

 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 JUL 20 2010 18-MAY-2010	Repository ☐ Reference No. 10331012		
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]		Evening Telephone Number			
City CANTON	State MI	Zip Code [REDACTED]			
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3FAFP37363R [REDACTED]		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 ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 05-MAY-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 010000 STEERING, 110000 ELECTRICAL SYSTEM, 116100 ELECTRICAL SYSTEM: IGNITION: SWITCH				Failure Mileage 53600	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: DOTM4L9ABC036)	☐ 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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
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 2003 FORD FOCUS. THE CONTACT STATED WHEN HE PLACED HIS KEY IN THE IGNITION, THE IGNITION SWITCH LOCKED AND WOULD NOT TURN OVER. THE DEALER WAS CONTACTED AND ADVISED HIM TO BANG ON THE STEERING COLUMN TO ALLOW THE KEY TO TURN THE IGNITION. THE VEHICLE WAS TAKEN TO THE DEALER AND THE IGNITION SWITCH WAS REPLACED. THE FAILURE MILEAGE WAS 53,600 AND THE CURRENT MILEAGE WAS 53,850.					
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.					



Blackwell Ford, Inc.

41001 Plymouth Road, Plymouth, MI 48170
 Phone: (734) 453-1100 • Fax: (734) 453-6257
 www.blackwellford.com

State Reg. No - F-124531

CUSTOMER NO. 49318	ADVISOR JENNIFER TANDY	TAG NO. 7547	INVOICE DATE 05/05/10	INVOICE NO. FOCS212757
CANTON, MI	LABOR RATE 95.00	LICENSE NO.	MILEAGE 53,522	COLOR /
	YEAR / MAKE / MODEL 03/FORD/FOCUS/4DR SDN SEL			DELIVERY DATE
	VEHICLE I.D. NO. 3 F A F P 3 7 3 6 3 R			DELIVERY MILES
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
RE	BUSINESS PHONE	COMMENTS	R.O. DATE 05/04/10	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
				MILEAGE OUT MO: 53522

LABOR & PARTS

J# 1 02FOZ01A INT TRIM CONCERN UNITS: 1.00 TECH(S): 7924 95.00
 CUSTOMER STATES THAT THE KEY WILL NOT TURN IN THE IGN CYL
 CHECK AND ADVISE ON REPAIRS
 REPLACE IGNITION LOCK CYLINDER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	554Z-11582-BB	LOCK ASY - STE	157.43	157.43	157.43
					JOB # 1 TOTAL PARTS	157.43
					JOB # 1 TOTAL LABOR & PARTS	252.43

J# 2 01F0Z99P MAINT INSPECTION UNITS: TECH(S): 7924 0.00
 99P FREE MAINTENANCE INSPECTION
 COMPLETED MAINTENANCE INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
					JOB # 2 TOTAL PARTS	0.00
					JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3+00FOZGTIRE GREEN TIRE UNITS: TECH(S): 7924 0.00
 Added Operation (MARKD @ 05/05/2010 10:43)
 CHECK TIRE TREAD DEPTH MEASUREMENTS
 TIRE TREAD DEPTH MEASUREMENTS WERE CHECKED AND ARE OK
 TIRE TREAD DEPTHS ARE 7/32 OR GREATER, GREEN CONDITION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
					JOB # 3 TOTAL PARTS	0.00
					JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4+00FOZGBATT GOOD BATTERY UNITS: TECH(S): 7924 0.00
 Added Operation (MARKD @ 05/05/2010 10:43)
 TEST BATTERY
 BATTERY LOAD TEST RESULTS SHOW A GOOD BATTERY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
					JOB # 4 TOTAL PARTS	
					JOB # 4 TOTAL LABOR & PARTS	

MISC CODE DESCRIPTION CONTROL NO

JOB # 1 MISC SHOP SUPPLIES

TOTAL - MISC

VISIT OUR WEBSITE
www.blackwellford.com



REPAIRS PROPERLY COMPLETED AND CHECKED BY

X

Parts numbers
 ending in RM are
 Remanufactured Parts

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$275.00 (+TAX)

COMMENTS
 LEAVE

RECOMMENDATIONS
 RECOMMEND TRANS FLUSH, OIL & FILTER CHANGE.

ASSL
 ASSUN
 SALE C
 NOT E
 DEALER ANY CONSEC
 PROPERTY, DAMAGES F
 LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

FOR TO
 SECTION WITH THE
 SERVICE, BUYER SHALL
 COVER FROM THE SELLING
 RIAL DAMAGES, DAMAGES TO
 LOSS OF USE, LOSS OF TIME,
 LOSS OF INCOME OR ANY OTHER INCIDENTAL DAMAGES.

See reverse side for all terms & conditions.

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State Reg. No - F-124531

ADVISOR JENNIFER TANDY		TAG NO. 7547	INVOICE DATE 05/05/10	INVOICE NO. FOCS212757
LABOR RATE 95.00	LICENSE NO. [REDACTED]	MILEAGE 53,522	COLOR /	STOCK NO.
YEAR / MAKE / MODEL 03/FORD/FOCUS/4DR SDN SEL			DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. 3 F A F P 3 7 3 6 3 R			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.		P.O. NO.	R.O. DATE 05/04/10	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
BUSINESS PHONE		COMMENTS		
		MILEAGE OUT MO: 53522		

TECHNICIAN CERTIFICATION
7924

CALVIN SANDERS

M205785

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [X] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *
* [] DEBIT *

TOTAL LABOR.... 95.00
TOTAL PARTS.... 157.43
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 3.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 9.45

TOTAL INVOICE \$ 264.88

THANK YOU FOR YOUR BUSINESS!!

VERIFICATION FOR RECEIPT OF
FINAL INVOICE

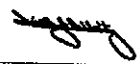
CUSTOMER SIGNATURE

VISIT OUR WEBSITE
www.blackwellford.com

BlueOvalCertified


 **GENUINE
PARTS & SERVICE**

REPAIRS PROPERLY COMPLETED AND
CHECKED BY

X 
Parts numbers
ending in RM are
Remanufactured Parts

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE
THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER.
THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL
WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING
ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR
FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER
ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO
ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE
SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL
NOT BE ENTITLED TO RECOVER FROM THE SELLING
DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO
PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME,
LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL
DAMAGES.

See reverse side for all terms & conditions.

2003 Ford Focus

From: [REDACTED]
Sent: Fri 5/28/10 1:06 PM
To: bgirardo@ford.com

Mr. Girardot:

I'm contacting you regarding my daughter [REDACTED] a friend of [REDACTED] 2003 Ford Focus. Several weeks ago I had to have the ignition switch replaced because the key was not able to turn in the ignition (with no warning), thus not being able to start the car.

Fortunately, I was the one driving the car at the time when the incident occurred, but I was in Milan at the time. I contacted the Ford dealer in Ann Arbor and explained my situation in which they informed me that the problem was with the tumblers in the ignition switch and that a new switch was necessary. They also explained that I could tap on the steering column or the key in the switch and try to have the tumblers "fall" back in alignment in order to turn the key and start the car. If this didn't work, the car would have to be towed to the dealer. In either case the switch needed to be replaced immediately.

Luckily, the suggestion worked and I was able to drive home, but as anticipated the problem reoccurred with the car in my driveway. I contacted Blackwell Ford, the local Ford dealer in Plymouth, explained the situation to them and they told me the same thing as Ann Arbor dealership - tap on key in the ignition to try and start or have it towed for the fix. Both dealers were aware of the issue, but said there was no recall.

After attempting to start the car for 20-25 minutes, I contacted a towing company to have the car towed to Blackwell Ford. The towing company had the fix for the known problem, a ratchet wrench tapping the key in the ignition. After a few minutes the key turned and I drove to the dealership. The tow driver said he sees this problem all the time with this car.

Blackwell Ford replaced the ignition switch (\$265) and again noted that this is a known problem, but Ford hasn't done anything about (recall) yet.

I did a little research and found that this is a known problem with this car, A TSB had been issued to address the fix and a class action lawsuit has been supposedly filed in California.

My concern regarding this issue two-fold. First this could be a potential safety issue. It very possible to be stranded without warning, and I would hate to think that this could have occurred with my daughter. If this would occur late at night or in an undesirable area who knows what might happen to my daughter, her friends or anyone else.

Second, if this is a seemingly know problem - dealerships and towing company are aware, many owners have experienced this same problem (as researched) and a TSB has been issued, why isn't Ford doing something about this. I remember the old Ford advertising "where quality is job 1".

Finally, I contacted Ford customer service regarding this concern last week, but they said there are no recalls or customer service programs to address/cover this issue at this time.

If there is anything you can do I would appreciate your assistance. Feel free to contact me by email or phone.

Thank you,

[REDACTED]
home phone: [REDACTED]

Hotmail is redefining busy with tools for the New Busy. Get more from your inbox. [See how.](#)

[Ford NHTSA Investigations](#)

[Ford Technical Service Bulletins](#)

MOST COMMON FORD PROBLEMS

[Ford Explorer - Transmission failure](#)

[Ford Explorer - Cracked rear panel](#)

[Ford Focus - Key won't turn in the ignition](#)

[Ford Trucks/SUVs - Spark plug ejected from the engine](#)

See the links above for any pending class action lawsuit information

FORD CONTACT INFORMATION

Phone: (800) 392-3673

Web: [Ford Customer Service](#)

Mail: Ford Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

The Ford Focus' most common problem, according complaints from Focus owners, is the key won't turn in the ignition, or the key gets stuck in the ignition. This occurs on Ford Focus' from model years 2000 through 2003. The ignition problems are covered under the standard manufacturer warranty, but since most of these vehicles are now out of warranty, most Focus owners end up having to pay for the repair themselves.

It is arguable that the ignition problems are a safety defect & so have a chance at being recalled, because the possibility exists that the ignition defect could leave you stranded somewhere. However so far there is no official recall. In California a class action lawsuit has been filed.

The best way to get this fixed is call a locksmith. Most locksmiths are able to fix ignition locks & the repair cost should be around \$150-200, versus \$450-500 to have the ignition replaced at the dealership. Many people have said this problem occurs again even after replacing the ignition lock, so apparently Ford hasn't changed the design to correct the ignition lock defect. Some people have resorted to leaving a key in the ignition permanently.

It's worth a call to Ford Customer Service and ask for a "goodwill repair". Most people have not had any success getting a discount on the repair by going to their local Ford dealership. Your best bet is to call Ford's customer service line at (800) 392-3673.

It's also worth reporting this to the NHTSA as a safety defect, so they will investigate the ignition defect & possibly issue a recall someday.

See the links below for more information on the Focus model years with the most ignition lock complaints:

- [2000 Ford Focus ignition problems](#)
- [2001 Ford Focus ignition problems](#)
- [2002 Ford Focus ignition problems](#)
- [2003 Ford Focus ignition problems](#)

Problem data is taken from [CarComplaints.com](#) & is based solely on reports received from vehicle owners. Any advice is drawn from what we hear back from our site visitors. It's always best to seek help from a qualified professional mechanic.