

# United States Senate

WASHINGTON, DC 20510

INFORMATION REDACTED PURSUANT TO THE FREEDOM  
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CL-11474868-1000

July 14, 2022

Mr. Adam Sullivan  
Assistant Secretary for Governmental Affairs  
U.S. Department of Transportation  
1200 New Jersey Avenue SE  
Washington, DC 20590-0001

Dear Adam,

I have been contacted by my constituent, [REDACTED], New Hampshire regarding the important issue he is experiencing with DOT.

I have enclosed [REDACTED] inquiry for reference purposes. I believe you will find the letter self explanatory.

I would appreciate any assistance you are able to offer [REDACTED]. Please respond directly to [REDACTED] and send a copy of your response to Pam Slack in my Manchester state office at 2 Wall Street Suite 220, Manchester, NH, 03101.

Thank you for your attention to this matter.

Sincerely,



Jeanne Shaheen  
United States Senator

## Turner, Toiyriah (OST)

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**From:** Slack, Pam (Shaheen) <Pam\_Slack@shaheen.senate.gov>  
**Sent:** Thursday, July 14, 2022 11:51 AM  
**To:** OST Government Affairs  
**Subject:** [REDACTED]  
**Attachments:** Privacy Release Sen\_ Shaheen vs FoMoCo.pdf [REDACTED]

**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.

Good morning

I hope this email finds you well.

I have attached a privacy release and letter from [REDACTED] in regard to an issue with the Ford Motor Company and obtaining parts to repair his vehicle.

Thank you for your assistance with this matter.

Please let me know if I can be of any assistance.

Regards

Pam

Pam Russell Slack  
Senior Special Assistant for Constituent Services  
Office of US Senator Jeanne Shaheen  
603.358-6604 office



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U.S. Senator Jeanne Shaheen  
New Hampshire

2 Wall Street, Suite 220  
Manchester, NH 03101  
(603) 647-7500  
Fax: (603) 647-9352

506 Hart Senate Office Building  
Washington, D.C. 20510  
(202) 224-2841  
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www.shaheen.senate.gov



COMMITTEE ASSIGNMENTS

FOREIGN RELATIONS

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ENTREPRENEURSHIP

**Privacy Release Form**

The Privacy Act of 1974 requires written consent from the constituent before information can be obtained from a government agency's records. To better serve you, please complete this form entirely and return it to me. If you are enquiring on behalf of someone else, that person must sign this form. Please be advised that all information you provide on this form will be held in the strictest confidence by my office and will not be used for any other purpose other than your case.

Mr.  Mrs.  Ms.  Dr.

Full Name: [Redacted]

Address: [Redacted]

City: Grantham State: NH Zip code: [Redacted]

Social Security Number: [Redacted] Date of Birth: [Redacted]

Home Phone: [Redacted] Work Phone: same

Cell Phone: same Email Address: [Redacted]

I prefer to be contacted by:  Home Phone  Work Phone  Cell Phone  Email

Federal Agencies Involved To Be Determined / Not Sure

Have you, or a family member, ever served in the military?  Yes  No

Have you contacted other Congressional or Senate offices about this issue?  Yes  No

If yes, whom have you contacted? Senator Hassan / Congresswoman Kuster

How did you learn about our casework services? Representative Pappas

- I had a prior case.
- Newspaper or TV
- Friend or family member
- Other
- Newsletter

I Do not know about Caseworker Service

I authorize Senator Shaheen's office to communicate information about my case with the following individual(s) none in my household

[Redacted signature area]

I freely authorize Senator Shaheen and her staff to make inquiries into my personal records, and to use the information obtained about me pertaining to my request for assistance. I understand that I may be contacted at any time.

Signature: [Redacted] Date: 7/16/2022

Please print and sign this form and send it to:  
2 Wall Street, Suite 220, Manchester, NH 03101 or fax to (603) 647-0229

See Attached Letter

Please briefly explain your problem. In writing, provide a detailed account. Include any additional relevant correspondence that you have initiated or received concerning this matter.

I submitted the attached letter stating serious concerns about our vehicles being left with needed repairs to Safety Related parts because of "Backordered/Supply Chain" issues Ford Motor Company has enough parts to pump out new cars at a feverish pace with no supply chain issues!

Please state how you would like Senator Shaheen to help you.

Senator Shaheen needs to STRONGLY REMIND Jim Farley, CEO of F.M.Co. that when he needed the citizen of USA Help we gave, it

now we need HIS HELP!!  
**Military or Veteran's Issues**  
Rank \_\_\_\_\_ Unit \_\_\_\_\_ Duty Station \_\_\_\_\_  
Veterans Case Number \_\_\_\_\_

**Medicare Issues**  
I am having problems with: \_\_\_\_\_ Part A \_\_\_\_\_ Part B \_\_\_\_\_ Part D  
Medicare Number \_\_\_\_\_

**Social Security Issues**  
Type of Claim Filed \_\_\_\_\_  
Has the claim been denied?  Yes  No Office you are dealing with \_\_\_\_\_

**Immigration Issues**  
Receipt Number \_\_\_\_\_ Name of Beneficiary \_\_\_\_\_  
Alien Number A- \_\_\_\_\_ Date of Birth \_\_\_\_\_ Place of Birth \_\_\_\_\_  
Type of Petition \_\_\_\_\_ Consulate Involved \_\_\_\_\_  
Current Immigration Status \_\_\_\_\_



and sign this form and send it to:  
Manchester, NH 03101 or fax to (603) 647-9352

[REDACTED]  
[REDACTED]  
Grantham NH  
[REDACTED]

e-mail: [REDACTED]

July 9, 2022

The Honorable Senator Jean Shaheen  
506 Hart Senate Office Building  
Washington DC 20510

Dear Senator Shaheen,

I am a [REDACTED] man working two jobs 7 days a week, to help put my daughter through college 3 States from home. We felt SO fortunate to be able to hand my 2018 Ford Escape which had high mileage but WAS in pristine condition over to her. This brings me to the reason for contacting you.

My daughter's car, like more than 100 other vehicles being serviced at Lebanon Ford in Lebanon NH, that need safety related parts such as: Suspension, Steering, and other parts that are on backorder for months. So far, my particular situation has me waiting MORE than 2 months for suspension parts, as our family gets ever closer to college move-in day. This would put me in a situation of giving my daughter my car and having me drive a car that is on the road with rear suspension that needs serious work. Keep in mind I work 2 jobs.

The problem as I see it:

Ford Motor Company is pumping out BRAND NEW CARS with parts that are needed for vehicles they have already sold. The ENDLESS STREAM of Car Dealerships touting great deals on NEW cars means that the supply chain that I'm being told is the problem doesn't seem to exist for the production line.

It is so easy to blame supply chain issues, and I'm sure there are indeed problems in that area. This excuse is an insult to my intelligence, and respectfully ..... should be to yours as well. I am 1 out of 100 citizens dealing with just one amazing car dealership in NH that cannot service vehicles because Ford Motor Company will not send parts that are so easily accessed for the New vehicles being pumped out at a feverish pace. **The time has come for intervention from the highest source to remedy this "backorder" issue. If Ford Motor Company (and I'm sure every other Vehicle manufacturer) has the supply chain to access parts for NEW vehicles, those parts should be supplied to the owners of the cars they have sold to keep the vehicles safe and able to pass a safety inspection. There are 2,500 Car Dealerships in New Hampshire alone- that's 2,500 dealerships that sell these vehicles and then cannot service them – WHILE NEW CARS KEEP BEING DELIVERED FOR SALE.**

I most respectfully and humbly implore you to intervene on behalf of my family and every other family in a similar situation. Many families (including myself) work 2 jobs paying \$5.00 a gallon for gas, drive 84

miles round trip each day to 1 job and then Saturday & Sunday drive 76 miles round trip each day. That's my life right now. I am [REDACTED] working 7 days a week, and loving what I do, but at some point, will be unable to drive a car that needs parts to operate safely. I am a Traffic Safety Instructor twice awarded the National Instructor of the Year from The National Safety Council 2008 & 2015 (no one has ever won this title twice!). The State of New Hampshire Traffic Safety Agency, Commissioner Robert Quinn and Captain William Haynes recognized me for the 22 years I have dedicated myself to Driving and Driver Safety-2019. Two sitting Governors of The State of New Hampshire: The Honorable John Lynch (2008) & The Honorable Margaret Wood Hassan (2015) honored me with Commendations for dedication to saving lives and keeping our roads safe. Now I'm faced with driving an unsafe vehicle and being outright ignored by Ford Motor Company. To be clear, this is not a local problem with a car dealership. The dealership I use for proper repair parts is a shining star in the customer assistance and service department. This one dealership has shared with me that easily 100 customers of that one dealership (Lebanon Ford in Lebanon, NH) are awaiting "BACKORDERED" parts. That's 100 vehicles at ONE DEALERSHIP ALONE (multiply that times 2,500 other dealerships) awaiting "BACKORDERED" **safety maintenance parts, all while Ford Motor Company (and I'm sure other Vehicle Manufacturers) are pumping out new cars.** The advertisements being blasted on TV stating Car Manufacturers can special order whatever vehicle, with any upgrades you want! This is not only unethical, but is also an insult to citizens across the country that are unable to access parts for safety maintenance.

I am but 1 citizen being forced to wait for parts that can be accessed for new cars, but once the car is sold there are suddenly no parts for regular maintenance. I need your PERSONAL acknowledgement of this issue, as a Public Relations team member would have no ability to begin a serious conversation with Car Manufacturers addressing this pressing matter. I did not mean to be rude with my previous statement, it's the serious reality of this hard-working father facing a crisis that has no remedy at the repair facility.

Please help me and my family .....it is within the scope of your power to address this issue that is affecting at the very least the 2,500 Car dealerships and repair centers in New Hampshire alone. Without your help, my family will be forced to drive cars that need serious repairs, or to not work for lack of a usable vehicle. In The State of New Hampshire, if you don't have a vehicle, you have no way of getting to work, the grocery store, OR to school 3 States away. Please help me. Please.....Help.....Me

Most respectfully,

[REDACTED]

Grantham, NH

[REDACTED]