



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 100218

Date Received

204 DEC 15 2004
21-SEP-2004

Repository ☐

Reference No.
10084011

OWNER INFORMATION (Type or Print)

Name

Address

City FENTON

State MO

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

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

3FAFP37Z04R

Make

FORD

Model

FOCUS

Model Year

2004

Date Purchased

6/21/04

Dealer's Name and Telephone Number

SUNTECH FORD - KIRKWOOD 314-822-9300

Engine:

No. Cylinders

4

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

034520 SERVICE BRAKES, HYDRAULIC; FOUNDATION COMPONENTS

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

05-AUG-2004

Failure Mileage

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: DOTM18ABC038)

☐ 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 APPLYING THE BRAKE PEDAL CONSUMER HEARD A SQUEAKING NOISE COMING FROM THE REAR AND THE VEHICLE JERKED. VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION, AND MECHANIC DETERMINED THAT THE BRAKE PADS NEEDED TO BE REPLACED. *AK VEHICLE WAS TAKEN BACK TO DEALER ON OCT 7 2004 (SEE ATTACHED SHEET) THE REAR BRAKES WERE REPLACED. THE DEALER SAID THIS WOULD TAKE CARE OF THE NOISE AND THE BRAKES WERE FINE. AS OF THIS TIME NOV 5TH 2004 THEY STILL MAKE NOISE. THE BRAKES SEEM GOOD FOR STOPPING. I THINK IF THEY MAKE NOISE THEY COULD DOWN THE LINE GO BAD. I'M STILL VERY CONCERNED ABOUT THE NOISE. I CALLED THE FORD REG ARMANDO MONTEIRO AGAIN ABOUT THIS. (OVER)

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)

OTHER PEOPLE ARE HAVING THE SAME PROBLEM. ON THE INTERNET
YOU CAN FIND "FOCUS BRAKE PROBLEMS.COM" & POST MY STORY @ FORD
FORD MOTOR COMPANY SENT A NOTICE TO ALL FOCUS OWNERS SAYING
BRAKE WERE NORMAL.

I WANT TO SAY AGAIN 'ARE THEY?'

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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-218
400 7th Street, SW
Washington, DC 20590



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OWNER'S**

QUESTIONNAIRE

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