



U.S. Department of Transportation

National Highway Traffic Safety Administration

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

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

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 16-NOV-2016	Repository <input type="checkbox"/>
	Reference No. 10926397

OWNER INFORMATION (Type or Print)

Name [REDACTED]		
Address [REDACTED]		
City EMMETT	State ID	Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]	E-mail Address
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 1FMCU9EG1CK [REDACTED]	Make FORD	Model ESCAPE	Model Year 2012
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders <u>6</u>
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain ALL WHEEL DRIVE	Multiple Failure: Incident Date(s) 16-NOV-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), 070000 FUEL SYSTEM, GASOLINE	Failure Mileage 30000	Failure Speed
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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	Number of Deaths	Reported to Police N
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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. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V777000 (FUEL SYSTEM, GASOLINE). THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE FAILURE MILEAGE WAS 30,000. PARTS DISTRIBUTION DISCONNECT.
 UPDATED 11/28/16.*JB

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.

continued from the form:

I am worried that a fuel leak could cause a fire in the garage. The water heater and the furnace are located in the garage and any gasoline fuel leak could obviously cause a fire. Gasoline produces flammable vapors even down to **-45** degrees; a gasoline leak presents a serious hazard.

I am trying to determine how and when these cracks in the flange were created and what might be done to avoid these cracks.

I tried to talk to the dealer – CEO at Kendall Ford in Meridian – and was not able to get any information other than that they would be mailing out letters in mid-December and that I should contact Ford Customer Service.

Ford Customer Service (Corporate) would not provide any information and stated that I should not be concerned. I asked the lady on the phone if she was aware of the dangers of a gasoline leak in a garage and was told that she had no technical knowledge about the vehicles. I asked to talk to a supervisor and was told that I would be told the same thing. Even after numerous requests to talk to someone in charge, I was never transferred to a superior.

I called NHTSA and explained my concerns and they took a complaint and filed it. Their Reference Number is **1043373** and they said they would email me a complaint number. I have not received any further information from them yet. They also suggested that I contact the Federal Trade Commission who suggested that I call the Idaho AG – Consumer Affairs. It became obvious that Ford Corporation was not going to be an easy entity to contact or deal with.

I was originally contacted by the NHTSA on October 11, 2016 with the following information:

NHTSA Campaign ID Number : [16V777](#)

Manufacturer : Ford Motor Company

Make / Model Years : FORD / 2010-2012
MERCURY / 2010-2011

Subject : Fuel Deliver Module may Crack and cause Fuel Leak

And with the following warning: What should I do if my vehicle is included in this recall?

If your vehicle is included in this recall, **it is very important that you get it fixed as soon as possible given the potential danger to you and your passengers if it is not addressed.**

It is a little hard to accept that Ford is not even going to send out letters until the middle of December.

I would appreciate knowing what the situation actually is:

What exactly caused the recall? How many vehicles have been involved? Have any fires been reported and if so what were the situations and damage? Are there any recommendations on how to limit the possibility of cracking the flange?

I was told that it may be 6 months before a part is available – that sounds like Ford does not consider a gasoline leak a very serious problem. I strongly disagree.

