

[REDACTED]
[REDACTED]
Fayetteville, NC [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

June 5, 2025

Customer Relations

Ford Motor Company

P.O. Box 6248

Dearborn, MI 48126

Dear Sir or Madam,

I am writing to express my concerns regarding a persistent issue with my 2018 Ford Expedition Platinum Max (VIN: [REDACTED]) and the lack of support I have received from the local dealership.

Over the past few weeks, I have experienced harsh shifting and delays in acceleration, which I have reason to believe may be related to the known issue with the 10R80 transmission as outlined in Technical Service Bulletin (TSB) 23-2250. I attempted to check for recalls on my vehicle using your online tool, but I found that no recall information was listed for this issue when I searched by VIN or model name, despite the fact that TSB 23-2250 points directly to a fault with this transmission in my vehicle's build.

I also reviewed the build sheet for my vehicle and found that it indeed contains the same 10R80 transmission as referenced in TSB 23-2250. Additionally, while the dealership was able to locate a single recall for the seatbelt restraint system, I noticed several active recalls on the Ford website when I searched by "Ford Expedition" or "Expedition Max," some of which pertain to parts included in my build sheet.

I made an appointment at the dealership to have the issue diagnosed, but when I contacted them, I was informed that they could not locate any recall associated with my transmission problem and that I would be required to pay a diagnostic fee. I find this situation deeply troubling, given the fact that the issue is well-documented in the TSB and should be covered under warranty or recall policy, especially since the problem is linked to a known defect.

I respectfully request that Ford Motor Company investigate this matter and provide clarification on why my vehicle's transmission issue is not being recognized under any active recall or service action. I would appreciate guidance on how to resolve this issue without incurring unnecessary costs, especially when the problem is connected to a defect in the vehicle's design.

Your prompt attention to this matter would be greatly appreciated. I look forward to your response and a satisfactory resolution to the ongoing issues with my 2018 Ford Expedition Platinum Max.

Thank you for your time and assistance.

Sincerely,
[REDACTED]

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Label 228, December 2023

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