



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 100184

Date Received

Repository ☐

Reference No.
1005372

OWNER INFORMATION (Type or Print)

Name

Address

City

WOODSTOCK

State GA

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 2-13-04

VEHICLE INFORMATION

17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FAFP34311

Make

FORD

Model

FOCUS

Model Year

2001

Date Purchased

Dealer's Name and Telephone Number

Wade Ford

Engine: 2.0 2400cc

Fuel Type:

No. Cylinders

GAS

Original Owner

Dealer's City

S. Cobb Dr. Smyrna

State

GA

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

072100 FUEL SYSTEM, GASOLINE: DELIVERY: FUEL PUMP

Multiple Failure: 2 also brake calipers seeping
fluid - defective

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

DEC-2003

1-16-2004

Failure Mileage

30000

30,976

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/55R15)

DOT No. (Example: DOTM19ABC036)

☐ 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

0

Number of Deaths

0

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 DRIVING AT ANY SPEED VEHICLE (INTERMITTENTLY STALLED) DEALER INFORMED THE CONSUMER THAT THE FUEL PUMP MODULE WAS DEFECTIVE. ALSO BRAKE ROTORS AND PADS NEEDED TO BE REPLACED. *AK

Engine light came on, fuel pump module inop, replaced but Cherokee Ford did not replace. O rings causing pump to fail again. They Ford has fuel pump recall program - 03N01 - same exact part that went bad.

Rotors needed replacing, RT = .805 in. LF .802 in. (discard = .787) and were warped due to calipers seeping fluid and binding pistons. Ford has a Brake customer service Program for this exact problem. Ford -

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 summarized summary thereof, may be used in support of the agency's action.

refuses to admit our focus falls under any of the programs/recalls, due to a few month difference in car make, but the Focus problems have been the exact reason if they have done the recalls on. -7

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

We have saved routers. The brake system needed replacing.

X Note: We have noticed when something is wrong with the vehicle, the dealerships refuse to admit as a rule that there is a problem @ customer safety brake program - until an actual recall has been made on the car. ~~then~~ they refuse to admit or take responsibility for an inner known problem, deceiving the public at our expense until mandated to do something about the problem.

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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

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NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THIS FORM

OR

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and dial toll free at

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(DASH) & DOT



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