

FORD MOTOR COMPANY (FORD) RESPONSE TO RQ24014-1 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 failure loss of motive power, 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 CQIS; and Field Review Committee (FRC) files. Ford interprets the scope of this request to not include information related to electronic communications between Ford and its dealers regarding the order, delivery, or payment for replacement parts and therefore we have not included that information within the 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 titled "RQ24014-1 Request 4 Appendix D".

OASIS Messages: Ford has identified 0 SSM and 0 TSBs that may relate to the Agency's request.

Internal Service Messages: Ford has identified 0 ISM that may relate to the Agency's request.

Field Review Committee: Ford has identified 3 field service action communications that may relate to the Agency's request. Material related to these actions is contained within the folder "RQ24014-1 Request 9 Response – FSA Communication".

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