

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave, SE West Building
Washington, DC 20590

CU-11282627-8293

December 3, 2019

To Whom It May Concern:

I submitted complaint #11282627 with the NHTSA via phone on November 27, 2019, but some changes need to be made.

When I filed the complaint, I thought that my 2016 Ford Focus (1FADP3F29G [REDACTED]) was not under recall [REDACTED] but should have been. What I've since found out is that my vehicle had been under that recall but I brought it in to Ford AutoNation Sanford May 1, 2019. When they did the inspection, the purge valve passed the test, and so they did not replace it. 6 months later my car began stalling while driving, and when inspecting it, Ford AutoNation said the purge valve was faulty and needed replacing. I contacted Ford about this and they are refusing to pay for this repair.

I spoke with AnnMarie via the live chat service on the NHTSA web site and she said, "if your vehicle was previously included in a recall for which you have received the remedy for but you are experiencing a failure with your vehicle that relates to the previous recall, you may file a complaint regarding your failure and referencing the recall". When I told her that I had already filed a complaint but with incomplete information she advised me that corrections or additions must be done by mailing, and so that is why I am mailing this letter.

I would like to have this remedied by Ford, and not pay for what should have been repaired under the recall. Your help is very much appreciated.

Thank you,

[REDACTED]



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