



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 252

Date Received

Repository ☐

2003 JUL -3 AM 10:25
23-MAY-2003

Reference No.
10020497

OWNER INFORMATION (Type or Print)

Name

Address

City

MESA

State AZ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA
in the absence of an authorized
Signature of Owner

manufacturer of your vehicle?
your name or address to the vehicle manufacturer.

Date 6/19/03

VEHICLE INFORMATION

Make

FORD

Model

ESCAPE

Model Year

2001

Date Purchased

4-1-2001

Dealer's Name and Telephone Number

FIVE STAR FORD (480) 946-3900

Engine

No: Cylinders

6

Fuel Type

Gasoline

Original Owner

☒

Dealer's City

Scottsdale

State

AZ

Zip Code

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

062000 ENGINE AND ENGINE COOLING-COOLING SYSTEM

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

23-MAY-2003

Failure Mileage

51,000

Failure Speed

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: DOTM18ABC035)

☐ 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, failure, 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).

THE VEHICLE WAS PARKED WHEN IT CAUGHT ON FIRE. *NLM

I had taken my vehicle for service on Friday, May 16th, 2003
telling the service technician that my engine light was on + that
I smelled gasoline + that my car sounded foreword
sometimes. The word they would look it up to the
computer and do a diagnostic evaluation. Later
they told me my car was fixed + it was under
warranty. Six days later my car burned up in my
garage.

Please make the
following changes to
Ref # 10020498
Ref # 10020499
And
Ref # 10020500
(Duplicate items)

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 by the Privacy 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 or a statistical summary thereof, may be used in support of a complaint.

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

It's also important to mention that the part they said they fixed
that was causing my problem was Part # 02P12-95460-AA
(Sensor 826765). I had a conversation w/ the service
technician as I was leaving & asked him about an O-Ring
fuel connector repair that I had found on the internet. The
service guy checked his computer and said "no, I don't know
anything like that."
There was a recall that I was never notified of
that resulted in the vehicle catching fire.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



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Administration
http://www.safercar.gov