

[REDACTED]
Charlotte, Michigan
[REDACTED]

Monday, March 28, 2016

APR - 8 2016

National Highway Traffic Safety Administration
Administrator
1200 New Jersey Avenue, Southeast
Washington D.C.
20590

Administrator:

Back in August of 2014, my wife bought a 2014 Ford Focus from Candy Ford in Charlotte, Michigan. VIN #1FADP3J22EL [REDACTED] The automatic transmission has been a problem since the first day. The transmission has been reprogrammed a couple times but has not worked. The transmission shudders on acceleration. As of today the car only has 8711 miles on it.

The safety problem on this car is: **5 different times on acceleration from a dead stop, at about 10-15 mph the automatic transmission kicked out of gear into neutral.** Leaving us a setting duck in traffic. You have to stop the car before the transmission will kick back into gear. Every time you pull out into traffic you have it in the back of your mind a worry about the transmission kicking out of gear into neutral.

The car was taken to Candy Ford in Charlotte on Wednesday December 16th. They were able to get the car to kick out of gear into neutral. They said the clutch was bad and they would order one. As of this date, the repair part has not come in. We are the 6th or 7th person in line for this repair. So apparently we are not the only ones experiencing this problem. And this is only at one dealership. If Ford is experiencing this much problem with the transmissions on the 2014 Ford Focus, there should be a safety recall.

Thank you for your time.

Sincerely:

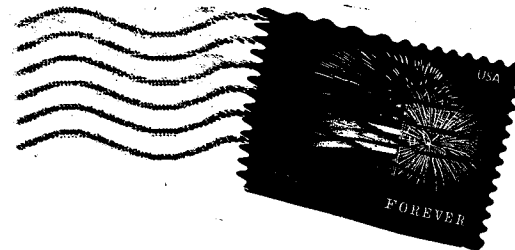
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