


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

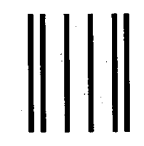
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|  <p>DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration</p> | | <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p> | | <p>FOR AGENCY USE ONLY 100148</p> | |
| <p>Date Received</p> <p>17-OCT-2016 DEC 13 2016</p> | | <p>Repository <input type="checkbox"/></p> <p>Reference No. 10916493</p> | | | |
| <p>OWNER INFORMATION (Type or Print)</p> | | | | | |
| <p>Name</p> | | <p>Daytime Telephone Number</p> | | <p>E-mail Address</p> | |
| <p>Address</p> | | <p>Evening Telephone Number</p> | | | |
| <p>City</p> <p>CHARLESTON</p> | <p>State</p> <p>WV</p> | <p>Zip Code</p> | | | |
| <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> | | | | | |
| <p>VEHICLE INFORMATION</p> | | | | | |
| <p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>1FADP3E23E[REDACTED]</p> | | <p>Make</p> <p>FORD</p> | <p>Model</p> <p>FOCUS</p> | <p>Model Year</p> <p>2014</p> | |
| <p>Date Purchased</p> | <p>Dealer's Name and Telephone Number</p> | | <p>Engine:</p> <p>No: Cylinders</p> | <p>Fuel Type:</p> | |
| <p>Original Owner</p> <p><input type="checkbox"/></p> | <p>Dealer's City</p> | <p>State</p> | <p>Zip Code</p> | | |
| <p>Transmission Type</p> <p><input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p> | <p>Powertrain</p> | <p>Multiple Failure:</p> | | <p>Incident Date(s)</p> <p>16-DEC-2013</p> | |
| <p>FAILED COMPONENT(S)/PART(S) INFORMATION</p> | | | | | |
| <p>Vehicle Component Codes: 162000 STRUCTURE: BODY, 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN</p> | | | <p>Failure Mileage</p> | <p>Failure Speed</p> | |
| <p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p> | | | | | |
| <p>Tire Make</p> | <p>Tire Model (Name or Number)</p> | <p>Tire Size (Example P215/65R15)</p> | | | |
| <p>DOT No. (Example: DOTM19ABC036)</p> | <p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p> | <p>Failure Location:</p> | | | |
| <p>Tire Component Code</p> | | | <p>Tire Failure Type:</p> | | |
| <p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p> | | | | | |
| <p>Make:</p> | | <p>Date Manufactured:</p> | | <p>Model No./Name:</p> | |
| <p>Seat Type:</p> | | <p>Installation System:</p> | | | |
| <p>Child Seat Component Code:</p> | | <p>Failed Part:</p> | | | |
| <p>APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i></p> | | | | | |
| <p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> | <p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> | <p>Number of Persons Injured</p> | <p>Number of Deaths</p> | <p>Reported to Police</p> <p>N</p> | |
| <p>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).</p> | | | | | |
| <p>TI* THE CONTACT OWNS A 2014 FORD FOCUS. THE CONTACT STATED THAT THE VEHICLE WAS TAKEN TO THE DEALER SEVERAL TIMES DUE TO A CLUTCH ASSEMBLY FAILURE. THE TRANSMISSION JERKED WHEN THE VEHICLE WAS STARTED, AND THE VEHICLE LUNGED FORWARD WHILE AT A STOP AND ON A HILL. THE VEHICLE WAS TAKEN TO THE DEALER TWICE TO SERVICE THE VEHICLE FOR TWO DIFFERENT RECALL REMEDIES, WHICH FAILED TO REMEDY THE FAILURES. THE CONTACT LATER RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V698000 (LATCHES/LOCKS/LINKAGES, STRUCTURE). THE MANUFACTURER INDICATED THAT THE PARTS MAY NOT BECOME AVAILABLE UNTIL MID 2017. THE MANUFACTURER WAS NOTIFIED OF THE FAILURES. THE FAILURE MILEAGE WAS UNKNOWN. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.</p> <p><i>Very discouraged by this problems by dealers not telling me, these problems have also affected full mileage. Has caused me undo stress due to my job as a nanny. Scares the boys,</i></p> | | | | | |
| <p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p> | | | <p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p> | | |
| <p><small>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.</small></p> | | | | | |

Problem has caused employer to question my ability to keep boys safe.

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

CHARLESTON
WV 250
23 NOV '15
PM 3 L

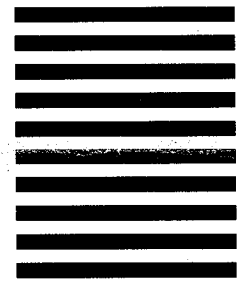


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BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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

or call:

Vehicle Safety Hotline
888-327-4236

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