



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 §20

Date Received

05-JUL-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

892007

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
1FAFP34321W289494	FORD	FOCUS	2001	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☒ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03200000	Part Name(s) BRAKES:HYDRAULIC SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No of Failure	Date(s) of Failure(s) 25-JUN-2001 1200 Mileage at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
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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	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ALL BRAKE COMPONENTS ARE COVERED IN RUST. CONSUMER CONTACTED DEALERSHIP, AND WAS INFORMED THAT THIS WAS A COMMON PROBLEM BECAUSE A PROTECTANT WAS NOT USED DURING MANUFACTURING. PLEASE PROVIDE ANY ADDITIONAL INFORMATION/ATTACHMENTS. *AK

COPIES OF THIS FORM ARE:

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.



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

RECEIVED

Form Approved OMB No. 2127-0008

FOR AGENCY USE ONLY 920

Date Received

Od_or
rt_dt
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OFFICE
INVESTIGATION
05 JUL 2001

Reference No.

892007

OWNER INFORMATION (Type or Print)

700584

Work N

Home N

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

In the absence of an answer, we will assume you do not authorize NHTSA to provide a copy of report to the manufacturer.

☒ YES ☐ NO

Signature of Owner

Date 07/16/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield or driver's side) 1FAPP34321W289494
Vehicle Make FORD
Vehicle Model FOCUS
Vehicle Year 2001
Current Odometer Reading approx 2526

Purchase Date 5-31-01

Dealer's Name THEODORE ROBINS FORD

Engine Size 2.5L I4
(CID/CC/L) 151/1500/93
No Cylinders 4
☒ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection

☒ New ☐ Used

City NEWPORT BEACH State CA Zip Code 92628

Transmission Type ☐ Manual ☒ Automatic
Anti-lock Brakes ☐ Yes ☒ No
Restraint System ☐ 3-Point Belt ☒ Driverside Airbag ☒ Passengerside Airbag
Cruise Control ☒ Yes ☐ No
Drive Train ☒ Front ☐ Rear ☐ 4 Wheel
Vehicle Type ☒ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other
Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03200000
Part Name(s) BRAKES: HYDRAULIC SYSTEM
Location ☒ Left ☒ Right ☒ Front ☐ Rear
Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1
Date(s) of Failure(s) 25 JUN 2001
Mileage at Failure(s) 1200
Vehicle Speed at Failure(s) 1200
Failed Part(s) Available? ☒ Yes ☐ No
NHTSA Previously Contacted? ☐ 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 Damage none at this time
Reported to Police ☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

at 1200 miles - brake running - both front & rear severe surface rust
ALL BRAKE COMPONENTS ARE COVERED IN RUST. CONSUMER CONTACTED DEALERSHIP, AND WAS INFORMED THAT THIS WAS A COMMON PROBLEM BECAUSE A PROTECTANT WAS NOT USED DURING MANUFACTURING. PLEASE PROVIDE ANY ADDITIONAL INFORMATION/ATTACHMENTS. *AK
believe the parts may have been (defective) prior to use on the new car (rust aging on drums non heat resistant paint) or old (stored improperly) unknown reason entirely

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.

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

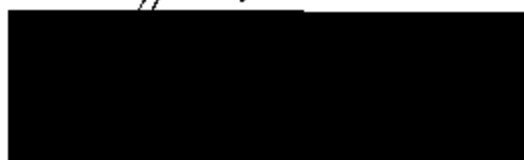
See attached for any other info

See attached photos NHTSA

*National Highway Traffic Safety Administration
Letter to Mr. Warren Ford*

*Ford Customer Satisfaction Report Mentioned Rust
Phone Complaints at Ford Customer Service 800-392-3673
under Vehicle Shows - vehicle IOT*

*now white spots are appearing on the parts
these are front end parts - brake parts
important parts to the safety of all.*



☆ U.S. G.P.O. 1982 - 623-607 / 80086

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

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

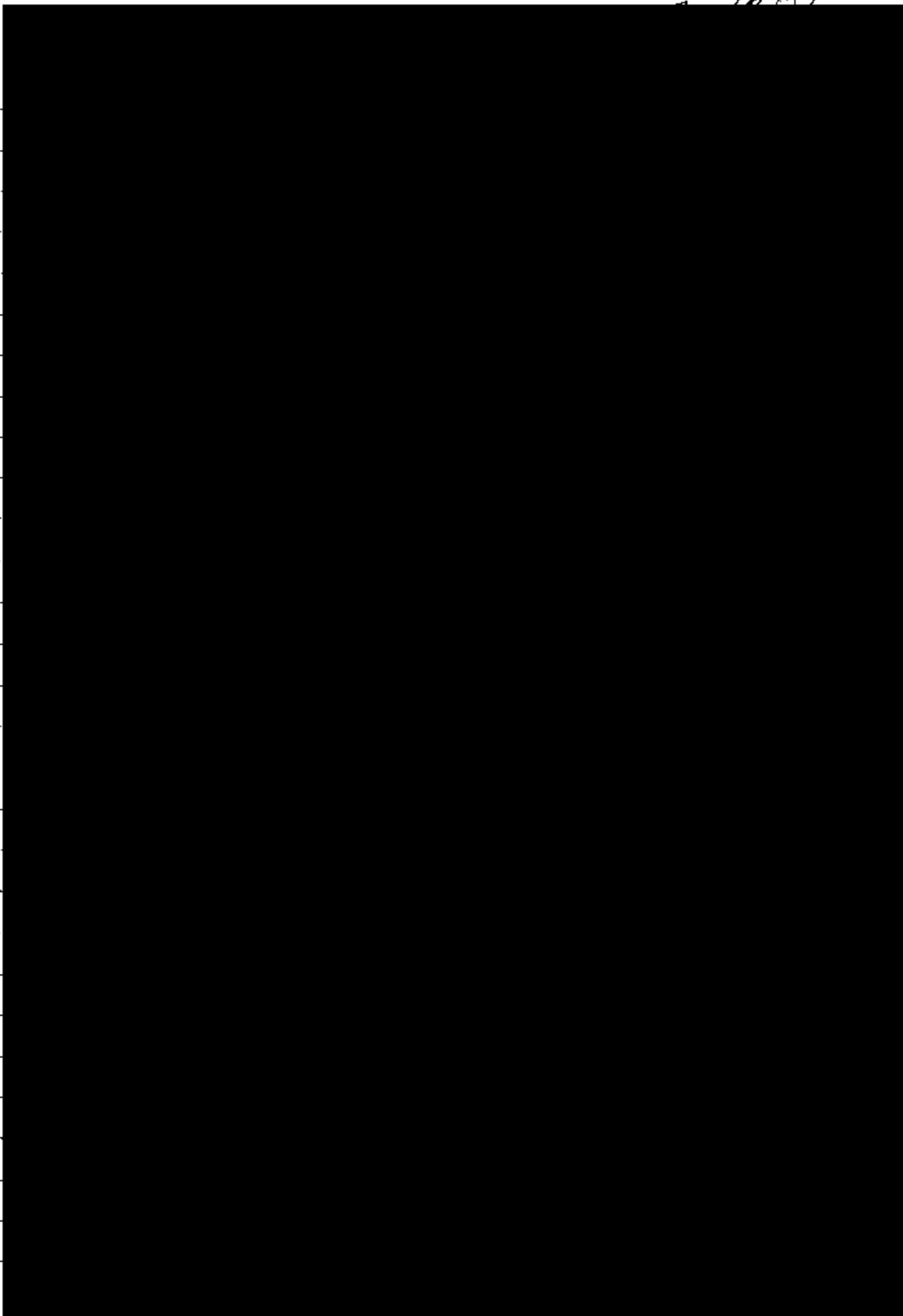


**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(6)**

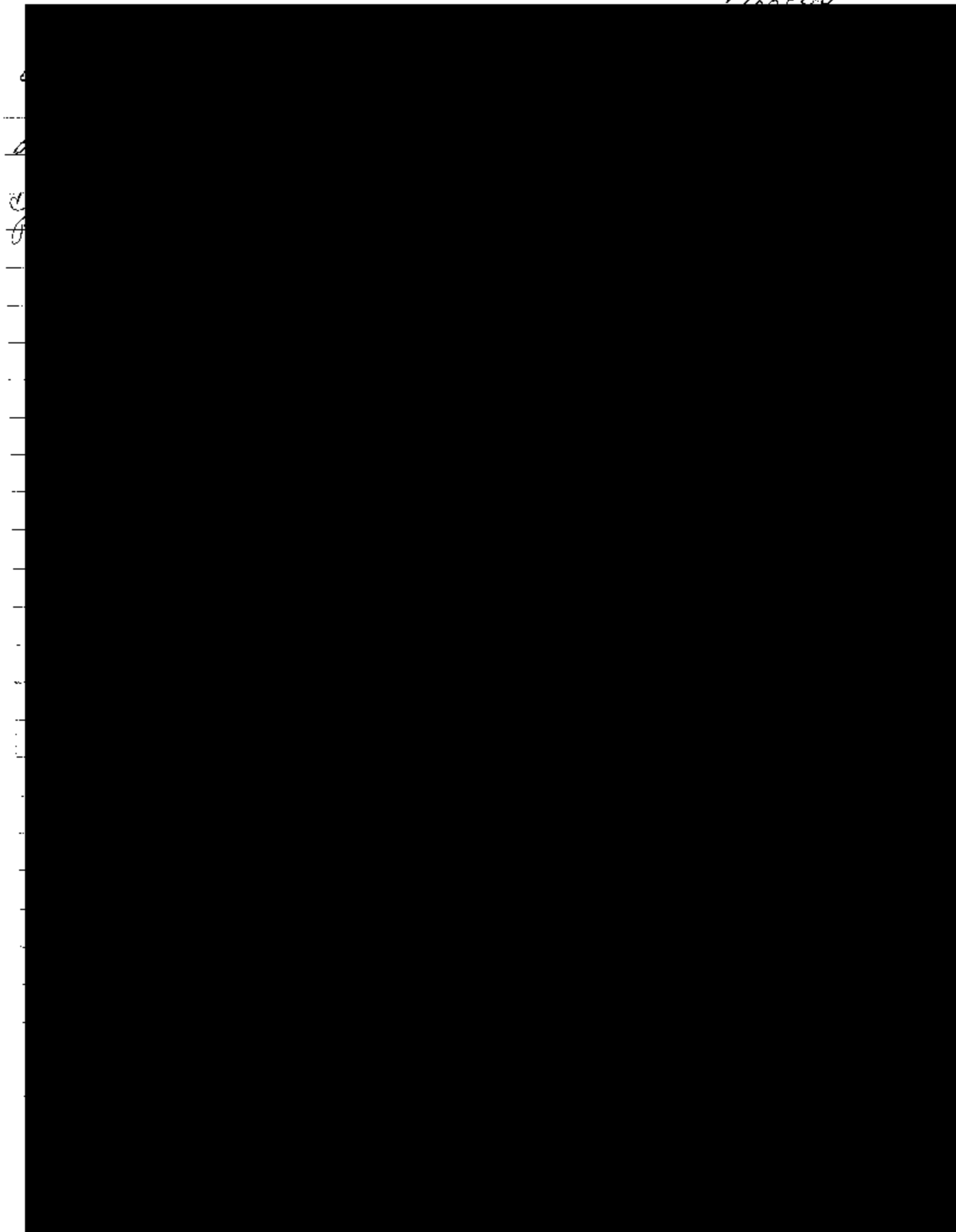
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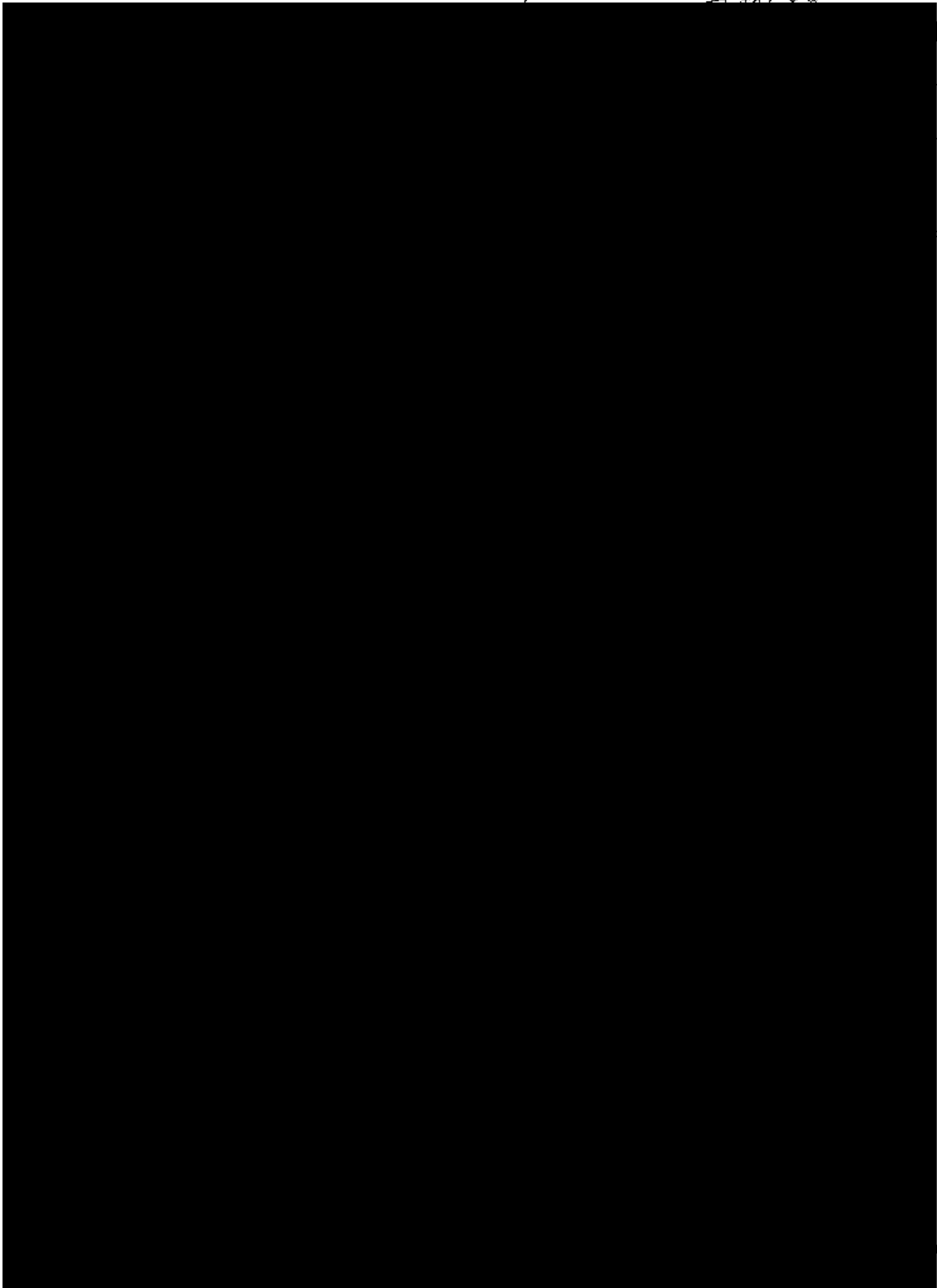
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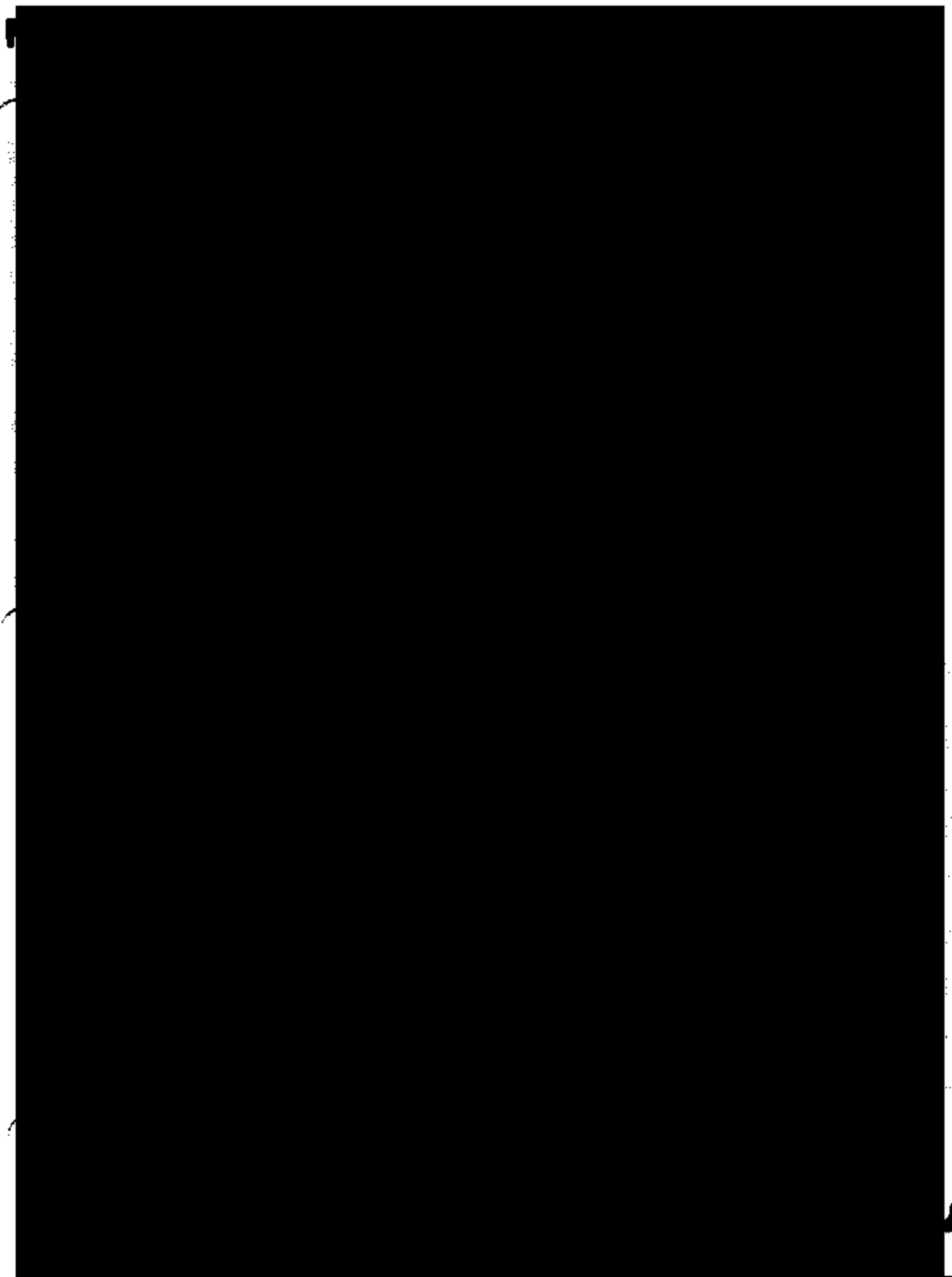
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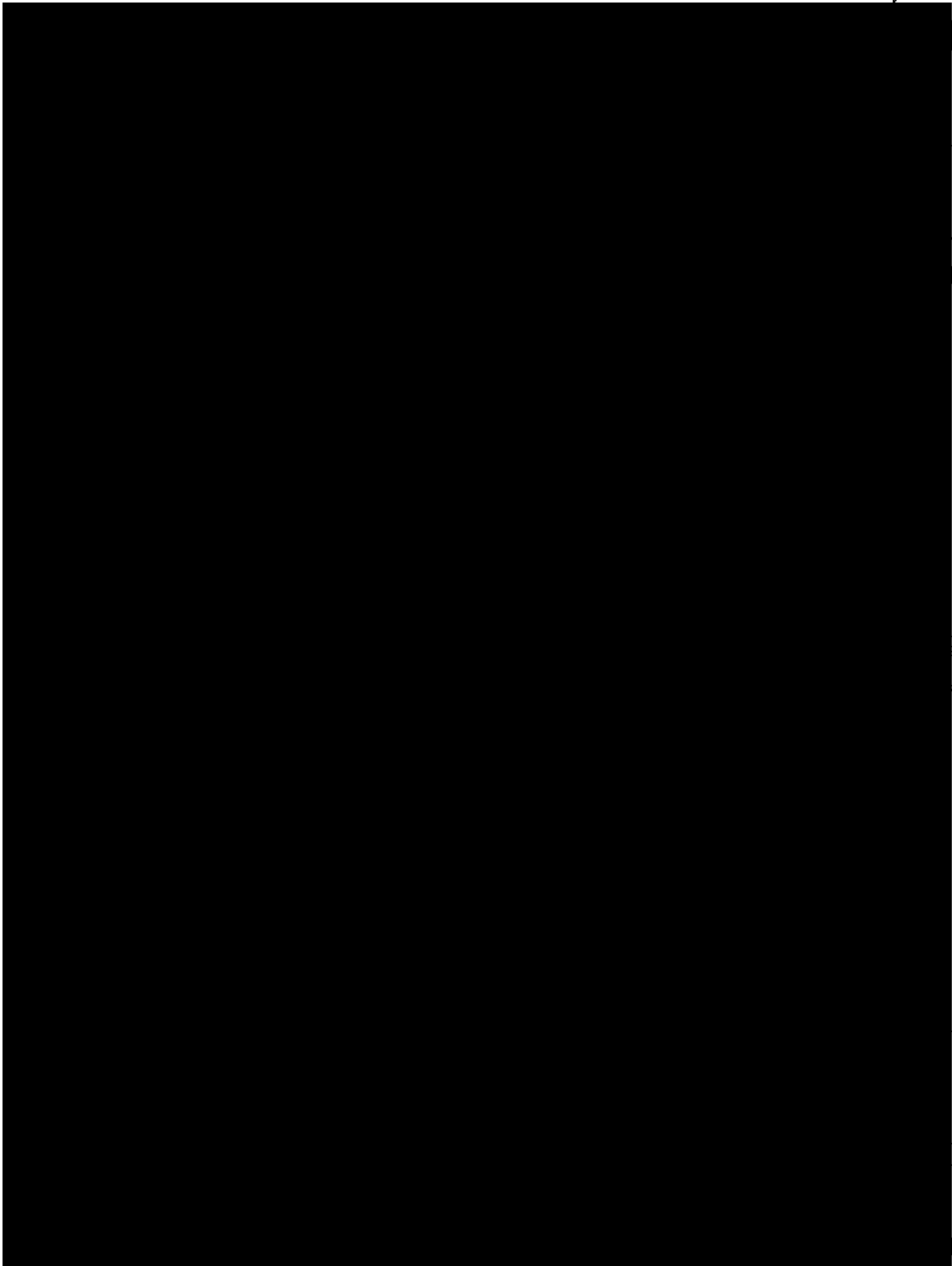


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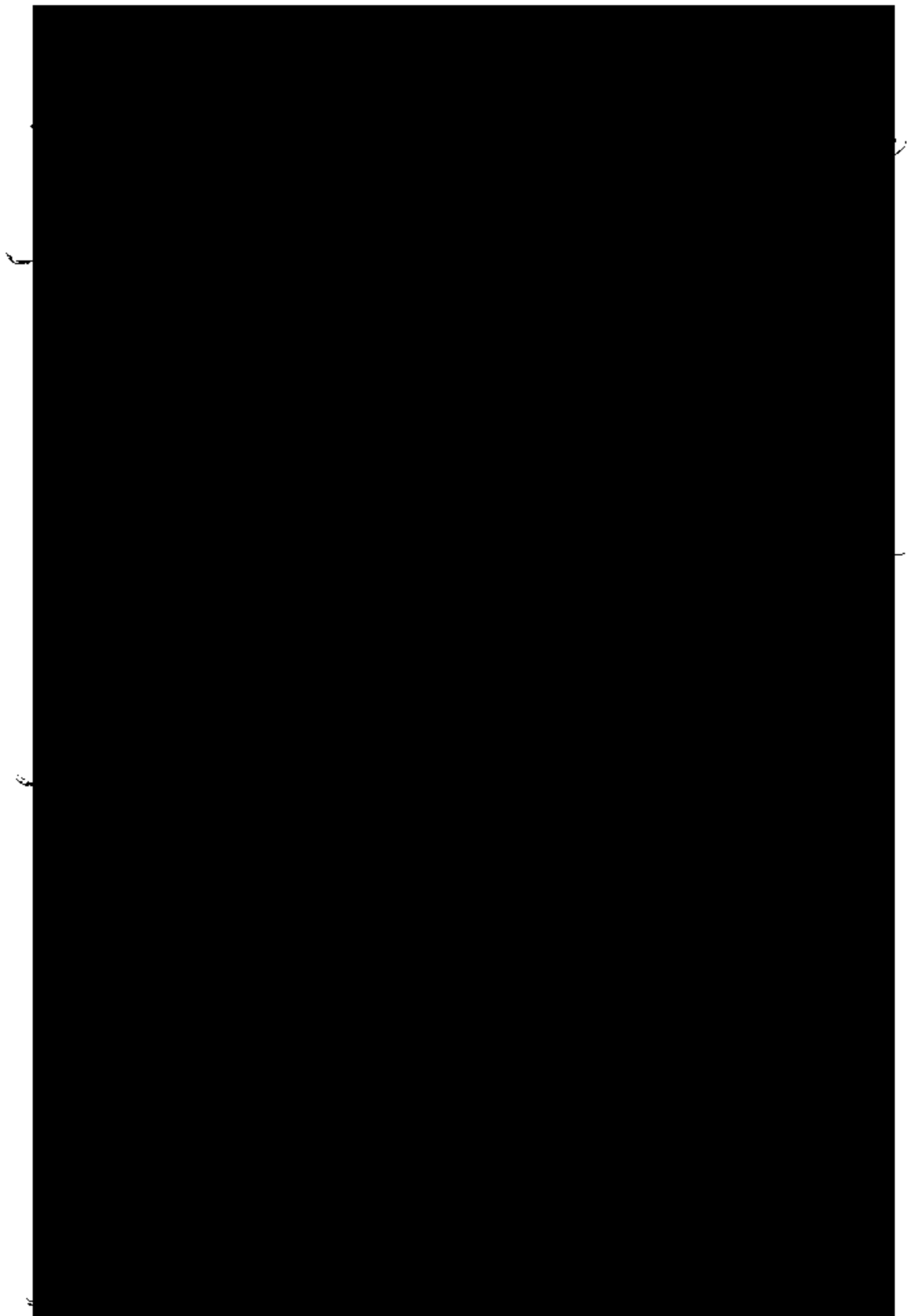
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The page is almost entirely obscured by a large black redaction box. On the left margin, there are several handwritten characters: 'e' at the top, 'u' below it, 'M' further down, and 'H' near the bottom.

