



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 ☐

26 JUN 2019
JUN 21 2019

Reference No.
11191636

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BALTIMORE State MD Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

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
1FADP3E2ZEL [REDACTED] Make FORD Model FOCUS Model Year 2014

Date Purchased 9/1/13 Dealer's Name and Telephone Number Norris Ford 410/285-0200 Engine: No: Cylinders 4 cy
Original Owner ☒ Dealer's City State Zip Code

Transmission Type ☐ Antilock Brakes Powertrain Multiple Failure: 3 Incident Date(s) 14-AUG-2014
☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE (PWS), 100000 POWER TRAIN Failure Mileage 14300 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 Failure Location:
☐ Prior Repair
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 2014 FORD FOCUS. WHILE ATTEMPTING TO START THE VEHICLE, IT SHUDDERED AND STALLED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO NORRIS FORD (901 MERRITT BLVD, BALTIMORE, MD 21222, (888) 205-0310) WHERE IT WAS DIAGNOSED THAT THE CLUTCH ASSEMBLY NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED AND ADVISED THE CONTACT TO CALL NHTSA TO FILE A COMPLAINT. THE FAILURE MILEAGE WAS 14,300.

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)



stjude.org

The vehicle is
now in my name
not my husband's
due to his death

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

BU
FIRST CLASS

US Depa
Nationa
Office o
1200 Nev
Washing



safercar.gov

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 (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

CUSTOMER #:



NORRIS FORD



INVOICE

901 MERRITT BLVD
BALTIMORE, MARYLAND 21222
Phone: (410) 285-0200 • Fax: (410) 285-1300
www.norrisford.com

DUNDALK, MD

PAGE 1

HCME CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 997135 RUSSELL WALTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	14	FORD FOCUS	1FADP3E22EI		4116/4116	T3193	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11SEP13	DE19AUG13		17:00 21OCT14		0.00	CASH	22OCT14
R.O. OPENED	READY	OPTIONS:	STK:	ENG:	2.0 LITER	GDI	

09:08 21OCT14 11:04 22OCT14

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A TRANS SEEMS TO SHUDDER AT TIMES , FEELS LIKE SLIPPING

CAUSE: 7B546

140197C TSB 14-0197

997133 W

1 BV6Z*7B546*F CLUTCH ASY

(N/C)

3 XT*11*QDC FLUID - TRANSMISSION

(N/C)

1 AE8Z*7048*B 20150628 SEAL ASY - OIL

(N/C)

1 AE8Z*7052*C 20150720 SEAL ASY - OIL

(N/C)

FC: P36 14

PART#: 7B546

COUNT:

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REPLACED CLUTCH AS PER TSB

B WORKS SPECIAL - CHANGE OIL and FILTER - ROTATE TIRES - MULTIPOINT

CAUSE: MAINTENANCE

WRKS WORKS SPECIAL - CHANGE OIL and FILTER -

ROTATE TIRES - MULTIPOINT

997133 CP

17.00 17.00

1 FL*910S*B12 BE826731AC KIT - ELEMENT &

GASKET - OIL F

7.95 7.95 7.95

1 OIL

15.00 15.00 15.00

PARTS: 22.95 LABOR: 17.00 OTHER: 0.00 TOTAL LINE B: 39.95

C PERFORM MULTI-POINT INSPECTION

CAUSE: QCM

99P PERFORM MULTI-POINT INSPECTION

997133 CP

0.00 0.00

ALLG TIRES INSPECTED AND ARE OK AT THIS TIME.

BRAKES INSPECTED AND ARE OK AT THIS TIME.

BATTERY INSPECTED AND IS OK AT THIS TIME.

LIMITED WARRANTY

SERVICE PARTS ARE WARRANTED 12,000 MILES OR 12 MONTHS, WHICHEVER OCCURS FIRST. THIS WARRANTY DOES NOT EXCLUDE OR MODIFY ANY OTHER WARRANTY PROSCRIBED BY LAW. LABOR CHARGES ARE BASED ON PREVAILING HOURLY LABOR RATES TIMES MOTOR MANUAL SUGGESTED TIME SCHEDULE.

WARRANTY ONLY

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

SERVICE HOURS:

MONDAY - FRIDAY

7:00 am - 7:00 pm

SATURDAY

7:00 am - 3:00 pm

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER #:



NORRIS FORD



INVOICE

901 MERRITT BLVD
BALTIMORE, MARYLAND 21222
Phone: (410) 285-0200 · Fax: (410) 285-1300
www.norrisford.com

DUNDALK MD

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 997135 RUSSELL WALTER

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
GRAY	14	FORD FOCUS		1FADP3E22EL		7337/7337		T951
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
11SEP13	DE19AUG13		17:00 22SEP15			0.00	CASH	23SEP15
R.O. OPENED		READY		OPTIONS:	STK:	ENG:2.0 LITER GDI		

09:36 22SEP15 08:46 23SEP15

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A TRANS SHUDDERS BAD ,INSTALL SOP CLUTCHES
CAUSE: 7B546

150120L replaced clutch

997133 W

1 BV6Z*7B546*F 20161023 CLUTCH ASY

(N/C)

1 XT*11*QDC FLUID - TRANSMISSION

(N/C)

1 AE8Z*7048*B 20150628 SEAL ASY - OIL

(N/C)

1 AE8Z*7052*C 20150720 SEAL ASY - OIL

(N/C)

2 PM*4*A BRAKE CLEANER

(N/C)

1 BB5Z*11002*B SA1018 STARTER MOTOR ASY

(N/C)

150120N replaced clutch

997133 W

(N/C)

FC: P69 42

PART#: BV6Z*7B546*F

COUNT:

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
REPLACED CLUTCH AND SEALS AS PER TSB

B PERFORM MULTI-POINT INSPECTION

CAUSE: QCM

99P PERFORM MULTI-POINT INSPECTION

997133 CP

0.00

0.00

ALLG TIRES INSPECTED AND ARE OK AT THIS TIME.

BRAKES INSPECTED AND ARE OK AT THIS TIME.

BATTERY INSPECTED AND IS OK AT THIS TIME.

997133 CP

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C RECALL 15B22

RECALL REPAIRED ON LINE A

997133 CP

0.00

0.00

LIMITED WARRANTY

SERVICE/PARTS ARE WARRANTED 12,000 MILES OR 12 MONTHS, WHICHEVER OCCURS FIRST. THIS WARRANTY DOES NOT EXCLUDE OR MODIFY ANY OTHER WARRANTY PROSCRIBED BY LAW. LABOR CHARGES ARE BASED ON PREVAILING HOURLY LABOR RATES TIMES MOTOR MANUAL SUGGESTED TIME SCHEDULE.

WARRANTY ONLY

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SERVICE HOURS:

MONDAY - FRIDAY

7:00 am - 7:00 pm

SATURDAY

7:00 am - 3:00 pm

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER #:



NORRIS FORD



INVOICE

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BALTIMORE, MARYLAND 21222
Phone: (410) 285-0200 · Fax: (410) 285-1300
www.norrisford.com

DUNDALK, MD

PAGE 1

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 998784 Michael Larkins

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	14	FORD FOCUS	1FADP3E22E[REDACTED]		14295/14295	T998	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11SEP13	DD19AUG13		17:00 26MAR19		0.00	CASH	27MAR19
R.D. OPENED	READY	OPTIONS:	STK:	ENG: 2.0 LITER GDI			

12:48 26MAR19 13:23 27MAR19

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A PERFORM MULTI-POINT INSPECTION

CAUSE: QCM

99P PERFORM MULTI-POINT INSPECTION

997133 CP

0.00 0.00

RTIRE TIRES INSPECTED AND REQUIRE IMMEDIATE ATTENTION

997133 CP

0.00 0.00

GBK BRAKES INSPECTED AND OK THIS VISIT

997133 CP

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B TRANSMISSION RELATED

10 diag and replaced clutch assy

997133 CP

1137.05 1137.05

1 F1FZ*7B546*B CLUTCH ASY

509.10 509.10 509.10

1 EV6Z*7052*C SEAL ASY ~ OIL

52.36 52.36 52.36

1 1S7Z*6840*AA GASKET

7.97 7.97 7.97

4 *TC2417* CLEANER

6.75 6.75 27.00

PARTS: 596.43 LABOR: 1137.05 OTHER: 0.00 TOTAL LINE B: 1733.48

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

PAID

16.00

- ☐ Cash
☒ Check [REDACTED]
☐ Credit Card
☐ Charge

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SERVICE HOURS:

MONDAY - FRIDAY

7:00 am - 7:00 pm

SATURDAY

7:00 am - 3:00 pm

DESCRIPTION	TOTALS
LABOR AMOUNT	1137.05
PARTS AMOUNT	596.43
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	16.00
TOTAL CHARGES	1749.48
LESS INSURANCE	0.00
SALES TAX	36.75
PLEASE PAY THIS AMOUNT	1786.23

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER COPY

2 yr warranty on clutch assy