

 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 FEB - 9 2012 05-JAN-2012	Repository ☐ Reference No. 10442491
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address	
City CHESTER	State PA	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 3FAHP37533R [REDACTED]		Make FORD	Model Year 2003
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner ☐	Dealer's City	State	Fuel Type:
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Incident Date(s) 01-JAN-2012
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 010000 STEERING, 100000 POWER TRAIN, 110000 ELECTRICAL SYSTEM		Failure Mileage 25000	Failure Speed
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	Number of Deaths
		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 IN AN ATTEMPT TO TURN THE KEY IN ORDER TO START THE VEHICLE, IT REFUSED TO TURN. A LOCAL MECHANIC REPLACED THE IGNITION AND REPROGRAMMED THE KEY AND DOOR LOCKS. THE VEHICLE WAS REPAIRED. THE DEALER WAS NOTIFIED, BUT DENIED ANY ASSISTANCE WITH REPAIRING THE FAILURE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 25,000 AND THE APPROXIMATE CURRENT MILEAGE WAS 25,200.			
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.			

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

I WAS LEFT STRANDED ON THE HIGHWAY BECAUSE WITHOUT ANY WARNING, THE KEY ONCE PLACED IN THE IGNITION WOULD NOT TURN. THE OLD IGNITION HAD TO BE DRILLED OUT AND REPLACED WITH A NEW ONE. THIS IS A SAFETY HAZARD AND WAS REPORTED TO THE FORD MOTOR COMPANY HEADQUARTERS.
CASE NUMBER: 0392300052
DATE OF REPORT: 5 JAN 2012

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

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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



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration