



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: 16-NOV-2017
 Repository:
 Reference No.: 11046580
 MAR 01 2018

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: PARIS State: IL Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
 Evening Telephone Number: [REDACTED]
 E-mail Address: [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: 1FMCU0DG9CK [REDACTED]
 Make: FORD Model: ESCAPE Model Year: 2012
 Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]
 Original Owner: Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
 Transmission Type: [REDACTED] Antilock Brakes Cruise Control Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 23-MAY-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING Failure Mileage: 40000 Failure Speed: 55

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
 DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
 Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
 Seat Type: [REDACTED] Installation System: [REDACTED]
 Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: 1 Number of Deaths: 0 Reported to Police: Y

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 OWNED A 2012 FORD ESCAPE. WHILE DRIVING 55 MPH, THE STEERING WHEEL INDEPENDENTLY STEERED LEFT. THE VEHICLE CRASHED INTO AN EMBANKMENT AND FLIPPED SEVERAL TIMES BEFORE COMING TO A COMPLETE STOP. A POLICE REPORT WAS FILED. THE DRIVER SIDE CURTAIN AIR BAG DEPLOYED. THE CONTACT SUSTAINED SEVERE NECK INJURIES, BROKEN RIBS, A BROKEN LEFT HAND, AND FRACTURES TO THE SKULL. MEDICAL ATTENTION WAS REQUIRED. THE LOCAL DEALER WAS NOT CONTACTED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND INFORMED THE CONTACT THAT THERE WERE NO RECALLS FOR THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 40,000. THE VIN WAS NOT AVAILABLE. THE VEHICLE WAS DESTROYED.

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.

VIN# IFMCU0D69CK [REDACTED] Sorry Our Printer is Broken

The Ford Motor Co. had a Recall of all Ford Escapes made between 2008-2011. Ford admitted it had fixed the problem in Nov. 2012. The recall was for power steering and left front wheel bearings. The steering would lock and pull car to the left, which is the same thing to happen to us. Although we had a 2012 Escape, it was made in Sept. of 2011. A year before to reported the problem fixed. Our car had the same power steering unit and same bearings as the 2008-2011.

Although a lot of 2012 problems were reported, fori cut it off at 2011. My wife sustained a broken neck, that had to be fused, two skull fracture, broke left arm and hand + wrist and several finger. We thought we were going to lose her twice. God gave her back to us after 5 months in hospital + rehab. She will have permanent disability. Can not turn her neck or lift much with her arm. we had to buy a bed, wheel chair, walker + shower stool. She is not able to shower by her self and cant be left alone, can not drive or walk real good. We reported this to Ford Motor Co. and the only reply we got was they were not liable because of the year. Although we had same motor, power steering + wheel bearing the other cars had. The VIN# for this car is IFMCU0D69CK [REDACTED]

Please try to help us on this - Ford treats us like were just another number. ALSO have witness of wreck and a copy of one of the recall

Police Report
Enclosed

P.S. we gave Ford 6 months to come look at the car. They refused and sent the letter saying they were not responsible, since then they have 2 more [REDACTED]

PLEASE - THANK YOU

[REDACTED] P.A.M.S., I.L. [REDACTED]

