


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

 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 07-AUG-2017 OCT 24 2017		Repository <input type="checkbox"/> Reference No. 11013543	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
WARERLOO		IA			
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
1FMCU0DG8CK			FORD		ESCAPE
Date Purchased		Dealer's Name and Telephone Number		Model Year	
				2012	
Original Owner		Dealer's City		Engine:	
<input type="checkbox"/>				No: Cylinders	
Transmission Type		Powertrain		Fuel Type:	
<input type="checkbox"/> Antilock Brakes					
<input type="checkbox"/> Cruise Control				Multiple Failure:	
				Incident Date(s)	
				01-FEB-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)				Failure Mileage	
				71400	
				Failure Speed	
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					
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash		Number of Persons Injured		Number of Deaths	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No					
Fire				Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2012 FORD ESCAPE. WHILE DRIVING UNKNOWN SPEEDS, THE CONTACT SMELLED FUEL IN THE VEHICLE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V777000 (FUEL SYSTEM, GASOLINE); HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT CALLED A LOCAL DEALER (BILL COLWELL FORD LOCATED AT 238 WATERLOO RD HUDSON, IA 50643) WHERE A SERVICE APPOINTMENT WAS SCHEDULED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND OPENED CASE NUMBER: NO FURTHER ASSISTANCE WAS OFFERED. THE FAILURE MILEAGE WAS 71,400. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.					
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.					

DOT AUTO SAFETY
U.S. DEPARTMENT OF TRANSPORTATION
VEHICLE OWNER'S QUESTIONNAIRE

[REDACTED]
Waterloo, Iowa [REDACTED]

National Highway

Traffic Administration

1200 New Jersey Avenue SE.

Washington, Dc 2055

Dear, Randy Reid Chief Correspondence Research Division/Office of defects Investigation Enforcement,

I, [REDACTED], have read the narrative Description of incident and find that information has not been noted or typed correctly in the context of the Narrative Description of my verbal conversation per phone call.

What I stated, was , I never received a recall notice regarding, the 2012 Ford Escape XLT Recall notice about the Ford Advance Notice- Safety Recall (16S41 – Supplement #1 Fuel Delivery Module Flange Replacement). I was given a print out at tuffy's on recall February 26, 2009- April 29, 2012 Build dates.

I further stated, I was informed by [REDACTED] who was and did braid my hair on February 3, 2017. I then later called the Ford Manufactured Motor Company in Dearborn, Michigan 48121. And at that time it was then confirmed there was and is a recall on my 2012 Ford Escape.

2.

I have reported to the Ford Company, I have smelled gas on several occasion and have seen gas on the ground near the tank area and in the front end leaking. I have taken my Escape to Bill Colwell , Dick witham in cedar falls Iowa and to tuffy's , in Waterloo, Iowa. (SEE DOCUMENTS).

I have reported this to my family doctor and have taken a blood test results enclosed.

I have made a call to the Waterloo Police Department, on report from KWWL, health issues on Fords , driven by Police officer's. (Health Risk).

I have made several calls to Ford Manufactured Motor Company, asking when will they have parts to fix the problem of the recall.

I have called Rydell Chevrolet Dealer, in Waterloo, Iowa. Who sold a recall vehicle and should have known there was a recall. I asked Mr. Hubbard, manager of Rydell, if he was aware . He told me to stop bothering him and his staff of Rydell Chevrolet on a bad Bill Sale in my opinion.

I close by saying, I don't want to be an accident waiting to happen.

In a affected Vehicle FUEL DELIVERY MODULE (FDM) MAY DEVELOP A CRACK IN THE FUEL SUPPLY PORT WHICH MAY CAUSE A leak. *And Catch Fire*

SINCERELY YOURS

[REDACTED]

The Diagnostics Are In...

While servicing your vehicle
we found a few things
that need attention.

Wiper Blades

Air filters

Trans Fluid

Brake fluid

Front Brakes

Fluid leaks

Call 319-277-8123 and ask
for your Service Advisor

434218- Andrea

WATERLOO • CEDAR FALLS • LA PORTE CITY

WATERLOO

12 JUN 201

WITHAM

Auto Centers



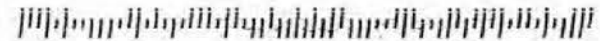
USA FOREVER



2728 S Main St • Cedar Falls, IA 50613



Waterloo, IA



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Our Job Is To Help Keep It Running Smooth

Coupon expires _____
Offer cannot be used with other discounts
and has no cash value.

WITHAM AUTO CENTERS INSPECTION PROGRAM

GENERAL INFORMATION	
REPAIR ORDER #	[REDACTED]
SERVICE ADVISOR #	1258
TECHNICIAN #	
DATE	

VEHICLE INFORMATION	
MILEAGE	
YEAR	
MODEL	
ENGINE	

CUSTOMER INFORMATION	
NAME	
PHONE #	
PHONE #	

GENERAL INSPECTION	CONDITION			TECHNICIAN COMMENTS	PARTS	LABOR	TOTAL
	☺	☹	⊖				
INTERIOR	☺						
EXTERIOR	☺						
LIGHTS	☺						
WIPER BLADES		☹		Streaking			30
WARNING LIGHTS	☺						

UNDER HOOD INSPECTION	TECHNICIAN COMMENTS			PARTS	LABOR	TOTAL
HOSES	☺					
BELTS	☺					
BATTERY	☺					
WATER PUMP	☺					
FILTERS AIR/FUEL/CABIN		☹	Air			32.50
AIR CONDITIONING	☺					

FLUID INSPECTIONS	TECHNICIAN COMMENTS			PARTS	LABOR	TOTAL
ENGINE OIL	☺					
TRANS FLUID		☹	Dirty			160
COOLANT	☺					
BRAKE FLUID		☹	Dirty			130
P/STEERING FLUID	NA					
WASHER FLUID	☺		Supper			
DIFFERENTIAL FLUID	NA					
TRANSFER CASE FLUID	NA		4.5			580.5
FLUID LEAKS		☹	Valve Cover 4.0 Airtle Seal			502.72

UNDER VEHICLE INSPECTION	TECHNICIAN COMMENTS			PARTS	LABOR	TOTAL
TIRE CONDITION	☺					
FRONT BRAKES		☹	5mm			
REAR BRAKES	☺					
C.V BOOTS	☺					
DRIVE TRAIN	☺					
EXHAUST SYSTEM	☺					
FRONT SUSPENSION	☺					
REAR SUSPENSION	☺					
CLUTCH						
OTHER						
TUNE UP						

TOTAL RECOMMENDATIONS	1444.73
ORIGINAL CONCERN	
BRAND TOTAL	

Customer Number: [REDACTED]

Invoice No: [REDACTED]

WITHAM AUTO CENTER

2033 LA PORTE ROAD - WATERLOO, IA 50702
PHONE: (319) 234-4200

2728 S. MAIN ST. - CEDAR FALLS, IA 50613
SERVICE: (319) 277-8123

HIGHWAY 218 NORTH - LA PORTE CITY, IA 50651
PHONE: (319) 342-2681 - WATS: (888) 316-1264

Header

INVOICE

WATERLOO, IA [REDACTED]

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]

Email: [REDACTED]

YOUR CAR - LIGHT TRUCK - SERVICE - BODY SHOP
PARTS HEADQUARTERS

SERVICE ADVISOR: 1258 ANDREA TOBIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	FORD ESCAPE	1FMCU0DG8CK [REDACTED]		68000 68000	T84	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12			17:00 10JUN17		0.00	CASH	10JUN17
R.O. OPENED		READY		OPTIONS:			
09:52 10JUN17		10:49 10JUN17		DLR:03454 ENG:3.0_Liter			

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
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A	PERFORM INSPECTION FOR FUEL LEAK	NC NO LEAKS AT T THIS TIME	1419 CFC hrs.			0.00	0.00	
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00		
68000 NO LEAKS AT THIS TIME						TOTAL LINE A:	\$ 0.00
B	QUALITY CARE INSPECTION-27 POINT	99P QUALITY CARE INSPECTION-27 POINT	1419 CFC hrs.			0.00	0.00	
	88P ADVISE ON BLADES, TRANSMISSION SERVICE, BRAKE FLUID SERVICE, VALVE COVER AND AXLE SEAL REPLACEMENT							
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00		
68000 PERFORM VEHICLE COURTESY INSPECTION - CHECK FLUID CONDITION						TOTAL LINE B:	\$ 0.00
AND LEVELS. CHECK FOR FLUID LEAKS. CHECK TIRE TREAD DEPTH. CHECK BRAKE							
PAD/BRAKE SHOE CONDITION. CHECK OPERATION OF LIGHTS. CHECK AIR FILTER							
AND FUEL FILTER IF EQUIPPED							

You may receive customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us "COMPLETELY SATISFIED", please contact our Service Manager immediately. Thank you!
Aaron Puker
Parts & Service Director
(319) 234-4200

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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.

STATEMENT OF DISCLAIMER
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. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Check payments may be electronically deposited. This state's returned item fee may apply to items returned unpaid.

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
ENVIRO	\$ 0.00
TOTAL CHARGES	\$ 0.00
LESS DISCOUNT	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

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

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Xib4512.285_1

Customer Copy

Waterloo/Cedar Falls /LaPorte

Service/Parts Hours
Mon-Fri 7:30am - 5:30pm

Saturday 8:00am - 1:00pm

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Thank You!



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