



State of Wisconsin
Governor Scott Walker

CL-10763689-3163

Department of Agriculture, Trade and Consumer Protection
Ben Brancel, Secretary

August 11, 2016

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Ford Motor Co
16800 Executive Plaza Dr
Dearborn MI 48126-4261

AUG 23 2016

RE: File [REDACTED] (Refer to this number when contacting our agency)

[REDACTED]
Oconomowoc WI [REDACTED]

Dear Sir/Madam:

I received a complaint from [REDACTED] concerning her Ford vehicle.

I am forwarding a copy of this complaint to you. After reviewing the complaint, please send your written response to [REDACTED] and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Agriculture generates \$88 billion for Wisconsin

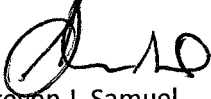
2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

An equal opportunity employer

RZ
82916
SMD

Thank you for your cooperation and prompt response.

Sincerely,



Steven J. Samuel

Consumer Protection Investigator

Mediation Unit

Bureau of Consumer Protection

Email: Steven.samuel@wisconsin.gov

www.facebook.com/wiconsumer

Enc.:

C.: NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590
TELEPHONE: 888-327-4236 OR 202 366-0123
WEBSITE: www.nhtsa.dot.gov

WISCONSIN DEPARTMENT OF TRANSPORTATION
DEALER REGULATION UNIT
4802 SHEBOYGAN AVE RM 201
PO BOX 7909
MADISON WI 53707-7909
TELEPHONE: 608 266-1425



General Consumer Complaint

Your Information

Salutation

First Name

Last Name

Address Line 1

City

Oconomowoc

State

WI

Zip

Cell Phone

Home Phone

Email

Phone me between 8-4 at

Home

Best time to call

9am

Information about the person or business your complaint is against:

Business Name

Jack Safro Ford/Ford Motor Co.

Address Line 1

1000 East Summit Ave

City

Oconomowoc

State

WI

Zip

53066

Business Phone

(262)567-5574

Name of the person you talked to

Mike Bills

Title of the person you talked to

General Manager

Your Complaint

I purchased a new 2013 Focus on 3/13. Winter of 2014 the car was shuddering with considerable crunching metal at low speeds when starting and when turning. Car ok in high speeds. Situation worsened, took it to service at Jack Safro 11/10/14. Seals in transmission leaked, clutch replaced, computer reprogrammed. Started hearing same issues around Aug 2015. Started doing driving with more stops, starts and turns do to my job the problem intensified within 2 weeks on 9/12/2015 the check engine light came on while on freeway, I exited and tried to take backroads home and the clutch started slipping badly. I would increase speed the clutch would slip into lower speeds back and forth. Took it to Jack Safro and clutch was slipping excessively, had to be replaced again along with repairs to transmission. At this time I voiced my concern to the dealership that if this were to happen at high speeds or in winter when road conditions were bad someone could have hit me from the rear or I could have spun out due to the severe decrease in speed with no warning. They said they were not willing to speculate on this issue til it happens. This is also the opinion of Ford Motor Co. The car was returned repaired on 9/16/15. On 9/18/15 exhibited same issues while I was in Milwaukee working. I only experienced excessive shudder and severe crackling in starts and turns. I contacted Mike Bills the next morning concerned car is not safe to drive, he said can't say if car

is safe. Took the car to Mil. to work Sat night and lost the clutch again, not even engaging, severe slippage. I quit working and proceeded to drive it to my home in Dodge Co. The clutch was slipping in low gear badly, went on fry in low speeds and no stopping, clutch ok until doing stops again check engine light on. Fixed again on 9/22. w/ starts stops cracking metal sounds is reoccurring. Called service, they say is normal. Service manager says starts stops and turns will exacerbate situation I should change my driving style

Information About Your Complaint

Details about the Incident

Which of the following best describes your first contact with the business?*

I Telephoned the Business

If other, describe the other method of contact.

If printed ad, when was it printed?

If printed ad, where was it printed?

When did the first contact occur?

11/10/2014

How old is the person who had contact with the business?

18 - 61

What product or service did you buy?

Ford Focus 2013

Was it advertised?

No

Date advertised?

Where advertised?

Did you sign a contract / agreement?

Yes

Date Contract Signed

03/07/2013

Number on Contract, Policy or Receipt

Where were you when you signed the contract?

Jack Safro Ford Oconomowoc

Payment Information

Amount Paid

20095.76

Payment Method

Financed

Description of Payment Method (if "Other")

5000.00 cash

Where did you pay the business?

Description of Payment Location

Jack Safro Ford Oconomowoc

Interactions with the Business

Did you contact the business about your complaint?

Yes

When did you contact the business?

11/14/2014

What happened when you contacted the business?

I was told issue was fixed and all the crackling noises when accelerating or turning is normal. They replaced clutch, repaired transmission and computer

Resolution Information

Have you filed this complaint with another agency?

Yes

Agency name

Nitsa and Federal trade commision

What happened when you contacted the other agency?

Have you contacted a private attorney?

Have you started court action?

How do you feel this complaint should be resolved?*

Made same complaint to these agencies, and nothing has happened yet.

No

No

I have a right to have the car fixed with no chronic occurrences, no loss of work to occur each time and if they cannot fix this issue which is a safety hazard then they should refund the purchase price of the car. At this point Ford says they have replaced everything they can.

JACK SAFRO FORD



1000 E. Summit Avenue
Oconomowoc, Wisconsin 53066-3961
(262) 567-5574
1-800-564-5574
Fax (262) 567-5066
safroford.com
jacksafroford.com

October 15, 2015

Department of Agriculture, Trade and Consumer Protection
2811 Agriculture Drive
Madison, WI 53708

WDATCP

OCT 16 2015

Division of Trade &
Consumer Protection
Madison, WI

RE: File [REDACTED]

Oconomowoc, WI [REDACTED]

Dear Mr. Steven Samuel,

This letter is in response to the correspondence received in our office regarding [REDACTED]. [REDACTED] purchased a 2013 Ford Focus from our dealership September 3, 2013. On November 12, 2014, Ms. [REDACTED] brought her vehicle into our service department stating there was a vibration and it shutters. At that time we replaced both inner shafts seals and attempted to clean the clutch. The process of cleaning the clutch did not resolve the matter, therefore, at that time we replaced the clutch and we drive the vehicle on a road test and it was ok.

On September 10, 2015, prior to the last two service visits, I spent several hours discussing the different options we could offer the customer because she was not satisfied with the vehicle. We offered to trade her out of the vehicle however we could not obtain acceptable financing.

[REDACTED] returned to our dealership on September 16, 2015 and stated that she was having similar concerns with the vibration and shuttering. At that time the technician discovered a Technical Service Bulletin (TSB) 15-0120 that addressed the customers concern. The technician completed the repair and noted that the vehicle was ok at this time.

[REDACTED] returned to our dealership again on September 22, 2015 and stated that the check engine light was on and stated that the vehicle was making a crunching noise and felt like it is slipping again. At that time the technician verified the concern and found code P0902 (transmission Clutch Circuit) and completed the repairs. He test drove the vehicle for 64 miles and at that time the vehicle was ok and the check engine light did not come on. All the repairs were covered under Ford Warranty and [REDACTED] was not charged for any of the repairs.

Please find enclosed a documentation that references Ford power shift 6- speed transmission characteristics that better describes [REDACTED] concerns. It will further explain her concerns per Ford standards.

Please feel free to contact me at (262) 567-5574, if you have any questions or concerns.

Sincerely,

Mike Bills
General Manager
Jack Safro Ford

PowerShift 6-Speed Transmission

Operating Characteristics

Background

In 2010, Ford launched an all new transmission, PowerShift, an advanced six-speed automatic transmission based on manual transmission technology with class-leading fuel efficiency. This communication will help explain the technology and common operating characteristics of this new transmission available on the Fiesta and Focus in order to improve customer expectations and experiences.

PowerShift is an advanced automatic transmission technology

The PowerShift is really like two 3-speed manual transmissions put together, with the dual clutch and shifting components controlled electronically. Since most of the components are derived from a manual transmission, the PowerShift transmission will drive, sound, and feel like a manual transmission but without the driver interaction.

Vehicle features to support the PowerShift transmission

One of the vehicle features incorporated with the PowerShift transmission is the hill hold feature called Hill Start Assist (HSA). The HSA system activates automatically in D (Drive) uphill or R (Reverse) downhill. When the driver removes their foot from the brake on a hill, the vehicle will remain stationary for approximately 2 to 3 seconds – replicating the behavior of a traditional automatic. This allows the driver time to move their foot from the brake to the accelerator pedal. After this delay, the feature will deactivate and the vehicle will be free to move down the slope. HSA will not be activated unless the vehicle comes to a complete stop while the service brake is applied. (Refer to Owner Guide for additional details.)

This feature was added because using engine torque and clutch slippage to hold a hill can result in a clutch overheat condition if held too long.

Service Personnel Support

Since the PowerShift transmission is a new technology, some customers might not be familiar with the normal driving characteristics of this transmission. Service support personnel should be aware of the normal operating characteristics and be able to differentiate between normal characteristics and abnormal symptoms that require service. The following information will assist with addressing certain potential customer concerns.

Common Characteristics of the PowerShift Transmission

Common Sounds a driver may notice:

- Double clicking metal sounds
These sounds can likely be heard while driving on very smooth surfaces during a 1-2 upshift or a 3-2-1 coast down. The sounds occur with every gear engagement, but generally cannot be heard over the background engine, road and wind noises at higher speeds. Most noticeable if the windows are down and the radio is off, these sounds are due to the shift forks moving and the synchronizers engaging a gear (similar to a manual transmission). These shifting sounds are part of normal operation.
- Coast down whine
A slight gear whine while slowing or coasting is normal.
- Clicking after the engine is turned off
As the vehicle is powered down, the transmission will cycle the clutches to the released position so it is ready for a safe restart of the engine. This is part of normal operation. Clicking sounds from the transmission immediately after the engine is turned off are normal.

- Low speed "grinding"

A slight grinding-type noise may be heard at about 2 MPH. This noise is more evident during "trailer-hitching" events (see below). This noise is caused by normal bearing rotation and does not affect the durability of the transmission.

- Reverse gear whine

Some PowerShift transmissions will exhibit gear whine in reverse. The level of whine has been significantly reduced in later build vehicles, but can still be detected to some level. This is characteristic of many manual transmissions, and is not a defect or a situation in which a repair should be attempted.

Trailer-hitching feel

Some customers may experience a trailer-hitching feel (or a slight bumping feel). The trailer-hitching feel may occur in lower forward gears – particularly if the customer is off and on the throttle quickly. It may be more noticeable in a parking lot or when a customer is doing multiple on/off throttle pedal maneuvers. This trailer-hitching/engagement feel is a normal characteristic of the dry clutch-equipped manual transmission design. Conversely, conventional automatic transmissions are equipped with a torque converter. The torque converter is a fluid coupling device which dampens these positive engagement feels.

Diagnostic tips to be used during service visit

When evaluating a customer concern regarding this transmission, first compare to a like vehicle. The like vehicle should be at the same transmission fluid temperature as the customer's vehicle. Sounds will change as the transmission oil changes temperature and viscosity. If the suspect sound is similar to a like transmission at the same temperature, it is most likely a normal characteristic and no repair should be attempted.

If vehicle loses electrical power due to the removal of a power or ground battery cable, or the battery discharges, the transmission will perform an initial system status check upon power restore to verify shift motor position. This results in a series of mechanical noises for 10-30 seconds. The transmission will not engage and the vehicle will not move while this status check is occurring. This is normal after an electrical power loss to the transmission.

"Green" clutch break-in period

New, replacement, and reset clutches are "green" and require a break-in period before shift event quality is maximized. During the break-in period, green clutches may exhibit:

- A rattle noise similar to a loose catalytic converter shield. This noise is commonly heard after light throttle 1-2, 2-3 or 3-4 upshifts. This rattle noise will diminish greatly as the clutch completes the break-in process.
- A take-off shudder/launch judder (shaky vs. smooth) on light loads.
- A harsh-shift feel during the first few cold shifts before the transmission reaches operating temperature

All of the above conditions will diminish and the customer will notice progressively better launch and smoother shifting within the first few hundred miles of mixed driving as clutch break-in occurs.

Note. The break-in process may take longer for highway driving, where the clutch is not shifting. The transmission will automatically learn and make adaptations during shifting events, so it is important to evaluate after allowing sufficient driving time for adaptations to occur.

This green clutch feel may reappear if the clutch touch points are reset and/or the clutch is removed and/or replaced. The condition may last longer for a clutch replacement than a reset. A reset may take up to 100 miles to get the new touch points learned to the point of not making any out-of-adjustment noise. A clutch replacement may take as much as 1000 miles or more to reach break-in depending on the customer style of driving.

The break-in period can be minimized by performing the adaptive drive cycle exactly as described in the Workshop Manual, Section 307-11 (Fiesta) and 307-01 (Focus).



Safro Ford

(A FORD OF OCONOMOWOC LLC COMPANY)

1000 EAST SUMMIT AVE. OCONOMOWOC, WI 53066-3961

PHONES 1-800-564-5574 OCONOMOWOC (262) 567-5574

www.safro.com



CUSTOMER INFO		ADVISOR		FAO NO.		SERVICE DATE		PRODUCT NO.	
[REDACTED]		GARUS		916		09/22/15		[REDACTED]	
[REDACTED]		[REDACTED]		[REDACTED]		45,881 OXFORD WHT/		[REDACTED]	
OCONOMOWOC, WI		13/FORD/FOCUS/5DR HB SE		03/07/13		50		[REDACTED]	
NONE		1 F A D P 3 K 2 6 D L		[REDACTED]		09/21/15		[REDACTED]	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
MO: 45945									
JOB# 1 CHARGES									
LABOR									
JOB# 1 1010205 CHECK ENGINE LIGHT TECH(S) 1658 WARRANTY									
CUST STATES THE CHECK ENGINE LIGHT IS ON, SAYS THE VEHICLE WAS MAKING CRUNCHING NOISES AND FEELS LIKE IT IS SLIPPING AGAIN - ROAD TEST AND ADVISE - VERIFIED CONCERN - FOUND CODE P0902 - TRANSMISSION CLUTCH CIRCUIT - COMPLETED PIN-POINT TEST A, OK, LED TO COMPONENT TEST, SWAPPED CLUTCH MOTORS AND COMPLETED PERF CLUTCH SYSTEM TEST - NO CODES RESET, SUSPECT CLUTCH MOTORS INTERMITTANTLY FAULTY - REPLACED BOTH CLUTCH MOTORS AND ROAD TESTED. CHECK ENGINE LIGHT CAME BACK ON - SAME CODE - SUSPECT FAULTY TRANSMISSION CONTROL MODULE. 70010 .5 7001025T .5 CC42 CCC P27									
PARTS									
QTY - FP - NUMBER - DESCRIPTION - UNIT PRICE - WARRANTY									
2 AEBZ-7C60A-A ACTUATOR ASY - WARRANTY									
2 AEBZ-7B49B-A SEAL - WARRANTY									
TOTAL - PARTS 0.00									
SUBLET									
JOB# 1 JOURNAL PREFIX FOCUS JOB# 1 TOTAL 0.00									
JOB# 2 CHARGES									
LABOR									
JOB# 2 210F02 AUTO TRANSMISSION TECH(S) 1658 WARRANTY									
TECH REPORTS AFTER DRIVING VEHICLE. AFTER REPLACEMENT OF THE CLUTCH ACTUATION MOTORS. CHECK ENGINE LIGHT CAME BACK ON. COMPLETED PIN-POINT TESTS - WIRING OK - SUSPECT TRANSMISSION CONTROL MODULE - REPLACED TRANSMISSION CONTROL MODULE - ROAD TESTED VEHICLE 64 MILES, CHECK ENGINE LIGHT DID NOT RETURN - 7001030 .8 CC42 CCC P27									
PARTS									
QTY - FP - NUMBER - DESCRIPTION - UNIT PRICE - WARRANTY									
1 AEBZ-7Z369-E MODULE - TRANS - WARRANTY									
TOTAL - PARTS 0.00									
JOB# 2 TOTALS									
JOB# 2 JOURNAL PREFIX FOCUS JOB# 2 TOTAL 0.00									
ESTIMATE									
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)									
TECHNICIAN CERTIFICATION									
PAGE 1 OF 2 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 10:13am									

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS CORRECT, TRUTHFUL, AND ACCURATE. I HAVE REVIEWED THE WORK ORDER AND THE INFORMATION CONTAINED HEREIN. I HAVE REVIEWED THE WORK ORDER AND THE INFORMATION CONTAINED HEREIN. I HAVE REVIEWED THE WORK ORDER AND THE INFORMATION CONTAINED HEREIN.

THIS COPY MUST BE RETURNED FOR ADJUSTMENT

WARRANTY INFORMATION

ALL NEW PARTS ON THE FACE SIDE SHALL BE COVERED BY A MANUFACTURER'S WARRANTY, COPIES OF WHICH ARE AVAILABLE THROUGH THE SELLING DEALER. THERE ARE NO OTHER WARRANTIES APPLICABLE TO THE PARTS OR SERVICE FURNISHED IN THIS REPORT. THE DEALER IS NOT PARTY TO ANY SUCH MANUFACTURER'S WARRANTY.

PARTS & SERVICE HOURS:

MONDAY - THURSDAY
7:00 AM - 6:00 PM

FRIDAY
7:00 AM - 5:00 PM

Saturday
8:00 AM - 1:00 PM

RENTALS AVAILABLE BY APPOINTMENT

PARTS DIRECT
1-800-398-6789

SALES HOURS:

MONDAY - FRIDAY
8:00 AM - 6:00 PM

Saturday
8:00 AM - 5:00 PM

Motor vehicle repair trade practices are regulated by chapter ATCP 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.



Safro Ford

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1000 EAST SUMMIT AVE. OCONOMOWOC, WI 53066-3961
PHONES 1-800-564-5574 OCONOMOWOC (262) 567-5574
www.safro.com



CUSTOMER #	ADVISOR	TAG NO.	DELIVERY DATE	DELIVERY NO.
[REDACTED]	GARUS	916	09/22/15	[REDACTED]
[REDACTED]	VEHICLE NO.	SALE PRICE	COLOR	[REDACTED]
[REDACTED]	[REDACTED]	45,881	OXFORD WHT/	[REDACTED]
OCONOMOWOC, WI	YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY HOURS	
	13/FORD/FOCUS/5DR HB SE	03/07/13	50	
NONE	VEHICLE ID NO.	SELLER DEALER NO.	PRODUCTION DATE	
	1 FAD P3 K2 6 D L			
	R.T.C. NO.	P.O. NO.	P.O. DATE	
			09/21/15	
	COMMENTS			

MO: 45945

TECHNICIAN CERTIFICATION

668

JASON MORRIS

6/04

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMEX XPRESS [] OTHER [] A/R CHARGE *

TOTAL LABOR... 0.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

SALE TOTAL	APPROPRIATE	PLUS PRICE DIFF.	LESS TAX
CHECK (PLEASE PRINT ONE)			
☐ CASH	☐ CHECK	☐ DISCOVER	☐ OTHER
PARTS LABOR TOTAL			
APPROPRIATE SIGNATURE AND DATE			
INDIVIDUAL SIGNATURE OF SALESPERSON AND LICENSE NUMBER			
THIS COPY MUST BE RETURNED FOR ADJUSTMENT			
PRICE RATE %	TOTAL POINTS	PRICE RATE %	
TOTAL LABOR	TOTAL CLAIM	P & A CODE	00111-0
ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SPECIFIED, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO CUSTOMER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONDUCTED IN ACCORDANCE WITH ANY MANUFACTURER'S OR MODEL'S REPAIR SUPPORTING THIS CLAIM. AVAILABLE FOR 90 DAYS FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY REPRESENTATIVE OF FORD.			
THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, OTHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME POINT AND LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR REPAIRS, OR ANY OTHER INCIDENTAL DAMAGES.			
WARRANTY INFORMATION			
All new parts on the face side hereof are covered by a manufacturer's warranty, copies of which are available through the selling dealer. There are no other warranties applicable to the parts or service furnished in this repair. The dealer is not party to any such manufacturer's warranty.			
PARTS & SERVICE HOURS:			
MONDAY - THURSDAY			
7:00 AM - 6:00 PM			
FRIDAY			
7:00 AM - 6:00 PM			
Saturday			
8:00 AM - 1:00 PM			
RENTALS AVAILABLE BY APPOINTMENT			
PARTS DIRECT			
1-800-398-6769			
SALES HOURS:			
MONDAY - FRIDAY			
9:00 AM - 6:00 PM			
Saturday			
9:00 AM - 5:00 PM			
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safro

Safro Ford

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1000 EAST SUMMIT AVE. OCONOMOWOC, WI 53066-3961

PHONES 1-800-564-5574 OCONOMOWOC (262) 567-5574

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CONSUMER NO.	GARUS	916	09/16/15
EXPIRATION NO.	45,456	OXFORD WHT/	
YEAR/MAKE/MODEL	13/FORD/FOCUS/5DR HB SE	DELIVERY DATE	03/07/13
VEHICLE ID NO.	1FADP3K26D1	DELIVERY MILES	50
PT. E. NO.		DELIVERY DATE	09/14/15
PT. O. NO.		PRODUCTION DATE	
MO: 45500			

JOB# 1 CHARGES

LABOR

W 1 3010201AS SHUDDER DIAGNOSTICS TECH(S) 1668 WARRANTY

CUST STATES THE VEHICLE SHUDDERS FROM A STOP SIGN WHEN ACCELERATING - C/A
 VERIFIED CONCERN - WE COMPLETED DIAGNOSIS AND FOUND TSB 15-0120 APPLIES. COMPLETED POWERTRAIN CONTROL MODULE AND TRANSMISSION CONTROL MODULE REPROGRAMMING TO THE MOST UPDATED PROGRAMS. COMPLETED ADAPTIVE RELEARN PROCEDURE - STILL EXCESSIVE - 281 RPM MEASURED. WILL NEED TO REPLACE THE CLUTCH - SEE LINE BELOW

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCUS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

W 2 306028CLUTCH CLUTCH REPLACEMENT TECH(S) 1668 WARRANTY

TECH CONFIRMED CLUTCH HAS EXCESSIVE SLIPPAGE. 281 RPM RELATED TSB 15-0120
 REMOVED TRANSMISSION ASSM. REPLACED CLUTCH ASSM. WITH SAME PART NUMBER AS LAST REPAIR. ALSO REPLACED THE TRANSMISSION INPUT SHAFT SEAL. COMPLETED ADAPTIVE RELEARN PROCEDURE - TEST DRIVE - ALL OK AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	BV6Z-7B546-F	CLUTCH ASSY		
	1	EV6Z-7052-A	SEAL ASSY - OIL		
TOTAL - PARTS					0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
			09/16/15	RENTAL	
TOTAL - SUBLET					0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCUS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

W 3 10102000 DIAGNOSTICS TECH(S) 1668 INTERNAL

CUST STATES THE CHECK ENGINE LIGHT WAS ON. AND THE VEHICLE SLOWED DOWN ABRUPTLY. FELT LIKE TOWING A TRAILER THEN WOULD GO BACK TO NORMAL SPEED - CHECK ENGINE LIGHT IS OFF NOW
 SCANNED COMPUTER. WE FOUND STORED CODE P0902 - CIRCUIT FAULT - TRANSMISSION CLUTCH SOLENOID
 AFTER CLEARING CODE AND ROAD TESTING 20 MILES AFTER CLUTCH REPLACEMENT NO CODES CAME BACK. CHECKED RELATED CIRCUIT AND OK AT THIS TIME. PER CUST REQUEST, WE RAN VEHICLE (IDLING) FOR 60 MINUTES AND ROAD TESTED ANOTHER 24 MILES. NO CHECK ENGINE LIGHT ON, VEHICLE PERFORMING AS DESIGNED.

SALES TOTAL	ALLOWANCE	SALES TAX	SALES FEE
CHECKS (APPROPRIATE BOX)			
☐ CASH	☐ CREDIT CARD	☐ CHECK	☐ OTHER
Authorized signature and date			
ACKNOWLEDGE RECEIPT OF THE ABOVE INFORMATION			
THIS COPY MUST BE RETURNED FOR AN INQUIRY			
PROD. RATE %	DEALER PARTS	PROD. RATE %	
TOTAL LABOR	TOTAL CLAIM	P & A CODE	2011-E

ON BEHALF OF SERVICES DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE. UNLESS OTHERWISE STATED, 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 DAMAGED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 10 YEARS FROM THE DATE OF PAYMENT/NOTIFICATION AT THE SERVICES DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS ALONG SERVICES. DEALER SHALL NOT BE ENTITLED TO RECOVERY FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, LOSS OF PROFITS, OR ANY OTHER INCIDENTAL DAMAGES.

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SAFRO FORDS - 1-800-564-5574 - Form 15 (1-15)



Safro Ford

(A FORD OF OCONOMOWOC LLC COMPANY)
1000 EAST SUMMIT AVE. OCONOMOWOC, WI 53066-3961
PHONES 1-800-564-5574 OCONOMOWOC (262) 567-5574
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CUSTOMER P. NO.	APPROVE GARUS	SAC NO.	916	ISSUED DATE	09/16/15	ISSUE P. NO.
	VEHICLE NO.	45,456	COLOR	OXFORD WHT/		
OCONOMOWOC, WI	YEAR MAKE / MODEL	13/FORD/FOCUS/SDR HB SE	DELIVERY DATE	03/07/13	DELIVERY MILE	50
	VEHICLE P.D. NO.	1 FAD P3 K2 6 D1	SELLING DEALER NO.		PRODUCTION DATE	
NONE	P.T.E. NO.		P.O. DATE	09/14/15		
	COMMENTS					

MO: 45500

JOB# 3 TOTALS
JOB# 3 JOURNAL PREFIX FOCUS JOB# 3 TOTAL 0.00ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)COMMENTS
RENTAL
DELETED OPERATION(S)
07F02 SAFETY RECALLTECHNICIAN CERTIFICATION
668 JASON HORNATH 6/04

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMEX XPRESS [] OTHER [] A/R CHARGE *
*****TOTAL LABOR 0.00
TOTAL PARTS 0.00
TOTAL SUBLET 0.00
TOTAL G.O.G. 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

BUY TOTAL	ALLOWANCE	PLATE PRICE DFT	LESS POC
ENTER D-I APPROPRIATE BOX			
☐ EXHIBIT	☐ DISCOUNT	☐ FISCAL	☐ FISCAL
APPROVE SIGNATURE AND DATE			
INCOMING RECEIPT OF THE FOLLOWING LISTED BELOW			
THIS COPY MUST BE RETURNED FOR ADJUSTMENT			
PRO DATA %	TOTAL PARTS	PRO DATA %	
TOTAL LABOR	TOTAL CLAIM	P & A CODE	

ON BEHALF OF SELLING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE. UNLESS OTHERWISE SPECIFIED, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REQUIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CORRECTED IN ANY WAY WITH ANY AGREEMENT, ACKNOWLEDGE OR NOTICE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 10 YEARS FROM THE DATE OF PAYMENT NOTIFICATION AT THE SELLING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, OTHER THAN THE LIMITED WARRANTY, WHICH ARE AVAILABLE TO THE BUYER OF THE VEHICLE FOR A PERIOD OF 10 YEARS FROM THE DATE OF PAYMENT NOTIFICATION AT THE SELLING DEALER. THE SELLER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

WARRANTY INFORMATION
All new parts on the face side hereof are covered by a manufacturer's warranty, copies of which are available through the selling dealer. There are no other warranties applicable to the parts or service furnished in this repair. The dealer is not party to any such manufacturer's warranty.

PARTS & SERVICE HOURS:
MONDAY - THURSDAY
7:00 AM - 6:00 PM
FRIDAY
7:00 AM - 6:00 PM
Saturday
8:00 AM - 1:00 PM
RENTALS AVAILABLE BY APPOINTMENT
PARTS DIRECT
1-800-388-5788

SALES HOURS:
MONDAY - FRIDAY
9:00 AM - 8:00 PM
Saturday
9:00 AM - 5:00 PM

Motor vehicle repair trade practices are regulated by Chapter ATCP 152, Wis. Admin. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 5811, Madison, Wisconsin 53705-5811.



safro

Safro Ford

(A FORD OF OCONOMOWOC LLC COMPANY)

1000 EAST SUMMIT AVE. OCONOMOWOC, WI 53066-3961
PHONES 1-800-564-5574 OCONOMOWOC (262) 567-5574

www.safro.com



CUSTOMER NO. [REDACTED]		ADVISOR JAMES LANCELLO		PHONE 877 [REDACTED]	PERFORM DATE 11/12/14	TECHNICIAN [REDACTED]
[REDACTED]		[REDACTED]		SALE PRICE 33,958	COLOR OXFORD WHT/	[REDACTED]
OCONOMOWOC, WI [REDACTED]		YEAR / MAKE / MODEL 13/FORD/FOCUS/5DR HB SE		DELIVERY DATE 03/07/13		SALE PRICE 50
NONE		VEHICLE I.D. NO. 1FADP3K26DL [REDACTED]		BILLING DEALER NO.		PRODUCTION DATE
[REDACTED]		P.E. NO.		P.O. NO.	R.G. DATE 11/10/14	
COMMENTS						
NO: 33972						

PROGRAM CODE TAP1 TAP1 B2 DAYS USED		SUBLET - DO# - VEND INV# - INV DATE - DESCRIPTION		TOTAL - SUBLET		WARRANTY
		11/12/14 RENTAL				0.00
JOB# 4 TOTALS		JOB# 4 JOURNAL PREFIX FOC5 JOB# 4 TOTAL				0.00
ESTIMATE						
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING						
ORIGINAL ESTIMATE OF \$0.00 (+TAX)						
TECHNICIAN CERTIFICATION						
668 JASON HENWATH 6/04						
TOTALS						

* [] CASH [] CHECK CK. NO. []						
* [] VISA [] MASTERCARD [] DISCOVER						
* [] AMER XPRESS [] OTHER [] A/R CHARGE						

TOTAL LABOR... 0.00						
TOTAL PARTS... 21.69						
TOTAL SUBLET... 0.00						
TOTAL G.O.G... 0.00						
TOTAL MISC CHG... 0.00						
TOTAL MISC DISC... 0.00						
TOTAL TAX... 1.11						
TOTAL INVOICE \$ 22.80						
THANK YOU FOR YOUR BUSINESS!!						
CUSTOMER SIGNATURE						
***** DUPLICATE INVOICE *****						
OCONOMOWOC						

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN 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 REQUIRED OR REPLACED UNDER THIS CLAIM HAS BEEN CORRECTED OR MAY BE NEARLY CORRECTED. BUSINESS OR HOUSEHOLD SUPPORTING THIS CLAIM ARE AVAILABLE FOR 10 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.	
THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, OTHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND FURTHER AGREES NOT TO AUTHORIZE ANY OTHER PERSON TO ASSUME FURTHER LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICE. OWNER SHALL NOT BE ENTITLED TO RECOVERY FROM THE SERVING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.	
WARRANTY INFORMATION All new parts on the face of this invoice are covered by a manufacturer's warranty, copies of which are available through the selling dealer. There are no other warranties applicable to the parts or service furnished in this repair. The dealer is not party to any such manufacturer's warranty.	
PARTS & SERVICE HOURS: MONDAY - THURSDAY 7:00 AM - 6:00 PM FRIDAY 7:00 AM - 5:00 PM Saturday 8:00 AM - 1:00 PM RENTALS AVAILABLE BY APPOINTMENT PARTS DIRECT 1-800-388-6789	
SALES HOURS: MONDAY - FRIDAY 9:00 AM - 8:00 PM Saturday 9:00 AM - 5:00 PM	
Motor vehicle repair trade practices are regulated by Chapter ATCP 132, Wis. Admin. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8811, Madison, Wisconsin 53708-8811.	



**Department of Agriculture,
Trade and Consumer Protection**

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

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NATIONAL HIGHWAY TRAFFIC
SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

Defects
AM

206046073

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