



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**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<br>25-NOV-2013           | Repository <input type="checkbox"/> |
|  | Reference No.<br>10553736           |
| Daytime Telephone Number<br>[REDACTED] | E-mail Address<br>[REDACTED]        |
| Evening Telephone Number               |                                     |

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City BLOOMFIELD State MI Zip Code [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<br>1FMCU94165K [REDACTED] | Make<br>FORD  | Model<br>ESCAPE                        | Model Year<br>2005                                   |
| Date Purchased  | Dealer's Name and Telephone Number  | Engine:<br>No: Cylinders<br>6 CYL 3.0L | Fuel Type:<br>GAS                                    |
| Original Owner<br><input type="checkbox"/>  | Dealer's City   | State                                  | Zip Code   |
| Transmission Type<br>AUTO   | <input checked="" type="checkbox"/> Antilock Brakes<br><input checked="" type="checkbox"/> Cruise Control | Powertrain                             | Multiple Failure:<br>Incident Date(s)<br>22-NOV-2013 |

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

|   |                          |                     |
|---|--------------------------|---------------------|
| Vehicle Component Code: 020000 SUSPENSION | Failure Mileage<br>83000 | Failure Speed<br>20 |
|---|--------------------------|---------------------|

**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) | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> 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<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured<br>0 | Number of Deaths<br>0 | Reported to Police<br>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 WHILE DRIVING APPROXIMATELY 20 MPH, HE NOTICED A LOUD KNOCKING NOISE. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS WHERE THE TECHNICIAN STATED THAT THE REAR PASSENGER'S SIDE INNER QUARTER PANEL AND WHEEL HOUSE PANEL WERE CORRODED. THE TECHNICIAN ALSO STATED THAT THE SHOCK HAD BECOME COMPLETELY DETACHED FROM THE FRAME. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 83,000.

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.

AVIS FORD BODY SHOP  
 21377 TELEGRAPH (BETWEEN 8 & 9 MILE ROAD)  
 SOUTHFIELD, MI 48034  
 PHONE: 248-799-8914 FAX: 248-799-9908  
 DEALER REG NO: F102017 P&A CODE 02750-9

CD LOG NO 28978-1 DATE 11/25/13

SHOP: AVIS FORD  
 ADDRESS: 21377 TELEGRAPH  
 CITY STATE: SOUTHFIELD, MI  
 ZIP: 48034-

INSP DATE: 11/25/13  
 CONTACT: HAROLD JORDAN  
 PHONE 1: (248) 799-8914  
 PHONE 2: (248) 355-7500  
 FAX: (248) 799-9908

OWNER: [REDACTED]

POINT OF IMPACT: 0

LIC#: STATE: VIN: 1FMCU94165K [REDACTED]  
 BODY COLOR: MILEAGE:  
 CONDITION: ACCTNG CTL#:

|                         |                       |                      |
|-------------------------|-----------------------|----------------------|
| *=USER-ENTERED VALUE    | E=REPLACE OEM         | NG=REPLACE NAGS      |
| EC=REPLACE ECONOMY      | UE=REPLACE OE SURPLUS | UC=RECONDITIONED PRT |
| UM=REMAN/REBUILT PRT    | EU=REPLACE SALVAGE    | EP=REPLACE PXN       |
| OE=REPLACE PXN OE SRPLS | PC=PXN RECONDITIONED  | PM=PXN REMAN/REBUILT |
| TE=PARTL REPL PRICE     | ET=PARTL REPL LABOR   | IT=PARTIAL REPAIR    |
| I=REPAIR                | L=REFINISH            | BR=BLEND REFINISH    |
| TT=TWO-TONE             | CG=CHIPGUARD          | SB=SUBLET            |
| N=ADDITIONAL LABOR      | RI=R&I ASSEMBLY       | P=CHECK              |
| AA=APPEAR ALLOWANCE     | RP=RELATED PRIOR      | UP=UNRELATED PRIOR   |

2005 FORD ESCAPE LIMITED 4DOOR WAGON 6CYL GASOLINE 3.0  
 CODE: P7103D/E OPTNS C/24AFCDLVZORW

OPTIONS:

|                                |                               |
|--------------------------------|-------------------------------|
| TWO-STAGE - EXTERIOR SURFACES  | TWO-STAGE - INTERIOR SURFACES |
| BUMPER COVER MOUNTED FOG LAMPS | WHEEL FLARES                  |
| DRIVER POWER SEAT              | PRIVACY GLASS                 |
| ANTI-LOCK BRAKE SYSTEM         | 4-WHEEL DRIVE                 |
| AIR CONDITIONING               | AUTOMATIC TRANS               |
| CRUISE CONTROL                 | OVERHEAD CONSOLE              |

| OP     | GDE | MC                  | DESCRIPTION | MFG.PART NO.        | PRICE    | AJ | B | HOURS | R |
|--------|-----|---------------------|-------------|---------------------|----------|----|---|-------|---|
| BR0290 | 13  | PNL,REAR DOOR OUTER | RT          | BLEND REFINISH      |          |    |   | 1.8   | 4 |
|        |     |                     |             | 0.8 BLEND           |          |    |   |       |   |
|        |     |                     |             | 0.6 TWO STAGE SETUP |          |    |   |       |   |
|        |     |                     |             | 0.4 TWO STAGE       |          |    |   |       |   |
| RI0268 |     | MLDG,REAR DOOR BELT | RT          | R&I ASSEMBLY        |          |    |   | 0.6   | 1 |
| RI0292 |     | HANDLE,RR DOOR OUTE | RT          | R&I ASSEMBLY        |          |    |   | 0.2   | 1 |
| E 0390 |     | PANEL,QUARTER       | RT          | YL8Z7827840DA       | 1,489.73 |    |   | 15.5  | 1 |
| L 0390 |     | PANEL,QUARTER       | RT          | REFINISH            |          |    |   | 3.7   | 4 |
|        |     |                     |             | 2.1 SURFACE         |          |    |   |       |   |

|        |    |                      |    |               |        |  |       |
|--------|----|----------------------|----|---------------|--------|--|-------|
|        |    |                      |    | 1.0 EDGE      |        |  |       |
|        |    |                      |    | 0.6 TWO STAGE |        |  |       |
| E 0392 | 07 | PNL, QUARTER INNER   | RT | 5L8Z7827864AA | 412.68 |  | 6.0 1 |
| L 0392 |    | PNL, QUARTER INNER   | RT | REFINISH      |        |  | 1.6 4 |
|        |    |                      |    | 1.3 SURFACE   |        |  |       |
|        |    |                      |    | 0.3 TWO STAGE |        |  |       |
| E 0415 | 07 | PNL, WHEELHOUSE INNE | RT | 5L8Z7827886AA | 114.82 |  | 2.7 1 |
| L 0415 |    | PNL, WHEELHOUSE INNE | RT | REFINISH      |        |  | 0.5 4 |
|        |    |                      |    | 0.4 SURFACE   |        |  |       |
|        |    |                      |    | 0.1 TWO STAGE |        |  |       |
| EC0378 |    | SEALANT KIT, QTR GLA | RT | ECONOMY PART  | 8.00*  |  | 3.5 1 |
| SB     |    | 4 wheel align        |    | SUBLET REPAIR | 80.00* |  | 1*    |

11 ITEMS

MC MESSAGE(S)  
 07 STRUCTURAL PART AS IDENTIFIED BY I-CAR  
 13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

|                           |        |          |
|---------------------------|--------|----------|
| GROSS PARTS               |        | 2,017.23 |
| OTHER PARTS               |        | 8.00     |
| PAINT MATERIAL            |        | 182.40   |
| PARTS & MATERIAL TOTAL    |        | 2,207.63 |
| TAX ON PARTS & MATERIAL @ | 6.000% | 132.46   |

| LABOR            | RATE  | REPLACE HRS | REPAIR HRS |          |
|------------------|-------|-------------|------------|----------|
| 1-SHEET METAL    | 38.00 | 28.5        |            | 1,083.00 |
| 2-MECH/ELEC      | 75.00 |             |            |          |
| 3-FRAME          | 55.00 |             |            |          |
| 4-REFINISH       | 38.00 | 7.6         |            | 288.80   |
| 5-PAINT MATERIAL | 24.00 |             |            |          |
| LABOR TOTAL      |       |             |            | 1,371.80 |
| SUBLET REPAIRS   |       |             |            | 80.00    |
| TOWING           |       |             |            |          |
| STORAGE          |       |             |            |          |

GROSS TOTAL 3,791.89

NET TOTAL 3,791.89

SHOPLINK U2726 ES CD LOG 28978-1 DATE 11/25/13 08:26:27AM R6.37 CD 11/13  
 EDU: 1115 HOST LOG  
 (C) 1998 - 2008 AUDATEX NORTH AMERICA, INC.

2.0 HRS WERE ADDED TO THIS EST. BASED ON AUDATEX TWO-STAGE REFINISH FORMULA.

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 THE ABOVE IS AN ESTIMATE BASED ON OUR INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS AND LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP. OCCASIONALLY AFTER THE WORK HAS STARTED, WORN OR DAMAGED PARTS





**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: ODI Complaint: 10553736  
**Date:** Tuesday, December 31, 2013 9:15:00 AM  
**Attachments:** [ODI Complaint 10553736.pdf](#)

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**From:** Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)  
**Sent:** Monday, December 30, 2013 2:00 PM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: ODI Complaint: 10553736

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**From:** [REDACTED]  
**Sent:** Monday, December 23, 2013 1:39 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** ODI Complaint: 10553736

Attachment includes complaint, repair invoice and some photos.

I have found multiple complaints on your website for the same year vehicle and in the exact same location.

Thank you,