

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department of Transportation

National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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 30 2012
 25-APR-2012

Repository
 Reference No.
 10456485

OWNER INFORMATION (Type or Print)

Name [Redacted]
 Address [Redacted]
 City DULUTH State MN Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]
 Evening Telephone Number [Redacted]

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: 1FMYU94105K [Redacted]
 Make FORD Model ESCAPE Model Year 2005
 Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:
 Original Owner Dealer's City State Zip Code
 Transmission Type Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 20-APR-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC Failure Mileage 96406 Failure Speed 1

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. THE CONTACT STATED THAT SHE WAS ATTEMPTING TO EXIT FROM A PARKING SPACE WHEN THE BRAKE PEDAL DEPRESSED ALL THE WAY DOWN TO THE FLOOR. THE CONTACT WAS UNABLE TO BRING THE VEHICLE TO A COMPLETE STOP. THE VEHICLE WAS TAKEN TO THE DEALER, WHO DIAGNOSED THAT THE FRONT BRAKE LINSE BROKE AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND FILED A REPORT. THE MANUFACTURER THEN REFERRED THE CONTACT TO NHTSA. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 96,406 AND THE CURRENT MILEAGE WAS 96,506.

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.



NorthStar Ford
 1420 Miller Trunk Hwy
 Duluth, Minnesota 55811
 Telephone: (218) 727-3673

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:30 p.m. M-F
 8:00 a.m. 4:00 p.m. SAT
 Closed Sundays

9/25
10456485
supercar.goo

RO Open Date	RO Number
4/20/12	6120387
RO Close Date	Status
4/20/12	Pre-Invoic
Mileage In	Mileage Out
96406	96406
Service Advisor Tag #	
Chris Mallory/6881	
Vehicle Identification Number	
1FMYU94105K	
Delivery Date	In-Service Date
3/19/08	
Color	License Number
RED	

DULUTH, MN			Work Phone
			Home Phone
Year	Make	Model	Body
2005	FORD	ESCAPE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: C/S SHE PUSHED THE BRAKE AND IT WENT TO THE FLOOR SHE HAD JUST ENOUGH BRAKE TO GET HERE NOW THE BRAKE LIGHT IS ON. Work performed by ALLAN, RICHARD (474) Installed 7L8Z 2078 B :HOSE ASY - BRAKE CHECKED OUT BRAKES FOUND FRONT BRAKE HOSES WERE BROKEN REPLACED FRONT BRAKE HOSES AND FLUSH BRAKES TEST DRIVE AND CHECKED OPERATION OF BRAKES Sub Total: 529.86	375. 154.

18003923673

05 escape - no brakes
wreak lines -
heard this is a problem
upst

1-800 429 9393

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	375.
PARTS	154.
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	52.
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	12.
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	595.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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