



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

1200 New Jersey Avenue, SE
Washington, DC 20590

February 5, 2020

[REDACTED]
[REDACTED]
Apollo Beach, Florida [REDACTED]

NEF-109 tgd
Ref. No. 11290512

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2018 Ford Focus vehicle. The Florida Department of Agriculture and Consumer Services forwarded your letter to The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

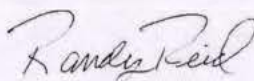
We appreciate the report you provided. Reports from motorists are a very important source of information for us. We reviewed our database to identify whether a safety defect trend exists with engine problems in MY 2018 Ford Focus vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation or to initiate a recall. We entered your information into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. We recommend that you contact Ford or continue to work with your local dealer to resolve this matter.

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 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, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in dark ink, appearing to read "Randy Reid". The signature is fluid and cursive, with the first name "Randy" and last name "Reid" clearly distinguishable.

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