

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOO \(NHTSA\)](#)
Subject: RE: Follow up to ODI Complaint -----11327283 -----
Date: Monday, June 22, 2020 7:09:38 PM
Attachments: [REDACTED]

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Sent from [Mail](#) for Windows 10

From: [EVOO \(NHTSA\)](#)
Sent: Friday, June 19, 2020 8:44 AM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint -----11327283 -----

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

04-JUN-2020

Repository ☐

Reference No.
11327283

OWNER INFORMATION (Type or Print)

Name

Address

City

PORTERVILLE

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

3FA6P0HD8GR

Make

FORD

Model

FUSION

Model Year

2016

Date Purchased

05/14/2016

Dealer's Name and Telephone Number

* Porterville Ford

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

Porterville

State

CA

Zip Code

93257

Transmission Type

Automatic

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Multiple Failure:

Spark Plug broken
Cam Shaft broken
Compression cylinders

Incident Date(s)

20-MAY-2020

Brake failure!

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 BRAKES (PWS)

Failure Mileage
75000

Failure Speed
65

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)

☐ 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 FUSION. THE CONTACT STATED WHILE DRIVING APPROXIMATELY 65 MPH, THE CONTACT ATTEMPTED TO DEPRESS THE BRAKE PEDAL HOWEVER, THE BRAKE PEDAL WAS FIRM. THE CONTACT STATED THAT EXTRA EFFORT WAS NEEDED TO SLOW THE VEHICLE TO A STOP. THE VEHICLE WAS TOWED TO PORTERVILLE FORD LOCATED AT 701 N. MAIN ST, PORTERVILLE, CA 93257, TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE BRAKE CAMSHAFT FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE BUT NO ASSISTANCE WAS OFFERED. THE FAILURE MILEAGE WAS 75,000.

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.

ART'S AUTO CARE
605 S VICTORY BLVD
Burbank, CA. 91502
Phone - 818-848-3163
arts.autocare@yahoo.com

INVOICE

Org. Est

INVOICE

Print Date : 05/22/2020

Porterville, CA

Cellular Cellular Ext NAT
Cust ID Ref #:

2016 Ford - Fusion

1.5 L, Turbocharged, Vin D

Lic #:

Odometer In : 75000

Unit #:

Vin #: 3FA6P0HD8GR

Hat #:

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
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VEHICLE TOWED IN WITH AUTO CLUB
CUSTOMER NOTES "CHECK ENGINE LIGHT
CAME ON, BRAKES STOPPED WORKING.
NOW IT DOESNT TURN ON"

INSPECT VEHICLE FOR REPAIRS NEEDED. 125.00
CONCERN NOTED BY CUSTOMER. RETRIEVE
DIAGNOSTIC TROUBLE CODES [DTC]
DIAGNOSE CAUSE, AND PROVIDED REPAIR
RECOMMENDATION.

ECU CODE:

P0012 - CAMSHAFT POSITION TIMING BANK

1

P0299 - TURBOCHARGER

P0301 - CYLINDER NUMBER 1 MISFIRE

CHECK ENGINE COMPONENTS. SPARK

PLUG IS BROKEN. TIMING IS OFF.

INTERNAL ENGINE DAMAGE.

COMPRESSION CHECK:

CYLINDER NUMBER 1: 0 PSI

CYLINDER NUMBER 2: 5 PSI

CYLINDER NUMBER 3: 10 PSI

CYLINDER NUMBER 4: 76 PSI

[Technicians : SARKISIAN, JORES]

Org. Estimate \$125.00 Revisions \$0.00 Current Estimate \$ 125.00 Additional Cost Revised Estimate

Labor:	125.00
Parts:	0.00
Sublet:	0.00

Sub:	125.00
Tax:	0.00
Total:	125.00
Bal Due:	\$125.00

[Payments -]

Leave us a review on Yelp

New parts and labor described above are warranted for a period of 12 months or 12 thousand miles; Warranty is administered at this location only unless it is unreasonable for you to return, in which case you must notify our facility by telephone during normal business hours at 818-848-3163 and obtain our authorization prior to any repairs being made by any other repair facility. The new parts and labor warrant for current Members of Automobile Club of Southern California is 24 month or 24 thousand miles other unless otherwise noted.

SIGNATURE.....

Date..... Time.....



701 N. Main Street - Porterville, CA 93257
Ph:(559) 784-6000 Service Fax:(559) 306-1458

B.A.R # ARD00262778 E.P.A. # CAL 000354518

SERVICE DEPARTMENT HOURS

7:30 a.m. to 5:30 p.m.
Monday - Friday

R/O Open Date	R/O Number
6/02/20	
Time Received	Time Promised
11:26	6/02 17:00
Current Mileage	Mileage Out
76905	
Estimate of Repairs	Service Advisor / Key Tag #
130.00	ROBERT HATCHER/9127

PORTERVILLE, CA			Work Phone	Vehicle Identification Number	
			Home Phone	3FA6P0HD8GR	
				Delivery Date	In-Service Date
				5/14/16	5/14/16
Year	Make	Model	Body	Color	License Number
2016	FORD	FUSION	4DR SDN SE FWD	WHITE	

Job Number	Description of Work	Code
1.	AA01 check for towed to shop brakes got hard to press and was told camshaft has broke	AA01 Customer Pay

Job Number	Description of Work	Code
2.		

Job Number	Description of Work	Code
3.		

Job Number	Description of Work	Code
4.		

Job Number	Description of Work	Code
5.		

TERMS:

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES.

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X