

May 17, 2025

Ford Motor Company
Ford Customer Service Division
P.O. Box 1904
Dearborn, Michigan 48121

7/30/2025 No Response
DCC; National Highway
Traffic Safety Admin
1200 New Jersey Ave. SE
Washington - DC
20590

Dear Sirs:

Please provide me with some clarification. I was informed of a possible recall on my 2020 Ford Eco back in 2023, meaning of course that a potential problem had been identified and the manufacturer wanted to do the right thing. When I received the actual letter, it stated that once the parts were available I would be contacted by the dealer. After months went by I scheduled regular maintenance on my car and informed the dealership, Gary Yeoman's Ford in Daytona Beach, that I also wanted the recall looked into. When I arrived there was no mention of the recall in the appointment record. I received the maintenance I had scheduled, and I was informed that I would have to make an appointment "on the other lane" for information regarding the recall. I called back to make that appointment and was given a date which was subsequently canceled by the dealership because they did not have the repair part. I was told once again that I would be called once the part was in stock.

Shortly after, I met a man who had a vehicle similar to mine. He informed me that he hoped I had better luck with mine and that he had encountered numerous obstacles in trying to get this recall looked into. Like my vehicle, his car had approximately 20,000 miles on it. He further added that when his engine blew up the dealership was reluctant to repair his Eco claiming he had not followed protocol in getting the recall looked into. According to him it took months before his vehicle was returned to him and the issues were resolved. After that encounter I called the dealership inquiring as to the availability of the specific repair parts for the recall. I was told that unless I was already experiencing a problem they would not even look into the matter. This sounded ridiculous to me so I left messages for management but my calls were not returned.

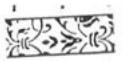
All that being said, I feel like I'm driving a potential time bomb. I am a [REDACTED] and this will probably be the last vehicle I purchase. I'm worried that I'm going to be out driving by myself sometime and will end up stranded on the side of the road. In September I am due to drive to Miami to [REDACTED] and fate being what it is, I'm scared that's when my car will decide to quit.

I love my little vehicle and am otherwise very satisfied with both the car and the dealership. I just need a dose of reassurance.

Sincerely,

[REDACTED]
[REDACTED]
Ormond Beach, FL [REDACTED]
[REDACTED]

RE



Ormond Beach, FL



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