



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

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

March 4, 2020

[REDACTED]
Palm Beach, FL [REDACTED]

NEF-109 ela
Ref. No. 11196315

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2018 Ford Focus vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

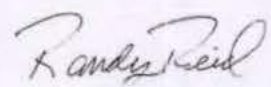
NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We 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. We reviewed our database to identify whether a safety defect trend exists with premature brake wear in MY 2018 Ford Focus vehicles. At this time, we lack evidence to open a safety defect investigation or to initiate a recall. While we consider brake wear as maintenance rather than a safety issue; the premature brake wear you have experienced is abnormal based on the mileage. We recommend that you contact Ford or continue to work with your local dealer to determine what is causing the brake wear.

We entered your information into our database. It will be used with other 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.

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 or call the Vehicle Safety Hotline at 888-327-4236. Also, complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

A handwritten signature in cursive script, reading "Randy Reid". The ink is dark and the signature is fluid.

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