



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

30-SEP-2001

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Reference No.

752749

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
1FMCU03181KB59212	FORD TRUCK	ESCAPE	2001	

Purchase Date 01-MAY-2001	Dealer's Name _____	Engine Size (CID/CC/L <u>3.0L V</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 Bel ☐ 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 05100000	Part Name(s) ENGINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 2	Date(s) of Failure(s) <u>24-SEP-2001</u> Mileage at Failure(s) <u>5700</u> <u>35</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 <u>0</u>	Number of Fatalities <u>0</u>	Estimated Property Damag <u>0</u>	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

OVER A PERIOD OF FOUR MONTHS MY FORD ESCAPE HAS LOST ALL POWER WHILE DRIVING IN THE AM TO WORK. IT WAS VERY DIFFICULT TO HANDLE THE CAR WHEN IT LOST ALL POWER BECAUSE OF THE LOSS OF POWER STEERING. THE FIRST OCCURRENCE HAPPENED FIVE DAYS AFTER I PURCHASED THE CAR. FORD REPLACED THE IDLE SENSOR AND SAID IT WAS FIXED. FOUR MONTHS LATER THE PROBLEM OCCURRED AGAIN. THE CAR HAD TO BE TOWED IN. FORD CLAIMS THAT THEY "CANNOT REPLICATE THE PROBLEM" AND THEIR ENGINEERS DON'T KNOW WHAT'S WRONG WITH IT BUT ARE AWARE OF THE PROBLEM IN THE ESCAPES. I WAS OFFERED A TRADE IN AT THE LOSS OF \$6,700.00 OR TO CALL THE 800 FORD NUMBER AND REPORT THE PROBLEM TO THEM. THE 800 NUMBER TOLD ME TO PUT EVERYTHING IN WRITING AND WAIT FOR A RESPONSE (2-3 WEEKS). I AM NOW IN THAT STAGE OF MY COMPLAINT. THIS

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.