



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 1387

Date Received

2004 SEP - 8 AM 7:38
12 JUL 2004

Repository

Reference No.
10081702

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: RAMSEY State: NJ Zip Code: [Redacted]

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 a authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 7/27/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side: 1FMCU93125K [Redacted]
Make: FORD Model: ESCAPE Model Year: 2005
Date Purchased: 3/31/04 Dealer's Name and Telephone Number: Mahwah Ford (201) 529-3200
Original Owner: Dealer's City: Mahwah State: NJ Zip Code: 07430 Engine: No. Cylinders: 6 Fuel Type: Regular un-lead
Transmission Type: AUTOMATIC Antilock Brakes Powertrain: WHEEL DRIVE Cruise Control
Vehicle Component Code: 103000-POWER TRAIN-AUTOMATIC TRANSMISSION
Multiple Failure: TR 17

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 03-JUN-2004 Failure Mileage: 4556 Failure Speed: 25/30 mph WBS Diagnosis: P01702 intermittent MLP - Ran OASIS
Begin ↑ No fix at this time.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/85R15): [Redacted]
DOT No. (Example: DOTM18ABC036) 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).
(chunks)

INTERMITTENTLY WHILE DRIVING VEHICLE SEEMS TO GO INTO NEUTRAL. ENGINE REVVED AND CLUNKS THEN GOES BACK INTO DRIVE. THIS FAILURE OCCURRED WHILE REVERSING. THE INDICATORS ON THE DASHBOARD KEPT FLASHING FROM N TO R, THE ENGINE REVVED BEFORE FINALLY SETTLING IN REVERSE. THE SECOND TIME THIS FAILURE OCCURRED WHILE REVERSING, ENGINE LIGHT CAME ON. DEALERSHIP PERFORMED A DIAGNOSTIC TEST IN WHICH THE FAILURE CODE READ P01702. A FACTORY ENGINEER INDICATED THAT THEY WERE CURRENTLY INVESTIGATING THIS FAILURE, BUT NO REMEDY HAD BEEN FOUND. *AK Problem also occurs in drive between 25/30mph seems to slip into neutral, revs, then goes into drive Still no fix. Aware of problem 1/19/04. Three visits so far 6/8, 6/28, 7/12
(http://www.fordtechservice.dealerconnection.com/v/dirs/OASIS/0areq.asp?vin=1FMCU93126KA14094)

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(ies)

6/3 First incident, driving between 25/30 mph reverse. car seems to go into neutral just revs if gas pedal is pushed while in drive, then goes into gear. 6/5 same, only a series of about 5 times within a few minutes. 6/18 occurred backing out of space. Started to back up, seemed to slip into neutral, revs if gas pedal is pushed, slips into reverse with clunk goes into reverse. Indicator on dash flashing between reverse and neutral. 6/27 Trouble in reverse, engine light on steadily (went off 7/10) Continuous intermittent problems since 6/3. Last on 8/7/04

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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



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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



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and dial toll free at

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1-888-327-4238

DOT Auto Safety Hotline (DASH) 2 DOT

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<http://www.safercar.gov>

