

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: ODI Complaint ---- 11476944----
Date: Friday, January 13, 2023 8:25:00 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, January 12, 2023 9:10 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ODI Complaint ---- 11476944----

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've attached a copy of my recent complaint and diagnostics information.



SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday - Friday
 7:00 a.m. - 3:00 p.m. - Saturday

R/O Open Date	R/O Number
08/01/22	
R/O Close Date	Status
08/08/22	Pre-Invoice
Mileage In	Mileage Out
90586	90587
Service Advisor / Tag #	
GARRETT JACKSON/2305	
Vehicle Identification Number	
1FADP3F28GL	
Delivery Date	In-Service Date
	12/10/20
Color	License Number
OTHER	

[REDACTED]		
LINCOLN, NE [REDACTED]		
Year	Make	Model
2016	FORD	FOCUS

Work Phone	[REDACTED]
Home Phone	[REDACTED]
Body	[REDACTED]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>brought vehicle in, blower motor is inoperative checked relays and they are good. attempted to connect to the hvac module and was unable to communicate. touched inside hvac box and there is a/c just now blower control recommend replacement of hvac module and retest blower operation. Sub Total: 150.00</p>	
<p>#3 - ENGPREF: ENGINE PERFORMANCE DIAGNOSIS (RUNNING ROUGH, OTHER) CUSTOMER STATES: CUSTOMER STATES IF FILLING WITH FUEL BELOW HALF A TANK, UPON START UP WILL RUN ROUGH . ADVISE Tech: DALTON OTTO (DSO) bring vehicle in and scanned for codes found code p1450 unable to bleed up fuel tank vacuum. went to dtc chart and was lead to pinpoint test hx. followed pin point test hx to hx 17. Does the FTP PID voltage value remain within 0.5V of the recorded PID voltage value within 30 seconds of closing the EVAP purge valve? NO it does not. leading to INSTALL a new Evaporative Emission (EVAP) Purge valve. recommend Evaporative Emission (EVAP) Purge valve replacement. Sub Total: 150.00</p>	150.00
<p>#4 - 99PX: PERFORM MULTIPPOINT INSPECTION AT NO CHARGE TO</p>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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- LABOR
- PARTS
- DEDUCTIBLE
- SUBLET
- SHOP SUPPLIES
- HAZARDOUS MATERIALS
- SALES TAX OR TAX I.D.
- SPECIAL ORDER DEPOSIT
- DISCOUNTS
- TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



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[REDACTED]			Body
Year	Make	Model	
2016	FORD	FOCUS	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED] #1 - TRANSDIAG: AUTOMATIC TRANSMISSION CONCERN CUSTOMER STATES: CUSTOMER STATES AT TIMES VEHICLE WILL NOT GO INTO REVERSE. AT TIMES WILL NOT START. WILL HAVE TO PUT INTO EVERY GEAR THEN BACK INTO PARK AND WILL START Tech: DALTON OTTO (DSO) test drove vehicle, car had no reverse. during test drive vehicle was having trouble shifting into 2nd gear and would slip out of gear. while on the way to the shop could smell clutch burning smell and also transmission temp warning light came on. scanned for codes found codes p287a, p07a5. was led to pi point test N followed to pinpoint N2 Did the clutch PID that was showing RPMs previously go to zero RPMs? NO. test N3 Does the clutch actuator lever rotate counter-clockwise freely? yes moves freely pin point test shows to replace clutch and damper unit also recommend replacement of actuator levers while trans is apart. Sub Total: 150.00	150.00

#2 - HVACDIAG: HEATING OR AIR CONDITIONING DIAGNOSIS CUSTOMER STATES: CUSTOMER STATES NO AIR FROM VENTS Tech: DALTON OTTO (DSO)	150.00

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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

01-AUG-2022

Repository Reference No.
11476944

OWNER INFORMATION (Type or Print)

Name

Address

City

Lincoln

State

NE

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

1FADP3F28G

MAKE
FORDModel
FOCUSModel Year
2016

Date Purchased

Dealer's Name and Telephone Number
Anderson Ford, Lincoln 4024589800Engine:
No: Cylinders

Fuel Type:

Original Owner

Dealer's City Lincoln

STATE
NEZIP Code
68521

Transmission Type

 Antilock Brakes
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
02-JUL-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 100000 POWER TRAIN

Failure Mileage
90000.0Failure Speed
40

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 2016 Ford Focus. The contact stated while driving approximately 40 MPH and merging into traffic, the vehicle inadvertently shifted out of gear and the engine started revving loudly. The contact depressed the accelerator and the vehicle failed to respond. The contact stated that the vehicle decelerated to 25 MPH and the transmission independently shifted back into drive(D). The contact stated no warning light was illuminated. The failure had become recurring. Additionally, the contact stated that it then became difficult to shift into reverse(R). The vehicle was also occasionally difficult to start. The contact stated that after shifting from park(P) to drive(D) with the vehicle turned off, there was a message displayed stating that "Transmission Ready", start vehicle. The contact drove the vehicle to a dealer however, the vehicle had not been diagnosed or repaired. The manufacturer had been informed of the failure. The contact researched online and related the failure to NHTSA Campaign Number: 22V413000 (Power Train). The failure mileage was approximately 90,000.

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.