

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

**From:** [REDACTED]  
**To:** [EVOQ \(NHTSA\)](mailto:EVOQ@NHTSA)  
**Subject:** Re: FW: Follow up to ODI Complaint ----- 11374280-----  
**Date:** Tuesday, February 2, 2021 6:39:43 PM

**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.

Hello, I sent an addition. Haven't heard anything in a while. [REDACTED]. Still waiting to here if fair way ford will help with the engine cost since this is a manufacturer defects in this make and model car.

Thank you

On Jan 18, 2021 7:10 PM, [REDACTED] wrote:

Can we get an update please on our case  
Thank you so much.

On Jan 18, 2021 7:09 PM, [REDACTED] wrote:

Hello, we have not heard anything on our case. Hopefully we here something soon.  
Thank you

On Dec 19, 2020 10:41 PM, [REDACTED] wrote:

We would like to add that this make and model has multiple complaints with the same situation. This is a known manufacturer defect, but nothing has been done to recall these vehicles. We feel this is an unfair situation and would not have purchased this make and model with these known problems. Also this is a fire risk and a costly repair to us and other customers who were never made aware of this problem. Thank you in helping us rectify this problem. We have been ford customers for many years and always stood behind the quality of there vehicles. This is a manufacturer defect and would this taken care of asap please.

Thank you [REDACTED].

On Dec 17, 2020 11:08 AM, "EVOQ (NHTSA)" <[EVOQ@dot.gov](mailto: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](mailto: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