

FORD MOTOR COMPANY (FORD) RESPONSE TO PE23-015 REQUEST 9Request 9

Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject and peer 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.

Answer

For purposes of identifying communications to dealers, zone offices, or field offices pertaining, at least in part, to alleged defect, Ford has reviewed the following FCSD databases and files: The On-Line Automotive Service Information System (OASIS) containing Technical Service Bulletins (TSBs) and Special Service Messages (SSMs); Internal Service Messages (ISMs) contained in GCQIS; and Field Review Committee (FRC) files. We assume this request does not seek information related to electronic communications between Ford and its dealers regarding the order, delivery, or payment for replacement parts, so we have not included these kinds of information in our answer.

A description of Ford's OASIS messages, ISMs, and the Field Review Committee files and the search criteria used are provided in the document "PE23-015 Request 9 – Search Criteria.docx".

OASIS Messages: Ford has identified 5 SSMs that may relate to the Agency's request and is providing copies of them in the Request 9 (Non-Confidential Folder).

Ford has not identified any TSBs that that may relate to the Agency's request.

Internal Service Messages: Ford has not identified any ISMs that may relate to the Agency's request.

Field Review Committee: Ford has identified not identified any field service action communication that may relate to the Agency's request.

Ford has not drafted any communications planned to be released in the next 120 days related to the subject of NHTSA's investigation

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