

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received</p> <p>22-MAY-2018</p> <p>JUL 23 2018</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 11097284</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
THIRD LAKE	IL				
<p><i>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).</i></p>					
<p>VEHICLE INFORMATION</p>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
1FMCU9EGZC[REDACTED]		FORD	ESCAPE	2012	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
			No: Cylinders		
Original Owner	Dealer's City	State	Zip Code		
<input type="checkbox"/>					
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
AUTO	<input checked="" type="checkbox"/> Cruise Control			01-JAN-2018	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)			Failure Mileage	Failure Speed	
			35000 40,000		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment	Failure Location:		
		<input type="checkbox"/> Prior Repair			
Tire Component Code			Tire Failure Type:		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
Make:		Date Manufactured:	Model No./Name:		
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</p>					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			N	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2012 FORD ESCAPE. THE CONTACT STATED THAT NHTSA CAMPAIGN NUMBER: 16V777000 (FUEL SYSTEM, GASOLINE) EXCEEDED A REASONABLE AMOUNT OF TIME FOR REPAIR. THE CONTACT RECEIVED THE RECALL NOTIFICATION IN JANUARY OF 2018. THE CONTACT SPOKE WITH GILLESPIE FORD (18834 GRAND AVENUE, LAKE VILLA, IL 60046, (847) 244-9500) SEVERAL TIMES REQUESTING INFORMATION ON PART AVAILABILITY. THE DEALER STATED THAT PARTS WERE UNAVAILABLE; HOWEVER, THE MANUFACTURER INFORMED THE CONTACT THAT THE PART WAS AVAILABLE FOR THE RECALL REPAIR. WHEN THE FUEL TANK WAS FILLED, THE VEHICLE EMITTED A FUEL ODOR WHILE PARKED. THE APPROXIMATE FAILURE MILEAGE WAS 35,000 PARTS DISTRIBUTION DISCONNECT. 40,000</p>					
Include, if available; Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
<p>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.</p>					

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

3/25/18 - per Gillespie Ford, pants back ordered
4/3/18 - per Ford Motor Co. dealer should have pants
4/20/18 - per Gillespie Ford, no pants
5/27/18 - filed complaint with NHTSA

Notified by FORD Motor Co. 1/2/18 pants were
available; as of today (6/28/18), Gillespie
still has not notified me of part available.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

CAROL STREAM, IL 601
02 JUL '18
PM 71



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