

 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		FOR AGENCY USE ONLY 100148	
		Date Received 25-AUG-2017 OCT 25 2017		Repository ☐ Reference No. 11019519	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State PA		Evening Telephone Number	
Zip Code		E-mail Address			
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 1FADP3F21G		Make FORD		Model FOCUS	
Model Year 2016		Date Purchased		Dealer's Name and Telephone Number	
Original Owner ☐		Dealer's City		State Zip Code	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure: Incident Date(s) 10-AUG-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 130000 VISIBILITY/WIPER (PWS)				Failure Mileage 1000	
Failure Speed					
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)		☐ Original Equipment ☐ 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					
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ 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 2016 FORD FOCUS. WHILE DRIVING VARIOUS SPEEDS, THE WINDSHIELD WIPERS OCCASIONALLY STOPPED WORKING WITHOUT WARNING. THE CONTACT WAS CONCERNED THAT THE FAILURE WOULD OCCUR DURING A RAINSTORM. THE VEHICLE WAS TAKEN TO THE DEALER (STUCKEY FORD AND SUBARU, LOCATED AT 500 BROAD ST, HOLLIDAYSBURG, PA 16648; (814) 695-9862) WHERE IT WAS DIAGNOSED THAT THE MOTORS NEEDED TO BE REDESIGNED BY THE MANUFACTURER; THEREFORE, THEY COULD NOT ASSIST. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 1,000.					
Enclosed you will see copies of work orders from our local car dealer where we got our focus. We took it back 4 times as you will see. They tried their best to fix the problem. We feel this is a charge!					
Include, if available: Police 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)

When wipers on in delay mode, they will stop in middle of drivers view. You have to play with the wiper switch to get them to move back down to the off position. This is a distraction and could cause an accident.

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





500 Broad St * P.O. Box 489
Hollidaysburg, PA 16648
Toll Free (800) 262-7337
Phone (814) 695-9862
www.stuckeyforyou.com

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1FADP3F21GL		5865	5865	01/04/17 10:05	01/10/17	
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2016 FORD FOCUS SE (MAGNETIC)					COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
			01/04/16	06/28/16	06/28/16	10
HOME PHONE		WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	RO COMMENT
					JENNA RITCHEY (452)	2.0L I4 FI DOHC 16V

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
B *			A29		Internal	
Concern	CUSTOMER STATES WINDSHIELD WIPERS ARE NOT CLEARING WINDOW PROPERLY. SEEMS LIKE THE WIPERS ARE TOO LONG ON THE VEH.					
Correction	VERIFIED CUSTOMER CONCERN. VERIFIED WIPERS ARE ORIGINAL FROM FACTORY					
	-FOUND WINDSHIELD WIPERS JUMPING ACROSS WINDSHIELD WHEN TURNED ON.					
	-MEASURED WIPERS AND FOUND TO BE AN INCH TO LONG-29 INCHES VEH NEEDS 28IN.					
	-REPLACED WUPERS WITH CORRECT SIZE-28 INCHES.					
Part Number		Description			Qty.	
X	WW 2801 PF	BLADE ASY - W			2	
C			A29		Customer	\$0.00
Concern	CUSTOMER STATES THAT THE BRAKES ARE MAKING A RUBBING NOISE WHEN BRAKING.					
Correction	-TEST DROVE VEH.					
	-DID NOT VERIFY THE CONCERN.					
	-PULLED WHEELS AND INSPECTED BRAKES.					
	-ALL OKAY AT THIS TIME.					
Line Total...						\$0.00

Warranty Claim Type: F	Authorization Code:	Service Cont No:
Totals		Amount
TOTAL CUSTOMER		No Charge

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Repairs made with genuine Ford or Ford Authorized Remanufactured parts are warranted for 12 months or 12,000 miles or current warranty period for any specific part(s). Repairs made with other brand parts are warranted by the manufacturer, and may not include replacement labor. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

You may receive a SURVEY from Ford on your Experience today. We would appreciate it if you would fill it out and return it. If you can't mark us COMPLETELY SATISFIED, please contact me. We value your opinion.

-Reggie Ruggiero Ford Service Manager
814-693-4978
reggie@stuckeyforyou.com



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[REDACTED]		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		1FADP3F21GL [REDACTED]	6351	6525	01/30/17 13:56	02/20/17	[REDACTED]
ALTOONA, PA		VEHICLE DESCRIPTION			TAG NO.	STATUS	
[REDACTED]		2016 FORD FOCUS SE (MAGNETIC)				COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[REDACTED]	[REDACTED]		01/04/16	06/28/16	06/28/16	10	No Charge
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	JENNA RITCHEY (452)		2.0L I4 FI DOHC 16V	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	Q99PX		A29		Internal	
Concern	MULTI-POINT VEHICLE INSPECTION					
B *			A29		Warranty	
Concern	CUSTOMER STATES THAT THE LEFT WIPER WILL STALL AND SHE WILL HAVE TO TUNR THE WIPERS OFF FOR THEM TO RESET. (REGGIE SAID TO CHECK NUTS WHERETHEY MOUNT ONTO TRANSMISSION)					
Correction	-CHECKED GLASS AND WINDSHIELD WIPERS, IN GOOD CONDITION. NO DIRT OR CRACKS -REPLACED WIPER ARM AS PER SSM 45753-RELEASED VEH TO CUSTOMER -CUSTOMER BROUGHT VEH BACK AND VERIFIED CUSTOMER CONCERN AGAIN, REMOVEDAND REPLACED LEFT WIPER MOTOR -FOLLOWED PROCEDURE ARE PER WSM SECTION501-16 -VERIFIED REPAIR AND RELEASED VEH TO CUSTOMER					
Part Number		Description			Qty.	
CP9Z 17527 A		ARM ASY - WIPE			1	
W710461 S300		CAP			1	
X BM5Z 17508 S		MOTOR ASY - WI			1	

Warranty Claim Type: F	Authorization Code:	Service Cont No:
		Totals
		Amount
TOTAL CUSTOMER		No Charge

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[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		1FADP3F21GL[REDACTED]		7090	7090	03/06/17 13:48	03/07/17	[REDACTED]
ALTOONA, PA [REDACTED]		VEHICLE DESCRIPTION				TAG NO.	STATUS	
[REDACTED]		2016 FORD FOCUS SE (MAGNETIC)					COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]		01/04/16	06/28/16	06/28/16	10	No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	JENNA RITCHEY (452)			2.0L I4 FI DOHC 16V	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	Q99PX		A29		Internal	
Concern	MULTI-POINT VEHICLE INSPECTION					
B *			A29		Warranty	
Concern	CUSTOMER STATES THAT THE WIPERS WILL GO ABOUT 3/4 OF THE WAY UP THEN STALL. HAS BEEN HERE MULTIPLE TIMES FOR CONCERN.					
Correction	-SCANNED VEH FOUND CODE B1131-55-2F WIPER MOTOR MODULE -WORK SHOP STATED TO PERFORM WMM CALIBRATION -PERFORMED CALIBRATION -RAN WIPERS, DIDNOT STICK -CLEARED CODES -RESCANNED VEH-NO CODES -RELEASED VEH TO CUSTOMER					

Warranty Claim Type: F

Authorization Code:

Service Cont No:

Totals

Amount
TOTAL CUSTOMER
No Charge

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[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		1FADP3F21GL		7828	7828	04/10/17 09:18	04/10/17	[REDACTED]
ALTOONA, PA		VEHICLE DESCRIPTION				TAG NO.	STATUS	
[REDACTED]		2016 FORD FOCUS SE (MAGNETIC)					COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]		01/04/16	06/28/16	06/28/16	10	No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	JENNA RITCHEY (452)			2.0L I4 FI DOHC 16V	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	Q99PX		A62		Internal	
Concern	MULTI-POINT VEHICLE INSPECTION					
B *	SI		A62		Internal	
Concern	PENNSYLVANIA STATE SAFETY INSPECTION, CAR & LIGHT TRUCK					
	Misc. Code	Description			Qty.	
		PA STICKER FEE			1.0	
C *	EMI		A62		Internal	
Concern	EMISSION INSPECTION					
	Misc. Code	Description			Qty.	
		EMISSIONS DATA CHARGE			1.0	
D *			A62		Internal	
Concern	CUSTOMER STATES THAT THE WIPERS WILL STALL ABOUT 3/4 OF THE WAY UP ON THE WINDSHIELD WHEN IT IS MISTING OUT.					
E *			A62		Internal	
Concern	CUSTOMER STATES THAT THE DAY TIME RUNNING LIGHTS ARE NOT ON.					
	NOT SURE IF THEY SHOULD BE OR NOT?					
Correction	DRL NOT CONFIGURED TO VEHICLE					

Authorized Estimates

Date/Time	Amount	Authorized By	Authorization Method	Phone/Email
04/10/2017 09:18	\$53.38		Initial Estimate	

Warranty Claim Type: F Authorization Code: Service Cont No:



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1-800-
393-
3673

[REDACTED]		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		1FADP3F21GL [REDACTED]	7828	7828	04/10/17 09:18	04/10/17	[REDACTED]
ALTOONA, PA [REDACTED]		VEHICLE DESCRIPTION				TAG NO.	STATUS
[REDACTED]		2016 FORD FOCUS SE (MAGNETIC)					COMPLETE
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[REDACTED]	[REDACTED]		01/04/16	06/28/16	06/28/16	10	No Charge
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	JENNA RITCHEY (452)		2.0L I4 FI DOHC 16V	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	Q99PX		A62		Internal	
Concern	MULTI-POINT VEHICLE INSPECTION					
B *	SI		A62		Internal	
Concern	PENNSYLVANIA STATE SAFETY INSPECTION, CAR & LIGHT TRUCK					
Misc. Code		Description			Qty.	
		PA STICKER FEE			1.0	
C *	EMI		A62		Internal	
Concern	EMISSION INSPECTION					
Misc. Code		Description			Qty.	
		EMISSIONS DATA CHARGE			1.0	
D *			A62		Internal	
Concern	CUSTOMER STATES THAT THE WIPERS WILL STALL ABOUT 3/4 OF THE WAY UP ON THE WINDSHIELD WHEN IT IS MISTING OUT.					
E *			A62		Internal	
Concern	CUSTOMER STATES THAT THE DAY TIME RUNNING LIGHTS ARE NOT ON. NOT SURE IF THEY SHOULD BE OR NOT?					
Correction	DRL NOT CONFIGURED TO VEHICLE					

Authorized Estimates					
Date/Time	Amount	Authorized By	Authorization Method	Phone/Email	
04/10/2017 09:18	\$53.38		Initial Estimate		
Warranty Claim Type: F	Authorization Code:	Service Cont No:			

[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		1FADP3F21G [REDACTED]		7828	7828	04/10/17 09:18	04/10/17	[REDACTED]
ALTOONA, PA [REDACTED]		VEHICLE DESCRIPTION				TAG NO.	STATUS	
[REDACTED]		2016 FORD FOCUS SE (MAGNETIC)					COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]		01/04/16	06/28/16	06/28/16	10	No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	JENNA RITCHEY (452)			2.0L I4 FI DOHC 16V	

Totals

	Amount
TOTAL CUSTOMER	No Charge

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INVOICE

CUSTOMER COPY

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