

JUL 23 2019

July 16, 2019

CL-11013378-3186

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE
Washington, DC 20590

Re: 11013378

To Whom It May Concern:

I filed a complaint with the National Highway Traffic Safety Administration in July 2017. It made its way to your office on August 7, 2017. My Reference number is 11013378. I requested an investigation take place regarding the transmission issues with the Ford Focus. To date, not a lot has been done about this situation, in spite of the fact that it has impacted many good people.

To recap: I purchased a new 2014 Ford Focus in 2015. By the summer of 2017, I had a second problem with the transmission. In my case, the car would not respond when I wanted to accelerate and then would surge, in addition to many other less dangerous quirks. I didn't report the first issue as early as I should have as I tried to rationalize it and adjust my driving until finally, I tried everything imaginable and brought it in. They repaired the transmission the first time. I went along for several months without an issue and then they began arising again. It wasn't until I tried to merge on a state highway with expected car speeds of 70 mph that I realized this was NOT a safe car to drive. I was on the Ballard entrance ramp to HWY 41 in Appleton, WI heading north to Green Bay. I tried to accelerate. My pedal was to the metal, however, nothing happened. All of the sudden it surged. I literally missed a car by one inch. The passengers of the other car gave me the finger and yelled out their windows at me. When I got home I sat down and couldn't stop crying. I made an appointment at Broadway, the dealership, to have my car looked at again. Sure enough, I had another transmission issue. Parts were initially not available for 2 weeks. I had to raise a big stink to get Ford to expedite them. Seems kind of funny to me I had to deal with that rather than the dealership. I went and spoke with the salesman I purchased the car from. He told me it would continue happening. As a result, I traded it in and purchased a different make/model car. I spoke with Ford customer service countless times to no avail. I was not protected by the Lemon Law because it only happened 2 times and not 3.

I paid over \$20,000 for the Ford and only 2 years and a couple months later, only got a trade in value of \$7,800. There weren't good financing options so I took money out of an investment and every penny I had in my home to get the new car. I have been working 2 jobs ever since. **This has been a life changing event for me.**

My understanding is that the US Senate is now asking for an investigation. Please advise where your organization stands on this issue at this time.

Thank you

Green Bay, WI

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