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 ☐
26-APR-2018 JUN 12 2018	Reference No. 11090324

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City CLARKSBERG	State WV	Zip Code [redacted]	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	Make	Model	Model Year
1FMCU9EG9BK[redacted]	FORD	ESCAPE	2011

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
6/15/2012	Chenoweth Ford 304 623-6501			No: Cylinders 6	Unleaded
Original Owner ☐	Dealer's City Clarksburg	State WV	Zip Code 26301		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
Automatic	☑ Antilock Brakes ☑ Cruise Control			01-APR-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage	Failure Speed
	124000 125516	

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 2011 FORD ESCAPE. WHILE OPERATING THE VEHICLE, A GRINDING TYPE NOISE WAS HEARD WHEN TURNING THE STEERING WHEEL. THE CONTACT STATED THAT THE STEERING WHEEL BECAME MORE DIFFICULT TO TURN AND WOULD JERK AND VIBRATE. AN INDEPENDENT MECHANIC DIAGNOSED THAT THE STEERING COLUMN WAS FAULTY, BUT THE EXACT FAILURE WAS NOT IDENTIFIED. THE VEHICLE WAS NOT REPAIRED. THE DEALER WAS ~~NOT~~ NOTIFIED. THE MANUFACTURER WAS NOTIFIED AND DID NOT ASSIST. THE VEHICLE WAS PREVIOUSLY DIAGNOSED PER NHTSA CAMPAIGN NUMBER: 14V284000 (STEERING), BUT NO FAILURES WERE FOUND AT THE TIME. THE FAILURE MILEAGE WAS 124,000. n/a

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.

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

I had my car towed to Chenoweth Ford after an independent Mechanic was driving it to check steering & it jerked out of his hands. Chenoweth Ford ran a computer analysis & No Codes showed up. I paid to have the Steering Column replaced. The car was unsafe to drive. I'm thankful I wasn't driving on the interstate at a high rate of speed. Ford definetly has a problem. No codes showed on the recall & No codes showed up when I had the steering [redacted] Column problem. There's obviously no way of going by the recall code check because it doesn't show up. Ford Needs to Check the ATTACH ADDITIONAL SHEETS IF NECESSARY Steering Colums better They Need to Reopen the Recall on these Steering Colums.

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

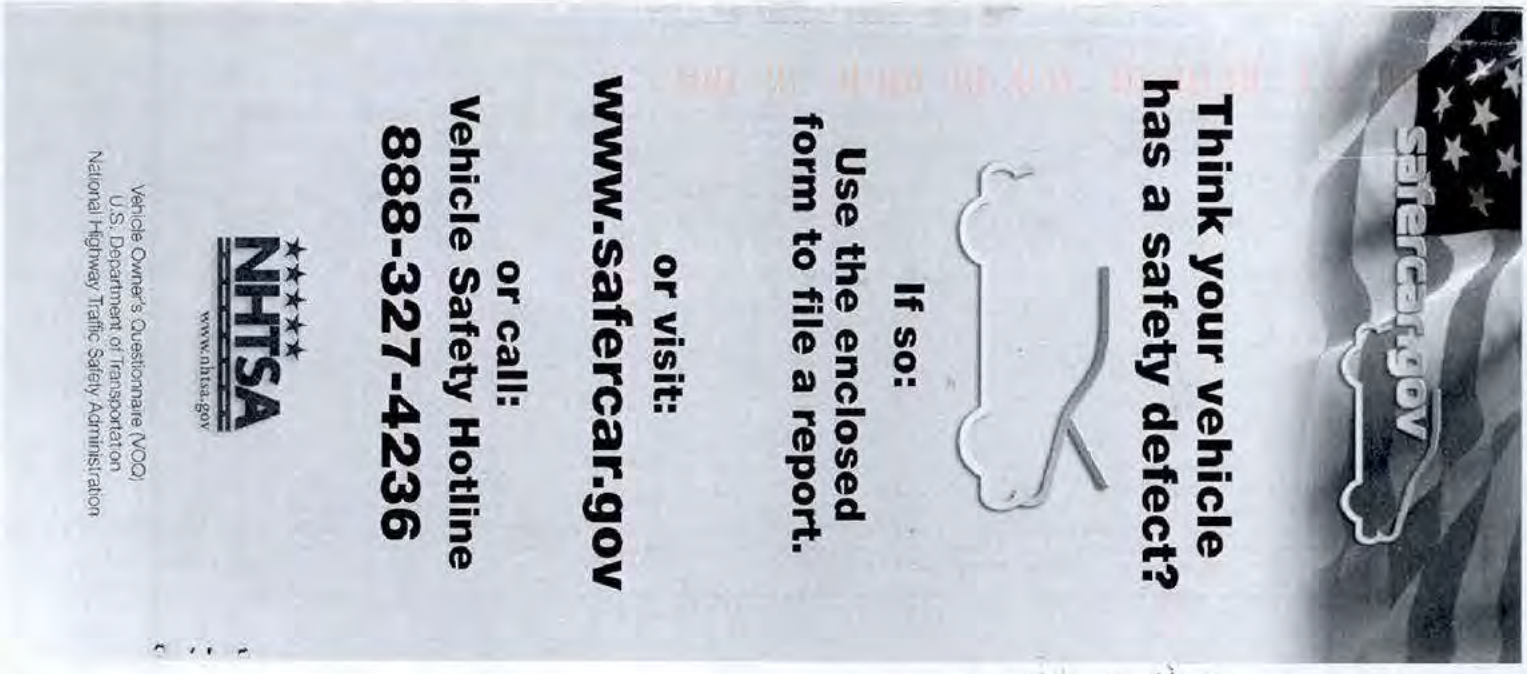
CHARLESTON
WV [redacted]
01 JUN '18
PM 1 L

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



CHENOWETH NEW & USED SUPERSTORE
Ford
P.O. Box 1640 - 1564 E Pike St - Clarksburg, WV 26301
Phone: (304) 623-6501 Fax: (304) 623-6522
www.chenford.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday

QUICKLANE HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
4/27/18	[redacted]
R/O Close Date	**Status**
5/07/18	Final
Mileage In	**Mileage Out**
125516	125517

Service Advisor / Tag #
SHANE TENDA/4498*W*

[redacted]
CLARKSBURG, WV [redacted]

Work Phone	Vehicle Identification Number
[redacted]	1FMCU9EG9BK[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	6/09/12 / 6/09/12

Year	Make	Model	Body	Color	License Number
2011	FORD TRUCK	ESCAPE LTD V6		SILVER	[redacted]

P2507

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - 33FOZ: SUSPENSION/STEERING		
CUSTOMER STATES CHECK STEERING HARD TO STEER		
AND STEERING LOCKED UP		
Tech: RICHARD KING (618)		400.00
Installed CL8Z 3C529 D :COLUMN ASY - STEERING	1@834.28	834.28
Installed W302562 S300 :BOLT	1@8.32	8.32
REPLACED ELECTIC STEERING COLUMN PERFORMED ALIGNME		
NT TEST DROVE UNIT OK		
Sub Total: 1242.60		
#2 * 33FOZALIGN: FRONT END ALIGNMENT		
ADDED OPERATION		
ALIGNMENT		
Tech: RICHARD KING (618)		69.95
ALIGNMENT		
Sub Total: 69.95		

****
* We strive to provide service excellence. You may *
* receive a survey from Ford Motor Co. If you are not *
* COMPLETELY SATISFIED please contact the service manager. *
* We love our customers! *
****

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X_____

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 FORD.

(SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

LABOR	469.95
PARTS	842.60
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	78.75
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1391.30
Credit Card [redacted]	700.00
Check [redacted]	691.30

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NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.