

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Boyle, Brenda CTR \(NHTSA\)](#)
Subject: FW: ODI 11079441
Date: Tuesday, April 03, 2018 10:05:14 AM
Attachments: [evoqod11079441.pdf](#)

From: DataQuality <DataQuality (NHTSA)>
Sent: Tuesday, April 03, 2018 9:16 AM
To: Wells, Cynthia CTR (NHTSA) <Cynthia.Wells.CTR@dot.gov>
Subject: FW: ODI 11079441

Questionnaire

From: [REDACTED]
Sent: Monday, April 02, 2018 5:28 PM
To: DataQuality <DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ODI 11079441

Hello
Pursuant to the following email (see below) we have made edits to our recent Vehicle Owner's Questionnaire. We are returning the revised Questionnaire to you at this time (see attached). If any additional information is required please let us know.

[REDACTED]

Call: (202) 366-1767
ADVIS #:
Fax: #



[EVOQ \(NHTSA\)](#) <EVOQ@dot.gov>
FW: Follow up in ODI Complaint-----ODI 11079441-----

Message: 11079441.pdf (43 KB)

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dotquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



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
 14-MAR-2018

Repository
 Reference No.
 11079441

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City LAS VEGAS State NV Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
 Evening Telephone Number [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: 1FMCU5K35CK [REDACTED]
 Make FORD Model ESCAPE HYBRID Model Year 2012
 Date Purchased 8/19/11 Dealer's Name and Telephone Number: Ford Country (702) 558-8063 Engine: No: Cylinders: 6 Fuel Type: Gas
 Original Owner Dealer's City: Henderson State NV Zip 89014
 Transmission Type Automatic Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 12-MAR-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 176100 LATCHES/LOCKS/LINKAGES: HOOD: LATCH Failure Mileage 27165 Failure Speed 65

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
 DOT No. (Example: DOTM19ABC036) 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 0 Number of Deaths 0 Reported to Police 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 HYBRID. WHILE DRIVING APPROXIMATELY 65 MPH, THE HOOD SUDDENLY FLEW UP AND CRASHED INTO THE WINDSHIELD WITHOUT WARNING. THERE WERE NO INJURIES. THE VEHICLE WAS TOWED TO GAUDIN FORD (6625 W. ROY HORN WAY, LAS VEGAS, NV 89118, 702-534-3094) WHERE THE TECHNICIAN STATED THAT THEY WERE NOT AWARE OF THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE ON 3/14/2018. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED AT THAT TIME. THE FAILURE MILEAGE WAS APPROXIMATELY 27,165. THE VEHICLE WAS SUBSEQUENTLY REPAIRED.

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.