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

MAY 19 2014

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	Repository ☐
27-MAR-2014	Reference No. 10575148

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address
Address [redacted]		Evening Telephone Number	
City TOMS RIVER	**State** NJ	**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	Make	Model	Model Year
	FORD	FOCUS	2011

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

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 25-MAR-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage	Failure Speed

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
[X] Yes ☐ No	☐ Yes [X] No	1	0	Y

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 TRAVELING AT AN UNKNOWN SPEED AND CRASHED INTO ANOTHER VEHICLE. THE AIR BAG DEPLOYED, BUT DID NOT INFLATE PROPERLY AND THE CONTACT SUSTAINED A FRACTURED BREAST PLATE. A POLICE REPORT WAS FILED OF THE INCIDENT. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT CONTACTED ABOUT THE FAILURE. THE FAILURE MILEAGE AND VIN WAS NOT AVAILABLE.

NO

YES THEY WERE. CONTACTED. BUT DENIED OF ANY DEFECT WITH THEIR PRODUCT.

PLEASE SEE PICTURE OF AIR BAG ATTACHED

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

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

PLEASE SEE ATTCHED. PHOTO OF AIR BAG.
IF YOU NEED ANY ADDITIONAL INFO FROM ME PLEASE DO NOT HESITATE TO CALL [redacted] PLEASE LEAVE A MESSAGE.
I WILL RETURN YOUR CALL.
I HAVE NEVER CAUSED AN ACCIDENT OR HARM TO OTHERS IN MY 68 YEARS. DRIVING 51 YEARS SINCE THE AGE OF 17.
STOP AND GO TRAFFIC. 7:40 AM ON MY WAY TO WORK. TRUCK STOPPED SHORT AFTER IT STARTED TO MOVE. I COULD NOT SEE OVER THE TRUCK THROUGH IT OR AROUND IT.

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

TRENTON
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National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
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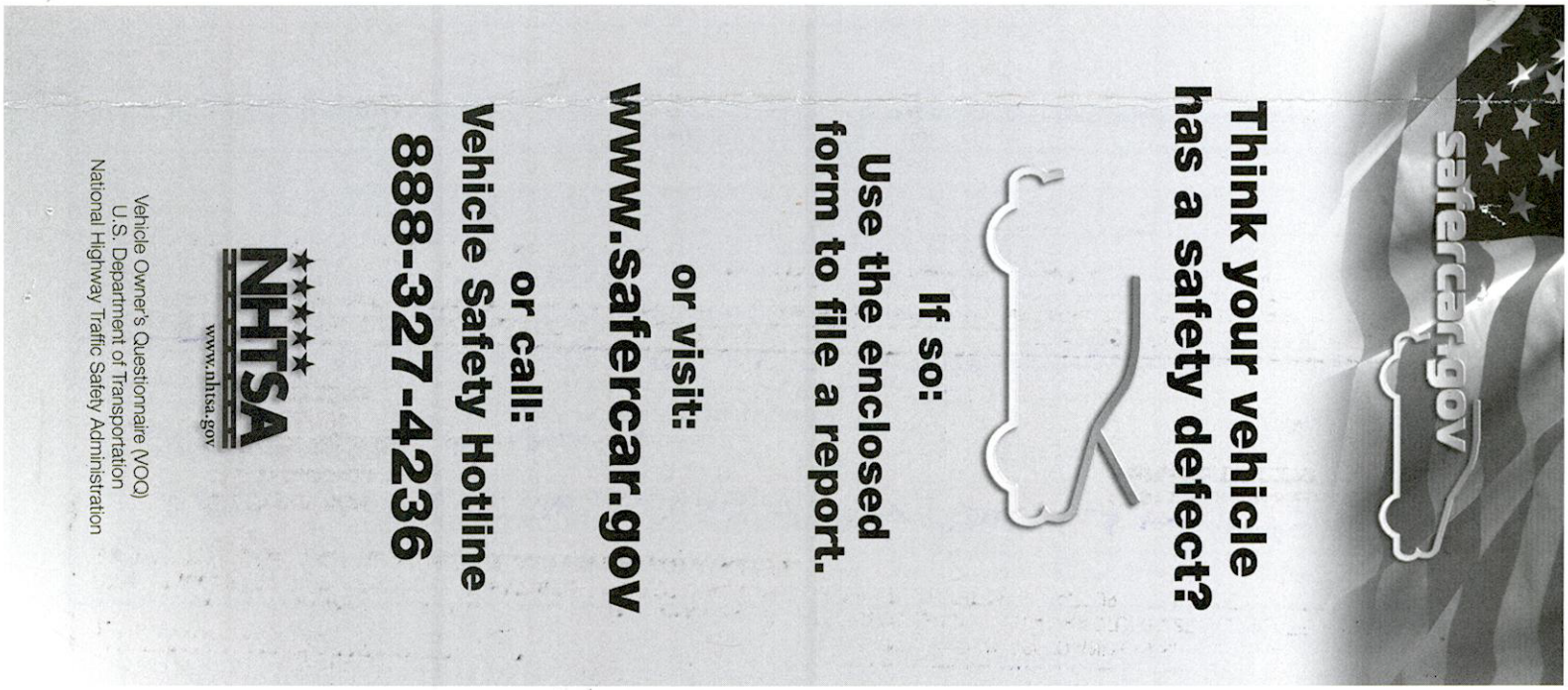
Washington, D.C. 20077-9382



[redacted]

RERENCE # 10575148

BUMPER TO BUMPER TRAVIC. NO SPEED INVOLVED.

I CONTACTED FORD BUT DENIED THERE WAS NO DEFECT WITH THE AIR BAG.

THE AIR BAG DID NOT PROTECT ME IT POPPED OUT OF STEARING WHEEL BUT DID NOT STAY INFLATED TO PROTECT ME FROM THE IMPACT.

ANY QUESTIONS PLEASE CALL [redacted]

THANK YOU FOR ANY HELP YOU [redacted] FFER.

[redacted]