

view TOCUS
1 Ford Focus

ODI 11128660

SEP 21 2018

(1)

CL-11128660-7288

[REDACTED] PURCHASED A CAR FROM
LUTHER FORD - LINCOLN MERCURY, 3629 ROUTE 119
HIGHWAY SOUTH, HOMER CITY, PA. 15748, TELEPHONE
NUMBER 724-479-8083 ON OCTOBER 19, 2010. IT
WAS A 2010 FORD FOCUS WITH A VIN NUMBER OF
1FAHP3FN5AW1 [REDACTED] WITH AN ODOMETER READING
OF 3,206 MILES. THIS CAR CAME WITH A WARRANTY
[REDACTED] WE TOOK THIS CAR FOR A
TEST RIDE AND BOTH OF US LIKED THE SIZE OF THE
CAR AND IT HANDLED WELL.

FIRST MINOR PROBLEM WAS ADDRESSED BY
LUTHER FORD ON AUGUST 25, 2011. WHICH BOTH
FRONT SWAY BAR LINKS HAD EXCESSIVE PLAY - TECH
REPLACED BOTH SIDES. ALSO WAS ADDRESSED ON THE SAME
VISIT WAS SQUEAKING NOISE COMING FROM REAR OF
CAR, BUT THEY COULD NOT FIND THE SOURCE OF THAT
ISSUE.

CAR WAS TAKEN BACK TO LUTHER FORD
OCTOBER 14, 2011 WITH THE REAR PASSENGER SIDE DOOR
THAT WOULD NOT UNLOCK AT TIMES, TECH THEN
CLEANED AND LUBED HATCH.

CAR WAS TAKEN BACK AGAIN TO LUTHER FORD
APRIL 26, 2012, WITH THE PASSENGER FRONT DOOR WOULD
NOT UNLOCK. LOCK WAS INSPECTED - TECH DIAGNOSED AND
LUBED DOOR AT THIS TIME. TECH VERIFIED NO
CONCERN AT THIS TIME.

NM
09/24/18
AS

1 Ford Focus

(2)

CAR WAS TAKEN BACK AGAIN TO LUTHER FORD JUNE 1, 2012 WITH PASSENGER REAR DOOR WONT UNLOCK. IT WAS INSPECTED AND TECH REPAIRED AS NEEDED. AND WHAT DOES THAT MEAN? TOTALLY DISCUSTED BY NOW WITH NUMEROUS DOOR ISSUES WITH THE SAME REPAIR PATTERN.

TRIED A DIFFERENT REPAIR SHOP WITH THE PROBLEM THIS TIME. GLENN BUSH FORD INC, ROUTE 56 P.O BOX 296 Apollo, PA. 15613 - PHONE NUMBER 724-478-4113. ON JUNE 20, 2012. RIGHT REAR DOOR WILL NOT UNLOCK - TECH WAS UNABLE TO DUPLICATE CONCERN AT THIS TIME, NO CONDITION FOUND. ALSO THAT SAME VISIT THE RIGHT FRONT PASSENGER DOOR WILL NOT UNLOCK AT TIMES. TECH UNABLE TO DUPLICATE CONCERN AT THIS TIME, NO CONDITION FOUND. SEE TECH NOTES BELOW.

TECHNICIAN WAS UNABLE TO DUPLICATE CONCERN. TRIED NUMEROUS TIMES TO HAVE DOOR LATCH ACT UP BUT THE LOCKS FUNCTIONED PROPERLY EVERYTIME. FOUND A TSB FROM FORD BUT SAW THAT LUTHER FORD HAD PERFORMED TSB EARLIER THIS MONTH. IF DOOR LOCKS ACT UP, CUSTOMER IS WELCOME TO BRING THE VEHICLE BACK ANYTIME SO THAT WE CAN SEE WHATS CAUSING THIS TO HAPPEN.

Called Ford Motor Company about our door lock problems July 14, 2012. Explained to them it

.. 1 Ford Focus
1 Ford Focus

(3)

WAS A CONCERN OF OURS THAT WE SAID TO THEM ITS A SAFETY HAZARD TO HAVE FAULTY LOCKS. WE ALSO TOLD THEM WE TOOK IT NUMEROUS TIMES FOR REPAIRS AND SAME PROBLEMS STILL EXIST WITH THE LOCKS. TOLD US THEY COULDN'T DO ANYTHING AND SAID TO CONTINUE TO TAKE TO REPAIR SHOP. WE WERE GETTING MIGHTY IRRITATED AT THIS TIME, NO ONE SEEMED TO CARE ABOUT THIS PROBLEM. THE REPAIR SHOP IS 30 MILES FROM OUR HOUSE AND TAKES US 40 MINUTES TO GET THERE.

HAD MORE PROBLEMS WITH DOOR LOCKS AND DIDN'T TAKE IN FOR REPAIR. THESE TRIPS WERE GETTING A LITTLE MUCH. OCTOBER 9, 2012 BACK PASSENGER DOOR WONT UNLOCK. NOVEMBER 12, 2012 BACK PASSENGER DOOR WONT UNLOCK. DECEMBER 13, 2012 FRONT PASSENGER DOOR WONT UNLOCK. DECEMBER 24, 2012 BACK PASSENGER DOOR WONT UNLOCK. JANUARY 3, 2013 FRONT PASSENGER DOOR WONT UNLOCK. THESE FOLLOWING PROBLEMS WOULD SOMETIMES UNLOCK ON THEIR OWN IN 2 DAYS 5 DAYS OR UP TO A WEEK, WE NEVER KNEW WHEN OR IF THE DOOR WOULD UNLOCK ON THEIR OWN.

HAD MORE PROBLEMS WITH DOOR LOCKS AND TOOK BACK TO LUTHER FORD JANUARY 11, 2013. PASSENGER FRONT DOOR WILL NOT OPEN. PASSENGER HAD TO CRAWL ACROSS CONSOLE TO GET OUT OF CAR. HOW AWFUL & EMBARRASSING THAT WAS. TECH REMOVED DOOR PANEL AND INSPECTED, REMOVED DOOR PANEL FROM

#1 FORD FOCUS

#1 Ford Focus

(4)

passenger side, inspected all linkage and connections, lubed all contact points. Door latch and linkage working at this time.

Did not take to repair shop when we had following door issues. JAN 13, 2013 the back driver side door wont open. JAN 29, 2013 the back driver side door wont open. These times they eventually opened on their own & relocked again.

Returned to Luther Ford Feb 5, 2013 for still another door lock problem.

1) Customer claims that the drivers REAR door will not unlock or open. Tech verified concern - lock mechanism was frozen, tech lubricated lock mechanism and internal mechanism checked for normal operations, everything O.K at this time

2) Also at this time the tech did a FREE multi point vehicle inspection checklist | Advise customer of any yellow or red lights.

3) CAUTION DRIVETRAIN | Requires future attention
transmission service is due - customer declined service.

4) Checked tires 7/32 or greater | GREEN

5) Brake System OK at this time

6) Good Battery.

█ I discussed what they did and was this suppose to make the door lock problem go away

#1 TORCH FOCUS

(5)

We were kind of wondering what this had to do with All of our door lock problems

We had another door lock problem on Feb 27, 2013 and did not take it for repairs. It was the back driver side door again that won't unlock

By this time our warranty had run out for this car and we couldn't afford the repair bill to continue to take this car back to them. They never really fixed the issue properly as the information shows.

TT - TURK FOCUS
2 Ford focus

ODI - 11128660
①

Traded in the 2010 Ford Focus with a VIN# of 1FAHP3FN5AW [REDACTED] for another car which was another Ford Focus they claimed did not have the same problem. The VIN# on this car is 1FAHP3FN3AW [REDACTED]. This car had 14,819 miles on it. We purchased this car March 8, 2013 from Luther Ford-Lincoln Mercury, 3629 Route 119 Highway South, Homer City, Pa. 15748, telephone number is 724-479-8083.

We purchased an extended warranty from the dealership March 8, 2013. It was called Easy Care Gold Advantage that covered the car till March 7, 2016. The address is Warranty Support Services LLC, P.O. Box 88230, Atlanta GA. 30356-8230, phone number is 800-538-4181.

Here starts the problem again May 24, 2014 both back doors wont open

June 3, 2014 [REDACTED] took our car to Noel Ford 151 Walnut Street, Kittanning PA 16201, telephone number is 724-543-1015. Service man got driver side back door open. But didnt do the passenger side back door because they wouldn't accept our extended warranty.

June 6, 2014 - Driver side back door

Filed A Safety
Complaint 5-24-14
done on computer by
Insurance Agent -
confirmation

#1 Ford Focus

#2 Ford Focus

(2)

locked, THEN THE passenger side back door unlocked ON ITS OWN.

JUNE 10, 2014 - Driver side back door unlocked ON ITS OWN AND THE passenger side back door still unlocked AT THIS TIME.

JUNE 23, 2014 - Passenger side back door does NOT OPEN

JUNE 27, 2014 - Driver side back door WAS unlocked part of the day THEN relocked ON ITS OWN. Passenger side back door is locked.

July 4, 2014 - Driver side back door is un-locked.

July 7, 2014 - Driver side back door is locked. Passenger side back door is un-locked AT THIS TIME.

July 12, 2014 - Driver side back door is locked. Passenger side back door is locked.

We were getting extremely upset with this ongoing problem

July 14, 2014 - We took THE CAR back to Luther Ford AND explained to them that we were tired of the problems with the door locks with this second car we purchased off of them. The Tech determined that both back door latches needed replaced. They ordered parts that day AND we returned to Luther Ford July 18, 2014 for them to replace the parts. Took them 3 hours

Following information is A WORK ORDER performed July 18, 2014.

- 1) CUSTOMER STATES BOTH BACK DOOR LATCHES WILL NOT OPEN, VERIFIED CONCERN FOUND FAILURE TO BOTH REAR LATCHES AND RODS, CUSTOMER STATES REPLACE BOTH LATCHES AND NECESSARY COMPONENTS, ALL WORK APPROVED BY EASY CARE Gold Advantage - WARRANTY
- 2) PLEASE perform free multi-point vehicle inspection checklist / Advise customer of ANY yellow OR red lights
- 3) Checked tires 1/32 OR greater / GREEN
- 4) BRAKE SYSTEM OK AT THIS TIME
- 5) Good Battery

~~Customer states~~

Luther Ford told us there WAS A 2 YEAR WARRANTY ON THOSE PARTS THAT they replaced on the 2 back door locks

The problems CONTINUE with these door locks
 March 18, 2016, passenger side back door DOES NOT ~~OPEN~~ OPEN

March 31, 2016, passenger side ~~back~~ door opened on its OWN.

April 19, 2016, passenger side back door does NOT OPEN.

May 10, 2016, passenger side back door unlocked on its OWN

MAY 19, 2016 - passenger side back door

= Ford Focus

(4)

does not open.

May 29, 2016 - Passenger side back door unlocked on its own.

Nov 13, 2016 - Passenger side back door won't open.

Nov 20, 2016 - Passenger side back door unlocked on its own

March 8, 2017 - Passenger side back door does not open

March 11, 2017 - Passenger side back door ~~does~~ unlocked on its own

June 12, 2017 - Passenger side back door does not open

June 14, 2017 - Passenger side back door unlocked on its own

Sept 24, 2017 - Passenger side back door does not open

October 12, 2017 - Passenger side back door unlocked on its own.

Found out from Ford Motor Co. that there was only a 1 year warranty on the 2 ~~doors~~ back door locks & rods that Luther Ford replaced.

April 4, 2018

Passenger side back door does NOT OPEN

May 1, 2018

Passenger side back door opened on its own

May 4, 2018

Passenger side back door does NOT OPEN

August 2018

Passenger side back door still does NOT OPEN

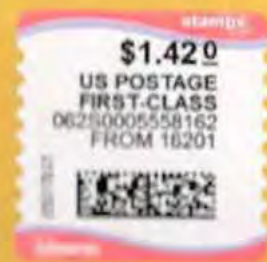
We HAVE tried numerous times with the REMOTE door opener

And we HAVE tried numerous times with the door buttons to try to OPEN it

DOES NOT WORK

We now have two grandchildren that sit in the back seat. This car is NOT SAFE

, PA



United State Department of Transportation
National Highway Safety
Office of Defect Investigation'NVS-210
1200 New Jersey Street SE
West Building
Washington, DC 20590