



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 ☐

Reference No.
10133542

2005 SEP - 9 AUG 2005

OWNER INFORMATION (Type or Print)

Name
Address
City State OH 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 a copy of this report to the vehicle manufacturer.
Signature of Owner Date

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FAFP34P2

Make
FORD

Model
FOCUS

Model Year
2003

Date Purchased
13-MAY-03

Dealer's Name and Telephone Number
BOB BOYD FORD 740-854-1122

Engine:
No. Cylinders 4

Fuel Type:
Gas

Original Owner
☒

Dealer's City
LANCASTER LANCASTER

State
OH

Zip Code
43130

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control
NO

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
114200 ELECTRICAL SYSTEM: WIRING: INTERIOR/UNDER DASH

Multiple Failure: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
08-AUG-2005

Failure Mileage
9000

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: DOTM1BABC035)

☐ 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

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: THE CONTACT OWNS A 2003 FORD FOCUS. THE DASHBOARD INSTRUMENTS FLUCTUATED. AT TIMES WHILE DRIVING THE DASHBOARD INSTRUMENTS STOPPED WORKING. THE SERVICE DEALER COULD NOT DUPLICATE THE PROBLEM. *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.

8-19-05

FORD CUSTOMER VIEWPOINT
P.O. BOX 930
ANN ARBOR, MI 48106-9775

TO WHOM IT MAY CONCERN:

THERE HAS BEEN SEVERAL INCIDENTS OF
FLUCTUATION ON MY DASHBOARD INSTRUMENTS,
I.E., SPEEDOMETER, TEMPERATURE GAUGE,
AND FUEL GAUGE - SOMETIMES THEY DON'T
WORK AT ALL.

ENCLOSED IS A LIST OF CHECKS MADE BY
BOB BOYD SERVICE MEN DATED 7-26-05.
THEY TOLD ME THAT THEY CAN DO NOTHING
UNLESS THE PROBLEM OCCURS AT THE
DEALER SHIP.

I HAVE BEEN VERY PLEASED WITH ALL
OTHER SERVICES TO DATE.

I FEAR THAT THE DASHBOARD FAILURE
MAY OCCUR WHILE I AM ON THE ROAD.

I BELIEVE THE UNIT WHICH CONTROL THESE
GAUGES SHOULD BE REPLACED BEFORE I
EXPERIENCE SOME SERIOUS PROBLEMS.

XOVER PLEASE
SEE P.S.

SINCERELY,


THERE HAS BEEN SEVERAL INCIDENTS OF FLUCTUATION ON MY DASHBOARD INSTRUMENTS, I.E., SPEEDOMETER, TEMPERATURE GAUGE AND FUEL GAUGE - SOMETIMES THEY DON'T WORK AT ALL.

ENCLOSED IS A LIST OF CHECKS MADE BY BOB BOYD SERVICEMEN DATED 7-26-05. THEY TOLD ME THAT THEY CAN DO NOTHING UNLESS THE PROBLEM OCCURS AT THE DEALER SHIP.

I HAVE BEEN VERY PLEASED WITH ALL OTHER SERVICES TO DATE.

I FEAR THAT THE DASHBOARD FAILURE MAY OCCUR WHILE I AM ON THE ROAD.

I BELIEVE THE UNIT WHICH CONTROL THESE GAUGES SHOULD BE REPLACED BEFORE I EXPERIENCE SOME SERIOUS PROBLEMS.

SINCERELY,

P.S. THE DEPT. OF TRANSPORTATION AND AUTO SAFETY WAS CONTACTED (8-19-05) AT 2:45 PM



PO Box 930
Ann Arbor, Michigan 48106-0930

123456789101112131415161718192021222324252627282930313233343536373839404142434445464748495051525354555657585960616263646566676869707172737475767778798081828384858687888990919293949596979899100

☒ Yes → If YES, this survey should be completed by the person most familiar with the recent service experience of this vehicle.

☐ No → If NO, please check this box and return the uncompleted survey so that we may update our records.

The information provided will be used by Ford Motor Company and Bob-Boyd Ford to continuously improve our products and services. This information is not shared or disclosed to outside parties for their own sales or marketing efforts.

Sincerely,

John

Francisco Codina
President, Ford Customer Service Division
Ford Motor Company

Your Satisfaction

1 How satisfied are you with your overall service experience on July 26, 2005 at Bob-Boyd Ford?

Completely Satisfied Very Satisfied Fairly Well Satisfied Somewhat Dissatisfied Very Dissatisfied

Your Service Experience

How would you rate Bob-Boyd Ford in terms of . . .

2 Bringing your 2003 Ford Focus in for Service

- a. Having your vehicle serviced on a day and time convenient for you
- b. Starting your service write-up within a reasonable amount of time
- c. Making you aware of alternative transportation options (*shuttle, rental car, etc.*)
- d. The overall process of getting your vehicle in for service

Excellent	Very Good	Good	Fair	Poor
☒	☐	☐	☐	☐
☒	☐	☐	☐	☐
☒	☐	☐	☐	☐
☒	☐	☐	☐	☐

e. Within how many days of your desired service date were you given a service appointment?

Specimen Day	1 Day	2 Days	3-7 Days	More Than 7 Days
☒	☐	☐	☐	☐

3 Your Service Advisor

- Treating you with courtesy and respect
- Understanding of your service needs
- Advising you of additional service that could be done during this visit
- Keeping you informed about the status of your service
- Answering your questions or resolving your concerns in a timely manner
- Your Service Advisor's overall handling of your service visit

Excellent		Very Good		Good		Fair		Poor
☐		☒		☐		☐		☐
☐		☐		☐		☐		☒
☐		☐		☐		☒		☐
☐		☐		☐		☐		☒
☐		☐		☐		☒		☐
☐		☐		☐		☒		☐

4 Quality of Service

- a. Was your vehicle fixed right the first time?
- b. Was your vehicle ready when promised?

Yes		No
☐	...	☒
☒	...	☐

- c. Length of time to complete your service work
- d. Availability of a comfortable waiting area
- e. The overall quality of service performed

Excellent	Very Good	Good	Fair	Poor
☐	☒	☐	☐	☐
☒	☐	☐	☐	☐
☐	☐	☐	☐	☒

Your Service Experience (continued)

5 Picking Up Your Vehicle

- a. Explanation of service performed and any charges
- b. Advising you of any future vehicle maintenance needs
- c. Amount of time it took to get your vehicle after service
- d. Keeping your vehicle clean during service
- e. The overall process of picking up your vehicle
- f. Did Bob-Boyd Ford review a Multi-Point Inspection Report Card with you?

Excellent	Very Good	Good	Fair	Poor
☐	☐	☐	☒	☐
☐	☐	☐	☐	☒
☒	☐	☐	☐	☐
☒	☐	☐	☐	☐
☒	☐	☐	☐	☐
Yes	No			
☒	☐			

6 After Service Follow-up and Concern Handling

- a. Did your dealership follow up with you to ensure your satisfaction?
- b. Did you have any concerns about your service experience?
- c. Did you let your dealership know about your concern(s)?
- d. Has your concern(s) been resolved to your satisfaction?
- e. How would you rate Bob-Boyd Ford in terms of the overall handling of your concern(s)?

Yes	No	
☐	☒	
☒	☐	- If NO, please skip to Question 7.
☒	☐	
☐	☒	
Excellent	Very Good	Good
☐	☐	☐
		Fair
		☒
		Poor
		☐

Recommendations

- 7 Based on your experience, would you recommend Bob-Boyd Ford to your friends or family as a place to have a vehicle serviced?

Definitely Would	Probably Would	Maybe Would, Maybe Not	Probably Would Not	Definitely Would Not
☐	☐	☒	☐	☐

Your Vehicle

- 8 How satisfied are you with the overall quality of your 2003 Ford Focus?

Completely Satisfied	Very Satisfied	Fully Well Satisfied	Somewhat Dissatisfied	Very Dissatisfied
☐	☒	☐	☐	☐

Tell Us About Yourself

- 9 Your gender: ☐ Female ☒ Male
- 10 Your age: ☐ Under 25 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☒ 65-74 ☐ 75 or over
- 11 Your ethnic background: (Mark all that apply.)
- ☐ Asian/Pacific Islander ☐ Hispanic/Latino ☐ Native American ☐ Prefer not to answer
- ☐ Black/African American ☒ White/Caucasian ☐ Other
- 12 Are you the person indicated on the front of this survey? ☒ Yes ☐ No

Comments About Your Service Experience (Please print.)

SEE ENCLOSED COMMENTS
DATED 8-19-05

Help us update our records!

Mr. Bill Bowman
1463 E Chestnut St
Lancaster, OH 43130-4025

Please print
changes.

Name _____
(Title: Mr./Ms./Mrs.) (First/Middle/Last)

Address _____

City _____ State _____ ZIP _____

Phone _____

E-mail _____

Please return in the postage-paid envelope provided.
Do not return this survey to your dealership.

- ☐ Please mark here if you do not want your name and comments shared with your dealer.

Thank you!

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).