

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)		FOR AGENT USE ONLY 100148
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received APR 01 2016 15-JAN-2016
OWNER INFORMATION (Type or Print)				
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address N/A
Address [REDACTED]		Evening Telephone Number SAME		
City FOWLER	State CA	Zip Code [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 3FAPP31Z93R [REDACTED]		Make FORD	Model FOCUS	Model Year 2003
Date Purchased 9-12-03	Dealer's Name and Telephone Number BRETT FORD - NOW CLOSED		Engine: No: Cylinders	Fuel Type:
Original Owner ☒	Dealer's City REEDLY	State CA	Zip Code 93654	
Transmission Type AUTOMATIC	☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 30-DEC-2015
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 114200 ELECTRICAL SYSTEM: WIRING: INTERIOR/UNDER DASH			Failure Mileage 46000	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. WHEN THE VEHICLE WAS STARTED, THE CONTACT NOTICED THAT THE BATTERY WAS DEAD. A TOW TRUCK WAS CALLED TO JUMP START THE VEHICLE. THE FAILURE RECURRED THE FOLLOWING DAY. THE OIL AND THE SEAT BELT WARNING LIGHTS ILLUMINATED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE FAILURE WAS NOT CAUSED BY THE BATTERY. THE TECHNICIAN DIAGNOSED THAT A CLUSTER UNDER THE DASHBOARD, WHICH CONTROLLED ALL THE LIGHT SIGNALS, WAS FAULTY AND NEEDED TO BE "REPAIRED OR REPLACED." THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 46,000. THE ITEM DEFECTED IS CALLED THE "INSTRUMENT CLUSTER, CONTROLLING ALL LIGHTS IN THE DASH. YOU HAVE NO WAY TO SEE YOUR SPEED, YOUR FUEL + MORE IMPORTANT NO TURN SIGNALS. ONCE THE PART WAS TAKEN OUT I DROVE TWICE IN OVER A WEEK. I TRIED HAND SIGNALS + WAS ALMOST HIT. NOT EVERYONE KNOWS WHAT YOUR DOING (520)				
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)

SO DIDN'T DRIVE TO AVOID AN ACCIDENT, APPARENTLY FORD KNOWS
OF THE DEFECT. LOTS OF POSTS ON THE INTERNET AS WELL
AS I CALLED SEVERAL DEALERS & THEY ALL KNEW ALSO. MY
MECHANIC FOUND SOMEONE WHO RE-WIRES "YOUR" CLUSTER AND TWO
CLUSTERS RE-BUILT THAT HAVE TO BE RE-CONFIGURED. (YOUR
CAR'S COMPUTER) I DIDN'T NOTIFY FORD, AS I WROTE THEM
A FEW ~~YEAR~~ YEARS AGO ABOUT THE PASSENGER WINDOW FALLING
TWICE (NEVER USED THE WINDOW) A MAJOR HAPPENING WHILE
DRIVING. "THEY'LL PUT IT IN THEIR DATA" IT'S NOW SCREENED IN THE
CLOSED POSITION. ATTACH ADDITIONAL SHEETS IF NECESSARY NOT PAYING TWICE
FOR THE SAME THING!
ALL THESE YEAR FORDS SHOULD BE RECALLED

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

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**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

Ford Motor Co.
Customer Service
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, Michigan
48121

3-3-2016

Re: Instrument Cluster
2003 Ford Focus

Two days in a row I had to have my car jumped due to a dead battery. However I took it to my mechanic who said it was not the battery that something in the instrument cluster was staying on & drawing the energy from the battery.

I & a friend researched this & found many posts on the internet including E-Bay. The problem occurs in the 2003 Ford Focus ^{is} what I'm writing about.

Several Ford dealers I contacted knew about this problem.

To solve the problem the cluster has to be re-wired. Many sold on E-Bay. It does have to be the original cluster or it will not work with your computer.

My mechanic found a company that re-wires your original cluster. It has to be sent to them & in 1-2 weeks it will be sent back.

My total bill is \$375⁰⁰.

So, for 2 weeks I had no car as
with no cluster, you have no
turn signals, speed, fuel or any of
the gauges. How can one drive
a car with out the gauges, especially
turn signals.

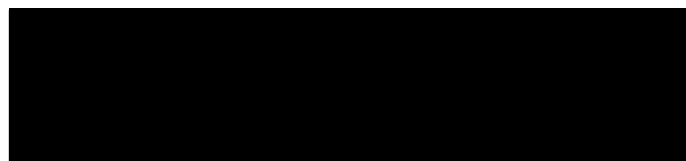
Since this is apparently well
known, I feel this year car
should be re-called before someone
gets hurt / killed.

Mine was re-built for \$375⁰⁰
Small price to pay, for safety.

I have also reported this safety
hazard to the National Highway
Traffic Safety Administration in
Washington D.C.

Please don't send me a form
letter saying you'll enter
it in your data, try doing
something positive and re-call
these cars!

Sincerely,



Fowler, Ca.



Manning Automotive

9935 E. Manning Ave.

Selma, CA. 93662

Phone: 559-896-8921 Fax: 559-318-9268

STAR Certified Test & Repair Station

INVOICE

Org. Est. # [REDACTED]

BAR#: [REDACTED]

EPA ID: [REDACTED]

INVOICE

Print Date: 01/23/2016

2003 Ford - Focus ZX5 - 2.3L, In-Line4 (140CI)

Lic #: [REDACTED] - CA

Odometer In : 46972

Selma, CA [REDACTED]

Cell : [REDACTED]

VIN #: 3FAFP31Z9 3R [REDACTED]

Cust ID : [REDACTED]

Part Description / Number	Qty	Sale	Ext	Labor Description	Hours	Extended
				ck intrument cluster lites oil/battery /shift / lites	1.28	100.00
				stayn on will the car is off ran ck to .found		
				internaly shorted i/c		
				repair intrument cluster		275.00
				Tire Pressure Service	0.10	0.00
				Tire inflation measurement was performed and added air if needed		
				to bring up to recommended pressure.		
				Front tires PSI: Customer Declined Service		
				Rear tires PSI: Customer Declined Service		

Org. Estimate 375.00 Revisions 0.00 Current Estimate 375.00

Labor:	100.00
Parts:	0.00
Sublet:	275.00
Sub:	375.00
Tax:	0.00
Total:	375.00
Bal Due:	\$305.00

[Payments - Cash - \$70.00]

CAP ID: [REDACTED]

I have hereby authorized the above repair work to be done along with the necessary material & have hereby granted permission to operate the vehicle herein described on roads for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Warranty on new parts and labor is 1 year or 12k miles whichever comes first. Unless noted otherwise Warranty work has to be performed in our shop & cannot exceed the original cost of repair. All parts new unless noted.

Signature _____

Date _____

Time _____

Written By: Rivera, Ralph - Technicians : Perez, Jose