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 FCSD 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 CQIS; 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 file “RQ24-005 Request 9 – Search Criteria.”

OASIS Messages: Ford has not identified any SSM or TSB communications that may relate to the agency’s request.

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

Field Review Committee: Ford has not identified any field service action communications that may relate to the agency’s request.

Ford currently has no plans to issue communications related to the alleged defect that is the subject of NHTSA's investigation.