



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

July 20, 2018

[REDACTED]

Malone, NY [REDACTED]

NEF-109 nam
Ref. No. 11104348

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2015 Ford Fiesta vehicle. Your correspondence was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. 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.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. ODI has received reports similar to yours and we are monitoring all available data concerning allegations of reduced power, shifting problems, and stalling in MY 2011 through MY 2016 Ford Fiesta vehicles equipped with dual clutch semi-automatic transmissions. While we continue to monitor this issue, no investigation has been opened or determinations have been reached at this time.

We reviewed our database in an effort to identify whether a safety defect trend exists with regard to the other mechanical problems you experienced with your MY 2015 Ford Fiesta. We understand your frustration; however, some of your problems appear to be maintenance and quality issues and are not considered safety defects by definition of our statute. At this time, there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation or a recall for these issues. You can contact the Environmental Protection Agency to report your fuel economy concerns at www.epa.gov. 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, an explanation of NHTSA's investigation and recall process is on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Your request for Ford to repurchase your vehicle, dispute with Ford Credit, and dissatisfaction with the treatment at the dealership do not fall under our jurisdiction. We recommend that you continue to contact the New York Office of the Attorney General and the Better Business Bureau Auto Line for assistance. You can ask your dealership to arrange a meeting with Ford district manager to discuss your problems. In addition, the Federal Trade Commission (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 to 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.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,



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