

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: A Recent VOQ, [REDACTED]
Date: [REDACTED]
Attachments: [REDACTED]

Good afternoon,

Thank you for this reply, [REDACTED].
I've added it's information to our case file and we will reach back out to you if we have any additional questions.

Thank You.

[REDACTED] Specialist
[REDACTED]
[REDACTED]
NEF-106
[REDACTED]
[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: A Recent VOQ, [REDACTED]

CAUTION: This email originated from outside of the [REDACTED] ([REDACTED]). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hi [REDACTED]

As we shared in our meeting [REDACTED], there were some updates on the manufacturing side for the [REDACTED] model year trucks. Those updates include a tooling refurbishment, increased pack pressure, and improved tooling maintenance frequency. You will find these details on [REDACTED] of the material we shared with you in [REDACTED].

[REDACTED] does not know if the original equipment filter was installed in the truck at the time of the fire. We know that we do not have record of it being changed at a [REDACTED] dealer. If it is a truck that has a heavy usage cycle then we recommend changing the filter after [REDACTED]. For a normal usage cycle the recommended replacement is at [REDACTED].

Thank you.

[REDACTED]
Sr. Safety Investigations Engineer
[REDACTED] ([REDACTED])
[REDACTED]

[Vehicle Safety and Emissions Compliance & Investigations Process](#) [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: A Recent VOQ, [REDACTED]

Good afternoon,

Thank you for this information. I've added it to our case file.

The reasons for my questions about traceability of parts from this truck to other trucks is this truck's [REDACTED] diesel engine and its [REDACTED] Model Year. Our current scope of interest in the [REDACTED]-equipped trucks ends at the [REDACTED] Year. We would like to explore any possibly-relevant connections between this [REDACTED] and those in our current examination. The low mileage ([REDACTED]) this truck had when it burned from under its hood, as alleged by the consumer, has us wondering if it still had its original-equipment secondary fuel filter installed on it.

Is it correct for us to believe that this truck was originally built with the same filters as were those [REDACTED] diesel trucks? Were the fuel return and bypass systems that filter was connected to the same as those in the [REDACTED] model year trucks?

Thank you,

[REDACTED]
ODI

From: [REDACTED] (K.) <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: A Recent VOQ, [REDACTED]

CAUTION: This email originated from outside of the [REDACTED] ([REDACTED]). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hi [REDACTED]

We do not have a record of this truck visiting a [REDACTED] dealership for service or of any customer or field reports for the vehicle. The truck was built on [REDACTED]

This vehicle has not been the subject of any safety recalls. There is [REDACTED] and [REDACTED] that are open on the vehicle. They are listed below.

- [REDACTED] -- [REDACTED] DIESEL NOX SENSORS MISSING PREHEAT
- [REDACTED] 1 -- [REDACTED] PASS DEEP SLEEP MESSAGE
- [REDACTED] -- EXTERIOR BADGE INSTALLATION PROGRAM [REDACTED] 5 - CERTAIN [REDACTED] MODEL YEAR [REDACTED] AND SUPER DUTY VEHICLES - MISSING EXTERIOR BADGES ARE NOW AVAILABLE FOR NO-COST INSTALLATION

Can you please provide additional context about your request regarding traceability of parts to the other vehicles? If you are referring specifically to the fuel filter (as has been the subject of our previous conversations around Super Duty fires), I am not aware of serial number to VIN traceability, but we can compare the design level of filters installed at the time of vehicle production. The details of the fuel filter design progression were shared on [REDACTED] 5 of the material from our [REDACTED] discussion [REDACTED]. This includes information about the fuel filter design in [REDACTED] MY trucks (as is the pedigree of the truck in this VOQ). Please let me know if you have additional questions.

Thank you.

[REDACTED]
Sr. Safety Investigations Engineer
Concerns [REDACTED] ([REDACTED])
[REDACTED]

[Vehicle Safety and Emissions Compliance & Investigations](#) [REDACTED] [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: A Recent VOQ, [REDACTED]

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Good afternoon, [REDACTED]

We are continuing to look into the [REDACTED] diesel trucks and underhood fires. This VOQ arrived some time ago and we wonder if it could be connected to those incidents:

[Incident](#)[Consumer](#)[Product \(1\)](#)*Description: ☐ Contains PII or Inappropriate Language

The contact owned a [REDACTED] [REDACTED] [REDACTED]. 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 inflated. 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 [REDACTED].



Certainly, there's not much value in this picture, [REDACTED]. The truck is completely reduced.

The last [REDACTED] of the VIN are [REDACTED]. What is the build date for this truck? We are wondering if there were any parts installed onto it, OE that could be traced back to those other, burned trucks. Can your system make such connections between vehicle builds? Our system shows no open recalls. What recalls, if any, did this truck have performed upon it?

Thank You.

Safety Defects Specialist

[REDACTED]