

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

Form Approved: OMB No. 2127-0008

 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 26-JUL-2012 AUG 06 2012		Repository ☐ Reference No. 10467757	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City GARDEN CITY State MI Zip Code [REDACTED]				Daytime Telephone Number [REDACTED] Evening Telephone Number [REDACTED]		E-mail Address [REDACTED]	
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 1FAFP34N75W [REDACTED]				Make FORD		Model FOCUS	
Model Year 2005				Engine: No: Cylinders 4		Fuel Type: UNLEADED REGULAR	
Date Purchased 07-19-11		Dealer's Name and Telephone Number ANN ARBOR, MI		State MI		Zip Code [REDACTED]	
Original Owner [REDACTED]		Dealer's City [REDACTED]		State MI		Zip Code [REDACTED]	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain AUTOMATIC		Multiple Failure: YES		Incident Date(s) 19-JUL-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION COVERED UNDER NEW VEHICLE EMISERIES WARRANTIES							
Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS) SEE TSB - FORD Reference # 07-8-1 MODEL YEARS: 2005-2007				Failure Mileage 105000 97,918		Failure Speed 0	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE							
Tire Make [REDACTED]		Tire Model (Name or Number) [REDACTED]		Tire Size (Example P215/65R15) [REDACTED]			
DOT No. (Example: DOTM19ABC036) [REDACTED]		☐ Original Equipment ☐ Prior Repair		Failure Location: [REDACTED]			
Tire Component Code [REDACTED]				Tire Failure Type: [REDACTED]			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make: [REDACTED]		Date Manufactured: [REDACTED]		Model No./Name: [REDACTED]			
Seat Type: [REDACTED]		Installation System: [REDACTED]		[REDACTED]			
Child Seat Component Code: [REDACTED]		Failed Part: [REDACTED]					
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 0		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 2005 FORD FOCUS. THE CONTACT STATED THAT WHEN FUELING THE VEHICLE, FUEL WOULD SPILL OUT ONTO THE SIDE OF THE VEHICLE AND THE CONTACT. THE MANUFACTURER WAS NOTIFIED WHO STATED THERE WERE NO RECALLS FOR THE FAILURE. THE VEHICLE WAS NOT TAKEN FOR REPAIRS OF INSPECTION. THE FAILURE MILEAGE WAS 105,000.							
"SPILL OUT" IS INCORRECT - REGURGITATED WITH A SURGE OUT AT WHOMEVER IS HOLDING THE PUMP, DOWN SIDE OF CAR, "PUDDLING" AT YOUR FEET. THE FIRST TIME, IT SPLASHED MY FACE, CLOTHES AND I WAS STANDING IN GAS.							
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.							

July 30, 2012

Mr. Alan Mulally
President and CEO
Ford Motor Company
P.O. Box 6248
Dearborn, Michigan 48126

Mr. Frederick Toney
VP – Customer Service Division
Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

Dear Mr. Mulally and Mr. Toney:

To be honest with you, it troubles me, on so many levels, that I have to take the time to write and bother you both about a problem I am having with my 2005 Ford Focus, because all of my attempts through Ford Motor Company's normal channels have not been successful. You should be troubled about it, too.

I purchased my 2005 Ford Focus in July, 2011 from a private owner who had taken very good care of it, including all of the required maintenance. It was owned by an older gentlemen, who had medical problems and was no longer able to drive, so I purchased the vehicle from his son. He had, of course, filled the gas tank for me, so I really didn't have to put gas in it until almost a week and a half later.

When I attempted to fill the gas tank, I experienced gas spewing out at me with a huge thrust; splattering my face, down the front of me, dripping down the side of the car and I was standing in it. Now, I've seen a lot of things in my lifetime, being 61 years old, but this totally shocked me. It is a sheer miracle that the gas that hit my face, didn't go in my eyes. Upset, I came home and told a friend what happened and both of us thought maybe the gas tank was full and the gas gauge was broken and that's why it happened. I ended up having to throw away the clothes I was wearing, as well as my shoes.

From that point on, I have only been able to put in \$.50, \$1.50, \$.75, etc. at a time for fear of it regurgitating back at me again. It still shoots back up, running down the side of the car, no matter what you do. I also thought maybe I was putting the nozzle in wrong; so I would just put the edge of it in, halfway in and all the way in and nothing seemed to resolve the problem.

I happened to be at a friend's party one night, telling everyone about what was happening to see if anyone else knew of anyone that had the same problem. I love my Focus and others like them as well, so I thought the chances were good that I would at least find one person who had experienced the same problem. A mechanic happened to be a guest and said, "I bet you have a spider's nest in your gas tank". Now, if you can imagine my response to this . . . I'm thinking, "He's kidding, right? He's making a joke."

Another friend of mine referred me to a mechanic at Good Year Tire on Warren Road in Westland, who stated this man could find or fix anything. So I called him. I explained the problem to him and mentioned that another

mechanic had thought it might be a spider web in the gas tank. Of course, he started to laugh, thinking I was being funny and commented that it wasn't possible for a spider web to withstand the pressure of the gas from the pump and he was sure there was something else going on. He put me on hold and went on his system to check out what it could be and came back on the phone laughing. He said, "You're not going to believe this, but that is more than likely what could be wrong with your gas tank". Still laughing, he said, "This is truly a first for me". He told me it was on a Ford Technical Service Bulletin and was covered under warranty.

These are my concerns:

~In my opinion, this is a consumer safety issue. Safety issues shouldn't be categorized under *any* kind of warranty. What if that gas had gone into my eyes or some young teenager had flicked a cigarette butt or a spark came from somewhere, I would have been seriously injured.

~Whether the car is new or used, it's a safety issue that should be fixed by Ford Motor Company.

~This problem affected 3 Ford Focus Model Years; 2005, 2006 and 2007; so I have to ask why this problem was not fixed, as it sounds like an engineering flaw.

~The TSB stated that the Warranty Status: Eligible Under Provisions of New Vehicle Limited Warranty Coverage "and" Emissions Warranty Coverage.

~My experience with your Customer Service staff was surprising and very disappointing, to say the very least, and I was somewhat irritated by the lack of compassion (as I never received an apology from anyone that I talked to), attitude (when I asked for a Supervisor, was refused one), when I asked for an ID # of the person I spoke with (refused again) and that I had to wait two days before someone actually "had to" return my call. They also refused to let me know when they would call, who would call and wouldn't give me a phone number for me to call them. And, in the end, I had to finally call again and it was only when I insisted on waiting for someone to come on the phone that I got to speak with a Supervisor. All 3 of these phone calls involved me being on the phone for almost 2 hours . . . 2 hours of *my* time.

I work in the hotel industry, a product and service industry, and quite frankly, this kind of treatment to any customer is unacceptable. I have purchased Ford products my whole life, and come from a huge family that have all worked for the company and hopefully, this isn't the beginning of a new trend that represents the kind of courtesy and ethical standards Ford Motor Company now stands for.

~The first phone call with Sarah, I was advised that because it was a safety issue, I could take it to a Ford Dealership and they would verify if it was a spider web at no charge, but she wasn't sure if they would pay for it or not. The second phone call with Carmen, who was very rude, I was advised that I would have to pay to get it checked out and for the repairs because it was out of warranty, regardless of whether it was a safety issue or not. The third phone with Kevin, who was very nice and very accommodating, seemed to have mixed feelings as to how this would play out and suggested I just go in to a dealership and talk to them about it and they could advise me how to proceed, since it seemed to be a safety issue.

I would give you more information on who I spoke with, but this is the only information your Customer Service employees would give me:

~First Call – Sarah – Central Florida – July 25, 2012

~Second Call – Carmen – Central Florida – July 26, 2012

~Third Call – Kevin – Supervisor – Central Florida – July 26, 2012

The first Confirmation # I was: 1390492052 but was later changed to a Case # 455642052. The Ford Focus Vin# is 1FAFP34N75W [REDACTED] I also filed a NHTSA/ODI Complaint # 10467757, July 26, 2012. I have attached the NHTSA/ODI Safety Complaint and the Technical Service Bulletin for your review.

I am sure you are both wondering why it has taken so long for me to look into getting this problem resolved. I became disabled 2 years ago and live on a fixed income with no pension. While waiting for my Social Security Disability to go through, I had no income for almost 5 years and had accumulated huge medical bills, so it was everything I could do to have enough money to purchase this car. But more importantly . . . when it came time to buy a car, I chose your product, because I believed it was the best.

I would appreciate it if you would both look into this situation as I am at a loss as to how to proceed. The Ford Focus is one of the greatest cars I have ever owned and it took me almost a year to find it; I would just like to go to a gas station to get gas without the fear of getting gas all over me and not have to take an hour of my time, every time I have to fill the gas tank. I don't think I'm being unreasonable.

I look forward to hearing your thoughts and comments regarding my 2005 Ford Focus.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
Garden City, Michigan [REDACTED]
[REDACTED]

 NETZERO Message Center

From: US DOT NHTSA <donotreplyodi@dot.gov>

To: MADYSEN5@NETZERO.COM

Sent: Thu, Jul 26, 2012 09:56 AM

Subject: Acknowledgement from NHTSA/ODI of your safety complaint

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: 10467757

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 Monday-Friday, 8:00AM to 8:00PM Eastern
TTY: 1-888-424-9153

Have your ODI Number available.

(Spanish-speaking operators available)

- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)

National Highway Traffic Safety Administration (NHTSA)

U.S. Department of Transportation (DOT)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our Privacy Policy can be found at this Web page.

If you have questions regarding these emails, please go to our Contact Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.

FUEL FILL - SLOW/EARLY SHUT OFF

TECHNICAL SERVICE BULLETIN

Reference Number(s): 07-8-1, Date of Issue: April 30, 2007

FORD: 2005-2007 Focus

Related Ref Number(s): 07-8-1

ARTICLE BEGINNING

ISSUE

Some 2005-2007 Focus vehicles may exhibit a slow or difficult fuel fill, spit back or early pump shut off condition when refueling. This concern may be due to spider nests causing a restriction in the fresh air hose connected to the fuel filler housing and not allowing the fuel system to vent properly.

ACTION

Follow the Service Procedure steps to correct the condition by installing a new spider screen fitting onto the fresh air hose.

SERVICE PROCEDURE

1. Remove the Fuel Filler Pipe assembly as outlined in the Workshop Manual (WSM), Section 310-01.
 - a. If a blockage is found in the fresh air vent tube, proceed to Step 2.
 - b. If no blockage is found in the fresh air vent tube, do not proceed with this TSB. Refer to Workshop Manual, Section 310-00 for normal diagnostics.
2. Remove 90° end fitting from end of vent hose and discard. (**Fig. 1**)

Fig. 1: Removing End Fitting From End Of Vent Hose

3. Insert a suitable flexible tool into the fresh air/vent hose and rotate the tool to dislodge the spider nest.
4. Blow out the fresh air/vent hose with compressed air.
5. Remove Fuel Filler Housing from vehicle body.
 - a. Remove retaining push pin at rear of fuel filler door housing.
 - b. CAREFULLY push outwards from backside of fuel filler housing to dislodge from body.
6. Cut off nipple from back of Fuel Filler Housing. (**Fig. 2**)

Fig. 2: Cutting Off Nipple From Back Of Fuel Filler Housing

7. Copy **Fig. 3** as the pattern, cut out center and overlay onto back of filler housing.

NOTE: WHEN COPYING THE PATTERN, INSURE PRINTER AND VIEW SETTINGS ARE SET AT 100% TO INSURE PROPER SCALING

OF TEMPLATE. TEMPLATE HOLE NEEDS TO BE 0.984" +/- 0.2" (25 MM +/- 0.5 MM) FOR PROPER FITTING RETENTION.

Fig. 3: Template

8. Using a rotary tool, "CAREFULLY" enlarge the hole to match the pattern of 0.984" +/- 0.2" (25 mm +/- 0.5 mm).

NOTE: DO NOT ENLARGE HOLE BEYOND 0.984" +/- 0.2" (25 mm +/- 0.5 mm) OR SPIDER SCREEN FITTING WILL NOT HAVE PROPER RETENTION WHEN INSTALLED.

9. Remove any burrs or flashings from the opening using a suitable file.

NOTE: CARE MUST BE TAKEN NOT TO ROUND INNER EDGE OF HOLE AS IT IS USED FOR SPIDER SCREEN FITTING RETENTION.

10. Insert spider screen fitting into opening until retaining tabs are fully seated. (**Fig. 4**)

Fig. 4: Spider Screen Fitting Installation

11. Install modified fuel filter housing into vehicle body.
a. Snap housing into body opening.
b. Install the previously removed retaining push pin until properly seated.
12. Install fuel filler pipe as outlined in WSM, Section 310-01.

PARTS INFORMATION

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Part Number	Part Name
8S4Z-9A117-A	Fresh Air Connector

WARRANTY INFORMATION

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage.

IMPORTANT: Warranty coverage limits/policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

WARRANTY INFORMATION

Operation	Description	Time
070801A	2005-2007 Focus: Modify Fuel Filler Housing And Install A New Spider Screen Fitting (Do Not Use With 9034A, 9030A)	0.9 Hr.

DEALER CODING

Basic Part No.	Condition Code
9032	55

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