

INFORMATION ACT (EOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline	
Date Received 02-MAR-2017 JUN 28 2017		Repository <input type="checkbox"/> Reference No. 10958013	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	N/A
City	State	Zip Code	SAME
JOHNSBURG	NY		
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		Make	Model
1FADP3E2XGL		FORD	FOCUS
Model Year		2016	
Date Purchased	Dealer's Name and Telephone Number		Engine:
MAY 16 2016	WARREN FORD 518-623-4221		No: Cylinders
Original Owner	Dealer's City	State	Zip Code
<input checked="" type="checkbox"/>	WARRENSBURG	NY	12885
Transmission Type	Antilock Brakes	Powertrain	Multiple Failure:
6 speed automatic	<input checked="" type="checkbox"/>	4cyl GAS ENGINE	YES
<input type="checkbox"/>	Cruise Control		Incident Date(s)
			18-MAY-2016
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 121000 EXTERIOR LIGHTING: HEADLIGHTS		Failure Mileage	Failure Speed
AUTO 6 SP TRANSMISSION - DRIVE ILLUADICALLY ESPECIALLY IN SLOW SPEED HEAVY TRAFFIC		188	ACU
NEW			
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: DOTM19ABC036)	<input type="checkbox"/>	Original Equipment	Failure Location:
<input type="checkbox"/>	Prior Repair		
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			
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)			
Crash	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		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 2016 FORD FOCUS. THE CONTACT NOTICED THAT THE HEADLIGHTS ON THE VEHICLE DID NOT ILLUMINATE BRIGHT ENOUGH. THE DEALER STATED THAT THEY COULD NOT REMEDY THE HEADLIGHT FAILURE. (THE FAILURE MILEAGE WAS 188. NEW) WARREN FORD STATED THERE NO ADJUSTMENT ON THE HEADLIGHTS FOR DISTANCE. HIGH BEAM ONLY LIGHT THE ROAD THE DISTANCE THAT LOW BEAM SHOULD. CONSTANTLY GUESSING WHAT YOU CAN SEE WITH HEADLIGHT FROM ABOUT 30MAY UP - NEVER HAD A VEHICLE BEFORE THAT YOU CANT SEE EVEN A DEER IN FRONT OF THE CAR			
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.			

OVER →

3/2/17 & 1-800-382-3673 ^{FOR} 11:30AM ET - FORD WILL NOT COVER ANY PROBLEMS - NO RECALLS WHAT SO EVER

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

ONCE THESE HEADLIGHT SHADE START TO GLAZE OVER, PROBABLY WON'T BE ABLE TO SEE THE ROAD AT ALL AND DEGLAZING HEADLIGHTS ONLY LAST ABOUT 3 MONTHS AT MOST. CONSUMER REPORTS HAVE REPORTED ^{THIS} FOR SEVERAL MAKES OF CARS & HAS EVEN BEEN IN THE NEWS. THIS IS EXTREMELY DANGEROUS & CAR HAS BEEN BACK TO DEALER 2 TIMES SINCE BOUGHT ^{NEW} ON MAY 18, 2016 AND TOLD NOTHING CAN BE DONE - HEADLIGHTS ARE NOT ON FRONT OF CAR, THEY ARE ON TOP OF FENDERS. PEOPLE ARE BEGINNING TO ADD LED FLOOD LIGHT TO CAR GRILLES TO SEE & THEY BLIND EVERYONE ELSE. MANUFACTURERS NEED TO ATTACH ALL SHEETS IF NECESSARY GO BACK TO GLASS OF VEHICLE

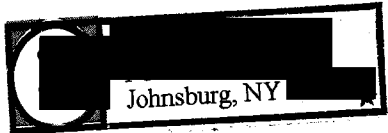
ALBANY
NY 120
17 JUN 17
PM 11

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

NHTSA

SAFER CAR GOV

Vehicle Defect Classification (VDC) is a Department of Transportation (DOT) - Administered Safety Administration



WARREN FORD, Inc.

3711 Main St. P.O. Box 37

WARRENSBURG, N.Y. 12885

(518) 623-4221 • (518) 668-2080 • Fax (518) 623-2111

NEW YORK STATE MOTOR VEHICLE REPAIR SHOP #7006982



1st time in for headlights

Work done by JOSH for left align

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
	GREGORY W. NOVOTNY	3839	09/21/16	
	LABOR RATE	LICENSE No.	COLOR	STOCK No.
	94.00			
	YEAR / MAKE / MODEL	MILEAGE	DELIVERY DATE	DELIVERY MILES
	16/FORD/FOCUS/FOCUS	2,804	05/18/16	
JOHNSBURG, NY	VEHICLE I.D. No.		SELLING DEALER NO.	PRODUCTION DATE
	1 E A D P 3 E 2 X G I			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE	
			09/21/16	

MO: 2804

LABOR & PARTS

J# 1 01FOZ1 OIL & FILTER HOURS: TECH(S): 14719 INTERNAL

CUSTOMER REQUEST OIL & FILTER.
 ++ RESET OIL LIFE LIGHT ++
 PERFORM OIL AND FILTER CHANGE, CHECK AND TOP OFF ALL FLUIDS,
 SET TIRE PRESSURES, LUBRICATE LOCKS AND HINGES IF NEEDED.
 MAINT INTV.
 PERFORMED OIL & FILTER CHANGE, SET TIRE PRESSURE AND TOPPED
 OFF ALL FLUIDS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	BE8Z-6731-AC	KIT - ELEMENT		
JOB # 1	5	X0-5W20-BSP	MOTORCRAFT SAE		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2+99FOZ99P MULTI POINT INSPECTI HOURS: TECH(S): 14719 INTERNAL

MULTI POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3+99FOZGBATT BATTERY OK HOURS: TECH(S): 14719 INTERNAL

BATTERY CONDITION IS GOOD.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4+99FOZGBK BRAKES OK HOURS: TECH(S): 14719 INTERNAL

BRAKE LININGS ARE OK AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

J# 5+99FOZGTIRE TIRE(S) OK HOURS: TECH(S): 14719 INTERNAL

TIRE THREAD AND WEAR IS OK AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00

MISC CONTROL NO.

JOB #	CODE	DESCRIPTION	CONTROL NO.
JOB # 1	OARTAX	OAR PARTS TAX	
TOTAL - MISC			INTERNAL 0.00

COMMENTS
 DELETED OPERATION(S)

CAR HAD SAT FOR A YEAR AT BROWN FORD BEFORE WARREN FORD EVER GOT IT - OIL + FILTER SHOULD BE CHANGED NO LATER THAN 1 YEAR



WARREN FORD, Inc.

3711 Main St. P.O. Box 37

WARRENSBURG, N.Y. 12885

(518) 623-4221 • (518) 668-2080 • Fax (518) 623-2111

NEW YORK STATE MOTOR VEHICLE REPAIR SHOP #7006982



CUSTOMER No. [REDACTED]		ADVISOR GREGORY W. NOVOTNY 3839	TAG No.	INVOICE DATE 09/21/16	INVOICE No. [REDACTED]
[REDACTED]		LABOR RATE 94.00	LICENSE No. [REDACTED]	MILEAGE 2,804	COLOR [REDACTED]
[REDACTED]		YEAR / MAKE / MODEL 16/FORD/FOCUS/FOCUS	DELIVERY DATE 05/18/16		STOCK No. [REDACTED]
JOHNSBURG, NY [REDACTED]		VEHICLE I.D. No. 1EADP3E2XG1	SELLING DEALER NO.		DELIVERY MILES
[REDACTED]		F. T. E. No.	P.O. No.	R.O. DATE 09/21/16	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: 2804

COMMENTS-----
16F0Z1 ELEC SYSTEM

TOTALS-----
[] CASH [] CHECK [] VISA [] MC
[] AMEX [] DISCOVER

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

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****

Josh reaimed headlights but can only adjust horizontally - no verticle adjustment



WARREN FORD, Inc.

3711 Main St. P.O. Box 37

WARRENSBURG, N.Y. 12885

(518) 623-4221 • (518) 668-2080 • Fax (518) 623-1087

NEW YORK STATE MOTOR VEHICLE REPAIR SHOP #7006982



*1 copy each
2nd time in for headlights
& transmission problems also this
time + mpg on dash - 99.9 mpg*

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
	GREGORY W. NOVOTNY	3839	05/24/17	
	LABOR RATE	LICENSE No.	MILEAGE	COLOR
	94.00		10,227	
JOHNSBURG, NY	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	STOCK No.
	16/FORD/FOCUS/FOCUS	05/18/16		
	VEHICLE I.D. No.	SELLING DEALER NO.	PRODUCTION DATE	
	1 E A D P 3 E 2 X G I			
	F. T. E. No.	P.O. No.	R.O. DATE	
			05/24/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

OUT
MO: 10245

LABOR & PARTS

1 40FOZ1 BODY GENERAL HOURS: TECH(S):4911 0.00
 THE HEADLIGHTS ARE POOR, THE DISTANCE IS POOR.
 CHECKED HEADLIGHT OPERATION, COMPARED TO ALIKE VEHICLE. NO
 PROBLEM FOUND, LIGHTS WORKING PROPERLY.
MODEL WOULD HAVE SAME ←
ALL OF SAME
 JOB # 1 TOTAL LABOR & PARTS 0.00

2 90FOZ1 SUBLET HOURS: TECH(S):4911 0.00
 WHEN THE CAR IS ON AN ANGLE THE LEFT REAR DOOR WILL NOT CLOSE
 ON THE FIRST PUSH.
 CHECKED LEFT REAR DOOR OPERATION, ADJUSTMENT OK AND CLOSING
 PRESSURE IS COMPARATIVE TO ALIKE VEHICLE. RAN OASIS. NO
 MESSAGES. NO PROBLEM FOUND AT THIS TIME.
AGAIN SAME MODELS - SAME PROBLEM
 JOB # 2 TOTAL LABOR & PARTS 0.00

3 30FOZ1 SUSPENSION HOURS: TECH(S):4911 WARRANTY 0.00
 THERE IS A REAR END AREA CLUNK WHEN THE BODY OR SUSPENSION
 FLEXES BACK DOWN, NOT UP. IF YOU TAKE OFF FROM A LIGHT OR
 RELEASE THE BRAKE THERE IS A CLUNK.
 ROAD TESTED, VERIFIED NOISE FROM THE SUSPENSION AT LAST PART
 OF STOP, COMING FROM THE FRONT OF THE VEHICLE. RAN OASIS, NO
 MESSAGES. USING CHASIS EARS, PINPOINTED NOISE TO THE LEFT
 FRONT BRAKE CALIPER BRACKET AREA. REMOVED LF WHEEL. PAD
 BRACKET OKAY AND TIGHT, PADS OKAY. NOTED A CORROSION/WEAR
 PATTERN OF PADS IN BRACKETS. LUBED PADS AND BRACKETS.
 REASSEMBLED AND ROADTESTED. NOISE IS GONE. RELEASED VEHICLE
 TO CUSTOMER.
 JOB # 3 TOTAL LABOR & PARTS 0.00

4 80FOZ1 DIAGNOSIS HOURS: TECH(S):4911 0.00
 WHILE DRIVING THE FUEL ECONOMY IS ALWAYS AT 99 PLUS.
 THE INSTANT IS DIFFERENT THAN THE AVERAGE.
 VERIFIED FUEL MILEAGE AVERAGE AT 99MPG. RESET BOTH TRIPS TO
 0. DROVE CAR. FUEL MILEAGE DOES CHANGE. RAN OASIS. NO
 MESSAGES. UPDATED CLUSTER TO LATEST LEVEL. RETESTED OKAY.
TOTALLY GAS
POWERED
 JOB # 4 TOTAL LABOR & PARTS 0.00

5 18FOZ1 AUTO TRANS HOURS: TECH(S):4911 0.00
 THE TRANS WHEN DRIVING UP THE NORTHWAY HILL EXIT 22 TO 23
 AT 60MPH WITH 2 PEOPLE IN IT, WILL SHIFT IN AND OUT OF GEAR
 RANDOMLY, ALSO WHEN APPROACHING A LIGHT THE CAR JERKS AT
 CRAWLING SPEEDS, FEELS LIKE IT WANTS TO STALL, THEN TAKING
 OFF LIGHT IS SHAKES. WHEN PARKED AT THE HOUSE AT A SLIGHT
 GRADE, SHUT OFF THE CAR AND IT JERKS BACKWARD AFTER MAKING
 A FEW CLICKING NOISES.
 ROAD TESTED. UNABLE TO DUPLICATE ANY CONCERNS OF THE SHUDDER
 AT TAKEOFF. OPERATION OF TRANSMISSION (DOWNSHIFTING DURING
 CRUISE, LIGHT SHUDDERS AT TIMES) ARE ALL NORMAL
 CHARACTERISTICS OF THIS TRANSMISSION.
 ←

the Reynolds and Reynolds Company UC-1917/95-1 (05/16)



WARREN FORD, Inc.

3711 Main St. P.O. Box 37

WARRENSBURG, N.Y. 12885

(518) 623-4221 • (518) 668-2080 • Fax (518) 623-1087

NEW YORK STATE MOTOR VEHICLE REPAIR SHOP #7006982



CUSTOMER No. [REDACTED]		ADVISOR GREGORY W. NOVOTNY 3839	TAG No.	INVOICE DATE 05/24/17	INVOICE No.
[REDACTED]		LABOR RATE 94.00	LICENSE No. [REDACTED]	MILEAGE 10,227	COLOR [REDACTED]
[REDACTED]		YEAR / MAKE / MODEL 16/FORD/FOCUS/FOCUS	DELIVERY DATE 05/18/16		DELIVERY MILES
JOHNSBURG, NY [REDACTED]		VEHICLE I.D. No. 1 E A D P 3 E 2 X G I [REDACTED]	SELLING DEALER NO.		PRODUCTION DATE
RESIDENCE PHONE [REDACTED]		F. T. E. No.	P.O. No.	R.O. DATE 05/24/17	
BUSINESS PHONE [REDACTED]		COMMENTS			

MO: 10245

JOB # 5 TOTAL LABOR & PARTS		0.00
# 6 90FOZZ	SUBLET	HOURS: 0.00 TECH(S): 4911
LOANER CAR FOR TIME OF REPAIR.		0.00
JOB # 6 TOTAL LABOR & PARTS		0.00
TOTALS		
<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK	<input type="checkbox"/> VISA <input type="checkbox"/> MC
<input type="checkbox"/> AMEX	<input type="checkbox"/> DISCOVER	
THANK YOU FOR YOUR BUSINESS		
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

CUSTOMER SIGNATURE _____

the reynolds and reynolds Company C-1311/99 U (08/16)