

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Complaint number 11518900
Date: Monday, June 12, 2023 8:02:19 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Saturday, June 10, 2023 2:02 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fw: Complaint number 11518900

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.

Here is the last clip of the 9 min video I took of what my vehicle was doing before I got a new transmission.

Thank you,

----- Forwarded Message -----

From: [REDACTED] >
To: vsh@dot.gov <vsh@dot.gov>
Sent: Monday, May 1, 2023 at 01:05:24 PM EDT
Subject: Complaint number 11518900

Here is the last video clip of the original 9 minute video. Now you can see for yourself exactly what my vehicle is doing

Thank you,

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Response for---Follow up to ODI Complaint ----- 11518900-----
Date: Monday, June 12, 2023 8:04:08 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Saturday, June 10, 2023 1:10 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Response for---Follow up to ODI Complaint ----- 11518900-----

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.

Hi, I have attached the edited VOQ along with the invoice for my vehicle. I also have videos that I had taken on April 29th (NOT May 1st as I had wrote on the VOQ) to break down from one long video of what my vehicle was doing when being driven before I got a new transmission. I will be forwarding the emails to you that I was told to send to vsh@dot.gov that have the videos in them.

Thank you,

[REDACTED]

RON'S TRANSMISSION
 675 OBERLIN-ELYRIA RD.
 ELYRIA, OH. 44035
 Phone: 440-458-6120 Fax: 440-458-5012

INVOICE

Org. Est. # [REDACTED]

INVOICE

Printed Date: 06/09/2023

Work Completed: 06/09/2023

[REDACTED]
 Vermilion, OH [REDACTED]
 Home [REDACTED]

2017 Ford - Fusion SE - 1.5L, In-Line4 (91CI) VIN(D)
 Lic # : [REDACTED] Odometer In : 110184

VIN # : 3FA6P0HD6 HR [REDACTED] Hat # : 6F35

Part Description	Number	Qty	Sale	Ext	Labor Description	Ext
CASE ASSEMBLY EG9Z 7005 K		1.00	482.88	482.88	FLUSH TRANSMISSION COOLER	105.00
TORQUE CONVERTER 14441		1.00	225.00	225.00	TRANSAXLE ASSEMBLY - Removal & Installation - 1.5L Eng	855.50
OVERHAUL KIT T46002BA		1.00	221.72	221.72	RECONDITION TRANSMISSION 24 MONTH 24,000 MILE LOCAL IN HOUSE WARRANTY	934.50
FILTER A46010BA		1.00	25.29	25.29	PROGRAM TCM	120.00
OUTPUT SENSOR D46436B		1.00	38.84	38.84	VEHICLE WAS BROUGHT IN WITH COMPLAINT VEHICLE QUILTS MOVING. VEHICLE SCANNED FOR CODES AND FOUND TO HAVE CODES P0731-00,P0733-00,U2002-96,U3003-16. VEHICLE INSPECTED AND CONFIRMED WHEN VEHICLE WARMED UP NO MOVE CONDITION OCCURS. TRANSMISSION FLUID SAMPLE TAKEN AND FOUND TO HAVE METAL IN FLUID. TRANSMISSION REMOVED AND FOUND TO HAVE TORQUE CONVERTER FAILURE OCCURRED CAUSING METAL THROUGH TRANSMISSION. CASE FOUND TO HAVE WEAR AND 4-5-6 DRUM. DUE TO AMOUNT OF METAL IN TRANSMISSION SOLENOID ASSEMBLY REPLACED. AFTER REPAIRS COMPLETED TCM PROGRAMMED. AFTER REPAIRS COMPLETED VEHICLE TEST DRIVEN AND FOUND TO BE WORKING PROPERLY AND NO TRANSMISSION CODES OR LEAKS PRESENT.	
PUMP ASSEMBLY D46500BA		1.00	272.50	272.50		
RING TOWER D46634B		1.00	32.87	32.87		
SOLENOID ASSEMBLY D46420BA		1.00	535.61	535.61		
Shop Supplies				12.50	Hazardous Materials	12.50

Org. Estimate 4,126.57 Revisions 0.00 Current Estimate 4,126.57

Labor:	1,895.00
Parts:	1,847.21
Sublet:	120.00
HazMat:	12.50
SubTotal:	3,874.71
Tax:	251.86
Total:	4,126.57
Bal Due:	\$4,126.57

[Payments -]

Vehicle Received: 6/9/2023

Customer Number : [REDACTED]

All parts sold or used are subject to the Magnusson-Moss Act and the merchandise purchased is under LIMITED WARRANTY by the Manufacturer . The terms of this warranty are available for your inspection.

We are proud of our record of Customer Satisfaction .
 Anytime we can help, just call Kevin.

Signature _____ Date _____

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

25-APR-2023

Repository Reference No.
11518900**OWNER INFORMATION (Type or Print)**

Name

Address

City

Vermilion

State

OH

ZIP Code

Business Telephone Number

E-mail 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

3FA5P0HD6HR

MAKE
FORDModel
FUSIONModel Year
2017

Date Purchased

Sept 2002

Dealer's Name and Telephone Number

Gorno Bros Inc. 8666881159

440-434-3641

Premier Toyota of
AmherstEngine:
No: CylindersFuel Type:
regular
gasoline

Original Owner

Dealer's City Woodhaven

Amherst

STATE

MI OH

ZIP Code

48183
44201

Transmission Type

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

24-APR-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 100000 POWER TRAIN

Failed torque converter. Transmission replaced.
invoice attached.Failure Mileage
110000.0Failure Speed
10**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

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 2017 Ford Fusion. The contact stated while driving 10 MPH and depressing the accelerator pedal, the vehicle failed to respond and lost motive power. The contact was able to veer to the side of the road. The contact stated that upon shifting into gear, the vehicle failed to respond and made abnormal sounds. The contact turned off and restarted the vehicle twice, and the contact continued shifting into gear until the vehicle responded, however, the vehicle would not exceed 2 MPH. The contact was able to drive to the nearby residence, where the failure reoccurred. The power train warning light illuminated and a message advising to see the Owner's Manual was displayed. The dealer was not notified of the failure. The vehicle was not diagnosed nor repaired. The manufacturer was notified of the failure and referred the contact to the NHTSA Hotline for assistance. The failure mileage was approximately 110,000.

The powertrain light did not come on until I was home in my driveway which was about 10 mins after the issue occurred. On May 1st I decided to make a video of what my vehicle was doing. I will send those to you as well. Thankfully nobody was coming behind me when the incident first occurred, because I was on a main road where the speed limit is 50 mph & I would've been hit from behind. This vehicle should be included in the recall & I get reimbursed for a new transmission that needed to be installed.