

Subject: Request for Assistance with Vehicle Repair Issue

To Whom It May Concern,

My name is [REDACTED], and I own a 2017 Ford Edge Eco Sport (VIN: 2FMPK4AP8HE[REDACTED]) that I purchased from Schultz Ford - Lincoln Inc in Nanuet, NY, in December 2017. I have been a Ford owner since 2000.

I am writing to bring to your attention an issue I encountered with my vehicle. On July 6th of this year, the Adaptive Steering Fault Light illuminated on my dashboard. I contacted Ford's customer service at the 800 number and was advised to bring the vehicle in for service. Unfortunately, I had to wait two weeks for an appointment at Schultz Ford. In the meantime, I visited a local mechanic who suggested that there might be a recall related to the issue. Upon contacting Ford's customer service again, I was informed that although there was a recall, it did not pertain to my specific VIN, which left me quite confused.

On July 16th, 2024, I took the car to the dealer. They informed me that a diagnosis would cost \$189.00 and that they would need my vehicle for the entire day. Since I rely on my car for work, I rented a vehicle from them for the day at a cost of \$116.00. When I followed up with the dealer for updates, I was told that I would need a Steering Wheel Assembly, with a repair cost of \$3,739.10. I was also informed that payment would need to be made upfront, and they could not provide a timeline for when the necessary part would be available, as they needed to locate it. They mentioned they intended to notify Ford that they had my car on site in hopes of expediting the part.

As a loyal Ford customer for over 17 years, during which I have owned an F-150 and a 2012 Edge Limited, I find myself at a loss. The 2017 Edge Eco Sport I currently own has only had one driver, had no accidents, and appeared almost brand new. I do not understand why I must pay for a part upfront when there is no clear timeline for its arrival. My vehicle is now unusable, and I feel I am getting nowhere with the dealership. They continue to state that there is nothing they can do because I have not paid for the part and thus cannot proceed with locating it.

Beginning on August 15, I contacted Ford multiple times regarding this issue. On my first call, I spoke with Whitney, who informed me that their computers were down. She assured me that she would pass my information to her supervisor, who would reach out to me. Whitney also mentioned that she would contact me the following day, but I did not receive any follow-up. My final attempt was the week of August 19th I again called the 800 # was told to send a letter. My vehicle has been sitting for over a month and I am incurring additional costs every day that it is unusable. This issue also depreciates the value of my car.

I am reaching out in hopes of finding a resolution to this matter. I appreciate your assistance and look forward to your prompt response.

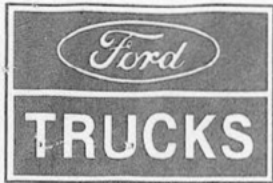
Thank you for your attention.

Sincerely,

[REDACTED]
[REDACTED] New York, NY [REDACTED]
[Cell]
[Email] [REDACTED]

CC: National Highway Traffic Safety Administration
Consumer Affairs
Better Business Bureau

ML



"FORD PARTS EXPERTS"

schultzford.com



SCHULTZ FORD - LINCOLN, INC.

80 Route 304, Nanuet N.Y. 10954

(845) 624-3600 FAX: (845) 624-2121

OPEN MON.-FRI. 7 AM to 5:30 PM

NYS REG #R2440024

"FORD CAR AND TRUCK EXPERTS"



LINCOLN

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[REDACTED]	SUZANNE GRAZIOLO	11943 8789	07/16/24
LABOR RATE	MILEAGE	COLOR	
175.00	102,997	WHT PLATNM/	
YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	
17/FORD TRUCK/EDGE/EDGE SPT	12/18/17	182	
VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
2 F M P K 4 A P 8 H B	181-908-731		
F.T.E. NO.	R.O. DATE		
	07/16/24		
COMMENTS			

MO: 102997

J#	DESCRIPTION	HOURS	TECH(S)	CHARGE
J# 1	03FOZZMISC1 STEERING MISC1	1.00	12863	175.00
CUSTOMER STATES ADAPTIVE STEERING FAULT. \$175 DIAG VERIFIED CUSTOMER CONCERN. HOOKED UP IDS AND CODES C1039 AND U0428, U0415. CHECK OASIS. PERFORMED PINT POINT TEST K. K1 = YES, K2 = NO, K3 = YES, K4 = YES, NEEDS A (SECM) STEERING WHEEL ASSEMBLY \$3739.10 INCLUDES TAX, PART SHOWS NO ETA AND MUST BE PRE PAID.				
JOB # 1 TOTAL LABOR & PARTS				175.00
J# 2	51FOZAENGHRS ENGINE HOURS	0.00	12863	0.00
CUSTOMER STATES CHECK FOR ENGINE HOURS..... NA				
JOB # 2 TOTAL LABOR & PARTS				0.00
J# 3	51FOZBFOPAREW FORD PASS REWARD	0.00	12863 9999	0.00
CUSTOMER STATES FORD PASS REWARDS				
JOB # 3 TOTAL LABOR & PARTS				0.00
J# 4	33FOZRENT RENTAL CAR		12863 9999	0.00
CUSTOMER PAY RENTAL				
JOB # 4 TOTAL LABOR & PARTS				0.00
J# 5	01FOZ WHEELS & TIRES		12863	0.00
CUSTOMER STATES SET TIRE PRESSURE SET TIRE PRESSURES				
JOB # 5 TOTAL LABOR & PARTS				0.00

CONTACT AUTHORIZATION
 PHONE...CELL...TEXT...EMAIL
 By signing this invoice I give my "EXPRESS PERMISSION" to be contacted by the above means.
 TO OPT OUT CALL: 845-624-3600 EXT. 128

MI + MO
 [REDACTED]

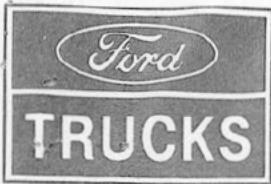
MISC	CODE	DESCRIPTION	CONTROL NO	CHARGE
JOB # 3	12 (C)	*FORD PASS CREDIT	484343	-129.75
			TOTAL - MISC	-129.75

TECHNICIAN CERTIFICATION	DESCRIPTION	CONTROL NO
12863	RAMON A CRUZ	WZ54
9999	SUBLET REFUND	9999

LABOR CHARGES
 COMPUTED BY INDUSTRY
 STANDARDS SUCH AS:
 1. QUOTED PRICE
 2. FLAT RATE HOURS
 3. ACTUAL TIME

PARTS
 ALL PARTS ARE NEW UNLESS
 IDENTIFIED BY A U-REBUILT
 OR R-REBUILT.
 SEE REVERSE SIDE FOR
 MANUFACTURERS WARRANTY

The Reynolds and Reynolds Company ERALZRINVE CC221072 Q (12/13)



"FORD PARTS EXPERTS"

schultzfords.com



SCHULTZ FORD - LINCOLN, INC.

80 Route 304, Nanuet N.Y. 10954

(845) 624-3600 FAX: (845) 624-2121

OPEN MON.-FRI. 7 AM to 5:30 PM

NYS REG #R2440024

"FORD CAR AND TRUCK EXPERTS"



LINCOLN

CUSTOMER NO. [REDACTED]	ADVISOR SUZANNE GRAZIOLO	TAG NO. 11943	INVOICE DATE 07/16/24	CELL [REDACTED]
[REDACTED]	LABOR RATE 175.00	MILEAGE 102,997	COLOR WHT PLATNM/	[REDACTED]
NEW YORK, NY [REDACTED]	YEAR / MAKE / MODEL 17/FORD TRUCK/EDGE/EDGE SPT	DELIVERY DATE 12/18/17	DELIVERY MILES 182	[REDACTED]
[REDACTED]	VEHICLE I.D. NO. 2 F M P K 4 A P 8 H B [REDACTED]	SELLING DEALER NO. 181-908-731	PRODUCTION DATE	[REDACTED]
[REDACTED]	F.T.E. NO.	R.O. DATE 07/16/24		
COMMENTS				MÓ: 102997

TOTALS-----

***** CONSUMER INFORMATION *****

**** PLEASE CHECK YOUR TIRE PRESSURE MONTHLY ****

** RECOMMENDED TIRE PRESSURES ARE ON THE LEFT FT DOOR JAM **

THANK YOU! [] CASH
SCHULTZ FORD INC [] CHECK#
845 624 3600 [] CREDIT CARD RECD BY -----

** IF WHEELS WERE REMOVED ON TRUCKS E/F 250 AND UP PLEASE **
RETORQUE WHEELS BEFORE 500 MILES. Thank You!

IF TIRES WERE INSTALLED ON YOUR VEHICLE...PLEASE MAIL YOUR
TIRE RECALL CARD...IT IS ATTACHED TO YOUR INVOICE COPY....

TOTAL LABOR.... 175.00

TOTAL PARTS.... 0.00

TOTAL SUBLET... 0.00

TOTAL G.O.G.... 0.00

TOTAL MISC CHG. 0.00

TOTAL MISC DISC -129.75

TOTAL TAX..... 14.66

TOTAL INVOICE \$ 59.91

CONTACT AUTHORIZATION

PHONE...CELL...TEXT...EMAIL

By signing this invoice I give my "EXPRESS PERMISSION" to be contacted by the above means.

TO OPT OUT CALL: 845-624-3600 EXT. 128

CUSTOMER SIGNATURE _____

PAID

CASH CHECK CREDIT CARD

DATE JUL 16 2024

THANK YOU SCHULTZ FORD Inc.

-LABOR CHARGES-
COMPUTED BY INDUSTRY
STANDARDS SUCH AS:
1. QUOTED PRICE
2. FLAT RATE HOUR
3. ACTUAL TIME

PARTS
ALL PARTS ARE NEW UNLESS
IDENTIFIED BY A U-USED
OR R-REBUILT.
SEE REVERSE SIDE FOR
MANUFACTURERS WARRANTY

The Reynolds and Reynolds Company EBALZHNVE CC221072 G (12/13)



CEL [REDACTED]

CASH NICHOLAS GESUELE 07/18/24

NEW YORK, NY

1	0	G2GZ-3600-BF	WHEEL ASY - ST	SP-ORD	2923.33	2923.33	2923.33	2923.33
1	0	NAT B/O NO ETA!!!!!!	BOLT AND WASHE	173C2	1.82	1.82	1.82	1.82

PARTS 2925.15
 Labor 288.95

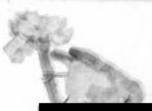
 3450.15
 288.95 MAX
 3739.10

RESTOCK CHARGE 2925.15
 TAX 0.00
 FREIGHT IN 245.01
 FREIGHT 0.23
 0.00
3170.39

ACCOUNTING COPY

Deduct - 189.65
 175.00
 PP
 BALANCE
 \$ 3549.45

** PRICE QUOTE **
 09:30:40 PAGE 1 OF 1
 NET502



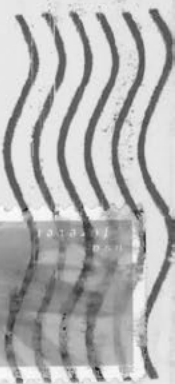
New York, NY

9

9-11-24
NY

WESTCHESTER NY 105

12 SEP 2024 PM 4 L



NHTSA Headquarters
1200 New Jersey Avenue SE.
West Building
Washington, DC 20590

20590-

