INFORMATION REDACTED PURSUANT TOTHE 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	Repository ☐
23-AUG-2017 NOV 15 2017	Reference No. 11019228

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	Evening Telephone Number	[redacted]
City MURPHY	State NC	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
2FMDK4JC9DE[redacted]	FORD	EDGE	2013

Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
4/2014	Jacky Jones Hayesville NC	6	Gas
Original Owner ☐	Dealer's City: Hayesville	State NC Zip Code 1889	

Transmission Type	Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
Auto	☑ Cruise Control ☐			25-APR-2014 may 2017 July 2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 063000 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM, 060000 ENGINE (PWS)	Failure Mileage	Failure Speed
	19905	pass by 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: 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 2013 FORD EDGE. WHILE DRIVING VARIOUS SPEEDS AND PASSING OTHER VEHICLES, THE CONTACT NOTICED A STRONG ODOR OF EXHAUST FUMES INSIDE THE VEHICLE WHEN THE ACCELERATOR PEDAL WAS DEPRESSED. THE VEHICLE WAS TAKEN TO JACKY JONES FORD OF HAYESVILLE (1493 US-64, HAYESVILLE, NC 28904, 828-389-6325), BUT COULD NOT BE DIAGNOSED. THE SERVICE TECHNICIAN SUGGESTED THAT THE SOURCE OF THE ODOR COULD BE THAT THE REAR SPOILER WAS HOLDING EXHAUST FUMES. THE REAR SPOILER WAS RESEALED WITH SEALANT. THE CONTACT STATED THAT THE ISSUE PERSISTED AND THE VEHICLE WAS TAKEN BACK TO THE DEALER. THE SERVICE MANGER WAS ADVISED BY THE FORD CORPORATE OFFICE TO SEAL ALL THE HOLES, ESPECIALLY BY BOLTS WHERE ANY ODOR COULD ENTER THE VEHICLE FROM UNDERNEATH. THE HOLES WERE SEALED, BUT FUMES STILL ENTERED THE VEHICLE. THE MANUFACTURER WAS NOTIFIED MANY TIMES BY THE CONTACT, BUT NO FURTHER ASSISTANCE WAS OFFERED. THE CONTACT WAS REFERRED TO NHTSA. THE FAILURE MILEAGE WAS 19,905.

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)

This vechile fills up with exhaust when you pass a vehicle. The smell is awful. burns your eyes. You have to roll down the window because the smell is so bad.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

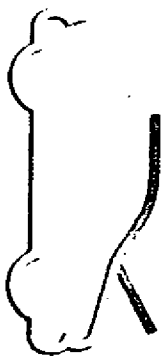
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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

Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:
www.Safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236

NHTSA
www.nhtsa.gov

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