



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

29-DEC-2014

Repository ☐

Reference No.

10668676

OWNER INFORMATION (Type or Print)

Name

Address

City MIDDLETON

State WI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

1FMYU93173K

Make
FORD

Model
ESCAPE

Model Year
2003

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

11-OCT-2013

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 161000 STRUCTURE: FRAME AND MEMBERS, 162000 STRUCTURE: BODY

Failure Mileage
116994

Failure Speed

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

(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

☐ Yes ☒ No

☐ Yes ☒ 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 2003 FORD ESCAPE. THE CONTACT NOTICED THAT THE SUBFRAME WAS FRACTURED. THE DEALER DIAGNOSED THAT THE SUBFRAME NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 14V165000 (STRUCTURE). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 116,994.

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.

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

My question is why put a brace on the crossbar if the subframe is already rusted through. As was my vehicle. This is the car my 17 year old daughter drives back + forth to college in Eau Claire. Seems like they just put a bandaid on the problem. They at Ford also never told me this could have been caused my daughter to have an accident out of our control. I have fixed the problem to the tune of \$1200.00. which I feel Ford should have to pay or at the very least pay half. 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

MILWAUKEE WI 530

18 FEB 2015 PM 4:11

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**



Vehicle Owners Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



JIM'S BP AMOCO, LLC

BRANCH STREET AUTO & ALIGNMENT - 836-8896

6504 University Avenue
Middleton, Wisconsin 53562

836-1090

jimsbpa@chorus.net

Org. Est. [REDACTED]

INVOICE

Print Date : 01/14/2015

Middleton, WI

Cellular [REDACTED]

Cust ID : [REDACTED]

Home [REDACTED]

2003 Ford - Escape

3L, V6 (183CI)

Lic # : [REDACTED]

Unit # : [REDACTED]

Vin # : 1FMYU93173K [REDACTED]

Hat # : [REDACTED]

Odometer In : 119,394

Odometer Out : [REDACTED]

Ref # : [REDACTED]

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
USED SUB FRAME					
Q#5930492	1.00	300.00	300.00	INSPECT FRAME AND TIRES	0.00
Ball Joint - Lower - Front Suspension				SUB FRAME - Remove & Replace - V6 -	523.20
2605440	1.00	168.02	168.02	FRONT END ALIGNMENT	79.95
Control Arm - Lower - Front Suspension				EXTRACT BROKEN BOLT FROM EXHAUST	76.30
2605439	1.00	168.02	168.02	FLANGE. REPLACE BOLTS AND GASKET.	
Exhaust Gasket.				BRAKE SHOES &/OR PADS - Remove &	109.00
31632	2.00	9.78	19.56	Replace - Front,Both Sides - [Includes:	
Brake Pads - Front, Premium - OE				Repack wheel bearings on full floating rear	
Semi-Metallic				axles with drum brakes. Clean lube and/or	
SS7719M	1.00	69.95	69.95	replace brake hardware as necessary. Adjust	
Brake Rotor Only - Front - Premium				brakes where applicable.	
48880025	2.00	49.95	99.90	DOES NOT include refinishing	
Shop Supplies		51.25	51.25	Hazardous Materials	2.00

**** Taxes ****

<State

91.69>

[Technicians : Ciebell, Matt, Zahn, Nick]

Org. Estimate	\$ 3.17	Revisions	\$ 1,676.72	Current Estimate	\$ 1,679.89	Additional Cost	Revised Estimate	Labor:	\$790.45
Revision # 1, Previous Estimate Amount - 3.17, Additional Cost - 1350.81, Revised Estimate - 1353.98, Parts: \$636.04 Labor: \$603.15 Sublet: \$0.00 Taxes & Fees: \$111.62 Authorized by - FREY, JOANNE, Date - 12/18/2014, Time - 2:26 PM, Initiated By - Shop, Written By - Ciebell, Matt, Reason - EST, Phone Number - Cellular: 608-513-6202								Parts:	\$876.70
Revision # 2, Previous Estimate Amount - 1457.18, Additional Cost - 325.91, Revised Estimate - 1783.09, Parts: \$190.82 Labor: \$109.00 Sublet: \$0.00 Taxes & Fees: \$26.09 Authorized by - FREY, JOANNE, Date - 12/19/2014, Time - 12:04 PM, Initiated By - Shop, Written By - Zahn, Nick, Reason - EST, Phone Number - Cellular: 608-513-6202								Sublet:	\$0.00
								Sub:	\$1,667.15

Labor:	\$790.45
Parts:	\$876.70
Sublet:	\$0.00
Sub:	\$1,667.15
Tax:	\$91.69
Total:	\$1,758.84
Balance Due:	\$1,758.84

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 911, Madison, Wisconsin 53708-8911.

☐ This vehicle received without face to face customer contact

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS. THE PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE.

I hereby order the above products and services, parts and labor and agree to pay cash when the work is completed or to pay on other terms satisfactory to you. Until paid in full, the amount owing on this work shall constitute a lien on the motor vehicle. If collection is made by suit or otherwise, I agree to pay storage and collection costs and reasonable attorney's fees.

1. I request an estimate in writing before you begin repairs. Date: _____ Time: _____

2. Please proceed with repairs, but call me before continuing if the price will exceed \$ _____ (C) 2007, 2008 Mitchell Repair Information Company, LLC InvStkPaperHrs.rpt 1129.06

3. I do not want an estimate

Do you want the replaced parts you are entitled to? ☐ Yes ☐ No
Payment will be made by ☐ Cash ☐ Credit Card ☐ Charge
Call when vehicle is ready ☐ Yes ☐ No

Just, Sign _____ Date _____

MIDDLETON
It's the place where you belong!

 7520 CENTURY AVE.
 P.O. BOX 620525
 MIDDLETON, WI 53562-0525
 www.middletonford.com
 (608) 831-7725
 (808) 255-8023
 1-800-798-7725

CUSTOMER #:

INVOICE

PAGE 1

MIDDLETON, WI

HOME: [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 208 JACOB C TIMM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	03	FORD ESCAPE	1FMYU93173K [REDACTED]	[REDACTED]	116594/116594	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN03 DD		01JAN2003	WAIT 25JUL14		0.00	CASH	25JUL14
R.O. OPENED	READY	OPTIONS: ENG:3.0_Liter_DOHC					

09:57 23JUN14	08:30 25JUL14	LIST	NET	TOTAL
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LINE OPCODE TECH TYPE HOURS

A RECALL 14602 SUBFRAME CROSSSPACE INSTALLATION

WPI WARRANTY CLAIM

108 W

1 9L8Z*5F057*A KIT - BRACKET

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

116594 0.20 INSTALL SUB FRAME BRACE DDDDET FOR EXTENSION FOR SPECIAL

ORDERD PARTS

(N/C)

(N/C)

0.00

B QUICK LANE MULTI-POINT INSPECTION

Q99P QUICK LANE MULTI-POINT INSPECTION

108 ISP

YTIRE INSPECTED TIRES TREAD BETWEEN 4 AND 6/32NDS

108 ISP

GBATT BATTERY INSPECTION - PASSED

108 ISP

G09 ALIGNMENT IS WITHIN FACTORY SPECS

108 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

116594

(N/C)

(N/C)

(N/C)

(N/C)

0.00

Remember, you may receive a survey from Ford Motor Co. about your service experience. If for any reason you can't give me a COMPLETELY SATISFIED score, please call me. This is my report card.

Thank you, _____

 REPLACED PARTS REQUESTED BY CUSTOMER YES ☐ NO ☐
 ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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I HEREBY ACKNOWLEDGE AND AGREE TO ALL STATEMENTS CONTAINED HEREIN.

CUSTOMER'S

SIGNATURE X

* SEE BACK FOR INFORMATION REGARDING WARRANTY

 LIMITED WARRANTY - PARTS
 AND LABOR - GUARANTEED
 12 MO. OR 12,000 MILES
 WHICHEVER COMES FIRST.

The selling dealer makes no other warranty of any kind whatsoever as to the merchantability of the products listed hereon or as to their fitness for any particular purpose. Any other warranty which may exist is in agreement solely between the manufacturer and the purchaser.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY