

FORD MOTOR COMPANY (FORD) RESPONSE TO RQ24-008 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 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 "RQ24-008 Request 9 – Search Criteria.pdf".

OASIS Messages: Ford has identified no SSMs that may relate to the Agency's request.

Ford has identified no TSBs that that may relate to the Agency's request.

Internal Service Messages: Ford has identified no ISMs that may relate to the Agency's request.

Field Review Committee: Ford is providing copies of field service action communication to dealers that may relate to the Agency's request in the Request 9 (Non-Confidential) folder.

Ford is also including a draft dealer bulletin supplement for field service action 24S16 that is currently planned to be released to dealers in the next 120 days.

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