

I received an important safety recall for my Ford Expedition with regard to the under hood fire possibility. The recall form you sent me states that Ford Motor Company has authorized my dealer to provide me with vehicle pick-up and delivery, a rental vehicle or other alternate transportation and the sheet says all for FREE in bold. I live in Charlotte, NC and can't find a dealer that says they are a part of your offer. I need you to let me know what dealer you are referencing to when you offer this service so I can get this scary safety recall taken care of. Recall Notice 22S36 and NHTSA Recall 22V346

IFMJUIN [REDACTED]

CL-11511433-1000

[REDACTED]
Harrisburg, NC [REDACTED]

Best way to communicate:
[REDACTED]

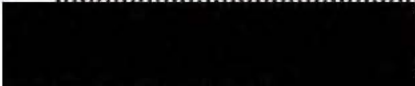
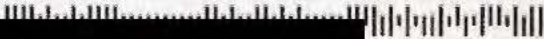
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Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121-1904



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HARRISBURG, NC

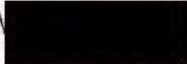
July 2022

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

Safety Recall Notice 22S36 / NHTSA Recall 22V346

2021 Expedition

Your Vehicle Identification Number (VIN): 1FMJU1NT5M



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.

As we committed in May, we are following up with additional information. 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, an underhood fire may occur either when the engine is on, or while the vehicle is parked and the engine is off.

What is the risk? An underhood vehicle fire can increase the risk of personal injury and damage to surrounding structures or property.

What will Ford and your dealer do? Ford Motor Company has identified a repair and is working closely with its suppliers to produce parts. Parts have begun to arrive from our supplier in limited quantities. Please contact your dealer to make an appointment in August for the repair. The repair is free of charge (parts and labor).

For your convenience, Ford Motor Company has authorized your dealer to provide you with vehicle pick-up and delivery, a rental vehicle or other alternate transportation – all for **FREE**.

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. Additional time may be required to allow the engine to cool prior to performing this repair. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do? You should park your vehicle outside away from structures and other property immediately, until this repair has been completed.
Please call your dealer without delay and request a service date for Recall 22S36. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

[Redacted]
Harrisburg, NC [Redacted]

GREENSBORO NC
PIEDMONT TRIAD AREA
15 MAR 2023 PM 2 L



NEF

Administrator
National Hwy Traffic Safety
1200 New Jersey Ave SE
Washington, DC 20590

20590-

