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OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [redacted]
To: EVOQ (NHTSA); [redacted]
Cc: NHTSA ODI CRD [redacted]
Subject: ODI-11435135
Date: Wednesday, October 6, 2021 9:19:35 AM

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[redacted]

Subject: complaint
To: 4me+nhtsa@telesishq.com

Here are the 2 work orders for my sway bar link replacements one on 9/10/19 second on 10/1/2019
Bought car 9/2017 with one mile
Currently only 35881 miles sway bar links shouldn't break every 2 yrs with few miles hardly driven

ASRC Federal Holding Company
Quality Control Analyst
[redacted]
7000 Muirkirk Meadows Drive, Beltsville, MD 20705
asrcfederal.com | Purpose Driven. Enduring Commitment.

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2021 LABOR OPERATION R/O 227089 Store 01 SERVC01 [redacted]

#(2) OP/CODE 45FOZ10 SUSPENSION NOISE LT/? CLM# [redacted]

ABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR

BILLING TIME 0.50 LABOR RATE 94.43 GRP

LABOR CHARGES 47.22

NOTE

COMPLAINT CUSTOMER STATES FRONT SWAY BAR LINK BROKE

CAUSE TECH VERIFY CONCERN LIFT AND INSPECT FOUND FRONT STABLIZER LINKS EXCESSIVE PLAY

CORRECTION TECH REPLACE BOTH FRONT STABLIZER LINK VERIFY REPAIR CPN#5K484 CCC N58 CC 42

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	73.50	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...
1	2	34	DH	F	W	09/10/19	0.00	0.50	0.50	

TOTAL LABOR TIME 0.50

CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (W=CLAIM) (TAB)

CUSE, NY. 13204
315-472-4534

Sale

Entry Method: Chip

251.09

12:18:42
Appr Code: 131883

er Copy

C O L N

Heritage Lincoln
900 West Genesee Street
Syracuse, NY 13204
315-472-4534
www.heritagelincoln.com

[redacted]

	VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
	1FADP3F25GL[redacted]	35881	35881	09/30/21 10:27	10/01/21	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2016 FORD FOCUS SE	00214	COMPLETE

TE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
	129					Cash
ONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT
1870			DAVID LADD (62)			

Fail Code	Tech	Hours	Type	Amount
	A91		Customer	$0.00

Customer states grining noise at highway speeds
tech found floor mats stuffed up under steering column. moved floor mats

Line Total... $0.00

	Tech	Hours	Type	Amount
	A91		Customer	$183.50

Customer states clunking noise when turning right
tech found both front sway bar links loose
replaced both front sway bar links and verified repair, customer paying $166.93.
approval code for ford share-mspa150762

t Number	Description	Qty.	Unit Price	Ext. Price
20113 S442	NUT - HEX.	4	$2.50	$10.00
Z 5K484 B	LINK	2	$70.18	$140.36
			Parts Total...	$150.36

c. Code	Description	Qty.	Unit Price	Ext. Price
A	LINCOLN AID P11	1.0	-$166.93	-$166.93
			Misc Total...	-$166.93
			Line Total...	$166.93

	Tech	Hours	Type	Amount
	A79		Customer	$0.00

Customer states replace lug nuts

Number	Description	Qty.	Unit Price	Ext. Price
Z 1012 H	NUT - WHEEL	10	$5.32	$53.20
			Parts Total...	$53.20
			Line Total...	$53.20

y Claim Type: F Authorization Code: Service Cont No: