

[REDACTED]
[REDACTED] Boulder, CO [REDACTED]
[REDACTED]

October 13, 2025

VIA CERTIFIED MAIL

Ford Motor Company Customer Relationship Center P.O. Box 6248 Dearborn, MI 48126

VIA ONLINE COMPLAINT PORTAL & CERTIFIED MAIL

National Highway Traffic Safety Administration (NHTSA) Office of Defects Investigation (ODI)
1200 New Jersey Avenue SE Washington, DC 20590

Subject: Safety Defect and Reimbursement Request Following Failed Recall Repair

Vehicle: 2017 Ford Expedition

VIN: [REDACTED]

Ford Recall Reference: 22S11/22S11D

NHTSA Reference: 22V-150

Dear Ford Motor Company and the National Highway Traffic Safety Administration,

I am writing to formally report a critical safety failure and request full reimbursement for repairs resulting from what I believe to be a failed recall remedy performed on my 2017 Ford Expedition

VIN: [REDACTED]

Re: Failed Recall Repair, Ford refuses to warranty recall repair, repair failed causing loss of brakes, the exact scenario the recall was meant to avoid.

In March 2024, at 150,357 miles, we were notified of a Ford safety recall concerning the Power Booster and Master Cylinder, which could potentially leak and cause a loss of braking ability. At the time of the recall notice, our vehicle exhibited **no signs of leakage**. To ensure compliance and safety, we had the recall service performed by a certified Ford dealership, Lugoff Ford in Lugoff, South Carolina. The repair work was performed on 3/15/24 (Invoice attached).

On September 19, 2025, approximately 18 months and 12,756 miles after the recall work was completed, my vehicle experienced the exact failure the recall was intended to prevent. While driving, we experienced a dangerous loss of brakes due to a significant fluid leak from the Power Booster and Master Cylinder. This created a severe safety hazard for myself, my passengers, and others on the road. Myself, my wife, and [REDACTED] children were in the vehicle at the time.

To make the vehicle safe to operate, we had to seek immediate emergency service at Brakes Plus in Fort Collins, Colorado. We attempted to have the brakes inspected at the Ford

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Dealership in Fort Collins, where we were passing through when the brakes failed, but they refused to see us without a future appointment. The necessary repairs to replace the faulty components cost a total of **\$2,208.00** (invoice attached).

Upon contacting Ford's customer service to request reimbursement, I was informed that Ford provides a one-year/12,000 mile warranty on parts replaced under a recall campaign. Were a customer to procure the brake parts and perform the service themselves, Ford provides a two-year parts warranty. This policy is illogical and unjust. A significant safety-related repair mandated by Ford to correct a known defect should, at a minimum, carry a warranty equal to or greater than a standard customer-paid repair. The parts installed by Ford Motor Company failed prematurely, directly causing the safety issue it was meant to resolve.

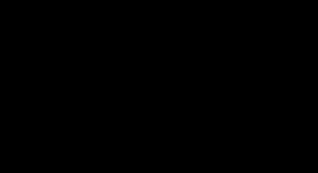
To Ford Motor Company: The recall repair performed by your authorized service center failed, leading to a dangerous situation and significant financial cost. The failure occurred due to the premature breakdown of the component Ford supplied and installed. We are formally requesting a full reimbursement of **\$2,208.00** for the emergency repairs we were forced to undertake. Our expectation is that a **safety recall will provide a permanent and reliable solution**, not a temporary fix that fails outside a short warranty window (18 months and only 12,xxx miles later).

To the National Highway Traffic Safety Administration (NHTSA): We are formally reporting this incident as a potential failure of a manufacturer's recall remedy. That a Ford-mandated safety repair failed in this manner indicates that the replacement parts or the repair procedures specified in the recall campaign are highly likely to be inadequate. This poses a significant risk to the thousands of other Ford Expedition owners who have had this recall service performed, as they may be unknowingly operating vehicles with a latent defect. We urge you to investigate the effectiveness of this recall and determine if other owners have experienced similar premature failures post-repair.

This situation is unacceptable. A safety recall should increase a vehicle owner's confidence in their vehicle, not introduce a new failure point. We trusted Ford to correct a known defect, and that trust was broken.

I have attached copies of the original recall service invoice from Lugoff Ford and the emergency repair invoice from Brakes Plus for your review. I look forward to your prompt response.

Sincerely,



Enclosures:

1. Invoice for recall service from Lugoff Ford (March 2024)
2. Invoice for emergency brake repair from Brakes Plus (\$2,400.00, dated September 2025)

LUGOFF



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979 Hwy. #1 South
LUGOFF, SC 29078
(803) 438-6124
www.lugoffford.com

3/24
recall campaign

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR MATHIEW	TAG NO. 628	2660	INVOICE DATE 03/15/24	IN
	LABOR RATE	LICENSE NO.	MILEAGE 150,357	COLOR /	STOCK NO.
CAMDEN, SC	YEAR / MAKE / MODEL 17/FORD TRUCK/EXPEDITION EL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
				SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		R.O. DATE 02/29/24	

MO: 150362

JOB# 1 CHARGES-----

LABOR-----
J# 1 50FOZ RECALLS TECH(S):668 WARRANTY

22556
OPEN CAMPAIGN
22556C

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	CL1Z-19805-B	FAN AND MOTOR AS		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FOC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 50FOZ00S21 SAFETY RECALL TECH(S):668 WARRANTY

22511
OPEN CAMPAIGN
22511D

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	HL1Z-2140-B	CYLINDER ASY - M		
	1	PM-20	FLUID - BRAKE		
				TOTAL - PARTS	0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX FOC5 JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 07FOZ NOISES, AIR LEAKS TECH(S):668 INTERNAL

C/S THAT WHEN TURNING THERE IS A GRINDING NOISE COMING FROM
THE FRONT END.
FOUND THAT THE REAR DIFFERENTIAL NEEDS TO BE REBUILT.
CUSTOMER DECLINED REPAIR AT THIS TIME.

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX FOC5 JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----
J# 4 16FOZ02 COOLANT LEAK TECH(S):668 2373.50

C/S THAT HE HAS SEEN SMOKE COME FROM THE TURBO LINES.
CHECK FOR ANY LEAKS.
FOUND THAT THE LEFT AND RIGHT SIDE TURBO IS LEAKING COOLANT.
REC REPLACING TURBO COOLANT LINES AND ALL ONE TIME USE PARTS
REPLACED TURBO COOLANT LINES AND ALL ONE TIME USE PARTS.
TEST DROVE VEHICLE NO LEAK PRESENT AT THIS TIME.

Arbitration. The parties agree that this transaction involves interstate commerce, and that instead of litigation in court, any dispute, controversy, or claim arising out of or related to this agreement, including the formation of this agreement, the repairs performed by the Dealer, any representations or statements regarding the repairs, or fees of any kind charged in connection with the repair is subject to mandatory arbitration. You agree that you will not serve as named plaintiff in a class action or otherwise act in a representative capacity with respect to a claim against Dealer which is subject to arbitration hereunder, and that you will not attempt to consolidate claims in arbitration. The arbitrator shall be an attorney or retired judge selected by Dealer, with your consent. Each party shall equally share the arbitrator's fees and other expenses of arbitration (apart from attorneys fees) unless the arbitrator orders otherwise under applicable law at the conclusion of the arbitration. The Dealer shall, upon your request, advance the first \$500 of your share of the cost to arbitrate. Each party may take a maximum of two depositions and may serve limited requests for documents, subject to the arbitrator's discretion. The arbitrator's decision shall be final and binding. The arbitrator's award may be entered in any court of competent jurisdiction, except that no award shall be enrolled in any court if the award of the arbitrator is paid or satisfied within 90 days of the award.

DISCLAIMER OF WARRANTIES

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material. The only warranties, if any applying to these parts, and for services are those offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts and/or services. Buyer shall not be entitled to recover from seller any consequential damages, damages to property, damages for loss or use, loss of time, loss of profits, or income or any other incidental damages. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto.

TERMS: CASH UNLESS ARRANGEMENTS MADE.

PARTS & SERVICE HOURS

MONDAY-FRIDAY 7:30 A.M. TO 6:30 P.M.
SATURDAY 7:30 A.M. TO 4:30 P.M.



LINCOLN MERCURY

The Reynolds and Reynolds Company EPRINTIVE
SF651995 Q (06/23)

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979 Hwy. #1 South
LUGOFF, SC 29078
(803) 438-6124
www.lugoffford.com

CELL [REDACTED]

CUSTOMER NO.	ADVISOR MATHEW	628	TAG NO. 2660	INVOICE DATE 03/15/24
	LABOR RATE	LICENSE NO.	MILEAGE 150,357	COLOR /
	YEAR / MAKE / MODEL 17/FORD TRUCK/EXPEDITION EL/4DR 4WD			DELIVERY DATE
				DELIVERY MILES
				SELLING DEALER NO.
				PRODUCTION DATE
				O. DATE 02/29/24
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 150362

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
	4		-W716667-S900	STUD		15.82
	4		-W520514-S440	NUT - HEX.		1.99
	2		BL3Z-9450-A	GASKET		34.47
	1		BL3Z-8A520-A	TUBE ASY		26.40
	1		BL3Z-8K153-AB	TUBE - WATER OUT		60.59
	1		BL3Z-8A520-B	TUBE ASY		26.40
	1		BL3Z-8K153-BB	TUBE - WATER OUT		54.37
	4		BL3Z-6A968-C	CONNECTOR - OIL		17.83
	2		BL3Z-6A968-B	CONNECTOR - OIL		16.87
	2		BL3Z-6A968-JD	CONNECTOR - OIL		22.60
	4		-W715673-S900	BOLT		13.56
	1		CL3Z-9450-A	GASKET - EXHAUST		15.68
	1		CL3Z-9450-B	GASKET - EXHAUST		35.60
	4		BL3Z-6L625-G	OIL COOLER AND F		31.14
	2		BL3Z-6L625-F	OIL COOLER AND F		29.88
	2		FL3Z-9G441-A	TUBE ASY		114.17
	1		FL3Z-9G441-B	TUBE ASY		115.83
	1		CL3Z-9450-A	GASKET - EXHAUST		15.68
	1		CL3Z-9450-B	GASKET - EXHAUST		35.60
	20		-W712244-S300	STUD		1.41
	20		-W701706-S430	NUT - HEX. - FLA		1.84
	1		BL3Z-9448-C	GASKET		57.63
	1		DK4Z-9448-A	GASKET		50.52
	1		BL3Z-9430-D	MANIFOLD ASY - E		457.65
	1		BL3Z-9431-D	MANIFOLD ASY - E		453.89
	2		VC-13-G	ANTI-FREEZE		20.95
	1		PKFL500S630	OIL CHANGE KIT		****
	1		FL-500-S	FILTER ASY - OIL		11.89
	6		XO-SW30-BSP	MOTORCRAFT SAE 5		4.59
TOTAL - PARTS						2309.51

JOB# 4 TOTALS	LABOR	2373.50
	PARTS	2309.51
JOB# 4 JOURNAL PREFIX FOCS	JOB# 4 TOTAL	4683.01

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	CARD	CREDIT CARD SURCHARGE	140.49
JOB # A	2600	COMPLIANCE PROGRAM	2.00
JOB # A	SS	SHOP FEE	59.88
TOTAL - MISC			202.37

Arbitration. The parties agree that this transaction involves interstate commerce, and that instead of litigation in court, any dispute, controversy, or claim arising out of or related to this agreement, including the formation of this agreement, the repairs performed by the Dealer, any representations or statements regarding the repairs, or fees of any kind charged in connection with the repair is subject to mandatory arbitration. You agree that you will not serve as named plaintiff in a class action or otherwise act in a representative capacity with respect to a claim against Dealer which is subject to arbitration hereunder, and that you will not attempt to consolidate claims in arbitration. The arbitrator shall be an attorney or retired judge selected by Dealer, with your consent. Each party shall equally share the arbitrator's fees and other expenses of arbitration (apart from attorney's fees) unless the arbitrator orders otherwise under applicable law at the conclusion of the arbitration. The Dealer shall, upon your request, advance the first \$500 of your share of the cost to arbitrate. Each party may take a maximum of two depositions and may serve limited requests for documents, subject to the arbitrator's discretion. The arbitrator's decision shall be final and binding. The arbitrator's award may be entered in any court of competent jurisdiction, except that no award shall be enrolled in any court if the award of the arbitrator is paid or satisfied within 90 days of the award.

DISCLAIMER OF WARRANTIES

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material. The only warranties, if any applying to these parts, and for services are those offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts and/or services. Buyer shall not be entitled to recover from seller any consequential damages, damages to property, damages for loss or use, loss of time, loss of profits, or income or any other incidental damages. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto.

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CUSTOMER NO.	ADVISOR MATHEW	628	TAG NO 2660	INVOICE DATE 03/15/24	CELL
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CAMDEN, SC	YEAR / MAKE / MODEL 17/FORD TRUCK/EXPEDITION EL/4DR 4WD		DELIVERY DATE	DELIVERY MILES	
			SELLING DEALER NO.	PRODUCTION DATE	
			R.O. DATE 02/29/24		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 150362		

TOTALS-----

TOTAL LABOR....	2373.50
TOTAL PARTS....	2309.51
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	202.37
TOTAL MISC DISC	0.00
TOTAL TAX.....	189.55
TOTAL INVOICE \$	5074.93

YOU MAY BE RANDOMLY SELECTED TO RECEIVE A CUSTOMER
SATISFACTION SURVEY. WE WOULD APPRECIATE YOUR TAKING TIME
TO COMPLETE AND RETURN IT IN ORDER FOR US TO BETTER SERVE
OUR CUSTOMERS.

Arbitration. The parties agree that this transaction involves interstate commerce, and that instead of litigation in court, any dispute, controversy, or claim arising out of or related to this agreement, including the formation of this agreement, the repairs performed by the Dealer, any representations or statements regarding the repairs, or fees of any kind charged in connection with the repair is subject to mandatory arbitration. You agree that you will not serve as named plaintiff in a class action or otherwise act in a representative capacity with respect to a claim against Dealer which is subject to arbitration hereunder, and that you will not attempt to consolidate claims in arbitration. The arbitrator shall be an attorney or retired judge selected by Dealer, with your consent. Each party shall equally share the arbitrator's fees and other expenses of arbitration (apart from attorneys fees) unless the arbitrator orders otherwise under applicable law at the conclusion of the arbitration. The Dealer shall, upon your request, advance the first \$500 of your share of the cost to arbitrate. Each party may take a maximum of two depositions and may serve limited requests for documents, subject to the arbitrator's discretion. The arbitrator's decision shall be final and binding. The arbitrator's award may be entered in any court of competent jurisdiction, except that no award shall be enrolled in any court if the award of the arbitrator is paid or satisfied within 90 days of the award.

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SATURDAY 7:30 A.M. TO 4:30 P.M.



LINCOLN MERCURY

The Reynolds and Reynolds Company ERIANTIVE
SF651995 Q (06/23)

SALE AMOUNT \$5074.93

Have a Wonderful Day!
Thank You!

CUSTOMER COPY

MER COPY

[END OF INVOICE] 10:59am

NOTES : -Brake Check (4x brakes smoking/pedal was sticking/customer did their own brakes 2500 mi/Hard brake pedal/also has metal shavings on the wheels)

Inspection results

- Front brake pads are at 12mm, rotors have severe heat indicators.
- Rear brake pads are at 10mm
- Brake pedal sinks and is slow to return, brake pedal is also hard.
- Right rear brake hose is collapsed.
- Expansion hose has signs of leakage.

Need diagnostics to asses condition of the master cylinder, the booster, and to determine if the brake hoses are compatible for the vehicle given the aftermarket lift kit

Recommendations

-Master cylinder is leaking into the booster causing performance issues and safety concerns for the brakes. Confirmed with a scope camera.

-Replacement of rear brake hoses due to collapse.

Your Brakes Plus General Manager is: Jacob Reyes @ 970-204-6800 3801 Mitchell Dr Fort Collins CO 80525

Vehicle Information		DEPARTMENT	SALE	Purchase Order #
2017,FORD		Labor	\$ 1067.50	
Vehicle : TRUCK,EXPEDITION,V6-3496		Disposal Labor	\$ 3.00	
3.5L		Parts	\$ 1022.93	
DOHC,Black		Fluids/Supplies	\$ 29.87	
License #		SUB TOTAL	\$ 2123.30	
Miles : 163113		SALES TAX	\$ 84.72	
V.I.N.		TOTAL	\$ 2208.02	
Unit # :				
				Payments
				\$ 2208.02 - Security
				Approval
				TOTAL \$ 2208.02 PAID

brakes plus



Boulder, CO

Ph#

Date: 09-19-2025

INV

Qty.	Part Number	Description	Tech	Each	Core	Total
-None-						
1	DLR-fl1z8075a	resevoir to thm housing hose	88668	\$ 230.99	\$ 0.00	\$ 230.99
-None-: Subtotal						\$ 230.99
Inspection						
1	INS-05100I	Brake Inspection	88668	\$ 0.00	\$ 0.00	\$ 0.00
1	INS-05299I	All Inspections	88668	\$ 0.00	\$ 0.00	\$ 0.00
Inspection: Subtotal						\$ 0.00
Rear Brake Hose(s)						
1	BX3-79296	BRAKE HOSE	88668	\$ 61.99	\$ 0.00	\$ 61.99
1	BX3-79297	BRAKE HOSE	88668	\$ 69.99	\$ 0.00	\$ 69.99
-	LAB-05127R	Rear Brake Hose(s)	88668	-	-	\$ 149.00
Rear Brake Hose(s): Subtotal						\$ 280.98
Master Cylinder						
1	BHH-NMC90349	Brake Master Cylinder	88668	\$ 315.99	\$ 0.00	\$ 315.99
-	LAB-05130	R&R Brake Master Cylinder	88668	-	-	\$ 298.00
Master Cylinder: Subtotal						\$ 613.99
Brake Booster						
1	A1C-54-77116	PWR BRAKE BOOSTERS 1 EA CRDNE	88668	\$ 315.99	\$ 0.00	\$ 315.99
1	DLR-3m5z2I523aa	booster push rod clevis locking pin	88668	\$ 7.99	\$ 0.00	\$ 7.99
-	LAB-05129	Replace Brake Booster	88668	-	-	\$ 298.00
Brake Booster: Subtotal						\$ 621.98
Brake Flush						
-	LAB-051144	Brake Fluid Exchange	88668	-	-	\$ 60.00
1	FT-FT50100	Dot 4 Brake Fluid (QT.)	88668	\$ 19.99	\$ 0.00	\$ 19.99
Brake Flush: Subtotal						\$ 79.99
Misc						
-	LAB-PLABOR	LABOR	88668	-	-	\$ 262.50
Misc: Subtotal						\$ 262.50

Heater hose

W48-226

Reg: DOT

Zip: 4 West

Symbol: NVS-200,210,300,010

Carrier: DELIVERY CONFIRMATION

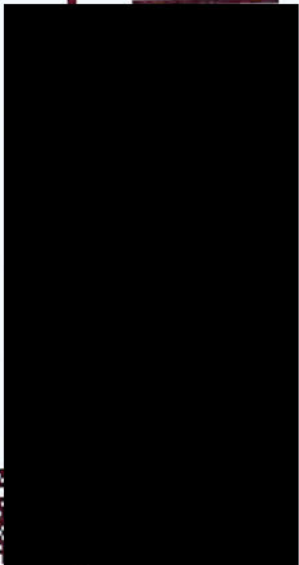
00302

10/17/2025 10:32:45 AM

ED DELIVERY DAY: 10/17/25

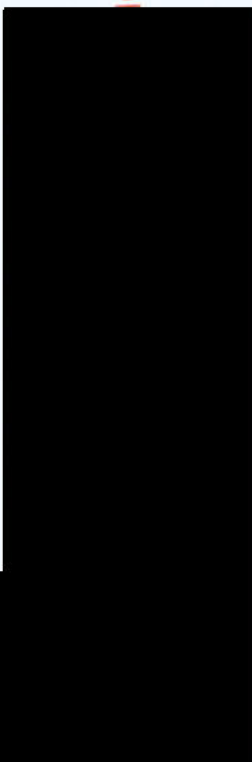
WASHINGTON DC 20590

USPS TRACKING® #



STAPLE HERE TO SEAL

FROM



Boulder, CO

W48-226

TO:

National Highway Traffic
Safety Administration
Office of Defects Investigation

1200 New Jersey Avenue SE
Washington, DC 20590

Received By

NEF/Enforcement Mailroom

W48-129

OCT 18 2025

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