



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

05-MAR-2001

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Reference No.

741935

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Locate at bottom of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FALP13P2VW370531	FORD	ESCORT	1997	

Purchase Date 01-SEP-2098	Dealer's Name _____	Engine Size (CID/CC/L) <u>2.0</u>	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No
	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 11110000 12110000	Part Name(s) HEATER:WATER:DEFROSTER:DEFOGGER:HEATER CORE:WATER INTERIOR SYSTEMS:PASSIVE RESTRAINT:AIR BAG	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) <u>17-FEB-2001</u> Mileage at Failure(s) <u>81845</u> <u>25</u>	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☒ Yes ☐ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE HEATER CORE LEAKED ONTO THE AIR BAG DIAGNOSTIC MODULE, CAUSING IT TO SHORT OUT AND CATCH ON FIRE. THIS ITEM WAS REPLACED ALONG WITH THE HEATER CORE FOR A COST OF \$955.00. I HAD TO REMOVE THE BATTERY CABLE TO KEEP THE CAR FROM CATCHING ON FIRE AND BURNING UP, THE SERVICE MANAGER AT STEGALL FORD IN PONTOTOC STATED I SHOULD NOT HAVE THIS PROBLEM AGAIN BECAUSE THE NEW PART WAS SEALED IN PLASTIC. I BELIEVE THIS IS A SERIOUS DESIGN FLAW AFTER LOOKING AT YOUR ODI ID LOGS OF 865884,867236,845896 AND 845837 ALONG WITH NUMEROUS AIR BAG DEPLOYMENTS FOR THIS MODEL CAR FOR NO REASON. I BELIEVE THIS PART WAS CHANGED BY FORD AND SHOULD HAVE BEEN RECALLED ON ALL MODELS. I WORK AS A DESIGN ENGINEER AND IF AN ELECTRICAL ITEM IS SUBJECT TO MOISTURE INJECTION, IT SHOULD BE SEALED OR POTTED TO ELIMINATE

CONTINUE ON REVERSE

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.