

Formal Complaint Regarding Ford's Refusal to Address Critical Safety Issues

Date: January 10, 2025

To:
National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue, SE
Washington, DC 20590

Better Business Bureau (BBB) Serving Greater Kentucky and South Central Indiana
844 South 4th Street
Louisville, KY 40203

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

Subject: Urgent Formal Complaint Regarding Severe Safety Risks and Ford's Non-Compliance with Customer Satisfaction Programs for 2015 Ford Focus (VIN: 1FADP3F25FL [REDACTED])

To Whom it may concern:

I am writing to express my profound dissatisfaction and concern regarding the persistent and dangerous issues with my 2015 Ford Focus, which Ford Motor Company has continuously failed to address under multiple Customer Satisfaction Programs (CSPs). This has not only compromised the vehicle's functionality but has repeatedly put my safety, and that of my pet, at grave risk.

Chronology of Negligence:

- June 2020: I reported severe symptoms related to CSP 19N08 (clutch issues) to a Ford dealership. The problems were dismissed as "not severe enough" despite clear manifestations.
- January 2025: Upon revisiting the dealership to resolve CSPs 24N07 (canister purge valve), 14M02 (transmission control module), and 19N08(Clutch), I was denied service due to allegedly exceeding the mileage cap, despite these issues being long-standing and previously reported. The dealership demanded an outrageous fee of \$4,000 for clutch replacement and an additional \$190 diagnostic fee, exploiting my situation under the guise of bureaucratic formalities.

Overview of Symptoms and CSPs:

1. Customer Satisfaction Program 24N07 – Canister Purge Valve:

Symptoms: Engine hesitation, engine running rough, or engine stalling at low speeds, accompanied by an illuminated malfunction indicator lamp.

My Vehicle: Exhibits all of these symptoms, yet Ford refuses to address this known issue.

2. Customer Satisfaction Program 14M02 – Transmission Control Module (TCM):

Symptoms: Intermittent loss of transmission engagement while driving, failure to start, lack of power, or an illuminated Service Engine Soon indicator.

My Vehicle: Suffers from all these issues, and Ford has failed to resolve them despite acknowledging these defects in prior litigation.

3. Customer Satisfaction Program 19N08 – Clutch for PowerShift Dual-Clutch Transmission (DPS6):

Symptoms: Shuddering, slipping, jerking, and harsh engagement.

My Vehicle: Consistently exhibits all these symptoms, including shuddering, jerking, and slipping, yet Ford refuses to replace the clutch.

Safety and Ethical Concerns:

- Stalling and Power Loss: The vehicle frequently stalls in critical driving situations, such as turning or stopping at intersections, risking severe accidents. These stalling episodes occur unpredictably and have escalated in frequency, directly attributable to the known CSP defects.
- Danger to Pet and Driver: As a veterinary technician who transports my dog daily, these malfunctions endanger our lives.
- Misleading and Unethical Business Practices: Ford's refusal to honor its CSP obligations suggests a dismissive approach to consumer safety and legal compliance. This irresponsible handling necessitates escalation.

Demands for Immediate Action:


1. Complete and Complimentary Repairs: Ford must immediately authorize and complete repairs under CSPs 24N07, 14M02, and 19N08 at no cost.
2. Diagnostic Fee Waiver: The \$190 diagnostic fee is unjust and should be waived, as it pertains to issues Ford has already acknowledged.
3. Assurance of Vehicle Safety: I require a formal assurance that my vehicle will be restored to a safe and reliable state, free from defects.

Legal and Regulatory Action:

I am already filing this formal complaint with both the National Highway Traffic Safety Administration (NHTSA) and the Better Business Bureau (BBB) for immediate review. Ford has had ample time to address these issues, including the 10 days during which my car has been in your possession. I will not grant further delays for action. If Ford does not provide a constructive response and resolution immediately upon receipt of this letter, I will escalate further by consulting an attorney to explore all available legal remedies to enforce compliance, ensure safety, and hold Ford accountable for its failures.

I trust that you will treat this matter with the seriousness it warrants and act swiftly to rectify these severe oversights. The safety of your customers must not be compromised under any circumstances.

Sincerely,



Cc: National Highway Traffic Safety Administration, Better Business Bureau, Ford Motor Company Executive Office

LOUISVILLE KY 400

Shepherdsville, Ky

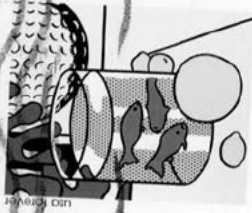
NHTSA

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Roy Lichtenstein