

August 29, 2025

**Re:** 2024 Ford Expedition

VIN: [REDACTED]

Ford Customer Case #: [REDACTED]

**MAJOR SAFETY CONCERNS – This letter has been sent to Ford Motor Company Customer Relationship Center in Dearborn MI and Westlie Ford in Minot ND. We understand that not all of this letter may be pertinent to the National Highway Traffic Safety Administration, but felt the whole story would be helpful.**

We have had issues with our Ford Expedition essentially since the day of purchase, August 14, 2024. As you can see from the attached documents, error codes came up at inception.

- Blind Spot System Fault
- Check Parking Sensors
- Pre-Collision Assist Not Available
- Front Camera Fault Service Required
- Cross Traffic System Fault
- Park Aid Malfunction

**Please note:** Not every time that we experienced these codes did they come up in our Ford App Notifications. Do they all appear when service gets into the system? We have no idea. **BUT** it is certain that these errors occurred **more** than the 90 times these documents show.

To address these alerts, we have been told...

- "Just hit ok, it will clear it."
- "Sometimes it does that don't worry about it."
- "You may have dust that hit a sensor."
- "Snow could have got up in there or some kind of condensation."



Absolutely, these excuses were red flags because yes, we live in rural ND...we have ongoing dust and precipitation...and now we have a vehicle that cannot handle those variances?

We have had innumerable experiences in which we were driving along the paved highway – clear skies – no cars directly in front or behind us – cruise set...and alarmingly, the cruise cancels, slows down the vehicle and these alerts come on feeling the vehicle has totally malfunctioned and leaving us stranded. Hit ok to cancel the alerts, but the cruise cannot be set again until the vehicle is turned off and the system is allowed to reset itself. So, yes, many stops alongside the road or in nearby towns. **Is this Ford Safety?** And then we are told a bug may have gotten in there. Again...really...a vehicle that cannot handle bugs? Unfortunately, not all these times were documented; however, when it happens, a panic literally sets in and then simple relief to be able to go again. More times than not, we would get less than a mile down the highway, and it would happen again. We would resign ourselves to drive without the safety features that were disabled as well as the cruise control. **Which heightens the concern, is this truly Ford Safety?**

As defined on the attached printouts, the codes continue.

We live one hundred miles from Westlie Ford in Minot, so traveling there is not routine. **And** also one of the reasons we buy new – to have a reliable mode of transportation – of which, this vehicle has not provided that sense of security. In April of 2025, we went to Minot to have the matter addressed again by Westlie's service. We were told some receptors were rusted and replaced. **Rusted?** On a vehicle we bought just months prior? Raise the red flags again. This replacement "was to take care of the matter". We drove out of the Westlie's parking lot enroute home, and the codes/cruise cancelling started again.

Time goes on – we frustratingly deal with the continued codes. We feel we have been a bother thus far because the impression has been given that "this is just how it is – you are going to have codes".

But now the codes are now at a point of non-stop.

Vehicle taken to Westlie Ford Service in Minot 08/12/2025. Codes supposedly cleared and then given the notice that there should be an update in October that will possibly resolve this. But we can continue to come in and have the codes cleared. **Once again, very frustrated and unhappy with the nonchalant attitude of the concerns.** Advised to contact Ford Customer Care. Reach out to customer care, share story and quickly advised to query on a buy back given the situation. And the red flag appears again - if Ford Customer Care is that quick to advise a buy back, we obviously have a lemon here and are going to continually be put off!

That same day of 08/12/2025, moments after leaving dealership, codes came back almost immediately **and with a vengeance**. Dashboard lights up like a Christmas tree with code alerts appearing each time the vehicle is started – having to click ok for each. With no rhyme or reason, those code alerts can flash through again as driving along. **The collision lights are now on at all times. Cruise is non-operational.** And, no - going through “Features” to select basic cruise versus the adaptive, is not an option at all.

To add in, our ‘trial’ on the Ford App Connected Navigation expired 08/14/2025. Why would we pay \$80/year for yet another service to basically document the depressing factor of a non-fully functioning vehicle.

Ford Customer Care representative contacted Robert on 08/22/2025 and said we are not eligible for buy back as the vehicle hasn’t been in shop for minimum thirty days. When did service even ask us to keep the vehicle to try and fix the concern? Never. Ford Customer Care advised us that the dealership would work with us on the concern. We told Ford Customer Care our vehicle would be going into service again on 08/25/2025 to have the “codes cleared”. Ford Customer Care Representative said she will talk to service after our vehicle is seen and contact us after that phone call.

Vehicle taken to Westlie Ford service in Minot shortly after 9:00 am on 08/25/2025. Service personnel said vehicle should be back within the hour. Short time later – maybe 15 minutes – told that the vehicle is ready. However, the codes couldn’t be cleared. **So leaving service garage with a 2024 Ford Expedition that we have had less than a year and it is basically defunct?? All codes remain. All lights/alerts still there. No operational cruise. No safety features.**

**LIVID** would be the appropriate word after hearing the news the codes can’t be cleared and just need to “deal with it” until hopefully this update takes care of the matter and told once again to reach out to Ford Customer Care. Of course, had to leave message but was advised the representative Brandyn {?} would be calling back ASAP. Not even a courtesy call.

Tuesday - 08/26/2025, at 9:54 am, Brandyn did finally take my phone call – yes, that we had to initiate once again - and said she was “scheduled” to talk to Westlie’s re: our situation on 08/28/2025. She advised it would be up to the dealership if they would be compensating our payment, work with us on a different vehicle etc. Then why are we being told to reach out to them? Just to waste customers time? What has happened, is more frustration has been added. We get the same gal, she has already made a judgement on our situation and now we are set into the merry go round of “he said/she said” or “Ford Customer Care should do/the dealership should do”.

Friday - 08/29/25 – Still no courtesy response from Ford Customer Care following what was to supposedly be a scheduled talk with Westlie Ford dealership the day before. We initiated the call once more – to have to leave a message yet again.

***We do not deserve the run around a vehicle...***

- We have had less than one year **and** has not been fully operational since purchase!
- **Paying over \$1,000/month for – and add in the insurance/registration for what was to be a totally operational vehicle!**
- Have no operational cruise.
- **Have no safety features** – no blind spot, no pre-collision, no signal notifications on mirrors, no alerts that a person, animal or object is in front of vehicle...nothing!
- Given the location we live, we are on the highway frequently and safety is a priority and one would think that would be top of the mind on Ford/Westlie's as well. Again, that is one reason we buy a new vehicle so as to have reliability on the road. Ford has not provided us a security in their product since purchasing this vehicle.
- **We have been respectfully and responsibly paying for something that has not been entirely operational since its purchase less than one year ago! Has this situation been respectful/responsible on Ford/Westlie Ford's part?**

We are told the vehicle is safe to drive. **How can that be? Again, blind spot doesn't work, pre-collision assist isn't available, cross traffic errors, no signal notifications on mirrors, no alert that a person, animal or object is in front of vehicle and whatever else.** So, does Ford/Westlie Ford put off this customer concern until our family and/or passengers are in an accident because of these malfunctions? Then what? Do you want Ford, Westlie Ford, or person's responsible for this ongoing defect to be sued? It just does not make sense. **Again, the concern is questioned...is this Ford Safety?**

Of course, it has been suggested to get into a different vehicle. Which would be much welcomed because this vehicle has left a very **SOUR** taste and is **NOT** trustworthy. There is angst and disgust every time looking at/getting into the vehicle – knowing our hard earned money continues to be spent on this vehicle – and hasn't been fully operational or **SAFE** from day one. **But**, given the entirety of this situation, why should we be punished in adding, at a minimum, \$300/month to our payment?? Being told that trading in a vehicle in the first year doesn't work well financially. Well, we wouldn't be looking at trading in a new vehicle if it worked properly from the beginning!! Now it just feels like we have a lemon. **Red flag raises again...taking advantage of a customer's misfortune**

**of having a vehicle that has not been wholly operational from purchase time...again, less than one year ago.**

Please realize, we are a visiting type of people – with familiar faces and strangers. As a matter of fact, on 08/25/2025 while in Minot for service – in less than 60 minutes and two different establishments, conversation ensued...

- Was asked by a somewhat familiar person that is seen every 2-3 yrs, what brought us to Minot, shared vehicle had to go in for service... next statement was, "please tell me it wasn't Westlie's". **Wait...what?** Talk about a punch in the gut and questioning what have we gotten ourselves into?!
- The other person, complete stranger in the waiting area at Westlie Ford Service, indicated this was their first Ford and given the experiences, won't entertain the product again.
- Think about that – less than 60 minutes, these two encounters plus ourselves, with a less than satisfactory experience. Your customers are your best source of advertisement and I highly doubt this is the reputation Ford or Westlie Ford is seeking.

**Where does the responsibility of Ford and/or Westlie Ford come into play?** If the answer is to keep putting the customer off until an update comes along that **MAY** rectify the situation – that is **NOT** going to work in this situation. If we owed money or service to Ford and/or Westlie Ford, an immediate response would be expected. Shouldn't an immediate response be obtained in the reverse??

We have put up with it complacently long enough – the non-actions/negative outcomes have now put this matter over the top.

████████████████████ mieux

██████████

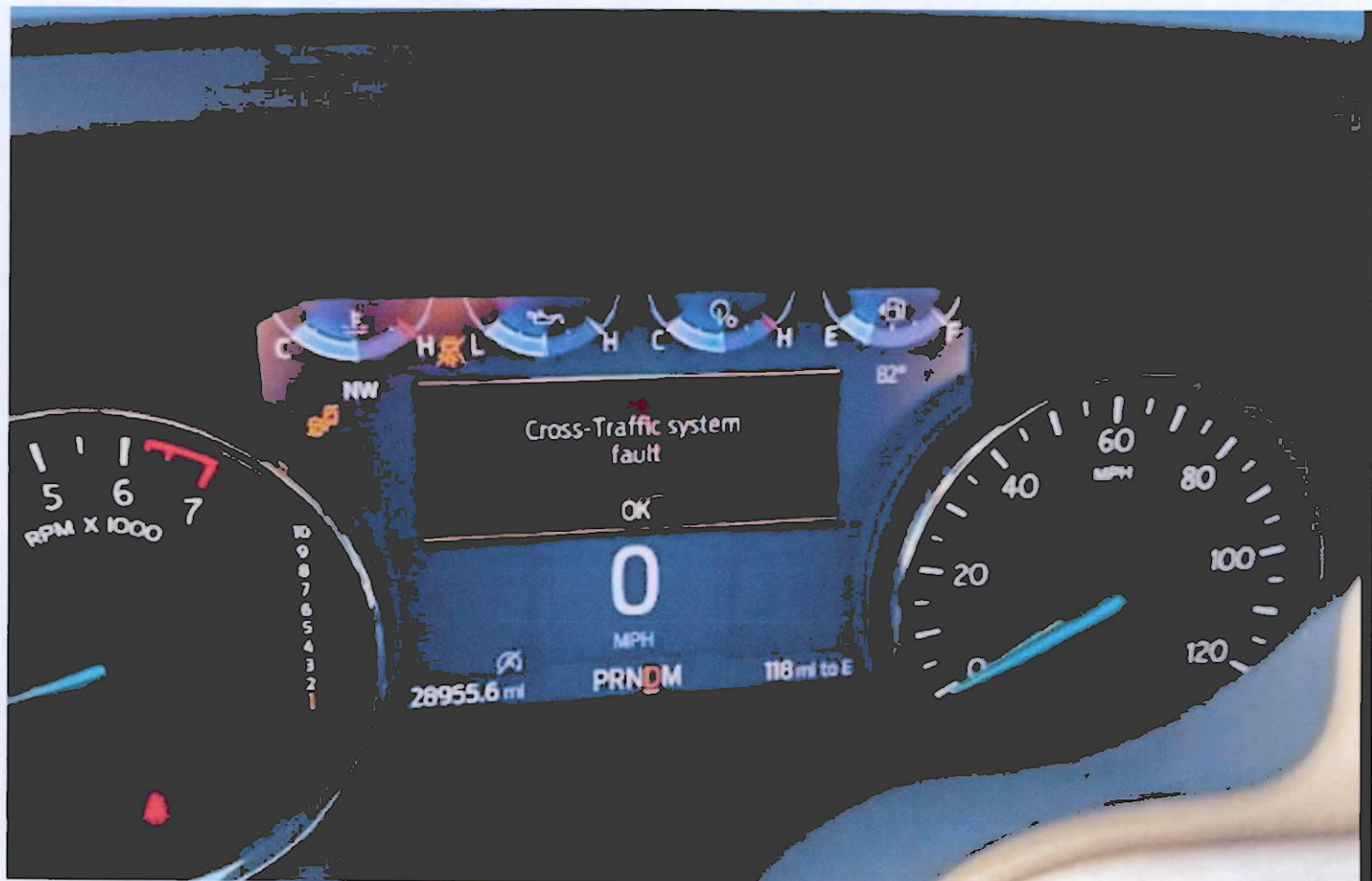
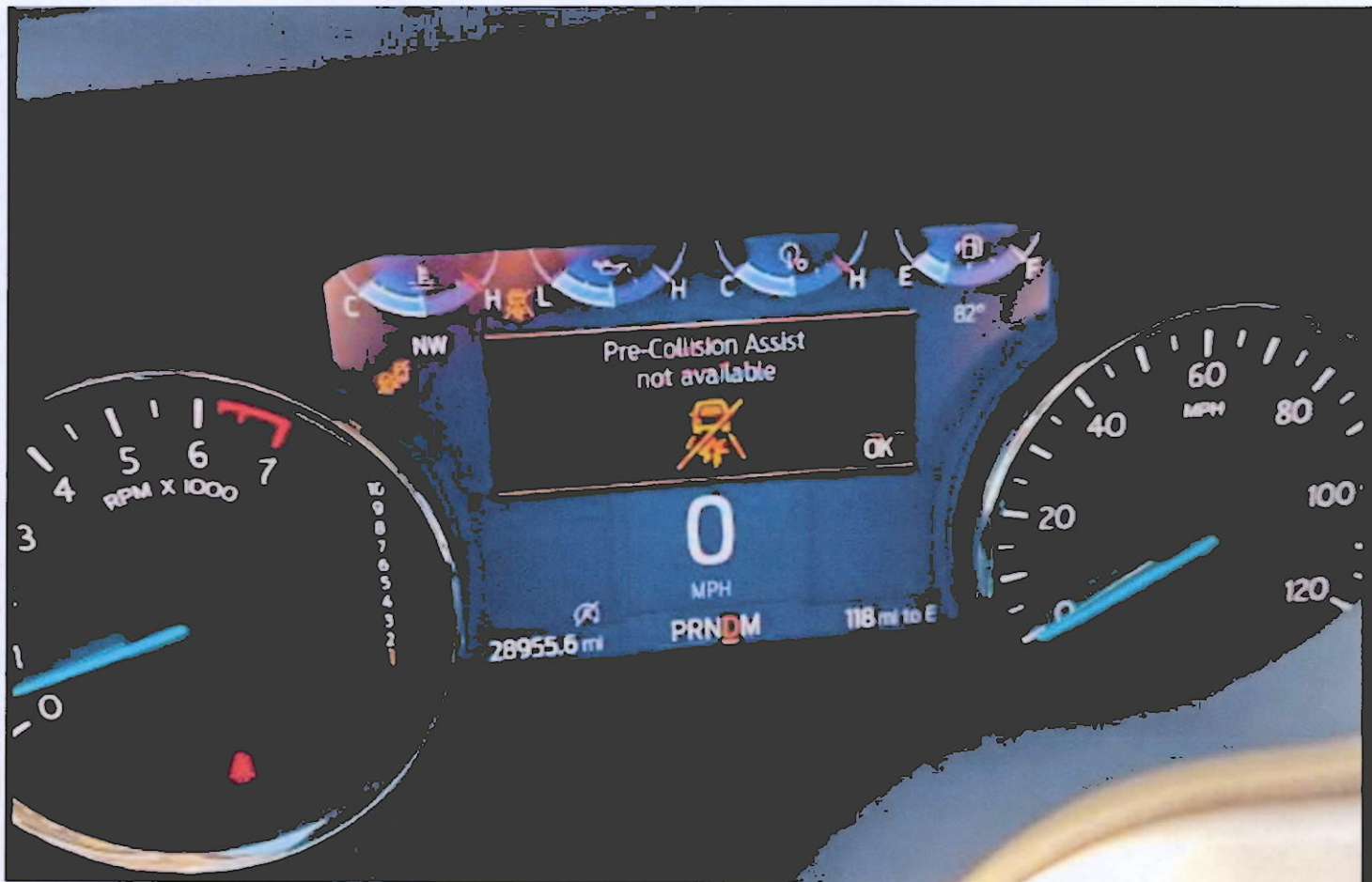
Rolette ND ██████████

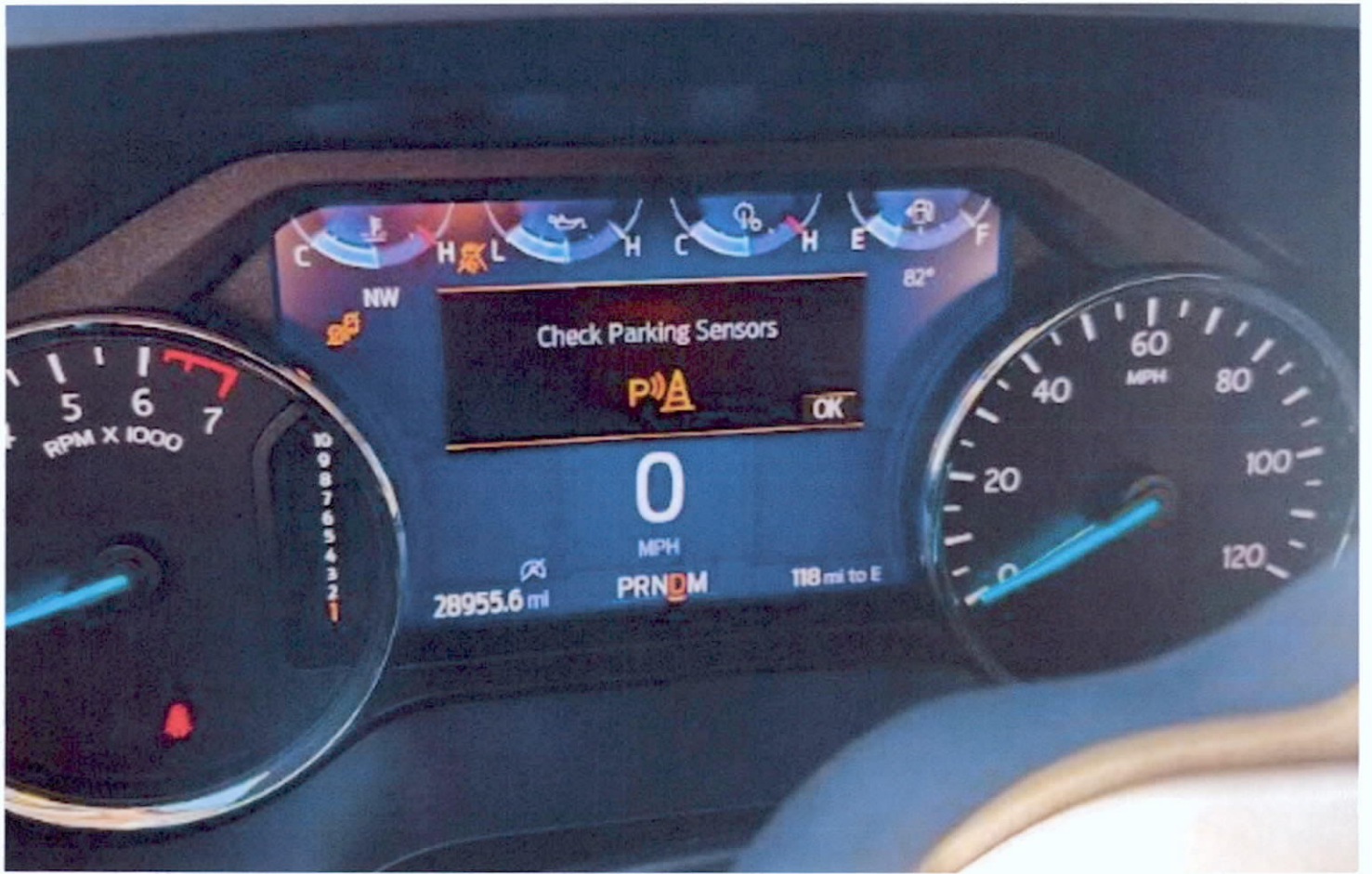
████████████████████

████████████████████

These Lights are on continuously.







Tire Pressure Monitor System Warning 1/28/24  
Tire Pressure Monitor System Warning 1/28/24  
Tire Pressure Monitor System Warning 1/28/24  
Tire Pressure Monitor System Warning 1/28/24  
Tire Pressure Monitor System Warning 1/28/24  
Tire Pressure Monitor System Warning 1/28/24  
Tire Pressure Monitor System Warning 1/28/24  
Tire Pressure Monitor System Warning 1/28/24  
Tire Pressure Monitor System Warning 1/28/24  
Tire Pressure Monitor System Warning 1/28/24  
Tire Pressure Monitor System Warning 1/28/24  
Tire Pressure Monitor System Warning 1/28/24  
Tire Pressure Monitor System Warning 1/28/24  
Vehicle Access Request 4/10/23  
Tire Pressure Monitor System Warning 12/29/22  
Pre-Collision Assist Not Available 9/21/24  
Pre-Collision Assist Not Available 7/29/24

Pre-Collision Assist Not Available 8/28/24  
Tire Pressure Monitor System Warning 8/18/24  
Tire Pressure Monitor System Warning 8/9/24  
Tire Pressure Monitor System Warning 8/3/24  
Tire Pressure Monitor System Warning 7/31/24  
Tire Pressure Monitor System Warning 7/31/24  
Tire Pressure Monitor System Warning 7/27/24  
Tire Pressure Monitor System Warning 7/27/24  
Pre-Collision Assist Not Available 6/27/24  
Tire Pressure Monitor System Warning 5/31/24  
Tire Pressure Monitor System Warning 5/31/24  
Tire Pressure Monitor System Warning 5/30/24  
Tire Pressure Monitor System Warning 5/23/24  
Tire Pressure Monitor System Warning 4/5/24  
Tire Pressure Monitor System Warning 2/12/24  
Tire Pressure Monitor System Warning 1/27/24

Park Aid Malfunction 9/29/24  
Pre-Collision Assist Not Available 9/28/24  
Blind Spot Detection with Cross Traffic 9/28/24  
Blind Spot Detection with Cross Traffic 9/18/24  
Park Aid Malfunction 9/8/24  
Pre-Collision Assist Not Available 9/8/24  
Blind Spot Detection with Cross Traffic 9/8/24  
Park Aid Malfunction 9/8/24  
Blind Spot Detection with Cross Traffic 9/8/24  
Pre-Collision Assist Not Available 9/8/24  
Blind Spot Detection with Cross Traffic 9/7/24  
Park Aid Malfunction 9/7/24  
Pre-Collision Assist Not Available 9/7/24  
Blind Spot Detection with Cross Traffic 9/7/24  
Park Aid Malfunction 8/25/24

Blind Spot Detection with Cross Tra... 12/20/24  
Blind Spot Detection with Cross Traffic 12/18/24  
Tire Pressure Monitor System Warning 12/15/24  
Blind Spot Detection with Cross Traffic 12/16/24  
Blind Spot Detection with Cross Traffic 12/15/24  
Tire Pressure Monitor System Warning 12/10/24  
Blind Spot Detection with Cross Traffic 12/9/24  
Pre-Collision Assist Not Available 11/29/24  
Blind Spot Detection with Cross Traffic 11/19/24  
Blind Spot Detection with Cross Traffic 11/15/24  
Blind Spot Detection with Cross Traffic 11/15/24  
Blind Spot Detection with Cross Tra... 10/25/24  
Pre-Collision Assist Not Available 10/25/24  
Park Aid Malfunction 10/21/24  
Blind Spot Detection with Cross Traffic 10/11/24

Scheduled Start Failed	2/17/25
Expedition Started as Scheduled	2/17/25
Your Scheduled Start Failed	2/17/25
Tire Pressure Monitor System Warning	1/31/25
Blind Spot Detection with Cross Traffic	1/31/25
Park Aid Malfunction	1/31/25
Pre-Collision Assist Not Available	1/31/25
Park Aid Malfunction	1/31/25
Pre-Collision Assist Not Available	1/31/25
Blind Spot Detection with Cross Traffic	1/19/25
Tire Pressure Monitor System Warning	1/12/25
Pre-Collision Assist Not Available	12/27/24
Park Aid Malfunction	12/27/24
Blind Spot Detection with Cross Traffic	12/27/24
Blind Spot Detection with Cross Traffic	12/23/24

• Park Aid Malfunction	6/23/25
• Blind Spot Detection with Cross Tra...	4/23/25
• Pre-Collision Assist Not Available	4/23/25
• Tire Pressure Monitor System Warni...	4/19/25
• Pre-Collision Assist Not Available	4/16/25
Blind Spot Detection with Cross Traffic	4/16/25
Park Aid Malfunction	3/28/25
Pre-Collision Assist Not Available	3/28/25
Blind Spot Detection with Cross Traffic	3/28/25
Blind Spot Detection with Cross Traffic	3/16/25
Pre-Collision Assist Not Available	3/16/25
Park Aid Malfunction	3/16/25
Scheduled Start Failed	2/18/25
Expedition Started as Scheduled	2/18/25
Expedition Started as Scheduled	2/18/25

• Park Aid Malfunction	6/20/25
• Blind Spot Detection with Cross Tra...	6/16/25
• Pre-Collision Assist Not Available	6/16/25
• Blind Spot Detection with Cross Tra...	5/16/25
• Pre-Collision Assist Not Available	5/16/25
• Park Aid Malfunction	5/13/25
• Blind Spot Detection with Cross Tra...	5/12/25
• Pre-Collision Assist Not Available	5/10/25
• Park Aid Malfunction	5/10/25
• Pre-Collision Assist Not Available	5/6/25
• Blind Spot Detection with Cross Tra...	5/6/25
• Park Aid Malfunction	5/6/25
• Blind Spot Detection with Cross Tra...	5/4/25
• Pre-Collision Assist Not Available	5/4/25
• Park Aid Malfunction	5/4/25

• Change Engine Oil Soon	7/24/25
• Blind Spot Detection with Cross Tra...	7/23/25
• Pre-Collision Assist Not Available	7/23/25
• Park Aid Malfunction	7/23/25
• Blind Spot Detection with Cross Tra...	7/10/25
• Park Aid Malfunction	7/10/25
• Pre-Collision Assist Not Available	7/10/25
• Tire Pressure Monitor System Warning	7/6/25
• Vehicle Maintenance Is Due Soon	6/27/25
• Park Aid Malfunction	6/25/25
• Blind Spot Detection with Cross Tra...	6/25/25
• Pre-Collision Assist Not Available	6/25/25
• Pre-Collision Assist Not Available	6/24/25
• Park Aid Malfunction	6/24/25
• Blind Spot Detection with Cross Tra...	6/24/25

• Pre-Collision Assist Not Available	8/25/25
• Park Aid Malfunction	8/25/25
• Reactivate Connected Navigation t...	8/22/25
Your Connected Navigation is expiring!	8/13/25
• Blind Spot Detection with Cross Tra...	8/13/25
• Park Aid Malfunction	8/13/25
• Pre-Collision Assist Not Available	8/13/25
• Pre-Collision Assist Not Available	8/10/25
• Park Aid Malfunction	8/10/25
• Blind Spot Detection with Cross Tra...	8/10/25
• Enjoy Alexa and Ford Premium Conn...	8/6/25
• Oil Change Required	8/4/25
• Park Aid Malfunction	7/26/25
• Blind Spot Detection with Cross Tra...	7/26/25
• Pre-Collision Assist Not Available	7/26/25

• Blind Spot Detection with Cross Tra...	8/25/25
• Tire Pressure Monitor System Warn...	8/25/25
• Pre-Collision Assist Not Available	8/25/25
• Park Aid Malfunction	8/25/25
• Reactivate Connected Navigation t...	8/22/25
Your Connected Navigation is expiring!	8/13/25
• Blind Spot Detection with Cross Tra...	8/13/25
• Park Aid Malfunction	8/13/25
• Pre-Collision Assist Not Available	8/13/25
• Pre-Collision Assist Not Available	8/10/25
• Park Aid Malfunction	8/10/25
• Blind Spot Detection with Cross Tra...	8/10/25
• Enjoy Alexa and Ford Premium Conn...	8/6/25
• Oil Change Required	8/4/25
• Park Aid Malfunction	7/26/25

Some entries on these two screens are duplicated due to taking screen shots of each entry on the Ford App.

Also notice that when vehicle was in for service on 08/25/25, only a couple of the alerts displayed on the app??

Rolette ND

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE.  
**CERTIFIED MAIL**



W41-306

National Highway Traffic Safety Administration

1200 New Jersey Ave SE  
Washington, D

Department of Transportation  
To: W41-306  
Building: DOT  
Mailstop: 4 West  
Rtg Symbol: NEC, NOA, NIA  
External Carrier: PRIORITY  
Sender:

DOT

9/8/2025 12:04 33 PM

