



U.S. Department of Transportation  
**National Highway Traffic Safety Administration**

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
**To Report Vehicle Safety Defects**  
**1-888-DASH-2-DOT**  
**(1-888-327-4236)**  
**INTERNET: www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
29-JUL-2015	Reference No. 10744725

**OWNER INFORMATION (Type or Print)**

Name	Daytime Telephone Number	E-mail Address
Address		
City	State	Zip Code
COLORADO SPRINGS	CO	
Evening Telephone Number		

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
3FADP4EJ4CM	FORD	FIESTA	2012

Date Purchased	Dealer's Name and Telephone Number	Engine:	Fuel Type:
12/2/2011	Century Ford of Mt Airy 888-666-0547	No: Cylinders	
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code
	Mt Airy	MD	21771

Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
Automatic	<input type="checkbox"/> Cruise Control			01-DEC-2013

*Suspected to be having issues again*

**FAILED COMPONENT(S)/PART(S) INFORMATION**

*See notes below*

Vehicle Component Code: 100000 POWER TRAIN	Failure Mileage	Failure Speed
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

*(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)*

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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**Narrative Description of Incident(S), Crash(es), and Injury(ies).**

**Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).**

I FIRST SUBMITTED A REPORT ON THIS SITE BACK IN DECEMBER 2013 REGARDING ISSUES WITH MY TRANSMISSION/CLUTCH. I HAD OWNED THE CAR FOR 4 YEARS AND HAD ABOUT 36000 MILES ON MY CAR WHEN IT STARTED STALLING BUT THE ISSUES PROBABLY STARTED AROUND 20-25,000 MILES. ALTHOUGH I DO RECALL ONE INSTANCE ABOUT 6 MONTHS AFTER I BOUGHT THE CAR WHEN THE ENGINE/TRANSMISSION SEEMED TO CUT SHORT ON THE HIGHWAY. MOST OF THE TRANSMISSION ISSUES INVOLVED SHUDDERING/SHAKING AND GROWLING NOISE/STALLING SENSATION WHEN IN 1ST/2ND GEAR. MY MECHANIC (NON-FORD RELATED) MENTIONED IT DIDN'T SEEM NORMAL. A FEW WEEKS LATER MY CAR SEMI-STALLED IN AN INTERSECTION. I TOOK IT TO FORD, THEY KEPT MY CAR FOR A MONTH UNTIL THEY GOT THE PART AND "FIXED" IT. A FEW MONTHS LATER I GOT A LETTER STATING THERE WERE ISSUES WITH TRANSMISSION. BUT NO FORMAL RECALL WHICH IS SHOCKING.

NOW A YEAR AND HALF LATER AND ABOUT 15,000 MORE MILES ON MY CAR I HAVE STARTED FEELING THAT SAME SENSATION WHEN DRIVING. I KNOW THE ISSUES WITH MY TRANSMISSION IS STARTING AGAIN. I RECENTLY MOVED OUT OF STATE, AND THE DEALERSHIP I CALLED IS GIVING ME THE RUN AROUND WHEN BRINGING IT IN (NO AVAILABLE APPOINTMENTS FOR WEEKS, NO FREE RENTAL CAR WHICH IF IT'S UNDER

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

**From:** [Williams, Maritza CTR \(NHTSA\)](#) on behalf of [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**Subject:** FW: NHTSA Complaint  
**Date:** Monday, September 28, 2015 9:43:05 AM  
**Attachments:** [Questionairre Continued.pdf](#)  
[Questionairre.pdf](#)  
[August 2014 Transmission Notice.pdf](#)  
[August 2015 TCM notice.pdf](#)  
[December 2013 Transmission Repair.pdf](#)  
[Door Latch Recall.pdf](#)  
[Letter to Ford pt 1.pdf](#)  
[Letter to Ford pt 2.pdf](#)  
[March 2015 TCM notice.pdf](#)

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Questionnaire.

Maritza L. Marshall-Williams  
BLF Technologies Inc.  
on assignment with National Highway Traffic Safety Administration,  
Dept. Of Transportation  
W48-204  
[maritza.williams.ctr@dot.gov](mailto:maritza.williams.ctr@dot.gov)  
Ph: 202-493-0317  
Fax: 202-366-3081

**From:** [REDACTED]  
**Sent:** Saturday, September 26, 2015 3:00 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** NHTSA Complaint

Attached are documents regarding my complaint that I made with my 2012 Ford Fiesta. Main complaint is with the Powertrain (transmission, TCM module) but there have been other things (door latch recall with no parts available yet) so I've attached documentation for that as well.

I was having some technical issues with my scanner so they are all separate instead of one document-my apologies.

Thanks so much for looking further into this. I know a lot of Fiesta and Focus owners are beyond frustrated with these cars and don't feel safe in them. I'm tempted to try to trade my in for a non-Ford car so I can feel safer but I'm still trying to pay it off and I'm really hoping for something to be done first.

Thanks again, and have a great weekend!

[REDACTED]  
[REDACTED]  
Colorado Springs, CO [REDACTED]  
[REDACTED]



Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

*I had my car repaired due to shudder/stall/transmission issues in Dec. 2013. I received this in August August 2014*

[Redacted]  
[Redacted]  
[Redacted]  
SALEM, VA [Redacted]

Customer Satisfaction Program 14M01  
Programa de satisfacción del cliente 14M01

2012 Fiesta  
Your Vehicle Identification Number: 3FADP4EJ4CM [Redacted]

At Ford Motor Company, we are not only committed to building high quality, dependable products, but also building a community of happy, satisfied customers. To demonstrate that commitment, we're sending you this notice – and providing a no-charge Customer Satisfaction Program (Program Number 14M01) for your vehicle with the VIN shown above.

**What is the reason for this additional coverage program?**

On your vehicle, it may be possible for the PowerShift 6-speed Automatic Transmission to exhibit excessive transmission clutch shudder during light acceleration. This condition may be caused by fluid contamination of the clutch due to leaking transmission seals. See Attachment for a description of normal operating characteristics for the PowerShift 6-Speed Automatic Transmission.

In the interest of your satisfaction, Ford Motor Company is extending the limited warranty on the clutch and transmission input shaft seals as well as the transmission software calibration, to a total of seven (7) years or 100,000 miles from the warranty start date, whichever occurs first.

If your vehicle has already exceeded mileage limits listed above, this coverage will last through January 31, 2015. Coverage is automatically transferred to subsequent owners. Affected title branded and salvaged vehicles are not eligible for this service action. This coverage exceeds the original warranty coverage provisions of your vehicle for this part.

**What will Ford and your dealer do?**

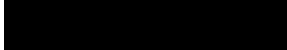
If your vehicle's clutch, transmission input shaft seals, or transmission software calibration require service or replacement due to excessive transmission clutch shudder during light acceleration; and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to service the transmission as necessary free of charge (parts and labor).

**How long will it take?**

If the components mentioned above require service or replacement, the time needed for this repair is less than one day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair.



Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121



COLORADO SPGS, CO [REDACTED]

August 2015

Software Update Program 15B22  
Customer Satisfaction Program 14M02  
Programa de actualización de software 15B22  
Programa de satisfacción del cliente 14M02

2012 Fiesta

Your Vehicle Identification Number (VIN): 3FADP4EJ4CM [REDACTED]

At Ford Motor Company, we are not only committed to building high quality, dependable products, but also building a community of happy, satisfied customers. To demonstrate that commitment, we are providing you with both a software update and a no-charge extended coverage for the transmission control module (TCM) for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

On your vehicle with the VIN shown above, the TCM may experience electrical circuit failures causing intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power. If this condition is present and the transmission control module has not been updated with the latest software, these symptoms may become progressively worse and your vehicle may not provide a visual warning of the failure.

**What will Ford and your Dealer do?**

For your peace of mind, Ford Motor Company has developed new software that will alert the driver of a possible TCM circuit failure before symptoms progress. Ford Motor Company has authorized any Ford/Lincoln dealer to update the software in your TCM free of charge (parts and labor).

This Software Update Program will be in effect until July 31, 2016 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**What should you do?**

Please call your dealer without delay and request a service date for Software Update Program 15B22. Provide the dealer with the VIN of your vehicle, which is near the beginning of this letter.

**What will the improved software do?**

The improved software will continuously monitor the TCM and provide advance notification, resulting in a "Check Engine" light if the TCM isn't operating properly. This improved fault detection and overt warning will help ensure the vehicle operator is alerted to potential issues with the TCM.

**What won't the software update do?**

The new TCM software update will not change the normal shift characteristics of your vehicle's transmission and will not have an effect on fuel economy.

Copy of transmission/clutch repair



CUSTOMER #: [REDACTED]

\*INVOICE\*

834 E. MAIN STREET • P.O. BOX 1409  
SALEM, VA 24153 • (540) 389-7291  
www.berglundcars.com

SALEM, VA [REDACTED]  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

PAGE 1

SERVICE ADVISOR: 3100 JAMES DAVIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	12	FORD FIESTA	3FADP4EJ4CM [REDACTED]		32374/32374	T6702	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			17:00 19JAN14		99.00	CASH	17JAN14
R.O. OPENED	READY	OPTIONS: ENG:1.6_Liter_Ti-VCT					
13:21 (18DEC13)	11:45 (17JAN14)						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CHECK TRANS SHUDDER FROM FIRTS TO SECOND GEAR  
CAUSE: REPLACE CLUTCH

130904C REPLACED CLUTCH AS PER TSB  
6218 ... LIC#: 8296  
WM94 6.20

1 BV6Z*7B546*D CLUTCH ASY							(N/C)
CORE CHARGE W							(N/C)
-1 BV6Z*7B546*D CORE RETURN							(N/C)
1 AE8Z*7048*B SEAL ASY - OIL							(N/C)
1 AE8Z*7052*C SEAL ASY - OIL							(N/C)

B ATW QUALITY CARE REPORT CARD OR MAZDA FULL CIRCLE  
99P ATW QUALITY CARE REPORT CARD OR MAZDA FULL CIRCLE

6218 ... LIC#: 8296	CPF 0.00		
		0.00	0.00

C BATTERY PERFORMANCE WITH PRINTOUT  
BT1 BATTERY PERFORMANCE WITH PRINTOUT

6218 ... LIC#: 8296	CPF 0.00		
		0.00	0.00

D\*\* CUSTOMER REQUEST LOANER CAR  
CAUSE: REPLACE CLUTCH

LAC CUSTOMER REQUEST LOANER CAR	99 WF94 0.00		
			(N/C)

MISC LOANER CAR  
PO#437558

WF94			
			(N/C)

MISC DALES TAX  
PO#437558

WF94			
			(N/C)

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage for any delays caused in performing the repair work. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. I agree that you are not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control, and that you are not responsible for damages from freezing due to lack of antifreeze. Unless otherwise specified, I understand labor time billed for is based on times estimated for jobs in industry manuals and not actual time spent. I acknowledge that the total estimate of repairs includes all parts, labor, handling and diagnosis and agree that, if closer analysis finds that additional repairs are necessary, I will be contacted for authorization if the amount I must pay will be increased by more than 10%. I understand terms are cash, approved check or credit card unless other arrangements are made in advance. If payment of this invoice in full is not paid when due, and is placed with attorney's for collection, or if suit is instituted to enforce payment hereof, I agree to pay your actual costs of collection including your attorney fees. I agree that storage will be added at the rate of \$20.00 per day after 48 hours from time of notification vehicle is ready. I agree that if the repairs described above become an issue in litigation such that you or any of your employees are required or requested to participate by personal appearance, deposition, affidavit or otherwise, I will pay you \$100.00 for processing and delivering any affidavit and \$500.00 per person, per day for any personal appearances at depositions, court or otherwise. THE MANUFACTURER'S WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS / DISCOUNTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNED:

DATE:



Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121



ROANOKE, VA 

June 2015

**\*\*\* IMPORTANT SAFETY RECALL \*\*\***  
**(PROGRAMA DE SEGURIDAD IMPORTANTE)**

**Safety Recall Notice 15S16 / NHTSA Recall 15V-246**  
**Aviso de Revisión de Seguridad 15S16**

2012 Fiesta

Your Vehicle Identification Number (VIN): 3FADP4EJ4CM 

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?**

On your vehicle, it may be possible for the pawl spring tab inside one or more of the side door latches to break. This condition will typically prevent the door from latching. In certain situations, where the door is able to be closed, the door may unlatch while driving, increasing the risk of injury.

**What will Ford and your dealer do?**

Ford Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available for Safety Recall 15S16, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge (parts and labor).

**What should you do?**

When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair. Please wait to contact your dealer, unless you are currently experiencing a concern with your vehicle. If any of the side doors do not latch or close properly, please contact your dealer without delay.

Thank you for your attention to this important matter.

Ford Customer Service Division



Copy of letter  
I sent to Ford -  
So many people are  
having issues - not  
just Fiestas but  
other newer model  
Focus, F-150's, etc.  
Just look at  
visitor posts on their  
Facebook page

██████████  
Colorado Springs, CO ██████████

Ford Motor Company  
Customer Relationship Center  
P.O. Box 6248  
Dearborn, MI 48126

September 5, 2015

To Whom It May Concern:

I am writing to you regarding my dissatisfaction and grave concerns with my 2012 Ford Fiesta Hatchback (VIN number 3FADP4EJ4CM ██████████) had contacted you online but never heard a response.

I purchased it on December 2, 2011 from Ford of Mt Airy in Maryland. My first car was an older used Ford and I loved it so when it was time for a new car I looked to Ford. As a college student with a very tight budget I was confident that I was investing in a car that I could pay off and keep for years. At first I was excited, and the dealership was fantastic. The car was small, strong, had great gas mileage, good acceleration, and was responsive.

I started experiencing a shudder/stall in lower gears soon after purchasing but was assured that it was normal due to how the internal transmission functioned. It kept getting worse and in December of 2013 when my car had just over 32,000 miles on it my car semi-stalled in an intersection. I had graduated college and was living in Salem, VA so I took it to Berglund Ford in Salem, VA. They tested it and said there was a known issue with the transmission. They kept my car and gave me a free rental since my car was under warranty. They had my car for over a month while they were waiting for the part and then they repaired it. It was during this time I received the letter from Ford about issues with the transmission.

The car was better after that. I thought my issues and concerns had been put to rest but now the car is acting up again. I now have just over 47,000 miles on it. It's very sluggish and I feel that same shudder every now and again. The rpm's get high very quickly, for example up to 5 or even up to 6 when trying to accelerate onto a highway. Plus I've received letters about the door latch recall, transmission issues, and loss of power. I feel as if I am driving a car that is extremely unsafe. It is only a matter of time before someone is seriously injured or killed with these cars. My warranty has been extended until 100,000 miles but what about after that if my transmission is having issues every 15-20,000 miles? You say you are "Ford Tough" and cater to average Americans but average Americans need reliable cars, they can't afford to repair their cars all of the time or buy new ones.

I just moved to Colorado, and I tried to contact a dealership about having my car looked at but they stated they would have to keep the car and would not provide a rental. I can't afford to miss work and/or provide myself with a rental car so I haven't taken it back in.

If you look at Fiesta and Focus owners from about 2011-present thousands of them are dissatisfied and report the same issues that I have. This is a huge issue. I am looking for some kind of restitution. Ford needs to apologize for their mistake and buy back all of these vehicles so perhaps they can maintain some of their reputation. I've included documentation of repairs for my vehicle if you need them.

Thanks so much and I look forward to hearing from you soon,

[REDACTED]

[REDACTED]

[REDACTED]

Enclosures: Clutch repair report from Berglund Ford, Letters regarding transmission/door latch



Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

Safety notices  
+  
recall  
notice  
from Ford

[Redacted]  
[Barcode]  
[Redacted]  
[Redacted]  
ROANOKE, VA [Redacted]

March 2015

Customer Satisfaction Program 14M02  
Programa de satisfacción del cliente 14M02

2012 Fiesta  
Vehicle ID #: 3FADP4EJ4CM [Redacted]

At Ford Motor Company, we are not only committed to building high quality, dependable products, but also building a community of happy, satisfied customers. To demonstrate that commitment, we are sending you this notice and providing a no-charge extended coverage for the transmission control module (Customer Satisfaction Program 14M02) for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

On some 2012 Model Year Fiesta and Focus models, the transmission control module (TCM), which is a part of the transmission assembly, may experience electrical circuit failures causing intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power. These symptoms are usually accompanied by a "Check Engine" light illuminated on the instrument cluster. If this condition is present and the TCM is not serviced, these symptoms will become progressively longer in duration.

For your peace of mind, in addition to the 5 year / 60,000 mile New Vehicle Powertrain Warranty and 8 year / 80,000 mile Emissions Warranty on your vehicle, Ford Motor Company is extending the warranty coverage on the TCM. This increases your coverage on this part to a total of 10 years / 150,000 miles from the warranty start date, whichever occurs first.

If your vehicle has already exceeded either time or mileage limits listed above, this coverage will last through September 30, 2015. Coverage is automatically transferred to subsequent owners.

**What should you do?**

There is no action necessary on your part unless you experience the symptoms described above. Please keep this letter as a reminder of the extended warranty coverage for your transmission control module. If your vehicle exhibits intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power, contact your dealer for a service date. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 14M02. The VIN is printed near your name at the beginning of this letter. If the TCM is found to be the cause, your dealer will replace it at no charge. If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

Vehicle Owner's Questionnaire-continued

[REDACTED]  
VIN 3FADP4EJ4CM [REDACTED]

Comments continued from form:

About a year and a half later I have about 47000 miles on my car. It feels sluggish and it feels like the transmission is acting up again. The dealership I called in Colorado said they do not provide rental cars despite the car being under warranty so I haven't been able to take it in.

Between the issues with the transmission, then I just got another letter regarding possible power loss to the car, and the door latch recall where there is no fix I feel like I'm driving a car that is completely unsafe. I'm still trying to pay the car off, and I feel very frustrated because I'm putting money towards a car that I can't afford to keep, both for safety reasons and because once the warranty runs out I can't afford to be taking my car in every year for costly repairs.

I contacted Ford over a month ago via an online form and I never heard back. I've included a letter that I sent to Ford via certified mail, and copies of the recall notices and showing the transmission repair that I had done in December of 2013.

Thanks so much for your attention to this matter as it gives me some hope that maybe something will be done.

Sincerely,

[REDACTED]

[REDACTED]