


 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	Repository <input type="checkbox"/>
15-JUL-2014	Reference No. 10610613
Daytime Telephone Number	E-mail Address
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: FENTON State: MO 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 1FMCU9DG2CK [REDACTED]	Make FORD	Model ESCAPE	Model Year 2012
Date Purchased 1-2012	Dealer's Name and Telephone Number Lou Fusz Ford 636-532-9955	Engine: No: Cylinders	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City Citesfield	State MO	Zip Code 63005
Transmission Type Auto	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Yes Aug 2013 May 2014
		Incident Date(s) 11-AUG-2013	

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, ENGINE (PWS)	Failure Mileage 54000	Failure Speed 20
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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: DOTMAL9ABC036)	<input type="checkbox"/> Original Equipment <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 <input checked="" 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 <input checked="" type="checkbox"/> Yes
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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 2012 FORD ESCAPE. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 20 MPH, THE VEHICLE ACCELERATED INDEPENDENTLY WITHOUT WARNING. THE FAILURE OCCURRED ON TWO OCCASIONS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 54,000.

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 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.

August 12, 2014

National Transportation Safety Board

4760 Oakland Street Suite 500

Denver, Colorado 80239

Sirs,

I have and I guess having a problem with my vehicle and I hope you can help. It is a 2012 Ford Escape, VIN 1FMCU9DG2CK [REDACTED]

It accelerates on its own and is unable to stop. The first incident occurred in late August of 2013 in Lebanon, MO. I was traveling at about 15 mph behind another vehicle when it suddenly started to accelerate. With another vehicle coming in the opposite direction and lane and to avoid hitting the vehicle in front I swerved to the right jumping the curb, went around the vehicle in front of me and back onto the roadway. The vehicle continued to accelerate so I again jumped the curb into a large grassy field where the vehicle then slowed to normal and I continued to the parking lot of my destination, a Russell Stover Store. Someone notified the local police who responded and questioned me as well as conducting a field sobriety test which I passed. They then assisted me in getting the vehicle towed to a local repair shop where it was temporarily repaired. Two days later on my return home I took the vehicle to Lou Fusz Ford where I had purchased it for repairs. The cost was right at \$1000. Lou Fusz was unable to find anything wrong with the vehicle that would cause this acceleration. I contacted Ford Motor Company and advised of this incident and they advised that since the dealer could find nothing wrong they were sorry but took no action.

The second incident happened on May 15th of 2014. Again I was traveling at about 15 mph in a small subdivision in the south St. Louis area and the vehicle just suddenly accelerated. This time I struck a basketball stand and mailbox before the vehicle finally came to a stop on the front lawn of a home. Once again the police responded, St Louis County and again I passed a field sobriety test. The vehicle was then towed to Loughborough Auto Body for repairs, which this time were in excess of \$10,000. I again contacted Ford Motor Company and they advised I again take it to the dealer for a check, which I did and again they were not able to find anything

wrong.

At this point I contacted an attorney who advised that unless I could find and become part of some type of class action suit I was pretty much out of luck.

So that is why I am contacting you. I need help. Today vehicles are more computer than old fashion engine. To work on them you need be more of a computer geek than mechanic. And you know how computers and their systems are always "crashing" only to recover in a few minutes as if nothing happened. I do not feel this vehicle is safe to drive however I am stuck with it. If I trade it my case is closed and I am simply passing the problem onto someone else.

Please advise. I will be anxiously waiting to hear from you.

Thank you,

[REDACTED]

[REDACTED]

Fenton, MO [REDACTED]

SAFECO INSURANCE COMPANY OF ILLINOIS

PLSA
Wayne.Throm@Safeco.com
PO BOX 515097
Los Angeles, CA 90051
Phone: (314) 574-0528

Claim #: 333451165037-201
Workfile ID: 740b1e8a

Preliminary Supplement 1 with Summary

Adjuster: PATRICK WALSH

Insured: [REDACTED] Policy #: [REDACTED] Claim #: [REDACTED]
Type of Loss: Collision Date of Loss: 05/15/2014 12:30 PM Days to Repair: 13
Point of Impact: 12 Front Deductible: 500.00

Owner: [REDACTED] **Inspection Location:** Loughborough Auto Body
[REDACTED] 317 LOUGHBOROUGH AVE
[REDACTED] SAINT LOUIS, MO 63111
FENTON, MO [REDACTED] Other
[REDACTED] Other (636) 343-4036 Day
Appraiser Information: wayne.throm@safeco.com
(314) 574-0528
Repair Facility: *1 Throm Inc*

VEHICLE

Year: 2012 Color: Blue Int: License: [REDACTED] Production Date:
Make: FORD Body Style: 4D UTV State: MO Odometer: 54117
Model: ESCAPE 4X4 XLT Engine: 6-3.0L-FI VIN: 1FMCU9DG2CK [REDACTED] Condition:

TRANSMISSION

Automatic Transmission
Overdrive
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Power Driver Seat

DECOR

Dual Mirrors
Privacy Glass

Console/Storage

Overhead Console

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Message Center
Steering Wheel Touch Controls
Rear Window Wiper

RADIO

AM Radio

FM Radio

Stereo
Search/Seek
CD Player
Auxiliary Audio Connection
Satellite Radio

SAFETY

Driver's Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags

ROOF

Luggage/Roof Rack

SEATS

Cloth Seats
Bucket Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps

*Cypled
Exhibit Pro
Listed
1 Core Control An
Weather Str*

John P. [Signature]

Preliminary Supplement 2 Summary

2012 FORD ESCAPE 4X4 XLT 4D UTV 6-3.0L-FI Blue

SUPPLEMENT SUMMARY

Line	Oper	Description	Qty	Extended Price \$	Labor	Paint
Added Items						
70	EXHAUST SYSTEM					
71	** S02	Repl Non OEM Cross over pipe	1	95.22 m	Incl.	
76	* S02	Repl RCY RT Lower control arm +25%	1	44.04 m	1.3	
77	* S02	Repl RCY LT Strut 3.0 liter +25%	1	50.00 m	1.4	
94	** S02	Repl Non OEM Seal camel, stone	1	61.09		
SUBTOTALS				250.35	2.7	0.0

TOTALS SUMMARY

Category	Basis	Rate	Cost \$
Parts			250.35
Body Labor	2.7 hrs @	\$ 60.00 /hr	162.00
Subtotal			412.35
Sales Tax	\$ 250.35 @	8.5000 %	21.28
Total Supplement Amount			433.63
NET COST OF SUPPLEMENT			433.63

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	9,733.37	Wayne Throm
Supplement S01	612.20	Wayne Throm
Supplement S02	433.63	Wayne Throm
Workfile Total:	\$ 10,779.20	
TOTAL ADJUSTMENTS:	\$ 588.35	
NET COST OF REPAIRS:	\$ 10,190.85	

mailed to Sage

THIS IS NOT AN ORDER TO REPAIR. PLEASE PRESENT THIS ESTIMATE TO THE REPAIR FACILITY OF YOUR CHOICE. NO SUPPLEMENTS WILL BE HONORED WITHOUT PRIOR AUTHORIZATION FROM SAFECO. WE RESERVE THE RIGHT TO OBTAIN ALL INVOICES FOR PARTS USED TO REPAIR THIS VEHICLE. THE REPAIRER AGREES TO COMPLETE AND GUARANTEE REPAIRS. PLEASE CALL WAYNE THROM IF YOU HAVE ANY QUESTIONS AT 314-574-0528.

Estimate calculated using a preset user threshold amount for the paint and material cost.

Preliminary Supplement 1 with Summary

2012 FORD ESCAPE 4X4 XLT 4D UTV 6-3.0L-FI Blue

42		Repl	Latch		1	61.67		Incl.	
43	INFORMATION LABELS								0.3
44			Rpl information labels						
45		Repl	Fan label		1	5.15		Incl.	
46		Repl	Decal belt routing		1	12.84		Incl.	
47	*	Repl	Emmissions label		1	6.26		Incl.	
48	COOLING								
49	**	Repl	Non OEM Radiator		1	137.61	m	Incl.	
50	#		Anti-freeze		1	12.00	T		
51	**	Repl	Non OEM Fan assy		1	214.73	m	Incl.	
52	**	S01	Repl Non OEM Water pump belt		1	7.89	m		0.5
53	*	S01	Repl Cooler pipe		1	44.25			
54	FENDER								
55	**	Repl	Non OEM CAPA LT Fender		1	153.00		1.8	2.0
56			Overlap Major Adj. Panel						-0.4
57			Add for Edging						0.5
58	**	Repl	Non OEM CAPA LT Fender liner		1	37.00		Incl.	
59	**	Repl	Non OEM LT Splash shield		1	33.00		0.2	
60	#	Rpr	Setup/measure/square/repair rails					3.5	
61	#	Rpr	Lt apron & upper rail					3.0	0.3
62	#	Rpr	R&I bolted parts on apron for access to repair					0.5	
63	ELECTRICAL								
64	*	Repl	Horn		1	55.13		0.1	
65	*	Repl	Horn		1	55.13		0.1	
66	WHEELS								
N 67	*	S01	Repl RECOND LT/Front Wheel, alloy 17x7.0" 5 flat spoke +25%		1	125.00	m	0.1	
N 68	*	S01	Repl RECOND LT/Rear Wheel, alloy 17x7.0" 5 flat spoke +25%		1	125.00	m	0.1	
69	*	S01	Repl RECOND RT/Front Wheel, alloy 17x7.0" 5 flat spoke +25%		1	125.00	m	0.1	
70	FRONT SUSPENSION								
71	*	Repl	RCY LT Lower cntrl arm +25%		1	44.04	m	1.3	
72	*	S01	Repl RCY LT Axle assy +25%		1	56.28	m	1.0	
73	*	S01	Repl RCY RT Strut 3.0 liter +25%		1	81.30	m	1.4	
74	TIRES								
75	*	Repl	LF MICH P235/70R16 Latitude Tour OWL 104T B32%		1	168.99		Incl.	
76	*	Repl	LR MICH P235/70R16 Latitude Tour BW 104T B16%		1	170.99		Incl.	
77	#	Subl	Balance tire		1	12.00			
78	#	Subl	Balance tire		1	12.00			
79	#		Align suspension 4 wheel		1	79.95	X		
80	#	Rpr	Includes SAI & Included angle						
81	WINDSHIELD								
82	#	Subl	Non OEM Windshield plus kit		1	267.41	T		

Preliminary Supplement 1 with Summary

2012 FORD ESCAPE 4X4 XLT 4D UTV 6-3.0L-FI Blue

	83	*	Subl	Windshield Labor	1	104.00	X			
	84		R&I	DF				5.0	3.0	
N	85	*	Rpr	Roof panel w/sun roof					-0.4	
	86			Overlap Major Adj. Panel				0.4		
	87		R&I	RT Roof molding				0.4		
	88		R&I	LT Roof molding				0.4		
	89		Repl	Sunroof glass Ford	1	324.33		0.4		
	90	*	Repl	Crossmember (luggage rack)	1	131.82		0.2		
	91			PI...LARS, ROCKER & FLOOR						
	92	*	Rpr	LT outer roof rail & top of quarter			s	4.0	1.0	
	93			Overlap Major Non-Adj. Panel					-0.2	
	94			FRONT DOOR						
N	95	*	Rpr	LT Outer panel w/keyless entry pad				2.0	1.7	
	96			Overlap Major Adj. Panel					-0.4	
	97			Clear Coat					2.5	
	98		R&I	LT Upper molding				0.4		
	99		R&I	LT Belt w/strip				0.3		
	100		Repl	LT Mirror assy w/o heat black	1	281.93		0.3		
	101		R&I	LT Handle, outside black				0.4		
	102	#	Rpr	Loosen glass channel & reinstall				0.2		
	103			QUARTER PANEL						
	104	*	Blnd	LT Quarter panel (clear coat)				0.3	1.0	
	105		R&I	Fuel door				1.6		
	106		R&I	LT Qtr glass Ford tinted						
	107			REAR LAMPS						
	108		R&I	LT Tail lamp assy				0.3		
	109			REAR BUMPER						
	110	*	R&I	R&I bumper cover (loosen left side)				0.3	0.8	
	111	#	Refn	Painted stripes						
	112	#	Rpr	Clean up glass				0.5		
	113	#	S01	Transmission fluid	1	14.00	T			
					SUBTOTALS		5,529.88		47.5	19.1

NOTES

- Line 57: May need to seen out existing wheel. B-Auto Parts. 314-621-5638.
- Line 58: May need to seen out existing wheel. B-Auto Parts. 314-621-5638.
- Line 35: Color blend from repair area & clear entire panel.
- Line 35: Color blend from repair area & clear entire panel.

Preliminary Supplement 1 with Summary

2012 FORD ESCAPE 4X4 XLT 4D UTV 6-3.0L-FI Blue

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			5,319.93
Parts Discount	\$ 1,133.25	-10.0 %	-113.33
Body Labor	47.5 hrs @	\$ 60.00 /hr	2,850.00
Paint Labor	19.1 hrs @	\$ 60.00 /hr	1,146.00
Paint Supplies			450.00
Miscellaneous			209.95
Subtotal			9,862.55
Sales Tax	\$ 5,682.60 @	8.5000 %	483.02
Total Cost of Repairs			10,345.57
Deductible			500.00
LF MICH P235/70R16 Latitude Tour OWL 104T B32%			58.67
LR MICH P235/70R16 Latitude Tour BW 104T B16%			29.68
Total Adjustments			588.35
Net Cost of Repairs			9,757.22



Preliminary Supplement 1 with Summary

2012 FORD ESCAPE 4X4 XLT 4D UTV 6-3.0L-FI Blue

SUPPLEMENT SUMMARY

Line	Oper	Description	Qty	Extended Price \$	Labor	Paint
Added Items						
2		ENGINE / TRANSAXLE				
3	**	S01 Repl <u>Non OEM Pulley</u>	1	40.87 m	<u>0.6</u>	
52	**	S01 Repl Non OEM Water pump belt	1	7.89 m	0.5	
53	*	S01 Repl <u>Cooler pipe</u>	1	44.25		
69	**	S01 Repl RECOND RT/Front Wheel, alloy 17x7.0" 5 flat spoke +25%	1	<u>125.00</u> m	0.1	
72	*	S01 Repl RCY LT Axle assy +25%	1	<u>56.28</u> m	<u>1.0</u>	
73	*	S01 Repl RCY RT Strut 3.0 liter +25%	1	81.30 m	<u>1.4</u>	
113	#	S01 Transmission fluid	1	14.00 T		
SUBTOTALS				369.59	3.6	0.0

TOTALS SUMMARY

Category	Basis	Rate	Cost \$
Parts			355.59
Parts Discount	\$ 44.25	-10.0 %	-4.43
Body Labor	3.6 hrs @	\$ 60.00 /hr	216.00
Miscellaneous			14.00
Subtotal			581.16
Sales Tax	\$ 365.16 @	8.5000 %	31.04
Total Supplement Amount			612.20
NET COST OF SUPPLEMENT			612.20

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	9,733.37	Wayne Throm
Supplement S01	612.20	Wayne Throm
Workfile Total:	\$ 10,345.57	
TOTAL ADJUSTMENTS:	\$ 588.35	
NET COST OF REPAIRS:	\$ 9,757.22	

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Preliminary Supplement 2 Summary

2012 FORD ESCAPE 4X4 XLT 4D UTV 6-3.0L-FI Blue

SUPPLEMENT SUMMARY

Line	Oper	Description	Qty	Extended Price \$	Labor	Paint
Added Items						
70		EXHAUST SYSTEM				
71	**	S02 Repl Non OEM Cross over pipe	1	95.22 m	Incl.	
76	*	S02 Repl RCY RT Lower cntrl arm +25%	1	44.04 m	1.3	
77	*	S02 Repl RCY LT Strut 3.0 liter +25%	1	50.00 m	1.4	
94	**	S02 Repl Non OEM Seal camel, stone	1	61.09		
SUBTOTALS				250.35	2.7	0.0

TOTALS SUMMARY

Category	Basis	Rate	Cost \$
Parts			250.35
Body Labor	2.7 hrs @	\$ 60.00 /hr	162.00
Subtotal			412.35
Sales Tax	\$ 250.35 @	8.5000 %	21.28
Total Supplement Amount			433.63
NET COST OF SUPPLEMENT			433.63

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	9,733.37	Wayne Throm
Supplement S01	612.20	Wayne Throm
Supplement S02	433.63	Wayne Throm
Workfile Total:	\$ 10,779.20	
TOTAL ADJUSTMENTS:	\$ 588.35	
NET COST OF REPAIRS:	\$ 10,190.85	

mailed to Steve

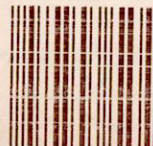
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Estimate calculated using a preset user threshold amount for the paint and material cost.



UNITED STATES
POSTAL SERVICE

1000



20590

U.S. POSTAGE
PAID
FENTON, MO
63026
AUG 21, 14
AMOUNT

\$0.70

00065220-09

U.S. DEPARTMENT OF TRANSPORTATION

WHTSA

OFFICE OF TERRORISM INVESTIGATION - Room WJS 210

1200 New Jersey Ave - S.E.

WEST BUILDING

WASHINGTON, D.C. 20590

