

 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	
OWNER INFORMATION (Type or Print)		Date Received 30-APR-2021 JUN 24 2021	Repository <input type="checkbox"/> Reference No. 11414606		
Name [REDACTED]		Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]		
Address [REDACTED]		Evening Telephone Number [REDACTED]	[REDACTED]		
City ALLIANCE	State OH	Zip Code [REDACTED]			
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 1FADP3K24G [REDACTED]		Make FORD	Model FOCUS	Model Year 2016	
Date Purchased JULY 2016	Dealer's Name and Telephone Number MONTRIO'S SOLD TO SARCHIONE		Engine: No: Cylinders 4	Fuel Type: GAS	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	Incident Date(s) 01-JAN-2021	
Transmission Type NOT SOLE AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	<input checked="" type="checkbox"/> Cruise Control	Multiple Failure: EVERY DAY	Incident Date(s) 01-JAN-2021
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN			Failure Mileage 67000	Failure Speed 10 ON TAKE OFF	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make Kelly's	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	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 WHILE DRIVING AT SPEEDS OF 10 MPH OR LESS, THE VEHICLE JERKED LIKE A VEHICLE DOWN SHIFTING INTO 1ST GEAR. THERE WAS NO WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO SARCHIONE FORD LINCOLN OF ALLIANCE (2480 W STATE ST, ALLIANCE, OH 44601) WHERE IT WAS DIAGNOSED WITH NEEDING CLUTCH AND BEARINGS TO BE REPLACED. THE VEHICLE WAS NOT YET REPAIRED. UPON INVESTIGATION, THE CONTACT ASSOCIATED THE FAILURE WITH NHTSA CAMPAIGN NUMBER: 18V845000 (POWER TRAIN) HOWEVER, THE VIN WAS NOT INCLUDED. THE MANUFACTURER WAS INFORMED OF THE FAILURE BUT OFFERED NO ADDITIONAL ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 67,000.					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The Day we Test Drove 2016 Ford Focus with sales man with us I TOLD him something was wrong with Transmission, when we pulled onto Hiway it starts jumping, they refused to fix problem with a recall card, but pulling into hiway you can not give the car very much gas cause all it does is start jumping. I'm concerned for my safety. The car lot that bought the company out took my car in and said clutches and seals are bad.

ATTACH ADDITIONAL SHEETS IF NECESSARY

CLEVELAND OH 440

24 MAY 2021PM 6 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:
Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

