

[REDACTED]

Antioch, CA [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Date: July 25, 2025

To:

National Highway Traffic Safety Administration (NHTSA)

Office of Defects Investigation (NEF-100)

1200 New Jersey Avenue SE

Washington, DC 20590

Subject: Safety Complaint Regarding 2022 Ford Mustang – Ongoing Safety Defects and Recall Concerns (VIN: [REDACTED])

Dear NHTSA,

We are writing to file a formal safety complaint regarding our **2022 Ford Mustang**, purchased brand new on **June 29, 2022**, from a dealership in **Sacramento, California**, for approximately **\$65,000**.

Since the date of purchase, this vehicle has exhibited **persistent and dangerous mechanical and software issues**, including:

- Hesitation during acceleration
- Jerking, stalling, and intermittent loss of power while driving
- Poor engine performance and check engine light triggers
- Infotainment malfunctions, including software glitches and failure to connect smart devices
- Disabling of navigation and system features

Despite taking the vehicle to **Ford of Concord, CA**, at least **three times under warranty**, the issues remain unresolved. Only the infotainment software was partially addressed.

Most critically, we recently received **Safety Recall Notice 25S75 / NHTSA Recall 25V455**, which states that a **fuel pump failure** may cause a **loss of fuel pressure**, potentially resulting in **engine stalling while the vehicle is in motion**. The notice outlines symptoms including poor engine performance, loss of power, and check engine light—all of which we have personally experienced.

Despite the severity of this defect, **Ford has not provided a remedy and has not instructed owners to stop driving the vehicle**, even though the risk of a **crash due to engine stall** remains present.

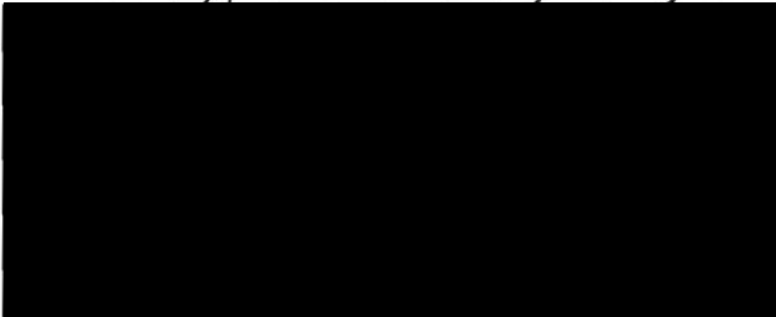
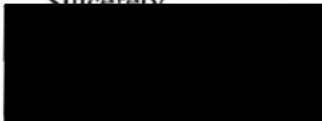
We are no longer confident in the safety of this vehicle and strongly believe it represents a **serious hazard** to ourselves and the public. We respectfully request that NHTSA investigate this matter further and hold Ford Motor Company accountable for providing an appropriate and timely solution.

We have also formally requested that **Ford repurchase the vehicle and satisfy the remaining loan balance of \$42,000**, as it has become a significant source of **anxiety and safety concern**. While we have legal counsel reviewing the situation, we hope Ford and the regulatory system will do what is right before further risk or injury occurs. My vehicle is having these recall issues.

All relevant documentation, including service history, dealership visits, and the recall notice, is available upon request. We appreciate NHTSA's role in ensuring vehicle safety and urge your office to take immediate action in light of this ongoing risk.

Thank you for your attention to this urgent matter.

Sincerely,



We have attached recall notice and service history documentation



Ford Motor Company
Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

ANTIOCH, CA

*** IMPORTANT SAFETY RECALL ***

Safety Recall Notice 25S75 / NHTSA Recall 25V455

2022 Mustang

This Notice Applies to Your Vehicle, Vehicle Identification Number (VIN): [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2022 Expedition, certain 2021-2022 F-150 and Mustang vehicles, and certain 2021-2023 Model Year Bronco, Explorer, and Super Duty vehicles (which includes F-250, F-350, F-450, F-550, and F-600), including the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle, it is possible to have a loss of fuel pressure and flow from the fuel tank due to fuel pump failure. This can cause a lack of fuel delivery to the engine and result in an engine stall while driving.

Prior to fuel pump failure, you may experience poor engine performance (misfiring or running rough), a check engine light, or a reduction in engine power. Fuel pump failure is more likely to occur under low fuel or warm weather and hot fuel conditions in the fuel tank.

What is the risk?

An engine stall while driving increases the risk of a crash.

What will Ford and your dealer do?

A remedy is not yet available. Ford Motor Company is still actively investigating this issue and working to develop a remedy. When the remedy becomes available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge.

What should you do?

When the remedy is available, Ford Motor Company will send a letter to inform you to contact your dealer to schedule a repair.

Ford has not issued instructions to stop driving your vehicle under this safety recall. When the remedy is available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable.

**What should you do?
(continued)**

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171) or go to NHTSA.gov. Reference NHTSA Safety Recall 25V455.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

What if you no longer own this vehicle?

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Thank you for your attention to this important matter.

Customer Service Division

Antioch, CA

OAKLAND CA 945

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National Highway Traffic Safety
Administration (NHTSA)
Office of Defects Investigation (ODI-100)
1200 New Jersey Ave SE
Washington, DC 20590

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