



U.S. Department of Transportation

National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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	Repository <input type="checkbox"/>
08-MAY-2017	Reference No. 10984270
JUL 18 2017	

Daytime Telephone Number	E-mail Address
Evening Telephone Number	

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
 Address: [REDACTED]  
 City: CHICAGO State: IL Zip Code: [REDACTED]

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FADP3F25EL [REDACTED]  
 Make: FORD Model: FOCUS Model Year: 2014

Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]  
 No: Cylinders: [REDACTED]

Original Owner:  Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]

Transmission Type: [REDACTED]  Antilock Brakes  Cruise Control Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 25-APR-2017

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 060000 ENGINE (PWS), 162000 STRUCTURE: BODY Failure Mileage: 56000 Failure Speed: 35

**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**

Crash:  Yes  No Fire:  Yes  No Number of Persons Injured: [REDACTED] Number of Deaths: [REDACTED] 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 35 MPH, THE "HIGH ENGINE TEMPERATURE STOP SAFELY" ENGINE WARNING INDICATOR ILLUMINATED. THE CONTACT PULLED THE VEHICLE OVER TO THE SHOULDER, TURNED OFF THE ENGINE, AND CALLED THE DEALER. THE CONTACT RESTARTED THE VEHICLE. WHILE DRIVING 40 MPH, THE CONTACT NOTICED SMOKE UNDER THE HOOD AND THE ENGINE STALLED. THE VEHICLE WAS TOWED TO THE CONTACT'S RESIDENCE. THE FOLLOWING DAY, THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE BLOWN HEAD GASKET NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND PROVIDED CASE NUMBER: [REDACTED] THE FAILURE MILEAGE WAS 56,000.

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 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.

WATTON FORD LINCOLN  
21315 CENTRAL AVE  
MATTESON, IL 60443  
708-720-8039

04/19/2017 15:25:25  
Merchant ID: \*\*\*\*\*  
Device ID: 2016  
Terminal ID: PPX1.

**Credit Sale:**

Transaction #: 18  
Card Type: Visa  
Account: \*\*\*\*\*  
Entry: Manual

**Amount: \$95.40**

STAN: 018  
Auth. Code: 012717  
Response: AUTH/TKT  
CVD Response: M - CVV Matches  
ACI Code: N  
TRANS ID: 007109772519620

CUSTOMER COPY

JUL 18 2017

Reference # 109842710  
Case # [REDACTED]



Sutton Ford Auto  
 21315 Central Ave  
 Matteson, IL 60443  
 Ph. (708) 720-8000 | Fax (708) 720-4284  
 www.suttonautoteam.com



Chicago, IL [REDACTED] Phone (H): [REDACTED] Phone (W): () Phone (C): [REDACTED] Phone Oth: Email: [REDACTED]	A/R Number: Customer Number: [REDACTED] PO Number: Auth Number: Service Writer: Melissa Lebran Terms & Conditions: Type of Sale: Retail <b>Customer Signature</b>	Invoice Number: [REDACTED] Printed: APR 19 17 3:36 PM Copy # 1 Date Opened: 04/17/17 Date Notified: 04/19/17 Date Delivered:
Year/Make/Model: 2014 FORD FOCUS VIN: 1FADP3F25 E [REDACTED] License Number: Color: Black Stock Number: Mileage In: 56061 Tag Number: 388 Mileage Out: 56079		

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
								Original Estimate: \$ 0.00
								Original Estimate: 04/17/17

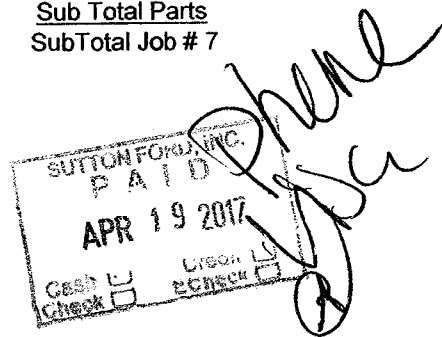
Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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08 -  
 1 - Correction/Action Taken  
 reoved broken coolant cap from the degas bottle added coolant and pressure tested for leaks and none found loss of coolant was from broken cap

Part Number	Failed	Description	QtyOrd	Qty Del	Price	Ext Total
BE8Z8100A		CAP ASY - RADIATOR	1	1	24.72	24.72
VC3DILB		ANTIFREEZE	1	1	15.00	15.00

Sub Total Parts 39.72  
 SubTotal Job # 7 86.18

Miscellaneous Charges and Deductions For All Jobs  
 Shop Supplies 5.00



Warranty Disclaimer: All parts and accessories are sold and all repairs are provided by the dealership as-is. The dealership hereby expressly disclaims all warranties, expressly disclaims all warranties, express and implied, including any implied warranties of merchantability and 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 any parts or accessories or any repairs performed to the vehicle. The only warranties on parts and accessories or repairs are those which may be offered by the manufacturer or the original parts distributor and only such manufacturer or distributor shall be liable for performance under such warranties, customer shall not be entitled to recover from the dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

Shop Supply Costs: We have added a charge equal to 8.5% of the total cost of labor and parts not to exceed \$59.99, to the repair order for shop supplies used in connection with this repair.

All parts are new unless otherwise indicated.

Total Labor	46.46
Total Parts	39.72
Total Sublet	0.00
Misc. Chrgs	5.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	4.22

**AMOUNT DUE 95.40**



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Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
F1FZ7B546B CLUTCH ASY	1	1			

Sub Total Parts 0.00 Warranty  
 SubTotal Job # 4 Warranty

**5. Vehicle Concern**

SUTTON FORD LINCOLN RENTAL VEHICLE CUSTOMERS ARE ADVISED THAT WE FOLLOW FORD LINCOLN ALTERNATIVE TRANSPORTATION GUIDELINES. IF YOU ARE ISSUED A RENTAL AT NO CHARGE PLEASE BE ADVISED THAT THE EXPENSE IS BEING COVERED BY SUTTON FORD.

RENTAL -

1 -- Correction/Action Taken

1205 0.00  
 Sub Total Parts Warranty

Sublet  
 1955

SubTotal Job # 5 Warranty

**6. Vehicle Concern**

CHECK ENGINE- WARNING LIGHT

1 -- Cause/Action to Take

12 - SEE LINE 1 FOR THIS CONCERN

1 -- Correction/Action Taken

1205 0.00  
 Sub Total Parts 0.00  
 SubTotal Job # 6 0.00

**7. Vehicle Concern**

found coolant system very low, cannot top off cap will not come off, advised customer need to pressure test to ensure any leaks and replace cap, advise



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Original Estimate: \$ 0.00		Original Estimate: 04/17/17	

Incr. Amt	New Amt	Date	Time	Person Cont.	How Cont.	Phone	Cont. By	Reason/Description
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Description	Part Number	Failed	Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
	AE8Z7Z369F		MODULE TRANSMISSION CONTROL	1	1			
			Sub Total Parts					Warranty
			SubTotal Job # 3					Warranty

**4. Vehicle Concern**

AUTOMATIC TRANSMISSION check for a shudder on acceleration, advise

1 - Cause/Action to Take

11 - TEST DRIVE AND VERIFY THERE IS A TRANS SHUDDER ON ACCELL AND REFER TO OASIS AND TSB 16-0109 AND REFLASH THE PCM TCM PID MONITOR WHILE TEST DRIVING AND THE TRANS STILL SHUDDERS REFER TO WSM SECTION 307-01 AND SYMPTOM CHART PPT A GUIDED DIAGNOSIS PPTA1= YES A2= YES A3= YES A4= YES A5= NO RPM AT 303 A6= YES REPLACE CLUTCH ASSEMBLY PER A7= YES

1 - Correction/Action Taken

REMOVE TRANS FROM CAR AND MOUNT TO BENCH FIXTURE AND REPLACE THE CLUTCH ASSEMBLY CHECK INPUT SHAFT SEALS AND ARE OK INSTALL TRANS IN CAR PERFORM ADAPTIVE LEARN PROCEDURE TEST DRIVE WHILE PID MONITOR TESTING AND SHUDDER IS NOW GONE

1205 1205

0.00

Part Number	Failed	Description	QtyOrd	Qty Del
1S7Z6840AA		GASKET	1	1
EV6Z7052C		SEAL KIT	1	1
FL910S		FILTER ASY - OIL	1	1
XL2		LUBRICANT - UNIVERSAL ANTI-SEI	1	1
XO5W20QSP		MTRCRT 5W20 API GF5	1	1
XT11QDC		FLUID - TRANSMISSION	1	1



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Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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**1. Vehicle Concern**

perform recall 16s30

1 -- Correction/Action Taken

	1205			0.00	
					<u>Warranty</u>
					<u>Warranty</u>

**2. Vehicle Concern**

Perform Multi point inspection

99P -

1 -- Correction/Action Taken

	1205			0.00	
					<u>0.00</u>
					<u>0.00</u>

**3. Vehicle Concern**

AUTOMATIC TRANSMISSION check for vehicle has no reverse but works ok in drive, advise

1 -- Cause/Action to Take

11 - VERIFY THERE IS NO REVERSE AT TIMES AND THE CHECK ENGINE LIGHT IS ON RUN SELF TEST AND HAVE CODE P090C IN THE TCM CHECK OASIS FOR MESSAGES AND FOUND TSB 16-0129 PERFORM TSB AND LEADS TO THE PCM TCM REFLASH PERFORM REFLASH AND TEST DRIVE CAR AND ENGINE LIGHT BACK ON AND PERFORM SELF TEST AND CODE P090C HAS RESET REFER TO WSM SECTION 307-01 PPT B1= YES B13= YES B14= YES SWAP SHIFT MOTORS 1 AND 2 AND GO TO B15= YES INSTALL NEW TCM

1 -- Correction/Action Taken

PERFORM PMI ON TCM REMOVE AND REPLACE TCM PERFORM ADAPTIVE LEARN PROCEDURE AND TEST DRIVE NO ENGINE LIGHT ON AND CAR HAS REVERSE NOW

	1205	12...		0.00	
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