

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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

FOR OFFICIAL USE ONLY 100148
Date Received: 02-OCT-2015
Repository:
Reference No.: 10779190

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: BRADFORD State: PA Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

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: 1FMCU9DG0C [Redacted]
Make: FORD Model: ESCAPE Model Year: 2012
Date Purchased: 7/23/11 Dealer's Name and Telephone Number: Fairway Ford 814-368-8166
Engine: No. of Cylinders: 6 Fuel Type: FLEX
Original Owner: Dealer's City: Bradford State: Pa. Zip Code: 16701
Transmission Type: Automatic Antilock Brakes Cruise Control
Powertrain: Multiple Failure: Incident Date(s): 15-APR-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY Failure Mileage: 48800 Failure Speed: [Redacted]

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: Yes No Fire: Yes 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).

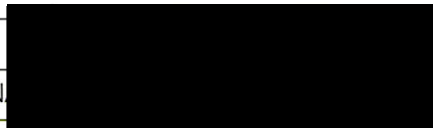
TL* THE CONTACT OWNS A 2012 FORD ESCAPE. WHILE THE VEHICLE WAS AT AN INDEPENDENT MECHANIC FOR ROUTINE MAINTENANCE, THE TECHNICIAN FOUND EXCESSIVE CORROSION ON THE WHEEL WELL AND TAILGATE OF THE VEHICLE. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED TWICE. THE FAILURE MILEAGE WAS 48,800.

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)

I was told by both body shops that these cars are rusting from the inside to the outside. This reminds me of the Dry wall from China that rotted from the inside to the outside. My grand daughter & daughter bought theirs at the same time from the same dealer & are having the same problem to take care of. They also had theirs taken care of at the same time as I did.



ATTACH ADDITION

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

ROCHESTER NY 146

19 DEC 2015 PM 2:1

**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, NEF-100**
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 Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



DEXTER'S SERVICE CENTER
156 W WASHINGTON ST, BRADFORD, PA 16701
Phone: (814) 362-3888
FAX: (814) 368-4658

Workfile ID: [REDACTED]
Federal ID: 25-1498229
State ID: 42-059683

Preliminary Estimate

Customer: [REDACTED]

Job Number:

Written By: Mike Verbocy, 127514

Insured: [REDACTED]
Type of Loss:
Point of Impact: 16 Non-Collision

Policy #:
Date of Loss:
Claim #:
Days to Repair: 0

Owner:
[REDACTED]
BRADFORD, PA [REDACTED]
[REDACTED] Day

Inspection Location:
DEXTER'S SERVICE CENTER
156 W WASHINGTON ST
BRADFORD, PA 16701
Repair Facility
(814) 362-3888 Day

Insurance Company:

VEHICLE

Year: 2012 **Body Style:** 4D UTV **VIN:** 1FMCU9DG0CK [REDACTED] **Mileage In:** 43273
Make: FORD **Engine:-** 6-3.0L-FI **License:** **Mileage Out:**
Model: ESCAPE 4X4 XLT **Production Date:** 6/2011 **State:** **Vehicle Out:**
Color: BLUE Int: **Condition:** Good **Job #:**

TRANSMISSION

Automatic Transmission
Overdrive
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Power Driver Seat

DECOR

Dual Mirrors
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-

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

CD Player

Auxiliary Audio Connection

Satellite Radio

SAFETY

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

ROOF

Luggage/Roof Rack

SEATS

Cloth Seats
Bucket Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps

pd. 5/14/15

*Max
2/2/11*

BARRETT'S AUTO BODY, INC._CF

485 E MAIN ST, BRADFORD, PA 16701

Phone: (814) 368-6880

FAX: (814) 368-5602

Workfile ID:
Federal ID:
License Number:

200525901
405605

Preliminary Estimate

Customer: [REDACTED]

Job Number:

Written By: Doug Barrett, 405605

Insured: [REDACTED]

Policy #:

Claim #:

Type of Loss:

Date of Loss:

Days to Repair: 2

Point of Impact:

Owner:

Inspection Location:

Insurance Company:

BARRETT'S AUTO BODY, INC._CF

485 E MAIN ST

BRADFORD, PA [REDACTED]

BRADFORD, PA 16701

Other

Repair Facility

(814) 368-6880 Day

VEHICLE

Year: 2012

Body Style: 4D UTV

VIN: 1FMCU9DG0CK [REDACTED]

Mileage In:

Make: FORD

Engine: 6-3.0L-FI

License: [REDACTED]

Mileage Out:

Model: ESCAPE 4X4 XLT

Production Date: 6/2011

State: PA

Vehicle Out:

Color: BLUE Int:

Condition:

Job #:

TRANSMISSION

Automatic Transmission

Overdrive

4 Wheel Drive

POWER

Power Steering

Power Brakes

Power Windows

Power Locks

Power Mirrors

Power Driver Seat

DECOR

Dual Mirrors

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

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

CD Player

Auxiliary Audio Connection

Satellite Radio

SAFETY

Drivers Side Air Bag

Passenger Air Bag

Anti-Lock Brakes (4)

Traction Control

Stability Control

Front Side Impact Air Bags

Head/Curtain Air Bags

ROOF

Luggage/Roof Rack

SEATS

Cloth Seats

Bucket Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps

Preliminary Estimate

Customer: [REDACTED]

Job Number:

Vehicle: 2012 FORD ESCAPE 4X4 XLT 4D UTV 6-3.0L-FI BLUE

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		QUARTER PANEL					
2	*	Rpr <u>LT Quarter panel(WHEEL LIP)</u>				1.0	1.0
3	*	Add for Clear Coat					0.3
4		LIFT GATE					
5	*	Rpr <u>Lift gate(INNER LIP)</u>				1.5	1.0
6		Overlap Major Adj. Panel					-0.4
7		Add for Clear Coat					0.1
8		R&I Lift gate trim stone				0.4	
9	#	CAR COVER		1	5.00 T	0.2	
10	#	Subl HAZARDOUS WASTE REMOVAL		1	3.50 T		
11	#	Rpr RESTORE CORROSION PROTECTION					0.3
12	#	NO WARRANTY FOR RUST REPAIRS!!!		1			
13	#	NO WARRANTY FOR RUST REPAIRS!!!		1			
14	#	TOUCH UP RF DOOR N/C		1			
SUBTOTALS					8.50	3.1	2.3

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			0.00
Body Labor	3.1 hrs @	\$ 48.00 /hr	148.80
Paint Labor	2.3 hrs @	\$ 48.00 /hr	110.40
Paint Supplies	2.3 hrs @	\$ 28.00 /hr	64.40
Miscellaneous			8.50
Subtotal			332.10
Sales Tax	\$ 332.10 @	6.0000 %	19.93
Grand Total			352.03
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			352.03