

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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

31-JAN-2017

APR 04 2017

Repository ☐

Reference No.
10948656

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City PALM DESERT State CA 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
1FMCU0E75BK [REDACTED]
Make FORD Model ESCAPE Model Year 2011
Date Purchased [REDACTED] Dealer's Name and Telephone Number Palm Springs Motors
Original Owner [X] Dealer's City Palm Springs State CA Zip Code [REDACTED]
Transmission Type ☐ Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 27-JAN-2017
☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING Failure Mileage 89000 Failure Speed 20 mph

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 Failure Location:
☐ Prior Repair
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 2011 FORD ESCAPE. WHILE DRIVING, THE POWER STEERING FAILED WITHOUT WARNING. THE VEHICLE HAD TO BE RESTARTED TO OPERATE NORMALLY. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED WITH NEEDING A NEW POWER STEERING TORQUE SENSOR. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 14V284000 (STEERING). THE APPROXIMATE FAILURE MILEAGE WAS 89,000.

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.

2011 FORD ESCAPE VIN# 1FMCU0E75BK [REDACTED]

ON January 27, 2017 I was running errands in my 2011 Ford Escape VIN# 1FMCU0E75BK [REDACTED] I was traveling approx. 20 MPH when my powersteering failed.

It was very difficult to steer vehicle safely off of the road.

I shut down the vehicle and once I restarted it. The powersteering was working fine.

I drove a little ways down the road and once again the powersteering failed.

I had to have the vehicle towed home.

I called fiesta ford in India on January 30, 2017. They told me to bring it down to service they would do a diagnostic test. for \$100.00.

I was given an estimate for \$1987.00 for repairs. They said the powersteering torque sensor was bad and needed to be replaced.

I could not afford \$1987.00 so I told them not to fix it.

I was waiting for them to bring out my vehicle when a customer that overheard

The Sales person Say Bad Torque Sensor. He immediately Came Over and explained that his 2008 Ford Escape had the same problem. And showed me it was recalled. They fixed his Under (Power Steering) Recall 14V284000.

I asked the Salesman about the recall he told me my VIN # was not included in the recall.

I called and filed a Complaint after learning 104 million of these Torque Sensors had been recalled.

NHTSA ODI# 10948656.

I also called the Ford Corporation and explained the ~~the~~ issue I was having with the 2011 Ford Escape.

Thank you for your Time.

If you need any further information please contact me at

[REDACTED]

Palm Desert CA [REDACTED]

[REDACTED]

[REDACTED]

CUSTOMER #: [REDACTED]

FIESTA FORD78-990 VARNER ROAD · INDIO, CALIFORNIA 92203
PHONE (760) 772-8000

INVOICE

MON - FRI 7:00 AM TO 7:00 PM
SATURDAY 7:00 AM TO 4:00 PMDUPLICATE 1
PAGE 1

PALM DESERT, CA [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

B.A.R. LICENSE # ARD253219 E.P.A. NO. CAL000327941

SERVICE ADVISOR: 97156 JOE ARRIAGA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE SUED	11	FORD ESCAPE	1FMCU0E75BK [REDACTED]	[REDACTED]	99529/99529	T5929	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN11	DD05JAN11		17:00 30JAN17		0.00	CASH	30JAN17
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED] DLR: [REDACTED] ENG: 2.5 Liter					
14:06 30JAN17	17:34 30JAN17	1) RNTLCARE 24/36 0/DED EXP 01/02/13					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CHECK AND ADVISE, CUSTOMER STATES POWER STEERING ASSIST FAILS AFTER
VEHICLE IS DRIVEN-NO WARNING LAMPS ARE COMING ON
CHECKOUT DIAGNOSIS OF SYMPTOM

97797	CP				99.00	99.00
-------	----	--	--	--	-------	-------

PARTS:	0.00	LABOR:	99.00	OTHER:	0.00	TOTAL LINE A:	99.00
--------	------	--------	-------	--------	------	---------------	-------

99529 CUSTOMER DECLINED REPAIRS.

B CHECK AND SET TIRE PRESSURE TO MFG'S SPECIFICATIONS. FRONT REAR .
PSI CHECK AND SET TIRE PRESSURE TO MFG'S
SPECIFICATIONS. FRONT REAR

97797	CP				0.00	0.00
-------	----	--	--	--	------	------

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

C PERFORM MULTI POINT INSPECTION. INSPECT TIRES AND BRAKES. TEST
BATTERY. INSPECT STEERING AND SUSPENSION COMPONENTS. CHECK
FLUID LEVEL AND CONDITION

CAUSE: INSPECTION INCLUDES EXHAUST SYSTEM AND HEAT SHIELDS, COOLING
SYSTEM HOSES, SERPENTINE DRIVE BELTS, AND STEERING AND
SUSPENSION COMPONENTS, TIRES, BRAKES, AND BATTERY.

99P PERFORM MULTI POINT INSPECTION. INSPECT TIRES
AND BRAKES. TEST BATTERY. INSPECT STEERING
AND SUSPENSION COMPONENTS. CHECK FLUID LEVEL
AND CONDITION.

97797	CP				0.00	0.00
-------	----	--	--	--	------	------

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------

EST: 100.00 30JAN17 14:06 SA: 97156

PAID
FEB 10 2011
JAN 30 2011

Notice To Our Service Customers			HAZARDOUS WASTE DISPOSAL AS A RESULT OF FEDERAL AND STATE MANDATED MANAGEMENT REGULATIONS, A SMALL AMOUNT WILL BE CHARGED FOR THE DISPOSAL OF HAZARDOUS WASTE GENERATED BY THE REPAIRS OF YOUR VEHICLE. HAZARDOUS WASTE ITEMS ARE OIL, OIL FILTERS, SOLVENTS, TIRES, BATTERIES, ASBESTOS, GASOLINE, ANTIFREEZE, ETC. THIS AMOUNT HAS BEEN INCLUDED IN YOUR ORIGINAL ESTIMATE.		DESCRIPTION	TOTALS
Our charges are not based on actual mechanics time. Factors which influence labor charges may include job complexity, specialized training and equipment and length of time required for the specific job. You will be charged no more than the estimated price approved by you. If we discover that additional or different repairs are necessary, you will be contacted in advance for your approval.			THE UNDERSIGNED HAS BEEN ADVISED AND MADE AWARE OF THE FOLLOWING RECOMMENDED REPAIRS AND DID NOT WANT TO HAVE REPAIRS DONE AT THIS TIME.		LABOR AMOUNT	99.00
ORIGINAL ESTIMATE #			SIGNATURE _____ DATE _____		PARTS AMOUNT	0.00
REVISED ESTIMATE #			P & A CODE: 05439 (CHECK ☒ APPROPRIATE BOX)		GAS, OIL, LUBE	0.00
REASON			CLAIMS REVIEW		SUBLET AMOUNT	0.00
ADDITIONAL COST #			AUTHORIZATION TO SUBMIT CLAIM		MISC. CHARGES	0.00
AUTHORIZED BY			PARTS SHOP OUT		TOTAL CHARGES	99.00
BY: ☐ IN PERSON ☐ PHONE #					LESS INSURANCE	0.00
☐ ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.					SALES TAX	0.00
☐ CUSTOMER ACKNOWLEDGE A RECEIPT OF A COPY HEREOF.					PLEASE PAY THIS AMOUNT	99.00
SIGNATURE X _____ DATE _____			PARTS LABOR TOTAL			
			Authorized Signature and Date			

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

SERVICE ADVISOR

PHONE

E MAIL

TAG NO.

VIN#

REPAIR DATE

MILEAGE

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON BELOW VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. STORAGE WILL BE CHARGED FORTY-EIGHT HOURS AFTER REPAIRS ARE COMPLETED. IN THE EVENT LEGAL ACTION IS NECESSARY TO ENFORCE THIS CONTRACT I WILL PAY REASONABLE ATTORNEY'S FEES AND COURT COSTS. TERMS: NET 10TH OF MONTH FOLLOWING PURCHASE SERVICE CHARGE OF 1% PER MONTH ON PAST DUE ACCOUNTS. THIS IS AN ANNUAL PERCENTAGE RATE OF 18%. NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS. NOT RESPONSIBLE FOR DAMAGE TO WHEELS OR HUBCAPS. NOT RESPONSIBLE FOR DAMAGE TO ALUMINUM CYLINDER HEADS/SPARK PLUG HOLES OR BROKEN SPARK PLUGS.

CUSTOMER ACKNOWLEDGED RECEIPT

ORIGINAL
ESTIMATED
PRICE

\$

WE ACCEPT VISA, M/C, AMEX, DISCOVER, AND ATM CARDS

FIESTA

FORD

78-990 Varner Road
INDIO, CALIFORNIA 92203

(760) 772-8000
Toll Free 1-888-505 FORD

Quick Lane Direct Line
(760) 772-8002

www.fiestaFord.com

Notice To Our Service Customers

Our charges for labor are not based on actual mechanics time, but are established by multiplying our retail labor rate by industry time allowances or our own judgement of the time to be charged.

You will be charged no more than the estimated price approved by you. However, if we discover that differences or additional repairs are indicated, you will be contacted for your advance approval of a revised estimate.

"By law, you may choose another facility to perform any needed repairs or adjustments which the smog check test indicates are necessary."

HAZARDOUS WASTE DISPOSAL. AS A RESULT OF FEDERAL AND STATE MANDATED MANAGEMENT REGULATIONS, THERE WILL BE CHARGE FOR THE DISPOSAL OF HAZARDOUS WASTE GENERATED BY THE REPAIRS OF YOUR VEHICLE. HAZARDOUS WASTE ITEMS ARE OIL, OIL FILTERS, SOLVENTS, TIRES, BATTERIES, ASBESTOS, GASOLINE, ANTIFREEZE, ETC. THIS AMOUNT HAS BEEN INCLUDED IN YOUR ORIGINAL ESTIMATE.

Owners of vehicles that are 10 years and older and/or vehicles with over 100,000 miles:

FIESTA Ford welcomes the opportunity to service your older and/or high mileage Ford Motor Company product.

Working on such vehicles carries a certain amount of risk. There may be "cause and effect" type of failures where the "cause" may not be readily apparent. Different repair shops over the years may have performed improper repairs which will complicate things. Often making repairs to one system on the vehicle can bring out a pre-existing weakness in another system. Multiple problems may exist which may need to be corrected to allow for a final complete diagnosis

By signing below, I (), acknowledge the above statements and agree that FIESTA Ford is not to be held responsible for future breakdowns. I also acknowledge that multiple components may need servicing to complete the repair on the vehicle. I agree that FIESTA Ford is not responsible for any intermittent malfunctions which may appear after the recommended repairs have been completed.

FIESTA Ford proudly stands behind our parts and service workmanship. However, we cannot assume responsibility for you entire vehicle.

Customer Signature

Date

Identification Number

Repair Order Number

Fuel Gauge



Radio Station



Tire Depth LF RF LR RR

Battery Test Pass Fail



UNDER HOOD

Drive Belt(s)

Radiator & Heater Hoses/Clamps

Battery & Cables

Engine Compartment Light

292154

NAME

ADDRESS

CITY

TAG NO.

CELL PHONE

RESIDENCE PHONE

E-MAIL ADDRESS

E.P.A. NO. CAR 000055145
B.A.R. LIC. AA 002270

Workmanship or Labor guaranteed for 90 days or four thousand miles, whichever occurs first. All or any repairs for the above mentioned must be performed by Fiesta Ford.

INSTRUCTIONS

SKILL

A

PSI-CHECK, CORRECT AND NOTE TIRE PRESSURE

B

CHECK & ADJUST CERVICAL

SIMPLE POWER STEERING

P.T.S. - TIRE - ASSIST

P.T.S.