

 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 MAR 21 2011 25-JAN-2011		Repository ☐ Reference No. 10378589			
OWNER INFORMATION (Type or Print)						Daytime Telephone Number		E-mail Address	
Name									
Address									
City				State		Zip Code		Evening Telephone Number	
ROGERS				MN					
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	
1FMYU93144K				FORD		ESCAPE		2004	
Date Purchased		Dealer's Name and Telephone Number				Engine:		Fuel Type:	
2/28/2004		Morries Minnetonka Ford				No: Cylinders 6		Gas	
Original Owner		Dealer's City		State		Zip Code			
		Minnetonka		MN		55305			
Transmission Type		☒ Antilock Brakes		Powertrain		Multiple Failure:		Incident Date(s)	
Automatic		☒ Cruise Control						01-JAN-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL						Failure Mileage		Failure Speed	
						85000		55	
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: DOTM9ABC036)			☐ 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		Number of Deaths		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* THE CONTACT OWNS A 2004 FORD ESCAPE. THE CONTACT WAS DRIVING APPROXIMATELY 55 MPH WHEN THE VEHICLE ABNORMALLY ACCELERATED AT A RAPID SPEED. THE VEHICLE FAILED TO DECELERATE WHEN THE BRAKES WERE APPLIED. THE CONTACT IMMEDIATELY SHIFTED INTO NEUTRAL AND THE VEHICLE CAME TO A COMPLETE STOP WITH THE ENGINE EXHIBITING AN UNUSUALLY HIGH INCREASE IN RPMs. THE FAILURE RECURRED INTERMITTENTLY. THE DEALER WAS NOTIFIED AND THEY ADVISED THE CONTACT THAT THERE WERE NO RECALLS RELATED TO THE FAILURE FOR HIS VEHICLE. THE VEHICLE WAS NEITHER REPAIRED NOR DIAGNOSED FOR THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 85,000.									
Vehicle has been taken to dealer for diagnosis, and they could not solve or explain problem. Copy of invoice provided.									
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.									

CUSTOMER #: 538682

276557

ELK RIVER
THE LAST OF THE LITTLE GUYS

MERCURY

17219 Highway 10 NW - P.O. BOX 304
Elk River, MN 55330
(763) 441-2300

INVOICE

PAGE 1

ROGERS, MN

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 169 DARCY BERNARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	04	FORD ESCAPE	1FMYU93144K		99807/99817	T817	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 DD			WAIT 07MAR11			CASH	07MAR11
R.O. OPENED		READY	OPTIONS: ENG:3.0 Liter DOHC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST STATES THE ABS LIGHT WAS ON (NOT ON NOW)							
EEC FORD DIAGNOSTIC							
	4	C75				92.00	92.00
	1	YL8Z*2C216*AC SENSOR ASY			67.48	61.74	61.74
SS REPLACE LEFT REAR SENSOR							
	4	C75				75.60	75.60
99817 TEST ABS LEFT REAR SENSOR CODE IN MEMORY 1.0 HRS REPLACE LEFT							
REAR WHEEL SPEED SENSOR							

B 24F ALIGN FRONT AND REAR SUSPENSION (CUST JUST INSTALLED TIE ROD ENDS							
24F 24F ALIGN FRONT AND REAR SUSPENSION							
	4	CM				69.95	69.95
99807 PERFORM 4 WHEEL ALIGNMENT							

C CUST STATES THERE IS A RATTLE NOISE IN FRONT END OVER BUMPS							
DIAG DIAGNOSIS TIME TO INSPECT CUSTOMER CONCERN							
	4	C75				54.00	54.00
99807 ROAD TEST AND INSPECT FRONT END. NEEDS FRONT SWAY BAR LINKS							
DECLINED 0.5 HRS							

D HAD INTERMITTEN PROB WITH CRUISE CTRL SPEEDING UP AND STAYS ON							
NPF NO PROBLEM FOUND WITH CUSTOMERS CONCERN							
	4	C75				0.00	0.00
99807 ROAD TEST- DID NOT ACT UP. NO MESSAGES N/C							

E RATTLE IN FRONT END SOMETHING IS IS LOOSE							
SS SEE LINE C							
	4	C75				0.00	0.00
99807 SEE LINE C							

F QUALITYCARE MULTI-POINT INSPECTION REPORT CARD							
99P QUALITYCARE MULTI-POINT INSPECTION REPORT							
CARD							
	4	C75				0.00	0.00

VALUED CUSTOMER!!! It is Elk River Ford's goal to achieve excellence in servicing our customers. As a **VALUED CUSTOMER** you can help us accomplish this goal. If you find anything, that you feel we can improve on, we would appreciate knowing as soon as possible. You can contact Cory Kyllonen by either calling or writing to the phone number or address listed above. We want to Thank You for Your Business, and we look forward to servicing you again.

STATEMENT OF DISCLAIMER	
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	
ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED U-USED R-REBUILT Y-RECYCLED C-RECONDITIONED	
CUSTOMER SIGNATURE	

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS ADJUSTMENT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Affirmative Action / Equal Opportunity Employer

CUSTOMER COPY