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: 01-AUG-2017 NOV 15 2017	Repository ☐
	Reference No. 11012058

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address [redacted]		Evening Telephone Number [redacted]	
City IONIA	State MI	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	Make	Model	Model Year
1FMCU941X3[redacted]	FORD	ESCAPE	2003

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
7-3-2013	Goldhof corporation (616)902-3591			6	unleaded
Original Owner ☐	Dealer's City IONIA	State MI	Zip Code 48846		

Transmission Type			Multiple Failure:	Incident Date(s)
Standard	☑ Antilock Brakes ☑ Cruise Control	Powertrain V6		14-JUN-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 010000 STEERING, 162000 STRUCTURE: BODY	Failure Mileage	Failure Speed
	172907	45

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2003 FORD ESCAPE. WHILE DRIVING 45 MPH, THE STEERING FAILED AND THE SUBFRAME FRACTURED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC. THE LOCAL DEALER WAS NOT CONTACTED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND PROVIDED CASE NUMBER: [redacted] NO FURTHER ASSISTANCE WAS OFFERED. THE FAILURE MILEAGE WAS 172,907.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I was going down the road, and the frame broke causing me to lose control of steering. I kind of really wish I would have had a car that it would not have happened, because it cost me $1,400 dollars I did not have.

ATTACH ADDITIONAL SHEETS IF NECESSARY

GRAND RAPIDS
MI 495
08 SEP '17
PM 5 L

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

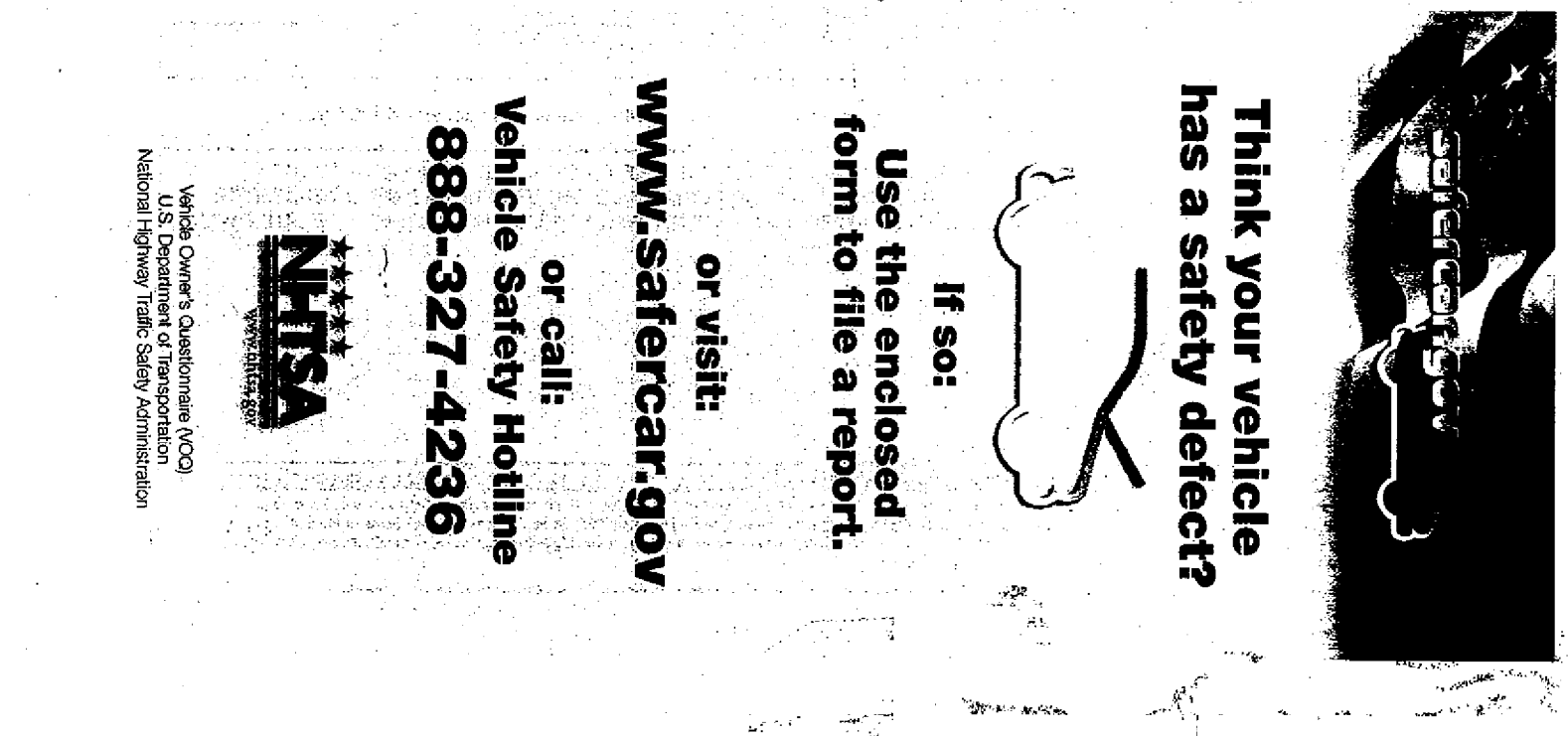
Official Business
Penalty for Private Use $300

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



GELDHOF TIRE & AUTO OF IONIA

643 W. Lincoln Ave.
Ionia MI 48846
(616) 527-1101

Invoice #[redacted]

[redacted]
IONIA MI [redacted]

Day Phone
Fax Number [redacted]

Vehicle : 2003 Ford Truck Escape 3.0 L 2967 CC V6 DOHC 24
VIN : 1FMCU941X3[redacted]
Created : 6/14/2017 4:51:05 PM
Complete : 6/23/2017 9:16:07 AM
Invoiced : 6/23/2017 9:16:07 AM
Srv Writer : RG

Color : Green
Odometer In : 0
Odometer Out : 172907

Labor/Notes

Qty	Code/Tech*	Reference	Description		Unit Price	Price
8	JM*	[redacted]	SUBFRAME Remove & Replace	M	$85.00	$680.00
1	JM*		THRUST ANGLE ALIGNMENT		$55.00	$55.00

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	-	[redacted]	ENGINE CROSS MEMBER	Used	$300.00	$300.00
1	NCP		CONTROL ARM AND BALL		$103.16	$103.16
1	NCP		CONTROL ARM AND BALL		$103.16	$103.16
2	NCP		SWAY BAR LINK		$32.20	$64.40
2	--		BOLT		$9.44	$18.88

Labor	.....	$735.00
Parts	.....	$589.60
Sublet/Misc.	.....	$0.00
Supplies	.....	$36.75
Charges	.....	$0.00
Sales Tax	Tax @ $626.35 * 6.0000%	$37.58
	Total Due	$1,398.93

Tech	Certification #
JM	[redacted]