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

TO, FORD MOTOR COMPANY.
FORD CUSTOMER SERVICE DIVISION,
P.O. BOX 1904. 866-436-7332.
DEARBORN, MICHIGAN. 48121-1904
RECALL, 23508.

A JOINT 23508. 23V306. INVESTIGATION IS REQUESTED.

TO. ADMINISTRATOR,
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION,
1200 NEW JERSEY AVE. S.E. 888-327-4236.
WASHINGTON, D.C. 20590, RECALL. 23V306.

COMPLAINT(S) ON,
CONFIDENCE FORD, (GENERAL MANAGER),
825 NORTH INTERSTATE DRIVE. 405-384-4682.
NORMAN, OK. 73069. 405-321-2411.

MAJOR COMPLAINTS.

A. FALSIFICATION OF PAPERWORK RELATIVE TO YOUR 23508+23V306 RECALL NOTICES.

B. UNETHICAL BUSINESS PRACTICES TO ITEM A ABOVE + OTHERS.

C. SERVICE ADVISOR'S REFUSAL (TWICE) TO RETURN MY VEHICLE TO THE MECHANIC WHO WORKED ON THE (2) ABOVE SAFETY NOTICES.

D. ENCLOSED ARE PHOTOS OF MY PASSENGER SIDE AIR BAG AFTER it WAS RETURNED TO ME, (WITH GAPS), (PARTIALLY OPEN), (NOT IN SLOT).

E THE NORMAN ADDRESS + MY NAME IS NOT TRUE ON MY CUSTOMER'S INVOICE COPY.

F. I ELECTRONICALLY SIGNED MY FULL NAME WITH WOODFIN AT THE INTAKE LANE.

[redacted]

G. "LOOK" FOR MISTAKES ON 3 INVOICES, (VERIFY).
A.

DEAR SIRS,
ON 9-19-23, I CHECKED MY VEHICLE INTO CONFIDENCE FORD FOR YOUR 23508 & 23V06 RECALLS FOR INSPECTION, I ALSO SIGNED in (ELECTRONICALLY) WITH AN ADVISOR NAMED WOODFIN. WHEN THE DRIVER BROUGHT MY VEHICLE BACK, I NOTICED THE LEFT SIDE OR INSIDE AIR BAG ASSEMBLY WAS PARTIALLY OPEN OR NOT FULLY IN IT'S SLOT. I BROUGHT THIS TO THE ATTENTION OF WOODFIN, & ASKED HIM "TWICE" TO RETURN THIS VEHICLE TO THE MECHANIC WHO DID YOUR INSPECTION, WOODFIN REFUSED 2 TIMES AT MY 2 REQUESTS, HE THEN GOT A SOCKET WRENCH & TOOK THE WHOLE AIR BAG ASSEMBLY OUT WHILE MY VEHICLE WAS IN THE INTAKE LANE. WOODFIN TRIED TO DO THE MECHANIC'S WORK. HE ALSO SAID, "I DO NOT HAVE THE MECHANIC'S TELEPHONE NUMBER."?
I THEN ASKED WOODFIN THE FOLLOWING, "IF THIS POPS OUT, CAN I BRING IT BACK? HE REPLIED "YES".
ALSO, WOODFIN DID NOT SAY WHO OR WHY my NAME & ADDRESS WAS WRONG ON THE CUSTOMER'S INVOICE. I SIGNED THE CUSTOMER'S INVOICE TO "SHOW" MY CORRECT NAME LIKE I DID, ELECTRONICALLY AT CHECK IN AREA. (CONFIDENCE FORD).
QUESTION? WHY PUT THE WRONG NAME & ADDRESS ON THE CUSTOMER'S INVOICE DUE TO POSSIBLE FUTURE RECALLS, (LIKE 23508 & 23V306)?

B.

"THEREFORE", I AM REQUESTING "FORD" & "NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION SEND ME TO A "DIFFERENT" FORD DEALER BASED ON THE ABOVE ACTIONS AT CONFIDENCE FORD OF NORMAN, OK., AS SOON AS POSSIBLE RELATIVE TO YOUR SAFETY RECALLS OF 23S08 & 23V306.

"YOUR ATTENTION" TO THIS COMMUNICATION IS REQUESTED AS SOON AS POSSIBLE & ALSO!, IS APPRECIATED. "PLEASE REPLY".

THANKS!

Confidence Ford OF NORMAN
A Camden Family Dealership

MAKING Confidence HAPPEN

Woody Woodfin
Service Advisor
wwoodfin@confidenceford.com
O: 405.321.2411
825 N Interstate Drive
Norman, OK 73069
ConfidenceFord.com

[redacted]

[redacted]

ATOKA, OK. [redacted]

"CORRECT ADDRESS".

"FINAL REQUEST".

DUE TO AIR BAG SAFETY RECALLS, AN "IN PERSON" INVESTIGATION BY FORD MOTOR CO. DEARBORN, MI & NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION, WASHINGTON, D.C. IS AGAIN! "REQUESTED"!

C.

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

771047801291

[redacted]

ATOKA, OK [redacted]

September 2023

* * * IMPORTANT SAFETY RECALL * * *

Safety Recall Notice 23S08 / NHTSA Recall 23V306

2005 Ranger
Your Vehicle Identification Number (VIN): 1FTYR10U05F[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 that 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, the replacement frontal passenger airbag inflator may have been installed in the incorrect orientation during a previously executed repair for Field Service Action (FSA) 17S42 or 18S02.

What is the risk?

If a previously remedied vehicle has a mis-installed passenger airbag inflator and is in a crash event necessitating deployment of the passenger airbag, the airbag may not deploy as intended, increasing the risk of injury.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to inspect the passenger airbag inflator and correct any installation issues found 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 23S08. 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.

If you do not already have a servicing dealer, you can access 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.

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.

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.

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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 and procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to the replacement frontal passenger airbag inflator. 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.

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

Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (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. Reference NHTSA Safety Recall **23V306**.

Thank you for your attention to this important matter.

Ford Customer Service Division

[redacted]

CUSTOMER #: [redacted]

[redacted] ? FALSIFIED MY NAME & ADDRESS,

NORMAN, O[redacted]

HOME:

BUS:

CONT [redacted]

CELL

Confidence Ford OF NORMAN

A Camden Family Dealership

825 North Interstate Drive
Norman OK 73069
405-321-2411

INVOICE

PAGE 1

Thanks,

SERVICE ADVISOR: 600178 WOODY WOODFIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	FORD RANGER	1FTYR10U05[redacted]		226153/226153	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD	?		? 18:00 19SEP23		? 190.96	CASH ?	19SEP23

R.O. OPENED	READY	OPTIONS: DLR: [redacted] ENG:3.0_Liter_EFI
07:55 19SEP23	11:51 19SEP23	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A 99P FORD GAS POWERTRAIN Complete Vehicle Check-Up Report and provide feedback to customer.			
99P 99P FORD GAS POWERTRAIN Complete Vehicle Check-Up Report and provide feedback to customer.			
600876 ISP			(N/C)
GBATT BATTERY CONDITION IS GOOD			
600876 ISP			(N/C)
GBK Brake linings are OK at this time			
600876 ISP			(N/C)
GTIRE Tire tread and wear is OK at this time.			
600876 ISP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
226153			
**********			
B PASSENGER AIRBAG INFLATOR INSPECTION			
CAUSE: .			
23S08B INSPECT/PASS			
600876 WP			(N/C)
23S08ZZ PHOTOS			
600876 WP			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE: 23S08			
AUTH CODE:			
600876			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
226153 Inspect Passenger Air Bag Inflator - PASS 23S08B 0.4 Hours			
**********			

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE 9-14-2[redacted]

[redacted]

*SHOP SUPPLY COSTS: We have added a charge equal to 14%of the total cost of labor and parts, not to exceed $44.88, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

RESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DealerCAP 2014 CDK Global, LLC (01/17) SERVICE INVOICE TYPE 2 - 2S12C - "AS-IS" - GENERIC - 3698010

CUSTOMER COPY

CUSTOMER #: [redacted] ?

→ FALSIFIED NAME [redacted] & ADDRESS, AGAIN!

[redacted]

NORMAN, OK [redacted]

HOME:

BUS:

CONT [redacted]

CELL

[redacted]

INVOICE

PAGE 2

Confidence Ford OF NORMAN
A Cavender Family Dealership

825 North Interstate Drive
Norman OK 73069
405-321-2411

SERVICE ADVISOR: 600178 WOODY WOODFIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	FORD RANGER	1FTYR10U05[redacted]		226153/226153	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD	?		? 18:00 19SEP23		? 190.96	CASH ?	19SEP23

R.O. OPENED	READY	OPTIONS: DLR: [redacted] ENG:3.0_Liter_EFI
07:55 19SEP23	11:51 19SEP23	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

****

ESTIMATE: 0.00 19SEP23 07:55 SA: 600178

CONTACT:

****

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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DATE 9-19-23 CUSTOMER SI[redacted] TIVE SIGNATURE

*SHOP SUPPLY COSTS: We have added a charge equal to 14%of the total cost of labor and parts, not to exceed $44.88, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE [redacted]DICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DealerCAR 2014 CDK Global, LLC (01/17) SERVICE INVOICE TYPE 2 - 2SI2C - "AS-IS" - GENERIC - 9698010

CUSTOMER COPY

P FALSE NAME AGAIN!

VEHICLE CHECK-UP

825 N Interstate Drive
Norman, OK 73069

Ford | FORD SERVICE

CUSTOMER INFORMATION

Date: 09/19/2023 RO/Tag: [redacted] 1162

Name: [redacted] Phone#: ( ) -

Email: [redacted]

VIN#: 1FTYR10U05[redacted]

Year/Make/Model: 2005 Ford RANGER Plate#:

Odometer: 226153 Inspect. Month:

Owner Advantage Rewards®#: Service Balance:

Extended Service Plan: YES ☐ NO ☐ FordPass Member? YES ☐ NO ☐

SCHEDULED MAINTENANCE

Serviced	DUE	Serviced	DUE
☐	THE WORKS	☐	Engine Air Filter
☐	Oil Change & Filter	☐	Engine Coolant
☐	Tire Rotation	☐	Transmission Fluid &/or Filter
☑	Multi-Point Inspection	☐	Cabin Air Filter N/A
☐	Fuel Filter N/A	☐	Spark Plugs

☐ _____ K Scheduled Maintenance

This is only a partial list maintenance items and is NOT all-inclusive. Please consult your Owner's Manual or visit FordOwner.com for vehicle specific maintenance requirements. N/A is circled if certain part is not applicable.

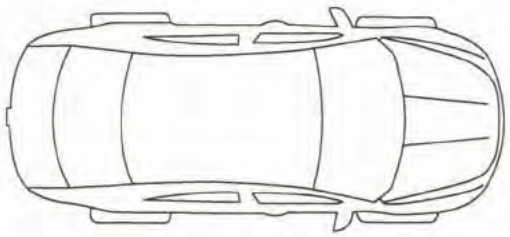
LIGHTS/HORN/WIPERS

Serviced		Serviced		Serviced	
☐	Horn	☐	Front Wipers	☐	Rear Wipers (if equipped)
☐	Windshield	☐	Front Lighting (Headlights, Parking Lights, Turn Signals, Fog Lights, 4-Way Flasher)		
☐	Rear Lighting - 4-Way Flasher, Taillights, Stop Lights, Plate Lights				

EXTERIOR BODY

☑ May contribute to vehicle efficiency and promote a greener environment

☐ Check and OK at this time ☐ May require future attention ☐ Requires immediate attention



Note any exterior body damage or defects on diagram

FLUIDS

OK	FILL		OK	FILL		OK	FILL	
☐	☐	Engine Oil	☐	☐	Power Steering	☐	☐	Transmission (if equipped with dipstick)
☐	☐	Brake Reservoir	☐	☐	Window Washer	☐	☐	Coolant Recovery Reservoir

UNDER HOOD

Serviced		
☐	Battery State of Health (0% – 100%)	Battery Condition ☑ ☐ ☐
	Factory spec cold cranking amps _____	Actual cold cranking amps _____
☐	Cooling System - Hoses and Piping	
☐	Engine Air Filter	
☐	Engine Drive Belt(s)	
☐	Cabin Air Filter N/A	

TIRES

Serviced	Tire Tread Depth	7/32" or Greater / Over 5mm	6/32" to 4/32" / 5mm to 3mm	3/32" or Less / Less than 3mm			
☐	☑ Left Front Tire Condition	Size:	Tread Depth:	>6	Tire PSI:	Age:	*
☐	☑ Right Front Tire Condition	Size:	Tread Depth:	>6	Tire PSI:	Age:	*
☐	☑ Left Rear Tire Condition	Size:	Tread Depth:	>6	Tire PSI:	Age:	*
☐	☑ Right Rear Tire Condition	Size:	Tread Depth:	>6	Tire PSI:	Age:	*
☐	Full Size/Temp Spare Tire Condition	Size:	Tread Depth:		Tire PSI:	Age:	*
	Spare Not Inspected ☐ No Spare Tire ☐						

BRAKES

Serviced	Brake Lining	Over 5 mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)	4 mm to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm or 2/32" to 3/32" (Drum)	3mm or less or 4/32" (Disc) or 1mm or 2/32" or less (Drum)	NOT INSPECTED
☐	☑ Left Front Brake	Pad Thickness:	Rotor Actual:	Rotor Minimum Spec:	☐
☐	☑ Right Front Brake	Pad Thickness:	Rotor Actual:	Rotor Minimum Spec:	☐
☐	Left Rear Brake	Pad/Shoe Thickness: DRUM	Rotor/Drum Actual:	Rotor/Drum Minimum Spec:	☑
☐	Right Rear Brake	Pad/Shoe Thickness: DRUM	Rotor/Drum Actual:	Rotor/DrumMinimum Spec:	☑

UNDERCARRIAGE

☐	Left Front suspension, struts, steering linkage, brake lines/hoses	Notes:
☐	Right Front suspension, struts, steering linkage, brake lines/hoses	Notes:
☐	Left Rear suspension, shocks/struts, linkage, brake lines/hoses	Notes:
☐	Right Rear suspension, shocks/struts, linkage, brake lines/hoses	Notes:
☐	Exhaust System	Notes:
☐	Drivetrain	Notes:

DESCRIPTION	PARTS	LABOR	TOTAL ESTIMATE
RELATED			
IMMEDIATE			
MAINTENANCE			

*Tires should be replaced after 6 years.

Advisor: Woody Woodfin

Technician: Matthew Colsto...

Customer Signa[redacted] 9-19-23

Technician: _____

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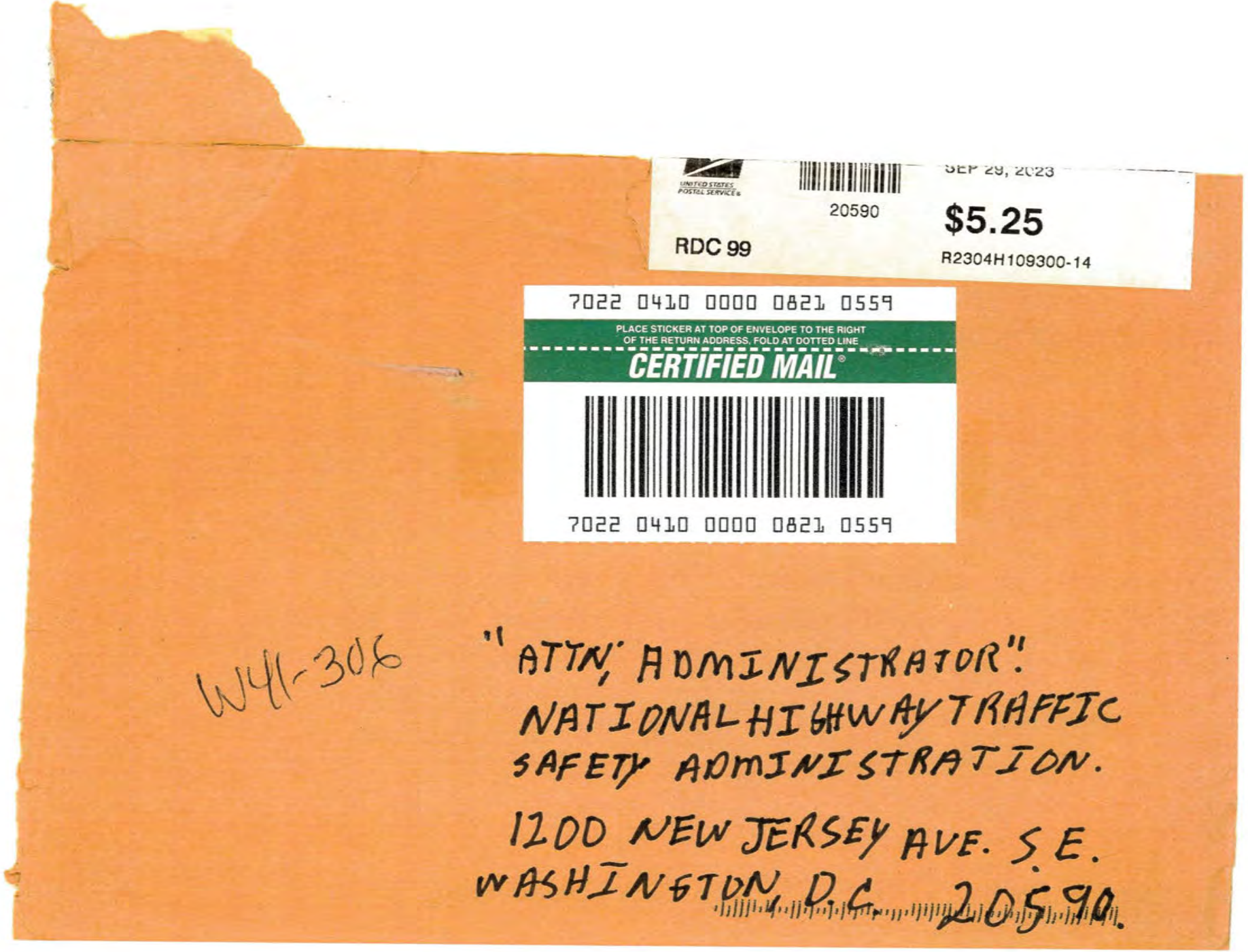
UNITED STATES POSTAL SERVICE
20590
SEP 29, 2023
$5.25
RDC 99
R2304H109300-14
7022 0410 0000 0821 0559
PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL®
7022 0410 0000 0821 0559
W41-306
"ATTN; ADMINISTRATOR".
NATIONAL HIGHWAY TRAFFIC
SAFETY ADMINISTRATION.
1200 NEW JERSEY AVE. S.E.
WASHINGTON, D.C. 20590.