

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 ----- 11469333-----
Date: Tuesday, November 1, 2022 8:31:04 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, October 31, 2022 8:55 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fw: Follow up to ODI Complaint ----- 11469333-----

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.

Not much else to add. This shouldn't have been an issue - clearly that is why Ford paid for some of it. They should reimburse for the amount I paid too.

----- Forwarded Message -----

From: EVOQ (NHTSA) <evog@dot.gov>
To: [REDACTED]
Sent: Thursday, October 27, 2022 at 09:39:17 AM EDT
Subject: FW: Follow up to ODI Complaint ----- 11469333-----

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

15-JUN-2022

Repository Reference No.
11469333

OWNER INFORMATION (Type or Print)

Name			Daytime Telephone Number		E-mail Address	
Address						
City		State	ZIP Code		Evening Telephone Number	
Cincinnati		OH				

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 3FA6POH75HF		MAKE FORD	Model FUSION	Model Year 2017
Date Purchased	Dealer's Name and Telephone Number Kings Ford 5136830220		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City Cincinnati	STATE OH	ZIP Code 45249	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 01-JAN-2021
	<input type="checkbox"/> Cruise Control			

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 100000 POWER TRAIN, 030000 BRAKES (PWS)	Failure Mileage 72000.0	Failure Speed 50
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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

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 while the vehicle was parked in her driveway on a hill without the emergency brakes, the vehicle rolled down the hill and bumped into her husband's parked vehicle. The contact took the vehicle to a local dealer but was unable to duplicate the failure. The contact stated on April 2022, while she was driving at an unknown speed, the vehicle began to shake and failed to go over 50 mph. The contact stated no warning light was illuminated. The contact took the vehicle to a local dealer, where it was diagnosed with needing the transmission to be replaced. The vehicle was repaired. Upon investigation, the contact associated the failure with NHTSA Campaign Number: 17V427000 (Power Train), however, the VIN was not included. The manufacturer had been informed of the failure and transferred her to the NHTSA Hotline. The failure mileage was approximately 72,000.

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.