

From: [REDACTED]
To: [DataQuality, DataQuality \(NHTSA\)](#)
Cc: [EVOO \(NHTSA\)](#); kwrw1@aol.com
Subject: Re: Follow up to ODI Complaint ----- 11243520-----
Date: Friday, February 7, 2020 9:35:17 PM

Good afternoon,

Following up to see if you are in receipt of this email regarding complaint# 11243520?

Please acknowledge receipt of this e-mail.

Sent from my iPhone

On Jan 3, 2020, at 3:19 PM, [REDACTED] wrote:

Good afternoon,

Please find the attached completed complaint form provided by the NHTSA/Office of Defects Investigation and back up vehicle record paperwork. This complaint is in reference to Complaint # 11243520.

This vehicle was in and out of several Ford dealerships for a multitude of repairs over the past many years. Ford motor company failed to notify me of any safety recall pertaining to the faulty steering issue, despite the numerous times they could have provided notification while the vehicle was in for service within the required recall time-frame and would have met the mileage requirements (please see attached service records). Unfortunately, when my steering locked up and had to have my vehicle towed to a Ford dealership, I was informed by the service department that I would have to pay \$2,373.76 for the repairs due to Ford Motor Company denying the Safety Recall repair cost. My daughter is chronically ill and we had to have transportation available, so I had to move forward with paying out of pocket for the repairs. The Safety recall clearly states the manufacturer shall notify owners of the safety recall. Unfortunately, in this case that never happened and Ford still rejected the repair cost associated with the safety recall because the vehicle exceeded the safety recall mileage requirement.

The manufacturer's failure to notify me of the safety recall should cancel out the mileage requirement, due the fact, if I had been notified about the recall I would have brought the vehicle in for the safety recall repairs before exceeding the mileage requirement, therefore, I'm seeking full reimbursement.

My family and I are very fortunate we weren't injured when the steering wheel assembly locked up.

Thank you for looking into this matter. Any assistance your agency can provide would be greatly appreciated!

[REDACTED]

<Claim Form 11243520 (1).pdf>

<Vehicle Service Documents .pdf>