

August 27, 2025

NHTS Administration
1200 New Jersey Ave. S.E.
Washington, D.C. 20590

Re: Safety Recall 23V905

On Friday, August 15, 2025 I received a letter concerning a recall on my 2020 Ford EcoSport vehicle. Early on Monday, August 18, 2025 I contacted my local Ford Dealer, Jimmy Grange Ford, in Natchitoches, Louisiana concerning the recall. The service manager told me he could fit me in on Tuesday of the next week, I said fine. About 30 minutes later he called back and said it could be done this week, I asked when to bring the car in, he said that day. So I took my car to the dealership on Monday the 18th. This dealership has a large sign in the service office stating "due to insurance we do not loan cars." So I knew that was not an option. The service man told me it would take a couple of days, there was never a mention that they would cover the cost for a rental. On Wednesday August 20th I called for an update and was told the parts had come in on Tuesday and it would be a couple more days for the work to be completed. I was never asked about a rental at all, even though at this time I made mention that I had to decide if I should keep the rental I had gotten on my own or should I turn it in. By Friday August 22nd I knew I could not afford to keep the rental any longer and made the decision to turn it in. When I checked on my car on Friday morning I was told I would get a call concerning an update. I received a call at 4:15 to say the car was ready.

Now I am respectfully requesting reimbursement for the cost of the rental I had to use while my car was being repaired due to this recall. If you can assist in this matter it will be greatly appreciated. I am also sending this request to the Ford company.

Thank you,



22



Rental Agreement

Renter Information

Renter Name

Renter Address

NATCHITOCHES, LA
USA

Vehicle Information

CX30

License #

State/Province: TX

Unit #

Vehicle

Vehicle Class Driven

Midsize SUV AWD 4-Door/Automatic/

Air

Vehicle Class Charged

Midsize SUV AWD 4-Door/Automatic/

Air

Odometer Mileage/Kilometers

Starting: 48710 Ending: 48730

Total: 20

Fuel

Starting: FULL Ending: FULL

Thank you for renting
with Enterprise Rent-A-
Car

We appreciate your business!

This email was automatically generated
from an unattended mailbox, so please
do not reply to this e-mail.

If you have any questions about your
rental, please view our Frequently

Trip Information

Pickup

Monday, August 18, 2025 9:51 AM

NATCHITOCHES

5880 HWY 1 BYPASS

NATCHITOCHES, LA 71457-5055

USA

Return

Friday, August 22, 2025 9:28 AM

NATCHITOCHES

5880 HWY 1 BYPASS

NATCHITOCHES, LA 71457-5055

USA

Renter Charges

Rental Rate	Time & Distance 4 Day at \$60.99 / Day	\$243.96
Coverages	DW/CDW OPTIONAL (\$34.99 / Day)	\$139.96
Mileage	Unlimited Mileage	Included
Taxes and Fees	Vehicle License Recovery Fee (\$0.55 / Day)	\$2.20
	Louisiana State Sales Tax (5.00%)	\$19.31
	Automobile Rental Tax (3.00%)	\$11.58
	Parish Tax (5.50%)	\$21.24

Total **\$438.25**

(Subject to audit)

Amount charged on August 20, 2025 to VISA (4940) (\$219.13)

Amount charged on August 18, 2025 to VISA (4940) (\$519.12)

APN: VISA DEBIT

All

Ve

En

TS

Amount Due **(\$300.00)**

* Amt I paid for 5 days

Natukitoches, LA

NBF
9-10-29

AH T S. Administration
1200 New Jersey Ave SE
Washington, D.C. 20570



SHREVEPORT LA 7

28 AUG 2025AM 3