 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	U.S.C. 552 (B)(6) AGENCY USE ONLY 100148 Date Received 09-DEC-2016 MAR 27 2017	Repository <input type="checkbox"/> Reference No. 10934142
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OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City	State	Zip Code	
WOODENVILLE	WA		

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 1FADP3F23EL [REDACTED]	Make FORD	Model FOCUS	Model Year 2014
Date Purchased 4/26/14	Dealer's Name and Telephone Number Sound Ford		Engine: No: Cylinders 4
Original Owner <input checked="" type="checkbox"/>	Dealer's City Renton	State Wa	Zip Code 98057
Transmission Type power	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: transmission
		Incident Date(s) 09-MAR-2015 7/38/15 1/17/16	6/23/16

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN	Failure Mileage 21000	Failure Speed increasing speed to freeway-start

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE		
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
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				
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</i>				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	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. WHILE DRIVING AT ANY SPEED AND MERGING ONTO THE HIGHWAY, THE ACCELERATOR PEDAL WAS DEPRESSED, BUT THE VEHICLE HESITATED AND WOULD NOT ACCELERATE. THE VEHICLE WAS DIAGNOSED WITH TRANSMISSION FAILURE. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECCURED NUMEROUS TIMES. THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 21,000.

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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Car skips when adding gas to merge onto freeway.
Sometimes skips after slowing down, then speeding - like
going around sharp corner. Sometimes skips in reverse.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

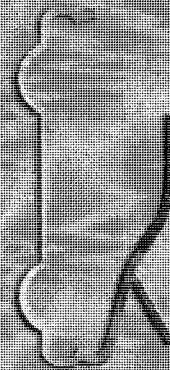
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**


**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

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

Safeford.com.gov


Cont # 10934142

NHTSA
1-888-327-4236



86377/651777/5466



WOODINVILLE, WA

October 2016

***** IMPORTANT SAFETY RECALL ***
(PROGRAMA DE SEGURIDAD IMPORTANTE)**

**Safety Recall Notice 16S30 / NHTSA Recall 16V-643
Aviso de Revisión de Seguridad 16S30**

2014 Focus

Your Vehicle Identification Number (VIN): 1FADP3F23EL [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue? In your vehicle, a side door latch may break, which may make the door difficult to latch. A door that opens while driving increases the risk of injury. Parts are not currently available to repair all vehicles.

What should you do? **If your vehicle exhibits symptoms related to side door latching,** immediately contact your dealer and request a service appointment for diagnosis and repair relating to Safety Recall 16S30. Provide the dealer with the VIN of your vehicle, which is printed near your name at the beginning of this letter.

If your vehicle does not exhibit these symptoms, Ford will notify you by mail when service parts are available, at which time a service appointment to perform this safety recall may be scheduled.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What will Ford and your dealer do? When parts are available for Safety Recall 16S30, you will be notified by Ford Motor Company via mail to schedule a service appointment with your dealer to replace your vehicle's side door latches. Parts for 16S30 are anticipated to be available to begin repairing vehicles in the second quarter 2017.

Repairs will be completed free of charge (parts and labor).

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for parts and service related to side door latch replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Do you have additional concerns?

If you are having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 16V-643.

Para asistencia en Español

Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/recall>.

Thank you for your attention to this important matter.

Ford Customer Service Division



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

Case #
[Redacted]



33149/243789/0643



WOODINVILLE, WA [Redacted]

Dr. [unclear]

August 2016

8/14/16

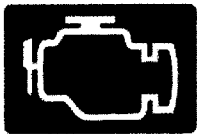
Customer Satisfaction Program 14M02
Programa de satisfacción del cliente 14M02

2014 Focus

Your Vehicle Identification Number: 1FADP3F23EL [Redacted]

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?



Service Engine Soon indicator

For your peace of mind, Ford Motor Company is extending the warranty coverage on the transmission control module (TCM). This increases the TCM warranty coverage to a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first.

NOTE: Your vehicle may exhibit symptoms of intermittent loss of transmission engagement while driving, no-start, or lack of power, usually accompanied by an illuminated Service Engine Soon indicator on the instrument cluster.

If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through June 30, 2017. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If your vehicle's TCM requires replacement and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the TCM free of charge (parts and labor).

How long will it take?

If the TCM requires replacement, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair.

What should you do? You do not need to return to your dealer for this repair unless your vehicle exhibits intermittent loss of transmission engagement while driving, no-start, lack of power, or an illuminated Service Engine Soon indicator. Please keep this letter as a reminder of the extended warranty coverage for your TCM. If your TCM requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Provide the dealer with the VIN of your vehicle and request a service date for Customer Satisfaction Program 14M02. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Have you previously paid for this repair? If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before June 30, 2017. 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.

Can we assist you further? If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. **RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Para asistencia en Español Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/recall>.

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division

CUSTOMER #:



Aug 30 '15
Clutch
replaced

INVOICE



SOUND FORD

Software update
Jan 16

101 S.W. GRADY WAY
RENTON, WA 98057
(425) 235-1000
DIRECT SERVICE LINE (425) 277-1345
www.soundford.com

PAGE 1

WOODINVILLE, WA

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

SERVICE ADVISOR: 8386 LILLIAN JUAREZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	FORD FOCUS	1FADP3F23EL [REDACTED]		15949/15949	T3175	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY14 DD			17:00 23JUN16		130.00	CASH	24JUN16
R.O. OPENED	READY	OPTIONS:		SOLD-STK: [REDACTED]			ENG: 2.0 LITER_GDI
09:48 23JUN16	09:25 24JUN16						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	GEUST	STATES	WHEN	VEHICLE	WARM	THERE	IS

A GEUST STATES WHEN VEHICLE WARM THERE IS A BAD SHUDDER ON TAKE OFF, CK AND ADVISE

CAUSE: C/S VEHICLE SHUDDERS FROM A STOP
94 94

- 8356 W (N/C)
- 1 BV6Z*7B546*F B CLUTCH ASY (N/C)
- 1 EV6Z*7052*C SEAL ASY - OIL (N/C)
- 2 PM*4*A 214019 BRAKE CLEANER (N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
008717

SUBL RENTAL PROMISED PO#16502

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	(N/C)
CONFIRMED CONCERN, PERFORMED DPS6 SHUDDER TEST FOUND SHUDDER OUT OF SPEC AT 450+RPM. REPLACED CLUTCH AND INPUT SEALS							0.00

B CUSTOMER REQUESTS GAS WORKS SAVER PACKAGE

CAUSE: GAS WORKS

92GW CUSTOMER REQUESTS GAS WORKS SAVER PACKAGE

8356 CP			19.95	19.95			
1 FL*910S* 509263BE8Z6731AB KIT - ELEMENT & GASKET - OIL F	8.33	5.00		5.00			
5 MOS 5W20 CONVEN PLUS SD	3.00	3.00		15.00			
PARTS:	20.00	LABOR:	19.95	OTHER:	0.00	TOTAL LINE B:	39.95

PERFORMED GAS WORKS FUEL SAVER PACKAGE. CHANGED OIL AND OIL FILTER. ROTATED TIRES. TOPPED OFF ALL FLUIDS.

C PERFORM MULTI POINT INSPECTION

CAUSE: MPI
15FOZ99P PERFORM MULTI POINT INSPECTION

8356 IMPI							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	(N/C)
							0.00

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.

Thank You!

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

X _____
CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

[REDACTED]



INVOICE

101 S.W. GRADY WAY
RENTON, WA 98057
(425) 235-1000
DIRECT SERVICE LINE (425) 277-1345
www.soundford.com

WOODINVILLE, WA [REDACTED]

PAGE 1

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

SERVICE ADVISOR: 8386 LILLIAN JUAREZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	FORD FOCUS	1FADP3F23EL [REDACTED]		12435/12435	T3296	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY14 DD			17:00 20JAN16		130.00	CASH	20JAN16
R.O. OPENED	READY	OPTIONS:	SOLD-STK: [REDACTED] ENG: 2.0 LITER_GDI				

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

A GUEST STATES TRANSMISSION SEEMS TO BE SLIPPING, RPMS WILL GO HIGH AND VEHICLE WILL NOT ADVANCE, CK AND ADVISE, ROAD TESTED WITH TECH 8383- GUEST HAS WARRANTY EXTENSION TCM

CAUSE:

92DIAG PERFORM DIAGNOSIS

8383 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

005285

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
Installed software update complete.

B PERFORM MULTI POINT INSPECTION

15FOZ99P PERFORM MULTI POINT INSPECTION

8383 IMPI

(N/C)

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

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	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT	TOTALS 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
	Thank You! X _____ CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	0.00