

 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-JUL-2019 SEP 20 2019		Repository ☐ Reference No. 11232891	
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number		
Address		E-mail Address		
City	State	Zip Code		
MILWAUKEE	WI			
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 1FADP3F27GL		Make FORD	Model Year 2016	
Date Purchased		Model FOCUS	Model Year 2016	
Dealer's Name and Telephone Number Jack Griffin Ford		Engine: No: Cylinders	Fuel Type:	
Original Owner	Dealer's City Waukesha, WI	State WI	Zip Code 53	
Transmission Type	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Incident Date(s) 25-JAN-2019	
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 100000 POWER TRAIN		Failure Mileage 13803	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: DOTM9ABC036)	☐ 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 2016 FORD FOCUS. WHILE DRIVING AT ANY SPEED AND ATTEMPTING TO ACCELERATE, THE VEHICLE MADE A RATTLING NOISE AND SHUDDERED. THE CONTACT ALSO STATED THAT THE VEHICLE LUNGED FORWARD WHEN IT WAS SHIFTED INTO REVERSE. THERE WAS NO WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO UPTOWN FORD LINCOLN (414-771-9000, LOCATED AT 2111 N MAYFAIR RD, MILWAUKEE, WI 53226) TO BE DIAGNOSED, BUT THE FAILURES COULD NOT BE DUPLICATED. THE CLUTCH WAS REPLACED, BUT THE FAILURE RECURRED SEVERAL TIMES. THE CLUTCH WAS REPLACED AGAIN. THE CONTACT WAS INFORMED THAT THE TRANSMISSION COULD NOT BE REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND DID NOT ASSIST. THE FAILURE MILEAGE WAS 13,803.				
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.				

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

We have had the clutch/transmission replaced 2x before 30K miles, and it is need of the same repair and we are still under 40K miles. While we have not had any accidents, we have had the car lurch forward twice with the car in reverse. Luckily, both times I was at home, but one time it nearly ~~through~~ threw me into my neighbor's fence.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

MILWAUKEE

WI 532

31 AUG '19

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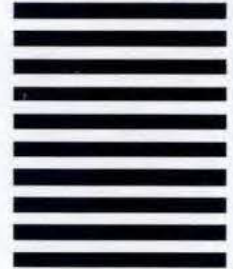
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**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