


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

|   |  |  |                   |
|---|--|--|-------------------|
|  <p><b>DOT Auto Safety Hotline</b><br/> <b>Vehicle Owner's Questionnaire</b><br/>                 To Report Vehicle Safety Defects<br/>                 1-888-DASH-2-DOT<br/>                 (1-888-327-4236)<br/>                 INTERNET: www.nhtsa.dot.gov/hotline</p>  |  | FOR AGENCY USE ONLY 100148<br>Date Received<br>13-SEP-2016<br>Repository <input type="checkbox"/><br>Reference No.<br>10906166 |                   |
| <b>OWNER INFORMATION (Type or Print)</b>  |  |  |                   |
| Name  |  | Daytime Telephone Number   |                   |
| Address   |  | Evening Telephone Number   |                   |
| City  | State  | Zip Code   | E-mail Address    |
| HALLANDALE  | FL   |  |                   |
| 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).   |  |  |                   |
| <b>VEHICLE INFORMATION</b>  |  |  |                   |
| 17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side   |  | Make   | Model             |
| LFADP5BUE8E   |  | FORD   | C-MAX ENERGI      |
| Model Year  |  | Engine:  | Fuel Type:        |
| 2014  |  | No: Cylinders  | GAS               |
| Date Purchased  | Dealer's Name and Telephone Number   |  | State             |
| Dec 2014  | AUTOMATION OF FT LAUDERDALE  |  | FL                |
| Original Owner  | Dealer's City  | Zip Code   | Incident Date(s)  |
| <input checked="" type="checkbox"/>   | FT LAUDERDALE  |  | 26-JUL-2016       |
| Transmission Type   | <input checked="" type="checkbox"/> Antilock Brakes                                  | Powertrain   | Multiple Failure: |
| AUTO  | <input checked="" type="checkbox"/> Cruise Control                                   |  | YES               |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>  |  |  |                   |
| Vehicle Component Code: 060000 ENGINE (PWS)   |  | Failure Mileage  | Failure Speed     |
| + RADIATOR ON OCT 7, 2016.<br>+ DRIVER DOOR OPENED WHEN DRIVING WITHOUT ANY WARNING.  |  | 52000  | 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)   |                   |
| Michelin  |  |  |                   |
| DOT No. (Example: DOTM19ABC036)   | <input type="checkbox"/> Original Equipment<br><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><br>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)  |  |  |                   |
| Crash   | Fire   | Number of Persons Injured  | Number of Deaths  |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                  | 0  | 0                 |
| Reported to Police  |  | N  |                   |
| Narrative Description of Incident(s), Crash(es), and Injury(ies).<br>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 2014 FORD C-MAX ENERGI HYBRID. WHILE DRIVING 35 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE RODS AND PISTONS FRACTURED AND CAUSED THE ENGINE TO FAIL AS A RESULT, THE ENGINE NEEDED TO BE REPAIRED. THE VEHICLE HAD NOT BEEN REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 52,000. + New Problems. BAD RADIATOR. IN Shop again 10 days + Door opening AT Will When DRIVING   |  |  |                   |
| 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. |  |  |                   |

**From:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: ---10906166  
**Date:** Wednesday, October 12, 2016 2:07:46 PM

---

**Sent:** Wednesday, October 12, 2016 1:20 PM

**Subject:** FW: ---10906166

. The ODI # is in the subject line.

**From:** [REDACTED]  
**Sent:** Saturday, October 08, 2016 10:02 AM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** ---10906166

since my first complaint about new motor now drove back to Florida, radiator was not installed properly or their was a defect in it as it now in auto nation ford in ft Lauderdale to replace the radiator , which went out on it and found out that the drivers door could open while driving at anytime without your knowing it. . this is a car that I don't feel safe in anymore ,and there are 200+ motors on back order for this car according to dealer. I want it replaced with new one or repurchased . out of this for more the70 days now in the last 3 months thank you

[REDACTED]