



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



December 21, 2022

NEF-109 ela
Ref. No. 11494100

Newport, NC

Dear [REDACTED]:

Thank you for the letter about [REDACTED] model year (MY) 2014 Ford Focus vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. 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. You state that [REDACTED] vehicle was affected by the defect identified in NHTSA Safety Recall Campaign No. 18V-735. The recall addresses a problem with the power train control module software, which may not detect a stuck-open canister purge valve within the fuel vapor system in certain MY 2013 through MY 2018 Ford Focus vehicles. In the event that the valve malfunctions, this may result in an engine stall while driving.

We entered the vehicle identification number (VIN) into our VIN Look-Up Tool, and it appears [REDACTED] vehicle has received the repair for recall 18V-735. However, our research indicates that Recall 20V-331, which addresses problems with the door latches, remains unrepaired (report enclosed). We encourage [REDACTED] to contact her local dealer to schedule an appointment to have the recall repair performed as soon as possible.

Additionally, we believe that the transmission control module (TCM) repair that you reference relates to Ford Customer Satisfaction Program Warranty Adjustment Campaign No. 14M02. Certain MY 2012 through MY 2016 Ford Focus vehicles may experience loss of transmission engagement while driving, no-start, or a lack of power due to a problem with the TCM. This special coverage covers the condition described above 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 Customer Satisfaction Program at issue was initiated by Ford and is not a safety recall. The issuance of 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 policy adjustments 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 service campaigns and warranty enhancement programs. Thus, the manufacturer remains responsible for all aspects of such programs, including the nature and scope of the repair, the vehicles and model years at issue, and all associated campaign timing and owner notifications.

We entered this information into the agency's database. It will be used with other reports to identify any safety defect trends that may require our attention. We encourage you to continue working with Ford and your dealer to explore an amicable resolution to your problem.

You could ask your dealership for a meeting with a Ford district manager regarding the problem. You may also consider contacting your local Consumer Protection Agency or the North Carolina Attorney General's Office regarding your problem and rights under the State laws. In addition, the Federal Trade Commission (FTC) regulates and investigates unfair, deceptive or fraudulent practices in the marketplace. 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,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

Recalls Results by VIN - Vehicle Identification Number

Print 

VIN: 1FADP3F27E [REDACTED]

Year: 2014 Make: FORD Model: Focus

Number of Open Recalls: 1

NHTSA Recall Number: [20V331](#)

Recall Date: June 8, 2020

Manufacturer Recall Number: 20S30

SUMMARY:

YOUR VEHICLE WAS PREVIOUSLY REPAIRED UNDER SAFETY RECALL 15S16 OR 16S30. DURING THAT REPAIR, YOUR VEHICLES DOOR LATCHES WERE TO BE REPLACED TO HELP REDUCE THE RISK OF DOORS NOT CLOSING OR DOORS OPENING WHILE DRIVING. IT IS POSSIBLE THAT ONE OR MORE OF YOUR DOOR LATCHES WAS NOT REPLACED OR MAY NOT HAVE BEEN REPLACED CORRECTLY.

SAFETY RISK:

IF A DOOR LATCH WAS NOT REPLACED, THERE IS STILL A RISK THAT THE PAWL SPRING TAB INSIDE THE DOOR LATCH COULD BREAK. THIS CONDITION WILL TYPICALLY PREVENT THE DOOR FROM LATCHING. IN CERTAIN SITUATIONS, WHERE THE DOOR IS ABLE TO BE CLOSED, THE DOOR MAY UNLATCH WHILE DRIVING, INCREASING THE RISK OF INJURY

REMEDY:

THE DOOR LATCH DATE CODES IN YOUR VEHICLE NEED TO BE INSPECTED TO VERIFY THAT THE PREVIOUS DOOR LATCH RECALL REPAIR WAS COMPLETED AS INTENDED. FOR YOUR CONVENIENCE AND TO ENCOURAGE THE CONTINUED SOCIAL DISTANCING REQUIREMENTS BY MANY STATE AND LOCAL GOVERNMENTS RELATED TO COVID-19, FORD IS PROVIDING YOU WITH THE OPTION TO COMPLETE THIS SIMPLE INSPECTION YOURSELF USING THE ATTACHED SELF-INSPECTION SHEET. BY UTILIZING THIS OPTION, YOU SHOULD NOT NEED TO TAKE YOUR VEHICLE TO YOUR DEALER UNLESS YOUR VEHICLE IS EXHIBITING DOOR LATCHING CONCERNS DOOR WILL NOT LATCH OR OPENS WHILE DRIVING. IN THE UNLIKELY EVENT THAT THE SYSTEM CANNOT CONFIRM THE LATCHES ON YOUR VEHICLE BASED ON YOUR INPUT, OR IF YOUR VEHICLE IS EXHIBITING DOOR LATCHING CONCERNS, YOU WILL NEED TO TAKE YOUR VEHICLE TO YOUR DEALERSHIP FOR ADDITIONAL INSPECTION AND/OR REPAIRS. IF YOU DO NOT WISH TO COMPLETE THIS INSPECTION YOURSELF, YOUR DEALER WILL INSPECT YOUR VEHICLE FOR YOU

RECALL STATUS: **Recall INCOMPLETE**

MANUFACTURER NOTES:

TO CHECK FOR NON-SAFETY-RELATED PROGRAMS APPLICABLE TO YOUR VEHICLE, SEE [HTTP://WWW.FORD.COM/](http://www.ford.com/) OR CALL YOUR FORD DEALER.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner, please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an [online complaint with NHTSA](#).

THIS RECALL DATA LAST REFRESHED: Nov 21, 2022

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues & Recalls](#) section and follow the instructions there.

Recall information for this manufacturer is only available going back to January 01, 1999. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

Enter another VIN here: 1FADP3F27E [REDACTED]



I'm not a robot

reCAPTCHA
Privacy · Terms

Submit