

Copy to: Administrator, National Highway Traffic Safety Administration

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

7/29/24

To Whom It May Concern at Ford Consumer Affairs,

Re: My 2022 Bronco Sport VIN: 3FMCR9B68NR [REDACTED]
Safety Recall Notice 24S16/NHTSA 24V-187 April 2024
Safety Recall Notice 24S24/NHTSA 24V267 June 2024

I have been dealing with Ford Customer Relations Center and the dealership I bought my vehicle from in Oct. '23 since May 28, 2024. I started on that day by calling the Ford Center (number in April recall letter) for more information because I had seen a story on CBS News about the NHTSA challenging the method Ford was using to fix the issue. "Earl" who handled the call, didn't know anything about that, but he informed me there were 2 recalls on my vehicle. I received the second notice several weeks later. I also explained to Earl that I'd need to barge my vehicle to Woodward Ford (the dealership he identified as closest to me and also the one I bought it from). After putting me on hold for 10 minutes, he told me that the transportation might be reimbursed and to talk to the dealership. I called and texted Josh at Woodward Ford, the salesman I bought the vehicle from last fall. He's been trying to help me since then.

Josh @ Woodward Ford
808-343-4246

After many calls to both the Ford Customer Relations Center and the dealership, it seemed we had a solution. The dealership would send (fly) a tech. to "my" island (Molokai)

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to address both recall issues at Ford's expense. Then Ford decided to deny this request. After learning this, I again called the "Customer Center" ⁽⁷¹¹⁾ and was told by "Faith" that there was nothing more she could do and that my case # [REDACTED] was being turned over to a "Customer Experience Specialist."

Today, 7/29, I received a call from Antionette who after, again, hearing my issues said, "We have never paid for transporting a vehicle for recall repairs, and it's not Ford's fault that you live on an island without a Ford dealer." She finally admitted Ford had received the dealer's request to send a tech to me and had denied it. I told her that just because covering this cost hadn't been done before, didn't mean it couldn't be done this time. I also agreed that it wasn't Ford's fault I live on an island, but it was their fault they produced a defective product that was sold to me.

When I told her I'd be contacting the NHTSA with a complaint, she gave me this address and suggested writing to you. I look forward to you investigating this situation in a timely manner and contacting me with a solution that will resolve these recalls. I especially am concerned about, "... an underhood fire." To quote from your letter, "Our commitment, together with your dealer, is to provide you with the highest level of service and support." I haven't seen this from Ford.

[REDACTED]



Maunaloa, HI

[Redacted]

POSTAGE WILL BE PAID BY ADDRESSEE

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