

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: 11560703  
**Date:** Monday, January 29, 2024 8:16:38 AM

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**From:** [REDACTED]  
**Sent:** Friday, January 26, 2024 10:18 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** 11560703

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The car transmission no longer works. Multiple times it stopped in traffic stalling out saying, "transmission overheating." Then after 5 minutes it would drive, then after another few minutes stalled again. Ford refused to replace the TCM and the transmission got worse. Even though the codes said TCM they insisted the shutter clutch needed to be fixed without even checking it. The Ford dealership also said over \$2,000 in repairs were needed to fix the car before they proceeded. So the trans got worse and worse. Now the car no longer runs. We are lucky not to be in an accident. We did all we could do to get this repaired.