

March 20, 2026

Ford Motor Company
Customer Service Division
PO Box 6251
Dearborn, MI 48121-6251

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

RE: Refund Request – Safety Recall 26S08/NHTSA Recall 26V101
2019 Ford Explorer – VIN: [REDACTED]

Dear Sir or Madam,

I am writing to formally request reimbursement for out-of-pocket repair expenses related to a known safety defect covered under Ford Safety Recall 26S08 / NHTSA Recall 26V101 for my 2019 Ford Explorer (VIN: [REDACTED]).

Prior to receiving the official recall notice, I experienced the exact malfunction described in the recall, including concerning suspension behavior consistent with rear suspension toe link failure or degradation. These symptoms presented a significant safety risk, including compromised handling and loss of steering stability, which aligns directly with the hazards identified by Ford and NHTSA in the recall documentation.

While driving my vehicle with my daughter on [REDACTED], I clunk noise, the rear end started to drift and after I pulled over, noticed the rear driver side wheel was cocked. I had my vehicle towed to the closest Ford dealer (one hundred miles from my home), Romeo Ford of Kingston, NY where repairs were performed to address the rear suspension toe links and related components. These repairs were made specifically in response to the defect now acknowledged in Safety Recall 26S08 and were necessary to restore safe operation of the vehicle.

I have since received Ford's recall notification confirming the defect and stating that reimbursement may be available for owners who previously paid for qualifying repairs. Given that the repair directly addressed the recall-related defect and was performed due to active safety symptoms, I am formally requesting full reimbursement for the qualifying repair costs in accordance with Ford's recall reimbursement policy. I have spoken with both the dealer and Lisa from your recall assistance center and have been referred to your office for reimbursement.

Enclosed with this request are copies of the original paid repair invoice(s), proof of payment, and vehicle identification information. Should additional documentation be required, please advise promptly.

This correspondence is copied to the National Highway Traffic Safety Administration to document that I experienced the safety risk identified under Recall 26V101 and that reimbursement is being sought for corrective action taken prior to or in connection with Ford's recall remedy.

Thank you for your attention to this matter. I look forward to your timely response and resolution.

Sincerely,

[REDACTED]
[REDACTED]
Lake George, NY [REDACTED]
[REDACTED]
[REDACTED]



Ford Motor Company
Customer Service Division
PO Box 1904

March 2026

LAKE GEORGE, NY

*** * * IMPORTANT SAFETY RECALL * * ***

Safety Recall Notice 26S08 / NHTSA Recall 26V101

2019 Explorer

This Notice Applies to Your Vehicle, Vehicle Identification Number (VIN):

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2017-2019 Explorer vehicles, including the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

- What is the issue?** On your vehicle, the rear suspension toe link could fracture. If a toe link fractures, you may experience a clunk noise, unusual handling, and/or a misaligned rear wheel.
- What is the risk?** A fracture of the rear suspension toe link may result in a loss of steering control, increasing the risk of a crash.
- What will Ford and your dealer do?** Parts are available to repair your vehicle. Ford Motor Company has authorized your dealer to replace both rear suspension toe links, and check alignment, free of charge.
- How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
- What should you do?** Please call your dealer without delay and request a service date for Recall 26S08. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
- Ford has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable.
- If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.
- Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.
- Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**



128 NY - Route 28
Kingston, NY 12401
(845) 338-7800
www.RomeoFordofKingston.com

ROMEO FORD OF KINGSTON
128 ROUTE 28
KINGSTON, NEW YORK 12401
(845) 338-7800
WWW.ROMEOFORDOFKINGSTON.COM

[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		[REDACTED]		90980	90998	01/12/26 07:35	01/20/26	[REDACTED]
LAKE GEORGE, NY		VEHICLE DESCRIPTION				TAG NO.	STATUS	
		2019 FORD EXPLORER X (BLUE)				82142	COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]						Cash	
HOME	PHONE 2	PHONE 3	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]	[REDACTED]			KRISSEY GROSS (807)				

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	TOWIN		A47		Internal	
Concern	Tow-In - Customer's vehicle was towed to shop					
B	99P		A47		Internal	
Concern	*99P- FORD MULTIPOINT INSPECTION DFX					
Correction	Tech performed Multi-Point Inspection.					
C	DIAGWHL		A47		Customer	\$1,799.91
Concern	Tire/Wheel Concern - Diagnosis [CUSTOMER STATES DRIVERS SIDE REAR TIRE WOBBLES AND HAS SWAPPING SOUND AND TIRE COCKED- CHECK PASSENGERS SIDE REAR AS WELL AND ADVISE]					
Cause	TECHNICIAN PERFORMED DIAGNOSIS - FOUND L/R TIE ROD BROKEN DUE TO SEIZED JOINT IN SPINDLE. R/R TIE ROD NOT BROKEN YET, BUT JOINT IS SEIZING.					
Correction	UPON CUSTOMERS APPROVAL TECHNICIAN REPLACED BOTH SIDES REAR SPINDLES, TIE ROD ENDS, WHEEL BEARINGS, AND BACKING PLATES- REPAIRS VERIFIED					

Part Number	Description	Qty.	Unit Price	Ext. Price
HB5Z 1104 C	HUB ASY - WHEE	1	\$475.60	\$475.60
DB5Z 5A972 T	LINK	1	\$185.60	\$185.60
DB5Z 5B759 B	KNUCKLE & BUSH	1	\$744.72	\$744.72
W715127 S439	BOLT	3	\$15.00	\$45.00
W715419 S439	BOLT	2	\$12.68	\$25.36
W714516 S439	BOLT	4	\$15.00	\$60.00
W520517 S440	NUT - HEX.	2	\$3.00	\$6.00
W520516 S441	NUT - ADJUSTIN	1	\$4.80	\$4.80
W712435 S439	NUT	1	\$24.00	\$24.00

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[REDACTED]	[REDACTED]	[REDACTED]		KRISSY GROSS (807)		

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
C	Continued					
Part Number		Description	Qty.	Unit Price	Ext. Price	
DG1Z 2C029 B		SHIELD - SPLAS	1	\$43.38	\$43.38	
W505255 S439		SCREW	3	\$8.00	\$24.00	
HB5Z 1104 C		HUB ASY - WHEE	1	\$475.60	\$475.60	
DB5Z 5A972 T		LINK	1	\$185.60	\$185.60	
DB5Z 5B758 B		KIT - BUSHING	1	\$744.72	\$744.72	
W715127 S439		BOLT	3	\$15.00	\$45.00	
W715419 S439		BOLT	2	\$12.68	\$25.36	
W714516 S439		BOLT	4	\$15.00	\$60.00	
W520517 S440		NUT - HEX.	2	\$3.00	\$6.00	
W520516 S441		NUT - ADJUSTIN	1	\$4.80	\$4.80	
W712435 S439		NUT	1	\$24.00	\$24.00	
DG1Z 2C028 B		SHIELD	1	\$44.96	\$44.96	
W505255 S439		SCREW	3	\$8.00	\$24.00	
Parts Total...					\$3,278.50	
Line Total...					\$5,078.41	
D +	ALIGN	A47	Customer		\$139.99	
Concern	CUSTOMER REQUEST PERFORM FOUR WHEEL ALIGNMENT, SET CASTER, TOE AND CAMBER					
Correction	TECH PERFORMED ALIGNMENT DUE TO VEHICLE BEING OUT OF MANUFACTURERS SPECS					
Line Total...					\$139.99	
E +	FBRKCAR	A47	Customer		\$299.99	
Concern	CUSTOMER STATES REPLACE FRONT BRAKE PADS AND FRONT ROTORS (CARS/SUV)					
Correction	TECH REPLACED FRONT BRAKE PADS, BRAKE ROTORS, CLEANED AND GREASED ALL BRAKING COMPONENTS					
Part Number		Description	Qty.	Unit Price	Ext. Price	
EU2Z 1V125 B		ROTOR ASY	2	\$139.00	\$278.00	
GB5Z 2001 B		KIT - BRAKE LI	1	\$159.00	\$159.00	

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F +	LOF		A47		Customer	\$39.10																									
Concern	CUSTOMER REQUEST LUBE, OIL AND FILTER CHANGE, UP TO FIVE QUARTS																														
Correction	TECH PERFORMED OIL CHANGE AND REMOVED AND REPLACED OIL FILTER.																														
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Warranty Claim Type: F	Authorization Code:	Service Cont No:

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[REDACTED]	[REDACTED]					
PHONE 3		STOCK NO.		SERV. ADV.		RO COMMENT
				KRISSEY GROSS (807)		

Totals

	Amount
Labor	\$2,278.99
Parts	\$3,728.95
SalesTax	\$482.84
Parts-Other	\$27.60
Total Amount Due	\$6,518.38
Amount Due	\$6,518.38

In the event you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, or partial completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

You may be receiving a survey on the service that you had done on your vehicle today. If for ANY REASON you cannot answer "COMPLETELY SATISFIED" with todays service then PLEASE contact me so I can help you. My office door is always open and you can contact me with any concern at 845-338-7800.

WE CARE ABOUT YOU AND YOUR CAR!

THANK YOU,
Mike Dunlavy
SERVICE MANAGER

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

THERE MAY BE A CHARGE FOR TIRE & HAZARDOUS WASTE DISPOSAL.

NO GUARANTEE ON USED PARTS.

X

White Plains NY

HARTFORD CT 060

21 MAR 2026PM 1 L

Stamp

\$1.03 0

US POSTAGE IMI

FIRST-CLASS

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FROM 12801

B16606 02



Stamp

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

OFFICE OF DEFECTS INVESTIGATION

1300 NEW JERSEY AVE SE

WASHINGTON, DC 20590

20590-