

## OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [ArtemisSupport](#)  
**To:** [NHTSA ODI CRD](#)  
**Cc:** [EVOO \(NHTSA\)](#)  
**Subject:** ArtemisSupport Inbox - VOQ#11454006, [REDACTED] - 2012 Ford Fiesta - Thanks for Letting Us Know About Your Safety Problem.  
**Date:** Friday, February 25, 2022 5:24:31 PM

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Attention CRD Inbox,  
Consumer has detailed story below of her 2012 Ford Fiesta.

Thanks

[REDACTED]  
**Artemis Modernized Help Desk**  
[artemis@dot.gov](mailto:artemis@dot.gov)

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**From:** [REDACTED]  
**Sent:** Friday, February 25, 2022 1:48 PM  
**To:** ArtemisSupport <ArtemisSupport@dot.gov>  
**Subject:** Re: Thanks for Letting Us Know About Your Safety Problem

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hello,

I am writing this email in prayers that I can receive some resolution to the ongoing issues with my 2012 Ford Fiesta. In 2019 I purchased this vehicle through a third party ford dealer in Massachusetts. I have been experiencing issues with the car shutting off since the beginning of purchase such as, slow acceleration and gear slippage. The dealership had my car examined by their service center and replaced spark plugs. Somehow the car passed inspection and was given back to me a couple of weeks later but the issue continued. Unfortunately I was past the 30 day warranty so the dealer would not honor lemon law and any further inspections/ repairs would be my responsibility.

The car has had acceleration issues since then despite tuneups, oil changes, battery replacements. I have tried it all. No codes were popping up related to transmission.

After relocating to Fort Myers May 2021 I began experiencing more frequent but brief issues with acceleration and stalling.

September 2021 I brought my vehicle into a local Ford dealership in Fort Myers for a door latch recall due to it flying open while I was exiting a highway ramp with my daughter in the vehicle. At the time of this repair I also made the service department aware of the issues I was

having with acceleration and it randomly shutting off. I was told this would have to be addressed with an out of pocket fee of around \$200 for them to just diagnose. I would also need to check the car in for a separate appointment as this was an unrelated issue to the door latch. Because it was not feasible and I could manage driving the vehicle as I had been by shutting it down and restarting it I figured I could push it off a bit until I saved up the funds for diagnosis and possible repairs. I was very discouraged but glad they were covering the door handle as this was a safety issue.

1-2 weeks later the car was finally ready for pick up. The latches were not available which caused a delay. Because of this my hours at work were very limited due to transportation issues. Upon pick up as I entered into the driver door I noticed that my door panel was not secured. As I shut the door the handle completely detached. I immediately alerted the service department and was told I would have to submit a claim for this for repair but there would be a fee because the service men denied breaking my handle and the service person who initially checked the car in was out on leave and could not verify the condition of the car when first brought in.

I reached out to corporate to file a formal complaint and was made aware by a representative that 2 other active recalls for my transmission were found. After weeks of going back and fourth with Ford customer service and the dealership they were finally able to verify that the handle was not broken upon drop off therefore I would have to bring the car back in for an appointment to replace the parts at no charge. The work was corrected. I did ask about the recalls and was told I'd have to schedule another drop off which was currently booking out 6 weeks. I was offered to keep the car there until the 6 weeks were up but refused as I needed a way to resume my work schedule. The issue with the transmission continued but due to limited funds I could not afford the diagnosis cost to verify the codes. Also, after the experience I had just had I was not comfortable bringing my car back to them for another drop off.

Since then, I have brought my car to outside service centers so that maybe they could diagnose for free instead. I was told it was a computer issue with the given codes from the ford representative. I was made aware that strictly Ford would be able to clear and were probably the only ones who could repair as it would need complicated reprogramming.

Upon reaching out to Ford I was made aware that they were again booking out 6 weeks and was told the extended customer satisfaction had expired by 2 months, December 2021. At this point the car was shutting off more frequently and would not start at times requiring multiple jumps and calls to AAA. I pleaded for them to inspect the car and honor the faulty transmission issues but they denied this at multiple Ford service centers. The warranty claimed a 10 year extended warranty. My car is a 2012 but they go by the build date which

was December 11, 2011.

I have tried multiple times to have them rectify the fact that their staff and corporate representatives never made me aware of their fee and repair waivers or settlements I was entitled to. I initially made my complaints to them about the car in September 2021 and was completely dismissed and deceived by their warranty. I was pretty much discouraged with enough time for their extended warranty to expire.

I have case numbers that document the concerns back to when it was first reported but they still refuse to honor them.

I am the single parent of a disabled child who's father is deceased. She now struggles to get to school and cannot keep appointments due to transportation. I am also walking to work and to run errands because the car is not functioning at all and is now parked at my home. I still have weekly car note payments as well as insurance payments for a car that I cannot drive. I feel as though Ford should be held responsible for repairs because I made them aware of the issues prior to their expiration date. I was discouraged by the diagnosis fee and possible repair costs as I was forewarned that the codes may not be causing the issue which was a complete lie. The more I research I conduct the more deceit I feel. Some consumers received cash payouts of \$20-60,000 or full repairs. I received nothing. Emails within the company were leaked prior to my vehicle's release date where manufacturers were alerting the company of the faulty transmission issues but they replied authorizing its release despite the warnings. This was a product that should've never been sold to the public. I feel I should be entitled to a correction of this matter. I am desperate for advice.

Thank you in advance for your time.

God bless,

[REDACTED]  
[REDACTED]

On Feb 25, 2022, at 9:34 AM, NHTSA-ODI-Consumer-Communication@service.govdelivery.com wrote:

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [11454006](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

### **What happens next?**

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at [NHTSA.gov](#) with your family, friends and others in your community.

### **Will my vehicle be recalled?**

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle, tire or child seat.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)  
TTY: 888-424-9153  
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>  
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

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