

July 29, 2022

Administrator, NHTSA  
1200 New Jersey Ave. S.E.  
Washington, D.C. 20520

Dear Sir or Madam,

I am writing to advise of the excessive time being required to get recalls performed on mine and many other Ford vehicles here in Phoenix, Arizona

I have been trying to get the recall done, which was for the FRONT BRAKE FLEXIBLE HOSE LEAK for the past two years. During the first year, I was told they did not have the part required. Yesterday, after getting my 2017 Ford Edge serviced at BELL FORD in Phoenix, for which I was charged \$100.05. This for oil and a filter. The charge for that service previously, was approximately \$45.00, I attempted to make an appointment to get the recall done. The Service Advisor said, "sure I can do that, you will have to leave the car for at least 3 or 4 days". I asked why it took so long. He replied, "well it has to be entered into the computer, then it sits out there until they are ready for it", He pointed to the parking lot and said, "don't you see all those parked out there?" With that, I left because I just cannot be without a car for that many days I am [REDACTED] but am still in good health, but live alone, have five Doctors that I see on a regular basis every 4 to 6 months, and go to the Grocery once or twice a week.

I can understand the computer entry and scheduling, but why can't the car stay with the owner until they are ready for it? Their reasoning just does not make sense.

Also, I have just received another recall from Ford which was sent to the wrong address, but forwarded to me by the resident there, now. this recall is for the replacement of a TRANSMISSION SHIFTER CABLE BUSHING.

For the FORD MOTOR CO'S INFORMATION. My correct address is [REDACTED] Phoenix, Arizona [REDACTED] You say you will advise me by mail when you have the parts ready to install. I hope the above stated problem has been corrected by then.

C,C,Ford Customer Service Division, P.O.Box 1904 Dearborn, Michigan  
[REDACTED]

*CC*

[Redacted]  
Phoenix, AZ

PHOENIX AZ 852

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ADMINISTRATOR, NHTSA  
1200 New Jersey Ave. S.E.  
Washington, D.C. 20590

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