 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p><b>DOT Auto Safety Hotline</b></p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects</p> <p>1-888-DASH-2-DOT (1-888-327-4236)</p> <p>INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
		<p>Date Received <b>SEP 29 2011</b> 02-SEP-2011</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10423010</p>	
<b>OWNER INFORMATION (Type or Print)</b>					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
THORNTON	CO				
<p><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></p>					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
1FAHP35N29W		FORD	FOCUS	2009	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
2-5-09	CAMERA Ford Center		No: Cylinders	gas	
Original Owner	Dealer's City	State	Zip Code		
<input checked="" type="checkbox"/>	400 W. 104th Northglenn	CO	80234		
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
Automatic	<input checked="" type="checkbox"/> Cruise Control	?	Has not been fixed workably	01-FEB-2009 was always that way	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: 130000 VISIBILITY			Failure Mileage	Failure Speed	
does not stay in place. Snaps into certain position			3207 1st replaced	0	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTMAL9ABC036)		<input type="checkbox"/> Original Equipment	Failure Location:		
		<input type="checkbox"/> Prior Repair			
Tire Component Code			Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:	Model No./Name:		
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			N	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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).</p>					
<p>TL* THE CONTACT OWNS A 2009 FORD FOCUS. THE CONTACT STATED THAT THE DRIVER SIDE SUN VISOR FAILED TO STAY IN PLACE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE VISOR WAS REPLACED BY THE DEALER ON THREE PREVIOUS OCCASIONS. THE MANUFACTURER WAS CONTACTED BUT THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 3,207 AND THE CURRENT MILEAGE WAS 30,915. <i>1st replaced at 3,207 miles</i></p> <p><i>Attached is 2pp letter and photos.</i></p>					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			<b>ATTACH ADDITIONAL SHEETS IF NECESSARY</b>		
<p>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.</p>					

[REDACTED]  
Thornton, CO [REDACTED]  
[REDACTED]

Sept. 22, 2011

National Highway Traffic Safety Administration  
1200 New Jersey Ave. SE  
Washington, DC 20590

Dear Mr. Reid:

I called in to file a complaint on Sept. 2, 2011. The reference No. is 10423010. This letter is in response to your request for more information. Thank you for responding. You asked for the VIN number. I double checked it and it is correct as you have it on the form. I did not know what you wanted for "powertrain". I filled in all the other blank spaces that were not already filled in.

I purchased a 2009 Ford Focus in February 2009. I am the original owner. On 10/16/2009, with 3,207 miles on the car, I took it in to Omera Ford in Northglenn, CO (where I purchased the car) and pointed out to them that the driver's side visor was useless because it would not stay in place. It was not something that just happened. It was always defective. There is a spot about 4" or 5" from the windshield where it will snap back to. I am calling that the "home" spot. When it is placed anywhere within 12" to 18" away from the windshield, it will flip right back to the "home" spot. It can be pushed up toward the windshield as far as the passenger side visor, but when I let go of it, it will snap right back to the "home" spot. If I want to block the sun, I have to hold the visor with one hand and drive with one hand. This is very unsafe, but driving with the sun blinding me is also unsafe. When I am at a stoplight, I have to hold the visor up so I can see the stoplight. Omera's said they put in a new visor. It worked a little better for a short while, then went right back to how it was before.

On 12/21/2009, I took it in again because it still did not work. Again, they put in a new visor, which worked better for about one day. When I took it in on 8/19/2010, their paperwork states, "unable to duplicate. All visors on same type of veh's operate the same. Operation is normal."

In my opinion there is nothing normal about a sun visor that cannot be placed in a desirable position, and be expected to STAY in that position. If all are the same, then Ford needs to replace all visors on the 2009 Ford Focuses.

On 8/14/2011, I took it in again. Omera's said they replaced it and showed me another similar car in the shop. That visor worked better than the visor on my car, but it also had a spot where it would not stay in place. The associate at Omera's said the driver's visor would not stay forward as far as the passenger side because of the way the headliner was. I moved both visors over to the side so they were not touching the headliner. The passenger side visor went up about 2" farther than the driver's side visor (just like when they were both forward). So the headliner had NOTHING to do with the poorly working visors. Both visors should have gone all

[REDACTED]

[REDACTED]

Thornton, CO [REDACTED]

the way up to the headliner. Also, when the driver's visor is placed over to the side, if it is in a certain position, if I hit a bump, it can snap up and hit me in the head. The new visor Omera's put in worked better for a day. Now it is worse than it ever was before.

Not having a sun visor that can be placed in any position to block the sun is a safety hazard. I've had it with holding the visor with one hand. Sun visors have worked on cars since the 1940's, so why suddenly does Ford make one that does not work? And why does it work on the passenger side, and not on the driver's side?

It is bad enough that I have an unsafe head rest, but no workable visor either is unacceptable. I have enclosed photos of the visors, comparing the right and left visor. The passenger side visor works better than the driver's side visor, but the passenger side visor also has a similar, but very small non-workable area. Something in there is slipping badly, or too tight. There is large area where the driver's side visor will not stay in place, and just flips to a one spot. The places where the driver's side visor will stay in place are in my face, above my head, or up by the windshield. It will not stay where I need it. This visor is USELESS.

I have enclosed photos of the spots where the visors will stop, and some photos show the difference between the passenger side visor and the driver's side visor. There is a "home" position for both visors (not the same). When the passenger side visor is in its 6<sup>th</sup> stopping position away from "home", it is equal to the driver's side visor's 1<sup>st</sup> stopping position away from "home". That is more understandable by looking at the photos. Also, both visors have a mirror on them. The one on the passenger side cannot be used because the visor will not stay in a position where I can see my reflection.

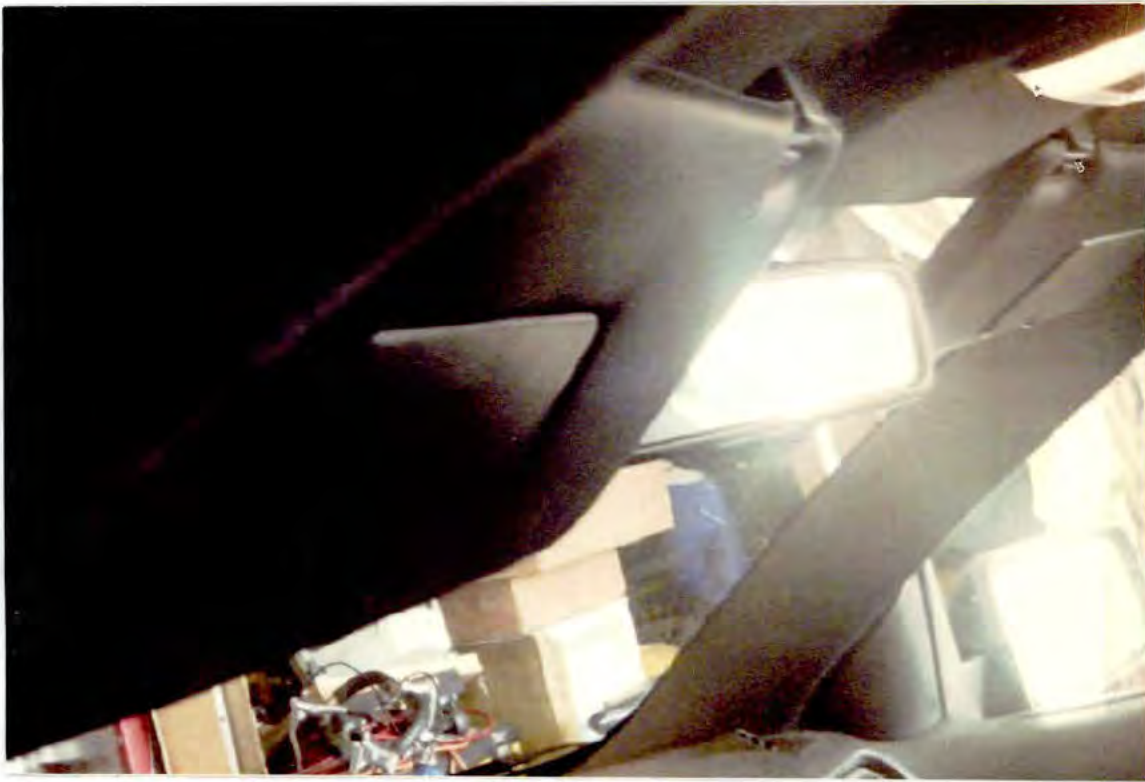
All told, Omera Ford has put in 3 new visors (each one as bad as the one before), and one time they would not replace it because they say they are all the same.

I filed a complaint and sent a letter and photos to Ford Motor Company asking them to send Omera Ford in Northglenn, CO a workable sun visor for my car, or tell them how to fix it. My Ford Motor Company case # is 0113920449. The lady who handled my case said she could see from the photos how the two visors worked differently, but after she sent the report to someone else, the answer came back that that is the way it is supposed to work, and they would do nothing about it. In other words, it is not supposed to work correctly, and safety is not important. Is there something you can do to get Ford Motor Company to replace my defective visor with a workable visor?

Because I have enclosed photos with fold out captions, I had to put everything in an envelope, rather than simply using the fold-over mailer provided.

Sincerely yours, [REDACTED]

Enc: 10 photos and the completed questionnaire.



Both visors set at the position closest to the windshield. Driver's side visor is much farther away from the windshield than the passenger side visor. This position is what I am calling "home" position.



Driver's side visor will not stay closer to the windshield than 5".



The driver's side visor is set in the 1<sup>st</sup> position away from the "home" position.  
The passenger side visor is set in its 1<sup>st</sup> position away from the "home" position.



The driver's side visor is set in the 1<sup>st</sup> position away from the "home" position.  
The passenger side visor is set in its 3rd position away from the "home" position.



The driver's side visor is set in the 1<sup>st</sup> position away from the "home" position.  
The passenger side visor is set in its 2<sup>nd</sup> position away from the "home" position.



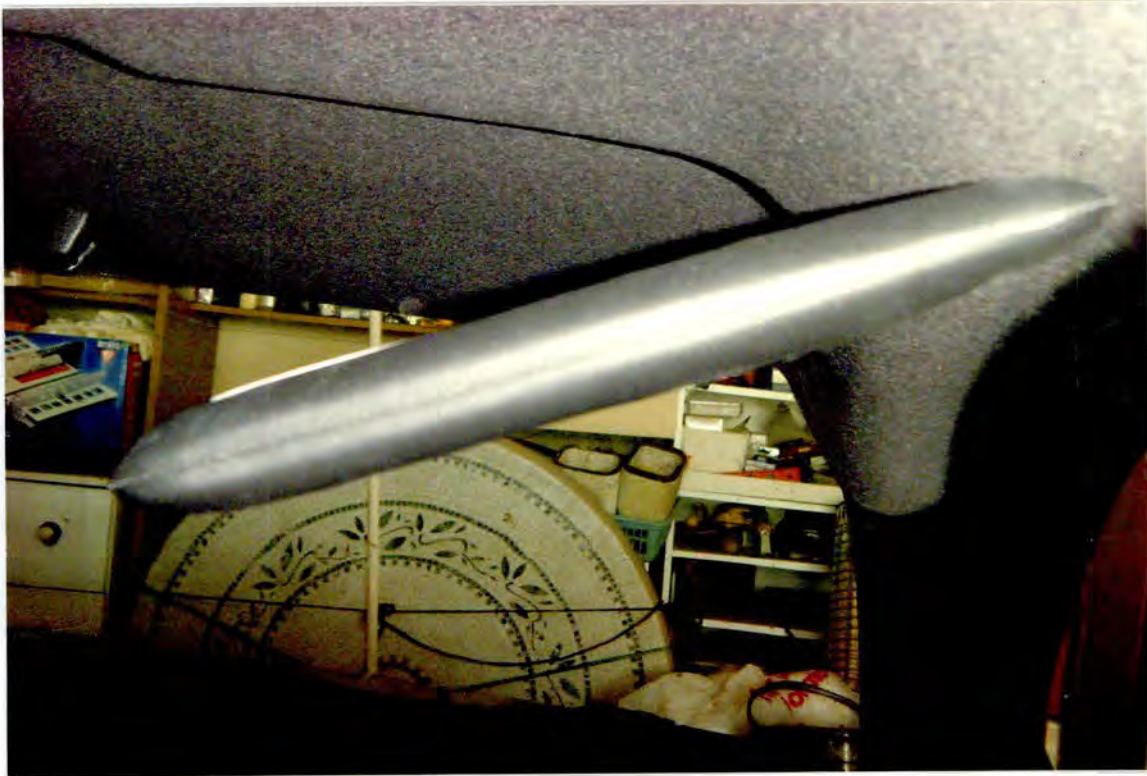
The driver's side visor is set in the 1<sup>st</sup> position away from the "home" position.  
The passenger side visor is set in its 4<sup>th</sup> position away from the "home" position.



The driver's side visor is set in the 1<sup>st</sup> position away from the "home" position.  
The passenger side visor is set in its 5<sup>th</sup> position away from the "home" position.



The driver's side visor is set in the 1<sup>st</sup> position away from the "home" position.  
The passenger side visor is set in its 6<sup>th</sup> position away from the "home" position.  
The passenger side visor WILL NOT stay at any of the intervals where the  
Passenger side visor stays. It just snaps forward to the "home" position.  
USELESS!

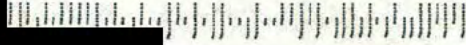


As for the service center excuse that the driver's side visor will not go farther forward because of the way the headliner is made, this photo shows the passenger side visor moved over to the side and pushed up as far as it will go, not touching the headliner.



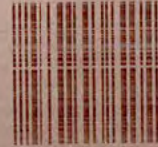
As for the theory that the driver's side visor will not go farther forward because of the way the headliner is made, this photo shows the DRIVER'S side visor moved over to the side and pushed up as far as it will go, not touching the headliner. Compare the two photos and you will see the driver's side visor will not go up as far as the passenger side visor – same as when they are moved toward the front windshield.

Thornton, CO



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