

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10432908
Date: Monday, November 14, 2011 12:42:44 PM
Attachments: [DOT Escape Report.pdf](#)

EQ-10432908-5992

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Monday, November 14, 2011 10:46 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10432908

From: [REDACTED]
Sent: Friday, November 11, 2011 10:14 AM
To: DataQuality, DataQuality (NHTSA)
Subject: NHTSA: Follow up to ODI Complaint: 10432908

Attached please find my updated report on the above matter.

Regards,

[REDACTED]
[REDACTED]



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 ☐

26-OCT-2011

Reference No.
10432908

OWNER INFORMATION (Type or Print)

Name

Daytime Telephone Number

E-mail Address

Address

City

NEW PORT RICHIIE

State FL

Zip Code

Evening Telephone Number

SAME

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

1FMCU9EG68K

Make

FORD

Model

ESCAPE

Model Year

2011

Date Purchased

6/21/11

Dealer's Name and Telephone Number

TOWN & COUNTRY FORD 812 471 3673

Engine:

No. Cylinders 6

Fuel Type:

REG. GAS

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

AUTO

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

17-OCT-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE AND ENGINE COOLING, 353600 EQUIPMENT: ELECTRICAL: AIR CONDITIONER

Failure Mileage

6000

Failure Speed

55

PASSENGER COMPARTMENT HEATING/COOLING CORE

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: DOTM15ABC036)

☐ 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* THE CONTACT OWNS A 2011 FORD ESCAPE. THE CONTACT STATED WHILE DRIVING 55 MPH THE AIR CONDITIONER COIL MALFUNCTIONED, CAUSING A FREON LEAK AND FOGGED WINDOWS. THE CONTACT TOOK THE VEHICLE TO THE DEALER WHERE THE DEALER STATED THAT THE MANUFACTURER WOULD NOT HAVE A REPLACEMENT FOR THE COIL UNTIL FEBRUARY 2012. THE CONTACT STATED THAT THE VEHICLE WAS NOT DRIVABLE AND WAS CONCERNED WITH THE TIME FRAME OF THE AVAILABLE PART NEEDED FOR REPAIRS. THE FAILURE MILEAGE WAS 6,000.

COOLING (A/C) CORE RUPTURED RELEASING FREON AND OIL INTO THE PASSENGER CABIN, WINDOWS FOGGED UP AND DRIVERS EYES BURNING. FORD INITIALLY INDICATED REPLACEMENT PARTS WOULD TAKE 4 MONTHS TO DELIVER. APPEARS TO BE AN ENGINEERING PROBLEM WITH CORE DESIGN.

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.