

04-MAR-2015

 U.S. Department of Transportation National Highway Traffic Safety Administration		Ve	
OWNER INFO			
Name		[REDACTED]	
Address		[REDACTED]	
City		YORK SPRINGS	
The information you provide will be used to identify safety-related defects. We may share your information with the vehicle manufacturer and the National Highway Traffic Safety Administration in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sept. 11, 1984).			
17 digit Vehicle Identification Number Location 1FMYU92164K [REDACTED]			
Date Purchased		Dealer's Name and Telephone	
Original Owner		Dealer's City	
Transmission Type		☐ Antilock Brakes ☐ Cruise Control	
Powertrain			
Vehicle Component Code: 020000 SUSPENSION			
ADDITIONAL ITEMS TO BE REPORTED WHEN REPORTING A TIRE FAILURE			
Tire Make		Tire Model	
DOT No. (Example: DOTM19ABC036)		☐ Original ☐ Prior	
Tire Component Code			
ADDITIONAL ITEMS TO BE REPORTED WHEN REPORTING A CHILD SEAT FAILURE			
Make:			
Seat Type:			
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
☐ Yes ☒ No	☐ Yes ☒ No	0	0
Reported to Police		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 2004 FORD ESCAPE. THE CONTACT STATED THAT THE REAR SHOCK DETACHED FROM THE VEHICLE. THE VEHICLE WAS TAKEN TO DEALER WHERE IT WAS DIAGNOSED THAT THE VEHICLE COULD NOT BE REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 180,000.			
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.			

Hotline Questionnaire Safety Defects 1-2-DOT 4236) dot.gov/hotline		FOR AGENCY USE ONLY 100148	
Date Received		Repository ☐	
04-MAR-2015		Reference No. 10692006	
Daytime Telephone Number		E-mail Address	
[REDACTED]			
Evening Telephone Number			
Zip Code			
safety-related defects. We may share your information with the vehicle manufacturer and the National Highway Traffic Safety Administration in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sept. 11, 1984).			
VEHICLE INFORMATION			
Driver's side	Make	Model	Model Year
	FORD	ESCAPE	2004
Engine:	No: Cylinders	Fuel Type:	
State	Zip Code		
Multiple Failure:		Incident Date(s) 15-DEC-2014	
COMPONENT(S)/PART(S) INFORMATION			
Failure Mileage		Failure Speed	
180000		50/MPH	
COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make or Number		Tire Size (Example P215/65R15)	
Equipment		Failure Location:	
		Tire Failure Type:	
COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Date Manufactured:		Model No./Name:	
Installation System:			

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

While driving at 50 MPH I heard a knocking sound coming from the right rear of my Escape. I stopped to check & I saw that something (shock) was loose, I could move it with my hand. I drove home very gently & then took the car to a body shop & he told me the shock came loose & I shouldn't drive it because I could crash. He detached the shock from my escape. I took the escape to Bob Ruthford & the technician said I never saw anything like this & I shouldn't drive the car. It could cause an accident. If this is a hazard perhaps there should be a recall by Ford or look at my car for a more on hand analysis.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Sony I did notify Ford Motor Company.

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

York Springs, PA

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department
National Highway
Traffic Safety Administration
Office of Defect
Investigation, NVS-210
1200 New Jersey
Avenue SE,
Washington, DC**

**of Transportation
ay Traffic Safety Administration
ts Investigation, NVS-210
Avenue SE,
20077-9382**

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

NHTSA

www.safercar.gov

or visit:

use the enclosed
form to file a report.

If so:



**Think your vehicle
has a safety defect?**

SAFERCARGOV



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216r

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

*Ford Motor Co. representative said I should go to
a Ford garage & have it repaired. (Impossible to do
they did not seemed
concerned
or did not care.*

