

U.S. Department of Transportation National Highway Traffic Safety Administration		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 <div style="color: red; font-size: 1.2em; font-weight: bold;">01-DEC-2022 AUG 17 2023</div>		Repository ☐ Reference No. 11495722	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
Newport News		VA			
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			MAKE		Model Year
3FA6P0HD8L			FORD		2020
Date Purchased		Dealer's Name and Telephone Number		Engine: No. Cylinders	
9-2020		Banister Ford		Fuel Type:	
Original Owner		Dealer's City		STATE	ZIP Code
☒		Camp Springs		MD	20743
Transmission Type		Powertrain		Multiple Failure:	
☐ Antilock Brakes ☐ Cruise Control				Incident Date(s) 23-NOV-2022	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 100000 POWER TRAIN				Failure Mileage 66000.0	
				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: DOTM1 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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		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 2020 Ford Fusion. The contact stated that the gear shifter failed to shift into the intended gear and the vehicle would not drive forward. Upon inspection, it was discovered that transmission fluid had leaked from the vehicle. The vehicle was towed to the local dealer who diagnosed that the transmission had failed and needed to be replaced. The vehicle was not yet repaired. The manufacturer was notified of the failure. The failure mileage was 66,000.					
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)

On the evening of November 22, 2022 I experience a small shift in my car as I sat at the stop light. When the light changed, I accelerated while in drive and the car took a couple of seconds to proceed. On the morning of November 23, 2022, my car would not accelerate into drive I was able to shift the gear, but it took more then a couple to minutes before it would accelerate. The car was not able to go forward into drive or reverse back. There was no light indication on to give me any warning or to tell me what to do. I had to schedule service and have the car towed on November 28, 2022.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

CAPITAL DISTRICT 208

22 MAR 2023PM 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

safercar.gov



Banister

FORD OF MARLOW HEIGHTS

5000 Au [REDACTED]
Suitland, MD 20746
301-278-8321

CUSTOMER NO.	ADVISOR	826374	TAG NO	6337	INVOICE DATE	12/28/22	INVOICE NO.
[REDACTED]	LABOR RATE		MILEAGE	66,702	COLOR	MAGNETIC ME	STOCK NO.
SUITLAND, MD	YEAR / MAKE / MODEL	20/FORD/FUSION/4DR SDN SE FWD			DELIVERY DATE	05/09/20	DELIVERY MILES
	VEHICLE ID NO.	3FA6P0HD8LR			SELLING DEALER NO.		PRODUCTION DATE
	P.T.E. NO.		P.O. NO.		B.O. DATE	11/28/22	REPRINT# 1
RESIDENTIAL PHONE	BUSINESS PHONE	COMMENTS			MO: 66702		

LABOR-----
JOB # 1 16F0Z CHECK ENGINE LIGHT TECH(S):045204 WARRANTY
CHECK ENGINE LIGHT IS ON
WRENCH LIGHT/ TRANSMISSION LEAK
TECH PERFORMED DIAG VERIFIED TRANS LEAK, CHECKED FLUID LEVEL
VERIFIED NO FLUID TECH SCANNED FOR CODES FOUND P0701 AND
P0703 1ST AND 3RD GEAR INCORRECT RATIO.
R&R TRANS AND MOUNTED ON TRANS BENCH VERIFIED 1ST AND 3RD
GEAR WORN
REPLACED USED TRANSMISSION UNIT

TOTAL - LABOR 0.00

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
JOB # 1	1	LKQ-USED-TRANS	LKQ TRANS		WARRANTY
JOB # 1	12	XT-10-QLVC	OIL - AUTOMATI		WARRANTY
JOB # 1	1	HC9Z-7R081-B	TUBE ASY		WARRANTY
		BRYAN			
TOTAL - PARTS				0.00	

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	WARRANTY
JOB # 1	DEDUCT	EXT. WARRANTY DEDUCTABLE	31093	1000.00
JOB # 1	DEDUCT	EXT. WARRANTY DEDUCTABLE	31093	625.86
JOB # 1	EDW	WARR DED PAID	31093	WARRANTY
TOTAL - MISC				1625.86

COMMENTS-----
customer pays 1865.72
warranty pays 2245.95

TOTALS-----

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
* CASH.....	CHECK #.....	
*	TOTAL SUBLET....	0.00
* MC/VISA.....	AMEX.....	
*	TOTAL G.O.G....	0.00
* DISCOVER.....	CHARGE.....	
*	TOTAL MISC CHG.	1625.86
*	TOTAL MISC DISC	0.00
* PURCHASE ORDER #.....	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	1625.86

THANK YOU FOR CHOOSING BANISTER AUTOMOTIVE
FOR ALL YOUR SERVICE NEEDS
ANY SPECIAL ORDER PARTS NEEDED FOR REPAIR OF YOUR VEHICLE
MUST BE PAID FOR IN ADVANCE AND ARE NOT REFUNDABLE.

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****

Service Invoice



Banister

FORD OF MARLOW HEIGHTS

5000 Auth Road
Suitland, MD 20746
301-278-8321

CUSTOMER NO.	ADVISOR Carlos Scott	TAG NO. 826374	INVOICE DATE 12/28/22	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 66,702	COLOR MAGNETIC ME
SUITLAND, MD	YEAR / MAKE / MODEL 20/FORD/FUSION/4DR SDN SE FWD	DELIVERY DATE 05/09/20	DELIVERY MILES 159	
	VEHICLE I.D. NO. 3FA6P0HD8LR	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O.	R.O. DATE 11/28/22	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

M0: 66702

LABOR-
J# 1 16F02 CHECK ENGINE LIGHT TECH(S):045204 WARRANTY

CHECK ENGINE LIGHT IS ON
WRENCH LIGHT/ TRANSMISSION LEAK
TECH PERFORMED DIAG VERIFIED TRANS LEAK, CHECKED FLUID LEVEL
VERIFIED NO FLUID TECH SCANNED FOR CODES FOUND P0701 AND
P0703 1ST AND 3RD GEAR INCORRECT RATIO.
R&R TRANS AND MOUNTED ON TRANS BENCH VERIFIED 1ST AND 3RD
GEAR WORN
REPLACED USED TRANSMISSION UNIT

TOTAL - LABOR 0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
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JOB # 1	12	XT-10-QLVC	OIL - AUTOMATI	
JOB # 1	1	HG9Z-7R081-B	TUBE ASY	
		BRYAN		

TOTAL - PARTS 0.00

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JOB # 1	EDW	WARR DED PAID	31093	WARRANTY
TOTAL - MISC				1625.86

COMMENTS-
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warranty pays 2245.95

TOTALS	
TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1625.86
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	1625.86

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CUSTOMER SIGNATURE

DUPLICATE INVOICE

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Selling Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the Selling Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the Selling Dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

THANK YOU

FOR BRINGING YOUR CAR
TO US FOR SERVICE.

12 months

12,000^{mi}
mile warrant

LKQ