

CL-11217170-6443

NEF-010

TRACKING # 11217170

JUL 02 2019

my name is [REDACTED] I own a 2015 Ford Focus and i am writing this letter to explain to you why i believe my car is an unsafe vehicle to be driving. I purchased this vehicle new and once i hit 20,000 mile's well actually 11/16/2015 not long after owning the vehicle i took into shop for shuddering but it passed their test so i got the vehicle back. It would always shudder but here i thought it was normal or i would have tryed to make them take back the car. Once i hit 20,000 6/27/16 my clutch was replaced along with couple other things such as seal's etc. Ok so now my vehicle had to be fixed right. Wrong 30,000 on 2/3/17^{30,000} same thing felt my car starting to shudder and the shuddering im talking about is while im driving my vehicle which is scary do to the fact that all of a sudden i feel like im driving a stick shift and my gears are not working then all sudden it will kick back into place (well gear) But it passed there test even tho it's acting up so i drive longer with this problem^{40,000} going on. As it gets much worse i take back in 8/7/17 they replace clutch, seals, etc. Ok has to be fixed right. at this time i ask what's going on i learn these cars have transmission problems. which they claim Ford was trying to help out with warranty. my car once again does not feel right as im driving 8/30/17^{41,000 miles} EA 7.2.19 WJ

test if i can feel it acting up but all they need to do is get the vehicle to pass, how ever they test it out. 10/23/17 I took back in still wasn't bad enough to fail their test but here i am driving fearing someone may hit me when it just starts to act up

or if i make a left hand turn will it act up
and will i get hit. I'm getting scared and mad. 58,000
I keep driving to my every day life and 8/11/18 ^{miles}
i take it back in since it started to feel
really bad and clutch, seals, etc. replaced i
said i have a lemon what can i do. Because
they are fixing the problem so can't claim it.
I say no your not fixing it or i would of never
been back. After every time they fix the problem
it only feels like it's fixed for a short time then
it start's driving funny. 2/23/19 i take my car
in my clutch, seals, etc. replaced. When i hit 72,000
68,000
my car as i was turning right to get to the highway
to go home as i hit about 20 mph my car felt as
if i was in neutral and would not move. I'm driving
in traffic about 3:30 which is a rush hr. and i thought
the car behind me was going to skem in to me
i hit the brake and my car finally went but thank
god i was not jumping onto the highway yet or
even making a left hand turn i may not be here
which is a scary thing to think really all the time's
my car shudder or hesitated as im in the middle
of driving. I call have my car taken in and what
do you know clutch, seals, etc. replaced again for
the 5th time. at 72,000. As you can see my car
has been in 8 time's 5 which the same thing has
been replaced. they can not fix my car. My car is
unsafe to drive. and now i asked them to at least

which is a scary thing to think really all the time's
my car shudder or hesitated as im in the middle
of driving. I call have my car taken in and what
do you know clutch, seals, etc. replaced again for
the 5th time. at 72,000. as you can see my car
has been in 8 time's 5 which the same thing has
been replaced. they can not fix my car. my car is
unsafe to drive. and now i asked them to at least
help me with warrantery but they said no now i have
to pay for the problems i feel i shouldn't. this should
not be going on. I'm asking you please look into this.

I gave you copy's of all my paper work. and if you
need to contact me [REDACTED] is a good number to
reach me. Thank you. [REDACTED] 6/25/11

TRANSMISSION VERIFICATION REPORT

TIME : 11/16/2015 05:09
NAME :
FAX :
TEL :
SER. # : U63274G5J977857

DATE, TIME	11/16 05:08
FAX NO. /NAME	17346325722
DURATION	00:01:24
PAGE(S)	01
RESULT	OK
MODE	STANDARD

Called about shuddering

Ford. Relations Called Sat May 21 6:30 pm

LIBERTY FORD-LINCOLN, Inc.

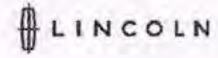
4215 Liberty Ave. * P.O. Box 457
 VERMILION, OHIO 44089
 Phone (440) 967-6191
 www.libertyford.com

CUSTOMER #: [REDACTED]

INVOICE

LORAIN, OH [REDACTED]

PAGE 1



HOME: CONT: N/A
 BUS: CELL:

SERVICE ADVISOR: 2897 NICK HARKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	15	FORD FOCUS	1FADP3F21F [REDACTED]		20450/20450	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN13 DD			18:00 27JUN16		115.00	CASH	27JUN16
R.O. OPENED	READY	OPTIONS:	DLR:	ENG:			
27JUN16	27JUN16		[REDACTED]	2.0_Liter_GDI			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S TRANS SHUDDERING ON ACCELL
 CAUSE: TSB

150120L REPROGRAM PCM/TCM AND OUT OF LIMITS
 9558 W94

- 1 BV6Z*7B546*F CLUTCH ASY (N/C)
- 1 EV6Z*7052*C SEAL ASY - OIL (N/C)
- 1 CA6Z*7A508*E CYLINDER ASY - CLUTCH SLAVE (N/C)
- 1 1S7Z*6840*AA GASKET (N/C)
- 1 FL*910*S FILTER AS (N/C)
- 1 XO*5W20*QSP MOTORCRAFT SAE 5W-20 API GF-5 (N/C)
- 1 XT*11*QDC FLUID - TRANSMISSION (N/C)

150120N REPLACE CLUTCH AND SEALS PER TSB
 9558 W94 (N/C)

FC: P68 42
 PART#: BV6Z*7B546*F
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 9558

.... 20450 PERF TSB OP#150120L. FOUND VEHICLE OUT OF EXPECTED LIMITS.
 PERF TSB OP#150120N. REPLACE CLUTCH AND SEALS. PERF TRANS ADAPTIVE
 RELEARN AND ROAD TEST. VEHICLE WITHIN EXPECTED LIMITS.

B SERVICE CAR WASH

CAUSE: SERVICE CAR WASH
 WASH SERVICE CAR WASH
 9558 ISP

(N/C)

*****WE HAVE A FULL SERVICE BODY SHOP*****
 WE WORK ON ALL MODELS AND MAKES!!!!!!!!!!!!!!
 WE WORK WITH ALL INSURANCE COMPANIES!!!!!!!!!!
 FREE ESTIMATES!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
 RENTAL CARS AVAILABLE!!!!!!!!!!!!!!!!!!!!!!!!!!!!

CUSTOMER

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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.	We have added a charge equal to 10% of the total labor cost, not to exceed \$30.00, to the Repair Order for shop supplies used in connection with this repair.	LABOR AMOUNT	0.00
	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES *	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

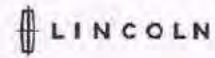
CUSTOMER #:

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Phone (440) 967-6191
www.libertyford.com

INVOICE

PAGE 1



LORAIN, OH

HOME: CONT:000-0000
BUS: CELL:

SERVICE ADVISOR: 9060 RYON BERKEL

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE, R.O. OPENED, READY, OPTIONS, DLR, ENG:2.0 Liter_GDI

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A C/S HARD TO OPEN R/F DOOR /STICKS

CAUSE: ADJUST

20124AR DOOR-FRONT - ALIGN (20124/20125) - L
9558 W94

(N/C)

FC: B10 42 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

9558

....30028 VERIFY CONCERN. PERF DOOR ADJUSTMENT/REALIGNMENT OF R/F DOOR.

B CUSTOMER STATES VEHICLE IS SHUDDERING ON ACCELERATION PLEASE ADVISE

CAUSE: CLUTCH

160109A TSB 160109A PERFORM PINPOINT TEST, WITHIN
EXPECTED LIMITS

9558 W94

(N/C)

FC: P59 42

PART#: 7B546

COUNT:

CLAIM TYPE:

AUTH CODE:

9558

....30028 PERF TSB OP# 160109A. VEHICLE WITHIN EXPECTED LIMITS.

C 99P..PERFORM MULTI-POINT INSPECTION

99P 99P..PERFORM MULTI-POINT INSPECTION

9558 ISP

(N/C)

GBATT INSPECT BATTERY IN GOOD CONDITION

9558 ISP

(N/C)

GBK BRAKE LINING MEASURED OK

9558 ISP

(N/C)

GTIRE TIRES CHECK O.K.

9558 ISP

(N/C)

....30028 NOTE, ENGINE IS DEVELOPING AN OIL LEAK . SLIGHT SEEPAGE AT

THIS TIME.

Table with columns: WARRANTY DISCLAIMER, SHOP SUPPLY COSTS, DESCRIPTION, TOTALS, DATE, CUSTOMER SIGNATURE, AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE, PLEASE PAY THIS AMOUNT

CUSTOMER #:

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INVOICE

DUPLICATE 1
PAGE 1



LINCOLN

LORAIN, OH

HOME:
BUS:

CONT
CELL:

SERVICE ADVISOR: 9060 RYON BERKEL

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE, R.O. OPENED, READY, OPTIONS, DLR, ENG. Includes vehicle details for a 2007 Ford Focus.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES VEHICLE IS SHUTTERING BADLY ON ACCELERATION
CAUSE: 7B546

- 160109B PROGRAM AND RCV CODE
2483 W94 (N/C)
1 F1FZ*7B546*B CLUTCH ASY (N/C)
1 EV6Z*7052*C SEAL ASY - OIL (N/C)
1 CA6Z*7A508*E CYLINDER ASY - CLUTCH SLAVE (N/C)
1 1S7Z*6840*AA GASKET (N/C)
1 FL*910*S FILTER AS (N/C)
1 XO*5W20*QSP MOTORCRAFT SAE 5W-20 API GF-5 (N/C)
1 XT*11*QDC FLUID - TRANSMISSION (N/C)
160109D REPLACE CLUTCH AND SEALS PER TSB
2483 W94 (N/C)

FC: L66 42
PART#: F1FZ*7B546*B
COUNT:
CLAIM TYPE:
AUTH CODE:
2483

40274
PERFORM TSB 16-0109, Perform Pinpoint Test Per WSM Procedure,
Outside Of Expected Limits Retrieve RVC Code RPC1FEJGNRY0E
Replace Both Inner Input Shaft Seals And Clutch, Includes*Reprogram
The PCM/TCM, TCM Adaptive Learning And Post Road Test
160109B 0.6
160109D 5.7

B SERVICE CAR WASH

CAUSE: SERVICE CAR WASH

WASH SERVICE CAR WASH
2483 ISP (N/C)

CUSTOMER COPY

Table with columns: WARRANTY DISCLAIMER, *SHOP SUPPLY COSTS, DESCRIPTION, TOTALS. Includes labor, parts, gas, oil, lube, sublet amount, and miscellaneous charges.

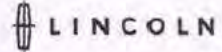
CUSTOMER #: [REDACTED]

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* INVOICE *

DUPLICATE 1
PAGE 1



LORAIN, OH [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 9060 RYON BERKEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	15	FORD FOCUS	1FADP3F21FL [REDACTED]	[REDACTED]	41850/41850	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			WAIT 30AUG17		115.00	CASH	30AUG17
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED]		ENG:2.0_Liter_GDI			
30AUG17	30AUG17						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES VEHICLE IS MAKING A CRUNCHING CLUNKING NOISE IN FRONT
END AND WHEN ATTEMPTING TO ACCELERATE VEHICLE IS SHUDDERING
BADLY

CAUSE: 7B546

160109A TSB 160109A PERFORM PINPOINT TEST, WITHIN
EXPECTED LIMITS

2483 W94

(N/C)

FC: L66 42 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

2483

41850

PERFORM TSB 16-0109, Perform Pinpoint Test Per WSM Procedure,
Release The Vehicle, Within Expected Limits..... NO PROBLEM FOUND AT
THIS TIME.
160109A 0.6

B SERVICE CAR WASH

CAUSE: SERVICE CAR WASH

WASH SERVICE CAR WASH

2483 ISP

(N/C)

*****WE HAVE A FULL SERVICE BODY SHOP*****

WE WORK ON ALL MODELS AND MAKES!!!!!!!!!!!!!!

WE WORK WITH ALL INSURANCE COMPANIES!!!!!!!!!!

FREE ESTIMATES!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

RENTAL CARS AVAILABLE!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

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	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
	MISC. CHARGES *	0.00	
	TOTAL CHARGES	0.00	
	LESS INSURANCE	0.00	
	SALES TAX	0.00	
	PLEASE PAY THIS AMOUNT	0.00	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

TRANSMISSION VERIFICATION REPORT

TIME : 10/23/2017 16:55
NAME : _____
FAX : _____
TEL : _____
SER.# : U63274G5J977857

DATE, TIME	10/23 16:55
FAX NO./NAME	12483053250
DURATION	00:00:00
PAGE(S)	00
RESULT	BUSY
MODE	STANDARD

BUSY: BUSY/NO RESPONSE

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CUSTOMER #: [REDACTED]

INVOICE

PAGE 1



LINCOLN

LORAIN OH

HOME [REDACTED]

BUS: [REDACTED]

CONT: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 2897 NICK HARKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	15	FORD FOCUS	1FADP3F21FI [REDACTED]	[REDACTED]	58172/58172	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN13 DD			18:00 10AUG18		115.00	CASH	11AUG18
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED] ENG:2.0_Liter_GDI					
10AUG18	11AUG18						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A	C/S	TRANS	SHUDDER ON ACCELL				
CAUSE: SHUDDER							
	160109B	PROGRAM AND RCV CODE					
		9558 W94					(N/C)
	1	F1FZ*7B546*B CLUTCH ASY					(N/C)
	1	EV6Z*7052*C SEAL ASY - OIL					(N/C)
	1	1S7Z*6840*AA GASKET					(N/C)
	1	FL*910*S FILTER AS					(N/C)
	1	XO*5W20*Q1SP MOTORCRAFT SAE 5W-20 API GF-5					(N/C)
	1	XT*11*QDC FLUID - TRANSMISSION					(N/C)
	160109D	REPLACE CLUTCH AND SEALS PER TSB					
		9558 W94					(N/C)

FC: L72 42
 PART#: F1FZ*7B546*B
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 9558

58172 PERF TSB OP#160109B.PERF ROAD TEST AND MAKE RECORDINGS. FOUND VEHICLE OUT SIDE EXPECTED LIMITS. RPM DIFF 488 RPM. PERF PINPT TEST A. CLUTCH RECOMMENDED. RVC CODE#RPC1FEJGNRY0E. PERF TSB OP# 160109D. REPLACE CLUTCH AND SEALS. REPROGRAM PCM. PERF TRANS ADAPTIVE LEARN PROCEDURE. RETEST, ROAD TEST. VEHICLE NOW WITHIN EXPECTED LIMITS.

B RADIO GOES IN AND OUT AND STATICY. SEEMS LIKE IT HAPPENS WHEN SHE HITS A BUMP. SHE HAS A VIDEO OF IT ACTING UP.ALSO DOES NOT TURN ON INTERMITTEN

10000 RADIO GOES IN AND OUT AND STATICY. SEEMS LIKE IT HAPPENS WHEN SHE HITS A BUMP. SHE HAS A VIDEO OF IT ACTING UP.ALSO DOES NOT TURN ON INTERMITTEN

9558 ISP

(N/C)

C 99P - PERFORM VEHICLE HEALTH REPORT CARD

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		We have added a charge equal to 10% of the total labor cost, not to exceed \$40.00, to the Repair Order for shop supplies used in connection with this repair.	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		

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.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

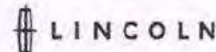
CUSTOMER #:

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Phone (440) 967-6191
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INVOICE

DUPLICATE 1
PAGE 1



SERVICE ADVISOR: 2897 NICK HARKER

LORAIN, OH

HOME:

BUS:

CONT:

CELL:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE, R.O. OPENED, READY, OPTIONS, DLR, ENG.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A CHECK SHUDDER ON ACCELERATION
CAUSE: CLUCTH

- 160109B PROGRAM AND RCV CODE
7959 W94 (N/C)
1 F1FZ*7B546*B CLUTCH ASY (N/C)
1 EV6Z*7052*C SEAL ASY - OIL (N/C)
1 FL*910*S FILTER AS (N/C)
1 1S7Z*6840*AA GASKET (N/C)
1 XO*5W20*Q1SP MOTORCRAFT SAE 5W-20 SN SNPLUS (N/C)
1 XT*11*QDC FLUID - TRANSMISSION (N/C)
1 FJ5Z*11002*A STARTER MOTOR ASY (N/C)
160109D REPLACE CLUTCH AND SEALS PER TSB
7959 W94 (N/C)

FC: L72 42

PART#: F1FZ*7B546*B

COUNT:

CLAIM TYPE: SPW

AUTH CODE:

7959

68865 ROAD TESTED AND SENT OUT OF LIMITS RECORDINGS TO HOTLINE/
REPLACED CLUTCH AND SEALS PER TSB #160109 RVC RPC1FEJGNRYOE

B RECALL 18S32

CAUSE: RECALL

18S32B REPAIR PER RECALL

7959 W94

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: 18S32

AUTH CODE:

7959

68865 INSPECTED AND REPROGRAMED PCM PER RECALL

C EXPRESS SERVICE VEHICLE HEALTH INSPECTION

99PX EXPRESS SERVICE VEHICLE HEALTH INSPECTION

Table with columns: WARRANTY DISCLAIMER, SHOP SUPPLY COSTS, DESCRIPTION, TOTALS, DATE, CUSTOMER SIGNATURE, AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE, PLEASE PAY THIS AMOUNT

TRA

PRIORITY MAIL ★

UNITED STATES POSTAL SERVICE.

P	US POSTAGE
	\$7.70
PRIORITY MAIL 2-Day	
EXPECTED DELIVERY DAY: 08/29/10	
SHIP TO: WASHINGTON DC 20590	
USPS TRACKING NUMBER	
	
9505 5160 1149 9178 24	

PRIORITY MAIL ★

UNITED STATES POSTAL SERVICE

VISIT US AT USPS.COM
ORDER FREE SUPPLIES ONLINE

FROM: [REDACTED]

TRACKING # 11217170

[REDACTED]

TO: W41-386

NHTSA
1200 NEW JERSEY AVENUE SE
WASHINGTON, DC
20590

NG ENVELOPE

Department of Transportation
N41-306
ion Code: DOT
Center: 4 West
Point: NEC, NOA, NIA
Carrier: DELIVERY CONFIRMATION
Order