

From: [REDACTED]
To: [EVOQ \(NHTSA\)](mailto:EVOQ@dot.gov)
Subject: RE: Follow up to ODI Complaint -11488837
Date: Tuesday, January 17, 2023 1:21:20 PM

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The first recall regarding rear wheel bearing issues was finally repaired and the second recall involving suspension problems was “reworded” by Ford stating the vehicle could still be used until repairs were made. This allowed our consignment dealer to list the vehicle for sale and the sale was completed in a short time. From our standpoint, we no longer have an issue but feel that Ford did not handle the matter until they got tired of me calling and e-mailing.

Thanks for your response,

[REDACTED]

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Tuesday, January 17, 2023 9:51 AM
To: [REDACTED]
Subject: Follow up to ODI Complaint -11488837

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