



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 ☐2008 JAN -2 PM 1:30
30-NOV-2007Reference No.
10210391**OWNER INFORMATION (Type or Print)**

Name

Address

City

BIG BEAR LAKE

State CA

Zip Code 92315

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, provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 12/20/07

VEHICLE INFORMATION

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

1FAFP33Z3

Make

FORD

Model

FOCUS

Model Year

2004

Date Purchased
03-JUL-07

Dealer's Name and Telephone Number

REDLANDS FORD 909 7933211

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

☐

Dealer's City

REDLANDS

State

CA

Zip Code

92374

Transmission Type

MANUAL

☐ Antilock Brakes☐ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATIONIncident Date(s)
03-JUL-2007Failure Mileage
50759Failure Speed
55**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: DOTM9ABC036)

☐ 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).

TL*THE CONTACT OWNS A 2004 FORD FOCUS. WHILE DRIVING 55-70 MPH, THE VEHICLE AND THE STEERING WHEEL BOTH BEGAN TO SHAKE. WHEN THE SPEED IS BELOW 55 MPH, THE SHAKING WILL STOP OR DECREASE. WHEN APPLYING THE BRAKES WHILE DRIVING, THE CONTACT HEARD METAL ON METAL FROM THE REAR OF THE VEHICLE ON THE DRIVER'S SIDE. THE DEALER STATED THAT THE BRAKES WERE FINE. THE CURRENT MILEAGE WAS 54,019 AND FAILURE MILEAGE WAS 50,759.

I HAVE ENCLOSED A COPY
OF MY COMPLAINT AND INVOICES THAT I SENT TO
REDLANDS FORD WITH NO RESPONSE.

THANK YOU

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.

TO: LOUIS RIVAS, GENERAL MANAGER

FROM: [REDACTED]

DATE: NOVEMBER 21, 2007

SUBJECT: 2004 FORD FOCUS

Dear Mr. Rivas,

I have some concerns about the safety and quality of the vehicle that I was sold at Redland's Ford. If you would please take time to read my complaint I would appreciate it. It seems to me that the vehicle has issues that either were overlooked or not adhered to when put on the street. I did consult various resources about this like other Ford Dealers and Ford Customer Service which is why I am concerned about the vehicle. I asked Robyn why the car was not certified at that time I was told there were too many miles to certify it. After research with my resources I was told this is not true and that the vehicle should have been certified. So my question is why the vehicle was not certified? There was a contract made from Robyn that any problems Fairview Ford found would be addressed. This was never honored using the excuse it falls under normal wear. My concern here is that when the car is turned left there is some kind of noise from the right front of the car. When down shifting the car it seems to be noisy and have to put the clutch to the floor. Asked Robyn, Steve Shawver I believe you were sitting there and the service writer Mike for Redlands Ford inspection records nevered received them. All I got was a Fax Report and some kind of history on the car. According to the California DMV Safety Division there should be some kind of safety inspection on the car. When asking about a second key to the car was told Ford only gives one key. My son found the other key broken in the trunk and resources said there should be two keys. Regarding the shaking I discovered at freeway speeds going to Las Vegas. The car shook so bad I took it to Friendly Ford in Henderson. After taking a test drive with the service manager he said it had something to do with tires or bent rim. The service manager said this should have been addressed

before putting the car on the street. The dealer could not look at it until Tuesday so I took it to Goodyear Tire Centers which found two tires with flat spots and all tires out of balance. At the cost of \$54.00 and cutting my vacation short. Which later was verified by Redlands Ford. Before leaving Friendly Ford the issue came up again about why the car was not certified. So we bring the car back again with the vibration still there. Also grinding when turning wheel passenger front, linkage noise when shifting car, and a intermittent grinding driver rear when brakes are applied which was not noted on work order. So what Redlands Ford did at the cost of \$107.75 did nothing to fix any of the problems. Except my concern is why the car had a motor mount bushing that was completely gone according to the service writer. Could this be the reason the vehicle was never certified? Last but not least there was a saleslady that was showing us the car while we were waiting for Robyn. When my son mentioned about the condition of the interior he was told the car will be detailed. Our first visit back to the service department they had no detail department and to get it done on our own.

Summary: Mr Rivas my intentions is not to make any derogatory remarks about you or Redlands Ford. I have experience this before where a used car I bought was put on the street with so many problems I had to contact the DMV Safety Division to get it fixed correctly. Like bent rims, out of balance tires and bad rack. This created considerable amount of financial and mental strain on me, having to take the car back several times for the same problems. Taking a vow that I will use every resource available not to go through that again ever. According to the papers I am submitting looks like I am heading there again. I do not want anything free, but what I want is to bring a car in for a problem and have the problem fixed right the first time. If the safety issues can not be addressed like the vehicle shaking than Ford needs to be contacted about it and not use comments like "car too old or sold as is". To make sure all agreements are met after the sale is complete.

As a final thought: I know car sales people according to past experience will bend the rules to make a sale and to get their commission. Being I ran a lumber yard with 30 employees these employees make promises that should not be made. I think to make words like customer satisfaction or appreciation to

have meaning these bending of rules should be honored. Mr Rivas I do appreciate your time to read my complaint and hope it can be handled with out any more complications.

Thank You

Big Bear Lake, Ca.