

March 29,2024

Dear Administrator,National Highway Traffic SafetyAdministration,

On March 20th,my daughter took her car to the Duncan Dealership in Blacksburg,Va.She made an appointment for yet another Recall item on the 2014 Ford Fusion.She dropped off the car early,so she could get to class and they could take their time replacing the brake line recall.She is in graduate school at VCOM.During class she receives a phone call to let her know that her lugnuts are swollen and must be replaced.She told them she did not want them to replace,just put the old ones back on. They told her they could not put the old ones back on because they beat them with a hammer and damaged them. So she must pay \$124.00 for 10 new lugnuts.If you damage my car when I bring it to the dealership- you should be responsible for the repairs or replacing of the parts you damaged. A new set of lugnuts is 32.00.

I am ■ years old,a mother, a wife, a full time employee and a junior mechanic.My Dad was a mechanic,my brother was a mechanic and my father in law was the head mechanic for a Chevrolet dealership.I have NEVER heard of swollen lugnuts-so I looked online.Fun Fact-the only company to manufacture this faulty product is FORD.I have never heard such a line of malarkey,but here we are.

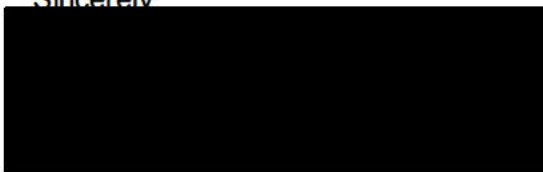
We have owned this car for seven years. We have had multiple recalls. We have had the oil changed and the tires rotated every three thousand miles,with no lug nut issues.We have had a tire blow out and roadside assistance did not have an issue getting the lugnuts off.  
**THIS IS A SCAM!!!!!!!!!!**

One hundred twenty-four dollars may not sound iike much to you.You probably spend that on lunch everyday,but to a graduate student on a budget.....that is gas and groceries for a week! You took advantage of a young student!

May the Karma you deserve for such unethical business practices find you.

Do the right thing when no one is looking.....IT IS CALLED INTEGRITY!

Sincerely

A large black rectangular redaction box covering the signature area.A small red handwritten mark or signature in the bottom left corner.



~~XXXXXXXXXX~~  
TUES  
~~XXXXXXXXXXXX~~  
S

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



\*\*\* IMPORTANT SAFETY RECALL \*\*\*

Safety Recall Notice 23S12 / NHTSA Recall 23V162

2014 Fusion  
Your Vehicle Identification Number (VIN): 3FA6P0G7XEF [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has determined that a defect that relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

- What is the issue?** On your vehicle, brake fluid may leak from one or both front brake flexible hoses. If the amount of brake fluid is depleted below a predetermined level, the brake fluid warning indicator light will illuminate.
- What is the risk?** If the brake fluid leaks, your vehicle may experience an increase in brake pedal travel together with a reduction in the rate of deceleration over time, increasing the risk of a crash.
- What will Ford and your dealer do?** Ford Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge (parts and labor). Parts are anticipated to be available 3<sup>rd</sup> Quarter 2023.
- What should you do?** When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair. Ford has not issued instructions to stop driving your vehicle under this safety recall. When parts are available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. If you do not already have a servicing dealer, you can access [ford.com/support](http://ford.com/support) for dealer addresses, maps, and driving instructions. If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to [NHTSA.gov](http://NHTSA.gov). Reference NHTSA Safety Recall 23V162.  
**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**  
NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Thank you for your attention to this important matter.

Ford Customer Service Division

CUSTOMER #:



U.S. 400 BUSINESS P.O. BOX 8  
BLACKSBURG, VIRGINIA 24063  
TELEPHONE (540) 557-4331  
(ROANOKE) 387-2080 FAX: 951-8113  
www.duncanauto.net

\* INVOICE \*

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HOME: CONT: [REDACTED]  
BUS: CELL: [REDACTED]

SERVICE ADVISOR: 10234 JONATHAN CARROLL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
Brown	14	FORD FUSION	3FA6P0G7XER [REDACTED]	[REDACTED]	185924/185927	T4972	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			17:00 20MAR24		127.90	CASH	20MAR24
R.O. OPENED	READY	OPTIONS:					
20MAR24	20MAR24						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A					SET TIRE PRESSURE	RESET TIRE LIGHT	RESET OIL LIGHT
CAUSE: Multi-point Inspection( SET TIRE PRESSURE RESET TIRE LIGHT RESET OIL LIGHT							
99P Multi-point Inspection( SET TIRE PRESSURE RESET TIRE LIGHT RESET OIL LIGHT							
	15	LAFFERTY, ETHAN	LIC#:	002982573		0.00	0.00
CFHT							
FSR99 REPLACED ALL FRONT LUG NUTS							
	15	LAFFERTY, ETHAN	LIC#:	002982573		16.19	16.19
CFHT							
	10	CV6Z*1012*D NUT - WHEEL			10.26	10.26	102.60
GTIRE GOOD TIRES							
	15	LAFFERTY, ETHAN	LIC#:	002982573		0.00	0.00
CFHT							
PARTS: 102.60 LABOR: 16.19 OTHER: 0.00 TOTAL LINE A:					118.79		

185924 PERFORMED A COMPLETE MULTI-POINT INSPECTION. PERFORMED A COMPLETE MIDTRONICS BATTERY TEST. CHECKED AND RESET THE TIRE PRESSURES. INSPECTED THE TIRES FOR DAMAGE AND MEASURED REMAINING TREAD LIFE. INSPECTED SUSPENSION COMPONENTS. CHECKED ALL FLUID LEVELS AND TOPPED OFF AS NECESSARY.

B FRONT BRAKE FLEXIBLE HOSE REPLACEMENT  
23S12 FRONT BRAKE FLEXIBLE HOSE REPLACEMENT  
15 LAFFERTY, ETHAN LIC#: C02982573

1 JG9Z*2078*A HOSE ASY - BRAKE	(N/C)
1 JG9Z*2078*B HOSE ASY - BRAKE	(N/C)
4 *W711784*S300 WASHER	(N/C)
1 PM*20* FLUID - BRAKE	(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
185924 CUSTOMER REQUESTED CAMPAIGN NUMBER 23S12 BE PERFORMED.

VERIFIED THE VEHICLE HAS OPEN CAMPAIGN 23S12. THE FRONT BRAKE HOSES MAY

CASH	TERMS CASH: UNLESS ARRANGEMENTS MADE	DESCRIPTION	TOTALS
CHECK	<small>I hereby authorize the repair work herein set forth 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 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 and/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 repair thereto.</small>	LABOR AMOUNT	
CREDIT		PARTS AMOUNT	
CARD		GAS, OIL, LUBE	
INSUR.		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	
O.K. BY		SIGNED	
WS. CO.	CASH     VISA     MC     AMEX     DISCOVER     OTHER		

CUSTOMER COPY

