



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 1368

Date Received

Repository ☐

05-JAN-2004

Reference No.
10053363

OWNER INFORMATION (Type or Print)

Name

Address

City RICHMOND

State VA

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of a signature, NHTSA will substitute your name or address to the vehicle manufacturer.
Signature of Owner Date 1-12-04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FAPP34P53

Make
FORD

Model
FOCUS

Model Year
2003

Date Purchased

Dealer's Name and Telephone Number

Engine: 2,000
No. Cylinders 4

Fuel Type:
gas

Original Owner
☒

Dealer's City Richmond

State VA

Zip Code 232

Transmission Type

☒ Antilock Brakes

Powertrain

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

☒ Cruise Control

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
31-DEC-2003

Failure Mileage
2585

Failure Speed

None Brakes worked better than promised

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: DOTM15ABC038)

☐ 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).

WHEN COMING TO A STOP, TRANSMISSION OPERATED POORLY. IT WAS HARD TO SHIFT GEARS OR GEARS DID NOT SHIFT AT ALL. THIS CAUSED A DISTRACTION TO THE CONSUMER WHILE DRIVING. THE DEALERSHIP WAS NOTIFIED. BUT THE PROBLEM WAS NOT RESOLVED. *AK

Notice: Transmission not Down
Shifting properly Told my freinds
about this being a new car, Also
ON BACK

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)

Intersection of meadowdale & meadowboro
 United States post office car was
 making a left turn going into the "EXIT"
 "only" turn lane. Noticed turning vehicle going
 into wrong exit. There the turning vehicle changed
 mind and turned onto meadowdale Rd. causing
 me to slam on breaks and steer my car
 into the direction of oncoming vehicle thus
 saving me an ACCIDENT

FORD motor company should be thanked
 for there Anti Locking Brakes system It
 worked better than promised!!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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

**VEHICLE
 OWNER'S
 QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
 COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
 (DASH) 2 DOT



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 http://www.nhtsa.dot.gov/odiv