



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

Reference No.

**JUN 25 2018**

11090333

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
 Address [REDACTED]  
 City ROACHESTER State NY 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: 1FMCU9EG6CKA [REDACTED]  
 Make FORD Model ESCAPE Model Year 2012  
 Date Purchased 11/24/2015 Dealer's Name and Telephone Number Cortese Ford Lincoln Inc 585-475-2511 Engine: No: Cylinders 6 Fuel Type: Gas  
 Original Owner  Dealer's City Rochester State NY Zip Code 14623  
 Transmission Type Auto  Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 01-OCT-2016  
 Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS) Failure Mileage Failure 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: DOTM19ABC036)  Original Equipment Failure Location:  
 Prior Repair  
 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 Number of Deaths 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. THE CONTACT STATED THAT THE RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 16V777000 (FUEL SYSTEM) WAS RECEIVED IN OCTOBER OF 2016. AFTER CONTACTING THE DEALER (CORTESE FORD, 2500 W HENRIETTA RD, ROCHESTER, NY 14623), THE CONTACT WAS INFORMED THAT THE PARTS WERE NOT AVAILABLE. IN JANUARY OF 2018, A SECOND RECALL NOTICE WAS RECEIVED THAT INDICATED THAT THE PARTS WERE AVAILABLE. AFTER CONTACTING THE SAME LOCAL DEALER, THE CONTACT WAS INFORMED THAT THE PARTS WERE STILL NOT AVAILABLE. THE MANUFACTURER WAS NOTIFIED AND REFERRED THE CONTACT BACK TO THE LOCAL DEALER WHO AGAIN CONFIRMED THE PARTS WERE NOT AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

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 rec a letter from Ford in regards to this recall.  
I started calling Cortese Jan & Feb they kept telling me they didn't have the part and call back in a month by March I had enough & called Ford headquarters they assigned a case # [REDACTED] they stated the parts are available & the dealership needed to order them. They said they would contact the service manager at Cortese (Ford) Keith Osim & explain what he needed to do. They told me the matter would be resolved & he would be calling me if didn't hear anything so I started calling him. He finally contacted me 2 weeks later

ATTACH ADDITIONAL SHEETS IF NECESSARY

ROCHESTER  
NY 146  
29 MAY '18  
PM 2:11



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**



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

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

1-888-327-4234

244-5670

4/24  
1235636  
ref #

NHTSA

National Highway Traffic Safety Administration  
Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121-1904

3/23/2018  
Message from  
Keith support  
to call me  
when  
Doris  
come in



[Redacted]



[Redacted]  
ROCHESTER, NY [Redacted]

277-3280  
Keith  
Oshiro

~~John Durkin~~  
January 2018

Case - [Redacted]

\*\*\* IMPORTANT SAFETY RECALL \*\*\*  
(PROGRAMA DE SEGURIDAD IMPORTANTE)

Safety Recall Notice 16S41 / NHTSA Recall 16V-777  
Aviso de Revisión de Seguridad 16S41

~~9/3/2011~~  
277-3280

2012 Escape  
Your Vehicle Identification Number (VIN): 1FMCU9EG6CK [Redacted]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above. We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

- What is the issue?** On your vehicle, the fuel delivery module may develop a crack in the fuel supply port, which could result in a leak.
- What is the risk?** A fuel leak may result in a fuel odor and/or visible fuel on the ground under the fuel tank. A fuel leak in the presence of an ignition source may increase the risk of a fire.
- What will Ford and your dealer do?** **Parts are now available to repair your vehicle.** Ford Motor Company has authorized your dealer to replace the fuel delivery module flange free of charge (parts and labor).
- How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
- What should you do?** Please call your dealer without delay and request a service date for Recall 16S41. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter. If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

Mark

**What should you do?  
(continued)**

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

Your vehicle may be equipped with a diagnostic feature called the Vehicle Health Report which can inform you about all available recalls, as well as other key vehicle health information. Please see <https://owner.ford.com/vehicle-health> for more information.

**Have you previously paid for this repair?**

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to a fuel leak from a cracked fuel delivery module fuel supply port. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

**RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

**FLEET OWNERS:** If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.fleet.ford.com](http://www.fleet.ford.com).

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).



stjude.org

He stated the parts are not available & he put me on the top of the list + would call me as soon as the parts came in. This was on 3/23/2018, let know 5/21 & have yet to hear anything. So Ford Corp



says one thing the dealership says another

Thank

the service manager →

Phone number is [REDACTED]