

December 20, 2024

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

customer copy

RE: Safety Recall Reminder
Recall 23S33
VIN#3FA6P0SU0KR [REDACTED]

Dear Sir or Madam,

I am writing to dispute your statement in the "Important Safety Recall Reminder" that we received last week, a copy of which is attached hereto. The correspondence mistakenly states that: "According to our records, your 2019 Fusion Energi has not had necessary safety recall repairs made."

Contrary to your correspondence, we did follow Ford's instructions regarding the Recall 23S33 and took this vehicle to our local Ford dealership for installation of a Fuse Block on the PHEV battery on August 7, 2024. Attached is a copy of the service work performed for the Safety Recall 23S33 by the local Ford dealership on the above-referenced vehicle.

Your representation that we have ignored your safety recall notices and have done nothing to mitigate the danger posed by the defect on our Ford Fusion Energi's PHEV Battery Cell is wrong and disputed.

I hope that your previous representation that the Fuse Block was just a temporary fix and that a permanent repair for the Safety Recall 23S33 would be provided before July 2025 because we have been unable to use and enjoy this vehicle for its intended purpose, hybrid motor use, because of the Safety Recall since we were notified by Ford of the Safety Recall and warned not to charge the EV battery in June 2023—one and a half years ago.

Sincerely,

[REDACTED]
CDB/cdb

Enclosures:

✓ cc: National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20690

TJR



3FA6P0SU0KR [REDACTED]

December, 2024

***** IMPORTANT SAFETY RECALL REMINDER *****

According to our records, your 2019 Fusion Energi has not had necessary safety recall repairs made. We urge you to have the free repair performed at your local dealership as soon as possible.

Recall Number 23S33 - PHEV Cell Open Circuit
and Description:

What is the issue?

On your vehicle, the Battery Energy Control Module (BECM) may become damaged as a result of excess voltage and current flow.

Excess voltage and current flow through the BECM can result in a loss of motive power which increases the risk of a crash, or a vehicle fire in the trunk area, which increases the risk of injury.

You should continue to refrain from charging your vehicle until a permanent repair is available. This will maintain a lower charge level in the high voltage battery, reducing the risk of a loss of motive power or vehicle fire until a remedy is available.

If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332**.

If you wish to contact us through the Internet, our address is: ford.com/support.

Thank you for your attention to this very important matter.

3FA6P0SU0KR100484

Diciembre de, 2024

***** RECORDATORIO IMPORTANTE PROGRAMA DE SEGURIDAD *****

SegUR nuestros registros, no se realizaron en sur 2019 Fusion Energi las reparaciones necesarias correspondientes a la campaña de seguridad. Le solicitamos que realice esta reparación gratuita en su distribuidor local lo antes posible.

Número y descripción de la campaña: 23S33 - Circuito abierto de celdas de PHEV

¿Cuál es el problema?

El módulo de control de energía de la batería (BECM) de su vehículo podría dañarse como resultado del exceso de voltaje y flujo de corriente.

El exceso de voltaje y el flujo de corriente a través del BECM pueden ocasionar una pérdida de la potencia motriz, lo cual aumenta el riesgo de choque o de incendio en el vehículo en el área de la cajuela y aumenta el riesgo de sufrir lesiones.

Debe continuar evitando cargar su vehículo mientras no haya una reparación definitiva disponible. Esto mantendrá un nivel de carga más bajo en la batería de alto voltaje, lo cual reduce el riesgo de pérdida de fuerza motriz o incendio en el vehículo, mientras no haya una solución disponible.

Si tiene dudas o preguntas, comuníquese con nuestro **Centro de Relación con Clientes Ford al 1-866-436-7332**.

Si desea ponerse en contacto con nosotros a través de Internet, nuestra dirección es: ford.com/support.

Gracias por su atención en este asunto sumamente importante.

CUSTOMER #:



INVOICE

SUNRISE FORD
SUNRISE VOLKSWAGEN

5359 South US Hwy 1
Fort Pierce, FL 34982
Ford Direct: (772) 461-6000
Volkswagen Direct: (772) 742-8333

PAGE 1

HOME:
BUS:

CON
CELL

SERVICE ADVISOR: 999899 JOHN WILSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	19	FORD FUSION ENERGI	3FA6P0SU0KR		58490/58492	T5174	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	R.O. DATE
01JAN19 DE			10:14 06AUG24		0.00	CASH	07AUG24

R.O. OPENED READY OPTIONS: DLR: 04879

08:01 06AUG24 11:28 07AUG24

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A EXPRESS SERVICE MULTI POINT INSPECTION

NWP NO WORK PERFORMED AT THIS TIME

980625 ISP 0.00

(N/C)

B PHEV BATTERY CELL DEGRADATION

CAUSE:

23S33B Install Fuse Block on PHEV battery and
related hardware,

980625 W 1.50

1 KG9Z*10D811*A MODULE

1 KG9Z*14A163*A RETAINER

1 JM5Z*10A687*E COVER ASY - BATTERY

1 GG9Z*10A687*D COVER ASY - BATTERY

(N/C)

(N/C)

(N/C)

(N/C)

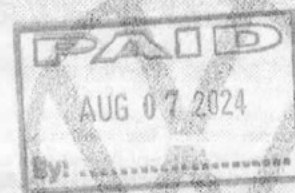
(N/C)

FC: PART#: COUNT:

CLAIM TYPE: 23S33

AUTH CODE:

980625



58490 PERFORMED RECALL 23S33, INSTALLED FUSE BLOCK ON PHEV BATTERY
REPLACED BECM COVER, REPROGRAMMED PCM

ESTIMATE: 0.00

06AUG24 08:01 SA: 999899

CONTACT:

WARRANTY DISCLAIMER: DEALERSHIP DOES NOT PROVIDE ANY GUARANTEE IN CONNECTION WITH THE PARTS, ACCESSORIES, OR REPAIR WORK OR SERVICES UNLESS OTHERWISE STATED IN A SIGNED WRITING. ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS AND SERVICES ARE PERFORMED BY THE DEALERSHIP "AS-IS" AND "WITH ALL FAULTS." AND THE DEALERSHIP HEREBY 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 ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE THAT THE MANUFACTURER OR DISTRIBUTOR MAY OFFER AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. I acknowledge that I was notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that I received (or had the opportunity to inspect) any replaced parts. I hereby release any claim to any and all remaining replaced parts.

*SHOP SUPPLY COSTS AND MANDATORY FEES: A charge equal to 14.9% of the total cost of labor and parts, not to exceed \$59.60, will be added to the Repair Invoice. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

If I sign this document electronically, I agree that my electronic signature is the legal equivalent of my manual/handwritten signature on this document. By signing manually, or using any device, means, or action, I consent to the legally binding terms and conditions of this document. I further agree that my signature on this document is as valid as if I signed the document in writing. I am also confirming that I am authorized to enter into this Agreement, I have read and understand the provisions on this and the following pages of this Repair Invoice, and expressly agree to all provisions, including but not limited to (1) Damages Limitation, (2) Mandatory Mediation, (3) Arbitration Agreement and Jury Trial Waiver and (4) Attorney's Fees.

DATE

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
	0.00
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.
CUSTOMER COPY

Port St. Lucie, FL

11/10/20
NCF

WEST PALM BCH FL 334

20 DEC 2024PM 3 L



FOREVER



National Highway Traffic Safety Administration 1200
New Jersey Avenue, SE
Washington, DC 20590

20003-366000