



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

January 30, 2020

[REDACTED]
Green Bay, Wisconsin [REDACTED]

NEF-109 tgd
Ref. No. 11013378

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2014 Ford Focus vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. I am pleased to respond.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We received a previous report from you regarding your vehicle problem through our Vehicle Safety Hotline on August 7, 2017. Please note that when a motorist contacts NHTSA, their complaint does not automatically open a formal investigation by our agency. The information from your report was entered into our complaint database and reviewed by our staff to determine if a safety defect trend exists that may require our attention. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information. Also, contacts initiated by our agency to obtain additional information do not automatically open a formal investigation.

We reviewed our database to identify whether a safety defect trend exists regarding transmission problems in MY 2014 Ford Focus vehicles. At this time, there is insufficient evidence to initiate a recall. We entered your information into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. An explanation of NHTSA's investigation and recall process is on our website at www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

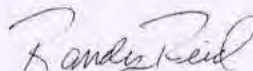
We are aware of a few General Motors (GM) Special Coverage Adjustments concerning transmission problems. Please note that manufacturers may issue a special coverage program to address a known problem and to restore customer satisfaction. However, the issuance of a special coverage program does not necessarily reflect the existence of a safety-related defect in

accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Therefore, NHTSA has no jurisdiction over repairs, expenses or reimbursement requests associated with such programs.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

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.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

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

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