



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 -11497019
Date:
Attachments: 

From: 
Sent: Saturday, February 25, 2023 10:36 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up to ODI Complaint -11497019

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.

Please see attached

Regards,





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

12-DEC-2022

Repository

Reference No.
11497019

OWNER INFORMATION (Type or Print)

Name

Address

City

Oak Park

State

IL

ZIP Code

Daytime Telephone Number

Email 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
1FADP3F2GL

MAKE
FORD

Model
FOCUS

Model Year
2016

Date Purchased

10/20/2022

Dealer's Name and Telephone Number

AL DIEMONTE FORD

Engine No: Cylinders
4

Fuel Type:
GAS

Original Owner

Dealer's City

MELROSE PARK

STATE

IL

ZIP Code

60160

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

14-NOV-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 100000 POWER TRAIN

Failure Mileage
15000.0

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

Yes No

No

Fire

Yes No

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 while driving at various speeds, the clutch shuddered. No warning lights were illuminated. The vehicle was taken to an independent mechanic, where it was diagnosed that the clutch and transmission seals needed to be replaced. The vehicle was not repaired. The manufacturer was made aware of the failure and advised the contact to file a complaint with the NHTSA hotline. The approximate failure mileage was 15,000.

THIS DP56 TRANSMISSION IS KNOWN TO BE FAULTY AND FORD HAS EXTENDED WARRANTIES ON IT FOR OTHER MODEL YEARS OF THIS CAR. THE SHUDDERING/SLIPPAGE PARTICULARLY IN 1ST GEAR IS DANGEROUS IN TRYING TO OPERATE IN TRAFFIC.

THE TCM MODULE WAS ALREADY REPLACED IN AN ATTEMPT TO REMEDY THE ISSUE, BUT IT DID NOT. THANK YOU.

REPAIR COST IS ESTIMATED AT \$3500.00

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.