



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

20/ MAR 2008 3 PM

Repository ☐

Reference No.
10162581

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City HORTON State MI Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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 [REDACTED] Date 1/1/

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FAFP383 [REDACTED] Make FORD Model FOCUS Model Year 2003

Date Purchased
01-MAR-03

Dealer's Name and Telephone Number
VICTORY FORD/STOCKBRIDGE FORD 517-851-7035

Engine:
No: Cylinders 4

Fuel Type:
Gas

Original Owner
☒

Dealer's City
STOCKBRIDGE

State
MI

Zip Code
48205

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
221700 SEATS:FRONT ASSEMBLY:SEAT HEATER/COOLER
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
13-FEB-2008

Failure Mileage
54000

Failure Speed
0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM18ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location:
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name:
Seat Type: [REDACTED] Installation System:
Child Seat Component Code: [REDACTED] 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 0 Number of Deaths 0 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 STATED THE SEAT HEATER BURNED A HOLE THROUGH THE FABRIC ON THE DRIVER SEAT. THE PROBLEM WENT UNNOTICED UNTIL A MATCHING BURN SPOT WAS DISCOVERED ON A COAT. THE CONTACT MADE AN APPOINTMENT WITH THE LOCAL DEALERSHIP FOR REPLACEMENT OF THE SEAT HEATER.
WILL BE MAKING

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.

MEMO TO: NHTSA

FROM: [REDACTED]

DATE: April 28th, 2006

SUBJECT: Seat warmer burns

To Whom It May Concern:

Please find enclosed an edited version of your questionnaire. Also enclosed is a CD with photos of the burns on [REDACTED]'s coat and the seat covering itself.

Also enclosed is a copy of our original correspondence to Ford. Note that NO CLAIM of ANY kind was made! We simply wanted to bring this safety issue to their attention.

Also enclosed is a copy of the very callus response from Ford.

We hope that we can generate some good out of this situation before someone gets seriously hurt. All it would take is for someone to get a "hot hiney" to scare them enough into an oncoming lane of traffic. (Plus the possible fire hazard involved!)

We are postponing repair of this condition in case investigators would like to see the evidence first hand.

Sincerely,

[REDACTED]

[REDACTED] - Lifetime Ford customers....but no longer....

Horton, MI [REDACTED]

[REDACTED]

February 22, 2006

[REDACTED]
[REDACTED]
Horton, MI [REDACTED]

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, Michigan 48126

Re: VERY IMPORTANT SAFETY NOTICE!

Dear Ford:

Recently, we noticed what appeared to be burn marks located on my wife's nice, white winter coat. Nobody in this family is a smoker, so we were at a loss as to what happened. I jokingly said something about leaving the seat warmers on too long in the 2003 Focus wagon.

Today, several days after the coat incident, I'm doing a little spring cleaning on the interior of the car. As I'm cleaning up some spots on the seats, I notice a **BURN MARK** on the driver side seat that matches the very same location on my wife's coat!

Out of curiosity, I turned on the seat warmer to see if there was an extreme temperature difference at that section of the seat. Sure enough, the section where the burn mark was located seemed substantially hotter than any other place on the seat.

We are not out for any money, let us assure you. But this safety issue should be addressed immediately. We will wait for your response and assurances that this problem is being addressed before proceeding elsewhere. I've been a loyal Ford customer all of my life, financing my first Ford LTD in 1976.

Please feel free to contact me using the information below.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]



Consumer Affairs

PO Box 6246, MD 3NE-B
Dearborn, MI 48126 USA

SENT VIA U.S. Mail

March 9, 2006

[REDACTED]
[REDACTED]
Horton, MI [REDACTED]

RE: 2003 Focus
VIN: 1FAFP363 [REDACTED]

Dear [REDACTED]

This letter is in response to your request regarding the above-mentioned vehicle. Ford Motor Company has reviewed your claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,

L. Neaton
Consumer Affairs