


JAN 30 2015

Form Approved: O.M.B. No. 2127-0008

 <p>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</p>			<p>FOR AGENCY USE ONLY 100148</p>		
<p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>			<p>Date Received 25-JUL-2014</p>	<p>Repository <input type="checkbox"/></p> <p>Reference No. 10616312</p>	
<p>OWNER INFORMATION (Type or Print)</p>			<p>Daytime Telephone Number [REDACTED]</p>	<p>E-mail Address [REDACTED]</p>	
<p>Name [REDACTED]</p>	<p>Address [REDACTED]</p>	<p>City VICTORIA</p>	<p>State TX</p>	<p>Zip Code [REDACTED]</p>	
<p><i>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).</i></p>					
<p align="center">VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FAHP36N77W [REDACTED]</p>		<p>Make FORD</p>	<p>Model FOCUS</p>	<p>Model Year 2007</p>	
<p>Date Purchased 12-31-12</p>	<p>Dealer's Name and Telephone Number Tom Peck Ford (608) 676-2273</p>			<p>Engine: No: Cylinders 4</p>	<p>Fuel Type: Gas</p>
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City Clinton</p>		<p>State WI</p>	<p>Zip Code 53525</p>	
<p>Transmission Type AUTO</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain FWD 4cyl</p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 11-JUL-2014</p>	
<p align="center">FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 100000 POWER TRAIN Internal transmission Failure (See Wonder Inv. # [REDACTED] dated 7-28-14).</p>			<p>Failure Mileage 48000 48,792</p>	<p>Failure Speed 70 mph.</p>	
<p align="center">ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p align="center">ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>			<p>Failed Part:</p>		
<p align="center">APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i></p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>	<p>Reported to Police N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2007 FORD FOCUS. THE CONTACT STATED THAT WHILE DRIVING UP AN INCLINE AT APPROXIMATELY 70 MPH WITH THE CRUISE CONTROL ACTIVATED, THE ENGINE POWER DECREASED WITHOUT WARNING AND THE ENGINE REVVED RAPIDLY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE TRANSMISSION GASKET NEEDED TO BE REPLACED. THE VEHICLE REMAINED AT THE DEALER FOR FIFTEEN DAYS WHILE WAITING ON THE REPLACEMENT PART TO BE AVAILABLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 48,000.</p>					
<p align="center">***PLEASE SEE UPDATED PAGE!</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p><small>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.</small></p>					

*** UPDATE *** *** UPDATE ***

On July 11, 2014 early in the afternoon, we were driving our 2007 Ford Focus on cruise control @ 70mph on HWY 87 near Cuero, Texas. We experienced loss of speed coinciding with a revving sound without warning while driving uphill on the road. Therefore my husband had to shift to 2nd for the remainder of the trip @ 40mph to get to Mac Haik dealer in Victoria. Vehicle was diagnosed with an "Internal transmission failure" by Robert Lee @ Mac Haik dealer. Please see Work Order/Invoice Number [REDACTED]

MANUFACTURE WAS NOTIFIED ON 7/30/14; Telephone Representative, Julie assigned case #: CAS [REDACTED] [REDACTED] for the above incident.

Please see the e-mailed including this page-4 in total.

1. Form Approved: O.M.B. No. [REDACTED]; Ref. #: 10616312 (1 page) Vehicle Owner's Questionnaire.
2. UPDATED narrative description of incident. (This page)***
3. Work Order/Invoice #: [REDACTED] dated 7/28/14 (2 pages)

CUSTOMER #:

INVOICE



4506 N Navarro
Victoria, Texas 77904
(361) 576-1221
www.machaikvictoria.com

PAGE 1

SERVICE ADVISOR: 4848 KARLA MELANCON

VICTORIA, TX

HOME:

CONT:

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
OXFORD WHI	07	FORD FOCUS	1FAHP36N77W		48609/48609	T6845
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
02SEP06	DD03AUG06		18:00 11JUL14		0.00	CHG
R.O. OPENED	READY	OPTIONS:	DLR:	ENG:2.0 Liter DOHC	AXL:WW	
16:37 11JUL14	17:33 28JUL14					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES WHEN DRIVING ABOUT 30-40 MPH, THE VEHICLE RPM'S REV,
BUT WILL NOT ACCELERATE, HAS TO DECELERATE TO GET VEHICLE TO
DRIVE, PLEASE CHECK AND ADVISE

CAUSE:

7000F AUTOMATIC TRANSMISSION ELECTRONIC DIAGNOSIS
- DIAGNOSIS (7000) - L

422 LEE, ROBERT LIC#: 1163
WSP94

7000F45 AUTOMATIC TRANSMISSION - DIAGNOSTIC PIN
POINT TEST - L

422 LEE, ROBERT LIC#: 1163
WSP94

7000A AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE
AND INSTALL OR REPLACE (7000) - L

422 LEE, ROBERT LIC#: 1163
WSP94

7000AXQ AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE
AND INSTALL OR REPLACE (7000) - L EXTRA TIME
FOR POST ROAD TEST. (AFTER

422 LEE, ROBERT LIC#: 1163
WSP94

7000AZJ AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE
AND INSTALL OR REPLACE (7000) - L EXTRA TIME
TO MOUNT TRANSMISSION ON A

422 LEE, ROBERT LIC#: 1163
WSP94

7000A11 AUTOMATIC TRANSMISSION OIL COOLER AND/OR
COOLER LINES - FLUSH (7A030/7A031) - L

422 LEE, ROBERT LIC#: 1163
WSP94

MT7000A2 TEAR DOWN TRANS TO MAKE ESTIMATE AND
REASSEMBLE FOR CORE

422 LEE, ROBERT LIC#: 1163
WSP94

NOTICE PURSUANT TO §70.001,
TEXAS PROPERTY CODE

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	(N/C)	TOTALS
LABOR AMOUNT		
PARTS AMOUNT		
GAS, OIL, LUBE		
SUBLET AMOUNT		
MISC. CHARGES		
TOTAL CHARGES		
LESS INSURANCE		
SALES TAX		
PLEASE PAY THIS AMOUNT		

Signature of Person Responsible or Agent for Person Responsible

CUSTOMER #: [REDACTED]



INVOICE

4506 N Navarro
Victoria, Texas 77904
(361) 576-1221
www.machaikvictoria.com

VICTORIA, TX [REDACTED]

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4848 KARLA MELANCON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
OXFORD WHI	07	FORD FOCUS	1FAHP36N77W [REDACTED]	[REDACTED]	48609/48609	T6845	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02SEP06	DD03AUG06		18:00 11JUL14		0.00	CHG	28JUL14

R.O. OPENED	READY	OPTIONS:	DLR:	ENG:	AXL:
16:37 11JUL14	17:33 28JUL14		[REDACTED]	2.0 Liter DOHC	WW

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	6S4Z*7000*FRM	REMAN	AUTOMATIC TRANSMISSION				(N/C)
		ASY					(N/C)
		1 HANDLING	HANDLING				(N/C)
		FC:	P01 42				
		PART#:	6S4Z*7000*FRM				
		COUNT:					
		CLAIM TYPE:	ESP				
		AUTH CODE:	E57SS				
			001163				

MISC TAX	WTAX	(N/C)
		100.00

CUSTOMER PAY DEDUCTIBLE FOR LINE A
 48609 SUPPORT BEARING BROKE VERIFIED CONCERN. PERFORM ELECTRONIC TRANSMISSION DIAGNOSIS. CODE P0733, P0772 AND P0984. PERFORM PINPOINT TEST AND LEAD TO INTERNAL TRANSMISSION FAILURE. REMOVED TRANSMISSION, MOUNT ON BENCH, TEAR DOWN FOR INSPECTION, PERFORM COST CAP AND ESP PRIOR APPROVAL, THE REAR SUPPORT BEARING BROKE AND DAMAGED ALL INTERNAL PARTS AND METAL WAS SCATTERED ALL THROUGHOUT THE TRANSMISSION, FLUSH COOLER LINES, INSTALL REMAN TRANSMISSION ASSY, PERFORM FLOW TEST AND WAS ABOUT 4 GALLONS PER MINUTE. RE ASSEMBLE TRANSMISSION FOR CORES. MTIME FOR HALF OF OVERHAUL. CLEARED CODES TOP OFF FLUID AND ROAD TESTED. SHIFTS FINE.

****IF FOR ANY REASON YOU ARE NOT COMPLETELY****
****SATISFIED WITH YOUR SERVICE VISIT PLEASE****
CONTACT STEVE STRAVOSKI 361-576-1221

EXCELLENCE

Dedicated to customer satisfaction

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	100.00
		TOTAL CHARGES	100.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	100.00

Signature of Person Responsible or Agent for Person Responsible

CUSTOMER COPY

Office DEPOT OfficeMax®

complimentary fax cover sheet

number of pages including cover sheet: 5

attention to: NHTSA office of defects date: 1-28-15

company: DT NHTSA from: [REDACTED]

phone #: (202) 366 5207 company: _____

fax #: (202) 366-1767 senders phone #: [REDACTED]

comments: email was not acceptable by postmaster delivery.

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Office Depot
5106 N. Navarro
Victoria, TX 77902
p: 361-572-8999 f: 361-572-8988
ods00539cpc@officedepot.com

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