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

NEF-010

CL-11217170-1795 JUL 0 9 2019

my name is [redacted] I own a 2015 ford focus and i am writing this letter to explain to you why i believe my car is an unsafe vehicle to be driving. I purchased this vehicle new and once i hit 20,000 mile's well actually 11/16/2015 not long after owning the vehicle i took into shop for shuddering but it passed their test so i got the vehicle back. It would always shudder but here i thought it was normal or i would have tryed to make them take back the car. Once i hit 20,000 6/27/16 my clutch was replaced along with couple other things such as seal's etc. ok so now my vehicle had to be fixed right. Wrong 30,000 on 2/3/17 30,000 same thing felt my car starting to shudder and the shuddering im talking about is while im driving my vehicle which is scary do to the fact that all of a sudden i feel like im driving a stickshift and my gears are not working then all sudden it will kick back into place(well gear) But it passed there test even tho it's acting up so i drive longer with this problem 40,000 going on. As it gets much worse i take back in 8/7/17 they replace clutch, seals, etc. ok has to be fixed right. at this time i ask what's going on i learn these car's have transmission problems. which they claim ford was trying to help out with warranty. My car once again does not feel right as im driving 8/30/17 41,000 miles passed the test. I asked how can my car pass your test if i can feel it acting up but all they need to do is get the vehicle to pass, how ever they test it out. 10/23/17 I took back in still wasn't bad enough to fail their test but here i am driving fearing someone may hit me when it just start's to act up

EA 7.9.19 VD

or if i make a left hand turn will it act up and will i get hit. I'm getting scared and mad. 58,000 miles
I keep driving to my every day life and 8/11/18
i take it back in since it started to feel
really bad and clutch, seals, etc. replaced i
said i have a lemon what can i do. Because
they are fixing the problem so can't claim it.
I say no your not fixing it or i would of never
been back. After every time they fix the problem
it only feel's like it's fixed for a short time then
it start's driving funny. 2/23/19 i take my car
68,000 in my cluch, seals, etc. replaced. When i hit 72,000
my car as i was turning right to get to the highway
to go home as i hit about 20 mph my car felt as
if i was in neutral and would not move. Im driving
in traffic about 3:30 which is a rush hr. and i thought
the car behind me was going to slam in to me
i hit the brake and my car finally went but thank
god i was not jumping onto the highway yet or
even making a left hand turn i may not be here
which is a scary thing to think really all the time's
my car shudder or hesitated as im in the middle
of driving. I call have my car taken in and what
do you know clutch, seals, etc. replaced again for
the 5th time. at 72,000. As you can see my car
has been in 5 time's 5 which the same thing has
been replaced. they can not fix my car. My car is
unsafe to drive. and now i asked them to at least
help me with warranty but they said no now i have
to pay for the problems i feel i shouldn't. this should
not be going on. Im asking you please look into this.

I gave you copy's of all my paper work. and if you
need to contact me [redacted] is a good number to
reach me. Thank you. [redacted] 6/25/19

[redacted]

GRAFTON, OH [redacted]

CLEVELAND OH 440

27 JUN 2019 PM 4 L

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