

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

[REDACTED]
Newtonville, MA
[REDACTED]

October 24, 2022

National Highway Traffic Safety Administration

1200 New Jersey Ave., SE

West Building

Washington DC 20590

Dear Sir:

Attached are several letters written to the local Ford Dealer and the Ford Motor Company.

I am asking for reimbursement for faulty lug nuts on my 2015 Ford Fusion S.

My car was brought to my mechanic for regular service when the problem of faulty lug nuts was discovered. The car was up on the LIFT in order to rotate the tires. I was left with uncontrollable circumstances. Did Ford expect me to drive the car on three (3) wheels to the local Ford Dealer? I am [REDACTED] with marginal eye sight.

In order to resolve the matter I am willing to accept a check for \$75.00 dollars . Ford will absorb the rest.

Thank you for your assistance in this matter. It is greatly appreciated.

[REDACTED]

Attachments

112

October 24, 2022

Confidential and Personal information for use by NHTSA personnel only

I am a retired federal employee from the Department of Transportation/ Volpe National Transportation Systems Center, located in Cambridge MA.

I spent [REDACTED]) Of my [REDACTED] years at DOT.

I have proceeded as far as I can go. I ask for your help in resolving this issue as explained in the letter attached.

E-mail [REDACTED]

Thank you

[REDACTED]



October 10, 2022

[REDACTED]
[REDACTED]
Newtonville, MA [REDACTED]

Case # [REDACTED]

Dear [REDACTED],

Thank you for contacting Ford Motor Company to request reimbursement for having to replace the lug nuts on your 2015 Ford Fusion.

I appreciate the opportunity to investigate this matter for you, as the satisfaction of Ford owners is one of our highest objectives. We value your business and thank you for bringing your concern to our attention.

Our New Vehicle Limited Warranty (NVLW) states that Ford Motor Company will repair, replace, or adjust covered parts found to be defective in factory-supplied materials or workmanship during the NVLW period, which is 3yrs/36,000 miles. Your vehicle is outside the NVLW period; therefore, we are unable to assist you with the cost of replacing the lug nuts.

I would recommend that you hold onto your receipt, so if Ford Motor Company issues a recall or a Customer Satisfaction Program (CSP) relating to your specific vehicle and concern, you may be eligible for a refund at that time.

When Ford Motor Company is made aware of a concern with one of their vehicles, through contact from our customers or our dealerships, we may issue a Customer Satisfaction Program (CSP), which is an available upgrade to a specific component or an extension of an existing warranty. CSPs are VIN specific and time and mileage limitations do apply.

In addition, please know that consideration for reimbursement of repairs can only be made if those repairs are performed by an authorized Ford dealership, using genuine Ford parts. This policy allows Ford Motor Company to monitor the quality of the work performed and parts used in the repair of your vehicle. Any repairs or services not completed at a Ford dealership would be the responsibility of the customer.

If you have further questions or concerns, you can reach our Customer Relationship Center via chat Monday - Friday 8:30 AM - 10:00 PM EST and Saturday/Sunday 11:00 AM - 7:00 PM EST. You will find our chat option on www.ford.com/support, look for a blue LIVE CHAT bubble near the bottom right-hand corner of the screen. You can also reach our inbound phone team Monday - Friday 8:00 AM - 11:00 PM EST and Saturday 8:00 AM - 8:00 PM EST (closed Sunday) at 1-800-392-3673. Hearing and speech impaired callers can contact the Telecommunication Relay Service by dialing 711.

Thank you for bringing this matter to our attention.

Sincerely,

Marsha
Customer Service Representative
Ford Motor Company



Newtonville, MA



Ford Motor Company

Customer Relationship Center

P. O. Box 6248

Dearborn, MI 481726

Dear Sir:

Per Shawn Murphy's e-mail (attached) I am writing you to obtain a reimbursement for faulty lug nuts on my 2015 Ford Fusion "S" in the amount of \$148.50.

I would like to mention I have been a Ford customer for over twenty-five (25) years.

I have owned the following cars purchased at Waltham Ford, Main Street, Waltham. No longer in business.

1996 Ford Taurus "g" new

2001 Ford Taurus SEL new

2006 Foed Fusion SE new.

At Watertown Ford, Pleasant street, Watertown Ma I have purchased the following

2010 Ford Fusion SE new

2015 Ford Fusion "S" used

I am  years old and my health is declining. This might be the last car for me and my license might be tough to renew.

I ask for your assistance in obtaining a reimbursement of \$148.50

Thank you.



Attachments

lug nut

From: Shawn Murphy (shawnmurphy@watertownford.com)

To: [REDACTED]

Date: Thursday, August 11, 2022 at 10:05 AM EDT

Good morning [REDACTED],

I received your letter and understand your lug nuts were swollen as for there being a recall there never has been a recall and that is an issue you would have to bring to fords attention. FORD MOTOR CO. the lug nuts are getting swollen this is due to many issues 1. Is corrosive states having the issues 2. In proper torque of the lug nuts using the worn sockets to remove the lug nuts. The lug nut is not the issue it is the cap on top of the lug nut. The customer service number to ford is 800-392-3673 and you may see if they will assist you with a refund of the \$148.50.

Thank you,

Shawn Murphy

Service Manager@

Watertown Ford

PH# 617-924-3673

FAX# 617-321-4175

shawnmurphy@watertownford.com

[REDACTED]
Newtonville, MA
[REDACTED]

August 8, 2022

Mr. Shawn Murphy

Service Manager

Watertown Ford

26 Seyon Street

Waltham, MA 02453

Dear Shawn:

I bought my 2015 Ford Fusion "S" at Watertown Ford on February 13, 2018.

On July 28, 2022 I took my car for service and was informed that the lug nuts were swollen, rusted and corroded and had to be replaced.

Attached is the repair invoice of which \$148.50 is for the lug nuts. Further computer searches indicate that this is a result of the design process and that the car was manufactured and assembled in Mexico.

NHTSA should issue a RECALL on these Fords immediately.

I ask for a refund check in the amount of \$148.50 payable to: [REDACTED] and mailed to the address above.

Thank you for your assistance in resolving this matter.

I can be reached at: [REDACTED]

e-mail [REDACTED]

Sincerely yours

[REDACTED]
Attachment

Newton Street
Street Service

255 Newton Street
Waltham, MA. 02453
Phone: 781-894-1930 Fax: 781-894-1958



INVOICE

Printed Date: 07/28/2022 Work Completed: 07/28/2022

Newtonville, MA

Home -- Cellular

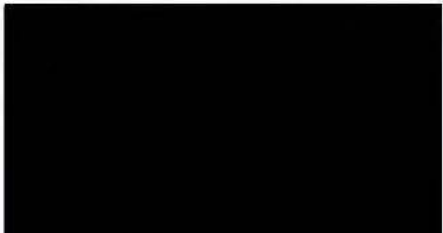
2015 Ford - Fusion S - 2.5L, In-Line4 (152CI) VIN(7)

Lic #

Odometer In : 33519

VIN #: 3FA6P0G71

Part Description / Number	Qty	Sale	Ext	Labor Description	Ext
LUG NUTS	2.00	74.25	148.50	LOF	40.00
				ROTATE	
OIL FILTER	1.00	11.95	11.95	ROTATE TIRES	
				LOF	12.95
PREMIUM MOTOR OIL	6.00	4.50	27.00	Changed Motor Oil & Replaced Filter, Added 6 QTS Premium Motor Oil, Lube Chassis, Check all Fluid Levels	
Shop Supplies			5.62	Hazardous Materials	1.59



Org. Estimate 219.09 Revisions 0.00 Current Estimate 219.09

Labor:	52.95
Parts:	193.07
HazMat:	1.59
SubTotal:	247.61
Tax:	12.07
Total:	259.68
Bal Due:	\$259.68

{ Payments - }

Vehicle Received: 7/28/2022

Customer Number :

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein scribed on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is six months or 6,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____

NEWTONVILLE, MA

BOSTON MA 020

24 OCT 2022 PM 6 L



DEF

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Building
Washington DC 20590

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