

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire TO REPORT VEHICLE SAFETY DEFECTS 1-888-DASH-2-DOT (1-888-327-4338) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received: _____ Ref: _____ Ref: _____ Ref: _____ Ref: _____ References No. 10061305	
OWNER INFORMATION (Type or Print)			
Name _____		Apt. No. _____	
Street _____		Daytime Telephone Number _____	
City Pharr	State TX	Zip _____	
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 02/26/2004	
PRODUCT INFORMATION			
Vehicle Identification No. (VIN) (17 Digits) 1FAFP33P92		Make Ford	Model Focus
Purchased Date Oct. 03		Year 2002	Engine Size (CID/CC) _____
Dealer's Name Frank Smith Toyota		State TX	Zip Code 78501
☐ New ☒ Used Manufacturer Date (on driver's door or plate) 03/02		☐ Turbo ☐ Diesel ☐ Gas ☐ Flex Injection	No. Cylinders 4 ☐ Turbo ☐ Diesel ☐ Gas ☐ Flex Injection
Transmission Type ☐ Manual ☒ Automatic	Restraint System ☒ Driver's side air bag ☐ Passenger's side air bag ☐ 3-Point belt	Cruise Control ☐ Yes ☒ No	Vehicle Type ☒ Car ☐ Van ☐ Truck ☐ Motorcycle ☐ Other
FAILED COMPONENT(S)/PART(S) INFORMATION			
transmission Part Name(s) Shifts into Neutral and Kicks back into Drive while Driving	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement	Handling Adaptive Equip. ☐ Yes ☐ No
TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Brand _____		Tire Name _____	
Complete Tire Size _____		DOT No. _____	
No. of Failures _____	Date(s) of Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No
Message to Failure(s) _____ Vehicle Speed at Failure(s) _____			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)			
Crash ☐ Yes ☒ No	Fatality ☐ Yes ☒ No	Number of Persons Injured _____	Number of Fatalities _____
Reported to Manufacturer ☐ Yes ☒ No		Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies): None that I have been aware of.	
The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 44 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.			

Mail postage free or fax to 202-368-7852

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

I had filed 2 to 3 weeks ago spoke to a gentleman who told me there was a lot of recalls on this model for that reason. I've taken to Ford and they can't seem to duplicate the problems. Nothing comes out in the computer. So as far as they are concerned they cannot help me. This started at about 33 to 34,000 miles. Bought the car used it had 32,600 miles, but have had a lot of problems. I called before the factory warranty expired and I filed the complaint, but didn't get the name of the representative that helped me. I called our Ford dealership in Mottville, TX but they said it needs to duplicate the problem in order for them to check the transmission. I took it in several times to the agency before 36,000 miles.

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 78178 WASHINGTON, D.C.

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NBA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S
QUESTIONNAIRE
(VOC)**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH 2 DOT

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

www.nhtsa.dot.gov/hotline