

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)

FOR AGENCY USE ONLY 100148



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

Date Received: 18-JUN-2015
JUL 14 2015
Repository
Reference No. 10726101

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: TOLEDO State: OH Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

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: 1FADP3K28EL [Redacted]
Make: FORD Model: FOCUS Model Year: 2014
Date Purchased: 3-30-14 Dealer's Name and Telephone Number: Friendly Ford - 388-328-3417
Original Owner: Dealer's City: Monroe State: MT Zip Code: 48162
Engine: No: Cylinders: Fuel Type: gas
Transmission Type: Antilock Brakes Powertrain: Cruise Control Multiple Failure: yes Incident Date(s): 18-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage: 16060 Failure Speed:

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).)

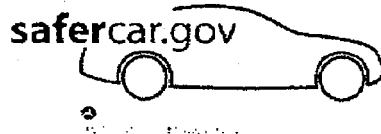
Crash Yes No Fire Yes No
Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

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).

I AM TREATING THIS AS A NEW OCCURRENCE, OR AT LEAST FORD TOLD ME I HAD TO START AT THE BEGINNING.
I PURCHASED MY CAR IN MARCH 2014. IN OCTOBER 2014, I HAD THE HEATING CORE REPLACED AND THE CLUTCH REPLACED. I WENT THROUGH SEVERAL MONTHS OF TAKING THE CAR BACK AND FORTH TO THE DEALER WITH SHIFTING ISSUES. THE WOULD HAND ME A PIECE OF PAPER AND TELL ME IT WAS NORMAL. AFTER IT WAS TOWED TO THE DEALER AND I SPOKE TO THE SERVICE MANAGER, I WAS TOLD THAT THE TRANSMISSION VIBRATIONS FAR EXCEEDED THE NORMAL AND THEY WERE AUTHORIZED TO REPLACE THE CLUTCH. AT TIME OF REPLACEMENT, THEY FOUND SHARDS OF METAL IN THE BELL HOUSING.
SO I WOULD SAY ABOUT 4 MONTHS AFTER THEY REPLACED THE CLUTCH, IT HAS STARTED TO DO THE EXACT SAME THINGS THAT IT DID BEFORE THE CLUTCH WAS REPLACED. SOMETIMES YOU CAN HIT THE GAS PEDAL AND THE CAR WILL NOT GO, SOMETIMES, THE CAR WILL JERK WHEN BEING BACKED UP SOMETIMES. I HAVE NOW HAD THE CAR LURCH FORWARD AND LURCH BACKWARD AND MY FOOT WAS NOT EVEN ON THE GAS PEDAL. WHEN IT LURCHED FORWARD, I WAS TRAVELING AT A VERY LOW SPEED IN A PARKING GARAGE AND AS PEOPLE WEF

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.



Thank you for your Vehicle Safety Complaint

Your Complaint Information has been successfully submitted.

Your Confirmation Number (ODI Number) is: **10637121**.

Your Complaint will be available within 72 hours at <http://www-odi.nhtsa.dot.gov/complaints/>.

An acknowledgement was sent to [REDACTED]

1. Vehicle Information

Vehicle Identification Number (VIN): 1FADP3K28E[REDACTED]

Make / Model / Year: FORD FOCUS 2014

2. Incident Information

Approximate Incident Date: 04/15/2014

Vehicle mileage at time of incident: 2,000

Vehicle speed at time of incident: 5 (mph)

Affected Parts: Power Train

Fire: No

Crash: No

Injury or Fatality: No

Tell us what happened:

When i first bought car at the end of March, the vehicle would sometimes jerk at low speeds. Almost like a stick shift that was improperly shifted. This would happen even in reverse. And sometimes i can push the accelerator and the car would not move and then lurch forward. But this was an infrequent occurrence. I went on vacation last week (9-5 to 9-13) and drove the vehicle 2000 miles round trip. While driving I got stuck in stop/go accident traffic and the transmission on the car was constantly slipping and the car jerking forward. Also it would idle really hard before the vehicle would jerk forward. This occurred during slow speeds. The transmission now makes noise at 15 mph and 35 mph. This almost like a low grind (errr noise), and the jerking has gotten worse. You can push the accelerator down and nothing happens and then the car lurches forward. Have to keep distance between myself and the vehicle ahead of me. I have an appointment next week for the dealer to look at but there is something wrong with the transmission on the 2014 Ford Focus

3. Personal Information

Name [REDACTED]

Email [REDACTED]

Daytime Phone [REDACTED]

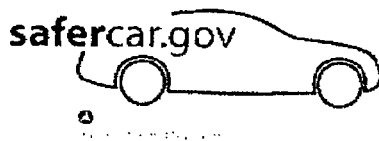
Evening Phone: [REDACTED]

Address1: [REDACTED]

Address2: [REDACTED]

City, State, Zip: toledo, OH [REDACTED]

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153



Thank you for your Vehicle Safety Complaint

Your Complaint Information has been successfully submitted.

Your Confirmation Number (ODI Number) is: 10652552.

Your Complaint will be available within 72 hours at <http://www-odi.nhtsa.dot.gov/complaints/>.

An acknowledgement was sent to [REDACTED]

1. Vehicle Information

Vehicle Identification Number (VIN): 1FADP3K28EL [REDACTED]

Make / Model / Year: FORD FOCUS 2014

2. Incident Information

Approximate Incident Date: 10/27/2014

Vehicle mileage at time of incident: 9,606

Vehicle speed at time of incident: 0 (mph)

Affected Parts: Power Train, Unknown or Other

Fire: No

Crash: No

Injury or Fatality: No

Tell us what happened:

I filed a complaint last month on 9/17/14 #10637121 about the transmission grinding, lurching forward and shifting poorly. I took it to the dealer and they "reset the transmission" and I was advised to drive the car nice and was handed a paper on the transmission on the Focus. On 10/26/14 (9606 miles), I had a major coolant leak and had to have my vehicle towed to the dealer for service the next day. While there I also asked them to look at the transmission again. I was argued with and handed a paper on the dual clutch manual transmission and what to listen for. I explained that what I was noticing (grinding, lurching and hitting the gas and the car not going) was not normal and was advised that they would "look" at the transmission but with them resetting it, there was probably nothing they can do. After a day and a half of misdiagnosis of what was wrong with my car, I was advised that my heating core was leaking and told that my transmission was fine (no leaks). I spoke to the service manager and insisted that there was an issue with the transmission. He agreed to test drive it and called awhile later and said that they had hooked it up to a machine to test the vibrations in the engine and that my Focus engine vibrations far exceeded the normal and they would be approved by Ford to replace the transmission. I just got my car back today and on the service order they 1) replaced the heating core and 2) replaced the clutch assembly. When they took apart the old clutch, they found shards of clutch in the bell-housing and metallic flakes. So for nothing being wrong, shards of clutch sound serious to me!! My car is only 7 months old (one road trip to North Carolina) and it has lost value and I worry about future clutch issues. The 2014 Ford Focus still only has a standard warranty on the transmission/clutch.

3. Personal Information

Name: [REDACTED]

Email: [REDACTED]

Daytime Phone: [REDACTED]

Evening Phone: [REDACTED]

Address1: [REDACTED]

Kistler Sales, Inc.

5555 West Central Avenue
Toledo, OH 43615
(419) 531-9911

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
6/18/15	
R/O Close Date	Status
6/18/15	Final
Mileage In	Mileage Out
16604	16604
Service Advisor / Tag #	
Hyden, Cody/132*W*	
Vehicle Identification Number	
1FADP3K28E1	
Delivery Date	In-Service Date
Color	License Number

TOLEDO, OH			Work Phone
			Home Phone
Year	Make	Model	Body
2014	FORD	FOCUS	HATCHBACK SE 2.0L

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] AR#: SCHR004	
#1 - BDC-APPT: APPOINTMENT MADE THROUGH THE BDC TRANSMISSION ,LOF, AND CAR IS MAKING A NOISE Work performed by SHOP TECH (999) Sub Total: .00	
#2 - Q99P: VEHICLE INSPECTION PERFORMED Work performed by TIM MCGAHARAN (120) VEHICLE INSPECTION PERFORMED. SEE REPORT CARD FOR DETAILS Sub Total: .00	
#3 - 70FOZZWASH: EXTERIOR VEHICLE WASH Work performed by SHOP TECH (999) Sub Total: .00	
#4 - 07CLUTCH: FOCUS-FIESTA CLUTCH SHIFTING CONCERNS Work performed by TIM MCGAHARAN (120) PERFORM TSB 150090 REFLASH PCM-TCM RELEARN TRANS ADAPTIVE SHIFT STRATEGYS. PERFORM ROAD TEST CALCULATE SHIFT RPMs. 2516-2266 250 RPM 2974-2754 220 RPM. SEND TO HOT-LINE. IN SPECS.	Warranty
#5 * Q1010: LUBE/OIL/FILTER\$39.95 SYNTHETIC BLEND OIL CHANGE ADDED OPERATION Work performed by TIM MCGAHARAN (120) Installed FL 910S :FILTER ASY - OIL Installed XO5W20QSP :OIL	14.40 5.56 16.00

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	
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

Kistler Sales, Inc.

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Toledo, OH 43615
(419) 531-9911

SERVICE DEPARTMENT HOURS
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Monday - Friday

R/O Open Date	R/O Number
6/18/15	
R/O Close Date	Status
6/18/15	Final
Mileage In	Mileage Out
16604	16604
Service Advisor / Tag #	
Hyden, Cody/132*W*	
Vehicle Identification Number	
1FADP3K28E1	
Delivery Date	In-Service Date
Color	License Number

TOLEDO, OH			Work Phone
Year	Make	Model	Home Phone
2014	FORD	FOCUS	
			Body
			HATCHBACK SE 2.0L

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
LOF COMPLETE ENVIRONMENTAL DISPOSAL Sub Total: 36.96	1.00
VARIABLE2	-5.00
<p>Please Note: CHECK FAN NOISE</p> <p>*****</p> <p>* OUR MISSION IS TO PROVIDE AN AWESOME CUSTOMER EXPERIENCE *</p> <p>* EVERYTIME! HIRE INDIVIDUALS WITH HEALTHY MINDS AND *</p> <p>* SRIRITS! *</p> <p>*****</p>	
Total Fees Amount	1.00

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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	14.40
PARTS	21.56
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	2.68
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-5.00
TOTAL DUE	34.64
AMEX	34.64

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

[REDACTED]
Toledo, OH
[REDACTED]

February 2, 2015

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

Dear Ford,

I am writing in regards to my 2014 Ford Focus SE. It is an automatic or at least I thought it was an automatic. Come to find out after a series of issues I actually have a dual clutch manual with an automatic shifter.

I am sure you have heard this before since I have read many many complaints online about the 2012-2014 Ford Focus and when I took my vehicle in for service I was just handed a piece of paper and told the grinding, bad shifting, shuddering and sometimes just not going when you hit the accelerator were all normal.

I had to argue and argue and argue that something was wrong with my car. And I was correct. My car is not even a year old and has had the clutch replaced (shards of metal and pieces of the clutch were found in the bell housing) and my heating core are went caput. Not a great start for a brand new vehicle.

But I was at the dealer recently and they advised that the Focus warranty was extended. I said that is interesting, where I can get that in writing since I have not had any correspondence in regards to that matter.

They then put my VIN in their computer and said "oh, your vehicle isn't included in the extended warranty". No answer as to why it isn't. So can you please check for me and advise me if my 2014 Focus has an extension of the transmission.

VIN: 1FADP3K28EL [REDACTED]

I can be reached via my cell phone at [REDACTED]

Sincerely,

[REDACTED]

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Toledo, OH 43615
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7:30 a.m. to 6:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
9/24/14	
R/O Close Date	Status
9/24/14	Final
Mileage In	Mileage Out
8693	8693
Service Advisor / Tag #	
TOM MUIRHEAD/560*W*	
Vehicle Identification Number	
1FADP3K28E1	
Delivery Date	
Color	License Number

TOLEDO, OH			Work Phone
Year	Make	Model	Home Phone
2014	FORD	FOCUS	Body
			HATCHBACK SE 2.0L

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] AR#: SCHR004	
#1 - BDC-APPT: APPOINTMENT MADE THROUGH THE BDC 2014 FOCUS TRANSMISSION IS JERKING AND GRINDING NOISE OIL CHANGE Work performed by SHOP TECH (999) Sub Total: .00	Warranty
#2 - Q99P: VEHICLE INSPECTION PERFORMED Work performed by DAVID WHITLOW (951) Sub Total: .00	
#3 - 99FOZZ01: FSA/RECALL NO REFLASH CCUSTOMER STATES..... 14 M 01 RECALL SHUDDERING AND GRINDING NOISE ON ACCELERATION FORWARD OR REVERSE Work performed by DAVID WHITLOW (951) NO LEAKS DID RELEARN ON TCM AND CLEARED DTCS	
#4 - 70FOZZWASH: EXTERIOR VEHICLE WASH Work performed by SHOP TECH (999) Sub Total: .00	
#5 * GTIRE: GTIRE---TIRE WEAR OK Sub Total: .00	
#6 * GBRAKE: BRAKE PADS OK AT THIS TIME Sub 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 hereto.

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	
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.

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R/O Close Date	Status				
9/24/14	Final				
Mileage In	Mileage Out				
8693	8693				
Service Advisor / Tag #					
TOM MUIRHEAD/560*W*					
Vehicle Identification Number					
1FADP3K28EL					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2014	FORD	FOCUS	HATCHBACK SE 2.0L		

TOLEDO, OH			Work Phone
			Home Phone

DESCRIPTION OF SERVICE AND PARTS

#7 * GBATT: BATTERY VOLTAGE AND COLD CRANK AMPS ARE FINE
Sub Total: .00

* WE WORK ON ALL MAKES AND MODELS. PLEASE TELL YOUR FAMILY *
* AND FRIENDS ABOUT THE EXCELLENT SERVICE YOU HAVE RECIEVED*
* AT KISTLER FORD! *

AMOUNT

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

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R/O Close Date	Status
11/04/14	Final
Mileage In	Mileage Out
9606	9606
Service Advisor / Tag #	
Nicholas Ostas/925*W*	
Vehicle Identification Number	
1FADP3K28E1	
Delivery Date	In-Service Date
Color	License Number

TOLEDO, OH			Work Phone
Year	Make	Model	Home Phone
2014	FORD	FOCUS	Body
			HATCHBACK SE 2.0L

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] AR#: SCHR004	
#1 - Q99P: VEHICLE INSPECTION PERFORMED Work performed by TIM MCGAHARAN (120) MULTI-POINT 120 Sub Total: .00	
#2 - 12FOZZD10: BASIC DIAGNOSIS, CHECK AND ADVISE RAD FLUID ON GROUND, VEH TOWED IN Work performed by TIM MCGAHARAN (120) Installed BV6Z 18476 A :CORE ASY - HEATER Qty: 1 Installed VC 3 B :ANTI-FREEZE Qty: 1 LEAKING ENGINE COOLANT ON GROUND , PRESSURE TEST LEAKING HEATER CORE.- HEATER CORE REPLACED AND COOLANT REFILLED, AC -RECHARGED	Warranty Warranty Warranty
#3 - 07FOZZ01: AUTO & MAN, XCASE CONCERN SKILL LEVEL AALL TRANS AND TRANSFER CASE CONCERN SCUSTOMER STATES..... NO POWER UPON ACCLERATION, VEH JERKS FORWARD, PLEA SE ADVISE Work performed by TIM MCGAHARAN (120) Installed AE8Z 7064 A :SNAP RING Qty: 1 Installed BV6Z 7B546 D :CLUTCH ASY Qty: 1 Core Chg BV6Z 7B546 F-C :BV6Z 7B546 D - Core Chrg Qty: 1 Installed XT 11 QDC :FLUID - TRANSMISSION Qty: 1 Installed W705448 S441 :NUT Qty: 6 PERFORM ROAD TEST CLUTCH LAUNCHES CAR AT SHIFTS ENGAGEMENTS. RE-FLASH PCM -TCM RELEARN TRANSAME	Warranty Warranty Warranty Warranty Warranty Warranty

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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.

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R/O Close Date	Status
11/04/14	Final
Mileage In	Mileage Out
9606	9606
Service Advisor / Tag #	
Nicholas Ostas/925*W*	
Vehicle Identification Number	
1FADP3K28E1	
Delivery Date	In-Service Date
Color	License Number

TOLEDO, OH			Work Phone
Year	Make	Model	Body
2014	FORD	FOCUS	HATCHBACK SE 2.0L

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
ADAPTIVE RELEARN PROCEDURES. RE-ROAD TEST SAME ISSUE LAUNCHES. REMOVE TRANSMISSION INSPECT DRY NO OIL LEAKS. SHARDS OF CLUTCH MATERIAL IN BELL-HOUSING AND METALIC FLAKES. REPLACE CLUTCH, PERFORM TRANSMISSION RELEARN ADAPTIVES 2ND TIME AND ROAD TEST	
#4 * GBATT: BATTERY VOLTAGE AND COLD CRANK AMPS ARE FINE Sub Total: .00	
#5 * GBRAKE: BRAKE PADS OK AT THIS TIME Sub Total: .00	
***** * WE WORK ON ALL MAKES AND MODELS. PLEASE TELL YOUR FAMILY * * AND FRIENDS ABOUT THE EXCELLENT SERVICE YOU HAVE RECIEVED* * AT KISTLER FORD! * *****	

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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



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

