



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety 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

Date Received:

Repository ☐

26-DEC-2002

Reference No.
10001464OFFICE
INVESTIGATION

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

KETCHIKAN

State

AK

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/1

VEHICLE INFORMATION

1. If applicable, provide the vehicle identification number located at the bottom of the windshield on driver's side.

1FAFP34P01W276794

Make

FORD

Model

FOCUS

Model Year

2001

Date Purchased

4-27-02

Dealer's Name and Telephone Number

HARBOR MOTORS 225-9022

Engine:

No. Cylinders

4

Fuel Type:

Gas

Original Owner

☐

Dealer's City

Ketchikan

State

AK

Zip Code

99901

Transmission Type

Automatic

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

017200 STEERING; LINKAGES; DRAG; POWER ASSIST SYSTEM

Multiple Failure:

Power Steering / Water Leak

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

31-OCT-2002

Failure Mileage

Failure Speed

15

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: DOTM19A5C036)

☐ Original Equipment
☐ 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), and 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), and 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).

CONSUMER STATES THAT WHILE DRIVING 15MPH POWER STEERING WENT OUT CAUSING LOST OF CONTROL. PLEASE PROVIDE ANY ADDITIONAL INFORMATION.

I have enclosed the following:

- 1) Letter to manufacture.
- 2) Letter to Dealership.
- 3) Incident - DATES & Outcome

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.

Letter to Manufacture

October 15, 2002

FORD MOTOR COMPANY CUSTOMER ASSISTANCE CENTER
16800 EXECUTIVE PLAZA DRIVE
P O BOX 5248
DEARBORN, MI 48126

Dear Sir or Madam:

Please find attached a copy of ALL my complaints that I have been emailing to your website & to the dealership that I bought my Ford Focus from.

- 1) Letter first email to you under the website. Ford.com contact us. This was my third attempt to speak to someone. My first attempt was to Ford Motors; my second attempt was the toll free number that I was told to call by the dealership. The toll free number is 800-392-3673.
- 2) Dates of incidents, responses from other individuals and the status of where I stand with FORD.
- 3) REPAIRS: the problem I have been having, the dates of the problems, and the outcome or fixing of the problem.
- 4) Letter that I wrote to John Karlson the owner of Karlson Motors in Ketchikan, AK. Along with a copy of the REPAIRS at the time the letter was written.

When I called the headquarters I was advised to write a letter and send in. I was not told per anyone else that this was needed to be done. To my understanding that the emails that I had sent out and the phone calls that I have made were sufficient as per a complaint regarding ALL the problems that I have had with this car since ownership. I am very displeased with Ford Motors and the handling of this situation. I will not purchase another vehicle through Karlson Motors. They represent the name Ford and do a very poorly job at doing so.

The vehicle that is in the spotlight at the moment is a 2001 Ford Focus VIN# 1FAFP34P01W276794. When I went to the DMV in Ketchikan, AK I was shocked to learn that this car had been registered in the state of OR. Per the salesman Karlson bought the car new and drove it around town and then decided to sell it. For if I had known that this car about the car I would not have purchased at the price that I did. It is not a NEW car but yet I paid the price of \$15,524.68, which I discovered after the fact that this is the price of a brand new Ford Focus.

I sincerely hope that I am taken seriously regarding this issue, and that something will be done. I don't want to hear "we'll keep fixing it". It has been in the repair shop 7 times and is on its 8th time of going in. The Focus has been in the repair shop 4 times for the same problem: 1) front passenger floorboard water leak. 2) Power steering and belts screaming. This is past the ridiculous stage.

Thank you,

Ketchikan, AK

HOME
FAX

LETTER to Dealership

September 9, 2002

Dear Mr. John Karlson,

My name is [REDACTED], my husband Walter and I purchased a Ford Focus from your dealership on April 27, 2002 from Jim Slick. Since then we have had nothing but problems with this vehicle.

June 7, 2002: front passenger floorboard soaked-water leak.

July 8, 2002: trunk-water leak.

August 9, 2002: front passenger floorboard soaked-water leak.

August 27, 2002: front passenger floorboard soaked-water leak, power steering & belts.

September 5, 2002: power steering & belts.

The above dates are when my car was in your repair shop and what it was regarding. Also when we purchased the car we were told per the salesman that Karlson had bought the car and drove it around town and then decided to sell the vehicle. We were to the understanding that Karlson was the only owner of this vehicle and that is not true. I ran the VIN number through Ketchikan DMV and was told that this vehicle had been tagged and title in OR. Also I have found out the price that we paid \$15,254.00 was the same price that a female purchased for hers with only 8 miles and she is the only owner.

I have attached all my complaints that I have so far filed with Ford headquarters, my complaints have been since August 9, 2002 and that my first phone call was to your dealership. Since then I have been advised by the headquarters to speak to the owner of the company to attempt to satisfy my complaints. I am not asking for a brand new vehicle but I do feel that I have been sold a lemon.

The vehicle I had previously was a Ford Mustang 81Gia, I owned for 10 years and didn't have any problems with it. I enjoy the Focus it is small and very easy to parallel park being that I work downtown this is essential and was getting good gas mileage.

DATES - INCIDENTS - OUTCOME

JUNE 7, 2003

**FRONT PASSENGER FLOORBOARD:
WATER LEAK FRONT PASSENGER SIDE.**

Dwayne said that it needed to cap at the end of a pipe that goes through the vehicle.

JULY 8, 2003

TRUNK:

WATER LEAK.

Dwayne silicone the two metal stripes.

AUGUST 9, 2002

**FRONT PASSENGER FLOORBOARD:
WATER LEAK FRONT PASSENGER SIDE.**

Dwayne didn't tell me how he fixed it or what the problem was.

August 9, 2002

I called Karlson Motors spoke with Dwayne on the problems that I have been having. No problems with the other Focus's in town! Nothing he could except keep fixing my vehicle!

Spoke with Jim Slick (salesman) nothing he could do either. He suggested I call the main headquarters and that there is a lemon law.

August 27, 2002

**1) FRONT PASSENGER FLOORBOARD:
WATER LEAK FRONT PASSENGER SIDE.**

2) POWER STEERING:

COMPLETE LOSS OF STEERING

3) BELTS:

SQUEALING BADLY

*I called and talked to Dwayne regarding the problems and what was the solution. Dwayne explained to me that they were stumped at how to fix my water leak. Apparently it was one part that was causing the problem but it took two parts to fix the problem! Dwayne also said that he couldn't figure out what the power steering problem was. He also checked the belts and the fluids and said that they were tight and full so didn't know what was causing the problem.

September 5, 2002

1) POWER STEERING:

COMPLETE LOSS OF STEERING

2) BELTS:

SCREAMING

*I called Dwayne to see what was the solution to the problem. He explained that the belt was loose and replaced it with a new one. Not sure why two different stories on this. One week the belts and fluids are good to go and the next week the belt is bad!

September 30, 2002

1) POWER STEERING:

COMPLETE LOSS OF STEERING

2) BELTS:

SCREAMING

*Dwayne advised me that they replaced the power steering pump. He said that should also get the belts to stop screaming.

October 14, 2002

1) POWER STEERING:

COMPLETE LOSS OF STEERING

2) BELTS:

SCREAMING

*Jim advised me that the next step to do is replace the power steering gear. They have to order one.

October 15, 2002

**1) FRONT PASSENGER FLOORBOARD:
WATER LEAK FRONT PASSENGER SIDE**

*I have an appointment for October 21, 2002 to fix this problem.

*Jim called me to confirm the appointment schedule for Monday October 21, 2002 and also advised me that the part that they needed to fix the power steering was in and that they would be replacing the power steering gear.

October 21, 2002

**1) FRONT PASSENGER FLOORBOARD:
WATER LEAK FRONT PASSENGER SIDE**

2) POWER STEERING:

COMPLETE LOSS OF STEERING

*Karlson Motors was not able to find the water leak on the Front Passenger side.

The power steering was replaced.

**Walter asked for a copy of all the invoices, he received some of them. When he went to pick up the invoices there were some missing he then requested the rest of them. At this time he still has yet to receive a copy of all the invoices on what service/repair that was done at that time.

October 30, 2002

1) POWER STEERING:

COMPLETE LOSS OF STEERING

*Dwayne advised me that they would need my car for a couple of days and have someone drive it to see if they could find out what the problem is.

Dwayne also advised me that I would be getting a loaner. Which is the first time this service has been offered.

January 5, 2003

**FRONT PASSENGER FLOORBOARD:
WATER LEAK FRONT PASSENGER SIDE.**

*I called Dwayne at Karlson Motors and advised him of the water leak on the front passenger floorboard. The earliest he could in the Focus was January 8, 2003. I dropped off the car on Wednesday, I called back on Friday to see how the progress was going. He advised me that being it wasn't raining they couldn't find the water leak. I went and picked up the Focus at lunch time that afternoon.