

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

117

Date Received

05-JUL-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

864804

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) <small>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
FILL IN	FORD	FAIRMONT	1982	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Inlateral <input checked="" type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input type="checkbox"/> Sport Util Truck Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01590000	Part Name(s) STEERING;LINKAGES;OTHER	Location	Failed Part(s)
		<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures 1	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____ 30	Failed Part(s) Available?	NHTSA Previously Contacted?
		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)


Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WAS DRIVING VEHICLE & HEARD A NOISE COMING FROM REAR RIGHT WHEEL. TOOK TO DEALER & INFORMED BY MECHANIC SPINDLE KNUCKLE HAD FALLEN OUT. THE PROBLEM IS REPAIRABLE.*AK

CONTINUED ON BACK IF NEEDED

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 117 DEFECTS INVESTIGATION 00 JUL 27 AM 11:53 05-JUL-2000 OFFICE	
U.S. Department of Transportation National Highway Traffic Safety Administration		Reference No. 864804 Work Number _____ Home Number _____	
OWNER INFORMATION (Type or Print) [Redacted]			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorized signature, please print your name and address to the vehicle manufacturer.			
Signature of Owner _____		Date 7/21/00	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) FILL IN KNJPT05H3L6139011	Vehicle Make FORD	Vehicle Model FESTIVA FAIRMONT	Vehicle Year 1990
Purchase Date _____		Dealer's Name Pacific Coast Ford	Current Odometer Reading 88,444 miles
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City Ventury State CA Zip Code _____	Engine Size (CID/CC/L) _____ No. Cylinders _____	<input type="checkbox"/> Turbo Diesel <input type="checkbox"/> Gas Fuel Injection
Transmission Type <input checked="" type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel		Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input type="checkbox"/> Sport Ute <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 01690000	Part Name(s) STEERING:LINKAGES:OTHER Spindle Nut	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input checked="" type="checkbox"/> Right <input checked="" type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement ?
No of Failures 1	Date(s) of Failure(s) 05-22-99 Mileage at Failure(s) _____ Vehicle Speed at Failure(s) 30	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
APPLICATION INCIDENT INFORMATION			
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0
Estimated Property Damage _____		Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WAS DRIVING VEHICLE & HEARD A NOISE COMING FROM REAR RIGHT WHEEL. TOOK TO DEALER & INFORMED BY MECHANIC SPINDLE KNUCKLE HAD FALLEN OUT. THE PROBLEM IS REPAIRABLE.*AK Ref. attached Letter.			
CONTINUE ON BACK IF NEEDED			
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.			

June 28, 2000

National Highway Traffic Safety Administration

Dear Sir/Madam

I own a 90 Ford Festiva since 1990.

Recently, one serious thing happen that make me very nerves and afraid to drive. On 05-22-99, when I drove this car on local, I heard a "loud noise" from my car. I stopped the car immediately. I found the spindle nut of right rear wheel loose and all the parts (bearing, spindle nut...) flied out. The rear wheel almost drops out.

I draw the car to repair shop (It take care of all service of this car in the past and had Worked on rear wheel two year ago). I complaint their service. The shop said they have a limited warranty policy: " Auto parts purchased at Service Center location are Warranted to be free from defects for a period of six months or 6000 miles, whichever Comes first, and all auto service work performed at such location is warranted for the same period.....", so they have not responsibility to this event.

Thanks the god, this accidence didn't happen on the freeway, but I realized how serious result can happen. I am very surprise the repair shop not only deny their responsible and have not interesting to analysis the cause. I believe safety drive is the top issue for carmaker and driver. But this event let me very worry when I am driving, I always worry about the spindle nut are tightly lock or not. .

Someone took me "...the spindle nut shall be lock permanently and did not allow reuse. The repair shop has responsible on this event". I wrote this letter hope to get the correct answer about the spindle nut on carmaker and repair shop because it directly relates to drive safety.

[1] Car Maker site

Based on the manual, new car have limited warranty period. After period, can spindle nut looses and flies away? If spindle nut can't lock permanently, why on manual didn't mention this and warning driver to check and change spindle nut periodically for safety drives.

[2] Repair Shop

Does Carmaker give the repair shop some instruction about the spindle nut to guarantee lock permanently? Can repair shop use their "limited warrant" to spindle nut this kind of key parts related to safety drive? If repair shop can use "Limited warrant " to spindle nut, It meant after half year, spindle nut didn't lock can happen. If this is right, why on carmaker's maintenance program didn't? mention about this and require customer check and renew the spindle nut periodically.

Sincerely,

