

Blue Horizons Construction Corp

91 Shear Hill Road

Mahopac, NY 10541

845 721-2606

5/7/2024

Ford Motor Company  
Customer Relationship Center  
P.O. Box 6248  
Dearborn, MI 48126

Dear Sirs,

We own a 2015 Transit 250. We had taken it to Park Ford for the recall on the drive shaft. I think we left it there 2 or 3 times for the temporary fix, then took it in for the replacement kit. I have been over a year and we have been feeling a vibration. When we checked it out, we found the rubber on the new center bearing has torn. I took it back to Park Ford, and they said they would not cover it. I figured I would change it myself and called all my parts suppliers and found that there are no after market bearings available. I checked with Ford and they do not have a number for that bearing. They said I have to change the drive shaft. The same one that was just changed.

I thought I had located one from a driveshaft builder, only to find, that it has to be modified to fit. I was hoping you could help me out with this situation. The vibration is only getting worse.

Thank You,

5/30/2024

Dear Sirs,

I never heard back from you or anyone from Ford. I went on line and chatted with one of your reps, and she was no help at all. Park Ford, the one that did the work, was no help as well. I lost several days use



of my truck due to this recall and the numerous temporary fixes, plus the time to drop it off and pick it up at the dealer. The old bearing was still going strong after 100k miles. The new one that came with the kit is shot after only 12k. She said Ford service repairs were good for two years, the said the recall service was only good for one. Doesn't sound right to me. At the very least you could supply me with a new bearing and I will install it. They can't even give me a part number for it. They want me to buy a whole new driveshaft! This is one of 5 Ford vehicles I own. It will be the last if we cannot resolve this.

Thanks

[REDACTED]

Vin # 1ftnr1zm7fk [REDACTED]

[REDACTED]

[REDACTED]

7/17/24

I have never heard a word from Ford on this matter. I Just got the van back from Little Bear Drive shaft specialists. They checked the driveshaft and found it had over ¼" runout on the new Ford driveshaft kit. Said they needed to replace it with a newly redesigned Ford shaft with a dampener. They replaced it and no more vibration! \$1200 to fix a defective Ford recall part. I would like to be reimbursed for at least the cost of the repair. Please contact me.

[REDACTED]

CC: better Business Bureau

NHTSA

LITTLE BEAR WHEEL ALIGNMENT

3160 ALBANY POST RD  
 BUCHANAN, NY 10511  
 FACILITY # 2601165

Invoice

Date	Invoice #
7/15/2024	[REDACTED]



Bill To
BLUE HORIZONS [REDACTED] 845-721-2606

Vehicle
2015 FORD TRANSIT PLATE [REDACTED] VIN: 1FTNR1ZM7FK [REDACTED] MILES: 134,663

Quantity	Description	Rate	Amount
1	DRIVESHAFT	840.00	840.00T
2	TRUCK,SPECIALTY & WELDING LABOR	130.00	260.00T
	NOTES: - REAR ROTORS RUSTY - REAR DIFF LEAKING Sales Tax	8.375%	92.13
		<b>Total</b>	<b>\$1,192.13</b>



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NHTSA ATTRACTIONS

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West Building

WASHINGTON, DC

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