



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 100079

Date Received

Repository ☐

18-FEB-2004

Reference No.

10059238

OWNER INFORMATION (Type or Print)

Name

Address

City

ZEPHYRHILLS

State

FL

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 1/1

VEHICLE INFORMATION

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

1FAFP33PB1W116241

Make

FORD

Model

FOCUS

Model Year

2001

Date Purchased

10/19/02

Dealer's Name and Telephone Number

HERITAGE FORD 813-907-7800

Engine:

No. Cylinders

4

Fuel Type:

Gas

87

Original Owner

☒ USED

Dealer's City

WESLEY CHAPEL

State

FL

Zip Code

32543

Transmission Type

AUTOMATIC

485

☒ Antilock Brakes

☐ Cruise Control

Powertrain

FRONT WHEEL DRIVE-YES

Vehicle Component Code

072100 FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

18-FEB-2004

09-11-2004

Failure Mileage

28000

24489

Failure Speed

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: DOTM9ABC036)

☐ 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

No

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 RECEIVED NHTSA RECALL 03V48ZD00 CONCERNING FUEL PUMP PROBLEM. VEHICLE WAS TAKEN TO THE DEALER, AND DEALER REPLACED FUEL PUMP, CHARGING \$25.00 FOR PARTS AND \$40.00 DO FOR LABOR. TOTAL CHARGE WAS \$75.00. CONSUMER OBJECTED PAYING FOR LABOR BECAUSE THE RECALL LETTER INDICATED IT WAS FREE OF CHARGE. *AK

TRYING TO FIND WHY LABOR CHARGE BECAUSE FUEL PUMP WAS APART WHEN I OK FILTER \$23.47. ONLY TOOK 10-15 MINUTES TO PUT ON NEW FILTER. ALSO FILTER SHOULD HAVE BEEN CHANGED BEFORE THEY SOLD IT TO ME IN 2002

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)

CALLED SERVICE MANAGER I GUESS - BUT PERHAPS I WAS TALKING TO
I COULD NOT SHUT HIM UP - I ASKED FOR HIS NAME AND HE
HUNG UP. DONT THINK IT WAS SERVICE MANAGER (MAN WHO
WRITES ORDERS) COPY OF BILL ENCLOSED.

STILL WONDERING WHY LABOR CHARGE
WHEN BERRY THING WAS A PART.

- 1 TALKED TO ANOTHER FORD DEALER - SAID WANTED SOME EXTRA
MONEY BECAUSE IT WAS RECALL.
 - 2 TALKED TO ANOTHER FORD DEALER - THEY SAID WOULD NOT
CHARGE ANYTHING BECAUSE IT WAS A RECALL.
- CAN SAY WHO DEALERS WERE. COPY OF BILL ENCLOSED

U.S. Department
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National Highway
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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 MAIL, 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

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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<http://www.nhtsa.gov>



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).