

February 28, 2020

CL-11320552-5705

NTSB Headquarters
490 L'Enfant Plaza, SW
Washington, DC 20594

To Whom It May Concern:

I just recently learned of a class action lawsuit against the Ford Motor Company over the DPS6 dual clutch transmission. I am the owner of a 2017 Ford Focus with the Select Shift 6 speed automatic transmission which I purchased on September 23, 2017. (VIN 1FADP3M24H [REDACTED]) I have experienced intermittent problems when the car is fully warmed up. The transmission will hesitate and vibrate when in stop and go traffic. It will also give a grinding sound when accelerating from a complete stop in normal driving conditions. Almost always, the problem occurs when starting from a complete stop and the car has been running for several minutes after it is completely warmed up.

I returned to the Ford dealership where the unit was purchased. They drove the car and checked for any error codes. Nothing was found.

I am a fulltime RVer. When I return to Kerrville, Texas, where I purchased the unit, it seems the car doesn't "act up." When I'm traveling about the country, that is when I experience most of the problems.

I have not contacted the Ford Motor Company directly since the dealer could not find a problem. The only thing I know to do is to contact the NTSB.

Please respond at your earliest opportunity.

Cordially,

[REDACTED]

[REDACTED]

Livingston, TX

[REDACTED]

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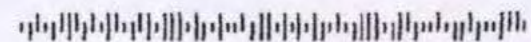
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490 L'Enfant, SW
Washington, DC 20594

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National Transportation Safety Board

Washington, DC 20594

Office of the Managing Director

March 30, 2020

Dear [REDACTED]

Thank you for your recent letter to the National Transportation Safety Board (NTSB) regarding safety issues with your 2017 Ford Focus.

To provide you some background, we are an independent federal agency charged by Congress with investigating every civil aviation accident in the United States and significant accidents in the other modes of transportation—railroad, highway, marine, and pipeline. We determine the probable cause of the accidents that we investigate and issue safety recommendations aimed at preventing future accidents. In addition, we coordinate the resources of the federal government and other organizations to assist victims and their family members affected by major transportation disasters. We derive this authority from Title 49 *United States Code* Chapter 11. We are not authorized to regulate highway safety or the automotive industry.

The federal regulation of highway safety and the oversight of vehicle recalls is the responsibility of the National Highway Traffic Safety Administration (NHTSA). As a courtesy, we have forwarded your letter to that agency for a reply. Should you wish to contact NHTSA directly, you may do so at <https://www-odi.nhtsa.dot.gov/VehicleComplaint/> or by writing to the following address:

NHTSA Headquarters
1200 New Jersey Avenue SE
Washington, DC 20590

We wish you the best.

Sincerely,

A handwritten signature in dark ink, appearing to read "Shavonne L. Austin".

Shavonne L. Austin
Chief
Executive Secretariat

cc: w/Enclosure
Executive Secretariat
NHTSA