

# INFORMATION Redacted PURSUANT TO THE FREEDOM OF



## INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET:www.nhtsa.dot.gov/hotline

Date Received	Agency Use ONLY 100148
03-SEP-2015	Repository <input type="checkbox"/>
	Reference No. 10761326

OWNER INFORMATION (Type or Print)			
Name	State	Zip Code	E-mail Address
Address	MA		
City			Daytime Telephone Number
WESTWOOD			
			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 1FMYU93165K	Make FORD	Model ESCAPE	Model Year 2005
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Fuel Type:
		Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 29-AUG-2015

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 162000 STRUCTURE: BODY	Failure Mileage 86719	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: DOTMAL9ABC036)	<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				
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>				
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 2005 FORD ESCAPE. WHILE DRIVING AT VARIOUS SPEEDS, A LOUD NOISE WAS HEARD FROM THE REAR OF THE VEHICLE. THE CONTACT DISCOVERED THAT THE REAR DRIVER SIDE TIRE WELL WAS RUSTED. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE REAR FRAME WAS SEVERELY RUSTED. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT INCLUDED IN THE NHTSA CAMPAIGN NUMBER: 14V165000 (STRUCTURE). THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 86,719.

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.

**From:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: VOQ response for 1FMYU93165K [REDACTED]  
**Date:** Wednesday, October 07, 2015 1:43:42 PM  
**Attachments:** [NHTSA VOO.pdf](#)  
[Ford Escape Failure.docx](#)  
[Escape Photos.docx](#)

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**From:** Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)  
**Sent:** Monday, October 05, 2015 9:45 AM  
**To:** Abbew, Margaret CTR (NHTSA)  
**Subject:** FW: VOQ response for 1FMYU93165K [REDACTED]

Questionnaire.

**From:** [REDACTED]  
**Sent:** Sunday, October 04, 2015 4:10 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** VOQ response for 1FMYU93165K [REDACTED]

Please see the attached (4) documents & photos in response to the VOQ.

Thank you.

[REDACTED]

VIN: 1FMYU93165K [REDACTED]

VOQ from [REDACTED]







These photos are merely to show that the vehicle was in very good condition and was well maintained.

[REDACTED]  
Westwood, MA [REDACTED]

October 4, 2015

National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Mr. Reid,

The purpose of the letter is to provide further detail relative to the defect in our Ford Escape.

The VOQ indicates that the rear frame was severely rusted. It was rusted so severely that it was completely separated from the vehicle. The portion of the wheel well where the top of the shock absorber is anchored is completely separated from the vehicle.

We did notify Ford the same day we contacted the NHTSA. We were told by Ford that any recalls come from your agency.

The same model Ford Escape from 2000-2004 was recalled for this same problem. We were told our Ford Escape was manufactured in June 2004. Our [REDACTED] year old son was driving this car at 45 mph on Route 1 in Norwood when this happened. He heard a loud bang, followed by a lot of little bangs. He pulled over to the nearest parking lot, my husband met him, saw the damage and we had the car towed to our Auto Repair Shop. We were told by our mechanic that he was unable to repair the car.

This car has been in our family since January, 2010. It has been well maintained and cared for. We appreciate any help you can give us with this situation. Please see attached photos.

Sincerely,

[REDACTED]  
[REDACTED] (home)  
[REDACTED] (cell)