

10170131

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

RE: 2005 Ford Focus Accident

To whom it may concern,

My name is [REDACTED] and I am 20 years old. I purchased a new 2005 Ford Focus from Dave Sinclair Ford in St. Louis, MO in April 2005. This was my first new car. The car I bought was yellow and had 8 miles on the odometer. My previous car had 160,000 miles on it. I purchased this car because I needed it to be reliable, safe, fuel efficient, and affordable. I have had no problems with this car for over a year, and then I had a very terrifying accident.

It happened on Friday, June 23, 2006 at 4:30 in the afternoon on a clear day. I was traveling down a limited access highway at 65 miles per hour, the speed limit, and the next thing I remember is hanging by my seat belt. I do not remember much of the accident itself, but have witness accounts, photos, police reports, and other documents to piece together what happened. (See enclosed documents & photos with notes on back) The following is an account of what happened. I was driving the speed limit, when I began to fishtail wildly. I do not remember everything that happened either because I hit my head or I am blocking because of the trauma. From witness account, I fishtailed, then something came off the front of the car. The witness said that it looked like I had a tire blowout, then started my wild ride. (See Police report.) My car vaulted in the air and flipped rear over front several times before touching the ground and doing a roll over. I flipped for over 100 feet after leaving the highway. The ditch had no obstruction or was steep to cause my car to vault, so the only explanation was the wheel came off the car and the front axle collapsed. (see documents for history of this happening previously). After the flips I remember hanging from my seat belt holding myself up by pushing on the passenger seat in order to breath. I remember intermittently and time frames are still not straight as to what happened next. The emergency vehicles arrived, and I was transported to St. Anthony's hospital. I was their poster child for seat belts saves lives. They took a full body CT and determined I had a slight concussion. I was sent home with medication and instructions to see my doctor as soon as possible. A few days later I had an appointment with my doctor, he checked my bruised and swollen fingers, did a visual examination, checked the x-rays and CT from the hospital, and gave me muscle relaxers for my back & neck spasms and stiffness. My face was still swollen, the blood vessels were broken in my eyes, and I was still experiencing headaches. He advised that if I had any more problems to seek medical attention. For about a month I experienced short term memory loss, short attention spans, and severe headaches. I had lost my job a month before the accident and had an interview for a new job on Monday. I went to the interview with the broken blood vessels in my eyes, and my face swollen. In spite of this, I got the job. Two weeks after the accident I started to have nightmares of car accidents that were very abstract but when I woke I was terrified, and when driving I began having flash backs. I felt debris hitting my face when the windows were up, and I heard a crashing sound and was looking for an accident, then it occurred to me that it was all in my head. I was almost sick to my stomach and very pale when I arrived at work. I started going to a psychologist before I started the visual flashbacks, and because I wasn't sure how I would react if I was driving. He helped me, and gave me advice on how to handle the visual flashback do come. He suggested that I visit again when I start getting them. I am not sure if I will ever trust a vehicle again. About a month after the accident, I was at my desk at work and experienced vision loss in my left eye. I was instructed to get to the emergency room immediately, where they did a CT with contrast this time. I didn't have any abnormal swelling, bleeding or blood clots. They seen it was from swelling and would improve over time.

I have called the dealership and your customer relations center, both were not willing to help me. I then contact a local product liability lawyer about the situation. They wanted the case if I went after a very large sum of money. I do not want to pursue a million dollar law suit, I do not believe in it. It just raises the cost of future cars, and I would rather you research the safety of your vehicles with the money. I would prefer

NWR
aag
9/22/06

My medical bills are piling up and I cannot afford to pay them and buy a new car. Needless to say, I cannot mentally handle a small car anymore, so I will have to get a larger car, and on my new salary I will not be able to afford it. I believe you owe me compensation, and would like it in a timely manner. I would like some contact within 3 weeks. I am sending a copy of this letter to the NTHSA and the Missouri Attorney Generals office. I have also been instructed to contact some of the media, but I would rather settle this quietly and quickly. This letter would not have been necessary if when I called both the dealer and the customer relations center in Michigan would have let me set up an appointment with a representative from Ford at eh beginning. Both deflected my call and your customer relations center said sorry can't help and hung up.

Thank you.

House Springs, MO
Phone [REDACTED]
Cell [REDACTED]

CC: NTHSA

MISSOURI UNIFORM ACCIDENT REPORT

PAGE 1 OF 4

SPACE USED FOR BARCODE		1 - AGENCY NAME AND ORI JEFFERSON COUNTY SHERIFF'S OFFICE 0500000									
LEFT THE SCENE ☐ YES ☒ NO		CLEARED ☐ YES ☐ NO		ACCIDENT CLASSIFICATION ☐ PROPERTY DAMAGE ONLY ☐		NUMBER INJURED 1		NUMBER KILLED 0		REPORT / CASE / INCIDENT NUMBER 26-21532	
NUMBER OF VEHICLES INVOLVED 1		ACCIDENT DATE 06/23/2006		ACCIDENT TIME (MIL) 16:52		TIME NOTIFIED (MIL) 16:54		TIME ARRIVED (MIL) 16:55		INVESTIGATION DATE 06/23/2006	
2 - LOCATION COUNTY JEFFERSON				MUNICIPALITY N/A				BEAT / ZONE EAST		TRP / DIST / PCT ONE	
ON MO-21				DISTANCE FROM 5 MILES		LOCATION ☒ AFTER ☐ BEFORE ☐ AT		INTERSECTING STREET OR ROADWAY CRD-LONEDELL RD		INVESTIGATED AT SCENE ☒ YES ☐ NO	
ROADWAY DIRECTION NORTH				SPEED LIMIT 65		FEET 5 MILES		SPEED LIMIT 35		GEO - CODE N/A	
ROAD MAINTAINED BY ☒ 1. STATE ☐ 2. COUNTY ☐ 3. MUNICIPAL ☐ 4. PRIVATE PROPERTY ☐ 5. OTHER				GPS N/A		LATITUDE N/A					
3 - DAMAGE TO PROPERTY OTHER THAN VEHICLES ☒ NONE											
GIVE OWNER'S NAME AND ADDRESS, DESCRIPTION OF PROPERTY AND DAMAGE ☐ MoDOT											
4 - DRIVER'S FULL NAME (LAST, FIRST, MI) [REDACTED]											
ADDRESS (STREET, CITY, STATE, ZIP) [REDACTED] HOUSE SPRINGS, MO [REDACTED]											
DRIVER LICENSE NUMBER / ID NUMBER [REDACTED]											
STATE MO											
TYPE OF LICENSE ☒ 1. OPERATOR CLASS F ☐ 3. PERMIT ☐ 5. MC ONLY											
☐ 2. CDL CLASS ☐ 4. UNLICENSED ☐ YES ☒ NO ☐ NA											
PROOF OF INSURANCE ☒ YES ☐ NO ☐ NOT REQUIRED											
INSURANCE COMPANY STATE FARM											
☒ DRIVER ☒ VEHICLE											
POLICY NUMBER [REDACTED]											
YEAR 2005											
MAKE FORD											
MODEL FOCUS											
COLOR YELLOW											
LIC. PLATE NO. 532 YRJ											
STATE MO											
YEAR 2007											
VIN 3FAPP3 [REDACTED]											
TOTAL NO. OF OCCUPANTS 1											
VEHICLE OWNER NAME (LAST, FIRST, MI) / COMMERCIAL CARRIER [REDACTED]											
ADDRESS (STREET, CITY, STATE, ZIP) ☒ SAME AS DRIVER											
VEHICLE DAMAGE (Circle all damaged areas) ☐ NONE											
INITIAL IMPACT NO. ☐ NA 2											
18 - Undercarriage 19 - Windshield 20 - Burned 21 - Towed Unit 22 - Cargo											
TOWED FROM SCENE ☒ YES ☐ NO											
TOW CO. INFORMATION LEO'S B&T TOWING 5423 Old Rte 21 Otto, MO											
5 - DRIVER'S FULL NAME (LAST, FIRST, MI) [REDACTED]											
ADDRESS (STREET, CITY, STATE, ZIP) [REDACTED]											
DRIVER LICENSE NUMBER / ID NUMBER [REDACTED]											
STATE [REDACTED]											
TYPE OF LICENSE ☐ 1. OPERATOR CLASS ☐ 3. PERMIT ☐ 5. MC ONLY											
☐ 2. CDL CLASS ☐ 4. UNLICENSED ☐ YES ☐ NO ☐ NA											
PROOF OF INSURANCE ☐ YES ☐ NO ☐ NOT REQUIRED											
INSURANCE COMPANY [REDACTED]											
☐ DRIVER ☐ VEHICLE											
POLICY NUMBER [REDACTED]											
YEAR [REDACTED]											
MAKE [REDACTED]											
MODEL [REDACTED]											
COLOR [REDACTED]											
LIC. PLATE NO. [REDACTED]											
STATE [REDACTED]											
YEAR [REDACTED]											
VIN [REDACTED]											
TOTAL NO. OF OCCUPANTS [REDACTED]											
VEHICLE OWNER NAME (LAST, FIRST, MI) / COMMERCIAL CARRIER [REDACTED]											
ADDRESS (STREET, CITY, STATE, ZIP) ☐ SAME AS DRIVER											
VEHICLE DAMAGE (Circle all damaged areas) ☐ NONE											
INITIAL IMPACT NO. ☐ NA [REDACTED]											
18 - Undercarriage 19 - Windshield 20 - Burned 21 - Towed Unit 22 - Cargo											
TOWED FROM SCENE ☐ YES ☐ NO											
TOW CO. INFORMATION [REDACTED]											
6 - WITNESS ☐ NONE IDENTIFIED											
NAME OF WITNESS [REDACTED]											
ADDRESS (STREET, CITY, STATE, ZIP) [REDACTED] HOUSE SPRINGS, MO [REDACTED]											
TELEPHONE NO. [REDACTED]											

7. COLLISION DIAGRAM	Direction Prior to Impact (circle one)	V1	V2	V3	V4	Est. Speed - Fatal Only V1 V2 V3 V4	INDICATE NORTH
		N E S W	N E S W	N E S W	N E S W		↑

INDICATE ROAD NAMES

REQUIRED UNLESS DELAYED REPORT

DIAGRAM NOT TO SCALE

8. EVIDENTIARY PHOTOS TAKEN

☐ YES ☒ NO BY WHOM

AVAILABLE FROM

RECONSTRUCTION - Includes Narrative, Diagram & Photo(s)

☐ YES ☒ NO BY WHOM



Office of Defects Investigation

Technical Service Bulletins - Search Results

Report Date : **June 27, 2006 at 02:31 PM**
SEARCH TYPE : **VEHICLE**
YEAR : **2005**
Make : **FORD**
Model : **FOCUS**
Type : **ANY**

Make : FORD**Model :** FOCUS**Year :** 2005**Manufacturer :** FORD MOTOR COMPANY**Service Bulletin Num :** 18463**Date of Bulletin:** MAR 01, 2005**NHTSA Item Number:** 10014656**Component:** POWER TRAIN:AXLE ASSEMBLY**Summary:**

VENT LEAK. *EH



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

ODI RESUME

Investigation: EA 02-023
Prompted By: PE02-044
Date Opened: 09/09/2002 Date Closed: 02/19/2003
Principal Investigator: CHRIS SANTUCCI
Subject: FRONT SUSP COLLAPSE/WHEEL SEPARATION

Manufacturer: FORD MOTOR COMPANY
Products: MY 2000-02 FORD FOCUS
Population: 747540

Problem Description: FRONT SUSPENSION ALLEGEDLY COLLAPSES OR EXPERIENCES
WHEEL SEPARATION WHILE DRIVING.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	21	8	28
Crashes/Fires:	16	1	16
Injury Incidents:	2	0	2
# Injuries:	2	0	2
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other*:	4	0	4

*Description of Other: ROLLOVER

Action: THE ENGINEERING ANALYSIS HAS BEEN CLOSED. RECALL NO. 02V-289.

Engineer: CE-S

Div Chf: [Signature]

Ofc Dir: [Signature]

Date: 2/19/03

Date: 2/19/03

Date: 2/19/03

Summary: SEE ATTACHED REPORT.

[Signature]

SUMMARY REPORT

On November 4, 2002 Ford submitted a defect information report to ODI regarding a lower control arm defect condition in certain Ford Focus vehicles (NHTSA Recall No. 02V-289). The vehicles included in Ford's action are the approximately 446,589 MY 2000 and 2001 Ford Focus models produced between March 5, 1999 and May 31, 2001 at the Wayne, Michigan assembly plant and between May 21, 1999 and January 11, 2000 at the Hermosillo, Mexico assembly plant. According to Ford, these vehicles were built prior to a process change made in the assembly of the front suspension to control the torque and eliminate cross threading of the pinch bolt that secures the lower control arm ball joint to the steering knuckle. Improper assembly of the pinch bolt will result in an insufficient clamp load on the ball joint stud, which can cause the ball joint to separate from the steering knuckle or cause the ball joint stud to fracture. Owners of the affected vehicles will be instructed to take their vehicles to a Ford or Lincoln-Mercury dealer to have the torque of the steering knuckle pinch bolt verified and tightened as necessary and at Ford's expense. According to Ford, this action will resolve concerns with front suspension failure in the subject vehicles.

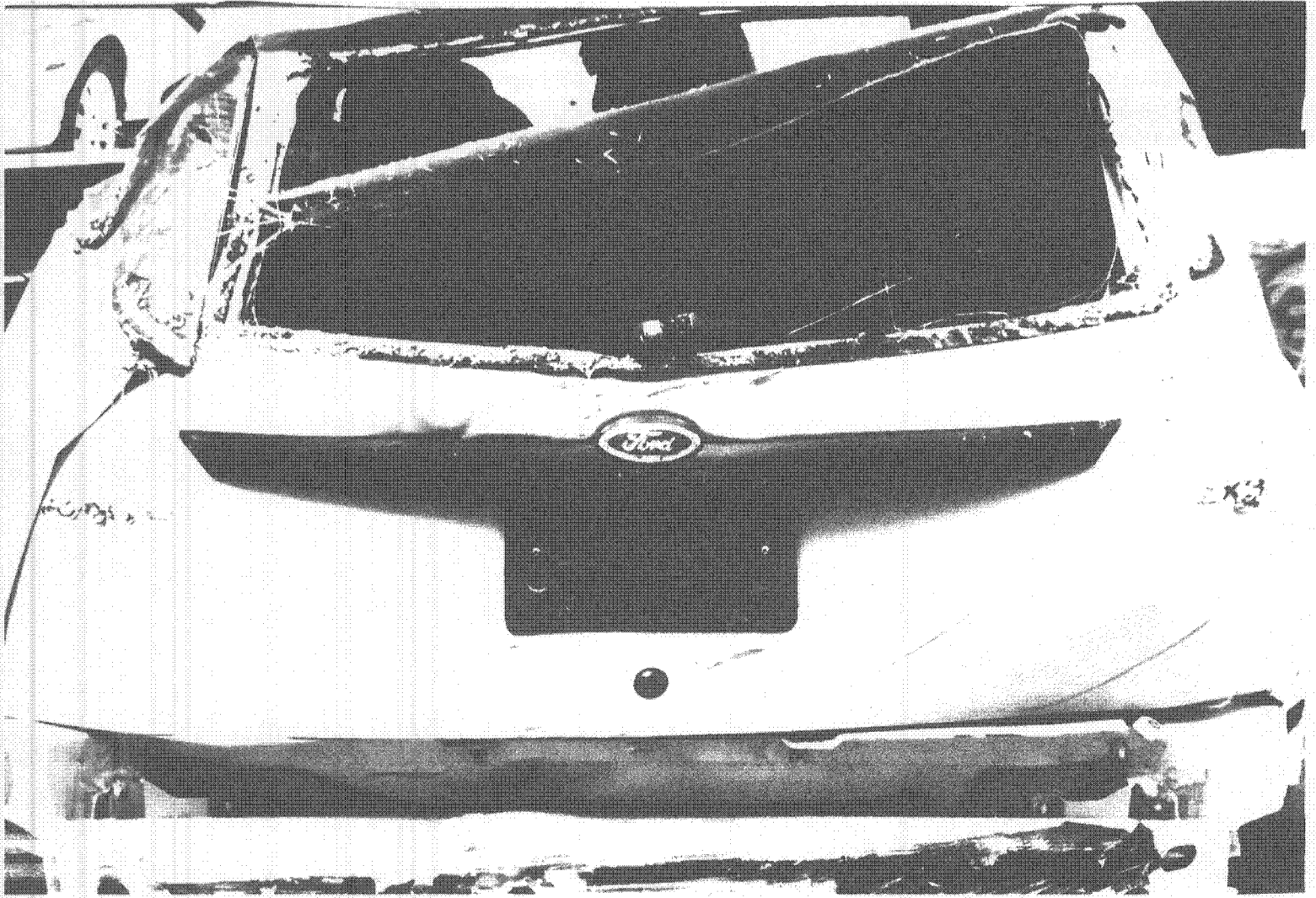
This engineering analysis was opened based on 37 complaints of general front suspension failure. These complaints included incidents related to the lower control arm ball joint condition addressed by Ford's recall and other failure modes such as coil spring fracture, separation of the steering knuckle from the strut assembly, and control arm failures caused by impact damage. Twenty-one of these 37 complaints are related to failure of the lower control arm assembly. In six of these 21 complaints, lower control arm ball joint failure was verified as the specific mode of failure, all of which resulted in crashes. In another six, separation of the lower control arm front bushing was verified as the specific mode of failure. Analysis of some of the control arms with this failure found that the parts failed in overload, a condition caused by impact damage. The remaining nine failures could not be classified because the failed parts were no longer available.

The table below summarizes the scope of the recall by Ford and the related warranty claims.

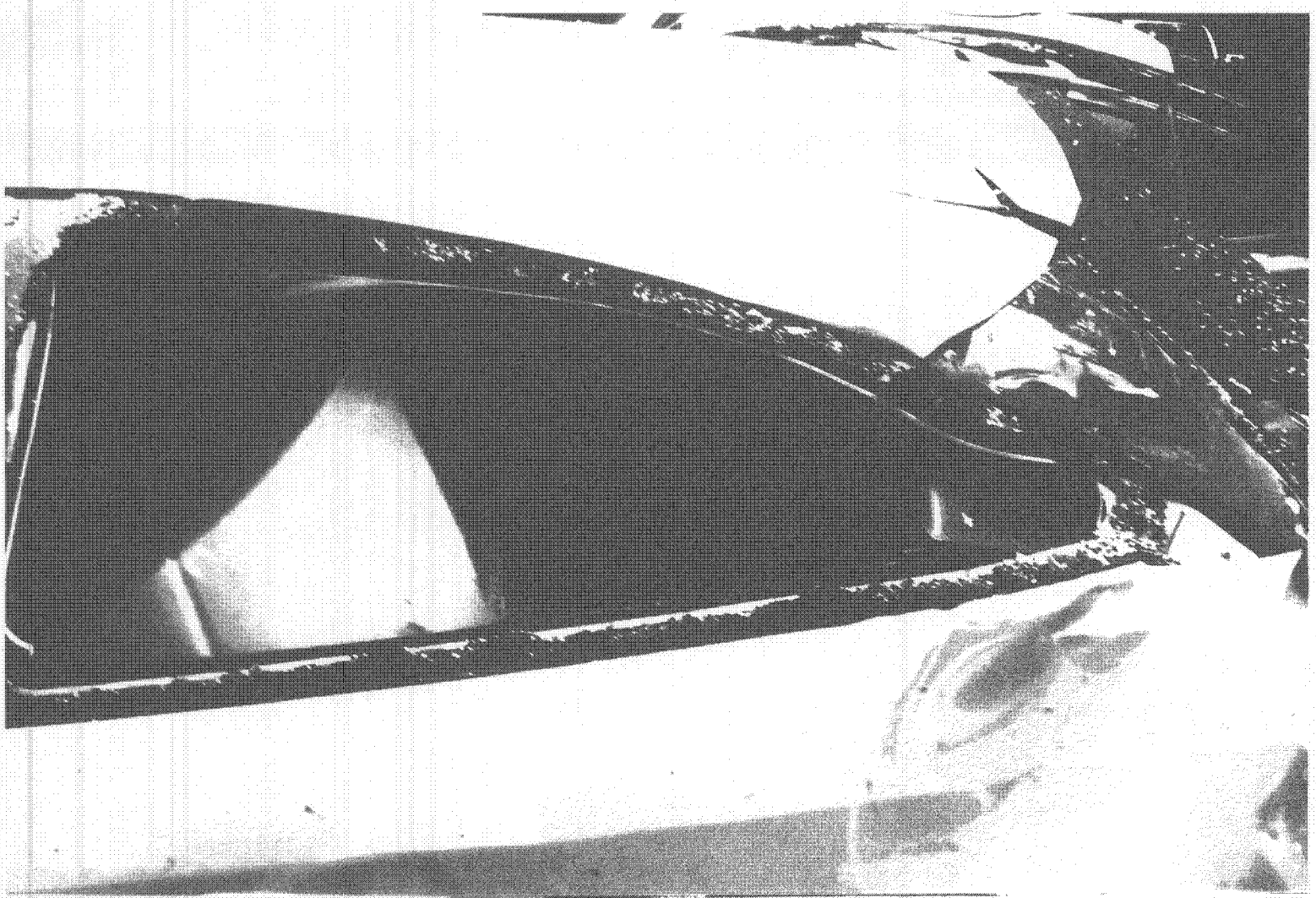
Assembly Plant	Total Produced*	Production		Lower Ball Joint Warranty			
		Recalled Vehicles		Warranty Claims		Warranty Rate/100K	
		Volumes*	% of Total	Recall	Post-Recall	Recall	Post-Recall
Hermosillo	132,650	10,935	8%	3	5	27.4	4.1
Wayne	638,901	434,457	68%	52	0	12.0	0.0
Total	771,553	445,392	58%	55	5	12.3	1.5

*Volumes based on Ford response dated July 3rd, 2002

Based on the evidence available at this time, this investigation has not identified a defect trend associated with any of the other failure modes not addressed by Ford's safety recall. ODI will continue to monitor MY 2000-2002 Ford Focus vehicles for complaints of catastrophic front suspension failure and investigate further if warranted.



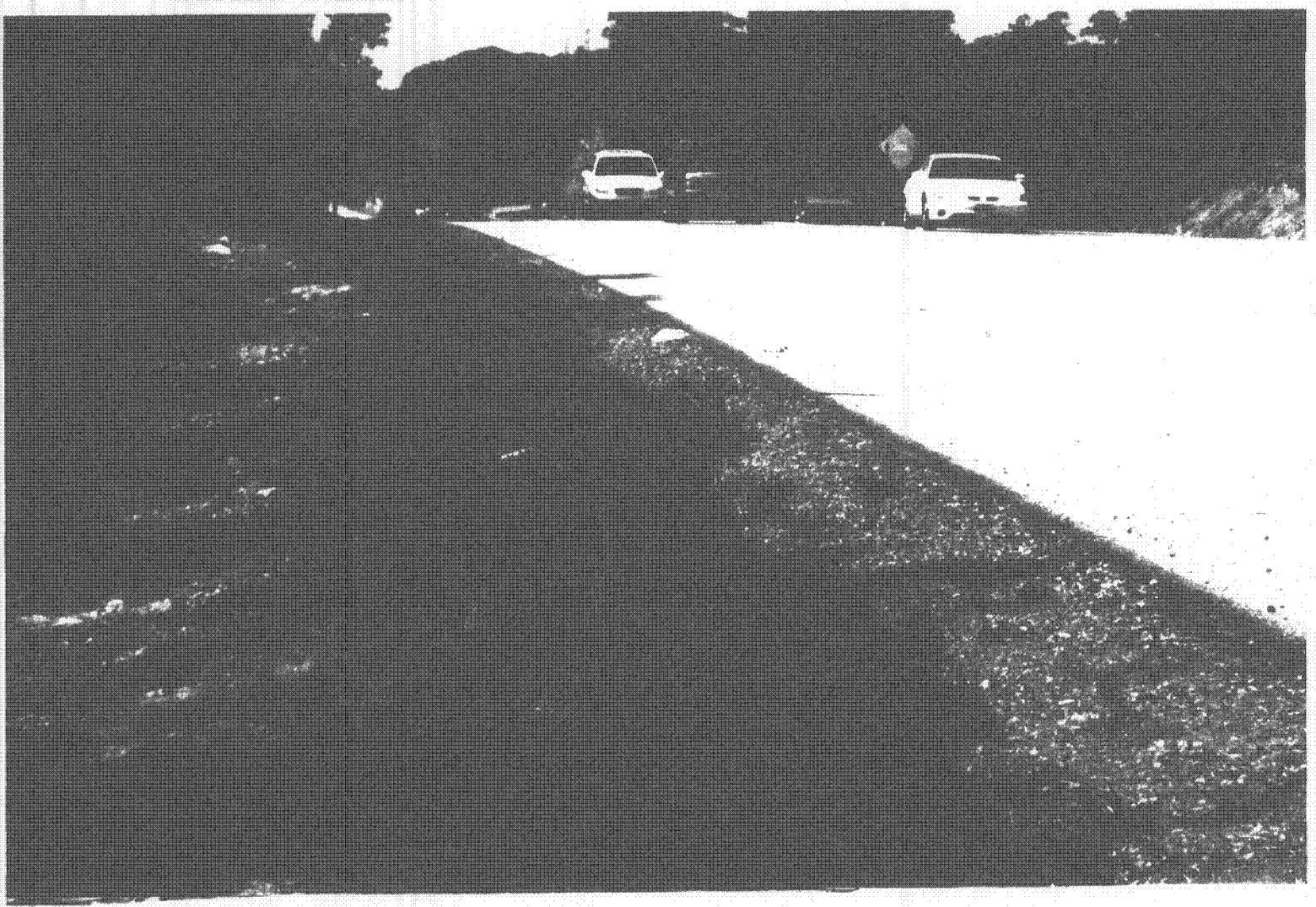
This is the back hatch back area of my car



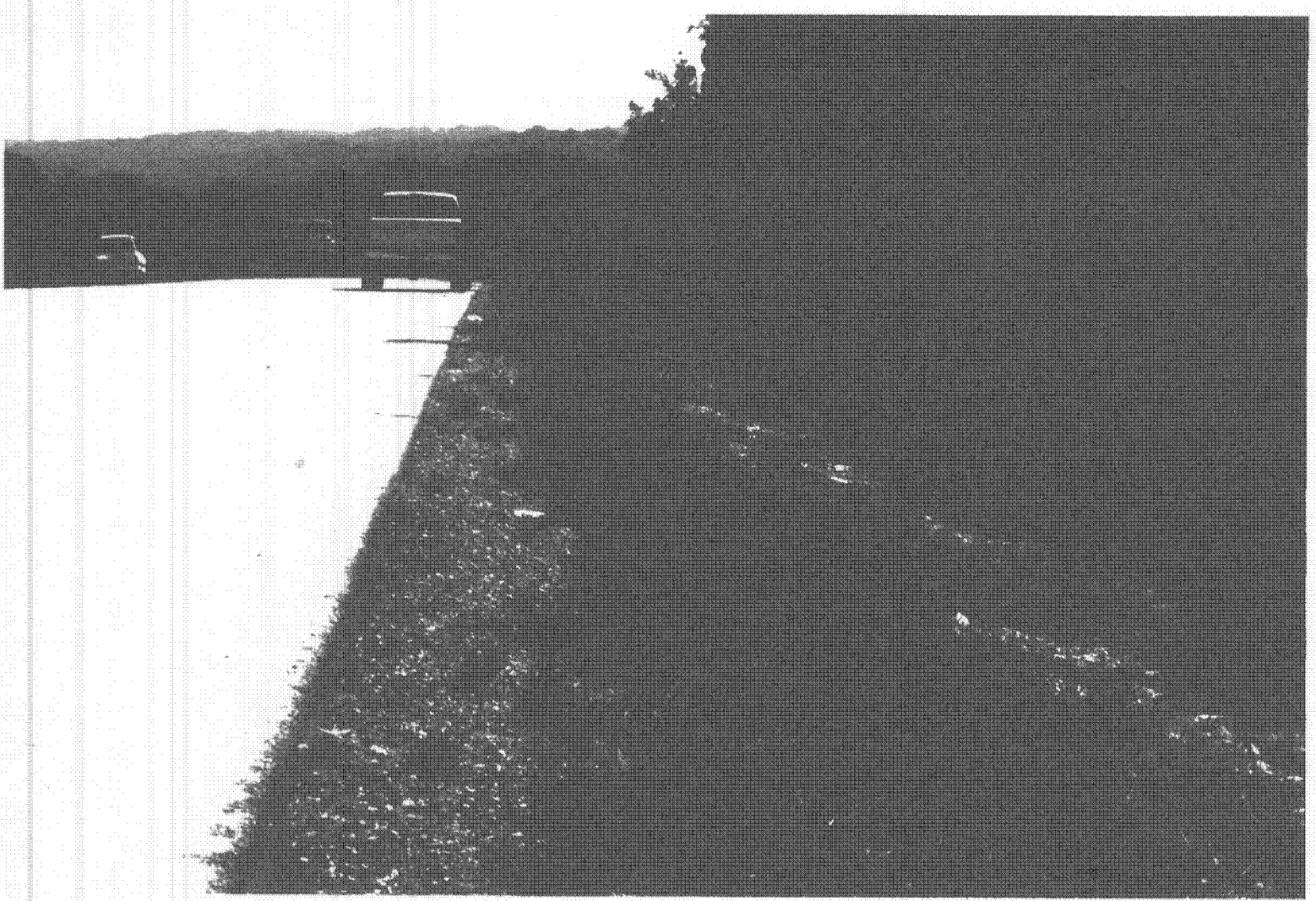
This is the back drives side of my car.



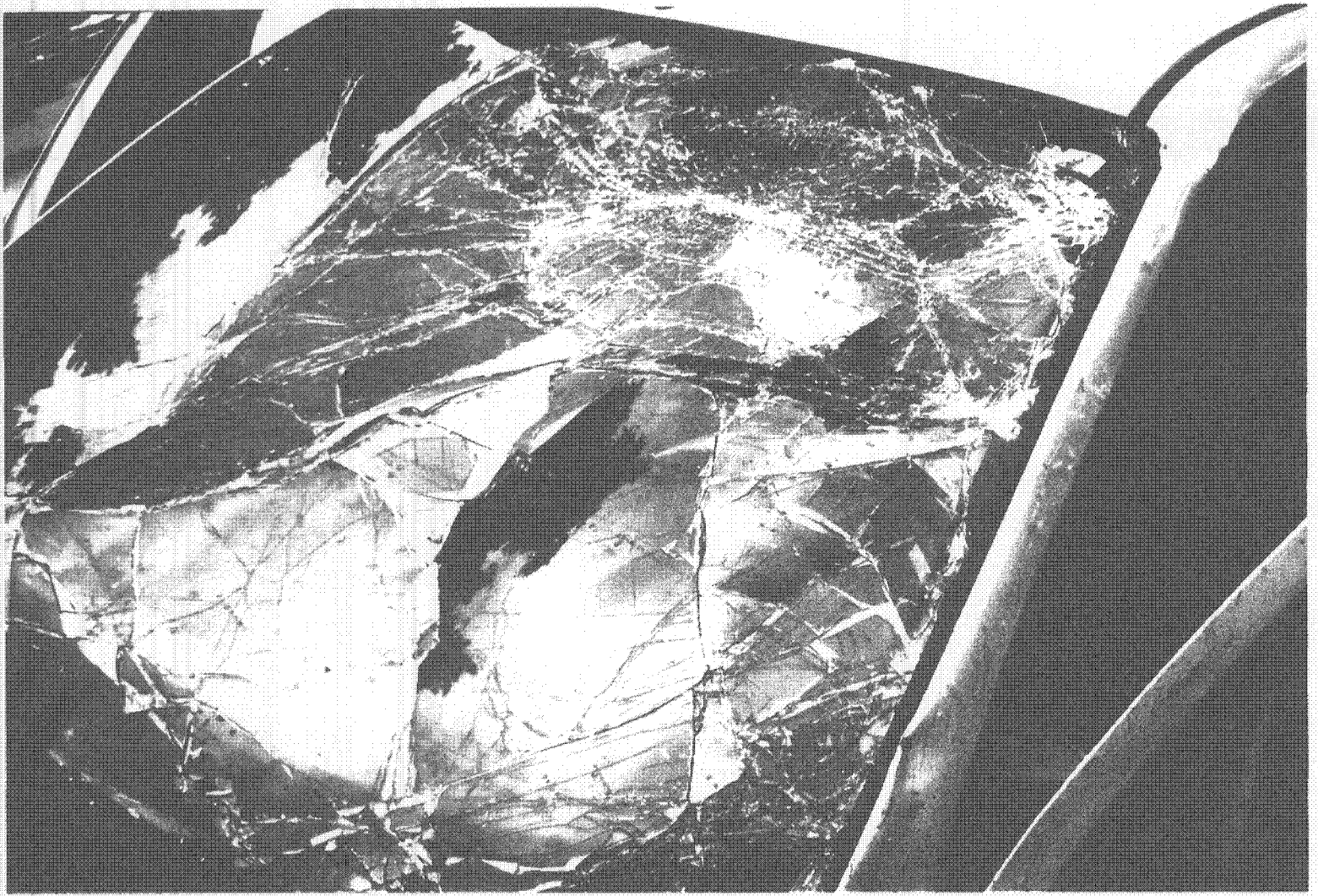
This is a picture of me a few minutes after I arrive at the hospital.



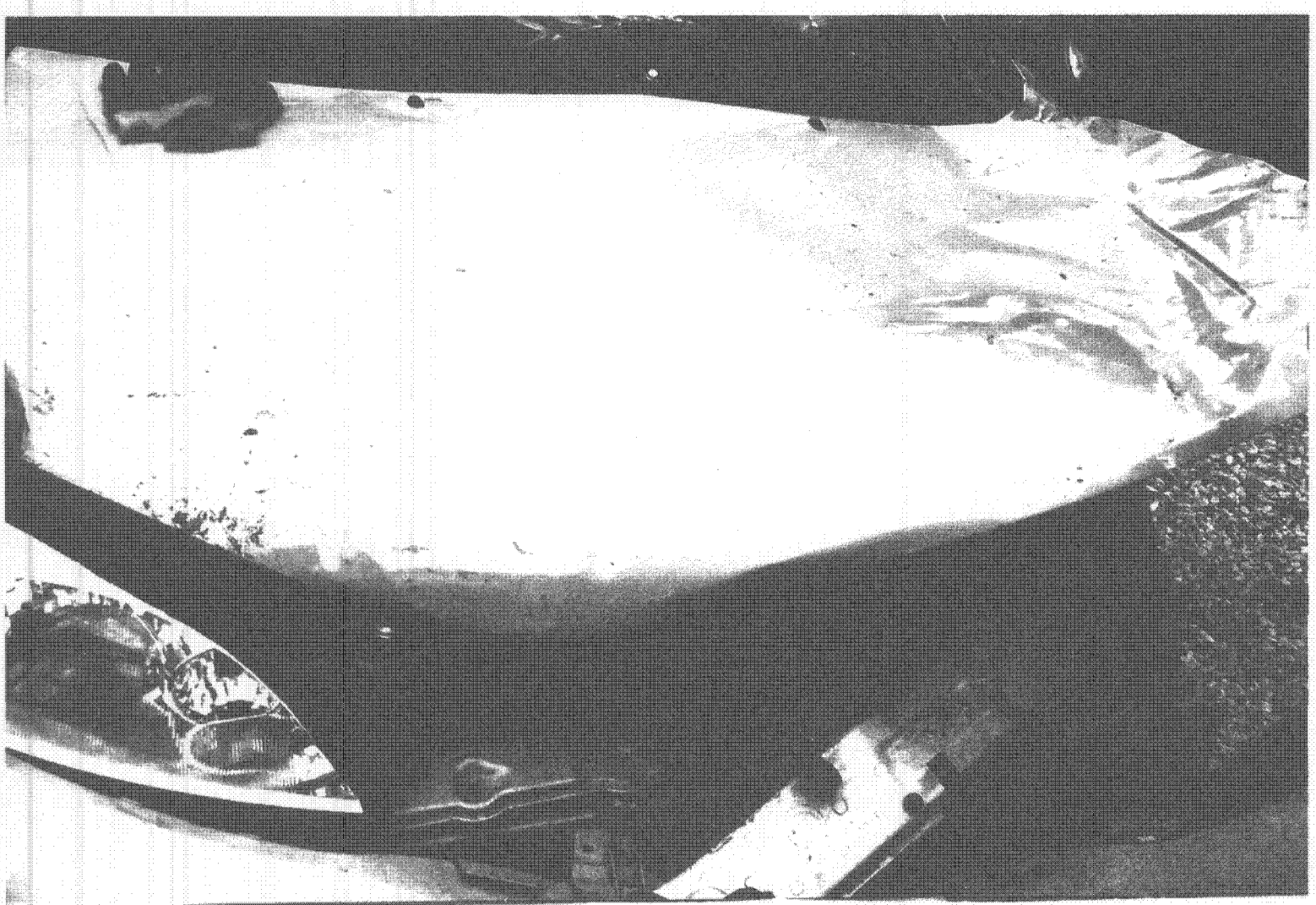
The oncoming cars are at the place in the road I started to fishtail. As you can see it is a straight, flat smooth surface.



This is the side of the road where I flipped. I am very lucky I did not hit the bluffs. As you can see the ditch is sloped, but not enough to alone make my car vault in the air. And there is nothing on the side of the road to make it vault. I traveled either in the air or rolling on the side of the road from where the picture starts to the front of the pickup truck.



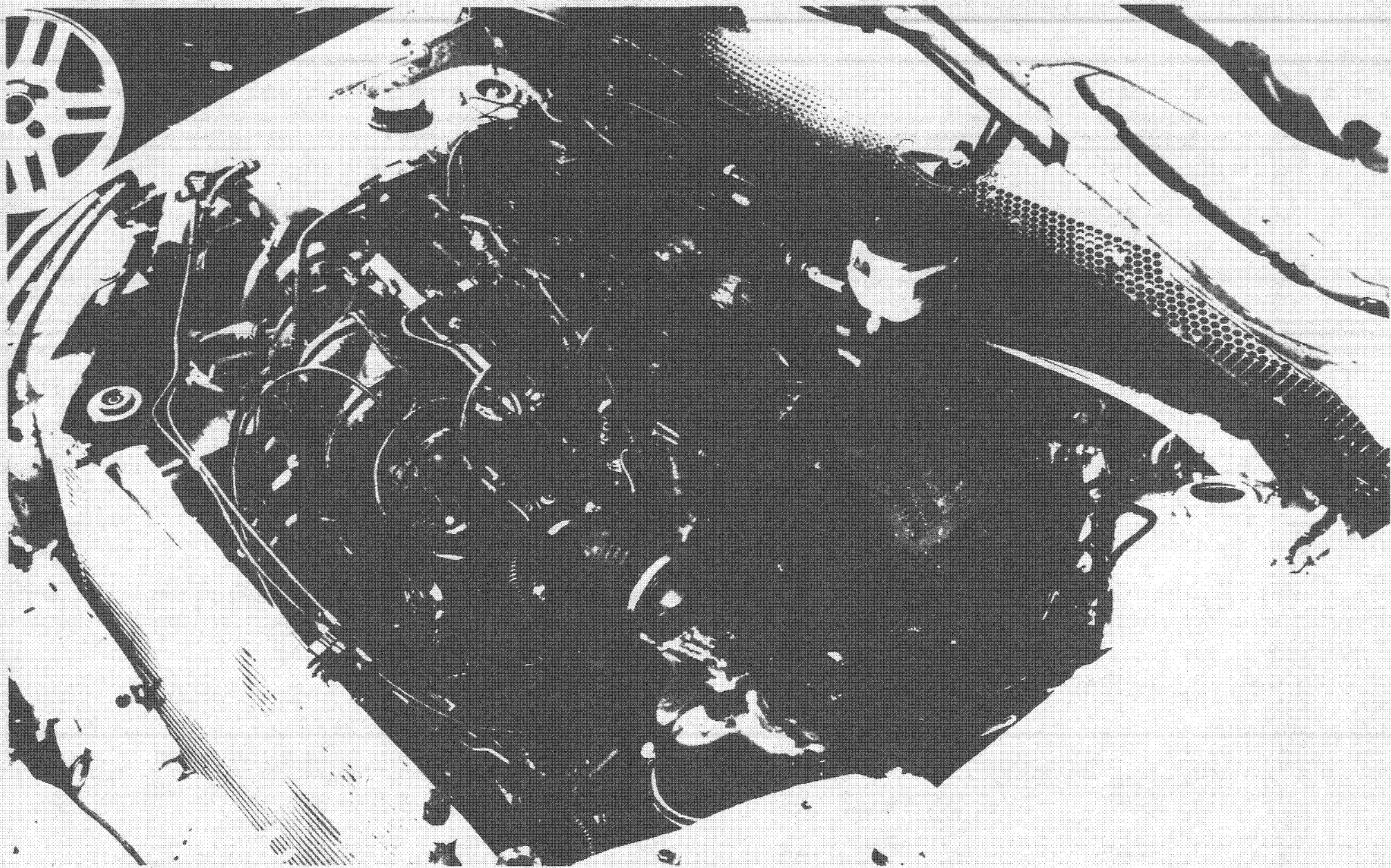
This is my windshield. It had the hood imbedded in it. Good thing for safety glass.



This is the front of my car with the hood down. The passenger side of the front has very little damage. (Head light and radiator area have no impact damage)



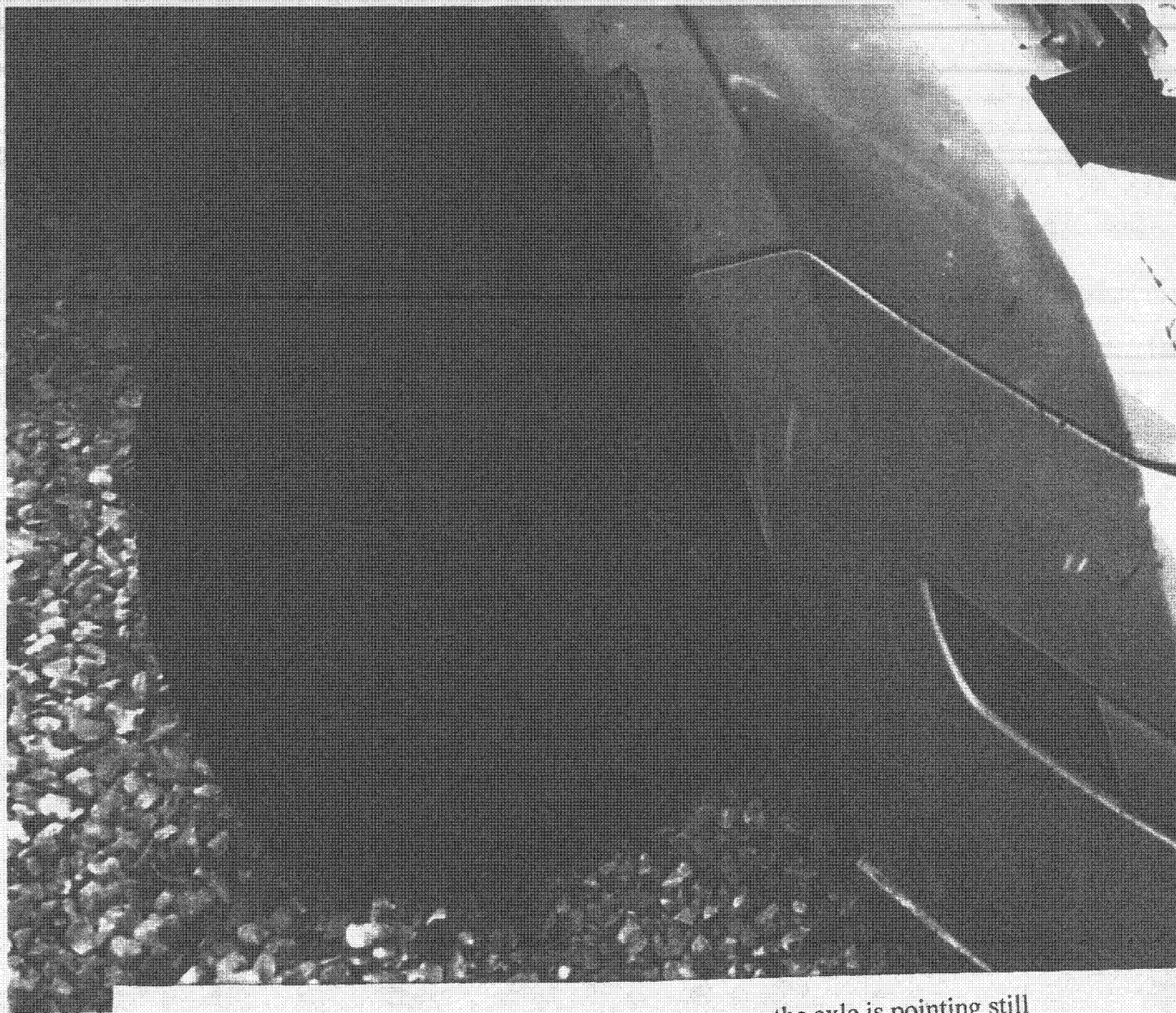
The passenger side and top of car have minimal damage, but the drivers side is seriously damaged. The passenger tire is at a 90 degree angle from the wheel well. Notice that the drivers door is bowed in where the glass window was.



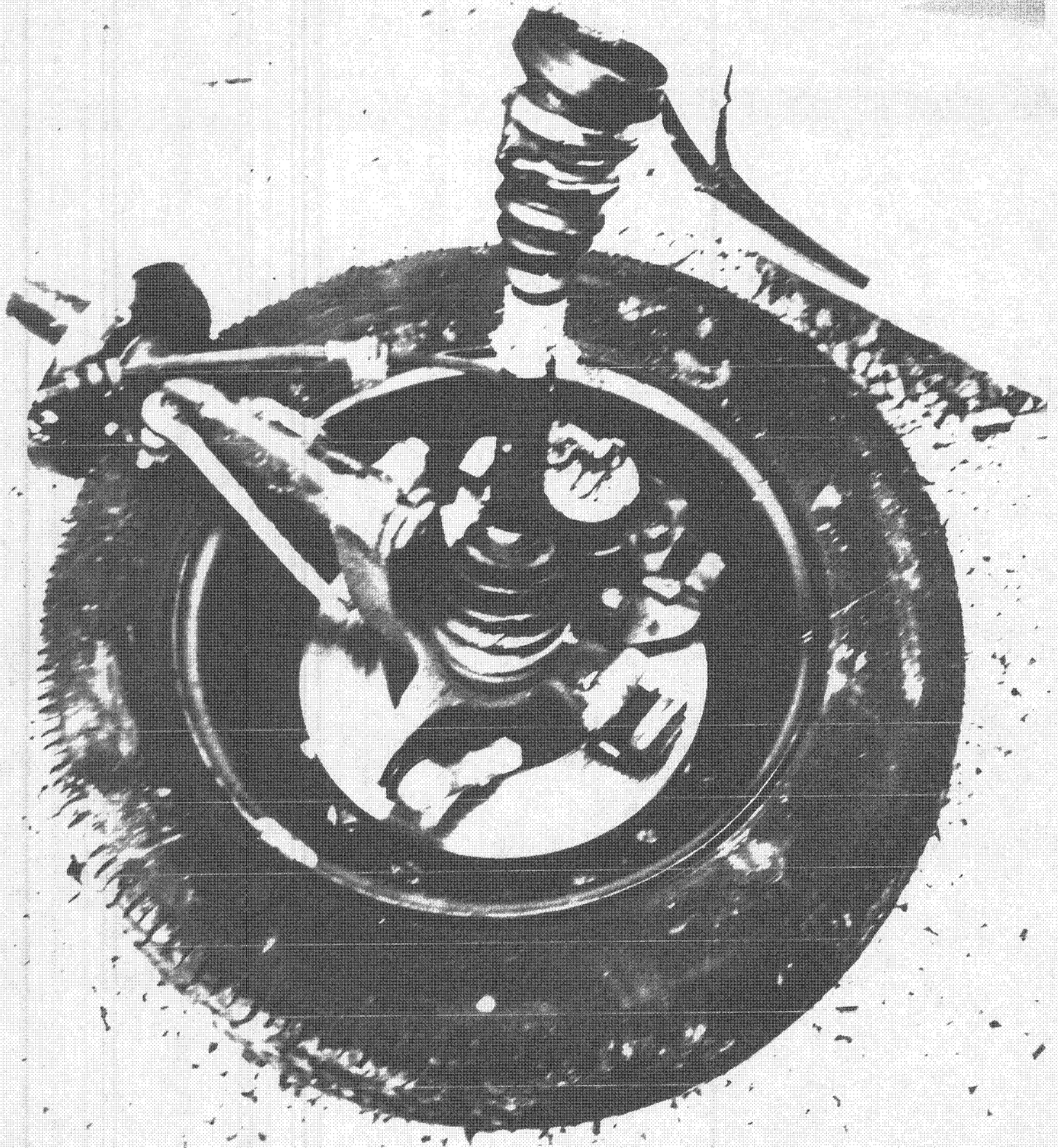
As you can see on the drivers side (right) by the windshield, the bolt that hold the bracket for the strut is still there. Something made the strut detach from the car, and it wasn't from the impact. The bolts would have been broken and they would have went up not down. The other side has the strut and bolts still attached.



This is a little closer and shows the terrain where the accident occurred. If you look closely, you will see a skid mark in the dirt arching toward the road. Also note the debris that was not picked up . Anything yellow is from my car. (we found my dip stick, and fuel door on the side of the road)



This is the passenger wheel. As you can see the axle is pointing still attached to the wheel, and pointing to the front of the car. The brake line, and strut is still attached to the car. It clearly has damage from impact
... is no longer inflated



This is a picture of my drivers side wheel, that came off of my car. As you can see, the strut, axle, stabilizer and the brake line clearly broke off. Nothing is bent and the tire is still inflated.

What happened; Driving on highway, strut broke and detached (this caused the wild swerving) from the car, causing the axle to bind and break, and in turn come off of the car. When the axle collapsed it cause the front of the car to dig into the ground and with the car going at the speed limit