



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

Repository ☐

04-AUG-2005

Reference No.
10131539

OWNER INFORMATION (Type or Print)

Name
Address
City WEST BEND State WI 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

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FAFP3

Make FORD	Model FOCUS	Model Year 2003
Date Purchased 01-MAY-03	Dealer's Name and Telephone Number SONNY KING FORD	Engine: No. Cylinders
Original Owner ☒	Dealer's City ANNISTON	Fuel Type: Gas
State AL	Zip Code 36202	
Transmission Type AUTOMATIC	☐ Antilock Brakes ☒ Cruise Control	Powertrain
Vehicle Component Code 133000 VISIBILITY: POWER WINDOW DEVICES AND CONTROLS		
Multiple Failures: 5		

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-JUN-2005

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example: P215/85R16)

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 ☐ Fire ☐ Yes ☒ No ☐

Number of Persons Injured Number of Deaths Reported to Police

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: 2003 FORD FOCUS. WHEN THE VEHICLE WAS FIRST PURCHASED FRONT WINDOW CAME OUT. THE DEALERSHIP FIXED IT. THEN, THE TRUNK STARTED POPPING OPEN, THE VEHICLE WAS FIXED AT THE DEALERSHIP WHERE SHE PURCHASED IT. THE VEHICLE WAS TAKEN TO ANOTHER DEALERSHIP, BECAUSE SHE MOVED. THEY STATED THE VEHICLE NEEDED NEW BRAKE PADS. THE CONSUMER TOLD THE DEALERSHIP THE VEHICLE MADE A NOISE ON THE PASSENGER SIDE BY THE FRONT TIRE. THE DEALERSHIP DID NOTHING ABOUT IT. THE VEHICLE WAS THEN TAKEN TO A TIRE COMPANY. THEY FOUND THE FRONT ROTORS WORE OUT, AND THIS WAS A MANUFACTURING PROBLEM. THE VEHICLE WAS TAKEN BACK TO THE DEALERSHIP AND THEY STATED THE VEHICLE NEEDED NEW ROTORS AND BRAKE PADS. ALSO A PIECE WAS COMING OFF THE VEHICLE BETWEEN THE TWO DOORS ON THE DRIVER SIDE BETWEEN THE WINDOWS. THIS VEHICLE JUST WENT OVER 15,000 MILES WHEN SHE WAS LEAVING THE DEALERSHIP. IN ADDITION, THERE WAS SOMETHING WRONG WITH THE STEERING WHEEL, IT WAS TOO HARD TO PULL BACK, AND IT SWERVED IN THE OTHER LANE. THE TRUNK WAS STILL COMING OPEN. *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 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)

On the day first moved the car was bought. The front window
 Reeling was coming off. Sunny King fixed it 2 times. Told me they
 may have to remove the window. The trunk was popping open
 they changed the lock. The trunk still pops open. Riding
 along the street feel like the car skip. But it moves faster
 to the left lane. Every week I have to put air in the
 tires. The brake didn't feel right. Had them checked
 The man said he can't see how the pads and rotors
 could wear so fast to 1400 miles. I changed around.
 Jack one told me the same thing and would not
 fix it said papers included. It one told me the
 brake the rotors was to make. They said have them
 checked often to see if they wear down

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, NHTSA-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

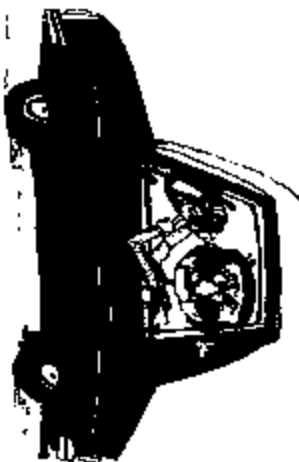
DASH2DOT

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



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

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

Dear Consumer:

NVS-216 asj

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

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.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez

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

Enclosures: VOQ
DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

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).