



U.S. Department of Transportation
National Highway Traffic Safety Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393
DC METRO AREA (202) 386-0123
INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue or black ink pen only.
CORRECT MARK: ●

FOR AGENCY USE ONLY

Date Received 7-10-00	Of or
Reference No.	n-dr
	nd-rt
	sp-rt

OWNER INFORMATION (Type or Print)

DAYTIME TELEPHONE NUMBER

Do you authorize NHTSA to provide a copy of this 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) (Looked at bottom of windshield on driver's side) KNJPT05H3L6139011	VEHICLE MAKE Ford	VEHICLE MODEL Festiva	MANUFACTURE DATE	MODEL YEAR 1990
VEHICLE MANUFACTURER <input type="radio"/> BMW <input checked="" type="radio"/> Ford <input type="radio"/> Honda <input type="radio"/> Nissan <input type="radio"/> Subaru <input type="radio"/> Volvo <input type="radio"/> Other <input type="radio"/> Daimler/Chrysler <input type="radio"/> General Motors <input type="radio"/> Hyundai <input type="radio"/> Saab <input type="radio"/> Toyota <input type="radio"/> VW				
PURCHASE DATE <input checked="" type="radio"/> New <input type="radio"/> Used	DEALER'S NAME Pacific Coast Ford	CITY Ventury	STATE CA	ZIP CODE
ENGINE SIZE IC/D/CC/LD 1.3	FUEL SYSTEM <input type="radio"/> Turbo <input checked="" type="radio"/> Fuel Injection	FUEL TYPE <input type="radio"/> Diesel <input checked="" type="radio"/> Gas	TRANSMISSION TYPE <input checked="" type="radio"/> Manual <input type="radio"/> Automatic	ANTILOCK BRAKES <input type="radio"/> Yes <input checked="" type="radio"/> No
NO. CYLINDERS 4	RESTRAINT SYSTEM <input type="radio"/> Driverside Airbag <input type="radio"/> Passengerside Airbag <input checked="" type="radio"/> 3 Point Belt	CRUISE CONTROL <input type="radio"/> Yes <input checked="" type="radio"/> No	DRIVETRAIN <input checked="" type="radio"/> Front <input type="radio"/> 4-Wheel <input type="radio"/> Rear	
VEHICLE TYPE <input checked="" type="radio"/> Car <input type="radio"/> Minivan <input type="radio"/> Truck <input type="radio"/> Other <input type="radio"/> Van <input type="radio"/> Sport Utility <input type="radio"/> Motorcycle		DOORS <input checked="" type="radio"/> 2 Door <input type="radio"/> 4 Door	BODY STYLE <input checked="" type="radio"/> Hatchback <input type="radio"/> Sedan <input type="radio"/> Pick Up Truck <input type="radio"/> Station wagon	

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT <input type="radio"/> Child Seat <input type="radio"/> Electrical Lights & Alarms <input type="radio"/> Engine & Cooling System <input type="radio"/> Equipment <input type="radio"/> Fuel System, Exhaust <input type="radio"/> Heater, Defrost, Ventilation <input type="radio"/> Interior <input type="radio"/> Parking Brake <input type="radio"/> Power Train <input type="radio"/> Service Brakes <input type="radio"/> Steering <input type="radio"/> Structure <input type="radio"/> Suspension <input type="radio"/> Visual Systems <input checked="" type="radio"/> Other Spindle nut.	NO. OF FAILURES 1	To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).	
	INCIDENT DATE 05-22-99	TIRE NAME	COMPLETE TIRE SIZE
	MILEAGE AT INCIDENT 20-25 Mil	TIRE BRAND <input type="radio"/> BF Goodrich <input type="radio"/> Cooper <input type="radio"/> Firestone <input type="radio"/> Goodyear <input type="radio"/> Kelly Springfield <input type="radio"/> Michelin <input type="radio"/> Yokohama <input type="radio"/> Other	
	VEHICLE SPEED AT INCIDENT 80/100 Mil around	FAILED PART(S) <input checked="" type="radio"/> Original <input type="radio"/> Replacement	
HANDICAPPED ADAPTIVE <input type="radio"/> Yes <input type="radio"/> No	FAILED PART(S) AVAILABLE? <input checked="" type="radio"/> Yes <input type="radio"/> No	NHTSA PREVIOUSLY CONTACTED? <input type="radio"/> Yes <input type="radio"/> No	

APPLICABLE INCIDENT INFORMATION

Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.	CRASH <input checked="" type="radio"/> Yes <input type="radio"/> No	NUMBER OF PERSONS INJURED 0	CAUSE OF INCIDENT <input type="radio"/> Wear/Corroded/Rust <input type="radio"/> Weak/Poor Fit/Loose <input type="radio"/> Cut/Torn <input checked="" type="radio"/> Disconnect/Fall Off <input type="radio"/> Erratic/Poor Performance <input type="radio"/> Excessive Effort <input type="radio"/> Nc/ny <input type="radio"/> Lonka <input type="radio"/> Short <input type="radio"/> Locks/Straps/Grips <input type="radio"/> Stability/Vibration <input type="radio"/> Broken	RESULT OF INCIDENT <input type="radio"/> Explosion/Fire <input checked="" type="radio"/> Loss of Control <input type="radio"/> Poor Visibility <input type="radio"/> Inadvertent Start <input type="radio"/> Rollover <input type="radio"/> Stalls <input type="radio"/> Sudden Acceleration
	FIRE <input type="radio"/> Yes <input checked="" type="radio"/> No	NUMBER OF FATALITIES 0		

PLEASE DO NOT WRITE IN THIS AREA



01162

5000007 DT/10/00

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,

