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**

2009 AUG 10 PM 1:08

| FOR AGENCY USE ONLY 100148 | |
|---|---|
| Date Received: 16-JUL-2009 | Repository ☐ |
| | Reference No.: 10276999 |

**OWNER INFORMATION (Type or Print)**

| | | | |
|---|---|---|---|
| **Name** [redacted] | | Daytime Telephone Number [redacted] | E-mail Address |
| **Address** [redacted] | | Evening Telephone Number | |
| **City** SAINT CLOUD | **State** MN | **Zip Code** [redacted] | |

*Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?* ☒ *YES* ☒ *NO*
*In the absence of a* [redacted] *ovide your name or address to the vehicle manufacturer.*
Signature of Owner [redacted] Date 7/28/09

**VEHICLE INFORMATION**

| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side | Make | Model | Model Year |
|---|---|---|---|
| 2FMDA50645B[redacted] | FORD | FREESTAR | 2005 |

| Date Purchased | Dealer's Name and Telephone Number | | | Engine: No: Cylinders | Fuel Type: |
|---|---|---|---|---|---|
| Original Owner ☐ | Dealer's City | State | Zip Code | 6 | GAS |

| Transmission Type | | Powertrain | Multiple Failure: | Incident Date(s) |
|---|---|---|---|---|
| Automatic | ☒ Antilock Brakes ☐ Cruise Control | 3.9 6cyl | | 10-JUN-2008 |

**FAILED COMPONENT(S)/PART(S) INFORMATION**

| Vehicle Component Code: 200000 WHEELS | Failure Mileage | Failure Speed |
|---|---|---|
| | 32000 | 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: DOTMAL9ABC036) | ☐ 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 | Fire | Number of Persons Injured | Number of Deaths | Reported to Police |
|---|---|---|---|---|
| ☐ Yes ☒ No | ☐ Yes ☒ No | 0 | 0 | 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 OWNS A 2005 FORD FREESTAR. THE CONTACT HEARD A LOUD PITCHING NOISE COMING FROM THE FRONT END OF THE VEHICLE. HE TOOK THE VEHICLE TO THE DEALER ON FIVE OCCASIONS AND A TECHNICIAN REPLACED THE FRONT AND REAR BRAKING COMPONENTS, BUT THE FAILURE CONTINUED. THE MANUFACTURER STATED THAT HIS MODEL YEAR WAS EXCLUDED FROM NHTSA CAMPAIGN ID NUMBER 04V446000 (WHEELS:CAP/COVER/HUB); THEREFORE, HE WOULD NOT QUALIFY FOR THE FREE REMEDY. THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 32,000 AND CURRENT MILEAGE WAS 42,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY