 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
		<p>Date Received MAR 16 2012</p>	<p>Repository <input type="checkbox"/></p>	<p>24-FEB-2012</p>	
			<p>Reference No. 10449214</p>		
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name</p>		<p>Daytime Telephone Number</p>		<p>E-mail Address</p>	
<p>Address</p>		<p>Evening Telephone Number</p>			
<p>City WOLFEBORO</p>		<p>State NH</p>	<p>Zip Code</p>		
<p><i>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).</i></p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FMCU9DG1CK</p>		<p>Make FORD</p>	<p>Model ESCAPE</p>	<p>Model Year 2012</p>	
<p>Date Purchased NOV. 30, 2011</p>	<p>Dealer's Name and Telephone Number IRWIN FORD 1-603-524-4922 (RAY LANDRY)</p>			<p>Engine: No: Cylinders 6</p>	<p>Fuel Type: GASOLINE</p>
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City LACONIA</p>	<p>State NH</p>	<p>Zip Code</p>		
<p>Transmission Type 6-SP. AUTO</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain AWD</p>	<p>Multiple Failure: YES</p>	<p>Incident Date(s) 30-NOV-2011 - TO DATE</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 180000 VEHICLE SPEED CONTROL BRAKE OVER ACCELERATOR CONTROL SEE ATTACHMENTS</p>			<p>Failure Mileage 500 TO 2000</p>	<p>Failure Speed 20 TO 55</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>	<p>Reported to Police N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2012 FORD ESCAPE. WHILE DRIVING APPROXIMATELY 20 MPH, THE VEHICLE BEGAN TO HESITATE WHILE ACCELERATING. THE CONTACT ALSO NOTICED THAT THE VEHICLE WOULD DECELERATE WHEN DRIVING AT VARIOUS SPEEDS. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING WHERE THE TECHNICIAN WAS UNABLE TO DIAGNOSE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 500.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					

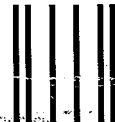
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

FORD HAD A PROBLEM W/ SOME MODELS - (I HAD 3 WINDSTARS) ACCELERATING WHILE
BRAKING - OCCASIONALLY. 2011 ENGINEERED A "BRAKE OVER ACCELERATOR". TOUCHING THE
BRAKE CAUSES HESITATION! THIS WAS FINAL DIAGNOSIS. PROBLEM WAS SCARY
WHEN ON HIGHWAY AT 55 MPH! SYSTEM IS SO TOUCHY, BOTH TIMES WHEN
I SLOWED TO 45 DURING HESITATION PROBLEM, I HAD TO MOVE TO BREAKDOWN
LANE W/ FLASHERS ON UNTIL IT CLEARED UP! IRWIN FINALLY POINTED OUT
THE PROBABLE CAUSE AFTER CALLING ON THE HOT LINE. I NOW HAVE TO
STOP & THINK - SLIDE MY FOOT OUT OF ACCELERATOR AND STRAIGHT ON!!
MY LEFT FOOT IS NEVER NEAR BRAKE. IRWIN IS A CLASS "A" DEALERSHIP!

ATTACH ADDITIONAL SHEETS IF NECESSARY

PLEASE SEE ADDITIONAL DOCUMENTATION ATTACHED. MY QUESTION IS -
WAS THIS "BRAKE OVER ACCELERATOR" MANDATED BY NHTSA??

US 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



MANCHESTER NH 033

09 MAR 2012 PM 4 T

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

NHTSA
National Highway Traffic Safety Administration
U.S. Department of Transportation

February 23, 2012 [REDACTED]

2012 Ford Escape-purchased at Irwin Ford-November 30, 2012

Events about problem with 2012 Ford Escape owned by [REDACTED] and [REDACTED]

During first thousand miles experienced hesitation problem about six times-only for a moment each time and spaced weeks apart. Hoped each time that it would clear up! Problem worsened by Feb. 15 so drove to Irwin to talk to service dept. and to make an appt. Appt. made for Feb. 17. On the way to Laconia, it was so bad, I could not get above 45 MPH for about 4 or 5 miles and then it cleared up. I reported that no lights came on and after testing at Irwin, Ray Landry said they re-calibrated (?) and I drove home with no problem.

On Feb. 21, on the way to Rochester, problem was very bad. Prepared to return home but problem re-appeared a mile on. I decided to continue and have car towed if it broke down. No more problem that day on the way home. (Approximately 20 miles.)

Called Ray and made another appointment at 9:00 AM Wednesday, Feb. 22. On this day, on the way to Irwin, The problem was as bad as the previous trip to Laconia and lasted for 5 or 6 miles. After 2 ¾ hours at Irwin, Ray suggested that I leave the car over night. He made arrangements to get a rental car and while I was at the rental office, he came in and suggested that they put a part in hoping that it might solve the problem. He said that he would hold the paperwork and that the keys were in the car.

No problem on the way Home. Later in the afternoon, drove about 10 miles to test. No problem. Friday AM for another test drive drove to Alton border with Wolfeboro (5 miles.) Called Ray to report that still had the problem. Happened twice before returning home. Called Ray and will bring the car to Irwin Friday, Feb. 23 at 12:30. and they will keep it to further test.

I tried to note each time what may be related to the hesitation problem-engine was warm-no warning lights on and what I did to try to get going again. Each time I tried by pumping the accelerator and once down shifted while going 20 MPH.

Hoping for the best!!

Friday, February 24, 2012, returned to Irwin Ford. Francis, that took the Escape home Thursday night and returned Friday AM to work reported that he had no hesitation problem. Owner, [REDACTED] test drove with Francis and experienced no problem. (sometimes, problem does not show up for days!) Total mileage testing 2/23 and 2/24, 77 miles. Returned to service desk and talked to Ray Landry who has done everything he could for me! Ray says, "brake over accelerator feature" is the problem. Further, the problem must be me, the driver touching the brake and accelerator at the same time! I

drove the car home, 30 miles and had no problem. However, I experimented by touching the brake pedal with the left side of my foot that was on the accelerator to the brake several times and there was no hesitation problem. My left foot has always been far to the left on the floor and never near the brake!

It appears to me that the "system" is activated occasionally electronically and not by me! I have made four trips to Irwin, each time 60 miles round trip. About 200 miles have been driven testing. Will test more Feb. 26 and 27. I know Irwin will not give up!

PLEASE NOTE:

IRWIN FORD SERVICE WAS WONDERFUL CHASING DOWN PROBLEM! LAST COMMUNICATION WITH RAY LANDRY, ASSISTANT SERV. MANAGER WAS THAT NOTHING COULD BE DONE. IT IS CONTROLLED BY THE COMPUTER.

TO DATE - MARCH 10, 2012, I HAVE NOT EXPERIENCED A PROBLEM EXCEPT ONLY ONCE, ENTERING MY STREET FROM THE HIGHWAY.

I HAD INTENDED TO CHANGE TO ANOTHER MAKE BUT THE ESCAPE IS A NICE CAR & I WILL TRY TO "MAKE IT WORK".

IT WOULD HAVE CURED THE WINDSTAR PROBLEM I HAD. MANY TIMES I COULD HAVE GONE OUT THE REAR WALL OF THE GARAGE! FOR 8 YEARS I LEFT FORD. THERE IS NO EXCUSE FOR NOT HAVING A ~~SMARER~~ SIMPLER MECHANICAL SOLUTION - IF THE PROBLEM IS ME, THE FIX IS MUCH TOO SENSITIVE

