



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

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

AUG 30 2005

NVS-216 mec
Ref. No. 10120370

[REDACTED]
[REDACTED]
Carlisle, PA [REDACTED]

Dear [REDACTED]

Thank you for your correspondence dated April 13, 2005, concerning a problem you encountered with your 2001 Ford Focus vehicle. Your correspondence was received by the Office of Defects Investigation (ODI) on April 27, 2005. Due to limited resources we were not able to respond to you in a more timely manner. We regret any inconvenience our delay may have caused you.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

On April 4, 2002, NHTSA's ODI opened a defect investigation (PE02-040) after receiving reports from vehicle owners alleging loss of engine power and engine stalling symptoms in 2000 and 2001 Ford Focus vehicles. Data collected by ODI during the preliminary evaluation indicated that the stalling symptoms were primarily due to clogging of the fuel delivery module (FDM) in the subject vehicles. On September 6, 2002, ODI upgraded the investigation to an engineering analysis (EA02-022) and expanded the scope of the investigation to include 2002 Ford Focus vehicles, which were manufactured with different FDM filtering designs. I have enclosed the closing resume for PE02-040 and the opening resume for EA02-022 for your information.



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888-327-4238

During its investigation, ODI conducted a thorough analysis of reports in our consumer complaint database and data submitted by Ford in response to information requests. We interviewed many vehicle owners who experienced stalling symptoms and conducted numerous test drives to gain a full understanding of the phenomenon. Additionally, NHTSA's Vehicle Research and Test Center analyzed samples of contaminated FDMs and assessed the affect on steering and braking that could result from an engine stall in the subject vehicles. It became clear that the problem is progressive in nature. In other words, stalling symptoms take months or years to develop and gradually worsen if the FDM is not replaced. More than 90 percent of the consumer complaints and warranty replacements pertain to the "original design" FDM that was installed in 2000 and some 2001 Ford Focus vehicles, as opposed to "interim design" and "current design" FDMs installed in the rest of the subject vehicles.

Following extensive negotiations, by letter dated November 19, 2003, Ford Motor Company (Ford) notified NHTSA that it would conduct a safety improvement campaign (NHTSA Campaign No. 03V-482, summary enclosed) to replace the FDM in all Focus vehicles with the "original design" FDM that exhibit any symptoms of an engine stalling condition, which include engine hesitation, loss of engine power, surging, and other similar drivability symptoms. This offer is valid for a period of 10 years from the original warranty start date, with no limitation on vehicle mileage. NHTSA officials reviewed the letters that Ford proposed to send to owners and to its dealers and required Ford to make significant modifications to ensure that the campaign would be conducted properly. Owners will be able to obtain the free remedy whenever they experience any stalling symptoms, without any need for dealer confirmation of a problem with the FDM.

It has been determined that 2001 and 2002 Ford Focus vehicles equipped with the "interim design" and "current design" FDMs have experienced a far lower rate of stalling complaints than the vehicles covered by Ford's safety campaign. Therefore, ODI decided to close the investigation without requiring any action with respect to those vehicles at this time. However, because these vehicles have not been on the road for as long as those vehicles with the "original design" FDM, ODI will monitor the performance of those vehicles to determine whether future action is appropriate. We have also enclosed the closing resume for EA02-022 for your information.

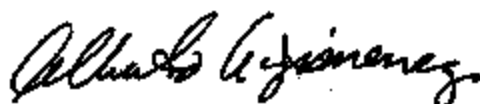
You can contact our toll-free Vehicle Safety Hotline (Hotline) at 1-888-327-4236. One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please

use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,



Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure