



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

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

28-MAY-2019

Reference No.
11210424**OWNER INFORMATION (Type or Print)**

Name			Daytime Telephone Number		E-mail Address	
Address			[REDACTED]		[REDACTED]	
City		State	Zip Code		Evening Telephone Number	
DEANHAN SPRINGS		LA	[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 1FMCU0J94 [REDACTED]		Make FORD	Model ESCAPE	Model Year 2018
Date Purchased 6-21-2018	Dealer's Name and Telephone Number Robinson Bros. (225) 293-8900		Engine: No: Cylinders	Fuel Type: gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City Baton Rouge	State LA	Zip Code 70816	
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 27-MAY-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 134000 VISIBILITY: SUN ROOF ASSEMBLY	Failure Mileage 24900	Failure Speed 65
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 2018 FORD ESCAPE. WHILE DRIVING APPROXIMATELY 65 MPH, AN EXPLOSIVE NOISE WAS HEARD COMING FROM THE VEHICLE. THE VEHICLE WAS PULLED OVER TO THE SIDE OF THE ROAD AND THE CONTACT NOTICED THAT THE SUN ROOF EXPLODED WITHOUT WARNING OR AN IMPACT. THERE WERE NO INJURIES. THE VEHICLE WAS TAKEN TO ROBINSON BROTHERS FORD (225-293-8900, LOCATED AT 11455 AIRLINE HWY, BATON ROUGE, LA 70816) WHERE IT WAS STATED THAT THE FAILURE WAS AN UNKNOWN ISSUE. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROPRIATELY 24,900. I put in a claim to my insurance Co. I had to pay a \$500.00 deductible. 5-31-19- RB Ford said Ford would not cover it bc it's glass. 6-13-19 We picked up my car after RB replaced the sun roof that exploded. 6-14-19 I brought the car back b/c glass was all over back seat - they detailed the car.

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.