U.S. Department of Transportation

**National Highway Traffic Safety Administration**

**DOT Auto Safety Hotline**

# Vehicle Owner's Questionnaire

**To Report Vehicle Safety Defects**
**1-888-DASH-2-DOT**
**(1-888-327-4236)**
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

| Date Received | Repository ☐ |
|---|---|
| NOV 12 2013 03-OCT-2013 | Reference No. 10546655 |

## OWNER INFORMATION (Type or Print)

| Name | | | |
|---|---|---|---|
| Address | | Daytime Telephone Number | E-mail Address |
| City: WEST PALM BEACH | State: FL | Zip Cod | Evening Telephone Number |

*The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).*

## VEHICLE INFORMATION

| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side | Make | Model | Model Year |
|---|---|---|---|
| 1FADP3E21DL | FORD | FOCUS | 2013 |

| Date Purchased | Dealer's Name and Telephone Number | | | Engine: No: Cylinders | Fuel Type: |
|---|---|---|---|---|---|
| 5/2013 | AL Packer | | | 4 | Reg |
| Original Owner ☒ | Dealer's City: West Palm Beach | State: FL | Zip Code | | |

| Transmission Type | ☐ Antilock Brakes ☐ Cruise Control | Powertrain | Multiple Failure: | Incident Date(s) |
|---|---|---|---|---|
| | | | | 01-JUL-2013 |

## FAILED COMPONENT(S)/PART(S) INFORMATION

| Vehicle Component Code: 100000 POWER TRAIN | Failure Mileage | Failure Speed |
|---|---|---|
| | 2000 | |

## ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

| Tire Make | Tire Model (Name or Number) | Tire Size (Example P215/65R15) |
|---|---|---|
| DOT No. (Example: DOTMAL9ABC036) | ☐ Original Equipment ☐ Prior Repair | Failure Location: |
| Tire Component Code | | Tire Failure Type: |

## ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

| Make: | Date Manufactured: | Model No./Name: |
|---|---|---|
| Seat Type: | Installation System: | |
| Child Seat Component Code: | Failed Part: Clutch | |

## APPLICABLE INCIDENT INFORMATION

*(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)*

| Crash | Fire | Number of Persons Injured | Number of Deaths | Reported to Police |
|---|---|---|---|---|
| ☐ Yes ☒ No | ☐ Yes ☒ No | 0 | 0 | N |

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**
**Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).**

TL* THE CONTACT OWNS A 2013 FORD FOCUS. THE CONTACT STATED THAT THE TRANSMISSION MANUAL INTERNAL SHIFTING SYSTEM FAILED, CAUSING THE VEHICLE TO SHUDDER AT LOW SPEEDS AND WHEN REVERSING. THE DEALER REPROGRAMMED THE TRANSMISSION COMPUTER AND CLEANED THE CLUTCH HOWEVER, THE FAILURE WAS NOT CORRECTED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 2,000 AND

Oct 29, 2013, still dealing with a shift or shudder when starting out. Ford told me it takes quite a # of miles before it will stop. 5000 to 10,000. Watching & waiting for it to clear!

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY