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| <p>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</p> | | FOR AGENCY USE ONLY 100148 | |
| | | Date Received 27-JAN-2023 APR 13 2023 | Repository <input type="checkbox"/> Reference No. 11503985 |
| OWNER INFORMATION (Type or Print) | | | |
| Name [REDACTED] | | Daytime Telephone Number [REDACTED] | |
| Address [REDACTED] | | E-mail Address [REDACTED] | |
| City Sulphur | State LA | ZIP Code [REDACTED] | Evening Telephone Number |
| <p><i>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).</i></p> | | | |
| VEHICLE INFORMATION | | | |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FMCUUGD5JL [REDACTED] | | MAKE FORD | Model ESCAPE |
| Model Year 2018 | | Engine: No: Cylinders 4 | Fuel Type: |
| Date Purchased 11-15-2019 | Dealer's Name and Telephone Number Courtesy Buick GMC, 337-366-1908 | | |
| Original Owner <input type="checkbox"/> | Dealer's City Sulphur - Lafayette | STATE LA | ZIP Code 70057-78503 |
| Transmission Type | <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control | Powertrain | Multiple Failure: Incident Date(s) 24-JAN-2023 |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | |
| Vehicle Components Codes: 060000 ENGINE AND ENGINE COOLING | | Failure Mileage 81647.0 | Failure Speed 40 |
| 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: DOTMAL 9ABC036) | <input type="checkbox"/> Original Requirement <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 <i>(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)</i> | | | |
| 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 | | | |
| <p>Narrative Description of Incident(s), Crash(es), 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).</p> <p>The contact called on behalf of a friend who owns a 2018 Ford Escape. The contact stated while his friend was driving approximately 40 MPH, the vehicle emitted an abnormal sound. Additionally, there was significant amount of smoke coming from the exhaust pipe. The coolant temperature warning light was illuminated. The vehicle was taken to the dealer, where it was diagnosed that the head gasket was blown. The dealer informed the contact's friend that the vehicle could not be repaired under an unknown recall as the VIN was not included. The vehicle was not repaired. The manufacturer was notified of the failure and referred the contact to the NHTSA Hotline. The failure mileage was approximately 81,647.</p> | | | |
| <p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p> <p>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.</p> | | | |

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The vehicle was bought by [redacted] in 2019 from
Carter's Buick GMC and gifted to [redacted] in 2021 when the
title was changed to [redacted]

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation
National Highway
Traffic Safety
Administration
1200 New Jersey Avenue SE,
Washington, D.C. 20077-9062
Official Business
Penalty for Private Use \$300

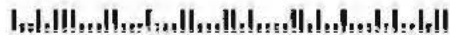


NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES


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



NHTSA
www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

SERVICE ADVISOR

Tessa Ashworth

tashworth@mikewillisford.com

(337) 625-3030

PREPARED FOR

2018 FORD ESCAPE
1FMCU0GD5JU

Mileage 81,427

PRINTED - 2/17/2023
QUOTE EXPIRES - 3/19/2023
REPAIR FACILITY ID -

| SERVICE NAME | | | | | CC-31 |
|-----------------------------------------------------------------------------|----------------------------------|--------------------------------|-------------|------------|------------|
| [Primary]: DR10 - DRIVEABILITY | | | | | |
| LABOR | 1.00 hours at \$0.00 per hour | | | | \$0.00 |
| *Engine Air Filter Replacement | | | | | |
| LABOR | 0.10 hours at \$50.00 per hour | | | | \$5.00 |
| PARTS | Qty | Description | Number | Price | Total |
| | 1 | ELEMENT ASY - AIR CLEANER | CV6Z9601A | \$23.95 | \$23.95 |
| Parts and labor sub total | | | | | \$28.95 |
| Engine Rebuild/Replace: found coolant low and leaking into cylinders | | | | | |
| LABOR | 30.00 hours at \$160.00 per hour | | | | \$4,800.00 |
| PARTS | Qty | Description | Number | Price | Total |
| | 1 | CYLINDER ASY - SHORT BLOCK | DS7Z6009J | \$1,878.57 | \$1,878.57 |
| | 1 | KIT - ENGINE INSTALLATION GASK | DS7Z6079G | \$346.67 | \$346.67 |
| | 5 | MOTORCRAFT SAE 5W-20 API GF-5 | XO5W20BSP | \$5.35 | \$26.75 |
| | 1 | ADHESIVE | TA26 | \$6.31 | \$6.31 |
| | 1 | SEALANT - SILICONE | TA357 | \$38.73 | \$38.73 |
| | 1 | REMOVER - SILICONE | ZC30A | \$14.04 | \$14.04 |
| | 1 | SEALANT | CU7Z19B508A | \$44.73 | \$44.73 |
| | 1 | CLEANER - METAL SURFACE | ZC31B | \$7.26 | \$7.26 |
| | 1 | ENGINE DEGREASER | 4221 | \$14.96 | \$14.96 |
| | 1 | WURTH BRAKE CLEANER | 89099 | \$5.60 | \$5.60 |
| | 1 | LUBRICANT - UNIVERSAL ANTI-SEI | XL2 | \$4.02 | \$4.02 |
| | 1 | ADHESIVE | TA25B | \$5.45 | \$5.45 |
| Parts and labor sub total | | | | | \$7,193.09 |
| [Primary]: RC02 - RECALL-CUSTOMER STATES PERFORM OPEN RECALL (W) | | | | | |
| LABOR | 0.30 hours at \$0.00 per hour | | | | \$0.00 |

ESTIMATE DISCLAIMER

ESTIMATE RANGES

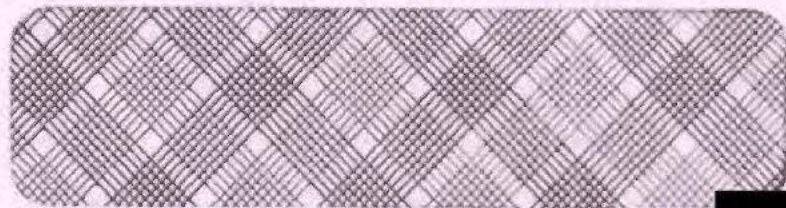
| | |
|--------------|-------------------|
| Total Labor | \$4,805.00 |
| Total Parts | \$2,417.04 |
| Subtotal | \$7,222.04 |
| Shop Charges | \$35.00 |
| Taxes | \$736.65 |
| Total | \$7,993.69 |

BATON ROUGE LA 707

23 MAR 2023PM 1 L



[REDACTED]
[REDACTED]
Sulphur LA [REDACTED]



77-938 [REDACTED]