

RD NEF109 MAIL

SEP 22 '20 11:11AM

August 21, 2020

NHTSA
1200 New Jersey Avenue Southeast
Washington , DC 20590

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

ATT: Administer

Re : 2019 Ford Explorer VIN # 1FM5K8D86K [REDACTED]

On November 26, 2018 I purchased the above referenced Explorer at Koch 33 Ford , in Easton
Pa .

I'm writing this letter to advise you of a safety issue with this vehicle .

I noticed the horn is very muffled but never had it checked until this past week at my local
mechanic .

They discovered this Explorer was sold to me with only the low pitch horn installed . There is no
high pitch horn installed . See the attached photo .

The horn is very faint and hard to be heard at a distance . I'd like a response as to how such an
oversight has occurred , and a suggested remedy .

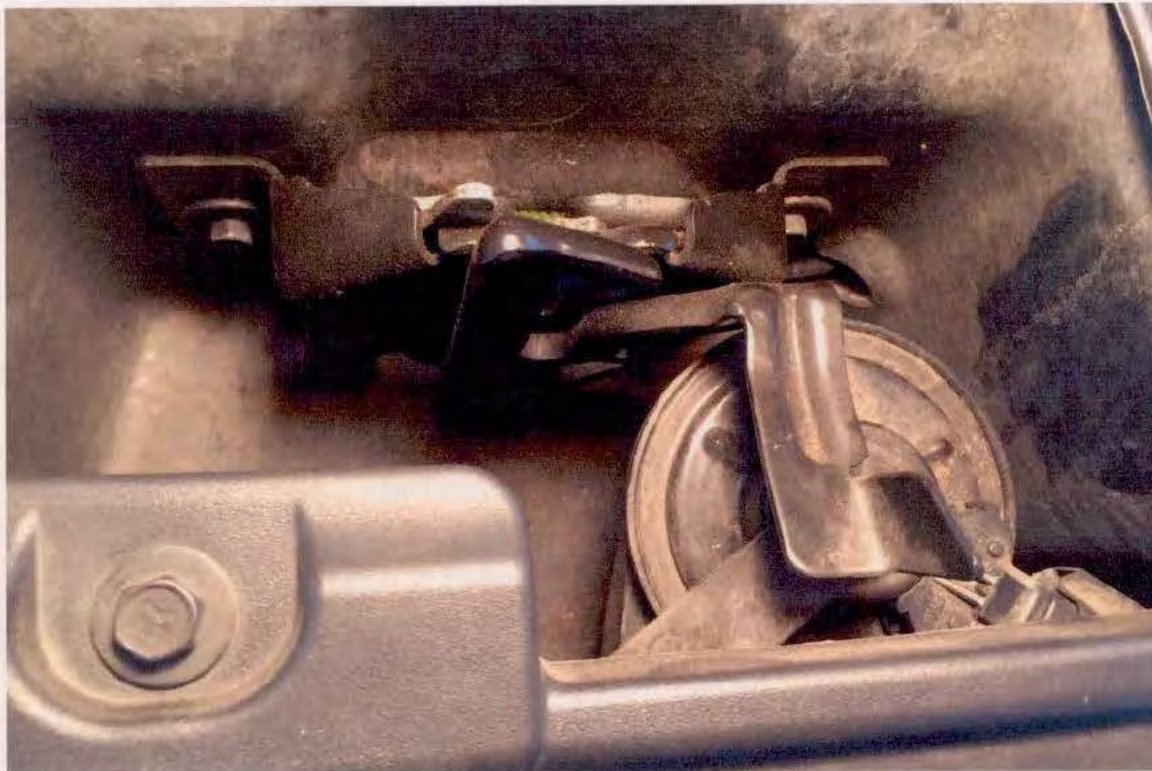
[REDACTED]
Phillipsburg , NJ [REDACTED]

CC :

Ford Motor Company
PO Box 6248
Dearborn, MI 48126

Att: Customer Relation Center

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[REDACTED]
PHILIPSBURG, NJ [REDACTED]

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1200 New Jersey Ave. Southeast
Washington, DC 20590

At: Administrator

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