



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Date Received

Repository ☐

08-JAN-2019

APR 29 2019

Reference No.

11165859

OWNER INFORMATION (Type or Print)

Name

Address

City

INDIANAPOLIS

State IN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

1FADP3K20DL

Make

FORD

Model

FOCUS

Model Year

2013

Date Purchased

2013

Dealer's Name and Telephone Number

Blossom Chevrolet 866-457-7328

Engine:

No: Cylinders

4

Fuel Type:

FLEX

Original Owner

☐

Dealer's City

INDpls,

State

IN

Zip Code

46236

Transmission Type

5 speed automatic

☒ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

18-DEC-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)

Failure Mileage

80000

Failure Speed

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: DOTM19ABC035)

☐ 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 2013 FORD FOCUS. THE CONTACT RECEIVED A RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 18V350000 (FUEL SYSTEM). THE VEHICLE WAS TAKEN TO CAPITOL CITY FORD (8623 E WASHINGTON ST, INDIANAPOLIS, IN 46219) AND A SOFTWARE UPDATE WAS PERFORMED. AFTER THE UPDATE, THE VEHICLE STALLED AND WOULD RUN OUT OF FUEL EVEN THOUGH FUEL WAS STILL IN THE TANK. THE VEHICLE WAS TAKEN TO BACK TO THE DEALER WHERE THEY STATED THAT THE CASE WAS CLOSED BECAUSE THEY COMPLETED THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE, BUT DID NOT ASSIST. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 80,000.

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.

CUSTOMER #: [REDACTED]

INVOICE

8623 E. Washington St.-Just East of I-465
Indianapolis, Indiana 46219
(317)898-0700

INDIANAPOLIS, IN [REDACTED]

PAGE 1

HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 510195 MELENDEZ TERESA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	13	FORD FOCUS	1FADP3K20DI [REDACTED]		79722/79722	T7222	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22SEP12 DD			19:30 12DEC18			CASH	12DEC18
R.O. OPENED		READY	OPTIONS: ENG:2.0 Liter GDI				

14:13 12DEC18 16:17 12DEC18

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A 18S32 CERTAIN 2012-2018 MODEL YEAR FOCUS VEHICLES EQUIPPED WITH 2.0L

GDI AND GTDI ENGINES FUEL TANK DEFORMATION

CAUSE: 18S32

18S32B Check DTCs, Check for Available PCM

Software Update, Using IDS Release 111.04 Or

Higher, Software Update Is Available,

Reprogram the PCM, No Parts Replaced.

306077 WARR 0.30

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

306077

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:**

We have added a charge equal to 5% of the total cost of labor, not to exceed \$25.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Subject: Hum Vehicle Diagnostics Alert
From: Hum by Verizon (noreply@hum.com)
To: [REDACTED];
Date: Monday, December 31, 2018 6:54 AM



Customer Name: [REDACTED]

Vehicle: 2013 FORD FOCUS

Hi [REDACTED]

Your **2013 FORD FOCUS** has triggered a Diagnostic Trouble Code (DTC) with the following details:

- **Code** P1450
- **Description** Category: Engine Performance - The vehicle's main computer, the Engine Control Module (ECM) performs many functions for the proper operation of the vehicle. One of those functions is the ability to run and monitor the Evaporative Emissions (EVAP) system. This system directly affects vehicle emissions. In this case, during a test to monitor the EVAP system, it detected excessive vacuum (or suction) in the fuel tank with the engine running but not at idle. The ECM was unable to command the EVAP System to bleed off the excessive vacuum which in turn set the trouble code and turned on the Engine Light. The driver may or may not have noticed engine performance problems. This problem can be caused by a number of factors ranging from a faulty Fuel Tank Pressure sensor, one of the vacuum hoses could be pinched shut, the gas cap may be bad, etc. This is a complicated system and it should be thoroughly diagnosed by a professional repair facility with the proper equipment available.
- This alert was detected at 06:53 AM on 12/31/2018.

For help understanding this alert or other auto health questions, you may call the Hum Mechanics Hotline at 1-800-711-5800.

Sincerely,

Hum Customer Service

www.hum.com

Quick Links:

Terms of Service
Signature Motor Club Terms
of Service

This email was sent to [REDACTED]

We respect your privacy. Please review our privacy policy for more information about click activity with Hum by Verizon and links included in this email.

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