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|---|--|--|--|--|-------------------|--|--|-------------------------|--|
|  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 08-MAY-2017 | | Repository <input type="checkbox"/> Reference No. 10984270 | | | |
| OWNER INFORMATION (Type or Print) | | | | | | Daytime Telephone Number [REDACTED] | | E-mail Address | |
| Name [REDACTED] | | | | | | Evening Telephone Number | | | |
| Address [REDACTED] | | | | | | | | | |
| City CHICAGO | | State IL | | Zip Code [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 1FADP3F25E[REDACTED] | | | | Make FORD | | Model FOCUS | | Model Year 2014 | |
| Date Purchased | | Dealer's Name and Telephone Number | | | | Engine: No: Cylinders | | Fuel Type: | |
| Original Owner <input type="checkbox"/> | | Dealer's City | | State | | Zip Code | | | |
| Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control | | Powertrain | | Multiple Failure: | | 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 | | | Tire Model (Name or Number) | | | Tire Size (Example P215/65R15) | | | |
| DOT No. (Example: DOTM1A9ABC036) | | | <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: | | | Failure Part: | | | | | | |
| APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).) | | | | | | | | | |
| Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | Fire <input checked="" type="checkbox"/> Yes <input 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 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 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. | | | | | | | | | |

Detail of Events

On April 17, 2017 I took my car in for service because my car stopped reversing and the engine light came on for the very first time that I have been in possession of the car. As a result, Sutton Ford serviced my car and replaced the transmission control module for the issue's reversing and engine light, which were both under warranty. Sutton Ford also fixed and replaced the clutch for shuddering and door latches free of charge, both were on recall. While servicing, Sutton Ford said they found that the coolant system was low and coolant cap would not come off and advised me to get a new cap and a pressure test system done to make sure there were no leaks. I paid \$95.40 to get a new cap and pressure test system as advised. I received my car back on April 19, 2017, along with documents from Sutton Ford that stated no leaks in my coolant system were detected and that my car was free of any further issues.

After only driving my car twice in that following week the "High engine temperature-stop safely" warning sign appeared on my panel while on the expressway coming home from work on 4/25/17 at approximately 6:14pm. After seeing that warning sign I immediately get to the shoulder of the expressway and call Sutton Ford. I spoke with Cree who is the customer relationship representative at Sutton Ford, I explained to her that my car received a warning sign, and told her my car was just in the shop a week ago. She advised me to bring the car in. I asked her should I be driving this car in this condition, she responded by saying "yes just come in, I'll have a loaner ready for you." As I began to make my way to Sutton Ford as I was advised, my car stopped shortly after and it had to be towed the rest of the way to Sutton Ford.

So the next morning on April 26, 2017, Sutton Ford received my car and a loaner car was given to me. I did not hear from them for the next 2 days. On April 28, 2017, I received a text message

from Melissa from Servicing at Sutton Ford Matteson asking me if I had time to come in before 2:30pm , so they can show me why my car was overheating. I immediately call Melissa and leave a message asking her to call me back. Cree then calls me asking me to come in, but was unable to because I was at work. Cree then states that in order for me to find out what was wrong with my car I must come in. After getting the locations Service Manager involved I received a call from Cree informing me that my car had a blown head gasket, the radiator was damaged and possible engine damage. She was unable to explain what caused the issue when I asked for further explanation and I demanded to speak to the Service Manager, he was gone for the day and would not return until May 2, 2017. On May 2, 2017, I spoke with the Service Manager, Jaime Vasquez who like Cree, didn't have an explanation for what was wrong and stated that "maybe" a rock damaged the radiator. To this day that is the only explanation that Sutton Ford has given me for the damage done to my car, that "maybe" a rock hit it. I was not pleased with his response so I contacted Ford Headquarters rep Jeffrey Slone who echoed Jaime Vasquez's claim that "maybe" a rock damaged it.

On May 8th, 2017 I was terminated from my job because this issue left me without reliable transportation.

After determining that I did not want Sutton Ford to further service my vehicle, I received my car back on May 13, 2017 via tow. My car was returned to me disassembled with spark plugs, ignition coils, and a red rag sitting in the hood of my car.

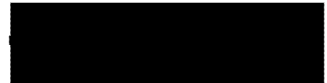
I am looking for repair to the damages for my head gasket, the radiator damage and possible engine damage. Or a refund if I am forced to repair these issues myself due to time constraints and my need for employment.

Problems and Desired Outcome

| <u>Problem</u> | <u>Servicing Dealer</u> | <u># of repairs</u> | <u>List the date, mileage, and days out of service for each repair attempt</u> | <u>Does the problem exist still</u> |
|---|-------------------------|---------------------|--|-------------------------------------|
| <u>No reverse, engine light on (warranty)</u> | <u>Sutton Ford</u> | <u>1</u> | <u>4/17/17, 56,061, 2 days</u> | <u>No</u> |
| <u>Shuddering (recall)</u> | <u>Sutton Ford</u> | <u>2</u> | <u>4/17/17, 56,061, 2 days</u> | <u>No</u> |
| <u>Low coolant system</u> | <u>Sutton Ford</u> | <u>1</u> | <u>4/17/17, 56,061, 2 days</u> | <u>Yes</u> |
| <u>Door Latches (recall)</u> | <u>Sutton Ford</u> | <u>1</u> | <u>4/17/17, 56,061, 2 days</u> | <u>No</u> |
| <u>Blown Head Gasket</u> | <u>Sutton Ford</u> | <u>1</u> | <u>4/26/17, 56,430, no repaired</u> | <u>Yes</u> |
| <u>Damaged Radiator</u> | <u>Sutton Ford</u> | <u>1</u> | <u>4/26/17, 56,430, no repaired</u> | <u>Yes</u> |

I purchased by vehicle from Sutton Ford on 12/1/14. The current mileage on my Ford Focus 2014 is 56, 430. As a desired outcome, I want my vehicle to be repaired for the blown head gasket, radiator damage, and possible engine damage. Or a refund if I am forced to repair these issues myself due to time constraints and my need for employment.

Emals
Case #



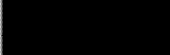
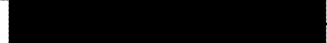
From: "Slone, Jeffrey (J.)" <jslone8@ford.com>

Date: May 5, 2017 at 1:13:43 PM CDT

To:



Subject: RE: Ford Customer Service Case



CRM:



Hello;

I am sorry that I was not able to give you a more favorable response. It is my understanding the radiator was damaged, most likely by something in the road that when ran over hit the radiator. That is why I recommended contacting your insurance company. However, as you have advised you will be retaining an attorney for legal action, I will document that along with attaching your email to the case. I will be closing the case as any further communication will need to be handled between your lawyer and Ford's Legal department.

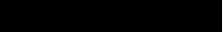
Sorry that I could not be of assistance.

From:



Sent: Thursday, May 04, 2017 12:47 PM

To:



Cc: jaimc@suttonford.com

Subject: Re: Ford Customer Service Case



CRM:



Hello,

That response is beyond disappointing but unfortunately it is not surprising given my multiple terrible experiences at Sutton Ford in Matteson, IL. When the low cooling issue was discovered on April 19th while my car was being worked on for a transmission control module issue, I was contacted via text by Sutton Ford and they informed me that it was low cooling fluid and they

"advised tech to go ahead and top off for now" . I then was contacted via text and informed that I needed a new coolant cap and that it would be 24.72 plus tax and 68.00 to pressure test system and try to remove cap. I gave them approval to do both and paid a total of \$95.40. After that I received a text from Sutton Ford informing me that my "Ford has been serviced and ready to come home." On the receipt it notes that "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"

Less than a week later my car had to be returned to Sutton Ford Matteson, Illinois via tow because my car cut off on me while driving on the expressway. Sutton Ford Matteson, IL later informed me after several days of minimum communication that there was no cooling fluid in my car and as a result of that the engine and radiator appeared damaged.

It is very hard for me to understand or comprehend that an issue that was said to be rectified, in less than a week, has turned into a catastrophic situation for my 2014 Ford Focus. I am led to believe that certain issues with my car were overlooked/ignored/ or accelerated while my car was in Sutton Ford Matteson, IL's possession. My car has had no history of leaks and my engine has had no overheating issues. Furthermore, a Sutton Ford Matteson, IL employee named Dave from servicing informed me the mechanic working on my 2014 Ford Focus named Robert said something dropped inside the car and was stuck and needed extra time in order to retrieve. This heightens my suspicions that there may have been damage done to my car not done by myself while my car was in Sutton Ford's possession that led to the damages that my car now has.

I must inform you that due to the lack of trust I have in Sutton Ford Matteson, IL's diagnoses and in turn the lack of customer support from Ford's corporate offices, I will be pursuing my legal options and plan to exercise them to the fullest extent.

Sincerely,



Sent from my iPhone

On May 4, 2017, at 9:27 AM, Slone, Jeffrey (J.) <jslone8@ford.com> wrote:

Hello,

My name is Jeff Slone and I am the Customer Service Manager for your area. I received this case

involving your 2014 Focus (1FADP3F25E1[REDACTED]) which is at Sutton Ford. My role here is to assist our customer with concerns they are experiencing. I have spoken with the dealer and here is my understanding of the situation.

Your car was in for a transmission repair and there was also a low coolant noted. The clutch was replaced and the tech noted that the reservoir cap was stuck on and damaged. He replaced the cap and tested the vehicle to verify there were no additional leaks. A few days later you returned with your vehicle with a complaint of low coolant and a overheat light. Upon inspection the tech noted a hole in the back side of the radiator caused by an outside force. There is also suspected engine damage caused by the overheat. At this point the dealer has requested your approval to tear down the engine further to determine the extent of the damage. Furthermore, the dealer has advised that this repair will not be covered under warranty.

If these fact are correct ten the dealer would be correct for two reasons. Under Ford warranty if the part that fails is not under warranty and that part leads to additional damage then none of the additional repairs would be covered. In this situation the radiator failed leading to an overheat condition causing possible engine damage. As such the engine repair is not covered even if the engine is still under warranty. Secondly, if a part fails due to damage then there would be no warranty coverage. If the radiator was "damaged" the all consequential repairs would not be covered. In similar situations I have dealt with in the past the customer's insurance company will often times provide coverage.

I know this is a difficult situation . Please let me know what questions you have and I will do my best to address them.

Thanks.

Jeffrey Slone - RCSM

Chicago A04 / Chicago A05

Chicago A07/ Chicago B01

Ford Customer Service Division

Phone: 866-631-3788 ext. 77717 / Fax: 888-410-3008

Email: Jslone8@ford.com

Ford Confidentiality:

This email may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender. For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

Text messages
Case #: [REDACTED]



531-60

Text Message
Mon, Apr 17, 10:43 AM

Status: [REDACTED] thank you for choosing Sutton Ford Auto. I'll be sending you service updates. Msg/data rates may apply. To cancel reply "STOP". (708) 720-8000

Mon, Apr 17, 1:12 PM

Update: Hi [REDACTED] Melissa@sutton. I called in your purchase order to enterprise and held parts for your vehicle for tomorrow. thank you!

Mon, Apr 17, 3:00 PM

Update: [REDACTED] your service is progressing well. I'll let you know when your Ford is ready.
Sutton Ford Auto

Tue, Apr 18, 9:55 AM

Update: Hi [REDACTED]



Text Message



●●○○○ Sprint

10:09 AM

100%



531-60

Update: Hi [REDACTED]
Melissa@sutton. We verified your concern, you have a transmission control module that needs to be replaced for

that needs to be replaced for
the engine light and no

reverse. You also have a
shudder when accelerating and
needs the clutch to be
replaced, both are covered
under the power train warranty
until 60000 miles.

Ok thank you!

Update: [REDACTED]
(melissa@sutton) continued
message --we are also taking
care of the door latches under
recall and please stay in the
rental. will not be

ready until tomorrow afternoon.
thank you so much!






Text Message



●●○○○ Sprint 

10:09 AM

  100% 



531-60

Update: [REDACTED] we have updated your completion time to 04/19/2017 04:30 PM. Thank you, Sutton Ford Auto

Tue, Apr 18, 11:00 AM

Update: [REDACTED] the service on your Ford is underway. We will contact you when it is ready to come home. Sutton Ford Auto


Wed, Apr 19, 8:32 AM

Update: Hi [REDACTED], melissa@sutton. We are completing your vehicle and I just left a message your

just left a message, your coolant level is low, I just advised tech to go ahead and

top off for now until I heard from you for an approval to pressure test system. However, the technician states that the coolant cap is not coming off - he



Text Message 

●●○○○ Sprint 

10:10 AM

  100% 



531-60

he

recommends a new cap and that is 24.72+tax and 68.00 to pressure test system and try to

remove cap. let me know if you
want to leave this alone or if
you would

like to go ahead and proceed.
thank you!

Wed, Apr 19, 11:00 AM

Update: Hi [REDACTED] The last
mile is the toughest! If I
encounter any delays, I'll give
you a call. Melissa Lebran

Wed, Apr 19, 3:38 PM

Update: Your Ford is all
serviced and ready to come
home! Sutton Ford Auto (708)
720-8000

Wed, Apr 19, 5:39 PM





Text Message




●●○○○ Sprint 

10:10 AM

  100% 



531-60

Update:  Thank you for allowing Sutton Ford Auto to service your vehicle. We enjoyed working with you.

Wed, Apr 19, 7:01 PM

Thank you for trusting Sutton Ford Auto. Please answer one question about the service Melissa Lebran provided.

Post-Delivery Feedback

udpcsi.com

Mon, Apr 24, 12:33 PM

Hi [REDACTED] We wanted to follow up on your service experience. Click here to provide feedback to management. Thank you Sutton Ford Auto

CSI Survey
udpcsi.com

Wed, Apr 26, 2:04 PM



Text Message 

●●○○○ Sprint 

10:11 AM

  100% 



531-60

Wed, Apr 26, 2:04 PM

Status: [REDACTED] thank you for choosing Sutton Ford Auto. I'll

be sending you service updates. Msg/data rates may apply. To cancel reply "STOP".
(708) 720-8000

Thu, Apr 27, 11:00 AM

Update: Hi [REDACTED] The last mile is the toughest! If I encounter any delays, I'll give you a call. Melissa Lebran

Thu, Apr 27, 3:11 PM

Update: Hi [REDACTED] Robert is still working on identifying your vehicles needs. i should have answers in the morning. thank you!

Fri, Apr 28, 8:00 AM

Update: Hi [REDACTED]



Text Message



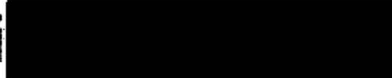
●●○○○ Sprint 

10:11 AM


  100% 



531-60

Update: Hi 
Melissa@sutton. Do you have
time to come in, so we can
show you what is happening
for the overheating? thank you!
(before 2:30 would be
great-thank you)

Tue, May 2, 1:19 PM

Update:  we have
updated your completion time
to 05/03/2017 04:30 PM.
Thank you, Sutton Ford Auto

Mon, May 15, 7:31 AM

Update [REDACTED] Thank you for allowing Sutton Ford Auto to service your vehicle. We enjoyed working with you.

Mon, May 15, 7:00 PM

Thank you for trusting Sutton Ford Auto. Please answer one



Text Message



●●○○○ Sprint

10:12 AM

100%



531-60

Mon, May 15, 7:31 AM

Update: [REDACTED] Thank you for allowing Sutton Ford Auto to

service your vehicle. We
enjoyed working with you.

Mon, May 15, 7:00 PM

Thank you for trusting Sutton
Ford Auto. Please answer one
question about the service
Melissa Lebran provided.

Post-Delivery Feedback

udpcsi.com

Wed, May 17, 12:30 PM

Hi [REDACTED] We wanted to follow
up on your service experience.
Click here to provide feedback
to management. Thank you
Sutton Ford Auto

CSI Survey

udpcsi.com



Text Message



Sent from my iPhone