

 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 02-JAN-2019 MAR 08 2019		Repository ☐ Reference No. 11164621	
OWNER INFORMATION (Type or Print)					
Name		Address		City	
State		Zip Code		E-mail Address	
CHICAGO		IL		[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	
3FAHP0HA1BR		FORD		FUSION	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
8-2010		BILL KAY FORD		No: Cylinders	
Original Owner		Dealer's City		Fuel Type:	
[REDACTED]		MIDLOTHIAN		REG	
Transmission Type		State		Zip Code	
[REDACTED]		IL		60445	
☐ Antilock Brakes ☐ Cruise Control		Powertrain		Incident Date(s)	
				24-DEC-2018	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 200000 WHEELS, 203000 WHEELS: LUGS/NUTS/BOLTS				Failure Mileage	
				78000	
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: DOTM19ABC035)		☐ 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	
☐ Yes ☒ No		☐ Yes ☒ No		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 2011 FORD FUSION. WHILE THE VEHICLE WAS UNDERGOING A ROUTINE TIRE CHECK BY BILL KAY FORD (14633 SOUTH CICERO AVE, MIDLOTHIAN, IL 60445), THE MECHANIC NOTICED THAT THE LUG NUTS WERE SWOLLEN. THE DEALER PERFORMED A DIAGNOSTIC TEST AND CONFIRMED THAT THE LUG NUTS NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE, BUT DID NOT ASSIST. THE FAILURE MILEAGE WAS 78,000. ISSUE HAS PERSISTED FOR YEARS, SWELLING HAS MADE OEM JACKIN CAR USELESS, THEY DID NOT FINISH SERVING VEHICLE FOR SAFETY & BRAKE INSPECTION.					
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.					