

[REDACTED]

Edmond, Ok [REDACTED]

Phone: [REDACTED]
Email: [REDACTED]

December 9, 2025

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington D.C. 20590

RE: 2017 Lincoln MKC Safety Recall

Joe Cooper Lincoln replaced our car's faulty backup camera on August 22, 2025, as documented in the attached copy. A few days later we received an email from Carfax saying that there was a recall for this defect. It did not seem fair to pay \$566.91 for the repair since there was a recall. Joe Cooper Lincoln confirmed awareness of the recall but had not yet received the official notice from Lincoln.

After a couple visits with Joe Cooper and phone calls to Kate at Customer [REDACTED] in Detroit, MI, phone number 1-888-214-2155, ext. 77212 we were given case number [REDACTED] and referred back to the dealership. Joe Cooper Lincoln said that as soon as they received the notice from Lincoln about the recall, they would let us know and complete the necessary forms to give us a refund.

This issue has still not been resolved, and we request your help in this matter.

Thank you, [REDACTED]

[REDACTED]

Cc: Joe Cooper Lincoln
501 West Memorial
Oklahoma City, OK 73114

[Handwritten mark]

CUSTOMER #: [REDACTED]



INVOICE

LINCOLN
JOE COOPER LINCOLN

501 West Memorial,
Oklahoma City, Oklahoma 73114
(405) 475-9000

EDMOND, OK [REDACTED] 1
HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

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SERVICE ADVISOR: 9175 ADAM CARDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT		
White	17	LINCOLN MKC	[REDACTED]	[REDACTED]	51255/51255		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14AUG25	DE		18:00 21AUG25			CASH	22AUG25

R.O. OPENED READY OPTIONS: DLR: .

13:11 21AUG25 11:02 22AUG25

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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ESTIMATE: 210.00 21AUG25 13:11 SA: 9175

CONTACT:

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 49.76

#2966 SHUTTLE CREATED [] CASH [] CHECK [] DISCOVER

2025-08-18 01:52:00PM TAKEN BY [] AMEX [] A/R # []

KIANA YORK [] VISA/MC

THANK YOU FOR CHOOSING JOE COOPER FORD
LINCOLN

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller, JOE COOPER FORD, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JOE COOPER FORD neither assumes nor authorizes any other person to

DESCRIPTION	TOTALS
LABOR AMOUNT	310.96
PARTS AMOUNT	185.86
MISC. DISCOUNT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	49.76
TOTAL CHARGES	546.52