

CL-10969143-7645

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

To whom it concerns,

MAR 24 2017

I received a letter for a safety recall on my car in October 2016. I contacted Ford at the end of 2016 and they said they didn't get any parts yet. The first week in January I went in for an oil change, they then told me to call back to make an appointment for the recall, plus the recall on something about my air bag or steering wheel. When I ~~made~~ tried to make the appointment they put me on a list. I was the fourth person on the list. At the end of February I went back and asked about it. They said it's not their fault, they don't receive the parts.

I don't feel like they are taking the safety recall seriously. I have also complained about my transmission not doing right. Where they said it was normal. It is not normal, several other people has complained about this as well. It is a Ford Focus 2014. Which I got in June 2015. It should not act like this, it has caused a

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Small bump up, which didn't do any body damage but shook me up pretty bad.

Any information on either the safety recall or on the transmission issue would be greatly appreciated.

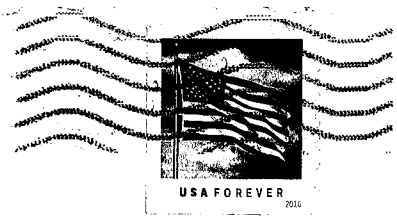
Thanks,



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