

11-1-2015

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		
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 18-MAR-2015 510Z - 1 NNP		Repository ☐
						Reference No. 10695077
OWNER INFORMATION (Type or Print)						
Name			Daytime Telephone Number		E-mail Address	
Address						
City	State	Zip Code	Evening Telephone Number			
IRON BELT	WI					
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 1FADP3E24DL			Make	Model	Model Year	
			FORD	FOCUS	2013	
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:	
				No: Cylinders		
Original Owner	Dealer's City	State	Zip Code	4	Gas	
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)	
Auto 1-Speed	☐ Cruise Control				18-FEB-2015 9-2-14	
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Codes: ENGINE (PWS), 100000 POWER TRAIN Transmission Says Hot + Motor shuts off				Failure Mileage	Failure Speed	
				15000 10,863	Any	
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	Reported to Police		
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 2013 FORD FOCUS. WHILE DRIVING AT VARIOUS SPEEDS, THE ENGINE STALLED AND THE CHECK TRANSMISSION WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 15,000.						
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.						

Dear Ford Company

We have a 2013 Ford Focus. Around 600 miles it started to chatter, I took it to a Ford Dealer. They said that ~~everything~~ everything was OK. Then about 6,000 miles I was going to town, the Transmission Light came on + said Transmission Hot pull over + wait 10 min. I would pull over shut off car and wait 10 min. start the car + I would go a few more blocks + it would do the same thing it just lose power also. So when I started home it would do the same thing it took me over two hrs. to get home. About two weeks later my husband took it to town coming home it did the same thing, it took him over two hours to get home so he decided that it was to dangerous to have on the road. Where would you pull over if you where in heavy traffic. We parked it in the garage + haven't driven it.

P.S. We have taken it to two different Ford Dealer's they can't seem to find the problems.



5554 • WEST • PO BOX 1128 • MINOCQUA, WISCONSIN 54548 • (715) 356-3242

(CHECK ☒) APPROPRIATE BOX Ford 9575 Chrysler 43555

CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP OUT
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MILEAGE OUT

DATE OFFERED BACK

THANK YOU FOR THE OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF YOU HAVE ANY QUESTIONS PERTAINING TO THIS WORK ORDER PLEASE CONTACT YOUR SERVICE ADVISOR. THANK YOU, THE SERVICE MANAGER.

ON BEHALF OF SERVICE CENTER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE CENTER FOR INSPECTION BY REPRESENTATIVES OF FORD.

ALL PARTS NEW OR FACTORY REBUILT UNLESS MARKED
U - USED R - REBUILT A - AFTERMARKET
SEE WARRANTY INFORMATION ON REVERSE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

INVOICE TO IRON BELT WI HOME: FOR OFFICE USE TAG: ADV: 200 SWENDSON, INVOICE: PRELIM CUS C SS TAX RULES: YYINN INVOICED: 09/02/2014 09:01:02 ODOMETER IN: 10863 DIST: 1FT DATES BEGIN: 09/02/14 DONE: 09/02/14	DRIVER/OWNER INFORMATION -- INVOICE: IRON BELT WI HOME: VEHICLE INFORMATION VIN 1FADP3E24D LICENSE NUMBER: WI 1 13 FORD FOCUS S 4DR SDN DATES INSERVICE: 052913 PRODUCTION: 022713
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CONCERN 01	CUSTOMER STATES PERFORMED MULTI-POINT INSPECTION	OPERATION	TECH	HOURS	AMOUNT
CORRECTION	MULTI-POINT INSPECTION PERFORMED	Q99P	130	.0	.00
FACTORY	TECH: 130 - NORDRUM, ROGER				
	CONCERN CD: A99				
TYPE: C					
SUBTOTAL					
TOTAL CHARGE FOR CONCERN					.00

CONCERN 51	CUSTOMER STATES TRANS SEEMS TO LURCH WHEN COMING TO A STOP. WOULDN'T MOVE AFTER PUTTING IN DRIVE	OPERATION	TECH	HOURS	AMOUNT
CORRECTION	INSPECT AND TEST NO TRANS CODES IN SYSTEM CHECK TRANS FLUID LEVEL OK. REPROGRAM PCM AND TCM TO LATEST LEVELS. ALL OK	INSPECT	130	1.0	85.00
FACTORY	TECH: 130 - NORDRUM, ROGER				
	CONCERN CD: P09				
TYPE: C					
SUBTOTAL					
LABOR-SERVICE					85.00
TOTAL CHARGE FOR CONCERN					85.00

SUMMARY OF CHARGES FOR INVOICE C24486			PAYMENT DISTRIBUTION FOR INVOICE C24486		
SUPPLIES	4.68		TOTAL CHARGE	94.61	
LABOR-SERVICE	85.00				
SUB-TOTAL	89.68		CASH DUE	94.61	
STATE TAX	4.48				
COUNTY SALES TAX	.45				
TOTAL CHARGE	94.61				

IF YOU HAVE ANY QUESTIONS - PLEASE SEE STEVEN SWENDSON

*Payment is due within 30 days of billing date.
A 1% per month (12% per annum) will be assessed on any unpaid balance remaining after 30 days.
Motor vehicle repair practices are regulated by chapter ATGP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.



VIN		1 F A D P 3 E 2 4 D L		DATE IN		01/08/15	
YEAR	MAKE	MODEL	COLOR	TIME IN		16:11	
2013	FORD	FOCUS S	CHARCOAL	13:17		CLOSED	
MILES IN	MILES OUT	FIRST USE	LISC	IRON BELT WI		01/19/15	
	15652	00/00/00				5905	
SEE ALSO	H:			W:		WRITER PAM\05	

(1) INTERMITTENT "TRANS HOT LIGHT COMES ON"
WHEN IN NEUTRAL "TRANS READY", AT HIGHWAY
SPEEDS LOOSES POWER, CHECH ENGINE LIGHT ON
SCAN FOR CODES, CLEAR CODES, RETEST, ROAD TES
T 30 MILES, SHIFTS OK AT THIS TIME.
SWAPPED SHIFT MOTORS, ROAD TEST SAME, CAN GET
BETTER AFTER A FEW DAYS DRIVING.
CODES C0040, B1182, P0219, P0806, P2787, P021
9, P0806, P2701
(15-5015 Z-MAN-)

Labor T15 246.00
Total Labor 246.00

Total Repair (Customer) 246.00

Cash: 258.30

MICHIGAN REPAIR FACILITY No. F-104579

Next Service JUL '15 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any 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.

X

CUSTOMER SIGNATURE

Page 1 of 1 Job 42081 Reprint (1)

Customer Copy

W.C	INT.	CUSTOMER
		Labor 246.00
		Parts .00
		Sublet .00
		Shop Supplie 12.30
		Oil/Grease .00
		Sub Total 258.30
	.00	Tax .00
		Total (Cash) 258.30

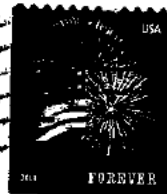
Iron Belt, WI

GREEN BAY WI 543

30 APR 2015 PM 2:1

MAY 29 2015

MAY 11 2015



US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NHTSA-210
1200 New Jersey Ave. S.E.
Washington, D.C. 20577-9382

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