

CL-10862874-2469

NEF-010

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

June 23, 2017

**Federal Trade Commission (FTC)**

**CRC-240**

**Washington, DC 20580**

**June 23, 2017**

**SEP 08 2017**

**NHTSA**

**Headquarters complaint NEF-109 Ref. No. 10862874**

# [REDACTED]

**1200 New Jersey Ave,**

**West Bldg**

**WDC 20590**

**Three letters sent in 2016**

**Letter follow up copied to NHTA**

**Jim Hackett CEO**

**Ford Motor Company**

**1 American RD**

**Dearborn, MI 48126**

**Steinger, Iscoe & Greene**

**210 NW Park ST,**

**Okeechobee, FL 34972**

**Reference attached letter NHTSA dated June 02, 2017 and the following  
correspondence concerning 2014 Ford Focus 1FADP3K2XEL [REDACTED]**

**To whom it may concern:**

**Please review the following documents in that Ford Motor Company, Ford  
Motor Credit and Lemon Lawyer Krohn & Moss have misrepresented their  
products/services and that they have committed fraud by their  
misrepresentation have violated fair practice laws.**

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10-217  
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**I request an investigation by FTC concerning these violation in that the dealerships are unable to repair or replace transmission and that they presented the cars issues as normal operational even though the car had caused me to lose control several times due to down shifting from 6<sup>th</sup> gear to lower gears while driving at 60MPH.**

**Furthermore Lemon Lawyer Krohn & Moss misrepresentation of my case against Ford Motor Company and their breach of contract by forcing me to settle the case or they would place a lien on the reference car.**

**\*\*\*\*\* Coercion \_the practice of persuading someone to do something by using force or threats: \*\*\*\*\***

**I further request that Steinger, Iscoe & Greene review this letter and I will provide documents to support my statements for a civil law suit as well as the investigation by FTC**

[REDACTED]

**Retired Master Sargent USA  
Pastor**

[REDACTED]

**Okeechobee, FL [REDACTED]**

[REDACTED]

[REDACTED]

**Attachent 1**  
**NHTSA**  
**June 02, 2017**

**Attachment 2**  
**January 10, 2017**

**Morgan & Morgan**  
**20 N Orange Ave Ste 1600**  
**Orlando, FL 32801**  
**Oct 08, 2016**

**NHTSA**  
**Headquarters complaint NEF-109 Ref. No. 10862874**  
**# [REDACTED]**  
**1200 New Jersey Ave, SE West Bldg**  
**WDC 20590**  
**Three letters sent in 2016**  
**Letter follow up copied to NHTA**

**Federal Trade Commission (FTC)**  
**CRC-240**  
**Washington, DC 20580**  
**June 23, 2017**

**Bromagen & Rathet**  
**P O Box 70036**  
**Ft Lauderdale FL 33307**  
**Law firm representing Ford Motor Company**  
**Letter dated September 16, 2016**

**Mark Fields CEO**  
**Ford Motor Company**  
**1 American RD**  
**Dearborn, MI 48126**

**July 01, 2016**

**Pat Bondi  
AG  
The Capital  
Tallahassee, Florida 32399  
Letter dated December 1, 2016**

**Equifax  
P O 740256  
Atlanta GA 30348**

**Experian  
P O Box 4500  
Allen, Tx 75013**

**TransUnion  
P O Box 2000  
Chester, PA 19022**

**The Florida Bar  
651 East Jefferson Street  
Tallahassee, FI 32399  
Case 2016-00,647 (2A)**

**Suncoast Credit Union  
P O Box 11904  
Tampa, FL 33680**

**Krohn & Moss  
10 N. Dearborn St 3 floor  
Chicago, IL 60602**

**Ford Focus transmission issues and the failure of the leadership of Florida  
and the federal government to take action**

**This letter is being written to inform owners of the Ford Focus from 2008-2016 of the failure of the transmission and the possibility of injury and lack of the ability of Ford Motor Company and its dealerships to correct the issue.**

**I am requesting that every owner follow through notifying Mark Field the CEO of Ford Motor Company, John Ford, their attorneys and also the state of Florida for the failure to correct the issue of the transmission.**

**Several major car rental companies challenged Ford Motor Company and requested that they correct the transmission problem. They removed the Ford Focus from their line of Rent-A-Car's. Additionally, European Ford Focus transmissions were replaced.**

**The dual dry clutch transmission of the 2008-2016 Ford Focus can cause injuries to the driver. I owned a 2014 Ford focus that had two clutch replacements and multiple computer updates. See attachment upon request.**

**In 2014 after I bought my Ford Focus, I noticed the clutch slippage of the automatic transmission within a few days. I took the car back to the dealership from where I purchased it and was informed that was a normal operational issue and that I should not be concerned.**

**Since I was running for United States Senate Florida 2016 and I was traveling through Florida I ended up at a different dealership to include Port Richie Ford.**

**The dealership performed a computer update and said that it would solve the problem. However within a few weeks the problem got worse and it continued to increase and shuttered upon acceleration or slower speeds when shifting down. The dual clutch (first clutch) shifted the gears from first to third and fifth, and the second clutch from the second fourth and six gears automatically.**

**When driving 600 to 700 miles a day the transmission would downshift from six gear (2000 RPM) to third gear and redline causing me to lose control of the car on several occasions.**

**After returning from a trip I would take the car back to the dealership and either they would reprogram the computers or replace the clutches. See attachments upon request.**

**The law firm of Krorn & Moss and their representative Mr. Wikgren, had failed to protect consumers. The state of Florida and the Bar Association had sided with the law firm represented by Mr. Wikgren. The Law Firm used coercion in a letter stating that I accept a \$3000 settlement or they would put a lien on my car. It should be noted the car could not be driven for three months and could not be repaired by the dealerships. See attachments upon request.**

**Ford Motor Company did not correct the transmission issue and when I brought this to the attention of the CEO of Ford Motor Company, Mark Fields, I was informed by the law firm representing Ford Motor Company that as a consumer I was not allowed to send a letter to the CEO of Ford Motor Company requesting his assistant to offset my losses and damages. See attachments upon request.**

**My damages were \$13,000 negative equity on returning the Ford focus to Suncoast Credit union and transferring the collateral loan to a signature loan. Suncoast Credit Union refused to work with me to refinance and offset my debt and income issues.**

**I had to trade my 2005 Ford F250 for a 2014 Ford Transit Connect. My losses on the F250 exceeded \$4000 in trade-in.**

**The Transit Connect depreciated within one year over 60% of retail value.**

**I had sent letters to Mark Fields requesting that he get involved and assist in the depreciation value of the Ford Transit and allow a higher trade-in value for me to purchase a new F250.**

**Upon this request Law Firm's representing Ford Motor Company advised me that I no longer, as a consumer, could send a letter to Ford motor company's CEO requesting correction of my damages. See attachments upon request.**

**Since John Morgan, of Morgan and Morgan, will be running for governor of Florida in 2018, I request that the law firm of Morgan and Morgan respond to my request and file a class-action suit against Ford Motor Company. In**

**addition, I request that John Morgan represent me in a civil suit against the law firm of Krohn and Moss.**

**I request that the National Transportation Division NHTSA respond and investigate the hazard created by the transmission failure of the Ford focus in reference to case number [REDACTED]**

**I request that the IG of the state of Florida investigate the Florida bar association for its failure to bring charges against the Lemon Law Lawyer Mr. Wikgren of Krohn and Moss.**

**I request that all owners and consumers of a Ford Focus or Ford Fiesta notify the state of Florida, and or, the National Transportation Division of the issues that they too are encountering concerning the failure of Ford Motor Company to correct the transmission issue.**

**After losing the 2014 Ford Focus for safety issues and having to trade in my F250 Ford truck for the Ford transit and the \$16,000 depreciation of the Ford Transit, I returned the Ford transit to Ford Motor Company dealership automation Margate Florida on January 4, 2017.**

**The requirement that I had for my Ford F250 was to tow my camper, and my request of Ford Motor Company and its CEO Mark Fields, was to negotiate a settlement that would have offset my financial and emotional injuries and is the reason for the return of the 2014 Ford Transit. See attachments upon request. I have documentation for all facts given.**

[REDACTED]

**Retired Master Sergeant United States Army  
Pastor**

**\*\*\*\*\* Coercion \_the practice of persuading someone to do something by using force or threats: \*\*\*\*\***

**C/o**

**Wall Street Journal  
Sun sentinel  
The Tallahassee News**

**Attachment 3**

**May 21, 2016**

**The Florida Bar  
651 East Jefferson Street  
Tallahassee Fl. 32399**

**NHTSA Headquarters complaint # [REDACTED]  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590**

**Mark Fields president and Chief Executive Officer, Ford Motor Company  
Ford Motor Company  
1 American Road,  
Dearborn, Michigan 48126**

**Attn: Teresa Goodson, Bar Counsel**

**Ref: [REDACTED] ORANGE CITY FL [REDACTED]  
Brent Wikgren; RFA No. [REDACTED]**

**Pursuant to our conversation on May 19, 2016 and the correspondence dated  
May 13, 2016 the following additional information is here-by provided:**

**In my original summation of documentations dated April 15, 2016 please  
review pages 12 through 19. On page 19 the lawyer (Mr. Wikgren) gave the**

**option to reject offer and hire a new attorney, on page 19 it states that if I opt to reject the offer the law firm Krohn and Moss would place a lien on my vehicle. This letter is coercion. See page 8.**

**On page 13, I presented issues of safety and emotional stress. On page 14 I present the fact that comments made by lawyer page 15, whereas the Attorney referenced original agreements (see attachment 1) and (attachment 2) Ford Focus safety issues.**

**After receipt of these documents I discussed these issues with Jason N. Rozencweig\* of Krohn & Moss and I informed him that Mr. Wikgren had not informed or presented that Ford Motor Company would not take the Ford back minus mileage and that Mr. Wikgren was using coercion. Mr. Rozencweig stated that he knew that Mr. Wikgren used this method to force settlements.**

**My original cost of the ford was over \$23,000 and at the time of hiring Krohn & Moss my Focus had approximately 28,000 miles. At .10 per mile this would mean that the miles at time of contract I would have had to pay any difference of lien minus \$3,000. At the time of forced settlement mileage was approximately 50,000 or \$5,000 minus from \$23,000. My payoff was approximately \$19,000 and at auction this left a negative balance of over \$10,000 which the bank agreed to a signature loan of difference.**

**It is my contention that Mr. Wilkren and Ford Motor Company violated title 18**

**STATES CODE**

**TITLE 18 – CRIMES AND CRIMINAL PROCEDURE**

**PART I – CRIMES**

**CHAPTER 13 – CIVIL RIGHTS**

**§ 241. Conspiracy against rights**

**If two or more persons conspire to injure, oppress, threaten, or intimidate any inhabitant of any State, Territory, or District in the free exercise or enjoyment of any right or privilege secured to him by the Constitution or laws of the United States, or because of his having so exercised the same;**

**Mr. Wikgren failed to represent me as his client and worked with Ford Motor Company for a court settlement, even though on several occasions I was notified that I would attend arbitration, the arbitration hearings were canceled on numerous times that I was never given the opportunity to face Ford Motor Company.**

**The car changing gears at 65 mile an hour 2500 RPM to redline and moving to third gear was a hazard and endangerment. The attorneys were notified of this on numerous occasions several months prior to the final forced settlement. The car was un-drivable and had to be towed to SunCoast Credit union the lien-holder.**

**Please note that I have notified the National Transportation Department of Ford motors companies consumer fraud and safety hazards and have yet to hear back from them.**

**It was necessary due to the fact that the Ford Focus was un-drivable for several months that I had to drive my 2005 F250 the cost of which caused a great financial burden. I traded the F250 for a 2014 Ford Transit Connect Titanium which increased my debt substantially. All of which was presented to the attorneys and I requested on numerous occasions that Ford Motor Company correct this issue, which could've only been if they had a substitution transmission due to the fact that Ford Focus built between 2008 and 2016 have un-repairable transmission issues.**

**Being that Ford Motor Company had decided to not honor their agreements and the working relationship between Krohn & Moss I believe that the law firm took an excess amount of attorney fees and settled the case by forcing me to take a lesser amount of only \$3,000.**

**I believe that the attorney Mr. Wikgren did not uphold the attorney client relationship and breached all ethical behavior required of attorneys. Also I believe Ford Motor Company committed consumer fraud.**

**I have available numerous documents of the maintenance, whereas the Ford Focus had two clutches replaced and numerous service of transmission and computer reprogramming. In addition documentation of informing the lawyers of vehicle inability to be driven and safety issues in fear of harm.**

**Please see letter Attachment 3 from SunCoast negative balance.**

**[REDACTED] ORANGE CITY FL [REDACTED]**

**Pastor, Retired MSGT**

**Candidate for US Senate Florida 2016 (www.cfabamerica.com)**

**[REDACTED]**  
**At the time of ownership of the Ford Focus 1FADP3K2XEL [REDACTED] (cost of purchase \$23,000), the value depreciation within one year less than \$9,000.**

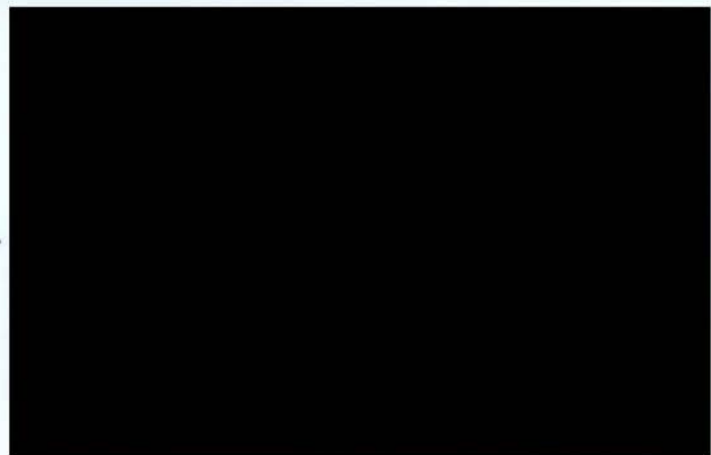
**I owned a 2005 F250 which I had to trade For a Ford Transit Connect Ford Credit Account [REDACTED] 1FADP3K2XEL [REDACTED] which is financed by Ford Motor Credit.**

**Because Ford could not repair, correct or replace the transmission of the Focus (Cost \$32,000) one year depreciation \$16,000.**

**Port Richie Ford service department advice was to trade or sale Focus because transmission issue was common for 2008 to 2015 Ford Focus and could not be fixed, the lawyer for Ford told my attorney that dealers do not represent Ford Motor Company. The standard of ethics and representation by Ford Motor can be considered consumer fraud.**

**I believe that the attorney for Ford Motor Bromagen & Rathhet – Mr. Joseph Proulx and Mr. Wikgren conduct is unethical manner and breached the rights of the consumer. See attachment 4.**

**[REDACTED]**



**Citizens For America CFA**  
***In God We Trust***

[REDACTED] ED.D RETIRED MSGT PASTOR

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20590

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*Okeechobee FL*



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*W41-302*

*NHTSA  
1200 NW ave  
West Bldg  
WDC 20590*

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To: W41- 306

Mailstop: 4 West

Department: NEC, NOA, NIA

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