

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

 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		FOR AGENCY USE ONLY 100148	
		Date Received 23-JUN-2015		Repository ☐ Reference No. 10726776	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number Evening Telephone Number	
City		State		Zip Code	
EAU CLAIRE		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		Make		Model	
1FADP3F24DL		FORD		FOCUS	
Date Purchased		Dealer's Name and Telephone Number		Model Year	
5-2-15		Northtown Ford- 1-800 525-7724		2013	
Original Owner		Dealer's City		Engine:	
☐				No: Cylinders	
		State		4	
Transmission Type		Antilock Brakes		Incident Date(s)	
Auto		☒ Cruise Control		12-JUN-2015	
Powertrain		Multiple Failure:			
		Brakes, Tran			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: BRAKES (PWS)				Failure Mileage	
				21500	
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: DOTM9ABC036)		☐ 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	
☐ 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 AN UNKNOWN SPEED, THERE WAS AN ABNORMAL NOISE COMING FROM THE REAR END OF THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT THERE WAS A REAR BRAKE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 21,500. THE VIN WAS NOT AVAILABLE.					
Much of above information is incorrect.					
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.					

June 26,2015

To whom it may concern:

As you can see in the enclosed letter the dealership was not willing to take care of any of the problems (and he did not) he just told me to take the car to another dealership, which I did, there was a number of things wrong with the car, the most serious thing was the breaks, in addition the transmission had to be adjusted, the dealership had exchanged the rear wheels from another car, there is a rattle in the dash, and the rear door could not be opened from inside the car.

I believe, the dealer should be required to buy the car back because of all the problems the car had that I was told was in excellent condition.. He was not willing to do that. I still believe he should at the very least give me a chance to select a car that has nothing wrong with it for the same price.

As you can see in the letter I was asked to leave his office or he would have me removed, so I cannot see how I can even return to the dealership .I can see no alternative but to get my full purchase price back and find another dealership that I can trust to deal honestly with.

I do have the cost of the rotors and brake shoes they replaced and have the parts in my possession. I had a technician friend replace them for me to help me with the cost..

I am a [REDACTED] nearly [REDACTED] year old woman with very limited assets so am hoping you can do something to help relieve the stress and difficulties I have had with this car.

Am hoping you can do something for me.

Thank you

[REDACTED]

WISCONSIN BUYERS GUIDE

MV2872 4/2014



Information on this guide is based on what the dealership can find using reasonable care. You may learn more by following the suggestions on the back.

Year, Make, Model

2013 Ford Focus SE

Engine:

Size

2.0

No. Cyl.

4

Price

\$ 15,999

VIN

1FADP3F24DL

Drive Type:

☒ FWD

☐ RWD

☐ 4WD/AWD

Service Fee

\$ 99

Dealership Name

Northtown Ford Inc.

Transmission:

☒ Automatic

☐ Manual

Stock Number

VEHICLE HISTORY

- ☐ Personal use
☒ Business use
☐ Lease use
☐ Rental use
☐ Demonstrator use
☐ Executive use
☐ Titled/transferred to insurance
☐ History and use not known
☐ Other:

TITLE BRANDS

Title will have these brands:

- ☐ Rebuilt salvage
☐ Damage claim paid
☐ Flood damaged
☐ Manufacturer buyback/Lemon
☐ Other:

All states titled in:

MI

ODOMETER READING

Odometer information will be on your title.

ODOMETER READ

20,219

miles when vehicle was acquired. To the best of dealership's knowledge, the reading was:

- ☒ Actual
☐ In excess of mechanical limits
☐ Not actual - **WARNING ODOMETER DISCREPANCY**
☐ EXEMPT from odometer disclosure because vehicle is 10 or more model years old. Reading is not required.

WARRANTY & SERVICE CONTRACT INFORMATION

Refer to separate document for coverages and exclusions. Dealer disclaims implied warranties of merchantability and fitness for a particular purpose.

AS IS - NO WARRANTY. Unless "Dealership" is checked under Limited Extended Warranty, this vehicle is sold AS IS and the dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.

IMPORTANT: Ask for all promises in writing. Spoken promises are difficult to enforce. Warranty terms may be negotiable. Terms agreed to on the purchase contract are final.

Manufacturer Warranty Information

(Dealer is not a party to any manufacturer warranty)

Original Manufacturer Warranty (either new or remaining)

Expiration: 4/16 (date) 36,000 (miles), whichever comes first.

Deductible: Transfer fee:

Original Manufacturer Warranty EXPIRED or NOT KNOWN

Original Manufacturer Warranty CANCELLED due to history

LIMITED EXTENDED WARRANTY/SERVICE CONTRACT provided by:

☐ Manufacturer ☐ Warranty Company ☐ Dealership

Duration: (months) (miles), whichever comes first.

Deductible: Transfer fee:

Percentage of repair costs to be paid by you:

Warranty term begins on:

USED VEHICLE GENERAL CONDITION

- YES** **NO**
- ☐ ☒ Heating and Cooling System
☐ ☒ Engine heating/cooling system problem
- Drive Train**
☐ ☒ Shifting problem
☐ ☒ Abnormal noise or vibration
☐ ☒ Visible cracks or damage to cases or housings
- Electrical**
☐ ☒ Starting/charging/ignition system problem
- Engine**
☐ Gasoline ☐ Diesel ☐ Electric ☐ Hybrid
☐ ☒ Signs of excessive oil consumption
☐ ☒ Abnormal noise
☐ ☒ Signs of cracked block or head, blown head gasket or inoperative turbo
☐ ☒ Electronic control module problem
☐ ☒ Abnormal exhaust or engine smoke
☐ ☒ Belts frayed / missing / or cracked
☐ ☒ Does NOT include timing belt
☐ ☒ Changed or modified from original manufacturer specification
- Fluid**
☐ ☒ Fluid levels low
☐ ☒ Known or visible leaks, excluding minor seepage
- Gauges and Warning Devices**
☐ ☒ Gauge or device indicating a system problem
☐ ☒ Gauge, dash lights or device inoperative
- Repaired Damage**
☐ ☒ Corrective welds / knowledge or evidence of repair to strut tower / floor pan / frame / or structural portion of unibody
☐ ☒ Evidence or knowledge of frame repair or replacement
- Other Equipment** **Not Equipped**
☐ ☒ ABS Brake System problem
☐ ☒ Cruise control problem
☐ ☒ Air conditioning system problem
☐ ☒ Interior cabin heating system problem
☐ ☒ Power accessory problem
☐ ☒ Sound system problem
☐ ☒ Navigation / entertainment system problem
☐ ☒ Interior light problem
☐ ☒ Spare tire / jack missing

VEHICLE EQUIPMENT REQUIREMENTS

To safely and legally operate this vehicle on Wisconsin all items listed below must be in proper working condition according to TRANS 305, Wis. Adm. Code.

NOT Legal

- Legal** **Legal**
- Brakes System**
☐ ☒ Parking Brake
☐ ☒ Service Brakes
- Bumpers**
☐ ☒ Doors, Hoods and Trunk Lid
- Emission Equipment**
☐ ☒ Dealership inspection does not ensure vehicle will pass state emission test where required.
- Exhaust System**
☐ ☒ Fenders, Firewall and Floor Pan
☐ ☒ Frame or Structural Portion of Unibody
- Fuel System**
☐ ☒ Horn
☐ ☒ Lights
- Restraining Devices and Seats-air bag**
☐ ☒ Speedometer and Odometer
☐ ☒ Steering Components
☐ ☒ Suspension
☐ ☒ Tires and Wheels
☐ ☒ Windshield, Windows and Mirrors
☐ ☒ Windshield Defroster, Wipers and Washers

Explain all items marked "YES" or "NOT Legal":

"I certify to the best of my knowledge that the information provided in this guide is accurate."

(Vehicle Inspector - Print Name)

(Records Inspector - Print Name)

(Signature of Dealer or Licensed Representative)

(Vehicle Inspector)

"I understand that I will receive a copy of this guide and the dealer will keep the original."

(Buyer Signature)

DEALERS COPY

Wisconsin Department of Transportation
4802 Sheboygan Ave PO Box 7909
Madison, WI 53707-7909

Date: 7/1/15

To Whom it may Concern:

On May 2nd, 2015 I along with [REDACTED] were at Northtown Ford in Menomonie, Wisconsin shopping for a used car. I was specifically looking for the Ford Focus SE Vin# 1FADP3F24DI [REDACTED] I had seen online. Northtown Ford Salesmen found that car and Jay Anderson (Salesman for Northtown Ford) brought it for us to look at. Jay Anderson said the car was in excellent condition and it had been bought directly from the Ford Motor Company. He also said it had been a leased car for a short time. No other information on whom or where it was leased was given. We asked about the different wheel covers, his reply was that they had changed the "Wheels" not just the covers, from another car they had in the lot. If I wanted the original Ford Wheels I could but they had nothing at the time. I signed a copy of the Wisconsin Buyer Guide but was not given a copy of this document. After all the paperwork was completed I was allowed to drive it home. No follow through was ever done by them on the wheel issue.

Within a month of driving the Ford Focus the brakes began making noise which got worse daily. On June 12, 2015 I called Northtown Ford and made an appointment for a service check, the appointment was made for June 17. I along with [REDACTED] went to Northtown Ford. Upon arriving, the owner Greg Mickelson met us and I said I would like to talk to him before the service was done. I preceded to tell him what concerns I had with the car. I asked for a copy of the WI buyers guide. It gave the odometer reading of 20,219 miles. The odometer reading at the time of purchase was 21,228 miles which is over 1,000 miles more than the actual miles stated. After requesting all paperwork, as you can see the buyers guide was done back in March of 2015. He left the office for a short time and came back and said I think it would be better if you took the car to another dealership to have it serviced. When I asked him what was the chances of him buying the car back and returning my purchase price he said in a rather loud voice, "Zero"! After that he became angry, we didn't know why. He then accused me of not allowing him to have the keys so he could test drive the car, and saying I suppose you think the papers I gave you were made up. Then proceeded to tell us we had an attitude and stated, "I want you out of my office now and if you don't leave I will have you removed!" We left the building and waited in the lot for the technician to return the car from a test drive. The owner told him to bring the car to these people, he did and we left.

I decided to drive directly to the Osseo Ford Dealership in Osseo, WI and asked for a appointment for a brake job. At this point they took the car for a test drive. They then informed me I could not take the car on the road with the brakes in the condition they were in and gave us a loaner car to drive, until the parts arrived.

So technically Mr. Greg Mickelson sent the three of us out on the highway with virtually no brakes on the car I was driving.

Enclosures:

Copies of papers given me on June 17, 2015

Pictures of the rotors and brake shoes taken from the vehicle at the Osseo Ford Dealership.

Sincerely,

[REDACTED]

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

Date: 7/1/15

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Sincerely,

[REDACTED]

**OSSEO FORD**

SALES & SERVICE, Inc.

OSSEOAUTO.com

50825 Spruce Road, Osseo, WI 54758

Phone: (715) 597-1955

Fax: (715) 597-2111

bob@osseoauto.com

*** Parts Invoice ***

TAX: 999

Customer Copy

Date: 06/23/2015 1:46:53 PM

Page: 1

Customer No: 628468

EAU CLAIRE, WI

Home: (000)000-0000 Bus:

Cell: (000)000-0000 Fax: (000)000-0000

Email

Ship Date: 06/23/2015 1:46:53 PM

Invoice Number:

PO#

Sales

Account Number

641

Terms

William Courtois

CHECK-FORD

Ref: * 1FA DL

Fleet Type:

SH	BH	BIN	PART NUMBER	DESCRIPTION	RETAIL	NET	AMOUNT
1	0	043A	BRF 13	PAD - BRAKE	66.63	45.98	45.98
2	0	SOPO	BRRF 252	ROTOR ASY - BRAKE	58.30	40.23	80.46

TOTAL PARTS SALES 126.44

TAX 6.95

NET TOTAL PARTS 133.39

TOTAL FOR INVOICE 133.39

TERMS

SPECIAL ORDER PARTS CANNOT BE CANCELLED OR RETURNED.

20% HANDLING ON PARTS ACCEPTED FOR RETURNS.

NO REFUNDS AFTER 30 DAYS. NO RETURNS ON ELECTRICAL PARTS.

NO RETURNS WITHOUT THIS INVOICE. ALL ITEMS FOR RETURN MUST BE IN ORIGINAL PACKAGE

AND IN SALABLE CONDITION.

Received by

DISCLAIMER OF WARRANTIES

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM(S). 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(S).