 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 04-SEP-2018 OCT 24 2018		Repository <input type="checkbox"/> Reference No. 11124273	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City PRINCETON State WV Zip Code [REDACTED]				Daytime Telephone Number [REDACTED] Evening Telephone Number [REDACTED]		E-mail Address [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 3FADP4AJ9C [REDACTED]				Make FORD	Model FIESTA	Model Year 2012	
Date Purchased 1-2012	Dealer's Name and Telephone Number Freedom Ford, CLAY Pool Hill 276-415-3070			Engine: No: Cylinders	Fuel Type: 87 Gas Octane		
Original Owner <input checked="" type="checkbox"/>	Dealer's City Pounding Mill, Wv		State VA	Zip Code 24637			
Transmission Type <input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain ✓		Multiple Failure: Going on 3 times		Incident Date(s) 31-JUL-2017		
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 100000 POWER TRAIN					Failure Mileage 27500	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)		<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:		Failed 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 type="checkbox"/> Yes <input checked="" 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 2012 FORD FIESTA. THE CONTACT STATED THAT THE TRANSMISSION FAILED TO FUNCTION PROPERLY. WHILE DRIVING VARIOUS SPEEDS, THERE WAS A DELAY IN CHANGING GEARS AND THE TRANSMISSION WAS SLOW TO ENGAGE WHEN DRIVING UP A HILL. RAMEY FORD PRINCETON (498 COURTHOUSE RD, PRINCETON, WV 24739, (304) 425-2128) INDICATED THAT THE VEHICLE WAS PREVIOUSLY SERVICED ONE YEAR AGO PER AN UNSPECIFIED MANUFACTURER POWER TRAIN/TRANSMISSION CAMPAIGN AND THE CLUTCH ASSEMBLY WAS REPLACED AT THAT TIME. THE DEALER DIAGNOSED THAT THE PART NEEDED TO BE REPLACED AGAIN. THE VEHICLE WAS NOT INCLUDED IN ANY POWER TRAIN RECALLS. THE MANUFACTURER WAS NOTIFIED. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 27,500.							
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.							

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

I have had the car 5 years and the clutches in
transmission has went out 2 times & then now is
going out again. I think its wrong that they can't
fix it right. Please Help. I can't afford another car

PS

It is also low mileage

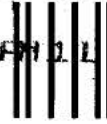
Thank you

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

CHARLESTON WV 250

03 OCT 2018 PM 1 L



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 1-800-4-A-SAFETY

Vehicle Safety Hotline
1-800-4-A-SAFETY

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



Ramey Ford Lincoln Princeton LLC
 498 Courthouse Road
 Princeton, WV 24740
 Telephone (304-425-2128)



CUSTOMER NO. [REDACTED]	ADVISOR GENERAL ADVISOR	TAG NO. 020	INVOICE DATE 03/29/16	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 18,274	COLOR
PRINCETON, WV [REDACTED]	YEAR / MAKE / MODEL 12/FORD/FIESTA/4DR SDN S			STOCK NO.
[REDACTED]	VEHICLE I.D. NO. 3 F A D P 4 A J 9 C M [REDACTED]			DELIVERY DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 03/29/16	DELIVERY MILES
[REDACTED]	BUSINESS PHONE	COMMENTS		PRODUCTION DATE

MO: 18274

LABOR & PARTS
 J# 1 07FOZ01 TRANS SHIFT CONCERN TECH(S):023 WARRANTY
 STATES TRANSMISSION SLIPPING CHECK AND ADVISE
 RAN TSB 15-0120. REPROGRAM PCM & TCM. RAN ADAPT LEARN. TEST
 DROVE & MADE RECORD. UPLOADED TO HOTLINE. 774 RPM DIFF.

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS-----

*****	TOTAL LABOR....	0.00
* PAYMENT METHOD	TOTAL PARTS....	0.00
* CASH [] CHECK [] CHECK#.....	TOTAL SUBLET...	0.00
* VISA/MC []	TOTAL G.O.G....	0.00
* CHARGE [] BY.....	TOTAL MISC CHG.	0.00
*****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

WE HONOR:



IMPORTANT
 YOU MAY RECEIVE A QUESTIONNAIRE FROM THE MANUFACTURER IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," IN DESCRIBING YOUR SERVICE EXPERIENCE WITH US, PLEASE CONTACT YOUR SERVICE ADVISOR. THANK YOU.
 RAMEY
 AUTOMOTIVE GROUP, INC.
 (304) 425-2128

CUSTOMER SIGNATURE

DUPLICATE INVOICE



Ramey Ford Lincoln Princeton LLC
 498 Courthouse Road
 Princeton, WV 24740
 Telephone (304-425-2128)



CUSTOMER NO. [REDACTED]	ADVISOR GENERAL ADVISOR	020	TAG NO.	INVOICE DATE 04/01/16	INVOICE NO. [REDACTED]
[REDACTED] PRINCETON, WV [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 18,316	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 12/FORD/FIESTA/4DR SDN S			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 F A D P 4 A J 9 C M [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F. T. E. NO.	P. O. NO.	R. O. DATE 03/30/16		
[REDACTED]	BUSINESS PHONE	COMMENTS			MO: 18316

LABOR & PARTS

J# 1 07FOZ08 **TRANS SHUDDER** **TECH(S):030** **WARRANTY**
 CUSTOMER STATES TRANSMISSION SHUDDER WHEN DRIVING.
 774 RPM DIFF
 RAN TSB 15-0120. REPROGRAM PCM & TCM. RAN ADAPT LEARN. TEST
 DROVE & MADE RECORD. UPLOADED TO HOTLINE. 774 RPM DIFF. NO
 VISIBLE LEAK. BLACK SEALS. R&I TRANS. R&R CLUTCH ASSY & SEAL
 REASSEMBLED. RAN ADAPT LEARN. TEST DROVE. OK.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		BV6Z-7B546-F	CLUTCH 753541		WARRANTY
JOB # 1	1		EV6Z-7052-B	SEAL AS 743993		WARRANTY
JOB # 1	1		FL-910S	FILTER 509263		WARRANTY
JOB # 1	0		XT-11-QDC	FLUID - 501778		WARRANTY
** QUANTITY 1 IS SPECIAL ORDERED **						
JOB # 1	1		XO-5W20-BSP	SN/OIL 521145		WARRANTY
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

TOTALS

PAYMENT METHOD	TOTAL LABOR....	0.00
CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CHECK#.....	TOTAL PARTS....	0.00
VISA/MC <input type="checkbox"/>	TOTAL SUBLET...	0.00
CHARGE <input type="checkbox"/> BY.....	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

WE HONOR:

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

The Reynolds and Reynolds Company FRANTIME CC704374 Q (01/12)



Ramey Ford Lincoln Princeton LLC
 498 Courthouse Road
 Princeton, WV 24740
 Telephone (304-425-2128)



CUSTOMER NO. [REDACTED]	ADVISOR ASHLEY	TAG NO. 0705	INVOICE DATE 08/30/18	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 27,982	COLOR /
PRINCETON, WV [REDACTED]	YEAR / MAKE / MODEL 12/FORD/FIESTA/4DR SDN S			DELIVERY DATE
[REDACTED]	VEHICLE I.D. NO. 3 F A D P 4 A J 9 C M [REDACTED]			DELIVERY MILES
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 08/30/18	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS		

M0: 27982

LABOR & PARTS
 J# 1 99FOZ26 PROGRAM 14M01 TECH(S):024 WARRANTY
 CUSTOMER STATES PERFORM PROGRAM 14M01. CUSTOMER STATES
 TRANSMISSION SHUDDER WHEN DRIVING. HESITATES WHILE PULLING
 OUT.
 RAN PROGRAM 14M01. TEST DROVE & MADE RECORD.
 UPLOADED TO HOTLINE. WITHIN SPECS AT THIS TIME. NO LEAK. OK.

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS-----

*****		TOTAL LABOR....	0.00
*	PAYMENT METHOD	TOTAL PARTS....	0.00
*		TOTAL SUBLET...	0.00
*	CASH [] CHECK [] CHECK#.....	TOTAL G.O.G....	0.00
*		TOTAL MISC CHG.	0.00
*	VISA/MC []	TOTAL MISC DISC	0.00
*		TOTAL TAX.....	0.00
*	CHARGE [] BY.....	TOTAL INVOICE \$	0.00

WE HONOR:



IMPORTANT

YOU MAY RECEIVE A
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 DAYS. IF FOR ANY REASON YOU
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 RAMEY
 AUTOMOTIVE GROUP, INC.
 (304) 425-2128

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****