



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-2777 OCT 11 PM 2 56

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

14-SEP-2007

Repository ☐

Reference No.
10203005

OWNER INFORMATION (Type or Print)

Name

Address

City

LA GRANDE

State

OR

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 authorized signature to the vehicle manufacturer.

Signature of Owner _____ Date 9/30/07

VEHICLE INFORMATION

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

1FAFP34N05

Make

FORD

Model

FOCUS

Model Year

2005

Date Purchased

7-8-01 NOV 05

Dealer's Name and Telephone Number

LEGACY FORD (541) 963-2161

Engine: 2.0L DURATEC

No: Cylinders 16

Fuel Type:

Gas

Original Owner

☒

Dealer's City

LA GRANDE

State

OR

Zip Code

97850

Transmission Type

☐ Antilock Brakes

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

090000 FUEL SYSTEM, OTHER

Multiple Failure: 1

~~AUTOMATIC~~
MANUAL

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
11-SEP-2007

Failure Mileage
27320
27,328

Failure Speed
2

FUEL SYSTEM

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
☐ 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

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).

~~THE CONTACT OWNS A 2005 FORD FOCUS. WHILE DRIVING 2 MPH, THE CONTACT NOTICED FUEL LEAKING FROM THE VEHICLE. THE DEALER STATED THAT THE FUEL FILTER ERUPTED AND CAUSED FUEL TO SPRAY OUT. THE VEHICLE WAS REPAIRED. ANOTHER DEALER REPLACED THE CLIPS THAT KEPT THE FILTER ATTACHED. THE CURRENT AND FAILURE MILEAGES WERE 27,320.~~

See attached sheet

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.

Re: [REDACTED]

2005 Ford Focus

Vin# 1FAFP34N05 [REDACTED]

On 9/11/07, I got off the freeway in Hermiston, Oregon and pulled into a restaurant parking lot. While parking, I smelled a strong odor of gasoline. When I parked, I got out and looked under the car. Gasoline was running out of the car underneath in the middle. Since the Ford Dealer was in the next block, my husband drove the car there.

The Ford Dealer looked at the car and said the "fuel filter was not seated correctly." Tom Denchel Ford removed the clip and fuel line from the filter and inspected line fitting. They reinstalled fuel line and clip. They charged me [REDACTED] for this.

On 9/13/07, I went to Legacy Ford and spoke with the Service Manager to tell him how upset I was about what happened. He said that they installed the fuel filter correctly and it most likely was "faulty clips". They installed 4 new fuel clips. I told the Service Manager since the car only had 27,483 miles on it, this should be covered under the warranty. He said they would send me a check, but, to date, I have not received this check.

First, I am concerned that my car has a serious safety issue such as leaking gasoline, especially when it has low mileage. Secondly, if the fuel clips are faulty, I am concerned that this will happen to me again or to someone else. How long will these new clips last and how will I know if they are bad?

If these fuel clips have a defect, I feel Ford Motor Co. should be made aware of it. I also feel I should be reimbursed for the fee it cost me to get back on the road again. This does not even include the gasoline I lost. This is my 4th Ford auto; but I now have serious concerns about purchasing any more Fords.

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).