



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
OCT 19 2010
09-AUG-2010

Repository
Reference No.
10348192

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City FLOODWOOD State MN Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]
Evening Telephone Number
same

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
1FAHP33N98W [Redacted] Make FORD Model FOCUS Model Year 2008
Date Purchased 7/30/08 Dealer's Name and Telephone Number North Star Ford Engine: No. Cylinders 4 Fuel Type: gasoline
Original Owner Dealer's City Duluth State MN Zip Code 55811
Transmission Type Automatic Antilock Brakes Cruise Control Powertrain Front wheel drive Multiple Failure: Yes Incident Date(s) 22-JUN-2008 see attached

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 170000 LATCHES/LOCKS/LINKAGES, 171100 LATCHES/LOCKS/LINKAGES:
DOORS: LATCH Failure Mileage 72000 see attached Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM9ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code [Redacted] Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name:
Seat Type: [Redacted] Installation System:
Child Seat Component Code: [Redacted] 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 [Redacted] Number of Deaths [Redacted] 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 2008 FORD FOCUS. THE CONTACT STATED THAT THE DOOR LATCHES WERE STICKING WHICH MADE THE DOORS DIFFICULT TO OPEN. THE CONTACT TOOK THE VEHICLE TO A DEALER AND THEY REPLACED THE DOOR LATCHES BUT THAT DID NOT REMEDY THE ISSUE. THE CONTACT HAD CONTINUOUSLY TAKEN THE VEHICLE TO THE DEALER TO HAVE THE LATCHES REPLACED. THE CONTACT CALLED THE MANUFACTURER REGARDING THE LATCHES AND THEY INFORMED THE CONTACT TO LUBRICATE THE LATCHES BUT THAT HAS NOT REMEDIED THE ISSUE. THE MANUFACTURER ALSO INFORMED THE CONTACT THAT THE GRAVEL ROAD CAN ALSO CAUSE THE DOORS TO STICK AS WELL. THE CONTACT STATED IF A CHILD IS LEFT INSIDE THE VEHICLE IT'S DIFFICULT TO GET IN OR OUT OF THE VEHICLE AND THE ONLY OPTION IS TO BREAK THE WINDOW. THE CONTACT STATED THIS IS A SAFETY ISSUE AND THE MANUFACTURER NEEDS TO DO SOMETHING ABOUT IT. THE FAILURE MILEAGE WAS 72,000. is attached. impossible latches to fail
unable to be opened.

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.

Incident Dates:	6/26/09	took vehicle in for diagnosis	
	7/6/09	vehicle in for repair	mileage: 26222
	7/9/09	took vehicle in for diagnosis	
	8/11/09	vehicle in for repair	mileage: 27125
	9/24/09	took vehicle in for diagnosis	
	9/29/09	vehicle in for repair	mileage: 33564
	6/8/10	took vehicle in for diagnosis	
	6/10/10	vehicle in for repair	mileage: 50060

NARRATIVE DESCRIPTION:

On July 30, 2008 we purchased two 2008 Ford Focuses for our two sons to drive. Not long after their purchase, both cars starting having problems with the door latches and the same problem has continued until today. In fact one of the vehicles currently has a passenger door that has a broken latch and the passenger door will not open from the outside. (Although the problem began while the cars were under warranty, Ford will not longer repair the latches for free and it cost us \$390.59 to repair the last latch, so my son needs to wait until he has the money to repair it.) Attached you will find dates of each latch failure and repair.

Ford has told us we need to maintain the locks and we have attempted to do that, although they recommend we use the car wash pressure washer wand to clean them and we have not done that since the door would have to be open to do that and spraying a pressure washer toward the interior of a car does not seem realistic.

If we had purchased only one Focus, we may have believed that we had purchased a problem vehicle, but clearly this is a Focus problem.

Our reason for contacting the DOT Auto Safety Hotline is that we believe this problem may happen to another Focus owner and the scenario may be one that places someone in a dangerous situation.



NorthStar Ford
 1420 Miller Trunk Hwy
 Duluth, Minnesota 55811
 Telephone: (218) 727-3673

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:30 p.m. M-F
 8:00 a.m. 4:00 p.m. SAT
 Closed Sundays

R/O Open Date	R/O Number
6/08/10	6084167/1
R/O Close Date	Status
6/10/10	Reprint
Mileage In	Mileage Out
50060	50060
Service Advisor / Tag #	
Michele Engel/1918	
Vehicle Identification Number	
1FAHP33N98W	
Delivery Date	In-Service Date
7/30/08	7/30/08
License Number	

FLOODWOOD, MN			Work Phone		
			Home Phone		
Year	Make	Model	Body	Color	
2008	FORD	FOCUS	2DR CPE	EBONY	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR Customer Reports: DRIVERS DOOR WILL NOT OPEN FROM THE OUTSIDE Corrected by 23943A: (L06-P18) (TRIM PANEL - FRONT DOOR - REMOVE AND INSTALL (2394 2) - L Work performed by MATTHEW WILLIS(454) Corrected by 23943A6: LATCH ASSEMBLY - FRONT DOOR - REPLACE (21812/21813) - L Work performed by MATTHEW WILLIS(454) Installed 9S4Z 5421813 B (FP):LOCK ASY - DOOR Qty: 1 CUDL 1116532218 REMOVED DOOR PANEL FOR INSPECTIO N. FOUND LATCH/LOCK ASSEMBLY STICKING AND EXTERIOR DOOR LATCH NOT OPENING. ORDERING SOP LATCH ASSEMBLY. REMOVED DOOR TRIM, REMOVED AND REPLACED LATCH. REI NSTALLED TRIM AND CHECKED DOOR LATCH/LOCK OPERATIO N. ALL GOOD, NO FURTHER CONCERNS.	Warranty Warranty Warranty
#2 - MR 99P: PERFORM MULTI-POINT INSPECTION Sub Total: Labor: .00 Parts: .00 Total: .00	
#3 * MR Customer Reports: PAUL 590-3644 Sub Total: Labor: .00 Parts: .00 Total: .00	

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	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



NorthStar Ford
 1420 Miller Trunk Hwy
 Duluth, Minnesota 55811
 Telephone: (218) 727-3673

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:30 p.m. M-F
 8:00 a.m. 4:00 p.m. SAT
 Closed Sundays

R/O Open Date	R/O Number
9/24/09	6074944/1
R/O Close Date	Status
9/29/09	Pre-Invoice
Mileage In	Mileage Out
33564	33564
Service Advisor / Tag #	
Michele Engel	
Vehicle Identification Number	
1FAHP33N98W	
Delivery Date	In-Service Date
7/30/08	7/30/08
Color	License Number
EBONY	

FLOODWOOD, MN		Work Phone	
		Home Phone	
Year	Make	Model	Body
2008	FORD	FOCUS	2DR CPE

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: DRIVER FRONT DOOR WILL NOT OPEN INTERMITTENTLY Work performed by SAARI, ANDREW (756) Installed 9S4Z 5421813 B :LOCK ASY - DOOR Qty: 1 FOUND DRIVERS DOOR LATCH INTERMITTANTLY STICKING. R+I DOOR PANEL, REPLACED LATCH ASSY. 5421813 CC 42 ----- #2 - 99P: PERFORM MULTI-POINT INSPECTION Sub Total: Labor: .00 Parts:.00 Total: .00	Warranty Warranty

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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 8:00 a.m. 4:00 p.m. SAT
 Closed Sundays

R/O Open Date	R/O Number
8/10/09	6073536/1
R/O Close Date	Status
8/10/09	Reprint
Mileage In	Mileage Out
29146	
Service Advisor / Tag #	
TRAVIS COLLINS/1839	

FLOODWOOD, MN			Work Phone	Vehicle Identification Number	
			Home Phone	1FAHP33N98W	
Year	Make	Model	Body	Delivery Date	In-Service Date
2008	FORD	FOCUS	2DR CPE	7/30/08	7/30/08
				Color	License Number
				EBONY	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR Customer Reports: UPDATE SYNC Work performed by BARLAU, RICHARD (714) Sub Total: Labor: .00 Parts: .00 Total: .00 UP DATE SYNC SYSTEM AS PER INFO FROM HOTLINE ON CONCERN WITH INOP I POD, TEST IPOD OPERATION OK	
#2 - MR Customer Reports: CHECK TIRES FOR WEAR. LOW TIRE PRESSURE LIGHT IS COMING ON. Work performed by BARLAU, RICHARD (714) Installed 17 :TIRE PLUG 1@2.95 CHECK FOR LOW TIRE CONCERN TPMS STSTEM, LR LOW INSPECTION FOUND NAIL IN TIRE-REMOVE AND PLUG TIRE-RESET TPMS SYSTEM Sub Total: Labor: 14.95 Parts: 2.95 Total: 17.90	14.95 2.95

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LABOR	14.95
PARTS	2.95
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	1.79
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.23
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	19.92
Cash	19.92

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

Hotline Assistance Request

VIN: 1FAHP33N28W [REDACTED]
Vehicle: 2008 FOCUS
RO Number: 607795
Contact ID: 103946434
Request Date: 08-05-2010
Technician: NOAH FINCH

Request Form Details:

Description of vehicle concern:
customer cannot open doors

Diagnostics performed:
doors inop
Parts replaced:
door latches

Question: Can this concern be verified?
Answer: yes

Tech's question:

this customer has 2 focuss both have to have new door latches replaced every few months becuase the door latches bind up and break they live on a dusty road is there anything we can do better to prevent this

Hotline response:

Noah,
We have seen similar concerns, and in most cases this is related to a lack of maintenance of the door latch. There are isolated reports of the condition being related to the door seals being torn or missing.

I suggest inspecting the door seal and if a concern is noted, repair as required.

If no door seal concern is noted, please ensure that the customer is cleaning the vehicle and underbody regularly (reference owners guide section for cleaning). This includes keeping the door jambs clean. The customer should also be lubricating the door latches every six months (reference the Scheduled Maintenance Guide, page 8).

Additional comments or diagnostic info

You have 950 characters remaining for your response...

Add Comments



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 8:00 a.m. 4:00 p.m. SAT
 Closed Sundays

R/O Open Date	R/O Number
7/09/09	6072537/1
R/O Close Date	Status
8/11/09	Reprint
Mileage In	Mileage Out
27125	
Service Advisor / Tag #	
Michele Engel/444	
Vehicle Identification Number	
1FAHP33N98W	
Delivery Date	In-Service Date
7/30/08	7/30/08
Color	License Number
EBONY	

FLOODWOOD, MN		Work Phone
		Home Phone
Year	Make	Model
2008	FORD	FOCUS
		Body
		2DR CPE

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR Customer Reports: PASSENGER DOOR WILL NOT OPEN Corrected by 23943A: (L06) (42) TRIM PANEL - FRONT DOOR - REMOVE AND INSTALL (2394 2) - L Work performed by JUSTIN ST GERMAINE(480) Corrected by 23943A6: LATCH ASSEMBLY - FRONT DOOR - REPLACE (21812/21813) - L Work performed by JUSTIN ST GERMAINE(480) Installed 9S4Z 5421812 B (FP):LOCK ASY - DOOR Qty: 1 VARIFIED CONCERN INSPECTED DOOR LATCH FOUND LATCH FAILED REMOVED DOOR PANEL REMOVED DOOR LATCH AND R EPLACED INSTALLED DOOR PANEL CHECKED OPERATION OK	Warranty Warranty Warranty
#3 * MR Customer Reports: CHECK SYNC SYSTEM, WITH IPOD PLUGGED IN STICKS ON FIRST SONG ON PLAYLIST, IF TRY TO MOVE FORWARD SONG REPEATS, IPOD WORKS ON OTHER PLAYERS3 Work performed by BARLAU,RICHARD(714) INSPECT FOR CONCERN WITH SYNC SYSTEM INOP WITH I POD PLAYER-WILL NOT SHUFFLE SONGS,TEST SYSTEM PASS-CALL HOTLINE ON CONCERN,TOLD TO UPDATE SYNC SYSTEM TO NEW LEVEL-REPROGRAM VIP CIP AND RETEST I POD OPERATION,OK, Sub Total: Labor: .00 Parts: .00 Total: .00	

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."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



NorthStar Ford
 1420 Miller Trunk Hwy
 Duluth, Minnesota 55811
 Telephone: (218) 727-3673

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:30 p.m. M-F
 8:00 a.m. 4:00 p.m. SAT
 Closed Sundays

R/O Open Date	R/O Number
6/26/09	6072098/1
R/O Close Date	Status
7/06/09	Pre-Invoice
Mileage In	Mileage Out
26222	
Service Advisor / Tag #	
Michele Engel/131	
Vehicle Identification Number	
1FAHP33N98W	
Delivery Date	In-Service Date
7/30/08	7/30/08
Color	License Number
EBONY	

FLOODWOOD, MN			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2008	FORD	FOCUS	2DR CPE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 1P: CHANGE ENGINE OIL AND FILTER PERFORM COMPLETE INSPECTION Work performed by AMOS FINCH (505) Installed FL 910 :FILTER ASY - OIL Qty: 1 Installed XO 5W20 BSP :5W20 OIL Qty: 6 CHANGED ENGINE OIL AND FILTER	Warranty Warranty Warranty
#2 - 99P: PERFORM MULTI-POINT INSPECTION PERFORMED MPI Sub Total: Labor: .00 Parts:.00 Total: .00	
#3 - Customer Reports: DRIVERS DOOR INOP FROM THE OUTSIDE Work performed by AMOS FINCH (505) Installed 9S4Z 5421813 B :LOCK ASY - DOOR Qty: 1 INSPECTED DRIVERS DOOR FOUND THAT THE DOOR LACTH N OT WORKING ORDERED PART 756-R+I DOOR PANEL, REPLACED LATCH. 5421813 CC 42	Warranty Warranty
#4 - Customer Reports: RATTLE FROM REAR - STRUTS? Work performed by AMOS FINCH (505) FOUND ALL SUSPENSION IN REAR TIGHT, LUBED BRAKE CABLES AND EXHAUST	Warranty

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

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 8:00 a.m. 4:00 p.m. SAT
 Closed Sundays

R/O Open Date	R/O Number
1/05/09	6066395/1
R/O Close Date	Status
1/05/09	Reprint
Mileage In	Mileage Out
10094	
Service Advisor / Tag #	
Garrett Hendric/1989	
Vehicle Identification Number	
1FAHP33N98W	
Delivery Date	In-Service Date
7/30/08	7/30/08
Color	License Number
EBONY	

Work Phone		Vehicle Identification Number	
FLOODWOOD, MN		1FAHP33N98W	
Home Phone		Delivery Date	In-Service Date
		7/30/08	7/30/08
Year	Make	Model	Body
2008	FORD	FOCUS	2DR CPE
		Color	License Number
		EBONY	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR 1P: 16.95 OIL CHANGE AND FILTER PERFORM COMPLETE INSPECTION Caused by CP:SERVICE Work performed by AMOS FINCH(505) Installed FL 910S B12 :KIT - ELEMENT & GASKET - OI Qty: 1 Installed XO 5W20 BSP :5W20 OIL Qty: 6 CHANGED ENGINE OIL AND FILTER	Warranty Warranty Warranty
#2 - MR 99P: PERFORM MULTI-POINT INSPECTION Sub Total: Labor: .00 Parts: .00 Total: .00 PERFORMED MPI	
#3 - MR Customer Reports: TIRE PRESSURE LIGHT ON RESET TIRE LIGHT Sub Total: Labor: .00 Parts: .00 Total: .00	

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

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 8:00 a.m. 4:00 p.m. SAT
 Closed Sundays

R/O Open Date	R/O Number
10/30/08	6064160/1
R/O Close Date	Status
10/31/08	Reprint
Mileage In	Mileage Out
5714	
Service Advisor / Tag #	
Cory Olson/2607	
Vehicle Identification Number	
1FAHP33N98W	
Delivery Date	In-Service Date
7/30/08	7/30/08
Color	License Number
EBONY	

Work Phone		FLOODWOOD, MN	
Home Phone			
Year	Make	Model	Body
2008	FORD	FOCUS	2DR CPE

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR 1P: 16.95 OIL CHANGE AND FILTER PERFORM COMPLETE INSPECTION Caused by CP:SERVICE Corrected by : Work performed by LEROY MEHLUM(532) Installed FL 910S B12 :KIT - ELEMENT & GASKET - OI Qty: 1 Installed XO 5W20 BSP :5W20 OIL Qty: 6 OIL AND FILTER CHANGE	Warranty Warranty Warranty
#2 - MR 99P: PERFORM MULTI-POINT INSPECTION Sub Total: Labor: .00 Parts: .00 Total: .00	

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

September 7, 2009

Ford Motor Company
Customer Relations Center
PO Box 6248
Dearborn, MI 48126

Re: VIN - 1FAHP33N28W [REDACTED] and
VIN - 1FAHP33N98W [REDACTED]

Dear Customer Relations Representative,

I am writing about what I consider a serious problem that I think Ford Motor Company needs to be aware of and to also ask your help solving my personal issue with this problem.

A little background: My husband, [REDACTED] and I have driven Ford vehicles for over thirty years. We have probably purchased fifteen new Fords during that time. In other words, we have been faithful Ford customers and have had good experiences with your company during those many years. Last year, we came into some money and decided to purchase two new cars for our sons. We decided on a 2008 Ford Focus for each of them (see VIN numbers above). We live ½ mile down a gravel road and one son lives with us and our other son lives in a small town nearby. I mention this because the problem with the Focuses, we are told, is because we live on a gravel road.

The problem is with the door latches. They do not work after they get dirt in them. Even though the doors are not locked, you cannot open the doors. Needless to say, this has caused some very tense and frustrating moments. It has happened to both of my sons where neither door could be opened and the keys were in the car. Once I was able to run the extra set of keys to my son, who then crawled through the trunk to open the doors. The car was running this entire time. This last weekend it happened to my other son and he had to call for service to get the car opened. My question to Ford is: what would happen if there was a baby in the car. As I said, the doors are not locked, but you can't get in the car. It would be necessary to break a window to get to the baby and at best, this is extremely dangerous. This is why I say that I feel this is a serious problem for Ford Motor Company.

As for my personal issue, it's this. We have had both cars in to Northstar Ford in Duluth, MN for repair on this issue a number of times. Now the warranty has gone off of one of the vehicles and Northstar was willing to pay to repair one of the door latches, but said that the other side had not been worked on, so it didn't constitute an ongoing plaguing problem and we would be responsible to pay for the repair. After a lot of conversation, they were kind enough to agree to repair it, this time only, at their cost. They said it was because we were informed how to maintain the door latches and it hadn't been done, so the burden was falling on us. The people in service, and then the service manager, told us to regularly maintain the door latches this way: When you wash the car, open the doors and with the pressure washer, wash out the latch openings and then spray them with WD40. Now I ask you, is this realistic

[REDACTED]

From: <crcfmc@ford.com>
To: [REDACTED]
Sent: Friday, September 11, 2009 11:08 AM
Subject: Ford Motor Company

Dear [REDACTED]

Thank you for contacting the Ford Motor Company Customer Relationship Center regarding the door handle concerns of your 2008 Ford Focus.

We regret the circumstances that has prompted you to write to us. However, our records indicate that you contacted the Ford Customer Relationship Center on 9/8/09, and our Customer Care Representative advised you that after reviewing the situation, there were no warranties or other coverages currently available where Ford Motor Company would provide assistance.

At this time we are unable to provide you with an alternate response. If any additional information regarding this matter should become available in the future, please let us know.

We understand how frustrating this experience has been for you. Ford cares about each and every customer thus we have made every effort to address your concern. We apologize if we have not met your expectations.

Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673 between the hours of 8am and 5pm, local time, Monday through Friday. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Please provide your 10 digit reference number - 1116442218.

Sincerely,
Julienne
Customer Relationship Center
Ford Motor Company

For online support visit us at: www.customersaskford.com which contains answers to frequently asked questions and links to other key product and service information.

Visit any Ford, Lincoln or Mercury Dealership for our latest Service Specials on oil change, tires, tire rotation and more!

Or online:
www.flmowner.com
1) select "Service"
2) select "Service Coupons"

Ford Confidentiality:

For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

12/14/2009

[THREAD ID:1-4U15ER]

-----Original Message-----

From: [REDACTED]
Sent: 9/9/2009 12:48:02 PM
To: crefmc@ford.com
Subject: Vehicle Service Issues

Ford Motor CompanyMain Topic: VehicleServiceIssuesYour Inquiry: Last year we purchased two 2008 Focus cars. Both cars have experienced problems with the door handles freezing up and even though the doors are not locked, you cannot get into the vehicle. Both vehicles have been in for this repair under warranty. Now one of the vehicles is off warranty and even though this has been a chronic problem for both vehicles, the dealer is unwilling to completely cover the continued cost of this repair. We have been told to maintain the door latches by opening the doors and pressure wash them and then put WD40 on them regularly to try to avoid this continued problem. They said that it's because we live down a gravel road that this is happening. We were not informed prior to buying the cars that this car had a maintenance problem on gravel roads. Both cars have been in situations where we could not gain entry and the keys were inside. What if there had been a baby in the car. Would the expectation be for us to break a window to get the baby out? HelpOwner: YesVehicle Identification Number: 1FAHP33N28W[REDACTED] Mileage: 38000Vehicle Location: InPossessionIf Contacted Dealer: YesDealer Name: Northstar Ford, Duluth, MNOwner First Name: [REDACTED] Owner Last Name: [REDACTED] Owner Email Address: [REDACTED] Owner Address1: [REDACTED] City: FloodwoodState: MNZipPostal: [REDACTED] Country: United StatesDay Phone: [REDACTED] Evening Phone: [REDACTED] Client Browser : Explorer 7Client OS : Windows

12/14/2009

[REDACTED]

From: <crcfmc@ford.com>
To: [REDACTED]
Sent: Saturday, December 26, 2009 9:04 PM
Subject: Ford Motor Company

Dear [REDACTED]

Thank you for contacting the Ford Motor Company Customer Relationship Center to share your feedback about your 2007 Ford Mustang.

We regret the circumstances that prompted you to write us. Ford Motor Company is concerned with the satisfaction of all Ford and Lincoln-Mercury customers. Your feedback is highly valued by all divisions within Ford Motor Company and serves to provide us with insight into areas where we may need improvement.

We have documented your comments which will be forwarded to the appropriate department for review and consideration. Thank you for your feedback and we hope that your future experiences with Ford products will be more positive.

Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673 between the hours of 8am and 5pm, local time, Monday through Friday. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Please provide your 10 digit reference number - 1116442218.

Sincerely,
Angel
Customer Relationship Center
Ford Motor Company

Currently, there are unique year end incentives and offers available for various Ford Motor Company products. I encourage you to visit us at <http://www.fordspecialevent.com/>. Simply, choose the vehicle you may be interested in, enter your zip code, and all current offers will be displayed for you to review.

For online support visit us at: www.customersaskford.com which contains answers to frequently asked questions and links to other key product and service information.

Ford Confidentiality:

For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

[THREAD ID:1-4ZXZD3]

-----Original Message-----

From: [REDACTED]
Sent: 12/26/2009 04:07:39 PM
To: crcfmc@ford.com

10/7/2010

Subject: Vehicle Service Issues

Ford Motor CompanyMain Topic: VehicleServiceIssuesYour Inquiry: Vin 1FAHP33N28W [REDACTED]
2008 Focus

[REDACTED] - owner

The last time I wrote to you concerning our 2 Focus' door locks, I was hoping that it would be the last time we would have problems with these cars. Unfortunately it was not and feel even more disappointed. On 12/10/09 my son took his car to Tires Plus in Duluth for his new 2nd set of new tires. On the way home the car stopped. He pulled it off the road and then towed to Northstar Ford for service only find out that SOME DUST got into the air intake, shorted a wire and it would cost \$470 to replace it. My husband and son met with the service mgrs Noah Finch and Tim Maki on 12/14 to discuss the problems. They first asked how in 48,000 miles the car could go through 2 sets of tires. Mr. Finch replied that Focuses only get 20,000 on a set of tires so we could expect that. We were shocked that a new Ford of today would only get 20,000 miles on factory tires, and then on another set. (I will follow up with another e-mail)Owner: YesVehicle Identification Number: 1FAHP33N28W [REDACTED] Mileage: 48000Vehicle Location: AtDealershipIf Contacted Dealer: YesDealer Name: Northstar FordOwner First Name: [REDACTED] Owner Last Name: [REDACTED] Owner Email Address: [REDACTED] Owner Address1: [REDACTED] City: FloodwoodState: MNZipPostal: [REDACTED] Country: United StatesDay Phone: [REDACTED] Evening Phone: sameClient Browser : Explorer 7Client OS : Windows

10/7/2010

[REDACTED]

From: <crcfmc@ford.com>
To: [REDACTED]
Sent: Saturday, December 26, 2009 8:52 PM
Subject: RE: Vehicle Service Issues

Dear [REDACTED]

Thank you for contacting the Ford Motor Company Customer Relationship Center regarding the wiring on your 2008 Ford Focus.

Ford Motor Company is concerned with the satisfaction of all Ford and Lincoln-Mercury customers.

Please be informed that your comments are highly valued by all divisions within Ford Motor Company. As such, we have documented your feedback which will be forwarded to the appropriate department. This serves to provide us with insight into areas where we may need improvement to ensure that we meet or exceed the expectations of our customers in the future.

On behalf of Ford Motor Company as a whole, we regret the circumstances which caused you to write. We hope that we might have the opportunity in the future to restore your confidence in our products and service.

Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673 between the hours of 8am and 5pm, local time, Monday through Friday. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952.

Sincerely,
Mea
Customer Relationship Center
Ford Motor Company

Currently, there are unique year end incentives and offers available for various Ford Motor Company products. I encourage you to visit us at <http://www.fordspecialevent.com/>. Simply, choose the vehicle you may be interested in, enter your zip code, and all current offers will be displayed for you to review.

For online support visit us at: www.customersaskford.com which contains answers to frequently asked questions and links to other key product and service information.

Ford Confidentiality:

For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

[THREAD ID:1-4ZXZET]

-----Original Message-----

From: [REDACTED]

10/7/2010

Sent: 12/26/2009 04:17:45 PM
To: crcfmc@ford.com
Subject: Vehicle Service Issues

Ford Motor CompanyMain Topic: VehicleServiceIssuesYour Inquiry: Vin 1FAHP33N28W [REDACTED]
2008 Focus

[REDACTED] - owner

This is a continuation of my last e-mail. The 2nd question we asked the service mgrs was how could a 1 year old car could get a short in the wiring causing \$470 damage. They said that if any dust gets into the air intake, it shorts out that wire and you have to replace it. Remember this happened in December with snow on the ground and roads, plus my son lives in town on black top roads. He does visit us down 1/2 mi. gravel, but Mr. Maki told them, "just like the door latch problems, it's not a Ford problem, but a dust problem." Floodwood area has 500 mi. of gravel roads, and I only wish we had been advised to not buy 2 Focuses because dust will cause them problems. I suspect you won't do anything about this until it becomes a legal problem, but wanted to keep you updated on the problems and let you know how disappointed we are with these cars.Owner: YesVehicle Identification Number:

1FAHP33N28W [REDACTED] Mileage: 48000Vehicle Location: InPossessionIf Contacted Dealer: YesDealer Name: Northstar Ford, Duluth, MNOwner First Name: [REDACTED] Owner Last Name: [REDACTED] Owner Email Address: [REDACTED] Owner Address 1: [REDACTED] City: FloodwoodState: MNZipPostal: [REDACTED] Country: United StatesDay Phone: [REDACTED] Evening Phone: SameClient Browser : Explorer 7Client OS : Windows

10/7/2010

Please note that along with this correspondence, we have talked to Northstar personnel several times, although we did not log it down each time.

What I did log down was that on 8/10/09, I talked to Northstar Service Manager, Noah Finch. I was told by him that Northstar will fix, at no cost an ongoing problem, even when the vehicle is off warranty. As you can see, the 9/9/10 repair to the vehicle Vin ending [REDACTED] cost us \$390.59 to fix this same ongoing problem.

Northstar personnel have also verified to us that they have had another Focus with the same problem.

I have also talked to the service dept. personnel at Cloquet Motors and they verified that this is a problem they have seen.

One more thing to clarify. These two vehicles are driven by our sons. One of them lives ½ mile down a gravel road and the other one lives in town. We have not been able to find anywhere (written or spoken) that Focuses couldn't be driven on gravel roads.

IMPORTANT SAFETY NOTE: There have been at least 3 times that we could not get into one of the cars because of failed locks (the passenger side was locked and the keys were left in the car and they closed the driver door and the lock was broken). This was early on, and now our sons (the drivers) have trained themselves never to leave their keys in the vehicle. Once my son called and asked me to bring him the extra set of keys because he had stepped out of his car, while it was still running, at a friends house and now couldn't get into it. Luckily I was only 2 ½ miles from him. Another time the other car, my son left his keys in the car and closed the door while at a friends house. He couldn't get in contact with anyone and being unsure of access to his second set of keys, they found a way to open the trunk and someone crawled through to open the car. One other time we had to have a locksmith come out open the car (at a cost of \$100). These are times that could be easily verified with witnesses.

This scenario could be easily played out with the parent that pulls into the gas station, steps out of the car, with a child in the car, closes the door to fill the car leaving the keys in it. When they try to reenter the car, the door does not open and the passenger door is locked. How do they get to their child? We believe this could be a serious safety issue.