



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 100148

Date Received
05-2005 AUG - 1
Repository ☐
Reference No.
10127528

OWNER INFORMATION (Type or Print)

Name
Address
City BUFFALO State NY Zip Code

Daytime Telephone Number
Evening Telephone Number
E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an owner's signature, the name or address to the vehicle manufacturer.
Signature of Owner Date 7/17/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FAFP33Z2
Make FORD Model FOCUS Model Year 2003
Date Purchased 12-AUG-03 Dealer's Name and Telephone Number PACIFIC FORD 562-426-3301 Engine: No. Cylinders 8 Fuel Type: Gas
Original Owner ☒ Ford Dealer's City LONG BEACH State CA Zip Code 90805
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain UNKNOWN Vehicle Component Code 110000 ELECTRICAL SYSTEM Multiple Failure: 8

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 05-SEP-2004 Failure Mileage 2400 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R16)
DOT No. (Example: DOTM18ABC036) ☐ 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 ☐ 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).

DT: CONSUMER HAD TICKOMETER ON VEHICLE THAT QUIT WORKING WHICH RESULTED IN A SHORT, CAUSING THE BRAKE LIGHTS TO GO OUT. THEY HAD TO BE REPLACED 8 TIMES SINCE SEPTEMBER. ALSO, THE SELENOID IN THE IGNITION WAS DEFECTIV, RESULTS IN A SHUTDOWN OF THE VEHICLE. TOOK VEHICLE TO A LOCAL DEALER, WHO HAS REPLACED THE SELENOID. BUT DUE TO THE DESIGN AND THE ISSUE OF THE VEHICLE HE COULD NOT GUARANTEE THAT THIS WOULD NOT HAPPEN AGAIN. CONSUMER REPORTED THIS TO FORD 3 TIMES. ALSO THE ALARM ON THE CAR WAS NOT WORKING. THE ALARM HO WAS NOT ORIGINAL EQUIPMENT, BUT WAS SOMETHING THAT CONSUMER PAID EXTRA FOR THE FORD DEALERSHIP TO ADD ON VEHICLE. FORD WILL NOT REPAIR OR REPLACE ALARM BECAUSE IT WAS NOT MANUFACTURED BY FORD. *AK

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 Federal 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 night of June 05, The ignition locked up again. This time, I was on Canadian Hwy. I was on a triple A road. The car had to be towed to R.F.L. I waited in the same road. Frustration. I called several times, but no one. I had other things to do. Only to be told, to pay for me, I had a warranty for the whole. I believe that Pacific Ford should reimburse me. The money I paid. I think the blame is on them, which no longer works. The amount was ninety dollars. 90.00. I hope it will work. It caused problems. I believe I was misled, & legally signed off. Thank you for your concern & help.

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 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-216
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

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

**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).**