

5/28/2026

To: James D. Farley, President & CEO
Ford Motor Company
1 American Road
Dearborn, MI 48126

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

CC:

Ford of Upland 1300 E. 20th St Upland, CA 91784

California B.A.R. 10949 North Mather Boulevard Rancho Cordova, CA 95670 [REDACTED]

NHTSA 1200 New Jersey Avenue SE. West Building Washington, DC 20590 # 11739635

Re: 2007 Lincoln MKZ – VIN [REDACTED]
Safety Recall 19V904 / 19S54 / 20S14 – Failure of Recall Remedy

To Whom It May Concern:

I am the owner of a 2007 Lincoln MKZ, VIN [REDACTED] I am also a long-time Ford and Lincoln customer and currently own multiple Ford Motor Company vehicles, including Lincoln Town Cars, Continentals, an Aviator, MKX, MKZ, a 1966 Mustang, and a 1948 Lincoln.

In 2022, my vehicle underwent recall service related to Safety Recall 19V904 involving the ABS Hydraulic Control Unit ("HCU") and associated braking system concerns. The recall addressed a serious safety defect involving increased stopping distance and diminished braking performance.

According to Ford of Upland, the recall remedy performed on my vehicle consisted only of a brake fluid exchange procedure. No replacement of the ABS Hydraulic Control Unit was performed at that time.

In May 2026, I began experiencing the exact symptoms identified in the recall campaign, including brake performance issues consistent with HCU failure. I brought the vehicle to Al and Lee's Automotive in Upland, California, where the brake system was inspected and tested. After evaluation of the brake lines, calipers, and master cylinder, the vehicle was diagnosed with a failed ABS pump/HCU assembly. Vehicle exhibits failure of the ABS Hydraulic Control Unit (HCU). Diagnostic testing indicates internal malfunction of the ABS module resulting in loss of

proper hydraulic pressure modulation. Condition is consistent with ABS system failure affecting braking performance.

On or about May 20, 2026, I contacted Ford of Upland and spoke with Oscar in the service department. Although he confirmed the prior recall repair history, I was informed that I would need to tow the disabled vehicle to Ford of Upland at my own expense and pay a diagnostic fee of approximately \$275 before any determination regarding coverage would be made.

I then contacted Lincoln Customer Satisfaction and opened a case with Melissa (Ext. 77481). She confirmed the independent diagnosis with Al and Lee's Automotive and attempted multiple times to contact Ford of Upland regarding the matter.

I advised Lincoln Customer Satisfaction that I would accept either of the following reasonable resolutions:

1. Shipment of the necessary replacement ABS/HCU components to the independent repair facility with reimbursement for labor costs; or
2. Transportation of the vehicle to an alternative Lincoln dealership for recall-related repairs.

Despite these efforts, Ford of Upland declined to assist. I was informed that Ford would not cover the repair despite the recurrence of the identical safety-related defect addressed in Recall 19V904 and subsequent Customer Satisfaction Program 21N11.

As Ford is aware, Customer Satisfaction Program 21N11 specifically acknowledged continued HCU failures following recall completion and extended coverage for qualifying vehicles. This demonstrates Ford's prior knowledge that the original recall remedy could prove insufficient in certain vehicles.

As a result of the failure of the recall remedy, I incurred approximately \$1,500 in repair expenses, including replacement of the ABS/HCU assembly with a rebuilt unit and associated brake system repairs necessary to restore safe vehicle operation.

Accordingly, I am requesting the following:

1. Reimbursement of approximately \$1,500 for recall-related repair expenses already incurred;
2. Replacement of the ABS/HCU assembly with a new OEM unit at Ford Motor Company's expense through Envision Lincoln in Duarte, California, or alternatively through Shults Ford in Wheeling, West Virginia, if scheduling cannot be completed before June 20, 2026;
3. Review of Ford of Upland's handling of this matter and its representations regarding recall-related coverage.

I have also taken the following actions:

- Filed a complaint with the California Bureau of Automotive Repair (BAR);
- Filed a complaint with the National Highway Traffic Safety Administration (NHTSA);
- Preserved documentation and communications relating to this matter.

If this matter cannot be resolved promptly, I intend to pursue all available remedies, including filing an action in California small claims court for reimbursement and related damages arising from the failure of the recall remedy.

I respectfully request a written response no later than June 5, 2026.

Thank you for your attention to this serious safety matter.

Sincerely,

[REDACTED]
West Covina, CA
[REDACTED]

West Covina, CA

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FOREVER
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WLTSA

1200 New Jersey Ave SE

West Building

Washington DC

20596

Complaint 11739635

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