

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION Act (FOIA), 5 U.S.C. 552(b)(6)

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

Department of Transportation
National Highway Traffic Safety Administration

Date Received 22-JUN-2011 JUL 18 2011	Repository ☐ Reference No. 10408580
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OWNER INFORMATION (Type or Print)

Name			
Address			
City	State CA	Zip Code	

Evening Telephone Number	
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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 CFR 53.071 (Can. 2 2002)

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FAHP36331W		Make FORD	Model FOCUS	Model Year 2001
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) 15-JUN-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL	Failure Mileage 153000	Failure Speed 0
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:	Tire Failure Type:
Tire Component Code			

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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	Number of Deaths	Reported to Police N
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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 OWN A 2001 FORD FOCUS. WHEN THE CONTACT APPLIED THE BRAKES AND STOPPED THE VEHICLE IT ACCELERATED. THE CONTACT TOOK THE VEHICLE TO THE DEALER TO HAVE THE THROTTLE POSITIONING SENSOR REPLACED. A YEAR AFTER THE VEHICLE WAS REPAIRED, THE VEHICLE CONTINUED TO ACCELERATE. THE TRANSMISSION AND THE THROTTLE POSITIONING SENSOR WERE ALSO REPLACED; YET, THE VEHICLE CONTINUED TO ACCELERATE WHENEVER THE BRAKES WERE APPLIED. THE CONTACT STATED THE THROTTLE POSITIONING SENSOR WAS DEFECTIVE AND CAUSED THE VEHICLE TO ACCELERATE. THE CONTACT WAS CONCERNED THAT THE VEHICLE WAS UNSAFE TO DRIVE. THE FAILURE MILEAGE WAS 153,000.

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.

06/24/10 PROMISED Thursday REF: Rudy's

3650

COMPANY
RESS
STATE
ZIP
COSTA MESA, CA
IE PHONE
WORK PHONE

MODEL YEAR TRANSMISSION WRITTEN BY HB
2RD Focus 01 4F27E Steve 2.0L

MILEAGE SERIAL NUMBER
135537 1FAHP36331W

MATERIAL NUMBER / DESCRIPTION AMOUNT AUTHORIZED

DY 969 TPS SENSOR 78.33

TOTAL MATERIALS 78.33

SUBLET REPAIRS

TOTAL SUBLET

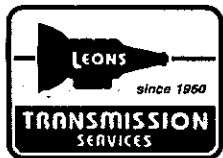
ADDITION NOTED RECOMMENDATION: PD

MC R/H #

174.68

6/24/10

LEON'S TRANSMISSION SERVICE, INC.



7528 RESEDA BLVD.
RESEDA, CA 91335
(818) 345-8932
B.A.R.# AL047696

3043 EAST THOUSAND OAKS BLVD.
THOUSAND OAKS, CA 91362
(805) 495-6497
B.A.R.# AE210865

3280 VINEYARD AVENUE
OXNARD, CA 93036
(805) 485-9064
B.A.R.# AF240432



CMB
12612 GARDEN GROVE BLVD.
GARDEN GROVE, CA 92843
(714) 534-3300
B.A.R.# AC068419

20501 SOLEDAD CANYON
COUNTRY CANYON, CA 91351
(661) 252-7200
B.A.R.# AC246992

14253 E. IMPERIAL HWY.
LA MIRADA, CA 90638
(562) 944-0911
B.A.R.# AG119125



07/01

LABOR INSTRUCTIONS

LABOR CHARGE

CUSTOMER COMMENT: Vehicle went into Neutral while driving. On Downshift Vehicle Klunks some times.

ROAD TEST, EXTERNAL INSPECTION AND DIAGNOSIS: Transmission BY: JV

Drives okay at this time. Transmission Fluid is clean and red. Faulty TPS sensor out of range.

WORK TO BE DONE:

R/R Faulty TPS sensor 85.00

1 year or 12,000 miles warranty defective parts and labor

ESTIMATE OF REPAIRS: \$ NC / 163.33 tax

PERSON CONTACTED: D/L #

VIA PHONE ☒ IN PERSON ☐ DATE 6/22/10 TIME 4:45pm

PERSON CONSENTING: Johnathon TO WHOM Steve

REVISED ESTIMATE: 163.33 tax

I acknowledge

(X)

See reverse side for parts list per work description

PERSON CONTACTED: D/L #

VIA PHONE ☐ IN PERSON ☐ DATE TIME

PERSON CONSENTING: TO WHOM

ADDITIONAL REVISION If necessary \$

TOTAL SERVICE 85.00

TOTAL PARTS 78.33

SUBLET

HAZ 4.50

TAX 6.85

TOTAL AMOUNT 174.68

THANK YOU

LEON'S TRANSMISSION SERVICES, INC.

1728 PLACENTIA AVE.

COSTA MESA, CA. 92627-4417

949 631-1170 [Fax: 949 631-1125] WWW.LEONSTRANSMISSION.COM

Invoice

0120072

12-31-2010

Page 1

B.A.R. Number: ARD00261458
E.P.A. Number: CAL000351268

Name and Address [REDACTED] COSTA MESA, CA. [REDACTED]		Telephones [REDACTED]		Referred By	
C/N: 6317		Service Unit Vehicle		P.O. Number	
Year 2001		Description		Transmission Type 4F27E	
Make FORD		Model FOCUS		License Number [REDACTED]	
Engine 2.0L		Elapsed		VIN: [REDACTED]	
Odometer 145285.00		145285.00		1FAHP36331W [REDACTED]	
Approval of Revised Estimate VIA IN PERSON: JOHNATHON TO STEVE @9:00AM 150.00+TAX				Orig. Estimate	
				Est. Number	
				Start/Finish Date	

Parts Used

Description Part Number	Retail Qty Used	Price Ext Price	Description Part Number	Retail Qty Used	Price Ext Price
TRANSMISSION FILTER KIT	59.50	59.50	TRANSMISSION FLUID	3.50	2.50
TKIT	1.00	59.50	ATF	4.00	10.00
THROTTLE BODY	265.00	265.00	HARNES	60.00	60.00
2M5Z9E926BB	1.00	265.00	1U2Z14S411AFB	1.00	60.00

Labor and Actions Taken

Labor Description Actions Taken	Charge
CUSTOMER COMMENT VEHICLE IDLE FLUCTUATES WHEN VEHICLE IS STOPPED. ALSO CUSTOMER WOULD LIKE A TRANSMISSION SERVICE.	0.00
DIAGNOSIS VEHICLE TPS WAS REPLACED ON 06/24/10. THE TPS IS UNDER WARRANTY. THE NEW TPS WILL NOT WORK BECAUSE IT IS OUT OF ADJUSTMENT. THE DEALER SAID THAT THE NEW PART IS NOW SOLD AS A NEW THROTTLE BODY. THE COST OF THE NEW THROTTLE BODY REPLACEMENT IS: \$495.00+TAX. TRANSMISSION DRIVES OKAY AT THIS TIME. TRANSMISSION FLUID OFF COLORED. CUSTOMER WILL PREPAY PARTS \$325.00+TAX. CUSTOMER WILL ALSO RECIEVE A CREDIT FOR THE WARRANTY TPS OF \$78.33.	0.00
SERVICE TRANSMISSION ROAD TEST AND INSPECT TRANSMISSION ALSO SERVICE TRANSMISSION AS PER CUSTOMER REQUEST.	55.50

Other Charges

Towing	Sublet	Haz. Waste	4.50	Gas
Rental Car	Core Charge			

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Invoice

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0120072

12-31-2010

B.A.R. Number: ARD00261458

E.P.A. Number: CAL000351268

Name and Address [REDACTED] COSTA MESA, CA.	Telephones C- [REDACTED] W- [REDACTED] -	Referred By
		P.O. Number
C/N: 6317	Service Unit Vehicle	Transmission Type 4F27E

If the invoice amount is greater than the original quoted estimate, I hereby acknowledge notice and approval of an increase in the original estimate. **WARRANTY TERMS:** This is NOT a pro-rated warranty. Covers defective parts and labor only. We will repair or replace defects at our discretion. Vehicle must be returned to original location to receive warranty service unless service elsewhere is specifically authorized. Keep this invoice and our warranty certificate in the vehicle for presentation at time of warranty service.

Parts.....	394.50
Labor.....	55.50
Other Charges.....	4.50
Courtesy Discount.....	78.33
SUB-TOTAL	376.17
State Sales Tax (8.75%).....	27.66

TOTAL INVOICE	403.83
Deposit.....	0.00
TOTAL DUE =	403.83

X
Customer Signature

Date

Wr/by: S.S.

[Csh][Chk][ATM][A/R][CC]:

Exp:

LEON'S TRANSMISSION SERVICES, INC.

1728 PLACENTIA AVE.

COSTA MESA, CA. 92627-4417

949 631-1170 [Fax: 949 631-1125] WWW.LEONSTRANSMISSION.COM

Invoice

Page 1

1010102

01-21-2011

B.A.R. Number: ARD00261458

E.P.A. Number: CAL000351268

Name and Address [REDACTED] COSTA MESA, CA. [REDACTED]		Telephones C [REDACTED] W [REDACTED] -		Referred By	
CN: 6317		Service Unit Vehicle		Transmission Type 4F27E	
Year 2001	Description			Make FORD	Model FOCUS
Odometer	Engine 2.0L	Elapsed		License Number 4UQU365	
	145285.00	145285.00		VIN. 1FAHP36331W [REDACTED]	
Approval of Revised Estimate			Orig. Estimate	Est. Number	Start/ Finish Date

Labor and Actions Taken

Labor Description Actions Taken	Charge
CUSTOMER COMMENT	0.00
CUSTOMER CAME IN TO INSTALL PREPAID THROTTLE BODY ASSEMBLY.	
DIAGNOSIS	0.00
NO CODES PRESENT. INSTALL PREPAID THROTTLE BODY. LABOR ONLY.	
INSTALL THROTTLE BODY ASSEMBLY	170.00
REMOVE & REPLACE FAULTY THROTTLE BODY ASSEMBLY. 1 YEAR WARRANTY DEFECTIVE PARTS & LABOR.	

If the invoice amount is greater than the original quoted estimate, I hereby acknowledge notice and approval of an increase in the original estimate. **WARRANTY TERMS:** This is NOT a pro-rated warranty. Covers defective parts and labor only. We will repair or replace defects at our discretion. Vehicle must be returned to original location to receive warranty service unless service elsewhere is specifically authorized. Keep this invoice and our warranty certificate in the vehicle for presentation at time of warranty service.

Parts.....	0.00
Labor.....	170.00
Other Charges.....	0.00
SUB-TOTAL	170.00
State Sales Tax (8.75%).....	0.00
TOTAL INVOICE	170.00
Deposit.....	0.00
TOTAL DUE =	170.00

X
Customer Signature

Date

Wrt/by: S.S.

[Csh][Chk][ATM][A/R][CC]:

Exp:

DATE	TIME REC'D	Ref. By:
6/13/11	8:30 PM	PC

OWNER'S NAME [REDACTED]COMPANY NAME [REDACTED]ADDRESS [REDACTED]CITY CM ZIP [REDACTED]PHONE: (HOME) [REDACTED] (WORK) [REDACTED](PAGER) [REDACTED]

YEAR	MAKE	MODEL	TYPE TRANS
01	FORD	Fous	4F270

CC. OR	LICENSE NO.	MILEAGE
Blue	[REDACTED]	153438

ENGINE	CLASS	2 DOORS/4	CONVERTIBLE
2.0L	SE	☒ WD 4	YES/NO
		Extra Cab	TURBO/NO

VIN#: 1FAMP36331W [REDACTED]CUSTOMERS COMMENTS: Customer states
that vehicle accelerated
when coming to a stop.ROADCHECK & DIAGNOSIS: Vehicle Has no codes
present. Vehicle Drives okay at this
time, Idle Revs Normal At
this time.

WORK TO BE DONE: _____

✓ + ADVISE

Costa Mesa, Ca.
July 12, 2011

Confirmation No: 10408580
Vin. #: 1FAHP36331W
2001 Ford Focus Station wagon

Randy Reid
Correspondence Research Division
Office of Defects Investigation
Enforcement

Dear Mr. Reid,

This letter is a narrative for the reason I filed a complaint. Toward the end of the extended Warranty Period I brought my 2001 Ford Focus into the dealer Theodore Robbins Ford in Costa Mesa, Ca. where I purchased the car to correct the following. At times, while apply the brake and just before the car would come to a stop the car would accelerate. Because of excellent reflexes I was able to "stand" on the brake stopping the car after it moved forward a few feet. By standing on the brake the car would then cease its acceleration and the situation would not re-occur for a few weeks or even a few months. It was unpredictable. The service department installed a sensor to identify the cause of the surge, but it was inconclusive. After I brought the car back the third time the chief mechanic at Theodore Robbins informed me that the problem was fixed. In fact the car didn't surge again for about six months. When it re-occurred I brought the car back but by this time the Warranty Period had expired and Ford related that there wasn't anything more that could be done.

For the next many years the situation would re-occur infrequently and as I was experienced in the problem I was able to maintain control over the car. Last year the situation became more frequent and also in addition to the surge the car on the freeway would occasionally momentarily lose power and then resume. This also was an infrequent occurrence.

My mechanic referred me to Leon's Transmission Service in Costa Mesa and it was then determined by the computer readout that there was a faulty (TPS) Throttle Position Sensor, which they then replaced. I was informed at that time that the TPS had been previously replaced as the mount had been changed. This was on 6/22/10. The car ran well for six months until December when the TBS started to fail and when coming to a stop the car surged again forcing me to stand on the brakes until the acceleration ceased which as usual took about five seconds. As the TPS was under warranty they attempted to order another replacement part but the Ford parts department informed Leon's Transmission Service that the part was no longer available as an individual unit and instead the complete Throttle Body Assembly had to be replaced.

This very costly Throttle Body Assembly was ordered and was replaced on 1/21/11. The situation again was resolved for six months when the TPS again failed. Each

time the TPS has been replaced it worked well for about six months before failing. I brought the car back to Leon's Transmission Service on 6/13/11 but because the computer readout didn't provide a code they wouldn't order a replacement under the Warranty.

You may wonder why I didn't replace the car. Primarily I was concerned that it would be immoral to sell the car given the TPS problem could not be resolved permanently and would be a danger to the buyer who may not be able to control the surge when it reoccurs. I also have not let anyone else drive the car in the ten years that I have owned it for the same reason. Given the consistent outcome of replacing the TPS I believe that it is a design failure and must be happening to other owners of the Ford Focus.

I hope this assists your investigation.

Sincerely,

Enclosed:

1. Leon's Transmission Service: Service Order No. 3650, 6/22/10
2. Leon's Transmission Service: Invoice No. 0120071, 12/31/10
3. Leon's Transmission Service: Invoice No. 1010102, 1/21/11
4. Leon's Transmission Service: 6/13/11