



U.S. Department
of Transportation
2009 FEB -2 PM 1:29
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

29-DEC-2008

Repository ☐

Reference No.
10253090

OWNER INFORMATION (Type or Print)

Name

Address

City

MYRTLE POINT

State

OR

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 to the vehicle manufacturer.
Signature of Owner Date 1/5/09

VEHICLE INFORMATION

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

1FAPF34N25V

Make
FORD

Model
FOCUS

Model Year
2005

Date Purchased

7/05

Dealer's Name and Telephone Number

Tower Ford (541) 267-2118

Engine:

No: Cylinders 4

Fuel Type:

gasoline

Original Owner

☐

Dealer's City

Coos Bay Or.

State

OR

Zip Code

Transmission Type

Auto

☐ Antilock Brakes

☒ Cruise Control

Powertrain

Front Wheel Dr.

Multiple Failure: Dr. Side
Wheel Bearing +
axle Nut.

Incident Date(s)

21-DEC-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 020000 SUSPENSION, 022000 SUSPENSION: REAR

Failure Mileage

56319

Failure Speed

15

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 Dec. 21, 08

N Coquille City Police
assisted the incident.
ph # (541) 396-2114

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 2005 FORD FOCUS. WHILE DRIVING APPROXIMATELY 15 MPH ON NORMAL ROAD CONDITIONS, THERE WERE LOUD NOISES OUTSIDE OF THE VEHICLE. SUDDENLY, THE DRIVER SIDE REAR TIRE DISENGAGED FROM THE VEHICLE. THE DRIVE WAS ABLE TO SAFELY MANEUVER THE VEHICLE TO THE EMERGENCY LANE. THE VEHICLE WAS TOWED TO AN INDEPENDENT-MECHANIC FOR INSPECTION. THE MECHANIC STATED THAT THE FAILURE WAS RELATED TO THE SUSPENSION, REAR WHEEL BEARING; HOWEVER, THE PART WAS UNAVAILABLE AND ON BACK ORDER. THE VEHICLE HAS NOT BEEN REPAIRED. THE CONTACT IS AWARE OF THE SAFETY RISK INVOLVED. THE FAILURE AND CURRENT MILEAGES WERE 56,319.

I [redacted] Called tower Ford and spoke with the service Dept. the service rep. admitted that it the left rear bearing failed that because of the thread direction the retainer Nut

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 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.

could spin off of the axle resulting in the wheel being dislodged from the vehicle.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I understand the potential severity of what I believe to be a safety issue on the 2005 Ford Focus and possibly other makes and models of similar type. My family and I were very lucky that this incident didn't result in a serious crash. If I can assist in any other way please call [REDACTED]

Sincerely [REDACTED]

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



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
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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



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



Clyde from Glide

P.O. Box 487 • Glide, OR 97443 • Ph: 496-0334 • Fax: 496-0764

2400 Old 99 South • Roseburg, OR 97470 • Ph: 957-5597

T.I.N. #93-1261327

REQ. NO. 00226Z

DATE 12-21-2008

OWNER'S NAME

OWNER'S ADDRESS

AUTHORIZATION: I hereby authorize Clyde from Glide Towing and Storage to take possession of the below described vehicle and deliver it to the destination indicated SUBJECT TO THE TERMS AND CONDITIONS SET FORTH ON THE REVERSE HEREOF.

Signature

MAKE OF VEHICLE Ford

YEAR 2005

LICENSE NO. & STATE

TYPE BODY Blue Focus

DELIVERED TO

Towing	50.00
Labor at Location	
Storage	
Paid Out	
Other Charges	
Flue sir Ch	3.00
Miles 9 x 5.00	45.00
TOTAL	100.00

ABOVE DESCRIBED VEHICLE

19045

DELIVERY ACCEPTED BY:

PER:



CARQUEST TRUCK AND AUTO
76 W. HIGHWAY 42
COQUILLE, OR 97423
(541)396-6116

PAGE 1
REF# 13252

4963-10273

C2

ANY PART RETURNED FOR CREDIT MUST BE ACCOMPANIED BY THIS RECEIPT.

SEE CARQUEST STORE FOR DETAILS OF THIS COAST TO COAST GUARANTEE.

B
L
L
T
O
*** CASH SALE ***

*** COME AGAIN! ***

S
P
L
O
*** CASH SALE ***

*** THANK YOU ***

INVOICE NO. 4963-10273		CUSTOMER NO. C2		DATE 12/22/08		CUST PO. NO.		SALES NO.		SHIP VIA		TERMS	
MFG. PART NUMBER		ORDERED	SHIPPED	EKO	LIST PRICE	NET	NET CORE	EXT. AMOUNT	TAX	CREDIT C			
THIS TICKET CONTAINS PARTS FOR A:													
2005 FORD FOCUS 4-138 2.3L DOHC													
BOS 516007		1	1		95.82	49.99	0.00	49.99	N/M				
REAR WHEEL BEARING													
WARRANTY DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of all items. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of all items.													
FREIGHT		LABOR		SHOP		TOTAL CORE		TAXABLE AMT.		SALES TAX		SUB TOTAL	
								0.00		0.00		49.99	
10:13 AM		RECEIVED BY X		49.99		LIST TOTAL		95.82		PAY THIS AMOUNT		49.99 CRED	

JERRY ROBERTS
BUD'S CAR SERVICE

Phone: 572-5055

207 6th Street • Myrtle Point, OR 97458

NAME _____

ADDRESS

CITY

DATE

SERIAL #

PHONE

YEAR AND MAKE OF CAR - TYPE OR MODEL

ENGINE SIZE

LICENSE NO

MILEAGE	
1	100
2	200
3	300
4	400
5	500
6	600
7	700
8	800
9	900
10	1000
11	1100
12	1200
13	1300
14	1400
15	1500
16	1600
17	1700
18	1800
19	1900
20	2000
21	2100
22	2200
23	2300
24	2400
25	2500
26	2600
27	2700
28	2800
29	2900
30	3000
31	3100
32	3200
33	3300
34	3400
35	3500
36	3600
37	3700
38	3800
39	3900
40	4000
41	4100
42	4200
43	4300
44	4400
45	4500
46	4600
47	4700
48	4800
49	4900
50	5000
51	5100
52	5200
53	5300
54	5400
55	5500
56	5600
57	5700
58	5800
59	5900
60	6000
61	6100
62	6200
63	6300
64	6400
65	6500
66	6600
67	6700
68	6800
69	6900
70	7000
71	7100
72	7200
73	7300
74	7400
75	7500
76	7600
77	7700
78	7800
79	7900
80	8000
81	8100
82	8200
83	8300
84	8400
85	8500
86	8600
87	8700
88	8800
89	8900
90	9000
91	9100
92	9200
93	9300
94	9400
95	9500
96	9600
97	9700
98	9800
99	9900
100	10000

WRITTEN BY

DESCRIPTION OF WORK

AMOUNT

R/R Left Rear Spindle & wheel bearing
Replace nut

85

TOTAL PARTS ► 10560

SUBLET REPAIRS

OIL, GREASE & FLUID

LABOR ONLY

85

PARTS

105	6
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OTS, OIL

WASHER FLUID

LBS. GREASE

TRANSMISSION

ANTIFREEZE

GAS

OIL, GREASE
& FLUIDS

BRAKE FLUID

P/S/ FLUID

TOTAL

SUBLET REPAIRS

TAX

TOTAL	▶	190	6
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I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicle placed with them for storage, sale, repair or while road testing.

**PAY THIS
AMOUNT** ▲