



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

22-JUL-2008

Repository ☐

Reference No.
10235310

OWNER INFORMATION (Type or Print)

Name

Address

City ORANGE

State MA

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 address to the vehicle manufacturer.
Signature of Owner Date 8/1/08

VEHICLE INFORMATION

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

1FAHP34N45W

Make
FORD

Model
FOCUS

Model Year
2005

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

No: Cylinders

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code
110000 ELECTRICAL SYSTEM

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
16-JUL-2008

Failure Mileage
20814

Failure Speed
35

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 2005 FORD FOCUS. WHILE DRIVING APPROXIMATELY 35 MPH, THE VEHICLE STALLED AND THE CONTACT PULLED OFF THE ROAD. A NEARBY MECHANIC INSPECTED THE VEHICLE AND DISCOVERED CORROSION AROUND THE BATTERY CABLES. HE JUMPED THE VEHICLE AND DROVE TO HIS RESIDENCE. THE FOLLOWING DAY, A LOCAL MECHANIC DIAGNOSED THE VEHICLE AND STATED THAT THE ALTERNATOR WAS OVERCHARGING THE BATTERY IN THE VEHICLE. WHEN THE MECHANIC CALLED TO ORDER THE PART, HE WAS INFORMED THAT THIS WAS THE FOURTH COMPLAINT REGARDING THIS PARTICULAR COMPONENT IN THE LAST FOUR WEEKS. THE DRIVER HAS NOT NOTIFIED THE MANUFACTURER. THE VEHICLE WAS REPAIRED ON JULY 17, 2008 BY A LOCAL MECHANIC. THE FAILURE MILEAGE WAS 20,814 AND CURRENT MILEAGE WAS 20,862.

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.



**Beau's Auto
Service & Towing**
756 S. Main St.
Orange, MA 01364
978-544-8886

THE PLACE WHERE SICK CARS GO...

AUTO REPAIR ORDER

NAME			
ADDRESS			
CITY STATE			

QUAN.	PART NO.	NAME OF PART	PRICE	CUSTOMER'S INFORMATION				
1		Alternator	302.65	DATE	WHEN PROMISED	ALT. PHONE	PHONE	
				YEAR • MAKE • MODEL	SERIAL NO.			
				LICENSE NO.	ODOMETER	MOTOR		
				WRITTEN BY				
				☐ L.O.F.	☐ C.E.L.	☐ FLUSH TRANS.	☐ FLUSH DIFF.	
				☐ ABS	☐ ANTI			
				Car cut out on customer - then start				
				✓ battery terminals - clean				
				noticed positive battery cable hot				
				✓ battery for load - ok				
				✓ charging system - over charging				
				should be 13.8v ⁺ was 16v ⁺				
				R/R alternator w/ new				
				✓ charging system - ok				
				<i>Paul</i>				
		TOTAL PARTS	302.65					
MECHANICS RECOMMENDATIONS				GAS, OIL & GREASE		ACCESSORIES		LABOR
				GALS. GAS				3.0
				QTS. OIL				TOWING
				LBS. GREASE				PARTS
				TOTAL		TOTAL		302.65
								L.O.F.
								GAS, OIL, GREASE
								ACCESSORIES
								MISC. MERCHANDISE
								SUBLET REPAIRS
								TAX
ESTIMATE AMOUNT - PARTS, TAX, & LABOR				AUTHORIZED BY				TOTAL
								467.78

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL, AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE CAR, TRUCK OR VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE CAR, TRUCK OR VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERE TO.

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION

TEARDOWN ESTIMATE - I UNDERSTAND THAT MY CAR WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

1. I request an estimate in writing before you begin repairs.

2. Please proceed with repairs, but call me before continuing if the price will exceed \$ _____

3. I do not want an estimate

AUTO REPAIR ORDER