



Sample ODI Complaint Analysis

Lindsey Research Services

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About Lindsey Research Services



Left to Right: Dick Boyd, John Hinch, Bob Krauss (below), Von Lindsey, Randa Radwan, George Soodoo

Your NHTSA Resource!

Lindsey Research has been an industry resource for over 15 years and is joined by several retired NHTSA Division chiefs to provide an unmatched level of expertise. We provide a number of services, including consulting regarding defect and compliance issues, ODI data and research, and recall completion and reporting assistance. Our clients, manufacturers of all sizes, have benefited from an improved relationship with their customers and NHTSA.

Throughout this sample report, you will see text boxes that help you better navigate the information available.

Overview and Data Summary (Ford)

This complaint analysis report is based on complaints added to the National Highway Traffic Safety Administration (NHTSA) Office of Defects Investigation (ODI) database. These complaints are submitted by the public. Their authenticity is not verified by Lindsey Research Services and they are presented as is from the ODI database. Complaints with claims of injury or death may be given a higher priority for further investigation by NHTSA.

	Ford Motor Company		All Manufacturers	
	Sample Quarter	Sample Year	Sample Quarter	Sample Year
Complaints	3,686	14,913	15,883	69,312
Component Complaints	4,504	18,077	21,189	90,720
% >= 2013 MY	%35	%34	%39	%32
% <= 2012 MY	%65	%66	%61	%68
Injured	97	459	730	3,139
Deaths	4	16	32	90

Top Complaint Counts - Sample Quarter

Components	
AIR BAGS	23%
STEERING	14%
ENGINE	9%
POWER TRAIN	9%
UNKNOWN OR OTHER	8%

Model Year	
2013 F-150	122
2010 FUSION	113
2011 F-150	93
2013 ESCAPE	81
2012 FUSION	79

Injuries by Model Year	
2013 EXPLORER	5
2015 EXPLORER	5
2013 FUSION	4
2014 FOCUS	3
2016 FOCUS	3

Fatalities by Model Year	
2013 MKS	2
2000 EXCURSION	1
2006 RANGER	1

(For component analysis, sometimes the numbers are higher because multiple components are cited in an individual complaint.)

Industry Recalls



Click the hyperlink to view recall documents on safercar.gov

Recall ID	Manufacturer	Component	Date
17V534	Autocar Industries, LLC	STEERING	08/31/17
Autocar Industries, LLC (Autocar Industries) is recalling certain 2016 Xpert, and Xspotter vehicles, equipped with certain Dana Spicer D-Series and E-Series steer axles. The castellated nut on the steer axles may not be properly torqued, allowing the tie rod to loosen.			
17V507	BMW of North America, LLC	SEAT BELTS:FRONT	08/17/17
BMW of North America, LLC (BMW) is recalling certain 2018 430i, 430i xDrive, 440i, 440i xDrive, and M4 convertible vehicles. The Emergency Locking Retractors (ELR) within the front seat belt assemblies may have been produced with incompatible vehicle-sensitive locking mechanism housings.			
17V499	Chrysler (FCA US LLC)	WHEELS	08/11/17
Streetcar ORV LLC, dba American Expedition Vehicles (AEV) is recalling certain 2013-2017 RAM 2500 and 3500 heavy duty trucks, modified by AEV to be equipped with cast aluminum Katla 8.5" road wheels. The outer surface of the wheel may fracture, resulting in rapid air loss.			
17V521	Daimler Trucks North America LLC	SUSPENSION:FRONT:SPRINGS:LEAF SPRING ASSEMBLY	08/25/17
Daimler Trucks North America LLC (DTNA) is recalling certain 2017-2018 Western Star 4900 trucks. The front axle weight capacity may exceed the spring capacity.			
17V523	Forest River, Inc.	TIRES	08/28/17
Forest River, Inc. (Forest River) is recalling certain 2018 XLR ToyHaulers, models XLT23KW and XLT23KW-W. The Federal Placard on these vehicles may not provide the incorrect tire and rim combination information of ST225/75R15/E tires needing 80 PSI and rims of 16X6.0JJ. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 110, "Tire Selection and Rims."			
17V516	General Motors LLC	POWER TRAIN:DRIVELINE:DRIVESHAFT	08/23/17
General Motors LLC (GM) is recalling certain 2018 Chevrolet Equinox and GMC Terrain vehicles and 2017-2018 GMC Acadia vehicles. The right front intermediate driveshaft may fracture and separate while driving.			

Top Complaint Counts By Manufacturer (Jaguar)

Compare complaint counts
added to the ODI Database over
the past quarter and year

Sample Quarter	
Ford Motor Company	3,682
General Motors LLC	2,929
Chrysler (FCA US LLC)	2,341
Toyota Motor Corporation	1,211
Honda (American Honda Motor Co.)	1,017
Nissan North America, Inc.	940
Hyundai Motor America	615
Volkswagen Group of America, Inc.	596
BMW of North America, LLC	541
Mercedes-Benz USA, LLC.	437
Kia Motors America	390
Subaru of America, Inc.	230
Mazda Motor Corp.	218
Mitsubishi Motors North America, Inc.	73
Harley-Davidson Motor Company	67
Tesla, Inc.	62
Volvo Car USA LLC	52
UNKNOWN MANUFACTURER	47
LAND ROVER	39
Porsche Cars North America, Inc.	34
Forest River, Inc.	28
JAGUAR CARS LTD	24
Suzuki Motor of America, Inc.	22
Daimler Vans USA, LLC	18
Harbor Freight Tools	15
Isuzu Technical Center of America, Inc.	13
Winnebago Industries, Inc	11
Mercedes-Benz USA, LLC - DBA Sprinter	10
Thor Motor Coach	9
Keystone RV Company	7
Entegra Coach	7
Kawasaki Motors Corp., U.S.A.	6
Ducati North America	5
FLEETWOOD ENTERPRISES, INC.	5

Sample Past Year	
Ford Motor Company	14,890
General Motors LLC	12,116
Chrysler (FCA US LLC)	10,230
Toyota Motor Corporation	7,731
Nissan North America, Inc.	4,105
Honda (American Honda Motor Co.)	3,898
Volkswagen Group of America, Inc.	2,681
Hyundai Motor America	2,614
BMW of North America, LLC	2,392
Mercedes-Benz USA, LLC.	2,032
Kia Motors America	1,423
Mazda Motor Corp.	1,331
Subaru of America, Inc.	1,062
Mitsubishi Motors North America, Inc.	286
Tesla Motors, Inc.	213
Volvo Car USA LLC	208
Harley-Davidson Motor Company	181
Forest River, Inc.	115
JAGUAR CARS LTD	105
LAND ROVER	105
Suzuki Motor of America, Inc.	103
UNKNOWN MANUFACTURER	99
Porsche Cars North America, Inc.	82
Tegol, Inc.	53
Tesla, Inc.	46
Grand Design RV, LLC	45
Daimler Vans USA, LLC	44
Yamaha Motor Corporation, USA	44
Keystone RV Company	42
Thor Motor Coach	32
Graco Children's Products Inc.	32
Isuzu Technical Center of America, Inc.	31
Mercedes-Benz USA, LLC - DBA Sprinter	28
Polaris Industries, Inc.	28

Top Complaint Counts By Make (Chrysler)

Or view a breakdown of
complaint counts by make.
Below, Chrysler makes have
been highlighted.

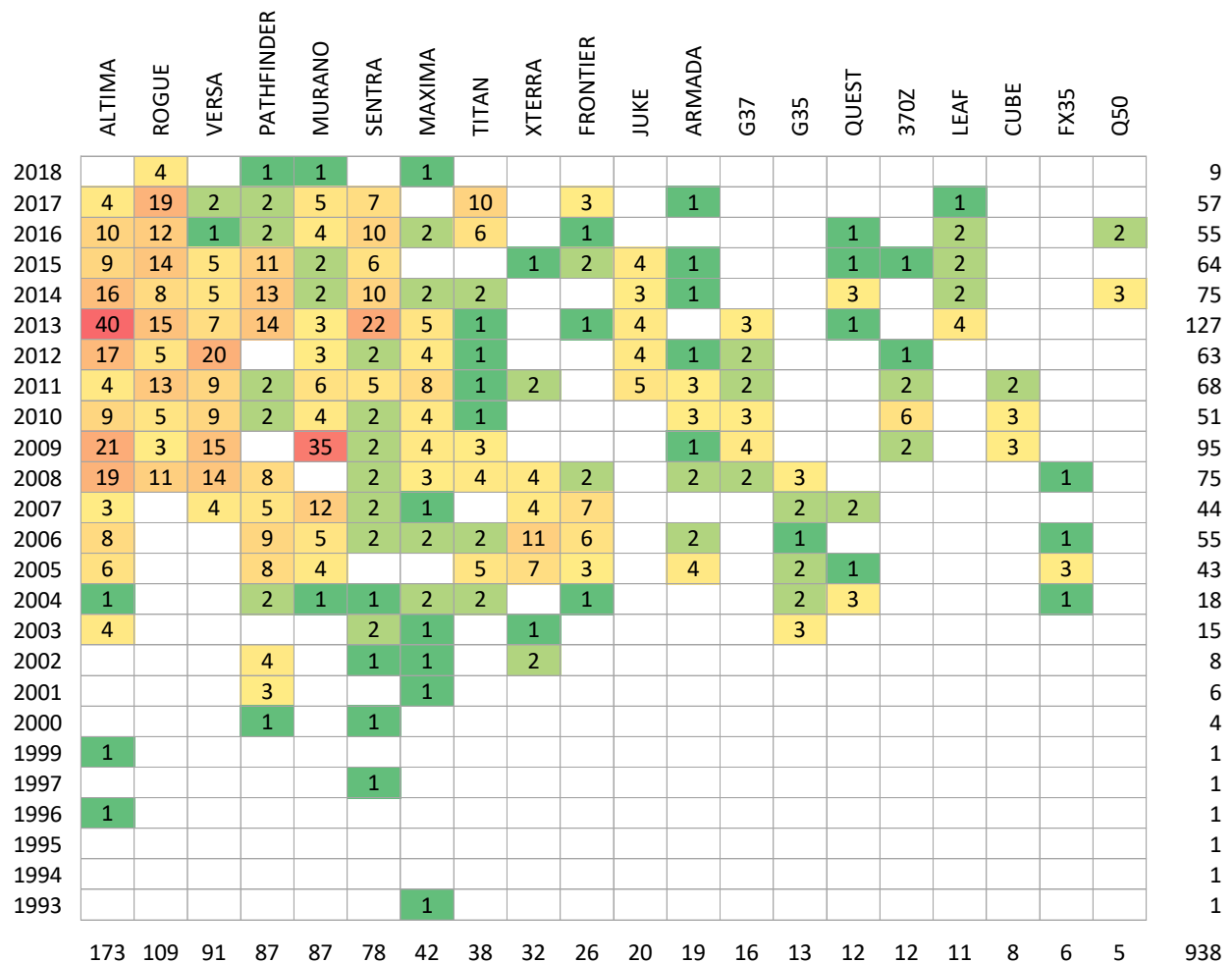
Sample Quarter	
FORD	2,876
CHEVROLET	1,641
TOYOTA	1,010
NISSAN	909
JEEP	838
HONDA	829
DODGE	788
HYUNDAI	676
VOLKSWAGEN	517
CHRYSLER	472
KIA	464
BMW	430
GMC	420
MERCEDES BENZ	418
RAM	272
SUBARU	234
MAZDA	227
AUDI	174
LINCOLN	158
LEXUS	152
CADILLAC	142
BUICK	141
MERCURY	140
PONTIAC	119
ACURA	101
SATURN	93
INFINITI	76
MITSUBISHI	71
TESLA	68
HARLEY-DAVIDSON	57
MERCEDES-BENZ	51
VOLVO	39
PORSCHE	36
MINI	36
FOREST RIVER	28
FIAT	26

Sample Year	
FORD	13,413
CHEVROLET	7,353
TOYOTA	5,540
NISSAN	3,673
HONDA	3,518
DODGE	3,427
JEEP	3,135
HYUNDAI	2,656
BMW	2,212
CHRYSLER	2,166
GMC	1,984
MERCEDES BENZ	1,944
VOLKSWAGEN	1,761
KIA	1,557
MAZDA	1,235
LEXUS	1,005
LINCOLN	968
SUBARU	968
RAM	881
MERCURY	880
PONTIAC	869
AUDI	712
CADILLAC	656
BUICK	575
ACURA	428
SATURN	407
INFINITI	348
MITSUBISHI	274
MERCEDES-BENZ	252
TESLA	242
SCION	222
HARLEY-DAVIDSON	215
VOLVO	211
MINI	161
FIAT	134
LAND ROVER	110

Top Complaint Counts By Year & Model (Nissan)

The heatmap allows you to quickly identify outliers

Sample Quarter



Top Component Complaint Counts (BMW)

Compare component complaints
between manufacturers,
industry, and specific models

BMW of North America, LLC	Sample Quarter
ENGINE	193
ELECTRICAL SYSTEM	145
AIR BAGS	118
UNKNOWN OR OTHER	56
FUEL/PROPULSION SYSTEM	47
POWER TRAIN	37
STEERING	31
SEATS	27
STRUCTURE:BODY	17
EXTERIOR LIGHTING	16
SEAT BELTS	14
ELECTRONIC STABILITY CONTROL	13
SERVICE BRAKES	13
VEHICLE SPEED CONTROL	12
ENGINE AND ENGINE COOLING	11

All Manufacturers	Sample Quarter
AIR BAGS	3,302
ENGINE	2,506
ELECTRICAL SYSTEM	2,114
UNKNOWN OR OTHER	2,011
STEERING	1,793
POWER TRAIN	1,669
SERVICE BRAKES	1,179
FUEL/PROPULSION SYSTEM	1,133
STRUCTURE:BODY	797
ELECTRONIC STABILITY CONTROL	623
VEHICLE SPEED CONTROL	609
EXTERIOR LIGHTING	570
SUSPENSION	560
VISIBILITY/WIPER	426
SEAT BELTS	288

2011 328i	
ENGINE	23
ELECTRICAL SYSTEM	18
AIR BAGS	4
UNKNOWN OR OTHER	3
ELECTRONIC STABILITY CONTROL	1
SEAT BELTS	1

2008 328i	
ELECTRICAL SYSTEM	11
ENGINE	7
UNKNOWN OR OTHER	4
AIR BAGS	4
FUEL/PROPULSION SYSTEM	3
VISIBILITY:DEFROSTER/DEFOGGER SY	1
WHEELS	1
ENGINE AND ENGINE COOLING	1

2007 328i	
ELECTRICAL SYSTEM	10
ENGINE	6
STEERING	2
AIR BAGS	2
EXTERIOR LIGHTING	1
ENGINE AND ENGINE COOLING	1

2009 328i	
ELECTRICAL SYSTEM	11
ENGINE	10
AIR BAGS	3
ENGINE AND ENGINE COOLING	1
FUEL/PROPULSION SYSTEM	1
ELECTRONIC STABILITY CONTROL	1

For component analysis, sometimes complaint counts are higher because multiple components are complained about in individual complaints.

Complaint Summaries (Harley Davidson)

View sorted complaint summaries from the ODI database color-coded by component! Click the ODI# hyperlink for more details via our website.



FLHTK	Components	ODI#
2015 FLHTK	ELECTRICAL SYSTEM ENGINE	11072438
SPARK PLUG WIRE LEADING TO FRONT CYLINDER RUBS AGAINST THE FUEL TANK, LEADING TO ABRASION THROUGH THE INSULATION OF THE SPARK PLUG WIRE. REPLACEMENT OF PARK PLUG WIRE UNDER WARRANTY DENIED BY FORT BRAGG HARLEY DAVIDSON. ABRASION THROUGH THE INSULATION BY CONTACT OF THE FUEL TANK COULD LEAD TO FIRE OR EXPLOSION SHOULD THE WIRE ARC ON THE FUEL TANK OR IF FUEL LEAKS.		
2015 FLHTK	POWER TRAIN	11072437
CLUTCH BEGAN SLIPPING AT 14,000 MILES WHILE IN 6TH GEAR WHILE ON INTERSTATE. RESULTED IN EVASIVE MANEUVERS BEING TAKEN BY MYSELF AND OTHER MOTORISTS TO AVOID COLLISION, AS I WAS IN THE MIDDLE LANE. DEALERSHIP STATED THAT THE CLUTCH IS NOT COVERED IN WARRANTY.		
2013 FLHTK	UNKNOWN OR OTHER	11074421
ABS BRAKE MODULES FREEZING UP. WHEN THAT HAPPENS YOU HAVE NO BRAKES		
2012 FLHTK	SERVICE BRAKES	11067410
ABS REAR BRAKE PEDAL IS STUCK AND WILL NOT DEPRESS. I HAVE NO REAR BRAKE AT ALL. I WAS DRIVING ON A CITY STREET APPROX. 40MPH. COMING TO A STOP, I TRIED TO APPLY REAR BRAKES AND FOUND THE PEDAL WOULD NOT DEPRESS. I HAD NO REAR BRAKE.		

More Complaint Summaries

We also can provide complaint summaries in a more detailed format.

Manufact	Harley-Davidson Motor Company
Date Added	3/14/2018
Fail Date	2/22/2018
ODI #	11079447
Make	HARLEY-DAVIDSON
Model	FLD
Year	2012
Component	SERVICE BRAKES
Complaint Summary	TL* THE CONTACT OWNS A 2012 HARLEY-DAVIDSON FLD. WHILE DRIVING 25 MPH, THE CONTACT APPLIED THE BRAKE, BUT THE MOTORCYCLE WOULD NOT STOP. AS A RESULT, THE CONTACT WAS INVOLVED IN A CRASH. THE CONTACT WAS INJURED AND TRANSPORTED VIA AMBULANCE TO THE HOSPITAL. A POLICE REPORT WAS FILED. THE MOTORCYCLE WAS TOWED TO AN INSURANCE AUTO AUCTION IN CLEARWATER. FL. LAKELAND HARLEY-DAVIDSON (4202 LAKELAND HILLS BLVD, LAKELAND, FL 33805) WAS CONTACTED, BUT THE TECHNICIAN WAS NOT ABLE TO PROVIDE ANY INFORMATION. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 7,000.
Miles	7000
Speed	25
Original Owner	N
Crash	Y
Fire	N
Police Report	N
Medical Attention	Y
Towed	Y
VIN #	1HD1GV416CC
City	MULBURY
State	FL

RV & Trailer Tire Complaints

If you are looking to receive a custom data subset, we can do that too! For example, here is a small list of RV & trailer complaints relating to tires.

Tire	Size	Vehicle	Issue	ODI#
MASTERCRAFT COURSER AWT	285/75R16	1998 DODGE RAM	BLOWOUT	11075279
INNOVA ULTRA RUNNER		2001 SU508	BLOWOUT	11066652
LIONSHEAD TRAIL EXPRESS	225/75 R15	2014 ONE	BLOWOUT	11073489
		2017 POWERLITE 3213	FRACTURED	11072725
INNOVA ULTRA RUNNER	5.3X12	2017 UTILITY FLATBED TRAILER	PARTS FOR REPAIR NOT AVAILABLE	11066531
UNKNOWN UNKNOWN		2017 HAUL MASTER	PARTS FOR REPAIR NOT AVAILABLE	11067187
GOODYEAR WRANGLER RADIAL(P)		JEEP WRANGLER	TREAD SEPARATION	11075394
	ST225/75R15/D	2015 CRUSADER	WRONG TIRES	11072752