



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



July 1, 2021

[REDACTED]
Seminole, FL [REDACTED]

NEF-109 tg
Ref. No. 11419612

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2014 Ford Focus vehicle. Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. 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. Among other activities, we also monitor the completion rate and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Ford has issued several customer satisfaction campaigns to assist owners with dual clutch (DPS6) transmission problems in Ford Focus vehicles. Please note that these campaigns are not recalls. As such, NHTSA does not regulate manufacturers' service campaigns or warranty enhancement programs. However, we monitor such campaigns to identify any programs that may involve safety issues for which an investigation or recall is necessary.

Nonetheless, ODI has received reports like yours and is reviewing all available data concerning allegations of transmission 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 entered your information into our database where 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.gov/files/documents/14895_odi_defectsrecallspublicdoc_110520-v6a-tag.pdf.

Meanwhile, we encourage you to continue to work with Ford and your local dealer to explore the potential for an amicable resolution to your problem. You can also ask your dealership to arrange a meeting with a Ford representative. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. 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.

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, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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