INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

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	Repository ☐
13-FEB-2019 APR 22 2019	Reference No. 11179934

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address			
City PORTLAND	State OR	Zip Code	Evening Telephone Number

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	Make	Model	Model Year
1FADP3K20E	FORD	FOCUS	2014

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
	Courtesy Ford 503-255-1771			No: Cylinders	
Original Owner ☒	Dealer's City Portland	State OR	Zip Code 97230		

Transmission Type		Powertrain	Multiple Failure: Yes clutch repleaced 3 times	Incident Date(s) 01-DEC-2015 ~~Sept 2014~~ Aug 2016 March 2016 May 2017 Feb. 2019
Automatic	☐ Antilock Brakes ☐ Cruise Control			

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN	Failure Mileage	Failure Speed
Failure mileage: 14,230 (18,823) 22,009 34,383	34475	Accelerating between any gear shift

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 VARIOUS SPEEDS, THE CLUTCH FAILED AND THE VEHICLE WOULD NOT ACCELERATE. ~~THE CHECK ENGINE WARNING INDICATOR ILLUMINATED~~. THE VEHICLE WAS TAKEN TO COURTESY FORD LINCOLN (1313 NE 122ND AVE, PORTLAND, OR 97230, (503) 255-1771) WHERE THE CLUTCH WAS REPAIRED AND THE POWER TRAIN CONTROL MODULE WAS REPROGRAMMED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 34,475.

~~Sept 2014~~ Dec. 2015: Vehicle shudders on acceleration, inconsistent acceleration No check engine light. Dealership reprogrammed tcm

March 2016: Vehicle shudders on acceleration, inconsistent acceleration No check engine light. Dealership replaced clutch

Aug. 2016: Recalled transmission - dealership replaced

May 2017: Vehicle shudders on acceleration: inconsistent acceleration. No check engine light. Dealership replaced clutch

Feb. 2019: Vehicle shudders on acceleration, inconsistent acceleration No check engine light. Dealership replaced clutch.

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)

The check engine light has not illuminated during any of these situations.

Each replaced clutch has failed to work safely and predictably. The vehicle shudders and hesitates at all speeds when accelerating from one gear to the next. The vehicle does not predictably and reliably accelerate into traffic at highway speeds.

The dealership has replaced each clutch. The manufacturer extended my warranty but will not buy the vehicle back. A class action lawsuit ATTACH ADDITIONAL SHEETS IF NECESSARY exists re. this problem

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

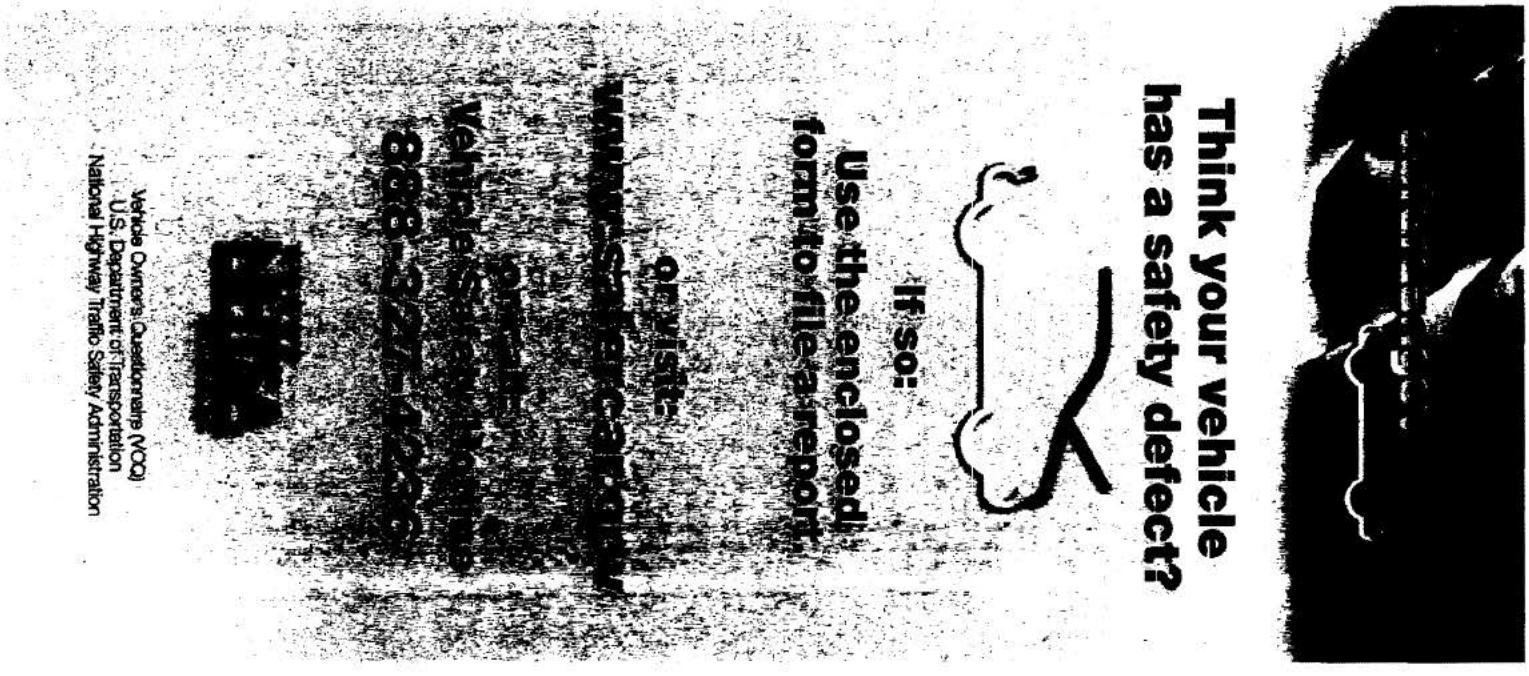
Official Business
Penalty for Private Use $300

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



CUSTOMER #: [redacted]

[redacted]

INVOICE

courtesyford.com
COURTESY
FORD LINCOLN 888-88-FORDS

1313 N.E. 122nd Ave. · P.O. Box 30653
Portland, OR 97230
Phone (503) 255-1771
Fax (503) 251-3449

[redacted]
PORTLAND, OR [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 293 EDWARD CAUSEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUXEDO BLA	14	FORD FOCUS	1FADP3K20EL[redacted]		12526/12526	T967T

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28SEP14 IS							
28SEP14 DD	01SEP14		17:00 23DEC15			CASH	23DEC15

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:2.0L I4 GDI ENGINE TRN:6-SPEED AUTOMATIC TRANSMISSION 5)10/8/14 DMV
08:09 23DEC15	11:28 23DEC15	CK# [redacted] (NO LIEN). 6)10/17/14 RECEIVED (More...)

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A FORD ACE VEHICLE INSPECTION			
99P FORD ACE VEHICLE INSPECTION			
1645 C		0.00	0.00
GBATT Battery condition is good			
1645 C		0.00	0.00
GBK Brake linings are ok at this time			
1645 C		0.00	0.00
GTIRE Tire tread and wear is ok at this time			
1645 C		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B The Works Fuel Saver Package			
CAUSE: Up to 5 quarts MotorCraft oil, MotorCraft oil filter, Multi Point Inspection, Tire Rotation and Pressure Check, Brake Inspection, Battery Test and Filter check			
WRKS The Works Fuel Saver Package			
1789 CQL		14.91	14.91
1 QFL*910S*B12 KIT - ELEMENT & GASKET - OIL F			5.45
9 XO*5W20*BSP OIL - ENGINE			13.59
46FOZ04 CUSTOMER REQUESTS TIRE ROTATION			
1789 CQL		6.04	6.04
40FOZFCBRK PERFORM FACTORY BRAKES SYSTEM CHECK. INSPECT BRAKE PADS/SHOES/ROTORS/DRUMS, BRAKE LINES AND HOSES, AND PARKING BRAKE SYSTEM			
1789 CQL		0.00	0.00
PARTS: 19.04 LABOR: 20.95 OTHER: 0.00 TOTAL LINE B:			39.99
COMPLETED LUBE, OIL AND FILTER CHANGE AND ROTATED TIRES			
**********			
C 15B22 TRANSMISSION CONTROL MODULE REPROGRAMMING FOR OVERT TCM FAILURE WARNING			
99 MISC LABOR OP			
1645 W			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:** We have added a charge equal to 8.75% of the total cost of labor and parts, not to exceed $35.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DealerCAP ©2008 ADP (03/11) SERVICE INVOICE TYPE 2 - SI2C - "LIMITED WARRANTY" - OREGON 3628714

CUSTOMER COPY

Paid 12/23/15 w/ cash

CUSTOMER #: [redacted]

[redacted]

INVOICE

1313 N.E. 122nd Ave. · P.O. Box 30653
Portland, OR 97230
Phone (503) 255-1771
Fax (503) 251-3449

[redacted]
PORTLAND, OR [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 293 EDWARD CAUSEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUXEDO BLA	14	FORD FOCUS	1FADP3K20E[redacted]		12526/12526	T967T

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28SEP14 IS							
28SEP14 DD	01SEP14		17:00 23DEC15			CASH	23DEC15

R.O. OPENED	READY	OPTIONS:
08:09 23DEC15	11:28 23DEC15	SOLD-STK: [redacted] ENG:2.0L I4 GDI ENGINE TRN:6-SPEED AUTOMATIC TRANSMISSION 5)10/8/14 DMV CK# [redacted] (NO LIEN). 6)10/17/14 RECEIVED (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D	CUST STATES THE VEHICLE SHUTTERS ON ACCL FROM A STOP OR WHEN SHIFTING GEARS.						
	CAUSE: .						
	150120L TSB 15-0120						
		1645	W				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
	TEST DROVE FOUND SHUDDER FROM STOP FOUND TSB 15-0120. REPROGRAMMED PCM AND TCM. DID ADAPTIVE LEARN NO LEAKS. TEST DROVE WITH IDS FOUND RPM SLIP AT 405. ORDERED CLUTCH PER WSM AND TSB						
	**********						
E	CORY'						
	99 MISC LABOR OP						
		1645	C			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00
	**********						

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:** We have added a charge equal to 8.75% of the total cost of labor and parts, not to exceed $35.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	20.95
PARTS AMOUNT	19.04
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	39.99
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	39.99

DealerCAP ©2008 ADP (03/11) SERVICE INVOICE TYPE 2 - SI2C - "LIMITED WARRANTY" - OREGON - 8698214

CUSTOMER COPY

COURTESY FORD INC
1313 NE 122ND AVE
PORTLAND, OR 97230
503-255-1771

Merchant ID: 390601417
Term ID: 5555

Sale

VISA
XXXXXXXXXX[redacted]
Entry Method: Swiped
Apprvd: Online Batch#: [redacted]
09/28/16 16:07:02

Inv#: [redacted] Appr Code: 132291

Total: $ 187.50

Customer Copy

**THANK YOU!!!

[redacted]

INVOICE

PAGE 1

courtesyford.com
COURTESY
Ford LINCOLN 888-88-FORDS

1313 N.E. 122nd Ave. · P.O. Box 30653
Portland, OR 97230
Phone (503) 255-1771
Fax (503) 251-3449

T: [redacted]
L:

SERVICE ADVISOR: 1721 ROBERT K BEN

KE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OCUS	1FADP3K20EL[redacted]		18823/18823	T619T

RR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
	17:00 25AUG16			CASH	27SEP16

EADY	OPTIONS: SOLD-STK: [redacted] ENG:2.0L I4 GDI ENGINE TRN:6-SPEED AUTOMATIC TRANSMISSION 5)10/8/14 DMV
27SEP16	CK# [redacted] (NO LIEN). 6)10/17/14 RECEIVED (More...)

HOURS		LIST	NET	TOTAL
NSPECTION				
HICLE INSPECTION				
			0.00	0.00
STORY ARCHIVE FEE			0.00	0.00
ondition is good				
287	C		0.00	0.00
GTIRE Tire tread and wear is ok at this time				
287	C		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:				0.00

****

B 15B22 RECALL
30CFL AUTO TRANSMISSION
287 I (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
COMPLETED WITH LINE D

****

C TPMS LIGHT IS ON RIGHT NOW. CHECK AND ADVISE.
46CFL07 MOUNT AND BALANCE

999	C		5.00	5.00
1 9002*1548265*0000 215/55R16				181.00
1 TD Tire Disposal		1.50	1.50	1.50
1 TT Tire Tax		0.00	0.00	0.00
1 CNB3WBPC2615 DOT CODE				0.00

PARTS: 181.00 LABOR: 5.00 OTHER: 1.50 TOTAL LINE C: 187.50
VERIFIED CONCERN. FOUND SIDEWALL HOLE IN R/R TIRE. REPLACED TIRE AND VERIFIED REPAIRS

****

D CUST STATES THE WRENCH FOR CHANGING THE TIRE DOES NOT FIT THE LUG NUTS. CHECK AND ADVISE.
CAUSE: .
160044A 160044A
287 W (N/C)
1 AE8Z*7Z369*F MODULE - TRANSMISSION CONTROL (N/C)

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DealerCAP ©2006 ADP (03/11) SERVICE INVOICE TYPE 2 - SI2C - "LIMITED WARRANTY" - OREGON - 86882 V4

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COURTESY

888-88-FORDS

[redacted] [redacted]

INVOICE

1313 N.E. 122nd Ave. · P.O. Box 30653
Portland, OR 97230
Phone (503) 255-1771
Fax (503) 251-3449

[redacted]

PORTLAND, OR [redacted]

PAGE 2

HOME: [redacted] CONT: [redacted]

BUS: CELL:

SERVICE ADVISOR: 1721 ROBERT K BEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUXEDO BLA	14	FORD FOCUS	1FADP3K20EL[redacted]		18823/18823	T619T

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28SEP14 IS 28SEP14 DD	01SEP14		17:00 25AUG16			CASH	27SEP16

R.O. OPENED	READY	OPTIONS:
07:48 25AUG16	07:18 27SEP16	SOLD-STK: [redacted] ENG:2.0L_I4_GDI_ENGINE TRN:6-SPEED_AUTOMATIC_TRANSMISSION 5)10/8/14 DMV CK# [redacted] (NO LIEN). 6)10/17/14 RECEIVED (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

SELF TEST U0100 AND U0101 LOST COMMUNICATION WITH TCM. TSB 16-0044. B/O 10/14. PARTS ARRIVED EARLY. REPLACED TCM LOAD CALIBRATION AND ADAPTIVE LEARN. POST ROAD TEST OK

****

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 16.28

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS: We have added a charge equal to 8.75% of the total cost of labor and parts, not to exceed $35.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	5.00
PARTS AMOUNT	181.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	17.78
TOTAL CHARGES	203.78
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	203.78

18180

DealerCAP ©2008 ADP (03/11) SERVICE INVOICE TYPE 2 - SIZC - "LIMITED WARRANTY" - OREGON - 6883X4

CUSTOMER COPY

[redacted]

[redacted]

INVOICE

courtesyford.com
COURTESY Ford LINCOLN 888-88-FORDS
1313 N.E. 122nd Ave. · P.O. Box 30653
Portland, OR 97230
Phone (503) 255-1771
Fax (503) 251-3449

[redacted]
PORTLAND, OR [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL: [redacted]

SERVICE ADVISOR: 293 EDWARD CAUSEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUXEDO BLA	14	FORD FOCUS	1FADP3K20EL[redacted]	219HCT	34383/34390	TB870B

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28SEP14 IS 28SEP14 DD	01SEP14		17:00 04FEB19			CASH	07FEB19

R.O. OPENED	READY	OPTIONS:
07:43 04FEB19	09:02 07FEB19	SOLD-STK: [redacted] ENG:2.0L I4 GDI ENGINE TRN:6-SPEED AUTOMATIC TRANSMISSION 5)10/8/14 DMV CK# [redacted] (NO LIEN). 6)10/17/14 RECEIVED (More...)

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A Ford Multi-Point Vehicle Inspection			
99P Ford Multi-Point Vehicle Inspection			
287 C		0.00	0.00
GBATT Battery condition is good			
287 C		0.00	0.00
GBK Brake linings are ok at this time			
287 C		0.00	0.00
RTIRE Tires require immediate replacement			
287 C		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B The Works Fuel Saver Package			
WRKS The Works Fuel Saver Package			
287 C		22.55	22.55
1 BE8Z*6731*AC KIT - ELEMENT & GASKET - OIL F			7.95
9 XO*5W20*BSP OIL - ENGINE			14.49
PARTS: 22.44 LABOR: 22.55 OTHER: 0.00 TOTAL LINE B:			44.99
34383 PERFORMED LUBE, OIL & FILTER SERVICE, PERFORMED TIRE ROTATION, TOPPED OFF ALL FLUIDS, INSPECTED TIRE CONDITION AND CORRECTED AIR PRESSURES.			
**********			
C FUEL TANK DEFORMATION			
CAUSE: .			
18S32 FUEL TANK DEFORMATION			
236 W			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
34390 ORDERED PARTS			
**********			
D CUSTOMER STATES TRANSMISSSION SHUDDERS WHEN TAKING OFF AND AT LOWER SPEEDS			
160109B 160109B			
287 W			(N/C)
LOANRS RENTAL			(N/C)

2-4-19 typo-no problem PAID FEB 07 2019 CASH ☐ CHECK ☐ CC

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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***SHOP SUPPLY COSTS:** We have added a charge equal to 8.75% of the total cost of labor and parts, not to exceed $50.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DealerCAB 2014 CDK Global, LLC (06/16) SERVICE INVOICE TYPE 2 - 8120 - "LIMITED WARRANTY" OREGON 8888214

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

courtesyford.com
COURTESY
888-88-FORDS

1313 N.E. 122nd Ave. · P.O. Box 30653
Portland, OR 97230
Phone (503) 255-1771
Fax (503) 251-3449

PORTLAND, OR [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 293 EDWARD CAUSEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUXEDO BLA	14	FORD FOCUS	1FADP3K20E[redacted]		14230/14230	T306S

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28SEP14 IS							
28SEP14 DD	01SEP14		17:00 08MAR16			CASH	09MAR16

R.O. OPENED	READY	OPTIONS:
15:15 08MAR16	13:37 09MAR16	SOLD-STK: [redacted] ENG:2.0L I4 GDI ENGINE TRN:6-SPEED AUTOMATIC TRANSMISSION 5)10/8/14 DMV CK# [redacted] (NO LIEN). 6)10/17/14 RECEIVED (More...)

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A FORD ACE VEHICLE INSPECTION			
99P FORD ACE VEHICLE INSPECTION			
1645 C		0.00	0.00
GBATT Battery condition is good			
1645 C		0.00	0.00
GBK Brake linings are ok at this time			
1645 C		0.00	0.00
GTIRE Tire tread and wear is ok at this time			
1645 C		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B CUSTOMER STATES SHUDDER WHEN TAKING OFF FROM A STOP			
CAUSE: .			
150120M TSB 15-0120			
1645 W			(N/C)
1 BV6Z*7B546*F CLUTCH ASY			(N/C)
1 EV6Z*7052*C SEAL ASY - OIL			(N/C)
SUBL WARRANTY RENTAL PO#[redacted]			
W			(N/C)
FC: 1			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
INSTALLED SOP CLUTCH. DID ADAPTIVE LEARN. TEST DROVE GOOD NOW.			
**********			
C ROTATE TIRES			
ROTATE ROTATE TIRES			
1645 C		13.95	13.95
PARTS: 0.00 LABOR: 13.95 OTHER: 0.00 TOTAL LINE C:			13.95
COMPLETED			
**********			
EST: 13.95 08MAR16 15:15 SA: 293			

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:** We have added a charge equal to 8.75% of the total cost of labor and parts, not to exceed $35.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	13.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	13.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	13.95

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

courtesyford.com
COURTESY
888-88-FORDS

1313 N.E. 122nd Ave. · P.O. Box 30653
Portland, OR 97230
Phone (503) 255-1771
Fax (503) 251-3449

[redacted]
PORTLAND, OR [redacted]
HOME: [redacted] CONT: [redacted] 4912
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 1758 THERON J SCHWARTZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUXEDO BLA	14	FORD FOCUS	1FADP3K20EL[redacted]		22009/22011	T926E

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28SEP14 IS							
28SEP14 DL	01SEP14		17:00 09MAY17			CASH	08MAY17

R.O. OPENED	READY	OPTIONS:
16:07 02MAY17	10:27 08MAY17	SOLD-STK[redacted] ENG:2.0L I4 GDI ENGINE TRN:6-SPEED AUTOMATIC TRANSMISSION 5)10/8/14 DMV CK#[redacted] (NO LIEN). 6)10/17/14 RECEIVED (More...)

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A FORD ACE VEHICLE INSPECTION			
99P FORD ACE VEHICLE INSPECTION			
287 C		0.00	0.00
GBATT Battery condition is good			
287 C		0.00	0.00
GTIRE Tire tread and wear is ok at this time			
287 C		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B CUST STATES THE TRANSMISSION SHUDDERS ON ACCL (SOP HERE)			
CAUSE: .			
160109C tsb 16-0109			
287 W			(N/C)
1 EV6Z*7052*C SEAL ASY - OIL			(N/C)
1 F1FZ*7B546*B CLUTCH ASY			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
287			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
R AND I TRANSMISSION REPLACE CLUTCH ADAPTIVE LEARN POST ROAD TEST OK			
**********			
C ENTERPRISE RENTAL			
CAUSE: .			
70CFL03 ENTERPRISE RENTAL			
999 W			(N/C)
SUBL WARRANTY RENTAL PO[redacted]			
W			(N/C)
FC: 1			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
PERFORMED OIL CHANGE			
**********			
D LUBE OIL AND FILTER PERFORM MULTI POINT INSPECTION			

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TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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