

DEC 6, 2018

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CL-11160468-5377

10-21-18

SIRS,

MY NAME IS [REDACTED]
I WILL BE [REDACTED] YEARS OLD, DECEMBER
2, 2018.

WE BOUGHT A BRAND NEW FORD
Focus IN JUNE 27 2014, FROM BAXTER
FORD IN OMAHA NEBRASKA.
THIS WAS GOING TO BE MY RETIRE-
MENT CAR.

I LEARNED QUICKLY, THAT THE
FIRST FORD I HAD EVER BOUGHT
WAS A PIECE OF JUNK, AND NOT A
DEPENDABLE VEHICLE.

THE SALESMAN WE DEALT WITH
AT BAXTER FORD OF OMAHA WAS
JUSTIN MILLER,

WE TOOK A TEST DRIVE IN
THE CAR WE WERE LOOKING AT
TO PURCHASE. I NOTICED, RIGHT
AWAY, THE CAR SHIFTED ROUGH.
HE TOLD ME AND MY WIFE THAT
IT WAS A CHARACTERISTIC OF THE CAR.
NOT A PROBLEM.

BAXTER FORD AND FORD MOTOR
COMPANY KNEW AT THIS TIME
THAT THESE CARS, 2014 FORD Focus

AM
12-10-18
W

(2)

HAD A SERIOUS PROBLEM WITH THEIR TRANSMISSION SYSTEM. THEY DIDN'T TELL ME ANYTHING ABOUT PROBLEMS THEY KNEW ABOUT, BEFORE THEY SOLD ME THE CAR OR AFTER THEY SOLD ME THE CAR.

I THINK I WAS FRAUDULENTLY SOLD A JUNK NEW CAR BY BAXTER FORD AND FORD MOTOR COMPANY.

I WAS SWINDLED OUT OF \$14,780.00 PLUS MONEY I SPENT ON EXTENDED WARRANTIES, TAXES AND INSURANCE.

ON JANUARY 26, 2016 I FOUND OUT FROM BAXTER FORD SERVICE DEPARTMENT THAT THERE WAS A RE-CALL FOR "TRANSMISSION RE-PROGRAMING"

ON JANUARY 27, 2016, I TOOK MY CAR TO McMULLEN FORD IN COUNCIL BLUFFS, IOWA.

McMULLEN RE-PROGRAMED THE TRANSMISSION AND PERFORMED A

(3)

CLUTCH ADAPTIVE LEARN.
THIS WAS DONE WITH 9,929 MILES
ON MY CAR.

ON DECEMBER 20, 2016, I TOOK
MY CAR TO McMULLEN FORD,
AFTER NOTICEING A SLIPPING
FEELING WHEN I CAME TO A FULL
STOP, THEN STARTED UP AGAIN.
THEY HAD TO PUT A NEW CLUTCH
IN THE TRANSMISSION SYSTEM.

ONE OF THE TECHS AT McMULLEN
FORD TOLD ME FORD WAS HAVING
A LOT OF TRANSMISSION FAILINGS
ON THE FOCUS.

JUST RESENTLY I NOTICED THE
CAR STARTING TO DO THE SAME
THING.

I TOOK THE CAR TO McMULLEN
FORD ON OCTOBER 16 2018.
THEY HAD TO PUT A NEW CLUTCH
IN MY CAR.

MY CAR IS 4 YEARS OLD, HAS
26,000¹ ON IT
MILES

(4)

AND NOW HAS HAD 2 CLUTCHES
PUT IN IT.

I HAVE FILED A CLAIM IN THE
"FORD TRANSMISSION SETTLEMENT
CASE", BUT HAVE HEARD NOTHING,

CAP MOTORS OF HASLET, TEXAS.
IS HANDLING MY CLAIM.

I DONT KNOW HOW RELIABLE
THEY ARE? I'M BEGINNING TO
WANDER.

FORD SOLD ME A JUNK NEW
CAR, A "LEMON".

I WAS FRAUDULENTLY SWINDLED
OUT OF \$14,780.00 PLUS, BY BAXTER
FORD OF OMAHA NEBRASKA AND
FORD MOTOR COMPANY

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I'M CALLING ON YOU,
NATIONAL HIGHWAY TRANSPORTA-
TION SAFETY BOARD.

CAN YOU HELP ME IN ANY WAY.
I AM TRYING TO GET FORD TO
BUY MY CAR BACK.

PLEASE LET ME KNOW.

MY CAR VIN NO. IS - 1FADP3E23EL [REDACTED]

THANK YOU

[REDACTED]
BELLEVUE, NE.
[REDACTED]

OMAHA NE 680

22 OCT 2018 PM 4 L

Mail a card
Thinking of You



Bellevue, Nebraska

NATIONAL HIGHWAY TRANSPORTATION SAFETY
ADMINISTRATION

1200 NEW JERSEY S.E.

WASHINGTON D.C.
20590

20590-



CONSUMER COMPLAINT