



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

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

1200 New Jersey Avenue, SE  
Washington, DC 20590

December 31, 2019

[REDACTED]  
[REDACTED]  
Gregory, MI [REDACTED]

NEF-109 ela  
Ref. No. 11192377

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2014 Ford Focus vehicle. I am pleased to respond.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor 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.

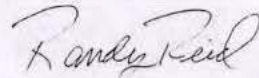
We appreciate the report you provided. Reports from motorists are a very important source of information for us. NHTSA is committed to its mission of keeping the American public safe. The Agency takes reports of transmission issues in certain Ford vehicles, as well as every safety issue and consumer complaint, very seriously. The Agency will continue to monitor complaints and other data, maintain communication with Ford, and take action as necessary in the future, if and as warranted, to ensure safety.

Moreover, on August 14, 2019, Ford announced that it is extending the transmission warranty for certain driveability conditions in MY 2012 through MY 2016 Focus vehicles to 10 years or 150,000 miles, whichever occurs first. According to Ford, the warranty extension will assist owners with reduced power, shifting problems, and stalling. We recommend that you contact Ford or a local dealer for more information about any transmission concerns with your vehicle, including the availability of the extended warranty program.

In addition, 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. You can learn more about NHTSA's investigation and recall process on our website at [https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf).

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

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

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