

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint ----- 11362239-----
Date: Tuesday, November 3, 2020 10:29:14 AM
Attachments: [REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Monday, November 02, 2020 9:15 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: FW: Follow up to ODI Complaint ----- 11362239-----

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.

Thanks,

Everything is correct, just getting worse.

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

Open Attachment [REDACTED]

U.S. Department
of TransportationNational 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-2020

Repository ☐Reference No.
11362239**OWNER INFORMATION (Type or Print)**

Name XXXXXXXXXX		
Address XXXXXXXXXX		
City RUSSELLVILLE	State AR	ZIP Code XXXXXX

Daytime Telephone Number
XXXXXXXXXXE-mail Address
XXXXXXXXXX

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 3FA6P0H91E XXXXXX		MAKE FORD	Model FUSION	Model Year 2014
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cy inders	Fuel Type:
Original Owner ☐	Dealer's City	STATE	ZIP Code	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 30-SEP-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 110000 ELECTRICAL SYSTEM	Failure Mileage 34000.0	Failure Speed
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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)	☐ Original Requirement ☐ 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), Injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), 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 FUSION. THE CONTACT STATED THAT ON SEVERAL OCCASIONS IN REVERSE, THE BACKOVER CAMERA BECAME INOPERABLE. THE CONTACT STATED THAT THE FAILURE WAS INTERMITTENT. THE VEHICLE WAS NOT TAKEN TO BE DIAGNOSED OR REPAIRED. COGSWELL MOTORS (1900 E MAIN ST, RUSSELLVILLE, AR 72801, (479) 968-2665) WAS CONTACTED AND INFORMED OF THE FAILURE. THE MANUFACTURER WAS CONTACTED AND INFORMED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 30,000. AH

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.