

DATE: AUGUST 18, 2025

RE: 2020 FORD ECOSPORT VIN# [REDACTED]

SAFETY RECALL NOTICE 23S64/NHTSA RECALL 23V905

TO: ADMINISTRATOR

NHTSA

1200 NEW JERSEY AVE

WASHINGTON D.C. 20590

FROM: [REDACTED]

SEWICKLEY PA [REDACTED]
[REDACTED]

ON JUNE 20, 2025, AAA CALLED NORTH PITTSBURGH TOWING INC. AND HAD MY 2020 FORD ECOSPORT, WITH A 1.0L ECOBOOST TRANSMISSION, THAT I AM MAKING MONTHLY LOAN AND INSURANCE PAYMENTS ON, TAKEN TO LUTHER FORD AT 3629 Rt 119 Hwy S, HOMER CITY, PA 15748. COST \$194.67.

LUTHER FORD REQUESTED APPROVAL FOR A NEW ENGINE. I WAS TOLD IT WAS APPROVED, ALTHOUGH, I HAVE NOT SEEN IT IN WRITING.

THE TIMING COULD NOT HAVE BEEN WORSE, SINCE THE TOWNHOUSE I WAS RENTING FOR THE LAST 2 1/2 YEARS SOLD, AND MY LAST DAY THERE WAS JUNE 30, 2025 — NOW WITH NO TRANSPORTATION. MY NEW ADDRESS IN SEWICKLEY, PA IS ABOVE.

SO, I RENTED A UHAUL TRUCK FROM JUNE 24,

2025 TO JUNE 30, 2025. THE COST OF THE UHAUL RENTAL WAS \$547.44. I BELIEVE I SHOULD BE REIMBURSED. THEN, ON JUNE 30, 2025, I RENTED A FORD ESCAPE FROM ENTERPRISE RENTAL CAR, INDIANA, PA, UNTIL JULY 30, 2025, AND RENEWED A CONTRACT FROM JULY 30, 2025 TO AUGUST 6, 2025. TOTAL COST \$2,198.42. ENCLOSED ARE COPIES OF THE BILLS.

YOUR WEBSITE STATES THESE RENTALS ARE AT NO COST TO THE CUSTOMER. I AM HEARING DIFFERENT VERSIONS OF NO COST — IE: PARTIAL COST, THE CUSTOMER PAYS THE COST UNTIL THEIR CAR IS REPAIRED, ETC. I CANNOT AFFORD MAKING AUTO LOAN AND INSURANCE PAYMENTS, AND RENT A CAR — ESPECIALLY WHEN WE HAVE NO TIME FRAME REFERENCED FOR REPAIR!

UNHAPPY, I MADE THE DECISION TO RETURN THE RENTAL CAR, AND BE WITHOUT TRANSPORTATION. IT STINKS! FORD NEEDS TO MAKE A BETTER DECISION

ANY ASSISTANCE YOU COULD GIVE WOULD BE APPRECIATED. MY UNDERSTANDING IS A RENTAL CAR CAN BE APPROVED, IN ADVANCE, BY THE FORD MOTOR COMPANY WITH NO COST TO ME WHILE AWAITING REPAIR.

I HAVE INCURRED \$2,940.53 EXPENSES, PLUS INTEREST, AND WANT REIMBURSED, AND A RENTAL CAR.
THANK YOU.

DATE: AUGUST 14, 2025

TO: LUTHER FORD
3629 Rt 119 Hwy S.
Homer City, PA 15748

FROM:

SEWICKLEY PA

RE: JOB

MY UNDERSTANDING IS MY RED 2020 FORD ECOSPORT, VIN # [REDACTED] WITH A PA LICENSE PLATE [REDACTED] HAS BEEN APPROVED FOR A NEW ENGINE REPLACEMENT.

ALSO, SAFETY RECALL NOTICE 23S64 / NHTSA RECALL 23V905, STATES TO PLACE THE CUSTOMER IN A RENTAL CAR, AT NO COST TO THE CUSTOMER. I'VE ENCLOSED COPIES OF MY RENTAL BILLS FOR REIMBURSEMENT. PLEASE USE PROGRAM CODE 24A02 WHEN CONTRACTING THE CENTRAL SUPPORT TEAM.

THE ADDRESS ABOVE IS THE MOST RECENT.

THANK YOU.

[REDACTED]

SERVICE DEPT HOURS:
MON. THROUGH FRI. 8AM-5PM
SATURDAY 8AM-4PM



3629 ROUTE 119 HIGHWAY SOUTH
HOMER CITY, PA 15748
PHONE: 724-479-8083
FAX: 724-479-2503

[REDACTED]				DATE IN
[REDACTED]				06/23/2025
YEAR	MAKE	MODEL	COLOR	TIME IN
2020	FORD	ECOSPORT S	RED	07:45
MILES IN	MILES OUT	FIRST USE	USC	CLOSED
69629	69629	00/00/00	PA	12:49
SEE ALSO				07/03/2025
[REDACTED]				WRITER
[REDACTED]				6112

1) CUSTOMER STATES
LOW OIL LIGHT- ENGINE SMOKING
TOWED TO DEALER
Warranty Claim Repair Type: -
(Tech:) A
WARR (Warranty)

Waiting on Approval for engine

AN EMAIL MAY BE SENT FROM FORD
CONTAINING SURVEY. IF YOU HAVE
CONCERN PLEASE CONTACT US

Thank You!

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. The product is sold by the seller "As Is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer. If the product proves to be defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary remedies.

	W.C	INT.	CUSTOMER	
Next Service DEC '25 Lube-Oil-Filter				
Balances over 30 days will be subjected to a finance charge of 2% per month (annual rate of 25%) plus legal fees and collection costs. I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/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 this vehicle to secure the amount of repairs and/or the labor and/or the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. Customer labor charge may be based on the completion of the repair and the level of expertise required to effect the repair. TERMS: Customer Copy				
			Labor	.00
			Parts	.00
			Sublet/Fees	.00
			Shp. Sup.	.00
			Oil/Grease	.00
			Sub Total	.00
		Tax	.00	
		Total	.00	
Page 1 of 1 11629 X CUSTOMER SIGNATURE				

FILE
AA CREDIT CARD
#6175



North Pittsburgh Towing Inc.

800 Winfield Road

Cabot, PA 16023

724-254-7744

Garage [REDACTED] Date 6.20.25

Driver's Name Louis S

Call No. [REDACTED]

Member [REDACTED]

Ending Mileage 248532

Starting Mileage 248502

Total Mileage 30

Overmileage 27 x \$ 7.00

Total Due \$ 194.67

Year, Make & Model of Vehicle

2020 Ford Ecosport Red

ENTERPRISE RENT-A-CAR COMPANY OF PITTSBURGH, 1923 OAKLAND AVE, INDIANA, PA 157013394 (724) 465-5944

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	06/30 - 07/28	4	WEEK	\$352.92	\$1,411.68
TIME & DISTANCE	07/28 - 07/30	2	DAY	\$70.58	\$141.16
FUEL SERVICE OPTION	06/30 - 07/30				\$35.95
Subtotal:					\$1,588.79
Taxes & Surcharges					
PA TAX	06/30 - 07/30			6%	\$93.17
PTA FEE	06/30 - 07/30	30	DAY	\$2.00	\$60.00
VEHICLE RENTAL TAX	06/30 - 07/30			2%	\$31.06
Total Charges:					\$1,773.02
Bill-To / Deposits					
DEPOSITS					(\$1,773.02)
Total Estimated Amount Due					\$0.00

PAYMENT INFORMATION

AMOUNT PAID **TYPE**
\$1,773.02 Mastercard

CREDIT CARD NUMBER

DATE & TIME OUT
06/30/2025 03:49 PM
DATE & TIME IN
07/30/2025 12:06 PM

BILLING CYCLE
24-HOUR

CAR CLASS CHARGED
IFAR

VEHICLE: 2022 FORD ESCAPE STX
VIN: [REDACTED]
LIC: [REDACTED]
MILES DRIVEN 1367
CAR CLASS: IFAR

7/30/2025

ENTERPRISE RENT-A-CAR COMPANY OF PITTSBURGH, 5604 UNIVERSITY BLVD, MOON
TOWNSHIP, PA 151082569 (412) 269-9200

RENTAL AGREEMENT REF# SUMMARY OF CHARGES

	Charge Description	Date	Quantity	Per	Rate	Total
RENTER	TIME & DISTANCE	07/30 - 08/06	1	WEEK	\$364.59	\$364.59
	REFUELING CHARGE	07/30 - 08/06	1	GALLON	\$5.65	\$5.65
	Subtotal:					\$370.24
DATE & TIME OUT	Adjustments					
07/30/2025 12:12 PM	0531 - DR CUSTOMER SATISFACTION					
DATE & TIME IN						
08/06/2025 12:07 PM						
	Taxes & Surcharges					
	ALL TAX	07/30 - 08/06			1%	\$3.64
BILLING CYCLE	ALL VEH RENTAL TAX	07/30 - 08/06	7	DAY	\$2.00	\$14.00
24-HOUR	PA TAX	07/30 - 08/06			6%	\$21.88
	PTA FEE	07/30 - 08/06	7	DAY	\$2.00	\$14.00
CAR CLASS CHARGED	VEHICLE RENTAL TAX	07/30 - 08/06			2%	\$7.29
IFAR	Total Charges:					\$425.40
VEH	Bill-To / Deposits					
VIN	DEPOSITS					
LIQ						
MILES DRIVEN 175						
CAR CLASS: IFAR						
	Total Estimated Amount Due					
						\$0.00
	PAYMENT INFORMATION					
	AMOUNT PAID	TYPE		CREDIT CARD NUMBER		
	\$425.40	Mastercard				

8/6/2025 EcoSport PROBLEM

SEWICKLEY, PA

ADMINISTRATOR
NATIONAL HIGHWAY TRANSPORTATION SAFETY ADMINISTRATION
1200 NEW JERSEY AVE
WASHINGTON D.C. 20590

NEF

PITTSBURGH PA 150

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