



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

11-DEC-2008

Repository ☐

Reference No.
10251487

OWNER INFORMATION (Type or Print)

Name

Address:

City

DENVER

State

CO

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 12/30/08

VEHICLE INFORMATION

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

1FAPP33P22

Make

FORD

Model

FOCUS

Model Year

2002

Date Purchased

9-14-02

Dealer's Name and Telephone Number

FREEWAY FORD 303-757-3673

Engine:

No: Cylinders

4

Fuel Type:

Original Owner

☒

Dealer's City

Denver

State

CO

Zip Code

80222

Transmission Type

M

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

24-NOV-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE

Failure Mileage

22600

Failure Speed

30

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 2002 FORD FOCUS. WHILE DRIVING 30 MPH, THE VEHICLE COMPLETELY FAILED AND SHUT OFF. THE VEHICLE FAILED TO START, BUT THE CONTACT WAS ABLE TO PULL OFF THE ROAD. THE VEHICLE WAS TOWED TO THE DEALER AND THEY STATED THAT THE SENDER AND FUEL PUMP FAILED, WHICH CAUSED THE VEHICLE TO SHUT OFF. THE VEHICLE WAS REPAIRED AT THE COST OF \$540. THE MANUFACTURER STATED THAT THERE WAS NO CURRENT RECALL FOR THE FUEL PUMP; THEREFORE, NO COMPENSATION WOULD BE MADE. THE FAILURE MILEAGE WAS 22,600 AND CURRENT MILEAGE WAS 22,700.

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)

The present owner of the car called the Ford Motor Company to inform them of the fuel pump failure. The representative stated that the 2001 Focus was recalled for a similar failure in the fuel pump, but that the 2002 Focus was not covered. Representative at dealership said that a typical fuel pump should last 150,000 miles. When fuel pump stops working, the brakes and power steering also stop functioning, which creates a dangerous driving situation. The original part that failed was saved by the owner if NHTSA wishes to inspect it.

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



**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 Avenue SE.
Washington, D.C. 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



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





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www.takethefreeway.com

CUSTOMER NO.	SCOTT NOVINSKI	304	TAG NO.	11/26/08	INVOICE NO.	FOCS206356
DENVER, CO	LABOR RATE	LICENSE NO.	MILEAGE	22,603	COLOR	FORD KNOX G
	YEAR/MAKE/MODEL	02/FORD/FOCUS/4DR SDN LX			DELIVERY DATE	09/14/02
	VEHICLE I.D. NO.	1FAFP33P22			DELIVERY MILES	27
	F.T.E. NO.	P.O. NO.	11/25/08		SELLING DEALER %	PRODUCTION DATE
RI	COMMENTS					MO: 22603

JOB# 1 CHARGES

LABOR
J# 1 10FOZ08 WONT START TECH(S): 3045 315.88
CUSTOMER STATES ENGINE WONT START
ENGINE CRANKS BUT WILL NOT START FUEL SHUTOFF RESET BUTTON
HAS PUSHED AND RESET
NO START DIAG. TESTED FUEL AND IGN SYS. SPARK OK. NO FUEL
PRESSURE. TESTED PUMP AND CIRCUITS. POWER AND GROUND TO
PUMP OKAY. MOTOR INOP.
REPLACED FUEL PUMP ASSY AND RETESTED SYS. PASS. STARTS AND
RUNS AS DESIGNED.
CUSTOMER REQUESTED FORD CUSTOMER CARE INFORMATION
FORD MOTOR COMPANY C/O CUSTOMER AFFAIRS
P.O. BOX 6248
MD#3NE-B
DEARBORN, MI 48126
1/800-392-3673

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	2M5Z-9H307-AD	SENDER AND PUM	284.60	284.60
TOTAL - PARTS					284.60

MISC	CODE	DESCRIPTION	CONTROL NO	
	2FL10	10% FLEET DISCOUNT		-60.05
TOTAL - MISC				-60.05

JOB# 1 TOTALS

LABOR	315.88
PARTS	284.60
MISC	-60.05

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 540.43

JOB# 2 CHARGES

LABOR
J# 2 02FOZ99P *PMI TECH(S): 891 INTERNAL
PERFORM MULTI-POINT INSPECTION (2-11)
COMPLETE AND QUALITY CHECKED

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3+00FOZ02 LOF SPECIAL \$16.95 TECH(S): 891 5.00
LUBE OIL AND FILTER SPECIAL \$16.95
COMPLIMENTARY PER CARD GIVEN TO CUSTOMER
REQUIRED MAINTENANCE
CHANGED OIL AND FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	6731	OIL FILTER	4.50	4.50
	5	XO-5W20	5W20 OIL	3.45	17.25

FREEWAY FORD'S MISSION
Freeway Ford is dedicated to exceeding our customer's expectations by the timely performance of best-in-class service in all areas of our business through highly trained, skilled and motivated employees.

FOR YOUR CONVENIENCE
ASK ABOUT
Express Pick-up

SERVICE DEPT. HOURS
MON. - FRI. 6:00 a.m. - 7:00 p.m.
SAT. 7:00 a.m. - 5:00 p.m.
PARTS DEPT. HOURS
MON. - FRI. 7:30 a.m. - 6:00 p.m.
SAT. 7:00 a.m. - 5:00 p.m.

EXCLUSION OF WARRANTIES: Any warranties or the parts and accessories sold hereby are those made by the manufacturer. The undersigned purchase understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages, or for commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

X
SIGNED: DEALER GENERAL MANAGER OR AUTHORIZED PERSON DATE
Thank You!
We appreciate your business.