

14 de agosto de 2025

Office of Defects Investigation

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building, Room W47-226
Washington, DC 20590
Estados Unidos

Asunto: Petition for Investigation – 2020 Ford Explorer Underbody Shield Defect (VIN: [REDACTED])

To Whom It May Concern:

I submit this formal petition requesting that the **NHTSA Office of Defects Investigation (ODI)** open a **Defect Petition** under 49 U.S.C. § 30162 and the TREAD Act, pursuant to 49 CFR Part 556—asking that NHTSA investigate a potential safety-related defect affecting the **underbody shields** of the 2020 Ford Explorer (VIN: [REDACTED]) which pose an **unreasonable risk to motor vehicle safety**.

Details of the Issue

- **Vehicle Information:**
 - Make/Model/Year: Ford Explorer 2020
 - VIN: [REDACTED]
 - License Plate: [REDACTED] (Puerto Rico)
- **Problem Description:** The underbody plastic shields have exhibited **premature degradation and detachment**, even under normal usage conditions.
- **Safety Concern:** As stated earlier, **the loosened or detached underbody shields pose a hazard at highway speeds**, potentially leading to debris on the road or impact with other vehicles, posing serious safety risks.

Supporting Evidence

- I have sought resolution through **multiple authorized service centers in Puerto Rico**, yet the issue has **not been repaired** nor acknowledged as a manufacturing defect.
- I have documented the product failure with **photographs, service invoices, and detailed descriptions** that I'm prepared to provide.

Why This Warrants Investigation

Under NHTSA's statutory framework:

1. A **safety-related defect** means a condition that **"poses an unreasonable risk of death or injury in an accident"** or due to a component separation such as this

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2. NHTSA's ODI may open an investigation when "**non-operational safety defects**" (such as component detachment) are reported, especially if affecting a group of similar vehicles.
3. There is **no minimum number of similar reports** required before action is taken—if severity warrants, an investigation may proceed based on even a few well-documented incidents.

Request for Action

I hereby request that NHTSA:

- Accept and log this petition for investigation (Defect Petition) under your formal process.
- Evaluate the severity and frequency of this issue—particularly under **Screening, Petition Analysis**, and (if warranted) **Engineering Analysis** phases.
- If NHTSA determines a safety defect exists, issue a Recall Request Letter to Ford, prompting a recall and free remedy, in accordance with the Federal Motor Vehicle Safety Act.

Consumer Rights & Remedy

Should NHTSA determine a recall is warranted, Federal law requires that:

- The manufacturer notify owners and remedy the defect at **no charge**.
- Owners who previously paid for repairs may be eligible for **reimbursement**, if those costs occurred within eligibility windows.

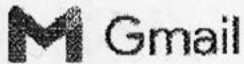
Summary

Item	Details
Vehicle	2020 Ford Explorer, VIN [REDACTED]
Problem	Premature failure and detachment of underbody shields
Safety Risk	Potential hazard at highway speeds—component detachment risk
Actions Taken	Multiple dealer visits in Puerto Rico with no resolution
Legal Basis for Recall	Safety-related defect under FMVSS and TREAD Act
Requested Action	Open ODI investigation; issue Recall Request if warranted

Thank you for your attention to this serious safety matter. I trust your evaluation will protect public safety and ensure proper resolution. I am available to provide additional documentation or clarify details as needed.

Respectfully,

[REDACTED]
Luis Armando Vega



Luis Vega [REDACTED]

Formal Complaint - Underbody Shield Failure on 2020 Ford Explorer (VIN: [REDACTED])

1 message

Luis Vega [REDACTED]
To: crcfmc@ford.com

Thu, Aug 14, 2025 at 11:02 AM

I hope this message finds you well. I am writing to formally file a complaint regarding my **2020 Ford Explorer**, license plate [REDACTED] VIN [REDACTED] which I have registered under the nickname "[REDACTED]" in my FordPass account.

Since early in the vehicle's life, the **underbody shields (plastic protective panels beneath the chassis)** have shown **premature wear and failure**, including detachment and degradation. Despite several visits to authorized service centers in Puerto Rico, the issue has not been properly resolved or acknowledged as a potential manufacturing defect. The service experience has also been subpar and unsatisfactory.

Importantly, **the loosened or detached underbody shields have posed a concern while driving at highway speeds, potentially endangering other drivers or components if they detach completely.** This is not only a quality issue but also raises potential safety concerns that should not be overlooked.

I respectfully request that **Ford Motor Company initiates a technical review** of this matter and considers it for **recall investigation**, particularly if other owners of similar models are experiencing the same failure.

I am prepared to submit photographic evidence, service documentation, and any additional details that may be necessary to assist your investigation.

Thank you for your attention to this matter. I trust in Ford's commitment to quality and customer safety and look forward to a prompt and responsible response.

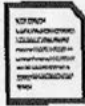
Sincerely,
--

Luis Armando Vega [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Manatí, Puerto Rico [REDACTED]

Tel. / Fax: [REDACTED] / email [REDACTED]



FAX COVER SHEET

To:

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
Fax: (202) 366-1767

From:

Luis Armando Vega

[REDACTED]

[REDACTED]

Manatí, PR [REDACTED]

Email: [REDACTED]

Tel: [REDACTED]

Date: August 14, 2025

Total Pages (including cover): 4

Subject:

Petition for Investigation – Underbody Shield Defect In 2020 Ford Explorer (VIN:
[REDACTED])

Message:

Dear NHTSA ODI Team,

Please find attached a formal letter submitted pursuant to 49 U.S.C. § 30162 and 49 CFR Part 556, requesting a **defect investigation** into a potential **safety-related defect** involving the underbody plastic shields of a 2020 Ford Explorer. The component has shown premature failure and detachment, posing a safety risk to drivers and others on the road.

I respectfully request this be evaluated as a formal **defect petition**. Supporting documentation will be submitted as needed.

Thank you for your time and attention.

Sincerely,

[REDACTED]
Luis Armando Vega