

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

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11458729
Date: Tuesday, April 5, 2022 11:43:08 AM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

[REDACTED]
Subject: Re: Request # [REDACTED] Complaint-11458729
To: 4me+nhtsa@telesishq.com

Here is the document you requested. Let me know if you need anything else.

...

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
ASRC Federal Holding Company
[REDACTED]

7000 Muirkirk Meadows Drive, Beltsville, MD 20705

[REDACTED] Purpose Driven. Enduring Commitment.

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.

1/22/2022

Log Viewer - Technician View (Full Diagnostic)

(TCM)_HARDWARE_NUM = AE8P-14F085-AE

Optional equipment Modules - Pass - (TCM)

U3003:16-68

U3003:16-08

U3003:16-28

B1D38:16-28

U3008:13-28

B1D13:11-68

B1098:15-28

B1099:15-28

U3003:16-88

U3006:16-28

P2610:00-64

U0140:00-08

U3003:13-48

U0300:00-28

U3003:62-28

P287A:00-EC

Select Option

Hold (saves recordings).

Complete (deletes recordings).

Delete (deletes session).

Vehicle: Focus

Engine Type: Gasoline Direct injection

Capacity: 2.0L

Transmission: Automatic

Fuel Type: Gasoline

Emission level: Federal Emission

Complete

1/22/2022

40°F Cloudy

11:53 AM
1/22/2022

1/22/2022

1/22/2022



Select Option

TCM KOEO ODDTCs

Pass - TCM

TCM KOEO CMDTCs

P287A:00-EC- TCM

Freeze Frame - Mode 2

P287A- TCM

Pending DTC

P287A- TCM

Permanent DTC Do_not_diagnose

P287A- TCM

Freeze Frame - Mode 2

- ▶ LOAD : 30.2%
- ▶ ECT : 127.4°F
- ▶ RPM : 1222RPM
- ▶ VS : 0MPH
- ▶ RUNTM : 01:47
- ▶ WARMUPS : 38
- ▶ CLRDIST : 365.946mi
- ▶ BARO : 0psi
- ▶



1/22/2022 10:42 AM

Clutch System Test

Test failed

A concern with the system is preventing the module from executing the routine.

Perform the routine and make sure all vehicle conditions (ignition state, gear position, etc.) and instructions have been satisfied and are correct.

Select Gears	Complete
Reference Clutch Position	Complete
<u>Clutch Travel Test</u>	In Progress
Clutch Position Ramp Cycle	Incomplete
Clutch Self Open Test	Incomplete

Refer to the workshop manual for further diagnosis and repair.

Press tick to exit.

1/22/2022

**Special Service Support Center Assistance Request
Contact Details**



* Denotes a required field

Contact ID: [REDACTED]	FSA: [REDACTED]	Created On: 17:31 Tuesday 15 February 2022	Contact Type: Approval Request	Status: Dealer Pending
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Personnel	Contact Name: Steve Wilson Phone Number: (720) 586-1842 Text Provider:	Title: T - TECHNICIAN Email: steve.wilson@ford.com Text Number:
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Dealer	P&A Code: 03467	Name: Larry H. Miller Ford Lakewood	Phone Number: 3032322200
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Vehicle Details	VIN: [REDACTED]	*Odometer: [REDACTED]	Model Year: 2014	
	Model: Focus	Body Type: 2014 Focus	Warranty Start Date: 28 October 2014	
	Build Date: 16 April 2014	Transmission/Transaxle: 6 Speed Auto Transmission DPS6	Engine Size/Description: 2.0L I4 DI TiVCT Petrol 160PS	
	Plant:	Axle Ratio: 3.8504:278 FINAL DRIVE RATIO		

Repair Order	RO Number: [REDACTED]	RO Date: 01/22/2022
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Additional Labor/Parts	Note: Approvals given are based on the exact dollar amount. NOTE: Only use the FSA line if directed from the agent. Otherwise use a different line number.											
	*Line Number	Labor Hours	Misc Expn	Misc Expn Desc	Rental Days	Daily Rental Rate	Rental Start Date	Rental End Date	Parts Total	Approval Code	Approval Amount	Add New RO Line
	D	0.0	0.00	0	0	0.00			0.00			Edit Delete
	Complete Part Number	Base Part Desc		QTY	Dealer Net Price With Markup	Part Approval Status	Add Another Part					
	0	0		0	0.00	Not Approved	Edit Delete					

Comments	Type: Agent Date: 23 Feb 2022 Time: 19:33:34 ID: cmonro21 Comments: If dealership can not obtain code they can follow up with Tech hotline for assistance. Type: Dealer Date: 23 Feb 2022 Time: 18:16:43 ID: g-roll18 Comments: *73546* - Base part ----- Trans removal necessary to inspect related damage ----- Requesting authorization for remo Type: Agent Date: 16 Feb 2022 Time: 17:59:14 ID: l-houen1 Comments: Please update this contact with the base part number and description of the related damage and resubmit for review. Type: DEALER Date: 16 Feb 2022 Time: 17:25:36 ID: t-simo15 Comments: Vehicle has 19N08 Clutch Warranty Extension - Cannot perform shudder test due to the drivability concerns - Vehicle fail its Clutch Travel Test - No Reverse - No Second Gear - Vehicle Barely holds 1st Gear - During shudder test performed TCM self test code P287A present - Seeking guidance on how to proceed
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Parts	
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Attachments/ Images	Valid File Types are .JPG,.ZIP,.TXT,.PDF TIP: Allocate multiple files for upload at the same time: Click on CHOOSE FILES button below and (click and drag to lasso multiple files) or (hold CTRL and click on multiple files to select) Note: File size must be less than 2 MB. Choose Files No file chosen Upload Note: It may take up to a minute to upload attachment.
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INVOICE

Ford LAKEWOOD

Driven By You.

11595 W. 6th Ave. Lakewood, CO 80215

Service Direct 303.232-6145

Main 303.232-2200

hrrlakewoodford.com

DENVER, CO

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 601302 GARRETT ROLLINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
Black	14	FORD FOCUS	1FADP3K2XET		93503/93504		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28DEC15 DE			15:00 24JAN22			CASH	05MAR22
R.O. OPENED		READY	OPTIONS:				

R.O. OPENED	READY	OPTIONS:
08:07 22JAN22	10:05 05MAR22	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A COMPLIMENTARY MULTI POINT INSPECTION (A \$47.95 VALUE)

99P COMPLIMENTARY MULTI POINT INSPECTION (A \$47.95 VALUE)

132IFREE

(N/C)

GBATT Battery is good at this time

132IFREE

(N/C)

GBK Brake linings are ok at this time

132IFREE

(N/C)

GTIRE Tires are ok at this time

132IFREE

(N/C)

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

93503 WE HAVE PERFORMED A COMPLIMENTARY MULTI-POINT INSPECTION ON YOUR VEHICLE, WE HAVE CHECKED FLUID LEVELS AND TOPPED THEM OFF IF NEEDED. WE HAVE CHECKED YOUR TIRE PRESSURES. WE HAVE CHECKED YOUR BRAKE LINING MEASUREMENTS WHEN POSSIBLE. THE INSPECTION SHEET WILL BE PROVIDED AND DISCUSSED WITH YOU BY OUR SERVICE STAFF, ANY DEFICIENCIES IN YOUR VEHICLES APPEARANCE OR HEALTH WILL BE ELABORATED UPON. IN THE EVENT OF ANY QUESTIONS, PLEASE FEEL FREE TO CONTACT US FOR CLARIFICATION

B VPS AUTOMATIC TRANSMISSION FLUID SERVICE (NON CVT)

6F VPS AUTOMATIC TRANSMISSION FLUID SERVICE (NON CVT)

132 CP

121.00 121.00

2 XT*11*QDC FLUID - TRANSMISSION

74.98

PARTS: 74.98 LABOR: 121.00 OTHER: 0.00 TOTAL LINE B: 195.98

93503 1.0 1.10 CHANGE DPS6 TRANS FLUID

C Spark Plug - Replace

TU10 Spark Plug - Replace

132 CP

136.00 136.00

4 SP*535* SPARK PLUG

40.60

PARTS: 40.60 LABOR: 136.00 OTHER: 0.00 TOTAL LINE C: 176.60

93503 .8 0.80 AT YOUR REQUEST, REMOVE AND REPLACE ENGINE SPARK

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER FORD LAKEWOOD HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Ford Lakewood, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 10% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.

A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste includes: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

CONSENT: I consent to receive telephone calls, text messages and emails, including autodialed, prerecorded and artificial voice calls, ring less voicemails and text messages for marketing, servicing and collection purposes from the dealership at the telephone numbers provided, including cell phone numbers. The consent applies to the dealership and affiliates, agents and service providers to use electronic or verbal means to contact me as the law allows.

I voluntarily consent to the aforementioned and understand that transaction contemplated between myself and the dealership, whether or not completed, is not conditioned upon my consent of the above.

To opt out submit your request via email to optout@hmlauto.com

CUSTOMER SIGNATURE

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

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a \$1.25 waste tire recycling development fee on each sale of each new motor vehicle tire.