



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



November 2, 2022

[REDACTED]
Blairsville, GA [REDACTED]

NEF-109 tgd
Ref. No. 11486601

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 us. ODI has received reports like yours and is reviewing all available data concerning allegations of transmission performance 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.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

We are aware of Ford's Customer Satisfaction Program (Bulletin No. 14M02) that extends the warranty of the transmission control module (TCM) in certain MY 2012 through MY 2016 Ford Focus vehicles. The TCM warranty has been extended to 10 years or 150,000 miles from the warranty start date, whichever occurs first. Ford has issued several voluntary actions to address problems with the DPS6 transmissions equipped in Focus and Fiesta vehicles.

Please note that the issuance of a Customer Satisfaction 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 Customer Satisfaction Programs 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 Customer Satisfaction Programs. Thus, the manufacturer remains responsible for all aspects of Customer Satisfaction Programs including the nature and scope of the repair, owner notifications, and the vehicle make, model and years at issue.

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 ask your dealership for a meeting with a Ford representative regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Georgia 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.

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 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