



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ACT (FOIA) 5 U.S.C. 552 (b)(6)

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

01-SEP-2016

Repository ☐

Reference No.
10903065

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City CEDAR HILL State TX Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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
3FADP4BJ3FM [REDACTED] Make FORD Model FIESTA Model Year 2015
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) 05-AUG-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 200000 WHEELS, 017500 STEERING: LINKAGES: TIE ROD ASSEMBLY Failure Mileage 37388 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make DOUGLAS PIRELLI Tire Model (Name or Number) TRACTION A Tire Size (Example P215/65R15) P185/60 R15
DOT No. (Example: DOTM19ABC036) TOURING P4Treadwear 760 Temperature Failure Location: front passenger side
DT XL ED J 006 5210 ☐ Original Equipment ☐ Prior Repair
Tire Component Code FORD RIM model GJ8ND/GJ8MD; CENTER RIM PART# 03828141 P123 Tire Failure Type: rim separation at mid level of all spokes

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 2015 FORD FIESTA. WHILE DRIVING AT ANY SPEED, THE FRONT PASSENGER SIDE WHEEL DISENGAGED FROM THE VEHICLE WITHOUT WARNING. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE TIE ROD FRACTURED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER AND DEALER WERE NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 37,388.

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)

The tire dislodged from the front passenger side while the vehicle was in motion being driven down a neighborhood street at regular speeds. Damage occurred to the vehicle.

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

2015 Ford FIESTA 4D SED GRAY

VIN: 3FADP4BJ3FM
 License:
 State: TX

Interior Color:
 Exterior Color: GRAY
 Production Date: 6/2014

Mileage In: 37388
 Mileage Out: 37,391
 Condition:

Vehicle Out: 8/16/2016
 Job #: HOMIE/KEVIN

Line	Ver	Operation	Description	Qty	Extended Price \$	Part Type	Labor	Type	Paint
1	E01	Overhaul	Frt Bumper Cover Assy				2.4	Body	
2	E01	Repair	Frt Bumper Cover				2.0	Body	
3	E01	Refinish/Repair	Frt Bumper Cover						2.7
4	S01		MODIFIED REFINISH WITH FULL CLEAR COAT						
5	E01	Remove/Install	Frt Bumper License Plate Bracket				0.0	Body	
6	E01	Remove/Install	Frt Bumper Emblem				0.5	Body	
7	S01		clean & retape						
8	E01	Remove/Install	Grille				0.0	Body	
9	E01	Remove/Install	Frt Bumper Cover				0.0	Body	
10	E01	Remove/Install	R Front Combination Lamp				0.3	Body	
11	S01	Remove/Replace	R Fender Panel	1	220.72T	OEM	1.2	Body	
12	E01	Refinish	R Add To Edge Fender						0.5
13	E01	Refinish	R Fender Outside						2.0
14	E01	Remove/Replace	R Fender Liner	1	45.00T	A/M	0.0	Body	
15	E01	Remove/Replace	Stone Guard	1	75.15T	OEM	0.3	Body	
16	E01	Remove/Replace	Alloy Wheel	1	75.00T	Used	0.3	Body	
18	E01	Remove/Replace	RIGHT FRONT TIRE	1	109.00	A/M			
19	S01		Douglas All-Season 185/60R15 84T						
20	E01	Remove/Replace	RIGHT REAR TIRE	1	109.00	A/M			
21	S01		Douglas All-Season 185/60R15 84T						
22	S01	Additional	RT Rear Wheel Repair	1	209.00	Sublet	0.3	Body	
23	S01		wheel unrepairable..Ars brought replacem						

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

9/2/2016 9:29:20 AM

Final Bill

Number: [REDACTED]

5 Ford FIESTA 4D SED GRAY

S01	Remove/Replace	Alloy Wheel Center Cap	1	15.63T	OEM		
S01	Remove/Replace	Wheel Tire Pressure Sensor	1	83.84T	A/M		
E01	Remove/Replace	R Frt Susp Brake Rotor	-M	1	49.97T	OEM	0.6 Mech
E01	Repair	R Frt Susp Splash Shield	-M				0.5 Mech
S01	Remove/Replace	R Frt Susp Strut	-M	1	103.70T	OEM	1.6 Mech
S01	Remove/Replace	R Lwr Frt Susp Control Arm Assy	-M	1	90.00T	OEM	1.3 Mech
E01	Remove/Replace	R Inr Steering Tie Rod	-M	1	30.07T	OEM	1.0 Mech
E01	Remove/Install	R Pillar Glass					1.2 Body
E01	Remove/Replace	Adhesive	1	15.00T	OEM		
E01	Blend	R Frt Door Outside					0.8
E01	Remove/Install	R Frt Rear View Mirror					0.3 Body
E01	Remove/Install	R Frt Speaker					0.2 Body
E01	Remove/Install	R Frt Door Trim Panel					0.4 Body
E01	Remove/Install	R Frt Otr Door Handle					0.3 Body
E01	Additional	Clear Coat					1.9
E01	Remove/Replace	4 WHEEL ALIGNMENT	1	89.95	Sublet		
S01	Additional	Program TPMS Sensors					1.0 Mech
S01	Additional	Shift Rear Axle					1.0 Mech

Estimate Totals	Discount \$	Markup \$	Rate \$	Total Hours	Total \$
Parts		18.75			1,040.83
Sublet/Miscellaneous					298.95
Labor, Body			44.00	9.7	426.80
Labor, Refinish			44.00	7.9	347.60
Labor, Mechanical			85.00	7.0	595.00
Material, Paint					268.60
Subtotal					2,977.78
Sales Tax					90.04
Grand Total					3,067.82



















