



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 252

Date Received

09-JUN-2003

Repository ☐

Reference No.
10022717

OWNER INFORMATION (Type or Print)

Name

Address

City

TEGA CAY

State SC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 6/6/03

VEHICLE INFORMATION

Make
FORD

Model
FOCUS

Model Year
2001

Date Purchased

July 15/2001

Dealer's Name and Telephone Number 803-547-5454
Fort Mill Ford

Engine:

No. Cylinders 4

Fuel Type:

Original Owner

Dealer's City 801 Colton Hill Rd
Fort Mill Ford Fort Mill

State SC

Zip Code 2

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code PEDAL/BRAKE SQUARE

034530 SERVICE BRAKES, FOUNDATION COMPONENTS

Multiple Failure: 1 Since Aug. of 2002

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
09-JUN-2003

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make **GOODYEAR**

Tire Model (Name or Number)

LEAGUE RSA

Tire Size (Example P215/65R15)

P195 / 60 B15

DOT No. (Example: DOTM15ABC035)

☒ Original Equipment

☐ Prior Repair & Tyre

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), 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).

WHILE APPLYING THE BRAKES THERE IS A SQUEAKING NOISE COMING FROM THE REAR. PEDAL GOES ~~DOWN~~ ^{DOWN TO THE FLOOR} IN PEDAL MAKE SQUEAK NOISE
*NO
THE FRONT END OF CAR BOUNCES & VIBRATES. THE FRONT IS SO MESSED UP BY THE BUNCH BOLT
THAT RETAINS THE STEERING KNUCKLE TO THE LOWER BALL JOINT (MAY NOT HAVE PROPER TORQUE).
STARTING AUG OF 2002 HAD PROBLEM WITH FRONT END RATTLE.
IN JAN OF 2002 - Replace wheel that tire balanced & Ream wheel OK. then JAN 2002 wanted
FORD CAR WAS SHAKING, then Ream wheel bent (cost 2500?) I don't think that the Ream
wheel bent was the problem. It was just (WELL lets fix this & SEE IF IT WORKS ALSO HUNT.
HAD THE TIME CHANGE THE DENT IN THE REAR WAS NOT AS BAD AS IT WAS WHEN THE SHOW ME - (?)
THE CAR HASN'T RUN SMOOTH OR GOOD SINCE 8702 miles. CAR HAS 352000

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I ROTATE MY TIRE EVERY OTHER OIL CHANGE I HAVE HAD THE TIRE BALANCED (3) TIMES, I LINED UP 2 TIMES. I HAVE TRIED TO BE PATIENT, CALLED FOR MORE CORTISONE.

- WHEN I PURCHASED SERIAL CARS I NEVER ROTATED MY TIRE EVERY 8 THOUSAND IT WAS EVERY 15-20 THOUSAND. I BELIEVE THAT THIS IS A WAY FOR CORP. TO GET MORE MONEY FROM YOU & IF YOU DON'T DO IT ALL THE TIME IT MUST BE YOUR DRIVING OR CARE TO THE CAR.

I AM 43 YRS. OLD THIS WAS MY FIRST CAR I DON'T DRIVE LIKE A TEENAGER -

- AS YOU CAN SEE I HAVE CH INTO OTHER PERSON PROBLEMS WITH THE DRUGS / FRONT END PROBLEMS TO THE VEHICLE.

AS YOU CAN SEE THE CAR IS NOT RUNNING SAFE OF RIGHT. THE FRONT BOUNCES BUT THE SERVICE GULLIS SAYS - REPLACE TIRES & THAT MIGHT FIX IT BUT IF I DO THAT THEN IT WILL WEAR MY NEW TIRES BAD. & THAT WILL BE DRAINED ON MY DRIVING OF I AM A WOMAN, OR LIVE ON CULPA ROAD I HAVE HEARD ALL THE BEE'S

WITH ALL THE TIMES I WENT IN I CALLED PROB 1015 TIME & DISTANCE TO HOME IS A LC TEST DRIVE WITH SOME ONE TWICE PROBLEMS

US Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS / PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

162

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety Administration
<http://www.nhtsa.gov>



Office of Defects Investigation

VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: 10021319

Your Complaint Information

Consumer Information

Name : [REDACTED]
Org. Name : [REDACTED]
Address : [REDACTED]
City, State, Zip : TEGA CAY, SC [REDACTED]
USA
Daytime Phone : [REDACTED] Ext : [REDACTED]
Evening Phone : [REDACTED] Fax : [REDACTED]
Email : [REDACTED]

[top](#)

Complaint Information

Description :

THE CAR STARTING HAVING PROBLEMS A 7000MILE. FRONT END JUMPING. I HAD A TIRE GO BAD AND REPLACED IT. HAD THE TIRE ROTATED AND THE FRONT END LINED UP. THEN, THE NOISE THE CAR STILL DID NOT FEEL RIGHT. I TOOK IT BACK TO FORD AND THE REAM IS BENT. REPLACED THAT. SO FAR I AM OUT 290.00 FOR THE TIRE AND 298.00 FOR THE REAM/. THE PROBLEM CONTINUED BUT, BY 15000 MILES THE CAR WAS JUMPING, FRONT END PROBLEMS. HAD THE TIRES ROTATED AND THE CAR LINED UP AGAIN. I HAVE THE PROBLEMS STILL. (I WAS TOLD(WAY I DRIVE, CURVES,THE WAY I TAKE THE CORNERS,) WELL, # ONE I AM 43 YRS OLD AND THIS IS NOT MY FIRST CAR. I HAVE HAD MUSTANGES BEFORE AND NEVER ROTATED THE TIRES OR CHANGED MY DRIVING HABITS. (WHAT EVER). AT 15000 THE BRAKES STARTED TO SHIVER/CALL THE TIME (WET, COLD, MOISTURE, DRY). PER THE MANUAL THIS WILL HAPPENED. I WAS TOLD THAT IT IS COMMON WITH FOCUS. I HAD A ESCORT FOR OVER 4 YRS AND THEY NEVER DID WHAT THIS CAR HAS WITH THE FRONT AND .BACK THE RECALL 02S42/01B85 WAS DONE FINALLY IN MARCH. THIS RECALL STATED P INCH BOLT THAT RETAINS THE STEERING KNUCKLE TO THE LOWER BALL JOINT ON YOUR VEHICLE MAY NOT HAVE THE PROPER TORQUE. ***** (THIS CONDITION EXISTS, YOUR VEHICLE MAY EXPERIENCE VIBRATION OR NOISE... THIS COULD ESSENTIALLY LEAD TO BALL JOINT SEPARATION WITH A LOSS OF STEERING CONTROL, INCREASING THE RISK OF A CRASH.) THIS WHAT I TOLD FORD DEALERSHIP WAS WRONG WITH THE CAR SINCE AUGUST. I FEEL THAT THE RECALL CAME TO LATE AND NOW MY TIRES ARE DESTROYED. ONE TIRE IS WORST THAN THE OTHERS. REMEMBER THAT ONE TIRE IS BRAND NEW (7000 LESS MILES)... THE BRAKE PEDAL IS STILL MAKING A NOISE WHEN I RELEASE IT AT THE PARK MODE OR STOP TURN AROUND STOP AT LIGHT OR WHENEVER. THEY HAVE ADJUSTED IT.

3-4 TIMES. AND WITH IN MINS. OF THEM ADJUSTING IT, IT IS BACK TO THE SAME THING. THIS IS A ON GOING PROBLEM.WASTED TIME AND TROUBLES. I DO NOT WANT EVERYBODY TO NOTICE WHEN I HAVE MY DAUGHTER IN THE CAR OR I GET HURT IN AN ACCIDENT. THIS IS IMPORTANT YOUR REPLY HELP DEBRA.W

Incident Date : 8/14/2002 Fire : No
Num. Fatalities : 0 Crash : No
Num. Failures : 6 Property Damage : No
Num. Injured : 0 Police Report : No
Referral Source : INTERNET

100

Vehicle Information

VIN : 1FAPP34321W174568 Purchase Date : 7/18/2001
Year, Make, and Model : 2001/FORD/FOCUS Original Owner : Yes
of Cylinders : 4 Trans. Type : AUTOMATIC
Engine Size : Vehicle Details Usage : UNKNOWN
Cruise Control : No Antilock Brakes : No
Current Mileage : 33500 Speed :
Failure Mileage : 7000 Powertrain :
Body Style : 4-DOOR Fuel System : FUEL INJECTION
Fuel Type : GAS

Vehicle Component Information

Component 1: PARKING BRAKE-CONVENTIONAL OBN: No

Vehicle Dealer Information

Dealer : 1
Name : Fort mill ford Dealer Type : SALES DEALER
Address :

Dealer Phone:
Email: Dealer Fax:

100

Tire Information

Make : GOODYEAR Model : EAGLE TIRE
DOT Number : Spare : No
Purchased : Designated :
Spare : No

Run Flat Tire ☐ No
Repair Date :
Repair Location :
Retread ☐ No
Repair Type :
Original Equip. :
☐ ORIGINAL

Failure Mileage :
Mileage at Purchase :
Failure Location :
Tire Pressure :
Failure Type :
Tire Size :
No. of Retreads :

Tire Component Information

Component 1: TIRES

OEM: No

Tire Dealers Information

Dealer : 1

Name : Fort mill ford

Address1 :

Dealer Phone:

Dealer Fax:

Email:

Equipment Information

Make : FORD MOTOR COMPANY

Model : AFTERMARKET TRAILER HITCH

Serial Number :

Purchase Date :

Part Number :

Original Equipment : Yes

Location in Vehicle: EXTERIOR DRIVER SIDE

Description : FRONT END JUMPS & MAKES NOISE. I HAVE ONLY REPLACED THE TIRE AND REAM, TIRES NEED REPLACED

Equipment Component Information

Component 1: EQUIPMENT

OEM: Yes

Equipment Dealer Information.

Dealer : 1

Name : FORT MILL FORD

Address1 : P.O. BOX 37
1-77 EXIT 66
FORT MILL
SC 29716

Dealer Phone: 803-547-4373

Dealer Fax: 803-548-6460

Email: WWW.PORTMILLFORD.COM

[top](#)

ROTATE TIRES

Dec. 7500 - ? Flat tires Rotated at
edwards

8703 - miles

19134 miles

23606 miles

31256 miles

Replaced

tire of flat

Edwards tires stated that he
didn't have records.

But I had one tire replaced

at 8600⁰⁰ miles
rim was still good & had tires
rotated & balanced

Coat tire 275⁰⁰

124755

22533

FORT MILL

INVOICE

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747 Gold Hill Road (29708)

P.O. Box 37 • Fort Mill, South Carolina 29716

(803) 547-5454 • FAX (803) 548-6460

www.fortmillford.com • autom11@comcast.com

P & A Code 01015

TEGA CAY, SC

HOME:

PAGE 2

SERVICE ADVISOR: 197 JEFFERY LAKE WALDRON

COLOR	YEAR	MAKE/MODEL	VIN	PRICE	MSRP	DATE
RED	01	FORD FOCUS	1FAFP34321W174569		8702/8702	14290

DEL DATE	PROD DATE	WARRANTY	PROBABLE	PO NO.	PAID	DATE
15JUL2001		18:00 17JAN02		0.00	V	21JAN2002

17:12 16JAN02 08:34 18JAN02
 OPTIONS: STK:14569 DLR:010157
 ENG:2.0 Liter MPI DOHC TRN:44A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
8702	.7	ROTATE AND BALANCE 4 TIRES 32 PSI				35.00	35.00

E** REPLACE BENT WHEEL

108 CF

108	CF				12.00	12.00	
-----	----	--	--	--	-------	-------	--

8702	.3	REPLACE BENT WHEEL			215.00	215.00	215.00
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PAID JAN 21 2002

Had a flat tire was told by Edward that the
 room wasn't bent: the car would be fine.

Front problems that's when the team they stated
 it was bent (I notice when I asked for my loan
 it look like someone had taken a rubber mallet
 to it.)

The bent part was bigger

PAID JAN 21 2002

REB

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE
 INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
 SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
 OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
 VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
 UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
 ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS
 CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
 NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY
 MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The only warranties applying to this repair
 are those which may be offered by the
 manufacturer. The selling dealer hereby
 disclaims all warranties, either
 express or implied, including any implied
 warranties of merchantability or fitness for a
 particular purpose, and further assumes no
 liability in connection with the sale of this
 repair and/or service. Buyer shall not be
 entitled to recover from the selling dealer any
 consequential damages, damages to property,
 damages for loss of use, loss of time, loss of
 profits, or income, or any other incidental
 damages.

LABOR AMOUNT	TOTAL
60.38	
PARTS AMOUNT	229.62
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	6.04
TOTAL CHARGES	296.04
LESS INSURANCE	0.00
SALES TAX	13.78
PLEASE PAY THIS AMOUNT	309.82

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

124755

22533

FORT MILL FORD

INVOICE

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747 Gold Hill Road (29708)
P.O. Box 37 • Fort Mill, South Carolina 29716
(803) 547-3434 • FAX (803) 543-6460
www.fortmillford.com • autocall@fot.com
F & A Code 01015

PAGE 1

SERVICE ADVISOR: 197 JEFFERY LANE WALDRON

COLOR	YEAR	MAKE/MODEL	VIN	ENGINE	TRANS	DRIVE	DATE
RED	01	FORD FOCUS	1FAPP34321W174569				
DEL. DATE	DEL. DATE	WARRANTY	WARRANTY	WARRANTY	WARRANTY	WARRANTY	WARRANTY
15JUL2001		18,00	17JAN02	0.00	V		21JAN2002

17:12 16JAN02 08:34 18JAN02
LINE OPCODE TECH TYPE HOURS
LUBE OIL AND FILTER TOP OFF ALL FLUIDS 01 HAZ
Q15 LUBE OIL AND FILTER TOP OFF ALL FLUIDS 01 HAZ

	LIST	NET	TOTAL
1 FL*2005* FILTER AS	8.44	4.80	4.80
1 10*5W30*100 MOTOR OIL 5W30 1 QT SUPER PRIN	1.12	1.83	1.15
702 LOF			

CK FOR ANTENNA BROKEN
ADDER: 8702 21 REPLACE ANTENNA AND MOUNT (BASE)
18886A MAST - RADIO ANTENNA - REPLACE (18886) -

108 W94
1 8882*18886*AA MAST ANT-RADIO ANTENNA
1 X882*18919*AA ANTENNA ASY-RADIO
FC: 807 PARTS, COUNT:

CLAIM TYPE:
AUTH CODE:
8336

702 01 REPLACE ANTENNA AND MOUNT (BASE)

CK FOR TRUNK NOT OPENING OR SHUTTING PROPERLY, AND NOT
ADDER: 8702 42 REPLACE DEFECTIVE TRUNK STRIKER AND LATCH

108 W94
1 1842*5485150*ED LATCH ASY-LIFTGATE
1 Y842*61404A42*AA STRIKER ASY-LIFTGATE LATCH
FC: 105 PARTS, COUNT:

CLAIM TYPE:
AUTH CODE:
8336

102 42 REPLACE DEFECTIVE TRUNK STRIKER AND LATCH

CK FOR SCISSOR IN CAR WHILE DRIVING ABOUT 30 TO 35 MPH

15 ROTATE AND BALANCE 16

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT I don't think so

Called on
Booked scheduling
LAPS told normal
4th Black dust
Replaced But
Rm dust to they
stated fine but

I was told that I had
100 times balanced by
Voko - then they can
no be...
But when I asked to
the man it was bad
up more than before

124755

29182

FORT MILL
FORD

INVOICE

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www.fortmillford.com • automill@ol.com
P & A Code 01015

TEGA CAY, SC

HOME:

PAGE 1

SERVICE ADVISOR: 271 DAVID KOZARICH

COLOR		YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	YAO
RED		01	FORD FOCUS	1FATP34321W174569		14169/14169	T9969
DEL. DATE	PROD. DATE	WARRANTY	PREMIUMS	PO NO	DATE	PAYMENT	DAY DATE
15JUL2001			WATT 11MAY02		0.00	V	11MAY2002
E.O. OPENED		READY		OPTIONS: STK:14569 DLR:010157			
13:14 11MAY02		14:18 11MAY02		ENG:2.0 Liter EFI DOHC TRN:44A			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1							
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Was told that was normal for beekes
than on the front end was told
1. Because of the way I drive
2. I live curvy roads
3. Didnt take care of car
4. Drove fast on took corners
to hard

I am NOT
20.

Problems still
prolongs

front & rear

THIS WAS PROBLEM

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The only warranties applying to this vehicle are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither we nor our employees or other persons to whom we are lending in connection with the sale of this vehicle, dealer service, shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or interest, or any other incidental damages.

DESCRIPTION	AMOUNT
LABOR AMOUNT	8.50
PARTS AMOUNT	15.93
GAS, OIL, LUBE	0.00
GURLET AMOUNT	0.00
MISC. CHARGES	2.00
TOTAL CHARGES	26.43
LESS INSURANCE	0.00
SALES TAX	0.96
PLEASE PAY THIS AMOUNT	27.39

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

124755

49157



INVOICE

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801 Gold Hill Road (29708)

P.O. Box 37 - Fort Mill, South Carolina 29716

(803) 547-3434 - FAX (803) 348-6460

www.fortmillford.com - automill@aol.com

P & A Code 01015

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 234 DAVID EARL CUTHBERTS

TGA CAY, SC

100000

COLOUR	YEAR	MAKE/MODEL	VIN	LICENSE	PACKAGE IN / OUT	TAG
ED	01	FORD FOCUS	1FAFP34321N174569		31256/31256	T3362
DATE	PRICE	DATE	WASH	EXP	PROVIDER	DATE
5JUL2001	01NOV00	15JUL2004	18:00	10APR03		0.00
						CASH
						17JUN2003

DATE	PRICE	DATE	WASH	EXP	PROVIDER	DATE
5JUL2001	01NOV00	15JUL2004	18:00	10APR03		0.00
						CASH
						17JUN2003

DATE	PRICE	DATE	WASH	EXP	PROVIDER	DATE
5JUL2001	01NOV00	15JUL2004	18:00	10APR03		0.00
						CASH
						17JUN2003

DATE	PRICE	DATE	WASH	EXP	PROVIDER	DATE
5JUL2001	01NOV00	15JUL2004	18:00	10APR03		0.00
						CASH
						17JUN2003

DATE	PRICE	DATE	WASH	EXP	PROVIDER	DATE
5JUL2001	01NOV00	15JUL2004	18:00	10APR03		0.00
						CASH
						17JUN2003

DATE	PRICE	DATE	WASH	EXP	PROVIDER	DATE
5JUL2001	01NOV00	15JUL2004	18:00	10APR03		0.00
						CASH
						17JUN2003

DATE	PRICE	DATE	WASH	EXP	PROVIDER	DATE
5JUL2001	01NOV00	15JUL2004	18:00	10APR03		0.00
						CASH
						17JUN2003

DATE	PRICE	DATE	WASH	EXP	PROVIDER	DATE
5JUL2001	01NOV00	15JUL2004	18:00	10APR03		0.00
						CASH
						17JUN2003

DATE	PRICE	DATE	WASH	EXP	PROVIDER	DATE
5JUL2001	01NOV00	15JUL2004	18:00	10APR03		0.00
						CASH
						17JUN2003

DATE	PRICE	DATE	WASH	EXP	PROVIDER	DATE
5JUL2001	01NOV00	15JUL2004	18:00	10APR03		0.00
						CASH
						17JUN2003

DATE	PRICE	DATE	WASH	EXP	PROVIDER	DATE
5JUL2001	01NOV00	15JUL2004	18:00	10APR03		0.00
						CASH
						17JUN2003

DATE	PRICE	DATE	WASH	EXP	PROVIDER	DATE
5JUL2001	01NOV00	15JUL2004	18:00	10APR03		0.00
						CASH
						17JUN2003

DATE	PRICE	DATE	WASH	EXP	PROVIDER	DATE
5JUL2001	01NOV00	15JUL2004	18:00	10APR03		0.00
						CASH
						17JUN2003

DATE	PRICE	DATE	WASH	EXP	PROVIDER	DATE
5JUL2001	01NOV00	15JUL2004	18:00	10APR03		0.00
						CASH
						17JUN2003

DATE	PRICE	DATE	WASH	EXP	PROVIDER	DATE
5JUL2001	01NOV00	15JUL2004	18:00	10APR03		0.00
						CASH
						17JUN2003

But took the
car back & within
3 hrs of that
fixing it was
back to the
squeak

IN BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT DEDUPLICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GA5, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
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PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

FAX COVER SHEET

OF PAGES INCLUDING COVER

5

FAX# 704-423-5310

TO:



FROM: MICROFINE COLLISION INC.

PH. 803-396-5390

FAX: 803-396-5392

COMMENTS:

[Redacted] alignment was done on 6-3-02
on page 2. Cost was \$60.50

Was pushed in Airport parking lot Bent front fender
See report

This was even checked.

MICROFINE COLLISION, INC.
AUTOMOTIVE REPAIR SPECIALISTS

Lennie Kennedy
Clayton Price

1600 WILLIAMS RD.
FORT MILL, SC 29716
PH: (803) 396-5390
FAX: (803) 396-5392



US OUT AND YOU WILL SAY



How long will it take?

The time needed for these repairs is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What we are asking you to do ...

Call your dealer without delay. If you do not already have a servicing dealer, please access www.qualitycarservice.com for dealer addresses, maps, and driving instructions. Ask for a service date and whether parts are in stock for the program numbers listed at the top of page one of this letter. If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your vehicle in, show the dealer this letter. However, if you misplace this letter, your dealer will still do the work, free of charge.

If you have already paid for this service ...

If you paid to have this service done before the date of this letter, Ford is offering a refund. To receive the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

If you have changed address or sold the vehicle ...

Please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this safety recall.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you have concerns...

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

Call (866) 436-7332

Office Hours (Eastern Time Zone)

Monday through Friday: 8AM - 11PM

Saturday: 8AM - 8PM

Hearing-impaired call (800) 232-5952 TDD for the hearing impaired.

Or you may contact us through the Internet ...

www.ownerconnection.com

If you are still having trouble getting the Safety Recall service completed in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

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QualityCare
AN FORD SERVICE

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company providing automotive products and services. Thank you for your attention to this important matter.

Sincerely,

Frank M. Ligon

Frank M. Ligon

CBC

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WARNINGS & RECALLS - FULL FACTSHEET

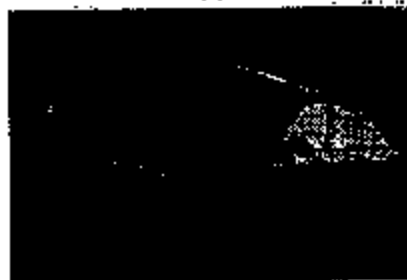
WARNINGS

Ford recalls Focus October 17, 2000

Ford Motor Company is voluntarily recalling thousands of Ford Focuses because of rear wheel, brake drum and cruise control cable problems. About 351,000 car owners have been sent recall notices. Just over 36,000 will go to Canadian customers.

The recall affects the 2000 model year.

There have been 15 reports of rear wheel and brake drum assemblies separating from the vehicle - 6 of those happened in Canada. Ford officials say the problem occurs after the hub retaining nut that secures the rear wheel bearings becomes loose.



Of the 36,000 Canadian Focus owners who received notices about the rear wheel/brake drum recall, 4,351 of them will also get a letter concerning a problem with their car's cruise control cable. Ford says they've had reports of 12 throttles sticking open after wide-open throttle application.

There were no injuries reported in any of the incidents.

There is a third problem relating to the Ford Focus - but only for U.S. customers. Those owners will have to have their car upgraded to meet new U.S. Federal Motor Vehicle Safety Standards for interior head impact protection. Dealers will install new interior trim pieces beside the windshield with improved

Warning
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Ford' Focus Setting Recall Record

June 3, 2002

Consumer News
June 25 2003

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SITE GUIDE

Aging & Disability

Ford's attempt to focus on safety and reliability isn't getting much help from its recall-plagued subcompact, the Focus. With nine safety recalls and five defect investigations so far, the Focus is turning into a major black eye for Ford.

The latest investigation announced by the National Highway Traffic and Safety Administration (NHTSA) has to do with wheels falling off the 2000 models, the right and left rear wheels to be precise. There's already been a recall for a similar problem involving only the left rear wheels in some 203,000 2000 models.

Some 350,000 2000 models were recalled because their roof pillars could cause head injuries in crashes. Other problems include airbags that deploy inadvertently, engine compartment fires and engine stalling.

It's the most recalls for a single manufacturer since General Motors' notorious X-cars (the Buick Skylark, Chevrolet Citation, Oldsmobile Omega and Pontiac Phoenix) racked up 13 recalls in the their first two years, according to the Center for Auto Safety.

The non-profit Center for Auto Safety wrote Ford's then-chairman, William Clay Ford, in November 1999, warning up about the damage being done to Ford's reputation by quality problems and the cover-ups that often accompanied them.

Ford is now the company's CEO and the problems continue. "The Focus fiasco shows Mr. Ford has a long road to hoe before he can restore

- New Tire Safety Standards
- Magazine Solicitors Fined \$1 Million
- Kennedy Angers Allies, Supports GOP Drug Bill
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