



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue or black ink pen only.
CORRECT MARK:

Date Received	Order
V 25 PM 4: 20	rt-dt
Reference No.	nd-rt
100 48682	up-ir

OWNER INFORMATION (Type or Print)

DAYTIME TELEPHONE NUMBER

NAME _____
STREET NO. _____ APT. NO. _____
City STATE _____
ENTER ZIP CODE _____

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

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

X _____
SIGNATURE OF OWNER DATE

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) (Entered as shown or abbreviated as shown on seller's title)				VEHICLE MAKE		VEHICLE MODEL		MANUFACTURE DATE		MODEL YEAR	
1FAFP34341N301442				Ford		Focus		09/29/01		2001	
VEHICLE MANUFACTURER											
☐ BMW ☒ Ford ☐ Honda ☐ Nissan ☐ Subaru ☐ Volvo ☐ Other <u>Purchase date</u> ☐ Daihatsu/Chrysler ☐ General Motors ☐ Hyundai ☐ Saab ☐ Toyota ☐ VW											
PURCHASE DATE		☒ New ☐ Used		DEALER'S NAME		CITY		STATE		ZIP CODE	
				Lundeen Brothers Ford		Annandale		MN		55302	
ENGINE SIZE		FUEL SYSTEM		FUEL TYPE		TRANSMISSION TYPE		ANTILOCK BRAKES		RESTRAINT SYSTEM	
(CID/CC/L) <u>2.0</u>		☐ Turbo ☒ Fuel Injection		☐ Diesel ☒ Gas		☐ Manual ☒ Automatic		☒ Yes ☐ No		☒ Driver's Side Airbag ☐ 2-Point Belt ☐ Passenger's Side Airbag ☐ Motorcyclist ☐ 3-Point Belt	
NO. CYLINDERS <u>4</u>										CHARGE CONTROL	
										☒ Yes ☐ No	
DRIVETRAIN				VEHICLE TYPE				DOORS		BODY STYLE	
☒ Front ☐ 4-Wheel ☐ Rear				☒ Car ☐ Minivan ☐ Truck ☐ Other _____ ☐ Van ☐ Sport Utility ☐ Motorcycle				☐ 2-Door ☒ 4-Door		☐ Hatchback ☒ Sedan ☐ Pick Up Truck ☐ Stationwagon	

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT ☐ Child Seat ☐ Electrical Lights & Alarms ☐ Engine & Cooling System ☐ Equipment ☐ Fuel System, Exhaust ☐ Heater, Defrost, Ventilation ☐ Interior ☐ Parking Brake ☐ Power Train ☐ Service Brakes ☐ Steering ☒ Structure ☒ Suspension ☐ Visual Systems ☐ Other _____ _____ _____	NO. OF FAILURES <table border="1"> <tr> <td></td> <td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td> </tr> <tr> <td></td> <td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td> </tr> </table>		0	1	2	3	4	5	6	7	8	9		0	1	2	3	4	5	6	7	8	9	To report defective or failed tire provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).	
	0	1	2	3	4	5	6	7	8	9															
	0	1	2	3	4	5	6	7	8	9															
	INCIDENT DATE <i>refer to the letter.</i>	TIRE NAME	COMPLETE TIRE SIZE																						
	MILEAGE AT INCIDENT	TIRE BRAND ☐ BF Goodrich ☐ Cooper ☐ Firestone ☐ Goodyear ☐ Kelly Springfield ☐ Michelin ☐ Yokohama ☐ Other _____																							
	VEHICLE SPEED AT INCIDENT																								
	FAILED PART(S) ☒ Original ☐ Replacement																								
HANDICAPPED ADAPTIVE ☐ Yes ☒ No	FAILED PART(S) AVAILABLE ☐ Yes ☐ No	NIHTA PREVIOUSLY CONTACTED? ☐ Yes ☒ No																							

APPLICABLE INCIDENT INFORMATION

Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.	CRASH ☐ Yes ☐ No	NUMBER OF PERSONS INJURED 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29	CAUSE OF INCIDENT ☐ Weak/Corroded/Rust ☐ Weak/Poor Fit/Loose ☐ Cut/Torn ☐ Disconnect/Fall Off ☐ Erratic/Poor Performance ☐ Excessive Effort ☐ Noisy ☐ Leaks ☐ Short ☐ Loose/Sticks/Grabs ☐ Stability/Vibration ☐ Broken	RESULT OF INCIDENT ☐ Explosion/Fire ☐ Loss of Control ☐ Poor Visibility ☐ Inadvertent Start ☐ Rollover ☐ Stalls ☐ Sudden Acceleration
	FIRE ☐ Yes ☐ No	NUMBER OF FATALITIES 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29		

PLEASE DO NOT WRITE IN THESE SPACES

[illegible]

08062

November 9, 2003

[REDACTED]
[REDACTED]
Waite Park, MN [REDACTED]
[REDACTED]

Dear NHTSA,

I have contacted you in regards to my 2001 Ford Focus, it was purchased at Lundeen Brothers Ford in Annandale, MN, on 9/29/01. I have contacted you for two reasons; one, the car is defective and two, the car is a safety hazard.

The first issue I want to discuss is the fact that my car is defective, it is a manufactures defect. I have unsuccessfully repaired my car 5 times since 3/02. It has been reported to me, from Bill Halstrom, a mechanic at Lundeen Brothers Ford, that the problem is "non-adjustable". He explained the problem in detail; the upper control arms are too short in the back of the car, causing my tires to tip in. When the tires are tipped in, it causes the inner edge tire wear and cupping. When the tires cup, the car starts to shake and vibrate while I am driving. It starts as a minor vibration in the steering wheel and progresses into an entire car shake. Bill stated, "it is the poor design of the car", "it's always been a problem". He also stated, "We could set it all up so it's all green on the alignment, where everything is in spec, but we knew they weren't adjustable".

Secondly, my car is a safety hazard. With the tire problem as it is, it causes my car to pull to the right. The pull to the right is extreme and I have to constantly compensate to stay on the road by turning the steering wheel to the left. On any slick, rainy or snowy roads, my car fishtails-because I am constantly turning my steering wheel to the left. This is extremely dangerous in the fall and winter months. I drive a distance to work and it is very unnerving to drive when I am constantly fishtailing. I had to drive 30 miles per hour or less and it would take me two to two and a half hours to travel one way to work. It is a horrifying experience to drive under such conditions; there were times when I had to pull over and take a break before I could continue.

I went in the ditch on two separate occasions-because I lost control of my car; one incident was a near miss with an on-coming vehicle. On both occasions, I was traveling 30 miles per hour or less. There came a point last winter when I could not drive my car because I was going to get in an accident! Thankfully, my father let me use one of their vehicles for that time period. There is not a doubt in my mind that I will get in an accident if I continue to drive this car! It is too unsafe.

Around 33,500 miles, my car started to shake while I was driving. It started

as a minor vibration and increased to an entire car shake. I brought the car to Lundeen Brothers Ford to address the issue. Enclosure B is a print out from Lundeen Bros. as to every time I went to the dealer for problems. I brought the car in at 34,629 miles, on the print out, it states, "shakes while driving, needs rear tires and alignment". I brought the car to Rule Tire Shop in Willmar, MN, for a four wheel alignment; the total cost was \$49.99. The mechanic from Rule Tire wrote "front tires cupped, rear tires cupped and worn down" on the receipt (enclosure C). A mechanic from Eastside Auto put on new rear tires and balanced the tires for \$157.80 (enclosure D).

On February, 13, 2003, my father, [REDACTED], went to Tires Plus in St. Cloud, MN, and purchased new tires because my car was shaking again. Enclosure E is my birth certificate and enclosure F is my marriage license, to prove that [REDACTED] is my father. Total cost \$171.45.

My car started to shake again in June of 2003. At 64,703 miles, I brought the car into Tires Plus for an alignment, total cost \$63.07 (enclosure H). The car continued to shake, so I brought it back to Lundeen Bros Ford. On enclosure B, at 66,125 miles, it states "vehicle vibrates while driving, needs rear tires. Causing problems". Dean Bartosch, service advisor for Lundeen Bros Ford, told me that it is how the tires ride on the car that causes the "chopping" of the tires. On 7/10/03, Lundeen Bros Ford put new tires on my car, total cost \$130.78 (enclosure I). I requested the technical service bulletin for the 2000-2004 Ford Focus (Enclosure J), it states, "some vehicles may exhibit rear tire inner edge wear". At this time, I thought that Lundeen repaired the car as described in the technical service bulletin.

On 10/25/03, I returned to Lundeen Brothers Ford because my car is shaking while I am driving, the mechanic told me that I need new tires and an alignment. Bill Halstrom told me that I should atleast get 30-40,000 miles out of each set of tires. It has only been 10,000 miles since the last set of tires have been put on my car. I called Lundeen on 10/27/03 to set up an appointment to have new tires put on and Dan Breimhorst, the service manager, told me that I had to pay for the parts to fix my car, because it was out of warranty. Ford wants me to pay for parts that are required because of a manufacturer's defect.

On the print out from 10/25/03, it states, "warning: possible recheck 0066247", which was the mileage when I had the last set of tires put on. What does this mean? No one has addressed this with me.

Ford knows this is an issue, it is stated in the technical service bulletin. Bill Halstrom reported that this has been an issue since 2000, but Ford continued to manufacture these cars defectively for 4 years before they came out with the technical service bulletin. For four years, customers have paid for repairs and Ford denied the problem!

Lundeen Brothers Ford is part of the Better Business Bureau, I expect better, honest, trustworthy service than this. When I talked to the owner of Lundeen Brothers Ford about being members of the BBB, Vincent Lundeen, he laughed and stated, "We're only members". He also stated that whoever was doing the

alignment was doing it incorrectly. However, Bill Halstrom, a mechanic for Vince Lundeen, said that they could line everything up to spec (during an alignment) and they knew it wouldn't fix the problem.

I have done nothing to cause these problems, this car has been defective and a safety hazard since the day I bought it!

Thank you for your time,

[REDACTED]

Enclosures



Rule Tire Shop

104 Litchfield Ave. SE

(320)235-1146

'By the Bridge

(800)349-1146

Willmar, MN 56201

Fax: (320) 214-8939

tiroling@uslink.net

3195

Customer

Address

City, State

P.O.

Date _____

Vehicle

Lic. #

Mileage

San Fe. Co.

End Focus

37423

VEN# 15A=03434111361147

Qty.	Size	Pty	Part No.	Description	Price Each	Amount
				Alignment -		
				Front tires capped		
				Rear tires capped and worn down		
					TAX	
					TOTAL	

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

SIGNATURE

- ☐ Air Filter
- ☐ Oil
- ☐ Belts & Hoses
- ☐ Pressure
Cap/Thermostat
- ☐ Anti-freeze/Coolant
- ☐ Battery,
Cables/Connections
- ☐ Transmission Fluid
- ☐ Brake Fluid

- ☐ Power Steering Fluid
- ☐ Wheel Alignment
- ☐ Wheel Balance
- ☐ Shock Absorbers
- ☐ Struts
- ☐ Tire Inflation & Condition
- ☐ C.V. Joints

- ☐ Exhaust Pipes, Hangers & Brackets
- ☐ Lights/Front & Rear Flashers
- ☐ Windshield Wiper Blades
- ☐ Windshield Washer Fluid
- ☐ Muffler
- ☐ Front End Parts

Flat Tire



BIRTH CERTIFICATE

FULL NAME
[REDACTED]Enclosure
E

SEX

FEMALE

DATE OF BIRTH

MAY 14, 1978

CITY OR TOWNSHIP OF BIRTH

SAINT CLOUD

COUNTY

STEARNS

PARENT(S)
[REDACTED]
[REDACTED]

AMENDMENTS MADE PRIOR TO MARCH 11, 2001 FOR THIS RECORD ARE NOT NOTED
ON THE CERTIFIED COPY.

S22-000996951

THIS IS A TRUE AND OFFICIAL RECORD OF THE BIRTH REGISTERED IN THE
OFFICE OF THE STATE REGISTRAR. DATE FILED: JUNE 07, 1978

PLACE ISSUED: STEARNS

DATE ISSUED: MARCH 27, 2003

Barbara A. Carter
STATE REGISTRAR



Enclosure
F

STATE OF MINNESOTA
COUNTY OF Stearns
(County where married)

Marriage Certificate

Document #: 02-0733

I hereby certify, that on August 17 Year 2002, in said County, and City of St. Augusta
I, the undersigned, a Catholic Priest did join in marriage:

[REDACTED] OF THE COUNTY OF RAMSEY, STATE OF MN AND
[REDACTED] OF THE COUNTY OF STEARNS, STATE OF MN

The names of the parties after their marriage, shall be: [REDACTED]

In the
presence
of:

Signature of witness: [REDACTED]

Type or print name of witness: [REDACTED]

Signature of witness: [REDACTED]

Type or print name of witness: [REDACTED]

Signature of [REDACTED]

Type or Print Name: [REDACTED]

Address: [REDACTED]

St. Cloud, MN

Filed: 8-21-2002 By: C. M. Malter

Credentials Recorded: Stearns, County, MN

STATE OF MINNESOTA
COUNTY OF STEARNS

The Local Registrar in and for said County
and State does hereby certify that this is a
true and correct copy of the original on file
and of record in this office.

Date: 8-21-2002
Randy R. Schreffels, Local Registrar

By: C. M. Malter Deputy

 Printable View (9 KB)	
Article No. 03-13-5	SUSPENSION - REAR TIRE INNER EDGE WEAR
Publication Date: June 30, 2003	

FORD: 2000-2004 FOCUS

ISSUE:

Some vehicles may exhibit rear tire inner edge wear.

ACTION:

If a vehicle exhibits rear inner edge tire wear, and the rear camber reading is beyond the negative end of the specification (max. -2.2 Wagon, -2.3 Sedan & ZX3/5), then install revised +1.0 degree rear Upper Control Arm(s). Refer to the following Service Procedure for details.

SERVICE PROCEDURE

Removal

1. Remove the rear wheel and tire. For additional information, refer to Workshop Manual Section 204-04.
2. Remove the outboard upper control arm bolt, and detach the upper control arm from the wheel knuckle.

NOTE: MAKE A NOTE OF THE POSITION OF THE UPPER CONTROL ARM TO AID IN INSTALLATION.

3. For Wagons only. Remove the lower shock bolt and position the shock aside.
4. Remove the inboard upper control arm bolt, and remove the arm.

Installation

NOTE: FINAL TORQUING OF THE REAR SUSPENSION COMPONENTS SHOULD BE CARRIED OUT AT OR NEAR THE CURB HEIGHT SETTING. TO ACHIEVE THIS LOAD THE SUSPENSION.

1. Install upper control arm and a new inboard upper control arm bolt.
2. For Wagons only. Reposition shock and reinstall the lower shock bolt.
3. Position the upper control arm in the wheel knuckle and install a new outboard upper control arm bolt.
4. Reinstall rear wheel and tire.
5. Recheck alignment to verify camber change, and set toe if necessary.

LABOR OPERATION CLAIMING CHART			
Operation	Labor Description	Vehicle	Time
031305A	Check Alignment, Replace One Rear Upper Control Arm, And Recheck Alignment (Includes Time To Set Toe If Necessary)	Sedan, ZX3/5	1.1 Hrs.

031305B	Check Alignment, Replace Both Rear Upper Control Arms, And Recheck Alignment (Includes Time To Set Toe If Necessary)	Wagon	1.1 Hrs.
		Sedan, ZX3/6	1.4 Hrs.
		Wagon	1.5 Hrs.

PART NUMBER	PART NAME
3S4Z-1A154-AA	Kit - Rear Suspension Upper Arm - Contains Arm And 2 Bolts

OTHER APPLICABLE ARTICLES:

NONE

WARRANTY STATUS:

Eligible Under The Provisions Of Bumper To Bumper Warranty Coverage

DEALER CODING

BASIC PART NO.	CONDITION CODE
5500	07

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle.

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Chopped inner and outer face of tire

Removed tires were P195/60R15 Continental Touring LX 87S

Replacement tires were P195/60R15 General Alumni G4S 87S

Tread seemed good on the rear tires
Traction O.K.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**