


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p><b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> 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><b>OWNER INFORMATION (Type or Print)</b></p>		<p>Date Received</p> <p>01-JUL-2015 SEP 10 2015</p>	<p>Repository <input type="checkbox"/></p>	<p>Reference No. 10731467</p>	
<p>Name</p> <p>Address</p>		<p>Daytime Telephone Number</p>	<p>Evening Telephone Number</p>	<p>E-mail Address</p>	
<p>City PRINCETON</p>	<p>State MA</p>	<p>Zip Code</p>			
<p>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).</p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>1FADP3N27E</p>		<p>Make</p> <p>FORD</p>	<p>Model</p> <p>FOCUS</p>	<p>Model Year</p> <p>2014</p>	
<p>Date Purchased</p> <p>8/2014</p>	<p>Dealer's Name and Telephone Number</p> <p>Sunnyside Ford 508 829 4333</p>		<p>Engine:</p> <p>No: Cylinders 6</p>	<p>Fuel Type:</p> <p>reg</p>	
<p>Original Owner</p> <p><input checked="" type="checkbox"/></p>	<p>Dealer's City</p> <p>Hoboken</p>	<p>State</p> <p>MA</p>	<p>Zip Code</p> <p>01520</p>		
<p>Transmission Type</p> <p>Auto</p>	<p><input checked="" type="checkbox"/> Antilock Brakes</p> <p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s)</p> <p>01-MAY-2015</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Code: 010000 STEERING</p>			<p>Failure Mileage</p> <p>15500</p>	<p>Failure Speed</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></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</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>			
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></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><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>0</p>	<p>Number of Deaths</p> <p>0</p>	<p>Reported to Police</p> <p>N</p>	
<p><b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b> 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 2014 FORD FOCUS. AFTER STARTING THE ENGINE, THE MESSAGE STEERING ASSIST FAILURE WARNING MESSAGE DISPLAYED ON THE INSTRUMENT PANEL AND THE STEERING WHEEL BECAME EXTREMELY DIFFICULT TO TURN. THE VEHICLE WAS TOWED TO THE DEALER, WHO DIAGNOSED THAT THE CAUSE OF THE FAILURE WAS DUE TO A FAULTY ELECTRICAL CONNECTION IN THE STEERING COLUMN. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 15,500.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					

CUSTOMER #:

19.221

\*INVOICE\*

Sunnyside

944 Main St.



HOLDEN, MASS. 01520

508-829-4333

1-800-649-4333

www.sunnysideford.com

PAGE 1

SERVICE ADVISOR: 133 DAVID SWENSON

PRINCETON, MA

HOME: CONT:

BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
UX	INGOT S 14	FORD FOCUS	1FADP3N27EL		14240/14240	T329	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
28JUL14	DD30APR14		14:00 27MAY15		0.00	MCV	27MAY15

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:
21MAY15	27MAY15	ENG:992 2.0L I4 GDI ENGINE		
		TRN:44W 6-SPEED AUTOMATIC TRANSMISSION		

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

A VEHICLE TOWED TO SHOP FOR LOSS OF POWER STEERING CAUSE:

3504E	STEERING GEAR ASSEMBLY - EPAS - DIAGNOSIS (3504/3A500) - L	1522	WF4				(N/C)
3504E45	STEERING GEAR ASSEMBLY - EPAS - DIAGNOSTIC PINPOINT TEST (3504/3A500) - L	1522	WF4				(N/C)
3504E45WR	STEERING GEAR ASSEMBLY - EPAS - DIAGNOSTIC PINPOINT TEST (3504/3A500) - L						
	WIRE REPAIR	1522	WF4				(N/C)
3504E1	STEERING GEAR ASSEMBLY - EPAS - REPLACE (3504/3A500) - L	8519	WF4				(N/C)
3001A	CASTER, CAMBER, TOE-IN - CHECK - L	8519	WF4				(N/C)
3001A6B	TOE-IN - CORRECT (FRONT/REAR) - L	8519	WF4				(N/C)
	1 CV6Z*3504*R GEAR ASY - STEERING						(N/C)
FC:	H22 42						
PART#:	CV6Z*3504*R						
COUNT:							
CLAIM TYPE:							
AUTH CODE:							
	001522						

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

B\*\* REPAIR FOR LOSS OF POWER STEERING S190 MISC MAINTENANCE/REPAIR

8519	WF4						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

133 REMOVED AND REPLACED ELECTRIC POWER STEERING RACK ASSY. PERFORMED ALIGNMENT CHECK WHERE TOE IS FOUND TO BE OUT OF SPEC.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ON BEHALF OF SERVICING DEALER, 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 SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

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.

CUSTOMER SIGNATURE