

**From:** [4ME](#)  
**To:** [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)  
**Cc:** [NHTSA ODI CED](#); [Marion Strasser-King](#); [AnnMarie Ambrose](#)  
**Subject:** ODI-11531824  
**Date:** Friday, July 21, 2023 4:44:58 PM

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**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.

**From:** [REDACTED]  
**Sent:** Thursday, July 20, 2023 5:16 PM  
**To:** [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov) <[nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)>  
**Subject:** FW: [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.

My case number with NHTSA is 11531824. As of right now the ford Headquarters is trying to get in contact with the dealer to see what their diagnostics are saying is the problem. I have been told that I will have to replace the motor and that Ford will not help me with that cost.

Sent from [Mail](#) for Windows

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**From:** [Douglas, Tiara \(T.\)](#)  
**Sent:** Tuesday, July 18, 2023 2:03 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** [REDACTED]

Dear [REDACTED],

In reference to Case No. [REDACTED]

Thank you for contacting Ford Motor Company today. As promised, I will work with you to bring the earliest possible resolution to your case, providing you with regular updates in the interim.

Should you need to contact me, you may reach me directly at this email address or at 866-631-3788 on my extension 79597. If I'm unavailable, please leave me a detailed voice message and I will return your call as soon as possible. Also, our phone number may be flagged as spam on your caller ID. Please look out for our telephone number 1-800-392-3673 and /or add this number to your contacts to not miss our communication attempts. **Note:** If you do call back, please be prepared to provide your case number to enable quicker service. I am in the office Monday through Thursday/Saturday from 7:30 am -4:00 pm Central Standard Time.

Once your concern is addressed you may receive an email survey from Ford Motor Co. We ask that you take a few minutes to respond to the survey and provide us with your feedback regarding our handling of your concern.

Thank you again for contacting Ford, we appreciate your loyalty and are committed to resolving your case as soon as possible.

Regards,

Ford Motor Company ®

Tiara Douglas

Customer Experience Specialist, Ford CXS Team

tdougl38@ford.com | [www.ford.com](http://www.ford.com)

Office: 866-631-3788 ext. 79597