

From: [REDACTED]
To: [EVOQ \(NHTSA\)](mailto:EVOQ@dot.gov)
Subject: Re: Follow up to ODI Complaint -----11506189 -----
Date: Wednesday, June 7, 2023 4:03:20 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 would like to add additional information.

After the local mechanic cleared the codes, the power steering, anti lock brakes, traction control and turn signal became operational once again. However, after approximately three days, while driving 50 mph the dash gave warnings stating that power steering needed to be serviced immediately, traction control and anti lock brakes were off, and the turn signal would not stay down. Almost immediately, the power steering was no longer operational. Once again I called the Ford dealer and local mechanic, the local mechanic determined the electronic steering gear/electric rack needed to be replaced in order to fix the car. The ford dealer gave a price of \$2,300 and the local mechanic gave a price of \$1,457.57. The local mechanic completed the job and the power steering, traction control, anti lock brakes, and turn signal have been working properly ever since.

On Mar 22, 2023, at 9:06 AM, 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

[REDACTED]