

[REDACTED]
Nashua, NH
[REDACTED]
[REDACTED]

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

July 8th, 2025

Good afternoon:

I am writing today to inquire about a recall that was report for the Bronco Sport Badlands model years 2021-2024, for the "Suspension Shock/Struts" leakage.

I have a 2022 Bronco Sport Big Bend, with low mileage, last month I was told during a general maintenance and battery recall that during the inspection they were in the yellow. As I stated in the letter to Ford, I'm not sure if the service advisor was supposed to mention it, but they did, saying that it could just be a bad part installed when being built. To that I did some research and several people on different forums were having the exact same issues as I was.

I am not an aggressive driver, nor do I do any off roading, so that fact that this is an issue makes no sense other than what the service advisor "suggested".

Enclosed is the letter to Ford, as well as copies of the information that I received from that visit. Also I included a screen shot from the Ford app as the service technician recorded the mileage at over 19,000 when in fact it was far less, it was 17,979 miles when I returned home that day and took the screen shot.

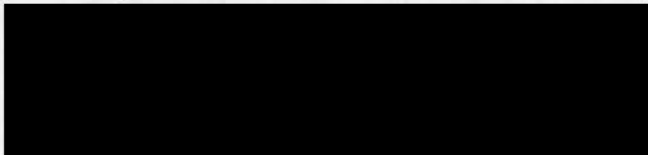
I am hoping you can clarify this from me and possibly expand that recall including all the model years listed for the Bronco Sport.

22

I feel that the estimate of \$794.08 is a lot to pay for their mistake.

Thank you in advance for your consideration.

Regards,



Attachments

cc: file

[REDACTED]
Nashua, NH
[REDACTED]

July 8th, 2025

Good afternoon,

I am writing, as I am concerned about my latest visit to the dealership for an oil change, battery recall and general maintenance. I was told that the rear "Suspension Shock/Strut" needed replacement soon due to leakage. I find this hard to believe as I only had 17,961 miles on my 2022 Bronco Sport. I am not an aggressive driver, and I do not use my vehicle for off roading. See attached copies.

Whether or not my service adviser should have told me, he did say that it could be just a bad part was put in the vehicle when it was being built. That being said I did some research, I found quite a few people online, in different forums, stating that they too are needing or have had to replace the rear "Suspension Shock/Strut" on their Bronco Sport, that again like me have very low mileage.

In my research I did notice that there was a recall for the Bronco Sport Badlands, model years 2021-2024. I think that you should expand the recall to all Bronco Sports within those years with low mileage. \$794.08 is the estimate for the replacement.

I am sending a copy of this letter and attachments to NHTSA.

Regards
[REDACTED]

Attachments

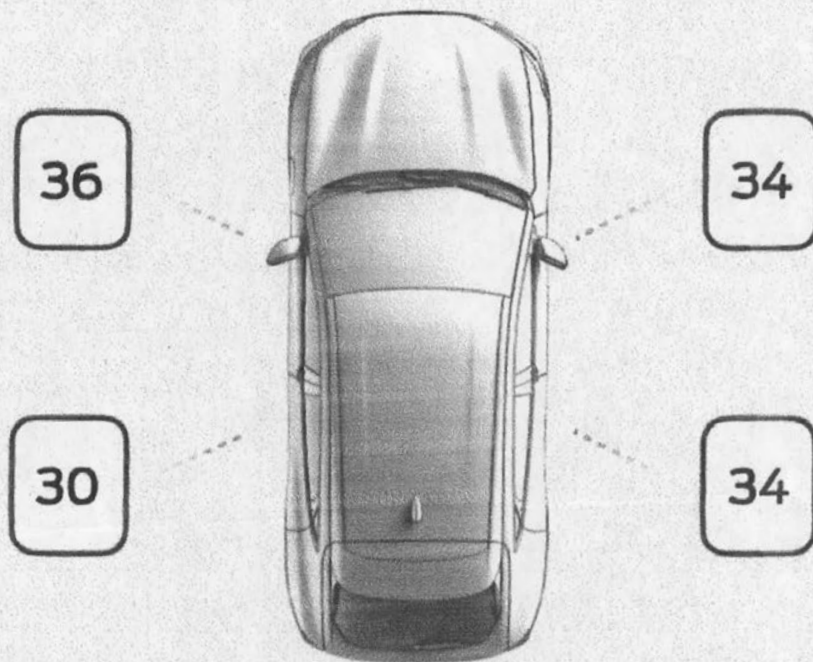
cc: NHTSA
file

Saturday • Jun 7, 2025 • 00:01

Service

✓ No Active Alerts

🚗 17,979 mi



Tire pressure data is delayed. Do not over inflate.
Optimal cold tire pressure: Front 33 | Rear 33

Additional Service Recommendations

In the process of inspecting your vehicle for safety and reliability, your technician **Jessica M** made the following observations and recommends that you do the necessary repairs to resolve these issues.

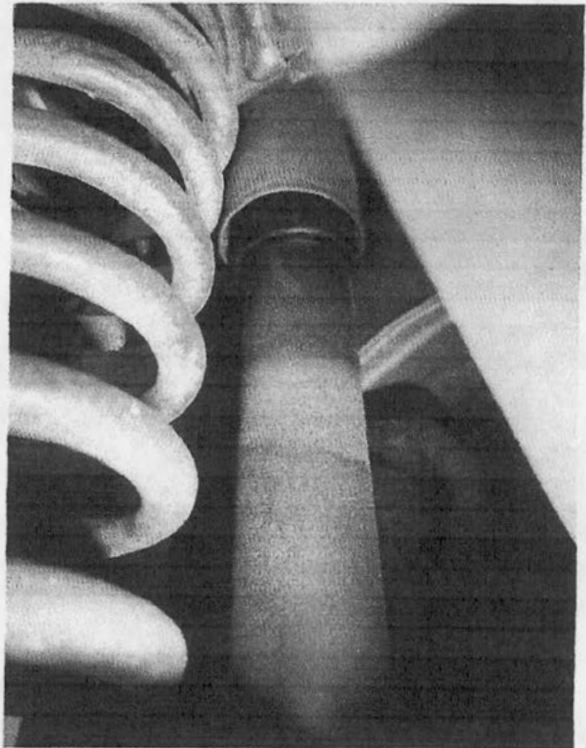
■ Red: requires immediate attention.

■ Yellow: in need of attention soon.

Suspension Shock or Strut (Rear) - Replace

Item Description

Reason



REPAIR ESTIMATE

RO# [REDACTED] - 6/6/2025 12:3

SERVICE ADVISOR
Shawn Tafe
 stafe@bestfordnh.com
 (603) 713-6037

PREPARED FC
 [REDACTED]
 [REDACTED]

PRINTED - 6/6/2025
 QUOTE EXPIRES - 7/6/2025
 REPAIR FACILITY ID -

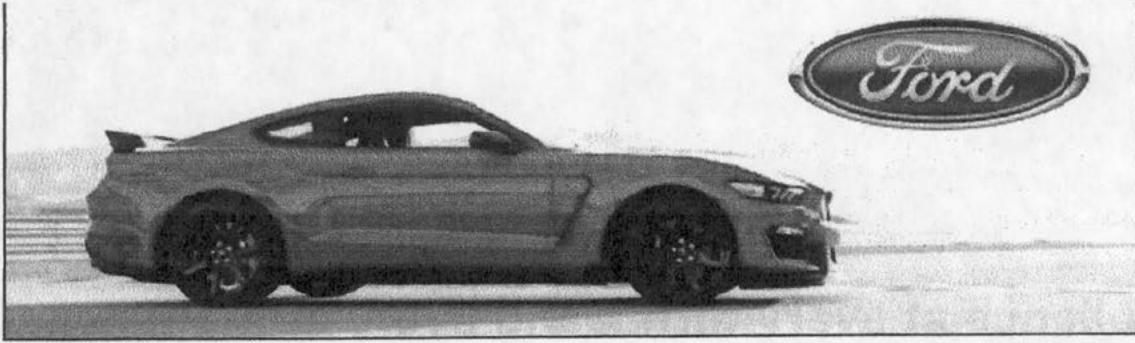
2022 FORD BRONCO SPORT
 [REDACTED]
 Mileage 19,961

SERVICE NAME	COST																														
[Primary]: 5KB - 45.82 5K BASIC SERVICE CHANGE ENGINE OIL, REPLACE OIL, ROTATE TIRES, VEHICLE HEALTH INSPECTION REPORT (UP TO 6 QUARTS)																															
LABOR	\$105.00																														
PARTS	\$45.62																														
	Parts and labor sub total \$150.62																														
[Primary]: PDEL - PICK UP AND REDELIVER VEHICLE TO CUSTOMER LOCATION (W)																															
LABOR	\$0.00																														
[Primary]: RECALL - RECALL (W)																															
LABOR	\$0.00																														
[Primary]: CEL - CUSTOMER STATES CHECK ENGINE LIGHT IS ON.																															
LABOR	\$139.95																														
[Primary]: 99P - PERFORM MULTI-POINT INSPECTION (A \$69.99 VALUE)																															
LABOR	\$0.00																														
Suspension Shock or Strut (Rear) - Replace																															
PARTS NOTES release date is today so maybe next week																															
LABOR	\$73.57																														
<table border="1"> <thead> <tr> <th>PARTS</th> <th>Qty</th> <th>Description</th> <th>Number</th> <th>Price</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td></td> <td>2</td> <td>SHOCK ABSORBER ASY</td> <td>LX6Z18125BY</td> <td>\$136.00</td> <td>\$272.00</td> </tr> <tr> <td></td> <td>4</td> <td>BOLT AND WASHER ASY - HEX.HEAD</td> <td>W720710S439</td> <td>\$14.13</td> <td>\$58.52</td> </tr> <tr> <td></td> <td>2</td> <td>NUT</td> <td>W715882S900</td> <td>\$9.48</td> <td>\$18.96</td> </tr> <tr> <td></td> <td>2</td> <td>BOLT AND WASHER ASY - HEX.HEAD</td> <td>W720238S439</td> <td>\$16.63</td> <td>\$33.26</td> </tr> </tbody> </table>	PARTS	Qty	Description	Number	Price	Total		2	SHOCK ABSORBER ASY	LX6Z18125BY	\$136.00	\$272.00		4	BOLT AND WASHER ASY - HEX.HEAD	W720710S439	\$14.13	\$58.52		2	NUT	W715882S900	\$9.48	\$18.96		2	BOLT AND WASHER ASY - HEX.HEAD	W720238S439	\$16.63	\$33.26	
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	2	BOLT AND WASHER ASY - HEX.HEAD	W720238S439	\$16.63	\$33.26																										
	Parts and labor sub total	\$454.31																													

ESTIMATE DISCLAIMER

ESTIMATE RANGES

Total Labor	\$318.52
Total Parts	\$426.56
Subtotal	\$745.08
Shop Charges	\$49.00
Taxes	\$0.00
Total	\$794.08



Best Ford

∞xtime Automobile Status Report

Prepared For



2022 Ford BRONCO SPORT

Date June 06, 2025

VIN [REDACTED]

Mileage 19961

RO [REDACTED]

Service Advisor

Shawn Tafe
stafe@bestfordnh.com
6037136037

Multi-Point Inspection Form

RO# [REDACTED]

VIN [REDACTED]

Advisor Shawn Tafe
 Technician Jessica Mena
 Created On 6/6/2025

Checked and OK at this time May Require Future Attention Requires immediate attention

SCHEDULED MAINTENANCE ITEMS	
<input type="checkbox"/>	The Works Fuel Saver Package
<input checked="" type="checkbox"/>	Oil Change & Filter <u>SERVICED</u>
<input checked="" type="checkbox"/>	Tire Rotation <u>SERVICED</u>
<input checked="" type="checkbox"/>	Multi-Point Inspection <u>SERVICED</u>
<input type="checkbox"/>	Fuel Filter
<input type="checkbox"/>	Engine Air Filter
<input type="checkbox"/>	Engine Coolant
<input type="checkbox"/>	Transmission Fluid &/or Filter
<input type="checkbox"/>	Cabin Air Filter
<input type="checkbox"/>	Spark Plugs
<input type="checkbox"/>	Scheduled Maintenance

FLUID LEVELS	
<input type="checkbox"/>	Oil and/or fluid leaks
<input type="checkbox"/>	Engine Oil
<input type="checkbox"/>	Brake Reservoir
<input type="checkbox"/>	Power Steering
<input type="checkbox"/>	Window Washer
<input type="checkbox"/>	Transmission
<input type="checkbox"/>	Coolant Recovery Reservoir

WIPER BLADES	
<input type="checkbox"/>	Wiper Test Performed
<input type="checkbox"/>	Wiper Blades

BATTERY	
<input checked="" type="checkbox"/>	Battery Condition <u>SERVICED</u>
<input type="checkbox"/>	Factory spec cold cranking amps
<input type="checkbox"/>	Actual cold cranking amps

LIGHTS / WINDSHIELD	
<input type="checkbox"/>	Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps
<input type="checkbox"/>	Windshield for cracks, chips and pitting

BELTS / HOSES / MOUNTS	
<input type="checkbox"/>	HVAC system and hoses / lines for leaks and/or damage
<input type="checkbox"/>	Engine Cooling System, radiator, hoses and clamps
<input type="checkbox"/>	Accessory drive belt(s)

BRAKE SYSTEM	
<input type="checkbox"/>	Brake system (including lines, hoses, and parking brake)

STEERING / SUSPENSION	
<input type="checkbox"/>	Shocks / struts and other suspension components for leaks and/or damage
<input type="checkbox"/>	Steering, steering linkages and ball joints (visual)

EXHAUST SYSTEM	
<input type="checkbox"/>	Exhaust system and heat shield (leaks, damage, loose parts)

TRANSMISSION / DRIVE AXLE	
<input type="checkbox"/>	Clutch operation (if equipped)
<input type="checkbox"/>	Constant velocity (CV) drive axle boots (if equipped)
<input type="checkbox"/>	Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)

TIRE / BRAKE WEAR

- Alignment Check Needed
- Wheel balance needed
- Brake measurements not taken this service visit
- Left Front Tire Tread Depth Z
- Left Front Tire Age
- Left Front Tire Wear Pattern / Damage
- Left Front Tire Pressure set to factory-recommended PSI
- Left Front Brake Lining
- Left Front Brake Lining mm 6
- Left Front Brake Lining 32nd
- Left Rear Tire Tread Depth 4
- Left Rear Tire Age
- Left Rear Tire Wear Pattern / Damage
- Left Rear Tire Pressure set to factory-recommended PSI
- Left Rear Brake Lining
- Left Rear Brake Lining mm Z
- Left Rear Brake Lining 32nd
- Right Front Tire Tread Depth Z
- Right Front Tire Age
- Right Front Tire Wear Pattern / Damage
- Right Front Tire Pressure set to factory-recommended PSI
- Right Front Brake Lining
- Right Front Brake Lining mm 6
- Right Front Brake Lining 32nd
- Right Rear Tire Tread Depth 4
- Right Rear Tire Age
- Right Rear Tire Wear Pattern / Damage
- Right Rear Tire Pressure set to factory-recommended PSI
- Right Rear Brake Lining
- Right Rear Brake Lining mm Z
- Right Rear Brake Lining 32nd
- Spare Tire Pressure set
- Spare Tire Age



Best

CYCLE CENTER



579 Amherst St Nashua, NH 03063

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
06/06/25	
R/O Close Date	Status
06/06/25	Pre-Invoice
Mileage In	Mileage Out
19961	19961
Service Advisor / Tag #	
Shawn Tafe/4058*W*	
Vehicle Identification Number	
Delivery Date	In-Service Date
04/06/22	04/06/22
Color	License Number
BLU	

NASHUA, NH				Work Phone	Vehicle Identification Number	
				Home Phone		
Year	Make	Model	Body	Color	License Number	
2022	FORD	BRONCO SPORT	APURP	BLU		
B20481						

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - 5KB: 45.82 5K BASIC SERVICE CHANGE ENGINE OIL, REPLACE OIL, ROTATE TIRES, VEHICLE HEALTH INSPECTION REPORT (UP TO 6 QUARTS) 5K SERVICE BASIC Tech: JESSICA MENA (272) Installed FL 910S :KIT - ELEMENT & GASKET - 11.80 1@8.92 Installed XO 5W20 BSP :OIL - ENGINE 6.99 6@6.15 Hazardous Materials Charge PERFORMED OIL CHANGE AND TIRE ROTATION Sub Total: 110.94	59.18 8.92 36.90 5.94
#2 - PDEL: PICK UP AND REDELIVER VEHICLE TO CUSTOMER LOCATION Sub Total: .00	
#3 - RECALL: RECALL RECALL - C/S: 25S02 12V BATTERY INSPECTION Tech: JESSICA MENA (272) Installed BAGM 48H6 760 :BATTERY Qty: 1 Core Chg BAGM 48H6 760-C :BAGM 48H6 760 - Core Cha Qty: 1 PERFORMED RECALL 25S02 12V BATTERY INSPECTION, FAILED INSPECTION, PERFORMED BATTERY REPLACEMENT, RESET BMS, LABOR OP- 25S02B 0.5	Warranty Warranty Warranty
#4 - CEL: CUSTOMER STATES CHECK ENGINE LIGHT IS ON. CHECK ENGINE LIGHT DIAG - C/S: CS STATES ERROR MES	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*

36 MONTH / 36,000 MILE LIMITED WARRANTY
EG Assurance warrants the repaired part(s) in this invoice will be free from defects in materials and workmanship for 36 months or 36,000 miles from invoice date or invoice odometer reading, whichever is earlier. At its option, EG Assurance will repair or replace (using components of likekind and quality) such defective parts. No coverage is provided for damage caused by abuse or customer's modification. This warranty does not apply to maintenance services or other wear items. No implied warranty is provided.
Some states do not allow limitations of implied warranty, so this limitation may not apply to you. If so, any such implied warranty is limited to that required by law. No coverage is provided for incidental or consequential damages. To make a claim, contact Dealer listed above. This limited warranty gives you specific legal rights, and you may have other rights that vary from state to state. Sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.
X

Best Ford
ASHUA



Best

CYCLE CENTER

HONDA SUZUKI

579 Amherst St Nashua, NH 03063

SERVICE DEPARTMENT HOURS

7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
06/06/25	
R/O Close Date	Status
06/06/25	Pre-Invoice
Mileage In	Mileage Out
19961	19961
Service Advisor / Tag #	
Shawn Tafe/4058*W*	
Vehicle Identification #	
Invoice Date	
04/06/22	04/06/22
Color	License Number
BLU	

[Redacted]
NASHUA, NH [Redacted]

Work Phone [Redacted]
Home Phone [Redacted]

Year	Make	Model
2022	FORD	BRONCO SPORT
B20481		APURP

DESCRIPTION OF SERVICE AND PARTS

SAGE FROM FORD APP: SECOND ROW PASSENGER SIDE SEAT BELT SENSOR. - VEHICLE RUNS NORMALLY OTHERWISE PER CS

UNABLE TO VERIFY CONCERN, NO LIGHTS ON DASH, SCANNED FOR DTCS- FOUND A FEW CODES FOR RCM, CHECKED OASIS- NOTHING FOUND, FOUND PINPOINT TEST AS- AS1-Y, AS2-N, THE SYSTEM IS OPERATING CORRECTLY AT THIS TIME. THE DTC MAY HAVE BEEN SET DUE TO HIGH NETWORK TRAFFIC OR AN INTERMITTENT FAULT CONDITION

Sub Total: .00

#5. - 99P: PERFORM MULTI-POINT INSPECTION (A \$69.99 VALUE)
MULTI-POINT VEHICLE INSPECTION
PERFORMED MULTI-POINT INSPECTION
Sub Total: .00

Please Note: CREATED 2025-06-02 05:00:00PM TAKEN BY LISA VALLE
E PDEL: [Redacted] NASHUA NH. CS WORKS FROM HOME AND DISCUSSED POSSIBILITY OF VEHICLE BEING KEPT OVERNIGHT

AMOUNT

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you or your employees permission to use the vehicle herein described on streets, highways, or elsewhere for the purpose of testing or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure amount of repairs thereto."

36 MONTH / 36,000 MILE LIMITED WARRANTY
EG Assurance warrants the repaired part(s) in this invoice will be free from defects in materials and workmanship for 36 months or 36,000 miles from invoice date or invoice odometer reading, whichever is earlier. At its option, EG Assurance will repair or replace (using components of likekind quality) such defective parts. No coverage is provided for damage caused by abuse or customers' negligence. This warranty does not apply to maintenance services or other wear items. No implied warranty is provided.
Some states do not allow limitations of implied warranty, so this limitation may not apply to you. Any such implied warranty is limited to that required by law. No coverage is provided for consequential damages. To make a claim, contact Dealer listed above. This limited warranty gives you specific legal rights, and you may have other rights that vary from state to state. See your state's consumer protection laws for more information.
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	59.18
PARTS	45.82
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	5.94
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	110.94

\$ 114.82

[Redacted]



NHTSA
1300 New Jersey Ave. SE
Washington, DC
200540

