



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

INFORMATION REDUCED PURSUANT TO THE FREEDOM OF

FOR AGENCY USE ONLY, 5100148552(B)(6)

Date Received

OCT 19 2010

09-AUG-2010

Repository ☐

Reference No.
10348196

OWNER INFORMATION (Type or Print)

Name

Address

City

FLOODWOOD

State MN

Zip Code

Daytime Telephone Number

Evening 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 INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FAHP33N28W

Make

FORD

Model

FOCUS

Model Year

2008

Date Purchased

7/30/08

Dealer's Name and Telephone Number

North Star Ford

Engine:

No: Cylinders

4

Fuel Type:

gasoline

Original Owner

☐

Dealer's City

Duluth

State

MN

Zip Code

55811

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

front wheel drive

Multiple Failure:

Yes

Incident Date(s)

13 JUN 2010
see attached

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 170000 LATCHES/LOCKS/LINKAGES, 171100 LATCHES/LOCKS/LINKAGES:

DOORS: LATCH

Failure Mileage

40000
see attached

Failure Speed

0

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: DOTM19ABC036)

☐ Original Equipment
☐ 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), and 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), and 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).

TL*THE CONTACT OWNS A 2008 FORD FOCUS. THE CONTACT STATED THE DOORS LATCHES BEGAN STICKING MAKING THE DOORS DIFFICULT TO OPEN. THE CONTACT TOOK THE VEHICLE TO A DEALER WHO REPLACED THE DOOR LATCH BUT THAT DID NOT CORRECT THE FAILURE. THE CONTACT HAD CONTINUOUSLY TAKEN THE VEHICLE TO THE DEALER TO HAVE THE LATCH REPLACED. THE CONTACT CALLED THE MANUFACTURER REGARDING THE LATCH AND WAS INFORMED TO LUBRICATE THE LATCHES, BUT THAT HAS NOT REMEDIED THE FAILURE. THE MANUFACTURER ALSO INFORMED THE CONTACT THAT SINCE THE ROAD WAS MADE OF GRAVEL IT COULD ALSO HAVE CAUSED THE DOORS TO STICK. THE CONTACT STATED THAT IF A CHILD WAS LEFT INSIDE THE VEHICLE IT BECAME DIFFICULT TO GET IN OR OUT OF THE VEHICLE AND THE ONLY OPTION WAS TO BREAK THE WINDOW. THE CONTACT STATED THAT THE FAILURE WAS A SAFETY CONCERN. THE FAILURE MILEAGE WAS 40,000. is attached.

is impossible unable to be opened.

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.

Incident Dates:	9/24/08	vehicle in for repair	mileage: 5272
	7/7/09	took vehicle in for diagnosis	
	7/10/09	vehicle in for repair	mileage: 32433
	9/8/09	took vehicle in for diagnosis	
	9/11/09	vehicle in for repair	mileage: 39571
	8/6/10	took vehicle in for diagnosis	
	9/9/10	vehicle in for repair	mileage: 73622

NARRATIVE DESCRIPTION:

On July 30, 2008 we purchased two 2008 Ford Focuses for our two sons to drive. Not long after their purchase, both cars starting having problems with the door latches and the same problem has continued until today. In fact one of the vehicles currently has a passenger door that has a broken latch and the passenger door will not open from the outside. (Although the problem began while the cars were under warranty, Ford will not longer repair the latches for free and it cost us \$390.59 to repair the last latch, so my son needs to wait until he has the money to repair it.) Attached you will find dates of each latch failure and repair.

Ford has told us we need to maintain the locks and we have attempted to do that, although they recommend we use the car wash pressure washer wand to clean them and we have not done that since the door would have to be open to do that and spraying a pressure washer toward the interior of a car does not seem realistic.

If we had purchased only one Focus, we may have believed that we had purchased a problem vehicle, but clearly this is a Focus problem.

Our reason for contacting the DOT Auto Safety Hotline is that we believe this problem may happen to another Focus owner and the scenario may be one that places someone in a dangerous situation.



NorthStar Ford
1420 Miller Trunk Hwy
Duluth, Minnesota 55811
Telephone: (218) 727-3673

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:30 p.m. M-F
8:00 a.m. 4:00 p.m. SAT
Closed Sundays

R/O Open Date	R/O Number
8/06/10	6087069/1
R/O Close Date	Status
9/09/10	Pre-Invoice
Mileage In	Mileage Out
73622	73622
Service Advisor / Tag #	
NOAH FINCH	
Vehicle Identification Number	
1FAHP33N28W	
Delivery Date	In-Service Date
7/30/08	7/30/08
Color	License Number
SILVER FRO	

FLOODWOOD, MN			Work Phone	Vehicle Identification Number	
			Home Phone	1FAHP33N28W	
Year	Make	Model	Body	Color	License Number
2008	FORD	FOCUS	2DR CPE	SILVER FRO	
8W					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: CUST STATES DRIVERS DOOR WON'T OPEN FROM OUTSIDE Work performed by TENNISON, JESSE (493) Installed 9S4Z 5421813 B :LOCK ASY - DOOR REPLACED LEFT FRT. DOOR LATCH ASSEMBLY. Sub Total: 344.58	198.00 146.58
#2 * Customer Reports: CHECK FOR VIBRATION AT 45 Sub Total: .00 Sub Total: .00	

PAID
SEP 09 2010
CASH ☒ CREDIT ☒
NORTHSTAR FORD

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	198.00
PARTS	146.58
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	34.46
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	11.55
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	390.59

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

Hotline Assistance Request

VIN: 1FAHP33N28W [REDACTED]
Vehicle: 2008 FOCUS
RO Number: 607795
Contact ID: 103946434
Request Date: 08-05-2010
Technician: NOAH FINCH

Request Form Details:

Description of vehicle concern:
customer cannot open doors

Diagnostics performed:
doors inop
Parts replaced:
door latches

Question: Can this concern be verified?
Answer: yes

Tech's question:

this customer has 2 focuss both have to have new door latches replaced every few months becuae the door latches bind up and break they live on a dusty road is there anything we can do better to prevent this

Hotline response:

Noah,
We have seen similar concerns, and in most cases this is related to a lack of maintenance of the door latch. There are isolated reports of the condition being related to the door seals being torn or missing.

I suggest inspecting the door seal and if a concern is noted, repair as required.

If no door seal concern is noted, please ensure that the customer is cleaning the vehicle and underbody regularly (reference owners guide section for cleaning). This includes keeping the door jams clean. The customer should also be lubricating the door latches every six months (reference the Scheduled Maintenance Guide, page 8).

Additional comments or diagnostic info

You have 950 characters remaining for your response...

Add Comments

NORTH STAR FORD
1428 MILLER TRUNK HWY
DULUTH, MN 55811

TERMINAL ID: 007694326
MERCHANT #: 184225917996

MC
#XXXXXXXXXX
SALE
BATCH: 000443 INVOICE: 0437490180
DATE: DEC 16, 09 TIME: 09:33
SQ: 002 AUTH NO: R95858

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:30 p.m. M-F
8:00 a.m. 4:00 p.m. SAT
Closed Sundays

R/O Open Date	R/O Number
12/11/09	6077595/1
R/O Close Date	Status
12/15/09	Pre-Invoice
Mileage In	Mileage Out
48792	48792
Service Advisor / Tag #	
Kate Mead/2587	
Vehicle Identification Number	
1FAHP33N28W	
Delivery Date	In-Service Date
7/30/08	7/30/08
Color	License Number
SILVER FRO	

TOTAL \$447.74

CUSTOMER COPY

TY	Work Phone
	Home Phone
	Body
Model	
FOCUS	2DP. CPE

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: CAR WILL START AND NOT STAY RUNNING TOWED IN Work performed by JUSTIN ST GERMAINE (480) Installed 3L3Z 12B579 BA :SENSOR ASY TOWED IN SHOP CHECKED FUEL PRESSURE OK CHECKED FOR CODES NONE FOUND CHECKED MAF SENSOR FOUND BUG ON SENSOR CLEANED SENSOR CHECKED RUNNING OPERATION OK TECH 737: R&R MAF SENSOR AND INSTALLED NEW AIR FIL TER Sub Total: 393.07	198.00 1@195.07 195.07
PAID DEC 16 2009 NORTH STAR FORD	
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."	
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.	
X	
(C) 2003 ARKONA, Inc. - Dealership Application Group (800)945-1028	

LABOR	198.00
PARTS	195.07
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	39.31
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	15.36
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	447.74



NorthStar Ford
1420 Miller Trunk Hwy
Duluth, Minnesota 55811
Telephone: (218) 727-3673

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:30 p.m. M-F
8:00 a.m. 4:00 p.m. SAT
Closed Sundays

R/O Open Date	R/O Number
9/08/09	6074350/1
R/O Close Date	Status
9/11/09	Reprint
Mileage In	Mileage Out
39571	
Service Advisor / Tag #	

Michele Engel/1599

Vehicle Identification Number

1FAHP33N28W

Delivery Date

7/30/08

In-Service Date

7/30/08

Color

SILVER FRO

License Number

FLOODWOOD, MN			Work Phone		
			Home Phone		
Year	Make	Model	Body		
2008	FORD	FOCUS	2DR CPE		
8W					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR Customer Reports: CUST STATES DOOR HANDLE INOP Corrected by 23943A: (L17-SPW) (TRIM PANEL - FRONT DOOR - REMOVE AND INSTALL (2394 2) - L Work performed by HUDSON,SHAWN(737) Corrected by 23943A6: LATCH ASSEMBLY - FRONT DOOR - REPLACE (21812/21813) - L Work performed by HUDSON,SHAWN(737) Corrected by MT23943A: M, TIME Work performed by HUDSON,SHAWN(737) Installed 9S4Z 5421813 B (FP):LOCK ASY - DOOR Qty: 1 REMOVED DRIVERS DOOR PANEL FOUND LATCH BAD. ORDER PART HAD TO REINSTALL PANEL FOR CUST TO TAKE.REPLA CED LATCH RE-TEST ALL GOOD. DRIVERS AND PASS DOOR LATCHES. INSTALLED NEW LATCH ES REISNTALED DOOR PANEL AND CHECKED OEPRATION OK.	Warranty Warranty Warranty Warranty
#2 - MR 99P: PERFORM MULTI-POINT INSPECTION Sub Total: Labor: .00 Parts: .00 Total: .00	
#3 * MR Customer Reports: CUST STATES PASS DOOR HANDLE INOP Corrected by 23943A: (L17-P18) (TRIM PANEL - FRONT DOOR - REMOVE AND INSTALL (2394 2) - L Work performed by HUDSON,SHAWN(737) Corrected by 23943A6: LATCH ASSEMBLY - FRONT DOOR - REPLACE (21812/21813) - L Work performed by HUDSON,SHAWN(737) Corrected by MT23943A: M, TIME Work performed by HUDSON,SHAWN(737) Installed 9S4Z 5421812 B (FP):LOCK ASY - DOOR Qty: 1	Warranty Warranty Warranty Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



NorthStar Ford
1420 Miller Trunk Hwy
Duluth, Minnesota 55811
Telephone: (218) 727-3673

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:30 p.m. M-F
8:00 a.m. 4:00 p.m. SAT
Closed Sundays

R/O Open Date	R/O Number
9/08/09	6074350/2
R/O Close Date	Status
9/11/09	Reprint
Mileage In	Mileage Out
39571	
Service Advisor / Tag #	

Michèle Engel/1599

Vehicle Identification Number

1FAHP33N28W1

FLOODWOOD, MN

Work Phone

Home Phone

Delivery Date

In-Service Date

7/30/08

7/30/08

Year Make Model

Body

Color

License Number

2008

FORD

FOCUS

2DR CPE

SILVER FRO

8W

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

CUDL1116442218CHK PASS DOOR.HANDLE INOP.REMOVE DOO
R PANEL FOUND LATCH BAD.ORDER PART.REPLACED DOOR P
ANEL FOR CUST TO TAKE VEH.CUST RETURN REPLACED LAT
CH RE TEST AOO GOOD.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00



NorthStar Ford
1420 Miller Trunk Hwy
Duluth, Minnesota 55811
Telephone: (218) 727-3673

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:30 p.m. M-F
8:00 a.m. 4:00 p.m. SAT
Closed Sundays

R/O Open Date	R/O Number
7/07/09	6072446/1
R/O Close Date	Status
7/10/09	Reprint
Mileage In	Mileage Out
32433	

Service Advisor / Tag #

Michele Engel

Vehicle Identification Number

1FAHP33N28W

Work Phone

Home Phone

Delivery Date

In-Service Date

7/30/08

7/30/08

Color

License Number

SILVER PRO

FLOODWOOD, MN

Year	Make	Model	Body	Color	License Number
2008	FORD	FOCUS	2DR CPE	SILVER PRO	
8W					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR Customer Reports: DRIVERS DOOR LATCH STICKS Corrected by 23943A: (L06) (01) TRIM PANEL - FRONT DOOR - REMOVE AND INSTALL (2394 2) - L Work performed by SAARI, ANDREW (756) Corrected by 23943A6: LATCH ASSEMBLY - FRONT DOOR - REPLACE (21812/21813) - L Work performed by SAARI, ANDREW (756) Installed 9S4Z 5421813 B (FP): LOCK ASY - DOOR FOUND DRIVERS DOOR WILL NOT OPEN WITH OUTSIDE HANDLE. R+I DOOR PANEL, REPLACED BROKEN LATCH. 5421813 CC 01	Warranty Warranty Warranty
	Qty: 1

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



NorthStar Ford
1420 Miller Trunk Hwy
Duluth, Minnesota 55811
Telephone: (218) 727-3673

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:30 p.m. M-F
8:00 a.m. 4:00 p.m. SAT
Closed Sundays

R/O Open Date	R/O Number
3/12/09	6068745/1
R/O Close Date	Status
3/13/09	Reprint
Mileage In	Mileage Out
21667	
Service Advisor / Tag #	
Garrett Hendric/797	
Vehicle Identification Number	
1FAHP33N28W1	
Delivery Date	In-Service Date
7/30/08	7/30/08
Color	License Number
SILVER FRO	

[REDACTED]			Work Phone	Vehicle Identification Number	
[REDACTED]			[REDACTED]	1FAHP33N28W1 [REDACTED]	
FLOODWOOD, MN [REDACTED]			Home Phone	Delivery Date	In-Service Date
[REDACTED]			[REDACTED]	7/30/08	7/30/08
Year	Make	Model	Body	Color	License Number
2008	FORD	FOCUS	2DR CPE	SILVER FRO	
8W	[REDACTED]				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR 1P: 16.95 OIL CHANGE AND FILTER PERFORM COMPLETE INSPECTION Work performed by JUSTIN ST GERMAINE(480) Installed FL 910S B12 :KIT - ELEMENT & GASKET - OI Qty: 1 Installed XO 5W20 BSP :5W20 OIL Qty: 6 CHANGED OIL AND FILTER	Warranty Warranty Warranty
#2 - MR 99P: PERFORM MULTI-POINT INSPECTION PERFORMED MPI Sub Total: Labor: .00 Parts: .00 Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



NorthStar Ford
1420 Miller Trunk Hwy
Duluth, Minnesota 55811
Telephone: (218) 727-3673

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m. M-F
8:00 a.m. 4:00 p.m. SAT
Closed Sundays

R/O Open Date	R/O Number
1/20/09	6066994/1
R/O Close Date	Status
1/20/09	Reprint
Mileage In	Mileage Out
15948	

Service Advisor / Tag #
Michele Engel/1296

Vehicle Identification Number

1FAHP33N28W

FLOODWOOD, MN

Work Phone

Home Phone

Delivery Date

In-Service Date

7/30/08

7/30/08

Year	Make	Model	Body	Color	License Number
2008	FORD	FOCUS	2DR CPE	SILVER FRO	
8W					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR 1P: 16.95 OIL CHANGE AND FILTER PERFORM COMPLETE INSPECTION Caused by CP:SERVICE Corrected by : Work performed by TENNISON, JESSE(493) Installed FL 910S B12 :KIT - ELEMENT & GASKET - OI Qty: 1 Installed XO 5W20 BSP :5W20 OIL Qty: 6 PERFORMED LOF..	Warranty Warranty Warranty
#2 - MR 99P: PERFORM MULTI-POINT INSPECTION Sub Total: Labor: .00 Parts: .00 Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X



NorthStar Ford
1420 Miller Trunk Hwy
Duluth, Minnesota 55811
Telephone: (218) 727-3673

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:30 p.m. M-F
8:00 a.m. 4:00 p.m. SAT
Closed Sundays

R/O Open Date	R/O Number
11/24/08	6065001/1
R/O Close Date	Status
11/25/08	Reprint
Mileage In	Mileage Out
10494	
Service Advisor / Tag #	
MATT MUECKE/950	

FLOODWOOD, MN			Work Phone	Vehicle Identification Number	
				1FAHP33N28W	
			Home Phone	Delivery Date	In-Service Date
				7/30/08	7/30/08
Year	Make	Model	Body	Color	License Number
2008	FORD	FOCUS	2DR CPE	SILVER FRO	
8W					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR 1P: 16.95 OIL CHANGE AND FILTER PERFORM COMPLETE INSPECTION Caused by CP:SERVICE Corrected by : Work performed by AMOS FINCH(505) Installed FL 910S B12 :KIT - ELEMENT & GASKET - OI Qty: 1 Installed XO 5W20 BSP :5W20 OIL Qty: 6 CHANGED ENGINE OIL AND FILTER	Warranty Warranty Warranty
#2 - MR 99P: PERFORM MULTI-POINT INSPECTION PERFORMED MPI Sub Total: Labor: .00 Parts: .00 Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



NorthStar Ford
1420 Miller Trunk Hwy
Duluth, Minnesota 55811
Telephone: (218) 727-3673

SERVICE DEPARTMENT HOURS

7:30 a.m. to 6:30 p.m. M-F

8:00 a.m. 4:00 p.m. SAT

Closed Sundays

R/O Open Date	R/O Number
9/24/08	6062849/1
R/O Close Date	Status
9/24/08	Reprint
Mileage In	Mileage Out
5272	
Service Advisor / Tag #	
MATT MUECKE/1694	
Vehicle Identification Number	
1FAHP33N28W	
Delivery Date	In-Service Date
7/30/08	7/30/08
Color	License Number
SILVER FRO	

FLOODWOOD, MN		Work Phone	Vehicle Identification Number	
		Home Phone	1FAHP33N28W	
Year	Make	Model	Body	Color
2008	FORD	FOCUS	2DR CPE	SILVER FRO
8W				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR 1P: 16.95 OIL CHANGE AND FILTER PERFORM COMPLETE INSPECTION Caused by CP:SERVICE Corrected by : Work performed by LEROY MEHLUM(532) Installed FL 910S B12 :KIT - ELEMENT & GASKET - OI Qty: 1 Installed XO 5W20 BSP :5W20 OIL Qty: 5 OIL AND FILTER CHANGE	Warranty Warranty Warranty
#2 - MR Customer Reports: CUST STATES THE RIGHT DOOR LOCK WILL INTERMITTENTLY NOT UNLOCK ON FIRST TRY WITH REMOTE Caused by INSPECTED AND COULD NOT DUPLICATE CONCERN AT THIS TIME Work performed by LEROY MEHLUM(532) Sub Total: Labor: .00 Parts: .00 Total: .00	
#3 - MR 99P: PERFORM MULTI-POINT INSPECTION Sub Total: Labor: .00 Parts: .00 Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

September 7, 2009

Ford Motor Company
Customer Relations Center
PO Box 6248
Dearborn, MI 48126

Re: VIN - 1FAHP33N28W [REDACTED] and
VIN - 1FAHP33N98W [REDACTED]

Dear Customer Relations Representative,

I am writing about what I consider a serious problem that I think Ford Motor Company needs to be aware of and to also ask your help solving my personal issue with this problem.

A little background: My husband, [REDACTED] and I have driven Ford vehicles for over thirty years. We have probably purchased fifteen new Fords during that time. In other words, we have been faithful Ford customers and have had good experiences with your company during those many years. Last year, we came into some money and decided to purchase two new cars for our sons. We decided on a 2008 Ford Focus for each of them (see VIN numbers above). We live ½ mile down a gravel road and one son lives with us and our other son lives in a small town nearby. I mention this because the problem with the Focuses, we are told, is because we live on a gravel road.

The problem is with the door latches. They do not work after they get dirt in them. Even though the doors are not locked, you cannot open the doors. Needless to say, this has caused some very tense and frustrating moments. It has happened to both of my sons where neither door could be opened and the keys were in the car. Once I was able to run the extra set of keys to my son, who then crawled through the trunk to open the doors. The car was running this entire time. This last weekend it happened to my other son and he had to call for service to get the car opened. My question to Ford is: what would happen if there was a baby in the car. As I said, the doors are not locked, but you can't get in the car. It would be necessary to break a window to get to the baby and at best, this is extremely dangerous. This is why I say that I feel this is a serious problem for Ford Motor Company.

As for my personal issue, it's this. We have had both cars in to Northstar Ford in Duluth, MN for repair on this issue a number of times. Now the warranty has gone off of one of the vehicles and Northstar was willing to pay to repair one of the door latches, but said that the other side had not been worked on, so it didn't constitute an ongoing plaguing problem and we would be responsible to pay for the repair. After a lot of conversation, they were kind enough to agree to repair it, this time only, at their cost. They said it was because we were informed how to maintain the door latches and it hadn't been done, so the burden was falling on us. The people in service, and then the service manager, told us to regularly maintain the door latches this way: When you wash the car, open the doors and with the pressure washer, wash out the latch openings and then spray them with WD40. Now I ask you, is this realistic

and what Ford considers normal maintenance? I know we didn't do this because I couldn't believe that they were really telling my boys to pressure wash the door latches with a pressure washer. So then, who's going to clean the dirty sprayed water from the inside of the car? I verified this with the service manager and it is indeed what they recommend.

Now I believe there will be a recall on these door latches because I know there was a recall on these in the older Focuses. But, in the meantime, what do we do? I realize that Northstar Ford will get stuck paying for the repair for anything that is past warranty, but until a recall is made, will I have to go through begging their help for getting this repair paid for?

A few more things. We live only 1/2 mile down a gravel road, and when we purchased the Focuses, we were not told that additional maintenance was required, and I also could not find reference to that in the owners manual. My feeling is that since we have to pay to repair these latches after warranty because we were informed about how to maintain them, then why were we not informed, prior to purchase, that these cars require additional maintenance if you live on a gravel road. I can assure you that we would have thought twice before buying them if we had known. Secondly, I spoke earlier in this letter about the kind of Ford customers we have been for the last thirty years. Now, we buy our sons each a new Ford and needless to say, they have become very frustrated with the problem. They are your potential future. If their first experience owning a Ford ends in frustration and additional costs for something they know is a flaw in the Focuses, what are the chances of them buying another Ford? Lastly, I don't understand why a dust buildup completely damages the latches to the point they have to be replaced. If it's dust, why can't they just be cleaned?

This is not a complaint against Northstar Ford, in fact both service managers, Mr. Shober and Mr. Finch were both willing to listen to me and work with me.

What is my plan? I will take Northstar's advice, minus the use of a pressure washer. We will regularly wash out the door locks, using a hose, and then spray with WD40. We will be logging this regular maintenance. If the problem happens again, I'm hoping this will verify our willingness to cooperate, as well as eliminate the potential danger of this problem.

I also want to declare these two vehicles under the "MN Lemon Law" and if we cannot come to a satisfactory solution, we will want a buy-back under the lemon law. This will enable us to purchase vehicles that do not pose the same serious problems that these cars do.

I would very much like a response to this letter. Thank you for listening. My daytime telephone number is [REDACTED], or you may write to my address below.

Sincerely,

[REDACTED]
Floodwood, MN [REDACTED]

[REDACTED]

From: <crcfmc@ford.com>
To: [REDACTED]
Sent: Friday, September 11, 2009 11:08 AM
Subject: Ford Motor Company

Dear [REDACTED]

Thank you for contacting the Ford Motor Company Customer Relationship Center regarding the door handle concerns of your 2008 Ford Focus.

We regret the circumstances that has prompted you to write to us. However, our records indicate that you contacted the Ford Customer Relationship Center on 9/8/09, and our Customer Care Representative advised you that after reviewing the situation, there were no warranties or other coverages currently available where Ford Motor Company would provide assistance.

At this time we are unable to provide you with an alternate response. If any additional information regarding this matter should become available in the future, please let us know.

We understand how frustrating this experience has been for you. Ford cares about each and every customer thus we have made every effort to address your concern. We apologize if we have not met your expectations.

Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673 between the hours of 8am and 5pm, local time, Monday through Friday. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Please provide your 10 digit reference number - 1116442218.

Sincerely,
Julienne
Customer Relationship Center
Ford Motor Company

For online support visit us at: www.customersaskford.com which contains answers to frequently asked questions and links to other key product and service information.

Visit any Ford, Lincoln or Mercury Dealership for our latest Service Specials on oil change, tires, tire rotation and more!

Or online:
www.flmowner.com
1) select "Service"
2) select "Service Coupons"

Ford Confidentiality:

For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

12/14/2009

[THREAD ID:1-4U15ER]

-----Original Message-----

From: [REDACTED]
Sent: 9/9/2009 12:48:02 PM
To: crefinc@ford.com
Subject: Vehicle Service Issues

Ford Motor CompanyMain Topic: VehicleServiceIssuesYour Inquiry: Last year we purchased two 2008 Focus cars. Both cars have experienced problems with the door handles freezing up and even though the doors are not locked, you cannot get into the vehicle. Both vehicles have been in for this repair under warranty. Now one of the vehicles is off warranty and even though this has been a chronic problem for both vehicles, the dealer is unwilling to completely cover the continued cost of this repair. We have been told to maintain the door latches by opening the doors and pressure wash them and then put WD40 on them regularly to try to avoid this continued problem. They said that it's because we live down a gravel road that this is happening. We were not informed prior to buying the cars that this car had a maintenance problem on gravel roads. Both cars have been in situations where we could not gain entry and the keys were inside. What if there had been a baby in the car. Would the expectation be for us to break a window to get the baby out? HelpOwner: YesVehicle Identification Number: 1FAHP33N28W[REDACTED] Mileage: 38000Vehicle Location: InPossessionIf Contacted Dealer: YesDealer Name: Northstar Ford, Duluth, MNOwner First Name: [REDACTED] Owner Last Name: [REDACTED] Owner Email Address: [REDACTED] Owner Address1: [REDACTED] City: FloodwoodState: MNZipPostal: [REDACTED] Country: United StatesDay Phone: [REDACTED] Evening Phone: [REDACTED] Client Browser : Explorer 7Client OS : Windows

12/14/2009

[REDACTED]

From: <crcfmc@ford.com>
To: [REDACTED]
Sent: Saturday, December 26, 2009 9:04 PM
Subject: Ford Motor Company

Dear [REDACTED]

Thank you for contacting the Ford Motor Company Customer Relationship Center to share your feedback about your 2007 Ford Mustang.

We regret the circumstances that prompted you to write us. Ford Motor Company is concerned with the satisfaction of all Ford and Lincoln-Mercury customers. Your feedback is highly valued by all divisions within Ford Motor Company and serves to provide us with insight into areas where we may need improvement.

We have documented your comments which will be forwarded to the appropriate department for review and consideration. Thank you for your feedback and we hope that your future experiences with Ford products will be more positive.

Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673 between the hours of 8am and 5pm, local time, Monday through Friday. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Please provide your 10 digit reference number - 1116442218.

Sincerely,
Angel
Customer Relationship Center
Ford Motor Company

Currently, there are unique year end incentives and offers available for various Ford Motor Company products. I encourage you to visit us at <http://www.fordspecialevent.com/>. Simply, choose the vehicle you may be interested in, enter your zip code, and all current offers will be displayed for you to review.

For online support visit us at: www.customersaskford.com which contains answers to frequently asked questions and links to other key product and service information.

Ford Confidentiality:

For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

[THREAD ID:1-4ZXZD3]

-----Original Message-----

From: [REDACTED]
Sent: 12/26/2009 04:07:39 PM
To: crcfmc@ford.com

10/7/2010

Subject: Vehicle Service Issues

Ford Motor CompanyMain Topic: VehicleServiceIssuesYour Inquiry: Vin 1FAHP33N28W [REDACTED]
2008 Focus

[REDACTED] - owner

The last time I wrote to you concerning our 2 Focus' door locks, I was hoping that it would be the last time we would have problems with these cars. Unfortunately it was not and feel even more disappointed. On 12/10/09 my son took his car to Tires Plus in Duluth for his new 2nd set of new tires. On the way home the car stopped. He pulled it off the road and then towed to Northstar Ford for service only find out that SOME DUST got into the air intake, shorted a wire and it would cost \$470 to replace it. My husband and son met with the service mgrs Noah Finch and Tim Maki on 12/14 to discuss the problems. They first asked how in 48,000 miles the car could go through 2 sets of tires. Mr. Finch replied that Focuses only get 20,000 on a set of tires so we could expect that. We were shocked that a new Ford of today would only get 20,000 miles on factory tires, and then on another set. (I will follow up with another e-mail)Owner: YesVehicle Identification Number: 1FAHP33N28W [REDACTED] Mileage: 48000Vehicle Location: AtDealershipIf Contacted Dealer: YesDealer Name: Northstar FordOwner First Name: [REDACTED] Owner Last Name: [REDACTED] Owner Email Address: [REDACTED] Owner Address1: [REDACTED] City: FloodwoodState: MNZipPostal: [REDACTED] Country: United StatesDay Phone: [REDACTED] Evening Phone: sameClient Browser : Explorer 7Client OS : Windows

10/7/2010

[REDACTED]

From: <crcfmc@ford.com>
To: [REDACTED]
Sent: Saturday, December 26, 2009 8:52 PM
Subject: RE: Vehicle Service Issues

Dear [REDACTED]

Thank you for contacting the Ford Motor Company Customer Relationship Center regarding the wiring on your 2008 Ford Focus.

Ford Motor Company is concerned with the satisfaction of all Ford and Lincoln-Mercury customers.

Please be informed that your comments are highly valued by all divisions within Ford Motor Company. As such, we have documented your feedback which will be forwarded to the appropriate department. This serves to provide us with insight into areas where we may need improvement to ensure that we meet or exceed the expectations of our customers in the future.

On behalf of Ford Motor Company as a whole, we regret the circumstances which caused you to write. We hope that we might have the opportunity in the future to restore your confidence in our products and service.

Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673 between the hours of 8am and 5pm, local time, Monday through Friday. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952.

Sincerely,
Mea
Customer Relationship Center
Ford Motor Company

Currently, there are unique year end incentives and offers available for various Ford Motor Company products. I encourage you to visit us at <http://www.fordspecialevent.com/>. Simply, choose the vehicle you may be interested in, enter your zip code, and all current offers will be displayed for you to review.

For online support visit us at: www.customersaskford.com which contains answers to frequently asked questions and links to other key product and service information.

Ford Confidentiality:

For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

[THREAD ID:1-4ZXZET]

-----Original Message-----

From: [REDACTED]

10/7/2010

Sent: 12/26/2009 04:17:45 PM
To: crcfmc@ford.com
Subject: Vehicle Service Issues

Ford Motor CompanyMain Topic: VehicleServiceIssuesYour Inquiry: Vin 1FAHP33N28W [REDACTED]
2008 Focus

[REDACTED] owner

This is a continuation of my last e-mail. The 2nd question we asked the service mgrs was how could a 1 year old car could get a short in the wiring causing \$470 damage. They said that if any dust gets into the air intake, it shorts out that wire and you have to replace it. Remember this happened in December with snow on the ground and roads, plus my son lives in town on black top roads. He does visit us down 1/2 mi. gravel, but Mr. Maki told them, "just like the door latch problems, it's not a Ford problem, but a dust problem." Floodwood area has 500 mi. of gravel roads, and I only wish we had been advised to not buy 2 Focuses because dust will cause them problems. I suspect you won't do anything about this until it becomes a legal problem, but wanted to keep you updated on the problems and let you know how disappointed we are with these cars.Owner: YesVehicle Identification Number:

1FAHP33N28W [REDACTED] Mileage: 48000Vehicle Location: InPossessionIf Contacted Dealer: YesDealer Name: Northstar Ford, Duluth, MNOwner First Name: [REDACTED] Owner Last Name: [REDACTED] Owner Email Address: [REDACTED] Owner Address1: [REDACTED] City: FloodwoodState: MNZipPostal: [REDACTED] Country: United StatesDay Phone: [REDACTED] Evening Phone: SameClient Browser : Explorer 7Client OS : Windows

10/7/2010

Please note that along with this correspondence, we have talked to Northstar personnel several times, although we did not log it down each time.

What I did log down was that on 8/10/09, I talked to Northstar Service Manager, Noah Finch. I was told by him that Northstar will fix, at no cost an ongoing problem, even when the vehicle is off warranty. As you can see, the 9/9/10 repair to the vehicle Vin ending [REDACTED] cost us \$390.59 to fix this same ongoing problem.

Northstar personnel have also verified to us that they have had another Focus with the same problem.

I have also talked to the service dept. personnel at Cloquet Motors and they verified that this is a problem they have seen.

One more thing to clarify. These two vehicles are driven by our sons. One of them lives ½ mile down a gravel road and the other one lives in town. We have not been able to find anywhere (written or spoken) that Focuses couldn't be driven on gravel roads.

IMPORTANT SAFETY NOTE: There have been at least 3 times that we could not get into one of the cars because of failed locks (the passenger side was locked and the keys were left in the car and they closed the driver door and the lock was broken). This was early on, and now our sons (the drivers) have trained themselves never to leave their keys in the vehicle. Once my son called and asked me to bring him the extra set of keys because he had stepped out of his car, while it was still running, at a friends house and now couldn't get into it. Luckily I was only 2 ½ miles from him. Another time the other car, my son left his keys in the car and closed the door while at a friends house. He couldn't get in contact with anyone and being unsure of access to his second set of keys, they found a way to open the trunk and someone crawled through to open the car. One other time we had to have a locksmith come out open the car (at a cost of \$100). These are times that could be easily verified with witnesses.

This scenario could be easily played out with the parent that pulls into the gas station, steps out of the car, with a child in the car, closes the door to fill the car leaving the keys in it. When they try to reenter the car, the door does not open and the passenger door is locked. How do they get to their child? We believe this could be a serious safety issue.