



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

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

June 2, 2017

[REDACTED]
Wilton Manors, FL [REDACTED]

NEF-109 rrr
Ref. No. 10862874

Dear [REDACTED]

Thank you for your correspondence concerning the model year (MY) 2014 Ford Focus you previously owned. Your correspondence was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). Last year our office received an unprecedented increase in the number of correspondence due to the Takata air bag recalls. Our limited resources were overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that the MY 2014 Ford Focus you used to own had a problem with the transmission slipping shortly after you purchased the vehicle. You took the vehicle to a dealer and they told you the vehicle was operating as designed. You still had concerns with the transmission, so you went to another dealer and they updated the computer. However, within a few weeks the problem got worse. You assert that dealers also replaced clutch plates and reprogrammed the transmission's computer, but to no avail. You filed for relief under the State lemon law which concluded with the vehicle being returned to a credit union. You request that NHTSA investigate the transmission problem in Ford Focus vehicles.

In 2016, NHTSA received three reports from you regarding the transmission problems in MY 2014 Ford Focus vehicles. We appreciate the reports you provided. ODI is monitoring all available data concerning allegations of reduced power, shifting problems, and stalling in MY 2011 through MY 2016 Ford Focus vehicles equipped with dual clutch semi-automatic

transmissions. However, no determinations have been reached at this time. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, NHTSA's investigation and recall process is on our website at www-odi.nhtsa.dot.gov/recalls/recalls/recallprocess.cfm.

Your request for assistance regarding matters unrelated to the Ford Focus transmission problem do not fall under our jurisdiction. You may consider contacting the Federal Trade Commission (FTC) for assistance. The FTC has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement