

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint — 11384426 —
Date: Monday, February 1, 2021 2:10:29 PM
Attachments: [REDACTED]

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.

I do not know who wrote the description of what happened but it is not at all what I said. When the car first quit we took it to Korf Ford to have the recall performed and all they did was update the PCM and said the recall was complete. No parts were replaced. Rented the car out again and it died 100 miles from here and it had to be towed. I inspected the fuel tank and found it to be deformed and the check engine light was on. I then towed it to Korf Ford and was told Ford would not honor the recall because it was already completed and the fuel tank was not deformed "enough" and the engine code was not the right one. This car has all the signs described in the recall (18S32) and they didn't do anything but update the PCM. I really don't know what is more of a joke Ford for not actually doing the recall or the NHTSA for not making them do it. A recall that is meaningless.

On Friday, January 29, 2021, 6:57:37 AM MST, EVOQ (NHTSA) <evoq@dot.gov> wrote:

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

21-DEC-2020

Repository ☐

Reference No.
11384426

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City
SIDNEY

State
NE

Zip Code [REDACTED]

Daytime Telephone Number
[REDACTED]

E-mail Address
[REDACTED]

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

1FADP3K24H1 [REDACTED]

Make

FORD

Model

FOCUS

Model Year

2017

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)

15-SEP-2020

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

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

Failure Mileage
81000

Failure Speed
0

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 2017 FORD FOCUS. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE VEHICLE LOSS MOTIVE POWER AND STALLED WITHOUT WARNING. THE VEHICLE WAS TOWED TO KORF MOTORS FORD (520 E CHESTNUT ST, STERLING, CO 80751, (970) 522-1500) WHERE IT WAS DIAGNOSED AND DETERMINED THAT THE PCV NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED HOWEVER, THE FAILURE RECURRED. THE CONTACT MENTIONED NHTSA CAMPAIGN NUMBER: 18V735000 (FUEL SYSTEM, GASOLINE) AS A POSSIBLE SOLUTION TO THE FAILURE, HOWEVER, THE VIN WAS NOT INCLUDED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND INFORMED THE CONTACT THAT THE FUEL TANK SHOWED NO MAJOR DEFECTS AND THAT THE DEALER WAS NOT OBLIGATED TO CHANGE THE FUEL TANK AND THE FUEL DELIVERY MODULE. THE FAILURE MILEAGE WAS APPROXIMATELY 81,000.

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 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.