

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		Date Received MAR 08 2011 28-JAN-2011	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City COLUMBUS State OH Zip Code [REDACTED]		Repository ☐		Reference No. 10379392	
		Daytime Telephone Number [REDACTED]		E-mail Address	
		Evening Telephone Number			
<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 1FAP38343W [REDACTED]		Make FORD		Model FOCUS	
				Model Year 2003	
Date Purchased		Dealer's Name and Telephone Number		Engine: No: Cylinders	
Original Owner ☐		Dealer's City		Fuel Type:	
State		Zip Code			
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure: Incident Date(s) 21-JAN-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 220000 SEATS, 221700 SEATS: FRONT ASSEMBLY: SEAT HEATER/COOLER				Failure Mileage 54677	
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: 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 1	
				Number of Deaths 0	
				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 THAT THE VEHICLE WAS LEFT UNATTENDED FOR APPROXIMATELY FIFTEEN MINUTES WITH THE ENGINE RUNNING AND THE DEFROSTER ACTIVATED. WHEN THE CONTACT ARRIVED BACK TO THE VEHICLE AND OPENED THE FRONT DRIVERS DOOR, SMOKE BEGAN POURING FROM THE DRIVERS SEAT. THE CONTACT STATED THAT SHE DID NOT REALIZE THE HEATED SEAT WAS ACTIVATED AS WELL. THE CONTACT BURNED TWO OF HER FINGERS AS A RESULT OF ATTEMPTING TO EXTINGUISH THE FIRE. THE CONTACT THEN POURED WATER ON THE SEAT AND WAS ABLE TO EXTINGUISH THE FIRE. THE VEHICLE WAS TAKEN TO THE DEALER AND THE CONTACT WAS ADVISED THAT THERE WERE NO RECALLS ON THE VEHICLE PERTAINING TO THE FAILURE. THE MANUFACTURER WAS CONTACTED BUT OFFERED NO ASSISTANCE. THE VEHICLE WAS LEFT WITH THE DEALER WHERE THE CONTACT WAS AWAITING REPAIRS. THE FAILURE MILEAGE WAS 54,677.					
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.					