

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148



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	Repository <input type="checkbox"/>
10-JAN-2017 <b>MAR 2 - 2017</b>	Reference No. 10944149

**OWNER INFORMATION (Type or Print)**

Name	[Redacted]			Daytime Telephone Number	E-mail Address
Address	[Redacted]			[Redacted]	
City	ESSEX	State	MD	Evening Telephone Number	[Redacted]
		Zip Code	[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 1FMCU9EG7CK [Redacted]	Make FORD	Model ESCAPE	Model Year 2012
Date Purchased 5/2012	Dealer's Name and Telephone Number Overseas Military Sales		Engine: No: Cylinders 6
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 03-JAN-2017

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)	Failure Mileage 58,000	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 0	Number of Deaths 0	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 STATED THAT THERE WAS A STRONG ODOR OF FUMES INSIDE AND OUTSIDE THE VEHICLE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V777000 (FUEL SYSTEM, GASOLINE). THE DEALER HELD THE VEHICLE AND WOULD NOT RELEASE IT DUE TO THE FAILURE, WHICH WAS RELATED TO THE RECALL. THE DEALER INDICATED THAT THE PART WAS NOT AVAILABLE. THE MANUFACTURER WAS RE-ENGINEERING THE PART. THE CONTACT WAS UNABLE TO DETERMINE WHEN THE VEHICLE WOULD BE REPAIRED AND RELEASED. THE MANUFACTURER WAS NOTIFIED AND THE CONTACT WAS WAITING FOR THE PART TO BE SENT TO THE DEALER TO RECEIVE THE RECALL REPAIR. THE FAILURE MILEAGE WAS NOT AVAILABLE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

Once the vehicle was repaired I was informed the repaired part was different than recalled.

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.

Reference # 10944149

Vehicle was purchased in 2012 through Overseas Military sales. I have been using

*Al Packer White Marsh Ford 9801 Pulaski Hwy. Baltimore, Maryland 21220*  
For warranty work

Received recall 16V-777 which read no action at this time unless your vehicle exhibits symptoms of a fuel odor or visible fuel on the ground under the fuel tank.

Had several instances of intermittent fuel odor. Made an appointment to bring the vehicle in to have the gas smell checked out and a few other recurrent issues.

Dealer called to tell me there was *fuel leaking from a broken supply tube on the fuel pump module. Part was not available.*

I was informed that the part wasn't available and the technician would not release the vehicle as it was a safety hazard. Two weeks into not having the vehicle I called the dealer was told the part was not available and was being reengineered. I requested a temporary replacement vehicle that was Four Wheel Drive because of possible winter weather. Ford denied the request. I made several phone calls to customer service trying to find options. I did get a rental car for 5 days with my extended warranty. I was under the impression that was not an option under the warranty, I later found it after combing through many pages.

The vehicle was at the dealers for 3 weeks. The fuel pump was replaced, it took 3 weeks for that part to become available. I will have to bring the car back to the dealer at some point to replace the fuel delivery module which is the part involved in the recall.

I have not smelled any fuel odor since getting the vehicle back, even though it is still not running correctly as the other issues weren't addressed

I do appreciate the technician at Al Packer who kept the car because of the fuel leak safety concern and the repair service advisor that kept me informed.

CUSTOMER #:



\*INVOICE\*



AL PACKER'S  
WHITE MARSH FORD  
9801 PULASKI HWY.

BALTIMORE, MARYLAND 21220  
SERVICE: 443-777-5050 \* FAX: 410-574-3856  
BODY SHOP: 443-777-5140 \* FAX: 410-574-3851  
TOLL FREE: 1-888-253-FORD  
www.alpacker.com

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ESSEX, MD  
HOME:  
BUS:

CONT  
CELL

SERVICE ADVISOR: 643 GAYLE FAIRMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GOLD	12	FORD ESCAPE	1FMCU9EG7CK		58890/58890	T6072	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			19:00 13JAN17			CASH	18JAN17
R.O. OPENED	READY	OPTIONS:	DLR:	ENG:			
07:33 27DEC16	16:21 18JAN17			3.0 Liter			

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES NOT SHIFTING RIGHT AND SHUTTERING ON ACCELERATION, AND VIBRATING AND FEELS LIKE ITS GOING TO STALL

1003 CUSTOMER STATES NOT SHIFTING RIGHT AND SHUTTERING ON ACCELERATION, AND VIBRATING AND FEELS LIKE ITS GOING TO STALL

81 CRITCHER, ANTHONY LIC#: 002038586

CPF 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

58890 THESE WAS SYMPTOMS FROM THE FUEL LEAKING OUT AND CAUSING THE ENGINE TO NOT RUN CORRECTLY WITH A SHORTAGE OF FUEL, REPAIRED IN LINE

B CUSTOMER STATES SMELLS GAS ON OCCASION AND NOTICED A WET SPOT ON THE GROUND UNDER CAR

CAUSE:

1003 CUSTOMER STATES SMELLS GAS ON OCCASION AND NOTICED A WET SPOT ON THE GROUND UNDER CAR

81 CRITCHER, ANTHONY LIC#: 002038586

WF (N/C)

1 AL8Z\*9H307\*B SENDER AND PUMP ASY (N/C)

1 4L3Z\*9276\*AA GASKET (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

81

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

58890 I FOUND THERE WAS FUEL LEAKING FROM A BROKEN SUPPLY TUBE ON THE FUEL PUMP MODULE. I REMOVED THE FUEL TANK AND REPLACED THE FUEL PUMP AND VERIFIED THE LEAK WAS REPAIRED.

C FUEL DELIVERY MODULE FLANGE REPLACEMENT

1003 ADVANCE NOTICE RECALL - PARTS NOT YET AVAILABLE

13 PHANTOM LIC#: 0000

Maryland House Bill 1057  
THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. WARRANTY SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

FOR EMERGENCY 24-HOUR TOWING  
CALL 410-583-8888

CUSTOMER COPY