

THIS [redacted] PLEASE CALL [redacted] ABOUT 2ND PROBLEM -

 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: 2004 APR 27 PM 12:57 28-MAR-2004 Repository ☐ Reference No. 10065129	
OWNER INFORMATION (Type or Print)					
Name: [redacted]		Daytime Telephone Number: [redacted]		E-mail Address:	
Address: [redacted]		Evening Telephone Number:			
City: WALTON	State: KY	Zip Code: 41094			
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 or address to the vehicle manufacturer. Signature of Owner: _____ Date: 1/1					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FM4U84X11[redacted]		Make: FORD	Model: ESCAPE	Model Year: 2001	
Date Purchased: 7-30-01	Dealer's Name and Telephone Number: AIRPORT FORD 859-371-4750		Engine: No. Cylinders: 6 CYL	Fuel Type: REG-	
Original Owner: ☒	Dealer's City: ELIZABETH, KY		State: KY	Zip Code: 40342	
Transmission Type: NA	☒ Antilock Brakes	Powertrain: NA	Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING		
☒ Cruise Control	Multiple Failure: 3				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s): March 29-01	Failure Mileage: Approx 39,000	Failure Speed: 45	*SERVATIVE BELT TENSIONER FAILED 3 DAY AFTER BELTIVE SHOT DEAD-		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make:	Tire Model (Name or Number): NA		Tire Size (Example P215/65R15):		
DOT No. (Example: DOTM19ABC036):	☐ Original Equipment	Failure Location:			
Tire Component Code:	NA		Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:	Date Manufactured:		Model No./Name:		
Seat Type: NA	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: ☐ Yes ☒ No	Fire: ☐ Yes ☒ No	Number of Persons Injured: NA	Number of Deaths: NA	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 45 MPH OIL LIGHT AND THE ENGINE CHECK LIGHT APPEARED ON THE DASHBOARD, THEN, VEHICLE STALLED. CONSUMER HAD THE VEHICLE TOWED TO THE DEALERSHIP. *AK When this incident happened, after finally pulling extremely hard on steering wheel I was able to pull off into entrance of subdivision. After coasting as far as possible, I turned off the ignition & put car in Park. Started ignition, put in drive and drove away, no lights came on & car drove as usual. It was frightening to think that if I had been involved in an accident.					
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 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/Event

There would have been no sign that my car had failed. Finally
dropped off car that evening at local Ford dealership. The next
evening, the service manager said the computer showed there
was nothing wrong with my car, but he also said I needed
some other thing that would amount to over \$1000. After assuming
I wanted to know while my car stalled he couldn't
give me an answer. Also the \$1000 had nothing to do with
the stalling. After talking to the G.M. he took car back
and reprogrammed car on computer & I made some
adjustments. Returned car on Thursday evening April 1, 2004.
Car seemed to drive O.K. till I pulled up & stopped at a store & heard
a big pop - Sat. April 3, 2004 - my husband came to get me & looked
us over & the serpentine belt tensioner
fell out in his hand. There was no sign of a belt anywhere - still had
no steering or brakes. Local Ford took care of this problem on Monday
US Department

**U.S. Department
of Transportation**

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20560

**Official Business
Penalty for Private Use \$200**

BUSINESS REPLY MAIL

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POSTAGE WILL BE PAID BY MAIL. MINN. 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

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UNITED STATES**

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**VEHICLE
OWNER'S
QUESTIONNAIRE**

**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
(888) 2 DOT**



US Department of Interior
National Highway Traffic Safety
Administration
<http://www.dhs.gov/government>