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

2007 JAN 22 AM 9:40

FOR AGENCY USE ONLY 100148

Date Received	Repository
28-DEC-2006	☐
	Reference No. 10177221

OWNER INFORMATION (Type or Print)

Name			
Address	[redacted]	Daytime Telephone Number [redacted]	E-mail Address
City INDEPENDENCE	State MO	Zip Code [redacted]	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 1/10/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FMYU03113K[redacted]	FORD	ESCAPE	2003

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
05-DEC-03	BLUE SPRINGS FORD 816-229-4400			No: Cylinders	Gas
Original Owner ☐	Dealer's City BLUE SPRINGS	State MO	Zip Code 64015	6	

Transmission Type			Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain 4 WHEEL DRIVE	141100 AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE

Multiple Failure: ~~x~~ 3 that I have invoices for the light went out so they could check it

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
20-SEP-2006	48156		

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: DOTMAL9ABC036)	☐ 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	0	0	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).

TL* - THE CONTACT STATED THAT WHILE DRIVING 35 MPH IN 2003 FORD ESCAPE NOTICED ON 09/20/06 THAT AIR BAG LIGHT ON THE DASH BOARD TURNED ON. THE CONTACT STATED THAT SHE DID HAVE A PASSENGER IN THE SEAT AT THAT TIME. AS PER OWNERS MANUAL DIRECTIONS, THE CONTACT TOOK VEHICLE TO DEALERSHIP , ~~AND WAS TOLD THAT THEY COULD FIND NOTHING WRONG WITH AIR BAG OR THE SENSOR LIGHT~~. THE CONTACT TOOK THE VEHICLE TO THE DEALER ON 10/28/06 FOR THE SAME FAILURE. THE CONTACT WENT BACK TO THE DEALERSHIP AND THEY TOLD HER THAT THEY DID SEE THAT THE LIGHT WAS TURNING ON AND OFF, AND THEY TOLD HER THAT THEY WERE GOING TO GREASE THE CABLE. THE CONTACT WAS NOT SURE WHICH CABLE THEY WERE TALKING ABOUT. ~~THE CONTACT STATED THAT THE DEALERSHIP CHARGED HER $100.00 FOR THIS REPAIR~~. THE VEHICLE WAS DRIVEN FOR 3 MORE WEEKS WHEN THE SAME FAILURE OCCURRED. SHE TOOK VEHICLE IN TO DEALERSHIP AGAIN AND THEY FOUND NOTHING WRONG , BUTTHE LIGHT DIDN'T COME BACK ON FOR ANOTHER 3 WEEKS. THE FAILURE OCCURRED AGAIN AND THE VEHICLE WAS TAKEN TO THE DEALERSHIP, AND THE DEALERSHIP GREASED THE SAME CABLE AND TOLD THE CONTACT THAT THE CABLE IS UNDER VEHICLE CODE #1877. THE CONTACT STATED THAT ON 11/27/06 THE VEHICLE'S AIR BAG LIGHT ON THE DASH STAYED ON WHILE DRIVING. *AK

worked on the 1st time the $100.- charge was also on the 1st trip to dealer.

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)

I called David Garner at 1-866-631-3788 ext. 7302 on 1-5-07 about 1:20 in the pm. - he told me not to worry about the air bag its working properly, he thinks there is something wrong with the light itself.
I called David back on 1-10-07 at 9:05 am. - he was not at his desk so I left a message requesting a letter to what he had told me before about the air bag light being the problem and the air bags would work ok. - I have had no response yet.

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214

Think your vehicle has a safety defect?

If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline

888-327-4236

www.nhtsa.gov

NHTSA

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).