

July 11, 2024

[REDACTED]
Harlingen, Texas [REDACTED]

Mr. James D. Farley, Jr.
CEO, Ford Motor Company
1 American Rd.
Dearborn, MI 48126

RE: CAM PHASER RECALL

Dear Mr. Farley,

I recently had my 2018 Ford Expedition XLT diagnosed at Sames Ford in Harlingen Texas due to a knocking noise at startup. I found out through them that this is due to an issue with the cam phasers and a recall had been issued however, they claim the recall period is over. We were never notified about this recall and certainly would have participated if we knew. In addition, my wife has had the Ford App installed on her phone since we purchase the vehicle new in Feb. of 2019 and was never notified of a recall.

We are requesting the Ford Motor Company cover 100% of the cost to fix the cam phaser issue with our 2018 Ford Expedition which has 47,338 miles as of today. We ask that you authorize the Sames Ford Dealership in Harlingen Texas to perform the work.

Thank you for your consideration,
[REDACTED]

CC: Jack Danielson, Executive Director, NHTSA
1200 New Jersey Ave. SE Washington, DC 20590

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[REDACTED]
MARLINGEN, TX

7/19/24
NOR

MR. JACK DANIELSON

C/O NHTSA

1200 NEW JERSEY AVE. SE

WASHINGTON, DC 20590
[REDACTED]

MARLINGEN, TX 785

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