

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint -----11362239 -----
Date: Wednesday, March 31, 2021 12:50:40 PM
Importance: High

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, March 31, 2021 11:05 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: FW: Follow up to ODI Complaint -----11362239 -----
Importance: High

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

----- "EVOQ (NHTSA)" <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

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03/31/21

I was able to get my car into Cogswell Ford in Russellville, Arkansas. They checked the camera out, told me it was defective. They used the code C1001 to find it to be defective. I called talked to Travis, (Rep) that told me it was defective. I asked how it was defective, he told me the code would be all that was needed.

They quoted me over 700.00 to fix it. The money I guess is reasonable, but I feel Ford should be held to fixing this issue. I had the car about a year when I was backing up, the camera didn't work, I hit something. I took the car to Cogswell at that time when the car was under warranty, they told me the camera was fine. I am wondering if it really was, since now it turns black almost all the time.

Thanks for your help.

[REDACTED]