

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: ODI 11366478
Date: Thursday, December 3, 2020 11:27:23 AM

From: [REDACTED]
Sent: Wednesday, December 02, 2020 6:47 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ODI 11366478

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Please update my file with the following information.

- 1) vehicle was idling rough and when at a stop and looking out my mirror I noticed cars appeared to be bouncing due to what I thought was rough idling.
- 2) I had an appointment with Meinke for an oil change and to get my winter tires on so asked them to check why my car was idling rough.
- 3) Meineke notified me my engine mounts were bad and needed to be replaced ASAP so my engine did not fall out.
- 4) I asked Meinke to order the engine mounts and when the parts came in I had the mounts replaced. Cost me over \$500.00 for this service. I was notified by Meinke this is a known issue with the Ford Focus. I contacted Ford regarding the issue they did nothing but refer me to you. I feel there should be a recall issued so there is not a tragic accident and my cost for replacing the mounts reimbursed.

Thanking you in advance for investigating this matter. Stay safe and wishing you a warm and happy holiday.

[REDACTED]
[REDACTED]

Helena MT [REDACTED]
[REDACTED]

Sent from my Verizon, Samsung Galaxy smartphone