

10119154

Type:	Customer E-mail	
From:		NOV 12 2004
To:	<webmaster@nhtsa.dot.gov>	
Subject:	2005 Ford Focus, Model ZX5 SES Automatic transmission.	

Purchased new 10-15-05 from Elmhurst Ford, Elmhurst, IL.
Present mileage 800.

Problem: Annoying low speed transmission whine, 40-50 mph. Ford refuses to send a factory rep.

Thanks,

Elgin, IL

APR 20 2005

NVS-216 aaj

Elgin, Il

Dear

Thank you for your e-mail to NHTSA's Webmaster, which was received by NHTSA's Office of Defects Investigation on November 12, 2004. We apologize for the delay in answering your e-mail and use of this form letter; however, due to the number of e-mails received and limited resources, we are responding to your correspondence in this manner. A member of our staff may contact you if further information is needed.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Reports from motorists concerning vehicle problems are a very important source of information for us. If you wish to provide information with regard to motor vehicle or motor vehicle equipment problems or problems with regard to recall corrective actions and have not done so, please complete the vehicle owner's questionnaire that is available on NHTSA's Web site at www.nhtsa.dot.gov/ivoq. Each report is analyzed and compiled into a database to assist us in identifying potential safety problems or recall inadequacies that require our attention.

You may also obtain information about recalls, investigations, and other safety related information by accessing NHTSA website at www.nhtsa.dot.gov/cars/problems. For other information please call our DOT Auto safety Hotline toll-free number at 1-888-327-4236.

If further assistance is needed, please contact Mr. Michael J. Jordan, Office of Defects Investigation, Correspondence Research Division, at: (202) 493-0576.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

P.S. Transmission noise, while frustrating to you, does not relate to motor vehicle safety within the meaning of our authorizing statute. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Illinois Office of the Attorney General regarding your transmission problem and rights under the Illinois Lemon Law. You may also ask your local Ford dealership for a meeting with Ford Motor Company district manager regarding your problem.