[redacted]
Indianola, MS [redacted]

March 16, 2024

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

RE: Ford Motor Company
Safety Recall Notice 24S02/NHTSA Recall 24V031
Vehicle Identification Number (VIN): 1FM5K7D8XD[redacted]

To Whom It May Concern:

My wife and I recently received the referenced safety recall notice for our 2013 Ford Explorer. The A-pillar applique trim became detached while we were driving our vehicle in November of 2019, and we were forced to pay out of pocket to have them replaced (see enclosed invoice). At the time we thought this to be associated with normal wear and tear of the vehicle and not due to improper assembly or repair. We still own the vehicle and now since this is a safety recall issue, with the parts and labor being covered by Ford, is it possible that we can receive a refund of our out-of-pocket expenses associated with this repair.

Your response would be greatly appreciated.

Thanks in advance.

[redacted]

cc:
Ford Motor Company
Ford Customer Service Division
PO Box 1904
Dearborn, MI 48121

Enclosure

KIRK BROTHERS Ford LINCOLN

1512 Highway 12 82 West - Greenwood, MS 38930
(662) 453-6131 - Fax: (662) 453-8111
www.kirkbrothersford.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	[redacted]
11/20/19	
R/O Close Date	Status
11/25/19	Reprint
Mileage In	Mileage Out
55386	55386
Service Advisor / Tag #	
Guy David Thompson	

[redacted]
INDIANOLA, MS [redacted]

Work Phone [redacted]

Vehicle Identification Number: 1FM5K7D8XD[redacted]

Delivery Date	In-Service Date
00/00/00	00/00/00

Year	Make	Model	Body	Color	License Number
2013	FORD	EXPLORER X			

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Email: N AR#: [redacted]		
#1 - BS Customer Reports: replace cowl panel and right and left appliques		
Tech: JEFFREY VASSEL(922)		65.00
Installed BB5Z 7803136 BA :MOULDING - WINDSHIELD	1@124.16	124.16
Installed BB5Z 7803144 AA :MOULDING - WINDSHIELD	1@139.79	139.79
Installed BB5Z 7803145 AA :MOULDING - WINDSHIELD	1@139.79	139.79
Installed BB5Z 78022A68 AA :GRILLE - COWL TOP	1@201.63	201.63
Installed BB5Z 7803137 BA :MOULDING - WINDSHIELD	1@124.18	124.18
Sub Total: Labor: 65.00 Parts: 729.55 Total: 794.55		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	65.00
PARTS	729.55
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	55.62
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
[redacted]	850.17
	850.17

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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[redacted]

JACKSON MS 390

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Washington, D.C. 20590

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