



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
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

19-JAN-2007

Repository ☐

Reference No.
10179110

OWNER INFORMATION (Type or Print)

Name

Address

City

GREENVILLE GREENVILLE

State TN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an address, please provide a telephone number or address to the vehicle manufacturer.
Signature of Owner Date 2/22/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FAHP3434

Make
FORD

Model
FOCUS

Model Year
2004

Date Purchased
07-FEB-06

Dealer's Name and Telephone Number
GATEWAY FORD 423 639-5111

Engine:
No: Cylinders 4

Fuel Type:
Gas

Original Owner
☐

Dealer's City
GREENVILLE

State
TN

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
020000 SUSPENSION

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
16-JAN-2007

Failure Mileage
82000

Failure Speed
0

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 HAS A 2004 FORD FOCUS SE WITH A ODOMETER READING OF 82000 MILES. THE CONTACT STATED THAT HE HAS A REAR WHEEL ALIGNMENT PROBLEM WHICH HAS RESULTED IN TIRE CUPPING AND HE HAS TO REPLACE THE REAR TIRES FOR A THIRD TIME. THE CONTACT HAS TAKEN THE VEHICLE TO THE DEALER AND TO AN INDEPENDENT MECHANIC SHOP AND THEY BOTH TOLD HIM THAT HE AS AN ALIGNMENT PROBLEM. NEITHER THE MECHANIC SHOP NOR THE DEALER KNOW WHY THIS FAILURE HAS RECCURED AND HAVE BEEN ABLE TO OFFERED A SOLUTION. *JB

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)

I HAVE HAD TIRE WEAR PROBLEMS SINCE PURCHASE OF THIS VEHICLE (FEB. 06). TIRES HAVE BEEN ROTATED EVERY 5000 MILES, BUT THIS BECAME IMPRACTICAL, AS THE TIRES WERE WEARING BADLY ON THE REAR. I NOTICED EXCESSIVE WEAR, SO QUIT ROTATING AND WENT TO DEALER FOR HELP! THEY PERFORMED AN ALIGNMENT, WHICH I HAD TO PAY FOR. PROBLEM DID NOT STOP, DEALER WOULD DO NO MORE, SO I HAD TO PURCHASE NEW TIRES AND WENT TO AN INDEPENDENT TIRE STORE AND PAID TO CHECK ALIGNMENT. WAS TOLD IT WAS VERY CLOSE TO SPECS, BUT NOT ~~WAS~~ WHERE IT SHOULD BE AND THERE WAS AN AFTER MARKET REPAIR AVAILABLE. DEALER AND FORD SAID NO, ^{ATTACH ADDITIONAL SHEETS IF NECESSARY} SO I HAD IT REPAIRED AT MY EXPENSE, WHILE STILL UNDER 100,000 MI WARRANTY. THERE IS AN INTERNET MEMO TO FORD DEALERS ADMITTING THERE IS A PROBLEM, BUT NO FIX. 1.2

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590
OFFICIAL BUSINESS

KNOXVILLE TN 379

08 MAR 2007 PM 2 T

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, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



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**

www.nhtsa.gov

NHTSA

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



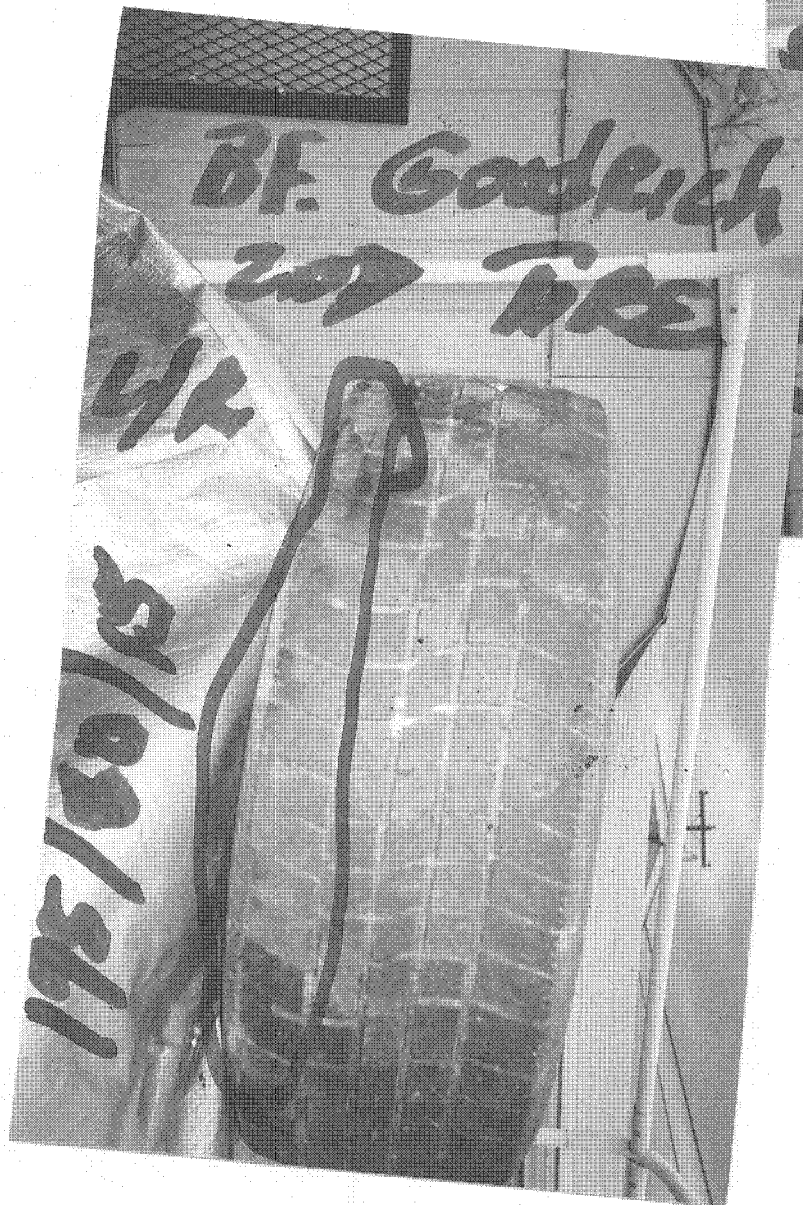
Goodyear
Original Tire



BF. Goodrich
207 Tire

4/2

175/80/15



THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).