

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Cc: [REDACTED]
Subject: Re: Follow up to ODI Complaint ---11578329
Date: Tuesday, May 28, 2024 8:09:11 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Regarding **VIN # 1FADP3H28JL** [REDACTED]

ALL, **A L L**, Ford Focus' should have been recalled.
Please help the people like us who have invested in Ford for years and are now being ignored and our lives are being endangered.
I have attached a letter I sent to Ford and documentation sent(between March 7 and May 23). HELP

On Sun, May 26, 2024 at 11:50 PM [REDACTED] > wrote:

----- Forwarded message -----
From: **EVOQ (NHTSA)** <EVOQ@dot.gov>
Date: Fri, Mar 29, 2024 at 11:06 AM
Subject: Follow up to ODI Complaint ---11578329
To: [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:202-366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

--

[REDACTED]

"There is no equal opportunity without equal access; there is no equal access without equal education"

--



"There is no equal opportunity without equal access; there is no equal access without equal education"

May 23, 2024 Addendum to April 2, 2024 Complaint
REQUESTING THAT MY SON BE GIVEN A TOTALLY NEW CAR

[REDACTED]
Louin, MS [REDACTED]
April 2, 2024

Ford Motor Company
Customer Relations Center
P.O. Box 6248
Dearborn, MI 48126

RE: Cost for replacing the Clutch, etc. in a 2018 Focus with less than 60,000 miles.

To Whom It Concerns:

I am attaching a receipt from Wyatt Ford in Nashville, TN showing the amount my son (well I) paid to have the Clutch, etc. replaced in his car.

I am also enclosing **Attachment #2** indicating that Ford knew the Focus 2018 had a problem but decided to only RECALL some of them.

I am requesting a refund of the \$4,535.37 that I paid to have my son's car repaired.

Problem is:

I also own a Focus 2018 and I am now worried that I will soon have the same problem.

History:

We have purchased Fords for over 48 years. I am [REDACTED] years of age, and my husband is [REDACTED] years of age.

You can check my long history with Ford and that of my families: Right now,

- My husband has a Ford Taurus
- I have a Ford Focus 2018
- I also own a Ford Escape 2018 that my daughter drives.

And

- My son owns a Ford Focus 2018.

We are a **FORD** Family! and I Respectfully request that my request for a full refund be honored as such.

Thank you,

[REDACTED] (cell)

Email: [REDACTED]

As of today, May 23, 2024 My Son's car

VIN # 1FADP3H28JL [REDACTED]

has experienced everything below. Now Wyatt-Johnson Ford in Nashville, TN says the car needs a complete replacement of the Transmission **after he just paid \$4,536.37** for a Clutch.

Why were these Focus' not recalled?

Recalls for 2018 FORD FOCUS

FILTER RECALLS BY AFFECTED COMPONENTS

All (3) ENGINE AND ENGINE COOLING (1) FUEL SYSTEM, GASOLINE (1) POWER TRAIN (1)

December 22, 2023 NHTSA CAMPAIGN NUMBER: 23V905000

Engine Oil Pump Failure

A loss of oil pressure can result in an engine stall and a loss of power braking assist, increasing the risk of a crash.

November 28, 2018 NHTSA CAMPAIGN NUMBER: 18V845000

Transmission Clutch Slip and Fluid Leak

A transmission fluid leak in the presence of an ignition source such as hot engine or exhaust components can increase the risk of a fire.

October 22, 2018 NHTSA CAMPAIGN NUMBER: 18V735000

Stuck Canister Purge Valve may Cause Stall

The excessive vacuum may result in an engine stall while driving, without warning and without the ability to restart the vehicle, increasing the risk of a crash.

Attachment #1/ **Wyatt Johnson Ford**
Sales Receipt

Thank you for your payment

Invoice # [REDACTED]

Clerk ID: tburke

VISA SALE - APPROVED

\$4,535.37

- DATE:3/28/2024 5:05:54 PM
- CARD NO: ***** [REDACTED]
- APPROVAL CODE:030556
- TRANS TYPE:SALE
- TRANS ID: [REDACTED]
- REFID:PAYAPI-0A3E66CE-2E4F-4D8F-8-CARD-ED1A-AFCB
- PROXIMITY
 -
 - TERMINAL ID:06358999
 - AID:A0000000031010
 - TVR:0000000000
 - IAD:06011203A00000
 - TSI:0000
 - ARC:00

Amount Paid

\$4,535.37

Attachment #2



Recalls And Customer Satisfaction Programs

Campaigns shown below are a list of possible open campaigns for the model and year of the vehicle you searched. They may not pertain to your specific vehicle. To validate open campaigns for your vehicle, you will need to search using your VIN.

2018 Focus

Recalls *

Engine oil pump belt tensioner replacement

Clutch pressure plate cracks

Campaign/NHTSA#

18S07/18V169

Issue Date

2018-03-12

Description

On your vehicle, the clutch may fracture.

Safety Risk

This may result in damage to the transmission assembly, fluid leaks, and possibly a vehicle fire.

Remedy

Focus: Ford Motor Company has authorized your dealer to reprogram the powertrain control module (pcm), perform a clutch slippage test, and replace the clutch assembly if necessary. Free of charge (parts and labor). Fusion: Ford Motor Company has authorized your dealer to replace the clutch assembly free of charge (parts and labor). Fuel tank deformation