



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



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April 29, 2022

[REDACTED]  
[REDACTED]  
Maple Grove, MN [REDACTED]

NEF-109 ela  
Ref. No. 11459230

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2014 Ford Focus vehicle. Your letter was forwarded to 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, such as in their design, construction, or performance. Among other activities, 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 NHTSA. While researching your problem we located a Ford Customer Satisfaction Program (Bulletin No. M1402) that may be applicable to your vehicle. Ford is extending the warranty coverage on MY 2012 through MY 2016 Ford Focus vehicles equipped with the DPS6 Automatic Transmission, to address intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power caused by the Transmission Control Module. This special coverage covers replacement of the Transmission Control Module for a period of 10 years or 150,000 miles, whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Please note that the issuance of special coverage program by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. NHTSA continuously monitors manufacturer warranty extensions to identify any such campaigns and programs that may involve safety issues for which a recall is necessary. However, NHTSA does not otherwise regulate a manufacturer's warranty extension programs. Thus, the manufacturer remains responsible for all aspects of special coverage programs, including the nature and scope of the repair and the vehicle make, model and years at issue, as well as any reimbursements to the consumer for prior repairs.

However, ODI has received reports similar to yours and is reviewing all available data concerning allegations of transmission problems in MY 2012 through MY 2018 Ford Focus vehicles. Our review includes vehicles that were previously repaired under a service campaign or recall. While we continue to review this issue, no investigation has been opened nor determinations reached at this time. However, 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 [www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](http://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf).

We encourage you to continue to work with Ford and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a Ford representative regarding your problem. You could consider contacting your local Consumer Protection Agency or the Minnesota Attorney General's Office regarding your problem and rights under state law. 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](http://www.ftccomplaintassistant.gov).

Finally, 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, 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