



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

05-MAR-2019

Reference No.

**MAY 17 2019**

11184401

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: HATTIESBURG State: MS Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

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: 1FMCU0DG3C [REDACTED]  
Make: FORD Model: ESCAPE Model Year: 2012  
Date Purchased: July 19, 2018 Dealer's Name and Telephone Number: Mack Grubbs 601-705-0790  
Original Owner:  Dealer's City: Hattiesburg State: MS Zip Code: 39402 Engine: 6 No. Cylinders: 6 Fuel Type: Gas  
Transmission Type: Automatic  Antilock Brakes Powertrain:  Cruise Control Multiple Failure: Incident Date(s): 18-JUL-2018

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

Vehicle Component Codes: 060000 ENGINE (PWS), 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN  
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  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:  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 WAS NOT THE FIRST OWNER OF THE VEHICLE AND WAS UNAWARE THAT THERE WAS AN INTERNAL FAULT WITH THE THROTTLE BODY. THE WRENCH ICON, CHECK ENGINE, AND OIL PRESSURE WARNING INDICATORS KEPT RANDOMLY ILLUMINATING. COURTESY FORD (6393 US-98 W, HATTIESBURG, MS 39402, (601) 264-5555) WAS AWARE THAT THE MANUFACTURER ISSUED AN UNKNOWN RECALL CAMPAIGN TO ADDRESS THE FAILURE; HOWEVER, THERE WAS NO REMEDY FOR SPECIAL COVERAGE CAMPAIGN NUMBER: 13N03 (THROTTLE BODY EXTENDED COVERAGE). THE DEALER STATED THAT THE VEHICLE WAS EXCLUDED BECAUSE THE MILEAGE EXCEEDED 8,000. THE DEALER DIAGNOSED THAT THE AIR FLOW SENSOR NEEDED TO BE REPLACED. THE PART WAS REPLACED AND THE DEALER STATED THAT THE THROTTLE BODY WAS CLEANED; HOWEVER, BOTH REPAIRS FAILED TO PROVIDE A REMEDY. THE DEALER AND MANUFACTURER EXPECTED THE CONTACT TO REPLACE THE THROTTLE BODY. THE VEHICLE CONTINUED TO LOSE SPEED AND THE CONTACT WAS CONCERNED THAT IT COULD STALL. THE VEHICLE WAS NOT REPAIRED AND WAS UNABLE TO BE DRIVEN. THE MANUFACTURER WAS CONTACTED AND PROVIDED NO ASSISTANCE. THE FAILURE MILEAGE WAS NOT AVAILABLE.

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)**

I asked the manufacturer for technical guidelines for the campaign #13N03 and was told I wouldn't get what I needed

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



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  
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## Additional Information

I contacted Ford Manufacturer and asked for the technical guidelines for the coverage campaign # 13N03 and I was told that they would not give me the information. The service dept at Courtesy Ford told me the Mass air flow was bad and the throttle body only needed to be cleaned. I replaced the throttle body but not the air flow sensor and my vehicle is now operating perfectly. The throttle I removed was the original one that has gear issues. The multiple times the vehicle would stall out was when I would be driving on the highway or in the city. When it stalled out it came a loss to being hit by other vehicles. The Ford company told me that it was not a safety concern just because the engine stalled due to a factory defect.