

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ----- 11455973-----
Date: Wednesday, June 22, 2022 11:15:24 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Wednesday, June 22, 2022 10:47 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up to ODI Complaint ----- 11455973-----

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.

*Hello,
I have updated and added the invoice for this repair to my transmission.*

Thank you, [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Centerville, TN
[REDACTED]
Fax# [REDACTED]

From: [REDACTED]
Sent: Wednesday, June 22, 2022 7:25 AM
To: [REDACTED]
Subject: Fwd: FW: Follow up to ODI Complaint ----- 11455973-----

----- Forwarded message -----
From: **EVOQ (NHTSA)** <EVOQ@dot.gov>
Date: Thu, Jun 9, 2022, 12:10 PM
Subject: FW: Follow up to ODI Complaint ----- 11455973-----
To: [REDACTED]

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](tel:(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

10-MAR-2022

Repository Reference No.
11455973

OWNER INFORMATION (Type or Print)

Name

Address

City

Jacks Creek

State

TN

ZIP Code

Daytime Telephone Number

E-mail Address

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

3fa6p0hdxh

MAKE
FORDModel
FUSIONModel Year
2017

Date Purchased

Dealer's Name and Telephone Number
Jones Ford 7319254018Engine:
No: Cylinders

Fuel Type:

Original Owner

Dealer's City Savannah

STATE
TNZIP Code
38372

Transmission Type

 Antilock Brakes
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
15-SEP-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 100000 POWER TRAIN

Failure Mileage
200000.0

Failure Speed

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: DOTMAL 9ABC036)

 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

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).

The contact owns a 2017 Ford Fusion. The contact stated that the vehicle would intermittently hesitate upon depression of the accelerator pedal without warning while in either in the drive (D) or reverse (R). The contact initially took the vehicle to a dealer where she was informed that there were no recalls associated with the VIN and was offered no assistance. The contact then took the vehicle to an independent mechanic where an extensive diagnostic test was performed and it was discovered that the torque converter had failed and needed to be replaced. Upon investigation, the contact discovered NHTSA Campaign Number: 17V427000 (Power Train) which she linked to the failure. The manufacturer was notified of the failure and the contact was informed that her vehicle was not included in the recall; she was then referred to the NHTSA for assistance. The vehicle had been repaired. The failure mileage was approximately 200,000.

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.

6-22-2022

FAX

TO:


NHTSA/Office of Defects Investigation

RE: Follow up to ODI Complaint ----- 11455973

From:

 2017 Ford Fusion Transmission Issue

dataquality@dot.gov or fax to (202) 366-1767.

 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 10-MAR-2022		Repository <input type="checkbox"/> Reference No. 11455973	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	ZIP Code			
Jacks Creek	TN				
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3fa6p0hdchr		MAKE FORD	Model FUSION	Model Year 2017	
Date Purchased	Dealer's Name and Telephone Number Jones Ford 7319254018		Engine: No. Cylinders	Fuel Type:	
Original Owner <input type="checkbox"/>	Dealer's City Savannah	STATE TN	ZIP Code 38372		
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 15-SEP-2021	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 100000 POWER TRAIN			Failure Mileage 200000.0	Failure Speed	
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: DOTMAL 9ABC036)	<input type="checkbox"/> Original Requirement <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					
<i>(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)</i>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N	
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).					
The contact owns a 2017 Ford Fusion. The contact stated that the vehicle would intermittently hesitate upon depression of the accelerator pedal without warning while in either in the drive (D) or reverse (R). The contact initially took the vehicle to a dealer where she was informed that there were no recalls associated with the VIN and was offered no assistance. The contact then took the vehicle to an independent mechanic where an extensive diagnostic test was performed and it was discovered that the torque converter had failed and needed to be replaced. Upon investigation, the contact discovered NHTSA Campaign Number: 17V427000 (Power Train) which she linked to the failure. The manufacturer was notified of the failure and the contact was informed that her vehicle was not included in the recall; she was then referred to the NHTSA for assistance. The vehicle had been repaired. The failure mileage was approximately 200,000.					
ADDED COMMENT: Before the complete break of the transmission, I was noticing some hesitation with changing gears and going dead from a stop. Going down a hill on coast the back of the car made a roaring sound. At these moments, the car gear shift would be slightly hard to turn to park or drive. The transmission would also seem to slip.					
NOTE: The actual odometer was 189293 when the issue happened and repaired. Even though this was not on the recall list, it should be added because I experienced the same issue with my transmission as the others. I have attached my invoice for the repair. Not included are the 2 prior wrecker bills from having it towed to my house, and then had it towed to Lonnie Cobb's Ford for repair, which the car sat for weeks with no repair. Third wrecker bill is included on the Repair Invoice, from Clement Automatic Transmissions.					
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.					

CLEMENT AUTOMATIC TRANSMISSIONS

3846 Brownsville Hwy

CLEMENT WRECKER SERVICE

Jackson, 38301

731-422-6356 731-422-6909

Name	[REDACTED]	Type	2017 FORD FUSION	Number	[REDACTED]
					REPAIR
Address		VIN	3FA6P0HDXR [REDACTED]	Date	02/23/2022
City	Jackson,	Lic #	[REDACTED]		CLOSED
				Empl	None
H. Phone	[REDACTED]	W. Phone		Odometer	189293
Open Date	02/23/2022	Time		Completion Date	03/09/2022
				Time	

Parts	Description	Qty	Price	Ext.
HG9Z-7A095-B	6F36 COOLER	1	116.03	116.03
PREC 2456	6F35 08'-UP ESCAPE CONVERTER	1	499.50	499.50
144004CP	6F35 REBUILD KIT W/PISTONS	1	944.82	944.82
D144010AB	6F35 13'-UP FILTER	1	69.65	69.65
46139C	6F35 STEEL MODULE	1	394.41	394.41
9L8Z-7A103-J	6F35 PUMP	1	252.59	252.59
550041914	MULTI FLUID LV DEX VI MER 5	10	10.56	105.60

Labor	Amount
000018 WRECKER D-CLASS LONNIE COBB TO CLEMENT	125.00
000002 LABOR REMOVE 6F35 & CLEAN & REBUILD & REPLACE LABOR CLEAN & FLUSH COOLER	1330.00

Sublets	Amount
3M environmental cleaner	7.50

Notes
731-608-2278

Totals include a discount of \$100.00

Labor	Parts	Sublet	Waste	Tax	Total	Balance
1455.00	2282.60	7.50	0.00	365.14	4110.24	4110.24

Received by: _____