



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

03-JUN-2016

JUL 12 2016

Repository ☐Reference No.
10872332

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

BALTIMORE

State

MD

Zip Code

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

1FAHP3FN2B

Make

FORD

Model

FOCUS

Model Year

2011

Date Purchased

11-08-2010

Dealer's Name and Telephone Number

Liberty Ford 410-655-2000

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

Baltimore

State

MD

Zip Code

21133

4

Regular

Transmission Type

Auto.

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

N/A

Incident Date(s)

16-OCT-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: VISIBILITY/WIPER (PWS), 162000 STRUCTURE: BODY

Failure Mileage

30369

Failure Speed

30

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 2011 FORD FOCUS. WHILE DRIVING 30 MPH, THE DASHBOARD CRACKED WITHOUT WARNING. THE VEHICLE WAS NOT REPAIRED. IN ADDITION, WHILE THE VEHICLE WAS UNDERGOING AN OIL CHANGE, IT WAS DETERMINED THAT THE ENTIRE REAR WINDOW NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE VIN WAS INVALID. THE FAILURE MILEAGE WAS 30,369. I thought someone shot in the car.

I was told May 27, 2016 Oil Changed that the back window need changing. I can not adjust the heater or the lowest number 1. Too hot. I have not used the defroster. I am afraid because I do not know what will happen.

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.



January 22, 2016

[REDACTED]
Baltimore, MD [REDACTED]

Case # [REDACTED]

Dear [REDACTED]

Thank you for your contacting Ford Motor Company. We have received your letter and request for reimbursement for recent repairs to your 2011 Ford Focus.

We sincerely regret the circumstances you described and apologize for the inconvenience you have been caused as a result.

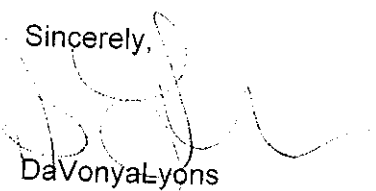
Ford Motor Company considers the satisfaction of its owners to be one of its most important objectives. We commit substantial resources and effort in a sincere attempt to resolve the concerns of our owners. However, limits must be placed on those efforts.

Our records indicate that you have recently spoken to our Customer Relationship Center and were provided Ford's response to your request.

After careful consideration, we are supporting the previous decision and will not be able to cover the cost of the repairs.

Thank you for contacting Ford Motor Company. We are sorry that we were not able to meet your expectations.

Sincerely,


DaVonya Lyons
Customer Service Representative
Ford Motor Company

January 11, 2016

Baltimore, MD

Complaint
10879332
4-6

Ford Motor Company
P.O. Box 6248
Dearborn, MI 48121

Copy

To Whom It May Concern:

Case Number [REDACTED]

Safer Car

On October 16, 2015 I was in my car. I heard a noise I thought someone had shot in the car. The shot came from the back of the car. I did not stop because I was near my destination. When I reached my destination I got out of the car to check to see where did the noise come from outside. I saw the windshield on the passenger side cracked. I checked the inside I could see the imprint on the windshield. It looked like an imprint from a shot. This is a defect. I did not check the rear window until later when I saw some thing black hanging down.

I called the Ford Motor Company and explain everything to Mr. Tanena. He gave a case Number and told me to take the car back to the dealer (Liberty Ford) and ask for the Service Manager. I took it back to Liberty and talked with Service Manager Dave Laird. He told my car is out of warranty. Made an appointment and talked with him the second Time. I mention the heater getting very hot and this was unusually. (He said I have not heard about the heater before) and walked away.

I called Ford Motor Company again and explained about the heater. I do not want to go back to Liberty. Take it to any ford company. I took it to Len Stoler and was told the same thing (your car is out of warranty). How can the windshield be cracked from the inside and that part hanging from the back window. This is one of Ford heap cars. It is a defect.

Why did Ford Motor Company call the service manager at Liberty and inform him that I was coming to see him. I have had a 1962 & 1967 Comet, 1985 LTD (small), 1985 Contour I have never had any problems before. I have had men to look at the problem They too call it a DEFECT.

Sincerely,

[REDACTED]



LIBERTY FORD

9311 Liberty Road
RANDALLSTOWN, MARYLAND 21133
410-655-2000



Effective October 1, 2008, House Bill 1057 states that: "while a customer's motor vehicle is on the premises of the automotive repair facility, the automotive repair facility may not be responsible for any damage to the customer's motor vehicle under specified circumstances, and that the customer should ask a representative of the automotive repair facility about the extent of its responsibility, including the extent of insurance coverage; etc."

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[REDACTED]	ADVISOR	5380	11/17/15	[REDACTED]
[REDACTED]	VEHICLE NO.	29,093	BLACK/	DELIVERY MILES
BALTIMORE, MD [REDACTED]	YEAR / MAKE / MODEL	11/FORD/FORD FOCUS/FOCUS	SELLING DATE	PRODUCTION DATE
	VEHICLE TYPE	1 F A H P 3 F N 2 B W	11/08/10	790
	R.P.E. NO.		R.O. DATE	
			11/17/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[REDACTED]	[REDACTED]			

LABOR & PARTS

J# 1 61F0Z06

GLASS

TECH(S): 300

INTERNAL

CUST STATES FRONT WINDSHIELD CRACKED ON INSIDE - CAN NOT
FEEL ANY CRACKS FROM OUTSIDE. AT SAME TIME, REAR WINDOW
DEFROSTER CONTACT FELL OFF REAR WINDOW
PICTURES TAKEN - SUBMITTED TO FORD FOR CONSIDERATION.
FORD ADVISED VEHICLE NOT UNDER WARRANTY
NO COVERAGE

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] VISA/MC DEBIT *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR PATRONAGE.

WE WANT YOU TO BE "COMPLETELY SATISFIED"

PLEASE SEE YOUR SERVICE CONSULANT.
IF YOU HAVE ANY QUESTIONS. THANK YOU...

CUSTOMER SIGNATURE

For your Records!