



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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: NHTSA REF no 1134666
Date: Friday, August 21, 2020 10:39:58 AM
Attachments:

From:
Sent: Thursday, August 20, 2020 2:46 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: NHTSA REF no 1134666

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please see the sheet attached for revisions on the narrative for my Ford focus complaint. Please contact me if you have any questions. I couldn't edit the PDF so sent a revised narrative via word document for explanation.

Thank you for looking into this matter.



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

27-JUL-2020

Repository

Reference No.

11341666

OWNER INFORMATION (Type or Print)

Name

Address

City

SAN DIEGO

State

CA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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

1FADP3K20GL

Make

FORD

Model

FOCUS

Model Year

2016

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

Powertrain

Multiple Failure:

Incident Date(s)

Cruise Control

01-APR-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 074000 FUEL/PROPULSION SYSTEM (PWS), 070000 FUEL SYSTEM, GASOLINE

Failure Mileage

50000

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. THE CONTACT STATED THAT WHILE TRAVELING AT A LOW RATE OF SPEED, THE VEHICLE JERKED AND HESITATED WITH THE ACCELERATOR PEDAL DEPRESSED. THE CONTACT STATED THAT THE CHECK ENGINE WARNING LIGHT WAS ILLUMINATED. THE VEHICLE WAS TAKEN TO MOSSY FORD (4570 MISSION BAY DR #4919, SAN DIEGO, CA 92109) TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE TRANSMISSION WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT LINKED THE FAILURE TO NHTSA CAMPAIGN NUMBER: 18V735000 (FUEL SYSTEM, GASOLINE) HOWEVER, THE VIN WAS NOT INCLUDED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 50,000.

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.

I am unable to edit the Adobe document that was forwarded but wanted to make corrections on my initial submission. Please delete the initial narrative to include the details below:

I own a 2016 Ford Focus. While traveling at low rates of speed, the vehicle jerks and hesitates to get into gear. Acceleration doesn't engage and doesn't get into 1st or 2nd gear and 3rd gear. I have taken this car into Ford Dealerships many times since I initially bought it. I bought the vehicle from a used dealership and am sure the previous owner had similar issues when purchased new. Transmission problems were always the issue and each time Ford's service department continues to patch the problem with different fixes that skirt the real issue, the problematic transmission itself.

I thought a chronology could help show the constant issues I have had with this faulty transmission:

Jan 29th, 2018 I purchased the Ford used from a car dealership (46,018 miles when purchased from the dealership). I am sure there were transmission issues on this vehicle before this dealership sold it to me.

July 14th, 2018 took it into Mossy Ford in Pacific Beach (53,308 miles) to let them know the transmission problems in getting into gear, not shifting into gear properly at lower speeds, acceleration issues of getting in and out of gear in 1st, 2nd and 3rd gears. Tech wrote concern off as a battery replacement and reset transmission adaptive strategy.

March 15th, 2019 took the vehicle back to Mossy Ford in Pacific Beach (58,207 miles) indicating same issue as before, transmission slipping into gears 1st, 2nd and 3rd. This time Ford replaced the clutch assembly and verified the transmission issue.

March 27, 2019 took the vehicle back to Mossy Ford in Pacific Beach (58,305 miles) to let them know the transmission issues are still present. Diagnosis verified transmission issue present. This time the TCM was replaced and reset the transmission adaptive codes.

July 24th, 2020 took the vehicle back to Mossy Ford in Pacific Beach (70,456 miles) to let them know the transmission issues are still present. Diagnosis verified transmission failures and car is unsafe to drive, cannot get into reverse and has problems getting into 1st, 2nd, and 3rd gears. Ford indicates transmission warranty is up and teardown would be \$2,926 to inspect to see what failures / replacements are necessary. Transmission replacement \$5,735.

As you can see, I took the car in multiple times for dealer service. I am glad I took it to the dealership to document these concerns. Ford tried to patch the problem in 2018 & 2019 and should have replaced the entire transmission under warranty. Multiple times this car was brought into the same service department for the same issue. It appears they were waiting for the car to be over 60,000 miles so they can tell me the transmission is no longer under warranty. Ford should have never sold these cars knowing initially about the faulty transmissions when they sold them to the public knowing this issue existed from the beginning.

Please contact me to provide further information. I thought a later model vehicle would give me some stress-free driving but I was wrong. Never again will I buy another FORD (Fix or repair daily).