



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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 ☐

23 MAY 2023

JUL 13 2023

Reference No.
11523542

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City Aston State PA ZIP Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

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
1FADP3N21F[REDACTED] MAKE FORD Model FOCUS Model Year 2015
Date Purchased Nov 2021 Dealer's Name and Telephone Number Weathers
Original Owner ☐ Dealer's City Glenolden STATE PA ZIP Code 19036
Transmission Type ☒ Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 22-MAY-2023
☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 101000 POWER TRAIN:CLUTCH ASSEMBLY Failure Mileage 90000.0 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: DOTM1 9ABC036) ☐ Original Requirement 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), 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), 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).

The contact owns a 2015 Ford Focus. The contact stated that on several occasions while driving at an undisclosed speed, the vehicle hesitated. The vehicle was taken to the dealer where the failure could not be determined. The contact stated that on a separate occasion while driving at an undisclosed speed, the vehicle hesitated. No warning light was illuminated. The vehicle was taken to another dealer where it was diagnosed that the clutch assembly failed and needed to be replaced. The vehicle had not yet been repaired. The manufacturer was notified of the failure and the contact was informed that the vehicle was not covered under the Customer Satisfaction Program: 19N08, and advised to call the NHTSA Hotline. The failure mileage was approximately 90,000.

The Clutch Assem Bly Burned up!

TOLD By a few transmission places
We have seen this
HAPPEN before!



100 N. MacDade Blvd
Glenolden, PA 19036
(610) 586-3600
"There's no stoppin' the Robin"
www.robinford.com



Page
1

Aston, PA [REDACTED] Phone (H) [REDACTED] Phone (W) [REDACTED] Phone (C) [REDACTED] Phone Oth [REDACTED] Email [REDACTED]		A/R Number [REDACTED] Customer Number [REDACTED] PO Number [REDACTED] Auth Number [REDACTED] Service Writer: Sean Cantwell Estimate Amount: \$ 3588.50 Terms & Conditions [REDACTED] Type of Sale: Retail	Inv. Num [REDACTED] Printed: MAY 30 23 12:13 PM Copy # 2 Date Opened: 05/22/23 Date Notified: 05/25/23 Date Delivered: 05/25/23 Date Complete: 05/25/23
Year/Make/Model: 2015 Ford Focus VIN: 1FADP3N21 FL [REDACTED] License Number: [REDACTED] Color: [REDACTED] Stock Number: [REDACTED] Mileage In: 90306 Tag Number: 487 Mileage Out: 90306		Customer Signature [REDACTED]	

Description	Qty Ord	Qty Del	Price	Ext Total	Grand Total
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1. Customer statement of problem

Customer states CHECK ENGINE LIGHT IS ON
INSPECT RPMS RAISE UP WHEN TRYING TO ACCELERATE; VEHICLE
JUMPS

DIAG-\$150

1 -- Correction/Action Taken

DIAGNOSED CUSTOMER CONCERN, CHECKED FOR CODES,
P07A5 STORED IN MEMORY RELATING TO CLUTCH ACTUATOR
BEING STUCK CAUSING EXCESSIVE WEAR OF THE CLUTCH,
APPROX COST TO REPAIR \$3200

1597.53

Part Number	Failed	Description	Qty Ord	Qty Del	Price	Ext Total
F1FZ7B546B		CLUTCH ASSY	1	1	634.23	634.23
CA6Z7A508E		CYLINDER ASY - CLUTCH SLAVE	1	1	192.60	192.60
CA6Z7515J		LEVER ASY CLUTCH RELEASE	1	1	214.20	214.20
CA6Z7515K		LEVER ASY CLUTCH RELEASE	1	1	221.40	221.40
AE8Z7A564C		CYLINDER ASY - CLUTCH SLAVE	1	1	35.64	35.64
AE8Z7C604A	X	ACTUATOR ASY CLUTCH	1	1	153.36	153.36
EV6Z7052C		SEAL ASY OIL	1	1	75.60	75.60
FJ5Z11002A		STARTER MOTOR ASY	1	1	260.82	260.82

Sub Total Parts

1787.85

SubTotal Job # 1

3385.38

2. Customer statement of problem

Customer States Perform Multi Point Inspection

1 -- Cause/Action to Take

99P -

1 -- Correction/Action Taken

0.00

Sub Total Parts

0.00

SubTotal Job # 2

0.00

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NEF

U. S. Department of Transportation
National Highway Traffic
Safety Administration
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Washington, D. C. 20590

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