

JUL 15 2019



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

CL-11208270-6981

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure VOQ



NM
7-16-19
W



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: 17-MAY-2019
Repository:
Reference No.: 11208270

OWNER INFORMATION (Type or Print)

Name: [Redacted] Phone Number: [Redacted] E-mail Address: [Redacted]
Address: [Redacted]
City: ROCHESTER State: NH 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: 1FADP3E2S [Redacted]
Make: FORD Model: FOCUS S Model Year: 2016
Date Purchased: [Redacted] Dealer's Name and Telephone Number: Granite Ford (603)-335-3400 Engine: 4 No. Cylinders: 4 Fuel Type: Flex Fuel Gasoline
Original Owner: Dealer's City: Rochester, N.H. State: N.H. Zip Code: 03867
Transmission Type: Automatic Antilock Brakes Cruise Control Powertrain: [Redacted] Multiple Failure: [Redacted] Incident Date(s): 04-NOV-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS) Failure Mileage: ~~30000~~ 35,654 Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM19ABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: 1 Number of Deaths: 0 Reported to Police: Y

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 OWNED A 2016 FORD FOCUS. WHILE DRIVING LOW SPEEDS, THE VEHICLE STALLED AND CAUSED A FRONT END COLLISION WITH ANOTHER VEHICLE. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE AIR BAGS DEPLOYED. THE CONTACT SUFFERED INJURIES AND RECEIVED MEDICAL ATTENTION. A POLICE REPORT WAS FILED. THE DEALER WAS NOT CONTACTED. THE VEHICLE WAS TOTALED AND TOWED TO THE INSURANCE COMPANY LOT. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS ~~30,000~~ 35,654

The 2016 Ford Focus - was my mom's car (I was listed on her insurance to drive it) The car had a faulty gas gauge - we kept it filled till it shut off at the pumps. On 10/9/2018 - we had the car inspected, and we believe it passed a emissions test falsely, and passed inspection falsely.

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.

Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121-1904



771334882608

A/31727/015864/0072

ROCHESTER, NH [REDACTED]

December 2018

***** IMPORTANT SAFETY RECALL *****

Safety Recall Notice 18S32 / NHTSA Recall 18V-735

2016 Focus

Your Vehicle Identification Number (VIN): 1FADP3E25G [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?



Service Engine Soon
Indicator

On your vehicle, the engine may stall due to a stuck canister purge valve (CPV) within the fuel vapor system. A stuck CPV can lead to excessive vacuum in the fuel vapor system, causing the plastic fuel tank to deform, resulting in an inaccurate or erratic fuel gauge indication, inaccurate distance to empty (DTE), and/or other drivability concerns. The vehicle may also exhibit an illuminated malfunction indicator lamp (MIL).

What is the risk?

This may result in an engine stall while driving without warning or without the ability to restart, and can increase the risk of a crash.

What will Ford and your dealer do?

Ford Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge (parts and labor). Parts are anticipated to be available by 1st Quarter, 2019.

What should you do?

When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair. Customers are advised to maintain at least 1/2 tank of fuel until their vehicle has this safety recall completed.

Ford has not issued instructions to stop driving your vehicle under this safety recall. When parts are available, owners should contact their dealer for an appointment to have their vehicle remedied as soon as practicable. Owners can continue to safely drive their vehicle if they follow all instructions and warnings contained in the recall notice.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your attention to this important matter.

Ford Customer Service Division

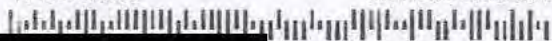


Ford Motor Company
 División de Servicio al Cliente de Ford
 P. O. Box 1904
 Dearborn, Michigan 48121



771334882608

A/31728/015864/0072



ROCHESTER, NH

Diciembre de 2018

***** CAMPAÑA DE SEGURIDAD IMPORTANTE *****

Seguridad Aviso de campaña 18S32/campaña 18V-735 de la NHTSA

2016 Focus

Número de identificación del vehículo (VIN): 1FADP3E25C

Este aviso se le envía de acuerdo con la Ley nacional de seguridad y tránsito de vehículos de EE. UU.

Ford Motor Company ha determinado que su vehículo presenta un defecto relacionado con la seguridad del motor, con el VIN que aparece más arriba.

Lamentamos esta situación y deseamos asegurarle que, con su ayuda, corregiremos el problema. Nuestro compromiso, junto con el de su distribuidor, es ofrecerle servicio y apoyo de alto nivel.

¿Cuál es el problema?



Indicador de servicio al motor a la brevedad

En su vehículo, el motor se podría parar debido a un atoramiento de la válvula de purga del canister (CPV) dentro del sistema de vapor de combustible. Una CPV atorada podría ocasionar un exceso de vacío en el sistema de vapor de combustible, pudiendo deformar el tanque de combustible de plástico, lo cual se traduce en una indicación imprecisa o errónea del indicador de combustible, una autonomía imprecisa u otros problemas de manejo. También se podría encender la luz indicadora de mal funcionamiento (MIL) del vehículo.

¿Qué riesgo existe?

Todo esto podría generar el paro del motor mientras maneja sin advertencia o sin la posibilidad de volver a arrancar, lo cual aumenta el riesgo de sufrir un accidente.

¿Qué medidas adoptarán Ford y su distribuidor?

Ford Motor Company colabora estrechamente con sus proveedores para fabricar las piezas para esta reparación. Cuando estas estén disponibles, Ford Motor Company le avisará mediante correo para programar una cita de servicio con su distribuidor y así realizar las reparaciones sin costo alguno (piezas y mano de obra). Se prevé que las piezas estarán disponibles el primer trimestre de 2019.

¿Qué debe hacer?

Cuando las piezas estén disponibles, Ford Motor Company le enviará una carta para informarle la disponibilidad de estas y solicitarle que se comunique con su distribuidor a fin de programar la reparación. Se aconseja a los clientes que mantengan el tanque de combustible al menos en 1/2 mientras no realicen esta campaña de seguridad.

Para esta campaña de seguridad, Ford no ha emitido instrucciones de no manejar el vehículo. Cuando las piezas se encuentren disponibles, los propietarios deben ponerse en contacto con su distribuidor a fin de programar una cita para solucionar este problema lo más pronto posible. Los propietarios pueden continuar manejando sus vehículos si siguen todas las instrucciones y advertencias incluidas en este aviso de campaña de seguridad.

Si aún no tiene un distribuidor para realizar el servicio, puede acceder a www.Fordowner.com para conocer las direcciones de los distribuidores, ver mapas y obtener las instrucciones para llegar.

Tenga presente que: la ley federal exige que los arrendadores de vehículos que reciban este aviso de campaña envíen una copia del mismo al arrendatario en un plazo de diez días.

Gracias por su atención en este asunto sumamente importante.

Ford, División de Servicio al Cliente

VIN: 1FADP3E25 [REDACTED]

Recall data refreshed on Jul 10, 2019

1 Unrepaired Recalls associated with this VIN

Oct 22, 2018

Manufacturer Recall Number 18S32

NHTSA Recall Number 18V735

Recall Status Recall Incomplete, remedy not yet available

Summary

ON YOUR VEHICLE, THE ENGINE MAY STALL DUE TO A STUCK CANISTER PURGE VALVE (CPV) WITHIN THE FUEL VAPOR SYSTEM. A STUCK CPV CAN LEAD TO EXCESSIVE VACUUM IN THE FUEL VAPOR SYSTEM, CAUSING THE PLASTIC FUEL TANK TO DEFORM, RESULTING IN AN INACCURATE OR ERRATIC FUEL GAUGE INDICATION, INACCURATE DISTANCE TO EMPTY (DTE), AND/OR OTHER DRIVABILITY CONCERNS. THE VEHICLE MAY ALSO EXHIBIT AN ILLUMINATED MALFUNCTION INDICATOR LAMP (MIL).

Safety Risk

AN ENGINE STALL WHILE DRIVING WITHOUT WARNING OR WITHOUT THE ABILITY TO RESTART, CAN INCREASE THE RISK OF A CRASH.

Remedy

OWNERS WILL BE NOTIFIED BY MAIL AND INSTRUCTED TO TAKE THEIR VEHICLE TO A FORD OR LINCOLN DEALER TO HAVE THE POWERTRAIN CONTROL MODULE (PCM) REPROGRAMMED WITH NEW SOFTWARE THAT WILL DETECT A MALFUNCTIONING CPV AND PREVENT A POTENTIAL EXCESSIVE FUEL VAPOR SYSTEM VACUUM CONDITION FROM OCCURRING. DEALERS WILL CHECK FOR DIAGNOSTIC TROUBLE CODES (DTC) AND REPLACE THE CPV AS NECESSARY. IF THE CPV IS REPLACED, DEALERS WILL INSPECT AND REPLACE

This is what happened to the car I was driving.

The vehicle I was driving did not illuminate a malfunctioning indicator lamp.

This was not mentioned on the Recall Notice, I think it is very deceiving of Ford not to mention that the software cannot detect

malfunctioning

CPV

how is that not dangerous?

Privacy Policy

Dealer Warranty Disclaimer

The Dealership of Business went out

PURCHASER (Buyer)

SELLER (Dealer)

VEHICLE IDENTIFICATION

NAME [REDACTED] ADDRESS [REDACTED] CITY Rochester STATE NH ZIP [REDACTED] PHONE [REDACTED]

NAME Granate Ford LLC ADDRESS PO Box 1096-3 Crane Road CITY ROCHESTER STATE NH ZIP 02886 PHONE 602-235-2900

YEAR 2016 MAKE FORD MODEL FOCUS S ID # 1F2J2P9E25G [REDACTED]

DATE OF VEHICLE SALE March 23 2017 ODOMETER READING 11

Original miles

THE ABOVE DESCRIBED USED MOTOR VEHICLE IS BEING SOLD ON AN "AS IS" OR "WITH ALL FAULTS" BASIS:

AS IS

THE ENTIRE RISK AS TO QUALITY AND PERFORMANCE OF THE GOODS IS WITH THE BUYER; AND IF THE GOODS PROVE DEFECTIVE AFTER PURCHASE, THE BUYER, NOT THE MANUFACTURER, DISTRIBUTOR OR RETAILER, SHALL ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING OR REPAIR.

EXPLANATION OF DEALER'S WARRANTY DISCLAIMER WITH REGARD TO SAID NEW VEHICLE

THE ONLY WARRANTIES APPLYING TO THIS VEHICLE ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR 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 THIS VEHICLE. PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

THIS AGREEMENT IS MADE UNDER AND GOVERNED BY NEW HAMPSHIRE LAW.

Date: March 27 2017

PURCHASER ACKNOWLEDGES THAT HE HAS READ, UNDERSTANDS AND ACCEPTS ALL OF THE PROVISIONS OF THIS DEALER WARRANTY DISCLAIMER COVERING THE VEHICLE ABOVE IDENTIFIED.

BUYER'S SIGNATURE: _____

CO-BUYER'S SIGNATURE: [REDACTED] WITNESS: _____

DEALER'S SIGNATURE: _____ WITNESS: _____

(not valid unless signed by dealer or his authorized representative)

REPORT SUMMARY

CLAIM INFORMATION

Owner	[REDACTED] Rochester, NH
Loss Vehicle	2016 Ford Focus S
Loss Incident Date	11/04/2018
Claim Reported	11/09/2018

The CCC ONE® Market Valuation Report reflects CCC Information Services Inc.'s opinion as to the value of the loss vehicle, based on information provided to CCC by USAA.

Loss vehicle has 4% fewer than average mileage of 37,300.

INSURANCE INFORMATION

Report Reference Number	[REDACTED]
Claim Reference	[REDACTED]
Adjuster	Usaa, Usaa
Appraiser	Wixon, Richard
Odometer	35,654
Last Updated	11/09/2018 02:02 PM

VALUATION SUMMARY

Base Vehicle Value	\$ 9,935.00
Condition Adjustment	+ \$ 525.00
Adjusted Vehicle Value	\$ 10,460.00
Total	\$ 10,460.00

The total may not represent the total of the settlement as other factors (e.g. license and fees) may need to be taken into account.

BASE VEHICLE VALUE

This is derived per our Valuation methodology described on the next page.

ADJUSTED VEHICLE VALUE

This is determined by adjusting the Base Vehicle Value to account for the actual condition of the loss vehicle and certain other reported attributes, if any, such as refurbishments and after factory equipment.

Inside the Report

Valuation Methodology	2
Vehicle Information.....	3
Vehicle Condition	6
Comparable Vehicles.....	7
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SUPPLEMENTAL INFORMATION



FULL HISTORY REPORT RUN DATE: 11/09/2018

Below are the historical events for this vehicle listed in chronological order.

EVENT DATE	RESULTS FOUND	ODOMETER READING	DATA SOURCE	EVENT DETAIL
09/28/2016			Independent Source	VEHICLE MANUFACTURED AND SHIPPED TO DEALER
04/04/2017	NH	11	Motor Vehicle Dept.	TITLE (Lien Reported)
04/04/2017	ROCHESTER, NH		Motor Vehicle Dept.	REGISTRATION EVENT/ RENEWAL
04/11/2017	NH	1000	Independent Emission Source	PASSED EMISSION INSPECTION
10/18/2017	ROCHESTER, NH		Motor Vehicle Dept.	REGISTRATION EVENT/ RENEWAL
10/18/2017	NH	12000	Independent Emission Source	PASSED EMISSION INSPECTION
10/09/2018	ROCHESTER, NH		Motor Vehicle Dept.	REGISTRATION EVENT/ RENEWAL
10/09/2018	NH	33000	Independent Emission Source	PASSED EMISSION INSPECTION

We believe the car and emission test and it fakesively passed inspection

AUTOCHECK TERMS AND CONDITIONS:

Experian's Reports are compiled from multiple sources. It is not always possible for Experian to obtain complete discrepancy information on all vehicles; therefore, there may be other title brands, odometer readings or discrepancies that apply to a vehicle that are not reflected on that vehicle's Report. Experian searches data from additional sources where possible, but all discrepancies may not be reflected on the Report.

These Reports are based on information supplied to Experian by external sources believed to be reliable, BUT NO RESPONSIBILITY IS ASSUMED BY EXPERIAN OR ITS AGENTS FOR ERRORS, INACCURACIES OR OMISSIONS. THE REPORTS ARE PROVIDED STRICTLY ON AN "AS IS WHERE IS" BASIS, AND EXPERIAN FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE REGARDING THIS REPORT.

YOU AGREE TO INDEMNIFY EXPERIAN FOR ANY CLAIMS OR LOSSES, INCLUDING COSTS, EXPENSES AND ATTORNEYS FEES, INCURRED BY EXPERIAN ARISING DIRECTLY OR INDIRECTLY FROM YOUR IMPROPER OR UNAUTHORIZED USE OF AUTOCHECK VEHICLE HISTORY REPORTS.

Experian shall not be liable for any delay or failure to provide an accurate report if and to the extent which such delay or failure is caused by events beyond the reasonable control of Experian, including, without limitation, "acts of God", terrorism, or public enemies, labor disputes, equipment malfunctions, material or component shortages, supplier failures, embargoes, rationing, acts of local, state or national governments, or public agencies, utility or communication failures or delays, fire, earthquakes, flood, epidemics, riots and strikes.

These terms and the relationship between you and Experian shall be governed by the laws of the State of Illinois (USA) without regard to its conflict of law provisions. You and Experian agree to submit to the personal and exclusive jurisdiction of the courts located within the county of Cook, Illinois.

 VEHICLE INFORMATION

VEHICLE DETAILS

Location	ROCHESTER, NH [REDACTED]
VIN	1FADP3E25GL [REDACTED]
Year	2016
Make	Ford
Model	Focus
Trim	S
Body Type	Sedan
Engine -	
Cylinders	4
Displacement	2.0L
Fuel Type	Flex Fuel
Carburation	Gasoline Direct Injection
Transmission	Automatic Transmission
Curb Weight	2935 lbs

Vehicles sold in the United States are required to have a manufacturer assigned Vehicle Identification Number(VIN). This number provides certain specifications of the vehicle.

Please review the information in the Vehicle Information Section to confirm the reported mileage and to verify that the information accurately reflects the options, additional equipment or other aspects of the loss vehicle that may impact the value.

VEHICLE HISTORY SUMMARY

Experian AutoCheck	No Title Problem Found
National Highway Traffic Safety Administration	3 Recalls

SUPPLEMENTAL INFORMATION



EXPERIAN® AUTOCHECK® VEHICLE HISTORY REPORT

CCC provides USAA information reported by Experian regarding the 2016 Ford Focus (1FADP3E2[REDACTED]). This data is provided for informational purposes. Unless otherwise noted in this Valuation Detail, CCC does not adjust the value of the loss vehicle based upon this information.

LEGEND :

- ✓ No Event Found
- ⊖ Event Found
- ⓘ Information Needed

TITLE CHECK

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no significant title events. When found, events often indicate automotive damage or warnings associated with the vehicle.

EVENT CHECK

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no historical events that indicate a significant automotive problem. These problems can indicate past previous car damage, theft, or other significant problems.

VEHICLE INFORMATION

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no vehicle information that indicate a significant automotive problem. These problems can indicate past previous car damage, theft, or other significant problems.

ODOMETER CHECK

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no indication of odometer rollback or tampering was found. AutoCheck determines odometer rollbacks by searching for records that indicate odometer readings less than a previously reported value. Other odometer events can report events of tampering, or possible odometer breakage.

TITLE CHECK	RESULTS FOUND
Abandoned	✓ No Abandoned Record Found
Damaged	✓ No Damaged Record Found
Fire Damage	✓ No Fire Damage Record Found
Grey Market	✓ No Grey Market Record Found
Hail Damage	✓ No Hail Damage Record Found
Insurance Loss	✓ No Insurance Loss Record Found
Junk	✓ No Junk Record Found
Rebuilt	✓ No Rebuilt Record Found
Salvage	✓ No Salvage Record Found

EVENT CHECK	RESULTS FOUND
NHTSA Crash Test Vehicle	✓ No NHTSA Crash Test Vehicle Record Found
Frame Damage	✓ No Frame Damage Record Found
Major Damage Incident	✓ No Major Damage Incident Record Found
Manufacturer Buyback/Lemon	✓ No Manufacturer Buyback/Lemon Record Found
Odometer Problem	✓ No Odometer Problem Record Found
Recycled	✓ No Recycled Record Found
Water Damage	✓ No Water Damage Record Found
Salvage Auction	✓ No Salvage Auction Record Found

VEHICLE INFORMATION	RESULTS FOUND
Accident	✓ No Accident Record Found
Corrected Title	✓ No Corrected Title Record Found
Driver Education	✓ No Driver Education Record Found
Fire Damage Incident	✓ No Fire Damage Incident Record Found
Lease	✓ No Lease Record Found
Lien	✓ No Lien Record Found
Livery Use	✓ No Livery Use Record Found
Government Use	✓ No Government Use Record Found
Police Use	✓ No Police Use Record Found
Fleet	✓ No Fleet Record Found
Rental	✓ No Rental Record Found
Fleet and/or Rental	✓ No Fleet and/or Rental Record Found
Repossessed	✓ No Repossessed Record Found
Taxi use	✓ No Taxi use Record Found
Theft	✓ No Theft Record Found
Fleet and/or Lease	✓ No Fleet and/or Lease Record Found
Emissions Safety Inspection	✓ No Emissions Safety Inspection Record Found
Duplicate Title	✓ No Duplicate Title Record Found

Play Live Radio

npr NEWSCAST DONATE

LIVE RADIO

SHOWS

YOUR MONEY

The Gas Gauge Says Full, But That's Not Quite True

LISTEN · 3:40

PLAYLIST

Download

Transcript

April 2, 2011 · 8:00 AM ET

Heard on Weekend Edition Saturday

NPR STAFF

After filling your tank, your car's gas gauge may stay on full for a day or two before the needle starts creeping toward empty. That's because auto engineers have calibrated our gas gauges to lie to us. Host [REDACTED] talks with Ford Motor Company engineer Phil Pierron about why the gauge is intentionally calibrated to be inaccurate.



The gas gauge on the 2016 Ford Focus, it started reading faulty - right before the accident. so we kept it full till is shut off at the pumps.

Host:

[REDACTED] thanks so much for being with us.

[REDACTED] Oh, you're welcome.

[REDACTED] Can you get into trouble spilling beans on this?

[REDACTED] Well, I don't know that we're really spilling beans on anything. I think what we're actually doing is trying to convert our customers' wants and needs into, you know, an engineering requirement.

(SOUNDBITE OF LAUGHTER)

How does not telling somebody how much gas they have left in their tanks serve their requirements? I mean because even if you want them to be hopeful and optimistic, at some point it runs out.

So what we do is we need to assure that the gauge will read full at that first click, and also stays on full for an amount of time that the customer feels comfortable with.

In other words, a gauge that would read full when it's not really. And, for that matter, empty when it's not really.

Yeah, the gauge will get to full at something a little less than the rated capacity of the tank. Now, you've probably seen in gauges also that the gauge typically can travel slightly past the full mark, as well.

So why can we drive for a couple of days and it won't register?

Well, a couple of days might be a little exaggeration.

(SOUNDBITE OF LAUGHTER)

But again, it depends on the customer's usage patterns. We usually try and target, you know, probably around 20 or 30 miles, something in that range so that the gauge will make sure it updates.

Is this in any way analogous as there is in the, let's say, the dress industry to size eights that are marked size four?

don't think so because I think, you know, what we do print in the owner's manual is what the fuel tank actually can hold. You know, we'll tell what the actual usable capacity of the tank is.

you must be a real revelation to go on a road trip with.

(SOUNDBITE OF LAUGHTER)

Why would you say that?

Please Print or Type (Single Space) TO BE COMPLETED AND FILED WITHIN 15 DAYS

1
1
3
1
1
4
20
1
9
14
14
10
10

LOCAL USE

18-887-AC

STATE OF NEW HAMPSHIRE
UNIFORM POLICE



M.V. USE ONLY

No. Date Rec'd

Amended Report Hit and Run School Bus Driver Ed.

TRAFFIC ACCIDENT REPORT

DSMV159 (Rev.04/00)

Supplemental Report Motor Carrier Report

1 DATE OF ACCIDENT 11/04/2018 DAY OF WEEK Sunday TIME OF ACCIDENT 0802 CITY/TOWN Gonic

TOTAL KILLED 0 TOTAL INJURED 0 TOTAL VEHICLES 2 POLICE NOTIFIED 0802 POLICE ARRIVED 0811 AMBULANCE ARRIVED 0814 DEPARTMENT Rochester

2 ACCIDENT OCCURRED ON: ROCHESTER NECK RD ROUTE NO. AND/OR STREET NAME INTERSECTING ROAD, BRIDGE, TOWN LINE (not telephone pole, house) OF ROUTE NO. AND/OR STREET NAME POSTED SPEED 35

2 Complete first node for accidents at node, complete both for accidents between nodes. FIRST NODE 10 1336 / 2500 FEET SECOND NODE 10 1517 / MILE-MARKER ON INTERSTATE ONLY MILE

UNIT NO.: 1 INFORMATION UNIT NO.: 2 INFORMATION

1 BICYCLE SUMMONED ARRESTED M.V.R. YES RECOM PEDESTRIAN CHARGE:

3 DRIVER LICENSE NO. STATE CLASSIFICATION DRIVER'S NAME LAST, FIRST, MIDDLE

6 D.O.B. SEX F RESTRICTIONS / ENDORSEMENTS COMPLIED WITH YES

7 5 CURRENT ADDRESS, NUMBER, AND STREET PHONE NO. CITY / TOWN STATE ZIP CODE

1 PLATE NUMBER PLATE TYPE STATE TRAILER PLATE STATE MAKE YEAR COMMERCIAL VEHICLE ACCIDENT HAZARDOUS MATERIALS

10 1 V.I.N. KM8SC13D54U 1FADP3E25GI

1 SAME AS DRIVER OWNER NAME LAST, FIRST MIDDLE

1 CURRENT ADDRESS, NUMBER AND STREET PHONE NO. CITY / TOWN STATE ZIP CODE

INSURANCE CO. & POLICY # OR DSMV 385 ISSUED USAA #

VEHICLE TOWED BY: TO: VEHICLE TOWED BY: TO:

REF.	26	27	28	29	NAME(S) OF OCCUPANTS OR WITNESSES	ADDRESS / PHONE	30	31	32	33
1	1	N	4			MILTON, NH	1	1	8	F
2	2	N	4			ROCHESTER, NH	1	1	8	F
3										
4										
5										
6	*NOTICE: Pursuant to RSA 260:14, no portion of this motor vehicle record may be reproduced for another person.***COPY**									

General

Accident Date 11/04/2018	Time 0802	Reporting Officer Patrol/Patrolperson Joseph A Oswalt
Location ROCHESTER NECK RD		City State ZIP Gonic NH 03839

Operator

OPERATOR	Last Name First Middle Suffix				Veh/Unit	<input type="checkbox"/> Injured
	[REDACTED]				1	<input type="checkbox"/> Fatality
	Suffix Apt		City	State	ZIP	
	HWY		MILTON	NH	[REDACTED]	
DOB		Home Phone	Work Phone	License State/Number		
[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]		
Insurance Company			Policy Number			
[REDACTED]			[REDACTED]			
OWNER	Last Name First Middle Suffix				Home Phone	Work Phone
	[REDACTED]				[REDACTED]	[REDACTED]
	Number Street		Suffix Apt	City	State	ZIP
	[REDACTED]		[REDACTED]	MILTON	NH	[REDACTED]
Insurance Company			Policy Number			
[REDACTED]			[REDACTED]			
VEH	Year	Make	Model	VIN		
	2004	HYUNDAI	SANTA FE	KM8SC13D54 [REDACTED]		
	Registration State/Number		Towed By	Towed To		
NH [REDACTED]		[REDACTED]	[REDACTED]			

Operator

OPERATOR	Last Name First Middle Suffix				Veh/Unit	<input type="checkbox"/> Injured
	[REDACTED]				2	<input type="checkbox"/> Fatality
	Number Street		Suffix Apt	City	State	ZIP
	[REDACTED]		[REDACTED]	ROCHESTER	NH	[REDACTED]
DOB		Home Phone	Work Phone	License State/Number		
[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]		
Insurance Company			Policy Number			
USAA			[REDACTED]			
OWNER	Last Name First Middle Suffix				Home Phone	Work Phone
	[REDACTED]				[REDACTED]	[REDACTED]
	Number Street		Suffix Apt	City	State	ZIP
	[REDACTED]		[REDACTED]	ROCHESTER	NH	[REDACTED]
Insurance Company			Policy Number			
[REDACTED]			[REDACTED]			
VEH	Year	Make	Model	VIN		
	2016	FORD	FOCUS SE	1FADP3E25GL [REDACTED]		
	Registration State/Number		Towed By	Towed To		
NH [REDACTED]		[REDACTED]	[REDACTED]			

Rochester Police Department
Images Associated with [REDACTED]



Rochester Police Department
Images Associated with [REDACTED]



The vehicle I was driving on 11-4-2018. I impacted with [REDACTED] vehicle on 11-4-2018.

My Dad has been in the Automotive Industry for over 50 years. He worked for Seacoast Associates, he wrote their Collision Estimators. He looked at the car, and told me that the engine was almost ripped clean off the car, and that the frame - was bent so ~~badly~~ severely that it was unstraightenable. This was a low impact accident, yet the car was destroyed. My dad said it looked like the Frame was bad.

Rochester Police Department

Page: 1

PERSONNEL NARRATIVE FOR PATROL/PATROLPERSON JOSEPH A OSWALT

Ref: [REDACTED]

Entered: 11/04/2018 @ 0932 Entry ID: 2014
Modified: 11/04/2018 @ 0942 Modified ID: 2014
Approved: 11/14/2018 @ 1418 Approval ID: 718

Officer Joseph Oswalt
11/04/2018 0932

On the above date, I was advised by dispatch that there was a two car motor vehicle accident on Rochester Neck Road near the Isinglass Trails. Dispatch also advised airbag deployment as well as the cars blocking the road. I responded code 3 due to the seriousness of the call.

Upon arrival I spoke with the operator of vehicle 1, [REDACTED] who was driving a maroon 2004 Hyundai SanteFe with NH license plate [REDACTED]. [REDACTED] stated that she was headed south on Rochester Neck Road when she saw the other vehicle pulling out of the Isinglass Trail parking area. [REDACTED] stated that she tried to swerve to the left to avoid the vehicle but it continued to make a left turn to head north and made impact with the other vehicle. [REDACTED] said that she was not injured and was wearing her seatbelt. [REDACTED] stated that she did not have insurance and was given a blue form.

I then spoke with [REDACTED] vehicle 2 a silver 2016 Ford Focus with NH license plate: [REDACTED] stated that she was on the trails and was taking a left out of the parking lot. [REDACTED] stated that she was very sorry and did not see the other vehicle coming. [REDACTED] stated that when she went to turn left that's when she felt the impact on her car. [REDACTED] stated that she was not injured and was wearing a seatbelt.

Information was exchanged between parties.

Doug's Towing was able to pick up both vehicles.

Photographs added to the case.

Nothing further from this officer.

diagram.



Three weeks before the accident, we had the car inspected at Rochester Ford it passed, but with faulty software it would never have failed.

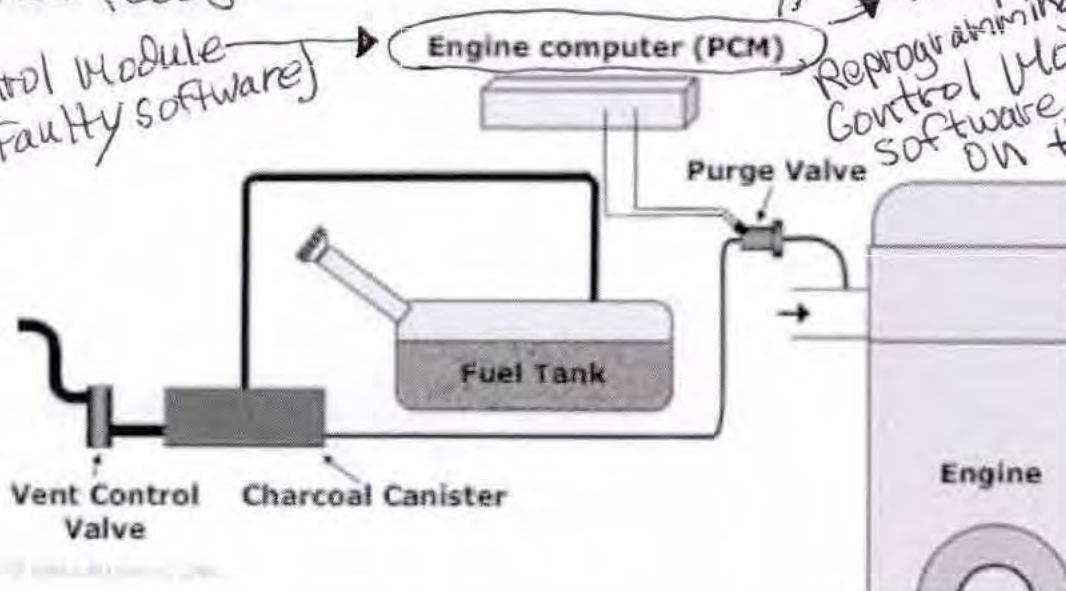
I never had any warning signs, no warning indicators illuminated.

I believe my mother's car falsely passed on inspection

Purge valve (solenoid). Click for larger photo

Diagnostics feeds from the Powertrain Control Module (that contains faulty software)

Why was the Power Control Module - with new software, not listed on the Recall Paper as part of the Recall?



on BACK

EVAP system diagram

When the engine is running under certain conditions, the fuel vapors are purged from the canister and burned inside the engine.

I called Ford and asked them - why - ~~is~~
Does it state under Remedies? (I take this
to mean how Ford is going to fix the
problem) It states: Replace the Powertrain
Control Module with new software that can
detect a malfunctioning canister purge valve, I
asked them why is this not listed as part
of the Recall - on the Recall paper?
And they said (after reading me off a long
of problems with the cars) they said - that
obviously some of the cars - have more
problems than others, and that first they
have to get the cars in - so that they can check
them ~~to~~ to find out what is wrong with them
and then fix them.

I told Ford that the Recall Paper
seemed very mis-leading

FORD

Recalls, Repair & Diagnostic Tips

1 **Download PDF - Printable PDF (Free)**

To View PDF you need online

2 **Ask an Online Ford Mechanic - Get an Answer ASAP®**

A Ford Mechanic Will Answer in Minutes! Questions Answered Every 9 Seconds. justanswer.com



RECALLS

DIAGNOSTIC TIPS

REPAIR TIPS

LINKS

FORUM

STORY

OFMOTC

Emission Recall 17E02 - Powertrain Control Module Reprogramming - 2016-2017 Ford Focus RS

gemtcc May 30, 2017 Recalls

This is listed as its own Recall.

This is a different model Ford Focus, but the same basic principles still apply. It appears all 2016 Ford Focus's - should have been listed under the Recall.

The Specialists Auto and Truck

AAA Approved repair Merrimack

Expert auto repair. Your dealership alternative. Honest, certified, fair pricing.

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March 1, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DELIVERY HOLD - Emission Recall 17E02

Certain 2016 and 2017 Model Year Focus RS Vehicles

Powertrain Control Module Reprogramming

All should have been checked, why just some?

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Focus RS	2016-2017	Saarlouis	August 3, 2015 through October 28, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

CATEGORIES

Select Category

REASON FOR THIS EMISSION RECALL

Under certain conditions, the service engine soon indicator will not illuminate when some emissions monitors detect that a system fault is present.

At least this helps explain why - when a powertrain control module need to be reprogrammed with new software why I never saw a service engine soon indicator illuminate!

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



ATTACHMENT I

Customer Satisfaction Program 16B38
Certain 2011-2012 Model Year Fusion Vehicles Equipped with 2.5L or 3.0L Engines
Powertrain Control Module Reprogramming and Canister Purge Valve Inspection

OASIS ACTIVATION

OASIS will be activated on October 6, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 6, 2016. Owner names and addresses will be available by November 18, 2016.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

STOCK VEHICLES

- Use OASIS to identify any affected vehicles in your used vehicle inventory.

These are the same listed problems as in -
Recall 18S32
In 18S32 - It states that the canister Purge Valve will only be replaced if necessary. If they were failing, would not it be safer to replace them all.

NEWSLETTER

Email address:

Your email address

Sign up

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.

Rochester, N.H.

W48-226

 7-12 Retail	
P	US POSTAGE PAID \$7.85
	Origin: 03867 07/10/19 3271400867-03
PRIORITY MAIL 2-Day®	
0 Lb 5.00 Oz 1006	
EXPECTED DELIVERY DAY: 07/12/19	
SHIP TO: WASHINGTON DC 20590	
USPS TRACKING NUMBER	
	
9505 5161 8361 9191 2630 81	

U.S. Department of Transportation
 National Highway Traffic Safety Administration
 1200 New Jersey Avenue SE
 Washington, DC 20590

Department of Transportation

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Randy Reid
 Attention: Office of Defect Investigation