

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 ----11496282
Date: Thursday, March 16, 2023 2:18:18 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, March 16, 2023 2:11 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up to ODI Complaint ----11496282

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.

[REDACTED]
[REDACTED]



Professional Building Services, Inc.

[REDACTED]
[REDACTED]
[REDACTED]



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

06-DEC-2022

Repository Reference No.
11496282**OWNER INFORMATION (Type or Print)**

Name	[REDACTED]			Daytime Telephone Number	[REDACTED]		E-mail Address	[REDACTED]
Address	[REDACTED]			Evening Telephone Number				
City	Davenport	State	IA	ZIP Code	[REDACTED]			

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 1FADP3FE1J [REDACTED]		MAKE FORD	Model FOCUS	Model Year 2018
Date Purchased 12/30/2020	Dealer's Name and Telephone Number Vroom 833-951-0123		Engine: No: Cylinders 4 cylinder	Fuel Type: Unleaded
Original Owner <input type="checkbox"/>	Dealer's City Clermont	STATE FL	ZIP Code 34711	
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FWD	Multiple Failure Engine and Head & Turbo	Incident Date(s) 06-OCT-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 060000 ENGINE (PWS)	Failure Mileage 62000.0	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

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

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 2018 Ford Focus. The contact stated that the engine was replaced under a warranty; however, approximately 2 months later the engine was overheating and burning anti-freeze causing an abnormal odor to enter through the exhaust system. The contact took the vehicle to the dealer to be diagnosed. The contact was informed that the engine needed to be replaced. The vehicle was repaired. The manufacturer was made aware of the failure and directed the contact to the NHTSA hotline to file a complaint. The approximate failure mileage was 62,000.

Note the engine was repaired on the initial incident under warranty, then 2 months later the Head had to be replaced due to defect but was not warrantied and I had to pay for the repair. My complaint is for the head repair after 2 months of having the entire engine replaced under warranty.

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.