

[REDACTED]
[REDACTED]
La Quinta, CA
[REDACTED]

U.S. Department of Transportation,
National Highway Traffic Safety Administration
1200 New Jersey Ave. SE, West Building,
Washington, DC 20590.

October 28, 2022

Request # [REDACTED] Complaint - 11491342

To Whom It May Concern:

Recently we took our vehicle into Ford because our transmission was going out. After paying \$165.00 we were told it was the clutch which is part of the transmission, and it would cost us \$3000.00 to repair.

After research we see there was a class action lawsuit for this same diagnosis for anyone across the country who has purchased a Ford Focus from 2012 to 2015 equipped with a Powershift Transmission. We called Ford again and they told us our vehicle was from a different manufacturing area and therefore our car was not covered. We then called Ford Corporation and were told the same thing and that we needed to call US Department of Transportation.

Today we filed a complaint with US Department of Transportation and after reading your email response disclaimer as requested. We are sending you this letter as a formal request for response.

We are very confused and annoyed by this situation as our car has the EXACT same problem as the other vehicles that are covered under the recall.

This is our son's vehicle, he is [REDACTED] and the value of the car at this time is less than the \$3,000.00 cost to repair the problem. Since there is apparently a manufacturing flaw, I am requesting our vehicle to be included in the recall or to be reimbursed the \$3,000.00 for the repair.

Thank you for your time and I await a response.

[REDACTED]

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