



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

1200 New Jersey Avenue SE.
Washington, DC 20590

[REDACTED]

Fort Mill, SC [REDACTED]

NEF-109 ela
Ref. No. 11282078

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2016 Ford Focus vehicle. I am pleased to respond.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We received a previous report from you regarding your vehicle problem (through our www.nhtsa.gov website) on November 24, 2019. Please note that when a motorist contacts NHTSA, their complaint does not automatically open a formal investigation by our agency. We entered the information from your report into our complaint database and our staff reviewed it to determine if a safety defect trend exists that may require our attention. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information. Also, contacts initiated by our agency to obtain additional information do not automatically open a formal investigation.

We reviewed our database to see whether a safety defect trend exists with the lug nuts in MY 2016 Ford Focus vehicles. At this time, we lack evidence to open a safety defect investigation or to initiate a recall. We have 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.

Your request for our help in obtaining a reimbursement for replacement of your lug nuts does not fall under our authority. You may ask your dealership for a meeting with a Ford district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the South Carolina Attorney General's Office regarding your problem and rights under the State laws.

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.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

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.

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 reviewed on our website.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive, flowing style.

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