

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 OCT 12 2010 06-MAY-2010	
OWNER INFORMATION (Type or Print)					
Name			Daytime Telephone Number		E-mail Address
Address					
City	State	Zip Code	Evening Telephone Number		
SAUGET	IL				
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
3FAKP1139XR			FORD	ESCORT	1999
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
1999-	Auffenberg		No. Cylinders:	unl	
Original Owner	Dealer's City	State	Zip Code		
☒	Belleville	IL			
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
	☒ Cruise Control		Both Air Bags		13-MAR-2010
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS			Failure Mileage	Failure Speed	
Both Airbags didn't deploy. Husband has titanium f/his chin & jaw			132000	40-45	
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 1	Number of Deaths 0	Reported to Police Y	
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 1999 FORD ESCORT. WHILE DRIVING AT AN UNKNOWN SPEED, THE VEHICLE WAS INVOLVED IN A CRASH AND THE AIR BAGS DID NOT DEPLOY UPON IMPACT. THE POLICE AND AMBULANCE APPEARED ON THE SCENE AND ONE OF THE VEHICLE OCCUPANTS WAS REPORTED INJURED. THE VEHICLE WAS DESTROYED AND TOWED TO AN IMPOUND LOT. THE FAILURE AND CURRENT MILEAGES WERE 132,000.					
we now have no car & guess what, Ford won't help us. My Father loved Ford vehicles. We have had so many things go wrong & now w/ car we took excellent care of is gone. We were gonna use her as a nice trade in.					
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)

Husband was driving & the next thing he knew he was @ the hospital. His surgery on his Jaw bones & chin lasted about 4-5 Hrs. He now has titanium in his Jaw, (From his ears jaw), & a plate f/his chin. We allways took excellant care of our car. She didn't let us down, until t/wreck. She has Never been in any front end collisions. Ford already sent us a letter stating we can't get another car. We now have a 32 yr old daughter

ATTACH ADDITIONAL SHEETS IF NECESSARY

whose has had a stroke, my oldest brother lost part of his foot, due to diabetes, my 53 yr old brother is blind from having strokes. Can Ford

Help us in any way?

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

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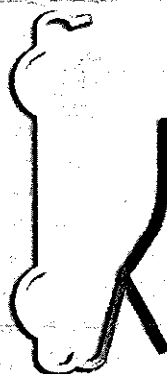
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 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**



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

