


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> 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 23-MAY-2017 <b>JUL 18 2017</b>		Repository <input type="checkbox"/> Reference No. 10991241	
<b>OWNER INFORMATION (Type or Print)</b>							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City EAST WATERFORD		State PA		Zip Code			
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).							
<b>VEHICLE INFORMATION</b>							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	Model Year
IFADP3F23EL				FORD		FOCUS	2014
Date Purchased		Dealer's Name and Telephone Number		Engine:		Fuel Type:	
5/2015		Lake Ford 717-888-1888 1-888-451-6470		No: Cylinders		Gas	
Original Owner		Dealer's City		State		Zip Code	
<input checked="" type="checkbox"/>		Lewistown		PA			
Transmission Type		<input checked="" type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:	
Automatic		<input checked="" type="checkbox"/> Cruise Control		Front Wheel Drive		Incident Date(s)	
						02-FEB-2015	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>							
Vehicle Component Code: 100000 POWER TRAIN						Failure Mileage	Failure Speed
						0	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:			
Tire Component Code				Tire Failure Type:			
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
<b>APPLICABLE INCIDENT INFORMATION</b> (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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured		Number of Deaths	Reported to Police
							N
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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. WITHIN TWO MONTHS OF OWNING THE VEHICLE, THE VEHICLE VIBRATED, JERKED, AND LUNGED WHEN APPROACHING A STOP. THE DEALER HAD REPLACED THE CLUTCH ASSEMBLY FOUR TIMES, WHICH FAILED TO PROVIDE A SOLUTION. THE MANUFACTURER PROVIDED NO SOLUTION TO THE DEALER AND THERE WAS NO VOLUNTARY MANUFACTURER RECALL. THE MANUFACTURER INDICATED THAT THEY WOULD PROVIDE A SERVICE CAMPAIGN TO REPLACE THE PART REPEATEDLY. THE CONTACT FELT THAT REPLACING THE SAME OEM PART WAS NOT PROVIDING A REMEDY. THE CONTACT WAS UNABLE TO GET THE VEHICLE REPAIRED. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 0.							
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)

Have had the transmission fixed 4 times getting ready to get it fixed again for 5th time Contacted ford included emails I have sent back + forth. Ford is not solving my problem at all

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](http://www.safercar.gov)

or call:

Vehicle Safety Hotline  
888-327-4236

**NHTSA**

U.S. Department of Transportation  
National Highway Traffic Safety Administration



CASE CAS- [REDACTED]

CRM: [REDACTED]

12 messages

Hayward, James (J.) <jhaywa16@ford.com>

Thu, Apr 20, 2017 at 8:43 AM

To: [REDACTED]

Hi [REDACTED]

My name is James. I am the regional customer service manager who works with the dealers in your area. It is my role to work with you and the dealer to help resolve your vehicle concerns. I understand that you are experiencing issues with your 2014 Focus and want to know if you can have the vehicle bought back. Because of the age and mileage of your vehicle we will not be able to honor that request. We can offer you a x-plan which is a family and friends pricing on new Ford vehicle. I will also reach out to the dealer to see if they can have their sales team talk to you about trading out of the vehicle. We will also work with you and the dealer to complete repairs. I will follow up with you again by the 24<sup>th</sup>.

Thanks,

**Ford Motor Company**®

James Hayward | Customer Service Manager | FCSD

866-6313788 x 77772 | eFax: 1-866-396-4541

jhaywa16@ford.com | www.ford.com



Thu, Apr 20, 2017 at 8:52 AM

To: Hayward, James (J.) <jhaywa16@ford.com>

I am just really upset with this whole vehicle. I put \$3,000 of my own money as a down payment for this vehicle when I bought it brand new and have been paying a monthly payment each month only to keep having issues with it. I am a single mom with 3 kids that works full time and the primary driver in the family so when I bought this vehicle: I thought it would be reliable. I have lost pay and gas money to continue to run this vehicle back and forth to Lakes and it has been a huge inconvenience. When the clutch starts going out in these vehicles the gas mileage is affected also. I have always owned a Chevy vehicle and chose a Ford this time only because the dealer suggested this vehicle because I was good on gas mileage and fit my budget. I am very disappointed with this vehicle and it has made me take a second look at Ford vehicles. I understand this is not your fault at all but it is very frustrating when you work hard for your money and then see it was dumped down the drain in a vehicle you thought was going to last a long time. Thank you for getting back to me and I look forward to working with you on this issue.

[Quoted text hidden]

Mon, Apr 24, 2017 at 9:45 AM

Hayward, James (J.) <jhaywa16@ford.com>

To: [REDACTED]

I do apologize that your vehicle has been having these concerns. The dealer has advised me that you will be bring your Focus in for repairs on Wednesday the 26<sup>th</sup>. I will follow up with you on the 27<sup>th</sup> to confirm repairs went well or what our next steps will be.

**From:** [REDACTED]  
**Sent:** Thursday, April 20, 2017 8:52 AM  
**To:** Hayward, James (J.)  
**Subject:** Re: CASE CAS-[REDACTED] CRM [REDACTED]

[Quoted text hidden]

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**Hayward, James (J.)** <jhaywa16@ford.com>  
**To:** [REDACTED]

Thu, Apr 27, 2017 at 9:35 AM

Hi [REDACTED]

The dealership has advised me that the y are finishing up the repair on your vehicle and you should have it back today. I will follow up with y ou on May 1st to confirm it is per forming ok.

Thanks,

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**From:** Hayward, James (J.)  
**Sent:** Monday, April 24, 2017 9:45 AM  
**To:** [REDACTED]  
**Subject:** RE: CASE CAS-[REDACTED] CRM [REDACTED]

I do apologize that your vehicle has been ha ving these concerns. The dealer has advised me that y ou will be bring your Focus in for repairs on Wednesday the 26<sup>th</sup>. I will follow up with y ou on the 27<sup>th</sup> to confirm repairs went well or what our next step s will be.

**From:** [REDACTED]  
**Sent:** Thursday, April 20, 2017 8:52 AM  
**To:** Hayward, James (J.)  
**Subject:** Re: CASE CAS-[REDACTED] CRM [REDACTED]

I am just really upset with this whole vehicle. I put \$3,000 of my own money as a down payment for this vehicle when I bought it brand new and have been paying a monthly payment each month only to keep having issues with it. I am a single mom with 3 kids that works full time and the primary driver in the family so when I bought this vehicle I thought it would be reliable. I have lost pay and gas money to continue to run this vehicle back and forth to Lakes and it has been a huge inconvenience. When the clutch starts going out in these vehicles the gas mileage is affected also. I have always owned a Chevy vehicle and chose a Ford this time only because the dealer suggested this vehicle because I was good on gas mileage and fit my budget. I am very disappointed with this vehicle and it has made me take a second look at Ford vehicles. I understand this is not your fault at all but it is very frustrating when you work hard for your money and then see it was dumped down the drain in a vehicle you thought was going to last a long time. Thank you for getting back to me and I look forward to working with you on this issue.

[REDACTED]  
[Quoted text hidden]

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Thu, Apr 27, 2017 at 9:38 AM

To: Hayward, James (J.) <jhaywa16@ford.com>

I am sorry but did they explain to you what happened?

[Quoted text hidden]

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Hayward, James (J.) <jhaywa16@ford.com>

Thu, Apr 27, 2017 at 1:32 PM

To: [REDACTED]

They did advise me that the first clutch they put in did not solve the problem so they put in a new clutch and are hoping to have the vehicle ready today.

From: [REDACTED]

Sent: Thursday, April 27, 2017 9:39 AM

To: Hayward, James (J.)

Subject: Re: FW: CASE CAS [REDACTED] CRM: [REDACTED]

[Quoted text hidden]

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Hayward, James (J.) <jhaywa16@ford.com>

Mon, May 1, 2017 at 9:43 AM

To: [REDACTED]

Hi [REDACTED]

The dealer has advised me that your vehicle is repaired and back with you. As a good will gesture I would like to reimburse you for 1 months payment if you can send me a copy of your payment statement so I can work with the dealer to get you reimbursed. I will follow up again by the 3<sup>rd</sup> to confirm your decision.

Thanks,

James

From: [REDACTED]

Sent: Thursday, April 27, 2017 9:39 AM

To: Hayward, James (J.)

Subject: Re: FW: CASE CAS [REDACTED] CRM: [REDACTED]

[Quoted text hidden]

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To: Hayward, James (J.) <jhaywa16@ford.com>

Mon, May 1, 2017 at 11:35 AM

First, one months payment is not going to fix this continuing issue. It is still shifting hard when it goes from gear to gear. I would like to know from Ford how this issue is going to be resolved. I mean look they ordered another shifter directly from the manufacturer and it did not work so a second one had to be ordered. Obviously there is a major concern and issue with these. What about the email up sent me about Ford talking to the dealer to get another vehicle? I cannot afford to keep having issues and the dealer offered me 7500.00 for the vehicle and I still owe 12,000. on it. Now tell me how that is right. The car is in great shape like new. I feel Ford needs to take ownership for this issue with all the problems this car is presenting. I see all kinds of ads with attorneys wanting your case with the Ford Focus because of

the shifter issues. Obviously this is a concern. I am a single mom that works full time that did not buy a brand new vehicle for it to have issue after issue. Someone really needs to address this issue seriously.

[Quoted text hidden]

 image001.jpg  
2 KB

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Hayward, James (J.) <jhaywa16@ford.com>

Wed, May 3, 2017 at 12:02 PM

To: [REDACTED]

I can understand your frustration at how many times the vehicle has to go in for repairs and that you do want out of the vehicle. The dealer has advised that they are working on a deal to get you out of the vehicle right now. I will be closing the case as the vehicle is repaired. Please let me know if you have any future questions.

Thanks,

From: [REDACTED]  
Sent: Monday, May 01, 2017 11:36 AM

[Quoted text hidden]

[Quoted text hidden]

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Wed, May 3, 2017 at 7:23 PM

To: Hayward, James (J.) <jhaywa16@ford.com>

When I'll they be getting in touch with me because they take forever in responding to matters of this sort. They are not very prompt.

[REDACTED]  
[Quoted text hidden]

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Wed, May 10, 2017 at 7:02 PM

To: Hayward, James (J.) <jhaywa16@ford.com>

I still have not heard anything from Lakes yet on any kind of Deal?? Please let me know if you have talked to them or maybe you could give them a call to get the ball rolling with them.

Thanks

[REDACTED]  
[Quoted text hidden]

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Tue, May 23, 2017 at 7:36 AM

To: Hayward, James (J.) <jhaywa16@ford.com>

James,

I have emailed Lake about my vehicle and about the deal they were suppose to give me on trading out my Ford Focus and I have heard nothing. It again is acting up. It is shifting hard and yesterday sounded like it was going to stall out.

[REDACTED]  
[Quoted text hidden]



[Redacted]

**CASE CAS-** [Redacted] **CRM:** [Redacted]

4 messages

Hayward, James (J.) <jhaywa16@ford.com>

Wed, Jul 5, 2017 at 8:52 AM

To: [Redacted]

Hi [Redacted]

I am still the regional customer service manager who works with the dealers in your area. It is my role to work with you and the dealers to help resolve your vehicle issues. I understand you are saying that your 2014 Focus is still having hesitation issue and you wish to see if you can have the vehicle bought back or replaced. I reviewed your vehicle information and repair history and Ford Motor Company will not be able to honor your request. We will still work with you and the dealer to get your vehicle repaired. Can you advise if your vehicle is at the dealer? I will follow up with you again on the 11<sup>th</sup> as I will be out of town until then.

Thanks,

**Ford Motor Company** ®

James Hayward | Customer Service Manager | FCSD

866-6313788 x 77772 | eFax: 1-866-396-4541

jhaywa16@ford.com | www.ford.com



[Redacted]

Wed, Jul 5, 2017 at 8:56 AM

To: "Hayward, James (J.)" <jhaywa16@ford.com>

No its is not at the dealer and you need to contact the dealer to let them know what to do. This is such an inconvenience for me as a customer. Ford needs to do something about this not just keep fixing it because it is not fixing the issue!

[Redacted]

[Quoted text hidden]

[Redacted]

Wed, Jul 5, 2017 at 10:35 PM

To: "Hayward, James (J.)" <jhaywa16@ford.com>

Please contact Lakes and then inform me what I am to do ASAP please!

[Quoted text hidden]

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Thu, Jul 6, 2017 at 9:58 AM

To: chris@lakeauto.com

[Quoted text hidden]



**RE: Issue CRM** [REDACTED]

3 messages

**DeKoekkoek, Jessica (J.)** <JDEKOEKK@ford.com>

Thu, Jul 6, 2017 at 9:01 AM

To: [REDACTED]



My name is Jessica de Koekkoek and I am a Regional Customer Service Manager with Ford Motor Company. I am assisting James while he is out of the office.

I have reviewed your case, to include your most recent email to James. I apologize, but we cannot instruct the dealership on what repairs to perform. We can, however, provide them with all of the tools and resources they require to complete your repairs. Please do let us know when your vehicle is in for service so that we can begin that process.

Thank you

**Ford Motor Company** ®

*Jessica de Koekkoek | Customer Service Manager | FCSD*

866-631-3788 x 77820 | eFax: 1-888-314-0332

JDEKOEKK@ford.com | www.ford.com



**From:** [REDACTED]

**Sent:** Wednesday, July 05, 2017 10:39 PM

**To:** DeKoekkoek, Jessica (J.)

**Subject:** Issue

This issue needs addressed ASAP...I am getting really upset with Ford that this issue is not getting resolved. I really need to speak with someone to get this resolved. Lakes need called and I would like to speak with someone higher up that is going to resolve this. READ MY case!!!

[REDACTED]

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Thu, Jul 6, 2017 at 9:31 AM

To: chris@lakeauto.com

[Quoted text hidden]



image001.jpg  
3K

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Chris Lukens <chris@lakeauto.com>

Thu, Jul 6, 2017 at 9:49 AM

To: [REDACTED]

That wasn't a very helpful answer. I thought they were looking into a buyback not instructing us what to do

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**From:** [REDACTED]

**Sent:** Thursday, July 06, 2017 9:32 AM

**To:** Chris Lukens

**Subject:** Fwd: RE: Issue CRM: [REDACTED]

[Quoted text hidden]