

 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 24-JUL-2018 SEP 21 2018		Repository ☐ Reference No. 11113367	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
WEST PALM BEACH		FL		Zip Code	
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
1FMCU0G9XFL			FORD		ESCAPE
Date Purchased		Dealer's Name and Telephone Number		Model Year	
Original Owner ☐		Dealer's City		2015	
Transmission Type		Engine:		Fuel Type:	
☐ Antilock Brakes ☐ Cruise Control		No: Cylinders			
Powertrain		Multiple Failure:		Incident Date(s)	
				18-JUL-2018	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 022000 SUSPENSION: REAR, 020000 SUSPENSION, 162000 STRUCTURE: BODY				Failure Mileage	
				46000	
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 ☐ 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	
☐ Yes ☒ No		☐ Yes ☒ No		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 2015 FORD ESCAPE. THE CONTACT STATED THAT THE REAR DRIVER SIDE OF THE VEHICLE MOVED AND SHIFTED INADVERTENTLY. ALSO, THE REAR OF THE VEHICLE MADE AN ABNORMAL CLUNKING SOUND. DUE TO THE FAILURE, THE REAR PASSENGER TIRE WAS DETERIORATING. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE DEALER (MULLINAX FORD OF PALM BEACH, 1210 NORTHLAKE BLVD, LAKE PARK, FL 33403, (561) 275-2052) WAS MADE AWARE OF THE FAILURES, BUT THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS INFORMED OF THE FAILURES AND OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS 46,000.					
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)

ADVISED MULTILINE FORD OF Irregular WEAR OF TIRES & NOISE.
HAD INDEPENDENT MECHANIC CHECK OUT BEFORE CONTACTING DEALER.
NEW TIRES INSTALLED IN 2017. COUPPER & WORN IN 10,000 MILES. DUE TO
REAR SUSPENSION. CALLED MULTILINE FORD TO CHECK ON MY WARRANTY
WHICH WAS EXTEND BY THEM WHEN I PURCHASED CAR, TO 48,000 MILES OR 4 YRS.
THEY REFUSED TO DO ANYTHING, UNDER WARRANTY. WENT TO GOODYEAR & HAD
4 NEW TIRES INSTALLED & REAR SHOCKS REPLACED ON 8/2/18 @ 47,000 miles.
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ATTACH ADDITIONAL SHEETS IF NECESSARY

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

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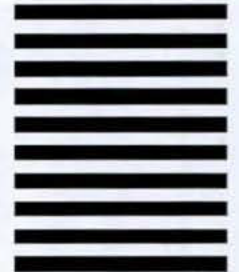
FL 334

04 SEP '18

PM 31



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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

