

August 5, 2022

Mr. Alexander Price Ansley
Chief Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Room W48-302
Washington, DC 20590

Dear Mr. Ansley:

Subject: Healey Brothers Ford LLC - NEF-107EW - AQ22-002

I have concluded the Audit Query for the above franchised auto dealership opened by your administration concerning the delivering of new motor vehicles to consumers without completing the required recall issued by Ford/NHSTA.

The attached excel document labeled "Vehicle Recalls" includes all vehicles that were under a recall during our ownership of Healey Brothers Ford. The dates of your inquiry include a period that Healey Brothers Ford LLC did not exist, as the dealership was purchased in January of 2019. Thus, all recall information is from our date of existence.

There were a total of 5 new vehicles that appear to have been delivered without the recall being performed. Of those 5, three recalls were performed within 1 day of delivery. The two remaining included an ex-employee, who was the individual that contacted your office and a consumer that had a medical condition immediately after taking delivery and was unable to use the vehicle until such time as he was cleared to drive. Every other vehicle under recall from Ford/NHSTA was performed prior to customer possession.

I am embarrassed by this query, I have spent my entire career, spanning 45 years in the retail automotive industry. I am a well-respected dealer principle of multiple Ford dealerships and under no circumstances would I ever allow/condone such behavior from any member of my team. Unfortunately, I was not aware this occurred until I received your letter on June 6, 2022.

As you are aware, the previous two years have been challenging in our industry, demand continues to outstrip supply, and consumers who need vehicles are searching high and low to find anything to drive that meets their needs. Transportation to and from work, moving parents or children around, and other basic needs have become difficult for many consumers who for one reason or another lost their main source of transportation and cannot carry on their lives without replacement.

My General Sales Manager at Healey Brothers Ford LLC is a young gentlemen named Chingis Mindin. Mr. Mindin was hired in the spring of 2018 to mentor at my Ford store in Goshen in preparation for our purchase of Healey Brothers Ford in early 2019. He showed great intelligence and more importantly he understood the values that I hold all employees accountable for. These values put our customers and employees at the forefront of all decision making, we are here to serve our customers and our

employees with respect, care and of course within the limits of the law. Mr. Mindin broke one of these values and that has disappointed and hurt me. I cannot explain the feeling I have experienced since receiving your letter. I am angry that a member of my team would make such a decision without my knowing and more importantly I am disappointed that I failed as a leader. I am a Ford and Lincoln President Award Winner, I have sat on numerous National Ford Dealer Committees, I have served as Chairman of my NADA 20 Group, I am a strong supporter of charities in my community and in fact have a charitable foundation that supports non-profits and helps students fund further education in the technical fields of the industry. I am a forward-thinking automotive executive, and quite honestly, I am one of the good guys in the way we conduct business.

This investigation led me to a very difficult decision, do I terminate Mr. Mindin, a young man, married with children who is the sole provider for his family, or do I take disciplinary action and make that part of his personnel file. After much thought and discussion with Mr. Mindin, I chose to discipline him, and a copy of that employee disciplinary writeup is included for your review. My reasoning was that besides this total lack of judgement and decision making, he has done an outstanding job. He realizes the severity of this faulted decision making and I believe has learned from the experience.

I ask that as you contemplate the action that your agency deems appropriate that you consider the difficult market that consumers have been faced with, the spotless record Healey Brothers Ford has with all Government agencies, the actions we have taken, the upfront admission on our failure to comply with 5 vehicles in the total recall pool and that I personally am sorry and embarrassed by the situation.

Thank you,

John J Koerner
Dealer Principal
Healey Brothers Ford, LLC