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Automotive Safety Office
Environmental & Safety Compliance

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September 23, 2024

Mr. Peter Kivett, Chief
Vehicle Defect Division C
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, W45-302
Washington, DC 20590

Dear Mr. Kivett:

Subject: PE24-019

The Ford Motor Company (Ford) response to the Agency's Information Request letter, dated August 5, 2024, concerning reports of allegations of low-pressure fuel pump failure in certain model year (MY) 2021 Ford Bronco vehicles is attached.

Ford's response to this Preliminary Evaluation request was prepared pursuant to a diligent search for the information requested. While we have employed our best efforts to provide responsive information, the breadth of the Agency's request and the requirement that information be provided on an expedited basis make this a difficult task. Ford reserves the right to update and supplement this response and any subsequent responses as new information may come available or where certain requests for information could not be fully provided within the time allowed. We nevertheless have made substantial effort to provide thorough and accurate information, and we would be pleased to meet with Agency personnel to discuss any aspect of this Preliminary Evaluation.

The scope of Ford's investigation conducted to locate responsive information focused on Ford employees most likely to be knowledgeable about the subject matter of this inquiry and on review of Ford files in which responsive information ordinarily would be expected to be found and to which Ford ordinarily would refer. Ford notes that although electronic information was included within the scope of its search, Ford has not attempted to retrieve from computer storage electronic files that were overwritten or deleted. As the Agency is aware, such files generally are unavailable to the computer user even if they still exist and are retrievable through expert means. To the extent that the Agency's definition of Ford includes suppliers, contractors, and affiliated enterprises for which Ford does not exercise day-to-day operational control, we note that information belonging to such entities ordinarily is not in Ford's possession, custody or control.

Ford has construed this request as pertaining to vehicles manufactured for sale in the United States, its protectorates, and territories.

Ford notes that some of the information being produced pursuant to this inquiry may contain personal information such as customer names, addresses, telephone numbers, and complete Vehicle Identification Numbers (VINs). Ford is producing such personal information in an unredacted form to facilitate the Agency's investigation with the understanding that the Agency will not make such personal information available to the public under FOIA Exemption 6, 5 U.S.C. 552(b)(6).

Answers to your specific questions are in the folders included in this submission. As requested, after each numeric designation, we have set forth verbatim the request for information, followed by our response. Unless otherwise stated, Ford has undertaken to provide responsive information and documents dated up to and including August 5, 2024, the date of your inquiry. Ford has searched within the following offices for responsive documents: Environmental and Safety Compliance, Ford Customer Service Division, Global Core Engineering, Office of the General Counsel and North American Product Development.

Pursuant to our discussion on August 27, 2024, the "low pressure fuel pump" is identified as the subject component in PE24-019. Ford understands this to mean the low pressure fuel pump system. Specifically, the low pressure fuel pump and the jet pump within the Fuel Delivery Module (FDM) in the fuel tank. Therefore, Ford's response is inclusive of peer vehicles that include a substantially similar fuel pump and jet pump, within the FDM, to those in the subject vehicles.

If you have any questions concerning this response, please feel free to contact me.

Sincerely,


Emily Frascaroli

Attachment