


INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 <p>U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b></p>		<p><b>DOT Auto Safety Hotline</b></p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects</p> <p>1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
		Date Received  08-JAN-2016 MAR 07 2016	Repository <input type="checkbox"/>		Reference No. 10819037
<b>OWNER INFORMATION (Type or Print)</b>					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
PORT ORANGE		FL			
<p><i>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).</i></p>					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FADP3K24EL		Make FORD	Model FOCUS	Model Year 2014	
Date Purchased 4/26/2014	Dealer's Name and Telephone Number KELLY FORD, INC 321-254-4289		Engine: No: Cylinders 4	Fuel Type: REGULAR	
Original Owner <input checked="" type="checkbox"/>	Dealer's City MELBOURNE FLORIDA	State FL	Zip Code 32935		
Transmission Type GARBAGE	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: of Transmission	Incident Date(s) 08-JAN-2016 + 5 other times	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Codes: ENGINE (PWS), 100000 POWER TRAIN, 181000 VEHICLE SPEED CONTROL: ACCELERATOR PEDAL BROUGHT IN FOR FIX 5 TIMES LAST TRANSMISSION NO GOOD FROM DATE OF PURCHASE			Failure Mileage 23200	Failure Speed 35	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:		
Tire Component Code			Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:	Model No./Name:		
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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).</p> <p>TL* THE CONTACT OWNS A 2014 FORD FOCUS. THE CONTACT STATED THAT WHILE DRIVING AT 35 MPH, THE TRANSMISSION FAILED. THE CONTACT STATED THAT WHEN THE ACCELERATOR PEDAL WAS DEPRESSED, THE VEHICLE JERKED VIOLENTLY. THE VEHICLE WAS TAKEN TO BE REPAIRED BUT THE FAILURE RECURRED MULTIPLE TIMES. THE DETAILS OF THE REPAIRS WERE UNKNOWN. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 23,200.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float:right">ATTACH ADDITIONAL SHEETS IF NECESSARY</span></p> <p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

MY 2014 VEHICLE IS ONE BIG TRANSMISSION DEFECT  
AT TIME OF PURCHASE TRANSMISSION GOOD FOR ABOUT  
100 MILES WHEN TRANSMISSION WENT. ATTEMPTED TO FIX BY  
KELLY FORD MELBOURNE, FL THREE TIMES, NO LUCK. WENT  
TO MULLINEX FORD NEW SYMERNA BEACH, FL. CHECK IT AND  
SAID BAD TRANSMISSION. HAD FILED COMPLAINTS TO YOU  
LEMON LAW ETC. CONTACTED BY FORD AS LAST CHANCE TO  
FIX TRANSMISSION. CALLED BY MULLINEX SAID FORD REP WOULD  
COME AND RECEIVED PARTS FOR TRANSMISSION. TO DATE WAS FIXED  
BUT GIVE IT 1000 MILES ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department  
of Transportation

National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

ORLANDO

FL 327

29 FEB '16

PM 5 L



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, ~~XXXXXXXXXX~~ NEF-100  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382



Think your vehicle  
has a safety defect?



If so:  
Use the enclosed  
form to file a report.

or visit:  
[www.safercar.gov](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

