



U.S. Department of Transportation
2009 JUN 17 PM 2:21
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

17-JUN-2009

Repository ☐

Reference No.

10274115

OWNER INFORMATION (Type or Print)

Name

Address

City SANTA CRUZ

State CA

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 ____/____/____

VEHICLE INFORMATION

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

1FAFP33P43W

Make

FORD

Model

FOCUS

Model Year

2003

Date Purchased

12/31/2002

Dealer's Name and Telephone Number

OCEAN HONDA (831) 464-1500

Engine:

No: Cylinders 4

Fuel Type:

Original Owner

☐

Dealer's City

CAPITOLA

State

CA

Zip Code

95010-2091

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

15-JUN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 061000 ENGINE AND ENGINE COOLING: ENGINE, 116000 ELECTRICAL SYSTEM: IGNITION

Failure Mileage

APPROX. 58,450 mi.

Failure Speed

0

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. UPON STARTING THE VEHICLE, THE CONTACT WAS UNABLE TO TURN THE KEY IN THE IGNITION. THE STEERING WHEEL WOULD NOT BUDGE; THEREFORE, A TOW TRUCK WAS CALLED. THE CONTACT PREVIOUSLY EXPERIENCED ISSUES WITH THE KEY BECOMING STUCK IN THE IGNITION; HOWEVER, SHE WAS ALWAYS ABLE TO START THE VEHICLE. THE TOW TRUCK DRIVER STATED THAT THE FAILURE WAS IDENTICAL TO TWO OTHER VEHICLES HE TOWED THE PREVIOUS DAY. THE MANUFACTURER STATED THAT THERE WERE NO RECALLS AND THEY HAD NEVER HEARD OF THIS TYPE OF FAILURE. THEY WERE UNABLE TO ASSIST AND WOULD NOT ASSUME RESPONSIBILITY FOR ANY REPAIRS. THE FAILURE AND CURRENT MILEAGES WERE UNKNOWN.

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)

I had just made an appointment to have the ignition/key problem fixed in two days, but before that could happen the problem occurred in a parking lot. I had to have the car towed to my home (this was on a weekend). The following Monday, I had to have the car towed to get it repaired. In the meantime I learned from the tow truck drivers and the internet that this ignition problem is common with several model years of the Ford Focus and can and has occurred, and for some people, the problem continues.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

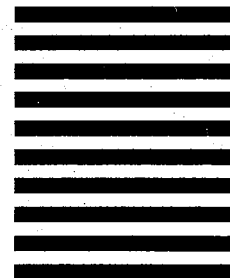
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



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UNITED STATES**



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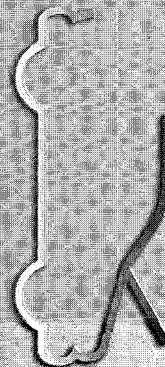
WASHINGTON, DC

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



NHTSA
Ref. #10274115
[REDACTED]

Evidently, it is not unusual for someone to pay to have the ignition parts replaced with new parts from the same Ford source only to have the problem happen over again. The key will not turn in the ignition, the steering wheel locks, and you are stuck wherever you are, not necessarily in a safe place at a safe time of day or night or near a source of help.

I find it hard to believe that the Ford Motor Company is not aware of the problem, since it has been cited in models from at least as far back as 2003 to the present. I thought my problem was a worn out key, but the tow truck drivers and the lock smith I went to all said it was an ignition problem in that make and model of car. So I looked on the internet and found an abundance of complaints AND stories of recall requests to Ford Motor Company, all apparently with no positive response from the company.

I hope that there is ^{or} will be some recognition that the ignition defects in the Ford models so affected are safety issues and that consumers will have some response and recourse to a remedy.

*Thank you for
your attention,*
[REDACTED]

6/17/2009 5:26 PM
Store: 1

Sales Receipt #2247

AA Safe & Security Company

712 Soquel Avenue
Santa Cruz, CA 95062
831-423-5415

www.aasafe.com

Soquel Lock & Key Corporation

Cashier: armando

Item Name	Qty	Price	Ext Price
ASP C-42-188 Auto	1	\$56.00	\$56.00
Ilco Ford H86-PT	1	\$42.00	\$42.00
SDD			
Lock Removal/Auto	1	\$99.50	\$99.50
Auto Re-key/Gen. Pu	1	\$71.00	\$71.00
		Subtotal:	\$268.50
		TAXES 9.5 % Tax:	+ \$9.31
		RECEIPT TOTAL:	\$277.81

Check: \$277.81 3979

Thank you! Have a safe day!



2247