

Request 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.

Answer

For purposes of identifying communications to dealers, zone offices, or field offices pertaining, at least in part, to the alleged defect, Ford has reviewed the following Ford Customer Service Division databases and files: The On-Line Automotive Service Information System (OASIS) containing Technical Service Bulletins (TSBs), Special Service Messages (SSMs) and Internal Service Messages (ISMs); ISMs contained in the Common Quality Indicator System; and Field Review Committee 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 response.

A description of Ford's OASIS messages, ISMs, and the Field Review Committee files and the search criteria used are provided in the file "PE24-014 Request 9 – Search Criteria."

OASIS Messages: Ford has identified two SSMs and one TSB that may relate to the agency's request. These SSMs are provided with the following file names: "PE24-014 Request 9 – SSM 48044" and "PE24-014 Request 9 – SSM 44936," and the TSB is provided with the file name of "PE24-014 Request 9 – TSB 20-2124."

Ford's OASIS system contains General Service Bulletins (GSB) to provide the dealer technicians service tips when servicing vehicles. Bulletins related to the 6.7L Diesel fuel system are provided with the following file names: "PE24-014 Request 9 – GSB G0000160", "PE24-014 Request 9 – GSB G0000096", "PE24-014 Request 9 – GSB G0000069", "PE24-014 Request 9 – GSB G0000016", "PE24-014 Request 9 – GSB 21-7061", and "PE24-014 Request 9 – GSB 20-7091."

Internal Service Messages: Ford has not identified any ISM communications that may relate to the agency's request.

Field Review Committee: Ford has identified one field service action related to this investigation; Ford Safety Recall 22S01 / NHTSA Recall 22V013 - Secondary Fuel Filter Leak – 2021 Ford Super Duty & F-650/F-750. Documents related to this action are to be provided in response to Request 10 of this investigation.

Ford currently has no plans to issue communications related to the alleged defect in the next 120 days.