

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

From: [Ambrose, Ann-Marie L](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11577817
Date: Wednesday, April 17, 2024 11:14:19 AM

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From: [REDACTED] >
Sent: Monday, April 15, 2024 5:01 PM
To: NHTSA.webmaster@dot.gov
Subject: [EXTERNAL] - Complaint Number ODI #11577817

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 name is [REDACTED] I want to add to my safety complain that i filed against ford motor company regarding extreme corrosion and rust and rot issue with their 2008 Ford Fusion. The pictures I'm sending you is of a another customer who has the same vehicle I have and is having the same issue. Also I'm sending you a statement from ford motor company regarding this issue. Also I want to make a point as you were seeing your investigation all the original metal components like control arms, tie rods, suspension shocks and struts and frame all have a issue with rot rust and corrosion which led to my and other cars having alignment issues and potential accidents when these components come apart.

Thank you

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April 1, 2024

[REDACTED]
[REDACTED]
Bridgeport, CT [REDACTED]

CAS [REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company to share your thoughts on owning a 2008 Ford Fusion and the rust and corrosion issues you've had with the frame and suspension.

Customer satisfaction is a primary objective of the Ford Motor Company. We recognize the importance of retaining customer confidence in us after the purchase and try to make every attempt to ensure that our owners are satisfied with their vehicles.

Ford Motor Company values feedback from its owners. We appreciate your comments and take your feedback as an opportunity to learn and grow as a company. We know that by listening carefully to owners, we can avoid any problems and improve our vehicles and service.

If you have further questions or concerns, you can reach our Customer Relationship Center via chat Monday - Friday 8:30 AM - 10:00 PM EST and Saturday/Sunday 11:00 AM - 7:00 PM EST. You will find our chat option on www.ford.com/support, look for a blue LIVE CHAT bubble near the bottom right-hand corner of the screen. You can also reach our inbound phone team Monday - Friday 8:00 AM - 11:00 PM EST and Saturday 8:00 AM - 8:00 PM EST (closed Sunday) at 1-800-392-3673. Hearing and speech-impaired callers can contact the Telecommunication Relay Service by dialing [711](tel:711).

Thank you for being a part of the Ford Family!

Sincerely,

Chelsea

Chelsea
Customer Service Representative
Ford Motor Company