

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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



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 <input type="checkbox"/>
21-JUN-2017 <b>AUG 22 2017</b>	Reference No. 11000389

**OWNER INFORMATION (Type or Print)**

Name		
Address		
City	State	Zip Code
BARRINGTON	IL	

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 1FA6P0H7XE5	Make FORD	Model FUSION	Model Year 2014
Date Purchased 2/24/14	Dealer's Name and Telephone Number ROHEMAN FORD 847-605-0800	Engine: No: Cylinders 4	Fuel Type: REG.
Original Owner <input type="checkbox"/> NEW	Dealer's City	State	Zip Code
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FWD	Multiple Failure: Incident Date(s) 16-JUN-2017

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 200000 WHEELS, 203000 WHEELS: LUGS/NUTS/BOLTS	Failure Mileage 45000	Failure Speed
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**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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <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 2014 FORD FUSION. THE CONTACT TOOK THE VEHICLE TO WICKSTROM FORD (LOCATED AT 600 W. NORTHWEST HWY, BARRINGTON, IL 60010) TO HAVE THE TIRES BALANCED AND ROTATED. THE CONTACT WAS INFORMED THAT THE LUG NUTS HAD EXPANDED. THE CONTACT WAS INFORMED THAT TO REMOVE THE LUG NUTS AND PERFORM THE REQUESTED SERVICE, THE LUG NUTS HAD TO BE DRILLED AND ALL LUG NUTS WOULD NEED TO BE REPLACED. THE CONTACT DECLINED TO HAVE THE VEHICLE SERVICED. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 45,000.

SEE ATTACHED

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 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.

On Feb. 24, 014, I purchased a new Ford Fusion from Rohrman Ford in Schaumburg, IL. I also purchased an extended warranty from Rohrman which expires on Feb. 24, 2020. I subsequently moved and have been having my car serviced at Wickstrom Ford in Barrington, IL.

On June 16, 2017 I had my car serviced and requested they rotate the tires. They advised me that the lug nuts on the car were "swollen" and they would have to be drilled off and replaced. I was shocked to be told this was not under warranty. I did not have the work performed and angered, went home to research. I found on the internet many complaints like mine, and proceeded to call Ford Motor Co. to no avail. I also contacted the NHTSA and was given a ID number. (ODI#110003890).

I went back to Wickstrom Ford on June 22, 2017 to find out the cost of replacing the lug nuts, and to my surprise they waived the labor cost and charged only for the replacement of the lug nuts, which amounted to \$43.50. The new nuts do not "swell".

Wickstrom has been extremely cooperative and has provided excellent service.

My beef is with Ford Motor Co. who denied any responsibility for a serious defect.

Suppose I got a flat tire and was unable to replace it because of the lug nuts? It is not the cost of replacement that angered me, it was the refusal to accept responsibility for an obviously defective part. How many other Ford owners are out there who don't even know they have a problem?