


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (EOIA), 5 U.S.C. 552(B)(6) <small>DOT Auto Safety Hotline</small> (8) AGENCY USE ONLY 100148</p>	
<p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		Date Received 18-SEP-2015 NOV 11 2015	Repository <input type="checkbox"/> Reference No. 10765086
<p>OWNER INFORMATION (Type or Print)</p>			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
ROCKFORD	MI		
<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>			
<p>VEHICLE INFORMATION</p>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
1FADP3N24EL		FORD	FOCUS
		Model Year	
		2014	
Date Purchased	Dealer's Name and Telephone Number		Engine:
June 2014 (?)	Tony Betten & Sons Ford 1-800-846-8583		No: Cylinders
Original Owner	Dealer's City	State	Zip Code
<input type="checkbox"/>			4
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
auto	<input checked="" type="checkbox"/> Cruise Control	front wheel drive	Incident Date(s)
			04-APR-2015
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>			
Vehicle Component Code: 010000 STEERING		Failure Mileage	Failure Speed
		8000	low speed upon start-up
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>			
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:	
	<input type="checkbox"/> Prior Repair		
Tire Component Code			Tire Failure Type:
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>			
Crash	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0
		Reported to Police	
		N	
<p>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).</p>			
<p>TL* THE CONTACT OWNS A 2014 FORD FOCUS. AFTER THE VEHICLE WAS STARTED, THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE TECHNICIAN STATED THAT THE VEHICLE WAS OPERATING AS DESIGNED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 8,000.</p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>			
<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>			

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

Car purchased new in Grand Rapids, MI (Tony Bellon + Sons Ford) - driven to winter home in Chandler AZ for use as second car there. Failure (very hard starting) occurred in AZ upon start-up. Failure occurred very near SanTan Ford, AZ - less than 1/4 mi - drove to San Tan - problem did not report upon start-up by technician / April 2015. Around Labor Day 2015, saw TV info on nat'l T.V. re: same problem - researched internet & saw many similar reports. Car remained in AZ, but spoke with Service Mgr in G.R. Mich / Tony Bellon Ford - mgr "not aware" of problem / issue or T.V. info - Called Ford Mtr Co Customer Serv. - told to take car to AZ dealer (SanTan Ford) upon return to AZ - give info/history as "often there are updated service bulletins". Will do so upon my return early Dec 2015. To Date: No "paperwork". I will obtain same in Dec when I visit

ATTACH ADDITIONAL SHEETS IF NECESSARY San Tan Ford

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

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



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