



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 100147

Date Received

Repository ☐

2003 JUN 26 AM 8:48

Reference No.
10018712

OWNER INFORMATION (Type or Print)

Name

Address

City

PHOENIX

State

AZ

Zip Code

Daytime Telephone Number

E-mail Address

Evening 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 address to the vehicle manufacturer, address to the vehicle manufacturer.

Signature of Owner

Date 6/17/03

VEHICLE INFORMATION

Make

FORD

Model

ESCAPE
ESCORT ZX2

Model Year

2001

Date Purchased

SEPT 14 02

Dealer's Name and Telephone Number

MIDWAY

Engine:

No. Cylinders

4

Fuel Type:

ON

Original Owner

☐

Dealer's City

PHOENIX

State

AZ

Zip Code

85051

Transmission Type

☐ Antilock Brakes

Powertrain

Auto

☒ Cruise Control

Vehicle Component Code

010000 STEERING - VIBRATION

Multiple Failure:

CONSTANT

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-FEB-2003

15 SEP 02

Failure Mileage

27,000

Failure Speed

AT IDLE

SEVERE VIBRATION CAR SHAKES SO BAD THE GLASS RATTLES & THE MIRRORS CANNOT BE SEEN OUT OF BECAUSE THEY ARE VIBRATING ALL OVER

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: DOTM19ABC038)

☐ 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), condition, and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

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).

WHILE DRIVING THE STEERING BOLT BECAME LOSE WHICH CAUSED THE STEERING WHEEL TO JUMP AROUND. THIS MADE IT DIFFICULT FOR THE CONSUMER TO STEER THE VEHICLE. *NLM when at a stop light or just idle the car vibrates so bad I've had to put the car in neutral. I have been almost REARENDED SEVERAL TIMES BECAUSE OF THIS MY WINDOWS IF PART WAY DOWN RATTLE SO BAD I AM SCARED THEY WILL SHATTER. MY HEAD LIGHTS AT NIGHT ARE BOUNCING AROUND ON THE VEHICLE AHEAD OF ME SO BAD I HAVE BEEN APPROACHED ABOUT THIS. IT IS A DISTRACTION TO OTHER DRIVERS NOT JUST ME.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-578) 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I HAVE HAD THIS CAR IN FOR THIS VIBRATION PROBLEM SINCE I'VE HAD IT AND FORD WAS SAYING IT IS NORMAL. JUST RECENTLY THEY HAVE CHANGED THERE TUNE, BUT I BELIEVE THIS CAR TO BE DANGEROUS AND DISTRACTING. FORD IS CHANGING THE MOTOR MOUNTS IN MY CAR. FOR THE SECOND TIME ON 6-17-03. THE FIRST TIME WAS IN JANUARY 03. THEY HOPE THIS CORRECTS THE PROBLEM. I KNOW THAT IT WILL NOT. THANK YOU FOR THE CHANCE TO ELIMINATE THIS HEADACHE FROM OUR HIGHWAYS!!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



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OWNER'S**

QUESTIONNAIRE

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ON

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and dial toll free at

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