

From: DataQuality, DataQuality (NHTSA)
To: EVQQ (NHTSA)
Subject: FW: Follow up to Complaint Ref. # 11509302
Date: Wednesday, April 19, 2023 3:02:44 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Wednesday, April 19, 2023 1:32 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up to Complaint Ref. # 11509302

WARNING: 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.

Attached is the Questionnaire with additional data. I have filed a claim under Arizona Lemon Law and my attorneys have copies of all the repair documents. Ford has been unable or unwilling to fix the safety issue of the car unexpectedly stopping in traffic.

Here is a summary:


I was driving back from a movie with my friend [REDACTED] on Sunday **January 15, 2023** when the vehicle stopped in traffic, I had a picture of a wrench and what looked like a 12 volt battery outlined in red on my dash display. [REDACTED] has signed a statement that she witnessed this. This was very scary and dangerous and happened several times on the way to her house where I could not get it started and called for a tow truck with my Ford Pass App. My Ford Pass is supposed to provide me with a loaner when I have the vehicle towed to the nearest Ford dealer. I asked for a loaner and Jones Ford said there was none available and Enterprise Rental couldn't provide me with a rental, contrary to my agreement with Ford. They had the vehicle in the shop all day Monday and overnight and said they did tests and could find nothing wrong and told me to drive it home.

I noticed there was a defect in the spoiler on the back of my car. I took it to Chris Delia at Jones Ford in Casa Grande and he told me it probably happened in transportation and I had to take it up to Mesa to get repaired which I did **January 26** and left it there **for several days** as they had to order the part and the paint.

On Saturday **February 25** I was leaving home and my car again stopped in the middle of traffic. I was unable to start it by turning to Park and then to Drive, I turned it off and was able to get it started again and it stopped again at the next intersection. I restarted it and I drove the backroads to Jones Ford and told Junior Rodriguez there that I needed someone to look at it because I was scared to death to drive it. He said Ford couldn't look at then because they had no openings. I told him this was a life and death matter and I was talking pretty loudly (not swearing) as I was having a panic attack because of this. Finally, Chris Delia came over and offered to take it for a test drive but said they couldn't see it until the following Monday, **9 days later**. I drove home and called Ford Customer service. They told me they couldn't give me a loaner until it was towed to the shop and suggested I have it towed there the following Sunday which meant I was without my car 9 days. I

relied on friends for rides to doc visits, etc. In the meantime I called Ford Customer Service and talked to a Latiesha, who told me she saw the Hazard warning on their software and even told me what time it occurred on February 25, also talked to a Gisele and Robin who had me check that I had the latest version of the software, which they confirmed that I did on all software in the car except the mapping.

I called my Salesperson at Larry Miller Ford and he sent me a text saying they would not advise me to drive the car. The car was returned to me March 30,2023 **26 days later**.

 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-FEB-2023		Repository <input type="checkbox"/>		
Reference No. 11509302		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Evening Telephone Number					
OWNER INFORMATION (Type or Print)					
Name [REDACTED]					
Address [REDACTED]					
City Casa Grande		State AZ		ZIP Code [REDACTED]	
<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>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FMCU0KZXNU [REDACTED]			MAKE FORD		Model ESCAPE PHEV
Date Purchased 12/01/2022		Dealer's Name and Telephone Number Larry Miller Ford, McDonald Chevrolet, INC. 9898750028 Mesa, AZ		Engine: No: Cylinders	
Original Owner <input checked="" type="checkbox"/>		Dealer's City Millington		STATE MI	ZIP Code 48746
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control		Powertrain		Multiple Failure: Incident Date(s) 09-JAN-2023	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 100000 POWER TRAIN				Failure Mileage 700.0	
				Failure Speed 30	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make CONTINENTAL		Tire Model (Name or Number) CROSSCONTACT		Tire Size (Example P215/65R15) P235/55 R19	
DOT No. (Example: DOTM1 9ABC036)		<input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair		Failure Location:	
Tire Component Code 191000 TIRES:TREAD/BELT				Tire Failure Type: TREAD SEPARATION	
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), 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	
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).					
The contact owns a 2022 Ford Escape. The contact stated while driving 30 MPH, the vehicle lost motive power and stalled with several unknown warning lights illuminated. The contact was able to restart the vehicle and drive to her destination. The contact restarted the vehicle, and the vehicle failed to remain started. The vehicle was towed to the dealer and the dealer stated no failure was found. The contact stated that the failure persisted. The manufacturer was not contacted. The failure mileage was 700. See attached.					
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.					