



INFORMATION ACT (5 C.F.R. 101.11.6) C. 552(B)(6)

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

**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  
01-SEP-2016  
DEC 13 2016

Repository   
Reference No.  
10903171

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
Address [Redacted]  
City STEWART **Stuart** State VA Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]  
Evening Telephone Number [Redacted]

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  
1FADP3N28FL [Redacted] Make FORD Model FOCUS Model Year 2015  
Date Purchased 04/2015 Dealer's Name and Telephone Number **Duncan Ford** Engine: No: Cylinders Fuel Type: Gas  
Original Owner  Dealer's City Rocky Mt. State VA Zip Code [Redacted]  
Transmission Type  Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 22-AUG-2016  
 Cruise Control

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

Vehicle Component Codes: 060000 ENGINE (PWS), 100000 POWER TRAIN Failure Mileage 18000 Failure Speed 15

**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: DOTM9ABC036)  Original Equipment Failure Location:  
 Prior Repair  
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 0 Number of Deaths 0 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 2015 FORD FOCUS. WHILE DRIVING THE VEHICLE AT VARIOUS SPEEDS, THE VEHICLE HESITATED TO ACCELERATE WHEN THE ACCELERATE PEDAL WAS DEPRESSED. THE DEALER DIAGNOSED THAT THE CLUTCH IN THE TRANSMISSION FAILED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT WAS ABLE TO DRIVE THE VEHICLE HOME WITH NO FAILURE. THE FOLLOWING DAY, WHILE DRIVING 15 MPH, THE ENGINE REVVED TO 100 MPH WITHOUT WARNING. THE RPM WAS AT 8. THE CONTACT STATED THAT THE VEHICLE WAS UNSAFE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 18,000.

I took car in and they replaced the clutches and transmission control module. I have been to 2 different Ford Dealers tell me 2 different things. Duncan states car could have never →

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 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.

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

excelled or revved up to these RPM or Speeds. At another Ford Location I was told it was typical for these cars to rev up and to have RPM's that high. I was told this would fix my car but if it didn't do it then how could it be what would fix it. I am just concerned because it did happen and I do not want to injure myself or someone else.

ATTACH ADDITIONAL SHEETS IF NECESSARY

LENSBORO  
NJ 0784  
12 NOV 16  
PM 4 L



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

U.S. 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

**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, 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**



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