

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

 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 09-AUG-2012 SEP 10 2012		Repository ☐ Reference No. 10470010
		Name Address City GAUTIER State MS Zip Code		Daytime Telephone Number Evening Telephone Number E-mail Address		
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 1FMYU03151K			Make FORD	Model ESCAPE	Model Year 2001	
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) 06-JUL-2012
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Code: ENGINE (PWS)				Failure Mileage	Failure Speed	
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 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 2001 FORD ESCAPE. THE CONTACT STATED THAT HE RECEIVED NOTIFICATION OF NHTSA CAMPAIGN ID NUMBER: 12V353000 (ENGINE AND ENGINE COOLING) AND TOOK THE VEHICLE TO THE DEALER FOR REPAIRS HOWEVER, THE DEALER REFUSED THE RECALL REPAIR AND DID NOT PROVIDE A REASON WHY. THE CONTACT NOTIFIED THE MANUFACTURER OF THE INCIDENT AND THE CONTACT WAS ADVISED TO TAKE THE VEHICLE BACK TO THE DEALER FOR RECALL REPAIRS. THE CONTACT HAD NOT EXPERIENCED A FAILURE.						
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.						

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

Ford motors need ~~to~~ understand
U sell it stand behind it, over ride
Dealerships

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**

NHTSA



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

January 2012



15033/000158426/000000484



GAUTIER, MS

2001 Escape

Vehicle ID #: 1FMYU03151K

Safety Recall Notice 11S24

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

It may be possible for an electrical short to occur in the Anti-Lock Brake System (ABS). An electrical short may illuminate the ABS warning light, and in some cases, cause the ABS module connector to overheat, resulting in a burning odor, smoke, and/or fire. This condition could occur either when the vehicle ignition switch is in the off position, or while the vehicle is being operated.

Ford had previously notified affected owners of Safety Recall 07S51 in April of 2007. The 07S51 notification directed owners to return to their dealer to have the ABS module connector inspected, and repaired if needed. This new Safety Recall 11S24 will modify the ABS system of your vehicle to provide additional protection against potential electrical shorts.

It is very important that both Safety Recalls be performed on your vehicle.

What should you do?

Our records indicate that the repairs required by 07S51 were performed on your vehicle with the Vehicle Identification Number shown above; however, parts are currently not available to complete the new Safety Recall 11S24 on your vehicle. Until Safety Recall 11S24 is performed, it is recommended that you park your vehicle outdoors away from structures to prevent a potential fire from spreading in the unlikely event that your ABS module develops an electrical short.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Com Fir 10470010

1877-3824357



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121



1313/202022/0528



GAUTIER, MS

August 2012

2001 Escape

Vehicle ID #: 1FMYU03151K

Safety Recall Notice 12S37 / NHTSA Recall 12V-353

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

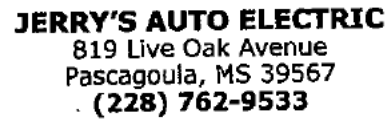
What is the issue?

On your vehicle, there may be inadequate clearance between the engine cover and the speed control (sometimes known as cruise control) cable, which could allow the engine to be stuck at full power when the accelerator pedal is fully or almost fully depressed. A throttle that is stuck fully or almost fully open may result in very high vehicle speeds and make it difficult to stop or slow the vehicle, which could cause a crash, serious injury, or death. **This risk exists regardless of whether or not speed control is used.**

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to modify the engine cover to provide sufficient clearance for the speed control cable on your vehicle free of charge (parts and labor).

Parts to modify the engine cover are expected to be available in mid-August 2012. As a result, a two-stage repair process has been implemented. If parts are available, your dealer will perform the repair. If parts are not available, your dealer will disconnect the speed control cable to eliminate the safety concern. With this interim repair, the speed control system will be inoperable until the permanent repair is performed. When parts for the permanent repair are available, you will be notified via mail to contact your dealer to have the repair performed free of charge. We recognize this may be an inconvenience, but we believe this action is in the best interest of our customer's safety. We are closely working with our suppliers to accelerate part availability.

[illegible]

DATE _____

5-23-11

50277

PLATE 1

01 Ford Escape

STARTING DATE	11/1/2011
---------------	-----------

ABS light CK Eng. light. CK
batt. Radio makes a popping
noise.

New Coil was installed on wrong cylinder.

switched it to the right one. Needs new ABS mod. Cust. declined

	TOTAL
--	-------

95 CY

TAX

6. 30

DATE COMPLETED

Thank You

PAY THIS AMOUNT ➡

96.30

Recall 11524



A TRADITION OF SERVICE SINCE 1951

ESTABROOK

MOTOR CO., INC.



Post Office Box 1119
3689 14th Street, Pascagoula, MS 39568-1119
(228) 762-2641 • Fax (228) 769-7430

July 3, 2012

[REDACTED]
Gautier, MS [REDACTED]

Dear [REDACTED]

Thank you for servicing your vehicle at Estabrook Ford Lincoln Mercury Nissan. Our staff has made every effort to ensure your vehicle was repaired to your satisfaction as we value your patronage.

Since a warranty service was performed you may receive a short customer satisfaction survey from the manufacturer. If for any reason you are not completely satisfied with every aspect of your service visit then please contact one of us or anyone on our Service Staff before you return the survey as we will personally make every effort to correct the situation.

If you have any questions or comments regarding the repair or the survey then please let us know. Thank you again for choosing Estabrook Ford Lincoln Mercury Nissan for your service needs.

Sincerely,

Chuck Mock

Chuck Mock
Fixed Operations Director
Estabrook Ford Lincoln Mercury Nissan
(228) 762-2641

HE Tied and Ford motors
won't do Anything



A TRADITION OF SERVICE SINCE 1951

ESTABROOK

MOTOR CO., INC.

Post Office Box 1119

3689 14th Street, Pascagoula, MS 39568-1119
(228) 762-2641 • Fax (228) 769-7430

CUSTOMER #: 57146

352076

INVOICE

PAGE 1

GAUTIER, MS

HOME:

CONT: N/A

BUS:

CELL:

SERVICE ADVISOR: 55293 KERRILYNN RUTH THOM

BUS:		CELL:		SERVICE:		LICENSE:		MILEAGE IN / OUT:		TAG:	
COLOR:		YEAR:		MAKE/MODEL:		VIN:					
		01		FORD ESCAPE		1FMYU03151K		214357/214358		T4073	
DEL DATE:		PROD. DATE:		WARR. EXP.:		PROMISED:		PO NO.:		RATE:	
						17:30 26JUN12				0.00	
01JAN01 DL										CASH	
R.O. OPENED:		READY:		OPTIONS:		ENG:3.0_Liter_SEFI-DOHC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RECALL	11S24					

11 SEE JOB C

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B PERFORM LUBE OIL FILTER SERVICE							
LOF PERFORM LUBE OIL FILTER SERVICE							
	51651	CF			5.45	5.45	
	1	F1AZ*6731*BD FILTER ASY - OIL			24.50	24.50	24.50
	5	XO*5W20*QSP OIL - ENGINE			5.62	0.00	0.00
	1	XO*5W20*QSP OIL - ENGINE			5.62	5.62	5.62
MISC ENV COMP							
		CF			2.00	2.00	
PARTS:	30.12	LABOR:	5.45	OTHER:	2.00	TOTAL LINE B:	37.57

C ABS RELAY INSTALLATION AND MASTER CYLINDER RESERVOIR CAP REPLACEMENT
11S24B RECALL 11S24 MASTER CYLINDER CAP AND ABS

FUSED RELAY

51651 WF

1 CL8Z*14A411*A WIRING

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

[Handwritten signature]
6-27-12

... Compare Service, Too!

We guarantee our service work for 90 days or 4,000 miles, whichever comes first. If our repair or repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.

We gave you a report card...

You give us a grade.

Our Goal: "No unhappy owners."

"The Factory Warranty constitutes All of The Warranties With Respect To The Sale Of This Item/Items. All expressed warranties, if any, by a manufacturer or supplier are theirs, not the dealers, unless otherwise provide in writing and furnished to the dealer. Mississippi's Implied Warranty Law may give the buyer additional rights."

PURCHASER

If you are happy please let your friends and neighbors know.

If you are unhappy please let us know by contacting James B. Estabrook Jr., David R. Estabrook or our customer relations manager.

Our goal is that you are "Completely Satisfied" with your service experience.

**THANK YOU
FOR BRINGING YOUR
CAR TO US
FOR SERVICE**

DESCRIPTION	TOTALS
LABOR AMOUNT	5.45
PARTS AMOUNT	30.12
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.55
TOTAL CHARGES	38.12
LESS INSURANCE	0.00
SALES TAX	2.67
PLEASE PAY THIS AMOUNT	40.79

CUSTOMER #: 57146

352427



A TRADITION OF SERVICE SINCE 1951



INVOICE

ESTABROOK

MOTOR CO., INC.

Post Office Box 1119

3689 14th Street, Pascagoula, MS 39568-1119
(228) 762-2641 · Fax (228) 769-7430

GAUTIER, MS

HOME: CONT:N/A

BUS: CELL:

DUPLICATE 2

PAGE 1

SERVICE ADVISOR: 55293 KERRILYNN RUTH THOM

HOME: [REDACTED]		CELL: [REDACTED]		SERVICE ADVISOR: 55293 KERRILLIN RUTH [REDACTED]			
BUS: [REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT	TAG
	01	FORD ESCAPE		1FMYU03151K [REDACTED]		214534/214535	T4317
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN01 DE			17:30 09JUL12		0.00	CASH	10JUL12
R.O. OPENED		READY		OPTIONS: ENG:3.0_Liter_SEFI-DOHC			

07:53 05JUL12 13:32 10JUL12

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUSTOMER STATES ABS LIGHT AND BRAKE LIGHT IS COMING ON SINCE RECALL

WAS DONE

22 LIGHTS NOT ON, RAN ABS DIAG, NO CODES, CKED
FLUID LEVEL GOOD, NO PROBLEM FOUND AT THIS

TIME

51651 IUKF

(N/C)

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

LIES COVER UP

Cost too
me

218.99 218.99

78.43 78.43

TOTAL LINE B: 297.42

PARTS:

78.43

LABOR:

218.99

OTHER:

0.00

2nd visit same recall

only had recall problem (ABS)

They broke gear shift cable

Didn't say it was broke wanted me get in to take it home,
left car thinking They broke it They'll fix it, Instead
talk too service manager, chuck mock, "you could have
a Flat Tire next time, I don't know"

... Compare Service, Too!

We guarantee our service work for 90 days or 4,000 miles, whichever comes first. If our repair or repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.

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THANK YOU
FOR BRINGING YOUR
CAR TO US
FOR SERVICE

DESCRIPTION	TOTALS
LABOR AMOUNT	218.99
PARTS AMOUNT	78.43
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	317.42
LESS INSURANCE	0.00
SALES TAX	22.22
PLEASE PAY THIS AMOUNT	339.64