

**From:** [REDACTED]  
**To:** [EVOO \(NHTSA\)](#); [pbrow269@ford.com](mailto:pbrow269@ford.com); [DataQuality, DataQuality \(NHTSA\)](#)  
**Cc:** [REDACTED]  
**Subject:** Re: Follow up to ODI Complaint ---11578329  
**Date:** Wednesday, June 12, 2024 10:43:20 PM  
**Attachments:** [REDACTED]

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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.

NHTSA ID # 11578329.

Ford needs to recall these cars and **refund us \$7,283.10 for the Clutch and Transmission repairs** that Wyatt-Johnson Ford of Nashville, TN did on this car.

The car ONLY has a little over 60,000 miles.

My son put it in the Shop March 25, 2024 - March 28, 2024

Ready: March 28, 2024 - Clutch Assembly **\$4,535.57**

Same problem, the car stopped working again.

Back in Shop May 21, 2024 - June 12, 2024

First Diagnosed a Computer Problem

Re-diagnosed and

Then Determined that Transmission had to be replaced.

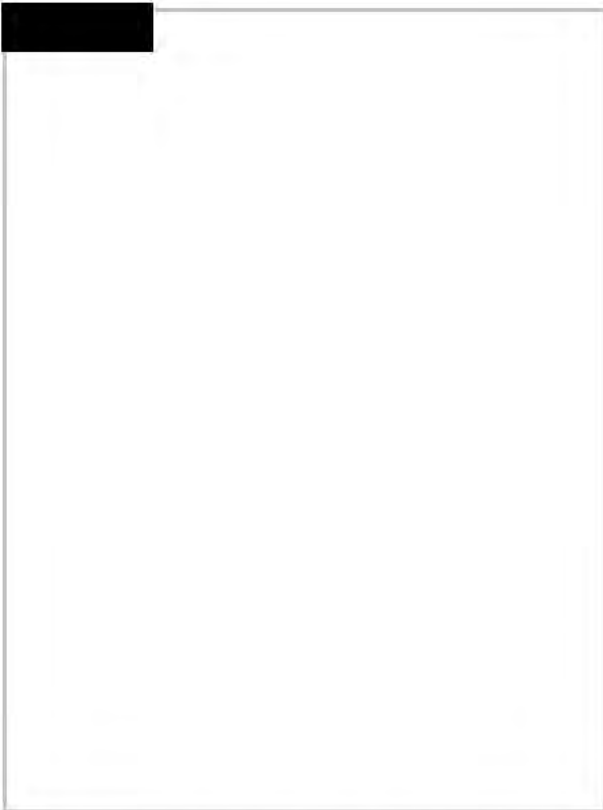
Ready : June 12, 2024 - Transmission Replaced **\$\$4,747.53** {Ford paid **\$2000** of it ONLY}

He picked this car up at around 6:00 pm on June 12, 2014

At about 6:30 pm (same day) while driving it home this is what appeared on my son's dashboard (see below). **The Dealership told him to bring it back tomorrow.**

Please help. Ford says the NHTSA are the only people that can fix this problem. [REDACTED]

[REDACTED]



On Fri, Mar 29, 2024 at 11:06 AM EVOQ (NHTSA) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to [\(202\) 366-1767](tel:202-366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

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"There is no equal opportunity without equal access; there is no equal access without equal education"

NHTSA ID # 11578329.

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It has a little over 60,000 miles.

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Ready: March 28, 2024 - Clutch Assembly \$4,535.57

Clutch stopped working again.  
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First Diagnosed a Computer Problem  
Re-diagnosed and  
Then Determined that Transmission had to be replaced.  
Ready : June 12, 2024 - Transmission Replaced \$4,747.53 {Ford paid \$2000 of it ONLY}

We picked this car up at around 6:00 pm on June 12, 2014  
At about 6:30 pm (same day) while driving it home this is what appeared on my son's dashboard (see below).  
Please help. Ford says the NHTSA are the only people that can fix this problem. [REDACTED]

