



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 23-JUL-2008	Repository <input type="checkbox"/>
	Reference No. 10235423

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: BAINBRIDGE State: NY Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: [REDACTED]

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: 7/23/08

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FAHP34NX7V [REDACTED]	Make FORD	Model FOCUS	Model Year 2007
Date Purchased AUG 16, 2007	Dealer's Name and Telephone Number SMITH FORD LLC, 607-334-3273		Engine: No: Cylinders 4
Original Owner <input checked="" type="checkbox"/>	Dealer's City MORRISCH NY	State NY	Zip Code 13815
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Fuel Type: GAS
	Vehicle Component Code 140000 AIR BAGS		
Multiple Failure: AIR BAG LIGHTS FLICKER OR STAY ON WHILE DRIVING			

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 21-JUL-2008	Failure Mileage 6523	Failure Speed [REDACTED]	AIR BAG LIGHTS SIGNIFY AIR BAG NOT WORKING TIRES WEARING OUT FOR NO REASON - DOOR LOCK DOES NOT UNLOCK PROPERLY CRUISE CONTROL STUCK ON WHEN BRAKES WERE APPLIED
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make HAN KOOK	Tire Model (Name or Number) OPTIMO H725	Tire Size (Example P215/65R15) P195-60R-15
DOT No. (Example: DOTM19ABC036)	<input checked="" type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: REAR TIRES WEAR OUT EVERY 5000 MILE HAVE REPLACED 2 TIME IN 9500 MI.
Tire Component Code	Tire Failure Type WEARS OUT	

**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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 2007 FORD FOCUS. THE CONTACT STATED THAT THE AIR BAG LIGHT ILLUMINATED AND REMAINED LIT ON THE INSTRUMENT PANEL, WHICH INDICATED THAT THE AIR BAG WOULD NOT DEPLOY. THE CRUISE CONTROL DOES NOT DISENGAGE PROPERLY. IN ADDITION, THE DRIVER SIDE DOOR DOES NOT UNLOCK PROPERLY OR ON A CONSISTENT BASIS. THE CURRENT MILEAGE WAS 14,000 AND FAILURE MILEAGE WAS 6,523.

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)**

DEALER HAS COMPLETED WITH EACH PROBLEM, THEIR HANDS ARE TIED BY FORD MOTOR CO.  
DEALER RAN DIAGNOSTIC ON CAR, REPORTED NO SIGN OF PROBLEM  
OR ANY REASON FOR FAILURE OF LOCKS, AIRBAGS, OR CRUISE

DEALER HAS CHECKED ALIGNMENT, & SPECS SET BY FORD & CHANGED 2 SETS  
OF TIRES IN 9500 MI. FORD SAYS THERE IS NO PROBLEM, 3RD SET OF TIRES  
ARE BAD AT THIS TIME 14800 MI. FORD SAYS IT IS BUYERS PROBLEM.  
CAR IS NOT SAFE TO DRIVE IN WET WEATHER & NEED N.Y.S. INSP.  
FORD MOTOR CO. HAS ADVISED US TO SELL TO SOMEONE ELSE & LET THEM DEAL  
WITH THE PROBLEM OR, ATTACH ADDITIONAL SHEETS IF NECESSARY JUST KEEP CAR & LIVE WITH IT.

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



**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**



**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**



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U.S. Department of Transportation  
National Highway Traffic Safety Administration

