

March 22, 2025

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

To Whom It May Concern,

On [REDACTED] my 2022 Ford Bronco Sport stalled in the middle of the road putting me and my family in a very unsafe situation. Initially the hazard lights would not go on. The car would not restart, nor was I able to turn off the auxiliary power. Every time I tried to, it would turn back on. The car could also not be put in neutral, preventing us from pushing it to the side where it would be safer (to me that alone should be a safety issue that is recalled). I immediately had the car taken to the dealership (Windward Ford, Kailua, Hawaii) to address the issue. They told me I would need to pay for the diagnostic and after checking the car told me I need to pay \$660 to change the battery.

I explained to them what occurred was exactly what was stated in the recall notice from June 2024 (24V267). They told me they made that repair in May 2024. I informed them I had another recall notice from February 2025 (25S02) which described the same issues. They told me that the parts were not available for that repair and there is no estimated time frame they would be available. This week the media reported another recall with a similar issue description, due to the fact that the first repair did not work. I called the Ford corporate office and they stated there was nothing they could do, nor could they provide an estimated timeframe for parts to be available. They said to save my receipts if I change the battery and maybe I will get reimbursed when the parts are available. I also informed them that this issue leaves people in a very dangerous situation, and all they had to say was that there wasn't a no stop driving order so I could keep driving it.

Although I have not had the car for three years yet, and there are outstanding recalls regarding the battery and electrical system, the dealership is still insisting that I have to pay to have the battery changed. The recall notice says to write to you if I am unable to get the repair done in a reasonable time for free. I am not sure of your definition of a reasonable time, but I am definitely not getting the issue addressed for free. Please let me know if there is anything that can be done so I have a safe vehicle to drive without incurring debt.

Sincerely,

[REDACTED]

RB

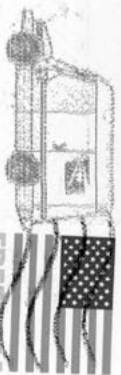


Kailua, HI

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