

Turner, Toiyriah (OST)

From: Bravo, Sandra <Sandra.Bravo@mail.house.gov>
Sent: Tuesday, March 21, 2023 3:17 PM
To: OST Government Affairs
Subject: Inquiry: [REDACTED]
Attachments: [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.

Greetings,

[REDACTED] contacted our office to request an update on a complaint she submitted to NHTSA. She tells us she bought an electric car (Ford Escape Plug Hybrid). She claims that the manufacturer, Ford refuses to replace battery and damaged undercarriage. She would like the federal government to reconsider supporting Ford.

Could you please provide an update on the complaint and provide a response? I am attaching the privacy release form which will provide more details on this matter.

Thank you in advance.

Sandra

Sandra Bravo
Casework Manager | pronouns: she/her/hers
Congresswoman Julia Brownley (CA-26)
223 E. Thousand Oaks Blvd., Suite 220, Thousand Oaks, CA 91360
Phone: (805) 379-1779 | Fax: (805) 379-1799

Subscribe to our e-newsletter at: www.juliabrownley.house.gov
[Facebook](#) | [Twitter](#) | [Instagram](#) | [YouTube](#)

JULIA BROWNLEY
26TH DISTRICT, CALIFORNIA
MEMBER OF CONGRESS

HOUSE VETERANS' AFFAIRS COMMITTEE
CHAIRWOMAN, SUBCOMMITTEE ON HEALTH
CHAIRWOMAN, WOMEN VETERANS TASK FORCE

HOUSE TRANSPORTATION AND
INFRASTRUCTURE COMMITTEE
SUBCOMMITTEE ON AVIATION
SUBCOMMITTEE ON HIGHWAYS AND TRANSIT

HOUSE NATURAL RESOURCES COMMITTEE
SUBCOMMITTEE ON WATER, OCEANS, AND WILDLIFE

SELECT COMMITTEE ON
THE CLIMATE CRISIS



Congress of the United States House of Representatives

WASHINGTON, DC OFFICE
2262 FAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
PHONE: 202-225-5811
FAX: 202-225-1100

OXNARD, CA OFFICE
201 EAST FOURTH STREET, SUITE 209B
OXNARD, CA 93030
PHONE: 805-379-1779
FAX: 805-379-1799

THOUSAND OAKS, CA OFFICE
223 EAST THOUSAND OAKS BOULEVARD, SUITE 220
THOUSAND OAKS, CA 91360
PHONE: 805-379-1779
FAX: 805-379-1799

Congresswoman Julia Brownley Casework Authorization Form

(Please print, sign, and mail or fax the completed form to
Congresswoman Brownley's District Office.)

March 14, 2023

Date: _____

Federal Agency involved: NHTSA and also Consumer Financial Protection Bureau

Numbers Identifying Case (VA claim, A number, tax ID, etc.): [REDACTED] (NHTSA) and [REDACTED] Consumer Protection)

Name: [REDACTED]

Branch of Service (if applicable): _____

Years of Service (if applicable): _____

Place and Date of Birth: Illinois [REDACTED]

Social Security #: [REDACTED]

Full Home Address: [REDACTED] Fillmore CA [REDACTED]

Telephone #: [REDACTED]

Email Address: [REDACTED]

I, [REDACTED], authorize the NHTSA and Consumer Financial Protection Bureau (federal agency involved) to release personal information to Congresswoman Julia Brownley United States Representative. I authorize Congresswoman Julia Brownley to request and have access to all records and reports pertinent to my request for her assistance in the following matter:




Nature of Problem:

I have been without my new car since January 10, 2023 due to a design flaw in the Ford Escape Plug in Hybrid. Their inadequate undercarriage protection Ford is putting their owners at financial risk, and costing Federal and state taxpayers for a flawed product. Ford Escape Plug in Hybrid undercarriage protection is not made of a durable material. You have maybe expected plastic or metal in the past. Now it is a fabric material that I call "Fordboard", that tears and leaves the highly sensitive electronic and the hybrid battery open for damage. This happened to me in the January 2023 storms in Southern California. I have been without my new car for two months because, not only is the undercarriage not durable, but Ford refuses to divert replacement batteries for repair but continues to make the new cars so they can continue to make a profit with the help of Federal and State tax dollars. I was counting on gas savings with the electric vehicle in order to help pay for the car payment. I now have to pay full gas prices as well as the car payment. I bought the car because our family needed to expand our vehicles. I spent extra on this car to help reduce my carbon emissions. There are now more carbon emissions because of this which is contrary to why there are tax credits. Ford is gathering huge profits as a result of the changes to the tax credits, they are one of a handful of cars that are eligible. If they can't fix damaged cars, then the tax credits aren't helping. Ford refuses to warranty the situation. Ford refuses to pay for a loaner or rental car. Ford rejected my requests for financial assistance.

- I request help to do the following:
- 1) I want Ford to divert a battery assembly from the new car manufacturing to my car so I can have my car.
 - 2) I want Ford to replace the "Fordboard" undercarriage on my car with something more durable so I don't have to worry about this ever again.
 - 3) If Ford is unwilling to do fix the car and get me a battery, I want Ford to buy back my car, pay off my loan, give me money for my time to bird dog and deal with the problem and refund me the \$2500 that I will have to pay back to the State of California
 - 4) I want the Federal and State government to reconsider supporting this vehicle on their tax credits as this is designed for people with low to middle income incentive. This car, when damaged, will sink a lower to moderate income household very quickly. I can barely afford this, and it isn't even fixed. It may seriously damage my finances and I have some ability to deal with an emergency like this, but not for this long.

NOTE: The Privacy Act of 1974 requires that Members of Congress or their staff have written authorization before they can obtain information about an individual's case. We must have your signature to proceed with a casework inquiry.

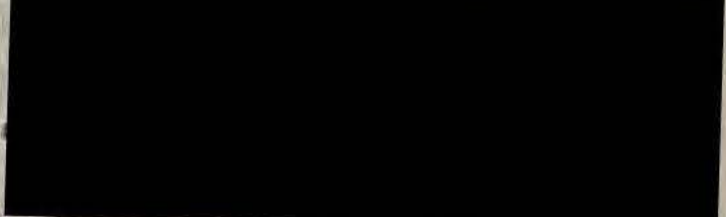
Signature: 

Date: 3/14/23

Print, sign and then mail or fax your completed authorization form to Congresswoman Julia Brownley at the following address:

Office of Congresswoman Julia Brownley
Attention: Constituent Services
223 E. Thousand Oaks Blvd., Suite 220
Thousand Oaks, CA 91360
Phone: (805) 379-1779
Fax: (805) 379-1799

I authorize that a statement, interview, photograph, video, and/or audio recording may be taken of me by Congresswoman Julia Brownley (and/or her staff) or by members of the news media regarding my case with Congresswoman Brownley's office for the purposes of responding to a media inquiry, or for promoting Congresswoman Brownley's constituent services.

Initial Here: 

I would like to sign up for Congresswoman Brownley's e-Newsletter.

I have been without my new car since January 10, 2023 due to a design flaw in the Ford Escape Plug in Hybrid. Their inadequate undercarriage protection Ford is putting their owners at financial risk, and costing Federal and state taxpayers for a flawed product.

Ford Escape Plug in Hybrid undercarriage protection is not made of a durable material. You have maybe expected plastic or metal in the past. Now it is a fabric material that I call "Fordboard", that tears and leaves the highly sensitive electronic and the hybrid battery open for damage. This happened to me in the January 2023 storms in Southern California. I have been without my new car for two months because, not only is the undercarriage not durable, but Ford refuses to divert replacement batteries for repair but continues to make the new cars so they can continue to make a profit with the help of Federal and State tax dollars.

I was counting on gas savings with the electric vehicle in order to help pay for the car payment. I now have to pay full gas prices as well as the car payment. I bought the car because our family needed to expand our vehicles. I spent extra on this car to help reduce my carbon emissions. There are now more carbon emissions because of this which is contrary to why there are tax credits. Ford is gathering huge profits as a result of the changes to the tax credits, they are one of a handful of cars that are eligible. If they can't fix damaged cars, then the tax credits aren't helping.

Ford refuses to warranty the situation. Ford refuses to pay for a loaner or rental car. Ford rejected my requests for financial assistance.

I request help to do the following:

- 1) I want Ford to divert a battery assembly from the new car manufacturing to my car so I can have my car.
- 2) I want Ford to replace the "Fordboard" undercarriage on my car with something more durable so I don't have to worry about this ever again
- 3) If Ford is unwilling to do fix the car and get me a battery, I want Ford to buy back my car, pay off my loan, give me money for my time to bird dog and deal with the problem and refund me the \$2500 that I will have to pay back to the State of California
- 4) I want the Federal and State government to reconsider supporting this vehicle on their tax credits as this is designed for people with low to middle income incentive. This car, when damaged, will sink a lower to moderate income household very quickly. I can barely afford this, and it isn't even fixed. It may seriously damage my finances and I have some ability to deal with an emergency like this, but not for this long.