



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



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August 20, 2025

[REDACTED]  
[REDACTED]  
[REDACTED]  
Shepherdsville, KY [REDACTED]

NEF-109 rrr  
Ref. No. 11635314

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2015 Ford Focus vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We are aware of the Ford Customer Satisfaction Campaigns you reference that address several problems in MY 2015 Ford Focus vehicles (No. 14M02 Transmission Control Module Extended Warranty, expired September 10, 2015, No. 19N08 Transmission Clutch Module Warranty Extension, expired February 10, 2020, and No. 24N07 One-Time Canister Purge Valve (CPV) Replacement). Unfortunately, your vehicle has exceeded the milage and/or time limitation for a free repair under 14M02 and 19N08. In addition, it appears your vehicle has not exhibited the conditions described in 24N07 for the CPV replacement.

Please note that the Customer Satisfaction Campaigns at issue were initiated by Ford and are not safety recalls. The issuance of a Customer Satisfaction Campaign 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 customer satisfaction campaigns 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 customer satisfaction 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.

While researching your problem, we reviewed our database to identify whether a safety defect trend exists with the CPV and transmission in MY 2015 Ford Focus vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. We entered your information into the agency's database. It will be used with other reports

to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at [https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update\\_112124\\_v1a\\_tag.pdf](https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf).

We encourage you to continue to work with Ford and your local dealer to explore the potential for an amicable resolution to your problem. You may ask your dealership for a meeting with a Ford representative regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Kentucky Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-HELP; and by using the internet complaint form at [ftc.gov/complaint](https://www.ftc.gov/complaint).

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at [www.nhtsa.gov](https://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,

A solid black rectangular box used to redact the signature of Randy Reid.

Randy Reid, Chief  
Consumer Engagement Division  
Office of Defects Investigation  
Enforcement