

National Highway Traffic Safety Administration

1200 New Jersey Ave S.E.

Washington D.C. 20590

November 1, 2022

To Whom It May Concern;

The attached recall document is still not performed. It has been almost 3 years. [REDACTED] is [REDACTED] year old owner of a 2014 Ford Focus. She no longer drives but is hoping to sell this car. Her car has been sitting on a lot owned by Newport Motor Company, 261 Chatham Street Newport North Carolina 28570. Newport Motor Company can not sell the car because it needs the TCM. They ordered these parts through the dealer, Lookout Ford in Morehead City North Carolina., along with several Ford cars that are sitting in their lot awaiting repairs or sales

On October 27, 2022 I went to Lookout Ford and were told there was no order of the TCM placed by Newport Motor Company. I asked to place this order for them and was told that the previous orders were deleted from their computer. I visited Newport Motor Company to check on [REDACTED] car many times during these past years, and the answer was always "It's a national problem and there is a shortage of the transmission control module (TCM).

How much longer will [REDACTED] wait to be able to sell her car?

Sincerely,

[REDACTED]

Newport NC [REDACTED]

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***** IMPORTANT SAFETY RECALL *****

*** Safety Recall Notice 18S32 / NHTSA Recall 18V-735**

2014 Focus

Your Vehicle Identification Number (VIN): 1FADP3F27E [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?



Service Engine Soon
Indicator

On your vehicle, the PCM software may not adequately detect a stuck-open canister purge valve (CPV) within the fuel vapor system. If the CPV malfunctions and sticks open, it can lead to excessive vacuum in the fuel vapor system, potentially deforming the plastic fuel tank. This can cause the following symptoms:

- Illuminated malfunction indicator lamp (MIL) with certain diagnostic trouble codes (DTCs)
- Inaccurate or erratic fuel gauge indication
- Inaccurate distance to empty (DTE)
- Engine stall and/or other drivability concerns related to stuck open CPV

What is the risk?

This may result in an engine stall while driving without warning or without the ability to restart, and can increase the risk of a crash.

What will Ford and your dealer do?

Parts and software are now available to repair your vehicle.

Ford Motor Company has authorized your dealer to update your vehicle's PCM software, check for DTCs or other evidence of a leaking CPV, and perform any additional required repairs as required, free of charge (parts and labor).

If you installed a Ford Performance calibration on your 2013-2018 Focus ST, you must still have this safety recall performed. You may contact Ford Performance to obtain an updated Ford Performance calibration for your vehicle after this recall has been completed. Contact the Ford Performance Tech line if you have purchased and installed an upgraded high performance calibration through Ford Performance Parts by calling 800-367-3788 or online <https://performanceparts.ford.com/contact-us/>.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair. In addition, your vehicle will/may require an inspection to determine if parts need to be ordered.

What should you do?

Please call your dealer without delay and request a service date for Recall 18S32. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Newport NC

CERTIFIED MAIL



7019 0140 0000 1302 6121

*Attn: Randy - Pls help here.
Thank you.
NEF*

National Highway Tra
1200 New Jersey Ave
Washington D.C. 205

U.S. POSTAGE PAID
E/FM LETTER
NEWPORT NC

Department of Transportation

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