

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: EVOQ (NHTSA)
Subject: RE: Follow up to ODI Complaint ----- 11509270-----
Date: Monday, April 10, 2023 9:02:30 AM
Attachments: [REDACTED]

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.

I have added a little more information on how the car acted before it stopped completely.

Sent from Mail for Windows

From: EVOQ (NHTSA)
Sent: Friday, April 7, 2023 8:34 AM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint ----- 11509270-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

U.S. Department
of TransportationNational 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

27-FEB-2023

Repository ☐Reference File
11509270**OWNER INFORMATION (Type or Print)**

Name

Address

City

New Port Richey

State

FL

ZIP Code

Daytime Telephone Number

E-mail Address

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 INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3FA6P0H02GMAKE
FORDModel
FUSIONModel Year
2016Date Purchased
29-MAY-2021Dealer's Name and Telephone Number
Ray Brandt Chevrolet 2283888000Engine: 1.5
No. Cylinders: 4Fuel Type
GASOriginal Owner
☐

Dealer's City Biloxi

STATE
MSZIP Code
39532Transmission Type
AUTOMATIC☒ Antilock Brakes
☒ Cruise ControlPowertrain
FRONT WHEEL DRIVE

Multiple Failure:

Incident Date(s)
20-FEB-2023**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 060000 ENGINE AND ENGINE COOLING

Failure Mileage
127273.0

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURETire Make
XXXXXXXXXXTire Model (Name or Number)
XXXXXXXXXXTire Size (Example P215/65R15)
XXXXXXXXXX

DOT No. (Example: DOTM1 9ABC036)

☐ Original Requirement
☐ Prior Repair

Failure Location

Tire Component Code
XXXXXXXXXX

Tire Failure Type: XXXXXXXXXXXXXXXX

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

Fire

☐ Yes ☒ 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 Fusion. The contact stated while driving at various speeds, the coolant warning light illuminated. The contact had taken the vehicle to an independent mechanic where the coolant was topped off; however, the failure returned soon after the repair. The contact took the vehicle to a dealer where it was discovered that coolant had leaked into an engine cylinder which led to engine failure. The contact was referred to the manufacturer and was informed that the vehicle was not under warranty. The vehicle was not repaired. The failure mileage was 127,273. The consumer stated the engine needs to be replaced at the cost of \$9,000 to \$10,000, but too expensive to be fixed.

While driving on USHWY 19 (6 lanes of traffic) our coolant light came on and also the reduced engine power light came on and our speed was reduced to under forty miles per hour, this occurred in very heavy traffic and put us in a very vulnerable position until we were able to get off the freeway.

We have submitted all of the paperwork we have to date as the car is not running, as we stated earlier we have no means of having a new engine put in the car. We have communicated with Ford Assist by phone and were repeatedly told that they cannot help us. All they did was supply a case number which we sent to you with the other documents. As of today April 10th, the car is parked in our garage where it will be until it is paid off in 2026 and we can sell it for junk.

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.