From: DataQuality, DataQuality (NHTSA)
To: EVOQ (NHTSA)
Subject: FW: 11499552 - [redacted] Updated File
Date: Monday, March 27, 2023 4:00:18 PM
Attachments: [redacted]

From: [redacted]
Sent: Monday, March 27, 2023 2:51 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: 11499552 - [redacted] Updated File

Attached to this email is an updated document of information about my vehicle, a receipt from the transmission shop my vehicle was taken to, and the receipt of the towing service that took my car back to my current home.

Form Approved: O.M.B No.2127-0008

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 30-DEC-2022	Repository ☐
	Reference No. 11499552

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
[redacted]	[redacted]	[redacted]
City: Bon Aqua / State: TN / ZIP Code: [redacted]	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	MAKE	Model	Model Year
1FADP3E26HL[redacted]	FORD	FOCUS	2017

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
03-27-2021	Carmax (615) 807-7952			4 cylinders 2.0L Engine	Flex Fuel
Original Owner ☐	Dealer's City: Franklin	STATE: TN	ZIP Code: 37067		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
Automatic	☐ Antilock Brakes ☐ Cruise Control	2.0l Front Wheel Drive		17-DEC-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 100000 POWER TRAIN	Failure Mileage	Failure Speed
	58504.0	35

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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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's daughter owns a 2017 Ford Focus. The contact stated that after his daughter started the vehicle and attempted to shift into reverse(R) the vehicle failed to respond. The contact stated that the gear shift lever failed to shift into reverse(R). The vehicle was manually pushed into the intended direction and the vehicle was shifted into drive(D). The contact stated that the vehicle was vibrating and shaking while driving to an independent mechanic. The contact was unaware of any warning lights being illuminated. The vehicle was taken to the independent mechanic to be diagnosed. The mechanic determined that the transmission needed to be replaced. The vehicle had not been repaired. The contact researched online and related the failure to NHTSA Campaign Number: 18V845000 (Power Train). The manufacturer had been informed of the failure. The failure mileage was 58,504.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

Radford's

WRECKER SERVICE, INC.

[redacted]

24 HOUR SERVICE

1827 North West Broad Street
Murfresboro, Tennessee 37129

Phone: (615) 895-5384

Johnny Radford

LOW RATES

DATE 12 30 22	TIME	A.M. P.M.	REQUESTED BY

LOCATION OF VEHICLE: Coleman Taylor Trans

NAME [redacted] PHONE

ADDRESS ZIP

MILEAGE	SERVICE TIME	EXTRA
FINISH	FINISH	FINISH
START	START	START
TOTAL	TOTAL	TOTAL

YEAR 2017	MAKE / MODEL / COLOR Ford Focus Wht.	MILEAGE
STATE TN	LIC. NO. [redacted]	VEHICLE I.D. NO. 1FADP3E26HL[redacted]

- ☐ SLING / HOIST TOW
- ☐ WHEEL LIFT
- ☐ FLATBED / RAMP
- ☐ START
- ☐ LOCK OUT
- ☐ FLAT TIRE
- ☐ OUT OF GAS
- ☐ WRECK
- ☐ RECOVERY
- ☐ _____

SPECIAL EQUIPMENT

- ☐ SINGLE LINE WINCHING
- ☐ DUEL LINE WINCHING
- ☐ SNATCH BLOCKS
- ☐ SCOTCH BLOCKS
- ☐ DOLLY
- ☐ _____

VEHICLE TOWED TO: 3773 Solphen Springs

REMARKS

Thank you.
Paid C.C.
Approval 7480

MILEAGE CHARGE	
TOWING CHARGE	90.00
LABOR CHARGE	
STORAGE CHARGE	
TOTAL	90.00

OPERATOR'S SIGNATURE

AUTHORIZED SIGNATURE

road service

COLEMAN TAYLOR TRANSMISSION #52
130 River Rock Blvd.
Murfreesboro, TN. 37128
Phone: 615-866-7939 Fax: 615-203-5965

INVOICE
[redacted]
Org. Est. #[redacted]

INVOICE

Printed Date: 12/30/2022 **Work Completed: 12/30/2022**

[redacted]

2017 Ford - Focus S - 2L, In-Line4 (122CI) VIN(2)
Lic # : [redacted]
Odometer In : 58504

Home [redacted]

VIN # : 1FADP3E26 **HL**[redacted]

Part Description / *Number*	Qty	Sale	Ext	Labor Description	Ext
				CHECK OUT CHATTERS IN LOW GEAR AND DONT WANT TO BACK UP P287A CLUTCH B STUCK ENGAGED FTA	n/c

Org. Estimate 0.00 Revisions 0.00 Current Estimate 0.00

Labor:	**0.00**
Parts:	**0.00**
SubTotal:	**0.00**
Tax:	**0.00**
Total:	**0.00**
Bal Due:	**$0.00**

[Payments -]

Vehicle Received: 12/30/2022

I hereby agree that the above estimate was accurate and agreed to before work was started with clear communication of price and service recommended.The diagnostic information given by the customer was accurate.An express mechanic's lien is hereby acknowledged on above vehicle to secure amount of repairs and additional legal charges if initiated.NOTE-WARRANTY REPAIRS CALL COLLECT FOR DIRECTIONS AND AUTHORIZATION.NON-AUTHORIZED REPAIRS ARE NOT COVERED AND MUST HAVE AUTHORIZED NUMBER BEFORE ANY REPAIRS ARE MADE.YOUR WARRANTY IS A SEPERATE DOCUMENT

Customer Number [redacted]

Signature _____ Date _____

Visit us on the web: http://colemantaylormurfreesboro.com/

Service Advisor : CLEM, CHRIS, Tech :

Email Address: ***CHRISCLEM50@YAHOO.COM***