

VIN [REDACTED]

7/22/25

Re: Safety Recall notice 25S75 / NHTSA Recall 25V455

To Whom it may concern

I just picked up my Ford F-250 (2022) from Allstar Ford in Prairieville, La. It will have been 3 weeks since I had my Truck Towed to this Dealer!

On Tuesday [REDACTED] my truck stalled in heavy traffic and was able to glide off [REDACTED] in Baton Rouge and came to a dead stop at the end intersection. I blocked traffic for 30 minutes until truck started and was able to get out of Traffic!

My Ford pass App text a message to me that my fuel pump module had failed.

Dealer could not diagnose a failure and after 3 weeks I finally went and picked it up. They did offer to replace the fuel pump for \$1,700⁰⁰ as my 100,000 warranty could not be applied because Dealer diagnostics could not recognize the fault ??? Truck has 72,000 miles on it !!

So now I am driving around in a vehicle that could stall at any time, without any notice.

Now what Do I Do ??

Cell phone [REDACTED]



Ford Motor Company
Customer Service Division
PO Box 1904
Dearborn, MI 48116-1904

Received 7/21/25

July 2025

SAINT AMANT, LA

*** IMPORTANT SAFETY RECALL ***

Safety Recall Notice 25S75 / NHTSA Recall 25V455

2022 F-250 Ford Truck

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

St Amant, La.

BATON ROUGE LA 707

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Administrator NHTSA

1200 New Jersey Ave. S.E.

Washington, D.C. 20590

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