

January 13, 2023 INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Administrator	Glenn Spayde	Ford Motor Company
Nation Highway Traffic Safety Administration	Billy Howell Ford 1805 Atlanta Highway	Customer Relationship Center
1200 New Jersey Ave SE	1805 Atlanta Highway Cumming GA 30040	P.O. Box 6248
Washington DC 20590	Cumming GA 30040	Dearborn, MI 48126
Sent UPS # [REDACTED]	Via Email: gspayde@howellford.com	

Reference: Safety Recall Notice

Notice 22S12/22V12 2021 Ford 150 Vin # 1FTFW1ED0M [REDACTED] Inoperative wiper motor

Notice 22C12 2022 Ford Bronco Vin # 1FMDE5DH6N [REDACTED] Windshield Adhesion

Dear Sir or Madam

I was contacted via customer service to provide feedback on my recent customer service experience. Referenced below is a detailed outline of historical events associated with my encounter with Billy Howell Ford.

2021 Ford 150 Previously, I had made an attempt to correct recall 22S56/21Z986 with Billy Howell Ford. After making an appointment, the dilemma took three trips to the dealership and was finally resolved several months later on December 28, 2022. In conjunction with recall 22S56/21Z986, Billy Howell customer service assured me an additional safety recall notice 22S12 2021 would be corrected during my December 28, 2022 appointment with the dealership. I took the extra step to call the day before to safeguard against any problems regarding the motor blade part would be in stock. Imagine my surprise to learn when receiving the truck, the work had not been completed only to leave me with another future trip to the dealership to have this corrected. As of today, no communication has been forward to me as a resolution. This action appears to be an ongoing issue at the dealership with lack of communication and not fulfilling the required safety recalls expeditiously.

2022 Ford Bronco An appointment was made with the dealership on December 28, 2022 to have the defective Windshield replaced. I called the day before the scheduled appointment to ensure the part was available. Unfortunately, the response was "Our service center does not perform this work and you have to take this vehicle to our collision center. After calling the Collision center the response was "The guy that does the work is no longer around. Notwithstanding, the lack of customer service is frustrating. Billy Howell Customer service provided no communication to circumvent wasted efforts to replace the windshield or a resolution. To date, no representative can afford an outcome.

It is unfortunate Billy Howell Ford does not comprehend the liability of performing a safety recall in a timely manner. Therefore, I would request instruction on how to expedite the safety issues matters.

Sincerely,

[REDACTED]

Enclosure Safety Recall

Billy Howell Ford Work Order

[Handwritten mark]



1FMDE5DH6N [REDACTED]

November, 2022

***** IMPORTANT SAFETY RECALL REMINDER *****

According to our records, your 2022 Bronco has not had necessary safety recall repairs made. We urge you to have the free repair performed at your local dealership as soon as possible.

Recall Number 22C12 - Bronco/Ranger Windshield Adhesion
and Description:

What is the issue? On your vehicle, it is possible that the urethane adhesion of the windshield to the body is inadequate and may not conform to Federal Motor Vehicle Safety Standard (FMVSS) 212 Windshield Mounting.

An inadequately adhered windshield may not stay adequately retained in a crash, which may increase the risk of injury to an occupant. Affected vehicles could experience increased wind noise or water leaks.

If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332**. If you wish to contact us through the Internet, our address is: ford.com/support.

Thank you for your attention to this very important matter.

1FMDE5DH6NL [REDACTED]

Noviembre de, 2022

***** RECORDATORIO IMPORTANTE PROGRAMA DE SEGURIDAD *****

SegUR nuestros registros, no se realizaron en sur 2022 Bronco las reparaciones necesarias correspondientes a la campaña de seguridad. Le solicitamos que realice esta reparación gratuita en su distribuidor local lo antes posible.

Número y descripción de la campaña: 22C12 - Adhesión del parabrisa de Bronco/Ranger

¿Cuál es el problema? Es posible que la adhesión de uretano del parabrisa de su vehículo con la carrocería sea inadecuada y podría no cumplir con las Normas Federales de Seguridad para Vehículos motorizados (FMVSS) 212 Windshield Mounting (Montaje del parabrisa).

Un parabrisa adherido de forma incorrecta podría no permanecer adecuadamente sujeto en un choque, lo cual aumenta el riesgo de que un ocupante sufra alguna lesión. Los vehículos afectados podrían experimentar un mayor ruido de viento o fugas de agua.

Si tiene dudas o preguntas, comuníquese con nuestro **Centro de Relación con Clientes Ford al 1-866-436-7332**. Si desea ponerse en contacto con nosotros a través de Internet, nuestra dirección es: ford.com/support.

Gracias por su atención en este asunto sumamente importante.