

INFORMATION ACT (EOIA), 5 U.S.C. 552(B)(6) USE ONLY 100148

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline

Date Received

Repository ☐

29-JUL-2016

SEP 23 2016

Reference No.

10891532

OWNER INFORMATION (Type or Print)

Name OwnerAddress

City CITRUS HEIGHTS

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

FORD

Model

FOCUS

Model Year

2013

Date Purchased

NOV. 21, 2013

Dealer's Name and Telephone Number

Carmax (916) 782-2404

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

Roseville

State

CA

Zip Code

95661

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

12-JUL-2016

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 171100 LATCHES/LOCKS/LINKAGES: DOORS: LATCH

Failure Mileage
23000Failure Speed
Parked

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

Failure Location:

☒ Prior Repair

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

Number of Deaths

Reported to Police.

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 2013 FORD FOCUS. THE CONTACT STATED THAT THE REAR DRIVER DOOR FAILED TO LATCH PROPERLY IN A SECURED POSITION. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 13V085000 (LATCHES/LOCKS/LINKAGES). THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE THE DOOR LATCH WAS REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS UNKNOWN. THE APPROXIMATE FAILURE MILEAGE WAS 23,000.

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.

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

#445.87 Cost to have broken door lock replaced by
Duncan Automotive, 7366 Auburn Blvd.,
Suite #3, Citrus Heights, CA 95610.
Telephone (916) 726-8473.

See Invoice.

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, NEF-100
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





DUNCAN'S AUTOMOTIVE
7366 AUBURN BLVD. SUITE #3
CITRUS HEIGHTS, CA 95610
(916) 726-8473

Invoice #: [REDACTED]

Date: 08/16/2016

Customer Information

CITRUS HEIGHTS, CA [REDACTED]

**** INVOICE ****

EPA#: CAL 000 096 305 BAR#: ARD0256110

Written By: VICTOR BALCITA

Fleet/Stock #: [REDACTED]

Phone: (916) 910-9216

Cell Phone: () -

Vehicle: 13/FORD FOCUS

License: [REDACTED]

Mileage: 23154

Color: Gray

Engine: 4-1999 2.0L DOHC

Vin: 1FADP3E2XDL [REDACTED]

Salesperson	Technician	Part Number	Part Description	Qty	FET	Price	Ext Price
106		F1EZ58264A27A	OEM DRIVER REAR DOOR LATC	1.00		304.51	304.51
Sub Total Parts							304.51

Salesperson	Technician	Labor Description	Ext Price
106	085	REPLACE DOOR LATCH	130.00
		REPLACE LEFT REAR DOOR LATCH RECHECK OPERATION	
		REPLACED BROKEN DOOR LATCH ASSEMBLY RECHECKED OPERATION,,DOOR OPERATION NORMAL AT ALL TIMES..	
		<<DISCOUNT LABOR>>	-13.00
Sub Total Labor			117.00

Check: 445.87

Check #: [REDACTED]

I hereby authorize the above work to be done along with the necessary material and herby granted you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs there to. Warranty on most parts and labor is 24 months or 24,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature: [REDACTED]

Date & Time: 11:00 AM 8/16/2016

Total Parts:	304.51
Total Labor:	117.00
Sub Total:	421.51
Haz Waste:	0.00
Sales Tax:	24.36
Total:	445.87