

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:** Thursday, April 18, 2024 5:46:27 PM

---

**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:** Wednesday, April 17, 2024 1:30 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.

This is [REDACTED] thank you for your response. I want to make statement I understand that this agency does it take action just because of one complaint. But it's not just only me a large wide range of consumers who bought this vehicle the 2008 Ford Fusion are having this problem also even the 2007 2009 2010 Ford fusions there are many forms on the internet about the excessive rust/ rot and corrosion issues. And because these cars were mass produced but have good engines a lot of the vehicles are still on the road today but they're coming apart which make them unsafe. Even when you do your research you'll see that most vehicles made by ford around this time have the same issue like the Ford focus and Ford Taurus. I believe Ford decided to use cheap metal to save money.

Thank you

**Ann-Marie Ambrose**  
**Quality Analyst**  
**ASRC Federal Holding Company**  
[aambrose@asrcfederal.com](mailto:aambrose@asrcfederal.com)  
7000 Muirkirk Meadows Drive, Beltsville, MD 20705  
[asrcfederal.com](http://asrcfederal.com) | Purpose Driven. Enduring Commitment.

---

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.