



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

29-DEC-2017

Repository ☐

Reference No.
11057326

OWNER INFORMATION (Type or Print)

Name

Address

City GRAND RAPIDS

State MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

1FMYU93193K

Make
FORD

Model
ESCAPE

Model Year
2003

Date Purchased

7-1-16

Dealer's Name and Telephone Number

Kid City Tire & Auto 245-7348

616

Engine:

No: Cylinders

Fuel Type:

regular

Original Owner
☐

Dealer's City

Grand Rapids

State

MI

Zip Code

49503

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

24-DEC-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: L40000 AIR BAGS

9-18-17

160,691 miles

Failure Mileage
200000

Failure Speed
55

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
☐ 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

☒ Yes ☐ No

Fire

☐ Yes ☒ No

Number of Persons Injured

1

Number of Deaths

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 OWNS A 2003 FORD ESCAPE. WHILE DRIVING APPROXIMATELY 55 MPH, THE VEHICLE SLID ON ICE, CROSSED OVER TWO LANES, AND CRASHED INTO A CEMENT WALL HEAD ON THE AIR BAG FAILED TO DEPLOY. THE CONTACT SUSTAINED HEAD, SHOULDER, NECK, AND LOWER BACK INJURIES THAT REQUIRED MEDICAL ATTENTION. A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED TO A POLICE TOWING LOT. IN ADDITION, THE CONTACT STATED THAT THE VEHICLE FELT AS IF IT WERE ACCELERATING INDEPENDENTLY. THE VEHICLE WAS NOT TAKEN TO A DEALER OR AN INDEPENDENT MECHANIC TO DETERMINE THE CAUSE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED AND DID NOT OFFER ASSISTANCE. THE APPROXIMATE FAILURE MILEAGE WAS 200,000.

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.

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

Date of incident 12-24-17 Case # [REDACTED]
Tpr. Jordan Tromp State Police

Truck is still at Merl's Towing - Grand Rapids, Towing
1946 Will Ave N.W. Grand Rapids, MI 49504

Contacted Ford 800-392-3673 on 12-26-17 still haven't called me!

Receipts of work I had done 2 new tires, alignment, breaks good etc.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Have detailed list of work that was done can send copies or
email then can email everything easier [REDACTED]

U.S. Department
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National Highway
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1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



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WASHINGTON, DC

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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



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



RIVER VALLEY AUTO
300 NORTHLAND DR
ROCKFORD, MI 49341

SALE

MO. 9237 Store 10001 Term 0002
REF# [REDACTED]
Batch [REDACTED] RRN 726513602367
09/22/17 09/29/17
Trans ID: 307265485448506
APPR CODE 092206
VISA [REDACTED]

AMOUNT \$1,168.97

APPROVED

VISA DEBIT
AID: A0000000031010
TVR 60 80 00 80 00
TSL 60 00

CUSTOMER COPY

