



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

12-MAY-2006

Repository ☐

Reference No.
10157419

OWNER INFORMATION (Type or Print)

Name
Address
City KEENE VALLEY 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 authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner Date 5-22-06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FAFP33Z44W Make FORD Model FOCUS Model Year 2004

Date Purchased 4/04 Dealer's Name and Telephone Number EGGLEFIELD BROTHERS FORD 518-873-6551 Engine: No. Cylinders 4 Fuel Type: Gas
Original Owner ☒ Dealer's City ELIZABETHTOWN State NY Zip Code 12932

Transmission Type ☐ Antilock Brakes Powertrain FRONT WHEEL DRIVE Vehicle Component Code 116000 ELECTRICAL SYSTEM: IGNITION
MANUAL ☐ Cruise Control Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 28-APR-2006 Failure Mileage 31500 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: DOTM19ABC036) ☐ Original Equipment Failure Location:
☐ Prior Repair
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 STATED FOR THE PAST FOUR MONTHS, WHILE ATTEMPTING TO START THE VEHICLE, THE KEY WILL NOT TURN UNLESS THE STEERING WHEEL AND THE KEY ARE TURNED AT THE SAME TIME. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE LOCK ASSEMBLY, IGNITION SWITCH, AND STEERING LOCK MECHANISM WERE REPLACED. THIS CORRECTED THE PROBLEM.

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)

I CALLED FORD MOTOR COMPANY CUSTOMER RELATIONSHIP CENTER 1-800-392-3673. I SPOKE TO DANIELLE & GAVE HER ALL THE INFORMATION ABOUT THE PROBLEM I WAS HAVING WITH THE STEERING WHEEL & SWITCH KEY. I MENTIONED ABOUT THE SAFETY HAZARD WITH THIS CONDITION. THE ONLY ANSWER I RECEIVED WAS THAT THIS CONDITION WAS NOT COVERED BY WARRANTY. WHY WAS THIS SAFETY PROBLEM THERE IN THE FIRST PLACE? IS THIS THE ONLY FORD FOCUS THAT HAS THIS PROBLEM? MY FATHER IS WAITING FOR THE NEXT BREAKDOWN WITH HIS 2004 ZTW WAGON!!

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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, NVS-210
400 7th Street, SW
Washington, DC 20590



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).