

[REDACTED]
Memphis, TN [REDACTED]

November 16, 2019

Ford Motor Co.
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

CL-11287315-6934

Dear Madam/Sir:

The Ford fuel module problem struck again as another Ford vehicle stop running the morning of November 14, 2019 while it was out on the road. Fortunately, I was able to coast to the curb before stopping my 2015 Ford Taurus, 1FAHP2F88FC[REDACTED] which has under 30,000 miles. Unfortunately, I had to have the car towed to the dealer and that plus the repairs cost me almost \$1600. It's not something I can understand how my car, which was so obviously subject to the likelihood of a dangerous fuel module failure, was not included in Recall 16V621000.

My wife and I purchase a brand new car every 5-6 years. In the next year or two when we again go car shopping, I don't know how we can even consider a Ford product.

Sincerely,

[REDACTED]

✓ cc: NHTSA
1200 New Jersey Ave, SE
Washington, DC 20590

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NHTSA
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