

CL-11486683-1000

**From:** [REDACTED]

**Sent:**

**To:** Magruder, DeMara (NHTSA) <[demara.magruder@dot.gov](mailto:demara.magruder@dot.gov)>

**Subject:** RE: Recall - Reality of Safety / noticed formally by Ford Motors related to my vehicle  
[09.27.2022]

**Importance:** High

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

This is a notice to let you know that **AutoNation Ford Scottsdale Arizona** released a 'stop sale' recall vehicle to me thankfully another dealership is helping me now, but I am without a car now on my second week, I am a single Mom didn't expect this expense, **AutoNation** took my trade and sold me a car fully funded that is not able to be registered. There is no way to work with **AutoNation Ford Scottsdale** as they are retaliatory toward me in all actions that is why I made Chapman Ford my new provider.

This is a brand new car ordered in November from Ford – I love the car but sadly I have no car at this point due to AutoNation Ford.

I think this should be noted – and I am attempting to recoup my losses and I pray the vehicle can be made safe, this is the most expensive vehicle I've purchased in effort to utilized clean energy ... I'm very sad and not sure who can help, certainly AutoNation is doing nothing to make me whole from their fraudulent practices.

- **Dealer 108751**
- **AutoNation Ford Scottsdale Location #179**
- The recalls they ignored
  - o 1. Recall NEF-107DM 22V-646
  - o 2. 22S55–CERTAIN 2022 FORD MUSTANG MACH-E VEHICLES – REAR
  - o 3. Part 573 Safety Recall Report
  - o 4. NEW VEHICLE DEMONSTRATION / DEL HOLD - Safety Recall 22S55
  - o 5. Safety Recall Notice 22S55 / NHTSA Recall 22V646

Released and sold me a vehicle without repairing / inspecting / notifying me of this recall

- I drove this vehicle for 2 weeks unknowing the recall existed
- Only finding out when I was unable to understand why the Arizona registration / title was not processing
- Vehicle Identification Number (VIN) for your reference:  
3FMTK1RM8N [REDACTED]

The vehicle is now being managed by **Chapman Ford Scottsdale** and they have been excellent

NHTSA Campaign Number: 22V646000  
Manufacturer Ford Motor Company  
Components POWER TRAIN  
Potential Number of Units Affected 1,175

SM: JOSE LOPEZ LUNA  
SA: WILLARD THOMAS  
CFS: JONATHAN JAHANI

**RETAIL PURCHASE AGREEMENT**

AUTONATION FORD SCOTTSDALE  
8555 E FRANK LLOYD WRIGHT BLVD  
SCOTTSDALE, AZ 85260  
(480) 991-3333

FORM# [REDACTED]  
STORE# 179  
DEAL# 168751  
STK# [REDACTED]  
CUST# [REDACTED]

09/09/2022

PURCHASER ADDRESS	[REDACTED] SCOTTSDALE, AZ [REDACTED]
H:	[REDACTED] C: [REDACTED]
PURCHASE VEHICLE CLASSIFICATION	
<input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED <input type="checkbox"/> DEMO	
YEAR / MAKE	2022 FORD
MODEL / COLOR	MUSTANG MACH-E SPACE WHITE
VIN 3FMTK1RM8[REDACTED]	MILEAGE 15
CYL / ENGINE / TRANS	4 / UL ELECTRIC A

CO-PURCHASER ADDRESS	N/A	
ITEMIZATION OF COSTS		
BASE SELLING PRICE	\$	47197.40
LESS REBATE TO CUSTOMER		N/A
OPTIONAL ACCESSORIES / PRODUCTS / SERVICES*		
N/A	+	N/A
N/A	+	N/A

From: Magruder, DeMara (NHTSA) <[demara.magruder@dot.gov](mailto:demara.magruder@dot.gov)>  
Sent: Tuesday, September 27, 2022 4:50 AM  
To: [REDACTED]  
Subject: [EXTERNAL] RE: Recall - Reality of Safety / noticed formally by Ford Motors related to my vehicle [09.22.2022]

\*\*\*\* External Email - Use Caution \*\*\*\*

Good morning, [REDACTED]. Thank you for your email. Could you please let me know what the recall number is that you are complaining about? That is necessary for me to look it up.

Thanks.

**Best Regards,**

*DeMara Magruder*  
**Safety Recall Specialist**  
**Office of Defects Investigation (ODI)**  
**Recall Management Division**

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West Building, Room 43-490  
202-366-8538

**From:** [REDACTED]  
**Sent:** Friday, September 23, 2022 7:47 PM  
**To:** Jacobs, Randy <[JacobsR1@autonation.com](mailto:JacobsR1@autonation.com)>  
**Subject:** Recall - Reality of Safety / noticed formally by Ford Motors related to my vehicle [09.22.2022]

Until you receive a reply from Chapman indicating they agree to accept the parts please do not move forward with this.

Per Ford Motors there is no need to complete with whatever you ordered or have/had on hand, it is my choice to have this managed with my preference.

Lastly, had I known this vehicle was recorded as a **'stop sale'** recall I would not have been driving this vehicle for the last 2 weeks. ***I know full well my words are wasted on this and all issues related to this horrible experience however I have to speak my mind, because AN's actions have stolen my wellness for now 2 weeks. Seeing how well other dealers treat customers is provides even more awareness.***

**Nowhere** in **ANY** documents does AutoNation **disclose** the severity of this recall, Executive Offices at Ford were quite surprised that the vehicle was released to me and no warning of the risks involved using this as driven for 2 weeks.

In fact they notified me that at a few more miles this would exclude the vehicle to have the recall completed. The reality is that the vehicle **NOT** & is **NOT** safe to drive, and your inaction put my life as well as my child's life in grave risk.

AutoNation took my money \$17,000 + \$500 + \$100, my trade vehicle Ford Fusion and my final payment all the while knowing this was severely out of compliance. Learning this and the severity of this choice your group made and continues to foster is literally putting more than someone's wellbeing at risk, you are putting future in harm's way. At this point I am renting a car while waiting for a trustworthy service department to safely address this issue, I am daily chasing deposits and refunds, and getting nowhere. Nothing feels worse than being lied to by people there to help, almost daily for 14 days shocked more than the day before by action I a required to take due to AutoNation being so inattentive to ethical behavior. Your group ran my credit roughly 18 times from 9-9-2022 to 9-20-2022, completely flagrantly excessive, not to mention harmful to my credit history, for no reason and not authorized. AN refused to offer the Ford Options plan for my purchase or even acknowledge that I requested information.

Failed to honor guaranteed trade value of \$16,500, and so many other things. At this point its hard to keep track, and its so disheartening that each day ends with me again shocked that nothing is done, and that there is no urgency to return at least my deposit, clearly you know this is not legal. No one is sorry I am well aware of that, if that were the case there would be

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some show of good faith, but I am so much worse off than where I was even days ago, your involvement hasn't escalated a resolution its only forced me to spend more time of my own and ensure I am not further victimized.

I don't wish this on anyone, and I am not one to share negativity however I will make sure that no one I care for is ever put in such a horrible place in the process of doing something that was supposed to be such a positive experience. I have replayed the entire process in my head and there literally isn't anything I could have done differently, aside from Bud I was a punching bag for your staff of bullies and its allowed, with no consequence. If you are really saying that not one individual at AN can refund a customer I am saying that is not even possible, its odd that no one can refund money yet AN deposited all my checks and funds within hours of receipt.

Continual endorsing of such behavior from your perspective as a GM is a poor display of what AutoNation as a global leader is focused on as a strategy to help consumers not harm them.

As a consumer I am repeatedly in a state of shock how poorly your group treated me and continue to do nothing for refunds etc.

No response needed.. i can't imagine allowing another human to endure such nonsense repeatedly.