA’s Office of the Chief Counsel in accordance with 49 C.F.R. Part 512. **All requests for confidential treatment must be submitted directly to the Office of the Chief Counsel. Upon request, ODI will provide you with a secure file transfer link for your submission to the Office of the Chief Counsel.**

Requests for confidential treatment are governed by Part 512. A current version of this regulation is available on the internet at <http://www.ecfr.gov> by selecting Title 49 “Transportation,” selecting “Parts 500 – 599” and then selecting Part 512 “Confidential Business Information.”

How to request confidential treatment:

NHTSA is currently treating electronic submission as an acceptable method for submitting confidential business information to the agency under Part 512. If you claim that any of the information or documents provided in your response constitutes confidential business information within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, you must request a secure file transfer link from the ODI contact listed in your Information Request. ODI will copy a representative from the Office of the Chief Counsel on the secure file transfer link for your request for confidential treatment. You must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with Part 512, to the Office of the Chief Counsel. Do not send a hardcopy of a request for confidential treatment to NHTSA’s headquarters.

Your request must include a request letter that contains supporting information, pursuant to Part 512.8. Your request must also include a certificate, pursuant to Part 512.4(b) and Part 512, Appendix A.

You are required to submit one unredacted “confidential version” of the information for which you are seeking confidential treatment. Pursuant to Part 512.6, the words “ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION” or “CONFIDENTIAL BUSINESS INFORMATION CONTAINED WITHIN BRACKETS” (as applicable) must appear at the top of each page containing information claimed to be confidential. In the latter situation, where not all information on the page is claimed to be confidential, identify each item of information for which confidentiality is requested within brackets: “[].”

You are also required to submit one redacted “public version” of the information for which you are seeking confidential treatment. Pursuant to Part 512.5(a)(2), the redacted “public version” should include redactions of any information for which you are seeking confidential treatment (i.e., the only information that should be unredacted is information for which you are **not** seeking confidential treatment).

For questions about a request for confidential treatment, please contact Dan Rabinovitz in the Office of the Chief Counsel at Daniel.Rabinovitz@dot.gov or (202)366-8534.



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

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION

NHTSA

Authentic US Government Information
National Highway Traffic Safety Administration
uses a digital certificate to ensure
the content has remained unchanged

Investigation: DP 22-001
Prompted by: Defect Petition
Date Opened: 05/27/2022
Investigator: Donte Kirksey **Reviewer:** Peter Kivett
Approver: Stephen Ridella
Subject: Loss of Motive Power

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company
Products: 2021 Ford Bronco
Population: 25,538

Problem Description: Under normal driving conditions without warning the vehicle may experience a loss of motive power without restart due to catastrophic engine failure related to a faulty valve within 2.7 L Eco-Boost Engines

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	32	0	32
Crashes/Fires:	0	0	0
Injury Incidents:	0	0	0
Fatality Incidents:	0	0	0

ACTION / SUMMARY INFORMATION

Action: Further evaluation of Defect Petition for a grant or deny decision

Summary:

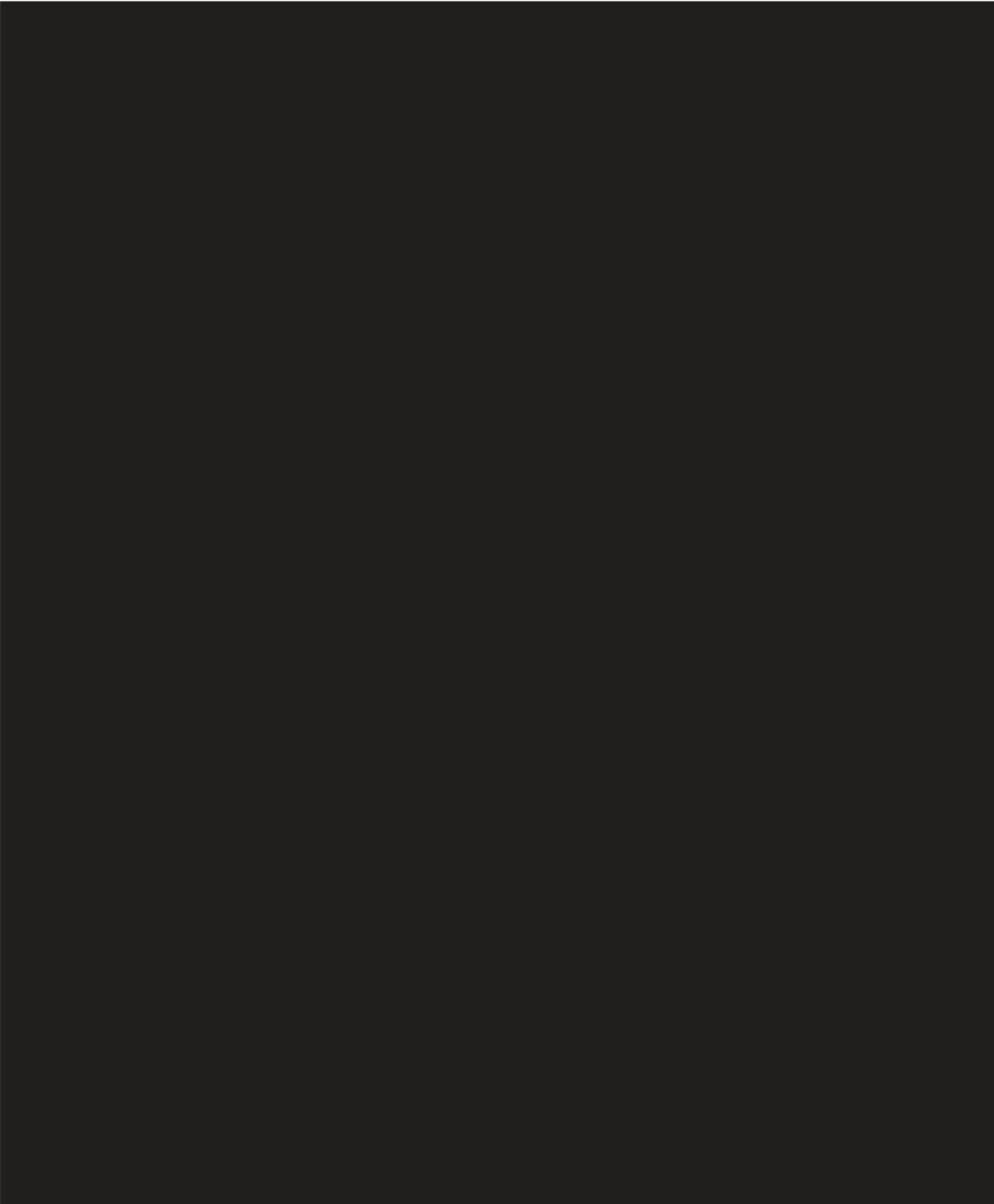
The Office of Defects Investigation (ODI) received three petitions on March 17, 2022, March 18, 2022, and March 29, 2022, requesting a defect investigation into an alleged defect of the "valves" on 2021 MY Ford Bronco vehicles equipped with the 2.7L Eco-boost engine. The petitions can be reviewed at [NHTSA.gov](https://www.nhtsa.gov) under ODI numbers 11461178, 11460125, and 11460124.

The petitioners alleged that 2021 MY Ford Broncos vehicles are experiencing loss of motive power at highway speeds with no-restart due to catastrophic engine failures.

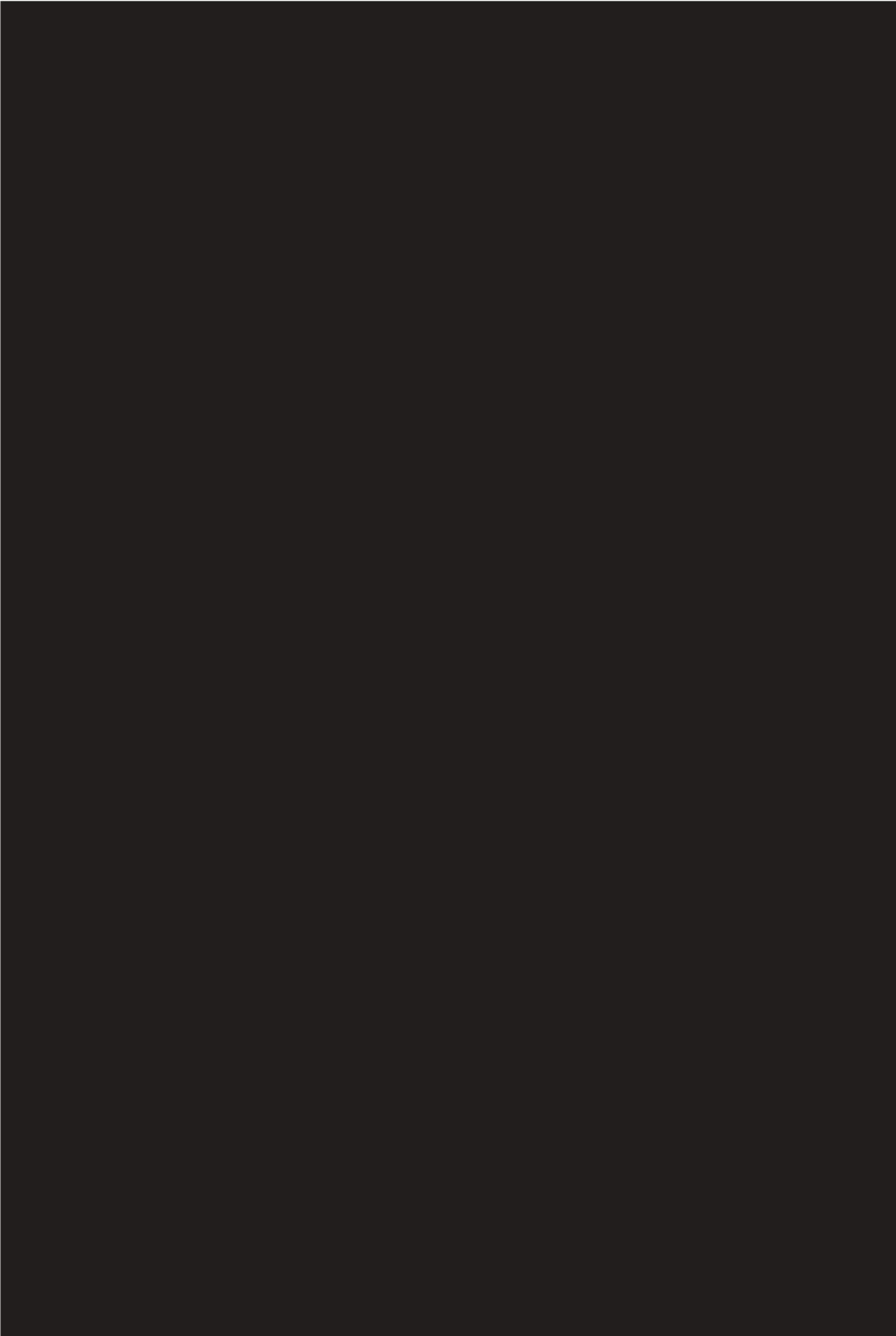
This defect petition has been opened to evaluate the issue and determine whether to grant or deny the petitions.

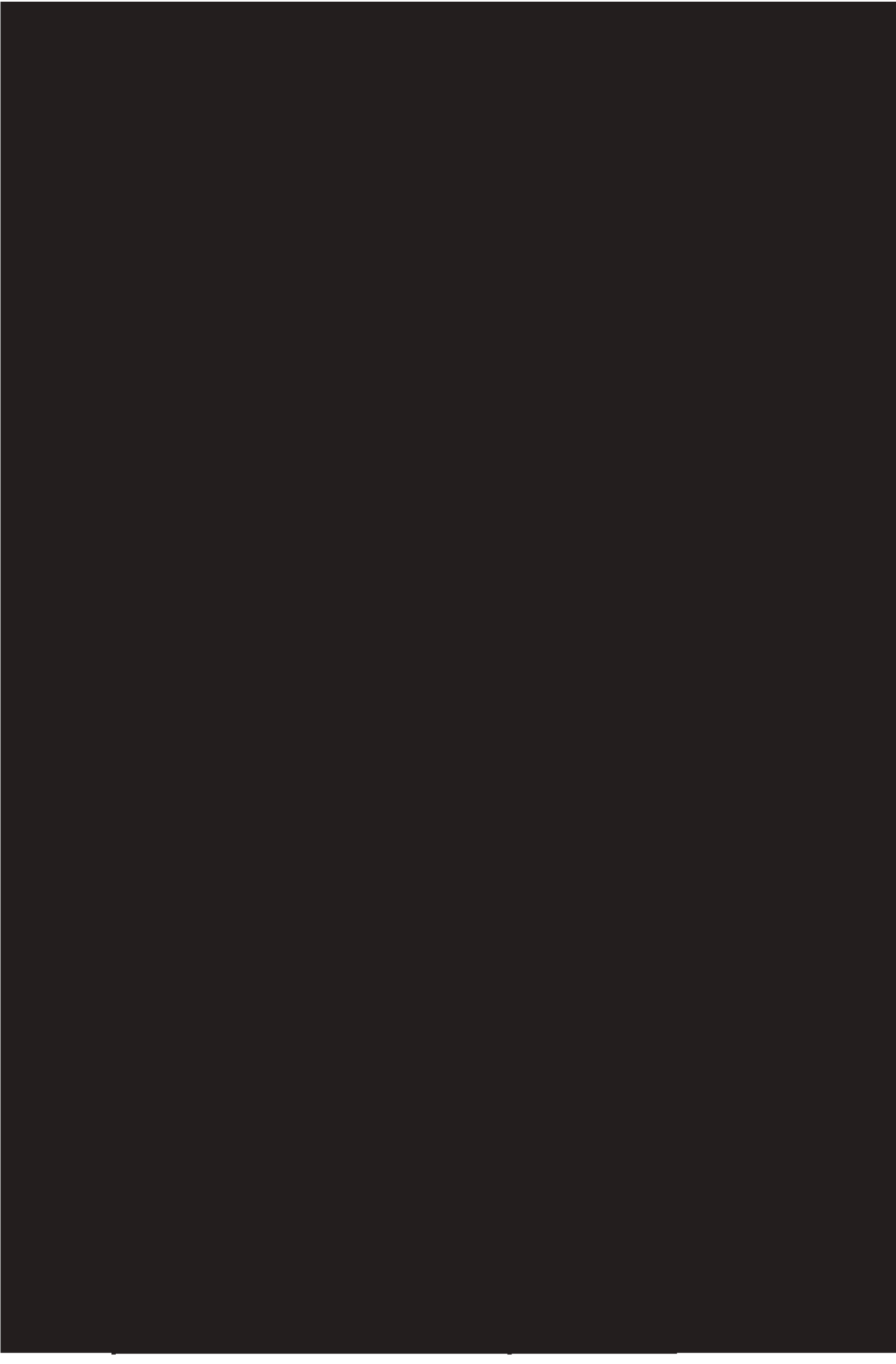
The petitioners identified a number of complaints received by NHTSA alleging complete engine failure. The ODI complaints cited above can be reviewed at [NHTSA.gov](https://www.nhtsa.gov) under the following ODI numbers: 11459262, 11457360, 11456713, 11456219, 11455294, 11454100, 11454098, 11453933, 11453669, 11452692, 11452595, 11452074, 11451957, 11451503, 11451158, 11450879, 11450871, 11450788, 11450737, 11450702, 11450659, 11448737, 11448461, 11448393, 11448171, 11441831, 11414378, 11414295, 11406545.











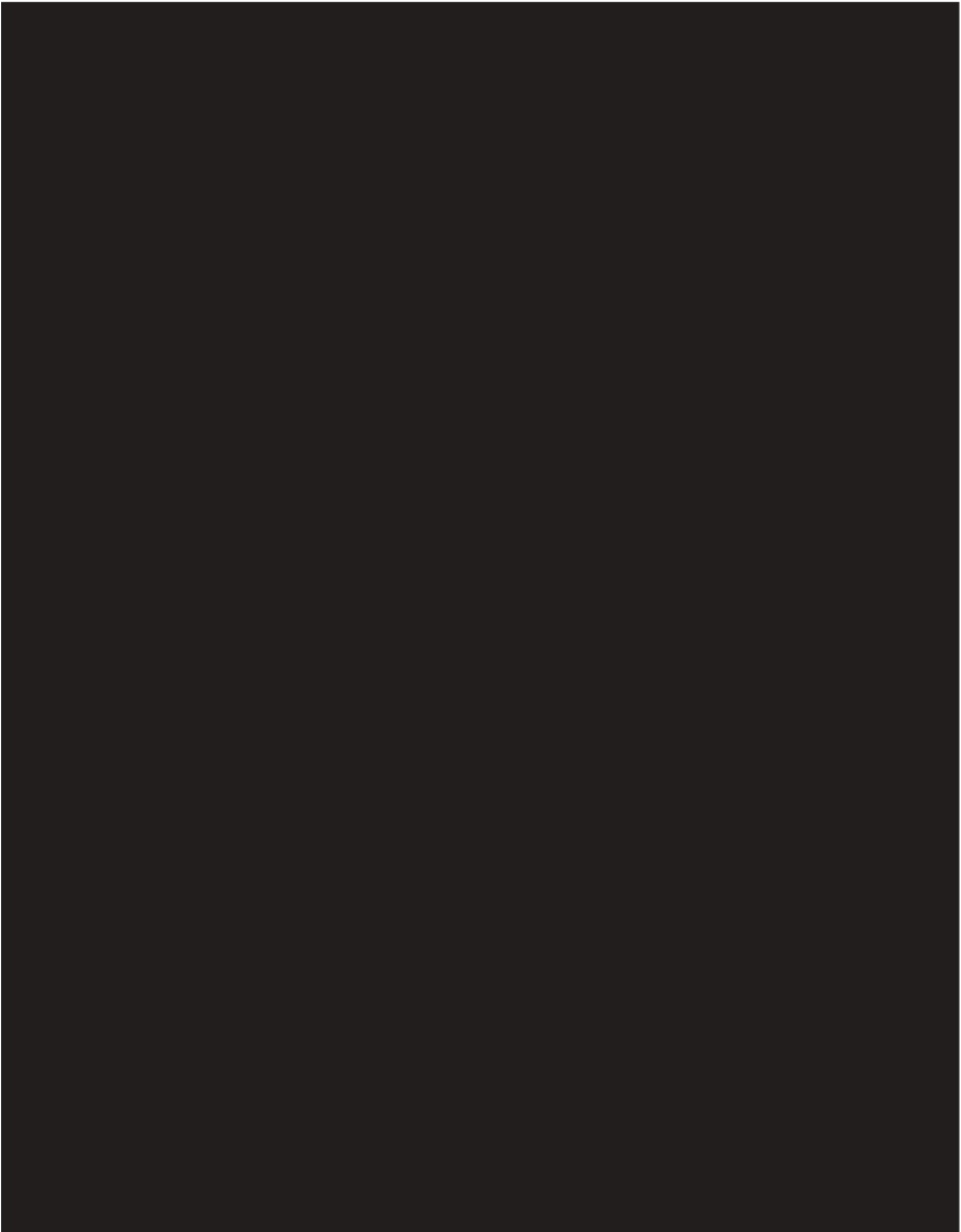
From: Selthofer, Sara (S.)
Sent: Monday, October 2, 2023 4:52 PM
To: Sorab, Jagadish (J.); Adam, Paul (P.J.); Knott, Tim (.); Oberski, Christopher (C.)
Subject: RE: Nano engine dropped valve 14D
Attachments: 14D 22-306 2020-22 Multivehicle 2.7_3.0L Nano EcoBoost Engine Valve Failures.pdf

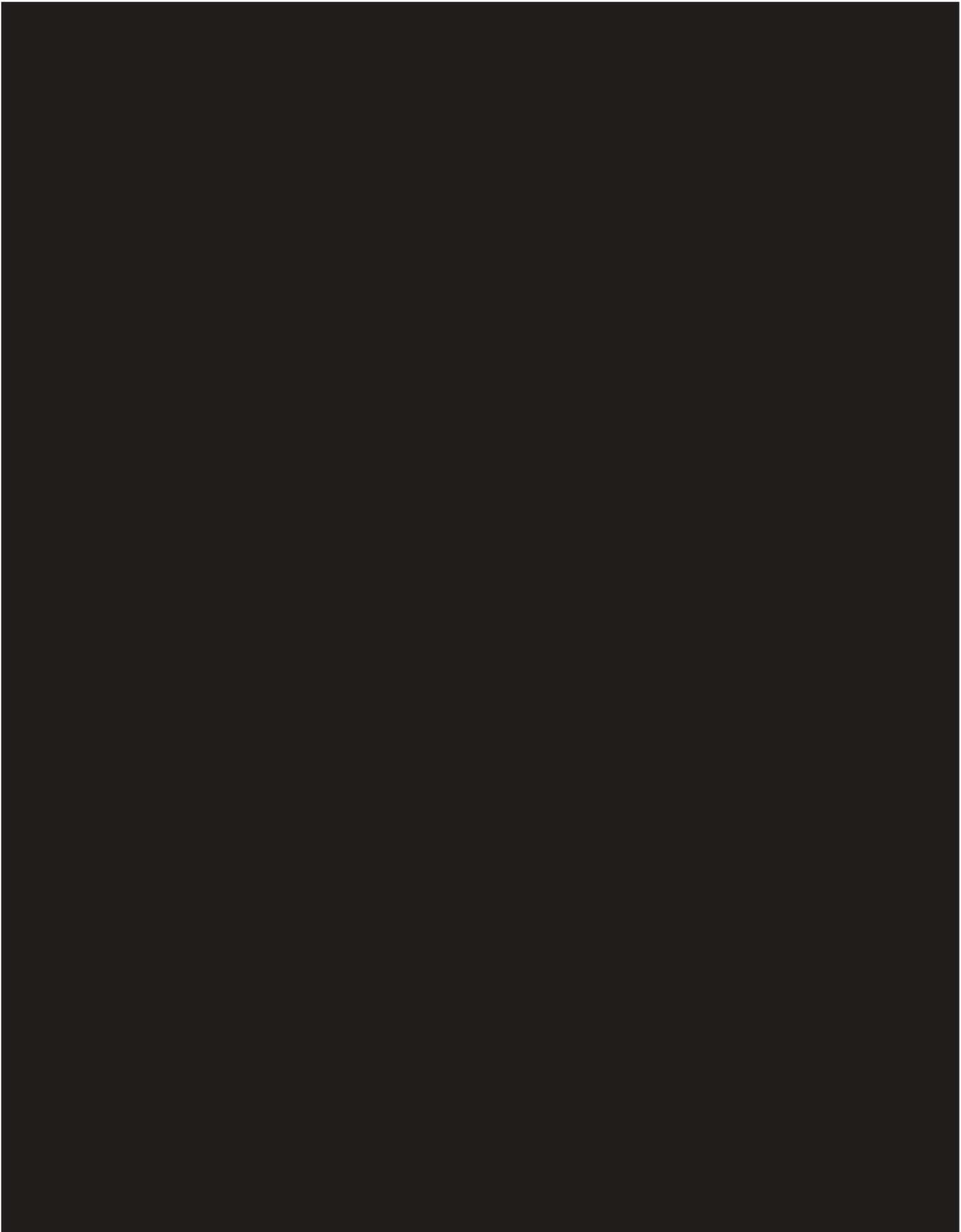
From: Sorab, Jagadish (J.) <jsorab@ford.com>
Sent: Monday, October 2, 2023 4:44 PM
To: Adam, Paul (P.J.) <padam6@ford.com>; Selthofer, Sara (S.) <sselthof@ford.com>; Knott, Tim (.) <tknott@ford.com>; Oberski, Christopher (C.) <cobersk1@ford.com>
Subject: Nano engine dropped valve 14D

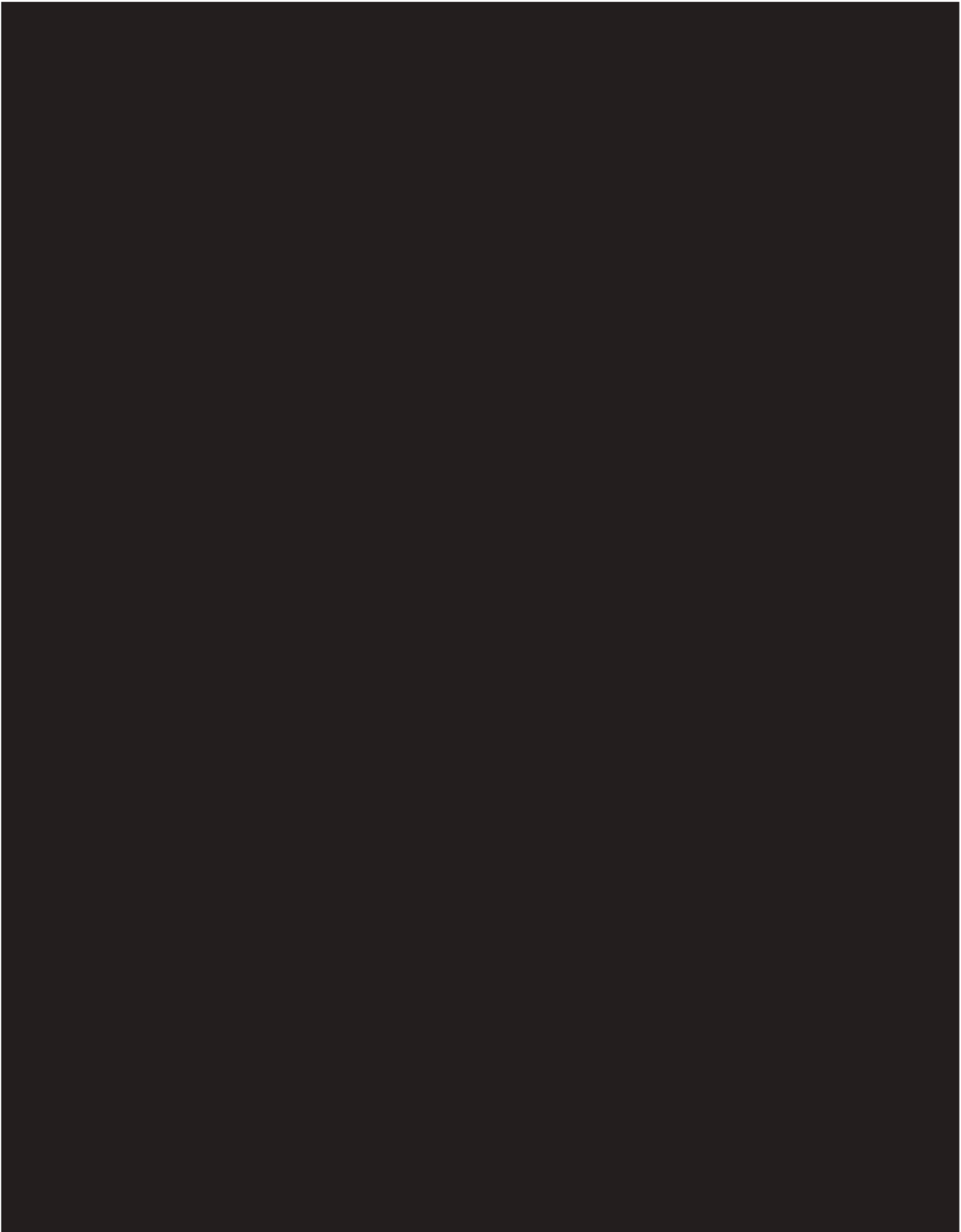
Team - can someone please send me the 14D and PRA documents for this issue? Need to brief the grown ups.

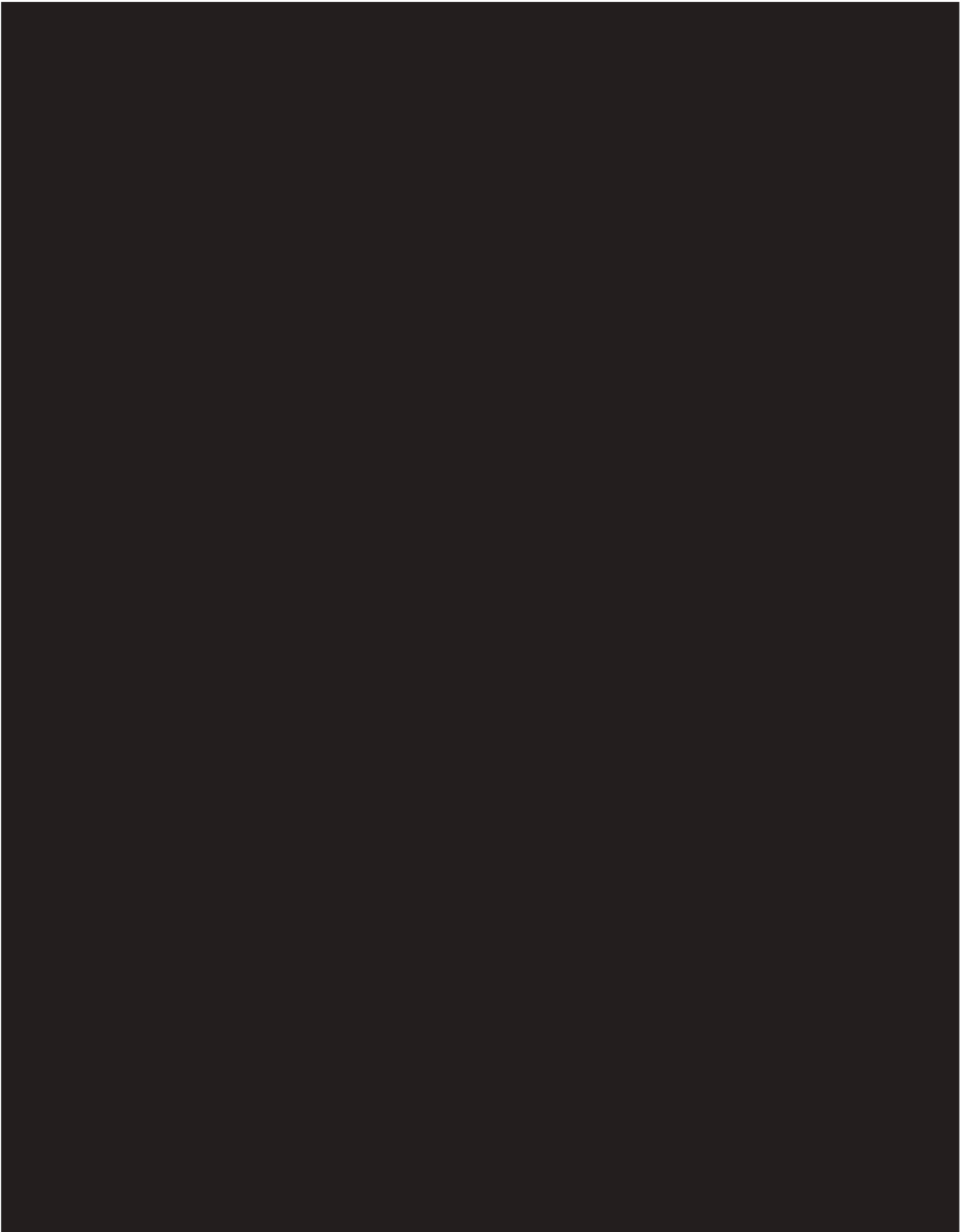
Thanks,
Jagadish

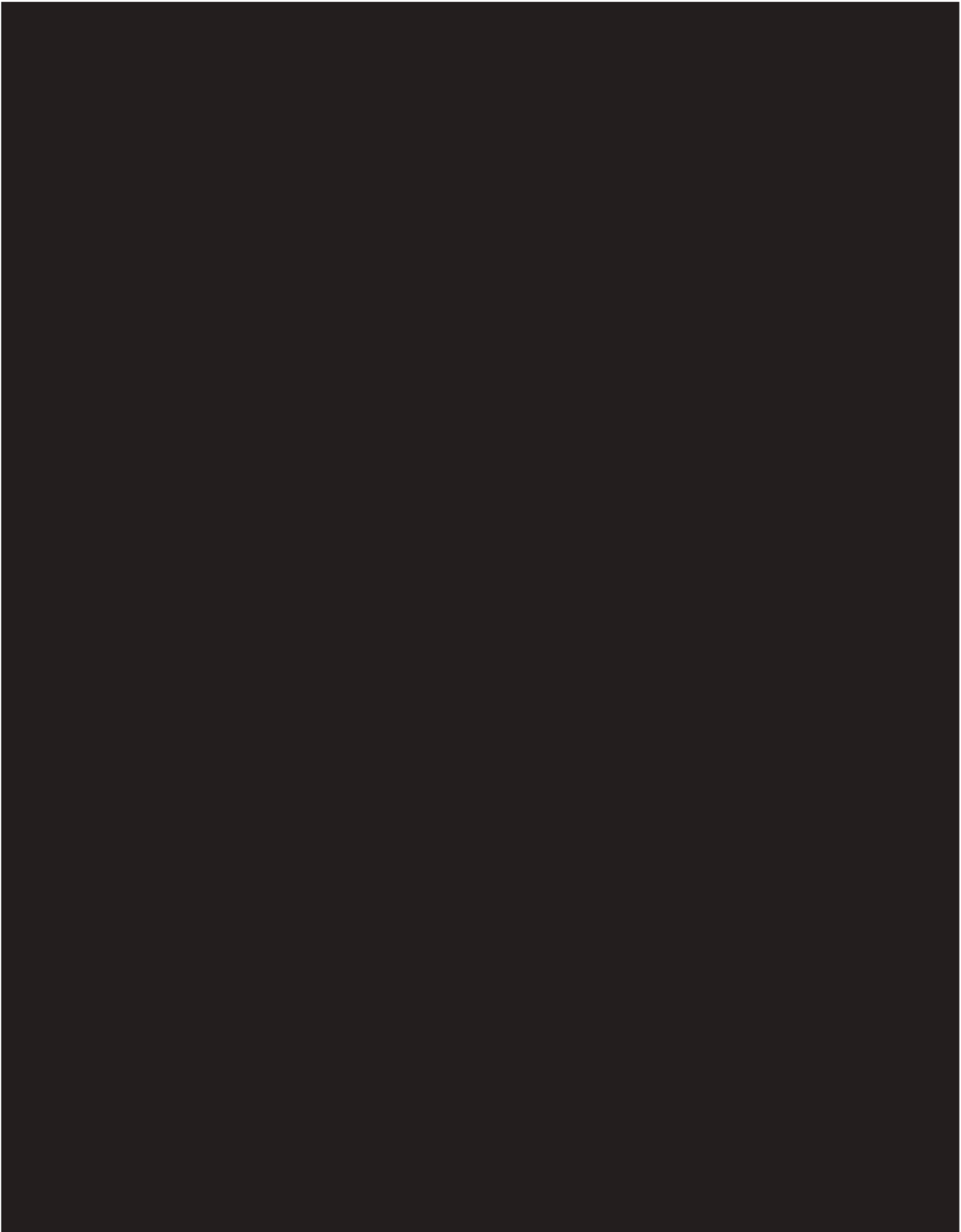
[Get Outlook for iOS](#)

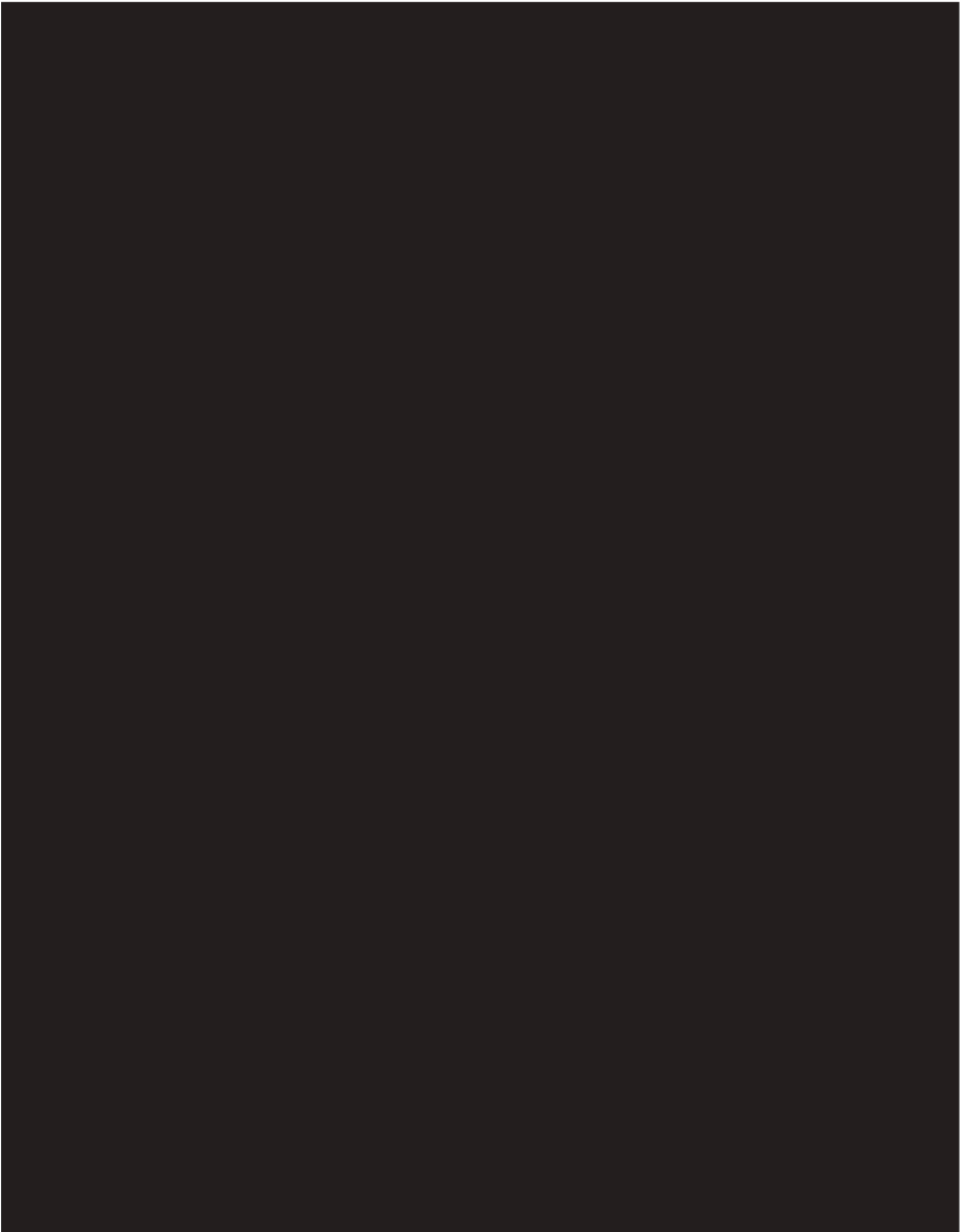












11.1		
11.2		
11.3		

12. Financial Implications

Vehicle Volume Total Cost \$
0 0

Additional Notes:

Section 12 Attachments

SubSection No	Attachment Name	Attachment Description
12.1		
12.2		
12.3		
12.4		
12.5		
12.6		

13. Preliminary Assessment of Prevent Action

A. Prevent Actions will be finalized during the Prevent Action Closure process (FAP03-171). Preliminary Actions under consideration include the following:

Section 13 Attachments

Subsection No	Attachment Name	Attachment Description
13.1		
13.2		
13.3		

14. Reference Data

A. Author Full Name:

Byron Oliver

B. Author Phone Number:

1-313-8061599

C. Author CDSID:

BOLIVE44

D. Author Organization

STA

Section 14 Attachments

Subsection No	Attachment Name	Attachment Description
14.1		
14.2		
14.3		

<Back

DRAFT

Concern Investigation Summary 2.7/3.0L Nano EcoBoost Engine Valve Failures (Loss of Motive Power)

2021-2022 U725N BRONCO; 2021-2022 U625N EXPLORER; 2021-2022 U611N AVIATOR; 2021-2022 U540N NAUTILUS; 2021-2022 P702N F150; 2021-2022 CD539N EDGE; 2021 U540A NAUTILUS; 2021-2022 U611A AVIATOR

GRID ID - <22-306 >

Review Forum <CCRG>
Review Date <16.FEB.2023>



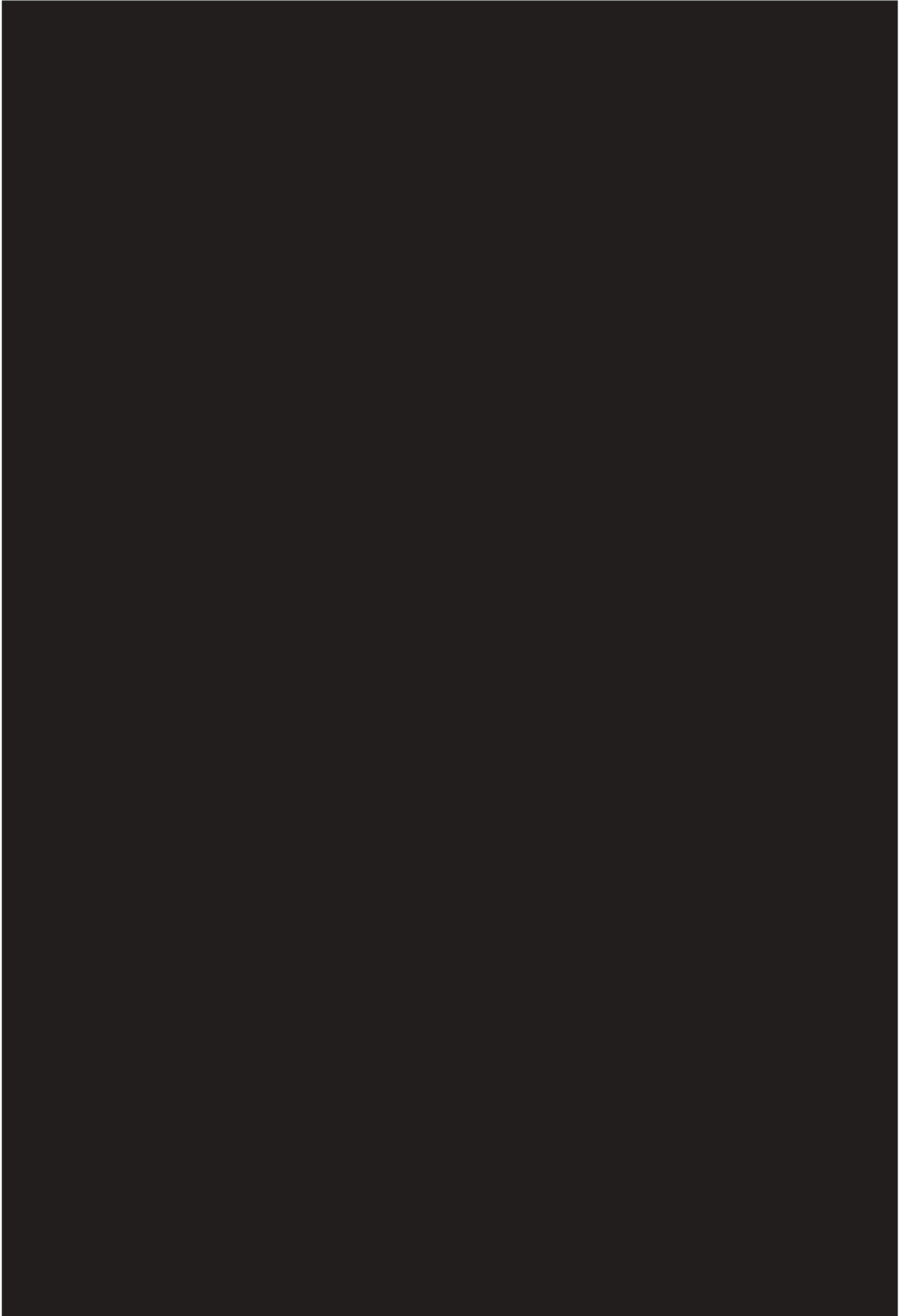
Turn Around
Automotive
Operations

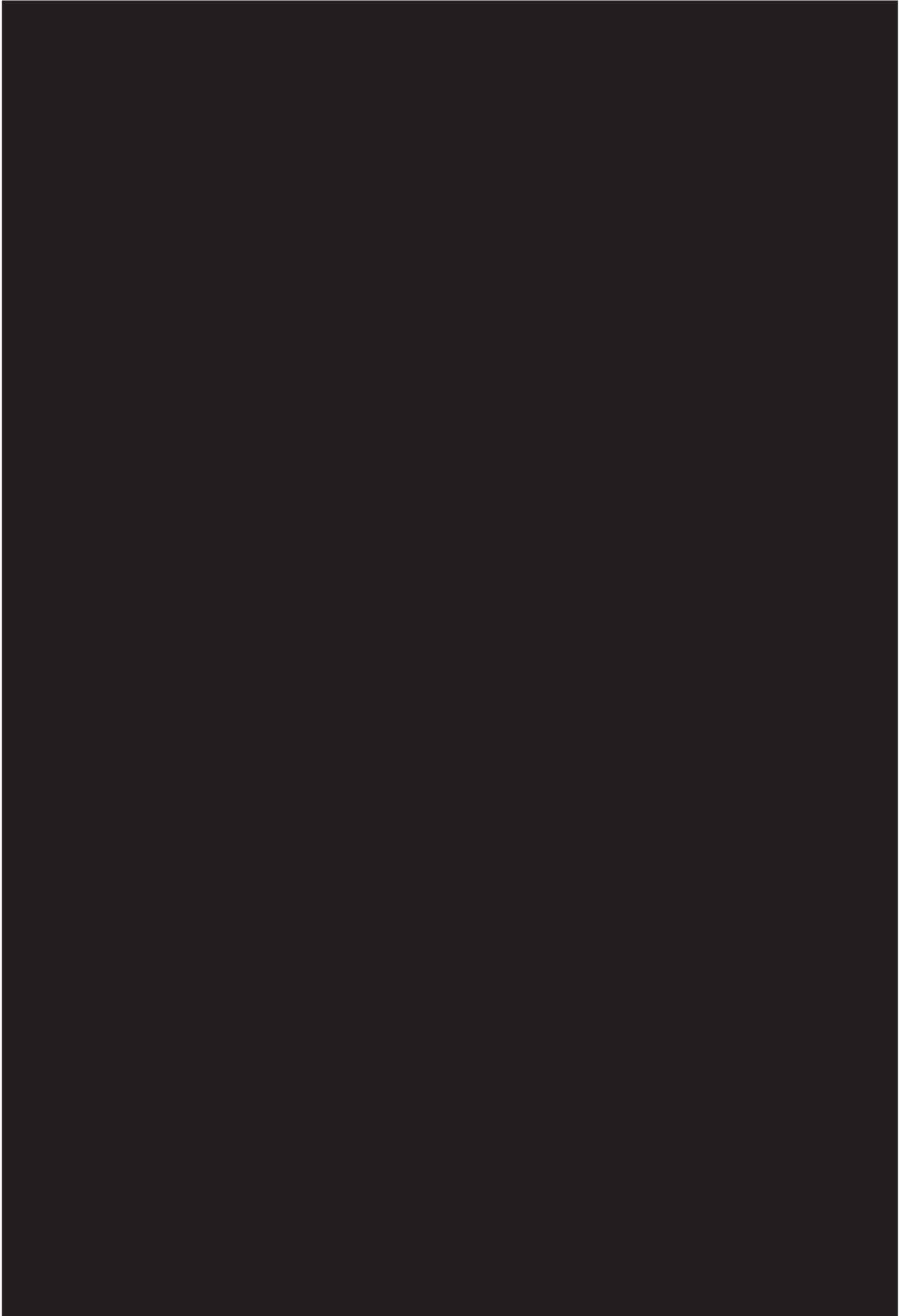


Modernize
Everywhere

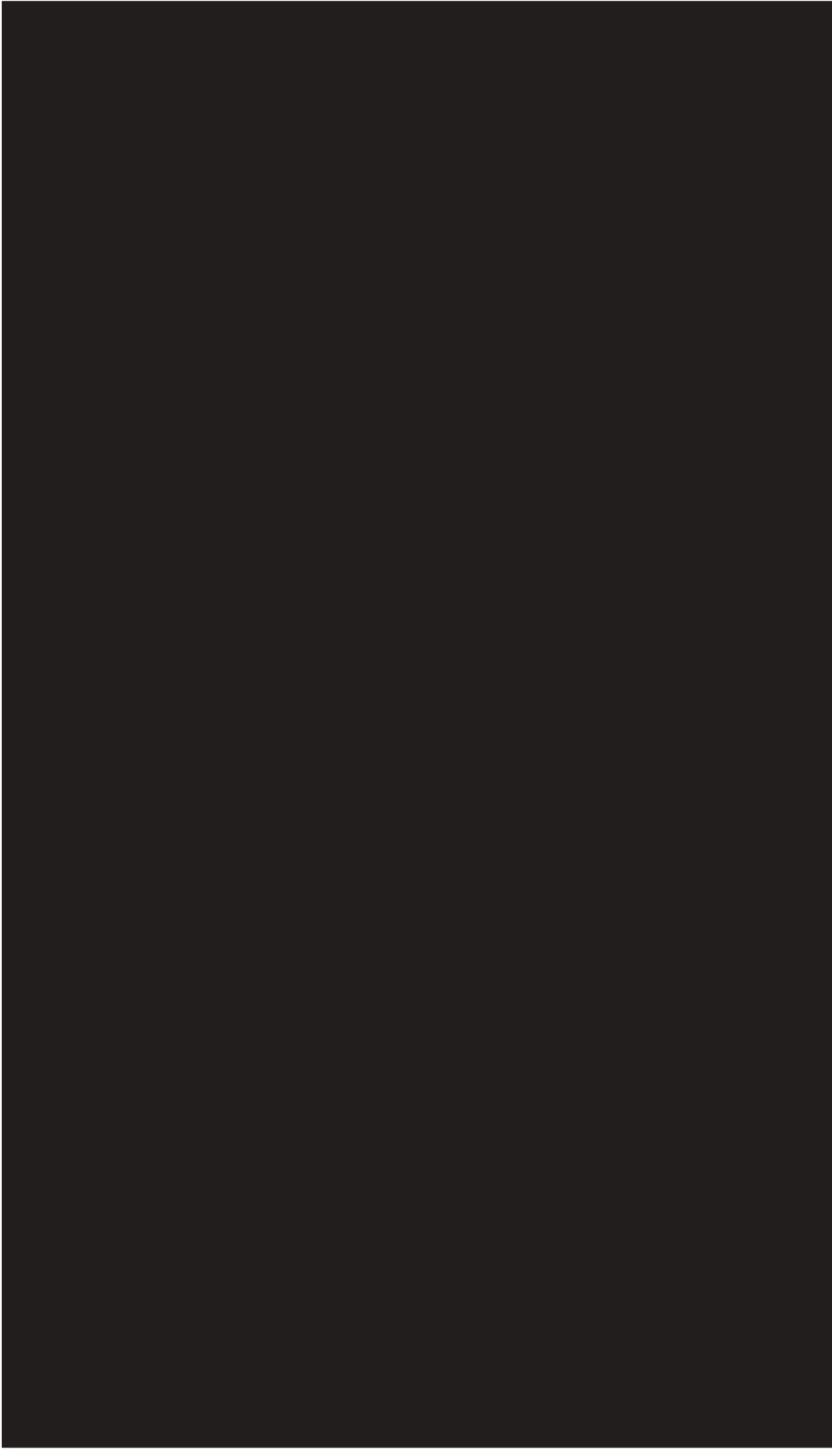


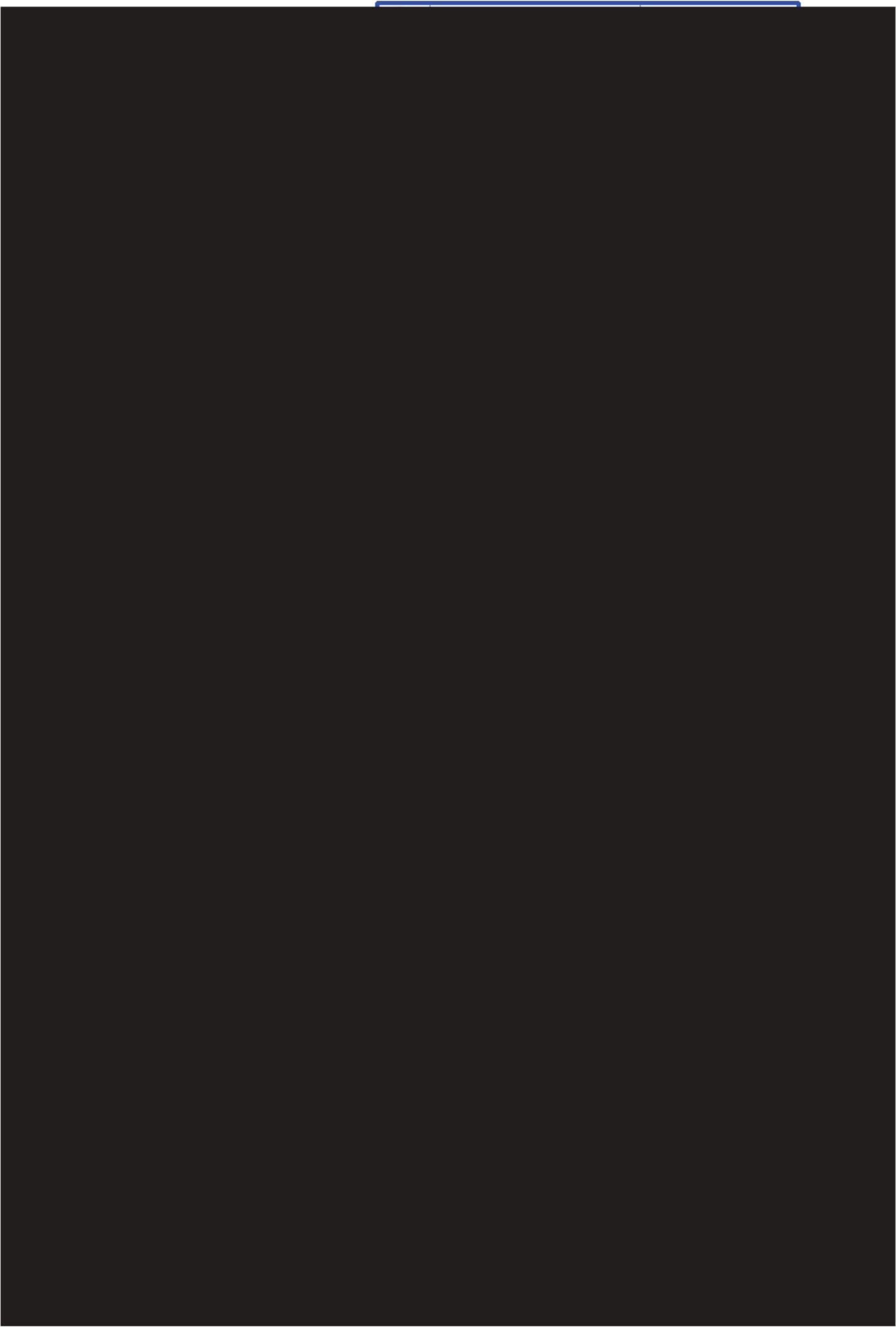
Disrupt
Ourselves





REDACTED FOR PRIVILEGE





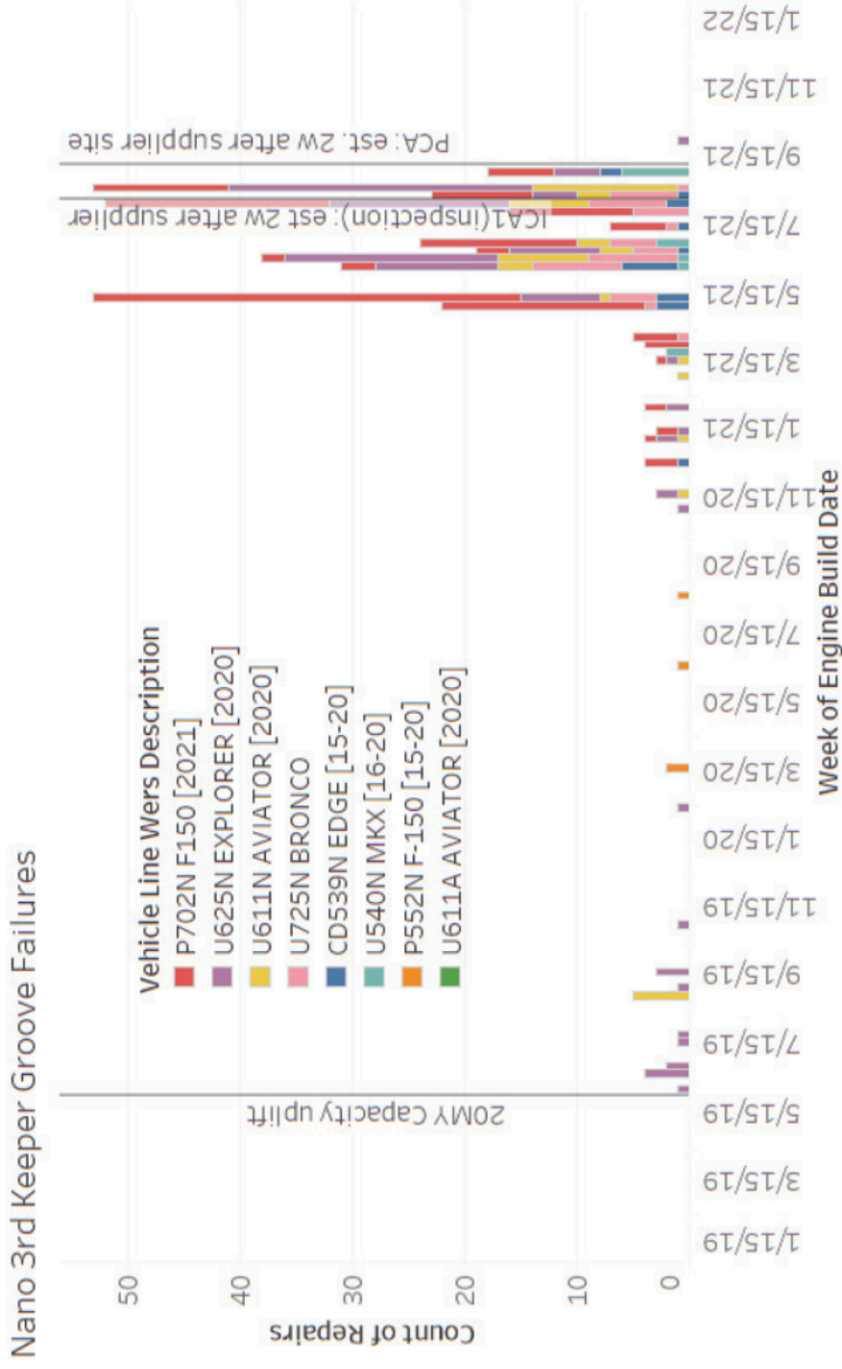


Investigation Summary – GRID # 22-306 2.7/3.0L Nano Engine Failures (Loss of Motive Power)

Sampling of VOQs provided by NHTSA for 2021 MY Bronco

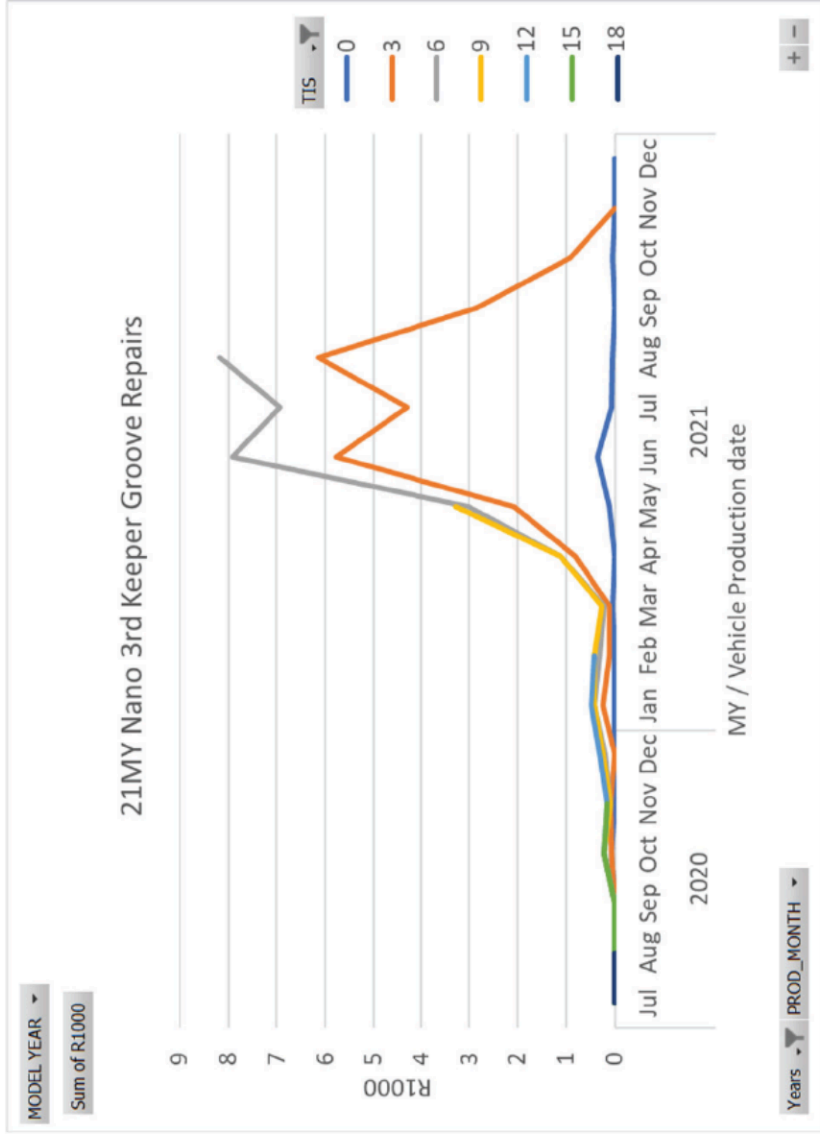
ODI/Source #	Incident Date	VIN	State/Province	City	Consumer Comments
11459262	03-14-2022	1FMEE5DP4[REDACTED]	MI	Farmington Hills	I was driving to work on the morning of March 14, 2022, on the highway approx. 70 mph. I felt a falter or engine buck, I began to lose power to the engine. The engine light began to flash and I was only able to drive 55mph. I was in a very unsafe area on a highway with a very narrow shoulder and so I proceeded to manage my speed to reach work safely. I was able to make the additional 10 miles to my workplace. When I stopped at the gate for security, the engine died and I was unable to restart it. Engine cut out in the middle of road driving in heavy traffic and would not restart. Vehicle was stranded and had to be towed to dealership. Driver and passengers had to exit vehicle into traffic to avoid dangerously sitting in disabled vehicle on road with significant traffic. Passenger and driver waiting in rain for tow truck to take vehicle to dealership. Dealership has stated engine has seized and can not turn over with starter or manual crank.
11453669	02-22-2022	1FMEE5DP8M[REDACTED]	CA	Oceanside	Driving in town at a speed of 30 mph (speed limit 35). Engine dropped a valve. Engine was destroyed internally and locked up. I quickly put the transmission in neutral and pulled off to the side of the street. This could have been a bad accident if it had happened on a highway at speeds. Ford has an issue with these engines. They know that there is an issue and they are waiting on them to fail and then fix them. I am a member of a forum (www.bronco6g.com) with a few bronco owners and there are at least 35 engines that have failed. Someone is going to get hurt or worse.
11451158	01-22-2022	1FMEE5DP5M[REDACTED]	NC	Wadesboro	Engine seized when coming to a full stop at a light. Shut off abruptly and shook the vehicle. Would not crank the engine over at all. Towed directly to the dealer 12/31/2021.
11452074	12-31-2021	1FMEE5DP7ML[REDACTED]	CA	Redondo Beach	The contact owns a 2021 Ford Bronco. The contact stated that while at a stop sign, the vehicle experienced a catastrophic engine failure. There were no warning lights illuminated. The vehicle was towed to the local dealer where it was diagnosed that the engine needed to be replaced. The vehicle was repaired after several weeks. The manufacturer was notified of the failure however, no further assistance was provided. The approximate failure mileage was 2,322.
11450788	12-23-2021	1FMDE5FP3ML[REDACTED]	CA	Hollister	One of the engine valve rods failed and punched a 3 hole in the engine block. I was traveling about 70 MPH when the engine light came on and the vehicle started to lose power. At the time I was on a major highway and barely had enough time to get off on the shoulder before the engine quit entirely. Fortunately, I had enough time to get off the highway, but what if this had happened somewhere on a highway where I could not safely pull off on the shoulder???
11450737	12-16-2021	1FMEE5BP0ML[REDACTED]	DE	Lewes	On 12/11/2021 at 1,166 miles and after 35 days of owning the new vehicle I was traveling on interstate 40 about 400 miles from home. I was doing approximately 80 mph on the highway when the vehicle shuddered. Luckily right in front of an off-ramp. So I quickly pulled on the off-ramp. The engine light and several alarms went off and the vehicle died while traveling on the road. I was able to pull close to the side, but still in traffic. The engine was dead. It melted. It died on the highway, at high speed, with other cars around, with 1,166 miles on it. Brand new. It is still in the shop two months later.
11451957	12-11-2021	1FMEE5DPXML[REDACTED]	NM	Albuquerque	While driving on interstate engine shut off. Was able to get to side of the road easily because it was late at night. Was not able to restart once coming to a complete stop. Had towed to dealer. Dealer could not get engine to start. Dealer found what looked to be a dropped valve. No indicators on the dash as to what was happening.
11450879	12-08-2021	1FMDE5AP2ML[REDACTED]	IN	Whiteland	

6-PANEL 21MY Nano 3rd Keeper Groove Repairs



CONFIDENTIAL

6-PANEL 21MY Nano 3rd Keeper Groove Repairs R1000

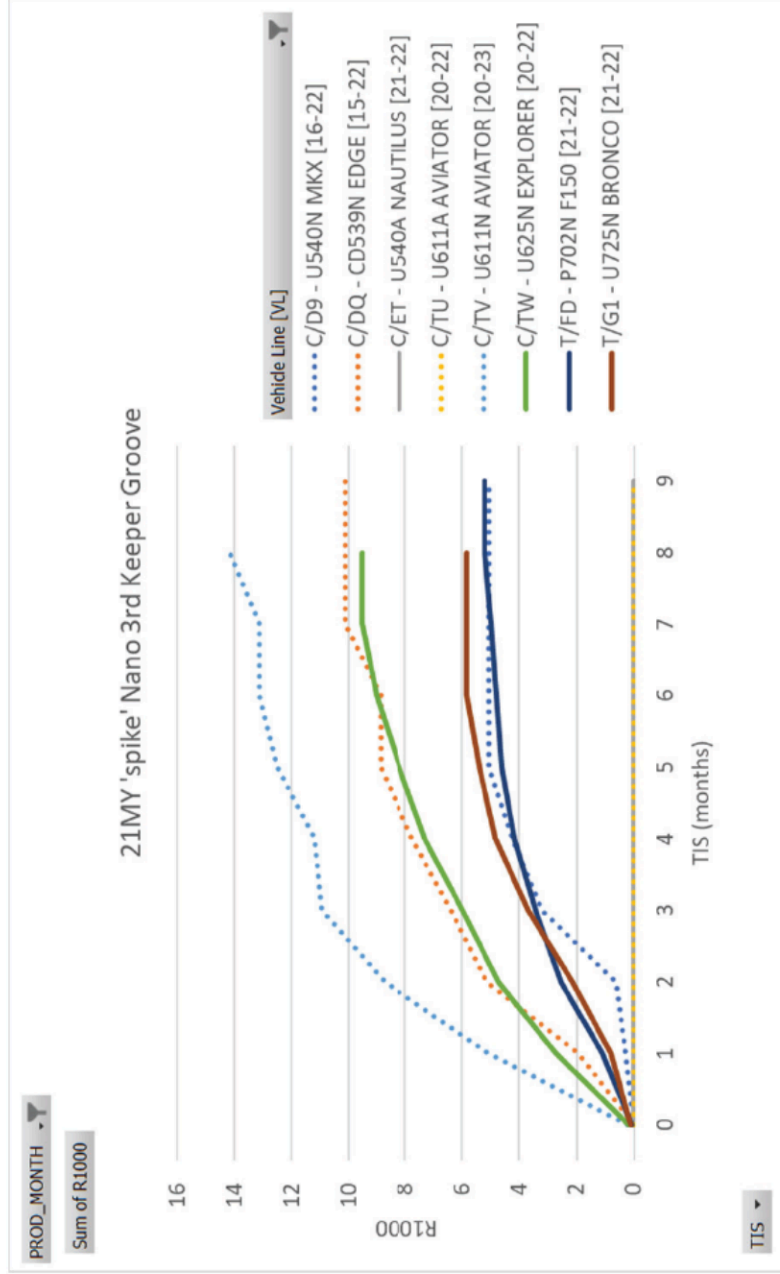


- Does not include GCQS repairs
- GDIA analysis will include GCQS repairs



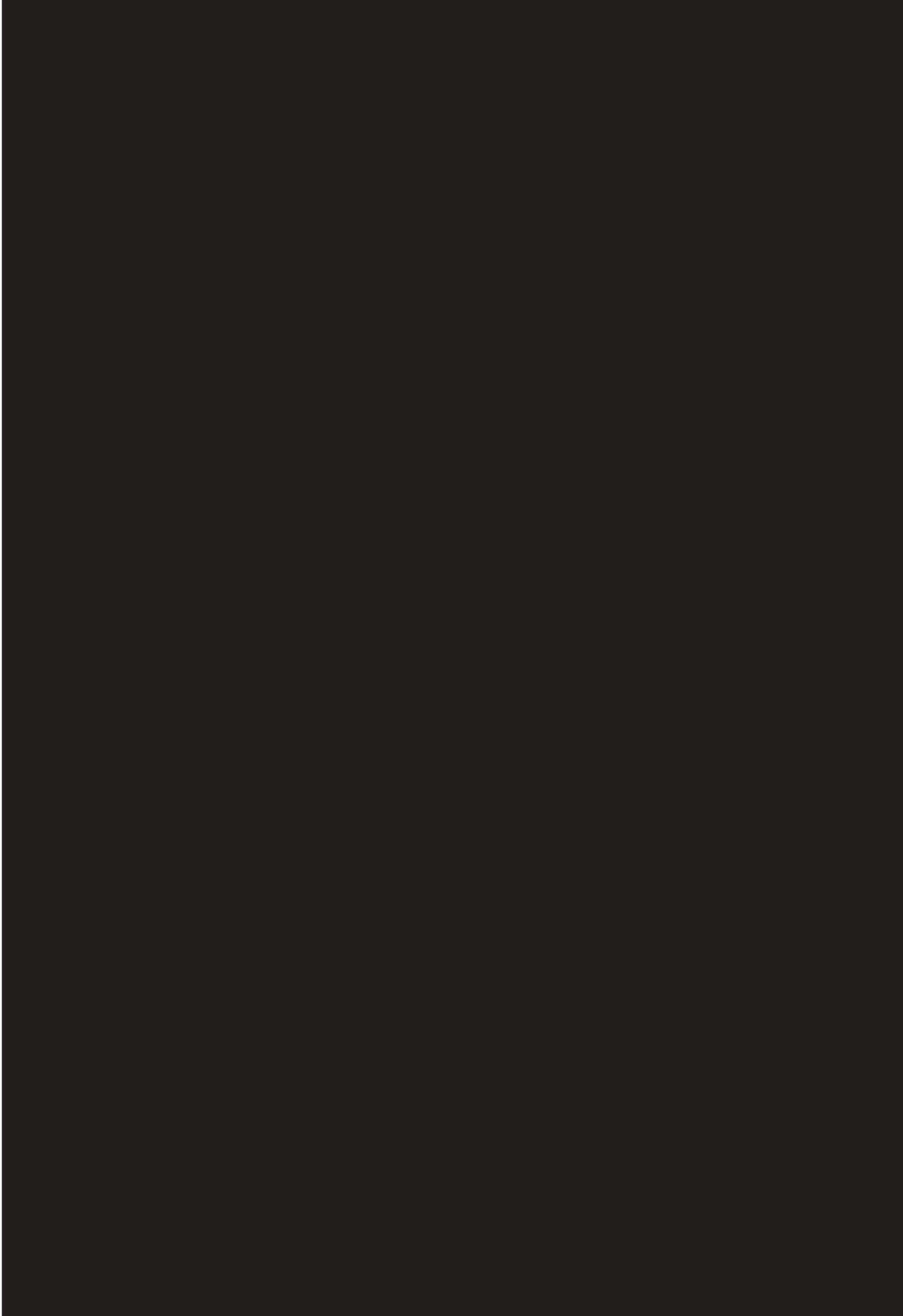
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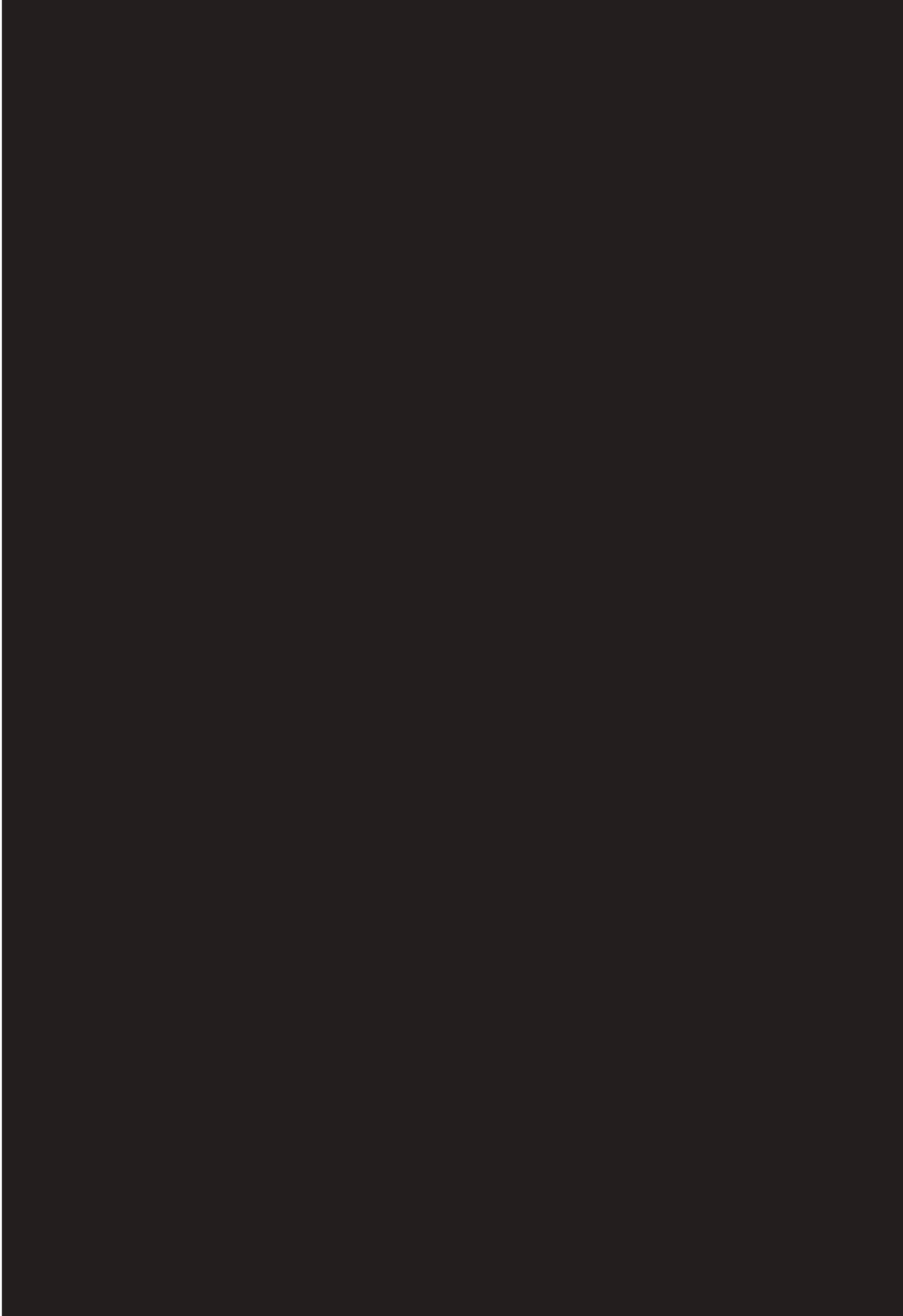
6-PANEL 21MY Nano 3rd Keeper Groove May to Oct 2021



- Note some vehicles are low volume
- GDIA will do an overall prediction and separate Bronco

Row Labels	Est of VEHICLES sold during
T/FD - P702N F150 [21-22]	46,800
C/TW - U625N EXPLORER [20-22]	16,527
T/G1 - U725N BRONCO [21-22]	14,914
C/TV - U611N AVIATOR [20-23]	4,127
C/D9 - U540N MKX [16-22]	3,245
C/DQ - CD539N EDGE [15-22]	2,607
C/TU - U611A AVIATOR [20-22]	1,933
C/ET - U540A NAUTILUS [21-22]	1,257



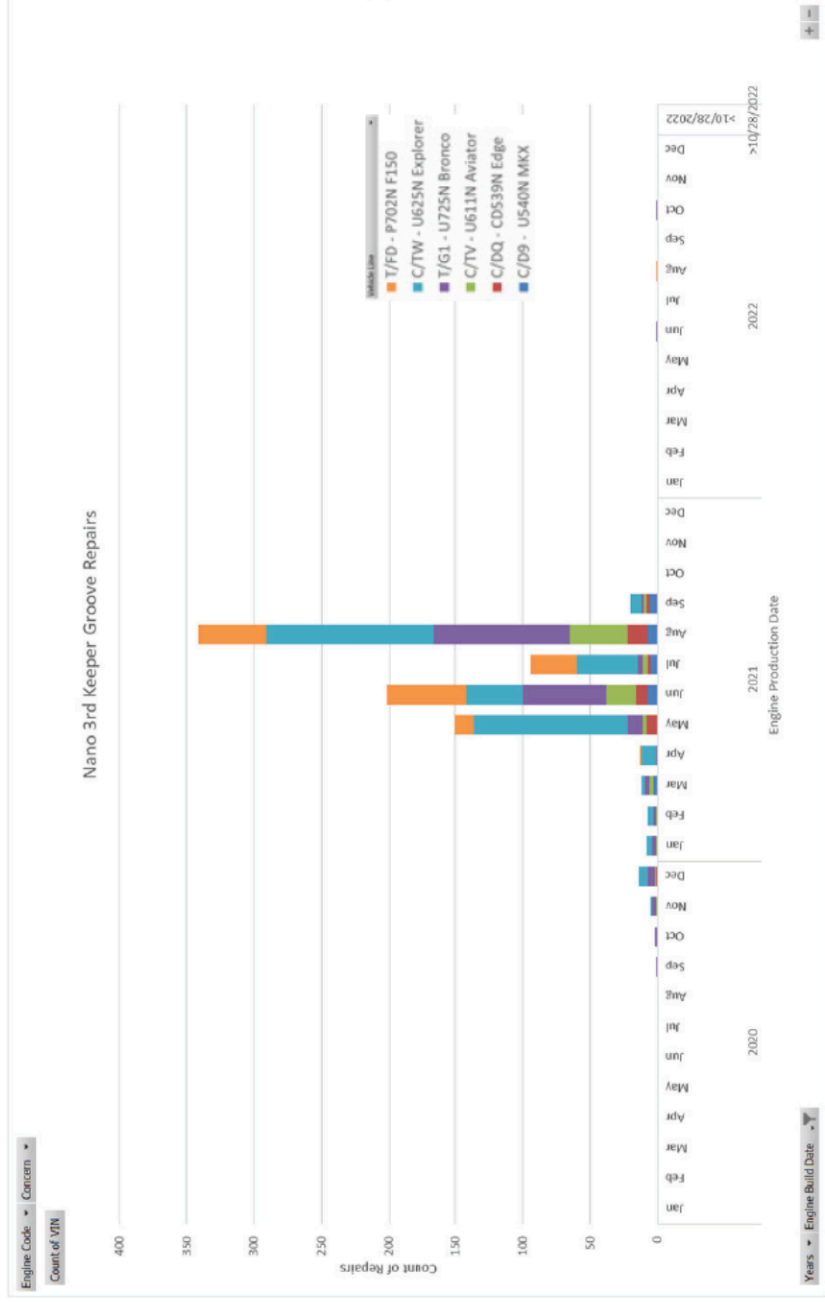


6-PANEL



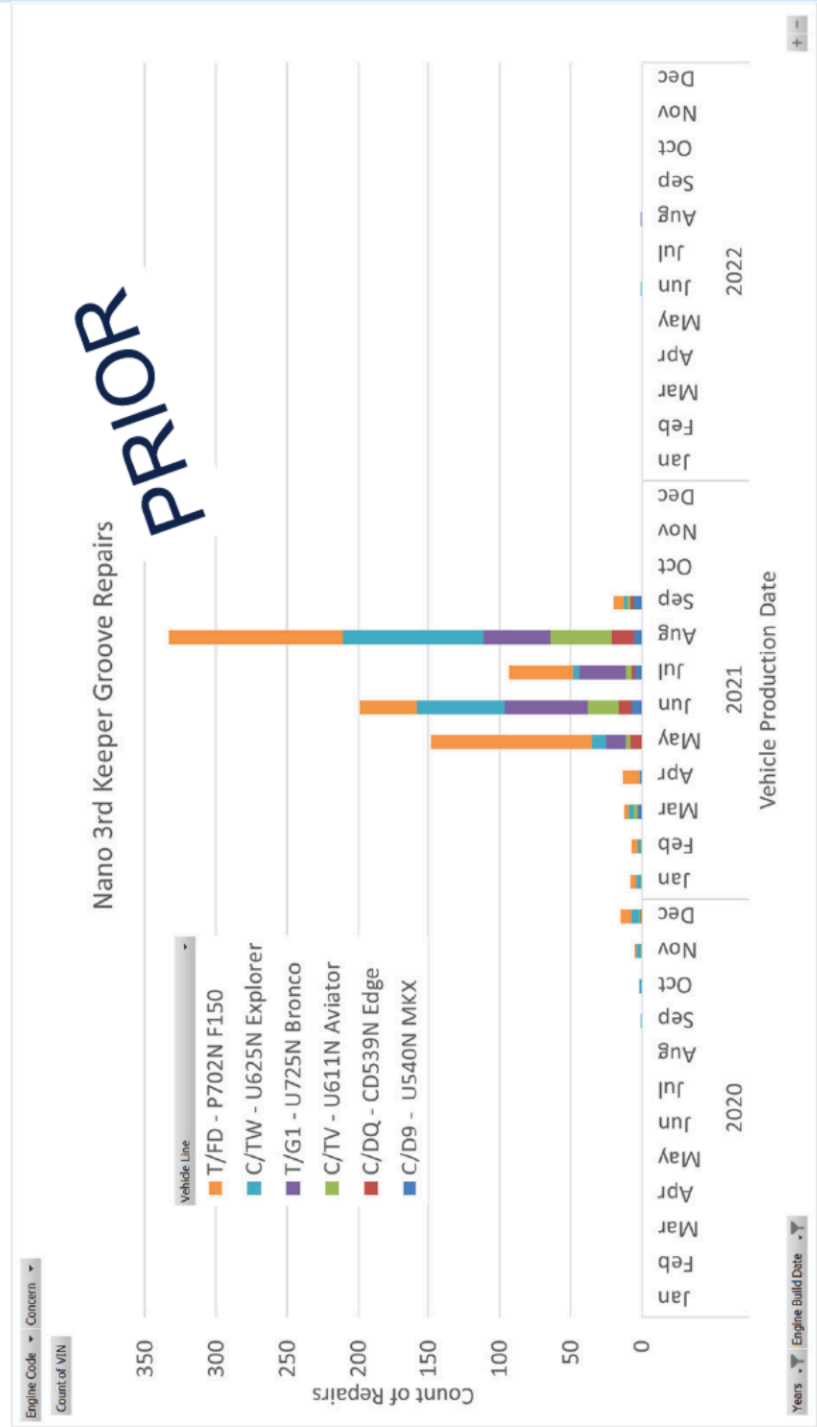
Data Update February 2023

6-PANEL 21MY Nano 3rd Keeper Groove Repairs



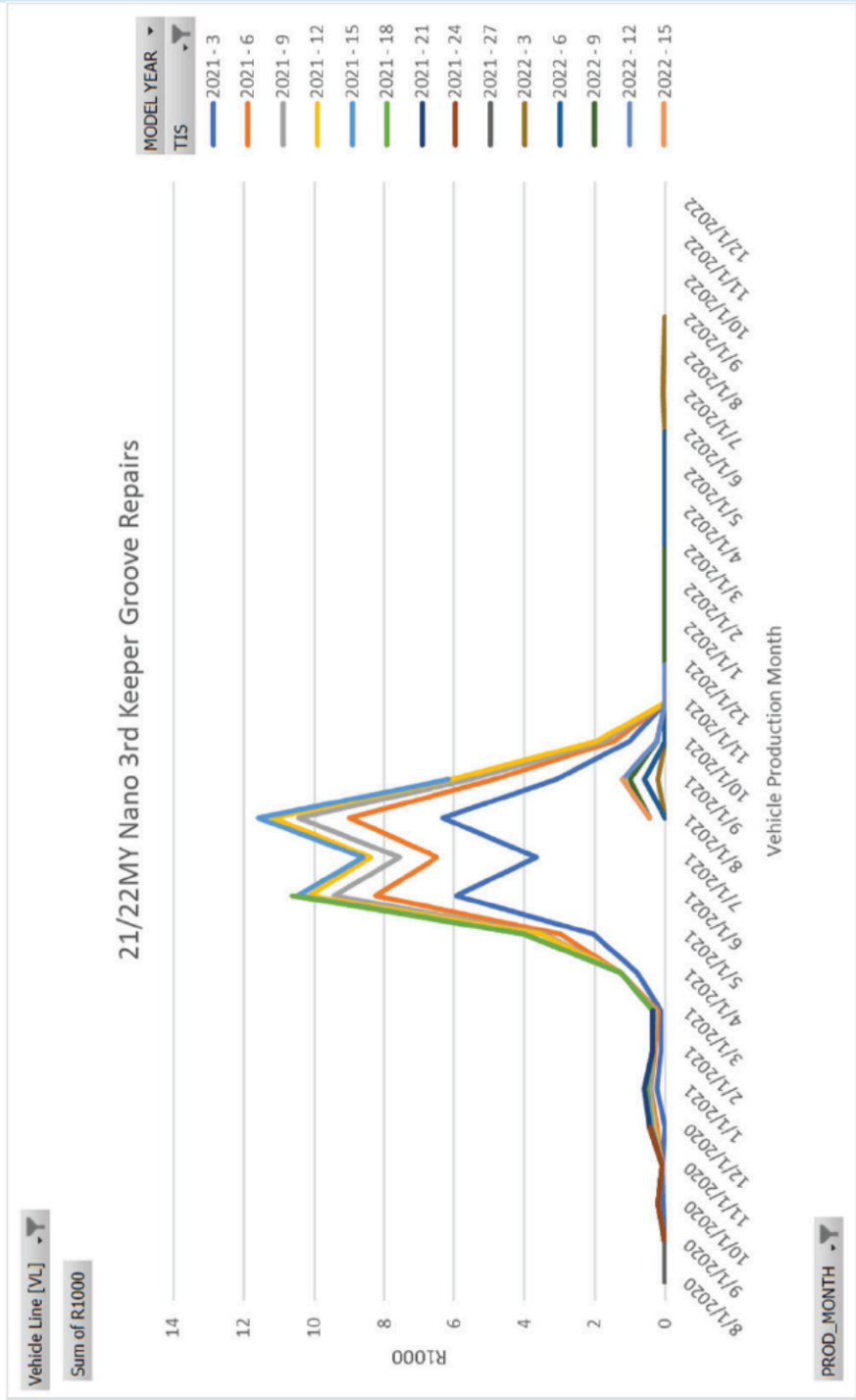
CONFIDENTIAL

6-PANEL 21MY Nano 3rd Keeper Groove Repairs



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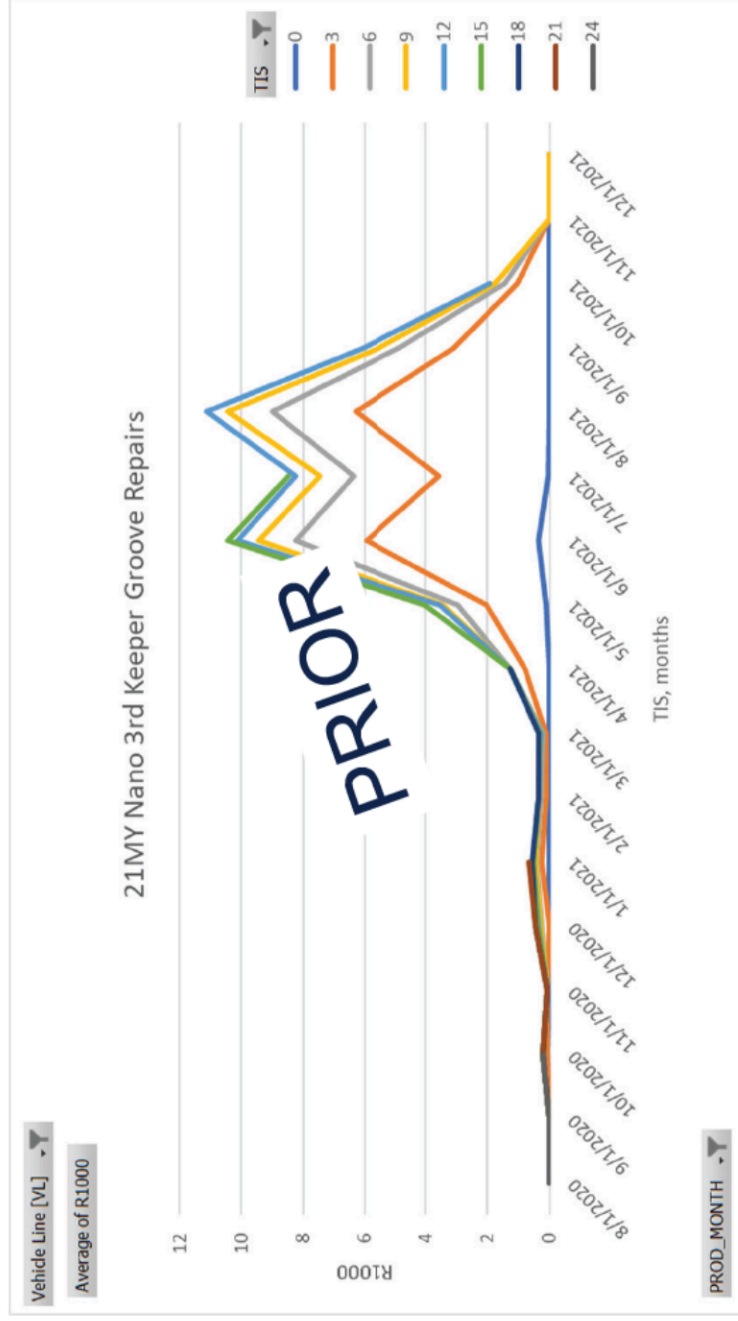
6-PANEL 21MY Nano 3rd Keeper Groove Repairs R1000



- Does not include GCQS repairs



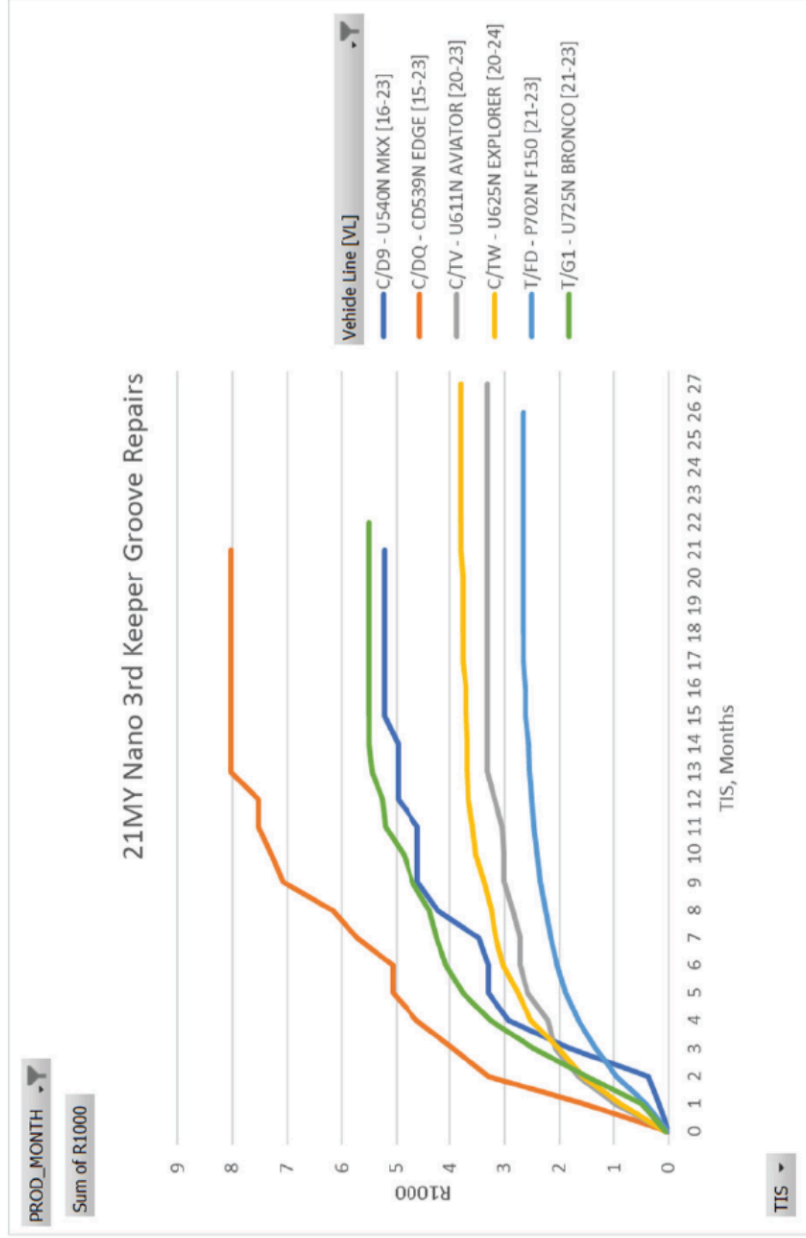
6-PANEL 21MY Nano 3rd Keeper Groove Repairs R1000



- Does not include GCQS repairs
- GDIA analysis will include GCQS repairs

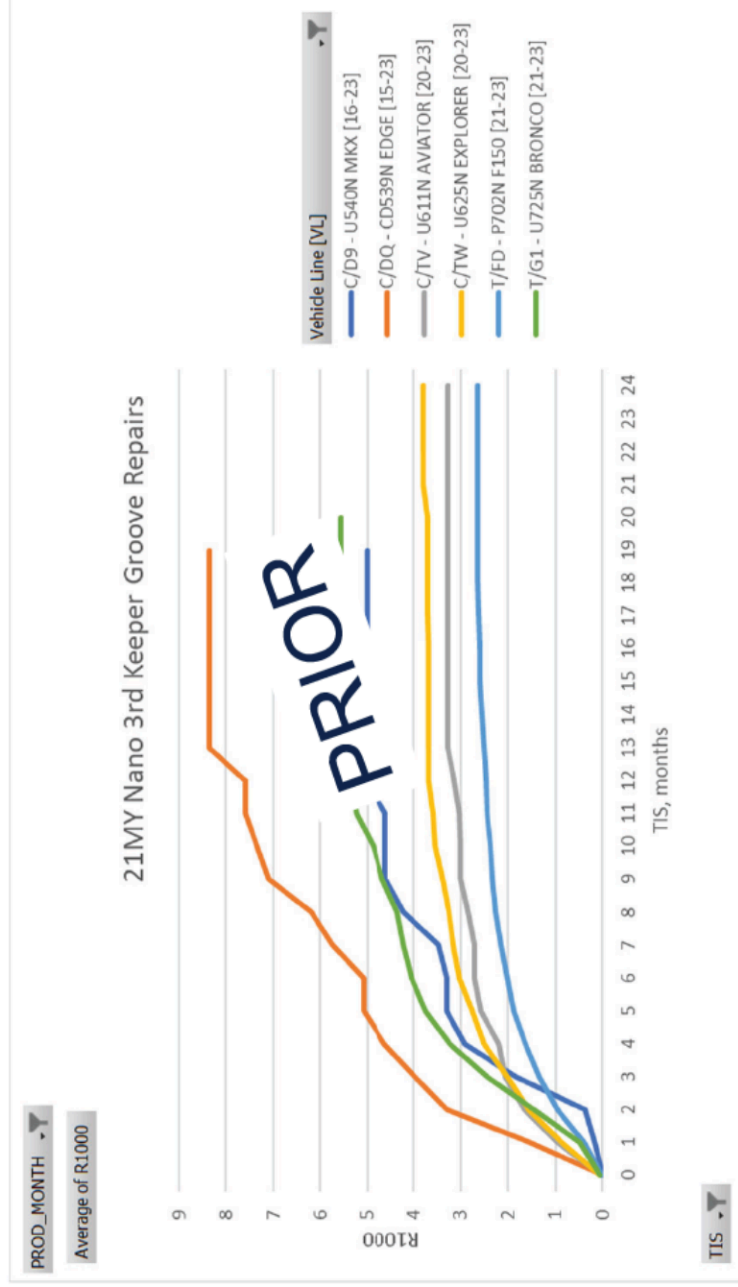


6-PANEL 21MY Nano 3rd Keeper Groove



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6-PANEL 21MY Nano 3rd Keeper Groove



- Note some vehicles are low volume
- GDIA will do an overall prediction and separate Bronco

Vehicle Line	VEHICLES SOLD
T/FD - P702N F150 [21-23]	135345
C/TW - U625N EXPLORER [20-23]	53622
T/G1 - U725N BRONCO [21-23]	29466
C/TV - U611N AVIATOR [20-23]	21703
C/TU - U611A AVIATOR [20-23]	14744
C/D9 - U540N MKX [16-23]	5463
C/DQ - CD539N EDGE [15-23]	4544
C/ET - U540A NAUTILUS [20-23]	3692



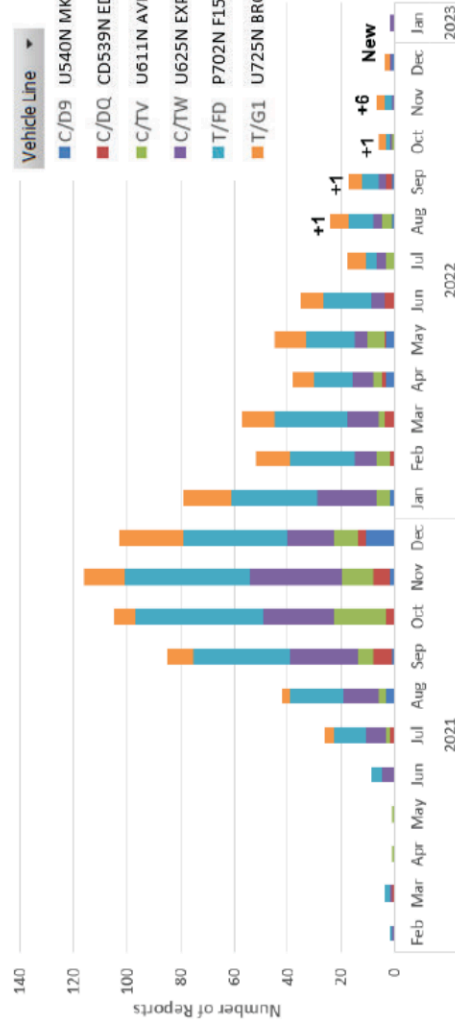
CONFIDENTIAL

6-PANEL



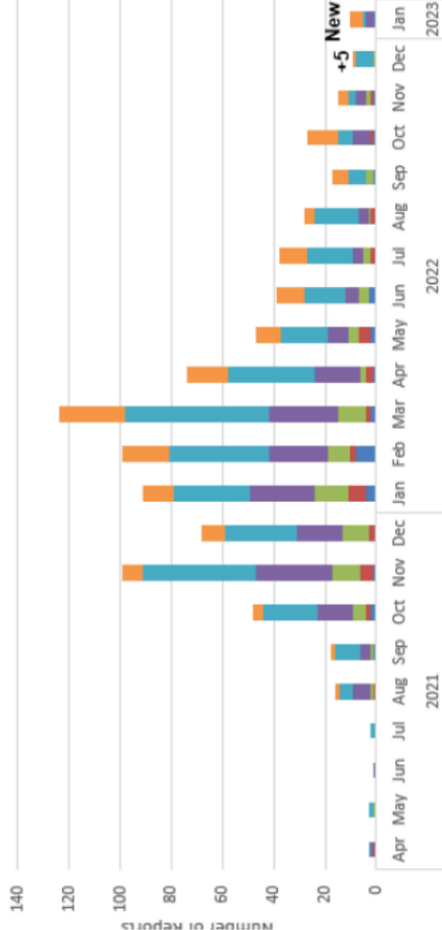
2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges

Repair Date



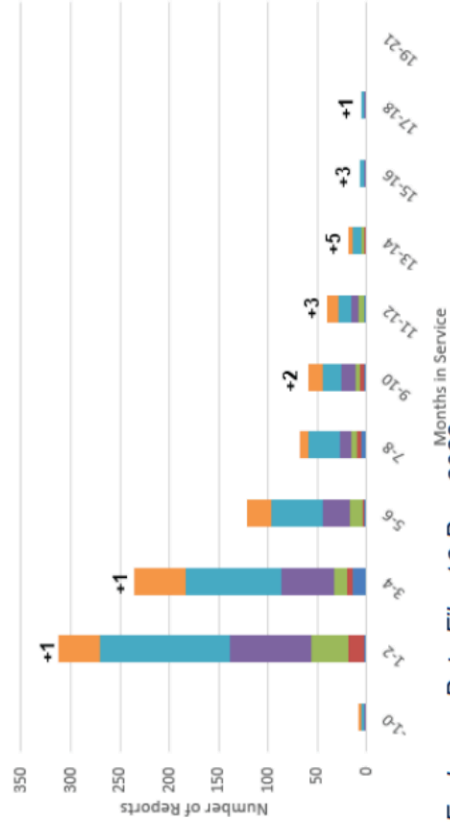
2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges

GSAR Load Date



2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges

Time In Service



2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges

Mileage



Engine Exchange Data File: 12-Dec-2022

6-PANEL



Data Update January 2023

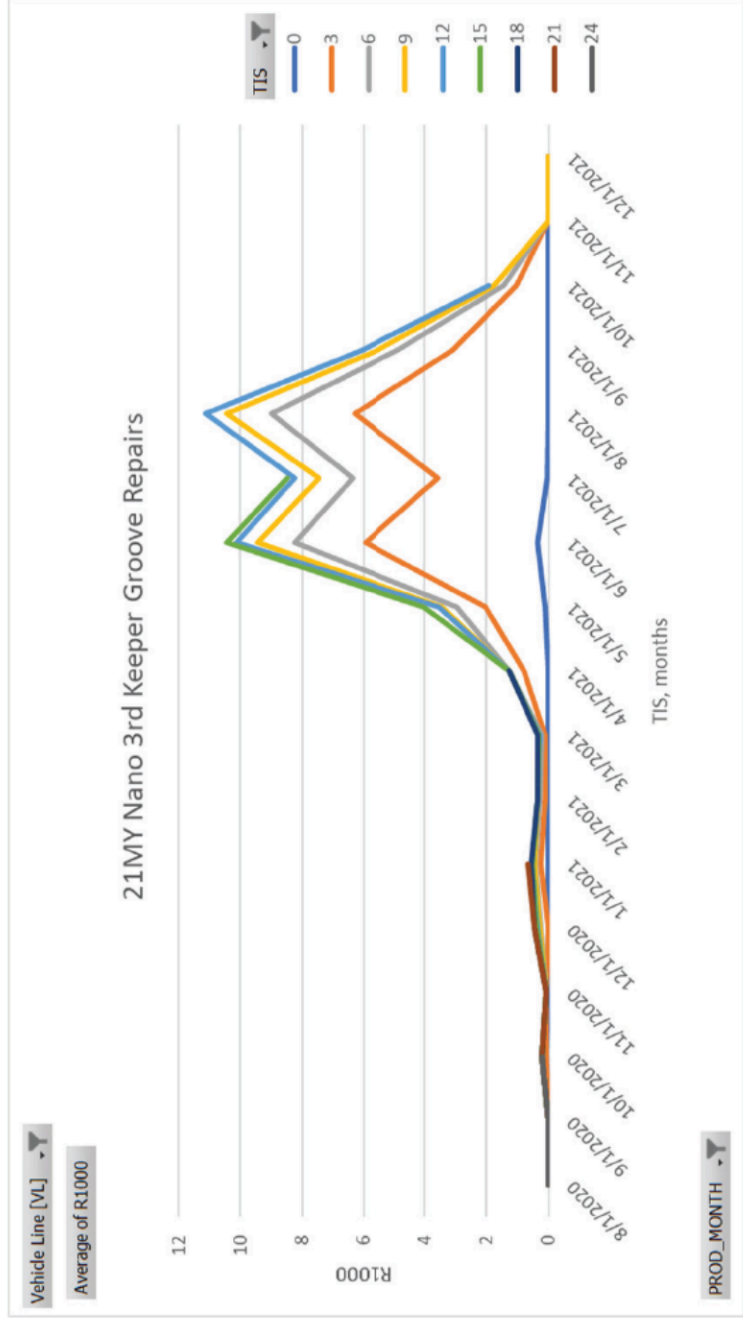
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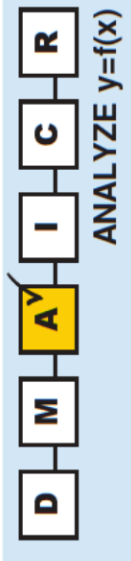
Data Update 14-Dec-2022

6-PANEL 21-22MY Nano 3rd Keeper Groove Repairs R1000

Data Update 14-Dec-2022



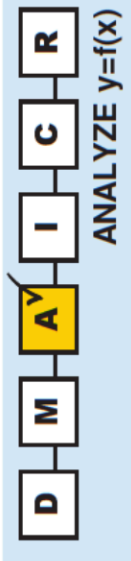
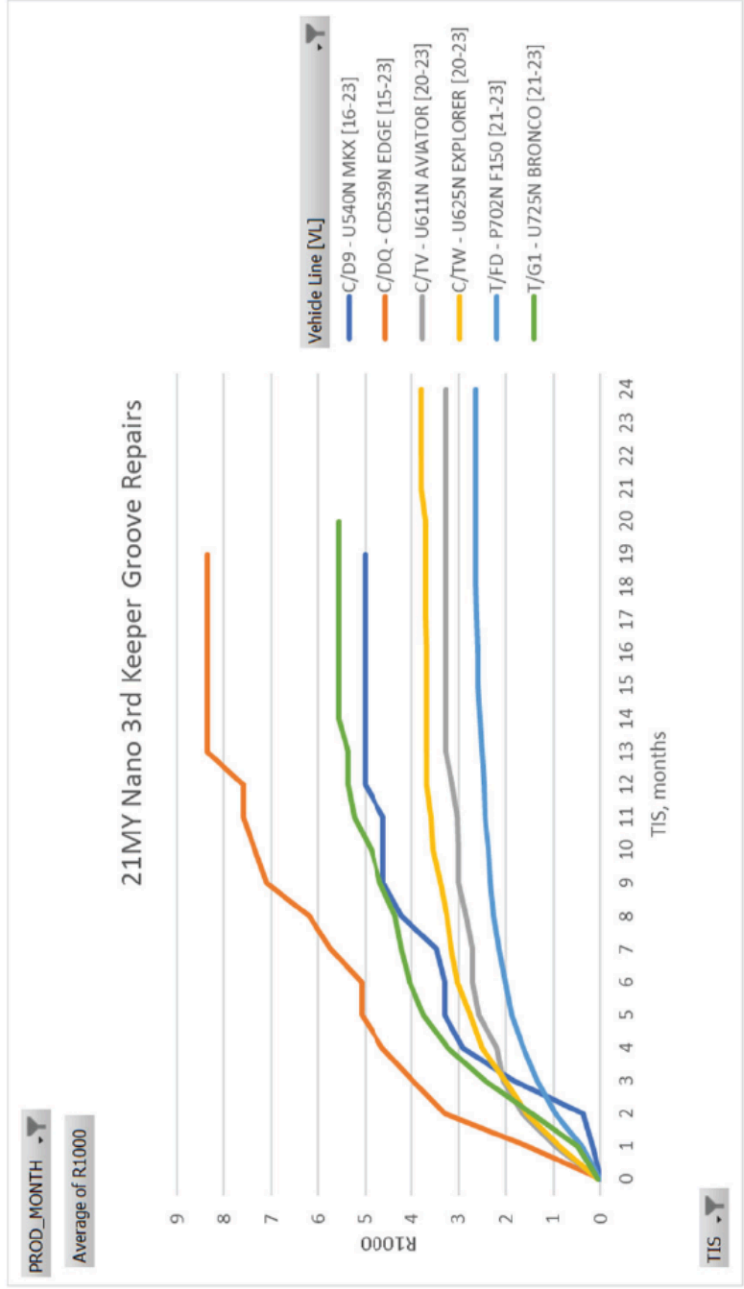
CONFIDENTIAL



- Does not include GCQS repairs
- GDIA analysis will include GCQS repairs

6-PANEL 21-22MY Nano 3rd Keeper Groove

Data Update 14-Dec-2022



- Note some vehicles are low volume
- GDIA will do an overall prediction and separate Bronco



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6-PANEL

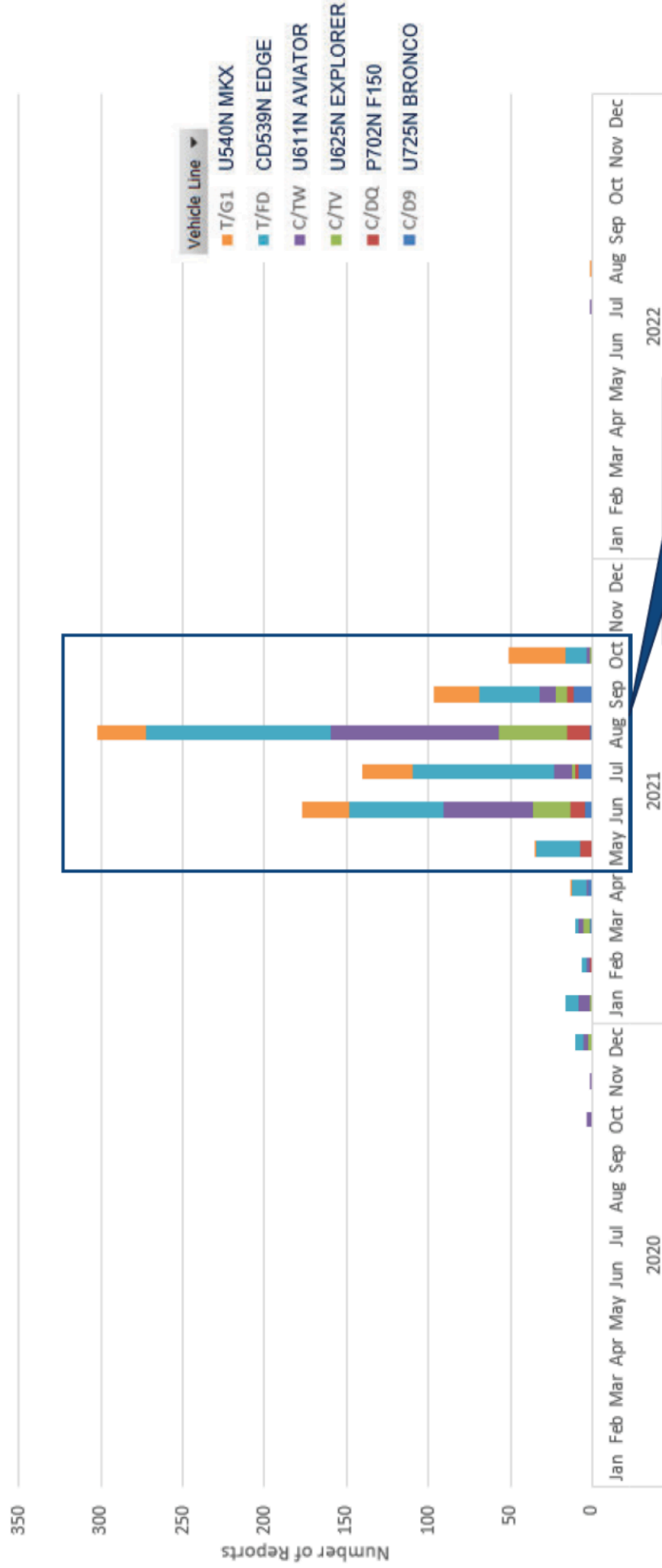


ANALYZE $y=f(x)$

Month of Vehicle Production

Data Update 14-Dec-2022

2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges



Subject Date Range:
Vehicle Production Dates
May - October 2021

6-PANEL

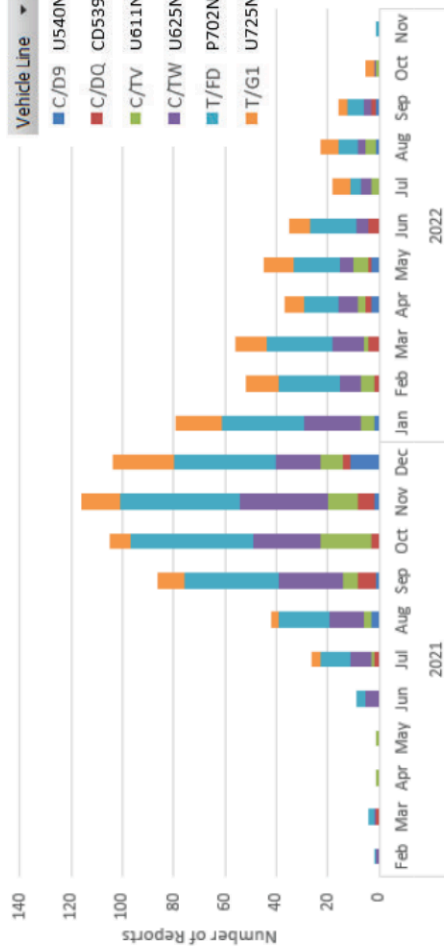
Data Update 14-Dec-2022



ANALYZE $y=f(x)$

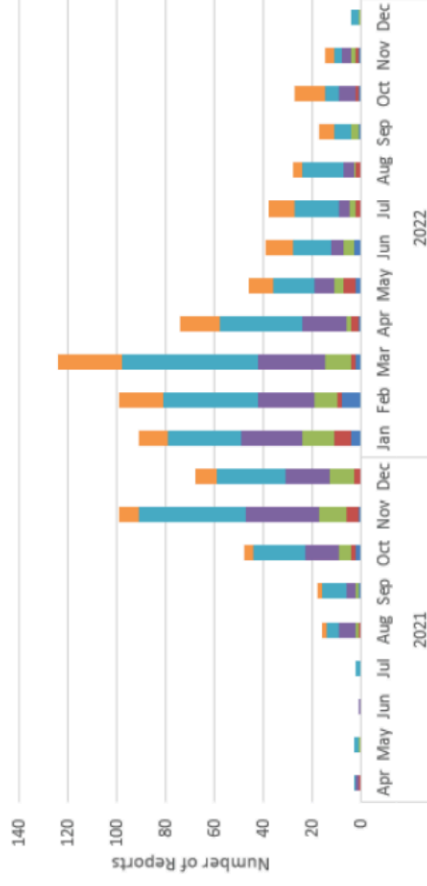
2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges

Repair Date



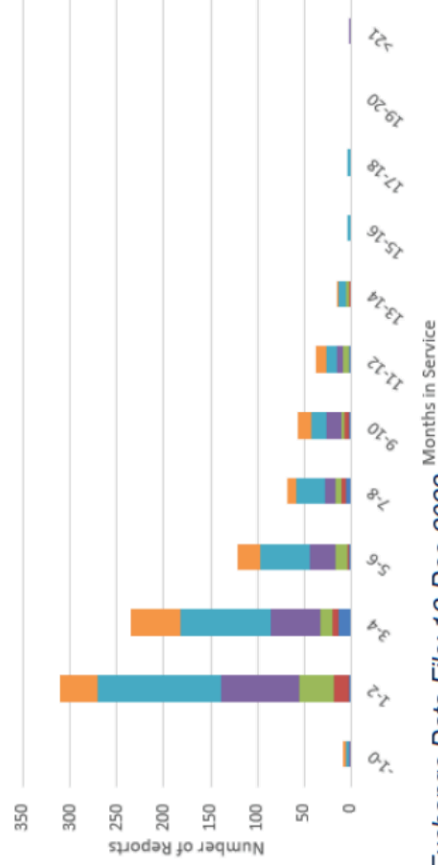
2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges

GSAR Load Date



2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges

Time In Service



Engine Exchange Data File: 12-Dec-2022

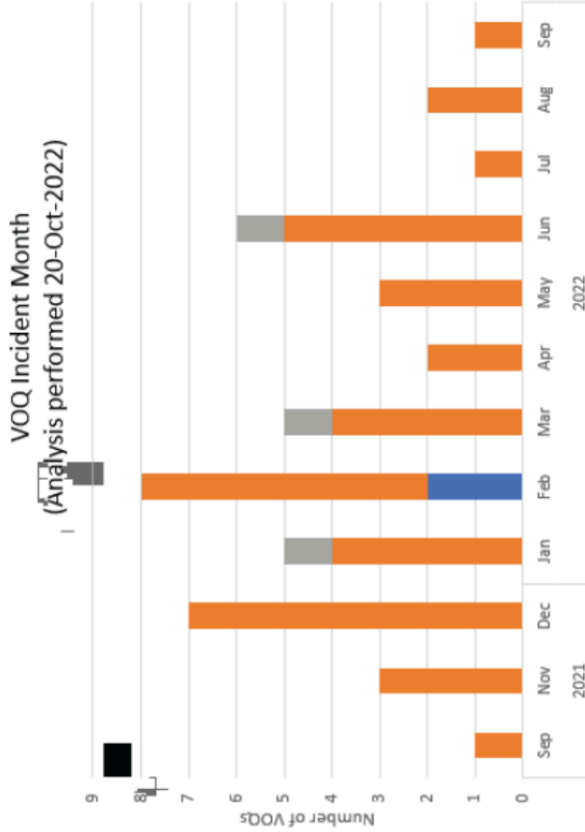


2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges

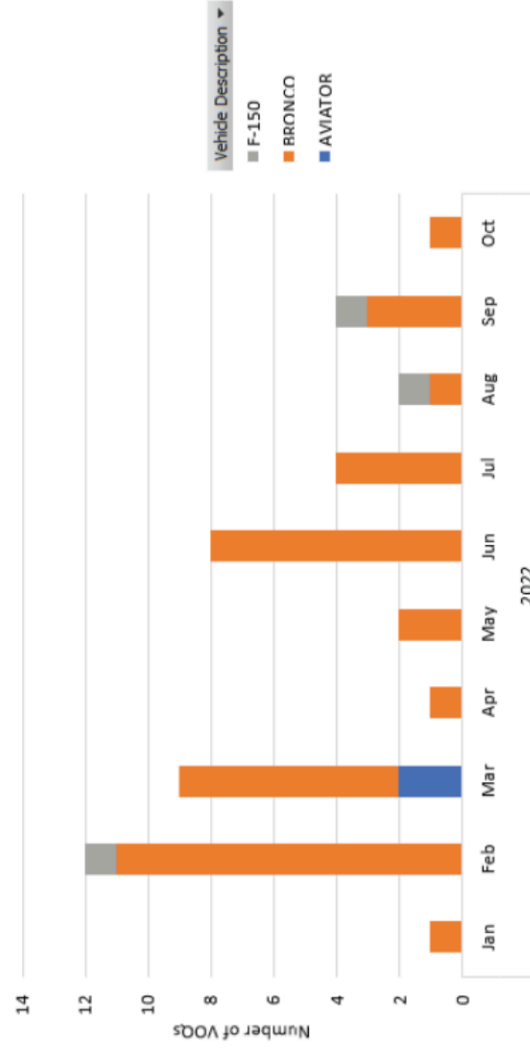
Mileage



6-PANEL



VOQ Load Date
(Analysis performed 20-Oct-2022)



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6-PANEL



End Data Update 14-Dec-2022



Data Update 20-Oct-2022

6-PANEL 21MY Nano 3rd Keeper Groove Repairs



Nano 3rd Keeper Groove Repairs
Data Update 20-Oct-2022

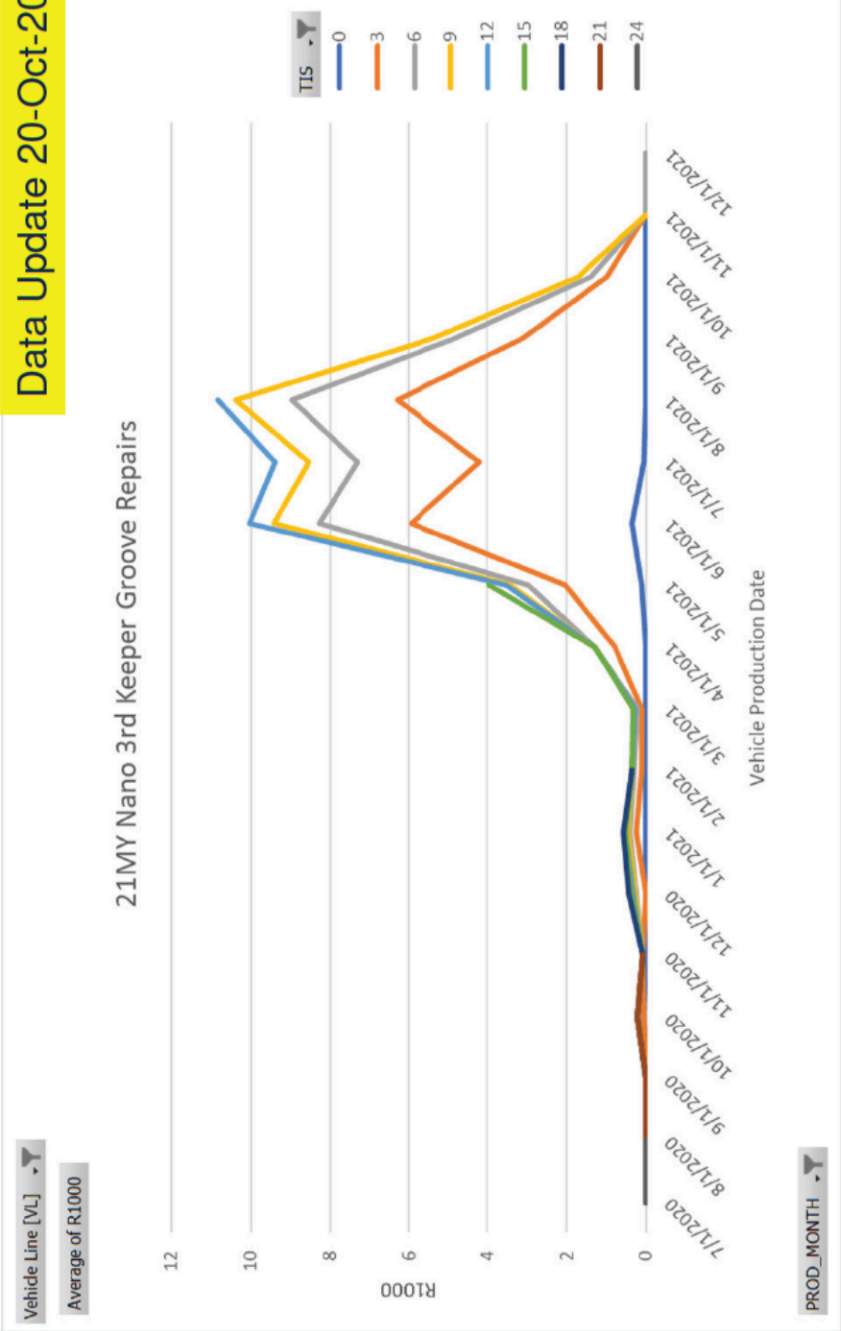


CONFIDENTIAL

6-PANEL 21MY Nano 3rd Keeper Groove Repairs R1000



Data Update 20-Oct-2022



- Does not include GCQS repairs
- GDIA analysis will include GCQS repairs

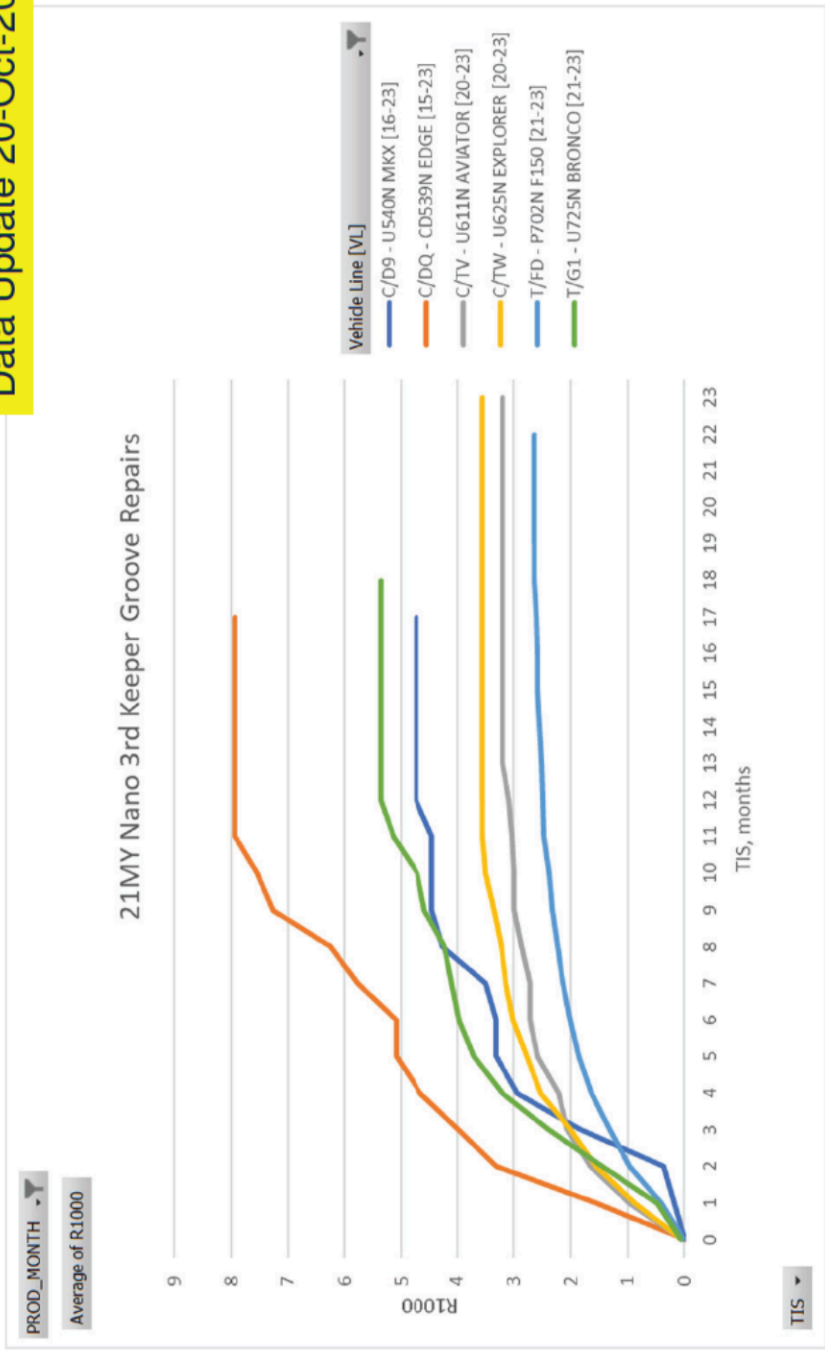


CONFIDENTIAL

6-PANEL 21MY Nano 3rd Keeper Groove



Data Update 20-Oct-2022



- Note some vehicles are low volume
- GDIA will do an overall prediction and separate Bronco

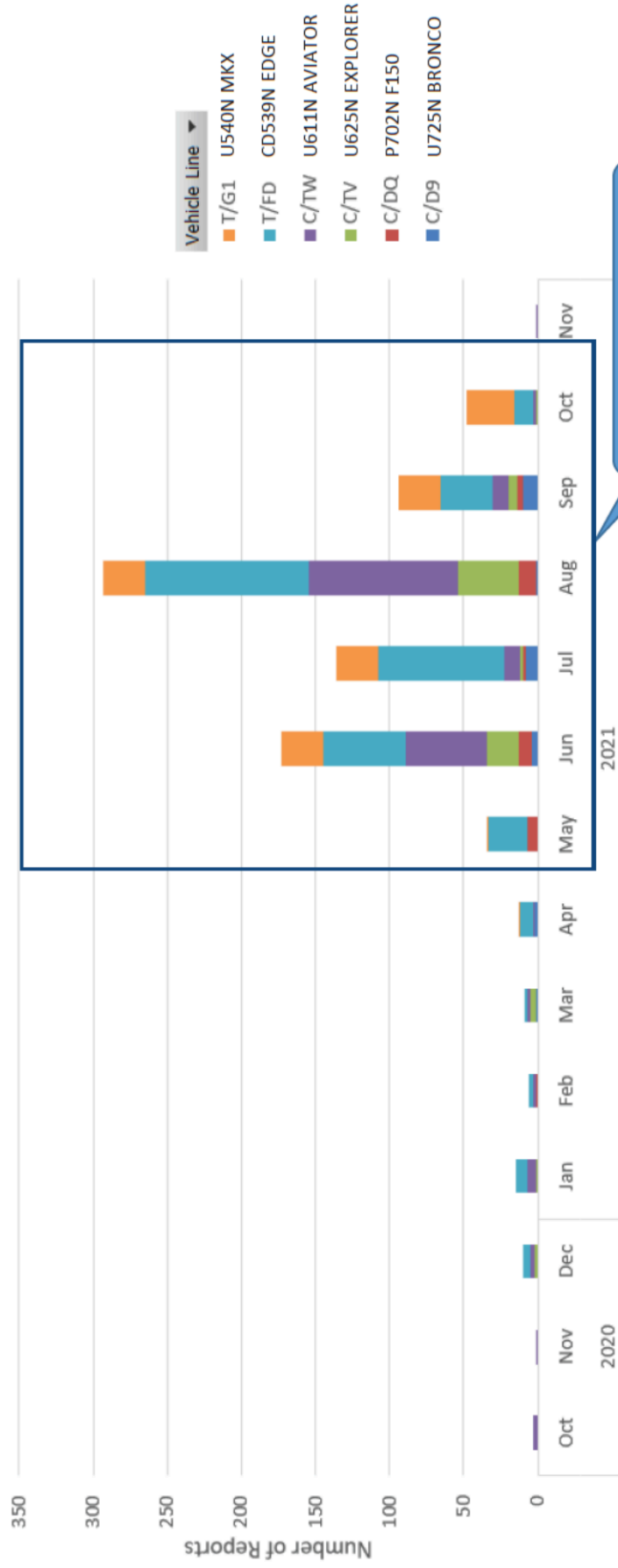




Investigation Summary – GRID # 22-306 2.7/3.0L Nano Engine Failures (Loss of Motive Power)

Data Update 20-Oct-2022

Month of Vehicle Production 2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges

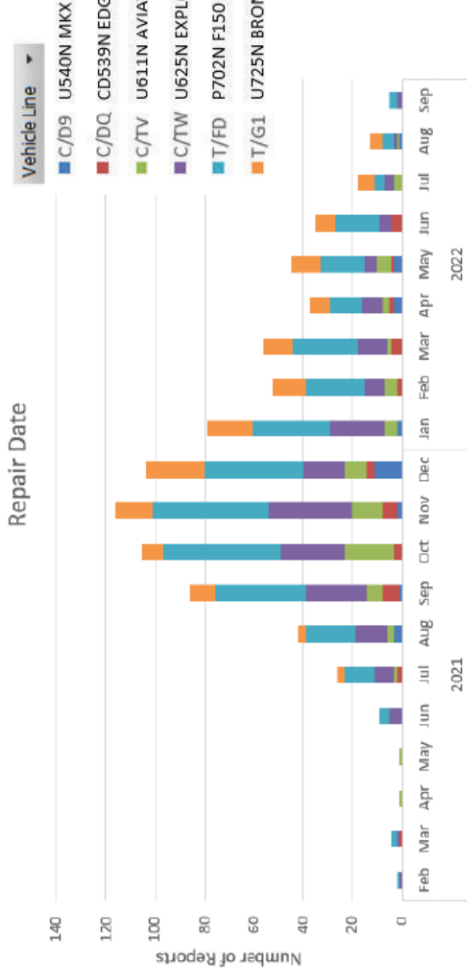




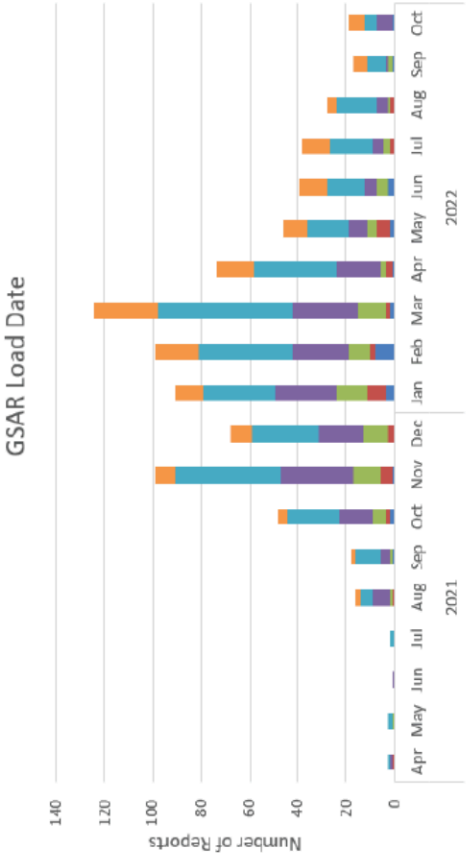
Investigation Summary – GRID # 22-306 2.7/3.0L Nano Engine Failures (Loss of Motive Power)

Data Update
20-Oct-2022

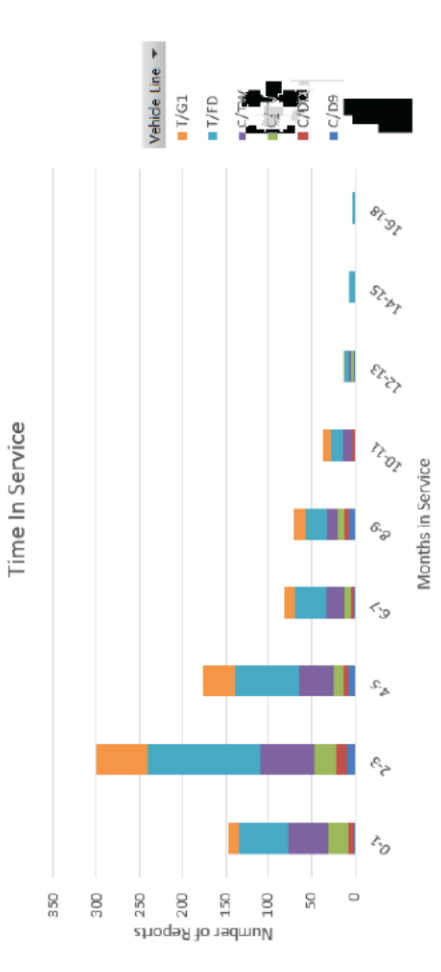
2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges



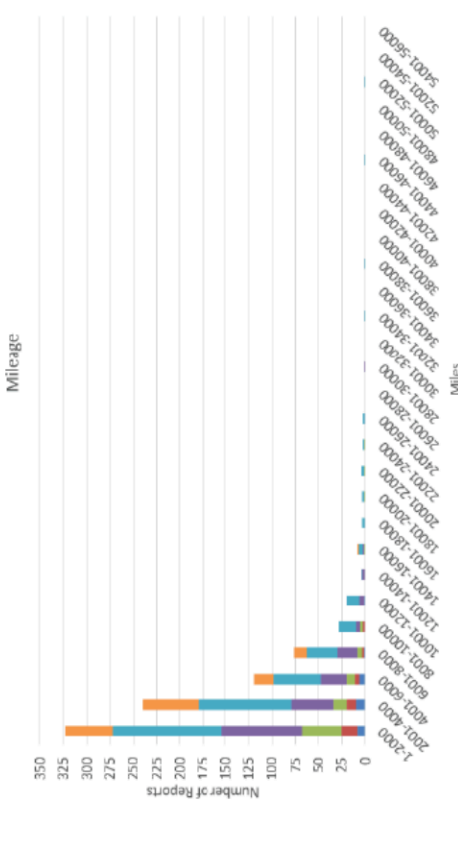
2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges



2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges



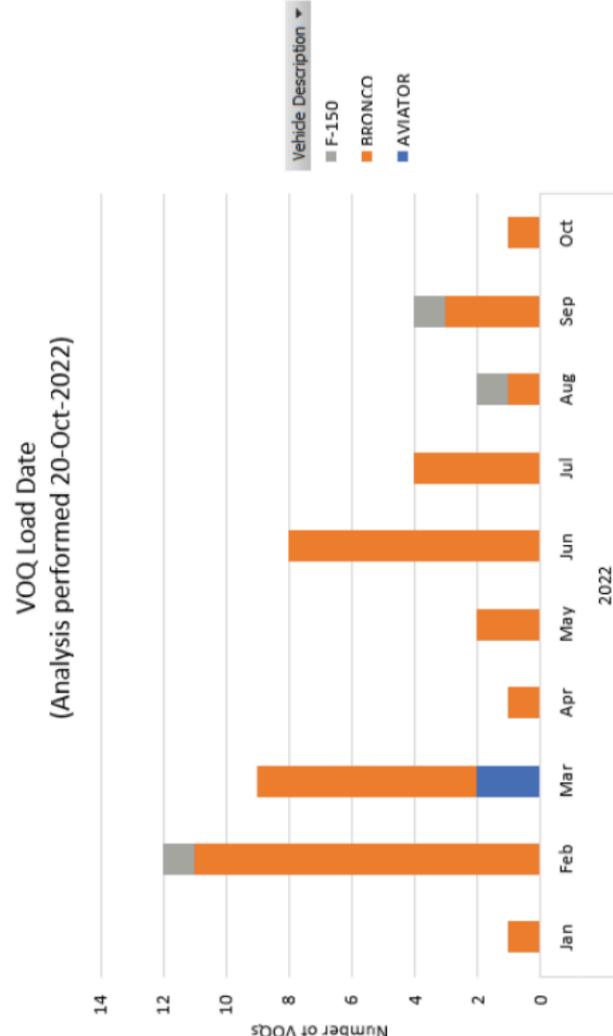
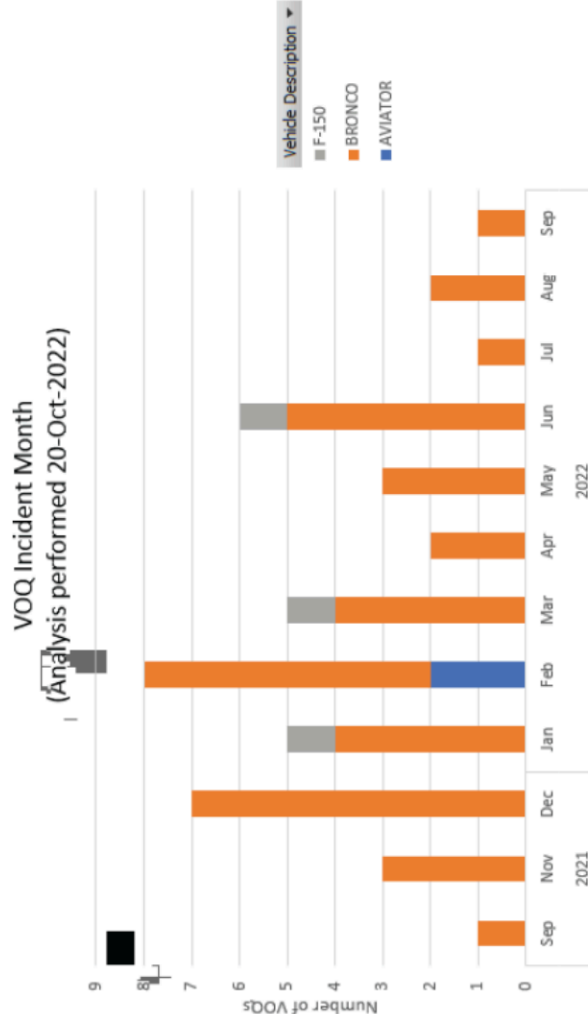
2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges



Engine Exchange Data File: 19-Oct-2022



Investigation Summary – GRID # 22-306 2.7/3.0L Nano Engine Failures (Loss of Motive Power)



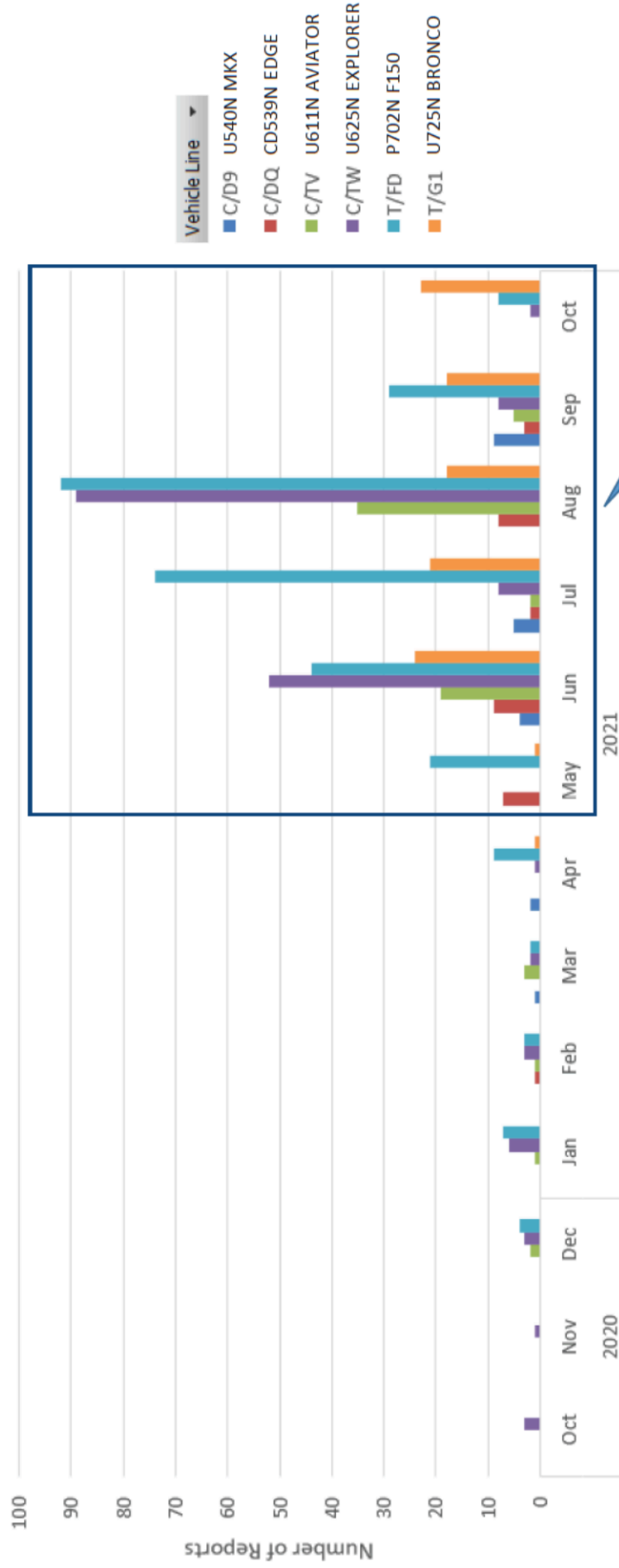


End Data Update 20-Oct-2022



Investigation Summary – GRID # 22-306 2.7/3.0L Nano Engine Failures (Loss of Motive Power)

Month of Vehicle Production 2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges

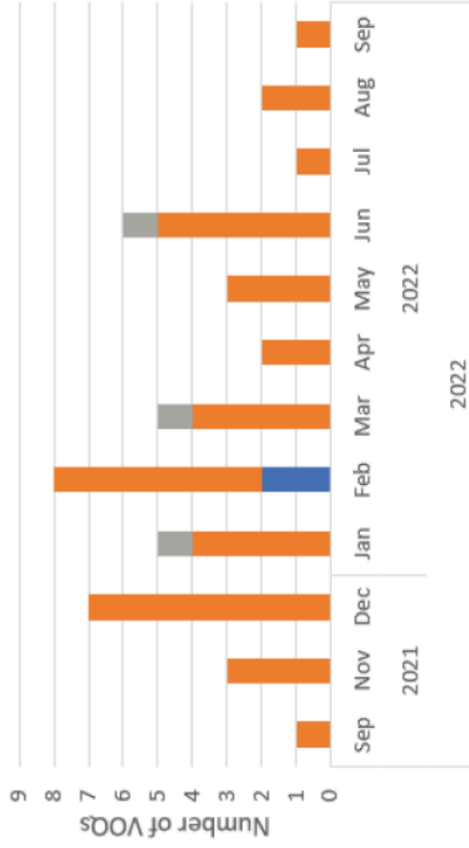


Subject Date Range:
Vehicle Production Dates
May – October 2021



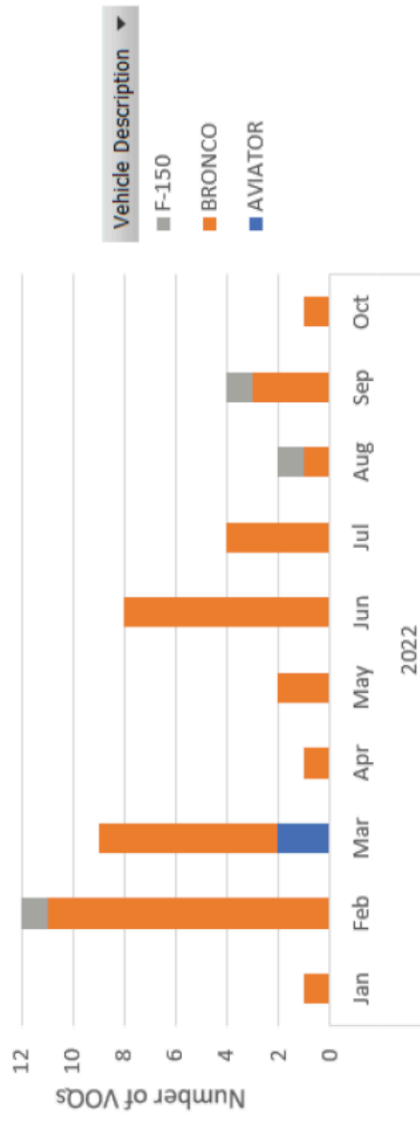
Investigation Summary – GRID # 22-306 2.7/3.0L Nano Engine Failures (Loss of Motive Power)

VOQ Incident Month



44 VOQs potentially attributed to Nano intake valve condition

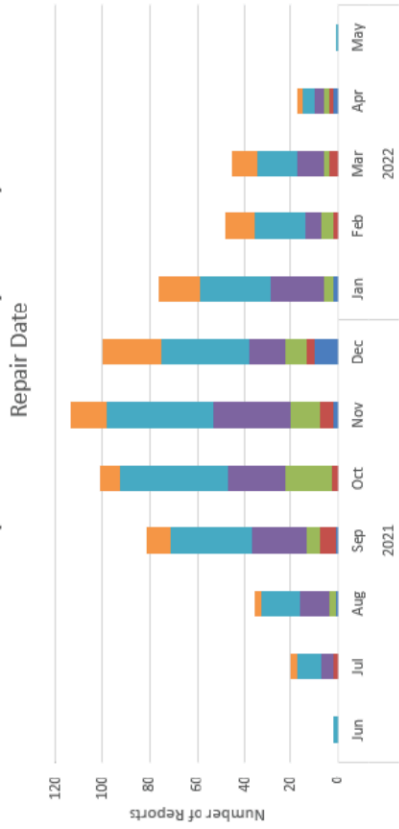
VOQ Load Month



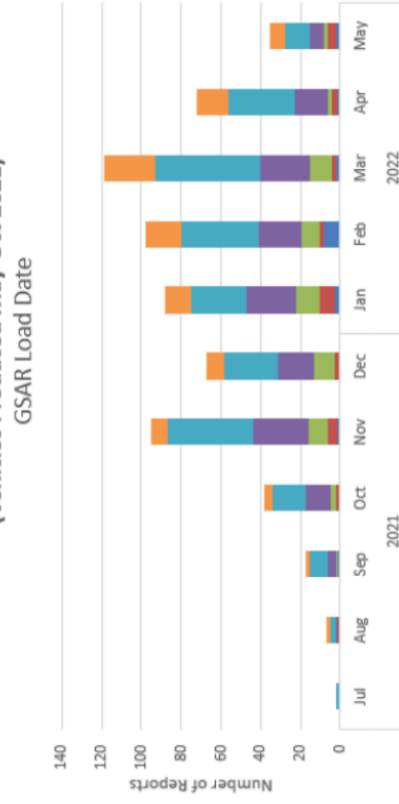


Investigation Summary – GRID # 22-306 2.7/3.0L Nano Engine Failures (Loss of Motive Power)

2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges
(Vehicles Produced May-Oct 2021)

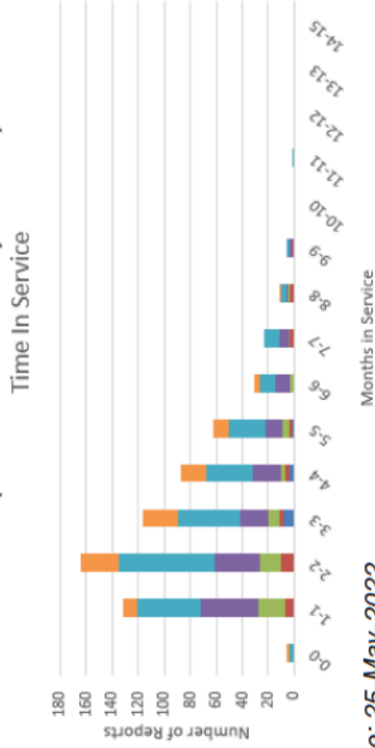


2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges
(Vehicles Produced May-Oct 2021)

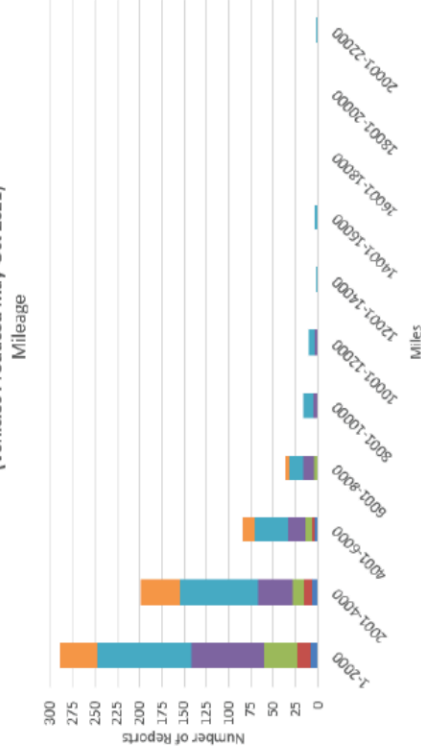


- Vehicle Line
- C/D9 U540N MKX
 - C/DQ CD539N EDGE
 - C/TV U611N AVIATOR
 - C/TW U625N EXPLORER
 - T/FD P702N F150
 - T/G1 U725N BRONCO

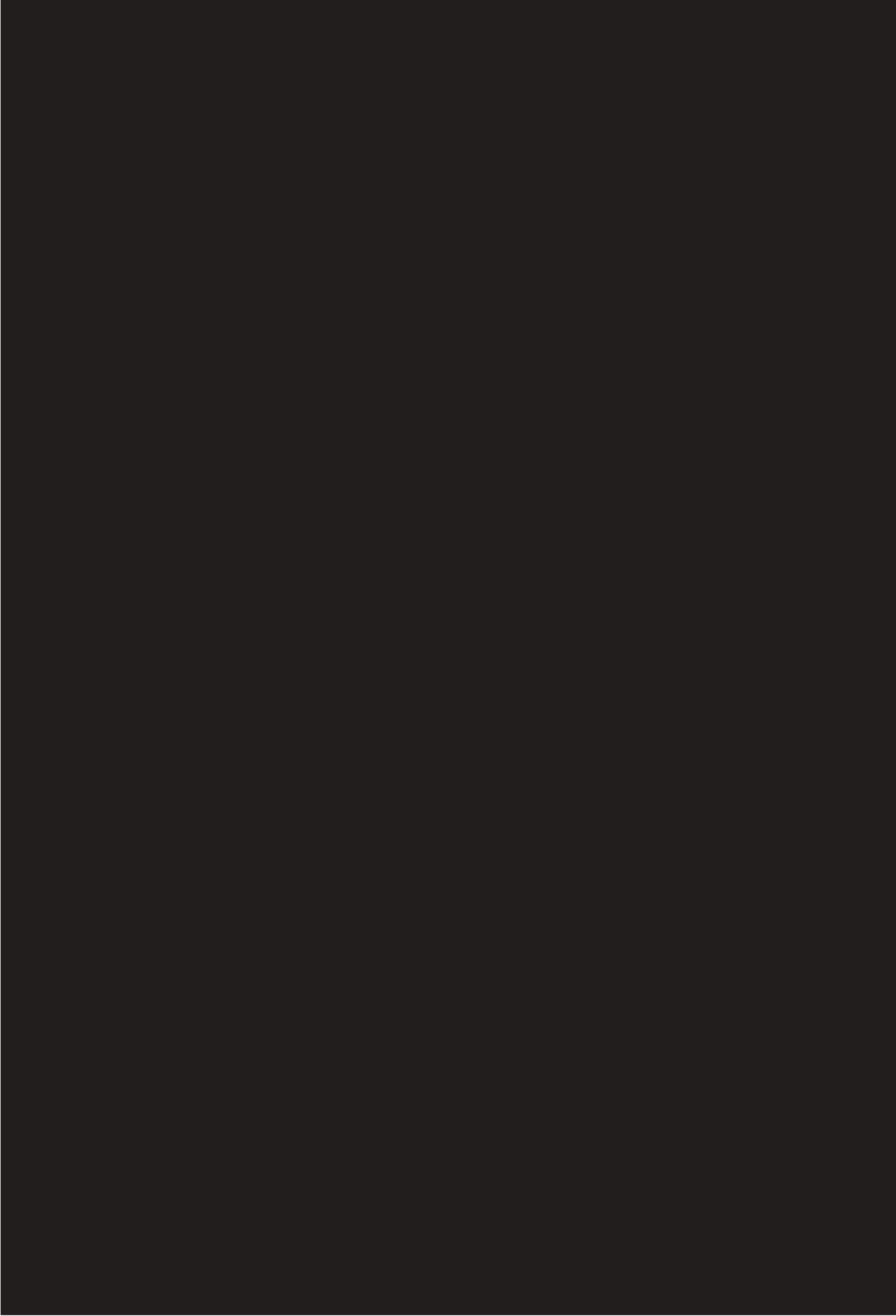
2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges
(Vehicles Produced May-Oct 2021)



2021-2022MY Nano 3rd Keeper Groove - Engine Exchanges
(Vehicles Produced May-Oct 2021)



Data File: 25-May-2022



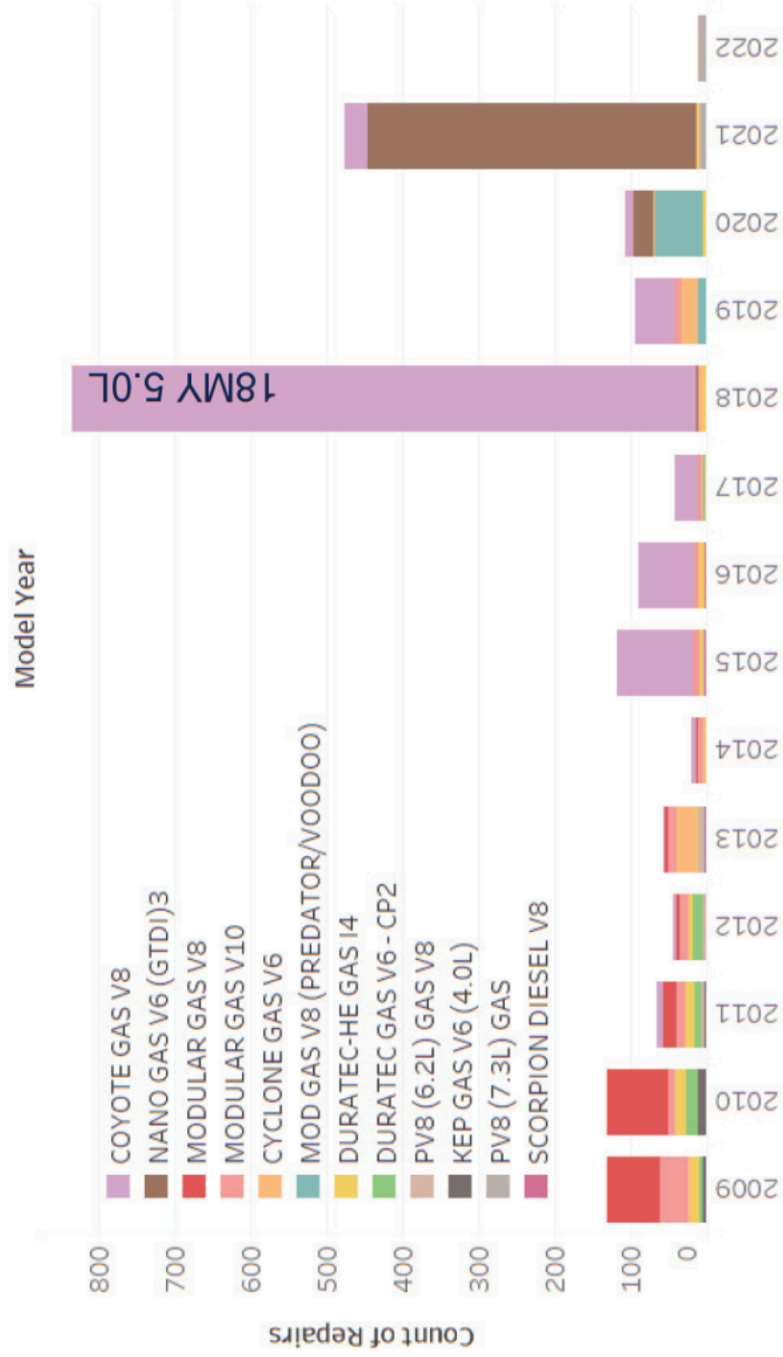


Back-up

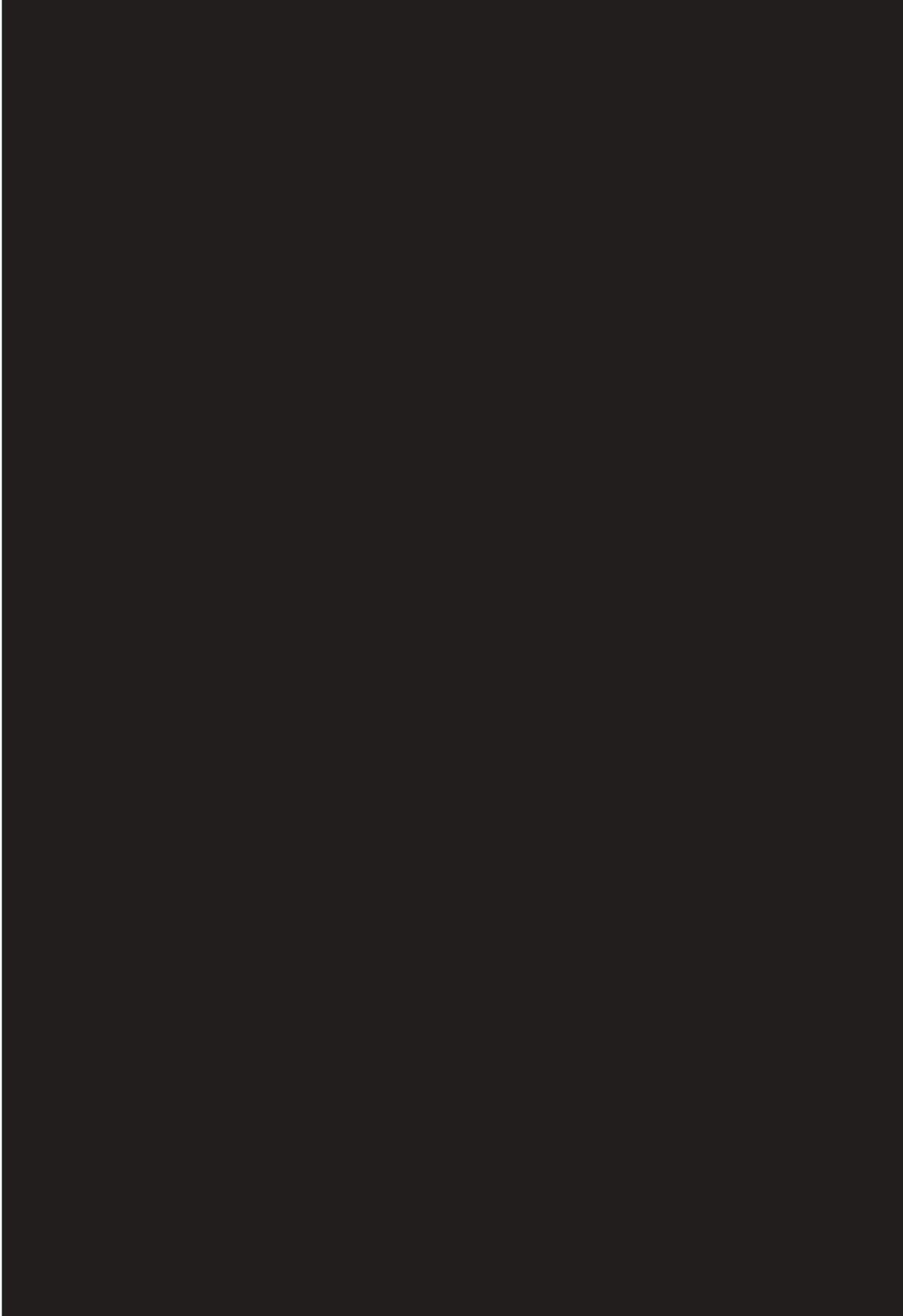
6-PANEL



All 3rd Keeper Groove Failures



CONFIDENTIAL





Investigation Summary – GRID # 22-306 2.7/3.0L Nano Engine Failures (Loss of Motive Power)

9. Failure Rate Analysis

OPTIONAL SLIDE

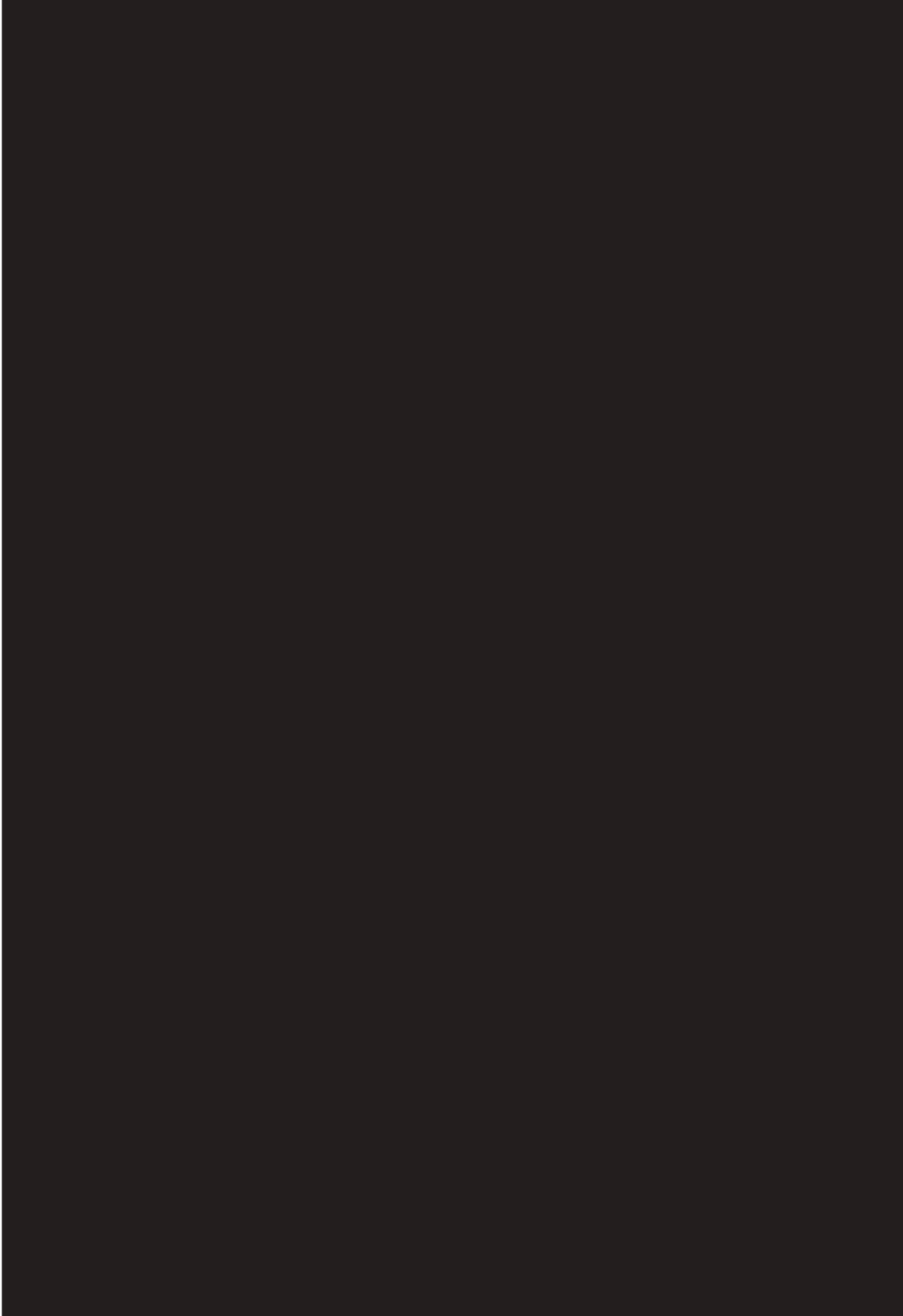
Insert Hazard Plot analysis here.

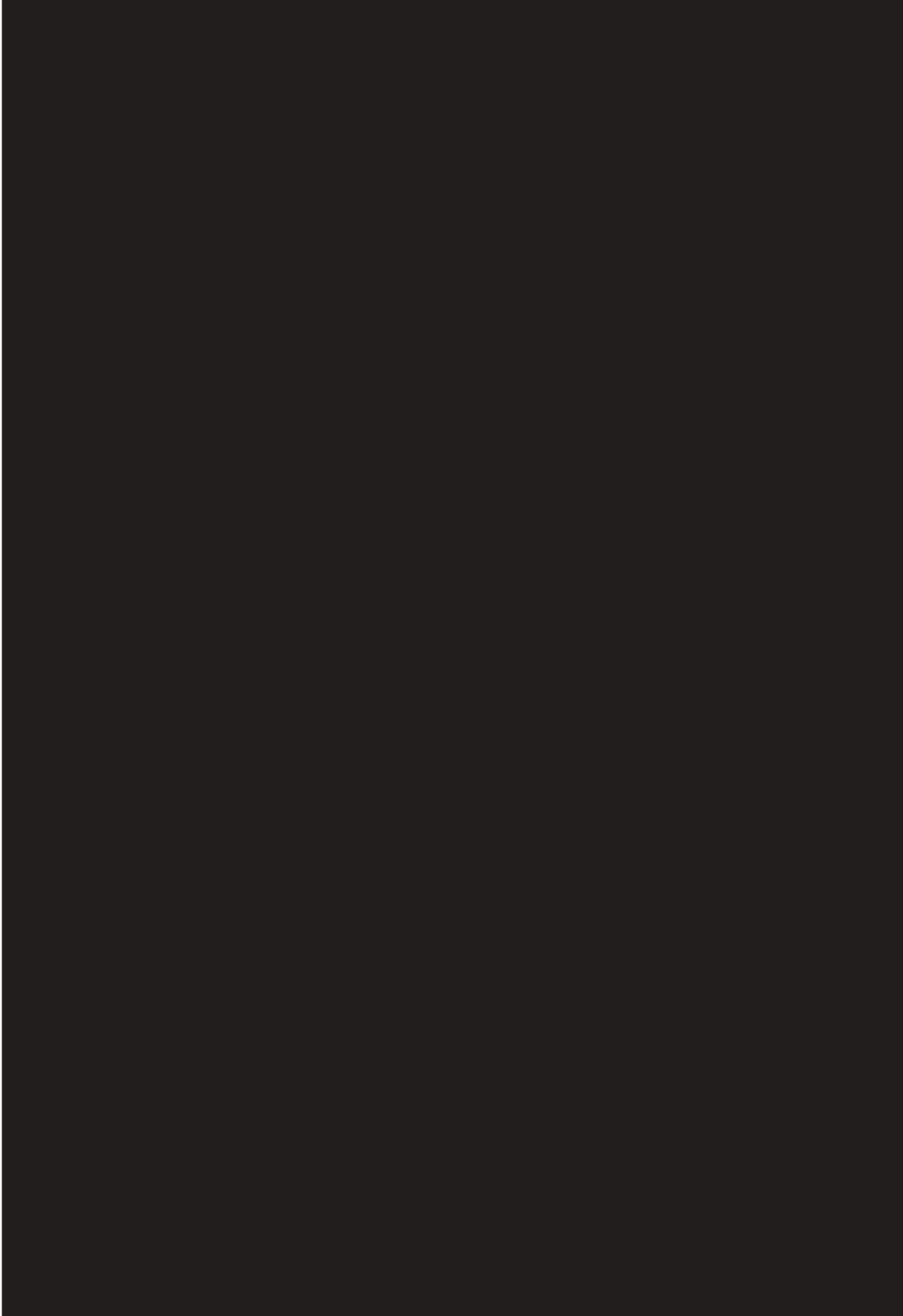
GDIA analysis in process



Investigation Summary – GRID # 22-306 2.7/3.0L Nano Engine Failures (Loss of Motive Power)

10. <u>Optional</u> Summary Regions CBGs Affected (Legend ✓ X)	Countries Affected (Use "Multiple" if more than 4 per region)	Vehicle Lines and Plants	Build Date Range	Volumes (approx.)				Preliminary R/1000 (peak)	Preliminary Failure Rate
				In Plant	In Transit	Dealers	Delivered to Customer		
NORTH AMERICA ✓									
SOUTH AMERICA									
EUROPE									
IMG ✓									
GREATER CHINA ✓									







August 8, 2022

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Ms. Emily Frascaroli, Global Director
Automotive Safety Office
Ford Motor Company
Fairlane Plaza South
330 Town Center Drive, Suite 400
Dearborn, MI 48126-2738

NEF-0103
PE22-007

Dear Ms. Frascaroli,

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE22-007) to investigate allegations of loss of motive power in certain model year (MY) 2021 Ford Bronco vehicles equipped with the 2.7L Eco-boost engines, and to request certain information.

This office has received 26 Vehicle Owner Questionnaire (VOQ) reports of allegations of loss of motive power at highway speeds with no-restart due to catastrophic engine failures in certain MY 2021 Ford Bronco vehicles equipped with the 2.7L Eco-boost engines. Some of the reports indicated their vehicles had experienced “dropped valves”. A copy of the reports has been previously provided to your office electronically, and the ODI reference numbers of the reports are listed at the end of this letter.

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

- **Subject vehicles:** all MY 2021 Ford Bronco vehicles equipped with the 2.7L Eco-boost engines manufactured for sale or lease in the United States, including, but not limited to, the District of Columbia, and current U.S. territories and possessions.
- **Peer vehicles:** all MY 2022 Ford Bronco vehicles and all MY 2021 and 2022 Ford F-150, Ford Edge, Ford Edge ST and Lincoln Nautilus vehicles equipped with 2.7L Eco-boost engines manufactured for sale or lease in the United States, including, but not limited to, the District of Columbia, and current U.S. territories and possessions.
- **Subject component:** the valves, locks, valve springs and retainers assembled on the cylinder head for the 2.7L Eco-boost engines installed in the subject vehicles.
- **Alleged defect:** any allegation of loss of motive power.

- **Ford:** Ford Motor Company (Ford), all of past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its 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 were involved in any way after January 1, 2019, 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, lawsuits or arbitrations; 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.

- **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 C.F.R. § 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, by model and model year, the number of the subject vehicles and peer 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 (17-character VIN);
 - b. Make;
 - c. Model;
 - d. Model Year;
 - e. Date of manufacture (MM/DD/YYYY);
 - f. Date warranty coverage commenced (MM/DD/YYYY); and
 - g. The State in the United States where the vehicle was originally sold or leased or delivered for sale or lease (postal abbreviation).

Provide the table in Microsoft Access 2010 and Microsoft Excel, or a compatible format, entitled “PRODUCTION DATA.” See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

2. State the total 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 and peer vehicles. Please provide your response in the format shown in Figure 1 on Page 5.
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Reports involving a crash, injury or fatality;
 - d. Reports involving a fire;
 - e. Property damage claims;
 - f. Third-party arbitration proceedings, both pending and closed, where Ford is or was a party to the arbitration; and
 - g. Lawsuits, both pending and closed, in which Ford is or was a defendant or codefendant.

For subparts “a” through “f, / g,” 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).

For items “c” through “f, / g,” provide a summary description of the alleged problem and causal and contributing factors and Ford assessment of the problem, with a summary of the significant underlying facts and evidence. For items “e/f” and “f, / g,” 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 another identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), email address and telephone number (please use distinct fields for each data type);
 - d. Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);
 - e. Vehicle’s 17-character VIN;
 - f. Vehicle’s make, model and model year (please use distinct fields for each data type);
 - g. Vehicle’s mileage at time of incident;
 - h. Incident date (MM/DD/YYYY);
 - i. Report or claim date (MM/DD/YYYY);
 - j. Whether a crash is alleged;
 - k. Whether property damage is alleged;
 - l. Number of alleged injuries, if any; and
 - m. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2010 and Microsoft Excel, or a compatible format, entitled “REQUEST NUMBER TWO DATA.” A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.

Figure 1

PE22-007 "Relate To" Reports Subject Vehicles

The total reflected in sub-parts 2.(a), 2.(b), 2.(e) and 2.(f) below make up the total number of reports identified.

Note: sub-parts 2.(a) through 2.(f) are not cumulative.

Request	2. a.	2. b.	2. c.			2. d.	2. e.	2. f.	5	13
Model, Model Year	Consumer Complaints	Field Reports	Crash	Injury	Fatality	Property Damage	3rd Party Arbitration	Lawsuit Legal Claims	Warranty	VOQs
2021 Ford Bronco w/2.7-L Engine	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
Unique VINs	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx

Total of XX,XXX reports (XX,XXX unique VINs)

PE22-007 "May Relate To" Reports Subject Vehicles

The total reflected in sub-parts 2.(a), 2.(b), 2.(e) and 2.(f) below make up the total number of reports identified.

Note: sub-parts 2.(a) through 2.(f) are not cumulative.

Request	2. a.	2. b.	2. c.			2. d.	2. e.	2. f.	5	13
Model, Model Year	Consumer Complaints	Field Reports	Crash	Injury	Fatality	Property Damage	3rd Party Arbitration	Lawsuit Legal Claims	Warranty	VOQs
2021 Ford Bronco w/2.7-L Engine	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
Unique VINs	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx

Total of XX,XXX reports (XX,XXX unique VINs)

PE22-007 "Relate To" Reports Peer Vehicles

The total reflected in sub-parts 2.(a), 2.(b), 2.(e) and 2.(f) below make up the total number of reports identified.

Note: sub-parts 2.(a) through 2.(f) are not cumulative.

Request	2. a.	2. b.	2. c.			2. d.	2. e.	2. f.	5	13
Model, Model Year	Consumer Complaints	Field Reports	Crash	Injury	Fatality	Property Damage	3rd Party Arbitration	Lawsuit Legal	Warranty	VOQs
2022 Ford Bronco w/2.7-L engines	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
2021-22 F150 w/2.7-L engines	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
2021-22 Edge w/2.7-L engines	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
2021-22 Edge ST w/2.7-L engines	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
2021-22 Lincoln Nautilus w/2.7-L engines	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
Unique VINs	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx

Total of XX,XXX reports (XX,XXX unique VINs)

PE22-007 "May Relate To" Reports Peer Vehicles

The total reflected in sub-parts 2.(a), 2.(b), 2.(e) and 2.(f) below make up the total number of reports identified.

Note: sub-parts 2.(a) through 2.(f) are not cumulative.

Request	2. a.	2. b.	2. c.			2. d.	2. e.	2. f.	5	13
Model, Model Year	Consumer Complaints	Field Reports	Crash	Injury	Fatality	Property Damage	3rd Party Arbitration	Lawsuit Legal	Warranty	VOQs
2022 Ford Bronco w/2.7-L engines	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
2021-22 F150 w/2.7-L engines	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
2021-22 Edge w/2.7-L engines	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
2021-22 Edge ST w/2.7-L engines	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
2021-22 Lincoln Nautilus w/2.7-L engines	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
Unique VINs	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx

Total of XX,XXX reports (XX,XXX unique VINs)

4. 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 another identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), email address and telephone number (please use distinct fields for each data type);
 - d. Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);
 - e. Vehicle's 17-character VIN;
 - f. Vehicle's make, model and model year (please use distinct fields for each data type);
 - g. Vehicle's mileage at time of incident;
 - h. Incident date (MM/DD/YYYY);
 - i. Report or claim date (MM/DD/YYYY);
 - 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 2010 and Microsoft Excel, or a compatible format, entitled "REQUEST NUMBER TWO DATA." A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.

5. 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. Describe in detail the search methods and search criteria used by Ford to identify the items in response to Request No. 2.

State, by model and model year, a total counts for all of the following categories of claims, collectively, that have been paid by Ford to date that relate to, or may relate to, the alleged defect in the subject vehicles and peer 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. Please provide the counts as shown in Figure 1 on Page 5 (see the column "Request 5").

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

- a. Ford's claim number;
- b. Vehicle owner or fleet name (and fleet contact person), email address and telephone number (please use distinct fields for each data type);
- c. Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);
- d. 17-character VIN;
- e. Repair date (MM/DD/YYYY);

- f. Vehicle mileage at time of repair;
- g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code (please use distinct fields for each data type);
- h. Labor operation number(s);
- i. Problem code(s);
- j. Diagnostic trouble code(s);
- k. Replacement part number(s) and description(s);
- l. Concern stated by customer;
- m. Cause as stated on the repair order;
- n. Correction as stated on the repair order; and
- o. Additional comments, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2010 and Microsoft Excel format when possible, or a compatible format, entitled "WARRANTY DATA." A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.

6. Describe in detail the search methods and search criteria used by Ford to identify the claims in response to Request No. 5, including the labor operations, problem codes, diagnostic trouble codes, part numbers and any other pertinent parameters used.
7. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions, diagnostic trouble codes and diagnostic trouble code descriptions applicable to the alleged defect in the subject vehicles. State whether the diagnostic trouble codes are automatically reported to the warranty database electronically or manually entered into the warranty database by a claims administrator.
8. 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;
- f. Brief summary of the findings and/or conclusions resulting from the action; and
- g. For each failed engine examined by Ford, provide a description, photos/videos of which cylinder failed, intake or exhaust valves, spark plugs or borescope images. Provide a diagnosis or determination of the failed component and root cause.

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 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), model and model year of the vehicle in which it is used and month/year of sale (including the cut-off date for sales, if applicable):
 - a. Subject component; and
 - b. Any kits that have been released, or developed, by Ford for use in service repairs to the subject component/assembly.

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. Furnish Ford's assessment of the alleged defect in the subject vehicles, 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; and
 - f. The report included with this inquiry, including the counts as shown in Figure 1 on Page 5 (see the column "Request 13").

Legal Authority for This Request

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. It constitutes a new request for information.

Civil Penalties

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.) The Vehicle Safety Act, 49 U.S.C. § 30165(a)(3), provides for civil penalties of up to \$24,423 per violation per day, with a maximum of \$122,106,996 for a related series of daily violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. *See* 49 C.F.R. § 578.6(a)(3). This includes failing to respond completely, accurately, or in a timely manner 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.

Confidential Business Information

If Ford's response contains any information that you claim is confidential business information, Ford must request two secure electronic file transfer links from Donte Kirksey at Donte.Kirksey@dot.gov. One secure electronic file transfer link is for your request for confidential treatment and will be directed to NHTSA's Office of the Chief Counsel. Please see enclosure 2 for additional instructions on submitting a request for confidential treatment that is compliant with 49 C.F.R. Part 512 (specifically, a request for confidential treatment must include the four required parts that are discussed in enclosure 2). The second secure electronic file transfer link is for your non-confidential response to this letter. Do not submit any confidential business information along with your non-confidential submission. Please refer to PE22-007 in Ford's response to this letter and in a request for confidential treatment that Ford may submit.

Due Date

Ford's response to this letter must be submitted to this office by **September 28, 2022**. If Ford finds that it is unable to provide all of the information requested within the time allotted, Ford must request an extension from me at (202) 366-6178 no later than five business days before the response due date. If Ford is unable to provide all 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 you have any technical questions concerning this matter, please call Donte Kirksey of my staff at (202) 366-2653.

Sincerely,

Peter Kivett

Peter Kivett, Chief
Vehicle Defect Division C
Office of Defects Investigation

Enclosure 1, The subject reports referenced in the introduction of this letter may be viewed at the NHTSA.gov website using the following ODI reference numbers:

11448171, 11448461, 11450659, 11450702, 11450737, 11450788, 11450871, 11450879, 11451158, 11451503, 11451957, 11452074, 11452692, 11453669, 11453933, 11454098, 11455294, 11456219, 11456713, 11459262, 11460124, 11460125, 11461178, 11463199, 11463296, 11464516.

Enclosure 2, Information for Requests for Confidential Treatment.

ENCLOSURE – INFORMATION FOR REQUESTS FOR CONFIDENTIAL TREATMENT

If you believe that your response contains any material that you claim is confidential business information, submit these materials to NHTSA’s Office of the Chief Counsel in accordance with 49 C.F.R. Part 512. **All requests for confidential treatment must be submitted directly to the Office of the Chief Counsel. Upon request, ODI will provide you with a secure file transfer link for your submission to the Office of the Chief Counsel.**

Requests for confidential treatment are governed by Part 512. A current version of this regulation is available on the internet at <http://www.ecfr.gov> by selecting Title 49 “Transportation,” selecting “Parts 500 – 599” and then selecting Part 512 “Confidential Business Information.”

How to request confidential treatment:

NHTSA is currently treating electronic submission as an acceptable method for submitting confidential business information to the agency under Part 512. If you claim that any of the information or documents provided in your response constitutes confidential business information within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, you must request a secure file transfer link from the ODI contact listed in your Information Request. ODI will copy a representative from the Office of the Chief Counsel on the secure file transfer link for your request for confidential treatment. You must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with Part 512, to the Office of the Chief Counsel. Do not send a hardcopy of a request for confidential treatment to NHTSA’s headquarters.

Your request must include a request letter that contains supporting information, pursuant to Part 512.8. Your request must also include a certificate, pursuant to Part 512.4(b) and Part 512, Appendix A.

You are required to submit one unredacted “confidential version” of the information for which you are seeking confidential treatment. Pursuant to Part 512.6, the words “ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION” or “CONFIDENTIAL BUSINESS INFORMATION CONTAINED WITHIN BRACKETS” (as applicable) must appear at the top of each page containing information claimed to be confidential. In the latter situation, where not all information on the page is claimed to be confidential, identify each item of information for which confidentiality is requested within brackets: “[].”

You are also required to submit one redacted “public version” of the information for which you are seeking confidential treatment. Pursuant to Part 512.5(a)(2), the redacted “public version” should include redactions of any information for which you are seeking confidential treatment (i.e., the only information that should be unredacted is information for which you are **not** seeking confidential treatment).

For questions about a request for confidential treatment, please contact Dan Rabinovitz in the Office of the Chief Counsel at Daniel.Rabinovitz@dot.gov or (202)366-8534.

