

 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received SEP 16 2011 11-AUG-2011	Repository ☐ Reference No. 10418556
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
WAPPINGERS FALLS	NY		
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		Make	Model
1FAPF34N25W		FORD	FOCUS
Model Year		Engine:	Fuel Type:
2005		No: Cylinders	Gasoline
Date Purchased	Dealer's Name and Telephone Number		
1/20/2007	Healey Brothers - 845-565-7033		
Original Owner	Dealer's City	State	Zip Code
☐	VALENTIA	NY	12584
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:
Automatic	☒ Cruise Control	2.0	
Incident Date(s)			
10-JUL-2011			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION		Failure Mileage	Failure Speed
		38000	5
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	Fire	Number of Persons Injured	Number of Deaths
☐ Yes ☒ No	☐ Yes ☒ No		
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 2005 FORD FOCUS. THE CONTACT STATED THAT THE SECOND AND THIRD GEARS FAILED. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND THEY STATED THAT THE TRANSMISSION NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. APPROXIMATELY 50,000 MILES LATER, THE FAILURE RECURRED AND THE TRANSMISSION BEGAN TO SLIP. THE MANUFACTURER WAS NOTIFIED AND OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 38,000.			
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 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.			



2250 RT 9
POUGHKEEPSIE, N.Y. 12601
(845) 462-1900
N.Y.S. M.V.R/S REG. NO. 7091976

CELL: [REDACTED]

CUSTOMER NO.	27492	ADVISED	JESSICA DALLINGA	8249	TAG NO.	4090	INVOICE DATE	10/05/07	INVOICE NO.	FOCS64710	
[REDACTED]		LABOR RATE	LIC	[REDACTED]	MILEAGE	38,309	COLOR	GOLD/	STOCK NO.		
WAPPINGERS FALLS, NY [REDACTED]		YEAR/MAKE/MODEL					DELIVERY DATE		DELIVERY MILES		
		05/FORD/FOCUS/4DR GL									
		VEHICLE I.D. NO.					SELLING DEALER NO.		PRODUCTION DATE		
		1 F A F P 3 4 N 2 5 W [REDACTED]									
		F.T.E. NO.			P.O. NO.			R. DATE		09/15/07	
RE [REDACTED]	BUSINESS PHONE		COMMENTS								MO: 38312

LABOR & PARTS
J# 1 42FOZ TRANSMISSION MAJOR TECH(S):6521 WARRANTY

C/S O/D LIGHT FLASHING MISSING GEARS
BROKEN INTERMITDET BAND, BURNT INTERNAL HARNESS, OPEN
CIRCUITS IN 3 SOLONIDES, BAND MATERIAL IN VALVE BODY.
PERFROMED TRANS DIAG REMOVED PAN FOUND BAND MATERIAL IN
VALVE BODY, PERROMED PINPOINT TEST. FOUND OPEN CIRCUIT
IN 3 SOLONIDES, BURNT INTERNAL HARNESS. REPLACED INTERMI
BAND, VALVE BODY AND INTERNAL TRANS HARNESS, REASSEMBLED
REFILLED VERIFIED REPAIR P05 AS PER JEFF R.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		7S4Z-7A100-B	CONTROL ASY -		WARRANTY
JOB # 1	-1		7S4Z-7A100-B	CORE RETURN		WARRANTY
JOB # 1	2		XT-5-GM	FLUID - TRANSM		WARRANTY
JOB # 1	1		8189	FILTER KIT		WARRANTY
JOB # 1	1		XS4Z-7G276-AB	CONNECTOR		WARRANTY
JOB # 1	1		F1DZ-7H141-A	SENSOR - TRANS		WARRANTY
JOB # 1	2		XS4Z-7C155-AB	GASKET		WARRANTY
JOB # 1	1		7S4Z-7D034-A	BAND ASY - TRA		WARRANTY
JOB # 1	1		XS4Z-7A248-AC	SEAL		WARRANTY
JOB # 1	1		XS4Z-7A248-AA	SEAL ASY - OIL		WARRANTY
JOB # 1	1		XS4Z-7D024-AB	SEAL		WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2+12FOZ ZEEC ELECTRONIC DIAGNOSIS TECH(S):6521 WARRANTY

AFTER REPAIR JOB 1 TECH NOTED VEHICLE WILL NOT START
OPEN PATS CIRCUIT IN PCM.
PERROMED PINPOINT TEST UNABLE TO COMMUNICATE WITH PATS IN
PCM. REPLACED PCM CUT 2 NEW KEYS REPROGRAMED PCM
VERIFIED REPAIRS ALL OK

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1		5U7Z-12A650-YB	MODULE - ENGIN		WARRANTY
JOB # 2	2		011-00250	PATS KEY		WARRANTY

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+36FOZ RENTAL TECH(S):8888 WARRANTY

CUSTOMER REQUEST DISCOUNTED RENTAL VEHICLE
ENTERPRISE \$25.00 PER DAY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
						0.00

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 3	9592	D082722		10/05/07	RENTAL TAP DAY	0.00

TOTAL - SUBLET

0.00



2250 RT 9
POUGHKEEPSIE, N.Y. 12601
(845) 462-1900
N.Y.S. M.V.R/S REG. NO. 7091976

CELL: [REDACTED]

CUSTOMER NO.	27492	ADVISOR	JESSICA DALLINGA	8249	TAG NO.	4090	INVOICE DATE	10/05/07	INVOICE NO.	FOCS64710	
[REDACTED]		LABOR RATE	[REDACTED]	MILEAGE		38,309	COLOR	GOLD/	STOCK NO.		
WAPPINGERS FALLS, NY [REDACTED]		YEAR / MAKE / MODEL					DELIVERY DATE		DELIVERY MILES		
		05/FORD/FOCUS/4DR GL									
		VEHICLE I.D. NO.					SELLING DEALER NO.		PRODUCTION DATE		
		1 F A F P 3 4 N 2 5 W [REDACTED]									
		F.T.E. NO.			P.O. NO.			R.O. DATE		09/15/07	
BUSINESS PHONE		COMMENTS					MO: 38312				

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	CWP	CUSTOMER WARRANTY PARTICIPATION		331.00
			TOTAL - MISC	331.00

COMMENTS-----
WAIT
DELETED OPERATION(S)-----
23FOZ MISC 23FOZZ MISC

TOTALS-----

THANK YOU FOR YOUR PATRONAGE

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	331.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	26.90

CASH [] CHECK [] HOUSE CHARGE []

M/C [] VISA [] AMEX []

TOTAL INVOICE \$ 357.90

IN OUR COMMITMENT FOR CUSTOMER SATISFACTION WE ASK YOU TO PLEASE TAKE THE TIME TO RETURN ANY SURVEYS YOU RECEIVE FROM FORD MOTOR COMPANY. OUR OBJECTIVE IS TO KEEP YOU "COMPLETELY SATISFIED" AND TO "FIX IT RIGHT THE FIRST TIME". IF FOR ANY REASON THESE OBJECTIVES HAVE NOT BEEN MET, PLEASE CALL JEFF ROSCINO 845-462-1900 EX. 341 GINA NIGLIA @ 782-7777 EXT 279 VISIT US ON THE INTERNET AT WWW.MIRACLEFORD.COM

CUSTOMER SIGNATURE

PAID
CC 10/5
[Signature]