

Friday, March 8, 2024

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

RE: Safety Recall Notice 24S02 / NHTSA 24V031

2019 Ford Explorer vin #1FM5K7F86KG [REDACTED]

I, [REDACTED], Magee, Ms. am the owner of the above vehicle.

On October 12, 2023, my daughter, [REDACTED] was driving this car for me. (I am elderly). Wind was coming in and around the windshield. Trim around the windshield began to come off. I told her to take the car to Gray Daniels, Brandon, Ms. To see if the could repair it. They did repair it. See enclosed invoice in the amount of \$616.81.

I received this recall that says I should have this fixed WITHOUT CHARGE. Please consider a refund in the amount of the invoice. Refund check can be made out to

[REDACTED] or [REDACTED]
[REDACTED]
Magee, Ms. [REDACTED]

Also, I am sending a copy to Administrator, National Highway Traffic Safety Administration, Washington, D.C. for their review.

Sincerely,

[REDACTED]

Invoice copy attached

Handwritten signature in red ink

CUSTOMER #: [REDACTED]

INVOICE

Auto Family
Mississippi

GRAY-DANIELS FORD, LINCOLN

201 Octavia Drive · Brandon, MS 39042

(601) 825-2801 - Main

(601) 591-2658 - Fax

www.graydaniels.com

Michael Mitchell

PAGE 1

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

SERVICE ADVISOR: 800463 Michael Mitchell

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
	19	FORD EXPLORER		1FM5K7F86KG		70793/70793		T5597
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
01JAN19 DD			18:00 12OCT23				CASH	12OCT23
R.O. OPENED		READY		OPTIONS: DLR:03209				

10:02 12OCT23 10:56 12OCT23

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A COMPLETE MULTI POINT INSPECTION

CAUSE: COMPLETED MULTI POINT INSPECTION

99P COMPLETE MULTI POINT INSPECTION

999 CPC

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES COWL PAN COMING UP.

MISC CUSTOMER STATES COWL PAN COMING UP.

510096 NORRIS, DOUGLAS LIC#: 510096

CPC

180.00

180.00

1 BB5Z*78022A68*AA GRILLE - COWL TOP

373.95

373.95

373.95

PARTS: 373.95 LABOR: 180.00 OTHER: 0.00 TOTAL LINE B: 553.95

rr wipers replace cowl panel

ESTIMATE: 0.00 12OCT23 10:02 SA: 800463

CONTACT:

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

22.50

WARRANTY STATEMENT: PURSUANT TO MISSISSIPPI LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THIS REPAIR. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP, HOWEVER, ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP. IF THIS REPAIR IS NOT PERFORMED IN CONNECTION WITH A CONSUMER TRANSACTION, THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR.

*SHOP SUPPLY COSTS: We have added a charge equal to 8.5% of the total cost of labor and parts, not to exceed \$30.00, to the Repair Order for shop supplies used in connection with this repair.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	180.00
PARTS AMOUNT	373.95
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	22.50
TOTAL CHARGES	576.45
LESS INSURANCE	0.00
SALES TAX	40.36
PLEASE PAY THIS AMOUNT	616.81

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.



User: Mitchell, Mike
Department: Service
Amount: \$616.81

Customer: [REDACTED]
Operation: Sale
Type: Repair Order Number
Invoice # / Reference [REDACTED]
Brand / Last 4 / Exp. Date: MasterCard / [REDACTED]
[REDACTED]
Auth Code / Trans ID: [REDACTED]
EMV: Mastercard Debit
Source / Method: Card Present / Chip

Signature [REDACTED]

Transaction processed securely by Dealer Pay

Thanks for your business!

Gray-Daniels Ford Lincoln
201 Octavia Dr
Brandon, MS 39042
601-706-9949

May 21, 1961

NOET

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

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3/13/2024 12:42:57 PM



NEC

POSTAGE WILL BE PAID BY ADDRESSEE

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MAGEE, MS 39111

MAR 09, 2024

\$9.85

EXPECTED DELIVERY DATE
USPS

DAY: 03/12/24
® #



W41-306