

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 13-APR-2016	Repository ☐ Reference No. 10855333
		Daytime Telephone Number 	E-mail Address
OWNER INFORMATION (Type or Print)		Evening Telephone Number 	
Name			
Address			
City APTOS	State CA	Zip Code	
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 1FAHP3K23C		Make FORD	Model FOCUS
Model Year 2011			
Date Purchased 10/15/11	Dealer's Name and Telephone Number North Bay Ford 831-457-5858		Engine: No: Cylinders 4
Fuel Type: gas	Original Owner ☒	Dealer's City Santa Cruz	State CA Zip Code 95061
Transmission Type Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain 	Multiple Failure: repeated hesitation, stutter, 3415-2013-16
Incident Date(s) 17-APR-2013			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 100000 POWER TRAIN Transmission - auto clutch consistent intermittent stuttering and hesitation under load		Failure Mileage 84719	Failure Speed 10-15 mph
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: DOTM19ABC036)	☐ 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:	
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)			
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths
Reported to Police 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 2011 FORD FOCUS. THE CONTACT STATED THAT THE TRANSMISSION SHUTTERED WHILE DRIVING AT LOWER SPEEDS. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS CONFIRMED THAT THE VEHICLE SHUTTERED, BUT STATED THAT THE VEHICLE WAS WORKING AS DESIGNED. THE VEHICLE WAS NOT REPAIRED. PRIOR TO THE FAILURE, THE VEHICLE EXHIBITED THE SAME FAILURE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE TRANSMISSION CONTROL MODULE WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 84,719. Also several adjustments to clutch, all temporary fixes.			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			
ATTACH ADDITIONAL SHEETS IF NECESSARY			
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.			