 <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 SEP 18 2012 14-AUG-2012 SEP 17 2012</p>	<p>Repository <input type="checkbox"/></p>	<p>Reference No. 10470575</p>	
<p>OWNER INFORMATION (Type or Print)</p>					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
CHESTERLAND	OH				
<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>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
1FMYU93175K		FORD	ESCAPE	2005	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
July 04/	MARSHALL FORD 440-449-1000		No: Cylinders	Reg.	
Original Owner	Dealer's City	State	Zip Code		
<input checked="" type="checkbox"/> YES	Mayfield Heights	Ohio	44126		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
AUTOMATIC	<input checked="" type="checkbox"/> Cruise Control			01-AUG-2010	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
Vehicle Component Codes: 162000 STRUCTURE: BODY, FUEL/PROPULSION SYSTEM (PWS)			Failure Mileage	Failure Speed	
			59000		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM9ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:			
	<input type="checkbox"/> Prior Repair				
Tire Component Code	Tire Failure Type:				
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
<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 2005 FORD ESCAPE. THE CONTACT STATED THAT THE FUEL TANK FILLER NECK WAS CORRODED WHICH CAUSE THE DRIVER REAR WHEEL WELL TO CORRODE AS WELL. THE CONTACT WAS CONCERNED THAT THE FUEL TANK MALFUNCTION AS A RESULT, OF THE CORROSION. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 59,000 AND THE CURRENT MILEAGE WAS 79,000.</p>					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
<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)

As mention / Running is getting so BAD that it will rust
them AND may Fall off (GASTANK)

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



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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:

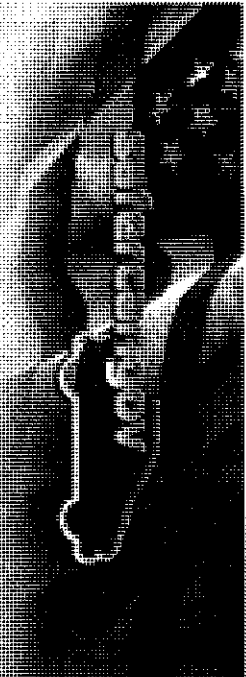
Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



[REDACTED]

From: [REDACTED]
Sent: Wednesday, August 15, 2012 7:56 AM
To: [REDACTED]
Subject: Fw: Ford Motor Company

[REDACTED]

Sent from my Verizon Wireless BlackBerry

-----Original Message-----

From: [REDACTED]
Date: Tue, 14 Aug 2012 23:11:45
To: <crcfmc@ford.com>
Reply-To: [REDACTED]
Subject: Re: Ford Motor Company

Its in motion. Your company is a disappointment. Furthermore not sure why ford is moving me from one person to another. All this is recorded and a complaint has been made. this now has gone national. It could have been solved if you would have commuicated instead of insulting a consumer. [REDACTED] Senior Vice President [REDACTED]

[REDACTED]

Sent from my Verizon Wireless BlackBerry

-----Original Message-----

From: crcfmc@ford.com
Date: 14 Aug 2012 19:04:26
To: [REDACTED]
Subject: Ford Motor Company

Dear [REDACTED]

This is Eshane also from Ford Motor Company's Customer Relationship Center. I am here to address your follow-up email.

I am sorry if at this time we have not met your expectations. Yet I appreciate the time that you have taken to write to us about this matter.

I understand you are going to retain a lawyer, as such we can no longer continue discussions regarding your concern. Please have your attorney contact Ford Motor Company's Office of the General Counsel (OGC) in writing for potential resolution at the address below.

Mail

Ford Motor Company

PO Box 70

Dearborn, MI 48121

Fax (313) 845-5555

Thank you for contacting Ford Motor Company.

Sincerely,
Eshane
Customer Relationship Center
Ford Motor Company

Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673 between the hours of 8am and 5pm, local time, Monday through Friday. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Should you need it in the future, your reference number is 1309972435.

For online support visit us at: www.customersaskford.com which contains answers to frequently asked questions and links to other key product and service information.

Ford Confidentiality:

For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

[THREAD ID:1-6CDK20]

-----Original Message-----

From: [REDACTED]
Sent: 8/14/2012 11:27:36 AM
To: <crcfmc@ford.com>
Subject: RE: Ford Motor Company

This is the fifth service rep that keeps bouncing me around. I will today be contacting the Attorney General Of Ohio and will seek legal advice.

Don't keep being sorry. Your response is negative and insulting.

[REDACTED]

[REDACTED]

Cleveland, Ohio [REDACTED]

W [REDACTED]
C [REDACTED]

[REDACTED]

-----Original Message-----

From: crcfmc@ford.com [mailto:crcfmc@ford.com]
Sent: Tuesday, August 14, 2012 11:25 AM
To: [REDACTED]
Subject: Ford Motor Company

Hello [REDACTED]

This is Glaiza and I am also from Ford's Customer Relationship Center (CRC). Thank you for your reply.

While I understand your feelings toward the situation, I regret that I cannot offer an alternate response for this matter.

We appreciate the time you have taken to contact us.

Sincerely,
Glaiza
Customer Relationship Center
Ford Motor Company

Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673. Hours of Operation: 8:00 a.m. - 8:00 p.m. EST (Monday-Friday) 9:00 a.m - 5:30 p.m. EST (Saturday). Hearing-impaired callers with access to a TDD may contact 1-800-232-5952.

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[THREAD ID:1-6CCS9N]

-----Original Message-----

From: [REDACTED]
Sent: 8/13/2012 02:45:53 PM
To: <crcfmc@ford.com>
Subject: RE: Ford Motor Company

Kei,

I did not say that I have an attorney now I said that I will be contacting an attorney to look into this matter. That being said if you're willing to work with me on this serious issue there will be no reason to get attorneys involved.

Please advise.

TY

[REDACTED]

[REDACTED]
Cleveland, Ohio [REDACTED]
[REDACTED]

-----Original Message-----

From: crcfmc@ford.com [mailto:crcfmc@ford.com]

Sent: Monday, August 13, 2012 2:43 PM

To: [REDACTED]

Subject: Ford Motor Company

Dear [REDACTED]

This is Kei, also with the Ford Customer Relationship Center (CRC). I received your follow up email.

I am sorry you feel this way and I truly understand where your concern lies. I'm more than happy to review your case.

Since you have already retained an attorney, at the CRC, we can no longer continue discussions regarding potential resolutions. We recommend to have your attorney to contact Ford Motor Company's Office of the General Counsel (OGC) in writing for potential resolution at the address provided below:

Mail:

Ford Motor Company

PO Box 70

Dearborn, MI 48121

Fax (313) 845-5555

Moreover, as previously advised, we feel that every consideration has been given to this matter. As such, we feel it was appropriately addressed in our response.

I am truly sorry if our response has not been more favorable to you.

Thank you for contacting Ford Motor Company.

Sincerely,

Kei

Customer Relationship Center

Ford Motor Company

Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673 between the hours of 8am and 8pm, local time, Monday through Saturday. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Should you need it in the future, your reference number is 1309972435.

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[THREAD ID:1-6CBKPV]

-----Original Message-----

From: [REDACTED]
Sent: 8/11/2012 12:24:58 PM
To:
Subject: Re: Ford Motor Company

I still don't understand. You or any representatives ever look at the car. It rusted through the wheel well and where you put fuel. That's a fire hazard if it rust thru might scrap and ignite. I'm now putting ford on notice and plan on contacting the attorney general about this. I do think that our consumer tv reporter would be interested in this issue also. Again I am asking that ford stands behind this defective product and repair it. Please advise. Ty

[REDACTED]
Sent from my Verizon Wireless BlackBerry

-----Original Message-----

From: crcfmc@ford.com
Date: 10 Aug 2012 20:57:39
To:
Subject: Ford Motor Company

Hello [REDACTED]

My name is Yvette and I am also with Ford's Customer Relationship Center. I received your follow-up email about the rust concern with your 2005 Ford Escape. I apologize for the inconvenience that this issue may have caused you to write us. I am more than happy to look on to this matter.

Please note that Ford Motor Company executives are not available to receive direct phone or e-mail contacts from customers due to their hectic schedules. The Customer Relationship

Center (CRC) has been fully empowered by Ford Motor Company to handle any customer concerns or inquiries. We will be more than happy to assist you with your concern.

As previously communicated to you on 08/06/2012, we feel that every consideration has been given to this matter. As such, we feel it was appropriately addressed in our response. Based on the information you have provided and the data that we have reviewed, our decision remains the same.

Thank you for contacting Ford Motor Company.

Sincerely,
Yvette
Customer Relationship Center
Ford Motor Company

Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673 between the hours of operation: 8:00 a.m. - 8:00 p.m. Eastern Standard Time (Monday-Friday), 9:00 a.m. - 5:30 p.m. (Saturday). Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Should you need it in the future, your reference number is 1309972435.

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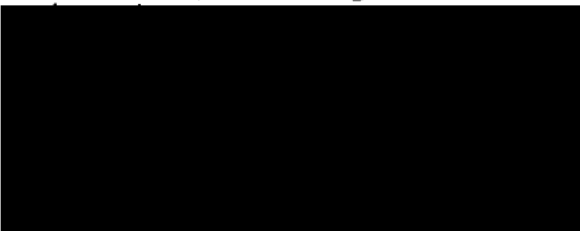
[THREAD ID:1-6CAHCY]

-----Original Message-----

From: [REDACTED]
Sent: 8/9/2012 07:25:12 PM
To:
Subject: Re: Ford Motor Company

Charles

It sounds like a computer is speaking to me. Is it? Is this computer generated or are you communicating to me off a script. Don't insult me anymore stating you hope you will have my business or my son or his friends or mine. I plan on sharing this information with who ever wants to know. Again you have sold me a defective product and you refuse to back it up. Why don't you have allan mulany call me to discuss. I notice your stock is flat. Wonder why? Why won't you look at my auto and fix it? Is it a concern that it could trigger mass recall? I wonder. Are you sharing this with management? Please advise



Sent from my Verizon Wireless BlackBerry

-----Original Message-----

From: crcfmc@ford.com

Date: 9 Aug 2012 17:23:01

To:

Subject: Ford Motor Company

Dear [REDACTED]

My name is Charles and I am from the Ford Customer Relationship Center (CRC) as well. I am sorry to hear about how you feel.

Feedback such as yours allows us to examine our practices and policies to ensure that we meet or exceed the expectations of our customers in the future.

On behalf of Ford Motor Company as a whole, we regret the circumstances which caused you to write. We hope that we might have the opportunity in the future to restore your confidence in our products and service.

Thank you for contacting Ford Motor Company.

Sincerely,

Charles

Customer Relationship Center

Ford Motor Company

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[THREAD ID:1-6C92J0]

-----Original Message-----

From: [REDACTED]

Sent: 8/8/2012 01:38:38 PM

To:

Subject: RE: Ford Motor Company

Harold,

This is very disturbing news. As mentioned my son is 23 years old and it's his generation that all companies that make products need to reach out to besides the other masses. They will and are the ones spending the money now and in the future. Based on Ford not backing a defective product you have not only lost me as a customer, my friends but my son and anybody

he can speak to about how we were treated. Just think how his generation is supporting Apple as an example. If you treat them well you have a buyer for life. Apple has the best name on backing their product which includes replacement. This is a different world now. It's not like you can make a product today and expect we will buy again and again. I mentioned to your people that I use to buy Jeeps. Well I had such problems with electrical and they would not back it up that I will not ever buy a Chrysler product again. I bought a Subaru and all they do is bend over to accommodate us. That being said you can figure that you lost sales of a 23 year old and even if he only touches 10 friends over 250 cars in a life time. I will take care of my end and make sure I let know who ever is buying a car/truck the same how I was handle by Ford and the issues with how Ford builds their cars and trucks.

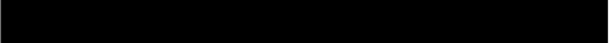
Thank you.



Cleveland, Ohio

w
c
e-

PLEASE NOTE - MY E-MAIL ADDRESS HAS CHANGED TO:



-----Original Message-----

From: crcfmc@ford.com [mailto:crcfmc@ford.com]
Sent: Wednesday, August 08, 2012 1:21 PM
To: [Redacted]
Subject: Ford Motor Company

Hello [Redacted]

My name is Harold and I am also from Ford Motor Company. I received your follow-up email regarding the rust concern with your 2005 Ford Escape.

I do understand your disappointments. I did check our records and verified that you contacted our department via phone on 8/6/2012. You were advised that that there are no factory warranties or programs in effect on your vehicle that would provide financial assistance for your current concerns. I understand how difficult this might be for you. However, at this time we are unable to provide you with an alternate response. I would like to apologize if this matter could not be more favorable to you. If any additional information regarding this matter should become available in the future, please let us know.

Thank you for contacting Ford Motor Company.

Sincerely,
Harold
Customer Relationship Center
Ford Motor Company

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For online support visit us at: www.customersaskford.com which contains answers to frequently asked questions and links to other key product and service information.

Ford Confidentiality:

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[THREAD ID:1-6C7TOR]

-----Original Message-----

From: [REDACTED]
Sent: 8/7/2012 08:30:07 AM
To:
Subject: RE: Ford Motor Company

Charles,

Thank you for getting back to me. Here is the additional information you asked for as follows:

[REDACTED]

Chesterland, Ohio [REDACTED]

Daytime phone number: [REDACTED] (cell) Home [REDACTED] Office [REDACTED]

Vehicle Id Number 1fmyu93175k [REDACTED] Please note not sure if the number 1 is one or I. Also after number 7 if 5 is wrong try S. (I was given these numbers and letters by my son and his writing is not the best)

79,000 miles

Marshall Ford on Mayfield Road Mayfield Heights Ohio.

Look forward to resolving this.

Regards,

[REDACTED]

[REDACTED]

Cleveland, Ohio [REDACTED]

w [REDACTED]

c [redacted]
e-mail: [redacted]

PLEASE NOTE - MY E-MAIL ADDRESS HAS CHANGED TO:
[redacted]

-----Original Message-----
From: crcfmc@ford.com [mailto:crcfmc@ford.com]
Sent: Monday, August 06, 2012 5:42 PM
To: [redacted]
Subject: Ford Motor Company

Hello [redacted]

My name is Charles and I am from the Ford Customer Relationship Center (CRC). I read your email regarding your 2005 Ford Escape.

I am sorry to hear about the rust problem at the gas tank and wheel well of your vehicle. I would like to assist you with this issue, but I would need more information in order to do so. If it is not too much of an inconvenience, please reply to this email with the following additional information:

- Address:
- City:
- State:
- Zip code:
- Daytime phone number:
- Home phone number:
- Vehicle Identification Number:
- Odometer reading:
- Servicing dealership:

If you prefer to provide the information over the phone, you may call us toll free at 1-800-392-3673 between the hours of 8am and 5pm, local time, Monday through Friday. Hearing impaired callers with access to a TDD may contact us by calling 1-800-232-5952.

Thank you for your assistance in providing this information. This enables us to more efficiently document your concern and update our records.

I hope to hear back from you regarding this matter. Thank you for contacting Ford Motor Company.

Sincerely,
Charles
Customer Relationship Center
Ford Motor Company

Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673 between the hours of 8am and 5pm, local time, Monday through Friday. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952.

For online support visit us at: www.customersaskford.com which contains answers to frequently asked questions and links to other key product and service information.

Ford Confidentiality:

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[THREAD ID:1-6C7566]

-----Original Message-----

From: [REDACTED]
Sent: 8/6/2012 12:46:36 PM
To:
Subject: Other

Ford Motor Company
Main Topic: Other

Email Questions: I own a 2005 Escape bought new. I am having a rust problem at the gas tank and wheel well. This is defective. The Escape has not been in an accident. My 23 college son is driving it. I spoke with your corporate service rep. She told me that there is no recalls so your company cannot do anything about this. It needs to be replaced. I am very disappointed in this and this is a defective issue and should be repaired by Ford. I have bought other products from your company in the past but will not anymore since Ford will not back this problem up. I will also tell my son who will not buy also. This will send the wrong message to the younger generation. I would think that Ford would want to build loyalty with the younger generation. But based on this they will not think that Ford builds sound autos. I always buy America but now I'm thinking that I might as well buy Kia who backs cars 100,000 miles. To say the least I am very disappointed. Thank you.

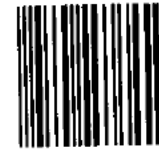
Owner Last Name: [REDACTED] Owner Email Address: [REDACTED] Owner First Name: [REDACTED]
Client Browser : Internet Explorer 9.0
Client OS : Windows NT



Chesterland Ohio



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Washington, D.C. 20077-9382

