

[REDACTED]
[REDACTED] · New Haven, CT [REDACTED]
tel [REDACTED] fax [REDACTED] email [REDACTED]

2009 AUG -3 PM 5:31

CL-10274848-9783

July 29, 2009

RE: Reference No. 10274848

Randy Reid
National Highway Traffic Safety Administration
1200 New Jersey Ave SE
Washington, DC 20590

Dear Mr. Reid:

Thank you for giving me the opportunity to comment on my complaint to the NHTSA. I will be brief. I have a 2003 Ford Focus. The windshield wiper motor failed to return the wiper blades to the down (park) position. Researching this failure, I found that NHTSA and Ford Motor had issued a recall previous to my model year for this identical failure, campaign ID number 01V258000. This recall had involved over a million vehicles.

I made a complaint via telephone to Ford Motor on June 24, 2009 concerning the failure. The Ford reference number to this conversation is 0509301759. Ford denied any responsibility for this part failure.

But, Ford has issued at least three service bulletins referencing this failure in the Ford Focus 2003 model year. They are as follows:

Service bulletin # 04152 August, 2004
Service bulletin # 16909 June, 2003
Service bulletin # 16796 April, 2003

I believe that the original recall campaign by NHTSA and Ford never solved the problem of premature windshield wiper motor failure in later model years. The identical problem continued. Further, that consumer complaints to NHTSA and subsequent Ford bulletins indicates that this is indeed the case. And that the original problem that NHTSA deemed dangerous, and issued a recall campaign to correct, still exists.

I would hope that you in the person of the NHTSA will take the necessary steps to remedy this situation.

Sincerely, [REDACTED]
[REDACTED]
[REDACTED]

MC
5/31
8/3/09
NJ



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

24-JUN-2009

Repository ☐Reference No.
10274848**OWNER INFORMATION (Type or Print)**

Name

Address

City NEW HAVEN

State CT

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to contact the manufacturer of your vehicle?
In the absence of an
Signature of Owner

☐ YES ☒ NO
Provide your name or address to the vehicle manufacturer.

Date 7/29/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FAFP343X3W

Make
FORD

Model
FOCUS

Model Year
2003

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner ☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)
24-JUN-2009

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 130000 VISIBILITY, 136200 VISIBILITY: WINDSHIELD WIPER/WASHER: MOTOR

Failure Mileage
44000

Failure Speed

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. THE CONTACT STATED THAT THE WINDSHIELD WIPER MOTOR IN HIS VEHICLE WOULD NOT RETURN TO THE OFF (PARK) POSITION. WHEN HE TURNED IT OFF, THE WIPERS WOULD STOP IN THE MIDDLE OF THE WINDSHIELD. NHTSA CAMPAIGN ID NUMBER 01V258000 ONLY INCLUDED THE 2000-2001 MODELS. THE MANUFACTURER PROVIDED HIM WITH A REFERENCE NUMBER AND REFUSED LIABILITY. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 44,000.

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.