

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: [REDACTED] Complaint #11489308 - Jan 18, 2023
Date: Wednesday, January 18, 2023 11:45:21 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Wednesday, January 18, 2023 11:18 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: [REDACTED] Complaint #11489308 - Jan 18, 2023

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.

Good Morning NHTSA,

Thanks for the reply. I understand you all are very busy and the chances this gets read are very minimal. With that being said, the Ford Focus and the PowerShift Transmission has given Ford a run for their money according to all the recalls. My vehicle is an automatic with paddle shifters. When my car is in D and I am accelerating average speeds, the jerk that I feel from the transmission is 100% what I am reading on the forums/and the recall orders. This car should have been impacted by the recall, and would like for it to be taken into consideration! Thanks again!

Scanned with TurboScan.

Sent from my iPhone



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

14-OCT-2022

Repository

Reference No.
11489308

OWNER INFORMATION (Type or Print)

Name

Address

City

Murfreesboro

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

1FADP3F25GL

MAKE
FORD

Model
FOCUS

Model Year
2016

Date Purchased

06-07-19

Dealer's Name and Telephone Number

Speedway Motors 615-904-9303

Engine:
No. Cylinders

4

Fuel Type:

GAS

Original Owner

Dealer's City

Murfreesboro

STATE

TN

ZIP Code

37130

Transmission Type

AUTO

Antilock Brakes

Cruise Control

Powertrain

2.0L

Multiple Failure:

Yes

Incident Date(s)

14-DEC-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 100000 POWER TRAIN

Failure Mileage
95000.0

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 2016 Ford Focus. The contact stated that on multiple occasions after moving off from a stop signal, there was hesitancy and jerking when the gear shifter was shifted from 1st to 2nd gear, and from 2nd to 3rd gear. The failure persisted; however, no warning lights were illuminated. The vehicle was taken to an independent mechanic where it was diagnosed that the transmission was faulty. The contact was made aware of NHTSA Campaign Number: 18V845000 (Power Train) however, the VIN was not included in the recall. The vehicle was not repaired. The manufacturer was made aware of the failure and was advised the contact to file a complaint with the NHTSA Hotline. The approximate failure mileage was 95,000.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

