 <p>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</p>				FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration			Date Received 16-JUL-2014		Repository <input type="checkbox"/> Reference No. 10610950
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State	Zip Code		Evening Telephone Number
ST AUGUSTINE		FL			
E-mail Address NOEMAIL@UNK.GOV					
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
1FMCU0C71CK			FORD	ESCAPE	2012
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
9/22/11	PALM COAST FORD 386-447-3380		No: Cylinders 6	GAS	
Original Owner	Dealer's City	State	Zip Code		
<input checked="" type="checkbox"/>	PALM COAST	FL	32137		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
	<input checked="" type="checkbox"/> Cruise Control				05-MAY-2014
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: BRAKES (PWS), 034530 SERVICE BRAKES, HYDRAULIC: FOUNDATION				Failure Mileage	Failure Speed
COMPONENTS: DISC: ROTOR				13420	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
NA					
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:			
	<input type="checkbox"/> Prior Repair				
Tire Component Code	Tire Failure Type:				
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:	Date Manufactured:	Model No./Name:			
NA					
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	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 2012 FORD ESCAPE. THE CONTACT STATED WHILE HAVING REGULAR MAINTENANCE PERFORMED, THE TECHNICIAN NOTIFIED THE CONTACT THAT THE FRONT BRAKES WERE EXCESSIVELY CORRODED. AS A RESULT, BOTH FRONT BRAKES AND ROTORS NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 13,420. OLD PARTS AVAILABLE SEE LETTER INCLUDED - THEY REFUSE TO DO THE REPAIR UNDER WARRANTY					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

SEE INCLUDED LETTER + BILL

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

JACKSONVILLE

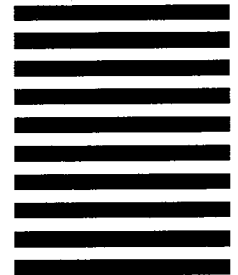
FL 320

20 AUG '14

PM 2 L



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

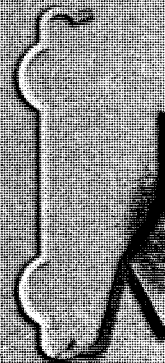
WASHINGTON, DC

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



NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
U.S. DEPARTMENT OF TRANSPORTATION
1200 NEW JERSEY AVENUE SE
WASHINGTON, DC 20077-9382

Alan Mulally - President and CEO
Ford Motor Company
PO Box 685
Dearborn MI
June 12, 2014

Dear Mr. Mulally,

I recently sent a letter with a complaint to your Relationship Center at this address, and received a very generic letter in return, denying compensation for a repair that was done while my 2012 Escape was still under warranty. I am attaching both to this letter as Attach 1 and Attach 2. I have had many Ford products in my driving lifetime, including but not limited to a 1966 Mustang convertible, a Ford Maverick in the 70s, a Ford Diesel Crew Cab in the early 80s, a Ford F150 pickup in the 90s, a 2000 Ford Excursion and recently the 2012 Escape. I have continued to buy Ford products because I like to buy American and I have always been satisfied with the vehicle until now.

When I brought the car in for repair, which my initial letter states was happening because a problem was found during a tire rotation, I was told that the front brakes had gotten "hung up" and there was no way of knowing when that had happened. The front rotors and pads were "metal on metal" and it was a very dangerous situation. When I asked how this could have happened I was told they didn't know but I should have this repaired right away, which I did. I was not told that the warranty would not be in effect because I lived near the ocean at the time I made the appointment. I was told that when brought the car in for the repair.

I do not see anywhere in the warranty that my car would not be covered under warranty if I lived "near the ocean." The brakes on my garaged car should have not "hung up" while I had less than 14,000 miles on the car unless they were defective. I venture to say there are many Fords that are purchased by people who live "near the ocean" in Florida. My driving is primarily on the Interstate (I-95) and US 1, neither of which are near the ocean.

Recently I saw that Ford was recalling 1.4 million SUVs and cars to fix steering, RUST and floor mat problems. In my initial letter I had asked if there had been a recall as well as, if no recall, my brakes had to have been defective. (Attach 3, copy of recall news article.)

I feel that the person who responded to my first letter may have not understood the problem, especially in light of the recall for rust problems. I would appreciate a review of her findings and I again request reimbursement of the repairs. I have attached a copy of the bill showing what I paid, \$359.80. (Attach 4)

Thank you for your attention to this matter.

[Redacted]
[Redacted]
St Augustine, FL
[Redacted]

Cc: Mark Fields COO
Cc: William Clay Exec. Chairman



1150 Palm Coast Pkwy. • 386-447-3380 • I-95 to Exit 289

CUSTOMER NO. 127406	ADVISOR JULIO	TAG NO. 1378	8095	INVOICE DATE 05/06/14	INVOICE NO. FOCS166092
	LABOR RATE 95.00	LICENSE NO.	MILEAGE 13,478	COLOR GOLD LEAF M	STOCK NO. DT41497
	YEAR / MAKE / MODEL 12/FORD TRUCK/ESCAPE/XLS FWD 4DR			DELIVERY DATE 09/22/11	DELIVERY MILES 286
ST AUGUSTINE, FL	VEHICLE I.D. NO. 1 F M C U O C 7 1 C K			SELLING DEALER NO. 1	PRODUCTION DATE
	F.T.E. NO.	P.C. NO.		R.O. DATE 05/06/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# 997			MO: 13479

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	10SP	10% PARTS DISCOUNT		-24.99
JOB # 1	10SP	10% PARTS DISCOUNT		-11.25
JOB # 1	10SL	10% LABOR DISCOUNT		-12.50
TOTAL - MISC				-57.74

(CHECK (✓) APPROPRIATE BOX)

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
--	--	--

\$ PARTS \$ LABOR \$ TOTAL

COMMENTS: GAVE CUSTOMER 15% OFF MILITARY DISCOUNT PER JOHN L. CUSTOMER REQUEST ROTORS AND PADS FOR HUSBAND TO SEE. TOLD CUSTOMER THE ROTOR ON RIGHT SIDE HAD LOTS OF RUST BUILT UP AND THAT ROTOR WARRANTY WAS 09/22/2011 IT ONLY HAS 12 MONTHS OR 12,000 MILES WHICH EVER OCCURS FIRST

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES
This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. [s. 559.904(4)]

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s. 403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s. 403.7185].

TOTALS

() CASH () CHECK () CHARGE () M/C () VISA () AM/EX

MAIN SHOP HRS OPEN MON-FRI 7:30-6PM SAT 8AM-NOON

TOTAL LABOR....	140.00
TOTAL PARTS....	249.69
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	5.00
TOTAL MISC DISC	-62.74
TOTAL TAX.....	27.65
TOTAL INVOICE \$	359.80

SHOP SUPPLIES, THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES AND/OR WASTE DISPOSAL.

WE THANK YOU FOR LETTING US SERVE YOU. YOU MAY BE RECEIVING A SURVEY FROM FORD MOTOR CO. IF FOR ANY REASON YOU CANNOT ANSWER ALL THE QUESTIONS "COMPLETELY SATISFIED" PLEASE CALL US. WE WILL DO ALL WE CAN TO MAKE SURE THAT ALL YOUR CONCERNS ARE RESOLVED.

05/06/2014 16:24:20
 Merchant ID: 00000004977120
 Terminal ID: 03733943
 276208424883

CUSTOMER SIGNATURE

CREDIT CARD
 VISA SALE

CARD # XXXXXXXXXX
 INVOICE 166092
 Batch #: 000705
 Approval Code: 02631D
 Entry Method: Swiped
 Mode: Online

SALE AMOUNT **\$359.80**

"Completely Satisfied" WE PASS

"Very Satisfied" call your Service Advisor or Service

"COMPLETELY SATISFIED" in your vehicle service experience. If your rating is anything less than

PAID BY