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
JAN 19 2011 30-NOV-2010	☐
Reference No. 10368361	

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	
City: POUTHKEEPSIE	State: NY	Zip Code: [redacted]	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	Make	Model	Model Year
1FAFP34P01W[redacted]	FORD	FOCUS	2001

Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
11/14/03	PINE PLAINS FORD	518 3987733	No: Cylinders 4	GAS
Original Owner ☐	Dealer's City: PINE PLAINS, N.Y.	State: N.Y.	Zip Code	

Transmission Type			Powertrain	Multiple Failure:	Incident Date(s)
AUTO	☒ Antilock Brakes	☒ Cruise Control	FRONT WHEEL DRIVE		28-SEP-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 022000 SUSPENSION: REAR, 120000 EXTERIOR LIGHTING	Failure Mileage	Failure Speed
REAR COIL SPRINGS BROKEN	81800	25

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2001 FORD FOCUS. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 25 MPH AND MAKING A LEFT TURN, HE HEARD NOISES. THE VEHICLE WAS INSPECTED BY THE DEALER WHO STATED THAT THE LEFT REAR SPRINGS HAD FRACTURED. THE VEHICLE WAS REPAIRED. THE CONTACT ALSO STATED THAT THERE WAS A PROBLEM WITH THE HEADLIGHT LENSES WHICH BECAME FOGGY OVER TIME. THE DEALER STATED THAT THEY HAD CHANGED HEADLIGHT MANUFACTURERS BECAUSE OF THE PROBLEM. THE VIN WAS UNAVAILABLE. THE FAILURE MILEAGE WAS APPROXIMATELY 81,800.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

REAR COIL SPRINGS BROKEN (FAILED)
HEADLIGHT LENS COVERS TURNED MILKY, NO LONGER CLEAR
THERE HAS BEEN A RECALL FOR FRONT COIL SPRINGS THAT HAVE FAILED WHICH I PARTICIPATED IN HAVING THEM REPLACED

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

MID HUDSON NY 125
11 JAN 2011 PM 3 T

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

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