



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 ☐

2007 DEC 12 AM 10:26
19-SEP-2007

Reference No.

10203423

OWNER INFORMATION (Type or Print)

Name

Address

City

WASHINGTON

State

DC

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 your name or address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

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

1FAFP33P8

Make

FORD

Model

FOCUS

Model Year

2003

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

MANUAL

☐ Antilock Brakes

☐ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

012200 STEERING:COLUMN LOCKING:ANTI-THEFT DEVICE

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
09-SEP-2007

Failure Mileage
24000

Failure Speed
0

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

Date Manufactured:

Model No./Name:

Installation System:

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).

TL*THE CONTACT OWNS A 2003 FORD FOCUS. THE CONTACT STATED THAT THE STEERING WHEEL HAS TO BE UNLOCKED FOR THE VEHICLE TO START. ON SEPTEMBER 09, 2007, AFTER MANY ATTEMPTS, SHE WAS FINALLY ABLE TO PLACE THE KEY IN THE IGNITION AND UNLOCK THE STEERING COLUMN. ON SEPTEMBER 14, 2007, THE CONTACT HAD TO LEAVE THE VEHICLE AT HER JOB BECAUSE THE STEERING COLUMN FAILED TO UNLOCK. THE VEHICLE WAS TOWED TO HER RESIDENCE. SHE SCHEDULED AN APPOINTMENT WITH THE DEALER FOR SEPTEMBER 22, 2007. THE PURCHASE DATE WAS UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 24,000.

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)

Koons College Park Ford - the problem was the
key cylinder switch was replaced
Electrical system - 16-Nitro module
the car was [REDACTED]

ATTACH ADDITIONAL SHEETS IF NECESSARY

(sheets attached)



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

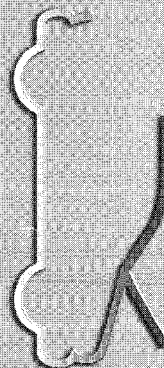
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

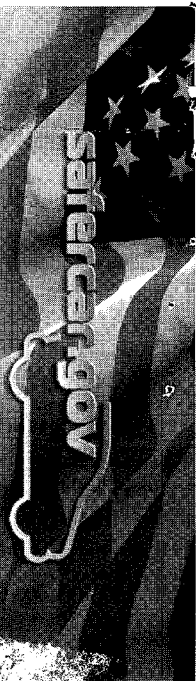
www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





Office of Defects Investigation

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Sitemap

Contact

1-888-327-4236

TTY

■ 1-800-424-9153

Search Results

Report Date : **September 24, 2007 at 12:08 PM**

New Search

SEARCH VEHICLE

TYPE :

YEAR : 2003

Make : FORD

Model : FOCUS

Print Version

Results : 3 | All records displayed

Make : FORD

Model : FOCUS

Year : 2003

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10156072

Number of Deaths: 0

Date of Failure: January 8, 2006

VIN : Not Available

Component: ELECTRICAL SYSTEM:IGNITION:MODULE

Document Search

☐ Check to Request Research. Submit below.
[Get Summary](#)

Make : FORD

Model : FOCUS

Year : 2003

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10185557

Number of Deaths: 0

Date of Failure: March 17, 2007

VIN : 3FAFP31343R...

Component: ELECTRICAL SYSTEM:IGNITION

Document Search

Other Reported Cases from NHTSA

Complaint # ✓
57305
→ 9/19/07

☒ Check to Request Research. Submit below.

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Make : FORD

Model : FOCUS

Year : 2003

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : Yes

Number of Injuries: 0

ODI ID Number : 10137043

Number of Deaths: 0

Date of Failure: September 16, 2005

VIN : 1FAFP34PX3W...

Component: ELECTRICAL SYSTEM:IGNITION:MODULE

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THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).