



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

14-FEB-2002

Ord. or
rt. dt
pd. rt
up. ltr

Reference No.

758210

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Location at bottom of windshield and driver's side door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FAHP33P11W120208	FORD	FOCUS	2001	

Purchase Date 01-DEC-2000	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
		Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
			Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03262000 03272000 04100000	Part Name(s) BRAKES:HYDRAULIC:SHOE AND DRUM SYSTEM:SHOES BRAKES:HYDRAULIC:DISC:PADS AND SHOES EMERGENCY PARKING BRAKE:MECHANICAL	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part's ☐ Original ☐ Replacement
No. of Failure 4	Date(s) of Failure(s) 15-AUG-2001 Mileage at Failure(s) 21000 Vehicle Speed at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damag 0	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

PURCHASED CAR IN DECEMBER 2000 WITHIN DAYS BRAKES SQUEALING AND GRINDING..CALLED DEALER SAID TO LET WEAR IN..PROBLEM PERSISTED..ENGINE LIGHT CAME ON ..TOOK CAR TO NEAREST D DEALERSHIP..IN JANUARY 2001..BRAKES SHOES BACK AND PADS ON FRONT REPLACED, OXYGEN SENSOR, AND PARKING BRAKE REPLACED ..BRAKES STILL HAD PROBLEM ENGINE LIGHT STILL ON..TOOK TO DEALERSHIP WHERE PURCHASED..KEPT 12 DAYS..BRAKES ADJUSTED AND COMPUTER AND IGNITION WERE REPLACED..LIGHT OFF..BRAKES STILL TROUBLE..TOOK BACK NUMEROUS TIMES..FOR CHECK-UPS..AT 16,000 TOLD BRAKES NEED TO BE REPLACED IN FRONT AND TIRES WHERE ALL WORN AWAY ON INSIDE OF TIRE..BALD!! ..MANUFACTOR AND DEALER WOULD NOT PAY FOR..REPLACED ALL FOUR TIRES, A

CONTINUE ON REVERSE

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.



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