



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

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OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City STAMFORD State CT 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 authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 9/1/2007

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3FAHP37Z24R [REDACTED]
Make FORD Model FOCUS Model Year 2004
Date Purchased 28-DEC-05 Dealer's Name and Telephone Number Stamford Motors 203 357 0357 Engine: No: Cylinders Fuel Type: Gas
Original Owner Dealer's City Stamford State CT Zip Code 06902
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 072100 FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP
Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 27-JUL-2007 Failure Mileage 48073 Failure Speed 35
Second failure: Date of 8/3/2007. mileage as of 48,137, Speed 15
Third failure: Date of 8/9/2007. mileage as of 48,161, Speed 10

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM9ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
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: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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).

MY FORD FOCUS ZX5 STALL ME ON THE HIGH WAY ON JULY 27, LUCKY ME THE TRAFFIC WAS SLOW. TOW TO THE DEALER, THEY SAID IT WAS THE FUEL PUMP PROBLEM. COST ME [REDACTED] TO REPLACE IT. TOOK THE CAR BACK ON AUGUST 1, AND TWO DAYS LATER ON AUGUST 3, IT STALL AGAIN, DROVE NO MORE THAN 20 MILES. TOW IT BACK TO DEALER ON AUGUST 7, THE DEALER SAID IT WAS THE FUEL PUMP AGAIN, THEY SAID THE NEW FUEL PUMP THEY REPLACED TWO DAYS AGO WAS A DEFECTIVE PART, AND THEY HAD IT FIXED ON AUGUST 8, TOOK IT BACK IN THE AFTERNOON, AND ONE DAY LATER ON AUGUST 9, IT STALL AGAIN, DROVE NO MORE THAN 20 MILES. TOW BACK TO DEALER AGAIN, THIS IS THE THIRD TIME. ON AUGUST 13, THEY CALLED ME AND SAID IT WAS NOT THE FUEL PUMP PROBLEM. (WHAT? SO THEY DIDN'T SERIOUSLY CHECK THE CAR, AND PUT ME INTO VERY DANGEROUS SITUATIONS AGAIN AND AGAIN???) ON AUGUST 17, THEY CALLED ME TO PICK UP THE CAR, AND SAID IT IS THE INERTIA SWITCH PROBLEM. I WAS VERY UNSATISFIED ABOUT THIS KIND OF PROBLEMS HAPPENS TOO FREQUENTLY, AND THE COST OF OVER 2 WEEKS' RENTAL COST (I ASKED FOR THE REIMBURSEMENT OF THE RENTAL AND THEY REFUSED). I QUESTIONED THE SERVICE MANAGER ABOUT THE CAR'S SAFETY CONCERN AND THEIR MECHANIC'S INCOMPETENT. THE SERVICE MANAGER KEPT SAYING THAT IN THE SECOND TIME; THE NEW PART WAS DEFECTIVE, IT WAS THE PARTS PROBLEM, AND THE SWITCH PROBLEM DIDN'T SHOW UP UNTIL THE THIRD TIME. I REALLY DOUBT IT, BECAUSE EVERY TIME IT SHOWED ME THE SAME PROBLEM. AND I BELIEVE IT IS BECAUSE THEY DID

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 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.

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).