

 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 DEC 05 2017		Repository ☐ Reference No. 11041049	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City SUFFOLK State VA Zip Code [REDACTED]				Daytime Telephone Number [REDACTED] Evening Telephone Number [REDACTED] E-mail Address	
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 1FAPF34N85W [REDACTED]				Make FORD	Model FOCUS 2x4 SES
Date Purchased 7/11/2015	Dealer's Name and Telephone Number Portal Automotive Inc. (757)839-0703			Model Year 2005	Engine: No. Cylinders 4
Original Owner ☐	Dealer's City Norfolk	State VA	Zip Code 23502	Fuel Type: Gas	
Transmission Type Automatic	☐ Antilock Brakes ☐ Cruise Control	Powertrain FWD	Multiple Failure:	Incident Date(s) 13-OCT-2017 BHT 16-OCT-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 162000 STRUCTURE: BODY, 176100 LATCHES/LOCKS/LINKAGES: HOOD: LATCH				Failure Mileage 146629	Failure Speed 65
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	Number of Deaths	Reported to Police N Y Henrico Police came on scene	
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; or, no one injured.					
TL* THE CONTACT OWNED A 2005 FORD FOCUS. WHILE DRIVING 65 MPH, THE HOOD INDEPENDENTLY OPENED AND CAUSED THE FRONT WINDSHIELD TO SHATTER. THE VEHICLE WAS TOWED TO A SALVAGE YARD WHERE IT WAS DEEMED DESTROYED. THERE WERE NO INJURIES. THE DEALER WAS NOT CONTACTED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND PROVIDED CASE NUMBER: CAS [REDACTED] THE FAILURE MILEAGE WAS APPROXIMATELY 146,629.					
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 Administration 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)

On October 16, 2017, at approximately 7:35 pm, while driving on I-95 S in Richmond Virginia, at 65 mph the hood flipped up and shattered the windshield and did some damage to the roof of the 2005 Ford Focus 4 SES.

The Henrico County Police came out, Officer Stender #1599. No incident report was written because as stated by officer it was not an accident and no one was hurt.

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, 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

