

EQ-10762556-9963

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10762556-----
Date: Monday, November 02, 2015 12:43:56 PM

From: EVOQ (NHTSA)
Sent: Monday, November 02, 2015 10:32 AM
To: Abbew, Margaret CTR (NHTSA)
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10762556-----

From: [REDACTED]
Sent: Wednesday, October 14, 2015 4:52 PM
To: EVOQ (NHTSA)
Subject: Re: FW: NHTSA: Follow up to ODI Complaint: ----10762556-----

This is an update to your e-mail concerning my complaint reference number 10762556 dated 9-9-15. Ford Motor Company closed my complaint on 9-8-15 at 7:45 PM without even considering my problem. I never saw any documentation to Detroit concerning my problem. Only statements made by unknown customer service personnel in Florida stating my vehicle was NOT on the recall list.

But in reality the problem that occurred on my vehicle is identical to that on the recall list of 1997. The fuel tank has fractured because the hold down hardware for the heat shield was never removed per the required repair for this recall. Now nobody with authority will even consider analyzing this present situation and consider remedying this situation.

Respectfully,
[REDACTED]

On Tuesday, October 6, 2015 2:56 PM, "EVOQ@dot.gov" <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation