

[REDACTED]  
New Orleans, LA [REDACTED]  
[REDACTED]

Ms. D'Lanor Smith  
General Manager  
Bohn Ford  
3737 Lapalco Blvd.  
Harvey, LA 70058

Re: Complete frustration with Ford recalls and scheduling recall services

November 30, 2022

Dear Ms. Smith:

I'm writing you today to discuss an extremely negative experience I had on November 21, 2022 at the Bohn Ford Service Center. I began receiving letters from Ford regarding a shifter cable bushing recall effort several months ago. The initial letter informed me of the recall and stated that another letter would be sent when parts were available. The second letter arrived in mid October stating that parts were now available and that the work would take "less than one-half day". Both recall letters are attached.

On November 9, I visited the Bohn Ford website and scheduled an appointment for 11/21/22 11:00. In this appointment, I chose that I would remain onsite during the service and clearly labeled the work being conducted as Recall 22V413. I received an email confirmation of my appointment (attached). No other communication took place from Bohn Ford.

On the scheduled appointment day, I departed work with my laptop, expecting to spend the afternoon working remotely in the Bohn Ford waiting room. Upon arrival, I was eventually greeted by a man in the service area and I informed him of my appointment and gave him the recall notices. He asked if I had been contacted by anyone to tell me that they are at least 3-5 days delayed on these types of services. I said no and that I had anticipated waiting for this job to be completed. He laughed to himself and said there are already 7 or 8 vehicles in front of me and that everything is delayed. He continued to say that labor and parts shortages are creating multi day waiting periods for any work.

I became somewhat frustrated and asked why they couldn't tell me this ahead of time, why waste my time leaving work, and what is any normal person expected to do in this situation. I couldn't leave my car 3-5 days for a recall. He then suggested that I could just ignore it and I would know if the shifter cable bushing breaks as the car wouldn't go into a gear or park.

This is the second time I have had a completely negative experience with online Ford appointments for recalls (the first was in 2021 shortly after purchasing the car and with Matt Bowers Ford). Online

appointments don't seem to mean anything and certainly are no guarantee that my time won't be wasted. Why should I even make an online service appointment with any Ford dealership?

The other issue, and likely the bigger issue, is that Ford's inability to adequately service recalls in a timely manner just makes me (and likely countless other consumers) just ignore them. Why would I continue to waste time trying to get a recall corrected if the Ford dealerships can't treat me respectfully and more importantly, correct the problem? I get that recalls happen with all automobile manufacturers and I also understand that those recall service jobs will likely be less attractive since they are not generating any revenue. But I also know that I never experienced these issues with my previous two automobiles over the past 15 years (Toyota and Lexus).

For now, I have no plans to address the two open recalls on my 2018 Ford Escape (22V413 & Customer Satisfaction Programs 19B37 / 21N12). Why? Because I have little faith that this work will be completed in a timely and professional manner from any Ford dealership. I'd almost prefer to sell my car now and pick another brand versus continuing to be tricked by Ford's online appointments and misleading recall notices.

Respectfully submitted,



CC: Jim Farley  
Ford CEO and President  
1 American Road  
Dearborn, MI 48126

Jack Danielson  
Executive Director  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

Appointment Scheduled Online: BOHN FORD LINCOLN MERCURY appointment on Nov 21, 2022 11:00:00 AM

From: prehage@bohnzone.com (prehage@bohnzone.com)

To: [REDACTED]

Date: Wednesday, November 9, 2022 at 04:10 PM CST



**SERVICE CONFIRMATION**

Confirmation Code: [REDACTED]  
Date and Time: **Nov 21, 2022 11:00:00 AM**  
Advisor: **Terry Rafferty**  
Vehicle: **2018 FORD ESCAPE**  
Requested Arrangement: **Waiting while work is performed**

- [VISIT US ONLINE](#)
- [VIEW INVENTORY](#)
- [BOOK SERVICE](#)

Dear [REDACTED],

Thank you for taking the time to schedule your service in advance.  
Your service for Nov 21, 2022 11:00:00 AM has been created.



Ford Motor Company  
 Ford Customer Service Division  
 P. O. Box 1904  
 Dearborn, Michigan 48121-1904



771695311832

NEW ORLEANS, LA

October 2022

**\*\*\* IMPORTANT SAFETY RECALL \*\*\***

**Safety Recall Notice 22S43 / NHTSA Recall 22V413**

2018 Escape

Your Vehicle Identification Number (VIN): 1FMCU0GD2 [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?** On your vehicle, it may be possible the transmission shifter cable bushing is damaged or missing.

**What is the risk?** A damaged or missing bushing could prevent the shifter from moving the transmission into the intended gear position and cause the vehicle to move in an unexpected direction. The transmission may not be in the park position, even though the shifter position indicates that the vehicle was shifted to park. Exiting a vehicle without the transmission in the park position and without the application of the parking brake may allow the vehicle to roll, increasing the risk of injury or crash.

**What will Ford and your dealer do?** Parts are now available to repair your vehicle Ford Motor Company has authorized your dealer to replace the transmission shifter cable bushing and protective cap free of charge (parts and labor).

**How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?** Please call your dealer without delay and request a service date for Recall 22S43. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Ford has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. Until the vehicle is repaired, when shifting the vehicle into park, check the instrument cluster to see if it indicates the vehicle is in park position, and always apply the parking brake before the shifter is shifted into park.

If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

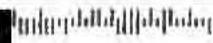
**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**



Ford Motor Company  
 Ford Customer Service Division  
 P. O. Box 1904  
 Dearborn, Michigan 48121-1904



771832110322



NEW ORLEANS, LA

July 2022

Customer Satisfaction Programs 19B37 and 21N12

2018 Escape

Your Vehicle Identification Number (VIN): 1FMCU0GD2



At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing no-charge Customer Satisfaction Programs for your vehicle with the VIN shown above.

- Why are you receiving this notice?** On your vehicle, it may be possible for coolant to intrude into the cylinder bores.
- What is the effect?** Coolant intrusion into the cylinder bores can lead to coolant loss, excessive tailpipe smoke, or illuminated malfunction indicator lights (MIL) due to engine misfire and could potentially lead to engine damage.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram the powertrain control module (PCM) free of charge (parts and labor) under the terms of Customer Satisfaction Program 19B37. Receiving this service will improve engine cooling and may help avoid additional engine repairs. Customer Satisfaction Program 19B37 will be in effect until November 30, 2022, regardless of mileage. Coverage is automatically transferred to subsequent owners.
- Additionally, if engine damage has occurred due to coolant intrusion Ford Motor Company is providing a one-time repair of the engine short block. The short block one-time repair is covered under Customer Satisfaction Program 21N12.
- Customer Satisfaction Program 21N12 provides a free (parts and labor) one-time repair if your vehicle exhibits coolant leakage into the cylinder bores causing engine damage within 7 years or 84,000 miles from the warranty start date, whichever occurs first. Ford Motor Company has authorized your dealer to replace the engine short block free of charge (parts and labor). This is a one-time repair program dependent upon program 19B37 completion.
- If your vehicle has already exceeded either time or mileage limits listed above, this one-time 21N12 repair offer will last through November 30, 2022. Coverage is automatically transferred to subsequent owners.
- In order to qualify for Customer Satisfaction Program 21N12, Customer Satisfaction program 19B37, PCM reprogram, must be completed on the vehicle first before program 21N12 will take effect.
- How long will it take?** The time needed for the 19B37 repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
- If the engine short block requires replacement under 21N12, the time needed for this repair is less than three (3) days. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, your vehicle will require an inspection to determine if parts need to be ordered.
- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 19B37. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

**What should you do?  
(continued)**

Please also keep this letter as a reminder of the service warranty coverage for your vehicle's engine short block under Customer Satisfaction Program 21N12. If the engine short block requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

If you do not already have a servicing dealer, you can access [ford.com/support](http://ford.com/support) for dealer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**Do you need a rental vehicle?**

If your dealer determines that engine short block replacement is required and needs your vehicle overnight, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

**Have you previously paid for this repair?**

If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to an engine short block or head gasket replacement due to coolant intrusion into the engine cylinder bores. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before November 30, 2022. To avoid delays, do not send receipts to Ford Motor Company.

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

**RETAIL OWNERS:** If you have questions or concerns, please contact our Ford Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [ford.com/support](http://ford.com/support).

For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

**FLEET OWNERS:** If you have questions or concerns, please contact our Ford Pro Contact Center at 1-800-34-FLEET, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [fleet.ford.com](http://fleet.ford.com).

Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM - 5:00PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division

**What should you do?  
(Continued)**

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**Have you previously paid for this repair?**

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service repairs related to transmission shifter cable bushing. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

**RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [ford.com/support](http://ford.com/support).

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Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM - 5:00PM (Eastern Time).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153) or go to [NHTSA.gov](http://NHTSA.gov). Reference NHTSA Safety Recall 22V413.

Thank you for your attention to this important matter.

Ford Customer Service Division

Please be aware that in this current environment we are experiencing extended wait times for diagnostic work as well as manufacture parts delays due to supply chain issues. If your appointment requires any diagnostic work or special order parts you may experience delays in service due to this unprecedented time. We apologize upfront and ask you to please allow for up to 48 hours to properly diagnose, research, and provide you with a proper timeline to get your vehicle repaired and back on the road. Thank you for your patience and understanding.

Click [Appointment Link](#) to manage your service directly. Visit us [here](#) for your general service booking needs.

**Service now, pay over time!**

We offer flexible payment plans that allow you to spread your payments across 3-, 6-, or 12-months.\*



**OVER 90% OF PEOPLE ARE APPROVED**



**NO HARD CREDIT CHECK & NO LATE FEES**



**60 SECONDS TO PRE-QUALIFY**

[Pre-qualify Now](#)

Add this appointment to your calendar using the attached file, if present, or by clicking the link below:

[Add To Calendar](#)

We look forward to seeing you!

Thanks for using our online scheduling solution!

[Redacted]  
New Orleans, LA [Redacted]

NEW ORLEANS LA 700

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*Recall*  
*NEF*

Jack Danielson ~~NSA~~  
Executive Director  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

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