

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

[REDACTED]
Tupelo, MS [REDACTED]

National Highway Traffic Safety Administration
1200 New Jersey Ave. S. E.
Washington, D.C. 20590

To Whom It May Concern:

I am writing regarding Safety Recall Notice 23S55/NHTSA Recall 23V675 on my 2020 Ford Explorer VIN 1FMSK7DH5LG [REDACTED]. The rear axle on my vehicle has been repaired by Kirk Auto Company in Grenada, MS twice. Prior to the rear axle being repaired by Kirk Auto Company, I had no issue with the rear axle. After it was repaired the first time, my rear axle began making noise. It was returned to Kirk Auto Company again. After it was repaired the second time, my rear axle began making noise again. I am writing to see what other measures can be taken to have my vehicle repaired. Additionally, a letter has been forwarded to the Ford Motor Company Customer Service Division. Any assistance that you can give would greatly appreciated.

I can be reached by mail at [REDACTED] Tupelo, MS [REDACTED] and by phone at [REDACTED]

Thank you in advance for your assistance.

Sincerely,

[REDACTED]

803-329-1080

For more information, please visit www.safercar.gov or call 800-4-A-SAFE.

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