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 ☐
29-APR-2019 JUN 2 1 2019	Reference No. 11204340

OWNER INFORMATION (Type or Print)

Name	[redacted]		
Address	[redacted]		
City PHILADELPHIA	State PA	Zip Code [redacted]	

Daytime Telephone Number	E-mail Address
[redacted]	[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
1FMCU0GS73U[redacted] 1FMCU0GX7FU[redacted]	FORD	ESCAPE SE	2015

Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
3/29/19	DRIVETIME 610 382-2100		1.6L	unleaded GAS
Original Owner ☐	Dealer's City Plymouth Mtg	State PA / Zip Code 19462		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
Auto	☒ Antilock Brakes ☒ Cruise Control	FWD 1.6L ECO BOOST		01-APR-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 020000 SUSPENSION, 030000 BRAKES (PWS)	Failure Mileage	Failure Speed
	47000	10 mph or less

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
Good Year	Eagle Ultra GRIP	F 235/55R17 B 235/55R17

DOT No. (Example: DOTMAL9ABC036)		Failure Location:
DOT M6T8 77 HR4815	☒ Original Equipment ☐ 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	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 2015 FORD ESCAPE. WHILE DRIVING VARIOUS SPEEDS, A CLUNKING NOISE WAS PRESENT COMING FROM THE REAR OF THE VEHICLE AND THE BRAKES SQUEAKED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE SHOCK ABORBERS WERE FAULTY AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. CHAPMAN FORD (9371 ROOSEVELT BLVD, PHILADELPHIA, PA) AND THE MANUFACTURER WERE NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 47,000.

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 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.

The problem: A clunking noise may come from the right or left rear shock absorber when going over a bump or curb. This may be due to faulty rear shock absorbers.

Vehicles affected by service bulletin:

- 2013 Ford Escape
- 2014 Ford Escape
- 2015 Ford Escape

See More Service Bulletins

Corrective action: Dealers will replace the rear shock absorbers.

Warranty info: This service is being performed free of charge under Ford's new-vehicle or extended warranty, whichever applies.

What owners should do: Call your local dealer with your vehicle's identification number to determine if it's involved in this service bulletin. You can also call Ford at 800-392-3673 or the National Highway Traffic Safety Administration at 888-327-4236. Reference TSB No. 15-0194.

Need to find a dealer for service? Go to Cars.com Service & Repair to find a local dealer.

Editor's note: This is only one of dozens of service bulletins issued each month by automakers. Please check your automaker's website to see if your vehicle has any service bulletins pending.

Check for recalls here on Cars.com.

Share

Watch free
for 30 days

SIGN UP

Pep Boys

Work Order - Customer Copy - Page 3

E NORRITOWN
PEP BOYS 1073
69 W. Germantown Pike
NORRISTOWN PA 19401
(610) 279-6720

Service Manager: JOSHUATORRES

If you have any questions or concerns, please call:
(610) 308-5323

TRACKING ID# *	
Store ID #	Service Work Order #
[redacted]	[redacted]

Insurance :

Policy Number :

Name:	[redacted]	Year:	2015	Date :	2019-04-12
Address:	[redacted]	Make:	FORD TRUCK	Entered By:	JOSHUA T
		Model:	ESCAPE	Time In:	09:26:13
City:	PHILADELPHIA	Engine:	4-97 1.6L DOHC	Date/Time Promised:	2019-04-12 17:00:00
State:	PA	Vin No.:	1FMCU0GX7FU[redacted]	Old Parts Returned:	no
Zip:	[redacted]	License No:			
Home Phone:		Mileage In / Out:	46721 /		
Contact Phone:	[redacted]	Color:	black		

Storage Charges: Any vehicle that is left unattended for more than 7 business days may be towed at the owner's expense. For more information, please see Store Manager

I HEARBY AUTHORIZE PEP BOYS TO PERFORM THE REPAIRS ON THIS WORK ORDER AND TO FURNISH THE NECESSARY MATERIALS AND ITS EMPLOYEES TO OPERATE THE VEHICLE FOR PURPOSES OF INSPECTION, TESTING AND DELIVERY. I UNDERSTAND THAT ANY COST QUOTED IS AN ESTIMATE. I UNDERSTAND THAT UNLESS DIRECTLY CAUSED BY PEP BOYS, IT IS NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THE VEHICLE OR ITS CONTENTS THAT THE VEHICLE MAY BE PARKED IN THE PEP BOYS' PARKING LOT AND THAT VEHICLES ARE LEFT OVERNIGHT AT OWNERS RISK. X

Initial $ Estimate	Parts $:	Labor $:	Total $:	Date and Time :	

[redacted] below is the manufacturer recommended maintenance for your vehicle.
Please review and let us know if you are interested in any of the services.

2015 FORD TRUCK ESCAPE 4-97 1.6L DOHC | Mileage: 46721

SERVICE	MILEAGE 30000	40000	50000	
RESET OIL LIFE MONITOR	X	X	X	
REPLACE REAR AXLE FLUID	X			
REPLACE ENGINE OIL & FILTER	X	X	X	
REPLACE CABIN AIR FILTER	X	X		
REPLACE AUTOMATIC TRANSAXLE FLUID	X			
REPLACE AIR CLEANER ELEMENT	X			
PERFORM MULTI-POINT INSPECTION (RECOMMENDED)	X	X	X	

Disclaimer: The manufacturer recommended maintenance schedule provided above is for vehicles operated under Severe conditions. Severe conditions generally include - frequent short trips and/or stop & go driving, dusty conditions, extensive idling, trailer towing, off road or desert driving and sustained high speeds.

TIME / INDICATOR LIGHTS

TIME

RESET OIL LIFE MONITOR (every 12 MONTHS)
REPLACE ENGINE OIL & FILTER (every 12 MONTHS)
LUBRICATE DOOR HINGES & LOCKS (every 6 MONTHS)
INSPECT/LUBRICATE DOOR RUBBER WEATHERSTRIPS (every 6 MONTHS)

Pep Boys

Work Order - Customer Copy - Page 1

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State:	PA	Vin No.:	1FMCU0GX7FU[redacted]	Old Parts Returned:	no
Zip:		License No:			
Home Phone:	[redacted]	Mileage In / Out:	46721 /		
Contact Phone:		Color:	black		

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X

Initial Estimate	Parts $:	Labor $:	Total $:	Date and Time :	

CUSTOMER NOTIFIED OF AND APPROVED INCREASE(S) IN THE ORIGINAL ESTIMATED PRICE

(_) IN PERSON (_) PHONE

SIGNED _____ DATE _____

TYPE	PART	DESCRIPTION	CODE	MECHANIC	HRLY RATE	HRS	QTY	SOURCE	EACH	TOTAL
LB		STEERING/SUSP EVALUATION	N				1		19.99	16.99
									-3.00	
		rear suspension makes alot of noise								
LB		BRAKE SYSTEM INSPECTION	N				1		0.00	0.00
		brakes squeak when braking								
LB		COMPLIMENTARY VEHICLE INSPECTION	N				1		0.00	0.00
LB		LYFT RIDE FOR CUSTOMER	N				1		0.00	0.00

Parts: 0.00 Labor : 16.99 Other : 0.00 Tax : 0.00 Total 16.99

Payment Due From Driver : 16.99
Charge Fleet Acct(80470050) : 0.00

FLEET TRANSACTION
SILVER ROCK

Fleet Invoice: [redacted]
Fleet Acct: [redacted]

PO NUMBER:

General Comments

Customer Declined: $144.00 x 1 8581794 Remove & Replace Disc Rotor - Rear, Both

Customer Declined: $103.68 x 2 0230568 PB/PROSTOP Front Brake Rotor

Customer Declined: $82.78 x 2 1146965 PB/PROSTOP Rear Disc Brake Rotor

Customer Declined: $10.20 x 1 9690163 PEPGUARD LIMITED EXTENDED LABOR WARRANTY

Customer Declined: $452.34 x 1 9990919 REAR SHOCK REPLACEMENT

Customer Declined: $107.99 x 2 1912867 Kelly Edge A/S

Customer Declined: $89.99 x 1 8581349 COMPUTERIZED WHEEL ALIGNMENT

Customer Declined: $60.99 x 2 0230568 PB/PROSTOP Front Brake Rotor

Customer Declined: $82.00 x 1 8581794 Remove & Replace Disc Rotor - Front, Both

Customer Declined: $45.99 x 2 1146965 PB/PROSTOP Rear Disc Brake Rotor

Customer Declined: $82.00 x 1 8581794 Remove & Replace Disc Rotor - Rear, Both

Customer Declined: $278.96 x 1 9990919 REAR SHOCK REPLACEMENT

Code Descriptions

N:New

Service Information

Decimal Point Required For All Entries:

RF Brake Lining (32nds):::

RR Brake Lining (32nds):::

RF Rotors or Drums Thickness (in :

RR Rotors or Drums Thickness (in :

Parking Brake Operational:

Tire Tread Depth (32nds) LF::

Tire Tread Depth (32nds) RR::

State Inspection Expiration Date::

LF Brake Lining (32nds):::

LR Brake Lining (32nds):::

LF Rotors or Drums Thickness (in :

LR Rotors or Drums Thickness (in :

BRAKE FRICTION MEASUREMENTS:

Tire Tread Depth (32nds) LR::

Tire Tread Depth (32nds) RF::

First Name: [redacted]

Last Name: [redacted]

Cell Phone [redacted]

Internal Notes: [redacted]

STORE,OTHER|Pick Up Location: OTHER

PU Address Line 1: 1425 E Ridge Pike

PU Address Line 2:

PU City: Plymouth Meeting

PU State: PA

PU Postal Code: 19462

Ride Confirmation ID [redacted]

Initial Ride ETA: 2

Ride Cost Estimate: 11.20 - 11.20