

[REDACTED]
[REDACTED]
Belmont, MA [REDACTED]

Email: [REDACTED]

Phone [REDACTED]

July 30, 2024

The Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, D.C. 20590

Dear Administrator,

I am owner of 2018 Ford Focus, the plate number is [REDACTED], and VIN is 1FADP3FE5JL [REDACTED]. In Feb 2024 My car was stopped suddenly on the road with "Engine Oil Pressure" light issue, and then I sent it to repair in Ford dealer Service in Watertown, MA. It was examined by technician and recommended to be related to Ford Safety Recall issue, and I need to wait for the related part from Ford to repair it.

At the same month I also received the Recall letter from Ford company with Safety Recall Notice 23S64/ NHTSA Recall 23V905 in Feb 2024. In the recall letter, Ford company mentioned that the parts are anticipated to be available in Q2 2024. But now I am still waiting for the parts from Ford to repair my car (almost half year), and this really impacts my life. I am not sure how long I continue to wait and what is the next steps. Please help me to get this issue resolved or advise what I can do the next steps. Please find attached pictures for the reference too. Thank you very much for the help.

Best regards,

[REDACTED]

TOR



36°F

Trip 1

Passenger Door
Ajar



078052mi

PRNDS

E

rpm
x1000

7

8

6

5

4

3

2

1

0

F

E

H

C

20

40

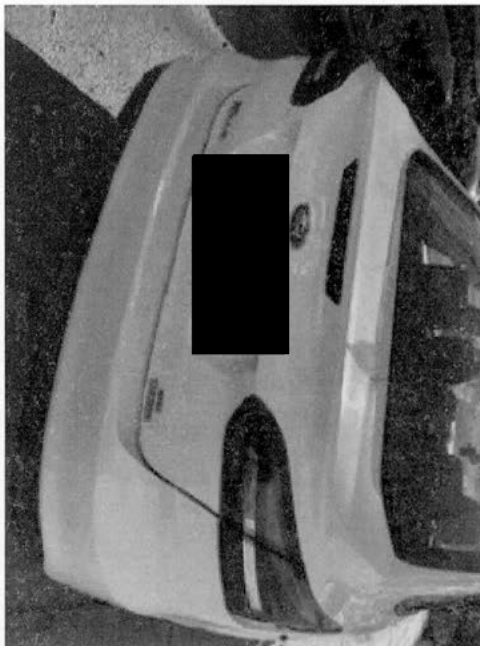
60

80

MPH

0

2011-2012

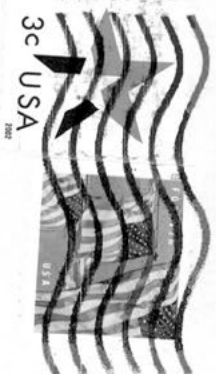


Bedmont, MA

BOSTON-MA 020

31 JUL 2024 PM 3 L

(NEF)



To: The Administrator

National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington D.C. 20590

20590-