INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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 100148

Date Received	Repository
JUL 13 2010	☐
29-APR-2010	Reference No. 10328044

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
[redacted]	[redacted]	
Address [redacted]	Evening Telephone Number	
City MONTGOMERY **State** AL **Zip Code** [redacted]		

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1FMYU03131K[redacted]	FORD	ESCAPE	2001

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
JAN 4 2001	COLLIER FORD 334-567-8444			No: Cylinders	
Original Owner ☒	Dealer's City	State	Zip Code	V6	GAS
	WETUMPKA	AL	36092		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s)
				25-APR-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION, 103400 POWER TRAIN: AUTOMATIC TRANSMISSION: LEVER AND LINKAGE: COLUMN SHIFT	Failure Mileage	Failure Speed
	70248	2

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			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 OWNS A 2001 FORD ESCAPE. WHILE DRIVING AT SPEEDS OF 2 MPH IN THE REVERSE POSITION, THE GEAR SHIFT SELECTOR FRACTURED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 70,248.

VEHICLE WAS REPAIRED ON 6 MAY 2010
DELAY OF REPAIR WAS DUE TO NON-AVAILABILTY OF PART.

*
REPAIR INVOICE ATTACHED
*OLD PART IS STILL AVAILABLE

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.

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INVOICE

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COLLIER Ford

5156 U.S. HWY 231
WETUMPKA, AL 36092
(334) 567-8444

[redacted]

MONTGOMERY, AL [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 9939 GARY MANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	01	FORD ESCAPE	1FMYU03131K[redacted]		71717/71717	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04JAN01 DD			WAIT 06MAY10			CASH	06MAY10

R.O. OPENED	READY	OPTIONS:
08:05 06MAY10	08:39 06MAY10	STK:1TF71074 DLR:00406 ENG:3.0L_DURATEC TRN:AUTO_OD

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	REPLACE SHIFT CABLE							
	MISC	MISC						
	9796		CP	1.00			75.00	75.00
1	YL8Z*7E395*BA				CABLE ASY - SELECTOR LEVER CON	67.12	67.12	67.12
	**********							
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER								6.00

Paid Discover

Arbitration Agreement (Dispute Resolution)

Customer and Dealer agree that all claims, demands, disputes or controversies of every kind or nature that may arise between them concerning any of the negotiations for and performance of service or repairs to the vehicle, charges for and adequacy of such service and repairs, and all other aspects of the service and repairs performed on the vehicle shall be settled by binding arbitration by one arbitrator selected by the Dealer with consent of the customer conducted pursuant to the provisions of 9 the Federal Arbitration Act U.S.C. Section 1, of seq. Either party may demand arbitration by serving upon the other Party a written demand for arbitration, along with a statement of the matter in controversy. The Customer and Dealer agree that the arbitration proceedings to resolve all such disputes shall be conducted in the city in which the dealer is located.

DISCLAIMER OF WARRANTIES AND WORK AUTHORIZATION

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

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may oporate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

Signature for Repair Authorization & Arbitration Agreement: Date

DESCRIPTION	TOTALS
LABOR AMOUNT	75.00
PARTS AMOUNT	67.12
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	6.00
TOTAL CHARGES	148.12
LESS INSURANCE	0.00
SALES TAX	5.84
PLEASE PAY THIS AMOUNT	153.96

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