

 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 JAN 19 2012 21-DEC-2011		Repository ☐ Reference No. 10440904	
OWNER INFORMATION (Type or Print)							
Name [REDACTED]				Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]				Evening Telephone Number Same			
City GIRARD		State IL		Zip Code [REDACTED]			
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 1FAHP3FN4BW [REDACTED]				Make FORD		Model Year 2011	
Date Purchased 02-26-11		Dealer's Name and Telephone Number Victory Lane Ford (217) 324-3965				Engine: No. Cylinders 2.0L DOHC 14 cylinder	
Original Owner ☒		Dealer's City Litchfield		State IL		Zip Code	
Transmission Type Automatic		☒ Antilock Brakes ☒ Cruise Control		Powertrain ?		Multiple Failure: ?	
				Incident Date(s) 15-DEC-2011			
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 140000 AIR BAGS, 150000 SEAT BELTS						Failure Mileage 13000	
						Failure Speed 25	
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 1		Number of Deaths 0	
				Reported to Police YES			
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 2011 FORD FOCUS. THE CONTACT WAS DRIVING 25 MPH AND CRASHED INTO THE REAR OF ANOTHER VEHICLE. THE CONTACT STATED THAT THE SEAT BELTS DID NOT RESTRAIN PROPERLY AND THE AIR BAGS DID NOT DEPLOY. THE CONTACT'S HEAD chest ABRUPTLY STRUCK THE STEERING WHEEL AND THE CONTACT WAS TRANSPORTED TO THE HOSPITAL. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 13,000. Contact has whiplash, and sore lower back and Right hip, possibly pinched nerve or muscle sprain in lower back and right hip. (Was not transported to hospital from scene of accident, went later in the evening) Police report available at: www.docview.us.com (Chatham Police Dept) report # 2011-6426 (date of accident 12-15-11. Lawyer has photos.							
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)

woman slammed on her brakes. I ~~slammed~~ slammed into her straight on. Seat belt did not lock and chest hit steering wheel. ~~no~~ airbag did not deploy. Chest hit steering wheel due to airbag not deploying & seat belt no locking and holding me back.

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

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**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**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline

888-327-4236



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