



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

2-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

08-JUL-2008

Repository ☐

Reference No.
10233491

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City WEST BROOK State CT Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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 a signature, NHTSA will not address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 9/18/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FAPF34Z13 [REDACTED] Make FORD Model FOCUS Model Year 2003

Date Purchased Oct 2004 Dealer's Name and Telephone Number PLAZA FORD
Original Owner ☒ Dealer's City EAST LYME State CT Zip Code 06333 Engine: No: Cylinders 4 Fuel Type: gas

Transmission Type Automatic ☒ Antilock Brakes ☒ Powertrain 2 wheel Drive
☒ Cruise Control Vehicle Component Code 116000 ELECTRICAL SYSTEM:IGNITION
Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 06-JUL-2008 Failure Mileage 80000 Failure Speed 0 Ignition switch

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).

TL*THE CONTACT OWNS A 2003 FORD FOCUS. AFTER LEAVING THE GROCERY STORE, THE CONTACT PLACED THE KEY INTO THE IGNITION BUT COULD NOT TURN THE KEY. SHE ATTEMPTED TO WIGGLE THE KEY IN THE IGNITION TO START THE VEHICLE; HOWEVER, THE VEHICLE FAILED TO START EVEN AFTER SEVERAL ATTEMPTS. THE CONTACT'S FRIEND OWNS A FORD FOCUS AND INSTRUCTED HER TO TAP ON THE KEY WHILE IT IS IN THE IGNITION. THE CONTACT HEEDED THIS ADVICE AND, AFTER A FEW ATTEMPTS, SHE WAS ABLE TO START THE VEHICLE. SHE TOOK THE VEHICLE TO THE NEAREST DEALER, WHERE IT IS CURRENTLY BEING REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 80,000.

After my car was fixed at Saybrook Ford, I called the Plaza Ford where and their mechanic said they don't get involved with the ignition replacements - they send their customers to a lock smith. I called the Locksmith. He charges 25 -

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

to replace the switch and he said he has replaced over 200 ignition switches in the last few years on Ford Focus.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

SOUTHERN CT 054

23 SEP 2008 PM 4 1

LET US HAVE TO READ,
SPEAK AND WRITE.

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

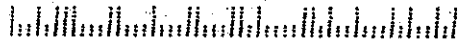
PERMIT NO. 1888

WASHINGTON, DC

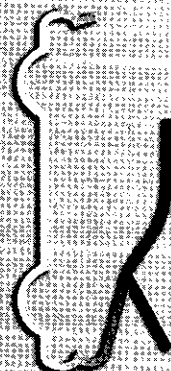
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**

2007775282



**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



ONE FORD DRIVE
 OLD SAYBROOK, CT 06475
 Phone (860) 388-1293 or Toll Free 800-462-2463
 Service Direct (860) 388-3572
 Parts Direct (860) 388-2264
 www.saybrookford.com



R/O 11434	VIN 1FAFP34Z13W			DATE IN 07/07/08
YEAR 2003	MAKE FORD	MODEL FOCUS SE C	COLOR GREEN	TIME IN 09:44
MILES IN 79879	MILES OUT 79879	FIRST USE 00/00/00	LISC. WESTBROOK CT	CLOSED 07/08/08
SEE ALSO	W: () -			WRITER STEVE

(1) INSPECT FOR VEHICLE IGNITION WONT TURN
 INSPECT FOUND TUMBLERS WORN OUT DRILL OUT CYL
 INDER AND BUILD NEW CYLINDER AND INSTALL AND
 RECHECK ALSO CUT AND PROGRAM 2 KEYS

Labor	T68 40	348.00
5S4Z11582BB (LOCK ASY - STE)	1	148.70
PATSKEYS (PATS BLANK)	2	54.98
Total Labor		348.00
Total Parts		203.68
Total Repair (Customer)		551.68

(68-4968 CHRIS-) A

Ford Customer Service

1-800-826-4694

Ford Cars and Trucks

OVER 70 YEARS OF CONTINUOUS SERVICE

Next Service	W/C	INT.	CUSTOMER
Lube-Oil-Filter			
LIMITED WARRANTY We guarantee our service work for 90 days or 4,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge, parts and labor. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X		Labor	348.00
		Parts	203.68
		Sublet	.00
		Waste Dispos	.00
		Oil/Grease	.00
		Sub Total	551.68
		Tax	33.10
Page 1 of 1 Job 5689		.00 Total (Cash)	584.78
11434 Customer Copy		Labor Rate	87.00