



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

Repository ☐Reference No.
10303252

2010 FEB 26 PM 2:01

OWNER INFORMATION (Type or Print)Name Address

City SCRANTON

State AZ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

1FAPP34Z64W

Make

FORD

Model

FOCUS

Model Year

2004

Date Purchased

02-26-05

Dealer's Name and Telephone Number

Paris Ford

4799633051

Engine:

No: Cylinders

4

Fuel Type:

unleaded
gasoline

Original Owner

☐

Dealer's City

Paris

State

AZ

Zip Code

72855

Transmission Type

Auto

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

02-JAN-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

115500

c. 105500?

Failure Speed

from
start**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

Number of Deaths

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 2004 FORD FOCUS. THE CONTACT STATED THAT THE ACCELERATOR PEDAL BEGAN TO STICK ON A REGULAR BASIS. WHEN SHE PRESSED DOWN ON THE ACCELERATOR, IT WOULD NOT RESUME THE REGULAR POSITION. THE DEALER REPLACED THE THROTTLE BODY. SHE EXPERIENCED NO ISSUES WITH THE PEDAL SINCE THE VEHICLE WAS REPAIRED. SHE HAD NOT SPOKEN WITH THE MANUFACTURER TO-DATE. THE CURRENT MILEAGE WAS APPROXIMATELY 116,000. THE FAILURE MILEAGE WAS APPROXIMATELY 115,500.

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.

Whitson-Morgan Motor Co., Inc.

1300 South Rogers Street
P.O. Box 439
CLARKSVILLE, AR 72830
(479) 754-3020
www.whitsonmorgan.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

"THE CLOSER YOU LOOK - THE BETTER WE LOOK"

R/O Open Date	R/O Number
12/22/09	6057729/1
R/O Close Date	Status
1/15/10	Final
Mileage In	Mileage Out
112686	112686
Service Advisor / Tag #	
mike nicketson/250*W*	
Vehicle Identification Number	
1FAEP34Z64W	
Delivery Date	
Color	License Number

Work Phone	
Home Phone	
Body	
Color	
License Number	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 1400: DRIVEABILITY & TUNE UP VEH. ACCEL. PEDAL IS STICKING WHEN YOU FIRST TRY T O PUSH ON PEDAL Work performed by JAMES CRUMRINE (688) Installed 3S4Z 9E926 AC :BODY ASY - CARBURETTOR TH 1@202.88 CHECKED OPERATION THROTTLE BODY STICKING, REPLACED THROTTLE BODY Sub Total: 322.88	120.00 202.88
#2 - P: P Sub Total: .00	
#3 - WIPER: INSTALL 2 NEW WIPER BLADES Work performed by JAMES CRUMRINE (688) Installed WB000022AF :BLADE: WIPER 1@10.88 Installed WB000019AF :BLADE: WIPER 1@10.88 REPLACED WIPER BLADES Sub Total: 24.95	3.19 10.88 10.88

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the 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 vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	123.19
PARTS	224.64
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	12.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	28.79
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	388.62
Visa/MC, Disc 07417B	388.62

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X