

 <p>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</p>	FOR AGENCY USE ONLY 100148	
	Date Received <i>NOV 03 2010</i>	Repository <input type="checkbox"/>
	Reference No. 10334431	

OWNER INFORMATION (Type or Print)				Daytime Telephone Number	E-mail Address
Name					
Address					
City	CLARKSBURG	State	WV	Evening Telephone Number	<i>Same</i>
Zip Code					

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 1FAPP34384W			Make FORD	Model FOCUS	Model Year 2004
Date Purchased <i>3/5/05</i>	Dealer's Name and Telephone Number <i>Chenoweth Ford - 304-623-6801</i>		Engine: No: Cylinders <i>4</i>		Fuel Type: <i>unleaded</i>
Original Owner <input type="checkbox"/>	Dealer's City		State	Zip Code	
Transmission Type <i>Auto</i>	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s) 12-MAY-2010
	<input checked="" type="checkbox"/> Cruise Control				

FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 116100 ELECTRICAL SYSTEM: IGNITION: SWITCH		Failure Mileage 77139	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: DOTM9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 WHILE TRYING TO START THE VEHICLE, THE KEY WOULD NOT TURN IN THE IGNITION. AFTER REPEATED ATTEMPTS, THE CONTACT BANGED ON THE KEY AND THE VEHICLE STARTED. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE IGNITION SWITCH WAS REPLACED. THE FAILURE DID NOT RECUR. THE FAILURE MILEAGE WAS 77,139 AND THE CURRENT MILEAGE WAS 77,673.

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)

Key would not turn in ignition.

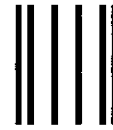
ATTACH ADDITIONAL SHEETS IF NECESSARY

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





CHENOWETH FORD, Inc.

dba Chenoweth Ford-Lincoln-Mercury

P.O. Box 1640 Route 50 E

304-623-6501 or www.chenford.com

CLARKSBURG, WV 26301

Toll Free 1-800-344-1108



CUSTOMER NO. 1767	ADVISOR WILLIAM REBROOK	TAG NO. 111 691	INVOICE DATE 05/13/10	INVOICE NO. FOCC220163
	LABOR RATE	LICENSE NO.	COLOR BEIGE/TAN	STOCK NO. P18
	YEAR / MAKE / MODEL 04/FORD/FOCUS SE/FOCUS SE	MILEAGE 77,139	DELIVERY DATE 03/05/05	DELIVERY MILES 21,445
CLARKSBURG, WV	VEHICLE I.D. NO. 1FAFP34384W		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	P.L.O. DATE 05/12/10	REPRINT# 1
REFERENCE QUANT	BUSINESS PHONE	COMMENTS	MO: 77139	

LABOR & PARTS

J# 1 02FOZ GENERAL REPAIR HOURS: 2.50 TECH(S):488 150.00
 KEY STUCK IN IGNITION-GET EST
 KEY WONT TURN
 BUILT AND REPLACED IGNITION SWITCH REASSEMBLED TESTED
 OPERATION OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	5S4Z-11582-88	LOCK ASY - STE	152.84	85.98	85.98
JOB # 1 TOTAL PARTS						85.98
JOB # 1 TOTAL LABOR & PARTS						235.98
TOTALS						
TOTAL LABOR....						150.00
TOTAL PARTS....						85.98
TOTAL SUBLET....						0.00
TOTAL G.D.G....						0.00
TOTAL MISC CHG....						0.00
TOTAL MISC DISC....						0.00
TOTAL TAX.....						14.16
TOTAL INVOICE \$						250.14

WE HONOR:

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM THE MANUFACTURER IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," IN DESCRIBING YOUR SERVICE EXPERIENCE WITH US, PLEASE CONTACT YOUR SERVICE ADVISOR SHOWN BELOW. THANK YOU, CHENOWETH FORD, Inc. 304-623-6501

CUSTOMER SIGNATURE

PARTS SUB TOTAL	PRO RATA PERCENT
ALLOWANCE	PRO RATA PERCENT
DEALER PARTICIPATION	
CUSTOMER PARTICIPATION OR DEDUCTIBLE	
TOTAL LABOR	CORRECTED LABOR
TOTAL PARTS	CORRECTED PARTS
TOTAL CLAIM	CORRECTED TOTAL

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

PA 200.00 Cash
5/14/10
W.E. 795

FREE INFORMATION ABOUT FORD CAR PROBLEMS & COMPLAINTS, OFFICIAL RECALLS AND DEFECTS, AND INVESTIGATIONS.

~~NEED~~
WWW.NHTSA.GOV

Confirmation #
001
10334431
SAFER CAR. GOV.

- Ford Problems & Complaints
- Ford Defects & Recalls
- Ford NHTSA Issues Register
- Ford Technical Service Bulletins

Most Common Ford Problems

- Ford Focus Ignition Problems
- Ford Focus Transmission Problems
- Ford Focus Power Window Problems
- Ford Focus Air Conditioning Problems

See the links above for any pending class action lawsuit information

Ford Customer Relationship Center
Phone: (800) 392-3673
Web:
Mail: Ford Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

FORD FOCUS KEY/IGNITION PROBLEMS

The 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

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 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

001
10334431

12. Have you filed this complaint with any other agency or organization? Yes No

If Yes - Identify organization: _____

What action was taken? _____

13. Describe any legal action you have taken: _____

14. Provide COPIES – front and back – of all documents you have, such as:

- Warranty Buyer's Guide Purchase Agreement
- Odometer Statement Repair Orders Loan Contract – Retail Installment Agreement
- Title

15. Please describe your complaint in detail – if you need additional space to tell what happened, please continue on a separate page and attach it to your complaint:

Key would not return in the ignition I had to borrow vehicles and also was left stranded a few times since January. On May 4, 2010 the key would not work at all. My husband has been going to Morgantown for kidney failure and this has been a hardship for both of us. I ask Ford Customer Service at 1800 no. and was told they could do nothing. The dealership did discount the repair at a small amount. I can appreciate this but I feel they should have honored their defective problem by recalling the Ford Focus.

16. How do you want your complaint resolved? *return of money for repair*

There should be a recall for this problem

The information you provide will be used in efforts to resolve your problem and may be shared with the party complained against. It may also be used to enforce applicable state laws.

I hereby authorize any party to whom the Attorney General directs this complaint to release any and all information about this matter, including account information, to the Attorney General's Office.

I certify that all information on this form is true and accurate to the best of my knowledge and belief, and that I have the legal authority to submit this claim.

SIGNATURE (Required)

[Redacted Signature]

DATE *5/13/2010*

Optional:

AGE: 56

Male Female

MARITAL STATUS:

Married Single

Divorced Widowed

RACE:

Caucasian African American

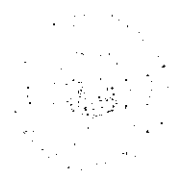
Hispanic Other: _____

Return this form and copies of your papers to:

Office of the Attorney General
 Consumer Protection Division
 PO Box 1789
 Charleston, WV 25326-1789



STATE OF WEST VIRGINIA
 OFFICE OF THE ATTORNEY GENERAL
 DARRELL V. MCGRAW, JR.
 CONSUMER PROTECTION DIVISION
 1-800-368-8800 or 304-558-8846



Website: www.wvago.gov

E-Mail: consumer@wvago.gov

MOTOR VEHICLE CONSUMER COMPLAINT

PARTY COMPLAINING

1. COMPLAINT AGAINST

Mr. Mrs.
 Name: [Redacted]
 Address: [Redacted]
 City: Clarksburg State: WV
 County: Harrison Zip Code: [Redacted]
 Home Telephone: [Redacted]
 Work Telephone: none
 Cell Telephone: none
 E-Mail: [Redacted]

Business Name: Cheroweth Ford and Ford Truck
 Address: Bridgeport Hill
 City: Bridgeport State: WV
 County: Harrison Zip Code: 26031
 Telephone: 304-623-6501
 Name of person you deal with: Jimm Brockman
 Title: OWNER

Did you contact the business? Yes No nothing ever

1. Purchased? New Used
 2. Car Make (Manufacturer): Ford
 3. Mileage at time of purchase: 21,445
 4. Date of Purchase: 3/5/2005

Vehicle Identification Number (VIN): [Redacted]
 Car Model: Ford Year: 2004
 Present Mileage: 77,139
 Total Purchase Price: 11,017.50

5. Terms of Payment: Cash Loan
 Check Credit Card Installment
 Debit Card PayPal Wire Transfer
 Other: _____ Western Union

Loan - Installment
 Finance Company name: Harrison Co. BANK
 Address: Lost Creek, WV

6. Did you purchase the vehicle from the business you are complaining about? Yes No

7. Have you complained to the business? Yes No
 If Yes, date you complained: Jan, Feb, MAR, Apr. & May
 What action was taken by the business: pay for your repair

8. Does the complaint involve the safety condition of the vehicle at the time it was sold to you? Yes No

9. Have you contacted the manufacturer about your vehicle's complaint? Yes No
 If Yes, what action was taken: none

PLEASE BE CONSIDERATE TO OTHER PEOPLE

ATTACH ADDITIONAL SHEETS IF NECESSARY

IS Department
Construction

National Highway
Traffic Safety
Administration

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

FORM NO. 108-1
MAY 1964 EDITION
GSA GEN. REG. NO. 27
5010-108-01

STANDARD FORM NO. 108-1
MAY 1964 EDITION
GSA GEN. REG. NO. 27
5010-108-01

UNITED STATES GOVERNMENT
GENERAL REGISTRATION NO. 27
5010-108-01

National Highway Traffic Safety Administration

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Clarksburg, WV

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National Highway Traffic Safety Admin.
Office of Defects Investigation
NUS-210
1200 New Jersey Ave. SE
Washington, D.C. 20077-9382

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