

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

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National Highway Traffic Safety Administration		(1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
Name [REDACTED]		Address [REDACTED]		Date Received 11-JAN-2023	Repository <input type="checkbox"/>
City Red Lion		State PA		Reference No. 11501190	
ZIP Code [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Evening Telephone Number [REDACTED]		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 1FADP3F27E1 [REDACTED]		MAKE FORD		Model FOCUS	
Model Year 2014		Date Purchased June 2022		Dealer's Name and Telephone Number Apple Ford of Red Lion 7172447677	
Engine: No: Cylinders		Fuel Type:		Original Owner <input type="checkbox"/>	
Dealer's City Red Lion		STATE PA		ZIP Code 17356	
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control		Powertrain		Multiple Failure: Incident Date(s) 11-JUN-2022	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 103940 POWER TRAIN:AUTOMATIC TRANSMISSION:INTERNAL:CLUTCHES/BANDS			Failure Mileage 42000.0		Failure Speed When shifting during acceleration.
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: DOTM1 9ABC036)		<input type="checkbox"/> Original Requirement <input type="checkbox"/> 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), Injury(ies).)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured	
Number of Deaths		Reported to Police N			
Narrative Description of Incident(s), Crash(es), 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).					
<p>The contact owns a 2014 Ford Focus. The contact stated while driving at various speeds, the vehicle was shaking abnormally while shifting gears. The failure was persistent. The vehicle was taken to the dealer to be diagnosed and the contact was informed that the clutch needed to be replaced. The vehicle had not been repaired. The manufacturer was made aware of the failure. The approximate failure mileage was 42,000.</p> <p>Failure was persistent from date of purchase in June 2022. Not being familiar with the Ford Focus, I trusted the Ford salesman when he told me this was "normal." Contacted Ford Manufacturing + was advised that the problem in question should be called into NHTSA using Campaign Code 15B2219N07. The warranty had expired and they could offer no other assistance. Clutch was repaired on Jan. 18-20, 2023. Cost of repair was \$1800.00 after a service department "discount" of \$800.00. See attached invoice. The clutch shuddering seems to be resolved after repair. Mileage at time of repair 46,995. Current mileage 48,123.</p>					
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.					



APPLE FORD OF RED LION

3250 Cape Horn Road
 Red Lion, PA 17356
 Phone: 717-244-7677
 Fax: 717-244-3947

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JOSEPH FISCHER 6717	TAG NO. 7449	INVOICE DATE 01/20/23	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 46,995	COLOR SILVER/	STOCK NO. [REDACTED]
RED LION, PA [REDACTED]	YEAR / MAKE / MODEL 14/FORD/FOCUS/4DR SDN SE	DELIVERY DATE 05/31/22	DELIVERY MILES 42,477	
[REDACTED]	VEHICLE ID. NO. 1 F A D P 3 F 2 7 E L [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/18/23	
[REDACTED]	BUSINESS PHONE	COMMENTS E# 2.0L L4 EGH		MO: 47010

RECEIPT

RECEIPT DATE: 01/20/23
 CUSTOMER NUMBER [REDACTED]
 CUSTOMER NAME: [REDACTED]

PAY TYPE: CREDIT CARD DATE/TIME: 2023-01-20 16:42:53 CARD: Visa XXXXXXXXXX [REDACTED]
 EM: ContactlessIcc AC: ARQC 747E25A9D2481B ATC: 0112 AID: A0000000031010 VISA DEBIT
 RC: 00 / Approved APP: 064249 TRN ID: 000000
 APPROVED TOTAL: \$1800.00 ORDER ID [REDACTED]

CARDHOLDER AUTHORIZATION

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.

The Reynolds and Reynolds Company ERANTIVE - CC795301 Q (05/17)

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OTOMOTIVE

APPLE FORD OF RED LION

3250 Cape Horn Road
Red Lion, PA 17356
Phone: 717-244-7677
Fax: 717-244-3947

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[REDACTED]	JOSEPH FISCHER	6717 7449	01/20/23	[REDACTED]
RESIDENCE PHONE	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
[REDACTED]	[REDACTED]	[REDACTED]	46,995	SILVER/
BUSINESS PHONE	YEAR / MAKE / MODEL	DELIVERY DATE		DELIVERY MILES
[REDACTED]	14/FORD/FOCUS/4DR SDN SE	05/31/22		42,477
COMMENTS	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
E# 2.0L I4 EGH	1 F A D P 3 F 2 7 E L	[REDACTED]	[REDACTED]	
	F.T.E. NO.	R.O. NO.	R.O. DATE	
			01/18/23	

JOB# 1 CHARGES-----

LABOR-----
 J# 1 10FOZ01 DRIVEABILITY CONCERN TECH(S):5394 1059.77
 REPLACE DPS6 CLUTCH AND SEAL PER PREVIOUS DIAGNOSIS - \$1800
 PLUS TAX QUOTED PER GENERAL MANAGER
 REPLACED CLUTCH AND SEAL PER PREVIOUS DIAGNOSIS.
 FORD PARTS REPLACED CARRY 24 MONTH/24000 MILE WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	F1FZ-7B546-B	CLUTCH ASY	588.42	588.42	588.42
	1	EV6Z-7052-C	SEAL ASY - OIL	49.92	49.92	49.92
TOTAL - PARTS						638.34

JOB# 1 TOTALS-----
 LABOR 1059.77
 PARTS 638.34

JOB# 2 CHARGES-----
 JOB# 1 JOURNAL PREFIX RFCS JOB# 1 TOTAL 1698.11

LABOR-----
 J# 2 00FOZQ99PX EXP QL MPI TECH(S):5394 0.00
 PERFORM QUALITY MULTI-POINT INSPECTION
 RESULTS PROVIDED ON REPORT CARD

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX RFCS JOB# 2 TOTAL 0.00

COMMENTS-----
 created 2023-01-13 05:24:00pm taken by PAM DALTON

TECHNICIAN CERTIFICATION-----
 5394 BRANDON BRUNNER 001972523

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The Reynolds and Reynolds Company PRINTING C0736301 Q (06/17)

OMOTIVE

APPLE FORD OF RED LION
 3250 Cape Horn Road
 Red Lion, PA 17356
 Phone: 717-244-7677
 Fax: 717-244-3947

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JOSEPH FISCHER	TAG NO. 6717 7449	INVOICE DATE 01/20/23	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 46,995	COLOR SILVER/
	YEAR / MAKE / MODEL 14/FORD/FOCUS/4DR SDN SE	DELIVERY DATE 05/31/22	DELIVERY MILES 42,477	VEHICLE I.D. NO. 1EADP3F27EL [REDACTED]
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS E# 2.01 14 EGH	SELLING DEALER NO.	PRODUCTION DATE
			R. O. DATE 01/18/23	

TOTALS

* [] CASH [] CHECK CK NO. [] *	TOTAL LABOR....	1059.77
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL PARTS....	638.34
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	101.89
	TOTAL INVOICE \$	1800.00

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THANK YOU FOR SERVICING YOUR VEHICLE AT APPLE FORD. WE APPRECIATE YOUR BUSINESS AND WE STRIVE TO PROVIDE TO YOU, AN EXCEPTIONAL CUSTOMER EXPERIENCE. IF FOR ANY REASON WE FAILED TO PROVIDE YOU WITH AN EXCEPTIONAL EXPERIENCE. PLEASE CONTACT OUR SERVICE MANAGER, JOE FISCHER, AT 717-417-1848.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

CUSTOMER SIGNATURE

The Remedy and Remedy Company ERANTIVE C0736301 Q (06/17)

[REDACTED]
Red Lion PA [REDACTED]

HARRISBURG PA 171

22 FEB 2023 PM 7 L



NEF

NHTSA
1200 New Jersey Avenue SE
Washington DC 20590

20590-

