

[REDACTED]

From: EVOQ (NHTSA)
Subject: FW: 2011 Ford Escape Steering Failure
Attachments: [REDACTED]

-----Original Message-----

From: DataQuality, DataQuality (NHTSA)
Sent: Friday, February 21, 2020 3:31 PM
To: EVOQ (NHTSA) <EVOQ@dot.gov>
Subject: FW: 2011 Ford Escape Steering Failure

Questionnaire

-----Original Message-----

From: [REDACTED]
Sent: Friday, February 21, 2020 2:28 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: 2011 Ford Escape Steering Failure

Dear Sir/Madam,

I finally had a chance due to traveling, to review the attached .pdf that accurately describes my complaint.

I cannot edit a .pdf document as I do not have the proper software. Under vehicle information section, I'm the original owner, having purchased the 2011 Ford Escape on 7/22/2011. Purchased from Burdick Ford, 3004 East Ave, Rt 49, Central Square, NY 13036, phone number 315-668-7102.

My 2011 Ford Escape is a gas engine, 6 cylinders, automatic transmission, with anti-lock brakes, cruise control, and AWD powertrain. Please add this information to the ODI Complaint.

Furthermore, NHTSA CAMPAIGN NUMBER 14V284000 is applicable to those Ford Escapes manufactured in the Kansas City plant which mine was. FORD Motor Company has been contacted several times and continues to state that my 2011 Escape is not included in this Safety Recall. This is disturbing as the exact scenario described by the Safety Recall happen to me while I was driving Dec 16, 2019. No Ford Motor Company representative can state why my 2011 Escape is NOT covered by this recall, although it meets the salient details.

Please continue to process ODI Complaint 11291538 to completion. Do not hesitate to contact me via email at [REDACTED] or via phone at [REDACTED] for any additional specifics needed or any additional questions arise.

Thanks again for your assistance in gaining the proper resolution under NHTSA 14V284000.

[REDACTED]



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

27-DEC-2019

Repository ☐

Reference No.
11291538

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City FULTON

State NY

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Evening Telephone Number

[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

1FMCU9EG0BK [REDACTED]

Make

FORD

Model

ESCAPE

Model Year

2011

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

16-DEC-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

97009

Failure Speed

20

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: DOTM9ABC036)

☐ 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 2011 FORD ESCAPE. WHILE DRIVING 20 MPH, THE POWER STEERING FAILED WITHOUT WARNING. THE CONTACT WAS ABLE TO REGAIN POWER STEERING ABILITY AND DRIVE HOME. THE CONTACT DISCOVERED NHTSA CAMPAIGN NUMBER: 14V284000 (STEERING), WHICH HE ASSOCIATED WITH THE FAILURE. THE CONTACT SPOKE WITH THE MANUFACTURER AND WAS INFORMED THAT THE VEHICLE WAS NOT INCLUDED IN THE RECALL. THE CONTACT ALSO TOOK THE VEHICLE TO MONADNOCK FORD (119 MONADNOCK HWY, SWANZEY, NH 03446) WHERE IT WAS DIAGNOSED THAT THE POWER STEERING TORQUE SENSOR WAS DEFECTIVE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 97,009.

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.