

[REDACTED]
Nashua, NH
[REDACTED]

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

8Aug25

To whom it may concern:

I am writing to follow up on the letter I sent last month, see enclosed. I was hoping I would have heard from you by now. I still read the online forums, and I do see more and more posts of people with a Bronco Sport with LOW mileage having this issue. As I previously stated, "I am not an aggressive driver, nor do I do any off roading".

I hope I can get some clarification if your department is looking into or planning to be looking into this. I really don't think those of us that have this issue should have to pay for a Ford manufacturing issue.

Regards,

[REDACTED]

Cc: me

RR

[REDACTED]
Nashua, NH
[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.

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

Thank you in advance for your consideration.

[REDACTED]

REPAIR ESTIMATE

6/6/2025 12:3

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

PREPARED FOR

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

2022 FORD BRONCO SPORT

Mileage 19,981

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	\$45.82
	Parts and labor sub total \$150.82
[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
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 \$56.52	
2 NUT W715882S900 \$9.48 \$18.96	
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

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