

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

Fogle, Brenda CTR (NHTSA)

From: Wells, Cynthia CTR (NHTSA)
Sent: Thursday, February 09, 2017 9:33 AM
To: Fogle, Brenda CTR (NHTSA)
Subject: FW: Reporting my vehicle owner's failure questionnaire
Attachments: img019.pdf; img020.pdf; img021.pdf

)

Sent: Thursday, February 09, 2017 9:26 AM

Subject: FW: Reporting my vehicle owner's failure questionnaire

Questionnaire.

From: [REDACTED]
Sent: Wednesday, February 08, 2017 6:04 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Reporting my vehicle owner's failure questionnaire



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

06-JAN-2017

Repository

Reference No.
10940146

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SCHWENKSVILLE State PA Zip Code [REDACTED]

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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
1FMYU931X5K [REDACTED] Make FORD Model ESCAPE Model Year 2005

Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:

Original Owner Dealer's City State Zip Code

Transmission Type Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 24-DEC-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE (PWS), 010000 STEERING, 100000 POWER TRAIN Failure Mileage 140000 Failure Speed 25

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 Number of Deaths 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 APPROXIMATELY 25 MPH, THE ENGINE, STEERING, AND BRAKES FAILED WITHOUT WARNING. THE VEHICLE WAS RESTARTED AND DRIVEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT ALL SIX EMISSION COILS FAILED AND FRACTURED THE PCM. THE SIX EMISSION COILS, POWER TRAIN CONTROL MODULE, AND SPARK PLUGS WERE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 140,000.

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.

8 EAST MAIN STREET
COLLEGEVILLE, PA 19426

Sales: 610-489-9366
Parts Department: 610-489-3049
Service: 610-489-9460
Toll Free: 800-773-FORD

CUSTOMER #: [REDACTED]

INVOICE

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 119 NICK BEELER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	05	FORD ESCAPE	1FMYU931X5K [REDACTED]		149749/149749	T882	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 IS			17:30 30DEC16			CC	05JAN17
01JAN05 DD							
R.O. OPENED	READY	OPTIONS: ENG:3.0_Liter_DOHC					
08:32 30DEC16	14:58 05JAN17						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	INITIAL	DIAGNOSTICS	(CHECK ENGINE LIGHT ON)				
	CS	CUSTOMER	STATES				
		47	CP			375.00	375.00
	1	6U7Z*12A650*BTA	MODULE - ENGINE CONTROL - EEC		1565.87	1511.00	1511.00
			CORE CHARGE C			200.00	200.00
	6	2M2Z*12029*AC	COIL ASY - IGNITION		93.81	93.81	562.86
	6	SP*417*	SPARK PLUG		11.00	11.00	66.00
	6	3F1Z*9H486*AA	GASKET		18.33	18.33	109.98
	1	*164R8040*	IPATS KEY 2-GEN(8-CUT/80 BIT CHIP)		27.95	27.95	27.95
	-1	6U7Z*12A650*BTA	CORE RETURN		200.00	200.00	-200.00
	1	3U2Z*14S411*SLB	WIRE ASY		77.11	77.11	77.11
PARTS:	2354.90	LABOR:	375.00	OTHER:	0.00	TOTAL LINE A:	2729.90

FOUND MULTIPLE FAULT CODES RELATED TO IGNITION COILS AND POWERTRAIN CONTROL MODULE. REPLACED ALL SIX IGNITION COILS, SPARK PLUGS, AND THE PCM. ROAD TEST, OK.

Service amount

800-392-3673

Thank You for Visiting
Keyser & Miller Ford,
Inc.



THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

CUSTOMER SIGNATURE X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	375.00
PARTS AMOUNT	2354.90
GAS. OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	2729.90
LESS INSURANCE	0.00
SALES TAX	163.79
PLEASE PAY THIS AMOUNT	2893.69

-5937942
KEYSER & MILLER FORD
8 E MAIN ST
COLLEGEVILLE, PA 19426
(610)489-9366

Term ID: 001

Ref # [REDACTED]

Sale

XXXXXXXXXX [REDACTED]
VISA

Entry Method: Swiped

01/05/17

16:39:23

Inv #: [REDACTED]

Appr Code: 034776

Apprvd: Online

Batch#: 005001

Cost Ref # [REDACTED]

Total:

\$ 2,893.69

Customer Copy