

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6) eq-10659367-3921

Subject: FW: Log ID 21093 - FW: Additional documentation from consumer - Failure of air bag to deploy, 2001 Escape (ODI #10659367)
Date: Thursday, December 04, 2014 10:15:57 AM

From: Montanari, Robert CTR (VOLPE) **On Behalf Of** Artemis HelpDesk (VOLPE)
Sent: Thursday, December 04, 2014 10:01 AM

Cc: Yon, Scott (NHTSA); Reid, Randy (NHTSA); Hailu, Yenenesh CTR (NHTSA); Price, Jeffrey (NHTSA)
Subject: Log ID 21093 - FW: Additional documentation from consumer - Failure of air bag to deploy, 2001 Escape (ODI #10659367)

This consumer sent the attached letter and pictures in support of his IVOQ #[10659367](#). He said they were requested, but he doesn't say by whom. Please add them to the file.

Basically, a 2001 Ford escape was totaled in a collision with a deer and the driver's airbag did not deploy. The driver claims he was wearing his seat belt, but received upper body and facial injuries when he hit the steering wheel.

Thanks,
Bob

-----Or
From: [REDACTED]]
Sent: Wednesday, December 03, 2014 11:35 AM
To: donotreplyodi (VOLPE)
Subject: Re: Acknowledgement from NHTSA/ODI of your safety complaint

Here are the pictures you asked for. I also sent them to Ford Motor Company and my attorneys office if I can't settle this on my own.

On Wed, 11/19/14, US DOT NHTSA <donotreplyodi@dot.gov> wrote:

Subject: Acknowledgement from NHTSA/ODI of your safety complaint
To: [REDACTED]
Date: Wednesday, November 19, 2014, 2:16 PM

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: [10659367](#)

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

By phone: 1-888-327-4236
Monday-Friday, 8:00AM to 8:00PM Eastern
TTY: 1-888-424-9153

Have your ODI Number available.
(Spanish-speaking operators available)

By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,
Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our Privacy Policy can
be found at this Web page.

If you have questions regarding these emails, please go to our Contact Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.

12/01/2014
Ford Motor Company
Customer Relationship Center
(800)392-3673
Maria

The following information is what you requested to aid you into the investigation of the accident on 11/15/2014. In which the air bags never engaged after hitting a deer going 60 miles an hour. The brakes were immediately and firmly pressed causing my son [REDACTED] to hit the steering wheel with his neck and face. The sudden stop also caused him to jar his back. The following answers are in order of the questions you asked.

2001 Ford Escape
VIN # 1FMYU04181K [REDACTED]
Owner: [REDACTED]
Mileage: 226,694

- (1) Claim filed: Yes – Progressive [REDACTED]
- (2) Status: Open
- (3) Repairable: (No) Bent frame & complete front end damage
- (4) Injuries: Yes (back, neck, head & jaw)
- (5) Injured Person: [REDACTED]
- (6) Seeking from Ford: Another 2001 Ford Escape or Clean Retail Price \$4,000. Also money for medical cost that my son [REDACTED] will occur because of the **faulty air bags** not working.
- (7) D.O.I.: 11/15/2014
- (8) Product Defect: **Air bags** (didn't engage) 60 miles an hour
- (9) City, State & Zip: Bradford, NY
- (10) Police Report Filed: (Yes) N.Y.S. Troopers Painted Post, NY 14870
- (11) Findings: Accident caused by deer and injuries due to air bags not engaging.
- (12) Police Report: Case [REDACTED] Bradford, NY 14815 Steuben County
- (13) N.Y.S. Troopers Painted Post, NY 14870
- (14) Attorney: My Attorney Scott Learned advised me to contact Ford Motor Company and if we can't come to an agreement he would handle a suit against Ford Motor Corporation because of the **faulty air bags causing injuries** to [REDACTED] and for on going medical treatment.
- (15) Written Response to:
[REDACTED]
Campbell, NY [REDACTED]

You will also find pictures of the 2001 Ford Escape with the damages, deer and Corning Hospital Emergency Room visit report. I am in contact with Progressive Insurance because of the lost time from work, continued medical care, doctors, medication and

Chiropractic care that [REDACTED] has and may occur. Bills that might exceed the amount covered by Progressive Insurance. He still is having problems with is head, jaw and now back days after the accident. Once again I fill if the **air bags** worked properly [REDACTED] would not have been injured at all. I'm hoping Ford Corporation and I can come to a conclusion without getting attorney's involved. Arguing and prolonging this issue would cost Ford Corporation more money, court time, bad publicity and added negativity. I've always had Ford vehicles and have had good luck with them. I will be waiting for your reply to this matter above and hope we can come to a fast and fair conclusion.

Thanks Again,







