



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: 100192

Date Received

Repository ☐

APR -8 PM 12:17
10-MAR-2004

Reference No.
10062860

OWNER INFORMATION (Type or Print)

Name

Address

City WEST SENECA

State NY

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 3/1/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FAPP34ZB3W313322

Make
FORD

Model
FOCUS

Model Year
2003

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

No. Cylinders

☒

Hamburg, N.Y.

N.Y.

14075

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

181000 VEHICLE SPEED CONTROL: ACCELERATOR PEDAL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

3/8/04

3000-
5400

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: DOTM1ABBC036)

☐ 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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).

CONSUMER COMPLAINED ABOUT UNEXPECTED ACCELERATION. CONSUMER STATED VEHICLE RUMBLER AS IT ACCELERATED. WHEN THE BRAKES WERE APPLIED VEHICLE WOULD NOT STOP. VEHICLE BEGAN TO SURGE FORWARD. DRIVER PUT THE VEHICLE IN PARK SO THAT IT WOULD COME TO A STOP. VEHICLE WAS TOWED TO THE DEALER. HOWEVER, DEALER STATED THERE WAS NOTHING WRONG WITH THE VEHICLE. *AK

3/20/04- I brought my car to Basil Ford for a second opinion. When I called on 3/19/04 I spoke to Eric, who told me there must be something wrong with the car & he advised me to bring it

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices.

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)

the car in. I arrived at 7:30 a.m. 3/20/04 & I spoke with Tracy. After I explained everything to her, she said if West Harwood didn't find anything wrong, then they probably wouldn't either. I told her a car shouldn't act this way for no reason. Then she told me that it would cost me \$78 as an hour if they didn't find anything wrong. I told her my car was under warranty. (Overlapped) brand new 8/03. But she said that was only at West Harwood. I never heard of such a thing. She then offered to have someone check it out for 1/2 hour, free of charge. I showed her some articles I obtained

ATTACH ADDITIONAL SHEETS IF NECESSARY

from the website, one article explained the same problem I experienced.

Please see attached sheets

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

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National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
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Washington, DC 20590

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**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
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and dial toll free at

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DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.safercar.gov>

Also, I want to note that the technician at Basil Ford told me that they checked the computer & West Herr Ford did not have anything on the computer regarding my car.

I also found it interesting that I never received a survey form to fill out from West Herr Ford. Usually, I always get one within a week of service, asking me if I was ~~satisf~~ satisfied. I feel they are not taking this matter seriously enough.

I appreciate anything you can do on my behalf.

Sincerely,



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Thank you all for your submissions.....

Please send your stories to <mailto:postmystory@fordfocusbrakeproblems.com>

Last Updated: 20 July, 2002

Date: 30 June, 2002

I live in Newfoundland, Canada, and have been reading this website after a near fatal accident with my Ford Focus 2000 - it has 30,000 kms. While pulling in to the coffee shop two weeks ago, I hit the brakes and the car kept going into the building. Damage to the building yet to be determined but it will be expensive. My car cost over \$5000 to repair plus cost of a loaner car. The air bags DID work. Everyone told me I must have hit the gas instead of the brakes and I began to believe them until I read these stories. I have been driving for 25+ years and this was my first accident. Luckily nobody got hurt.

As an aside, when I picked up the car from Avalon Ford Dealership, the remote starter was hanging out, there was a gouge in the bottom of driver's door and the windshield was improperly installed and had to be redone. I took the car out the next day, drove 300 kms, to find low air pressure in front tire which I filled with air twice. The second time the air rushed out. A local garage took it off and said it was lucky I didn't have a blowout on the highway, the tire was so badly damaged. The Ford garage had NOT checked the wheels for damage!!!!

As for recalls, I can't remember how many I've had.

Be careful everyone. Don't be a statistic.

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Date: 29 June, 2002

Hi I purchased my Ford Focus sedan last Feb. brand new. Since I have had this car it has been in the shop on numerous occasions for different things. One being at sixth months into owning the car I had to have the rack and Pinion(?) rebuilt. It started out with grinding noises. I took it in, and the car was in the shop for over a week, the dealership had to get the parts, and from what I understand it is a very detailed and lengthy job. I have also had the engine light mechanism that controls the emissions control fail twice. And have had the switch replaced twice since I have owned my car. Now here it is 6 months after the rack & pinion job and I am hearing grinding noises again, not sure if its the breaks this time or is the rack and pinion going out again. One good indication that the Ford Focus is famous for break problems is the break dust that continuously is all over the front wheels, and the constant squeaking of the breaks. My Ford dealership always has an excuse, its the "Texas" humidity.

I am in no way a auto mechanic...so your guess is as good as mine.. is it the "Texas" humidity causing these problems or is it problems with the mechanisms of the ford focus. thank you for allowing me to tell my story.

Port Neches, TX.

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Date: 27 June, 2002

My brakes started skweeling at 15600 km so I took it to my dealership and they told me that it was normal for my car's brakes to start making noise at about this time in a focus's life. I insisted that they take a look to be sure and they did without any fuss and charge me 40\$ diagnostic

charge and told me again that I had plenty of life left in my brakes. I paid and was on my way (I can't believe I trusted them *@#!) at about 23000 km I noticed some shaking in my steering wheel so again I brought it to the dealership and after another diagnostic (40\$ again) they told me that the brake pads were worn out and the pad had been rubbing against the rotor in some places causing my rotor to warp and that the replacement of these part would cost me 500 + \$\$\$.

I argued the point that the wear was premature and that I am an gentle driver. They gave me the same excuses and run around as they did most of you I suppose. Since my 2000 Ford Focus is a 36 month lease I figured I couldn't keep paying for a car that just sat there and paid for the repairs that were done the same day. I'm now at 46500 km and I'm starting to hear the skweeking again. I still have all the papers for the lifetime warranty on the rotors and if something should be wrong again will refuse to pay for it. I am thoroughly dissatisfied with Ford and am never buying another of their products.

Disgruntled Focus owner from Ottawa (Ontario), Canada

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Date: 27 June, 2002

I purchased a new Focus 2001 in November 2001 for my daughter to use while away at college, a 5 1/2 hour drive from home. I sold her used car and bought a new Ford because I trusted Ford, this being my 12th new ford.

My daughter had to call me numerous times for advice on her car that wouldn't start or the brakes were making noise or the passenger seat belt adjuster was not working correctly. She had to have it towed twice to a dealership near her college due to a failed starter switch that wasn't located until the second towing. They also replaced the brakes due to grinding. They also failed to fix the passenger side seat belt adjuster due to the mechanic breaking the replacement while attempting to get it to work. This was from March-April 2002. The car had only 7500-9000 miles on it.

READ THE REST...

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Date: 27 June, 2002

count me in on class action. same old story everyone else is telling. please advise.

Date: 25 June, 2002

Hi,

I own a 2000 ford focus that I bought new. I've had many problems, including brakes that squeal all the time. They've been replaced and still have the same problem. My first problem was with the back wheel hobbling: My key got stuck in the ignition. The ignition needed replacing a month ago because the key wouldn't work.

Wiring needed replacing.

Fuel pump needed to be replaced. I have to change the tires approximately every 40,000 km. because for some reason they wear really quick. Ford is aware of the problem but will do nothing about it. I've never felt safe in this car since the wheel problems and I will never buy another ford.

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Date: 25 June, 2002

I have a 2001 Ford Focus zx3-S2 and I also has the my front left inside rotor torn up by my pad. I'll K.I.T.

Tony G

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Date:21 June, 2002

I have problems with my Ford Focus brakes all the time I hate trying to stop and listen to them squeal and everyone looking at you. I tried to place it for the warranty but it was covered. I would like help in this matter. Also I have a problem with the Gas Pump on my car I have a 2000 Ford Focus SE. I just got this car in December 2001 and I'm having problems with it ever since.

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Date:16 June, 2002

glad to hear that at least i'm not the only one with focus brakes. i have a 2000 and recently went i hit the 30,000 mile mark, i heard grinding. i had the car back to the dealer twice since i bought it about the squeaking and they said that it was normal. but when i pulled the front wheels off, i found the the inside pads were gone and the rotors were history. luckily for me one of my hobbies is rebuilding cars, so i called my local part house and was able to but new rotors for about \$45 each and pads for about \$18 each. Still, i did not need the aggravation and being familiar with cars, there is no way you should be replacing pads and rotors with 30,000 miles. Also, the fact that the inside pads wore worse than the outside means that there is an engineering flaw and the pressure being delivered is unequal.

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Date:15 June, 2002

hi i would like more info if anything comes about we had to get new brakes on a 2000 ford focus after 14,000 miles cost us over \$300.00 and warranty is up after 12,000 miles so wrong. within one month of being looked at over and over again they were totally gone rotors and all

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Date:13 June, 2002

my rotors and brake pads were shot after less than 20,000 miles I was almost killed when the brakes went out. I am ready to sue Ford Motor Company!

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Date: 8 June, 2002

I am very dismayed at what I have been reading on this site and in the news. I just purchased a used 2001 Ford Focus ZX3 , with only 7,000 miles on it and I am disheartened to think that I am going to have these expenses crop up and the problems that everyone else seems to be facing. These are very serious problems and something needs to be done by Ford Motor...immediate action is necessary. Do they want another "Firestone Tire" kind of thing happening? This is whats going to happen and they should also look into any "accidents" that have occurred because of these KNOWN malfunctions. Whats it going to take to make them wake up and smell the coffee?

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Date: 8 June, 2002

I HAVE A 2001 FOCUS PURCHASED IN NOVEMBER. IT IS NOW JUNE 6TH AND THE BRAKE,

RIGHT FRONT GRINDS LOUDLY. TOOK IT TO THE DEALER LAST WEEKEND, THEY TURNED THE ROTOR AND USED A PRODUCT TO COAT THE PADS. IT DOESN'T SQUEAK AS BAD BUT DEALER TOLD ME IT MAY LAST ONLY A MONTH WITHOUT NOISE, IF I WAS LUCKY. THEY DID NOT MENTION ANYTHING ABOUT DEFECTIVE BRAKES, THANK YOU.

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Date: 6 June, 2002

I have a 2000 Focus with only 14,000 mi. and the dealership only agreed to replace the front pads after I had documented from day one there was noise and excessive brake dust. Each time I brought the vehicle for recalls I kept copies of the written lists of concerns I wanted addressed. I do this as I've learned over the years with this dealership. If you come in and verbally mention your concerns, what you get back when you pick the car up is a slip which says they checked "it" and couldn't find the problem-never saying what "it" was.

They also have a problem with the front transaxle I've documented and they "can't find a problem" It's been leaking puddles as big as 10" in diameter since about 11,800 miles.

Thanks,

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ARCHIVES

[April 2002 45 Listings](#)

[March 2002 25 Listings](#)

[February 2002 16 Listings](#)

[January 2002 15 Listings](#)

[2001 25 Listings](#)

<mailto:postmystory@fordfocusbrakeproblems.com>

Webmaster

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