



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100192

Date Received: 2004 SEP 15 11:27
17-SEP-2004
Repository
Reference No. 10092610

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: LANDISBURG State: PA Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] 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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 10/7/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FMYU93115H [Redacted]
Make: FORD Model: ESCAPE Model Year: 2005
Date Purchased: 3-18-04 Dealer's Name and Telephone Number: MCCAFFERTY FORD 717-786-4733 Engine: No: Cylinders: 6 Fuel Type: Gas
Original Owner: Dealer's City: MECHANICSBURG State: PA Zip Code: 17050
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: 4 WHEEL DRIVE Vehicle Component Code: 200000 WHEELS Multiple Failure: X 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 21-AUG-2004, 18 MAR 04 Failure Mileage: 5500, NEW 0 Failure Speed: DEFECDED SINCE NEW

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/85R15):
DOT No. (Example: DOTM1A9ABC036) 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: 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).

BACK WHEELS WERE MISALIGNED. THE WHEELS ROCKED BACK AND FORTH, CONSUMER WAS TOLD BY THE DEALER THAT THEY COULD NOT REPAIR THE DEFECT UNTIL THEY RECEIVED NEW SPECIFICATIONS. ALSO, ACCELERATION WAS VERY HIGH. RPM'S WENT UP 8,000 RPM'S. HOWEVER, ON THIS VEHICLE THE RPM'S WENT TO 15,000 RPM'S, WHICH WAS TOO HIGH. *AK
1 BACK WHEELS WERE MISALIGNED MAKING THE VEHICLE UNSTABLE AND UNSAFE
2 ROCKING SIDE WAY BACK AND FORTH AND UNSTABLE IN TURNS
3 ACCELERATION DOES NOT LOWER TO 8,000 RPM'S WHEN LET OFF THE GAS
4 IT RUNS AT AROUND 15,000 OR HIGHER PUSHING THE VEHICLE FORWARD MAKING THE
VEHICLE VERY UNSAFE GOING INTO TURNS AND VERY UNSAFE TRYING TO BREAK THE
VEHICLE WHEN TRYING TO SLOW DOWN OR STOP. THE HIGH RPM KEEP PUSHING THE
VEHICLE FORWARD MAKING THE STOPPING TIME AND DISTANCE HIGHER AND UNSAFE
0 HAD VEHICLE IN 3 TIMES AND CALLED 2 TIMES SINCE THEN DID NOT GET FIXED YET
WAS TOLD COULD NOT FIX DEFECTS TILL FORD REP GIVE NEW SPECIFICATION
SHOULD NOT BE PUT OFF SEVERAL MONTHS TO HAVE UNSAFE VEHICLE FIXED DON'T THEY

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.

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10-7-04