

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Form Approved O.M.B. No. 2127-0008

 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 NOV 15 2013 08-OCT-2013	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
LAMARTINE		PA			
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
1FMYU93114K			FORD	ESCAPE	2004
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
2004	Claxion Ford 814-226-7440			No: Cylinders 6	GAS
Original Owner	Dealer's City	State	Zip Code		
☒	Claxion	PA			
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
Auto	☒ Cruise Control			10-SEP-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 161000 STRUCTURE: FRAME AND MEMBERS, 020000 SUSPENSION				Failure Mileage	Failure Speed
				40000	
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					
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
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 2004 FORD ESCAPE. THE CONTACT STATED THAT UPON INSPECTION, IT WAS FOUND THAT THE SUB FRAME WAS COMPLETELY RUSTED AND HAD BECOME DETACHED FROM THE VEHICLE. THE VEHICLE WAS TAKEN TO A PRIVATE MECHANIC WHERE IT WAS DIAGNOSED THAT THE ENTIRE FRONT SUB FRAME NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 40,000.					
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.					

Gentlemen:

As a follow-up of the problem that I had with my 2004 Ford Escape I am sending you the information that I have up to this date.

On October 21, 2013 I took my Ford Escape, with only 40,000 miles on, to my local garage to have it inspected. The Mechanic called me to tell me he could not inspect the vehicle as the frame on the right side of the car was rusted away and the steering was about to fall out. He felt that it was so bad that I should not even drive it home. Being safe I had the vehicle towed to the body shop.

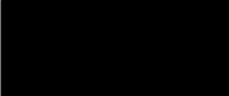
At this time I contacted Clarion Ford and talked with Rick Braun the service manager at Clarion Ford, where I bought the vehicle and was told this has never happened before and they could do nothing about it. There body shop would not take the vehicle and repair it. He recommended that I call Ford direct, at 800-241-3673, and see if they would do any thing about the problem. Receiving no satisfaction from them I was told to call the National Highway Safety Administration and report my problem. Since then I have taken the defective cradle back to the Ford Garage where they took many pictures of it and was going to send them to Ford. I have heard nothing from this from Ford.

This vehicle was unsafe and if not caught would have caused a serious wreck. I know that I do not have the only 2004 Ford Escape on the road that has the same defect that my car had. This frame is something that is not looked at during inspection as the Ford garage inspected my vehicle last year and said nothing about the frame being rusty.

Because I need the vehicle I had a body shop, Bill Kersey Auto Body, 814-226-8453, make the necessary repairs which consisted of replacing the front end cradle which has the steering control arms and the struts connected. I ask the body shop if it was as bad as I was told and he replied that it was worst. If there are other vehicles out there that have the same problem there are going to be some serious wrecks.

I have enclosed pictures of the defective part and the papers from the body shop. If necessary for an inspection I have the front end cradle in my possession

Thank you for taking the time to review this information.


Lamartine, PA 



BILL KERSEY AUTO BODY

5616 PINEY DAM RD., CLARION, PA 16214

Phone: (814) 226-8453

FAX: (814) 226-9069

Workfile ID:

ef7fecc8

Federal ID:

260016138

Preliminary Estimate

Customer: [REDACTED]

Job Number:

Written By: Bill Kersey

Insured: [REDACTED]

Policy #: [REDACTED]

Claim #:

Type of Loss:

Date of Loss:

Days to Repair: 0

Point of Impact:

Owner:

Inspection Location:

Insurance Company:

BILL KERSEY AUTO BODY

5616 PINEY DAM RD.

CLARION, PA 16214

Repair Facility

(814) 226-8453 Business

Lamartine, PA [REDACTED]

Day

VEHICLE

Year: 2004

Body Style: 4D UTV

VIN: 1FMYU93114K [REDACTED]

Mileage In:

Make: FORD

Engine: 6-3.0L-FI

License: [REDACTED]

Mileage Out:

Model: ESCAPE 4X4 XLT

Production Date:

State: PA

Vehicle Out:

Color: Int:

Condition:

Job #:

TRANSMISSION

Automatic Transmission

Overdrive

4 Wheel Drive

POWER

Power Steering

Power Brakes

Power Windows

Power Locks

Power Mirrors

Power Driver Seat

DECOR

Dual Mirrors

Body Side Moldings

Privacy Glass

Console/Storage

CONVENIENCE

Air Conditioning

Intermittent Wipers

Tilt Wheel

Cruise Control

Rear Defogger

Keyless Entry

Alarm

Rear Window Wiper

RADIO

AM Radio

FM Radio

Stereo

CD Changer/Stacker

SAFETY

Drivers Side Air Bag

Passenger Air Bag

Anti-Lock Brakes (4)

4 Wheel Disc Brakes

ROOF

Luggage/Roof Rack

SEATS

Cloth Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps

TRUCK

Rear Step Bumper

Preliminary Estimate

Customer: [REDACTED]

Job Number:

Vehicle: 2004 FORD ESCAPE 4X4 XLT 4D UTV 6-3.0L-FI

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT SUSPENSION					
2	*	Repl Engine cradle to 12/14/03	YL8Z5C145AA	1	396.17 m	8.5 M	
3	#	Subl 2 WHEEL ALIGNMENT		1	69.95		
4	**	Repl A/M RT Rotor	YH145313 adv	1	39.89 m	0.4 M	
5	**	Repl A/M LT Rotor	YH145313 adv	1	39.89 m	0.4 M	
6	**	Repl A/M Brake pads / w hardware kit	PNAD843 adv	1	58.24		
7	#	Repl PA INSPECTION LABOR		1	26.00		
8	#	Repl PA INSPECTION STICKER		1	2.00		
SUBTOTALS					632.14	9.3	0.0

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			632.14
Mechanical Labor	9.3 hrs @	\$ 50.00 /hr	465.00
Subtotal			1,097.14
Sales Tax	\$ 1,097.14 @	6.0000 %	65.83
Grand Total			1,162.97

- (Credit card payments only accepted for the deductible amount when an insurance company is paying for the repairs)
- (Credit card payments are limited to a maximum of \$ 1000.00 unless a prior agreement has been made)
- (Payment in full is expected prior to the release of a vehicle)

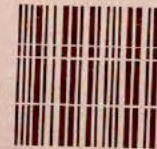








Lamartine, PA



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U.S. POSTAGE
PAID
KNOX PA
10232
NOV 07, 13
AMOUNT

\$0.66

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Mr Randy Reid
U.S. Department of Transportation
National Highway Traffic Safety Adm.
1200 New Jersey Avenue SE
Washington, DC 20590