

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

EQ-10731820-2653

**From:** [EVOQ \(NHTSA\)](#)  
**To:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**Subject:** FW: FW: FW: NHTSA: Follow up to ODI Complaint: ---10731820-----  
**Date:** Wednesday, September 02, 2015 7:51:50 AM  
**Attachments:** [image002.gif](#)

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**From:** [REDACTED]  
**Sent:** Tuesday, September 01, 2015 9:50 PM  
**To:** EVOQ (NHTSA)  
**Subject:** Re: FW: FW: NHTSA: Follow up to ODI Complaint: ---10731820-----

This vehicle was purchased at Corwin Ford in Nampa, Id. The headlight option is referred to as HID (high intensity display). When I took my vehicle to Ford in Lewiston Id, it was to Joe Hall Ford and after being dissatisfied with the results, my case # with Ford was CAS [REDACTED]. I have a number of friends who own '14 Fords and they have experienced the same problem but did not pursue a recourse. I purchased this veh new in July of '14. I have no mechanical issues with this veh as it is a gas eco boost engine with six cylinders and auto transmission.

On Tue, Sep 1, 2015 at 11:21 AM, <[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. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.  
NHTSA/Office of Defects Investigation

