



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 1373

Date Received

Repository ☐

2004 OCT 14 AM 10:08  
01-OCT-2004

Reference No.

10094832

### OWNER INFORMATION (Type or Print)

Name

Address

City ELLWOOD CITY

State PA

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

3FAFP31383R

Make

FORD

Model

FOCUS

Model Year

2003

Date Purchased

1/9/2003

Dealer's Name and Telephone Number

Northland Ford 1-888-438-3673 462-7530 (724)

Engine: 16 valve

No. Cylinders 4

Fuel Type:

87 Octane

Original Owner

Dealer's City

Zelienople

State

PA

Zip Code

15063

Make

Zelienople

Transmission Type

5-Speed

Manual

☐ Antilock Brakes

☐ Cruise Control

Powertrain Front Wheel

drive 4 cylinder

5-Speed Manual

Vehicle Component Code

101000 POWER TRAIN: CLUTCH ASSEMBLY

Multiple Failure:

4

### FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

10/21/2003

Failure Mileage

12,600

Failure Speed

0-10 mph

Hydraulics, clutch plate, pressure plate, throw

out bearing, flywheel, slave cylinder

wiring harness, vacuum lines, catalytic converter

10/21/2003

10/21/2003

10/21/2003

10/21/2003

### 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), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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).

IN JULY, 2004 TOOK VEHICLE TO THE DEALERSHIP TO REPLACE THE THROW-OUT BEARING AND CLUTCH PLATE AT ABOUT 1,000 MILES THE

SAME ISSUE HAPPENED AGAIN IN SEPTEMBER. -AT-

See Attachment

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.

NHTSA Reference Number: 10094832

10/27/2004 – The vehicle filled with smoke and had to be towed to dealership. The wiring harness and vacuum lines had caught fire due to a faulty catalytic converter.

07/08/2004 – At 24,178 miles the vehicle filled with smoke, I had no clutch, no way to shift gears at a busy intersection. I had to have the car towed to the dealership. The hydraulics, clutch plate, pressure plate, throw-out bearings, and the slave cylinder malfunctioned.

09/27/2004 – At 25,768 miles, 1590 miles and two months after getting the vehicle repaired the vehicle filled with smoke and I had no clutch or gears to get vehicle out of the intersection. I had to have the vehicle towed to the dealership and again the clutch assembly area failed again. The dealership refused to repair the failure under warranty. I had to have the field engineer view the vehicle before repairing.

11/12/2004 – Until 10/29/2004 I continued having shifting problems. On 10/29/2004 at 26,782 miles 1014 miles and two weeks after getting vehicle repaired, the vehicle filled with smoke again and I had no clutch or gears. I had to drift the car out of traffic and to the curb. The car had to be towed to the dealership. The clutch assembly area failed again. The dealership refused to repair the failure under warranty, but charged me twice as much for the repair as they had charged Ford Motor Company.

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).