

 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 06-AUG-2012 SEP 24 2012	Repository ☐ Reference No. 10469340
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		Email Address [REDACTED]	
City SALISBURY	State MD	Zip Code [REDACTED]	Evening Telephone Number [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 1FAHP3GNXAW [REDACTED]		Make FORD	Model FOCUS
Model Year 2010		Engine: No: Cylinders	Fuel Type:
Date Purchased 6/2010	Dealer's Name and Telephone Number Prestonford 410-673-7171		Original Owner ☒
Original Owner ☒	Dealer's City Preston	State MD	Zip Code
Transmission Type Automatic	☒ Anti-lock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: yes
Incident Date(s) June 24, 2012			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: ENGINE (PWS)		Failure Mileage 28000	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 2	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 2010 FORD FOCUS. THE CONTACT STATED THAT COOLANT WAS EMITTED THROUGH THE AIR CONDITIONING DUCT AND LEAKED INSIDE THE VEHICLE. THE FAILURE CAUSED ELECTRICAL PROBLEMS IN THE VEHICLE. A REPRESENTATIVE WAS SENT BY THE MANUFACTURER TO INSTALL A COOLANT FAN MOTOR ON THE VEHICLE. THE CONTACT STATED THAT AFTER THE INSTALLATION, THE FAILURE PERSISTED. THE MANUFACTURER WAS NOTIFIED WHO OFFERED NO FURTHER ASSISTANCE. THE FAILURE MILEAGE WAS 28,000. When coolant came out of air ducts onto my face I went to apply the brakes the car would not brake and went in reverse I applied the brakes again I hit the steering wheel. Seat belt came unbuckled. And			
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.			

1FAHP3GNXAW [REDACTED]

Ref # 10469340

1. Coolant inside of vehicle everywhere also behind the console under the and on the carpeting and padding ,mats etc
2. Tires since day one have looked worn
3. When you go to brake the car wants to exceleerate
4. Rpm cage wants to go on high number like the car is reving
5. Toxic smell odor in vehicle
6. Bad gas mileage 18 is the most highway
7. Seat belt are coming apart passengers and drivers sides
8. Burning wire smell in car
9. Lot of heat coming from engine
10. Metal grinding sound coming from under the hood
11. The car is vibrating and riding rough
12. The trunk pops open on its own
13. Compressing sound when car is running with air on
14. The car went in reverse when hit the barke
15. Car windows are icing on the exterior of drivers window and passengers window
16. rust on the ignition (where key goes in)