

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint ----11265407 ----
Date: Tuesday, December 10, 2019 10:43:50 AM
Attachments: [11265407.pdf](#)

Questionnaire

From: [REDACTED]
Sent: Monday, December 09, 2019 10:26 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: FW: Follow up to ODI Complaint ----11265407 ----

----- Forwarded message -----

From: **EVOQ (NHTSA)** <EVOQ@dot.gov>
Date: Fri, Dec 6, 2019, 5:19 AM
Subject: FW: Follow up to ODI Complaint ----11265407 ----
To: [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



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
01-OCT-2019

Repository
Reference No.
11265407

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BROOMFIELD State CO Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]

E-mail Address [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
1FADP3F29FL [REDACTED] Make FORD Model FOCUS Model Year 2015
Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:
Original Owner Dealer's City State Zip Code
Transmission Type Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 10-MAY-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage 30000 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 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 2015 FORD FOCUS.
THE VEHICLE FAILED TO SHIFT INTO THE PROPER GEAR
THE SHUDDERING AND TRANSMISSION ISSUE MADE THE VEHICLE UNSAFE
THE TRANSMISSION FAILED TO OPERATE AS INTENDED
WHILE DRIVING AT VARIOUS SPEEDS, THE VEHICLE FAILED TO SHIFT INTO THE CORRECT GEAR. THE CONTACT STATED THAT AFTER THE VEHICLE WAS STARTED, THE CHECK ENGINE WARNING LIGHT ILLUMINATED AND THE TRANSMISSION FAILED TO SHIFT INTO REVERSE. THE VEHICLE WAS TAKEN TO BRIGHTON FORD, 190 W BROMLEY LN, BRIGHTON, CO 80601, (303) 800-3235, TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE SHUDDERING IN THE TRANSMISSION WAS NOT ENOUGH TO HAVE THE VEHICLE REPAIRED. THE CONTACT WAS CON

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.