

Administrator

We own a 2021 Ford E-350, VIN 1FDWE3FK9MD[REDACTED]. It was recalled in March of 2022 for Safety Recall Notice 22S08/NHTSA 22V089. The vehicle was inspected by Gilboy Ford in Whitehall, PA. with work order references Campaign number: 22S08 hydroboost or hydromax power steering pressure line inspection. The correction was to inspect power steering connection, which passed.

Unfortunately, on 10/17/24 the line disconnected while on the road. The operators were able to control the truck and avoid a potentially catastrophic incident. We towed the vehicle to our local repair shop where the diagnosis of a disconnected power steering line at the hydroboost unit, causing loss of power steering and brakes. Our local shop then suggested we call the Ford dealer and ask about it being under warranty. Before calling I found the recall paperwork, so everything was making sense.

We called Gilboy Ford and were told the inspection only had a twelve-month warranty, and that the failure of the connection was beyond the scope of the recall. We find this hard to believe considering the serious potential of this failure. If the potential of this line coming loose warranted a recall, should it not have been dealt with by replacing the line/connection?

Because this vehicle is a vital piece of our business, we have given the go ahead to our local repair shop to replace the line. We cannot delay this repair. Do we have any way to hold Ford responsible for the cost of this work? If safety is truly the reason behind recalls, then this was a failure. Once again, thankfully no one was hurt, but it leaves many questions unanswered about the reason there are recalls in the first place.

We look forward to hearing from you concerning this matter.

Thank you

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] – Lehigh Valley
[REDACTED]
Allentown, PA [REDACTED]

22

Allentown, PA

LEHIGH VALLEY PA 180

25 OCT 2024 PM 3 L

As in past elections,
USPS is required to

If you choose to return mail,
please mail it



NHTSA

1200 NEW JERSEY AVE. S.E.
WASHINGTON, DC 20590

11/1/24
NEP