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

MAY 20 2015

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: 09-APR-2015	Repository ☐
	Reference No.: 10704792

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	[redacted]
Address	[redacted]	E-mail Address	[redacted]
City: CLAWSON	State: MI	Zip Code: [redacted]	Evening Telephone Number: SAME

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
2FMDK3GC0CE[redacted]	FORD	EDGE	2012

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
12-31-11	ROYAL OAK FORD (248-548-4100			V6	REGULAR
Original Owner ☒	Dealer's City: ROYAL OAK	State: MI	Zip Code: 48067		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
A/T	☒ Antilock Brakes ☒ Cruise Control	6SPD SELECTSHIFT TRANS	ALL AIRBAGS + SIDE SAFETY CURTAIN	05-FEB-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage: 40000 49356	Failure Speed: 48

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
	P235/65R17 ASW	P235/65R17
DOT No. (Example: DOTMAL9ABC036)	☐ 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	2	0	*YES, IN LORENO, MEXICO, BCS

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 EDGE. WHILE DRIVING AT 48 MPH, THE CONTACT CRASHED INTO AN ANIMAL AND THE AIR BAGS FAILED TO DEPLOY. THE CONTACT DID NOT SUSTAIN ANY INJURIES. THE FRONT PASSENGER SUSTAINED BRUISES THAT DID NOT REQUIRE MEDICAL ATTENTION. THE REAR DRIVER SIDE PASSENGER SUSTAINED FOOT INJURIES THAT REQUIRED MEDICAL ATTENTION. THE CONTACT WAS UNSURE IF A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED TO A DEALER WHO WAS UNABLE TO DIAGNOSE OR REPAIR THE VEHICLE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 40,000.

VEHICLE WAS SENT TO A FORD DEALER BY REQUEST OF FORD MOTOR CO. DEALER SAID EVERYTHING WAS WORKING JUST FINE. HOW CAN THAT BE WHEN AIRBAGS DID NOT DEPLOY IN A FULL FRONTAL COLLISION. I NO LONGER FEEL SAFE DRIVING IT KNOWING THE AIRBAGS + SIDE CURTAINS WILL NOT DEPLOY IN AN ACCIDENT.

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.

HERRON'S AUTO BODY & PAINT

4796 HOME AVE, SAN DIEGO, CA 92105
Phone: (619) 281-4801

Workfile ID:	b76d8a30
Federal ID:	#956525868
State EPA:	#CAL00000076
License Number:	#AA003475
BAR:	#AJ229771

Preliminary Estimate

Customer: [redacted]

Job Number:

Written By: Phil Herron

Insured: [redacted]
Type of Loss:
Point of Impact:

Policy #: [redacted]
Date of Loss:

Claim #: [redacted]
Days to Repair: 0

Owner:
[redacted]

Inspection Location:
HERRON'S AUTO BODY & PAINT
4796 HOME AVE
SAN DIEGO, CA 92105
Repair Facility
(619) 281-4801 Business

Insurance Company:
G N P

VEHICLE

Year:	2012	Body Style:	4D UTV	VIN:	2FMDK3GCCCB[redacted]	Mileage In:	49356
Make:	FORD	Engine:	6-3.5L-FI	License:		Mileage Out:	
Model:	EDGE 4X2 SE	Production Date:		State:		Vehicle Out:	
Color:	WHITE Int:	Condition:		Job #:			

TRANSMISSION
Automatic Transmission

POWER
Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors

DECOR
Dual Mirrors
Body Side Moldings
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
Telescopic Wheel
Climate Control

RADIO
AM Radio
FM Radio
Stereo
Search/Seek
CD Player
Auxiliary Audio Connection

SAFETY
Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags

SEATS
Cloth Seats
Bucket Seats

WHEELS
Aluminum/Alloy Wheels

PAINT
Clear Coat Paint

OTHER
Rear Spoiler

[redacted]

Preliminary Estimate

Customer: [redacted] **Job Number:**

Vehicle: 2012 FORD EDGE 4X2 SE 4D UTV 6-3.5L-FI WHITE

Line	Oper	Description	Part Number	Qty	Extended Price $	Labor	Paint
1	**FRONT BUMPER**						
2		O/H front bumper				2.7	
3	Repl	Bumper cover	BT4Z17D957BPTM	1	267.30	Incl.	2.8
4		Add for Clear Coat					1.1
5	Repl	Temp sensor	AU5Z12A647B	1	12.24 m	0.2	
6	Repl	RT Side support	BT4Z17C947A	1	13.28	0.1	
7	Repl	LT Side support	BT4Z17C947B	1	13.28	0.1	
8	Repl	RT Outer grille	BT4Z17E810A	1	10.82	Incl.	
9	Repl	LT Outer grille	BT4Z17E811A	1	10.82	Incl.	
10	Repl	Lower cover	BT4Z17D957APTM	1	127.40	Incl.	
11	Repl	Valance panel w/18" or 20" wheels	BT4Z17626C	1	73.85	Incl.	
12	Repl	Bumper grille w/adaptive speed control	BT4Z17K945C	1	60.80	Incl.	
13	Repl	License bracket	BT4Z17A385C	1	28.45	0.2	
14	Repl	Impact bar (BOR)	AT4Z17757B	1	202.52	0.4	
15	**GRILLE**						
16	Repl	Upper molding	BT4Z8200A	1	64.90	Incl.	
17	Repl	Center molding upper chrome	BT4Z8200C	1	95.70	Incl.	
18	Repl	Center molding lower chrome	BT4Z8200D	1	121.01	Incl.	
19	Repl	Lower molding chrome	BT4Z8200E	1	160.13	0.2	
20	Repl	Emblem	BT4Z8213A	1	48.40	Incl.	
21	Repl	Emblem holder	BT4Z8200B	1	37.27		
22	Repl	Grille assy w/3.5, 3.7 liter	BT4Z8A284B	1	165.25	0.6	
open	Repl	Grille assy support	BT4Z17C882A	1	16.42		
24	**FRONT LAMPS**						
25	Repl	RT Headlamp w/o SPORT	BT4Z13008A	1	355.23	Incl.	
26	Repl	LT Headlamp w/o SPORT	BT4Z13008B	1	355.23	0.3	
27	**RADIATOR SUPPORT**						
28	Repl	Radiator support w/3.5, 3.7 liter	CT4Z16138A	1	266.83	4.0	
29	Repl	Lower deflector	8T4Z8349A	1	15.65	0.2	
30	Repl	Support	CT4Z16707A	1	79.32	Incl.	
31	Repl	RT Air deflector	CT4Z8348A	1	24.10		
32	Repl	LT Air deflector	CT4Z8B018A	1	26.68		
33	**COOLING**						
34	**	Repl A/M Radiator w/o trailer pkg	7T4Z8005B	1	160.00 m	Incl.	
35	**	Repl A/M Fan assy w/trailer pkg	9T4Z8C607A	1	369.00 m	Incl.	
36	Repl	Reservoir	AT4Z8A080CA	1	104.02 m	0.4	
37	Repl	Reservoir cap	9C3Z8101B	1	12.22		
38	**HOOD**						
39	Repl	Hood	CT4Z16612A	1	735.68	1.6	2.6
40		Add for Clear Coat					1.0
41		Add for Underside(Complete)					1.4

Customer: [redacted] **Job Number:**

Vehicle: 2012 FORD EDGE 4X2 SE 4D UTV 6-3.5L-FI WHITE

42		Repl	Latch	6E5Z16700AA	1	54.80		Incl.	
43		Repl	RT Hinge	7T4Z16796A	1	34.50		0.6	0.3
44			Add for Clear Coat						0.1
45		Repl	LT Hinge	7T4Z16797A	1	34.50		0.8	0.3
46			Add for Clear Coat						0.1
47		Repl	Insulator w/3.5, 3.7 liter	BT4Z16738A	1	101.80		Incl.	
48		Repl	Front w'strip from 9/12/11	CT4Z16B990A	1	57.77		Incl.	
49	**FENDER**								
50		Repl	RT Fender	CT4Z16005A	1	246.58		1.8	2.0
51			Overlap Major Adj. Panel						-0.4
52			Add for Clear Coat						0.3
53			Add for Edging						0.7
54		Repl	RT Fender liner w/3.5, 3.7 liter	CT4Z16102B	1	181.60		Incl.	
55		Repl	RT Extension	BT4Z16184B	1	23.22		Incl.	
56		Repl	RT Shock tower (HSS)	9T4Z16054A	1	453.93	s	6.0	0.5
57		Repl	RT Upper rail	BT4Z16154A	1	139.40	s	4.0	0.7
58			Overlap Minor Panel						-0.2
59		Repl	RT Front bracket	7T4Z16C198A	1	67.58		0.1	
60		Repl	LT Front bracket	7T4Z16C199A	1	67.75		0.1	
61	**FRONT DOOR**								
62		Blnd	RT Door shell w/o keyless entry pad						1.1
63		Blnd	LT Door shell w/o keyless entry pad						1.1
64	**AIR CONDITIONER & HEATER**								
65		Repl	Condenser	CT4Z19712A	1	275.60	m	1.3	
66			Deduct for Overlap					-1.0	
67	#	Subl	CHARGE A/C SYSTEM		1	175.00	X		
68	#	Subl	REPLACE WINDSHIELD MARKS AUTO GLASS		1	410.00	X		
69	#		PULL AND ALING FRONT UNIBODY		1			6.0	F
70	#		SET UP AND MEASUER		1				F
71	#	Subl	ALING SUSPENSION 4 WHEEL		1	85.00	X		
72	#	Subl	BAL 4 WHEELS		1	40.00	X		
73	#	Rpr	LEFT APRON AFTER PULL					7.0	1.0
74	#		REPAIR FRONT LOWER CROSS MEMBER		1			4.0	
				SUBTOTALS		**6,482.83**		**41.7**	**16.5**

Preliminary Estimate

Customer: [redacted]

Job Number:

Vehicle: 2012 FORD EDGE 4X2 SE 4D UTV 6-3.5L-FI WHITE

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				5,772.83
Body Labor	35.7 hrs	@	$ 38.00 /hr	1,356.60
Paint Labor	16.5 hrs	@	$ 38.00 /hr	627.00
Frame Labor	6.0 hrs	@	$ 60.00 /hr	360.00
Paint Supplies	16.5 hrs	@	$ 34.00 /hr	561.00
Miscellaneous				710.00
Subtotal				9,387.43
Sales Tax	$ 6,333.83	@	7.7500 %	490.87
Grand Total				**9,878.30**
Deductible				500.00
CUSTOMER PAY				**500.00**
INSURANCE PAY				**9,378.30**

HERRON'S AUTO BODY & PAINT

4796 HOME AVE, SAN DIEGO, CA 92105
Phone: (619) 281-4801

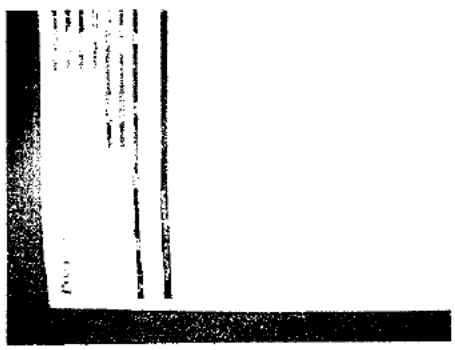
Image Report

Owner:	[redacted]	Insurance:	G N P	Estimator:	Phil Herron	Vehicle Out:	
Job Number:		Claim Number:	[redacted]				
Year:	2012	Color:	WHITE	License Plate:		Production Date:	
Make:	FORD	Body Style:	4D UTV	State:		Mileage In:	49,356
Model:	EDGE 4X2 SE	Engine:	6-3.5L-FI	VIN:	2FMDK3GCCCE[redacted]	Condition:	

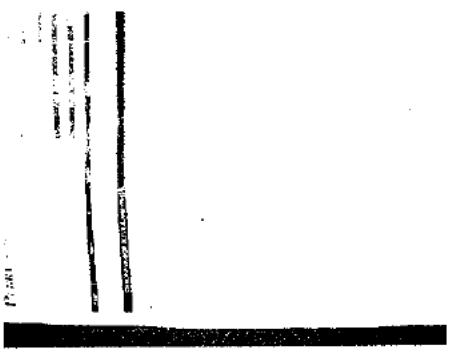
3/23/2015 E01
Comments: ACTUAL MILEAGE

3/23/2015 E01
Comments: ACTUAL MILEAGE

3/23/2015 E01
Comments: VIN NUMBER THRU WINDSHIELD



4/16/2015 E01
Comments: copy of results from perry ford



4/16/2015 E01
Comments: copy of test from perry ford

HERRON'S AUTO BODY & PAINT

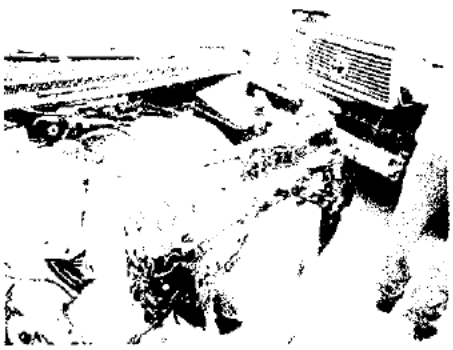
4796 HOME AVE, SAN DIEGO, CA 92105
Phone: (619) 281-4801

Image Report

Owner:	[redacted]	Insurance:	G N P	Estimator:	Phil Herron	Vehicle Out:	
Job Number:		Claim Number:	[redacted]				
Year:	2012	Color:	WHITE	License Plate:		Production Date:	
Make:	FORD	Body Style:	4D UTV	State:		Mileage In:	49,356
Model:	EDGE 4X2 SE	Engine:	6-3.5L-FI	VIN:	2FMDK3GCCCE[redacted]	Condition:	

3/23/2015 E01
Comments: RIGHT FRONT FRONT END REMOVED

3/23/2015 E01
Comments: RIGHT FRONT DAMAGED



3/23/2015 E01
Comments: FRONT BODY BUMPER REMOVED

3/23/2015 E01
Comments: BROKEN WINDSHIELD

3/23/2015 E01
Comments: LEFT FRONT APRON OK

3/23/2015 E01
Comments: VIN TAG

Customer: [redacted]

Job Number:

Vehicle: 2012 FORD EDGE 4X2 SE 4D UTV 6-3.5L-FI WHITE

ALTERNATE PARTS SUPPLIERS

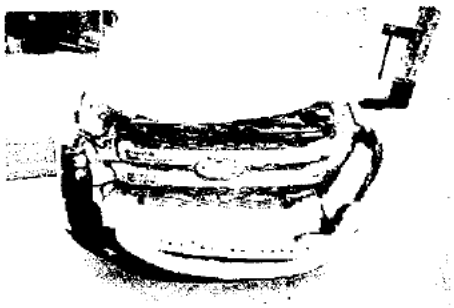
Line	Supplier	Description	Price
34	Keystone 12325 KARREN ST SUITE C POWAY CA 92064 (800) 995-7550 (858) 547-4401	#RAD2936 A/M Radiator w/o trailer pkg	$ 160.00
35	Keystone 12325 KARREN ST SUITE C POWAY CA 92064 (800) 995-7550 (858) 547-4401	#FO3115190 A/M Fan assy w/trailer pkg	$ 369.00

HERRON'S AUTO BODY & PAINT

4796 HOME AVE, SAN DIEGO, CA 92105
Phone: (619) 281-4801

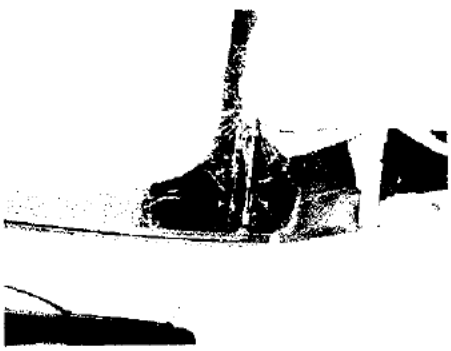
Image Report

Owner:	[redacted]	Insurance:	G N P	Estimator:	Phil Herron	Vehicle Out:	
Job Number:		Claim Number:	[redacted]				
Year:	2012	Color:	WHITE	License Plate:		Production Date:	
Make:	FORD	Body Style:	4D UTV	State:		Mileage In:	49,356
Model:	EDGE 4X2 SE	Engine:	6-3.5L-FI	VIN:	2FM0K3GCCCB[redacted]	Condition:	

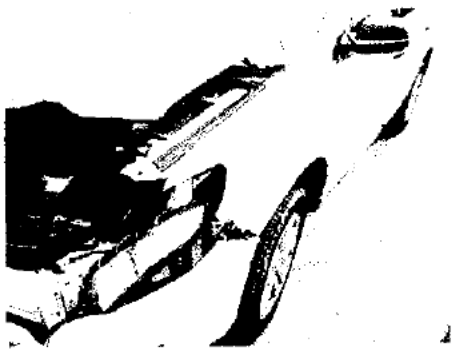


3/23/2015 E01
Comments: FRONT BODY DAMAGED

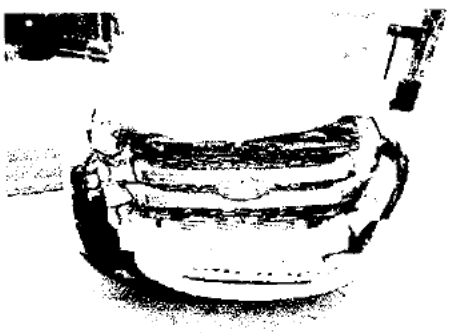
3/23/2015 E01
Comments: RIGHT FRONT CORNER DAMAGED



3/23/2015 E01
Comments: RIGHT BROKEN WINDSHIELD



3/23/2015 E01
Comments: LEFT FRONT DAMAGED



3/23/2015 E01
Comments: FRONT BODY DAMAGED

3/23/2015 E01
Comments: RIGHT SIDE FENDER OFF

HERRON'S AUTO BODY & PAINT

4796 HOME AVE, SAN DIEGO, CA 92105
Phone: (619) 281-4801

Image Report

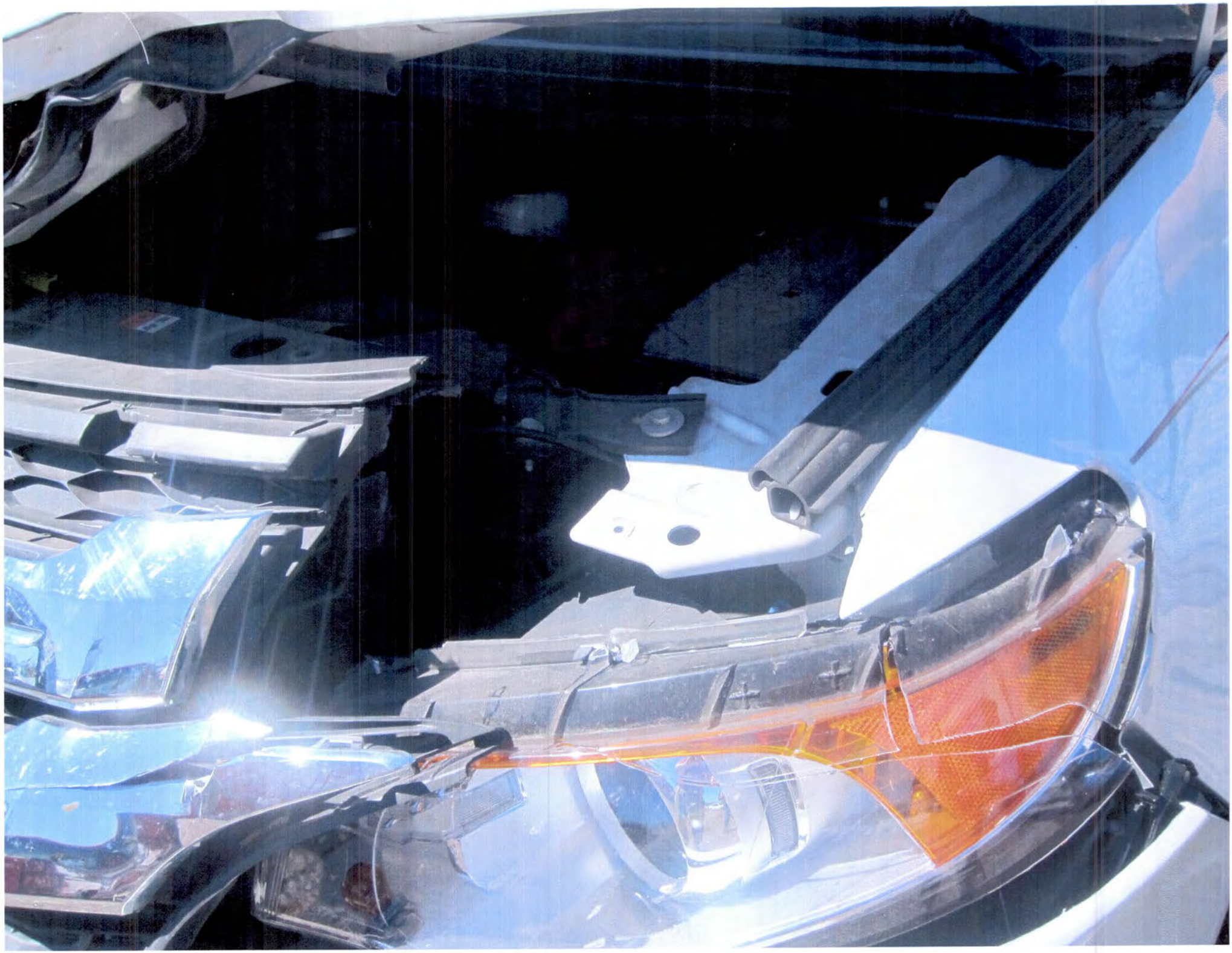
Owner:	[redacted]	Insurance:	G N P	Estimator:	Phil Herron	Vehicle Out:	
Job Number:		Claim Number:	[redacted]				
Year:	2012	Color:	WHITE	License Plate:		Production Date:	
Make:	FORD	Body Style:	4D UTV	State:		Mileage In:	49,356
Model:	EDGE 4X2 SE	Engine:	6-3.5L-FI	VIN:	2FMDK3GCCCB[redacted]	Condition:	

3/23/2015 E01
Comments: RIGHT APRON DAMAGED

3/23/2015 E01
Comments: RIGHT FRONT CORE SUPPORT, AC COND. AND RADIATOR

3/23/2015 E01
Comments: FRONT CORE SUPPORT

3/23/2015 E01
Comments: CORE SUPPORT

3/23/2015 E01
Comments: RIGHT FRONT BODY

3/23/2015 E01
Comments: RIGHT FRONT