

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

U.S. Department
of TransportationNational 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
DEC - 5 2012Repository ☐

16-OCT-2012

Reference No.
10480685

OWNER INFORMATION (Type or Print)

Name

Address

City SALEM

State VA

Zip Code

Daytime Telephone Number

E-mail Address

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
1FADP34321WMake
FORDModel
FOCUSModel 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

Powertrain

Multiple Failure:

Incident Date(s)

16-OCT-2009

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: VISIBILITY/WIPER (PWS)

Failure Mileage
90000

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

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 2001 FORD FOCUS. THE CONTACT STATED THAT ALL FOUR OF THE POWER WINDOWS FELL INTO THE DOOR WELL INDEPENDENTLY. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO SET THE WINDOWS TO STAY UP AND TAPED THE POWER WINDOW BUTTONS SO THAT THEY COULD NOT BE PUSHED AS THE WINDOWS WOULD FALL AGAIN. THE MANUFACTURER WAS NOTIFIED BUT OFFERED NO ASSISTANCE. THE FAILURE AND CURRENT MILEAGE WAS 90,000.

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.

WAYNE'S IMPORTED AUTOMOTIVE
 2326 FRANKLIN ROAD
 ROANOKE VA. 24014
 540-342-2481

NAME [REDACTED] (01 FOCUS)
 ADDRESS:
 CITY : ROANOKE VA [REDACTED]
 PHONE # [REDACTED]

RO # 34749
 DATE: 01/14/2010
 COMP: 01/14/2010
 TIME: 10:57:16

YEAR	1200	MAKE	FORD	MODEL	FOCUS
MOTOR #	2.0 DOHC AUTO	VIN #	1FAFP34321W [REDACTED]	Last Date	01/14/2010
LICENSE #	[REDACTED]	MILEAGE #	68163	Next Date	04/14/2010

Qty	Part #	Description	Price	Ext.	Labor	Tech
0.00 *			0.00	0.00	0.00	
1.00 G.W		G.W. LABOR	0.00	0.00	40.00	G.W

CHECK FOR LEFT REAR WINDOW WILL NOT GO UP, REMOVE LEFT REAR DOOR PANEL AND FOUND BAD WINDOW REGULATOR, RAISE WINDOW INSTALL A HOSE CLAMP ONTO REGULATOR TO KEEP IT FROM COMING DOWN, REINSTALL DOOR PANEL.
 THE CAR NOW NEEDS BOTH REAR WINDOW REGULATORS.

Recommended Service :

I N V O I C E

SUPPLIES	0.00
SUBLET	0.00
TOWING	0.00
TOTAL LABOR	40.00
NON-TAXABLE ITEMS	0.00
TAXABLE ITEMS	0.00

WWW.WAYNESIMPORTEDAUTOMOTIVE.COM

SALES TAX	0.00
	0.00
INSPECTION	0.00

TOTAL AMOUNT	40.00

American Pride Automotive

5406 Airport Road
Williamsburg, VA 23188
757 903-2473

Repair Order #1007852

Date : 11/9/11

Page : 1

Center : 6

Customer: [REDACTED]
Address: [REDACTED]
City: WILLIAMSBURG, VA [REDACTED]
Phone 1: [REDACTED] Ext: [REDACTED]
Phone 2: [REDACTED] Ext: [REDACTED]

Vehicle : 2001 FORD FOCUS
License : [REDACTED] CLR : SILVER
VIN : 1FAFP34321W [REDACTED]
Engine : 4-121 2.0L DOHC Trans : AUTO
Mileage : 99153 PROD : 12/00

Op	Tech	Description	Labor	Parts	Subtotal
Quan	Part Number	Part Description	Reason for Replacement	Price	
Service Requests:					
Drop off Window Diag - may be a warranty issue					
DI 002	SMS	Diagnose Customer's Concerns - Driver front window inop. Regulator bad.			0.00
10 0	SMS	Remove & Replace Window Regulator - Front, Driver Side.			0.00

OK Bad Recommendation OK Bad Recommendation OK Bad Recommendation

I hereby authorize the repair work to be done along with the necessary parts/ materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control. Storage fee \$25 per day upon notification of completion of repairs. WARRANTY IS 24 MONTHS OR 24000 MILES WHICHEVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

x

Labor :	\$0.00
Parts :	\$0.00
Sublet :	\$0.00
Other Fees :	\$0.00
Shop/Enviro	\$0.00
Subtotal :	\$0.00
Sales Tax :	\$0.00
Paid By :	Total : \$0.00
Pay Ref :	Paid : \$0.00
	Due : \$0.00

**5406 Airport Road
Williamsburg, VA 23188
757 903-2473**

Repair Order #1009511

Date : 3/26/12

Page : 1

Center : 6

Customer : [REDACTED]
Address : [REDACTED]
City : WILLIAMSBURG, VA [REDACTED]
Phone 1 : [REDACTED] Ext : [REDACTED]
Phone 2 : [REDACTED] Ext : [REDACTED]

Vehicle : 2001 FORD FOCUS

License : ██████████ **CLR :** SILVER

VIN : 1FAFP34321W

Engine : 4-121 2.0L DOHC **Trans :** AUTO

Mileage : 111895 **PROD : 12/00**

Op	Tech	Description	Labor	Parts	Subtotal
Quan	Part Number	Part Description	Reason for Replacement	Price	
10 0	34	Remove & Replace Door Window Motor - Left Front,			0.00

		Payments:			
OK Bad Recommendation OK Bad Recommendation OK Bad Recommendation					

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X

Labor :	\$0.00
Parts :	\$0.00
Sublet :	\$0.00
Other Fees :	\$0.00
Shop/Enviro	\$0.00
Subtotal :	\$0.00
Sales Tax :	\$0.00

Paid By :	Total :	\$0.00
Pay Ref :	Paid :	\$0.00
	Due :	\$0.00

WAYNE'S IMPORTED AUTOMOTIVE
2326 FRANKLIN ROAD
ROANOKE VA. 24014
540-342-2481

NAME : [REDACTED] (01 FOCUS) RO # 33068
ADDRESS : [REDACTED] DATE: 08/21/2009
CITY : ROANOKE VA [REDACTED] COMP: 08/21/2009
PHONE # [REDACTED] TIME: 09:56:21

YEAR 1200 MAKE FORD MODEL FOCUS
MOTOR # 2.0 DOHC AUTO VIN # 1FAPP34321W [REDACTED] Last Date 08/21/2009
LICENSE # [REDACTED] MILEAGE # 64834 Next Date 11/19/2009

Qty	Part #	Description	Price	Ext.	Labor	Tech
0.00	*		0.00	0.00	0.00	
1.00	B.B	B.B. LABOR	0.00	0.00	40.00	B.B

REMOVE RIGHT REAR DOOR PANEL TO CHECK WINDOW, CHECK AND
FOUND REGULATOR CABLES STIPPED, WILL NEED REGULATOR
REPLACED, WE BLOCKED OFF WINDOW SO THAT IT WILL NOT GO
DOWN, REINSTALL DOOR PANEL.

Recommended Service :

I N V O I C E

SUPPLIES	0.00
SUBLET	0.00
TOWING	0.00
TOTAL LABOR	40.00
NON-TAXABLE ITEMS	0.00
TAXABLE ITEMS	0.00
SALES TAX	0.00
INSPECTION	0.00
TOTAL AMOUNT	40.00

WAYNE'S IMPORTED AUTOMOTIVE
2326 FRANKLIN ROAD
ROANOKE VA. 24014
540-342-2481

NAME : [REDACTED] (01 FOCUS) RO # 32976
ADDRESS: DATE: 08/14/2009
CITY : ROANOKE VA [REDACTED] COMP: 08/14/2009
PHONE # [REDACTED] TIME: 09:22:46

YEAR 1200 MAKE FORD MODEL FOCUS
MOTOR # 2.0 DOHC AUTO VIN # 1FAFP34321W [REDACTED] Last Date 08/14/2009
LICENSE # [REDACTED] MILEAGE # 64641 Next Date 11/12/2009

Qty	Part #	Description	Price	Ext.	Labor	Tech
0.00	*		0.00	0.00	0.00	
1.00	194	BULB	1.69	1.69	0.00	
1.00	SUPPLIES	SHOP SUPPLIES	5.00	5.00	0.00	
1.00	K.B	K.B LABOR	0.00	0.00	10.00	K.B
CHECK LEFT FRONT WINDOW, LUBE WINDOW GUIDES, WINDOW IS WORKING OK NOW.						
1.00	K.B	K.B LABOR	0.00	0.00	8.00	K.B
REPLACE 1 TAG LIGHT BULB FOR INSPECTION.						
1.00	INSPECTION	STATE INSPECTION	0.00	0.00	16.00	

***** NOTES *****

VALVE COVER GASKET IS LEAKING OIL EST. \$ 155.00
WATER HOUSING ON REAR OF CYLINDER HEAD IS STARTING TO LEAK ANTIFREEZE, NEW HOUSING, NEW COVER, NEW THERMOSTAT, ANTIFREEZE AND CLAMPS. EST. \$ 315.00

Recommended Service :

I N V O I C E

SUPPLIES	5.00
SUBLET	0.00
TOWING	0.00
TOTAL LABOR	34.00
NON-TAXABLE ITEMS	0.00
TAXABLE ITEMS	6.69
SALES TAX	0.33
	0.00
INSPECTION	16.00

TOTAL AMOUNT	41.02