

[Redacted]
[Redacted] Melrose, FL [Redacted]

Administrator
1200 New Jersey Ave., SE
Washington, D.C. 20590

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

NOV 17 2014
NOV 17 2014

November 4, 2014

Ref: VIN# 1FADP3K28EL [Redacted] / 6342 miles

I wish to report an on-going, intermittent safety issue with my 2014 Ford Focus SE.

It has a hesitation on acceleration (perhaps transmission or engine computer) that has occurred on multiple occasions while I was merging into heavy traffic, creating a hazardous situation.

I have reported this to my selling dealer, Murray Ford of Starke, FL, on 4 occasions: at 408 miles, again at 1050 miles, again at 2701 miles, and at 6203 miles, RO#s 267938, 268866, 270412.

Several reprogramming functions have been performed by the dealer, and they advised that Ford Motor Company would not authorize further repairs (ie. Transmission clutch replacement) until I again experienced this dangerous condition! Since I had already reported this to Ford Motor Company, I was astounded that the dealer was not authorized to actually fix my car... the service manager seemed to understand my concerns and told me that "only 20-25% of similar vehicles are fixed with just the reflash of computers, but that was all Ford would allow him to do".

I was also unimpressed that the latest repair attempt of 6 days netted only 5 miles on my car – I had left it for the week with the understanding that this would include transmission internal work to fix the issue – instead, the excuse that 'Ford wouldn't authorize' a real fix was given when I called to see if it was ready.

To clarify this safety concern, I describe it as this:

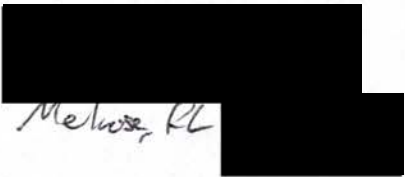
Frequently on a cold start-up, when I shift from R to D the car hesitates briefly as if it was not in the correct gear.

Occasionally after driving (hot engine), when I attempt to accelerate from a stop or from a low speed, the car does not respond for several seconds; the RPMs do not increase (perhaps even decrease) and the MPH do not increase, similar to driving a manual transmission and being in too-high a gear.

Sincerely,

[Redacted Signature]

ET
11/21/14
MW


Melrose, RI

Administrator
1200 New Jersey Ave., SE
Washington, DC 20590

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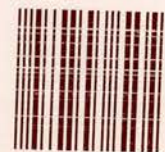
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