

NEF-010

CL-10925865-3292

October 21, 2016

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

[REDACTED]
Southgate, Kentucky [REDACTED]

To: National Highway Traffic Safety Administration

NOV - 3 2016

Re: 2014 Ford Focus Vin. Number 1FADP3N23EL [REDACTED]

To Whom It May Concern:

I am writing regarding an issue that I have had with the Ford Motor Company about a transmission issue I am having with my 2014 Ford Focus.

I have made multiple attempts, for two years, to have the transmission fixed but am getting no corporation from Ford. The car has no power, jerks and slips on takeoff. When driving up hill, it goes very slow and has absolutely no power. I would like to trade the vehicle in but am unable to afford it; I would lose too much money.

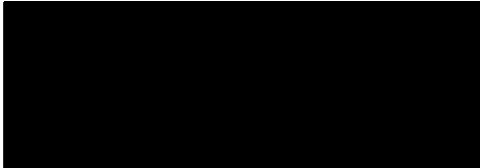
I am hoping that the National Highway Traffic Safety Administration can help with this situation. I know I am not the only person driving the 2014 Ford Focus who is having issues with the transmission. I feel Ford has a duty and responsibility to their customers to provide a safe vehicle.

I cannot continue to drive this vehicle and place my family in danger because the transmission does not work properly. If I took the car to a transmission shop to have it fixed, would I be able to have Ford reimburse me or is this something that is not possible?

I am at the end of my rope with this vehicle and with the Ford Motor Company. I would appreciate any help, if any, with this situation. I am hoping this situation can be fixed so I can drive my car and feel safe in it.

Thank you for your time,
[REDACTED]

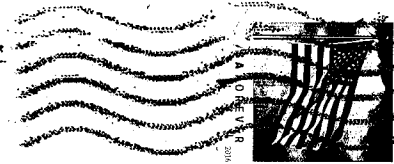
NM
11/9/16
SMD



SOUTHGATE, KY [REDACTED]

CINCINNATI OH 452

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NATIONAL HIGHWAY TRAFFIC
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