

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Log ID 22796 - FW: Cosumer documentation - ODI #10783053 / 2013 FORD FOCUS
Date: Friday, October 23, 2015 12:41:16 PM
Attachments: [August 15 2015 Front wheel bearing noise Invoice Focus 201310202015.pdf](#)
[CPO Contract Details Focus 201310202015.pdf](#)
[CPO Contract Focus 201310202015.pdf](#)
[CPO Contract Invoice Focus 201310202015.pdf](#)
[January 1 2015 Clutch Invoice Focus 201310202015.pdf](#)
[Sales Contract Focus 201310202015.pdf](#)
[September 26 2015 TCM and Front wheel bearing noise Invoice Focus 201310202015.pdf](#)
[September 2015 TCM and and clutch warranty update Focus 201310202015.pdf](#)
Importance: High

From: Montanari, Robert CTR (VOLPE) **On Behalf Of** Artemis HelpDesk (VOLPE)
Sent: Friday, October 23, 2015 9:20 AM
To: Wells, Cynthia CTR (NHTSA)
Cc: Yon, Scott (NHTSA); Reid, Randy (NHTSA); Hailu, Yenenesh CTR (NHTSA)
Subject: Log ID 22796 - FW: Cosumer documentation - ODI #10783053 / 2013 FORD FOCUS
Importance: High

This one is for you – additional documentation (8 pdf documents) for ODI #[10783053](#)..

Thanks,
Bob

From: Silletti, Andrew CTR (VOLPE)
Sent: Friday, October 23, 2015 7:39 AM
To: Artemis HelpDesk (VOLPE) <Artemis@dot.gov>
Subject: FW: Cosumer documentation - ODI #10783053 / 2013 FORD FOCUS
Importance: High

From: [REDACTED]
Sent: Thursday, October 22, 2015 8:06 PM
To: donotreplyodi (VOLPE) <donotreplyodi@dot.gov>
Subject: RE: Complaint #10783053 Involving 2013 Ford Focus
Importance: High

Please find attached documentation regarding the above complaint #10783053.

Currently, the car is back at the Sound Ford dealer since Thursday, October 15th 2015 for clutch and bearing noise issue. The clutch needs to be replaced again but will take 4 to 6 weeks due to clutch part not being available because of high demand. The bearing noise problem is being addressed now as a tire issue. Ford believes the Cooper tires are “out of round”. I am supposed to get an update later this week.

There was an issue with covering the cost of a rental car as I feel the car is unsafe to drive due to the transmission problems. Currently Ford is covering under my extended warranty agreement. Not sure why it is not covered under the extended regular factory agreement for the clutch (7 years or 100,000 miles).

Thank you,

[REDACTED]

From: U.S. DOT National Highway Traffic Safety Administration [<mailto:donotreplyodi@dot.gov>]

Sent: Saturday, October 17, 2015 12:34 AM

To: [REDACTED]

Subject: Thanks for Letting Us Know About Your Vehicle

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [10783053](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at www.SaferCar.gov with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST (Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)

- Email: <http://www.nhtsa.gov/Contact>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit SaferCar.gov, and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)

CUSTOMER #: [REDACTED]

INVOICE



101 S.W. GRADY WAY

RENTON, WA 98057

(425) 235-1000

DIRECT SERVICE LINE (425) 277-1345

www.soundford.com

BELLEVUE, WA [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 8272 Stinson Deanne

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	13	FORD FOCUS	1FADP3K2XDL [REDACTED]		36005/36005	T3437

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15AUG15 DD		15AUG2015	17:00 15AUG15		130.00	CASH	15AUG15

R.O. OPENED	READY	OPTIONS:
10:47 15AUG15	16:24 15AUG15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES HEARING A NOISE COMING FROM THE FRONT END WHEN
ACCELERATING DOESNT MATTER IF HOT OR COLD TEST DROVE WITH TECH
SOUNDS LIKE DRIVERS SIDE WHEEL BEARING C/A

CAUSE: .

94 94

8351 W

(N/C)

1 CV6Z*1215*A 511160BRG11 BEARING ASY - WHEEL

HUB

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

002847

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

VERIFIED CUSTOMER CONCERN. FOUND FRONT DRIVER SIDE WHEEL BEARING
WORN OUT. RECOMMEND NEW WHEEL BEARING. REPLACED WHEEL BEARING. RETEST
DROVE VEHICLE NOISE GONE. HEAR ROAD NOISE ONLY

B PERFORM MULTI POINT INSPECTION

15FOZ99P PERFORM MULTI POINT INSPECTION

8186 IMPI

(N/C)

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

MPI

Service Advisor Anthony
will call 8/19/15

Called 8/18/15 @ 4:10pm Explained noise still being heard.

EXCLUSION OF WARRANTIES	A minimal charge has been added where applicable to your repair order for the disposal of or use of materials, chemicals or wastes.	Completely Satisfied is our Goal!	DESCRIPTION	TOTALS
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.	Thank You!	Thank you for this opportunity to service your vehicle. We take customer satisfaction extremely seriously and it is our goal for you to be Completely Satisfied with the service on your Vehicle. If for any reason you are not Completely Satisfied with your service visit, please contact Travis Snyder, Service Manager at (425) 277-1345	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
X _____			CUSTOMER SIGNATURE	

BUYERS GUIDE

IMPORTANT: Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

Ford Focus SE Hatchback 2013 1FADP3K2XD1 [REDACTED]
VEHICLE MAKE MODEL YEAR VIN NUMBER
P8805
DEALER STOCK NUMBER (OPTIONAL)

WARRANTIES FOR THIS VEHICLE:



AS IS - NO WARRANTY

YOU WILL PAY ALL COSTS FOR ANY REPAIRS. The dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.



WARRANTY

- ☐ FULL ☒ **LIMITED WARRANTY.** Ford Motor Company will pay 100 % of labor and 100 % of the parts for the covered systems that fail during the warranty period less a \$100 deductible per eligible repair visit.* Ask the dealer for a copy of the warranty document for a full explanation of warranty coverage, exclusions, and the dealer's repair obligations. Under state law, "implied warranties" may give you even more rights.

SYSTEMS COVERED: FORD CERTIFIED PRE-OWNED LIMITED WARRANTY.

POWERTRAIN LIMITED WARRANTY COMPONENTS:

ENGINE: All Internal Lubricated Parts, Cylinder Block, Cylinder Heads, Flywheel, Manifold (Exhaust and Intake), Manifold and Bolts, Oil Pan, Oil Pump, Seals and Gaskets, Thermostat, Thermostat Housing, Timing Chain Cover, Timing Chain (Gears or Belt), Turbocharger/Supercharger Unit (Factory-installed), Valve Covers, Water Pump.

TRANSMISSION: All Internal Parts, Seals and Gaskets, Torque Converter, Transfer Case (Including All Internal Parts), Transmission Case.

REAR-WHEEL DRIVE: Axle Shafts, Bearings (Front and Rear), Drive Axle Housing (And Front Axle Housing for 4x4) Including All Internal Parts, Driveshaft, Retainers, Seals and Gaskets, Universal and Constant Velocity Joints.

FRONT-WHEEL DRIVE: Axle Shafts, Bearings (Front and Rear), Final Drive Housing (And Rear Axle Housing for AWD) Including All Internal Parts, Hubs Automatic Front Locking (Four-wheel Drive), Locking Rings (Four-wheel Drive), Seals and Gaskets, Universal and Constant Velocity Joints.

COMPREHENSIVE LIMITED WARRANTY COMPONENTS:

Covers 1000+ Components. See reverse side for component listing.

DURATION:

POWERTRAIN LIMITED WARRANTY:

7 years from the original new vehicle limited warranty start date or up to 100,000 miles on the odometer, whichever comes first.

COMPREHENSIVE LIMITED WARRANTY:

12-months or 12,000 miles from the expiration of the New Vehicle Bumper-to-Bumper Limited Warranty, or the date of vehicle purchase, whichever comes later.

*This warranty carries a \$100 deductible per eligible repair visit which is the responsibility of purchaser. Please ask to see our limited warranty for all the details.

- ☐ **SERVICE CONTRACT.** A service contract is available at an extra charge on this vehicle. Ask for details as to coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of the time of sale, state law "implied warranties" may give you additional rights.

PREPURCHASE INSPECTION: ASK THE DEALER IF YOU MAY HAVE THIS VEHICLE INSPECTED BY YOUR MECHANIC EITHER ON OR OFF THE LOT.

SEE THE BACK OF THIS FORM for important additional information, including a list of some major defects that may occur in used motor vehicles.

FOCUS

2013 5-DR HATCHBACK SE
5-PASSENGER
2.0L I4 GDI ENGINE
6-SPD AUTO TRANSMISSION
EXTERIOR: INGOT SILVER METALLIC
INTERIOR: CHARCOAL BLACK LEATHER SEAT
VIN: 1FADP3K2XDL [REDACTED]
STOCK#: [REDACTED]
MILEAGE AT CERTIFICATION: 28,882

SE APPEARANCE PACKAGE
FOG LAMPS
LTHR WRAPPED STEERING WHEEL
GEAR KNOB - LEATHER
PERIMETER ALARM
SIRIUS SATELLITE RADIO
AMBIENT INTERIOR LIGHTING

OPTIONAL EQUIPMENT

- SELECT SHIFT (SST)
- 6-SPD AUTO TRANSMISSION
- 50 STATE EMISSIONS
- POWER MOONROOF
- PZEV EMISSIONS

MARYSVILLE FORD
3520 136TH STREET NE
MARYSVILLE, WA

Factory-trained technicians have thoroughly inspected and reconditioned this vehicle to meet the stringent Certified Pre-Owned standards.

Benefits include:

➤ **7-year/100,000-mile* Powertrain Limited Warranty Coverage**

*Whichever comes first

➤ **12-month/12,000-mile* Comprehensive Limited Warranty Coverage**

*Whichever comes first

➤ **172-point Vehicle Inspection**

➤ **Vehicle History Report**

➤ **24-Hour Roadside Assistance**

➤ **3-month SiriusXM introductory subscription****

**Ask dealer for details



Call 1-877-837-6673 at time of delivery to activate.

Ask your salesperson about financing and Ford Extended Service Plan options available exclusively for Certified Pre-Owned vehicles.

05/12/20 OR UP TO A
TOTAL OF 100,000 MILES

\$18,986

29830



P.O. Box 3469
ARLINGTON, WA 98223-3469
3520-136th N.E.
MARYSVILLE, WA 98271
360-659-4000
1-800-729-7603

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	JULI RAUBER	48094 8805	08/25/14	
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
			28,882	SILVER/
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	13/FORD/FOCUS/5DR HB SE			28,882
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1 F A D P 3 K 2 X D L			
	F.T.E. NO.	P.O. NO.	R.O. DATE	
			08/21/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 28889

JOB# 1 CHARGES-----

LABOR-----

J# 1 99FOZUSEDLOF USED CAR LOF TECH(S):49046 INTERNAL
USED CAR LOF
LOF

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 FL-910S FILTER ASY - 0 INTERNAL
TOTAL - PARTS 0.00

G.O.G. & SUPPLIES-----
5.0 5W20 @ /UNIT INTERNAL
TOTAL - GOG 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 80FOZ04 CERTIFIED SAFETY TECH(S):49046 INTERNAL
PERFORMED CERTIFIED SAFETY INSPECTION
INSPECTION COMPLETED, SEE ATTACHED SHEET

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 BM5Z-17C526-A CAP - WIPER AR INTERNAL
TOTAL - PARTS 0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

J# 3 90FOZ09 USED DETAIL CAR TECH(S):48514 INTERNAL
USED VEHICLE DETAIL.
USED VEHICLE DETAIL COMPLETE.

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00

COMMENTS-----

ORDERED WIPER COVER TRIM PIECE

THANK YOU FOR THE OPPORTUNITY TO SERVE YOU AND YOUR VEHICLE TODAY. IF YOU HAVE ANY CONCERNS WITH TODAY'S REPAIRS PLEASE CALL YOUR SERVICE ADVISOR AS SOON AS POSSIBLE. THANK YOU AGAIN

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller, MARYSVILLE FORD, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. The Seller, MARYSVILLE FORD, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

The information contained on the estimate, worksheet and/or repair order is incorporated herein by reference.

TERMS

NO RETURNS ON ELECTRICAL OR SPECIAL ORDER ITEMS.

A 20% RESTOCKING CHARGE WILL BE APPLIED ON ALL MERCHANDISE RETURNED FOR CREDIT.

NO RETURNS AFTER 30 DAYS.

SHOP SUPPLIES

THIS IS A SURCHARGE TO REPAIR LABOR TO COVER NON-ITEMIZED PARTS AND SUPPLIES AND DISPOSAL OF NORMAL AMOUNTS OF REGULATED WASTE PRODUCTS.

SERVICING YOUR VEHICLE REQUIRES THE USE OF SMALL AMOUNTS OF NUMEROUS CHEMICALS AND SUPPLIES. IT ALSO INVOLVES THE GENERATION OF WASTES THAT MUST BE DISPOSED OF IN STRICT COMPLIANCE WITH STATE AND FEDERAL REGULATIONS. WE SUPPORT THESE REGULATIONS AND BELIEVE OUR CUSTOMERS DO AS WELL. TO REDUCE PAPERWORK AND EXPENSE TO YOU, WE HAVE STREAMLINED THE COST OF THESE SUPPLIES AND COMPLIANCE INTO THE SHOP SUPPLIES CHARGE. SOME OF THE NON-ITEMIZED SUPPLIES: WELDING GASES AND RODS, TAPE, SOLVENT RAGS, SILICONES, CLEANERS, SOLDER, CAULK, SEALERS, SANDPAPER, DRILL BITS, SAW BLADES, ETC.

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 (DATE)
OR AUTHORIZED PERSON

CUSTOMER #:

AutoNation

AutoNation Ford Bellevue

INVOICE

411 - 116th AVENUE N.E.

BELLEVUE, WASHINGTON 98004

Phone: (425) 454-2454

FAX: (425) 454-2688

WA

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 8482 BRIAN NECKITA

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
SILVER	13	FORD FOCUS		1FADP3K2XDL			29530/29530		T8942
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN14 IS									
01JAN14 DD		01JAN2014	13:54	03NOV14		134.97	CASH	05NOV14	
R.O. OPENED		READY		OPTIONS: DLR		ENG:2.0 Liter GDI			

08:16 03NOV14 15:36 05NOV14

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S THE TRANSMISSION IS SHUTTERING WHEN ACCELERATING. ADVISE
CAUSE: .

07 TRANSMISSION

9563 WF

1 BV6Z*7B546*F CLUTCH KIT

1 EV6Z*7052*A SEAL KIT

2 XT*11*QDC TRANS FLUID

(N/C)

(N/C)

(N/C)

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

002055

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

VERIFIED CUSTOMER COMPLAINT. UPDATED PCM/TCM TO LATEST CALIBRATION.
PERFORMED PINPOINT TEST AND FOUND SHUDDER PRESENT AT 280RPM. REMOVED
TRANSMISSION AND CLUTCH ASSEMBLY. UNDER BODY ENGINE SUPPORT TOOL IN USE
BY ANOTHER TECHNICIAN. NO FLUID LEAKS PRESENT. REPLACED BOTH INPUT
SHAFT SEALS WITH UPDATED SEALS. INSTALLED NEW CLUTCH ASSEMBLY.
REINSTALLED TRANSMISSION AND PERFORMED ADAPTIVE LEARNING. TEST DRIVE
ALL OK

B C/S THE CENTER CONSOLE SEEMS TO BE LOOSE. ADVISE
CAUSE: .

30 MENU

9563 WF

1 CV6Z*5806024*DA DOOR ASY - GLOVE COMPARTMENT

(N/C)

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

002055

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

VERIFIED CUSTOMER COMPLAINT. FOUND RUBBER STOPPERS FOR CONSOLE ARM
REST LID ARE MISSING. RUBBER STOPPERS ARE ONLY AVAILABLE FOR
REPLACEMENT WITH THE ARM REST LID ITSELF PER PACO... REPLACED ARM REST
LID, RETEST ALL OK

The information contained on the estimate, worksheet and/or repair order is incorporated herein by reference.

TERMS

NO RETURNS ON ELECTRICAL OR SPECIAL ORDER ITEMS.
A 15% RESTOCKING CHARGE WILL BE APPLIED ON ALL MERCHANDISE RETURNED FOR CREDIT.
NO RETURNS AFTER 15 DAYS.
NO RETURNS WITHOUT THE INVOICE.
REFUND ON PURCHASES PAID BY CHECK ARE REFUNDED AFTER THE CHECK CLEARS.
ALL SPECIAL ORDER PARTS MUST BE PREPAID AND MAY NOT BE CANCELLED.

*Thank You***DISCLAIMER OF WARRANTIES**

The only warranties applying to this part(s) are those which may be offered by the manufacturer. AUTONATION FORD BELLEVUE 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 this part(s) and/or service. Buyer shall not be entitled to recover from AUTONATION FORD BELLEVUE any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

YOUR SATISFACTION IS OUR GOAL

Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; if not, please tell us immediately. OUR GOAL IS THAT YOU WILL "DEFINITELY" RECOMMEND FORD OF BELLEVUE AS A PLACE TO PURCHASE AND SERVICE A VEHICLE.

A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF ENVIRONMENTAL WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC.

CUSTOMER SIGNATURE

DESCRIPTION**TOTALS**

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

RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

Dealer Number 0659 Contract Number _____

Buyer Name and Address (Including County and Zip Code) [REDACTED] BELLEVUE WA [REDACTED]	Co-Buyer Name and Address (Including County and Zip Code) [REDACTED] BELLEVUE WA [REDACTED]	Creditor-Seller (Name and Address) MARYSVILLE FORD 3520 136TH ST. NE MARYSVILLE WA 98270
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You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below, as explained in section 1 on the back. The Truth-In-Lending Disclosures below are part of this contract.

New/Used/Demo	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2013	FORD FOCUS	29406	1FADP3K2XD[REDACTED]	☐ Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
2.49 %	\$ 332.80	\$ 5000.00	\$ 5332.80	\$ 9442.98 \$ 14775.78
Your Payment Schedule Will Be:				
Number of Payments	Amount of Payments	When Payments Are Due		
60	88.88	Monthly beginning 12/27/2014		
Or As Follows: N/A				
N/A				
N/A				
Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of \$ 5 or 5 % of the part of the payment that is late, whichever is greater.				
Prepayment. If you pay off all your debt early, you will not have to pay a penalty.				
Security Interest. You are giving a security interest in the vehicle being purchased.				
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.				

ITEMIZATION OF AMOUNT FINANCED	
1 Cash Sale Price	
Vehicle Cash Price	\$ 12986.00
Other	\$ N/A
Other	\$ N/A
Other	\$ N/A
Other	\$ N/A
Other	\$ N/A
Sales Tax	\$ 1181.73
Documentary Service Fee (THE DOCUMENTARY SERVICE FEE IS A NEGOTIABLE FEE. Documentary service fees are not required by the state of Washington.)	\$ 150.00
Total Cash Sale Price	\$ 14317.73 (1)
2 Total Downpayment =	
Trade-in (Year) (Make) (Model)	\$ N/A
Gross Trade-In Allowance	\$ N/A
Less Payoff Made By Seller	\$ N/A
Equals Net Trade In	\$ 9442.98
+ Cash	\$ N/A
+ Other	\$ N/A
(If total downpayment is negative, enter "0" and see 4H below)	\$ 9442.98 (2)
	\$ 4874.75 (3)
3 Unpaid Balance of Cash Price (1 minus 2)	
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	
A Cost of Optional Credit Insurance Paid to	

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose subject to our approval of your choice as the law allows. You are not required to buy any other insurance to obtain credit.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:
Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

Insurance Company Name N/A

Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance

☐ N/A N/A
Type of Insurance Term

Premium \$ N/A
Insurance Company Name N/A

Home Office Address N/A

☐ N/A N/A
Type of Insurance Term

Premium \$ N/A
Insurance Company Name N/A

Home Office Address N/A



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121



BELLEVUE, WA

September 2015

Software Update Program 15B22
Customer Satisfaction Program 14M02
Programa de actualización de software 15B22
Programa de satisfacción del cliente 14M02

2013 Focus

Your Vehicle Identification Number (VIN): 1FADP3K2XD

At Ford Motor Company, we are not only committed to building high quality, dependable products, but also building a community of happy, satisfied customers. To demonstrate that commitment, we are providing you with both a software update and a no-charge extended coverage for the transmission control module (TCM) for your vehicle with the VIN shown above.

Why are you receiving this notice?

On your vehicle with the VIN shown above, the TCM may experience electrical circuit failures causing intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power. If this condition is present and the transmission control module has not been updated with the latest software, these symptoms may become progressively worse and your vehicle may not provide a visual warning of the failure.

What will Ford and your Dealer do?

For your peace of mind, Ford Motor Company has developed new software that will alert the driver of a possible TCM circuit failure before symptoms progress. Ford Motor Company has authorized any Ford/Lincoln dealer to update the software in your TCM free of charge (parts and labor).

This Software Update Program will be in effect until July 31, 2016 regardless of mileage. Coverage is automatically transferred to subsequent owners.

What should you do?

Please call your dealer without delay and request a service date for Software Update Program 15B22. Provide the dealer with the VIN of your vehicle, which is near the beginning of this letter.

What will the improved software do?

The improved software will continuously monitor the TCM and provide advance notification, resulting in a "Check Engine" light if the TCM isn't operating properly. This improved fault detection and overt warning will help ensure the vehicle operator is alerted to potential issues with the TCM.

What won't the software update do?

The new TCM software update will not change the normal shift characteristics of your vehicle's transmission and will not have an effect on fuel economy.

How long will it take?

The time needed to install the updated software in your vehicle is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Your vehicle may also require diagnosis to determine if the TCM has failed and parts need to be ordered.

Should your vehicle require additional service, what will Ford and your dealer do?

Ford Motor Company has also extended the warranty coverage on the TCM to 10 years or 150,000 miles from the warranty start date, whichever occurs first. If your vehicle's TCM requires replacement and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized any Ford/Lincoln dealer to replace the TCM free of charge (parts and labor).

If your vehicle has already exceeded mileage limits listed above, coverage under 14M02 will last through October 31, 2015. Coverage is automatically transferred to subsequent owners.

Is this different than the previous letter you received?

You may have previously received a letter(s) regarding additional coverages on your Powershift Automatic Transmission. The reference guide below can help you better understand the available warranty coverage for your transmission.

Reference Guide to Understanding Powershift Automatic Transmission Warranty Coverage

COVERAGES (Coverage expires when time or mileage limit is reached)	3 yrs. 36,000 MILES	5 yrs. 60,000 MILES	7 yrs. 100,000 MILES	10 yrs. 150,000 MILES
New Vehicle Warranty Coverage				
New Vehicle Powertrain Warranty Coverage				
Transmission Clutch Shudder and Input Shaft Seals only 14M01 Extended Warranty (Vehicles built before June 6, 2013)			14M01	
Transmission Control Module only Emissions Warranty and 14M02 Extended Warranty	Emissions Warranty Coverage*			14M02

*Transmission Control Module may be covered under 8 years/80,000 miles Emissions Warranty. Always consult the Part Coverage tool on OASIS for each vehicle to verify eligible coverage.

Have you previously paid for this repair?

If you paid to have service done on your TCM before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to TCM replacement. To verify eligibility and expedite reimbursement, give the original receipt from the repair to your dealer before October 31, 2015. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate that you are the current owner.

CUSTOMER #: [REDACTED]

INVOICE



101 S.W. GRADY WAY
RENTON, WA 98057
(425) 235-1000

DIRECT SERVICE LINE (425) 277-1345
www.soundford.com

BELLEVUE, WA [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 8295 ALEXIS J OJEDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	13	FORD FOCUS	1FADP3K2XDI [REDACTED]		37200/37200	T4157	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15AUG15 DD		15AUG2015	17:00 26SEP15		130.00	CASH	26SEP15
R.O. OPENED		READY		OPTIONS:			
08:30 25SEP15		16:19 26SEP15					

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

A C/S THERE IS A NOISE FROM THE FRONT END SOUNDS LIKE A WHEEL BEARING
AROUND 30MPH NOISE IS CONSTANT DOES NOT CHANGE WHEN TURNING
LEFT OR RIGHT

CAUSE: NOISE

94 DIAGNOSTIC

8243 W

1 CV6Z*3B436*G TX640 SHAFT - FRONT AXLE

1 YS4Z*3N324*AA 388012 RETAINER - BEARING

(N/C)

(N/C)

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

008108

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

PERFORMED ROTATIONAL NOISE DIAG WITH CHASSIS EARS. PERFORMED ROAD
TEST FOUND CENTER SUPPORT BEARING ON PASSENGER FRONT AXLE TO BE NOISY.
NEED TO REPLACE AND RETEST. REPLACED AND ROAD TESTED. NO NOISE AT THIS
TIME.

B PERFORM MULTI POINT INSPECTION

CAUSE: MPI

15FOZ99P PERFORM MULTI POINT INSPECTION

8243 IMPI

(N/C)

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

MPI

C 15B22 TRANSMISSION CONTROL MODULE REPROGRAMMING FOR OVERT TCM FAILURE
WARNING

CAUSE: RECALL

91 RECALLS

8243 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

008108

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

A minimal charge has been added where applicable to your repair order for the disposal of or use of materials, chemicals or wastes.

Completely Satisfied is our Goal!

Thank you for this opportunity to service your vehicle. We take customer satisfaction extremely seriously and it is our goal for you to be Completely Satisfied with the service on your Vehicle. If for any reason you are not Completely Satisfied with your service visit, please contact Travis Snyder, Service Manager at (425) 277-1345

Thank You!

X

CUSTOMER SIGNATURE

DESCRIP

LABOR AMO

PARTS AM

GAS, OIL,

SUBLET A

MISC. CH.

TOTAL CH

LESS INSUR

SALES TAX

PLEASE PAY

THIS AMOUNT

IMPORTANT NOTICE

You are going to receive an email questionnaire from Ford in a few weeks. If for any reason you cannot give us top marks on each question, please contact Travis Snyder, Service Manager. Thank You!

Sound Ford, Renton
425-235-1000 EXT. 1027
travis@soundford.com

CUSTOMER #: [REDACTED]

INVOICE



101 S.W. GRADY WAY
RENTON, WA 98057
(425) 235-1000

DIRECT SERVICE LINE (425) 277-1345
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BELLEVUE, WA

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 8295 ALEXIS J OJEDA

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
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08:30 25SEP15	16:19 26SEP15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
PERFORMED RECALL AS PER CAMPAIGN. PROGRAMMED PCM/TCM. PERFORMED CLUTCH ADAPTIVE LEARN.							



EXCLUSION OF WARRANTIES		A minimal charge has been added where applicable to your repair order for the disposal of or use of materials, chemicals or wastes.	Completely Satisfied is our Goal! Thank you for this opportunity to service your vehicle. We take customer satisfaction extremely seriously and it is our goal for you to be Completely Satisfied with the service on your Vehicle. If for any reason you are not Completely Satisfied with your service visit, please contact Travis Snyder, Service Manager at (425) 277-1345	DESCRIPTION	TOTALS
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort. <i>Thank You!</i>				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		
X _____		CUSTOMER SIGNATURE			