

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

FOR AGENCY USE ONLY 100148

Date Received 11-APR-2023 JUN 08 2023 Repository Reference No. 11516578

OWNER INFORMATION (Type or Print)

Name, Address, City (Fairfield), State (CA), ZIP Code, Daytime Telephone Number, Evening Telephone Number, Email 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 INFORMATION

17 digit Vehicle Identification Number (3FA6P0HD0HR), MAKE (FORD), Model (FUSION), Model Year (2017), Date Purchased (02/08/2017), Dealer's Name and Telephone Number ((707) 421-3397), Engine No. Cylinders, Fuel Type, Original Owner, Dealer's City (Fairfield), STATE (CA), ZIP Code (94534), Transmission Type, Antilock Brakes, Cruise Control, Powertrain, Multiple Failure, Incident Date(s) (04-APR-2023)

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 030000 SERVICE BRAKES, HYDRAULIC, 100000 POWER TRAIN, Failure Mileage (105000.0), 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 X, No), Fire (Yes X, 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 2017 Ford Fusion. The contact received notification of NHTSA Campaign Number: 23V162000 (Service Brakes, Hydraulic) however, the part to do the recall repair was unavailable. The contact stated that while coming to a stop at a stop signal, the vehicle jerked forward. The contact stated that the failure recurred after shifting into reverse(R). The contact also stated that while his wife was driving at an undisclosed speed, the brake pedal was depressed but the vehicle failed to respond. No warning lights were illuminated. The vehicle was taken to a local dealer, where it was diagnosed that the transmission needed to be replaced. The vehicle remained at the dealer awaiting the repair. 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 105,000.

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.



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

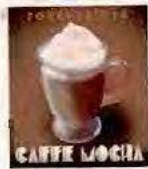
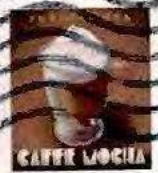
Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

[Redacted]
Fairfield, CA.

OAKLAND CA 94612

16 MAY 2023 PM 4



NEF

To : U.S. Department of Transportation
1200 New Jersey Avenue SE
Washington, DC 20590

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