

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

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

APR 13 2023

FOR AGENCY USE

Date Received

10-JAN-2023

**OWNER INFORMATION (Type or Print)**

Name			Daytime Telephone Number	
Address				
City	State	ZIP Code	Evening Telephone Number	
Burlington	NC			

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 3FADP4C1C[REDACTED]		MAKE FORD	Model FIESTA
Date Purchased Jan 2013	Dealer's Name and Telephone Number Green Ford 3362928310		Engine No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City Greensboro	STATE NC	ZIP Code 27407
Transmission Type Automatic	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 01-JAN-2013

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 063140 ENGINE AND ENGINE COOLING-EXHAUST SYSTEM-EMISSION CONTROL-CATALYTIC CONVERTOR, 100000 POWER TRAIN, 181000 VEHICLE SPEED CONTROL-ACCELERATOR PEDAL	Failure Mileage 28100.0
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**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)	<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
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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 2012 Ford Fiesta. The contact stated that the vehicle failed to start with several unknown warning lights illuminated. The vehicle was taken to the local dealer to be diagnosed. The transmission module and battery needed to be replaced. The vehicle was repaired; however, the failure persisted. While driving, the vehicle continued to jerk and there was smoke coming through engine warning light was illuminated. Additionally, there was an abnormal booming sound detected. The contact had to depress the accelerator pedal continually for the vehicle to respond as needed an independent mechanic to be diagnosed, and the contact was informed that the catalytic converter needed to be replaced. The manufacturer was contacted but provided no additional assistance approximately 28,100.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDIT

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)**

I have spent \$ 872<sup>00</sup> in parts alone money that I don't have due to disability. And the engine light is still on. I bought a catalytic Converter, spark plugs and wires thinking it would solve the problem and it has not. I have had issues with this car since I bought it. I need a reliable vehicle to get to my doctors appts. and other. I still have the same issues.

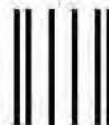
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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**

**NHTSA**

Vehicle Defect Complaint Form (VDC) U.S. Department of Transportation National Highway Traffic Safety Administration



Burlington NC

GREENSBORO NC 270  
PIEDMONT TRIAD AREA  
6 MAR 2023 PM 6 L



National Highway Traffic Safety Administration  
1200 New Jersey Ave. SE  
Washington DC 20003

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