



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

EOR AGENCY USE ONLY 1368

Date Received: JUN 20 2004 PM 3:36
Repository:
Reference No.: 10079857

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: WEAVERVILLE State: NC Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
E-Mail Address: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 7/14/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FMYU83154R [REDACTED]
Make: FORD Model: ESCAPE Model Year: 2004
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: TAYLOR MOTOR CO. 828 452-5111
Original Owner: Dealer's City: WAINESVILLE State: NC Zip Code: 28786
Engine: No. Cylinders: 6 Fuel Type: GAS
Transmission Type: [REDACTED] Antilock Brakes Cruise Control Powertrain: [REDACTED]
Vehicle Component Code: 18B000 VEHICLE SPEED CONTROL: CRUISE CONTROL
Multiple Failure: 1 (FAILS EVERY TIME USED)

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 07-JUN-2004 Failure Mileage: 3500 Failure Speed: ANY SPEED
CRUISE CONTROL FAILURE SINCE THE VEHICLE WAS BRAND NEW

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTMALBABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: [REDACTED] Number of Deaths: [REDACTED] 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 DOWN A HILL WITH CRUISE CONTROL ON, VEHICLE PICKED UP SPEED. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK

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(es)

THE SPEED CONTROL FAILS ON THIS VEHICLE EVERY TIME IT IS USED. IF THE SPEED CONTROL IS SET AT 55 MPH AND YOU TRAVEL DOWN A STEEP GRADE THE FURTHER YOU GO THE FASTER YOUR VEHICLE GOES. THE VEHICLE ONLY IN FACT REACH VEELY DANGEROUS AND OUT OF CONTROL SPEEDS. I HAVE PERSONALLY SEEN THE VEHICLE REACH SPEEDS OF 80+ MPH. THE REPAIRING DEALER STATED "THAT THIS PROBLEM WITH THE SPEED CONTROL COULD NOT BE FIXED". I ALSO CONTACTED FORD MO. CO. AND REPORTED THIS TO THE MANUFACTURE WHICH THEY TOOK SEVERAL DAYS TO LOOK INTO. FORD MO. CO. ADVISED "THAT THEY WERE AWARE OF THE PROBLEM AND HAD SENT MEMO'S TO THEIR DEALERS ABOUT SAME. HOWEVER, THERE IS NO WAY TO FIX OR RESOLVE THIS PROBLEM".

US Department of Transportation
National Highway Traffic Safety Administration
401 Seventh St., S.W.
Washington, D.C. 20590

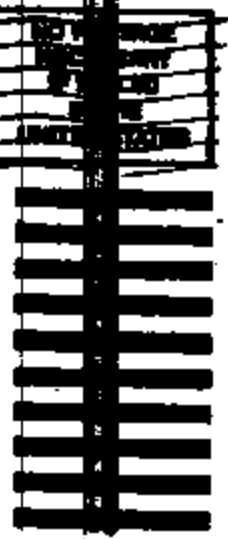
Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY ADDRESSEE - NHTSA - NAT'L 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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and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

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QUESTIONS

FOR VEHICLE OWNERS