

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Complaint: 10417119

Date: Thursday, August 18, 2011 12:22:21 PM
Attachments: [Focus tire problems.pdf](#)

Report Vehicle Safety Defects!

www.safercar.gov

From: EVOQ (NHTSA)
Sent: Thursday, August 18, 2011 12:21 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10417119

From: [REDACTED] [1](#)
Sent: Tuesday, August 16, 2011 9:16 PM
To: EVOQ (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: 10417119

Please see the corrected complaint attached.



From: "EVOQ@dot.gov" <EVOQ@dot.gov>
To: [REDACTED]
Sent: Tuesday, August 16, 2011 8:28 AM
Subject: FW: NHTSA: Follow up to ODI Complaint: 10417119



Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



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

04-AUG-2011

Repository Reference No.
10417119**OWNER INFORMATION (Type or Print)**

Name			Daytime Telephone Number		E-mail Address	
Address						
City		State	Zip Code		Evening Telephone Number	
STURGEN BAY		WI				

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FAHP35N08V			Make FORD		Model FOCUS		Model Year 2008		
Date Purchased		Dealer's Name and Telephone Number			Engine: No: Cylinders		Fuel Type:		
Original Owner <input type="checkbox"/>		Dealer's City		State	Zip Code				
Transmission Type		<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control		Powertrain		Multiple Failure:		Incident Date(s) 03-MAR-2011	

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 190000 TIRES, 191000 TIRES: TREAD/BELT			Failure Mileage 30000		Failure Speed	
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make HANKOOK		Tire Model (Name or Number) HANKOOK		Tire Size (Example P215/65R15) 195/60R15	
DOT No. (Example: DOTMAL9ABC036) BJCFPDFH3207		<input checked="" type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location: DRIVER SIDE FRONT + REAR	
Tire Component Code 191000 TIRES:TREAD/BELT				Tire Failure Type: TREAD SEPARATION	

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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured		Number of Deaths		Reported to Police N	
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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 2008 FORD FOCUS EQUIPPED WITH HANKOOK 395 TIRES, SIZE P195/60/R15, DOT BJCFPDFH3207. THE CONTACT TOOK THE VEHICLE TO THE DEALER SINCE HE NOTICED EXCESSIVE WEAR ON THE TIRES. THE DEALER INFORMED THE CONTACT THAT THE INSIDE OF THE TIRES WERE WEARING EXCESSIVELY BUT THEY WERE UNABLE TO DIAGNOSE THE FAILURE. THE DEALER ADVISED THE CONTACT TO PURCHASE A TIRE THAT SHOULD LAST UP TO 80,000 MILES; HOWEVER, INFORMED HIM THAT THE TIRES WOULD ONLY LAST 40,000 MILES AND NEED TO BE REPLACED. THE MANUFACTURER WAS AWARE OF THE FAILURE. NO REPAIRS WERE PERFORMED. THE CURRENT AND FAILURE MILEAGE WAS 32,000.

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.