


JUN 15 2015

 <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 13-APR-2015	Repository <input type="checkbox"/> Reference No. 10705446	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]			Daytime Telephone Number [REDACTED]	E-mail Address	
Address [REDACTED]			Evening Telephone Number		
City CHICAGO		State IL	Zip Code [REDACTED]		
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FMYU93L54K [REDACTED]		Make FORD	Model ESCAPE	Model Year 2004	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
Original Owner <input type="checkbox"/>	Dealer's City		State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 11-APR-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 020000 SUSPENSION, 022000 SUSPENSION: REAR			Failure Mileage 90000	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)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 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. WHILE DRIVING AT AN UNKNOWN SPEED, A RATTLING NOISE WAS HEARD NEAR THE REAR OF THE VEHICLE. THE VEHICLE WAS TAKEN TO A DEALER. THE TECHNICIAN DIAGNOSED THAT THE REAR WHEEL ON THE PASSENGER SIDE WAS RUSTED AROUND THE SHOCKS AND CONTROL ARMS. THE CONTACT WAS MADE AWARE OF NHTSA CAMPAIGN NUMBER: 14V165000 (STRUCTURE). THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 90,000.					
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.					

MY NAME IS [REDACTED] I AM THE
OWNER OF A 2004 FORD ESCAPE. THE
CAR IS REGISTERED TO MY DAD, [REDACTED]
[REDACTED] AT [REDACTED]

IT STARTED OUT AS A RATTLING NOISE
COMING FROM THE REAR PASSENGER SIDE
OF THE VEHICLE. AFTER DRIVING THE
VEHICLE FOR A FEW MORE DAYS, THE
RATTLING GOT WORSE AND THE RIDE
VERY BUMPY.

MY DAD TOOK THE CAR TO A PROFESSIONAL
TECHNICIAN AND MAJOR RUSTING AND
CORROSION HAVE OCCURRED TO THE
RIGHT BACK PASSENGER SIDE, SIGNIFICANTLY
AND DANGEROUSLY ROTTED OUT THE REAR
WHEEL WELL, SHOCKS AND CONTROL ARMS.
THE MECHANIC ADVISED US TO CONTACT
THE NATIONAL HIGHWAY SAFETY TRAFFIC
ADMINISTRATION, TO DETERMINE IF THIS
WAS A SAFETY RECALL ON THIS VEHICLE.
WE WERE TOLD THERE WAS NO SUCH
RECALL AND TO CONTACT MY FORD
DEALERSHIP (HAWK FORD OAKLAWN)
FOR HELP WITH THIS PROBLEM.
THE FORD DEALER INSPECTED THE
VEHICLE (CHARGING US A DIAGNOSTIC FEE)
BUT REFUSED TO REPAIR THE VEHICLE.

WITHOUT REPAIR THIS COULD HAVE RESULTED
INTO A FATAL SITUATION, IF AN
ACCIDENT OCCURRED.

MANY PEOPLE AND PASSENGERS
COULD HAVE BEEN SERIOUSLY
INJURED.

WE HAD TO REPAIR THESE PROBLEMS
OURSELVES AT A PREMIUM PRICE TO
INSURE THE CAR'S SAFETY.

COULD THIS HAVE BEEN A DEFECT IN THE
MANUFACTURING OF THIS MAKE AND
MODEL? HAS THIS EVER BEEN REPORTED
BY OTHER CUSTOMERS/OWNERS OF THE
FORD ESCAPE OR ANY OF THE FORD
PRODUCTS?

I AM QUESTIONING IF ANY REIMBURSEMENT
OF THE MONEY I SPENT ON
REPAIRING THIS VEHICLE IS POSSIBLE.

THANKING YOU IN ADVANCE FOR YOUR
ATTENTION TO THIS MATTER.

SINCERELY,



CUSTOMER #:



Oak Lawn

INVOICE

6100 West 95th St.
OAK LAWN, ILLINOIS 60453
PHONE (708) 599-6000
www.hawkford.com

Chicago, IL

PAGE 1



HOME:
BUS:
CELL:

ASSISTANT SERVICE MANAGER: 5868 ANDREA RUNGE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: 04 FORD ESCAPE, 1FMYU93154K, 109351/109351

Table with columns: DEL DATE, PROD. DATE, WARR. EXP, PROMISED, PO. NO., RATE, PAYMENT, INV. DATE. Row 1: 01JAN04 DL, WAIT 15APR15, 0.00, CASH, 15APR15

Table with columns: R.O. OPENED, READY, OPTIONS, DLR, ENG. Row 1: 15:59 15APR15, 16:35 15APR15, WAIT 15APR15, DLR: , ENG: 3.0 Liter DOHC

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, PRICE, NET, TOTAL. Row 1: A CUSTOMER STATES THE SUSPENSION LOOKS LIKE IT IS ROTTING OUT. CHECK AND ADVISE.

A99 ADMINISTRATIVE
2770 CTR 65.00 65.00
109351 ROAD TESTED VEHICLE, R/R AND FRONT END ARE NOISY, RACKED VEHICLE, R/R SHOCK TOWER IS COMPLETELY SEPERATED FROM CORROSION AND FRONT STAB LINKS RATTLE, VEHICLE NEEDS TO GO TO A BODY SHOP FOR REPAIRS.

B PERFORM MULTI-POINT INSPECTION REPORT CARD
99P PERFORM MULTI-POINT INSPECTION REPORT CARD (N/C)
2770 TATW
109351 PERFORMED FORD MULTI-POINT INSPECTION

D "WAIT" CUSTOMER IS HERE WAITING.
WAIT "WAIT" CUSTOMER IS HERE WAITING. (N/C)
2770 TATW

E SEE ANDREA-- CUSTOMER WOULD LIKE PICTURES.
I INFORMATION ONLY (N/C)
2770 TATW

PAID
APR 15 2015
BY: [Signature]

EST: 65.00 15APR15 15:59 SA: 5868

See posted warranty in Service Dept. for complete details on FORD parts warranty.
DISCLAIMER OF WARRANTIES
ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY, INCLUDING ANY AND ALL PARTS AND ACCESSORIES, ARE THOSE MADE BY THE MANUFACTURER OF SUCH PARTS AND ACCESSORIES. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY OF THE APPLICABLE MANUFACTURER'S WARRANTY. HAWK FORD OAK LAWN IS NOT A PARTY TO ANY SUCH MANUFACTURER'S WARRANTY. HAWK FORD OAK LAWN EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HAWK FORD OAK LAWN NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY WHATSOEVER. CUSTOMER SHALL IN NO EVENT BE ENTITLED TO RECOVER FROM HAWK FORD OAK LAWN ANY CONSEQUENTIAL AND INCIDENTAL DAMAGES, INCLUDING WITHOUT LIMITATION, DAMAGES TO PROPERTY, DAMAGE FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES WHETHER LIABILITY IS BASED ON BREACH OF WARRANTY, CONTRACT OR TORT. STRICT LIABILITY OR ANY OTHER STATUTORY OR COMMON LAW THEORY OF LIABILITY. ANY LIMITATION CONTAINED HEREIN DOES NOT APPLY WHERE PROHIBITED BY LAW. IF THE DISCLAIMER OF IMPLIED WARRANTIES IS PROHIBITED BY LAW, THE MAXIMUM DURATION OF IMPLIED WARRANTIES IS LIMITED TO THE DURATION OF ANY WRITTEN WARRANTIES MADE BY THE MANUFACTURER ON THE PRODUCTS SOLD HEREBY.

THE ESTIMATE FOR THIS INVOICE MAY HAVE BEEN PREPARED WITH THE USE OF AFTER MARKET PARTS (SIGNIFIED BY THE CODE "NON-OEM" IN THE PART NUMBER LISTED ABOVE) WHICH ARE SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THESE PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE. HAWK FORD OAK LAWN EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HAWK FORD OAK LAWN NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY WHATSOEVER.

Have we earned your recommendation and the opportunity to serve your automotive needs in the future?
We have been creating the best automotive ownership experience in our market for over 40 years. If you are not completely satisfied, please allow us the opportunity to assist you. Our family measures our success one customer at a time. Your complete satisfaction is our only goal... you are our future.
(708) 233-8939

Table with columns: DESCRIPTION, TOTALS. Rows: LABOR AMOUNT (65.00), PARTS AMOUNT (0.00), GAS, OIL, LUBE (0.00), SUBLET AMOUNT (0.00), MISC. CHARGES (0.00), TOTAL CHARGES (65.00), LESS ADJUSTMENT /DISCOUNT (0.00), SALES TAX (0.00), PLEASE PAY THIS AMOUNT (65.00)

**REMAN = Ford remanufactured products or parts. "Remanufactured" or Ford service part numbers that are defined or designated and authorized by Ford Motor Company.

CUSTOMER

A-JULIAN

WELDING & FABRICATION

708-371-0011

AJULIANWELDING.COM

11500 S. Central
Alsip, IL 60803

Hours: Mon - Fri
8:00 - 5:00

DBA:Chicago Driveline,Inc.

Invoice

Date	Invoice #
4/21/2015	[REDACTED]

Bill To
[REDACTED]
Chicago, IL [REDACTED]

Rep	Terms	Purchase Order #	PHONE #	FAX #
			[REDACTED]	

ITEM	Description	QTY	Rate	Amount
Labor	Rebuild rusted R/R Fender well,Necessary to replace broken shock	1	800.00	800.00
37217	Shock Absorber	1	68.23	68.23
			Subtotal	\$868.23
			Sales Tax	\$5.97
			Total	\$0.00

Thank You for Your Business.

Signature:

Payments/Credits	\$874.20
Balance Due	\$874.20

A-Julian Welding & Fabrication
11500 s. Central ave
Alsip, IL 60803

04/23/2015

SALE

Total: \$74.20

mc

xxxxxxxxxxxx

Exp. Date:

xx / xx

Name:

Auth. Code:

102861

QuickBooks Trans. No:

Trans. ID:

Merchant No.:

5247710004295002

Thank you for your business

CUSTOMER COPY

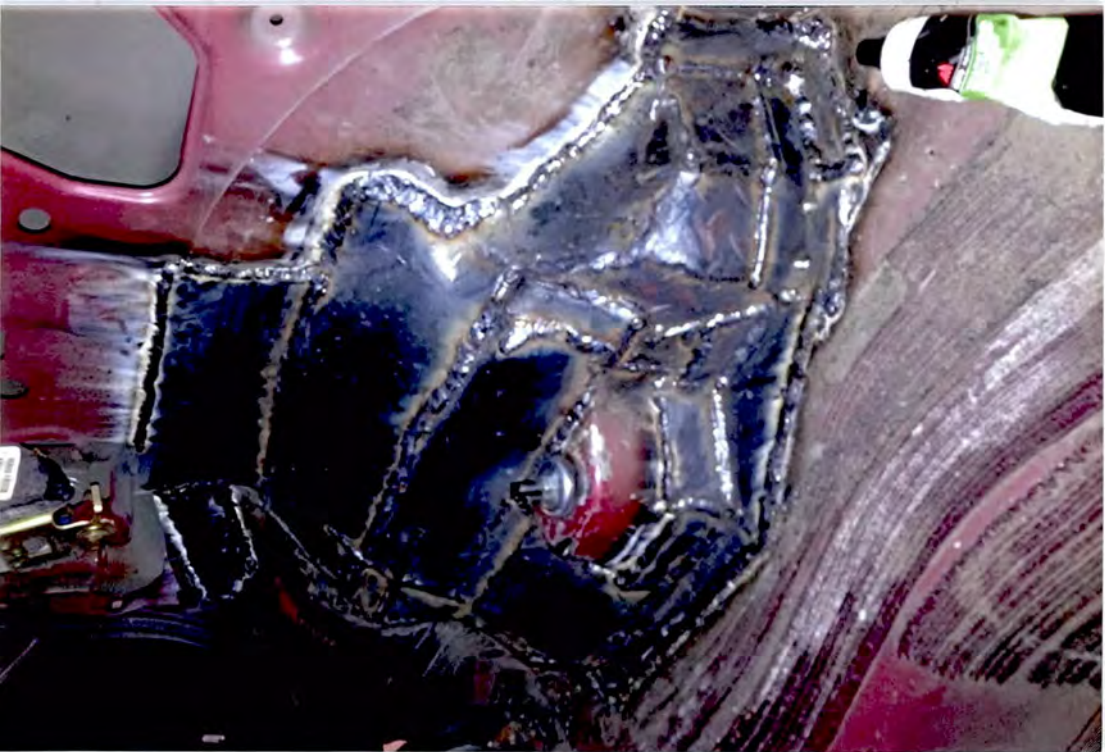


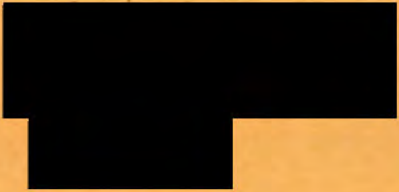




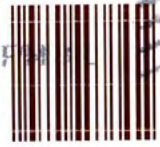








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JUN 12 2015

U.S. DEPARTMENT OF
TRANSPORTATION
NATIONAL HWY. TRAFFIC
SAFETY ADMIN.
OFFICE OF DEFECTS INEV.,
NVS - 210
1200 NEW JERSEY AVE. SE.
WASHINGTON, D.C. 20077-9382

200779382

