

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 MAY 11 2012 03-APR-2012	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
MORONGO VALLEY		CA			
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
1FMCU04B11K			FORD	ESCAPE	2001
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
2001			No: Cylinders		
Original Owner	Dealer's City	State	Zip Code		
		CA			
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:		
	☒ Cruise Control		Incident Date(s) 02-APR-2012 <i>complaint date</i> <i>problem ongoing long time</i>		
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC				Failure Mileage	Failure Speed
<i>Safety Recall Notice 11S 24</i>				195406	
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	Failure Location:			
	☐ Prior Repair				
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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 2001 FORD ESCAPE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN ID NUMBER: 12V005000 (SERVICE BRAKES, HYDRAULIC:ANTILOCK:CONTROL UNIT/MODULE) AND CONTACTED THE DEALER TO MAKE AN APPOINTMENT BUT WAS ADVISED THAT THE PARTS NEEDED FOR THE REPAIR WERE NOT AVAILABLE. THE MANUFACTURER WAS NOTIFIED, BUT DENIED ANY ASSISTANCE TO THE CONTACT. THE VEHICLE WAS NOT REPAIRED. THE CONTACT WAS CONCERNED BECAUSE THE RECALL LETTER STATED THAT THE VEHICLE COULD POSSIBLY CATCH FIRE AND THE ABS BRAKE WARNING LIGHT COULD ILLUMINATE ON THE INSTRUMENT PANEL. THE CONTACT STATED THAT THE ABS BRAKE WARNING LIGHT WAS ILLUMINATED IN THE VEHICLE AND THE TIME FRAME IN WHICH THE VEHICLE COULD BE REPAIRED HAD EXCEEDED A REASONABLE AMOUNT OF TIME. THE FAILURE AND THE CURRENT MILEAGE WAS 195,406.					
<i>This is correct & see above narrative -></i>					
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)

It is scary - they say to park outdoors
(which I do) - potential fire - well its scary
to drive it at all - to be in it.
I am waiting too long to be notified of parts
availability. I don't believe they are
really trying to be timely about getting parts
to repair recall problems. They say they are trying
"to accelerate part availability" - It has been
many months they know of recall

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

SAN BERNARDINO COUNTY

27 APR 2012 PM 3 T

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

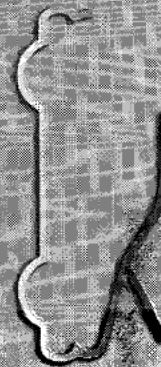
WASHINGTON, DC

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

safercar.gov