

Jimenez, Alberto

10115671

From: Jimenez, Alberto  
Sent: Wednesday, January 18, 2005 7:50 AM  
To: [REDACTED]  
Subject: Technical Service Bulletins

Thank you for your e-mail to NHTSA's Webmaster, which was received by NHTSA's Office of Defects Investigation. We apologize for the delay in answering your e-mail; however, due to the number of e-mails received and limited resources we are unable to respond in a more timely manner.

NHTSA has no authority to act on vehicles exported to countries outside the U.S. and its possession (Puerto Rico, Virgin Islands, etc.). We can only suggest that you write the Ford Motor Company (Ford) to find out what they are able to do for you. Their address is: Ford Motor Company, Customer Relationship Center, 16800 Executive Plaza Drive, P.O. Box 6248, Dearborn MI 48121, e-mail address: [www.ford.com](http://www.ford.com).

[REDACTED]  
From: [REDACTED]  
Comments:  
Hello...

Just yo request advice on how to proceed... Please help me to address this to whom it may concern..

Ford issued a notice last year to owners of 2001 models about premature EGR sensor failures, and that the normal 36,000 mile warranty was extended to 60,000 for this component.

# Service Bulletin Num : 02M01  
# Date of Bulletin: JUN 01, 2004  
# NHTSA Item Number: 10007207

I have a Ford Escape 2001 and the EGR sensor failed as described on the bulletin. The problem is that I bought the vehicle in Mexico and Ford Mexico has no information about that bulletin, I mean, I was told that such recall does not apply to Mexico. The car was manufactured in Kansas city, USA; and I think that the recall should apply to Mexico also... under a different number, maybe.

What can I do so that such service recall apply for me?...  
many thanks indeed.

Sincerely,

[REDACTED]  
From NHTSA Web Site.