

⊖ VOQ Detail 11539426

Incident

Consumer

Product (1)

*Description: 

☐ Contains PII or Inappropriate Language

The contact owned a 2022 Ford F-450. The contact stated that while her driver was driving at an undisclosed speed, her driver smelled a burning odor and noticed smoke at the hood of the vehicle. The contact then stated that the driver then stopped and exit the vehicle when the vehicle suddenly inflamed. No injuries were sustained. A fire department was notified however, the vehicle had burned. A fire report was filed. Additionally, the contact stated that on several occasions, she attempted to start the vehicle however, the engine failed to engage. The contact also stated that prior to the failure, while driving at undisclosed speeds the vehicle stalled without warning. The undisclosed dealer was notified of the failure and an appointment was scheduled for the following week. The vehicle was not repaired. The vehicle was towed to a tow lot and deemed a total loss by the insurance company. The manufacturer was notified of the failure and the contact was advised to contact her insurance company. The failure mileage was approximately 17,000.

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