



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  
**FEB 21 2013**  
17-JAN-2013

Repository   
Reference No.  
10493356

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: HOUSTON State: TX Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address:  
Evening Telephone Number:

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: 1FMCU95H75K [REDACTED]  
Make: FORD Model: ESCAPE HYBRID 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): 17-JAN-2013

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: BRAKES (PWS) Failure Mileage: 102000 Failure Speed: 30

**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 2005 FORD ESCAPE HYBRID. THE CONTACT STATED THAT WHILE DRIVING 30 MPH, THE ABS AND BRAKE WARNING LAMPS ILLUMINATED. THE CONTACT THEN ATTEMPTED TO ENGAGE THE BRAKES AND THE BRAKE PEDAL ABNORMALLY TRAVELED TO THE FLOORBOARD. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC. THE TECHNICIAN WAS UNABLE TO DIAGNOSE THE FAILURE, THE MANUFACTURER WAS NOT MADE AWARE OF THE PROBLEM. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 102,000 AND THE CURRENT MILEAGE WAS 102,500.

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.

CUSTOMER #: 234355



746471



\*INVOICE\*



HOUSTON, TX

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8477 NORTH FREEWAY, HOUSTON, TEXAS 77037 (281) 931-3360

HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 2961 GREGORY WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	05	FORD ESCAPE	1FMCU95H75K [REDACTED]		102129/102129	T6224	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01JAN05 DD			17:00 18JAN13			CASH	26JAN13
R.O. OPENED	READY	OPTIONS: W-COMP:W ENG:2.3 Liter 4V_w/AC					
13:13 18JAN13	09:05 26JAN13						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER REQUEST TO FIND OUT WHY ABS LIGHT ON /REPORT GIVE EST							
CAUSE: MAINTENANCE							
BRAKE BRAKE SYSTEM REPAIRS							
				2621	CT	462.95	462.95
				1	7M6Z*2C286*B CONTROL ASY - ABS HYDRAULICS	3340.40	3340.40
					CORE CHARGE C	125.00	125.00
				-1	7M6Z*2C286*B CORE RETURN	3340.40	-125.00
PARTS:				3340.40	LABOR:	462.95	OTHER: 0.00
						TOTAL LINE A:	3803.35

102129 VERIFIED CUSTOMER CONCERN. PERFORMED ABS SYSTEM SELF TEST, RETRIEVED CODE U2023. PERFORMED ABS MODULE REPROGRAM DUE TO INTERNAL PROGRAMMING ERROR. PERFORMED ABS SELF TEST, RETRIEVED CODE C1525. ATTEMPTED BRAKE SYSTEM SERVICE BLEED, UNABLE TO FINISH DUE TO MODULE NOT SEEING R/F BLEEDER SCREW OPEN. REMOVED AND REPLACED ABS MODULE. PERFORMED SERVICE BLEED, AIR BLEED CHECK, AND ACTUATION CHECK. PERFORMED ABS SELF TEST, OK AT THIS TIME. ROAD TESTED VEHICLE, OK AT THIS TIME.

*****							
B PERFORM MULTI-POINT INSPECTION							
				99P	PERFORM MULTI-POINT INSPECTION		
				2621	IPS		(N/C)
				GBATT	BATTERY CHECKED AND OK AT THIS TIME		
				2621	IPS		(N/C)
				GBK	BRAKES GOOD AT THIS TIME		
				2621	IPS		(N/C)
				GTIRE	TIRES ARE GOOD AT THIS TIME		
				2621	IPS		(N/C)
PARTS:				0.00	LABOR:	0.00	OTHER: 0.00
						TOTAL LINE B:	0.00

102129 PERFORMED INSPECTION

\*\*\*\*\*  
 C\*\* BRAKE FLUID EXCHANGE  
 BF BRAKE FLUID EXCHANGE  
 2621 CO

EXCLUSION OF WARRANTIES	DESCRIPTION	TOTALS
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.	LABOR AMOUNT	85.37
	PARTS AMOUNT	85.37
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

Notice Pursuant to 570.0001, Texas Property Code: I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with 99.503, Texas business and Commerce Code, if a written order for payment for repair on the vehicle is, stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

CUSTOMER ACKNOWLEDGMENT

X \_\_\_\_\_  
 Signature of Person Responsible or Agent for Person Responsible

CUSTOMER #: 234355



746471



\*INVOICE\*

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8477 NORTH FREEWAY, HOUSTON, TEXAS 77037  
(281) 931-3360

HOUSTON, TX  
HOME: CONT:N/A  
BUS: CELL:

SERVICE ADVISOR: 2961 GREGORY WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	05	FORD ESCAPE	1FMCU95H75K		102129/102129	T6224	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01JAN05 DD			17:00 18JAN13			CASH	26JAN13
R.O. OPENED	READY	OPTIONS: W-COMP:W ENG:2.3 Liter_4V_w/AC					
13:13 18JAN13	09:05 26JAN13						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	6001	BRAKE	FLUSH		41.44	41.44	41.44
PARTS:	41.44	LABOR:	85.37	OTHER:	0.00	TOTAL LINE C:	126.81

102129 PERFORMED BRAKE FLUSH

D\*\* INFORMATION ONLY: OLYMPIC-CARE WARRANTY AUTH# 573248 FOR TOTAL AMOUNT OF \$3871.98//1-888-791-0777 & FAX# 972-331-1009 FOR CREDIT CARD PAYMENT

MISC OTHER DIAGNOSIS/REPAIR

999 CC				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00
				TOTAL LINE D:	0.00

EST: 0.01

18JAN13 13:13 SA: 2961

CUSTOMER PAY MISC SUPPLY CHG FOR REPAIR ORDER

49.95



All parts replaced today have a 12 month or 12,000 mile warranty, whichever comes first. Have a great day and Thank You for your business!

EXCLUSION OF WARRANTIES	Notice Pursuant to 570.0001, Texas Property Code	DESCRIPTION	TOTALS
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.	I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with 59.503, Texas business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed. CUSTOMER ACKNOWLEDGMENT X _____ Signature of Person Responsible or Agent for Person Responsible	LABOR AMOUNT	548.32
		PARTS AMOUNT	3381.84
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	49.95
		TOTAL CHARGES	3980.11
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	3980.11

CUSTOMER COPY



Houston, TX



HOUSTON TX 770

05 FEB 2013 PM 4 T



USA FIRST-CLASS FOREVER

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. ~~20077-0382~~ 20590