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 100145

Date Received: 2003 SEP 12 AM 8:51 (08-AUG-2003)

Repository ☐

Reference No. 10032458

OWNER INFORMATION (Type or Print)

Name [redacted]

Address [redacted]

City BELLEVUE | State WA | Zip Code [redacted]

Daytime Telephone Number [redacted]

Evening Telephone Number [redacted]

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of [redacted] provide your name or address to the vehicle manufacturer.

Signature of Owner [redacted] Date 8/28/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FAPP11J6MW103956	FORD	ESCORT	1991

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
1991	FORD OF BELLEVUE (FORMERLY MERRITT FORD)			4	GAS
Original Owner ☒	Dealer's City BELLEVUE	State WA	Zip Code 98004		

Transmission Type		Powertrain	Vehicle Component Code
AUT	☐ Antilock Brakes ☒ Cruise Control		151000 SEAT BELTS:FRONT
			Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
17-JUL-2003			"PASSIVE RESTRAINT SYSTEM" – AUTOMATIC SHOULDER BELTS, ARMED IN "UNSAFE" OR OPEN MODE

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: DOTMA9ABC036)	☐ 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	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 FRONT SEAT BELTS WERE INOPERATIVE. *JB

SEE REVERSE

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

VEHICLE IS EQUIPPED WITH FORD'S "PASSIVE RESTRAINT SYSTEM" (AUTOMATIC ELECTRICALLY OPERATED SEAT BELTS). BOTH DRIVER & PASSENGER BELTS HAVE FAILED IN THE OPEN, OR UNSAFE POSITION, RENDERING THE CAR ILLEGAL TO DRIVE UNDER WASHINGTON LAW. ACCORDING TO INTERNET RESEARCH, THIS PROBLEM IS VERY COMMON ON FORD ESCORTS OF THIS CAR - REPAIR COSTS ARE CLOSE TO THE MARKET VALUE OF THE ENTIRE CAR. I CONTACTED FORD'S CUSTOMER SERVICE (800-392-3673) IN EARLY AUGUST '03, AND AGAIN ON 8/27/03, TO ADVISE THEM THAT NHTSA ADVISED ME THAT FORD IS OBLIGATED TO REPAIR THIS DEFECTIVE SAFETY DEVICE. FORD TOLD ME BOTH TIMES THAT SINCE THE CAR IS OVER FIVE YEARS OLD, THEY WILL PROVIDE NO ASSISTANCE OF ANY KIND IN REPAIRING THIS DEFECTIVE SAFETY EQUIPMENT. I AM SEEKING NHTSA'S ASSISTANCE TO ASSURE FORD TO REPAIR THIS SAFETY DEFECT, WHICH IS WIDESPREAD AND KNOWN TO THE COMPANY. - THANK YOU -

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

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400 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 72173 WASHINGTON, D.C.

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
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) 2 DOT

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SEATTLE WA 981
PM