

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [REDACTED]  
**Subject:** FW: 2014 Ford Focus  
**Date:** Tuesday, April 23, 2019 11:18:36 AM  
**Attachments:** [NTSB.pdf](#)

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Questionnaire

**From:** [REDACTED]  
**Sent:** Tuesday, April 23, 2019 10:06 AM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** 2014 Ford Focus

Hello,

Please find attached the completed document pertaining to my complaint. I was contacted about two weeks ago by Ford's resolution team, I've not heard anything back!

The transmissions in the Ford Focus are defective and Ford needs to acknowledge that and provide either a repair or replace the vehicle!

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*Kind regards,*

[REDACTED]



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

25-MAR-2019

Repository

Reference No.  
11191336

OWNER INFORMATION (Type or Print)

Name  [Redacted]  
 Address  [Redacted]  
 City MORRISVILLE State NC 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: 1FADP3F2XEL [Redacted]  
 Make FORD Model FOCUS Model Year 2014  
 Date Purchased 3/17 Dealer's Name and Telephone Number Mc Drive  
 Original Owner  Dealer's City Raleigh State NC Zip Code 27571  
 Engine: No: Cylinders 4 Fuel Type: Hybrid  
 Transmission Type  Antilock Brakes Powertrain Multiple Failure: Yes  
 Cruise Control Not Certain Incident Date(s) 20-MAR-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS) Failure Mileage 90000 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: DOTMAL9ABC036)  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 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 2014 FORD FOCUS. WHILE ACCELERATING FROM A STOP, THE VEHICLE JERKED, THE ENGINE REVVED, AND THE CHECK ENGINE INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO CROSSROADS FORD OF CARY (877-830-1251, LOCATED AT 2333 WALNUT ST, CARY, NC 27518) WHERE IT WAS DETERMINED THAT THERE WAS NO RECALL. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THE DEALER WOULD BE CONTACTED. THE CONTACT WAS NOT CALLED BACK. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 90,000.

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.