

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: COMPLAINT 11326201
Date: Friday, June 19, 2020 11:25:07 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Friday, June 19, 2020 11:11 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: COMPLAINT 11326201

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please see attached.

Thank you,

[REDACTED]

Mckinney TX
Tel: [REDACTED]
Fax: [REDACTED]
E-Mail: [REDACTED]
Web: [REDACTED]

[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-MAY-2020
Repository
Reference No. 11326201

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City LEONARD State TX 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: 1FMCU9GD3JU [REDACTED]
Make FORD Model ESCAPE Model Year 2018
Date Purchased 3/10/2018 Dealer's Name and Telephone Number Bob Thomas Ford 214 544 5000 Engine: No: Cylinders Fuel Type:
Original Owner Dealer's City McKinney TX State Zip Code
Transmission Type Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 15-MAY-2020
 Cruise Control
AUTO

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS) Failure Mileage 67K Failure Speed 55

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 Failure Location:
 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 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).

APPROX MAY 1ST MY CHECK ENGINE LIGHT CAME ON. I PROCEEDED TO THE NEAREST AUTO STORE AND CHECKED THE CODE. AT THAT TIME I PURCHASED AIR FILTERS AS WELL AND WENT HOME AND INSTALLED THE AIR FILTERS AND CHECKED ALL THE FLUIDS. LIGHT WENT OFF. MAY 15TH LIGHT COMES ON. I AM AN HOUR AWAY FROM THE DEALERSHIP SO I MAKE AN APPT TO BRING MY CAR TO THE LOCAL MECHANIC TO MAKE SURE AM SAFE TO DRIVE THIS AT ALL. BEFORE LEAVING MY HOUSE IN THE MAIL IS A LETTER FROM FORD STATING MY VEHICLE IS AT RISK OF HAVING COOLANT INTRUDE INTO THE ENGINE CYLINDER BORES. I CALL THE DEALERSHIP RIGHT THEN 5/15 AND GET A APPT FOR FIRST THING MONDAY AND AM TOLD THE ENGINE LIGHT IS NOT BLINKING YOUR FINE TO DRIVE. THAT EVENING MY HIGH TEMP LIGHT/PULL OVER LIGHT COMES ON. I WAIT AN HOUR AND GET HOME. THE NEXT MORNING I TRY TO START THE CAR AND CHECK AND SEE IF I CAN DRIVE IT OR WILL NEED A TOW TRUCK TO GET IT TO THE DEALERSHIP. HIGH TEM LIGHT COMES ON AGAIN. I CHECK THE ENGINE AND FIND IN LESS THAN APPROX. 7 DAYS THE COOLANT IS EMPTY. I GET THE CAR TO THE MONDAY 8 AM APPT....FRIDAY THE 22ND THEY TELL ME YES THIS IS WHAT HAPPENED AND IT A KNOWN PROBLEM BUT IT WILL COST YOU 6K TO REPLACE THE SHORT BLOCK. IT IS NOW AT THE DEALERSHIP GETTING THE ENGINE REPLACED. I CALLED SEVERAL MECHANICS TO TRY AND GET QUOTES AND THEY SAID THEY WOULD NOT TOUCH THIS BECAUSE THEY ALL KNOW THIS IS A FORD PROBLEM WITH THIS ENGINE.

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.