

NHTSA Consumer Complaints as of June 10, 2019

15 11207705 2017 FORD F-150 Unknown/Other REAR WINDOW OF MY TRUCK POPPED AND SHATTERED A FEW MIN AFTER ACTIVATING THE HEAT AND REAR DEFROSTER. NOTHING HAS STRUCK OR COMPROMISED THE WINDOW. LOUISA VA Failure Date: 05/15/2019

15 11207715 2017 FORD F-150 Unknown/Other REAR WINDOW SHATTERED 5 MIN AFTER ACTIVATING THE REAR DEFROSTER. WAS NOT MOVING WHEN HAPPENED. LOUISA VA Failure Date: 05/15/2019

15 11209129 2017 FORD F-150 Unknown/Other TAKATA RECALL TRUCK PUT IN PARK IN PARKING LOT BUT ROLLED AWAY WHILE I WAS INSIDE A BUILDING STRIKING A LIGHT POLE. SAN ANTONIO TX Failure Date: 05/07/2019

15 11204390 2017 FORD F-150 Unknown/Other VEHICLE WAS SITTING IN THE GARAGE FOR 2 DAYS. OPENED DOOR TO GRAB SOMETHING. ON CLOSING THE DOOR THE BACK WINDOW COMPLETELY SHATTERED. PASO ROBLES CA Failure Date: 04/20/2019

15 11171131 2017 FORD F-150 Unknown/Other ON BELOW FREEZING MORNINGS DRIVER DOOR WILL NO RE LATCH AFTER OPENING. IT SEEM TO OCCUR ON HARD FREEZE MORNINGS. THIS HAS OCCURRED TO MY TRUCK ON THE FOLLOWING MORNING JAN 16 & 17 IN HERNDON VA AND ON JAN 21 2019 IN MINERAL VA EACH MORNING THE TEMP WAS BELOW 25. EACH TIME I HAVE HAD TO DEFROST THE DOOR LATCH MINERAL VA Failure Date: 01/21/2019

15 11157316 2017 FORD F-150 Unknown/Other WHEN EVER IT GETS BELOW FREEZING THE DOOR LOCKS FREEZE AND WONØT OPEN ALL 4 DOORS , ALSO IF YOU CAN GET THEM TO OPEN, THEY WILL NOT LATCH CLOSED WHEN CLOSING DOORS, SO YOU ARE UNABLE TO DRIVE THE TRUCK CANAL WINCHESTER OH Failure Date: 12/09/2018

15 11160928 2017 FORD F-150 Unknown/Other REAR DOORS NOT SHUTTING IN COLDER TEMPS. HAD TO RATCHET STRAP THE REAR DOORS

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TOGETHER FROM THE INSIDE TO KEEP THEM SHUT. CONTACTED THE LOCAL DEALER AND SERVICE TOLD ME THAT IT'S AN 8 HOUR FIX AND THAT MAY NOT FIX IT. HE THEN TOLD ME TO FIND A GARAGE AND THAW IT OUT.

WESTMORELAND CITY PA Failure Date: 12/09/2018

15 11156930 2017 FORD F-150 Unknown/Other OUTSIDE AIR TEMPERATURE WAS 21 DEGREES F, COULDN'T UNLOCK OR OPEN DOORS WITH KEY FOB OR MANUALLY. THE VEHICLE HAD BEEN REMOTELY STARTED AND HAD BEEN RUNNING, PARKED FOR 10 MINUTES BEFORE I TRIED TO UNLOCK AND OPEN THE DOORS. ## VIN PASSED ## FORD F150 2017 ##

OLYMPIA WA Failure Date: 12/07/2018

15 11149632 2017 FORD F-150 Unknown/Other WHILE DRIVING THE 2017 FORD F-150 THE STEERING BECAME VERY DIFFICULT TO TURN ON A CITY STREET. THE STEERING WENT OUT WITH 38K MILES. THE DEALERSHIP FIXED BY REPLACING THE STEERING COLUMN AND ELECTRONIC CONTROLS FOR \$1730. DALTON GA Failure Date: 10/27/2018

15 11118179 2017 FORD F-150 Unknown/Other PARKING BRAKE ALERT COMES ON READING PARKING BRAKE MALFUNCTION PLEASE HAVE IT CHECKED. THE PARKING BRAKE WILL NOT WORK AND THE ALERT KEEPS COMING ON EVEN WHEN I HIT OK. TOOK IT IN 2 TIMES TO FORD DEAL AND THEY REPROGRAMMED BUT IT STILL COMES ON AFTER AWHILE WHEN IN DRIVE MODE. IT DOES IT WHEN IN MOTION OR PARKED.

ETHEL WA Failure Date: 06/20/2018

15 11102617 2017 FORD F-150 Unknown/Other REAR WINDOW POPPED OR SHATTERED FOR NO REASON. THERE WAS NOTHING BEHIND ME THAT COULD HAVE CAUSED AN IMPACT AS I WAS IN A BOAT RAMP WITH ONLY THE OCEAN BEHIND ME. WHEN I OPENED MY DOOR TO GET OUT I HEARD A LOUD POP NOISE. I LOOKED AROUND AND DIDN'T SEE ANYTHING. I GOT MY BOAT OUT AND WHEN I STARTED LOADING THE TRUCK UP I NOTICED THE REAR WINDOW GLASS WAS BROKEN. JUPITER FL Failure Date:

06/09/2018

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15 11098458 2017 FORD F-150 Unknown/Other THE FORD NEW BACK TRUCK WINDOW EXPLODED!! NORMAL MORNING 85 DEGREES. HAVE READ IN U-TUBE NOW BECOMING A COMMON ISSUE WITH THIS NEW FORD TRUCK MODEL. WE CALLED FORD. TRUCK UNDER WARRANTY BUT FORD REFUSE TO DO A THING ABOUT IT. EVEN THOUGH SO MANY OTHERS OWNERS OF THE F-150 HAVE HAD THE SAME ISSUE!!! IT WAS PARKED AS NORMAL. NOTHING HIT IT AND NO STRESS FRACTURES BEFORE WINDOW EXPLODED. IT JUST EXPLODED!! INGLESIDE TX Failure Date: 05/24/2018

15 11084873 2017 FORD F-150 Unknown/Other WHILE DRIVE IN THE RAIN WITH THE CABIN HEATER ON THERE WAS A LOUD NOISE AND THEN THE REAR WINDOW OF MY F-150 TRUCK WINDOW SHATTERED (IT EXPLODED OUTWARDS FROM THE INSIDE OF THE CABIN) TOOK THE VEHICLE DIRECTLY TO THE DEALER TO FILE A CLAIM. AFTER SEVERAL HOURS AND THE DEALER CONTACTING THE WARRANTY DEPARTMENT I WAS TOLD THE DAMAGE WOULD NOT BE COVERED BY FORD THE VEHICLE ONLY HAS LOGGED ONLY 14,400 AT THE TIME THIS TIME AND I HAVE AN EXTENDED WARRANTY ON THE VEHICLE WELLINGTON FL Failure Date: 04/10/2018

15 11082260 2017 FORD F-150 Unknown/Other WHILE IN MOTION, I ACCELERATED TO PASS ANOTHER VEHICLE. UPON COMPLETING THE PASS, I PUMPED MY BRAKES TO SLOW DOWN. WHEN I RELEASED THE BRAKES, MY TRUCK RAPIDLY ACCELERATED AND WOULD NOT STOP ACCELERATING, THOUGH I HAD NOT TOUCHED THE GAS PEDAL AND TRIED BRAKING SEVERAL TIMES. THE ONLY WAY I COULD STOP THE SUDDEN UNINTENDED ACCELERATION WAS TO PUT THE TRUCK IN NEUTRAL AND BRAKE. EVEN AS I DID THIS, THE ENGINE CONTINUED TO TACH AT HIGH RPMS. AFTER TURNING THE VEHICLE OFF AND ON AT LEAST TWICE, THE ISSUE FINALLY RESOLVED. THE DEALER FOUND ONLY 1 CODE ERROR, SHOWING THE HIGH TACH, AND BLAMED THE FLOOR MAT. I CAN SAY WITH 100% CERTAINTY, IT WAS NOT THE FLOOR MAT. HAMPDEN ME Failure Date: 03/27/2018

15 11122674 2017 FORD F-150 Unknown/Other DRIVERS SIDE FRONT AND REAR DOORS DO NOT CLOSE IN COLD WEATHER. DOOR LATCHES HAVE

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BEEN REPLACED WITH "NEW VERSION" THAT WAS DESIGNED AFTER A PREVIOUS RECALL. THE NEW LATCHES DO NOT CORRECT THE PROBLEM AND A MAJOR SAFETY ISSUE STILL REMAINS AS DOORS WILL COME OPEN WHILE DRIVING. MIDLOTHIAN VA Failure Date: 03/23/2018

15 11089784 2017 FORD F-150 Unknown/Other ADAPTIVE CRUISE CONTROL ENGAGES BRAKES FOR NO APPARENT REASON. NO TRAFFIC OR OBSTACLE WAS IN FRONT OF MY VEHICLE TO CAUSE IT TO ENGAGE THE BRAKES AT HIGHWAY SPEED OF 70MPH. MESSAGES AS FOLLOWS: HILL DESCENT CONTROL WARNING ILLUMINATED CAUSING BRAKES TO ENGAGE 3/14/2018. FORWARD COLLISION WARNING 3/14/2018. SELF-PARKING FEATURE BACKED MY VEHICLE INTO A LARGE BOULDER BESIDE MY TRUCK WHILE PARKING. IF IT HAD BEEN A PERSON BESIDE MY TRUCK, THEY COULD HAVE BEEN SERIOUSLY INJURED OR KILLED. HAPPENED ABOUT FEBRUARY 15, 2018 DALLAS TX Failure Date: 03/14/2018

15 11074289 2017 FORD F-150 Unknown/Other DOOR LATCH MECHANISM DOES NOT CLOSE WHEN EXPOSED TO FREEZING TEMPERATURES. MY VIN NOT INCLUDED IN RECALL REF: NHTSA CAMPAIGN NUMBER: 17V652000 SAMMAMISH WA Failure Date: 02/22/2018

15 11075428 2017 FORD F-150 Unknown/Other DOORS ARE FREEZING SHUT WHEN TEMPS DROP BELOW FREEZING. WHEN ABLE TO OPEN DOOR OFTEN DOOR WONT CLOSE AND LOCK WILL NEED TO BE PUSHED DOWN IN ORDER FOR DOOR TO LATCH. ONE TWO DIFFERENT OCCASIONS DOORS HAVE COME OPEN WHILE CAR IS IN MOTION AFTER FROZEN. GRAND RAPIDS MI Failure Date: 02/17/2018

15 11090792 2017 FORD F-150 Unknown/Other THE BLACK STITCHING ON THE LEATHER AREAS OF THE DASH IS TURNING PINK. I BELIEVE IT IS BEING CAUSED BY SUN EXPOSURE. I CONTACTED THE DEALER AND THEY HAVE SENT PICTURES TWICE TO FORD EXPLAINING THE PROBLEM. THEY HAVE REFUSED BOTH TIMES TO COVER THIS UNDER WARRANTY, STATING IT WAS CAUSED FROM HARSH CHEMICALS BEING USED IN CLEANING. I HAVE NEVER

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CLEANED THE DASH, ONLY DUSTED IT WITH A CLEAN CLOTH. I PURCHASED THIS TRUCK DECEMBER 9, 2017. I NOTICED THIS AND REPORTED IT TO THE DEALER FEBRUARY 9, 2018. REDMOND WA Failure Date: 02/09/2018

15 11061327 2017 FORD F-150 Unknown/Other REAR PASSENGER DOOR WINDOW SHATTERED AS I WAS DRIVING ON THE FREEWAY. DID NOT SEE OR FIND EVIDENCE OF ANYONE HITTING WINDOW. KATY TX Failure Date: 01/06/2018

15 11053968 2017 FORD F-150 Unknown/Other I OWN A 2017 F150 5.0 LITER V8 WITH 10,700 MILES PURCHASED NEW THIS YEAR. THE BRAKING SYSTEM FAILED WHILE DRIVING. THE BRAKE PEDAL LOST THE RESISTANCE AND DEPRESSED ALL THE WAY TO THE FLOOR, FAILING TO STOP THE VEHICLE. THE BRAKE PEDAL WOULD RETURN BACK TO THE NORMAL POSITION WHEN RELEASED. THIS HAPPENED INTERMITTANTLY ON SECONDARY ROADS FOR ABOUT 25 MILES BEFORE FAILING CONSISTENTLY. THE BRAKE PEDAL WOULD THEN DEPRESS COMPLETELY TO THE FLOOR BOARD UNTIL RELEASED. NO WARNING LIGHTS OR ALARMS ACTIVATED. THE BRAKES WOULD FUNCTION PARTIALLY AND ABNORMALLY BUT REQUIRED THE DRIVER TO PUMP THE BRAKE PEDAL TO MAINTAIN PROPER PEDAL RESISTANCE AND WOULD BRING THE VEHICLE TO A STOP. IT WAS TAKEN TO THE DEALERSHIP WHERE IT WAS PURCHASED AND THE MASTER CYLINDER WAS SAID TO BE LEAKING AND WAS REPLACED UNDER WARRANTY REPAIR. STEPHENS CITY VA Failure Date: 12/09/2017

15 11047697 2017 FORD F-150 Unknown/Other DRIVING DOWN ROAD IN NEW TRUCK. TURNED ON REAR DEFROST AND 4-5 MINUTES LATER, THE BACK WINDOWS EXPLODE AND A BURNING SMELL CAME UP. KENT OH Failure Date: 11/20/2017

15 11100687 2017 FORD F-150 Unknown/Other WAS INFORMED OF A RECALL 17S33, 17V-652 ON 11/17. HAVE RECEIVED NOTHING FROM FORD SINCE AND THEY SAY NOTHING HAS BEEN DONE AS YET. IS THIS LONG OF A DELAY NORMAL!? SPARKS NV Failure Date: 11/01/2017

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15 11034138 2017 FORD F-150 Unknown/Other ROOF OF TRUCK HAD BAD PAINT CORROSION, LIKE SOMETHING WAS UNDER IT WHEN PAINTED. PRIMER SHOWING THROUGH. WAS NOT NOTICED AT TIME OF BUYING AS WE WEREN'T ON A LADDER TO SEE THE ROOF. FALLBROOKCA Failure Date: 09/19/2017

15 11090006 2017 FORD F-150 Unknown/Other THE AUTO SHUT OFF SYSTEM WHEN YOU STOP WHEN THE BREAK IS APPLIED. THERE IS NO WAY TO PERMANENTLY SHUT THIS SYSTEM OFF. YOU CAN HIT A BUTTON EACH TIME YOU START THE VEHICLE, IN THE MANUEL IT DOES STAT YOU CAN TURN IT OFF BUT DOING AS IT STATES DOES NOT TURN IT OFF PERMANENTLY. WHEN NEEDING TO TAKE OFF QUICKLY OR IF YOU NEED TO MAKE A TURN WHEN THE VEHICLE TURNS OFF THE STEERING WHEEL IS HARD TO TURN SO YOU NEED TO LET UP OFF THE BREAK. THERE NEEDS TO BE A WAY FOR THE OWNER TO SHUT THIS BUTTON OFF PERMANENTLY IF THEY SO CHOOSE. I DON'T SEE WHERE THIS TURNING THE ENGINE OFF AND ON ALL THE TIME IS SAVING FUEL AND GOOD ON THE STARTER. CONWAY AR Failure Date: 08/01/2017

15 11014688 2017 FORD F-150 Unknown/Other I REAR ENDED ANOTHER VEHICLE AT AROUND 35MPH. THE FRONT AIRBAGS DEPLOYED. WITHIN 2 MINUTES WE NOTICED THAT THE TRUCK WAS ON FIRE. THE FIRE ORIGINATED AT THE BOTTOM OF THE DRIVER SIDE B PILLAR. MYSELF, ONE WITNESS, AND ONE LAW ENFORCEMENT OFFICER ALL SAW WHERE THE FIRE STARTED. THE TRUCK FRONT AND CAB WERE TOTALLY BURNED UP WITHIN 5 MINUTES. NO ONE WAS HURT DUE TO THE FIRE. MOORPARK CA
Failure Date: 07/29/2017

15 11074822 2017 FORD F-150 Unknown/Other 2017 FORD F-150. CONSUMER WRITES IN REGARDS TO VIBRATION ISSUES. *LD *JS
TAMPA FL Failure Date: 07/01/2017