

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ----- 11311392-----
Date: Thursday, March 26, 2020 5:25:34 PM
Attachments: [REDACTED]

Questionnaire

From: [REDACTED]
Sent: Thursday, March 26, 2020 5:18 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fw: Follow up to ODI Complaint ----- 11311392-----

Attached is my paperwork in 1 pdg.

[REDACTED]

----- Forwarded Message -----

From: EVOQ (NHTSA) <evoq@dot.gov>
To: [REDACTED]
Sent: Thursday, March 26, 2020, 12:35:19 PM PDT
Subject: FW: Follow up to ODI Complaint ----- 11311392-----

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
25-FEB-2020

Repository
Reference No.
11311392

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City WEST HILLS State CA 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: 1FADP3R41E[REDACTED]
Make FORD Model FOCUS Model Year 2014
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) 24-DEC-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage 60000 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 2014 FORD FOCUS. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE STOP SAFELY NOW WARNING LIGHT ILLUMINATED AND THE VEHICLE STALLED. THE CONTACT WAS ABLE TO RESTART THE VEHICLE. THE VEHICLE WAS NOT TAKEN TO BE DIAGNOSED NOR REPAIRED. THE CONTACT ASSOCIATED THE FAILURE WITH NHTSA CAMPAIGN NUMBER: 13V523000 (POWER TRAIN) WITH THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 60,000.

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.



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National Highway Traffic Safety Administration

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FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
25-FEB-2020	Reference No. 11311392

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City WEST HILLS	State CA	Zip Code

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 1FADP3R41EL	Make FORD	Model FOCUS	Model Year 2014
Date Purchased 3/14/2016	Dealer's Name and Telephone Number Private Person		Engine: Electric No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type Automatic	<input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 24-DEC-2019 3/24/2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN	Failure Mileage 60000	Failure Speed 35
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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: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE STOP SAFELY NOW WARNING LIGHT ILLUMINATED AND THE VEHICLE STALLED. THE CONTACT WAS ABLE TO RESTART THE VEHICLE. THE VEHICLE WAS NOT TAKEN TO BE DIAGNOSED NOR REPAIRED. THE CONTACT ASSOCIATED THE FAILURE WITH NHTSA CAMPAIGN NUMBER: 13V523000 (POWER TRAIN) WITH THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 60,000.
My failure was the same as Safety Recall 13S09. The scary part is that with my flasher warning lights on the car won't turn off to be restarted leaving me stalled in moving traffic. Since my report to your agency I took the card to Galpin Ford in Van Nuys who reprogrammed the software. They said Ford refused to pay for it so I paid them the \$467.88 fee. This is very dangerous for other drivers and we should be included in the 13S09 recall for reprogramming.

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.

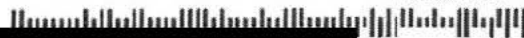
fu 130pm



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



7/000004/0001



DEARBORN, MI

November 2013

***** IMPORTANT SAFETY RECALL *****
(PROGRAMA DE SEGURIDAD IMPORTANTE)

This notice applies to your vehicle:

2013 Focus Electric
Vehicle ID #:

Safety Recall Notice 13S09 / NHTSA Recall 13V523
Aviso de Revisión de Seguridad 13S09

This notice is sent to you in accordance with the requirements of 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 Vehicle Identification Number 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?

It may be possible for your vehicle to experience a loss of motive power while driving, accompanied by a red triangle and the words "Stop Safely Now" in the instrument cluster. This is caused by software anomalies associated with the Powertrain Control Module (PCM). If this occurs, the vehicle's brake and steering systems will continue to operate normally. However, this condition results in a sudden stall-like condition, increasing the risk of a crash.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to reprogram the Powertrain Control Module (PCM) free of charge (parts and labor).

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

Please call your dealer without delay and request a service date for Recall 13S09. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

**What should you do?
(continued)**

In the event that your vehicle experiences this condition prior to having this recall performed, your vehicle can be restarted by following these steps:

- 1) Stop the vehicle, shift into park, and take your foot off the brake pedal.
- 2) Press the power button to shut off the vehicle.
- 3) Wait 60 seconds.
- 4) Restart the vehicle using normal start-up procedures.

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

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

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.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

Para asistencia en Español:

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at www.fleet.ford.com.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 13V523.

Thank you for your attention to this important matter.

Ford Customer Service Division



Galpin Ford
 818-893-9494 * FAX 818-778-2164
 15505 Roscoe Blvd., North Hills, CA 91343
 Service Department Hours:
 Monday - Friday: 7:00am to 7:00pm
 Saturday: 8:00am to 5:00pm
 EPA #CAG029453131 - BAR #ARD11208



WEST HILLS, CA [REDACTED]		A/R Number:	Invoice Number
Phone (H) [REDACTED]	Phone (W): [REDACTED]	Customer Number: [REDACTED]	[REDACTED]
Phone [REDACTED]	Phone Oth: [REDACTED]	PO Number:	Printed: MAR 10 20
Email no email		Auth Number:	Copy # 2
Year/Make/Model: 2014 FORD Focus Electric		Service Writer: John Fidelibus	Date Opened: 02/27/20
VIN: 1FADP3R41 EL [REDACTED]		Terms & Conditions:	Date Notified: 03/10/20
License Number: [REDACTED] Color: Silver		Type of Sale: Retail	Date Delivered:
Stock Number: [REDACTED] Mileage In: 61709		Customer Signature	
Tag Number: [REDACTED] Mileage Out: 61709			

Incr. Amt New Amt Date Time Person Cont. How Cont. Phone Cont. By Reason/Description

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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1. Vehicle Concern					
Customer states// warning to stop safely now , then shut down on the high way, and once in a parking lot. see attached info check advise					
1 -- Cause/Action to Take					
JQS - Quick Service					
1 -- Correction/Action Taken					
VERIFY COCERN. DIAG SYSTEM PERFORM EEC TEST NO DTC.					
PERFORM PIN POINT TEST SSM FOR BECM REPROGRAM.					
REPROGRAM BECM, PCM, ABS, SOBDM AND TCM. CLEAR DTC,					
RETEST AND OK.					
<u>Sub Total Parts</u>					0.00
SubTotal Job # 1					467.88

2. Vehicle Concern					
Perform Field Service Action 16S30 - Door Latch Replacement on Certain 2013-2015 Model Year C-MAX and Escape, 2012-2015 Focus, 2015 MKC and Mustang, and 2014-2016 Transit Connect Vehicles.					
1 -- Cause/Action to Take					
16S30 - FSA 16S30					
1 -- Correction/Action Taken					
REPLACE ALL 4 LATCHES					
Part Number	Failed	Description	QtyOrd	Qty Del	
CJ5Z54264A26A		LATCH	1	1	
WPR		WARRANTY PARTS RETURNED	1	1	
<u>Sub Total Parts</u>					0.00
SubTotal Job # 2					<u>Warranty</u> Warranty

3. Vehicle Concern					
Customer states// 18s24					