



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: 05-DEC-2016  
 JAN 24 2017  
 Repository   
 Reference No. 10930011

OWNER INFORMATION (Type or Print)

Name: [REDACTED]  
 Address: [REDACTED]  
 City: COLORADO SPRINGS State: CO Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]  
 Evening Telephone Number: [REDACTED]  
 E-mail Address: [REDACTED]

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: 1FADP3K26EL [REDACTED]  
 Make: FORD Model: FOCUS Model Year: 2014  
 Date Purchased: 11/19/2013 Dealer's Name and Telephone Number: Phil Long CHAPEL Hills 719-572-2200  
 Engine: No. Cylinders: 4 ? Fuel Type: GAS  
 Original Owner:  Dealer's City: Colorado Springs State: CO Zip Code: [REDACTED]  
 Transmission Type: AUTO Antilock Brakes:  Powertrain: Multiple Failure: yes Incident Date(s): 14-NOV-2016  
 Cruise Control:

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 100000 POWER TRAIN  
 Failure Mileage: 86000 Failure Speed: 75

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
 DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment:  Prior Repair:  Failure Location: [REDACTED]  
 Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
 Seat Type: [REDACTED] Installation System: [REDACTED]  
 Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
 Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: 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. THE CONTACT STATED THAT THE VEHICLE LOST POWER WHILE DRIVING 75 MPH ON THE HIGHWAY. THE CHECK ENGINE INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL WHEN THE FAILURE OCCURRED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS 86,000.

*Vehicle is still stalling at times - also if it idles for a few minutes it stalls and it takes from 30-45 minutes before it will start again. This vehicle should be on the recall list for this problem - even though the VIN # is not on list. Please see - one repair for same problem but didn't fix it. 01/23/15*

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.





\*INVOICE\*

DUPLICATE 1  
PAGE 2

1565 Auto Mall Loop  
Colorado Springs, Colorado 80920  
719-572-2200

COLORADO SPRGS, CO

HOME [REDACTED] CONF: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 729539 DANIEL WILLIAM ROT

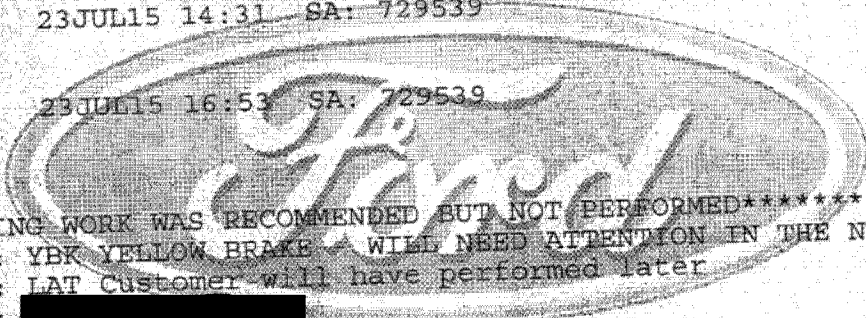
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
UJ	STERLIN 14	FORD FOCUS	1FADP3K26EL [REDACTED]		47654/47654	T5063	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19NOV13	DD		16:00 08AUG15			CHK	07AUG15
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	ENG:2.0 Liter_GDI			
14:31	23JUL15	09:34	07AUG15				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

C** CAR RENTAL							(N/C)
25	SUBLET						
		999	WAR				
SUBL RENTAL							(N/C)
		PO#46941					
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

EST: 124.95      23JUL15 14:31 SA: 729539

EST: 433.86      23JUL15 16:53 SA: 729539

ENVIRONMENTAL FEE      45.92



\*\*\*\*\*THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED\*\*\*\*\*

DESCRIPTION: YBK YELLOW BRAKE WILL NEED ATTENTION IN THE NEAR FUTURE  
 REASON DENIED: LAT Customer will have performed later  
 PERSON CONTACTED: [REDACTED]  
 COMMENTS:  
 RECOMMENDED BY: 3314 SCHREIBER      DENIAL ADDED BY: 729539 ROTTLUFF  
 LINE ASSOCIATED:      ESTIMATE: 73.51

DESCRIPTION: Tires - LF Tire Tread Depth; RF Tire Tread Depth; RF Tire Wear  
 REASON DENIED: LAT Customer will have performed later  
 PERSON CONTACTED: [REDACTED]  
 COMMENTS:  
 RECOMMENDED BY: 3314 SCHREIBER      DENIAL ADDED BY: 729539 ROTTLUFF  
 LINE ASSOCIATED:      ESTIMATE: 0.00

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	DESCRIPTION	TOTALS
WARRANTY STATEMENT AND DISCLAIMER: ANY WARRANTIES ON THE PARTS AND ACCESSORIES SOLD IN CONNECTION WITH THIS SERVICE OR REPAIR ARE THOSE MADE BY THE MANUFACTURER OR ORIGINAL SUPPLIER. ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. ALL PARTS AND ACCESSORIES ARE SOLD AND ALL SERVICES AND REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES OR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR ACCESSORIES OR ANY REPAIRS OR SERVICES PERFORMED TO THE VEHICLE.	LABOR AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	ENVIRONMENTAL FEE	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

DATE      CUSTOMER SIGNATURE      AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER COPY

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a \$1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.

PHIL LONG

**CHAPEL HILLS**  
CARS | SUVs • TRUCKS



\* INVOICE \*

DUPLICATE 1  
PAGE 3

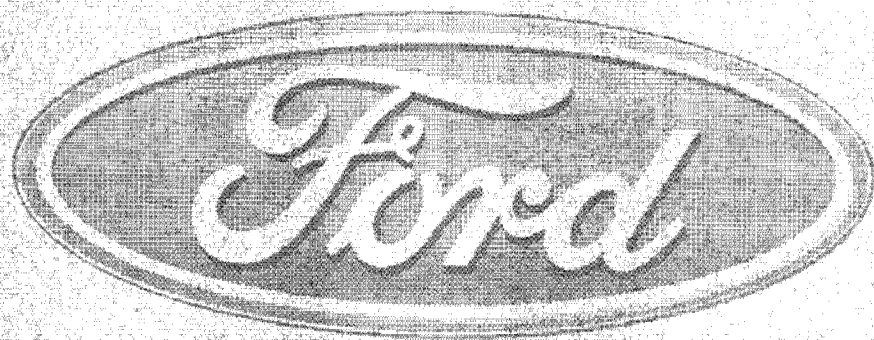
1565 Auto Mall Loop  
Colorado Springs, Colorado 80920  
719-572-2200

COLORADO SPRGS, CO  
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 729539 DANIEL WILLIAM ROT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
UJ STERLIN	14	FORD FOCUS	1FADP3K26E1 [REDACTED]		47654/47654	T5063	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19NOV13 DID			16:00 08AUG15			CHK	07AUG15
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	ENG:			
14:31 23JUL15	09:34 07AUG15	TRN:44W_A	[REDACTED]	2.0 Liter_GDI			
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
CUSTOMER WANTS	OLD	PART					

DID YOU KNOW?? We can service any make or model vehicle you own!!  
 DID YOU KNOW?? We are a Ford Presidents Award winning service department!!  
 DID YOU KNOW?? We Guarantee the LOWEST TIRE prices!!  
 Thank you for your business!!!



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By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DESCRIPTION	TOTALS
LABOR AMOUNT	196.88
PARTS AMOUNT	185.81
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENVIRONMENTAL FEE	-30.62
TOTAL CHARGES	352.07
LESS INSURANCE	0.00
SALES TAX	14.18
PLEASE PAY THIS AMOUNT	366.25

DATE \_\_\_\_\_ CUSTOMER SIGNATURE \_\_\_\_\_ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE \_\_\_\_\_  
 CUSTOMER COPY

**Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a \$1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.**