


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 <input type="checkbox"/> Reference No. 10726792	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State	Zip Code				
HOUSTON		TX					
AUSTIN							
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	Model Year
1FADP3R45EL				FORD		FOCUS ELECTRIC	2014
Date Purchased		Dealer's Name and Telephone Number			Engine:		Fuel Type:
8/15/2014		keif Johnson Ford (512)454-3711			No: Cylinders		electric
Original Owner		Dealer's City		State	Zip Code		
<input checked="" type="checkbox"/>		Austin		TX	78751		
Transmission Type		Antilock Brakes		Powertrain		Multiple Failure:	Incident Date(s)
automatic		<input checked="" type="checkbox"/>					20-MAY-2015 + 13-MAY-2015
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: ENGINE (PWS), 110000 ELECTRICAL SYSTEM						Failure Mileage	Failure Speed
						3950	20
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE <i>N/A</i>							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment		Failure Location:			
		<input type="checkbox"/> Prior Repair					
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	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2014 FORD FOCUS ELECTRIC. WHILE DRIVING AT APPROXIMATELY 20 MPH, THE ENGINE STALLED WITHOUT WARNING. THE FAILURE OCCURRED ON SEVERAL OCCASIONS. THE VEHICLE WAS TOWED TO THE DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 3,950. ON FIRST OCCASION (May 13), car would not start + powertrain failure light came on. Dealership diagnosed loose wire to electric battery + returned to me. On May 20, I had just driven a few blocks, when car lost all power, including to steering wheel. Dealership diagnosed electric battery failure. The							
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.							

battery has been shipped to Ford + is still there as of today's date: 7-21-15.

CUSTOMER #: [REDACTED]

INVOICE



AUSTIN, TX

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HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 7217 JASON HART

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLU	14	FORD FOCUS	1FADP3R45E[REDACTED]		3949/3949	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14AUG14 IS							
14AUG14 DD			18:00 13MAY15		115.00	CASH	15MAY15

R.O. OPENED	READY	OPTIONS:	SOLD-STK: [REDACTED]	DLR: [REDACTED]	ENG: Electric
12:49 13MAY15	08:24 15MAY15	TRN: AUTO			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S WRENCH LIGHT CAME ON. CHECK AND ADVISE

CAUSE: .

02 GAS ENG.DRIVEABILITY
3270 WF (N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
008705

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B QUALITY CARE REPORT CARD--\$32.95 VALUE

00FOZZ99P QUALITY REPORT CARD
3270 CPF 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

The Leif Johnson family wishes to thank you for your business.

You may receive a survey from Ford Motor Co. If for any reason you cannot respond "COMPLETELY SATISFIED" please call our customer support team at 512-454-3767.

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.	TERMS: STRICTLY CASH I hereby authorize the repair work hereinafter set forth 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 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 and/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 or repairs thereto.	NOTICE PURSUANT TO PROPERTY CODE, §70.001 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 AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS AND COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKE OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OF THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.	DESCRIPTION	TOTALS
			LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LESS INSURANCE	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

From: [Atkins, Tanya CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Complaint No. 10726792
Date: Wednesday, July 22, 2015 10:34:13 AM
Attachments: [Revised 10726792 7-21-15.pdf](#)
[May 2015 frayed wire to battery.pdf](#)

Sent: Wednesday, July 22, 2015 10:09 AM

Subject: FW: Complaint No. 10726792

From: [REDACTED]
Sent: Tuesday, July 21, 2015 5:47 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Complaint No. 10726792

Please see attached revised complaint and service record

[REDACTED]