

[REDACTED]
Lake Mary, Florida [REDACTED]

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

May 5, 2024

Dear Ford Motor Company:

In July 2023 you sent me a recall notice (Safety Recall Notice 23S33/NHTSA 23V-440) on my 2019 Ford Fusion Energi (VIN: 3FA6P0SU1K [REDACTED]) instructing me not to charge the plug-in portion of the car until you are able to correct the condition. I was further informed I would be notified when a repair was available. In the meanwhile, I can drive my car as a hybrid only. As you can see from the date, this was 10 months ago. This condition has reduced the resale value of my car considerably.

When are you going to repair my car? I bought this car as most of my driving is withing the range of the plug-in battery so I don't use any gas. This car is my first American car in over 20 years and I am very disappointed in your response to this recall. I have a 9 year old 2015 Honda Pilot which has only required regular maintenance, gas fill-ups and oil changes. I have had no trouble with the car. Sadly, although I am happy with the rest of the features of my Ford, I think it's time you fixed my car.

Sincerely,

[REDACTED]
cc: National Highway Traffic Safety Administration

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THE ADMINISTRATOR

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE, S.E.
WASHINGTON, D.C. 20590

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