

[REDACTED]
[REDACTED]
Clovis, California
[REDACTED]

February 12, 2025

FORD Complaint Department
FORD Recall Department

To Whom it May Concern:

I grew up thinking that the FORD Motor Company was one of our country's great institutions and I am sad to tell you that recent interactions, or lack thereof, have led me to realize that our local Girls Scouts troop is more organized and effective at producing positive results. I can't believe how poorly your company has handled the recall of my 2021 Ford E-450 Motorhome (VIN 1FDXE4FN6MD[REDACTED]).

For years now I have been getting one notice after another telling me my 2021 Ford E-450 Motorhome needs to be serviced. But your local Ford Dealer here in Fresno, California, a rather large city, told me they cannot handle the vehicle. After working hard to find the information, I learned that I had to drive all the way to Merced, California to have Ford repair the defective vehicle they sold me. That location is 59 miles from my home and the vehicle gets 9 miles to the gallon!

I made an appointment with the folks at Razzari Ford and took a day off work to drive up there on Monday, August 12, 2024. Someone named Tom Hannsbury checked my vehicle in. Somehow my name, [REDACTED], was changed to [REDACTED] when they created the invoice (see attached) when they checked the vehicle in for service. After a couple hours they told me my vehicle needed a new part and they would contact me when they got the part. I left there thinking it would be a week or two.

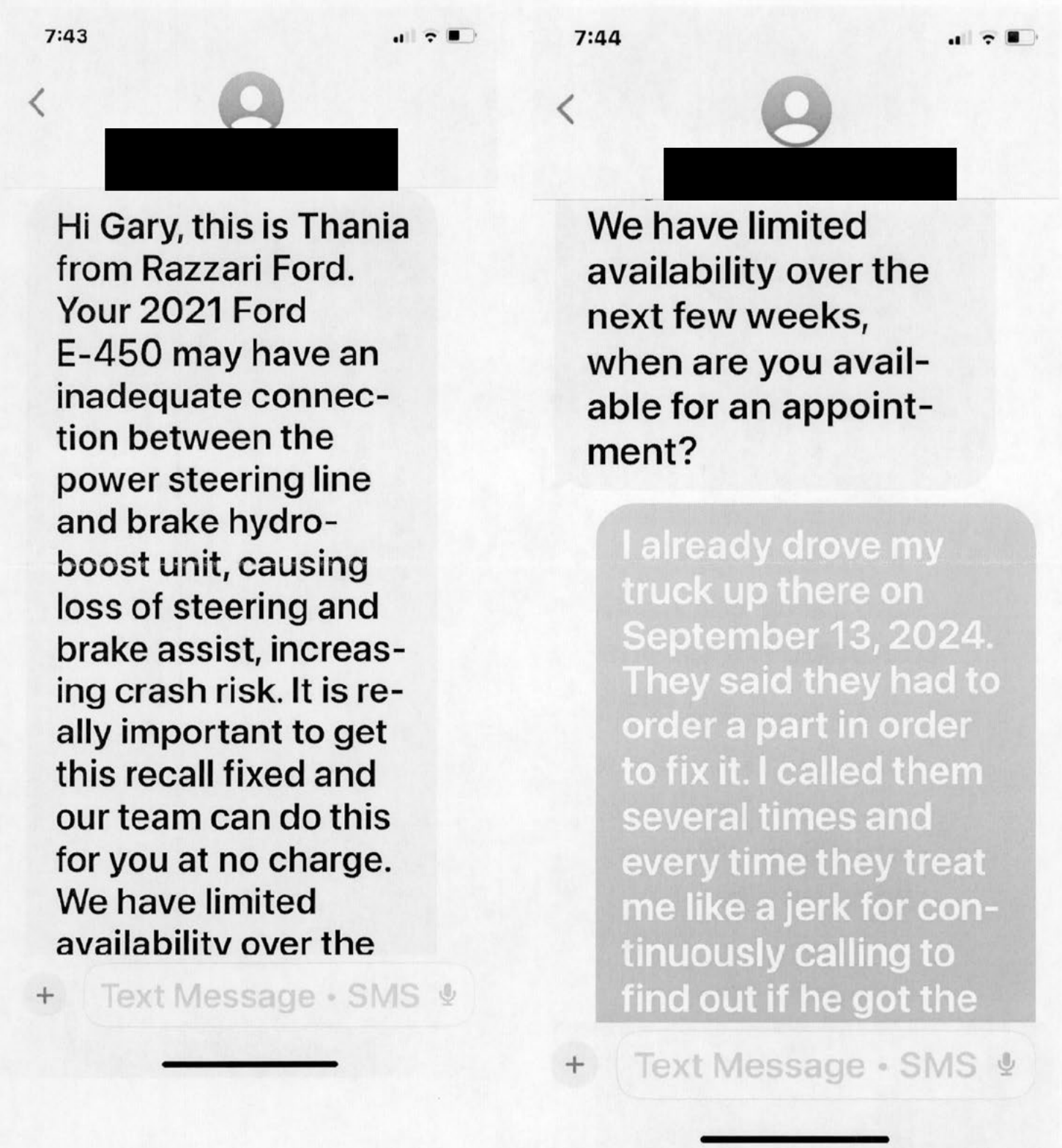
Many weeks went by and I got no communication from Razzari Ford so I called. I felt like they were bothered by the fact that I called and I was told to wait until they called me. After more months, I called again a few times and was always told they don't have the part from FORD.

Meanwhile, I keep getting notice after notice telling me to take my vehicle in for the recall. Don't they know I already TRIED that?!?! So I guess you have someone working hard to create these notices BUT obviously, no one to get the job DONE! Someone is dropping the ball elsewhere. Could it be that FORD needs to get their act together and send the parts needed to the dealers for these recalls? Or is it that the folks at Razzari Ford in Merced, California don't have their act together? Either way, the Girls Scouts are more effective!

And just yesterday, a half year later, I get a text message from the folks at Razzari Ford asking me to make an appointment for the recall. When I texted back and asked them if they got the part needed, they sent me a response (and TWICE at that!) that made it clear to me that they did not read my message to them! They did NOT respond to my

al

question. I will paste pictures of the text thread here so you can see why I am frustrated by the lack of a professional response (or ANY kind of intelligent response for that matter).



7:44



every time they treat me like a jerk for continuously calling to find out if he got the part yet. I was actually just in the process of writing a complaint letter to the Ford headquarters about this.

Today 12:30 PM

Thank you for letting us know. We will update our records to reflect that you've addressed or are al-



Text Message • SMS



7:45



Thank you for letting us know. We will update our records to reflect that you've addressed or are already addressing the issue.

Thank you for letting us know. We will update our records to reflect that you've addressed or are already addressing the issue.

Are you ever going to follow through and



Text Message • SMS



7:45



[REDACTED]

date our records to reflect that you've addressed or are already addressing the issue.

Are you ever going to follow through and get the thing fixed? Did you ever get the part? I would certainly enjoy a higher level of communication from your institution.

The sender is not in your contact list.

Report Junk



Text Message • SMS 

As you can see, they never responded to my question. I am pretty fed up with the lack of communication. I would like to have my defective vehicle repaired ASAP.

Since FORD seems to be able to send out lots of notices about the vehicles that need to be recalled, I suggest you take those people in charge of that activity and hire them to

work on 1) producing the parts needed for these recalls and 2) hire them to teach your dealers how to respond to their customers in a professional manner.

I would also like to be reimbursed for the mileage and the income/time I missed from work while dealing with this vehicle recall. Please get back to me with some PROGRESS this time. I already have enough of your notices that all say the same thing!

I can be reached at [REDACTED]

Sincerely, [REDACTED]

cc: United States Department of Transportation

**RAZZARI FORD**

1300 Auto Center Dr.
Merced, CA 95340
Phone: (209) 383-3673
Fax: (209) 354-2068
www.razzari.com

Bar # ARD 85060

EPA # CAL 000176245

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
8/12/24	
Time Received	Time Promised
8:04	8/12 17:00
Current Mileage	Mileage Out
16648	

Estimate of Repairs

Service Advisor / Key Tag #

Thomas Hansbury/FF255

[REDACTED] CLOVIS, CA		Work Phone	Vehicle Identification Number		
			1FDXE4FN6MD [REDACTED]		
		Home Phone	Delivery Date	In-Service Date	
		[REDACTED]			
Year	Make	Model	Body	Color	License Number
2021	FORD	E-SERIES CUTA	E-450 DRW 176" WB		

Job Number	Description of Work	Code
1.	PERFORM CAMPAIGN: PERFORMER RECALL 24S07	CAMP WARR-FORD WARR-FORD

Job Number	Description of Work	Code
2.	PERFORM MULTI POINT VEHICLE INSPECTION AND REPORT. SET TIRE AIR PRESSURE TO FACTORY SPECS	99P Internal Internal

Job Number	Description of Work	Code
3.		

Job Number	Description of Work	Code
4.		

Job Number	Description of Work	Code
5.		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work above 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 the 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 or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES.

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. I acknowledge notice and oral approval of an increase in the original estimated price.

Original Estimate:\$ _____ Hazardous Waste Disposal Fee:\$ _____

Total Combined Estimate:\$ _____ Contact Phone: _____

(*HAZARDOUS MATERIAL) Removal charge for all hazardous materials removed from your automobile, that must be disposed of as a hazardous waste

Revised Estimate:\$ _____ Additional Cost:\$ _____

Date: _____ Time: _____

Authorized by: _____ Contacted by: _____

Phone No.: _____

By FAX

☐ By E-Mail☐ In Person☐ By Phone

Revised Estimate:\$ _____ Additional Cost:\$ _____

Date: _____ Time: _____

Authorized by: _____ Contacted by: _____

Phone No.: _____

☐ By FAX☐ By E-Mail☐ In Person☐ By Phone

All parts installed are new unless specified otherwise. All parts will be discarded unless otherwise instructed. Save ☐

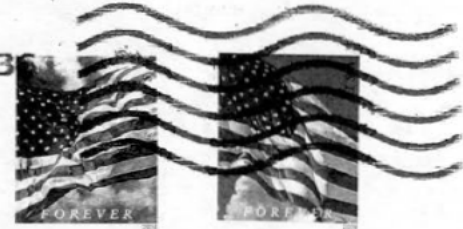
X
Customer's Signature

Date

[REDACTED]
Clovis, CA [REDACTED]

FRESNO CA 936

12 FEB 2025 PM 1



United States Department of Transportation
RECALL LACK OF ACTION DEPARTMENT
1200 New Jersey Avenue, SE
Washington, DC 20590

20590- [REDACTED]