

VA



U.S. Department
of Veterans Affairs

September 8, 2015

Ms. Carolyn N. Lerner
Special Counsel
U.S. Office of Special Counsel
1730 M Street, N.W., Suite 300
Washington, D.C. 20036-4505

RE: OSC File No. DI-14-446

Dear Ms. Lerner:

In response to your letter dated January 30, 2015, regarding allegations made by a whistleblower, Ms. Ethel L. Tendell, who is a field examiner at the Department of Veterans Affairs (VA) Western Area Fiduciary Hub in Salt Lake City, Utah, VA conducted an investigation and forwarded the report to you in June 2015. Due to administrative oversight, the transmittal letter to your office signed by Mr. Robert L. Nabors II, VA Chief of Staff, indicated the investigation substantiated, in part, the whistleblower's allegations. However, the investigation substantiated all of the whistleblower's allegations.

Questions regarding this administrative error may be directed to me, Christina Knott, Staff Attorney at (202) 697-2232, or by email at Christina.knott@va.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Christina Knott". The signature is stylized and written in cursive.

Christina Knott
Staff Attorney



DEPARTMENT OF VETERANS AFFAIRS
Washington DC 20420

June 18, 2015

Ms. Carolyn N. Lerner
Special Counsel
U.S. Office of Special Counsel
1730 M Street, NW, Suite 300
Washington, DC 20036

RE: OSC File No. DI-14-446

Dear Ms. Lerner:

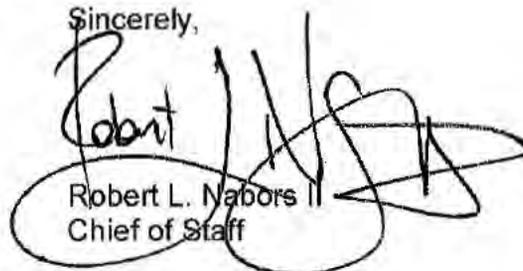
I am responding to your letter dated January 30, 2015, regarding allegations made by a whistleblower, Ms. Ethel L. Tendell, who is a field examiner at the Department of Veterans Affairs (VA) Western Area Fiduciary Hub in Salt Lake City, Utah. The whistleblower alleged that employees at the Western Area Fiduciary Hub engaged in conduct that may constitute a violation of law, rule, or regulation, gross mismanagement, and a substantial and specific danger to public safety. Specifically, the whistleblower alleged that employees at the Western Area Fiduciary Hub failed to inform employees of the existence of safety recalls issued against the Government-owned vehicles they were assigned. The Secretary has delegated to me the authority to sign the enclosed report and take any actions deemed necessary as referenced in 5 United States Code § 1213(d)(5).

The Secretary asked that the Veterans Benefits Administration (VBA) investigate the whistleblower's allegations, and VBA conducted an investigation during the period of February 3-25, 2015. Also, the Deputy Director of the VBA Office of Administration and Facilities contacted the whistleblower to conduct an interview. The investigation substantiated the whistleblower's allegations, in part.

The results of the fact-finding investigation and resulting actions and recommendations are summarized in the enclosed VBA Report on OSC File No. DI-14-4467. Questions may be directed to (b) (6) VBA Director of Administration and Facilities, at (b) (6) (b) (6) or by email at (b) (6)@va.gov.

Thank you for the opportunity to respond.

Sincerely,



Robert L. Nabors II
Chief of Staff

Enclosures

VETERANS BENEFITS ADMINISTRATION

Washington, DC

**Report to the
Office of Special Counsel
OSC File No. DI-14-4467**

**Department of Veterans Affairs
Western Area Fiduciary Hub
Salt Lake City, Utah**



Report Date: January 30, 2015

Executive Summary

On January 30, 2015, the Secretary of Veterans Affairs received a letter from the U.S. Office of Special Counsel (OSC) regarding a whistleblower disclosure from the Department of Veterans Affairs (VA) Western Area Fiduciary Hub, located in Salt Lake City (SLC), Utah, alleging a violation of law, rule, or regulation, gross mismanagement, and a substantial and specific danger to public safety by failing to inform VA employees of the existence of safety recalls issued against the government-owned vehicles (GOVs) they were assigned. On February 3, 2015, the Secretary requested that the Veterans Benefits Administration (VBA) investigate the whistleblower's allegations. Thereafter, VBA's Office of Administration and Facilities conducted an informal fact-finding investigation by conducting telephone interviews and sending email inquiries to various individuals.

Specific Allegations of the Whistleblower:

1. VA failed to notify Ms. Ethel L. Tendell, Field Examiner, of three or more recalls on her assigned GOV;
2. VA failed to notify other employees about safety recalls on their GOVs;
3. VA failed to take timely action when informed of the outstanding recall notice and did not adequately respond to employee concerns.

VBA **substantiated** allegations when the facts and findings supported that the alleged events or actions took place and **did not substantiate** allegations when the facts showed the allegations were unfounded.

VBA Made the Following Conclusions:

Conclusion for Allegation 1

VA **substantiated** that VA failed to notify Ms. Tendell of three or more recalls on her assigned 2013 Ford C-MAX Hybrid.

Conclusion for Allegation 2

VA **substantiated** that Ms. Tendell was contacted by other employees about outstanding recalls on their vehicles, and that VA failed to notify other employees about safety recalls on their assigned Ford Escape vehicles.

Conclusion for Allegation 3

VA **substantiated** that VA failed to take timely action when informed of the outstanding recall notices and did not adequately respond to employee concerns.

VBA Took the Following Actions:

1. The VBA Office of Administration and Facilities (OAF) hired a full-time, certified National Safety Officer in April 2014 to monitor and enforce VBA compliance with Federal vehicle safety guidelines and to eliminate future occurrences such as

those identified by Ms. Tendell.

2. On March 17, 2015, VBA Regional Offices were notified that they were required to repair vehicles with pending recalls by scheduling appointments with an authorized dealership by April 10, 2015, and ensuring all repairs were completed by the close of business on April 15, 2015. As of April 15, 2015, all VBA vehicle recall repairs were completed, with the exception of recalls where the manufactures had not identified a solution. Additionally, on April 23, 2015, the OAF Administration Division Chief and the VBA Fleet Manager spoke to (b) (6) with GSA who confirmed as of that day that no recalls exist for vehicles within VBA's fleet for which the manufacturer has issued a mandatory stop-drive recall. Should GSA receive any such recalls, GSA will immediately notify VA.
3. On March 19, 2015, the VBA Deputy Under Secretary for Field Operations sponsored a national conference call to address VBA's plan for improving its current fleet management processes and procedures. During the call with VBA's Regional Office management staff, the OAF Deputy Director iterated that emphasis would be placed on employee and public safety as the most critical element in the Vehicle Fleet Management Program. He stressed the seriousness of timely processing of vehicle recalls, in compliance with VA and GSA procedures, and introduced an upcoming mandate for future reporting requirements.
4. VBA is in the process of issuing a VBA Office of Field Operations policy letter that introduces new monthly reporting requirements. The letter will include the newly developed VBA Vehicle Recall Standard Operating Procedures (SOP). These two resources will clearly define the roles and responsibilities of fleet managers and drivers, explain Regional Office management responsibilities to identify pending vehicle recalls, establish suspense dates for remedies, and identify any follow-up actions required until all repairs are completed. VBA anticipates the letter and SOP will be released in June 2015, pending review and consultation with VBA's labor management partners.
5. The VBA National Fleet Manager and VBA Health and Safety Manager conducted a mandatory training with over 70 Regional Office fleet management personnel via Live Meeting on April 22, 2015. During the training, they demonstrated how to identify and track vehicle defects and recalls as well as how to complete the new monthly vehicle recall report. Going forward, the VBA National Fleet Manager will hold monthly conference calls with Regional Office fleet managers to discuss any items of concern and provide pertinent updates from VA and GSA.

After a careful review of VBA's conclusions and actions, VBA's Office of Administration and Facilities makes the following additional recommendations:

Recommendation to VBA Office of Field Operations:

Ensure that the VBA Office of Field Operations policy letter, which will include new monthly reporting requirements and a newly developed VBA Vehicle Recall SOP, is implemented.

Recommendation to SLC Regional Office Leadership:

Take appropriate action regarding accountability of individuals who may have been responsible for the failure to take appropriate action related to this matter.

Report to Office of Special Counsel for OSC File No. DI-14-446

I. Introduction

On January 30, 2015, the Secretary of Veterans Affairs received a letter from the U.S. Office of Special Counsel (OSC) regarding a whistleblower disclosure from the Department of Veterans Affairs (VA) Western Area Fiduciary Hub, located in Salt Lake City (SLC), Utah, alleging a violation of law, rule, or regulation, gross mismanagement, and a substantial and specific danger to public safety by failing to inform VA employees of the existence of safety recalls issued against the government-owned vehicles (GOVs) they were assigned. On February 3, 2015, the Secretary requested that the Veterans Benefits Administration (VBA) investigate the whistleblower's allegations. Thereafter, VBA's Office of Administration and Facilities conducted an informal fact-finding investigation by conducting telephone interviews and sending email inquires and reviewing emails from various individuals.

II. Specific Allegations of the Whistleblower

1. VA failed to notify Ms. Ethel L. Tendell, Field Examiner, of three or more recalls on her assigned GOV;
2. VA failed to notify other employees about safety recalls on their GOVs;
3. VA failed to take timely action when informed of the outstanding recall notice and did not adequately respond to employee concerns.

III. Background

Ms. Ethel L. Tendell was assigned her government-leased vehicle (GLV), a 2013 Ford C-MAX Hybrid (C-MAX), in January 2014. Ms. Tendell asserted that she was ordinarily in the field four days out of her five-day duty week traveling throughout Colorado in her GOV as a field examiner. Ms. Tendell alleged that on February 3, 2014, she had the vehicle towed to a Ford dealership because of a flat tire and learned there were three safety recalls for her C-MAX dated March 7, July 10, and October 17, 2013. Ms. Tendell alleged that on February 11, 2014, she emailed the following personnel regarding the recalls and lack of notification: (b) (6), SLC Regional Office Fleet Manager; (b) (6), SLC Regional Office Support Services Division Chief; (b) (6), Western Area Office Executive Management Officer; (b) (6), Western Area Fiduciary Hub Manager; (b) (6), Western Area Fiduciary Coach (retired 2014); and, (b) (6), union representative. Ms. Tendell claims that no one responded to her email. Additionally, Ms. Tendell alleged that on August 4, 2014, she was contacted by (b) (6) and (b) (6) (field examiners) who told her that their assigned GOVs, both had Ford Escapes, also had approximately three outstanding recalls for which VA had failed to notify them.

IV. Conduct of the Investigation

During the period of February 3-16, 2015, VBA conducted an informal fact-finding

investigation, via telephone conversations and emails, to address issues and allegations set forth. (b) (6), VBA Fleet Manager, spoke with several VBA employees, General Services Administration (GSA) representatives, Ford Motor Company representatives, and Ford dealership representatives. Subsequent interviews were conducted by (b) (6), VBA Safety Manager, to clarify information or obtain additional evidence. Additionally, (b) (6), Deputy Director, Office of Administration and Facilities, contacted Ms. Tendell and interviewed her via telephone. The following individuals were interviewed as part of the investigation:

- (b) (6), SLC Regional Office Support Services Division Chief
- (b) (6), SLC Regional Office Director
- (b) (6), VA's Office of Asset Enterprise Management
- (b) (6), Senior Fleet Service Representative, GSA
- (b) (6), Fleet Service Representative, GSA
- (b) (6), Branch Chief, GSA
- (b) (6), Representative, Spradley Ford Lincoln Dealership in Pueblo, Colorado
- (b) (6), employee, Larry H. Miller Super Ford, Salt Lake City, Utah
- Ethel Tendell, whistleblower

V. Summary of the Evidence

The investigation by VBA revealed that there is a disparity of information from the various entities contacted regarding the status of GOV recalls. For instance, the information gathered from GSA is not necessarily up to date, as they rely on two different systems to track GOV recalls; one report GSA sends out (see Exhibit 1), is an annual report, and other evidence shows GSA still sending out notifications of recalls, even after VA made the requisite remedies (i.e., Ford C-MAX recall code 14S04 was repaired on July 11, 2014 (see Exhibit 4), but GSA emailed to the SLC Regional Office on December 5, 2014 (see Exhibit 5)). Additionally, VA may be notified of a recall on a vehicle, but no remedy exists for the recall, or the recall may effect a make/model of vehicle VA has, but not the specific vehicles that VA has (i.e., see Ford C-MAX recall 13C02 in Exhibit 4), or a particular dealership where the vehicle is taken for a remedy does not yet have the parts for the remedy (i.e., Ford C-MAX recall code 14S21 (see Exhibit 4)). Lastly, VA does not receive notices of recalls immediately upon issuance of a recall, while a dealership might have more up-to-date recall information. Thus, when VA employees take their vehicles in to dealerships to get recalls remedied or for routine maintenance, they may learn of a recall on their vehicle before VA.

1. SLC Regional Office Support Services Vehicle Recall Program

(b) (6) SLC Regional Office Support Services Division Chief confirmed that the Regional Office had a process in place for notifying vehicle drivers of safety recalls, that they were receiving vehicle recall notices from GSA, and provided data regarding all 2013 Ford C-MAX vehicles within their fleet from January 2013 through the present.

See Exhibit 7: Email Correspondence with Salt Lake City Regional Office on C-MAX and Escape Recall Data as of March 4, 2015.

In his response to the request for information on the SLC Regional Office vehicle recall program, SLC Regional Office Director (b) (6) provided the following (see Exhibit 7):

- a. A narrative of how the SLC Regional Office handles vehicle recalls, which was created with guidance from both the *2008 Guide to Federal Fleet Management* and *VA Handbook 0637, Vehicle Fleet Management Program*. The narrative shows that the SLC Regional Office Fleet Manager is responsible for notifying drivers of fleet vehicle recalls pertaining to vehicles within the fleet, checking manufacturer websites once per quarter for outstanding recall notices on the vehicles within the fleet, and tracking and maintaining correspondence pertaining to all recall notices. In addition, it is the responsibility of division managers to ensure that fleet vehicle drivers respond to recall notices in a timely manner. Drivers of fleet vehicles are responsible for acknowledging receipt within 24 hours and take immediate action to rectify the recall issues, including contacting local dealerships, scheduling appointments, delivering the vehicle for recall service, and reporting the status of the recall work to the fleet manager. Finally, the narrative shows that fleet vehicle notifications are received from the GSA Fleet Services Representative and through checking manufacturer websites.
- b. A list of six C-MAX recalls ranging in date from March 7, 2013, through September 25, 2014 (not all of which had remedies available and not all of which applied to Ms. Tendell's vehicle).
- c. A list of C-MAX vehicles in the SLC Regional Office fleet showing the name of the employee assigned to each, including the following named in the allegation: C-MAX VIN 1FADP5AU0DL537487, tag G132264M, assigned to Ethel Tendell.
- d. A list of ten Escape recalls ranging in date from July 6, 2012, through September 25, 2014.
- e. A list of Ford Escape vehicles in the SLC Regional Office fleet showing the name of the employee assigned to each, including the following named in the allegation (b) (6) and (b) (6)
 - i. VIN 1FMCU9GX4DUD19968, tag G610285N -- (b) (6)
 - ii. VIN 1FMCU9GX3DUD04460, tag G610120N -- (b) (6)
 - iii. VIN 1FMCU9GX7DUD04462, tag G610122N -- (b) (6)
 - iv. VIN 1FMCU9GX5DUD04461, tag G610119N -- (b) (6)

2. GSA Notified VA of Vehicle Recall Notices

(b) (6) at VA's Office of Asset Enterprise Management confirmed the last vehicle recall list received from GSA by VA Central Office (VACO) was on April 9, 2014. This list is an annual report, thus only documents the information available to GSA at that time. Exhibit 1: Vehicle Recall List Received from the General Services Administration on April 9, 2014. The spreadsheet included in Exhibit 1 documents that by April 9, 2014:

- a. A recall for code 13C02 (B-Pillar reinforcement) was sent to (b) (6) at the

SLC Regional Office for the Ford C-MAX vehicle with tag number G132264M (Ms. Tendell's vehicle);

- b. A recall for code 13S12 (overheating issue) was sent to (b) (6) at the SLC Regional Office for the Ford Escape vehicle with tag numbers G610119N, G610120N, G610122N and G6100285N (the other employees' vehicle's alleged to have not been subject to recall notices).

(b) (6) Senior Fleet Service Representative at GSA confirmed that Ms. Tendell's Ford C-MAX did have a tire replaced at Spradley Ford Lincoln Dealership in Pueblo, Colorado, on February 5, 2014. (b) (6) sent an email regarding the vehicle's recall statuses. Exhibit 2: Email Dated February 6, 2015, Ford Recall and Preventive Maintenance Email on 2013 Ford C-MAX (VIN 1FADP5AU0DL537487). The email documented only one open recall code, 14V597 for "restraints control module replacement", and noted that no remedy was currently available.

(b) (6) GSA Fleet Service Representative, provided information regarding vehicle notification and recall data from January 2013 through the present for the fleet of 2013 Ford C-MAXs vehicles sent from GSA to the SLC Regional Office. Exhibit 5: Email Correspondence with (b) (6) General Services Administration, with Salt Lake City Regional Office C-MAX Vehicle Notification and Recall Data. The email documented that (b) (6) was able to retrieve emails sent to the SLC Regional Office regarding recalls on their C-MAX vehicles. However, notices sent through regular mail were not logged pursuant to the requirements applicable at that time. The requirement to log notices sent via mail did not come into effect until November 2014. The spreadsheet included with Exhibit 5 documents the following C-MAX recalls:

- a. Ford C-MAX recall code 14S04 dated May 1, 2014, was emailed to the SLC Regional Office on December 5, 2014.
- b. Ford C-MAX recall code 13B12 dated December 13, 2013, was emailed to the SLC Regional Office on March 17, 2014.
- c. Ford C-MAX recall code 13C02 dated August 1, 2013, was emailed to the SLC Regional Office on August 15, 2013, September 20, 2013, October 28, 2013, and December 20, 2013.
- d. Ford C-MAX recall code 13B07 dated August 1, 2013, was emailed to the SLC Regional Office on August 15, 2013, September 20, 2013, October 25, 2013, October 28, 2013, and December 20, 2013.

(b) (6) provided information regarding notification and recall data sent from GSA to the SLC Regional Office from January 2013 through the present for Ford Escape vehicles. Exhibit 6: Email Correspondence with (b) (6) General Services Administration, for Vehicle Notification and Recall Data from January 2013 through March 6, 2015, for the Salt Lake City Fleet of 2013 Ford Escapes and Recalls Results Look-up by VIN. The email documented that (b) (6) was able to retrieve emails sent to the SLC Regional Office regarding recalls on their Ford Escape vehicles. However, notices sent through

regular mail were not logged pursuant to the requirements applicable at that time, as aforementioned. The spreadsheet included with Exhibit 6 documents the following Escape recalls:

- a. Ford Escape recall code 14S04 dated May 1, 2014, was emailed to the SLC Regional Office on December 5, 2014.
- b. Ford Escape recall code 13B12 dated December 13, 2013, was emailed to the SLC Regional Office on March 17, 2014.
- c. Ford Escape recall code 13C02 dated August 1, 2013, was emailed to the SLC Regional Office on August 15, 2013, September 20, 2013, October 28, 2013, and December 20, 2013.
- d. Ford Escape recall code 13B07 dated August 1, 2013, was emailed to the SLC Regional Office on August 15, 2013, September 20, 2013, October 25, 2013, October 28, 2013, and December 20, 2013.
- e. Ford Escape recall code 13S12 dated November 25, 2013, was emailed to the SLC Regional Office on May 21, 2014 and January 13, 2015.

3. Vehicle Recall information obtained from Ford

a. Ms. Tendell's Ford C-MAX. On March 6, 2015, (b) (6) called Spradley Ford Lincoln Dealership in Pueblo, Colorado and spoke with a company representative, (b) (6). She verified that on February 4, 2014, two recalls for Ms. Tendell's vehicle (Ford C-MAX) were remedied: 13B07 for "reprogram powertrain control module" and 13B12 for "reprogram battery module program". (b) (6) also verified that, as of February 5, 2015, no other recalls existed.

On February 10, 2015, (b) (6) contacted Ford Recall Services and confirmed seven recalls that pertain to the 2013 C-MAX generally, that is, not all of these recalls affected Ms. Tendell's vehicle, and he recorded the recall history the C-MAX's in the SLC RO fleet, and the recall information Ford Recall Services maintained. Exhibit 4, Ford recall data. For Ford C-MAX VIN# 1FADP5AU0DL537487, Tag # G13 2264M (Ms. Tendell's vehicle), the following information was noted:

- i. Recall code 14S04: recall letter sent out in May 2014, repairs completed on July 11, 2014 at Mike Naughton Ford;
- ii. Recall code 13C02: recall letter sent out in August 2013, repairs completed on July 11, 2014 at Mike Naughton Ford;
- iii. Recall code 14E02: recall letter sent out in December 2014, repairs completed on February 2, 2015 at Mike Naughton Ford;
- iv. Recall code 14S21: when parts are available a notification will be mailed out for repairs

It is not clear why the Spradley Ford Lincoln Dealership did not remedy recall code 13C02 when Ms. Tendell took her vehicle there in February 2014, but it is possible Spradley Ford did not have the equipment to remedy the recall or that Ms. Tendell's vehicle did not need to be remedied after being inspected.

b. Other VA employees' Ford Escapes. On June 1, 2015, (b) (6) spoke with spoke with (b) (6) at Larry H. Miller Super Ford, Salt Lake City, UT. Exhibit 10: Summary of repairs of Ford Escapes at Ford Dealerships. (b) (6) confirmed they repaired the following vehicles for recall code 13S12 on the listed dates:

- i. VIN 1FMCU9GX4DUD19968, tag G61-0285N (b) (6) vehicle) completed on July 24, 2014
- ii. VIN 1FMCU9GX3DUD04460, tag G61-0120N (b) (6) vehicle) completed on July 31, 2014
- iii. VIN 1FMCU9GX7DUD04462, tag G61-0122N (b) (6) vehicle) completed on August 5, 2014
- iv. VIN 1FMCU9GX5DUD04461, tag G61-0119N (b) (6) vehicle) completed on August 4, 2014

Additionally, the documents provided also evidenced that all the employees had at least one other recall remedied on their vehicles at the time they went to the dealership for the other recall, recall code 14S04, of which the SLC Regional Office received notice on or about May 2014 (see Exhibit 6). Three of the employees had also recall code 14S03 remedied, however, there is no evidence that SLC Regional Office received notification of this recall prior to the employees' visit to get the other recall remedied. (see Exhibit 10).

4. Vehicle recall information obtained from online sources

On March 2, 2015, (b) (6) obtained recall information on the four vehicles other employees alleged to have not received recall notices on using <https://vinrcl.safercar.gov/vin/>:

Ford Escape recall code 14S21 dated September 25, 2014, for "restraint control module programming". No remedy is currently available. No other recalls exist for VIN 1FMCU9GX4DUD19968, tag G61-0285N, VIN 1FMCU9GX3DUD04460, tag G61-0120N, VIN 1FMCU9GX7DUD04462, tag G61-0122N, VIN 1FMCU9GX5DUD04461, tag G61-0119N.

5. Information obtained from whistleblower

On May 15, 2015, the Office of Administration and Facilities Deputy Director, (b) (6) contacted Ms. Tendell to conduct an interview and to address her allegations. During the discussion, Ms. Tendell addressed four concerns and presented a recommendation to help manage fleet vehicles assigned to Field Examiners. See Exhibit 9: Summary of Conversation with Ethel Tendell.

VI. Findings, Conclusions, and Recommendations

Allegation 1:

Ms. Tendell alleged that on February 3, 2014, she had the vehicle towed to a Ford

dealership because of a flat tire and learned there were three safety recalls for her C-MAX, dated March 7, July 10, and October 17, 2013.

Findings

- Exhibit 2, an email regarding Ford C-MAX recall data and preventive maintenance on VIN 1FADP5AU0DL537487, tag G13-2264M (Ms. Tendell's vehicle), evidences that on February 5, 2014, a tire replacement occurred at Spradley Ford Lincoln Dealership in Pueblo, Colorado. Additionally, (b) (6) service representative at Spradley Ford Lincoln Dealership in Pueblo, Colorado, verified that on February 2, 2014, two outstanding recalls were remedied: 13B07 to "reprogram powertrain control module" and 13B12 to "reprogram battery module program". (b) (6) stated that no other recalls existed other than 13B07 and 13B12.
- Exhibit 4, information obtained from Ford Recall Services, shows that Ms. Tendell remedied recall code 13C02, which SLC Regional Office learned about in August 2013, on July 11, 2014 at Mike Naughton Ford Dealership.
- Exhibit 5, an email from a GSA representative with C-MAX vehicle notification and recall data outlines that recall 13B07 (released August 1, 2013) was emailed to the SLC Regional Office on August 15, 2013, September 20, 2013, October 25, 2013, October 28, 2013, and December 20, 2013. It also outlines that recall 13B12 (released December 13, 2013) was emailed to the SLC Regional Office on March 17, 2014.
- The evidence shows that on February 4, 2014, three recalls were in need of remedy, of which VA (SLC Regional Office) was notified as early as August 15, 2013. However, the evidence does not show that VA notified Ms. Tendell about these recalls.

Conclusion

VA **substantiated** that VA failed to notify Ms. Tendell of three recalls on her assigned 2013 Ford C-MAX Hybrid. This failure to notify and remedy the recalls on her vehicle violates VA policy.

Allegation 2: VA failed to notify other employees about safety recalls on their GOVs including, but not limited to, Ford Escape vehicles.

Findings

- Exhibit 1, a GSA vehicle recall list sent to VACO and received on April 9, 2014, documents that one Escape recall, 13S12, was open but at that time, no remedy was currently available. No other recalls existed on the Escape vehicles at that time.
- Exhibit 6, an email from a GSA representative with Escape vehicle notification and recall data outlines that recall 13S12 (released November 25, 2013) was emailed to the SLC Regional Office on May 21, 2014, and January 13, 2015. Additionally, GSA sent SLC Regional Office notification of recall 14S04 prior to August 1, 2014.

- (b) (6) Ford dealership employee, confirmed they repaired the following Ford Escape vehicles for recall code 13S12 on the listed dates:
- VIN 1FMCU9GX4DUD19968, tag G61-0285N (b) (6) vehicle) completed on July 24, 2014
- VIN 1FMCU9GX3DUD04460, tag G61-0120N (b) (6) vehicle) completed on July 31, 2014
- VIN 1FMCU9GX7DUD04462, tag G61-0122N (b) (6) vehicle) completed on August 5, 2014
- VIN 1FMCU9GX5DUD04461, tag G61-0119N (b) (6) vehicle) completed on August 4, 2014
- Exhibit 10 evidenced that all the employees had at least one other recall remedied on their vehicles at the time they went to the dealership for the other recall, recall code 14S04, of which the SLC Regional Office received notice on or about May 2014. Three of the employees had also recall code 14S03 remedied, however, there is no evidence that SLC Regional Office received notification of this recall prior to the employees' visit to get the other recall remedied.
- Additionally, searching by VIN on <https://vinrcl.safercar.gov/vin> revealed that for the above-listed four Ford Escape vehicles (belonging to co-workers of Ms. Tendell), the only existing recall was a pending recall 14S21 (released September 25, 2014) for which a remedy was not yet available.

Conclusion

VA **substantiated** that Ms. Tendell was contacted by other employees about outstanding recalls on their vehicles, and that VA failed to notify other employees about safety recalls on their assigned Ford Escape vehicles.

Allegation3: VA failed to take timely action when informed of the outstanding recall notice and did not adequately respond to employee concerns.

Findings

- Exhibit 7 shows that the SLC Regional Office Fleet Manager is responsible for notifying drivers of fleet vehicle recall notices, checking manufacturer websites once per quarter for outstanding recall notices, and tracking and maintaining correspondence pertaining to recall notices. Also, it is the responsibility of division managers to ensure fleet vehicle drivers respond in a timely manner to recall notices. Although requested, there is no evidence that suggests timely notification to Ms. Tendell regarding the outstanding recall notices occurred.
- Exhibits 3a and 3b, are email requests to SLC Regional Office for listings of their recall notices received to date, recalls that have been resolved, recalls that are currently pending, and vehicles that have been placed out-of-service due to serious recalls. SLC Regional office did not immediately respond to these requests; however, SLC Regional office leadership provided the information in Exhibit 7. The SLC Regional office did not provide evidence of specific dates of notification of any recalls to Ms. Tendell regarding her vehicle.

- Exhibits 5 and 6, emails from a GSA representative with Ford Escape vehicle notification and recall data shows that, in the cases of C-MAX recalls 13C02 and 13B07, the SLC Regional Office was notified on multiple occasions about the recalls by GSA, since those recalls were still showing as pending.
- The evidence provided by Ms. Tendell via the OSC complaint shows that she emailed (b) (6) (b) (6) (b) (6) (b) (6) (b) (6) and (b) (6) regarding the recalls and lack of notification. There is no evidence that these individuals followed-up with her regarding the recalls.
- The evidence does not show that VA consistently notified vehicle drivers of the recalls. The evidence does show that VA failed to take timely action on the recalls after being notified of their existence.

Conclusion for Allegation # 3

VA substantiated Ms. Tendell's allegation that on February 11, 2014, she emailed (b) (6) (b) (6) (b) (6) (b) (6) (b) (6) and (b) (6) regarding the (b) (6) recalls and lack of notification, for which she did not receive follow-up.

Actions Taken by VBA to Address Investigative Findings:

1. The VBA Office of Administration and Facilities (OAF) hired a full-time, certified National Safety Officer in April 2014 to monitor and enforce VBA compliance with Federal vehicle safety guidelines and to eliminate future occurrences such as those identified by Ms. Tendell.

2. On March 17, 2015, VBA Regional Offices were notified that they were required to repair vehicles with pending recalls by scheduling appointments with an authorized dealership by April 10, 2015, and ensuring all repairs were completed by the close of business on April 15, 2015. As of April 15, 2015, all VBA vehicle recall repairs were completed, with the exception of recalls where the manufactures had not identified a solution. Additionally, on April 23, 2015, the OAF Administration Division Chief and the VBA Fleet Manager spoke to (b) (6) with GSA who confirmed as of that day that no recalls existed for vehicles within VBA's fleet for which the manufacturer has indicated a mandatory stop-drive recall. Should GSA receive any such recalls, GSA will immediately notify VA.

3. On March 19, 2015, the VBA Deputy Under Secretary for Field Operations sponsored a national conference call to address VBA's plan for improving its current fleet management processes and procedures. During the call with VBA's Regional Office management staff, the OAF Deputy Director iterated that emphasis would be placed on employee and public safety as the most critical element in the Vehicle Fleet Management Program. He stressed the seriousness of timely processing of vehicle recalls, in compliance with VA and GSA procedures, and introduced an upcoming mandate for future reporting requirements.

4. VBA is in the process of issuing a VBA Office of Field Operations policy letter

that introduces new monthly reporting requirements. The letter will include the newly developed VBA Vehicle Recall Standard Operating Procedures (SOP). These two resources will clearly define the roles and responsibilities of fleet managers and drivers, explain Regional Office management responsibilities to identify pending vehicle recalls, establish suspense dates for remedies, and identify any follow-up actions required until all repairs are completed. VBA anticipates the letter and SOP will be released in June 2015, pending review and consultation with VBA's labor management partners. See **Exhibit 8: Courses of Action Supporting Documentation** for the proposed policy letter and SOP.

5. The VBA National Fleet Manager and VBA Health and Safety Manager conducted a mandatory training with over 70 Regional Office fleet management personnel via Live Meeting on April 22, 2015. During the training, they demonstrated how to identify and track vehicle defects and recalls as well as how to complete the new monthly vehicle recall report. Going forward, the VBA National Fleet Manager will hold monthly conference calls with Regional Office fleet managers to discuss any items of concern and provide pertinent updates from VA and GSA.

Recommendation to VBA Office of Field Operations:

Ensure that VBA the VBA Office of Field Operations policy letter, which will include new monthly reporting requirements and a newly developed VBA Vehicle Recall SOP, is implemented.

Recommendation to SLC Regional Office Leadership:

Take appropriate action against individuals who may be responsible for the failure to take appropriate action related to this matter.

VII. Summary Statement

The VA team developed this report in consultation with other VA and VBA offices to address OSC's concerns that the Western Area Fiduciary Hub may have violated law, rule, or regulation, engaged in gross mismanagement, or created a substantial and specific danger to public safety by failing to inform employees of the existence of safety recalls issued against the GOVs they were assigned. The Office of General Counsel (OGC) has provided a legal review. VA found no actions that constituted a violation of law, rule, or regulation, but did find actions that were violations of VA policy.

**Exhibit 1: Vehicle Recall List Received from the General Services Administration
on April 9, 2014**

Exhibit 2: Email Dated February 6, 2015, Regarding Ford Recall and Preventive Maintenance on 2013 Ford C-MAX (VIN 1FADP5AU0DL537487)

(b) (5)

VBAVACO

Subject: [EXTERNAL] G13 2264M Service Record

From: (b) (5)

Sent: Friday, February 06, 2015 12:37 PM

To: (b) (5)

VBASLCY

Subject: [EXTERNAL] G13 2264M Service Record

There is one open recall on this vehicle. See below. This vehicle has not had a Preventive Maintenance performed and is severely overdue.

The screenshot displays the GSA Fleet Management System interface. At the top, it shows the vehicle identification number 'G13 2264M' and the status 'Active'. Below this, there are several sections of information:

- Vehicle Information:** Includes fields for Make, Model, Year, and Mileage.
- Assignment History:** A table showing the vehicle's assignment history, including dates and locations.
- Recall Information:** A section titled 'RECALL INFORMATION' with a table listing recall details. The table has columns for Recall Number, Description, and Status. One recall is listed as '2015-01-01' with the description '2015-01-01' and a status of 'Open'.
- Related Sites:** A list of related sites or locations.

Recall Number	Description	Status
2015-01-01	2015-01-01	Open

<http://www.gsa.gov/fleetcard.gov> GSA Fleetcard Info

<http://www.gsa.gov/vehiclerates> GSA Vehicle Rate Info

<http://apps.fss.gsa.gov/vehiclestandards/> GSA Vehicle Type Info

To find nearest alternative fuel station, please go to: http://www.afdc.energy.gov/afdc/stations/find_station.php

Using an Internet-enabled cell phone, go to: <http://www.afdc.energy.gov/afdc/locator/m/station/>

Maintenance: Vehicle Inventory / Preventive Maintenance / Facilities / Error Correction / Reports / Vehicle Status / Customer Access / Costs / Maintenance

Main menu: Maintenance & Repair / Repair History Query

Enter Sub-menu Option: **SUBMIT**

Repair History Query - FM1200

Tag ID: 13 / 126488 / VIN: 1FADP5AUCD1527487 / Region: 06 / FMC: 63 / Sub-FMC: 00

ALTERNATE FUELVEHICLE COVERED BY MFG. WARRANTY

SUBMIT **PREV FUNCTION** **INVERT** **PARM/VOL/US** **CLEAR** **EMIT/STRT** **FM/MSDD** **Y/C**

Customer No: 06-02-00-308942-401 A Inventory Status: 20 Date: 05/29/13 Garage Zip: 81158
 FSR: TLR: Model: CBAXHEV
 Contact: Manufacturer: 02 OLS X Year: 2013 Fuel Type: 74 Warranty
 Equipment: 130104 Engine Code: 04 Displacement: 2.8 Trans: T7 GVWR: 4841
 A/Cy: Miles: 49393 Tels: P22550R17 Project Reg. Date: 08/2018 Ordered: N
 Last PMF and Date: #02-06-25-16 OO PMF and Date: #01-05-2014 State Inspection Repair Max
 Last PM Mileage: 000000 Next PM Mileage: 000000 CO P2118549 000000
MESSAGE: OK TO REPAIR FLAT TIRE, TALKING TO DEALER SCHEM 2-4-14! ALSO OK TO PURCHASE EM
 Last PM Mileage: 000000

NEXT **PREVIOUS**

C	Req	Qty	Assembly	Qty	Equip	Miles	Vendor	Est	Amount	ACT No	ID
2	40	02	GLASS-WINDSHIELD	01	140313	003624	320581565	A	255.00	H0091877	4269
5	36	17	TIRE-PACIAL REG	01	140206	003099	FL0003063	A	197.50	H0088654	4348
0											
0											
0											
0											
0											
0											
0											

Related Sites
 Fleet
 CostMater
 Fleet Distrib

Maintenance & Repair: Vehicles Inventory & Use
 Preventive Maintenance: Error Correction & Housekeeping
 Reports: Vehicle Status
 Rates: Customer Access
 Codes: Maintenance

SEARCH

Enter Sub-Menu Option:

Submit

Repair Detail Query - FHM1600

ACT No: 14000004 TAG G13 - 22654 VIN TR0P5A0DLS37A57 Customer US-03-99-35912-101

DISPLAY COMPLETE

PREVIOUS NEXT F5=MORES CLEAR TR

Invoice No: 8068829 Vendor No: FLG003063 Vendor Name: SPRADLEYBANKSWAN FORD Contract: XXXXXXXXXX
 Est To: Auto ID: 4248 Cert ID: MC CJA: 180 Mileage: 3069
 Date Paid: 00000000 Date Auth: 020514 Date Cert: 021214 Pay/Non-Pay: Y
 XRF00-Y Total Amt: 197.50 Total Amt Cert: 197.50 Total Paid: 197.50 Promot pay Start Date: 00000000
 Bank Card: CombinedPA: Discount: 00 Met Days: 00

Pay to Address: 0 Comment: JEFFI CD 5 ORV HIT SCUFFING BLEW OUT SIDEWALL

Req	Qty	Unit	Code	Assembly	QTY	Part	Material	FC	Unit	Labor Rate	Est Hours	Est Labor	Est Parts	Est Total
1	5	30	17	001	TIRE, RADIAL REG	01		41	00	65.00	0.8	13.50	184.00	197.50
								Actual	65.00	0.8	0.0	13.50	184.00	197.50
2								Actual	0	0	0	0	0	0
3								Actual	0	0	0	0	0	0
4								Actual	8	0	0	0	0	0
5								Actual	9	0	0	0	0	0
6								Actual	0	0	0	0	0	0
7								Actual	8	0	0	0	0	0
8								Actual	0	0	0	0	0	0
9								Actual	9	0	0	0	0	0
10								Actual	0	0	0	0	0	0

Recalls Results Look-up by VIN

[Print](#)

Do You Have a Safety Problem or Complaint?

[File a Complaint Now](#)

Search for all Recalls, Complaints & Investigations

Recalls Look-up by VIN (Vehicle Identification Number)

[Recalls FAQ](#)

Receive Updates for Latest Recalls

[Sign-up for Email Alerts](#)

[Subscribe to RSS Feeds](#)

Resources

[Databases \(Flat Files\)](#)

[Passenger Van Safety](#)

[Emergency Response Vehicles](#)

VIN: 1FADP5AUGDL537487
 Year: 2013 Make: FORD Model: C-MAX Hybrid
 Number of Open Recalls: 1

NHTSA Recall Number: 14V597

Recall Date: September 25, 2014

Manufacturer Recall Number: 14S21

SUMMARY:

RESTRAINTS CONTROL MODULE REPLACEMENT

SAFETY RISK:

DEPENDING ON THE LOCATION OF THE SHORT CIRCUIT, THE DEPLOYABLE RESTRAINT SYSTEMS AND OTHER SYSTEMS THAT USE INERTIAL DATA FROM THE RCM MAY NOT FUNCTION AS INTENDED, INCREASING THE RISK OF INJURY. FORD IS NOT AWARE OF ANY ACCIDENT OR INJURY RELATED TO THIS CONDITION.

REMEDY:

DEALERS WILL BE INSTRUCTED TO REPLACE THE RCM. THERE WILL BE NO CHARGE TO OWNERS FOR THIS SERVICE. AN INITIAL NOTIFICATION LETTER WILL BE MAILED TO ALL OWNERS THE WEEK OF NOVEMBER 10, 2014. DUE TO LIMITED PARTS AVAILABILITY, WE WILL INSTRUCT OWNERS TO CONTACT THEIR DEALER FOR SERVICE IF THEY HAVE AN ILLUMINATED AIRBAG WARNING INDICATOR. OWNERS WHO HAVE NOT ALREADY HAD THIS SERVICE PERFORMED WILL BE MAILED A FOLLOW-UP LETTER WHEN PARTS ARE AVAILABLE, ADVISING THEM TO SCHEDULE A SERVICE APPOINTMENT. IN ACCORDANCE WITH PART 573.13(D)(1), FORD'S GENERAL REIMBURSEMENT PLAN FOR THE COST OF REMEDIES PAID FOR BY VEHICLE OWNERS PRIOR TO NOTIFICATION OF A SAFETY RECALL WAS PROVIDED TO THE AGENCY ON FEBRUARY 20, 2013. THE ENDING DATE FOR REIMBURSEMENT ELIGIBILITY FOR THE COST OF REMEDIES PAID FOR BY VEHICLE OWNERS PER FORD'S GENERAL REIMBURSEMENT PLAN IS NOVEMBER 30, 2014. FORD WILL UPLOAD A COPY OF THE NOTIFICATION LETTERS TO DEALERS ON NHTSA'S SAFERCAR.GOV WEBSITE WHEN AVAILABLE.

RECALL STATUS: Recall INCOMPLETE. Remedy not yet available

MANUFACTURER NOTES:

TO CHECK FOR NON-SAFETY-RELATED PROGRAMS APPLICABLE TO YOUR VEHICLE, SEE [HTTP://WWW.FORD.COM/](http://www.ford.com/) OR CALL YOUR FORD DEALER.

THIS RECALL DATA LAST REFRESHED: Feb 6, 2015

Exhibit 3a: Email Dated February 19, 2015, to Salt Lake City Regional Office for C-MAX Recall Data

(b) (6)

VBAVACO

From: (b) (6) VBAVACO
Sent: Thursday, February 19, 2015 3:38 PM
To: (b) (6)
Cc: (b) (6) VBAVACO;
VBAVACO
Subject: Recall Data for 2013 Ford CMAX's
Importance: High
Follow Up Flag: Follow up
Flag Status: Flagged

Mr. (b) (6)

Per our conversation, please provide me with a copy of any policies/procedures on how the RO handles vehicle recalls. If no formal policies/procedures exist, please provide me with a narrative of how the RO handles vehicle recalls.

Additionally, please provide me with the below recall data for your fleet of 2013 Ford CMAX's from January 2013 to present:

- How many CMAX recall notices received to date (attach scanned copies if possible)?
- How many CMAX recalls have been resolved, please list.
- How many CMAX recalls are currently pending, please list.
- How many CMAX have been placed out of service pending serious recalls, please list.
- Number of CMAX assigned to specific employees, please list.

Please provide this information by COB, Thursday, February 26, 2015.

Thank you,

(b) (6)

VBA Fleet Program/eForms Project Manager/COR
Department of Veterans Affairs
Administration Division (20M33)

(b) (6)

Exhibit 3b: Email to Salt Lake City Regional Office for Escape Recall Data

(b) (6)

VBAVACO

From: (b) (6) VBAVACO
Sent: Monday, March 02, 2015 11:34 AM
To: (b) (6)
Cc: (b) (6) VBAVACO;
(b) (6) VBAVACO;
Subject: (b) (6) VBAVACO
* HOT* Recall Data for 2013 Ford CMAX's & Escapes
Importance: High

Mr. (b) (6),

Thank you speaking with me today; I've looped Mr. (b) (6) in from OFO due to the attention this issue is getting from VBA Senior Leadership here in Central Office. In addition to the CMAX data requested below, please provide me with the below recall data for your fleet of Ford Escape's from January 2013 to present:

- How many Escape recall notices received to date (attach scanned copies if possible)?
- How many Escape recalls have been resolved, please list.
- How many Escape recalls are currently pending, please list.
- How many Escape have been placed out of service pending serious recalls, please list.
- Number of Escape assigned to specific employees, please list.

As we agreed today, please send me both Ford CMAX and Escape data by COB tomorrow, 3/3/2015.

Thanks,

(b) (6)

From: (b) (6) VBAVACO
Sent: Thursday, February 19, 2015 3:38 PM
To: (b) (6) VBASLCY
(b) (6)

Subject: Recall Data for 2013 Ford CMAX's
Importance: High

Mr. (b) (6)

Per our conversation, please provide me with a copy of any policies/procedures on how the RO handles vehicle recalls. If no formal policies/procedures exist, please provide me with a narrative of how the RO handles vehicle recalls.

Additionally, please provide me with the below recall data for your fleet of Ford CMAX's from January 2013 to present:

- How many CMAX recall notices received to date (attach scanned copies if possible)?
- How many CMAX recalls have been resolved, please list.

- How many CMAX recalls are currently pending, please list.
- How many CMAX have been placed out of service pending serious recalls, please list.
- Number of CMAX assigned to specific employees, please list.

Please provide this information by COB, Thursday, February 26, 2015.

Thank you,

(b) (6)

VBA Fleet Program/eForms Project Manager/COR
Department of Veterans Affairs
Administration Division (20M33)

(b) (6)

Exhibit 4: C-MAX Data Results for Salt Lake City Regional Office Based on Phone Contact with Ford

- Ford recall code 14S21 (October 2014) for restraint control module replacement
- Ford recall code 14S04 (May 2014) for reprogramming of restraint control module
- Ford recall code 14C03 (April 2014) for front seat back frame replacement
- Ford recall code 13C02 (August 2013) for head liner energy absorbers installation
- Ford recall code 13S02 (March 2013) for left rear door inspection & repair
- Ford recall code 14E02 for powertrain control module reprogramming
- Ford recall code 14B03 for customer satisfaction fuel economy mileage discrepancy

CMAX Vehicles in SLC RO Fleet

Tag#	No.	VIN	Man	Model	Yr	Recall 14S04	Recall 13C02	Recall 14E02	Recall 14S21
G13-2264M	1	1FADP5AU0DL537487	FORD	CMAXHEV	2013	14S04: recall letter sent out in 5/2014, repairs was done 7/11/14 at Mike Naughton Ford.	13C02: recall letter sent out in 8/2013, repairs on 7/11/14 at Mike Naughton Ford.	14E02: recall letter sent out in 12/2014, repairs on 2/12/15 at Mike Naughton Ford.	14S21: (9-25-14) when parts are available a notification will be mailed out for repairs.
G13-3187N	2	1FADP5AU7DL537485	FORD	CMAXHEV	2013	14S04: recall letter sent out in 5/2014, repairs was done 5/8/14 at Ford lincoln Farifield.	13C02: recall letter sent out in 8/2013, repairs was done 5/8/14 at Ford lincoln Farifield.	14E02: recall letter sent out in 12/2014. (OPEN) Update powertrain control module. No parts needed.	14S21: (9-25-14) when parts are available a notification will be mailed out for repairs.
G13-3188N	3	1FADP5AU9DL537486	FORD	CMAXHEV	2013	14S04: recall letter sent out in 5/2014, repairs was done 5/27/14 at Harrold Ford.	13C02: recall letter sent out in 8/2013, repairs was done 4/18/14 at Elk Grove.	14E02: recall letter sent out in 12/2014, repairs on 9/19/14 at Harrold Ford.	14S21: (9-25-14) when parts are available a notification will be mailed out for repairs.
G13-4317N	4	1FADP5AU6DL537493	FORD	CMAXHEV	2013	14S04: recall letter sent out in 5/2014, repairs was done 9/4/14 at Kearny Pearson Ford.	13C02: recall letter sent out in 8/2013, repairs was done 5/1/14 at Kearny Pearson Ford.	14E02: recall letter sent out in 12/2014, repairs on 1/7/15 at Kearny Pearson Ford.	14S21: (9-25-14) when parts are available a notification will be mailed out for repairs.
G13-6022N	5	1FADP5AU8DL537494	FORD	CMAXHEV	2013	14S04: recall letter sent out in 5/2014, repairs was done 10/17/14 at Vancouver Ford.	13C02: recall letter sent out in 8/2013, repairs was done 4/4/14 at Damerow Ford.	14E02: recall letter sent out in 12/2014, repairs was done 10/17/14 at Vancouver Ford.	14S21: (9-25-14) when parts are available a notification will be mailed out for repairs.
G13-6025N	6	1FADP5AU5DL549599	FORD	CMAXHEV	2013	14S04: recall letter sent out in 5/2014, (OPEN)	13C02: NOT involved in recall	14E02: recall letter sent out in 12/2014, (OPEN)	14S21: (9-25-14) when parts are available a notification will be mailed out for repairs.
G13-6026N	7	1FADP5AU5DL549652	FORD	CMAXHEV	2013	14S04: recall letter sent out in 5/2014, repairs was done 7/15/14 at Courtesy Ford.	13C02: NOT involved in recall	14E02: recall letter sent out in 12/2014, repairs was done 10/10/14 at Courtesy Ford.	14S21: (9-25-14) completed on 10/10/14 b/c vehicle experienced the problem.
G13-6027N	8	1FADP5AU8DL549600	FORD	CMAXHEV	2013	14S04: recall letter sent out in 5/2014, repairs was done 7/10/14 at Lakewood Ford.	13C02: NOT involved in recall	14E02: recall letter sent out in 12/2014, (OPEN)	14S21: (9-25-14) when parts are available a notification will be mailed out for repairs.

Ms. Tendell's CMAX

Exhibit 5: Email Correspondence with (b) (6) General Services Administration, with Salt Lake City Regional Office C-MAX Vehicle Notification and Recall Data

D14			
A	B	C	D
Recall Number	Recall Date	Received and	Details
2 14S04	May-14	12/05/2014	A software concern may cause a delay in the deployment of the safety canopy in certain roll-over circumstances, potentially increasing the risk of injury. Under certain operating conditions, an electronic module fails to transition to "sleep" state. Instead, the module stays in "awake" mode and keeps other vehicle modules in "awake" mode. This can significantly increase the current drain on the battery, cause the 12 volt battery to discharge, and may prevent the engine from starting.
3 13B12	12/13/2013	03/17/2014	
4 13C02	Aug-13	9-15-13, 9-20-13, 10-28-13 and 12/20/2013	The headliner at the roof/B-pillar area does not absorb sufficient energy for your vehicle to conform to the requirements specified in the Federal Motor Safety Standard (FMVSS) No. 201, increasing the risk of injury in a crash.
5 13B07	Aug-13	8-16-13, 9-20-13, 10-26-13, 10-28-13 and 12/20/2013	Ford Motor Company continuously strives to deliver advanced hybrid powertrains. An improved Powertrain Control Module calibration is now available for your vehicle. With this calibration change, the gasoline engine will continue to start and stop automatically to provide power when it's needed and to save fuel when it's not, but the vehicle speed at which the engine can shut down and allow the vehicle to operate electrically has been raised from 62 mph to 85 mph. The improved calibration includes other refinements that can also help to reduce fuel consumption under certain conditions. These enhancements offer the potential for reduced fuel consumption for many of our customers. The degree to which you experience reduced fuel consumption will depend on a number of factors specific to your vehicle usage, including your personal driving style, the nature of the routes that you typically drive, and the climate in your area.

(b) (5)

VBAVACO

From: (b) (5)
Sent: Monday, February 23, 2015 4:00 PM
To: (b) (5) VBAVACO
Subject: Re: [EXTERNAL] Re: 2013 to Present Ford Cmax Recall Data Request
Attachments: 368012 recalls.xlsx

Follow Up Flag: Follow up
Flag Status: Flagged

Here is what I was able to piece together as far as when we received the e-mailed recalls. Our office was never told when/if they were completed.

On Mon, Feb 23, 2015 at 1:31 PM, (b) (5) > wrote:
Just to clarify, you are only concerned with CMAX's, right? I saw a couple for Ford Escapes as well.

On Mon, Feb 23, 2015 at 1:21 PM, (b) (5) > wrote:

We thank you for your work in such a short notice.

(b) (5)

VBA National Safety Manager

(b) (5)

From: (b) (5)
Sent: Monday, February 23, 2015 3:17 PM
To: (b) (5) VBAVACO
Subject: [EXTERNAL] Re: 2013 to Present Ford Cmax Recall Data Request

I did find some e-mails with recalls on CMAX's that were e-mailed - any that were sent through regular mail were not logged, as we weren't required to do this until November 2014. I will need to do a little more research to get everything you need on the e-mailed ones but it should be done today.

On Mon, Feb 23, 2015 at 1:10 PM, (b) (6) wrote:

Good Afternoon (b) (6)

I have highlighted some of the information of the needed data information in order to reply adequately to the OSC

Thank You,

(b) (6)

VBA National Safety Manager

Fifth Floor, Suite 506

1800 G Street, NW

Washington, D.C. 20420

(b) (6)

From: (b) (6) VBAVACO
Sent: Monday, February 23, 2015 3:03 PM
To: (b) (6)
Cc: VBA
Subject: 2013 Ford Cmax Recall Data Request
Importance: High

(b) (6)

Per our conversation, please send me all of the following recall data you have from January 2013 to present for the fleet of 2013 Ford Cmax's at the VA Salt Lake City Regional Office (RO):

- All recalls (recall details, notification method, date, etc.) received from Ford Motor Company
- All recalls (recall details, notification method, date, etc.) sent to VA Salt Lake City Regional Office

- All recalls completed per 2013 **to Present on the** Ford Cmax at Salt Lake City RO
- All pending (open) recalls **for 2013 to Present for the** Ford Cmax at Salt Lake City RO

Please send me this information as soon as possible.

Thank you very much for your help.

(b) (6)

VBA Fleet Manager

(b) (6)

Fleet Service Representative

GSA Fleet Management Center

324 25th Street, Room 1305

Ogden, UT 84401

(b) (6)

Fleet References:

<http://www.gsa.gov/vehiclepolicy> GSA Vehicle Management Policy

<http://www.autoauctions.gsa.gov> GSA Vehicle Sales Info

<http://www.gsa.gov/fleetdrivethru.gov> GSA Fleet Report Info

<http://www.gsa.gov/fleetcard.gov> GSA Fleetcard Info info

<http://www.gsa.gov/vehiclerates> GSA Vehicle Rate Info

<http://apps.fss.gsa.gov/vehiclestandards/> GSA Vehicle Type Info

(b) (6)

Fleet Service Representative
GSA Fleet Management Center
324 25th Street, Room 1305
Ogden, UT 84401

(b) (6)

Fleet References:

<http://www.gsa.gov/vehiclepolicy> GSA Vehicle Management Policy
<http://www.autoauctions.gsa.gov> GSA Vehicle Sales Info
<http://www.gsa.gov/fleetdrivethru.gov> GSA Fleet Report Info
<http://www.gsa.gov/fleetcard.gov> GSA Fleetcard Info info
<http://www.gsa.gov/vehiclerates> GSA Vehicle Rate Info
<http://apps.fss.gsa.gov/vehiclestandards/> GSA Vehicle Type Info

(b) (6)

Fleet Service Representative
GSA Fleet Management Center
324 25th Street, Room 1305
Ogden, UT 84401

(b) (6)

Fleet References:

<http://www.gsa.gov/vehiclepolicy> GSA Vehicle Management Policy
<http://www.autoauctions.gsa.gov> GSA Vehicle Sales Info
<http://www.gsa.gov/fleetdrivethru.gov> GSA Fleet Report Info
<http://www.gsa.gov/fleetcard.gov> GSA Fleetcard info info
<http://www.gsa.gov/vehiclerates> GSA Vehicle Rate Info
<http://apps.fss.gsa.gov/vehiclestandards/> GSA Vehicle Type Info

Exhibit 6: Email Correspondence with (b) (6) General Services Administration, for Vehicle Notification and Recall Data from January 2013 through March 6, 2015, for the Salt Lake City Fleet of 2013 Ford Escapes and Recalls Results Look-up by VIN

	A	B	C	D
	Recall Number	Recall Date	Received and Sent	Details
2	14904	May-14	12/05/2014	A software concern may cause a delay in the deployment of the safety canopy in certain rollover circumstances, potentially increasing the risk of injury.
3	13B12	12/13/2013	03/17/2014	Under certain operating conditions, an electronic module fails to transition to "sleep" state. Instead, the module stays in "awake" mode and keeps other vehicle modules in "awake" mode. This can significantly increase the current drain on the battery, cause the 12 volt battery to discharge, and may prevent the engine from starting.
4	13C02	Aug-13	0-16-13, 9-20-13, 10-28-13, 12-20-2013, and 2-24-14	The headliner at the roof/B-pillar area does not absorb sufficient energy for your vehicle to conform to the requirements specified in the Federal Motor Safety Standard (FMVSS) No. 201, increasing the risk of injury in a crash.
5	13B07	Aug-13	8-15-13, 9-20-13, 10-25-13, 10-28-13, 12-20-13, and 2-24-14	Ford Motor Company continuously strives to deliver advanced hybrid powertrains. An improved Powertrain Control Module calibration is now available for your vehicle. With this calibration change, the gasoline engine will continue to start and stop automatically to provide power when it's needed and to save fuel when it's not, but the vehicle speed at which the engine can shut down and allow the vehicle to operate electrically has been raised from 62 mph to 85 mph. The improved calibration includes other refinements that can also help to reduce fuel consumption under certain conditions. These enhancements offer the potential for reduced fuel consumption for many of our customers. The degree to which you experience reduced fuel consumption will depend on a number of factors specific to your vehicle usage, including your personal driving style, the nature of the routes that you typically drive, and the climate in your area.
6	13812	11/25/2013	5-21-14 and 1/13/2015	In all of the affected vehicles, localized overheating of the engine cylinder head may cause the cylinder head to crack causing an oil leak that may result in a fire in the engine compartment. In a subset of the affected vehicles built through July 11, 2012, the service fuel line jumper that was installed during Safety Recall 12S35 may have been installed incorrectly. An improperly positioned fuel line jumper may chafe on other engine components over a period of time and leak fuel. A fuel leak in the presence of an ignition source may result in a fire.

(b) (6)

VBAVACO

From: (b) (6)
Sent: Monday, March 02, 2015 12:08 PM
To: (b) (6) VBAVACO
Subject: Re: [EXTERNAL] Re: 2013 to Present Ford Cmax Recall Data Request
Attachments: 368012 recalls (revised).xlsx

Follow Up Flag: Follow up
Flag Status: Flagged

Revised spreadsheet to include recalls that cover Ford Escapes and CMAX's

On Mon, Mar 2, 2015 at 8:32 AM, (b) (6) wrote:

Thank you! Sorry for the late reply, had fallen on ice and had to be run around from VA to VA MED centers.

(b) (6)

VBA National Safety Manager

(b) (6)

From: (b) (6)
Sent: Monday, March 02, 2015 10:30 AM

To: (b) (6) VBAVACO
Subject: Re: [EXTERNAL] Re: 2013 to Present Ford Cmax Recall Data Request

Ok, give me a little time and I will provide info on the Ford Escapes as well.

On Mon, Mar 2, 2015 at 8:24 AM, (b) (6) wrote:

Good Morning (b) (6)

The OSC complaint also addresses Ford Escapes, so please include in the any information also for the Ford Escapes.

Thank You,

(b) (6)

VBA National Safety Manager

Fifth Floor, Suite 506

1800 G Street, NW

Washington, D.C. 20420

(b) (6)

<http://vaww.va.gov/vasafety/>

From: (b) (6)

Sent: Monday, February 23, 2015 3:31 PM

To: (b) (6)

Subject: Re: [EXTERNAL] Re: 2013 to Present Ford Cmax Recall Data Request

Just to clarify, you are only concerned with CMAX's, right? I saw a couple for Ford Escapes as well.

On Mon, Feb 23, 2015 at 1:21 PM, (b) (6) wrote:

We thank you for your work in such a short notice.

(b) (6)

VBA National Safety Manager

(b) (6)

From: (b) (6)
Sent: Monday, February 23, 2015 3:17 PM
To: (b) (6) BAVACO
Subject: [EXTERNAL] Re: 2013 to Present Ford Cmax Recall Data Request

I did find some e-mails with recalls on CMAX's that were e-mailed - any that were sent through regular mail were not logged, as we weren't required to do this until November 2014. I will need to do a little more research to get everything you need on the e-mailed ones but it should be done today.

On Mon, Feb 23, 2015 at 1:10 PM, (b) (6) wrote:

Good Afternoon (b) (6)

I have highlighted some of the information of the needed data information in order to reply adequately to the OSC

Thank You,

(b) (6)

VBA National Safety Manager

Fifth Floor, Suite 506

1800 G Street, NW

Washington, D.C. 20420

(b) (6)

From: (b) (6) VBAVACO
Sent: Monday, February 23, 2015 3:03 PM
To: (b) (6)
Cc:
VBA
Subject: 2013 Ford Cmax Recall Data Request
Importance: High

(b) (6)

Per our conversation, please send me all of the following recall data you have from January 2013 to present for the fleet of 2013 Ford Cmax's at the VA Salt Lake City Regional Office (RO):

- All recalls (recall details, notification method, date, etc.) received from Ford Motor Company
- All recalls (recall details, notification method, date, etc.) sent to VA Salt Lake City Regional Office
- All recalls completed per 2013 to **Present on the** Ford Cmax at Salt Lake City RO
- All pending (open) recalls **for 2013 to Present for the** Ford Cmax at Salt Lake City RO

Please send me this information as soon as possible.

Thank you very much for your help.

(b) (6)

VBA Fleet Manager

--

(b) (6)

Fleet Service Representative

GSA Fleet Management Center

324 25th Street, Room 1305

Ogden, UT 84401

(b) (6)

Fleet References:

<http://www.gsa.gov/vehiclepolicy> GSA Vehicle Management Policy

<http://www.autoauctions.gsa.gov> GSA vehicle Sales Info

<http://www.gsa.gov/fleetdrivethru.gov> GSA Fleet Report Info

<http://www.gsa.gov/fleetcard.gov> GSA Fleetcard Info info

<http://www.gsa.gov/vehiclerates> GSA Vehicle Rate Info

<http://apps.fss.gsa.gov/vehiclestandards/> GSA Vehicle Type Info

--

(b) (6)

Fleet Service Representative

GSA Fleet Management Center

324 25th Street, Room 1305

Ogden, UT 84401

(b) (6)

Fleet References:

<http://www.gsa.gov/vehiclepolicy> GSA Vehicle Management Policy

<http://www.autoauctions.gsa.gov> GSA Vehicle Sales Info

<http://www.gsa.gov/fleetdrivethru.gov> GSA Fleet Report Info

<http://www.gsa.gov/fleetcard.gov> GSA Fleetcard Info info

<http://www.gsa.gov/vehiclerates> GSA Vehicle Rate Info

<http://apps.fss.gsa.gov/vehiclestandards/> GSA Vehicle Type Info

<http://www.autoauctions.gsa.gov> GSA vehicle Sales Info
<http://www.gsa.gov/fleetdrivethru.gov> GSA Fleet Report Info
<http://www.gsa.gov/fleetcard.gov> GSA Fleetcard Info info
<http://www.gsa.gov/vehiclerates> GSA Vehicle Rate Info
<http://apps.fss.gsa.gov/vehiclestandards/> GSA Vehicle Type Info

(b) (6)

Fleet Service Representative
GSA Fleet Management Center
324 25th Street, Room 1305
Ogden, UT 84401

(b) (6)

Fleet References:

<http://www.gsa.gov/vehiclepolicy> GSA Vehicle Management Policy

<http://www.autoauctions.gsa.gov> GSA Vehicle Sales Info

<http://www.gsa.gov/fleetdrivethru.gov> GSA Fleet Report Info

<http://www.gsa.gov/fleetcard.gov> GSA Fleetcard Info info

<http://www.gsa.gov/vehiclerates> GSA Vehicle Rate Info

<http://apps.fss.gsa.gov/vehiclestandards/> GSA Vehicle Type Info

(b) (6)

Fleet Service Representative
GSA Fleet Management Center
324 25th Street, Room 1305
Ogden, UT 84401

(b) (6)

Fleet References:

<http://www.gsa.gov/vehiclepolicy> GSA Vehicle Management Policy

Recalls Results Look-up by VIN[Print](#)

VIN: 1FMCU9GX4DUD19968
 Year: 2013 Make: FORD Model: Escape
 Number of Open Recalls: 1

NHTSA Recall Number: 14V597 Recall Date: September 25, 2014
 Manufacturer Recall Number: 14S21

SUMMARY:

AFFECTED VEHICLES ARE EQUIPPED WITH RESTRAINT CONTROL MODULES RCMS THAT MAY EXPERIENCE AN INTERNAL ELECTRICAL SHORT CIRCUIT. IF A SHORT CIRCUIT OCCURS, THE AIRBAG WARNING LAMP WOULD ILLUMINATE. DEPENDING ON THE LOCATION OF THE SHORT CIRCUIT THE DEPLOYABLE RESTRAINT SYSTEMS E.G. AIR BAGS, PRETENSIONERS SIDE CURTAINS MAY NOT FUNCTION AS INTENDED IN THE EVENT OF A CRASH INCREASING THE RISK OF INJURY. THE SHORT MAY ALSO AFFECT THE FUNCTION OF OTHER SYSTEMS THAT USE INTERNAL DATA FROM THE RCM E.G. STABILITY CONTROL. IN THESE CASES THE CORRESPONDING MALFUNCTION INDICATOR LAMPS WOULD ALSO BE ILLUMINATED. THESE VEHICLES ARE NOT PRODUCED IN VIN ORDER. INFORMATION AS TO THE APPLICABILITY OF THIS ACTION TO SPECIFIC VEHICLES CAN BEST BE OBTAINED BY EITHER CALLING FORDS TOLL FREE LINE 1 866 436 7332 OR BY CONTACTING A LOCAL FORD OR LINCOLN DEALER WHO CAN OBTAIN SPECIFIC INFORMATION REGARDING THE VEHICLES FROM THE FORD ON LINE AUTOMOTIVE SERVICE INFORMATION SYSTEM OASIS DATABASE.

SAFETY RISK:

DEPENDING ON THE LOCATION OF THE SHORT CIRCUIT, THE DEPLOYABLE RESTRAINT SYSTEMS AND OTHER SYSTEMS THAT USE INERTIAL DATA FROM THE RCM MAY NOT FUNCTION AS INTENDED, INCREASING THE RISK OF INJURY. FORD IS NOT AWARE OF ANY ACCIDENT OR INJURY RELATED TO THIS CONDITION.

REMEDY:

DEALERS WILL BE INSTRUCTED TO REPLACE THE RCM. THERE WILL BE NO CHARGE TO OWNERS FOR THIS SERVICE. AN INITIAL NOTIFICATION LETTER WILL BE MAILED TO ALL OWNERS THE WEEK OF NOVEMBER 10, 2014. DUE TO LIMITED PARTS AVAILABILITY, WE WILL INSTRUCT OWNERS TO CONTACT THEIR DEALER FOR SERVICE IF THEY HAVE AN ILLUMINATED AIRBAG WARNING INDICATOR. OWNERS WHO HAVE NOT ALREADY HAD THIS SERVICE PERFORMED WILL BE MAILED A FOLLOW-UP LETTER WHEN PARTS ARE AVAILABLE, ADVISING THEM TO SCHEDULE A SERVICE APPOINTMENT. IN ACCORDANCE WITH PART 573.13(D)(1), FORDS GENERAL REIMBURSEMENT PLAN FOR THE COST OF REMEDIES PAID FOR BY VEHICLE OWNERS PRIOR TO NOTIFICATION OF A SAFETY RECALL WAS PROVIDED TO THE AGENCY ON FEBRUARY 20, 2013. THE ENDING DATE FOR REIMBURSEMENT ELIGIBILITY FOR THE COST OF REMEDIES PAID FOR BY VEHICLE OWNERS PER FORD'S GENERAL REIMBURSEMENT PLAN IS NOVEMBER 30, 2014. FORD WILL UPLOAD A COPY OF THE NOTIFICATION LETTERS TO DEALERS ON NHTSA'S SAFERCAR.GOV WEBSITE WHEN AVAILABLE.

RECALL STATUS: Recall **INCOMPLETE**. Remedy not yet available

MANUFACTURER NOTES:

TO CHECK FOR NON-SAFETY-RELATED PROGRAMS APPLICABLE TO YOUR VEHICLE, SEE [HTTP://WWW.FORD.COM/](http://www.ford.com/) OR CALL YOUR FORD DEALER.

THIS RECALL DATA LAST REFRESHED: Mar 6, 2015

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues section](#) and follow the instructions there.

Recall information for this manufacturer is only available going back to January 01, 1999. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

Enter another VIN here:



[Privacy & Terms](#)

Submit

Recalls Results Look-up by VIN

Print

VIN: 1FMCU9GX3DUD04460
Year: 2013 **Make:** FORD **Model:** Escape
Number of Open Recalls: 1

NHTSA Recall Number: 14V597 **Recall Date:** September 25, 2014
Manufacturer Recall Number: 14S21

SUMMARY:

AFFECTED VEHICLES ARE EQUIPPED WITH RESTRAINT CONTROL MODULES RCMS THAT MAY EXPERIENCE AN INTERNAL ELECTRICAL SHORT CIRCUIT. IF A SHORT CIRCUIT OCCURS, THE AIRBAG WARNING LAMP WOULD ILLUMINATE. DEPENDING ON THE LOCATION OF THE SHORT CIRCUIT THE DEPLOYABLE RESTRAINT SYSTEMS E.G. AIR BAGS, PRETENSIONERS SIDE CURTAINS MAY NOT FUNCTION AS INTENDED IN THE EVENT OF A CRASH INCREASING THE RISK OF INJURY. THE SHORT MAY ALSO AFFECT THE FUNCTION OF OTHER SYSTEMS THAT USE INTERNAL DATA FROM THE RCM E.G. STABILITY CONTROL. IN THESE CASES THE CORRESPONDING MALFUNCTION INDICATOR LAMPS WOULD ALSO BE ILLUMINATED. THESE VEHICLES ARE NOT PRODUCED IN VIN ORDER. INFORMATION AS TO THE APPLICABILITY OF THIS ACTION TO SPECIFIC VEHICLES CAN BEST BE OBTAINED BY EITHER CALLING FORDS TOLL FREE LINE 1 866 436 7332 OR BY CONTACTING A LOCAL FORD OR LINCOLN DEALER WHO CAN OBTAIN SPECIFIC INFORMATION REGARDING THE VEHICLES FROM THE FORD ON LINE AUTOMOTIVE SERVICE INFORMATION SYSTEM OASIS DATABASE.

SAFETY RISK:

DEPENDING ON THE LOCATION OF THE SHORT CIRCUIT, THE DEPLOYABLE RESTRAINT SYSTEMS AND OTHER SYSTEMS THAT USE INERTIAL DATA FROM THE RCM MAY NOT FUNCTION AS INTENDED, INCREASING THE RISK OF INJURY. FORD IS NOT AWARE OF ANY ACCIDENT OR INJURY RELATED TO THIS CONDITION.

REMEDY:

DEALERS WILL BE INSTRUCTED TO REPLACE THE RCM. THERE WILL BE NO CHARGE TO OWNERS FOR THIS SERVICE. AN INITIAL NOTIFICATION LETTER WILL BE MAILED TO ALL OWNERS THE WEEK OF NOVEMBER 10, 2014. DUE TO LIMITED PARTS AVAILABILITY, WE WILL INSTRUCT OWNERS TO CONTACT THEIR DEALER FOR SERVICE IF THEY HAVE AN ILLUMINATED AIRBAG WARNING INDICATOR. OWNERS WHO HAVE NOT ALREADY HAD THIS SERVICE PERFORMED WILL BE MAILED A FOLLOW-UP LETTER WHEN PARTS ARE AVAILABLE, ADVISING THEM TO SCHEDULE A SERVICE APPOINTMENT. IN ACCORDANCE WITH PART 573.13(D)(1), FORDS GENERAL REIMBURSEMENT PLAN FOR THE COST OF REMEDIES PAID FOR BY VEHICLE OWNERS PRIOR TO NOTIFICATION OF A SAFETY RECALL WAS PROVIDED TO THE AGENCY ON FEBRUARY 20, 2013. THE ENDING DATE FOR REIMBURSEMENT ELIGIBILITY FOR THE COST OF REMEDIES PAID FOR BY VEHICLE OWNERS PER FORD'S GENERAL REIMBURSEMENT PLAN IS NOVEMBER 30, 2014. FORD WILL UPLOAD A COPY OF THE NOTIFICATION LETTERS TO DEALERS ON NHTSA'S SAFERCAR.GOV WEBSITE WHEN AVAILABLE.

RECALL STATUS: Recall **INCOMPLETE**. Remedy not yet available

MANUFACTURER NOTES:

TO CHECK FOR NON-SAFETY-RELATED PROGRAMS APPLICABLE TO YOUR VEHICLE, SEE [HTTP://WWW.FORD.COM/](http://www.ford.com/) OR CALL YOUR FORD DEALER.

THIS RECALL DATA LAST REFRESHED: Mar 6, 2015

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues section](#) and follow the instructions there.

Recall information for this manufacturer is only available going back to January 01, 1999. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

Enter another VIN here:



[Privacy & Terms](#)

Submit

Recalls Results Look-up by VIN[Print](#)

VIN: 1FMCU9GX7DUD04462
Year: 2013 **Make:** FORD **Model:** Escape
Number of Open Recalls: 1

NHTSA Recall Number: 14V597 **Recall Date:** September 25, 2014
Manufacturer Recall Number: 14S21

SUMMARY:

AFFECTED VEHICLES ARE EQUIPPED WITH RESTRAINT CONTROL MODULES RCMS THAT MAY EXPERIENCE AN INTERNAL ELECTRICAL SHORT CIRCUIT. IF A SHORT CIRCUIT OCCURS, THE AIRBAG WARNING LAMP WOULD ILLUMINATE. DEPENDING ON THE LOCATION OF THE SHORT CIRCUIT THE DEPLOYABLE RESTRAINT SYSTEMS E.G. AIR BAGS, PRETENSIONERS SIDE CURTAINS MAY NOT FUNCTION AS INTENDED IN THE EVENT OF A CRASH INCREASING THE RISK OF INJURY. THE SHORT MAY ALSO AFFECT THE FUNCTION OF OTHER SYSTEMS THAT USE INTERNAL DATA FROM THE RCM E.G. STABILITY CONTROL. IN THESE CASES THE CORRESPONDING MALFUNCTION INDICATOR LAMPS WOULD ALSO BE ILLUMINATED. THESE VEHICLES ARE NOT PRODUCED IN VIN ORDER. INFORMATION AS TO THE APPLICABILITY OF THIS ACTION TO SPECIFIC VEHICLES CAN BEST BE OBTAINED BY EITHER CALLING FORDS TOLL FREE LINE 1 866 436 7332 OR BY CONTACTING A LOCAL FORD OR LINCOLN DEALER WHO CAN OBTAIN SPECIFIC INFORMATION REGARDING THE VEHICLES FROM THE FORD ON LINE AUTOMOTIVE SERVICE INFORMATION SYSTEM OASIS DATABASE.

SAFETY RISK:

DEPENDING ON THE LOCATION OF THE SHORT CIRCUIT, THE DEPLOYABLE RESTRAINT SYSTEMS AND OTHER SYSTEMS THAT USE INERTIAL DATA FROM THE RCM MAY NOT FUNCTION AS INTENDED, INCREASING THE RISK OF INJURY. FORD IS NOT AWARE OF ANY ACCIDENT OR INJURY RELATED TO THIS CONDITION.

REMEDY:

DEALERS WILL BE INSTRUCTED TO REPLACE THE RCM. THERE WILL BE NO CHARGE TO OWNERS FOR THIS SERVICE. AN INITIAL NOTIFICATION LETTER WILL BE MAILED TO ALL OWNERS THE WEEK OF NOVEMBER 10, 2014. DUE TO LIMITED PARTS AVAILABILITY, WE WILL INSTRUCT OWNERS TO CONTACT THEIR DEALER FOR SERVICE IF THEY HAVE AN ILLUMINATED AIRBAG WARNING INDICATOR. OWNERS WHO HAVE NOT ALREADY HAD THIS SERVICE PERFORMED WILL BE MAILED A FOLLOW-UP LETTER WHEN PARTS ARE AVAILABLE, ADVISING THEM TO SCHEDULE A SERVICE APPOINTMENT. IN ACCORDANCE WITH PART 573.13(D)(1), FORDS GENERAL REIMBURSEMENT PLAN FOR THE COST OF REMEDIES PAID FOR BY VEHICLE OWNERS PRIOR TO NOTIFICATION OF A SAFETY RECALL WAS PROVIDED TO THE AGENCY ON FEBRUARY 20, 2013. THE ENDING DATE FOR REIMBURSEMENT ELIGIBILITY FOR THE COST OF REMEDIES PAID FOR BY VEHICLE OWNERS PER FORD'S GENERAL REIMBURSEMENT PLAN IS NOVEMBER 30, 2014. FORD WILL UPLOAD A COPY OF THE NOTIFICATION LETTERS TO DEALERS ON NHTSA'S SAFERCAR.GOV WEBSITE WHEN AVAILABLE.

RECALL STATUS: Recall **INCOMPLETE**. Remedy not yet available

MANUFACTURER NOTES:

TO CHECK FOR NON-SAFETY-RELATED PROGRAMS APPLICABLE TO YOUR VEHICLE, SEE [HTTP://WWW.FORD.COM/](http://www.ford.com/) OR CALL YOUR FORD DEALER.

THIS RECALL DATA LAST REFRESHED: Mar 6, 2015

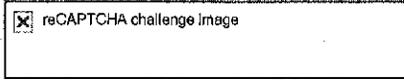
Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues section](#) and follow the instructions there.

Recall information for this manufacturer is only available going back to January 01, 1999. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

Enter another VIN here:



[Privacy & Terms](#)

Submit

Recalls Results Look-up by VIN[Print](#)

VIN: 1FMCU9GX7DUD04462
Year: 2013 **Make:** FORD **Model:** Escape
Number of Open Recalls: 1

NHTSA Recall Number: 14V597 **Recall Date:** September 25, 2014
Manufacturer Recall Number: 14S21

SUMMARY:

AFFECTED VEHICLES ARE EQUIPPED WITH RESTRAINT CONTROL MODULES RCMS THAT MAY EXPERIENCE AN INTERNAL ELECTRICAL SHORT CIRCUIT. IF A SHORT CIRCUIT OCCURS, THE AIRBAG WARNING LAMP WOULD ILLUMINATE. DEPENDING ON THE LOCATION OF THE SHORT CIRCUIT THE DEPLOYABLE RESTRAINT SYSTEMS E.G. AIR BAGS, PRETENSIONERS SIDE CURTAINS MAY NOT FUNCTION AS INTENDED IN THE EVENT OF A CRASH INCREASING THE RISK OF INJURY. THE SHORT MAY ALSO AFFECT THE FUNCTION OF OTHER SYSTEMS THAT USE INTERNAL DATA FROM THE RCM E.G. STABILITY CONTROL. IN THESE CASES THE CORRESPONDING MALFUNCTION INDICATOR LAMPS WOULD ALSO BE ILLUMINATED. THESE VEHICLES ARE NOT PRODUCED IN VIN ORDER. INFORMATION AS TO THE APPLICABILITY OF THIS ACTION TO SPECIFIC VEHICLES CAN BEST BE OBTAINED BY EITHER CALLING FORDS TOLL FREE LINE 1 866 436 7332 OR BY CONTACTING A LOCAL FORD OR LINCOLN DEALER WHO CAN OBTAIN SPECIFIC INFORMATION REGARDING THE VEHICLES FROM THE FORD ON LINE AUTOMOTIVE SERVICE INFORMATION SYSTEM OASIS DATABASE.

SAFETY RISK:

DEPENDING ON THE LOCATION OF THE SHORT CIRCUIT, THE DEPLOYABLE RESTRAINT SYSTEMS AND OTHER SYSTEMS THAT USE INERTIAL DATA FROM THE RCM MAY NOT FUNCTION AS INTENDED, INCREASING THE RISK OF INJURY. FORD IS NOT AWARE OF ANY ACCIDENT OR INJURY RELATED TO THIS CONDITION.

REMEDY:

DEALERS WILL BE INSTRUCTED TO REPLACE THE RCM. THERE WILL BE NO CHARGE TO OWNERS FOR THIS SERVICE. AN INITIAL NOTIFICATION LETTER WILL BE MAILED TO ALL OWNERS THE WEEK OF NOVEMBER 10, 2014. DUE TO LIMITED PARTS AVAILABILITY, WE WILL INSTRUCT OWNERS TO CONTACT THEIR DEALER FOR SERVICE IF THEY HAVE AN ILLUMINATED AIRBAG WARNING INDICATOR. OWNERS WHO HAVE NOT ALREADY HAD THIS SERVICE PERFORMED WILL BE MAILED A FOLLOW-UP LETTER WHEN PARTS ARE AVAILABLE, ADVISING THEM TO SCHEDULE A SERVICE APPOINTMENT. IN ACCORDANCE WITH PART 573.13(D)(1), FORDS GENERAL REIMBURSEMENT PLAN FOR THE COST OF REMEDIES PAID FOR BY VEHICLE OWNERS PRIOR TO NOTIFICATION OF A SAFETY RECALL WAS PROVIDED TO THE AGENCY ON FEBRUARY 20, 2013. THE ENDING DATE FOR REIMBURSEMENT ELIGIBILITY FOR THE COST OF REMEDIES PAID FOR BY VEHICLE OWNERS PER FORD'S GENERAL REIMBURSEMENT PLAN IS NOVEMBER 30, 2014. FORD WILL UPLOAD A COPY OF THE NOTIFICATION LETTERS TO DEALERS ON NHTSA'S SAFERCAR.GOV WEBSITE WHEN AVAILABLE.

RECALL STATUS: Recall **INCOMPLETE**. Remedy not yet available

MANUFACTURER NOTES:

TO CHECK FOR NON-SAFETY-RELATED PROGRAMS APPLICABLE TO YOUR VEHICLE, SEE [HTTP://WWW.FORD.COM/](http://www.ford.com/) OR CALL YOUR FORD DEALER.

THIS RECALL DATA LAST REFRESHED: Mar 8, 2015

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues section](#) and follow the instructions there.

Recall information for this manufacturer is only available going back to January 01, 1999. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

Enter another VIN here:



[Privacy & Terms](#)

Submit

**Exhibit 7: Email Correspondence with Salt Lake City Regional Office on C-MAX
and Escape Recall Data as of March 4, 2015**

(b) (6)

VBAVACO

From: (b) (6) VBAVACO
Sent: Wednesday, March 04, 2015 1:00 PM
To: (b) (6)
Cc:
Subject: COMPLETE: * HOT* Recall Data for 2013 Ford CMAX's & Escapes
Attachments: Recall procedures.docx; RECALL Data Escape-CMAX.xlsx
Signed By: (b) (6)
Importance: High

Good Afternoon,

I have received all the information (attached) requested in the data call from Salt Lake City.

I will begin to analyze the data in regards to the facts and circumstances. Thus, determining if the (3) assertions outlined in OSC File DI-14-4467 are substantiated or unsubstantiated.

I expect the package to be complete and ready for OAF Leadership to review within 24 hours.

Thanks,

(b) (6)

From: (b) (6) VBASLCY
Sent: Wednesday, March 04, 2015 12:35 PM
To: (b) (6)
Cc: VBAPHNX
Subject: FW: REMINDER: * HOT* Recall Data for 2013 Ford CMAX's & Escapes

Attached you will find the requested data and information. This includes vehicle assignments. Please let me know if additional information is needed.

Thank you,

(b) (6)

Assistant Director
Anchorage, Salt Lake City, Ft. Harrison
801-326-2400

From: (b) (6) VBAVACO
Sent: Tuesday, March 03, 2015 12:43 PM
To: (b) (6) VBASLCY
Cc: (b) (6)
Subject: REMINDER: * HOT* Recall Data for 2013 Ford CMAX's & Escapes
Importance: High

03/03/2015 2:43 PM

(b) (5)

Sir,

Just as a reminder, the information request within this data call (below) is due by COB today:

1. A copy of any policies/procedures on how the RO handles vehicle recalls. If no formal policies/procedures exist, please provide a detailed narrative of how the RO handles vehicle recalls.
2. Recall data for your fleet of Ford CMAX's from January 2013 to present detailed below.
3. Recall data for your fleet of Ford Escape's from January 2013 to present detailed below.

If you have any questions, please contact me at 504-638-0036.

Thanks,

(b) (5)

From: (b) (6) VBAVACO
Sent: Monday, March 02, 2015 11:34 AM
To: (b) (6) VBASLCY

(b) (5)

Subject: * HOT* Recall Data for 2013 Ford CMAX's & Escapes
Importance: High

(b) (6)

Thank you speaking with me today; I've looped (b) (6) in from OFO due to the attention this issue is getting from VBA Senior Leadership here in Central Office. In addition to the CMAX data requested below, please provide me with the below recall data for your fleet of Ford Escape's from January 2013 to present:

- How many Escape recall notices received to date (attach scanned copies if possible)?
- How many Escape recalls have been resolved, please list.
- How many Escape recalls are currently pending, please list.
- How many Escape have been placed out of service pending serious recalls, please list.
- Number of Escape assigned to specific employees, please list.

As we agreed today, please send me both Ford CMAX and Escape data by COB tomorrow, 3/3/2015.

Thanks,

(b) (6)

From: (b) (6) VBAVACO
Sent: Thursday, February 19, 2015 3:38 PM
To: (b) (6) VBASLCY

(b) (6)

Subject: Recall Data for 2013 Ford CMAX's
Importance: High

(b) (6)

Per our conversation, please provide me with a copy of any policies/procedures on how the RO handles vehicle recalls. If no formal policies/procedures exist, please provide me with a narrative of how the RO handles vehicle recalls.

Additionally, please provide me with the below recall data for your fleet of Ford CMAX's from January 2013 to present:

- How many CMAX recall notices received to date (attach scanned copies if possible)?
- How many CMAX recalls have been resolved, please list.
- How many CMAX recalls are currently pending, please list.
- How many CMAX have been placed out of service pending serious recalls, please list.
- Number of CMAX assigned to specific employees, please list.

Please provide this information by COB, Thursday, February 26, 2015.

Thank you,

(b) (6)

VBA Fleet Program/eForms Project Manager/COR
Department of Veterans Affairs
Administration Division (20M33)

(b) (6)

Salt Lake City Regional Office Directive
Processing General Service Administration (GSA) Fleet Vehicle Recall Notices

1. Responsibilities
 - a. It is the responsibility of the Fleet Manager to:
 - i. Notify drivers of Fleet Vehicle recall notices that are released, if they pertain to vehicles in the fleet.
 - ii. Once per quarter, check manufacturer websites for outstanding recall notices on the vehicles in the fleet.
 - iii. Track and maintain correspondence pertaining to recall notices.
 - b. It is the responsibility of Division Managers to ensure fleet vehicle drivers respond in a timely manner to recall notices.
 - c. It is the responsibility of fleet vehicle drivers to:
 - i. Acknowledge receipt of a recall notice within 24 hours of receipt.
 - ii. Take immediate action to rectify recall notices by contacting local dealerships, scheduling appointments, delivering the vehicle to the dealership for the recall service, and reporting the status of the recall work to the Fleet Manager.
2. Fleet Vehicle notifications are received from the GSA Fleet Services Representative and by checking manufacturer websites for outstanding recall notices.
3. The point of contact for this information is the Administrative Services Supervisor within the Support Services division.

Administrative Information

This worksheet contains the information requested in the email dated March 2, 2015,

The tab "Escapes in RO" lists the data requested on how many C-MAXs are assigned to specific employees. The total number assigned is 22; the list does not contain the

The tab "C-MAXs in RO" lists the data requested on how many Escapes are assigned to specific employees. The total number assigned is 22, the list does not contain the

The tabs "Recall Notices CMAXs" and "Recall notices Escapes", cover the data requested regarding how many Escapes and C-MAX recall notices have been received to date. Recall notices are vehicle-specific, and not all vehicles are affected by each recall. VBA does have some scanned copies, but does not have a scanned copy of all recall notices for each vehicle listed. There is only one recall on any vehicle that is

All vehicles receiving service for recalls are placed in an "out-of-service" status for a period of time that time varies, based on the recall. This is not a statistic that VBA has

Administrative Information

This worksheet contains the information requested in the email dated March 2, 2015,

The tab "Escapes in RO" lists the data requested on how many C-MAXs are assigned to specific employees. The total number assigned is 22; the list does not contain the

The tab "C-MAXs in RO" lists the data requested on how many Escapes are assigned to specific employees. The total number assigned is 22, the list does not contain the

The tabs "Recall Notices CMAXs" and "Recall notices Escapes", cover the data requested regarding how many Escapes and C-MAX recall notices have been received to date. Recall notices are vehicle-specific, and not all vehicles are affected by each recall. VBA does have some scanned copies, but does not have a scanned copy of all recall notices for each vehicle listed. There is only one recall on any vehicle that is

All vehicles receiving service for recalls are placed in an "out-of-service" status for a period of time that time varies, based on the recall. This is not a statistic that VBA has

Driver	Tag #	Vin#	Vehicle Yr/Make/Model	Location
(b) (6)	G61-0487L	1FMCU5K36BKC19683	11, Ford Escape, Hybrid, Silver	Lodie, CA
	G61-0484L	1FMCU5K32BKC25335	11, Ford Hybrid Escape, gray	Glendale, AZ
	G61-0486L	1FMCU5K37BKC19689	11, Ford hybrid Escape, Margarita Green	Albuquerque, NM
	G61-0454L	1FMCU5K37BKC19692	11, Ford Hybrid Escape, White	Redding, CA
	G61-0485L	1FMCU5K35BKC19688	11, Ford hybrid Escape, white	Mesa, AZ
	G61-0508L	1FMCU5K38CKB21966	11, Ford Hybrid, Escape, Blue	Canoga Park, CA
	G61-0452L	1FMCU5K31BKC19686	11, Ford, Escape Hybrid, Blue	UT, Ogden
	G61-0498L	1FMCU5K38CKB21966	11, Ford, Escape Hybrid, green	Anchorage, AK
	G61-0492L	1FMCU5K34BKC25336	11, Ford, Escape, Hybrid, Blue	Spring Valley, CA
	G61-0494L	1FMCU5K33BKC32097	11, Ford, Escape, Hybrid, Blue	San Diego, CA
	G61-0495L	1FMCU5K39BKC19690	11, Ford, Escape, Hybrid, green	Oakland, Ca
	G61-0493L	1FMCU5K34BKC25337	11, Ford, Escape, Hybrid, white	South Gate, CA
	G61-0451L	1FMCU5K33BKC19687	11, Ford, Escape, Hybrid, white	Lehi, UT
	G61-0488L	1FMCU5K38BKC19684	11, Ford, Escape, Hybrid, white	Carmichael, CA
	G41-1411L	1FMCU4K39BKC19557	11, Ford, Escape/hybrid, Silver	St. George, UT
	G61-0453L	1FMCU5K35BKC19691	12, Ford, Escape/hybrid, Silver	Liberty Lake, WA
	G61-0285N	1FMCU9GX4DUD19968	13, Ford, Escape, Gray	San Diego, CA
	G61-1856M	1FMCU9GX9DUD04463	13, Ford Escape, Blue	Boise, ID
	G61-0120N	1FMCU9GX3DUD04460	13, Ford Escape, Blue	Redmond, OR
	G61-0122N	1FMCU9GX7DUD04462	13, Ford Escape, Brown	Helena, MT
	G61-0119N	1FMCCU9GX5DUD04461	13, Ford Escape SE, white	Lathrop, CA
	G61-0797N	1FMCU9GXXDUD94884	13, Ford Escape, Dark Blue	Corona, CA

Employee mentioned in OSC allegation.

Driver	Tag #	Vin#	Vehicle Yr/Make/Model	Location
(b) (6)	G13-4317N	1FADP5AU6DL537493	13, Ford CMAX HEV SE, Blue	San Diego, CA
(b) (6)	G13-3187	1G2ZJ57K494249369	13, Ford CMAX HEV	Vallejo, CA
(b) (6)	G13-6027N	1FADP5AU8DL549600	13, Ford CMAX, Gray	Yelm, WA
(b) (6)	G13-6025N	1FADP5AU5DL549599	13, Ford CMAX, Hybrid, Blue	Fresno, CA
(b) (6)	G13-6022N	1FADP5AU8DL537494	13, Ford CMAX, Hybrid, Gray	Beaverton, OR
Ethel Tendell	G13-2264M	1FADP5AU0DL537487	13, Ford CMAX, Light Blue	Denver, CO
(b) (6)	G13-3188N	1FADP5AU9DL537486	13, Ford, CMAX HEV, white	Sacramento, CA
(b) (6)	G13-6026N	1FADP5AU5DL549652	13, Ford, CMAX, Lt Green	Pocatello, ID

Employee mentioned in OSC allegation.

1	NHTSA Recall Number: 14V164000
	Recall Date: SEP 25, 2014
	<p>Recall Description: AFFECTED VEHICLES ARE EQUIPPED WITH RESTRAINT CONTROL MODULES RCMS THAT MAY EXPERIENCE AN INTERNAL ELECTRICAL SHORT CIRCUIT. IF A SHORT CIRCUIT OCCURS, THE AIRBAG WARNING LAMP WOULD ILLUMINATE. DEPENDING ON THE LOCATION OF THE SHORT CIRCUIT THE DEPLOYABLE RESTRAINT SYSTEMS E.G. AIR BAGS. PRETENSIONERS SIDE CURTAINS MAY NOT FUNCTION AS INTENDED IN THE EVENT OF A CRASH INCREASING THE RISK OF INJURY. THE SHORT MAY ALSO AFFECT THE FUNCTION OF OTHER SYSTEMS THAT USE INTERNAL DATA FROM THE RCM E.G. STABILITY CONTROL. IN THESE CASES THE CORRESPONDING MALFUNCTION INDICATOR LAMPS WOULD ALSO BE ILLUMINATED. THESE VEHICLES ARE NOT PRODUCED IN VIN ORDER. INFORMATION AS TO THE APPLICABILITY OF THIS ACTION TO SPECIFIC VEHICLES CAN BEST BE OBTAINED BY EITHER CALLING FORDS TOLL FREE LINE 1 866 436 7332 OR BY CONTACTING A LOCAL FORD OR LINCOLN DEALER WHO CAN OBTAIN SPECIFIC INFORMATION REGARDING THE VEHICLES FROM THE FORD ON LINE AUTOMOTIVE SERVICE INFORMATION SYSTEM OASIS DATABASE.</p>
	<p>Risk to Safety: DEPENDING ON THE LOCATION OF THE SHORT CIRCUIT, THE DEPLOYABLE RESTRAINT SYSTEMS AND OTHER SYSTEMS THAT USE INERTIAL DATA FROM THE RCM MAY NOT FUNCTION AS INTENDED, INCREASING THE RISK OF INJURY. FORD IS NOT AWARE OF ANY ACCIDENT OR INJURY RELATED TO THIS CONDITION.</p>
	<p>Remedy Program: DEALERS WILL BE INSTRUCTED TO REPLACE THE RCM. THERE WILL BE NO CHARGE TO OWNERS FOR THIS SERVICE. AN INITIAL NOTIFICATION LETTER WILL BE MAILED TO ALL OWNERS THE WEEK OF NOVEMBER 10, 2014. DUE TO LIMITED PARTS AVAILABILITY, WE WILL INSTRUCT OWNERS TO CONTACT THEIR DEALER FOR SERVICE IF THEY HAVE AN ILLUMINATED AIRBAG WARNING INDICATOR. OWNERS WHO HAVE NOT ALREADY HAD THIS SERVICE PERFORMED WILL BE MAILED A FOLLOW-UP LETTER WHEN PARTS ARE AVAILABLE, ADVISING THEM TO SCHEDULE A SERVICE APPOINTMENT. IN ACCORDANCE WITH PART 573.13(D)(1), FORDS GENERAL REIMBURSEMENT PLAN FOR THE COST OF REMEDIES PAID FOR BY VEHICLE OWNERS PRIOR TO NOTIFICATION OF A SAFETY RECALL WAS PROVIDED TO THE AGENCY ON FEBRUARY 20, 2013. THE ENDING DATE FOR REIMBURSEMENT ELIGIBILITY FOR THE COST OF REMEDIES PAID FOR BY VEHICLE OWNERS PER FORD'S GENERAL REIMBURSEMENT PLAN IS NOVEMBER 30, 2014. FORD WILL UPLOAD A COPY OF THE NOTIFICATION LETTERS TO DEALERS ON NHTSA'S SAFERCAR.GOV WEBSITE WHEN AVAILABLE.</p>
	<p>Status: 12 - RECALL INCOMPLETE. REMEDY NOT YET AVAILABLE.</p>
	<p>Manufacturer Notes: TO CHECK FOR NON-SAFETY-RELATED PROGRAMS APPLICABLE TO YOUR VEHICLE, SEE HTTP://WWW.FORD.COM/ OR CALL YOUR FORD DEALER.</p>
2	FSA Title: FUEL ECONOMY CUSTOMER SATISFACTION
	Field Service Action Number: 14B03
3	Recall Number: 14V164000
	Recall Date: 04/02/2014

	<p>Problem Summary: FORD MOTOR COMPANY (FORD) IS RECALLING CERTAIN MODEL YEAR 2013-2014 FORD FUSION AND LINCOLN MKZ VEHICLES MANUFACTURED AUGUST 15, 2012, THROUGH SEPTEMBER 10, 2013, 2013-2014 FORD ESCAPE VEHICLES MANUFACTURED JUNE 5, 2012, THROUGH AUGUST 12, 2013, AND 2013-2014 FORD C-MAX VEHICLES MANUFACTURED FROM JULY 23, 2012, THROUGH MAY 28, 2013. THE DRIVER AND PASSENGER SEATBACK ASSEMBLIES MAY HAVE BEEN PRODUCED WITH SUB-STANDARD WELD JOINTS USED TO ATTACH THE SEAT BACK RECLINER MECHANISM TO THE SEAT FRAME. THE AFFECTED SEAT BACKS MAY HAVE INSUFFICIENT STRENGTH TO MEET THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD (FMVSS) NUMBER 207, "SEATING SYSTEMS.</p>
	<p>Consequence: THE BACK OF THE SUBJECT SEATS MAY BECOME LOOSE OR LEAN WHILE DRIVING AND POTENTIALLY INCREASE THE RISK OF INJURY IN CERTAIN CRASHES.</p>
	<p>What Owners Should Do: FORD WILL NOTIFY OWNERS, AND DEALERS WILL REPLACE THE SEATBACK, FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN AROUND MAY 19, 2014. OWNERS MAY CONTACT FORD AT 1-800-392-3673. FORD'S NUMBER FOR THIS RECALL IS 14C03.</p>
4	<p>Recall Number: 13V475000</p>
	<p>Recall Date: 10/17/2013</p>
	<p>Problem Summary: FORD MOTOR COMPANY (FORD) IS RECALLING CERTAIN MODEL YEAR 2012-2013 FOCUS ELECTRIC VEHICLES AND 2013 C-MAX VEHICLES EQUIPPED WITH THE INTELLIGENT ACCESS PUSH BUTTON START SYSTEM. IN THE AFFECTED VEHICLES, THERE IS NO AUDIBLE CHIME WHEN THE VEHICLE IS OPERATIONAL AND THE DRIVER'S DOOR IS OPENED. THUS, THESE VEHICLES FAIL TO CONFORM TO FEDERAL MOTOR VEHICLE SAFETY STANDARD (FMVSS) NO. 114, "THEFT PROTECTION AND ROLLAWAY PREVENTION.</p>
	<p>Consequence: WITHOUT AN AUDIBLE DOOR CHIME, A VEHICLE OWNER MAY OPEN THE DOOR AND EXIT THE VEHICLE WITHOUT BEING REMINDED THAT THE VEHICLE IS STILL OPERATIONAL, LEAVING THE VEHICLE SUSCEPTIBLE TO THEFT.</p>
	<p>What Owners Should Do: FORD WILL NOTIFY OWNERS, AND DEALERS WILL UPDATE THE SOFTWARE FOR THE DOOR CHIME, FREE OF CHARGE. THE RECALL BEGAN ON OCTOBER 30, 2013. OWNERS MAY CONTACT THE FORD CUSTOMER RELATIONSHIP CENTER AT 1-866-436-7332. FORD'S RECALL NUMBER IS 13C07.</p>
5	<p>Recall Number: 13V303000</p>
	<p>Recall Date: 07/10/2013</p>
	<p>Problem Summary: FORD MOTOR COMPANY IS RECALLING CERTAIN MODEL YEAR 2013 C-MAX HYBRID VEHICLES, WITHOUT PANORAMIC ROOFS, THAT WERE MANUFACTURED JANUARY 19, 2012, THROUGH JUNE 25, 2013. DURING VEHICLE TESTING, THE VEHICLE EXCEEDED A HEAD INJURY CRITERIA REQUIREMENT SET BY THE STANDARD. THUS, THESE VEHICLES FAIL TO CONFORM TO FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 201, "OCCUPANT PROTECTION IN INTERIOR IMPACT.</p>
	<p>Consequence: IN THE EVENT OF A CRASH, AN OCCUPANT COULD BE AT AN INCREASED RISK OF AN INJURY.</p>
	<p>What Owners Should Do: FORD WILL NOTIFY OWNERS, AND DEALERS WILL INSTALL ENERGY ABSORBERS BETWEEN THE HEADLINER AND THE ROOF. THE RECALL IS EXPECTED TO BEGIN AUGUST 19, 2013. OWNERS MAY CONTACT THE FORD CUSTOMER RELATIONSHIP CENTER AT 1-866-436-7332. FORD'S RECALL NUMBER IS 13C02</p>
6	<p>Recall Number: 13V085000</p>

Recall Date: 03/07/2013

Problem Summary: FORD IS RECALLING CERTAIN MODEL YEAR 2013 FOCUS AND C-MAX VEHICLES BUILT FROM NOVEMBER 16, 2012, THROUGH NOVEMBER 21, 2012; AND MODEL YEAR 2013 ESCAPE VEHICLES MANUFACTURED FROM NOVEMBER 14, 2012, THROUGH NOVEMBER 21, 2012. THE LEFT REAR DOOR CHILD LOCK WAS BUILT INCORRECTLY. AS A RESULT, THE CHILD LOCK MAY NOT ENGAGE WHEN THE OPERATOR USES NORMAL FORCE TO ACTIVATE THE CHILD LOCK.

Consequence: THE OPERATOR MAY INCORRECTLY BELIEVE THE CHILD LOCK IS ENGAGED. HOWEVER, THE DOOR MAY BE OPENED FROM THE INSIDE, INCREASING THE RISK OF INJURY TO AN UNRESTRAINED CHILD.

What Owners Should Do: FORD WILL NOTIFY OWNERS, AND DEALERS WILL INSPECT THE AFFECTED REAR DOOR LATCHES, AND REPLACE THEM AS NECESSARY, FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN MARCH 25, 2013. OWNERS MAY CONTACT FORD MOTOR COMPANY CUSTOMER RELATIONSHIP CENTER AT 1-866-436-7332.

1

Recall Number: 14V164
Recall Date: 04/02/2014
Problem Summary: FORD MOTOR COMPANY (FORD) IS RECALLING CERTAIN MODEL YEAR 2013-2014 FORD FUSION AND LINCOLN MKZ VEHICLES MANUFACTURED AUGUST 15, 2012, THROUGH SEPTEMBER 10, 2013, 2013-2014 FORD ESCAPE VEHICLES MANUFACTURED JUNE 5, 2012, THROUGH AUGUST 12, 2013, AND 2013-2014 FORD C-MAX VEHICLES MANUFACTURED FROM JULY 23, 2012, THROUGH MAY 28, 2013. THE DRIVER AND PASSENGER SEATBACK ASSEMBLIES MAY HAVE BEEN PRODUCED WITH SUB-STANDARD WELD JOINTS USED TO ATTACH THE SEAT BACK RECLINER MECHANISM TO THE SEAT FRAME. THE AFFECTED SEAT BACKS MAY HAVE INSUFFICIENT STRENGTH TO MEET THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD (FMVSS) NUMBER 207, "SEATING SYSTEMS.
Consequence: THE BACK OF THE SUBJECT SEATS MAY BECOME LOOSE OR LEAN WHILE DRIVING AND POTENTIALLY INCREASE THE RISK OF INJURY IN CERTAIN CRASHES.
What Owners Should Do: FORD WILL NOTIFY OWNERS, AND DEALERS WILL REPLACE THE SEATBACK, FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN AROUND MAY 19, 2014. OWNERS MAY CONTACT FORD AT 1-800-392-3673. FORD'S NUMBER FOR THIS RECALL IS 14C03.

2

Recall Number: 13V583000
Recall Date: 11/25/2013
Problem Summary: FORD MOTOR COMPANY (FORD) IS RECALLING CERTAIN MODEL YEAR 2013 ESCAPE VEHICLES MANUFACTURED OCTOBER 5, 2011, THROUGH JUNE 2, 2013 AND EQUIPPED WITH 1.6L ENGINES. THE AFFECTED VEHICLES MAY EXPERIENCE LOCALIZED OVERHEATING OF THE ENGINE CYLINDER HEAD WHICH MAY CAUSE CRACKS THAT COULD ALLOW OIL TO LEAK.
Consequence: LEAKING ENGINE OIL MAY COME INTO CONTACT WITH A HOT ENGINE SURFACE POTENTIALLY RESULTING IN AN ENGINE COMPARTMENT FIRE.
What Owners Should Do: FORD WILL NOTIFY OWNERS, AND DEALERS WILL MODIFY THE ENGINE SHIELDING, COOLING AND CONTROL SYSTEMS, FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN BY JANUARY 23, 2014. OWNERS MAY CONTACT FORD AT 1-866-436-7332. FORD'S RECALL NUMBER IS 13S12.

3

Recall Number: 13V584000
Recall Date: 11/25/2013
Problem Summary: FORD MOTOR COMPANY (FORD) IS RECALLING CERTAIN MODEL YEAR 2013 ESCAPE VEHICLES MANUFACTURED FROM OCTOBER 5, 2011, THROUGH JULY 11, 2012, AND EQUIPPED WITH A 1.6L ENGINE SUBJECT TO PRIOR SAFETY RECALL NHTSA 12V-336. IN SOME CASES, THE ENGINE COMPARTMENT FUEL LINE MAY HAVE BEEN INSTALLED INCORRECTLY WHEN REPAIRED UNDER THE PRIOR RECALL. THE MISINSTALLED FUEL LINE COULD CHAFE AND EVENTUALLY LEAK FUEL.
Consequence: A FUEL LEAK IN THE PRESENCE OF AN IGNITION SOURCE MAY RESULT IN A FIRE.
What Owners Should Do: FORD WILL NOTIFY OWNERS AND DEALERS WILL INSPECT THE ENGINE COMPARTMENT FUEL LINE, AND IF NECESSARY, REPLACE IT, FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN BY JANUARY 23, 2014. OWNERS MAY CONTACT FORD AT 1-866-436-7332. FORD'S RECALL NUMBER IS 13S12.

4

Recall Number: 13V085000
Recall Date: 03/07/2013

Problem Summary: FORD IS RECALLING CERTAIN MODEL YEAR 2013 FOCUS AND C-MAX VEHICLES BUILT FROM NOVEMBER 16, 2012, THROUGH NOVEMBER 21, 2012; AND MODEL YEAR 2013 ESCAPE VEHICLES MANUFACTURED FROM NOVEMBER 14, 2012, THROUGH NOVEMBER 21, 2012. THE LEFT REAR DOOR CHILD LOCK WAS BUILT INCORRECTLY. AS A RESULT, THE CHILD LOCK MAY NOT ENGAGE WHEN THE OPERATOR USES NORMAL FORCE TO ACTIVATE THE CHILD LOCK.

Consequence: THE OPERATOR MAY INCORRECTLY BELIEVE THE CHILD LOCK IS ENGAGED. HOWEVER, THE DOOR MAY BE OPENED FROM THE INSIDE, INCREASING THE RISK OF INJURY TO AN UNRESTRAINED CHILD.

What Owners Should Do: FORD WILL NOTIFY OWNERS, AND DEALERS WILL INSPECT THE AFFECTED REAR DOOR LATCHES, AND REPLACE THEM AS NECESSARY, FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN MARCH 25, 2013. OWNERS MAY CONTACT FORD MOTOR COMPANY CUSTOMER RELATIONSHIP CENTER AT 1-866-436-7332.

5

Recall Number: 12V551000

Recall Date: 12/03/2012

Problem Summary: THIS IS AN UPDATE TO A RECENTLY ANNOUNCED RECALL. FORD IS RECALLING CERTAIN MODEL YEAR 2013 ESCAPE VEHICLES MANUFACTURED FROM OCTOBER 5, 2011, THROUGH NOVEMBER 26, 2012, EQUIPPED WITH 1.6L ENGINES, AS WELL AS CERTAIN MODEL YEAR 2013 FUSION VEHICLES MANUFACTURED FROM FEBRUARY 3, 2012, THROUGH NOVEMBER 29, 2012, EQUIPPED WITH 1.6L ENGINES. COOLANT SYSTEM LEAKS MAY CAUSE THE ENGINES TO OVERHEAT AND LEAK FLAMMABLE ENGINE FLUIDS.

Consequence: IF FLAMMABLE ENGINE FLUIDS COME IN CONTACT WITH THE VEHICLE'S HOT EXHAUST SYSTEM, A VEHICLE FIRE COULD OCCUR.

What Owners Should Do: FORD WILL NOTIFY OWNERS, AND DEALERS WILL INSPECT THE ENGINE FOR COOLANT SYSTEM LEAKS AND REPROGRAM THE VEHICLE'S POWERTRAIN CONTROL MODULE AND INSTRUMENT CLUSTER WITH AN UPDATED CALIBRATION AND OVERHEAT STRATEGY SOFTWARE. THERE WILL BE NO CHARGE TO OWNERS FOR THIS SERVICE. OWNERS WERE RECENTLY NOTIFIED TO CONTACT DEALERS TO ARRANGE FOR ALTERNATIVE TRANSPORTATION AS FORD DEVELOPED A REMEDY. OWNERS WILL BE SHORTLY RECEIVING NOTIFICATIONS TO CONTACT FORD DEALERS TO SCHEDULE THE FREE REMEDY REPAIR. OWNERS MAY CONTACT FORD MOTOR COMPANY CUSTOMER RELATIONSHIP CENTER AT 1-866-436-7332.

6

Recall Number: 12V431000

Recall Date: 09/04/2012

Problem Summary: FORD IS RECALLING CERTAIN MODEL YEAR 2013 ESCAPE VEHICLES MANUFACTURED FROM OCTOBER 5, 2011, THROUGH AUGUST 31, 2012, EQUIPPED WITH 1.6L ENGINES. THE CYLINDER HEAD CUP PLUG (FREEZE PLUG) MAY BECOME DISLODGED RESULTING IN SIGNIFICANT LOSS OF ENGINE COOLANT.

Consequence: AS LEAKING ENGINE COOLANT EVAPORATES ON THE HOT ENGINE, THE GLYCOL MAY IGNITE CAUSING AN ENGINE COMPARTMENT FIRE.

What Owners Should Do: FORD WILL NOTIFY OWNERS, AND DEALERS WILL SEAL THE EXISTING PLUG AND ADD A SECONDARY PLUG COVER, FREE OF CHARGE. THE SAFETY RECALL BEGAN ON SEPTEMBER 11, 2012. OWNERS MAY CONTACT FORD AT 1-866-436-7332.

7

Recall Number: 12V336000

Recall Date: 07/18/2012

Problem Summary: FORD IS RECALLING CERTAIN MODEL YEAR 2013 ESCAPE VEHICLES MANUFACTURED FROM OCTOBER 5, 2011, THROUGH JULY 11, 2012, AND EQUIPPED WITH A 1.6L ENGINE. THESE VEHICLES HAVE AN ENGINE COMPARTMENT FUEL LINE WHICH MAY SPLIT, RESULTING IN A LEAK.

Consequence: IF THIS LEAK OCCURS IN THE PRESENCE OF AN IGNITION SOURCE, THERE IS AN INCREASED RISK OF A FIRE AND/OR PERSONAL INJURY.

What Owners Should Do: FORD WILL NOTIFY AND INSTRUCT OWNERS TO STOP DRIVING THEIR VEHICLES AND CONTACT A FORD OR LINCOLN DEALER TO ARRANGE PICK-UP OF THEIR VEHICLE. CUSTOMERS WILL BE PROVIDED WITH A RENTAL VEHICLE IF NEEDED. THE DEALER WILL REPLACE THE ENGINE COMPARTMENT FUEL LINE, FREE CHARGE. THE RECALL IS EXPECTED TO BEGIN ON JULY 20, 2012. OWNERS MAY CONTACT FORD AT 1-866-436-7332.

8

Recall Number: 12V319000

Recall Date: 07/06/2012

Problem Summary: FORD IS RECALLING CERTAIN MODEL YEAR 2013 ESCAPE VEHICLES MANUFACTURED FROM MARCH 8, 2012 THROUGH JUNE 7, 2012. DUE TO MIS-POSITIONED CARPET PADDING THE CENTER CONSOLE TRIM PANEL MAY BE PUSHED OUTBOARD OF THE INTENDED POSITION, REDUCING CLEARANCE RELATIVE TO THE PEDAL PACKAGE.

Consequence: THE REDUCED CLEARANCE MAY RESULT IN THE DRIVER'S FOOT CONTACTING THE SIDE OF THE BRAKE PEDAL WHILE TRANSFERRING THE FOOT FROM THE ACCELERATOR PEDAL TO THE BRAKE PEDAL, INCREASING STOPPING DISTANCES AND THE RISK OF A CRASH.

What Owners Should Do: FORD WILL NOTIFY OWNERS, AND DEALERS WILL REMOVE THE CARPET PADDING AND LEFT-SIDE CONSOLE TRIM PANEL REPLACED WITH A NEW PANEL, FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN ON JULY 23, 2012. OWNERS MAY CONTACT FORD AT 1-866-436-7332.

9

Recall Number: 12V319000

Recall Date: 07/06/2012

Problem Summary: FORD IS RECALLING CERTAIN MODEL YEAR 2013 ESCAPE VEHICLES MANUFACTURED FROM MARCH 8, 2012 THROUGH JUNE 7, 2012. DUE TO MIS-POSITIONED CARPET PADDING THE CENTER CONSOLE TRIM PANEL MAY BE PUSHED OUTBOARD OF THE INTENDED POSITION, REDUCING CLEARANCE RELATIVE TO THE PEDAL PACKAGE.

Consequence: THE REDUCED CLEARANCE MAY RESULT IN THE DRIVER'S FOOT CONTACTING THE SIDE OF THE BRAKE PEDAL WHILE TRANSFERRING THE FOOT FROM THE ACCELERATOR PEDAL TO THE BRAKE PEDAL, INCREASING STOPPING DISTANCES AND THE RISK OF A CRASH.

What Owners Should Do: FORD WILL NOTIFY OWNERS, AND DEALERS WILL REMOVE THE CARPET PADDING AND LEFT-SIDE CONSOLE TRIM PANEL REPLACED WITH A NEW PANEL, FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN ON JULY 23, 2012. OWNERS MAY CONTACT FORD AT 1-866-436-7332.

10

NHTSA Recall Number: 14V597

Recall Date: SEP 25, 2014

Recall Description: AFFECTED VEHICLES ARE EQUIPPED WITH RESTRAINT CONTROL MODULES RCMS THAT MAY EXPERIENCE AN INTERNAL ELECTRICAL SHORT CIRCUIT. IF A SHORT CIRCUIT OCCURS, THE AIRBAG WARNING LAMP WOULD ILLUMINATE. DEPENDING ON THE LOCATION OF THE SHORT CIRCUIT THE DEPLOYABLE RESTRAINT SYSTEMS E.G. AIR BAGS, PRETENSIONERS SIDE CURTAINS MAY NOT FUNCTION AS INTENDED IN THE EVENT OF A CRASH INCREASING THE RISK OF INJURY. THE SHORT MAY ALSO AFFECT THE FUNCTION OF OTHER SYSTEMS THAT USE INTERNAL DATA FROM THE RCM E.G. STABILITY CONTROL. IN THESE CASES THE CORRESPONDING MALFUNCTION INDICATOR LAMPS WOULD ALSO BE ILLUMINATED. THESE VEHICLES ARE NOT PRODUCED IN VIN ORDER. INFORMATION AS TO THE APPLICABILITY OF THIS ACTION TO SPECIFIC VEHICLES CAN BEST BE OBTAINED BY EITHER CALLING FORDS TOLL FREE LINE 1 866 436 7332 OR BY CONTACTING A LOCAL FORD OR LINCOLN DEALER WHO CAN OBTAIN SPECIFIC INFORMATION REGARDING THE VEHICLES FROM THE FORD ON LINE AUTOMOTIVE SERVICE INFORMATION SYSTEM OASIS DATABASE.

Risk to Safety: DEPENDING ON THE LOCATION OF THE SHORT CIRCUIT, THE DEPLOYABLE RESTRAINT SYSTEMS AND OTHER SYSTEMS THAT USE INERTIAL DATA FROM THE RCM MAY NOT FUNCTION AS INTENDED, INCREASING THE RISK OF INJURY. FORD IS NOT AWARE OF ANY ACCIDENT OR INJURY RELATED TO THIS CONDITION.

Remedy Program: DEALERS WILL BE INSTRUCTED TO REPLACE THE RCM. THERE WILL BE NO CHARGE TO OWNERS FOR THIS SERVICE. AN INITIAL NOTIFICATION LETTER WILL BE MAILED TO ALL OWNERS THE WEEK OF NOVEMBER 10, 2014. DUE TO LIMITED PARTS AVAILABILITY, WE WILL INSTRUCT OWNERS TO CONTACT THEIR DEALER FOR SERVICE IF THEY HAVE AN ILLUMINATED AIRBAG WARNING INDICATOR. OWNERS WHO HAVE NOT ALREADY HAD THIS SERVICE PERFORMED WILL BE MAILED A FOLLOW-UP LETTER WHEN PARTS ARE AVAILABLE, ADVISING THEM TO SCHEDULE A SERVICE APPOINTMENT. IN ACCORDANCE WITH PART 573.13(D)(1), FORDS GENERAL REIMBURSEMENT PLAN FOR THE COST OF REMEDIES PAID FOR BY VEHICLE OWNERS PRIOR TO NOTIFICATION OF A SAFETY RECALL WAS PROVIDED TO THE AGENCY ON FEBRUARY 20, 2013. THE ENDING DATE FOR REIMBURSEMENT ELIGIBILITY FOR THE COST OF REMEDIES PAID FOR BY VEHICLE OWNERS PER FORD'S GENERAL REIMBURSEMENT PLAN IS NOVEMBER 30, 2014. FORD WILL UPLOAD A COPY OF THE NOTIFICATION LETTERS TO DEALERS ON NHTSA'S SAFERCAR.GOV WEBSITE WHEN AVAILABLE.

Status: 12 - RECALL INCOMPLETE. REMEDY NOT YET AVAILABLE.

Manufacturer Notes: TO CHECK FOR NON-SAFETY-RELATED PROGRAMS APPLICABLE TO YOUR VEHICLE, SEE [HTTP://WWW.FORD.COM/](http://www.ford.com/) OR CALL YOUR FORD DEALER.

Exhibit 8: Courses of Action Supporting Documentation

1. Proposed Veterans Benefits Administration Office of Field Operations policy letter
2. Veterans Benefits Administration Vehicle Recall Standard Operating Procedures



DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington, D.C. 20420

OFO Letter 20F-15-XX

Director (00)
VA Regional Offices and Centers

SUBJ: Government Fleet Motor Vehicle Manufacturer Safety Recalls

Purpose

This letter reaffirms the Veterans Benefits Administration's commitment to upholding employee and public safety through the use and maintenance of Government Fleet Motor vehicles. This letter provides guidance and Standard Operating Procedures (SOPs), specifically instructing fleet personnel on how vehicle recalls must be processed.

Performing the detailed responsibilities and procedures outlined below will ensure VBA compliance with applicable statutes, VA Directives, Federal Fleet regulations, and VA Handbook 0637, dated May 10, 2013, governing VA's Vehicle Fleet Management Program.

Background

The United States Code for Motor Vehicle Safety (Title 49, Chapter 301) defines motor vehicle safety as "the performance of a motor vehicle or motor vehicle equipment in a way that protects the public against unreasonable risk of accidents occurring because of the design, construction, or performance of a motor vehicle, and against unreasonable risk of death or injury in an accident, and includes nonoperational safety of a motor vehicle."

VA Handbook 0637, Part 11. Motor Vehicle Safety, Sub-part (1) states, "Vehicle Recalls. Vehicle recalls usually affect safe vehicle operation. Fleet managers and vehicle operators are responsible for making sure that vehicle recalls are promptly addressed. Fleet managers should coordinate with vehicle service facilities and vehicle operators to make sure that vehicles are made available for repairs."

Page 2.

Director (00)
VA Regional Offices and Centers

Action

In order to ensure employee, contractor and public personal safety while driving Fleet Permanent Assigned Motor Vehicles (PAMV) or Unassigned Motor Vehicles (UMV)s, the following controls shall be in place.

VBA Fleet Managers:

- a. The National Fleet Manager shall conduct monthly spot checks of RO's to ensure local Fleet Managers are conducting proper reviews of recalls.
- b. Local Fleet Managers shall have assigned backups to ensure recalls and safety notifications are processed timely.
- c. Local Fleet Managers shall notify PAMV designated employees of safety-related recalls within 24 hours of receiving the recall notice, and within 5 working days of receiving non-safety related recalls. Recall type (safety or non-safety are indicated on the notice.)
- d. Local Fleet Managers shall coordinate with GSA Fleet to ensure that all safety defect(s) and/or recalls have been repaired before VBA employees sign for a government owned vehicle (GOV).
- e. Local Fleet Managers shall use their designated e-mail address to register and receive e-mail notification for GOV Fleet PAMVs and UMVs from GSA and National Highway Safety Administration (NHTSA).
- f. Local Fleet Managers shall report the following information monthly to the Office of Field Operations via their Area Office:
 - (1) the date the recall notice was received,
 - (2) the date the notice was sent to the PAMV designated employee,
 - (3) the status of repairs,
 - (4) the expected completion date, and
 - (5) any remarks or special circumstances.

VBA GOV Drivers:

- a. It is recommended that PAMV designated employees check their vehicle identification number (VIN) for recalls periodically by going to the NHTSA at <http://www.nhtsa.gov/Vehicle+Safety/Recalls+&+Defects>.
- b. Upon discovery of a defect or recall, PAMV designated employees shall notify the local fleet manager and their supervisor.
- c. Vehicle operators should follow local procedures in getting recalls repaired. If concerns arise and the operation of the GOV appears unsafe, they are welcome to contact the National Fleet Manager.

Page 3.

Director (00)
VA Regional Offices and Centers

Contact Information

Questions or comments concerning Vehicle Fleet policy and procedures may be directed to (b) (6) /VA's National Fleet Manager. Inquiries regarding safety may be directed to (b) (6) (b) (6), VBA National Safety and Occupational Health Manager.

(b) (6)
Deputy Under Secretary for Field Operations

cc: Area Office Directors



VETERANS
BENEFITS
ADMINISTRATION

SOP Name:	VBA Vehicle Recall SOP
Revision #:	1
SOP Owner:	Administration Division (20M33)
Last Reviewed/Update Date:	03/10/2015

Page #: 1 of 5

**VBA Office of Management
Administration Division (20M33)**

Standard Operating Procedures

1. Purpose

To achieve full compliance and adherence of VA Directives and all other Federal Fleet regulations, to include be not limited to VA Handbook 0637 dated May 10, 2013 governing policies and responsibilities of VA's Vehicle Fleet Management Program.

VA's mission involves transportation of Veterans, employees and volunteers over millions of miles of roadways in all kinds of weather. This is a comprehensive guide to help standardize VBA internal/external procedures for complying with Federal Motor Vehicle Safety Standard and the rights and responsibilities when a vehicle or item of motor vehicle equipment is recalled.

2. Background

Federal Motor Vehicle Safety Standards set minimum performance requirements for those parts of the vehicle that most affect its safe operation (brakes, tires, lighting) or that protect drivers and passengers from death or serious injury in the event of a crash (air bags, safety belts, child restraints, energy absorbing steering columns). These Federal Standards are applicable to all vehicles and vehicle-related equipment manufactured or imported for sale in the United States (including U S territories) and certified for use on public roads and highways.

The United States Code for Motor Vehicle Safety (Title 49, Chapter 301) defines motor vehicle safety as "the performance of a motor vehicle or motor vehicle equipment in a way that protects the public against unreasonable risk of accidents occurring because of the design, construction, or performance of a motor vehicle, and against unreasonable risk of death or injury in an accident, and includes nonoperational safety of a motor vehicle."

VA Handbook 0637, Part 11. Motor Vehicle Safety, Sub-part (1) states, "Vehicle Recalls. Vehicle recalls usually affect safe vehicle operation. Fleet Managers and vehicle operators are responsible for making sure that vehicle recalls are promptly addressed. Fleet Managers should coordinate with vehicle service facilities and vehicle operators to make sure that vehicles are made available for repairs."

3. Roles and Responsibilities

In order to ensure employee, contractor and public personal safety while driving Fleet Permanent Assigned Motor Vehicles (PAMV) or Unassigned Motor Vehicles (UMV)s, the following controls shall be in place.

VBA FLEET MANAGERS

- a. The National Fleet Manager shall conduct monthly spot checks of RO's to ensure local Fleet Managers are conducting proper reviews of recalls.
- b. Local Fleet Managers shall have assigned backups to ensure recalls and safety notifications are processed timely.
- c. Local Fleet Managers shall notify PAMV designated employees of safety related recalls within 24 hours of receiving the recall notice, and within 5 working days of receiving non-safety related recalls. Recall type (safety or non-safety are indicated on the notice.)
- d. Local Fleet Managers shall coordinate with GSA Fleet to ensure that all safety defect(s) and/or recalls have been repaired before VBA employees sign for a government owned vehicle (GOV).



**VETERANS
BENEFITS
ADMINISTRATION**

SOP Name:	VBA Vehicle Recall SOP
Revision #:	1
SOP Owner:	Administration Division (20M33)
Page #:	2 of 5
Last Reviewed/Update Date:	03/10/2015

- e. Local Fleet Managers shall use their designated e-mail address to register and receive e-mail notification for GOV Fleet PAMVs and UMGs from GSA and National Highway Safety Administration (NHTSA).
- f. Local Fleet Managers shall report the following information monthly to the Office of Field Operations via their Area Office:

- (1) the date the recall notice was received,
- (2) the date the notice was sent to the PAMV designated employee,
- (3) the status of repairs,
- (4) the expected completion date, and
- (5) any remarks or special circumstances.

VBA GOV DRIVERS

- a. It is recommended that PAMV designated employees check their vehicle identification number (VIN) for recalls periodically by going to the NHTSA at <http://www.nhtsa.gov/Vehicle+Safety/Recalls+&+Defects>.
- b. Upon discovery of a defect or recall, PAMV designated employees shall notify the local fleet manager and their supervisor.
- c. Vehicle operators should follow local procedures in getting recalls repaired. If concerns arise and the operation of the GOV appears unsafe, they are welcome to contact the National Fleet Manager.

4. Procedures

Vehicle manufactures, through their own tests, inspection procedures, and information-gathering systems, often discover that a safety defect exists or that the requirements of a Federal safety standard have not been met. The manufacturer is obligated to report such findings to the Government and take appropriate action to correct the problem.

If a vehicle driver has a question regarding the safety of a VBA fleet vehicle, (s)he should report this to their local Fleet Manager and supervisor, the local Fleet Manager shall call the Vehicle Safety Hotline at 888-327-4236 or 800-424-9393, visit the National Highway Safety Administration (NHTSA) www.safercar.gov Web site, or contact the manufacturer to investigate this issue.

The local Fleet Manager should notify their General Services Administration (GSA) Fleet Service Representative (FSR) and the National Fleet Manager at **VAVBAWAS/CO/FLEET** or FLEET.VBAVACO@va.gov before taking action.

RECALL NOTIFICATION

Within a reasonable time after the determination of a safety defect or noncompliance, manufacturers must notify GSA. Then by either first-class mail or e-mail, GSA notifies the local Fleet Manager at the assigned VBA Station. The recall notification includes the affected vehicle, a description of the recall, and an evaluation of its risk to motor vehicle safety. The manufacturer must explain the potential safety hazards presented by the problem. The notification should also provide instructions on how to get the problem corrected, a reminder that corrections are to be made at no charge, information regarding when the remedy will be available, how long the remedy will take to perform, and whom to contact if there is a problem in obtaining the free recall work.

If local Fleet Managers do not receive a notification from GSA, but think that a vehicle might be involved in a recall campaign, they should call the Vehicle Safety Hotline at 888-327-4236 or 800-424-9393, visit the NHTSA www.safercar.gov Web site, or contact the manufacturer. Then, notify their General Services Administration (GSA) Fleet Service Representative (FSR) and the National Fleet Manager at **VAVBAWAS/CO/FLEET** or FLEET.VBAVACO@va.gov before taking action.



**VETERANS
BENEFITS
ADMINISTRATION**

SOP Name:

VBA Vehicle Recall SOP

Revision #:

1

SOP Owner:

Administration Division (20M33)

Page #:

3 of 5

Last Reviewed/Update Date:

03/10/2015

GSA works closely with manufacturers of motor vehicle equipment, particularly tires, to maintain a list of local Fleet Managers. When product or equipment recalls are initiated, the manufacturer uses these lists to directly notify stations. Product and equipment manufacturers may also be required to notify the public of recalls through a variety of additional methods (e.g., advertisements, point-of-purchase posters, etc.) to ensure that as many owners as possible are aware of the recalls.

If you are unsure whether your tire or other motor vehicle equipment is the subject of a recall, you may contact the manufacturer, call GSA, or log onto www.safercar.gov and click on "Check for Recalls."

RESOLVING RECALLS

Once a safety-defect determination is made, the law gives the manufacturer (3) three options for correcting the defect:

1. Repair - the manufacturer may choose to repair the vehicle at no charge
2. Replacement - replace the vehicle with an identical or similar vehicle
3. Refund - refund the purchase price in full, minus a reasonable allowance for depreciation

In the case of equipment, including tires, the manufacturer may either repair or replace the affected equipment at no charge to the station. In any case, the local Fleet Manager should notify their General Services Administration (GSA) Fleet Service Representative (FSR) and the National Fleet Manager at **VAVBAWAS/CO/FLEET** or FLEET.VBAVACO@va.gov before taking action.

RECALL TIME LIMITS

There is a limitation based on the age of the vehicle. In order to be eligible for a free repair, the vehicle cannot be more than 10 years old on the date the defect or noncompliance is determined. Under the law, the age of the vehicle is calculated from the date of sale or Lease to the first purchaser.

- For example, if a defect is found in 2003 and a recall ordered, manufacturers are required to make the correction available at no charge only for vehicles purchased new in 1994 through 2003.

NOTE: VBA typically does NOT keep lease or own fleet vehicle more than (6) six years.

TIRE RECALLS

The law requires tire manufacturers to repair or replace at no cost, but only those tires purchased within (5) five years of the defect or noncompliance determination. Furthermore, in order to obtain free replacement or repair of a recalled tire, stations must bring the tire to the dealer within 60 days of receiving the recall notification letter from the manufacturer. If replacements are not available when you present your recalled tires, obtain a written acknowledgment from the dealer, and keep it until the dealer notifies you that there are more tires in stock. In any case, the local Fleet Manager should notify their General Services Administration (GSA) Fleet Service Representative (FSR) and the National Fleet Manager at **VAVBAWAS/CO/FLEET** or FLEET.VBAVACO@va.gov before taking action.

RECALL DENIALS

If a dealer refuses to repair your vehicle in accordance with the recall notification you received from GSA or the manufacturer, local Fleet Managers should immediately notify their GSA FSR, and the National Fleet Manager at **VAVBAWAS/CO/FLEET** or FLEET.VBAVACO@va.gov. In most cases, contractual agreements between a manufacturer and its dealers require all dealers to honor the recall and remedy defects at no extra charge – regardless of where the vehicle or equipment was originally purchased.



VETERANS
BENEFITS
ADMINISTRATION

SOP Name:	VBA Vehicle Recall SOP
Revision #:	1
SOP Owner:	Administration Division (20M33)
Last Reviewed/Update Date:	03/10/2015

Page #: 4 of 5

Under the law, if a vehicle recall has been initiated, VBA stations are entitled to the remedy without charge and within a reasonable time. In most cases, there will be a time lag between the date of the manufacturer's decision that a recall is warranted or the NHTSA final decision, and the date the remedy is available to stations.

This time is provided to allow manufacturers to identify owners of vehicles or equipment included in the recall, develop remedial procedures, instruct dealers on how to repair the defect, distribute the parts necessary for repair or replacement to the dealerships, and send letters to stations informing them how the recall campaign will be conducted. A dealer is not required by law to remedy a defect in a vehicle brought in for repair before this date.

RECALLS CONCERNS

If a vehicle operator feels a recall or vehicle defect is dangerous, or may cause harm or injury- **STOP driving the vehicle right away** and notify your local Fleet Manager and supervisor, (s)he should call the Vehicle Safety Hotline at 888-327-4236 or 800-424-9393, visit the NHTSA www.safercar.gov Web site, or contact the manufacturer or your dealer with these concern. The local Fleet Manager should notify their General Services Administration (GSA) Fleet Service Representative (FSR) and the National Fleet Manager at **VAVBAWAS/CO/FLEET** or FLEET.VBAVACO@va.gov before taking action.

In instances where a manufacturer needs extended time to develop a remedy, the NHTSA may require the manufacturer to send an interim notice to stations that contains any short-term actions that the station may take to lessen the likelihood that the defect will occur.

RECALL AND VEHICLE SAFETY

Both the Hotline and the NHTSA's www.safercar.gov Web site are designed to make it faster and easier for VBA stations to report a safety-related complaint. Local Fleet Managers should notify their General Services Administration (GSA) Fleet Service Representative (FSR) and the National Fleet Manager at **VAVBAWAS/CO/FLEET** or FLEET.VBAVACO@va.gov before beginning this process.

However, both the Hotline and the NHTSA's www.safercar.gov Web site also serve as important sources of information about recalled vehicles, recalled equipment such as tires, and ongoing safety defect investigations. Local Fleet Managers should call the Hotline and/or check the Web site at any report, mention, or suspect of a VBA fleet vehicle recall or defect.

VBA FLEET MANAGEMENT PROGRAM

The VBA Office of Administration and Facilities, Fleet Vehicle Management Program helps to establish objectives, procedures, and tools with respect to supporting the VA mission and goals. Please send general VBA Fleet questions and comments to **VAVBAWAS/CO/FLEET**.

Specific questions or comments concerning Fleet policy and procedures may be directed to Christopher K. Gransberry (Christopher.Gransberry@va.gov), VBA's National Fleet Manager and safety inquires to Alejandro Perez (Alejandro.Perez4@va.gov), VBA National Safety and Occupational Health Manager.



VETERANS
BENEFITS
ADMINISTRATION

SOP Name:	VBA Vehicle Recall SOP
Revision #:	1
SOP Owner:	Administration Division (20M33)
Last Reviewed/Update Date:	03/10/2015

Page #: 5 of 5

VBA FLEET VEHICLE RESOURCES

- **GSA Fleet PMO Mailbox:** gsafleet@gsa.gov
- **Fleet Service Representatives:** <http://gsa.gov/portal/category/100759>
FSRs serve as GSA Fleet's primary interface with ROs and support and coordinate with ROs to ensure satisfaction with GSA Fleet leased vehicles. FSRs are there throughout the entire vehicle leasing process; from vehicle replacement planning to new vehicle receipt to vehicle operation, fueling and maintenance.
Contact Info: 1(866) 472-6711, select option one (1) or gsadrivethruhelp@gsa.gov
- **Accident Management Center:** <http://gsa.gov/portal/category/21212>
AMC is a one-stop service for crash reporting, collision repairs, and third party claims and is there to provide repair service through approved commercial vendors, and is responsible for all body and glass damage repair for GSA Fleet vehicles.
POCs: nichole.salinger@gsa.gov or martin.kahn@gsa.gov
- **Maintenance Control Center:** <http://gsa.gov/portal/category/21218>
MCC maintains complete computerized vehicle history records on GSA Fleet vehicles. Authorization of unscheduled repairs or services over \$100 or for any tire and battery replacement regardless of cost, please call the MCC at (866) 400-0411. After-hour emergencies please call 1(866) 939-4472.
- **Fleet Services Card PMO:** <http://www.gsa.gov/portal/category/21213>
GSA Fleet provides the Citibank Wright Express (WEX) Fleet card with each leased vehicle for the purchase of fuel and minor maintenance.
Contact Info: 1(877)4723775 or replacementcards@gsa.gov

Exhibit 9: Summary of Conversation with Ethel Tendell.

On May 15, 2015, at 12:05 pm, I conducted a telephone interview with Ms. Ethel Tendell.

Ms. Tendell identified four major issues in her interview and presented a recommendation on a way to fix the recalls notification on Fleet vehicles.

Issue 1. GSA vehicles are being issued to Field Examiners with existing recalls.

Discussion: Ms. Tendell stated she was issued two GSA vehicles since she has been a Field Examiner with existing recalls. She did not find out there were recalls on the vehicles until she later took the vehicle in for a regular schedule service.

Issue 2. There is a notification gap between GSA, Department of Veterans Affairs, and the Veterans Benefits Administration (VBA), and the end user (i.e., driver of the vehicle).

Discussion: Ms. Tendell stated there seems to be no notification process from GSA to the Administration of recalls concerning Fleet vehicles to end users. She felt the Contracting Officers should be more involved in ensuring that VA is not getting a defective vehicle.

Issue 3: Field Examiners are being instructed by management to pick up their GSA vehicle directly from the vendor and there is no system of checks and balances in place to enable drivers to know if they are receiving a vehicle that is safe and operational.

Discussion: Ms. Tendell stated that Field Examiners are being directed to go to designated dealers to pick up their Fleet vehicle. Examiners are signing for the vehicle before the vehicle has been completely checked for safety. The current process puts the responsibility on the driver to know what issues there are with a vehicle, without a checklist or some document to vet the vehicle prior to them signing for it. She stated that prior to the establishment of Fiduciary Hubs this was not an issue because Field Examiner were issued vehicles by the Regional Office and the Fleet Managers at the Regional Offices ensured that a vehicle was fully operational with no recalls prior to an employee signing for the vehicle.

Issue 4: It appears there has been no corrective action since the first filing to ensure recall notifications are being addressed.

Discussion: Ms. Tendell stated to her knowledge it does not appear that any corrective has been taken to correct this issue because the same problem exists, at the same location, with the SAME employee.

Recommended Course Action:

Ms. Tendell recommends that a Fleet Manager be assigned at each Fiduciary Hub to help manage Fleet vehicles used by Field Examiners.

The point of contact for this statement is (b) (6)

(b) (6)

Exhibit 10: Summary of repairs of Ford Escapes at Ford Dealerships

[Print Page Click Here](#)

[Report a Problem](#)

OASIS
RESULT: 1FMCU9GX4DUD19968 USA: EN-US

10-JUNE-
2015 / 12:15:25 EST/ EDCASG
Local Time: 10-JUNE-2015 /
10:14:55 AM

• VEHICLE INFORMATION

VEHICLE DESCRIPTION: 2013
ESCAPE
BODY STYLE: 5 DOOR LIGHT
TRUCK

VERSION/SERIES: BASE #2
SERIES
DRIVE TYPE: 4 WHL L/H PART
TIME DRIVE

Additional Information

PAINT COLOR: Sterling Gray
Metallic
PAINT CODE: UJ

ENGINE: 1.6L EcoBoost SCTI
160/182PS-Sigma

AXLE RATIO: 3.51 Ratio

GROSS VEHICLE WEIGHT: 4760
LB. GVW

ENGINE CALIBRATION: DM21A10A

AXLE CODE: 35

RADIO

TRANSMISSION: 6 Speed Auto
Trans 6F Mid-Range

WHEEL SIZE: 17 X 7.5 Alloy Wheel
Style 1

SYNC VERSION: V3 Gen1

FLEX FUEL: N

TIRE: 235/55 R17 99H ALL SEASON

VHR ACTIVATED: N

• WARNING MESSAGES

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

• ACCURATE REPAIR NOTIFICATIONS

NO ARN MESSAGES FOUND

• GENERAL WARRANTY INFORMATION

New Vehicle Base Warranty

WARRANTY START DATE: 22-
MARCH-2013

BUILD DATE: 22-MARCH-2013

RELEASE DATE: 22-MARCH-2013

SALE MILEAGE

OUTSTANDING FIELD SERVICE ACTIONS

14N02 EXTENDED WARRANTY COVERAGE FOR PCM REPROGRAMING IN THE EVENT OF ABS
VEHICLE SPEED SIGNAL RELATED COMMUNICATION LOSS THAT DISABLES OBDII SYSTEM
MONITORS

14S21 RESTRAINTS CONTROL MODULE REPLACEMENT

• EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

• WARRANTY REPAIR HISTORY

08-MAY-2015

DEALER: Penske Ford

WARRANTY CLAIM NUMBER: 067835

ODOMETER: 032858M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
DV6Z 8A080B	COOLANT O/FLO BOTTLE	001	12650D	42	DOES NOT OPERATE PROPERLY
		000	12650D81		
		000	8005D		
		000	8080A		

RACK & INSPECT VEHICLE VERIFY CONCERN, CHECK EEC P2960 LOW COOLANT SENSED, M ONITOR FREEZE FRAME DATA &
DETERMINE CHECK ENG LIGHT CAME ON AT 4INCH LEVEL WHICH IS WITHIN SPECS, PRESSURE TEST SYSTEM TO 16PSI OVER THE
WEEKEND & NO E XTERNAL COOLANT LEAKS EVIDENT AT THIS TIME, ROADTEST & RECORD / MONITOR PID DATA & COOLANT
LEVEL SENSOR OPERATION, RAN OASIS & REFER TO SSM 44849, VERIF

24-JULY-2014

DEALER: Kearny Pearson Ford

WARRANTY CLAIM NUMBER: 105772

ODOMETER: 018833M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
DJ5Z 8522A	COOLANT BY-PASS KIT	001	13S12D		
DJ5Z 6750B	INDICATOR ASY OIL LE	001			
VC 3DILB		001			
PM 4A	BATTERY	001			
ZC 31B	MOTORCRAFT BATTERY	001			

TECH 064 8.1 PERFORMED ENGINE SHIELDING, COOLING SYSTEM, DIPSTICK, AND CONTR OL SYSTEM UPDATES AND REPLACED THERMOSTAT AS PER RECALL

24-JULY-2014

DEALER: Kearny Pearson Ford

WARRANTY CLAIM NUMBER: 105772

ODOMETER: 018833M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
			14S04B		

TECH 064 0.2 REPROGRAMMED THE RCM AS PER RECALL

24-JULY-2014

DEALER: Kearny Pearson Ford

WARRANTY CLAIM NUMBER: 105772

ODOMETER: 018833M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
			14S03A		

TECH 064 0.2 ALL HANDLES WITHIN SPEC, NO ADJUSTMENT REQUIRED AS PER RECALL

[Click Here for Full Warranty History](#)

| Report a Vehicle Concern | On-line 1878 |
 END OF OASIS REPORT FOR 1FMCU9GX4DUD19968
 © Copyright 2002-2015 Ford Motor Company. All rights reserved.

[Print Page Click Here](#)

[Report a Problem](#)

OASIS
RESULT: 1FMCU9GX3DUD04460 USA: EN-US

10-JUNE-
 2015 / 12:16:10 EST/ EDCAS041B
 Local Time: 10-JUNE-2015 /
 10:15:40 AM

• VEHICLE INFORMATION

VEHICLE DESCRIPTION: 2013
 ESCAPE

VERSION/SERIES: BASE #2
 SERIES

Additional Information

PAINT COLOR: Deep Impact Blue

BODY STYLE: 5 DOOR LIGHT
 TRUCK

DRIVE TYPE: 4 WHL L/H PART
 TIME DRIVE

PAINT CODE: J4

ENGINE: 1.6L EcoBoost SCTi
 160/182PS-Sigma

AXLE RATIO: 3.51 Ratio

GROSS VEHICLE WEIGHT: 4760
 LB. GVW

ENGINE CALIBRATION: DM21A10A

AXLE CODE: 35

RADIO

TRANSMISSION: 6 Speed Auto
 Trans 6F Mid-Range

WHEEL SIZE: 17 X 7.5 Alloy Wheel
 Style 1

SYNC VERSION: v3 Gen1

FLEX FUEL: N

TIRE: 235/55 R17 99H ALL SEASON VHR ACTIVATED: N

• WARNING MESSAGES

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

• ACCURATE REPAIR NOTIFICATIONS

NO ARN MESSAGES FOUND

• GENERAL WARRANTY INFORMATION

New Vehicle Base Warranty

WARRANTY START DATE: 02-
 MARCH-2013

BUILD DATE: 02-MARCH-2013

RELEASE DATE: 02-MARCH-2013

SALE MILEAGE

OUTSTANDING FIELD SERVICE ACTIONS

14N02 EXTENDED WARRANTY COVERAGE FOR PGM REPROGRAMING IN THE EVENT OF ABS
 VEHICLE SPEED SIGNAL RELATED COMMUNICATION LOSS THAT DISABLES OBDII SYSTEM
 MONITORS

14S21 RESTRAINTS CONTROL MODULE REPLACEMENT

• EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

• WARRANTY REPAIR HISTORY

09-DECEMBER-2014

DEALER: **Robberson Ford Sales, Inc.**

WARRANTY CLAIM NUMBER: **170124**

ODOMETER: **030635M**

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
10654	KIT BATTERY	000	10654C	42	DOES NOT OPERATE PROPERLY
		000	11000A		

TEST BATTERY, GOOD, RATED 500CCA, TESTED 610CCA. DID EXTENDED DRAW TEST, INITIAL DRAW OVER 1 AMP, 50 MA DRAW AFTER 30 MINUTES, SEEMS NORMAL. TEST CHARGING SYSTEM, GOOD, DIODE OK.

31-JULY-2014

DEALER: **Robberson Ford Sales, Inc.**

WARRANTY CLAIM NUMBER: **161090**

ODOMETER: **023574M**

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC

14S04B

REPROGRAMMED RCM PER FSA.

31-JULY-2014DEALER: **Robberson Ford Sales, Inc.**WARRANTY CLAIM NUMBER: **161090**ODOMETER: **023574M**

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
W502671S450B		002	140012A	24	LOOSE FASTENER
78434A14	HANDLE L/G INSIDE	000			

CONFIRMED CONCERN, FOUND TSB 14-0012. RR& SCREWS PER TSB.

31-JULY-2014DEALER: **Robberson Ford Sales, Inc.**WARRANTY CLAIM NUMBER: **161090**ODOMETER: **023574M**

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
			14S03A		

PERFORMED INSPECTION PER FSA. PASS.

31-JULY-2014DEALER: **Robberson Ford Sales, Inc.**WARRANTY CLAIM NUMBER: **161090**ODOMETER: **023574M**

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
DJ6Z 8522A	COOLANT BY-PASS KIT	001	13S12D		
VC 3DILB		001			
ZC 31B	MOTORCRAFT BATTERY	001			
PM 4A	BATTERY	001			

PERFORMED MODIFICATIONS, AND REPROGRAMMED PCM AND IC PER FSA.

[Click Here for Full Warranty History](#)

| Report a Vehicle Concern | On-line 1878 |

END OF OASIS REPORT FOR 1FMCU9GX3DUD04460

© Copyright 2002-2015 Ford Motor Company. All rights reserved.

[Print Page Click Here](#)

[Report a Problem](#)

OASIS
 RESULT: 1FMCU9GX7DUD04462 USA: EN-US

10-JUNE-
 2015 / 12:16:44 EST/ EDCAS041A
 Local Time: 10-JUNE-2015 /
 10:16:13 AM

• VEHICLE INFORMATION

VEHICLE DESCRIPTION: 2013
 ESCAPE

VERSION/SERIES: BASE #2
 SERIES

Additional Information

PAINT COLOR: Kodiak Brown

BODY STYLE: 5 DOOR LIGHT
 TRUCK

DRIVE TYPE: 4 WHL L/H PART
 TIME DRIVE

PAINT CODE: J1

ENGINE: 1.6L EcoBoost SCTI
 160/182PS-Sigma

AXLE RATIO: 3.51 Ratio

GROSS VEHICLE WEIGHT: 4760
 LB. GVW

ENGINE CALIBRATION: DM21A10A

AXLE CODE: 35

RADIO

TRANSMISSION: 6 Speed Auto
 Trans 6F Mid-Range

WHEEL SIZE: 17 X 7.5 Alloy Wheel
 Style 1

SYNC VERSION: V3 Gen1

FLEX FUEL: N

TIRE: 235/55 R17 99H ALL SEASON

VHR ACTIVATED: N

• NO WARNING MESSAGES FOUND FOR THIS VIN

• ACCURATE REPAIR NOTIFICATIONS

NO ARN MESSAGES FOUND

• GENERAL WARRANTY INFORMATION

New Vehicle Base Warranty

WARRANTY START DATE: 09-
 MARCH-2013

BUILD DATE: 04-MARCH-2013

RELEASE DATE: 09-MARCH-2013

SALE MILEAGE

OUTSTANDING FIELD SERVICE ACTIONS

14N02 EXTENDED WARRANTY COVERAGE FOR PCM REPROGRAMING IN THE EVENT OF ABS
 VEHICLE SPEED SIGNAL RELATED COMMUNICATION LOSS THAT DISABLES OBDII SYSTEM
 MONITORS

14S21 RESTRAINTS CONTROL MODULE REPLACEMENT

• EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

• WARRANTY REPAIR HISTORY

05-AUGUST-2014

DEALER: Helena Ford Lincoln

WARRANTY CLAIM NUMBER: 192750

ODOMETER: 027196M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
DJ6Z 8622A	COOLANT BY-PASS KIT	001	13S12D		
DJ6Z 6750B	INDICATOR ASY OIL LE	001			
VC 3DILB		001			

PERFORM ENGINE SHIELDING, COOLING SYSTEM, DIPSTICK & CONTROL SYSTEM UPDATES PER ONP 13S12. REPL THER MOSTAT.

05-AUGUST-2014

DEALER: Helena Ford Lincoln

WARRANTY CLAIM NUMBER: 192750

ODOMETER: 027196M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC

		14S04B		
--	--	--------	--	--

REPROGRAM THE RCM

05-AUGUST-2014

DEALER: Helena Ford Lincoln

WARRANTY CLAIM NUMBER: 192750

ODOMETER: 027196M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
			14S03A		

CHECK ALL 4 EXTERIOR DOOR HANDLES, PASS. NO REPAIR NEC PER FSA 14S03.

[Click Here for Full Warranty History](#)

| Report a Vehicle Concern | On-line 1878 |

END OF OASIS REPORT FOR 1FMCU9GX7DUD04462

© Copyright 2002-2015 Ford Motor Company. All rights reserved.

[Print Page Click Here](#)

[Report a Problem](#)

OASIS
RESULT: 1FMCU9GX5DUD04461 USA: EN-US

10-JUNE-
 2015 / 12:17:15 EST/ EDCAS041A
 Local Time: 10-JUNE-2015 /
 10:16:45 AM

• VEHICLE INFORMATION

VEHICLE DESCRIPTION: 2013
 ESCAPE

VERSION/SERIES: BASE #2
 SERIES

PAINT COLOR: Oxford White Solid
 C/C

BODY STYLE: 5 DOOR LIGHT
 TRUCK

DRIVE TYPE: 4 WHL L/H PART
 TIME DRIVE

PAINT CODE: YZ

ENGINE: 1.6L EcoBoost SCTI
 160/182PS-Sigma

AXLE RATIO: 3.51 Ratio

GROSS VEHICLE WEIGHT: 4760
 LB. GVW

ENGINE CALIBRATION: DM21A10A

AXLE CODE: 35

RADIO

TRANSMISSION: 6 Speed Auto
 Trans 6F Mid-Range

WHEEL SIZE: 17 X 7.5 Alloy Wheel
 Style 1

SYNC VERSION: V3 Gen1

FLEX FUEL: N

TIRE: 235/55 R17 99H ALL SEASON

VHR ACTIVATED: Y

Additional Information

• WARNING MESSAGES

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

• ACCURATE REPAIR NOTIFICATIONS

NO ARN MESSAGES FOUND

• GENERAL WARRANTY INFORMATION

New Vehicle Base Warranty

WARRANTY START DATE: 02-
 MARCH-2013

BUILD DATE: 02-MARCH-2013

RELEASE DATE: 02-MARCH-2013

SALE MILEAGE

OUTSTANDING FIELD SERVICE ACTIONS

14N02 EXTENDED WARRANTY COVERAGE FOR PCM REPROGRAMING IN THE EVENT OF ABS
 VEHICLE SPEED SIGNAL RELATED COMMUNICATION LOSS THAT DISABLES OBDII SYSTEM
 MONITORS

14S21 RESTRAINTS CONTROL MODULE REPLACEMENT

• EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

• WARRANTY REPAIR HISTORY

04-AUGUST-2014

DEALER: Elk Grove Ford

WARRANTY CLAIM NUMBER: 077586

ODOMETER: 024552M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
DJ5Z 8522A	COOLANT BY-PASS KIT	001	13S12D		
DJ5Z 6750B	INDICATOR ASY OIL LE	001			
VC 3DILB		001			

04-AUGUST-2014

DEALER: Elk Grove Ford

WARRANTY CLAIM NUMBER: 077586

ODOMETER: 024552M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC

		MT13S12		
--	--	---------	--	--

44 PERFORMED RECALL 13S12, ENGINE SHIELDING, COOLING SYSTEM, DIPSTICK, AND CONTROL SYSTEM UPDATES. VEHICLES BUILT ON OR BEFORE APRIL 19, 2013 (INCLUDES THERMOSTAT REPLACEMENT). DURING EXHAUST HEAT SHIELD REMOVAL UPPER EXHAUST SHIELD BROKE OFF INSIDE MANIFOLD. DRILLED OUT REMAINING BOLT AND RE-TAPPED TH READS. INSTALLED SUPPLIED STUD AND NUT, RE CHECKED OK. ROAD TESTED CHECKED O

04-AUGUST-2014

DEALER: **Elk Grove Ford**

WARRANTY CLAIM NUMBER: **077586**

ODOMETER: **024552M**

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
			14S04B		

04-AUGUST-2014

DEALER: **Elk Grove Ford**

WARRANTY CLAIM NUMBER: **077586**

ODOMETER: **024552M**

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
			14S03E		

[Click Here for Full Warranty History](#)

| [Report a Vehicle Concern](#) | [On-line 1878](#) |

END OF OASIS REPORT FOR 1FMCU9GX5DUD04461

© Copyright 2002-2015 Ford Motor Company. All rights reserved.