

INFORMATION REDACTED  
PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C.  
552(B)(6)



**Emily Frascaroli, Global Director**  
Automotive Safety Office  
Environmental & Safety Compliance

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**Office of Automotive Safety**  
1 American Road – Mezzanine Floor  
Dearborn, MI 48126

May 31, 2024

Mr. Josh Neff, Chief  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE, W45-302  
Washington, DC 20590

Dear Mr. Neff:

Subject: RQ24-003

The Ford Motor Company (Ford) response to the Agency's letter (received April 17, 2024) concerning reports of allegations of power steering pressure line disconnection post recall 22V-089 inspection in certain model year (MY) 2021-2022 Ford E-350 and E-450 vehicles is attached.

Ford's response to this Recall Query 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 Recall Query.

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.

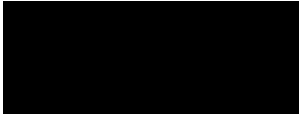
Ford has construed this request as pertaining to vehicles manufactured for sale in the United States, its protectorates, and territories.

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 the Agency's 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 April 17, 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.

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

Sincerely,



Emily Frascaroli

Attachment