

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

**From:** [REDACTED]  
**To:** EVOQ (NHTSA)  
**Subject:** Re: FW: Follow up to ODI Complaint -----11517871-----  
**Date:** Thursday, June 8, 2023 12:51:58 AM  
**Attachments:** [REDACTED]

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.

Respectfully,

[REDACTED]

On Tue, May 23, 2023, 2:23 PM [REDACTED] wrote:

Thank you for your email. I am at a doctors checkup and physical therapy today but I will complete the forms and send them to you as soon as possible tomorrow. Thank you for your time and consideration.


Respectfully,

[REDACTED]

On Mon, May 22, 2023, 11:19 AM EVOQ (NHTSA) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

 U.S. Department of Transportation National Highway Traffic Safety Administration		<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> 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 19-APR-2023		Repository <input type="checkbox"/> Reference No. 11517871	
<b>OWNER INFORMATION (Type or Print)</b>				Daytime Telephone Number [REDACTED]	
Name [REDACTED]		Address [REDACTED]		E-mail Address [REDACTED]	
City Chicago		State IL		ZIP Code [REDACTED]	
Evening Telephone Number					
<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>					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FMCU0GD4JL [REDACTED]		MAKE FORD		Model ESCAPE	
Model Year 2018		Date Purchased 07/01/2022		Dealer's Name and Telephone Number Fox Ford of Chicago. 773-687-7800	
Engine: No. Cylinders 1.5 liter 4 cylinder		Fuel Type: EcoBoost		Was told used with no previous owner False <input type="checkbox"/> Original Owner <input type="checkbox"/>	
Transmission Type 6speed Automatic		<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control		Powertrain Yes	
Multiple Failure: Yes		Incident Date(s) 14-APR-2023		Dealer's City Chicago	
STATE IL		ZIP Code 60647			
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Components Codes: 010000 STEERING Hill Start Assist- multiple failures Brakes			Failure Mileage 53086.0		Failure Speed 12
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
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:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)</i>					
Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured 1	
Number of Deaths 0		Reported to Police Y			
<b>Narrative Description of Incident(s), Crash(es), Injury(ies).</b> 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 owned a 2018 Ford Escape. The contact stated while driving 12 MPH while approaching a speed bump, the vehicle lost the power steering and the hill assist warning light illuminated. The steering wheel became stiff causing the vehicle to flip completely over onto the roof of the vehicle. The contact suffered minor injuries. A police report was filed. The vehicle was towed to a towed lot and was deemed totally lost. The manufacturer was contacted, and a case was filed. The failure mileage was 53,086.					
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.					