

[Redacted]  
Greenville, Kentucky  
[Redacted]

National Highway Traffic Safety Administration

To Whom It May Concern

DEC -7 2015

This letter is to file a complaint against Crown Ford A representative of Ford Motor Company, and they worked in tandem in a consspiracy to defraud our family and put us in harms way that can result in us loseing our life.

We purchased a new car from Crown Ford on 5/31/2015,we paid an extra \$1,095.00 for an automatic transmission . When we went back to Ford with serious safety issues we have been informed by three different ford representatives and by corporate officials that my car is one that Ford Motor Company picked to run an experiment in trying to up the fuel milage to make the vehicle sale better.

This is simular to the crimes committed by volkeswagen defrauding the consumers and the government.

But the actions of Ford can cost the cosumers their lives or a damage claim of thousands of dollars.

Ford officials stated they put a manual shift transmission with a centrifugal clutch simular to a go-cart you have to rev the engine to make the clutch work but it dosen't catch every time.

When the clutch dosen't catch in traffic or at a red light the car will run backwards or forwards if you are on a grade,The book states you have two seconds to get your foot off the brake and on the gas or you have no control of the vehicle.

Ford Officials stated there are reports of the cars with this contraption running through houses and causing accidents.

This gadget is so unsafe Ford Motor Company stopped their testing an 2016 cars have the automatic transmissions in them that is stated in the window sticker, and that consumers pay for, Some of the 2015 ford focuses do have automatic transmissions in them as stated on the window sticker and stated by Ford Representatives.

Ford Representatives state the transmissions cannot be fixed to work properly or safely, Ford will try to run the cars out of the warrenty, The Representatives state they will reprogram the cars take the transmissions out and take a grinder and grind down the clutches which they state will help for a few miles.

When the clutches do not catch properly and the car is running off when it does catch it will almost jerk you out of the car.

NAM  
12915  
SMD

I am elderly and disabled, our daughter drove the car on two trips or it would have very few miles on it, Itris safer driving on the highway than in town or in a driveway.

It is a hard decision to leave a new car sit in our drive and have to make payments on it, our car has 5,000 miles on it, If it rolls back into another car at a stop light or in traffic setting off the air bags, will I be responsible or Ford Motor Company?

What if a falty air bag explodes?

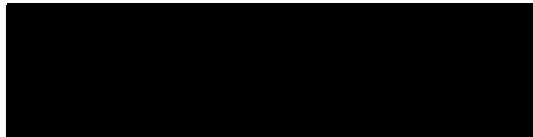
What would you do?

I think Ford Motor Company should let me pay the lease fee of \$170,00 a month and either give my money back or apply it to a 2016 LA focus or a 2015 new car still on the lot, not a focus unles it would be a st that Ford representatives state do have the automatic transmission.

We all know what happened by letting General Moters get by with faulty ignition switches.

CROWN FORD  
646 Thompson Lane  
P.O. Box 40584  
Nashville, Tennessee  
37204

Sincerely



**EPA DOT Fuel Economy and Environment**

**E85 Flexible-Fuel Vehicle Gasoline-Ethanol (E85)**

**Fuel Economy**  
 Compact Cars range from 14 to 116 MPG. The best vehicle rates 119 MPGe. Values are based on gasoline and do not reflect performance and ratings based on E85.

**31 MPG**  
 combined city/hwy  
**27** city  
**40** highway  
**3.2** gallons per 100 miles

**You save \$2,500**  
 in fuel costs over 5 years compared to the average new vehicle.

**Driving Range**

Gasoline: 384 miles

Ethanol (E85): 285 miles

**Annual fuel cost \$1,700**

**Fuel Economy & Greenhouse Gas Rating** (tailpipe only) **Smog Rating** (tailpipe only)



This vehicle emits 285 grams CO<sub>2</sub> per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also create emissions; learn more at fueleconomy.gov.

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 24 MPG and costs \$11,000 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at \$3.50 per gallon. This is a dual fueled automobile. MPGe is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

**fueleconomy.gov**

Calculate personalized estimates and compare vehicles

Smartphone QR Code:



**GOVERNMENT 5-STAR SAFETY RATINGS**

**Overall Vehicle Score ★★★★★**

Based on the combined ratings of frontal, side and rollover. Should ONLY be compared to other vehicles of similar size and weight.

**Frontal Crash** Driver ★★★★★ Passenger ★★★★★

Based on the risk of injury in a frontal impact. Should ONLY be compared to other vehicles of similar size and weight.

**Side Crash** Front seat ★★★★★ Rear seat ★★★★★

Based on the risk of injury in a side impact.

**Rollover ★★★★★**

Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars (★★★★★), with 5 being the highest.

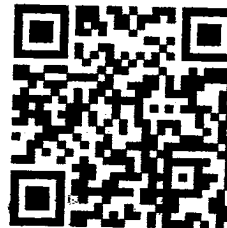
Source: National Highway Traffic Safety Administration (NHTSA).

www.safercar.gov or 1-888-327-4236

**IIHS Ratings Top Safety Pick Award Winner**

**Frontal Offset GOOD**  
**Side Impact GOOD**  
**Rear Impact GOOD**  
**Roof Strength GOOD**

The Institute rates vehicles Good, Acceptable, Marginal, or Poor based on performance.



Scan this code to experience this vehicle or text 1FFL304421 to 48028

or Visit ford.com/windowsticker

Standard messaging & data plan rates may apply.

**Extended Service Plan**

Ford ESP is the only extended service plan honored at every Ford dealership in the U.S. and Canada. See your dealer for additional details or visit www.FordOwner.com for more information.

**FORD CREDIT**

Choose the vehicle you want. Whether you decide to lease or finance, you'll find the choices that are right for you. See your Dealer for details or visit www.Ford.com

BY R KNEE STAGE FRONT SEAT IMPACT AIR CURTAIN SAFETY SYSTEM

SS ANTI THEFT MONITOR SYS

PER / BUMPER STRAIN ASSIST

(MSRP)

\$18,960.00  
1,095.00

20,055.00  
825.00

380.00

Automobile, and Title Fees, or Installed as listed above.



1FADP3K25FL



Go Further

ford.com

VEHICLE DESCRIPTION

# FOCUS

FL

2015 5-DR HATCHBACK SE  
5-PASSENGER  
2.0L I4 GDI ENGINE  
6-SPEED AUTOMATIC TRANSMISS

EXTERIOR  
RACE RED  
INTERIOR  
CHARCOAL BLACK CLOTH SEATS

**STANDARD EQUIPMENT INCLUDED AT NO EXTRA CHARGE**

**EXTERIOR**

- 16" PAINTED ALUMINUM WHEEL
- AUTO HALOGEN HEADLAMPS
- EASY FUEL CAPLESS FILLER
- MANUAL FOLD/POWER INTEGRATED SPOTTER MIRROR
- REAR SPOILER

**INTERIOR**

- BUCKET SEATS-MANUAL 6-WAY DRIVER, 4-WAY FRONT PASS
- 60/40 SPLIT FOLD REAR SEAT
- AIR CONDITIONING
- CENTER CONSOLE W/ARMREST
- DUAL ILLUM VANITY MIRRORS
- ILLUMINATED ENTRY
- TILT/TELESCOPE STR COLUMN
- FLOORMATS-1ST AND 2ND ROW

**FUNCTIONAL**

- AM/FM SINGLE CD/MP3, 6SPKR
- ADVANCETRAC W/ESC
- COMPASS/TEMP/TRIP COMPUTER
- FRONT DISC REAR DRUM BRAKES (ABS)
- INTERMITTENT SPEED WIPERS
- REAR WIPER/WASHER/DEFROST
- POWER WINDOWS & LOCKS
- SYNC W/ MYFORD
- 12V POWERPOINT (2)
- REMOTE KEYLESS ENTRY
- 1-TOUCH DOWN DRIVER WINDOW

**SAFETY/SECURITY**

- AIRBAG - DRIVER KN
- AIRBAGS - DUAL STA
- AIRBAGS - FRONT SE
- MOUNTED SIDE IMP/
- AIRBAGS - SIDE AIR C
- LATCH CHILD SAFET
- MYKEY
- SECURILOCK PASS A
- TIRE PRESSURE MON

**WARRANTY**

- 3YR/36,000 BUMPER /
- 5YR/60,000 POWERTR
- 5YR/60,000 ROADSIDE

INCLUDED ON THIS VEHICLE (MSRP)

EQUIPMENT GROUP 200A

**OPTIONAL EQUIPMENT/OTHER**  
6-SPEED AUTOMATIC TRANSMISSION 1,095.00  
GASOLINE FFV

**PRICE INFORMATION**

BASE PRICE  
TOTAL OPTIONS/OTHER

TOTAL VEHICLE & OPTIONS/O  
DESTINATION & DELIVERY

|   |         |                                    |   |                           |
|---|---------|------------------------------------|---|---------------------------|
| SOLD TO<br>Crown Ford<br>P.O. BOX 40584<br>Nashville TN 37204 | 23C 044 | RAMP ONE<br><b>CT4G</b>            | DEALER NO.<br>23C 044                   | <b>TOTAL MSRP \$20,88</b> |
| SHIP TO (IF OTHER THAN SOLD TO)                               |         | RAMP TWO                           | FINAL ASSEMBLY PLANT<br><b>MICHIGAN</b> |                           |
| SHIP THROUGH  |         | METHOD OF TRANSP.<br><b>CONVOY</b> | ITEM #:                                 |                           |

This label is affixed pursuant to the Federal Autom Information Disclosure Act. Gasoline, License, and State and Local taxes are not included. Dealer inst options or accessories are not included unless list

EVANSVILLE IN 476

23 NOV 2015 PM 11



GREENVILLE KY

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
1200 NEW JERSEY AVE. S. E.  
WASHINGTON, D.C.  
20590

20590

