INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Form Approved: O.M.B. No. 2127-0008

U.S. Department of Transportation

National Highway Traffic Safety Administration

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: 25-JAN-2021 MAR 3 1 2021	Repository ☐
	Reference No. 11389818

OWNER INFORMATION (Type or Print)

Name [redacted]			
Address [redacted]		Daytime Telephone Number [redacted]	E-mail Address [redacted]
City GREENSBURG	State PA	Zip Code [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	Make	Model	Model Year
3FA6P0T91G[redacted]	FORD	FUSION	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 ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 20-JAN-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN	Failure Mileage 143000	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: DOTMAL9ABC036)	☐ 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 THAT WHILE ATTEMPTING TO REVERSE OUT OF THE GARAGE THE VEHICLE FAILED TO FAILED TO SHIFT INTO REVERSE. THE CONTACT ATTEMPTED TO SHIFT BACK INTO PARK HOWEVER, THE VEHICLE FAILED TO SHIFT INTO PARK. THE VEHICLE WAS TURNED OFF AND RESTARTED HOWEVER, THE FAILURE PERSISTED. THE PARKING BRAKES WAS ACTIVATED AND THE GEAR SHIFTER WAS MANUALLY SHIFTED FROM REVERSE TO PARK. THE VEHICLE WAS NOT TAKEN TO BE DIAGNOSED NOR REPAIRED. A DEALER WAS NOT CONTACTED. THE CONTACT REFERENCED NHTSA CAMPAIGN NUMBER: 18V471000 (POWER TRAIN) 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 VIN WAS NOT UNDER RECALL. THE FAILURE MILEAGE WAS APPROXIMATELY 143,000.

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.

I own a 2016 Ford Fusion, VIN 3FA6P0T91GR[redacted] and I back into my garage on a regular basis to park. Upon trying to leave the garage, I placed the gear shifter into Drive but the car did not move forward, it moved backwards! I placed the gear shifter back into Park and shut the vehicle off. When I tried to restart the vehicle, it wouldn't start as the vehicle remained in Reverse even though the gear shifter was in the Park position. I knew this to be the case as the back-up camera was on. I quickly did an internet search and found that there was a recall issued, but that it didn't pertain to my vehicle because the engine is different.

Safety recall for select 2013-16 Fusion vehicles equipped with 2.5-liter engine for shifter cable bushing issue

Ford is issuing a safety recall for select 2013-16 Fusion vehicles with 2.5-liter engines for a shifter cable bushing issue. On affected vehicles, the bushing that attaches the shifter cable may degrade and detach from the transmission. A shifter cable that detaches from the transmission may allow the transmission to be in a gear state different from the gearshift position selected by the driver.

The condition could allow the driver to move the shift lever to park and remove the ignition key while the transmission may not be in park, with no warning message or audible chime. If the parking brake is not applied, a shifter cable that detaches from the transmission could result in unintended vehicle movement, increasing the risk of injury or crash.

Ford is aware of three reports alleging property damage and one report alleging an injury potentially related to this condition.

This action affects approximately 270,000 vehicles in North America, including 259,182 in the United States and federalized territories, 10,282 in Canada and 3,765 in Mexico.

Affected vehicles include 2013-16 Fusion 2.5-liter engine-equipped vehicles not in the original safety recall 18S20 built at Flat Rock Assembly Plant, April 12, 2013 to Feb. 29, 2016 and at Hermosillo Assembly Plant, Feb. 9, 2012 to April 4, 2016.

The root cause and final service repair are in the process of being confirmed. Dealers and vehicle owners will be instructed to always use the parking brake, and they will be notified when the final remedy is available. The Ford reference number for this recall is 19S16.

The above recall describes what happened to my vehicle. I manually placed the gear shifter into Park, reconnected the cable and was able to start the vehicle. I called and spoke with Ford directly and they transferred me to the NHTSA to file the complaint. I made arrangements at a local Ford dealer to have them correct the problem at a cost $279.12 (invoice attached). I feel that Ford's recall should be expanded to include all models as this is a dangerous situation.

[redacted]

Customer Number [redacted] Invoice No: [redacted]

INVOICE

Bud Smail Ford Lincoln Mazda
P.O. Box 1200
5110 Route 30 East
Greensburg, PA 15601
724-837-4210 · 800-521-3325
smailauto.com

"Our Name Means A Great Deal!"

[redacted]
GREENSBURG, PA [redacted]
Home: [redacted] Bus.
Email:

Cell: [redacted]

SERVICE ADVISOR: *4283 DERRICK R BARKER*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	16	FORD FUSION	3FA6P0T91GR[redacted]		143053 / 143053	T0757

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16			13:00 27JAN21		0.00	CASH	27JAN21

R.O. OPENED	READY	OPTIONS:
06:04 27JAN21	16:00 27JAN21	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES: WHEN HE WENT TO PARK IT WENT TO REVERSE ; CUSTOMER STATES BUSHINGS FOR TRANSMISSION LINKAGE IS BROKEN.WHEN PUTTING INTO REVERSE BE CAREFUL			
CS CUSTOMER STATES: WHEN HE WENT TO PARK IT WENT TO REVERSE ; CUSTOMER STATES BUSHINGS FOR TRANSMISSION LINKAGE IS BROKEN.WHEN PUTTING INTO REVERSE BE CAREFUL			
4900 CPR		258.72	258.72
1 DG9Z*7S004*A CAP	1.82	1.82	1.82
1 DG9Z*7K340*A BUSHING	1.28	1.28	1.28
PARTS: 3.10 LABOR: 258.72 OTHER: 0.00		TOTAL LINE A:	261.82
**********			
B FORD FULL CIRCLE INSPECTION SHEET .----------			
____/____ IS THE EXPIRATION OF THE STATE INSPECTION STICKER ON THIS VEHICLE			
99P FORD FULL CIRCLE INSPECTION SHEET .---------- ____/____ IS THE EXPIRATION OF THE STATE INSPECTION STICKER ON THIS VEHICLE			
999 CPC		0.00	0.00
GTIRE TIRE TREAD AND WEAR OK AT THIS TIME			
999 CPC		0.00	0.00
GBATT BATTERY CONDITION IS GOOD			
999 CPC		0.00	0.00
GBK BRAKE LININGS ARE OK AT THIS TIME			
999 CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE B:	0.00
**********			
C NEXT SERVICE APPOINTMENT DUE			
NSA NEXT SERVICE APPOINTMENT DUE			
999 CP		0.00	0.00
PB NEXT SERVICE DUE 7-1-21 RECOMMEND OIL AND ROTATES			
999 CP		0.00	0.00

INSTALLATION
JAN 27 20[redacted]
BY:

INV [redacted]

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

SERVICE INVOICE #2 [redacted]

Customer Copy

Customer Number [redacted] Invoice No: [redacted]

INVOICE

Smail auto group
"Our Name Means A Great Deal!"

Bud Smail Ford Lincoln Mazda
P.O. Box 1200
5110 Route 30 East
Greensburg, PA 15601
724-837-4210 · 800-521-3325
smailauto.com

[redacted]
GREENSBURG, PA [redacted]
Home: [redacted] Bus: Cell: [redacted]
Email:

SERVICE ADVISOR: *4283 DERRICK R BARKER*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	16	FORD FUSION	3FA6P0T91G[redacted]		143053 / 143053	T0757

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16			13:00 27JAN21		0.00	CASH	27JAN21

R.O. OPENED	READY	OPTIONS:
06:04 27JAN21	16:00 27JAN21	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

EST: 0.00 27JAN21 06:04 SA: 4283
CONTACT:

****

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 1.50

Flexible Payment Plans now available! Get the parts & service you need today. Pay over time Fast & Simple: Apply in 30 seconds...
NO INTEREST IF PAID IN FULL WITHIN 1 MONTH !

*Complimentary Wash (Weather Permitting)
* Complimentary Multi-Point Inspection

LINCOLN

INV # [redacted]

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 258.72
PARTS AMOUNT	$ 3.10
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 1.50
TOTAL CHARGES	$ 263.32
LESS INSURANCE	$ 0.00
SALES TAX	$ 15.80
PLEASE PAY THIS AMOUNT	**$ 279.12**

SERVICE INVOICE #2 EJF X5IBC

Customer Copy