INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

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: 12-MAR-2019 MAY 22 2019	Repository ☐
	Reference No. 11186197

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address
Address [redacted]		Evening Telephone Number	
City BULLS GAP	State TN	Zip Code [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	Make	Model	Model Year
1FADP3F2XF[redacted]	FORD	FOCUS	2015

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
11-2-15	Morristown Ford 423-586-5520			No: Cylinders 4	GAS
Original Owner ☑	Dealer's City Morristown	State TN	Zip Code 37813		

Transmission Type			Multiple Failure:	Incident Date(s)
Auto.	☐ Antilock Brakes ☐ Cruise Control	Powertrain		11-MAR-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN	Failure Mileage	Failure Speed
	35000	25

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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. ON SEVERAL OCCASIONS, WHILE DRIVING 25-30 MPH, THE ACCELERATOR PEDAL WAS DEPRESSED AND THE VEHICLE STARTED TO VIBRATE ABNORMALLY. THE VEHICLE WAS TAKEN TO MORRISTOWN FORD INC (LOCATED AT 1112 W MORRIS BLVD, MORRISTOWN, TN 37813, (423) 586-5520) WHERE IT WAS DIAGNOSED THAT THE AUTOMATIC CLUTCH IN THE TRANSMISSION FAILED. THE VEHICLE WAS NOT REPAIRED. THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 18V169000 (POWER TRAIN). THE MANUFACTURER WAS CONTACTED AND MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 35,000.

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 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)

My car Runs good all but The Transmission. IT Shuttles Shakes, and kills Like it is Wheel Jumping I about got hit pulling out on Highway because It Instead of going on it Jumped and Shuttled before it Went on. I do hope We can get this problem Solved. I Like my car but I am about afraid to drive it.

ATTACH ADDITIONAL SHEETS IF NECESSARY

KNOXVILLE
TN 377
11 APR '19
PM 4 L

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

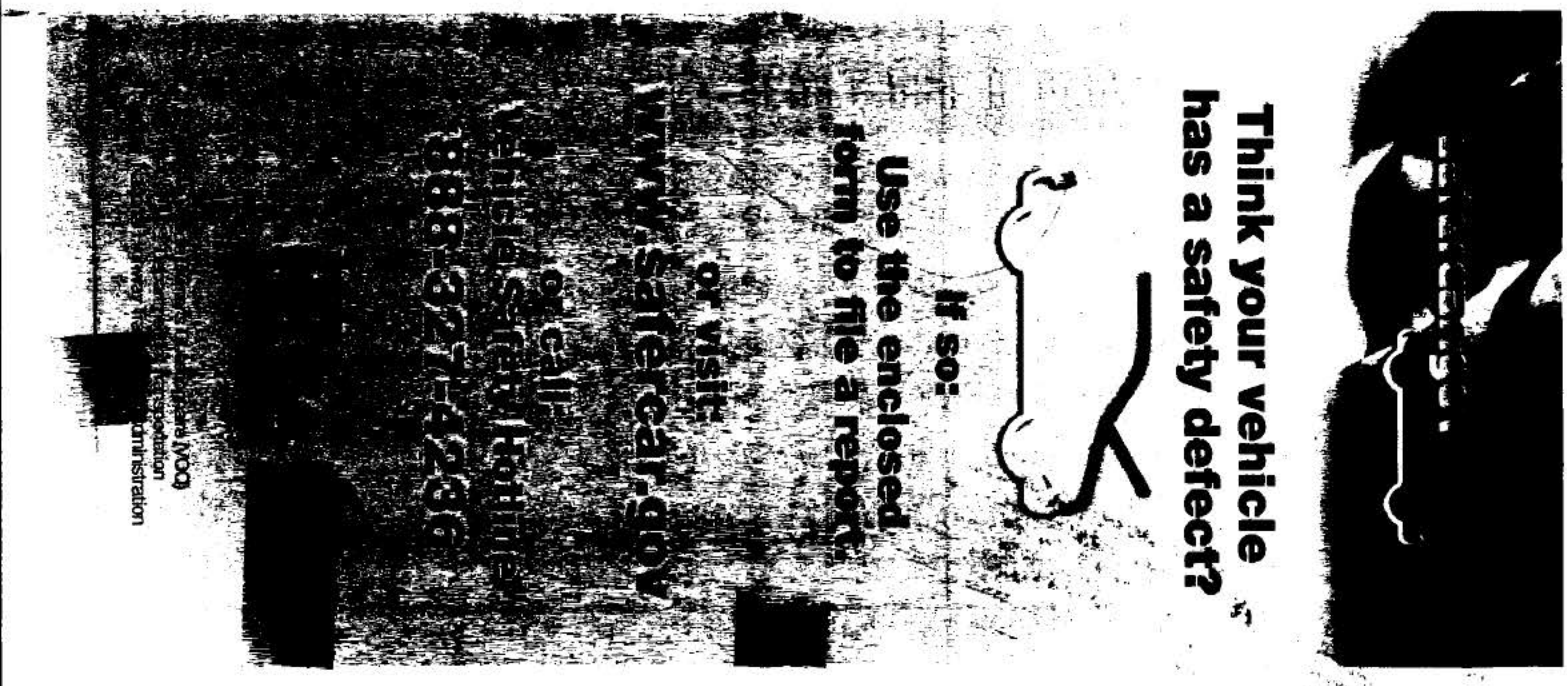
Official Business
Penalty for Private Use $300

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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



Morristown Ford

1112 WEST MORRIS BLVD.
MORRISTOWN, TENNESSEE 37813
Phone: (423) 586-5520 Knoxville: (865) 522-4202
Web Site: www.morristownford.com

CUSTOMER NO. [redacted]	ADVISOR: MARK WHITAKER 22353	TAG NO.: 534	INVOICE DATE: 03/14/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE:	LICENSE NO.:	MILEAGE: 16,638	COLOR: OXFORD WHIT	STOCK NO. [redacted]
BULLS GAP, TN [redacted]	YEAR / MAKE / MODEL: 15/FORD/FOCUS/4DR SDN SE		DELIVERY DATE: 11/02/15	DELIVERY MILES: 15
[redacted]	VEHICLE I.D. NO.: 1 F A D P 3 F 2 X F L [redacted]		SELLING DEALER NO.:	PRODUCTION DATE:
	F.T.E. NO.:	P.O. NO.:	R.O. DATE: 03/06/17	
[redacted]	BUSINESS PHONE:	COMMENTS:		MO: 16638

JOB# 1 CHARGES

LABOR

J# 1 30F0Z AUTO TRANSMISSION HOURS: TECH(S):39910 — WARRANTY

CUSTOMER STATES VEHICLE SHAKES/SHUDDERS ON TAKE OFF. CHECK AND ADVISE
CONFIRMED CUSTOMER COMPLAINT OF CLUTCH SHUDDER.
RVC# RPVQ26KLNRY7P
Performed 14M02 REPLACED CLUTCH AND REPROGRAMMED PCM TCM AND ROAD TESTED OK AT THIS TIME

PARTS QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
1	FL-910S	FILTER			WARRANTY
1	XT-11-QDC	FLUID -			WARRANTY
1	XO-5W20-QSP	MOTORCR			WARRANTY
1	EV6Z-7052-C	SEAL AS			WARRANTY
1	F1FZ-7B546-B	CLUTCH			WARRANTY
				TOTAL - PARTS	0.00

SUBLET — PO# [redacted] — VEND INV# — INV.DATE — DESCRIPTION

03/14/17 LOANER — WARRANTY

TOTAL - SUBLET 0.00

JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 99F0Z000P [redacted] TECH(S):[redacted] — WARRANTY

PERF[redacted]-POINT IN[redacted]

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

THANK YOU

FOR BRINGING YOUR CAR

TO US FOR SERVICE.

IMPORTANT

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER IMMEDIATELY.

This is where they fixed it in 2017 but don't want to fix the same problem now.

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ALEX CONWAY 22725	11	02/06/19	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 36,538		COLOR: OXFORD WHIT	STOCK NO.: [redacted]
BULLS GAP, TN [redacted]	YEAR / MAKE / MODEL: 15/FORD/FOCUS/4DR SDN SE		DELIVERY DATE: 11/02/15	DELIVERY MILES: 15
[redacted]	VEHICLE I.D. NO.: 1 F A D P 3 F 2 X F L [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 02/06/19	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE	COMMENTS		

MO: 36538

JOB# 1 CHARGES----------

LABOR----------

J# 1 30FOZ06 AUTO TRANS SLIPS HOURS: TECH(S):48067 WARRANTY

CUSTOMER STATES TRANSMISSION SHAKES/SHUDDERS ON TAKE OFF - CHECK AND ADVISE
PERFORMED TEST DRIVE WITH IDS (TSB 16-0109) - CHECKED FOR CLUTCH SLIPPAGE - FOUND SLIPPAGE IN THE RANGE OF 190 TO 195 RPMS MAX - DID NOT REACH THE LIMIT OF 250 RPMS
NO WORK PERFORMED AT THIS TIME - CLUTCH MUST SHUDDER OVER 250 RPMS TO ADDRESS CONCERN

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

COMMENTS----------

DELETED OPERATION(S)----------

99FOZ000P MULTI POINT INSP

TECHNICIAN CERTIFICATION----------

48067 EDWARD APPLIED FOR

TOTALS----------

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MORRISTOWN, TENNESSEE 37813
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CUSTOMER NO. [redacted]	ADVISOR MADISON 47196	TAG NO. 988	INVOICE DATE 10/24/18	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 33,722	COLOR OXFORD WHIT	STOCK NO. [redacted]
BULLS GAP, TN [redacted]	YEAR/MAKE/MODEL 15/FORD/FOCUS/4DR SDN SE		DELIVERY DATE 11/02/15	DELIVERY MILES 15	
[redacted]	VEHICLE I.D. NO. 1FADP3F2XFL[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/24/18		
RE [redacted]	BUSINESS PHONE	COMMENTS		MO: 33722	

JOB# 1 CHARGES----------

LABOR----------

J# 1 10FOZ01 DRIVEABILITY CONCERN HOURS: TECH(S):60269 WARRANTY

CUSTOMER STATES VEHICLE IS JERKING AROUND. CHECK AND ADVISE
TEST DROVE MULTIPLE TIMES - ANY SHAKING OR SHUDDERING WHEN
TAKING OFF FROM A STOP IS COMPLETELY NORMAL (PER FORD) UNTIL
IT REACHES OR EXCEEDS 250 RPMS OF SLIPPAGE.
THIS VEHICLE DID NOT SLIP BUT ONE TIME AND WAS UNDER 50RPMS
OF SLIPPAGE - THIS CONCERN WILL HAVE TO WORSEN MUCH MORE
BEFORE ANY WARRANTY WORK CAN BE PERFORMED FOR THIS CONCERN.
FOLLOWED TSB 16-0109 AND RESET ADAPTIVE DRIVE CYCLE (NO
LEAKS AT THIS TIME)

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

COMMENTS----------

DELETED OPERATION(S)----------

99FOZ000P MULTI POINT INSP 05FOZ01 RECALL

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

LIC NO. [ ] STATE [ ]

OUR SERVICE STAFF WISHES TO PROVIDE EXCEPTIONAL SERVICE ON EACH AND EVERY VISIT TO OUR DEALERSHIP. WE APPRECIATE YOU.

** THANK YOU FOR YOUR PATRONAGE **

CUSTOMER SIGNATURE

THANK YOU

FOR BRINGING YOUR CAR

TO US FOR SERVICE.

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