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From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Br](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11544811
Date: Thursday, September 28, 2023 12:12:08 PM

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[REDACTED]
Sep 26

Subject: Hello, September 26, 2023 I filed a complaint #11544811 on September 15, 2023. I wasn't sure how long it will take to get some sort of response. My worry is with the blower motor not working because of the melted resistor and pig tail is if it rains and my windshield fogs up it could cause an accident. The dealership stated that they have tried to file for payment on this exact problem from several other vehicles and Ford refused to pay. So seems like there is a pattern with this problem. The aggravating part is we tried to get it fixed when we got the initial recall letter in the fall of 2022 and no part was available. I called every 8 weeks like instructed by the dealer ship and have the name and date logged. Patiently waiting, [REDACTED]

To: nhtsa.webmaster@dot.gov

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Hello, September 26, 2023

I filed a complaint #11544811 on September 15, 2023. I wasn't sure how long it would take to get some sort of response. My worry is with the blower motor not working because of the melted resistor and pigtail is if it rains and my windshield fogs up it could cause an accident. The dealership stated that they have tried to file for payment on this exact problem from several other vehicles and Ford refused to pay. So it seems like there is a pattern with this problem. The aggravating part is we tried to get it fixed when we got the initial recall letter in the fall of 2022 and no part was available. I called every 8 weeks like instructed by the dealership and have the name and date logged of who I spoke with..

Patently waiting,

[REDACTED]
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[REDACTED]

If kids come to us from strong, healthy, functioning families, it makes our job easier. If they do not come to us from strong, healthy, functioning families, it makes our job more important.
- Barbara Colorose

Thank you,

Ann-Marie Ambrose

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