



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)

April 3, 2020

[REDACTED]

Elmer, NJ [REDACTED]

NEF-109 nam  
Ref. No. 11287350

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2016 Ford Focus vehicle. The New Jersey Attorney General's Office forwarded your letter to the National Highway Traffic Safety Administration (NHTSA). 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. After reviewing your repair orders, we identified that NHTSA Safety Recall Campaign No. 18V-735 was completed on your MY 2016 Ford Focus on August 27, 2019. Recall 18V-735 addresses a stalling problem caused by a defective canister purge valve. You did not include the repair order for the transmission/clutch repair performed by Holman Ford on October 23, 2018. Nonetheless, NHTSA's Office of Defects Investigation has received reports similar to yours and is actively reviewing all available data concerning allegations of transmission/clutch problems in MY 2012 through MY 2018 Ford Focus vehicles. While we continue to review this issue, no investigation has been opened nor determinations reached at this time.

We reviewed our database to identify whether a safety defect trend exists with off-center steering in MY 2016 Ford Focus vehicles. At this time, we lack evidence to open a safety defect investigation or to initiate a recall. Additionally, we do not believe the Ford My-Sync, Bluetooth, and radio problems in your vehicle are a safety-related defect. These types of problems by definition of our authorizing statute--The National Traffic and Motor Vehicle Safety Act--do not pose an unreasonable safety risk to you or other motorists.

We entered your vehicle identification number (VIN) into our VIN Look-Up Tool, which searches for open recalls through a direct link to the manufacturers database. The enclosed report shows there are no open recalls on your vehicle. 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 safety-related defects and 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).

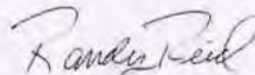
We recommend that you contact Ford or continue to work with your local dealer if you require further assistance with Recall 18V-735 or any unresolved issues with your vehicle.

Your request for a reimbursement does not fall under our jurisdiction. You may consider contacting your local Consumer Protection Agency or a private attorney regarding your problem and rights under the State laws. You may also ask your dealership to have your vehicle evaluated by a Ford technical advisor. Additionally, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, warranty and dealership problems, reimbursement 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](http://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](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

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,



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

Enclosure

1FADP3K22GL

17/17



**Looking for more information on this vehicle?**

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

[Learn More](#) →

2016  
**FORD Focus**



VIN: 1FADP3K22GL

Recall data refreshed on Apr 01, 2020

**0 Unrepaired Recalls**  
associated with this VIN

What if my car isn't recalled now? Could it be recalled later?

Yes. Whether a manufacturer independently conducts a safety recall or NHTSA orders one, the manufacturer must file a public report describing the safety-related defect or noncompliance. Manufacturers are also required to notify owners by mail within 60 days of notifying NHTSA of a recall decision.

Look for this distinct label to distinguish critical safety recall information from other marketing material.

**SAFETY RECALL NOTICE**

**IMPORTANT SAFETY RECALL INFORMATION**

Based in Accordance  
with Federal Law



**Where's my VIN?**

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.



**What this VIN search tool will show**

- An unrepaired vehicle affected by a vehicle safety recall in the past 15 calendar years
- Vehicle safety recalls from major light auto automakers, motorcycle manufacturers and some medium/heavy truck manufacturers

**What this VIN search tool will not show**

- A vehicle with a repaired safety recall. If your vehicle has no unrepaired recalls, you will see the message: "0 Unrepaired recalls associated with this VIN"
- Manufacturer customer service or other nonsafety recall campaign
- International vehicles
- There may be a delay with very recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage)
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications