



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
2008 SEP - 5 1-888-DASH-2-DOT  
(1-888-927-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

12-AUG-2008

Repository Reference No.  
10237899**OWNER INFORMATION (Type or Print)**

Name

Address

City HUGHESVILLE

State PA

Zip Code

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 8/25/08

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FMYU93184K

Make

FORD

Model

ESCAPE

Model Year

2004

Date Purchased

7/20/04

Dealer's Name and Telephone Number

Murray Motors 546-2222

Engine:

No: Cylinders 6

Fuel Type:

gas

Original Owner

Dealer's City

Muncy

State

PA

Zip Code

17756

Transmission Type

Automatic

 Antilock Brakes Cruise Control

Powertrain

3.0L Duratec  
V6 Engine

Vehicle Component Code

020000 SUSPENSION

Multiple Failure:

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

07-AUG-2008

Failure Mileage

51000

Failure Speed

0

**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: DOTM19ABC036)

 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).

TL-CONTACT OWN A 2004 FORD ESCAPE. CONTACT STATED AS SHE DROVE HER CAR INTO HER DRIVEWAY THE BOLT ON THE LOWER CONTROL ARM ON THE PASSENGER SIDE IT ROTTED/RUSTY FROM THE INSIDE OUT. CONTACTED WENT TO THE DEALER AND THEY STATED THERE IS NO RECALL ON THIS PROBLEM AND THE WARRANTY ON IT IS 3YR/36,000 MILES. BEFORE THE BOLT CAME OUT THERE WAS NO WARNING OR OTHER FAILURE. THE FAILURE MILEAGE IS 51,000.....MW

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 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)**

On 7/8/08 on my way to work I heard a rattling noise on the front passenger side. When I returned home I heard the same noise. When I looked around + under the vehicle I found the head of a bolt. I was the bolt to the lower passenger side control arm. It rusted from the inside out. Dealership stated that they had never seen that happen before but Ford offers 3yr/36,000 mile warranty even on manufacture defects. Ford stated that they would not discuss this situation until I gave them a quote from dealer.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

**National Highway Traffic Safety Administration**

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

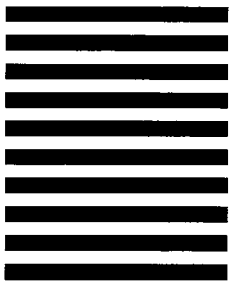


**NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES**

**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  
1200 New Jersey Ave SE  
Washington, DC 20077-9382**



**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**

**NHTSA**  
www.nhtsa.gov

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





85 Griffith Rd  
 Muncy, PA 17256  
 (570) 546-2222  
 Fax: (570) 546-2536  
 www.murraymotor.com

INVOICE NO. 28397	CUSTOMER NO. 1 FMYU93184K	PO.#	CUSTOMER NAME	DATE
2004	FORD TRUCK	ESCAPE	DK SHDW GR	08/15/08
52159	52160	12/30/03	HUGHESVILLE PA	04:11
H: [REDACTED] W: [REDACTED]				08/15/08
				TAMMY

(1) CHECK LOWER CONTROL ARM BOLTS IF NEEDED REPLACE NEW BOLTS ARE ON PASS SEAT REPLACED LEFT SUB FRAME BOLTS (03- KILMER-)	A	Labor	T03	33.00
		Total Labor		33.00
		Total Repair (Customer)		33.00

J MURRAY MOTORS INC.  
 85 GRIFFITH RD  
 MUNCY, PA 17256  
 570-546-2222

Merchant ID: 1170003204  
 Term ID: 0522

Sale

VISA

XXXXXXXXXXXX

Entry Method: Swiped

Apprvd: Online

08/15/08

Batch#: 000008

16:08:58

Inv #: 00000018

Appr Code: 017044

Total:

\$ 34.98

*pd  
 Visa  
 8-15-08*

Customer Copy

THANK YOU

Next Service OCT '08 Lube-Oil-Filter

**DISCLAIMER OF WARRANTIES**

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties other expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and not products. Any li

X

**TERMS**

No returns on electrical or special order items. Restocking charge applied on all merchandise returned for credit or refund. No returns after 30 days or without this invoice.

.00	.00 Labor	33.00
.00	.00 Parts	.00
.00	.00 Sublet	.00
.00	.00 Waste Dispos	.00
.00	.00 Oil/Grease	.00
.00	.00 Sub Total	33.00
.00	.00 Tax	1.98
.00	.00 Total (Cash)	34.98

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Customer Copy



Mercury



Mercury

Ford

85 Griffith Road  
Muncy, PA 17756  
(570) 546-2222  
Fax: (570) 546-2536  
www.murraymotor.com

INVOICE NO. 107944	CUSTOMER NO.	RO	PO.#	CUSTOMER NAME Cash Sale	DATE 08/12/08
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W706904S301 BOLT - FLANGED 6.89 6.89 27.56

J MURRAY MOTORS INC  
85 GRIFFITH RD  
MUNCY, PA 17756  
570-546-2222

Merchant ID: 1170003204  
Term ID: 0522

Sale

VISA  
XXXXXXXXXX  
Entry Method: Swiped  
Approved: Online  
08/12/08

Batch#: 000005  
15:29:43

Inv #: 00000004

Appr Code: 016253

Total: \$ 29.22

*pd sb*  
*USA 8/12*

Customer Copy

THANK YOU

NO RETURN ON ELECTRICAL  
RETURNS OVER 30 DAYS-20% FEE  
NO RETURNS AFTER 60 DAYS

Counterpart 04

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any

TERMS

No returns on electrical or special order items. Restocking charge applied on all merchandise returned for credit or refund. No returns after 30 days or without this invoice.

Freight .00  
Parts 27.56  
State Tax 1.66

Cash Total 29.22

Customer Copy