

 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		Date Received FEB 14 2012	Repository ☐
		20-JAN-2012	Reference No. 10444660
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	E-mail Address
Address [REDACTED]			
City AVON	State OH	Zip Code [REDACTED]	Evening Telephone Number
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 1FMYU03145 [REDACTED]		Make FORD	Model ESCAPE
		Model Year 2005	
Date Purchased 05/04/05	Dealer's Name and Telephone Number MIKE BASS FORD INC. 440-934-3673		Engine: No: Cylinders 6
Original Owner ☐	Dealer's City LORAIN OHIO 44052	State OH	Fuel Type: Reg.
Zip Code 44052			
Transmission Type Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain Replace converter	Multiple Failure: Yes
		Incident Date(s) 01-JAN-2011 05/20/11	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 103700 POWER TRAIN: AUTOMATIC TRANSMISSION: TORQUE CONVERTER		Failure Mileage 60000 67064	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	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 2005 FORD ESCAPE. WHILE STOPPED AT A TRAFFIC STOP, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT WAS ABLE TO RESTART THE VEHICLE. THE FAILURE RECURRED SPORADICALLY. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTICS WHERE THE TECHNICIAN STATED THAT THE TORQUE CONVERTER WOULD HAVE TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 60,000 . 67064			
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)

CAV STALLS AFTER DRIVING OVER AND
OVER

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 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



Repair Order History

Repair Order History

VFC	RO	Line	Tech	Odometer	Date	Z A	Adv	Customer Concern
	C56999	34	107	67064	05/20/11 10:03:51		197	MULTI-POINT INSPECTION
		34-1	107	67064	05/20/11 10:03:51		197	TIRES MEASURED 7/32ND OR GREATER
		51	107	67064	05/20/11 10:03:51		197	C/S THAT OVER THE LAST FEW DAY VEHIC
		51-1	182	67064	05/20/11 10:03:51		197	ACCESS TRANSMISSION RPL CONVERTER
	C39291	34	107	63257	10/22/10 09:44:10		212	MULTI-POINT INSPECTION
		34-1	107	63257	10/22/10 09:44:10		212	TIRES WEARING OK AT THIS TIME.
		51	107	63257	10/22/10 09:44:10		212	C/S TWICE THIS WEEK AFTER EXIT HGWY

RO# **C56999** Odometer **67064** Warranty Invoice **N** Previous RO# Next RO#
Parts **724.88** Policy Total **1639.26** Open Date **05/10/11** Invoice Date **05/20/11**
Client
Note

*INcident Date
05/20/11*

Labor Line

Operation 7000A

Tech1 182 Hours 8.0 Tech2 Hours

Concern C/S THAT OVER THE LAST FEW DAY VEHICLE STALLS AFTER DRIVING VEHICLE THEN C
Cause

Correction ACCESS TRANSMISSION RPL CONVERTER

Comment RUNS FINE NOW - UNABLE TO DUPLICATE CONCERN REPROGRAM PCM

Documents

☐ Repair Order ☐ Preliminary Invoice ☒ Final Invoice ☐ Images ☐ Vehicle Report Card

View (F3)

Veh Search (F5)

Close